

CalSAWS Consortium
Project Steering Committee
Meeting Minutes
January 16, 2020

Location: CalSAWS Roseville
HPE/DXC Garden Suites
8030 Foothills Blvd.
Roseville, CA 95747

Committee Members Present In-Person:

Region 1 – Jessica Paran
Region 1 – Umesh Pol
Region 2 – Tex Ritter
Region 4 – Cindy Uetz
Region 4 – Vienna Barnes
Region 5 – Gilbert Ramos
Region 5 – Rocio Aguiniga
Region 6 – Luther Evans
Region 6 – Vicki Moore

Committee Members Present via Conference Call/Webcast:

Region 3 – Yvonne Hawkes

Committee Members Not Attending:

Region 5 – Alberto Banuelos
Region 6 – Winna Crichlow

Facilitator:

John Boule, CalSAWS Executive Director

1. **Co-Chair Umesh Pol convened the meeting at 9:04 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 December 19, 2019 PSC Meeting.**
 - The Consortium is seeking PSC approval of the Minutes from November 21, 2019 CalSAWS PSC Meeting and review of Action Items.

Action Items from previous meetings:

Action Item 1 – Automated Assistants/Bots: Ongoing – On today's agenda.

- A Change Order with the agreed upon scope has been developed and is being discussed with Los Angeles County. It has been confirmed the Automated Assistants/Bots technology is transferrable to different call center types. If everything stays on track, the project would start in the May/June timeframe.

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

- Action Item 3 – PSC Charter:** Ongoing – On today's agenda.
- Action Item 4 – Analytics Proof of Concept:** Open – On today's agenda.
- Action Item 5 – GA/GR:** Open – On today's agenda.
- Action Item 6 – CalWIN Ancillary System:** Closed and being removed.
- Action Item 7 – Cambria Solutions Corrective Action Plan:** Closed and being removed.
- Action Item 8 – Conversion Team Activities:** Closed and being removed.
- Action Item 9 – CalSAWS Imaging Solution conversion:** Closed and being removed.
- Action Item 10 – RMs/PSC broaden language for priorities and list:** Open – On today's agenda.
- Action Item 11 – Review CalSAWS staffing requirements for minimum qualifications:** Closed and being removed.
- Action Item 12 – Mock Conversion:** Open – On today's agenda.
- Action Item 13 – FCED:** Open – On today's agenda.
- Action Item 14 – Riverside County Contact Information:** Closed
- Action Item 15 – ABAWD:** Open – On today's agenda.

Motion to approve was made by Co-Chair Gilbert Ramos.
 Motion was seconded by Member Rocio Aguiniga.
 Member Yvonne Hawkes abstained.
 Members Alberto Banuelos and Winna Crichlow were absent.
 Motion passed.

Informational Items

5. Status of CalSAWS Schedule Change

- John Boule updated the PSC on the status of the CalSAWS schedule change. The schedule adjustment that was necessary for the functional design scope change that has been proposed is a nine-month shift. The C-IV cut-over date remains the same, but the CalWIN implementation dates move out nine months.
- WCDS CalWIN Sub-committee has been informed of the proposed schedule change and Placer County has notified the Project of concerns with the shift and how they'll be impacted. Discussions are taking place with the Placer County staff to see if they can remain as an early CalWIN pilot. Discussions are also going to take place with Yolo County.
- Project and State staff will meet to review the proposed CalSAWS schedule change amendment and budget documents.
- A new IAPDU is required with the amendment package.
- The goal is to receive approval in one package, but it is up to the State and Federal partners. The documents would then go to the March JPA for approval and FCED will be added to the schedule when received.

