CalSAWS | Meeting Minutes for the California Statewide Automated Welfare System WCDS Subcommittee

Date:	Friday, January 10, 2020	Location:	Library Galleria 828 I Street, West Room Sacramento, CA 95814
Time:	12:15 P.M. to 2:00 P.M.	Conference Call: Participant Code:	1(888) 330-1716 42206816

CONVENE MEETING OF THE WCDS SUBCOMMITTEE – All scheduled items will be heard in the East Room of the Library Galleria, 828 I Street, Sacramento, CA 95814. This meeting shall also be accessible via teleconference. The call-in number is: **1 (888) 330-1716**, enter meeting access code **42206816** followed by **#**.

Attendance:

	County	Member	Location	Region
	Alameda	Lori Cox	2000 San Pablo Avenue Oakland, CA 94612	1
T	Alameda	Carlos Sanchez	7751 Edgewater Drive, Oakland, CA 94621	1
X	Contra Costa	Kathy Gallagher	40 Douglas Drive, Martinez, CA 94553	1
X	Fresno	Delfino Neira	205 W. Pontiac, Clovis, CA 93612	4
X	Orange	Debra Baetz	500 N. State College Blvd., #100 Orange, CA 92868	5
X	Placer	Amanda Sharp	11512 B Ave, Auburn, CA 95603	2
X	Placer	Greg Geisler	11512 B Ave, Auburn, CA 95603	2
X	Sacramento	Ann Edwards	1825 Bell Street, Suite 200, Sacramento, CA 95825	2
X	San Diego	Rick Wanne (Co-Chair)	1255 Imperial Ave. Suite 446, San Diego, CA 92101	5
	San Francisco	Trent Rhorer	170 Otis Street, 8th Floor, San Francisco, CA 94103	1
	San Francisco	Dan Kaplan	170 Otis Street, 8th Floor, San Francisco, CA 94103	1
	San Luis Obispo	Devin Drake	3433 S. Higuera Street, 3rd FL, San Luis Obispo, CA 93401	4
T	San Mateo	Deanna Abrahamian	1 Davis Drive, Belmont, CA 94002	1
X	San Mateo	Ken Cole	1 Davis Drive, Belmont, CA 94002	1
X	San Mateo	Clarisa Simon	1 Davis Drive, Belmont, CA 94002	1
X	Santa Barbara	Daniel Nielson	2125 S. Centerpointe Parkway, Santa Maria, CA 93455	5
	Santa Clara	Robert Menicocci	333 W. Julian Street, 5th Floor, San Jose, CA 95110	1
X	Santa Clara	Umesh Pol (Co-Chair)	333 W. Julian Street, 5th Floor, San Jose, CA 95110	1

X	Santa Clara	Angela Shing	333 W. Julian Street, 5th Floor, San Jose, CA 95110	1
X	Santa Cruz	Emily Balli for Randy Morris	1000 Emeline Avenue, Santa Cruz, CA 95060	1
	Solano	Jerry Huber	275 Beck Ave., Fairfield, CA 94533	1
	Solano	Marla Stuart	275 Beck Ave., Fairfield, CA 94533	1
X	Solano	Daniel Horel	275 Beck Ave., Fairfield, CA 94533	1
X	Sonoma	Karen Fies	3600 Westwind Blvd., Santa Rosa, CA 95403	1
	Tulare	Anita Ortiz	Government Plaza, 5957 South Mooney Boulevard, Visalia, CA 93277	4
T	Tulare	Danny Rockholt for Anita Ortiz	Government Plaza, 5957 South Mooney Boulevard, Visalia, CA 93277	4
X	Ventura	Barry Zimmerman	855 Partridge Drive, Ventura, CA 93003	5
T	Yolo	Nolan Sullivan	25 N. Cottonwood Street, Woodland, CA 95695	2

PUBLIC SESSION

12:15 P.M. – Convene Meeting of the WCDS Subcommittee

Topic

1. Call Meeting to Order (Rick Wanne)

The meeting was called to order at 12:15 PM.

2. Roll Call and Confirmation of Quorum (Umesh Pol)

Quorum met.

Today's meeting is Umesh Pol's last meeting with CalWIN; he will be moving to a different role within Santa Clara County. Great appreciation was given for his service over the years as Co-Chair and many other significant roles. Angela Shing will represent Santa Clara County on the WCDS Subcommittee beginning next month.

Additionally, Ellen Timberlake (not present) retired and was acknowledged for her service. Randy Morris will represent Santa Cruz County moving forward.

Action Item: Diane Alexander will email WCDS Directors next week to request Co-Chair nominations/volunteers to succeed Umesh Pol. Election *may* be conducted via e-vote if not at the March meeting.

