

CalSAWS Consortium
Project Steering Committee
Meeting Minutes
July 21, 2022

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

Committee Members Present via Conference Call/Webcast:

Region 1 – Anna Pindea
Region 3 – Rachel Ebel-Elliot
Region 4 – Cindy Uetz
Region 4 – Vienna Barnes
Region 5 – Elaine Martinez
Region 5 – Alberto Banuelos
Region 5 – Shalaun Jones
Region 6 – Winna Crichlow

Members Absent via Conference Call/Webcast:

Region 1 – Clarisa Simon
Region 2 – Eduardo Ameneiro
Region 6 – La Shonda Diggs
Region 6 – Vicki Moore

Facilitator:

John Boule, CalSAWS Executive Director

1. Co-Chair, Winna Crichlow, convened the meeting at 8:31 a.m.

Winna Crichlow introduced the new PSC members.

2. Agenda Review

John Boule reviewed the agenda.

3. Public opportunity to speak on items not on the agenda.

- None

PSC Action Items

4. Approval of the Minutes from the May 19, 2022, and June 30, 2022, PSC Meetings and review of Action Items.

Summary: The Consortium is seeking PSC approval of the Minutes from the May 19, 2022, and June 30, 2022, CalSAWS PSC Meetings and review of Action Items.

Action Items from previous meetings:

Action Item 1 – CalSAWS Recruitments: Closed – This topic will be discussed regularly with the Fiscal update and no longer needs to be a separate action item. Holly Murphy provided an update on CIT 0186-22 CalSAWS Recruitment which includes new positions and back fill positions. This recruitment will be open until August 12, 2022.

Action Item 2 – Analytics Updates: Closed – This item will be discussed routinely and no longer needs to be a separate action item.

Action Item 3 – DEI Activities: Closed – This item will be discussed regularly at the January and June JPA Membership meetings and no longer needs to be a separate action item.

Action item 4 – Training Team retrospective feedback loop: Closed – June Hutchison provided an update on Training Team retrospective feedback loop.

Action item 5 – MFA options when access to Outlook unavailable: Open – On Today's agenda.

Action item 6 – Re-run of C-IV Counties' Yellow Banner Cases Report: Open – On Today's agenda.

Action item 7 – Information for Counties to utilize for budget planning (purchases, staffing, etc.): Closed – Rachel Frey provided an update on information for Counties to utilize for budget planning.

Action item 8 – Escalation Points: Open – On Today's agenda.

Action item 9 – SLA Performance: Open – On Today's agenda.

Action item 10 – Los Angeles County BenefitsCal accounts vs. YBN: Closed – On Today's agenda.

Action item 11 – Ticket Backlogs: Open – On Today's agenda.

Action item 12 – Flow of Tickets: Open – On Today's agenda.

Action item 13 – Retrospective for the BenefitsCal Launch: Open – This item will be presented at the August PSC meeting.

Motion to approve was made by Co-Chair Cindy Uetz.

Motion was seconded by member Vienna Barnes.

Member, Anna Pineda, voted to approve.

Member, Rachel Ebel-Elliott, voted to approve.

Member, Elaine Martinez, voted to approve.

Co-Chair, Alberto Banuelos, voted to approve.

Member, Shalaun Jones, voted to approve.

Co-Chair, Winna Crichlow, voted to approve.

Members, Clarisa Simon, Eduardo Ameneiro, La Shonda Diggs, and Vicki Moore were absent from vote.

Vote was taken by roll call and the Motion passed.

Informational Items

5. CalSAWS Release Update

- **Release 22.07**

Lisa Salas and Karen Rapponotti provided an update on CalSAWS Release including Release 22.07. Highlights for upcoming releases for the next 90 days and upcoming COLAs were given. There will be a few personnel changes as the result of recruitments.

6. Updates on Key Risks

Arnold Malvick, Rachel Frey, and Wendy Battermann provided updates on Key Risks. An orientation was given on the calculation methods used to determine Risk levels. Impact is assessed according to cost, technical, schedule, and quality.

7. Conversion Update

Keith Salas provided an update on Conversion. Confirmation was given from Cindy Uetz that they received the report, and the action item can be closed.

8. CalWIN Wave 1 Implementation Readiness Dashboard and Packet

- **Helping Counties plan for future technology and equipment purchases for ISS (including budgeting and timing)**
- **Counties Best Practices**

Cathryn VanNamen provided an overview of CalWIN Wave 1 Implementation Readiness Dashboard and Packet. Milestones for CalWIN Wave 1 Implementation Readiness Dashboard were given. There are seven readiness areas and categories that are being tracked.

