

**CalSAWS Consortium**  
**Project Steering Committee**  
**Meeting Minutes**  
**July 16, 2020**

**Location:** CalSAWS Rancho Cordova  
11290 Pyrites Way, Suite 150  
Rancho Cordova CA 95670

**Committee Members Present via Conference Call/Webcast:**

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 Winna Crichlow convened the meeting at 8:42 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**

- a) Of the May 21, 2020 PSC Meeting and review of Action Items.
- b) Of the June 25, 2020 PSC Meeting.

**Summary:** The Consortium is seeking PSC approval of the Minutes from May 21, 2020 and June 25, 2020 CalSAWS PSC Meetings and review of Action Items.

Action Items from previous meetings:

**Action Item 1 – Automated Assistants/Bots:** Ongoing – CalSAWS is working with both Los Angeles County and San Bernardino County on complimentary automated assistant pilots. The Los Angeles County solution is temporarily on hold. The team is continuing to work on a solution with San Bernardino.

**Action Item 2 – CalSAWS Recruitments:** Ongoing

**Action Item 3 – Analytics Proof of Concept:** Ongoing

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

**(Conversion):** Open – On today's agenda

**Action Item 5 – Available Data Lake Functionality:** Closed and being removed.

**Action Item 6 – CalSAWS external partners training:** Closed – This will part of the ongoing work with the 39 C-IV counties making sure that everyone that needs to be trained has an opportunity for training.

Motion to approve was made by member Kelly Hampton.  
Motion was seconded by Co-Chair Cindy Uetz.  
Member, Clarisa Simon, voted to approve.  
Member, Jessica Paran, voted to approve.  
Member, Ethan Dye, voted to approve.  
Member, Vienna Barnes, voted to approve.  
Member, Gilbert Ramos, voted to approve.  
Co-Chair, Alberto Banuelos, voted to approve.  
Member, Rocio Aguiniga, voted to approve.  
Co-Chair, Winna Crichlow, voted to approve.  
Member, 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 Gantt Chart Update**

- Seth Richman provided an update on CalSAWS Gantt Chart and noted that the migration DD&I Project is on time and within budget.
- Remote testing is being considered for future test efforts.
- Two major releases are scheduled this weekend – one for LRS/CalSAWS and one for C-IV. The releases include over 75 Change Requests and over 100 defect fixes for LRS/CalSAWS and over 25 SCRs for C-IV. This is the 5<sup>th</sup> of eight releases for CalSAWS.
- The Imaging project is moving forward. Existing images are being moved into the imaging solution.

#### **6. Overview of June JPA Member Representatives Meeting**

- **Public Comment Log process**
  - John Boule provided an overview of June JPA Member Representatives Meeting and thanked everyone for the positive comments that were received. Videos presented during the June meeting have been posted to the [www.CalSAWS.org](http://www.CalSAWS.org) website.
  - June Hutchison reviewed the Public Comment Log process that was developed for the comments made during the Member Representatives Meeting.

Public comments were made by Jennifer Tracy and David Kane.

#### **7. CalSAWS and State Budget Update**

- Karen Rapponotti, Jo Anne Osborn, Holly Murphy, and Lisa Salas provided an update on CalSAWS/State Budget including Policy, Status Update on Non-State Forms Process, and Scaling back on enhancements.
- Holly Murphy provided an overview of the CalSAWS Budget and Premise Funding. CalSAWS is tracking additional Premise items tied into various trailer bills and is working with OSI on those items.

- Karen Rapponotti reviewed completed and in progress policy items and automation changes
- The User Acceptance Test for the C-IV Counties is 11 months away and Go-live for the C-IV Counties to CalSAWS is 15 months away.
- The August PSC meeting will include a review of the Non-State Forms process which includes State objective/review process, Advocate review, ongoing State process of new/updated state forms, and CalSAWS process for new/updated Non-State forms.
- Current priorities for the CalSAWS and C-IV Systems are Emergency and key state policy items. E.g. COVID related system changes, migration requirements, inclusive of DDIDs, SCRs, DDCRs and single county operational changes.

Public comments were made by David Kane and Kevin Aslanian.

## **8. Medi-Cal RE Process Update**

- Yingjia Huang and Karen Rapponotti provided an update on the Medi-Cal RE Process.
- Turning on the MC RE/discontinuance batch is still on hold.
- The instruction letter that has been published by DHCS does not include a termination date, due to federal direction typically being extended every 90 days.
- CMS has confirmed the Public Health Emergency (PHE) will be extended for another 90 days, through October 2020.
- DHCS will be working closely with the Counties and SAWS to put together a listing of possible scenarios. A workgroup is being formed to discuss all of the impacts and complexities regarding renewals.
- CalSAWS is finalizing automation to protect MC cases from auto discontinuing through batch when certain criteria are set. Targeted release is mid-August.

