CalSAWS | Agenda for the California Statewide Automated Welfare System WCDS Subcommittee

Date:	Friday, November 13, 2020	Location:	Join Skype Meeting
Time:	12:00 P.M. to 2:00 P.M.	Conference Call:	1 (323) 475-9970
		Conference ID:	630659309

Attendance	County	Member	Region
X	Alameda	Lori Cox	1
	Alameda	Anissa Basoco-Villarreal	1
X	Contra Costa	Kathy Gallagher	1
X	Fresno	Delfino Neira	4
X	Orange	Debra Baetz	5
X	Placer	Amanda Sharp	2
X	Sacramento	Ann Edwards	2
X	San Diego	Rick Wanne (Co-Chair)	5
	San Francisco	Trent Rhorer	1
	San Francisco	Dan Kaplan	1
X	San Luis Obispo	Devin Drake	4
	San Mateo	Ken Cole	1
X	San Mateo	Deanna Abrahamian	1
X	Santa Barbara	Daniel Nielson	5
	Santa Clara	Robert Menicocci	1
	Santa Clara	Angela Shing	1
X	Santa Cruz	Randy Morris	1
	Solano	Jerry Huber	1
	Solano	Marla Stuart	1
	Sonoma	Angela Struckmann	1
X	Tulare	Anita Ortiz	4
	Tulare	Vienna Barnes / Francena Martinez	4
	Ventura	Melissa Livingston	5
X	Yolo	Nolan Sullivan	2

12:00 P.M. – Convene Meeting of the WCDS Subcommittee

Topic

1. Call Meeting to Order

2. Roll Call and Confirmation of Quorum

3. Public Comment

   Public opportunity to speak on any Item NOT on the Agenda. Public comments are limited to no more than three minutes per speaker, except that a speaker using a translator shall be allowed up to six minutes.

   Note: The public may also speak on any Item ON the Agenda by waiting until that item is read, then requesting recognition from the Co-Chair to speak.

Action Items

4. Approval of the Minutes and review of the action items:
   a. August 14, 2020 WCDS Subcommittee

- Motion to Approve: Ann Edwards/Sacramento motioned. Debra Baetz/Orange seconded.
- In favor: CCC, FRS, ORG, PLA, SAC, SLO, SDG, SMT, SBR, SCZ, TUL, YOL
   b. Motion carried.

Discussion Items

5. Update on the sale of DXC's U.S. Health and Human Services business now Gainwell Technologies (Paul Saleh / Dawn Wilder)

Comments:
Veritas Capital focuses on the government market stage, specifically technology-based firms working in the Health and Humans Services field. Their model is to invest in the company. Expectations from Veritas is feedback from the Team in areas that we want to invest in to improve our services, ensure that we are supporting our teams and clients and the technologies we bring to solve the challenges we participate in.

Updates:
Successfully closed the sale of DXCs State Mobile Health and Human Services business to Veritas Capital on October 1st.

6. MyBCW Portal/Mobile Outage (Dawn Wilder)

Comments:
October 30, 2020, 5:30 AM MyBCW went down and had a functional impact. Clients could not use all the functions, including complete applications, attach documents to a case and perform late attachments. Clients were able to log in, perform information queries, and via CalWIN mobile was available to apply for Disaster CalFresh. The problem occurred with the two software's, Microsoft ISS and Broadcom SiteMinder Agent, were not communicating to each other after a routine automatic restart of the Microsoft product's web service. Broadcom Agent would not start

and was non-responsive. Neither product generated an error message. Overall, something was blocking the communication of the two products. To reconcile the problem, a ticket was opened with Broadcom, and the recommendation was to upgrade and patch the Broadcom product to try to get the communication between the two products to start. Upon failure of the Broadcom recommendations, Broadcom indicated that they believed the Microsoft process was either not kicking off or unable to reach the Broadcom agent. After engaging with Microsoft and multiple Gainwell architects, multiple server rebuilds were conducted and eliminated the most probable causes of the agent's failure to start. The resolution found was that Microsoft uses a default user to make the call the Broadcom agent, but a human user created the same ID as the Microsoft default user and never used the ID again for three years. After three years, the Microsoft default user got deleted during the purge process of deleting IDs, causing the problem. To resolve the matter, a new Microsoft default user was created and fixed the problem.