6. GA/GR Update

- **Requirements and Scope of Work**
- **Updated Technical Approach**
- **Funding Strategy**

- JoAnne Osborn, Dan Dean, and Lisa Salas provided an update on GA/GR including: the background, 57 County Solution, Third Party Analysis, and County Impact.
- The project is working with County Fiscal teams to vet the funding strategy.
- The goal for all three systems is to maintain the program administration capabilities.
- In consideration of costs, the existing LRS and CalWIN functionality will be leveraged for 57 counties and LRS functionality will be retained for Los Angeles County.
- There will be a separate GA/GR EDBC solution for the 57 counties, and CalWIN Correspondence and form solution will be kept separate.
- GA/GR will be brought into the Cloud as a separate EDBC solution and DXC will manage a separate cloud solution for correspondence.
- Rules will be configured across 18 counties, then available to C-IV counties after the testing/vetting process.
- Phase I is moving the existing capabilities for 39 counties into CalSAWS. Phase II will be started in parallel and it will integrate automated rules as well as integrating with the service.
- Public Comment: Dorothy Avila

7. Committee Escalation Process

- Karen Rapponotti provided an update on the Draft Committee Escalation Process.
- Policy escalation items go through CRPC (Consortium Request for Policy Clarification) form process with the State.
- If escalation items are time sensitive, emergency meetings may need to happen, and public noticing requirements will be followed.

8. Updated PSC Priorities

- **Updates to draft PSC Charter**
- Ricardo Miranda provided an update on PSC Priorities and the draft PSC Charter.
- The following updates will be made to the PSC Priorities:
 - CalFresh QC Error Rates will be listed under multiple items (new policy, customer experience, and reports/analytics), because the Error Rates are impacted by many factors, which could make this an item that falls under multiple categories.
 - The Disaster Preparedness item will have "Natural" removed, so the item is broad enough to cover all disasters.
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 - Expansion of the text messaging and overall mobile initiative will be added to the Improve County Worker and Customer Experience item.
- Public Comment: Jennifer Tracy
- The Project looks to the Counties and the State partners to develop policy.
- Public Comment: Rene Mollow

9. Mock Conversion

- **Strategy & Methodology**
- **Timeline**

- Keith Salas and Paul Trisler discussed the strategy, methodology, and timeline of Mock Conversion.
- Mock Conversion applies to C-IV and CalWIN.
- Cutover means the rehearsal of all steps (Migration Cutover Checklist) that happen at conversion and Assessment checks performance to confirm conversion fits within the allotted time frame. (Timeline presented is based on the proposed CalSAWS schedule change.)
- Mock Conversion generally takes about six months and C-IV has two iterative mock conversions planned. CalWIN has one planned per wave, iteratively.
- Within the June/July timeframe revisit Mock Conversion, with more specificity for C-IV and a few months later for CalWIN, to assist Counties in planning and their engagement strategy.

10. ABAWD Impact to Counties

- Michele Peterson, Lynn Bridwell, and Alexis Fernandez provided an update on the ABAWD Impact to Counties.
- The state of California has announced it is suing the Federal administration along with 13 other states, but they are still moving forward with planning for automation incase no injunction is received.
- Discretionary exemptions will be applied in all 40 counties for the first two months of implementation. It also allows holding client noticing until April 1, 2020.
- In June 2020 the remaining discretionary exemptions would be issued out to counties to implement policy in later months.
- Notices being held do not include County-level outreach documents. The Exemption Screener flyer would be separate from State notices.
- CalSAWS, LRS, and CalWIN have been working on the plan to automate applying the exemptions for April and May and getting out the required notices. The options for implementation have been received and are being reviewed. C-IV and LRS Counties will be provided a list of current ABAWD population.
- A click-through of the functionality, as it exists today for Marin County, will be scheduled for the impacted counties, so they can begin preparing for the June 1st implementation.
- A plan template will be provided to CalWIN counties at the meeting next week. Training environment will be available in the counties.

11. Amazon Connect Update

- Danielle Benoit and Scot Bailey provided an update on Amazon Connect.
- Kern County go-live was Tuesday, January 14, 2020, which was pushed from the original date due to network issues.
- Two issues have been identified since go-live, but neither have an impact to customers.
- Sutter and Yuba Counties will go-live the following week.

12. Procurement Update

- **Portal/Mobile**
- **CalWIN OCM & Training**
- **Central Print**

- Tom Hartman provided an update on Procurements including: Portal/Mobile, CalWIN OCM & Training RFP, and Central Print.
- The Portal/Mobile procurement proposals are due Wednesday, January 22, 2020.
 - All submitted questions have been answered.
 - There is a possibility of having to change the schedule due to an Advocate request for additional input.
- The OCM & Implementation Support/training RFP is on track and the Bidder's Conference was held January 7, 2020.
- Work will begin on the Central Print Procurement on Tuesday, January 21, 2020.

