

OPEN SESSION



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

Friday, January 15, 2016
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, January 15, 2016
Time: 12:00 PM to 2:00 PM
Location: Library Galleria, East Room, 828 I Street, Sacramento, California 95814
Dial-in: (888) 330-1716; Access Code: 8763229, Host (WCDS): 001061 **Open Session Only**

Attendees:	<i>County Directors and/or Delegates</i>	<i>CWDA</i>
	Alameda, Lori Cox	Christiana Smith
	Alameda, Don Edwards	
	Contra Costa, Kathy Gallagher	<i>First Data Staff</i>
	Fresno, Delfino Neira	Diane Alexander
	Orange, Mike Ryan	Karen Tinucci
	Placer, Linda Patterson	
	Sacramento, Ann Edwards (Co-Chair)	<i>Hewlett Packard Enterprise</i>
	San Diego, Rick Wanne	Chris Van Vlack
	San Francisco, Dan Kalamaras	
	San Francisco, Trent Rhorer	
	San Luis Obispo, Lee Collins	
	San Luis Obispo, Kevin Smith	<i>OSI</i>
	San Mateo, Iliana Rodriguez	Kristine Dudley
	Santa Barbara, Daniel Nielson	Kurtis Knapp
	Santa Clara, Robert Menicocci	
	Santa Clara, Umesh Pol	<i>WCDS Staff</i>
	Santa Cruz, Cecilia Espinola	Lynn Bridwell
	Solano, Angela Shing	Stacey Drohan
	Sonoma, Jerry Dunn	Sheila Lossner
	Tulare, Juliet Webb	Steve Maciel
	Ventura, Barry Zimmerman (Co-Chair)	Jo Anne Osborn
	Yolo, Nancy O'Hara	Hali Reyes
		Rodain Soto

OPEN SESSION

- 12:00 **1. Call Meeting to Order by WCDS Co-Chair and Introductions** (*Ann Edwards*)
- 12:05 **2. Agenda Review and Comments by WCDS Co-Chair** (*Ann Edwards*)
- 12:06 **3. Meeting Minutes Approval Items** (*Ann Edwards*)
 - 3.1 Board of Directors' Draft Meeting Minutes, 11/13/15 – Attachment 3.1



- 12:10 **4. SAWS Updates** (*Kristine Dudley*)
4.1 SAWS Executive Steering Committee Meeting Update
4.2 Staffing Review
- 12:20 **5. Approval / Decision / Action Item(s)**
5.1 Approve New Policy as Recommended by OPAC for Flexible Delivery Alternatives of the Statement of Facts and CalWIN Standardization – Attachment 5.1 (*Lynn Bridwell*)
5.2 Decision – February 12, 2016 WCDS Board Meeting, Conflicts with Lincoln's Day Holiday – Continue as scheduled, Cancel or Reschedule – Attachment 5.2 (*Ann Edwards*)
- 6. Discussion Item(s) - None**
- 12:35 **7. Hewlett Packard Enterprise (HPE) Updates** (*Chris Van Vlack*)
7.1 Strategic Updates
7.2 Operational Updates
7.2.1 Client Correspondence – Attachment 7.2.1
7.2.2 Operational Excellence (Informational) – Attachment 7.2.2
- 12:50 **8. Portfolio Review**
8.1 Strategic Updates - Attachment 8.1 (*Rodain Soto*)
- 1:05 **9. Informational Item(s)**
9.1 Business Intelligence / Advanced Analytics Presentation for CDSS Update (*Ann Edwards, Barry Zimmerman, Hali Reyes*)
9.2 Child Support Services Staff Access to CalWIN – Attachments 9.2 (*Lynn Bridwell*)
- 1:20 **10. Open Session Adjournment by Co-Chair** (*Ann Edwards*)

CLOSED SESSION

- 1:25 **11. CWDA Update** (*Christiana Smith*)
- 1:35 **12. Approval / Decision / Action Item(s)**
12.1 A-87 Funding – Attachment 12.1 (*Hali Reyes*)
12.1.1 Advanced Analytics – Attachment 12.1.1
12.1.2 Portal / Mobile App – Attachment 12.1.2
- 1:45 **13. Discussion**
13.1 Foster Care Eligibility Determination (FCED) Estimate Request – Attachments 13.1 (*Hali Reyes*)
- 1:55 **14. Informational Item(s)**
14.1 WCDS Updates – Attachment 14.1 (*Hali Reyes*)



2:00 **15. Closed Session Adjournment and Next Meetings** (*Ann Edwards*)

15.1 Board & Other Meetings Schedule

- Board of Directors Meeting, 2/12/16, Library Galleria, Sacramento (*Note: May be canceled or rescheduled*)

