

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

Date: Wednesday, November 13, 2019	Location: Library Galleria, 828 I Street, East Room Sacramento, CA 95814
Time: 3:00 P.M. to 5:00 P.M.	Conference Call: 1(888) 330-1716; 42206816

Attendance:

	County	Member	Location	Region
	Alameda	Lori Cox	2000 San Pablo Avenue Oakland, CA 94612	1
	Alameda	Carlos Sanchez	7751 Edgewater Drive, Oakland, CA 94621	1
X	Contra Costa	Kathy Gallagher	40 Douglas Drive, Martinez, CA 94553	1
X	Fresno	Delfino Neira	205 W. Pontiac, Clovis, CA 93612	4
X	Orange	Debra Baetz	500 N. State College Blvd., #100 Orange, CA 92868	5
X	Placer	Amanda Sharp	11512 B Ave, Auburn, CA 95603	2
X	Sacramento	Ann Edwards	1825 Bell Street, Suite 200, Sacramento, CA 95825	2
T	San Diego	Rick Wanne (Co-Chair)	1255 Imperial Ave. Suite 446, San Diego, CA 92101	5
	San Francisco	Trent Rhorer	170 Otis Street, 8th Floor, San Francisco, CA 94103	1
	San Francisco	Dan Kaplan	170 Otis Street, 8th Floor, San Francisco, CA 94103	1
	San Luis Obispo	Devin Drake	3433 S. Higuera Street, 3rd FL, San Luis Obispo, CA 93401	4
X	San Mateo	Deanna Abrahamian Clarisa Simon	1 Davis Drive, Belmont, CA 94002	1
	Santa Barbara	Daniel Nielson	2125 S. Centerpointe Parkway, Santa Maria, CA 93455	5
	Santa Clara	Robert Menicocci	333 W. Julian Street, 5th Floor, San Jose, CA 95110	1
X	Santa Clara	Umesh Pol (Co-Chair)	333 W. Julian Street, 5th Floor, San Jose, CA 95110	1
	Santa Cruz	Ellen Timberlake	1000 Emeline Avenue, Santa Cruz, CA 95060	1
	Solano	Jerry Huber	275 Beck Ave., Fairfield, CA 94533	1
X	Solano	Marla Stuart	275 Beck Ave., Fairfield, CA 94533	1
X	Sonoma	Karen Fies	3600 Westwind Blvd., Santa Rosa, CA 95403	1
	Tulare	Anita Ortiz	Government Plaza, 5957 South Mooney Boulevard, Visalia, CA 93277	4
T	Tulare	Vienna Barnes / Francena Martinez	Government Plaza, 5957 South Mooney Boulevard, Visalia, CA 93277	4
X	Ventura	Barry Zimmerman	855 Partridge Drive, Ventura, CA 93003	5
X	Yolo	Nolan Sullivan	25 N. Cottonwood Street, Woodland, CA 95695	2

3:00 P.M. – Convene Meeting of the WCDS Subcommittee

Topic

1. Call Meeting to Order (Co-Chairs)
 2. Roll Call and Confirmation of Quorum (Co-Chairs)
 3. Public Comment (Co-Chairs) – None
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Action Items

4. Approval of the Minutes of the:
 - a. August 9, 2019 WCDS Subcommittee (Co-Chairs)
 - Motion to Approve: Mandy Sharp/Placer motioned. Ann Edwards/ Sacramento seconded.
 - In favor: CCC, FRS, ORG, PLA, SAC, SMT, SCL, SOL, SON, VEN
 - Abstain: YOL (was not present for the 8/9/2019 meeting)
 - Motion carried.
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Discussion Items

5. Contract Reassignments Status (Holly Murphy)
 - a. Final signed documents for CSAC, DXC Technology, Infosys
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Contract reassignments for all counties have been finalized. The fully executed originals will be mailed to Counties for record; a scanned version will be emailed.

6. WCDS Subcommittee Future Meetings (Umesh/Rick)

See attached supporting document (Page 8). Update: The February 12th Save the Date has been canceled due to conflict with Lincoln's Day holiday.

With becoming a JPA, our governance model has changed, to include the CalSAWS JPA Board and PSC governing bodies that conduct their own meetings. The WCDS Subcommittee discussed its meeting structure moving forward. There is currently a monthly meeting schedule for 2020. The February and April dates conflict with JPA Board meetings and may be canceled dependent on current activities.

