

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

Date:	Friday, March 17, 2023	Virtual/Teams Link: <a href="#">Click here to join the meeting</a>
Time:	12:00 P.M. to 2:00 P.M.	Conference Call: 1 323-886-6772 Conference ID: 982 571 844 #

**CONVENE MEETING OF THE WCDS SUBCOMMITTEE** – All scheduled items will be heard in the Contra Costa conference room located at 620 Roseville Parkway, Roseville, CA 95747. The Public Session of this meeting shall be accessible via teleconference/webcast. The call-in number is: 1 (323) 475-9970, enter Conference ID 893760136# or join the webcast by clicking [Click here to join the meeting](#).

In addition to the location listed above, the following locations will be available for attendance inperson and/or via Teams:

- 3563 Empleo St, San Luis Obispo, CA 93401
- 3725 Westwind Blvd., Santa Rosa, CA 95403
- 500 N. State College Blvd, Orange, CA 92868
- 170 Otis, San Francisco, CA 94103
- 205 W Pontiac Way, Building 2, Clovis, CA 93612
- 24100 Amador St, Hayward, CA 94544

WCDS Subcommittee Members include the following:

County	Member	Region	Attendance
Alameda	Andrea Ford	1	X
Alameda	Anissa Basoco-Villarreal	1	
Fresno	Sanja Bugay	4	
Fresno	Angie Flores	4	X
Orange	An Tran	5	X
Sacramento	Ethan Dye	2	X
San Diego	Rick Wanne	5	
San Francisco	Trent Rhorer	1	
San Francisco	Anna Pineda (Chair)	1	X
San Luis Obispo	Jill Powers for Devin Drake	4	X
San Mateo	Ken Cole	1	
San Mateo	Navjeet Singh	1	X
Santa Barbara	Daniel Nielson	5	
Santa Cruz	Julia Sheehan	1	X
Solano	Jerry Huber	1	
Solano	Kelley Curtis	1	
Sonoma	Angela Struckmann	1	X
Ventura	Melissa Livingston	5	
<b>Alumni Members</b>			
Contra Costa	Marla Stuart	1	X
Placer	Greg Geisler	2	
Santa Clara	Debra Porchia-Usher/Angela Shing	1	
Tulare	Mayra Cardenas	4	X
Yolo	Tanya Provencher	2	

## PUBLIC SESSION

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

#### Topic

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1. Call Meeting to Order, Anna Pineda

The meeting was called to order at 12:05 PM.

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2. Roll Call and Confirmation of Quorum, Anna Pineda

See Attendance Record on Page 1; Quorum was met.

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3. Public Comment - Anna Pineda

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 comment.

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#### Action Items

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4. Action Items - Anna Pineda

- 4.1 Approval of the January 20, 2023, WCDS Subcommittee Meeting Minutes

#### **Motion to Approve Minutes for Record**

**First:** Angie Flores, Fresno

**Seconded:** Ethan Dye, Sacramento

**Vote:**

- Yes – Alameda, Fresno, Orange, Sacramento, San Francisco, San Luis Obispo, San Mateo, Santa Cruz, Sonoma, Ventura (10)
- Abstain – N/A
- Not Present/No vote – San Diego, Santa Barbara, Solano, (3)

*Motion carried.*

5. Brown Act Requirements for WCDS Subcommittee and Future Meetings – Diane Alexander

After 3 years, the pandemic restrictions have been lifted, therefore the Brown Act Requirements must be followed for these meetings. The meetings will continue to be hybrid; notice will be given and agendas posted within 72 hours prior to the meeting. Meetings will be open and accessible to the public; opportunities for public comment will be provided for each topic.

Future Meetings - There are three remaining WCDS Subcommittee meetings. The next meeting, May 19, will have 10 counties remaining, the July 14 meeting will have 6 counties remaining, and September 8 meeting will have 3 counties remaining. There are alternatives for Directors and staff to obtain CalWIN and CalSAWS information: JPA, PSC, CalSAWS Regional, CalSAWS Wave meetings, and OPAC meetings.

