

JPA Board of Directors Meeting

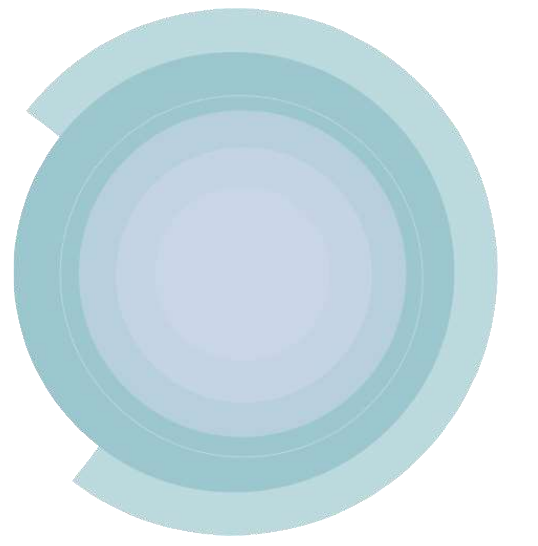
August 14, 2026



CalSAWS



Agenda

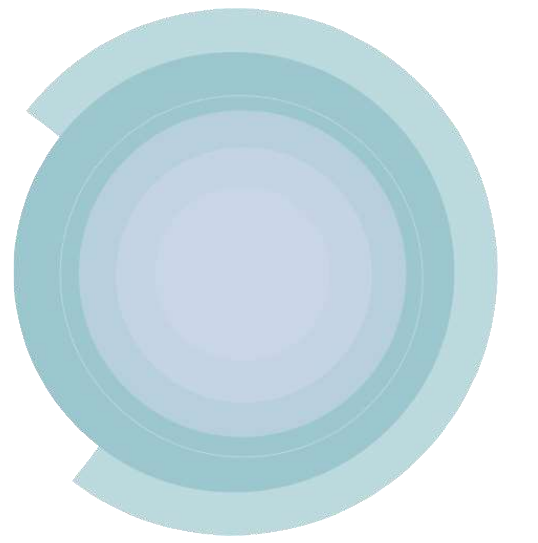


1. Call Meeting to Order.
2. Confirmation of Quorum and Agenda Review.
3. Public Comment: Public opportunity to speak on any item NOT on the Agenda. Public comments are limited to no more than three minutes per speaker, except that a speaker using a translator shall be allowed up to six minutes.

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

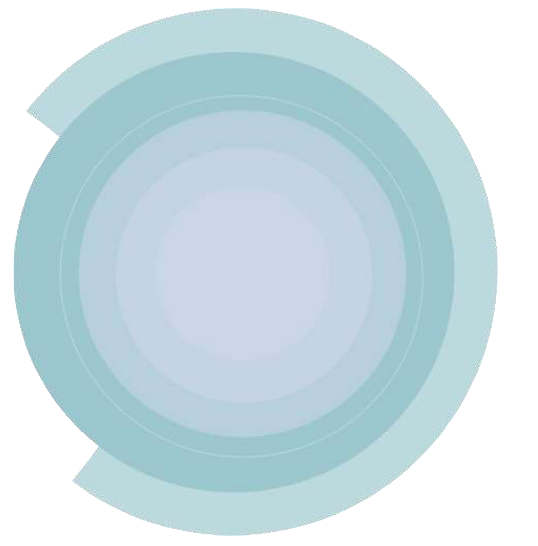
Action Items



4. Approval of Consent Items:

- a. Approval of the Minutes and review of the Action Items from the July 17, 2026, JPA Board of Directors Meeting.
- b. Approval of Deloitte M&E Change Order 11, which includes eleven (11) premise items, Identity Access Management (IAM) replacement, and one (1) county purchase.
- c. Approval of Gainwell Infrastructure Change Order 11, which includes three (3) premise items and one (1) county purchase.
- d. Approval of ClearBest QA Work Order 2, which includes five (5) premise items.

Action Items



4. Approval of Consent Items:

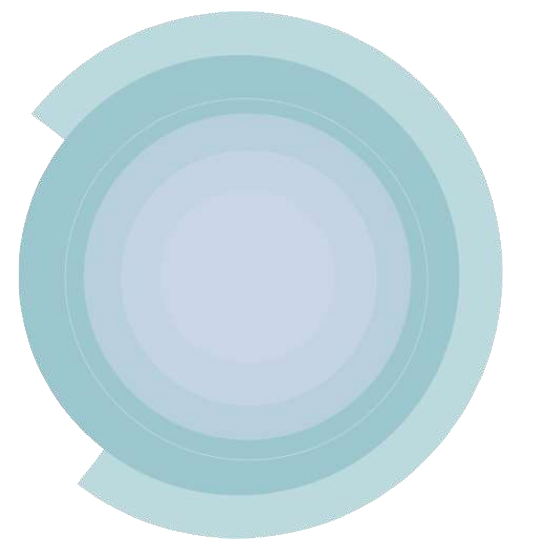
- e. Approval of Accenture BenefitsCal Amendment 1, which includes Identity Access Management (IAM) replacement and administrative updates.
- f. Approval of RGS Amendment 44, which includes reconciliation of FTE counts, updated position descriptions, and removal of two (2) positions.

Informational Items

CalSAWS Conference Planning Survey Results

Conference Planning Survey Questions

Survey Conducted July 17 - 31, 2026

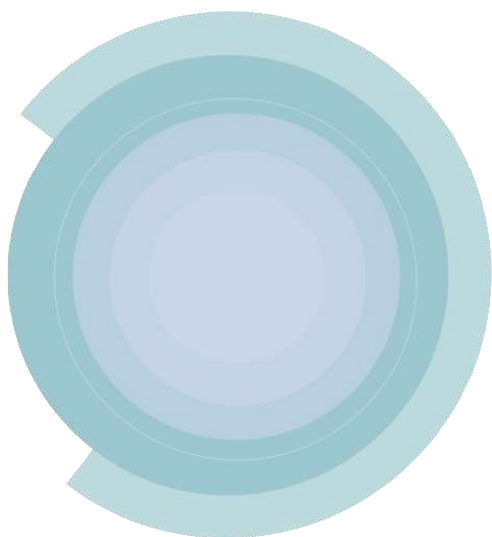


The June Member Representatives Meeting requires quorum of the Directors. The following questions were posed to understand the Directors' preferences to:

- Attend the June Member Representatives Meeting if it were conducted virtually (Zoom) and separately from the Annual CalSAWS Conference.
- Convene a Strategic Planning Meeting in lieu of, or in addition to, the Annual CalSAWS Conference.
- The location of the next CalSAWS Conference or Strategic Planning Meeting.
- The month to hold the CalSAWS Conference or Strategic Planning Meeting if held separately from the June Member Representatives meeting.
- How often to hold the CalSAWS Conference.

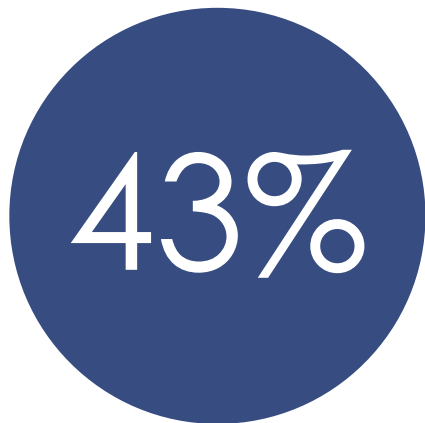
Conference Planning Survey Results

Survey Conducted July 17 - 31, 2026

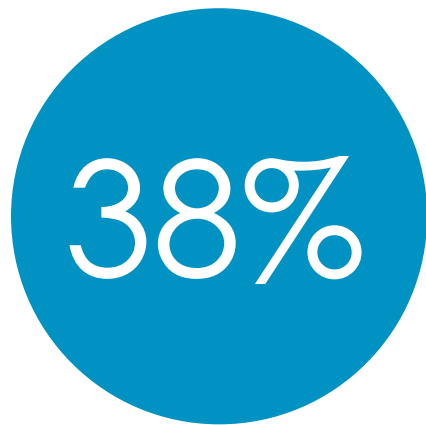


Would more likely attend the June Member Representatives Meeting if it were conducted virtually and separately from the CalSAWS Conference

Regarding an Annual Conference or a Strategic Planning Meeting



Prefers convening a Strategic Planning Meeting **in lieu** of a Conference



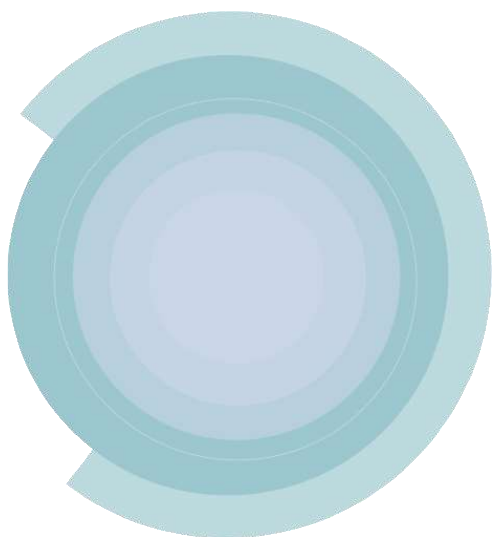
Prefers convening a Strategic Planning Meeting **in addition to** the in-person Conference



Prefers to continue to plan **only** an annual, in-person Conference

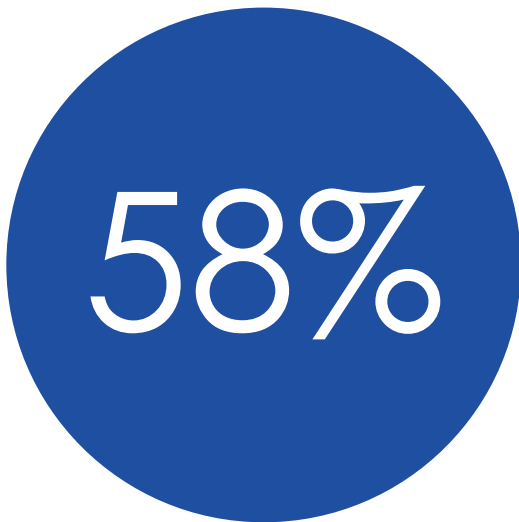
Conference Planning Survey Results

Survey Conducted July 17 - 31, 2026



Suggested Location and Month for Next In-Person Conference or Strategic Planning Meeting

San Diego in June



Prefer to hold CalSAWS Conference Bi-Annually (every other year)

Conference Planning Survey Results

Survey Conducted July 17 - 31, 2026

The conference provides an opportunity for staff not involved with PSC or JPA to engage and learn more about the full County efforts of all regions and not their own. Great networking opportunity.

Thank you for doing this survey.

If the Member Representative Meeting must be in person, coordinate it with the CWDA meetings in Sacramento.

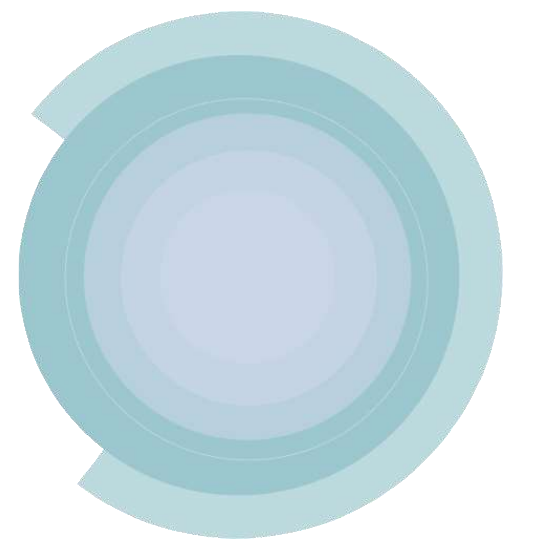
To improve attendance, please have sessions focused specifically on information directors need and want to know.

I think there is a need for a strategic planning event, which might be able to be combined with an annual conference, if planned properly. I do think we need to separate the JPA Board of Directors meeting though.

I missed due to a planned vacation my family typically plans following school. I should have planned better.

Considerations

Ideas to Consider



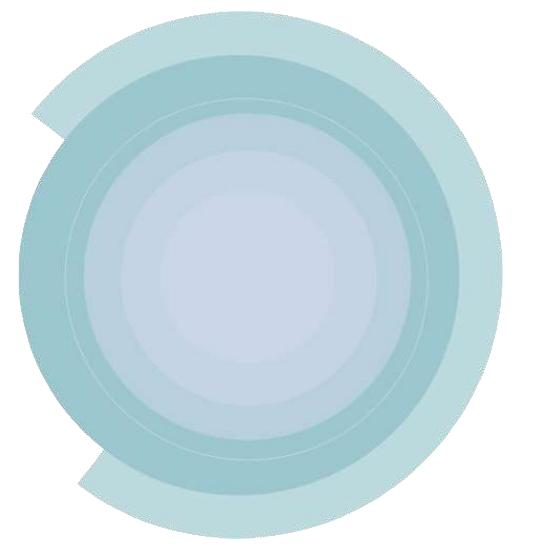
- June Member Representatives Meeting
 - Hold meeting virtually and separately from CalSAWS Conference or Strategic Planning Meeting
 - If in-person, hold meeting in conjunction with June CWDA meeting (with or without virtual option)

- Strategic Planning and CalSAWS Conference
 - Hold Strategic Planning Annually and Conference Bi-Annually
 - Hold Strategic Planning and Conference on off years

Quarterly PMO Update

PMO Update

CalSAWS Financial Update



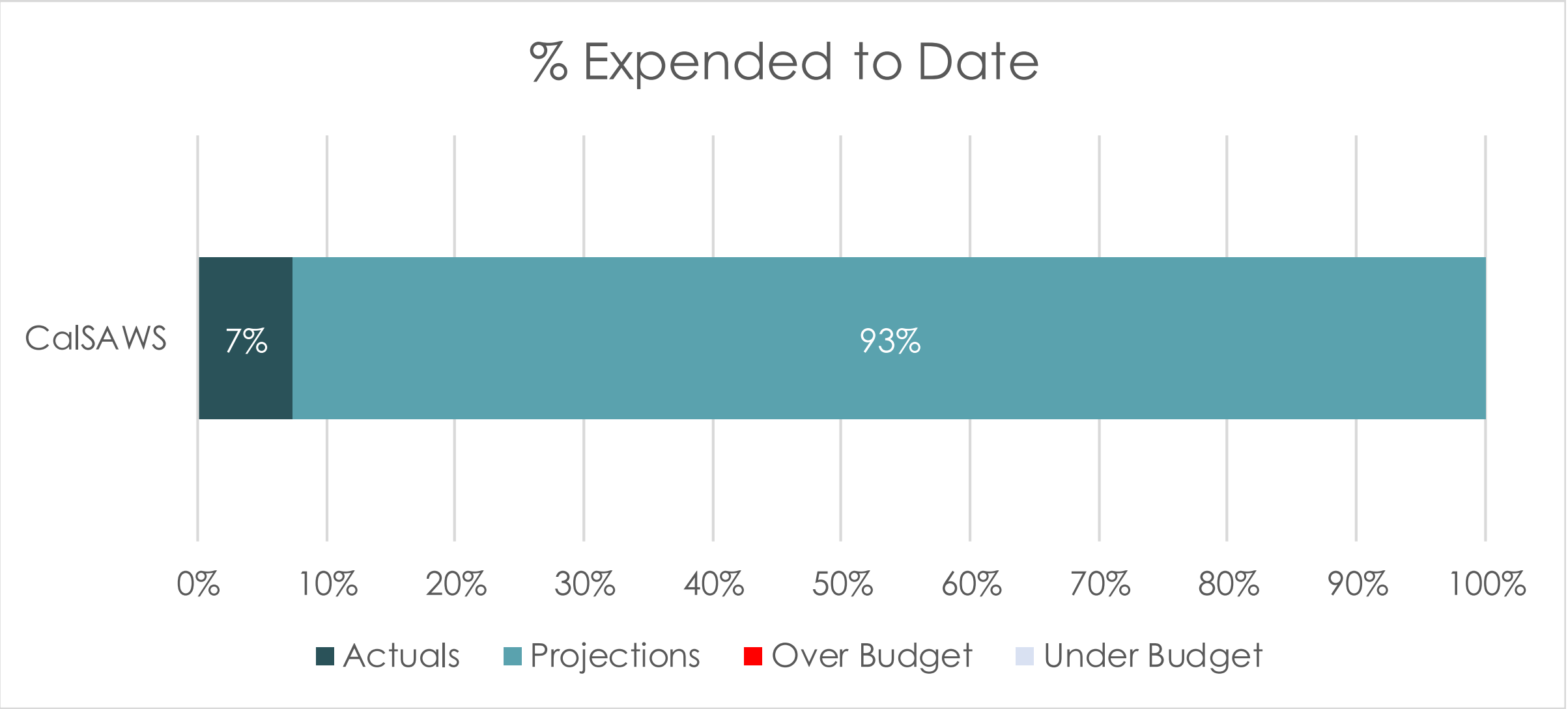
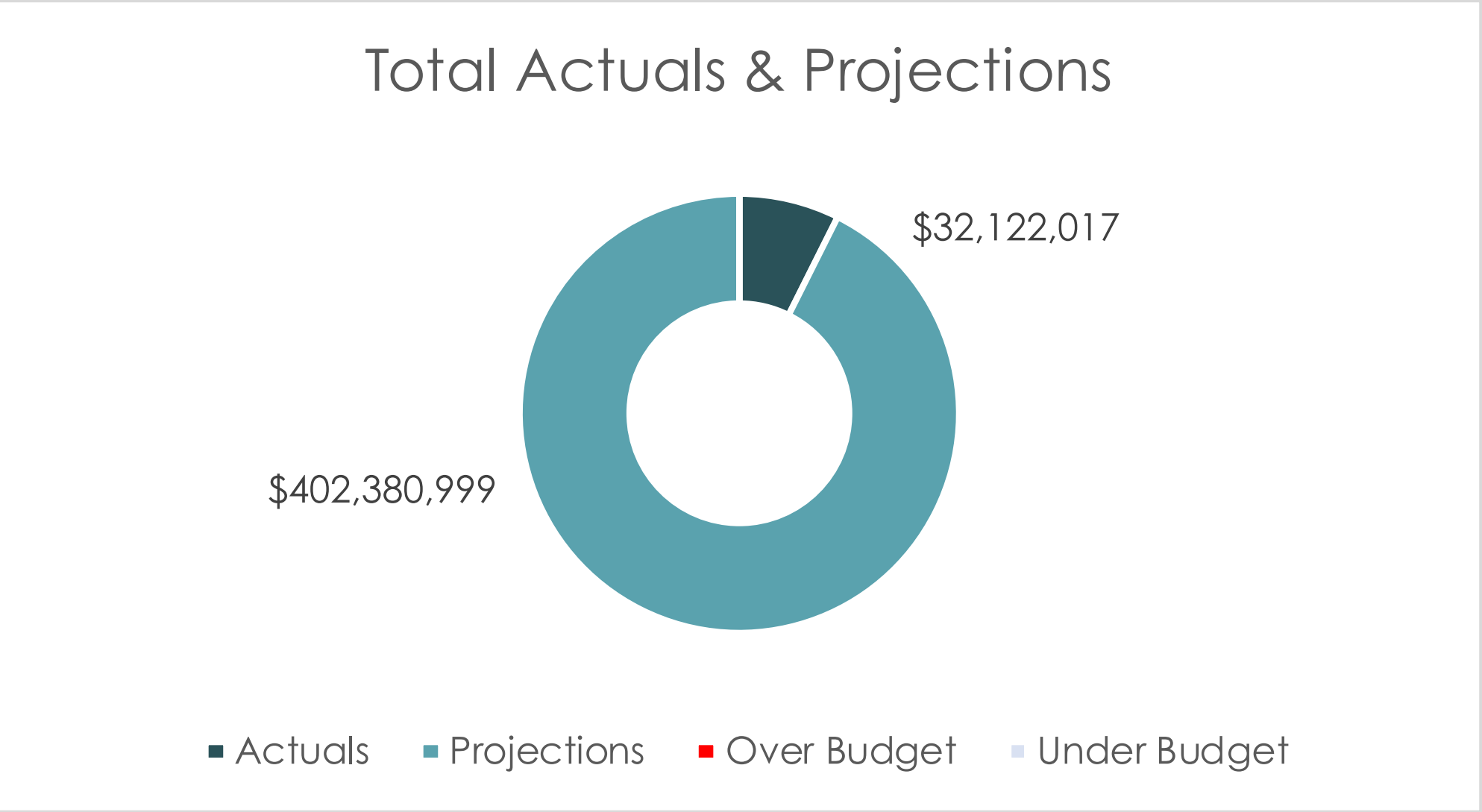
CalSAWS M&O

Premise

JPA Admin

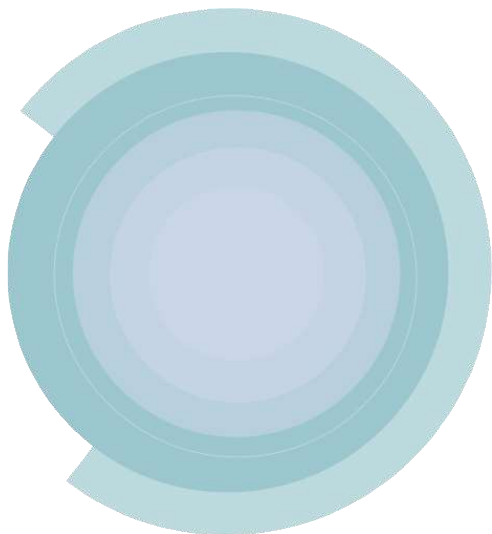
- 1 Actuals to Date
Based on Vendor Invoices & County Claims
- 2 Projections (Estimates to Complete)
Estimated Costs for Future Months
- 3 Estimate at Completion (EAC)
Actual Costs Plus Estimated
- 4 Total Allocation/Budget
Amount Allocated by Line Item for the Approved Budget
- 5 Balance
Difference 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 2026/27 FINANCIAL DASHBOARD - August 7, 2026



