CalSAWS Consortium
Project Steering Committee
Meeting Minutes
November 5, 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 – 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 4 – Cindy Uetz

Facilitator:
        John Boule, CalSAWS Executive Director

1. **Co-Chair Winna Crichlow convened the meeting at 8:32 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 of the September 17, 2020 PSC Meeting and review of Action Items.**

    Summary: The Consortium is seeking PSC approval of the Minutes from September 17, 2020 CalSAWS PSC Meeting and review of Action Items.

    Action Items from previous meetings:
        Action Item 1 – Automated Assistants/Bots: Ongoing – On Today's agenda.
        Action Item 2 – CalSAWS Recruitments: Ongoing – CalSAWS is continuing through the interview and selection process.
        Action Item 3 – Analytics Reporting Design Development of Implementation: Ongoing
        Action Item 4 – DEI Activities: Open – An update will be provided in December.
        Action Item 5 – Emergency Allotment testing process: Closed and being removed.

Action Item 6 – Portal/Mobile: Open – On Today's agenda.
Action Item 7 – Data Retention: Open – On Today's agenda.
Action Item 8 – Person De-duplication: Open – On Today's agenda.
Action Item 9 – Change Management/CBOs: Open

Motion to approve was made by Member Ethan Dye.
Motion was seconded by member Vienna Barnes.
Member, Clarisa Simon, voted to approve.
Member, Jessica Paran, voted to approve.
Member, Kelly Hampton, abstained.
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.
Member, Cindy Uetz, and Co-Chair, Gilbert Ramos, were absent.
Vote was taken by roll call and the Motion passed.

Informational Items

5. **OCAT Status Update**
   - Jo Anne Osborn and Ron Harris provided an update on the status of OCAT.
   - OCAT successfully went live November 2, 2020.
   - County testers and CDSS passed UAT. The training is 72% complete with 96% pass rate as of October 26, 2020. The Training Environment will remain available.
   - The Functional Test Activities had a 100% pass rate.
   - The post Go-Live support included an open conference bridge, which is a conference line open from 9:00 a.m. – 4:00 p.m. for County Champions to call in for support.
   - The Legacy OCAT System Cutover/Decommission plan information will be released in ACIN I-45-20. No new cases can be added after October 31, 2020. On November 13, 2020 the Legacy system will move to Read-Only. On December 3, 2020 the Legacy OCAT will be decommissioned officially.
   - There have been 1,700 logins on OCAT.
   - There are some defects, but they are rated as low impact.
   - A possible future enhancement to make OCAT customer facing may be looked at.

6. **CalSAWS & State View of Data Retention**
   - Henry Arcangel and Chris Paige provided an overview of the CalSAWS & State View of Data Retention.
   - The Data Retention features for the C-IV production system include Case Summary Removal and a case data removal information tab that enables override functionality. The report can be used by the County to see a list of what Overrides have been created, including the Who, When, and Why. This functionality was introduced October 2, 2020.
   - The CalSAWS Data Retention Policy and Guidelines were reviewed with the PSC, JPA, and State Agencies in September 2019. Since then, the Draft policy ACL 20-xx has been created. CalSAWS will store all Issuance History, Journal History, all

forms correspondence related to Time Limits, and all scanned images with a document type of Time Limits.
- CalSAWS will retain all Time Limit exemptions, including those related to living on applicable tribal lands, and retain time on aid in other states. Once a Case has had data removed, it is referred to as a Shell Case.
- The target date for kicking off the Case Data Deletion batch is April 16, 2021 to support C-IV conversion activities.
- The CalWIN Data Retention approach is to Identify records which will not migrate to CalSAWS during Go-Live. Data will not be removed from CalWIN.
- CalWIN Data Retention Phase II will be in February 2021.

7. **GA/GR County Data Sharing Across Counties**
- Jo Anne Osborn and Jeff Mitchell provided an overview on GA/GR County Data Sharing Across Counties.
- As designs for DDID 2315 are progressing the Regional Committee Members have also raised a concern requiring them to consult with their County Counsel.
- CRFI 20-035 Data Sharing – County GA/GR Programs has been sent out. A teleconference meeting is scheduled for county representatives, including the county legal counsel, if appropriate, to create a forum for questions and discussion regarding existing policy: Monday, November 16, 2020. The County Response to the CRFI is due by November 20, 2020.
- Consortium Counsel will draft language that is helpful to various County Counsel's in understanding the CalSAWS MOU and how it applies to data sharing.

