

**CalSAWS Consortium**  
**Project Steering Committee**  
**Meeting Minutes**  
**May 20, 2021**

**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 3 – Kelly Hampton  
Region 4 – Cindy Uetz  
Region 4 – Vienna Barnes  
Region 5 – Alberto Banuelos  
Region 5 – Gilbert Ramos  
Region 5 – Rocio Aguiniga  
Region 6 – Luther Evans  
Region 6 – Winna Crichlow  
Region 6 – Vicki Moore

**Members Absent via Conference Call/Webcast:**

Region 2 – Ethan Dye

**Committee Guests Present via Conference:**

Region 2 - Nolan Sullivan

**Facilitator:**

John Boule, CalSAWS Executive Director

- 1. Co-Chair Albert Banuelos convened the meeting at 8:30 a.m.**
- 2. Agenda Review**
- 3. Public opportunity to speak on items not on the Agenda.**
  - Public comments were made by Jennifer Tracy and Karina Apodaca. Both spoke in favor and support of BenefitsCal interfacing with GetCalFresh and continuing expanded access points to benefits for community members in need, including use of the GetCalFresh referral URL.

**PSC Action Items**

- 4. Approval of the Minutes of the April 15, 2021 PSC Meeting and review of Action Items.**

**Summary:** The Consortium is seeking PSC approval of the Minutes from April 15, 2021 CalSAWS PSC Meeting and review of Action Items.

Action Items from previous meetings:

**Action Item 1 – Automated Assistants/Bots:** Ongoing

**Action Item 2 – CalSAWS Recruitments:** Ongoing

**Action Item 3 – Analytics Reporting Design Development of Implementation:**  
Ongoing

- Action Item 4 – DEI Activities:** Ongoing
- Action Item 5 – Portal/Mobile Outreach:** Closed
- Action Item 6 – Portal/Mobile Transition Plans:** Closed
- Action Item 7 – BenefitsCal File Types for Upload:** Closed and being removed.
- Action Item 8 – Early Training:** Closed

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

## **Informational Items**

### **5. CalSAWS Gantt Chart Update**

- Seth Richman and Gabrielle Otis provided an update on the CalSAWS Gantt Chart.
- Overall, the project is on time and within budget for the migration DD&I project. Over the last month the team has hit several important milestones. The C-IV Converted Data test were completed as well as the C-IV Batch Regression Test. This tells us that the system CalSAWS is working with the 40-county data. The User Acceptance test will start in approximately three weeks. The planning and prepping have already begun for the User Acceptance Test with the actual execution of the User Acceptance test for the 39 counties begins in the second week of June 2021.
- CalWIN conversion processes have been coded and are being tested. The ancillary conversion primarily centers around collections/fraud the team is working with the 18 counties that have such systems to get that data processed into the conversion process. The converted data tests are about seven months out.
- The Training Team has completed the WBT Web Based Training module for the 39 C-IV Counties and those are being loaded into the Learning Management System.
- Implementation touchpoints are well attended and there is great interaction.
- The images will be extracted and loaded into the test systems so that the team can use them during UAT.
- The BenefitsCal team has been developing Release 1, which is scheduled to go live in late September 2021. The team is focused on working toward development testing activities because soon UAT period, which will begin June 14, 2021. User Centered Design is being used as the team looks ahead toward

Releases 3 and 4, which are scheduled out into 2021/2022. The team in parallel is working to develop both written as well as quick videos for Training.

- The CalWIN OCM project team has been working to document current state As-Is processes and to design new future state processes with a variety of counties and stakeholder groups. The team is also developing a training plan as well as a change management plan.

## **6. CalWIN Implementation Support Services**

- Juli Baker provided an overview of the CalWIN Implementation Support Services activities.
- Sign-off for formal the As-Is Work Products for Contra Costa, Placer, Yolo, Tulare, Santa Barbara, Santa Clara, Orange, and Ventura counties have been received.
- Solano and Santa Cruz county-specific As-Is BPR Sessions were completed.
- An onsite pilot visit to San Diego for As-Is BPR Sessions and a virtual visit for San Mateo County's As-Is Sessions were conducted.
- Began As-Is process sessions in Fresno and Alameda Counties on May 17, 2021.
- The key takeaways from the April and May Organizational Change Management Sessions are that POCs gained understanding of key OCM concepts, Counties engaged in identifying areas of impact, Counties are already progressing on the Adoption Curve, and there was an introduction to engaging County end users.
- Training Advisory Council (TAC) Meetings are held monthly. The key takeaway from the April TAC meeting was that the workshop for CalWIN to CalSAWS Overview and Demonstration was attended by over 300 CalWIN County Staff. The next TAC meeting in June 2021 will include a review of Instructional Design Maps & ILT Templates.
- The Toolkit is a set of existing Project tools and materials identified for people to expand the understanding of CalSAWS, which is all on the CalSAWS Web Portal.

