

**CalSAWS Consortium**  
**Project Steering Committee**  
**Meeting Minutes**  
**May 19, 2022**

**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 2 – Eduardo Ameneiro  
Region 3 – Rachel Ebel-Elliot  
Region 4 – Cindy Uetz  
Region 4 – Vienna Barnes  
Region 5 – Sandra Bowlan  
Region 5 – James Locurto  
Region 5 – Adriana Ramirez (Alternate)  
Region 6 – Luther Evans  
Region 6 – Winna Crichlow  
Region 6 – Ninfa Laderos (Alternate)

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

Region 5 – Alberto Banuelos  
Region 6 – Vicki Moore

**Facilitator:**

John Boule, CalSAWS Executive Director

**1. Co-Chair, Jessica Paran, convened the meeting at 8:30 a.m.**

**2. Agenda Review**

John Boule reviewed the agenda.

**3. Public opportunity to speak on items not on the agenda.**

- Public comment was made by Jennifer Tracy regarding tracked issues that she shared. Would like stakeholders to work together to develop a resource where the public can get the technical assistance, they need from staff who are fully trained and knowledgeable about the tech systems. Recommend developing a strategic and streamlined process for setting up CBO accounts in advance of the migration with clear communication, guidance, and information about how to get support. Jennifer Tracy inserted document into the meeting chat.
- Public comment made by Ruben Canedo regarding different efforts around outreach and raising awareness to help folks understand social services and efforts in California. How are these outreach efforts coordinating across BenefitsCal and CDSS outreach materials, manuals, and trainings?

## **PSC Action Items**

### **4. Approval of the Minutes from the April 21, 2022, PSC Meeting, and review of Action Items.**

**Summary:** The Consortium is seeking PSC approval of the Minutes from the April 21, 2022, CalSAWS PSC Meeting, and review of Action Items.

#### **Action Items from previous meetings:**

**Action Item 1 – CalSAWS Recruitments:** Ongoing – Recruitment was closed at the end of April and the team is working through selections. A new recruitment was issued and has been posted on CalSAWS.org. The recruitment is CIT 0134-22 and will close on June 9, 2022. Section Director Jo Anne Osborn will be retiring so one of the positions will be filling the Section Director position.

**Action Item 2 – Analytics Updates:** Ongoing – On Today's agenda.

**Action Item 3 – DEI Activities:** Ongoing – Updates will be given at the June membership meeting.

**Action item 4 – Training Team retrospective feedback loop:** Open – CIT 0087-22 was sent out which provided a helpful listing of all the training materials that are available on the LMS for counties to view and use for continuing or new staff. The team will send out a request to the counties that they share and upload on to the Web Portal any induction training they may be willing to share.

**Action item 5 – MFA options when access to Outlook unavailable:** Open – Ready to deploy Monday morning the 23<sup>rd</sup> the ability to leverage and opt into text messaging for MFA.

**Action item 6 – Re-run of C-IV Counties' Yellow Banner Cases Report:** Open – On Today's agenda.

**Action item 7 – Information for Counties to utilize for budget planning (purchases, staffing, etc.):** Open – On Today's agenda.

**Action item 8 – Escalation Points:** Open – On Today's agenda.

**Action item 9 – SLA Performance:** Open – On Today's agenda.

Motion to approve was made by Member Rachel Ebel-Elliot.

Motion was seconded by member Cindy Uetz.

Member, Clarisa Simon, voted to approve.

Co-Chair, Jessica Paran, voted to approve.

Member, Eduardo Ameneiro, voted to approve.

Member, James Locurto, voted to approve.

Member, Sandra Bowlan, voted to approve.

Member, Winna Crichlow, voted to approve.

Member, Luther Evans, voted to approve.

Alternate Member, Ninfa Laderos, voted to approve.

Alternate Member, Adriana Ramirez, voted to approve.

Vote was taken by roll call and the Motion passed.

## **Informational Items**

### **5. 22.05 Escalation regarding SCR 216211**

Jo Anne Osborn and Karen Rapponotti reviewed 22.05 Escalation regarding SCR 216211. There was an escalation and resolution in the 22.05 release which dealt with

rounding logic for overpayment amounts > \$1.00. This was raised by Los Angeles County and Kern County during county validation. The team took the concern regarding how the remaining balance should be treated and did a CRPC 2313 – Adjusting Cents to Recovery Account & Rounding Final Allotments and sent it to CDSS. Clarification on how the logic should work regarding rounding was received from CDSS and the updated SCR was provided to the Fiscal Committee on 5/12/2022 for re-review (due 6/1) and approval. It will be re-scheduled for the next available release once approval is received.