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 2016 are as follows: January 15, February 12, March 11, April 15, May 13, June 10, August 12, September 9 and November 18; 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. Materials that are not posted are available for public inspection between 8:00 A.M. and 5:00 P.M., Monday through Friday, at 8000 Foothills Boulevard, 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 8000 Foothills Boulevard, 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 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 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, November 13, 2015
Time: 12:00 PM to 2:00 PM
Location: Library Galleria, East Room, 828 I Street, Sacramento, California 95814
Dial-in: (888) 330-1716; Access Code: 8763229, Host (WCDS): 001061 **Open Session Only**

Attendees:	<i>County Directors and/or Delegates</i>		<i>CWDA</i>	
	Alameda, Lori Cox		Christiana Smith	X
	Alameda, Don Edwards	X		
	Contra Costa, Kathy Gallagher	X	<i>First Data Staff</i>	
	Fresno, Delfino Neira	X	Diane Alexander	
	Orange, Grady Howe for Mike Ryan	T	Karen Tinucci	X
	Placer, Linda Patterson	X		
	Sacramento, Ann Edwards (Co-Chair)	X	<i>Hewlett Packard Enterprise</i>	
	San Diego, Rick Wanne	X	Jeff Archie	X
	San Francisco, Dan Kalamaras	X	Jung Kim	X
	San Francisco, Trent Rhorer		Chris Van Vlack	X
	San Luis Obispo, Lee Collins			
	San Luis Obispo, Kevin Smith	T	<i>OPAC Chairs</i>	
	San Mateo, Iliana Rodriguez	X	Santa Clara, Victoria Tran	T
	Santa Barbara, Daniel Nielson	T	Sonoma, Lis Barca	T
	Santa Clara, Robert Menicocci			
	Santa Clara, Umesh Pol	X	<i>OSI</i>	
	Santa Cruz, Cecilia Espinola		Kristine Dudley	X
	Solano, Angela Shing	X	Kurtis Knapp	
	Sonoma, Lis Barca for Jerry Dunn	T		
	Tulare, Francena Martinez and Vienna Barnes for Juliet Webb	X	<i>WCDS Staff</i>	
	Ventura, Barry Zimmerman (Co-Chair)	X	Lynn Bridwell	X
	Yolo, Nancy O'Hara		Stacey Drohan	X
			Michael Jahangiri	X
			Sheila Lossner	X
			Steve Maciel	X
			Jo Anne Osborn	X
			Hali Reyes	X
			Rodain Soto	X



OPEN SESSION

1. Call Meeting to Order by WCDS Co-Chair and Introductions *(Barry Zimmerman)*

The Chair called the meeting to order at 12:07pm.

2. Agenda Review and Comments by WCDS Co-Chair *(Barry Zimmerman)*

No comments.

3. Meeting Minutes Approval Items *(Barry Zimmerman)*

3.1 Board of Directors' Draft Meeting Minutes, 9/11/15 - Attachment 3.1

Motion: Umesh Pol/Santa Clara motioned to approve the Board of Directors' meeting minutes of 9/11/15 as written. Kathy Gallagher/Contra Costa seconded. All in favor. Motion carried.

4. SAWS Updates *(Kristine Dudley)*

4.1 SAWS Executive Steering Committee Meeting Update

CalHEERS: R16.2 is coming up. Discussed recommendation to delay its implementation (from February 22nd to March 2nd). CWDA and SAWS support that recommendation. R16.4 is scheduled for April. The scope is being defined. Requirements for R16.7 were 'looked at' earlier this week. Planning timelines for future releases is underway.

Cynthia Hayden Tocher is leaving CalHEERS and joining OSI as a Deputy Director. Peter Kelley has been promoted to Deputy Director as well.

LRS: LRS is now 6 weeks post go-live. They are managing more cases than anticipated and are experiencing some challenges, but are doing well. LRS is evaluating their roll-out schedule based on lessons learned.

Migration: Side-by-side comparisons of the LRS pilot and C-IV's current production are taking place to develop a statement of work.

Master Change document: There is progress with the development of one master document that shows all changes and major system activities Consortia-wide to provide a whole view of workload and timelines to aid planning.

4.2 Staffing Review

OSI is working on a staffing review consortia-wide. OSI acknowledges that Consortia needs more staff.



5. Decision / Action Item(s)

5.1 Approve OPAC Bylaws – Attachment 5.1 (*Lynn Bridwell*)

Motion: *Dan Kalamaras/San Francisco motioned to approve the OPAC Bylaws as presented. Don Edwards/Alameda seconded. All in favor. Motion carried.*

6. Discussion Item(s) – None

7. Hewlett Packard Enterprise (HPE) Updates

7.1 Strategic Updates – Attachment 7.1 (*Jung Kim, Rodain Soto, Chris Van Vlack*)

- Business Intelligence
- Advanced Analytics

Jung Kim/HPE provided a Vision & Status update of WCDS Analytics. There are three data solutions: CIS (De-centralized/County Level), BI (Centralized/Intra-Consortium) and Advanced Analytics (Centralized/Inter-Consortium). See slide presentation. All counties will be live with CIS by end of year.

