

JPA Board of Directors Meeting

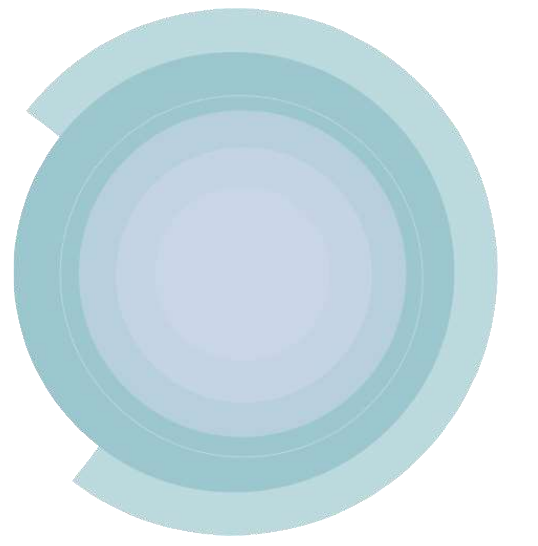
July 18, 2025



CalSAWS



Agenda

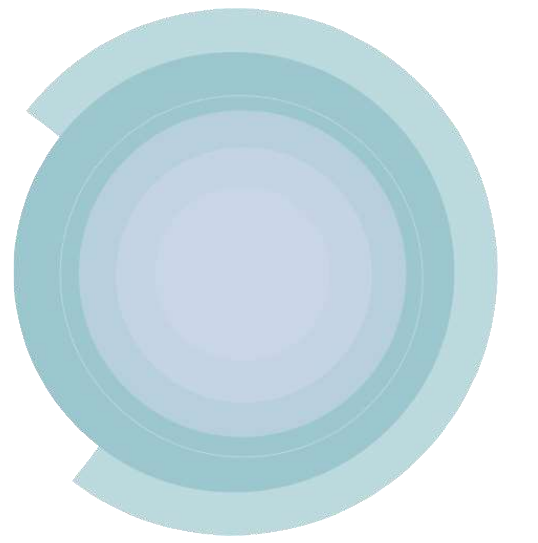


1. Call Meeting to Order.
2. Confirmation of Quorum and Agenda Review.
3. Public Comment: Public opportunity to speak on any item NOT on the Agenda. Public comments are limited to no more than three minutes per speaker, except that a speaker using a translator shall be allowed up to six minutes.

Note: The public may also speak on any Item ON the Agenda by waiting until that item is read, then requesting recognition from the Chair to speak.

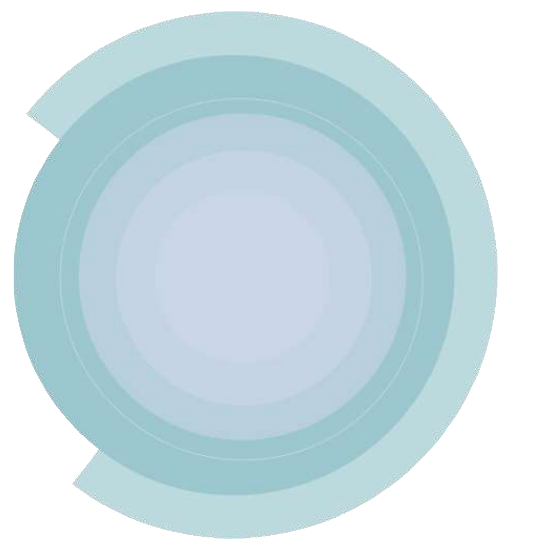
Action Items

Action Items



4. Approval of Group Sales Agreement between CalSAWS Consortium and the Fairmont San Francisco for the CalSAWS Annual Conference June 24-26, 2026, and delegation of authority to CalSAWS Executive Director to sign Catering and A/V agreements in an amount not to exceed \$175,000.
5. Approval of Accenture Amendment 33 to extend the term of the agreement by an additional seven (7) months to align to the Maintenance & Enhancement (M&E) transition period and account for one (1) month contract close-out.
6. Approval of Deloitte Portal Mobile Change Order 10, which exercises an extension of the Agreement by seven (7) of the optional nine (9) months through March 31, 2026.

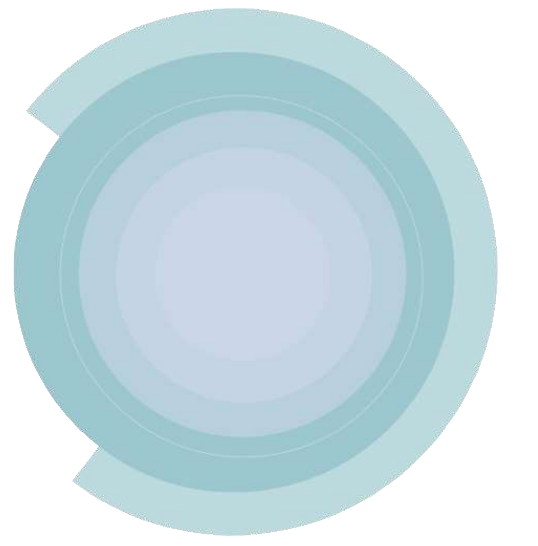
Action Items



7. Approval of Consent Items:

- a. Approval of the Minutes and review of the Action Items from the June 27, 2025, joint meetings of the JPA Member Representatives and Board of Directors.
- b. Approval of Accenture Change Notice 41, which includes county purchases, premise, and transition updates.
- c. Approval of Gainwell Central Print Change Order 4, which includes county purchases, two (2) premise items, Return Mail, and updates to print volumes for the base term.
- d. Approval of Gainwell Infrastructure Change Order 1, which includes six (6) county purchases.

Action Items



6. Approval of Consent Items (Continued):
 - e. Approval of Deloitte BenefitsCal Work Order 19, which includes enhancement items to align to the National Institute of Standards and Technology (NIST) 800-53 revision 5.
 - f. Approval of ClearBest Change Order 9 Work Order 3, which includes nine (9) premise items.

Informational Items

2025 CalSAWS Conference Debrief



Overall Experience

The conference duration (day and a half) provided the right amount of time to cover topics.

4.1

The conference was well-organized.

4.3

The conference had the right balance of sessions and free time.

4.2

There were the right number of plenary sessions.

4.0

there were the right number of breakout sessions.

3.9

Overall, the conference was a valuable experience.

4.3

Strongly disagree

Strongly agree



Plenary Session #1 - CalSAWS Priorities and Objectives

The plenary session was appropriate in duration.

4.0

The plenary session was relevant and engaging.

4.0

The plenary session presenter was knowledgeable about the topic, and I felt I learned something new.

4.0

Strongly disagree

Strongly agree

Plenary #2



Plenary Session #2 - GenAI Call Summary Prep and Tool

The plenary session was appropriate in duration.

4.3

The plenary session was relevant and engaging.

4.1

The plenary session presenters and panel members were knowledgeable about their topic, and I felt I learned something new.

4.1

Strongly disagree

Strongly agree

52



Plenary #3



Plenary Session #3 - Collaboration Model Redesign

The plenary session was appropriate in duration.

4.1

The plenary session was relevant and engaging.

3.8

The plenary session presenters and panel members were knowledgeable about their topic, and I felt I learned something new.

3.9

Strongly disagree

Strongly agree



Breakout Session 1 - Harnessing Analytics for Better Decisions

The plenary session was appropriate in duration.

4.0

The plenary session was relevant and engaging.

