CalSAWS | Meeting Minutes for the California Statewide Automated Welfare System WCDS Subcommittee

Date:	Friday, September 16, 2022	Location: <u>Click here to join the meeting</u>
Time:	12:00 P.M. to 2:00 P.M.	Conference Call: 1 323-886-6772 Conference ID: 198 785 070#

CONVENE MEETING OF THE WCDS SUBCOMMITTEE – Due to the COVID-19 pandemic, all scheduled items will be heard via webcast only to adhere to social distancing guidelines.
Or call in (audio only)

WCDS Subcommittee Members include the following:

County	Member	Region	Attendees
Alameda	Andrea Ford	1	
Alameda	Anissa Basoco-Villarreal	1	X
Contra Costa	Marla Stuart	1	
Fresno	Angie Flores for Sanja Bugay	4	X
Orange	An Tran	5	X
Placer	Greg Geisler	2	X
Sacramento	Ethan Dye	2	
San Diego	Albert Banuelos for Rick Wanne	5	X
San Francisco	Trent Rhorer	1	
San Francisco	Anna Pineda (Co-Chair)	1	X
San Luis Obispo	Devin Drake	4	
San Mateo	Ken Cole	1	
San Mateo	Deanna Abrahamian (Co-Chair)	1	X
Santa Barbara	Daniel Nielson	5	
Santa Clara	Debra Porchia-Usher (Interim Director)	1	
Santa Clara	Angela Shing	1	
Santa Cruz	Julia Sheehan for Randy Morris	1	X
Solano	Jerry Huber	1	
Solano	Kelley Curtis	1	
Sonoma	Angela Struckmann	1	
Tulare	Anita Ortiz	4	
Tulare	Vienna Barnes	4	
Ventura	Melissa Livingston	5	
Yolo	Tanya Provencher	2	X

PUBLIC SESSION

12:00 P.M. – Convene Meeting of the WCDS Subcommittee

Topic

1. Call Meeting to Order, Deanna Abrahamian

The meeting was called to order at 12:02 PM.

An Tran is Orange County's new Director of Social Services succeeding Debra Baetz. An also joined the JPA Board representing Region 5.

2. Roll Call and Confirmation of Quorum, Deanna Abrahamian

Refer to Attendees for Roll Call. Quorum met.

3. Public Comment, Deanna Abrahamian

Public opportunity to speak on any Item NOT on the Agenda. Public comments are limited to no more than three minutes per speaker, except that a speaker using a translator shall be allowed up to six minutes.

Note: The public may also speak on any Item ON the Agenda by waiting until that item is read, then requesting recognition from the Co-Chair to speak.

No questions/comments.

Action Items

4. Action Items	Deanna Abrahamian 5 min
4.1 Approval of the July 8, 2022 WCDS Subcommittee Meeting Minutes	

Motion to Approve Minutes for Record
First: Angie Flores, Fresno
Seconded: Anna Pineda, San Francisco
Vote:
- Yes – Alameda, Fresno, Orange, Placer, San Diego, San Francisco, San Mateo, Santa Cruz, Yolo
- Abstain – N/A
- Not Present/No vote – Contra Costa, Sacramento, San Luis Obispo, Santa Barbara, Santa Clara, Solano, Tulare, Ventura

Motion carried.

No questions/comments.

Informational Items

5. CalWIN Wave 1 and Wave 2 Implementation Readiness Dashboard – Cathryn VanNamen, Yong Vangbliayang

Slide 8 - Wave-1 Critical Path – Summary Timeline View: Yolo and Placer are undergoing lots of activities for Go-Live. Release 22.09 implements later this month. UAT for Group 2 is complete. Process simulation activities wrapped on 8/19. OCM's T-3 survey for Placer and Yolo closed 8/19; the results were shared with counties. Early Training and Train the Trainer activities are complete. Instructor-led training will conclude 10/28. Overall feedback has been good. We are two days from county preparation for implementation. Kick-off meetings were held to review overall activities, support model and materials. The second kick-off focused on application security. The Project received the official green-light from all 6 Regions to move forward. State interface testing is complete.

Slide 9 - Wave-1 Readiness: Executive Summary (as of 09/02/2022): Yolo has signed-off on all interfaces. Placer continues to work with Wells Fargo on the Positive Pay interface; we are awaiting testing results. All State partner testing completed on 8/25.