BI is a 36-month project; the second increment of Phase 1 was just delivered and includes more dashboards and direct access for Counties. Increment 3 will be delivered in Feb/Mar 2016. WCDS visited counties to see what they are doing and gain feedback for our products. BI was designed with counties and the BI Steering Committee which includes County reps. WCDS will continue roadshows to gain feedback. A demo of BI, using masked data (not CalWIN data), was shared.

Comments:

- BI provides Consortium-wide and individual county information.
- Access info and instructions will be shared with Directors early next week.
- Super user training will be provided in spring.
- Advanced Analytics training will also be provided on concepts and tools.

7.2 Operational Updates (*Jeff Archie, Chris Van Vlack*)

7.2.1 CalWIN Outage, 11/3/15 – Attachment 7.2.1

See attachment for more detail. On the morning of 11/3, multiple counties began experiencing a variety of CalWIN issues which were all related to a system issue on the production server. HP performed a reboot to resolve; service was fully restored just after noon. A Root Cause Analysis is underway.

HPE is improving communications and researching the root cause. Tools will be added in the spring to help identify potential issues ahead of time and HP is also looking at architectures to ensure failovers in all areas.



7.2.2 (CalWIN) Environment Performance: Training and UAT – Attachment 7.2.2

See attachment for more detail. There have been slow downs for various reasons which have impacted training and UAT. HPE flattened the network in the two environments to address the performance issues.

Concerns were expressed around the lack of testing time, communications and Exstream.

HPE is working on near-term solutions and improving CC items. The Roseville site (Leadership) is meeting on Exstream every week to provide oversight.

7.2.3 Client Correspondence Production and UAT – Attachment 7.2.3

See attached. No further discussion.

7.3 Informational Update (*Chris Van Vlack*)

7.3.1 Hewlett Packard Enterprise – Attachments 7.3.1

See attached. HP separated into two companies – Hewlett Packard Enterprise and HP, Inc. WCDS is contracted with HPE. Meg Whitman is the CEO of HPE.

8. Portfolio Review

8.1 Strategic Updates - Attachment 8.1 (*Rodain Soto*)

Refer to attachment. To highlight:

- Data Governance – WCDS is formalizing who has access and how and will present the structure model to OPAC and BOD for approval.
- Advanced Analytics – Training sessions (Analytics 101) with Counties will be conducted next week. Other trainings will be provided at the technical and business case levels.
- Journey Mapping – Proposed changes/enhancements for core CalWIN and MyBCW were received from counties; OPAC is prioritizing the items based on benefit, need and cost/value.

9. Informational Item(s) - None

10. Open Session Adjournment by Co-Chair (*Barry Zimmerman*)

Open Session concluded at 1:35pm.



CLOSED SESSION

11. Approve - None

12. Informational Item(s)

12.1 Code for America (*Hali Reyes*)

No action.

12.2 WCDS Updates – Attachment 12.2 (*Hali Reyes*)

No action.

13. Closed Session Adjournment and Next Meetings (*Barry Zimmerman*)

13.1 Board & Other Meetings Schedule

- Board of Directors Meeting, 1/15/16, Library Galleria, Sacramento

Meeting adjourned at 2:20pm.



WCDS Board of Directors Approval Item

Meeting Date: Friday, January 15, 2016
Subject: Approve New Policy as Recommended by OPAC for Flexible Delivery Alternatives of the Statement of Facts and CalWIN Standardization
Presenter: Lynn Bridwell

Approval Item

Approve OPAC's recommendation to adopt a new policy and CalWIN standardization that will mean all Statement of Facts documents currently delivered in 'silent mode' will be available to preview on the screen before printing and will also potentially be available for delivery to the customer via MyBCW.

Supporting Information

Objective – Sacramento County asked the Operations and Policy Advisory Committee to agree to a policy which allows for flexible delivery alternatives for the Statement of Facts (SAWS2Plus) at the time of an interview. The purpose of this policy is to utilize technology that is considered to be commonly available for delivery to the customer.

Sacramento is particularly interested in minimizing the need for the use of paper in the office as well as for customers to come into bureau lobbies. Electronic documents will minimize the need for printing and postage to send documents to customers as well as scanning and document management time when an item is returned. Sacramento's interest started with the Statement of Facts (aka Saws2Plus); however, changing the policy for one document will effectively change it for all of CalWIN.

Sacramento County has initiated a project to provide the Statement of Facts to customers via MyBCW after a telephone interview has been conducted. The county also wants to be able to offer an electronic signature option to clients in the office using a signature pad type of equipment. CalWIN has deliberate and intentional programming to only allow the Statement of Facts to be delivered to a physical printer after the application is completed by a worker. A de facto policy has been created that needs to be addressed for the Sacramento project to proceed.

