



Open Session

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

Friday, August 10, 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, August 10, 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: *County Directors and/or Delegates*

Alameda, Lori Cox	<i>CWDA</i> – Christiana Smith
Alameda, Carlos Sanchez	<i>DHCS</i>
Contra Costa, Kathy Gallagher	Yingjia Huang
Fresno, Delfino Neira	Sandy Williams
Fresno, Angie Flores	
Orange, Debra Baetz	<i>DXC Technology</i>
Placer, Amanda Sharp	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, Deanna Abrahamian	<i>OPAC Co-Chairs</i>
San Mateo, Nicole Pollack	Chris Cothard, San Luis Obispo
San Mateo, Mike Wentworth	Mary Sabillo, Sacramento
Santa Barbara, Daniel Nielson	
Santa Clara, Robert Menicocci	<i>OSI</i>
Santa Clara, Umesh Pol (Co-Chair)	Kristine Dudley
Santa Cruz, Ellen Timberlake	
Solano, Angela Shing	<i>WCDS Staff</i>
Sonoma, Karen Fies	Diane Alexander
Tulare, Juliet Webb	Henry Arcangel
Tulare, Danny Rockholt	Lynn Bridwell
Ventura, Barry Zimmerman (Co-Chair)	Stacey Drohan
Yolo, Nolan Sullivan	Holly Murphy
	Jo Anne Osborn
	Rodain Soto
<i>CalACES</i> – John Boule	
<i>C-IV</i> – Tom Hartman	
<i>LRS</i> – Hayward Gee	
<i>CDSS</i>	
Todd Bland	
Raquel Givon	



OPEN SESSION

- 12:00 **1. Call Meeting to Order by WCDS Co-Chair and Introductions** (*Barry Zimmerman*)
- 12:02 **2. Agenda Review and Comments by WCDS Co-Chair** (*Barry Zimmerman*)
- 12:03 **3. Meeting Minutes Approval** (*Barry Zimmerman*)
3.1 Board of Directors' Draft Meeting Minutes, 6/15/2018 – Attachment 3.1
3.2 Board of Directors' Special Session Draft Meeting Minutes, 7/13/2018 – Attachment 3.2
- 12:05 **4. OSI Updates** (*Kris Dudley*)
- 12:15 **5. CWDA Updates** (*Christiana Smith*)
- 12:25 **6. Approval / Decision / Action Item(s)**
6.1 Reapprove line item adjustment of \$1.6M from County Support Staff to Consortium Project Staff to align to the June 2014 IAPDU (per notification from OSI) – Attachment 6.1 (*Holly Murphy*)
- 7. Discussion Item(s)**
- 12:35 7.1 Data Management Board – Attachment 7.1 (*Diane Alexander*)
- 12:45 **8. CalWIN Reporting Executive Steering Committee Meeting Update** (*Rodain Soto*)
- 12:55 **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*)
- 1:00 **11. Open Session Adjournment by Co-Chair** (*Barry Zimmerman*)

CLOSED SESSION

- 12. Infosys QA Update** (*Ajeet Mohanty*) – Refer to Attachment 15.1 Executive Summary. No verbal update will be provided this month.
- 1:00 **13. Discussion**
13.1 CalSAWS Planning
13.1.1 CalSAWS Leadership Update (*Barry Zimmerman and Ann Edwards*)
13.1.2 Ancillary System Strategy Decision (*Barry Zimmerman and Ann Edwards*)
13.1.3 GA/GR Requirements Gathering Sessions Update – Attachment 13.1.3 (*Diane Alexander*)



13.1.4 CalSAWS Regional Support Model – Attachment 13.1.4 (*Diane Alexander*)

13.1.5 CalWIN and CalSAWS Deliverable Reviews – Attachment 13.1.5 (*Diane Alexander*)

13.2 DXC Contract Extension (*Diane Alexander*)

13.3 Shared Services MOU (*Diane Alexander*)

1:45 **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, 9/14/2018, Library Galleria, East Room
- Board of Directors Meeting, 11/3/2018, Library Galleria, East Room
- Board of Directors 2019 Meeting Schedule, Library Galleria, East Room – Attachment 16.1 (Outlook invitations have been sent to all attendees)