## **7. BenefitsCal Update**

- **Outreach, Training, and Public Awareness Plans**
- **Conversion of Customer Accounts**
  - Gabby Otis provided an update on BenefitsCal.
  - The Project is now in a delivery phase mode, which means the designs are complete and they're now being developed/tested.
  - The team's aspiration is to communicate the right messages to stakeholders, at the right time, to provide a positive Customer-first experience with the new BenefitsCal. Through proactive communication, the team can build trust and increase long-term adoption of the application.
  - The Communication Strategy is to leverage a centralized multi-channel communications strategy to drive adoption of BenefitsCal and #EngagePeopleBetter with hyper-targeted messaging to the right people at the right time. The Key tenets of the approach are Lead with Value, Keep It Simple, Data-Driven, and Timing is Everything.
  - The plan for BenefitsCal Communications includes BenefitsCal Campaigns. The key messages for different phases include awareness, education, conversion, and support. Using Customer and case data, the team will time the communications and segment them by stakeholder group and application/case status.

- The first mass communication will be at the end of June.
- The go-live for C4Yourself Counties is the end of September 2021 and for YBN Los Angeles County it will be the end of November 2021. Customers will receive a nudge to complete unfinished applications and customers with action needed (Renewal) will be invited to log in first.
- In the coming weeks, a new BenefitsCal.com website will be published. The site will include project updates, go-live dates by counties, as well as the social media toolkit. Site will continue to redirect users to C4Y, YBN, or MyBCW as appropriate for current needs.
- The BenefitsCal Training plan has been expanded to fully support customers and CBOs. There are about 16 How-To videos, 17 quick reference guides, 1 job aid for Admins, and 6 training scenarios.
- User Account Conversion – Current accounts will be converted if the account has been accessed within the last two years and the account is linked to an application or case. Users need to have username or email from the current portal(s) and password from the current portal to log in to BenefitsCal. The first-time login experience is designed to be easy, and the user will be prompted to enter missing information.

Public comment made by Jennifer Tracy.

## 8. UAT Update

- Peggy Macias provided an update on UAT.
- The CalSAWS UAT prep phase is being wrapped up.
- The CalSAWS UAT Kick-off meeting for C-IV was on March 18, 2021 and for Los Angeles/CalWIN Counties it was on April 19, 2021. Calls are conducted for support twice a week. The UAT Execution Kick-off will occur June 7, 2021.
- CalSAWS UAT Execution is scheduled from June 14 – August 20, 2021. The BenefitsCal Execution will occur from June 14 – September 3, 2021.

Public comment made by Jennifer Tracy.

## 9. Training Update

- **Update on Number of Attendees that can be Accommodated at Early Training (Action Item from 4/15/2021 Meeting)**
  - Ashley Arnold provided an update on Training.
  - Early Training is the phase when select staff from the 39 C-IV Counties will take the Migration WBTs in advance to learn the key system changes between C-IV and CalSAWS, so they may support county users as coaches and champions during the General Training phase. Counties are not expected to conduct separate or individualized training sessions or develop custom materials for the C-IV migration. Early Training is planned from July 6 – August 27, 2021.
  - The suggested participants for Early Training are County Trainers, Supervisors, Super Users, and County Program/Policy staff. Early Training participants will be identified through a CRFI to be issued mid-May 2021, with information due by mid-June 2021, to allow time to create the credentials in the Learning Management System (LMS). Counties will identify their Early Training participants. Regional Managers will help

facilitate the identification of county staff that will participate in Early Training if necessary.

- The CalSAWS Project recommends at least one Early Training participant per office location.
- Early Training can accommodate 320 participants total, but each session can accommodate 80 people, which are held virtually.
- An additional LMS Access Option is offered to supplemental staff. These participants will complete their C-IV Migration Training prior to the General Training period. This approach prepares the participants to adequately support staff as coaches/champions during the General Training period. Staff that should participate in the Additional LMS Access include additional County Trainers, supervisors, super users, county IPOCs, county Program/Policy staff, and Change Network Champions. The CalSAWS Project will support access to an additional 1,048 participants using an equitable percentage of 5% of each county's active users.