Adoption of the new policy and CalWIN standardization will mean that all documents currently delivered in 'silent mode' will be available to preview on the screen before printing and will also potentially be available for delivery to the customer via MyBCW.

Current Business Process –

1. In the office the worker completes the interview and is ready for the customer to sign the Statement of Facts (SOF).



2. Worker prints the SOF, retrieves the printout, and reviews the information with the customer.
3. Customer signs the SOF.
4. Document is copied and one copy goes to customer, one goes to the county.
5. County sends the document to the Imaging bureau where it is scanned into the Imaging repository and after an appropriate period of time the original document is shredded

Potential Future Business Process –

Interview in the office

- In the office, the worker completes the interview and is ready for the customer to sign the Statement of Facts (SOF).
- Worker displays the SOF on the screen for the customer to read and review.
- Customer agrees with the information documented on the SOF.
- Customer electronically signs the form using the signature pad in the County office.
- The worker has the ability to print the signed document at a later time.

Due to the nature of the private and personal information available on the Statement of Facts, a second layer of security authentication will be added for the customer to have access to the document on MyBCW.

Interview over the phone

1. The worker completes the interview over the phone and is ready for the customer to sign the Statement of Facts (SOF).
2. Customer requests form to be delivered via MyBCW for signature.
3. Worker forwards the SOF to MyBCW and provides second security authentication information to the customer.
4. Customer accesses the Statement of Facts using MyBCW.
5. Customer agrees with the information documented on the SOF.
6. Customer electronically signs the form using the signature fields in MyBCW.
7. Completed document is returned to CalWIN.
8. Customer has the ability to print the signed document at a later time in MyBCW.

In the office, Leader (and LRS) function the same way as CalWIN with restrictions on the ability to view before printing for certain forms. C-IV allows the worker to view (and save) the SOF before it is printed.

Recommendation

Adoption of the new policy and CalWIN standardization will mean that all documents currently delivered in 'silent mode' will be available to preview on the screen before printing and will also potentially be available for delivery to the customer via MyBCW.

- Add a second layer of security authentication for the customer to have access to the document on MyBCW.



-
- Make statement of facts (SOF) viewable for customer to read and review on screen, then electronically sign the form using the signature pad in the County office.
 - SOF available for customer to electronically sign the form using the signature fields in MyBCW, and completed document is returned to CalWIN.

Decision Made



WCDS Board of Directors Decision Item

Meeting Date: Friday, January 15, 2016
Subject: Decision – February 12, 2016 WCDS Board Meeting, Conflicts with Lincoln’s Day Holiday – Continue as scheduled, Cancel or Reschedule
Presenter: Ann Edwards

Decision Item

The February 12, 2016 Board meeting conflicts with Lincoln’s Day holiday which is observed by seven counties and WCDS. WCDS seeks direction as to how to proceed with this meeting – cancel, continue as scheduled or reschedule.