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, June 15, 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>		
	Alameda, Lori Cox		
	Alameda, Carlos Sanchez	X	DHCS T
	Contra Costa, Kathy Gallagher	X	
	Fresno, Delfino Neira	X	DXC Technology
	Fresno, Angie Flores	T	Mike Cox X
	Orange, Debra Baetz	X	Chris Van Vlack X
	Placer, Susan Kimbley	T	
	Sacramento, Ann Edwards	X	Infosys
	San Diego, Rick Wanne	T	Ajeet Mohanty
	San Francisco, Trent Rhorer		
	San Luis Obispo, Devin Drake	X	McKinsey
	San Luis Obispo, Amber Weyand	T	Himanshu Agarwal X
	San Mateo, Nicole Pollack		Ryan Ko T
	San Mateo, Mike Wentworth	X	Donatela Bellone X
	Santa Barbara, Daniel Nielson		Neal Donnelly X
	Santa Clara, Robert Menicocci	X	
	Santa Clara, Umesh Pol (Co-Chair)	X	OPAC Co-Chairs
	Santa Cruz, Sharon Smith for Ellen Timberlake	X	Bernadette Casino, San Francisco T
	Solano, Angela Shing	X	Mary Sabillo, Sacramento
	Sonoma, Karen Fies	X	
	Tulare, Juliet Webb	X	OSI
	Tulare, Danny Rockholt	T	Kristine Dudley T
	Ventura, Barry Zimmerman (Co-Chair)	X	
	Yolo, Nolan Sullivan	X	WCDS Staff
			Diane Alexander X
	<i>CalACES</i> - John Boule		Holly Murphy X
	<i>C-IV</i> - Tom Hartman		Henry Arcangel X
	<i>LRS</i> - Hayward Gee		Lynn Bridwell X
			Stacey Drohan X
	<i>CDSS</i>		Jo Anne Osborn X
	Todd Bland		Rodain Soto X
	Raquel Givon	X	



OPEN SESSION

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

The meeting was called to order at 12:10pm; introductions followed.

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

None.

12:03 **3. Meeting Minutes Approval** (*Umesh Pol*)

3.1 Board of Directors' Draft Meeting Minutes, 4/13/2018 – Attachment 3.1

- *Corrected with added clarification to Agenda Item 9. DXC Technology Updates*

Motion: *Karen Fies/Sonoma motioned to approve the 4/13/2018 Board minutes as corrected. Ann Edwards/Sacramento seconded. All in favor. Motion carried.*

3.2 Board of Directors' Draft Meeting Minutes, 5/11/2018 – Attachment 3.2

Motion: *Juliet Webb/Tulare motioned to approve the 5/11/2018 Board minutes as written. Delfino Neira/Fresno seconded. All in favor. Motion carried.*

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

CalSAWS Planning: To be discussed in Closed.

SAWS Executive Committee Meeting: Discussed CalSAWS and CalACES planning, reviewed all new premise items and automation on the horizon and took a collective action item to create a project plan of all the work that is to come.

EBT: The EBT cut-over is on track for next weekend.

12:15 **5. CWDA Updates** (*Christiana Smith*)

For CalSAWS Planning, the CalSAWS Leadership and State agreed to a number of governance principles, including providing the State access to SAWS data. A Data Management Board and a Technical Workgroup will be formed. CWDA seeks Directors to serve on the Board and Deputy level staff for the Technical Workgroup.

12:25 **6. Approval / Decision / Action Item(s)**

6.1 Approve Fiscal Oversight Committee Recommendations (*Rick Wanne, Nolan Sullivan, Diane Alexander*)

The FOC met on Wed. 6/13. WCDS handled the first review of the Provident transactions and shared findings with the FOC.

The FOC reviewed the Provident transactions in question from the audit and did not find any inappropriate / fraudulent charges. The FOC recommends moving forward with new processes/policies around travel to remedy any future issues.



The FOC and WCDS worked together to create new policies around travel, procurement, expenses, contracts and petty cash which will provide safeguards in terms of oversight, chain of command and control.

The FOC recommends to close the audit / review of transactions and move forward with the reconciliation of the outstanding costs that were disallowed. See walk-in handout. The FOC volunteered to do a quarterly check-in with WCDS and report back to the Board. Holly Murphy will provide monthly fiscal reports.

The FOC handout summarizes the FOC's recommendation and a breakdown of what needs to be reimbursed to the State (the Counties share of cost). The amount, \$228,397.20, will be applied as a deduction to the June CalWIN County monthly expenditure claim reimbursement as requested by the State.

The \$179,850 includes interest/earnings.

Action Item: WCDS to distribute a copy of the final audit to every County for their use and reference in the event they should be audited; also include today's meeting minutes and a formalized letter from the FOC that explains in whole the audit/review/findings process. This will be the formal close-out to the Board.

Per OSI, no additional follow-up is needed to the State or auditors; just need to finish the repayment process. Counties agree to have their invoice payment reduced.

Motion: Kathy Gallagher/Contra Costa motioned to:

- Accept the FOC's findings from their review of the Provident transactions as legitimate and Counties agree to return the \$228,397.20 to the State to cover the disallowed costs, and that the amount be applied as a deduction to the June CalWIN County monthly expenditure claim reimbursement as requested by the State.
- Accept the FOC's policies and procedures handbook and for the FOC and WCDS to report-out quarterly to the Board.

Juliet Webb/Tulare seconded. Vote taken. 15 Counties in favor – Alameda, Contra Costa, Fresno, Orange, Placer, San Diego, San Luis Obispo, San Mateo, Santa Clara, Santa Cruz, Solano, Sonoma, Tulare, Ventura, Yolo. 1 County Abstain – Sacramento. Two Counties not present – San Francisco, Santa Barbara. Motion carried.

6.2 Approve MOU between CalWIN and CDSS to provide data for FNS SNAP Barriers Study – Attachment 6.2 (Diane Alexander)

WCDS Counsel, David Tyra, reviewed the MOU and had one minor edit. CalACES' legal counsel is fine with the MOU as well. WCDS' signature is requested; need to determine who will sign.



