

CalSAWS Consortium
Project Steering Committee
Meeting Minutes
August 18, 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 – Anna Pindea
Region 2 – Eduardo AmeneYRO
Region 3 – Rachel Ebel-Elliot
Region 4 – Cindy Uetz
Region 4 – Vienna Barnes
Region 5 – Jennie Pittman
Region 5 – Alberto Banuelos
Region 5 – Shalaun Jones
Region 6 – Winna Crichlow
Region 6 – La Shonda Diggs
Region 6 – Corey Hanemoto

Members Absent via Conference Call/Webcast:

Region 5 – Elaine Martinez
Region 6 – Vicki Moore

Facilitator:

John Boule, CalSAWS Executive Director

1. Co-Chair, Alberto Banuelos, convened the meeting at 8:31 a.m.

2. Agenda Review

John Boule reviewed the agenda.

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

- Public comment made by Jennifer Tracy regarding vulnerable communities access to benefits in BenefitsCal.

PSC Action Items

4. Approval of the Minutes from the July 21, 2022, PSC Meeting and review of Action Items.

Summary: The Consortium is seeking PSC approval of the Minutes from the July 21, 2022, PSC Meeting and review of Action Items.

Action Items from previous meetings:

Closed Action Items (1 – 8 and 10 – 12) will be removed from the Minutes.

Action item 9 – SLAs Retrospective: Open – On Today's agenda.

Action item 13 – BenefitsCal Retrospective Status: Open

Action item 14 – Readiness Tracking List: Open – On Today's agenda.

Action item 15 – BenefitsCal disaggregated data and help visibility: Open – On Today's agenda.

Motion to approve was made by Co-Chair Cindy Uetz.
Motion was seconded by Member Rachel Ebel-Elliot.
Member, Clarisa Simon, voted to approve.
Member, Anna Pindea, voted to approve.
Member, Eduardo Amenityro, voted to approve.
Alternate Member, Jennie Pittman, voted to approve.
Co-Chair, Alberto Banuelos, voted to approve.
Member, Shalaun Jones, voted to approve.
Co-Chair, Winna Crichlow, voted to approve.
Member, La Shonda Diggs, voted to approve.
Alternate Member, Corey Hanemoto, voted to approve.
Members, Elaine Martinez and Vicki Moore were absent from vote.
Vote was taken by roll call and the Motion passed.

Informational Items

5. CalSAWS Fiscal Update

Holly Murphy provided an update on CalSAWS Fiscal. Follow-up items were presented and summary results of the survey were shown. Next steps were provided for County Support Staff Claim Gaps.

6. Retrospective and Corrective Actions for Production Incidents

Arnold Malvick provided an overview of the Retrospective and Corrective Actions for Production Incidents. A summary of the ForgeRock incident and Meds interface incident were presented. The team will continue to monitor changes.

7. CalSAWS Release and Policy Update

Lisa Salas and Karen Rapponotti provided an update on CalSAWS Release and Policy. Upcoming COLAs and Special Processing for August/September were presented. Upcoming Releases: Next 90 days and Upcoming BenefitsCal items were presented.

8. Updates on Key Risks

Arnold Malvick, Rachel Frey, and Wendy Battermann provide updates on Key Risks. A high-level overview was provided on key risks status and mitigation plan.

9. Conversion Update

- **Processing Yellow Banner Cases and Aggregated Numbers and Percentages by County**

Keith Salas provided an update on Conversion. 9% of converted active programs need worker review.

Public comment made by Jennifer Tracy.

10. CalWIN Wave 1 Implementation Readiness Dashboard and Packet

Duncan Gilliam provided an overview of the CalWIN Wave 1 Implementation Readiness Dashboard and Packet. A summary timeline for Wave 1 Critical path was

presented. Overall, Wave 1 readiness areas and Wave 1 County readiness are on track and in green status.

11. UAT Status Update

Surranjan Kumar provided an update on UAT Status. Group 2 UAT execution schedule and participation was shown.

12. BenefitsCal Update

- **Final Acceptance**
- **Disaggregated Application Data by platform and county and plan to provide publicly**
- **BenefitsCal vs. YBN Accounts**
- **Make links to BenefitsCal Help more prominent**

Rachel Frey provided an update on BenefitsCal. Approval of the BenefitsCal Migration Final Acceptance leads to the Consortium's payment of the holdback release for the BenefitsCal DD&I Project. Data was shown for submitted applications by County, submitted applications by Platform, applications CBO vs. Customer, renewals by type and by Month, and periodic reports by County. The action item for this topic will be presented at the September meeting.

