

CalSAWS Consortium
Project Steering Committee
Meeting Minutes
August 19, 2021

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

Committee Members Present via Conference Call/Webcast:

Region 1 – Clarisa Simon
Region 1 – Jessica Paran
Region 3 – Rachel Ebel-Elliot
Region 4 – Cindy Uetz
Region 5 – Alberto Banuelos
Region 5 – James Locurto
Region 5 – Rocio Aguiniga
Region 6 – Winna Crichlow
Region 6 – Vicki Moore

Members Absent via Conference Call/Webcast:

Region 2 – Ethan Dye
Region 4 – Vienna Barnes
Region 6 – Luther Evans

Alternate Members Present via Conference:

Region 2 - Nolan Sullivan

Facilitator:

John Boule, CalSAWS Executive Director

1. **Co-Chair Vicki Moore convened the meeting at 8:32 a.m.**
2. **Agenda Review**
3. **Public opportunity to speak on items not on the agenda.**
 - Public comment was made by Jennifer Tracy.

PSC Action Items

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

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

Action Items from previous meetings:

Action Item 1 – Automated Assistants/Bots: Ongoing – The pilot is progressing well and showing a high authentication rate with customers calling in.

Action Item 2 – CalSAWS Recruitments: Ongoing – The Consortium is currently recruiting three positions which are Help Desk Analyst, Business Analyst, and Security Analyst. A review of applications is in process right now.

Action Item 3 – Analytics Reporting Design Development of Implementation:

Ongoing

Action Item 4 – DEI Activities: Ongoing

Action Item 5 – Feedback on the sessions with CBOs: Closed and being removed.

Action Item 6 – Feedback on the BenefitsCal availability to the CBO Community: Open – On Today's agenda.

Motion to approve was made by Member James Locurto.

Motion was seconded by Member Rocio Aguiniga.

Member, Clarisa Simon, voted to approve.

Co-Chair, Jessica Paran, abstained.

Alternate Member, Nolan Sullivan, abstained.

Member, Rachel Ebel-Elliott, voted to approve.

Member, Cindy Uetz, voted to approve.

Member, Albert Banuelos, voted to approve.

Member, Winna Crichlow, voted to approve.

Co-Chair, Vickie Moore, voted to approve.

Members, Vienna Barnes and Luther Evans were absent from vote.

Vote was taken by roll call and the Motion passed.

Informational Items

5. CalSAWS Gantt Chart Update

- Seth Richman, Rachel Frey, and Dawn Wilder provided an update on the CalSAWS Gantt Chart.
- As the team approaches the end of August 2021 virtually all Application Development tests for the C-IV migration to CalSAWS have been completed. The team is preparing for the CalWIN Converted Data Test that begins in November 2021. In less than three months the team will be testing the CalSAWS code with the 58-county data set to confirm it will work well.
- C-IV Conversion has completed seven separate runs; three of which were Mock Conversions, and it has been done successfully.
- CalWIN development is complete, and the team is now preparing to run the Converted Data Tests, which will begin in November 2021.
- Overall, C-IV Implementation and Training is on track and the team is preparing for a major step that is occurring in the following week in the County Prep Phase, which is when data will be migrated for C-IV offices and staff in to CalSAWS.
- Imaging for the 39-counties is almost complete with one scenario that needs to be tested to clear up a couple of defects. Los Angeles UAT has begun. Their cutover will occur in November 2021 which is also on track.
- The BenefitsCal team still has a few activities that are ongoing and UAT has not been completed but it's ongoing. The team is working on starting some efforts around training activities happening both with the counties and Community Based Organizations. Training materials will be accessible. Messages have been sent to the counties and other entities so the team can spread the word about BenefitsCal. The request to move the acceptance period beyond Release 1 to post Release 2 has been agreed to. The Acceptance Period will follow 90-days post the go-live in November 2021. There are two releases planned for the middle of October 2021 Releases 1.1 and 1.2 to refresh memory in order to

support the effort that was needed to bring the GetCalFresh solution online which moved out functionality into October 2021. The Design for Release 3 is being worked on as well as Release 4.

- CalWIN ISS As-Is BPR Re-engineering efforts to date have been completed. The OCM plan is being prepared which is due at the end of October 2021. The team has started efforts for the Master Training Plan. There was a request on the Implementation Support Plan for a more integrated view that combines the DD&I efforts for CalSAWS which will be provided in September 2021.
- Los Angeles County will be converting at the end of August 2021. All activities and requirements have been completed and met. There is a brand-new print center in Southern California that is complete and online. There have been facilities walk-throughs in all three print centers.

