

CalSAWS | Executive Summary for the JPA Board of Directors

Location: Zoom/In-Person
Date: Thursday, January 29, 2026

Agenda Item and Summary	Type of Item
<p>1. Call meeting to order.</p> <p>Summary: Board Chair, Michael Sylvester, will call the CalSAWS JPA Board of Directors meeting to order.</p>	Procedural
<p>2. Confirmation of Quorum and Agenda Review.</p> <p>Summary: Board Chair, Michael Sylvester, will confirm quorum of the Board and will provide a high-level overview of the agenda.</p>	Procedural
<p>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.</p> <p>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.</p> <p>Summary: Board Chair, Michael Sylvester, will provide the public with an opportunity to speak on items not on the agenda.</p>	Procedural
JPA Member Representatives Action Items	
<p>4. Approval of the Administrative Budget for Unfunded Costs for FY 26/27.</p> <p>Summary: The consortium is seeking Board approval of the Administrative Budget for Unfunded Costs for FY 26/27.</p>	Action
JPA Board of Directors Action Items	
<p>5. Approval of Accenture, LLP CalSAWS BenefitsCal Agreement which includes goods and services required for the maintenance and operation of the BenefitsCal application in the CalSAWS environment.</p> <p>Summary: The BenefitsCal Agreement between the CalSAWS Consortium and Accenture LLP includes maintaining and operating the existing BenefitsCal</p>	Action

application, inclusive of Transition and One-Time Deliverables, Project Management, System Change Requests (SCRs), Service Desk (Tier 3), Marketing and Public Communications (Customer Outreach), Security, Application/Architecture Evolution, Innovation, Production Operations, and Software.

The Consortium is seeking Board approval of the base contract term for BenefitsCal services, which includes a six-month Transition-In period, plus five years and five months for a total base term of five years and eleven months. The base term includes \$57,397,148 for transition-in, base deliverables, software, and maintenance and operations. The base term also includes \$20,000,000 for the change order allowance for a combined total of \$77,397,148.

The BenefitsCal Agreement may be extended for up to four additional years in one-year increments at the discretion of the Consortium. The total contract term, if all extensions are exercised, would be nine years and eleven months. The maximum value of this contract for the Transition-In and initial M&O, and the four additional optional years is \$119,855,254.

The costs of this contract are funded through the CalSAWS Operational Advance Planning Document Update (OAPDU), and current year costs are accounted for in the SFY 2025/2026 CalSAWS JPA Project Budget.

6. Approval of Consent Items

a. Approval of the Minutes and review of the Action Items for the December 19, 2025, JPA Board of Directors Meetings.

Summary: The Consortium is seeking Board approval of the Minutes and review of the Action Items for the December 19, 2025, JPA Board of Directors Meeting.

b. Approval of Deloitte Portal/Mobile Work Order 20, which includes BenefitsCal transition-out services.

Summary: The Consortium is seeking Board approval of Work Order 20 which utilizes \$502,630 of the original \$33,000,000 change allowance for initial services related to the BenefitsCal contract transition-out activities. Board approval of this work order will leave \$16,817,533 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.

c. Approval of ClearBest Work Order 8, which includes quality assurance services related to BenefitsCal transition activities.

Summary: The Consortium is seeking Board approval of ClearBest Work Order 8 which utilizes \$293,760 of the original \$8,829,000 Professional Services allowance for Quality Assurance (QA) services related to the BenefitsCal contract transition activities. Board approval of this work order will leave \$516,801 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.

d. Approval of Gainwell Central Print Amendment 3, which includes an extension of M&O services and facility for three of the five optional extension years.

Summary: The Consortium is seeking Board approval of Gainwell Central Print Amendment 3 which extends the Agreement by three (3) of the five (5) optional years, for the period March 1, 2026, to February 28, 2029.

Board approval of this Change Order will utilize \$190,928,892 of the Optional Extension allocation, leaving a balance of \$130,847,296 for an additional two (2) years for future extensions. This Amendment includes re-baselined central print costs to account for increased volumes and policy changes, extended return mail costs, DHCS identified specific program documents that must be made available through alternate formats, and maintenance of facility space to support ongoing application and infrastructure activities.

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.

Informational Items

7. Strategic Priorities Update

Informational

Summary: Julia Erdkamp will provide an update on Strategic Priorities.

8. H.R. 1 Updates

Informational

- HR-1 Policy Update
- CalFresh Changes to Reduce Error Rates
- Workgroups Update

Summary: Sharon Teramura, Roger Perez, Jerry Nielson, and Rajesh Tahaliyani will provide updates on H.R. 1.

9. Collaboration Model Update

Informational

Summary: Ashley Arnold will provide an update on Collaboration Model.

10. Transition Update

Informational

Summary: Rajesh Tahaliyani will provide an update on Transition.

11. Call Summarization (GenAI) Update

Informational

Summary: Dawn Wilder will provide an update on Call Summarization (GenAI).

12. CalSAWS Procurement Updates

Informational

Agenda Item and Summary

Type of Item

- **Quality Assurance**
- **Legal**

Summary: Holly Murphy will provide updates on CalSAWS Procurements.

13. 2026 CalSAWS Conference & JPA Member Representatives Meeting

Informational

Summary: Julia Erdkamp will provide an overview of the 2026 CalSAWS Conference & JPA Member Representatives Meeting.

CLOSED SESSION

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

RECONVENE OPEN SESSION

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

16. Adjourn Meeting

Procedural

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