

CalSAWS Consortium
Project Steering Committee
Meeting Minutes
December 3, 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 – Rocio Aguiniga
Region 6 – Luther Evans

Committee Members Absent via Conference Call/Webcast:

Region 5 – Alberto Banuelos
Region 6 – Winna Crichlow
Region 6 – Vicki Moore

Committee Guests Present via Conference Call/Webcast:

Region 6 - Dorothy Avila on behalf of Winna Crichlow
Region 6 - Sandra Luscombe on behalf of Vicki Moore

Facilitator:

John Boule, CalSAWS Executive Director

1. **Co-Chair Cindy Uetz convened the meeting at 8:32 a.m.**
2. **Agenda Review**
3. **Public opportunity to speak on items not on the Agenda.**
 - Public comment made by Kevin Aslanian.

PSC Action Items

4. **Approval of the Minutes of the November 4, 2020 PSC Meeting and review of Action Items.**

Summary: The Consortium is seeking PSC approval of the Minutes from November 4, 2020 CalSAWS PSC Meeting and review of Action Items.

Action Items from previous meetings:

Action Item 1 – Automated Assistants/Bots: Ongoing – The Bots pilot in San Bernardino was approved by the Board. The next update will be in February.

Action Item 2 – CalSAWS Recruitments: Ongoing – CalSAWS is still working through the Procurement category and the Cloud category is on hold.

Action Item 3 – Analytics Reporting Design Development of Implementation:

Ongoing – On Today's agenda.

Action Item 4 – DEI Activities: Open – On Today's agenda.

Action Item 5 – Portal/Mobile: Open – On Today's agenda.

Action Item 6 – Data Retention: Closed and being removed.

Action Item 7 – Person De-duplication: Closed and being removed.

Action Item 8 – Change Management/CBOs: Open – The project distributed CIT 0222-20 Inform CBOs and Community Partners about C-IV to CalSAWS Migration efforts on November 13, 2020. The purpose of this CIT was to remind the C-IV Counties to engage with their CBOs on the migration effort. The counties are encouraged to communicate C-IV migration effort to their CBOs and community partners. The C-IV Counties are creating new materials that are posted on the Web Portal. The Implementation Points of Contact for the C-IV counties have been given Web Portal access.

Motion to approve was made by Member Vienna Barnes.

Motion was seconded by member Kelly Hampton.

Member, Clarisa Simon, voted to approve.

Member, Jessica Paran, voted to approve.

Member, Ethan Dye, voted to approve.

Member, Cindy Uetz, abstained.

Member, Gilbert Ramos, abstained.

Member, Rocio Aguiniga, voted to approve.

Member, Luther Evans, voted to approve.

Members, Alberto Banuelos, Winna Crichlow, and Vicki Moore were absent from vote.

Vote was taken by roll call and the Motion passed.

Informational Items

5. CalSAWS Gantt Chart Update

- Seth Richman provided an update on the CalSAWS Gantt Chart.
- Release 20.11 is the largest release that CalSAWS has deployed into the LRS CalSAWS application, which was over 500 hours of work.
- The Analytics Release app is being prepared for its launch in December 2020. 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 is still 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.
- OCAT will be retired from the Gantt Chart because the development is complete and running smoothly.

