

CalSAWS Consortium
Project Steering Committee
Meeting Minutes
May 21, 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 Luther Evans convened the meeting at 8:36 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 April 16, 2020 PSC Meeting.**
 - The Consortium is seeking PSC approval of the Minutes from April 16, 2020 CalSAWS PSC Meeting and review of Action Items.

Action Items from previous meetings:

Action Item 1 – Automated Assistants/Bots: Ongoing – Scot Bailey and Seth Richman provided an update on the status of Automated Assistants. The Project is working with San Bernardino County to increase the authentication rates of participants by utilizing bots within AWS Connect. Los Angeles County is working to determine when to start the development process.

Action Item 2 – CalSAWS Recruitments: Ongoing – Next round of recruitments will begin next week.

Action Item 3 – Analytics Proof of Concept: Open – On today's agenda

Action Item 4 – Summarize/review engagement strategy for C-IV data

(Conversion): Open – On today's agenda

Action Item 5 – Available Data Lake Functionality: Open – On today's agenda

Action Item 6 – Detailed Implementation Chart: Closed and being removed.

Action Item 7 – Automation ability to reverse ABAWD exemptions: Closed and being removed.

Action Item 8 – CalSAWS external partners training: Open – CalSAWS will be working with the counties to help them identify the training needs in their county for both employees and contractors that access the system.

Action Item 9 – Child Welfare dashboards: Open – On today's agenda

Motion to approve was made by Co-Chair Gilbert Ramos.

Motion was seconded by Member Jessica Paran.

Member, Clarisa Simon, voted to approve.

Member, Ethan Dye, voted to approve.

Member, Kelly Hampton, voted to approve.

Member, Vienna Barnes, voted to approve.

Member, Cindy Uetz, voted to approve.

Member, Alberto Banuelos, voted to approve.

Member, Rocio Aguiniga, voted to approve.

Member, Winna Crichlow, voted to approve.

Co-Chair, Luther Evans, voted to approve.

Member, Vicki Moore, voted to approve.

Vote was taken by roll call and the Motion passed.

Informational Items

5. CalSAWS Project Response to COVID-19 Pandemic

- Michele Peterson provided an update on the CalSAWS Project Response to COVID-19 Pandemic including key actions taken in the C-IV, CalSAWS, and CalWIN Systems.
- Automation summaries were presented for key actions completed and key actions in-process.
- Text messages for SAR7s will resume May 29, 2020, along with additional processes for SAR7s.

6. COVID-19 Medi-Cal Discussion

- Rene Mollow discussed COVID-19 Medi-Cal and noted that DHCS is extending the delay of processing Medi-Cal annual redeterminations, discontinuances and negative actions for Medi-Cal, Medi-Cal Access Program (MCAP), Medi-Cal Access Infant Program (MCAIP), and County Children's Health Initiative Program (CCHIP) through August 31, 2020.
- Guidance by CMS to state Medicaid programs allows flexibility to delay processing renewals, but not to move the renewal date.
- PSC Member, Kelly Hampton, expressed concerns with the renewals being pushed out to later in the year due to the impact it will have on future workloads.
 - DHCS is awaiting guidance from CMS regarding resuming processing renewals and dealing with new applications.

Public Comments regarding MAGI and Non-MAGI renewal packets were made by David Kane and were responded to by Rene Mollow.

7. CalSAWS Budget Update – May Revise

- Holly Murphy provided an update on the CalSAWS Budget and the May Revise.
- Some adjustments are needed to align to more recent APDs.
- SAWS has asked that COVID-19 funding be shifted to the next FY, so the funding can be utilized.
- Work has stopped on the development of functionality for Health for All (Expanded Medi-Cal) as well as Medi-Care Part B and others, due to DHCS informing CalSAWS that funding has been removed from the budget.
 - If the funding is restored through the legislative process, the timeframe for implementation will need to be adjusted.
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- Rocky Givon with CDSS reviewed policy items impacted by the May Revise and stated that the May Revise is posted to their website. The large changes are the suspension of Cal-OAR and reduction to the home visiting program.
- Rene Mollow with DHCS noted that a budget highlight document is posted on their website.

8. CalSAWS Project Gantt Chart Update

- Seth Richman provided an update on CalSAWS Project Gantt Chart.
- CalSAWS is at month 15 with the Migration Project, which is halfway to the C-IV cutover in 2021 and CalSAWS is on-time and on-budget.
- There are 7 releases before the cutover; four remaining for the core Migration requirements and three remaining for Functional Design Sessions.
- The Conversion team hopes to run EDBC for C-IV and CalWIN by this summer.