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Proposed Options:

- Keep the remaining dates and cancel as needed
- Keep 2 of the remaining dates
- Keep 1 of the remaining dates
- Meet on an as-needed basis in accordance with the Brown Act

### **Motion to keep 1 of the remaining meetings (May 19)**

**First:** Ethan Dye, Sacramento

**Seconded:** Angie Flores, Fresno

**Vote:**

- Yes – Alameda, Fresno, Orange, Sacramento, San Francisco, San Luis Obispo, San Mateo, Santa Cruz, Sonoma, Ventura (10)
- Abstain – N/A
- Not Present/No vote – San Diego, Santa Barbara, Solano (3)

*Motion carried.*

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## Informational Items

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### 6. Wave 2 Go-live Debrief – Wave 2 Counties

Contra Costa – Marla Stuart recognizes and appreciates the project support given during go-live; line staff especially appreciated the support. There were many on-site CalSAWS staff the Monday morning of go-live and there was good interaction between county and CalSAWS staff. There is an excellent daily process to escalate problems; other CalWIN counties are encouraged to engage in this process during their go-live experience. There is a daily 4pm meeting where issues are brought up and an action plan is built. To be ready for the 4pm meeting, the process starts with morning meetings to identify issues which are then escalated to the 4pm meeting. Many of the issues are fixed overnight. There is a dashboard with good performance data that is released to the Directors showing the number of users and transactions, day-to-day, hour-by-hour; this is a good high-level tracking tool. Over the weekend, there was a risk that the go-live would be late. The county recalled the remote workers via emergency phone tree and there was interaction with the BOS and community partners. Staff was concerned about the time it will take to get to the normal flow of the interaction with the system. BenefitsCal updates have been exciting. There have been no problems with labor; community partnerships as well as county departments, such as IT and Auditor-Controller, have all been helpful and supportive. The county was using the CalWIN county option to pay childcare payments for Stage 1 and Stage 2 childcare. The county was also using CalWIN to make the ancillary payments for child welfare cases. Those payments cannot be made in CalSAWS, so the processes with Contra Costa's Auditor-Controller had to be changed. The county is still working that out. Shout out to John and the entire CalSAWS and CalWIN teams!

Tulare – Mayra Cardenas confirmed that Tulare's experience is similar with go-live; support has been great, both onsite and virtually. There were some small roadblocks and challenges that have been worked out. The Regional Managers (RMs) have been extremely supportive; they have been onsite for three weeks. They were here for the first two weeks on the floor, in our large offices and smaller isolated buildings, to support staff. The third week, they've been working with the Help Desk staff. The staff has been the success of go-live, learning and growing together and planning our future. Good luck to the next Waves!

Questions/Comments: Did the training your county received prepare your staff adequately for the transition? Contra Costa: There were no concerns regarding the training. The vast majority of staff completed all the training modules. We worked very closely with Labor on web-based training (WBT) to agree that we would not interrupt staff so that staff can complete WBT. It was helpful to have this agreement with Labor, as Labor encouraged staff to complete the training. The WBT is extensive, 70-80 hours, and impacted the timeliness of application and renewal processing. The instructor-led trainings (ILTs) were all virtual due to Covid. For Eligibility Worker (EW) Induction training, the county contracted with Solutions West to do policy and regulatory training. Tulare: We had various training options - using ILT and WBT. The plan was to setup our Train the Trainers with supervisors and program specialists across the offices, as they would be the ones that supported the offices. That removed them from their normal duties throughout the ILT period, but the payback would be their ability to provide onsite support having more experience and knowledge due to the classroom training. The most difficult part of training was getting through the WBT and keeping staff fully engaged and focused.

Questions/Comments: Were there any concerns with the county click-thru process? Was there sufficient time? Any recommendations for other counties to focus on? Contra Costa: Our click-thru process was shortened, it was a bit stressful, but we did fine. Marla recommended the Project preserve that click-thru time as it is a big confidence builder. Tulare: We had a combination of our exempt staff, but also line staff which are hourly employees that were signed up for the click-thru's. That was difficult because of the changes in time. We had a phone tree setup to notify staff of the time changes. The Project did a good job with confirming the times in order to notify staff. Medi-Cal scripts are the longest scripts to test.

No other questions/comments.

### **Migration Statistics - Arnold Malvick, Rachel Frey, Sean Swift**

Slide 13 - Wave-2 Post Go-live Updates: The CalSAWS system, the Contact Center, and the Imaging System have been performing very smoothly since conversion. It is easily accommodating the load of the 45-county data. Benefit issuance is occurring normally; priority issues are triaged daily. County Support Highlights: No major issues to report, it is what the Project expected. Counties are conducting regular business – intake and ongoing functions. There were 960 Virtual Interactions recorded during the first two weeks of Wave 2 Go-live; 1,300 as of close of business yesterday. The County Support Model remains in place including Onsite and Virtual Support for the first 60-Days Post Go-Live (through 4/28/2022).

