

## **CalSAWS Consortium JPA Board of Directors**

### **Meeting Minutes**

**September 10, 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, Tracey Belton, San Benito County Dept. of Health & Human Services  
Region 1 – Member, Kathy Gallagher, Contra Costa Employment and Human Services Department  
Region 2 – Member, Amanda Sharp, Placer County Health & Human Services Department  
Region 2 – Member, Rachel Roos, Nevada County Department of Social Services  
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 5 – Member, Debra Baetz, Orange County Social Services Agency  
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, Roxana Molina, 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 4 – Member, Dena Murphy, Kern County Department of Human Services

#### **Facilitator:**

John Boule, CalSAWS Executive Director

- 1. JPA Board Chair, Michael Sylvester, convened the meeting at 12:34 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 Accenture LRS/CalSAWS Amendment No.28, which includes requests for:**
  - a. Removal of WAN Administration costs**
  - b. Removal of Central Print costs**
  - c. Addition of Hardware/Software costs**

**Summary:** The Consortium is seeking Board approval of Accenture LRS/CalSAWS Amendment No.28.

Motion to Approve, was made by Vice-Chair, Delfino Neira.  
Motion was seconded by Chair, Michael Sylvester.  
Member, Kathy Gallagher, voted to approve.  
Member, Tracey Belton, voted to approve.

Member, Rachel Roos, voted to approve.  
Member, Bekkie Emery voted to approve.  
Member, Melissa Livingston, voted to approve.  
Member, Debra Baetz, voted to approve.  
Member, Roxana Molina, voted to approve.  
Member, Cynthia McCoy-Miller, voted to approve.  
Member, Gilbert Ramos, voted to approve.  
Member, Dena Murphy was absent from vote.  
Vote was taken via roll call and the Motion passed.

- 5. Approval of Accenture C-IV Amendment No.115, which includes requests for:**
- a. Extend the term of the agreement for data center decommissioning activities**
  - b. Shifts fund from the unallocated funds for future Maintenance and Operations Support Services to be allotted to County purchases**

**Summary:** The Consortium is seeking Board approval of Accenture C-IV Amendment No.115.

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

- 6. Approval of Deloitte – CalWIN Implementation Services Agreement Amendment No.2, which includes requests for:**
- a. \$8,000,000 in unallocated funds to be used towards future county work orders to meet business needs in connection with CalSAWS, subject to further Consortium approval of separate funding by the counties.**

**Summary:** The Consortium is seeking Board approval of Deloitte – CalWIN Implementation Services Agreement Amendment No.2.

Motion to Approve, was made by Member, Kathy Gallagher.  
Motion was seconded by Member, Bekkie Emery.  
Member, Tracey Belton, voted to approve.  
Member, Rachel Roos, voted to approve.  
Vice-Chair, Delfino Neira, voted to approve.  
Member, Gilbert Ramos, voted to approve.  
Member, Melissa Livingston, voted to approve.  
Member, Debra Baetz, voted to approve.  
Member, Roxana Molina, voted to approve.  
Chair, Michael Sylvester, voted to approve.

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

**7. Approval of appointment of Monterey County Department of Social Services Director, Lori Medina, as FCED Governance Executive Committee Member.**

**Summary:** The Consortium is seeking Board approval of appointment of Monterey County Department of Social Services Director, Lori Medina, as FCED Governance Executive Committee Member.

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, Rachel Roos, voted to approve.  
Member, Bekkie Emery, voted to approve.  
Member, Gilbert Ramos, voted to approve.  
Member, Melissa Livingston, voted to approve.  
Member, Debra Baetz, voted to approve.  
Member, Roxana Molina, voted to approve.  
Member, Cynthia McCoy-Miller, voted to approve.  
Member, Dena Murphy 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 August 13, 2021, JPA Board of Directors Meeting.**
- b. Approval of Gainwell Change Order 2, which includes requests for Pre-Populated Medi-Cal Redetermination Forms.**
- c. Approval of C-IV Allocation Request 2, which includes requests for Pandemic Emergency Assistance Fund Program and County purchases.**

**Summary:** The Consortium is seeking Board approval of Consent Items. Action Items 3, 4, and 5 from the August 13, 2021 Minutes will be discussed during the meeting today and can be closed.