8. **CalSAWS Gantt Chart Update**
- Seth Richman provided an update on CalSAWS Gantt Chart.
- The migration is on time and in budget in every platform.
- The Consortium is scheduled for its seventh release the last week of November. All eight of the Core Releases have completed design and have been approved. The eighth release is in build and scheduled for January 2021.
- Los Angeles county has been using over 60 replatformed reports in production.
- Conversion is on track to complete development by the end of November.
- The C-IV Implementation communication process has begun and is moving in accordance with the original plan.

9. **Portal/Mobile Update**
- **Brand Update**
- **Overview of Survey & Interview Outcomes**
- **Barcode/QR Code Research Update**
  - Eden White, Tchi Sogoyou, Anna Chia, and Gabby Otis provided an update on Portal/Mobile including Brand, Overview of Survey & Interview Outcomes, and Barcode/QR Code Research.
  - The one goal in mind for the Brand is to create a cohesive brand for our new Portal/Mobile application. The Consortium wants to be efficient, Customer-focused, and reliable. A mood board was created to capture the energy of California and the CalSAWS community. The brand name selected for the Statewide Portal/Mobile is BenefitsCal. BenefitsCal is an existing website that will be rebranded and made easy to use for everyone. November 6, 2020 a voluntary survey will be launched for the

Consortium, public, and stakeholders to decide what the logo will look like.

- o The UCD Survey and Interview Outcomes: The Consortium conducted 48 customer interviews to get more insights around customers' pain points. The insights are being incorporated into the design of the Statewide Portal/Mobile. Survey respondents help customers the most with food assistance, finding access to healthcare, and cash assistance.
- o Barcode/QR Code Research Update: Users will be able to upload documents. Users will be able to select the document type on the Statewide Portal/Mobile Solution. Once the document is transmitted to the Hyland Imaging Solution, it will be re-classified and routed by Hyland OCR and Barcode reading.

Public comment made by Jennifer Tracy.

10. Risk for CalSAWS & Portal Go-Live Dates
- **Options for Mitigation**
  - o Wendy Battermann, Rachel Frey, and Seth Richman provided an overview of the Risk for CalSAWS & Portal Go-Live Dates including Options for Mitigation.
  - o Schedule Risk Statement: If either the BenefitsCal Phase 1 implementation or the CalSAWS modifications for BenefitsCal Phase 1 cannot be completed in time for the September 2021 go-live, the combined go-live of CalSAWS and BenefitsCal Phase 1 could be impacted.
  - o BenefitsCal Phase 1 Facts: Reduced Phase 1 delivery from 15 to 13 months to accommodate additional stakeholder and State partner input in the procurement planning phase. Increased scope for Phase 1 to accommodate stakeholder and State partner desire to expand functionality more quickly.
  - o Schedule Risk Options: Option 1 – Create a temporary interface from CalSAWS to C4Yourself as a safety net in case either BenefitsCal Phase 1 implementation or CalSAWS modifications for BenefitsCal Phase 1 must be delayed beyond September 2021. Option 2 -Scope BenefitsCal Phase 1 to be equivalent to or exceed C4Yourself and deploy with the CalSAWS C-IV cutover in September 2021. Option 3 – Keep deployments for BenefitsCal Phase 1 and the CalSAWS C-IV cutover together and shift the go-live date.
  - o The recommended Mitigation Direction is Option 2. Option 2 delivers, at a minimum, C4Yourself equivalent functionality in September 2021 Phase 1 deployment. It delivers all Phase 1 functionality with Los Angeles County cutover from YBN to BenefitsCal. It minimizes number of go-live events for C-IV Counties. It also best utilizes available resources.
  - o The Project and vendors are committed to delivering the full agreed-upon scope of the Portal Project. The scope of the Risk at this time is "when" the scope will be packaged and delivered and "how" many releases will be necessary.

