

CalSAWS Consortium
Project Steering Committee
Meeting Minutes
April 15, 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 3 – Kelly Hampton
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

Facilitator:

John Boule, CalSAWS Executive Director

1. Co-Chair Cindy Uetz convened the meeting at 8:30 a.m.

2. Agenda Review

3. Public opportunity to speak on items not on the Agenda.

- Public comments were made by Jennifer Tracy and Becky Gershon.
- Becky Gershon noted that as the team gets closer to the launch date there is a desire for a more immediate feedback group for issues that might come up and require same day or next day communication. There needs to be a timely and consistent avenue for escalating issues in real time during the critical launch. It's requested that CalSAWS develop a workgroup to work together with the advocates on issues that may arise and provide transparency.
- Jennifer Tracy stated that the commitment from CalSAWS is appreciated to elevating equity as part of the approach to the development of the CalSAWS system and ancillary systems. Jennifer stated there is an equity and access issue as it relates to the BenefitsCal portal due to the BenefitsCal Portal design delaying functionality, which will result in disparate impacts for marginalized groups and leaves out two requirements related to the assister dashboard. For example, in Functionality Requirement 14.4 the assister portal is supposed to allow for the ability to upload documents after submission of an application, and the development of the detailed dashboard for the Assisters, which has been delayed for over a year. Advocates and assisters were not consulted in the deliberations for what to include when the BenefitsCal launch was split between C-IV and Los Angeles counties. Conflicting information was received about how the functionality was being

included in the releases and without this detailed functionality the non-English speaking communities that are most likely to rely on community-based assisters will be disproportionality and negatively impacted creating an increased burden for counties and greater inequities across the state. Consumer access will be undermined leading to more problems for county staff. Jennifer urged CalSAWS to move quickly to address the inequities, to do so with transparency in the design choices for BenefitsCal Portal, and to work proactively with the Stakeholder community to ensure that the functionality that was agreed to in the RFP is implemented in ways that are timely, equitable, and support access for all Californians.

PSC Action Items

4. Approval of the Minutes of the March 18, 2021 PSC Meeting and review of Action Items.

Summary: The Consortium is seeking PSC approval of the Minutes from March 18, 2021 CalSAWS PSC Meeting and review of Action Items.

Action Items from previous meetings:

Action Item 1 – Automated Assistants/Bots: Ongoing – The Automated Assistants/Bots pilot in San Bernardino County are getting ready for the Authentication Assistant to be approved for release into production for the contact centers. The authentication system is meant to improve the speed with which consumers can authenticate in the IVR system, which will take pressure off the staff. The Welcome bot is currently in the design process.

Action Item 2 – CalSAWS Recruitments: Ongoing – The previous recruitment continues for the Business Analyst, DEI Officer, and Security Analyst. A new recruitment has been sent out for a Regional Manager position for Region 5 and Procurement Analyst positions.

Action Item 3 – Analytics Reporting Design Development of Implementation:
Ongoing

Action Item 4 – DEI Activities: Ongoing

Action Item 5 – Portal/Mobile: Open – The two bullet points will be split into two action items going forward.

Action Item 6 – CalWIN Implementation Services: Closed and being removed.

Action Item 7 – CA Benefits Website Survey “Other” column – Closed and being removed.

Action Item 8 – Implementation Team Tracking of Ad Hoc items – Closed and being removed.

Action Item 9 – Filetypes allowed during upload to BenefitsCal – Closed and being removed.

Motion to approve was made by member Ethan Dye.

Motion was seconded by member Gilbert Ramos.

Member, Clarisa Simon, voted to approve.

Member, Jessica Paran, voted to approve.

Member, Kelly Hampton, voted to approve.