Public comment was made by Katie Mead from DHCS.

6. CalWIN Implementation Support Services

- **BPR**
- **OCM**
- **Training**
 - Juli Baker provided an overview of the CalWIN Implementation Support Services.
 - In the Business Process Re-Engineering work stream all 18 Counties' As-Is Sessions were completed. Wave-1 (3 of 18 Counties) To-Be Sessions are in-progress. The team is preparing the Global To-Be Process Flows and an analysis between the County As-Is Flows and To-Be Flows is being done to find gaps. Wave 2 will begin September 13, 2021. For each Wave the team is asking staff to do prep work by understanding the functionality of CalSAWS before the Consortium starts the To-Be sessions.
 - The Organizational Change Management Plan is being worked on. The key takeaways from the OCM POC Session held July 14, 2021, were that Counties identified current and desired communications products and channels used within their County and there were discussions about project messaging that can be shared across Counties now. The upcoming discussion topics for the September meeting will be Communication and Engagement Activities, Change Network, Targeted Topics, and Roles/Responsibilities.
 - Upcoming Training Advisory Council Topics for the September meeting will be a Review of Training Roles and the Approach to Developing the Master Training Plan.

7. Application Development and Policy Update

- **COLA Updates**
 - Karen Rapponotti provided an update on Application Development and Policy.
 - All COLAs have been received and Batch EDBC will run September 11, 2021, for CalSAWS and CalFresh EAs will run on September 4, 2021. CalFresh – In addition to the COLA for October 1, 2021, USDA is implementing a significant and permanent increase to benefits (about 25% above pre-pandemic levels). SCRs 219844/219846 – The new FC/KG and AAP values will be added to CalSAWS on August 20, 2021. SCR

107958 – The new FC and KG values will be added to C-IV August 20, 2021.

8. CalSAWS County Validation Opportunity

- Jo Anne Osborn and Gretchen Williams provided an overview of the CalSAWS County Validation Opportunity.
- County Validation provides an opportunity for Counties to review requirements, that have been approved by Regional Committees once they have been translated into system changes with each release. County Validation is optional for those Counties who choose to participate. There are three different models in place today which are CalSAWS/LRS Release every other month with county validation method; C-IV release every other month with a click through (As Needed) method; and CalWIN release quarterly with 6-Weeks County UAT method.
- Planning is underway for the future of validation by creating a STRIKE team that consists of six County Members, Project Team Members, Vendors, and QA Vendors.
- A video was provided to show the progress that has been made.

9. C-IV/CalSAWS Implementation Readiness/Pre-Greenlight Update

- **Introductions**
- **Summary of Readiness/Risks**
- **Application Readiness Summary**
- **CalSAWS Core UAT**
- **Conversion**
- **Interface Partner Testing**
- **Imaging**
- **Ad Hoc/Analytics**
- **Operations**
- **Performance**
- **Tech Readiness Infrastructure**
- **Identity Access Management**
- **Security**
- **Training**
- **Implementation**
- **Change**
- **BenefitsCal**
- **Central Print**
- **County Readiness**
- **County Prep Phase Readiness**
- **IV&V**
 - Seth Richman, Peggy Macias, Gabrielle Otis, Dawn Wilder, Wendy Battermann, Brian Nagy, and Kalleen Lyman provided updates on the C-IV/CalSAWS Implementation Readiness/Pre-Greenlight. The Quality Assurance team has indicated their agreement status for each item with an icon.
 - The Regional Managers will be making the final Go-live decision based upon the information presented and they are involved in every weekly meeting to see the details.

