

JPA Board of Directors Meeting

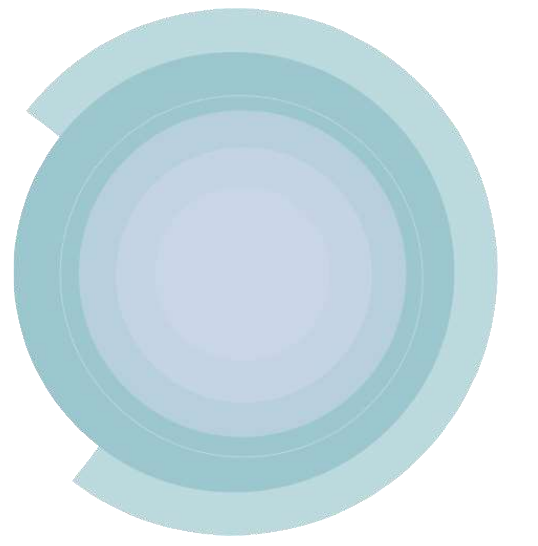
November 14, 2025



CalSAWS



Agenda

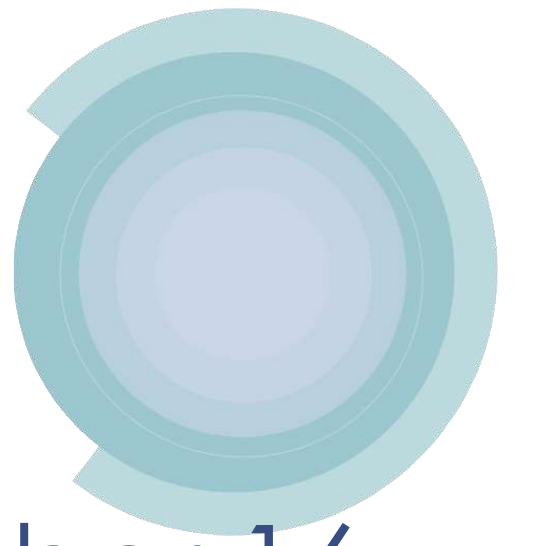


1. Call Meeting to Order.
2. Confirmation of Quorum and Agenda Review.
3. Public Comment: Public opportunity to speak on any item NOT on the Agenda. Public comments are limited to no more than three minutes per speaker, except that a speaker using a translator shall be allowed up to six minutes.

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



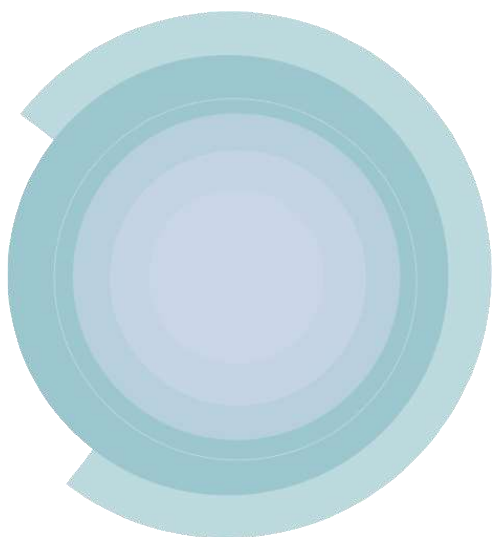
4. Approval of Consent Items:

- a. Approval of the Minutes and review of the Action Items from October 16, 2025, JPA Board of Directors Meeting.
- b. Approval of the updated Privacy and Security Agreement (PSA) between the California Department of Social Services (CDSS) and the California Statewide Automated Welfare System (CalSAWS).
- c. Approval of Deloitte Maintenance and Enhancement (M&E) Change Order 3, which includes two (2) premise items and three (3) County Purchases.
- d. Approval of Gainwell Infrastructure Change Order 3, which includes six (6) County Purchases.
- e. Approval of ClearBest Quality Assurance (QA) Work Order 6, which includes cost for additional QA Professional Services and one (1) premise item.

Informational Items

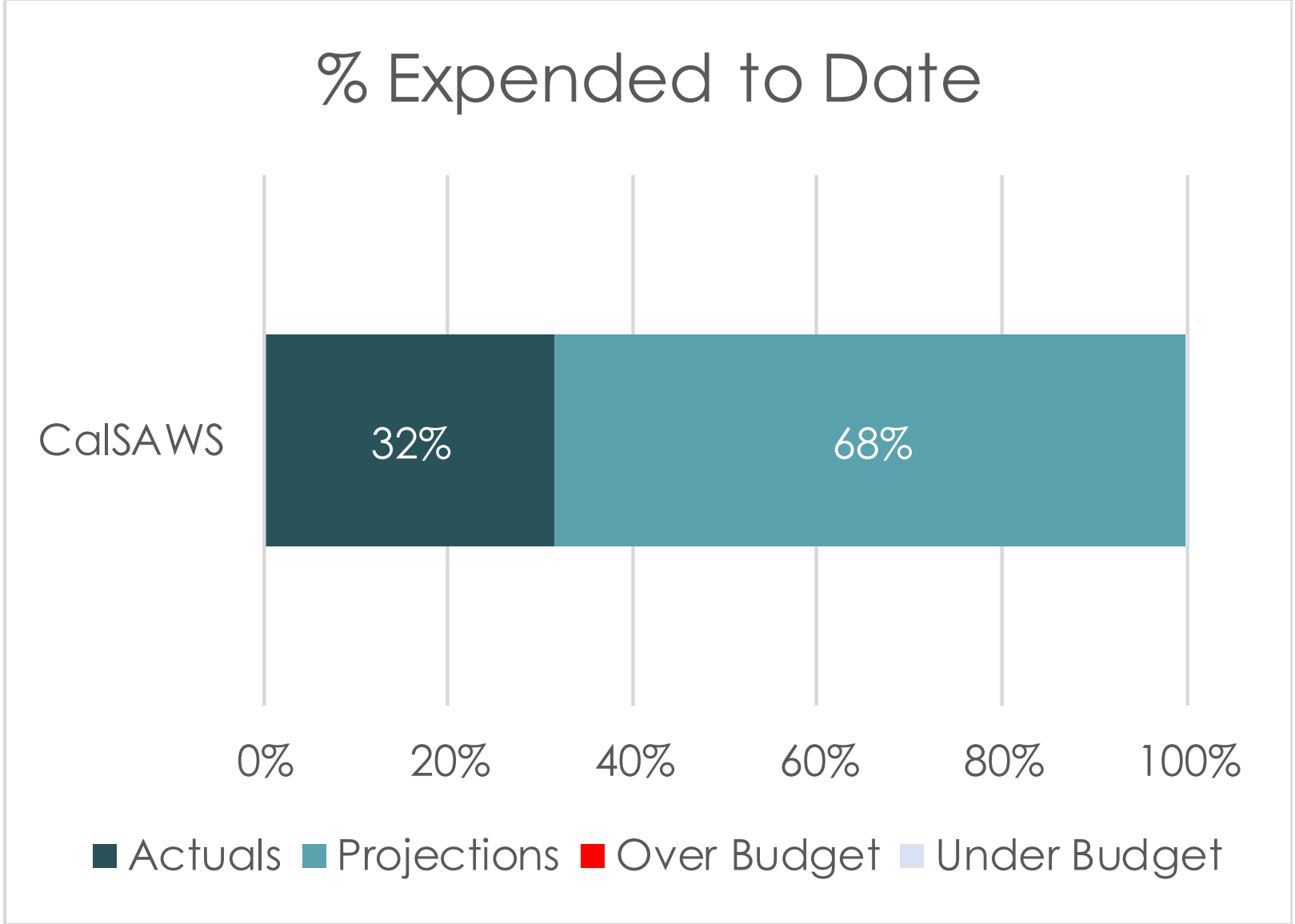
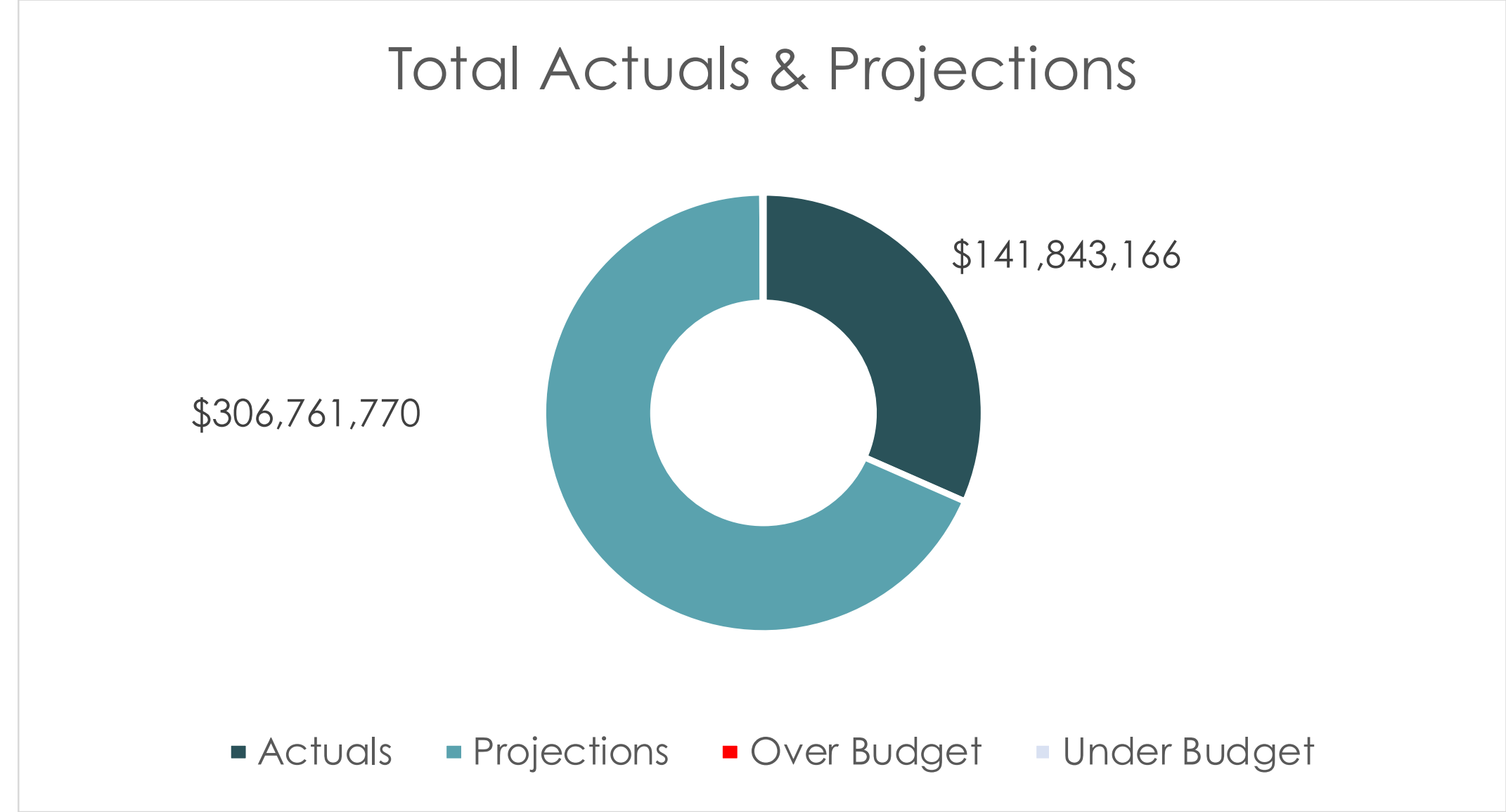
Project Management Office Update

CalSAWS Quarterly Fiscal Update



- 1 Actuals to Date
Based on Vendor Invoices & County Claims
- 2 Projections (Estimates to Complete)
Estimated Costs for Future Months
- 3 Estimate at Completion (EAC)
Actual Costs Plus Estimated
- 4 Total Allocation/Budget
Amount Allocated by Line Item for the Approved Budget
- 5 Balance
Difference Between EAC and Budget
Negative balance is over budget
Positive balance is under budget
- 6 % Expended to Date (Actuals)
Percent of Actuals to Date Divided by the Budget
- 7 % EAC to Budget
Percent of EAC Divided by the Budget

