CalSAWS Consortium
Project Steering Committee
Meeting Minutes
December 19, 2019

Location: CalSAWS Norwalk
             12440 Imperial Highway, 3rd Floor
             Norwalk, CA 90650

Committee Members Present In-Person:
      Region 1 – Jessica Paran
      Region 1 – Umesh Pol
      Region 3 – Kelly Hampton
      Region 4 – Cindy Uetz
      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 Present via Conference Call/Webcast:
      Region 2 – Tex Ritter

Facilitator:
      John Boule, CalSAWS Executive Director

1. **Co-Chair Luther Evans convened the meeting at 9:02 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 November 21, 2019 PSC Meeting.**
      • The Consortium is seeking PSC approval of the Minutes from November 21, 2019 CalSAWS Meeting and review of Action Items.

   Action Items from previous meetings:
         Action Item 1 – Automated Assistants/Bots: Ongoing – On today's agenda.
         Action Item 2 – CalSAWS Recruitments: Ongoing – On today's agenda.
         Action Item 3 – Conversion Parameters: Closed and being removed.
         Action Item 4 – PSC Charter: Ongoing – Bring to January or February PSC.
         Action Item 5 – Imaging Solution Analysis & Recommendation: Closed and being removed.
         Action Item 6 – Analytics Technical Ability: Ongoing - On Today's agenda.
         Action Item 7 – Analytics Proof of Concept: Open - On Today's agenda.
         Action Item 8 – CalWIN Ancillary System: Open - On Today's agenda
         Action Item 9 – Risk Levels: Closed and being removed.

Action Item 10 – Cambria Solutions Corrective Action Plan: Open – On Today's agenda.

Action Item 11 – Conversion Team Activities: Open – On Today's agenda.

Action Item 12 – CalSAWS Imaging Solution conversion: Open – On Today's agenda.

Action Item 13 – RMs/PSC broaden language for priorities and list: Open – January

Action Item 14 – Review CalSAWS staffing requirements for minimum qualifications: Open – On Today's agenda.

Motion to approve was made by Co-Chair Umesh Pol.
Motion was seconded by Member Cindy Uetz.
Member, Jessica Paran, voted to approve.
Member, Tex Ritter, voted to approve.
Member, Kelly Hampton, voted to approve.
Member, Gilbert Ramos, voted to approve.
Member, Alberto Banuelos, voted to approved.
Member, Winna Crichlow, voted to approve.
Co-Chair, Luther Evans, abstained.
Member Vicki Moore voted to approve.
Vote was taken by roll call and the Motion passed.

Informational Items

5. **CalSAWS Schedule Impact Resulting from Functional Design Sessions Outcomes**
   - John Boule and Lisa Salas provided an overview of the Functional Design Sessions outcomes and the risk created by the impact the total scope of work has on the CalSAWS Project schedule.
   - The proposed updated schedule would allow the 39 C-IV Counties to migrate to CalSAWS in September 2021; shifts the first CalWIN wave from January 2022 to October 2022; and adjusts the remaining CalWIN waves accordingly.
     o Region 2 PSC Member, Tex Ritter, noted Placer County's concern with the schedule change. The Project team is meeting with Placer County to discuss options for mitigating the impact the schedule change may have on their County.
   - All requirements for functionality are statewide requirements that are being implemented incrementally. The implementation strategy is to meet the current business needs and to have no County "step-back" in functionality going forward.
   - The mock conversion strategy, methodology, and timeline will be provided at the January PSC meeting.
   - The goal is to get the schedule adjustment approved by February 2020; however, there is contingency that allows for approval in March 2020. Additional issues could arise If approval goes past March.
   - Requirements for FCED, status of the estimate process, and the scope of the estimate will be presented at the January PSC meeting.

6. **Functional Design Session Update**
   - **GA/GR Scope, Estimate, & Funding Strategy**
   - **Non-State Forms: LA Specific Forms Requirements**

- **Impacts to C-IV Counties in the areas covered in the CalWIN Ancillary System Conversion Sessions**
  - John Boule reported that the GA/GR scope is still being vetted and the team is looking at different solutions and estimates from DXC and Accenture.
  - Non-State Forms continue to be vetted.
  - R5 RM, Ricardo Miranda, will provide Riverside County contact information to the Project so discussions may take place regarding possibly converting information from third-party systems into CalSAWS.

7. **Automated Assistants/Bots Pilot**
   - Seth Richman provided an overview of the Automated Assistants/Bots pilot use cases under consideration in Los Angeles County. Potential use cases are:
     - Address Update
     - Electronic Benefit Transfer (EBT) Card Replacement
     - Benefit Identification Card (BIC) Replacement
   - The goal is to have the Bots handle high-volume, low-intervention items, which will allow staff to spend more time on complex scenarios.
   - Additional meetings with Los Angeles County will take place.
   - Los Angeles County will work with the PSC and the Project to minimize any impact to the CalSAWS Project.