## **10. C-IV/CalSAWS Implementation Readiness Update**

- **County Prep Phase/Security Matrix Overview**
- **Implementation Readiness Dashboard**
- **Migration Toolbox Walkthrough**
  - Maria Saenz, Abby Darrah, and Yong Vangbliayang provided an update on C-IV/CalSAWS Implementation Readiness.
  - The C-IV Counties will receive the County Prep Phase Packet to review and prepare for activities to take place during the County Prep Phase from August 30 – September 23, 2021. The project will be hosting meetings before the County Prep Phase to support counties in preparing for the County Prep Phase Activities, and host meetings during the County Prep Phase to provide support during execution of County Prep Phase Activities.
  - The purpose of the Security Matrix is to confirm that the rights or abilities for every Security Role are appropriately assigned within the correct County-maintained Group so that users will have the appropriate CalSAWS system access. The Security Matrix will be distributed in June along with a CIT, which will demonstrate how to customize County-maintained Roles. Counties will be able to use project-maintained Roles as a guide on Role-to-Group associations. The Counties should use this matrix to determine how they would like to assign Security Rights and Groups to Roles within the County.
  - The Implementation readiness dashboard has information reflected as of May 7, 2021. The overall readiness summary for CalSAWS and BenefitsCal is on schedule.
  - The Migration Toolbox includes 4 categories which are Implementation Support, System Resources, Change Management, and Training. Additionally, the team is working hard to create a page for the Toolbox on the Web Portal.
  - The BenefitsCal Changes in CalSAWS WBT has been changed to a Quick Guide.

## **11. Application Development & Policy**

- Karen Rapponotti and Katie Mead provided an overview of Application Development and Policy.
- DHCS requested a journal entry that would be put into cases regarding the delayed redetermination processing for Medi-Cal benefits due to the federally declared Public Health Emergency. In order for the team to insert the journal entry into the cases the team will make a non-EDBC change that moves the RE dates to current. There is no change to the direction provided by DHCS.
- DHCS – Katie Mead – There is a meeting with the Advocate partners tomorrow to discuss the PHE lift.
  - The May Revise budget was released last Friday. DHCS is working closely with CWDA and SAWS. The budget is not final.
  - Older Californians – Health for All Act would provide full-scope benefits to everyone over the age of 60, regardless of immigration status. It is a top priority for DHCS. It would be slated to go live May 1, 2022. The draft ACWDL is under review.
  - Post Partem Expansion – Part of the American Rescue Plan Act that was signed earlier this year. Gives the states a new option to extend MediCaid/Medi-Cal Post Partem coverage from 60 days to 12 months. It will have an effective date of May 1, 2022.
  - All are contingent upon approval of the bill and budget.
- CDSS ran the first run of the CalFresh Emergency Allotments that was split between the old guidance and the new \$95 guidance; all systems ran well, and the benefits were issued.
- The Pandemic Assistance Benefit is being finalized and is likely to be issued mid-July.

## **12. Case Data Retention Processing Update**

- Chris Page and Michael Johnson provided an update on the Case Data Retention Processing.
- C-IV Cases Data Retention processing was kicked off April 16, 2021. Image and document removal processes have completed. Those were all non-Time Limit related documents. Case Data Removal is 43% complete as of May 13, 2021 and there was approximately 1.7M cases total to process. It's at 56% as of today.
- An issue with images/documents being removed that should not be was identified early in the process. Those images/documents were restored, and corrections were made to the process. Processing then resumed. A data change was implemented to remove old IEVS reports that were not initially picked up in the removal process but should have been. Updates were also made to how the In-Process status cases are handled.
- CalWIN identified initial cases to be marked as "Not Retained" on February 15, 2021. CalWIN Data Retention process marked records to filter out during CalWIN extraction for CalSAWS Go-Live. Periodically CalWIN will re-assess records against the Data Retention Policy Requirements.
- The schedule of dates for running the jobs is being worked on.
- The next steps include completing processing of C-IV Data Retention Processing, starting development work to port to CalSAWS, estimating work to load LDS data into CalSAWS. CalWIN future Data Retention runs are in the planning stage.

### 13. Conversion Update

- Paul Trisler and Keith Salas provided an update on Conversion.
- Overall C-IV, CalWIIN and Ancillary Delivery are in progress and on schedule.
- The next activity for C-IV is Mock Conversion 2.
- There was a 23% reduction of Duplicate Persons since July 2020. The Statewide duplicate counts 28,285.

### 14. Procurement Update

- Tom Hartman provided an update on Procurement.
- A Procurement Advisory Workgroup has been established by the Procurement Team. The next meeting will be in June 2021. There were six responses received for the request for information. Internal briefings are being done and the synopsis was sent out on May 20, 2021.
- The SOC 2 Procurement is in the evaluation phase in San Bernardino County.