11. San Bernardino Bots Pilot Update
- Scot Bailey and Mark Spitzer provided an update on San Bernardino Bots Pilot.

- The Bots Pilot will test the business value of the technology solution with goals of determining results quickly, lowering costs, and lowering Risks.
- This is being implemented in two tracks. During the first track, the Consortium will spend a few months developing and testing the additional authentication options as well as the push notifications. The second track is the pilot track, which will run for several months.
- Voice Bots will be built using Amazon Lex, which is an advanced technology for understanding voice and text. English will be the first language rolled out; however, Amazon Lex continues to add more languages.

12. Application Development & Policy
- Karen Rapponotti and Lisa Salas provided an overview of Application Development & Policy.
- A milestone for the Project was 8 of 8 completed Migration General system Design Deliverables. Testing is currently being completed for Release 20.11.
- ABD and Medicare Part B 'Flippers' are on track for the December 2020 Benefit Month.
- Upcoming policy commitments remain on track including routine annual updates.

13. Person De-duplication Process and Communication
- Paul Trisler and Keith Salas provided an overview of the Person De-duplication Process and Communication.
- The County Business process to resolve duplicate CINs/persons includes:
  - Filtering the report to focus and prioritize reviews.
  - Performing file clearance/research in their respective SAWS and in MEDS to determine correct person record.
  - Communicating with other county Duplicate Person Points of Contact (DPOCs).
- A Duplicate Person Match is based on more than one Person Demographic record (in SAWS) linked to the same Client Identification Number (CIN).
- The "Duplicated Person Record" will not be deleted. The entire record will continue to exist and be maintained in the database.

14. Imaging Update and Demonstration
- Danielle Benoit and Gerald Mills provided an update and Demonstration of the CalSAWS Imaging Solution.
- The Consortium has identified the Change Network Champions (CNCs). The C-IV Change Network Champions had orientation on October 28, 2020.
- The engagement CNCs meetings, Imaging Roadshows, and demonstrations.
- Readiness Assessment Surveys will be sent to evaluate end user readiness and inform engagement activities.
- The Imaging Training Program focuses on equipping users with capabilities to operate within the new Imaging Solution.
- Primary Imaging Contact (PICs) are only for coordinating Document Migration efforts. Moving Documents from existing imaging solutions into the CalSAWS Imaging Solution. ITTSME is county identified users that will receive additional training so they can be imaging resources (champions) within the county.

15. Update on Service Now CalSAWS Help Desk Ticket Solution

- Mike Tombakian and Ted Anderson provided an update on Service Now CalSAWS Help Desk Ticket Solution.
- ServiceNow is a platform-as-a-service that provides options for managing help desk incidents and business process flows. The functionality includes Service Catalog, Case Management, Problem Management, Technical Change Management, and Project Management services.
- Step one is to migrate the LRS and C-IV Help Desk tools. Migration for CalWIN will be in the future.
- A CRFI will be sent out in November 2020 for ServiceNow UAT participant identification.
- In January 2021 a CRFI will be sent out for ServiceNow Training participant identification.
- The C-IV migration to ServiceNow Go-live will be in February 2021.

16. Procurement Update
- **Central Print**
  - Tom Hartman provided an update on Procurement including Central Print.
  - The Consortium is starting their evaluation of the second bid.
  - The winning vendor will be informed December 22, 2020.Negotiations will take place at the end of December and the winner will start March 29, 2021.

17. State Partners Updates
- **OSI**
- **CDSS**
- **DHCS**
  - OSI – Steve Zaretsky
    - OSI was informed that CMS has provided a new State Officer David Koppel for the State of California. A meeting has been scheduled with him to get him up to speed about CalSAWS Migration. There are a few documents under Federal Review. OSI continues to maintain communication with Federal partners every week.

  - CDSS – Rocky Givon
    - None

  - DHCS – Rene Mollow
    - DHCS thanked SAWS for supporting the ADA Expansion and MediCare Part B. DHCS continues to work with county partners and SAWS systems on looking at discontinuances that may be still be occurring. DHCS will be reporting out on what the November numbers looks like. Discussions with counties and CalSAWS have begun two efforts one is looking at the use of Accelerated enrollment for adults. The other area being looked at is preliminary work to see what it might look like to unwind the Public Health Emergency as it relates to renewals when the time comes. No specific details are available at this time.