8. **Recommendation to decommission LDS which stores legacy terminated cases from ISAWS**
   - The LDS averages approximately five users per month.
   - If approved, the decommissioning would follow the same steps as the L.A. Data Center decommissioning, according to the new CalSAWS Data Retention Policy.

9. **Status of Cambria Solutions Corrective Action Plan**
   - Henk Keukenkamp reviewed the Cambria Solutions Corrective Action Plan.
   - All deliverables have been reviewed and impacted documents have been corrected and resubmitted.
   - Additional staff have been added to the Cambria Solutions team, at no additional cost to CalSAWS.
   - Tools to scan/check documents are available to team members.
   - Cambria Solutions is confident they will meet the original timeline.

10. **CalSAWS Analytics Solution Update**
    - Luz Esparza provided an update on the CalSAWS Analytics Solution.
      - An orientation will be scheduled for the Fiscal and Reports Committees in January.
      - The Proof of Concept will aid in the estimating and planning for re-platforming the State and Management Reports.
    - Public Comment: Jennifer Tracy asked if the orientation meeting will be open to the public.
      - The meeting is an internal orientation for staff and not subject to the Brown Act.

11. **Conversion Team Activities Update**
    - **Number of Duplicate CINs cases to be worked**

- **Reports and Data Cleansing Process**
- **Duplicate Persons/CINs Workgroup framework and decision-making process**
    - Keith Salas and Paul Trisler provided an update on Conversion team activities and the timeline.
        - The team will work with individual Counties regarding the numbers of cases impacted by duplicate CINs.
        - A CRFI will be sent for Counties to identify points of contact for the Data Cleansing effort.
        - The funding strategy is still being worked on as the workload and functionality continue to be refined. Information will be provided to Counties once confirmed.

12. M&O Application and Policy Update
- Michele Peterson and Lynn Bridwell provided an update on M&O Application and Policy.
    - Refer to handout 17-1_JPA _ PSC Policy Update December 2019-Final.
    - Analysis to determine impacts to the counties regarding the number of cases impacted by ABAWD.

13. CalSAWS Imaging Solution
- **Timeline for Conversion**
- **Benchmarks, Performance Standards, and Testing Standards/Phases**
    - Danielle Benoit, Laura Chavez, and Scot Bailey provided an overview of the Imaging Solution timeline, SLAs, and Contract Protections.
        - The timeline dates will be adjusted, as needed, for each county/wave go-live.
        - The agreement is being reviewed by the State. The goal is to bring it to the January JPA Meeting for consideration/approval.

14. 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.

15. Amazon Connect Update

- **Marin County Go-Live**
- **Kern County Implementation**
  - Danielle Benoit reported on the Marin County go-live on Amazon Connect and the status of the Kern County implementation.
    - PSC Member, Jessica Paran, noted that Marin County staff are very happy with the support they received, and that the County has checked with outside partners, which gave positive feedback about the changes.
    - PSC Member, Cindy Uetz, reported that training is going well in Kern County.
    - Data is being gathered so a decision on a statewide solution can be made in the Spring timeframe.

16. Procurement Update
- **Portal/Mobile**
- **CalWIN OCM & Training RFP**
  - Tom Hartman provided an update on Procurements including: Portal/Mobile and CalWIN OCM & Training RFP.
  - Seven bidders have submitted Intent to Bid letters for the Portal/Mobile RFP and 136 questions were submitted.
  - There is a high level of interest in the CalWIN Training, OCM & Implementation RFP. An addendum will be issued if/when the scheduled is impacted by the CalSAWS Project schedule change.
  - Mary Sabillo is working with the Procurement team on the CalWIN Training, OCM & Implementation RFP.

17. Tech & Cloud Update
- Laura Chavez and Scot Bailey provided a Tech and Cloud update including the Status of R6 Cloud Migration issue resolution; Cloud Batch performance; and efforts to continue improvement.
  - There is a CalSAWS requirement stating the Counties should have the ability to set-up Active Directory like L.A. County.
    - It will be up to each County to decide to participate or not.
    - A CRFI will be sent and a call will be completed.
    - L.A. County is looking at other products to see if there are better options.

18. CalSAWS Staffing Status
- June Hutchison provided a status update on CalSAWS Staffing.
- Recruitment was originally open through November 29, 2019 but was extended to December 20, 2019.
- Three non-County position descriptions had minor updates to the minimum qualifications to allow for a broad range of experience. The L.A. County position descriptions were not revised.
- The dates for the Next Steps will be adjusted to match-up with the new recruitment closing date.
- PSC Member, Vicki Moore, expressed concerns with DCFS staff not meeting the minimum qualifications.
  - Project staff will meet with DCFS to discuss this issue.

