

CalSAWS Consortium JPA Board of Directors

Meeting Minutes

March 11, 2022

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, Marla Stuart, Solano County Health & Social Services
Region 3 – Member, Bekkie Emery, Mendocino County Health & Human Services Agency
Region 4 – Member, Deborah Martinez, Madera County Department of Social Services
Region 4 – Member, Dena Murphy, Kern County Department of Human Services
Region 5 – Vice-Chair, 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, Cynthia McCoy-Miller, Los Angeles County Department of Children & Family Services
Region 6 – Member, Roxana Molina, Los Angeles County Department of Public Social Services
State – Ex-Officio Member, Dan Kalamaras, Office of Systems Integration

Members Absent Via teleconference:

Region 2 – Member, Rachel Roos, Nevada County Department of Social Services

Facilitator:

John Boule, CalSAWS Executive Director

Chair, Michael Sylvester, thanked Board members Kathy Gallagher and Dena Murphy for their leadership/support. Marla Stuart and Amanda Sharp were introduced as the new Board members.

1. **JPA Board Chair, Michael Sylvester, convened the meeting at 10:33 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 April 11, 2022, based on the following findings:**
 - a. **The Governor's State of Emergency related to COVID-19 remains in effect; and**
 - b. **The State of Emergency continues to directly impact the ability of the members to meet safely in person.**

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 April 11, 2022.

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

5. Approval of Accenture Amendment No. 29, which includes a request to incorporate revisions to the Global Delivery Network terms.

Summary: The Consortium is seeking Board approval of Accenture Amendment No. 29, which includes a request to incorporate revisions to the Global Delivery Network terms. An overview was given on the contract terms for current Accenture Offshore Global Delivery Network (GDN) Work. Overall, the experience has been increased throughput, better quality, better rates, and bigger talent pool. The Project suggests increasing offshore mix to 40%, and extend beyond Application Development, while continuing to adhere to contractual SLAs and expectations of security, warranty, quality, and schedule.

Chair, Michael Sylvester, made the motion to approve with the addition to bring back quarterly reports on quality/defects for offshore vs. onshore so the Board is aware of the progression.

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

6. Approval of Consent Items

- a. Approval of the Minutes and review of the Action Items from the February 18, 2022, JPA Board of Directors Meeting.**
- b. Approval of ClearBest Work Order No. 10, which includes requests for Additional M&E Testing and County Data Validation Support hours.**
- c. Approval of Accenture Change Notice No. 15, which includes requests to incorporate additional hours for Functional Support and M&E, add services for Removal of the**

Homeless Assistance Asset Limit, Transitioning Housing Supplement, Cal-OAR, CalFresh Over-issuances and to add County Purchases.

d. Approval of Gainwell Change Request No. 5, which includes a request to add County Directs.

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

Motion to Approve, was made by Member, Melissa Livingston.
Motion was seconded by Member, Bekkie Emery.
Member, Marla Stuart, voted to approve.
Member, Tracey Belton, voted to approve.
Member, Dena Murphy, voted to approve.
Member, Deborah Martinez, voted to approve.
Member, Gilbert Ramos, voted to approve.
Vice-Chair, 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, Rachel Roos was absent from vote.
Vote was taken via roll call and the Motion passed.

Informational Items

7. CalSAWS Gantt Chart Review

Summary: Greg Elston, Rachel Frey, and Dawn Wilder provided an overview of the CalSAWS Gantt Charts. The teams are continuing to move forward with policy implementation and migration activities. Lisa Salas will reach out to Madera County and others regarding production claiming issues and will report back to the Board and PSC in April.

Public comment made by Jennifer Tracy.

8. CalWIN Go-Live Dates by Wave

Summary: Diane Alexander provided an overview of the CalWIN Go-Live Dates by wave. The counties in each wave discussed the options and agreed upon the date selected. These dates have been shared with State agencies.

9. Updates on Key Risks and the Mitigation Plans

Summary: Greg Elston and Rachel Frey provided updates on Key Risks and the Mitigation Plans. Contingency plans are being developed for Risk 268. All identified Risks have their own mitigation plan that is tracked and monitored.

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

Summary: 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 Converted Data Test defects are on track to be fixed on or around September 1, 2022. The team is on schedule to have all CDT defects resolved. ISS Team will help prepare a plan for each County to review cases, utilizing each county's funding allocation for case reviews. Future waves will see improved ACR rates as the team applies lessons from prior waves.

