

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

Date: Friday, July 8, 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: 416 484 486#

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	Region	Attendees
Alameda	Andrea Ford	1	X
Alameda	Anissa Basoco-Villarreal	1	
Alameda	Glenn Wallace	1	X
Contra Costa	Marla Stuart	1	X
Fresno	Sanja Bugay	4	
Orange	Debra Baetz	5	
Placer	Lisa Soto for Greg Geisler	2	X
Sacramento	Ethan Dye	2	X
San Diego	Albert Banuelos for Rick Wanne	5	X
San Francisco	Trent Rhorer	1	
San Francisco	Anna Pineda	1	X
San Luis Obispo	Devin Drake	4	
San Mateo	Ken Cole	1	
San Mateo	Deanna Abrahamian (Co-Chair)	1	X
Santa Barbara	Daniel Nielson	5	
Santa Clara	Robert Menicocci	1	
Santa Clara	Angela Shing (Co-Chair)	1	
Santa Cruz	Julia Sheehan for Randy Morris	1	X
Solano	Jerry Huber	1	
Solano	Kelly Curtis	1	X
Sonoma	Angela Struckmann	1	X
Tulare	Anita Ortiz	4	
Tulare	Vienna Barnes	4	
Ventura	Melissa Livingston	5	
Yolo	Tanya Provencher (Interim)	2	

PUBLIC SESSION

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

Topic

1. Call Meeting to Order - Anna Pineda

The meeting was called to order at 12:00 PM.

2. Roll Call and Confirmation of Quorum- Anna Pineda

See Attendance table.

3. Public Comment - Anna Pineda

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 questions/comments.

Action Items

4. Action Items
 - 4.1 Approval of the May 20, 2022, WCDS Subcommittee Meeting Minutes - Anna Pineda

Motion to Approve

First: Deanna Abrahamian, San Mateo

Seconded: Marla Stuart, Contra Costa

Vote:

- Yes – Alameda, Contra Costa, Placer, San Francisco, San Mateo, Santa Cruz, Sonoma
- Abstain – Sacramento, San Diego, Solano
- Not Present/No vote – Fresno, Orange, San Luis Obispo, Santa Barbara, Santa Clara, Tulare, Ventura, Yolo

Motion carried.

No questions/comments.

Informational Items

5. CaWIN Implementation Readiness & Milestones – Arnold Malvick and Rachel Frey

Slide 8 - Wave 1 Schedule Overview: UAT is being executed. The Project is currently prepping for training and managing change and technology components.

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Conversion processing continues. Configuration for Central Print is underway and County Data Validation is wrapping up. Interface testing continues with partners and the Project is preparing Contact Center for roll-out. Work and mapping for ad hoc and general reporting is ongoing. Process simulation is upcoming (July and August); mock conversion will follow to test timing to ensure we're within the 84- hour timeframe. Release 22.07 with GA/GR functionality is upcoming.

For OCM, Wave 1 T-6 survey results relating to change from a people perspective will be shared with the counties. Deloitte will work with counties on communications. The final survey will be circulated to counties in August to determine what needs to be completed in the last two months before Wave 1 Go-Live in October. Execution work for Change Discussion Guides starts next week, including supervisor/staff practice of guides. Training starts soon. For implementation, monitoring overall readiness continues. On the technical side, Placer's firewall replacement issue is being worked; when finished, connectivity will be tested. Production readiness work starts in July. In mid to late July, Helpdesk fulfiller training starts with stakeholder training in September.

Slide 9 - Wave 1 Readiness Overview: This slide tracks readiness; see columns for Readiness Area, Status, Category and Comments. For Contact Center and Imaging UAT, good progress is being made. Release 22.05 deployed; 22.07 and 22.09 are on track. All 18 counties are using the system for UAT and execution is going faster than scheduled. Interface partner testing is going well; no flags at this time. For conversion, golden data set runs continue. The team is focused on Priority 1 and 2 defects; Priority 3 and 4 defects are being scheduled. No technical issues are considered Red at this time because planning is in place. The first round of batch performance testing has been completed; results are within range. Online performance testing is progressing well.

Slide 10 - Wave 1 Readiness Overview: The Overall Training Plan is complete as is the instructor-led curriculum. Classroom setup needs to be established. Early training starts in just over a week. CDGs are a bit behind schedule but we are ramping up and managing. Communications is on track. BPR is complete for Wave 1. Process Simulation scenarios are determined for counties to execute to confirm performance. Configurations for Placer and Yolo have been defined/documented. Implementation efforts tie in with configurations. Support will be given 30 days pre and 60 days post Go-Live. The Implementation Plan is targeted for submission on July 15th. A defined model for providing post-implementation support is a bit behind.

