CalSAWS | Minutes

Meeting:	JPA Board of Directors
Location:	CalSAWS 11971 Foundation Place, Suite 300, Gold River, CA 95670
Date:	Friday, July 17, 2026
Time:	9:30 a.m.
Present:	In person: Brandon Hansard, State Ex-Officio – Member; Ethan Dye, Region 2 – Member; and Michael Sylvester, Region 6 – Chair Zoom: Roderick Franks, Region 1 – Vice-Chair; Bill Wathen, Region 3 – Member; Francena Martinez, Region 4 – Member; James Locurto, Region 5 – Member; Alberto Banuelos, Region 5 – Member; Veronica Rodriguez, Region 5 – Member; and Kristin Stranger, Region 6 – Member; and Rogelio Tapia, Region 6 – Member
Absent:	Eilona Betkolia-Gevargiz, Region 1 – Member; and Chris Woods, Region 4 – Member
Facilitator:	Holly Murphy, CalSAWS Acting Executive Director and Chief Administrative Officer

Topic

1. Call Meeting to Order

Summary: Chair, Michael Sylvester, called the meeting to order at 9:31 a.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 June 26, 2026, joint meetings of the JPA Member Representatives and Board of Directors.**
- **b. Approval of CBIZ CPAs and Marcum Technology Agreement for SOC 2 and NIST 800-53 auditing services.**
- **c. Approval of Memorandum of Understanding (MOU) between CalSAWS and Equifax for the exchange of client data to facilitate employment and income verification.**
- **d. Approval of Memorandum of Understanding (MOU) between CalSAWS and Truv for the exchange of client data to facilitate employment and income verification.**

Topic

e. **Approval of Gainwell Central Print Change Order 6, which includes six (6) premise items.**

f. **Approval of Gainwell Infrastructure Change Order 10, which includes four (4) premise items and ten (10) county purchases.**

g. **Approval of Deloitte M&E Change Order 10, which includes seven (7) premise items and three (3) county purchases.**

h. **Approval of Deloitte Portal Mobile Work Order 24, which includes six (6) premise items.**

i. **Approval of ClearBest QA Work Order 1, which includes fourteen (14) premise items.**

j. **Approval of Accenture BenefitsCal Change Order 1, which includes two (2) premise items.**

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

*Action item – Research ways CalSAWS could proactively provide more transparency to counties regarding county purchases.

Motion to Approve was made by Member, Ethan Dye.
Motion was seconded by Chair, Michael Sylvester.
Vice-Chair, Roderick Franks, voted to approve.
Member, Bill Wathen, 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.
Member, Rogelio Tapia, voted to approve.
Members, Eliona Betkolia-Gevargiz and Chris Woods, were absent from vote.
Member, Alberto Banuelos, attended but was not eligible to vote.
Vote was taken via roll call and the Motion passed.

Informational Items

5. Innovation Introduction

Summary: Holly Murphy and Sandeep Aji introduced Innovation.

6. Workload Management

- **Retrospective**
- **Phases 2 & 3**

Summary: Jerald Nielson and Dan Dean provided an update on Workload Management.

7. Policy and Release Update

- **Medi-Cal**
- **CalFresh**

Topic

- **ABAWD**

Summary: Sharon Teramura and Roger Perez provided an update on Policy and Release.

*Public comment made by Heather Willoughby.

8. **BenefitsCal Update**
   - **CalFresh ABAWD Time Limits**
   - **Income Verification (Truv)**
   - **Medi-Cal HR1**

Summary: Fred Gains provided an update on BenefitsCal.

9. **Foster Care Eligibility Determination (FCED) Update**
   - **Production Simulation**
   - **Implementation Support Plans**
   - **Mitigation Plans**

Summary: Corey Morris provided an update on Foster Care Eligibility Determination (FCED).

10. **Data & Analytics Update**
    - **Results to Date**
    - **Upcoming Plans**

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

11. **Infrastructure Update**
    - **Identity Access Management**
    - **Hyland Upgrade**

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

12. **Contact Center Updates**
    - **Call Summarization**
    - **Reporting Replacement**

Summary: Dawn Wilder provided updates on Contact Center.

Topic

*Action item – Meet with Kristin Stranger and Ethan Dye to discuss Contact Center topics.

*Public comment made by Heather Willoughby, CCWRO.

13. Release of Information (ROI) Update

Summary: Fred Gains and Jason Horton provided an update on Release of Information (ROI).

*Public comment made by Jennifer Tracy.

*Action item – Research the possibility of front loading the Medi-Cal renew dates into BenefitsCal for ROI purposes.

14. 2026 CalSAWS Conference Debrief

- **Future of JPA Member Representatives Meeting**

Summary: Holly Murphy and Wendy Battermann debriefed the 2026 CalSAWS Conference.

*Public comment made by Jennifer Tracy.

Closed Session

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

Reconvene Open Session

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

Summary: No reportable action taken.

17. Adjourn Meeting

Summary: JPA Board Chair Michael Sylvester adjourned the meeting at 12:06 p.m.

Follow Up

#	Action Item	Who	Due	Status
1	Provide a quarterly update on recruitment with the Fiscal Report.	Holly Murphy	August 2026	Closed

#	Action Item	Who	Due	Status
2	Present defect statistics for Onshore vs. Offshore work beginning in May and quarterly thereafter.	Vendor Executives	August 2026	Closed
3	Provide CalSAWS System stability, tickets, and defect stats routinely, including Hyland SLAs.	Lisa Salas Rajesh Tahaliyani Dawn Wilder Hyland	August 2026	Closed
4	Provide BenefitsCal monthly metrics.	Lisa Salas Fred Gains Onur Senman	July 2026	Closed
5	Plan analytics demonstration sessions for directors and look into partnering with CWDA.	Jerry Nielson Sandeep Aji	ASAP	Open
6	Provide monthly status updates to the Board regarding the Analytics project.	Rajesh Tahaliyani	Ongoing	Open
7	Provide monthly status updates to the Board regarding the Infrastructure updates.	Dawn Wilder	Ongoing	Closed
8	Include a Risk matrix for the IAM Replacement and Oracle Infrastructure projects.	Dawn Wilder	July 2026	Closed
9	Policy & Release: ▪ 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.	Rachel Hernandez Roger Perez	July 2026	Closed
10	Prioritization Process: Bring a final prioritization process and updated handbook to the Board for a vote. Include estimated timelines within the process document.	Holly Murphy	September 2026	Open

#	Action Item	Who	Due	Status
11	Research ways CalSAWS could proactively provide more transparency to counties regarding county purchases.	Holly Murphy	August 2026	Open
12	Meet with Kristin Stranger and Ethan Dye to discuss Contact Center topics.	Dawn Wilder	August 2026	Open
13	Research the possibility of front loading the Medi-Cal renew dates into BenefitsCal for ROI purposes.	Fred Gains	August 2026	Open
14	Provide quarterly updates for financial, staffing, and performance metrics.	CPMO Vendor Executives	August 2026	Ongoing
15	Provide monthly risk and performance updates.	Risk Owners	August 2026	Ongoing

Next Meeting
In-Person/Zoom
Friday, August 14, 2026
12:30 p.m. – 3:00 p.m.
Library Galleria
828 I Street
Sacramento, CA 95814