CalSAWS | Meeting Minutes for the California Statewide Automated Welfare System WCDS Subcommittee

Date:	Friday, August 6, 2021	Location: **Click here to join the meeting**
Time:	12:00 P.M. to 2:00 P.M.	Conference Call: **1 323-886-6772** Conference ID: **863467454#**

CONVENE MEETING OF THE WCDS SUBCOMMITTEE – Due to the COVID-19 pandemic, all scheduled items will be heard via webcast only to adhere to social distancing guidelines.
Or call in (audio only)

WCDS Subcommittee Members include the following:

	County	Member	Region
X*	Alameda	Glenn Wallace for Lori Cox and Anissa Basoco-Villarreal	1
X	Contra Costa	Kathy Gallagher	1
X	Fresno	Delfino Neira	4
X	Orange	Debra Baetz	5
	Placer	Amanda Sharp	2
	Sacramento	Ethan Dye	2
	San Diego	Rick Wanne	5
	San Francisco	Trent Rhorer	1
	San Francisco	Dan Kaplan	1
	San Luis Obispo	Devin Drake	4
	San Mateo	Ken Cole	1
X	San Mateo	Deanna Abrahamian (Co-Chair)	1
	Santa Barbara	Daniel Nielson	5
	Santa Clara	Robert Menicocci	1
X	Santa Clara	Angela Shing (Co-Chair)	1
	Santa Cruz	Randy Morris	1
	Solano	Jerry Huber	1
	Solano	Marla Stuart	1
X	Sonoma	Angela Struckmann	1
	Tulare	Anita Ortiz	4
	Tulare	Vienna Barnes	4
	Ventura	Melissa Livingston	5
X	Yolo	Nolan Sullivan	2

Listening participant only.

PUBLIC SESSION

12:00 P.M. – Convene Meeting of the WCDS Subcommittee

Topic - Lead

1. Call Meeting to Order - Deanna Abrahamian

Meeting called to order at 12:01 PM.

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2. Roll Call and Confirmation of Quorum - Deanna Abrahamian

See attendance list. Quorum met.

Deanna Abrahamian/San Mateo and Angela Shing/Santa Clara are Co-Chairs for SFY 2021-2022.

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3. Public Comment - Deanna Abrahamian

Public opportunity to speak on any Item NOT on the Agenda. Public comments are limited to no more than three minutes per speaker, except that a speaker using a translator shall be allowed up to six minutes.

Note: The public may also speak on any Item ON the Agenda by waiting until that item is read, then requesting recognition from the Co-Chair to speak.

No Public comment.

Action Items

4. Approval of the Minutes and review of the action items - Deanna Abrahamian
   4.1   June 11, 2021, WCDS Subcommittee

Motion
- Motion to Approve: Kathy Gallagher/Contra Costa
- Seconded: Debra Baetz/Orange

Vote
- In Favor: Contra Costa, Fresno, Orange, San Mateo, Santa Clara, Sonoma, Yolo
- Motion carried

Informational Items

5. WCDS Subcommittee JPA Board Members Update - Delfino Neira, Kathy Gallagher, Amanda Sharp, Debra Baetz, Melissa Livingston

Delfino Neira/Fresno
- All are encouraged to join the JPA Board of Directors' Meeting on Friday, August 13th from 12:30 PM to 3:30 PM. There will be review of C-IV counties' cutover to CalSAWS. CalWIN counties can learn from C-IV's processes in preparation for CalWIN's cutover. There is a

significant increase in change orders and requirements for CalWIN to meet. Please share your team's thoughts on transition progress so that any issues may be addressed in advance.

No comments/questions.

6. Stakeholder Updates

Jessica Abernathy/CDSS
- CDSS and SAWS are working closely on policy items included in new state budget:
  - CalWORKS – MAP increase of 5.3% going in October 2021, 48-month Time Clock pause continuance through May 2022 (implementing 60-month thereafter), increase in aids for pregnant parents, expansion of eligibility and verification relief measures.
  - CalFresh – Pause all TNB recertifications for continue to 24 months (6 to 12 months thereafter), expansion on CFAP amount, etc.
  - BenefitsCal – Funding secured to continue client payments for participation in user testing.
- Thanks given to CalWIN and CalSAWS for their collaboration support on change implementation.

