

CalSAWS Consortium
Project Steering Committee
Meeting Minutes
March 17, 2022

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 1 – Jessica Paran
Region 2 – Ethan Dye
Region 3 – Rachel Ebel-Elliot
Region 4 – Cindy Uetz
Region 5 – Alberto Banuelos
Region 5 – Rocio Aguiniga
Region 5 – James Locurto
Region 6 – Luther Evans
Region 6 – Winna Crichlow
Region 6 – Ninfa Laderos

Members Absent via Conference Call/Webcast:

Region 4 – Vienna Barnes
Region 6 – Vicki Moore

Facilitator:

John Boule, CalSAWS Executive Director

1. **Co-Chair Ethan Dye convened the meeting at 8:32 a.m.**
2. **Agenda Review**
3. **Public opportunity to speak on items not on the agenda.**

PSC Action Items

4. **Approval of the Minutes from the February 16, 2022, PSC Meeting, and review of Action Items.**

Summary: The Consortium is seeking PSC approval of the Minutes from the February 16, 2022, CalSAWS PSC Meeting, and review of Action Items.

Action Items from previous meetings:

Action Item 1 – CalSAWS Recruitments: Ongoing – John Boule thanked Jo Anne Osborn for her time with CalSAWS. CIT 0077-22 was issued on March 16, 2022, to recruit for six different positions.

Action Item 2 – Analytics Reporting Design Development of Implementation:
Ongoing – On Today's Agenda.

Action Item 3 – DEI Activities: Ongoing

Action Item 4 – Statistics: Closed and being removed.

Action item 5 – Humboldt County postage follow-up: Closed and being removed.

Action item 6 – Communication plan for CBOs/Partners/Counties: Closed and being removed.

Action item 7 – Demographic data report request: Closed and being removed.

Action item 8 – Training Team establishes a retrospective feedback loop: Closed – The team will be issuing communications out to the counties. The first one will be a CIT that will provide the locations and a sample list of what is available for training materials across the project. This will include what's available on LMS, Web Portal, and any other options available. The second item being sent will be a CRFI which relates to the induction materials and the team will be asking the current counties that are using CalSAWS if they have induction materials that they are willing to provide and share to other counties.

Action item 9 – MFA options when access to Outlook unavailable: Open – This topic will be presented next month. The team will send out a CRFI to the counties to opt-in to receiving text messages.

Action item 10 – L.A. County Imaging Training Sessions: Closed – The training materials that have been developed for Los Angeles County are available to all the counties through the LMS system. There have been CITs and user guides that have been distributed. Additional defects are being fixed and workarounds are being decommissioned.

Motion to approve was made by Member Winna Crichlow.

Motion was seconded by member Albert Banuelos.

Member, Clarisa Simon, voted to approve.

Co-Chair, Jessica Paran, voted to approve.

Co-Chair, Ethan Dye, voted to approve.

Member, Rachel Ebel-Elliot, voted to approve.

Member, Cindy Uetz, voted to approve.

Member, James Locurto, voted to approve.

Member, Sandra Bowlan, voted to approve.

Member, Luther Evans, voted to approve.

Alternate Member, Ninfa Laderos, voted to approve.

Vote was taken by roll call and the Motion passed.

Informational Items

5. CalSAWS Gantt Chart Review

Arnold Malvick and Rachel Frey provided an overview on the CalSAWS Gantt Chart. The 22.03 Release is going in this upcoming weekend. The team is preparing for L.A. Imaging Go-Live on the Highland Solution on April 25, 2022, which will include cutover and decommission of the YBN application and the move to BenefitsCal for L.A. County. The team continues to focus on conversion preparation and execution of conversion data testing; as well as the CalWIN preparation and supporting the Deloitte Team/ISS with those CalWIN Counties.

6. CalWIN Go-Live Dates by Wave

Diane Alexander provided an update on CalWIN Go-Live Dates by Wave. Each wave met internally and made a joint decision on which cutover weekend to target. These dates have been shared with interface partners.

