CalSAWS Consortium
Project Steering Committee
Meeting Minutes
September 17, 2020

Location: CalSAWS Rancho Cordova
                  11290 Pyrites Way, Suite 150
                  Rancho Cordova CA 95670

Committee Members Present via Conference Call/Webcast:
          Region 1 – Jessica Paran
          Region 1 – Clarisa Simon
          Region 2 – Ethan Dye
          Region 4 – Cindy Uetz
          Region 4 – Vienna Barnes
          Region 5 – Gilbert Ramos
          Region 5 – Alberto Banuelos
          Region 5 – Rocio Aguiniga
          Region 6 – Winna Crichlow
          Region 6 – Luther Evans
          Region 6 – Vicki Moore

Committee Members Absent via Conference Call/Webcast:
          Region 3 – Kelly Hampton

Facilitator:
          John Boule, CalSAWS Executive Director

1. **Co-Chair Alberto Banuelos convened the meeting at 8:30 a.m.**
2. **Agenda Review**
3. **Public opportunity to speak on items not on the Agenda.**
   - None

PSC Action Items

4. **Approval of the Minutes of the August 20, 2020 PSC Meeting and review of Action Items.**
   - **DEI Discussion**

Summary: The Consortium is seeking PSC approval of the Minutes from August 20, 2020 CalSAWS PSC Meeting and review of Action Items. John Boule provided an update on the DEI Discussion.

Action Items from previous meetings:
          Action Item 1 – Automated Assistants/Bots: Ongoing – The Los Angeles Bot is still on hold due to COVID 19, but the Project continues to work on a detailed scope for San Bernardino County.
          Action Item 2 – CalSAWS Recruitments: Ongoing – On Today's agenda.
          Action Item 3 – Analytics Reporting Design Development of Implementation: Ongoing – On Today's agenda.

Action Item 4 – OCAT UAT and Training Communication Plan: Closed and being removed.
Action Item 5 – DEI Activities: Open – On August 20, 2020 the Project's advocate partners submitted a written comment regarding Diversity, Equity, and Inclusion (DEI) and requested that CalSAWS be more deliberative about our process for them. A tracking sheet for DEI recommendations and requests has been developed. The Consortium has begun drafting a position description for a Diversity and Vendor Engagement Officer. John Boule provided an overview of DEI items requested by the Advocate Stakeholders and a listing of DEI items identified by CalSAWS.
Action Item 6 – Emergency Allotment: Open

Motion to approve was made by Member Ethan Dye.
Motion was seconded by member Rocio Aguiniga.
Member, Jessica Paran, voted to approve.
Member, Vienna Barnes, voted to approve.
Co-Chair, Cindy Uetz, voted to approve.
Member, Gilbert Ramos, voted to approve.
Co-Chair, Alberto Banuelos, voted to approve.
Co-Chair, Winna Crichlow, voted to approve.
Member, Luther Evans, voted to approve.
Member, Vicki Moore, voted to approve.
Members, Clarisa Simon and Kelly Hampton, were absent.
Vote was taken by roll call and the Motion passed.

Public comment made by Jennifer Tracy and David Kane.

Informational Items

5. **CalSAWS Gantt Chart Update**
   - Seth Richman provide an update on CalSAWS Gantt Chart. The Consortium Migration Project is on time and in budget for Migration.
   - The Consortium is prepared for the 20.09 Release, which is the sixth of the eight core releases for Migration. It contains over 90 changes to the LRS and CalSAWS system. There is also a release for the C-IV system, which contains 24 changes.
   - The C-IV Implementation Readiness Checklists are being prepared for all counties.
   - The Imaging Project is on time and being prepared for the remaining counties.

6. **Application Development**
   - **Disaster CalFresh Update**
   - **Medi-Cal Restoration Update**
   - **20.09 Release**
     - Karen Rapponotti, Lisa Salas, Rocky Givon, and Yingjia Huang provided an update on Application Development including Disaster CalFresh, Medi-Cal Restoration, and 20.09 Release.
     - Due to the power outages and wildfires in August 2020, Food and Nutrition Service (FNS) has approved a 50% mass replacement of August 2020 CalFresh benefits and May, June, and July 2020 Emergency Allotment benefits issued in August for recipients living in the affected zip codes.

