



Open Session

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

Friday, March 9, 2018

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, March 9, 2018

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

Attendees: County Directors and/or Delegates

- Alameda, Lori Cox CWDA – Christiana Smith
- Alameda, Carlos Sanchez
- Contra Costa, Kathy Gallagher DHCS
- Fresno, Delfino Neira Yingjia Huang
- Fresno, Esam Abed Sandy Williams
- Orange, Mike Ryan Robert Sugawara
- Placer, Linda Bridgman
- Sacramento, Ann Edwards DXC Technology
- San Diego, Rick Wanne Chris Van Vlack
- San Francisco, Trent Rhorer
- San Luis Obispo, Devin Drake First Data
- San Luis Obispo, Amber Weyand Crystal Cooper
- San Mateo, Maria De Anda Karen Tinucci
- San Mateo, Nicole Pollack
- San Mateo, Mike Wentworth Infosys
- Santa Barbara, Daniel Nielson Ajeet Mohanty
- Santa Clara, Robert Menicocci John Santucci
- Santa Clara, Umesh Pol (Co-Chair)
- Santa Cruz, Ellen Timberlake OPAC Co-Chairs
- Solano, Angela Shing Bernadette Casino, San Francisco
- Sonoma, Karen Fies Mary Sabillo, Sacramento
- Tulare, Juliet Webb
- Tulare, Danny Rockholt OSI
- Ventura, Barry Zimmerman (Co-Chair) Kristine Dudley
- Yolo, Nolan Sullivan
- CalACES – John Boule
- C-IV – Tom Hartman
- LRS – Hayward Gee
- CDSS
- Todd Bland
- Raquel Givon
- Virginia Lugo
- WCDs Staff
- Diane Alexander
- Henry Arcangel
- Lynn Bridwell
- Stacey Drohan
- Dan Kalamaras
- Jo Anne Osborn
- Rodain Soto



OPEN SESSION

- 12:00 **1. Call Meeting to Order by WCDS Co-Chair and Introductions** (*Umesh Pol*)
- 12:02 **2. Agenda Review and Comments by WCDS Co-Chair** (*Umesh Pol*)
- 12:03 **3. Meeting Minutes Approval** (*Umesh Pol*)
3.1 Board of Directors' Draft Meeting Minutes, 2/9/2018 – Attachment 3.1
- 12:05 **4. OSI Updates** (*Kris Dudley*)
- 12:15 **5. CWDA Updates** (*Christiana Smith*)
- 6. Approval / Decision / Action Item(s)**
- 12:25 6.1 Director Volunteers Requested for the CalWIN Reporting Executive Steering Committee – Attachments 6.1 (*Rodain Soto*)
- 7. Discussion Item(s) - None**
- 8. CalWIN Reporting Executive Steering Committee, 3/6 Meeting – Postponed, No Update**
- 12:35 **9. DXC Technology Updates** (*Chris Van Vlack*)
- 12:40 **10. Informational Item(s)**
- 10.1 Strategic Updates – Attachment 10.1 (*Rodain Soto*)
- 10.2 Portfolio Updates – Attachment 10.2 (*Lynn Bridwell*)
- 12:45 **11. Open Session Adjournment by Co-Chair** (*Umesh Pol*)

CLOSED SESSION

- 12:50 **12. Discussion**
- 12.1 CalSAWS Planning – Attachments 12.1 (*Kristine Dudley, Dan Kalamaras*)
- PAPDU
- 12.2 Credits/Operational Account (*Dan Kalamaras*)
- 12.3 WCDS Organizational Updates
- Interim Executive Director (*Dan Kalamaras*)
 - Director of Finance and Senior Fiscal Analyst Recruitments (*Dan Kalamaras*)
 - Executive Director Recruitment (*Umesh Pol, Barry Zimmerman*)



1:45 **13. Infosys QA Update** (*Ajeet Mohanty*)

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

1:55 **15. Informational Item(s)**

15.1 WCDS Updates – Attachment 15.1 (*Dan Kalamaras*)

2:00 **16. Closed Session Adjournment and Next Meetings** (*Umesh Pol*)