Katie Mead/DHCS
Budget initiative updates:
- Repealing of Asset Limit will be implemented in two-phases. Phase 1 implementation planned no sooner than July 2022 to increase asset limits to $130K for one person and an additional $65K per individual, up to 10 people. Phase 2 implementation planned no sooner than January 2024 to eliminate the asset tests for Non-MAGI programs. Draft ACWDLs have been circulated for stakeholder review.
- Post-Partum extension, part of the American Rescue Plan, allows coverage from two months to 12 months with implementation targeted for April 2022, pending federal approvals. DHCS, SAWS and CalHEERS are working together to automate the process. Advocate and county comments on ACWDL are under review.
- Expansion of Medi-Cal to older Californians will be implemented no sooner than May 2022. The ACWDL and NOAs with translations will be published this month.
- The Federal Public Health Emergency is scheduled to end around October 20th. DHCS expects it will be extended again. Meetings are being held with stakeholders semimonthly. Implementation will be two-phased to address existing case work. Phase 1 will be development of allowable case actions during the federal Covid-19 Public Health Emergency and outreach efforts. ACWDL will publish soon. Ideas for outreach to Medi-Cal beneficiaries have been drafted relating to resumption of case processing and updating contact information. Phase 2 relates to case actions after PHE concludes.

Steve Zaretsky/OSI
- CMS approved the CalWIN Operational APD Update two weeks ago. Amendments and related documents are being processed for state and federal approval. OSI and CalSAWS are collaborating on the Outcomes-Based Certification and Operational Readiness Review taking place later this month.

Christiana Smith/CWDA
- CWDA's Global Telephonic Signature Solution item was funded in the new budget. It provides funding for CalSAWS to stand-up a non-integrated telephonic signature solution for counties'

that do not have an integrated solution and for other programs such as IHSS and CWS. CWDA is clarifying policies and gathering stats from counties. Planning implementation for October 2022.

No comments/questions.

7. CalSAWS Updates - Seth Richman/Accenture, Rachel Frey/Deloitte

Slide 10 – Application Development Overview (timeline). C-IV's cutover is set for September 24-26. A *Go, No-Go* presentation will be reviewed with Directors at the August 13th JPA meeting. After validating a good data set from CalWIN and CalSAWS from November 2021 through June 2022, CalWIN Interface Testing and User Acceptance Test Execution begins. In addition to items listed in chart, there are ongoing releases going into CalSAWS (GA/GR updates, Non-State Forms, APIs, Task Management, ongoing policy updates, etc.). All functionality and requirements will be met by CalWIN's UAT in June 2022.

Slide 11 – Conversion Overview (timeline). Converted Data Test Execution will begin for CalWIN this November; all 18 counties' data will be used, paired with the rest of CalSAWS counties. Still working on counties' ancillary systems conversion, including receiving/validating data sets and confirming ability to import. In April, Mock Conversion begins; each wave will be rehearsed several times to validate data, timing, etc. before actual cutover.

Slide 12 – C-IV Implementation and Training Overview (timeline). Training materials for CalWIN counties will be more comprehensive due to differences between CalWIN and C-IV.

Slide 13 – Imaging Overview (timeline). UAT for C-IV images is going well. Code quality is good. The same process will be utilized for CalWIN counties (Spring 2022). Performance Testing will be conducted throughout roll-out.

Slide 14 – BenefitsCal Overview (timeline). The team is wrapping up items needed before September. Need to complete UAT. There are 88 independent certifications that initiate in two weeks and other third-party items being handled to ensure the system is secure. Functionality is intended to be available when CalWIN starts UAT. Releases are planned for November 2021, April 2022 and July 2022 to include original functionality. Releases 3 and 4 will have new features than what exists in MyBCW, such as CalWORKs 2.0, waiver requests, etc. MyBCW conversion efforts are focused on accounts to ensure a seamless transition for users. Marketing and outreach activities will be conducted. A website for BenefitsCal is accessible at https://benefitscal.org/ for marketing information.