### 15. State Partners Updates

- **OSI**
- **CDSS**
- **DHCS**
  - OSI – Steve Zaretsky
    - OSI received approval from CMS and FNS for the As Needed BPD update for CalSAWS. OSI has been working closely with DHCS and CalSAWS on an activity called Outcome Based Certification (OBC). CMS has expectations of the type of metrics that will be captured with system activity. A few documents are in the review process at the federal level.
  - CDSS – None
  - DHCS – Katie Mead
    - See Agenda Item 11 Application Development & Policy for DHCS update.

### 16. Regional Updates

- Region 3 – Kelly Hampton
  - Various counties have reported that there are staffing shortages and hiring challenges. Counties reported that they're working on reopening plans, if they aren't open full-time already, and teleworking policies for ongoing work.
  - Lassen County is facing the closure of one major employers in their county, the California Correctional Center outside of Susanville. The facility employees over 1,000 staff members and the majority of those employees live in Lassen County. There are efforts to stall the closure, but the expected closure date is June 2022.
- Region 1 – Clarisa Simon & Jessica Paran
  - Most counties are preparing to reopen.

- Santa Clara County has most staff still working from home, but they are developing plans to see what it will look like when employees return to the office. They're also working on making preliminary ancillary decisions.
  - San Francisco County is looking at standards for telecommuting and the new normal for staff. The Agency Deputy Director is leaving and looking forward to having that vacancy filled. They are having ancillary and peripheral systems meetings with decision makers and the goal is to come up with preliminary recommendations.
  - In San Benito County has a new Deputy Director Lupe Rival Kava.
  - In Napa County starting in May staff are back 60% of the time and they are opening the reception area for limited use. Napa is sending out a mass mailer with information regarding the change from C4Yourself to BenefitsCal.
  - Monterey County is trying to fill vacancies across the branches. They are deploying laptops to staff and replacing desktops with docking stations. The staff continues to work from home and in the office. The process has begun for each office to determine their Return to Office Plan.
  - Solano County teleworking continues, and they are letting a limited number of staff into their lobbies. They are finishing up the BPR sessions with Deloitte and received positive participation. Solano County is onboarding a new Program Manager. They continue to develop an internal SharePoint and have quarterly presentations for staff. They are offering Saturday overtime for staff to help with the data clean-up effort.
  - San Mateo County has new staff to help with getting Sandbox usage increase. San Mateo County has been working on deduplication work and came up with a process. They are also working on BPR workflows and they're looking at document migration to determine the best option.
  - Alameda County is working on diving into the Sandbox.
  - Marin County continues to work through interface partner testing making sure the right people are looking at interfaces and understanding the purpose of each. They're also ramping up sandbox usage.
  - Sonoma County is moving to open lobbies full time if possible and doing a combination of telework. They have an internal team site with all CalSAWS activities.
- Region 6 – Winna Crichlow & Vicki Moore
    - Los Angeles County DPSS is expanding the RE Line and the first contact resolution efforts within Los Angeles County. On Tuesday an additional 5 offices were rolled out. The team continues to encourage the staff to get vaccinated. DPSS is assessing and determining what reopening completely would look like.
    - DCFS is working on a plan for re-entering the office which has been approved by the Board of Supervisors. The DCFS director is planning to reopen slower than others and planning to use a pilot process with each office so they may learn from the offices as they open. The new initiatives have been a challenge for them since the pandemic began. They're working diligently to make sure staff are staying on top of things.
- Region 4 – Vienna Barnes

