



Open Session

**WELFARE CLIENT DATA SYSTEMS
BOARD OF DIRECTORS MEETING
AGENDA PACKAGE**

Friday, June 10, 2016

12:00 P.M. – 2:00 P.M.

Library Galleria

East Room

828 I Street

Sacramento, California 95814



**Welfare Client Data Systems
Board of Directors' Meeting**

Date: Friday, June 10, 2016
Time: 12:00 PM to 2:00 PM
Location: Library Galleria, East Room, 828 I Street, Sacramento, California 95814
Dial-in: (888) 330-1716; Access Code: 422 068 16; Host (WCDS): 519 148 31 **Open Session**

Attendees: *County Directors and/or Delegates*

Alameda, Lori Cox	<i>CDSS</i>
Contra Costa, Kathy Gallagher	Todd Bland
Fresno, Delfino Neira	Raquel Givon
Fresno, Esam Abed	<i>CWDA</i>
Orange, Mike Ryan	Christiana Smith
Placer, Linda Patterson	
Sacramento, Ann Edwards (Co-Chair)	<i>First Data Staff</i>
San Diego, Rick Wanne	Diane Alexander
San Francisco, Dan Kalamaras	Karen Tinucci
San Francisco, Trent Rhorer	
San Luis Obispo, Lee Collins	<i>Hewlett Packard Enterprise</i>
San Luis Obispo, Kevin Smith	Michael Cox
San Mateo, Iliana Rodriguez	Chris Van Vlack
Santa Barbara, Daniel Nielson	
Santa Clara, Robert Menicocci	<i>OPAC Co-Chairs</i>
Santa Clara, Umesh Pol	Lis Barca, Sonoma
Santa Cruz, Cecilia Espinola	Victoria Tran, Santa Clara
Solano, Angela Shing	
Sonoma, Jerry Dunn	<i>OSI</i>
Tulare, Juliet Webb	Kristine Dudley
Tulare, Francena Martinez	Kurtis Knapp
Ventura, Barry Zimmerman (Co-Chair)	
Yolo, Nancy O'Hara	<i>WCDS Staff</i>
	Lynn Bridwell
	Stacey Drohan
	Sheila Lossner
	Steve Maciel
	Jo Anne Osborn
	Hali Reyes
	Rodain Soto



OPEN SESSION

- 12:00 **1. Call Meeting to Order by WCDS Co-Chair and Introductions** (*Ann Edwards*)
- 12:02 **2. Agenda Review and Comments by WCDS Co-Chair** (*Ann Edwards*)
- 12:03 **3. Meeting Minutes Approval** (*Ann Edwards*)
3.1 Board of Directors' Draft Meeting Minutes, 5/13/2016 – Attachment 3.1
- 12:05 **4. OSI Updates** (*Kristine Dudley*)
- 5. Approval / Decision / Action Item(s) - None**
- 12:15 **6. Discussion Item(s)**
6.1 CalWIN Quarterly Business Intelligence/Advanced Analytics Meeting with CDSS, May 17th, Update (*Hali Reyes*)
6.2 Continuum of Care Reform Update (*Lynn Bridwell*)
6.3 APHSA ISM Conference, 9/18-9/21, Phoenix, AZ (*Hali Reyes*)
6.4 HPE Discover Conference, 6/7-6/9, Las Vegas (*Hali Reyes*)
- 12:40 **7. Hewlett Packard Enterprise Updates** (*Michael Cox*)
7.1 Client Correspondence
7.2 Release Level Quality Initiative
- 12:55 **8. Portfolio Review**
8.1 Strategic Updates - Attachment 8.1 (*Rodain Soto*)
- 9. Informational Item(s)**
- 1:05 9.1 Elected Co-Chairs for FY2016/2017 – Attachment 9.1 (*Hali Reyes*)
- 1:10 **10. Open Session Adjournment by Co-Chair** (*Ann Edwards*)

CLOSED SESSION

- 1:10 **11. Approval / Decision / Action Item(s)**
11.1 Approve Replacement County Representative, Strategic Architecture Committee – Attachment 11.1 (*Jo Anne Osborn*)
11.2 Approve Data Governance, Master Data Access and Data Sharing Policy as Recommended by OPAC – Attachments 11.2 (*Rodain Soto*)
11.3 Approve BI Enhancement Projects to Begin Phase II of BI Expansion (6 projects to queue up) as Recommended by OPAC – Attachments 11.3 (*Rodain Soto*)



1:30 **12. Discussion**

- 12.1 Board Feedback of High-level "Work-In-Progress" 3-Year Strategic Plan – Attachments 12.1
(Hali Reyes, Rodain Soto, Karen Tinucci)

