

California Automated Consortium Eligibility System
Project Steering Committee
Meeting Minutes
August 15, 2019

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

Committee Members Present In-Person:

Region 1 – Jessica Paran
Region 1 – Umesh Pol
Region 2 – Tex Ritter
Region 3 – Kelly Hampton
Region 4 – Vienna Barnes
Region 5 – Gilbert Ramos
Region 5 – Alberto Banuelos
Region 5 – Rocio Aguiniga
Region 6 – Winna Crichlow
Region 6 – Luther Evans
Region 6 – Vicki Moore

Committee Members Via Conference Call:

Region 4 – Cindy Uetz

- No voting rights.

Facilitator:

John Boule, CalACES Executive Director

1. **Co-Chair Gilbert Ramos convened the meeting at 9:06 a.m.**
2. **Agenda Review**
3. **Public opportunity to speak on items not on the Agenda.**
 - None

PSC Action Items

4. **Approval of the Minutes and review of the Action Items of the July 18, 2019 PSC Meeting.**
 - The Consortium is seeking PSC approval of the Minutes from July 18, 2019 CalSAWS Meeting and review of Action Items.

Action Items from previous meetings:

Action Item 1 – System Automation Guidelines: Closed

- The System Automation guidelines document has been provided in the PSC packet. It is a living document and will be updated as needed.

Action Item 2 – CDSS/DHCS Batch Data Exchanges: Closed

- The project team met with CDSS in July and discussed possible enhancements such as a timelier way to get information on SSA income, evaluation of the CDSS filtering thresholds between the State and what the county has for IEVS data matches, ways to eliminate the sending of duplicate files, and deploying an automated batch scheduler, which would provide the files to SAWS on a defined schedule.

Action Item 3 – Assistants/Bots: Ongoing – Awaiting decision from Region 6 regarding the direction of the Pilot.

Action Item 4 – CalSAWS Recruitments: Ongoing

Action Item 5 – CalSAWS Monthly Federal Status Report: Closed

Action Item 6 – Testing Plan Process for the Move to the Cloud: Closed

Action Item 7 – Initial M&O and Cloud Amendment: Closed and being removed from the list.

Action Item 8 – Brown Act: Closed and being removed from the list.

Action Item 9 – SSI Cash Out discussion with Region 6: Closed and being removed from the list.

Action Item 10 – Conversion Parameters: Open

Action Item 11 – PSC Charter: Open

Action Item 12 – Functional Design Sessions: Open

Action Item 13 – Technical Ability: Open

- A presentation will be given at the 9/19/19 PSC meeting.

Motion to approve was made by Member Winna Crichlow.

Motion was seconded by Member Alberto Banuelos.

Member Tex Ritter abstained.

Motion passed.

5. Approval of the CalSAWS Data Retention Policy.

- The Consortium is seeking PSC approval of the CalSAWS Data Retention Policy.
- Keith Salas presented the proposed CalSAWS Data Retention Policy.
- The proposed policy has been updated to extend retention from four years to six years to comply with DHCS regulation 45 CFR 164.528.
- Going forward with CalSAWS there will be a batch run that will address the policy. The team is asking the PSC to view the high-level policy and approve the concept.
- DHCS and CDSS have reviewed, provided input, and subsequently approved the policy.
- The Conversion team is looking at getting a workgroup together to continue this effort. A CRFI will be sent out to recruit for this group. The workgroup will also be used to look at duplicate people in the data bases, and how to determine which person will be selected. There will also be state representation on the data retention group.

Motion to approve the Data Retention Policy with the extension to six years was made by Member Tex Ritter.

Motion was seconded by Member Kelly Hampton.

Co-Chair Umesh Pol voted no.

Member Jessica Paran voted no.

Member Vienna Barnes voted no.

Co-Chair Gilbert Ramos voted yes.

Member Alberto Banuelos voted yes.

Member Rocio Aguiniga voted yes.

Member Winna Crichlow voted no.

Co-Chair Luther Evans voted no.

Member Vicki Moore voted no.

Motion did not pass.

Co-Chair Umesh Pol made a motion to update the proposed CalSAWS Data Retention Policy to include the six-year retention timeframe; add parameters from the policy point of view; and bring it back the September 19, 2019 PSC Meeting. Co-Chair Luther Evans seconded the motion. Motion passed unanimously.