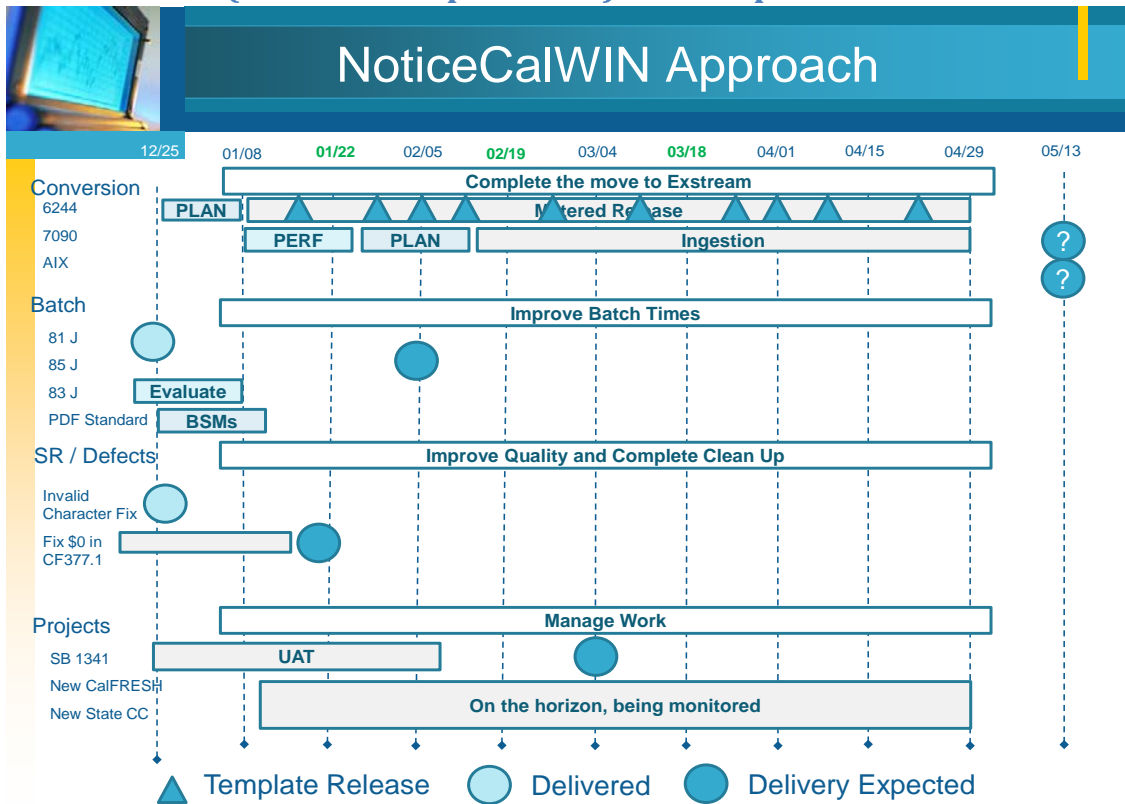
Supporting Information

The February 12, 2016 Board of Directors’ meeting conflicts with the Lincoln’s Day holiday. Seven Counties and WCDS observe this holiday (see below table). CWDA has confirmed that their meetings will continue as scheduled that week. The Board is requested to determine how to proceed with its February meeting. Options are to cancel, continue as scheduled with WCDS, First Data and HPE staff present or reschedule. Note: The following Monday, February 15, 2016 is also a holiday (President’s Day) for *all* Counties.

Lincoln’s Day

CalWIN Agencies/Counties that <i>will</i> Observe Holiday	ALA, ORG, PLA, SAC, SLO, SOL, SON, WCDS
CalWIN Agencies/Counties that <i>will not</i> Observe Holiday	CCC, FRS, SDG, SFO, SMT, SBR, SCL, SCZ, TUL, VEN, YOL, FD, HPE

Decision Made



HP Exstream Conversion

There are 2 primary projects that define the conversion from Legacy CC to HP Exstream plus a project to retire the old servers.

- CR6244 – Conversion to Exstream
 - Currently at 53% complete
 - Developed a new communication plan to the counties so that they are informed and prepared for remaining form conversions.
 - Release Plan for outstanding templates has been approved and kicked off. This plan protects monthly jobs, releases, and SB1341 implementation.
- CR7090 – Historical Migration
 - Performance testing to be completed in Jan 2016. New Timeline for ingestion come February
- Retire AIX Servers – Based on completion of CR7090

Batch Run Time Improvements

As planned, Multi-Threading has shown improvements on Run Times. Additional jobs are being added and considered.

- 81J – Complete and In Production (DATE)
- 85J – February 5 implementation (slip from original estimate of 1/22)
- 83J – Being Evaluated as a possible help – Decision by 1/8/16
- Moving to PDF as standard – Business Strategy Meetings kicked off – timeline TBD

SR / Defect work

- SR 512993 - Invalid Characters in XML – Fix moved into Production 12/13/15
- PPM 33395 - Fix \$0 in CF 377.1 – Fix targeted for January 18.

