

CalSAWS Consortium JPA Board of Directors

Meeting Minutes

May 13, 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, Contra Costa County Employment & 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, Roxana Molina, Los Angeles County Department of Public Social Services
Region 6 – Alternate Member, Rogelio Tapia, Los Angeles County Department of Children & Family Services
State – Ex-Officio Member, Dan Kalamaras, Office of Systems Integration

Members Absent Via teleconference:

Region 6 – Member, Cynthia McCoy-Miller, Los Angeles County Department of Children & Family Services

Facilitator:

John Boule, CalSAWS Executive Director

1. **JPA Board Chair, Michael Sylvester, convened the meeting at 12:31 p.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 June 13, 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.

Motion to Approve, was made by Chair, Michael Sylvester.
Motion was seconded by Member, Marla Stuart.
Member, Rachel Roos, voted to approve.

Member, Bekkie Emery, 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.
Member, Debra Baetz, voted to approve.
Member, Roxana Molina, voted to approve.
Alternate Member, Rogelio Tapia, voted to approve.
Member, Tracey Belton, w absent from vote.
Vote was taken via roll call and the Motion passed.

5. Approval of Delegated Authority to the CalSAWS Executive Director for AWS through CDT Contract.

Summary: The Consortium is seeking Board approval of Delegated Authority to the CalSAWS Executive Director for AWS through CDT Contract.

Motion to Approve, was made by Chair, Michael Sylvester.
Motion was seconded by Member, Bekkie Emery.
Member, Tracey Belton, voted to approve.
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.
Member, Debra Baetz, voted to approve.
Member, Roxana Molina, voted to approve.
Alternate Member, Rogelio Tapia, voted to approve.
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 April 22, 2022, JPA Board of Directors Meeting.**
- b. Accenture Change Notice No. 17, which includes request for American Rescue Plan Act (ARPA) Release of Information (ROI) Design.**
- c. Accenture Change Notice No. 18, which includes a request to design, develop, test, and implement additional enhancements too scale worker facing virtual assistants and customer-facing virtual assistants for the CalSAWS System.**
- d. Deloitte Change Order No. 3, Work Order 5, which includes a request for American Rescue Plan Act (ARPA) Release of Information (ROI) Design.**
- e. Deloitte Change Order No. 3, Work Order 6, which includes a request for additional Get CalFresh Integration activities.**
- f. ClearBest Change Order No. 6, Work Order 12, which includes requests for additional Quality Assurance services related to the ARPA ROI Design.**
- g. ClearBest Work Order 13, which includes requests for the extension of OCAT QA Services through October 31, 2023.**

Summary: The Consortium is seeking Board approval of Consent Items. June Hutchison provided an update to Action Item 3 relating to training materials. Luz Esparza provided an update on Action Item 4 regarding MFA.

Motion to Approve, was made by Member, Debra Baetz.
Motion was seconded by Member, Rachel Roos.
Member, Marla Stuart, voted to approve.
Member, Tracey Belton, voted to approve.
Member, Bekkie Emery, 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.
Chair, Michael Sylvester, voted to approve.
Member, Roxana Molina, voted to approve.
Alternate Member, Rogelio Tapia, voted to approve.
Vote was taken via roll call and the Motion passed.

Informational Items

7. Debrief of L.A. County Migration to CalSAWS Imaging and BenefitsCal

Summary: Arnold Malvick and Rachel Frey provided a debrief of L.A. County Migration to CalSAWS Imaging and BenefitsCal. Overall, the system is performing from a functional perspective as well as from a response time perspective. Imaging has taken in about 45% more documents since the Los Angeles County cutover. Project teams continue to track and complete Los Angeles County Go-Live issues. Four different on-site teams have identified tips and tricks for improving the end user experience. The team will continue with enhancing communications and building on the library of knowledge. Teams are available to visit counties for imaging support, as needed.

8. Quarterly CalSAWS Budget Update

- **Update on available money for CalWIN Counties migration preparation.**

Summary: Holly Murphy provided an update on Quarterly CalSAWS Budget. The May revise was released today, and first pass looks good, but a thorough review will be completed. The PMO team submitted an IAPDU for CalSAWS January 31, 2022, which was approved. Adjustments have been made to align with that IAPDU. The team is currently going through a selection of candidates for the recent recruitment. Also, a new recruitment was issued for positions that will start in the new State Fiscal Year. An overview was provided on county support staff funding. County Allocations have been updated from original estimates based on responses to CRFIs. The CRFIs have provided opportunities for counties to request additional funding, return funding, or shift funding. The next CRFI is planned for October 2022 and that will be the next opportunity for shifts across fiscal years. All CRFI responses have been accommodated with two exceptions. Counties may email PMO.Fiscal@calsaws.org at any time to request shifts between line items or ask questions. Work with Counties to facilitate Counties sharing best practices; how they're preparing, planning, utilizing staff; and the staff drain associated specifically with

CalSAWS and what counties are doing. The ISS Team will be helping plan with the Counties to take care of Yellow Banner Cases and how they go through them. Look at the funding chart and determine the areas that have over/under spending and the movement of the monies. Share the results with the Fiscal Managers. Query former C-IV Counties to determine what the uncovered expenses there were that required county specific investment. Provide the information in a way that may facilitate conversations regarding flexibility in funding/supplementing budgeting with the state.

