

CalSAWS Consortium
Project Steering Committee
Meeting Minutes
November 21, 2019

Location: CalSAWS Roseville
620 Roseville Pkwy.
Roseville, CA 95747

Committee Members Present In-Person:

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

Committee Members Absent:

Region 4 – Vienna Barnes
Region 6 – Luther Evans

Facilitator:

John Boule, CalSAWS Executive Director

1. **Co-Chair Gilbert Ramos convened the meeting at 9:05 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 September 19, 2019 PSC Meeting.**
 - The Consortium is seeking PSC approval of the Minutes from September 19, 2019 CalSAWS Meeting and review of Action Items.

Action Items from previous meetings:

Action Item 1 – Automated Assistants/Bots: Ongoing – A proposal was submitted to Los Angeles county with 3 options with 3 modes. The price and service were discussed, and a Change Order is being drafted.

Action Item 2 – CalSAWS Recruitments: Ongoing – On today's agenda.

Action Item 3 – Conversion Parameters: On today's agenda.

Action Item 4 – PSC Charter: Ongoing – Bring to January or February PSC.

Action Item 5 – Imaging Solution Analysis & Recommendation: Closed

Action Item 6 – Analytics Technical Ability: Closed and being removed.

Action Item 7 – Analytics Proof of Concept: Ongoing - On Today's agenda.

Action Item 8 – Functional Design Sessions: On Today's agenda.

Action Item 9 – CalWIN Ancillary System: On Today's agenda – Ricardo Miranda noted that Regional Managers are continuing to collect data and that some counties are impacted.

Action Item 10 – Cloud Enablement: Closed

Action Item 11 – Risk Levels: Closed

Motion to approve was made by Co-Chair Umesh Pol.

Motion was seconded by Member Winna Crichlow.

Member, Rocio Aguiniga, abstained.

Motion passed.

Informational Items

5. LRS Cloud Cutover Status/Debrief

- Laura Chavez reviewed the LRS cutover to the cloud timeline and activities.
- Seth Richman reviewed the status and stats of the business cycle and impacts.
- Scot Bailey reviewed the steps taken pre and post cutover. There were no security issues. Security products caused the system to experience slowness, but there were no security breaches. With the help from Oracle the issues have been mitigated, but not resolved. Lessons learned are being compiled.
- Collaborative effort across multiple external partners to complete the cut over.

6. CalSAWS Notice of Deficiency and Non-Compliance to Cambria Solutions

- John Boule summarized the Notice of Deficiency and Non-Compliance that was sent to Cambria Solutions.
- Cambria Solutions must submit a Corrective Action Plan by December 4, 2019, which includes corrective actions for issues identified and preventive measures to ensure quality future work.
- John Boule met with the CEO and President of Cambria Solutions to discuss the issues.
- An overview of the Corrective Action Plan will be provided at the December PSC Meeting.

7. CalSAWS Release 19.11 Application Development Update

- Lisa Salas discussed the PG&E blackouts impacting counties.
 - Mass replacement of benefits to over 64,000 recipients totaled over \$4.7 M.
 - Another batch of replacement benefits will be processed tonight for 12 counties and approximately 16,000 benefit issuances.
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 - CalWIN has eight counties impacted.
- The Greenlight was received for Release 19.11 after collaborative testing across vendors/Consortia/County.
 - There is one defect scheduled to be remedied the first week of December.
 - John Boule reviewed the process to agree on requirements for Release 19.11 and subsequent releases. Specific Counties associated with future waves will be involved in testing, as appropriate.

- Marin County went live on AWS Connect Monday
 - Lessons learned from Marin will be provided to counties.
 - In-County support is being provided for approximately 10 days after go-live.
 - Kern County is the next County scheduled to go-live on AWS Connect.

8. Duplicate Persons Workgroup Update

- Keith Salas provided an update on the Duplicate Persons Workgroup.
- A terminology update from “duplicate persons” to “duplicate CINs” is being made.
- The workgroup was comprised of 5 people from each of the six Regions and there was active participation.
- Data cleansing report will be created and sent to counties for resolution prior to conversion.
- Business impact will be reduced by the automated conversion of “hiding” inactive CINs.
- MEDS is primary source of reference/verification.
- The Workgroup is empowered to make decisions. Regions should use their RCMs/WG members to communicate within the Regions.

9. Customer Engagement Migration Initiatives

- **Sandbox Environment**
- **User Labs**
- **Fiscal Summit**
 - June Hutchison reviewed Customer Engagement Migration Initiatives including: Sandbox Environment, User Labs, and Fiscal Summit.
 - The Sandbox Environment is intended to give users an opportunity to become familiar with LRS functionality prior to migration. The Sandbox Environment will be updated with each major release and it will be available via the internet to all 58 Counties.
 - The Sandbox Environment will mirror production functionality and will be refreshed one week after the major production release.
 - The Sandbox will be available for Soft Launch first week of December 2019.
 - The User Lab objective is to provide the 39 C-IV counties the opportunity to navigate through the LRS system.
 - All counties are welcome to the User Lab sessions. C-IV Fiscal functionality is migrating to CalSAWS.
 - The purpose of Fiscal Summit is to provide the CalWIN counties with an overview of the current C-IV fiscal functionality.

