CalSAWS Consortium JPA Board of Directors
Meeting Minutes
February 19, 2021
12:00 p.m.

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

Members Present Via teleconference:
Region 1 – Member, Tracey Belton, San Benito County Dept. of Health & Human Services
Region 1 – Member, Kathy Gallagher, Contra Costa Employment & Human Services Department
Region 2 – Member, Amanda Sharp, Placer County Health & Human Services Department
Region 3 – Alternate Member, Jenna Aguilera, Lassen County Health & Social Services
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 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

Members Absent Via teleconference:
Region 3 – Member, Bekkie Emery, Mendocino County Health and Human Services Agency
Region 4 – Member, Kathy Harwell, Stanislaus County Community Services Agency
Region 5 – Member, Melissa Livingston, Ventura County Social Services Agency
Region 6 - Antonia Jimenez, Los Angeles County Department of Public Social Services

Board Guests Present Via teleconference:
Region 6 – Roxana Molina, Los Angeles County Department of Public Social Services

Facilitator:
John Boule, CalSAWS Executive Director

1. **JPA Board Chair, Michael Sylvester, convened the meeting at 12:07 p.m.**
2. **Confirmation of Quorum and Agenda Review**
3. **Public opportunity to speak on any Item NOT on the agenda.**
    - None

Action Items
4. **Pursuant to the JPA Agreement, Article III, Section 3.01, the Board of Directors shall elect from among its Directors, a Vice-Chair.**
    a. **Seek nominations and creation of a slate for Board of Directors Vice-Chair for the period of February 19, 2021 – June 30, 2021.**
        i.   **Delfino Neira – Fresno County – Region 4**
    b. **Proceed to elect the Vice-Chair for the period of February 19, 2021 – June 30, 2021**

Summary: The Consortium is seeking Board approval of the JPA Agreement, Article III, Section 3.01, the Board of Directors shall elect from among its Directors, a Vice-Chair. JPA Board Chair, Michael Sylvester, nominated JPA Board Member Delfino Neira. Delfino Neira accepted the nomination.

Motion to Approve, was made by Member, Kathy Gallagher.

Motion was seconded by Member, Debra Baetz.
Member, Tracey Belton, voted to approve.
Member, Amanda Sharp, voted to approve.
Alternate Member, Jenna Aguilera, voted to approve.
Member, Delfino Neira, voted to approve.
Member, CaSonya Thomas, voted to approve.
Chair, Michael Sylvester, voted to approve.
Member, Cynthia McCoy-Miller, voted to approve.
Members, Kathy Harwell, Melissa Livingston, and Antonia Jimenez were absent from vote.
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 January 22, 2021 joint meeting of the CalSAWS JPA Member Representatives and Board of Directors.**
    b. **Approval of Accenture LRS/CalSAWS Change Notice 8, which includes requests for:**
        i. **Los Angeles County DCFS IVR Call Flow Implementation Services**
        ii. **Continuum of Care Automation**
        iii. **Earned Income Disregard (EID)**
        iv. **Additional M&E Hours**
    c. **Approval of Accenture C-IV Allocation Request 1, which includes requests for:**
        i. **Los Angeles County DCFS IVR Call Flow Software**
        ii. **Earned Income Disregard (EID)**
        iii. **Additional Application Maintenance Hours**
        iv. **County Purchases for Alpine, Amador, Butte, Colusa, Del Norte, Humboldt, Imperial, Kings, Kern, Lake, Madera, Modoc, Mono, Mariposa, Merced, Napa, Plumas, Riverside, San Benito, San Bernardino, Shasta, Sierra, San Joaquin, Siskiyou, Stanislaus, Sutter, Trinity, and Tuolumne for various Services, Equipment, and Software items**
    d. **Approval of First Data LRS Quality Assurance Change Notice 2, which includes requests for:**
        i. **ABAWD**
        ii. **SB 1341**
        iii. **Testing Staff Augmentation**
    e. **Approval of Deloitte Change Order 2, which includes requests for:**
        i. **Updates to the Release and Timeline**

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

Motion to Approve, was made by Vice-Chair, Delfino Neira.
Motion was seconded by Member, Amanda Sharp.
Member, Kathy Gallagher, voted to approve.
Member, Tracey Belton, voted to approve.
Member, Jenna Aguilera, voted to approve, but abstained the minutes vote.
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.
Members, Kathy Harwell, Melissa Livingston, and Antonia Jimenez were absent from vote.
Vote was taken via roll call and the Motion passed.

