CalSAWS | Meeting Minutes for the California Statewide Automated Welfare System WCDS Subcommittee

Date:	Friday, March 18, 2022	Location:	Click here to join the meeting
Time:	12:00 P.M. to 2:00 P.M.	Conference Call: 1 323-886-6772	
		Conference ID: 849 552 274#	

CONVENE MEETING OF THE WCDS SUBCOMMITTEE – Due to the COVID-19 pandemic, all scheduled items will be heard via webcast only to adhere to social distancing guidelines.
Or call in (audio only)

WCDS Subcommittee Members include the following:

County	Member	Region	Attended
Alameda	Lori Cox	1	
Alameda	Anissa Basoco-Villarreal	1	X
Contra Costa	Kathy Marsh (Acting)	1	
Contra Costa	Kelley Curtis	1	X
Fresno	Angie Flores for Maria Aguirre	4	X
Orange	Allison Piguee for Debra Baetz	5	X
Placer	Greg Geisler	2	
Sacramento	Ethan Dye	2	
San Diego	Albert Banuelos for Rick Wanne	5	X
San Francisco	Trent Rhorer	1	
San Francisco	Dan Kaplan	1	
San Luis Obispo	Devin Drake	4	
San Mateo	Ken Cole	1	
San Mateo	Deanna Abrahamian (Co-Chair)	1	X
Santa Barbara	Daniel Nielson	5	
Santa Clara	Robert Menicocci	1	
Santa Clara	Angela Shing (Co-Chair)	1	X
Santa Cruz	Julia Sheehan for Randy Morris	1	X
Solano	Jerry Huber	1	
Solano	Marla Stuart	1	
Sonoma	Angela Struckmann	1	X
Tulare	Anita Ortiz	4	
Tulare	Vienna Barnes	4	
Ventura	Melissa Livingston	5	
Yolo	Tanya Provencher (Interim)	2	

PUBLIC SESSION

12:00 P.M. – Convene Meeting of the WCDS Subcommittee

Topic

1. Call Meeting to Order - Angela Shing

Meeting called to order at 12:02 PM.

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2. Roll Call and Confirmation of Quorum - Angela Shing

Roll call taken; quorum met.

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3. Public Comment - Angela Shing

Public opportunity to speak on any Item NOT on the Agenda. Public comments are limited to no more than three minutes per speaker, except that a speaker using a translator shall be allowed up to six minutes.

Note: The public may also speak on any Item ON the Agenda by waiting until that item is read, then requesting recognition from the Co-Chair to speak.

No comments or questions.

Action Items

4. Approval of the Minutes and review of the action items - Angela Shing
    4.1   January 14, 2022, WCDS Subcommittee

Motion to Approve
First: Anissa Basoco-Villarreal, Alameda
Seconded: Angela Shing, Santa Clara
Vote:
*   Yes – Alameda, Contra Costa, Fresno, Orange, San Mateo, Santa Clara, Santa Cruz, Sonoma
*   Abstain – San Diego
*   Not Present – Placer, Sacramento, San Francisco, San Luis Obispo, Santa Barbara, Solano, Tulare, Ventura, Yolo
Motion carried.

Informational Items

5. CalSAWS Updates on Key Risks and Mitigation Plans – Arnold Malvick for Greg Elston, Rachel Frey

Slides 8 through 11 – Update on Key Risks, High: Slides outline nine high-level risks currently open and the mitigation plans/status for each. Of special note are:

- Risk #262 CalWIN Counties' Preparedness for Go-Live – This risk escalated from 'medium' last month to 'high' after receiving feedback from counties that more information is needed to complete readiness activities, specifically relating to ad hoc reporting. More detail will be given later in this meeting.
- Risk #268 Implementation Readiness for CalWIN Cutover to CalSAWS – As a project management practice, detailed contingency planning is underway in the event mitigation efforts are not successful and the schedule is impacted.
- Risk #270 OCM Guides – Per feedback from Wave 1 counties, more information is needed in the OCM Guides. More detail will be given later in this meeting. This was a 'medium' risk last month that has been escalated to 'high.'