10. CalSAWS Imaging Solution Assessment Results and Recommendation

- John Boule confirmed the Project's Imaging solution recommendation of Hyland in the AWS Cloud at JPA Board meeting on November 15, 2019.
- Danielle Benoit, Thomas Hartman, and Laura Chavez provided an update on CalSAWS Imaging Solution Assessment Results.
- Round 2 involved reviewing 3 options assessed with Kofax and Documentum no longer combined.
- The Imaging Functional Design Sessions were executed June through July 2019 to further define the scope of requirements for the Design and Development phase of the CalSAWS Migration Project.

- All three solutions met functional requirements, but the Consortium provided recommendation for the CalSAWS 58-County Imaging Solution is Hyland hosted in AWS Cloud.

11. Functional Design Session Outcomes

- **Task Management Update**
- **GA/GR Update**
- **Non-State Forms Update**
- **APIs Update**
- **Functional Design Sessions Roadmap**
 - June Hutchison, Jo Anne Osborn, and Lisa Salas provided an update on Functional Design Session Outcomes including: Task Management, GA/GR, Non-State Forms, APIs, and Functional Design Sessions Roadmap.
 - Additional GA/GR analysis is being completed and reviewed. Goal is to have compiled information to present next month.
 - Existing LA County GR functionality will continue to be unchanged and part of CalSAWS.
 - Non-State Forms overarched goal was to develop one set of Non-State Forms for all 58 counties where possible.
 - The long-time goal for Application Programming Interfaces (APIs) is to provide access to CalSAWS data via APIs and full integration of the APIs will be a phased approach.
 - Migration DD&I schedule impacts due to the additional Functional Design Sessions scope, risks, and issues are seen and options/recommendations will be brought back for consideration.

12. Procurement Update

- **Portal/Mobile timeline**
- **CalWIN OCM & Training RFP timeline**
 - Tom Hartman provided an update on Procurements including: Portal/Mobile timeline and CalWIN OCM & Training RFP timeline.
 - Portal/Mobile RFP was released to public two days early on November 4, 2019.
 - CalWIN Training, OCM & Implementation support is still in Federal review and the goal is to release it by December 17, 2019.

13. CalSAWS Analytics Update

- **Plan for Inclusive Dialogue**
 - Luz Esparza and Laura Chavez provided an update on CalSAWS Analytics including: Plan for Inclusive Dialogue.
 - The goal is to provide additional value and remedy usability and performance issues seen during the Proof of Concept.
 - The appropriate Committee(s) will be invited/engaged in discussions at the appropriate times.
 - State Reports and embedded on request reports are staying the same.
 - Dashboards look and feel will change a bit, but content is the same.

14. Database Change Requests (DBCRs)

- **County Notification Process**

- Laura Chavez reviewed Database Change Requests (DBCRs) and the County Notification Process.
- Project email is sent to the county 'ad hoc admins' email distribution group prior to each major release. This group includes the Regional Managers.
- It is important that all counties be aware of changes to LRS and CalSAWS so they are not surprised when migration is complete.

15. PSC Priorities Update

- Rocio Aguiniga and Region 5 provided an overview/background of the PSC Priorities that were determined under CalACES.
- The five priorities are CalFresh QC Error Rate, Disaster CalFresh (DCF), Customer Facing Technology, Change Management, and Reports.
- Whole person care, expanded Disaster services, and other topics were discussed as considerations for strategic prioritization.
- Regional Managers will work with their PSC Members to broaden the language for the priorities; update the list; and bring them to the January or February meeting.
- Public Comment from David Kane with Western Center: Noted appreciation of the discussion of priorities from the Stakeholder perspective The Advocates would be happy to work through the existing Stakeholder processes to review any drafts. At this time, they feel the overarching priority the PSC should keep in mind is the timely and accurate implementation of major public benefits expansion wins from recent budget and legislative sessions.

16. CalSAWS Staffing Status

- June Hutchison provided a status update on CalSAWS Staffing.
- Recruitment is open now and closes on November 29, 2019.
- The sections hiring are Project Management Office (PMO), Common Services/PMO, Technical & Operations, Application Development & Test, Policy, Design, & Application Development, and Customer Engagement.
- PSC Co-Chair, Gilbert Ramos, expressed concerns with the way the Minimum Qualifications are written for the Business Analyst and Trainer positions. Concerns were also voiced for the requirement of Degrees, rather than having the options of meeting the Minimum Qualifications through experience or college courses. The Project staff will review the Minimum Qualifications and report back.

17. CalSAWS Risks and Issues Reporting

- **How the Risk level is determined**
 - Lulu Fou and Seth Richman reported on CalSAWS Risks and Issues including: How the Risk level is determined.
 - Low, medium, and high risks all have a risk mitigation plan.
 - Risks are retired when they are fully mitigated.
 - Each risk was reviewed at a high level.
 - Public Comment from David Kane with Western Center: Regarding Risk #201- Is a certainty. Those working on public benefit expansion want to see it as a CalSAWS issue so it will be addressed and resolved now.