16.1 Board & Other Meetings Schedule

- Board of Directors Meeting, 4/13/2018, Library Galleria

ACTION ITEMS

ID	Open Date	Description of Action Item	Assigned to	Due	Closed Date
74	2/9/2018	Solicit Director volunteers for the CalWIN Reporting Executive Steering Committee via email. <ul style="list-style-type: none"> • Email sent on 2/19 and 2/22. 	Rodain Soto	3/9/2018	
75	2/9/2018	Barry Zimmerman/Ventura will email the guiding principles established for CalACES migration to Directors for review and feedback. <ul style="list-style-type: none"> • Email sent 2/12. 	Barry Zimmerman / all Directors	3/9/2018	
76	2/9/2018	Directors to identify their staff to participate in the CalSAWS Planning effort.	All Directors	3/9/2018	
77	2/9/2018	Barry Zimmerman/Ventura will email the CalACES JPA to Directors for review. <ul style="list-style-type: none"> • Email sent 2/12. 	Barry Zimmerman / all Directors	3/9/2018	
78	2/9/2018	WCDS may move forward with recruiting CalSAWS planning staff.	Dan Kalamaras	3/9/2018	



MEETING MINUTES

Welfare Client Data Systems - Board of Directors' Meeting

Date: Friday, February 9, 2018
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

Attendees: *County Directors and/or Delegates*

Alameda, Lori Cox		<i>CWDA</i> – Christiana Smith	X
Alameda, Carlos Sanchez	X		
Contra Costa, Kathy Gallagher	X	<i>DHCS</i>	
Fresno, Delfino Neira	X	Yingjia Huang	
Fresno, Esam Abed	X	Sandy Williams	
Orange, Mike Ryan	X	Robert Sugawara	
Placer, Linda Bridgman	X		
Sacramento, Ann Edwards		<i>DXC Technology</i>	
San Diego, Rick Wanne	X	Michael Cox	
San Francisco, Trent Rhorer	X	Chris Van Vlack	X
San Luis Obispo, Devin Drake	X		
San Luis Obispo, Amber Weyand	T	<i>First Data</i>	
San Mateo, Maria De Anda	X	Crystal Cooper	T
San Mateo, Nicole Pollack		Karen Tinucci	X
San Mateo, Mike Wentworth	X		
Santa Barbara, Daniel Nielson	T		
Santa Clara, Robert Menicocci		<i>Infosys</i>	
Santa Clara, Umesh Pol (Co-Chair)	X	Ajeet Mohanty	X
Santa Cruz, Ellen Timberlake	X	John Santucci	
Solano, Angela Shing	T		
Sonoma, Karen Fies	X	<i>OPAC Co-Chairs</i>	
Tulare, Juliet Webb	X	Bernadette Casino, San Francisco	T
Tulare, Danny Rockholt	T	Mary Sabillo, Sacramento	T
Ventura, Barry Zimmerman (Co-Chair)	X		
Yolo, Nolan Sullivan	T	<i>OSI</i>	
		Suman Biswas	
		Kristine Dudley	X
<i>CalACES</i> – John Boule			
<i>C-IV</i> – Tom Hartman	T	<i>WCDS Staff</i>	
<i>LRS</i> – Hayward Gee	T	Henry Arcangel	X
		Lynn Bridwell	X
<i>CDSS</i>		Stacey Drohan	X
Todd Bland		Dan Kalamaras	X
Raquel Givon		Jo Anne Osborn	X
Virginia Lugo		Rodain Soto	X



OPEN SESSION

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

The meeting was called to order at 12:00pm. Introductions followed.

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

None.

3. Meeting Minutes Approval *(Barry Zimmerman)*

3.1 Board of Directors' Draft Meeting Minutes, 11/3/2017 – Attachment 3.1

3.2 Board of Directors' Draft Meeting Minutes, 1/12/2018 – Attachment 3.2

3.3 Board of Directors' Draft Meeting Minutes, 2/1/2018 – Attachment 3.3

Motion: *Delfino Neira/Fresno motioned to approve the Board of Directors' meeting minutes of 11/3/2017, 1/12/2018 and 2/1/2018 as written. Juliet Webb/Tulare seconded. All in favor. Motion carried.*

4. OSI Updates *(Kris Dudley)*

- SAWS Executive Steering Committee Meeting – Primarily discussed CalACES/CalSAWS planning analysis, communications and strategy.
- EBT outages - Discussed extensively. Conduant is assigning every resource to diagnose the problem. Liquidated damages will be assessed as appropriate.

