CalSAWS Consortium
Project Steering Committee
Meeting Minutes
March 18, 2021

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 – Alberto Banuelos
        Region 5 – Gilbert Ramos
        Region 5 – Rocio Aguiniga
        Region 6 – Luther Evans
        Region 6 – Winna Crichlow
        Region 6 – Vicki Moore

Committee Members Absent via Conference Call/Webcast:
        Region 3 – Kelly Hampton

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 February 11, 2021 PSC Meeting and review of Action Items.**

    Summary: The Consortium is seeking PSC approval of the Minutes from February 11, 2021 CalSAWS PSC Meeting and review of Action Items.

    Action Items from previous meetings:
        Action Item 1 – Automated Assistants/Bots: Ongoing – The Project is scheduled to Go-live in the Customer Service Center at the end of the month.
        Action Item 2 – CalSAWS Recruitments: Ongoing – The latest recruitment closed March 5, 2021. There were 64 Request for Consideration forms received, which translates to 87 applications. The interview process has begun. Thirty-three applications were received for the new DEI Officer position.

Action Item 3 – Analytics Reporting Design Development of Implementation: Ongoing – On Today's agenda.
Action Item 4 – DEI Activities: Ongoing – update at future meeting.
Action Item 5 – Portal/Mobile: Open – On Today's agenda.
Action Item 6 – Change Management/CBOs: Closed and being removed.
Action Item 7 – CalSAWS Analytics – Closed and being removed.
Action Item 8 – CalWIN ISS CBO Perspectives – Open – On Today's agenda.
Action Item 9 – Details of "Other" 12% on survey results – Open – On Today's agenda.
Action Item 10 – Tracking AdHoc items between Conversion & Implementation teams – Open – On Today's agenda.

Motion to approve was made by Co-Chair Cindy Uetz.
Motion was seconded by member Ethan Dye.
Member, Clarisa Simon, voted to approve.
Member, Jessica Paran, voted to approve.
Member, Vienna Barnes, voted to approve.
Member, Gilbert Ramos, voted to approve.
Co-Chair, Alberto Banuelos, voted to approve.
Member, Rocio Aguiniga, voted to approve.
Co-Chair, Winna Crichlow, abstained.
Member, Luther Evans, voted to approve.
Member, Vicki Moore was absent from vote.
Member, Kelly Hampton, was 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.
   - The LRS, CalSAWS, C-IV, and CalWIN Projects are all running as expected and are on time and within budget.
   - From a CalSAWS DD&I perspective the Converted Data Testing will be wrapped up in April 2021validating the data against the system. The team continues to harden the infrastructure and technology to make sure the Consortium is ready to scale up all 40 counties with the C-IV cutover. The Consortium is handling the mock conversion preparation.
   - The User Acceptance Test planning is on time and within budget. In the beginning of May 2021, the first mock conversion cutover will begin. In June 2021 UAT will kick-off and the execution will begin.
   - BenefitsCal is still in the development aspect. BenefitsCal is being built over a series of iterations. The team has completed development for the first iteration, which is the core part of allowing people to apply. The team has started activities associated with doing user research for upcoming releases that are scheduled for April and July of 2022. The future releases are intended to add new functionality. Current research will inform the design process. In addition, the team is targeting to have the Communication strategy completed in March 2021, which includes the overall strategy around outreach to make sure that the right audience is being targeted.
   - The CalWIN ISS team is working on BPR with the Wave 1 Counties.

6. **CalWIN Implementation Support Services**
   - **CBOs perspectives on Business Process redesigns**
     - o Mary Sabillo and Juli Baker provided an overview of the CalWIN Implementation Support Services, which includes CBOs perspectives on Business Process redesigns.
     - o The County-Specific As-Is BPR (Business Process Reengineering) was delivered to Contra Costa, Placer, Tulare, and Yolo Counties. The As-Is BPR Discovery Sessions schedule has been revised to allow for extra lead time for pre-review and RM/Implementation Team coordination.
     - o The CalWIN Organizational Change Management (OCM) County Point of Contact (POC) Working Session Kick-off Session is tentatively planned for Wednesday, April 14, 2021.
     - o The Training Advisory Council (TAC) Kick-Off Meeting was held February 17, 2021. All 18 CalWIN counties were represented in the TAC Kick-Off. A Training Advisory Council meeting was held March 17, 2021.
     - o The Visioning Lab successfully completed February 24, 2021. There were almost 70 participants from the Counties and their representatives, Regional Managers, and Consortium. The Visioning Lab Packet will be distributed to participants.

