

CalSAWS Consortium JPA Board of Directors

Meeting Minutes

October 8, 2021

9:00 a.m.

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

Members Present Via teleconference:

Region 1 – Alternate Member, Marla Stuart, Solano County Health and Social Services Department
Region 2 – Member, Rachel Roos, Nevada County Dept. of Social Services
Region 3 – Member, Bekkie Emery, Mendocino County Health and Human Services Agency
Region 4 – Vice-Chair, Delfino Neira, Fresno County Dept. of Social Services
Region 4 – Member, Dena Murphy, Kern County Dept. of Human 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 Dept. of Public Social Services
Region 6 – Member, Roxana Molina, Los Angeles County Dept. of Public Social Services
Region 6 – Member, Cynthia McCoy-Miller, Los Angeles County Dept. of Children & Family Services
State – Ex-Officio Member, Dan Kalamaras, Office of Systems Integration

Members Absent:

Region 1 – Member, Tracey Belton, San Benito County Dept. of Health & Human Services
Region 1 – Member, Kathy Gallagher, Contra Costa Employment and Human Services Dept.

Facilitator:

John Boule, CalSAWS Executive Director

1. **JPA Board Chair, Michael Sylvester, convened the meeting at 9:02 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. **Authorization to conduct CalSAWS JPA Board, Project Steering Committee (PSC), and WCDS Subcommittee Meetings in accordance with subdivision (e) of Government Code Section 54953 through November 8, 2021, based on the following findings:**
 - a. **The Governor's State of Emergency related to COVID-19 remains in effect; and**
 - b. **Sacramento County continues to recommend measures to promote social distancing.**

Summary: The Consortium is seeking Board authorization to conduct CalSAWS JPA Board, Project Steering Committee (PSC), and WCDS Subcommittee Meetings in accordance with subdivision (e) of Government Code Section 54953 through November 8, 2021.

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

Motion was seconded by Chair, Michael Sylvester.

Alternate Member, Marla Stuart, voted to approve.

Member, Rachel Roos, 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, Roxana Molina, voted to approve.
Member, Cynthia McCoy-Miller, voted to approve.
Members, Kathy Gallagher and Tracey Belton were absent from vote.
Vote was taken via roll call and the Motion passed.

5. Approval of Consent Items

- a. Approval of the Minutes and review of the Action Items from the September 10, 2021, JPA Board of Directors Meeting.**
- b. Approval of First Data Change Notice 4, which includes requests for Testing Staff Augmentation.**
- c. Pandemic Emergency Assistance Fund, CalWORKs Time Clock, CalWORKs Child Support Passthrough to Families, Elderly Simplified Application Project, Stage One Continuous Eligibility, CalFresh Public Assistance Definition Alignment, and ForgeRock IAM Enterprise Enablement Solution.**
- d. Approval for ClearBest Work Order 5, which includes requests for CalWORKs Time Clock.**
- e. Approval for ClearBest Work Order 6, which includes requests for Elderly Simplified Application Project.**
- f. Approval for ClearBest Work Order 7, which includes requests for the extension of OCAT QA Services through June 30, 2022.**
- g. Approval of Gainwell Change Request 3, which includes requests for CalWORKs Time Clock and Pandemic Emergency Assistance Fund.**

Summary: The Consortium is seeking Board approval of Consent Items. Arnold Malvick provided an update on Action Item 6 - Provide information on EDR data and CalWIN going forward. With Ad Hoc reporting the team has been working towards enabling those counties in a secure fashion.

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

Informational Items

6. CalSAWS Quarterly Fiscal Update

Summary: Holly Murphy provided a CalSAWS Quarterly Fiscal update. Key changes since the last quarterly report include the team updating allocations in the premise category, along with the projections for the premise items. The team has accounted for the CalHEERS savings based on actual expenditures and projections. The team has near final costs for the C-IV and LRS categories and the team expects savings. The cost for the Application Maintenance enhancements/M&E includes the CalHEERS savings along with the C-IV premise item that is no longer applicable. The hours tied to those costs within the Maintenance and Operations category has September services for October payment that are still outstanding for C-IV. For LRS there are actual hours for August to be paid in October, there is a credit because this month also included a large number of hours that were reconciled and shifted to Premise. Contract obligations had one new item added that was for a CalWIN liquidated damage that was added for the August invoice month related to the system availability issue that occurred in May. Hours assigned to C-IV Royalty Fees has been closed out. The First Data C-IV Change Tracking table was removed because the contract ended at the end of September.