CalSAWS | SFY 2025/26 FINANCIAL DASHBOARD - November 7, 2025



Category	Actuals to Date ¹	Projections (ETC)	EAC	Total Allocation (Budget)	Balance + Under / (-Over)	% Expended to Date	% EAC to Budget
CalSAWS	\$133,125,559	\$254,949,431	\$388,074,990	\$388,445,368	\$370,378	34.3%	99.9%
CalSAWS M&O	\$130,822,366	\$252,505,542	\$383,327,908	\$383,698,283	\$370,375	34.1%	99.9%
OCAT M&O	\$213,750	\$486,204	\$699,954	\$699,954	\$0	30.5%	100.0%
CalHEERS Interface	\$1,811,913	\$1,554,455	\$3,366,368	\$3,366,368	\$0	53.8%	100.0%
Covered CA CSC	\$277,530	\$403,230	\$680,760	\$680,763	\$3	40.8%	100.0%
CalSAWS Premise	\$8,412,877	\$51,330,602	\$59,743,479	\$59,743,479	\$0	14.1%	100.0%
CalSAWS Premise	\$8,412,877	\$51,330,602	\$59,743,479	\$59,743,479	\$0	14.1%	100.0%
JPA Admin. Budget	\$304,730	\$481,737	\$786,467	\$786,467	\$0	38.7%	100.0%
CalSAWS 58 Counties	\$304,730	\$481,737	\$786,467	\$786,467	\$0	38.7%	100.0%
Total	\$141,843,166	\$306,761,770	\$448,604,936	\$448,975,314	\$370,378	31.6%	99.9%

CalSAWS | SFY 2025/26 CONSORTIUM PERSONNEL BUDGET & FTEs

CATEGORY	Actuals to Date	Projections (ETC)	EAC	Total Allocation (Budget)	BALANCE +Under / (-Over)	% Expended to Date	% EAC to Budget
CalSAWS M&O	\$11,826,703	\$19,184,703	\$31,011,406	\$31,011,406	\$0	38.1%	100.0%
Consortium Personnel - County ¹	\$2,374,437	\$7,697,811	\$10,072,248	\$10,072,248	\$0	23.6%	100.0%
Consortium Personnel - Contractor ^{2,3}	\$9,452,266	\$11,486,892	\$20,939,158	\$20,939,158	\$0	45.1%	100.0%
Total	\$11,826,703	\$19,184,703	\$31,011,406	\$31,011,406	\$0	38.1%	100.0%

SFY 2025/26 - Consortium Personnel FTE Counts	FTE
CalSAWS M&O Long-Term	150
Consortium Personnel - County ¹	46
Consortium Personnel - Contractor ²	88
Consortium Personnel - Sub-Contractor ³	7
TBD ⁴	9
CalSAWS Transition Limited-Term	6
Consortium Personnel - County ¹	0
Consortium Personnel - Contractor ²	6
Consortium Personnel - Sub-Contractor ³	0
TBD ⁴	0
Total	156

¹Includes only Consortium Staff, does not include County Support Staff

²Includes RGS and CSAC employees

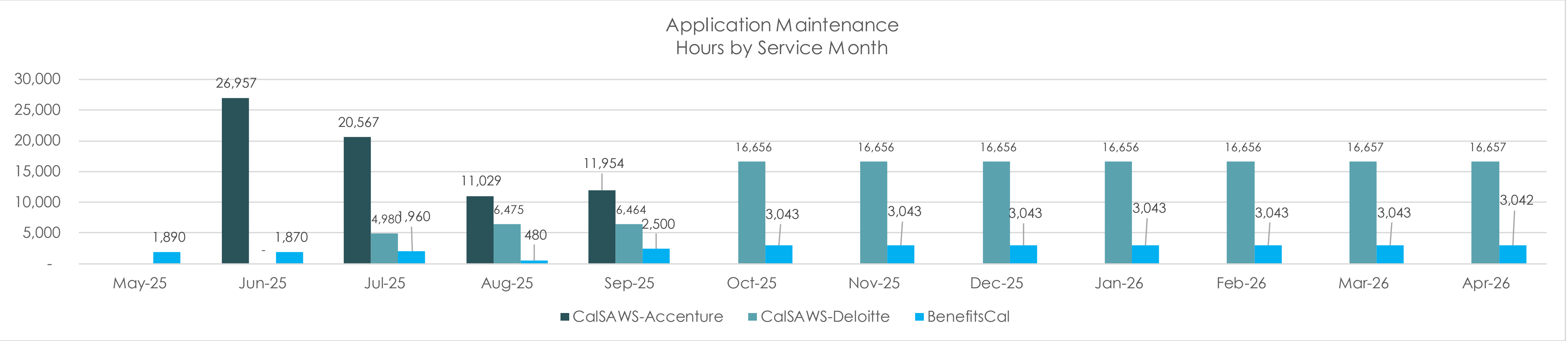
³Includes RGS Contractor Staff

⁴Vacancies

CalSAWS | SFY 2025/26 CHANGE BUDGET (APPLICATION MAINTENANCE / M&E HOURS)

Change Budget Category	Actuals to Date	Projections (ETC)	EAC	Total Allocation (Budget)	BALANCE +Under / (-Over)	% Expended to Date	% EAC to Budget
CalSAWS M&O	\$23,389,713	\$66,625,473	\$90,015,186	\$90,015,186	\$0	26%	100%
CalSAWS M&E	\$13,142,736	\$20,473,647	\$33,616,383	\$33,616,383	\$0	39%	100%
CalHEERS Interface Change Budget	\$1,226,647	\$1,187,890	\$2,414,537	\$2,414,537	\$0	51%	100%
BenefitsCal	\$1,623,225	\$1,715,658	\$3,338,883	\$3,338,883	\$0	49%	100%
CalSAWS Premise	\$7,397,105	\$43,248,278	\$50,645,383	\$50,645,383	\$0	15%	100%
TOTAL	\$23,389,713	\$66,625,473	\$90,015,186	\$90,015,186	\$0	26%	100%

CalSAWS | SFY 2025/26 APPLICATION MAINTENANCE HOURS BY MONTH & SYSTEM



Service Month	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	Total
CalSAWS - Accenture	-	26,957	20,567	11,029	11,954	4,625	1,905	-	-	-	-	-	77,037
Design & Build		14,672	10,098	5,158	5,011	-	-						34,939
Test		7,480	5,359	3,436	4,192	-	-						20,467
Management & Other Support		4,805	5,110	2,435	2,751	-	-						15,101
Projection		-	-	-	-	4,625	1,905						6,530
CalSAWS - Deloitte	-	-	4,980	6,475	6,464	16,656	16,656	16,656	16,656	16,656	16,657	16,657	134,513
Design & Build			3,984	4,981	5,990	-	-	-	-	-	-	-	14,955
Test			996	1,328	142	-	-	-	-	-	-	-	2,466
Management & Other Support			-	166	332	-	-	-	-	-	-	-	498
Projection			-	-	-	16,656	16,656	16,656	16,656	16,656	16,657	16,657	116,594
BenefitsCal - Deloitte	1,890	1,870	1,960	480	2,500	3,043	3,043	3,043	3,043	3,043	3,043	3,042	30,000
Design & Build	1,040	1,029	1,078	264	1,375	-	-	-	-	-	-	-	4,786
Test	472	467	490	120	625	-	-	-	-	-	-	-	2,174
Management & Other Support	378	374	392	96	500	-	-	-	-	-	-	-	1,740
Projection	-	-	-	-	-	3,043	3,043	3,043	3,043	3,043	3,043	3,042	21,300
COMBINED TOTAL	1,890	28,827	27,507	17,984	20,918	24,324	21,604	19,699	19,699	19,699	19,700	19,699	241,550

NOTES:
Accenture's May 2025 Services for CalSAWS were paid in June and therefore not applicable to current SFY.
Additional client correspondence hours ended in prior year and are no longer applicable.
Excludes CalHEERS and separate premise hours which are restricted to specific scope.
Production & Operation Hours (e.g. M&O - service desk, network, etc.) are not related to application changes and therefore not included.

CalSAWS | SFY 2025/26 CONTRACT OBLIGATIONS

Warranty & Liquidated Damages Detail				
Category	Service Month	Amount	Invoice Month	Invoice #
Hyland	May-25	\$5,000	November-25	TBD
Gainwell - Security Incident Notification	June-25	\$30,000	October-25	80025542
Hyland	July-25	\$30,769	November-25	TBD
Accenture - Daily Prime Business Hours EDBC Response Time	September-25	\$2,000	November-25	TBD
Total		\$67,769		

Accenture Change Notices	Total Amount	Change Notice Ref.
Total Baseline Allocation (Amendment 33)	\$142,257,479	
Previously Approved through May 2025	\$121,362,315	FIVE - THIRTY-NINE
Fiscal Year Shift and Reconciliation for prior Premise Items	(\$1,490,005)	FORTY-ONE and FORTY-TWO
Total Allocated Amounts	\$119,872,310	
Total Remaining Allocation	\$22,385,169	

Accenture County Purchases	Total Amount	Change Notice Ref.
Total Baseline Allocation (Amendment 33)	\$35,000,000	
Previously Approved through May 2025	\$24,523,155	FIFTEEN - FORTY
Approved County Purchases	\$1,369,385	FORTY-ONE and FORTY-THREE
Total Allocated Amounts	\$25,892,540	
Total Remaining Allocation	\$9,107,460	

ClearBest	Total Amount	Work Order Ref.
Total Baseline Allocation (Change Order 9)	\$8,829,000	
Previously Approved through May 2025	\$4,373,531	CO 8 ONE - CO9 TWO
SFY 25/26 for prior approved Premise Items	\$1,835,159	CO9 THREE
Additional Project Management Services	\$898,593	CO9 FOUR and FIVE
Additional Project Management Services	\$872,932	CO9 SIX*
Total Allocated Amounts	\$7,980,215	
Total Remaining Allocation	\$848,785	

Gainwell Infrastructure Change Notices/County Purchases	Total Amount	Contract Ref.
Total Baseline Allocation (Amendment ONE)	\$33,518,403	
Approved County Purchases	\$375,249	CO ONE
Approved County Purchases	\$496,444	CO TWO
Approved County Purchases	\$45,840	CO THREE*
Total Allocated Amounts	\$917,533	
Total Remaining Allocation	\$32,600,870	

Gainwell Central Print (County Purchases)	Total Amount	Change Order Ref.
Total Baseline Allocation	\$9,000,000	
Previously Approved through May 2025	\$229,515	ONE-TWO
Approved County Purchases	\$685,536	FOUR
Total Allocated Amounts	\$915,051	
Total Remaining Allocation	\$8,084,949	

Gainwell Central Print Change Orders	Total Amount	Contract Ref.
Total Baseline Allocation (Change Order FOUR)	\$19,975,938	
Previously Approved through May 2025	\$356,300	CO ONE
Alternate Formats	\$3,951,899	CO THREE
CalFresh Notice from CF Restaurant Meals Program	\$179,016	CO FOUR
CalFresh/CalWORKs Recertification Packets	\$580,225	CO FOUR
Total Allocated Amounts	\$5,067,440	
Total Remaining Allocation	\$14,908,498	

Deloitte Portal/Mobile	Total Amount	Work Order Ref.
Total Baseline Allocation (Change Order 8)	\$33,000,000	
Previously Approved through May 2025	\$13,789,503	ONE - EIGHTEEN
NIST 800-53 Rev . 5 Initiatives	\$1,890,334	NINETEEN
Total Allocated Amounts	\$15,679,837	
Total Remaining Allocation	\$17,320,163	

Deloitte M&E	Total Amount	Contract Ref.
Total Baseline Allocation (Amendment 1)	\$60,842,031	
Approved Premise Item	\$727,835	CO ONE
Approved Premise Item	\$1,349,995	CO TWO
CalFresh Enhancement to Populate Income Page	\$419,690	CO THREE*
CalSAWS Interface - CARES	\$6,350,763	CO THREE*
Total Allocated Amounts	\$8,848,283	
Total Remaining Allocation	\$51,993,748	

Deloitte M&E County Purchases	Total Amount	Contract Ref.
Total Baseline Allocation	\$20,000,000	
Approved County Purchase	\$123,860	CO ONE
Approved County Purchase	\$370,109	CO THREE*
Total Allocated Amounts	\$493,969	
Total Remaining Allocation	\$19,506,031	