Informational Items

6. Discuss Draft CalSAWS PSC Charter

- Gilbert Ramos mentioned that in the past when PSC came together, the CalACES Charter helped members understand what the PSC was charged with and provided basic guidelines. It serves as a reference to remind Members what/how they should be doing things in their role as PSC Members. Gilbert believes there is value in having the charter.
- Multiple Members noted their support of the PSC having a charter.
- The PSC members will review the draft Charter and send comments back to the RMs, so it can be updated and presented at a future PSC meeting.

7. Functional Design Sessions

- **Imaging solution proposal and recommendation review and next steps;**
- **GA/GR solution status and next steps;**
- **Task Management solution and next steps;**
- **Non-State forms status**
 - Laura Chavez and John Dray reviewed the Imaging solution proposal and recommendation and next steps.
 - Hyland and Kofax/Documentum are the suggested options. From a core functionality perspective both solutions meet the requirements.
 - PSC Members will take the Imaging Solution information back to their counties and discuss the options.
 - Jo Anne Osborn reviewed the GA/GR solution status/next steps and mentioned that the last session was 8/14/19. More information will be provided to the PSC in September.
 - June Hutchison provided an update on the Task Management Solution/next steps and noted that the requirements are going to be confirmed with the Task Management team August 20th.
 - Karen Rapponotti reviewed the status of Non-State forms.
 - There were 60-70 people participating each week, and the sessions will complete this week. A few forms have been moved out to the committee group (IVR, Fiscal, etc.). As a reminder, no Non-State Forms are required. Additionally, the system includes functionality, 'Message from Your Worker' form that can be used as a County specific form.

8. Procurement Update

- **Overview of Portal/Mobile RFP strategy, scope, and timeline;**
- **CalWIN OCM & Training RFP strategy, scope, and timeline**
- **Print Solution RFP scope and timeline**
 - Tom Hartman reviewed Portal/Mobile RFP strategy, scope, and timeline mentioning that the Consortium is set to conduct an open procurement. The cutover to the portal is critical. The size of the portal has doubled after reviewing requirements.

- Rodain Soto is leading the effort in CalWIN OCM & Training RFP strategy, scope, and timeline.
- An open procurement will be sent out for the OCM & Training for the 18 CalWIN System Counties.
- Tom Hartman reviewed the Print Solution RFP scope and timeline. There are currently five different print vendors. The Consortium will consolidate to one.
- Development of the RFP and requirements will begin in September.

9. CalSAWS Communication/Website Launch

- Lulu Fou and June Hutchison provided an update on CalSAWS Communication/Website Launch. A demo was provided of the new website, which will go live August 26th.
- CalSAWS.org is a public-facing website for everyone (counties, project staff, and members of the public).
- The CalSAWS.org website will be presented to the JPA August 16, 2019.

10. CalSAWS DD&I QA Update

- Wendy Batterman and Kristin Pepper provided an update on CalSAWS DD&I QA noting that they've been working on a variety of deliverables.

11. Debrief FCED Strategy

- John Boule provided an overview of the FCED slide deck that was provided to JPA last month.
- A joint governance process that overlaps both SAWS and CARES established a Foster Care Committee that will meet when they have items to implement. The Committee has four county executive representatives.
- Phase 1: Will leverage the existing LRS functionality to begin building toward a CCWIS compliant eligibility determination process. This will include enhancements to the automation of the eligibility determination using the data available from the CWS/CMS data download, as well as data available from and where necessary entered in CalSAWS.
- Phase 2: Will build upon the statewide process established in Phase 1, and will incorporate a two-way, real time interface with CARES that will provide the necessary data to remove the need for duplicate data entry in CARES and SAWS, and to support a fully CCWIS compliant eligibility determination process, as well as providing CARES with the required data about eligibility results and benefit issuances.
- The next steps are to hold validation sessions, CWDA to confirm FCED governance, obtain cost estimates for Phase 1, convene FCED committee and seek any necessary federal and state approvals to begin work.

12. Testing Plan and Green-light Process for move to the Cloud

- Seth Richman emphasized the seriousness of the validation process for moving LRS to the Cloud.
- Scot Bailey reviewed the test plan and Green-light process for the Region 6 move to the Cloud. System test began and the next phase of testing will begin September 9, 2019 in LA.
- Laura Chavez reviewed the four test cycles: AppDev Validation, Interface Partners Tests, System Test, and County Validation.