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

## **Informational Items**

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

**Summary:** Seth Richman, Rachel Frey, and Dawn Wilder provided an update on the CalSAWS Gantt Chart. Application Development has the 39 C-IV county cutover, BenefitsCal Release, Imaging Release, and Central Print for C-IV all going live the weekend of September 25<sup>th</sup> and 26<sup>th</sup>. The team will be focusing on CalWIN going forward as every activity for C-IV has been completed. CalWIN User Acceptance Tests will begin in approximately nine months.

The County Prep Conversion Part 1 was completed last weekend where C-IV County Office information, worker information, and provider information was converted into CalSAWS. There are now 30,000 staff in the CalSAWS system. The 39 County staff are preparing office and security information for the cutover that will occur September 27, 2021. The CalWIN team is building out the data for the converted data testing phase which will be ready in November 2021 to start converted data test with CalWIN converted data for all 18 counties coupled with the 40-county data that will already be in production.

C-IV Implementation and Training is going well and on schedule. There is a command center supporting the County Prep Phase with daily calls and a hotline number that allows questions and answers around how to configure staff roles. General Training has begun and is moving forward.

Imaging User Acceptance Tests for C-IV have been completed and Los Angeles UAT is happening now. Preparations for training for the Los Angeles staff will begin in October 2021.

Overall, BenefitsCal is on schedule and going well. The first release of BenefitsCal will be on September 27, 2021. The team has concluded UAT at this point and additional requests to modify BenefitsCal were received. The team has also been working on testing for the two releases that are scheduled for October 2021. The new releases will allow people to recertify and renew their benefits. Initial discovery sessions began for the release scheduled in November 2021. There has been a lot of work on training. Communications are being sent out. The CalWIN OCM project is in the middle of future State BPR for the Wave 1 counties. The OCM thread is concluding activities to get that first plan in place which is the overarching plan that the team has around stakeholders and setting the stage. The team is working on the Master Training Plan and determining what the counties need. From an Implementation Support perspective, the team is working on getting out a more integrated view between the activities from CalSAWS and the activities from implementation.

From a Central Print perspective, Los Angeles County went live. In the first week of go-live over 1 million impressions were printed and envelopes are being printed to go to USPS every day. Overall, Central Print is on-schedule and going well.

### **10. First Data M&O QA Transition to ClearBest**

**Summary:** Jenny Rutheiser and Wendy Battermann provided an overview of the First Data M&O QA Transition to ClearBest. First Data has two contracts with the Consortium. First Data LRS and C-IV Quality Assurance M&O Services contracts expire September 30, 2021. The First Data team is working with Consortium Directors and ClearBest to transition tasks/initiatives and provide access to materials needed post September 30, 2021. The team is on track with transitioning tasks. The DD&I and M&O approach is One Team – Two Phases. ClearBest QA team is adding M&O duties while continuing with DD&I reviews and testing. The release approach for M&O and DD&I is continuing to use Master Test Plan to guide testing, SCR review/testing assessed holistically using scorecard, focus on the highest priority and functionality complex portions of total release, priority releases covered as the impact warrants, and release when ready covered for high-priority items. QA Project Management will track/report on efforts across DD&I and M&O as well as incorporate M&O activities/findings into Weekly and Monthly Status Reports.