Member, Vienna Barnes, voted to approve.
Co-Chair, Cindy Uetz, voted to approve.
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.
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.
- Overall, DD&I migration is on time, within budget, and progressing to both the September 2021 cutover for the C-IV Counties; as well as the initial cutover of Wave 1, which is in 18-months for the CalWIN cutover in October 2022. The preparation activities for UAT are well underway and the team expects to start on time in June 2021. CalWIN UAT preparation activities will begin in a little over a year.
- The Central Print cutover from Los Angeles County to the new print vendor is scheduled for the end of August 2021.
- The 39-county cutover to CalSAWS, BenefitsCal first release, Imaging, and Central Print are scheduled for September 27, 2021. The Imaging cutover for Los Angeles County is scheduled for November 2021.
- The C-IV Conversion is preparing for the Mock Conversion. The processes for the cutover window is being rehearsed many times. The CalWIN Conversion development has been completed. The conversion programs are ready to go and the preparation for data testing is underway. The Ancillary Conversion process for the systems that are not CalWIN specific, fraud, and collections are underway.
- Implementation Support Services, Change Management, and Training for the 39 C-IV counties all have activities underway. The April 2021 Readiness Packet is being prepared and will be distributed soon.
- From the Implementation Support Services and Training team's perspective the Learning Management System (LMS) is being loaded and made ready for testing, which will be used as part of the preparation steps for User Acceptance Test.
- The key for Imaging is that the Imaging testing is integrated with CalSAWS UAT. Imaging is on time and proceeding well.
- The BenefitsCal team is actively working on the development and they are nearing the completion of increment 2, which will essentially give full functionality for someone to apply for assistance and be able to view information on the Dashboard related to their current status. The team has been working on future releases, which are scheduled for April 2022 and July 2022. The team has also begun initiating efforts on collecting feedback on training for internal staff and the public.
- There are four activities related to the CalWIN Implementation Support Services. The team is participating in the As-Is sessions and are working with the counties. The team recently kicked-off their TPOC sessions for OCM on April 14, 2021. There will be monthly meetings for OCM moving forward. The team is actively involved

with training and have been working with TAC. The activities related to Implementation support are providing support to the counties, working with the conversion team, and as the team works through the As-Is sessions there's a focus on recognizing that the CalWIN counties have a number of peripheral systems that leverages data from the CalWIN system.

6. CalWIN Implementation Support Services

- Juli Baker provided an overview of the CalWIN Implementation Support Services.
- The objectives and outcomes for the As-Is Process Documentation and the To-Be Process Definition were reviewed, which provided a refresher on the two main components of Business Process Reengineering (BPR).
- In parallel with the Business Process Reengineering team the Consortium Change Management team is working with the identified OCM Points of Contact. The first kick-off meeting with POCs was on April 14, 2021 and the purpose was to provide an overview of the CalWIN Organizational Change Management (OCM) approach, work products, key milestones, and how County input will be used to inform the OCM strategy. The sessions are being ran from April 2021 to the end of October 2021 with the Points of Contacts. They will provide information on the Roles & Responsibilities, lessons learned from past implementations, county specific change readiness, and how change is managed moving forward.
- Overall, a design strategy is being made for activating the "change number champions", which is staff in the county that will get involved in managing change. The end goal is to engage with staff in managing changes and recreate the work from all organizational change management change discussion guides.
- The feedback received from the March 2021 meeting with the Training Advisory Council was that the team will use some strategy of gaming in training and techniques to make the training more engaging for staff. More information is needed on how CalSAWS works.
- The next meeting of the Training Advisory Council is scheduled for April 21, 2021 where the transition from CalWIN to CalSAWS will be discussed.
- The intent of the Implementation Support Services is to delineate activities by responsibility for the lifecycle of the project. Wave-by-Wave meetings will start within the next few months. Wave 1 will include Contra Costa County, Placer County, and Yolo County. The Go-Live date for wave 1 is October 2021.