There is a JPA Board webcast meeting with all 58 counties on 1/24/2020 and a Strategic Planning Conference, to include the annual election of CalSAWS JPA Board and PSC members, from 6/24-6/26 (anticipated to be held in San Diego).

June 8-12 is Budget Hearing week for Counties. The WCDS Subcommittee is currently scheduled to meet on Fri 6/12. That could be canceled, dependent on current activities.

WCDS Subcommittee Meeting Structure - Proposed Options

- Move to a quarterly schedule
 - Keep the 2020 schedule as set and alter as appropriate as the month approaches - keep as scheduled, cancel or reschedule to align with another meeting Directors are attending.
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Topic

Any action taken around meetings would follow Brown Act protocols.

Comments

- All contract responsibilities are assigned to the JPA. The WCDS Subcommittee's function is to review product development of CalWIN. A quarterly schedule would give CalWIN staff more time to prepare updates and not overlap with CalSAWS meetings.

Next Steps

- Directors will discuss the schedule further at the 1/10/2020 meeting and formalize a plan.
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7. Draft WCDS Subcommittee Charter (Holly Murphy)
 - a. Review and discuss next steps

Action Item: CalWIN Directors will review the draft WCDS Subcommittee Charter and provide comments to Stacey.drohan@calwin.org by 12/13/2019.

It will be brought back to the January meeting as an action item for Approval. It is modeled after the PSC Charter.

8. CalWIN Financial Updates (Holly Murphy)
 - a. County support staff for DD&I

Refer to pages 12-17. Highlights:

- Page 13 – For CalWIN, we continue to trend below medial cost savings. Premise is over budget, but that is expected to resolve upon funding approval of the January 2020 budget.
- Page 16 – Liquidated damages cleared with the October invoice. For Hours and Credits, we carry a balance for Modernization.

Comments

- The CalHEERS Interface savings cannot be repurposed. There are strict guidelines around this.
- Provisional approval from CMS and FNS has been received for DD&I County support staff as requested in the IAPDU. CMS and FNS may still ask questions or provide comments, but the process is moving forward. Allocations are expected to be sent to Counties in a couple of weeks. There are some State conditions to follow. See pages 18-21 for DD&I County support staff breakdowns.
- Counties' size status – small, medium, large – is determined by "persons served" in that county.
- Relating to ancillaries, Counties determine how to commit the funds.

Questions / comments may always be directed to Holly.Murphy@CalWIN.org or the CalWIN Fiscal Team at WCDSAdmin@CalWIN.org.

9. CalSAWS Stakeholder Management Strategy (Umesh/Rick)
 - a. Strategy for engaging Unions
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Topic

- Need to strategize on how best to engage stakeholders at a county level, in particular labor partners, in relation to CalSAWS activities at this juncture.
- To date, the State and CalSAWS have made clear efforts in engaging SEIU on CalSAWS activities at a high-level. Counties currently work with their labor partners independently. A proposed concept is to collectively engage the larger locals of the state and offer coordinated education opportunities around anticipated workload increase, training, transition activities, etc.

Comments:

- Counties could share their practices on a centralized location for all to access – things that are, or are not, working.
- What is the State's approach in keeping their Chapters informed? The proposed concept could give Locals the perception that they have input into the development of the system. Local leaders do not seem to be informed about CalSAWS. Counties' should not be the conduit between the State association and Local Chapters. This could be discussed at the CalSAWS JPA Board Meeting.
- John Boule provided an overview of what has been done to date. Highlights:
 - SEIU has been actively and positively engaged at the onset of CalSAWS, including at regularly scheduled meetings and the creation of the new CalSAWS staffing model.
 - Communications/status updates are available through our website, CalSAWS Buzz newsletter, etc.
 - SEIU was consulted on Los Angeles County's upcoming automated assistance/bot technology pilot.
 - SEIU participated at the CWDA Conference.
- John will work with Directors on how the Project should engage with local labor then follow-up with the Statewide organization to make sure all are walking arm in arm.
- San Mateo County workers are represented by both AFSCME and SEIU. The same message should be delivered to both organizations. Workers are concerned about the future of their jobs.
- CalSAWS is not intended to take skilled workers' jobs; it supports the workforce.
- It would helpful to have a clear understanding of what level of direct input the larger state organizations/SEIU have in development. Questions at Orange County have not been about automation, but about impacts to workers - do I have to change my schedule, when is training, etc. It would be helpful to include them on the project timeline, opportunities for input, etc.
- In Contra Costa County, SEIU is messaging to staff that CalSAWS will be complex and will require more staff. Contra Costa is clarifying the differences between CalWIN and CalSAWS; functionality is not intended to be a big change.