9. C-IV/CalACES Final Acceptance

Summary: Arnold Malvick, Dan Dean, and June Hutchison provided a follow-up on the C-IV/CalACES Final Acceptance. Approval of the CalACES Migration Final Acceptance leads to the Consortium's payment of the first holdback release for the CalSAWS DD&I Project. Three performance requirements for SLAs have not been met. CalSAWS System has been stable, available for users, and has met all system performance requirements except for one missed SLA on off prime business hours EDBC response time. As of April 30, there are zero open critical or high Help Desk incidents. The project team has been focusing on reducing the aging of the ticket backlog that missed the SLA. The team is focused on routing tickets to Level 3 support related to system issues vs. questions, clarifications. Next steps include requesting Consortium Executive Director's discretion for approving the CalACES Migration Final Acceptance; as well as the Project Team continuing with action plans and ongoing M&O improvements. From a QA perspective final acceptance is on track pending final deliverable. A third party was brought in to perform an accessibility assessment for the core CalSAWS application on overall usability and is currently in progress. The next steps include completing assessment and completing the plan for phase 2 of testing.

10. Updates on Key Risks and the Mitigation Plans

Summary: Arnold Malvick, Rachel Frey, and Dan Dean provided an update on Key Risks and the Mitigation Plans. The teams are collaborating daily to get key risks and the mitigation plans out. The team has gotten a handle on technical scaling. All risks are trending positively.

11. Reports and Claiming Update

Summary: Keith Salas provided an update on Reports and Claiming. The team continues to work on improving by having bi-weekly County meetings and emailing enhanced communication. Concerns have been proactive communications to send out to the counties. The team will work with Regional Managers, Reports teams, State Partners, and have enhanced communications that are flowing to identify concerns that the counties may have.

12. Quarterly Onshore/Offshore Quality Review

Summary: Lulu Fou provided a review of Quarterly Onshore and Offshore Quality. The project will provide a periodic update on quality metrics for offshore delivery.

13. CalWIN Wave 1 Implementation Readiness Status and Milestones

Summary: Rachel Frey and Arnold Malvick provided an update on CalWIN Wave 1 Implementation Readiness Status and Milestones. Overall, system readiness, technical readiness, and organizational readiness for Wave 1 counties are on track.

14. CalWIN Conversion Update

Summary: Keith Salas, Paul Trisler, Dawn Wilder, and Diane Alexander provided an update on CalWIN Conversion. The current goal is to get all Priority 1 defects into GDS 8, which would be the next delivery of converted data.

15. CalWIN Migration Contingency Planning

Summary: John Boule, Wendy Battermann, Rachel Frey, and Arnold Malvick provided an overview of CalWIN Migration Contingency Planning. The team will continue to monitor risk triggers and report progress.

16. UAT Preparation Status Update

Summary: Peggy Macias and Rachel Hernandez provided an update on UAT Preparation Status. The main activities this month include script development and script review.

17. CalWIN Implementation Go-Live Governance

Summary: Yong Vangbliayang and Abby Darrah provided an update on CalWIN Implementation Go-Live Governance. The go-live readiness meetings and checkpoints are progressing well. Readiness status will be shared with PSC, JPA, General Members, OPAC, and WCDS. County stakeholder checkpoints and State stakeholder checkpoints will begin at T-2M. Pre-Green Light Meetings will be conducted starting at T-1M.

18. CalSAWS Conference & JPA Member Representatives Meeting

Summary: John Boule, Wendy Battermann, and June Hutchison provided an overview of the CalSAWS Conference and JPA Member Representatives Meeting. The proposed format is a two-day conference with day one being the JPA Member Representative Business Meeting and day two being the CalSAWS Conference.

19. Update on Key State IV&V Activities

Summary: Kalleen Lyman provided an update on Key State IV&V Activities.

20. Adjourn Meeting

- JPA Board Chair Michael Sylvester adjourned the meeting at 3:30 p.m.

Action Items	Assigned to	Due Date	Status
1. Provide a quarterly update on recruitment with the Fiscal Report.	Holly Murphy	July 2022	Open

Action Items	Assigned to	Due Date	Status
2. Report back to the Board with comprehensive recommendations for Diversity, Equity, and Inclusion (DEI).	Casey Morris	June 2022	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	July 2022	Open
4. Provide Counties information on alternative options for MFA when access to MS Outlook and/or Webmail is not available and provide update on outcomes of the MFA implementation.	Luz Esparza	July 2022	Open
5. Present defect statistics for Onshore vs. Offshore work beginning in May and quarterly thereafter.	Gaurav Diwan Arnold Malvick	July 2022	Open
6. Provide information and support/corrective action plan to address County production claiming issues.	Keith Salas	July 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	May 2022	Closed
8. Provide status updates on usability. Provide redundancy chain with original submitter prior to trouble tickets being closed.	Arnold Malvick	July 2022	Open
9. Provide updates on Hyland SLAs performance report.	Arnold Malvick	July 2022	Open
10. Counties sharing best practices and how they are preparing, planning, utilizing staff, and the staff drain associated with CalSAWS. ISS team will help	ISS Team	July 2022	Open

Action Items	Assigned to	Due Date	Status
<p>plan with the counties to take care of yellow banner cases. Have PMO team work with Regional Managers to pull best practices.</p>			
<p>11. Fiscal Items:</p> <ul style="list-style-type: none"> • Create a cheat sheet on things that are funded within each contract for the allocations counties have so there is clarity on where there is spent and underspent funds. • Determine the movement of funds and share the information with Fiscal Managers. • Query former C-IV counties to determine what uncovered expenses there were that required county specific investment. Is there a way to capture that and to show the gaps in funding? • Work with OSI on the flexibility or the supplement of additional funding. 	<p>Holly Murphy PMO Team</p>	<p>July 2022</p>	<p>Open</p>

Next Meeting

Conference Call/Zoom
 Thursday, June 30, 2022
 9:00 a.m. – 11:00 a.m.