

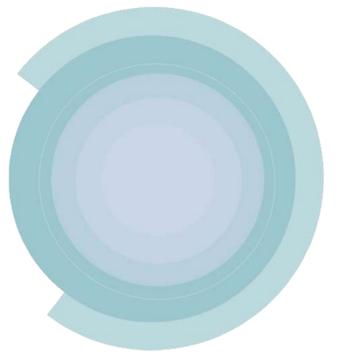
JPA Board of Directors Meeting

February 20, 2026



CalSAWS

Agenda



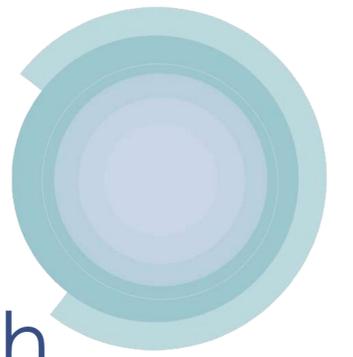
1. Call Meeting to Order.
2. Confirmation of Quorum and Agenda Review.
3. Public Comment: Public opportunity to speak on any item NOT on the Agenda. Public comments are limited to no more than three minutes per speaker, except that a speaker using a translator shall be allowed up to six minutes.

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.

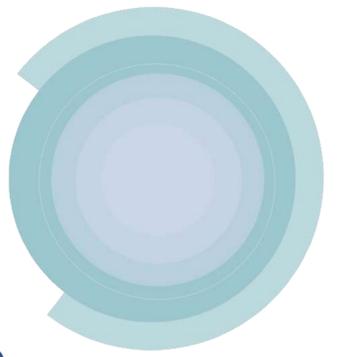
Action Items

Action Items

4. Approval of Deloitte M&E Change Order 5, Gainwell Infrastructure Change Order 5, and ClearBest Work Order 9 which include services for Analytics design and development and related infrastructure and quality assurance.



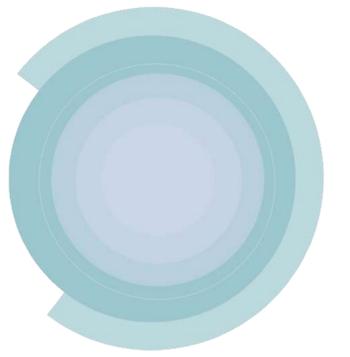
Action Items



5. Approval of Consent Items:

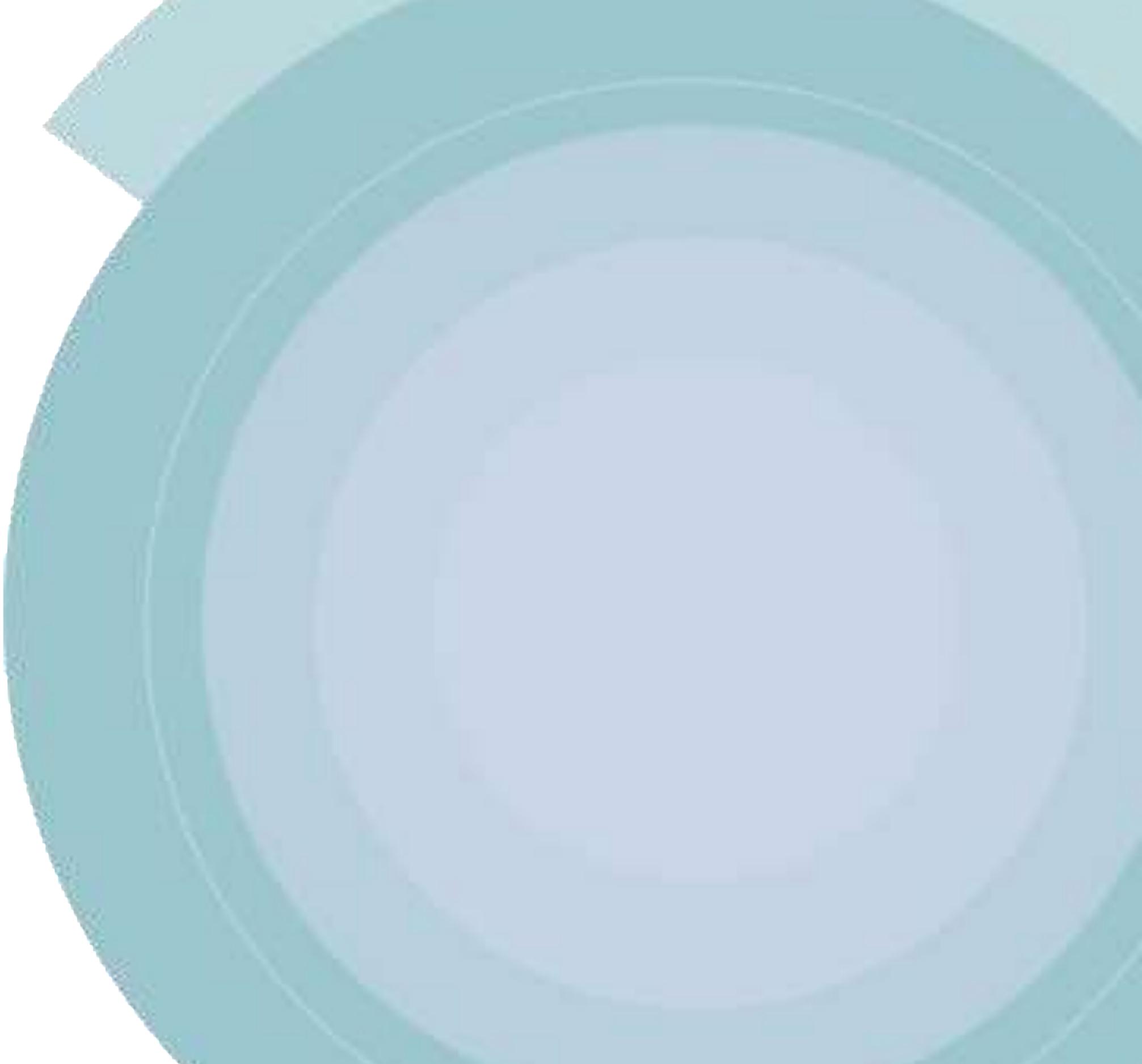
- a. Approval of the Minutes and review of the Action Items from the January 29, 2026, joint meetings of the JPA Member Representatives and Board of Directors.
- b. Approval of FCED Governance Member, Rogelio Tapia.
- c. Approval of Deloitte M&E Change Order 6, which includes three (3) premise items, additional M&E hours, and three (3) County Purchases.
- d. Approval of Gainwell Infrastructure Change Order 6, which includes Contact Center Enhancements .
- e. Approval of Gainwell Infrastructure Change Order 7, which includes Technology Upgrades and Enhancements.

Action Items



5. Approval of Consent Items (Continued):
 - f. Approval of Deloitte Portal/Mobile Change Order 11, which exercises an extension of the Agreement for the remaining two (2) optional months through May 31, 2026.
 - g. Approval of Deloitte Portal/Mobile Work Order 21, which includes three (3) premise items.
 - h. Approval of ClearBest Work Order 10, which includes quality assurance services related to four (4) premise items.
 - i. Approval of Gainwell Central Print Change Order 5, which includes print services related to seven (7) premise items.