Action Item: John Boule to put together a CalSAWS fact sheet (on what has been done, the development process, communication forums, who has been engaged) and present at the General Membership meeting on January 24th.

- Communication progress can be tracked at the JPA Board and WCDS Subcommittee meetings.

Presentation / Informational Items

Topic

10. Stakeholder Updates

- a. CDSS (T. Bland/R. Givon)
 - Not present.
 - b. DHCS (S. Williams/Y. Huang)
 - Not present.
 - c. OSI (K. Dudley/S. Zaretsky)
 - EBT National Convention was last week. California won an award for EBT Transition to the new contract, primarily for the expanded surcharge-free cash access. Wells Fargo and Bank of America are following suit nationwide.
 - d. CWDA (C. Smith)
 - No updates.
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11. SSA Security Evaluation Questionnaire (SEQ)

- a. CalWIN SSA SEQ Request (Henry Arcangel)
 - CalSAWS' SSA SEQ was approved on 10/3.
 - CalWIN submitted its request to OSI, CDSS & DHCS. The next step is to meet with them on 11/22 to discuss.
 - b. Opportunities (Dawn Wilder)
 - No intent to move CalWIN proper to cloud.
 - Intention is efficiency. (Example: To configure and test upgrades used within the CalWIN system. See slide for details.)
 - Considerations are/were vetted through the Strategic Architecture Committee (comprised of CalWIN County representation) and approved by the WCDS Executive Director.
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12. M&O Application and Operations Update (Lynn Bridwell)

- a. Operational Issues
 - b. CalWIN Release Schedule
 - Sonoma County – Kincaid Fire:
 - Sincere appreciation was given to Contra Costa, Sacramento and San Diego Counties for providing Sonoma support during the Kincaid Fire.
 - Activated a toll-free line.
 - Initiated Round Robin functionality.
 - 413 calls re-routed to supporting counties over three days (10/30-11/1).
 - Supporting Counties provided dedicated staff to support calls and customer inquiries/applications.
 - Magi Auto-Renewals:
 - Continue to work with all partners towards a resolution.
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Topic

- o December packets have gone out for CalWIN Counties; looking at what can be done to support counties.
 - o Currently monitoring a fix implemented for the January renewal.
 - CalFresh Replacements – Outages:
 - o 57 zip codes impacted (10/9 outage)
 - o Over \$1MM in replacement benefits issued.
 - o Over 8K cases impacted.
 - o For November, working with CDSS on the 10/23 outage.
 - o Mass replacements can only be issued 1x / month.
 - Disaster CalFresh – Is not going to occur. No Federal approval.
 - CalWORKs ACWDL:
 - o As a result of fires, if a CalWORKs person goes to another county, they will receive support.
 - Release Schedule Update
 - o Release 59 just implemented; no major issues reported
 - o Gearing up for next UAT cycle in three weeks for R60/60B
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13. CalWIN and CalSAWS Staffing (Holly Murphy)

- a. CalWIN Transition complete (Org Chart)
 - b. CalSAWS Recruitment
- Slide 33 shows the current CalWIN staff org chart, after many staff have transitioned to CalSAWS. Staff highlighted in green are a shared resource between CalWIN and CalSAWS. We are letting things settle before determining if additional resources are needed. All RMs listed are from CalWIN Counties and know CalWIN processes, tools, etc.
 - Slide 34 shows the CalSAWS Consortium Project Team. The 'orange boxes' indicate recruitments underway.
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Functional Design Sessions Outcomes (Henry Arcangel) - See slides 37-43.