* Pending Board Approval

Procurements Update

Key Procurement Tasks & Timeline

	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: 6 Received	October 27, 2025
10	Evaluate Compliance, Firm Qualifications, Business and Price Proposals, and BAFOs	October 28, 2025 – June 17, 2026
11	Prepare and Approve Vendor Selection Report	June 18 – July 23, 2026
12	Publish Notice of Intent to Award and VSR	July 24, 2026
13	Contract Negotiations	July 28 – August 5, 2026
15	State Contract Approval	August 10 – September 10, 2026
16	Federal Contract Approval	September 11 – November 10, 2026
17	Contingency Period	November 12 – November 16, 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

HR-1 Updates

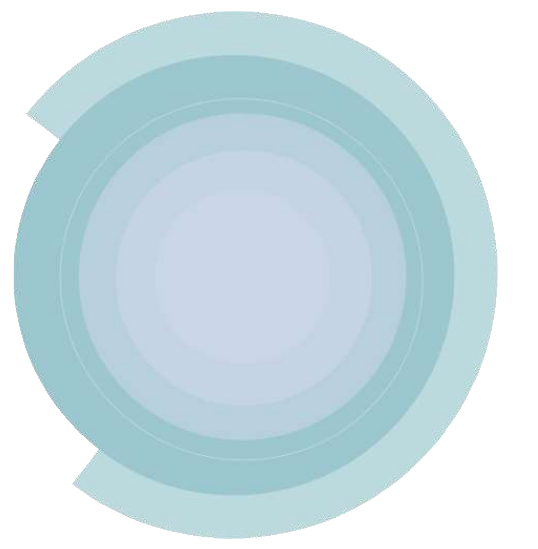
May Revise & HR-1 Policy Roadmap*



May Revise & HR-1 Policy Roadmap*



**Target releases are subject to change.*



CalFresh System Changes In Progress

Intended to help address CalFresh Error Rates

January Release 26.01

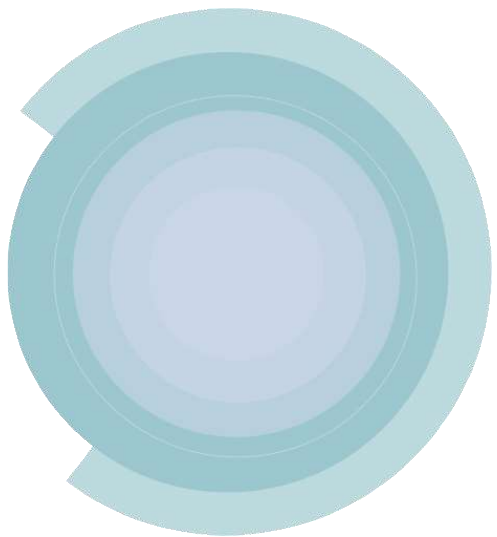
SCR	Focus Area	Change
CA-288039	CalSAWS doesn't have a CalFresh (CF) Negative Action that shows a household isn't eligible to be considered a separate household.	Add new negative action reason Add new EDBC status reason Add new NOA fragments
CA-261473	The Homeless Shelter Living Arrangement type isn't used for Restaurant Meals Program (RMP) or the Homeless Shelter deduction. The system also doesn't have "Vehicle" as a shelter category.	Create new expense type Update the EDBC rules One time batch EDBC process
CA-224521	When processing a CalFresh over issuance (OI) for a month with an active cash aid overpayment, the system uses the cash aid amount received as income in the CalFresh budget instead of the amount the recipient was eligible for.	Update CF EDBC OI rules
CA-293058	When running EDBC, users must select the program(s) they want to run on the Run EDBC page.	Default the System to Select All Programs When Running EDBC
CA-281496	When a CalFresh applicant misses their intake interview, the system sends a CF 386 Notice of Missed Interview (NOMI). If the applicant doesn't complete the application and EDBC is run to deny it, the system may generate two CF 377.1A denial notices — one for the missed interview and another for a different reason, such as missing verification.	Update NOA fragment rules

March Release 26.03

SCR	Focus Area	Change
CA-273253	When running multi-month EDBC on an intake case, the system applies 10-day NOA rules to months after the Beginning Date of Aid	Update EDBC rules
CA-244153	When running multi-month EDBC, some NOAs aren't generated or sent. The system prevents duplicate NOAs, but if the same reason applies to multiple months, that NOA is suppressed.	Update NOA suppression logic
CA-221893	When running CW/CF EDBC for a prior application month, the system counts cash aid received after that month as unearned income in the CalFresh EDBC.	Update CF EDBC rules
CA-284174	Workers manually process income changes reported in a PVS report.	The SCR design is still in progress
CA-289178	At times, CalFresh households enrolled in ESAP lose their ESAP status when their certification period is set for less than 24 months.	The SCR design is still in progress

CalFresh System Changes In Progress

Intended to help address CalFresh Error Rates



May Release 26.05

SCR	Focus Area	Change
CA-226008	If a household reports a new or changed medical expense that increases benefits, the system applies the increase to the current and remaining months in the payment period.	The SCR design is still in progress
CA-204171	When a child in the CalWORKs and CalFresh AU fails or refuses to provide proof of name or identity, the program fails in error. When adding a newborn, “No SSN” errors prevent the infant from being activated.	The SCR design is still in progress

November Release 26.11

SCR	Focus Area	Change
CA-55143	Several Fiscal, Batch, and Eligibility issues are causing more cases to have skipped benefits: REs are aligning to the wrong months. When TCF converts back to CF, the new RE period overlaps with the SAR or RE due month from the original period.	The design for this SCR has not started

Upcoming Outreach Efforts



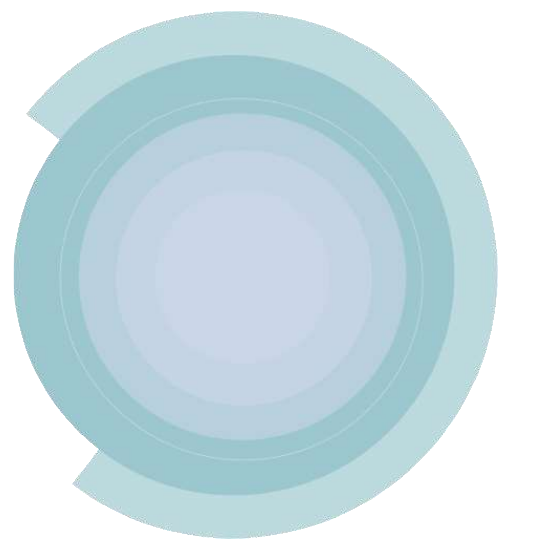
For the SUAS change, the project team drafted a quick guide that outlines the key SUAS functionality. Refer to CIT 0129-25.

For the January 2026 Medi-Cal changes, DHCS along with CalSAWS will host the following DHCS County Workgroup sessions:

- October 14, 2025: a refresher on property policy and entering of property on data collection pages in CalSAWS.
- **October 28, 2025:** This session include property scenarios that includes more complex property evaluation.
- **November 4, 2025:** Overview of the expansion freeze policy
- **December 9, 2025:** Walkthrough of CalSAWS system updates for the expansion freeze, including Asset Verification program.

A Release Broadcast has been distributed to the counties, providing resources related to the January 2026 Medi-Cal changes.

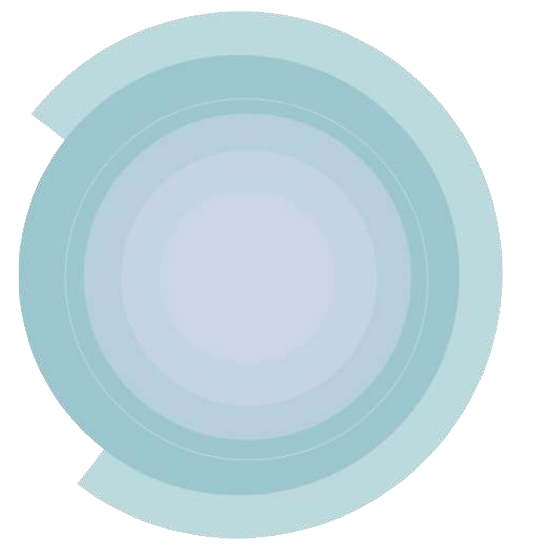
Upcoming Outreach Efforts



The following activities are underway for ABAWD:

- **CalSAWS Learning Engagement (CLE):** Two recorded sessions were held on October 21st and 22nd. **Recording and materials from these sessions are available on the CalSAWS web portal under: *Resources* → *CalSAWS Learning Exchange* → *ABAWD 10-25*.**
- **Policy Review and Training (PRT) Environment:** ABAWD functionality and related batch processes was enabled on 10/27/25. This functionality will remain active through 1/31/26, after which it will be disabled. CalSAWS Broadcast sent on 10/27/25.
- **Quick Guide/Job Aid:** The ABAWD quick guide was published and updates to job aids are in progress.

HR-1 Adjacent Workgroups



Workgroups

1. CF Processing to reduce Error Rates
2. Ad hoc Reporting
3. ABAWD Enhancement
4. Income Verification
5. Data Analytics – Note all urgent HR-1 reporting needs will go through the HR-1 Ad Hoc Reporting Workgroup, while the Data Analytics Workgroup focuses on the long-term analytics solution.

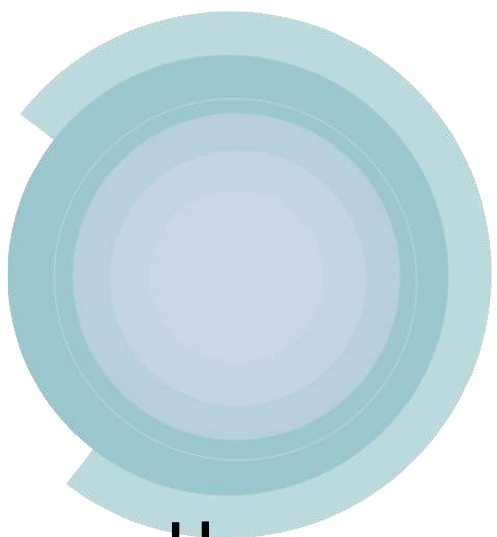
Timeline

- Workgroups 1 – Started meeting on 10/22/2025
- Workgroups 2 – Started meeting on 10/23/2025
- Workgroups 3 and 4 – Kickoff is planned for January
- Workgroup 5 – Started meeting on 10/29/2025

Goal

The first goal is to identify and prioritize requirements

HR-1 Work Group Updates: CF Processing

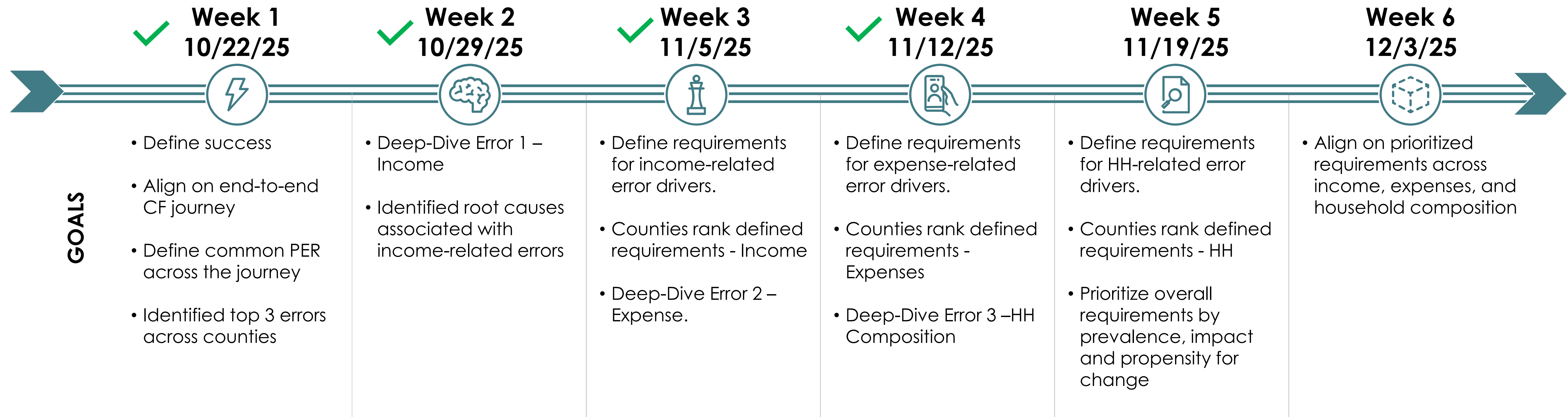


Objective: Gather and prioritize CalSAWS system needs which can help reduce the CalFresh Error Rates in counties.

