



Open Session

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

Friday, May 11, 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, May 11, 2018

Time: 12:00 PM to 2:00 PM

Location: Library Galleria, East Room, 828 I Street, Sacramento, California 95814

Dial-in: Open Session: (888) 330-1716; Access Code: 42206816

Attendees:	<i>County Directors and/or Delegates</i>	<i>CWDA</i> – Christiana Smith
	Alameda, Lori Cox	
	Alameda, Carlos Sanchez	<i>DHCS</i>
	Contra Costa, Kathy Gallagher	Yingjia Huang
	Fresno, Delfino Neira	Sandy Williams
	Fresno, Angie Flores	
	Orange, Mike Ryan	<i>DXC Technology</i>
	Placer, Susan Kimbley	Mike Cox
	Sacramento, Ann Edwards	Chris Van Vlack
	San Diego, Rick Wanne	
	San Francisco, Trent Rhorer	<i>Infosys</i>
	San Luis Obispo, Devin Drake	Ajeet Mohanty
	San Luis Obispo, Amber Weyand	
	San Mateo, Maria De Anda	<i>McKinsey</i>
	San Mateo, Nicole Pollack	Himanshu Agarwal
	San Mateo, Mike Wentworth	Jess Kahn
	Santa Barbara, Daniel Nielson	Ryan Ko
	Santa Clara, Robert Menicocci	Nina Maddux
	Santa Clara, Umesh Pol (Co-Chair)	Hrishika Vuppala
	Santa Cruz, Ellen Timberlake	
	Solano, Angela Shing	<i>OPAC Co-Chairs</i>
	Sonoma, Karen Fies	Bernadette Casino, San Francisco
	Tulare, Juliet Webb	Mary Sabillo, Sacramento
	Tulare, Danny Rockholt	
	Ventura, Barry Zimmerman (Co-Chair)	<i>OSI</i>
	Yolo, Nolan Sullivan	Kristine Dudley
	<i>CalACES</i> – John Boule	<i>WCDS Staff</i>
	<i>C-IV</i> – Tom Hartman	Diane Alexander
	<i>LRS</i> – Hayward Gee	Henry Arcangel
		Lynn Bridwell
	<i>CDSS</i>	Stacey Drohan
	Todd Bland	Jo Anne Osborn
	Raquel Givon	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, 4/13/2018 – Attachment 3.1
- 12:05 **4. OSI Updates** (*Kris Dudley*)
- 12:15 **5. CWDA Updates** (*Christiana Smith*)
- 12:25 **6. Approval / Decision / Action Item(s)**
6.1 Board-Co Chairs FY2018-2019 Elections (*Umesh Pol*)
- 12:30 **7. Discussion Item(s)**
7.1 Fiscal Oversight Committee Update - Attachment 7.1 (*Diane Alexander*)
- 12:40 **8. CalWIN Reporting Executive Steering Committee Meeting Update** (*Rodain Soto*)
- 12:50 **9. DXC Technology Updates** (*Chris Van Vlack*)
- 10. Informational Item(s)**
10.1 Strategic Updates – Attachment 10.1 (*Rodain Soto*)
10.2 Portfolio Updates – Attachment 10.2 (*Lynn Bridwell*)
- 12:55 **11. Open Session Adjournment by Co-Chair** (*Umesh Pol*)

CLOSED SESSION

12. Infosys QA Update (*Ajeet Mohanty*) – Refer to Attachment 15.1 Executive Summary. No verbal update will be provided this month.

- 12:55 **13. Discussion**
13.1 CalSAWS Planning
13.1.1 McKinsey Presentation (*McKinsey*)
13.1.2 PAPDU Update (*Kristine Dudley*)
13.1.3 CalSAWS Leadership Update – Attachment 13.1.3 (*Barry Zimmerman and Ann Edwards*)
13.1.4 Shared Services MOU – Attachment 13.1.4 (*Barry Zimmerman*)
13.1.5 User Lab Update & Requirement Sessions – Attachment 13.1.5 (*Diane Alexander*)



13.2 CSAC FY 18/19 Budget – Attachment 13.2 (*Diane Alexander*)

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

15. Informational Item(s)

15.1 WCDS Updates – Attachment 15.1 (*Diane Alexander*)

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

16.1 Board & Other Meetings Schedule

- Board of Directors Meeting, 6/15/2018, 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 2018 are as follows: January 12, February 9, March 9, April 13, May 11, June 15, August 10, September 14 and November 9; 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. Open Session materials that are not posted are available for public inspection between 9:00 A.M. and 5:00 P.M., Monday through Friday, at 620 Roseville Parkway, 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 620 Roseville Parkway, 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 Co-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 Co-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

Welfare Client Data Systems - Board of Directors' Meeting

Date: Friday, April 13, 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	X
Alameda, Carlos Sanchez	X		
Contra Costa, Kathy Gallagher	X	DHCS	
Fresno, Angie Flores for Delfino Neira	X	Yingjia Huang	
Orange, Mike Ryan	X	Sandy Williams	
Placer, Linda Bridgman	X	Robert Sugawara	
Sacramento, Ann Edwards	X		
San Diego, Rick Wanne	X	DXC Technology	
San Francisco, Trent Rhorer	T	Chris Van Vlack	X
San Luis Obispo, Devin Drake	X	Mike Cox	X
San Luis Obispo, Amber Weyand			
San Mateo, Maria De Anda	X	Infosys	
San Mateo, Nicole Pollack		Ajeet Mohanty	X
San Mateo, Mike Wentworth	X		
Santa Barbara, Daniel Nielson	T	OPAC Co-Chairs	
Santa Clara, Robert Menicocci	X	Bernadette Casino, San Francisco	T
Santa Clara, Umesh Pol (Co-Chair)	X	Mary Sabillo, Sacramento	X
Santa Cruz, Ellen Timberlake	X		
Solano, Angela Shing	T	OSI	
Sonoma, Karen Fies	X	Kristine Dudley	X
Tulare, Juliet Webb			
Tulare, Danny Rockholt		WCDS Staff	
Ventura, Barry Zimmerman (Co-Chair)	X	Diane Alexander	X
Yolo, Nolan Sullivan	X	Henry Arcangel	X
		Lynn Bridwell	X
CalACES – John Boule		Stacey Drohan	X
CalACES – Scott Pettygrove	X	Jo Anne Osborn	X
CalACES – Susan von Zabern	X	Rodain Soto	--
CalACES – Antonia Jimenez	X		
		Consultant - Betty Uzupis	X
CDSS			
Todd Bland			
Raquel Givon	X		