Slide 14 – Wave 2B Cutover Window: An issue occurred during the conversion process that required additional effort to correct. The initial estimate was a 5-hour extension of the cutover window. The remediation occurred in parallel as the remainder of the conversion process was executed. The teams reduced the impact to the critical path to 1 hour. County Click-Thru and Wrap-Up was reduced by 2 hours.

Slide 15 – Wave 2 Cutover Highlights: There are over 1,800 new users and 1M additional transactions each day. Over 12,000 tasks were completed. Over \$4M in Benefits issued, including Foster Care main payroll for Santa Clara County. Over 43,000 Eligibility Determination Requests (EDRs) were sent to CalHEERS. Over 73,000 client correspondence was generated. A nightly batch was executed, including month end and 1st of the month high volume days for 45

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counties within SLAs. Over 70,000 documents imaged in the first week. The Contact Centers handled over 16,000 calls across the three counties.

Slide 16 – Wave 2 Cutover Highlights: Over 5,000 applications were received in BenefitsCal in the first week; more than 18,000 accounts were created and over 25,000 documents uploaded. To show the positive trend, as of yesterday, the number of accounts created was over 34,000, and the number of documents uploaded was over 64,000.

No questions/comments.

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### 7. CalWIN Waves 3 & 4 Update – Cathryn VanNamen, Yong Vangbliayang, Dawn Wilder

Slides 18 and 19 - Executive Summary Wave-3-4 Readiness: Major Milestones: Over the past week, all three counties have passed their county interface partner testing. County Preparation has started; progress is reported out daily. End users and county staff have the ability to log into CalSAWS for the first time. We will continue to report out weekly. Wave 3 counties continue to work with the Project and Gainwell on refactoring the adhoc reports. There is an associated risk of ensuring that the reports needed on Day 1 or Week 1 have been refactored. The Wave 4 counties begin their Interface Partner Test (IPT) this week; the activities started on March 15. The Wave 4 county classroom setup continues to move forward. Integration activities have been completed. Application, Conversion, Technical, Training, and Organizational are on schedule. Overall, Wave 3 and 4 counties continue to move forward as more of the readiness activities are completed.

Slides 20 thru 22 – Central Print: Accenture sends scanned print files to Gainwell and Gainwell works, in conjunction with their sub-vendor Document Fulfillment Services (DFS), to supply the three print centers. DFS is a certified vendor with the United States Postal Service (USPS) therefore able to hold the postage funding account. Counties deposit funds for postage into the Centralized Account Payment System (CAPS) account through Electronic Fund Transfer (EFT). Funds deposited into the CAPS account are not utilized until mail is sent. USPS withdraws funds as postage is being used through the Automated Clearing House (ACH). The counties monitor postage usage and fund balance in the Central Print Portal and continue to advance funds to maintain three months' worth of postage funding. The Central Print Portal shows metrics for impressions, envelopes, postage usage, postage account balances, etc. The Wave 3 counties have identified the staff that should have access to the Central Print Portal reports to access the details of mail counts and postage utilization. The reports will be used to replenish the funds for postage. Postage pre-funding is a reoccurring cost of doing business; it is recorded as expenditure (not a pre-paid expense) at time of payment and included in the County Expenditure Claims (CECs) that are sent to the State. For a copy of the Gainwell Central Print contract, as well as their subcontract with DFS, please refer to [CalSAWS.org/About Us/Public Information/Contracts/Financials](http://CalSAWS.org/About Us/Public Information/Contracts/Financials).

*Questions/comments: The Chair commented that she appreciated the presentation; very detailed and informative.*

No other questions/comments.

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### 8. Waves 3 – 6 Cutover Timings – Arnold Malvick, Sean Swift

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Slide 24 – Wave 3B Cutover Timings: The initial 3B Cutover timing is estimated at 92 hours. With the 2B and 2C/3A conversions, we have seen additional shortening of the timeframe. With the performance tuning and hardware upgrade that was implemented with Wave 2, it would have been completed within the 84 hour window. The 3B Cutover Plan is being updated with the performance enhancements and lessons from 2B. 3B has 20% more data than 2B. We are also adding the data into the CalSAWS production using a tool called Golden Gate, which will help shorten the amount of time required to load data. It has been used in CalWIN for the last couple of years. GoldenGate is used to replicate data and will be expanded throughout the conversion process. It has also been used in the first part of conversion. We will continue the evaluation of GoldenGate for use in the conversion load processes.

