

## CalSAWS Consortium JPA Board of Directors

### Meeting Minutes

July 30, 2021

9:00 a.m.

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

#### **Members Present Via teleconference:**

Region 1 – Member, Tracey Belton, San Benito County Dept. of Health & Human Services  
Region 1 – Member, Kathy Gallagher, Contra Costa Employment & Human Services Department  
Region 2 – Member, Amanda Sharp, Placer County Health & Human Services Department  
Region 3 – Member, Bekkie Emery, Mendocino County Health and Human Services Agency  
Region 4 – Vice-Chair, Delfino Neira, Fresno County Department of Social Services  
Region 4 – Member, Dena Murphy, Kern County Department of Human Services  
Region 5 – Member, Gilbert Ramos, San Bernardino County Human Services Agency  
Region 5 – Member, Debra Baetz, Orange County Social Services Agency  
Region 5 – Member, Melissa Livingston, Ventura County Social Services Agency  
Region 6 – Chair, Michael Sylvester, Los Angeles County Department of Public Social Services  
Region 6 – Alternate Member, Antonia Jimenez, Los Angeles County Department of Public Social Services  
Region 6 – Member, Cynthia McCoy-Miller, Los Angeles County Department of Children & Family Services  
State – Ex-Officio Member, Dan Kalamaras, Office of Systems Integration

#### **Facilitator:**

John Boule, CalSAWS Executive Director

1. **JPA Board Chair, Michael Sylvester, convened the meeting at 9:03 a.m.**
2. **Confirmation of Quorum and Agenda Review**
3. **Public opportunity to speak on any Item NOT on the agenda.**
  - None

#### **Action Items**

4. **Approval of Signature/Fund Custodian Authorization Form for Diana Alexander, Assistant Executive Director at San Bernardino County.**

**Summary:** The Consortium is seeking Board approval of the Signature/Fund Custodian Authorization Form for Diana Alexander, Assistant Executive Director at San Bernardino County.

Motion to Approve, was made by Chair, Michael Sylvester.

Motion was seconded by Vice-Chair, Delfino Neira.

Member, Kathy Gallagher, voted to approve.

Member, Tracey Belton, voted to approve.

Member, Amanda Sharp, voted to approve.

Member, Bekkie Emery, voted to approve.

Member, Dena Murphy, voted to approve.

Member, Gilbert Ramos, voted to approve.

Member, Melissa Livingston, voted to approve.

Member, Debra Baetz, voted to approve.

Member, Cynthia McCoy-Miller, voted to approve.  
Alternate Member, Antonia Jimenez, was absent from vote.  
Vote was taken via roll call and the Motion passed.

After the vote, the Board congratulated Member, Amanda Sharp, on her announcement that this will be her last CalSAWS JPA Board Meeting as the Director of Placer County Health & Human Services Department, because she has accepted the position of Community Services Agency Director for Stanislaus County.

**5. Approval of Deloitte Portal Mobile Change Order 3, which includes requests for additional allocation for future change orders.**

**Summary:** The Consortium is seeking Board approval of Deloitte Portal Mobile Change Order 3, which includes requests for additional allocation for future change orders.

Motion to Approve, was made by Vice-Chair, Delfino Neira.  
Motion was seconded by Member, Gilbert Ramos.  
Member, Kathy Gallagher, voted to approve.  
Member, Tracey Belton, voted to approve.  
Member, Amanda Sharp, voted to approve.  
Member, Bekkie Emery, voted to approve.  
Member, Dena Murphy, voted to approve.  
Member, Melissa Livingston, voted to approve.  
Member, Debra Beatz, voted to approve.  
Chair, Michael Sylvester, voted to approve.  
Member, Cynthia McCoy-Miller, voted to approve.  
Alternate Member, Antonia Jimenez, was absent from vote.  
Vote was taken via roll call and the Motion passed.

**6. Approval of ClearBest Change Order 6, which includes requests for additional allocation for future change orders.**

**Summary:** The Consortium is seeking Board approval of ClearBest Change Order 6, which includes requests for additional allocation for future change orders.

Motion to Approve, was made by Member, Debra Baetz.  
Motion was seconded by Member, Kathy Gallagher.  
Member, Tracey Belton, voted to approve.  
Member, Amanda Sharp, voted to approve.  
Member, Bekkie Emery, voted to approve.  
Vice-Chair, Delfino Neira, voted to approve.  
Member, Dena Murphy, voted to approve.  
Member, Gilbert Ramos, voted to approve.  
Member, Melissa Livingston, voted to approve.  
Chair, Michael Sylvester, voted to approve.  
Member, Cynthia McCoy-Miller, voted to approve.  
Alternate Member, Antonia Jimenez, was absent from vote.  
Vote was taken via roll call and the Motion passed.

