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

Date:	Friday, May 20, 2022	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: 524 954 032#

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	Attendance
Alameda	Andrea Ford	1	
Alameda	Anissa Basoco-Villarreal	1	X
Contra Costa	Marla Stuart	1	X
Fresno	Sanja Bugay	4	
Orange	Debra Baetz	5	
Placer	Greg Geisler	2	X
Sacramento	Ethan Dye	2	
San Diego	Albert Banuelos for Rick Wanne	5	X
San Francisco	Trent Rhorer	1	
San Francisco	Anna Pineda	1	X
San Luis Obispo	Devin Drake	4	
San Mateo	Ken Cole	1	
San Mateo	Deanna Abrahamian (Co-Chair)	1	X
Santa Barbara	Daniel Nielson	5	
Santa Clara	Robert Menicocci	1	
Santa Clara	Angela Shing (Co-Chair)	1	X
Santa Cruz	Julia Sheehan for Randy Morris	1	X
Solano	Jerry Huber	1	
Solano	Kelley Curtis	1	X
Sonoma	Angela Struckmann	1	
Tulare	Anita Ortiz	4	
Tulare	Vienna Barnes	4	
Ventura	Melissa Livingston	5	
Yolo	Tanya Provencher (Interim)	2	

PUBLIC SESSION

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

Topic

1. Call Meeting to Order - Deanna Abrahamian

Meeting called to order at noon.

2. Roll Call and Confirmation of Quorum - Deanna Abrahamian

Roll call taken; quorum met.

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 comments or questions.

Action Items

4. Action Items - Deanna Abrahamian
   4.1   Approval of the March 18, 2022, WCDS Subcommittee Meeting Minutes

Motion to Approve
First: Anissa Basoco-Villarreal/Alameda
Seconded: Deanna Abrahamian/Orange
Vote:
- Yes – Alameda, Contra Costa, Placer, San Francisco, San Mateo, Santa Clara, Santa Cruz, Solano (8)
- Abstain – No counties (0).
- Not Present/No vote – Fresno, Orange, Sacramento, San Diego, San Luis Obispo, Santa Barbara, Sonoma, Tulare, Ventura, Yolo (10)
Motion carried.

   4.2   Co-Chair Nominations for SFY 2022-23

- Marla Stuart/Contra Costa nominated Deanna Abrahamian/San Mateo (Medium); Deanna accepted nomination.
- Angela Shing/Santa Clara nominated Anna Pineda/San Francisco (Large); Anna accepted nomination.

Motion to Approve (One vote)
First: N/A

Topic

Seconded: N/A

Vote:

- Yes – Alameda, Contra Costa, Placer, San Diego, San Francisco, San Mateo, Santa Clara, Santa Cruz, Solano
- Abstain – N/A
- Not Present – Fresno, Orange, Sacramento, San Luis Obispo, Santa Barbara, Sonoma, Tulare, Ventura, Yolo

Motion carried.

Angela Shing offered support to Anna Pineda for the Co-Chair role.

Great appreciation was given to Anna and Deanna for serving as the WCDS Subcommittee Co-Chairs for FY 2022/23.

Informational Items

5. CalSAWS Gantt Chart Review - Arnold Malvick, Rachel Frey, Dawn Wilder

Slide 8 - High Level Overview - App-Dev, Test, Conversion, and Imaging: Los Angeles County's go-live for Imaging and BenefitsCal on 4/25 was very successful and seamless. See Gantt Chart for release timeline. GA/GR functionality goes in Release 22.05 (May) and 22.07 (July). Additional premise items and functionality will be released every two months. CalWIN conversion support is underway starting with UAT environment setup, process simulation and a Yolo site visit. Also, the team is preparing for mock conversion for Wave 1. UAT training will be given. Current focus is stabilizing and addressing any hotspots within CalSAWS to ensure a solid platform for CalWIN conversion.

Slide 9 - High Level Overview – Central Print: Gainwell is primarily focused on Waves 1 and 2, largely working through Placer's validation and addressing Yolo's special print needs; both are almost complete. Next activity for Wave 1 is Portal training. For Wave 2, configuration meetings are taking place. Wave 3's kick-off meeting has been set. Ongoing print and maintenance operations for the remaining 40 counties are stable. Gainwell is producing several millions of impressions per month.

Slide 10 - High Level Overview – BenefitsCal: The full complement of 19 threshold languages will be released by end of May. The July release will give customers the ability to view income reporting thresholds and counties more ad hoc reporting capabilities. Enhanced Chat features will be provided as well. An ARPA release in September 2022 will provide CBO's the ability to submit releases of information requesting access to info. Students will have a tailored view to submit applications. Additional outreach efforts will be made in September. In January, a compulsory release will add CalWORKs 2.0, viewing time-clock information, WTW extension and exception requests, etc. By Wave 2 Go-Live, the full compulsory set of functionalities for BenefitsCal will be complete.