3.9

The plenary session presenters and panel members were knowledgeable about their topic, and I felt I learned something new.

3.9

Strongly disagree

Strongly agree



Breakout Session 2 - Using Gamification to Improve Contact Center

The plenary session was appropriate in duration.

4.1

The plenary session was relevant and engaging.

3.7

The plenary session presenters and panel members were knowledgeable about their topic, and I felt I learned something new.

3.8

Strongly disagree

Strongly agree



Breakout Session #3 - Cracking the Code on Return Mail

The plenary session was appropriate in duration.



The plenary session was relevant and engaging.



The plenary session presenters and panel members were knowledgeable about their topic, and I felt I learned something new.



Strongly disagree

Strongly agree



Breakout Session #4 - Networking with a Mission

The plenary session was appropriate in duration.

3.7

The plenary session was relevant and engaging.

3.0

The plenary session presenters and panel members were knowledgeable about their topic, and I felt I learned something new.

3.1

Strongly disagree

Strongly agree

Favorite Part of the Conference

The BCR
Song

Gamification
(Breakout 2)

Collaboration Model
Reminds us of community focus
and impact

Return Mail
(Breakout 3)

CalSAWS Priorities
and Objectives
was very informative

GenAI and Call
Center Functionality
demo

Analytics Session
(Breakout 1)

Networking Session
Time to network with
colleagues
Meeting new people

Working our county CBOs
and advocates to bridge
the gaps to better serve our
customers.

Plenary
Panels

Keynote
Speakers
connected the why
of what we do and
how things are done

Location and length
of sessions

All was very interesting.
Enjoyed the
conference as a
whole.

I felt the conference was
well organized and gave
us as attendees the right
amount of information to
take back to our
counties.

Meaty
Topics

Great Theme
and Location

How Can We Improve?

Slides were hard to read

Better chairs

Add an additional day

BenefitsCal User Experience Focus

Better organized and have handouts

I wish I could have attended every session. Don't want to have to choose.

Add a fun mixer thing (like an evening at the bar, so I know where the cool kids will be)

More sessions
More breakout sessions
More detailed sessions
(county practices)

Just need 2 plenary sessions (1 per day).
More time for breakout sessions.

Code name challenge was overwhelming...
Loved fun facts on the name tags.

Create Fraud Prevention and Detection as a breakout session by harnessing AI capabilities of CalSAWS

Plenary Session 2 was repetitive of CWDA Conference and other meetings

This was great as it was.
Keep up the good work!
All good!
I cannot think of anything at this time.

January 2026 JPA Member Representatives Meeting

January 29, 2026 | Zoom and CalSAWS Office, Gold River, CA

June 2026 Conference and JPA Member Representatives Meeting

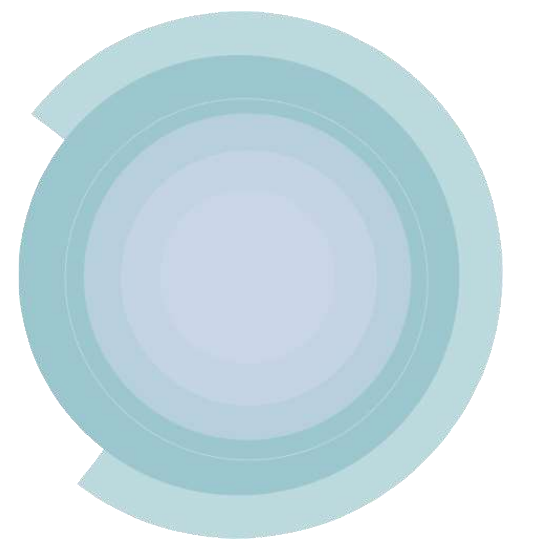
June 25-26, 2026 | San Francisco, CA



BenefitsCal Document Upload Research Update

BenefitsCal Document Upload Research Update

Concerns and Findings



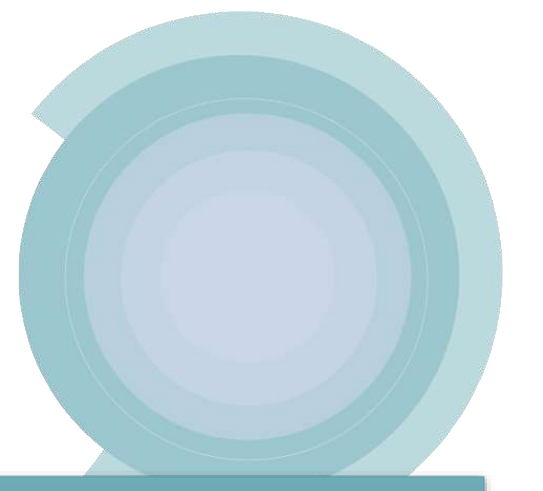
Delayed Document Availability

- Documents uploaded during the eApplication process are not viewable by workers until the application is submitted.
 - Customers may mistakenly believe documents are already submitted, leading to incomplete applications.

Lost or Misplaced Documents Resulting in Additional Requests for Documents

- Unsubmitted applications prevent documents from being uploaded and attaching to a case.
 - Potential BenefitsCal enhancement to provide clear disclaimer
- Some workers are unaware that uploaded documents are accessible on the eApplication page or where to find them once linked to a case.
 - “Point of Service” allows users to see the BenefitsCal documents submitted within the past 90 days.
 - Additional Trainings and training resources may improve awareness among workers.
- Documents may have been submitted but do not meet eligibility requirements, requiring workers to request additional documentation or further clarification.

BenefitsCal Document Upload Research Update



Ongoing Steps

Coordination and Follow-up

- Examples received from Advocate co-leads continue to be investigated and results are being shared.
 - Five cases sent in early June
 - Two cases sent in mid June*
- Additional examples have been requested from the Advocate co-leads to continue to research this item.
 - One case sent in early July (research ongoing)
- County Learning Exchange (CLE) may provide user-focused training based on identified confusion or workflow gaps (August CLE topic: BenefitsCal – in planning stages).

Training and Communication

- CalSAWS Learning Exchange sessions held on June 3 and 5, focused on Imaging
 - Recorded and available for counties.
- Monthly Enhanced Imaging Communications include:
 - Training videos, Quick Reference Guides, Tips and updated materials on system enhancements.
- Two Quick Guides currently in internal review – one worker facing, one public facing

Potential System Enhancements

- BenefitsCal enhancement - Add disclaimer clearly informing users that documents are not uploaded until the application is submitted.
- CalSAWS enhancement - Add “BenefitsCal Images” button to Case Summary page.

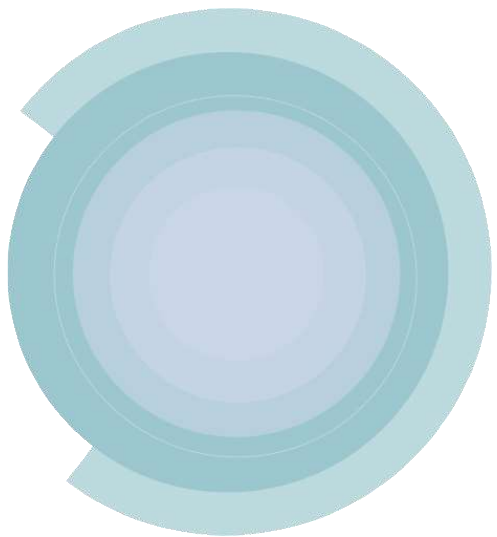
Note: No SCRs are currently documented at this time.