- o DHCS Policy Implementation Medi-Cal Restoration update is that individuals whose discontinuances do not appear to follow the policy guidelines in EO N-29-20, MEDIL I-20-07 and MEDIL I-20-08 have been restored for April, May, June, and July. Counties are completing their reviews for August/September and DHCS will again run MEDS updates for remaining cases to restore. Counties are reminded not to take negative actions on Medi-Cal cases at this time.

Public comment made by David Kane.

7. OCAT Update
- Jennifer Martindill and Jo Anne Osborn provided an update on OCAT.
- The Consortium is in the middle of week two for UAT and all is going well.
- Contract Amendment 1 was approved in August 2020 and the Training Materials final deliverable was submitted September 4, 2020. Functional System Test was completed September 2, 2020 and UAT began September 8, 2020.
- Functional and Security Tests have been completed.
- Performance Tests are being finalized and tuned to meet the required response times per SLAs.
- Disaster Recover Test results are being finalized for deliverable submission September 14, 2020.
- Pre-UAT Activities have been completed and UAT began September 8, 2020.
  - o Defect fix deployments are taking place twice a week.
- OCAT Training in the Learning Management System will be available on Monday, October 5, 2020.
  - o Weekly reports will be provided to the County Champions regarding the progress of their county participants.

Public comment made by Kevin Aslanian.

8. GA/GR Update
- Lisa Salas, Christi Hendren, and Jo Anne Osborn provided an update on GA/GR.
- GA/GR Phase 1 will implement the C-IV managed and non-managed solution, support fiscal processing/issuance through CalSAWS, generate GA 237 for the 39 C-IV Counties, and send GA transactions to MEDS.
- A demo of the C-IV GA/GR manual solution is scheduled for Tuesday, January 5, 2021. A test environment will be provided for C-IV County participants to click through.
  - o GA/GR Committee is open to all counties and there have been over 100 participants.
  - o A CRFI to request click through participants from the counties will be sent soon.
- GA/GR Phase 2 contains the CalWIN documentation for the existing rules and integrating them into the System. Evaluation of the rules has been broken down into three phases. Bi-weekly meetings began July 8, 2020 and will continue through December 31, 2020; during which approximately 88 rules documents will be reviewed and confirmed.
  - o The Correspondence Track has two parallel efforts underway, which includes reviewing CalWIN specific correspondence and looking for opportunities to consolidate them into a standard document, rather than

a county specific document; as well as integrating the design for the GA/GR documents and requirements functionality and how they will move to the CalSAWS System

- o Correspondence Service requirements are in final review with CalSAWS.
- o Designs are moving forward at this time.

9. CalSAWS Portal/Mobile Update
- **"Mobile First" direction**
  - o Anna Chia and Gabrielle Otis provided an update on CalSAWS Portal/Mobile including "Mobile First" direction.
  - o The project is on time and on schedule for September 2021 implementation.
  - o The User Centered Design Activity survey has been sent out to the public regarding their experience so their feedback can be taken into consideration when creating the Statewide Portal.
  - o The project Statement of Work (SOW) includes a Responsive Web Design Approach. The benefits of a Responsive Web Design include improved user experience as users don't have to learn two systems, fewer barriers to customers as they will not have to download the app, and more cost-effective maintenance as there is a single code base.
  - o A mobile-first and responsive web design method will be utilized for the statewide portal, which will allow users the same experience regardless of what size screen they are utilizing.
  - o Future meeting discussions will include:
    - o Outreach, training, and public awareness plans including marketing and communication to customers and county staff.
    - o Transition of current customer accounts.

Public comment made by Jennifer Tracy.