5. CWDA Updates *(Christiana Smith)*

- EBT outages – OSI is working on a communication notice and expects to share it with counties by the end of next week.
- CalSAWS Leadership Team Update – The team met and worked through a full agenda. Decision was made to move forward with the OCAT (shared services) rebuild procurement for all SAWS. San Bernardino County agreed to host the procurement. CalACES will hold the contract for all 58 counties. It was also agreed to structure CalSAWS as a JPA. The team will establish Guiding Principles.
- CWS Cares – The core counties for intake received access to Snapshot this week, an advanced search functionality, and are 'testing' it.

6. Approval / Decision / Action Item(s)

6.1 Approve hiring a consultant to support the CalSAWS Executive Committee in development of a governance structure for migration activities *(Barry Zimmerman)*



Motion: *Umesh Pol/Santa Clara motioned to approve hiring a consultant to support the CalSAWS Executive Committee in development of a governance structure for migration activities. Delfino Neira/Fresno seconded. All in favor. Motion carried.*

7. Discussion Item(s)

7.1 Review of Transactions for Compliance (*Barry Zimmerman*)

7.1.1 Independent auditing firm update

WCDS plans to hire an independent individual (CWDA's accountant) to go over/reconcile the remaining transactions. The accountant will not be contracted through CWDA. Barry will work out the details with Frank Mecca next week. Once transactions are reviewed, they will be forwarded to Counties for validation and determination of where each cost should reside.

7.1.2 Establish a Fiscal Oversight Committee (County Members)

Three to five County volunteers are needed to form the Fiscal Oversight Committee as discussed at the 2/1/2018 Board call. Rick Wanne/San Diego, Esam Abed/Fresno, Nolan Sullivan/Yolo and Julia Sheehan/Santa Cruz had volunteered. Coordination to follow.

7.1.3 Outline next steps

Action Item: *Dan Kalamaras/WCDS to initiate a kick-off meeting to define roles and next steps for the Fiscal Oversight Committee.*

Note: WCDS management have informally put a travel approval process in play for staff going forward until policies/procedures are formalized.

8. CalWIN Reporting Executive Steering Committee, Meeting Update (*Rodain Soto*)

The Committee did not meet this week. The next meeting is on March 6th. Meantime, the Committee has vacancies (Director level). Volunteers will be solicited via email. **Action Item:** *Rodain Soto/WCDS to solicit Director volunteers for the CalWIN Reporting Executive Steering Committee via email.*

The Committee's meeting format will transition to a more approval / decision-based agenda, rather than reporting out.

9. Portfolio Review

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

Refer to attachment.

9.2 Portfolio Updates – Attachments 9.2 (*Lynn Bridwell*)

This weekend, R52 and R52B implement with 19 changes and a couple CalHEERS changes. All is on track. The Rapid Response Center will be available on Monday and Tuesday. The June release is currently aligned with a CalHEERS release; with it being a small release, it may be postponed.



10. DXC Technology Updates - None

11. Informational Item(s) - None

12. Open Session Adjournment by Co-Chair (*Barry Zimmerman*)

CLOSED SESSION

13. First Data QA Update (*Karen Tinucci*) – No action.

14. QA Vendor Transition Update (*Henry Arcangel*) – No action.

15. Discussion

15.1 CalSAWS Single-System Planning (*Dan Kalamaras and Kristine Dudley*)

15.1.1 CalSAWS Staffing / Hiring

15.1.2 Decision-making authority for WCDS Representatives on the CalSAWS Executive Committee

Action Items:

- Barry Zimmerman/Ventura will email the guiding principles established for CalACES migration to Directors for review and feedback.
- Directors to identify their staff to participate in the CalSAWS Planning effort.
- Barry Zimmerman/Ventura will email the CalACES JPA to Directors for review.
- WCDS may move forward with recruiting CalSAWS planning staff.

WCDS staff excused for Item 15.2.