*an additional 7 cases were sent in mid June related to Two-Way Messaging

BenefitsCal Update

Application Completion and Page Exit Rate

Customer | Completed within 7 Days | Q1 (Jan-Mar 2025)



In Q1, from Jan-March 2025,

328K

customers **started** new BenefitsCal applications.

In 7 days

64%

In 30 days

68%

of these applications were **completed**.

In 7 days

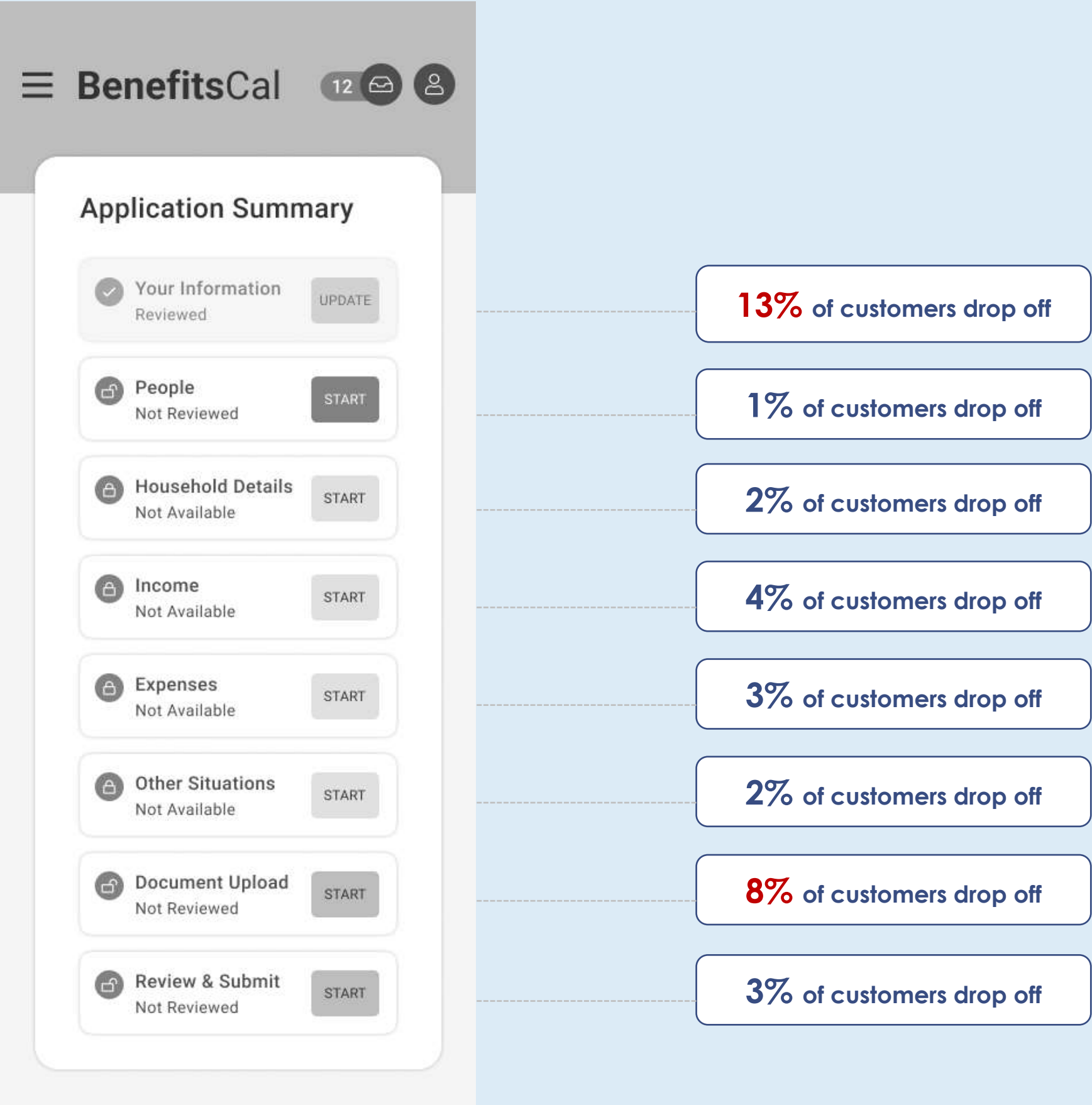
36%

In 30 days

32%

Of all new BenefitsCal customer applications result in drop-offs.

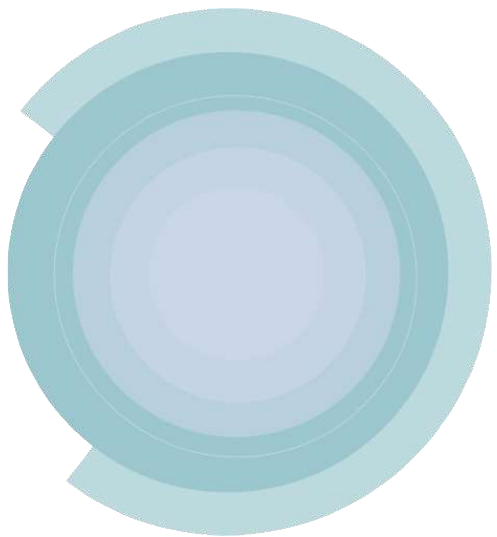
Where in the BenefitsCal application do customers tend to drop off?



Most page exits occur in the **Your Information** section and **Document Upload** section.

