

## CalSAWS Consortium JPA Board of Directors

### Meeting Minutes

December 4, 2020

9:00 a.m.

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

#### **Members Present Via teleconference:**

Region 1 – Member, Kathy Gallagher, Contra Costa Employment and Human Services Department

Region 2 – Vice-Chair, Ann Edwards, Sacramento County Department of Human Assistance

Region 3 – Member, Bekkie Emery, Mendocino County Health and Human Services Agency

Region 4 – Member, Kathy Harwell, Stanislaus County Community Services Agency

Region 4 – Member, Delfino Neira, Fresno County Department of Social Services

Region 5 – Member, CaSonya Thomas, San Bernardino County Human Services Agency

Region 5 – Member, Debra Baetz, Orange County Social Services Agency

Region 5 – Member, Melissa Livingston, Ventura County Social Services Agency

Region 6 – Chair, Michael Sylvester, Los Angeles County Department of Public Social Services

Region 6 – Member, Cynthia McCoy-Miller, Los Angeles County Department of Children and Family Services

State – Ex-Officio Member, Dan Kalamaras, Office of Systems Integration

#### **Members Absent:**

Region 1 – Member, Tracey Belton, San Benito County Dept. of Health & Human Services

Region 6 – Antonia Jimenez, Los Angeles County Department of Public Social Services

#### **Facilitator:**

John Boule, CalSAWS Executive Director

1. **JPA Board Chair, Michael Sylvester, convened the meeting at 9:03 a.m.**
2. **Confirmation of Quorum and Agenda Review**
3. **Public opportunity to speak on any Item NOT on the agenda.**
  - None

#### **Action Items**

4. **Approval of Agreement between the CalSAWS Consortium and Deloitte Consulting LLP for CalWIN Implementation Services.**

**Summary:** The Consortium is seeking Board approval of Agreement between the CalSAWS Consortium and Deloitte Consulting LLP for CalWIN Implementation Services. Tom Hartman provided an overview of the procurement process. Rachel Frey and Juli Baker provided an overview of the CalWIN Implementation Services project and the anticipated timeline.

Public comments made by Jennifer Tracy and Kevin Aslanian.

Motion to Approve, was made by Member, Delfino Neira.

Motion was seconded by Member, Debra Baetz.

Member, Kathy Gallagher, voted to approve.

Vice-Chair, Ann Edwards, abstained.

Member, Bekkie Emery, voted to approve.

Member, Kathy Harwell, voted to approve.  
Member, CaSonya Thomas, voted to approve.  
Member, Melissa Livingston, voted to approve.  
Chair, Michael Sylvester, voted to approve.  
Member, Cynthia McCoy-Miller, voted to approve.  
Members, Tracey Belton and Antonia Jimenez were absent from vote.  
Vote was taken via roll call and the Motion passed.

## 5. Approval of Consent Items

- a. **Approval of the Minutes and review of the Action Items from the November 6, 2020 CalSAWS JPA Board of Directors meeting.**
- b. **Approval of Accenture LRS/CalSAWS Change Notice 6, which includes requests for:**
  - i. **CalFresh Safe Drinking Water Pilot**
  - ii. **Homeless Assistance Automation**
  - iii. **Tech Architecture Support for Los Angeles County's Workforce Management (WFM) solution**
- c. **Approval of First Data LRS Change Notice 1, which includes requests for:**
  - i. **Child Care Provider Portal (Stage One Continuous Eligibility Program)**
  - ii. **CalFresh Safe Drinking Water Pilot**
- d. **Approval of RGS Amendment 32, which includes requests for:**
  - i. **Annual update to cost of benefits and reconciliation of FTE counts**

**Summary:** The Consortium is seeking Board approval of Consent Items.

Motion to Approve, was made by Member, Kathy Harwell.  
Motion was seconded by Member, Bekkie Emery.  
Member, Kathy Gallagher, voted to approve.  
Vice-Chair, Ann Edwards, voted to approve.  
Member, Delfino Neira, voted to approve.  
Member, CaSonya Thomas, voted to approve.  
Member, Melissa Livingston, voted to approve.  
Member, Debra Baetz, voted to approve.  
Chair, Michael Sylvester, voted to approve.  
Member, Cynthia McCoy-Miller, voted to approve.  
Members, Tracey Belton and Antonia Jimenez were absent from vote.  
Vote was taken via roll call and the Motion passed.