7. Application Development
    a. COVID-19
    b. Disaster CalFresh
    c. Medi-Cal Restoration Update
    d. Release 63
    e. OCAT Implementation

Comments:
Captured the more recent items that we are tracking and to help facilitate and coordinate activities to support the counties. There have been some recent extensions and policy expansions related to COVID-19 activities.

15 Counties approved to offer Disaster CalFresh benefits. CDSS just recently approved and issued a letter for "Wave 4" to include more counties in Disaster CalFresh benefits. Starting November 16–20 a new round of Disaster CalFresh applications will be available for counties. Associated with that is the Automated Mass Replacement Waivers, primarily due to the fires and power outages, have gone through a couple of rounds, and CDSS is working on including 42 counties, including 15 CalWIN counties.

Medi-Cal Restorations we are still working through processes and providing information to the county staff; this is in conjunction because of the public health emergency that has been extended through January 2021.
OCAT Implementation is wrapping up the
 second week since Go-Live for the new user tool. There has been a team meeting supported by staff to have a daily call with OCAT Champions to discuss systematic issues to support the Go-Live effort. Internally, the results were processed with all the SAWS, Helpdesk teams, and RMs.

Updates:

Enacted October 1, 2020, the H.R. 8337 "Continuing Appropriations Act, 2021 and Other Extensions Act" provides funding extensions for numerous acts. Division C- Health Extensions and Division D- Other Matter directly impact programs such as Medi-Cal and CalFresh.

Enacted October 2, 2020, the U.S. Department of Health and Services has been extended until January 21, 2021.

Medi-Cal Renewal processing and negative actions are not allowed due to the Public Health Emergency's extension until January 21, 2021.

CalFresh Emergency allotments (Max Allotments) are to continue. Those were supported by extending the Pandemic EBT through August and September. CDSS and CDE are currently working on a potential plan to extend through September 30, 2021. The plan is the Interview Adjustment Waiver which allows states to waive the interview requirements at application or recertification through June 30, 2021. The QC Review continues to be monitored and conduct updates through September 30, 2021. Refugee Cash Assistance waiver requests have been approved through ORR for a second extension to cover October 2020 through January 21, 2021.

Release 63 is coming on November 16, 2020. All 16 projects have completed testing.

8. Stakeholder Updates
   a. CDSS
      - No new updates to report.
   b. DHCS
      - Continuing to work with counties on Medi-Cal restorations. Lists are generated monthly and posted.
      - Wednesday November 18, 2020 set to have a meeting with DHCS, SAWS, and CWDA to discuss the next steps once the PHE is lifted. After the initial meeting Counties are welcomed to join future meetings.
   c. OSI
      - CalWIN annual H&E was submitted back in August 2020 and received federal approval September 21st.
      - Recently informed of the new state officer from CMS for the state of California, David Koppel. Steve Z. met with him and discussed the CalWIN OCM and Implementation transition support contract. Steve was able to provide background, context, purpose, and funding opportunities to David on the contract as he is new to California. Trying to get contract executed by the beginning of December.
   d. CWDA
      - No new updates to report.

9. CalSAWS Updates
   a. Gant Chart Updates
   b. Portal Mobile
      - Brand Update
      - Survey & Interview Outcomes
      - Risk
   c. CalSAWS Contact Center
   d. CalWIN OCM/Training/Implementation
   e. GA/GR County Data Sharing

Comments:
Migration projects are on time and on budget. The purple diamonds reflected on the Gantt Chart represent the analytics re-platforming over 500 scheduled non-requested reports, state reports, and dashboards that are all progressing on schedule. The 4th release is in, and the fifth release is getting ready for December. September 2021 is when C-IV cuts over, continuing with the functional design work through May of 2022. CalWIN UAT is scheduled for May of 2022 so that all

the applications will be completed, system tested, and made available for CalWIN counties to use.

CalWIN Conversion proceeding on schedule, the collaborative work with Gainwell is going well. Mock Conversion (MC) starts in August 2021, allowing for 14 months to test the Mock Conversion process with the CalWIN counties cutovers which is ample time.

The imaging process is on time. One thing to note is that CalWIN UAT of Imaging is happening at the same time as the overall system UAT for CalWIN, so they will go together and be tested in one complete functional test.