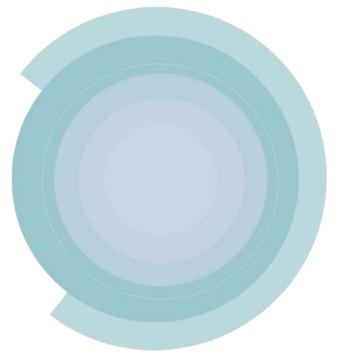
Informational Items



Project Management Office (PMO) Update

PMO Update

CalSAWS Financial Update



CalSAWS M&O

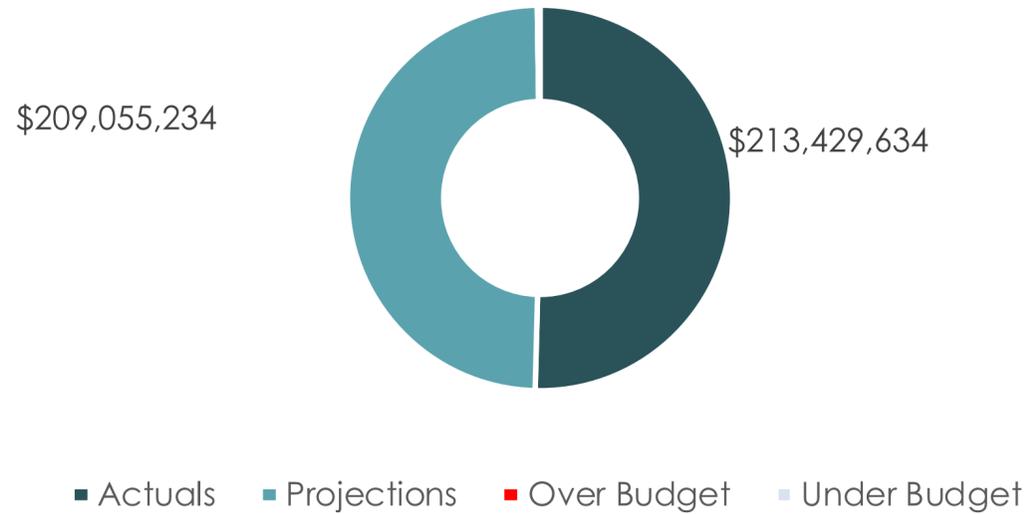
Premise

JPA Admin

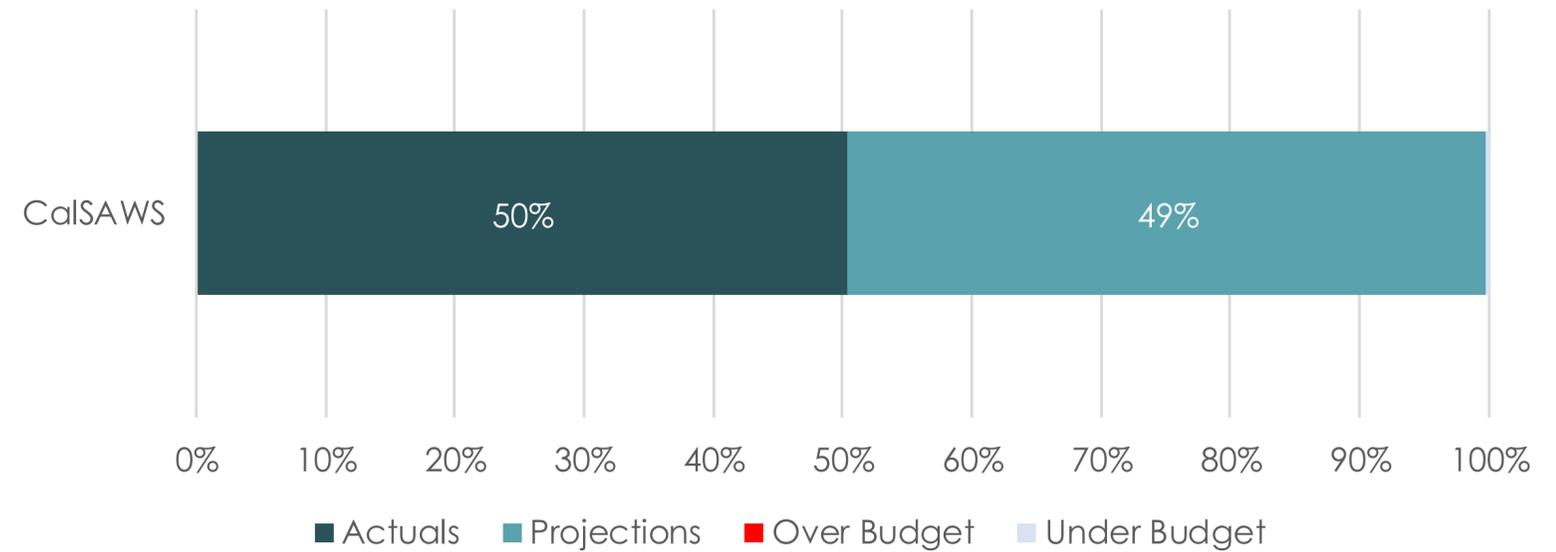
- 1 Actuals to Date
Based on Vendor Invoices & County Claims
- 2 Projections (Estimates to Complete)
Estimated Costs for Future Months
- 3 Estimate at Completion (EAC)
Actual Costs Plus Estimated
- 4 Total Allocation/Budget
Amount Allocated by Line Item for the Approved Budget
- 5 Balance
Difference 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 - February 13, 2026

Total Actuals & Projections



% Expended to Date



Category	Actuals to Date ¹	Projections (ETC)	EAC	Total Allocation (Budget)	Balance + Under / (-Over)	% Expended to Date	% EAC to Budget	Notes
CalSAWS	\$204,729,901	\$171,150,285	\$375,880,186	\$376,830,703	\$950,517	54.3%	99.7%	
CalSAWS M&O	\$201,103,643	\$170,176,471	\$371,280,114	\$372,083,618	\$803,504	54.0%	99.8%	Actuals spend less than estimated
OCAT M&O	\$304,392	\$395,562	\$699,954	\$699,954	\$0	43.5%	100.0%	
CalHEERS Interface	\$2,647,745	\$571,610	\$3,219,355	\$3,366,368	\$147,013	78.7%	95.6%	Actuals spend less than estimated
Covered CA CSC	\$674,121	\$6,642	\$680,763	\$680,763	\$0	99.0%	100.0%	
CalSAWS Premise	\$8,359,381	\$37,458,834	\$45,818,215	\$45,818,215	\$0	18.2%	100.0%	
CalSAWS Premise	\$8,359,381	\$37,458,834	\$45,818,215	\$45,818,215	\$0	18.2%	100.0%	
JPA Admin. Budget	\$340,352	\$446,115	\$786,467	\$786,467	\$0	43.3%	100.0%	
CalSAWS 58 Counties	\$340,352	\$446,115	\$786,467	\$786,467	\$0	43.3%	100.0%	
Total	\$213,429,634	\$209,055,234	\$422,484,868	\$423,435,385	\$950,517	50.4%	99.8%	

1. Actuals are based on planned invoices through March (partial) payment month

PMO Update

QA Services Procurement Timeline

	QA Services Procurement Event	Dates
1	Release RFP	August 11, 2025
2	Conduct Bidder's Conference	August 19, 2025
3	Bidder Question and Answer Period	August 11 – September 2, 2025
4	Consortium Publishes Final Q&A and RFP Addendum	September 16, 2025
5	Proposals Due	October 20, 2025
6	Evaluate Compliance, Firm Qualifications, Business and Price Proposals, and BAFOs	October 21, 2025 – June 17, 2026
7	Prepare and Approve Vendor Selection Report	June 18 – July 23, 2026
8	Publish Notice of Intent to Award and VSR	July 24, 2026
9	Contract Negotiations	July 28 – August 5, 2026
10	State Contract Approval	August 10 – September 10, 2026
11	Federal Contract Approval	September 11 – November 10, 2026
12	Contingency Period	November 12 – 16, 2026
13	JPA BOD Approval	November 20, 2026
14	Contract Start	December 1, 2026
15	Transition-In Period (2 Months)	December 1, 2026 – January 29, 2027

PMO Update

Legal Services Procurement Timeline

	Legal Services Procurement Event	Dates
1	Develop RFP	June 2, 2025 – January 27, 2026
2	Release RFP	January 30, 2026
3	Conduct Bidder's Conference	February 11, 2026
4	Bidder Question and Answer Period	February 2 – March 2, 2026
5	Consortium Publishes Final Q&A and RFP Addendum	March 10, 2026
6	Proposals Due	April 8, 2026
7	Evaluate Compliance, Firm Qualifications, Business and Price Proposals, and BAFOs	April 9, 2026 – September 29, 2026
8	Prepare and Approve Vendor Selection Report	September 30 – November 6, 2026
9	Publish Notice of Intent to Award and VSR	November 9, 2026
10	Contract Negotiations	November 12 – 25, 2026
11	Contingency Period	December 4, 2026 – January 11, 2027
12	JPA BOD Approval	January 15, 22 or 29, 2027
13	Contract Start	February 1, 2027
14	Transition-In Period (1 Month)	February 1 – 26, 2027

Modernization Efforts

Modernization Efforts

History of CalSAWS Reporting

Access to data for counties has gone through several iterations of migrations leading to today's collection of reporting tools



3 Different Paths to get answers

Qlik, PBDS, EDR because none fully satisfy the need



Qlik & PBDS

The existing solution is a cloud data repository (PBDS) that feeds the Qlik reports. It lacks the analytics /BI Layer needed to meet evolving business needs/questions



EDR (Copy of Source Oracle Tables)

Counties are forced to build their own solutions with a large data team or **leverage external third-party vendors** for help in answering these questions



Apex

introduced as a workaround for ad hoc, since a Qlik report cannot be customized easily. Self-service custom & Ad Hoc Needs continue to be unmet

No True Analytics Layer exists

Does not provide flexibility to changing data needs based on policy changes, such as HR1

Counties lack insight into “why” or “what next”

No foundation for real data-driven decisions

Modernization Efforts

Analytics Platform: Roadmap to Implementation

Six months of groundwork completed to date will enable the delivery of core operational reports to all 58 counties in just 12 months. Subsequent phases will deliver expanded operational and management reports and access to data from other non-core data sources, which counties don't have today

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
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Phase 1 - Core Operational Analytics

- Enable **core operational reports** (Case, Application, Program, & Workload related reports) **covering gaps in current reports** including open SCRs.
- **Advanced self-service tools and dashboards** including rapid custom report creation (minimizing need for SCRs) + ability to ask **natural language questions** to answer **ad-hoc queries**

Phase 2 - Expanded Operational and Management Analytics

- Enable **expanded analytics and reports** (Issuance & Recovery, Provider & Audit) **covering gaps in current reports** including open SCRs.
- **Expanded Self service** capabilities through enablement of **county workspaces** to allow counties to custom develop their own data products