13. Overview of Accenture Change Notice 19 Scope of Services related to warm handoff

Dawn Wilder provided an overview of Accenture Change Notice 19 Scope of Services related to warm handoff. The purpose is to assist Counties with public or CBO BenefitsCal Incidents. Replace the current temporary solution of Consortium staff assisting. An overview was provided on scope of services.

Public comment made by Jennifer Tracy & Marcela Marquez.

14. Multi-Factor Authentication (MFA) Update

- **Status of marketing campaign to encourage counties to register for SMS**
- **Update on ability to automate switching users to SMS access when email is down**

Luz Esparza provided an update on Multi-Factor Authentication (MFA). The team continues to work to enhance the user experience.

15. CalSAWS System Stability, Tickets, and Defects Stats

- **Onshore vs. Offshore**
- **SLAs**

Arnold Malvick provided an overview on CalSAWS System Stability, Tickets, and Defects Stats. CalSAWS Application Release Quality Metrics were presented and CalSAWS performance results were shown. CalSAWS ticket trends since C-IV Cutover were presented. Molly Warren shared results for Hyland Imaging Performance Metrics.

*Action item – For the upcoming go-live retrospective in September will there be a similar presentation about BenefitsCal related tickets?

Public comment made by Jennifer Tracy.

16. Update on Key State IV&V Activities

Apoorva Kandya provided an update on Key State IV&V Activities.

17. State Partners Updates

- **OSI**
- **CDSS**
- **DHCS**
 - OSI – Steve Zaretsky
 - On August 5 and August 11 OSI received formal approval from Federal partners CMS and FNS on the CalSAWS Accenture Amendment 30 and the Deloitte Change Order #5.
 - CDSS – Brittany Blake
 - CDSS is planning to apply for the recently announced EBT mobile payment technology pilot offered by USDA and will allow EBT Card holders to use their benefits with mobile phone. Received an FNS Fraud award. PEBT was approved.
 - DHCS – Katie Mead
 - DHCS has released ACWDL 22-18, ACWDL 22-19, ACWDL 22-22, and ACWDL 22-21. Senate Bill 184 current policy will be changing.

18. Regional Updates

- Region 2 – Eduardo Ameneiro
 - Calaveras County is currently hiring and reclassified Fraud position into Program Specialist 3.
 - El Dorado County is currently working on filling their Director position and will be moving from Google to Microsoft Teams.
 - Mono County is hiring for integrated Case Workers.
 - Placer County is getting ready for their County Prep Kick-off.
 - Sacramento County recently had CalFresh ME and working on hiring new staff.
 - Sutter County is starting training class due to staff turnaround.
 - Yolo County is getting ready for their County Prep Kickoff.
 - Yuba County has two training classes currently going.
- Region 6 – Winna Crichlow
 - Los Angeles County is continuing its hiring efforts. Also, participating in ME next week.
- Region 3 – Rachel Ebel-Elliot
 - Humboldt County promoted a new Program Manager. The County is currently under a hiring freeze for the next three months.
 - Mendocino County completed a CalWORKs training course. New Eligibility Induction class starting September 6, 2022.
 - Tehama County reports a new class of three Eligibility Workers. Lost two Eligibility Supervisors with over 17 years' experience.
 - Trinity County is actively recruiting.
- Region 1 – Anna Pineda & Clarisa Simon
 - Marin County has had new appointments in staff.
 - Santa Cruz County is working on their CalSAWS efforts and updating county internet page. Completing Ad Hoc reporting. Completed BPR close out sessions.
 - San Francisco County is participating in UAT execution.

- Monterey County their General Assistance internal audit just wrapped up.
- San Mateo County has a new Assistant Agency Director.
- Region 4 – Cindy Uetz
 - Fresno County UAT in person testing began in July. Child Welfare services has moved into a new building on the same campus.
 - Mariposa County has hired new staff.
 - San Luis Obispo County have completed in person to be mapping sessions.
 - Stanislaus County has revised EBT card policy that was effective July 11.
 - Kern County is facing staffing challenges and planning for staff recruitment fair.
- Region 5 – Shalaun Jones
 - Ventura County a new IPOC was identified due to promotion.
 - Santa Barbara County has a new Director.

19. Adjourn Meeting

- Co-Chair, Alberto Banuelos, adjourned the meeting at 10:44 a.m.

Action Items	Assigned to	Due Date	Status
1. 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	Closed
2. 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	Closed
3. Provide more details and a summary of the readiness track list items.	Cathryn VanNamen	08/18/2022	Closed
4. 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	Closed
5. For the upcoming go-live retrospective in September metrics for BenefitsCal related tickets.	Rachel Frey	09/15/2022	Open

Next Meeting:

Conference Call/Zoom
 Thursday, September 15, 2022
 8:30 a.m. – 12:00 p.m.
 CalSAWS Rancho Cordova
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