6. **CalSAWS Gantt Chart Update**

   Summary: Seth Richman and Rachel Frey provided an update on the CalSAWS Gantt Chart. The Consortium is 24 months into the migration DD&I project, which is on time and within budget. In January 2021 the Consortium released the 8th release for modifying LRS in to CalSAWS. There are three more releases before the migration cut over September 27, 2021 for C-IV, Imaging System, and BenefitsCal into production as CalSAWS. The Conversion Team developed a test version of the production data from C-IV and Los Angeles Counties combined into a converted data test environment. The Mock Conversion process is being prepared. The CalWIN conversion is on schedule and within budget. The C-IV Implementation cutover is moving forward quickly, and the training teams are developing the new "Differences Training Materials" for the core/imaging application. The Imaging Team is completing the builds and modifications to CalSAWS to talk with the new statewide imaging application. The BenefitsCal Team just completed the design activities for the first/second releases, which are scheduled for September and November 2021. The first activity for OCM will be the visioning lab. The Training Advisory Committee has begun.

7. **CalWIN Implementation Support Services**

   Summary: Mary Sabillo and Juli Baker provided an overview of the CalWIN Implementation Support Services. The CalWIN Implementation Team is working on Business Process Reengineering (BPR). The CalWIN Counties completed As-Is Discovery Sessions to develop high-level Baseline processes for the 18 CalWIN Counties – over 100 staff attended each session. The next step for the County-Specific As-Is Discovery Sessions will include County Virtual visits, workshops, and targeted interviews with identified employees. Updates on the Training Advisory Council (TAC) include a Kick-Off Meeting scheduled for Wednesday, February 17, 2021. The Organizational Change Management meetings will begin next week.

8. **BenefitsCal Update**

   Summary: Rachel Frey and Gabby Otis provided an update on BenefitsCal. The Search Engine Optimization (SEO) is the practice of optimizing a website for the search engine, without paying for advertisements, to enable the website to rank higher on a Search Engine Results Page. The next steps to make it easier to find the new BenefitsCal include leverage ecosystem relationships to create backlinks to the site, 301 redirect from existing portals to the BenefitsCal website, expose new user relevant content to the search engine, and help Search Engines to redirect users to BenefitsCal. The counties should receive the redirect packets several weeks before go-live.

9. **Metrics for C-IV Implementation Readiness**

   Summary: Ted Anderson provided an overview on the Metrics for C-IV Implementation Readiness. The goal is to provide the best user experience for the C-IV County end users as they transition into CalSAWS. The readiness reports will be consistently maintained, reported

monthly up through the go/no-go green light decision. The team will begin reporting on the readiness of their respective projects through a monthly reporting process. The defined exit criteria are being closely monitored. The Dashboard categories are different components that are occurring at that category level. These are important elements to show that next level of detail and this will be reported out at a project level from a C-IV Migration standpoint as well as a BenefitsCal standpoint. The purpose of the Implementation Readiness Packet is to provide Counties with information related to the operational readiness of projects within CalSAWS Portfolio, including the C-IV Migration and BenefitsCal projects. Status will include key metrics related to the overall "health" of the implementation effort based on measurable metrics and milestones. The team plans to socialize the packet prior to the CIT with both the Regional Managers and Implementation Points of Contact. For all the different metrics being tracked the Consortium is basing the completion of the activities off the approved deliverables.

10. Contingency Plans for Go-Live

Summary: Rachel Frey, Wendy Battermann, and Seth Richman provided an overview on the Contingency Plans for Go-Live. The Contingency and Continuity planning spans pre-cutover through post-implementation questions include are we ready, can we move forward, and can we continue. All aspects are being considered to help decide if the Contingency Plans are ready for Go-live. The structure of the contingency plan includes feature readiness that is split into three groups, which are Platform Readiness, CalSAWS Interface Readiness, and ForgeRock Interface Readiness.

11. Plans for Integrated User Acceptance Testing

Summary: John Boule and Peggy Macias provided an overview of the Plans for Integrated User Acceptance Testing. John Boule introduced the new faces of User Acceptance Testing. UAT will be a virtual testing effort instead of being in a physical testing lab. The team is currently working on the preparation for UAT to have consistent messaging for participants and putting together a Single UAT Web Portal. In addition to the Web Portal, the Consortium will be having a Single Unified Data UAT call where the team will talk through any findings discovered. February 8, 2021 a CIT was sent out to the counties describing the UAT efforts and the upcoming recruitment. It will be followed with a CRFI with detailed information on the different efforts. The UAT Test Scenario Kick-Off Training will begin in March 2021. The Test Scenarios will be delivered in April 2021. The UAT Execution will be in June 2021. The desired tester and SME characteristics include deep program policy knowledge, understanding of county processes, excellent analytical skills, etc. Testing will be by topic, so different staff can participate on a rotating basis.

12. GA/GR Data Sharing Update

Summary: John Boule provided an update on GA/GR Data Sharing. The Consortium is working on updating documentation to provide the data context of Person v. Case. The project is working with the counties to figure out what their concerns are for GA/GR.

