

## CalSAWS Consortium JPA Board of Directors

### Meeting Minutes

August 13, 2021

12:30 p.m.

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

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

Region 1 – Member, Kathy Gallagher, Contra Costa Employment and 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, Melissa Livingston, Ventura County Social Services Agency  
Region 6 – Chair, Michael Sylvester, 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

#### **Members Absent Via teleconference:**

Region 1 – Member, Tracey Belton, San Benito County Dept. of Health & Human Services  
Region 5 – Member, Debra Baetz, Orange County Social Services Agency  
Region 6 – Member, Roxana Molina, Los Angeles County

#### **Facilitator:**

John Boule, CalSAWS Executive Director

1. **JPA Board Chair, Michael Sylvester, convened the meeting at 12:31 p.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 Cambria Solutions OCAT Amendment No. 3, which includes a request to exercise optional years extending the contract from November 1, 2021, through October 31, 2024.**

**Summary:** The Consortium is seeking Board approval of Cambria Solutions OCAT Amendment No. 3, which includes a request to exercise optional years extending the contract from November 1, 2021, through October 31, 2024.

Motion to Approve, was made by Member, Amanda Sharp.  
Motion was seconded by Member, Bekkie Emery.  
Member, Kathy Gallagher, voted to approve.  
Member, Dena Murphy, voted to approve.  
Vice-Chair, Delfino Neira, voted to approve.  
Member, Gilbert Ramos, voted to approve.  
Member, Melissa Livingston, voted to approve.

Member, Cynthia McCoy-Miller, voted to approve.  
Chair, Michael Sylvester, voted to approve.  
Members, Tracey Belton, Debra Baetz, and Roxana Molina were absent from vote.  
Vote was taken via roll call and the Motion passed.

- 5. Approval of Accenture LRS/CalSAWS Amendment No.27, which includes requests for:**
- a. Add application modification hours to Exhibit C for HTML 5, GA/GR Correspondence Triggers, ForgeRock IAM solution, and UAT Support for Portal Integration**
  - b. Update Exhibit W to remove unneeded production and operation charges for WAN**
  - c. Update Exhibit X to increase the allowance for offshore hours**
  - d. Update Exhibit AA to specify utilization of credit for the application modifications noted above**

**Summary:** The Consortium is seeking Board approval of Accenture LRS/CalSAWS Amendment No.27.

Motion to Approve, was made by Vice-Chair, Delfino Neira.  
Motion was seconded by Member, Kathy Gallagher.  
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, Cynthia McCoy-Miller, voted to approve.  
Chair, Michael Sylvester, voted to approve.  
Members, Tracey Belton, Debra Baetz, and Roxana Molina were absent from vote.  
Vote was taken via roll call and the Motion passed.

- 6. Approval of First Data Amendment 7, which includes requests for further extension of the term of the Professional Services and Augmentation Staff Services from March 1, 2021, through October 31, 2023.**

**Summary:** The Consortium is seeking Board approval of First Data Amendment 7, which includes requests for further extension of the term of the Professional Services and Augmentation Staff Services from March 1, 2021, through October 31, 2023.

The First Data and ClearBest teams will discuss the Quality Assurance Transition Plan at the September JPA Board Meeting.

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

## 7. Approval of Consent Items

- a. Approval of the Minutes and review of the Action Items from the July 30, 2021, JPA Board of Directors Meeting.
- b. Approval of Accenture Change Notice 10, which includes requests for LRS CalHEERS Maintenance & Enhancements (Annual Update), CalSAWS API Updates for Get CalFresh Integration, and Pre-populated Medi-Cal Redetermination Forms, Age 50 and Older Full Scope Medi-Cal Expansion, Additional LRS M&E for SFY 2021/22.
- c. Approval of ClearBest Work Order 2, which includes requests for Get CalFresh Integration.
- d. Approval of ClearBest Work Order 3, which includes requests for Pre-populated Medi-Cal Redetermination Forms.
- e. Approval of ClearBest Work Order 4, which includes requests for Age 50 and Older Full Scope Medi-Cal Expansion.
- f. Approval of Deloitte Work Order 1, which includes requests for Customer Compensation Payments.
- g. Approval of Deloitte Order 2, which includes requests for Pre-populated Medi-Cal Redetermination Forms.
- h. Approval of Deloitte Work Order 3, which includes requests for Get CalFresh Integration.

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

Motion to Approve, was made by Vice-Chair, Delfino Neira.

Motion was seconded by Member, Gilbert Ramos.

Member, Kathy Gallagher, 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, Cynthia McCoy-Miller, voted to approve.

Chair, Michael Sylvester, voted to approve.

Members, Tracey Belton, Debra Baetz, and Roxana Molina were absent from vote.

Vote was taken via roll call and the Motion passed.