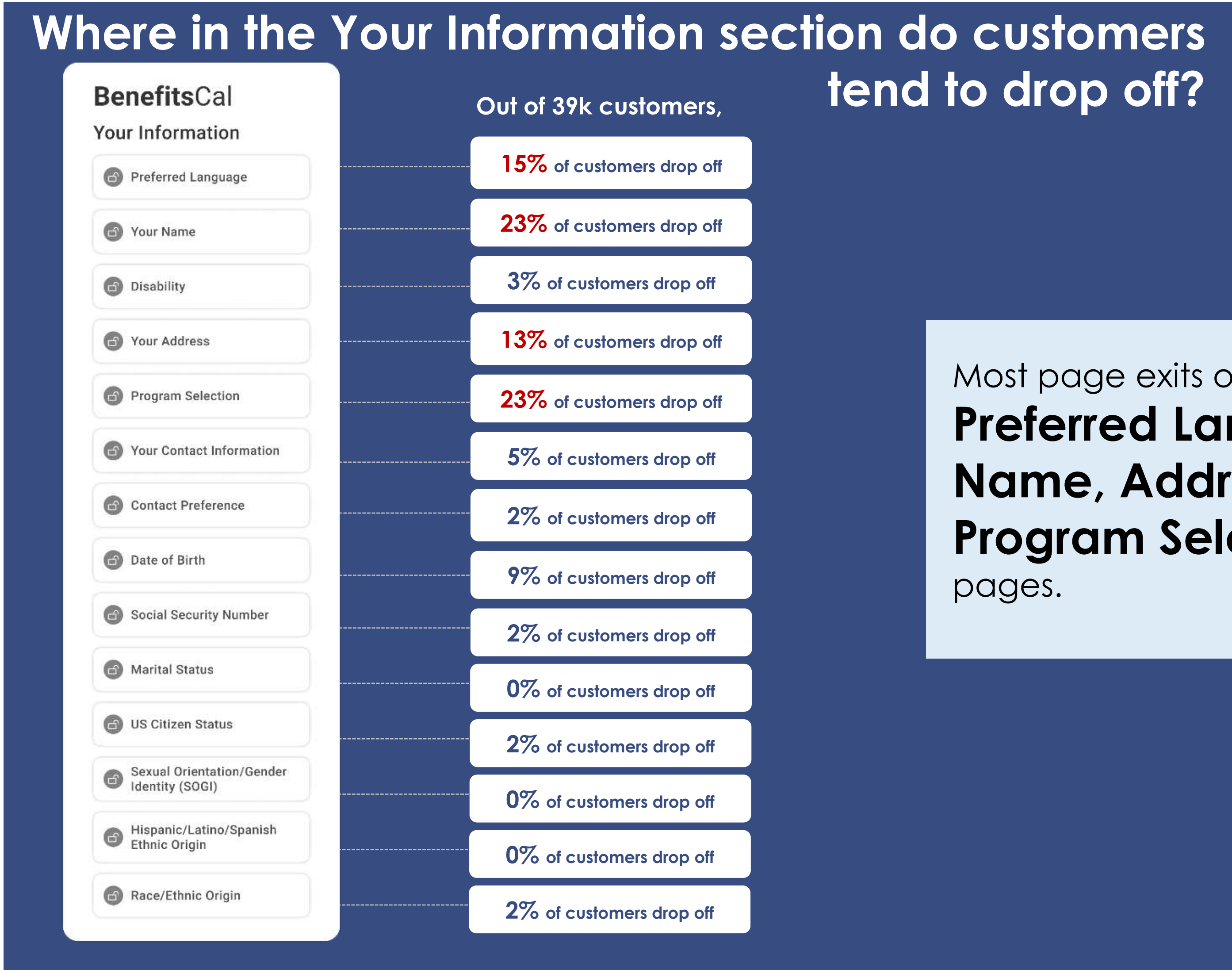
Your Information – Section Drop-Offs Drilldown

Customer | Completed within 7 Days | Q1 (Jan-Mar 2025)



39K or **13%**
of all new BenefitsCal customers drop off at the **Your Information** section.

- Impacted Cohort:**
- Customers belonging to 40–50 age group
 - Customers with more than 3 household members



Most page exits occur in **Preferred Language, Name, Address, and Program Selection** pages.

Policy & Release Update

Release and Policy Update

System Updates

Since we last met....

- Deployed 25.05 (70 SCRs, ~34,000 hrs)
 - San Bernardino County went live with the automated GA/GR solution. The first county to be added to this solution post migration
- Deployed 25.06 (9 SCRs, ~11,000 hrs)
- Completed Case Purge
 - First run for all 58 counties
 - ~1.38M cases purged; largest run to date
- Deployed SCATL application and completed conversion from WDTIP to SCATL

Release and Policy Update

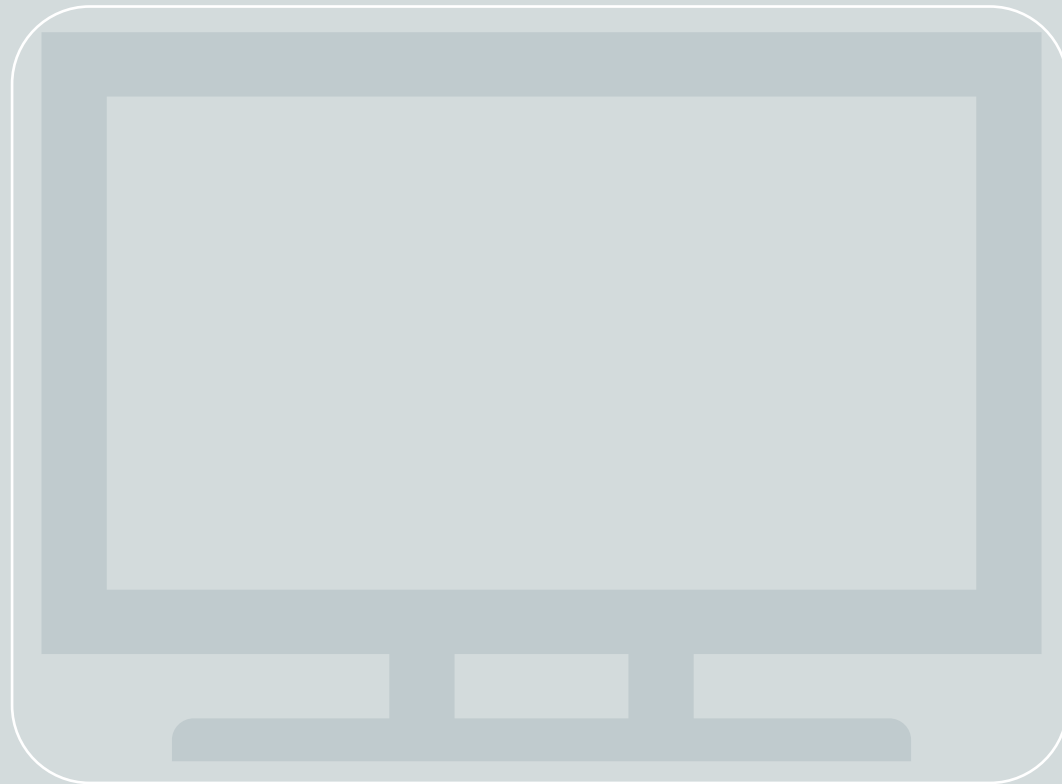
SCATL

Background:

- Post 58 county migration, it was approved to move the WDTIP TRAC data into CalSAWS. The benefits of this include:
 - Retirement of a +25-year, mainframe, COBOL system, saving the state funding each year by retiring this legacy system. System is available in read only mode through June 2026
 - Removal of an interface that required on-going reconciliation
 - Faster and easier sharing of Time on Aid records across counties, ease of use and improvements to workers regular tasks
- The initial request was a “lift and shift” of current CalSAWS/WDTIP functionality. We went on a step further:
 - New look and feel that enhances usability
 - Moving time clocks from PERS to CIN level

Release and Policy Update

SCATL



Technology

AWS Relational database

React front-end

Serverless
lambdas

Real time
integration with
CalSAWS/EDD



Data

½ Billion records
converted

Three mocks plus
one successful
conversion
completed
ahead of
schedule!