CDSS indicated that the State has been trying to conduct this study for several years, but has not been able to establish a MOU to get the data. This study is occurring in other states across the Country. The objective is to determine why people eligible for SNAP are not applying and how many.

CalACES will present the MOU to their Board on June 22nd.

CWDA will work with CDSS to offer Counties the opportunity, when the report is drafted, to review the information and provide input prior to finalization.

CWDA asked CDSS to clarify if the goal is to determine clients' participation rate and access to SNAP, or clients' ability to use the program to buy nutritionally healthy foods. Rocky Givon to research.

Motion: Juliet Webb/Tulare motioned to approve the MOU between CalWIN and CDSS to provide data for FNS SNAP Barriers Study. Barry Zimmerman/Ventura seconded. All in favor. Motion carried.

7. Discussion Item(s) – None

12:45 **8. CalWIN Reporting Executive Steering Committee Meeting Update (Rodain Soto)**

Two presentations were shared with the Committee around MR retirement – 1) Content Management Solution and 2) Standard Definitions. The standard definitions effort wraps in July 2018; the Committee wants to engage stakeholders to ensure stakeholder alignment. For content management of reports, our current solution is out of support and aged out. DXC has been providing solution options, including pros and cons. Their last proposal will reduce costs significantly.

12:55 **9. DXC Technology Updates (Chris Van Vlack)**

DXC and WCDS kicked-off portfolio planning activities to start staging upcoming work and align resources accordingly to help WCDS be prepared and better support the Counties. The portfolio will be reviewed every 2 months.

A consolidated view of next 24 months should be developed and aligned statewide. This is a critical focus.

Outages occurred on 6/13 with MyBenefits CalWIN (no impact to core CalWIN). Users either experienced inconsistent results or MyBenefits CalWIN was not available at all. It was ultimately determined that communication between the various application servers was interrupted due to an invalid route. That route became active when a server was configured with an incorrect address. Once corrected, MyBenefits CalWIN came up again at 7:42pm. The mobile app worked throughout the day. A root cause analysis is underway; the initial report will be provided to WCDS no later than next Wednesday. DXC will prepare more structured communication processes to the Counties for any future occurrences.



10. Informational Item(s)

10.1 Strategic Updates – Attachment 10.1 (*Rodain Soto*)

The majority of work underway is in BI. A project action team meets weekly to work towards the retirement of MR.

10.2 Portfolio Updates – Attachment 10.2 (*Lynn Bridwell*)

To highlight, ABAWD is upcoming; WCDS is tracking.

10.3 Financial Updates – Attachment 10.3 (*Holly Murphy*)

WCDS is starting to use hours in the Modification Hours bucket for CalSAWS requests (see spreadsheet). Next steps will be to identify bigger projects/proposals that will position us for conversion, or areas of concern that we need to resolve, and review with the State and Board. Utilization of Modification Hours will be coordinated with the State.

1:00 **11. Open Session Adjournment by Co-Chair** (*Umesh Pol*)

Open Session adjourned at 12:58pm.

CLOSED SESSION

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

No action.

1:00 **13. Discussion**

13.1 CalSAWS Planning

13.1.1 McKinsey Presentation (*McKinsey*)

Action Item: WCDS to poll Directors for a date to meet in July 2018. Meeting will be held in Sacramento from 10am to 1pm.

13.1.2 CalSAWS Leadership Update – Attachment 13.1.2 (*Barry Zimmerman and Ann Edwards*)

No action.

13.1.3 Shared Services MOU (*Barry Zimmerman*)

Action Item: Counties to bring the Shared Services MOU to their Board of Supervisors for approval once finalized.

13.1.4 Requirements Gathering Sessions (*Diane Alexander*)

No action.



13.1.5 McKinsey Deliverable reviews (*Diane Alexander*)
 No action.

1:45 **14. Approval / Decision / Action Item(s)**

14.1 Approve activation of optional CSAC resources which will be funded through CalSAWS funding – Attachment 14.1 (*Holly Murphy*)

Motion: *Ann Edwards/Sacramento motioned to approve activation of optional CSAC resources which will be funded through CalSAWS funding. Barry Zimmerman/Ventura seconded. All in favor. Motion carried.*

15. Informational Item(s)

15.1 WCDS Updates – Attachment 15.1 (*Diane Alexander*)
 No action.

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

16.1 Board & Other Meetings Schedule

- Board of Directors Meeting, 7/2018, Sacramento – exact date and location TBD.
- Board of Directors Meeting, 8/10/2018, Library Galleria

Closed session adjourned at 2:11 pm.

