

CalSAWS Consortium
Project Steering Committee
Meeting Minutes
September 19, 2019

Location: CalSAWS South
12440 Imperial Hwy., 3rd Floor
Norwalk, CA 90650

Committee Members Present In-Person:

Region 1 – Jessica Paran
Region 1 – Umesh Pol
Region 2 – Ethan Dye
Region 3 – Kelly Hampton
Region 4 – Cindy Uetz
Region 5 – Gilbert Ramos
Region 5 – Alberto Banuelos
Region 6 – Winna Crichlow
Region 6 – Luther Evans
Region 6 – Vicki Moore

Committee Members Via Conference Call:

Region 4 – Vienna Barnes

Committee Members Absent:

Region 5 – Rocio Aguiniga

Facilitator:

John Boule, CalSAWS Executive Director

- 1. Co-Chair Umesh Pol convened the meeting at 9:02 a.m.**
- 2. Agenda Review**
- 3. Public opportunity to speak on items not on the Agenda.**
 - None
 - Umesh Pol reviewed the new process of submitting a public comment card, which allows members of the public to talk about items not on the agenda, or to specify which item(s) on the agenda they would like to speak to. Time for public comments will also be allowed after each agenda item is heard.

PSC Action Items

- 4. Approval of the Minutes and review of the Action Items of the August 15, 2019 PSC Meeting.**
 - The Consortium is seeking PSC approval of the Minutes from August 15, 2019 CalSAWS Meeting and review of Action Items.

Action Items from previous meetings:

Action Item 1 – System Automation Guidelines: Closed and being removed.

Action Item 2 – Continue to work with CDSS & DHCS: Closed and being removed.

Action Item 3 – Automated Assistants/Bots: Ongoing – Seth Richman mentioned that the Automated Assistants/Bots is currently under consideration for a multi-

channel approach. Address updates and BIC/EBT card updates are also under consideration for some time over the next 6-9 months. There will be a follow-up meeting within the next two weeks.

Action Item 4 – CalSAWS Recruitments: Ongoing

Action Item 5 – CalSAWS Monthly Federal Report: Closed and being removed.

Action Item 6 – Cloud Test Plan & Greenlight Process: Closed and being removed.

Action Item 7 – Conversion Parameters: Open

Action Item 8 – PSC Charter: Open

Action Item 9 – Imaging Solution Analysis & Recommendation: On Today's agenda.

Action Item 10 – Analytics Technical Ability: On Today's agenda.

Motion to approve was made by Co-Chair Luther Evans.

Motion was seconded by Member Kelly Hampton.

Co-Chair, Umesh Pol, voted to approve.

Member, Jessica Paran, voted to approve.

Member, Ethan Dye, abstained.

Member, Vienna Barnes, voted to approve.

Member, Cindy Uetz, abstained.

Co-Chair, Gilbert Ramos, voted to approve.

Member, Alberto Banuelos, voted to approve.

Member, Winna Crichlow, voted to approve.

Member, Vicki Moore, voted to approve.

Member, Rocio Aguiniga, was absent.

Motion passed.

5. Approval of the CalSAWS Data Retention Policy.

- The Consortium is seeking PSC approval of the CalSAWS Data Retention Policy. Laura Chavez and Paul Trisler reviewed the proposed CalSAWS Data Retention Policy, which specifies a 6-year retention period.

Motion to approve was made by Co-Chair Gilbert Ramos.

Motion was seconded by Member Winna Crichlow.

Co-Chair, Umesh Pol, voted to approve.

Member, Jessica Paran, voted to approve.

Member, Ethan Dye, voted to approve.

Member, Kelly Hampton, voted to approve.

Member, Vienna Barnes, voted to approve.

Member, Cindy Uetz, voted to approve.

Member, Luther Evans, voted to approve.

Member, Vicki Moore, voted to approve.

Members, Alberto Banuelos and Rocio Aguiniga, were absent.

Motion passed unanimously.

