

CalSAWS Consortium JPA Board of Directors

Meeting Minutes

November 6, 2020

9:00 a.m.

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

Members Present Via teleconference:

Region 1 – Member, Kathy Gallagher, Contra Costa Employment and Human Services Department
Region 1 – Member, Tracey Belton, San Benito County Dept. of Health & Human Services
Region 2 – Vice-Chair, Ann Edwards, Sacramento County Department of Human Assistance
Region 3 – Member, Bekkie Emery, Mendocino County Health and Human Services Agency
Region 4 – Member, Kathy Harwell, Stanislaus County Community Services Agency
Region 4 – Member, Delfino Neira, Fresno County Department of Social Services
Region 5 – Member, CaSonya Thomas, San Bernardino County Human Services Agency
Region 5 – Member, Debra Baetz, Orange County Social Services Agency
Region 5 – Member, Melissa Livingston, Ventura County Social Services Agency
Region 6 – Member, Antonia Jimenez, Los Angeles County Department of Public Social Services
Region 6 – Chair, Michael Sylvester, Los Angeles County Department of Public Social Services
Region 6 – Member, Cynthia McCoy-Miller, Los Angeles County Department of Children and Family Services
State – Ex-Officio Member, Dan Kalamaras, Office of Systems Integration

Facilitator:

John Boule, CalSAWS Executive Director

- 1. JPA Board Vice-Chair, Michael Sylvester, convened the meeting at 9:02 a.m.**
- 2. Confirmation of Quorum and Agenda Review**
- 3. Public opportunity to speak on any Item NOT on the agenda.**
 - None

Action Items

- 4. Approval of Accenture LRS CalSAWS Amendment 23, which includes requests for:**
 - a. Additional allocation for future change orders and county purchases**
 - b. Additional M&E hours to reflect final allocation for SFY19/20**
 - c. Functional Design Sessions for CalSAWS Customer Service Center Project**

Summary: The Consortium is seeking Board approval of Accenture LRS CalSAWS Amendment 23.

Motion to Approve, was made by Member, Kathy Gallagher.
Motion was seconded by Member, Melissa Livingston.
Member, Tracey Belton, voted to approve.
Vice-Chair, Ann Edwards, voted to approve.
Member, Bekkie Emery, voted to approve.
Member, Kathy Harwell, voted to approve.
Member, Delfino Neira, voted to approve.
Member, CaSonya Thomas, voted to approve.
Member, Debra Baetz, voted to approve.
Chair, Michael Sylvester, voted to approve.
Member, Cynthia McCoy-Miller, voted to approve.
Member, Antonia Jimenez was absent from the vote.
Vote was taken via roll call and the Motion passed.

- 5. Approval of Accenture C-IV Amendment 111, which includes requests for:**

- a. **Additional allocation for future change orders and county purchases**
- b. **Additional software for SFY 20/21 for Child Care Provider Portal/Stage One Continuous Eligibility**
- c. **Additional application maintenance hours, hardware/software maintenance for CalSAWS and LRS M&O to reflect final allocation for SFY19/20**
- d. **Additional executed county purchases**

Summary: The Consortium is seeking Board approval of Accenture C-IV Amendment 111.

Motion to Approve, was made by Vice-Chair, Ann Edwards.
 Motion was seconded by Member, Bekkie Emery.
 Member, Kathy Gallagher, voted to approve.
 Member, Tracey Belton, voted to approve.
 Member, Kathy Harwell, voted to approve.
 Member, Delfino Neira, voted to approve.
 Member, CaSonya Thomas, voted to approve.
 Member, Melissa Livingston, voted to approve.
 Member, Debra Baetz, voted to approve.
 Member, Antonia Jimenez, voted to approve.
 Chair, Michael Sylvester, voted to approve.
 Member, Cynthia McCoy-Miller, voted to approve.
 Vote was taken via roll call and the Motion passed.

6. Approval of First Data LRS Amendment 5, which includes requests for:
a. Quality Assurance Service for LRS M&O Premise Items

Summary: The Consortium is seeking Board approval of First Data LRS Amendment 5.

