

CalSAWS Consortium JPA Board of Directors

Meeting Minutes

April 22, 2022

9:00 a.m.

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

Members Present Via teleconference:

Region 1 – Member, Marla Stuart, Contra Costa County Employment and Human Services Department
Region 2 – Member, Rachel Roos, Nevada County Department of Social Services
Region 3 – Member, Bekkie Emery, Mendocino County Health and Human Services Agency
Region 4 – Member, Chris Woods, San Joaquin County Human Services Agency
Region 4 – Member, Deborah Martinez, Madera County Department of Social 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 1 – Member, Tracey Belton, San Benito County Dept. of Health & Human Services

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**
 - Chair, Michael Sylvester, introduced Region 4 Director Chris Woods and Region 1 Director Marla Stuart.
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 May 22, 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 May 22, 2022. General Counsel Jeff stated the State of Emergency remains in effect.

Motion to Approve, was made by Chair, Michael Sylvester.
Motion was seconded by Member, Bekkie Emery.
Member, Marla Stuart, voted to approve.
Member, Rachel Roos, voted to approve.
Member, Chris Woods, 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, Tracey Belton was 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 March 11, 2022, JPA Board of Directors Meeting.**
- b. **Accenture Change Notice No. 16, which includes requests for the effort related to Design, Build, Test, and Implementation of new functionality funded by the Federal American Rescue Plan Act of 2021 (ARPA).**
- c. **Deloitte Change Order No. 3, Work Order 4, which includes requests for the effort related to Design, Build, Test and Implementation of new functionality funded by the Federal American Rescue Plan Act of 2021 (ARPA).**
- d. **Deloitte Change Order No. 4, which includes updates to the BenefitsCal Phase 2 optional enhancements milestones schedule.**
- e. **ClearBest Change Order No. 6, Work Order 11, which includes requests for Quality Assurance services related to efforts funded by the Federal American Rescue Plan Act of 2021 (ARPA).**
- f. **Approval of CSAC Option to extend contract by an additional year (through State Fiscal Year 2022-23).**

Summary: The Consortium is seeking Board approval of Consent Items. Henry Arcangel provided an update on Action Item 3 regarding training materials. John Boule clarified that Action Item 6 regarding claiming issues is not directed only to Madera County and this issue is happening in other counties.

Motion to Approve, was made by Member, Marla Stuart.
Motion was seconded by Member, Deborah Martinez.
Member, Rachel Roos, voted to approve.
Member, Bekkie Emery, voted to approve.
Member, Chris Woods, 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.
Chair, Michael Sylvester, voted to approve.
Member, Cynthia McCoy-Miller, voted to approve.
Member, Tracey Belton was absent from vote.
Vote was taken via roll call and the Motion passed.

Informational Items

6. CalSAWS Gantt Chart Review

Summary: Arnold Malvick, Rachel Frey, and Dawn Wilder reviewed the updated Gantt Charts for Application Development and Test, Conversion, and Imaging; BenefitsCal; CalWIN OCM; and Central Print by highlighting key upcoming milestones and activities.

7. Updates on Key Risks and the Mitigation Plans

Summary: Arnold Malvick, Rachel Frey, and Dan Dean provided updates on Key Risks and the Mitigation Plans. All Risks are being monitored closely and positive progress is being made. The team is focused on making sure CalWIN counties feel prepared and ready. Feedback has been received from the Counties regarding Risk 270. The team is taking the lessons learned and building that into the migration process