1:45 **13. Informational Item(s)**

- 13.1 HPE / Computer Sciences Corporation Update – Attachments 13.1 (Michael Cox)
13.2 WCDS Updates – Attachment 13.2 (Hali Reyes)
13.3 CDSS, CalFresh Data Reporting – Attachment 13.3 (Hali Reyes)

2:00 **14. Closed Session Adjournment and Next Meetings** (Ann Edwards)

- 14.1 Board & Other Meetings Schedule
- Strategic Planning Meeting, 8/10/2016, CalWIN Site
 - Board of Directors Meeting, 9/9/2016, Library Galleria
 - APHSA ISM Conference, 9/18-9/21, Phoenix, AZ (Hali Reyes)
 - CWDA Conference, 10/5-10/7, Anaheim, CA
 - Board of Directors Meeting, 11/18/2016, Library Galleria

PUBLIC NOTICE

This is a regularly scheduled meeting of the WCDS Board of Directors that generally occurs monthly from 12:00 P.M. to 2:00 P.M. at the address noted above. The meeting dates for 2016 are as follows: January 15, February 12 (*Canceled*), March 11, April 15, May 13, June 10, August 12 (*Canceled*), September 9 and November 18; there are no meetings for the months July, October and December.

Agendas and Materials: Agendas and most supporting materials are available on the CalWIN website at <http://www.calwin.org/bod.asp>. Due to legal, copyright, privacy or policy considerations, not all materials are posted online. Materials that are not posted are available for public inspection between 8:00 A.M. and 5:00 P.M., Monday through Friday, at 8000 Foothills Boulevard, Roseville, CA 95747.

Supplemental Materials: Materials related to an item on this agenda submitted to the Board after distribution of the agenda packet are available for public inspection in WCDS offices at 8000 Foothills Boulevard, Roseville, CA 95747, during normal business hours.

Disabled Accommodation: If you have a disability which requires an accommodation, an alternative format, or requires another person to assist you while attending this meeting, please contact Stacey Drohan at (916) 846-7550 as soon as possible to ensure arrangements for accommodation.

Approval of Consent Items: Consent Items include routine financial and administrative actions and are usually approved by a single majority vote. There will be no discussion on these items prior to voting on the motion unless Board Members or the public request specific items be discussed and/or removed from Consent.



Public Comment: For any member of the audience desiring to address the Board on a matter on the agenda, please walk to the podium and after receiving recognition from the Chair, please state your name and make your comments. Closed session items may be added prior to the Board adjourning to closed session. In order that all interested parties have an opportunity to speak, please be brief and limit your comments to the subject under discussion. Each person is usually granted 3 minutes to speak; time limitations are at the discretion of the Chair. While members of the public are welcomed to address the Board, under the Brown Act, Board members may not deliberate or take action on items not on the agenda, and generally may only listen.



MEETING MINUTES (DRAFT)

Welfare Client Data Systems Board of Directors' Meeting

Date: Friday, May 13, 2016
Time: 12:00 PM to 2:00 PM
Location: Library Galleria, East Room, 828 I Street, Sacramento, California 95814
Dial-in: (888) 330-1716; Access Code: 422 068 16; Host (WCDS): 519 148 31 **Open Session**

Attendees:	<i>County Directors and/or Delegates</i>		<i>CDSS</i>	
	Alameda, Lori Cox		Todd Bland	
	Contra Costa, Kathy Gallagher	X	Raquel Givon	
	Fresno, Delfino Neira	X		
	Fresno, Esam Abed	X	<i>CWDA</i>	
	Orange, Mike Ryan	T	Christiana Smith	
	Placer, Linda Patterson	X		
	Sacramento, Ann Edwards (Co-Chair)	X	<i>First Data Staff</i>	
	San Diego, Rick Wanne	X	Diane Alexander	
	San Francisco, Dan Kalamaras	X	Karen Tinucci	X
	San Francisco, Trent Rhorer			
	San Luis Obispo, Lee Collins		<i>Hewlett Packard Enterprise</i>	
	San Luis Obispo, Kevin Smith	T	Mike Cox	X
	San Mateo, Mike Wentworth for Iliana Rodriguez	T	Chris Van Vlack	X
	Santa Barbara, Daniel Nielson	T	Jung Kim	T
	Santa Clara, Robert Menicocci			
	Santa Clara, Umesh Pol	X	<i>OPAC Co-Chairs</i>	
	Santa Cruz, Cecilia Espinola	X	Lis Barca, Sonoma	X
	Solano, Angela Shing	T	Victoria Tran, Santa Clara	T
	Sonoma, Jerry Dunn	T		
	Tulare, Juliet Webb		<i>OSI</i>	
	Tulare, Francena Martinez	X	Kristine Dudley	T
	Ventura, Barry Zimmerman (Co-Chair)	X	Kurtis Knapp	
	Yolo, Nancy O'Hara			
			<i>WCDS Staff</i>	
			Lynn Bridwell	
			Stacey Drohan	X
			Michael Jahangiri	X
			Sheila Lossner	
			Steve Maciel	X
			Jo Anne Osborn	X
			Hali Reyes	X
			Rodain Soto	X