Motion to Approve, was made by Member, Delfino Neira.
 Motion was seconded by Member, Tracey Belton.
 Member, Kathy Gallagher, voted to approve.
 Vice-Chair, Ann Edwards, voted to approve.
 Member, Bekkie Emery, voted to approve.
 Member, Kathy Harwell, voted to approve.
 Member, CaSonya Thomas, voted to approve.
 Member, Melissa Livingston, voted to approve.
 Member, Debra Baetz, voted to approve.
 Member, Antonia Jimenez, voted to approve.
 Chair, Michael Sylvester, voted to approve.
 Member, Cynthia McCoy-Miller, voted to approve.
 Vote was taken via roll call and the Motion passed.

7. Approval of First Data C-IV Amendment 70, which includes requests for:
a. Quality Assurance Services for C-IV M&O Premise Items

Summary: The Consortium is seeking Board approval of First Data C-IV Amendment 70.

Motion to Approve, was made by Member, Delfino Neira.
 Motion was seconded by Member, Kathy Gallagher.
 Member, Tracey Belton, voted to approve.
 Vice-Chair, Ann Edwards, voted to approve.
 Member, Bekkie Emery, voted to approve.
 Member, Kathy Harwell, voted to approve.
 Member, CaSonya Thomas, voted to approve.
 Member, Melissa Livingston, voted to approve.
 Member, Debra Baetz, voted to approve.

Member, Antonia Jimenez, voted to approve.
Chair, Michael Sylvester, voted to approve.
Member, Cynthia McCoy-Miller, voted to approve.
Vote was taken via roll call and the Motion passed.

8. Consent Items

- a. **Approval of the Minutes and review of the Action Items from the September 25, 2020 CalSAWS JPA Board of Directors meeting.**
- b. **Approval of Memorandum of Understanding between CalSAWS and the California Department of Social Services (CDSS) for the Cross-system Analytics and Assessment for Learning and Skills Attainment (CAAL-Skills).**
- c. **Approval of LRS/CalSAWS Change Notice 5, which includes requests for:**
 - i. **Utilize allocations to support LRS-CalHEERS Interface**
 - ii. **Utilize allocations to support SB 1341 related functionality**
 - iii. **Utilize allocations to support Child Care Provider Portal (Stage One Continuous Eligibility Program)**

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

Motion to Approve, was made by Member, Delfino Neira.
Motion was seconded by Member, Debra Baetz.
Member, Kathy Gallagher, voted to approve.
Member, Tracey Belton, voted to approve.
Vice-Chair, Ann Edwards, voted to approve.
Member, Bekkie Emery, voted to approve.
Member, Kathy Harwell, voted to approve.
Member, CaSonya Thomas, voted to approve.
Member, Melissa Livingston, voted to approve.
Member, Antonia Jimenez, voted to approve.
Chair, Michael Sylvester, voted to approve.
Member, Cynthia McCoy-Miller, voted to approve.
Vote was taken via roll call and the Motion passed.

Informational Items

9. OCAT Status Update

Summary: Jo Anne Osborn and Ron Harris provided an update on the status of OCAT. OCAT went live in production November 2, 2020. The training is 72% complete, with 96% pass rate, as of October 26, 2020. The Functional Test Activities had a 100% pass rate. The post Go-Live support included an open conference bridge, which is a conference line open from 9:00 a.m. – 4:00 p.m. for County Champions to call in for support. The Legacy OCAT System Cutover/Decommission plan information to be released in ACIN I-45-20. No new cases can be added to the legacy system after October 31, 2020. On November 13, 2020 the Legacy system will move to Read-Only. On December 3, 2020 the Legacy OCAT will be decommissioned officially. There have been approximately 1,700 logins on the new OCAT system. No conversion of data from the Legacy Data System (LDS) occurred. A follow-up will be provided via the Regional Managers to inform the Counties of CDSS' plan for the LDS.

Public comment made by Kevin Aslanian.

10. GA/GR County Data Sharing Across Counties

Summary: Jo Anne Osborn and Jeff Mitchell provided an update on GA/GR County Data Sharing Across Counties. Designs for DDID 2315 are progressing and the Regional Committee Members have raised a concern requiring them to consult with their County Counsel. CRFI 20-035 Data Sharing – County GA/GR Programs has been sent out. A teleconference meeting is scheduled for county

representatives, including the county legal counsel, if appropriate, to create a forum for questions and discussion regarding existing policy: Monday, November 16, 2020. The County response to the CRFI is due by November 20, 2020. Consortium Counsel is researching and may provide written documentation to County Counsels to provide a legal perspective and to aid in Counsels' understanding the CalSAWS MOU and how it applies to data sharing.