10. Data Retention Update
- Chris Paige, Henry Arcangel, and June Hutchison provided an update on Data Retention.
- The CalSAWS Data Retention Policy and Guidelines were reviewed with the PSC, JPA, and State Agencies in September 2019.
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- After the initial data clean-up, the process will be utilized on a routine basis.
- The process and functionality to identify cases for data removal confirms/tests that the data to be removed matches the Case Retention guidelines/policy.
- The next steps for Implementation and County Actions include additional features coming to the C-IV System October 2, 2020, New Case Data Removal page to show status of Removal and allow Counties to override that decision, and new Case Data Removal Override report for counties to review what cases have been overridden.
- The next webcast with C-IV counties will be on October 5, 2020.
- A summary of the questions/comments from the webinar will be shared at the next PSC Meeting.

11. Legacy Data System (LDS) ISAWS Roadmap

- Mike Tombakian and Laura Chavez provided an overview on Legacy Data System (LDS) ISAWS Roadmap.
- The Consortium has received additional information from CDSS regarding record retention related to Time Limits.
- Received information from some counties about open litigation for potential reimbursement for Opioid addiction related costs, including aid to the family. A draft ACL is being circulated for comment regarding the retention of time limits records. The Consortium is reviewing the draft ACL and determining whether or not a change of course is needed for the current LDS decommissioning strategy. Communication will continue with the counties regarding the strategy moving forward.

12. C-IV Change Management and Migration Implementation Update

- Shivani Smith, Yong Vangbliayang, and Araceli Gallardo provided an update on C-IV Change Management and Migration Implementation.
- The TOSS (Targeted On-Site Support) Team completed a series of initial meetings with the Implementation Points of Contacts (IPOCs). There were 39 individual meetings from August 17, 2020 to September 4, 2020.
- An Implementation Readiness Checkpoint was held September 2, 2020 with all 39 IPOCs. The next steps are hosting Quarterly Regional Touchpoints through September 21, 2020 to September 30, 2020 and continuing to work with IPOCs/internal Project teams on Implementation Readiness Activities.
- Change Management – C-IV Migration includes Upcoming Change Communications, Change Readiness Assessment Surveys, and Establishing the Change Network.
- The Assessment Survey will be open from September 29, 2020 through October 5, 2020.
- The team will be presenting at the CWDA Annual Conference.
- A CIT will be sent to the Counties to remind them that it is a county responsibility to inform the CBOs, and any other public agencies they feel are appropriate for their counties, about CalSAWS migration activities.

   Public comment made by Jennifer Tracy.

13. Reports Replatform and Analytics Update

- Keith Salas provided an update on Reports Replatform and Analytics.
- Milestones achieved are Releases C and D have been Designed, Developed, Tested, and are Ready for Deployment. Release E is In-Progress and On-Schedule for County Testing.
- The next webinars are scheduled for September 23, 2020.
- The User Acceptance Testing (UAT) for C-IV is scheduled between June and August 2021; and, CalWIN is scheduled between July and September 2022.
- Release C and D hard launch into Production will be by October 12, 2020.
- Release Management Communication includes a CalSAWS Functional Platform (CFP) video covering basic usability changes with new Analytics platform; and, a webcast upon hard release demonstrating the differences between the legacy solution and the new dashboards.
- A few highlights for Enablement and Training plans are County Communication Webinars, Release Management Communication, How Counties can Perform

Data analysis using the CalSAWS Enterprise Reporting tool Qlik Sense, and How Counties can Access CalSAWS Data Sources for Custom Report's Needs.

Public comment made by Kevin Aslanian.

14. Conversion Team Activities Update
- Keith Salas and Paul Trisler provided an update on Conversion Team Activities.
- C-IV continues On-Schedule with Foundation, Registration, Data Collections, Eligibility, Supported Services, Fiscal, Interfaces, and Correspondence areas Assembly Test Complete; and Administration is in-progress. Reports and Lobby areas are on-schedule to complete prior to the next C-IV Conversion Phase/Milestone(s).
- CalWIN Conversion continues on-schedule with Foundation, Registration, Data Collections, and Eligibility areas are Assembly Test complete; and Fiscal and Interfaces are in-progress.
- Admin, Reports, and Lobby areas are on-schedule to complete prior to the next CalWIN Conversion Phase/Milestone(s).
- Ancillary Systems Conversion planning sessions were conducted in August and September and Data Mapping support sessions are beginning in October.
- Duplicate Person Update included generated CalSAWS De-Duplication Report and posted to the CalSAWS Web Portal; CIT 0178-20 was sent to the counties on September 9, 2020.
- CalSAWS De-Duplication Report continues to be generated and provided to the counties on a monthly basis and the team will present a summary of county progression at a future meeting.

