

CalSAWS Consortium
Project Steering Committee
Meeting Minutes
August 20, 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 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

Committee Members Absent via Conference Call/Webcast:

Region 3 – Kelly Hampton

Facilitator:

John Boule, CalSAWS Executive Director

1. Co-Chair Cindy Uetz convened the meeting at 8:32 a.m.

2. Agenda Review

- John Boule reviewed the agenda and acknowledged the wildfires throughout the state of California and their impact on counties, customers, and staff.

3. Public opportunity to speak on items not on the Agenda.

- Public comment was submitted by CalSAWS Advocates prior to the meeting and was included with the meeting materials (see document 2_DEI Statement from CalSAWS Advocates August 2020.pdf).
- Public comment was made by Jennifer Tracy.

PSC Action Items

4. Approval of the Minutes of the July 16, 2020 PSC Meeting and review of Action Items.

Summary: The Consortium is seeking PSC approval of the Minutes from July 16, 2020 CalSAWS PSC Meeting and review of Action Items.

Action Items from previous meetings:

Action Item 1 – Automated Assistants/Bots: Ongoing – The Los Angeles Bots activities have been put on hold due to COVID-19, but San Bernardino has

been able to move forward. The Project has begun working on the scope. There will be a checkpoint with San Bernardino next week to confirm that SAWS is moving in the right direction.

Action Item 2 – CalSAWS Recruitments: Ongoing – On today's agenda.

Action Item 3 – Analytics Reporting Design, Development, and Implementation: Ongoing – On today's agenda. The Action Item will be updated to be updates on the Analytics Reporting Design, Development, and Implementation instead of the Proof of Concept, which was completed.

Action Item 4 – Summarize/review engagement strategy for C-IV data (Conversion): Closed and being removed.

Action Item 5 – CalSAWS external partners training: Closed and being removed.

Action Item 6 – Notify counties re: UAT, Training, etc. communication plan: Closed - Clarified that this item is regarding OCAT and noted that written communication was sent to JPA and PSC Members.

Motion to approve was made by Co-Chair Alberto Banuelos.

Motion was seconded by member Jessica Paran.

Member, Clarisa Simon, voted to approve.

Member, Ethan Dye, voted to approve.

Member, Vienna Barnes, voted to approve.

Co-Chair, Cindy Uetz, voted to approve.

Member, Gilbert Ramos, 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.

Member, Kelly Hampton, was absent.

Vote was taken by roll call and the Motion passed.

Informational Items

5. CalSAWS Gantt Chart Update

- Lisa Salas provided an update on CalSAWS Gantt Chart.
- The July migration release was deployed on July 20, 2020 and there are no material items to report from that release. C-IV and CalWIN also had major deployments as well.
- The Consortium is currently working on the September and other future releases.
- A key component to migration success is having workers ready for Go-live on the CalSAWS system. The Training team has been updating Online Help and Job Aid materials as releases are being deployed and transforming the CalSAWS System.

6. Application Development and Test Update for DD&I, M&O/M&E (Policy Update)

- Karen Rapponotti, Lisa Salas, Yingjia Huang, and Rocky Givon provided an update on Application Development and Test Update for DD&I, M&O/M&E.
- DHCS has determined that over the months of April, May, June, and July a number of Medi-Cal beneficiaries appear to have been discontinued for non-valid reasons and need to be reinstated to coverage as quickly as possible.