OPEN SESSION

- 12:00 **1. Call Meeting to Order by WCDS Co-Chair and Introductions** (*Barry Zimmerman*)
The meeting was called to order at noon; introductions followed.
- 12:02 **2. Agenda Review and Comments by WCDS Co-Chair** (*Barry Zimmerman*)
None.
- 12:03 **3. Meeting Minutes Approval** (*Barry Zimmerman*)
3.1 Board of Directors' Draft Meeting Minutes, 3/9/2018 – Attachment 3.1
Motion: *Devin Drake/SLO motioned to approve the Board's draft meeting minutes of 3/9/2018 as written. Mike Ryan/ORG seconded. All in favor. Motion carried.*
- 12:05 **4. OSI Updates** (*Kris Dudley*)
CalSAWS Planning teams are ramping up. There was a call last night to discuss ancillary systems and the status of McKinsey's analysis of CalACES ancillary systems. McKinsey is making sure the emerging option would be workable for CalWIN counties, without predetermining what will be done for CalWIN.

EBT cutover is still scheduled for June. Once UAT is completed, full regression testing will be conducted.
- 12:15 **5. CWDA Updates** (*Christiana Smith*)
A demo of the new Appeals Case Management System being developed at the State was given at yesterday's IT Committee meeting. It will be used by County Hearing systems as well. The system is scheduled to rollout in October 2018. It is an off-the-shelf product being customized by the State. A demo will be held at a future OPAC meeting. The plan is to interface the system with SAWS in the future.
- 12:25 **6. Approval / Decision / Action Item(s)**
6.1 Appointment of Diane Alexander as WCDS Executive Director (*Barry Zimmerman*)
Motion: *Ann Edwards/SAC motioned to approve the appointment of Diane Alexander as WCDS Executive Director. Mike Wentworth/SMT seconded. All in favor. Motion carried.*
- 6.2 County volunteer needed to conduct legal review of OCAT MOU between WCDS Counties and CalACES** (*Diane Alexander*)
CalACES has started working with CWDA and OSI to run procurements, including OCAT, for Counties; CalACES has the ability and the structure to do so.

A WCDS county volunteer is needed to conduct legal review of the OCAT and Shared Services working MOU between WCDS Counties and CalACES. Santa Clara does not have the bandwidth. Legal agreement is needed in order to designate authority to CalACES to run procurements on behalf of all 58 counties, until legal structure is in place for all 58-Counties. The agreement is needed ASAP. Ventura County volunteered to review; WCDS will forward the MOU to Barry Zimmerman.



12:30 **7. Discussion Item(s)**

7.1 Audit Update/Balance Sheet Summary – Attachment 7.1 (Diane Alexander)

The Fiscal Oversight Committee held its first meeting last month. Highlights:

- FOC Charter approved.
- Discussed developing policies and procedures for handling travel, petty cash, etc. Existing county policy and procedures will be used as a base.
- See attached Balance Sheet reflecting the status of WCDS' various buckets, liquidated damages, modernization hours, etc.
- OSI released funds in March to WCDS. WCDS utilized some funds for February and March invoices.
- WCDS has not utilized any liquidated damages.
- Funds could be applied towards CalSAWS transitioning; awaiting McKinsey's analysis to determine next steps.

Per OSI, Counties will determine if WCDS transactions are allowable claims.

7.2 Annual CalWIN Strategic Planning Meeting (Diane Alexander and Rodain Soto)

Barry proposed waiting for the McKinsey Report and other CalSAWS substantive information to determine how/when to move forward with strategic planning. Directors agreed.

Note: CalACES is having their meeting on November 1 and 2. WCDS should coordinate efforts with or around that meeting.

7.3 Nominations for Board-Co Chairs FY2018-2019 (Barry Zimmerman)

Nominations and e-election to be conducted by email in the next month.

12:40 **8. CalWIN Reporting Executive Steering Committee Meeting Update (Michael Wentworth)**

Discussed BI's foundation work, the challenges with moving from MR to BI, the new approach, timeline and how data would flow in BI in the future. A summary plan will be shared with the Board.

12:50 **9. DXC Technology Updates (Mike Cox and Chris Van Vlack)**

On 3/27, DXC was informed that there was possible unauthorized access with a firewall at Tulsa Data Center. DXC then informed WCDS. There was investigation on an open firewall port which was immediately closed. DXC's Digital Forensics Investigation team was engaged. The incident was mitigated and there was no more exposure. DXC rebuilt the primary and secondary firewalls with Tulsa. On 4/4, DFI reported findings; minimal access was obtained beyond the firewall and there was no evidence of comprised MyBCW data or systems. A final forensics report will be available to WCDS on Mon 4/16.

It has been a year since operating as DXC. DXC has refined their client base and markets in the Americas. Stu Bailey is taking on a different role to support this activities. Chris Van Vlack will be taking on additional responsibilities for California and Nevada to include SAWS Strategy and the



relationship with OSI. Chris will stay on the CalWIN account for several weeks until a successor is placed.

It was suggested that breaches be communicated to Consortia as well for awareness in the future.