15. Staffing Update
- Holly Murphy provided an update on Staffing.
- There was a completed review of 96 applicants. The candidate interview and selections were completed. Sixteen positions have been filled to date.
- The next recruitment will include backfill positions, plus the next phase of the following positions: Business Analysts, Procurement Manager, Cloud Manager, Security/Training Analyst, and Implementation Coordinator. The new recruitment closes October 13, 2020.

16. Procurement Update
- **CalWIN OCM**
- **Central Print**
  - Tom Hartman provided an update on Procurements including CalWIN OCM and Central Print.
  - Deloitte was notified as the selected vendor for the CalWIN Training, OCM and Implementation Support RFP on August 6, 2020. The vendor Selection Report was distributed and made public on August 6, 2020. And the contract is in the process of being reviewed by state and federal partners.
    - Deloitte has been asked to step-up to DEI goals as mentioned earlier in this meeting and those changes would be incorporated into the contract.
  - Central Print Procurement – The Consortium responded to 70 vendor questions and issued RFP Addendum 1 Friday, July 31, 2020. Addenda 2-4 were issued between August 28, 2020 through September 4, 2020.

- o DEI recommendations were incorporated into the RFP.
- o Five vendors submitted letters of intent to bid.

17. State Partners Updates
- **OSI**
- **CDSS**
- **DHCS**
    - o OSI – Steve Zaretsky
        - The state has received approval for two submissions (an APD and an amendment). One additional APD is in advanced process for signature. There are two big amendments that have been submitted to federal partners that are currently under review. The State and project have provided a walk through to the partners. The State OSI is also participating in the requirements validation for Portal Mobile.

    - o CDSS – Rocky Givon
        - There are a few policies being worked on including the Emergency Allotment, Disaster CalFresh and multiple other policy implementation items with CalSAWS. Working very closely with the CalSAWS, Deloitte, and Stakeholder teams on the Portal/Mobile activities. The pandemic EBT program was introduced was meant to be a one-time program; however, FNS has recently expanded the guidance allowing the funding to run through the end of September. This would allow states to draw down funding for August and September for schools that have opened. California has submitted multiple iterations of applications for funding and another request for approval will be submitted today. Over 3 million children will be served, if the funding is approved. It's expected that new cards would need to be distributed to the people approved. The FIS EBT call center would be utilized if funding is approved, so counties would not need to support the clients through this effort. There will not be a new application opening for this phase. The Statewide Verification Hub virtual site visits have been completed with Yolo and Riverside Counties. The LA County site visit will occur within the first two weeks of October. Suman Biswas has been appointed as the Statewide Verification Hub Project Director.

    - o DHCS – Rene Mollow
        - There is still no indication from the federal partners as to whether or not the Public Health Emergency will be extended. It is due to end October 24, 2020. DHCS continues to ask CMS for advanced notice if it is not going to be continued. No guidance has been received from CMS regarding resuming renewals. DHCS will inform everyone as soon as they get information.

18. Regional Updates
- Region 1 – Clarisa Simon & Jessica Paran
    - o Sonoma County has a new position opening on the CalSAWS Migration.