     Public comment made by Jennifer Tracy.

7. **BenefitsCal Update**
   - **Project Status Update**
   - **Make-up of the "Other" 12.1% for the survey question, "How did you learn about the CA Benefits Website?"**
   - **Document Upload Screens**
     - o Rachel Frey and Gabby Otis provided an update on BenefitsCal.
     - o The Executive Highlights of the BenefitsCal Operational Readiness includes the Development of the first of three increments completed on-schedule February 26, 2021. The Functional and Technical Design deliverables are due for final approval March 10, 2021. System Test for the first increment began Monday, March 1, 2021. User Centered Design (UCD) usability tests continue to validate and measure the current system designs.
     - o The next key activities will begin related to defining the Communication Strategy, as well as the Production Go-Live Activities List to plan the detailed events during the go-live weekend.
     - o The Action Item from the February 2021 JPA Board Meeting: What is the definition of the "other" response category within the customer survey question (How did you learn about the CA Benefits Website)? This question is still being discovered. The item will be closed and as future research is completed the team will work to narrow down the "other" sources.
     - o An overview was provided on the Document Upload wireframes and process. Customers can upload documents at any time to share with counties.
     - o The team is meeting with the State Policy groups to review the process and audit findings. The team will also be meeting with Security Teams to understand document upload function.

8. **Contingency Plan**
   - Rachel Frey, Wendy Battermann, and Seth Richman provided an overview of the Contingency Plan.
   - Contingency Actions, Contingency Plan Development Trigger Event/Date, Contingency Plan Execution Trigger Event/Date, Resolution Time to Complete Contingency, and Impacts of Contingency Execution were discussed for the following Contingency Scenarios: C-IV Converted Data not ready, performance is degraded, Users are not able to upload documents, Users are not able to submit applications, and Users are not able to login.

9. **County Purchase Guidelines**
   - Holly Murphy provided an overview of the County Purchase Guidelines.
   - County Purchases must meet at least one of the following criteria: 1. The required product or service is only available from one source 2. Sole source procurement is needed to avoid financial loss to the Consortium or member counties 3. Exercise of an option to extend the term of a contract for a reasonable period when the terms of the original contract provided for extension and the option was evaluated during the bid process.
   - The Consortium is enhancing the process by adding new fields on forms to the ServiceNow tool and will ask counties to provide additional checks so that there is documentation for that process. This is needed for project control purposes.
   - The process for CalSAWS County purchases will be 1. The County will submit a Request 2. The Consortium will Assess the Request 3. The Vendor will respond 4. The County will review and approve or reject 5. The Vendor Obtains Project Director Approval 6. JPA Board Approval of Change Notice.
   - The next steps include amending LRS/CalSAWS Agreement to accommodate the terms for hardware/software purchases by June 2021. Tools will be updated to support the enhanced process, including county approval for AWS costs. Detailed instructions will be issued via CIT to all counties once the amendment and tools are in place.

10. **Cross County Sharing Opportunities – What & How**
    - **Desk Aids, Online Help, and County Sharing**
      - June Hutchison and Nichole Nava provided an overview of the Cross County Sharing Opportunities – What & How.
      - CalSAWS supports county sharing of information, training, county handbook material and other county materials.
      - Counties create Desk Aids/User Guides, which are used as specific instruction materials for their staff. For LRS Go-Live Los Angeles County developed Desk Aids/TIPS/HINTS and since they were the only county in the system, these documents were available from Online Help (OLH) and the LMS. As part of preparation for the C-IV to CalSAWS Go-Live, the Los Angeles County materials will be removed from OLH and placed on their ePolicy County platform (Release 21.05) and on the Web Portal.
      - There is an existing resource used to store/share information for/with other Counties on the CalSAWS Web Portal. Only CalSAWS County Staff and Project staff with CalSAWS Web Portal access can view/download folders/contents on the portal. The County Documents tab has two types of folders within it which are County-Specific folders and County Share Resources.

- o The next steps include LRS Desk Aids being posted in the County Sharing folder on the CalSAWS Web Portal. The team will continue to communicate and share during regional meetings.