- The six High Risks and three Medium Risks related to Migration were reviewed. One of the High Risks has been mitigated. The high risks are related to scaling, Batch, Imaging, C-IV Cutover Activities, and the delay in CF Allotments. The Medium Risks are related to CalHEERS release readiness delays, COVID-19 relief efforts, and the BenefitsCal Project Release 1.0.
- Overall, CalSAWS Core Readiness is on track. UAT is wrapping up this week. There is one outstanding Integration System Test which the team is confident will pass. A method has been confirmed to resolve the Technical Infrastructure security attribute resolution by next week. The app is essentially fully in production every release that has gone in is what creates CalSAWS.
- User Acceptance Test is on-track for CalSAWS Application which includes State Reports. There have been approximately 503 participants that have been testing and 84 Subject Matter Experts representing about 26 counties. As of today, the Consortium is at 99% of test scenarios with a 94% pass rate. The team is wrapping up remaining execution for report scenarios and UAT is extended for one more week to wrap up remaining defect testing. There are 20 open CalSAWS Core defects.
- Overall, Conversion Readiness is on-track and going well. The execution of the C-IV Conversion Cutover activities in the three Mock Conversions have not resulted with the overall End-To-End performance to completing at or within 84 hours. Mock Conversion #3 (in July) completed in approximately 86.5 hours. The team has logged Risk #249 and will work with the various project teams and cutover activities to mitigate the risk of executing cutover activities past the 84 hours and thus impacting County Users start to their business day in CalSAWS. The mitigation steps include executing Smoke Testing in parallel with County Click-Thru saving one hour and removing Stage Gate Reviews from the Critical Path saving 1.5 hours.
- Interface Partner Testing is essentially complete, and it was confirmed that CalSAWS cloud server production cutover connectivity EBT (FIS) successful. Establishing CalSAWS Connectivity with BenefitsCal APIs (Application Programming Interfaces) is still being worked on. Imaging is doing great and has gone through its development phase. The transfer of images to the new solution is behind the original schedule but is expected to be complete by cutover. The process of mitigating Risk 248 was reviewed. There is one scenario left for Imaging UAT which will be closed in the following week.
- Ad Hoc Reporting and Analytics is on schedule with one risk of establishing CalSAWS Connectivity with Ad Hoc Reporting – APEX Reporting. Configuration at the county-level is scheduled to be implemented next week.
- Rollback planning in conjunction with cutover planning is complete and incident management planning is underway. Risk 240 is related to Scale Batch Operations to provide 40 and 58-County support. The mitigation plans include process, organization, communications, and continuous improvements. Batch Operations Exit Criteria includes Batch Operations organization being realigned under Production Operations; Real Time Batch Monitoring being put in place; updated batch notifications being deployed to production; and targeted control totals and automated

- alerts being developed and implemented. Risk 237: Scaling of Batch for 58 Counties – Batch Performance is making great progress and processing in 8.5 hours. The First Business Day processing is now in the green zone. High Volume Forms are being focused on this week. Additional changes will be focused on for the 58-county dataset in the future.
- Customer Service Center Readiness is on-schedule and waiting for cutover.
 - Performance testing cycles around Identity Access Management (ForgeRock) are moving forward. With the last Cycle 3 testing all APIs are falling within SLAs.
 - Technical Readiness: Infrastructure is progressing on plan. An update to the Kiosks/FACTs in the counties is targeted to be complete by September 15th. The Identity Access Management User Enablement Topics for Help Desk Escalations is in progress. Performance and Stress Testing includes ForgeRock and is on target. Security Penetration Testing by the third-party provider is underway.
 - From a Training Readiness perspective plans have been completed and the materials have been developed/uploaded to the Learning Management System (LMS). Early Training will be wrapping up next week and quickly entering General Training phase. The team is ready to support the additional 15,000 users that are being loaded into the LMS.
 - Implementation Readiness is on-schedule. The Command Center will be up and functional at the end of August and will go through the full six weeks of post deployment enhancements.
 - Overall, BenefitsCal is on track with two items in the yellow status. UAT testing is completing their first round this Friday. The BenefitsCal project monitors overall operational readiness through four (4) key milestones. User Testing statuses and UAT statuses were reviewed. Conversion Readiness has been 100% completed. BenefitsCal Training has a planned scope and the training plan Demo System for UAT training was approved. Training materials have been uploaded to the LMS. Implementation Readiness will need support after post go-live. The team is looking to develop a number of customer experience dashboards that will help proactively identify any issues within the application before they're reported by end users. Change Readiness is on-schedule. The team is engaging with customers through social media platforms to spread the word about BenefitsCal.
 - Overall, Project Readiness for Central Print is almost complete. Deliverables have been approved in terms of the Master Implementation Plan. Performance and Load testing began this morning. The team has been working hard to get all supplies for the print centers. Central Print testing is still in progress.
 - County Readiness is on-schedule and there are no County Issues/Risks as of July 2021. Remaining Milestones being tracked are confirming that CalSAWS Desktop Icon has been pushed to User Workstations, participate in General Training, process all C4Yourself eApplications prior to Cutover, and User Logging in and Validating CalSAWS credentials.
 - IV&V is contracted through OSI, and their scope of work is focused on DD&I activities. IV&V agrees that CalSAWS Conversion, Imaging, Analytics, and Training are on-track. Test and UAT are slightly behind but the team is confident it will be ready for cutover. BenefitsCal Development and

Training are on-track. Test and UAT are slightly behind but confident it will be resolved soon. Central Print is on-schedule.