18. Regional Updates
- Region 1 – Clarisa Simon & Jessica Paran

- o Monterey County PPOC/IPOC, Tiffany Hiebner, returns from out of office on November 2, 2020. Upgraded Monterey County's SharePoint to the current version. Once Tiffany returns, she will work on the CalSAWS Migration SharePoint Site for Monterey County Users. Monterey County had 49% participation on the October 2020 CalSAWS Survey. CIV PCs will be refreshed by laptop refresh is underway, they have 265 laptops being imaged and deployed through the end of the year.
- o Sonoma County hired a new CalSAWS dedicated staff to be the Point of Contact for OCM activities. Karen Fies has retired, and Angela Struckmann is the New Director for Sonoma County.
- o Solano County hired their first CalSAWS dedicated staff. The CalSAWS staff are helping with Ancillary Mapping Sessions, solidifying the RCM/SME process, and data cleanup approach. Solano County is working with their imaging vendor to convert images and task management for conversion purposes. The Program Manager will be assigned as the OCM point of contact.
- o Napa County is busy with Disaster CalFresh and wildfires.
- o Santa Cruz County hired a new CalSAWS dedicated staff.
- o Santa Clara County hired a consultant to assist with Migration that starts in November. Santa Clara County is preparing to take Disaster CF Applications since one of their zip codes was impacted by the fires.
- o Marin County is permanently closing their call center office space by the end of the year. Call Center agents will WFH permanently and come into the office as needed. Marin County is working on Migration related tasks.
- o San Mateo County is working on their county implementation plans and mapping with vendors. The De-Duplication Process Document is in progress.
- o San Francisco County is kicking off their Decision Review Board that will help with their migration. San Francisco County was awarded half a million-dollar SNAP grant.
- o Contra Costa County is building a workgroup for CalSAWS migration which will include a couple staff members transitioning to CalSAWS. Contra Costa is working with their ancillary vendor. The QA replacement is in progress.
- o Alameda County commenced work on the De-Duplication project as well as the ancillary mapping effort. Alameda County is launching website re design and will start with the public facing website which will be completed by the end of the year and then complete the internal website, which will include an area for CalSAWS.

- Region 2 – Ethan Dye
  - o El Dorado County has several new induction trainings happening. They're hiring 3 more trainees at the beginning of November and hope to fill several more vacant trainee positions at the beginning of December. Buildings remain open at regular hours, but they are encouraging clients to use online methods of case management. System support holds continuous training on C4Yourself and E-signatures for Eligibility staff. System Support is presenting click through presentations of LRS at staff meetings to help orient staff to what is coming. There is an ongoing effort to cleanup and organize the RDB. Efforts to standardize procedure are

being developed in addition to the County vendor request process. Eligibility staff are receiving new laptops and monitors for use of telecommuting and a safe/healthy workplace.

- o Mono County has all their eligibility team telecommuting. All business is being conducted via phone, online and drop boxes. There are a few clerical staff working a couple hours a day to check mail and scan items into the C-IV System.
- o Tuolumne County is in the process of taking back our Adoptions program from the State, so we are currently in the process of hiring new staff and rearranging our building to accommodate them. The process has started with their General Services Unit moving into the old Tuolumne General Hospital building with the plan to eventually have all HHSA departments located at that campus. Eligibility just hired 3 more Eligibility Specialist Trainees but still have 3 openings.
- o Yolo County will be starting a new induction training class of 15 in November, using a hybrid training model where the class is partly in the office and partly remote. Yolo County Employment Services team has begun providing online workshops, classes, and a job fair. Yolo has wrapped up their D-CF applications on October 22, 2020, and Yolo received 11 actual D-CF applications which is significantly lower than anticipated.
- o Yuba County has 99% of eligibility staff teleworking and having a lot of success with AppStream and the remote Call Center functionality. There is one Eligibility Tech in the office who is taking calls and on Office Support Staff who works part time in the office. Yuba County has created the "Yuba Dash Team" that is comprised of staff that courier items between teleworkers and the office. This could be anything from equipment to documents that need to be dropped off. This team has been essential inn making teleworking successful.