7. Updates on Key Risks and their Mitigation Plans

Arnold Malvick and Rachel Frey provided an update on Key Risks and their Mitigation Plans. Each Risk has its own mitigation plan that is being tracked and monitored. The team is developing contingency plans for Risk 268.

8. Conversion Risk Status, Statistics, and Goals – Wave 1 and beyond

Keith Salas provided an overview of the Conversion Risk Status, Statistics, and Goals – Wave 1 and beyond. All CalWIN cases are on track to be converted from CalWIN. All known defects are on track to be fixed on or about September 1, 2022. The team is All Priority 1 Defects are on scheduled to be fixed before finish of CDT (April 18, 2022). On schedule to fix all Priority 2 Defects before start of UAT (June 20, 2022). On schedule to fix all Priority 3 and Priority 4 Defects before go-live. High confidence to achieve ACR rates similar to previous conversions. The ISS Team will help prepare a plan for each County to review cases, utilizing each county's funding allocation for case reviews. In most cases, counties will have several months to review cases; however, in some instances COLA runs will require review of some cases to be expedited. Future waves will see improved ACR rates as lessons learned are applied from prior waves. An actionable report will be provided post go-live on October 31st.

9. Risks 262 and 270

- **Mitigation**
- **Milestones**
- **Timeline**

Abby Darrah and Rachel Frey provided an overview on Risks 262 and 270. Risk 262 relates to CalWIN counties not being fully prepared for go-live. The QA team recommends greater ISS ownership and proactive management of readiness activities. Updated delivery strategy to provide materials and help counties prepare. Clear communication and timelines for what is needed to be completed by. Refinement of the initial framework to capture the essential tasks, activities, and understanding of what counties need to prepare for Go-Live. Early conversations on the transition from the current state to the future state and clear direction. Wave 1 Change Discussion Guide Final Deliverable are due to be submitted on April 21, 2022. CDGs must be finalized by May 20, 2022, which is 2 weeks prior to the start of Early Training. The QA Team recommends conducting working sessions with county staff and system Subject Matter Experts to: Identify/refine county To-Be processes, verify the county roles in each process, resolve all open items, and capture what is changing from the current state to future state. The CDGs must capture enough information for county staff to understand what is changing within processes in the transition to CalSAWS.

10. Update on Production CalSAWS Imaging Solution and Preparations for L.A. County Migration

Arnold Malvick provided an update on Production CalSAWS Imaging Solution and Preparations for L.A. County Migration. All previously reported defects have been corrected in production today. As the team looks forward, they are focused on continuing to address high priority defects and priority enhancements. The next performance test (to be scheduled) will focus on identifying Los Angeles County-specific expected timings and identification of chokepoints in workflow. The team is

working on reducing workflow queue timings, confirming performance testing strategy with Los Angeles County, and scheduling performance tests. 53 passed out of 54 for the Model Office/County Validation. Imaging UAT retest has been completed.

Public comment made by Jennifer Tracy.

11. Update on Preparations for L.A. County Migration to BenefitsCal

Rachel Frey and Gabby Otis provided an update on Preparations for L.A. County Migration to BenefitsCal. Application County Validation pass rate is at 100%. The team continues to be on track with regularly planned security and performance testing. Communication is in replanning mode and the team proposed a replan of the distribution of emails, text messages, and mobile app push notifications. Training is complete for BenefitsCal. Post-Deployment support remains in collaboration with the Imaging Project, Consortium, and CalSAWS Project with Daily System Health Check Emails.

Public comment made by Jennifer Tracy.

12. CalWIN Wave 1 Implementation Readiness Status and Milestones

Arnold Malvick and Rachel Frey provided an update on CalWIN Wave 1 Implementation Readiness Status and Milestones. The actions for CalWIN Counties to migrate to CalSAWS include learning, decision making, validating, preparing, and transitioning.