Public comments made by Katie Mead – DHCS and Jennifer Tracy.

10. Procurement Update

- Tom Hartman provided an update on Procurements.
- The team has moved through creating the M&O Procurement Advisory Work Group and the strategy is in place. The team is in the midst of developing the requirements and drafts for RFP. Overall, everything is moving along well.

11. CalSAWS Innovation Phase 2

- This Agenda Item will be discussed at the September PSC meeting.

12. State Partners Updates

- **OSI**
- **CDSS**
- **DHCS**
 - OSI – Brandon Hansard
 - FNS approval of the CalSAWS LRS Amendment 28 has been received. OSI formally submitted that amendment to CMS for review. The team has facilitated the walk-through with Federal partners, and everything is going smoothly. In addition, on August 10, 2021, the team received FNS approval on the Deloitte CalWIN Implementation Services Contract Amendment 2. The team has formally submitted to CMS for review. Currently there are no outstanding questions. The team has been working in collaboration with DHCS and CalSAWS to make sure that they were ready for the CalSAWS operational readiness review with CMS.
 - CDSS – Jessica Abernethy
 - CDSS introduced a new member of the CDSS team her name is Erin Leight, and she is back-filling for Rocky Givon who was promoted to Branch Chief a few months ago.
 - DHCS – Katie Mead

The Postpartum Expansion under ARPA is currently set for implementation April 1, 2022. ACWDL 2115 was issued on August 6, 2021. DHCS continues to work with SAWS and CWDA to finalize policy and operational guidance. The Medi-Cal Asset limit dates are being worked on for approval. DHCS is targeting the formal submission by the end of August 2021. Draft ACWDL is undergoing updates to incorporate County and SAWS feedback. ACWDL will also include all changes to NOAs snippets that include the property limits. DHCS is holding a Monthly Stakeholder Workgroup scheduled for the third Friday of each month. A County and SAWS workgroup will be initiated in the near future. The Medi-Cal Asset Limits will be increasing July 1, 2022. The plan is to eliminate assets for Non-MAGI programs July 2024. The NOA snippets in all threshold languages for the Older Adult Expansion Update were completed and provided to SAWS July 30th. ACWDL 21-13 has been updated with the rebranding to

Older Adult Expansion. The first Advocate Workgroup was held August 10, 2021, and the first County Workgroup was held August 17, 2021. Draft outreach materials will be shared with Advocates and Counties within the next month. COVID-19 PHE guidance from CMS (SHOW 21-002) extended the time states have to process outstanding work as a result of the COVID-19 Pandemic from six months to 12 months. It requires states to use current information when processing outstanding work. DHCS is reviewing the new guidance and determining impact to current Eligibility and Enrollment Operations Plan. It will be shared at a future County Workgroup Meeting and during the September TRT Meeting.

13. Regional Updates

- Region 6 – Vicki Moore & Winna Crichlow
 - Los Angeles County DCFS is going to mandate all of their employees to wear masks with a few exceptions for medical or religious beliefs. The total magnitude of how this will come down and all of the details are being worked on.
 - Los Angeles County DPSS is still going through final phases of the reopening plan in preparation for when their lobbies reopen. Los Angeles County has been hiring staff to fill vacancies in the call centers. Los Angeles County has recently completed the rollout for e-line. The team is working with Public Health in order to establish vaccination pop-up sites at some District Offices to support staff and the community.

- Region 5 – Rocio Aguiniga
 - Riverside County is looking at a hybrid approach for Eligibility Induction Training by doing a hybrid approach to training. The team is scheduling meetings with CBOs to provide information prior to migration.
 - San Bernardino County Authentication Assistant Bot pilot - for the period of August 12th through August 18th, there was an overall success rate 88% for customer authentication. Staff started testing the push notification bot Monday, August 16, 2021.
 - Santa Barbara County continues evaluating mapping their imaging documents to the county CalSAWS submission. The team plans to migrate all documents that meets the CalSAWS Data Retention guidelines. The County has hired 24 new Eligibility Workers for the Benefits Services Call Center.
 - Ventura County has a long time Deputy Director, Curtis Updike, will be retiring within the next few weeks, as well as three Program Managers. The agency is looking to partner to develop videos for clients for completing tasks. They're also piloting a program where Workers are contacting elderly and disabled recipients and screening them for CalFresh in order to increase the number of CalFresh recipients. They're also reaching out to Medi-Cal recipients with a share of cost to see if other programs can help reduce their share of cost.