10. Informational Item(s)

- 10.1 Strategic Updates – Attachment 10.1 (*Rodain Soto*)
- 10.2 Portfolio Updates – Attachment 10.2 (*Lynn Bridwell*)

12:55 **11. Open Session Adjournment by Co-Chair** (*Barry Zimmerman*)

CLOSED SESSION

12:55 **12. Infosys QA Update** (*Ajeet Mohanty*)

1:05 **13. Discussion**

- 13.1 CalSAWS Planning
 - 13.1.1 PAPD Update (*Kristine Dudley*)
 - 13.1.2 User Lab Update (*Diane Alexander*)
- 13.2 Governance MOU between WCDS and CalACES – Attachment 13.2 (*Ann Edwards*)

Action Item: *WCDS to conduct an e-vote approval of the Governance MOU between WCDS and CalACES with Directors.*

- 13.3 WCDS Organizational Updates (*Diane Alexander*)
 - 13.3.1 Executive Director Update
 - 13.3.2 Director of Finance and Senior Fiscal Analyst Recruitments

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

15. Informational Item(s)

- 15.1 WCDS Updates – Attachment 15.1 (*Diane Alexander*)

2:00 **16. Closed Session Adjournment and Next Meetings** (*Barry Zimmerman*)

- 16.1 Board & Other Meetings Schedule
 - Board of Directors Meeting, 5/11/2018, Library Galleria

Adjourned 2:13pm



ACTION ITEMS

ID	Open Date	Description of Action Item	Assigned to	Due	Closed Date
79	3/9/2018	Provide an update/summary on the history of the credits and operational account in the WCDS monthly packet. Done. Close.	Diane Alexander	4/5/2018	4/13/2018
80	4/13/2018	Conduct an e-vote approval of the Governance MOU between WCDS and CalACES with Directors.	WCDS	ASAP	

DRAFT

WCDS CREDIT BALANCE SUMMARY, APRIL 2018							
Change Balance	Strategic	Change	CalHEERS	Translation	Premise (OCAT)	County Direct	TOTAL
Balance as of March 2018	\$64,032	\$3,750,836	\$323,056	\$376,925	\$166,666	\$133,503	\$4,815,018
USAGE							
Feb 2018 Invoice \$1,458,591		\$1,457,672		\$919			\$1,458,591
Mar 2018 Invoice \$2,264,175		\$2,264,175					\$2,264,175
Apr 2018 Invoice \$2,550,804	\$64,032	\$28,989	\$0	\$376,006	\$166,666		\$635,693
Remaining Change Balance	\$0	\$0	\$323,056	\$0	\$0	\$133,503	\$456,559

* BRE Hours are still TBD

Liquidated Damages	Yr 1 8/15-7/16	Yr 2 8/16-7/17	Yr 3 8/17-7/18	Covered CA 2/16 - 7/17	TOTAL
Balance as of September 2017*	\$2,194,000	\$344,655	\$729,000	\$314,000	\$3,581,655
USAGE					
Apr 2018 Balance Remaining \$2,550,804 - \$635,693 = \$1,915,111 (13,443 hrs)	\$1,915,111				\$1,915,111
Remaining Change Balance	\$278,889	\$344,655	\$729,000	\$314,000	\$1,666,544

* Includes Nov 2017 - Feb 2018 pending approval

Modification Hours	Hours	Blended Hourly Rate	Carryover Hours	Yr 1 8/15-7/16	Yr 2 8/16-7/17	Yr 3 8/17-7/18	TOTAL
Carryover Hours from previous contract	8000	\$119.00	\$952,000				\$952,000
Modification Hours Year 1 8/15-7/16	8500	\$142.46		\$1,210,910			\$1,210,910
Modification Hours Year 2 8/16-7/17	8500	\$142.46			\$1,210,910		\$1,210,910
Modification Hours Year 3 8/17-7/18	8500	\$142.46				\$1,210,910	\$1,210,910
USAGE							
CalSAWS Requests 37 hours			\$4,403				
Remaining Change Balance			\$947,597	\$1,210,910	\$1,210,910	\$1,210,910	\$4,580,327

Business Intellegence	Hours	Value
Beginning balance	30,690	\$4,372,097
USAGE		
Hours used as of March 2018	2,814	\$400,882
Remaining Balance	27876	\$3,971,215

IDMS	Hours	Value
Beginning balance	35,327	\$1,500,000
USAGE		
		\$0
Remaining Balance	35,327	\$1,500,000

Summary of Balances	Starting Balance	Remaining Balance
Change Balance	\$4,815,018	\$0
Liquidated Damages	\$3,581,655	\$1,666,544
Modification Hours	\$4,584,730	\$4,580,327
Business Intellegence	\$4,372,097	\$3,971,215
IDMS	\$1,500,000	\$1,500,000
Total	\$18,853,500	\$11,718,086

Strategic Engagement, Tracking, & Integration

Strategic Goals Overall

May 11, 2018


Strategic Goal Highlights:


- Interim solution (Legacy SQL) will implement Renewal Master Report (RMR) version 2.3 in May. This keeps all SAWS reporting on version 2.3 aligned.
- CalWIN Reporting Executive Steering Committee ShareCalWIN reviewed approach to new MR/BI Content Solution and MR Retirement Strategy.
- Standard Definition Project delivered second phase of metrics and proceeding on schedule for final delivery in July of all State Reporting Metrics.
- CalWIN Guiding Principles for Change Request roll-out begun with workgroups and committees.
- WCDS Consortium Counties attended CalACES user labs (North and South).
- WCDS Consortium Counties to participate in CalSAWS Requirement Gathering


Strategic Planning and Process:

- WCDS/HPE Strategic Goal teams are assessing 2018/19 direction and roadmap
- SG teams prioritizing potential Quick Wins and Long Term projects
 - SG1 – Standard Definitions, MR Crosswalks to BI and MR retirement
 - 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 – 