ACTION ITEMS

ID	Open Date	Description of Action Item	Assigned to	Due	Closed Date
81	5/11/2018	WCDS to send a meeting invite for the 6/27 Workshop to Directors, OPAC Representatives, State key staff and CalACES Team; Diane/Henry will coordinate efforts with Regional Managers. (Confirm at 6/15 BOD meeting who (of Directors) will be in attendance at the 6/27 Workshop)	Diane Alexander, Henry Arcangel, Stacey Drohan	ASAP	6/15/2018
82	6/15/2018	WCDS to distribute a copy of the final audit to every County for their use and reference in the event they should be audited; also include today's meeting minutes and a formalized letter from the FOC that explains in whole the audit/review/findings process. This will be the formal close-out to the Board.	Diane Alexander / Holly Murphy	7/2018	



ID	Open Date	Description of Action Item	Assigned to	Due	Closed Date
83	6/15/2018	WCDS to poll Directors for a date to meet in July 2018. Meeting will be held in Sacramento from 10am to 1pm.	Stacey Drohan	ASAP	
84	6/15/2018	Counties to bring the Shared Services MOU to their Board of Supervisors for approval once finalized.	Directors	7/2018	

DRAFT



Welfare Client Data Systems - Board of Directors' Meeting Special Session

Date: Friday, July 13, 2018
Time: 10:00 AM to 1:00 PM
Location: Library Galleria, East Room, 828 I Street, Sacramento, California 95814
Dial-in: 888-330-1716, Access 6396237
Other: Refreshments (snacks and beverages) will be served in lieu of lunch
Attendees: *County Directors and/or Delegates*

Alameda, Lori Cox		<i>OPAC Co-Chairs</i>	
Alameda, Carlos Sanchez	X	Chris Cothard, San Luis Obispo	
Contra Costa, Kathy Gallagher	X	Mary Sabillo, Sacramento	
Fresno, Delfino Neira	X		
Fresno, Angie Flores	X	<i>WCDS Staff</i>	
Orange, Debra Baetz	X	Henry Arcangel	X
Placer, Amanda Sharp	X	Stacey Drohan	X
Sacramento, Ann Edwards		Holly Murphy	X
San Diego, Rick Wanne	T	Jo Anne Osborn	T
San Francisco, Dan Kaplan for Trent Rhorer	T	Lynn Bridwell	T
San Luis Obispo, Devin Drake	T	Rodain Soto	T
San Luis Obispo, Amber Weyand	T		
San Mateo, Nicole Pollack		<i>CWDA</i>	
San Mateo, Mike Wentworth	X	Christiana Smith	X
Santa Barbara, Daniel Nielson	T		
Santa Clara, Robert Menicocci			
Santa Clara, Umesh Pol (Co-Chair)	X		
Santa Cruz, Emily Balli for Ellen Timberlake	T		
Solano, Angela Shing	X		
Sonoma, Karen Fies			
Tulare, Vienna Barnes	X		
Tulare, Danny Rockholt	X		
Ventura, Barry Zimmerman (Co-Chair)	X		
Yolo, Nolan Sullivan			



OPEN SESSION

- 10:00 1. **Call Meeting to Order by WCDS Co-Chair and Introductions** (*Barry Zimmerman*)
The meeting was called to order at 10:03am; introductions followed.
- 10:02 2. **Agenda Review and Comments by WCDS Co-Chair** (*Barry Zimmerman*)
None.

CLOSED SESSION

- 10:05 3. **GA/GR Gathering** (*Barry Zimmerman and Henry Arcangel*)
- Preparation Meeting via Webinar - July 18th, Time TBD
 - Two days the week of July 23rd, exact days to be determined
 - Should also include LRS and C-IV counties
- Action Item:** *Stacey Drohan/WCDS to send Outlook invites to Directors for the GA/GR meetings (7/18 Webinar and 7/25 and 7/26 Requirements Gathering sessions). Directors' attendance is Optional for each meeting. Directors will be provided meeting materials.*
- 10:30 4. **CalWIN Ancillaries** (*Henry Arcangel*)
- 4.1 Webinars
4.2 Prioritization of Ancillary Gaps
- Action Item:** *Barry Zimmerman/VEN to add Business Change Evaluation to the next CalSAWS Leadership meeting (Friday 7/20).*
- Action Item:** *Henry Arcangel/WCDS will work with CalACES to have a workshop of LRS ancillaries.*
- 11:15 5. **Shared Services MOU** (*Barry Zimmerman*)
- Final version dated 6/19/2018 ready to be scheduled for Counties' Boards of Supervisors
- Action Item:** *Stacey Drohan/WCDS to resend the CalACES JPA to Directors for reference.*
- 11:30 6. **CalSAWS Leadership Update** (*Barry Zimmerman*)
- 6.1 Executive Leadership Status Update Presentation – Attachment 6.1
- Action Item:** *Barry Zimmerman/VEN to add analysis of business process - change, cost impacts, staffing, etc. - to the CalSAWS Leadership agenda.*



12:50 **7. CalWIN Retreat** (Barry Zimmerman)

Action Item: WCDS staff to coordinate the CalWIN retreat for late January 2019.

12:55 **8. Reminder, CalACES JPA Retreat, October 31st to November 2nd in Norwalk, CA** (Barry Zimmerman)

Action Item: WCDS to handle registration and conference fee on behalf of Directors.

Action Item: WCDS to calendar a call with Directors for week 7/30 to review McKinsey's Prioritization Results deliverable; send invite.