## Informational Items

### 8. Application Development & Policy Update

- COLA Updates

**Summary:** Karen Rapponotti, Rocky Givon, and Alexis Fernandez provided the update on Application Development & Policy including COLAs. Typically, new CalFresh allotment amounts are received in early August and the batch EDBC runs in early September. To minimize pre-migration/post-implementation impacts, SAWS planned to move up the Batch EDBC to August. CDSS and SAWS are working together to determine potential next steps. The teams agree that removing the temporary 15% CalFresh increase would be more beneficial for the Customers, because a possible supplement is better than a possible over

issuance. EAs will be moved up to the weekend of September 4, 2021, so they don't compete with COLA. The team wished Alexis Fernandez well in her future endeavors.

## **9. CalSAWS Gantt Chart Update**

**Summary:** Seth Richman, Rachel Frey, and Dawn Wilder provided the update on the CalSAWS Gantt Chart. User Acceptance Tests will begin in less than 11 months in July of 2022 for CalWIN. The CalWIN converted data test execution will begin in November 2021. The C-IV Implementation and Training are proceeding on track. Imaging has completed the build, system test, and performance test. After release 1.0 for BenefitsCal there will be a change to moving the Acceptance Period to follow the second release that is scheduled for November 2021, which will take place for a period of 90 days post-November release. The BenefitsCal team has started activities associated with design for the release scheduled for April 2022, which is release 3.0. The team is working on the designs associated with release 2.0. The team is in testing for release 1.1 and 1.2. CalWIN ISS has completed the As-Is activities for all 18 counties. The team is working on the OCM Plan. There was a request from the CalWIN Counties to be able to get a view of how the CalWIN ISS efforts overlay with the DD&I efforts. Central Print is moving towards the C-IV implementation but prior to that there is the go-live for Los Angeles County. To date the team has went through the requirements for the Implementation Plan and M&O Plan. Both been reviewed and approved. The southern California print center is new and online. The majority of testing has been completed. Load Testing is in progress for the Southern California Print Center.

## **10. CalSAWS County Validation Opportunity**

**Summary:** Jo Anne Osborn and Gretchen Williams provided an overview of the CalSAWS County Validation Opportunity. County Validation is optional for those Counties who choose to participate. There are three different models in place today. A video was presented for County Validation Opportunity. The Strike Team has broken into smaller sections to take define the 'how' for the framework. Regional Managers are supporting the counties and determining participation.

## **11. C-IV/CalSAWS Implementation Readiness/Pre-Greenlight Update**

- **Introductions**
- **Summary of Readiness/Risks**
- **Application Readiness Summary**
- **CalSAWS Core UAT**
- **Conversion**
- **Interface Partner Testing**
- **Imaging**
- **Ad Hoc/Analytics**
- **Operations**
- **Performance**
- **Tech Readiness Infrastructure**
- **Identity Access Management**
- **Security**
- **Training**

- **Change**
- **Implementation**
- **BenefitsCal**
- **Central Print**
- **County Readiness**
- **IV&V**

**Summary:** Seth Richman, Peggy Macias, Gabrielle Otis, Dawn Wilder, Wendy Batterman, and Brian Nagy provided an update on C-IV/CalSAWS Implementation Readiness/Pre-Greenlight. The Greenlight process is how the Project, through formal presentations and information presented to the Regional Managers who represent their counties, make a formal decision for Go-live. This is done for every application release every two months.

- County Prep Conversion occurs in two weeks, which means the team loads the CalSAWS system with the C-IV County offices and worker information. Counties may go in and make sure that all information is correct.
- Overall, Project Readiness has five High risks. Three of them are related to scaling. Risk #249 is new, and it is to document that C-IV Cutover Activities are at-risk of not completing within the planned 84-hour window. There are three Medium risks related to Migration which are being tracked.
- The ClearBest Quality Assurance team developed status icons to show readiness.
- Overall, CalSAWS UAT is on schedule for CalSAWS Application including State Reports and has a 96% pass rate. The team is looking to extend defect retesting for an additional week to make sure any remaining defect retest efforts are closed out. There are 12 open CalSAWS Core Defects and all defects at this time are targeted for resolution prior to exiting UAT.
- Overall, Conversion readiness is on schedule. The C-IV Conversion Cutover Window Risk is to document and track that the execution of the C-IV Conversion Cutover activities in the three Mock Conversions have not resulted with the overall End-To-End performance completing at or within 84-hours. Mock Conversion #3 (in July) completed in approximately 86.5-hours. The team has logged Risk #249 and will work with the various project teams on cutover activities to mitigate the risk of executing cutover activities past the 84-hours and thus impacting County Users start to their business day in CalSAWS. The team will research whether or not there is time to complete another full Mock Conversion prior to cutover.
- Interface Partner Testing is on schedule and Execute Interface Testing with State Partners will be completed by the end of the week. CalSAWS cloud server production cutover connectivity EBT(FIS) was green lit August 13, 2021. A meeting was scheduled for August 4, 2021, between CalSAWS Consortium, CalSAWS build team, and OSI to discuss the implementation timeline proposed by FIS. Teams are actively conducting Network and SFTP testing between August 4 – 12. CalSAWS has proposed a production FIS-EBT AWS cloud network cutover weekend of August 14.
- Imaging has been going well from a development and architecture perspective. Imaging UAT is on-track for CalSAWS Imaging Admin and overall completed 100% of the test scenarios with a 98% pass rate. A retest is scheduled for the one remaining test case from August 9 – 20. There are four open CalSAWS Imaging UAT defects.
- The Ad Hoc Reporting and Analytics team is in its final step of the 40-county system test. Los Angeles County and 39 County data will all come together. One technical risk is establishing CalSAWS connectivity with Ad Hoc Reporting for APEX Reporting. Accenture Security has submitted a POAM (Plan of Action and Mitigation). Awaiting approval from Consortium Security to proceed with the network changes. Security