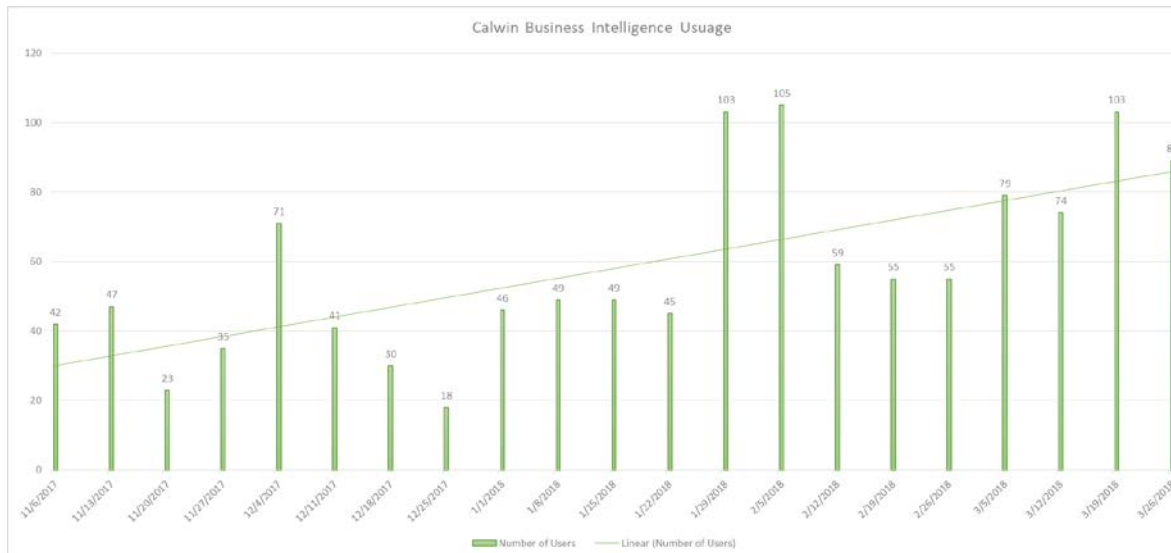
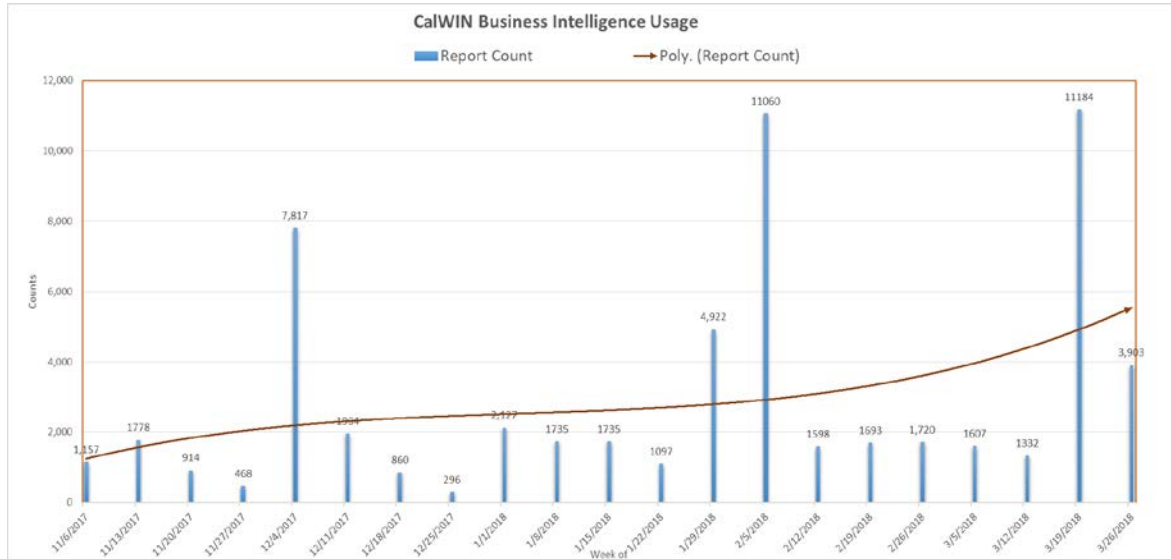
Currently only reporting on health of process and execution. Effectiveness and outcome of effort to be included in the future

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

Strategic Engagement, Tracking, & Integration

Business Intelligence Tracking

May 11, 2018



Business Intelligence (BI)

Monitor and Improve:

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

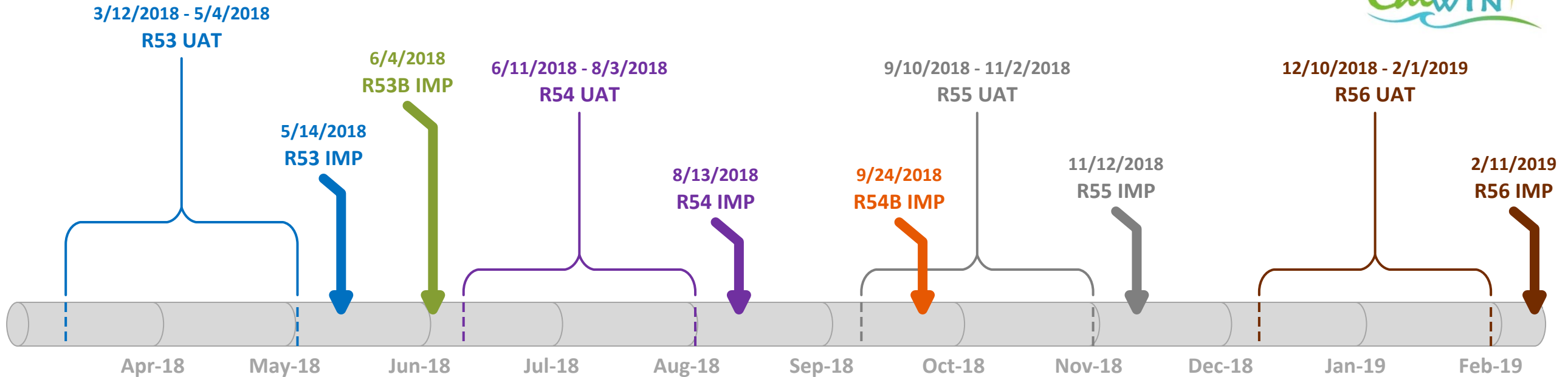
May Activities

- *Demo Central Data Definitions Repository*
- *Assess BI Training success and adoption impact*
- *Convene Reporting Committee/Workgroup*

