

CalSAWS | Executive Summary for the JPA Board of Directors

Location: Zoom/In-Person
Date: Friday, July 18, 2025

Agenda Item and Summary	Type of Item
1. Call meeting to order. Summary: Board Chair, Michael Sylvester, will call the CalSAWS JPA Board of Directors meeting to order.	Procedural
2. Confirmation of Quorum and Agenda Review. Summary: Board Chair, Michael Sylvester, will confirm quorum of the Board and will provide a high-level overview of the agenda.	Procedural
3. Public opportunity to speak on items 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. Summary: Board Chair, Michael Sylvester, will provide the public with an opportunity to speak on items not on the agenda.	Procedural
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. Summary: The Consortium is seeking Board approval of a Group Sales Agreement between the CalSAWS Consortium and The Fairmont San Francisco for the CalSAWS Annual Conference June 24-26, 2026, and delegation of authority to the CalSAWS Executive Director to sign Catering and A/V agreements in an amount not to exceed \$175,000.	Action

5. Approval of Accenture Amendment 33 to extend the term of the Agreement by seven (7) months to align to the Maintenance & Enhancement (M&E) transition period and account for one (1) month contract close-out.

Action

Summary: The Consortium is seeking Board approval of Accenture Amendment 33 to extend the Agreement by an additional seven (7) months, for the period August 1, 2025, to February 28, 2026. This extension aligns the term of the Agreement to the M&E transition period plus one (1) month for contract close-out.

This Amendment will shift \$13,673,696 from the Regulatory and Administrative (R&A) Change Budget to the M&O Price Schedule to accommodate the extension of services through February 2026.

This Amendment also shifts \$11,068,825 from the R&A Change Budget to the M&O Price Schedule to allow up to two additional one-month optional extensions subject to future JPA Board approval.

Approval of this Amendment will result in a revised R&A Change Budget of \$142,257,479 for previously approved and future change notices. There is no change to the overall total contract value.

The cost of this Amendment is funded through the CalSAWS Operational Advance Planning Document Update (OAPDU), and current year costs are accounted for in the SFY 2025-26 CalSAWS JPA Project Budget.

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

Summary: The Consortium is seeking Board approval of Deloitte Portal Mobile Change Order 10, which extends the agreement by seven (7) of the nine (9) optional months, from September 2, 2025, to March 31, 2026. There is no change to the total contract value. Board approval of this Change Order will leave two (2) months for future optional extensions.

The cost of this Change Order is funded through the CalSAWS Operational Advance Planning Document Update (OAPDU), and current year costs are accounted for in the SFY 2025-26 CalSAWS JPA Project Budget.

7. Approval of Consent Items

Action

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.

Summary: The Consortium is seeking Board 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 seven (7) premise item updates, transition updates, and five (5) county purchases.

Summary: The Consortium is seeking Board approval of Accenture Change Notice 41, which reconciles previously approved Regulatory and Administrative (R&A) Change Budget Services by (\$1,945,887) for the following premise items: ABAWDs Fiscal Responsibility Act of 2023, CalFresh – CalWORKs Recertification Packets, CARES. CF Notice of Provider Determination, Inclusion of IRT Language (CalFresh Reinstatement, Approval, and Denial Notice Revisions), WDTIP, and Work Registration CalFresh Disqualification Notice Update. Approval of this

Change Notice will leave a remaining balance of \$22,841,051 of the \$142,257,479 R&A Change Budget Services allowance.

Change Notice 41 will also utilize an additional \$4,519,471 of the original \$10,000,000 Transition Allowance for revised scope of transition-out. Approval of this Change Notice will leave a remaining balance of \$96.00 in Transition Allowance.

In addition, Change Notice 41 will utilize \$1,105,996 of the original \$35,000,000 allocation for County Purchases. Board approval of this Change Notice will leave \$9,370,849 for future County Purchases. The County purchases included in Change Notice 41 are as follows:

County Purchase Order	Cost
FR-01-2025 Fresno County – Extension of Support for Generative Artificial Intelligence ("GenAI") for Post-Call Summarization in English and Spanish	\$159,284.50
LA-01-2025 Los Angeles – Request for Raw Data Set and Purpose-Built, Curated Data Set ("PBDs") Access in CalSAWS Amazon Simple Storage Solution ("Amazon S3")	\$787,623.30
SE-01-2025 Sacramento – Request for Changes to the General Assistance/General Relief ("GA/GR") County-Specific Program	\$127,519.43
SF-02-2023 Revision 1 – San Francisco – Ancillary System Enhanced Support – Revision 1	(\$66,987.20)
SF-02-2025 San Francisco – Request for Changes to the General Assistance/General Relief ("GA/GR") Automated Solution Program	\$98,556.44

The costs of this Change Notice are funded through the CalSAWS OAPDU, premise and county funding. The current year costs are accounted for in the SFY 2025-26 CalSAWS JPA Project Budget.

c. Approval of Gainwell Central Print Change Order 4, which includes return mail services, updates to print volumes for the base term, two (2) premise items, and fifteen (15) county purchases.

Summary: Change Order 4 includes the addition of ongoing return mail services effective July 2025 through the remainder of the base Agreement resulting in a shift of \$988,284 from the Print Service Change Allowance to M&O Base Services.

This Change Order also includes updates to actual print volumes through May 2025 and revised estimated volumes through the remainder of the base Agreement resulting in a shift of \$11,135,779 from the Print Service Change Allowance to the M&O Base Services.

The combined shift from the Print Services Change Allowance equates to \$12,124,063. Board approval of this Change Order will result in a revised Print Service Change Allowance of \$15,667,738.

