# CalSAWS | Meeting Minutes for the California Statewide Automated Welfare System WCDS Subcommittee

| Date: | Friday, June 11, 2021 | Location: **Click here to join the meeting** |
|---|---|---|
| Time: | 12:00 P.M. to 2:00 P.M. | Conference Call: 1 323-475-9970<br>Conference ID: 595456072# |

**CONVENE MEETING OF THE WCDS SUBCOMMITTEE** – Due to the COVID-19 pandemic, all scheduled items will be heard via webcast only to adhere to social distancing guidelines.

WCDS Subcommittee Members include the following:

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

*Note:  Bernadette Casino/SFO attended on behalf of Dan Kaplan as a listening participant.*

PUBLIC SESSION

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

## Topic – Lead

1. Call Meeting to Order – Deanna Abrahamian

2. Roll Call and Confirmation of Quorum - Deanna Abrahamian

Quorum met.

3. Public Comment - Deanna Abrahamian

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.

No public attendees present.

## Action Items

4. Approval of the Minutes and review of the action items - Deanna Abrahamian
    4.1       April 16, 2021 WCDS Subcommittee

**Motion**
- Motion to Approve:  Kathy Gallagher, Contra Costa
- Seconded:  Debra Baetz, Orange

**Vote**
- In Favor:  Alameda, Contra Costa, Orange, Placer, San Diego, San Mateo, Santa Clara, Solano, Sonoma, Ventura - 10
- Abstain:  San Francisco, Tulare - 2
- Motion carried

5. Co-Chair Nominations for 2021/2022 Fiscal Year - Deanna Abrahamian

There are two vacancies and two nominations:  Deanna Abrahamian/SMT and Angela Shing/SCL.  One vote is requested to approve both to serve as Co-Chairs for FY 21/22.

**Motion**
- Motion to Approve:  Rick Wanne, San Diego
- Seconded:  Debra Baetz, Orange

**Vote**
- In Favor:  Alameda, Contra Costa, Orange, Placer, San Diego, San Mateo, Santa Clara, Solano, Sonoma, Tulare, Ventura - 11
- Abstain:  San Francisco - 1
- Motion carried

Great appreciation was given to Rick Wanne for his leadership, support and responsiveness as Co-Chair over the years.

Thanks also given to the new FY21/22 Co-Chairs Deanna Abrahamian/SMT and Angela Shing/SCL for serving.

**Informational Items**

6. WCDS Subcommittee JPA Board Members Update - Delfino Neira, Kathy Gallagher, Amanda Sharp, Debra Baetz, Melissa Livingston

Melissa Livingston/VEN:
- Interested in hearing more about BenefitsCal later in the agenda and excited for the first wave and learning more to prepare for migration.

Kathy Gallagher/CCC:
- General Membership meeting coming up on 6/24.
- Contra Costa is a Wave 1 county working with Deloitte on OCM and documenting "As-Is" and "To-Be" processes. Because of delivery system changes and remote work, it is challenging to anticipate what To-Be processes will be come 10/2022. Kathy highly recommends that Wave 2 counties begin determining their own processes to be better prepared.

Amanda Sharp/PLA:
- Placer agreed with Kathy's comments.
- Changing CalWIN counties' workflow processes is much different than C-IV's changes. Permanent / long-term decisions are expected to be made within a few weeks, but that is not enough time. It would be beneficial for Wave 1 counties to brief Wave 2 counties about the prep work involved.
- Recommends that Wave 2 counties designate someone to sit-in on Wave 1 sessions to get information ASAP. To-Be sessions begin next week and run through June 5th. Wave 1 As-Is sessions are complete, but Placer could provide insights. Email Amanda to coordinate if interested.

Comments:
- Santa Clara would appreciate lessons-learned greatly.
- CalWIN counties are needing to undo much of the innovation implemented for separate services over the years to meet new core requirements. Takes more work during a difficult time (Covid / working remotely). Directors may wish to ask Deloitte for more time.

No additional updates.

7. Stakeholder Updates

- CDSS - No update.

- DHCS - No update.

- OSI, Steve Zaretzsky - Reported at last meeting that documents are under review, including CalWIN's Operational Advance Planning document. It is currently with CMS. They submitted minor questions; OSI is responding. CMS' Officer is new to California and is orienting. Looks to be in great shape.