## **11. Application Development & Policy**

**Summary:** Karen Rapponotti and Lisa Salas provided an overview of Application Development and Policy. The CalFresh Emergency Allotments were completed last weekend. This upcoming weekend is a significant set of batch runs for CW/CF COLAs for 10/2021, FC COLA for 7/2021, and the C-IV System will be unavailable on 9/11-12. The Consortium has not received the required guidance to have the Mass Replacement for impacted zip codes in 21 C-IV Counties completed. CDSS is currently working with USDA Food and Nutrition Service on their automatic Mass Replacement Waiver Request, which is still pending. New data points have been requested. C-IV will be down starting September 23, 2021. The C-IV Counties cutover to CalSAWS and BenefitsCal beginning September 23<sup>rd</sup> and will be live in CalSAWS the morning of September 27<sup>th</sup>. The team continues to schedule out the CalFresh Emergency Allotments for 40 counties in CalSAWS, which is planned for October 23, 2021.

## **12. 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, Surranjan Kumar, Gabrielle Otis, Dawn Wilder, Wendy Batterman, and Brian Nagy provided an update on C-IV/CalSAWS Implementation Readiness/Pre-Greenlight.

Recent CalSAWS Milestones include Central Print Los Angeles cutover, County Preparation Phase cutover, Core Application User Acceptance Test, C-IV Imaging UAT, and Interface Partner Testing which have all been completed. CalSAWS General Training started on August 30, 2021, with over 40% of the staff registered in LMS. On the first day of the County Preparation Phase, there was over 1,600 staff logged in to validate their log-ins. All five of the pre-existing High Risks have been mitigated to Medium Risks. There are two new High Risks which are the Wildfire Impact on County Implementation Readiness and BenefitsCal Application Stability May be Impacted Due to Changes Requested During Later Stages of UAT.

Counties are showing readiness across the board. Technical readiness for 17 of the counties is slightly behind which is being worked on. County Prep Phase Metric topics include login to CalSAWS, public hours of operation, programs to office, mileage rates, fiscal authorization, and EBT printer alignment. Alpine, Calaveras, Lassen, Plumas, Siskiyou, and Trinity Counties are impacted by the wildfires.

Overall, CalSAWS readiness is on-schedule. Application readiness, Integration Readiness, and Conversion Readiness are at 100% completion. Per the 1B – Master C-IV Cutover work plan (on SharePoint), the C-IV Conversion Cutover Window is planned for 84 hours beginning at 6:00 p.m. on Thursday, September 23, 2021, and completing by 6:00 a.m. on Monday, September 27, 2021. All C-IV images and metadata predating August 1, 2021 has been uploaded to the production imaging solution and the images from August 1, 2021, to current are in the Cloud production environment. The team is bringing up the metadata that establishes the connection between those images and the cases the images are associated with. There are five open non-critical defects in Imaging UAT. Some Analytics reports are in development and as each round of these reports are completed the team will performance test them. Overall, it's on-schedule and running well. Following the cutover, reports will be available. Given the amount of C-IV data migrating into CalSAWS, Reports will require a full ingestion of all data and need additional time to generate. The Project is preparing a CIT with a detailed list that will inform the Counties which reports will be available and when. The Project is evaluating options to see if CalSAWS can generate a select set of reports, to be available earlier in the week. All historical scheduled reports prior to September 24, 2021, will be available Monday, September 27, 2021. The team will provide necessary County support during the first week of CalSAWS Go-Live. Historical reports that were run under C-IV are also being converted and will be available within CalSAWS post conversion.

Establish Connectivity with Ad Hoc Reporting – APEX Reporting is on the watch list. The established architecture for ad-hoc and EDR implemented to support C-IV, and migrated as part of CalSAWS DDI, has been identified for security hardening. Accenture Security has submitted a POAM (Plan of Action and Mitigation). The teams continue working through potential solutions to address identified items and mitigate the security risk. A subset of

remediations has been identified for implementation; one remaining remediation requires a re-architecture of the solution. A follow-up discussion with Security and Stakeholders is being scheduled. Connectivity enablement for unmanaged laptops from managed Counties is on the watch list for Infrastructure Readiness. Meetings are being conducted with all the impacted counties. Operations readiness is on-schedule and going well. Performance readiness is ready for cutover. Identity Access Management is moving forward and on-schedule. The C4Yourself User Migration will be occurring over the Conversion weekend. Overall, Security is on-schedule. Customer Service Center Readiness is ready to go. Training readiness is on-schedule and basically complete. The team is tracking the training completion rate by County and validating the metric is accurate. Implementation readiness is on-schedule and ready for go-live. From a Change Readiness perspective, it's all about communications which is ready for go-live.