- DHCS has been working with the SAWS to match MEDS and SAWS data in order to identify individuals whose discontinuances do not appear to follow the policy guidelines in EO N-29-20, MEDIL I-20-07 and MEDIL I-20-08.
- DHCS will reinstate coverage directly in MEDS for all individuals who have not been reinstated by the counties by Friday, August 21, 2020.
- Upcoming DHCS Policy Implementation are both the APD and Medicare Part B changes are currently targeted for the November release for all SAWS systems with a December 2020 benefit month effective date.
- The implementation of policy items was reviewed by Lisa Salas.
- The 58-County approach for Non-State Forms is to have one set of Non-State/County forms in the system and individual County forms will be maintained by the counties and not included in CalSAWS. Exceptions are GA/GR and current LA County forms.
- FMU will finalize State forms and get the English and Spanish version to SAWS as soon as possible. The FMU will work with the language translations service to get the forms translated in the threshold languages and over to SAWS on a flow basis, but as timely as possible.
- The Foster Care eligibility determination slotted for next March is Phase 1A. The next phase includes the one-way interface from CWS-CMS.

7. Revised OCAT Timeframe Update

- John Boule, Ron Harris, Jo Anne Osborn, and Dan Dean provided an update on the Revised OCAT Timeframe.
- Cambria Solutions, Clear Best, and the Consortium have worked together to develop a revised OCAT project plan and timeline to address quality and readiness concerns.
- CDSS has confirmed the current OCAT tool will remain available to the counties until the new OCAT tool is implemented.
- No function changes, or changes to questions, have been made to OCAT. This effort is a technical re-platform to better assist the Workers.
- The revised timeline and the testing plan were reviewed.
- The reports are the original reports utilizing Qlik on the new platform.

8. Statewide Portal/Mobile Update

- **Scope and Timeline**
- **Major Milestones**
- **Communications Strategy**
 - Rachel Frey, Tom Hartman, and Anna Chia provided an update on Statewide Portal/Mobile which included Scope/Timeline, Major Milestones, and Communications Strategy.
 - There are three phases to the Statewide Portal/Mobile project those include Phase 1 – Design, Development and Implementation (DD&I), Phase 2 – Enhancements, and Phase 3 – M&O (Maintenance & Operations).
 - An overview of the background, scope, User Centered Design (UCD) approach, timeline and communication approach was provided.

9. C-IV Migration Implementation and Training Update

- Shivani Smith, Yong Vangbliayang, Helen Cruz, and Ashley Arnold provided an update on C-IV Migration Implementation and Training.

- The team has begun Implementation Point of Contact (IPOC) engagement through the Monthly Implementation Readiness Checkpoint meetings. The next steps are conducting County-level meetings with IPOCs to review County-level Implementation Readiness Checklist beginning August 17, 2020.
- Change Management updates include Change Readiness Assessment Surveys, upcoming Change Communications, and establishing the change network.
- Some key takeaways from the C-IV Migration Training materials are 26 Training Topics that have been discovered as part of the overall C-IV Migration Training program. Training is being evaluated for functional areas currently in design.

10. Reports Replatform and Analytics Update

- Laura Chavez and Keith Salas provided an update on Reports Replatform and Analytics.
- Milestones achieved include completing Releases C and D and they're ready for deployment.
- Release E is in-progress and on-schedule for County Testing. It includes State and Management Reports.
- User Acceptance Testing (UAT) for C-IV and CalWIN have been scheduled between June and August 2021. CalWIN UAT is scheduled between July and September 2022.
- Los Angeles will be using the replatformed reports in their production environment. The team has been working closely with the L.A. County Subject Matter Experts to confirm the data is appropriate after the replatform.

11. Conversion Team Activities

- Keith Salas and Paul Trisler provided an overview on Conversion Team Activities.
- C-IV and CalWIN Conversion activities are on scheduled.
- Two Epics remain for C-IV Conversion.
- EDBC Match has begun for C-IV and Fiscal and Interfaces are in-progress for CalWIN.
- Ancillary Systems Conversion planning sessions are scheduled for August and data mapping support sessions are planned to start in September/October.
- Duplicate Persons effort is on track and the CalSAWS De-Duplication Report has been generated and posted to the CalSAWS Web Portal. It will continue to be generated and provided to the counties monthly.

