

CalSAWS Consortium
Project Steering Committee
Meeting Minutes
April 21, 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 – Eduardo Ameneiro
- Region 3 – Rachel Ebel-Elliot
- Region 4 – Cindy Uetz
- Region 4 – Vienna Barnes
- Region 5 – Alberto Banuelos
- Region 5 – Sandra Bowlan
- Region 5 – James Locurto
- Region 6 – Luther Evans
- Region 6 – Winna Crichlow
- Region 6 – Ninfa Laderos

Members Absent via Conference Call/Webcast:

- Region 6 – Vicki Moore

Facilitator:

John Boule, CalSAWS Executive Director

- 1. Co-Chair, Jessica Paran, convened the meeting at 8:32 a.m.**
- 2. Agenda Review**
John Boule reviewed the agenda.
- 3. Public opportunity to speak on items not on the agenda.**
No comments were made.

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
- Action Item 2 – Analytics Updates:** Ongoing
- Action Item 3 – DEI Activities:** Ongoing
- Action item 4 – Training Team retroactive feedback loop:** Open
- Action item 5 – MFA options when access to Outlook unavailable:** Open
- Action item 6 – L.A. County Imaging Training Sessions:** Closed

Action Item 7 – Re-run of C-IV Counties’ Yellow Banner Cases Report: Open
Action Item 8 – Information for Counties to utilize for budget planning (purchases, staffing, etc.): Open

Motion to approve was made by Member James Locurto.
Motion was seconded by member Albert Banuelos.
Member, Clarisa Simon, voted to approve.
Co-Chair, Jessica Paran, voted to approve.
Member, Eduardo Ameneiro, voted to approve.
Member, Rachel Ebel-Elliot, voted to approve.
Member, Cindy Uetz, voted to approve.
Member, Vienna Barnes, voted to approve.
Member, James Locurto, voted to approve.
Member, Sandra Bowlan, voted to approve.
Member, Luther Evans, voted to approve.
Member, Winna Crichlow, voted to approve.
Alternate Member, Ninfa Laderos, was absent from the vote.
Vote was taken by roll call and the Motion passed.

Informational Items

5. CalSAWS Gantt Chart Review

Arnold Malvick reviewed the App-Dev, Test, Conversion, and Imaging Gantt Chart highlights. Rachel Frey reviewed the BenefitsCal and CalWIN OCM Gantt Charts. Los Angeles County will go live on BenefitsCal this weekend. Dawn Wilder reviewed the Central Print Gantt Chart.

6. Updates on Key Risks and their Mitigation Plans

Arnold Malvick, Rachel Frey, and Dan Dean provided an update on Key Risks and their Mitigation Plans. Each Risk has its own mitigation plan that is being tracked and monitored.

7. C-IV/CalACES Final Acceptance

Arnold Malvick and Dan Dean reviewed the status of CalACES Migration Final Acceptance Review. This is a first interim milestone prior to final acceptance. An additional review/acceptance process will be completed for the CalWIN Migration in the future. Gretchen Williams provided an overview of the CRFI requesting county participants for the new Strike Team. The team will report back to provide information on how to get quicker responses/escalation paths for tickets. The team will provide the RMs a retrospective review of the SLA performance showing how measures have been met. Lisa Salas reviewed the Accessibility Overview required by CMS. Additional information will be provided at future PSC Meetings.

8. Impact and Support Plan information on the ability of CBOs to enroll older adults (50+) in Medi-Cal before the May 1st deadline if they lack access to YBN due to the cutover to BenefitsCal.

Rachel Frey and Gabby Otis provided information on how CBOs will be able to continue to serve individuals during YBN down time. Planned public communications were reviewed.

Public Comment: Jennifer Tracy

9. Information & Support/Corrective Action Plan to address Madera County production claiming issues.

Keith Salas reviewed Meeting & Communication processes and restructuring that will take place to help Counties with communication and reports. Very important that all staff in counties are comfortable submitting tickets.

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

Arnold Malvick and Rachel Frey reviewed the status of the activities surrounding the L.A. County Migration to Imaging and BenefitsCal. The status of the CalWIN Counties imaging activities was also reviewed. Messaging on YBN regarding downtime has been updated to 1:00 p.m. instead of 6:00 p.m. Hyland performance SLA requirements were summarized. The summary of SLAs requested above will include Hyland SLAs. A nightly debrief with the Counties will be taking place and all counties will be invited.

L.A. County and Project activities for BenefitsCal readiness for cutover was reviewed. A rate of 62.5% of communications are being opened by customers. An additional SMS will be sent to notify customers of the 1:00 p.m. timeframe for the beginning of downtime.