Slide 12 – Update on Key Risks, Medium: There is still urgency around medium risks, however there is more time for mitigation. See slide for the mitigation plans for these two risks and current status.

Slide 14 – CalWIN to CalSAWS Conversion Summary, Where we are and what to expect: Slide reviews Case Conversation Rate, Data Quality of Converted Data Test and Auto Case Review.

- Case Conversion Rate – 100% of cases are currently converting as expected and will continue to.
- Data Quality Converted Data Test – Relates to Risk #263. Although expected, there are many defects which will be resolved before UAT. Current status is 85% executed of overall CDT scripts; the goal is 100% by end of May.
- Data Quality Auto Case Review (formerly EDBC Match) – Represents running the converted EDBC and comparing to CalWIN's last run and matching up. The goal is to have a 70-75% case match, resulting in 25-30% of cases needing review.

Slide 15 – Data Quality, Converted Data Test, Status on the Closure of Known CDT Defects: The plan is to resolve all Priority 1 defects before completion of Converted Data Test, by end of April. Priority 2 defects are aimed to be resolved by mock cutover. Priorities 3 and 4 defect will undergo analysis to understand impacts to counties and be resolved by end of summer, two months before counties' Go-Live.

Slide 16 – Data Quality – Auto Case Review (ACR), How CalSAWS Automatically Reviews Data Quality: We're currently at 57% case match with runs done to date. Targeting to have 70-75% case match. Progress is on the right trajectory.

Slide 17 – Data Quality, Auto Case Review (ACR), Additional Information for Counties' Planning Efforts: A yellow banner will appear across case summary pages for those needing review. CalWIN benefits will roll forward while cases await review. The ISS Team will help prepare counties. Process improvements will continue as lessons are learned with each wave.

Slide 18 – Sample Case Review Report 1, No Action Required, Actionable Report Will Be Provided Go-Live: This Review Report will be provided to counties that describe the mismatched cases found and the Worker Action needed for each.

Slide 19 – Sample Case Review Report 2 – No Action Required, Actionable Report Will Be Provided Go-Live: This Review Report will provide mismatched case information such as county, office number, worker number, case number, program, reason, due date, etc.

Comments / Questions:
- Cases will continue to roll with their prior benefit until the yellow banner issue is resolved, meaning benefits could roll for more than just one month. Note: Action needs to be taken in order for COLAs to be processed therefore planning and strategy is needed to clear the yellow banners.
- It is anticipated that auto case review will reach 70-75% by 6/24 when GDSA is delivered.
- A listing of cases that need to be 'touched' could be generated as a result of mock cutovers and delivered to counties prior to their go-live to help with planning. Note: Lists will be representative of mismatched cases found at that point in time.

Slides 21, 22, 23 – Risk 262, Risk Statement and Findings: This risk was created based on county feedback; they need more information from the consortium in order to be prepared for Go-Live. The QA vendor has recommended proactive management of readiness activities, clear direction and timelines, etc. resulting in the development of a county-specific workplan, an implementation readiness checklist and focused sessions with counties for areas such as ad hoc reporting, security profiles, lobby management, imaging, helpdesk, contact center, task management, fiscal and more. Will also have walkthroughs to review planned start, finish and ongoing county activities. The Targeted Onsite Support Team works with counties in readiness efforts.

Slide 24, 25, 26 – Risk 270, Risk Statement and Findings, Mitigation, Milestones and Timelines: This risk was escalated from a medium risk to high. Change Discussion Guides are a tool that cover daily process procedures for staff roles. Wave 1 counties requested that the guides be more comprehensive; more information is needed in some areas. Opportunities for counties in the system will also be identified. A Draft guide is due to counties by end of March for review, response and approval. Guides need to be finalized and shared with counties by 5/20 before formal training begins 6/6/2022. CDGs will also be refined where needed.

No further comments or questions.

6. Conversion Updates - Keith Salas, Roger Perez, Paul Trisler
    6.1   Converted Data Testing

Slide 28 – Converted Data Testing, Execution Status: Testing started in November and will run through the end of May. There are approximately 1,900 end-to-end scripts to test. Additional resources were onboarded in December to accelerate testing efforts. As of last week, 85% of test scripts were executed with 48% passing and 37% failing; the remaining 15% are pending. The Team's current focus is assembly testing of defect resolution and executing failed test scripts.