Phase 3 - Unified Customer 360 & Cross-Source Analytics

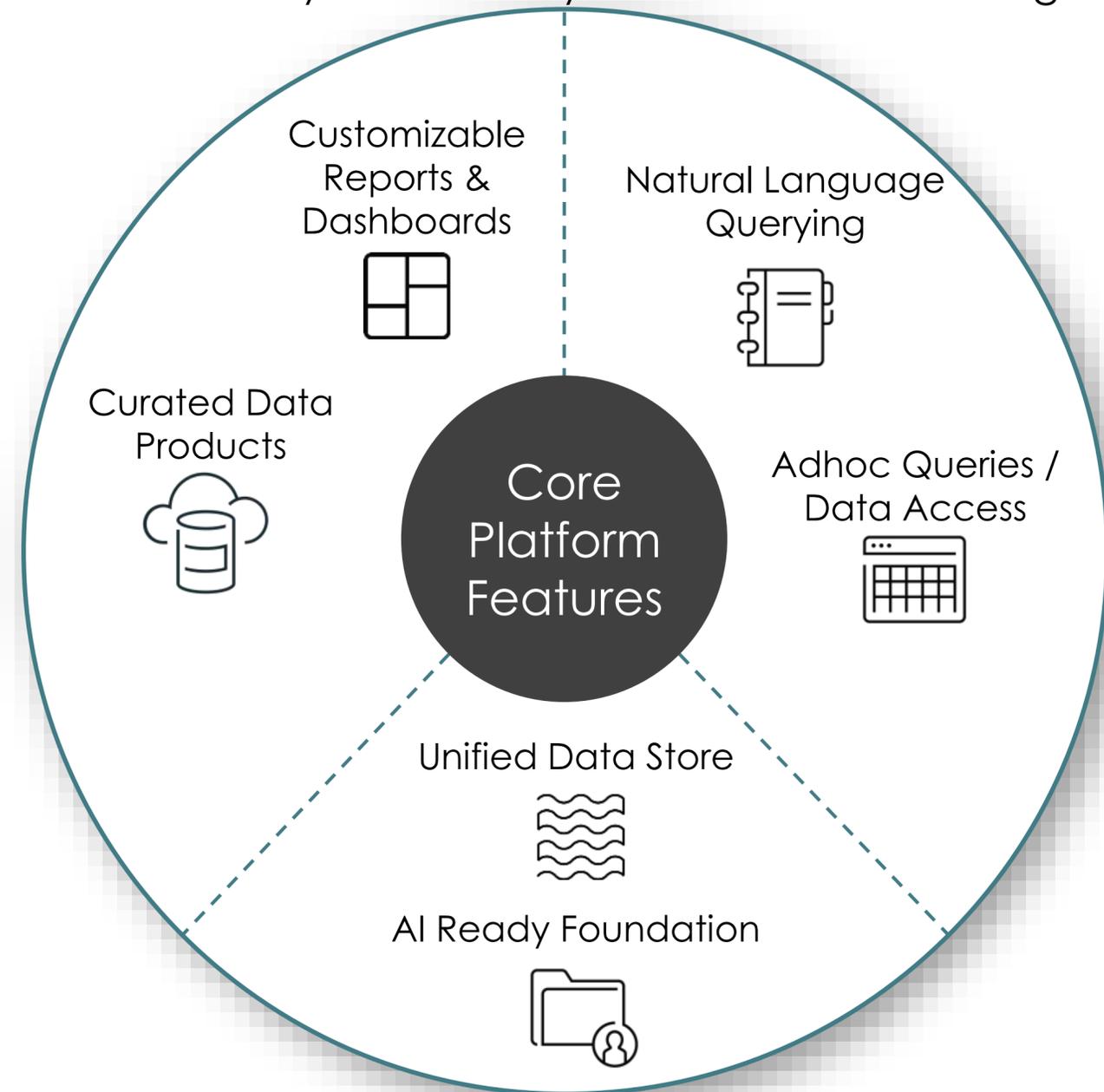
- Evaluate **Cross-Source Analytics** for additional data sources such as BenefitsCal, Contact Center, Lobby and Imaging
- **Enable Customer 360** (A whole person view of the customer) and **Advanced Analytics** capabilities

Throughout the duration of this project, especially during Phase 1, we would consistently engage the counties for requirements, design reviews, and validations.

Modernization Efforts

Unlocking Value Through a Shared Analytics Platform

The new analytics platform is designed to dramatically elevate counties' ability to self-serve and innovate. Counties gain the tools and autonomy to use analytics for decision making

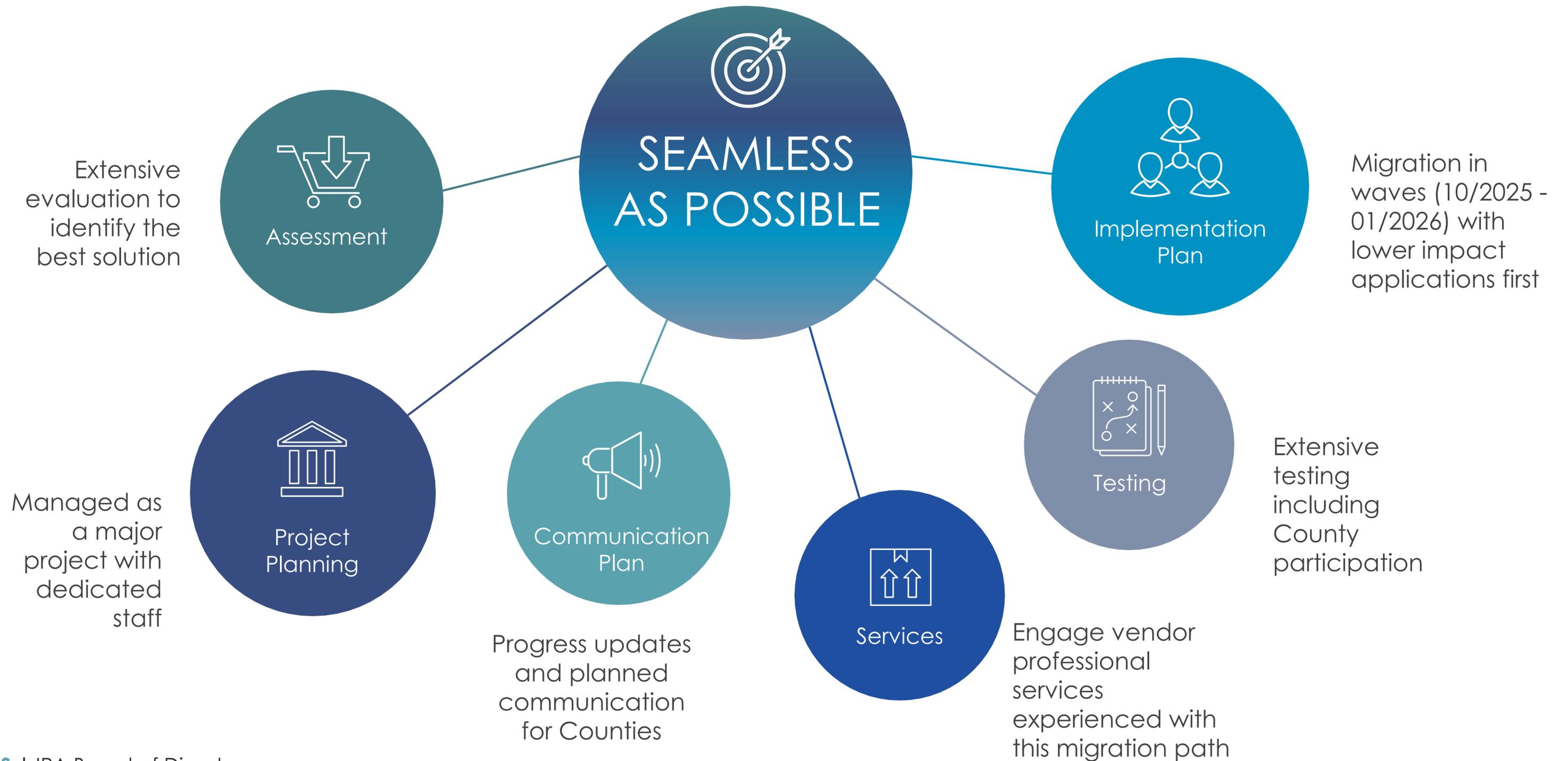


- **Quick Response to Policy Changes related report requests** that can be addressed in days, not months, reducing the custom analytics backlog.
- **Minimize reliance on third parties or custom solutions** for operational reporting needs
- **Equitable access** to data for counties of **all sizes and skill levels**, regardless of how they access the data – reports, dashboards or data products
- **Rapid access to combined data**, including non-core sources like BenefitsCal, Call Center, etc.
- **Enhanced customer experience**: Enable holistic customer views for county workers to reduce errors and allow for faster, more consistent case actions.
- **Advanced analytics**: Enable pattern recognition, predictions, optimization, and scenario analysis capabilities that are not available in the current platform

Modernization Efforts

IAM Modernization

Major change regardless of solution



HR-1 and Policy & Release Update

Release and Policy Update

Upcoming Releases

February
CalHEERS Baseline (2/23/2025) and Priority Releases

2/07/2026:

- CalHEERS updates for UIS Protection and Retro grace period (CA-296582, CA-296448, & CA-296415)

2/14/2026:

- 2026 Federal Poverty Levels for Medi-Cal COLA Values (CA-290452)

2/23/2026:

- Add California Residency Verification (CA-290537)

March
Baseline (3/23/2026) and Priority Releases

3/01/2026:

- 2026 Federal Poverty Levels for Medi-Cal COLA Batch EDBC (CA-290454)

3/23/2026:

- Add 9Y Aid Code for Child in Treatment Facility with Parent (CA-233675)
- Update CalFresh and CalWORKs Indigent Functionality (CA-275191)
- Create a new MEDS Alerts Performance Standards Dashboard (CA-291166)

3/31/2026:

- HR 1 ACL 25-50 Changes to CalFresh Eligibility for Most Lawfully Present Non-Citizens (CA-294574)

April
Priority Releases

4/30/2026:

- HR 1 Add CF 377.11E to the CF RE and CW/CF RE Packets (CA-296476)

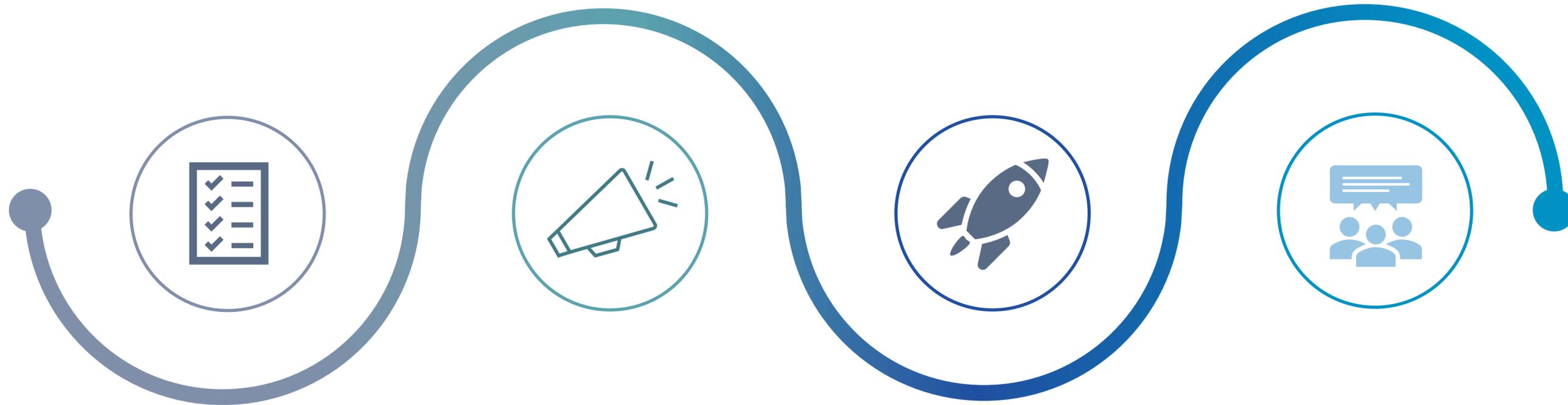
May
Baseline (5/18/2026) and Priority Releases

