

CalSAWS Consortium JPA Member Representatives and Board of Directors

Meeting Minutes

January 22, 2021

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 & Human Services Dept.
Region 1 – Member, Tracey Belton, San Benito County Dept. of Health & Human Services
Region 2 – Member, Amanda Sharp, Placer County Health & Human Services Dept.
Region 3 – Member, Bekkie Emery, Mendocino County Health & 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 - 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 &
Family Services
State – Ex-Officio Member, Dan Kalamaras, Office of Systems Integration

Member Representatives Present via teleconference:

Region 1

Marin – Kari Beuerman
Monterey – Lori Medina
San Francisco – Trent Rhorer
San Mateo – Ken Cole
Santa Clara – Angela Shing
Santa Cruz – Randy Morris
Sonoma – Angela Struckmann

Region 2

Amador – Ann Watts
Calaveras – Samuel Leach
Nevada – Rachel Roos
Placer – Amanda Sharp
Sacramento – Ethan Dye
Yolo – Nolan Sullivan
Yuba – Jennifer Vasquez

Region 3

Colusa – Elizabeth Kelly
Del Norte – Heather Snow
Glenn – Bill Wathen
Humboldt – Connie Beck
Lake – Crystal Markytan
Lassen – Jenna Aguilera
Modoc – Tom Sandage
Shasta – Melissa Janulewicz
Siskiyou – Trish Barbieri

Tehama – Laura Hawkins
Trinity – Elizabeth Hamilton
Humboldt – Kelly Hampton

Region 4

Inyo – Marilyn Mann
Kern – Dena Murphy
Madera – Deborah Martinez
Mariposa – Shannon Gadd
Merced – Yvonnia Brown
San Joaquin – Chris Woods
San Luis Obispo – Devin Drake
Tulare – Anita Ortiz

Region 5

Imperial – Veronica Rodriguez
Riverside – Sayori Baldwin
San Diego – Richard Wanne

Facilitator:

John Boule, CalSAWS Executive Director

1. **JPA Board Chair, Michael Sylvester, convened the meeting at 9:05 a.m.**
2. **Public opportunity to speak on any Item NOT on the agenda.**
 - None
3. **Confirmation of Quorum, Protocols, and Agenda Review**
 - **Quorum of Member Representatives**
 - **Quorum of Board of Directors**
 - **Protocols**
 - **Agenda Review**

JPA Board Action Items

4. **Approval of Customer Service Center Solution amendments:**
 - a. **Approval of Accenture LRS CalSAWS Amendment 24, which includes requests for services to complete the design, development, implementation, and maintenance and operations for a 58-County Customer Service Center Solution.**
 - b. **Approval of Accenture C-IV Amendment 112, which includes Software and Software Support purchases to support the 58-County Customer Service Center Solution.**

Summary: The Consortium is seeking Board approval of Customer Service Center Solution amendments. Danielle Benoit provided an overview on the Customer Service Center. The Consortium is seeking Board approval of Amendment 24 to the LRS Agreement with Accenture, which incorporates services to design, develop, implement, maintain, and operate a Cloud-hosted CalSAWS Customer Service Center (CSC) solution that will support all 58 counties. Amendment 24 increases the total contract value of the LRS Agreement by \$10,323,589. The Consortium is also seeking Board approval of Amendment 112 to the C-IV Agreement with Accenture, which adds the purchasing of software licenses and software support for the 58-County CSC solution. Amendment 112 increases the total contract value of C-IV Agreement by \$1,864,306. The costs of LRS Amendment 24 and C-IV Amendment 112 is funded through the CalSAWS IAPDU and the current year costs are accounted for in the SFY 2020-21 CalSAWS JPA Project Budget.

Motion to Approve, was made by Member, Kathy Gallagher.
Motion was seconded by Member, Bekkie Emery.
Member, Tracy Belton, voted to approve.
Member, Amanda Sharp, voted to approve.
Member, Delfino Neira, 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.

5. Approval of Consent Items

- a. Approval of the Minutes and review of the Action Items from the December 4, 2020 CalSAWS JPA Board of Directors meeting.**
- b. Approval of Accenture Change Notice 7, which includes requests for:**
 - i. Design, development, test, implementation, maintenance and operations of the ForgeRock Identity and Access Management (“IAM”) enterprise enablement solution.**
 - ii. Design, development, test, implementation of the BenefitsCal APIs**
 - iii. Design, development, test, implementation of the 58-County Training Environment**
 - iv. Background check alignment to the C-IV Agreement**
- c. Approval of ClearBest Change Order 3 – Work Order 5, which includes additional Quality Assurance services to align to the CalWIN Implementation Service Contract.**
- d. Approval of ClearBest Change Order 3 – Work Order 6, which includes Quality Assurance services for the Contact Center DD&I.**
- e. Approval of ClearBest Amendment 1, which extends the Initial Term.**

Summary: The Consortium is seeking Board approval of 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, Amanda Sharp, 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.