11. Training
- **LMS User Loading**
- **Course Loading Strategy**
- **County Training Coordinator Positions**
- **Training Materials**
  - o Ashley Arnold and Shivani Smith provided an update on Training.
  - o The team's primary focus is to configure the LMS (Learning Management System), uploading materials, and testing the materials.
  - o The CalSAWS LMS will be a One-stop shop for C-IV Migration Training. Web Based Trainings (WBTs) will provide end-users with the key functional changes between C-IV and CalSAWS. The WBTs will also contain new CalSAWS functions. The CalSAWS Quick Guide will provide the end-user with functional instructions on the differences between C-IV and CalSAWS. CalSAWS Migration Training Guide (MTG) will provide the end-user with a list of training materials, including WBTs and supplemental training guides, by topic/area. CalSAWS Reference Guides will contain new terminology, name changes, and Questions & Answers.
  - o An overview of the LMS Timeline was provided.
  - o A CRFI will be sent out detailing the Training recommendations and a Curriculum Enrollment form for the Counties to complete for confirmation and updates, if needed. The Curriculum Enrollment form will be sent out in April 2021 and Counties will have 6-8 weeks to complete it. The project will then register training to users as specified/confirmed by Counties for General Training.
  - o The Project is planning to fully support CalSAWS LMS administrative activities. The County Training Coordinator role is intended to empower the Counties to make changes as they wish in real-time in the CalSAWS LMS.

12. Change Management
- **Upcoming Change Readiness Assessment Survey**
- **Recent Imaging Roadshows**
  - o Araceli Gallardo provided an overview of Change Management.
  - o The purpose of the Change Readiness Assessment Survey is to understand where individuals in your County sit on the spectrum of readiness for the CalSAWS migration. The outcome helps guide future Change Management decisions.
  - o A CRFI with survey details and associated instructions were distributed to C-IV County PPOCs.
  - o The Imaging Change Management Team hosted a series of Imaging Roadshows for the C-IV Counties and Los Angeles County between February 22, 2021 and March 11, 2021. The purpose was to have 1.5-hour sessions designed to provide Counties with an overview of Imaging efforts and updates on Imaging activities. The next Imaging Demonstration will be in May 2021.

13. C-IV/CalSAWS Implementation Metrics Update

- **Path to Greenlight Governance Timeline**
  - o Peggy Macias provided an update on the UAT effort and Wendy Battermann and Yong Vangbliayang provided an update on the C-IV/CalSAWS Implementation Metrics and the Path to Greenlight Governance Timeline.
  - o Communications regarding UAT have gone out to the C-IV, Los Angeles, and CalWIN Counties. The first set of communications was the CIT and CRFI for the C-IV Counties. The team received all the responses for participants to participate in UAT.
  - o The UAT kick-off meeting was held on March 18, 2021 and had over 400 participants on the call.
  - o The Test Execution Kick-off date was changed to June 7, 2021 and the BenefitsCal UAT is now aligned with the UAT schedule. BenefitsCal UAT will now begin on June 14, 2021 and will run to September 3, 2021.
  - o The County Touchpoint Meeting had 94 participants with all counties represented and 63 questions received. Responses were sent to all C-IV County PPOCs via email March 3, 2021. The Regional Manager Touchpoint Meeting had Regions 1-5 attend with a UAT Overview.
  - o The Path to Greenlight Governance Timeline was reviewed by Wendy Battermann. The timeline provides an overall view of how each aspect of the CalSAWS Governance plays a role in the path to Greenlight (go/no-go) for migration.
  - o The purpose of the Implementation Readiness Packet is to provide C-IV Counties with information related to the operational readiness of the Projects within the CalSAWS Portfolio, including the C-IV Migration and BenefitsCal. Status will include key metrics related to the overall "health" of the Implementation effort based on measurable metrics and milestones.
  - o An overview of the metrics dashboards was provided.
  - o The first packet will be distributed via CIT within the next two weeks.

14. Application Development & Policy

- Karen Rapponotti provided an overview of Application Development & Policy.
- Rene Mollow provided an update on DHCS activities surrounding the Public Health Emergency (PHE). DHCS has been working with the counties, CWDA, and the Consortia in terms of the Public Health Emergency (PHE). The understanding is that the PHE will continue through the end of 2021. A 60-day advance notice will be given when the PHE will be ending. The unwinding is expected to be 6-months. The goal is to work with Counties and SAWS partners to prepare for the unwinding of the PHE.
- The SSI COLA has been moved into 2022 due to the Golden State Grant.
- The CalFresh 15% COLA is continuing through the end of September 2021.
- SAWS is monitoring and providing feedback on many budget/legislative proposals.
- As the team moves forward changes to C-IV are being minimized and remaining SCRs from C-IV are being handled.

