CalSAWS Consortium
Project Steering Committee
Meeting Minutes
February 20, 2020

Location: CalSAWS South
                 12440 Imperial Hwy., 3rd Floor
                 Norwalk, CA 90650
Committee Members Present In-Person:
        Region 1 – Jessica Paran
        Region 1 – Clarisa Simon
        Region 2 – Ethan Dye
        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

Facilitator:
        John Boule, CalSAWS Executive Director

1. **Co-Chair Gilbert Ramos convened the meeting at 9:01 a.m.**
2. **Agenda Review**
   - John Boule introduced two new PSC members Clarisa Simon and Ethan Dye.
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 January 16, 2019 PSC Meeting.**
- The Consortium is seeking PSC approval of the Minutes from January 16, 2019 CalSAWS PSC Meeting and review of Action Items.
  A correction is needed under the Regional Updates regarding Umesh Pol's title. The record will be corrected to list Umesh Pol as Santa Clara County Director of Data Analysis, Program Integrity and Research.

  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 – PSC Charter: Ongoing – On today's agenda.
        Action Item 4 – Analytics Proof of Concept: Open – On today's agenda.
        Action Item 5 – GA/GR: Closed and being removed.
        Action Item 6 – RMs/PSC broaden language for priorities and list: Closed and being removed.
        Action Item 7 – Mock Conversion: Closed and being removed.

Action Item 8 – FCED: Closed and being removed.
Action Item 9 – Riverside County Contact Information: Closed and being removed.
Action Item 10 – ABAWD: Open – On today's agenda.
Action Item 11 – PSC Priorities: Closed –
Action Item 12 – Mock Conversion details – Due in June/July
Action Item 13 – Data Lake functionality availability: Open – Push due date out a few months.

Motion to approve with the update to Umesh Pol's title, was made by Member Vienna Barnes.
Motion was seconded by Member Alberto Banuelos.
Members Kelly Hampton and Winna Crichlow abstained.
Motion passed.

5. **Approval of the CalSAWS PSC Charter.**
   • The Consortium is seeking PSC approval of the CalSAWS PSC Charter.

Motion to approve with the addition of a statement referencing the authorization for a Temporary Replacement Member's right to vote, was made by Member Luther Evans.
Motion was seconded by Member Kelly Hampton.
Motion passed.

Informational Items

6. **Status of CalSAWS Schedule Change/CalWIN Waves**
   • John Boule and Diane Alexander provided a status update on CalSAWS Schedule Change/CalWIN Waves.
   • The CalHEERS release was deployed Monday, February 17, 2020 and has gone well.
   • Conversations continue with Placer County regarding their implementation date. Contra Costa County and Yolo County will be in CalWIN Wave 1 in October of 2022.
   • Release 20.03 is being tested, Release 20.05 is in build, and Release 20.07 is being designed. Also, Business Analysts are making sure the requirements are gathered for Release 20.09.

7. **Accenture Functional Design Amendment & IAPDU Status**
   • John Boule provided a status update on Accenture Functional Design Amendment & IAPDU.
   • Imaging was approved by the State, and the JPA Board approved it on February 14, 2020 contingent upon written Federal approval.
   • The State review of the CalSAWS Functional Designs Amendment was completed and submitted to the Federal partners January 31, 2020. The Consortium needs approval from the Federal sponsors by March 18, 2020 to include the Amendment on the March 27, 2020 JPA Board Agenda for consideration of approval.

- The CalSAWS Analytics Amendment was submitted to State partners February 3, 2020 and they are finishing up their review and sending it to the Federal sponsors.
- The Consortium hopes for FCED to be approved by the March JPA Board meeting. FCED does not require Federal approval.

8. OCAT Update
- John Boule, Ron Harris, and Jennifer Hillebrand provided an update on OCAT.
- The OCAT Go-Live has been from June to August 2020.
  - o The request for change is due to the move to the new ForgeRock security stack, not due to teams falling behind.
- The current OCAT contract remains in place during the extended time period, making this a no cost change and allowing for a smooth transition.
- All screens are complete and the ADA compliance testing is in process. The interface is being actively tested with the LRS team.
- All counties have named their PPOCs and Champions.