15.2 WCDS Organizational Update (*Dan Kalamaras, Umesh Pol, Barry Zimmerman*)

15.2.1 Transition (*Dan Kalamaras*)

15.2.2 Recruitment of the following WCDS positions (*Dan Kalamaras, Umesh Pol, Barry Zimmerman*)

- Administrative Deputy Director
- Director of Finance
- Executive Director

15.3 IAPDU (*Dan Kalamaras*) – No action.

15.4 Review Credits/Audit/Operational Account/Refund (*Dan Kalamaras*) - No action.

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



17. Informational Item(s)

17.1 WCDS Updates – Attachment 17.1 (*Dan Kalamaras*)

18. Closed Session Adjournment and Next Meetings (*Barry Zimmerman*)

18.1 Board & Other Meetings Schedule

- Board of Directors Meeting, 3/9/2018, Library Galleria

Meeting adjourned.

ACTION ITEMS

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75	2/9/2018	Barry Zimmerman/Ventura will email the guiding principles established for CalACES migration to Directors for review and feedback.	Barry Zimmerman / all Directors	3/9/2018	
76	2/9/2018	Directors to identify their staff to participate in the CalSAWS Planning effort.	All Directors	3/9/2018	
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78	2/9/2018	WCDS may move forward with recruiting CalSAWS planning staff.	Dan Kalamaras	3/9/2018	

From: Drohan, Stacey

Sent: Monday, February 19, 2018 7:47 AM

To: 'Angela Shing' <ADShing@solanocounty.com>; 'Ann Edwards' <edwardsann@saccounty.net>; 'Barry Zimmerman' <Barry.Zimmerman@ventura.org>; Bridgman, Linda <lbridgma@placer.ca.gov>; 'Carlos Sanchez' <Carlos.Sanchez2@acgov.org>; 'Daniel Nielson' <D.Nielson@sbcsocialserv.org>; De Anda, Maria <mdeanda@smcgov.org>; 'Delfino Neira' <Dneira@co.fresno.ca.us>; Drake, Devin <DDrake@co.slo.ca.us>; 'Ellen Timberlake' <Ellen.Timberlake@santacruzcounty.us>; Fies, Karen <kfies@schsd.org>; 'Kathy Gallagher' <kgallagher@ehsd.cccounty.us>; 'Lori Cox' <Lori.Cox@acgov.org>; 'Mike Ryan' <Mike.ryan@ssa.ocgov.com>; 'Nolan Sullivan' <Nolan.Sullivan@yolocounty.org>; Pollack, Nicole <Npollack@smcgov.org>; 'Richard (Rick) Wanne' <richard.wanne@sdcounty.ca.gov>; 'Robert Menicocci' <robert.menicocci@ssa.sccgov.org>; Rockholt, Danny <Drockhol@tularehhsa.org>; 'Trent Rhorer' <Trent.rhorer@sfgov.org> <Trent.rhorer@sfgov.org>; 'Umesh Pol' <Umesh.Pol@ssa.sccgov.org>; Webb, Juliet <JWebb@tularehhsa.org>; Wentworth, Michael <mwentworth@smcgov.org>

Cc: Soto, Rodain <Rodain.Soto@CALWIN.ORG>; dan.kalamaras@calwin.org

Subject: WCDS BOD - Director Volunteers Needed for Steering Committee

Importance: High

Sending on behalf of Rodain Soto, WCDS Strategic Deputy Director

WCDS Board of Directors,

As discussed at the Board meeting on February 9th, the CalWIN Reporting Steering Executive Committee currently has two Director level vacancies. Two Director volunteers are requested to serve and fill these vacancies. Attached is the Committee's charter for reference. Volunteer submissions are requested by Friday, February 23rd.

The Committee meets every first Tuesday of each month from 2:00 PM to 3:00 PM by teleconference. The next scheduled meeting is March 6th. Meetings may be extended to three hours and/or adjusted to occur on a quarterly basis, as needed.