18. CalSAWS Communications Update

- **Partnership with San Diego County on Communications**
 - **CalSAWS Sphere Video**

- Lenecia Miles provided an update on CalSAWS Communications including: Partnership with San Diego County and their new CalSAWS Sphere Video.
- San Diego created a video for their county about the history of CalSAWS and what being a part of the JPA means. This video was shared with CalSAWS.
- CalSAWS and San Diego County have agreed to work together to develop topics and future The partnership with San Diego county will help with change management.
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- Albert Banuelos and San Diego County look forward to working with CalSAWS and noted that it's important to identify the audience for each video. The videos are meant to be informative, but not training.
- Episode II will focus on the eight releases that will change LRS.
- If there are requests for topics, please send them to San Diego through Regional Managers. Requests should not be system specific.

19. State Partner Update on CalSAWS Activities

- **OSI**
- **CDSS**
- **DHCS**
 - OSI – Steve Zaretsky
 - Reviewing the Imaging Amendment.
 - Continue to work with CMS and FNS to manage the items that need approval to maintain the CalSAWS timeline.
 - CDSS – Rocky Givon and Todd Blank
 - Todd Bland reported that the EBT system security improvement – by turning on the CVV code contained in the magnetic stripe. As of October, EBT cards printed in counties match those printed by the vendor. There is a possibility of a mass replacement of cards in 2020, so that all cards have the same security functionality. More information will be shared with partners on how to encourage Customers to have old cards replaced.
 - Rocky Givon reported that CDSS continues to recruit to fill vacant positions.
 - Work continues on the Statewide Verification Hub and Stakeholder engagement process is underway.
 - December 6, 2019 there will be a Stakeholder meeting.
 - Quarterly stakeholder meetings will continue in March 2020.
 - DHCS – Rene Mollow
 - Provided an update and thanked everyone for their work on the Young Adult Expansion. Notification was received yesterday that all systems are ready. Expansion will be effective in January 2020.
 - Acknowledged the risk identified earlier regarding DHCS, CDSS, and SAWS working collaboratively. DHCS recognizes that there is a lot going on with the Systems and they are doing their best to help level-set all of the priorities for both SAWS and CalHEERS. They will continue to work in partnership with the counties and on the automation side.
 - Alternative formats settlement with plaintiffs is being worked on. More information will be coming soon.

- Met last week with CMS representative Jerome Lee.
 - Nick Aratakis was promoted to Director.
 - Looking for ways to streamline how requests are sent and how they review and approve requests.
 - Looking at possibly only giving them the information that changed or that they need to know for the specific request. Discussions continue.

20. M&O Application and Operations Update

- Michele Peterson provided an update on M&O Application and Operations.
 - Refer to handout 20-4_JPA_PSC Policy Update November 2019_Final.pdf
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21. CalSAWS Regional Updates

- Gilbert Ramos tabled this item until the December Meeting.

22. JPA Board November Meeting Debrief

- John Boule reviewed the JPA Board November meeting actions.

23. Adjourn Meeting

- Co-Chair Gilbert Ramos adjourned the meeting at 2:57 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 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	11/21/2019	Closed
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	January/ February PSC for Approval	Open
5. Present the updated Imaging solution analysis	Laura Chavez Scot Bailey	11/21/2019	Closed

and recommendation resulting from the Functional Design Sessions and the vetting process.	John Dray		
6. Provide regular updates on the status of Analytics Proof of Concept. •	Luz Esparza Jo Anne Osborn	Ongoing	Open
7. Functional Design Sessions • GA/GR: Present requirements, estimates, and funding strategy and scope of work. • Non-State Forms: Requirements for LA specific forms.	Jo Anne Osborn Karen Rapponotti	12/19/2019	Open
8. 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	12/19/2019	Open
9. Provide overview of how Risk levels are determined.	Lulu Fou	11/21/2019	Closed
10. CalSAWS Notice of Deficiency and Non-Compliance to Cambria Solutions Overview of Corrective Action Plan.	John Boule	12/19/2019	Open
11. Conversion Team Activities: • Present the number of duplicate CINs cases to be worked. • Discuss reports and data cleansing process. • Discuss the framework, decision process, and sharing before work is to be done. • Provide the slide deck from the Duplicate Persons Workgroup.	Keith Salas	12/19/2019	Open

12. CalSAWS Imaging Solution time for conversion.	Laura Chavez	12/19/2019	Open
13. Regional Managers work with PSC to broaden language for the priorities and list.	Regional Managers	January	Open
14. Review CalSAWS Staffing requirements for minimum qualifications.	June Hutchison	12/19/2019	Open

Next Meeting:

Thursday, December 19, 2019

9:00 a.m. – 3:00 p.m.

CalSAWS Norwalk

12440 Imperial Highway, 3rd Floor

Norwalk, CA 90650