Category	Actuals to Date ¹	Projections (ETC)	EAC	Total Allocation (Budget)	Balance + Under / (-Over)	% Expended to Date	% EAC to Budget	Notes
CalSAWS	\$32,030,225	\$317,160,462	\$349,190,687	\$349,190,687	\$0	9.2%	100.0%	
CalSAWS M&O	\$31,324,955	\$314,222,157	\$345,547,112	\$345,547,112	\$0	9.1%	100.0%	
OCAT M&O	\$42,880	\$378,103	\$420,983	\$420,983	\$0	10.2%	100.0%	
CalHEERS Interface	\$576,643	\$2,380,904	\$2,957,547	\$2,957,547	\$0	19.5%	100.0%	
Covered CA CSC	\$85,747	\$179,298	\$265,045	\$265,045	\$0	32.4%	100.0%	
CalSAWS Premise	\$0	\$84,525,862	\$84,525,862	\$84,525,862	\$0	0.0%	100.0%	
CalSAWS Premise	\$0	\$84,525,862	\$84,525,862	\$84,525,862	\$0	0.0%	100.0%	
JPA Admin. Budget	\$91,792	\$694,675	\$786,467	\$786,467	\$0	11.7%	100.0%	
CalSAWS 58 Counties	\$91,792	\$694,675	\$786,467	\$786,467	\$0	11.7%	100.0%	
Total	\$32,122,017	\$402,380,999	\$434,503,016	\$434,503,016	\$0	7.4%	100.0%	

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



RISK 102 - LACK OF ANNUAL PROJECT FUNDING MAY CAUSE SCHEDULE DELAY OR REDUCTION IN SCOPE FOR CALSAWS & OTHER PROJECTS

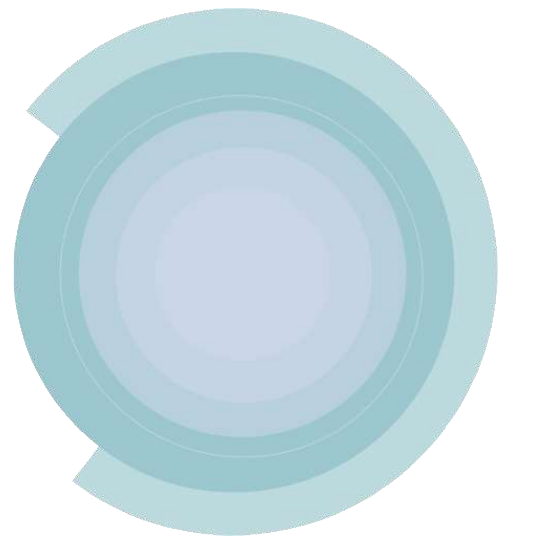
Description	Mitigation Plan
The project is subject to state funding approval each year. State general fund payments may be deferred, or budget cuts may cause schedule delays, scope reductions, or staff reductions.	Consortium PMO will monitor actual and projected costs against plan to assess utilization and monitor new funding needs for future funding requests as part of standard processes and apply updates per State schedule.

Level: High - Probability: 50% - Impact: 5 - Exposure 2.5

PMO Update

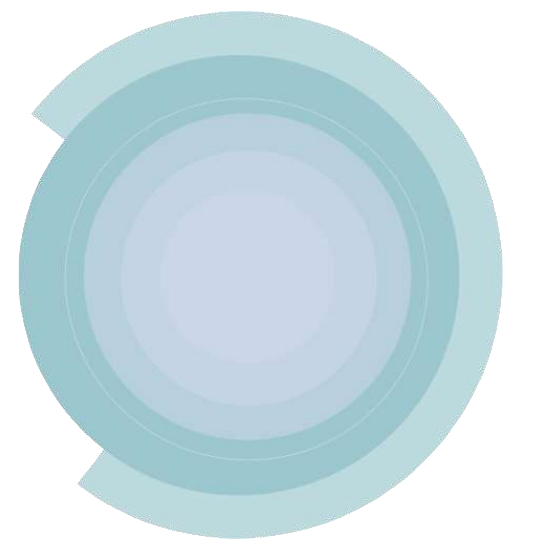
Staffing

- Open Positions
 - Executive Director
 - Policy & Design Director
 - Data Protection and Privacy Manager
 - PMO Analyst
 - Technical Analyst (Analytics)



Quality Assurance Procurement Update

Results

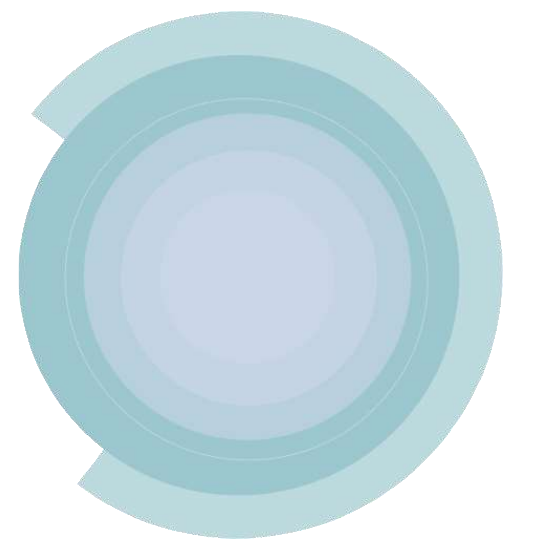


- Proposals received from six Bidders
 - NTT DATA
 - ClearBest
 - Tetrus
 - IBM
 - Quadrant Technologies
 - Infosys
- Evaluations conducted in the order of receipt
- Notice of Intent to Award and Vendor Selection Report issued on July 24, 2026, as posted to CalSAWS website
- Selected Bidder: **ClearBest**
- Scoring workbooks and non-confidential versions of all Bidder Proposals also posted to CalSAWS.org on July 24, 2026
- Deadline for filing an appeal - July 31, 2026
- Contract Negotiations initiated - July 27, 2026
- State and federal review and approval - November 10, 2026
- JPA Board approval planned for November 20, 2026

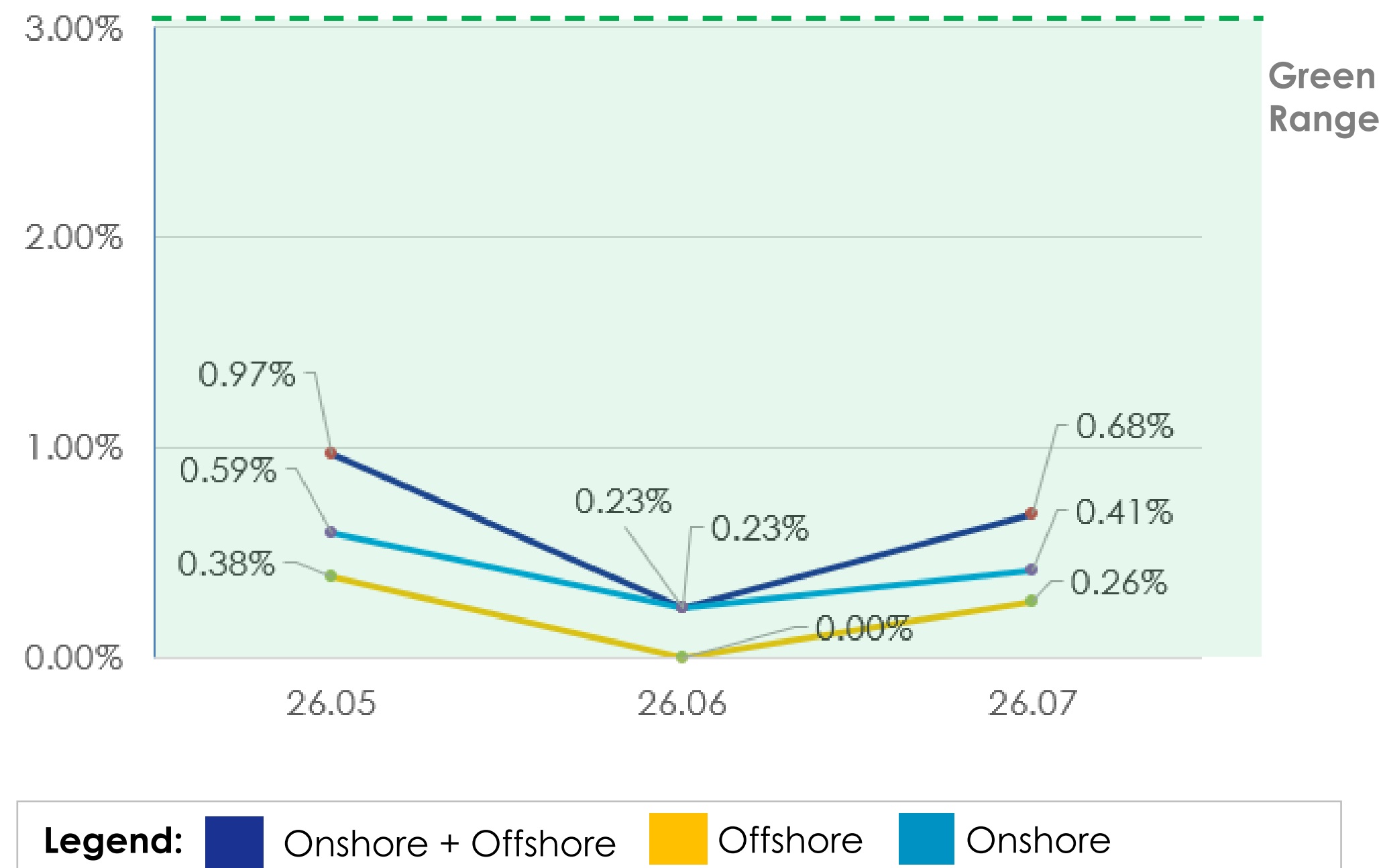
Quarterly Performance Updates

CalSAWS Quarterly Statistics

CalSAWS Application Release Quality Metrics



Release x CoR



TYPICAL RANGES

GREEN (0-10%): 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 (10-15%)/RED (>15%): 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

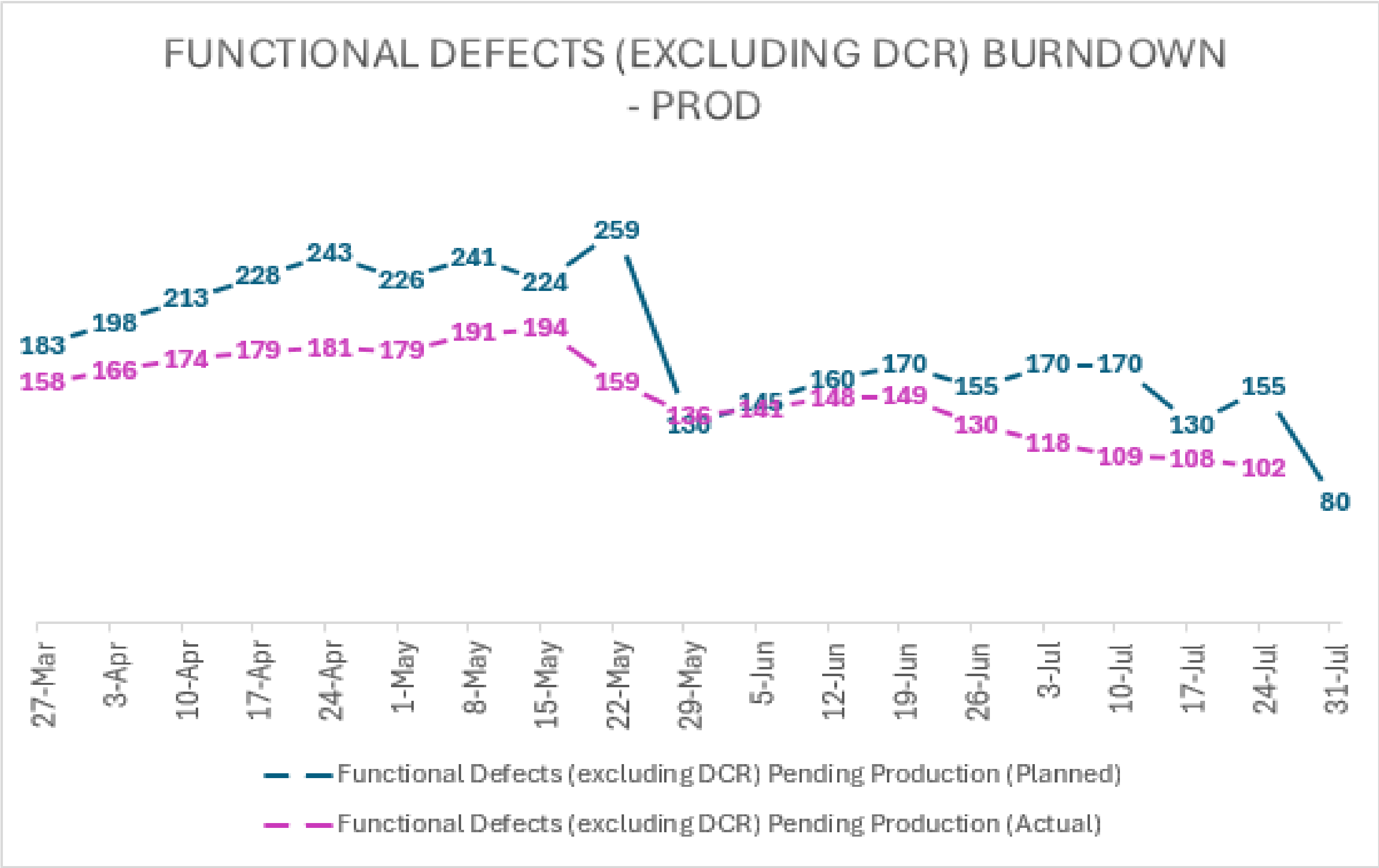
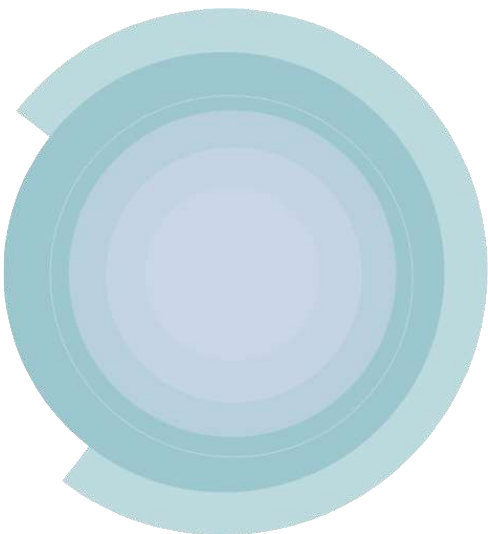
$(\text{Actual Rework effort Hours} / \text{Actuals To Date Hours}) * 100$

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

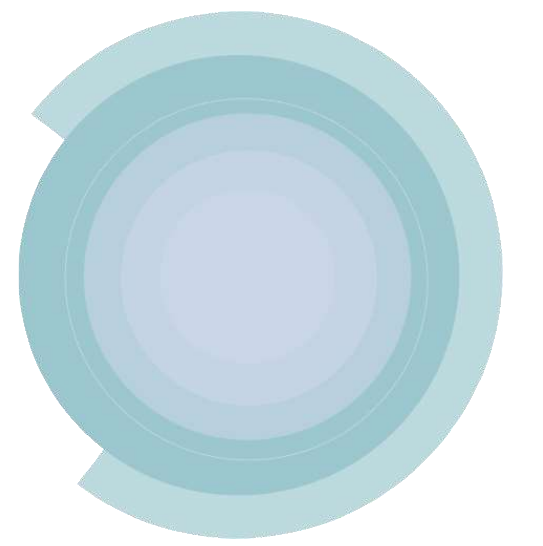
CalSAWS Quarterly Metrics

Production Defects Backlog



CalSAWS Quarterly Metrics

Production M&E SLA Metrics



Perf Req #	LD Applies	Performance Requirement Title	May	Jun	Jul*
1		Daily Prime Business Hours Availability	✓	✓	✓
2		Monthly Prime Business Hours Availability; Non-Production Environment	✓	✓	✓
3		Monthly Off Prime Business Hours Availability	✓	✓	✓
4		Monthly Deficiency Notification Response Time	✓	✓	✓
5		Monthly Service Desk Diagnosis, Tier 3	✓	✓	✓
6		Daily Prime Business Hours ED/BC Response Time**	2 days missed**	6 days missed**	8 days missed**
7		Daily Off Prime Business Hours ED/BC Response Time	✓	✓	✓
8		Daily Prime Business Hours Screen to Screen Navigation Response Time	✓	✓	✓
9		Daily Off Prime Business Hours Screen to Screen Navigation Response Time	✓	✓	✓
10		Daily Unbounded Search Response Time	✓	✓	✓
11		Daily Prime Business Hours Standard Report Response Time	✓	✓	✓
12		Daily Batch Production Jobs Completion	✓	✓	✓
13		Disaster Recovery Response Time	✓	✓	✓
14		Failure to Complete Access Control Audits	✓	✓	✓
15		Security Information and Event Management System Uptime	✓	✓	✓
16		Completion of Root Cause Analyses	✓	✓	✓
17		Privileged Access Audit	✓	✓	✓
18		Application Security Scans	✓	✓	✓
19		Security Incident Notification	✓	✓	✓
20		Security Incident Reporting	✓	✓	✓
21		Security Incident Negligence	✓	✓	✓

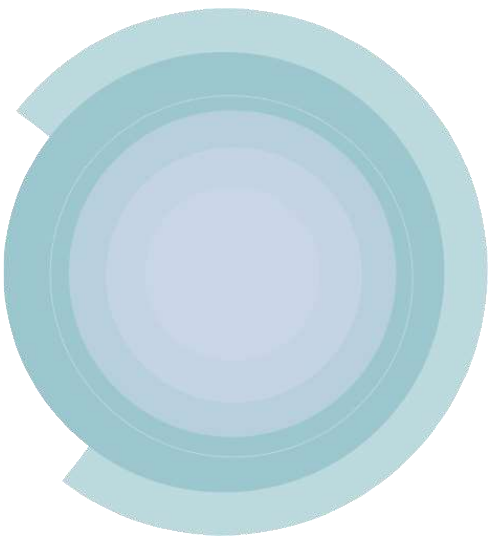
***July Metrics are still under review with Consortium QA and pending approval**

****For the days missed, Prime EDBC was in the range of 95.9-97.9%. Rearchitecting to improve performance is underway and planned for 2026.**



CalSAWS Quarterly Metrics

Infrastructure Performance Results



Perf Req #	Performance Requirement Title	May	Jun*	Jul*
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

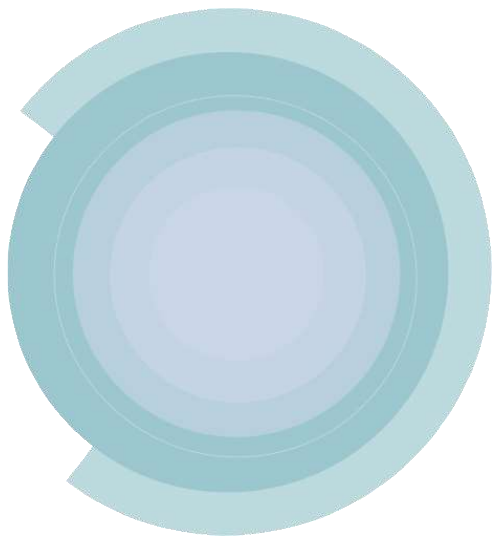
** SLA Metrics are still being formally reviewed*

Legend: ✓ SLA Met ✗ SLA Not Met



CalSAWS Quarterly Metrics

Hyland Performance Results



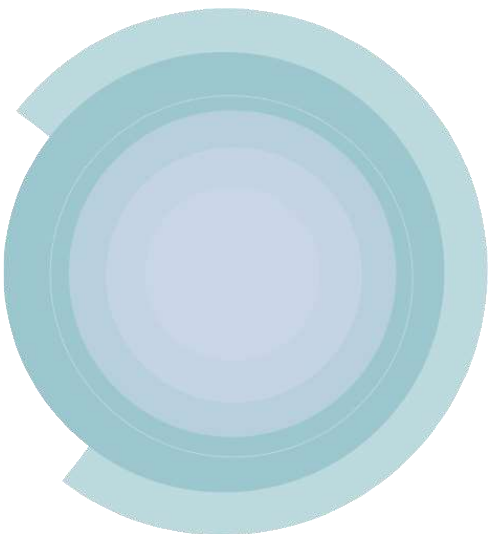
Performance Requirement Title	Performance Average May-Jul 2026	Monthly Target	SLA Met
Uptime	99.64%	99.90%	✖
Page Views	99.38%	90%	✔
Database Transactions	99.95%*	90%	✖
Brainware Processing	99.73%	97%	✔
Technical Resources Response Time	1	>30 minutes	✖

*Two-month average meets the target. July 2026 data is not available.

