

**CalSAWS Consortium**  
**Project Steering Committee**  
**Meeting Minutes**  
**July 15, 2021**

**Location:** CalSAWS Rancho Cordova  
11290 Pyrites Way, Suite 150  
Rancho Cordova CA 95670

**Committee Members Present via Conference Call/Webcast:**

- Region 1 – Clarisa Simon
- Region 2 – Ethan Dye
- Region 3 – Rachel Ebel-Elliott
- Region 4 – Cindy Uetz
- Region 4 – Vienna Barnes
- Region 5 – Alberto Banuelos
- Region 5 – James Locurto
- Region 5 – Rocio Aguiniga
- Region 6 – Luther Evans
- Region 6 – Winna Crichlow
- Region 6 – Vicki Moore

**Members Absent via Conference Call/Webcast:**

- Region 1 – Jessica Paran

**Facilitator:**

John Boule, CalSAWS Executive Director

1. **Co-Chair Ethan Dye convened the meeting at 8:31 a.m.**
2. **Agenda Review**
3. **Public opportunity to speak on items not on the agenda.**

**PSC Action Items**

4. **Approval of the Minutes**
  - a. **From the May 20, 2021, PSC Meeting and review of Action Items.**
  - b. **From the June 24, 2021, PSC Meeting.**

**Summary:** The Consortium is seeking PSC approval of the Minutes from the May 20, 2021, PSC Meeting and review of Action Items and from the June 24, 2021, PSC Meeting.

Action Items from previous meetings:

**Action Item 1 – Automated Assistants/Bots:** Ongoing – The pilot is going well and showing great results. The Authentication Automated Assistant was launched June 18, 2021. Initial data shows an 88% successful authentication rate.

**Action Item 2 – CalSAWS Recruitments:** Ongoing – Security Analysts positions were not filled in the last project recruitment which is why RGS is running an external recruitment to expand the search for these critical positions. The DEI Officer position has not been filled. An Amendment is being worked on to refine the scope with RGS to accommodate additional services that they offer

through their consultants. An internal recruitment is being planned for Long-Term Business Analysts position.

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

Ongoing

**Action Item 4 – DEI Activities:** Ongoing – Detailed update was provided at the June 24, 2021, JPA Member Representatives Meeting.

**Action Item 5 – Portal/Mobile Training and Marketing:** Closed and being removed.

**Action Item 6 – Portal/Mobile Account Transition Plans:** Closed and being removed.

**Action Item 7 – Early Training:** Closed and being removed.

**Action Item 8 – Portal/Mobile Feedback on CBO Sessions:** Open – On Today's Agenda

Motion to approve both sets of PSC Meeting Minutes was made by Member, Albert Banuelos.

Motion was seconded by Member, Cindy Uetz.

Member, Clarisa Simon, voted to approve.

Co-Chair, Ethan Dye, voted to approve.

Member, Rachel Ebel-Elliot, voted to approve.

Member, Vienna Barnes, voted to approve.

Member, James Locurto, voted to approve.

Member, Rocio Aguiniga, voted to approve.

Co-Chair, Vickie Moore, voted to approve.

Co-Chair, Jessica Paran and Members, Luther Evans and Winna Crichlow were absent from vote.

Vote was taken by roll call and the Motion passed.

## **Informational Items**

### **5. CalSAWS Gantt Chart Update**

- Seth Richman, Rachel Frey, and Dawn Wilder provided an update on the CalSAWS Gantt Chart.
- The 21.07 release will come out in 10 days, is the last major release for C-IV and the last major release for CalSAWS prior to cut-over.
- User Acceptance Test scenarios are going well and showing a 95% pass rate.
- The Project is working with interface partners on testing, which is running a little behind in some instances. It is being watched closely to be sure it does not become an issue.
- Future releases coming up contain the remaining GA/GR, Task Management, Application Programming, Interfaces, and Non-State Forms for the CalWIN counties which will start up in November 2021.
- The Conversion team is running the third C-IV Mock Conversion dress rehearsal now.
- Beginning in November 2021, following the C-IV cutover, the Converted Data Test will begin for CalWIN.
- The volume and frequency of contacts will be ramped up for C-IV Implementation and Training with County Implementation Support Staff. RMs will continue to be part of that process. Early Training has begun, and lessons learned are being documented and acted on.