June Activities

- *Approve initial MR Report retirement*
- *Deliver new BI Roadmap to steering committee*

CalWIN Release Delivery Impact



R53 – 5/14/18 <i>(24,732 Effort Hours*)</i>	R53B – 6/4/18 <i>(6,185 Effort Hours*)</i>	R54 – 8/13/18 <i>(45,479 Effort Hours*)</i>	R54B – 9/24/18 <i>TBD</i>	R55 – 11/12/18 <i>(18,294 Effort Hours*)</i>	R56 – 2/11/19 <i>(10,334 Effort Hours*)</i>
<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 42756 Case Listing for Exceptioned Out Cases for CW48 Months NOA 45986 Stop sending Non-authorized disposition to CalHEERS for PE 47189 Revised DHCS Renewals Master Report 47316 ACL 18-38 Diaper Cost Assistance Informing Notice 	<ul style="list-style-type: none"> 44691 Update RRR date for MAGI Deemed Infant 45606 IE Reason Codes for SAWS Notices 47160 Reverse Interim OSB Solution 46694 TOD CalHEERS 18.6 	<ul style="list-style-type: none"> 42470 CA EBT 3 Consortia Features 42810 MOD00 CW2219/CW2218 App for non-need 43125 MOD00 Add RRR's for Medi-Cal in MyBCW Portal 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 47118 ICT NOAs update (Project 47118) 46760 Business Intelligence Application Processing Timeliness 46775 SAVE Report Verification (Project 47183) 47391 Informatica tools (ex. PowerCenter) Upgrade 47411 ABAWD Notices 	<ul style="list-style-type: none"> 47516 CalHEERS Verification Caching Rules Update 	<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 47190 CalWIN 2D Bar Codes Added to Correspondence 47375 Medi-Cal Hierarchy (ACWDL 17-03) 47449 Populate MC 0216 when no record exists in CalWIN 47514 Increase NSDI Limit for WRAP and AAP (45788) 	<ul style="list-style-type: none"> 47296 HealthCare NOA Print Detail Output 47327 AB 236 Family Reunification Homeless Assistance 47448 Removing Mandatory Designation on Health Insurance Fields 47510 Retention of Batch Print output files and CC print content reports 47511 E-NOA Confirmation Notice 47519 Fully Automating the NA791 Notice 47536 CD SAC MyBCW Link

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

PROPOSALS OPEN FOR CONSIDERATION



REGULATORY/LEGAL TYPES (TO SUPPORT REGULATORY COMPLIANCE, INCLUDING NEW OR CHANGED REGULATIONS)

TITLE	DESCRIPTION (high level)	PRIMARY PROGRAMS OR AREA
44894 E-NOA CONFIRMATION NOTICE	CDSS re-applied for and were approved the e-NOA waiver. The new waiver replaces waivers 2120033 & 2120045 and is active August 1, 2017 through July 31, 2019. As part of the waiver requirements, if a CalFresh household opts in to E-NOA, the county is to provide the household a confirmation e-mail and paper mail notice with instructions on how to log-in to their account to view notices.	CalFresh/MyBCW
47552 CDSS CF 18 CALFRESH CHURN REPORT (PENDING ACL)	CF 18 is a new State Report for tracking CalFresh churn.	CalFresh/Reporting
41943 STANDARD MEDICAL DEDUCTION REPORTING & LONG TERM ECAP SOLUTION	FNS approved a waiver which will allow California to establish a Standard Medical Deduction (SMD). As part of the waiver, CalWIN must provide an initial report and yearly reports.	CalFresh <i>Effective 12/1/2017</i>
47641 STATEWIDE FINGERPRINT IMAGING SYSTEM (SFIS) DISABLED	Statewide Fingerprint Imaging System (SFIS) in the CalWORKs Program by June 30, 2018. Since CF is no longer using SFIS this proposal is being opened to decommission SFIS functionality from CalWIN for all programs:	CalWORKs/CalFresh <i>Effective 6/30/2018</i>
47430 AID CODE R1 RECONCILIATION	WDTIP did not start tracking TCVAP aid code R1 until January 2017. CalWIN must untick all R1 months for prior to January 2017 for a 'good cause' reason type to align with WDTIP. This will benefit impacted individuals as it will provide them additional months on their CW 48 MTC.	CalWORKs

45255 AB480 WTW DIAPER SUPPLEMENT	Effective April 1, 2018, WTW participants in a WTW plan are eligible for \$30 per month to assist with diaper costs for each child who is under 36 months of age. This is to be paid as a supportive service.	CalWORKs <i>Note: recent draft ACL issued and state clarification</i> Effective 4/1/2018
47551 ACL 17-87 IMMUNIZATION PENALTIES	To rectify functionality implemented with PPM 44685 CalWORKs Immunization Changes after confirmation with CDSS	CalWORKs
45258 SB380 CW VOLUNTARY EXCLUSION	SB 380 prohibits the inclusion of a stepsibling or half-sibling for whom child support payments are received as specified, in the number of needy persons in the same family for the purposes of determining the maximum aid payment. Such exclusion must be requested by the parent or caretaker relative in writing. CalWIN must allow the exclusion of selected stepsiblings or half-siblings from the AU requesting aid.	CalWORKs <i>Note: waiting on CDSS policy direction</i> Effective 11/1/2018
46933 CW HOMELESS DENIAL NOA ADDITIONAL REASON	Opened in response to discussion between DXC/WCDS regarding SR 592334 for Project 42175 CW Homeless Assistance Once Per Year in R52.	CalWORKs
47150 ARC UPDATES WITH ACL 17-112	When ARC was implemented through state direction, CDSS had guided SAWS to program ARC not to include DUAL Agency and was not to receive SCI payments, Clothing Allowance, Infant Supplements, and Educational Travel Reimbursement Assistance (ETR) payments. Now with further direction from the ACL's listed below, ARC will now include the following: DUAL Agency, SCI payments, Clothing Allowance, Infant Supplements, Over Payments, and	CalWORKs/Foster Care