8. C-IV/CalACES Final Acceptance

Summary: Arnold Malvick, Dan Dean, and Holly Murphy provided an overview on C-IV/CalACES Final Acceptance. Highlights were provided regarding preparing for the CalACES Migration. The CalACES Final Acceptance Deliverable includes result of the 30-consecutive day Final Acceptance Period and updated Requirements Traceability Matrix (RTM), reporting status of the C-IV Counties' migration requirements from the CalSAWS DD&I Statement of requirements. CalSAWS System has been stable, available for users, and met all system-related performance response time requirements. Two non-system performance requirements were missed in March 2022: #4 – Monthly Helpdesk Diagnosis Time (Target 98% vs. Actual 81.35%) and #15 – Performance Daily Prime Business Hours Availability of CalSAWS Training Environments (On March 9th, the Training environment was unavailable for 55 minutes out of 31 days in the month of March). The next steps for the May 2022 Meeting include reporting on results of performance requirements for the CalSAWS System for the 30-consecutive day final acceptance period. Monthly Helpdesk Diagnosis Time – Project Team will implement action plans to improve diagnosis time, however, ticket volumes are expected to increase. If the CalSAWS System is stable and continues to meet system-related SLAs, and helpdesk diagnosis time continues to exceed the SLA targets, the project may request Consortium Executive Director's discretion for CalACES Migration Final Acceptance. As of April 18, 2022, there was one open defect related to C-IV Migration SCRs deployed via 19.11 – 21.07 – CA-237005. Defect CA-237005, the generated reports were validated, and System Test was completed on April 18, 2022. The Defect fix was delivered via the 22.04.18 Minor Release. An assessment is in progress with an external vendor in accordance with Web Content Accessibility Guidelines (WCAG) 2.0 A & AA. Next steps for accessibility include completing assessment of remediation work. This is on track for completion by May 10, 2022. As well as completing the plan for phase 2 of testing.

9. 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.

Summary: Rachel Frey provided an overview on the 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. The cutover start time was changed to 1:00 p.m. instead of 6:00 p.m. beginning Friday, April 22, 2022.

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

Summary: Keith Salas provided an overview on information and support/corrective action plan to address production county claiming issues. This item is not specific to Madera County. The County brought the issue to light, but multiple counties are experiencing the issues. CalSAWS Reports team has been facilitating State and Fiscal Reports meetings with the Counties. It is recommended continuing with these meetings on a Bi-Weekly cadence. Concerns should be logged as tickets so the Reports team can appropriately triage, assess, prioritize, communicate, and resolve identified County incidents. Discussion during the PSC Meeting identified the issue of County Fiscal Teams not always being used to calling in/logging tickets.

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

Summary: Arnold Malvick and Rachel Frey provided an update on Production CalSAWS Imaging Solution and Preparations for L.A. County Migration to Imaging and BenefitsCal. Defects and enhancements will continue to be logged based on identification of additional issues. The results of the performance test were strong through portal submission and worker/kiosk submission. Imaging training target completed numbers were calculated by assuming the same number of staff will complete their Imaging curriculum on a day-to-day basis during each Department's designated General Training period. Update as of April 13, 2022, regarding Wave 1 – Contra Costa County: 71% of export loads have been processed and the County has approved moving forward with the security drawer changes. As a precaution, the County will remain in an amber status until exports are completed by May 21, 2022. From a Placer County perspective, the vendor revised scripts to correct errors found in Legacy/Hearing Documents last week. Hyland has validated the CSV files that were sent by the County over the weekend. Error rates have decreased to less than 2%. The County is ready to resume export. From a Yolo County perspective, they're in the green status and exports are currently in progress. The Consortium received the greenlight on Los Angeles County BenefitsCal Project Readiness. One additional communication was added, which went out to customers to make sure that they understood the timing associated with the cutover would start at 1:00 p.m. Four communications were sent to Customers through three channels to advise of the upcoming transition from YBN to BenefitsCal.

12. CalWIN Wave 1 Implementation Readiness Status and Milestones

Summary: Rachel Frey and Arnold Malvick provided an overview on CalWIN Wave 1 Implementation Readiness Status and Milestones. Measuring County readiness Wave 1 WP and TOSS Teams are ongoing. Wave 2 WP is current and TOSS meetings begin later this

month. Wave 3 WP is on schedule for delivery later in April. Wave 1 County System Readiness and key activities/milestones for the next 30 days include complete UAT preparation activities, continue data cleansing needs, confirm/approval Contact Center Call IVR flow, and confirm report refactoring prioritization and begin county development. Wave 1 County Technical Readiness and key activities/milestones for the next 30 days include work with Help Desk team to document County Site Plans, ongoing working sessions with Project Help Desk team for determining help desk processes, submit County Business/Application Requirements, and submit County public IP ranges/SFTP server details. Wave 1 County Organizational Readiness and key activities/milestones for the next 30 days include participate/complete review of W1 To-Be Flows, review W1 CDG reviews, begin preparing for T-6 survey, continue participating in training curriculum reviews through TAC meetings, and review County Training Plan/confirm training logistics.