- Imaging technology is working great. There is one Risk that is being tracked closely. Refer to the Risk Agenda item for information.
- BenefitsCal is close to completing the System Test related activities for the release in September 2021. UAT is ongoing through the end of August 2021 for the first release. The team is in the final stages to complete development activities for the two additional releases that were added in the month of October that will allow the team to be able to continue with the services that are provided from Get CalFresh. The team has begun design activities, which pushed research for Release 2, which brings on Los Angeles County. Preliminary user research has begun for Releases 3 and 4, which are planned for April and July 2022. Training Materials have been delivered and the first draft of guides are out which is getting good feedback. Integration of the As-Is with Get CalFresh is available in September, but new functionality for C-IV Counties will be available in October.
- Highlights include conducting a number of To-Be Sessions for BPR. All the As-Is efforts are done. The OCM plan is due in October 2021. The Master Training Plan activities are in the planning stages. The Implementation Support effort will begin later this Fall.  
Central Print is on track and moving towards August 27, 2021, for Los Angeles County to join Central Print. The requirements verification has been completed and the Master Implementation Plan has been approved. The M&O Plan has also been approved. Print Center changes are currently being tested.

## 6. CalSAWS High Risks Update

- **Risk 201 – Pace of policy changes may exceed capacity of the project teams, resulting in less automation**
- **Risk 203 – Project communications must be enhanced, otherwise stakeholder/audience needs will not be met**
- **Risk 236 – The Scaling of Analytics dashboards for 58 counties may have an impact on system performance**
- **Risk 237 – The scaling of Batch for 58 counties may have an impact on system performance**
- **Risk 240 – The scaling of CalSAWS Production Operations, including Batch Operations, to provide 40 and 58 County support, without effectively taking into account the multi-county and multi-vendor CalSAWS ecosystem may impact business operations**
- **Risk 248 – The C-IV Imaging go live may not have images older than 2/28/21 due to delays in the C-IV image migration**
  - Karen Rapponotti, Ted Anderson, Keith Salas, Greg Elston, and Arnold Malvick provided an overview on the CalSAWS High Risks.
  - Risk 201 – The mitigation plan includes working with State partners to receive final policy as soon as possible. A big area of concern is the receipt of the CW/CF and FC COLA information as soon as possible to complete the batch COLAs in early August. This will mitigate potential conversion/migration issues as these changes will take effect on 10/1/2021. As of 7/7, the Governor's budget has not been finalized. This Risk will be updated upon receipt of the final budget. This Risk is ongoing, and the teams will continue to work hand in hand with CWDA and our State partners to stay on top of it. If individual item deadlines are not met and issue would be developed for that specific policy item.

- Risk 203 – Mitigation includes the teams working across different vendors and executing their Communication Plan to work towards C-IV Cutover Greenlight. C-IV Migration cut-over communications have been established with Consortium input on an appropriate timing and stakeholders who need to be informed both internally and externally to the project. The BenefitsCal team has developed a full-scale communications plan. CalWIN ISS follows project communications protocols and is developing the OCM Communication Plan on schedule.
- Risk 236 – Mitigation includes four action Items. Two of the four have been completed. The remaining steps include 40-county performance tests on Golden Dataset 4, which is in progress and 58-county performance and load testing. The reports are inclusive of the State Reports.
- Risk 237 – Mitigation includes accelerating the Batch Performance test start from July to June 1, which will also double test time from one to two months. Develop baselines for Batch Schedule trend analysis and to identify tuning priorities and apply operational updates to identified bottlenecks. The 40-County Performance testing began June 1, 2021.
- Risk 240 – Mitigation includes implementing and addressing findings from the Batch Operations Review conducted earlier this year.
- Risk 248 – Mitigation includes adjusting the file transfer process to include incremental Snowballs being transferred on a more frequent basis. A revised schedule has been completed which shows completion of the image transfer process Mid-August with validation complete by the first week of September.