11. Risks 262 and 270

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

Summary: Abby Darrah and Rachel Frey discussed Risks 262 and 270. QA has recommended proactive management of readiness activities, updated delivery strategy, clear communication/timelines, refinement of the initial framework to capture essential tasks, and clear direction for risk 262. By March 29, 2022, the OCM team must create Change Discussion Guides Draft Deliverables, review content with all Wave 1 counties, and finalize drafts. Wave 1 Change Discussion Guide Final Deliverables are due to be submitted on April 21, 2022. CDGs must be finalized by May 20, 2022. QA recommends conducting working sessions with county staff and system Subject Matter Experts to identify/refine county To-Be processes and ensure CDGs capture enough information for county staff to understand what is changing for Risk 270. The mitigation plan for Risk 270 includes conducting refactoring sessions, revise Change Discussion Guides, submit Change Discussion Guides for review/approval, and hold change discussion meetings with staff.

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

Summary: Arnold Malvick provided an update on Production CalSAWS Imaging Solution and Preparations for L.A. County Migration. The remaining defect is targeted to go into production on March 16th for impacts to usability to enable OCR Override/Split Override option at point of scan. Positive verification has been received from the 39 counties on the positive impacts that the defect fixes have had. Overall, the team is seeing an improved user experience with the case workers in the counties. The team's production priorities include focusing on high priority defects, assess system queues for additional defects, assess queue processing times, and analyze defects/prepare prioritized list. There will be another round of performance testing. The UAT/Model Office for Los Angeles County has a 98% pass rate. Imaging UAT has been completed. The team has been tracking Los Angeles County training completion.

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

Summary: Rachel Frey and Gabby Otis provided an update on Preparations for L.A. County Migration to BenefitsCal. Security testing and performance testing are progressing well. The communications status will be updated to reflect the adjusted plan for communications out to customers and CBOs. The team is working through the last activity for partner readiness.

14. CalWIN Wave 1 Implementation Readiness Status and Milestones

Summary: Arnold Malvick and Rachel Frey provided an overview 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. Key activities for the next 30 days were reviewed.

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

Summary: Keith Salas and Arnold Malvick provided an overview of the 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 reports that exist in CalSAWS today. The team is providing secure access to CalSAWS Database Schema and County converted data. If needed, the team will provide enhanced development support (county purchase of dedicated vendor support).

16. CalSAWS Release and Policy Update

Summary: 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. Issued the Safe Drinking Water Approval NOAs for eligible individuals in Kern County.

17. CalSAWS Procurement Update

Summary: 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.

18. Update on Key QA Activities

Summary: Dan Dean provided an update on Key QA Activities. The team is facilitating contingency planning for Risk 268. 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. 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.

19. Update on Key State IV&V Activities

Summary: Kalleen Lyman provided an update on Key State IV&V Activities. The team is focused on Imaging stability, continued improvements on OCR, and the Los Angeles County cutover.

20. Adjourn Meeting

- JPA Board Chair Michael Sylvester adjourned the meeting at 3:40 p.m.

Action Items	Assigned to	Due Date	Status
1. Provide a quarterly update on recruitment with the Fiscal Report.	Holly Murphy	May 2022	Open
2. Report back to the Board with comprehensive recommendations for Diversity, Equity, and Inclusion (DEI).	Casey Morris	Ongoing	Open
3. Prepare a CIT to inform counties of the existing CalSAWS training materials that is available to be leveraged for induction training. In addition, send a CRFI to the counties to see if counties can make their induction training materials available to other counties.	June Hutchison	04/22/2022	Open
4. Provide Counties information on alternative options for MFA when access to MS Outlook and/or Webmail is not available.	Luz Esparza	04/22/2022	Open
5. Present defect statistics for Onshore vs. Offshore work beginning in May and quarterly thereafter.	Gaurav Diwan Arnold Malvick	05/13/2022	Open
6. Provide information and support/corrective action plan to address Madera County production claiming issues.	Lisa Salas	04/22/2022	Open
7. Provide impact and support plan information on the ability of the CBOs to enroll older adults (50+) in Medi-Cal before the May 1 st deadline if they lack access to YBN due to the cutover to BenefitsCal.	Lisa Salas Rachel Frey	04/22/2022	Open

Next Meeting

Conference Call/Zoom

Friday, April 22, 2022

9:00 a.m. – 12:00 p.m.