13. FCED Overview & Next Steps

- **Requirements overview**
- **Status of the estimate process**
- **Scope of the estimate**
 - Tom Hartman, Michele Peterson, and Lisa Salas provided an overview on FCED & Next Steps including requirements, status of the estimate process, and scope of the estimate.
 - Phase 1 of FCED will leverage the existing LRS functionality to begin building towards a CCWIS compliant eligibility determination process.
 - 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. The information gathered by the past work group was leveraged.
 - The Los Angeles County process will remain the same for Phase 1, but the other 57 counties will use the new interface.
 - FCED is not included in the CalSAWS schedule at this time, because the FCED governance process needs to be enacted and a contract amendment prepared.

14. CalSAWS Analytics POC Update

- Luz Esparza and Laura Chavez provided the background an update on the Analytics Proof of Concept (POC).
- Guiding Principles are being finalized.
- The team is reviewing service requests and DDIDs to determine where work on reports can be slotted in.
- The processes for Counties to be able to utilize the Data Lake are being worked on in parallel with the work to port over the current reports.
- The priorities are:
 - Re-platform
 - Like-for-Like Reports
 - Policy Changes/Enhancements
 - The PSC will be provided information on how the Counties will be able to utilize the Data Lake upon cut-over.

15. CalSAWS Staffing Update

- June Hutchison provided an update on CalSAWS Staffing
- Letters are expected to be sent out to Directors by early February.
- June thanked the counties for sharing their staff.

16. M&O Application and Policy Update

- Michele Peterson and Lynn Bridwell provided an update on M&O Application and Policy.
- The ACL for Homeless Assistance directed that the policy would be effective at the time of automation. The targeted date in Fall of 2020. A CIT will be distributed with work-around options for Counties that choose to implement the policy prior to automation.
- CalWIN is working on coordinating implementation at the same time.

17. CalSAWS Risks and Issues Reporting

- Lulu Fou reported on CalSAWS Risks & Issues including 15 risks:
 - 7 High
 - 6 Medium
 - 2 Low
- Risk 203: There are more activities scheduled including additional reviews, 3rd CalSAWS Buzz, and adding subscription services on CalSAWS.org.
- Risk 204: A 2019 goal was to cover 100% of the top 90% production transactions. Automated regression test scripts have been completed. Targeted business areas are now being looked at for additional regression testing.
- Risk 221: Working with Los Angeles County closely, as well as looking at other authentication tools.
- Risk 219: Meeting regularly with staff and holding webinars with SMEs/RCMs to train on processes and gain consistency.
- Risk 213: DHCS has hired additional resources for CalSAWS. This risk will be retired.
- Issue 118: A new version of the software has been received and is scheduled to be tested during the next release cycle.

18. State Partner Update on CalSAWS Activities

- **OSI**
- **CDSS**
- **DHCS**
 - OSI – Steve Zaretsky
 - OSI has received the amendment package and it is under review.
 - They are coordinating with their Federal and State partners.
 - The critical nature of review and approval so that we can stay on schedule is recognized and acknowledged.
 - CDSS – Rocky Givon
 - Provided an update on the efforts associated with the Statewide Verification Hub.
 - ACWDL was released last week to recruit for journey mapping volunteers and is due by January 31, 2020.
 - Working on finalizing the package of tools.
 - The schedule will come out mid to late February and visits will start in early to mid-March.
 - DHCS – Rene Mollow
 - Acknowledged everyone's work on the Young Adult Expansion.
 - Proposal in the Governor's Budget for Policy expansion to provide full-scope Medi-Cal to seniors over the age of 65 and undocumented.
 - DHCS will begin working with SAWS and Counties to implement timely.

- ADD expansion implementation date is effective August 2020.
 - ACWDL is being finalized and policy guidance.
- Discussions continue with CMS regarding requests for review of technical and fiscal reviews/approvals.
 - OSI and Department of Technology are also included in the process discussions.
 - The request will be raised for the Federal partners to be in agreement on the process.

19. CalSAWS Regional Updates

• Region 6 – Luther Evans

- Homelessness continues to be a major effort.
- Two efforts that have been picked up are refugees and the other is transitional aged youth and developing pilot programs to assist them.
- At the Welfare Department level ABAWD prep is a big deal as well as Bots prep.
- A new Assistant Director has been hired.