Slide 15 – CalWIN OCM Overview (timeline). As-Is efforts for CalWIN Implementation Support Services has been completed. To-Be efforts have begun for Wave 1 CalWIN counties; Wave 2 will be starting. The OCM plan due in October will encompass all related activities – readiness, communications, etc. Input is currently being gathered with PAC that will ultimately develop the Training Plan. ISS activities start next year, however counties requested that the ISS Team pull information showing integration points/dependencies between CalSAWS activities (Conversion, UAT, Ancillary) and CalWIN ISS implementation. That work is underway.

No comments/questions.

8. CalWIN Implementation Support Services Update - Juli Baker, Renee Carter, Duncan Gilliam

Business Process Reengineering – Jeric

Slide 18 – Progress on As-Is and To-Be BPR. All formal work products on counties' As-Is definitions have been signed-off. There were 1,100 hours of sessions held with 20+/- county staff in each for this effort across all 18 CalWIN counties. Great appreciation was given to all participants. To-Be sessions have concluded for Contra Costa, Placer and Yolo. Placer and Contra Costa's draft work products are under review and should be completed within a month; Yolo's work product will be submitted next week. Wave 2 (Santa Clara and Tulare) sessions start mid-September with pre-meets starting next week.

Slide 19 - To-Be Schedule. For Waves 2 to 6, ISS will not run more than three counties concurrently during the 4-week session period to give maximum attention. Review sessions of draft work products will be two weeks thereafter followed by a week to finalize. Artifacts include a Process Change Inventory to record decisions made, process change impacts, questions and action items.

Slide 21 – OCM Team/POC Meetings. OCM meets with counties' POCs monthly. Meeting discussions are as follows:
- July – Current and planned communication tools for the Project
- August 11th - Approach to documenting change impacts and readiness
- September 8th – Communication/engagement activities, change network, targeted topics and roles and responsibilities for counties and vendors
- October - OCM Plan overview, gain county input and project communications

Slide 22 – Managing Change and Communications (timeline). The OCM Team's activities were reviewed, namely the OCM and Communications plans. Roles and responsibilities are a priority consideration for counties. The OCM Plan will detail how counties will be supported and include a roadmap. A OCM Plan will be developed for each county/wave to ensure coverage of needed and current information. The Communication Plan, due in January 2022, will detail stakeholder and broad messaging, include templates, etc. Next will be delivery of communication products and content in multi forms of media to communicate change. Following will be Change Readiness Assessments, County Change Discussion Guide, Post Comms then Go-Live.

Training - Renee Carter

Slide 24 – Training. The Training Advisory Council meets monthly. Discussion topics were/are as follows:
- July – Classroom training schedule approach, Toolbox Updates
- August – Templates, tailoring training for CalWIN counties
- September – Training roles, approach to Master Training Plan development

Deloitte is starting to meet with each county to gain understanding of classroom training impacts/needs at the county level (time, duration, space, size of class). Placer, Contra Costa and Yolo have been set for late August to review a draft training schedule and roles. Waves 2 and 3 will continue thereafter. All information collected will be validated once again as each county's training plan is developed and go-live date nears. Training includes online/web-based and classroom forums to review functionality and business process changes. Meetings will be led by

Renee Carter, Mary Sabillo, Ashley Arnold. County attendees include POCs and tech and facilities staff.

Implementation – Juli Baker

Slide 26 – ISS Conversion Impacts – Process and Next Steps. Identified impacts to CalWIN counties are being finalized. Some conversion activities will be addressed sooner and some later; those are being sorted and planned out to occur at the appropriate time. This information will become the Case Review Guide. CRGs will be updated and distributed iteratively throughout the process beginning in August.

Slide 27 – Provides an example of a Case Review Guide.

No comments/questions.

9.   Conversion - Paul Trisler, Michael Johnson
     9.1   Data Conversion

Slides 29 – Conversion Overall Status (by phase). C-IV's conversion is on the horizon. Remaining work to complete are counties' validation of cases (concludes next week), county prep (begins August 30th) then Go-Live (September 27th). The same process will be applied to CalWIN's six waves. For core CalWIN, the Conversion Team finished primary mapping and submitted transformation reports that are used by counties to aid in internal ad hoc reporting, etc. Conversion System Test, Converted Data Support and EDBC Match are in progress. For Ancillary Conversion, counties' extracted data is processed through CalSAWS' ingestion framework and validated. All counties are passing validation at almost 100%.