## **7. CalWIN Implementation Support Services**

- **BPR Update**
- **OCM Update**
- **Training Update**
  - Juli Baker, Duncan Gilliam, Chris Hetrick, and Renee Carter provided an update on CalWIN Implementation Support Services.
  - All 18 Counties' As-Is sessions have been completed. 15 of 18 Counties As-Is Final Work Products were Signed-Off. 3 Counties Final Work Products are Pending Sign-Off.
  - Wave 1 (3 of 18 Counties) To-Be Sessions are In-Progress.
  - The next steps are Global To-Be Process Flows, Wave 1 Demo Recordings, and To-Be BPR Schedule for Waves 2-6 which will be provided July 22, 2021.
  - The key takeaways from the OCM POC Session on June 23, 2021, were County POCs gained understanding of how to conduct an Impacted Users Analysis. Counties validating their County-specific Impacted Users Register. Office Hours held on June 29 and July 7 for County Q&A. The next OCM POC Session is planned for August 2021.
  - The next Training Advisory Council session will be held in August 2021 to discuss Training Design and Development; as well as how we tailor Training for the CalWIN Counties. The CalSAWS Awareness and Learning Toolkit is continuously updated. The process for identifying training roles is in process.

## **8. BenefitsCal Update**

- **Training Update**

- **Marketing Update**

- Rachel Frey and Gabby Otis provided an update on BenefitsCal.
- BenefitsCal Live Training Sessions include four training sessions that are offered for County Staff: the sessions are being recorded and the recordings will be posted to the LMS for review. One training session will be offered for Community Based Organizations and will be recorded for others to view. Quick Guides are available within the LMS. About 18 videos will be uploaded to the LMS over the next three weeks. A master list of frequently asked questions is available within the Web Portal. An environment will be available for county staff to explore and learn the new BenefitsCal application. The timing and details of that environment are in progress. Updates will be made as soon as possible when feedback is received.
- The BenefitsCal.com website is up and live with marketing information! The Social Media Toolkit is available on the site and the first customer email that was sent July 1<sup>st</sup> is available there as well The Project team is developing text messages for those who do not have emails. A letter was provided to counties to consider sending to customers who may not have an email or phone number. Suggested distribution is August 2021.
- The GetCalFresh Integration will have two additional releases which are Release 1.1 and Release 1.2. The Long-Term Plan is direct integration between CalSAWS and GetCalFresh.
- To accommodate the GetCalFresh integration, two new releases are introduced to deploy functionality in alignment with when it is needed in BenefitsCal.
- The team will look into whether or not the environment can be made available to the CBO Community and will consider it along with any other feedback provided by the CBOs Community during the Live Session.

Public comment was made by Jennifer Tracy.

## **9. UAT Update**

- Cheryl Hoffman and Surranjan Kumar provided an update on UAT.
- The CalSAWS Integrated UAT is underway Week 4 was just completed from the 12-week plan. Tester participation is a minimum of 2 weeks.
- Improvements have been made in technology, UAT Participant Experience, and Knowledge Transfer/Training.
- There are no concerns of completing this execution on time. UAT processes are being updated as lessons are learned, which will assist in execution progress.

Public comment was made by Jennifer Tracy.

## **10. Central Print Update**

- Dawn Wilder provided an update on Central Print.
- The Master Implementation Plan was approved, and Requirements Verification Session was completed.
- The Print File Parameters were identified.

- The connectivity between Print Centers and Fulfillment Platform, 2D Barcode Testing, and SoCal Print Center Component Testing has been completed.
- The Maintenance and Operation Plan were approved.

## 11. Training Update

- Ashley Arnold provided an update on Training.
- An Early Training Kick-off/orientation was conducted June 30, 2021, and there were 209 participants. Metrics on Early Training course completion will be provided at the August PSC meeting.
- LMS access via ForgeRock Guide was distributed to Early Training/ITTSME participants June 29, 2021, and July 6, 2021.
- County Help Desks will have the ability to reactivate ForgeRock accounts on behalf of their staff. Prior to July 15, 2021, the Project will reactivate ForgeRock accounts through an approval process.
- Hosted an in-depth training session for the C-IV County Training Coordinators July 7, 2021, which had 68 Training Coordinators attend. The presentation, LMS guide, training recording and other relevant materials are posted on the CalSAWS Web Portal.
- Training Environment Roadshows are underway. The next roadshow will be held Thursday, July 22, 2021, for Region 6.