OPEN SESSION

12:00 **1. Call Meeting to Order by WCDS Co-Chair and Introductions** (*Barry Zimmerman*)

The meeting was called to order by the Co-Chair at 12:00pm; Introductions followed.

12:02 **2. Agenda Review and Comments by WCDS Co-Chair** (*Barry Zimmerman*)

Add: 5/9/16 Outage, HPE Updates, Item 7 (Santa Clara)

12:03 **3. Meeting Minutes Approval** (*Barry Zimmerman*)

3.1 Board of Directors' Draft Meeting Minutes, 4/15/2016 – Attachment 3.1

Motion: *Rick Wanne/San Diego motioned to approve the Board's draft meeting minutes of 5/13/2016 as written. Kathy Gallagher/Contra Costa seconded. All in favor. Motion carried.*

12:05 **4. OSI Updates** (*Kristine Dudley*)

4.1 SAWS Executive Steering Committee Meeting Update

The meeting primarily addressed the data request for DHCS and CMS Reporting; it is going well.

Getting all in place for SB75 implementation.

CalHEERS gave a status update; no new information.

LRS continues to go well.

For migration, OSI continues to work through the costs.

5. Approval / Decision / Action Item(s) - None

12:15 **6. Discussion Item(s)**

6.1 State Request for Reporting (*Hali Reyes*)

6.1.1 SIRFRA #3341 – Attachment 6.1.1

This SIRFRA is a request from CDSS for sample reports from all 18 counties. There have been discussions at CWDA with Directors regarding this request. CDSS' access to CalWIN data has been a desire. WCDS pulled several hundred reports and narrowed the sample selection to 26. One County will be used for these 26 reports to fulfill the request by 5/20. Ultimately, the goal is to use BI to pull reports/data.



6.1.2 CalWIN Quarterly Business Intelligence/Advanced Analytics Meeting with CDSS – May 17th

WCDS held its first quarterly meeting with CDSS last fall to keep them apprised of BI/AA activities. A second quarterly meeting is upcoming on 5/17.

6.1.3 CalWIN Data Governance Meeting with CWDA, OSI and CDSS – June 15th

To move forward with SAWS Advanced Analytics, OSI requested that WCDS initiate conversations with CDSS regarding data access. A meeting is scheduled for 6/15. CWDA will be present.

12:30 7. **Hewlett Packard Enterprise Updates** (*Chris Van Vlack, Mike Cox*)

5/9/2016 Outage – Added Item (Santa Clara)

The outage lasted about 90 minutes. What is in play to help Counties rectify the cases impacted?

HPE recapped the event. Counties were unable to see their related information when working cases. The build accomplished over the prior weekend did not pick-up a file that changes how CalWIN sees reference tables; the issue was corrected during the outage. No corrupted transactions/data have been found. Directors expressed impacts to county staff for these types of issues. Communications need to be improved; Directors requested a direct email (to include OPAC) with status updates for these occurrences in the future.

Release quality and CC subsystem are the two predominant areas causing issues, and are of focus for HPE. For release quality, HPE has made progress on applications integration, however HPE is still seeing manual process conflicts within builds. HPE is addressing these areas holistically and will bring metrics showing progress made. For CC, we are 99% converted. All volume is now essentially coming through the new platform.

CalWIN is in good shape for SB75.

WCDS will vote 'go' for CalHEERS' Release 16.4.

HPE provided an update on some accomplishments since 2013, with more to come in our future:

- CIS replication is completed
- MyBenefits CalWIN, Phase 2 went into production in 2015
- CC is now in stabilization mode
- CBO Assister
- e-NOAs are in production
- Training Case Creation will be implemented in R47
- CWEA implementation
- Employment Services automation



- Core batch efficiency
- Management Reporting / BI

Directors suggested that HPE share these accomplishments in writing with County Staff/Users, while acknowledging core CalWIN issues and solution activities.