**6. Debrief of L.A. County Migration to CalSAWS Imaging and BenefitsCal**

Arnold Malvick and Rachel Frey debriefed L.A. County Migration to CalSAWS Imaging and BenefitsCal. Los Angeles County went live on the CalSAWS Imaging Solution April 25<sup>th</sup> and the team is happy to report that production and performance has met/exceeded the service levels. From a defects and enhancement perspective the project team continues to remediate any issues that are being identified. The team is still providing ongoing support. Overall, the system has been performing well. Imaging has ingested about 45% more documents post Los Angeles cutover. There is positive feedback and use of BenefitsCal post Go-Live for Los Angeles County. The team provided the findings and observations made post go-live. Project teams continue to track and complete Los Angeles Go-Live issues. On-site teams have identified tips and tricks for improving end user experience. CalSAWS continues to enhance fact sheets and Imaging Training materials. Next steps include consolidated Q&A document with a list of questions and answers discussed in the daily Imaging Support Center calls.

Public comment made by Jennifer Tracy.

**7. Update on Available Money for CalWIN Counties Migration Preparation.**

Holly Murphy provided an update on available money for CalWIN Counties migration preparation. In the overall budget there are three line items in allocations that counties could have funding for which are county support staff, Consortium Personnel, and Travel. Consortium allocation for San Bernardino includes all vendor costs including training facilities for CalSAWS Instructor-Led Training Locations, if needed. Not included in the scope is salary/benefits for UAT, Hardware/Software, and enhanced support. The three categories for county support staff funding include preparation and planning (CalWIN), manual conversion (CalWIN & C-IV), and ancillary systems (CalWIN & C-IV). County Allocations have been updated from original estimates based on responses to CRFIs. The CRFIs have provided opportunities for counties to request additional funding, return funding, or shift funding. All CRFI responses have been accommodated with two exceptions. Counties may email [PMO.Fiscal@calsaws.org](mailto:PMO.Fiscal@calsaws.org) at any time to request shifts between line items or ask questions. The CRFI responses to-date have resulted in savings which have been preserved to the extent possible to accommodate future adjustments that may be needed. The CalSAWS Board of Directors has requested an assessment of County Support Staff costs to determine if additional funds may be needed.

Public comment made by Jennifer Tracy. Rachel Frey will report back regarding Jennifer's requested information on the percentage of Los Angeles County accounts vs. YBN accounts.

## **8. C-IV/CalACES Final Acceptance**

Arnold Malvick and Dan Dean provided an overview of C-IV/CalACES Final Acceptance. Approval of the CalACES Migration Final Acceptance leads to the Consortium's payment of the first holdback release for the CalSAWS DD&I Project. The CalSAWS system is meeting the performance requirements. The final acceptance process is based on a two-step approach. Overall, there is a milestone payment associated with the CalACES conversion and upon approval from Consortium Director Boule that milestone payment would be released for Accenture. QA has walked through the performance logs and have confirmed those numbers. There were three areas that did not perform well which were monthly helpdesk diagnosis time, daily off prime business hours EDBC response time, and daily prime business hours availability of CalSAWS Training Environments. Since April 2022 CalSAWS System has been stable, available for users, and has met all system performance requirements except for one missed SLA on off prime business hours EDBC response time. As of April 30, there are zero open critical or high helpdesk incidents. The project team has been focusing on reducing the aging of the ticket backlog. Next steps include requesting Consortium Executive Director's discretion for approving CalACES Migration Final Acceptance. Also, the Project Team will continue with action plans and ongoing M&O improvements. QA recommendation for final acceptance is on track pending. QA will continue to participate in continuous improvement activities in support of the CalSAWS application. An assessment is in progress with an external vendor in accordance with Web Content Accessibility Guidelines (WCAG) 2.0 A & AA.

Arnold Malvick will report back regarding:

- Request for a breakdown by county of the oldest tickets backlog.
- From a process standpoint provide expectation of how soon tickets are closed.
- Plans to convert C-IV counties e-app data and if not, could the legacy system be available for 5-years total.

Public Comment made by Ruben Canedo.

## **9. Updates on Key Risks and their Mitigation Plans**

Arnold Malvick, Rachel Frey, and Dan Dean provided updates on Key Risks and their Mitigation Plans. A high-level overview was provided for the high, medium, and low risks. QA has been supporting the risk mitigations. The team continues to watch over these items carefully.

