CalSAWS Consortium
Project Steering Committee
Meeting Minutes
April 16, 2020

Location: CalSAWS Rancho Cordova
              11290 Pyrites Way, Suite 150
              Rancho Cordova CA 95670
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 9:05 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 March 19, 2020 PSC Meeting.**
   - The Consortium is seeking PSC approval of the Minutes from March 19, 2020 CalSAWS PSC Meeting and review of Action Items.

   Action Items from previous meetings:
       Action Item 1 – Automated Assistants/Bots: Ongoing – Other options are being looked at with AWS and the team is continuing to work with Los Angeles County.
       Action Item 2 – CalSAWS Recruitments: Ongoing – Public recruitment is complete and two long-term lateral transfer positions are now in recruitment.
       Action Item 3 – Analytics Proof of Concept: Ongoing
       Action Item 4 – Summarize/review engagement strategy for C-IV data (Conversion): Open
       Action Item 5 – Available Data Lake Functionality: Open
       Action Item 6 – Detailed Implementation Chart: Open – On today's agenda.
       Action Item 7 – Automation ability to reverse ABAWD exemptions: Closed – Lisa Salas reported that System changes were implemented last week to a waived

status for all counties, as appropriate. A CIT was sent to Counties to inform them of the changes. CalWIN has also implemented the waiver for all Counties.

Motion to approve was made by Member Kelly Hampton.
Motion was seconded by Member Jessica Paran.
Member, Clarisa Simon, voted to approve.
Member, Ethan Dye, voted to approve.
Member, Cindy Uetz, voted to approve.
Co-Chair, Gilbert Ramos, voted to approve.
Member, Alberto Banuelos, voted to approve.
Member, Rocio Aguiniga, abstained.
Member, Winna Crichlow, voted to approve.
Co-Chair, Luther Evans, voted to approve.
Member, Vicki Moore, voted to approve.
Member, Vienna Barnes, was absent.
Vote was taken by roll call and the Motion passed.

Informational Items

5. **CalSAWS Project Response to COVID-19 Pandemic**
   - John Boule provided an update on the CalSAWS Project response to the COVID-19 Pandemic.
   - The highest priority is for our staff to stay safe, stay home, and stay connected.
   - The Consortium has moved about 98% of the work force to a work from home model.
   - There is limited technical support at all three CalSAWS locations.
   - The PMO team has created a newsletter called CalSAWS Connect made for the team to stay connected and it's sent out every other week.
   - All SCRs tracking the COVID-19 actions are available for review by the project team the Project's JIRA tool.
   - Weekly PPOC calls are taking place to review the actions that have been taken.
   - Significant impacts to the overall CalSAWS schedule due to COVID-19 efforts are not seen at this time, but the Project team continues to monitor items.
   - Los Angeles County suppressed sending the CalWORKs/CalFresh packets that were being generated for the May submit month.
   - Additional documents have e-sign functionality in C-IV as of a week ago.
   - Priority Releases are being implemented multiple times a week.
   - DHCS and CDSS thanked everyone at CalSAWS for their hard work during these difficult times.

6. **AppStream Update**
   - Laura Chavez provided an update on AppStream and thanked our AWS partners.
   - April 7, 2020 CIT 0048-20 was sent out to counties to inform them of the new CalSAWS AppStream, which allows users remote access to both the C-IV and LRS applications and MEDS.
   - Los Angeles County has already deployed their own version of AppStream county wide.

- Jennifer Hobbs shared that El Dorado County started a soft launch and they were appreciative of it.

7. **CalSAWS Conference Discussion**
   - John Boule reported that the Consortium has been discussing the CalSAWS Conference with the Westin San Diego and the Westin team offered to postpone the meeting to October or November 2020.
   - A decision will have to be made within the next 30 days.
   - PSC Members suggested not having the conference in 2020.

8. **Update on State/Federal Approvals**
   - **Functional Design Amendment**
   - **IAPDU**
   - **Schedule Adjustment**
   - **FCED Update**
     - Holly Murphy provided an update on State/Federal Approvals including Functional Design Amendment, IAPDU, Schedule Adjustment, and FCED.
     - The Quality Assurance Amendment is on its way to our Federal sponsors for review.
     - The as needed IAPDU is also on its way to receive FNS approval.
     - Michele Peterson shared that the team is in the process of setting up a meeting with the Foster Care Committee to go over the eligibility requirements that will be implemented for the FCED effort.
     - The CalSAWS schedule adjustment has been approved and after the assessment Placer County has decided to be a part of Wave 1.
     - PSC Member, Vicki Moore, requested that the FCED functionality be spread out over multiple releases.