5/17/2026:

- ACL 25-50 H.R. 1 Changes to ABAWD Exemptions and Expiration of Statewide Waiver (CA-294575)
- H.R. 1 - ACL 25-74 CF 886 to Inform CalFresh Households About Their Work Registrant and ABAWD Status (CA-291366)
- ACWDL 22-26- Eligibility and Redetermination Requirements for Incarcerated Members (CA-273391)

Release and Policy Update

Upcoming Releases – 26.03



TESTING

System Test, QA, and county validation are all in progress

RELEASE COMMUNICATION

Major Upcoming Changes (MUC): Draft 1/30/2026
Final: 2/10/2026t

Webcast: 3/3/2026

Newsletter and Release Notes: Week of 3/16/2026

DEPLOYMENT

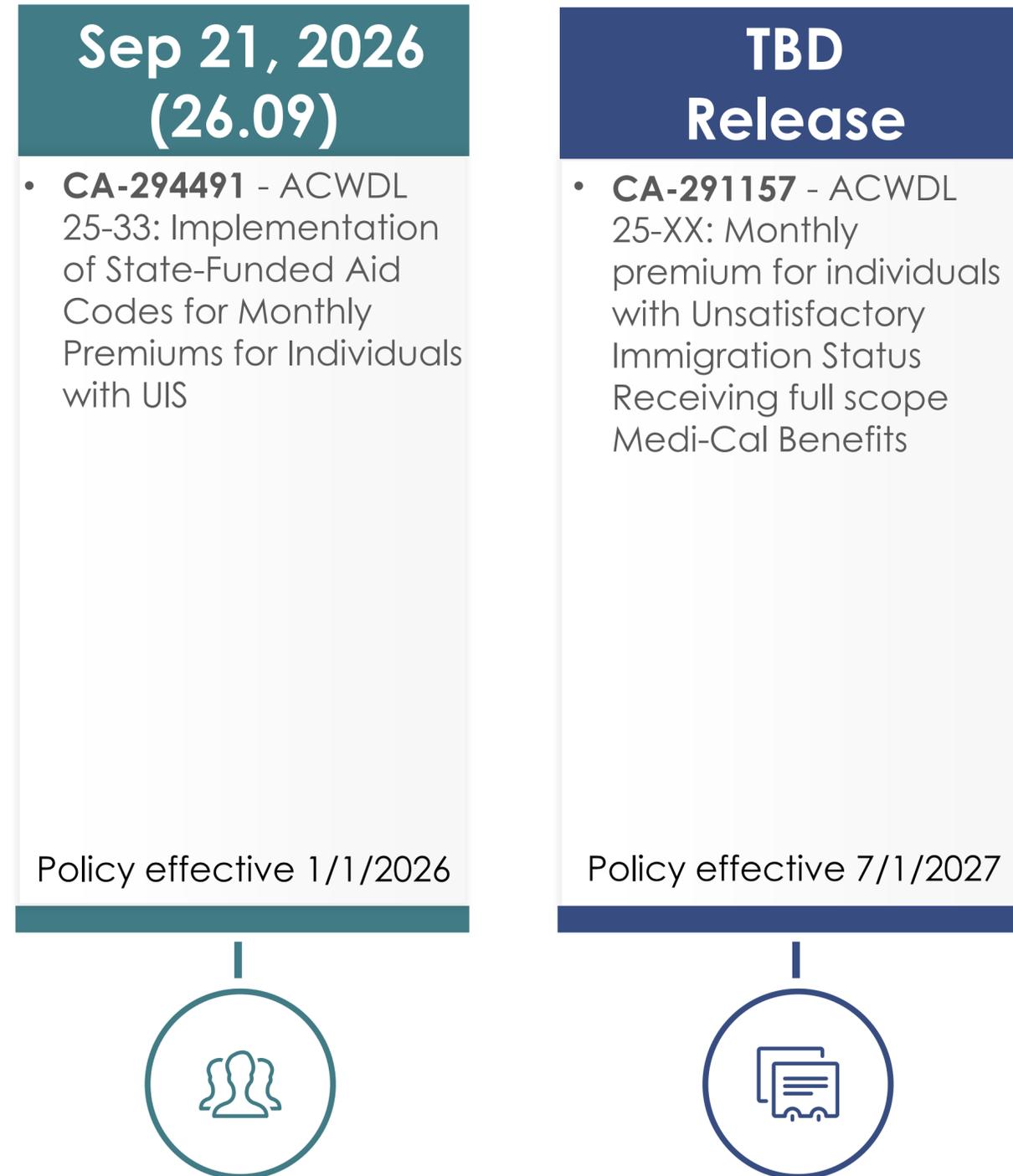
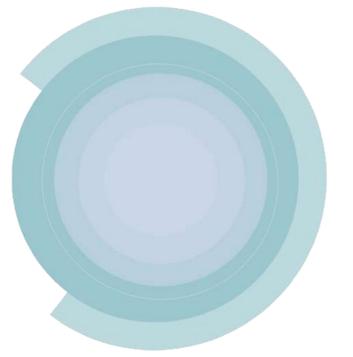
Greenlight: 3/18/2026

Deployment: 3/22/2026

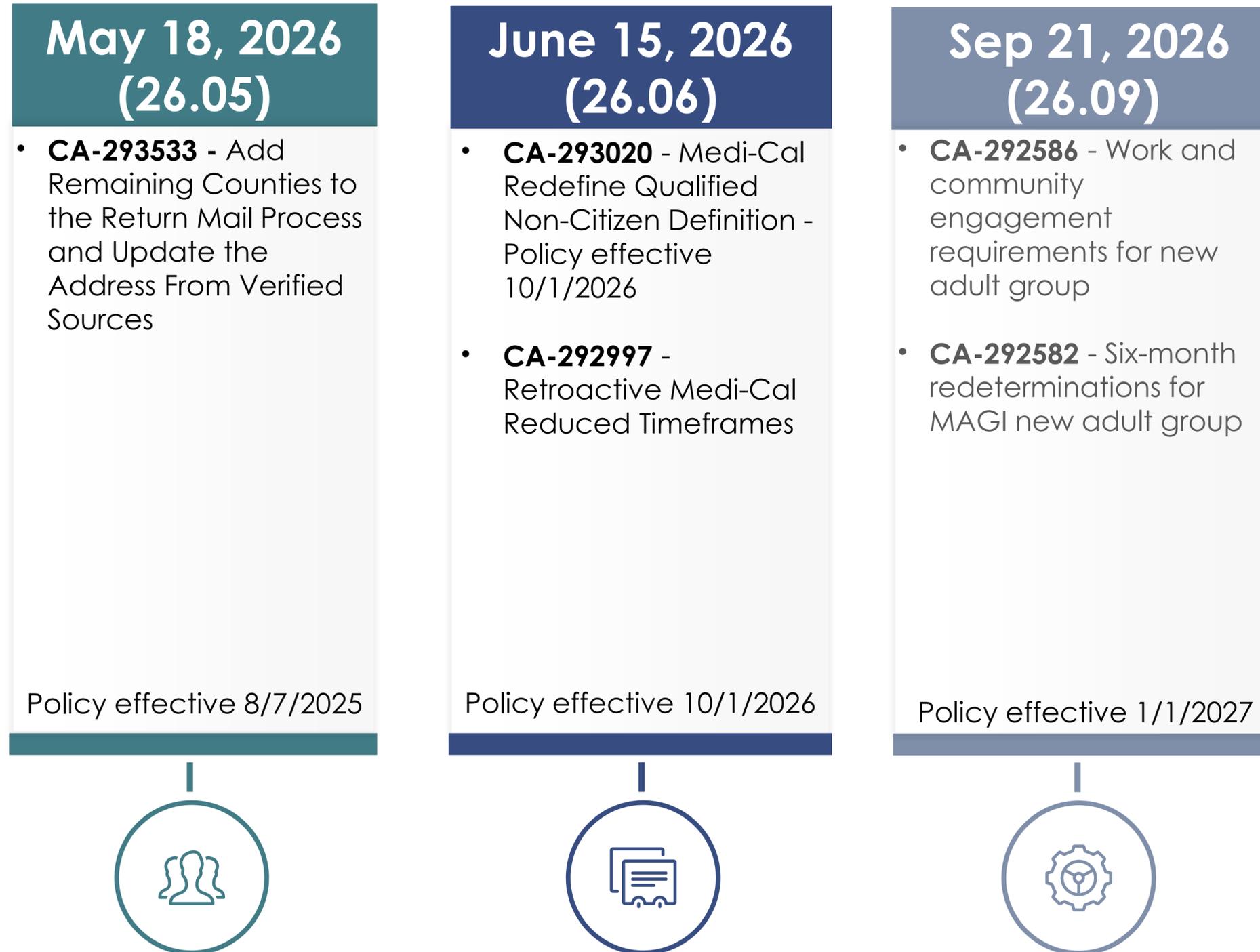
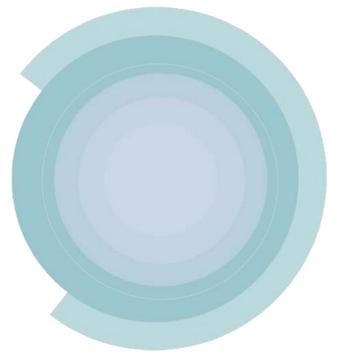
POST RELEASE