Members include:

Directors (4)

- Delfino Neira, Fresno
- Umesh Pol, Santa Clara
- Vacancy
- Vacancy

OPAC (2)

- Esam Abed, Fresno
- Bernadette Casino, San Francisco
- Eddie Moth, Santa Clara

WCDS

- Lance Jackson
- Michael Jahangiri
- Dan Kalamaras
- Sean Ny
- Jeff Purificacion
- Rodain Soto

DXC

- Jung Kim
- Chris Van Vlack

First Data

- Karen Tinucci

Infosys

- Amerish Yadav

Stacey Drohan

EA to Mr. Dan Kalamaras, Interim Executive Director
Welfare Client Data Systems (WCDS) / CalWIN
(916) 846-7332 Direct

Stacey.Drohan@CalWIN.org

www.calwin.org

CalWIN Business Intelligence Steering Committee Charter
 (CalWIN Reporting Steering Executive Committee)
 Approved Final, November 14, 2014

Purpose:

The Welfare Client Data Systems (“WCDS”) Board of Directors (“Directors”) has approved the creation of the Business Intelligence Steering Committee for the purpose of providing Executive direction to WCDS and guide short and long-term strategic decisions around Business Intelligence Solution. The Business Intelligence Steering Committee is a decision-making body that supports execution of Strategic Goal #1 (Data).

Objectives:

- Deliver strategic information for better business decisions
- Provide a self-service tool to better meet the information needs of multiple organizations
- Present a holistic view of the case for better customer service

Scope:

The work of the Business Intelligence Steering Committee shall include:

- Provide direction and validation for Business Intelligence Quick Wins and Dashboards identified by WCDS
- Provide input and direction for longer term Business Intelligence Strategic Goals beyond the eighteen month foundational Business Intelligence build-out
- Assure alignment of Business Intelligence to the Board Strategic Goal and the Guiding Principles

Membership:

The membership of the Business Intelligence Steering Committee is comprised of:

Four Board members and two OPAC members as county representative and voting members. The CalWIN Executive Director and WCDS Strategic Deputy Director as non-voting members.

As needed, and as invited by the committee, attendees may include additional members from County, WCDS, First Data or HPE.

Guiding Principles:

The Board of Directors decided during the June Strategic Planning Meeting that BI would be the Consortium’s number one strategic priority.

WCDS formulated a BI Strategic Goal which includes a roadmap to build-out the contractually obligated foundational aspects of BI. Also included in the roadmap are Strategic Proposals which are guided by the following principles:

- Strategic information for better business decisions
- A self-service tool to better meet the information needs of multiple organizations
- A holistic view of the case for better customer service

Strategic Engagement, Tracking, & Integration

Strategic Goals Overall

March 9, 2018


Strategic Goal Highlights:


- CalWIN Business Intelligence Solution recasting next cycle of delivery for CalWIN Reports (MR legacy to BI). New focus on strategic value and cost containment.
- CalWIN Reporting Executive Steering Committee ShareCalWIN site to be updated with current BI project list and MR to BI recommendation.
- CalWIN Reporting Executive Steering Committee engaged to map out Business Intelligence campaign to increase adoption and improve communication.
- Draft CalWIN Guiding Principles for Change Request presented to OPAC.
- WCDS Consortium engaged in CalSAWS planning activities.
- Henry Arcangel appointed CalSAWS migration manager for CalWIN


Strategic Planning and Process:

- WCDS/HPE Strategic Goal teams are planning 2018/19 direction and roadmap
- SG teams prioritizing potential Quick Wins and Long Term projects
 - SG1 – Standard Definitions, Standard Metrics Engine and MR to BI
 - SG2 – Usability Enhancement and CalACES convergence opportunity
 - SG3 – Standing up repository for Business/Data Definitions
- Data Governance and Information Quality Conference ideas and improvements incorporated into WCDS Data Governance Policies
- Three year Strategic and Technology plan under update
- Strategic Initiative report being updated to include measures, targets and metrics to better convey progress and success criteria
- WCDS planning and participation for CalSAWS migration