1:00 **9. Closed Session Adjournment and Next Meetings** (Barry Zimmerman)

9.1 Board & Other Meetings Schedule

- Board of Directors Meeting, 8/10/2018, Library Galleria

ACTION ITEMS

ID	Open Date	Description of Action Item	Assigned to	Due	Closed Date
82	6/15/2018	WCDS to distribute a copy of the final audit to every County for their use and reference in the event they should be audited; also include today's meeting minutes and a formalized letter from the FOC that explains in whole the audit/review/findings process. This will be the formal close-out to the Board. - Emailed to Directors on 6/26. Close.	Diane Alexander / Holly Murphy	7/2018	7/13/2018
83	6/15/2018	WCDS to poll Directors for a date to meet in July 2018. Meeting will be held in Sacramento from 10am to 1pm. - Meeting set for 7/13 at Library Galleria, East Room. Close.	Stacey Drohan	ASAP	7/13/2018
84	6/15/2018	Counties to bring the Shared Services MOU to their Board of Supervisors for approval once finalized. - Counties are currently reporting their scheduled BOS dates to WCDS and/or providing signed originals to WCDS. Close.	Directors	7/2018	7/13/2018



ID	Open Date	Description of Action Item	Assigned to	Due	Closed Date
85	7/13/2018	Send Outlook invites to Directors for the GA/GR meetings (7/18 Webinar and 7/25 and 7/26 Requirements Gathering sessions). Directors' attendance is Optional for each meeting. Directors will be provided meeting materials. - Invites sent on 7/17 and 7/18.	Stacey Drohan/WCDS	ASAP	8/3/2018
86	7/13/2018	Add Business Change Evaluation to the next CalSAWS Leadership meeting (Friday 7/20).	Barry Zimmerman/VEN	7/20/2018	
87	7/13/2018	Work with CalACES to have a workshop of LRS ancillaries. - Postponed. Close.	Henry Arcangel/WCDS	—	8/3/2018
88	7/13/2018	Resend the CalACES JPA to Directors for reference. - Emailed on 7/17. Close.	Stacey Drohan/WCDS	ASAP	8/3/2018
89	7/13/2018	Add analysis of business process - change, cost impacts, staffing, etc. - to the CalSAWS Leadership agenda. (Ties in with Action Item 86)	Barry Zimmerman/VEN	7/20/2018	
90	7/13/2018	Coordinate the CalWIN retreat for late January 2019.	WCDS Staff	August 2018	
91	7/13/2018	Handle registration and conference fee on behalf of Directors. - In progress. Close.	Stacey Drohan/WCDS	ASAP	8/3/2018
92	7/13/2018	Calendar a call with Directors for week 7/30 to review McKinsey's Prioritization Results deliverable; send invite. - To discuss at 8/10 Board meeting. Close.	WCDS Staff	—	8/3/2018
93					

IAPDU Line Item Adjustment

- Per recent notification from OSI, the June 2014 As Needed Implementation Advance Planning Document Update, rev. June 3, 2015, included a sub-line shift from County Support Staff to Project Staff, which was approved but never implemented.
- Since the Board approval for this adjustment occurred over three years ago, re-approval is requested to move forward with this adjustment.
- The reduction to County Support Staff funding would be applied based on Small, Medium, and Large ratios, offset by the increase to Project Staff line item (net zero total change).
- The adjustment would allow Counties to fully claim the CSAC invoice, rather than only a portion as has been done in prior years.
- The adjustment would decrease the amount Counties could claim for county support staff costs proportionately.



Action Item

IAPDU Line Item Adjustment

Excerpt from the June 2014 As Needed Implementation Advance Planning Document Update, rev. June 3, 2015

Staff Repurposing - County staff participation in the ongoing regulation discussion and change evaluation process at the WCDS Consortium project site was reduced significantly. Formerly, County subject matter experts in the various CalWIN subsystems (i.e. Medi-Cal, CalFresh, Client Correspondence, Interfaces, Management Reporting) would meet regularly to discuss new developments affecting CalWIN, including new State letters, pending legislation, system improvements, workload impacts of policies and changes, etc. The WCDS Board of Directors sought to reduce County staff participation and increase throughput at the project, so a more streamlined governance was adopted.

As a result, much more of the regulation research, change coordination, and system improvement proposals are to be performed by Consortium project-site staff. The Board of Directors approved a proposal to transfer County staff funding to project-site staff (Consortium Management) instead.