Public Comment: Jennifer Tracy

11. CalWIN Wave 1 Implementation Readiness Status and Milestones.

Rachel Frey reviewed the status of activities required for Implementation Readiness, including Technical and Organizational Readiness.

Public Comment: Jennifer Tracy

12. CalWIN Migration Contingency Planning

Wendy Battermann provided an update on the status of CalWIN Migration Contingency Planning. Discussions are underway with Contra Costa County to determine whether it is best for them to stay in Wave 1 or move out to Wave 2. No decision has been made as of this date. All contingency plans are DRAFT at this time and will be finalized prior to implementation. The models are being made available for awareness IF a Contingency Plan needs to be implemented. John Boule noted the possible Contra Costa move to Wave 2 is viewed as a Risk mitigation rather than a Contingency Plan. Additional information will be provided next month.

Public Comment: Melody Peters

13. ISS Action Plan C-IV Retrospective

Abby Darrach provided a brief overview of the topic, and the item was deferred to the May 2022 PSC Meeting.

14. CalSAWS Release and Policy Update

Lisa Salas and Karen Rapponotti provided an overview of upcoming CalSAWS Releases of functionality. The May Revision of the Governor's Budget will be reviewed for any changes to policy.

15. MFA Enhancements Update

Mike Tombakian reported that SMS Text functionality versus email for one time password is being tested and is scheduled to go to Production May 23rd.

16. CalSAWS Procurement Update

Tom Hartman provided a brief update on the status of the CalSAWS M&O RFP activities.

17. CalSAWS Conference & JPA Member Representatives Meeting

Wendy Battermann provided an overview of the tentative plans for the June 2022 CalSAWS Conference and JPA Member Representatives Meeting. Feedback regarding the draft plans can be sent to the Regional Managers.

18. Update on Key State IV&V Activities

Kalleen Lyman reviewed the workstreams that are currently being monitored by the IV&V team.

19. State Partners Updates

- **OSI**
- **CDSS**
- **DHCS**
 - OSI – Steve Zaretsky
 - OSI has been.
 - CDSS – Brittany Blake
 - CDSS.
 - DHCS – Katie Mead
 - DHCS

20. Regional Updates

- Region 1 – Jessica Paran & Clarisa Simon
 - Napa
 - Continuing to attempt to fill vacancies.
 - Actively participating in the CDSS led Business Process Redesign
 - Working through some task-based solutions that CalSAWS has to offer
 - San Mateo
 - Continue the wrap up of the BPR To-Be efforts; working on the Process Change Inventory items and addressing any outstanding decisions that still needs to be made
 - Began engaging our UAT testers with the necessary preparation activities for CalSAWS UAT
 - Started the development on how we would address the Banked Caseloads limitation by simulating different set ups of banked caseloads and task banks in the Sandbox
 - Revisit the CalSAWS Analytics conversation with the release of Ad Hoc timeline from the project and looking to re-gather our Ad Hoc SMEs in preparation for the upcoming Ad Hoc activities

- Kicked off a series of projects to determine system configurations, equipment needs, and other items to implement our To-Be process (Lobby Management, Contact Center, GA/GR)
- Monterey
 - Has lifted masking requirements for all DSS worksites however does continue to be subject to the CalOSHA COVID-19 Emergency Temporary Standards (ETS).
 - Each Branch has been bringing staff back into the office to work – mostly hybrid schedules at this time.
 - Community Benefits continues to have Induction Training for Eligibility Specialist:
 - 15 Eligibility Specialist 1's started CF/MC class on 3/28/2022
 - 15 Eligibility Specialist 1's moved to the MC Only District Office - Training Unit on 3/24/2022
 - Monterey County will have a CalFresh Management Evaluation (ME) conducted in June 2022.
 - Monterey County does have some vacancies which are posted in Merit Systems!
- Alameda
 - On week 2 of Alameda's To-Be BPR Session.
 - There has been a lot of engagement and Alameda is learning a lot from these sessions. We ask a lot of questions\.
 - Coordinating with County IT to install required software for all CalSAWS UAT users
- Solano
 - Solano CalSAWS Advisory team provided an overview of CalSAWS and BPR workflows for SIB to our new Chief Welfare Fraud Investigator to inform, collaborate, and gain support from the top down.
 - Reviewed/defined sandbox process and procedures in preparation for promoting more usage by end-users.
 - Reviewed kiosks options with administrators and clerical management to move forward with planning for the procurement of new kiosks for lobby management client self-scanning.
 - Continued contract negotiations with Hyland for document migration extraction.
- Contra Costa
 - Has appointed Marla Stuart as Employment & Human Services Director. Her first day was April 11.
- San Francisco
 - Worked with the ISS team and completed the schedule for the BPR To Be Sessions that will start May 9th. These BPR To Be Sessions will be in person.
 - Working on the logistics of preparing for UAT.
 - Self-Sufficiency Division is currently pursuing initiatives that will enhance the implementation of CalSAWS in our agency, including
 - Full cross-training among our CalFresh and Medi-Cal eligibility staff
 - Streamlined intake pathway for individuals applying for GA plus CalFresh and/or Medi-Cal