Legend: SLA Met SLA Not Met

CalSAWS Quarterly Metrics

BenefitsCal Performance Results



Daily Reporting		
SLA	Target	Days Missed
Daily Online Transactions - Inquiry Screens (bounded)	98% ≤ 2 SEC	0
Daily Online Transactions - Inquiry Screens (Unbounded)	98% ≤ 10 SEC	0
Daily BenefitsCal-Hosted API Transactions	98% ≤ 2 SEC	0

July Monthly Reporting		
SLA	Target	Actual
Monthly Online Transactions - Inquiry Screens (Bounded)	98%	99.89%
Monthly Online Transactions - Inquiry Screens (Unbounded)	98%	99.97%
Monthly BenefitsCal-Hosted API Transactions	98%	99.93%

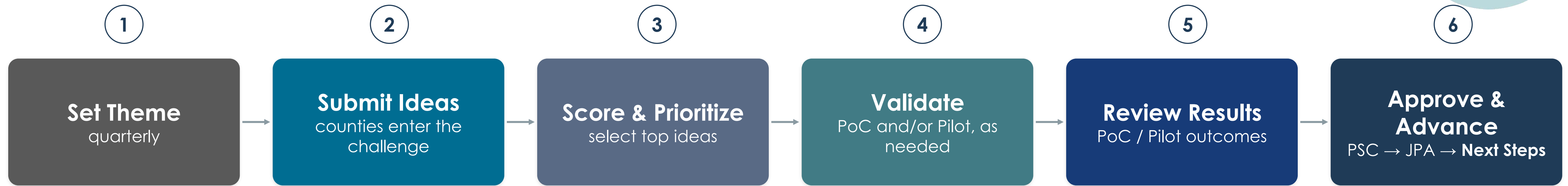
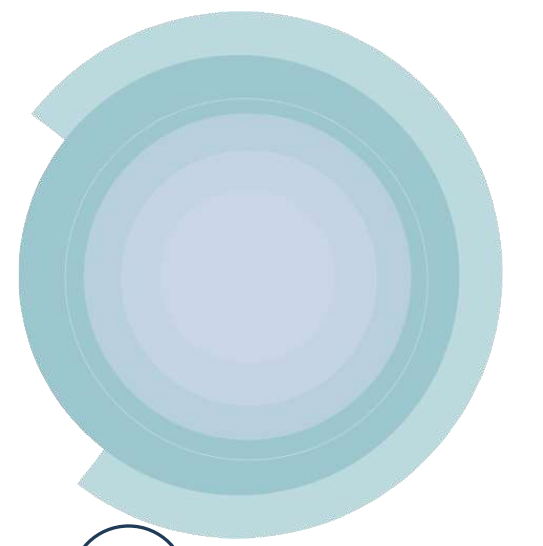
May-June-July Reporting		
SLA	Target	Actual
Quarterly Online Transactions - Inquiry Screens (Bounded)	98%	99.89%
Quarterly Online Transactions - Inquiry Screens (unbounded)	98%	99.97%
Quarterly BenefitsCal-Hosted API Transactions	98%	99.92%



Innovation Process Update

CalSAWS Innovation

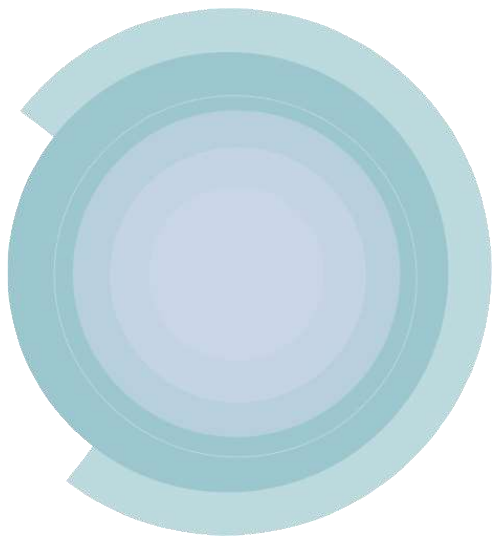
Status Update & Next Steps



- Innovation Process reviewed with counties across six sessions conducted between July 23rd and August 6th
- Strong engagement with 46 Directors, including all PSC and JPA members attending one of the six sessions
- Appreciation expressed for being included early in the work
- Excitement about the proposed themes

CalSAWS Innovation

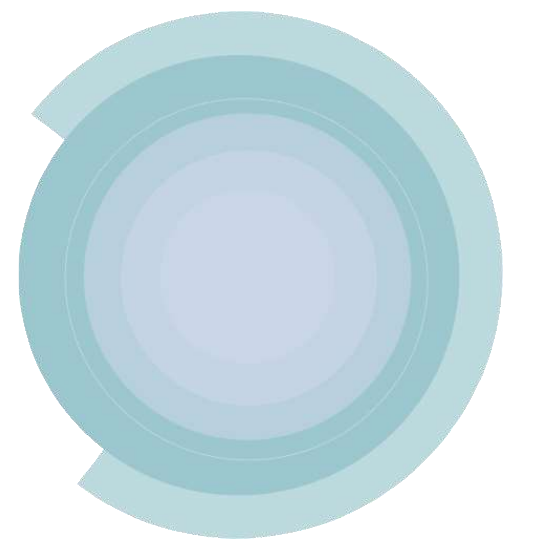
Status Update & Next Steps

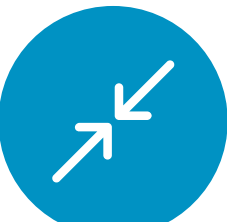


Feedback	Responses
Innovation Panel Representation	• Include 3-5 Members representing Small, Medium, Large Counties • Several County Directors volunteered to serve on the Panel
Be realistic about what can be taken on, given current workloads and resources. Concern a shift in focus could slow down CER processing	• Innovation research and review scope is separate from base M&E hours with dedicated staff per the contracts • Provide full picture of Innovation Ideas prior to final approvals for next steps • Work in parallel to improve CER/SCR processes
Be transparent as we move forward and emphasize keeping county needs front and center	• Post information to Communication Portal • Communicate dispositions back to authors • Provide ongoing status updates to PSC and JPA • Adhere to guiding principles
Prefer to avoid rework of resubmitting previous Business Case Requests as Innovation Ideas	• Counties should not need to redo forms. The project will support redirection
Timeline is lengthy, funding requests take an extensive amount of time	• Additional checkpoints were added to the process to ensure county direction is accounted for • Project staff will adjust based on the level of complexity of the Innovation Idea • Funding requests follow State/federal budget cycles

CalSAWS Innovation

Potential Themes



-  **EARLY CHECKS, BETTER OUTCOMES**
How might we catch or prevent errors before they affect eligibility or payments?
-  **DECISIONS DELIVERED SOONER**
How might we shorten the wait from application to determination for eligible customers?
-  **SUPPORT, SUSTAINED**
How might we reduce churn ? Eligible customers losing benefits over missed paperwork or notices, so coverage doesn't lapse and they don't have to reapply ?
-  **REDUCE THE ROUTINE, INCREASE THE IMPACT**
How might we cut the manual, repetitive work such as journaling, re-keying, chasing tasks - so workers spend more time with customers?
-  **ALWAYS INFORMED, ALWAYS EMPOWERED**
How might we give customers status visibility and self-service so they don't have to call for what a screen could show?
-  **COMMUNICATION THAT DELIVERS, LANGUAGE THAT CONNECTS**
How might we make communication clear, timely, and multilingual so customers are served better?

Next Steps

Select Innovation Theme
and Initiate Q1 Cycle
Based on Board Direction

Identify Innovation Panel
Members to Participate in
Quarterly Activities

(~Monthly Meetings)

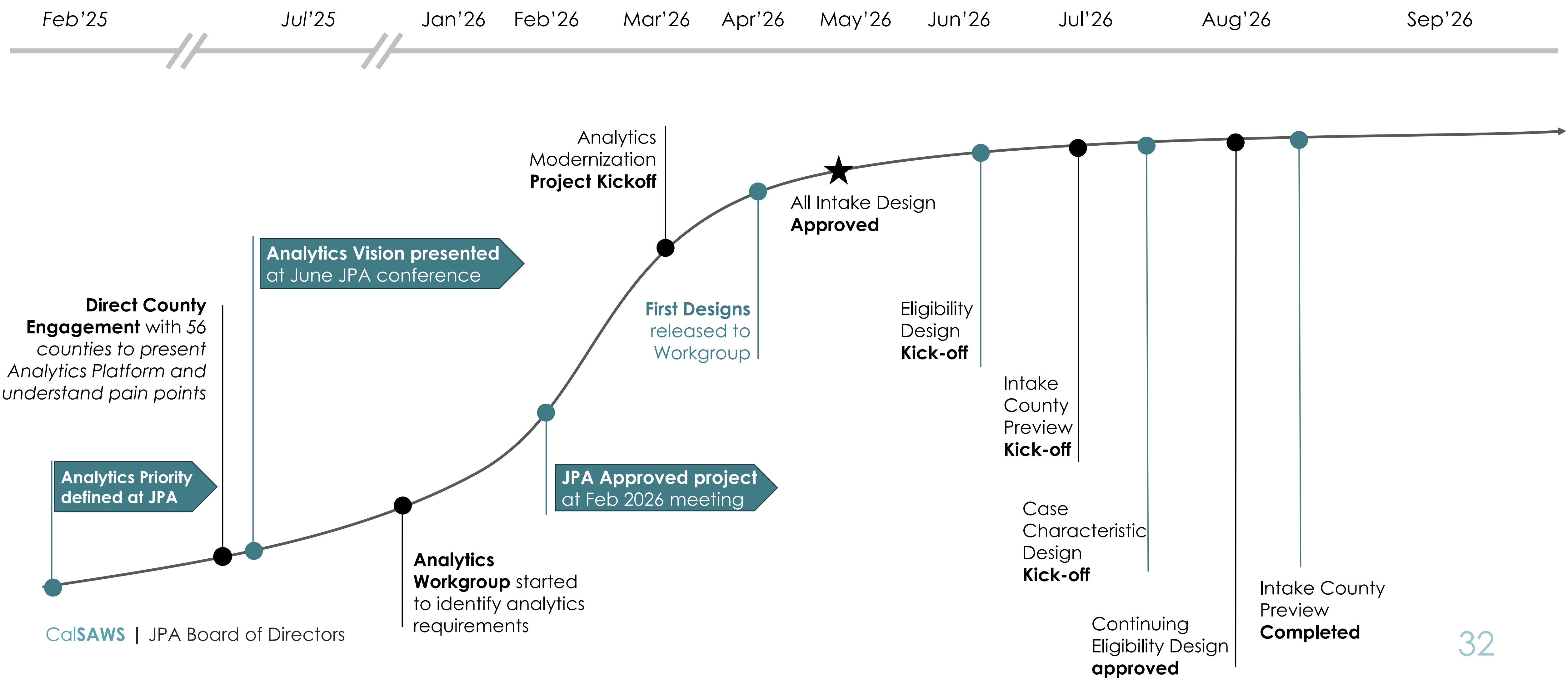
Execute Innovation
Process and Provide
Ongoing Status Updates to
Stakeholders



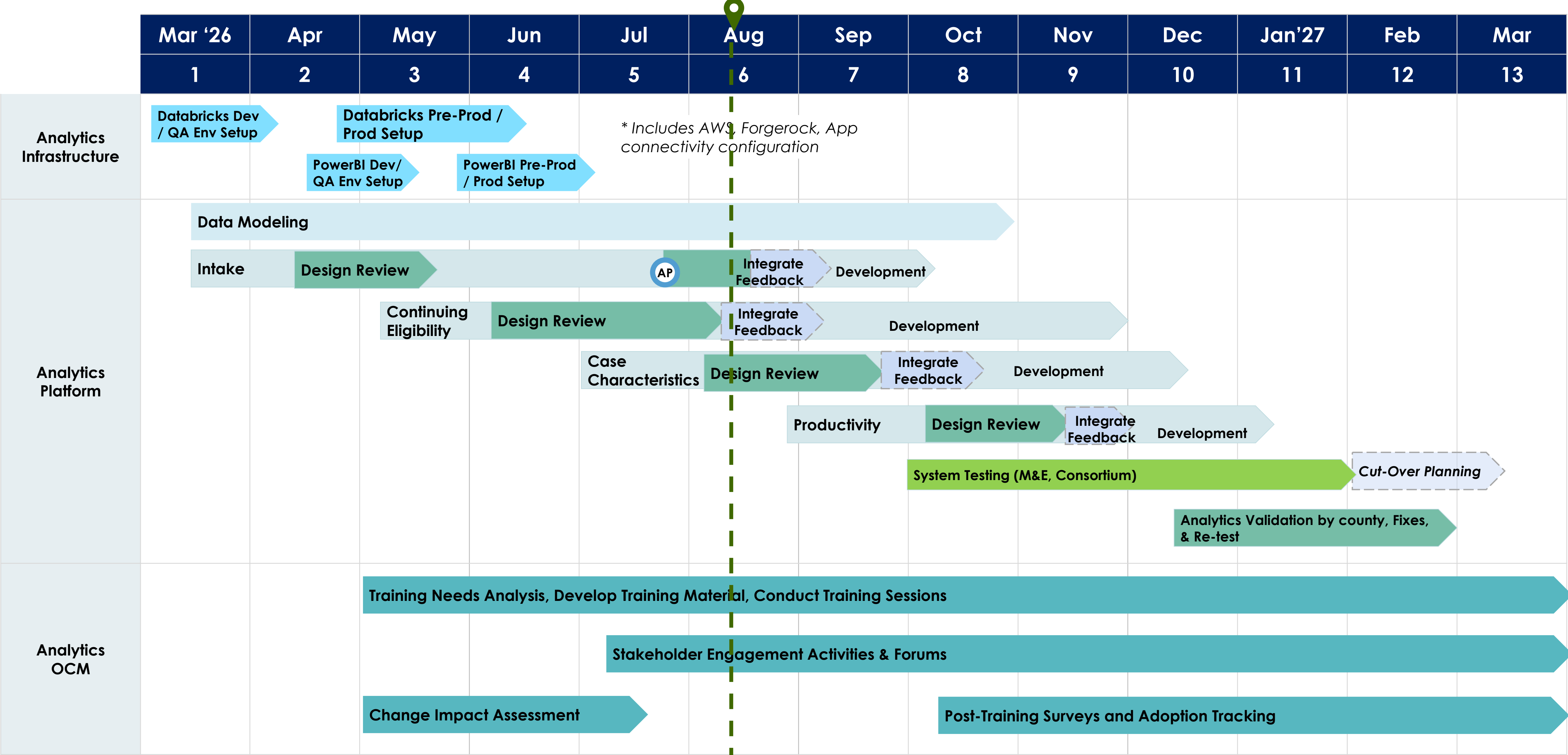
Analytics Update

Laying the Groundwork for the Analytics Platform

Several **targeted actions taken last year starting Feb 2025** to ensure implementation is set up for success. Broad **county engagement reveals strong support and excitement** for the new Analytics Platform

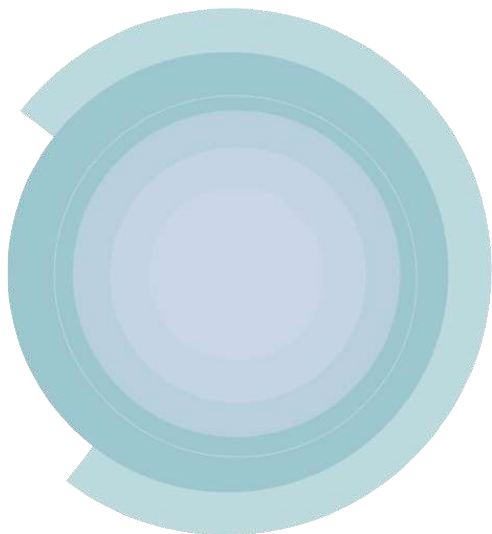


Phase 1 Execution Timeline - NEW



Target Release 27.03

Subject Area – Sprint Status



Design and Development work for the **Intake domain** is **100% complete**,
County Preview for Intake Domain is planned for late July

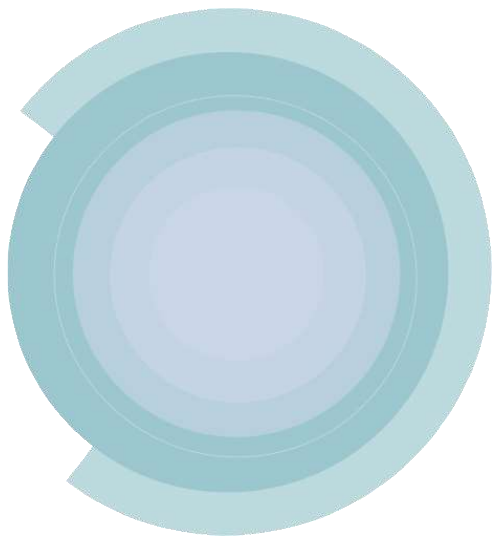
Continuing Eligibility Domain began on May 29th

Domain	Sprint	Status Details
Intake	Design/Development/Test	100% Complete
	County Preview	80% Complete
Continuing Eligibility	Design	91% Complete*
	Development	75% Complete
	Test	20% Complete
Case Characteristics	Design	10% Complete

** Final approval for last design set is expected by 08/06/2026*

Data Analytics County Preview

Below is a summary snapshot for the County Preview as of 8/6/2026. Closeout is planned for Wed, 12th Aug.

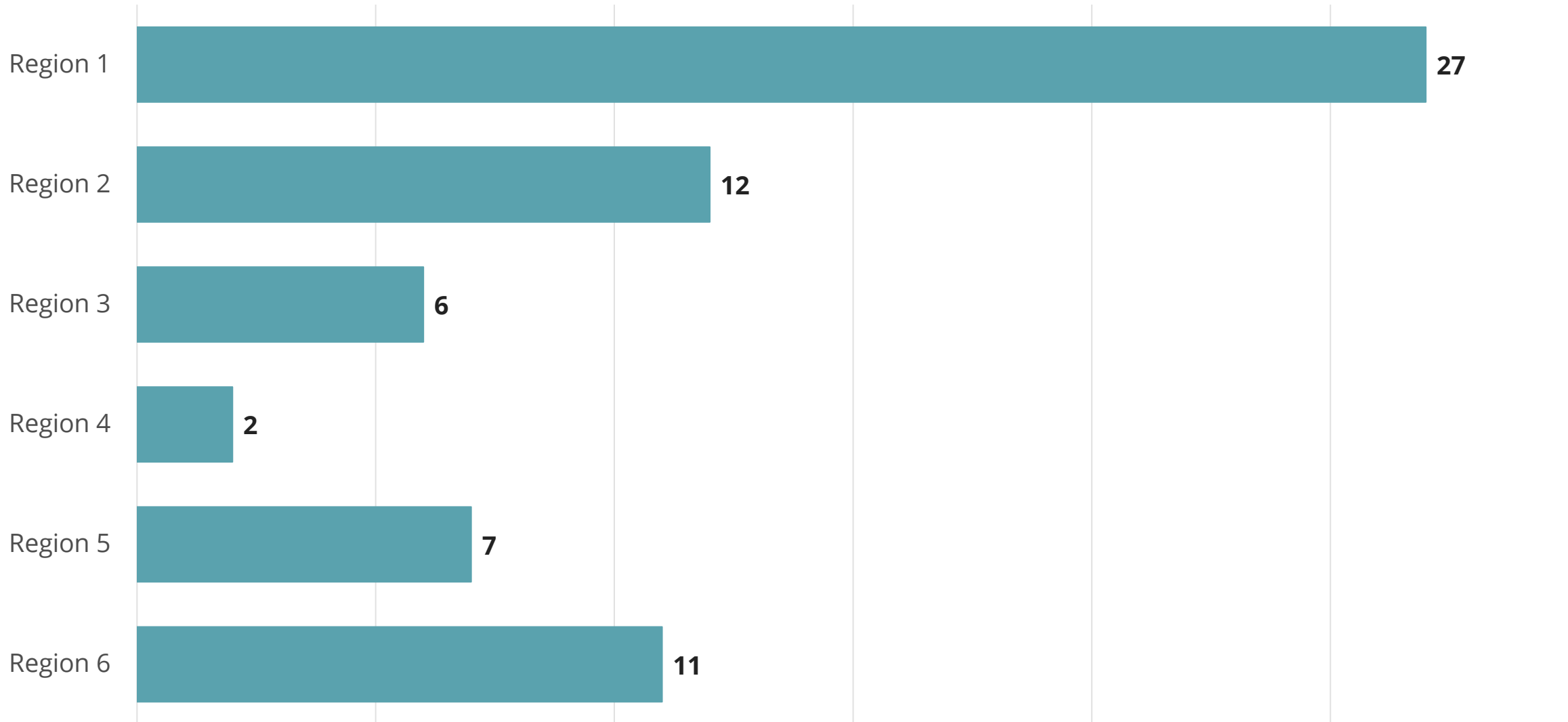


PARTICIPANT QUOTES

"Easy to navigate...helpful information."

"I really like what I'm seeing..."