*Action item – Kathryn VanNamen will provide more details and a summary of the readiness track list items.

9. UAT Status Update

Peggy Macias and Surranjan Kumar provided an update on UAT Status. Overall UAT is on track. Overview was provided on script execution.

10. BenefitsCal Update

- **Final Acceptance**
- **Percentage of L.A. County BenefitsCal accounts vs. YBN accounts**

Rachel Frey provided an update on BenefitsCal including a walkthrough to show where the team is with BenefitsCal Final Acceptance. BenefitsCal performance metrics were presented. As of June 23, 2022, there are zero open critical or high deficiencies. QA provided their recommendations for final acceptance.

*Action item - BenefitsCal

- Present slide to show the percentage of BenefitsCal vs. YBN accounts.
- Provide disaggregated application data (by platform, county, and time period) on routine cadence.
- Determine more visible way for users to get help within the site.

*Public comment made by Jennifer Tracy.

11. Multi-Factor Authentication (MFA) Update

Mike Tombakian provided an update on Multi-Factor Authentication (MFA). Next steps for MFA were given.

12. Help Desk Tickets Update

- **How to get quicker responses/escalation paths for tickets.**
- **Ticket backlog by County and expected closure timeline.**
- **Number of Tickets closed without response or confirmation of resolution.**

Arnold Malvick and Mike Tombakian provided an update on Help Desk Tickets. All tickets are being tracked closely. As of July 20th, there are zero open critical or high Help Desk incidents.

*Public comment made by Jennifer Tracy.

13. SLAs Retrospective

- **Usability Stats**

Arnold Malvick reviewed the metrics for SLAs over the last quarter.

14. Update on Key State IV&V Activities

Brian Nagy provided an update on Key State IV&V Activities.

15. State Partners Updates

- **OSI**
- **CDSS**
- **DHCS**
 - OSI – Brandon Hansard
 - Brandon Hansard thanked the IV&V team. OSI received approval of the CalSAWS Maintenance and Operations RFP from Federal partners in early July. The Consortium was able to release that RFP to the vendor community early on July 6, 2022, giving a greater window of opportunity for the vendors to review. OSI is working on the CalSAWS LRS Amendment 30 and Deloitte Change Order 5, which were submitted to Federal partners July 1, 2022, and July 18, 2022, a walkthrough was facilitated of the content of documents. OSI worked with the Consortium to address CMS comments on the CalWIN June 2022 Annual OAPDU. CMS approval was received on July 19, 2022.
 - CDSS – Sherice Sterling
 - CDSS has no new updates for this month.
 - DHCS – Katie Mead
 - On July 15, 2022, CMS extended the PHE for up to an additional 90-days. DHCS is awaiting a 60-day notice from CMS to begin the PHE unwinding process. Effective July 1, 2022, Members enrolled in the programs listed by Katie Mead will no longer be required to pay a premium. Premiums have been reduced to zero in all systems. DHCS has released policy guidance regarding deduction of premiums. The asset limits for Non-MAGI Medi-Cal programs have increased. The Welfare Institution Code has been updated to align Medi-Cal redeterminations with Federal guidelines.

16. Regional Updates

- **Region 6 – Winna Crichlow**
 - Los Angeles County is hiring for eligibility staff and there has been an increase of applications that are coming in. The team continues to see a spike in COVID-19 cases which has them re-evaluating COVID-19 protocols. Strong efforts are still underway to engage with participants. Los Angeles County is working collaboratively with L.A. Metro on job recruitment activities for participants.
- **Region 5 – Alberto Banuelos & Elaine Martinez**
 - Imperial County has named Paula Llanas the Interim Director.
 - Orange County has a new Deputy Director, Tim Evinger.
 - Riverside County participated in community outreach events.
 - Santa Barbara County hired 24 Eligibility Workers.
 - San Diego County hosted Region 5 site visit which had lots of good conversation. They also recently hosted a delegation from Puerto Rico.

The delegation was there to look at the San Diego SNAP processes. Guests from CSUSD, USDA, and FNS joined them.