Slide 30 – Project Timelines. This slide was shared with counties' ancillary teams. Counties' ancillary data delivery dates to the Conversion Team for integration into Golden Data Sets and subsequent converted data testing are 8/2, 11/1 and 12/30. The ancillary systems data will be taken into the core CalWIN converted data, where the two sets of data will be matched up and analyzed.

Slide 31 – CalWIN Converted Data Testing. CDT is the next major phase for CalWIN. The CDT Team will be able to test multiple GDS in the CalSAWS system. A critical step to a successful conversion.

No comments/questions.

10. Central Print Update - Dawn Wilder/Gainwell

Slide 33 - High Level Overview. This effort brings 56 counties into one print solution. Contra Costa and Tulare are not transitioning but may opt to join by end of year to be included in their wave. LA goes live on 8/27.

Slide 34 – Readiness. Slide shows progress status for Design, Development, Test, Training and Implementation. A number of deliverables have been completed with others underway.

Slide 35 – Postage. Presort vendor is DFS as it is for CalWIN counties today. Postage account information is available to county designated contacts. Postage should be deposited at least two weeks in advance to allow for verification of funds. Postage balances can be checked on the

Central Print portal. Gainwell is working with the Consortium and Accenture to support counties continued use of their unique barcodes.

Slide 36 – Portal Training. Training for County Central Print portal users will be a webinar. CRFI will be issued to request Portal user information. Webinars will be scheduled for approximately 20 days before Go-Live for County Central Print POCs.

No comments/questions.

11. CalWIN OPAC Updates - Diane Alexander
    11.1   Client Correspondence

Slide 38 – Client Correspondence. To migrate CC to CalSAWS, correspondences *must* be in PDF format. CalWIN originally produced CC in PCL format for years. In 2017/2018, CalWIN switched to PDF. Going back to 2005, there are over 400MM documents remaining in PCL. Since the switch, there are 200+MM documents in PDF. LA County also produced documents in PCL for a period of time. They decided to convert only the last five years of documents into PDF for migration. The overall Data Retention Policy was discussed at OPAC and whether to apply to migrating CC (retain the last six years for open/closed cases, including timeclock CC. Closed cases not retained would be a shell case in CalSAWS and retain timeclock as well). OPAC recommends aligning with the Data Retention Policy at time of migration, wave by wave.

Comments
Fresno – Can we comply with policy now, purge old records and save on storage costs? That can be considered. Orange – Requested an understanding of any risks in doing now and costs involved vs. waiting for conversion. Fresno – The policy is based on legal required statutes.

Action Item: Diane Alexander to bring back Client Correspondence Migration topic to OPAC to consider implementing Data Retention Policy compliance now and purge old records to save on storage costs; identify any risks.

    11.2   CalWIN Tentative Go-Live Dates

Slide 39 – CalWIN Tentative Go-Live Dates. The Consortium and vendors have been conducting technical assessments for determining *tentative* Go-Live dates for CalWIN while considering factors such as counties' monthly processes. Further analysis is underway along with discussions with OPAC; each wave of counties will be consulted as well. C-IV's cutover experience will aid CalWIN's plan.

12. CalSAWS Financial Update - Holly Murphy

Slide 41 – Overview. Shows outline of Fiscal Updates.

Slide 42 – SFY 21/22 Financial Dashboard. We continue to close-out SFY 20/21, but main focus is SFY 21/22. Slide is based on allocations. There are a mix of draft and final allocation letters; some are in process. We currently have $475.3M planned across all funding categories with $108M for CalWIN M&O (consistent to prior years). Actuals for July are a partial account at this time. C-IV

and LRS funding are concluding this year following C-IV's Go-Live on September 27th. CalHEERS' savings will be determined once projections are assessed.

Slide 43 – SFY 21/22 Consortium Personnel Budget & FTEs. We have minor savings under Premise.