13. Project Support Strategy for Counties transitioning to CalSAWS Reporting (State, Management, and Ad Hoc)

Keith Salas and Greg Elston provided an update on Project Support Strategy for Counties transitioning to CalSAWS Reporting (State, Management, and Ad Hoc). The team is working on educating the counties in terms of the current reports that exist in CalSAWS today. The team is providing secure access to CalSAWS Database Schema and County converted data. The team will provide enhanced development support (county purchase of dedicated vendor support) if that county wishes. Wave 1 Counties are well underway into this process. The plan for Wave 1 Counties is getting through all the curriculum approximately four months before the go-live. Waves 2-6 have the same curriculum but a different timeline.

14. CalSAWS Release and Policy Update

Karen Rapponotti and Lisa Salas provided an update on CalSAWS Release and Policy. Release 22.02 will include functionality to expand access to Medi-Cal to all eligible Californians 50 and older, regardless of immigration status; as well as updates to eHIT interface and MC Post-Partum Care Expansion – expand coverage from 60 days to 12 months. Issued the Safe Drinking Water Approval NOAs for eligible individuals in Kern County. Deployed Spanish translations for certain state forms. The March release includes a number of ACLs and GA/GR changes for the 18 CalWIN counties. The April release is currently in development. The May release is in design and development.

15. CalSAWS Procurement Update

Thomas Hartman provided an update on CalSAWS Procurement. The key procurement tasks are well underway. The team is focusing on finishing up the draft RFP to go to State review on March 24 – May 5, 2022.

16. Update on Key QA Activities

Dan Dean provided an update on Key QA Activities. The team is facilitating contingency planning for Risk 268 because there are eight risks underneath it. The QA Team is providing CalSAWS system knowledge sessions to ISS and Consortium teams. Key QA Conversion highlights include closely monitoring Converted Data Test (CDT) defect resolution, closely monitoring the conversion cutover schedule to evaluate the effects of tuning to remain with 84-Hour Cutover Window for each CalWIN Wave and providing inputs to the Mock Cutover Planning. The QA watch list for key design includes testing of GA/GR functionality during CDT, assessing CDT Exit Criteria/UAT Entry Criteria, monitoring the readiness of GA/GR functionality, and integrated end-to-end processing. Release 22.03 is 100% executed and tested. The Project Management team completed Operational Readiness Review for C-IV Cutover in August 2021. The team is collecting artifacts for Certification review and reviewing status of CalACES Migration Final Acceptance in April JPA. The Certification Review is scheduled for May 2022.

17. Update on Key State IV&V Activities

Kalleen Lyman provided an update on Key State IV&V Activities. The team is focused on Imaging stability/performance, Los Angeles County cutover – Imaging/BenefitsCal, CalWIN Converted Data Testing, Batch Performance, CalWIN Implementation Readiness, and Development/ Implementation.

18. State Partners Updates

- **OSI**
- **CDSS**
- **DHCS**
 - OSI – Brandon Hansard
 - OSI has been managing the CalSAWS January 2022 As-Needed IAPDU federal review process. On February 28, 2022, the IAPDU was submitted to FNS then followed with CMS submission on March 14, 2022. OSI thanked CalSAWS for the walkthrough of the IAPDU on March 10, 2022, for the federal partners. OSI in joint work with CalSAWS and McKenzie Consulting Team kicked off the phase 2 of Anaplan implementation on March 2, 2022. This is OSI's platform for budgeting, planning, expense tracking, and reporting. As part of this phase, they are working on streamlining and automating the claims tracking and quarterly county share reporting functionalities. The team continues to work with State sponsors on finalization of the SAWS annual report to the Legislature. Since OSI manages the EBT contract they are working with the vendor for continued support of the EBT program and the CalSAWS interfaces. There have been production issues recently that have impacted the counties. The team is ensuring both that those are remedied and implementing future process improvements to reduce issues in the future.
 - CDSS – Sherice Sterling