	Educational Travel Reimbursement Assistance (ETR) payments	
46339 NA 692 AND REINSTATEMENT OF CAPI	<p>CalWIN must generate the NA 692 with:</p> <ul style="list-style-type: none"> • suspended language when a CAPI case is discontinued • reinstatement language when the CAPI is restored • Termination language after the CAPI has been discontinued for 12 months. <p>In addition, CalWIN must allow the worker to restore the CAPI mid-month, with a pro-rated benefit, without having to take a new application.</p>	CAPI
46981 FPL TABLES	Review FPL tables to allow for different effective begin dates.	Multi-program
43761 SOFT PAUSE AND RENEWALS	<p>Current CalWIN functionality is that if a case goes into soft pause, it will remain there until a worker lifts the soft pause indicator and grants the appropriate benefits. Alternatively, if a case is in Soft Pause at the initial BRE call, and everyone is e-verified, then CalWIN extends the redetermination date one year. Functionality changes to address individuals in soft pause and renewal due.</p>	Medi-Cal/ACA
47515 SSA TITLE II INCOME AND DISABILITY INDICATOR VERIFICATIONS (CALHEERS 92298)	Under CR 92298, CalHEERS will request and store Title II information from the Social Security Administration (SSA) via the Federal Data Services Hub.	Medi-Cal/ACA-CalHEERS
46694 TOD CALHEERS 18.6	Testing Only Support for Release 53B CalHEERS 18.6	Medi-Cal/ACA-CalHEERS
47445 INTERIM SOLUTION FOR TMC/FMC	CalWIN will need to have a long term BENDS solution for TMC functionality until such time that CalHEERS implements TMC/FMC changes. This will include a BENDS as	Medi-Cal/ACA-CalHEERS

	well as looking at minor programming changes within CalWIN.	
42213 AUTO UPDATE RENEWAL DATE FOR E-VERIFIED BUT CALWIN BATCH EXCEPTION	Automate the SQL to extend the Renewal date for cases who are e-verified during the RDOM26J Job and the case is exceptioned out.	Medi-Cal/ACA-CalHEERS
47575 MEDI-CAL NO CHANGE ANNUAL REDETERMINATION NOAS	DHCS has issued a draft ACWDL for No Change Medi-Cal renewals. Per Federal Regulations, the NOA will need to identify new/updated information from different sources within CalWIN (ie: individual income, pregnancy status, non-citizen status, etc.). The NOAs need to apply to both MAGI and non-MAGI, pull specific data elements	Medi-Cal/ACA
44671 LONG TERM SOLUTION FOR MAGI NCO	Permanent Solution for MAGI discontinuances at RRR.	Medi-Cal/ACA
46235 BAR CODE FUNCTIONALITY ON MC 210PS	Add barcode functionality to the MC 210PS to be able to scan the form into CalWIN to prevent the case from discontinuing at county NCO.	Medi-Cal/ACA
46980 SPOUSAL IMPOVERISHMENT PROVISIONS ACWDL 17-25	To add Spousal Impoverishment Provisions to individuals as defined by ACWDL 17-25.	Medi-Cal/ACA
47300 BENDS FOR ACL 18-33 SHORT TERM FUNDING	CalWIN must aid ARC applicants when the home has not yet been approved and is in a waiting period.	ARC (CalWORKs/Foster Care)
46788 LAST PAYMENT DATE OF EXT FC	Payment end date is effective day prior to birthday. CDSS clarification issued.	Foster Care
45291 CLIENT CORRESPONDENCE LANGUAGE EXPANSION	The State is providing or beginning to provide additional languages for their state issued correspondences. The project is to expand CalWIN's ability to support the added languages. Additional languages are as follows: Be Vu II - Cushite (CU), Formosan (FO), Japanese (JA), Mien (MI), Punjabi (PU), Portuguese (PO),	Client Correspondence-Notice CalWIN

	<p>Syrian (SY), Ukrainian (UK) / ACA languages are: Hindi (HI), Thai (TH). CalWIN will be retaining the existing languages. With the addition of the new languages, CalWIN will be supporting a total of 19 standard languages (for CalWORKs and CalFresh) and the 2 additional languages for ACA/Medi-Cal. Confirmed with translation vendor, able to support translating the new languages.</p>	
<p>45861 ADD NEW STATE LANGUAGES TO EXSTREAM AND CALWIN</p>	<p>The State is providing or beginning to provide additional languages for their state issued correspondences. Proposal 45291 was opened to add all these languages. Research revealed that only four of the ten languages is currently supported by the Exstream application. The scope of 45291 was reduced to expedite the effort to include those four languages: Japanese, Portuguese, Ukrainian, and for ACA, Thai. This leaves the remaining six languages unsupported. The Exstream application needs to be enhanced to include the addition of the six languages before the translations can be implemented in CalWIN.</p>	<p>Client Correspondence-Notice CalWIN</p>
<p>46665 SAWS 1 PLUS (2/18)</p>	<p>SAWS 1 Plus was revised, and the new version also includes the SOGI questions.</p>	<p>Multiple programs</p>
<p>44113 UPDATES TO VERIFICATION CHECKLIST (VCL)</p>	<p>Updates to Verification Checklist (VCL)</p>	<p>Multiple programs</p>



ENHANCEMENTS (NON-REGULATORY IN NATURE, USABILITY, NEW FEATURES/FUNCTIONS)