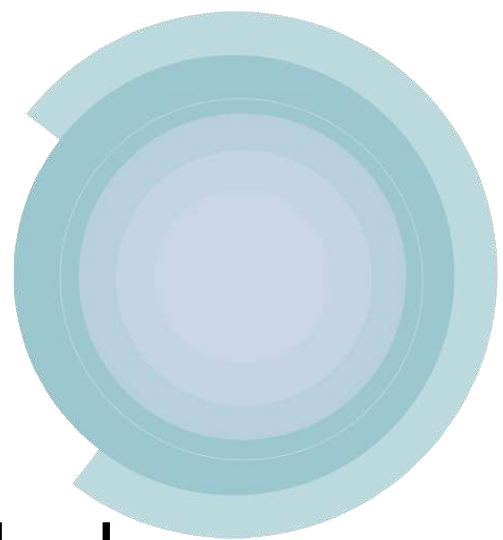


Representation: 16 counties; 6 regions; CDSS and CalSAWS leadership

TIMELINE AND GOALS



HR-1 Work Group Updates: Ad-Hoc Reporting

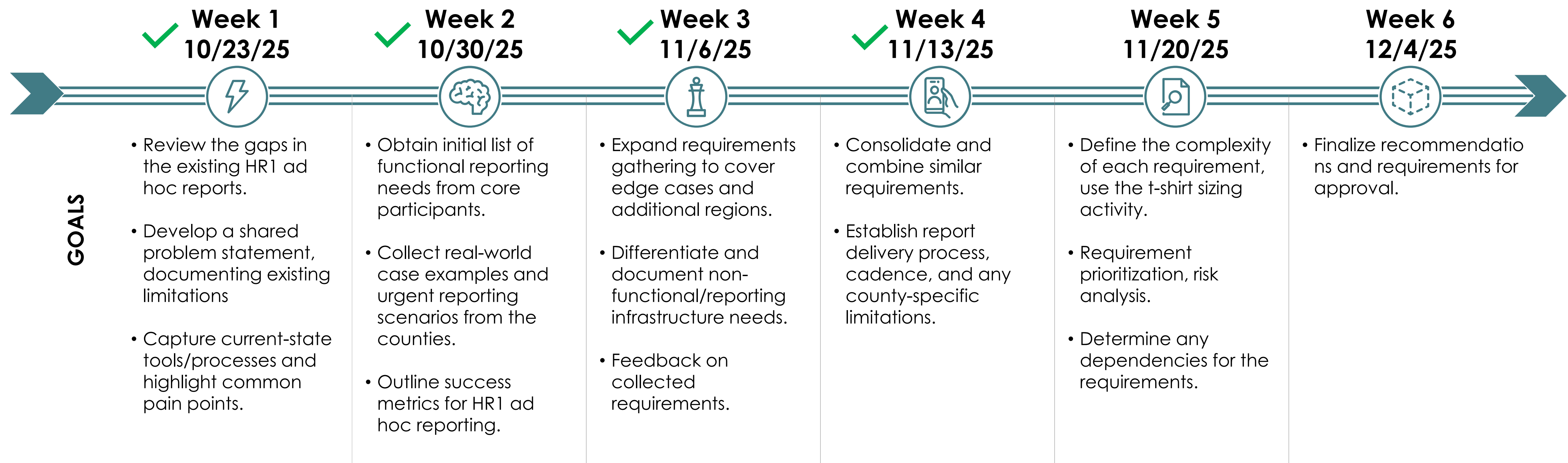


Objective: Gather and prioritize CalSAWS HR-1 Ad Hoc reporting requirements to assist the counties to visualize the populations impacted by HR-1 policies.



Representation: 16 counties; 6 regions; CDSS and CalSAWS leadership

TIMELINE AND GOALS



Policy & Release Update

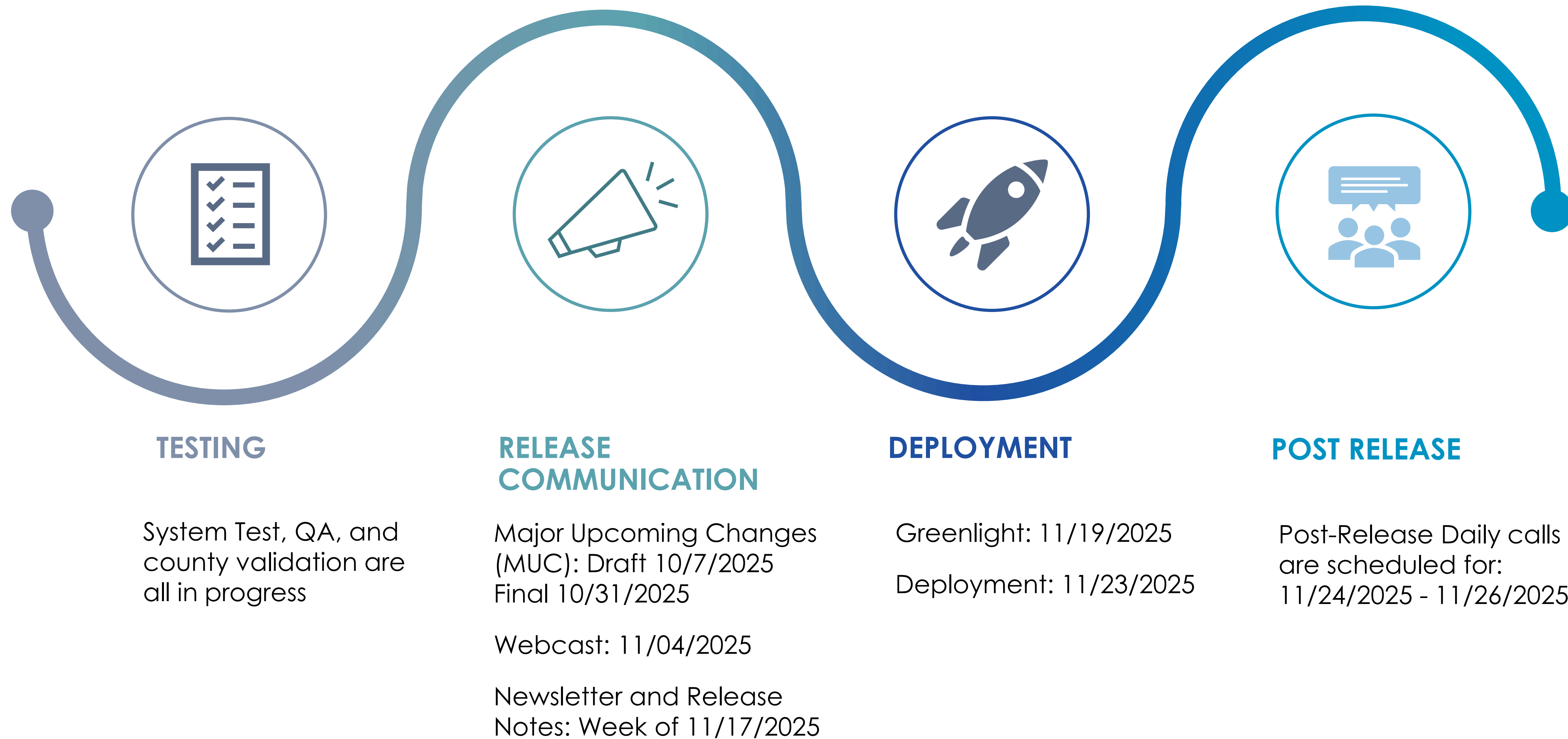
Release and Policy Update

Upcoming Releases

October Priority Releases	November Baseline (11/24/2025) and Priority Releases	December Priority Releases	January Baseline (1/26/2026) and Priority Releases
10/02/2025: • Generate No Change NOA for CalWORKs Voluntary Mid-Period Actions 10/23/2025: • ACIN I-48-25 - FFY 2026 Disaster CalFresh COLA 10/30/2025: • ACL 25-50 H.R. 1 Limits to Standard Utility Allowance Subsidy	11/24/2025: • SB 600 - ACL 25-01 - CalFresh Minimum Benefit Adequacy Act of 2023 • 2026 Social Security Title II and Title XVI Cost of Living Adjustments Values (SSA COLA) • WIC 11203(a) - Apply SSP Only OPA for Specific Programs • ACWDL 18-02E - Update ICT Document Category Type to Include MC RE Packets • ACL 25-65 - Resource Limit Increase for CW/RCA	12/06/2025: • Batch EDBC to apply 2026 SSA Cost of Living Adjustments (COLA) • 2026 MEDS Renewal, Recon Schedule, RE Packets and Release dates 12/21/2025: • ACWDL 25-14: Reinstatement of Asset Limit Test for Non-MAGI Medi-Cal • ACWDL 25-13: Medi-Cal Adult Expansion Freeze for 19 and Older without Satisfactory Immigration Status	1/10/2026: • ACIN I-XX-25 Batch EDBC for 2026 CalFresh SSI COLA • ACIN I-XX-25 2026 CAPI COLA - Batch EDBC • H.R. 1 CF 886 Mass Mailer Work Registrant and ABAWD Status 1/26/2026: • H.R. 1 ACL 25-68 Add Energy Assistance Payments Made Under State Law Income Type • ACWDL 5-2-2025 - Update RCA and TCVAP Cash Assistance Time on Aid from 12 Months to 4 Months

Release and Policy Update

Upcoming Releases – 25.11



BenefitsCal Update

TIMELINE

Collaboration Model

Advisory Group

- Subgroup meetings with constituents to craft Initiative Requests (IRs)
- 3 per subgroup

Aug/Sept

Advisory Group

- Subgroups submit up to 3 Initiative Requests to CalSAWS



Initiative Request Submission
Deadline (October 15th)

Nov

IR Review Continues

Jan



IR Presentations/Prioritization

JPA Update

- Prioritized IRs go to JPA for awareness

Advisory Group Check-In

- Two Options (choose one)
- Monday Sept 22 11am-12pm
- Tuesday Sept 23 10am-11am

Quarterly Stakeholder Meeting

- Wednesday Sept 17 10am

Oct

PSC/JPA Update



- Collaboration Model Update: Initiative Request Summary & Change Matrix Overview

Initiative Request Packaging and Distribution

- CalSAWS to distribute all Initiative Requests to Advisory Group (distributed October 31)
- 60 Day IR Review Period Begins

Dec

Quarterly Stakeholder Meeting

- Wednesday December 17 10am

Advisory Group Initiative Request Presentations

- Discussion and Prioritization via the Change Matrix
- January 26, 9am-4pm

Feb

Collaboration Model – Initiative Requests

Advisory Group submissions

Nine Initiative Requests were submitted:

- CWDA
 - Customer Change Reporting Assistant
 - Enhanced Upload Categorization in BenefitsCal
 - Real Time Secure Upload and E-Signature Link for Client Assistance
- Advocates
 - Language Access
 - Document Imaging
 - Account Creation/Login
- DHCS
 - Improve Application and Renewal Flow
- CDSS
 - Driving Customer Action
 - Improve Customer Verification within BenefitsCal

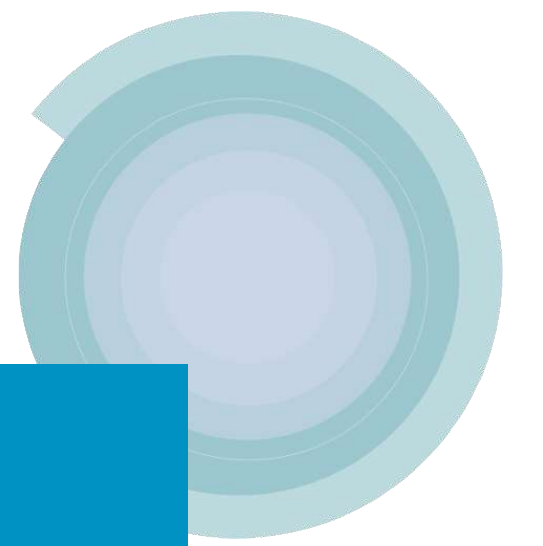
Change Matrix

Categories and Considerations

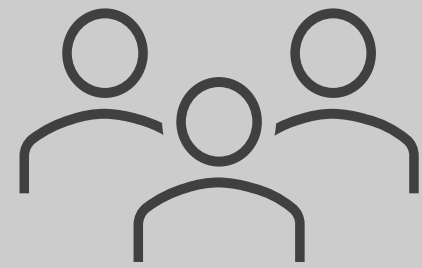
Initiative Requests will be prioritized using the Change Matrix, which evaluates the following Categories and their Considerations:

- Broader Alignment
 - Existing Roadmap
- User (Customer/CBO) Impact
 - Equity and Access
 - User (Customer) Experience
 - User (CBO) Experience
- Compliance and Security
 - State Policy Compliance
 - Data Privacy
- County Impact
 - Workload Impact
 - Business Process Impact

BenefitsCal HR 1 Workgroups

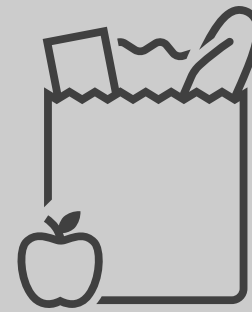


ABAWD Changes



Goal: Identify improved solutions that help customers more easily understand and manage ABAWD requirements.