## **10. Reports and Claiming Update**

Keith Salas provided an update on Reports and Claiming. The Reports team continues to support the CalSAWS counties by addressing incidents, resolving identified defects, and facilitating Bi-Weekly State and Fiscal Reports meetings. The team recently sent Enhanced Communication to counties with corresponding details since C-IV's Go-Live into CalSAWS. Greater than 70% of identified defects since the C-IV counties migration to CalSAWS have been resolved and deployed into Production. The next steps for State and Fiscal Reports include mobilizing action team to collect claiming/state reporting issues from the 40 production counties. Review ServiceNow ticket backlog and triage for additional issues/trends which generate new problems/defects. Review and confirm priority on current defect

backlog. Using ticket analysis, highlight areas where training refreshers would be of benefit to the counties. Determine and publish new training flashes to assist with common questions. Increase frequency of enhanced communications to weekly distribution.

#### **11. CalWIN Wave 1 Implementation Readiness Status and Milestones.**

Cathryn Van Namen reviewed the status of activities required for Implementation Readiness, including Technical and Organizational Readiness. Also, a CalWIN ISS update was given on Global Readiness Activities. Yong Vangbliayang led discussion on series of meetings on the path to Go-Live, to assess project and county readiness for the transition of 18 CalWIN counties to CalSAWS. For each of the various checkpoints the team has identified the participants, frequency/duration, format, and county checkpoint materials. County stakeholder checkpoints and State stakeholder checkpoints will start at T-2M. Pre-Green Light meetings will begin at T-1M.

#### **12. CalWIN Conversion Update**

Keith Salas, Dawn Wilder, and Diane Alexander provided an update on CalWIN Conversion. The team is reviewing conversion progress and resolving defects. CDT has been going well and the team has been delivering defects to the CDT as result of GDS. Chart was shown of Case Review Batch: Actuals to Target.

#### **13. CalWIN Migration Contingency Planning**

Wendy Battermann, Rachel Frey, and Arnold Malvick reviewed CalWIN Migration Contingency Planning. Risk 268 serves as an overarching risk for the overall readiness of the project and CalWIN counties to cutover to CalSAWS. The team will continue to monitor Risk Triggers and report progress.

#### **14. UAT Preparation Status Update**

Peggy Macias and Rachel Hernandez provided an update on UAT Preparation Status. Some major milestones include script development and sample scripts to CalWIN counties. Application training is in progress for group one participants who are managed personnel, lobby management, CAPI, and Child Care. Key topics for UAT include 300 UAT participants confirmed, the Project is working with Placer on alternatives to the Zscaler VPN.

#### **15. Timing of Help Desk Ticket Closures**

Arnold Malvick and Mike Tombakian reviewed Timing of Help Desk Ticket Closures. The current process is if additional information is required, teams route tickets to Central Escalate/CalSAWS Project Service Desk. When tickets are closed within Tier 3 teams, resolution comments are entered into the ticket and ticket closed without confirmation of resolution. The proposed change is for tickets where the team is unable to recreate, Tier 3 teams will reach out to Incident Manager to contact county staff with additional questions/closure information prior to closure.

Public comment made by Jennifer Tracy.

Arnold Malvick will report at next PSC on the flow of the tickets and the number of tickets closed without response or confirmation of resolution.

## **16. ISS Action Plan C-IV Retrospective**

Abby Darrah reviewed ISS Action Plan C-IV Retrospective. QA facilitated retrospectives after the C-IV Migration 6-week post-deployment support period. Five sessions were conducted with Change Management, Training, and Implementation/TOSS teams. QA facilitated sessions with Deloitte and Consortium ISS to review C-IV retro themes by area, analyze recommendations, brainstorm ideas, and identify specific actions. The intent of the exercises was to bridge the gap between C-IV and CalWIN ISS. The team refined ISS Implementation, OCM, and Training tactics to address C-IV Migration lessons learned. There are 47 action plan items identified by the team. A high-level overview was provided on the action plans. The action plans are addressed in at least 24 different ways. The action plan will be continually updated.

Public comment made by Jennifer Tracy.

Rachel Frey will report back on completing a similar retrospective for the BenefitsCal launch and the timeline for that to be available for both C-IV and LA.

## **17. CalSAWS Conference & JPA Member Representatives Meeting**

John Boule, Wendy Battermann, and June Hutchison provided an overview of the tentative plans for the June 2022 CalSAWS Conference and JPA Member Representatives Meeting. Feedback regarding the draft plans can be sent to the Regional Managers. Registration will open on Monday, May 23<sup>rd</sup> for the conference.