6. BenefitsCal & CalSAWS Integration Schedule Risk

- **Public Comment: Soft Launch of BenefitsCal**

- Wendy Battermann, Rachel Frey, and Seth Richman provided an overview on BenefitsCal & CalSAWS Integration Schedule Risk including the Public Comment: Soft Launch of BenefitsCal.
- There are three Risk Options which are Temporary Bridge, Split Phase 1 Functionality into Two Releases, and Shift All Dates. Option 1 – Temporary Bridge creates a temporary interface from CalSAWS to C4Yourself to enable BenefitsCal Phase 1 development to continue beyond September 2021. All planned Phase 1 functionality would be deployed in one release in January 2022. Option 2 – Split Phase 1 Functionality into Two Releases scopes BenefitsCal Phase 1, Release 1 to be equivalent to or exceed C4Yourself and deploy with the CalSAWS C-IV cutover in September 2021. Option 3 – Shift All Dates keeps deployments for BenefitsCal Phase 1 and the CalSAWS C-IV cutover together and shift the go-live date.
- The Portal Risk Mitigation schedule guidelines include prioritizing C-IV System cutover to CalSAWS in September 2021, optimize level of effort to complete new and modified APIs, prioritize C4Yourself capabilities in first release of BenefitsCal, Align options with the Los Angeles Electronic Document Management System (EDMS) cutover to the CalSAWS Imaging System, and minimize implementation impact to customers and county staff during the 2021 holiday season.
- Option 1 – Temporary Bridge prioritizes the September 2021 deployment of CalSAWS for the C-IV Counties, a four-month delay, C4Yourself will be used until BenefitsCal is deployed, and Los Angeles County will continue to use YBN and determine when it will transition to BenefitsCal Phase 1.
- Option 2 – Split Phase 1 into two releases offers BenefitsCal Release 1 and C-IV CalSAWS go-live in September 2021, 19 of 24 planned features available in September 2021. BenefitsCal Release 2 goes live November 2021 to align with Los Angeles County imaging go-live.
- Option 3 – Shift All Dates offers BenefitsCal Phase 1 for all 40 counties and C-IV go-live on CalSAWS occur together in January 2022 to align with Los Angeles County imaging go-live.
- The Soft Launch Option addresses a different risk, which is customer acceptance rather than delivery risk. The cutover date risk around September 2021 is not relieved with a soft launch. The customer acceptance risk is being addressed by several elements of the project plan such as User Centered Design, User Acceptance Testing, Enhanced Customer Communications, and Change Management.
- The suggested Portal Risk Mitigation Option is Option 2 – Split Phase 1 into 2 Releases.
- The majority of PSC members supported the recommendation of Option 2 – Split Phase 1 into 2 Releases.

Public comment made by Kevin Aslanian and Jennifer Tracy.

7. Quarterly CalSAWS Communication Update

• Power of 58 Communication Campaign

- Ted Anderson provided an update on Quarterly CalSAWS Communication including Power of 58 Communication Campaign.
- In 2020 CalSAWS has completed seven of eight releases and these are now live in production.

- CalSAWS migrated to new security platform, ForgeRock. Implementation was completed with a large initiative that was communicated out to the counties in 2020.
- OCAT successfully went live in the System in November.
- In December, Child Care Portal functionality will be released and give stage 2 administrators access to different CalSAWS functions.
- The C-IV migration communication has included a lot of different communication as we engage with the C-IV counties from a change management training and implementation standpoint. The Consortium has been releasing infographics and NewsBlast covering those topics. The goal is to phase in the communications to look at strategic ways to insert different communications.
- The frequency of county engagements will increase as CalSAWS gets closer to go-live.
- 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.
- The CalSAWS Project Team line of sight includes the Customer Engagement Team, Regional Managers, Committee Facilitators, and Implementation/Change Management.

Public comment made by Kevin Aslanian.

8. Portal/Mobile Update

- **Brand Update**
- **Overview of Survey Outcomes**
 - 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. 57 of 58 counties are represented by the external survey submissions. The survey was available in 19 languages. 17 of 19 languages were used. 49 of 58 counties are represented by the internal survey submissions.

Public comment made by Jennifer Tracy

9. Application Development & Policy

- Michele Peterson and Lisa Salas provided an update on Application Development & Policy activities.
- 2021 SSA COLA/Childcare Summary Page & Monthly Report. Social Security Administration (SSA) Cost of Living Adjustment (COLA) for 2021 – SSA approved a 1.3% increase for SSA benefits effective January 1, 2021. In December 2020, the applicable values were updated in the systems and a batch EDBC process will update the impacted cases. Childcare online summary page and Stage 2

contractors monthly report will be implemented in November 2020 (CalWIN) and December 2020 (C-IV and LRS).

- Aged/Blind/Disable Federal Poverty Level (FPL) Expansion – Systems changes were implemented in November 2020 for the December 2020 benefit month. The systems were updated to compare countable income to 138% of FPL for the applicable family size for the A&D FPL and Blind FPL programs. AB 1088/Medicare Part B Premium Disregard - Systems changes were implemented in November 2020 for the December 2020 benefit month. The systems were updated to apply a new income disregard equal to the amount of the individual's Medicare Part B Premium when determining eligibility for the A&D FPL or Blind FPL program if the Medicare Part B Payment is paid by the State.

Public comment made by David Kane.