People

Simplified UI
Single sign-on

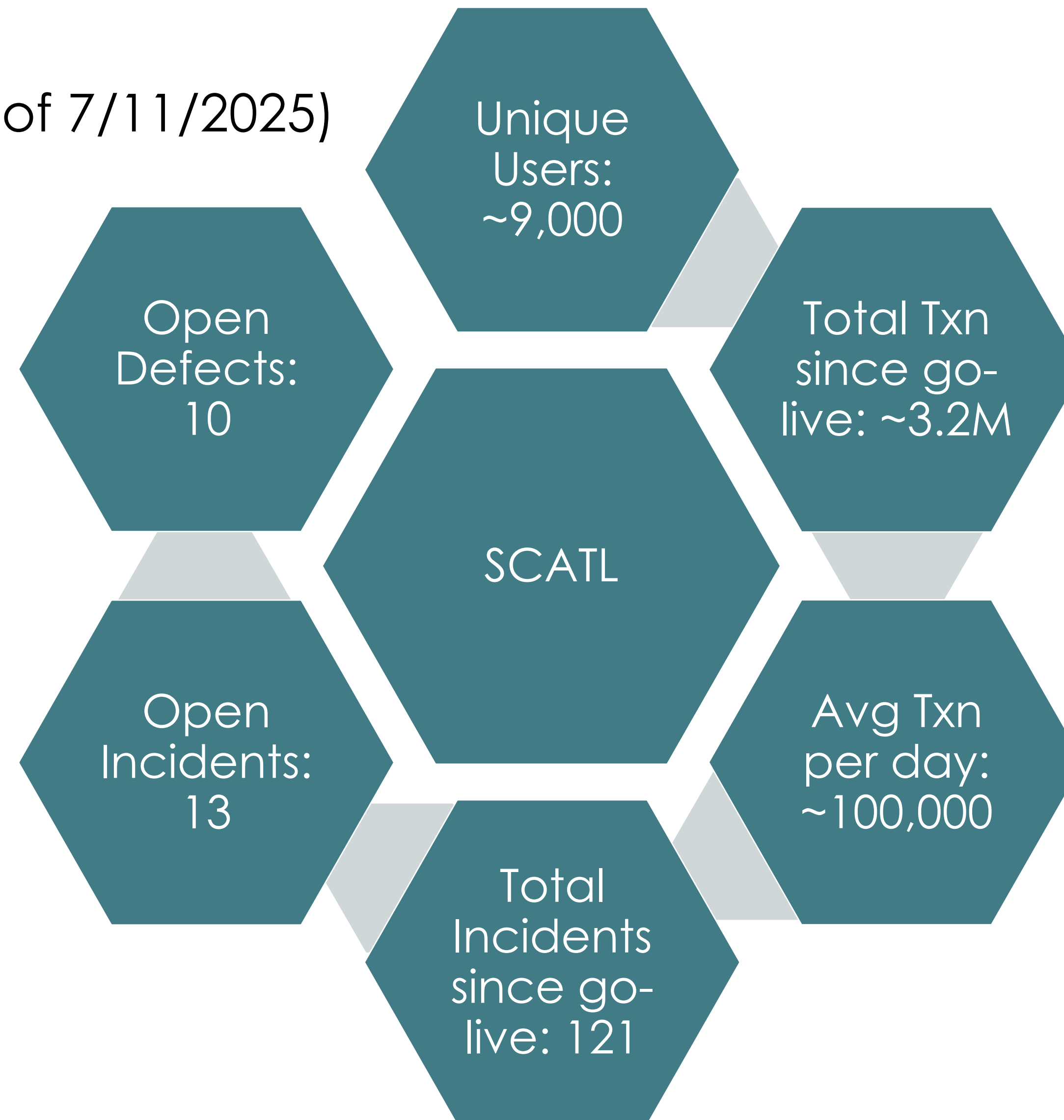
Demos, fact
sheets, quick
guides

Agile workgroup
met every week

Release and Policy Update

SCATL

Post Go-live stats (as of 7/11/2025)



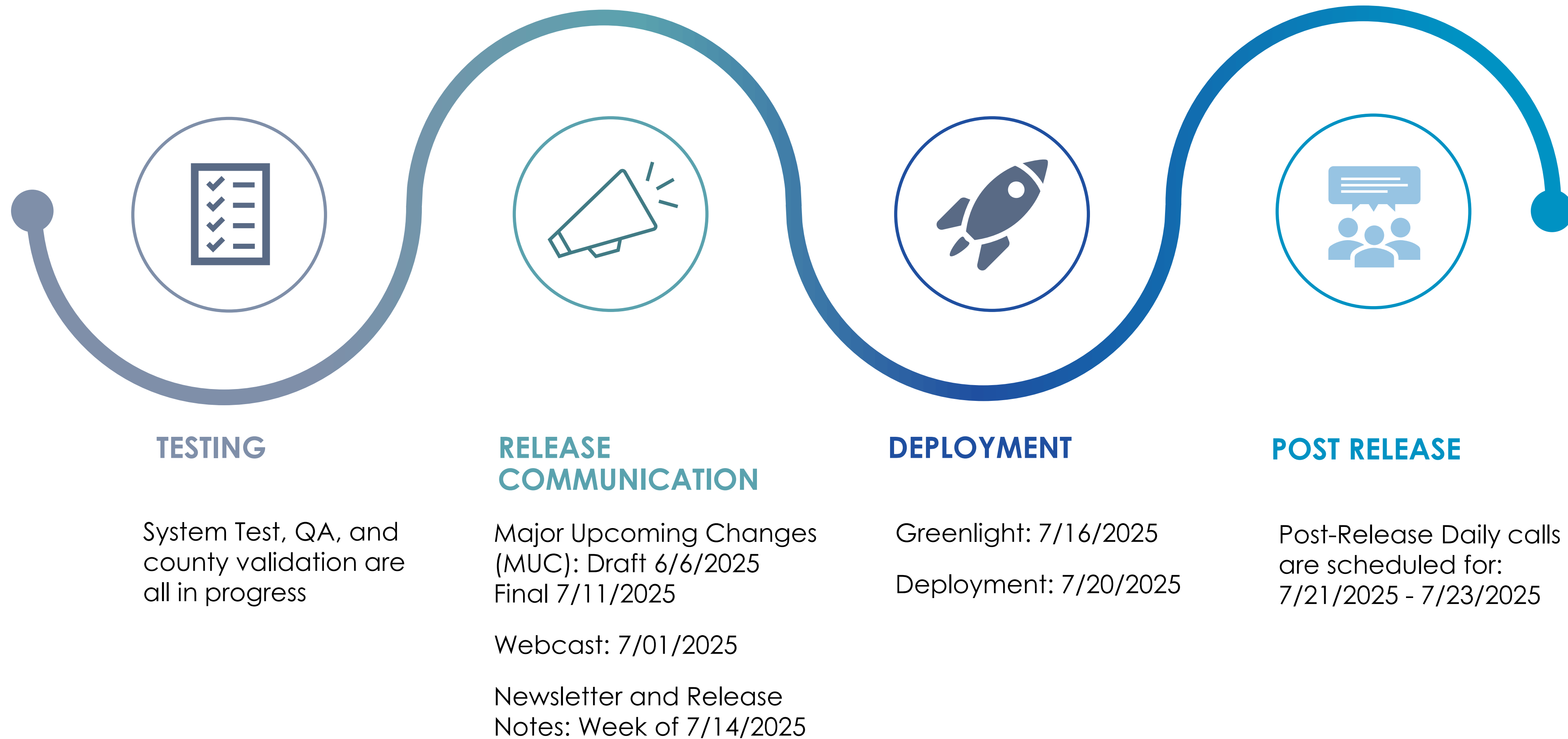
Release and Policy Update

Upcoming Releases

July Baseline (7/21/2025) and Priority Releases	August Priority Releases	September Baseline (9/22/2025) and Priority Releases	October Priority Releases
7/XX/2025: • ACL 25-XX AAP, FC, KG, CNI Rate Increase for Year 2025-2026 COLA Values • ACL 25-XX AAP, FC, KG, CNI Rate Increase for Year 2025-2026 - Batch EDBC COLA 7/21/2025: • ACL 22-85 - CalFresh CF 296 and Expedited Service Redesign • ACL 10-01, ACL 15-94, ACL 15-94E - CF 387 CalFresh Request for Information for Residency	8/XX/2025: • 2025-2026 CalFresh COLA; Update CalWORKs (CW) IRT Levels for 2025-2026 • Update Homeless Mapping for TANF Clock as per WDTIP TRAC Guide	9/XX/2025: • ACIN I-XX-25- FFY 2025-2026 CalFresh COLA; ACL 25-XX CW IRT - Run Batch EDBC • ACL 21-45 - Add new CW and WTW Notices 9/22/2025: • Send MEDS Non-Extended Aid Codes For Foster Care & Kin-GAP Infants • MEDIL I 25-07 - 2025 Updates to the Single Streamlined Application • ACL 13-96 - Add additional forms to CalSAWS CW - CF - CW/CF and ESAP RE Packets	10/XX/2025: • ACL 25-41 - Informational ABAWD Waiver Ending Mass Mailer