IAPDU Line Item Adjustment

	Staff Added	Monthly	Total Monthly Cost	Annual Total
Strategic Deputy Director	1	\$13,670	\$13,670	\$164,040
Regional Manager	4	\$12,525	\$50,100	\$601,200
Senior Business Systems Analyst	2	\$12,525	\$25,050	\$300,600
Business Systems Analyst	4	\$10,978	\$43,912	\$526,944
Admin Fee (CSAC)		\$333	\$3,663	\$43,956
Total	11	\$50,031	\$136,395	\$1,636,740

County Support Staff				(\$1,636,740)
Net Difference				\$0

County	From County Support Staff	To Consortium Staff	Net Difference
Alameda	(\$111,136)	\$111,136	\$0
Contra Costa	(\$111,136)	\$111,136	\$0
Fresno	(\$111,136)	\$111,136	\$0
Orange	(\$111,136)	\$111,136	\$0
Placer	(\$45,465)	\$45,465	\$0
Sacramento	(\$111,136)	\$111,136	\$0
San Diego	(\$111,136)	\$111,136	\$0
San Francisco	(\$111,136)	\$111,136	\$0
San Luis Obispo	(\$45,465)	\$45,465	\$0
San Mateo	(\$90,931)	\$90,931	\$0
Santa Barbara	(\$90,931)	\$90,931	\$0
Santa Clara	(\$111,136)	\$111,136	\$0
Santa Cruz	(\$45,465)	\$45,465	\$0
Solano	(\$90,931)	\$90,931	\$0
Sonoma	(\$90,931)	\$90,931	\$0
Tulare	(\$111,136)	\$111,136	\$0
Ventura	(\$90,932)	\$90,932	\$0
Yolo	(\$45,465)	\$45,465	\$0
TOTAL	(\$1,636,740)	\$1,636,740	\$0

Data Management Board Participants

1. Jason Britt, Tulare – Central Valley
2. Mandy Sharp, Placer – Northern/Small County
3. Mike Sylvester, Los Angeles
4. Susan von Zabern, Riverside – Southern
5. Trent Rohrer, San Francisco – Bay Area

Technical Working Group Participants

1. Cindy Uetz, Kern Chief Deputy Director
2. Francis Xavier, LA DPSS Business Intelligence and Data Warehouse IT Specialist
3. Linda DuChene, Fresno Service Center Deputy Director
4. Lis Barca, Sonoma CalWIN Manager
5. Lorraine Daniels, Orange Family Self-Sufficiency Deputy Director
6. Reddy Gurram, Sacramento IT Division Chief
7. Rae Hahn, LA DCFS

CalSAWS Governance

Operationalizing Principle #3: Data Access and Management

3. The State shall have access to client level data sufficient to support single state agency functions and program evaluation, including cross-program utilization, budget construction, and trends. State staff provided such access will be subject to the same confidentiality requirements as consortia and county staff. Plans for data exploration and dissemination will be coordinated through a Data Management Board comprised of state and county staff.

Overview

This paper provides further guidance and direction regarding state access to consortia data and the governance structure of the Data Management Board (Data Board). The purpose of the Data Board is to support data access, analysis, and dissemination of program information pertaining to clients served by SAWS within a collegial environment. Under this structure, designated State staff will have login capabilities to consortia dashboards; data warehouses, including analytical report editing and writing capability; including the ability to access client level data. Data accessed by state staff will be used for the purposes of program administration and to facilitate technical assistance support to the counties, where applicable. In general, SAWS data exploration is now open to authorized state users. However, dissemination of new findings, or state administrative actions based on new analysis of SAWS data, require prior notification to the Data Board. The commitments below provide more specific details. This paper is not intended to alter existing SAWS access agreements with State departments.

Commitments

- A. Data analysis governed by this process shall support program improvement for better client outcomes, consistent with the first principle of SAWS governance, namely: striving for excellence in service delivery for health and human services programs. All parties will strive for consensus when publishing new findings based on SAWS data.
- B. The state has no interest in, and will not use data for, evaluating county personnel management practices. This does not alter the State's ability to ensure proper program administration.
- C. In general, the state departments are able to use SAWS data to assist budget development, program evaluation, cross program utilization, caseload trends or other statewide issues without prior notification to the Board or the Technical Working Group (TWG), except as noted in D. State staff will document their methodology when analyzing data.
- D. The following situations require advance notification.
 1. New findings related to SAWS data analysis will be shared with the Data Board prior to external dissemination.
 2. When SAWS data analysis is being used to support an action by state departments, such as a new regulation or allocation system, the methodology of the supporting data analysis will be discussed in advance with the TWG.
 3. The State will notify the Data Board in advance of any proposed analysis that involves public county comparisons.

A More Streamlined Approach to Data Governance (7/2/18)

4. The State will notify the Data Board in advance of any analysis that involves accessing individual SAWS case files on a read-only basis.
5. The State will notify the Data Board in advance of any analysis that involves providing SAWS data to a third-party contractor/researcher or a department that does not administer SAWS supported programs, including the state auditor unless otherwise prohibited.
- E. For any sensitive inquiry, such as federal audit finding, allegation of fraud or county corrective action, the state will work directly with the relevant County Welfare Director on any necessary analysis, where appropriate.
- F. The Data Board shall conduct periodic reviews of this process and structure, and make any necessary adjustments, until at least one year after CalSAWS implementation, at which time the reviews may be discontinued if the Data Board concludes the process has achieved a steady state.
- G. The State is committed to working with state and federal control agencies, where applicable, to assist with requests for additional resources, substantiated by workload analyses, for the consortia to support this process, subject to budgetary approval.