9. Legislative Staff Briefing
- John Boule provided an update on Legislative Staff Briefing.
- The Department of Social Services invited CalSAWS to a briefing for some of the staff that report to California Legislators.
- Releases 19.11 and 20.01 were approximately 20,000 hours. Releases will soon triple in size due to Premise and Functional Design items. The 22.01 Release hours spiked due to GA/GR. A review will be completed to try and smooth out the hours by moving some functionality into earlier Releases.
- The Legislative staff was appreciative of the information.
  - o The briefing helped educate them as to how/when things are implemented. Some committees were not represented, so another session may be needed.

10. Initial Implementation Plan Discussion
- Maria Saenz and Shivani Smith discussed the Initial Implementation Plan.
- The Implementation Kickoff Meeting was last week, and the focus was on the end user.
- Implementation Meetings within the counties will begin in April and the User Labs were completed in January 2020.
- Accenture is focused on C-IV counties and their implementation needs; CalWIN counties will get information and training from their Organizational Change Management (OCM) Vendor.
- A detailed Gantt chart with dates and specifics for known implementation activities will be presented at the March PSC Meeting.
- A CRFI will be distributed for gathering Roadshow attendee information.

11. CalSAWS Analytics Solution Update
- **PoC Results**
  - o Luz Esparza and Laura Chavez provided an update on CalSAWS Analytics Solution including the PoC results.
  - o At the end of January 2020, the Proof of Concept was completed.
  - o Lessons learned include: Confirmation of Qlik N-Print supporting customized Excel outputs; level of effort to re-platform complex business

logic was determined and applied to the development of the delivery schedule for the 400+ identified reports; and the testing strategy was verified along with the type of test data for various scenarios.

- o Release D on the PoC timeline includes release of some State reports and Management reports.
- o

12. Conversion Team Activities Update

- Keith Salas and Paul Trisler provided an update on the Conversion Team Activities.
- The status of conversion is going well and using Agile methodology. In the process of converting eligibility data.
- CalWIN conversion is complex and is beginning the eligibility phase.

13. ABAWD Impact to Counties

- Michele Peterson and Lynn Bridwell provided an update on the ABAWD Impact to Counties.
- CDSS has directed counties to apply the discretionary exemptions for non-exempt ABAWDS for the months of April and May 2020 and send out applicable Notices and ABAWD screening tool.
- Exemption logic was applied and Batch EDBC for April and May was released on Wednesday, February 19, 2020. The notices were suppressed.
- ABAWD exemptions will be applied the weekend of February 22-23, 2020.
- CalSAWS outreach will include an ABAWD functionality demo and click through for counties, informing the counties of existing ABAWD system training materials, and finalizing the design for Phase III.

14. Application Development Update

- **Application Development Capacity**
- **Spanish Translations Process Discussion**
    - o Michele Peterson and Lynn Bridwell provided an update on Application Development including Application Development Capacity and Spanish Translations Process Discussion.
    - o Public Comment: Jennifer Tracy noted that the Spanish Translation Process is not always recognizable by native speakers.
        - ✓ Jennifer was asked to submit concerns to AskCalSAWS.

15. FCED Status and Governance

- John Boule, Tom Hartman, and Michele Peterson provided an update on FCED Status and Governance.
- The FCED Governance Committee, inclusive of the four county Executive Representatives (Karen Fies, Deborah Martinez, Cynthia McCoy-Miller, and Debra Baetz) will convene in March or April of 2020.
    - o The Consortium is working with the State to schedule a meeting with the group to discuss Phase 1.
- The next steps for FCED is for the Consortium and QA to review revised estimates and convene the FCED Governance Committee.