CalFresh Error Rates



Goal: Gather actionable insights for causes and impacts of CalFresh Error Rates.

TRUV Implementation



Goal: Provide a foundational understanding of TRUV interface and identify key considerations for integration and user experience.

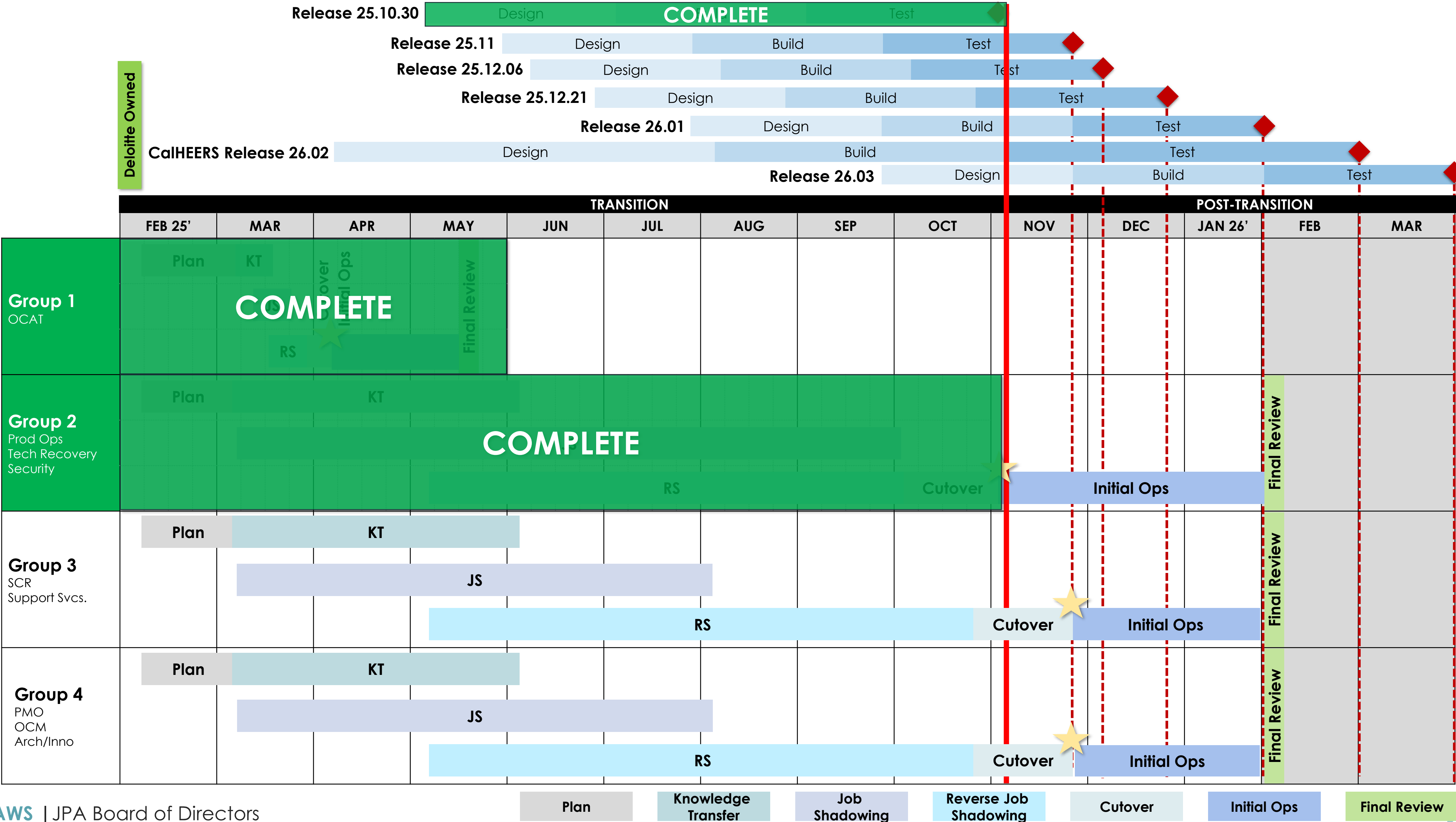
Timeline:

Kick Off – At November UCD monthly meeting

Sessions Begin – Mid-December with identified participants
(Subject to participants' availability)

Transition Update

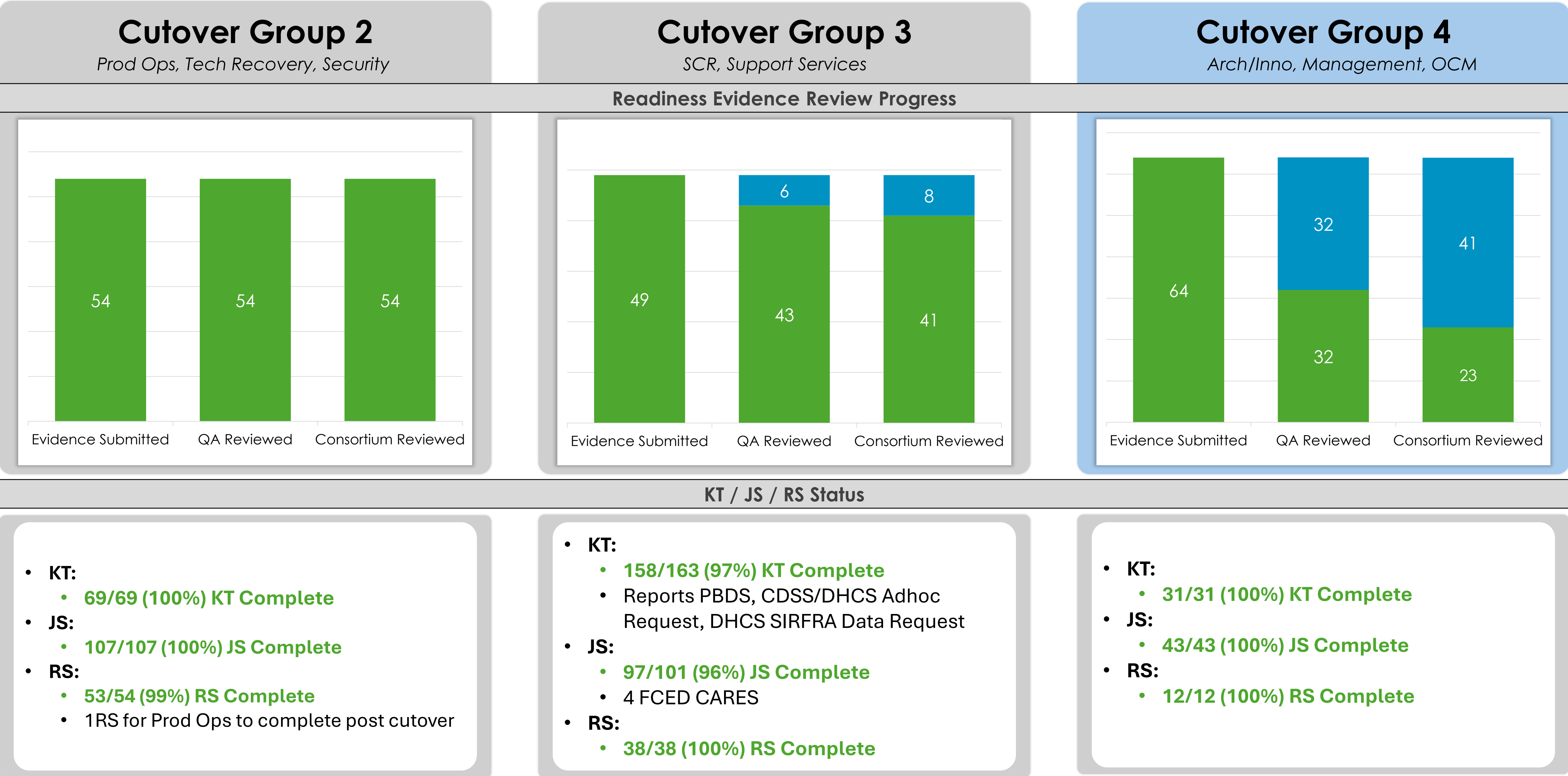
M&E Transition-In Timeline



M&E Transition Cutover Progress and Status

As of: 11/03/2025 Complete In Progress Scheduled

Status of cutover preparations

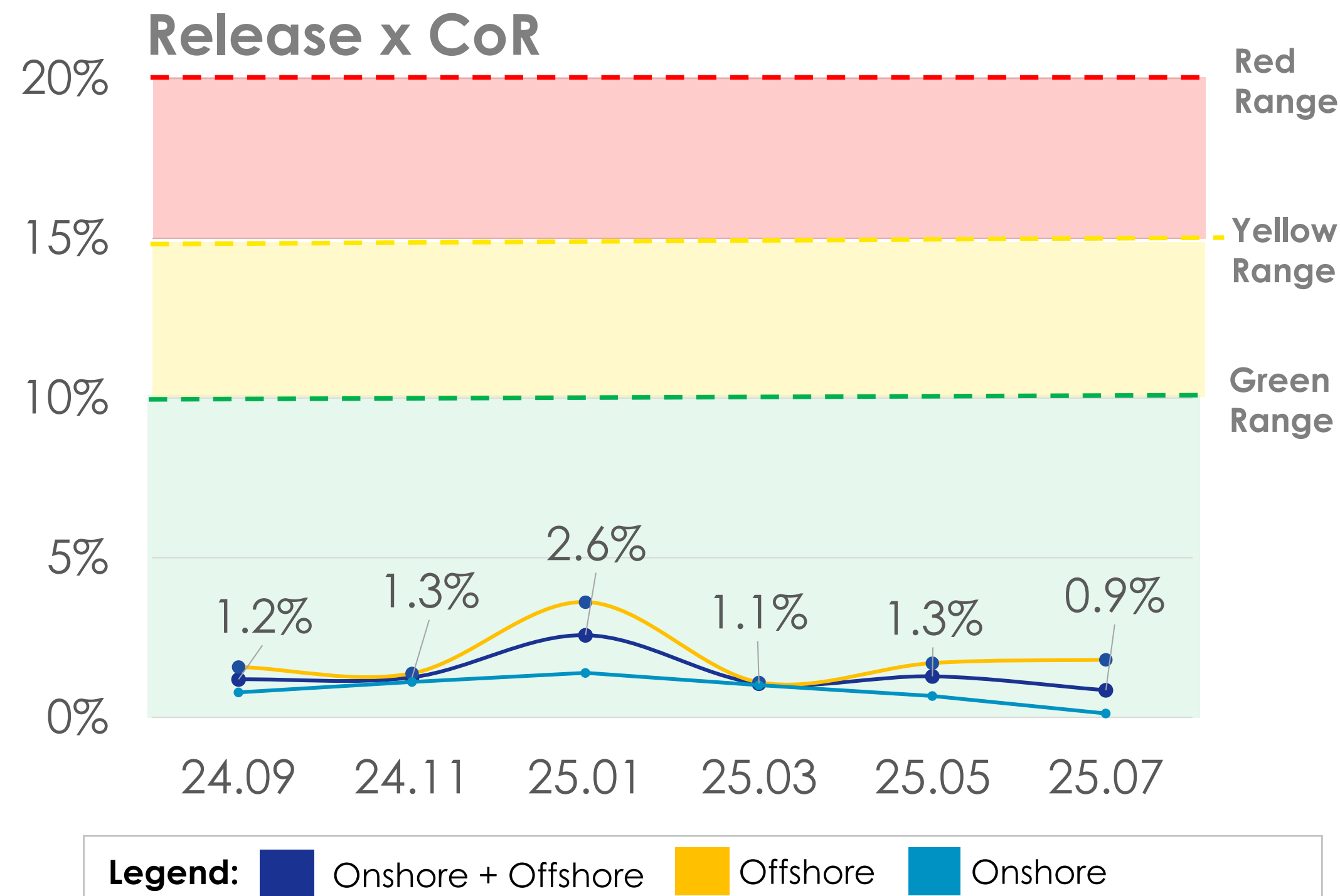
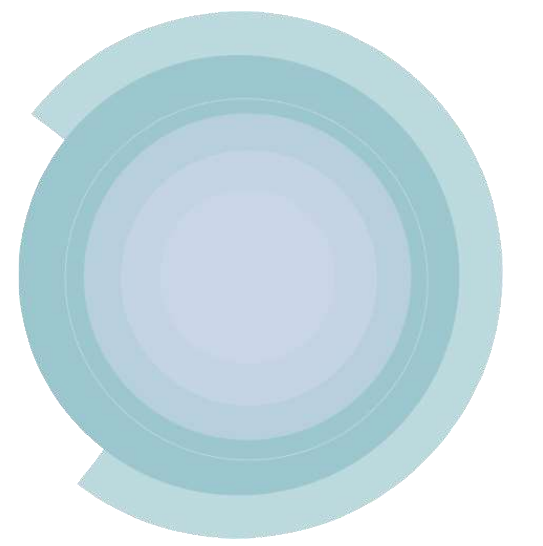