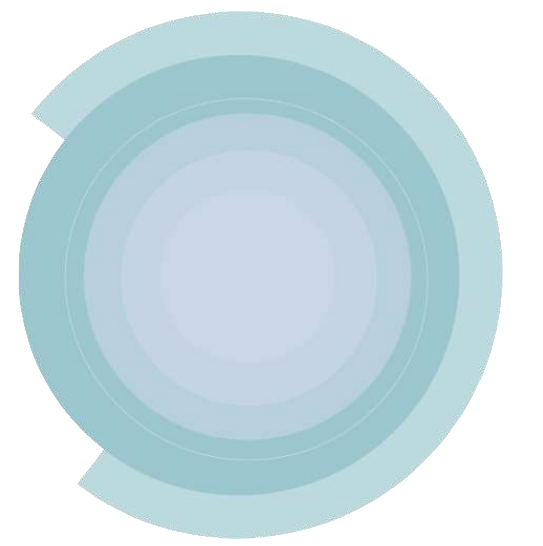
Release and Policy Update

Upcoming Releases – 25.07



Release & Policy Update

ACWDL 25-13 Medi-Cal Expansion Freeze for those with Unsatisfactory Immigration Status

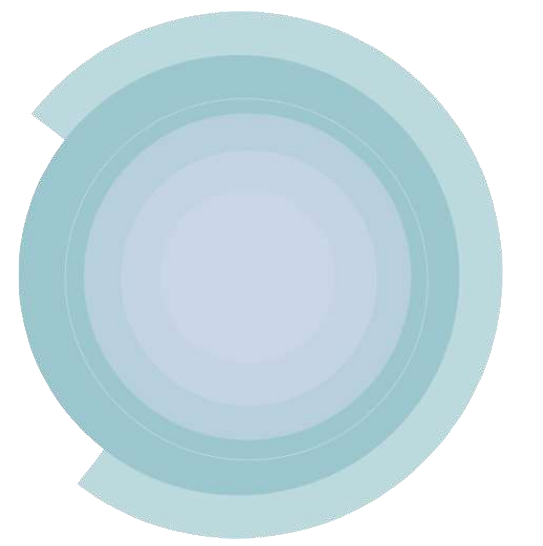


Effective January 1, 2026 – New Medi-Cal (MC) applications submitted on or after this date for individuals without satisfactory immigration status will only be eligible for restricted-scope Medi-Cal.

- **SCR 291142** will implement the necessary system changes to support this policy update. It is tentatively scheduled for a priority release on **December 22, 2025**. The Medi-Cal Committee will review and provide feedback on this SCR once the design is complete.

Release & Policy Update

ACWDL 25-14 – Reinstatement of Assets Limits for Non-MAGI Programs

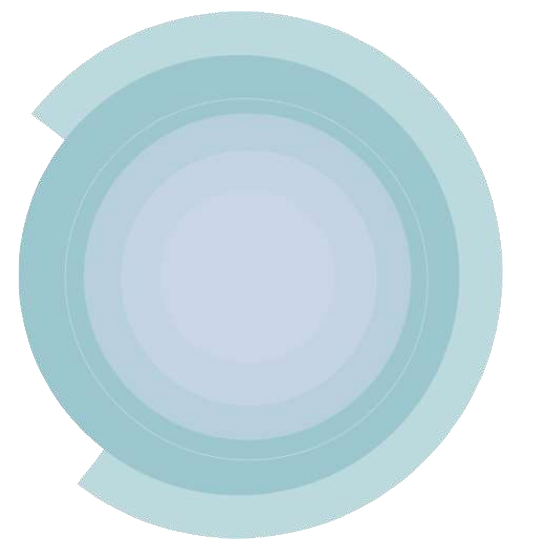


Starting January 1, 2026, the asset test for all Non-MAGI programs will be reinstated, including Medicare Savings Programs and Long-Term Care. The asset limits will apply to new applicants and existing members at renewal or when eligibility is reviewed due to a change in circumstances.

- **SCR 291144** will implement the necessary system changes to support this policy update. It is tentatively scheduled for a priority release on **December 22, 2025**. The Medi-Cal Committee will review and provide feedback on this SCR once the design is complete.

Release & Policy Update

ACWDL 25-14 – Reinstatement of Assets Limits for Non-MAGI Programs



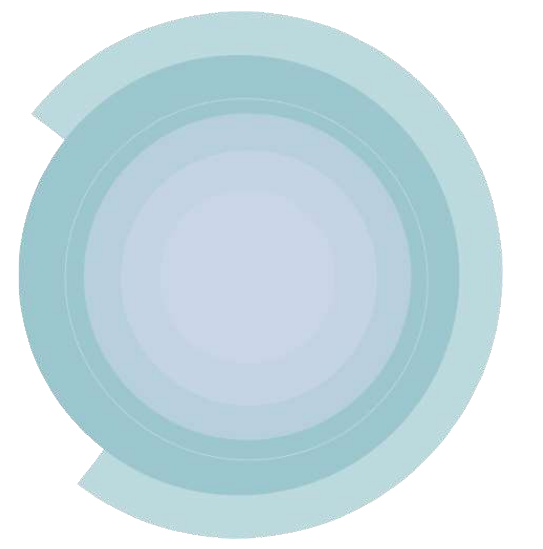
Beneficiaries will be required to report asset information at their redetermination (RE). To support this, DHCS is providing updated forms. SCR 291144 will include adding the updated forms to applicable MC RE packets.

January and February 2026 RE packets are mailed in November and December 2025. DHCS is creating a new asset report form (name and number TBD) to use until the updated forms are ready for March REs and beyond. Gainwell, the Central Print vendor, will add the form to the packets before mailing.

To meet the State's timeline, the initial version of the new form will be available in English and Spanish. The GEN 1365 will be included in all packets.

Release & Policy Update

House Resolution 1 (H.R. 1): CalFresh Impacts – What We Know So Far



- Lawfully Present Non-Citizens: Changes impact eligibility and/or benefits.
- ABAWD Requirements: Expands time limits and work requirements for Able-Bodied Adults Without Dependents.
- Standard Utility Allowance (SUA)
 - ❑ Limits SUAS benefit to households with elderly and disable members only
 - ❑ Excludes the cost of basic internet service from SUA calculations.
- Thrifty Food Plan: Imposes restrictions on future updates or changes.
- CalFresh Healthy Living: Eliminates federal funding for this program.