Slide 10 - Wave-1 Readiness: Executive Summary (as of 09/02/2022): The remaining Instructor-Led training session is on schedule and will complete right before Go-Live. CDGs are complete. Pre- and Post-Implementation are in 'yellow' status until details are established. Strike Teams continue to work details around communication, command center and resource identification. TOSS Teams continue to work with IPOCS on models/plans. Implementation kick-off meetings were held with Yolo and Placer. Placer does not have any reports to refactor; Yolo has 31. The Project is assisting Yolo in creating SQLs and report refactoring.

Slide 11 - Wave 1 – County Readiness Summary (as of 09/02/2022): All readiness areas are 'green' with the exception of Placer's interface with Wells Fargo as previously discussed. County preparation activities begin this weekend.

Slide 13 - Wave 2 (Contra Costa, Santa Clara, Tulare) Critical Path: All education sessions are complete. Counties are prioritizing their reports that require refactoring. All activities for Contact Center readiness are on schedule. Tulare completed an imaging validation phase. Contra Costa and Santa Clara are on schedule with imaging activities. The initial validation meetings took place for Central Print Configuration. Configuration meetings will continue for the next two months.

CDGs have been submitted to, and reviewed by, counties; updates have been made as needed. Tulare and Contra Costa kicked off change discussion meetings with their managers and supervisors; discussions will continue, including with staff, over the next five weeks.

Individual county-specific training plans are in final stages. Instructor-led training materials are currently being reviewed and customized with counties; meetings will continue throughout September. Web-Based Training for early training and trainers will start later this month.

For implementation, the Project continues to meet with the IPOCs routinely. Wave 2 counties received Critical Path packets and Dashboards in August; this will be a monthly activity.

Technical activities are underway and will continue for the next six months.

Slide 14 – Wave-2 Readiness: Executive Summary (as of 09/02/2022): Wave 2 counties have their SCRs for Contact Center and are working with the Project. Imaging is on target. The CBO Mock Run 1 for BenefitsCal is complete; Run 2 is on schedule for end of October. Central Print configuration meetings are complete as is the first (of three) validation meeting. Interface testing will begin mid-October. Counties are required to complete specific technical activities prior to interface testing. Tulare and Contra Costa have completed their prerequisites with Santa Clara targeted for completion next Monday. Performance Testing begins in October.

Slide 15 – Wave-2 Readiness: Executive Summary (as of 09/02/2022): For training logistics, all classrooms have been identified/confirmed. End users will have WBT access in mid-October. Great progress has been made with CDGs since last month, the schedule is still behind but trending in the right direction. Updates to CDGs will be carried into Change Readiness Surveys and training materials. All monthly infographics are on schedule with the next issue set for 9/28. BPR is complete. Both Kick-off and Process Simulation for Santa Clara are complete. Tulare and Contra Costa's sessions are scheduled and commence in October. Updates to the draft Go-Live packet will be made in November. The Project will review all information with Wave 2 counties. County Implementation Prep phase begins in January. All Help Desk meetings were held and trainings are scheduled. Of the 1087 reports reviewed, 293 require refactoring.

Slide 16 – Wave 2 – County Readiness Summary (as of 09/02/2022): All readiness categories are underway with the exception of integration. A technical item for Santa Clara is flagged 'yellow' and being monitored. We are approximately 50% complete with many items in progress (see graph). Approximately 46 items are due by end of September for Application Readiness; there are over 100 items due for all areas by end of September.

No questions / comments.

6. CalWIN Conversion Update, Keith Sala
   - Processing Yellow Banner Cases and Aggregated Numbers and Percentages by County

Slide 18 - CalWIN Cutover Case Review: See slide for an accounting of the outstanding Yellow Banner cases. At conversion, every case has a yellow banner; after the worker reviews the case and authorizes EDBC, the yellow banner is removed. Until counties validate cases are converted and correct, the majority of CalSAWS batch jobs will not process against these cases. The Project has a validation process in place as well to help relieve counties of some workload. Medi-Cal cases protected by the PHE will be deprioritized until the PHE is lifted and then processed according to their respective redetermination. Approximately 2% of cases will be impacted by the Social Security COLA in December and will require manual review; the Project will highlight those so that counties can address. The counties will review the remaining 7% based on the case redetermination date.

Slide 19 - CalWIN Cutover Case Review Batch, Characteristics of Programs that Need Worker Review: The run conducted last month showed the mismatch disposition for the vast majority was due to benefits; even a penny is considered a mismatch. The Project continues to run cases bi-weekly. A CIT will be released in a month with step-by-step instructions on how to address Yellow Banner cases.