    6.2   CalWIN Wave Go-Live Dates

Slide 29 – CalWIN Go-Live Dates: See slide for each Wave's Cut-Over and Go-Live dates based on technical and business analyses and input/agreement from counties. There are two options – the last weekend of the month or second to the last weekend of the month. Appreciation was given to Directors, Assistant Directors, OPAC, Regional Managers and all for their support in determining the schedule.

Comment: As we move through each wave's implementation, there may be value in having facilitated discussions at future WCDS Subcommittee meetings around lessons-learned for the benefit of subsequent waves/counties.

No further questions or comments.

7. CalWIN Implementation Support Services Update - Cathryn Van Namen, Nicole Williams, Renee Carter

Slide 32 – Actions for CalWIN Counties to Migrate to CalSAWS: Slide outlines activities needed from a county perspective for implementation that ISS will support counties through:

- Learn (process changes, instructor-led system training, knowledge sessions)
- Decide (county configurations, user security staff plan)
- Validate (system functionality, converted cases, to-be flows)
- Preparation (manuals, reports, etc., data cleansing, user security, county configurations, communications)
- Transition (validations, work yellow banner cases, issues/concerns)

Slide 33 – What Will Support County Learning, Decisions and Preparation for Organizational Readiness: The Project has augmented existing information – quick references guides, job aids, etc. – with more user-friendly information/support, including business processes, Change Discussion Guides, Change Network Champions engagement, Training Materials, Quarterly Readiness Surveys, Communication Plans for all levels, etc. The Buddy County concept has been successful. There is a lot of work underway in Regions 4 and 5; lessons-learned are being applied from C-IV's migration into CalWIN's.

Slide 34 – When Key Activities Occur for County Organizational Readiness, Wave 1 Schedule: Shows timeline for the next 30 days for Training, BPR refactoring sessions and change management activities.

Slide 35 – What Will Support County Decisions, Validation and Preparation for System Readiness: There are a series of activities that the Project will help counties prepare for validation - software/hardware, communications, guidelines, etc. Counties will validate operations readiness, security compliance, etc.

Slide 36 – When Key Activities Occur for County System Readiness, Wave 1 Schedule: Shows critical milestones in the next 30 days that keep us moving forward. To highlight, 1) the Project is focused on preparing for UAT and 2) Yolo and Placer have approved their Contact Center design; development of Contra Costa's continues.

Slide 37 – What Will Support County Learning, Validation and Preparation for Technical Readiness: The Project has been gathering information from counties on their technical, business and security requirements so we can help prepare for technology aspects. The end result is to validate counties' operational readiness, security compliance, successful joint interface partner testing and hardware/software readiness.

Topic

Slide 38 – When Key Activities Occur for County Technical Readiness: To highlight current activities, counties are procuring/installing necessary hardware, software, network for UAT and Production readiness.

Slide 40 – BPR To-Be Status: Waves 1, 2 and 3 are on track and the Final Work Product Refactoring is in progress. Wave 4 is on track. Waves 5 and 6 are pending.

Slide 42 – Upcoming OCM Activities: This month, CNC's are engaging Wave 1 in the development of Change Discussion Guides and Wave 2 will participate in T-9 and T-12 Readiness Surveys. In April, Wave 1 will refine CDGs and receive Readiness Survey Results.

Slide 44 – Training, CalWIN ISS Training Development Burndown Chart: Slide displays Instructor-led course development status (percentage complete for actual vs. planned).

Slide 45 – Training, Instructor-led Classroom Training Course List and Status: Slide lists the classroom training course titles and level of completion for each.

No comments or questions.

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8. CalWIN/CalSAWS UAT Preparation Update – Peggy Macias

Slide 47 – Complimentary CalWIN Efforts, CalSAWS Functionality and County-Specific Data: Slide details plans for UAT Execution, Process Simulation and County Data Validation.