This Change Order will also utilize \$759,240 of the revised \$15,667,738 Print Service Change Allowance for two (2) premise items: CalFresh Notice of Approval/Termination from the CalFresh Restaurant Meals Program and CalFresh CalWORKs Recertification Packets. Board approval of this Change Order will leave \$14,908,498 for future Change.

In addition, this Change Order will also utilize \$685,536 of the original \$9,000,000 allocation for County Purchases to account for the County Purchases listed

below. Board approval of this Change Order will leave \$8,084,949 for future County Purchases.

County Purchase Order	Cost
ALA-2024-01 – Return Mail Service – Alameda County	\$22,825
ALA-2024-03 – One-Time Flyer – Alameda County	\$206,484
CCS-2024-01 – Return Mail Service – Contra Costa County	\$21,952
LAK-2025-01 – Return Mail Service – Lake County	\$8,610
MDR-2024-01 – Return Mail Service – Madera County	\$15,559
MER-2024-01 – Return Mail Service – Merced County	\$19,194
NAP-2025-01 – Special Mailer – Napa County	\$1,477
ORG-2024-01 – Return Mail Service – Orange County	\$100,393
SAC-2024-01 – Special Mailer – Sacramento County	\$3,763
SBR-2025-01 – Intake Packets – Santa Barbara County	\$181,827
SCL-2024-01 – Return Mail Service – Santa Clara County	\$24,879
SFO-2024-01 – Return Mail Service – San Francisco County	\$38,963
SOL-2023-01 – Return Mail Service – Solano County	\$26,981
SMT-2025-01 – RE Packet Updates – San Mateo County	\$3,149
SMT-2025-02 – RE Packet Updates – San Mateo County	\$9,480

The costs of this Change Order are funded through the CalSAWS OAPDU, premise and county funding. The current year costs are accounted for in the SFY 2025-26 CalSAWS JPA Project Budget.

d. Approval of Gainwell Infrastructure Change Order 1, which includes six (6) county purchases.

Summary: This Change Order will utilize \$375,249 of the original \$33,518,403 allocation for Change and County Purchases subject to Board approval. Board approval of this Change Notice will leave \$33,143,154 for future Change and County Purchases. The County purchases included in Change Order 4 are as follows:

County Purchase Order	Cost
FR-12-2024 – Fresno County Purpose Built Data Set (PBDS)	\$48,530
LA-01-2025 GWT – Los Angeles County PBDS	\$65,660
SE-02-2025 – Sacramento County Calabrio Training	\$12,600
SB-2024-12 – San Bernardino GAGR Opt-In Exstream Correspondence Dev	\$184,953
SDG-12-2024 – San Diego County PBDS	\$48,530
VN-01-2025 – Ventura Additional Export of Time-On Aid Documents	\$14,976

The costs of this Change Order are funded through the county funding and accounted for in the SFY 2025-26 CalSAWS JPA Project Budget.

e. Approval of Deloitte BenefitsCal Work Order 19, which includes enhancements to align to the National Institute of Standards and Technology (NIST) 800-53 Revision 5.

Summary: This Work Order will utilize \$1,890,334 of the \$33,000,000 Unallocated Funds for four initiatives to mature the BenefitsCal Security and Privacy framework to meet Revision 5 controls from NIST SP 800-53. Board approval of this Work Order will leave \$17,320,163 for future work.

The cost of this Work Order is funded through the CalSAWS Operational Advance Planning Document Update (OAPDU), and current year costs are accounted for in the SFY 2025-26 CalSAWS JPA Project Budget.

f. Approval of ClearBest Work Order 3, which includes nine (9) premise items.

Summary: This Work Order utilizes \$1,835,159 of the \$8,829,000 Professional Services allowance for the following premise items: ABAWD Automation, CARES/FCED (CalSAWS Interface), CF Notice of Provider Determination, CF/CW Recertification Packets, WDTIP Upgrade, Work Registration CalFresh Disqualification Notice Update, Inclusion of IRT Language, Alternate Formats in SAWS, and CalFresh Minimum Nutrition Benefit Pilot Program.

Board approval of this Work Order will leave \$2,620,310 for future work. The costs of this Work Order are funded through premise funding. Current year's costs are accounted for in the SFY 2025-26 CalSAWS JPA Project Budget.

Informational Items

8. 2025 CalSAWS Conference Debrief

Informational

Summary: Julia Erdkamp will provide a debrief of the 2025 CalSAWS Conference and review the closing survey results.

9. BenefitsCal Document Upload Research Update

Informational

Summary: Robert Lusk will provide an update on BenefitsCal Document Upload Research.

10. BenefitsCal Update

Informational

■ **Application Completion Rate and Page Exit Rate Metrics**

Summary: Frederick Gains, Onur Senman, and Chloe Winders-Singer will provide an update on BenefitsCal.

11. Policy & Release Update

Informational

Summary: Michele Peterson will provide an update on Policy & Release.

12. Monthly Performance Trends

Informational

Agenda Item and Summary

Type of Item

Summary: Dawn Wilder, Onur Senman, and Lisa Salas will provide an overview of Monthly Performance Trends.

13. Transition Update

Informational

Summary: Dawn Wilder and Rajesh Tahaliyani will provide an update on Transition.

14. ICT Status Update

Informational

Summary: Peggy Macias will provide an update on the recent ICT Workgroup project.

15. CalSAWS Procurement Updates

Informational

- Quality Assurance

Summary: Tom Hartman will provide updates on CalSAWS Procurement.

16. Adjourn Meeting

Procedural

Summary: Board Chair, Michael Sylvester, will adjourn the meeting of the CalSAWS JPA Board of Directors.