- o Solano County will be getting there first CalSAWS position open on October 23, 2020.
- o Napa County had fires and they have operated shelters staffed by Eligibility leads.
- o Santa Cruz County is looking into strategies on how to work the De-Duplication efforts and continue to have their staff working at shelters due to COVID and the wildfires.
- o Santa Clara County staff are working at shelters due to wildfires and COVID. They will be onboarding the CalSAWS contractor in November.
- o Marin County is moving forward with a contract for quality assurance with Rushmore. They are exploring long-term work from home contact center agents, while considering fiscal and logistical impacts.
- o San Mateo County continues to manage their two COVID hotels and their homeless hotels/shelters. Their local assistance center has now gone virtual. They are working on their internal De-Duplication process. They are working on staffing up for ancillary conversion and preparing a Data Planning team for Collection, Fraud, and Task Management. Their newsletter has gone from quarterly to monthly.
- o San Francisco County is developing their reopening plan that is safe and equitable after learning that 100% of the work cannot be done remotely due to not all customers being able to engage. They are looking at developing governance framework for CalSAWS, including communication and enhancements and three full-time resources.
- o Monterey County tech refresh has been completed with 500 computers being deployed and 250 laptops are on order for staff working from home.
- o Contra Costa County is waiting for CalSAWS resource to come on board and looking to hire more. They have met with the Imaging team to gain more understanding and Wave 1 meetings continue.
- o Alameda County has created an internal de-duplication workgroup and they are conducting an internal review of collections. They have decided to refresh their imaging solution until migration to CalSAWS Imaging.
- o San Benito County services aren't impacted by fires at this time, but they are preparing to open a shelter if that becomes necessary. There is one fire in Point Reyes.

- Region 3 – Yvonne Hawkes
  - o Region 3 counties are working from home and teleworking.
  - o Butte County has vacancies and they hope to have induction training in October.
  - o Colusa County is restructuring their unit and have open vacancies. PPOC, Myra Leber, is retiring soon and is working closely with the new PPOC, Stephanie Schantz.
  - o Del Norte County has vacancies to be filled. They are operating Project Room Key with 49 homeless individuals and 28 families temporarily being housed in the hotel.
  - o Glenn County has vacancies to be filled. They are allowing flexibility with school starting and alternate work schedules for staff
  - o Humboldt County has 12 new Eligibility Specialists, which graduated recently.

- o Lake County staff have been affected by evacuations.
- o Lassen County just filled some positions, but still has some vacancies.
- o Mendocino County Induction Training is expected to be completed by October. Medi-Cal training has been completed and they are now focusing on CalFresh. Some staff have been assigned to focus on the disaster operation center.
- o Modoc County is very short staffed. They are very thankful to Humboldt County for their help with training materials.
- o Plumas County is short staffed and has vacancies to fill. Staff continue to work overtime to manage the caseload.
- o Shasta County has vacancies and a training class is beginning soon. They are working on an overtime project in response to the CalWORKs/CalFresh renewal numbers that have more than doubled.
- o Siskiyou County has a new Deputy Director.
- o Tehama County has vacancies to be filled and has started Induction Training. They are participating in the restaurant meals program. They are sharing their Sandbox Workgroup Plan with other counties
- o Trinity County is conducting training for Disaster workers to meet the needs of the county.
- o Glenn, Lake, Lassen Counties described effects of the wildfires.

- Region 4 – Cindy Uetz
  - o Fresno County received a process technology improvement grant and used it to make improvements in their call center including interactive voice response and automated speech recognition.
  - o Kern County is working on completing their computer refresh. Completed their CalWORKs CDSS review. They are preparing for the ME review that is coming. They had a CalSAWS Migration kick-off meeting that went well. They are hoping to bring in two classes of eight individuals each (normally 25 individuals each) to try and bring on additional staff.
  - o Madera County is looking at ways to assist staff working during school closures, so they're looking at telework and flex scheduling.
  - o Mariposa County is dealing with fires and they had the CalFresh timely waiver approved. They are working on migration to Microsoft 365. They also have vacancies. In August they had training focused on Systems of Care approach. Two staff attended UC Davis Medi-Cal bootcamp and all staff have completed FEMA Training in preparation for future incident management needs.
  - o San Luis Obispo County had a virtual roadshow to talk about CalSAWS Migration. Including change readiness, focus on messaging, the road ahead video, and introduction for internal information portal.
  - o Stanislaus County has temporarily closed the Hughson Community Office and relocated staff to the main office. The Assistant Director of Finance and Operations accepted a position as the Director of General Services. A moment of silence was held for Supervisor Barry Hill that passed away. Instituted contingency plan to shift staff from Employment Services to other essential functions with the increase in intake applications.