Findings Submitted by Region



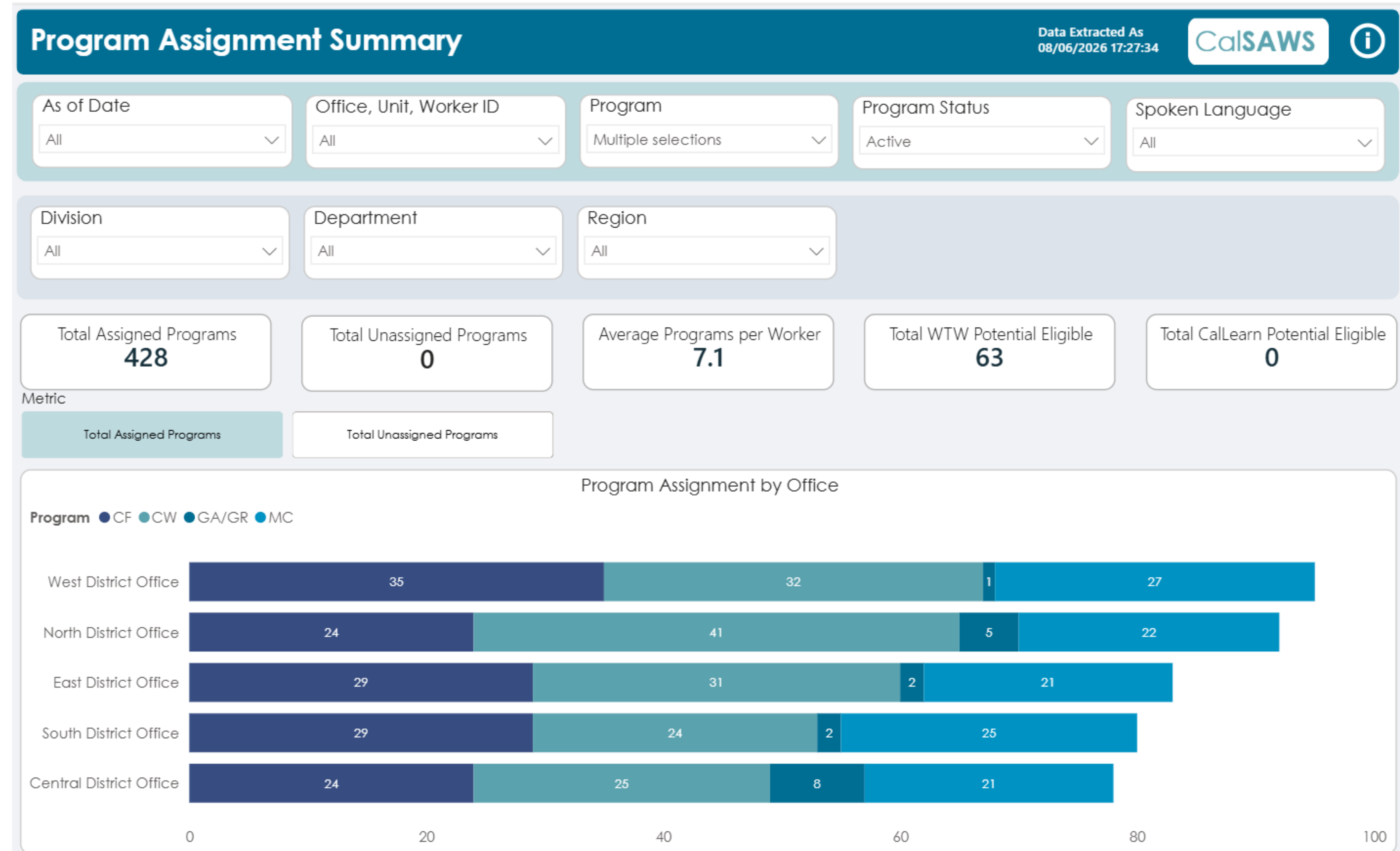
Findings flavors

-  **UI related (Majority)**
Changes or fixes to PowerBI dashboards layout or filters
-  **Content Revision**
Requested change in the design
-  **Data finding**
 - Align counts, due dates, and compliance rules
 - Data not available in the system test environment

Sample – Program Assignment Summary

At a Glance:

- What is my caseload distribution by office?
- What programs are unassigned and need action?
- What is the average workload per worker?
- Who needs to be engaged in WTW?
- Who can be engaged in CalLearn?
- Filters allow quick analysis
- Detail tabs with more information



Risk 332

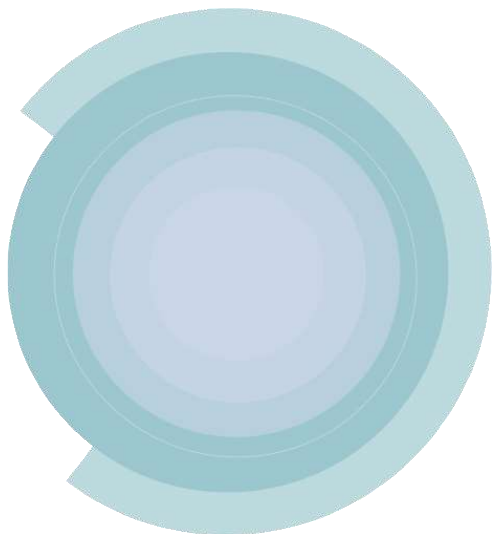
Limited County review capacity may impact Analytics Modernization Delivery Schedule

Risk: The Analytics Modernization project timeline requires county users to actively participate, review designs, and complete validation at a cadence of ~10–15 reports per week. If this review capacity is not maintained due to limited availability or delayed feedback cycles, development and release timelines may be impacted.

Mitigation Approach:

- Group reports into logical review batches.
- Perform detailed internal reviews with the Policy & Design, Data Integration, and QA teams.
- Establish a structured review cadence.
- Schedule review sessions in advance.
- Provide clear review timelines and expectations to county workgroup participants.
- Escalate delays early through governance channels if review cycles fall behind schedule.

Analytics Action Items

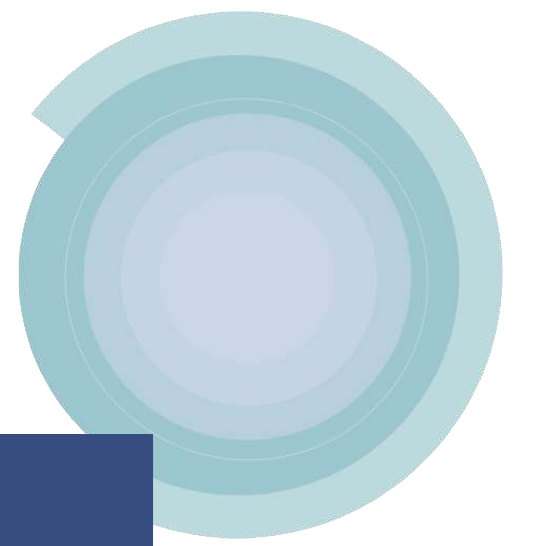


Action Item	Owners	Timeline	Current Status
Plan analytics demonstration sessions for directors and look into partnering with CWDA.	Jerry Nielson Sandeep Aji	Fall/Winter	Late fall/early winter to coordinate with CWDA to give Demo of what will be delivered with Phase 1, once the OKTA roll out is complete and environment is available for testing.

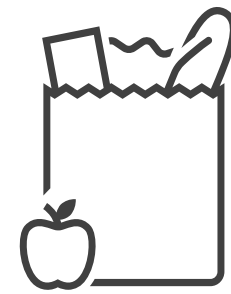
BenefitsCal Update

BenefitsCal HR 1 Priorities

CalFresh and Medi-Cal Changes



CalFresh



- CSPM-80744: ABAWD Time-limits and Exemptions (26.04.30) **Released**
- CSPM-81960: TRUV – Income and Employment Verification (26.07) **Released**

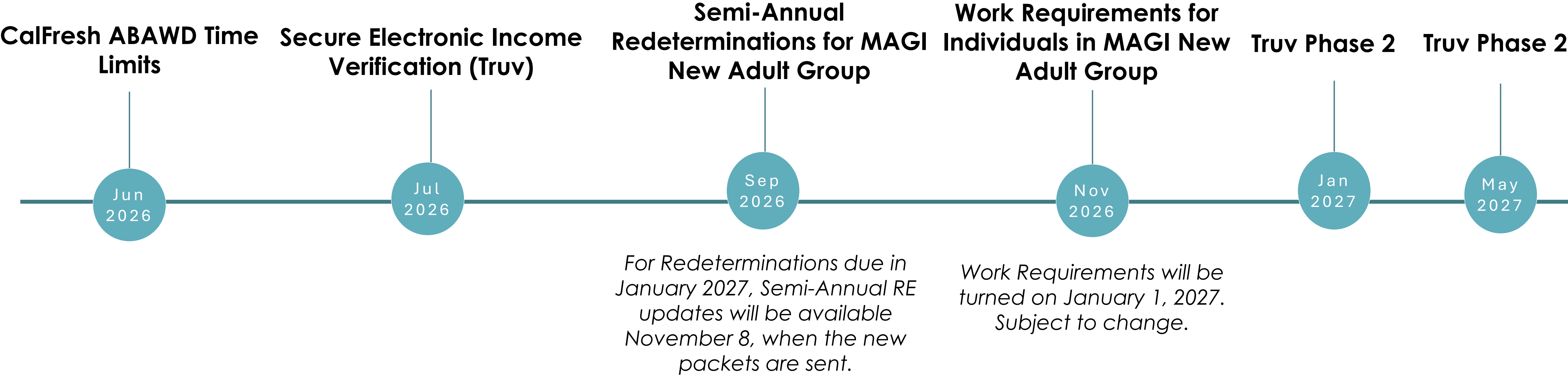
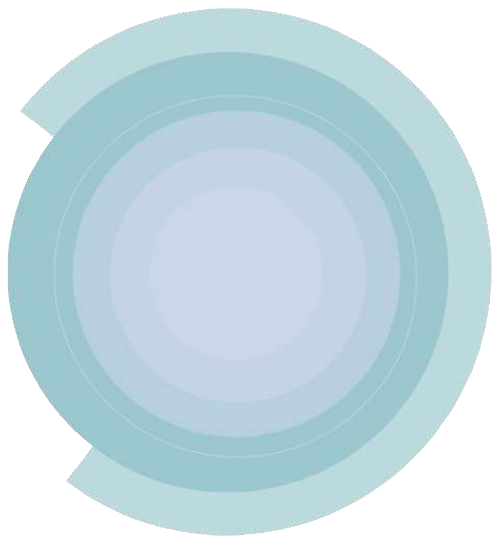
Medi-Cal



- CSPM-80930: Retroactive Medi-Cal Update (26.06) **Released**
- CSPM-80929: Semi-Annual Redeterminations – MAGI (26.09)
- CSPM-80928: Work Requirements - MAGI (*tentatively 26.11*)
- CSPM-81631: Cost-Sharing for Adults (2027)

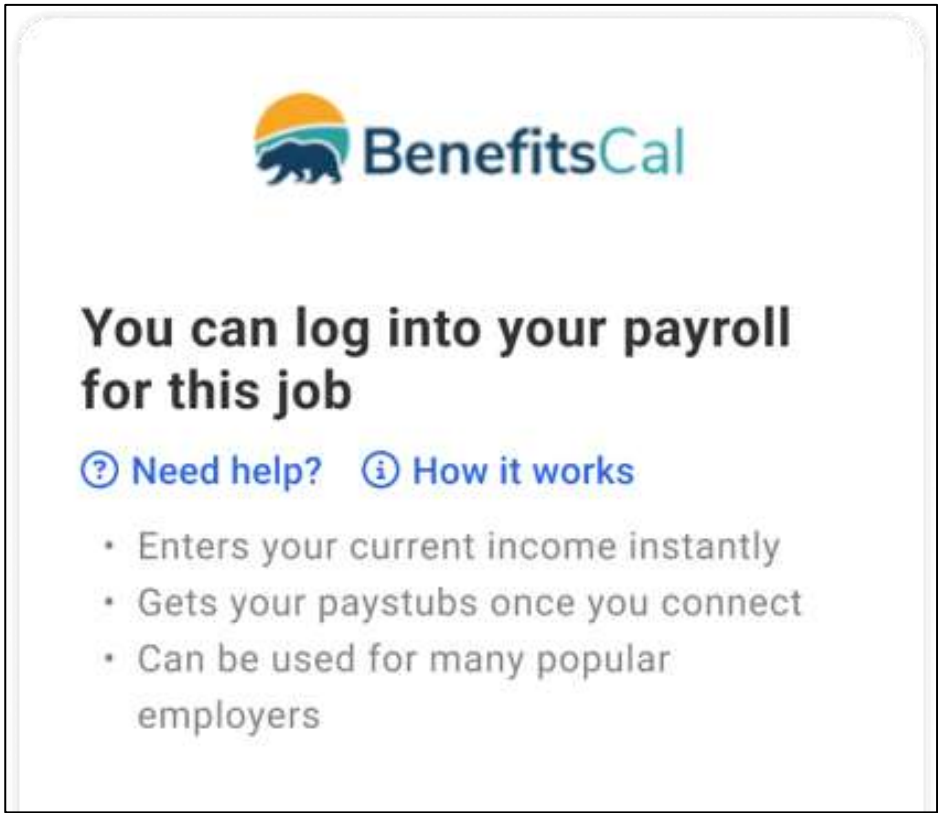
Additional items may be added as the policy changes or BenefitsCal impacts are identified on CalSAWS changes.

HR1 Timeline





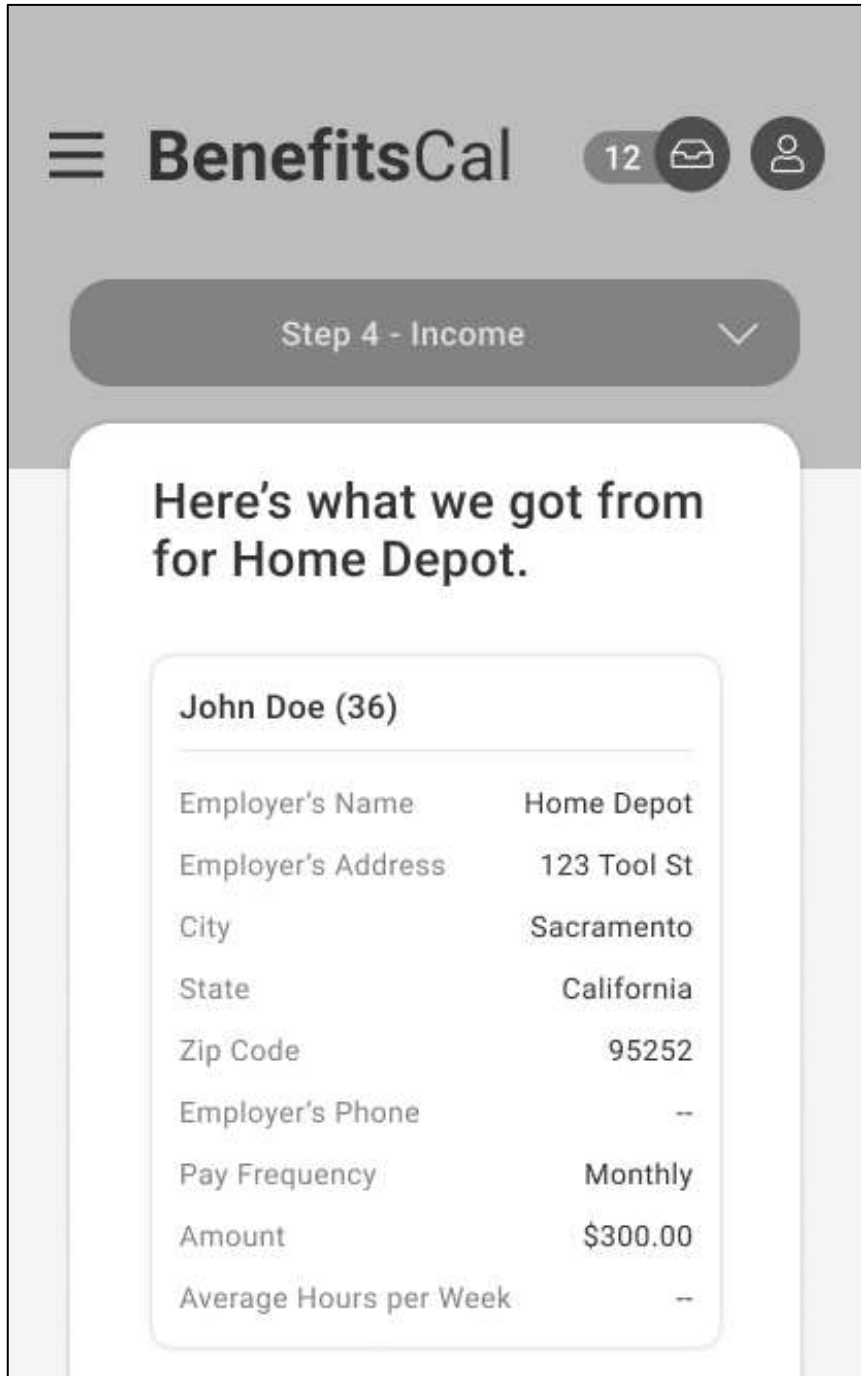
Introduced as a helpful and trusted option for data entry



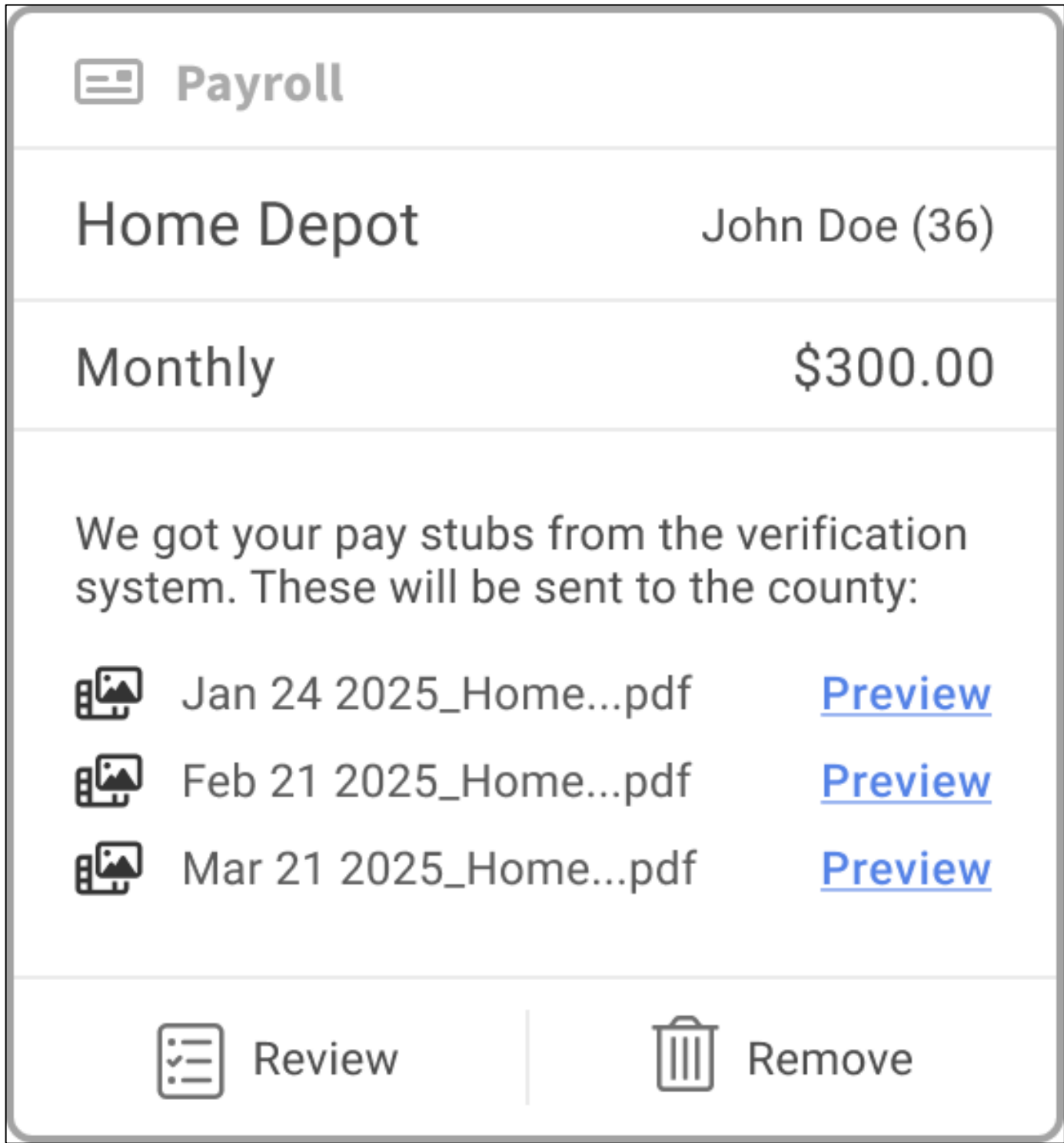
Requires customer consent



Reduces manual entry by pulling information directly from payroll portal



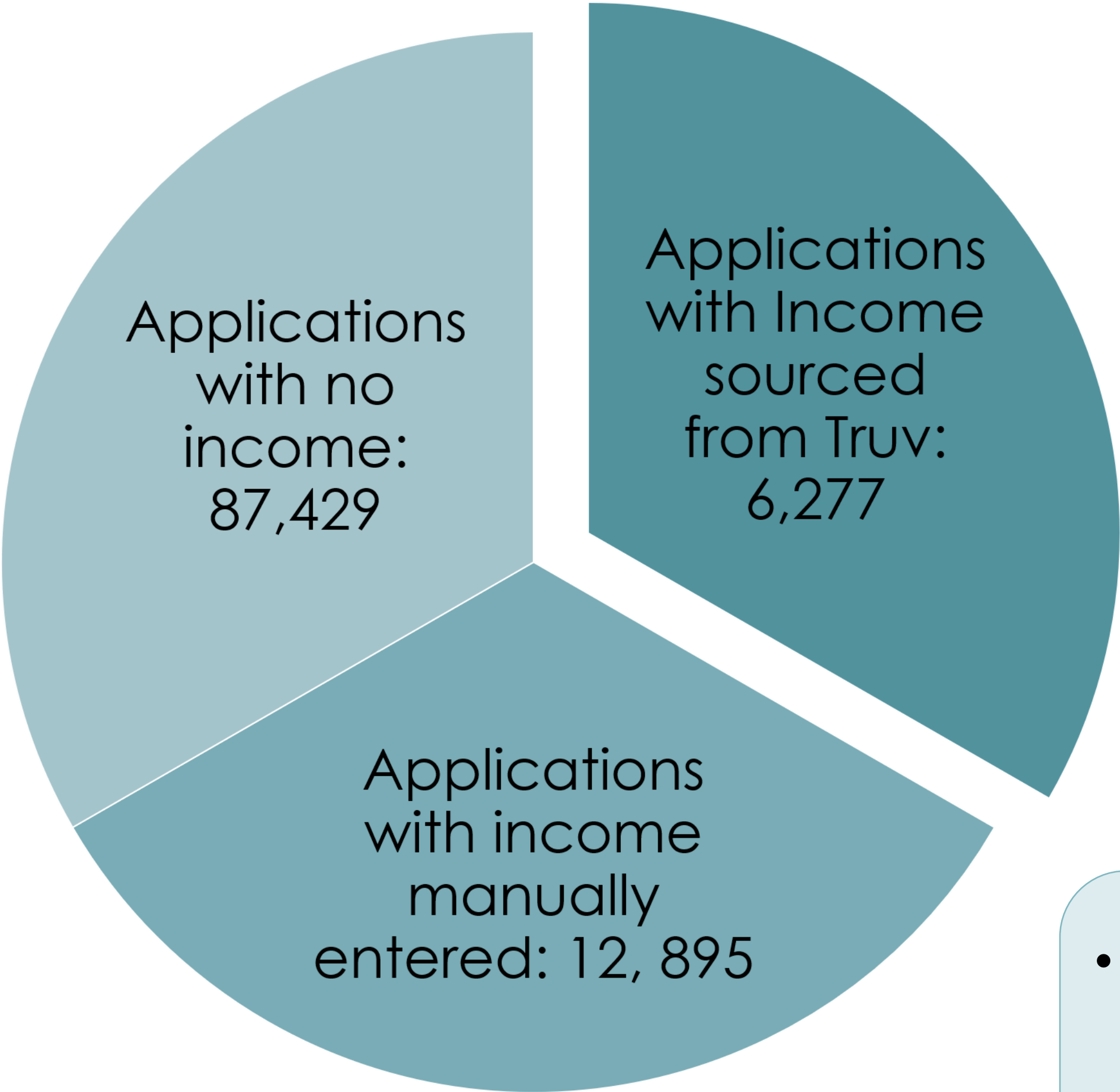
Automatically sends pay stubs, reducing need for document upload