9. **CalSAWS Project Gantt**
   - Seth Richman reviewed the CalSAWS Project Gantt Chart, which shows the CalSAWS Migration schedule and scope. The M&O and M&E Projects are not included, nor is COVID-19. Updates will continue to be made.
   - Note that there is no Release in September 2021, because it is a cut-over month.
   - The Consortium is still in the development phase for the releases.
   - Interface and User Acceptance Testing starts in June 2021.
   - Overall, the Consortium is on time and in budget for CalSAWS Project.
   - Mock Conversion will begin in the Spring of 2021 and lead to the cutover and post-cutover support.
   - CalWIN will go through two sets of conversion activities and the planning work has begun for ancillary system conversion.
   - The CalWIN Implementation and Training will be added to the Gantt chart when the vendor is on board.
   - If there are any impacts from COVID-19 they would likely be seen beginning with the design of Release 20.09.
   - Releases generally hold between 20,000-30,000 hours' worth of work.
   - The CalSAWS application and Batch will be tested to make sure that it is functioning as expected with converted data.
   - Set-up of User profiles and accounts will begin in August 2021.

10. CalSAWS Implementation for C-IV Counties
- Ted Anderson provided information on the CalSAWS Implementation and Change Management for C-IV Counties.
- Assessments will be completed to determine the current knowledge and outlook of the Users in the Counties.
- The goal is to ensure that C-IV end users are well prepared to utilize all the functionality available within the System with minimal disruption to their everyday work-life.
- An amended CRFI will be sent out regarding the County Roadshows. Virtual sessions are possible in early May. The PSC recommended that the:
    - the virtual platform be easily accessible due to telework;
    - the sessions be recorded;
    - schedule include one session the first week of May and two sessions the second week of May.
- The purpose of the C-IV County Implementation Kick-off Roadshows is:
    - Scope of C-IV Migration Implementation effort;
    - Timeline of known C-IV Migration Implementation Readiness Activities;
    - Overview of what Readiness means for the C-IV Counties, including key County responsibilities/resources needed for the C-IV Migration effort;
    - Forum to ask questions regarding the C-IV Migration to CalSAWS.
- The anticipated Roadshows Agenda, roles and responsibilities, Implementation Readiness Meetings, and engagement models were reviewed at a high level.
- PSC Member, Alberto Banuelos, requested that the CalWIN Counties have access to the C-IV Implementation materials.
    - John Boule noted that the plan is provide the CalWIN Counties access to the materials.

    Public Comment from Jennifer, Tracy: Regarding the readiness and communications, she would like to know where external partners like Application Assisters, who might be using portals, fit in.

11. CalSAWS Analytics Solution Update
- Luz Esparza provided an update on CalSAWS Analytics Solution.
- There are three Releases which are B, C, and D. Release B and C are both in parallel production validation. Release D is under development and being tested.
- State and management reports will follow the same delivery schedule as the dashboard re-platform.
- There are upcoming webinars on May 20, 2020 and June 24, 2020.
- Luz will report on the schedule of releases for the Child Welfare dashboards. They will be implemented over multiple releases.
- Keith Salas noted that the intent is to port like-for-like and then determine if changes for new SCRs and/or fixes can be done at the same time. Communication throughout the process with the Counties and the organization is key to determining when the change is needed and the impact to the schedule.

12. Overview of ForgeRock Implementation
- Luz Esparza provided an overview of ForgeRock Implementation.

- Identity Access Management (IAM) capabilities were identified to support the long-term growth of the CalSAWS ecosystem.
- The capabilities were grouped into three areas which are Access Management, Identity Management, and Platform Foundation.
- The first two applications planned to leverage ForgeRock are OCAT and the LRS/CalSAWS System.

13. Conversion Team Activities Update
- **Duplicate Person Report/Communication**
- **Overview of Duplicate Person Governance**
    - Keith Salas and Paul Trisler provided an update on Conversion Team activities including Duplicate Person Report/Communication and Overview of Duplicate Person Governance.
    - All planned activities have been completed and the group agrees the report is accurate and useful for the Counties.
    - Documents will be brought forward for analysis and customization by the Counties.
    - The report will be available for review and familiarization, but funding for working the report won't be available until eight months prior to conversion.