- Region 3 – Yvonne Hawkes
    - o The Region had a very successful October Regional Meeting on October 27, 2020, their next meeting is scheduled for November 17, 2020. There was a lot of county sharing and collaboration between the counties throughout the meeting. Lake County shared information about their Internal Website and how they are sharing Migration information with their staff. TMs provide a CalSAWS Reference Guide to thee counties in Region 3. The reference guide includes Migration, CIV Project and Committee information/updates. The October R3 Reference Guide to the counties in Region 3. The October R3 Reference Guide was the largest guide provided to date. The RMs provide this detailed document to the PPOCs monthly, so that they can use the information as they see appropriate within their county.
    - o Butte County has been working with CDSS on their Disaster CalFresh (DCF) plan, they are currently in the pre-registration phase of the plan. The preregistration for DCF has been relatively slow. The Disaster CalFresh application period will run from October 28 through November 5, 2020. Due to COVID, the county continues to have several staff working remotely. They continue to do phone interviews verses in-person interviews, which they do not see changing until after the first of the year,

possibly early next spring. The County has several open staff positions, with 12 new EES starting on November 2, 2020. They are also recruiting an Eligibility Supervisor, plus there will be two additional supervisors retiring in December 2020.

- o Colusa County has been a banked caseload county for several years. They are in the process of looking at the potential of returning to an individual caseload for all continuing cases. Colusa County would like to thank all the counties that provided information and materials regarding MEDS Training. They found this information very helpful and will assist them in future MEDS Trainings. The County has been short staffed for some time, and they recently experienced more vacancies in Eligibility due to staff leaving to other counties. They hope to have and Eligibility training starting in November. The county is in the process of changing their Employment and Training Specialists titles to Case Managers and they have an accepted job offer for the vacancy they had in this area.
- o Del Norte County currently has 29 families temporarily housed under Project Roomkey. The county has been approved for the Project Homekey and their Board of Supervisors recently approved the purchase of a hotel for this endeavor. The county staff continues to work part week from home and part week physically in the office in order to practice social distancing within their facility. The office has been fully open to the public for some time. The reception staff do monitor customers to make sure that no more than 10 individuals are in the lobby at any given time. A general health check is performed at the door where the public enters the building, the customers are asked if they have been sick, running a fever, etc. Masks are required and provided. Hand sanitizer is also available. The lobby traffic has been steadily increasing over the past couple of months. The county continues to have multiple vacancies, including 1 Integrated Case Worker Supervisor, 4 Integrated Case Workers, 3 Eligibility Specialists and 2 office assistants.
- o Glenn County HHSA has successfully recruited and hired four eligibility specialist positions, training will start November 2, 2020. The county continues to work with staff that need to work alternate schedules during COVID 19 pandemic, as many children are enrolled in home school/virtual learning/distance learning. Glenn County remains in Purple tier status due to the number of COVID 19 transmission in the county. This tier is the most restrictive tier. They continue to remain optimistic, as cases are finally starting to decline. Their offices are still only open to the public from 10-11 am and 2-4 pm daily. Glenn County has elected to have CNCs for all of their social services departments. They have assigned a total of 17 members to support the different county departments with the CalSAWS Migration.
- o Humboldt County R3 PSC member and Humboldt Deputy Director returned to the office from an extended leave on Monday, October 5, 2020. The County still has approximately 100 staff members working from home and they do not have a return to site date at this time. The County has selected 8 staff members located in different department within the County to be their CNCs. They believe this is a good strong model and they are ready for CNC activities to start. Humboldt County has a class of 12 Eligibility Specialist Trainees, that started on October 19, 2020.