Topic

3. Public Comment (Umesh Pol)

   Public opportunity to speak on any Item NOT on the Agenda. Public comments are limited to no more than three minutes per speaker, except that a speaker using a translator shall be allowed up to six minutes.

   Note: The public may also speak on any Item ON the Agenda by waiting until that item is read, then requesting recognition from the Co-Chair to speak.

No public comment.

John Boule added clarification to Action Item ID#111 - a fact sheet will be developed on how we are working with labor.

Action Items

4. Approval of the Minutes and review of the action items (Umesh Pol)
   a. November 13, 2019 WCDS Subcommittee

Motion: Delfino Neira/Fresno motioned to approve the WCDS Subcommittee meeting minutes of 11/13/2019 as written. Karen Fies/Sonoma seconded. All in favor. No public comment. Motion carried.

5. Approval of WCDS Subcommittee Charter (Rick Wanne)

A draft charter was presented to the WCDS Directors in November 2019 for review and feedback. Attached is the updated draft with comments incorporated. No additional comments or edits. No public comment.

Motion: Delfino Neira/Fresno motioned to approve the WCDS Subcommittee Charter as presented. Kathy Gallagher/Contra Costa seconded.   All in favor. No public comment. Motion carried.

Discussion Items

6. CalSAWS Schedule Impact Resulting from Functional Design Session Outcomes (John Boule, Seth Richman)

See attached presentation deck.

Page 8 – At the November 13th meeting, we discussed information gathered from the Functional Design Sessions (FDS) held with Counties, the positive progress being made with LRS releases and some schedule impacts that were being evaluated for a mitigation plan. Proposals were shared at the December JPA and PSC meetings for informational purposes.

Meetings with State partners were held for their review as well. Adjusting the schedule brings a project risk. A massive amount of work, resulting from the FDS, needs to be packaged into a release. There are currently four releases designed: One has been implemented into production, one should implement into LRS production this month, another is being coded, the other has completed release. To add 300,000 hours into two or three releases in a quality manner was determined not tenable.

See Slides 9, 10, 11 for criteria and assumptions determined in developing an adjusted project schedule, while keeping the budget intact and reaching full implementation of all 58-Counties by the 12/2023 federal deadline. Looking to approve a plan by February 2020.

At a high-level, the proposal is a cutover of C-IV Counties in 9/2021 and a shift of CalWIN Counties by 9 months while maintaining the order of Counties or number of waves. Will try to avoid the months of January and December (not favored months for counties).

There would be opportunity for Counties to request to be moved from one wave to another. Counties should contact their RM or John Boule with concerns/needs. CalSAWS will do their best to accommodate Counties' needs.

The revised project schedule was reviewed in detail.

All scheduled items need to align with the CalWIN Organization, Change Management RFP. Vendors were informed at the conference this week of the likely project schedule adjustment and possible impacts to when their services will be provided. Vendors will be informed when the revised schedule is approved so they may adjust their proposals accordingly.

Questions: 1) For the Change Management funding, with the new timeline, will funding be delayed and 2) Since Counties will be carrying CalWIN longer than anticipated, will added funding be provided?

Response: Functionality discussed has approved budget placeholders and a just-in-time budget is underway to reconcile the extended schedule for State and, ultimately, federal partners. Discussions still need to be had around working the new timeline.

Slide 14 – Shows Requirements Summary of an estimated 295,000 hours of work.

Slide 15 – Shows the phased approach for Imaging deployment. Details need to be worked out. Accenture will be reaching out to Counties.

Question: Some Counties imaging solution supports more than CalWIN. Will counties be able to add other programs to CalSAWS' imaging solution or will they need to run two imaging solutions?

Response: There has been discussion on this. Adding outside programs is not believed to be within CalSAWS scope.

Action Item: John Boule and Seth Richman to provide additional information regarding the scope of imaging and how images will be converted, and whether there are options available for Counties to use the imaging system for other programs. John will take this to the JPA and PSC as well.

There is an imaging requirement that must allow Counties to store images (in "a drawer") from other programs not supported in the SAWS systems for access (access/view). How exactly it will work is being vetted.

Action item: At a future meeting (perhaps March), John Boule and team to provide additional information on how imaging and task management are integrated.

Slide 16 –Imaging and Task Management need to be closely related.

Slide 17 – Appreciation was given to Counties and staff for reviewing the most frequently used Non-State forms over the summer. Counties narrowed them down to a large number of forms that need to be in CalSAWS and worked through. They will be split in two phases – Phase 1 English and Spanish, Phase 2 Threshold languages.