## 12. C-IV/CalSAWS Implementation Readiness Update

- **T-3 Month Change Readiness Assessment Survey Results**
- **Greenlight Meeting Attendees**
- **Overview of Activities for County Prep**
- **July Readiness Dashboard**
- **Post Deployment Video**
  - Araceli Gallardo, Ted Anderson, and Maria Saenz provided an update on C-IV/CalSAWS Implementation Readiness.
  - The survey was conducted from June 15 to June 28, 2021, and was distributed to 13,638 C-IV County Users across Counties. The key takeaways were C-IV Users are progressing toward understanding and acceptance, greatly in part due to vast majority of users having participated in Just-in-Time system demonstration. In addition, there was a large increase in the number of workers who received infographics/Change Management communications and found the information in them useful.
  - Next steps are to provide Migration Training materials and support Users in preparing and organizing for Go-Live, so users understand the main areas of change and the resources available to support their understanding.
  - The Key takeaways were C-IV Imaging Users are aware of the transition to the CalSAWS Imaging Solution and are progressing toward understanding and acceptance, due in large part to increased engagement around Imaging via the Imaging Roadshows. Imaging Demonstrations, and monthly Imaging Communications.
  - Next steps are to provide Imagining Training, identify and close gaps in communication distribution channels, and re-emphasize the Imaging support network and self-service tools to increase C-IV Imaging User levels of understanding, acceptance, and commitment in advance of Go-Live.

- The first Green Light is County Prep for 8/25/2021, the second Greenlight is Go-Live for 9/22/2021, and the third Greenlight is Cutover weekend for 9/26/2021.
- C-IV Counties received the County Prep Phase Packet (CIT 0139-21) to review and prepare for activities to take place during the County Prep Phase.
- The Project will be hosting meetings before the County Prep Phase to support counties in preparing for the County Prep Phase Activities. County Prep Phase Activities include Security Admins/Identified Staff and All C-IV Users login to CalSAWS to validate their credentials.
- Batch performance testing is 67% complete and interface testing is up to 45% complete. The third and final Mock Conversion will take place this week.
- There are three late Project Milestones/tasks that all have a remediation plan.
- CalSAWS Implementation Readiness and Central Print Readiness is on track and on time overall.
- A video was provided for Post-Deployment Support Approach.

### **13. September Quiet Period**

- Seth Richman provided an overview of the September Quiet Period.
- There will be minimal system changes to CalSAWS and C-IV; minimal infrastructure changes; and the focus will be on stability prior to the September cut-over.
- Action will continue in the Counties and their focus will be on County Preparation Activities and completing training.

### **14. Application Development & Policy Update**

- Karen Rapponotti provided an update on Application Development & Policy.
- The budget packet has not been finalized.
- The Risk item is dependent on receiving policy on time as well as any federal approvals.
- Items proposed in the budget include:
  - Medi-Cal has postpartum expansion expecting for next year in April. The expansion of age 50 regardless of immigration status. The inmate eligibility suspension does not have a date yet.
  - CalWORKs MAP increase is coming up and the draft for that has been written. Pregnancy Special Need is being increased.
  - CalFresh SNB/TNB benefits changes coming up in Fall 2021 and Food for All (post-migration).
  - Foster Care is making changes to the Out of State ARC payments. There is an Early Infant Supplemental coming July 2023.
- Other potential budget items include CAPI Grant increase, Global telephonic signature solution, and BenefitsCal consumer compensation.

### **15. LDS Data Conversion & Decommissioning Plan**

- Mike Tombakian provided an overview of the LDS Data Conversion & Decommissioning Plan.
- The Legacy Data Solution (LDS) is currently accessed by a small handful of users on a weekly basis. It runs unsupported version of Windows OS and is

planned for decommission as part of CalSAWS Migration. Counties have opportunity to run their own local copy (CIT 0128-20).