7.1 Strategic Portfolio

- CIS
- Case Copy
- Launching MR
- Client Correspondence

12:50 8. **Business Intelligence Presentation** – Attachment 8 (*Michael Jahangiri*)

A live BI demo was provided. Also refer to the presentation deck reviewing scope, details, architecture, what worked, adoption activities and Phase 2 – BI Enhancement. WCDS has conducted demos in 17 counties and received much feedback to incorporate into the product and will continue to do so. BI Phase 1 goes live on 6/29. BI is a 36-month project in whole.

1:20 9. **Portfolio Review**

9.1 Strategic Updates - Attachment 9.1 (*Rodain Soto*)

- *Business Intelligence:* Taking BI projects to OPAC for prioritization then to the BOD for vote.
- *Advanced Analytics:* OPAC has asked for more information about how AA will be executed and how they will be engaged.
- *Data Governance:* WCDS is meeting with CDSS, has policies around data sharing and will be prioritizing projects through OPAC for ultimate approval by the Board.
- *Strategic Planning Meeting:* Will be held on 8/10 at the CalWIN site. CalWIN is aligning HPE's 3-year technology plan with our business plan (organizing our initiatives, objectives, goals, roadmapping our projects...) in preparation for the all day meeting.

10. **Informational Item(s)**

- 1:30 10.1 E-Vote to be conducted; Elect WCDS Board of Directors' Co-Chairs for FY2016/2017 – Attachment 10.1 (*Hali Reyes*)

No comments/actions.

1:35 11. **Open Session Adjournment by Co-Chair** (*Barry Zimmerman*)

Open Session adjourned at 1:26pm.



CLOSED SESSION

12. Approval / Decision / Action Item(s) - None

1:35 **13. Discussion**

13.1 Data Center (*Chris Van Vlack*)

No comments. No action items.

13.2 BOD Agenda Packages – Attachment 13.2 (*Hali Reyes*)

No comments. No action items.

1:50 **14. Informational Item(s)**

14.1 WCDS Updates – Attachment 14.1 (*Hali Reyes*)

No comments/questions/actions.

14.2 Strategic Architecture Committee, 2 County Representatives Needed – Attachment 14.2 (*Hali Reyes*)

Motion: *Delfino Neira/Fresno motioned to approve the nominees as presented (Pam Miller as Co-Chair and Dan Kalamaras/San Francisco and Reddy Gurram/Sacramento as members). Kathy Gallagher/Contra Costa seconded. All in favor. Motion carried.*

14.3 Board Handbook and Orientation Deck – Attachment 14.3 (*Hali Reyes*)

No action.

Action Item: *Add Continuation of Care Reform (CCR) to the June agenda; WCDS will provide an update.*

2:00 **15. Closed Session Adjournment and Next Meetings** (*Barry Zimmerman*)

15.1 Board & Other Meetings Schedule

- Board of Directors Meeting, 6/10/2016, Library Galleria, Sacramento
- Strategic Planning Meeting, 8/10/2016, CalWIN Site

The meeting was adjourned at 1:42pm.



ACTION ITEMS

ID	Open Date	Description of Action Item	Assigned to	Due	Closed Date
68	3/11/2016	HPE to add a status update to the OE chart going forward. Done - starting with May 2016 update	Chris Van Vlack / Mike Cox	4/15/2016	5/13/2016
71	5/13/2016	Add Continuation of Care Reform (CCR) to the June agenda; WCDS will provide an update.	Stacey Drohan / Hali Reyes	6/10/2016	

Strategic Engagement, Tracking, & Integration

Strategic Goals Overall

June 10, 2016


Strategic Goal Highlights:


- BI HPE Team continue formal Test Phase (front to end testing, data quality, performance, and regression testing) – Counties continue QA/Pilot phase (UAT)
- Data Governance policy approved by OPAC for recommendation to BOD
- Advance Analytics planning for County engagement during third iteration cycle (begins in July) – four counties expressed interest in participating.
- Delay in estimates for Usability Portfolio future considerations options
- Delay in Business Rules Engine (BRE) project, currently approving Definition Document (DEL50)
- HPE delivering NextGen CalWIN presentation to OPAC this month
- WCDS Quarterly Data Capability Meeting with CDSS conducted in May
- WCDS renewing work on Relationship Map and planning on presentation to BOD.


