

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

Date: Friday, January 14, 2022	Location: Click here to join the meeting
Time: 12:00 P.M. to 2:00 P.M.	Conference Call: 1 323-886-6772 Conference ID: 669 384 391#

CONVENE MEETING OF THE WCDS SUBCOMMITTEE – Due to the COVID-19 pandemic, all scheduled items will be heard via webcast only to adhere to social distancing guidelines.

Or call in (audio only)

WCDS Subcommittee Members include the following:

County	Member	Attendance	Region
Alameda	Glenn Wallace	X	1
Alameda	Anissa Basoco-Villarreal	---	1
Contra Costa	Kathy Gallagher/Kathy Marsh acting	---	1
Contra Costa	Kelley Curtis	---	1
Fresno	Maria Aguirre	X	4
Orange	Debra Baetz	X	5
Placer	Greg Geisler	X	2
Sacramento	Ethan Dye	X	2
San Diego	Albert Banuelos for Rick Wanne	X	5
San Francisco	Trent Rhorer		1
San Francisco	Dan Kaplan		1
San Luis Obispo	Devin Drake		4
San Mateo	Ken Cole		1
San Mateo	Deanna Abrahamian (Co-Chair)	X	1
Santa Barbara	Daniel Nielson		5
Santa Clara	Robert Menicocci		1
Santa Clara	Angela Shing (Co-Chair)	X	1
Santa Cruz	Julia Sheehan for Randy Morris	X	1
Solano	Jerry Huber		1
Solano	Marla Stuart	X	1
Sonoma	Angela Struckmann	X	1
Tulare	Anita Ortiz		4
Tulare	Vienna Barnes		4
Ventura	Melissa Livingston	X	5
Yolo	Nolan Sullivan		2

PUBLIC SESSION

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

Topic	Lead
1. Call Meeting to Order	Deanna Abrahamian
Meeting called to order at 12:02pm.	
2. Roll Call and Confirmation of Quorum	Deanna Abrahamian
Quorum met.	
3. Public Comment	Deanna Abrahamian
Public opportunity to speak on any Item NOT on the Agenda. Public comments are limited to no more than three minutes per speaker, except that a speaker using a translator shall be allowed up to six minutes.	
Note: The public may also speak on any Item ON the Agenda by waiting until that item is read, then requesting recognition from the Co-Chair to speak.	
No comments or questions.	
Action Items	
4. Approval of the Minutes and review of the action items: 4.1 November 5, 2021, WCDS Subcommittee	Deanna Abrahamian
Motion to Approve First: Debra Baetz/Orange Second: Ethan Dye/Sacramento Vote: <ul style="list-style-type: none">• Yes (10) - Alameda, Orange, Placer, Sacramento, San Mateo, Santa Clara, Santa Cruz, Solano, Sonoma, Ventura• Abstain (2) – Fresno, San Diego• Not Present (6) - Contra Costa, San Francisco, San Luis Obispo, Santa Barbara, Tulare, Yolo.	
<i>Motion carried.</i>	
Informational Items	
5. WCDS Subcommittee JPA Board Members Update	Kathy Gallagher Debra Baetz Melissa Livingston
No updates.	
6. Stakeholder Updates	
<ul style="list-style-type: none">• CDSS (Ryan Gillette)	

Moving forward with contract as expected.

- DHCS (Katie Mead)

The Secretary of Health & Human Services extended PHE, likely for an additional 90 days. The specific end date was not included in the announcement. A 60-day notice will be issued by CMS to PHE.

The Older Californians Act provides full scope benefits for those aged 50 and older. It is still on target for May 2022 implementation. The first notice and FAQs are in review and will be posted. DHCS is incorporating stakeholder input on the eligibility and enrollment plan. DHCS has MEADL 21-18 which includes NOA translations published in September 2021. DHCS will be hosting advocate and county webinars from February through April.

Paper SS App Revision is under final edits by the Centers for Health Literacy this month. It will subsequently go through final approval within DHCS and Covered California and then submitted to CMS. Upon CMS approval, DHCS will translate into the 19 threshold languages and release the final paper.

- OSI (Steve Zaretsky)

OSI is coordinating the upcoming IAPDU with CalSAWS and federal partners. It is due to OSI by end of the month.

OSI continues to monitor project risks.

- CWDA (Christiana Smith)

The Governor's budget released on Monday 1/10/22. Specific to SAWS and CalWIN, there is not a lot sizeable new proposals with major automation impacts. There are items on the Medi-Cal side with coverage expansion and noticing impacts with premium reduction to zero. CWDA will engage SAWS and DHCS to ensure everyone is aligned on implementation dates, guidance, working through processes, etc.