- The Project is in process to convert data from LDS into CalSAWS using the same shell case format used for record retention.
- Conversion expected to be complete by late November 2021. This was communicated in CIT 0142-21.

#### **16. Conversion Update**

- Paul Trisler and Keith Salas provided an update on Conversion.
- The team is currently in the process of completing Mock Conversion #3 which will be completed by this coming Monday.
- County Validation will be completed by the counties and the participants have already been identified.
- Everything from a C-IV perspective is moving forward and on track. County Prep Activities will be done by the end of next month.
- The next phase for CalWIN is converted data testing in November 2021.

#### **17. Procurement Update**

- Tom Hartman provided an update on Procurement.
- The CalSAWS M&O Procurement has analyzed the RFI responses and conducted follow-up meetings with vendors through May 13 to June 25, 2021.
- The team will be developing the requirements in November 2021.
- The SOC 2 Procurement contract was approved June 24, 2021.

#### **18. State Partners Updates**

- **OSI**
- **CDSS**
- **DHCS**
  - OSI – Brandon Hansard
    - On June 23, 2021, OSI received approval of the Deloitte Change Order 3 and the ClearBest Change Order 6 from Federal partners. June 29, 2021, it was confirmed that there are no outstanding Federal questions on the CalWIN June 2021 Annual Operation Advance Planning Document (OAPDU). OSI is currently waiting for the formal CMS approval. July 7, 2021, OSI submitted the First Data LRS QA Agreement Amendment 7 to CMS for review and approval.
  - CDSS – Brittney Blake
    - CDSS is waiting on final budget and still working on the client outreach.
  - DHCS – Katie Mead
    - The Budget Initiative and the repeal of the asset limit will be in a two phased approach. Phase 1 is to be implemented no sooner than July 2022 and this will increase the asset limits to \$130,000 for one person and additional \$65,000 for each individual up to 10 people. Phase 2 will be effective no sooner than January 2024 and this will eliminate the asset tests for all non-MAGI programs. A lot of these are still pending final approval but DHCS is working towards these as a whole. There is a draft ACWDL that has been sent out for



county and SAWS review as well as stakeholder review. The Post-Partum Expansion as part of the American Rescue Plan California is electing to extend post-partum coverage from two months to twelve months, which is targeted for an April 2022 implementation date contingent on all federal approvals. DHCS has been working with CalHEERS to automate this process. ACWDL advocate and county comments are being reviewed. DHCS continues to engage SAWS, counties, and CWDA in workgroup meetings to discuss the Public Health Emergency lift.

## 19. Regional Updates

- Region 1 – Clarisa Simon
  - Most of the counties are working on a return to office plan and working on balancing that with continuing some form of telework to provide flexibility for staff.
  - San Mateo County has hired a CalSAWS Analyst to help support the CalSAWS migration. They also encourage the SandBox usage for all.
  - Sonoma County filled some of their vacant positions and a supervisor position. Sonoma County is focused on ancillary conversion efforts.
  - Santa Cruz County is working on validating the internal stakeholder's analysis presented at the OCM meeting. The county looks forward to the July OCM meeting where communication will be discussed. The county actively pulls information from the portal into their internal SharePoint site.
  - Monterey County is filling vacant positions.
  - Marin County is doing some recruitment and they are focused on migration activities.
  - Santa Clara County is focused on ancillary conversion.
  - Alameda County has completed their BPR process and has signed off.
  - San Francisco County is currently reviewing the As-Is BPR work product and it's due in early July.
  - Solano County sent a survey to their county staff and CalSAWS pertaining to how aware they are. The county is also building their data conversion team to focus on ancillary conversion and other related efforts.
  
- Region 2 – Ethan Dye
  - All the counties are looking at return to office plans as well as teleworking options. There is a lot of hiring throughout the counties.
  - Alpine County is dealing with four current wildfires.
  