Slide 48 – CalSAWS UAT Effort, UAT and County-Specific Data: The objective is for county users to validate end-to-end system functionality with Wave 1 converted data and Wave 1-6 new data. Preparation is scheduled for 5/2/2022 to 6/24/2022 with execution set for 6/27/2022 to 9/2/2022.

Slide 49 – UAT CalWIN, County UAT Timeline: County Test Scenario reviews concluded March 4, 2022; feedback received is under review through March 18, 2022. Script development and participant selection for UAT execution will commence.

Slide 50 – CalSAWS CalWIN Test Reviews, CalWIN County Feedback: Slide shows detail on the test scenario feedback received from counties. The team will address all feedback received; aiming to complete today. 141 identified scenarios were received to review and determine if the recommended scenario is included elsewhere or if it is an existing scenario that can be enhanced. The team is also analyzing the applicability to CalSAWS functionality.

Slide 51 – CalSAWS CalWIN UAT Upcoming, Preparation Activities: This month, test scenarios were received and are being reviewed, test script development will begin and CRFI responses with counties' UAT participants are due. In April, CalSAWS will confirm participant selection for UAT, share UAT participation environment access forms and coordinate the loading of supporting software for UAT environment and tools, i.e., VPN, conduct UAT tester Learning Management System (LMS) access validation. In May and early June, training will commence.

No comments or questions.

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9. CalSAWS Ad-hoc Reporting – Laura Chavez

Slide 54 – CalSAWS Ad-Hoc Reporting, CalWIN to CalSAWS Readiness Approach and Timeline: Counties have expressed the need for a robust strategy for pulling data reports. The approach is outlined in four categories – Education, Onboarding, Refactoring and Enhanced Support. One-on-one sessions will be scheduled with each county to review existing reports in CalSAWS and obtain counties' lists of ad hoc reports that they generate. We can then compare the lists to see of any matches. Information collected will be shared with the Implementation Team for inclusion into OCM materials. Documentation can serve as a cross-walk/map for users. We will collaborate with counties' ad hoc developers to identify remaining reports to generate. Efforts can then focus on refactoring/onboarding and how the Project can support counties.

Slide 55 – CalWIN Counties, Ad-Hoc Reporting, Wave 1 Curriculum, Activities, Training, and Milestones: Wave 1's kick-off and discovery sessions have already taken place. We are moving into navigation overview (how to find reports in CalSAWS), then we start to identify data sources for counties' use/accessibility, followed by data dictionary training.

Slide 56 – CalWIN Counties, Ad-Hoc Reporting, Wave 2-6 Curriculum, Activities, Training, and Milestones: Discovery Sessions will start at T-12 Go-Live, followed by the same sequence of activities done for Wave 1.

Slide 57 – CalWIN Counties, Ad-Hoc Reporting, Discovery Meetings Schedule: Slide shows the meeting schedule for each county and completion status for each.

No comments or questions.

10. CalSAWS Procurement Update – Tom Hartman

Slide 59 – CalSAWS M&O Procurement, Key Procurement Tasks: Slide lists the key procurement tasks and the anticipated schedule. The Draft RFP will be submitted to the State on 3/24. A walkthrough of the documents is set for 3/25. All tasks are on schedule.

No comments or questions.

11. CalSAWS Financial Update – Holly Murphy

Jo Anne Osborn, Application Director and Test Director for CalSAWS, is retiring in June 2022. She has 43 years in our business with 20 years at CalWIN. We give great appreciation for her service! Transition activities for her role are planned.

Slide 61 – CalSAWS Quarterly Financial Update, Overview: Depicts an overview of subsequent slides.

Slide 62 – SFY 2021/22 Financial Dashboard, March 10, 2022: The PMO team submitted the CalSAWS IAPDU on 1/31/22. The 90-day State and federal review and approval process is underway. We have reallocated to address some of the post-Go-Live gaps that were identified (Examples: Client Correspondence and Premise allocations.) CalWIN continues to trend lower for the CalHEERS budget. For C-IV and LRS, we have completed reconciliation and costs are

final. It is projected that 92% of overall funding will be utilized, leaving $8MM in savings (primarily CalHEERS funding which cannot be repurposed).