Informational Items

6. CalSAWS DD&I County Requests for Information (CRFIs)

- June Hutchison and Lisa Salas provided updates on CalSAWS DD&I County Requests for Information (CRFIs) and discussed the Consortium's path forward.

- There were 387 application development DD&I System requirements with 36 of them having a CRFI component and a 4-week county turn-around time per CRFI.
- A follow-up webinar took place September 3, 2019 to take Q&A.
- Approximately 15 CRFIs have been sent out.
- Requirements are being re-evaluated by the Regional Managers.

7. Online CalWORKs Appraisal Tool (OCAT) Overview and Status

- Zach Ulhaq provided an overview and an update on the status of the Online CalWORKs Appraisal Tool (OCAT).
- OCAT is a tool used by case workers to collect strength and barrier information from clients to help determine their path to self-sufficiency.
- The objective of the new project is to re-platform and replace the solution in the AWS platform with a few design changes.
- The OCAT will integrate with all three SAWS systems.
- The goal is to have a single sign-on and to limit/prevent duplicate entry.
- There will be an update on OCAT at future PSC meetings to discuss major milestones. Key accomplishments to date include:
 - Completed requirements validation;
 - Created a draft application design
 - Documented the draft interface control specification
 - Developed the logical data model
 - Obtained AWS accounts for development

8. Overview of CalSAWS Analytics Solution and Timeline

- **How the Counties can use it.**
 - Jo Anne Osborn and Luz Esparza reviewed the CalSAWS Analytics Solution and Timeline.
 - The LRS and C-IV OBIEE dashboards are being re-platformed and a Proof of Concept is being conducted on the state and canned reports to help determine which tool is best. Demos of a Pending Apps report through Tableau and Click Sense were presented as examples of the look and feel of the products.
 - The team acknowledged that a Data Dictionary is a need to assist users leveraging the system.
 - Los Angeles County will be brought into the process in October/November.
 - The vision is for it to be county specific and statewide and it will be one template. The team noted that each county may want a different way to visualize the data.
 - The scope will be narrow in the beginning to get to the initial platform that will allow LRS/CalSAWS to meet business needs in the area of reports (inclusive of state reports).
 - PSC concerns were noted regarding third-party county investments in reporting tools and licensing.
 - Regular updates on the status of the Analytics Proof of Concept will be provided to the PSC and State partners will also be looped-in.
 - The team will present a plan for inclusive dialogue at the November PSC meeting.
 - Public Comment: Jennifer Tracy from the Alliance to Transform CalFresh reiterated Rene Mollow's comments about including state people in the discussions and noted that a White Paper was developed, which includes recommendations on how to ensure deliverables include the perspectives of

all stakeholders. She reiterated that the Human Centered/User Centered Design of these tools is very important for the counties to be successful and offered to share the white paper.

9. Confirmation of Imaging Solution Approach

- **Imaging Assessment**

- Laura Chavez and Thomas Hartman reviewed the confirmation of the Imaging Solution approach including the Imaging assessment.
- The McKinsey team was re-engaged to review the recommendations and processes.
- The Imaging Solution is not a formal bid like an RFP, instead it will be an amendment to the Accenture Contract.
- A vendor submitted a letter of concern to Chair Barry Zimmerman and OSI.
- Three vendors have been asked to resubmit proposals for evaluation.
- Proposals are due in the next few days. After review of the new information, with alignment of recommendation from project, McKinsey, and QA, the new recommendation will be brought to the November PSC meeting.