Data Management Board Structure and Composition

- **Composition.** The Data Board will be comprised of the CHHS Agency Undersecretary, a directorate representative from CDSS, OSI, and DHCS, the consortia directors or designees, the CWDA executive director or designee, and five county human services directors selected by CWDA, with representation from each consortium.
- **Frequency.** The Data Board will meet monthly.
- **Role.** The primary role of the Data Board will be to discuss the conclusions derived from data analysis before they are published or acted upon, with the exception of confidential budget proposals. They will strive to work by consensus to resolve any disputes regarding conclusions drawn. The Data Board will govern external dissemination of findings. It will also, upon recommendation of the TWG, authorize login credentials and passwords to state staff needing such data access.

Technical Working Group (TWG)

- **Composition.** In general, the members of the technical working group will be comprised of researcher staff, and technical staff from CDSS, DHCS, OSI, counties and each consortia.
- **Frequency.** The working group will meet monthly in person, and by phone as needed.
- **Role.** The primary role of the TWG is to review notifications for new analysis to see if the proposed methodology is likely to provide answers to the research questions.
- **Duties.** The TWG will develop a template for making data analysis notifications. Upon receipt of individual notifications, the group will either validate the proposed inquiry or make recommendations for fixing the methodology if necessary.
- **Escalation option.** Members of the TWG may escalate notifications of new data requests and/or research projects to the Data Board if they are of a highly sensitive or controversial nature.

Strategic Engagement, Tracking, & Integration

Strategic Goals Overall

August 10, 2018


Strategic Goal Highlights:


- As recommended by CalWIN Reporting Executive Steering Committee the new Reporting Content Management Solution was approved (PPM#42366).
- Management Report (MR) Retirement PAT began meeting for Phase I – retire low use/low value reports. Phase II will retire corresponding extracts later this year.
- Business Intelligence Adoption/Self-Service PAT began meeting to work on report identification/development to use BI instead of MR.
- Standard Definition Project is wrapping up and once finalized will be shared with counties to plan coordination with CalSAWS and State Stakeholders.
- CalSAWS deliverables to be reviewed this month by Board and OPAC members.
- WCDS leadership working with CalACES leadership to provide recommended interim project and change governance.


Strategic Planning and Process:

- WCDS/HPE Strategic Goal teams are assessing 2019/20 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 updated
- 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 – 

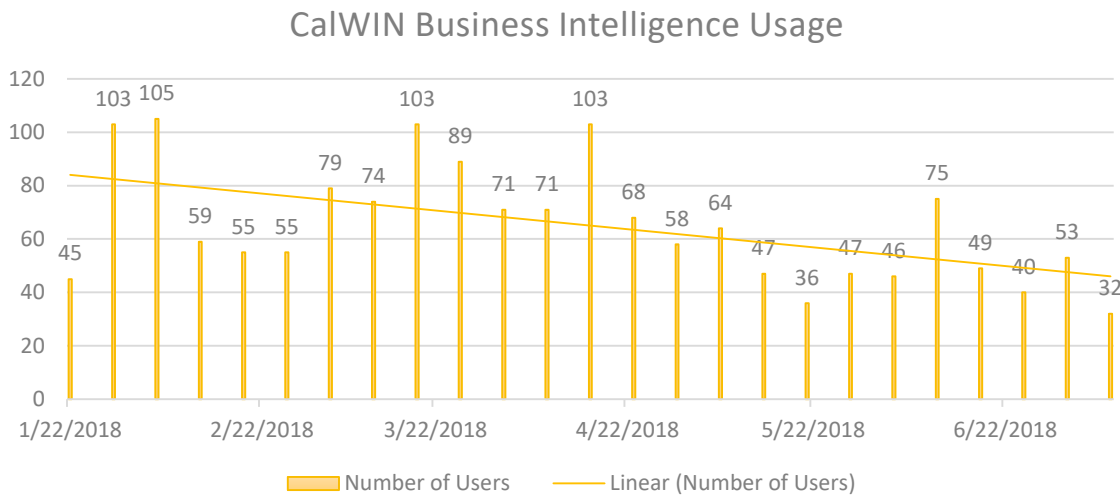
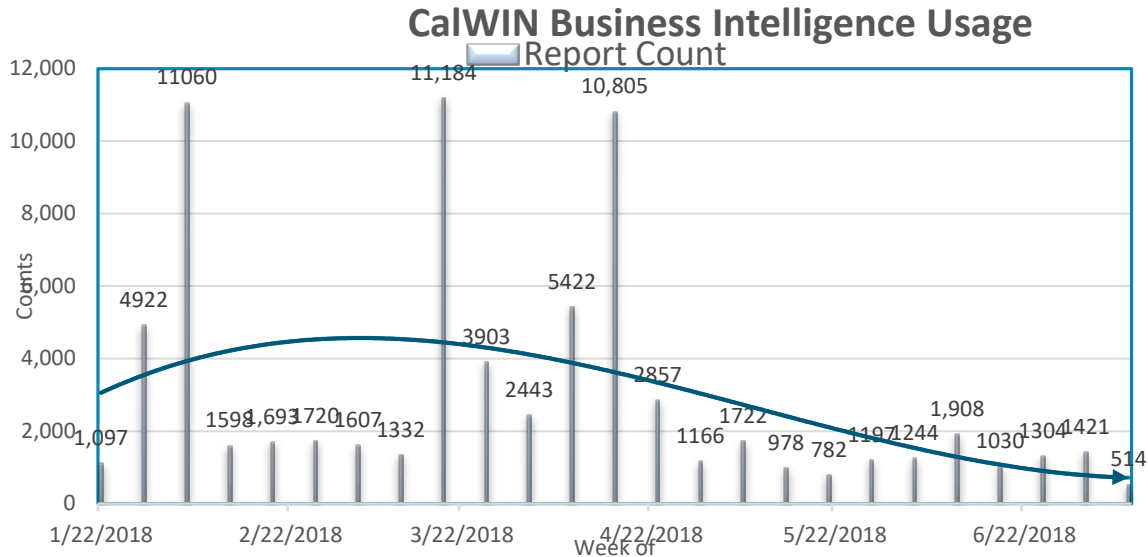
Currently only reporting on health of process and execution. Effectiveness and outcome of effort to be included in the future