19. CalSAWS Risks and Issues Reporting

- Lulu Fou and Scot Bailey reported on CalSAWS Risks and Issues.
    - The overall Project profile is a Medium Risk.
    - Risk 218 was retired since the last PSC Meeting.
    - Risk 219 regarding consistent facilitation processes across committees was added by the Regional Managers.
        - Best practices will be gathered from RCMs and SMEs and training is being done for Facilitators.
        - Work is in progress to document processes and a strike team is being developed.
        - Facilitators are receiving training on LRS.
    - The Project staff continue to work with Vendors to mitigate non-production environment issue described in Issue 118.

20. State Partner Update on CalSAWS Activities

- **OSI**
- **CDSS**
- **DHCS**
    - OSI – Steve Zaretsky
        - Continuing to review the Imaging Amendment and preparing to send it to Federal partners.
        - Currently reviewing the CalSAWS schedule documents and discussions have begun with CMS and FMS.
        - IV&V vendor is on board and starting to participate in meetings.
    - CDSS – Alexis Fernandez and Rocky Givon
        - Alexis Fernandez
            - There were some issues running COLA SSI payments for new CalFresh recipients and they are working on solutions. CDSS understand the preference is not to do manual work on cases.
            - There could be major changes made to California's implementation for ABAWD. A timeline for implementation of the rule has been issued by FNS and legal action is being initiated; however, the State is moving forward with preparing for implementation in case a stay is not approved. Meeting is taking place in January for the Counties and the Consortium is invited as well.
        - Rocky Givon
            - Provided an update to the Statewide verification hub project.
            - There was a stakeholder kick-off meeting on December 6, 2019, attended by all the state departments, agency oversight partners, counties, advocates, SAWS, and legislative staff.
            - ACWDL for county participation in the journey mapping processes will be coming out in January and they hope to start county visits in March or April.
            - The next quarterly meeting will be on March 25, 2020 in Sacramento.
                - Search Statewide Verification Hub on the CDSS website and you'll find a link to request an invitation to the meeting.
        - DHCS – Rene Mollow

- DHCS is working to release their policy guidance draft for the ABD expansion.
- Recognized that DHCS is listed as a Risk for the CalSAWS Project and emphasized how important CalSAWS is to DHCS given the volume of Medi-Cal cases managed by SAWS. The team is working to get additional resources on board and hope to have the full staff on board by the first of the year to provide support to the Project.

21. CalSAWS Regional Updates
- Region 1 – Jessica Paran & Umesh Pol
  - 9 out of the 12 counties in Region 1 received a DHCS grant.
    - May need some support from SAWS in the case of AdHOC to meet the deliverables for the grant.
  - Santa Cruz County rolled out their internal CalSAWS site.
  - Santa Clara County is recruiting for a Chief Investigator and Chief Operating Officer or Assistant Director.
- Region 2 – Julie Conwell
  - El Dorado County has a new PPOC Karen Thomas and a backup PPOC Jessica Maleki. They are getting things in place to implement ABAWD in April.
  - Placer County will be sending two staff to the project. The county is also moving to cross train their eligibility staff so they're multi-program staff.
  - Sutter County is currently getting ready for the transition to Amazon Connect with a proposed Go-Live date of January 24, 2020.
  - Tuolumne County has a new Director Rebecca Espino.
  - Yuba County has recently hired new workers. They hosted the Regional meeting at the beginning of December. The County is preparing for Eligibility Appreciation Month next month. And staff will be attending the CalWORKs Academy in Costa Mesa.
- Region 3 – Kelly Hampton
  - Butte County is establishing new Housing and Homeless branch. They also have 15 new eligibility specialists and they're hiring eight more.
  - Colusa County is hiring new eligibility, employment, and clerical staff The County is focused on housing and coordinated care and is making a lot of housing changes. They're also teaching staff how to enter data into HMIS.
  - Del Norte County is trying to get staff trained on HMIS and they're working on their continuum of care
  - Humboldt County has a class currently in session for trainees and a new class is being recruited for. Medi-Cal and CalFresh programs are no longer going to be case based for intake; they are moving to an on-take model, which is ongoing and intake together. The General Relief staff is also being blended with CalWORKs staff to better utilize.
  - Lassen is hiring ICWD workers.
  - Mendocino County has nine Eligibility Specialists in class.
  - Shasta County is preparing for ABAWD and they are also restructuring how they're doing their renewals. They were specialized, but now they'll be doing multi-program renewals. They're Intake Unit is going to a task-based system.