TITLE	DESCRIPTION (high level)	PRIMARY PROGRAMS OR AREAS
41856 ENHANCEMENT TO ADMIN-VERIFICATION OF INCOME FOR CALHEERS	Admin-verification of income and how it's being sent to CalHEERS.	Medi-Cal/ACA
47151 UPDATES TO THE CSC 68	CSC 68 is generated when beneficiaries request verification of Medi-Cal received. It was not updated with the ACA implementation and does not contain information for MAGI or OTLICP and is populating incorrectly in the event of a secondary aid code. Parent SR 573862 has been opened for this issue.	Medi-Cal/ACA
45118 AUTO CASE MATCHING FOR REFERRALS	Provide a way to easily display potential cases already in CalWIN. Flag the referrals on the main window so they would be identifiable. This would need to match on person data, like CIN, SSN, Name, DOB, etc. May be able to leverage linking logic or Index Clearance.	Medi-Cal/ACA-usability
46685 PARAMETERIZE BI HISTORICAL DATA BY SUBJECT AREA	To implement the ability to maintain a specific number of years of data in BI based on flexible parameterized input criteria, and that is specific to each data subject area.	Business Intelligence
42366 REPORT OUTPUT CONTENT MANAGEMENT SOLUTION	Define solution to support Business Intelligence report output storage, management and retrieval	Business Intelligence
44120 BUSINESS INTELLIGENCE APPLICATION INFORMATION OFFICE AND UNIT COMPARISON	CalWIN BI must display the breakdown of the aggregate result for each office and unit when users filter the reports by selecting multiple offices or multiple units.	Business Intelligence

	CalWIN BI must display the detail reports via a drill down based on the office or unit filter.	
44118 BUSINESS INTELLIGENCE USER PROFILES	CalWIN BI must create user profiles that allow counties the flexibility to include or exclude dashboards or reports as required by operational needs.	Business Intelligence
47143 CHANGE TO BI EDBC PASS/FAIL REPORT	<p>The Counties would like to update the report to provide for the Caseload that initially authorized the EDBC run and not the Caseload who is currently assigned to the report. This would allow the Counties to see if they consistently see a unit that is always having higher percentage of pass or fail, and they can see an office is denying more often than another, and it's due to a training related reason, then management can make corrections in behavior.</p> <p>The Counties would like additional field to be added to Data Warehouse and/or the report: EDBC Program Mode (Intake, Ongoing or Redetermination) would be helpful in the Data Warehouse to help with analyzing churn.</p>	Business Intelligence
45189 BUSINESS INTELLIGENCE DATA LABEL STANDARDIZATION	<ul style="list-style-type: none"> • For all current data value that are blank, "Unknown," or "U", CalWIN BI must change the display values to: <ul style="list-style-type: none"> o Blank = "No data in CalWIN" o U = "Invalid data" o Unknown = "Invalid data" • CalWIN BI must follow this data label standardization for all current and future BI reports. 	Business Intelligence
45864 CR5517 CC MONTHLY PRINT QUEUE REPORT ENHANCEMENTS	<p>WCDS and the Counties are requesting:</p> <ul style="list-style-type: none"> • The frequency of the CR 5517 be increased to at least weekly, • An indicator be added to the CR 5517 report that will identify those correspondences that have been requested to be deleted but were not successful, This will provide information regarding the mismatch between what is 	Client Correspondence-Notice CalWIN

	<p>visible and searchable in CalWIN and what is on the report.</p> <ul style="list-style-type: none"> • An indicator be added for those correspondences that are stuck in the queue (as highlighted in the SR 578055/589538 report. 	
43939 MODIFY THE EICT DOCUMENT UPLOAD PROCESS	<p>Uploading documents for eICT is time consuming and arduous requiring individual documents be moved from imaging storage to local storage and then loaded 1 at a time into CalWIN. Possibility of loading collections of identified documents directly into via SFTP servers.</p>	Multi-program support/Useability
44707 RE-EVALUATE THE CREATE A MYBCW ACCOUNT PROCESS IN MYBCW	<p>Allow MyBCW customers without a social security number the ability to create a MyBCW account. Find a way other than requesting a social security number to be able to create an account</p>	Self Service-MyBCW Portal/Mobile
44121 EASILY IDENTIFY MYBCW ACCOUNT HOLDERS IN CALWIN	<p>Currently in CalWIN there is no way to tell if a House Hold member of a case has an active MyBenefits CalWIN Portal account. Counties have requested this functionality be added as it would help them identify which cases would benefit from MyBCW outreach.</p>	Self Service-MyBCW Portal/Mobile
44449 ATTACH PROGRAM NAME TO CASE UPDATES RECEIVED IN CALWIN FROM MYBCW	<p>CalWIN and/or MyBCW add a requirement for the MyBCW user to select a Program when uploading Case Update documents in BCW. It will expedite assigning tasks. The lack of Program attached to the Case Update records makes the process of assigning and working these Case Updates extremely challenging, as each active Program, and some newly discontinued Programs, will be assigned a task, or provided the record, for processing.</p>	Self Service-MyBCW Portal/Mobile
46611 ALLOW ALL THE UPLOAD DOCUMENT TYPES TO BE AVAILABLE IN THE DROP DOWN AT ALL TIMES	<p>MyBCW must display all the document types in the drop down, when Customers, CBO's and anyone with access to the upload documents functionality is attempting to upload documents.</p>	Self-Service-MyBCW/Portal/Mobile