Slide 44 – SFY 21/22 Consortium Personnel Budget & FTEs. Shows staff changes once C-IV and LRS are transitioned to CalSAWS; FTE decreases to 0 for C-IV and LRS. Some technical and security positions are upcoming for M&O and various procurement positions. Because of the CalACES M&O and CalSAWS DD&I and M&O staff shifts, allocation and claiming adjustments are expected this year. Communications will be sent to Fiscal SMEs accordingly.

Slide 45 – SFY 21/22 Change Budget (Application Maintenance & M&E Hours). Slide includes premise and BenefitsCal funding. Towards mid SFY 21/22, there will be new ongoing enhancement hours for BenefitsCal. Governance tied to those hours is under development.

Slide 46 – SFY 21/22 Contract Obligations. Shows LDs and warranty credits for the new year. Hours and credits are allowances in each contract relating to migration initiatives.

Slide 47 – SFY 21/22 Change Notice Tracking Status. Data refreshed for new year by consolidating prior year change notices. Two work orders pending in July have now been approved.

No comments/questions.

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13. Policy Update - Lynn Bridwell

Slide 49 - Pandemic Emergency Assistance Fund (PEAF) payments. CalWORKs cases active on July 10, 2021 were directly applied a $640 payment issued by EBT, EFT or warrant. As a whole, over $63MM was issued for almost 100K cases. Just over $187MM was issued statewide.

Slide 50 – CalFresh Emergency Allotments/Maximum Allotments. Depicts summary of July benefits issued, over $1B. The total factors January's 15% increase and April's new minimum allotment of $95. Compared to 2020, the number of cases has increased by almost 50% (a 33% increase in funds) due to policy changes.

Slide 51 - CalWIN Upcoming Releases. Testing for R66 concludes today. Go, No-Go is scheduled for next week. Release set for 8/16/21. R66 has a wide variety of changes to include policy refinement and Medi-Cal pre-populated renewal forms; packets will be mailed this month for September renewals. DHCS, CDSS and CWDA have been covering budget items; WCDS is tracking to them and opening proposals/projects accordingly.

No comments/questions.

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14. Operations Update - Dawn Wilder
    14.1   Disaster Recovery Drill Update

Slide 52 – Provided results on the most current drill conducted. All systems were brought online, however not within the set timeframe and not as planned. Gainwell has two timeframes to bring up systems: 1) 24 hours for Core CalWIN, MyBCW, Notice CalWIN, ACCESS and 2) 48 hours for

Topic - Lead

Contact CalWIN, Web Inquiry, BI and Info Systems. Gainwell brought up ACCESS within 24 hours, MyBCW in 34.5 hours, Core CalWIN in 38.3 hours, Notice CalWIN in 24.5. All were successfully tested. All systems under the 48-hour timeframe were met and tested successfully. BI experienced a hardware issue after testing. Dry runs went well, however issues occurred during execution. Database clusters were the cause of delays; Gainwell is working through that and plans to reschedule again for this year. Date TBD.

No comments/questions.

15. Adjourn Meeting - Deanna Abrahamian

Fresno – When will implementation of enhancement/changes in CalWIN cease? The Consortium, State and CWDA have discussed this topic. There are big upcoming policy changes. Change implementation will be dependent on the change/need and timing. COLAs and changes that support conversion will be implemented. Decisions will be brought to the WCDS Subcommittee as needed.

No comments/questions.

Adjourned at 1:45pm.

Next Meeting – November 05, 2021

Public Notice
As allowed by Governor Gavin Newsom's Executive Order N-29-20 the following Brown Act provisions are **suspended** during the COVID-19/Coronavirus emergency:
- That the location from which each member participating via teleconference be noticed on the agenda for the meeting that member is participating via teleconference.
- That each teleconference location be open and accessible to any member of the public.
- That each teleconference location be equipped to allow comments from any member of the public wishing to make a public comment.
- That an agenda be posted at each teleconference location.
- That a quorum of members of the legislative body participate from teleconference locations within the local agency's jurisdiction

The agenda and supporting documents are available for review via http://www.calwin.org/bod.asp and https://www.calsaws.org/meetings/wcds-subcommittee/.