Slide 18 – GA/GR continues to be worked through in determining a configurable solution in CalSAWS that meets processing needs. Phase 1 is getting the centralized solution in place with basic functionality and having rules in place to allow C-IV to meet their program needs. Accenture and DXC are teaming on GA/GR.

Slide 19 – API/infrastructure is important to have in place for task management and imaging. Other systems (i.e. Lobby management) will be put in place during the gap period.

Slide 20 – Nothing more to add on ancillary system conversion.

Slide 21 – Analytics for state forms and reporting need to be in place prior to C-IV and CalWIN go-live. State reports are the number one priority, prior to sequel cutover.

Slide 22 – Foster Care eligibility estimation is in process and needs to get approved quickly. CalSAWS is working with the State.

Slides 23 & 24 – Procurement released for statewide portal and mobile application. Would like to deliver prior to C-IV cutover; each County thereafter would adopt as rolled onto CalSAWS. Work on the Central Print procurement will begin at the end of January. Decisions on how to

approach the Contact Center procurement need to be determined. It was delayed because C-IV M&O Counties are upgrading to the Amazon Connect platform.   Data will be collected and researched from those efforts and applied towards making decisions for the CalSAWS contact center. A proposal will be shared in April.

During the gap period, if there are large policy changes, there is appropriate significant pressure on implementing those items. State partners have been informed that we will work with CWDA on prioritization as items are received. Any items impacting conversion and training need to be known early on for proper planning.

Action Item: John Boule and team to provide additional information on the APIs and how they will be used by ancillary systems. Allot one-hour at the next meeting.

Looking ahead, there's concern around the UAT testing period prior to CalWIN going live. That will be our pivotal point going from our current state to our future state. It will give us great insight into what we transition to. How that will be run, how information will be communicated, the evolution of changes during that four-month period are very important. Also, as we gear up for 18 Counties, there are 39 Counties upgrading to Phase 2 – how that will be dealt with is another area of concern. A plan is needed to mitigate potential risks.

CalWIN's sustainability needs to be discussed – impacts, policy changes, etc. The CalSAWS schedule adjustment, once approved, will come into play for our planning.

No public comment.

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7. CalSAWS Staffing Update Holly Murphy

Slide 27, 28, 29 – Recaps recruiting efforts. Recruitments (28) were extended through December 20th.   69 individual applicants were received, some applied for multiple positions. The team is reviewing applications and interviewing. Selections should conclude in early February.

No public comment.

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8. CalSAWS Fiscal Update Holly Murphy

The Governor's budget was just released today. WCDS will work with Christiana this afternoon to confirm it meets what we anticipated.

Slide 32 – Provides high-level overview of the different budget categories. It is hoped that the governor's budget resolves premise funding items; if not, they will be addressed in the May Revise.

The JPA Admin Budget that we track to is the budget that Directors approved in 6/2019. The SFY2021 Admin Budget will be brought to the entire General Membership meeting for approval on 1/24/2020. These are for categories unfunded through Project funding. Counties' Fiscal representatives are aware.

No public comment.

9. CalSAWS Meeting with SEIU John Boule

John Boule, Christiana Smith and June Hutchison met with SEIU leadership to discuss how we are collaborating with labor as we move forward to ensure workers are kept informed and looked at some parameters. There is a lot of self-service materials available on the website.

A strategy document will be developed to layout parameters. SEIU / workers could attend future 'Townhall' meetings to provide information and answer any questions.

No public comment.

10. CalSAWS Procurement Updates (Diane Alexander & Mary Sabillo)
    a. Portal/Mobile
    b. CalWIN OCM & Training

Mary Sabillo/Sacramento was introduced as the CalWIN Procurement Manager; she will be dedicated 100% to the CalWIN OCM & Training Implementation procurement and ongoing management of the selected vendor.

Slide 39 – The Portal/Mobile RFP is on the street. Vendor proposals are due 1/22/20; the evaluation process will follow. Negotiations are not expected to take long. State, federal and JPA Board approval of the agreement is to complete by 8/7/2020. Work will start 8/10/2020 with go-live planned for 9/2021.

Slide 40 – For the CalWIN OCM & Training RFP, a Bidders' conference was held last Tuesday. There was great representation. Vendor questions are currently being handled. Vendor proposals are due 2/19/2020; however, with the likely project schedule change, an Addendum is anticipated to be issued. Vendors will have the opportunity to revise proposals accordingly.

Will the delivered mobile app have the same functionality as a web portal? The solution needs to be discussed with the vendor once onboard. There's a possible option to have a mobile friendly website rather than have a website and a mobile app.