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

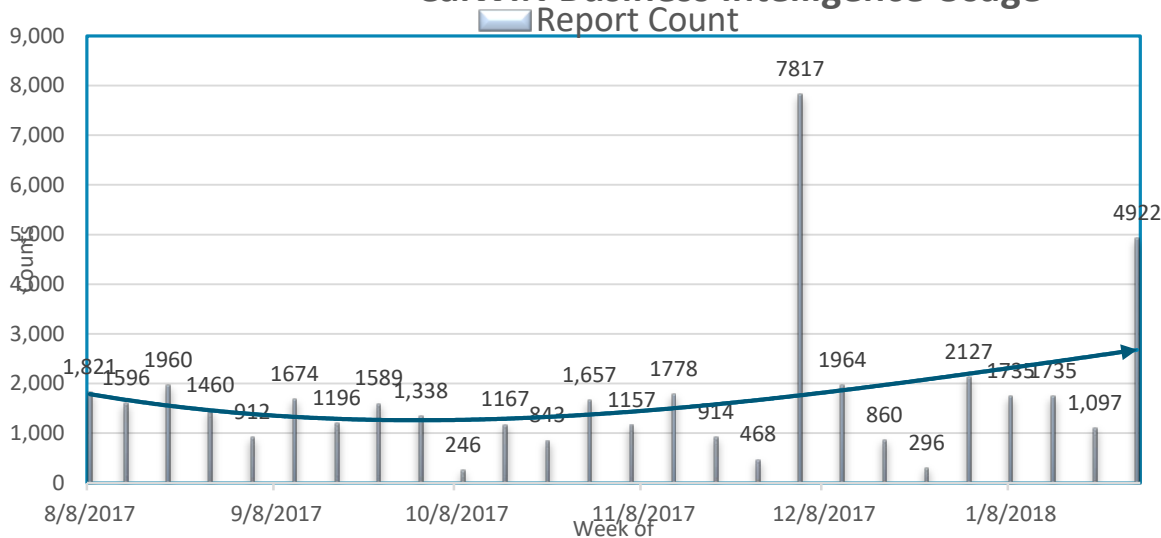
-  = On track
-  = Off track
-  = At risk

Strategic Engagement, Tracking, & Integration

Business Intelligence Tracking

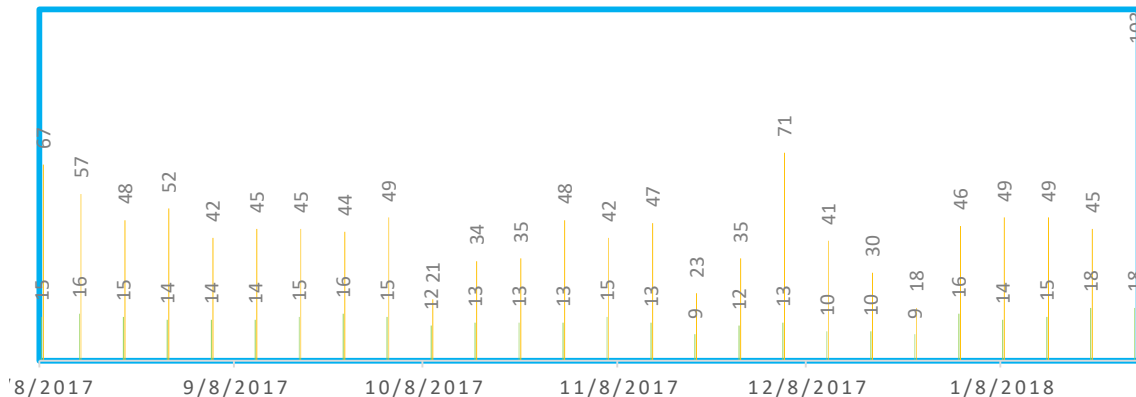
March 9, 2018

CalWIN Business Intelligence Usage



CALWIN BUSINESS INTELLIGENCE USAGE

■ Number of Counties ■ Number of Users



Business Intelligence (BI)

Monitor and Improve:

- Data Quality
- System Stability
- Performance
- Operational Response
- County Support
- User Security and Access
- Content Delivery Options