- o Siskiyou County is trying a new approach to training for Eligibility staff and plan to keep them in class up to a year. During that time, they'll do work through the training class.
- o Tehama County is working on ABAWD and they have started an interactive and competitive training project called "Next Level Training".
- o Trinity County has hired a new Program Manager and they're re-focusing their internal business policies
- o Modoc's County Director, Kelly Crosby, is retiring at the end of December.
- o RMs, Kim Lamb and Nichole Nava, have been very active visiting the counties and helping them with various things they're working on. It has been very helpful.
- Region 4 – Cindy Uetz
  - o Fresno County reported on their call center and in November 2019 they implemented a call back feature to their call center.
  - o Kern County received some new tablets and kiosks, which are being implemented as part of their lobby re-invention. There is a quick-service window, as well as, a C4Yourself window to encourage Customers to use C4Yourself. There are also navigators in the lobby to help guide Customers. AWS Connect is scheduled to go-live January 10th and new workstations are being implemented. Same-day intake services are also being implemented.
  - o Merced County appointed Yvonnia Brown as Director of Human Services Agency as Scott Pettygrove retires at the end of the month.
  - o San Joaquin County is getting ready for their CalFresh review.
  - o San Luis Obispo is busy working on their homeless California's Continuum of Care and they're going to be participating in active supportive intervention services for transitioning program; which assists youth transitioning from residential placements.
- Region 5 – Rocio Aguiniga
  - o Orange County is reviewing options for upgrading their lobby management system across their offices.
  - o Riverside County is holding a sock donation drive that will be distributed to homeless men, women, and youth during the January timeframe and throughout the year. The County is purchasing and implementing CFAK tablets for six offices. Positive feedback has been received so far.
  - o San Bernardino County's Human Services Department is holding its annual food can drive. Close to 52,000 items have been collected to-date. TAD collected over 36,000 items on its own.
  - o San Diego County just upgraded their call center technology and it went live last Friday. Virtual reality is being introduced in their initial training and they are recruiting for a Chief for Eligibility Operations.
- Region 6 – Winna Crichlow & Vicki Moore
  - ▪ Winna Crichlow - Los Angeles County is preparing for ABAWD implementation as well as their management evaluation review that will take place next month.
  - ▪ Started a small pilot with voice authentication in their call center and received some updates that it's working well.
  - ▪ Los Angeles is hiring Eligibility staff to fill critical vacancies in the department. Retirements at the Management level are causing a need for recruitment at that level as well.

- A transitioned aged youth summit was held to help them find paths to economic sufficiency. Many employers and entrepreneurship opportunities were presented.
  - o Vicki Moore
    - The Chief Deputy, Brandon Nichols, has moved to another position. A new Chief Deputy, Ginger Pryor.
    - Vicki Moore was appointed Division Chief for Revenue Enhancement Division.

22. JPA Board December Meeting Debrief
- John Boule reviewed the JPA Board December meeting and noted that the January 24, 2020 meeting is for the JPA Board of Directors as well as the JPA Member Representatives of all 58 Counties and quorum is required.

23. Adjourn Meeting
- Co-Chair, Luther Evans, adjourned the meeting at 1:48 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. 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**
4. Provide regular updates on the status of Analytics Proof of Concept.	**Luz Esparza Jo Anne Osborn**	**Ongoing**	**Open**
5. Functional Design Sessions • GA/GR: Present requirements, estimates, and funding strategy and scope of work.	**Jo Anne Osborn**	**01/16/2020**	**Open**
6. 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**	**Closed**

7. CalSAWS Notice of Deficiency and Non-Compliance to Cambria Solutions Overview of Corrective Action Plan.	**John Boule**	**12/19/2019**	**Closed**
8. 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**	**Closed**
9. CalSAWS Imaging Solution time for conversion.	**Laura Chavez**	**12/19/2019**	**Closed**
10. Regional Managers work with PSC to broaden language for the priorities and list.	**Regional Managers**	**01/16/2020**	**Open**
11. Review CalSAWS Staffing requirements for minimum qualifications.	**June Hutchison**	**12/19/2019**	**Closed**
12. Provide an overview of the mock conversion strategy, methodology, and timeline.	**Conversion Team**	**01/16/2019**	**Open**
13. FCED: • Requirements • Status of the estimate process • Scope of the estimate	**Lisa Salas Karen Rapponotti Jo Anne Osborn**	**01/16/2019**	**Open**
14. Ricardo Miranda, will provide Riverside County contact information to the Project so discussions may take place regarding possibly converting information from third-party systems into CalSAWS.	**Ricardo Miranda**	**01/16/2019**	**Open**

15. Analysis to determine impacts to the counties regarding the number of cases impacted by ABAWD.	**Michele Peterson**	**01/16/2019**	**Open**

<u>Next Meeting:</u>
Thursday, January 16, 2020
9:00 a.m. – 3:00 p.m.
CalSAWS Roseville
620 Roseville Parkway
Roseville, CA 95747