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

- John Boule, Lenecia Miles, Casey Morris, and Chazney Nunes provided an update on CalSAWS Diversity, Equity, & Inclusion (DEI).
- The Inclusion, Diversity, and Equity Advancement (IDEA) team at CalSAWS was created to provide resources, processes, and support for the diverse group of employees that make up the CalSAWS organization. Using user-centered design, a group of 25 diverse employees participated in collaborative sessions to develop intentionally inclusive initiatives that will advance diversity, inclusion, and equity at CalSAWS.
- The mission is to promote a visible commitment to diversity, equity, and inclusion that guides our behaviors and business strategies in a manner that maximizes our ability to respect differences of employees and communities we serve.
- The vision is enhancing, modifying, and transforming the DEI culture at CalSAWS with the intentions to cultivate a supportive and inclusive work environment while fostering equity and opportunity for all groups.
- A training plan is scheduled to support Sacramento County's development of self-directed training materials in mid-December, which can then be leveraged by the Consortium.
- A Recruitment is planned for the Diversity & Vendor Engagement Officer for January 2021, concurrent county, and public posting. Initiated service request through Regional Government Services (RGS) to support initial IDEA initiatives, oversee development of processes and training plans, review procurement guidelines, and assess recruitment efforts.
- All vendor Diversity Plans are posted to CalSAWS.org – About Us.

Public comment made by Jennifer Tracy.

11. CalSAWS Analytics & Reports Update

- Keith Salas provided an update on CalSAWS Analytics & Reports.
- Analytics Releases C and D have been deployed to LRS for Los Angeles County Users in October 2020.
- Release E has been deployed to Soft-Launch for Los Angeles County Testing in LRS in October 2020.
- Release E County Testing Completed at the end of November 2020.

- Release F continues In-Development and remains On-Schedule.
- Release G – J are On-Schedule for Future Development and Testing.
- County Communication Webinars have been completed.
- County Training will include How Counties can Perform Data Analysis using the CalSAWS Enterprise Reporting tool Qlik Sense and How Counties can Access CalSAWS Data Sources for Custom Reports needs.

12. Procurement Update

- **Central Print**
 - Tom Hartman provided an update on Procurement including Central Print.
 - Oral interviews/presentations are in progress.
 - The Cost Evaluation Team will meet next week.
 - On track for announcing the Intent to Award December 22nd with a lot of competition for the Central Print procurement.

13. State Partners Updates

- **OSI**
- **CDSS**
- **DHCS**
 - OSI – Brandon Hansard & Steve Zaretsky
 - OSI had a successful legislative briefing on December 2, 2020. OSI has received questions from legislative staff that will have answers at Stakeholder meetings. On December 2, 2020 OSI had the opportunity to provide a walkthrough in collaboration to the CalSAWS Team on the upcoming Amendments in the Customer Service Center.
 - CDSS – Rocky Givon
 - CDSS received feedback from the legislative partners. The Pandemic EBT program has been extended as of October 26, 2020. CDSS is waiting for in depth guidance on the Child Care and Day Care Kids. CDSS has finished the Statewide Verification Hub visits.
 - DHCS – Rene Mollow
 - DHCS is continuing to work with county partners in terms of looking at Medi-Cal disenrollment. DHCS continues to have high-level engagements with county partners. DHCS continues to look at the ability of adults having accelerated coverage.

14. Regional Updates

- **Region 1 – Clarisa Simon & Jessica Paran**
 - Some counties are building up their Implementation Teams. Solano County is working on bringing back retirees to help address the conversion lists.
 - Counties are also making updates to their Committee Members.
 - Some counties are continuing to move forward with their Implementation tasks.
 - All are continuing to deal with the COVID surge.
- **Region 2 – Ethan Dye**