- Region 5 – Alberto Banuelos
  - Riverside County delivered their first CalSAWS information session to all staff and they are planning to keep these information sessions on a regular basis. There was good attendance from staff and they're excited to learn more.
  - San Bernardino County held their first bi-monthly Migration meeting with the leadership team and support division. An additional 1,300 monitors are being ordered after a small pilot providing dual monitors to staff working from home, allowing them to set up home workstations very similar to what they have in the office.
  - San Diego County opened a Local Assistance Center (LAC) due to the wildfires. It is a collaboration of local, state, and county entities. There were 50 families that came to their booth and either submitted new applications or had benefits reissued, if they had been destroyed. They were also provided assistance with replacing identification documents. It was the first time the mobile assistance (RV) office was utilized. The office was open and ready for service within twenty-minutes. It was so successful they have been given authorization to procure a second mobile office for the county. There are approximately 1,000 eligibility workers that are permanently teleworking from home. They have been provided similar equipment for their home workstations as they had at their office workstations. Even with staff working at home, there are over 30,000 office visits on average per month and between 9,000-11,000 calls each day.

- Region 6 – Winna Crichlow & Vicki Moore
  - Los Angeles County DPSS is in the process of hiring Eligibility Workers and expanding telephonic signature to several offices. Disaster Services Workers continue to work in the community with programs like Project Room Key. They are mindful of keeping up with redeterminations and intake.
  - Los Angeles County DCFS has been selected to participate in a proof of concept, which is basically a reimagining of Child Welfare Services transition them from protection-based services to the child's overall well-being. Protection will be a sub-set to making sure the child and family are well. All offices are still closed an 70% of staff work from home. They are working getting ready for imaging transition. They're also preparing for CalSAWS Migration and providing additional training to make sure staff are doing complete and quality work. Transitioning their call center to an Amazon platform.

- Region 2 – Ethan Dye
  - Majority of Region 2 is in various stages of hiring. Everyone is looking at different options for teleworking, office working/hoteling, and trying to figure out what the new norm is.
  - Placer County has named Dr. Rob Oldham as the new Director as of September 14, 2020.

19. JPA Board August Meeting Overview
- Next meeting is on September 25, 2020.

20. Adjourn Meeting
- Co-Chair, Alberto Banuelos, adjourned the meeting at 11:55 a.m.

Action Items	Assigned to	Due Date	Status
1. Automated Assistants/Bots Pilot Status Update	**Seth Richman Scot Bailey**	**Ongoing**	**Open**
2. Provide update on CalSAWS recruitments.	**Holly Murphy**	**Ongoing**	**Open**
3. Provide regular updates on the status of Analytics Reporting Design, Development, and Implementation.	**Luz Esparza**	**Ongoing**	**Open**
4. Discuss DEI activities/initiatives taking place at CalSAWS.	**John Boule**	**Ongoing**	**Open**
5. Provide information on replacement of Emergency Allotment testing effort processes.	**Rocky Givon Karen Rapponotti**	**09/17/2020**	**Closed**
6. Portal/Mobile: • Present outreach, training, and public awareness plans including marketing and communication to customers and county staff. • Transition plans for current customer accounts.	**Gabby Otis Rachel Frey Anna Chia**	**11/05/2020**	**Open**
7. Summarize the questions/comments from the Data Retention Webinar.	**Chris Paige Henry Arcangel**	**11/05/2020**	**Open**
8. Present summary of counties' progression on Person De-duplication Report.	**Keith Salas Paul Trisler**	**11/05/2020**	**Open**
9. Follow-up on the vendor Change Management process.	**Shivani Smith**	**11/05/2020**	**Open**

Next Meeting:
Thursday, November 5, 2020
8:30 a.m. – 12:00 p.m.
CalSAWS Rancho Cordova
11290 Pyrites Way, Suite 150
Rancho Cordova, CA 95670