Public comments were made by David Kane and Kevin Aslanian.

## **9. Review CIT 0128-20 Regarding Legacy Data Solution**

- Laura Chavez reviewed CIT 0128-20 Regarding Legacy Data Solution.
- This CIT notified C-IV Counties that pursuant to the CalSAWS data retention policy, CalSAWS will no longer be storing the Legacy Data Solution (LDS) data/hosting the LDS application. C-IV has been hosting a copy of this application since that time.
- The CalSAWS Project no longer supports the LDS Application and is proposing to decommission the CalSAWS hosted LDS November 30, 2020. A pilot was recently conducted with one county where they successfully loaded a copy of LDS locally for county hosting. As a result, CalSAWS will provide a copy of the LDS application to any other Counties interested in retaining this data.
- A C-IV Service Desk Change Order should be created to request a copy of the LDS Application.

## **10. Conversion Status and Accomplishments**

- Keith Salas and Paul Trisler discussed the status and accomplishments of the Conversion team.

- C-IV Conversion continues on-schedule with the foundation, registration, data collections, eligibility, supported services, and fiscal areas complete.
- CalWIN Conversion continues on-schedule with foundation, registration, data collections, and eligibility areas are complete.
- The Ancillary Systems conversion represents the ancillary systems in the CalWIN counties that receive data from the County Information System (CIS).

### **11. Implementation Team Activities Update**

- Ashley Arnold and Ted Anderson provided an update on the Implementation Team Activities.
- Orientation for C-IV Implementation Points of Contact (IPOCs) participated in an Orientation June 30<sup>th</sup>.
- The next steps include providing IPOCs with Implementation Readiness Materials; Introducing Monthly Readiness Checkpoint Engagement with IPOCs; and the Targeted On-Site Support (TOSS) Team will engage with IPOCs at the County-level.
- The upcoming Checkpoints include the first Regional Touchpoint; identification of Technical Points of Contact (TPOCs); and identification of Change Network Champions (CNCs).
- A baseline assessment survey was distributed June 9, 2020 to establish a baseline assessment of CalSAWS Communication effectiveness and Implementation Readiness for the C-IV Migration. The objective of the survey results is to assist the CalSAWS Project in improving communication and implementation strategies to best fit the needs of all C-IV Users.
- An overview of C-IV Migration Training Program supplemental materials; approach to identify the training topics; draft Web Based Training (WBT) topics; and the WBT development life cycle was provided.

Public comment was made by Jennifer Tracy.

### **12. Technical Operations Team Activities Update**

- Grady Howe provided an update on the Technical Operations Team activities and reviewed component monitoring.
- The Monitoring and Learning system is designed to help the overall system that enables access to the CalSAWS System in order to prevent outages.

### **13. OCAT Update**

- John Boule noted that the presentation slides are somewhat outdated due to the Consortium requesting that Cambria provide an updated Implementation Plan, which was received yesterday evening. The October 24<sup>th</sup> implementation date will not be met. CDSS has assured CalSAWS that the current OCAT system will remain up and available to the Counties until the appropriate date/time for the implementation of the newly replatformed OCAT system.
- Ron Harris and Jennifer Martindill provided an update on OCAT.
- The critical activities will remain the same, but the timeline will be updated once the new Implementation Plan is agreed upon.
- Deferral of the Chatbot and Business Rules User Interface may not be necessary depending on the updated timeline.
- All test cases have been executed with 23 open defects remaining.
- Training and Implementation materials are currently in review.

- The OCAT User Acceptance Test will be completed remotely. There will be a kick-off for the 35 testers identified.
- Dependencies will be closely reviewed and monitored, which will assist in determining the appropriate implementation date.
- Notify the counties in writing regarding the UAT, Training, etc. communication plan.

#### **14. Staffing Update**

- Holly Murphy provided an update on CalSAWS Staffing.
- There was a total of 43 individual applications.
- Interviews, selections, and notification to Directors and candidates should be completed by August 28, 2020.

#### **15. Procurement Update**

- **Portal/Mobile**
- **CalWIN OCM**
- **Central Print**
  - Tom Hartman provided an update on Procurements including Portal/Mobile, CalWIN OCM, and Central Print.
  - The CalWIN Training, OCM & Implementation Vendor oral presentations and key staff interviews were conducted July 6<sup>th</sup> through July 9<sup>th</sup>.
  - The Central Print Procurement will have requested waiver prior to approval from CMS and expedited review from FNS. In order to accommodate a new start date of February 2021, the Consortium moved the RFP release date to July 8, 2020 (from July 28). Should federal sponsors require changes, addenda to the RFP will be issued.