Projects

- SB1341 – Release to Production March 7, 2016



Hewlett Packard
Enterprise

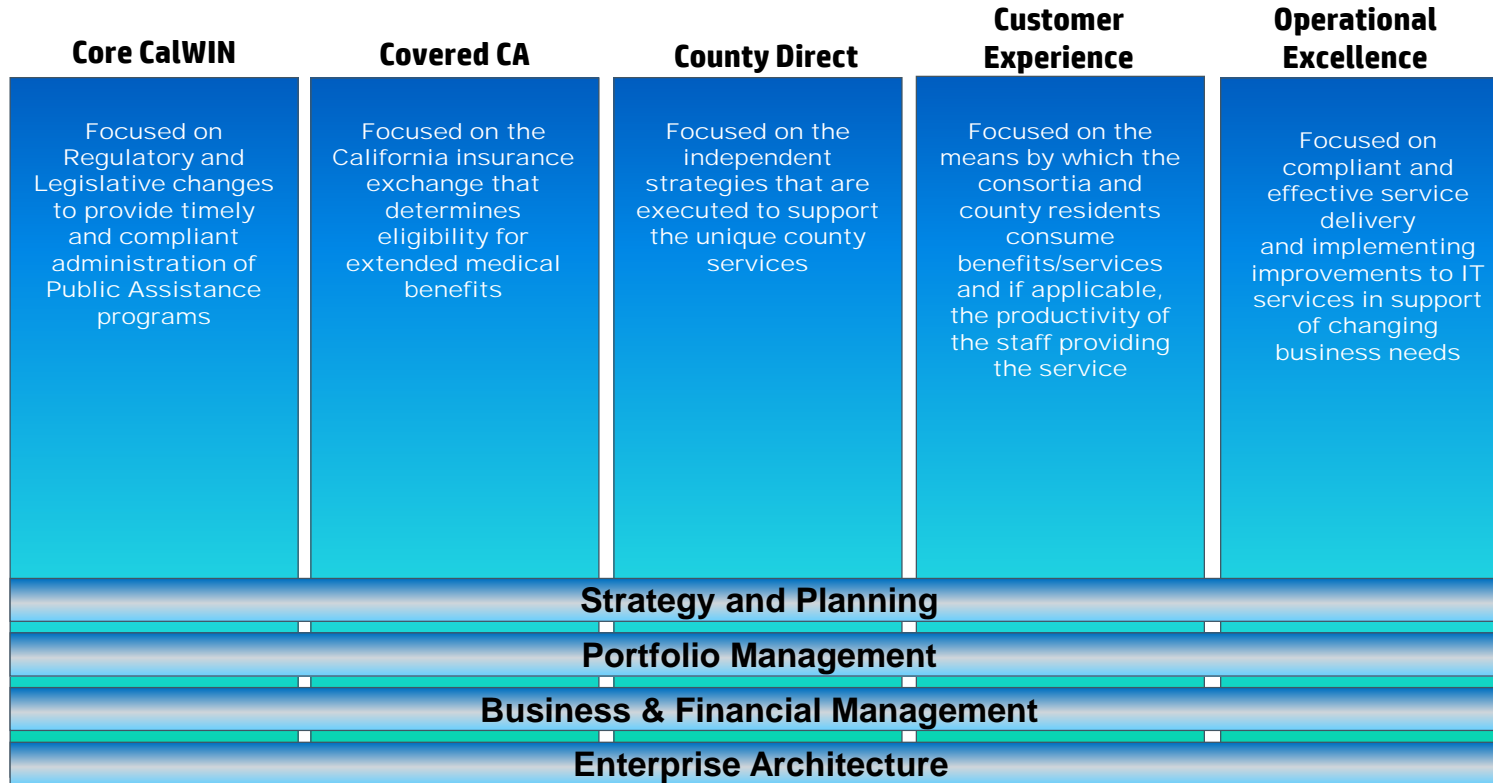
Agenda Item 7.2.2

Operational Excellence

2016 Portfolio Overview

January 8, 2016

CalWIN Service Segments



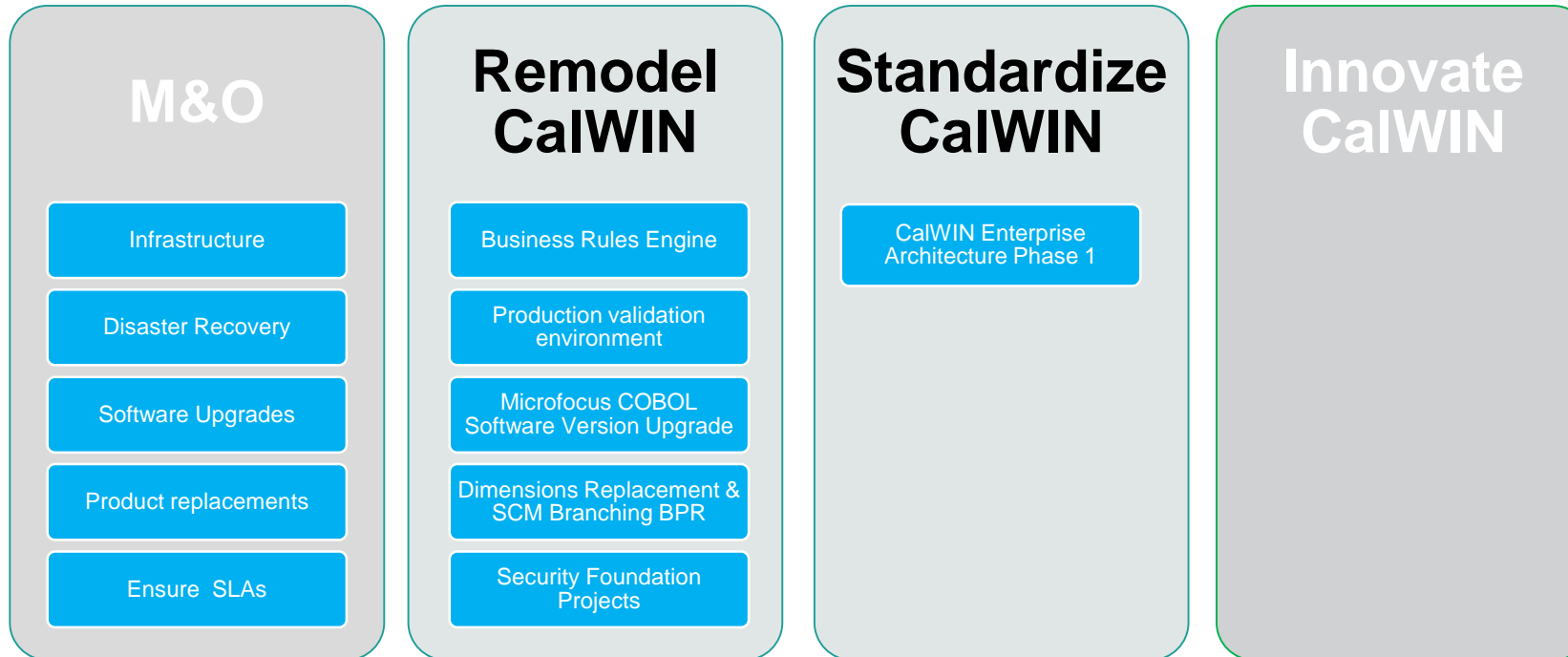
Operational Excellence Segment Portfolio