## 6. Approval of strategy for mitigation of BenefitsCal and CalSAWS Integration Risk

- **Public Comment: Soft Launch Recommendation for BenefitsCal**

**Summary:** The Consortium is seeking Board approval of strategy for mitigation of BenefitsCal and CalSAWS Integration Risk. Seth Richman, Wendy Battermann, and Rachel Frey provided an overview of the three strategy options, which are Option 1 – Temporary Bridge, Option 2 – Split Phase 1 Functionality into Two Releases, and Option 3 – Shift All Dates. The difference between “Mandatory” and “Optional” elements is a matter of when the option will be delivered, not “if” it will be delivered. Option 2 is the preferred option. At a future JPA Meeting, the team will provide an overview of contingency plans to be implemented if Option 2 is not successful.

Public comments made by Jennifer Tracy and Kevin Aslanian.

Motion to Approve Option 2, was made by Member, Kathy Harwell.  
Motion was seconded by Vice-Chair, Ann Edwards, for Option 2.  
Member, Bekkie Emery, voted to approve Option 2.  
Member, Delfino Neira, voted to approve Option 2.  
Member, CaSonya Thomas, voted to approve Option 2.  
Member, Melissa Livingston, voted to approve Option 2.  
Member, Debra Baetz, voted to approve Option 2.  
Chair, Michael Sylvester, voted to approve Option 2.  
Member, Cynthia McCoy-Miller, voted to approve Option 2.  
Members, Tracey Belton, Kathy Gallagher, and Antonia Jimenez were absent from vote.  
Vote was taken via roll call and the Motion passed.

### **Informational Items**

#### **7. Portal/Mobile Update**

- **Brand Update**
- **Overview of Survey Outcomes**

**Summary:** Eden White, Tchi Sogoyou, Anna Chia, and Gabby Otis provided an update on Portal/Mobile including Brand Update and Overview of Survey Outcomes. There was a total of 25,814 submissions for the brand logo. Logo #2, the bear, was the winning logo for BenefitsCal. The survey was opened on November 10, 2020 and closed on November 18, 2020. A few highlights were 20,933 external responses were received, CalSAWS received 13,820 responses in one day, and 8,362 individuals have indicated they would like to participate in future surveys. The survey was available in 19 languages and 17 of 19 languages were used.

#### **8. CalSAWS Gantt Chart Update**

**Summary:** Seth Richman provided an update on the CalSAWS Gantt Chart. Release 20.11 is the largest release that CalSAWS has deployed in to the LRS CalSAWS application which was over 50,000 hours of work effort. The Conversion Team for the C-IV Data Conversion is wrapping up their development efforts and preparing for the converted data test to begin in January 2021. The Implementation and Training activities began and are on schedule for September 2021. Imaging is on track to complete the build of the modifications necessary to CalSAWS to integrate with the new Imaging Solution. The OCAT tracking bar will be retired from the Gantt Chart because the development is complete and running smoothly.

#### **9. Power of 58 Communication Campaign**

**Summary:** Ted Anderson, Jason Deal, Peggy Macias, and Julie Conwell provided an overview of the Power of 58 Communication Campaign. It is a refreshed look and feel for CalSAWS that is meant to ramp up county engagement, unite workers, generate increased enthusiasm for CalSAWS. The main reason for the Power of 58 is to make the counties feel heard and seen as key players in the CalSAWS journey. The Power of 58 celebrates how the collective counties can innovate and share new ways to do things with all the counties.