14. Imaging/Task Management Overview/Timeline
- **Update on Potential County Imaging Options**
    - Danielle Benoit and John Dray provided and overview of the Imaging and Task Management timeline and potential County imaging options.
    - The Imaging amendment has been approved by the JPA Board and the State/Federal partners.
    - The Project Kick-off was February 24, 2020.
    - The Document Migration Plan was reviewed with the Imaging Committee February 27, 2020.
    - Detail Design was started with the Imaging Committee.
    - Two potential alternative options for Imaging are:
        - Transmit all images at point of scan
        - Additional API request without sending images.
    - Additional details will have to be double-checked with Hyland.
    - The WCDS Sub-Committee and the JPA Board will also be discussing the options.
    - San Diego County is interested in Option 1 and expressed that they acknowledge the value of the centralized imaging system. If any other Counties are interested, they need to be identified as soon as possible so the correct scope can be determined.

15. CalSAWS 58-County Contact Center Solution
- Scot Bailey provided an update on the CalSAWS 58-County Contact Center solution planning.
- The goal is to have the schedule for the contact center solution match the CalSAWS Migration schedule for the Counties.
- Meetings with Counties will mimic the Imaging Functional Design Sessions and should be begin in June.

o The schedule will also include two sessions for Advocate/Stakeholder updates.
- The key criteria used for determining the contact center solutions is meeting all requirements from the Contact Center Functional Design Process, Platform as a Service with a pay only-for-what-you-use cost model, and the ability to procure the service through a leveraged government contract vehicle.
- The key functional design topics are Telephonic Signature Solution, understand Community-Based Organizations/Foster Care requirements.

16. OCAT Update
- Ron Harris provided a schedule update for OCAT.
- There was an 8-week schedule adjustment and the team is working towards a final System Test in July.
- The OCAT Go-Live is scheduled for Monday, August 24, 2020.
- Additional development testing has been completed.
- ForgeRock user identity and access management development is in progress.
- Jennifer Martindill noted that training and UAT will begin July 20, 2020.

17. Application Development Update
- **Policy**
    o Michele Peterson provided an update on Application Development including policy.
    o Cal-OAR will add functionality to automatically generate and send the monthly, quarterly, and semi-annual Cal-OAR data files to CDSS.
    o A C-IV/LRS functionality demonstration webcast on the system changes to support Cal-OAR, Housing Support, Home Visiting, and Family Stabilization policy is schedule for April 23, 2020.
    o The Home Visiting Program (HVP) will add a Home Visiting List and Detail data collection pages. The pages will track home visiting services offered and accepted.

18. Procurement Update
- **Central Print**
    o Tom Hartman provided an update on Procurement including Central Print.
    o CalSAWS Portal/Mobile has been completed and is in the process of reviewing the final vendor selection report.
    o CalWIN OCM Support and Training has been changed to a virtual process.
    o Central Print Center RFP and Requirements are under development.

19. Inventory Process Overview
- This item was deferred to a later meeting.

20. Quarterly CalSAWS Communication Update
- This item was deferred to a later meeting.

21. JPA Board April Meeting Overview
- This item was deferred to a later meeting.

22. Adjourn Meeting

- Co-Chair, Gilbert Ramos, adjourned the meeting at 12:39 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. Provide regular updates on the status of Analytics Proof of Concept.	**Luz Esparza Jo Anne Osborn**	**Ongoing**	**Open**
4. Summarize/review the engagement Strategy with the counties for C-IV conversion data at June/July PSC and then CalWIN a couple months later.	**Keith Salas**	**June or July**	**Open**
5. Discuss the functionality available to the counties through the data lake.	**Laura Chavez**	**05/21/2020**	**Open**
6. Provide implementation chart showing when/where items land, and a description of the terms.	**Ted Anderson**	**04/16/2020**	**Closed**
7. Check on the automation ability to reverse ABAWD exemptions.	**Luz Esparza**	**04/16/2020**	**Closed**
8. Discuss and determine how county external partners or assistors will be trained on CalSAWS.	**June Hutchison Tom Hartman**	**05/21/2020**	**Open**
9. Report on the schedule of releases for the Child Welfare dashboards.	**Luz Esparza**	**05/21/2020**	**Open**

Next Meeting:
Thursday, May 21, 2020
8:30 a.m. – 12:00 p.m.
CalSAWS Rancho Cordova
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