- 7. Approval of Regional Government Services Amendment 33, which includes requests for:**
- a. Adjustments to the Rate Table to update base pay rates for the position of Technical Analyst.**
  - b. Adjustments to the Rate Table to update the number of positions.**

Summary: The Consortium is seeking Board approval of Regional Government Services Amendment 33, which includes requests for:

- a. Adjustments to the Rate Table to update base pay rates for the position of Technical Analyst.
- b. Adjustments to the Rate Table to update the number of positions.

Motion to approve was made by Chair, Michael Sylvester.

Motion was seconded by Member, Melissa Livingston.

Member, Kathy Gallagher, voted to approve.

Member, Tracey Belton, voted to approve.

Member, Amanda Sharp, voted to approve.

Member, Bekkie Emery, voted to approve.

Vice-Chair, Delfino Neira, voted to approve.

Member, Dena Murphy, voted to approve.

Member, Gilbert Ramos, voted to approve.

Member, Debra Baetz, voted to approve.

Member, Cynthia McCoy-Miller, voted to approve.

Alternate Member, Antonia Jimenez, was absent from vote.

Vote was taken via roll call and the Motion passed.

**8. Approval of Consent Items**

- a. Approval of the Minutes and review of the Action Items from the June 24, 2021, Joint Meeting of the CalSAWS JPA Member Representatives and Board of Directors.**
- b. Approval of ClearBest Worker Order 1, which includes requests for Central Print.**
- c. Approval of First Data Change Notice 3, which includes requests for Testing Staff Augmentation.**

**Summary:** The Consortium is seeking Board approval of Consent Items.

Motion to Approve, was made by Chair, Michael Sylvester.

Motion was seconded by Member, Amanda Sharp.

Member, Kathy Gallagher, voted to approve.

Member, Tracey Belton, voted to approve.

Member, Bekkie Emery, voted to approve.

Vice-Chair, Delfino Neira, voted to approve.

Member, Dena Murphy, voted to approve.

Member, Gilbert Ramos, voted to approve.

Member, Melissa Livingston, voted to approve.

Member, Debra Baetz, voted to approve.

Member, Cynthia McCoy-Miller, voted to approve.

Alternate Member, Antonia Jimenez, was absent from vote.

Vote was taken via roll call and the Motion passed.

## **Informational Items**

### **9. Quarterly Fiscal Update**

**Summary:** Holly Murphy provided the CalSAWS Quarterly Fiscal Update and noted that additional information for the prior fiscal year was provided in a handout that was included in the meeting materials. The C-IV and LRS funding categories will conclude following the C-IV Go-live. The M&O costs will then be included in the CalSAWS category. Counties that have staff assigned to the project will have changes to claiming and allocation changes due to the changes from C-IV/LRS to CalSAWS. The CalSAWS allocation of 15,000 hours begins in November 2021.

### **10. CalSAWS Gantt Chart Update**

Summary: Seth Richman, Rachel Frey, and Dawn Wilder provided an update on the CalSAWS Gantt Charts and the associated activities. There is one month until the cutover of the print center for Los Angeles County and two months until the cutover of C-IV to CalSAWS. The final major release (21.07) of core functionality for CalSAWS prior to cutover was Monday and it went well. Development of BenefitsCal Release 1.0 has been completed and all critical and high items have been resolved. Development and Test efforts continue for Releases 1.1 and 1.2, which are to accommodate changes for Code for America. To-Be Activities have begun for the CalWIN ISS effort. The CalWIN Counties have asked for additional information, so the CalWIN ISS team is working with the CalSAWS team to compile a package of information that will provide a wholistic picture of how activities dovetail with each other. JPA Members requested that the 90-day Acceptance Period begin after Los Angeles County has been added to BenefitsCal rather than after Release 1. The team will research the possibilities and report back. The buildout of the Southern California Print Center is complete, and it is ready to go operational. Additional equipment is being installed in the other print centers. The Los Angeles County production load test will begin soon, and supplies are being ordered.

10:00 a.m. – Alternate Member, Antonia Jimenez, joined the meeting.

### **11. CalSAWS High Risk Update**

**Summary:** John Boule introduced the topic and reminded the Board that the CalSAWS Risk and Issue process is continually utilized. Some of the Risks will stay listed as High Risks through implementation in order to keep them in view of the Project Teams as they move forward.