• Region 5 – Gilbert Ramos

- Looking at the existent lobby management and pushing it out to more of their offices.
- Ready to move out of pilot mode.

• Region 4 – Vienna Barnes

- In December Fresno County DSS launched a YouTube Channel to share their services in informational videos.
- Kern County went live with their call center with Amazon Connect and are continuing to PC refresh.
- Madera County is getting the keys to their new building in January. They plan to move in between March and May. They have a change in Deputy Director.
- Mariposa County is filling vacancies and reassigning SMEs. Mandatory eLearning training was done during December/January.
- San Joaquin County is preparing for possibly losing their ABAWD waiver.
- San Luis Obispo County had some retirements in the Medi-Cal and CalFresh program areas.
- Stanislaus County has new training classes of 36 and in a process of opening a homelessness access center.
- Tulare County completed PoC demo for automation “magic button” between systems (CalWIN, Lobby Mangement, and MEDS).

• Region 3

- No Report

• Region 2 – Tex Ritter

- Calaveras County has staff change and is moving to an integrated model for Eligibility in February
- El Dorado County are working to make performance standards and are also preparing for ABAWD implementation.

- Nevada County is starting a YouTube project/Instagram stories project for economic development with CalFresh outreach. Medi-Cal navigator program/lifeline cell phone project to assist people with phone and internet access. The Director of Social Services, Tex Ritter, has announced his retirement effective the end of February.
 - Placer County has concerns with the CalSAWS schedule change.
 - Tuolumne County has a new Director, Rebecca Espino.
 - Yuba County received a Recognition of Excellence Award from DPSS for excellent performance on the 30-day application processing during the first three months of CalFresh expansion.
 - Mono County is preparing for a site move and has encountered lease issues. They may be reaching out to neighboring counties for assistance with some processes and possibly to borrow laptops.
- **Region 1 – Jessica Paran**
 - Monterey County has a new PPOC.
 - San Mateo County has a new Manager specifically responsible for CalSAWS related items.
 - Santa Clara County Aging Director Umesh Pol will no longer be on the PSC.
 -

20. JPA Board & Member Representatives January 24, 2020 Meeting Agenda Review

- John Boule mentioned having the Member Representative and Board meeting twice a year in January and June.

21. Adjourn Meeting

- Co-Chair, Umesh Pol, adjourned the meeting at 2:00 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	February PSC for Approval	Open
4. Provide regular updates on the status of Analytics Proof of Concept.	Luz Esparza	Ongoing	Open
5. Functional Design Sessions	Jo Anne Osborn	01/16/2020	Closed

<ul style="list-style-type: none"> GA/GR: Present requirements, estimates, and funding strategy and scope of work. 			
6. Regional Managers work with PSC to broaden language for the priorities and list.	Regional Managers	01/16/2020	Closed
7. Provide an overview of the mock conversion strategy, methodology, and timeline.	Conversion Team	01/16/2020	Closed
8. FCED: <ul style="list-style-type: none"> Requirements Status of the estimate process Scope of the estimate 	Lisa Salas Karen Rapponotti Jo Anne Osborn	01/16/2020	Closed
9. 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	01/16/2020	Closed
10. Complete an analysis to determine impacts to the counties regarding the number of cases impacted by ABAWD.	Michele Peterson	02/20/2020	Open
11. PSC Priorities <ul style="list-style-type: none"> Move CalFresh QC Error Rate into multiple categories (New Policy, Customer Experience, Reports/Analytics, etc.) Remove "Natural" from the Disaster Preparedness item 	RMs	02/20/2020	Open
12. Revisit Mock Conversion in the June/July timeframe, with more	Keith Salas Paul Trisler	June or July	Open

specificity for C-IV and a few months later for CalWIN, to assist Counties in planning and their engagement strategy.			
13. Present the functionality available to the counties through the data lake at the time of cut-over.	Laura Chavez	02/20/2020	Open

Next Meeting:

Thursday, February 20, 2020
9:00 a.m. – 3:00 p.m.
CalSAWS Norwalk
12440 Imperial Hwy., 3rd Floor
Norwalk, CA 90650