Release Date: 07/19/2026

26.07 Production Release Update - Truv

Truv Metrics for Applications: July 19,2026 - August 6, 2026

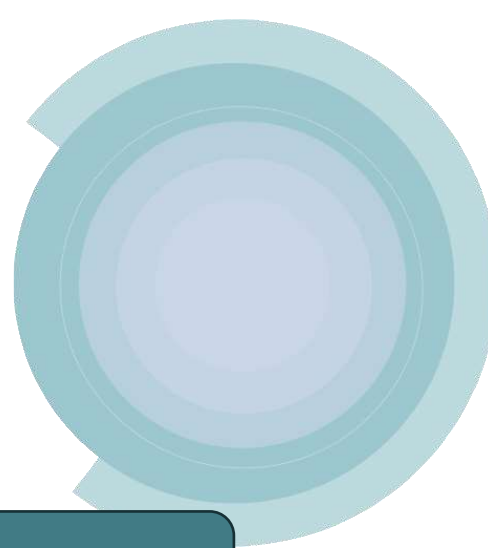


~18% of applicants entered income on their submitted application

~32% of applicants, who entered income information, used Truv to report income

- Applications submitted in BenefitsCal since Truv Go-live: 106,601 (submitted over the same period last year: 90,999)
 - 19,172 applications submitted reported income. 6,277 used Truv and 12,895 entered their income manually.

26.07 Production Release Update - Truv





Issue Identified on 7/20/2026

- Truv errors occurred when upstream Truv connections were reset or closed, causing socket-level connection failures during income transfer from Truv to BenefitsCal
- Priority release deployed on July 21, 2026 to resolve the issue

BenefitsCal Apps Impact



Application completion rate on BenefitsCal remained consistent at 32.7% after Truv deployment



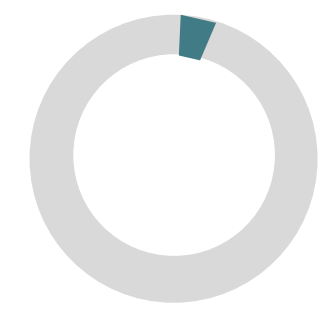
Applications completed on BenefitsCal the week of 7/13 vs 7/20 were comparable 10,673 vs. 9,701

Truv Failures



Applications with Truv Errors*

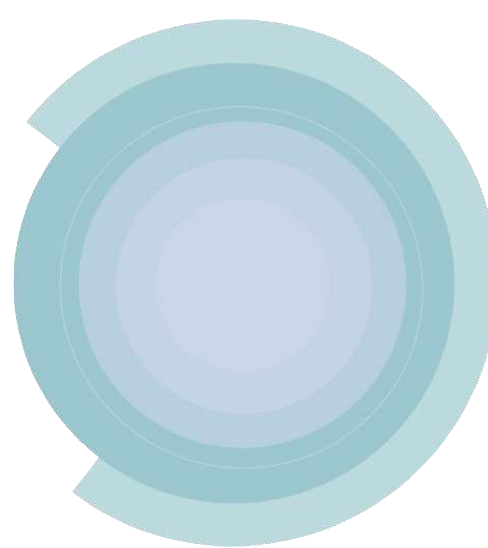
415



% of Users that saw the error

4.8%

26.07 Production Release Update - Truv





Issue Identified on 7/29/2026

- Issued occurred in BenefitsCal where Truv paystubs were not transferring to CalSAWS.
- Priority release deployed on August 7, 2026 to resolve the issue. Pay stubs submitted **after** August 7, 2026 are being sent to CalSAWS Imaging

BenefitsCal / CalSAWS Impact



Application Truv Income data transferred, but no paystubs were not transferred into CalSAWS Imaging for the county workers to review within CalSAWS

Truv Paystub Failures

	Total Truv Records Sent to CalSAWS		Number of Paystubs Not transferred
	6,277		4,820

BenefitsCal Correction Action and Open Items

- 
- The file path was incorrect; it did not match the Truv specification
 - For historical pay stubs (7/19/2026-8/7/2026), currently testing a mechanism to pull down and send these images to CalSAWS

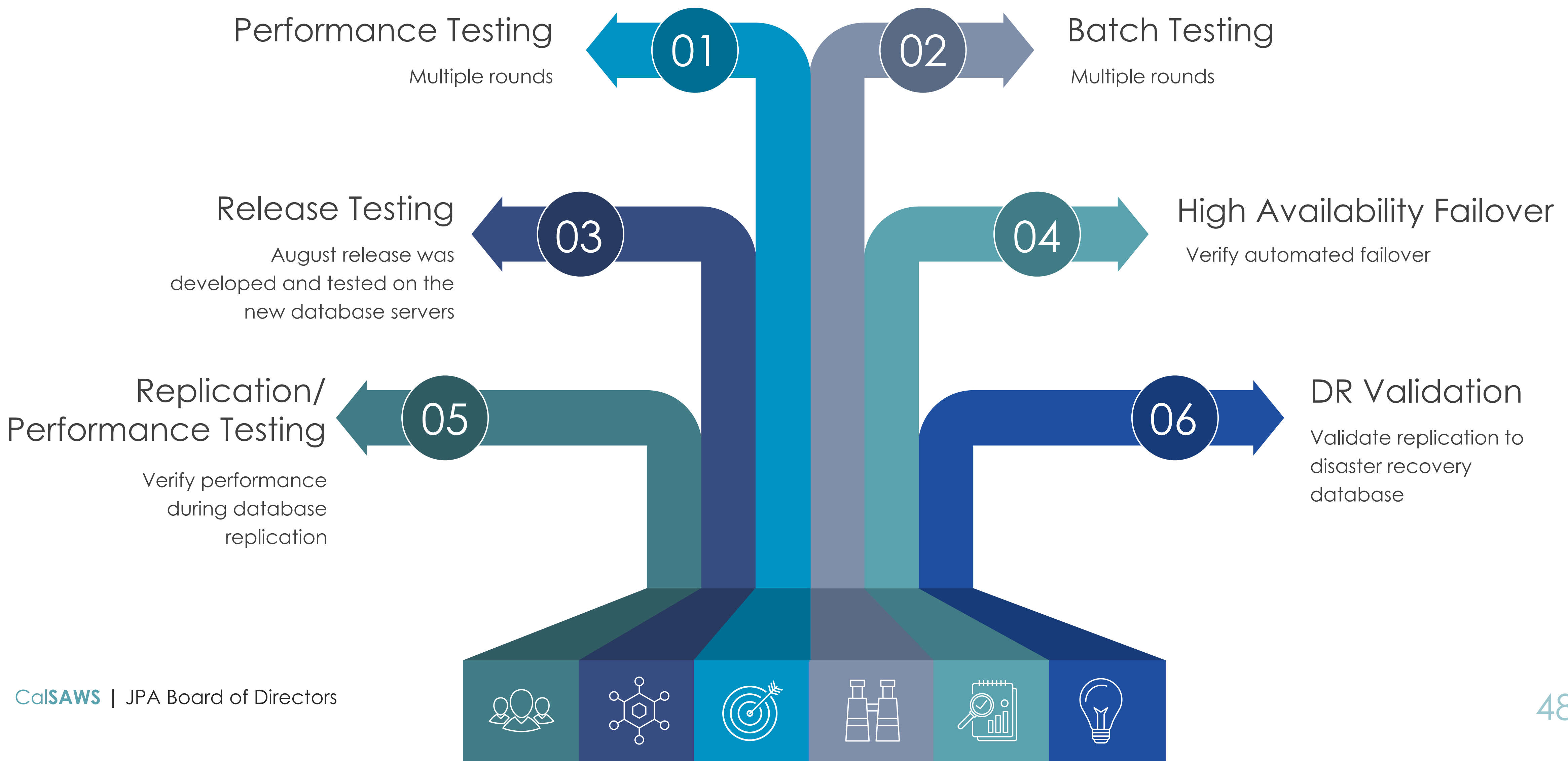
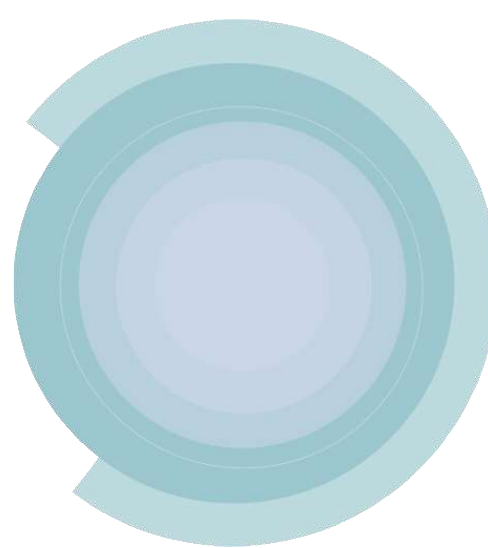
Infrastructure Update



Oracle Databases@AWS

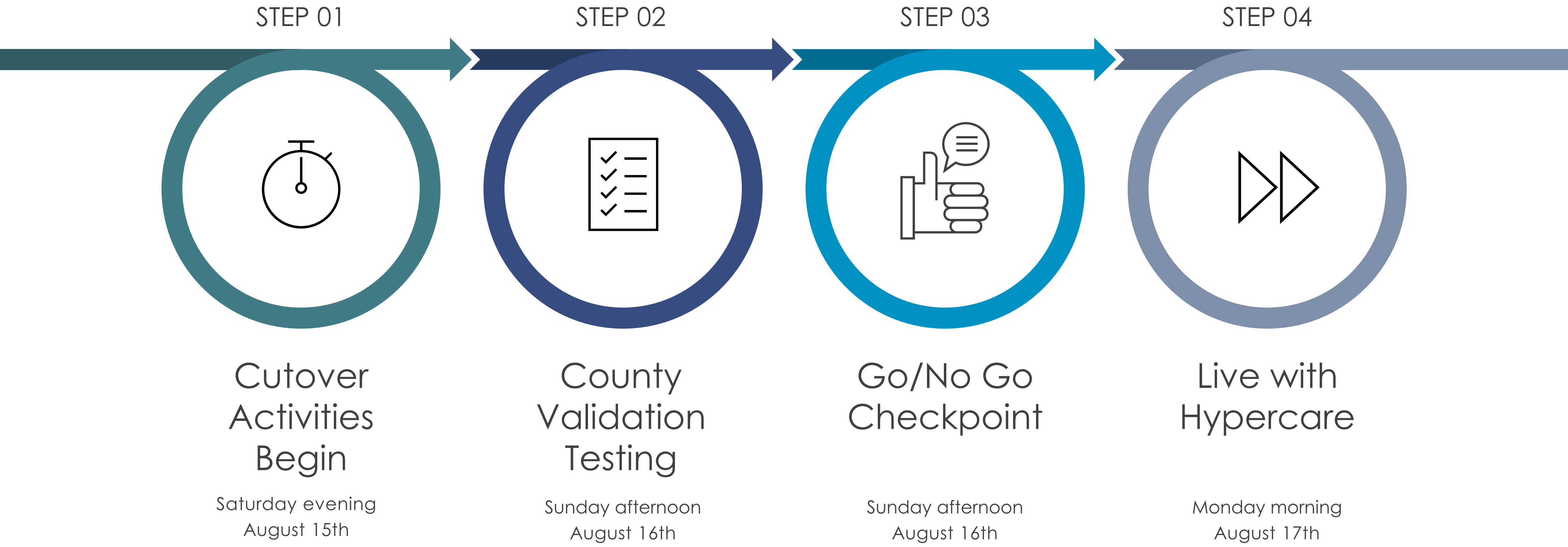
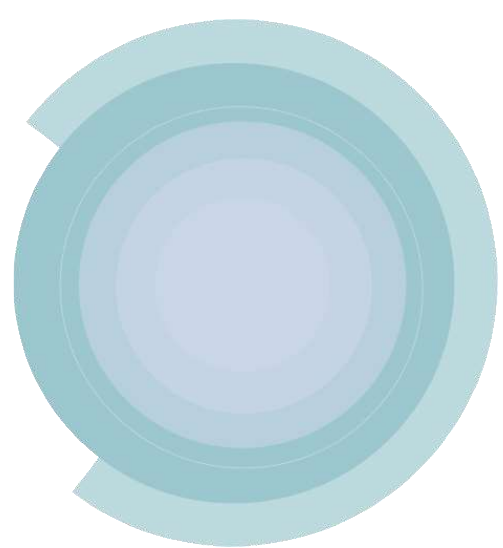
Oracle Databases@AWS

Completed Testing



Oracle Databases@AWS

Cutover



Rollback plan is prepared

Oracle Databases@AWS

Project Watch Items

Change Management and Non-Technical

- **Awareness of the Upcoming Change**
 - No user changes expected
 - Communication at JPA/PSC and Regional meetings
- **Environment Constraints**
 - CalHEERS and HR1 releases
 - Coordinating with M&E and reviewing environment schedules

Technical

- **Encryption Key Availability - COMPLETE**
 - Oracle KMS Cross region support not available until May/June 2026
 - Escalated to Oracle management on meeting the delivery date
- **Performance and Connectivity - COMPLETE**
 - Conducting functional, performance, endurance and operational testing
 - Performing configuration comparisons and connectivity testing

Risk 336

Move of Database Servers to Oracle Databases@AWS May Result in User Impact

Risk:

If database server configurations are not effectively identified, implemented and tested, and the mitigation plan is not effective, users could experience CalSAWS system outages or poor system performance.

Mitigation Actions:

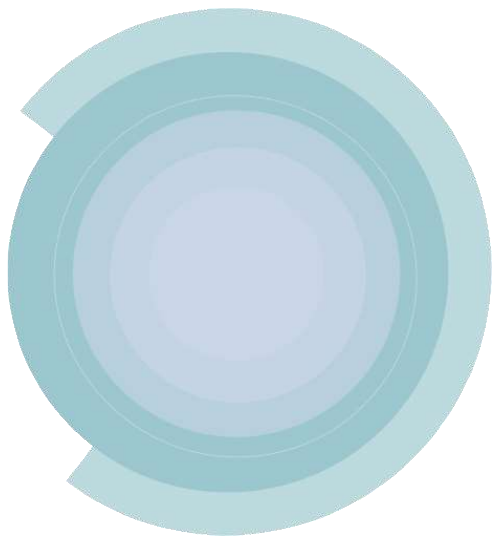
1. Constructing a detailed project plan to include testing for functionality, performance, batch and connectivity
2. Engaging in multiple testing runs in partnership with the M&E vendor
3. Incorporating the new database server into the release such that development and release testing cycles make use of the new technology
4. Determining the rollback plan in the case of unexpected significant problems



Identity and Access (IAM) Management

IAM Replacement

Draft Migration Waves



Initial Migration (Wave 0)

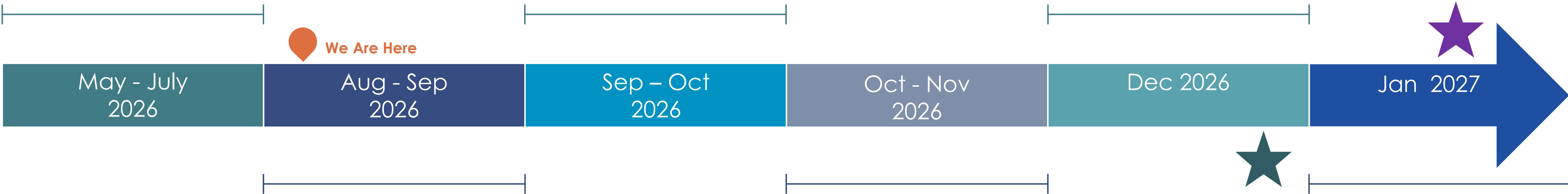
CalSAWS – Development
and Assembly Test
BenefitsCal - Development

Wave 2

CalSAWS – Staging
BenefitsCal - Staging

Wave 4

CalSAWS – Production
December 14, 2026



Wave 1

Tools - Non-Production

Wave 3

CalSAWS – Staging
Shared Services –
November, 2026

Wave 5

BenefitsCal - Production
January 10, 2027

Tools includes Jira, LMS, ServiceNow

IAM Replacement

Project Watch Items

Change Management and Non-Technical

- **Delegated Administrator Changes**
 - Identifying changes and developing training materials
- **Awareness of the Upcoming Change and Determining if Other Changes will Occur**
 - Communication at JPA/PSC and Regional meetings
 - Conducting Discovery workshops to identify user journeys and verifying if any changes are needed

Technical

- **Workflow License - COMPLETE**
 - Timing of the need for the workflow license may be earlier than originally expected
 - Escalated to Okta management
- **Testing**
 - Thorough functional testing needed
 - Coordinating with M&E and BenefitsCal partners to identify testing plans for applications

Risk 338

Replacement of Identity Access Management Solution

Risk:

If user journeys are not effectively identified, implemented and tested, and the mitigation plan is not effective, users could experience access issues to systems that are authenticated using the CalSAWS IAM.

Mitigation Actions:

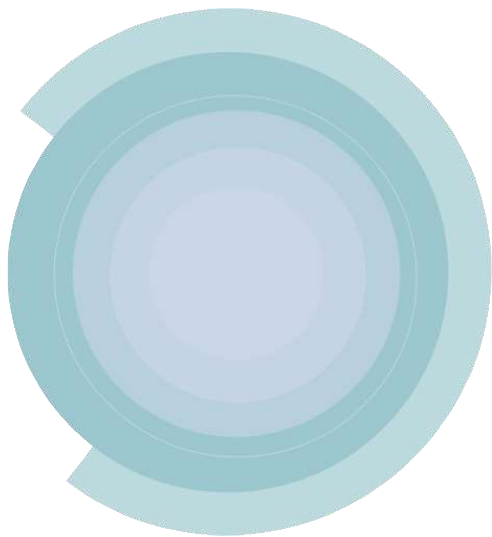
1. Constructing a detailed project plan to include testing for each system across the CalSAWS vendor partners
2. Engaging multiple stakeholders in Discovery workshops to identify user journeys to inform the project plan and inform the other vendors
3. Extending the testing period to provide additional time for CalSAWS core system and BenefitsCal
4. Determining the rollback plan in the case of unexpected significant problems.