No comments or questions.

7. CalSAWS Updates

7.1 Gantt Chart Review

Lisa Salas
Rachel Frey
Dawn Wilder

Slide 10 – Accenture reviewed activity highlights for the next quarter. The diamond graphics at top of timeline represent major activities for the CalSAWS system. The January system release deploys in 10 days. It is a big release containing a variety of policy and functional/feature changes. Upcoming releases will include GA/GR and fiscal changes. Converted data test has started; CalWIN data has been extracted, transformed and loaded into the test environment at CalSAWS. Additionally, Accenture is planning for UAT in late spring / summer and

targeted testing areas around interfaces with State partners and counties. Planning meetings are kicking-off with Wave 1 counties in readiness for interface testing this summer. Wave 1 cut-over is scheduled for October 2022.

Slide 11 – BenefitsCal Overview. Release 2.0, completed in December, added new functionality. Releases in April 2023 will complete the full complement of threshold languages along with allowing individuals to report around income reporting thresholds and get IRT information. In July 2023, Release 4 will round out the base set requirement changes and include enhancements for CBOs. Los Angeles goes-live in March 2022. CalWIN counties start to board next year.

Slide 12 – CalWIN OCM Overview. We are halfway through BPR/To-Be efforts with counties. The team is working on an internal communication plan (between project staff and counties) that is due this month. Also working on a series of change discussion guides to include county input. Logistical planning is underway for training. More implementation plan details will be provided at the January 27th JPA meeting.

Slide 13 – Central Print. Gainwell is completing performance verification and validation for Los Angeles and C-IV counties; print service has been successful. Contra Costa and Tulare have opted into Central Print. CalWIN's Wave 1 kick-off meeting was held yesterday. Gainwell is attaining Placer and Yolo counties' information such as specific processes from DFS. Contra Costa handled print in-house; meetings will be held with their staff to acquire their print information. Validation meetings for Placer, Yolo and Contra Costa will follow in March. Gainwell will work with counties' points of contact to work through the postage process. Everyone will have access to the portal. DFS is aware that counties will be transitioning to Central Print and the timeline. Please ensure your contract is extended past go-live; counties may cancel with a 30-day notice. If counties' cutover is delayed, DFS will not be firm about cutting service.

No comments/questions.

8. Conversion
8.1 Data Conversion

Paul Trisler
Michael Johnson
Keith Salas

Slide 15 – Data Conversion Overall Status. Slide shows the Conversion Team's progress for each workstream. Mapping and Development for CalWIN is in-progress and ongoing. All of CalSAWS' releases effect mapping requiring installation of the release updates. This applies to ancillary systems as well. Conversion System Testing of golden data sets is in progress through March 2022. Converted Data Testing started 11/1/2021. Case Review Report (renamed from EDBC Match) development started March 2021; the report provides the cases that

counties will be reviewing post-conversion. Conversion Reports review the number of cases received from CalWIN and CalSAWS to ensure balance. Mock Conversions are coming soon with Wave 1 planned for April 2022. Wave 1's cutover is set for October 2022.

8.2 Converted Data Testing

Slides 16 and 17 – Converted Data Testing Status. Testing is a 6-month effort (November – April). 1,890 test scripts have been created and reviewed by Consortium, Accenture and QA business analysts that will utilize the converted cases. The team has executed 3% of scripts of which 35% passed, 25% failed and 23% blocked. The team is resolving those that failed/blocked.

8.3 Converted Data Test Risk

Slide 18 – Converted Data Testing – Risk #263. The Team identified a high number of defects that are being tracked as they are resolved. There is a short runway to get into UAT by early summer. Weekly and bi-weekly meetings are held in support of this risk. Converted data goes to many testing areas. We need to resolve as many defects as possible. The defects are classified as either Priority 1, 2, 3 or 4. Priorities 1 and 2 indicate a user's inability to get through that step in the system. Priorities 3 and 4 indicate importance of the defect, but a user is still able to navigate. The objective is to resolve Priority 1 and 2 defects by end of CDT. The remaining 3 and 4 will be resolved by end of UAT. Additional mitigation updates will be shared at the General Membership meeting on 1/27.

No other comments/questions.

9. CalWIN Wave Go-Live Dates

Diane Alexander
Paul Trisler

Last Fall, the Project proposed 'end-of-the-month' Go-Live dates to OPAC. OPAC expressed conflict with existing county processes for some counties. The Project analyzed and determined alternate options. Next steps: The options will be discussed with OPAC at a high-level, then meetings will be setup with each individual wave to discuss pros and cons of each option and any county impacts to business processes. The counties in each wave need to agree on the chosen option. Meetings will be setup ASAP through the RMs and will include county (decision makers), Consortium, Accenture, Gainwell and Deloitte staff.