The Portal/Mobile team is in the design stage. There is a risk that will be brought to attention via a presentation that needs to be discussed. Overall, currently on time with the general design. At the beginning of the design stage, preliminary user surveys were conducted and received 7,000 responses from existing users of 1 of the 3 Portal MyBenefits CalWIN. 48 customer interviews were conducted to get more insights into customer needs. The four specific insights include diverse demographics, access to technology, the application process, and document upload and are being incorporated into the Statewide Portal/Mobile design.

The risk for Portal Go-Live recommended Mitigation direction is Option 2, which is scope BenefitsCal Phase 1 to be equivalent to or exceed C4Yourself and deploy with the CalSAWS C-IV cutover in September 2021.

CalSAWS Contact Center Implementation schedule is currently wrapping up estimates for that solution and has been handed to the federal for review. An advocate meeting will be held Monday, November 16, 2020, and bringing back for approval in January 2021, hoping to kick off the project in February 2021. A decision has been made to continue to use the AWS Connect platform, and requirements have been negotiated and will be brought forward for Federal and State review.

Currently waiting for final approval from the Federal government and expect that to occur at the end of November and to take to the JPA Board meeting in December for final approval to begin the transition to CalSAWS. During the last few meetings with Deloitte, they have provided CalWIN counties with a draft high-level timeline to know what to expect.

CRFI is out regarding DDID 2315 due to sharing data across counties for the GA/GR online programs. To move forward with the sharing of data, a unified 58-county approach is needed; a meeting will be held regarding this matter.

Updates:
Portal/Mobile branding project started last August in 2019. The new main launching page for Portal is now called BenefitsCal. A survey will be launched November 6th to vote on the new logo.

Membership Meeting held twice a year in January (all the counties are invited for all-county votes) and June (JPA Board and PSC elections).

Business Process Re-engineering (BPR) to start December 2020 when the Project prepares the CalWIN/OCM services.

Teleconference meeting scheduled for November 16, 2020 to discuss existing policy for GA/GR data sharing. County response due November 20, 2020.

10. CalSAWS Procurement Updates
    a. Central Print
        • Central Print Procurement is in process. 2 of the 4 evaluations have been done. Consortium Issues Notice of Intent to Award on December 22, 2020. The planned start date of the Central Print Contract changed from March 11, 2021, to March 29, 2021.

11. Fiscal Update

Updated allocations for CalSAWS went out on November 4, 2020. Actuals to date include July through partial month of October. One highlight on the report is the variance in the DD&I Non-App Dev category related to county support staff. This variance is the result of CRFI responses from the C-IV and CalWIN counties that requested re-alignment of the originally planned allocation for manual conversion and ancillary funds.

For the Consortium Personnel category of the report, the current recruitment is wrapping up, with 74 applications received and interviews and selection in process. The FTE results will be reflected in a future report.

For contract obligations, the liquidated damages and warranty credits and are currently on track to be cleared. As a reminder, modernization hours are updated each August. No other significant changes in this area since the last report.

12. Informational Items
    a. CalWIN Release Schedule
    b. Policy Updates
    c. Operations
        • Sonoma Fire Response
        • CWA Transition to Supported Platform
    d. Reporting Steering Committee Updates

CalWIN Web Application (CWA) transition platform is a capability in CalWIN to access CalWIN data to the internet. CWA will be upgraded to include a new platform, implementing multi-factor authentication for all the users, and expand the browser capability to include Google Chrome. The implementation date is November 16, 2020, with Release 63. We have messaged the new URL of the CalWIN counties and met with the county security workgroup staff throughout this project phase to test the CWA URL is accessible to all counties.

13. WCDS Subcommittee Meeting Dates

14. Adjourn Meeting

Next Meeting
Public Notice

As allowed by Governor Gavin Newsom's Executive Order N-29-20 the following Brown Act provisions are **suspended** during the COVID-19/Coronavirus emergency:

- That the location from which each member participating via teleconference be noticed on the agenda for the meeting that member is participating via teleconference.
- That each teleconference location be open and accessible to any member of the public.
- That each teleconference location be equipped to allow comments from any member of the public wishing to make a public comment.
- That an agenda be posted at each teleconference location.
- That a quorum of members of the legislative body participate from teleconference locations within the local agency's jurisdiction

The agenda and supporting documents are available for review via http://www.calwin.org/bod.asp and https://www.calsaws.org/meetings/wcds-subcommittee/.