- Karen Rapponotti provided an update on "Risk 201 Pace of Policy changes may exceed capacity of the Project teams, resulting in less automation." The team is still waiting for the new COLA numbers, so that the batch COLA for CW/CF can be run prior to migration. It is important to run them prior to migration to mitigate fallout rate of cases. CDSS is reaching out to FNS. An update will be provided at the next JPA Meeting.
- Ted Anderson provided an update on "Risk 203 Project communications must be enhanced, otherwise stakeholder/audience needs will not be met." A review of various new communication channels was provided and the commitment to continued assessments of effectiveness of communications with updates being made as needed.
- Keith Salas provided an update on "Risk 236 The scaling of Analytics dashboards for 58 counties may have an impact on system performance." The testing phases were reviewed

as well as the status of Action Items. The 40-county performance test is in progress. Action Item 4 has not started yet. The Risk is trending down but will continue to be a focus of the Project.

- Greg Elston provided an update on “Risk 237 The scaling of Batch for 58 counties may have an impact on system performance.” Reductions in processing time have been seen as a result of the changes that have been made to date and technical changes on the database side have been identified as well. The daily batch run is within the window, but the larger monthly runs still have some work to be done. Some changes are simple, but some may require bigger technical changes. The status of Batch and the evidence of readiness will be included in the Greenlight Packet.
- Greg Elson provided an update on “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.” Additional resources have been brought on to update the schedule of the batch jobs and all of the associated processes. The Batch Operations team from C-IV is being merged with the LRS team to be in alignment. Automation is being researched for parts of the batch cycle as well.
- Arnold Malvick provided an update on “Risk 248 The C-IV Imaging go live may not have images older than 02/28/2021 due to delays in the C-IV image migration.” The remediation plan put in place for the hardware failure issues has been successful and the C-IV images through June 1, 2021, are now in the new Hyland Imaging solution. Conversion of metadata and images have been submitted to UAT for validation. The Risk is trending in a positive direction at this time. The sync process will run on a continuous basis and will be part of the validation over the next two months. At a future meeting the team will discuss the move of this system to cloud and the ability to exercise cloud capacity in a dynamic manner for performance and how much rearchitecting of the batch job is necessary to take the best advantage of cloud performance and architecture as we try to increase capacity to meet batch windows for C-IV Counties and eventually, the CalWIN Counties.

## 12. BenefitsCal Update

**Summary:** Rachel Frey provided an update on BenefitsCal activities including a Training update and a Marketing update. The BenefitsCal.com site is up and running with marketing information. There have been over 69,000 visits to the site and nearly 900 downloads of the Social Media Toolkit. Future marketing campaigns are being coordinated with partners. Three different types of training materials are being provided. Many are complete and the remaining are on schedule. Some live trainings with different audiences will be scheduled.

## 13. CalWIN Implementation Support Services

**Summary:** Juli Baker provided an update on CalWIN ISS activities including BPR, OCM, and Training. The As-Is sessions are complete, and all 18-counties have signed-off. The To-Be Sessions are a lot of work, but they're going well. Wave 1 counties are in progress and pre-planning for Wave 2 counties is under way. The monthly Organizational Change Management (OCM) Meetings with the Points of Contact (POCs) are ongoing. The continuing topics were reviewed. The Training Team is on board and the Training Advisory Council topics for July, August, and September were reviewed.

## 14. Application Development & Policy Update

**Summary:** Karen Rapponotti provided an update on Application Development and Policy activities. The budget has been finalized. The Project worked with CDSS, DHCS, and CWDA as part of the process to determine what items could be handled within this budget. The dates that are identified are ones that the Project expects to meet. Funding for Medi-Cal includes the Postpartum Expansion to 12 months, expansion to Age 50 and over without regard to immigration status, the elimination of Asset Test, and Inmate Eligibility Suspension. CalWORKs funding includes the MAP increase; increase Pregnancy Special Need to \$100; increase Applicant EID to \$450; allow eligibility when pregnancy is verified; Family Reunification funding; and Overpayment. The CalFresh perspective is handling SNB/TNB benefit changes, SNB/TNB changes on the recert pause, and Food for All. Items for Foster Care are Out of State ARC payments, Early Infant Supplement, and 180 days of Family Reunification funding. Other items include CAPI Grant increase, and Global Telephonic Signature Solution.

## 15. UAT Update

**Summary:** Peggy Macias provided an update on UAT. The 6<sup>th</sup> week of Execution was just completed for UAT. Overall, the CalSAWS Integrated UAT Plan is on schedule. UAT improvements have been identified, which are Technology, Knowledge Transfer/Training, and UAT Participant Experience. The status of the 6<sup>th</sup> week of Execution was a 61% Execution. There were 576 scenarios completed at a 94% Pass Rate. To date there have been 334 Testers and 42 SMEs representing 26 Counties. The status of the CalSAWS Imaging Admin Execution was 59 scenarios were completed at a 98% Pass Rate. There are 28 testers and 1 SME representing 22 Counties. The BenefitsCal Execution status is 48% execution with 334 scenarios completed and 68% Pass Rate. There is 113 testers and 23 SMEs representing 35 Counties.