Network Updates

Network Roadmap

Long-Term Direction



Phase 1

Planning and setup in preparation for installation



5/26 - 9/26

Phase 3

Cutover the network circuits from TPx management to CalSAWS management



3/27 - 7/27

Phase 5

Move remaining on-premise equipment to the AWS cloud for County connectivity



8/27 - 10/27

Phase 2

Replace router hardware in County with upgraded equipment



9/26 - 2/27

Phase 4

Replace load balancer network hardware



6/27 - 7/27

Future

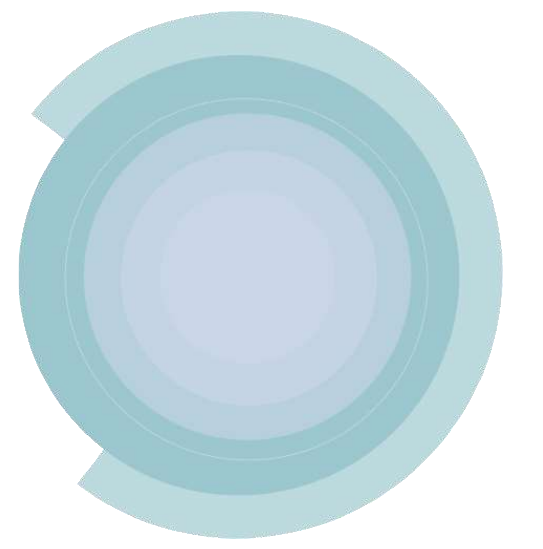
Planning and implementation of additional features enabled by this project



11/27 - On

Network Upgrades

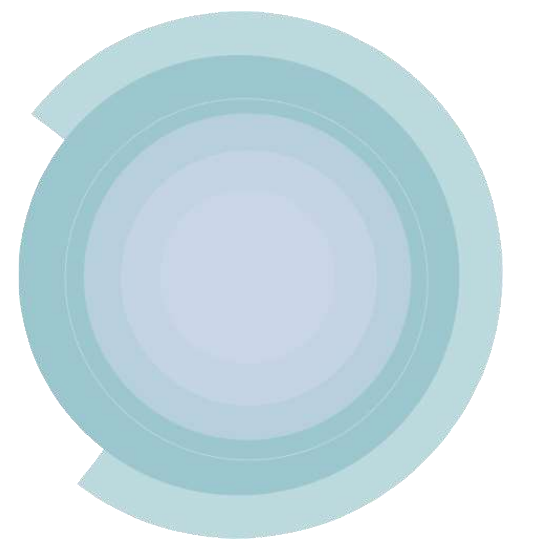
Phase 2 – Hardware Upgrades



- Phase 2 - Upgrade county site network hardware including
 - **POP Counties (43 sites):** Perform a one-for-one replacement of legacy Cisco routers with Palo Alto ION devices
 - **Managed Counties (76 sites):** Deploy Palo Alto ION devices between the TPx service provider equipment and the core switches
- Expected Benefits
 - **Reduced outages:** Decrease the current hardware failure rate and circuit drops with the existing technology
 - **Better performance:** Upgraded endpoints provide higher processing power needed for the high-throughput encryption, deep packet inspection protection, and direct-to-AWS cloud routing
 - **Faster troubleshooting:** Direct access and visibility to detect and fix circuit or connection issues

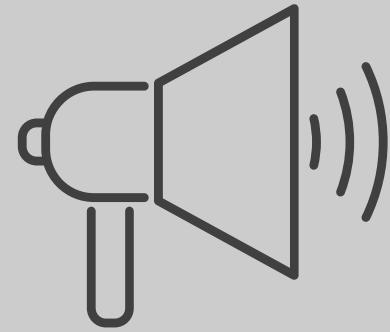
Network Upgrades

Phase 2 – County Engagement



Target September 2026 – February 2027

Planning



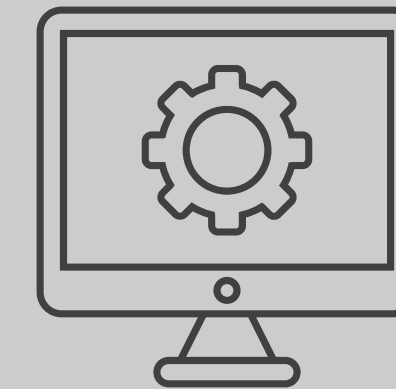
- Initial communications have begun in Monthly Network and PPOC meetings
- Starting in Mid-August, individual County discussions to identify local points of contact and finalize the schedule

Site Surveys/Readiness



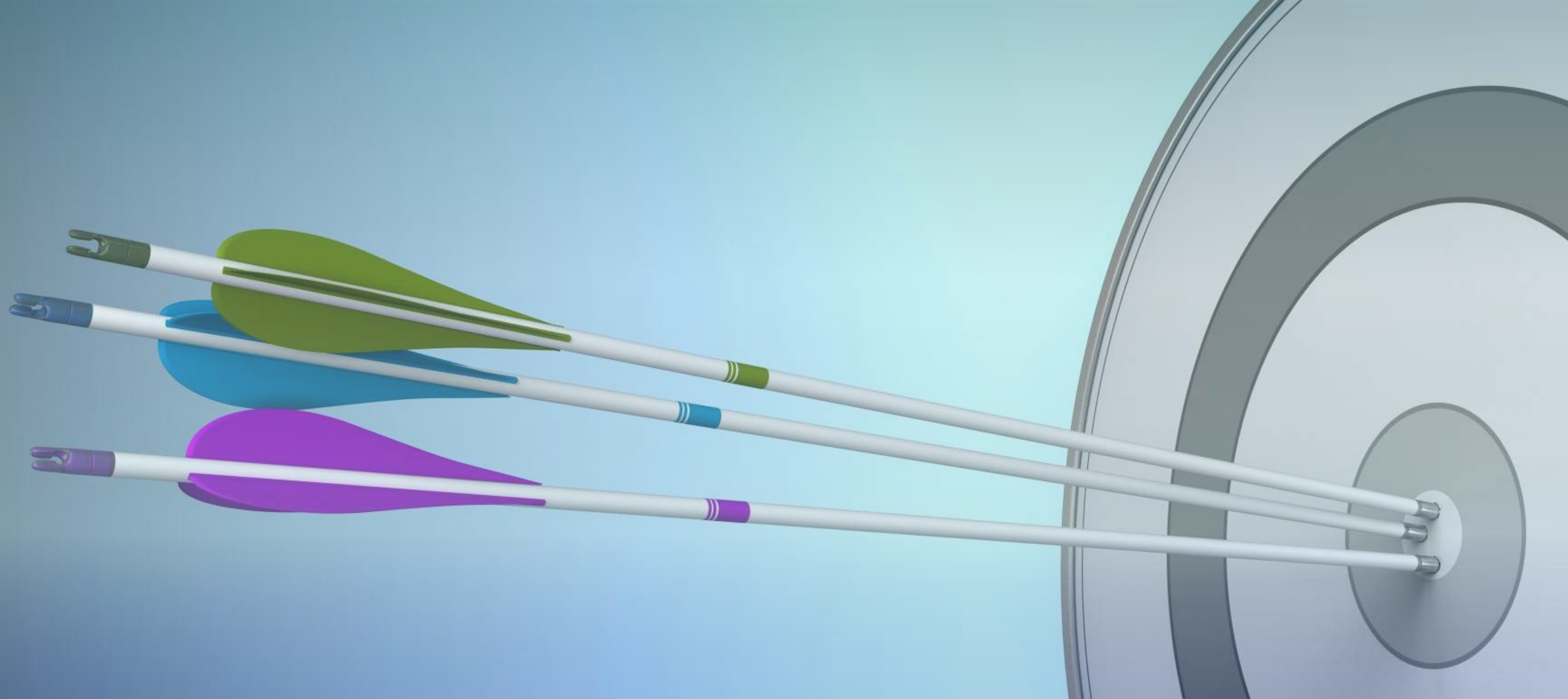
- Work with local IT contacts to confirm rack space, power, and patch cabling requirements for the new devices

Maintenance



- Schedule and coordinate timing for the hardware swap
- Coordinate with Managed Counties to transition routing logic from their existing Core Switches to the new devices

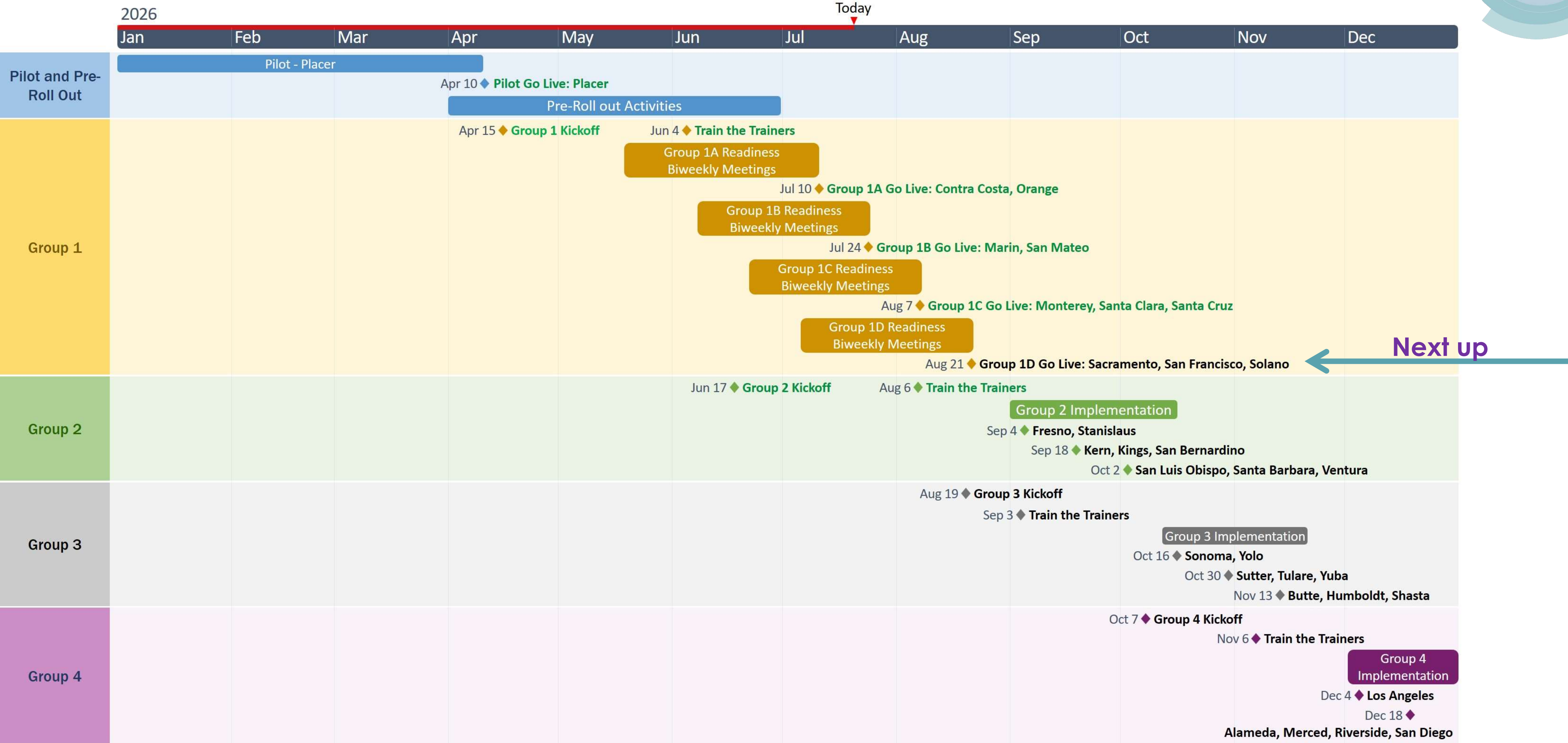
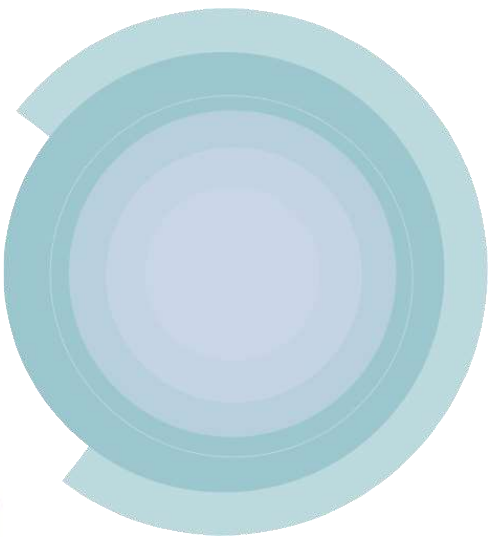
Contact Center Update



Call Summarization

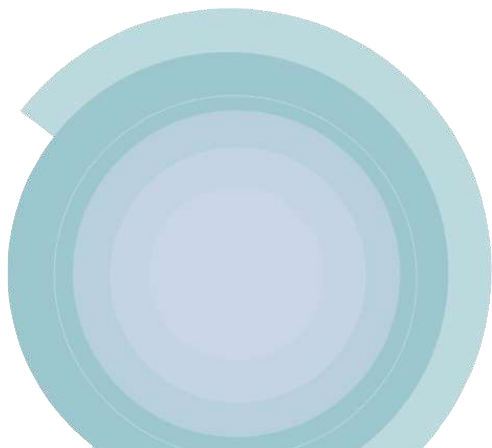
Call Summarization Timeline

Solution Path



Metrics Since Launch

Results from April 10th to July 31st – 5 Counties in the Metrics – 8 Counties Live



Key Performance Metrics

Since Launch
4/10/26 Forward

57,196

Summaries Generated Since Launch

4

Avg Generation Time (Seconds)

100%

% Generated within 60 seconds

Percentage Time Reduction

1.2%

Reduction in ACW

2.8%

Reduction in AHT

Percentage of Content Unedited

81.8%

Call Summary Content Unedited

Observations/Notes

After Call Work (ACW) and Average Handle Time (AHT) are expected to fluctuate widely as new Counties implement the functionality. Placer County, for example is currently at 4.5% reduction in ACW and 5.6% reduction in AHT.

Call Summarization

Project Watch Items

Change Management and Non-Technical

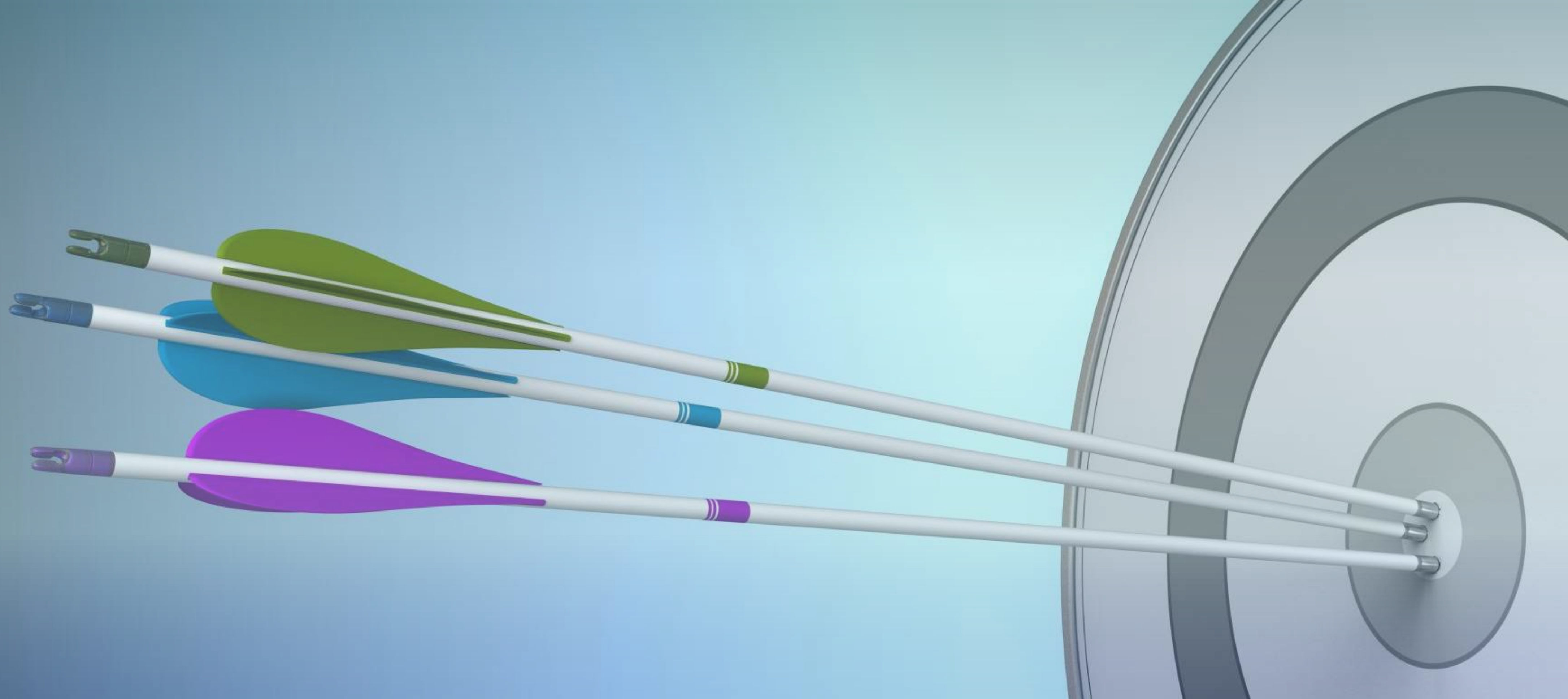
- **County Readiness**
 - See activities for pre-work in the “County Readiness Activities” area of this slide
- **Material/Session Verification**
 - Review of materials (training, readiness, etc.) and sessions post pilot and following waves for improvement as needed

Technical

- **Successful Pilot Completion - COMPLETE**
 - Functionality as expected (Based on errors identified and/or significant editing by a large number of agents)
- **Performance - COMPLETE**
 - Summaries are generated in the expected time

County Readiness Activities

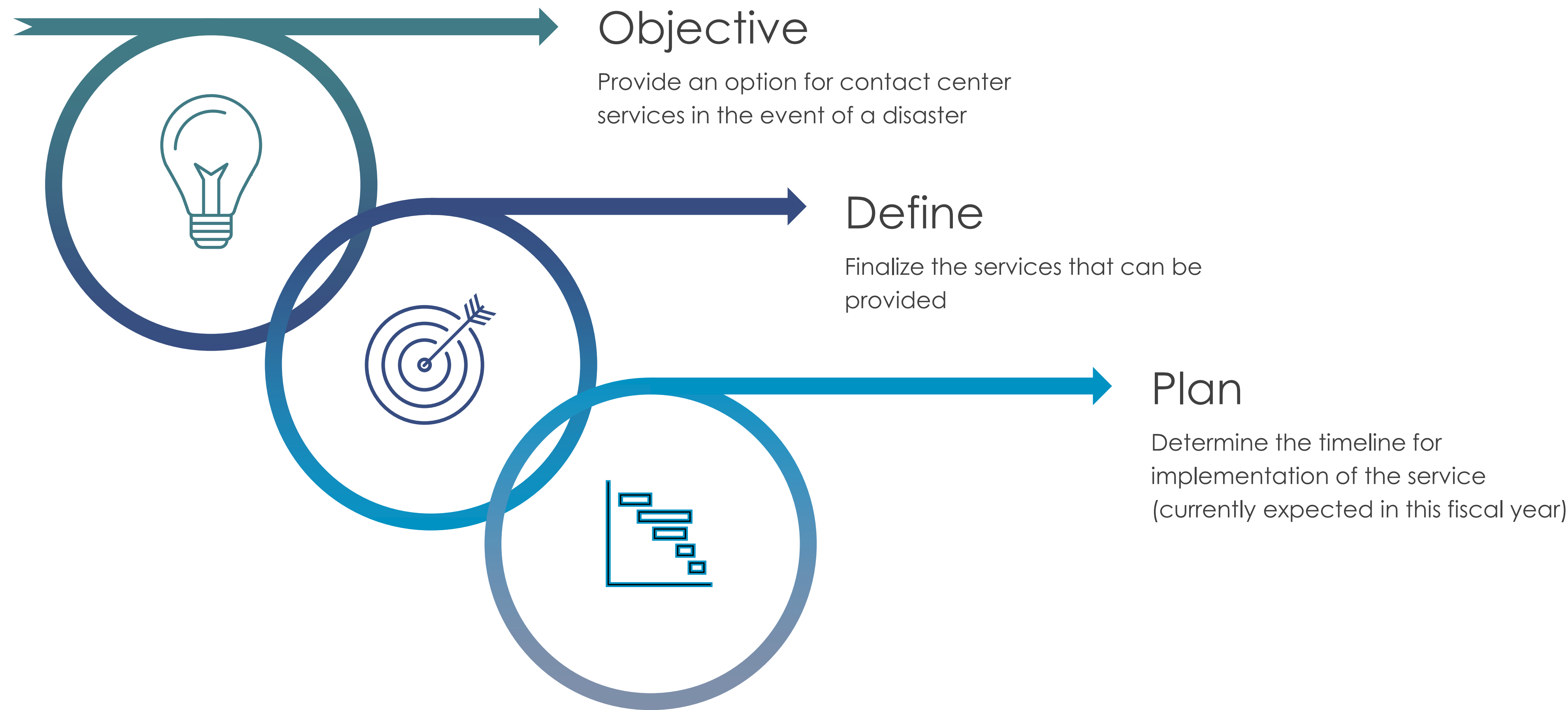
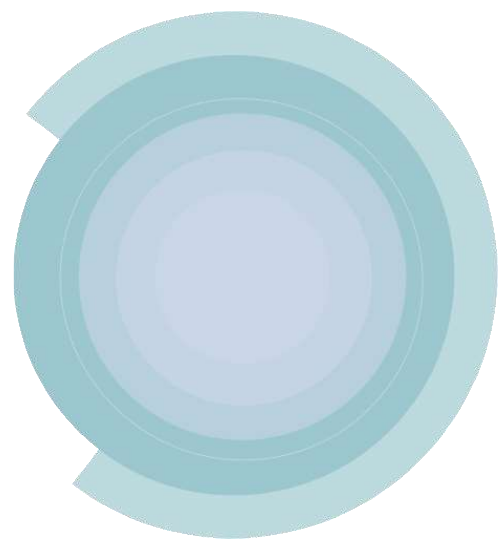
1. Determine if your County has an applicable AI policy and, if so, what information is needed to verify acceptability
2. Consider union related activities, if applicable, and what information is needed to support these communications
3. Consider your testing strategy including roles (agents, supervisors, bilingual, etc.)
4. Begin determining your training and communication plan using the following available materials:
 - Design document
 - Training materials
 - Frequently asked questions
 - Demo videos
 - Readiness checklist