10. Functional Design Sessions Update

- **Task Management Update**

- **GA/GR Update**

- **Non-State Forms Update**

- **APIs Update**

- **CalWIN Ancillary Systems Conversions Functional Design Sessions**

- **Functional Design Sessions Roadmap**

- June Hutchison provided an update on Task Management functional design sessions.
 - The next steps for Task Management is determining the scope of the solution and presenting it to decision makers to verify moving forward.
- Jo Anne Osborn provided an overview on GA/GR functional design sessions.
 - Requirements have been finalized and DXC/Accenture are doing estimates.
 - The project will bring back results to the PSC in November.
 - A funding strategy overview will also be provided.
- Karen Rapponotti reviewed Non-State Forms functional design sessions.
 - All forms will have a standard format and county information will be added.
 - The forms were divided into three tiers.
 - A standard header is being implemented that will work for all 58 counties. Counties will be able to customize the information in the header with their county specific information.
 - Confirmation of the requirements for LA County Directors being listed on forms will be provided at the November PSC Meeting.
- Laura Chavez reviewed APIs functional design sessions and noted that joint sessions with all counties were very helpful to the counties.
- Laura Chavez and Paul Trisler reviewed CalWIN Ancillary System Conversion Functional Design Sessions.
 - Lisa Salas provided an overview on the functional design session roadmap.

11. Procurement Update

- **Portal/Mobile timeline**

- **CalWIN OCM & Training RFP timeline**
 - Thomas Hartman provided an update on procurements including the Portal/Mobile timeline and CalWIN OCM & Training RFP timeline.
 - Stakeholder involvement in the Portal/Mobile Procurement includes design, development, and testing.
 - The Portal/Mobile RFP Release Date is November 6, 2019.

12. Readiness for CalSAWS Cloud Migration in R6 on 10/15/19

- Laura Chavez and Ted Anderson provided an overview on readiness for CalSAWS Cloud Migration in R6.
- LA County will make the decision along with the state on whether or not LRS should go live in the Cloud.

13. CalSAWS Staffing Status

- **Review Section Staffing Status**
 - John Boule, Holly Murphy, Karen Rapponotti, Jo Anne Osborn, Laura Chavez, June Hutchison, and Diane Alexander provided an update on CalSAWS Staffing Status including a review on section staffing.
 - Sara Coudert-Welch will not be joining after all, so updates will be made.

14. CalSAWS Risks and Issues Reporting

- Lulu Fou reported on CalSAWS Issues and Risks by reviewing the items and she described how the risks/issues are identified.
- Risks will be provided to PSC in future meetings, as directed by JPA.
- Risk 201 - Pace of Policy Changes may exceed capacity of App-Dev team resulting in less automation, so it will remain a High risk.
- A presentation of how the level of each Issue/Risk is determined will be presented at the November PSC Meeting.

15. CalSAWS Communications Update

- **Debrief on CalSAWS Website Launch**
- **Upcoming Activities**
 - June Hutchison and Ted Anderson provided an update on CalSAWS Communication including a debrief on CalSAWS Website Launch and upcoming activities.
 - Questions submitted through AskCalSAWS now go through ServiceNow for tracking and ticketing.

16. State Partner Update on CalSAWS Activities

- **OSI**
- **CDSS**
- **DHCS**
 - OSI
 - Kris Dudley noted that they are working with Federal partners on review/approval of the IAPDU.
 - CDSS
 - Jessica Abernethy introduced Sherice Sterling. Sherice will be working at the CalSAWS Norwalk office.
 - DHCS
 - Rene Mollow announced the CalAIM initiative, which is to advance and improve Medi-Cal will be kicked off and there will be significant stakeholder involvement. A webpage has been

developed for the effort. DHCS is currently recruiting for a workgroup.

- DHCS published a 2-page document regarding what public charge is, and is not, on their website.
- The Public Charge Rule, which includes the Medicaid program goes into effect October 15th.
- Sponsor deeming will now apply to the Medicaid program. The policy implications are being assessed. Changes to the System will need to be made. An effective date is not yet known.
- Rene thanked everyone for the hard work on young adult expansion.
- An adult expansion is also being worked on with an effective date of January 2020. Federal approval is required and this change will have System impacts.
- A settlement is being worked out with the plaintiffs in litigation regarding alternative formats for materials going out to Customers. CWDA is helping with the policy and the effective date will be 90 days after documents are made available.
- Guidance has been issued to the counties regarding issues with the CalHEERS 19.07 release and plan selections workarounds. E-Hit transactions are starting to normalize and DHCS is working closely with CWDA to track it.
- The CalHEERS System Integrator is switching from Accenture to Deloitte.
- John Boule noted that testing with CalHEERS future releases has gone well. Release will not be delayed.
- Lynn Bridwell noted we are tracking defects, but moving forward with release. CalHEERS has plan in place to keep working on the defects.