Slide 25 – Wave 4-6 Go-Live Cutover Timings Projected: Wave 4 will contain approximately 40% more data than Wave 2; Wave 5, 50%; Wave 6, 10%. Testing of GoldenGate and additional performance tuning of the cutover logic will be ongoing throughout the waves. Mock cutovers will be executed to confirm the improvements and finalize the cutover schedule. We will continue technical validation, and provide updates at the PSC, JPA, and OPAC meetings in the upcoming months.

*Questions/comments: Is Wave 2 the biggest wave? Wave 5 is the largest, 50% larger than Wave 2.*

No other questions/comments.

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### Waves 5 – 6 Key Risks - Arnold Malvick, Rachel Frey

Risk #262 The CalWIN Counties may not be fully prepared for go-live if they do not have sufficient or timely information: The Team has met with the counties from Waves 3-6 and have learned more about the information the counties are asking for and will leverage existing meetings or schedule additional meetings to ensure every county has the information they need for readiness and transparency.

Risk #264 CalWIN County waves may not complete their Imaging migration readiness activities by their designated wave go-live dates: This risk will be kept as ongoing monitoring.

Risk #269 CalWIN Counties may not have enough development and testing timeline to Refactor their Ad-hoc Reports and Ancillary System before Go-Live: Much like the early waves, this is an area of focus to identify those key reports that require refactoring at time of cutover vs. those that come in afterwards.

Risk #283 Circuit delivery delays to Wave 5 - Fresno County: It is trending towards green, as the first circuit is in; this risk will be kept as ongoing monitoring while waiting for the second circuit.

Risk #258 The CalWIN Conversion Cutover Window is at risk of completing past the 84-hour cutover window.: This was discussed earlier; this will remain at high risk until we complete testing.

Risk #268 Implementation Readiness for CalWIN Cutover to CalSAWS: This is the overarching risk that culminates the project and county related activities for the readiness for the project. This is the parent risk of #237 regarding batch performance. It continues to be amber.

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Risk #276 Delivery of Wave 6 GDS #13 in Sept. 2023 (T-1): This risk is trending towards green. Originally scheduled to be delivered September 2023, it will be ready in July 2023 timeframe and can ultimately be closed out.

Risk #285 Preparing CalWIN counties to operationalize CalSAWS after their Go-Live: There are several activities that the Project is performing with the county profiles - understanding the various support structures; who has access to which support mechanism and what that looks like; what is the county's path to self-sufficiency; and finalizing the structures needed for the CalWIN counties to truly operationalize when the Project support ends. The initial county profiles are completed but will continue to be kept as amber.

Risk #279 CalWIN counties may not be prepared to reconcile Fiscal and submit State Reports timely, as they migrate to CalSAWS: For the first waves we saw a hybrid of CalWIN and CalSAWS fiscal reports for the first month; the second month will be completely CalSAWS related data. A meeting with counties is dedicated to this on Thursdays. This will be kept at an amber status.

Risk #280 Unresolved Go-live Dependent defects not resolved prior to Wave Go-Live could impact County Case Worker business Post Go-Live: The defect list is reviewed and resolved at the 4pm daily meetings for the production counties. Fixes are applied to the conversion process so that they are resolved before the next conversion. This will be kept at an amber status.

Risk #237 The scaling of batch for 58 counties may have an impact on system performance: Recent 58 county test results were successful. This is trending to green.

Risk #284 CalSAWS Contact Center Enhanced Call Control Panel (eCCP) application scalability may impact performance for Los Angeles County call volumes: Los Angeles County has a significantly larger number of data center processing calls. One round of performance testing that included the call volumes expected for the other 58 counties was completed and it has passed. An upcoming performance test is scheduled for April to take the system up to the Los Angeles County call volume to confirm its ability to perform.

Risk #240 The scaling of CalSAWS Production Operations, including Batch Operations, to provide 58 county support, without effectively taking into account the multi-county and multi-vendor CalSAWS ecosystem may impact business operations: This is a county checklist that was completed prior to the conversion window to ensure counties are fully integrated into the CalSAWS processes so that after conversion it is a seamless transition into production operations.