- Ventura County has been increasing their hiring activity. Engaged in implementation planning and kicking off BPR. UAT training is going well.
- Region 4 – Cindy Uetz
 - Fresno County is participating in CalSAWS UAT efforts, which started in May. The county has two analysts who will be onsite for Imaging UAT.
 - Kern County is beginning a pilot through working tasks for intake processes which was developed as part of first contact resolution and the contract with the state and the Change Innovation Agency. Working on trying to increase staff due to high application volume. A class will graduate August 2nd and additional classes will be starting.
 - Mariposa County has a new PPOC and Eligibility Supervisor.
 - Merced County has a new Program Manager for Eligibility.
 - San Luis Obispo County started BPR To-Be processes this month and the sessions are going well.
 - Stanislaus County has a new Assistant Director.
 - Tulare County has filled the vacancy for PPOC.
- Region 3 – Rachel Ebel-Elliot
 - Counties have experienced many challenges with staffing.
 - Butte County completed their civil rights audit and are working on telephonic signature procedures.
 - Colusa County started a new 30-day bootcamp training method for their Induction Training.
 - Del Norte County is now fully staffed but experiencing a challenge in fraud investigations.
 - Lake County completed CalFresh Management evaluation.
 - Mendocino County finished-up an Eligibility Induction class of five staff.
 - Modoc County is short staffed.
 - Plumas County had a successful recruitment for Eligibility Worker.
 - Shasta County had success in hiring for their two vacancies.
 - Siskiyou County is in the process of transitioning from individual caseloads.
 - Tehama County started a new eligibility class.
 - Trinity County has restructured their administration to include two Program Managers.
- Region 2 – Jennifer Hobbs
 - All Region 2 counties are currently hiring. A few counties have reclassified their current staff.
 - Placer County has completed configuration discovery sessions.
 - Yolo County has completed configuration discovery sessions and Nolan Sullivan has been promoted to the Agency Director.
 - Sacramento County is working on To-Be sessions.
- Region 1 – Anna Pineda
 - Monterey County completed CalFresh Management evaluations. Completing general assistance internal audit. They're working on filling vacancies.
 - Solano County is participating in UAT, and they're working on increasing their sandbox usage, and preparing for the CalSAWS Contact Center.

- Santa Cruz County is actively engaging in contact center planning and they're working on renaming their county forms for CalSAWS imaging purposes.
- San Francisco County signed off on the CalSAWS To-Be process change inventory and defining resolution approaches. They wrapped up CalSAWS Group 1 UAT and are starting with Group 2 UAT.

17. Adjourn Meeting

- Co-Chair, Winna Crichlow, adjourned the meeting at 11:25 a.m.

Action Items	Assigned to	Due Date	Status
1. Provide update on CalSAWS recruitments.	Holly Murphy	Ongoing	Closed
2. Provide regular updates on the status of Analytics Reporting Design, Development, and Implementation.	Luz Esparza	Ongoing	Closed
3. Discuss DEI activities/initiatives taking place at CalSAWS.	John Boule	Ongoing	Closed
4. Training Team will establish a retrospective feedback loop and will provide CITs/CRFIs for Induction Training to all Counties.	Training Team June Hutchison	07/21/2022	Closed
5. Research and provide options to the counties for MFA when access to Outlook and webmail are not available.	Luz Esparza Mike Tombakian	07/21/2022	Closed
6. Provide update on status of rerun of Yellow Banner cases for former C-IV Counties.	Keith Salas	07/21/2022	Closed
7. Provide information to the counties related to budget and future technology items they will need to buy, including the timing of purchases.	Rachel Frey	07/15/2022	Closed
8. Report back regarding with information on how to get quicker responses/escalation paths for tickets.	Arnold Malvick Mike Tombakian	07/21/2022	Closed
9. 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	08/18/2022	Open
10. Provide percentage of Los Angeles County BenefitsCal accounts vs. YBN accounts?	Rachel Frey	08/18/2022	Closed
11. Breakdown by county of the oldest tickets backlog.	Arnold Malvick	07/21/2022	Closed

Provide expectation of how soon tickets are closed. Report back on possibly converting C-IV counties e-app data and if not, could the legacy system be available for 5-years total.			
12. Report at next PSC on the flow of the tickets and the number of tickets closed without response or confirmation resolution.	Arnold Malvick	07/21/2022	Closed
13. Status of retrospective for the BenefitsCal launch and the timeline for that to be available for both C-IV and LA?	Rachel Frey	08/18/2022	Open
14. Provide more details and a summary of the readiness track list items.	Cathryn VanNamen	08/18/2022	Open
15. BenefitsCal <ul style="list-style-type: none"> • Provide disaggregated application data (by platform, county, and time period) on routine cadence. • Determine more visible way for users to get help within the site. 	Rachel Frey	08/18/2022	Open

Next Meeting:

Conference Call/Zoom
Thursday, August 18, 2022
8:30 a.m. – 12:00 p.m.
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11290 Pyrites Way, Suite 150
Rancho Cordova, CA 95670