Slide 11 - CalWIN ISS Update: 12-Month View: We are at T-6 on the timeline. Data cleansing activities are in progress. Counties have started interface partner testing relating to Fiscal for Wave 1. Ongoing conversion data and image activities continue. Currently, no APIs are being developed for Wave 1. The T-6 survey is about to be released for Wave 1. The Change Discussion Guides are in their final state of review. Early training will begin in the coming weeks

along with initial set of WBTs. Instructor-led training starts in August. Readiness packets and dashboards for implementation come in the next month. County preparation activities for go-live are starting (configuration, site prep...). On the technical side, counties have completed most tasks for site preparation (providing feedback and needs via CRFI). Activities will now focus on action on those CRFI responses (increase network bandwidth, update scanners, etc.).

Questions/Comments:
- How are counties managing conversations with Local Labor Unions and their engagement? *Hold discussion for CalWIN ISS segment.*

- CalSAWS Updates on Key Risks and Mitigation Plans – Arnold Malvick, Rachel Frey, Dan Dean

Slides 13 through 16 - Risk Level, High:
- Risk #258 – The CalWIN Conversion Cutover is at-risk of completing past the 84-hour cutover window. Mitigation strategies have been completed and/or are underway. Risk is trending well overall.
- Risk #262 – CalWIN counties may not be fully prepared for go-live if they do not have sufficient or timely information: Risk opened to ensure CalWIN counties receive sufficient information/ communications that are meaningful, consumable and actionable, in a timely fashion, in order to be fully prepared for go-live.
- Risk #263 - Unresolved High Priority Conversion defects not resolved prior to Wave 1 Go-Live could impact County Case Worker business Post Go-Live: With mitigation plans in place, the goal is to have P1's and P2's completed prior to UAT starting.
- Risk #267 - GA/GR UAT and County Data Validation functionality may be delayed past May 2022: One round of GA/GR functionality releases this weekend in 22.05. Another SCR opened to address GA/GR timeclock functionality for release in 22.07.   GA/GR will then be available within UAT.
- Risk #268 - Implementation Readiness for CalWIN Cutover to CalSAWS: This risk serves as an overarching risk for the overall readiness of the project and CalWIN counties to cutover to CalSAWS.
- Risk #269 - CalWIN Counties may not have enough development and testing timeline to Refactor their Ad-hoc Reports and Ancillary System before Go-Live: Wave 1 counties are going through a series of discovery, training and education sessions in prep for go-live. Counties still have questions particularly in the Fiscal and EBT areas. Communications are being enhanced and process/defect gaps reported by C-IV counties are being resolved to ensure a smooth transition for CalWIN counties.
- Risk #270 - The CalWIN counties may not be fully prepared for Go-Live if there is insufficient information in the Organizational Change Management (OCM) Change Discussion Guides (CDGs):   CDGs are intended for Supervisors' use in reviewing changes with their staff.   The Final CDG has been submitted for approval.

No comments or questions.

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6. Contra Costa Move to Wave 2 and Contingency Planning - Wendy Battermann, Rachel Frey, Arnold Malvick

Slide 18 - Risk#268: If implementation readiness (project and county) is not on track to meet their respective exit criteria by key trigger dates, then the CalWIN Wave 1 cutover to CalSAWS could either be delayed or require significantly greater support to help counties through outstanding issues.

Slide 19 - Risk#268: This Risk monitors individual risks relating to the Project's and CalWIN counties' readiness for cutover to CalSAWS. Mitigation plans are being applied and contingency options are being explored.

Slide 20 - Risk Mitigation: Moving Contra Costa to Wave 2 allows for more preparation time. Converted data for UAT will continue to include the 43-county data set (i.e., Placer, Yolo, Contra Costa, and 40 CalSAWS counties). This would add 4 months for Contra Costa to prepare and allow more support for Placer and Yolo. BenefitsCal functionality for Contra Costa customers and CBOs would delay by 4 months. Other mitigations include shifting Contra Costa CDG completion to Wave 2 schedule; providing additional, in-person, Work Plan walkthroughs and support for counties; and leveraging UAT participants, processes, and tools for Process Simulation activities.

Slide 21 - Contingency Planning: Several options are being considered if we need to enter contingency mode. See slide for details.