12. CalSAWS Contact Center Update

- Scot Bailey and Danielle Benoit provided an update on CalSAWS Contact Center.
- Estimates are being worked on as a result of the Function Design Sessions. Estimates should be ready for state/federal review in September.
- There was a total of 61 requirements for Contact Center and IVR. The IVR/Contact Center Committee reviewed and approved all requirements in July 2020.
- The IVR and Contact Center next steps include estimates and review.

13. CalSAWS Imaging Solution Update

- Danielle Benoit and John Dray provided an update on CalSAWS Imaging Solution.

- There has been significant progress in the Imaging design process. Updates include development and test environments being created. Phase 1 (Technical Design) of detail design documents have been reviewed and approved (June 2020). Phase 2 (Application Development) is in progress.
- Imaging Document Migration updates include Los Angeles Document Migration Discovery Sessions is in progress, C-IV Document Migration is in progress, and Wave 1 Counties kick-offs have been completed.

14. Staffing Update

- Holly Murphy provided an update on Staffing.
- The current recruitment is nearing the end of the process.
- PMO will work with the counties that had staff selected to make sure their allocations are appropriately adjusted.
- An additional recruitment will follow soon after the current recruitment. It will include some positions rolled over from this recruitment and some new positions.

15. Procurement Update

- **CalWIN OCM**
- **Central Print**
 - Betty Uzupis provided an update on procurements which included CalWIN OCM and Central Print.
 - The CalWIN Training, OCM & Implementation Support Notice of Intent to Award the contract to Deloitte was published on August 6, 2020. The Vendor Selection Report in support of the Intent to Award was also published. Negotiations have wrapped up and Legal Counsel is finalizing the package for submission to State partners for review.
 - The Central Print Procurement RFP was released July 8, 2020. The Consortium responded to 70 vendor questions via RFP Addendum 1 Friday, July 31, 2020. Five vendors submitted Letters of Intent to Bid. Evaluation Team Members have been selected and notified.

16. State Partners Updates

- **OSI**
- **CDSS**
- **DHCS**
 - OSI – Steve Zaretsky
 - OSI continues to process the amendments and approval documents for Federal partners review and approval. OSI is participating in the Portal Mobile efforts and will be a part of each session, kick-off meetings, and stakeholder meetings.
 - CDSS – Rocky Givon
 - CDSS is following up on all the policy items that were in the last budget cycle and getting the policy letters out timely for those that have automation impact. CDSS is working on the proposals for the Governor's budget. There are a lot of continued Public Health Emergency (PHE) related work and working with oversight agencies/counties on extending policy flexibilities that were implemented as part of the PHE. Pandemic EBT effort is winding down and a COVID related dashboard has been setup. Many housing and homeless assistance programs are continuing

including Project Room Key. Housing for the Harvest is a new program, which is a non-congregate housing program for agricultural workers and workers in the food supply chain arena. It provides hotel rooms as safe and stable housing opportunities. Daily calls are taking place in response to the wildfires. Disaster CalFresh and mass benefit replacement plans are being discussed. CDSS has a priority effort to address stress and mental health needs of staff.

- DHCS – Rene Mollow
 - Rene thanked the Counties partners for all of the work being done relating to Medi-Cal and assisting with working on discontinuances. DHCS is working on application process and has been in contact with the counties to get information on current applications that are in queue and any issues they may be having. DHCS recognizes that changes have had to be made in work processes and challenges may have arisen, so they will be reaching out to counties that may be having issues regarding processing applications. They will work with CWDA and Advocate partners regarding messaging around the Medi-Cal program, because the number of applicants due to the PHE have not been seen yet. They do acknowledge that there are typically lags in applications in response to a PHE.

Public comment made by David Kane.