7. BenefitsCal Update

- **File types allowed during upload**
 - Rachel Frey, Gabby Otis, and Anna Chia provided an update on BenefitsCal including the file types allowed during upload.
 - Development and Testing Increment 1 was completed, and the System Test is in progress. The development of Increment 2 is in progress. There were several Work Products of Systems Test Case Designs that have been approved and UAT planning activities are being supported.
 - The User Centered Design (UCD): Usability Testing has executed the 3rd round and insights are in progress to share. The Customer Experience (CX) Measurement Plan is in progress.
 - In Communications the Draft Communication Strategy was submitted on March 29, 2021 and was reviewed with various Committee members and

Regional Managers. In April, the team will review the communication drafts with stakeholder teams for feedback.

- The Training Discovery sessions are scheduled for April 2021, to listen to needs and preferences. The BenefitsCal Training Plan is in progress and will be delivered at the end of April. Training materials will focus on customer-centric visual methods.
- The project is working with the CalSAWS Partners to produce the Monthly Implementation Readiness Packets.
- CBO Account Conversion review is in progress for C-IV and Los Angeles Counties. The first conversion mock run is in progress.
- The following file types are allowed for upload within BenefitsCal:
.GIF, .GIFF, .JPEG, .JPG, .JPE, .JIF, .MDI, .BMP, .PNG, .TIF, .TIFF, .TXT, .RTF, .ONE, .ONETOC, .PDF, .DOC, .DOCX, .DOX, .PAGES, .ODT, .WPD, .XLS, .XLSX, .PPT, .PPTX, .PSD, .EPS, .AI, .LOG, .WPS.

Public comment made by Jennifer Tracy.

8. UAT Update

- Peggy Macias and Surranjan Kumar provided an update on UAT.
- Recent UAT team activities include sending a CRFI to the counties to recruit for participants, the CalSAWS UAT kick-off was held March 18, 2021 with C-IV Counties, and they are holding open Zoom support calls.
- In April 2021 test scenarios review will begin and on April 19, 2021 a kick-off meeting will be held for Los Angeles and CalWIN Counties. All testers will continue to review the training materials and design documents.
- The UAT Execution Kick-off meeting is scheduled for June 7, 2021.

Public comment made by Jennifer Tracy.

9. Training

- Ashley Arnold and Shivani Smith provided an overview of Training.
- Materials are currently being worked on and the build for WBTs has been wrapped up. The team will be working to put those materials into the LMS, and testing will be done to be sure they are ready for early training and general training.
- CIT 0082-21 regarding Upcoming Training Activities for C-IV Migration was sent to the counties to inform all C-IV counties of the upcoming training schedule in preparation for the migration to CalSAWS.
- The next steps are to send a CRFI in the following weeks to Identify County Training Coordinators. The Optional County Training Coordinator role is intended to empower the Counties to make changes as they wish in real-time in the CalSAWS Learning Management System (LMS). Another CIT for CalSAWS Migration Training Guide will be sent to the Counties to provide end-users with a list of training materials, including WBTs and supplemental training guides, by topic/area. A CRFI will be sent in late April for the Curriculum Enrollment Form which the Counties will conform/update training enrollment for staff, based on Project recommendations.
- The Imaging Training the SME (ITTSME) will be a single-day, Imaging-specific virtual training sessions for C-IV County-identified Imaging Subject Matter Experts (SMEs).

- The General Training is a web-based training (WBTs) released to the C-IV Counties for staff to take through the LMS during the four-week window prior to Go-Live.
- The CalSAWS Learning Management System one-stop shop for C-IV Migration Training will include Web Based Trainings, CalSAWS Quick Guides, CalSAWS Migration Training Guide, and CalSAWS Reference Guides. There are 30 WBTs in progress.
- The team will review the process and allocation methodology for early Training slots to find a remedy to the limited number of available slots.