15. CalSAWS Analytics & Reports Update

- **Ad Hoc Specifics for Implementation Team Tracking**
  - Marc Petta and Keith Salas provided an update on CalSAWS Analytics and Reports.
  - The milestones achieved include Release E being deployed to Production in February 2021. Release F soft launch County Testing is In-progress and pn-schedule. Release G development and testing is in-Progress and On-Schedule for Soft Launch. 40% Complete Overall and On-Schedule with Downstream Analytics Releases. Converted Data Testing (CDT) of State Reports is In-Progress. 40-County System Test is In-Progress and 40-County Performance Test planned post System Test.
  - The C-IV User Acceptance Testing (UAT) is scheduled between June and August 2021. CalWIN is scheduled between July and September 2022 and represents the Counties opportunity to view the reports with their converted data.
  - The purpose of this training is to provide staff with an overview of the Story Telling feature in Qlik Sense within the CalSAWS Qlik Enterprise Reporting solution. This will be available in April 2021.
  - The purpose of the CalSAWS Connect and Query is to provide staff with a Virtual training session for Ad Hoc Developers which will be available in May 2021.
  - Ad Hoc Reporting Readiness Documentation includes Inventory, Designs, Data Maps, and Data Dictionary.

16. Procurement Update
- Tom Hartman provided an update on Procurement.
- The Central Print Services Appeal Panel Hearing was conducted on March 3, 2021.
- The CalSAWS M&O Procurement process is beginning. The team will develop procurement strategy and schedule options from January through March 2021. And will prepare and release Request for Information (RFI): March – April 2021. RFI responses will be analyzed in May 2021 and the development of the requirements is scheduled from June through July 2021. The Draft RFP will be prepared August – November 2021.
- A SOC 2 Procurement RFP is planned for release on March 19, 2021 via San Bernardino County.

17. State Partners Updates
- **OSI**
- **CDSS**
- **DHCS**
  - OSI – Brandon Hansard & Steve Zaretsky
    - OSI is working on submissions of the CalSAWS latest As-Needed IAPDU, which was submitted to FNS on March 16, 2021. OSI is coordinating with CMS for formal submission including the DHCS signed transmittal letter. The team will have a walkthrough with Federal partners April 2, 2021. OSI is working on the equitable language processes and continues working with State partners. The State Legislative Budget Process is being worked on.

  - CDSS – Rocky Givon

- CDSS is working on the Golden State Grant, which will be released March 27, 2021. Thank you to SAWS for making it possible to get these payments out. CDSS is continuing work in partnership with SAWS and Deloitte on Portal Mobile and User Acceptance Testing. CDSS submitted a proposal for the P-EBT 2.0 program. They have received comments back from FNS and are working on resubmitting for FNS approval. A call center will be available when the program is live. No impact to the Counties is anticipated.

- DHCS – Rene Mollow
  - DHCS is taking a close look at the federal Recovery Plan Act information and there is no impact to the Medi-Cal Program. DHCS is working with federal partners on the Golden State Grant to ensure both MAGI and Non-MAGI recipients will not be impacted.

18. Regional Updates
- Region 1 – Clarisa Simon & Jessica Paran
  - 80% of San Mateo County's workforce is working from home. San Mateo County has hired staff for CalSAWS that will help with the Implementation process. And they are preparing for the BPR process.
  - Napa County has improved client access focus by reviewing the lobby management process to serve customers timely and they're doing some marketing.
  - Santa Clara County has lost many staff members due to separation incentives that were offered. Most of their staff is working from home and are using BenefitsCalWIN for document submission.
  - Santa Cruz County hired a dedicated CalSAWS Analyst. 75% of Santa Cruz County staff are teleworking. They are looking at how to better manage lobbies and streamline processes. Retirement incentives were also offered to their staff.
  - Alameda County has made great progress on the deduplication effort, which is about 70% complete. Alameda County has enhanced their lobby management so that clients may check in using their cell phone. Majority of their call center staff are working remotely.
  - Sonoma County hired a new Assistant Director and has uploaded their Task Management conversion files.
  - Marin County hired a Public Assistance Program Manager to dedicate more time to CalSAWS.
  - Solano County is presenting CalSAWS Migration information at their county All Staff meetings.
  - San Benito County is in the process of transitioning to a Program Assistance Division, formerly a Community Service and Workforce Development Division. There is an open recruitment for Deputy Director for Program Assistance.