No public comment.

11 Stakeholder Updates (R. Givon, S. Williams/Y. Huang, Steve Zaretsky & Christiana Smith)
    a. CDSS

b. DHCS
c. OSI
d. CWDA

CDSS – Per Assembly Bill 434 (Chapter 780, Statutes of 2017), all state agencies including CDSS have been working to bring all web content into ADA compliance. In late 2019, we announced that we were remediating as many documents as possible, but that any that were not remediated by December 31, 2019 would be taken down from the CDSS website until they could be brought into compliance. This included policy letters (ACLs and ACINs) and regulations. Per a directive from the Governor's Office, the date for all web content to come into compliance is now June 30, 2020. Nothing has been taken down at this time. CDSS has remediated almost 5,000 documents and has over 20,000 to go. We anticipate that all documents will be remediated prior to the new due date in June.

DHCS – Not present.

OSI – OSI received the first amendment package; it is under review across the state. Will continue with progress updates to John Boule and federal partners and assist with the approval process. They are aware of the urgency to get this going ASAP.

CWDA – Not present.

No public comment.

12 M&O Application and Operations Update (Lynn Bridwell)
a. Operational Issues
b. CalWIN Release Schedule

Slides 43 and 44.

There were three production issues in December to address. All being mitigated/resolved. Although there were several bridge calls setup with Counties, we are looking to improve communications further.

In addition to the budget items, we prepare for ABAWD and determining any automation that can be done. There was a lot of conversation at Self-Sufficiency and general agreement on some approaches. Counties are activity engaged.

For release schedule highlights:
- UAT testing is underway for R60 targeted for February 10.
- CalHEERS release (60b) will be moved to 2/17. The alimony date field will be disabled during the one-week gap between 2/10 and 2/17. CalHEERS is aware. There will be extra communications to Counties.
- Testing is going fine.

For added ABAWD functionality, a special release or SQL will need to be run in February to apply map extensions across Counties that use the waiver (the same process would be used

for April and May). We anticipate a lot of mailings. Counties will need tracking lists. We are looking at future impacts and determining interdependencies, etc.

13 WCDS Subcommittee Schedule Diane Alexander

Slide 46 - How to move forward / what meeting schedule makes sense? Reviewed options. Discussed the 6/12/20 meeting date specifically. Note that the 2020 CalSAWS Conference is scheduled for June and several Counties have budget hearings the week of 6/8.

The JPA Board meeting dates for June through December 2020 are TBD.

Action item: Stacey Drohan to cancel the June 12th meeting and check that the May 15th WCDS Subcommittee meeting date is correct on calendars.

The next meeting is March 13th and will be in the West Room.

CalWIN's 20th anniversary is 2/28. OPAC meets on 2/27. WCDS and DXC are planning a celebration and will send invites.

14 Adjourn Meeting

Meeting adjourned at 1:47 PM.

ID	Open Date	Description of Action Item	Assigned	Due	Closed Date
108	8/9/19	Counties have requested an official logo for CalSAWS Project. • In progress.	John Boule	11/13/2019	
110	11/13/2019	Review the draft WCDS Subcommittee Charter and provide comments to Stacey.drohan@calwin.org by 12/13/2019. • Charter approved at the 1/10/2020 meeting. The approved final version emailed to Directors on 2/13/2020.	CalWIN Directors	12/13/2019	

111	11/13/2019	Develop a CalSAWS fact sheet (on what has been done, the development process, communication forums, who has been engaged) and present at the General Membership meeting on January 24th. • Update 1/12/2020: John added clarification – to develop a fact sheet on how we are working with labor.	John Boule	~~1/24/2020~~ 3/13/2020	
112	1/10/2020	Email WCDS Directors next week to request Co-Chair nominations/volunteers to succeed Umesh Pol. Election may be conducted via e-vote. • Email sent on 1/24/2020 and 2/5/2020. To close.	Diane Alexander	ASAP	
113	1/10/2020	Provide additional information regarding the scope of imaging and how images will be converted, and whether there are options available for Counties to use the imaging system for other programs.	John Boule / Seth Richman	March 13, 2020	
114	1/10/2020	Provide additional information on how imaging and task management are integrated.	John Boule and Team	March 13 2020	
115	1/10/2020	Provide additional information on the APIs and how they will be used by ancillary systems.	John Boule and Team	~~March 13, 2020~~ May 15, 2020	
116	1/10/2020	Cancel June 12th meeting and check that the May 15th WCDS Subcommittee meeting date is correct on calendars. • Cancelation sent on 1/10/2020; to close.	Stacey Drohan	ASAP	
117					