Questions / Comments:

- The 10 mismatch reasons are as follows:

Mismatch Reason	Description
Program Discontinued	When EDBC is run in CalSAWS, active Programs in the CalWIN System are resulting in a Program Discontinuance in CalSAWS.
Recoupment Mismatch	When EDBC is run in CalSAWS, the Recoupment amount in CalSAWS differs from what was determined in the CalWIN System.
Program Person Status Mismatch	When EDBC is run in CalSAWS, the Program Person Status does not match what was determined in the CalWIN System.
Cash Program not Authorized	When EDBC is run in CalSAWS, the CalWORKs Program fails due to a mismatch for the CalWORKs program; therefore, the associated CalFresh (CF) Program also fails.
Program Person Role Mismatch	When EDBC is run in CalSAWS, the Recoupment amount in CalSAWS differs from what was determined in the CalWIN System.
Aid-Code Mismatch	When EDBC is run in CalSAWS, the Aid Code does not match with what was determined in the CalWIN System.
Benefit Amount Mismatch	When EDBC is run in CalSAWS, the Benefit Amount does not match with what previously determined in the CalWIN System.
MAGI Determination Pending	Based off the last CalWIN MAGI eligibility determination on the DER, the EDBC run in CalSAWS results in MAGI Determination Pending for an individual(s).
Full Case Review	EDBC run in CalSAWS is resulting in an uncategorized mismatch reason.
Prior Or Current EDBC Not Found	EDBC run in CalSAWS is unsuccessful due to not having a Prior or Current EDBC in the CalWIN System to compare the benefit match results.

- There will be a joint presentation with DHCS in October about lifting the PHE and redetermination dates for Yellow Banner cases.

- Benefits will continue to roll even if a mismatch is found.

No other questions/comments.

---

7. Update on Key Risks and Mitigation Plans, Arnold Malvick, Rachel Frey

Slides 21 – 23 - Wave 1 Readiness: Project Readiness for CalWIN Cutover to CalSAWS Risk:
- Risk #268 is an overall readiness risk from county and Project perspectives. There are two specific risks being tracked that are trending toward "green"– Report refactoring and Conversion Data Test.
- Risk #263 covers conversion related defects for Wave 1. Priority 1 and 2 defects are done. The 98 remaining are P3s and P4s. Alternate procedures are in the Go-Live packet for county staff.
- Risk #278 tracks overall implementation support. The items being monitored specifically relate to pre- and post-implementation support and the Go-live packet. Pre-implementation support is now 'green.' Post-implementation support is for the 60 days post Go-Live. The Go-Live packet is targeted to end users; it gives guidance on items to be aware of, take action on and 'help' resources. The packet will continue to be updated as needed as we progress through the waves.
- Risk #269 covers refactoring reports in ancillary systems. Placer is done. Yolo has roughly 25 reports that remain; they are not critical to the 10/31 Go-Live date.

Slides 26 – 27 - Project Readiness for CalWIN Cutover to CalSAWS Risks:
- Risk #258 - The CalWIN Conversion Cutover Window is at-risk of completing past the 84-hour cutover window. We're now trending toward green for Waves 2 – 6. Project test findings show seven to nine times the amount of data for Waves 2-6 than Wave 1 for cutover. The Project is working alternate means to bring future waves within the 84-hour window by filtering out or delaying closed cases, reducing eligibility calculations and other. Workers will have all that they need to process cases.
- Risk #268 – Implementation Readiness for CalWIN Cutover to CalSAWS. This is an umbrella risk opened to monitor individual risks being discussed.

Slide 28 - CalWIN Counties Cutover Readiness Needs Risks:
- Risk #270 – Change Discussion Guides are trending in a positive direction. Tulare, Santa Clara and Contra Costa have all approved their CDGs. Next steps are to determine how CDGs will be shared at the county level. We're taking a different approach with Waves 3 – 6 counties; CDGs will be developed over working sessions with counties. The dates will be modified for future waves.

Slides 29 and 30 - CalWIN Counties Cutover Readiness Needs Risks:
- Risk #269 covers refactoring of ad hoc reports and ancillary systems for Waves 2 and 6. For Wave 2, education sessions for counties are complete. 293 reports have been identified to refactor. One more education session for Wave 3 remains. 311 reports have been identified to refactor. For Waves 4 through 6, the educational process is in varying states.

Slide 31 - CalWIN Counties Cutover Readiness Needs Risks:
- Risk #272 monitors potential network connectivity risks due to PoP site change locations occurring less than 12 months prior to go-live. Santa Clara had moved their data center requiring circuits to be reordered to establish connectivity. The circuit has been installed. This risk is expected to be in green status next month.