- CWDA, Christiana Smith – Main activity is State budget. Several items have automation implications. Thank you to John, Diane, Karen, Lynn and others for quickly providing timeframes and estimates to ensure achievable dates. Overall, it looks good. Budget not final as of yet.

Comments
Appreciation was given to Christiana for her support and coordination each year.

8. BenefitsCal/Code for America Update – John Boule

- At the last meeting, an interface issue became apparent between BenefitsCal.org and GetCalFresh.org.  We needed to fill a gap in requirements and add scope to BenefitsCal to ensure automated interface going forward.  CalSAWS, CDSS, Code for America and OSI have been meeting to determine how to efficiently handle quickly.

- A solution will be in place for the C-IV cutover on 9/27 with enhancements as we roll into the LA cutover.  The Application Programing Interface (a long-term solution) will be in place prior to CalWIN waves.  Still working through final details to complete coding and testing. Conversations continue about keeping flexibility.  The Deloitte team is packaging the list of enhancements.  We are on a good trajectory to resolving the issue and ensuring that the interface stays in place through migration, at minimum.

- BenefitsCal will support all threshold languages.

9. CalWIN Implementation Support Services Update – Juli Baker, Renee Carter, Duncan Gilliam

9.1    Business Process Reengineering Update – Duncan Gilliam

Slide 12 - We have been working with CalWIN counties since February on documenting their As-Is BPR. Fifteen of the 18 counties are complete; remaining are San Francisco (in progress), Sacramento and Sonoma.  Tremendous effort on counties' part has been made to date; progressing well. Work product sign-offs have been timely. We gleaned immediate learnings through As-Is.  Strong results have been produced.  Working virtually has been seamless.  We have been able to pivot quickly during sessions when required.  Successfully piloted, virtually and onsite, a hybrid model in Fresno, San Diego and San Luis Obispo.  Counties' concerns expressed today are heard; Deloitte will be agile to ensure counties' needs are met.

Slide 13 - As-Is work is 80% complete and is expected to wrap at the end of July / early August.  See slide for milestones.  To-Be sessions begin with Placer and Contra Costa the week of June 21, following Yolo.

Slide 14 – Shows overall timeline for To-Be.  Sessions will be monitored closely. Any changes needed will be made quickly. Acknowledged that To-Be sessions will have a larger impact on CalWIN counties than C-IV. Working closely with CalSAWS managers, SMEs, analysts and RMs to ensure consensus and proper coordination.

Slide 15 - No comments.

Slide 16 - Outlines Tasks 1, 2 and 3 for BPR set from 4/7 through 6/21 (pre-work).  Prior to As-Is, a County Profile was created taking inventory of each county's key information (custom tools, innovations, etc.); profiles have been recently updated to ensure they are current for To-Be work.  Deloitte extracted lessons learned from As-Is and will apply to To-Be.

Slide 17 - ISS Team must be CalSAWS experts in order to lead and guide counties.  The team has been investing time in training and practicing in sandbox; training will be ongoing.

Slide 18 - Task 5 defines the global To-Be processes underway.   ISS is collecting the majority of core business processes associated with administering public assistance and refining the base set to determine impacts that need to be addressed before starting county-specific work.  Once complete, they will engage SMEs and BAs to validate information, then work with counties.

Slide 19 - Task 6 begins heavy engagement with counties. Pre-meetings to define schedules, overlaying demos with CalSAWS BAs and SME Team, functionality walk-throughs, etc.

Slide 20 - Task 6b County-Specific To-Be Process Visits will begin soon.  If the timeline does not offer adequate time to baseline processes, that will be addressed.  These sessions are not the last opportunity to refine business processes before go-live. Once flows are baselined, they will be continuously refined. Sessions extend through July.  There are outstanding items, but the vast majority is there.

Slide 21 - Shows a sample schedule for County To-Be sessions. The calendar will be adjusted with/per county as needed.  At least twice as much time is allocated for To-Be sessions than As-Is.

Comments
Amanda / Placer – Appreciates that there will be support in identifying needed changes and more time allotted. CalWIN counties will likely not be changing functions to the way they were; changes will be new and require a new way of operations. Placer is eager for migration and looks for support in making an easier transition.

9.2       CalSAWS Toolbox – Renee Carter, Training Manager, Deloitte

Introduced the CalSAWS Toolbox, specially developed for CalWIN counties.

Trainers will be inviting current and later waves to join on-going training sessions.