7. Post Go-live Review

- **CalSAWS**
 - **Review of Issues & Resolution Status**
 - **Metrics & Throughput**
- **BenefitsCal**
 - **Review of Issues & Resolution Status**
 - **Metrics & Throughput**
 - **Upcoming Changes/Enhancements**
 - **Review of Releases 1.1, 1.2, and 2.0**

Summary: Seth Richman and Rachel Frey provided a Post Go-live review for the C-IV Counties migration to CalSAWS. CalSAWS key successes from Week 1 include nightly batch completed daily, initial reports generation completed sooner than expected, and active users/transaction volumes are nearing combined pre-go-live C-IV/LRS totals. Another success was Core CalSAWS (excluding Imaging) response times are in line with Service Level Agreements (SLA) and pre-go-live performance levels. Focus areas for CalSAWS included CalSAWS System performance, which identified the root cause as a slow running query behind the Eligibility Workload Inventory page – fixed in 9/28 priority release. Improvements have been deployed for Imaging performance. Another focus area was Correspondence expectations, translations, and Policy Interpretations. There was an event that occurred Tuesday, October 5, 2021, down-time was experienced and lasted about five (5) hours. Arnold Malvick explained that there was an incident at the lowest level of technical architecture. In the process of recovery, the team brought the system down and failed over to the backup database. The team is still working with vendor AWS on what happened at the lowest level of the storage that caused disc errors. There was no impact to data during this time. This did not impact BenefitsCal from accepting applications.

Transaction volumes are trending up and almost processing at normal volumes. Ticket volumes are trending down, but the backlog is still growing. Defects are trending down. Sample business metrics for October 1st include 14,812 new applications (all sources) and Foster Care Main Payroll for 39 counties in line with Pre-Go-Live months by October 1st.

The purpose of the Daily Project Stakeholder call, Daily CBO/Advocate Stakeholder call, and Daily County Stakeholder call were reviewed as well as the purpose of the Daily High-Priority Issue Summary Update email. The team has created and distributed Post-Deployment Fact Sheets based on a communication need identified from County questions which has also been shared with Help Desks.

The BenefitsCal focus areas from Week 1 included Customer Login – C4Yourself legacy users that had accounts converted had challenges with establishing accounts, so usability and data changes were introduced. Additional usability changes are planned. Usability items are the identification of changes to enhance usability to be introduced in near term releases. Application Transfers identified two changes in the transfer process. GetCalFresh Support worked with GCF to support triage of items encountered. Two changes were identified for a future release. Overall, in the first five days that BenefitsCal was live there were 19,344 applications submitted. Daily, more applications were submitted on BenefitsCal than on C4Yourself during comparable weeks in September 2019 and August 2021. There were 77,894 documents uploaded and the volumes are higher than the team has seen recently. Customers have started to adopt the BenefitsCal portal with a total of 21,430 accounts created and a daily average of 13,469 unique logins. Community-based organizations (CBOs) have started to adopt the BenefitsCal portal with a total of 132 accounts created and a daily average of 102 unique logins. Two major items for Release 1.1 are CalFresh Recertification (CF37) and Medi-Cal Renewal (MC210/216/217). In addition, the team has been working through advocate requests for changes as well as State Partners change requests. The System Test exit criteria is that the team has no Severity 1 or 2 defects and the team has met those criteria with system tests to date. UAT has involved both participants from the counties, participants from the Consortium, as well as State Partners. There was a demonstration with advocates who have provided initial feedback. There are 12 Severity 2 items that are not in a state of resolution and are anticipated to be resolved. There are 13 outstanding Severity 3 defects that are left. Release 1.2 includes periodic reporting (SAR7), CBO Document Upload, and 5 advocate/State Partner requested changes. There are no Severity 1 and one Severity 2 defects, which are pending. The UAT team is nearing the end of execution and there are 12 open Severity 2 defects, and a number of severities 3 and 4. Release 2.0 includes EBT/BIC Card Replacement request, VITA request, Interview Nudge, and General Assistance/General Relief.