Release	DESIGN	DESIGN APPROVAL	BUILD	TEST	Notes
Baseline Release					
25.11 23 SCRs 463 Test Cases 11/23/2025	100%	100%	100%	100%	- System testing, Consortium testing, and county validation are complete. - Performance testing in progress.
26.01 52 SCRs 270* Test Cases 1/25/2026	90%	90%	21%	0%	- Design nearing completion and build in progress.
26.03 116 SCRs TBD* Test Cases 3/22/2026	36%	36%	0%	0%	- Design in progress.
CalSAWS-CalHEERS Release					
26.02 3 SCRs 25 Test Cases 2/22/2026	100%	100%	100%	0%	- Integration Testing with CalHEERS in progress.
26.06 8 SCRs TBD* Test Cases 6/14/2026	38%	0%	0%	0%	- Design including CalHEERS JAD sessions are in progress.
Priority Release					
25.10.30 4 SCRs 112 Test Cases 10/30/2025	Complete				- PROD deployment and validations successfully complete on 10/30/2025. - No release related issues observed so far.
25.12.06 7 SCRs TBD* Test Cases 12/7/2025	57%	29%	0%	0%	- Build in progress for SSA COLA. - Waiting for final COLA rates.
25.12.21 15 SCRs 276 Test Cases 12/21/2025	73%	27%	27%	40%	- Testing in progress for May Revise SCRs -- Medi-Cal Adult Expansion Freeze for 19 and Older without Satisfactory Immigration Status -- Reinstatement of Asset Limit Test for Non-MAGI Medi-Cal

Quarterly Performance Metrics

CalSAWS Quarterly Statistics

CalSAWS Application Release Quality Metrics



TYPICAL RANGES

GREEN: The amount of time being spent on rework is lower than expected. This will enable the project to be completed faster and more efficiently.

AMBER/RED: The amount of time being spent on rework is higher than expected. This may impact the delivery schedule.

Cost of Rework (CoR) is the ratio of effort spent performing rework on deliverables to the total effort to Date

$(\text{Actual Rework effort Hours} / \text{Actuals To Date Hours}) * 100$

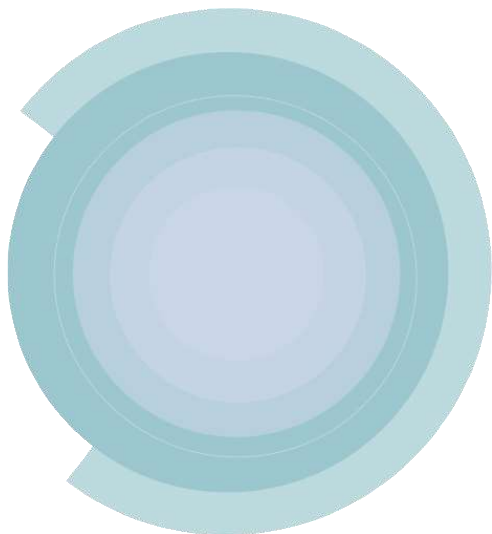
The combined onshore and offshore CoR for CalSAWS code release deployment remains low across releases indicating high quality releases with the additional offshore team

The CoR line graph may increase for the releases if additional defects are found in the future

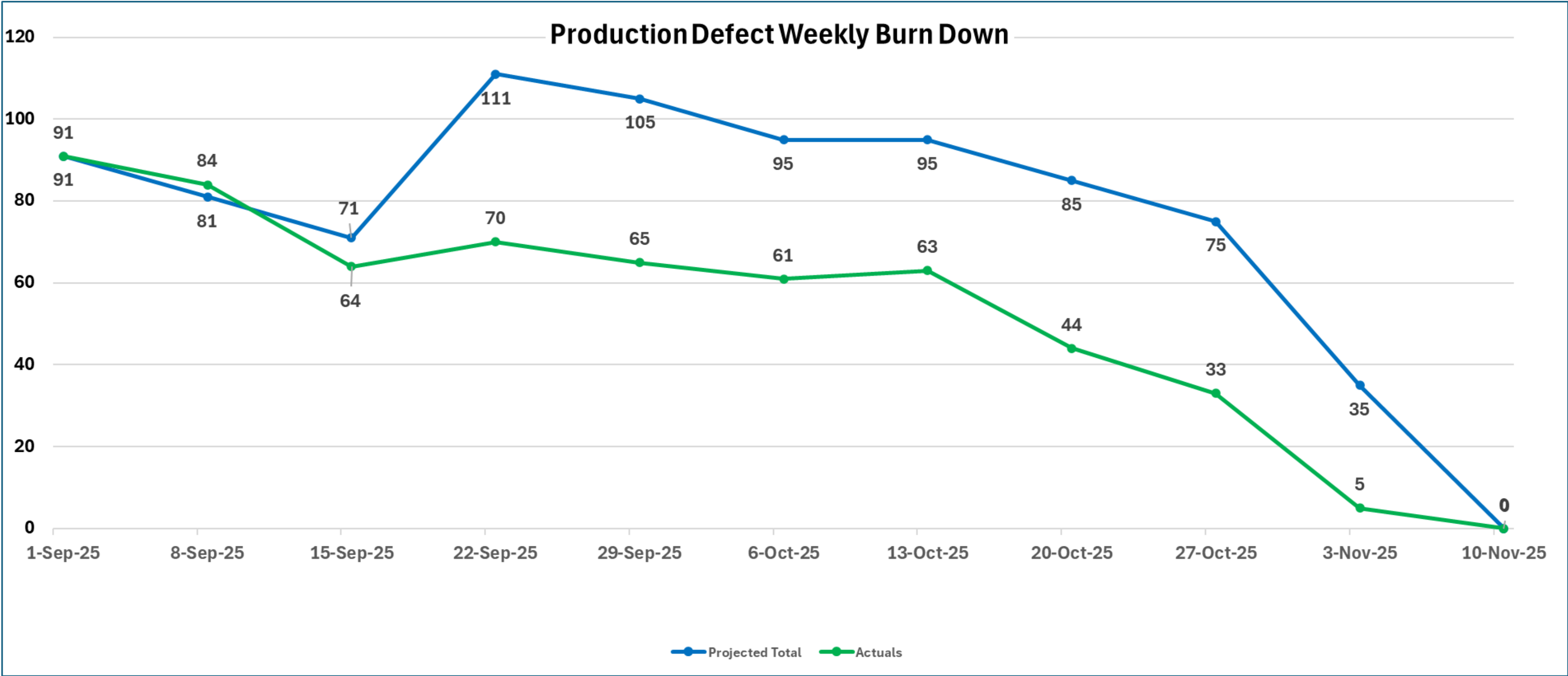
New releases are added after the next release Go-Live and an analysis can be conducted on the previous release. For example, 25.09 COR numbers will be available after 25.11 goes live

CalSAWS Quarterly Metrics

Production Defects Backlog

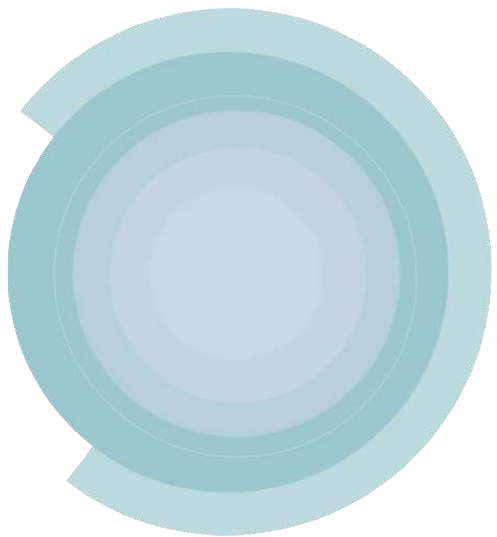


Per Contract, all Open Production deficiencies identified by October 24, 2025, have been resolved by the Accenture Team. Last Accenture deployment was on November 6, 2025



CalSAWS Quarterly Metrics

Production M&E SLA Metrics



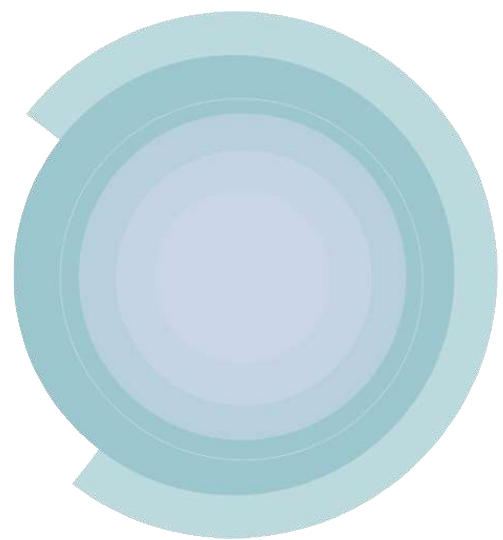
Perf Req #	LD Applies	Performance Requirement Title	Aug	Sept	Oct*	Nov**
1		Monthly Off Prime Business Hours Availability	✓	✓	✓	✓
2		Monthly Prime Business Hours Availability of CalSAWS Non-Production Environments	✓	✓	✓	✓
3		Monthly Deficiency Notification Response Time	✓	✓	✓	✓
4		Monthly Helpdesk Diagnosis Time	✓	✓	✓	✓
5	✓	Daily Peak Usage Hours Availability	✓	✓	✓	✓
6	✓	Daily Prime Business Hours Availability	✓	✓	✓	✓
7	✓	Daily Peak Usage Hours ED/BC Response Time	✓	✓	✓	✓
8	✓	Daily Prime Business Hours ED/BC Response Time	✓	✗	✓	✓
9	✓	Daily Peak Usage Hours Screen to Screen Navigation Response Time	✓	✓	✓	✓
10	✓	Daily Prime Business Hours Screen to Screen Navigation Response Time	✓	✓	✓	✓
11	✓	Daily Batch Production Jobs Completion	✓	✓	✓	✓
12		Daily Off Prime Business Hours ED/BC Response Time	✓	✓	✓	✓
13		Daily Off Prime Business Hours Screen to Screen Navigation Response Time	✓	✓	✓	✓
14		Daily Unbounded Search Response Time	✓	✓	✓	✓
15		Daily Prime Business Hours Availability of CalSAWS Training Environments	✓	✓	✓	✓
16		Daily Peak Usage Hours Standard Report Response Time	✓	✓	✓	✓
17	✓	Security Incident Notification	✓	✓	✓	✓
18	✓	Security Incident Reporting	✓	✓	✓	✓
19	✓	Security Incident Negligence	✓	✓	✓	✓