10. Change Management

- Araceli Gallardo provided an overview on Change Management.
- Just-in-Time (JIT) Demos are concise versions of the Targeted Topic sessions, offering an overview of the CalSAWS system by function. The sessions are specifically for a C-IV County audience. These demos will prioritize specific functionality updates and dive deeper into the future state of CalSAWS. The Consortium can expect a guided demo in the Sandbox ranging from an hour to hour and a half. One key addition will be providing references to all relevant Training and Change Management materials associated to the topic.
- The frequency of these demos will be once a month, every third Tuesday of the month and the audience will include PPOCs, IPOCs, CNCs, Policy/Training Staff, and impacted staff based on topic.
- The Change Readiness Assessment Survey was conducted from March 16 – March 30, 2021 and was distributed to 14,677 C-IV County Users across 38 Counties. The next steps are to focus on how daily system interactions will change for users by providing Day-in-the-Life system demonstrations during the Just-in-Time Demos for various types of workers. The T-6M Survey results show a positive trend across the Imaging questions. Out of the 7,616 respondents, 6,062 self-identified as Imaging Users. Out of the 6,014 C-IV Imaging respondents, 3,996 answered yes for Imaging Awareness.
- The team provided detailed results to the Regional Managers on April 7, 2021.

11. C-IV/CalSAWS Implementation Readiness Update

- **County Prep Phase Activities**
- **Implementation Readiness Dashboard**
 - Yong Vangbliayang provided an update on C-IV/CalSAWS Implementation Readiness.
 - County Prep Phase occurs 1 month prior to CalSAWS Go-Live. This period allows for any issues with user profiles to be addressed prior to go-live. There will be no C-IV case data in CalSAWS during this period, but users can view their profiles. The team is developing a guide/packet, which will detail out all the activities that the county staff will be participating in. The packet will contain step-b- step instructions for all activities and screenshots.
 - The Conversion team will migrate the profiles of C-IV Users as well as the C-IV Counties organizational information such as office locations, office hours, and office phone numbers to CalSAWS.
 - During this County Prep Phase C-IV Counties will have the opportunity to update any of their office information. County Local administrators will be

- able to review and update the security ranks for any staff that may need access to the new CalSAWS pages.
- All C-IV Users will need to log into the CalSAWS environment/system to show that their credentials are working and that they are able to access the system.
 - The IPOCs were given a high-level overview of the intention of a few activities during the County Prep Phase and as the team finalizes the packet, they will continue to provide the IPOCs and Regional Managers with the most up to date information.
 - The Implementation Readiness packet was sent via CIT at the end of March 2021 and it contained information both C-IV and BenefitsCal status.
 - The first Implementation Readiness Dashboard will be released with the Implementation Readiness packet in the CIT that will be sent out the week of April 26, 2021.
 - A mockup presentation of the Implementation Readiness Dashboard was presented.

12. Application Development & Policy

- Karen Rapponotti and Lisa Salas provided an overview on Application Development and Policy.
- The team continues to work with DHCS regarding the PHE lift and changes are being made to help support delayed redetermination processing for the Medi-Cal benefits. There has been no impact on the counties. The team is participating in the workgroup that is with the counties.
- The team continues to work with CDSS regarding estimating changes that may be in consideration for federal relief.
- The Emergency Allotment guidance was received on April 1, 2021. This change will be effective for the April Emergency Allotments.
- Additionally, coming up in the 21.05 release will be the ABAWD Phase III and there is a Waiver currently in place through June 30, 2021 with an additional waiver request expected soon.
- In anticipation for the C-IV migration the team will be doing the CalWORKs and CalFresh COLA in August 2021.

13. Conversion Update

- Paul Trisler and Keith Salas provided an update on Conversion.
- The team is wrapping up the efforts with regards to supporting the converted data tests and is pivoting towards preparing for mock conversions.
- There will be a total of three mock conversions, which will be in May, June, and July of 2021. Each of these will represent a simulation of what the cutover activities will be. The results will be the execution of Cutover Activities and review of the validation activities. There will be a facilitation of the communication plans with Consortium and review/assessment of Conversion Reports. The Converted data will be reviewed by the Conversion team as well as participating County individuals.
- As a result of the counties working the Duplicate Person Reports since July 2020 there has been 20% reduction and Statewide duplicate counts are less than 30k for the first time.