Risk #256 Imaging Scalability, Performance degradation, and Operational Process risk may impact the go-live dates for the upcoming counties: This is being kept on as a green watch item; an initial performance test on imaging showed that the imaging system can handle the 58-county volume as well.

No questions/comments.

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10. Financial Update – Holly Murphy

Slide 29 – Financial status highlights were provided. We are trending to just over 98% utilization overall. Projections will continue to be refined as we have passed the halfway mark in the year and are approaching the year-end. The report reflects actuals through the January claim month

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submitted in February plus advance requests through April. For CalSAWS, we are trending to see savings in the areas of staff and CalHEERS hours. For Premise, as APDs and allocations are approved the updates will be incorporated into the reporting; alignment to the January Governor's Budget is in process. CalWIN is trending low on application changes, as expected, and the projections account for refactoring of reports, as well.

No questions/comments.

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### 11. Policy Update – Dena DeLapp

Slide 31 – Continuous Coverage Unwinding Operational Plan: With the ending of the Public Health Emergency, Department of Health Care Services (DHCS) has begun a communications campaign to raise awareness for Medi-Cal (MC) recipients, so their benefits don't discontinue. CalWIN sent CIT 02-5918 in February 2023 and again yesterday. The CIT summarizes the CalWIN system changes in support of the Continuous Coverage Unwinding starting April 1st, 2023.

In order to assist counties with case processing, CalWIN is extending the February 2023, March 2023, April 2023, and May 2023 renewal due dates to future dates as part of the DHCS guidance.

DHCS requires a second reminder letter be sent out, after the MC renewal is sent and prior to the termination of the MC program. SAWS and DHCS are working together to align to those dates. The Wave migration dates will be taken into consideration so that counties won't miss the opportunity to mail the second reminder letter.

**PPM 64196:** DHCS Continuous Coverage Unwinding county communication efforts to include texts, email and MyBCW banner page updates to remind MC clients of MC renewal processing.

**PPM 64195:** DHCS will be posting county Medi-Cal populations for the various categories:  
[www.dhcs.ca.gov/dataandstats/Pages/Medi-Cal-Eligibility-Statistics.aspx](http://www.dhcs.ca.gov/dataandstats/Pages/Medi-Cal-Eligibility-Statistics.aspx)

### **PPM 64292** - Additional CSC 108 Reminder Letter

Counties are encouraged to continue to attend their MC-SME meetings where discussions will continue, as well as visiting the DHCS website that unpacks their toolkit for Continuous Coverage Unwinding communications.

No questions/comments.

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### 12. CalWIN Operations Update – Jo Anne Osborn

There has been slowness in CalWIN this week. Dawn Wilder/Gainwell confirmed that it has been resolved since a change related to Web Logic was backed out; Gainwell will be working with the Consortium on when to reapply the Web Logic upgrade. There are plenty of activities in CalWIN. Although complete conversion from CalWIN is scheduled for October 2023, there will still be CalWIN read-only that will last for an 18-19 month long span.

Slide 33 - Operational Excellence Updates:

- Oracle 19c should finish by the first week of April 2023.
  - Contact CalWIN is working well.
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- CA Service Desk shut down will be in April 2023. Migration of all change orders and tickets from Service Desk to ServiceNow is almost complete.
- Infosys' analysis of software and hardware inventory to keep us up through the 18-19 read-only months is still in progress.
- Slides of operational projects were provided

*Questions/comments: Anna Pineda commented that she appreciated the responsiveness on the slowness of CalWIN.*

No other questions/comments.

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### 13. Stakeholder Updates

- CDSS – No update.
- DHCS – Tannis Carlson  
No update.
- OSI – Neha Dhawan

Clearbest Change Order No. 7 has been formally approved by state and federal partners. OSI formally submitted the CalSAWS As-Needed January 2023 IAPDU to Centers for Medicare & Medicaid Services (CMS) and Food and Nutrition Service (FNS) for their review in early March 2023. There was a federal walkthrough for CMS and FNS on March 13th and OSI will respond to any questions that arise. OSI, along with the IV&V team, continue to monitor post go-live activities for CalWIN Wave 2 go-live, as well as preparation for Wave 3.

No questions/comments.

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### 14. Adjourn Meeting – Anna Pineda

Meeting adjourned at 1:49 PM.

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Next Meeting – May 19, 2023

## 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/>.