8. L.A. County November Implementation of CalSAWS Imaging and BenefitsCal

- **Imaging**
 - **Document Migration**
 - **Testing**
- **BenefitsCal**
 - **Training**
 - **L.A. Staff & CBOs (Customer Outreach)**

Summary: Danielle Benoit, John Dray, Anna Chia, and Gabby Otis provided an update on L.A. County November Implementation of CalSAWS Imaging and BenefitsCal. Imaging has two issues, which are overall slowness and scanning. The resolution for the slowness is Hyland deployed a patch to address slow search queries, Hyland upgraded the servers and I/O throughput on the EC2 instances, updated CalSAWS Images button logic for increased efficiencies, and are continuing to reduce the size of large TIFF images. The resolution for scanning is that they distributed additional instructions for installing drivers and configurations for device set up and walked through the scanning utilities installed with PoP Counties. The

Imaging Production performance stats chart reflected average response times for all documents regardless of size in milliseconds. The chart reflected 9/27 performance is approximately 15 seconds average response time for all documents regardless of size. Overall, System Health Monitoring Statistics showed transactions taking 10+ seconds during peak hours on 9/29. With all the updated to the system, average transactions are now under one second during peak hours on 10/5. The total volume of documents captured was compared and showed that it's improving. Additional performance testing criteria showed long running search queries. There are a few specific queries that were identified during the troubleshooting of the slowness issues. These queries were not included in the original performance testing that was conducted. Next steps for Hyland performance testing include gathering metrics from the CalSAWS Imaging for C-IV counties to update the performance testing going forward and adding into the performance tests the specific long running queries, which impacted performance. The number one priority is to focus on the current state of performance and getting it to the acceptable level with Hyland.

Overall, the status of Los Angeles document migration is wrapping up exporting their images and is moving into the differential sync phases. All training is on track for Los Angeles County. For Los Angeles UAT testing, there are two remaining failed scenarios that need to be retested and the team is in the process of working with the county to schedule these retests in the coming weeks. CalWIN Wave 1 will conduct another performance test with the CalWIN load and continue to meet with the individual counties to prepare for the Image migration. Directors expressed their concern about this item needing to be escalated.

9. Policy and Release Review

- **Overview of items resulting from FY 21/22 Budget Session**
- **Review of 21.11 Enhancements and Schedule**

Summary: Lisa Salas reviewed Policy and Release activities. There is a lot of policy that requires automation. CalWORKs implemented the MAP Increase that went in in August and September across all three systems. CalWORKs overpayment discharge there was recent policy SB80 around it and the effective date is March 2024. The specifics regard CalWORKs overpayments and discharging those in May 2022. The expansion of Medi-Cal specifically expanding Medi-Cal eligibility for individuals aged over 50 eligibilities to full scope Medi-Cal regardless of citizenship immigration status which is targeted for March 2022. There will also be post-partum related changes to expand to 12 months targeted for February 2022. SNB/TNB Benefit Table change was implemented when COLAs were running recently. The Asset verification request for applicants has policy and is targeted for the May 2022 releases in both systems. Medi-Cal increase the Non-MAGI MC asset limit to 130k for 1 individual and 65k for each additional person up to 10 will be implemented in the May 2022 timeframe. CalWORKs has important changes around pregnancy, so the special need is increasing from \$47 to \$100 as well as eligibility requirements in expanding those pregnancy eligibility requirements. The CalWORKs applicant earned income disregard – increase the applicant EID to from \$90 to \$450 will be implemented in May 2022. CalFresh pre-populated CF 285 with explanation cover letter for apparently eligible MC households who are not enrolled in CF. Revision to ACL 21-52 to include cover letters is in process. There is policy around Global Telephonic Signature Solution which will be implemented in September 2022 for CalSAWS. The team is actively working on suspending the batch processes for the redetermination given that the timeframes are changing. Release 21.11 has been through system tests and about 75% of scenarios have been executed. Policy and enhancements going in include ACL 20-115, CF 18 report updates, safe drinking water pilot (Kern County only), EICT – Add

additional data elements, and Task Management. Los Angeles County only functionality includes salesforce API integration and BenefitsCal/Imaging integration. CalWIN only functionality includes GA/GR rules/correspondence, rush warrant functionality, and positive pay interface. Integration testing will begin October 18, 2021.