45656 ADD STATUS TO THE SEARCH IEVS APPLICANT REPORT WINDOW	Add the IEVS Applicant Report disposition status to the "Search IEVS Applicant Reports" window. This will save time as workers can quickly determine the status of a report as well as potentially reducing the number of audit findings for incomplete IEVS Report review.	Interfaces/Multi-program support
44876 UPDATE CALWIN INTERFACE TO ALIGN WITH THE NEW VERSION OF VACS	VACS is changing and analysis needed what and if to update CalWIN	Interfaces
44637 CORE CALWIN SECURITY CAPABILITY ENHANCEMENTS	<p>Currently we provided access to some external organization to CalWIN Web Application (CWA). CWA was originally designed to allow Child Support Users inquiry access to CalWIN Client specific information pertinent to IVD compliance. At the time Core CalWIN did not have a web based front end. Since CWEA, CalWIN application is now a web based and the need to keep CWA is no longer necessary. This proposal is to find solutions to enhance the security access for CWEA windows. Provide the capabilities to only given specific windows access to certain users. The enhancements should consider the following:</p> <ol style="list-style-type: none"> 1. Seamless entry to BI 2. Decommission CWA 3. Review other functions that utilize Webshere application that can be included. 	Security/Technical
46538 CD YOL MYBCW ACTIVE BENEFIT FORM	For individuals who have an active MyBCW account, Yolo County would like to have the additional functionality to do an immediate print form that has the individual's name, date, address, and also displays a line indicating what the client is active for the current month or ongoing for CalWORKs, CalFresh and/or Medi-Cal. Our ultimate request would be to print this out with each adult individual on the case. I believe C-IV Yourself has the ability to do an immediate print with similar information so with this	County Direct/Self-Service MyBCW

	functionality we will be comparable to them.	
45567 CD SAC APPOINTMENT SCHEDULING INTERFACE	Sacramento County uses an in-house tracking system for scheduling and updating client appointments. When appointments are created or updated, workers must also manually update CalWIN. This duplicate work wastes time. Sacramento would like to be able to send real-time transactions to CalWIN via API to input the appointments and appointment updates from our system to CalWIN in real-time.	County Direct/usability
44978 CD FRS RESTAURANT MEALS PROGRAM	Fresno would like the following completed to implement RMP: 1. Run a Mass Update on CF cases to identify cases eligible to the RMP and activate card for usage at approved restaurants. 2. Create a correspondence to be sent when an individual is approved for the RMP that includes participating restaurants in the county. Restaurants can be added/removed so must have capability to add and remove restaurants from notice after implementation. 3. Create a correspondence to be sent when an individual is terminated from the RMP.	County Direct/CalFresh
47139 CD CCS TEXT NOTIFICATIONS TO SPECIFIC CLIENTS	Contra Costa County request notification text is sent to E-NOA opted-in clients when E-NOAs are generated and e-mailed to clients. Send ONE text DAILY per opted-in client regardless of how many E-NOAs are generated and e-mailed for that client that day. Send texts to active CW, FC, and MC E-NOA opted-in clients.	County Direct/Tech-Program support
47162 CD ORG AUTOMATE RMP SPECIFIC CORRESPONDENCE	Automate Restaurant Meal Program (RMP) Forms 09-96 and 09-97. Current forms 09-96 and 09-97 RMP are being created manually, there is a risk our users may miss sending them at CF approval and discontinuance time	County Direct/Program support

46239 CD SFO MYBCW ONE CASH PROGRAM	<p>In MyBCW, if an individual selects CalWORKs, the GA box will become disabled. If GA was already selected and the individual subsequently selects CW, the GA box will become unchecked and disabled.</p> <p>A Pop Up message will appear as well indicating that if they apply for CalWORKs, they cannot apply for GA too. The message should also include high level Program eligibility info.</p> <p>If the CW box is unchecked, it would re-enable the GA box to allow it to be checked.</p> <p>This functionality is to be available for counties to decide if they would like to utilize as an option on County Worker. This is similar to how 41759 implemented an option to be selected on County Worker which created a message informing the applicant they must apply for MC too in order to be eligible to GA.</p>	County Direct/Self-Service-GA/GR
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STRATEGIC (AT DIRECTION OF THE BOARD, TYPICALLY BROADENS REACH TO NEW MARKETS OR COMPETITIVE LANDSCAPE)

43672 CAPTURE OF EXTERNAL DATA	WCDS requested a solution to be provided which allows CalWIN to accept data from counties that can be used in different reports. These are mainly data that is not captured in CalWIN, yet needs to be provided in different reports. These can be reports to State agency or other external stakeholder.
40749 FULL DAILY DATA AVAILABLE IN BI	BI has a requirement that previous day's CalWIN data including Batch results to be available in CalWIN Business Intelligence. Currently partial batch data is made available.
45282 MR TO BI CROSSWALK	Conduct a cross-walk of Management Report (MR) Non-State Reports and Extracts to Business Intelligence (BI) to determine what data already exists in BI, what still needs to be transformed and moved to BI.
34541 BUSINESS INTELLIGENCE - MOBILE	The CalWIN Business Intelligence (BI) project has a requirement to introduce the capability to access dashboards developed as part of the solution through a mobile device.
47529 MANAGEMENT REPORTING EXTRACT AND REPORT RETIREMENT	Retirement of MR extracts and reports.

<p>44944 SELF SERVICE ADMINISTRATIVE PORTAL</p>	<p>WCDS has requested a solution to provide self-service user access administration to the counties. This solution should be able to allow county staff (in addition to project staff) to create, modify and remove user access to CalWIN based applications such as Business Intelligence, SR Help Desk, PPM and ShareCalWIN. In addition, this solution needs to allow Security Level settings for CalWIN Business Intelligence system. Per Project 41664, DXC claimed and demonstrated successful Proof of Concept implementation of Computer Associates' (CA) Identity Management Appliance software to provide the capability required.</p>
<p>47062 CREATE NEW BI PUBLISHER ANALYSIS REPORT ROLE</p>	<p>Currently the only BI User Role that has BI Publisher access is the Super User Role. However, the Super User Role can also publish reports to the county and edit other saved reports. Counties are requesting a similar role to grant access to certain Staff so they can create BI Publisher reports against County CWIS database (and BI Analysis), but not be able to share/publish to other BI users in the County. The users with this role should not be able to edit other user's reports as well.</p>