Slide 24 – Formal training will begin in a year for CalWIN counties.  Counties have expressed wanting training now, so the Toolbox was created.

Slide 25 – The Toolbox is a compilation of existing content to enable learning and centralized on the CalSAWS Web Portal.

Slide 26 -  See slide for file path where videos, demos, Sandbox, etc. are placed.

Slide 27 – Starts with basics.  Trainees can view existing videos to give orientation on how system works.  Videos are being updated.

Slide 28 – The team recorded demos narrated by a trainer.  Slide shows paths to topics.  Trainees can start and stop as needed.

Slide 29 – In the Sandbox, trainees can create case scenarios, view current cases, practice case actions, etc.

Slide 30 – Shows Sandbox ideas.

Slide 31 – Provides a CalWIN to CalSAWS overview.  100 questions were asked during the workshop; answers were published in the Toolbox.

Slide 32 – Lists where to find key tools, documents and information.

Slide 33 – Shows additional resources for counties.

Slide 34 – All information is available in a Word document as well; it is a living document.

Slide 35 – Offers tips for learning.

No questions.

10. Conversion - Paul Trisler, Michael Johnson

Slide 37 – Provides an overview of activities for the next year that involve counties. Not all activities directly relate to conversion. Converted Data Test preparation starts 10/21. Execution runs 11/21 through 6/22. CDT Team is charged to test data to ensure usability in CalSAWS. Important point: Counties' ancillary systems data is required for CDT prep work in October. Ancillary Integration runs 11/21 to end of project; counties will be sending in data throughout that time. More on that to come within the month. QA partner Clearbest is currently busy with C-IV UAT efforts. UAT for CalWIN runs 7/22 – 9/22; county participation will be recruitment. Wave 1 Mock Conversion begins 4/22. There will be opportunities for counties to participate.

No questions.

Slide 38 – The Data Cleansing Tool was developed to assist counties in data cleansing activities. It is currently in the proposal phase; a Project was opened in parallel to begin planning and ramp-up to support counties in an expedited manner. Will be partnering with the ISS Team as opportunities present themselves. We look to keep manual user to minimum; will automate as much as possible. Tools are underway and moving forward. Will meet with PAT Team in next couple of weeks to ensure everyone understands progress and when to expect the tool.

No questions.

11. Central Print Update – Dawn Wilder/Gainwell

Dawn reviewed the objectives, timing, the solution, deliverables, workstreams, fulfillment platform/process and implementation and support organization.

Slide 42 – 56 of 58 counties will be transitioned to Centralized Print and Mailing Services. Contra Costa and Tulare Counties may decide to join by 12/20/21 to meet their wave timeline. The three vendors currently handling print services will be consolidated into one operation. Standardization will be maximized as much as possible while maintaining flexibility.

Slide 43 – LA County goes live in late August. The remaining counties will move with their CalSAWS implementation wave. The June readiness package will provide more details.

Slide 44 – The solution uses three California print centers: Rancho Cordova supports C-IV, Sacramento supports CalWIN, SoCal goes online by end of June with production for various clients by mid July. The new process flow: File submitted, job received in fulfillment platform, preprocessing (*files* will be sorted *before* printing to eliminate pre-sort step of mail), goes to print center, then delivery to USPS. Each center can handle overflow from the other; two can handle the full nightly volume.

Slide 45 – We have fonts for all threshold languages, postage will be pre-funded by county, inserts/custom features will be supported as will county requests. The Consortium could opt to implement Braille printing, large font printing and electronic files.

Slide 46 – Deliverables include Monthly Status Report, Master Implementation Plan (6/21; in review), M&O Plan (6/21) and Final Acceptance Report (12/23).

Slide 47 – Work is divided into workstreams. Almost wrapped with Project Requirement Verification. Changes to existing print centers are well underway. The SoCal print center is nearing completion.

Slide 48 – Several products obtained to establish the Fulfillment Platform to create job orders, process files, store data, etc.

Slide 49 – Provides another view of the process flow.

Slide 50 – Implementation and Support Organization information will be in the June readiness packet. Meetings with LA are underway, C-IV meetings will begin soon. CalWIN will start early 2022; POCs will be requested from counties soon. Timelines are being synchronized. Working to ensure inventory is turned over. CalWIN's inventory will already be in Gainwell's possession as DFS is a partner. There will be two dedicated Customer Support Liaison staff to support counties.