Post-Release Daily calls are scheduled for:
3/23/2026 – 3/25/2026

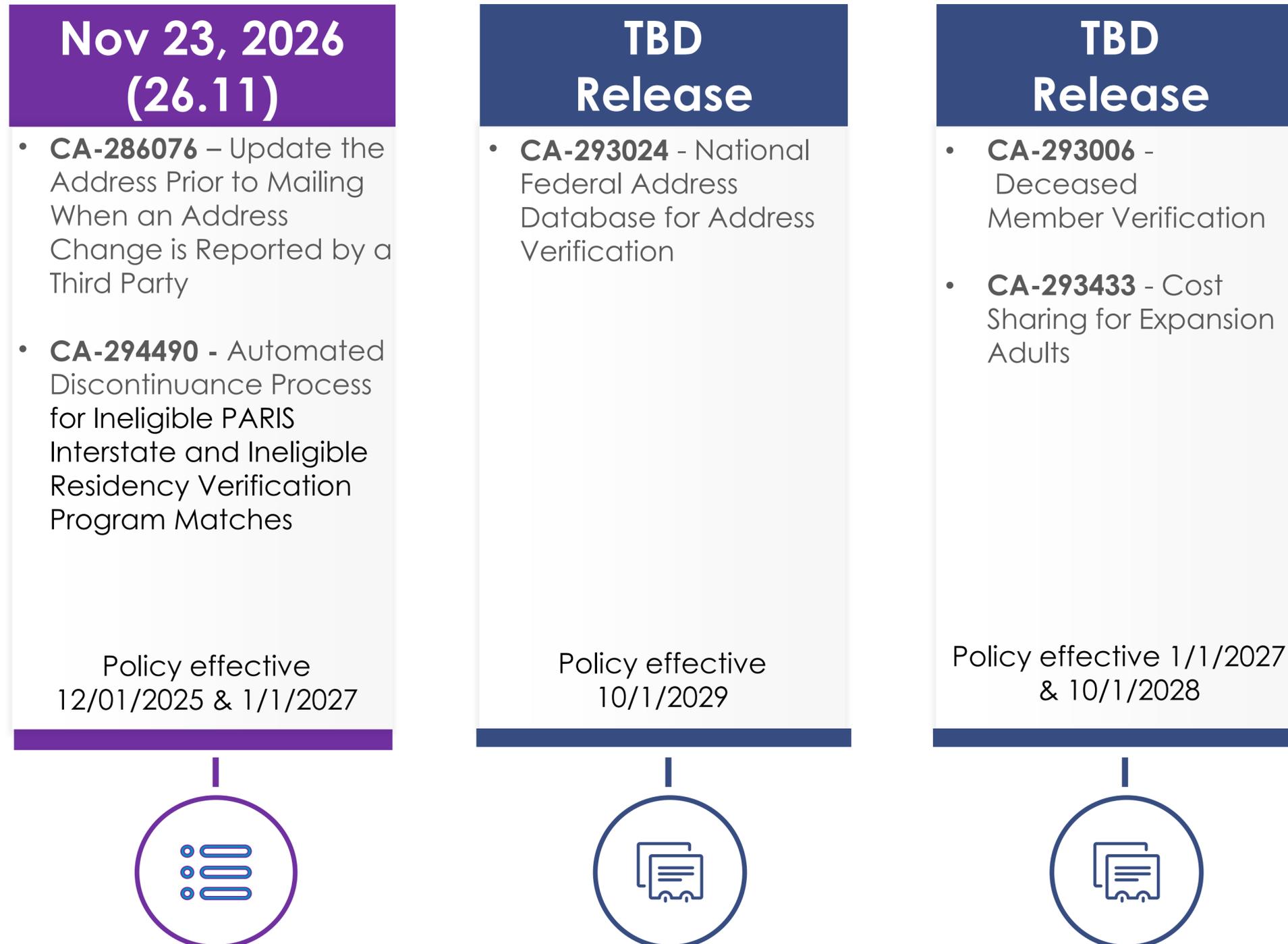
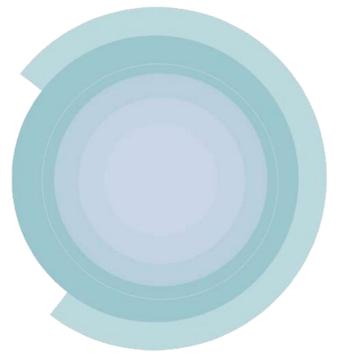
Medi-Cal State Budget Policy Roadmap*



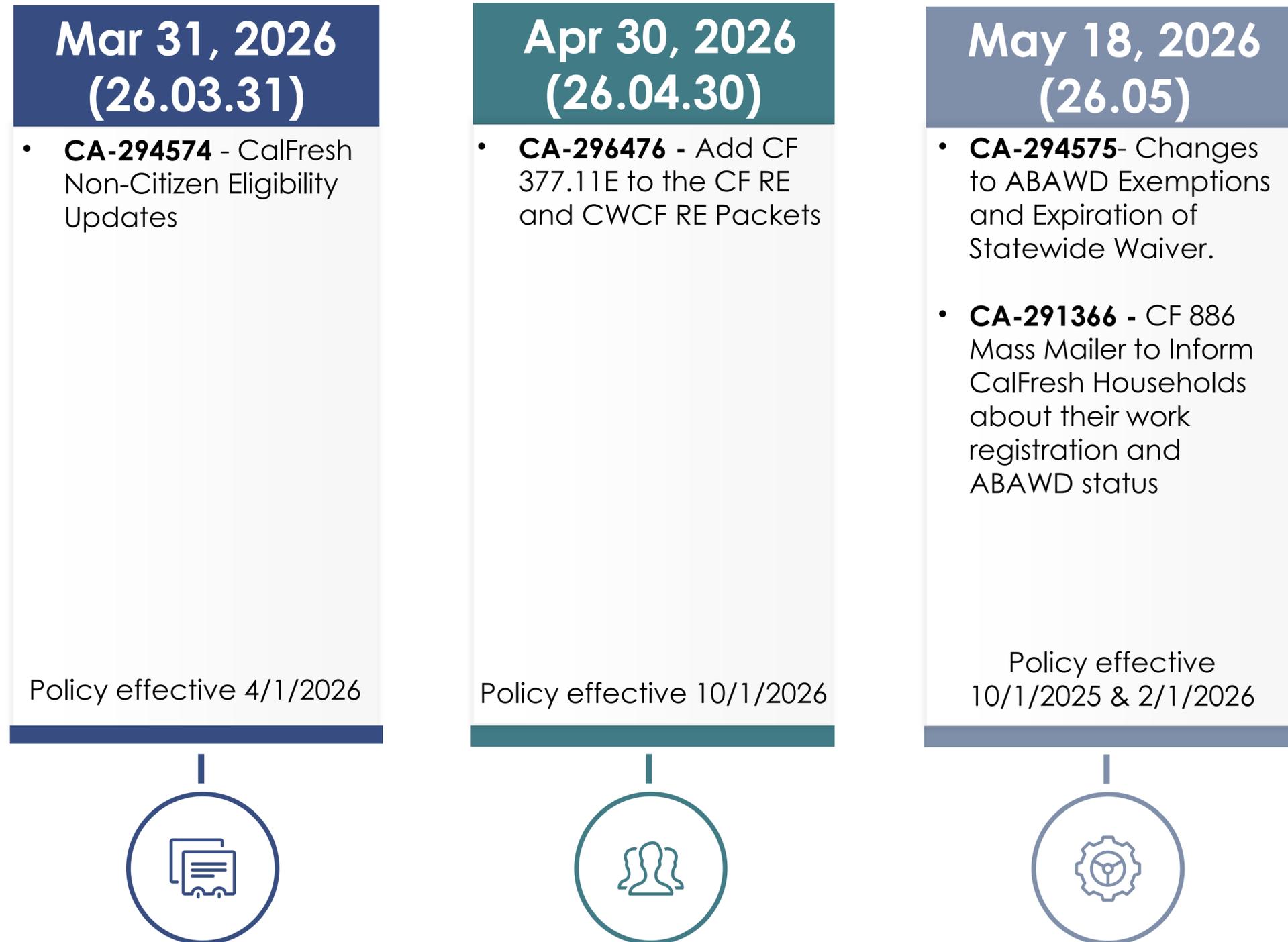
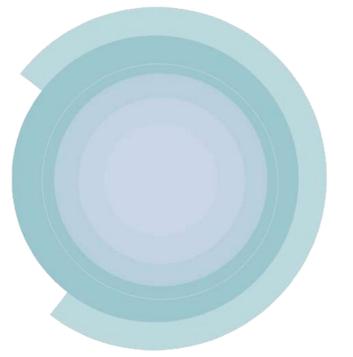
Medi-Cal HR-1 Policy Roadmap*



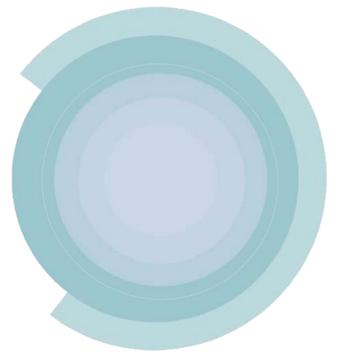
Medi-Cal HR-1 Policy Roadmap*



CalFresh May Revise & HR-1 Policy Roadmap*



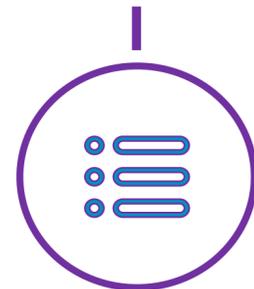
CalFresh May Revise & HR-1 Policy Roadmap*