16. Automated Assistants/Bots Update

- Seth Richman provided an update on Automated Assistants/Bots.

- Los Angeles County reached an agreement on the scope of the Automated Assistants/Bots pilot.
- LA is considering updating their CRM to Sales Force, which would change the Bot interaction.
- Gap analysis is in progress now and a decision is expected within the next few weeks.

17. Amazon Connect Update
- **Go-live Debrief – Yuba, Sutter, Butte, & Shasta**
    - o Danielle Benoit and Scot Bailey provided an update on Amazon Connect including a Go-live debrief for Yuba, Sutter, Butte, and Shasta counties.
    - o Stanislaus County's go-live date was moved to March 13, 2020.
    - o San Bernardino County's moved their go-live to April 24, 2020 to allow for testing of additional enhancements to San Bernardino IVR.
    - o Customers have not been impacted, but there was an impact on the CCP screen for Supervisor/Management. Overall the feedback has been very positive from staff and Customers.

18. Procurement Update
- **Portal/Mobile**
- **CalWIN OCM & Training**
- **Central Print**
    - o Tom Hartman provided an update on Procurements including Portal/Mobile, CalWIN OCM & Training, and Central Print.
    - o There were five proposals submitted for the Portal/Mobile RFP and one was disqualified.
    - o Evaluations for Proposals 1 and 2 were done on schedule and all bidder's proposals meet the timeline.

19. CalSAWS Innovation Process
- Scot Bailey provided an update on the CalSAWS Innovation Process.
- A small group has been identified whose initiative is to innovate, prioritize, and test. Sections include: 1. Gathering ideas from Stakeholders 2. Triage & Create Innovation Change Requests (ICRs) 3. Prioritized & evaluated 4. Prototyping 5. Pilot/deploy 6. Transparency updates to Project & PSC.
    - o PSC Member sponsors were requested to join the workgroup. The following PSC Members volunteered:
        - ▪ Region 5 – Gilbert Ramos
        - ▪ Region 4 – Cindy Uetz
        - ▪ Region 3 – Kelly Hampton
        - ▪ Region 6 – Vicki Moore

20. CalSAWS Staffing Update
- June Hutchison provided an update on CalSAWS Staffing.
- Additional letters have been sent due to a few candidates declining offers.

21. CalSAWS Risks and Issues Reporting
- Lulu Fou reported on CalSAWS Risks and Issues.
- Risk 202: May be retired in March after JPA approval.
- Risk 203: subscription functionality is being added to the website in March.

- Risk 217: Has been retired.
- Risk 221: The team is working with Oracle to stabilize the patch set in test. Risk 213: Has been retired.
- Issue 118: Updated version of the software was rolled out and it is being monitored.

22. State Partner Update on CalSAWS Activities
- **OSI**
- **CDSS**
- **DHCS**

<u>OSI – Brandon Hansard</u>
- o OSI is continuing the review and approval of the Amendments and IAPDU documents. Parallel review with State and Federal partners is taking place to speed the process.
- o The legislative budget cycle is coming up and this project should be on the radar for possible budget hearings.

<u>CDSS – Rocky Givon</u>
- o For ABAWD, CDSS isn't sure how the injunction will work if approved, but they expect to be able to pull exemptions back into the back; however, the bank gets swept on October 1st. If the injunction goes to, or past, October 1st the exemptions would not be able to be used.
- o CDSS is still expecting reversal of rules of categorical eligibility to CalFresh in April, but no formal direction has been received as of yet.
- o They are working closely with OSI and CalSAWS on amendments, IAPDUs, and other budget items.
- o CalSAWS Stakeholder Engagement Meeting is Tuesday.
- o There were 14 Counties that volunteered for the Statewide Verification Hub journey mapping.
- o An EBT theft issue has been identified mostly impacts from clients from Los Angeles County, but a few other counties have been identified.
- o Public Charge forms are in the process of being updated and translated.