17. Regional Updates

- Region 1 – Clarisa Simon & Jessica Paran
 - Sonoma County's budget has impacted the funding required to hire new staff to support migration. The hiring has been postponed at this time and may even be canceled, final decision to be made by SON Board of Supervisors.
 - Solano County has experienced a setback in their hiring due to a hiring freeze. However, they recently got the green light to move forward with hiring the following positions: Project Manager and Program Manager.
 - Napa County is moving forward with staff teleworking and some staff in office. Napa County is focused on keeping up with increase in applications and cleaning up their MC cases to alleviate the MC RE process once the suspension of negative actions is lifted.
 - Santa Cruz County staff has been re-deployed as disaster workers to assist with the increase in homelessness.
 - Santa Clara County is onboarding a consultant project manager September 1, 2020. The county is migrating their VACS tax and collections ancillary system to Impact. A contract has been signed and they are working with the Conversion team to ensure a smooth transition once they migrate to CalSAWS since they plan to use the hybrid approach to tax and collections by using their ancillary and CalSAWS.
 - Contra Costa County is currently engaging their county ancillary vendor in the ongoing CalSAWS discussions about ancillary conversion. They have hired a CalWIN Manager to focus on CalWIN. They are trying to standardize processes across all their offices.

- Alameda County doubled their CalSAWS support team last November. The County continues to work with their imaging vendor to bridge the gap between their expiring contract and going live on CalSAWS. The county has implemented a Self-Assessment Policy where employees self-attest to a few COVID related questions.
 - Marin County is working on new strategies to get the word out about CalSAWS in Marin County.
 - San Mateo County SMT has completed their draft Agency Migration County Plan.
 - San Francisco County has hired 3 staff to support the migration to CalSAWS.
 - Monterey County is re-assigning MC cases from the MAQ to more of a unit size team.
- Region 2 – Ethan Dye
 - El Dorado County is in the process of hiring 18 new eligibility trainees. The continuing staff are currently holding caseloads of upwards of 1200 cases a piece. Their Help Desk Team has been working on innovation ideas for migration including a newsletter called SUN (Snapshots, Updates, and News) to share information with staff. Systems Support is working on presentations for staff to watch while working remotely, which will include demos on problem areas for staff such as C4Y functionality from the client's perspective. El Dorado is getting ready to purchase 87 additional laptops to outfit all eligibility staff. Their offices are still open to the public and staff are working alternate work schedules and Teleworking 2-3 days a week.
 - Mono County eligibility team is working from home. All business is being conducted via phone and drop boxes, and there are a few clerical staff working a couple hours a day to check mail and scan items into C-IV.
 - Placer County HHS Director Jeff Brown is retiring, and Dr. Rob Oldham will be taking his place on September 14, 2020. Lobby Management software is being discussed for the new HHS building.
 - Tuolumne County is currently short staffed and COVID is taking up most of their time since they have moved up to Mitigation Status. The Eligibility unit is helping the Public Health Office with Contact Tracing.
 - Yolo County will be hiring 8 additional eligibility workers and are planning their next induction class.
 - Region 3 – Yvonne Hawkes on behalf of Kelly Hampton
 - Del Norte, Lassen, and Lake counties are either filling vacancies or have recently hired staff and are providing induction training.
 - A couple counties have had retirements with key staff members, such as Program manager, Staff Services Analyst and a Director. Plumas is posed with a challenge due to these retirements in two key positions; however, Siskiyou has appointed an interim Director.
 - In regard to the current ongoing PHE, counties are continuing to adapt and provide a variety of services through telecommuting and Zoom technology with a couple of counties working closely with Public Health in providing contact tracing. County office hours vary across Region 3.

Office hours, as well as offices being open to the public are diverse. Some remain open to the public, some are closed, and some are only open for restricted hours for emergencies only.