- Some counties are still hiring and working around meeting with their Board to talk about what CalSAWS looks like. Yolo County is working on a contract for defects. The Sacramento Director, Ann Edwards, has been appointed as the acting County CEO and Ethan Dye has been appointed as the Acting Director of the Human Assistance Department
- Region 3 – Kelly Hampton
 - Counties are hiring Eligibility staff and supervisors. A couple of counties are working on schedules for Sandbox use.
 - Some Counties are advancing in the Purple Tier.
 - Counties are reporting on working with their IPOCs and CNC group.
 - Office hours vary throughout the region as well as the level of in-lobby service.
- Region 4 – Vienna Barnes
 - Fresno County announced on November 2, 2020 the grand opening of their Clovis office. All of Fresno County offices will be closed effective December 2nd, with the exception of appointments and emergency services, due to COVID rates going up.
 - Kern County just completed their first virtual Management Evaluation review. Staff training is being held virtually. Their Lobby Service Committee is working on new lobby processes to put in place once their lobbies are re-opened. Kern is holding an initial Migration Committee Kick-off Meeting with all of their committee members. Their offices will be closed to the public with limited public services from December 28, 2020 to December 30, 2020.
 - Mariposa County recently moved to the Red Tier and their office remains open during normal business hours. They are working on CalSAWS Migration and regularly sharing emails with information from CalSAWS and modifications to newsletters provided by Humboldt County. The Sandbox Environment is being shared with their users, so they can have a look at the new System as their schedule permits.
 - Merced County is conducting interviews to hire a new class of Family Service Representatives and recruiting for a Deputy Director for the new Housing Branch in 2021. Their staff is in the testing phase of soft phones for use when telecommuting. They are partnering with Public Health and Central Valley Opportunity Center to provide outreach effort to the Migrant worker, Latino and Southeast Asian Communities.
 - San Joaquin County has been sending email blasts out to staff once or twice a week using materials that have been provided by CalSAWS, or ones they have created on their own. They are also providing a link to CalSAWS videos. San Joaquin Deputy Director, Brian Taing, is retiring in December and the County is hoping to fill his position within the next month or so.
 - San Luis Obispo County is using Camtasia software in order to provide trainings to staff while observing social distancing. Their staff have taught themselves how to use this software by utilizing YouTube videos and are creating short training and informational videos on topics such as CalWIN Releases, Business Intelligence, MEDS Troubleshooting, and Medi-Cal refresher trainings.

- Stanislaus County is revamping their Induction Training to improve staff retention outcomes. They are implementing new mask wearing mandates.
- Region 5 – Gilbert Ramos
 - Riverside County held a CalSAWS Meet-up Session with over 800 attendees. They continue to do virtual training for their Eligibility classes and onboarding. They're also using technology to help Welfare to Work customers interact with workers in the office.
 - San Bernardino County's staff continue to telework due to COVID. Dual monitors have been rolled-out to staff that wanted them/had the space for them. Connectivity issues arising from the various types of laptops, Chromebooks, and PCs have been worked out. The department was able to raise over \$15,000 in donations for the virtual food drive with Community Action Group of San Bernardino County.
- Region 6 – Luther Evans and Sandra Luscombe
 - Los Angeles County DPSS continues to work through COVID 19 restrictions and managing staff with an emphasis on processing cases. There is a lot of focus on the customer service center and helping to manage homeless families and adults. Policy related, they are working on doing what they can surrounding virtual access/services. The local offices are also working on an Adopt-A-Family program.
 - Los Angeles County DCFS had a few offices temporarily closed due to a high number of COVID-19 cases. New cleaning processes were implemented for staff that must be completed prior to entering the building. Over 490 21-year olds continue to be issued benefits under the Executive Order.

15. January 2021 PSC Meeting Discussion

- John Boule led the discussion on the January 2021 PSC Meeting. The PSC will cancel the January 2021 meeting and will be invited to attend the joint meeting of the CalSAWS JPA Member Representatives and Board of Directors January 22, 2021.

16. Accenture Satisfaction Survey

- Seth Richman led the discussion on Accenture Satisfaction Survey. The Customer Satisfaction Survey is a standardized, 8-question electronic survey that Accenture distributes to the Consortiums customers to gather valuable feedback on the Accenture team's delivery and performance.
- The intent of this upcoming survey is to gather feedback from the CalSAWS DD&I Project.
- The distribution date will be mid-December 2020 and will be open for 28 days.

17. JPA Board December Meeting Overview

- John Boule provided an overview of the December 4, 2020 CalSAWS JPA Board Meeting agenda

18. Adjourn Meeting

- Co-Chair, Cindy Uetz, 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.	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: <ul style="list-style-type: none"> • 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	03/18/2020	Open
6. Follow-up on the vendor Change Management process/County CBO Update.	Shivani Smith	02/11/2020	Open
7. Provide more information on User Center Design.	Rachel Frey	02/11/2020	Closed
8. Provide an overview/time frames on Public Change Management and Communication strategy.	Rachel Frey	02/11/2020	Closed
9. Report on what the Analytics scope included in UAT with be, including Fiscal Staff involvement.	Keith Salas	02/11/2020	Open
10. Send Legal Memo to County Counsels.	John Boule	02/11/2020	Closed

Next Meeting:

Thursday, February 11, 2020
8:30 a.m. – 12:00 p.m.
CalSAWS Rancho Cordova
11290 Pyrites Way, Suite 150
Rancho Cordova, CA 95670