<u>DHCS – Rene Mollow</u>
- o DHCS continues to work with state and federal partners, as well as CalSAWS, to review and approve documents.
- o Young Adult Expansion continues to go well and she's appreciative of the hard work.
- o Regarding Public Charge, the Agency and the other departments are working collaboratively in terms of providing an update to the Public Charge Guide that has gone out. Medi-Cal has now been subject to this. A deliberate approach is being taken, so as not to do any harm. The goal is to get people to the right assistance.
- o DHCS is continuing to work internally on what type of messaging is needed on the Medi-Cal program and the nuances.
- o DHCS is happy to have their staff on the CalSAWS Project.
- o Brad Gilbert has been hired as the new Director, Brad Gilbert. Jacey Cooper has been hired as the Chief Deputy Director and Medicaid Director.

23. CalSAWS Regional Updates

- **Region 1 – Clarisa Simon**
  - San Benito County primary point of contact is out of the office until further notice. The Deputy Director will be temporary back-up.
  - Sonoma, Napa, and Solano County will be participating in the CMSB County testing.
  - Monterey County is preparing for the Amazon Connect go-live, which is set for March 20, 2020.
  - Dawn Sparks is the new Self-Sufficiency Manager for San Mateo County and will be overseeing Medi-Cal operations. A new Medi-Cal Navigator is at each project. A few New Worker Training Units are being recruited for, and/or are in process.

- **Region 2 – Tex Ritter**
  - Calaveras County started February 1, 2020 and went to an integrated model of Eligibility.
  - El Dorado County created a performance standard for Intake and Continuing staff. They will be continually pulling reports and working them. ABAWD is a hot topic due to implementation in April.
  - In Nevada County, Molly Dick is the assistant CEO and will be the Interim Director. She was previously a Program Manager for CalWORKs.
  - Tuolumne County Eligibility and Welfare to Work staff and ready to start the CalFresh Employment and Eligibility Training Program. They are also recruiting for a Deputy Director. They are also struggling with being short-staffed.
  - Yuba County migrated their call center to Amazon Connect January 21, 2020. The Eligibility Division celebrated Eligibility Appreciation Month throughout January with various activities and prizes. They also began using a digital organization chart, which houses all of their employees' digital photos and bios. They're hiring various positions.

- **Region 3 – Kelly Hampton**
  - Butte County went live on Amazon Connect and it was successful. They are also hiring 14 Eligibility Workers and preparing for ABAWD. They're also working on some housing solutions for homelessness.
  - Del Norte County finished their Annual Point in Time survey and they are working with their home visiting program. They're currently recruiting.
  - Lassen County is reorganizing their Welfare to Work to focus on work participation rates.
  - Mendocino County is looking at C-IV Lobby Management to assist with lobby flow. They are going back to a unit-based training environment for their Eligibility Induction Training.
  - Shasta County went to Amazon Connect and believe it was great success.
  - Tehama County is working on CalFresh employment training program. They have also been awarded money for the Health Navigator Project.
  - Humboldt County is going-live on Amazon Connect; hiring Eligibility Specialists; and getting ready for ABAWD.

- **Region 4 – Cindy Uetz**
  - Fresno County is testing laptops with cell phone feature for their Call Center agents.

- o Kern County is continuing with implementation of Amazon Connect in their call center and is learning how the IVR flow works. Managed computers are being refreshed.
- o Madera County has a new Intro Program Manager Jenelle Cook and an Intro Deputy Director Steve Duckworth. Their new building is being furnished.
- o Mariposa County has incorporated in a new system of care into their structure. An agency-wide open house was held to inform staff of the new structure. Their Eligibility III position has been filled and there are four Eligibility Specialists going through training. CalWORKs Committee SME assignments have been given and they're also training on CalSAWS Committee processes. ABAWD implementation and county readiness plan discussions are taking place. Training staff in various areas.
- o Merced County had an eligibility training class of 24 that just started and hired four new receptionists. Interviews are underway for three Program Manager vacancies.
- o San Joaquin County provided IEVS and Applicant IEVS training to all Eligibility staff and some Benefit Recovery staff were also in the training. A new Eligibility Training class of 28 new trainees. With SSI and Young Adult Expansion, their caseload sizes are growing.
- o San Luis Obispo County is hiring a CalSAWS Business Analyst. The recruitment closed February 17th.
- o Stanislaus County has a new Assistance Director for StanWorks, Delia Vasquez. A new Access Center office was opened in Modesto on February 3rd and the Open House was November 5th. There is a collaboration between Stanislaus County, City of Modesto, and Salvation Army to assist their homeless community. They are transitioning to offer intake services at their West Modesto Community Center.