- Del Norte County participated in a TANF Participated in a TANF WPR Case Review with CDSS for their county in mid-June. They're also scheduled for a CalFresh Management Evaluation in September.
 - Lake County will be implementing HDAP Housing & Disability Advocacy Program in September.
 - Tehama County has been approved by the State to participate in the Restaurant Meals Program. They will be partnering with local Subway restaurants to provide hot meals to their customers. They have a new Medical Navigator position starting on September 1, 2020 under the Community Action Agency Branch which will help to prevent churn for the Medi-Cal program and work hand in hand with the Eligibility Branch assisting customers with applications and verification questions. They formed a Sandbox Workgroup that was discussed during a presentation Tehama gave as the R3 guest speakers at the July regional meeting.
 - Lassen County amidst current wildfires (North Complex, Sheep Fire) and has a mandatory evacuation taking place currently. The county also staffed an evacuation center from July 19th to July 25th due to a wildfire (Hog Fire).
- Region 4 – Cindy Uetz
 - Fresno County has started the planning process of developing Welfare-to-Work Orientations and making it available to clients online via the DSS PASS website.
 - Kern County continue to utilize a mixed staffing model, with some staff working from the office and some staff working remotely.
 - Kings County staff continue to telework. 24 out of 26 CSC agents are teleworking using Amazon Connect, Customer Control Panel (CCP).
 - Mariposa County Public Assistance staff are working in the office. UC Davis presented a training on Over-payments/Over-issuance (OP/OI) and they are scheduled for another UC Davis training next week called Life after MAGI and CMSP. Expected to migrate to Microsoft Office 365 effective October 1, 2020.
 - Merced County office has workers assigned to provide lobby support and assist clients.
 - San Joaquin County have a current class of 19 trainees that are currently learning case processing. The County is hiring 28 trainees who will start training in September 2020. The agency is working hard to get policy out regarding the processing of cases during COVID.
 - San Luis Obispo County graduated 17 Employment Resource Specialists on July 10, 2020. The group is now online with Medi-Cal/CalWORKs caseloads.
 - Stanislaus County Management is working on a Contingency plan due to expected reduction in workforce due to school closures. There is currently 3 Manager and 3 Supervisor vacancies.
 - Region 5 – Rocio Aguiniga

- San Diego County continues to convert staff to permanent Telework.
 - San Bernardino County is starting to pilot dual screens for the VDI solution. Increasing OT as part of a ramp up for next three months of “double work”.
 - Santa Barbara County is finalizing their new telework policy and continue to work on facility updates for both staff and client areas to promote social distancing. The County launched a new CalFresh workgroup looking at technology to promote CalFresh.
 - Orange County restructured their re-opening by closing one Regional office (CRC) to the public. Due to county budget changes, the county offered a voluntary incentive program to retire or resign.
 - Riverside County continues with the goal of maintaining 75% of staff teleworking.
 - Ventura County is launching an agency wide training and transition to Microsoft Teams. The county Pandemic Rental Assistance program, funded by the Coronavirus Relief Fund established by the Coronavirus Aid, Relief, and Economic Security Act, was designed to provide temporary rental assistance for Ventura residents who owed past-due rent.
- Region 6 – Winna Crichlow & Vicki Moore
 - DPSS continues to operate in a COVID environment. The County is working their onboard staff to fill critical eligibility functions that support their line operations.

18. JPA Board August Meeting Overview

- Next meeting is on August 28, 2020.

19. Adjourn Meeting

- Co-Chair, Cindy Uetz, adjourned the meeting at 11:58 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.	Holly Murphy	Ongoing	Open
3. Provide regular updates on the status of Analytics Reporting Design, Development, and Implementation.	Luz Esparza	Ongoing	Open
4. Notify the counties in writing regarding the UAT, Training, etc. communication plan.	Ron Harris Jo Anne Osborn June Hutchison	08/20/2020	Closed
5. Discuss DEI activities/initiatives taking place at CalSAWS.	John Boule	11/05/2020	Open

6. Replacement of Emergency Allotment testing effort processes.	Rocky Givon Karen Rapponotti	09/17/2020	Open
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Next Meeting:

Thursday, September 17, 2020

8:30 a.m. – 12:00 p.m.

CalSAWS Rancho Cordova

11290 Pyrites Way, Suite 150

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