**Jul 20, 2026
(26.07)**

- **CA-294653** - ACL 25-68
Add CF 1 Threshold
Languages

Policy effective 7/4/2025

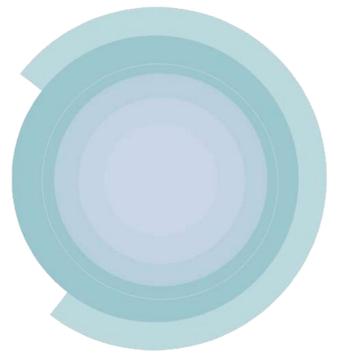


**Sep 21, 2026
(26.09)**

- **CA-296429** -
Integration of the Work
Number

Policy effective 10/1/2026





CalFresh System Changes In Progress

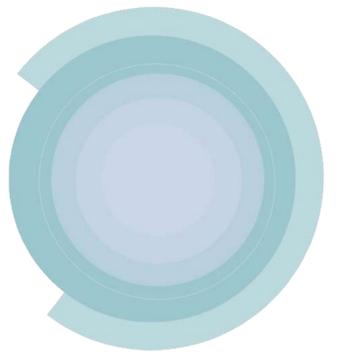
To help address CalFresh Error Rates

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 & CA-293332	Workers manually process income changes reported in a PVS report.	Automate the processing of PVS Abstract data
CA-289178	At times, CalFresh households enrolled in ESAP lose their ESAP status when their certification period is set for less than 24 months.	Update the EDBC rules
CA-296430	Negative Action 39 Label Description - CalSAWS assigns Action Code 39, with a description of "Excess Gross Income," to both gross and net income discontinuance and denial cases. As a result, during QC sampling, cases discontinued for excess net income are being incorrectly negatively flagged because the Action Code description does not reference net income.	Re-label Action Code 39 to 'Over Gross or Net Income'

May Release 26.05

SCR	Focus Area	Change
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.	SCR design in progress



CalFresh System Changes In Progress

To help address CalFresh Error Rates

July Release 26.07

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.	SCR design in progress
CA-296569	CF Processing HR1 Workgroup - Automated System Error Reviews (Phase 1)	SCR design in progress
CA-296576	CF Processing HR1 Workgroup - Automate contribution amounts to minimize manual entry, while still requiring worker review and adjustment when necessary	SCR design in progress

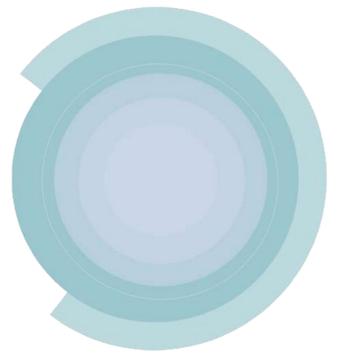
September Release 26.09

SCR	Focus Area	Change
CA-296429	To streamline and improve eligibility determinations, CDSS is looking to automate the integration of the Work Number in CalSAWS to secure verification of income and hours worked.	Design not started
CA-277040	Modify EDBC logic for CW/CF to apply all data collection changes using the Change Reason mode (most beneficial) only when EDBC is run for the first time before a period is established. This change will align with Mid-Period Action policy outlined in ACL 21-101.	Design not started
CA-296575	CF Processing HR1 Workgroup - Configurable supervisor authorization enhancements by program and scenario	Design not started
CA-297005	CF Processing HR1 Workgroup - Automated System Error Reviews (Phase 2)	Design not started

November Release 26.11

SCR	Focus Area	Change
CA-55143	Several Fiscal, Batch, and Eligibility enhancements to improve skipped benefits	SCR design in progress
CA-296572	CF Processing HR1 Workgroup - Automatic prompts during interviews to support information capture, clarification, verification, and journal documentation	Design not started
CA-296573	CF Processing HR1 Workgroup - Targeted nudges and navigation improvements to help workers verify and confirm information accuracy	Design not started

HR-1 ABAWD Enhancement Workgroup



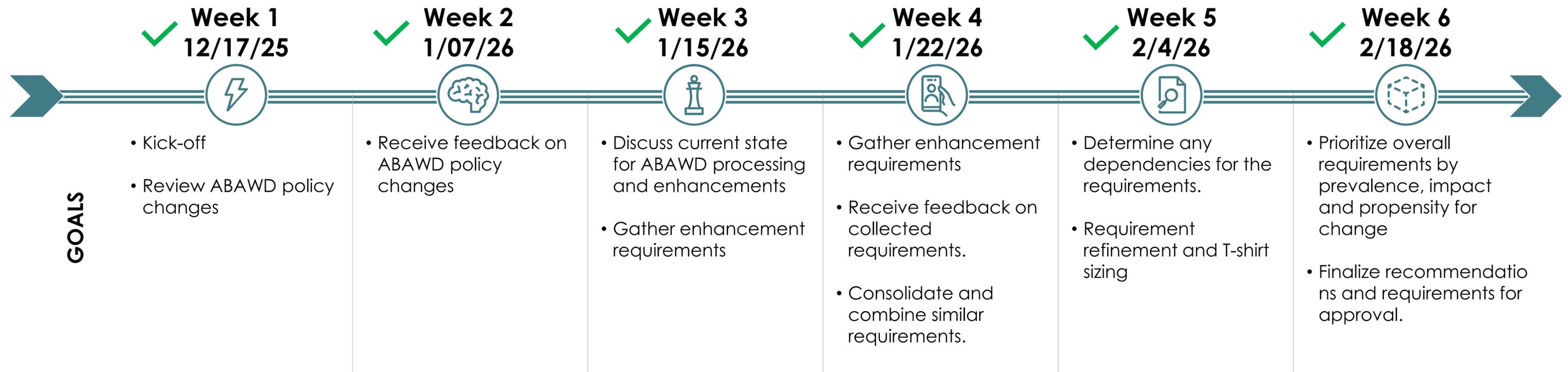
Objective: Gather and prioritize CalSAWS system enhancements and requirements related to ABAWD that will assist counties with implementing the HR1 ABAWD policy changes.



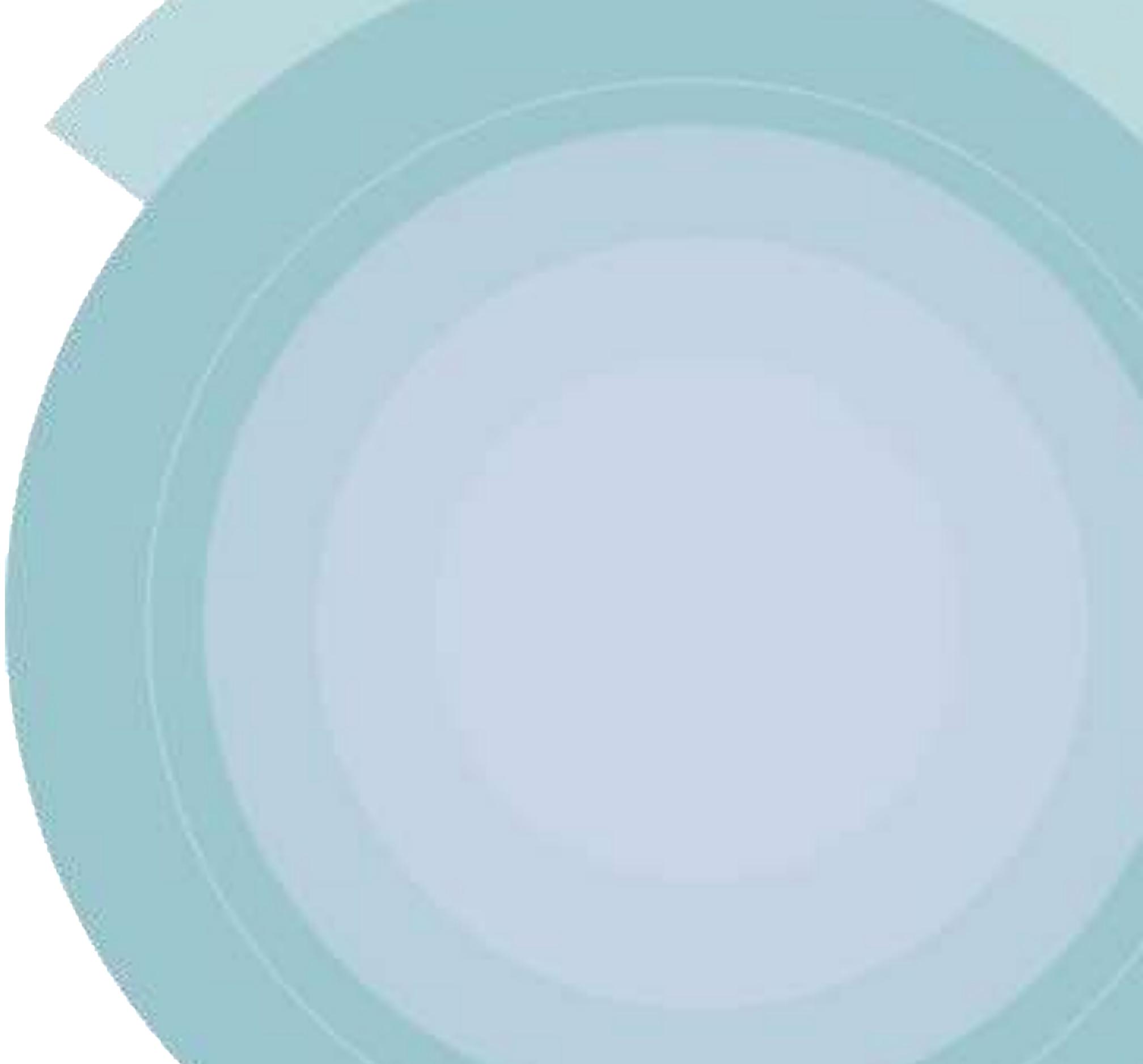
Representation: 17 counties; 6 regions; CDSS and CalSAWS leadership



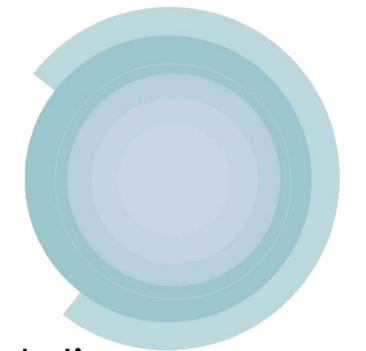
Timeline and Goals:



Workload Management



Workload Management Redesign



Objective: Enhance CalSAWS to assist staff in assigning Intake appointments to Eligibility Workers, scheduling and rescheduling Intake appointments, establishing worker availability, and tracking Intake appointments.