- Cross-training of intake and carrying functions in our GA/GR program
 - Sonoma
 - Sonoma has been preparing for our to-be sessions which begin in May, as well as CalSAWS and CalWIN UAT which are scheduled for this summer.
- Region 2 – Eduardo AmeneYRO
 - Counties are moving back to a lot of services that were available pre-pandemic.
 - Calaveras County is working through refactoring the Business Process functionality in the system.
 - Nevada County is moving away from an SCIU model and getting an early fraud prevention plan.
 - Placer County is in reviewing period for their CDGs and moving along through a contact center design and documentation for Imaging.
 - Sutter County is working with their Welfare to Work refresher training on case management.
 - Yolo County began their last induction training pre-migration at the end of March.
 - Yuba County is currently shifting staff in preparation for the new business model and implementing current system in conjunction CIA to move forward towards contact resolution.
- Region 3 – Rachel Ebel-Elliot
 - Butte County has moved their Paradise office and it has reopened. Currently have a training class for Eligibility Workers.
 - Colusa County is in the process of hiring a Housing Program Manager.
 - Humboldt County has a current class of mixed Eligibility Worker and Migrated Case Workers in process.
 - Lake County has created a second transitional training unit to move their Eligibility Induction into once they reach a certain accuracy.
 - Lassen County reports that they are down 50% of their staff.
 - Mendocino County currently has an Eligibility Induction class going and recently completed CalFresh management evaluation. Also, working on addressing their findings.
 - Shasta County has some office openings this month. The Employment Services office is opening and the CFED office is opening. Created an accuracy review team where group of staff are completing activities.
 - Siskiyou County staffing levels have dropped to 50% in Eligibility and Support staff.
 - Trinity County's main office is undergoing a remodel and have also started transitioning from a Managed County to POP County.
- Region 4 – Vienna Barnes
 - Kern County Board of Supervisors appointed Lito Morillo as Kern County's next Director to replace Dena Murphy who retired at the end of March. Staff continue to work through their SOP as recommended by CIA.
 - Kings County Agency Director Sanja Bugay's last day is April 22, 2022. The new Director, Wendy Osikafo, is starting on April 25, 2022.
 - Mariposa County has Alicia Finley who was recently promoted to the Program Manager. She will also become the new PPOC for CalSAWS. There are a few recruitments going on for eligibility supervisor, Eligibility Specialist, and Assistant Support Analyst. They have Active Shooter

Training coming up in May. Mariposa County's COVID response is no longer requiring testing on a weekly basis and strongly recommending masks but are optional.

- San Luis Obispo County has some Induction Training classes starting up for Employment Resource Specialist and have many department vacancies.
- Region 5 – Sandra Bowlan
 - Orange County has been building up CalSAWS campaign and launched a trivia series in order to prepare staff for change readiness survey. Developed first draft for CalSAWS Implementation Plan.
 - Riverside County is working to supply on-site support to Los Angeles County partners to transition fully into CalSAWS Imaging and BenefitsCal. Continuing to hire for multiple vacancies. The Business Process Redesign has implemented first contact resolution in two offices. Two additional offices will be coming on board in June. Outreach vans are on the road and were able to assist a homeless encampment.
 - Santa Barbara County is recognizing April as Child Abuse Prevention month. April is T-12 for 3 counties.
 - San Bernardino County decided to support Los Angeles County with Imaging and BenefitsCal effective April 25 through May 6. Staff will be on site to assist.
- Region 6 –Winna Crichlow & Ninfa Laderos
 - Los Angeles County continues to hire Eligibility staff as their workload continues to grow. They have launched the Guaranteed Income Program and are preparing for the role out of BenefitsCal.

21. Adjourn Meeting

- Co-Chair, Jessica Paran, adjourned the meeting at 11:57 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
9. Report back regarding with information on how to get quicker responses/escalation paths for tickets.	Arnold Malvick Mike Tombakian	5/13/2022	Open
10. Retrospective Review of the SLA performance (include Hyland SLAs) showing how the measures have been met. Summary should be sent out via RMs.	Arnold Malvick	5/13/2022	Open

Next Meeting:

Conference Call/Zoom
Thursday, May 19, 2022
8:30 a.m. – 12:00 p.m.
CalSAWS Rancho Cordova
11290 Pyrites Way, Suite 150
Rancho Cordova, CA 95670