11. CalSAWS & State View of Data Retention

Summary: Henry Arcangel and Chris Paige provided an overview on CalSAWS & State View of Data Retention. The Data Retention features for C-IV production system include Case Summary Removal and a case data removal information tab that enables override functionality. The report can be used by the County to see a list of what Overrides have been created, including the Who, When, and Why. This functionality was introduced on October 2, 2020. The CalSAWS Data Retention Policy and Guidelines were reviewed with the PSC, JPA and State Agencies in September 2019. Since that time the Draft policy ACL 20-xx has been created. CalSAWS will store all Issuance History, Journal History, all forms correspondence related to Time Limits, and all scanned images with a document type of Time Limits. CalSAWS will retain all Time Limit exemptions, including those related to living on applicable tribal lands, and retain time on aid in other states. Once a Case has had data removed, it is referred to as a Shell Case. The target date for kicking off the Case Data Deletion batch is April 16, 2021 to support C-IV conversion activities. The CalWIN Data Retention approach is to identify records which will not migrate to CalSAWS during Go-Live. Data will not be removed from CalWIN. CalWIN Data Retention Phase II will be in February 2021.

12. CalSAWS Gantt Chart Update

Summary: Seth Richman provided an update on CalSAWS Gantt Chart. The migration is on time and in budget in every platform. The Consortium is scheduled for its seventh release the last week of November. All eighth of the Core Releases have completed design and have been approved. The eighth release is in build and scheduled for January 2021. Conversion is on track to complete development by the end of November. The C-IV Implementation communication process has begun and is moving in accordance with the original plan.

13. Portal/Mobile Update

- **Brand Update**
- **Overview of Survey & Interview Outcomes**
- **Barcode/QR Code Research Update**

Summary: Eden White, Tchi Sogoyou, Anna Chia, and Gabby Otis provided an update on Portal/Mobile including Brand, Overview of Survey & Interview Outcomes, and Barcode/QR Code Research. The one goal in mind for the Brand is to create a cohesive brand for our new Portal/Mobile application. The Consortium wants to be efficient, Customer-focused, and reliable. A mood board was created to capture the energy of California and the CalSAWS community. The brand name selected is BenefitsCal. BenefitsCal is an existing website that will be rebranded and make easy to use for everyone. November 6, 2020 a voluntary survey will be launched for the Consortium, public, and stakeholders to decide on the logo. The UCD Survey and Interview outcomes were reviewed. The insights are being incorporated into the design of the Statewide Portal/Mobile. Respondents to the Assister survey indicated they help customers the most with food assistance, finding access to healthcare, and cash assistance. This is a representative of CalFresh, MediCal, and CalWORKS respectively. Users will be able to upload documents and select the document type on the Statewide Portal/Mobile Solution. Once the document is transmitted to the Hyland Imaging Solution, it will be re-classified and routed all by Hyland OCR and Barcode reading. After it's designed, the team will provide a presentation of wireframes/demonstration of document upload functionality. Options for County configurable contact of customers (i.e. texting next steps to the Customer and processing renewals) as soon as the click Send on an application being submitted on BenefitsCal. The information Customers submit through BenefitsCal will be available to the Counties in near real time.

Public comment made by Jennifer Tracy and Kevin Aslanian.