## **18. Update on Key State IV&V Activities**

No additional comments were made to the slide.

## **19. State Partners Updates**

- **OSI**
- **CDSS**
- **DHCS**
  - OSI – Steve Zaretsky
    - OSI has recently participated in the walkthrough of the M&O RFP for CalSAWS with federal partners on May 16<sup>th</sup> which went well. OSI is planning to submit this week for formal review. Also, participated in CalSAWS Certification review with CMS which went well with no major concerns. The State is currently reviewing the CalWIN Operational Advanced planning document and targeting the end of May for federal submission.
  - CDSS – Brittany Blake
    - CDSS is still working with SAWS partners and program partners on policy items. Also, continuing to work with EBT partners on EBT fraud and theft issues. CDSS is still hiring. Permanent appointment of Jessica Abernethy to Bureau Chief.
  - DHCS – Katie Mead
    - The Older Adult Expansion was implemented on May 1<sup>st</sup>. DHCS had transitioned AB 100 cases that exceptioned out of the SAWS batches. DHCS will be distributing those lists to counties of the individuals in a code 38 to review for the MAGI or Non-MAGI code in late May or early June. On May 17<sup>th</sup>, the Department of Health

Care Services released the Medi-Cal COVID-19 Public Health Emergency Operational unwinding plan.

## 20. Regional Updates

- Region 1 – Jessica Paran & Clarisa Simon
  - **Monterey**
    - Will have CalFresh evaluation in June of 2022.
    - Welcoming Rodrick Franks as their new Assistant Director of Social Services and bidding farewell to their HR Manager Brett Neill on May 13<sup>th</sup>.
    - Several vacancies in their department including Administrative Services Deputy Director.
  - **Santa Cruz**
    - Is conducting two internal CalSAWS presentations in May. One is for CBO partners and the other is for the Executive team.
    - Preparing for upcoming Ad Hoc Reporting county sessions and their contact center county sessions.
    - Continuing to work on data cleansing opportunities using the list provided by the data cleansing report tool.
  - **Marin**
    - Is experiencing a high-level of turnover due to both internal promotions and external job opportunities. Continuing to hire for both eligibility and administrative positions; actively recruiting bi-lingual and monolingual workers.
  - **Napa**
    - Is actively participating in the CDSS led business process redesign with an estimated date of changing their business process in mid-June. Focusing on intake.
    - Working through task-based solutions that CalSAWS has to offer more specifically looking at the Get Next functionality.
  - **Solano**
    - Welcoming back home Kelly Curtis as their Deputy Director of Employment and Eligibility Services.
    - Preparing for T-12 activities contact center/IVR, Ad Hoc Reporting, and CNC recruitment.
    - Defining workgroups and leads for each group county specific details of various conversion activities and system configurations.
    - Initiating onboarding of UAT security admins and testers as well as streamlining SandBox onboarding and offboarding processes to allow more Solano users to play in the SandBox.
  - **San Mateo**
    - Finishing up BPR work with Deloitte. Will start working with the CalSAWS Project on Ad Hoc reporting and Contact Center at the beginning of June.
- Region 2 – Eduardo Ameneiro
  - **Calaveras**
    - Hired eight new Eligibility Workers who are currently in Induction Training.
  - **Mono**

- Is currently working on an Induction Training using Zoom or Microsoft Teams.
- **Nevada**
  - Will be implementing a permanent policy whereby staff will come into office a few days week.
- **Placer**
  - Has recently had their training walkthroughs. Having meetings with the CalSAWS training team. Working on their contact center design.
- **Sacramento**
  - Continuing to experience an increase in CalFresh applications and working on CalSAWS migration prep.
- **Sutter**
  - Has vacancies and are currently holding an induction training for five staff.
- **Tuolumne**
  - Has vacancies and low rates for job interviews.
- **Yolo**
  - Has recently hired two new Analysts to assist with CalWORKs.
- Region 3 – Rachel Ebel-Elliot
  - **Butte**
    - Has a training class of 11 eligibility workers and a new recruitment is open. Down about 27% of their eligibility staff. Staff are completing upcoming refresher training for fire season.
  - **Colusa**
    - Has been able to fill Office Assistant positions that have been open for a year. Promoted several Eligibility staff to Lead Worker positions.
  - **Glenn**
    - Is currently recruiting for Eligibility Specialist. Working on getting staff trained for the end of the PHE.
  - **Humboldt**
    - Is experiencing staffing shortages in eligibility and have a current open recruitment.
  - **Lassen**
    - Is down 57% of staff in Integrated Caseworker classification. Having a Medi-Cal bootcamp through UC Davis.
  - **Mendocino**
    - Medi-Cal Program Manager has promoted into a different position within the county, so they are actively recruiting for a replacement.
  - **Shasta**
    - Has three Analysts vacancies in Healthcare, MEDS, and Help Desk.
  - **Siskiyou**
    - Reports a shortage of Eligibility Workers.
  - **Tehama**
    - Will have a new Induction class starting soon and reports their new scanners are fast.
  - **Trinity**
    - Is trying to fill their vacant positions and participating in a career fair.
- Region 4 – Cindy Uetz
  - **Kern**