Slide 22 - DRAFT Working Contingency Plan Models: **DRAFT** Working Models have been created for planning purposes only; contingency plans are <u>not</u> required now. In the event contingency plans are implemented, the project will 1) present optimal plans, 2) discuss with the county, state, and federal stakeholders and 3) work closely with the impacted counties and adjust as needed and communicate changes. All of the aforementioned are in place for good project management.

Slide 23 - DRAFT Working Contingency Plan Models: See slide for suggested county and wave reconfiguring details if contingency plans need to be implemented.

Slide 24 – Next Steps: Next steps include continued risk mitigation and contingency planning, monitoring risks and reporting progress.

Comments/Questions:
- A county shared concerns around activities taking place in June as they conflict with counties' Fiscal Year End processes.
- Marla Stuart/Director Contra Costa is open to questions about why they're moving to Wave 2. Contingency planning is important for both internal and external factors that may arise. The Project supports Contra Costa's move and views it as a positive decision.
- A county shared concerns over the models presented. It was explained that these models are starting points; all 18 counties would be engaged to finalize a suitable model. This will be a reoccurring topic at WCDS and JPA.
- Co-Chair appreciates the pro-active planning, transparency and communications being delivered.

7. CalWIN Wave 1 Implementation Readiness and Milestones - ~~Rachel Frey, Arnold Malvick~~ Cathryn VanNamen

Will review the organizational and technical components of core readiness activities.

Slide 26 - Wave 1 County System Readiness: Document and data cleansing activities are in progress as well as UAT preparation. UAT prep includes tech and security profile setup for testers. Yolo and Placer have completed the Discovery work for Contact Center and their education sessions. Data Dictionary review is scheduled for May. Discovery Sessions for Waves 2 - 4 have kicked off; Waves 5 and 6 begin in next 30-45 days. There are eight different education sessions for Ad Hoc reporting.

Slide 27 - Wave 1 County Technical Readiness: The initial Help Desk kick-off meetings have been conducted; now project teams are working with Placer and Yolo on County Site Plan Development reviews. Fulfiller and Submitter Trainings are upcoming in next 30 days. ServiceNow training starts in June. Ongoing CRFI and TPOC meetings focus on bandwidth, connectivity points, etc.

Slide 28 - Wave 1 County Organizational Readiness: There are ongoing configuration definition activities with Yolo and Placer the next few weeks. Validation efforts are forthcoming. For Change Discussion Guides, once in the approval stage, the Project Team will work with counties on how the information will be shared with county staff. Training curriculum reviews continue through TAC meetings and W1 County meetings.

Alameda is interested in what other counties are doing to engage Labor Unions.

No comments or questions.

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8.   CalWIN Implementation Support Services Update – Cathryn Van Namen

Slide 30 - May Focus Areas for All Counties: This month efforts are focused on data cleansing, UAT validation efforts and training. Wave 1 counties are doing exceptionally well.

Slide 31 - Wave 2 – 6: 12 Month Readiness View: Slides provides a holistic view of 12 months up until the county go-live. Specific activities will vary by county for each wave based on opt-in features. Progress will be shared as time goes.

No comments or questions.

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9.   CalSAWS Financial Update – Holly Murphy

The May Revise came out last week; we received full funding for CalWIN and CalSAWS. A minor error relating to premise items will be reconciled with OSI.

Slide 34 – SFY 2021/2022 Financial Dashboard: Report reflects partial actuals through June payment month for vendors costs, but still have counties' claims for April, May and June coming in for processing. The CalSAWS IAPDU submitted in January has been approved; allocations are now aligned to that and various county and vendor projections. For CalSAWS, it is expected that 98% will be utilized; savings is primarily tied to staff and travel with some in premise. For CalWIN's

OAPDU submitted, reductions were applied to CalHEERS however that category remains to be a key area of savings. No changes to LRS or C-IV. As a whole, we expect to use 97%.

Slide 35 – SFY 2021/22 Consortium Personnel Budget & FTEs: We are finalizing candidate selections for the most recent recruitment. A new recruitment (CIT 0134-22) was sent in support of the next fiscal year and backfill positions.

Slide 36 – SFY 2021/22 Change Budget Application Maintenance / M&E Hours: Seeing a savings in CalHEERS per usual. LRS and C-IV have been retired with no future updates needed. CalWIN is trending lower, however a spike is expected towards the end of the year. For CalSAWS, hours were previously increased for M&E to address post go-live gaps in CC; we are now on track. 100% is expected to be utilized for BenefitsCal.

Slide 37 – SFY 2021/22 Contract Obligations: Tracks incidents that break SLAs and Hours and Credits for Mod, BI, IDMS and BRE.