- Region 3 – Rachel Ebel-Elliott
  - Many counties are experiencing a high rate of vacancy in the Eligibility classifications. Several counties are in active recruitment.
  - Colusa County held an open house recruitment night last week in an effort to increase applicants for the Eligibility positions.
  - Tehama, Butte, and Mendocino County all have eligibility Training classes in process.
  - Butte County is the process of converting to a POC county and they've been able to secure grant funding.
  - Humboldt County PPOC, Bobbi Wibbenhorst, has been chosen as the new Regional Manager for Region 3.

- Region 4 – Cindy Uetz
  - Fresno County attended a ribbon cutting ceremony commemorating the new Fresno County Department of Social Services buildings. The CalSAWS Region 4 Regional Managers, Matt and Justin, attended the ceremony and toured the new building.
  - Fresno County and DSS is creating an internal CalSAWS communication portal where staff will have access to CalSAWS latest news. The target launch date is in September 2021. The county has several staff actively participating in BenefitsCal UAT testing and signed off on the As-Is BPR with Deloitte.
  - Kern County has staff vacancies in Eligibility, and they have had their last class until after migration. They are also working on their reopening plans as of Monday, August 16, 2021, and they'll re-open all lobbies to the public after that. The County is also working on their Phase I Prep Activities strategy for Implementation.
  - Mariposa County a verification webinar presented by CDSS was shared with all staff. CalFresh refresher training continues to be a priority for Eligibility staff. The county also holds weekly vaccine clinics at their community health center. CalSAWS early training has begun, and the staff is excited.
  - San Luis Obispo lobbies are now open. Employment Resource Specialists who are interested can telecommute one day a week. There are new Social Worker Training classes starting in August 2021.
  - Stanislaus County has a small number of staff telecommuting. The office lobbies are now open by appointments.
  
- Region 5 – James Locurto
  - Riverside County is in full migration mode and preparing staff for the big day. The county purchased the CalSAWS Power of 58 merchandise which they plan to give to their CNCs. The county is preparing to bring some staff back into the office.
  - San Bernardino County implemented the Automated Authentication Assistant Bot on June 18, 2021.
  - Santa Barbara County has added two additional staff and that staff is now immersed in web-based trainings. The county did not shut down any lobbies during the pandemic but did make adjustments for social distancing.
  - Ventura County is applying an EEI lenses model to identify the counter measures present or missing from all processes in end user interfaces.
  
- Region 6 – Winna Crichlow & Vicki Moore
  - Los Angeles County is in the process of reevaluating reopening to see what it will look like for them. The county is expanding their customer service centers within Los Angeles County DPSS. The county is adding additional offices to their first contact resolution model that was implemented in DPSS.
  - DCFS is planning some soft openings and then possibly do a full opening around Labor Day. They are looking at keeping telework as option. This will help them reduce the number of offices and give employees options.

## 20. July 30, 2021, JPA Meeting Overview

- John Boule provided an overview of the July 30, 2021, JPA Meeting.

## 21. Adjourn Meeting

- Co-Chair, Ethan Dye, adjourned the meeting at 12:02 p.m.

Action Items	Assigned to	Due Date	Status
1. Automated Assistants/Bots Pilot Status Update	<b>Seth Richman</b>	<b>Ongoing</b>	<b>Open</b>
2. Provide update on CalSAWS recruitments.	<b>Holly Murphy</b>	<b>Ongoing</b>	<b>Open</b>
3. Provide regular updates on the status of Analytics Reporting Design, Development, and Implementation.	<b>Luz Esparza</b>	<b>Ongoing</b>	<b>Open</b>
4. Discuss DEI activities/initiatives taking place at CalSAWS.	<b>John Boule</b>	<b>Ongoing</b>	<b>Open</b>
5. Provide feedback on the sessions with CBOs.	<b>Gabby Otis</b>	<b>07/15/2021</b>	<b>Closed</b>
6. Provide feedback on the BenefitsCal learning environment and the availability to the CBO Community.	<b>Gabby Otis</b>	<b>08/19/2021</b>	<b>Open</b>

### **Next Meeting:**

Conference Call/Zoom  
Thursday, August 19, 2021  
8:30 a.m. – 12:00 p.m.  
CalSAWS Rancho Cordova  
11290 Pyrites Way, Suite 150  
Rancho Cordova, CA 95670