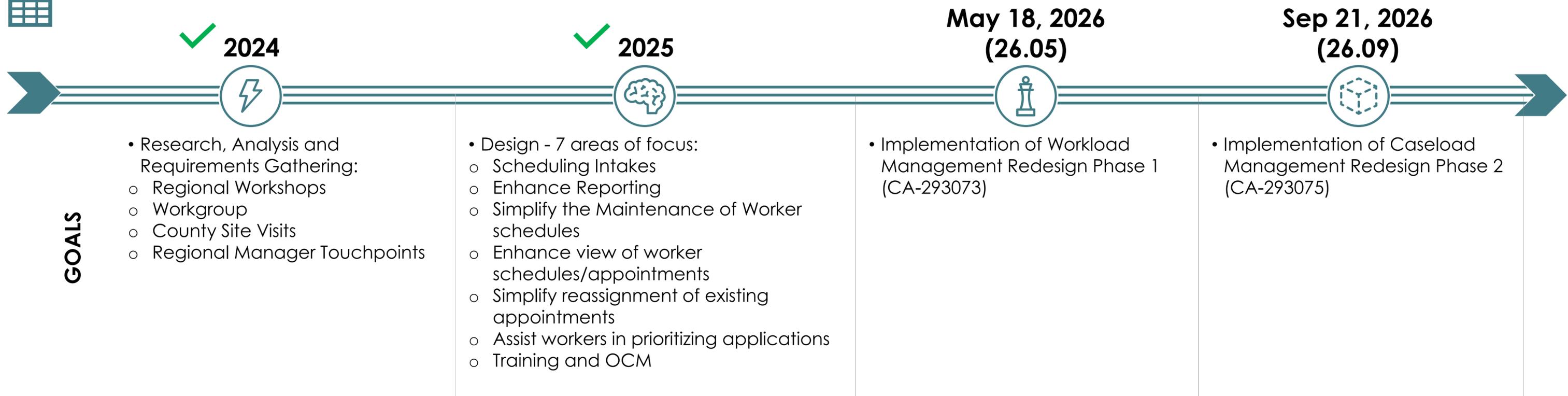


Representation: 44 counties; 6 regions; and CalSAWS leadership

- 6 four-hour regional workshops with 10-40 participants each (122 total)
- Recruited workgroup participants from each region through [CRFI 23-128](#)
- Met with Regional Managers prior to each regional workshop to research key county concerns
- Conducted 7 site visits at Stanislaus, Merced, San Bernardino, Sacramento, Imperial, Riverside, and Santa Clara



Timeline and Goals:



GOALS

Workload Management – Phase 1

OCM & Project Activities at a Glance

ACCOMPLISHED

January



Project

- Phase 1 Design approved by Consortium & County stakeholders
- Started build of functionalities/features



OCM

- Developed OCM Plan based on project timeline & approved design
- Collected change impact data based on the future state for Caseload Management Phase 1

February



Project

- Completing the build of functionalities/features
- Preparing for testing



OCM

- Identifying key differences between as-is and to-be functionalities, and analyzing current vs. future state changes to identify impacts to county
- Informing counties of key project updates, activities, and resources via monthly bulletin series

ON THE HORIZON

March



Project

- Begin system testing activities
- System will be available to pull visuals for Enhanced Regional Demonstration preparations



OCM

- Coordinate logistics and preparing for Enhanced Regional Demonstrations
- Distribute recommended readiness activities to Regional Managers for Go-Live preparation

April



Project

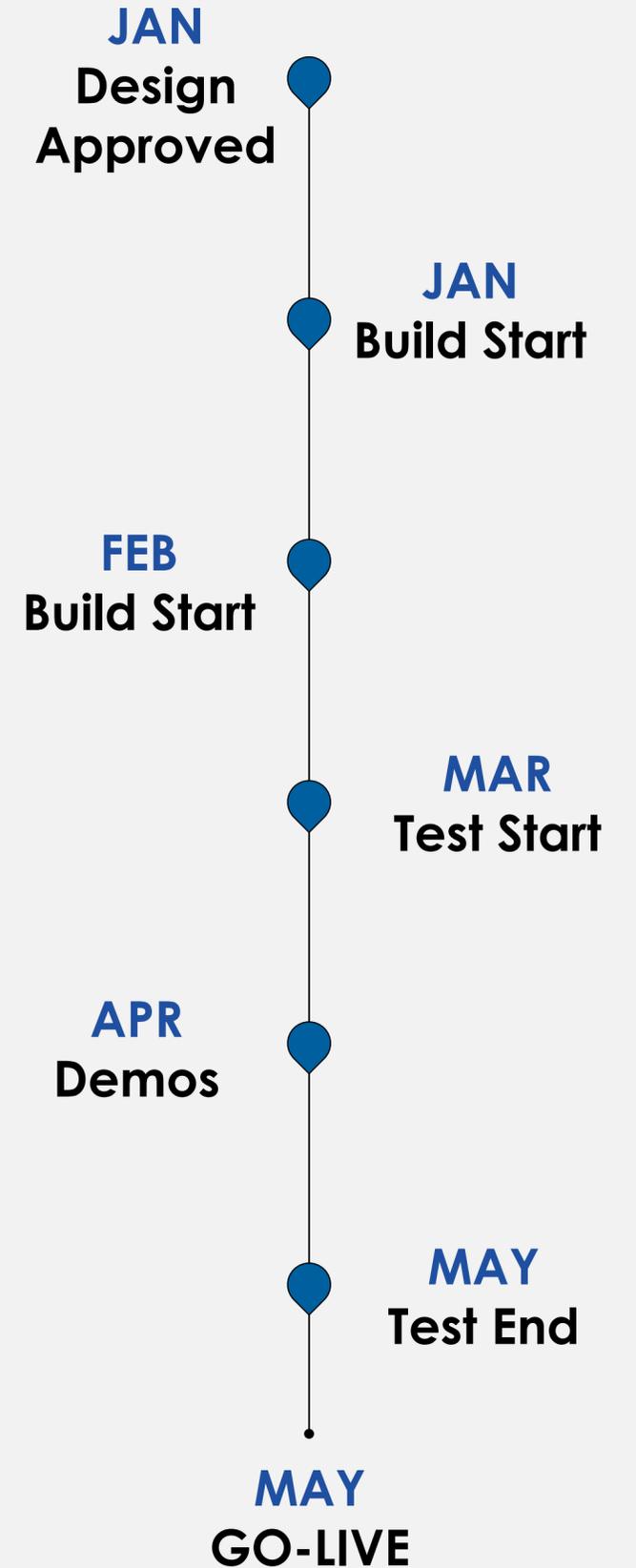
- Continuation of system testing
- Begin county validation activities



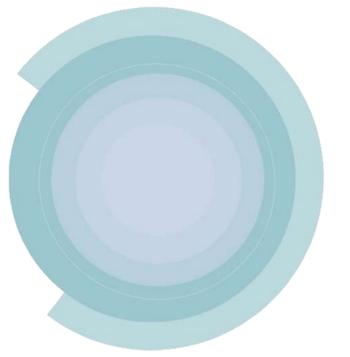
OCM

- Host & facilitate Enhanced Regional Demonstration with support of functional/system SMEs
- Monitor county readiness via feedback from pulse checks and checklist activities and distribute recommended readiness materials to the counties

PROJECT TIMELINE



Upcoming Outreach Efforts



Payment Verification System (PVS):

SCRs CA-284174 & CA-293332 - Functionality demonstrations for Automated Process of Payment Verification System (PVS)- March 11, 2026 | 10:00 AM – 12:00 PM.

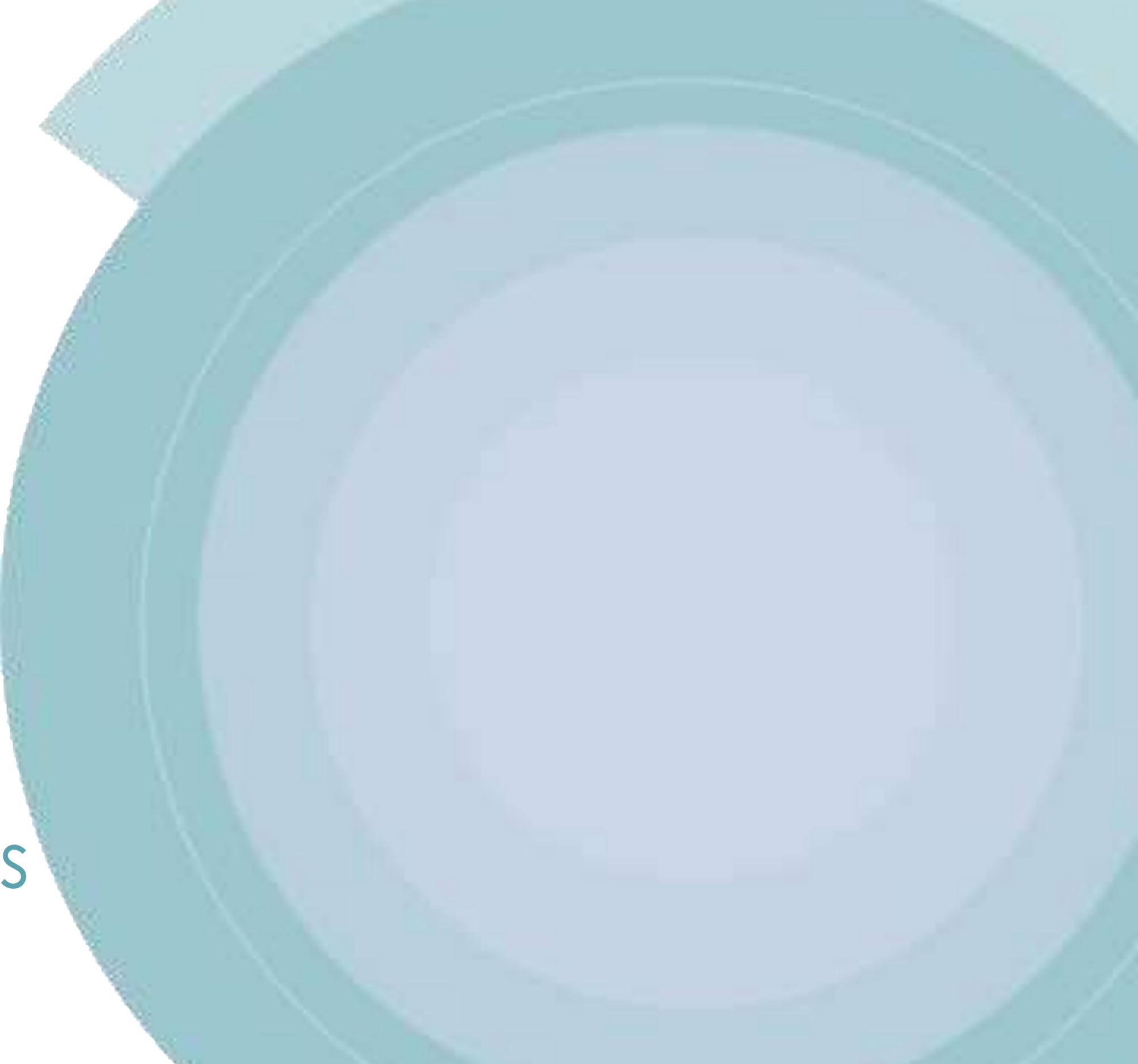
Resource Updates:

- Job aids
- The team is assessing the need for a quick guide

ABAWD Updates:

SCR CA-294575 - Functionality demonstrations for changes to ABAWD Exemptions and Expiration of Statewide Waiver – Date is TBD

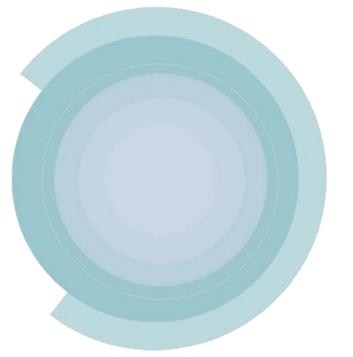
- Job aid, Quick Guides and WBT updates



Collaboration Model – Advisory Group Recommendations

Final Prioritization Summary

Advisory Group Prioritization Meeting (Jan 2026)

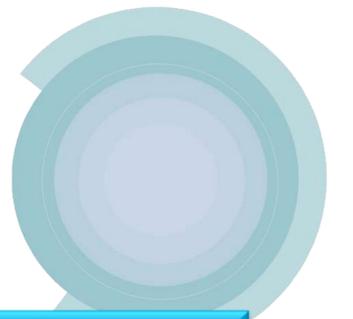


1. Customer Change Reporting Assistant
2. Real Time Secure Upload and E-Signature Link
3. Enhanced Upload Categorization in BenefitsCal
4. Document Imaging
5. Improve Application and Renewal Flow
6. Language Access
7. Account Creation/Login
8. Driving Customer Action

Note: Listed in priority order

Initiative Requests 1 and 2

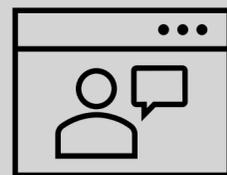
CWDA/Counties



Customer Change Reporting Assistant

Provide guided support to customers reporting a change through BenefitsCal

- Customer Assistant would help the customer to report all information needed for eligibility staff to act on changes (prompt, nudge, etc.)
- Example:
 - Customer starts to report address change. The Customer Assistant would prompt the customer to include in the report any changes to expenses and household composition
- Benefit: Reduces need for further customer contact, helps avoid delays in processing and potential discontinuances



Real Time Secure Upload and E-Signature Link for Client Assistance

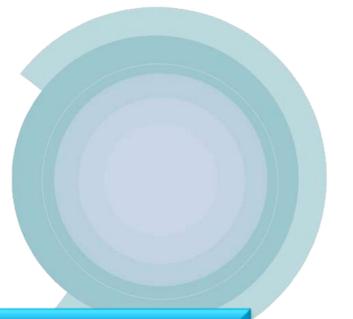
Explore new method for workers to obtain documents from clients

- Allow real-time document collection using one-time secure link generated by the worker
- Links would allow clients to upload or e-sign required documents
- Documents would sync automatically to BenefitsCal, ECCP and CalSAWS, allowing the worker to review documents while in contact with the client
- Benefit: Remove document submission barriers, improve First Contact Resolution, reduce reliance on third party tools like Adobe Sign and separate texting platforms



Initiative Requests 3 and 4

CWDA/Counties; Advocate Partners



Enhanced Upload Categorization in BenefitsCal

Redesign the document upload process to include a structured categorization model that organizes documents into broader categories with specific subcategories

- Enhanced Categorization
 - Introduce tiered selection of document categories and subcategories
 - Example: Dedicated “Proof of Residence” category
- Improved Guidance
 - Update help text, tooltips, and upload instructions to provide clear examples of acceptable documents for each category
- Smarter Upload Flow
 - Require subcategory selection before file upload, group uploaded documents by type in the summary view, and allow users to add notes for additional context



Document Imaging

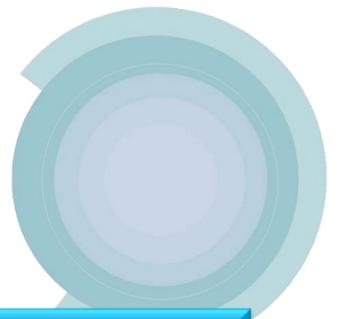
Explore opportunities to improve the Document Imaging process

- Multiple case numbers shown in customer's account
 - Improve guidance to increase successful submission to the correct case so appropriate worker can process
- Improve clarity around "upload" vs "submit"
 - Provide alert if customer attempts to leave page before documents have been submitted
- Improve categorization/indexing of Release of Information so it is easily found by Eligibility Workers (EWs)
- Engage EWs to uncover any barriers to locating documents and comments, including refined training
- Provide guidance for compressing documents or increase allowable size of images



Initiative Requests 5 and 6

DHCS; Advocate Partners



Improve Application and Renewal Flow

Explore options to improve the Medi-Cal application and renewal process

- Reduce the number of screens in the application and renewal flow
- Include only program relevant questions
- Increase likelihood of e-verifications
- Increase the use of dynamic functionality to allow the application and renewal to be more intuitive to the user completing the process



Language Access

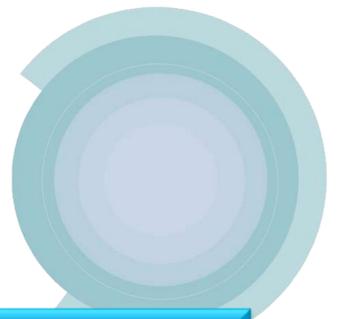
Explore opportunities to improve Language Access on BenefitsCal

- Allow users to type in their own language characters
 - Enable alternative characters, send applications (and other documents) that use these characters as a PDF to the worker
- Allow users of BenefitsCal to report a screen if it contains translation errors
 - Advocates and state partners can work closely to identify protocols for reviewing feedback and how/when to action
- Explore moving translation toggles to the top of the page and/or add a universally recognized translation symbol for the toggle option
- Explore possibility of advising users using a browser translation to switch to the language toggle option so translations will be more accurate



Initiative Requests 7 and 8

Advocate Partners; CDSS



Account Creation/Login

Explore options to improve Account Creation and Login experience for customers

- Enhance Multi-Factor Authentication (MFA) by adding a phone call option to receive the MFA code, create guidance if MFA is not working, allow identification of a trusted device to reduce frequency of when MFA code is required, improve guidance to alert customers of extra steps when changing MFA method
- Improve Account Creation guidance, such as adding audio translations to videos
- Add Application Number to be used to set up an account, with an automatic update when case number is created
- Explore/research other opportunities to improve the user experience as a whole



Driving Customer Action

Explore options to enhance the BenefitsCal customer dashboard

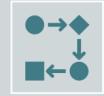
- Highlight upcoming deadlines, required actions, and document upload status in real time
- Ensure self-service tools are available to facilitate key actions, like required change reporting during the certification period
- Implement an eligibility calculator widget to allow customers to anticipate how case changes could impact their benefits, and whether those changes are required or voluntary reports
- Integrate FAQs and other help features
- Explore if some elements of this IR can be worked into the Customer Change Reporting Assistant



Next Steps



CalSAWS teams collaborate on building Initiative Request project type in Jira (resulting SCRs will be tied to this new project type for tracking purpose and reporting)



The UCD process is initiated



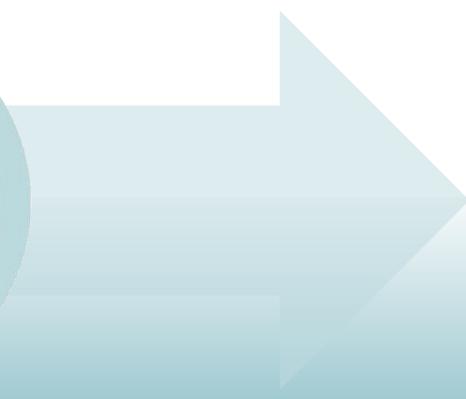
BenefitsCal team will meet to work resulting projects into the roadmap



Updates at Quarterly Stakeholder meetings



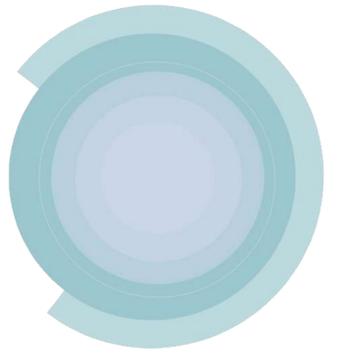
Mid-year checkpoint - June 2026



CLOSED SESSION

Closed Session

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

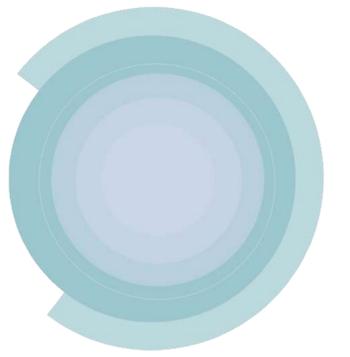


The JPA Board is in Closed Session and will return soon.

RECONVENE OPEN SESSION

Reconvene Open Session

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



Adjourn Meeting