- Fresno County has been awarded approximately \$30 million from the US Department of Treasury and California Housing and Community Development for the Emergency Rental Assistance Program. The county is partnering with RH Community Builders to administer the programs. They started to accept applications Monday, April 5, 2021.
- Kern County has adjusted lobby hours to expand in-person services now from 7:30 a.m. – 4:00 p.m. The county is planning for the lift of the PHE and determining how it will affect the workload; in particular, the processing of the REs. Their C-IV and IT Help Desk Staff are preparing for the upcoming migration to the new ServiceNow system by attending web events. Kern County was encouraged by the recent CalSAWS survey where 57% of the staff were excited for the transition into CalSAWS. They continue to have high attendance in their internal CalSAWS Committee. They've added more staff to the deduplication report efforts, and they are making progress on the report. Mariposa County continues outreach with Eligibility Specialists at COVID vaccine clinics. The CalSAWS Migration SharePoint continues to be a great resource for the Conversion Team and C-IV users. The Homeless Assistance targeted topic session was shared with all of their C-IV users earlier this month which included demonstrations. The Change Champions have been attending meetings within their unit and are generating excitement. A few positions have been filled in Mariposa County.
- Merced County just finished MAQC review, and the agency is beginning to work on a reopening plan.
- San Luis Obispo County is currently streamlining their electronic document system naming conventions as a first step for preparing for migration. They'll also be working on reviewing and reducing their in-house forms. The county is also preparing for reopening. The Welfare to work case managers are utilizing Microsoft Teams as an option for check-in for monthly participants.
- Stanislaus County has had a few managers promotions and their lobby continues to be open for drop-ins. The goal is for customers to use the drop box and the kiosk to self-serve. They still have some staff continuing to telework until at least the end of June.
- Region 2 – Nolan Sullivan
  - Most counties are working on reopening and telecommuting.
  - Calaveras County hired a new Director, Cori Allen, and began April of 2021.
  - El Dorado County PPOC has been promoted to a Program Manager and the County is working on filling the PPOC position.
  - Mono County is looking to reopen in June of 2021.
  - Nevada County is working on the roll-out plan for usage of Sandbox by their staff.
  - Placer County is in talks of reopening and have signed- off on the As-Is process for the ISS BPR.
  - Tuolumne County is in the process of hiring new Eligibility Staff and their facing the same hiring challenges as a lot of other counties right now.
  - Sacramento and Yolo County will be reopening in Mid-June of 2021 and they've signed off on their As-Is BPR Process as well.

- Region 5 – Gilbert Ramos
  - Ventura County is doing a soft reopening in Mid-June of 2021. A client portal will be implemented on June 1, 2021 to replace an email box to allow customers to submit documents securely. The county is implementing the restaurant meals program. They're also completing a large-scale recruitment for Eligibility Workers. BPR work has been completed.
  - Santa Barbara County have been working on transitioning to their new CalSAWS team into roles specifically on CalSAWS efforts. The team should be fully in place by June. The documented As-Is process revealed several opportunities for the county to do research and analysis. BPR work has been completed and has allowed them an opportunity to determine what the best To Be process will look like moving forward.
  - San Diego County completed BPR As-Is sessions, which was successful. The sessions were completed in six days.
  - San Bernardino County has been able to provide Vita services to almost 3,500 taxpayers, which resulted in approximately \$4.5 Million in tax refunds. These funds help the citizens and the community by helping to stimulate the economy.
  - Riverside County district offices are preparing to meet Public Health standards and they'll be extending their office hours to help the public.
  - Orange County is working with their vendor CIA to assess its overall business processes and structures.

#### 17. JPA Member Representatives & Conference Meeting Overview

- John Boule provided an overview of the JPA Member Representatives & Conference Meeting scheduled on Thursday, June 24, 2021. The meeting requires quorum of the CalSAWS Member Representatives (58-County Welfare Directors).

#### 18. Adjourn Meeting

- Co-Chair, Albert Banuelos, adjourned the meeting at 11:10 a.m.

Action Items	Assigned to	Due Date	Status
1. Automated Assistants/Bots Pilot Status Update	<b>Seth Richman</b>	<b>Ongoing</b>	<b>Open</b>
2. Provide update on CalSAWS recruitments.	<b>Holly Murphy</b>	<b>Ongoing</b>	<b>Open</b>
3. Provide regular updates on the status of Analytics Reporting Design, Development, and Implementation.	<b>Luz Esparza</b>	<b>Ongoing</b>	<b>Open</b>
4. Discuss DEI activities/initiatives taking place at CalSAWS.	<b>John Boule</b>	<b>Ongoing</b>	<b>Open</b>
5. Portal/Mobile: Present outreach, training, and public	<b>Gabby Otis Rachel Frey Anna Chia</b>	<b>05/20/2021</b>	<b>Closed</b>

awareness plans including marketing and communication to customers and county staff.			
6. Portal/Mobile: Transition plans for current customer accounts.	<b>Gabby Otis Rachel Frey Anna Chia</b>	<b>05/20/2021</b>	<b>Closed</b>
7. Provide an update on the amount of people counties can send for early training.	<b>Ashley Arnold</b>	<b>05/20/2021</b>	<b>Closed</b>
8. Provide feedback on the sessions with CBOs.	<b>Gabby Otis</b>	<b>07/15/2021</b>	<b>Open</b>

**Next Meeting:**

Conference Call/Zoom  
Thursday, June 24, 2021  
8:30 a.m. – 4:30 p.m.  
CalSAWS Rancho Cordova  
11290 Pyrites Way, Suite 150  
Rancho Cordova, CA 95670