- CDSS is currently working with CalFresh on the CalFresh COVID-19 Administrative Flexibility Waiver Transition plan. This plan is meant to provide counties with an overview of anticipated changes. The team is working on EBT fraud and theft. The team continues working with SAWS and program partners on policy implementation and new budget items as they come available.
 - DHCS – Katie Mead
 - DHCS confirmed that the Older Adult Expansion which otherwise grants full scope benefits to individuals ages 50+ is on target for a May 1, 2022, implementation date. DHCS this month will also be submitting the revised paper SS app to CMS for approval in March. DHCS ACWDL 22-01 was released to provide SAWS with updated MC239 discontinuance NOA language for benefits transitioning to covered California who will have a health plan selected for them per the SB260 requirements. ACWDL 22-03 was released to provide counties and SAWS with the updated FPL limits for 2022. DHCS is working on a December 2021 list of their Compact Free Association (COFA) cases that need to be transitioned to Full-Scope Medi-Cal cases. Lists of impacted cases were sent to counties this week. Additional information and training will be available at TRT. An ERATA was released for the Post-Partum expansion program.

19. Regional Updates

- Region 1 – Jessica Paran & Clarisa Simon
 - San Francisco County went back to 100% telecommuting back in December due to Omicron surge. They planned to return back to office February 14, 2022, but this plan has been pushed back.
 - Santa Cruz and Solano County completed BPR To-Be sessions and have submitted their feedback on the completed process maps. Santa Cruz County met with Deloitte to go over the training logistics.
 - Alameda County Leadership team and ISS team have met with regards to the upcoming BPR To-Be sessions. The goal is for leadership to ensure that the ISS team captures and follows their vision. They have implemented virtual kiosks. It has the same functionality as their waiting room kiosks, except it can be accessed from the web.
 - San Mateo County completed BPR To-Be sessions and submitted feedback. There was great participation from staff.
 - Solano County visited Napa County on March 16, 2022, to view their kiosk for lobby management and client self-scanning. Finalizing contract for document migration extraction. Due to staff movements the team is updating various committee memberships. The mask policy in office has been relaxed.
- Region 3 – Rachel Ebel-Elliot
 - Butte County has a class of five for CalWORKs Eligibility Training. They are still recruiting for Eligibility CalFresh Medi-Cal Workers. Expected to have a new training class for CalFresh and Medi-Cal programs start April 4, 2022. Discussing going back to in-person unit meetings and supervisor meetings in the next few weeks. Completed IEVS review.
 - Colusa County is recruiting for the following positions of Case Manager, Eligibility Specialist, and Office Assistant.

- Del Norte County is reporting staffing issues from Staff Services Manager, Integrated Case Workers, and Employment and Training Eligibility Staff. As of February 23, 2022, the Director position has been vacant. The Assistant Director is currently serving as Interim Director.
- Glenn County has been recruiting for Employment and Training Worker. There has been some difficulty in receiving applicants.
- Humboldt County reports Monique Upshaw-Smith is serving as Interim Deputy Director as Kelly Hampton retired on February 18, 2022, after 27 years of service.
- Lassen County has reported 33% vacancy in their Case Worker classifications.
- Mendocino County currently has Eligibility Induction class in process. Continuous recruitment for Eligibility Worker. Completed CalFresh Management evaluation.
- Modoc County reported vacancy and Eligibility Worker and clerical staff. Difficulty in applications for those open positions.
- Shasta County reports that they wrapped up a 2 ½ day workgroup on eligibility worker recruitment and retention.
- Trinity County reported completed WPR audit the week of February 21, 2022. They also completed their point in time count and are currently remodeling one of their offices.
- Region 4 – Cindy Uetz
 - Fresno County participated in a demonstration on childcare by CalSAWS on February 15, 2022. Also, working with SMEs to prepare for upcoming BPR.
 - Kern County is going through BPR session with the State CalFresh Bureau and the consultant. They are getting ready for the design phase. Eligibility Training classes starting due to lots of vacancies and another class set to graduate April 22, 2022. Director Dena Murphy has retired; her last day was March 15, 2022.
 - Madera County has a new training class starting April 22, 2022. A Civil Rights Review Audit coming up in March.
 - Mariposa County appointed Joe Lynch as Interim Director. All staff and community members have attended a series of training around their Systems of Care Approach. They are recruiting for a System Support Analyst and Eligibility Specialists I/II/III. PPOC Laura Gann is retiring in June 2022 after 23 years.
 - Merced County has a workgroup of employees who are working on engagement to discuss how to re-engage the Welfare to Work population. Deputy Director Mary Ellen Arana retired in March after 38 years of service.
 - San Luis Obispo County is in the third month of reviewing their business processes moving towards more consistency.
 - Stanislaus County had two classes of Family Services Specialist Trainees that started on February 14, 2022.
- Region 5 – Albert Banuelos
 - Imperial County all staff are back in the office as of February 28, 2022.
 - Orange County working on implementation planning for CalSAWS go-live and expect to have starting draft by the end of March.