*October and November SLA Metrics are still being formally reviewed
**November metrics are only through November 9, 2025, when M&E Cutover formally took place

Legend: ✓ SLA Met ✗ SLA Not Met ✓ LD Applies

CalSAWS Quarterly Metrics

Production Infrastructure Performance Metrics



Perf Req #	Performance Requirement Title	Aug	Sep	Oct*
1	Daily Prime Business Hours Availability	✓	✓	✓
2	Monthly Prime Business Hours Availability, Non-Production Environments	✓	✓	✓
3	Monthly Off Prime Business Hours Availability	✓	✓	✓
4	Local Repair Services	✓	✓	✓
5	Daily Prime Business Hours Availability of CalSAWS Training Environments	✓	✓	✓
6	Monthly Deficiency Notification Response Time	✓	✓	✓
7	Monthly Service Desk Diagnosis Time Tiers 1 and 2	✓	✓	✓
8	Daily Prime Business Hours Standard Report Response Time	✓	✓	✓
9	Disaster Recovery Response Time	✓	✓	✓
10	Failure to Complete Access Control Audits	✓	✓	✓
11	Security Information and Event Management System Uptime	✓	✓	✓
12	Scheduled Asset Inventory Audits	✓	✓	✓
13	Completion of Root Cause Analysis	✓	✓	✓
14	Privileged Access Audit	✓	✓	✓
15	Security Vulnerability Scans	✓	✓	✓
16	Security Incident Notification	✓	✓	✓
17	Security Incident Reporting	✓	✓	✓
18	Security Incident Negligence	✓	✓	✓

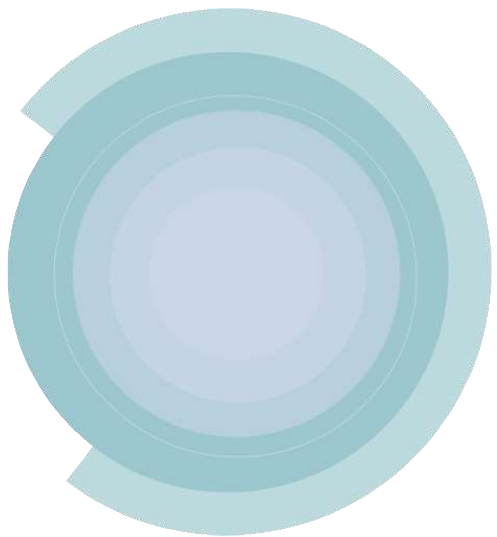
Liquidated damages apply to all Infrastructure SLAs

** Performance Metrics are still being formally reviewed*

Legend: ✓ SLA Met ✗ SLA Not Met

Hyland Quarterly Metrics

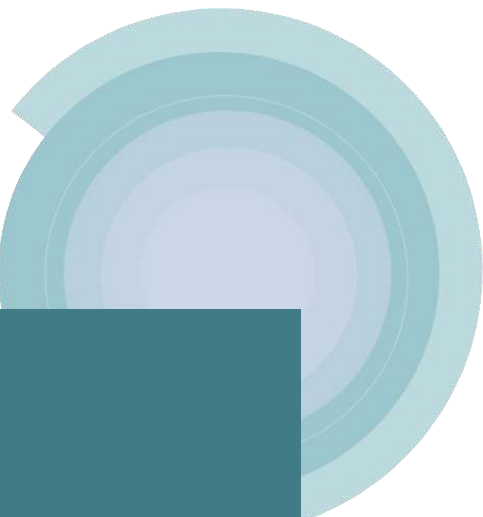
Hyland Imaging Performance Metrics



Performance Requirement Title	Performance Average Aug-Oct 2025	Monthly Target	SLA Met
Uptime	100.00%	99.90%	✓
Page Views	99.33%	90%	✓
Database Transactions	99.98%	90%	✓
Brainware Processing	99.49%	97%	✓
Technical Resources Response Time	0	>30 minutes	✓

Legend: ✓ SLA Met ✗ SLA Not Met

BenefitsCal Performance Metrics



SLAs and Performance

SLA #1:

Daily Online Transactions – inquiry screens (bounded)

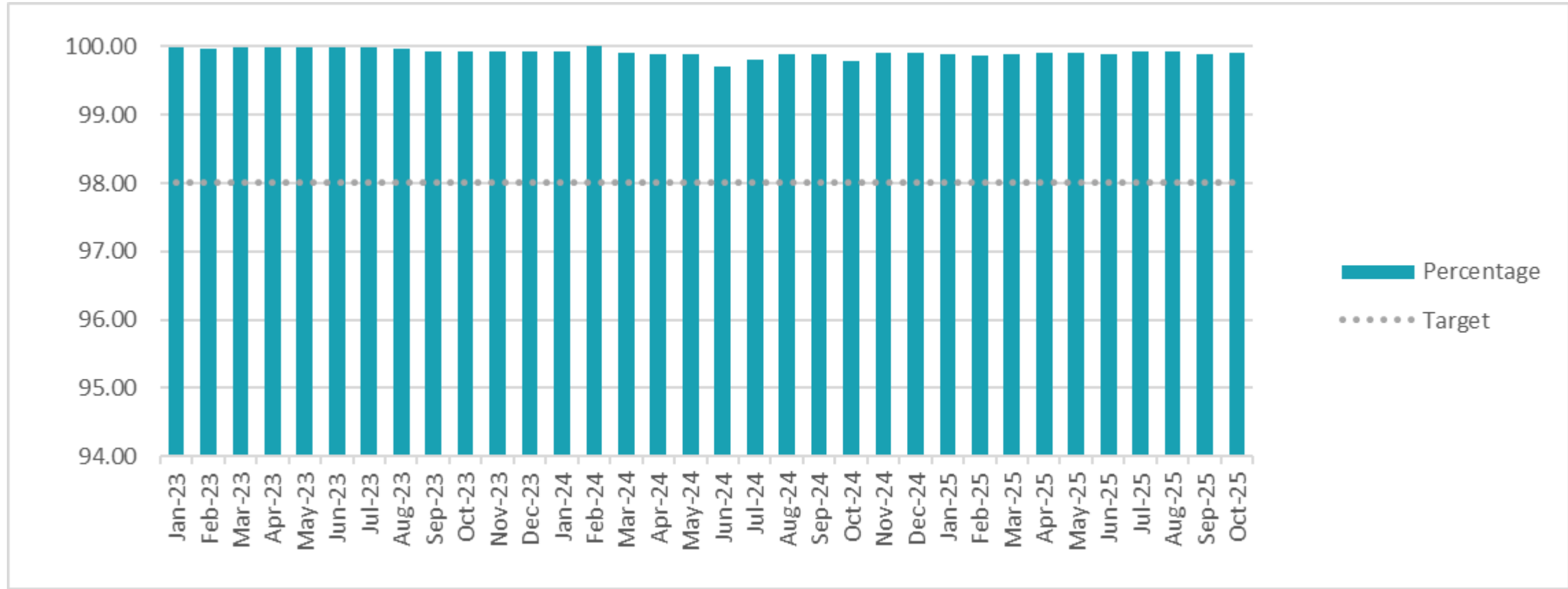
Target:

98% with an average response time < 2 seconds

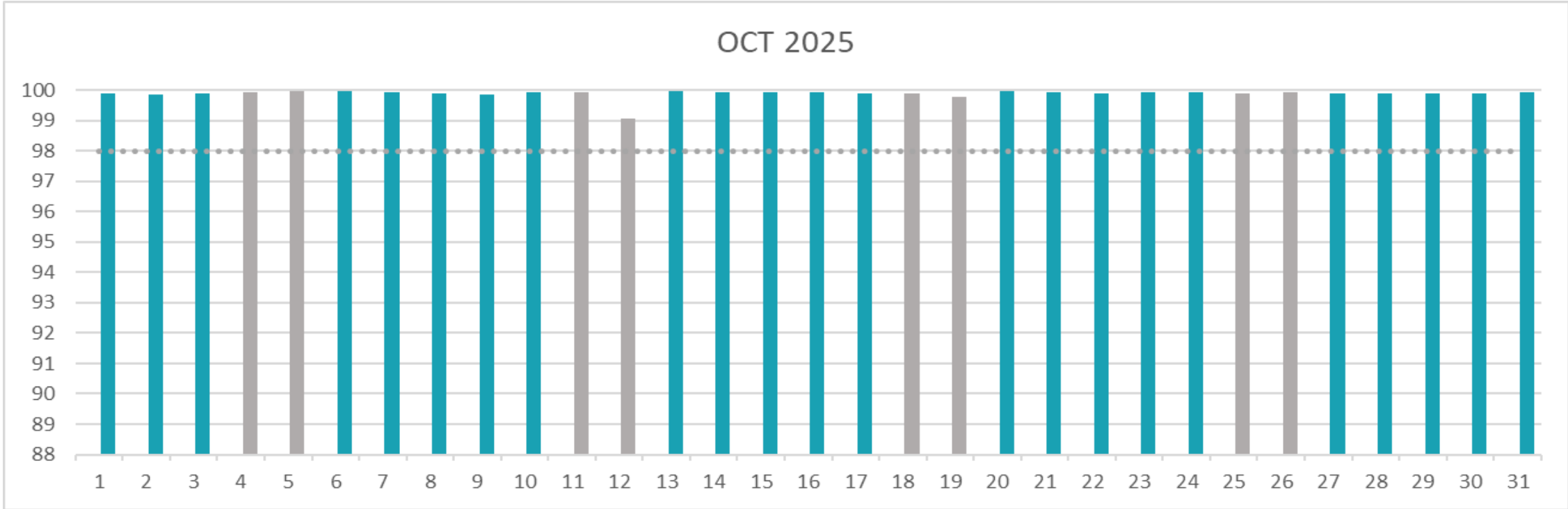
Actual:

Exceeded daily online transaction (bounded) response time at no less than 99.90% since January 2023.
Measured daily and reported on Monthly.