14. Procurement Update

- Tom Hartman provided an update on Procurement.
- Xerox filed a formal appeal that was heard by three Review Panel members.
- The Central Print Services Appeal Review Panel Hearing was conducted on March 3, 2021. The Panel issued its Findings Report on March 18, 2021.
- The CalSAWS M&O Procurement strategy and scenarios were developed from January – March. The Request for Information (RFI) is being prepared and will be released on April 19, 2021. The responses from vendors are due on May 7, 2021. The RPD(s) will be released in April 2022.
- The SOC 2 Procurement RFP was released on March 26, 2021 via San Bernardino County. The Proposals are due April 30, 2021.

15. State Partners Updates

- **OSI**
- **CDSS**
- **DHCS**
 - OSI – Brandon Hansard & Steve Zaretsky
 - OSI formally submitted the in January 2021 CalSAWS As-Needed IAPDU to FNS and CMS for approval on March 16, 2021 and March 22, 2021. A federal walkthrough was completed on April 7, 2021. OSI received the June 2021 annual OAPDU on March 9, 2021 and is working with the Consortium to resolve comments. The walkthrough was completed on April 12, 2021. The CalWIN OAPDU was received on April 13, 2021 and they initiated State review of the document. Deloitte Amendment 1 and ClearBest Change Order 6 were received on April 14, 2021 and OSI has begun both legal and state review of the amendments. The equitable language access process will be continuing, and they will continue to engage with State Partners and CalSAWS to define the roles and responsibilities. OSI met with both State sponsor departments on March 30, 2021 and worked through the As-Is and To-Be processes from a State perspective and they are facilitating a next-steps meeting April 26th.
 - CDSS – Rocky Givon
 - CDSS experienced an EBT suspense issue that was not the EBT vendors issue; it was on the part of the use of gateway. There were approximately 1,700 clients in California that had this issue. There partners at FIS have been working closely to get this resolved. Anyone who was impacted will receive money back into their account. Visa has notified them that they will be making clients whole. Claims can be filed through the EBT call center. The PEBT 2.0 front is still in the planning phases. The draft proposal for the young child portion is going through internal review and approval from oversight agencies. There were over 500,000 clients who were not caught in the PEBT 1.0 benefits and will be doing a catch-up issuance in the near future, which was approved by FNS. CDSS is also working with SAWS on implementation details of the American Rescue Plan (ARP) TANF payments and are planning to have those issued in July or August of 2021.

- DHCS – Rene Mollow
 - DHCS continues to work on the Public Health Emergency lift and working on releasing draft policy items for stakeholder review/input. Reminder: DHCS continues to operate under the guidelines that were received from CMS in December 2020. Planning efforts are underway for a 12-month strategy. Additional CA and many other states are awaiting CMS guidance. They have recently submitted the State Plan Amendment for the Golden State stimulus payment the Governor's office approved for that not to be counted for their SBD population. It must be federally approved. DHCS is working on updates to the single application related to the placement of information as it relates to sexual orientation and gender identity.