13. Discuss the timeliness of COLA runs and how county specific requests are handled, examples are:

- **Request for DCR for caseload move**
- **Back to School Clothing Allowance**
 - COLA - Region 6 PSC Member, Vicki Moore and Regional Manager, Ayana Alvarez, lead a discussion about COLA runs and the impact of SCRs.
 - Additional PSC Members noted they support a new process for the backlog of SCRs to be reviewed for potential impact. The Consortium will implement the new process. Currently, it was an NOA for AAP that impacts LRS only. The Consortium will work with Region 6 and CDSS.
 - Back to School Clothing Allowance - Concerns with the process for issuing the Back to School Clothing Allowance this year were voiced.
 - The Project will work with the Counties to determine the best way to move forward with issuing the Back to School Clothing Allowance. Some options to look at are:
 - Scheduling an Annual Batch Job
 - Submitting a CER every year

14. CalSAWS Staffing Status

- John Boule provided an update on the status of CalSAWS staffing.
- Staffing continues to be a work in progress. Tomorrow the Consortium is requesting the JPA board approve the addition of 20 positions to RGS.
- Some candidates are still discussing the positions with their counties and Board of Supervisors.

15. Overview of Federal Report

- Holly Murphy provided an overview on Federal Report stating that things are going well.
- A new standing agenda item for the status of Risks and Issues will replace this agenda item going forward.

16. State Partner Update on CalSAWS Activities

- **OSI**
- **CDSS**
- **DHCS**
 - OSI - Steve Zaretsky reported that they continue to work on completion of the IAPDU for submission to Federal partners.
 - CDSS – Rocky Givon is working closely with the counties on the SSA data expansion. They are waiting on final approval and expect to have the May and June data posted within the next 48 hours. They are working through the validation process with the counties now for the July data.

17. M&O Application and Operations Update

- **Release 19.07 Debrief**
 - Lynn Bridwell provided an update on M&O Application and Operations mentioning that a CalWIN column was added to the Policy Update.

18. CalSAWS Regional Updates

Region 6 – Winna Crichlow and Vicki Moore

- Los Angeles is recruiting to find people to assist with the different types of validation and implementing the communication plan as different pieces of information come out from the Project.
- The County is working on recovering from SSI Cash Out because they had over 75,000 cases.
- Vicki Moore reported that two new offices have opened.
- A study is being done on caseload/workload for Eligibility Workers. The study will help the county determine how many cases employees should be carrying.

Region 5 – Gilbert Ramos

- Orange County is recruiting for a new Assistant Director.
- Riverside County
 - Hosted the first CalSAWS Region 5 regional meeting. There were approximately 100 people on the phone and another 40 in-person. Good feedback was received and lots of good information was shared with the attendees;
 - Is implementing an internal process for coordinating and determining appropriate responses to CRFIs; and
 - Has started distributing a new internal newsletter featuring CalSAWS information, including new functionality, timelines, terminologies, etc.
- San Bernardino County
 - Is kicking off their marketing plan, newsletter, and information sharing. A smaller version of the "We Are One" map is being circulated around the County, courtesy of Riverside County;
 - Continues to receive a couple calls a day to their Contact Center earthquake information line. They expect to shut it down by the end of the month; and
 - The October canned food drive throughout Human Services is getting ready to kick-off. Last year over 38,000 items were collected.
- San Diego County
 - Is having a Call Center Upgrade kick-off meeting where they'll look at simplifying their phone tree, and
 - Is setting a meeting with Regional Managers to meet with the Eligibility Team Senior Management.

Region 4 – Vienna Barnes

- Fresno County opened their new Administration building on July 1, 2019 in Clovis.
- Kern County implemented their new lobby flow.
- Madera County has a new office opening in January 2020.
- Kings County started a new class of nine Eligibility Workers, which will focus on Medi-Cal and other tasks.
- Mariposa County is continuing education training to Eligibility staff and plan to provide refresher training monthly after the official kick-off in 2020.
- Merced County hired a new Program Manager that will work closely with the Director and the Collaborative Applicant Committee.
- San Luis Obispo County received positive feedback from an evaluation completed in June. Some feedback received is that their staff is friendly, helpful, and share a variety of helpful resources. They continue to work on staff development.
- Stanislaus County
 - Is working on merging their continuing processing side to create a hybrid model, and

- Is working on multiple fronts to help alleviate on the homeless issue.
- Region 4 had their first regional meeting in San Luis Obispo.