#### **10. CalSAWS Diversity, Equity, & Inclusion (DEI) Update**

**Summary:** John Boule, Lenecia Miles, Casey Morris, and Chazney Nunes provided an update on CalSAWS Diversity, Equity, & Inclusion (DEI). The CalSAWS Inclusion Diversity, and Equity Advancement (IDEA) Team has been created to provide resources, processes, and support for the diverse group of employees that make up the CalSAWS organization. The Purpose, Mission, and Vision were reviewed, and some initiatives were highlighted. Training plans are being developed and a few have already taken place with the assistance of partner counties such as Sacramento. A recruitment will take place for a Diversity & Vendor Engagement Officer and all vendor Diversity Plans have been posted to the About us section of CalSAWS.org

Public comment made by Jennifer Tracy.

## **11. Application Development & Policy**

**Summary:** Michele Peterson and Lisa Salas provided an overview on Application Development & Policy. The Aged, Blind, and Disabled Federal Poverty Level Expansion and the AB 1088 Medicare Part B Premium Disregard system changes were implemented in all three SAWS systems in November 2020, effective benefit month of December 2020. The SSA COLA of 1.3% increase was implemented in December 2020 with an effective date of January 1, 2021. The Childcare Summary page and Stage 2 Contractors Monthly Report was implemented in November 2020 for CalWIN and December 2020 for C-IV and LRS.

## **12. Quarterly CalSAWS Fiscal Update**

**Summary:** Holly Murphy provided Quarterly CalSAWS Fiscal update, which was carried over from November Actual costs listed are through October 2020. The variance for County Support Staff will be updated in the next report due to when counties requested the funds be allocated for work alignment. The last recruitment has six positions that are still in the hiring/recruitment process. Additional details for the reports were included in the meeting attachments last month.

Public comment made by Kevin Aslanian.

## **13. Imaging Update and Demonstration**

**Summary:** Danielle Benoit and John Dray provided an update and demonstration on Imaging. Imaging Change Management efforts will provide streamlined and relevant information to users and continuously update engagement strategies based on user feedback. The Imaging Training Program focuses on equipping users with capabilities to operate within the new Imaging Solution. Imaging Train-the-SMEs (ITTSME) to attend sessions to deepen their understanding of the Imaging WBTs; attendees to support Imaging Users upon Imaging Go Lives.

## **14. Procurement Update**

**Summary:** Tom Hartman provided an update on Procurement. Orals/Interviews for the Central Print Procurement were completed yesterday. The Cost Team will be meeting next week.

## 15. Accenture Satisfaction Survey

**Summary:** Seth Richman provided an overview of the Accenture Satisfaction Survey. The intent of the upcoming Accenture Satisfaction Survey is to gather feedback from the CalSAWS Consortium on the team's delivery, 1.5 years into the CalSAWS DD&I Project. This survey will be the first for the CalSAWS Consortium. The survey will be distributed in mid-December 2020 and will be open for 28 days.

## 16. Adjourn Meeting

- JPA Board Chair Michael Sylvester adjourned the meeting at 11:35 a.m.

Action Items	Assigned to	Due Date	Status
1. Provide a quarterly update on recruitment with the Fiscal Report.	Holly Murphy	02/19/21	Open
2. Report back to the Board with comprehensive recommendations for Diversity, Equity, and Inclusion (DEI).	John Boule	Ongoing	Open
3. Make the materials and videos for Reports Replatform available to the counties.	Laura Chavez	12/04/20	Closed
4. Provide an overview of the Risk Assessment of Portal/Mobile contingency plans.	Seth Richman	12/04/20	Closed
5. Provide CDSS' plan for the Legacy OCAT Data System, via the RMs.	Jo Anne Osborn RMs	02/19/21	Open
6. Publish County by County OCAT go-live data and provide statistics.	Jo Anne Osborn	02/19/21	Open
7. Provide wireframes and/or demonstration of document upload functionality for Portal/Mobile.	Gabby Otis	As design is completed.	Open
8. Follow up on options and timing for County configurable contact of Customers (i.e. texting Customers and processing renewals) with next steps after they apply for benefits through BenefitsCal.	Gabby Otis	01/22/21	Open
9. Provide details on how Risk Mitigation is being tracked.	Rachel Frey	01/22/21	Open

### **Next Meeting**

Conference Call/Webcast

Friday, January 22, 2021 - 9:00 a.m. – 12:30 p.m.