9. Forms Strategy Discussion

- **CCP7**
 - June Hutchison discussed the Form Strategy including CCP7.
 - Client Correspondence is a key component of the CalSAWS system. This correspondence has typically been characterized as State forms, Non-State forms, and County forms.
 - CalSAWS has a requirement to have one set of State forms available within the system. State forms are items such as Notices of Action, State Reports, State issued program forms such as SAR 7, SAWS 2 Plus, MC 176, WTW 2, etc.
 - The CalSAWS proposed approach is to maintain a single set of approved State forms. This reduces maintenance and keeps the system aligned to approved State policy. The approach also includes substitution language and naming convention.
 - Given that all counties will use the CalSAWS system, the goal is that during the draft State Letter process the counties will provide input on substitution language and the official language will be adjusted.
 - The proposed future CalSAWS Naming Conventions approach will be aligned with the State issued form names whenever possible, as new forms are added and as forms require updates.
 - The proposed approach for Non-State/County Forms in CalSAWS is to have one set of forms in the system. These forms will be agreed on in the CalSAWS Correspondence Committee. At this time the Non-State forms

from FDS are being evaluated by State agencies to transform them into State forms.

- The Functional Design Outcome was 113 total number of requirements and 108 requirements related to specific forms.
- Individual County forms will be maintained as they relate to the GA/GR programs. Other individual county forms will be phased out over time.
- Karen Rapponotti noted that the current CCP 7 (Child Care Form) has a permitted substitute for Los Angeles County.
- The Child Care Committee is meeting, including the State, on May 27, 2020 to determine if this form could become the new State form for all counties.

Public Comments were made by Kevin Aslanian Jennifer Tracy, and the Western Center regarding Non-State forms. Rocky Givon of CDSS responded that the normal process for Stakeholder review will be followed.

10. GA/GR Timeline/Update

- Jo Anne Osborn provided an update on the GA/GR Timeline.
- GA/GR scope was approved as part of the March Board meeting.
- Requirements and System Change Requests logged in the project tracking tool, JIRA.
- The Internal Project kick-off was held on April 14, 2020.
- GA/GR CalSAWS Committee kick off was held on May 7, 2020 topics included were GA/GR solution, draft release plan, and future meeting frequency.
- Kristy Hendren with DXC noted that the eligibility pieces that are currently in CalWIN will be migrated over to the current solution that determines eligibility rules in CalSAWS.
- There will be no change to Los Angeles County GA/GR Solution.
- The solution will:
 - Leverage components of existing LRS functionality are MEDS interface updates and GA 237.
 - Leverage components of existing C-IV managed GA program manual EDBC and Fiscal integration.
 - Leverage components of existing CalWIN functionality is replat forming existing Client Correspondence into a new correspondence service in the cloud.
- The next steps are to continue to refine the release plan, develop a county engagement plan, complete C-IV GA managed design, etc.

11. CalSAWS Roadshows Update

- Ted Anderson provided an update on CalSAWS Roadshows.
- The Roadshows have been completed and a few CRFIs will be sent out in the month of June requesting follow-up information for certain contact points.
- In July, CalSAWS will start the readiness review for C-IV Migration.
- Poll Everywhere was utilized during the Roadshows and the participants questions were presented.
- The CalSAWS Project is seeking the following Implementation Support Roles: Implementation Point of Contact, Conversion POC, TPOC, CNC, and UAT Tester.

- A PPOC Survey was distributed on May 4, 2020 to all C-IV County CalSAWS Primary Points of Contact. It was hosted by SAAS Survey Tool, whose link was distributed via email from the CalSAWS Communication mailbox.

12. CalSAWS Analytics Solution Update

- **Schedule of Releases for Child Welfare Dashboards**
 - Luz Esparza provided an update on CalSAWS Analytics Solution including schedule of releases for Child Welfare Dashboards.
 - Upcoming webinar meeting topics will be analytics project overview, purpose-built data sets review, purpose build data sets feedback, dashboard portfolio review, and dashboard portfolio feedback.

Public comment from Kevin Aslanian: Are these webinars online and can they participate?

Response: These are internal items the Project is working through and they are a design session.

13. Overview of ForgeRock Implementation

- Luz Esparza provided an overview of ForgeRock Implementation.
- The Base Enablement completed installation and configuration of Disaster Recovery environment.
- LRS/CalSAWS integration – development is in progress. Updates have been delivered to integrated test environments.
- Integration with CalWIN (DXC) for connectivity to ForgeRock services to support API integration has been completed.
- The first two applications planned to leverage ForgeRock are OCAT and the LRS/CalSAWS System.