Slide 38 – SFY 2021/22 Change Notice Tracking: Reflects updates since the last WCDS Subcommittee meeting as of 5/13/22.

No comments or questions.

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10. Policy Update – Lynn Bridwell

Slide 40 – Policy Updates: Slide outlines the upcoming releases in near future. R69 went live last Monday. Of note, it included budget items changes from last year with policy effective this year - CalWORKs Time-Clock changes, CalWORKS Income Disregard Increase and Increase of Asset Limits. The June release includes companion changes with CalHEERS and Earned Income Disregard for Applicants (new increase for families).

Slide 41 - CalWIN Release Schedule Updates: As discussed with OPAC, CalWIN is looking at its release schedule going into 2023. Slide shows CalWIN's projected release timeline, with Waves also represented, for major and monthly releases. We cannot keep adding changes into CalWIN without impacting cases being converted to CalSAWS. CalWIN will start to ramp down coding meaning future releases will not be as large. CalWIN is working with CalSAWS around planning future COLAs. The State has committed to sending the Project figures ASAP. Coordinating with CalHEERS is also underway. Counties' resources are stretched between working CalWIN and prepping for/learning CalSAWS. Ramping down CalWIN and implementing new methods can help relieve that.

Questions / Comments:
- Project communications to/with counties is critical during this time since releases impact counties' process in a variety of ways.
- It is not just about release planning; it is also about coordinating policy changes with the State.

No comments or questions.

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11. CalWIN Notice Application Slowness – Dawn Wilder, Henry Arcangel

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Slide 43 - Incident Update – April 18th and 19th: Gainwell extended apologies to counties for this incident. County users experienced system slowness which impacted workflow – queues were filling and not clearing due to transaction time-outs. CalWIN was subsequently taken offline for a few minutes each day to recycle the JVMs.

Slide 44 – What Happened: Slowness was due to the implementation of Notice CalWIN to AWS the weekend prior; code affected the messaging between noticing and inquiry and errors were not managed correctly in the code. This condition was not identified during all of the testing conducted prior to implementation to production.   The rolled-back the project.

Slide 45 – Current Status: Gainwell repaired the defect/error handler. Errors from noticing system have been split among the 26 JVMs to prevent this issue from happening again. Gainwell is conducting volume and endurance testing which has gone successfully and plan to roll-out the project the weekend of June 4th.

No comments or questions.

12. CalSAWS Conference and Membership Representatives Meeting – John Boule, Wendy Batterman, June Hutchison

Slides 47 through 49 – Conference and JPA Meeting Details: There are several updates to the slides provided. The Conference and JPA Meeting will no longer be held concurrently. The Business Meeting will be on 6/30 from 9am to 11am. Brown Act Rules will apply. The CalSAWS Conference will be held on 6/23 from 9am to 4:30pm. Registration will open May 3rd. See slides for agenda details.

No comments or questions.

13. Stakeholder Updates
   • CDSS – No updates.
No updates.

   • DHCS – Katie Mead
The Older Adult Expansion was implemented on 5/1/22. DHCS has transitioned 81K cases that exceptioned-out of the SAWS batches into Aid Code 38 with effective date of 5/1/22. DHCS will share that list of clients with counties for review in late May or early June.

On 5/17/22, DHCS released the Medi-Cal COVID-19 PHE Operational Unwinding Plan. It describes DHCS's 1) Approach to unwinding the PHE and 2) Approach to resuming normal Medi-Cal eligibility operations following the end of PHE. The PHE end date is unknown at this time. CMS has not yet issued the 60-day notice to DHCS; therefore, the PHE will likely extend beyond the current 7/15 end date.

   • OSI – Steve Zaretsky
Conducted a walkthrough of the CalSAWS M&O RFP with federal partners on 5/16 and submitted it to FNS and CMS for review yesterday.

The CalSAWS Certification review with CMS on 5/10 went well. They have 60 days to review.

CalWIN OAPDU is currently under State review; OSI is targeting the end of May for federal submission.

- CWDA – Christiana Smith

No updates.

No comments or questions.

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14. Adjourn Meeting – Deanna Abrahamian

Special acknowledgment and congratulations given to Debra Baetz on her retirement. She has been with Orange County for over 32 years, making significant contributions and receiving several awards. She also served as JPA Board Member.

Special appreciation and congratulations also given to Jo Anne Osborn/CalSAWS on her retirement as of June 10th. She has 43 years of dedicated public service at Fresno, Placer, CalWIN and CalSAWS.

Meeting adjourned at 2pm.

Next Meeting – July 8, 2022

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/.