#### **16. CalSAWS Risks and Issues Update**

- Lulu Fou provided an update on CalSAWS Risks and Issues.
- There are currently 18 Risks.
- In the last three months Risks have been trending at low to medium.
- There is one project issue which is a high technical issue regarding implementing data management software in our non-production environment. There has been an improvement in the performance and there is no impact to the Counties.
- Risk 228 is new, and it is delayed access to the OCAT system may impact review/approval timeline for OCAT Training Material deliverable. John Boule noted that that 228 is being converted to an issue.

Public comment made by David Kane.

#### **17. State Partners Updates**

- **OSI**
- **CDSS**
- **DHCS**
  - OSI: Brandon Hansard & Steve Zaretsky - OSI is working with the State and sponsoring departments as well as the project regarding the risks.
  - The federal approval letter has been drafted and is going through the signature process. There are three items under review and being tracked: Comments for Portal/Mobile contract; additional amendments; and M&O APD.

- CDSS: Rocky Givon – CDSS is working with additional retailers to get them on board with the online purchasing program. CDSS has been working closely with the Safeway/Albertsons group, which includes Safeway, Albertsons, Vons, and Pavilions stores throughout the state. Albertsons implemented their pay at pick-up model as a pilot on July 8, 2020 at seven stores in the Bay Area that were chosen due to their high level of EBT traffic. By the end of July Safeway/Albertsons will have the model available for to all 57 stores statewide. And they are working through the approval process with FNS to be able to be completely online like Amazon and Walmart. Availability date will be announced when known. Code for America closed the pandemic EBT applications for that program at midnight. The help line at CDSS will remain open through August. Counties currently have read-only access to County 70 since it was not done through SAWS, but directly through the EBT vendor. The EBT vendor is in the process of revising county security roles to allow full access. After August, anyone calling for change to demographics will be directed their County office. All other needs will still go through the EBT call center. To date, 90% of the children identified as eligible have had cards issued and approximately 80% of those cards have been pinned/activated. The statewide verification hub county visits for journey mapping were delayed due to the stay at home order. Virtual visits are scheduled to begin at the end of July. The virtual visit schedule is being worked on. The next Stakeholder Meeting is being pushed to August.

## **18. Regional Updates**

- Region 1 – Clarisa Simon & Jessica Paran
  - Updates were tabled.
  
- Region 2 – Ethan Dye
  - Amador County is currently hiring for their Social Services Director.
  - Nevada County has appointed a new Director Rachel Roos and she will start on July 16, 2020.
  - Tuolumne County's Chief Financial Officer Wendy Hoffman-Brady was made the Assistant Director.
  
- Region 3 – Kelly Hampton
  - Updates were tabled.
  
- Region 4 – Cindy Uetz
  - Fresno County has reported that their working on the new office. It will be opened to the public on November 2, 2020. They are also working on opening the Child Welfare building and Audit Services building by the end of the year.
  - Mariposa County's Director has left the agency and her last day was June 26, 2020. Their County Health Officer is the Interim Director.
  - Merced County is continuing education and training virtually using a product called Blue Jeans.
  - San Luis Obispo County has implemented a database that is allowing staff to electronically submit questions. There is a new Administrative Assistant working on and dedicated to the CalSAWS Project Team internally.

- Stanislaus County has some new Case Managers to review for timely Immediate Need applications.
- Region 5 – Rocio Aguiniga
  - Updates were tabled.
- Region 6 – Winna Crichlow & Vicki Moore
  - Updates were tabled.

**19. JPA Board July Meeting Overview**

- Next meeting is on July 17, 2020.

**20. Adjourn Meeting**

- Co-Chair, Winna Crichlow, adjourned the meeting at 12:01 p.m.

<b>Action Items</b>	<b>Assigned to</b>	<b>Due Date</b>	<b>Status</b>
1. Automated Assistants/Bots Pilot Status Update	<b>Seth Richman Scot Bailey</b>	<b>Ongoing</b>	<b>Open</b>
2. Provide update on CalSAWS recruitments.	<b>John Boule</b>	<b>Ongoing</b>	<b>Open</b>
3. Provide regular updates on the status of Analytics Proof of Concept.	<b>Luz Esparza Jo Anne Osborn</b>	<b>Ongoing</b>	<b>Open</b>
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.	<b>Keith Salas</b>	<b>7/16/2020</b>	<b>Closed</b>
5. Discuss and determine how county external partners or assistors will be trained on CalSAWS.	<b>June Hutchison Tom Hartman</b>	<b>08/20/2020</b>	<b>Closed</b>
6. Notify the counties in writing regarding the UAT, Training, etc. communication plan.	<b>Ron Harris Jo Anne Osborn June Hutchison</b>	<b>Prior to 08/20/2020</b>	<b>Open</b>

**Next Meeting:**

Thursday, August 20, 2020  
 8:30 a.m. – 12:00 p.m.  
 CalSAWS Rancho Cordova  
 11290 Pyrites Way, Suite 150  
 Rancho Cordova, CA 95670