Questions/Comments:

- What are mitigation plans for items running behind?
 - CDGs are now being executed; counties will have time to prepare for migration and the project is providing support.
 - Implementation Planning meetings are scheduled with all involved parties to gain agreements around pre and post Go-Live support and ensure that the resources needed are in place.
 - Per the CalSAWS Project Director, staff have been working on the issues without resolution then escalated to the highest level. Leadership has been

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working with the team/partners to move forward and mitigate. Report out will be given at future governance meetings.

- County staff are asking a lot of questions now; if Directors and Supervisors do not have answers, it creates anxiety for staff. The CDGs are needed now so questions can be managed.
 - Deloitte will provide CDGs and other materials to assist counties and answer questions.
 - The Project realizes that counties have different wants for onsite support; options will be made available.

Slide 11 - Wave 2-6 T-12 Schedule Overview: Lots of lessons-learned from Wave 1 will be applied to Waves 2-6. Working through test runs, data set creation, banner cases, giving direction to counties, etc. CRFIs have already been circulated to gather counties' technical requirements. The Project's goal is to provide counties sufficient lead time to make any Infrastructure adjustments needed, account for supply chain issues, factor in interfaces, integrate APIs, work with mock conversion results, clean-up work, etc. For OCM communications, readiness preparation begins one-year prior to implementation. Surveys will be sent periodically; results will help determine where to focus communications. The CDGs occur between T-8 and T-10 in preparation for training. Early training starts approximately T-7 or T-8. For Implementation, TOSS Teams will be monitoring counties' readiness. During the months close to Go-Live, service desk preparation takes place as does training for fulfillers and stakeholders.

No other questions/comments.

6. CalWIN Conversion Update – Keith Salas, Kristin Pepper

Slide 13 - Highlights from Mock Cutover 1 and County Data Validation (CDV): Mock cutover is defined as cross-over of teams and projects. Wave 1 Mock Cutover was executed in June and completed on June 15th. Mock cutover tests performance; the results determine what needs to be modified. Results will be presented next week. UAT has started. The next cutover effort begins early August.

Slide 14 - Highlights from Mock Cutover 1 and County Data Validation (CDV): This phase was completed last Friday. Contra Costa, Placer and Yolo participated in validating detailed self-paced scripts. Counties have access to their converted data and looked in the CalWIN and CalSAWS systems to identify any discrepancies. CDV occurs after mock cutover. 'Office Hours' were held each day to discuss/work counties' case review findings. Overall, 175 findings were discovered across the three counties; a few remain to address. An internal team triaged each finding and reported out at the end of each day. Just over 50% of findings worked as designed; 20% were duplicates; 20% are being processed; 10% went back to the Conversion Team. Defects are logged and routed through the Change Management Team and included in the Go-Live packet.

No questions/comments.

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7. CalWIN UAT Status Update – Rachel Hernandez

Slide 16 - County UAT Timeline: Refer to slide for Group 1 and 2 composition details. Group 1 UAT execution began June 27th. A couple Lobby Management and CAPI groups will continue through next week. Group 2 is currently completing their application training. Counties participated in GR script activities and completed the available templates that are now being reconciled. Group 2 UAT Execution Process Training will start July 20th with additional hands-on components included. Invites have been sent. Group 2 Execution commences July 25th. Group 1 Execution will conclude soon.

Slide 17 - County Group 1 UAT Participants: There are 121 participants for this work. Most program areas are a 4-week commitment. Defects have been low to date. A lot of learning opportunities have been identified.

Slide 18 - UAT Group 1 Execution Goals: The team exceeded their test goal of 108 scripts and executed 155. One of the best decisions / lessons-learned exercised was the recruitment of security administrators and setting up counties as they would be for Go-Live and allow exposure early on. Training covers Notice of Action functionality in both CW/CF and WTW and terminology. All day Zoom calls occur daily with teams collaborating within breakout rooms. All test findings are being logged and triaged daily. This week, the team surpassed its goal of executing 216 scenarios. For CAPI, participants are scheduled to test for two weeks. Request to extend Lobby Management testing a bit is pending approval.

Slide 19 - CalSAWS UAT: Script Execution: As of July 1st, 99 scenarios passed successfully. The failed scenarios mostly relate to script or training. Findings are being categorized for OCM, ISS and counties.

No questions/comments.

8. Update on Key Risks and Mitigation Plans – Arnold Malvick, Rachel Frey

Slide 21 – Risks Related to Project Readiness for CalWIN Cutover to CalSAWS:

- 258 – Mock Cutover 1 results for meeting the 84-hour window will be available in a week; all indicators that the timeframe will be met are positive.
- 263 – The Project is working on resolving the remaining P2 defect prior to Go-Live. P3 and P4 defects have been scheduled.
- 267 – GA/GR functionality is scheduled to implement with Release 22.07.
- 271 – This effort is trending to be on target therefore the risk is anticipated to be reduced.