Strategic Planning and Process:

- WCDS/HPE Strategic Goal teams are assessing 2016 direction and roadmap
- SG teams prioritizing potential Quick Wins and Long Term projects
 - SG1 – BI Phase II hit list prioritization (Months 19 – 36 of BI Project)
 - SG2 – Business Rules Engine (BRE) project planning and governance
 - SG3 – Relationship Matrix being reworked
- Data Governance and Access Meetings on June 15 with CDSS/OSI
- Three year Strategic and Technology plan under develop/update
- Strategic Initiative report being updated to include measures, targets and metrics to better convey progress and success criteria
- Preparation for WCDS August Strategic Planning Meeting underway




Overall health of each Strategic Goal

SG1 – 

SG2 – 

SG3 – 

Currently only reporting on health of process and execution. Effectiveness and outcome of effort to be included in the future

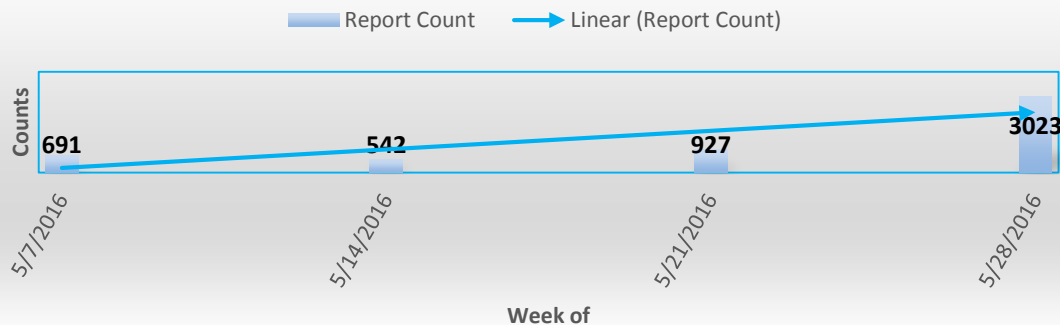
-  = On track
-  = Off track
-  = At risk

Strategic Engagement, Tracking, & Integration

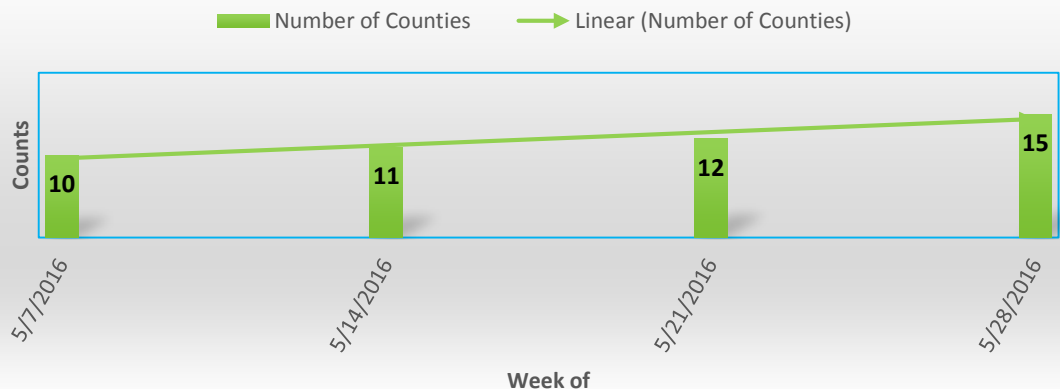
Business Intelligence Tracking

June 10, 2016

CalWIN Business Intelligence Usage



CalWIN Business Intelligence Usage



Business Intelligence (BI)

Testing Progress:

- 8 Counties Participating
- 76 Reports with 1064 Acceptance Criteria
- 12 Passed Reports
- 10 Failed Reports
- 49 Reports to be tested
- 24 open/12 closed tickets

June Activities

- *SLAs to be determined*
- *UAT concludes (6/24)*
- *Go Live (6/29)*

July Activities

- *OCM post-Go-Live support*
- *Post Go-Live Phase I additions*
- *Phase II commences*



WCDS Board of Directors Informational Item

Meeting Date: Friday, June 10, 2016
Subject: E-Election Results for WCDS Board of Directors' Co-Chairs FY2016/2017
Presenter: Hali Reyes

Informational Item

An e-election was conducted with Directors requesting votes for WCDS Board Co-Chair FY 2016/2017. Votes were requested by COB on Friday, 5/27. WCDS received votes from 15 Counties with the majority selecting Ann Edwards/Sacramento and Barry Zimmerman/Ventura.

WCDS would like to express *great* appreciation to all nominees for participating and to Ann and Barry for serving another year as Co-Chairs!

Nominees	County Size
Ann Edwards, Sacramento	Large
Kathy Gallagher, Contra Costa	Large
Linda Patterson, Placer	Small
Barry Zimmerman, Ventura	Medium