- Riverside County is working to supply on-site support to L.A. County partners to transition fully to CalSAWS Imaging and BenefitsCal.
- Santa Barbara County hired 23 Eligibility Workers who are currently in training.
- Ventura County continues to work through Business Process Diversity, Equity, and Inclusion review. They are working through the findings and recommendations.
- San Diego County completed To-Be Process documentation. Final drafts are being reviewed with SMEs. Hired Deputy Director Jenny Hudford and she will have oversight over finance, budget, and contracts. They recently completed their Homeless Point in Time count.
- Region 6 – Luther Evans & Winna Crichlow
 - Los Angeles County continues to focus on further implementing the RE line and solidifying the call center. The BenefitsCal preparation is still underway. Guaranteed income pilot is being worked on. The team is prepping for reengagement of CalWORKs participants at the conclusion of the emergency order at the end April. Preparing for upcoming ME and looking to hire additional Eligibility Workers and Supervisors to enhance the RE Line and Customer Service Center.
- Region 2 – Ethan Dye
 - Alpine County has hired a new Deputy Director Erin Dobbins. Many of Region 2 counties are hiring across various classifications.
 - Placer County has promoted Lisa Soto to fill the Assistant Director role.
 - Nancy O'Hara. retired from Sutter County.
 - Yolo County is looking for a Senior ASA position which is also the PPOC for Yolo County.
 - Ethan Dye will be stepping down from his role on the CalSAWS PSC effective today, March 17, 2022. Deputy Director, Eduardo Amenyro will join the PSC in Ethan's place for Region 2.

20. Adjourn Meeting

- Co-Chair, Ethan Dye, adjourned the meeting at 11:48 a.m.

Action Items	Assigned to	Due Date	Status
1. Provide update on CalSAWS recruitments.	Holly Murphy	Ongoing	Open
2. Provide regular updates on the status of Analytics Reporting Design, Development, and Implementation.	Luz Esparza	Ongoing	Open
3. Discuss DEI activities/initiatives taking place at CalSAWS.	John Boule	Ongoing	Open
4. Training Team will establish a retrospective feedback loop and will provide CITs/CRFIs for Induction Training to all Counties.	Training Team June Hutchison	04/21/2022	Open
5. Research and provide options to the counties for MFA when access to Outlook and webmail are not available.	Luz Esparza Mike Tombakian	04/21/2022	Open

6. Report back to PSC on whether or not there are opportunities for Counties to attend the L.A. County Imaging Training Sessions.	Arnold Malvick	04/21/2022	Closed
7. Provide update on status of rerun of Yellow Banner cases for former C-IV Counties.	Keith Salas	04/21/2022	Open
8. Provide information to the counties related to budget and future technology items they will need to buy, including the timing.	Rachel Frey	04/21/2022	Open

Next Meeting:

Conference Call/Zoom
Thursday, April 21, 2022
8:30 a.m. – 12:00 p.m.
CalSAWS Rancho Cordova
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