14. Risks for CalSAWS & Portal Go-Live Dates

- **Options for Mitigation**

- **Summary:** Seth Richman, Wendy Battermann, and Rachel Frey provided an overview of the Risks for CalSAWS & Portal Go-Live Dates including Options for Mitigation. The Schedule Risk Statement: If either the BenefitsCal Phase 1 implementation or the CalSAWS modifications for BenefitsCal Phase 1 cannot be completed in time for the September 2021 go-live, the combined go-live of CalSAWS and BenefitsCal Phase 1 could be impacted. BenefitsCal Phase 1 Facts and background were reviewed. Schedule Risk Options were presented and discussed. They include: Option 1 – Create a temporary interface from CalSAWS to C4Yourself as a safety net in case either BenefitsCal Phase 1 implementation or CalSAWS modifications for BenefitsCal Phase 1 must be delayed beyond September 2021. Option 2 -Scope BenefitsCal Phase 1 to be equivalent to or exceed C4Yourself and deploy with the CalSAWS C-IV cutover in September 2021. Option 3 – Keep deployments for BenefitsCal Phase 1 and the CalSAWS C-IV cutover together and shift the go-live date. The Project's recommended Mitigation Direction is Option 2. Option 2 delivers, at a minimum, C4Yourself equivalent functionality in September 2021 Phase 1 deployment. It delivers all Phase 1 functionality with Los Angeles County cutover from YBN to BenefitsCal. It minimizes number of go-live events for C-IV Counties. It also best utilizes available resources. The preferred option from some Board Members was option 1. Additional information will be provided at the December JPA Board Meeting. The IV&V team is also reviewing the information.

15. San Bernardino Bots Pilot Update

Summary: Scot Bailey and Mark Spitzer provided an update on San Bernardino Bots Pilot. The Bots Pilot will test the business value of the technology solution with goals of determining results quickly, lowering costs, and lower risks. The Bots Pilot is being implemented in two tracks. During the first track, the Consortium will spend a few months developing and testing the additional authentication option as well as the push notifications. The second track is the pilot track, which will run for several months. Voice Bots are built using Amazon Lex, which is an advanced technology for understanding voice and text. Amazon Lex continues to add additional languages.

16. Person De-duplication Process and Communication

Summary: Paul Trisler and Keith Salas provided an overview on Person De-duplication Process and Communication. The County Business process to resolve duplicate CINs/persons was reviewed. A Duplicate Person Match is based on more than one Person Demographic record (in SAWS) linked to the same Client Identification Number (CIN). The "Duplicated Person Record" will not be deleted. The full record will continue to exist and be maintained in the database.

17. Imaging Update and Demonstration

Summary: The Imaging Update and Demonstration was deferred to December 4, 2020.

18. Quarterly CalSAWS Fiscal Update

Summary: The Quarterly CalSAWS Fiscal Update was deferred to December 4, 2020.

19. Procurement Update

- **Central Print**

Summary: The Procurement update including Central Print was deferred to December 4, 2020.

20. Adjourn Meeting

- JPA Board Chair Michael Sylvester adjourned the meeting at 11:37 a.m.

Action Items	Assigned to	Due Date	Status
1. Provide a quarterly update on recruitment with the Fiscal Report.	Holly Murphy	12/04/20	Open
2. Report back to the Board with comprehensive recommendations for Diversity, Equity, and Inclusion (DEI).	John Boule	Ongoing	Open
3. Make the materials and videos for Reports Replatform available to the counties.	Laura Chavez	12/04/20	Open
4. Provide an overview of the Risk Assessment of Portal/Mobile contingency plans.	Seth Richman	12/04/20	Open
5. Include OCAT defect numbers in the next update.	Jo Anne Osborn Ron Harris	11/06/20	Closed
6. Provide an education session regarding GA/GR data sharing.	Jo Anne Osborn Jeff Mitchell	11/06/20	Closed
7. Research Barcodes and QR Support for CalSAWS Portal/Mobile.	Gabrielle Otis	11/06/20	Closed
8. Provide a presentation on person de-duplication.	Keith Salas	11/06/20	Closed
9. Provide CDSS' plan for the for the Legacy OCAT Data System, via the RMs.	Jo Anne Osborn RMs	12/04/20	Open
10. Publish County by County OCAT go-live data and provide statistics.	Jo Anne Osborn	12/04/20	Open
11. Provide wireframes and/or demonstration of document upload functionality for Portal/Mobile.	Gabby Otis	As design is completed.	Open
12. Follow up on options and timing for County configurable contact of Customers (i.e. texting Customers and processing renewals) with next steps after they apply for benefits through BenefitsCal.	Gabby Otis	12/04/20	Open

Next Meeting

Conference Call/Webcast
Friday, December 4, 2020
9:00 a.m. – 12:00 p.m.