Question: Can Directors see the proposals? The information is technical, it does not address counties' business impacts. Date options being proposed are the 1) last weekend of month or 2) weekend prior.

Comment: Counties within a wave need to agree on the date selected to ensure alignment of batch jobs.

No other comments/questions.

10. CalWIN Implementation Support Services Update

Juli Baker
Duncan Gilliam
Nicole Williams
Cathryn Van Namen
Renee Carter

Slide 21 – Wave 1 Timeline. Slide provides the timeline for the BPR, OCM, Training and Implementation/Conversion workstreams. Still targeting end of October for Go-Live; the exact date is TBD pending further discussions. Project is on track.

Slide 23 – BPR: To-Be Status. The As-Is/Current State documentation for all 18 counties is done. To-Be/Future State processes for Waves 1 and 2 are complete. Wave 3 To-Be is almost complete; feedback is being incorporated into final flows. Wave 4 is well underway. Waves 5 and 6 are pending. All To-Be documentation is targeted for completion by June 2022.

Comment: To aid planning, all documentation is available for counties' reference. Subsequent counties are encouraged to keep abreast of prior counties' activities. Counties will be shown where to access documents.

Slide 25 - Change Readiness Assessment Survey Overview. The Wave 1 survey to assess communication effectiveness and measure user awareness was sent to 1,414 users November 15 – December 3. 701 complete responses were received. Results were analyzed and individual reports were developed that will be reviewed with each of the three counties. Recommendations will be made based on the feedback received.

Slide 26 – T-12 Wave 1, Change Curve Assessment. Results indicate that staff are aware the project is underway, and they are understanding the benefits of the transition. Positive results.

Slide 27 – Upcoming OCM Activities. The Change Network Champions for Waves 1 and 2 were sent the kick-off meeting invite for 1/19. Monthly communications to counties will begin early February 2022. Wave 1 Counties have been engaged on Change Discussion Guides. A CRFI will be issued for Wave 2 County Demographics for Readiness Surveys.

Slide 29 – Training, Learning Journey Map Demo. The team is developing the training process and building the instructor-led classroom curriculum which will be customized for each county. The Consortium Training Team is assisting.

Slide 30 – Training, Learning Journey Map Demo. The training approach will be different for CalWIN. It is a blended approach with web-based, instructor-led and practice labs training. A 10-minute video was played demonstrating the training roadmap and activities.

Slide 32 - Implementation Framework, Wave by Wave Implementation Schedule. See table with each wave's activity dates. Implementation POCs (IPOC) and alternates for each county were recruited in December 2021. IPOC's kick-off meeting is next week. Global IPOC meetings (by wave) will engage in March 2022. Each county will receive a specific workplan at T-12 months; example - Wave 2 will receive their workplan in February 2022. The Targeted Onsite Support Services (TOSS) Team, comprised of implementation team staff, will work side-by-side with IPOCs through migration. The County Readiness Checklist lists detailed tasks that counties must complete for Go-Live; each list will be a living document. The Implementation Readiness Packet + Dashboard will track each county's readiness. Each wave's specific Go-Live date will be determined and shared at a future meeting. Over-the-shoulder support, virtual support and a Command Center will be available for two months after each wave's Go-Live.

Slide 33 – IPOC's Roles and Responsibilities. IPOC's roles include Communicator, Informer, Tracker, Coordinator, Operational SME and Assistor for the next 10-12 months.

No comments/questions.

11. CalWIN/CalSAWS UAT Preparation Update

Rachel Hernandez for
Peggy Macias

Slide 35 – UAT CalWIN, Purpose. Focus is on specific functionality such as GA/GR. Lessons-learned from C-IV migration will be applied to CalWIN's UAT. During UAT validation, the project will be working with CalWIN's converted data.

Slide 36 – UAT Approach, Validating CalWIN Processes in CalSAWS. UAT for all 18 counties will occur at the same time.

Slide 37 – UAT Timeline, High-Level UAT Timeline and Activities. CalWIN UAT preparation is underway. Test scenarios are being developed; script development will follow through May. The environment is being setup. Application training for testers will occur between May through June 10th. UAT execution is divided into two groups (by function/programs).

Slide 38 – UAT Timeline, Where are we now. We are in test scenario development mode. CRFI sent to receive volunteers for test scenario reviews and script activities. The kick-off meeting with volunteers is set for 1/26.

Slide 39 – CRFI 21-075 CalSAWS CalWIN User Acceptance Test Scenario and Script Development, Results. 14 of 18 counties volunteered to participate. A coordinator will be appointed to disseminate and collect information. More information to come.