The process by which Operational Excellence Program initiatives become funded projects



Operational Excellence Segment

2016 PPM Proposals are enablers for the Remodel & Standardize NextGen CalWIN towers



OE PPM proposal criteria:

1. > 80 hours of effort
2. Is a contract deliverable
3. Requires capital
4. Is a shared capability

Strategic Engagement, Tracking, & Integration

Strategic Goals Overall

January 15, 2016


Strategic Goal Highlights:


- BI Increment #3 in development and Phase II Scope planning in process
- Data Governance framework and organization will go to OPAC this month
- AA Project wrapping up hypothesis testing and drafting deliverable reports
- Initial Usability Enhancement projects prioritized by OPAC
- WCDS and HPE discussing NextGen CalWIN options and cost
- WCDS meeting with CalWIN Counties' BI teams for sharing lessons learned, leveraging successful models/dashboards, and providing BI Demos
- WCDS staff attended Project Delivery Summit 2015
- OCM county kick-offs planned with Quarterly Regional Meetings


Strategic Planning and Process:

- WCDS/HPE Strategic Goal teams are assessing 2016 direction and roadmap
- SG teams prioritizing potential Quick Wins and Long Term projects
 - SG1 – BI developing Phase II hit list (Months 19 – 36 of BI Project)
 - SG2 – NextGen and Business Rules Engine (BRE) project planning
 - SG3 – Share CalWIN Single Login and Password self service
- Regional Managers Quarterly Meetings scheduled to include BI OCM
- WCDS Internal team meeting to outline Strategic Goal effectiveness dimensions – plan is to present to OPAC for review, update and approval




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

Strategic Goal 1 – Data

January 15, 2016

2014



2016

Today

Engagement (Getting Started)	Tracking (Monitoring)	Integration (Delivered)
WCDS/HPE SG#1 Team to assess 2016 directions and road map for their area	BI Increment #3 in development – includes Benefit Recovery and Employment Services	BI Increment #3 design and details, including mocks, provided to Counties
Security Access model and detail requested from HPE for BI solution	Project Action Team meeting weekly for detailed working sessions	BI Test Plan and Test Results DED provided to WCDS (DED#43 and 44)
WCDS provided response to initial SLA alignment for BI solution	BI Business requirements and RTM being updated and finalized for test phase	Advanced Analytics POV Project demonstrated at Open House event
	BI/AA Data Governance framework implementation in progress	Data Mapping and lineage tool provided (Informatica MetaData Manager)
	BI OCM County Kick-offs planning in progress and County dates scheduled	BI/AA Data Governance framework delivered

Strategic Engagement, Tracking, & Integration

Strategic Goal 2 – Products












January 15, 2016

2014

Oct Dec 2015 Apr Jun Aug Oct Dec 2016 Apr Jun

2016

Today

Engagement (Getting Started)	Tracking (Monitoring)	Integration (Delivered)
WCDS/HPE SG#2 Team to assess 2016 directions and road map for their area 	HPE developing PACs for CalWIN Usability proposals 	WCDS provided Usability project portfolio and recommendations to OPAC 
Initial Usability Projects prioritized by OPAC (three PACs requested) 	WCDS and HPE meeting for Business Rules Engine (BRE) project planning 	HPE Provided call center high level cost options for different support models 
WCDS interviewing for product owner of BRE Project (contract staff) 	Interface design being evaluated between CalWIN and County Business tools 	HPE stood up Executive Scorecard for operational performance visibility 
WCDS initiating discussions to apply BI and AA tools to internal project operations 	NextGen CalWIN remodel planning in progress 	

Strategic Engagement, Tracking, & Integration

Strategic Goal 3 – Relationships

January 15, 2016

2014



2016

Today

Engagement (Getting Started)	Tracking (Monitoring)	Integration (Delivered)
WCDS/HPE SG#3 Team to assess 2016 directions and road map for their area	Relationship Map on hold – being reevaluated	Data Analytics Capabilities Demo provided to CDSS and OSI
HPE drafting SOW for continuing and expanding AA Project with current funds	Regional Managers scheduled Quarterly Region Meetings	BI Team visited CalWIN Counties for opportunities to leverage capabilities
WCDS exploring Data Capability “Open House” event for stakeholders	WCDS assessing RM Effectiveness and evaluating recommendations to implement	WCDS Leadership attended Project Delivery Summit in Sacramento
Assessing communication channels for strategic initiatives (progress and planning)	WCDS Data Governance Team updating communication plan to include KIP Project	WCDS Staff attended Tech Wire State of Technology – California Industry Forum
		HPE presented Data Governance model to WCDS staff