14. Conversion Team Update

- **C-IV County Engagement**
 - Keith Salas and Paul Trisler provided an update on Conversion Team including C-IV County Engagement.
 - Phase 1 Defined – During Conversion Development Lifecycle a process where identified anomalies within the C-IV data are resolved within Legacy, Conversion Team, and/or Counties.
 - Phase 2 Defined – Six months prior to Go-Live will be user acceptance testing, user security profile setup, and post cutover application click-thru.
 - Phase 3 Defined – Six months post Go-Live post conversion case review. After the conversion cutover is complete and the counties have migrated and live on CalSAWS. County Case Workers reviewing their converted cases as part of their daily business process.

15. OCAT Update

- Ron Harris and Jennifer Martindill with Cambria Solutions provided an update on OCAT.
- Application development and test is on track to start final System Test on June 15, 2020.

- Training materials are in progress and UAT planning and preparation is in progress.
- The cutover Go-Live will be on Monday, August 24, 2020 and the Help Desk planning is in progress.
- The application development and test are 80% complete and remaining tasks are in progress and on track.
- Communication is taking place with the Counties, so they know what tasks to prepare for and the County Testers will have a forum for providing feedback.
- The June JPA Board meeting preparation OCAT Demo will be a 10-minute recorded demo focusing on changes and a walk-through integration with all three systems.

Public comment from Kevin Aslanian: Will this test include the beneficiaries that will use the system?

OCAT is not a public-facing System that beneficiaries use directly, so it is not in the scope of the Project.

16. Procurement Update

- **Portal/Mobile**
- **CalWIN OCM**
- **Central Print**
 - Tom Hartman provided an update on procurement including Portal/mobile, CalWIN OCM, and Central Print.
 - Portal/Mobile
 - There was changes with terms and conditions with Portal/Mobile, but not the scope of the work.
 - There was a 30% reduction in cost.
 - There will be a meeting on May 28, 2020 with advocates to discuss the requirements.
 - The contract is in State/Federal review.
 - CalWIN OCM is in the evaluation process and it's on track/on time.
 - CalSAWS is working with OSI and CMS to request a waiver for the release of the Central Print RFP prior to the final federal review.

Public Comment from Jennifer Tracy: What is the final price for the AA contract?
Tom Hartman will provide the numbers to Jennifer Tracy offline.

17. State Partners Updates

- **OSI**
- **CDSS**
- **DHCS**
 - OSI – Brandon Hansard
 - Continuing to work with partners on the expedited review and approval of contracts.
 - Steve Zaretsky reported that OSI has confirmation from CMS that they have drafted the approval letter for the As Needed IAPDU. FNS approval was received several weeks ago.
 - Several amendments are still under review at the federal level.

- A walk-through of the ClearBest amendment is scheduled for next week.
- Overall discussions on amendments has been positive and OSI will continue to engage with them.
- CDSS – Rocky Givon
 - Thanked everyone for all their hard work and continuing to work on last few policy decisions.
 - Natasha Nicolai discussed her new role and the CDSS reorganization and the new Research, Automation, and Data Division.
- DHCS – Rene Mollow
 - Partnering with CWDA to look at Medi-Cal enrollment numbers. The unemployment rate and the delay in processing renewals is contributing to the Medi-Cal enrollment. A deeper dive is being taken to look at the applications that are being received. Federal flexibilities are allowing for time to process applications and renewals. As information is published it will be shared amongst the partners.
 - Flexibility from CMS is being looked, and discussed with CMS, to see how it may be operationalized as a matter of policy for when there are future public health emergencies.

18. Regional Updates

- Region 1 – Clarisa Simon & Jessica Paran
 - Contra Costa County is allowing limited in-house services. They are also potentially expanding mobile work for some functions in their work force.
 - Napa County is open for limited services.
 - San Mateo County continue to support various alternative housing sites. Also, in the process of developing the remobilization plan.
 - Solano County is teleworking and using virtual tools and focusing on intake. They are utilizing portals to communicate.
 - San Francisco County had some of its service centers closed with limited in-person services. They are planning business resumption. The County is interested in seeing how they can better monitor non-performance of workers and better support staff coming back into the work environment.
 - Marin County is having a similar experience to San Francisco County. Public Assistance staff are working at testing sites and at the motel shelters for the COVID sites.
- Region 2 – Ethan Dye
 - There is some hiring in El Dorado and Sacramento Counties.
 - Some counties are facing issues with teleworking, but the counties are working on solutions.
 - Nevada County - Cameron Cook has been promoted to the role of Program Manager.
 - Sacramento County has hired a third deputy, Debra Birch.
 - Yuba County is doing some hiring and they are working on distance learning for their Welfare to Work participants.
- Region 3 – Kelly Hampton