17. M&O Application and Operations Update

- **Update on CalHEERS and Releases 19.09 and 19.11**

- Michele Peterson and Lynn Bridwell provided an update on M&O Application and Operations including CalHEERS and Releases 19.09 and 19.11.
- ABAWD waiver has been approved. 20/21 waiver is being looked at and the Handbook has been released.

18. Region 6 Reports/Data Validation

- Dorothy Avila reported on Region 6 and Data Validation.
- Region 6 currently has an effort underway to review reports and document any recommendations and/or defects. Any changes resulting from the effort will flow through the committees, per normal processes.

19. CalSAWS Regional Updates

Region 6 – Winna Crichlow

- Region 6 is meeting with teams to discuss implementation of ABAWD and Child Care Programs.
- Vicki Moore noted that October 4, 2019 will be a ribbon cutting ceremony for the new office.
- Thanked the project for meeting yesterday.

Region 5 – Gilbert Ramos

- Santa Barbara County –
 - Has a new PPOC – MaryAnn Acosta;
 - Is working on CalOAR campaigns to ensure successful implementation. Focusing on ensuring staff are correctly entering data in a consistent and timely manner.
 - HMIS staff have been trained and are finalizing internal contracts, including a planned site visit.
 - Staff is preparing for how to deal with public safety power shutoffs.
- San Diego County –
 - Hosted the State of New Mexico, so they could tour various sites and look at processes. They were referred by FNS.
 - FAC was held last week in Escondido.
 - The Region 5 meeting will be at the same location in Escondido.
- San Bernardino County –
 - Is completing a scanner refresh.
 - The county launched their customer facing internet site.

Region 4 – Cindy Uetz

- Starting August 5th, Fresno County DSS implemented Telephonic Signature (TS) recordings for CalWORKs Intake interviews. The goal is to promote customer service by increasing access to benefits and reduce the number of 'no-shows' resulting in denials. Fresno DSS is already capturing TS recordings for Redeterminations.
- Kern implemented some Lobby Redesign processes for their main office at the OCSills building on 8/5/2019. Now having 9 kiosks and 7 Lobby Navigators working to help keep the flow of lobby traffic going in the right direction. For the month of August, they averaged almost 2,000 visits per day and had a peak of over 2,800 visits on their first day of implementation (8/05/2019).
- Kern has new office hours that have been approved by their Board of Supervisors. Beginning 09/30/2019 all locations will now open their lobbies at 7:30 am to begin checking in customers and close the lobbies at 4:00 pm.
- Madera county currently has 5 new eligibility staff in training, they started on August 1st.
- Madera also presented "Foster" to any of our staff who wanted to sign up and some of their Foster Parents. After the video was shown they had some of their Social Workers and Child Welfare Program Manager to an Open Q and A to help educate inside agency what our Social Workers do.
- Madera had a new assignment internally for a Supervisor to review and assist staff in C-IV updates. They are trying to make sure all staff are more aware of C-IV releases and the changes they bring.
- Mariposa will be bringing a contract to the Board of Supervisors on 9/17 to move the Homeless Shelter Program to a new location and to move responsibility for operations to Alliance for Community Transformations. The anticipated move date for the shelter participants from the tents (located by the HHSA Building) to the new location on St. Andrews is September 19th.
- The new Emergency Homeless Shelter program, run by Alliance is called CONNECTIONS, and they will be having an Open House on 9/18/19.
- Mariposa is working with Richard Knecht, a consultant with Integrated Human Services Group, on this effort. All staff are being trained on Systems of Care on

September 16th & 17th. They are also looking at a software solution for a Community Information Exchange to support Systems of Care.