Slide 51 – Shows pictures of all three print centers.

No questions.

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12. CalSAWS Financial Update – Holly Murphy

Slide 53 – Overview of following pages.

Slide 54 – We are at year end of SFY20/21. Highlights: We expect to close-out CalSAWS funding at 97% utilization with staff, travel and software savings. For CalWIN, we see CalHEERS savings, liquidated damages from the MyBCW incident last October. For all budget categories, we expect to be at 94%.

Slide 55 – Provides staffing details, a key driver for savings. As an annual update, for staff under the CSAC contract for CalWIN M&O and CalSAWS, a 2% salary increase is planned as of July 1. See Projections at bottom of slide. All within contract, under contract amount and within budget.

Slide 56 – Provides FTE counts for FY. Ending the year with a few positions still open.

Slide 57 – Final Projections for Application Maintenance hours (Change Bucket).

Slide 58 – Shows Contract Obligations - LDs, Warranty Credits and various credits built within contracts.

Slide 59 – This new Change Notice Slide was added to the Financial Report at the request of the JPA. Shows utilization across various contract buckets as of Nov 2020. At the last meeting, the new guidelines and next steps for county purchases were reviewed. Amendment to the CalSAWS agreement was approved to accommodate hardware and software purchases. This gives counties the option to explore support in the migration of images. We are tracking another amendment to the Deloitte/ CalWIN Implementation Support Services Contract to give counties support in this area as well. This will be put forward for State and Federal approval.

Question/Comments:
For Implementation Support Services, what are examples of counties' requests? Example: One county needed county-level support tied to implementation efforts (staff augmentation).

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13. Policy Update – Lynn Bridwell

Slide 61 – Shows upcoming changes. Getting ready for UAT Release 66 items. Goes into production in August. There are a lot of changes in R66, but they are smaller in size (enhancements).

Slide 62 – Shows list of items being tracked for May Revise and other policies under consideration. Medi-Cal, CalWORKs and CalFresh will all be busy. We should know early next week which items come to fruition and implementation dates. Proposals will be opened accordingly. CalWIN will synch with CalSAWS.

No questions.

14. Operations Update – Henry Arcangel
    14.1    SAR 7 Run Time Improvement

Slide 63 – Over the last few months, larger counties have gone out-of-scope as it relates to delivery timing.  Processes put in place have reduced runtime to 10%-20%.  The majority of counties are back to delivery before 6am; one county remains in progress for improvement.

15. Reporting Steering Committee Update – Rodain Soto

Slide 68 – The Committee meets quarterly.  Topics included data quality.  A misalignment of data was discovered in late February/early March due to a software bug.  An Enterprise Risk was opened and is being analyzed.  Data was restored and the project supported counties in their State reporting.

BI Training continues via webinar.

For the Data Management and Technical Workgroup update, CDSS has requested expanded access to our core system.  We do provide an agency standard profile.  The Security Workgroup met to review the additional screens being requested.

Slide 69 – Informatica software upgrade implemented in May.  OBIEE will deploy with R66 in August.  CWIS to move to RHEL servers; this upgrade moves off aged hardware.  Future releases focus on regulatory compliance projects and conversion/migration support.

16. JPA General Membership Meeting –
    June 24, 2021 – John Boule

Slide 71 – Meeting will take place via Zoom from 8:30am to 4:30pm.  It will be a robust and detailed agenda with timeframes.  There will be system demonstrations.  The meeting will be recorded and posted to www.CalSAWS.org.  Secretary Mark Ghaly will address the JPA as will Cathy Senderling/CWDA.  Key leadership from Gainwell, Deloitte and Accenture will make remarks.  The JPA Board and PSC Member elections will occur.  Director attendance is needed to meet Quorum.  Large attendance from advocates and stakeholders is expected.

17. WCDS Subcommittee Meeting Schedule – Diane Alexander

Slide 73 – Reviewed an at-a-glance view of the WCDS, CWDA and JPA 2021 meeting schedule.  The next WCDS Subcommittee meeting is set for Friday, August 6, 2021 (virtual).  Considering the activities currently planned, we anticipate the WCDS Subcommittee meeting every other month in 2022.

18. Adjourn Meeting – Deanna Abrahamian

Meeting adjourned at 1:50pm.

Next Meeting – August 06, 2021

No action items.

**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/.