10. Preparation for CalWIN Converted Data Test in November

Summary: Keith Salas provided an update on the preparation for CalWIN Converted Data Test in November. Converted Data Test (CDT) is in preparation and on-schedule for Test Execution to begin in November. CalWIN Golden Data Set (GDS) release notes are planned to be delivered to CDT team with the delivery of the GDS. CalWIN Conversion team planned and ready to support CDT test execution effort. The next CalWIN Golden Data Set is scheduled for December.

11. CalWIN ISS Update

Summary: Juli Baker provided an update on CalWIN ISS. The To-Be Business Process Reengineering (BPR) is on-track. Wave-1 To-Be Final Work Product (FWP) Sign-off and Wave-2 To-Be Sessions have been completed. Waves 3-6 To-Be Planning is on-track. Wave check-in meetings completed to plan for To-Be BPR sessions with Waves 3-6. Waves 3-6 To-Be preparation is ongoing. The October monthly meeting with County Points of Contact (POCs) will define approach to address change impacts identified from BPR, continue discussion of CNCs, discuss the County Readiness Survey approach, and discuss future OCM POC meetings/inclusion of CNCs. The October monthly Training Advisory Council (TAC) County meeting topics will include instructional design reviews and master training plan outline. The team has been working on the Conversion Review Guides (CRGs). The Conversion Team identified data that can be cleaned up prior to mock conversions to maximize data quality at conversion. Data items have been prioritized to be worked in the CalWIN Counties which began in September. Each data item will be addressed in a CRG in a periodic release to the counties. Incorporating into the Data Cleansing Support Tool coming in November.

12. Final Acceptance/Performance Verification for OCAT

Summary: Kevin Wilson, Dan Dean, and Jo Anne Osborn provided an update on the final acceptance/performance verification for OCAT. Current statistics and metrics were provided. Seven open non-critical defects are being tracked and remediation plans are in place. OCAT's final remaining functionality (Business Rules Engine) was successfully implemented in production June 28, 2021. The teams have completed and approved 17 of 18 deliverables. One deliverable remains in Cambria's base contract – OCAT Performance Verification Report. SLAs have been consistently met since implementation, except for two outages not specific to OCAT. 12 of 13 OCAT Deliverable Quality Assurance Assessments have been completed. The review of 3 additional work products: Security Plan updates, Business Rule (BRE) Design, and BRE User Manual have been completed. Confirmed delivery of contracted requirements and obsoleted requirements. It has been confirmed that design artifacts have been completed. QA recommendation for final acceptance is on track and pending. QA will participate in future M&O activities planned for continuous improvement of the OCAT application.

13. CalSAWS IDEA Update

Summary: Casey Morris and Kruthi Renduchintala provided an update on CalSAWS IDEA. The Pulse Survey analysis of the second round had a total of 500 respondents and 40.15% have attended CalSAWS Table Talks, participated in the Buddy Program, and/or attended a DEI workshop. The team will focus on respecting and valuing staff at CalSAWS. The Buddy Program has received wonderful feedback and numbers have increased with staff members feeling like they have a mentor. The purpose of the first initiative was to provide an opportunity to be more involved with and give back to the communities we serve and will help us directly address the problem that concern the needs of those communities. Initiative 2's purpose is to provide the opportunity to empathize with and understand our counties' needs regarding DEI and ultimately foster DEI-focused relationships between our counties/project. Initiative 3's purpose is to provide the opportunity to empower our team Leads to further advance a culture of belonging within their teams, as well as access varied and accessible training opportunities beyond our DEI workshops.

14. Overview of Milestones and Dates

Summary: John Boule provided an overview of upcoming Milestones and Dates.

15. Adjourn Meeting

- JPA Board Chair Michael Sylvester adjourned the meeting at 12:05 p.m.

Action Items	Assigned to	Due Date	Status
1. Provide a quarterly update on recruitment with the Fiscal Report.	Holly Murphy	11/19/2021	Open
2. Report back to the Board with comprehensive recommendations for Diversity, Equity, and Inclusion (DEI).	John Boule	Ongoing	Open
3. Provide information on EDR data and CalWIN going forward.	Arnold Malvick	11/19/2021	Open

Next Meeting

Conference Call/Zoom
Friday, November 19, 2021
12:30 p.m. – 3:30 p.m.