13. Application Development & Policy

Summary: Karen Rapponotti and Seth Richman provided an overview of Application Development & Policy. The Medi-Cal Health Emergency PHE is expected to continue through December 2021. DHCS has recently begun meetings with counties and SAWS to begin looking at the PHE lift. All discussions to date about the PHE lift are exploratory at this point and are in no way direction to Counties or SAWS. CalFresh updates include SNAP Benefit Increase, provides a 15% increase in SNAP benefits effective January 1, 2021 through June 30, 2021, benefit increase is provided in addition to Emergency Allotments and reported as of normal issuances, college student eligibility, etc. State Policy updates include the Pandemic Unemployment Compensation (PUC), CalWORKs $600 Golden State Stimulus/Rental Assistance, and other potential Policy – providing feedback to state/CWDA requests for quick timeline estimates related to bills. The next steps are FPL COLA, which requires C-IV system down time and 21.03 CalSAWS release on March 21, 2021. The Consortium is working with Los Angeles County on the appropriate mitigation acts to take on the batch error that occurred. Seth Richman will provide an update to the Board at the next meeting.

14. CalSAWS Executive Risk Review

Summary: Seth Richman, Rachel Frey, and Wendy Battermann provided an overview on the CalSAWS Executive Risks. The way the Consortium categorizes risks is low, medium, and high; Low is calculated by looking at the impact from 1-5. Risk 102, 104, 206, 232, and 233 are low risks. Risk 208, 234, and 238 are medium risk. Risk 201, 203, 204, 226, 231, 235, 236, and 237 are currently a high.

15. CalSAWS Inclusion, Diversity, & Equity Advancement (IDEA) Update

Summary: Lenecia Miles, Casey Morris, and Chazny Nunes provided an update on CalSAWS Inclusion, Diversity, & Equity Advancement (IDEA). The first session of CalSAWS Table Talks was led by Ayana Alvarez and she shared her experiences raising young black men in America. There were 144 people in attendance. The next session will be held in February 2021 and will discuss "Cross Communication" that will acknowledge the difference in communication. The Pulse Survey Resulted in 460 survey responses from across CalSAWS. There is a high interest in the programs being offered. Over 60% of people at CalSAWS said they felt they have someone at CalSAWS that they would consider a "Mentor". 81 people who consider themselves managers and above would be interested in leadership coaching. 70%, or 302 people who responded would be interested in workshops. The IDEA Staffing & Resources updates included a Recruitment of the Diversity & Vendor Engagement Officer, which was posted February 4, 2021, concurrent county and public posting through Friday, March 5, 2021. The IDEA Equitable Languages topic included OSI planning to coordinate with CDSS, DHCS, and SAWS. As well as a global approach to language translation.

16. OCAT M&O/Production Update

Summary: Jo Anne Osborn and Kevin Wilson provided an update on OCAT M&O/Production. An OCAT Help Desk was set up to support the system user community. The team has been tracking help desk statistics. In November 2020 the most incoming calls received was 106. In January 2021 the most outbound calls made were 17 to follow-up on performance issues. Most calls are related to Login/Account Access and Training Questions. The new OCAT ASRs compared to Legacy OCAT ASRs began in March 2020 to the present

Welfare-to-Work participants are exempt from participating due to the COVID-19 pandemic, resulting in fewer OCAT interviews being conducted when compared to 2019. Currently, participation is voluntary. Legacy OCAT access updates include Legacy OCAT system in inquiry only mode and CDSS is targeting full historical data to be available to California counties at the end of March 2021.

17. Procurement Update

Summary: Tom Hartman provided an update on Procurements. The Consortium has begun the planning of CalSAWS M&O Procurement and Tom provided a high-level overview of the timeline.

18. Closed session under Government Code Section 54957: Threat to Public Services or Facilities
- **Consultation with: John Boule, Executive Director**

19. Announcement of Action Taken in Closed Session, if any.

Summary: The Board Members returned from Closed Session at 3:20 p.m. and reported that no reportable actions took place in Closed Session.

20. Adjourn Meeting
- JPA Board Chair Michael Sylvester adjourned the meeting at 3:21 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
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	Closed
4. Publish County by County OCAT go-live data and provide statistics.	Jo Anne Osborn	02/19/21	Closed
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	03/26/21	Open

Action Items	Assigned to	Due Date	Status
7. Provide details on how Risk Mitigation is being tracked.	Rachel Frey	03/26/21	Open
8. Follow up on Los Angeles County being included in the security validation cross over.	Ted Anderson	03/26/21	Open
9. Follow up on Batch process review.	Seth Richman	03/26/21	Open

<u>Next Meeting</u>
Conference Call/Zoom
Friday, March 26, 2021
9:00 a.m. – 12:00 p.m.