CalSAWS | Minutes

Meeting: JPA Board of Directors
Location: CalSAWS Gold River 11971 Foundation Place, 3rd Floor, Gold River, CA 95670
Date: Friday, July 18, 2025
Time: 9:30 a.m.
Present: In person: Adam Dondro, State Ex-Officio – Member; Marla Stuart, Region 1 – Vice Chair; Greg Geisler, Region 2 – Member; and Michael Sylvester, Region 6 – Chair

Zoom: Bill Wathen, Region 3 – Member; James Locurto, Region 5 – Member; Roger Robinson, Region 5 – Member; and Kristin Stranger, Region 6 – Member; and Cynthia McCoy-Miller, Region 6 – Member

Absent: Roderick Franks, Region 1 – Member; Chris Woods, Region 4 – Member; Francena Martinez, Region 4 - Member; and Veronica Rodriguez, Region 5 – Member
Facilitator: Julia Erdkamp, CalSAWS Executive Director

Topic

1. Call Meeting to Order

Summary: Chair, Michael Sylvester, called the meeting to order at 9:32 a.m.

2. Confirmation of Quorum and Agenda Review

Summary: Chair, Michael Sylvester, confirmed quorum of the Board and gave a brief overview of the agenda topics.

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.

Summary: Public comments made by Kevin Aslanian.

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 Exectuive Director to sign Catering and A/V agreements in an amount not to exceed $175,000.

Summary: The Consortium is seeking Board 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.

Motion to Approve was made by Member, Greg Geisler.

Topic

Motion was seconded by Chair, Michael Sylvester.
Vice-Chair, Marla Stuart, voted to approve.
Member, Bill Wathen, voted to approve.
Member, James Locurto, voted to approve.
Member, Roger Robinson, voted to approve.
Member, Kristin Stranger, voted to approve.
Member, Cynthia McCoy-Miller, voted to approve.
Members, Roderick Franks, Chris Woods, Francena Martinez and Veronica Rodriguez were absent from vote.
Vote was taken via roll call and the Motion passed.

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

   Summary: The Consortium is seeking Board approval of Accenture Amendment 33 to extend the Agreement by seven (7) months to align to the Maintenance and Enhancements (M&E) transition period and account for one (1) month contract close-out.

   Motion to Approve was made by Vice-Chair, Marla Stuart.
   Motion was seconded by Member, James Locurto.
   Member, Greg Geisler, voted to approve.
   Member, Bill Wathen, voted to approve.
   Member, Kristin Stranger, voted to approve.
   Chair, Michael Sylvester, voted to approve.
   Member, Cynthia McCoy-Miller, voted to approve.
   Member, Roger Robinson, voted to approve.
   Vote was taken via roll call and the Motion passed.

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.**

   Summary: The Consortium is seeking Board 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.

   Motion to Approve was made by Member, Greg Geisler.
   Motion was seconded by Vice-Chair, Marla Stuart.
   Member, Bill Wathen, voted to approve.
   Member, James Locurto, voted to approve.
   Member, Roger Robinson, voted to approve.
   Member, Kristin Stranger, voted to approve.
   Chair, Michael Sylvester, voted to approve.
   Member, Cynthia McCoy-Miller, voted to approve.
   Members, Roderick Franks, Chris Woods, Francena Martinez and Veronica Rodriguez were absent from vote.
   Vote was taken via roll call and the Motion passed.

Topic

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 seven (7) premise items, transition updates, and five (5) county purchases.**
- **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.**
- **d. Approval of Gainwell Infrastructure Change Order 1, which includes six (6) county purchases.**
- **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.**
- **f. Approval of ClearBest Quality Assurance Work Order 3, which includes nine (9) premise items.**

Summary: The Consortium is seeking Board approval of the Consent Items.

Motion to Approve was made by Chair, Michael Sylvester.
Motion was seconded by Member, Greg Geisler.
Vice-Chair, Marla Stuart, voted to approve.
Member, Bill Wathen, voted to approve.
Member, James Locurto, voted to approve.
Member, Roger Robinson, voted to approve.
Member, Kristin Stranger, voted to approve.
Member, Cynthia McCoy-Miller, voted to approve.
Members, Roderick Franks, Chris Woods, Francena Martinez and Veronica Rodriguez were absent from vote.
Vote was taken via roll call and the Motion passed.

Informational Items

8. 2025 CalSAWS Conference Debrief

Summary: Julia Erdkamp debriefed 2025 CalSAWS Conference.

*Public comment made by Amy Dierlam.

9. BenefitsCal Document Upload Research Update

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

*Public comments made by Jennifer Tracy and Kevin Aslanian.

*Action item – Research task notification when appeal is requested through BenefitsCal.

10. BenefitsCal Update

Topic

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

Summary: Onur Senman and Chloe Winders-Singer provided an update on BenefitsCal.

*Public comments made by Jennifer Tracy and Amy Dierlam.

*Action item – Provide more information on why people drop off in later areas of the app.

11. Policy & Release Update

Summary: Lisa Salas and Michele Peterson provided an update on Policy & Release.

12. Monthly Performance Trends

Summary: Dawn Wilder, Onur Senman, Lisa Salas, and Molly Warren provided an overview of Monthly Performance Trends.

*Action item – Add targets to all sections.

13. Transition Update

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

14. ICT Status Update

Summary: Peggy Macias provided an update on ICT Status.

15. CalSAWS Procurement Updates

- **Quality Assurance**

Summary: Tom Hartman provided updates on CalSAWS Procurement.

16. Adjourn Meeting

Summary: JPA Board Chair Michael Sylvester adjourned the meeting at 11:27 a.m.

Follow Up

#	Action Item	Who	Due	Status
1	Provide a quarterly update on recruitment with the Fiscal Report.	Holly Murphy	September 2025	Ongoing
3	Present defect statistics for Onshore vs. Offshore work beginning in May and quarterly thereafter.	Vendor Directors	September 2025	Ongoing
4	Provide CalSAWS System stability, tickets, and defect stats routinely, including Hyland SLAs.	Lisa Salas Rajesh Tahaliyani Dawn Wilder Hyland	September 2025	Ongoing
5	Research task notification when appeal is requested through BenefitsCal.	Ashley Arnold Frederick Gains	October	Open
6	Provide more information on why people drop off in later areas of the app.	Onur Senman	October	Open
8	Add targets to all sections of the Monthly Performance Trends.	Lisa Salas Rajesh Tahaliyani Dawn Wilder Hyland	September	Open

Next Meeting
In-Person/Zoom
Friday, September 12, 2025
1:00 p.m. – 3:00 p.m.
Library Galleria
828 I Street
Sacramento, CA 95814