Member Representatives Action Items

- 6. Approval of the Administrative Budget for Unfunded Costs for FY 21/22.**
 - Review Administrative Budget Line Items**

Summary: The Consortium is seeking Board approval of the Administrative Budget for Unfunded Costs for FY 21/22. The SFY 2021/22 – CalSAWS JPA Administrative Budget total is \$721,260.

Motion to Approve, was made by Member, Delfino Neira.

Motion was seconded by Member, Dena Murphy.

Member, Kathy Gallagher, voted to approve.

Member, Kari Beuerman, voted to approve.

Member, Lori Medina, voted to approve.

Member, Tracey Belton, voted to approve.

Member, Trent Rhorer, voted to approve.

Member, Ken Cole, voted to approve.

Member, Angela Shing, voted to approve.

Member, Randy Morris, voted to approve.

Member, Gerald Huber, voted to approve.

Member, Angela Struckmann, voted to approve.

Member, Ann Watts, voted to approve.

Member, Samuel Leach, voted to approve.

Member, Kathy Peterson, voted to approve.

Member, Rachel Roos, voted to approve.

Member, Amanda Sharp, voted to approve.

Member, Ethan Dye, voted to approve.

Member, Nolan Sullivan, voted to approve.

Member, Elizabeth Kelly, voted to approve.

Member, Heather Snow, voted to approve.

Member, Bill Wathen, voted to approve.

Member, Connie Beck, voted to approve.

Member, Crystal Markytan, voted to approve.

Member, Jenna Aguilera, voted to approve.

Member, Bekkie Emery, voted to approve.

Member, Tom Sandage, voted to approve.

Member, Melissa Janulewicz, voted to approve.

Member, Trish Barbieri, voted to approve.

Member, Laura Hawkins, voted to approve.

Member, Liz Hamilton, voted to approve.

Member, Kelly Crosby, voted to approve.

Member, Marilyn Mann, voted to approve.

Member, Deborah Martinez, voted to approve.

Member, Shannon Gadd, voted to approve.

Member, Yvonnia Brown, voted to approve.

Member, Chris Woods, voted to approve.

Member, Devin Drake, voted to approve.

Member, Kathy Harwell, voted to approve.

Member, Anita Ortiz, voted to approve.

Member, Veronica Rodriguez, voted to approve.

Member, Sayori, Baldwin, 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.

Member Representatives Informational Items

7. CalSAWS Budget Status

- **Governor's Budget**

Summary: Holly Murphy provided an overview of the CalSAWS Budget Status including the Governor's Budget. The Governor's proposed budget was released January 8, 2021. There were no issues identified with the Project budgets for CalSAWS, CalWIN, or CalACES. One issue was identified with SB1341 premise funding for Budget Year (SFY 2021-22) and may require an update in the May Revise. One premise item was not included as expected for Medi-Cal Renewals associated with the Public Health Emergency (PHE) and will need to be addressed in the May Revise.

8. CalSAWS Gantt Chart Overview

Summary: Seth Richman and Rachel Frey provided an overview of the CalSAWS Gantt Chart. The Consortium is on track to migrating the C-IV Counties onto CalSAWS in September 2021. The Imaging Go-live, C-IV Cutover, and the portal cutover for BenefitsCal are scheduled for September 2021. The Los Angeles County Imaging Cutover is scheduled for November 2021. The CalWIN schedule is still on track to cutover in October 2022. The major events for the C-IV cutover are testing and readiness. The Consortium is preparing for the User Acceptance Tests. BenefitsCal has two releases planned for 2021. User Research and Design Activities related to Releases 3 and 4 are upcoming. The Consortium has started efforts around their training activities for use of the Ancillary systems.

9. The Road to CalSAWS

Summary: June Hutchison provided a high-level over of the meeting topics that will cover activities taking place on The Road to CalSAWS. Including the following activities C-IV Change Management, Implementation Support and Training, CalWIN Implementation Support Services, Update on BenefitsCal Progress, Conversion, User Acceptance Test (UAT), Operational Readiness for Go Live, Operational Readiness Reporting, and Contingency Plans for Go Live.