Region 3 – Kelly Hampton

- Del Norte County
 - Reported that they just came up on General Relief in C-IV in July.
- Mendocino County
 - Is recruiting for Eligibility Specialist Supervisors;
 - Completed their Disaster CalFresh Plan and it has been submitted; and
 - They're experiencing growth in their CalFresh numbers as everyone else is.
- Humboldt County
 - Is looking for training on dealing with Mental Health issues to assist Workers with helping Customers;
 - Is having their annual school supply drive to donate to the Family Resource Centers;
 - Is reviewing their call flow;
 - Is going through a classification change for Eligibility Workers. They are one of the last counties to switch to Eligibility Specialists; and
 - They have a class of 11 Workers in progress.

Region 2 – Tex Ritter

- PG&E public safety shut-offs have been impacting many counties in the Region. Tex encouraged the development of a statewide process for support as we move into CalSAWS.
- Code Red – Many counties have signed up for the new fire awareness program and are going through tests to confirm that texting and calls work properly.
- CalFresh SSI expansion is a positive.
- Nevada County
 - Is in the final stages of testing for their case management system for their Employment Services program.
 - Is recruiting for two Social Services Supervisor positions and a couple integrated HSS positions.
- Sierra County is looking for someone to take over the Public Guardian program.
- Sutter County is currently meeting with CalSAWS staff to begin planning implementation of Amazon Connect in 2020.

Region 1 – Jessica Paran and Umesh Pol

- There have been multiple leadership changes: Henry Espinosa retired in August and Laurie Medina is the new Social Services Director for Monterey County; and Marin County has hired Belita McLaren as their Health and Human Services Director.
- Marin, Contra Costa, and Alameda are beginning ABAWD in September.
- The First Regional meeting was July 31st in San Mateo County. 11 out of 12 counties attended in person and there was positive feedback received afterwards.
- The Regional Management Site Visit is scheduled for September 25th.
- The Public Charge has a large impact to counties and counties are working with their counsels to get through the process.
- Contra Costa County lost their Chief Financial Officer.
- Santa Clara County
 - Is heavily into labor negotiations, which will impact the workforce.

- Working on streamlining operations.

19. JPA Board Agenda Review

- John Boule reviewed the JPA Agenda for August 16, 2019.

20. Adjourn Meeting

- Co-Chair Gilbert Ramos adjourned the meeting at 2:57 p.m.

Action Items	Assigned to	Due Date	Status
1. Develop System Automation guidelines <ul style="list-style-type: none"> • Provide update on feedback from 4/18/19 PSC Meeting System Automation discussion 	Karen Rapponotti PSC	08/15/2019	Closed
2. Continue to work with CDSS and DHCS to identify possible refinements and efficiencies in the system batch data exchanges with SAWS.	Laura Chavez	08/15/2019	Closed
3. Automated Assistants/Bots Pilot Status Update	Seth Richman Scot Bailey	Ongoing	Open
4. Provide update on CalSAWS recruitments.	John Boule	Ongoing	Open
5. Include CalSAWS monthly status report to federal partners in the PSC packets beginning in May 2019.	John Boule	Ongoing	Closed
6. The testing plan and subsequent "Green-light" process for the move to the Cloud will be presented to the PSC at meeting this summer	Scot Bailey	August	Closed
7. Conversion Parameters – Provide summarized requirements for CalSAWS Conversion and report back regarding whether or not it was a benefit to have 5 years of data converted and whether or not there were programmatic impacts.	Keith Salas Laura Chavez	09/19/2019	Open
8. Draft CalSAWS PSC Charter will be presented to the PSC for review and input. RMs will submit regional input and final PSC Charter will be brought before the PSC for adoption at a future meeting.	Karen Rapponotti PSC RMs	TBD	Open
9. Present the Imaging solution analysis and recommendation resulting from the Functional	Laura Chavez Scot Bailey	09/19/2019	Open

Design Sessions and the vetting process.			
10. Present technical ability of analytics and what the counties can do with it.	Seth Richman	09/19/2019	Open

Next Meeting:

Thursday, September 19, 2019

9:00 a.m. – 3:00 p.m.

CalSAWS Norwalk

12440 Imperial Highway South, 3rd Floor

Norwalk, CA 90650