- Region 2 – Ethan Dye
  - Region 2 has brought some staff back into offices. There is a lot of engagement within the counties. Region 2 counties are currently hiring.

- Region 3 – Kim Lamb

- o Overall, the majority of Region 3 Counties are short staffed and with many of them having an ongoing recruitment. To help meet the requirements of the CDC for COVID, many counties are having virtual trainings. There has been a big increase in counties beginning to prepare for migration. There are counties providing links to their staff with information to prepare them for migration. Region 3 counties are using the Sandbox environment more frequently.

- Region 4 – Vienna Barnes
  - o Fresno County continues to move forward with development of the Clovis Campus to move staff over to one campus. Fresno County continues to work with their Public Health Department to administer vaccinations.
  - o Kern County continues to move forward with their CalSAWS Committees and activities such as report clean-up and deduplication. They continue to offer a hybrid approach to training.
  - o Mariposa County staff are providing outreach at weekly COVID vaccination clinics specifically around their Medi-Cal Navigator Project, but they're also offering other program information and community resources. They have a new SharePoint site for all CalSAWS information. They also recently signed up with GetCalFresh.
  - o Stanislaus County's Director, Kathy Harwell, will be retiring as of March 31, 2021, but she will return as Interim Director until the County is able to fill her position.

- Region 5 – Gilbert Ramos
  - o Orange County extended their efforts with Deloitte and operations.
  - o Riverside County had over 900 participants for their third migration meet-up and quarterly presentations. The leadership team is weighing options for minimizing the impact on Production training during the periods before and after CalSAWS go-live.
  - o Imperial County had 268 participants at the CalSAWS Community Chat, which is hosted by their IPOCs every other month to share information about Migration. Imperial County is in the middle of a mass staff and resources movement between its offices. Imperial and CalSAWS Tech Support are working together on the move.
  - o Santa Barbra County has been focusing efforts on staffing efforts and determining how the new CalSAWS Manager that is in place will support and dedicate time to the CalSAWS Implementation effort. A baseline survey was done with staff to determine their current knowledge of CalSAWS. A County theme will be developed for communications and Targeted Topic Sessions will be available on the County's intranet as a result of the staff indicating they wanted demos of functionality through the survey. They are in the process of preparing prospective budget documents for next year and a presentation to the Board of Supervisors within the next month or so.

- Region 6 – Vickie Moore & Luther Evans
  - o Los Angeles County has continued expansion in terms of customer service and another rollout of functionality in new offices this week and will continue over the next few months. Tax season is here and the

department is working on assisting with access to assistance. They're also looking to see what happens with vaccinations.
- o DCFS is finally able to access the AWS Cloud, so their agents can work at home. There was a kick-off for the Imaging Solution. Some workload items that were anticipated to end in June have been extended, so they're continuing to plan for the increased workload.

19. JPA Board March Meeting Overview
- John Boule reviewed the agenda for the next JPA Board Meeting, which is scheduled for March 26, 2021.

20. Adjourn Meeting
- Co-Chair, Winna Crichlow, adjourned the meeting at 11:44 a.m.

Action Items	Assigned to	Due Date	Status
1. Automated Assistants/Bots Pilot Status Update	**Seth Richman**	**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**	**03/18/2021** **TBD**	**Closed** **Open**
6. Follow-up on CalWIN Implementation Services regarding a connection with local community-based organizations and their perspectives on redesigns.	**Rachel Frey**	**03/18/2021**	**Closed**
7. Provide an update on the 12.1% other column on how customers learned about the CA Benefits Website.	**Gabby Otis**	**03/18/2021**	**Closed**
8. Follow-up on the specifics that the Implementation Team should or shouldn't track on that county activity should there be those Ad-Hocs.	**Marc Petta Keith Salas**	**03/18/2021**	**Closed**

9. Provide an update on what file types can be uploaded to BenefitsCal.	**Gabby Otis**	**04/15/2021**	**Open**

Next Meeting:
Thursday, April 15, 2021
8:30 a.m. – 12:00 p.m.
CalSAWS Rancho Cordova
11290 Pyrites Way, Suite 150
Rancho Cordova, CA 95670