- Merced county just completed hiring interviews for Fiscal Manager and they hope to have someone in place soon.
- Peggy Macias is retiring from Merced County after 29-1/2 years and will be taking on a new role as Customer Engagement Manager with the CalSAWS project beginning 9/16/19.
- Merced is currently going through a small wave of staffing changes to go along with Peggy's retirement, Our Adults & Aging Deputy Director, Alexandra Pierce has accepted a position downtown in their CEO's office, timing for her transition is still in the works, and their long time Automation Services Manager Sean Pamer has left the county as of 9/6/19, Lupe Rubalcava is their interim AS Manager.
- San Joaquin county Director, Michael Miller retired as of the end of August 2019 after 33 years of service. Their new Director, Christopher Woods will take over effective September 16, 2019. Mr. Woods was formerly our Assistant Director.
- Tulare county is going through the process of hiring a new Director for Human Services. Interviews are happening this week.

Region 3 – Kelly Hampton

- Mendocino county is having training at UC Davis.
- On October 30, 2019 there is an all staff training meeting.
- The next Regional meeting is on Tuesday, in Colusa county and Humboldt county will be presenting their eSignature business process.

Region 2 – Ethan Dye

- El Dorado County reported that the South Lake Tahoe office will be moving locations on 10/25/19.
- El Dorado County is also having challenges with State reports and the data being pulled so they will be having a training session for staff.
- Tuolumne County announced that Director Ann Connolly is retiring on 9/27/19.

Region 1 – Jessica Paran

- Region 1 has had two regional meetings and is having a managers site visit in Napa County next Wednesday.
- San Mateo County reported some shifting of duties of director staff deployment.
- Marin County has a new Director, Benita McLarin, who started 9/9/19.

20. JPA Board September Meeting Debrief

- John Boule reviewed the JPA Agenda for August 15, 2019.

21. Adjourn Meeting

- Co-Chair Umesh Pol adjourned the meeting at 2:20 p.m.

Action Items	Assigned to	Due Date	Status
1. Automated Assistants/Bots Pilot Status Update	Seth Richman Scot Bailey	Ongoing	Open
2. Provide update on CalSAWS recruitments.	John Boule	Ongoing	Open
3. Conversion Parameters – Provide summarized requirements for CalSAWS Conversion and report back	Keith Salas Laura Chavez	11/21/2019	Open

regarding whether or not it was a benefit to have 5 years of data converted and whether or not there were programmatic impacts.			
4. 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
5. Present the updated Imaging solution analysis and recommendation resulting from the Functional Design Sessions and the vetting process.	Laura Chavez Scot Bailey John Dray	11/21/2019	Open
6. Present technical ability of analytics and what the counties can do with it.	Seth Richman	09/19/2019	Closed
7. Provide regular updates on the status of Analytics Proof of Concept. <ul style="list-style-type: none"> Present plan for inclusive dialogue. 	Luz Esparza Jo Anne Osborn	11/21/2019	Open
8. Functional Design Sessions <ul style="list-style-type: none"> GA/GR: Present requirements, estimates, and funding strategy at the November PSC meeting. Non-State Forms: Requirements for LA specific forms. 	Jo Anne Osborn Karen Rapponotti	11/21/2019	Open
9. Reach out to C-IV counties to see if there are any impacts in the areas covered in the CalWIN Ancillary System Conversion Sessions.	Regional Managers	11/21/2019	Open
10. Information on how a Delay of Cloud Enablement leading to delay in the implementation of CalSAWS level is determined.	Lulu Fou	11/21/2019	Open
11. Provide overview of how Risk levels are determined.	Lulu Fou	11/21/2019	Open

Next Meeting:

Thursday, November 21, 2019
9:00 a.m. – 3:00 p.m.
CalSAWS Roseville
620 Roseville Rd.
Roseville, CA 95747