Slide 22 – Risks Related to Project Readiness for CalWIN Cutover to CalSAWS:

- 272 – This risk relates to network connections into county data centers. If a county engages in any major activities within a year prior to their go-live, that opens a potential for risk in completing necessary connections in order to meet the project schedule.
 - 275 – Previously discussed.
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Slide 23 – Risks Related to Project Readiness for CalWIN Cutover to CalSAWS:

- 262 – Checklists and workplans are living documents; this risk continues to be monitored. A workplan was shared with counties for their understanding.
- 268 – This risk monitors all risks, collectively. As a good project management practice, a contingency plan has been created.

Slide 24 – Risks Related to Project Readiness for CalWIN Cutover to CalSAWS:

- 269 – Reporting is a critical function. The Project is monitoring this risk and readiness activities to ensure all is accomplished on time for a successful Go-Live.

Risk 278 is a newer risk and will track mitigation procedures for the Implementation Plan and pre- and post-implementation support.

Question/Comments:

- The criteria used for determining a risk is a mathematical formula; the result determines if it is a high, medium or low risk.

No other comments/questions.

9. CalWIN Implementation Go Live Governance - Yong Vangbliayang, Abby Darrah

Slide 26 - How we'll navigate to a 58-county system: There are a series of meetings on the path to Go-Live used to assess project/county readiness for cutover to CalSAWS.

Slide 27 - Go-Live Readiness Meetings – Overview: This slide provides an overview of all the meetings held to govern activities leading to Go-Live, the participants and the time of occurrence.

Slides 28 through 33 – These slides detail the Checkpoint Meetings scheduled with each of the 'groups' listed below, the participants, purpose, frequency, duration, materials shared and any resulting products. The slide focuses on Wave 1 and will be leveraged for future waves.

- County Readiness
- Project Readiness
- PSC, JPA, and JPA Member Rep
- OPAC and WCDS
- County Stakeholder
- State Stakeholder

Slide 34 - Pre-Green Light Meetings Starting at T-1M: These are internal project meetings that serve as dry runs for actual sessions.

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Slide 35 - Green Light Meetings Starting at T-1M: These meetings are held for CalSAWS, the State, OSI and CWDA to vote on readiness to deploy. County leadership may join as observers.

No questions/comments.

10. CalSAWS Financial Update – Holly Murphy

Slide 38 – SFY 2021/22 Financial Dashboard: This slide partially reflects actuals for May and June; we await incoming county claims to wrap-up the fiscal year. Savings are projected in the staff, travel, software, CalHEERS and some premise item categories. We expect to utilize 98% of overall funding.

Slide 39 – SFY 2021/22 Consortium Personnel Budget & FTEs: Numbers show savings in some staffing areas. We are wrapping up the last recruitment for BenefitsCal analysts and backfilling management positions. A new recruitment will be released next week for implementation coordinators and privacy and security resources under Technical and Operations team.

Slide 40 – SFY 2021/22 Change Budget: This slide breakdowns Application Maintenance / M&E Hours (change bucket). C-IV and LRS categories have been retired.

Slide 41 – SFY 2021/22 Contract Obligations: This slide tracks the LDs and specific SLAs. There are credits under the CalWIN contract for modification hours used for projects directly related to CalSAWS. It has been proposed to apply hours, along with utilizing CalSAWS funding, towards staffing / setting up a BenefitsCal Helpdesk to answer warm-transfer calls from counties and provide technical support (clearing a cache, linking cases, logging in...). Counties have expressed that they are currently unable to support these types of calls. This will be discussed further at JPA.

Slide 42 – SFY 2021/22 Change Notice Tracking: This table tracks change notices approved by the Board.

No questions/comments.

11. Policy Update – Lynn Bridwell

Slide 44 – CalWIN Release Delivery Impact: This slide details the upcoming projects to be released. Releases are getting smaller as we gear towards CalSAWS migration. Updates are provided at OPAC as to how changes are being adjusted and UAT modifications.

Slide 45 – 2022 May Revise and Legislative Items: May Revise and Legislative items are being tracked. Many counties are still questioning when changes will be implemented, however many items apply to future years. This slide shows what changes will be implemented in CalWIN and CalSAWS along with the projected release dates, and the changes that will continue to be monitored. Release timing is a collaborative effort with CalSAWS.

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No questions/comments.

12. Stakeholder Updates

- CDSS - No updates

- DHCS, Katie Mead
 - Any upcoming PHE developments will be shared with partners.

- OSI, Brandon Hansford
 - Approval from CMS and FNS has been received for the CalSAWS M&O RFP; the Consortium released the RFP on July 6th as planned.
 - LRS Amendment 30 and Deloitte Change Order 5 have been formally submitted this month for federal review; a walkthrough is scheduled for July 18th.
 - OSI is still working with CMS on the CalWIN June 2022 OAPDU.

- CWDA, Christiana Smith
 - CWDA posted their final budget update on www.cwda.org.

No questions/comments.

13. Adjourn Meeting – Anna Pineda

Meeting adjourned at 1:50 PM.

Next Meeting – September 16, 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/>.