teams are working through potential solutions to address identified items and mitigate the security risk.

- The Customer Service Center is on schedule. ForgeRock (IAM) Services Invoked in all performance cycles. Each platform runs isolated tests within the four walls of the platform. CalSAWS Online simulates functional workload against CalSAWS-Core and supporting services. ForgeRock is used from an End-to-End process which simulates functional workload against CalSAWS-Core and supporting services and BenefitsCal functional workload. CalSAWS and ForgeRock 40-county online performance test findings with Golden Dataset #3 from Cycle 1 were that users are failing to login above load of about 11,000 users. The exceptions and transaction level performance detail analysis are in progress. Infrastructure is going well and on schedule.
- From a training perspective everything is on track. Early Training has begun and over 1,000 C-IV county staff have been signed up to do early training and they are finding the differences between C-IV and CalSAWS. The Learning Management System has been fully populated and the team is preparing for General Training. Change Readiness is all about communication and there have been a number of just-in-time demonstrations and targeted topic presentations. Implementation readiness service desk is in place and ready. In preparation for post go-live the Consortium is distributing a packet that every C-IV user will get.
- The BenefitsCal team is tracking Application, Integration, Technical, Conversion, Training, Implementation, and Change readiness. The BenefitsCal Project monitors overall operational readiness through four key milestones. These milestones are significant events in development and readiness toward the September Go-live for the BenefitsCal system for C-IV counties. Additional milestones will be defined for the November 2021 readiness for YBN replacement (Los Angeles County). The key milestones in progress are Exit System Test, Exit UAT, Production Dry Run, and Production Green-Light. The system test status and exit have a pass rate of 95% which completed on July 16, 2021. The UAT is on-track for BenefitsCal. Overall completed 53% of the test scenarios with 90% pass rate. Integration readiness is on-track, and all defects are proactively being worked. Technology Readiness and Conversion readiness are on schedule. Training readiness has increased the scope. There are a number of communications to the customer community to let them know BenefitsCal is going live.
- Overall, Central Print Readiness is on-schedule. Deliverables have been approved and the team is finishing up. Envelope Fit is to verify the fit of envelope windows prior to purchase. There are no County Issues and Risks as of July 2021.
- IV&V is a contract held by OSI. IV&V Readiness Conversion, Imaging, Analytics, and Training are on-track for confirmation readiness for September 2021. Test and UAT are being monitored because they are slightly behind, but the team is confident it will be ready before September. BenefitsCal Development/Training is on-track, but Test and UAT are slightly behind. Central Print is marked on-track with no concerns.

## 12. Procurement Update

**Summary:** Thomas Hartman provided an update on Procurement. The team is moving forward with all procurements. Everything is proceeding on schedule.

## 13. Adjourn Meeting

- Vice-Chair, Delfino Neira, encouraged JPA Members to discuss Implementation Readiness within their Regions.

- JPA Board Chair Michael Sylvester adjourned the meeting at 3:34 p.m.

Action Items	Assigned to	Due Date	Status
1. Provide a quarterly update on recruitment with the Fiscal Report.	Holly Murphy	10/08/21	Open
2. Report back to the Board with comprehensive recommendations for Diversity, Equity, and Inclusion (DEI).	John Boule	Ongoing	Open
3. Research moving the BenefitsCal 90-day Acceptance Period to after Release 2 instead of after Release 1.	Rachel Frey	09/10/21	Open
4. Presentation by ClearBest and First Data regarding the transition of QA services.	Jenny Rutheiser Wendy Batterman	09/10/2021	Open
5. Discuss possibility of conducting another full Mock Conversion to confirm that adjustments made have resulted in the conversion window being met.	Seth Richman	09/10/2021	Open

**Next Meeting**

Conference Call/Zoom  
 Friday, September 10, 2021  
 12:30 p.m. – 3:30 p.m.