13. CalWIN Migration Contingency Planning

Summary: Wendy Battermann, Rachel Frey, and Arnold Malvick provided an overview on CalWIN Migration Contingency Planning. Risk #268 is related to implementation readiness and serves as an overarching risk for the overall readiness of the project and CalWIN counties to cutover to CalSAWS. One of the risk mitigations being explored at this time is shifting Contra Costa County from Wave 1 to Wave 2. The team is looking at contingency planning considerations. The team created draft Working Models for planning purposes. If need to implement contingency plan the Project will work closely with impacted counties to adjust as needed and communicate changes. Three draft working models were presented.

14. ISS Action Plan C-IV Retrospective

Summary: ISS Action Plan C-IV Retrospective will be discussed at the next JPA meeting.

15. CalSAWS Release and Policy Update

Summary: Karen Rapponotti and Lisa Salas provided an update on CalSAWS Release and Policy. When the May revise comes out the team will be looking to see if there are any impacts to things the team has planned and making any adjustments based on the outcome of any legislation that gets approved.

16. MFA Enhancements Update

Summary: Mike Tombakian provided an update on MFA Enhancements. The team is working on the MFA SMS texting implementation. A CIT was sent out to the counties to opt-in by April 11, 2022. Production Go-live will be May 23, 2022. Live Bridge for first week post go-live to handle issue real-time. There are two additional SCRs which are MFA Policy Enhancement to reduce # of MFA requests per day and consistency across CalSAWS applications for 20-minute time out.

17. CalSAWS Procurement Update

Summary: Thomas Hartman provided an update on CalSAWS Procurement. The team is moving along with M&O procurement and a lot of interest from the vendor community. The reviews from the State Sponsors are coming in on a flow basis. The plan is to get it off for Federal review May 12, 2022. Release of the RFP is scheduled for July 26, 2022.

18. CalSAWS Conference & JPA Member Representatives Meeting

Summary: John Boule and Wendy Battermann provided an overview of the CalSAWS Conference and JPA Member Representatives Meeting. The team asked for feedback after the January 2022 JPA Member Representatives Conference and feedback included separate the business/conference, conduct over two days, provide more time for topic discussion, provide forums for interactive discussion, and discuss hot topics for the counties. The teams proposed format will be a two-day conference. Day 1 will be a business meeting where Brown Act rules apply, and Day 2 will be the CalSAWS Conference.

19. Update on Key State IV&V Activities

Summary: Kalleen Lyman provided an update on Key State IV&V Activities. The team continues to monitor imaging stability, Los Angeles County cutover, CalWIN Converted Data testing, Batch Performance, CalWIN Implementation readiness, and development/implementation.

20. Adjourn Meeting

- JPA Board Chair Michael Sylvester adjourned the meeting at 12:00 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	05/13/2022	Open
4. Provide Counties information on alternative options for MFA when access to MS Outlook and/or Webmail is not available.	Luz Esparza	05/13/2022	Open
5. Present defect statistics for Onshore vs. Offshore work beginning in May and quarterly thereafter.	Lisa Salas	05/13/2022	Open

Action Items	Assigned to	Due Date	Status
6. Provide information and support/corrective action plan to address County production claiming issues.	Keith Salas	05/13/2022	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	Closed
8. Provide status updates on usability. Provide redundancy chain with original submitter.	Arnold Malvick	05/13/2022	Open
9. Provide updates on Hyland SLAs performance report.	Arnold Malvick	05/13/2022	Open

Next Meeting

Conference Call/Zoom
Friday, May 13, 2022
12:30 p.m. – 3:30 p.m.