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**JULY 26, 2022**

**AGENDA ITEM 2  
ACTION ITEM**

**SCHOLARSHARE INVESTMENT BOARD**

*Resolution to Approve Amendment to Agreement No. SIB 08-21 for Call Center Services for the California Kids Investment and Development Savings Program*

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***Recommendation***

ScholarShare Investment Board (SIB or Board) staff recommend the Board adopt Resolution No. 2022-16 approving an amendment to Agreement No. SIB 08-21 with the Foundation for California Community Colleges for call center services for the California Kids Investment and Development Savings Program (CaKIDS or Program).

***Background***

CaKIDS, California's statewide children's savings account (CSA) program, was established through the signing of Senate Bill 77 in July 2019 and further expanded in July 2021 through the signing of Assembly Bill 132. To fulfill statutory obligations in administering CaKIDS, SIB required call center services to support the Program.

In March 2022, the Board approved an agreement for call center services for CaKIDS. The contract, Agreement No. SIB 08-21 (Contract), with the Foundation for California Community Colleges (Foundation) was executed in June 2022. Pursuant to the Contract, the Foundation provides call center services for CaKIDS. The services include, but are not limited to, procuring a toll-free number, hosting a multilingual call center to respond to Program inquiries, and monitoring and reporting key customer services metrics.

While implementing the Program, SIB has determined that certain changes to the Contract are necessary to address additional requirements from the agencies that provide the data for the Program. SIB is working closely with the Foundation in implementing these changes and upon the Board's approval, will take the next steps to execute this amendment to the Contract. The amendment will not include any changes to the term or maximum amount of the Contract.

***Presenters***

Julio Martinez, Executive Director, ScholarShare Investment Board  
Stanley Zeto, Deputy Executive Director, ScholarShare Investment Board  
Noah Lightman, Manager, CSA Initiatives, ScholarShare Investment Board

## RESOLUTION NO. 2022-16

### RESOLUTION OF THE SCHOLARSHARE INVESTMENT BOARD RELATING TO THE APPROVAL OF AN AMENDMENT TO AGREEMENT NO. SIB 08-21 WITH THE FOUNDATION FOR CALIFORNIA COMMUNITY COLLEGES FOR CALL CENTER SERVICES FOR THE CALIFORNIA KIDS INVESTMENT AND DEVELOPMENT SAVINGS PROGRAM

**WHEREAS**, the ScholarShare Investment Board (“SIB” or the “Board”) was created under Education Code section 69980 et seq. (the “Golden State ScholarShare Trust Act” or “Act”);

**WHEREAS**, the Board, pursuant to Education Code Section 69996.4 (j), has authority to contract for goods and services as necessary for the purpose of rendering professional and technical assistance for the administration of the California Kids Investment and Development Savings Program (“CalKIDS” or “Program”);

**WHEREAS**, the Board, pursuant to Education Code section 69981(c)(10), may authorize the executive director of the Board (“Executive Director”) to enter into contracts on behalf of the Board or conduct any business necessary for the efficient operations of the Board;

**WHEREAS**, a contractor is necessary to provide call centers services the Program;

**WHEREAS**, the Board approved an agreement for call center services for CalKIDS at the March 23, 2022 Board meeting;

**WHEREAS**, Agreement No. SIB 08-21 (the “Agreement”) with the Foundation for California Community Colleges (“Foundation”) was executed in June 2022 and provides call center services for Program; and

**WHEREAS**, while implementing the Program, SIB has determined certain changes to the Agreement are necessary to address additional requirements from the agencies that provide the data for the Program.

**NOW, THEREFORE, BE IT RESOLVED**, that the Executive Director is hereby authorized to negotiate, execute necessary documents, and take whatever steps necessary to obtain all required approvals for an amendment to the Agreement with the Foundation as it relates to changes to meet additional data requirements for the Program.

Attest: \_\_\_\_\_  
Chairperson

Date of Adoption: \_\_\_\_\_