10. Overview of C-IV Counties Implementation

- **Implementation**
- **Change Management**
- **Training**

Summary: June Hutchison, Yong Vangbliayang, Helen Cruz, and Ashley Arnold provided an overview on C-IV Counties Implementation including Implementation, Change Management, and Training. The C-IV Counties Go-Live date on CalSAWS is scheduled for September 27, 2021. There are 39 IPOCs, one for each county, and at each monthly Implementation Readiness Checkpoint meeting project updates are provided to them. The IPOCs then share the information with their teams. The Readiness Areas under the Implementation Umbrella are Application, Conversion, Technical, Imaging, Change

Management, and Training. The Implementation Points of Contact (IPOC) responsibilities include attend checkpoint meetings; sharing information; informing Project staff of local issues/challenges; assisting with the preparation of User Go-Live packets, etc. The Change Management Team has completed eight Targeted Topics Sessions since June 2020. The C-IV Migration Training Activities are currently in the Build/Test Process. Next steps include attending Targeted Topics, Monthly Implementation Readiness Checkpoints, and Quarterly Implementation Regional Touchpoints; Using the Sandbox environment and reviewing materials provided by the Project.

11. CalWIN Implementation Support Services

- **Business Process Reengineering**
- **Training Advisory Council**
- **Visioning Lab**

Summary: Juli Baker and Mary Sabillo provided an update on CalWIN Implementation Support Services including Business Process Reengineering, Training Advisory Council, and Visioning Lab. In December 2020 the Implementation Support Contract was approved by the JPA Board meeting. The CalWIN timeline activities include Business Process Re-Engineering, Org Change Management, Training, Implementation and Conversion Support, and Project Management. The initial engagement of the Business Process Reengineering (BPR) was holding review calls with all 18 CalWIN counties to kick-off the collection of As-Is and answer questions. The next steps are scheduling kick-off meetings and As-Is Baseline Discovery Sessions with County BPR working group members. The CalWIN Training Advisory Council (TAC) purpose is advising the CalWIN Implementation Training team during all phases of planning, development, and delivery of training. The CalWIN Visioning Lab is an opportunity to connect and reflect on a unified vision on what Implementation success means and includes interactive breakout sessions/dynamic discussions to guide teams to move forward.

12. BenefitsCal Update

Summary: Rachel Frey and Gabby Otis, and Anna Chia provided an update on BenefitsCal. During requirements and design, the Team spoke with hundreds of customers, CBOs/Advocates and County staff. In a User Centered Design approach, empathy is the premise. The team has engaged 164 individuals, 117 of which are external, and a Survey was sent to 1.2 Million people with 7,118 Customer and Assister responses. Customer feedback has been positive and insights about the user experience has been developed; Lab research was synthesized into eight key insights. The User Centered Design Plans for 2021 include measuring the Customer Experience. The Metrics to Assess Readiness for Go-Live are in progress. BenefitsCal functionality is planned for a phased roll-out strategy, acting as a pilot.

Public comment made by Jennifer Tracy.

13. CalSAWS Conversion Update

- **CalSAWS Data Retention Policy Update**
- **Data Retention Policy Implementation**
- **C-IV and CalWIN Conversion Update**

Summary: Laura Chavez, Paul Trisler, and Chris Paige provided an update on the CalSAWS Conversion which included CalSAWS Data Retention Policy Update, Data Retention Policy Implementation, and C-IV and CalWIN Conversion Update. ACL 20-113 – CalWORKs Program: 60-month Time-on-aid Limit for CalWORKs Adults was published in October 2020. The Consortium is seeking Project Steering Committee approval of the updated CalSAWS Data Retention Policy document at the February 2021 Project Steering Committee Meeting. The target date for kicking off the Case Data Deletion batch is April 16, 2021 to support C-IV conversion activities. An override functionality was introduced October 2, 2020. The same filtering criteria will be applied at migration for CalWIN. All 10 Functional Areas were completed for the C-IV Conversion.

14. Metrics for C-IV Implementation Readiness

Summary: This item was deferred to February.

15. Contingency Plans for Go-Live

Summary: This item was deferred to February.

