

CalSAWS | Minutes

Meeting: JPA Board of Directors
Location: Library Galleria 828 I Street, Sacramento, CA 95814
Date: Friday, August 14, 2026
Time: 12:30 p.m. – 3:00 p.m.
Present: In person: Stephen Zaretsky, State Ex-Officio – Member; Roderick Franks, Region 1 – Vice-Chair; Ethan Dye, Region 2 – Member; Chris Woods, Region 4 – Member; Francena Martinez, Region 4 – Member; Alberto Banuelos, Region 5 – 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: Eilona Betkolia-Gevargiz, Region 1 – 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 12:30 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 July 17, 2026, meeting of the JPA Board of Directors.
 - b. Approval of Deloitte M&E Change Order 11, which includes six (6) premise items, Identity Access Management (IAM) replacement, SFY shifts 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.
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Topic

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

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, Alberto Banuelos.
Vice-Chair, Roderick Franks, 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, Eliona Betkolia-Gevargiz, was absent from vote.
Vote was taken via roll call and the Motion passed.

Informational Items

5. CalSAWS Conference Planning Survey Results

Summary: Holly Murphy provided results from the CalSAWS Conference Planning Survey.

6. Quarterly PMO Update

- **Fiscal**
- **Staffing**
- **Procurement**

Summary: Holly Murphy provided an update on Quarterly PMO.

7. Quarterly Performance Updates

- **SLAs**
- **Metrics**
- **Defects**

Summary: Dawn Wilder, Sara Kiewet, Rajesh Tahaliyani, and Onur Senman provided updates on Quarterly Performance.

Topic

*Action item – Compare the number of defects year over year in the Quarterly Report.

8. Innovation Process Update

Summary: Holly Murphy and Sandeep Aji provided an update on Innovation Process.

*Public comment made by Jessica Abernathy, CDSS.

9. Analytics Update

Summary: Rajesh Tahaliyani provided an update on Analytics.

10. BenefitsCal Update

- HR1 Update
- Truv

Summary: Fred Gains and Lisa Salas provided an update on BenefitsCal.

*Action item – List Truv as its own agenda topic.

11. Infrastructure Update

- Oracle@AWS
- IAM
- Network Update

Summary: Dawn Wilder provided an update on Infrastructure.

12. Contact Center Update

- Call Summarization
- Contact Center DR

Summary: Dawn Wilder provided an update on Contact Center.

13. Policy and Release Update

- Medi-Cal
 - CalFresh
 - Upcoming 26.09 Release
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Topic

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

*Action item – Research possibility of adding a blank Self Attestation form to all renewal packets.

14. FCED Update

Summary: Corey Morris provided an update on FCED.

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 3:02 p.m.

Follow Up

#	Action Item	Who	Due	Status
1	Plan analytics demonstration sessions for directors and look into partnering with CWDA.	Jerry Nielson Sandeep Aji	ASAP	Open
2	Provide monthly status updates to the Board regarding the Analytics project.	Rajesh Tahaliyani	Ongoing	Open
3	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
4	Research ways CalSAWS could proactively provide more transparency to counties regarding county purchases.	Holly Murphy	August 2026	Closed
5	Meet with Kristin Stranger and Ethan Dye to discuss Contact Center topics.	Dawn Wilder	August 2026	Closed
6	Research the possibility of front loading the Medi-Cal renew dates into BenefitsCal for ROI purposes.	Fred Gains	September 2026	Open
7	Provide quarterly updates for financial, staffing, and performance metrics.	CPMO Vendor Executives	November 2026	Ongoing
8	Provide monthly risk and performance updates.	Risk Owners	September 2026	Ongoing
9	Compare the number of defects year over year in the Quarterly Report.	Rajesh Tahaliyani	November 2026	Open
10	List Truv as its own agenda topic.	Lisa Salas Fred Gains	September 2026	Open
11	Research possibility of adding a blank Self Attestation form to all renewal packets.	Sharon Teramura Gloria Williams Dawn Wilder	September 2026	Open

Next Meeting

In-Person/Zoom
 Friday, September 11, 2026
 12:30 p.m. – 3:00 p.m.
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