Overall, BenefitsCal readiness is on-schedule and moving forward. The BenefitsCal project monitors overall operational readiness through four key milestones. Additional milestones will be defined for the November 2021 readiness for YBN replacement (Los Angeles County). The status for Application readiness, is on-schedule and going well. The system test is at 100% pass rate which was completed on July 16, 2021. The team is working on the minor defects. The Independent Test Status is at 100% execution. Independent test is being extended to test the defects that are getting fixed and delivered prior to go-live. The team continues to test round trip. UAT is in the final stretch in testing for BenefitsCal go live. Integration readiness is 100% complete and ready for go-live. Technology readiness is moving forward and on-track. All t Cycle performance tests execution were 100% executed. Conversion readiness is 100% completed and ready for go-live. Training readiness scope has tripled over the last week, but overall training is on-track and moving forward. Recorded training will be available on YouTube this Monday so that CBOs have an electronic guide to onboard to BenefitsCal at any time. Overall, Implementation readiness is on-track and moving forward. The team will be making available the production cutover checklist that was developed for BenefitsCal. Change Readiness is on-track and going well. Messages have been sent to confirm that BenefitsCal will be going live. BenefitsCal Feedback Sources loop engages multiple stakeholder groups throughout the Project from Procurement through Post-Production. BenefitsCal will follow a process that involves prioritization, triage, resolution, and validation and engages internal and external stakeholders. The application flow was evaluated for user experience and usability per screen. Errors were identified when a user had an issue understanding or completing an action. There was a 92% success rate. There were 40 total enhancements identified from errors that were experienced by multiple users; 14 enhancements are prioritized for Release 1.0 due to the impact on the overall customer experience; and 36 enhancements will be addressed in upcoming releases of BenefitsCal to continue to enhance the customer experience. There were positive customer insights that show that customers feel comfortable with the system.

Overall, Central Print Readiness is in good shape and ready for the cutover. The team is working with the counties to be sure that the postage funds are available for the go-live date along with getting training delivery finished. Most of the testing was completed and part of Los Angeles County cutover including a performance and load test with the Los Angeles County volume and conducting a second performance unload test. The Gainwell team already provides the nightly print for all three CalSAWS systems.

Independent Verification and Validation (IV&V) Confirmation is going well and on-schedule. CalSAWS Conversion, Imaging, Analytics, Test, UAT, and Training are on-track. BenefitsCal

Development and Training are also on-track. Test and UAT are slightly behind but are being monitored closely. Central Print is successful and on-track.

ClearBest requirements are on-track to meet all C-IV related requirements by Go-Live dates.

Public comment made by Jennifer Tracy.

### 13. Procurement Update

**Summary:** Thomas Hartman provided an update on Procurement. The team continues to work on the requirements for development socializing those with the Consortium staff. All procurements are going well.

### 14. Adjourn Meeting

- JPA Board Chair Michael Sylvester adjourned the meeting at 3:27 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	Closed
4. Presentation by ClearBest and First Data regarding the transition of QA services.	Jenny Rutheiser Wendy Batterman	09/10/21	Closed
5. Discuss possibility of conducting another full Mock Conversion to confirm that adjustments made have resulted in the conversion window being met.	Seth Richman	09/10/21	Closed
6. Provide information on EDR data and CalWIN going forward.	Arnold Malvick	10/08/2021	Open

#### **Next Meeting**

Conference Call/Zoom  
 Friday, October 8, 2021  
 9:00 a.m. – 12:00 p.m.