Monthly Performance Trends

Performance Trends

SLAs and Onshore/Offshore Hours

CalSAWS SLAs

Mar 2025 – June 2025*

	Performance	
	M&E	Infrastructure
✓ System Availability	100%	100%
✓ Helpdesk Diagnosis	100%	100%
✓ System Response	100%	N/A
✓ Batch Completion	100%	N/A
✓ Training Environment Availability	100%	100%
✓ Standard Report Response	100%	100%
✓ Security Incident Response	100%	100%
✓ Disaster Recovery Response		100%
✓ ForgeRock	100%	100%
✓ Local Repair Services		100%

* June metrics are still be reviewed by Consortium and QA

BenefitsCal SLAs

Mar 2025 – June 2025

Deloitte

✓ All Daily Transactions

Performance

100%

Imaging SLAs

Apr 2025 – Jun 2025

Hyland Solutions

✓ Monthly Uptime

Performance

100%

✓ Monthly Page Views

99.36%

✓ Monthly Database Transactions

99.98%

✓ Brainware Processing

99.87%

➤ Technical Resource Response Time

1 (total)

Onshore/Offshore Metrics

SFY24-25

	Onshore %	Offshore %
BenefitsCal Hours	45%	55%
CalSAWS Hours	61%	39%

CalSAWS Cost of Rework

	Onshore %	Offshore %
R25.03	0.61%	1.81%
R25.01 - R24.11	1.23%	2.14%
Target	≤ 10% (combined)	

Transition Update

Infrastructure Transition

Recently Completed and Future Transitions



Imaging

- **Transition Complete**
- Transition of custom application components transitioned June 1, 2025
- SaaS and hosting services continue to be provided by Hyland



Contact Center

- Infrastructure transitioned February 1, 2025
- Application and remaining services transitioned July 11, 2025
- **Remaining Transition** - Call Summarization (Gen AI) on July 31, 2025

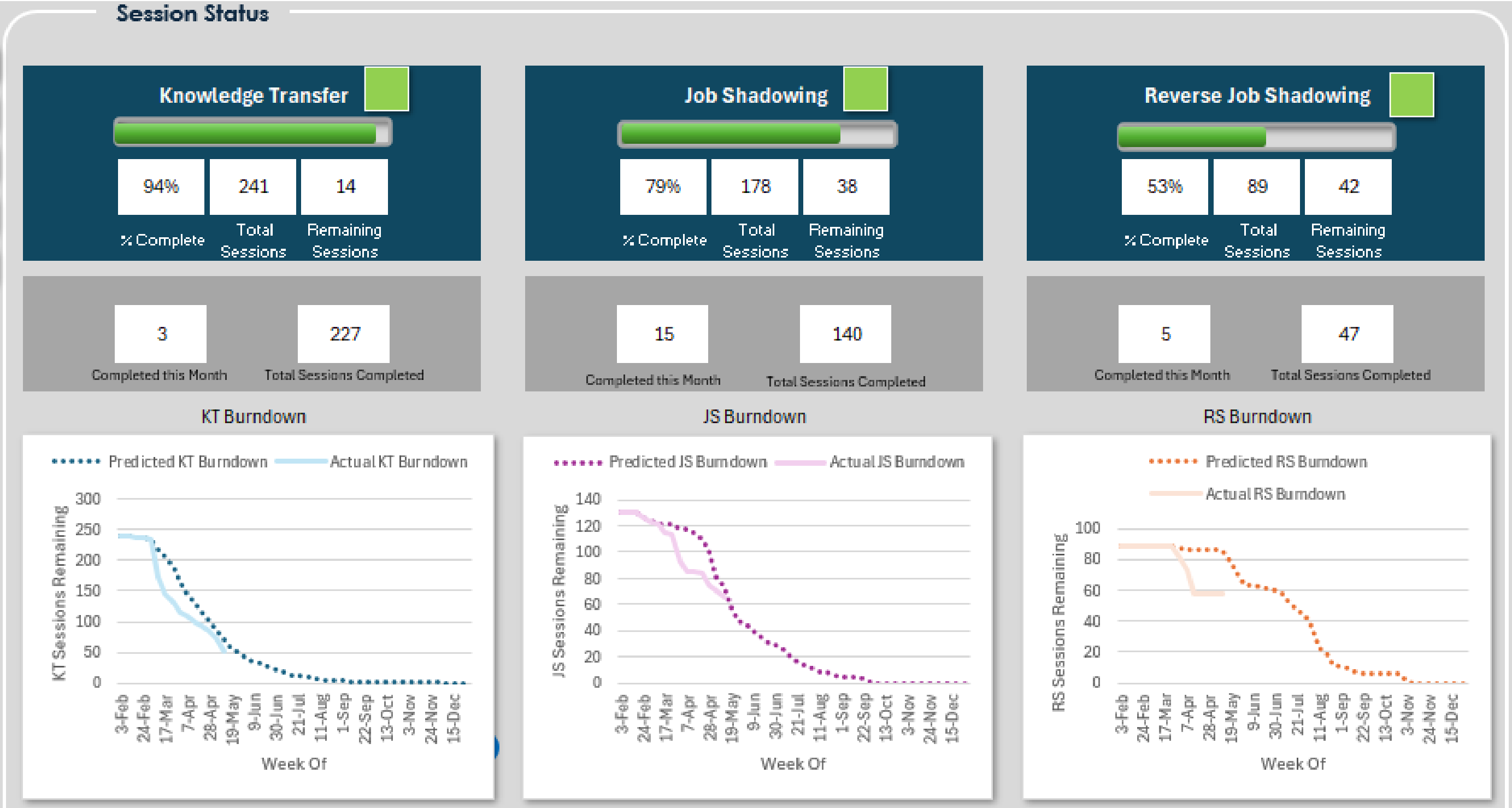
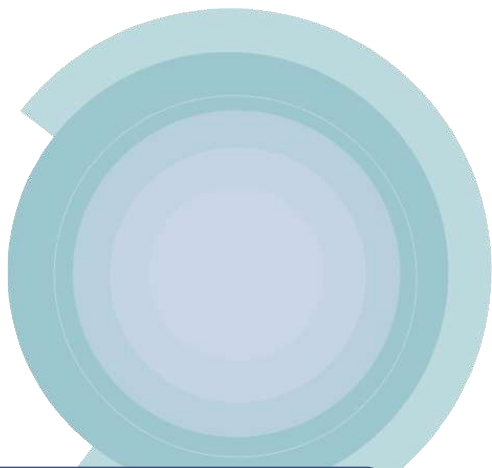


Access Mgmt

- **Transition Complete**
- Ping Identity formerly known as ForgeRock
- Infrastructure transitioned February 1, 2025
- Transition of custom application components transitioned June 2, 2025

M&E Transition-In Progress

As of 7/9/2025



Release 25.09 [75% Complete]

- **JS/RJS Design & Build:** Complete (15 SCRs)
- **JS/RJS Test:** In-Progress (7/7 test script creation complete, 0/7 testing complete)

Release 25.11 and 25.11.XX

- **Release 25.11: 17 SCRs:** 6 expedited approved, 3 in approval, rest in design.
- **Release 25.12.22 (May Revise):** Design ongoing for 2 Medi-CAL/CalHEERS SCRs; policy finalized 6/30/25; 4 of 5 Risk 317 mitigation steps complete, 1 on track.