16. Regional Updates

- Region 1 – Clarisa Simon & Jessica Paran
 - Marin County has had a few staffing changes including the hiring of a new System Support Supervisor that will help with Migration.
 - Santa Cruz County hired a departmental Admin Analyst to support their CalSAWS transition.
 - Sonoma County is looking forward to Deloitte's visits since there are many staff that have not the BPR process. The team continues to work on conversion for Collections, Task Management, as well as some clean-up work with efforts to moving forward with deduplication. The team has begun some high-level Project Status meetings with departmental stakeholders and working on identifying team members for BPR, CalSAWS Champions, and creating their internal OCM infrastructure.
 - San Mateo County continues to add to their CalSAWS team getting ready for implementation. The team is working on the extract build of the ancillary conversions for Task Management and Collections. They have established their deduplication process and working through reports.
 - Santa Clara county invited the San Mateo staff to attend their Sand Box sessions.
 - San Francisco County Mayor London Breed has appointed Shireen McSpadden as new Director of the Department of Homelessness and Supportive Housing (HSH). She will begin her new role on May 1, 2021. Noel Simmons has been appointed Chief Deputy of the Department of Homelessness and Supportive Housing (HSH).
- Region 2 – Ethan Dye
 - The CalWIN Counties are working with and through OCM. Many counties in Region 2 will continue to telework as well as reopen public lobbies in the near future.
 - Tuolumne County is reorganizing and will be working through their ESS, Public Health and Behavioral Health in one campus.
- Region 3 – Kelly Hampton
 - Region 3 Counties are filling vacant positions, having case review audits, discussing the pandemic, and how they'll open lobbies.

- Del Norte County Change Network Champions are sharing migration information as well as presenting during Staff Development Training and using a wall in a work area to give a visual platform to show the staff the progress of migration.
- Glenn County is preparing for migration which is a huge undertaking.
- The CNCs in Plumas County are keeping their staff apprised of the migration effort via email and posting migration information in the County office. Their team is excited and anxious for the migration.
- Tehama County had a kick-off meeting for a new workgroup/committee called the Tehama CalSAWS Committee. It's comprised of RCMs and SMEs representing Tehama County Social Services, which focuses on the understanding the duties and responsibilities of those roles, including practicing the transfer of knowledge required by these roles. This group will meet monthly and go over any meeting notes, SCRs, CERs, etc. The workgroup focuses on empowering staff to speak up and make their voices heard and they demonstrated where to find the tools and resources the workgroup members need. They are also working on and placing a huge emphasis on communicating better with their Co-RCMs and SMEs within the region. County staff are excited about the outcome and looking forward to seeing the growth to come within the county and the understanding of the bigger CalSAWS picture and why the Committees, RCMs and SMEs are so important for the County and the State.
- Trinity County report that their IPOC continues to meet regularly and attends the monthly Implementation Readiness Checkpoint and County TOSS IPOC Meeting. UAT Kick-off Meetings have begun and CNCs and TPOCs have been attending the meetings. An intranet tab has been added so staff can keep up on activities and the C-IV Announcements page section is also used to keep staff informed of migration activities. Bulletin boards are being used for in-office updates.
- Region 4 – Cindy Uetz
 - Fresno County DSS is continuing partnership with the Public Health Department to administer vaccines. The Department of Public Health is providing a team of nurses and the DSS workers continue to staff the clinic. Beginning April 5, 2021 vaccination appointments will be released on the Statewide registration system.
 - Madera County has 5 new Eligibility Workers that started with the County and are currently in training. The team is excited that they've moved to the red tier.
 - Mariposa County's Eligibility staff continue to provide outreach at their weekly COVID-19 Vaccine Clinic in support of the Medi-Cal Navigator Project. The team's TPOC recently rolled out to all C-IV Users and newly created SharePoint site, which will be used to house the information involved with the CalSAWS migration effort. This will provide resources related to all things CalSAWS. They're excited about this Project. Mariposa County attended a 2-day workshop, which was provided to all staff. They have filled a few positions and are currently interviewing for a Senior Office Assistant Position.