WCDS Board of Directors Informational Item

Meeting Date: Friday, January 15, 2016
Subject: Child Support Services Staff Access to CalWIN
Presenter: Lynn Bridwell

Informational Item

WCDS received a request from the Department of Child Support Services (DCSS) to have Remote Access to CalWIN.

Supporting Information

WCDS brought this item to OPAC in October and December 2015 for review and discussion. Please refer to the attached document shared with OPAC for background details.



Operations and Policy Advisory Committee

Meeting Date: 10/22/2015 Updated 12/10/2015

Subject: Remote Access for Department of Child Support Services

Presenter: Lynn Bridwell

Decision(s) Needed

Informational item: WCDS has received a request from Department of Child Support Services (DCSS) to have Remote Access to CalWIN.

Supporting Information

In late September 2015, WCDS received a request from DCSS for a total of 23 DCSS staff members from the Data Performance Analysis Branch, Program Oversight Branch, Policy & Program Branch, and Statewide Training Branch to be granted Remote Access to CalWIN. Their requests included confidentiality statements for each of the staff members. They are requesting profiles for 23 DCSS staff members and for all 18 CalWIN counties. The purpose is for DCSS members to perform DCSS caseload validations, verifying client household and resource information.

December 2015 update: *WCDS and DCSS had a conference call to gain an understanding of the purpose as to why DCSS felt they need remote access to CalWIN.*

DCSS staff explained they had reached out to all three Consortia with similar requests. Their purpose was to provide access to selected personnel to review and be able to perform their own case audits (as required by their Federal guidelines); by accessing SAWS they could confirm the information coming through the interface was correct and complete and that their child support officers were meeting their performance measures. Samples items they would like to have access to view include 2.1 information (is all the information being captured and sent via the interface). Their service requests appear to be missing information, such as names. It is unclear if this is an interface issue or internal issue. They wanted to be able to review a SAWS case, compare that the information was sent through the interface and that their child support staff was correctly setting up cases and following their procedures.

During the conversation they expressed that the Directors of both DCSS and CDSS would support these requests.

Recommendation/Options

WCDS is working with DCSS to ascertain what their needs are and see how to best meet these needs.

Note: if more information becomes available an update will be provided at the OPAC meeting.



December 2015 update: The letter submitted by DCSS included a reference to Family Law section 17505.

WCDS shared the request with CWDA for their awareness. Christiana did some research and confirmed the section.

Copied below

California Family Code § 17505

(a) All state, county, and local agencies shall cooperate with the local child support agency (1) in the enforcement of any child support obligation or to the extent required under the state plan under Chapter 6 (commencing with Section 4900) of Part 5 of Division 9, Section 270 of the Penal Code, and Section 17604, and (2) the enforcement of spousal support orders and in the location of parents or putative parents. The local child support agency may enter into an agreement with and shall secure from a municipal, county, or state law enforcement agency, pursuant to that agreement, state summary criminal record information through the California Law Enforcement Telecommunications System. This subdivision applies irrespective of whether the children are or are not receiving aid to families with dependent children. All state, county, and local agencies shall cooperate with the district attorney in implementing Chapter 8 (commencing with Section 3130) of Part 2 of Division 8 concerning the location, seizure, and recovery of abducted, concealed, or detained minor children.

(b) On request, all state, county, and local agencies shall supply the local child support agency of any county in this state or the California Parent Locator Service with all information on hand relative to the location, income, or property of any parents, putative parents, spouses, or former spouses, notwithstanding any other provision of law making the information confidential, and with all information on hand relative to the location and prosecution of any person who has, by means of false statement or representation or by impersonation or other fraudulent device, obtained aid for a child under this chapter.

(c) The California Child Support Automation System, or its replacement, shall be entitled to the same cooperation and information provided to the California Parent Locator Service, to the extent allowed by law. The California Child Support Automation System, or its replacement, shall be allowed access to criminal offender record information only to the extent that access is allowed by law.

(d) Information exchanged between the California Parent Locator Service or the California Child Support Automation System, or its replacement, and state, county, or local agencies as specified in Sections 653(c)(4) and 666(c)(1)(D) of Title 42 of the United State Code shall be through automated processes to the maximum extent feasible.

- See more at: <http://codes.findlaw.com/ca/family-code/fam-sect-17505.html#sthash.Jn3H7t4M.dpuf>

WCDS is planning on bringing this item to the WCDS Board of Directors for their awareness and direction.