

CalSAWS | Minutes

Meeting: JPA Board of Directors
Location: Library Galleria 828 I Street, Sacramento, CA 95814
Date: Friday, April 10, 2026
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; Ethan Dye, Region 2 – Member; Chris Woods, Region 4 – Member; Francena Martinez, Region 4 – 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 – Member
Absent: Roger Robinson, 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 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: None

Action Items

4. Approval of Consent Items:

- a. Approval of the Minutes and review of the Action Items from the March 13, 2026, meeting of the JPA Board of Directors.
 - b. Approval of Deloitte M&E Change Order 8, which includes eight (8) premise items and three (3) County Purchase.
 - c. Approval of Deloitte Portal Mobile Work Order 22, which includes a security enhancement and two (2) premise items.
 - d. Approval of Gainwell infrastructure Change Order 9, which includes two (2) premise items and three (3) County Purchases.
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Topic

- e. **Approval of Memorandum of Understanding (MOU) between CalSAWS and Child Welfare Digital Services (CWDS) for the exchange of client data with California Automated Response and Engagement System (CARES).**

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

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

Informational Items

5. Data & Analytics Update

Summary: Rajesh Tahaliyani and Robert Lusk provided an update on Data & Analytics.

*Action items:

- Email the Board the names and roles of the Analytics Workgroup Members, especially the "Executive" level Members.
- Highlight within the Phase 1 Analytics Timeline where opportunities for visual representation of the work can/will be presented.
- Allow more time for fiscal review within the Analytics Phase I Timeline.
- Provide estimate of when actual reports are expected for Phase 1.

6. Identity Access Management (IAM) Update

Summary: Dawn Wilder and Robert Lusk provided an update on Identity Access Management (IAM).

*Action item – Include a Risk matrix for the IAM Replacement and Oracle Infrastructure projects.

7. Overview of Oracle Infrastructure Update

Summary: Dawn Wilder and Robert Lusk provided an overview of Oracle Infrastructure Update.

8. Workload Management Overview

Summary: Jerry Nielson provided an overview of Workload Management.

9. Policy & Release Update

Summary: Jerry Neilson and Rachel Hernandez provided an update on Policy & Release.

*Action item:

- Add CalSAWS Risks to the JPA Agenda.
 - Policy – Include a Risk Matrix/Dashboard for the FCED project.
 - Provide an update on auto exemptions for the work requirements. Provide information on what is happening with that functionality and how it is going to get into CalSAWS. Provide overview of what can be expected to happen on the worker side of implementation.
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10. HR-1 Workgroups Update

Summary: Roger Perez, Ryan Gillette, Mufaddal Tinmaker, and Ashley Arnold provided an update on HR-1 Workgroups.

*Action item – Include an Exempt County in the Workgroup.

*Public comment made by Jennifer Hobbs and Jennifer Tracy.

11. Transition Update

Summary: Lisa Salas provided an update on Transition.

12. Contact Center Roadmap

Summary: Dawn Wilder provided an overview of Contact Center Roadmap.

*Action item – Provide overview of what is expected in call summarization.

13. 2026 CalSAWS Conference and JPA Member Representatives Meeting

Summary: Julia Erdkamp provided an overview of 2026 CalSAWS Conference and JPA Member Representatives Meeting.

14. Adjourn Meeting

Topic

Summary: JPA Board Chair Michael Sylvester adjourned the meeting at 3:16 p.m.

Follow Up

| # | Action Item | Who | Due | Status |
|---|--|---|----------|---------|
| 1 | Provide a quarterly update on recruitment with the Fiscal Report. | Holly Murphy | May 2026 | Ongoing |
| 2 | Present defect statistics for Onshore vs. Offshore work beginning in May and quarterly thereafter. | Vendor Directors | May 2026 | Ongoing |
| 3 | Provide CalSAWS System stability, tickets, and defect stats routinely, including Hyland SLAs. | Lisa Salas Rajesh Tahaliyani Dawn Wilder Hyland | May 2026 | Ongoing |
| 4 | Provide BenefitsCal monthly metrics. | Lisa Salas Fred Gains Onur Senman | May 2026 | Ongoing |
| 5 | Present draft reports for review prior to finalizing. | Jerry Nielson | ASAP | Closed |
| 6 | Evaluate current timeline for analytics implementation to see if it can be accelerated and released incrementally. | Rajesh Tahaliyani Jerry Nielson Sandeep Aji | ASAP | Closed |
| 7 | Plan analytics demonstration sessions for directors and look into partnering with CWDA. | Jerry Nielson Sandeep Aji | ASAP | Open |
| 8 | Provide monthly status updates to the Board regarding the Analytics project. | Rajesh Tahaliyani | Ongoing | Open |

| # | Action Item | Who | Due | Status |
|----|--|--|------------|--------|
| 9 | Provide monthly status updates to the Board regarding the Infrastructure updates. | Dawn Wilder | Ongoing | Open |
| 10 | Present the structure of the Data & Analytics Workgroup and who is representing at varying levels. | Rajesh Tahaliyani Sandeep Aji | April 2026 | Closed |
| 11 | Provide details of limitations of banks/aggregation in relation to Workload Management. | Jerry Nielson | April 2026 | Closed |
| 12 | Provide list of Committee and Workgroup Members to Board Members. | Peggy Macias | April 2026 | Closed |
| 13 | Inform Board of how CIT/CRFI distribution groups are determined. | Peggy Macias | April 2026 | Closed |
| 14 | Research options for the June JPA Member Representatives Meeting to be conducted virtually. | Jennifer Seel | April 2026 | Closed |
| 15 | Data & Analytics: <ul style="list-style-type: none"> ■ Email the Board the names and roles of the Analytics Workgroup Members, especially the “Executive” level members. ■ Highlight within Phase 1 Analytics Timeline where opportunities for visual representation of the work can/will be presented. ■ Allow more time for fiscal review within the Analytics Phase I Timeline. ■ Provide estimate of when actual reports are expected for Phase 1. | Rajesh Tahaliyani | May 2026 | Open |
| 16 | Include a Risk matrix for the IAM Replacement and Oracle Infrastructure projects. | Dawn Wilder | May 2026 | Open |
| 17 | Policy & Release: <ul style="list-style-type: none"> ■ Add CalSAWS Risks to the JPA Agenda. ■ Policy – Include a Risk Matrix/Dashboard for the FCED project. | Jennifer Seel Rachel Hernandez Roger Perez | May 2026 | Open |

| # | Action Item | Who | Due | Status |
|----|--|-------------|----------|--------|
| | <ul style="list-style-type: none"> Provide an update on auto exemptions for the work requirements. Provide information on what is happening with that functionality and how it is going to get into CalSAWS. Provide overview of what can be expected to happen on the worker side of implementation. | | | |
| 18 | Include an Exempt County in the Workgroup. | Roger Perez | May 2026 | Open |
| 19 | Provide information regarding what is expected in call summarization. | Dawn Wilder | May 2026 | Open |

Next Meeting

In-Person/Zoom
 Friday, May 15, 2026
 12:30 p.m. – 3:00 p.m.
 Library Galleria
 828 I Street
 Sacramento, CA 95814