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

Strategic Engagement, Tracking, & Integration

Business Intelligence Tracking

August 10, 2018



Business Intelligence (BI)

Monitor and Improve:

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

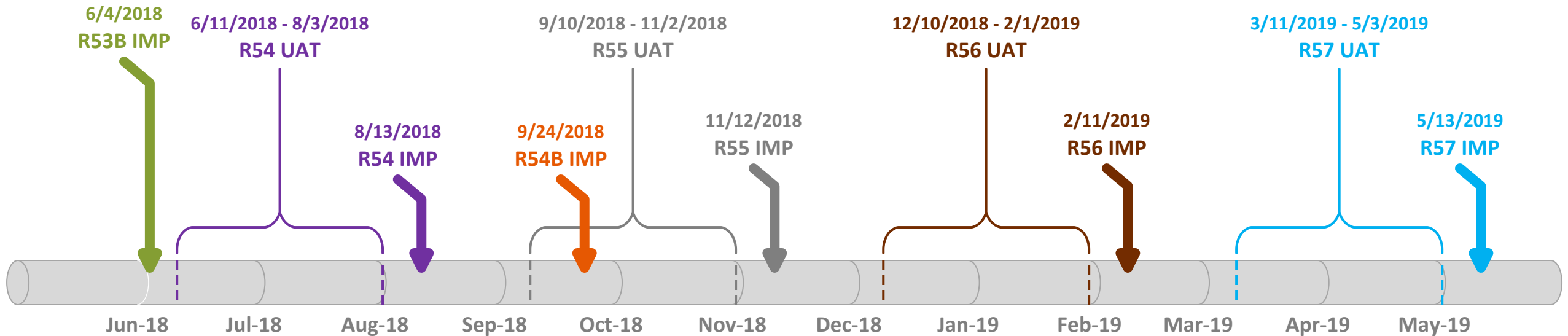
August Activities

- *Demo Central Data Definitions Repository*
- *Communicate initial MR Retirement Candidates*
- *Update BI Roadmap with Steering Committee*

September Activities

- *Plan Data Glossary Roll out to Stakeholders*
- *Begin MR Retirement of reports and extracts*

CalWIN Release Delivery Impact



R53B – 6/4/18 (6,839 Effort Hours*)	R54 – 8/13/18 (44,191 Effort Hours*)	R54B – 9/24/18 TBD	R55 – 11/12/18 (22,428 Effort Hours*)	R56 – 2/11/19 (18,552 Effort Hours*)	R57 – 5/13/19 (5,119 Effort Hours*)
<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 CW2219/CW2218 App for non-needy 43125 Add RRR's for Medi-Cal in MyBCW Portal 43152 Automation of CalWIN Correspondences for Appointment Scheduling 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 45762 Prorating SCI in FC 46241 CA 237 FC Phase - Report through BI Delivery 46539 ABAWD Part 1C 47411 ABAWD Notices 46760 Business Intelligence App Processing Timeliness 47391 Informatica tools (ex. PowerCenter) Upgrade 40058 Oracle 12C Upgrade 48324 Federal Mandate Language on SAWS sites 	<ul style="list-style-type: none"> 47516 CalHEERS Verification Caching Rules Update 	<ul style="list-style-type: none"> 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 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) 47507 Self Service Administrative Portal (44944) 	<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 47877 Attach Program Name to Case Updates Received in CalWIN from MyBCW (Proposal #44449) 47736 Statewide Fingerprint Imaging System (SFIS) Disabled 47761 CW Homeless Denial NOA Additional Reason 47870 Modify the eICT Document Upload process 47876 Add status to the Search IEVS Applicant Report window 47878 Last Payment Date of Ext FC 45567 CD SAC Appointment Scheduling & Case Commitment Interfaces 47536 CD SAC MyBCW Link 47971 CD YOL MyBCW Active Benefit Form 47802 CD SFO MyBCW One Cash Program 	<ul style="list-style-type: none"> 47830 ARC Updates with ACL 17-112 47917 CalWIN 2D Bar Codes Added to Correspondence (47190)

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