- **Region 5 – Rocio Aguiniga**
  - o Orange County is in the process of finalizing their selection of a lobby management vendor.
  - o Riverside County has had some leadership changes; Sayori Baldwin has been appointed as the new Director. Jennifer Clark is the new Managing Director over DPSS and their training team has created some self-service option videos that will be released to employees and customers to increase awareness of self-service options.
  - o San Bernardino County has postponed their Amazon Connect roll-out until April. Lobby Management customer-facing dashboard equipment and monitors were installed throughout the county.
  - o San Diego County has transitioned to a new call phone center platform and now all of San Diego HHSA are connected to 211. Any customer can call in and be connected to other services. HHSA includes Eligibility, CWS, and Adult Protective Services. Assmaa Elayyat is joining the team as the new Chief of Eligibility Operations. The Training Team has started using virtual reality as part of the training curriculum.
  - o Santa Barbara County is expanding the functionality of their current lobby management system.
  - o Ventura County announced that Melissa Livingston has been appointed as the Acting Director.

- **Region 6 – Winna Crichlow/Vicki Moore**
    - Los Angeles County is preparing for ABAWD and has had some webinars to bring staff up to speed.
    - They had their Management Site Visit on Wednesday, February 19, 2020.
    - The RMs are meeting with the Divisional Chief level staff next week to discuss communications and make sure everyone is on the same page.
    - Los Angeles County is hiring Division Chief, Director, and Eligibility level staff.
    - Working closely with Customers impacted by the EBT theft issue. Thanked everyone for their assistance in trying to resolve the issue.
    - Tuesday, February 18, Accenture, Consortium, and QA Staff visited the new DCFS San Dimas office and walked through processes.

- Diane Alexander announced the 20th anniversary of CalWIN, which is on February 28, 2020.

24. JPA Board February Meeting Debrief
- John Boule provided a debrief on the JPA Board Meeting in February.
- The Board has moved to a Consent Calendar format.

25. Adjourn Meeting
- Co-Chair, Gilbert Ramos, 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. 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**	**Closed**
4. Provide regular updates on the status of Analytics Proof of Concept.	**Luz Esparza Jo Anne Osborn**	**Ongoing**	**Open**
5. Analysis to determine impacts to the counties regarding the number of cases impacted by ABAWD.	**Michele Peterson**	**02/20/2020**	**Closed**
6. Revisit the engagement Strategy for C-IV data at June/July PSC and then	**Keith Salas**	**June or July**	**Open**

CalWIN a couple months later.			
7. Discuss the functionality available to the counties through the data lake.	**Laura Chavez**	**05/21/2020**	**Open**
8. Add a statement to refer to the bylaws in the Section C/Quorum and voting section regarding the temporary's ability to vote.	**Jennifer Smith**	**03/19/2020**	**Closed**
9. Provide implementation chart showing when/where items land, and a description of the terms.	**Ted Anderson**	**03/19/2020**	**Open**
10. Check on the automation ability to reverse ABAWD exemptions.	**Luz Esparza**	**03/19/2020**	**Open**

Next Meeting:
Thursday, March 19, 2020
9:00 a.m. – 3:00 p.m.
CalSAWS North
11290 Pyrites Way, Suite 150
Rancho Cordova, CA 95670