Contact Center Disaster Recovery

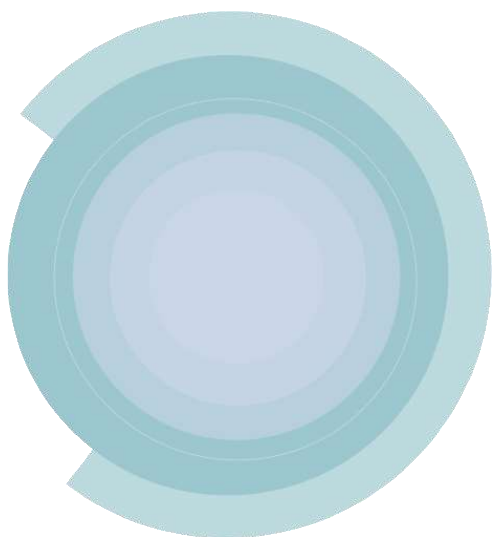
Contact Center Disaster Recovery

Concept



Policy and Release Update

Medi-Cal 2025-26 State Budget Policy Roadmap*



**Sep 21, 2026
(26.09)**

- **CA-300289**- Return Mail File Transfer Changes and Updates - Phase 2 and Re-enable Implementation
- **CA-294491** - ACWDL 25-33: Implementation of State-Funded Aid Codes for Monthly Premiums for Individuals with UIS

Policy effective 8/7/2025 & 1/1/2027



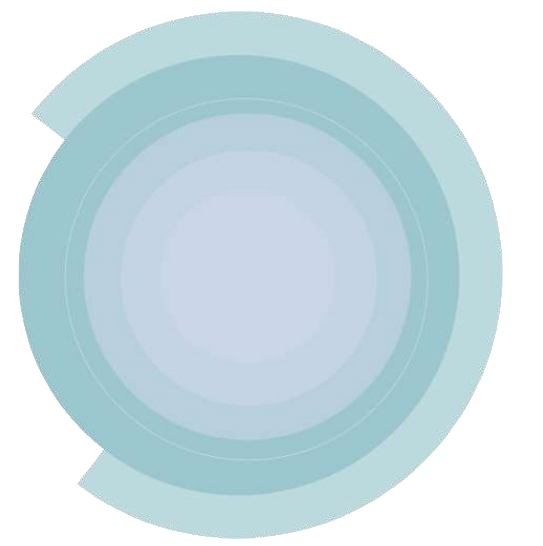
**June 14, 2027
(27.06)**

- **CA-291157** - ACWDL 25-33: Monthly Premium for Adult Members with Unsatisfactory Immigration Status

Policy effective 7/1/2027



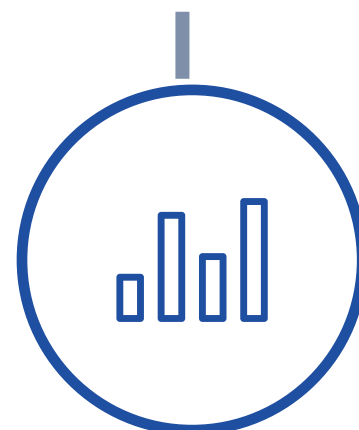
Medi-Cal HR-1 Policy Roadmap*



**June 15, 2026
(26.06)**

- **CA-293020** - Restricting Federal Funding for Certain Qualified Non-Citizens
- **CA-292997/CSPM-80930** - Reduced Timeframes for Retroactive Medi-Cal

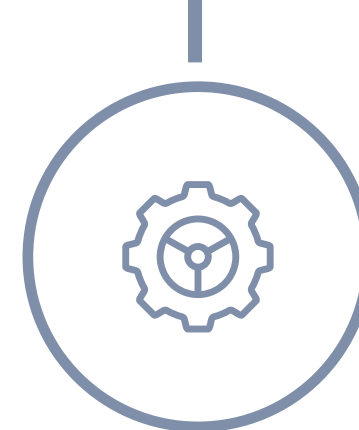
Policy effective 10/1/2026 & 1/1/2027



**Sep 21, 2026
(26.09)**

- **CA-292586/CSPM-80928** - Work and Community Engagement Requirements for New Adult Group
- **CA-292582/CSPM-80929** - Six-month Redeterminations for MAGI New Adult Group
- **CA-300239** - H.R.1 - Restricting Federal Funding for Certain QNCs Phase III

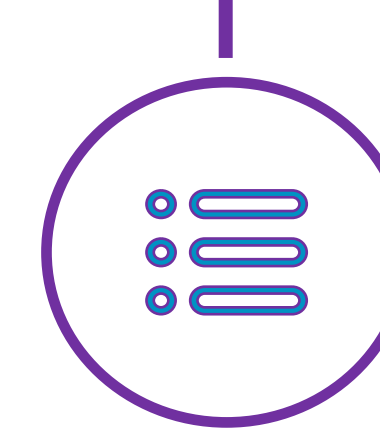
Policy effective 10/1/2026 & 1/1/2027



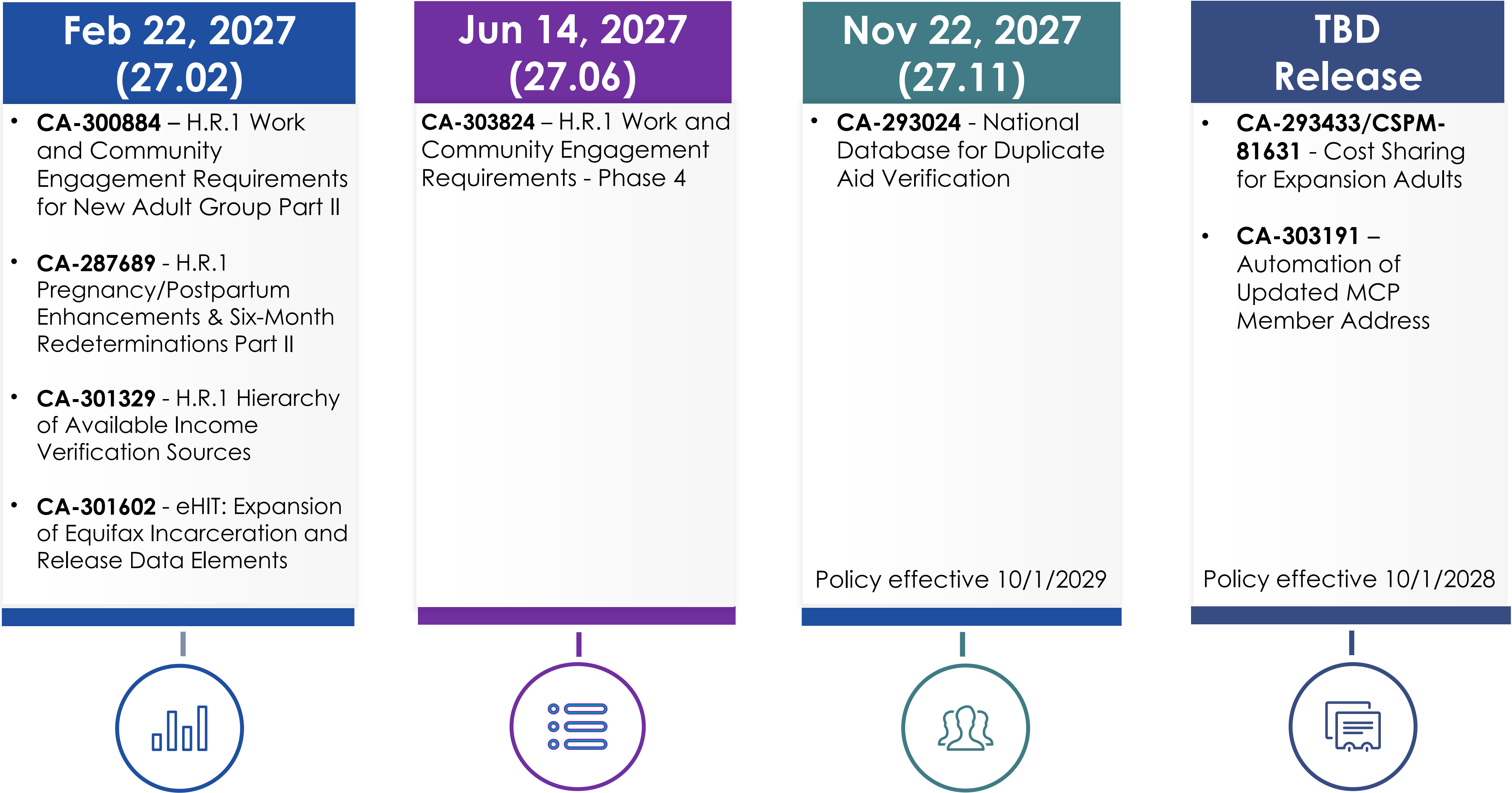
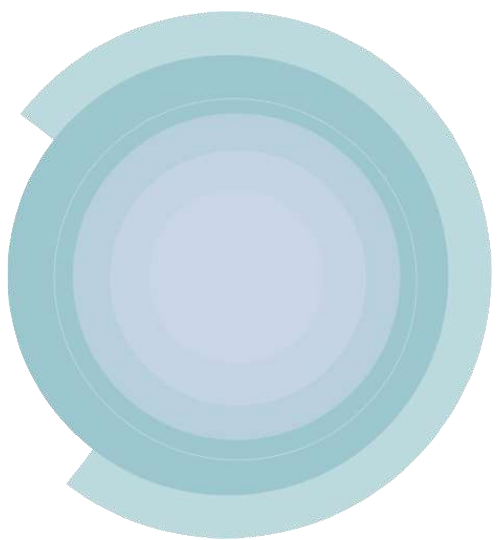
**Nov 23, 2026
(26.11)**

- **CA-286076** – NCOA: Update the Address Prior to Mailing When an Address Change is Reported by a Third Party
- **CA-294490** - Automated Discontinuance Process for PARIS and RVP Matches
- **CA-298078** - Update the DHCS Reports with H.R.1 Updates
- **CA-299032** – Update Management Reports with H.R. 1 Changes
- **CA-296138** – Add Updated Medi-Cal Forms to Template Repository

Policy effective 1/1/2027



Medi-Cal HR-1 Policy Roadmap*



*Target releases are subject to change.

MC HR 1 and VLP Risks

Project Watch Items

Risk 326

- CalSAWS 26.09 and CalHEERS integrated test in progress. H.R. 1 design complexity has resulted in minor design changes
- Risk trending downward

Risk 333

- CalSAWS and CalHEERS integrated test in progress
- Risk trending downward

Risk 326

Lack of timely policy guidance may impact Medi-Cal H.R. 1 delivery schedule

Risk: If policy guidance, project planning and delivery timelines are not met, then the CalSAWS and BenefitsCal system delivery may be delayed.

Mitigation Approach: Mitigation steps defined for planning and each SDLC Phase.

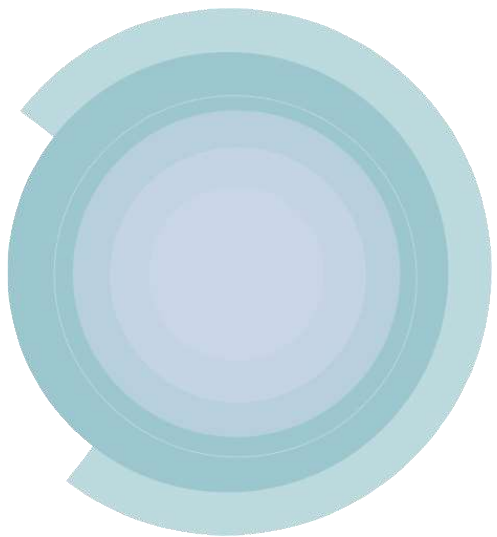
Risk 333

Inclusion of CMS Verify Lawful Presence (VLP) service update in 26.09 may impact ability to implement Medi-Cal eligibility system changes

Risk: If new VLP version with QNC changes requires additional system updates, then the existing 26.09 policy clarifications, designs, test scenarios, and schedule may be impacted.

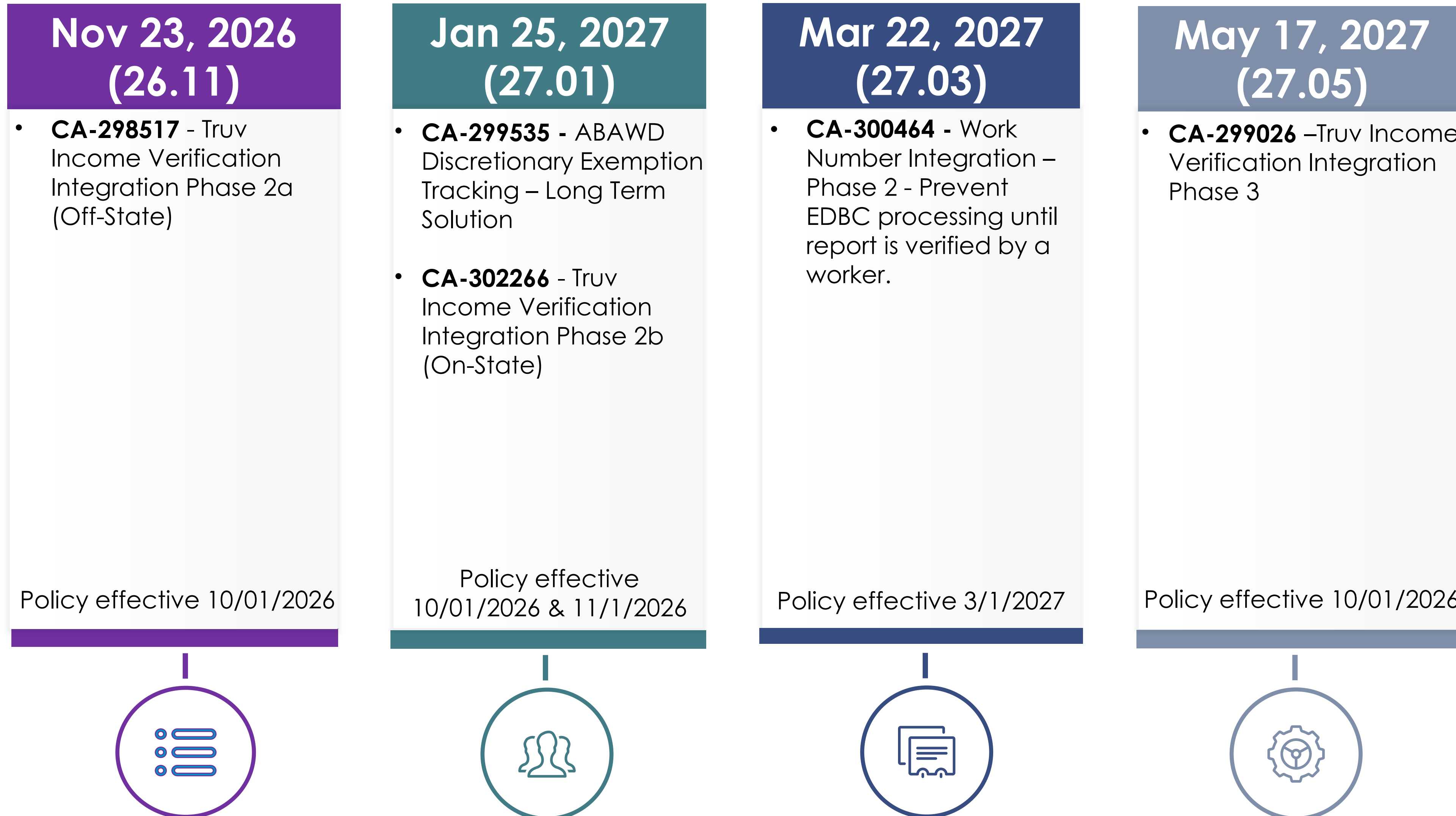
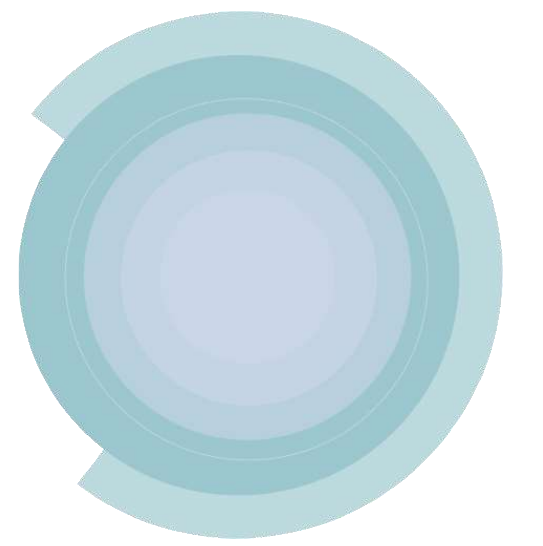
Mitigation Approach: Mitigation steps defined for planning and each SDLC Phase.

CalFresh May Revise & HR-1 Policy Roadmap*



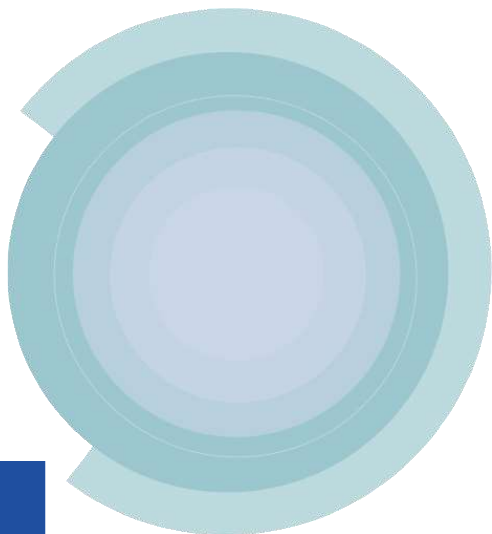
**Target releases are subject to change.*

CalFresh May Revise & HR-1 Policy Roadmap*



Release Update

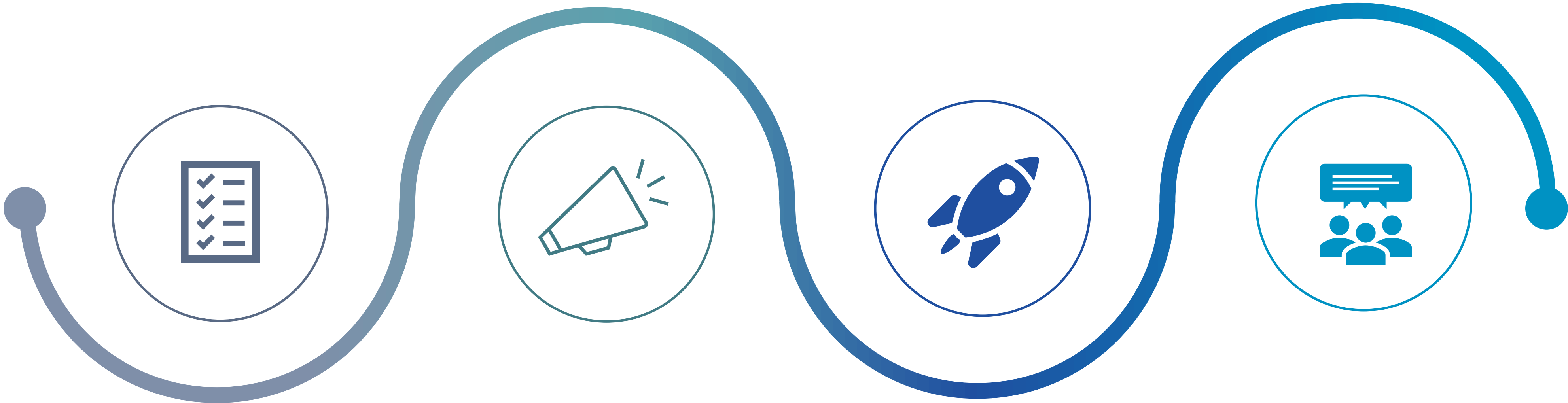
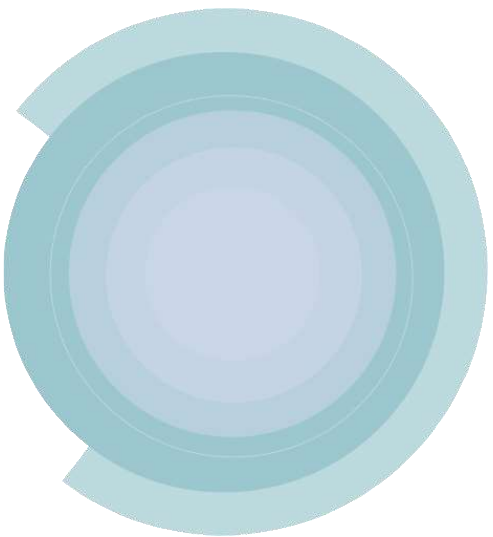
Additional Upcoming Releases



August Priority Releases	September Baseline (9/21/2026)	September & October Priority Releases	November Baseline (11/23/2026) and Priority Releases
8/18/2026: - AAP, FC, KG CNI Rate Increase for Year 2026-2027 COLA Values (CA-290337 & CA-290322) 8/22/2026: - AAP, FC, KG CNI Rate Increase for Year 2026-2027 Batch EDBC Run (CA-290341 & CA-290337)	9/21/2026: - Add NA 274I and J to the CalSAWS Overpayment Packets (CA-280419) - Workload Management Redesign Phase 2 (CA-296514 & CA-293075) - ABAWD Enhancement HR1 Workgroup - Update ABAWD and Work Registration Determinations (CA-298982) - CalFresh Processing HR1 Workgroup - Automated System Error Reviews (Phase 2) (CA-297005)	9/XX/2026: - CalFresh COLA and CalWORKs (CW) IRT Values for 2026-2027 (CA-290478) - CalFresh COLA and CalWORKs (CW) IRT Batch EDBC Run for 2026-2027 (CA-290540)	11/23/2026: - CMSP Eligibility Changes (CA-300677) - CalFresh Processing HR1 Work Group - Targeted nudges and navigation improvements (CA-296573) - Create new page to display Skipped Issuances (CA-274867) - Add Threshold Languages for TNB 4 Recertification Packet AND Add Additional Forms to the TNB RE Packet (CA-256864)

Release and Policy Update

Upcoming Major Release 26.09



TESTING

System Test, QA, and County Validation are in progress

RELEASE COMMUNICATION

Major Upcoming Changes (MUC)

Draft: 07/24/2026
Final: Week of 08/24/2026

Webcast: 09/01/2026

Newsletter and Release Notes: Week of 08/31/2026

DEPLOYMENT

Greenlight: 09/16/2026

Deployment: 09/20/2026

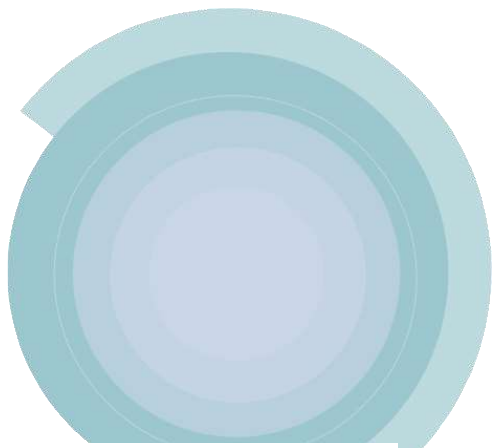
POST RELEASE

Post-Release Daily calls:
09/21/2026 – 09/23/2026

FCED Interface Update

FCED Status

The FCED Project is nearing completion ahead of the October 2026 go-live.