Slide 63 – SFY 2021/22 Consortium Personnel Budget & FTEs: Some tweaks have been made. We remain on track. Counties have had questions about our CSAC Contract that expires at the end of this State Fiscal Year; it has an Optional Extension. That contract was reassigned to the JPA Board in 9/2019. CalWIN counties do not need to take any action. It is being brought to the JPA Board for approval to extend.

Slide 64 – SFY 2021/22 Consortium Personnel Budget & FTEs: A new recruitment has been issued for several positions, including a backfill for Jo Anne Osborn, implementation, training, a CalWIN business analyst and a CalSAWS security analysis. Please see CITs #0077-22 for details.

Slide 65 – SFY 2021/22 Change Budget (Application Maintenance / M&E Hours): Slide outlines the CalHEERS savings and reallocation to M&E to fill post Go-Live gaps.

Slide 66 – SFY 2022/22 Contract Obligations: This slide tracks SLAs. The table at bottom of page tracks contract credits for CalWIN modernization hours being applied to CalSAWS related projects.

Slide 67 – SFY 2021/22 Change Notice Tracking: This slides tracks change notices and approved work orders through 3/14.

Slide 68 – County Support Staff Details: Each county has an allocation for County Support Staff funding in the following areas:
1) Planning and Preparation – This funding was/is intended to bridge the gap between the start of CalSAWS work and conversion and ancillary activities. Funding concludes at the end of SFY 2021/2022, however Manual Conversion and Ancillary funding will become available.
2) Manual Conversion – Supports staff that need to touch the case, including case clean-up pre and post Go-Live. Funding was originally allocated for 8 months prior to Go-Live and 4 months after, however counties have had opportunities to adjust the timing of funding based on their work activities and needs.
3) Ancillary Systems – Supports tasks needed to update and retrofit peripherals at the local level in readiness for production. Funding was originally allocated for 12 months prior to Go-Live, however Counties have had opportunities to adjust the timing of funding based on their work activities and needs.

No comments or questions.

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12. Policy Update – Lynn Bridwell

Slide 70 – Policy Updates: R68 implemented in February. We are currently in the first week of UAT for the R69 in May.

No comments of questions.

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13. Disaster Recovery Drill - Dawn Wilder, Henry Arcangel

Slide 71 – Disaster Recovery Drill: Drills were performed from 1/24/22 to 2/4/22. Gainwell was successful in bringing core CalWIN components together within 24 hours as required. A Notice CalWIN printing issue had occurred but was corrected within 2 hours. CWA, Contact CalWIN, Business Intelligence and CIS were brought online with 48 hours. WCDS, QA and County Testing were conducted successfully. Thank you to Alameda, Fresno and Orange for assisting in testing.

No questions or comment.

14. Stakeholder Updates

- CDSS

No update.

- DHCS, Katie Mead

The Older Adult Expansion is on target for 5/1/2022 implementation.   Post-Partum Care Expansion is set for Go-Live on 4/1/2022. DHCS is working on a 12/2021 List of Compacts of Free Association Cases that need to transition to Full-Scope Medi-Cal aid codes. DHCS will provide CFA training at the TRT meeting in April 2022.

- OSI, Steve Zaretsky

OSI is working with federal partners on the review and approval of the CalSAWS IAPDU and working within the administration on the review, approval and release of the SAWS Annual Report.

- CWDA, Christiana Smith

No update.

No comments or questions.

15. Adjourn Meeting

Meeting adjourned at 2:00 PM.

Next Meeting – May 20, 2022

Public Notice

As allowed by Governor Gavin Newsom's Executive Order N-29-20 the following Brown Act provisions are **suspended** during the COVID-19/Coronavirus emergency:

- That the location from which each member participating via teleconference be noticed on the agenda for the meeting that member is participating via teleconference.
- That each teleconference location be open and accessible to any member of the public.
- That each teleconference location be equipped to allow comments from any member of the public wishing to make a public comment.
- That an agenda be posted at each teleconference location.
- That a quorum of members of the legislative body participate from teleconference locations within the local agency's jurisdiction

The agenda and supporting documents are available for review via http://www.calwin.org/bod.asp and https://www.calsaws.org/meetings/wcds-subcommittee/.