- Del Norte County has limited traffic in their lobby to people that do not have phones and need access to EBT and BIC cards. Half of their staff is working in office and other half is working from home. They are looking to slowly reopen their lobbies.
 - Glenn County is putting protective equipment in their lobbies and getting sneeze guards to follow CDC guidelines.
 - Lake County has closed their lobby except for emergencies. They're using a video doorbell device and table to communicate with visitors at the door.
 - Humboldt County is fully open but there's a limit on the number of clients allowed in reception. Social distancing measures are being practiced. In the process of hiring a new eligibility class.
 - Lassen County offices are open, and they are limiting traffic. COVID testing is being done via a drive-thru method.
 - Mendocino County has a new eligibility class starting June 1, 2020.
 - Shasta County installed sneeze guards in all reception areas and only one office closed. Their Board has approved two additional eligibility units.
 - Siskiyou County is closed to the general public, except for emergencies. They are in phase two of their re-opening plan. They have multiple eligibility vacancies at this time.
 - Tehama County have limited lobby hours for emergency applications and EBT only. A lot of staff is working with the AWS APP Stream service from home. A training class of five is starting soon.
 - Trinity County has a new Interim Director, Liz Hamilton. Their lobby is still closed and are preparing for the large amount of recertifications.
 - Kelly also noted the large amount of activity with their Regional Managers and their counties are sharing resources.
- Region 4 – Vienna Barnes
 - Fresno County IT Department created a new tool for Workers call SS Knowledgebase and it contains a library of articles, videos and tips and tricks for troubleshooting. PASS has seen a large increase in customer visits in the last two months. They have seen a nearly 100% increase in online document submission. The County is heavily using online announcements to keep the public informed
 - Kern County continues to operate lobbies with minimized hours to limit public contact. Phones were installed in lobbies so customers can contact their Workers directly. They have shifted staff to application processing and call center duties, which has increased their capacity to get work completed. Staff have also been deployed to work from home. This week the County instituted a hard hiring freeze.
 - Madera County has opened all offices and moved staff to the new complex. Sharon Diaz is their new Deputy Director.
 - Mariposa County has will begin testing first responders, healthcare workers, and those working with the public. Then, they will open it up to other members of the public. Project Room Key is also in effect and is meeting the needs of approximately 15 individuals. They are continuing to work through the processes surrounding setting up a cure site and setting up a secondary shelter if there were a secondary emergency during the COVID emergency. Their county offices remain closed and they

continue to telework. A proposal has been submitted to CDSS to participate in the Restaurant Meals Program.

- Merced County contact center went live in early April and they're using AppStream
- Stanislaus County developed more staff to telecommuting and their agency remains closed, with the exception of the Access Center for Homeless and Immediate Need. The number of applications has doubled, and a new group was developed to review expedited and immediate need issues.
- Region 5 – Rocio Aguiniga
 - Riverside County is getting ready to reopen and the training team is working on tools and videos for self-service tools.
 - San Bernardino County reported that they cut-over to AWS Connect and they have seen an improvement to Call Center performance by 27% and a decrease in the abandonment rate by 25%. The average speed of answer decreased by 7%.
 - San Diego County has seen an increase in performance and have increased the number of staff that are teleworking by 71%. Daily attendance by staff has improved by 8%. The average speed of answer for calls increased by 92%. Number of calls increased by 29% from February to April.

Michele Peterson reported that MBSAC COLA is targeted for implementation June 11, 2020, but the planning is still being finalized.

- Region 6 – Winna Crichlow & Vicki Moore
 - Los Angeles is working on their reopening plan, which will include social distancing.
 - Approximately 5% of workforce were teleworking, but that has increased to approximately 40%.
 - Vicki – 60% of DCFS staff are working from home. Changes directed by Governor Newsome have been instituted, but it is a challenge due to the limited timeframe and lack of system automation. The Department has rented Air BnBs kids that have tested positive for COVID-19 and the available flexible funding is being used to pay for staffing the facilities.

19. JPA Board May Meeting Overview

- John Boule reviewed the agenda for the next meeting, which is scheduled for May 29, 2020.

20. Planning for June 2020 Virtual Conference

- John Boule discussed the planning for the June 2020 Virtual Conference.

21. Adjourn Meeting

- Co-Chair, Luther Evans, adjourned the meeting at 11:56 a.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	05/21/2020	Open
5. Discuss the functionality available to the counties through the data lake.	Laura Chavez	05/21/2020	Open
6. Discuss and determine how county external partners or assistors will be trained on CalSAWS.	June Hutchison Tom Hartman	05/21/2020	Open
7. Report on the schedule of releases for the Child Welfare dashboards.	Luz Esparza	05/21/2020	Closed
8. Provide a master list of all form titles.	Karen Rapponotti June Hutchison	07/16/2020	Closed

Next Meeting:

Thursday, June 25, 2020
12:15 p.m. – 12:45 p.m.
CalSAWS Rancho Cordova
11290 Pyrites Way, Suite 150
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