Key Implemented Functionality

- Case Link to establish connectivity with CARES ; Case Unlink to remove connectivity
- 18 API Interfaces Built to Exchange Information with CARES related to Demographics, Documents and Records, Court Information, Program and Placement information, Eligibility and Payments
- 4 FCED Batches to automate batch processing: Case Transfer, Case Worker, Issuance, EDBC
- E-Data from interface available to import on Data Collection screens
- Task generation for information processing
- System-Integrated RFI Communications
- LA - FCED Automation and No-Touch EDBC
- LA - Vendor details transmittal from CARES to CalSAWS
- Case linking of known cases between CARES and CalSAWS at go-live

Key Remainder Functionality

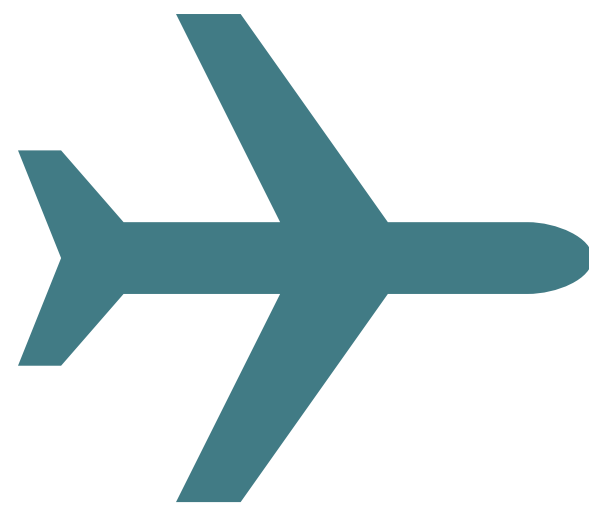
- Program Level Case Link redesign (New)
- FCED Error Handling for inbound transaction scenarios
- LA Automation of Incidental Payment
- Enhancements and Defects that has a CARES Dependency*



Areas of Concern

- * Eight (8) Active CARES Dependency Items for functionality enhancements and deficiencies without firm ETA including:
- CRs: CR20 (Term reason for AAP adoptive parents); CR30 (Static Rate Type); CR31 (Vendor ID for AAP); CR32 (Payee Information),
 - Defects – unable to transfer LA Vendor Extract ; Case Link defects related to CARES data conversion (3)

FCED Inflight Items



Operational Change Management (OCM): Ongoing support for OCM efforts, trainings, and materials. *(Through October 2026)* FCED Readiness Survey was open to County PPOCs July 30 – August 3; OCM team is currently analyzing results and will deliver a summary with recommended strategies to address barriers or concerns. *(Next week)*



Production Simulation: Ongoing support for County User testing in the Production Simulation Environment including office hours, defect resolution, and demos, CRFI-26-31 for production data clean up prior to go-live *(Through October 2026)*



Functional Solutioning for Must-Have Items: Design sessions and communication with FCED BAs continue to iron out details of the pending must-have items *(Through October 2026)*



Tracking to Go-Live: CWDA requested a go-live delay letter *(dated 7/14)*, Project will continue tracking activities to October 2026. If CARES is not ready for go-live, CalSAWS operations and benefit issuance will continue through existing processes and interim workarounds. *(Mitigation Plan)*



Tiered Rate Structure (TRS) CR: Pending implementation of a tiered rate structure for CWS vendor payments will be supported by FCED functionality *(Discovery Sessions with CARES to start August 10th)*

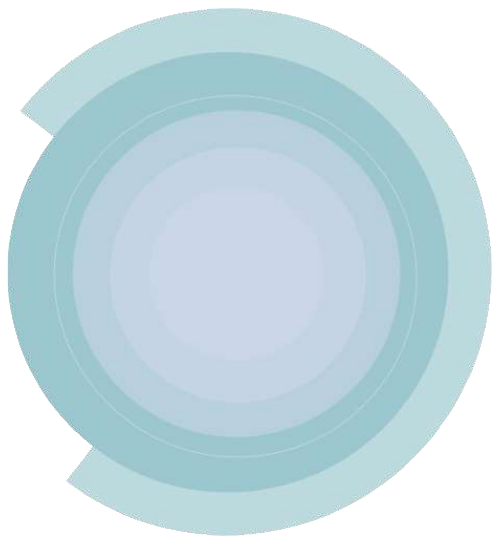


CARES Training Support: Ongoing CalSAWS project support for CARES ‘Train the Trainer’ (TTT) and ‘Instructor Led Training’ (ILT) trainings *(August-September 2026)*

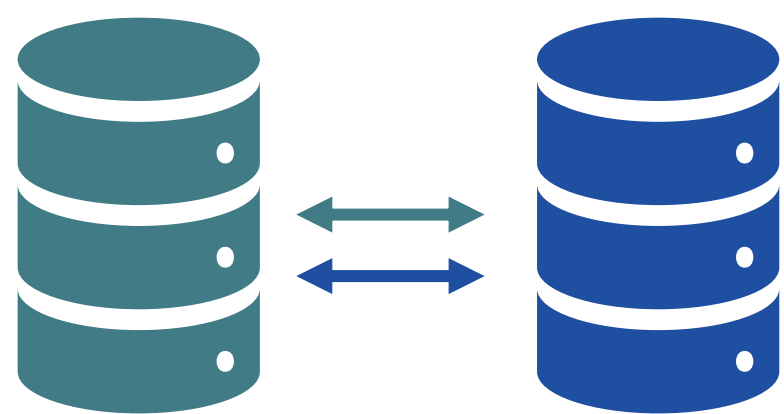
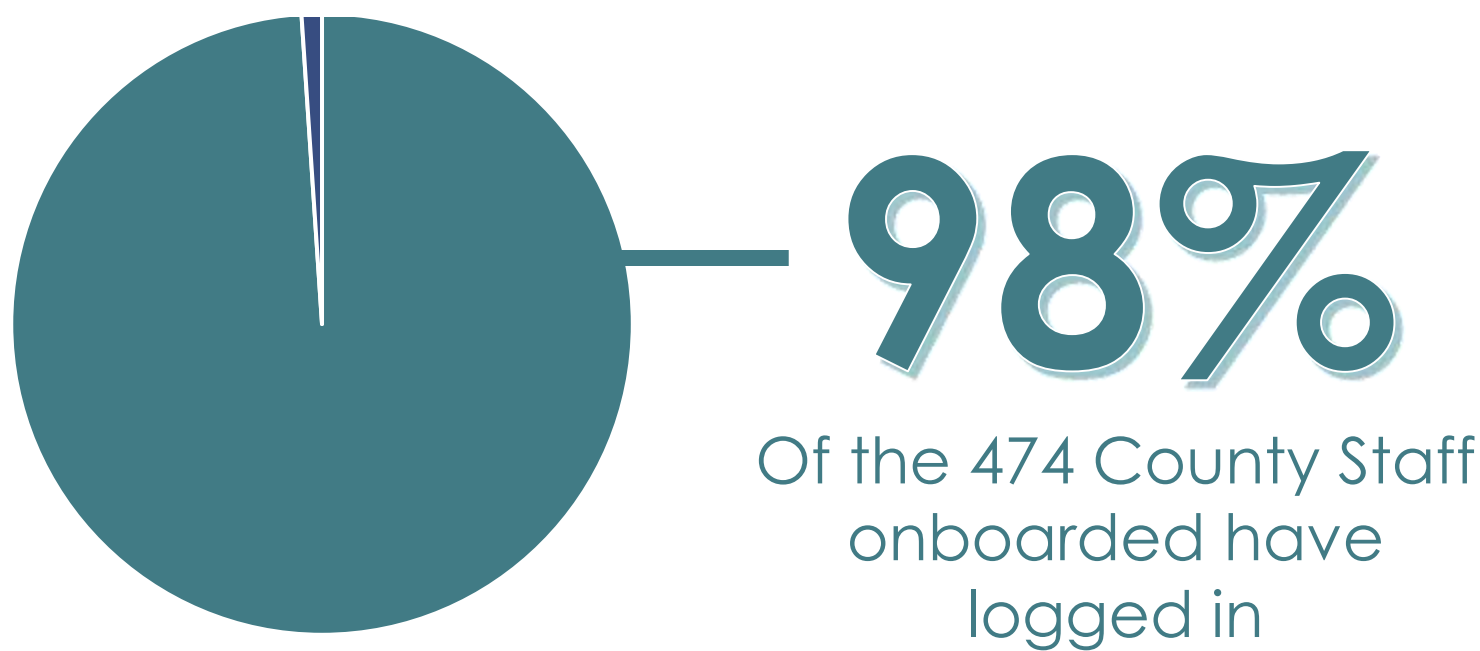
Production Simulation

Provides county users with an opportunity to get a hands-on experience with CARES FCED functionality in a sandbox environment prior to October 2026 go-live

Start Date	Current Status
June 22, 2026	In Progress



Testing Statistics as of 7/31

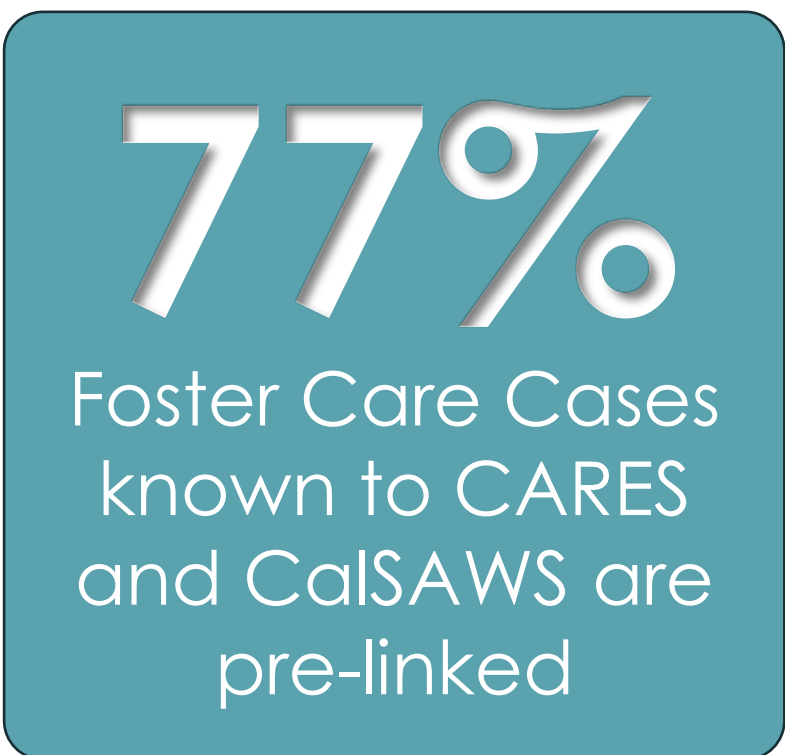
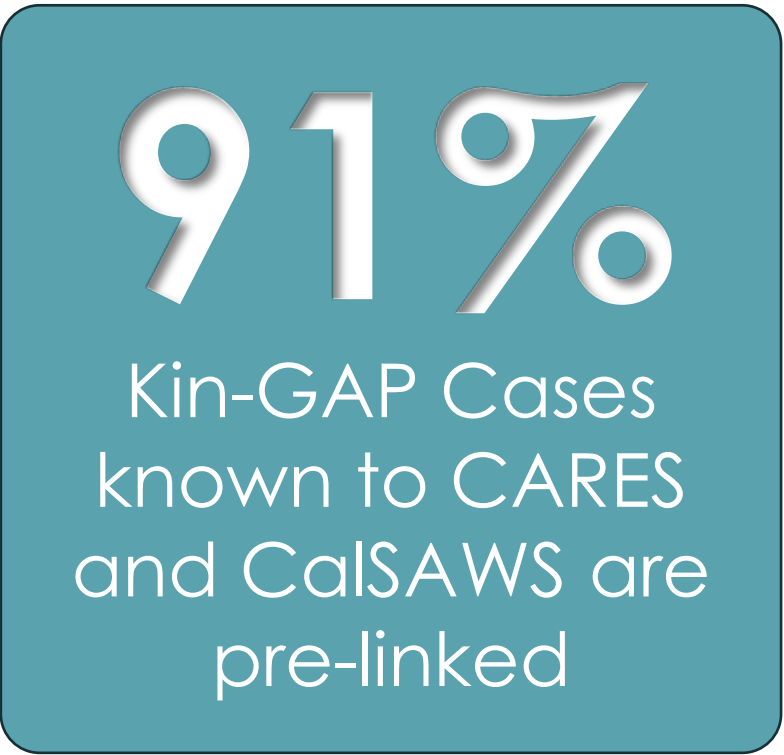
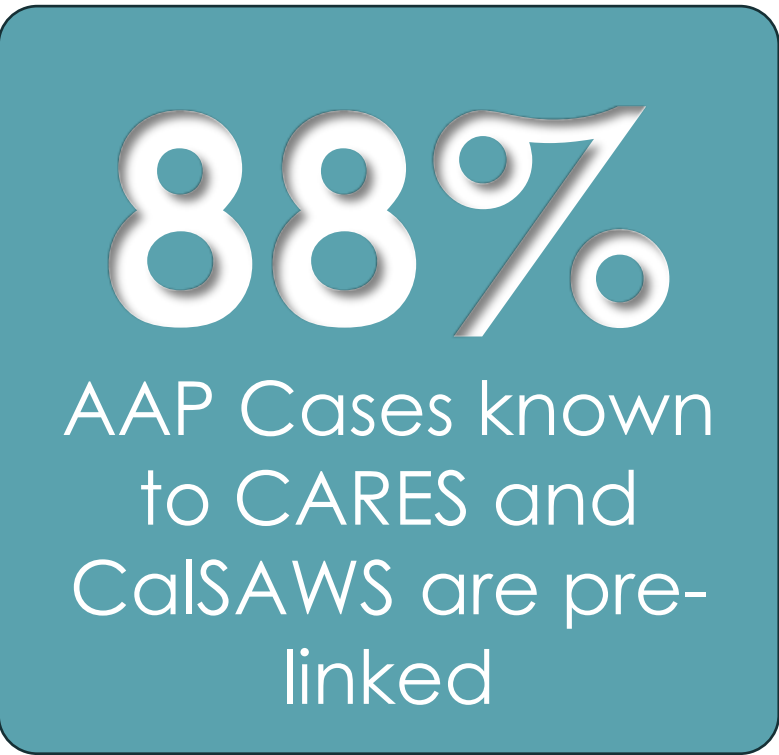


32
Counties with transaction Activity

By the Numbers



Case Link Match



Risk 346

CARES is currently unable to transmit the Vendor Extract File in the Production Simulation environment, and blocking LA County's validation of the functionality.

Mitigation Actions:

- The CalSAWS project team will test scenarios using mocked data files within the CalSAWS environment to simulate automated file processing. The team will also continue to collaborate and support any additional testing requested by the CARES team once the fix is implemented.

Risk 344

CARES QA unstable builds prevent the successful completion of QA test cycles.

Mitigation Actions:

- Re-evaluate CalSAWS QA access to the CARES QA environment
- Cares review and enhance CARES development and deployment practices to improve build stability and reduce recurring defects.
- Prioritize critical testing: Focus testing on business-critical, regulatory, and go-live scenarios first. Defer lower-priority or cosmetic testing if necessary.
- Implement risk-based testing: Concentrate on high-risk functionality and areas impacted by recent changes rather than attempting full regression on every build.

Risk 345

Case-link match rates between new CWS-CARES and CalSAWS are below the prior CWS-CMS baseline match rates.

Mitigation Actions:

- The CalSAWS project team will continue to collaborate with the CARES team through iterative testing and defect remediation cycles once the CARES fix is implemented. The team will support repeated match runs, validate corrections, and provide ongoing support to enable case links as fixes are received and verified.

Risk 324

Delay in communication may impact CalSAWS participation in the Production Simulation activity prior to go-live

Mitigation Actions:

- Prod Sim - county executions officially began 6/22
- Case Links enabled and shared with the Counties as a testing resource
- CalSAWS requested participant POCs, county wise, from CARES to share with the county staff for collaboration during Prod Sim. CARES evaluation is in progress.
- This risk remains open for continued monitoring and tracking against production simulation activities.

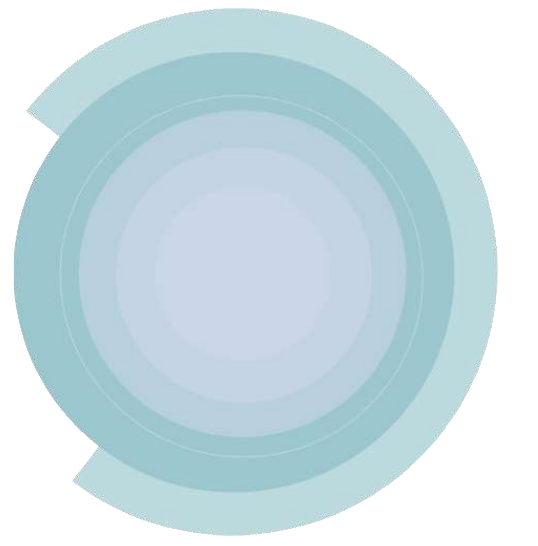
Risk 334

Lack of transmitting foster care vendor information to CalSAWS increases county vendor maintenance

Mitigation Actions: Vendor (Resource) are communicated via the Placement API, and users will request maintenance or add of resources through existing communication approach. Risk remains open to track the strategic solution for receiving vendor API information for the 57 counties post v1, post October go-live.

Closed Session

Closed Session

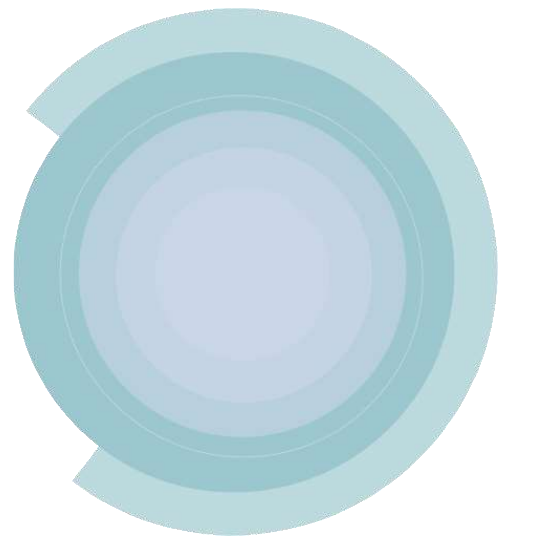


15. Public Employment (Executive Director) (Gov. Code §§ 54954.5(e), 54957(b)(1)).

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

Reconvene Open Session

Reconvene Open Session



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

Adjourn Meeting