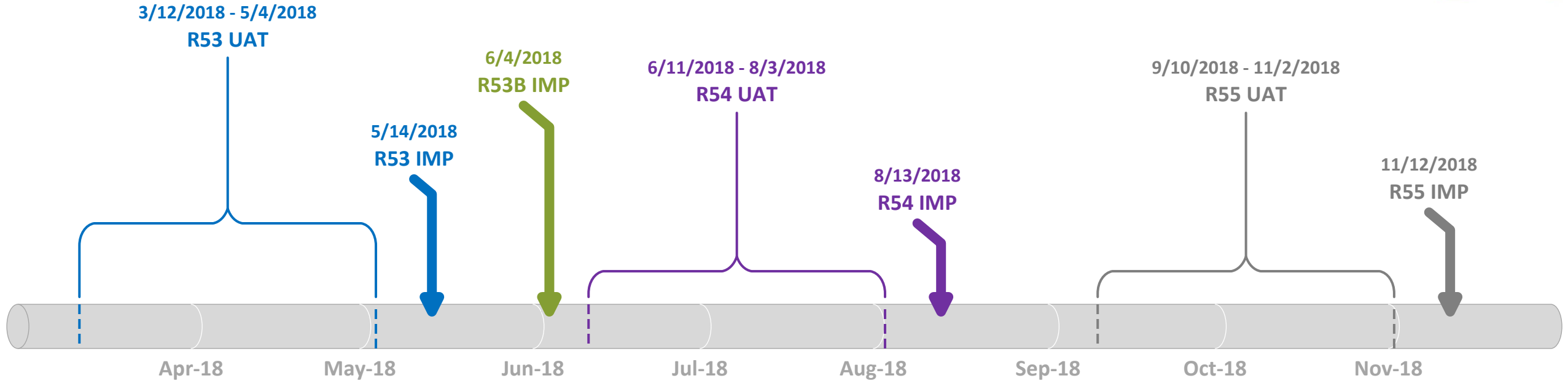
March Activities

- Present BI Campaign Framework / Details
- Evaluate BI Roadmap and Review Portfolio Planning

April Activities

- Approve Quick Win projects for 2018
- Demo Central Data Definitions Repository
- Implement BI Strategy w/ Executive Steering Committee Direction

CalWIN Release Delivery Impact



R53 – 5/14/18 (27,715 Effort Hours*)
<ul style="list-style-type: none"> 41758 CalHEERS Horizontal Integration Report 42894 CalWorks Removal of Deceased Child 43103 Evaluate Discrepancy Window for Future Months 43140 CalWORKs School Attendance Changes 43141 Automate WTW2 Variables 43386 Client Correspondence Batch Queue Improvements 43924 Contact CalWIN – Reporting 44074 MOD00 eICT Enhancement Phase II 44444 Add STOP & bounce back functionality to CalWIN Notifications (text & email) 44685 MOD00 CalWorks Immunizations Changes 45028 Display EDR data for CalHEERS errors 40058 Oracle 12C upgrade 45986 Stop sending Non-authorized disposition to CalHEERS for PE 44319 Touch ID Functionality on MyBenefits CalWIN Mobile Application

R53B – 6/4/18 (5,713 Effort Hours*)
<ul style="list-style-type: none"> 45606 IE Reason Codes for SAWS Notices 44691 Update RRR date for MAGI Deemed Infant

R54 – 8/13/18 (41,561 Effort Hours*)
<ul style="list-style-type: none"> 42470 CA EBT 3 Consortia Features 42597 STAT 47 Report - Delivery thru Business Intelligence 42810 MOD00 CW2219/CW2218 App for non-need 43125 MOD00 Add RRR's for Medi-Cal in MyBCW Portal (Proposal 45350) 43152 Automation of CalWIN Correspondences for 43400 Discontinuing CW for Procedural Reasons at RRR 43690 OI and OP Adjustments 44889 Updating Monthly Master Database Report for CC to reflect Exstream structures 45025 FC to 4M at age 18 45153 Add MyBCW Reset Password Capability in CalWIN 45155 Responsive Design of the Portal 45493 Correct Outgoing RRR Packets 45608 2 Payees for an AAP Case 45760 NA832 Auto Variables 45761 Adding Missing Variables indicator to CC Print Queue window 45762 Prorating SCI in FC 46241 CA 237 FC Phase - Report through BI Delivery 46539 ABAWD Part 1C

R55 – 11/12/18 (13,583 Effort Hours*)
<ul style="list-style-type: none"> 40967 CD SMT-CCS-SCL-ORG Bar Codes for CalWIN Integration 41195 CF 296 CalFresh Monthly Caseload Movement Statistical Report. 42811 MOD Core CalWIN: CF 30-60 Day Denial Process 45024 Enhance Notification Solution To Display Messages in MyBCW/Mobile 45026 Authorized Representative by Program 46114 CW Child Support Penalty at Intake 46337 ESAP RRR Process Modification 46396 CD ORG GR Employable 90 Day Grant Limit 46787 CD ORG GR Approval NOA – CalWIN 1 at RRR

*Forecasted total Effort Hours will increase as estimates are finalized and if additional content is added to the releases.