- o Lake County has started a rotation and schedule for the use of the sandbox and will continue through migration. They are using two or three logins for this purpose, each week a unit will be able to use the two logins to become familiar with the CalSAWS System. The third login is reserved for Analysts/trainers, Managers, and reception staff. The county has 29.6% of staff working on site, 54.7% are telecommuting, 7.5% are on leave, for a 21% vacancy. 11 of their staff are trainees, meaning 29% of their filled positions have less than one-year experience. They are aiming to start a training with up to four new hires in January 2021. The County met many challenges in planning for DCF. They had to develop new protocols for a variety of new no-touch application methods during COVID, and also because of the C-IV functionality changes that went into the C-IV system the day they started processing DCF, causing them to quickly retrain staff who had previous experience in issuing DCF in C-IV. The actual demand for application was lower than expected, this was due to the demographic population that was affected by the fires.
- o Modoc County lobbies are still closed due to COVID, with the exception of emergencies. Modoc County is currently recruiting for many positions; Office Assistance I/II, Office Assistant III, Eligibility Specialist I/II, Social Worker III and Staff Services Analyst I/II.
- o Plumas County continues to operate business as usual and their office is open 8 am – 5 pm. They are short staffed and doing their best to keeping up on their caseloads. They are looking forward to new staff being hired to fill some of their vacancies. They are currently recruiting for several vacant positions; Eligibility Specialist I/II/III, Employment & Training Worker I, Social Worker I/II/III and Staff Services Analyst I/II. They also have an opening for Program Manager, recruitment for this position has not yet been posted.
- o Siskiyou County currently have 9 eligibility worker vacancies and hope of bringing in at least 2 new eligibility workers over the next month.
- o Tehama County has created a Sandbox Workgroup, this team is working on the creation of a flyers based on the TOSS/IPOC infographics flyers. They will be sharing them with their staff to demonstration who in their county are the important Points of Contact for Migration, including the PPOC, IPOC, TPOC, and DPOC. The County is also working on a plan to jump start the counties internal committee processes, which are comprised the RCMs and SMEs that are appointed to the CalSAWS committees. This will be done in conjunction with the new CalSAWS streamlined onboarding process. They hope to educate on RCM and SME roles in the committees and to create as internal processes and business practices for sharing committee information and changes amongst county staff. County staff have been working through the Renewals/Recertification, with some staff working overtime to complete the assignments timely. Their CF/MC Continuing and CF/MC Units are all working together to complete "next day" interviews in the morning and then they work tasks and other processing items in the afternoon. They continue to get the work done and encourage staff to stay positive. They are very impressed with their staff who have adapted to each of every change that has been handed to them. The County currently has 8 employees in training, and they hope to have them all permanently out of

training and working somewhat independently by mid-January. They hope to start another new training class of 8 sometime in late January 2021.

- o Trinity County has set up several drive thru flu shot and COVID testing Clinics. These clinics will be available two days per week. The County continues to manage expanded RE caseloads while they have staff working from home. Trinity County continues to manage expanded RE caseloads while they have staff working from home. Trinity County has established a Local Assistance Center (LAC) in Southern Trinity County that was created to assist the community with Disaster Recovery. The Center will open its doors on October 29, 2020 and with plans to be open 7 days per week. Several agencies will be present at the LAC. This includes, FEMA, DMV, CDI, EDD, CDPH, CDSS, Red Cross, Trinity County Health and Human Services – CalFresh, Trinity County Assessor/Clerk/Recorder/Elections, Lions Club and Environmental Health. Additional information will also be made available from other community agencies.

- Region 4 – Cindy Uetz
  - o Fresno County completed a 3-year project on September 30, 2020, the Process Technology Improvement Grant that implemented 3 major components: DSSS PASS website, Integrated Voice Recognition (IVR) in call center functions, and Integrated Client Management System (ICMS). DSS PASS website successfully authenticated and registered 14,302 accounts since it launched to the public in October 2019. Over 83% of accounts were created on/after March 2020, during the onset of the COVID crisis. The top 3 activities for the site are: Online Document Submission, My Case Info, and Income Grant Verification. Since the launch of IVR in August 2020, 19,899 clients have utilized its functionality. They have plans to expand the site to include GA/GR data and online WTW Orientations. Fresno's goal is to allow clients to communicate efficiently with our department and adhere to physical distancing requirements when possible.
  - o Kern County has started up a few training classes. They will have limited attendees, account for social distancing and be in a couple of different locations. Kern will have ME being held in November and they've also volunteered to do a video conferencing pilot with State Quality Control beginning with the September case samples. Kern has met with the State Administrative Law staff to begin planning for use of additional video conference options for county hearings. They had a Homeless Navigation Center for the city opened this week and are looking forward to providing eligibility services to the residents. Kern County has held their CalSAWS County kick-off meeting and are in the process of developing our internal committees to begin the county discussions in preparation for the transition.
  - o Madera County had their Oakhurst office effected by the fires and it has been closed intermittently. When the office is closed staff are able to work at our main office in Madera. Power has been an issue as it has been on and off due to the fires. There outstation has around 10 staff and their new building was designed with future expansion in mind. This as well as staff