- Merced County announced that they have a new Program Manager in the Administrative Services Branch named Ralph Rodriguez-Silva. Merced is also training four new Reception staff, which is being conducted virtually.
 - San Luis Obispo County has 17 new Employment Resource Specialists that are completing Induction Training. Their training initially started in-office but transitioned to remote training due to COVID restrictions. They are now working in-office. Employment Resource Specialists and Supervisors received training in March. Monthly trainings have resumed after being hold for over a year. Their agency continues to explore how to expand and improve telework efforts.
 - Stanislaus County began Induction Training March 29th and they have had a change in staff for their CalFresh GA and CFET Manager and a new Quality Control Quality Improvement Manager. They have rolled out the following trainings via UC Davis: Customer Service, Leading with Emotional Intelligence, and Managing Effective Telecommuters.
 - Kern County is participating with CDSS on the CalFresh Business Process Redesign initiative with several other counties. The team has received funding to participate in the Housing for Harvest Program, which is COVID related for Farm Workers experiencing COVID and need to get into a secure environment. They continue planning for CalSAWS Migration and have put together a schedule for committee members to access the Sandbox Environment as well as UAT Testers. Posters and signage have been updated to encourage Customers to utilize self-service options available during the PHE. They're also looking into extending lobby hours Monday. They'll be open until 4:00 p.m. for emergency services. They also continue to work in conjunction with their media room.
- Region 5 – Rocio Aguiniga Gilbert Ramos
 - Imperial County has completed the relocation of offices for IHSS, Welfare to Work, and Child Care sections. The C-IV Techs assisted with moving the computers, troubleshooting, and repairing computers after being moved. Staff has been assisting the Public Health Department with vaccinations via drive through vaccinations. The department staff have begun getting vaccinated as well. Select staff have been helping with the influx of immigrants crossing the border. Staff have been transporting, placing, and housing migrants.
 - Riverside County continues to provide support to the County Health Department vaccine efforts as well as the Department of Aging, helping the older population schedule their appointments. Riverside County is also providing support to asylum seekers, as needed. The Policy teams have established a process to identify updates needed to the policy products due to the new CalSAWS functionality. The Training Team has been working closely with Operations to establish a plan for the crossover to CalSAWS with minimal impact to training. The County Board of Supervisors has approved the data retention schedule.
 - San Bernardino County TAD office has successfully hosted mobile COVID vaccine clinics and were able to fill all appointment slots. Staff have been allowed to return voluntarily back in office along with the essential staff that remained in office all along.

- San Diego County is in the process of identifying staff to participate in CalSAWS Demos on April 21, 2021. They are also identifying staff to participate in their BPR sessions.
- Ventura County has a few projects in support of CalSAWS migration. The team is developing software to support the extract and transfer of document images and meta data. A Staff Analyst was added to support the analysis of testing. A Technical Lead was also added to support the POC and OCM roles.
- Region 6 – Winna Crichlow & Vicki Moore
 - Los Angeles County is continuing to expand their renewal hotline. Region 6 continues to hire new Eligibility Workers to support other call centers. They're working to ensure everyone has up-to-date information regarding CDC guidelines. Overall, the department is preparing to reopen its offices.
 - DCFS is continuing to expand their Foster Care hotline utilizing the AWS Cloud. They're working to make sure they have scanners to transition to the Imaging Solution. They are planning for reopening the Department. A specific date is not yet set, but they're working on preparing offices so they're ready when a date is set.

17. JPA Board April Meeting Overview

- John Boule reviewed the agenda for the next JPA Board Meeting, which is scheduled for April 16, 2021.

18. Adjourn Meeting

- Co-Chair, Cindy Uetz, adjourned the meeting at 11:25 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.	Gabby Otis Rachel Frey Anna Chia	05/20/2021	Open
6. Portal/Mobile: Transition plans for current customer accounts.	Gabby Otis Rachel Frey Anna Chia	05/20/2021	Open

7. Provide an update on what file types can be uploaded to BenefitsCal.	Gabby Otis	04/15/2021	Closed
8. Provide an update on the amount of people counties can send for early training.	Ashley Arnold	05/20/2021	Open

Next Meeting:

Conference Call/Zoom
Thursday, May 20, 2021
8:30 a.m. – 12:00 p.m.
CalSAWS Rancho Cordova
11290 Pyrites Way, Suite 150
Rancho Cordova, CA 95670