- Region 4 – Cindy Uetz
 - Fresno County is continuing to work on the creation of internal CalSAWS Communication Portal. Staff will have access to CalSAWS news, training, videos, resources, information, etc. The target date is September 2021. The

team is also preparing for the 2021 IEVS review and the CalFresh MEs to place July 2021.

- Kern County is preparing all the Phase 1A work, training and de-duplication work They've also placed information on their internal portal as well. The team prepared for the return of all staff this week based on direction received from the State. All staff is completing early training and the ITTSME that started this week. They continue to work with IT team to develop a customer email portal.
- Mariposa County continues CalFresh refresher training. The team has weekly vaccine clinics and has seen a surge in COVID-19. Early Training continues and have been completing ITTSME sessions, Change Network Champions, UAT, and they continue to focus on Mock Conversion and other activities.
- San Joaquin County has significant staffing changes and have recently filled four Deputy Director positions. There are now a lot of promotional opportunities. They recently completed their last class for EWs prior to migration. The next class will take place after curriculum is updated for CalSAWS. Lobby presence is still reduced. Telephone interviews are still being completed and staff are allowed to work from home up to two days a week and flex schedules are allowed. Masks are no longer required with a vaccination.
- San Luis Obispo County have completed implementing a multi-factor authentication process and will start using that as of August 10, 2021. Regional offices continue to explore new ways to use the CalSAWS Sandbox environment. Some landlord incentives for homeless have been implemented with the Welcome Home program.
- Stanislaus County is completing General Training. Kathy Harwell has retired as Director and Amanda Sharp will be the new Director. The team is working on the beginning stages of a BenefitsCal campaign with the goal to get as many staff and customers as possible educated on BenefitsCal. Intake is continuing to see an increase in applications and intake staff will be returning to the office mid-August due to the increase in applications.
- Region 3 – Rachel Ebel-Elliot
 - Out of the 14 counties in the Region, currently seven are under declaration of disaster due to wildfire. The Dixie fire has affected four counties. There are multiple counties who are affected by multiple fires. The fires have affected staffing levels. Air quality is very bad and has affected staffing levels.
 - Plumas County has lost two towns and several staff have lost their homes.
 - Counties are in various stages of COVID-19 response.
 - Del Norte County has all of staff back in the office.
 - Humboldt County is planning to have all staff back into office by August 31, 2021.
 - There is a high vacancy rate in the social services divisions.
 - Shasta County had reported that they've added a new division to their branch for housing and homeless assistance.
 - Mendocino County is transitioning from an agency model to a department model. Social Services will stand alone as a department and will be separating from health services.

- Region 2 – Nolan Sullivan
 - Amanda Sharp will be moving to Stanislaus County, and Region 2 is currently recruiting for a new JPA Board Member. Counties are pushing back COVID re-opening timeframes with the current surge and some are also considering masking and vaccination orders for staff. Getting ready for UIB changes in September 2021 and associated caseload growth, especially to CalWORKs.

- Region 1 – Jessica Paran
 - All Region 1 counties are busy preparing for migration, fuller return to the office and/or hybrid models, continuing to respond and adjust to pandemic realities, preparing for BPR, shoring up fire response, and preparing to be available to support our communities as Federal UIB winds down.

14. Adjourn Meeting

- Co-Chair, Vicki Moore, adjourned the meeting at 12:07 p.m.

Action Items	Assigned to	Due Date	Status
1. Automated Assistants/Bots Pilot Status Update	Seth Richman	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 feedback on the sessions with CBOs.	Gabby Otis	08/19/2021	Closed
6. Provide overview of C-IV Rollback Contingency Plans	Seth Richman	09/16/2021	Open
7. Provide feedback on the BenefitsCal test environment and the availability to assister communities.	Gabby Otis	09/16/2021	Open
8. Provide information on the test results for disability access.	Gabby Otis	9/16/2021	Open

Next Meeting:

Conference Call/Zoom
 Thursday, September 16, 2021
 8:30 a.m. – 12:00 p.m.
 CalSAWS Rancho Cordova
 11290 Pyrites Way, Suite 150
 Rancho Cordova, CA 95670