being out for teleworking due to childcare has allowed them to easily fit their Oakhurst staff in Madera when they need it.
- o Mariposa County would like to introduce their new HHSA Director Shannon Gadd. Shannon moved from Kentucky and joined the team on October 13, 2020. 3 new Eligibility Specialist I/II are expected to join them next week on November 3, 2020. Induction training will begin again at that time. Mariposa's migration to Microsoft Office 365 – 101, Live Webinar Demonstrations and HIPAA. Future trainings include NVRA and Federal Tax Information: Annual Safeguard Training.
- o Merced County is currently in the process of creating a brand-new branch for Homeless and Housing Services. Merced has an open recruitment for Deputy Director, and they will soon be hiring for a Program Manager.
- o San Luis Obispo County CalSAWS Migration Governance – They are finalizing the structure for their CalSAWS migration governance and shared it with their Executive Leadership. The Next step is to have a kickoff meeting with the members to approve the vision/mission/goals and decision-making process. They have assembled a diverse group of individuals for this effort and look forward to their guidance and move forward. The Induction Class Start-Up- interviews have concluded and a new induction class of eligibility workers will begin training in early November.

- Region 5 – Alberto Banuelos
  - o Riverside County is preparing for a second CalSAWS Informational Session in late November/early December. Riverside is working on having WTW staff take the OCAT training. Riverside continues to have 75% of the workforce teleworking. Riverside continues to work with the various teams on cleanup efforts needed prior to migration such as person deduplication. Riverside has sent out communications about getting caught up on Indexing and some Imaging Tips. Riverside has organized around Ancillary Conversion and are meeting monthly with working teams to monitor progress. Riverside has organized around their Manual Conversion activities both pre- and post- migration.
  - o Imperial County is working with the project to test the new Imaging solution's performance.
  - o San Bernardino County kicked-off their Customer Service and Employee Appreciation Week October 19th – 23rd. The theme was "Dream Team 2020." Each day had a theme and staff were encouraged to participate virtually. Customer service week also kicked-off San Bernardino's Annual Food Drive, but this year it is virtual in collaboration with Community Action Partnership of San Bernardino County (CAPSBC); participation is via a link. In the first week of launching the virtual food drive, staff have donated a total of $2,975. The virtual food drive runs until November 20, 2020. TAD has also rolled out the dual monitor effort department wide. The 2nd monitors roll out is in full swing to Tele-work staff, and initial reports are very positive about staff's ability to set-up and use.
  - o Ventura County VACS development work is underway, and Craig Dean (ITSD) continues to make progress on the VACS conversion work.

- o Orange County is in the process of mitigating risks associated with two major fires. With over thousands of homes evacuated, 160,000 people, as of October 27, 2020, SSA had to operationalize its first remote distanced shelter operations. This was completed successfully at a local college without the assistance of the Red Cross who were already taxed with dealing with 14 active fires across the state.

- Region 6 – Winna Crichlow & Vicki Moore
  - o DPSS department continues to hire additional Eligibility Workers to support the increase in applications. The training academy is conducting Medi-Cal and CalFresh training classes. The department is expanding its Customer Service Centers to increase capacity for supporting customers. The department is providing resources to all staff to help cope during the pandemic as well as tools for managers to assist their teams during this challenging time.

19. JPA Board August Meeting Overview
- Next meeting is on November 6, 2020.

20. Adjourn Meeting
- Co-Chair, Winna Crichlow, adjourned the meeting at 11:55 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. Discuss DEI activities/initiatives taking place at CalSAWS.	**John Boule**	**Ongoing**	**Open**
5. Portal/Mobile: • Present outreach, training, and public awareness plans including marketing and communication to customers and county staff. • Transition plans for current customer accounts.	**Gabby Otis Rachel Frey Anna Chia**	**12/03/2020**	**Open**
6. Summarize the questions/comments from the Data Retention Webinar.	**Chris Paige Henry Arcangel**	**11/06/2020**	**Closed**
7. Present summary of counties' progression on Person De-duplication Report.	**Keith Salas Paul Trisler**	**11/06/2020**	**Closed**
8. Follow-up on the vendor Change Management process/County CBO Update.	**Shivani Smith**	**12/03/2020**	**Open**

<u>Next Meeting:</u>
Thursday, December 3, 2020
8:30 a.m. – 12:00 p.m.
CalSAWS Rancho Cordova
11290 Pyrites Way, Suite 150
Rancho Cordova, CA 95670