Slide 32 - Project Readiness for CalWIN Cutover to CalSAWS Risks:
- Risk #276 covers the delivery of Wave 6 Golden Data Set (GDS) #13 in Sept. 2023 (T-1) and its impacts to the execution of Interface Partner Testing (IPT), Process Simulation, and County Data Validation (CDV) phases. A mitigation plan will be shared next month.

Slide 33 - Project Readiness for CalWIN Cutover to CalSAWS Risks:
- Risk #278 tracks post-implementation support provided in the Go-Live packet. For all future waves, the Project will take observations/feedback from Wave 1's post-implementation period and preparation phase and incorporate any adjustments needed.

No questions / comments.

---

8. CalWIN UAT Status Update – Peggy Macias and Surranjan Kumar

Slides 35 through 38 - CalSAWS UAT Execution Status: UAT has concluded. There were:
- 300+ participants processing 1,000+ scenarios
- 30 demonstrations amongst the groups
- 100+ support staff
- 13 functional groups

Participants' work yielded 785+ findings. Of those, after a triage process, 74 were identified as system defects (half were in GA/GR). 35 SCRs were generated; 20 of which were already in the CalSAWS queue. Training confirmed 91 items to include in existing sessions/materials for added communications to counties; 34 others are being confirmed. Close-out sessions were conducted with functional groups where findings were reviewed and dispositions shared. Any unresolved UAT defect fixes were assigned for future release. Great appreciation was given to CalWIN counties for all of their hard work. UAT pins are being sent to counties as a token of thanks.

No questions/comments.

9. Implementation Support Services Update – Jeric Huang, Renee Carter, Cathryn VanNamen, Duncan Gilliam

   • Change Discussion Guides Approach and Guidelines

Slide 40 - CDG Overview: CDGs are a resource for counties' managers, supervisors and staff. They describe process changes and are a complement to videos/materials already shared with counties.

Slide 41 - County Leadership and Staff Journey: Early training participants will receive CDGs at time of WBT and ILT training. End users will receive CDGs prior to End User Training. As CDGs are rolled-out 3 to 6 months prior to Go-Live, there are readiness surveys conducted to measure change adoption with the purpose to monitor efficacy of the CDGs.

Slide 42 – CDG Timeline Re-Baseline Background: Slide displays work done for Waves 3 through 6 around pairing and implementing lessons-learned from Waves 1 and 2 CDG development. Working sessions for developing the CDGs for Wave 3 start next Monday.

Slide 43 – CDG Timeline Overview, Key Milestones and Activities: Slide shows the end-to-end development cycle of CDGs. Orientation sessions kick-off the process.

Slide 44 – CDG Working Sessions Overview: CDGs are posted for counties one-week ahead of sessions for review and preparation of working session. Sessions are conducted via Teams for a 3-week period during which counties walkthrough the CDG and give real-time comments. Participants also have 2 weeks post-session to provide written comments on the updated document. Attendees include the county selected SMEs.

Slide 45 – CDG Overview, CDG Structure: Each guide contains an overview, terminology review, navigation overview and high-level summary of changes.

Slide 46 – CDG Overview, Change Impact Structure: This portion of the guide contains the following sections – Impacted User Group, Change Type, Change Description, What Users Should Know, and Additional Resources.

   • Training

Slide 47 – Training Waves 1 and 2: The second week of instructor-led classroom training for Yolo and Placer finished today. Careful planning lent to a smooth process. The Project has received positive feedback. We are very involved in Wave 2 planning now. Early Training and Train-the-Trainer participants will be in the LMS and starting WBT by mid-October. The Project is also working with Wave 3 on county-specific training plans for ILT walkthroughs.

Slide 48 - Training Delivery Approaches: Training is designed to be delivered in classroom, in person. Three trainers are in the room, two vendor and one county trainer. Virtual training is also available if needed. The Project can conduct sessions either in-person or virtually, but not a hybrid of the two.

- BenefitsCal Training Content

Slide 49 - BenefitsCal Training – Wave 1: Training activities planned for CalWIN rollouts includes an End-to-End demo and Q&A session for county staff, targeted sessions for Tier 1 CSCs and Helpdesk as well as Community Based Organizations. See slide for schedule and agenda.

- Configuration and Process Simulation

Slide 50 - Wave-1 Process Simulation, Final Exit Statistics: There were 31 defined process simulation scenarios for Placer and 30 for Yolo. Scenarios were business focused. Participants executing the scenarios were county staff who perform this work day-to-day; many also participated in UAT. Scenarios were executed over a 4-week span and heavily proctored. We needed to understand each county's configuration settings and tie into BPS then load into the scenarios before execution. Scenarios were executed either on, or ahead of, schedule. Pass rates were high. Several defects were found. Some enhancement requests were identified.