- Is experiencing vacancies and hiring staff. Working with the State and vendors on the new business process reengineering. Working through CalSAWS task processes for the Get Next functionality.
- **San Luis Obispo**
  - Has a new manager, Sarah Zapata, who is working with UC Davis education to offer new trainings for their staff. An Induction class is starting 5/16 with nine new trainees.
- Region 5 – James Locurto
  - **Orange**
    - Is developing a CalSAWS coaching training with nearly 300 staff.
  - **Riverside**
    - Supported Los Angeles County with their imaging and BenefitsCal Go-Live. Continue to market and fill their vacancies.
  - **Santa Barbara**
    - SVR is engaging with the project for Ad Hoc discovery sessions in contact center IVR planning.
- Region 6 –Luther Evans & Ninfa Laderos
  - **Los Angeles**
    - Thanks Region 5 for the help with Imaging and BenefitsCal Go-Live. Continuing to evolve in the understanding of BenefitsCal. Fine tuning the call center. This is the last day for director Antonia Jimenez and beginning next week the Acting Director will be Jackie Contreras. Trying to fill all Eligibility vacancies.

## 21. Adjourn Meeting

- Co-Chair, Jessica Paran, adjourned the meeting at 11:58 a.m.

Action Items	Assigned to	Due Date	Status
1. Provide update on CalSAWS recruitments.	Holly Murphy	Ongoing	Open
2. Provide regular updates on the status of Analytics Reporting Design, Development, and Implementation.	Luz Esparza	Ongoing	Open
3. Discuss DEI activities/initiatives taking place at CalSAWS.	John Boule	Ongoing	Open
4. Training Team will establish a retrospective feedback loop and will provide CITs/CRFIs for Induction Training to all Counties.	Training Team June Hutchison	07/21/2022	Open
5. Research and provide options to the counties for MFA when access to Outlook and webmail are not available.	Luz Esparza Mike Tombakian	07/21/2022	Open
6. Provide update on status of rerun of Yellow Banner cases for former C-IV Counties.	Keith Salas	07/21/2022	Open
7. Provide information to the counties related to budget and future technology items they will	Rachel Frey	07/21/2022	Open

need to buy, including the timing of purchases.			
8. Report back regarding with information on how to get quicker responses/escalation paths for tickets.	<b>Arnold Malvick Mike Tombakian</b>	<b>07/21/2022</b>	<b>Open</b>
9. Retrospective Review of the SLA performance (include Hyland SLAs) showing how the measures have been met. Summary should be sent out via RMs.	<b>Arnold Malvick</b>	<b>07/21/2022</b>	<b>Open</b>
10. Provide percentage of Los Angeles County BenefitsCal accounts vs. YBN accounts?	<b>Rachel Frey</b>	<b>07/21/2022</b>	<b>Open</b>
11. Breakdown by county of the oldest tickets backlog. Provide expectation of how soon tickets are closed. Report back on possibly converting C-IV counties e-app data and if not, could the legacy system be available for 5-years total.	<b>Arnold Malvick</b>	<b>07/21/2022</b>	<b>Open</b>
12. Report at next PSC on the flow of the tickets and the number of tickets closed without response or confirmation resolution.	<b>Arnold Malvick</b>	<b>07/21/2022</b>	<b>Open</b>
13. Status of retrospective for the BenefitsCal launch and the timeline for that to be available for both C-IV and LA?	<b>Rachel Frey</b>	<b>07/21/2022</b>	<b>Open</b>

**Next Meeting:**

Conference Call/Zoom  
Thursday, June 30, 2022  
11:15 a.m. – 11:45 p.m.  
CalSAWS Rancho Cordova  
11290 Pyrites Way, Suite 150  
Rancho Cordova, CA 95670