- a. Imaging Assessment
 - No decisions around imaging solutions have been made to date. Recommendations will be discussed at the upcoming JPA Board meeting on 11/15. Accepted recommendations will be submitted to OSI for review; federal review would follow. We would need to reconcile with our budget. Ideally the centralized imaging solution would start in early 2020.
 - b. GA/GR Update
 - c. Task Management Update
 - d. Non-State Forms Update
 - e. APIs Update
 - f. Functional Design Session Roadmap
- The functional design sessions for items b-e above are complete. The requirements are going through technical and functional solutioning.
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Topic

- All of that work is being vetted and integration into the current schedule is being determined – package the scope, schedule, cost for State review.
 - A roadmap of activities will be drafted (what is needed and what is expected).
 - Any contract amendment will require a schedule and budget.
 - Staff did an excellent job at the sessions.
 - For GA/GR, DXC is meeting with counties individually on their current functionality, process, notifications and usage. Plan to meet with all counties by February 2020.
 - McKinsey is taking a third-party, independent evaluation at all items.
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14. CalSAWS Procurement Updates (Rodain Soto)

- a. Portal/Mobile RFP Timeline
- b. CalWIN OCM & Training RFP Timeline

- See Slides 45, 46 and 47 for scope and timeline of activities.
 - For OCM, the RFP has been submitted for federal review.
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15. CalSAWS LRS to the Cloud (John Boule)

- a. Status Update
- b. LRS Release 19.11

- Moving LRS to the AWS cloud was a monumental feat/milestone and achieved on time.
 - Poor system performance was experienced for 2-1/2 days; all issues were remediated. Clients were not adversely impacted. Staff worked tirelessly.
 - The security stack for active directory was on premise and not in the Cloud. This caused a lot of traffic which contributed to issues. The system was slow and kicking users out. Issue was remediated.
 - The root cause is still being investigated; cannot replicate the issue.
 - How to maintain the active directory for all 58 counties is being examined.
 - Lessons-learned will be applied towards CalWIN's move.
 - CalSAWS' first release into LA production is coming up. Testing is going well.
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16. CalSAWS DD&I

- a. Release Schedule (Jo Anne Osborn)

- Releases DD&I – Eight Releases combined with M&O
 - 19.11 (R1) November 25, 2019
 - 20.01 (R2) January 27, 2020
 - 20.03 (R3) March 23
 - 20.05 (R4) May 18
 - 20.07 (R5) July 20
 - 20.09 (R6) September 21
 - 20.11 (R7) November 23
 - 21.01 (R8) January 2021
 - CalSAWS' first release is on 11/25, in the middle of county validations. All is going well at 68% complete. Consortium and vendor system testing are 98% complete. The last of defects were delivered and will be tested by end of this week.
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Topic

- CalWIN releases are quarterly whereas the above releases are bi-monthly, alternating between technical and functional.
 - See Slide 54 showing timeline for: Design/build/test, Additional Scope from Functional Design Sessions, Analytics and Other Consortium activities.
 - We have an Information Security Office onboard to ensure privacy/security agreements, etc.
- b. Sandbox Environment (John Boule)
- Scope / details are forthcoming at the PSC meeting.
 - It is not a training environment.
 - Soft launch will be available to Counties starting in December. It will contain LRS masked data.

17. Adjourn Meeting - Meeting adjourned at 2:25pm.

ACTION ITEMS

ID	Open Date	Description of Action Item	Assigned	Due	Closed Date
106	8/9/19	WCDS Subcommittee project charter will go out as an informational item in the next meeting. <ul style="list-style-type: none"> • Presented to Directors at the 11/13/2019 meeting with request for comments by Friday, 12/12. Close. See ID 110 for next steps. 	Diane Alexander	11/13/2019	11/13/2019
107	8/9/19	Update on CalWIN SSA SEQ Request <ul style="list-style-type: none"> • Provided at 11/13/2019 meeting. Close. 	Diane Alexander	11/13/2019	11/13/2019
108	8/9/19	Counties have requested an official logo for CalSAWS Project. <ul style="list-style-type: none"> • In progress. 	John Boule	11/13/2019	
110	11/13/2019	Review the draft WCDS Subcommittee Charter and provide comments to Stacey.drohan@calwin.org by 12/13/2019.	CalWIN Directors	12/13/2019	
111	11/13/2019	Develop a CalSAWS fact sheet (on what has been done, the development process, communication forums, who has been engaged) and present at the General Membership meeting on January 24 th .	John Boule	1/24/2020	