Slide 40 – UAT Preparation, Test Scenario and Script Development.

- January 26, 2022 - Counties participate in Kick-off for Test Scenario reviews and Test Scripts
- February 1 – March 4, 2022 - CalWIN Counties review, update, and add additional UAT scenarios through a CalWIN coordinator
- March 7- May 27, 2022 - CalSAWS Counties develop UAT scripts

Slide 41 – Regional and County Touchpoints. Several meetings have been held with counties relating to UAT activities and expectations. Project staff is participating in OPAC, WCDS Subcommittee and JPA meetings.

Slide 42 – Upcoming UAT Preparation for CalWIN. Training for testers is scheduled from May 2nd and June 10th and will encompass LMS training models specific to program and role (estimate 5 to 18 hours). Webinars with instructor and hands-on training will be provided.

Question: Who are the targeted staff to test? A CRFI will be sent in February to recruit testers; it is up to the county.

No other comments/questions.

12. CalSAWS Financial Update

Holly Murphy

Governor Newsom released the budget early this week. CalSAWS and CalWIN's primary budgets were fully funded for current and budget years. No changes were made to CalACES' funding for the current year. Two premise items will be addressed through the May Revise.

Slide 45 – SFY 21/22 Financial Dashboard. Reallocation updates continue. Reallocations cover C-IV gaps post go-live and other routine items. For CalSAWS, some projections were decreased based on actual trends. For CalWIN, savings were updated associated with CalHEERS; a significant amount remains for additional interface changes. For C-IV and LRS, all but two invoices are final; numbers are being reconciled now that the contract is closed.

Slide 46 – SFY 21/22 Consortium Personnel Budget & FTEs (Costs). Minor adjustments have been made since the last meeting.

Slide 47 - SFY 21/22 Consortium Personnel Budget & FTEs (FTE Counts). C-IV and LRS are now at zero since migration to CalSAWS. CalWIN's category remains.

Slide 48 – SFY 21/22 Change Budget. These costs associate with application maintenance changes/M&E hours. Savings for CalHEERS is reflected and C-IV's premise item is no longer applicable.

Slide 49 – SFY 21/22 Contract Obligations. There were a few liquidated damages for CalSAWS. There is some lag time between the performance month, the analysis and time remedies are finalized for CalSAWS and Hyland imaging solution; that should wrap soon. For contract credits, CalWIN's modification hours have been updated to include additional hours for migration projects.

Slide 50 – Change Notice Tracking. Slide reflects all the changes that have been approved through the December 2021 JPA meeting.

No comments/questions.

13. Policy Update

Lynn Bridwell

Slide 52 – Near Future Watch Items. Extension of Medical PHE is assumed to be another 90 days, into April. The Project is monitoring to ensure automation is put back in play once lifted and work efforts are coordinated with the State and counties.

Slide 53 - CalFresh Emergency Assistance Allotments. Slide shows the sizeable increase of benefits issues and cases worked. Despite automation, county staff are still needing to work diligently in order to keep up with the influx. The next issuance goes out tonight and will continue through 2022.

Slide 54 – Release Delivery Impact. We're in the midst of testing for Releases 68 and 68B; they are significant releases.

Action item: Lynn Bridwell to provide impact stats of CalFresh Emergency Assistance Allotments to OPAC and Angela Shing/Santa Clara as FYI and for advocates - breakdown by county, month and monthly overall average.

No other comments/questions.

14. CalSAWS General Membership Meeting: Thursday, January 27, 2022, 12:30pm to 4:30pm

John Boule

The migration vision will be reviewed at the JPA meeting.

Quorum is needed for action items, including the Administrative Budget.

This is a historic year; 2023 will be even more so. All staff are welcomed to attend. It is a public and recorded meeting.

No comments/questions.

15. Adjourn Meeting

Deanna Abrahamian

Adjourned 1:50pm

Next Meeting – March 18, 2022

Public Notice

As allowed by Governor Gavin Newsom’s Executive Order N-29-20 the following Brown Act provisions are **suspended** during the COVID-19/Coronavirus emergency:

- That the location from which each member participating via teleconference be noticed on the agenda for the meeting that member is participating via teleconference.
- That each teleconference location be open and accessible to any member of the public.
- That each teleconference location be equipped to allow comments from any member of the public wishing to make a public comment.
- That an agenda be posted at each teleconference location.
- That a quorum of members of the legislative body participate from teleconference locations within the local agency’s jurisdiction

The agenda and supporting documents are available for review via <http://www.calwin.org/bod.asp> and <https://www.calsaws.org/meetings/wcds-subcommittee/>.