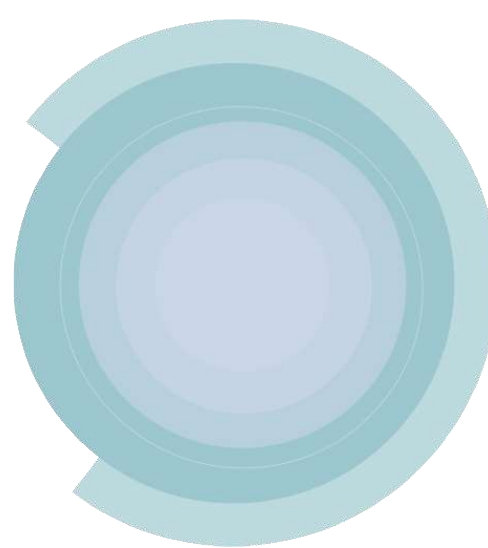
CalHEERS 26.02 and 26.06

- **Release 26.02:** JADs in progress for SCRs to finalize designs.
- **Release 26.06:** Pre-JADs in progress for SCRs to finalize requirements; scope under discussion with CalHEERS.

Other Updates

- **Architecture & Innovation:** Assessing business component improvements and innovations; Annual Strategic Plan development, including business priorities, iterative planning for strategy optimizing resources, and improving service alignment to JPA strategic objectives.
- **Security:** SSP draft in progress; 15% of control responses complete.
- **Deliverables & Policy/Legislative:** Ongoing review/submission of deliverables, SIRFRAs, SCERFRAs, CPOs, and Premise Items.

ICT Status Update

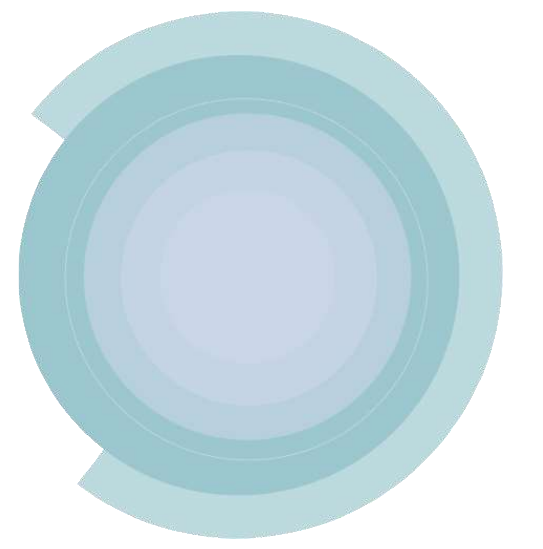


County ICT Feedback – Next Steps

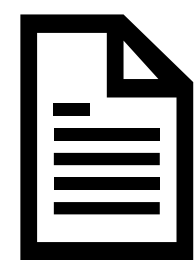


CalSAWS ICT Protocol Document

CIT # 0053-25



The ICT Protocol document was completed by the ICT Workgroup in March and final review took place throughout April. The ICT Protocol document was published on 5/01/2025 via CIT #0053-25-CalSAWS Inter County Transfer (ICT) Protocol. Counties should review, update and train impacted staff who touch the ICT process in any way on the ICT Protocol which was developed and approved by the 58 counties, CWDA, and the state.

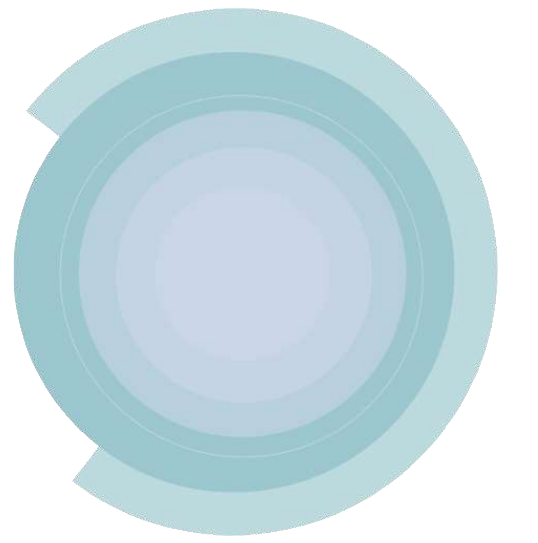


Path to the CalSAWS ICT Protocol document:

[CalSAWS Web Portal > CRFIs & CITs > CalSAWS Information Transmittals \(CIT\) > 2025 > CIT 0053-25](#)

CalSAWS ICT Workgroup

Workgroup Member Feedback



“Participating in this workgroup was awesome! We covered a lot of the pain points and got to a good place.”

“The ICT Protocol should help counties to approach the ICT process in a consistent and more efficient way.”

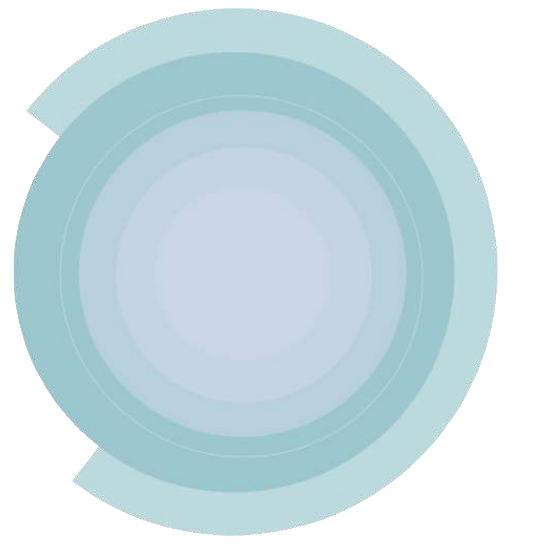
“It was nice to collaborate with other county workgroup members and the state too. We look forward to a smoother road for our ICTs.”

Daisy & Bobbi did a great job keeping us on track!

“CalSAWS and counties did an excellent job in engaging stakeholders, facilitating, and providing knowledge and expertise to streamline the ICT Protocol document.” – CDSS CalWORKs



ICT Update- Next Steps



- Hand off document to ICT Committee to take ownership for maintenance of ICT Protocol- End of April 2025
- Pulse check to occur 6 months out in the ICT Committee to fine-tune the ICT protocol document, if needed. Target- November 2025

Thanks County Regional ICT experts and state stakeholders for your collaboration in revamping the ICT Protocol to be a Power of 58 work product.



CalSAWS Procurement Updates

Procurement Timeline

Key Procurement Tasks

	QA Procurement Event	Dates
1	RFP Development	December 11, 2024 – April 14, 2025
2	Consortium Review and Approvals	April 15 – 23, 2025
3	State Review and Approvals	April 29 – May 30, 2025
4	Federal Review and Approvals	June 4 – August 5, 2025
5	Release RFP	August 11, 2025
6	Conduct Bidder's Conference	August 19, 2025
7	Bidder Question and Answer Period	August 11 – September 2, 2025
8	Consortium Publishes Final Q&A and RFP Addendum	September 16, 2025
9	Proposals Due	October 20, 2025
10	Evaluate Compliance, Firm Qualifications, Business and Price Proposals, and BAFOs	October 21, 2025 – May 27, 2026
11	Prepare and Approve Vendor Selection Report	May 28 – July 1, 2026
12	Publish Notice of Intent to Award and VSR	July 2, 2026
13	Contract Negotiations	July 7 – 15, 2026
15	State Contract Approval	July 20 – August 19, 2026
16	Federal Contract Approval	August 20 – October 20, 2026
17	Contingency Period	October 21 – November 13, 2026
18	JPA BOD Approval	November 20, 2026
19	Contract Start	December 1, 2026
20	Transition-In Period (2 Months)	December 1, 2026 – January 29, 2027

Adjourn Meeting