16. Policy Update

Summary: Karen Rapponotti, Lisa Salas, Rocky Givon, Alexis Fernandez, and Rene Mollow provided an update on Policy. Rene Mollow provide updates for DHCS. The work the Department is doing is all pre-planning and nothing is set in stone regarding the COVID-19 Public Health Emergency (PHE) and resumption of Medi-Cal normal processing. DHCS received federal guidance from CMS on the unwinding of the PHE December 22, 2020 and it is currently being reviewed internally. Within the federal guidance, CMS has outlined expectations and timelines relating to application timeliness, processing of change of circumstances, and annual redeterminations. DHCS is targeting to review preliminary guidance with Counties/SAWS/DHCS/CWDA on January 20, 2021 (kickoff session). DHCS will be expanding Accelerated Enrollment (AE) for Adults to adults (19 through 64 years of age) who applies through CalHEERS and is pending verification of income information. SAWS will interface/support this functionality from an eHIT perspective. Alexis Fernandez provided updates for CDSS. The SNAP Benefit Increase provides a 15% increase in SNAP benefits effective January 1, 2021 through June 30, 2021. This morning the President proposed extending this benefit, so more information will be coming on this policy. Mass noticing practices will be used for this policy to reduces impacts to automation. The College Student Eligibility expansion policy extends temporary eligibility to college students who are eligible for a federal or state work study program or who have an expected family contribution of zero dollars. A big change for CDSS is the Exclusion of Pandemic unemployment Compensation (PUC) excludes PUC benefits from being counted towards household income and resources for the month of receipt and the following nine months. There is alignment across CalWORKs and other programs for excluding as CalFresh is. Rocky Givon provided updates on Rental Assistance and Preventing Aging Out Foster Care Youth. CDSS released an ACWDL January 14th regarding Rental Assistance for homeless population and the risk of eviction. The letter outlines the types of assistance available to those unable to pay to rent from September 2020 through January 2021 due to PHE. The Preventing Aging Out Foster Care Youth policy was extended and CDSS is awaiting further directive. Karen Rapponotti reviewed the SAWS Timeline.

17. Status of GA/GR Data Sharing

Summary: John Boule, Jo Anne Osborn and Jeff Mitchell provided an overview on the Status of GA/GR Data Sharing. CRFIs were sent with the purpose of engaging Counties and their respective legal Counsels. 15 counties responded with concerns related to confidentiality provisions in Welfare and Institutions Code (WIC) section 17006(a). CalSAWS Consortium have worked closely with Consortium Legal Counsel to research and provide the counties with a Legal Memorandum explaining how data sharing furthers the CalSAWS mission and how WIC 17006(a) can be read to allow this data sharing. The broad goals of CalSAWS, the fundamental purpose for which a Joint Powers Authority is formed, the practical need to share data across County lines, and the confidentiality language in Section 17006(a) can be harmonized by reading 17006(a) to allow access to GA/GR records by not just the county originating the records, but also the county currently responsible for providing relief. The next steps include the Consortium and Consortium Counsel continuing to work with the concerned County Counsels and drafting language to propose modifications to governing documents to address County Counsel concerns.

18. Overview of UAT

Summary: John Boule provided an overview of UAT and introduced a video providing more information on UAT. CalSAWS User Acceptance Testing for C-IV migration will begin the summer of 2021. The highlights of testing will include: C-IV Specific Design Requirements, C-IV Converted Data, and Imaging. The CalWIN User Acceptance Testing migration will begin the Summer of 2022.

19. CalSAWS Procurements Update

Summary: Thomas Hartman provided an update on the CalSAWS Procurements. In 2020, three successful procurements were conducted which include Portal/Mobile (now BenefitsCal), CalWIN Implementation Support, and Central Print Services. BenefitsCal awarded to Deloitte on April 22, 2020. CalWIN Implementation Support was awarded to Deloitte on August 6, 2020. Central Print Services was awarded Gainwell Technologies (formerly DXC) on December 24, 2020. There is an appeal on the Central Print Services decision that is being worked through. In 2021, CalSAWS will begin the M&O Procurement.

20. CalSAWS Conference

- **Thursday, June 24, 2021**

Summary: John Boule discussed the virtual CalSAWS Conference taking place on Thursday, June 24, 2021.

21. Adjourn Meeting

- JPA Board Chair Michael Sylvester adjourned the meeting at 12:20 p.m.

Action Items	Assigned to	Due Date	Status
1. Provide a quarterly update on recruitment with the Fiscal Report.	Holly Murphy	03/26/21	Open

Action Items	Assigned to	Due Date	Status
2. Report back to the Board with comprehensive recommendations for Diversity, Equity, and Inclusion (DEI).	John Boule	Ongoing	Open
3. Provide CDSS' plan for the Legacy OCAT Data System, via the RMs.	Jo Anne Osborn RMs	02/19/21	Open
4. Publish County by County OCAT go-live data and provide statistics.	Jo Anne Osborn	02/19/21	Open
5. Provide wireframes and/or demonstration of document upload functionality for Portal/Mobile.	Gabby Otis	As design is completed.	Open
6. 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	02/19/21	Open
7. Provide details on how Risk Mitigation is being tracked.	Rachel Frey	02/19/21	Open

Next Meeting

Conference Call/Webcast

Friday, February 19, 2021

12:00 p.m. – 32:00 p.m.