Monthly View: Jan 2023 – Oct 2025

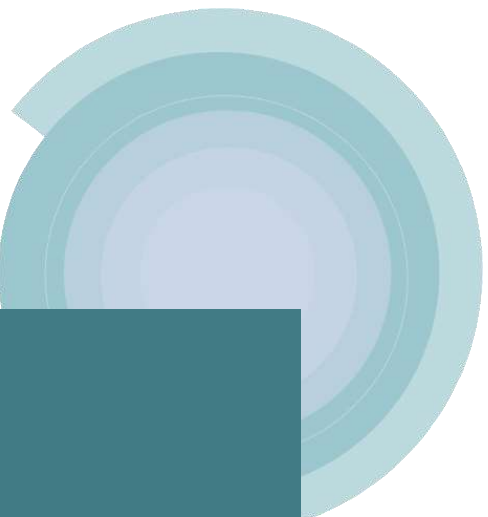


Daily View: Oct 2025



Legend: Target Met Target Not Met Weekend

BenefitsCal Performance Metrics (continued)

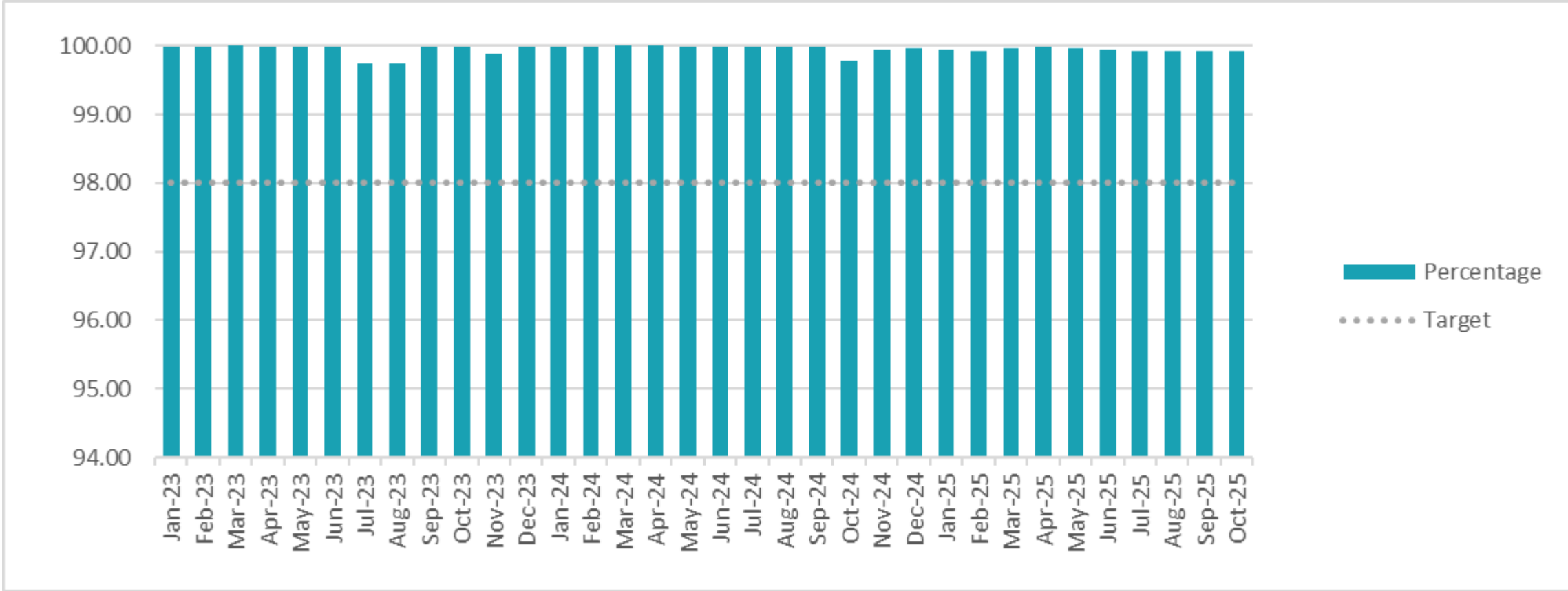


SLA #2: Daily Online Transactions – inquiry screens (unbounded)

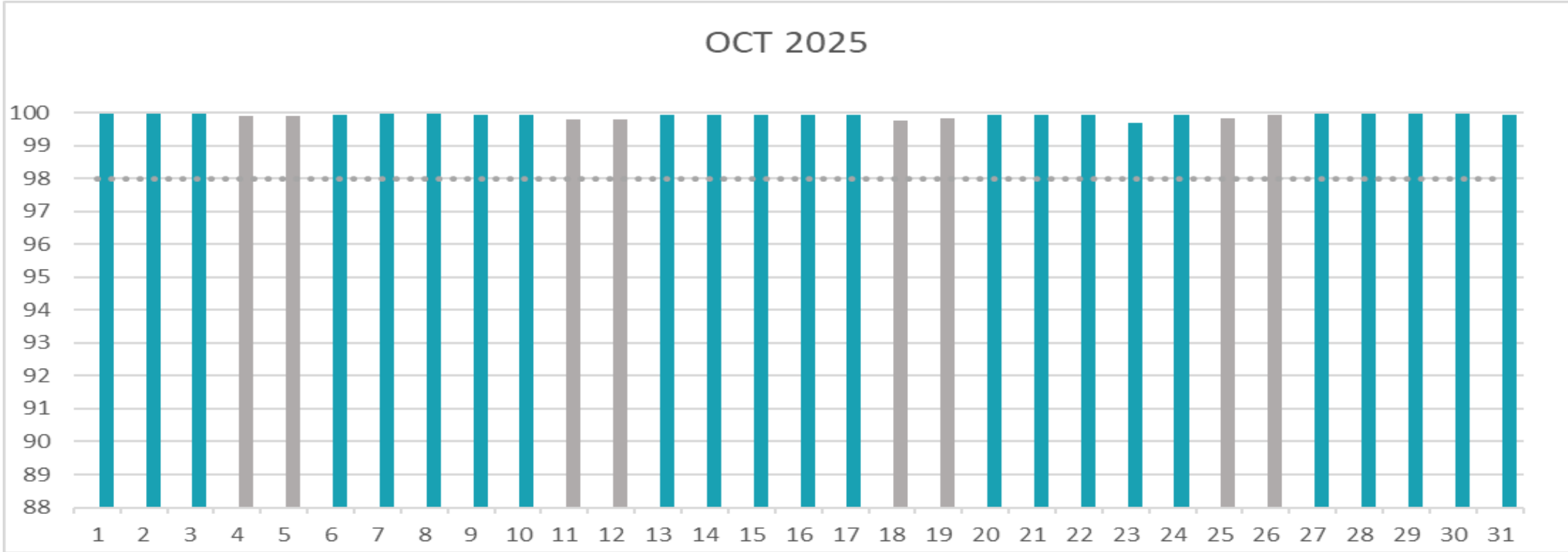
Target: 98% with an average response time <10 seconds

Actual: Exceeded daily online transaction (unbounded) response time at no less than 99.92% since January 2023.
Measured daily and reported on Monthly

Monthly View: Jan 2023 – Oct 2025

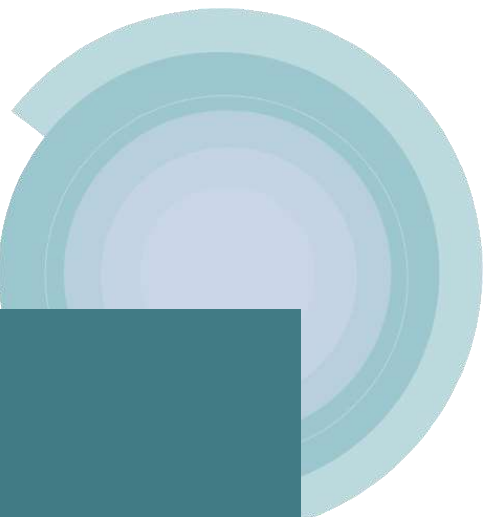


Daily View: Oct 2025



Legend: Target Met Target Not Met Weekend

BenefitsCal Performance Metrics (continued)



SLA #3: Daily BenefitsCal Hosted API Transactions

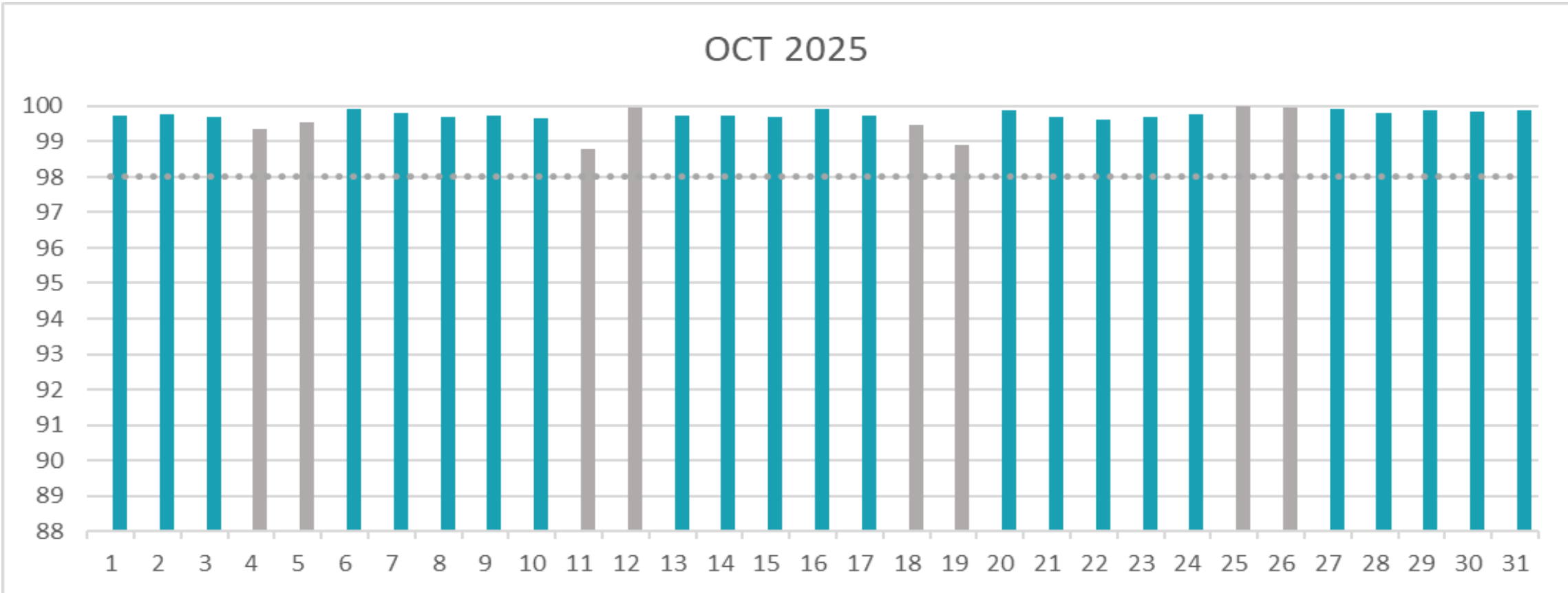
Target: 98% with an average response time <2 seconds

Actual: Exceeded daily API transaction response time at no less than 99.84% since January 2023.
Measured daily and reported on Monthly

Monthly View: Jan 2023 – Oct 2025



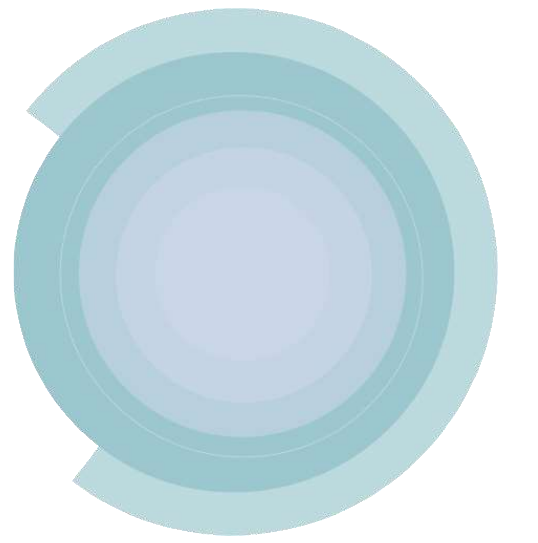
Daily View: Oct 2025



Legend: Target Met Target Not Met Weekend

CLOSED SESSION

Action Items

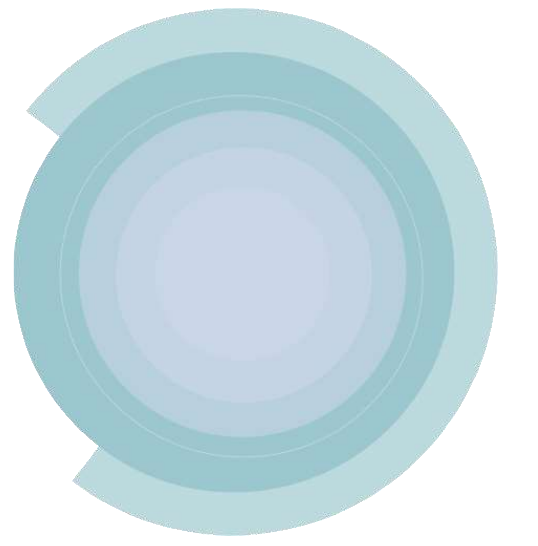


- 12. Conference with Legal Counsel re Existing Litigation (1 item).
- 13. PUBLIC EMPLOYEE PERFORMANCE EVALUATION – Executive Director (Gov. Code §§ 54954.5(e), 54957(b)(1).)

The JPA Board is in Closed Session and will return soon.

RECONVENE OPEN SESSION

Informational Item



14. Announcement of action taken during Closed Session, if any.

Adjourn Meeting