Slide 51 - Wave-2 Configuration & Process Simulation, Schedule of Activities: We are in progress with configuration and process simulation. Santa Clara's working sessions concluded today; next is to continue working on their configuration documentation. Process simulations will start in early October. Configuration working sessions and process simulations are pending for Contra Costa and Tulare. All configuration and process simulation work for Wave 2 counties will be done by end of the year.

No questions/comments.

10. CalSAWS Financial Update, Holly Murphy

Slide 53 – CalSAWS Quarterly Financial Updates, Overview: Informational slide.

Slide 54 – Financial Dashboard: New allocations are included for SFY 22/23 and will be updated throughout the year. It is projected that all funding will be utilized with the exception of ARPA; funding is tied to FFY 2022 and required to be used by end of September. Some of that work was shifted out; the Project is working with CDSS on the request for the next phase of work to continue.

Slide 55 – Consortium Personnel Budget & FTEs: FTE counts have been updated for the new SFY. Additional positions were approved as of July 1st for BenefitsCal. Recruitments are underway.

Slide 56 – Change Budget (Application Maintenance/M&E Hours): We are trending low for CalWIN, but it is early in the year. The usage rate will likely progress.

Slide 57 – Contract Obligations: SFY 21/22 has been closed out. A few LD's have been forwarded to SFY 22/23. There is lag time between the performance month and analysis of the performance month as it relates to SLAs; more SLAs are expected. Modernization Hours have been updated as of August to account for Contract Year 8; this year is a partial year. The Contract Extension is with federal sponsors for review. Modernization Hours were not included in the extension period. We project a balance of $342K (3,700 hours) which can be used for CalSAWS migration activities. We have accounted for BenefitsCal Technical Help Desk hours.

Slide 58 – Change Notice Tracking: This slide is up to date as of the last JPA meeting.

No questions / comments.

11. Policy Update – Lynn Bridwell

Slide 60 – CalWIN Release Delivery Impact: The red box for R70B releases this Monday. It is a CalHEERS release, but we have added two items – Medi-Cal and Cutover – to help prepare us for migration.

Slide 61 – CalWIN Modified Release Schedule: We need to reduce CalWIN changes/releases and be flexible in order to support migration. There will not be major coding efforts made to avoid creating a gap in functionality between CalWIN and CalSAWS. In the graph, starting in January 2023, release references are named with a 'm' to indicate "modified". Changes implemented will be those critical to maintaining CalWIN. This brings us in synch with CalSAWS releases and also opportunity to modify how UAT is conducted. UAT will not be on a rotation basis, but rather conducted by counties who are interested.

Slide 62 – Emergency Allotments (Maximum Allotments): Slide shows the many benefits that have been issued year to date.

Going forward, Dena DeLapp will assume Lynn's role as CalWIN as Lynn in transitioning to CalSAWS. Dena has several years of experience with CalWIN.

12. Stakeholder Updates

- CDSS – Brittany Blake
CDSS is hiring in the CalWORKs and CalFresh (Branch Chief positions) program areas. Brittney was appointed as Automation Design Section Chief. Jessica Abernethy has been appointed as Bureau Chief over Automation and Innovation. CDSS will be backfilling their CalSAWS Manager position. CDSS continues policy work with partners.

- DHCS – Katie Mead
We are still in PHE. No new direction/end date from CMS has been received. SAWS and counties are maintaining status quo.

- OSI – Steve Zaretsky
On 8/31 and 9/13, OSI submitted the Infosys QA Amendment #2 and Gainwell Amendment #2. A walkthrough was held on 9/7 with federal partners to answer any questions.

- CWDA – Christian Smith
No updates. Congratulations to all for the migration work!

No questions/comments.

13. Adjourn Meeting – Deanna Abrahamian

The meeting was adjourned at 1:55 PM.

Next Meeting – November 4, 2022

Public Notice

As allowed by Governor Gavin Newsom's Executive Order N-29-20 the following Brown Act provisions are **suspended** during the COVID-19/Coronavirus emergency:

- That the location from which each member participating via teleconference be noticed on the agenda for the meeting that member is participating via teleconference.
- That each teleconference location be open and accessible to any member of the public.
- That each teleconference location be equipped to allow comments from any member of the public wishing to make a public comment.
- That an agenda be posted at each teleconference location.
- That a quorum of members of the legislative body participate from teleconference locations within the local agency's jurisdiction

The agenda and supporting documents are available for review via http://www.calwin.org/bod.asp and https://www.calsaws.org/meetings/wcds-subcommittee/.