CalSAWS | Minutes

Meeting:	JPA Board of Directors
Location:	Library Galleria 828 I Street, Sacramento, CA 92814
Date:	Friday, September 12, 2025
Time:	1:00 p.m.
Present:	In person: Adam Dondro, State Ex-Officio – Member; Marla Stuart, Region 1 – Vice Chair; Roderick Franks, Region 1 – Member; Greg Geisler, Region 2 – Member; Chris Woods, Region 4 – Member; Francena Martinez, Region 4 -Member; Roger Robinson, Region 5 – Member; and Michael Sylvester, Region 6 – Chair Zoom: Bill Wathen, Region 3 – Member; James Locurto, Region 5 – Member; Veronica Rodriguez, Region 5 – Member; and Kristin Stranger, Region 6 – Member; and Rogelio Tapia, Region 6 – Alternate Member
Absent:	Cynthia McCoy-Miller, Region 6 – Member
Facilitator:	Julia Erdkamp, CalSAWS Executive Director

Topic

1. **Call Meeting to Order**

   Summary: Chair, Michael Sylvester, called the meeting to order at 1:00 p.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 comment made by Jennifer Tracy.

CLOSED SESSION

4. **PUBLIC EMPLOYEE PERFORMANCE EVALUATION – Executive Director (Gov. Code §§ 54954.5(e), 54957(b)(1).)**

RECONVENE OPEN SESSION

5. **Announcement of action taken during Closed Session, if any.**

Topic

Summary: Nothing to report out.

*Francena Martinez did not rejoin the open session.

Action Items

6. Approval of Resolution recognizing Thomas J. Hartman upon his retirement.

Summary: The Consortium is seeking Board approval of Resolution recognizing Thomas J. Hartman upon his retirement.

*Numerous public comments in the chat from attendees congratulating Tom on his retirement.

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

7. Approval of Consent Items:

- **a. Approval of the Minutes and review of the Action Items from the July 18, 2025, JPA Board of Directors Meeting.**
- **b. Approval of the Privacy and Security Agreement (PSA) between the California Department of Social Services (CDSS) and the California Statewide Automated Welfare System (CalSAWS).**
- **c. Approval of Accenture Change Notice 42, which includes costs for additionally Maintenance and Operations (M&O) hours, and one (1) County Purchase.**
- **d. Approval of Gainwell Infrastructure Change Order 2, which includes seven (7) County Purchases.**
- **e. Approval of Deloitte Maintenance and Enhancement (M&E) Change Order 1, which includes one (1) Premise item and one (1) County Purchase.**
- **f. Approval of ClearBest Quality Assurance (QA) Work Order 4, which includes costs for additional QA Professional Services.**

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

Motion to Approve was made by Vice-Chair, Marla Stuart.
Motion was seconded by Member, Roderick Franks.

Topic

Member, Greg Geisler, voted to approve.
Member, Bill Wathen, voted to approve.
Member, Chris Woods, voted to approve.
Member, James Locurto, voted to approve.
Member, Roger Robinson, voted to approve.
Member, Veronica Rodriguez, voted to approve.
Member, Kristin Stranger, voted to approve.
Chair, Michael Sylvester, voted to approve.
Alternate Member, Rogelio Tapia, voted to approve.
Members, Francena Martinez and Cynthia McCoy-Miller were absent from vote.
Vote was taken via roll call and the Motion passed.

Informational Items

8. Quarterly Fiscal Report

Summary: Holly Murphy provided an overview of Quarterly Fiscal Report.

*Public comment made by CBA.

*Action Item – Send a CIT regarding revised projections for county share of cost for budget year (October 2026) to all counties as a heads-up.

9. Policy & Release Update

- **H.R. 1 Update**

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

10. CalSAWS Priorities

Summary: Julia Erdkamp provided an overview of CalSAWS Priorities.

*Action item:

1. Monthly report of what is paused and the impact.
2. Provide overview of proposed lake house.
3. Create process map with SMEs to determine how income verification should work in CalSAWS.
    - Include state in these meetings due to policy impacts.

* Michael Sylvester made a motion to approve that HR1 and State related changes take priority over everything else.

Motion to Approve was made by Chair, Michael Sylvester.
Motion was seconded by Member, Greg Geisler.

Topic

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

*Public comment made by Jennifer Tracy.

11. BenefitsCal Update

- **ROI Phased Approach**
- **EBT Enhancements KPIs**

Summary: Agenda item was deferred to the next JPA Board Meeting.

12. Transition Update

Summary: Rajesh Tahaliyani provided an update on Transition.

13. Quarterly Performance Trends

Summary: Dawn Wilder, Rajesh Tahaliyani, and Sara Kiewet provided an overview of Quarterly Performance Trends.

14. Adjourn Meeting

Summary: JPA Board Chair Michael Sylvester adjourned the meeting at 3:18 p.m.

Follow Up

#	Action Item	Who	Due	Status
1	Provide a quarterly update on recruitment with the Fiscal Report.	Holly Murphy	October 2025	Ongoing
2	Present defect statistics for Onshore vs. Offshore work beginning in May and quarterly thereafter.	Vendor Directors	October 2025	Ongoing
3	Provide CalSAWS System stability, tickets, and defect stats routinely, including Hyland SLAs.	Lisa Salas Rajesh Tahaliyani Dawn Wilder Hyland	October 2025	Ongoing
4	Research task notification when appeal is requested through BenefitsCal.	Ashley Arnold Frederick Gains	October 2025	Open
5	Provide more information on why people drop off in later areas of the app.	Onur Senman	October 2025	Open
6	Add targets to all sections of the Monthly Performance Trends.	Lisa Salas Rajesh Tahaliyani Dawn Wilder Hyland	October 2025	Open
7	Send a CIT regarding revised projections for county share of cost for budget year (October 2026) to all counties as a heads-up.	Holly Murphy	October 2025	Open
8	1. Monthly report of what is paused and the impact. 2. Provide overview of proposed lake house 3. Create process map with SMEs to determine how income verification should work in CalSAWS. a. Include state in these meetings due to policy impacts.	Julia Erdkamp Sandeep Aji Karen Rapponotti Michele Peterson	October 2025	Open

Next Meeting
In-Person/Zoom
Friday, October 17, 2025
9:30 a.m. – 11:30 a.m.
CalSAWS Gold River
11971 Foundation Place, 3rd Floor
Gold River, CA 95670