## 16. Central Print Update

**Summary:** Dawn Wilder provided an update on Central Print. The Central Print Design Master Implementation Plan was approved, and the requirements verification session was completed. In training and implementation, the maintenance and operations plan were approved. Supply readiness, training readiness, and training delivery are in progress. The Central Print Postage for Los Angeles County Postage funding process is changing to prepaid. C-IV Counties are changing the account into which postage is paid. Postage account information is available to County designated contacts. Postage should be deposited at least two weeks in advance to allow for verification of funds. Central Print Portal Training for County Central Print portal users will be a webinar. The Los Angeles County webinar to be scheduled for the week of August 23, 2021. C-IV County webinars will be scheduled in September.

## 17. Training Update

**Summary:** Ashley Arnold provided an update on Training. An Early Training Kick-off/Orientation was conducted June 30, 2021 and had 209 participants. Metrics on Early Training course completion will be provided at the August PSC meeting. All Training Environment Roadshows have been completed. Web Portal resources include Case Copy Demo; How to create a Golden Case demo; Training Environment Guide; and Training Environment Roadshow presentation deck.

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

**Summary:** Araceli Gallardo and Yong Vangbliayang provided an update on C-IV/CalSAWS Implementation Readiness. The T-3M Change Readiness Assessment Survey was conducted from June 15, 2021, to June 28, 2021 and was distributed to 13,638 C-IV County Users across 38 Counties. 7,544 of 13,638 C-IV Users responded to the survey. The key takeaways from this survey were that C-IV Users are progressing toward understanding and acceptance, greatly in part due to the vast majority of users having participated in Just-in-Time system demonstrations. 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. The next steps include providing 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. Overall, CalSAWS, BenefitsCal, and Central Print are on track. There are three late milestones with a low severity, and they all have remediation plans.

## 19. Conversion Update

**Summary:** Keith Salas provided an update on Conversion. The overall status of Conversion is on time and within budget. There were consistent results in Mock Conversions for C-IV. EDBC is exceeding expectations and a Case Review Report has been created. As the team creates converted data for CalWIN the team is also integrating the ancillary data.

## 20. CalSAWS Innovation Phase 2

**Summary:** Guarav Diwan provided an overview on CalSAWS Innovation Phase 2. The goal for the second phase of innovation is to proactively create aspirational innovations with, and for, the counties and the customers. The team will innovate with the counties, create a culture of innovation, and see ideas come to life, and raise the profile to an approach similar to Shark Tank. Phase 1 will continue while Phase 2 is launched. Top ideas will be prototyped at a county. Each quarter, the team will rotate County Directors for County representation on the panel. County Directors will provide future areas of focus, or challenge statements, on a quarterly basis to guide and spark innovation ideas.

## 21. September Quiet Period

**Summary:** Seth Richman provided an overview of the September Quiet Period. Typically, in large System Integration Projects there is a quiet period prior to migration to allow a period of time when items can be finalized and verified. The goal is to have been minimal system changes to CalSAWS and C-IV during this time and the focus is on stability prior to the September cut-over. Action will continue in the Counties and their focus is on County Preparation Activities and completing training. If there are in-flight activities, or applications that can be completed in September, that will make it a smoother post-cutover period.

## 22. Adjourn Meeting

- JPA Board Chair Michael Sylvester adjourned the meeting at 12:02 p.m.

Action Items	Assigned to	Due Date	Status
1. Provide a quarterly update on recruitment with the Fiscal Report.	Holly Murphy	06/24/21	Open
2. Report back to the Board with comprehensive recommendations for Diversity, Equity, and Inclusion (DEI).	John Boule	Ongoing	Open
3. Provide details on how Risk Mitigation is being tracked.	Rachel Frey	06/24/21	Closed
4. Research moving the BenefitsCal 90-day Acceptance Period to after Release 2 instead of after Release 1.	Rachel Frey	08/13/2021	Open
5. Discuss the move of this system to cloud and the ability to exercise cloud capacity in a dynamic manner for performance and how much rearchitecting of the batch job is necessary to take the best advantage of cloud performance and architecture as we try to increase capacity to meet batch windows for C-IV Counties and eventually, the CalWIN Counties.	Arnold Malvick	09/10/2021	Open

**Next Meeting**

Conference Call/Zoom  
Friday, August 13, 2021  
12:30 p.m. – 3:30 p.m.