



Open Session

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

Friday, March 11, 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, March 11, 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: County Directors and/or Delegates
Alameda, Lori Cox
Alameda, Don Edwards
Contra Costa, Kathy Gallagher
Fresno, Delfino Neira
Orange, Mike Ryan
Placer, Linda Patterson
Sacramento, Ann Edwards (Co-Chair)
San Diego, Rick Wanne
San Francisco, Dan Kalamaras
San Francisco, Trent Rhorer
San Luis Obispo, Lee Collins
San Luis Obispo, Kevin Smith
San Mateo, Iliana Rodriguez
Santa Barbara, Daniel Nielson
Santa Clara, Robert Menicocci
Santa Clara, Umesh Pol
Santa Cruz, Cecilia Espinola
Solano, Angela Shing
Sonoma, Jerry Dunn
Tulare, Juliet Webb
Ventura, Barry Zimmerman (Co-Chair)
Yolo, Nancy O'Hara
CWDA
Christiana Smith
First Data Staff
Diane Alexander
Karen Tinucci
Hewlett Packard Enterprise
Mike Cox
Tim Duval
Chris Van Vlack
OSI
Kristine Dudley
Kurtis Knapp
WCDS Staff
Lynn Bridwell
Stacey Drohan
Sheila Lossner
Steve Maciel
Jo Anne Osborn
Hali Reyes
Rodain Soto

OPEN SESSION

- 12:00 1. Call Meeting to Order by WCDS Co-Chair and Introductions (Barry Zimmerman)
12:05 2. Agenda Review and Comments by WCDS Co-Chair (Barry Zimmerman)
12:06 3. Meeting Minutes Approval Items (Barry Zimmerman)
3.1 Board of Directors' Draft Meeting Minutes, 1/15/2016 - 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 Unscheduled County Event Policy as Recommended by OPAC – Attachment 5.1 (*Steve Maciel*)
5.2 Approve Strategic Items as Recommended by OPAC – Attachment 5.2 (*Rodain Soto*)
- 12:35 **6. Discussion Item(s) – None**
6.1 Releases 43/44 and 44B
- 12:45 **7. Hewlett Packard Enterprise (HPE) Updates** (*Chris Van Vlack*)
7.1 Operational Updates
7.1.1 Client Correspondence – Attachment 7.1.1
7.1.2 Operational Excellence – Attachment 7.1.2
7.2 Flexible Delivery Alternatives: Approach to Sacramento Initiatives – Attachment 7.2
- 1:05 **8. Portfolio Review**
8.1 Strategic Updates - Attachment 8.1 (*Rodain Soto*)
- 1:15 **9. Informational Item(s)**
9.1 A-87 Funding Request - Advanced Analytics, Portal, Mobile App (*Hali Reyes*)
9.2 Strategic Planning Meeting 2016 (*Barry Zimmerman*)
- 1:30 **10. Open Session Adjournment by Co-Chair** (*Barry Zimmerman*)

CLOSED SESSION

- 1:30 **11. Approval / Decision / Action Item(s)**
11.1 Approve WCDS Communications Matrix – Attachment 11.1 (*Hali Reyes*)
- 1:40 **12. HPE Update**
12.1 CalWIN NextGen – Attachment 12.1 (*Chris Van Vlack / Tim Duval*)
- 1:55 **13. Discussion**
None
- 1:55 **14. Informational Item(s)**
14.1 WCDS Updates – Attachment 14.1 (*Hali Reyes*)



2:00 **15. Closed Session Adjournment and Next Meetings** (*Barry Zimmerman*)

15.1 Board & Other Meetings Schedule

- Board of Directors Meeting, 4/15/16, Library Galleria, Sacramento

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

OPEN SESSION

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

The meeting was called to order at 12:14pm.



2. Agenda Review and Comments by WCDS Co-Chair (*Ann Edwards*)

No comments/changes.

3. Meeting Minutes Approval Items (*Ann Edwards*)

3.1 Board of Directors' Draft Meeting Minutes, 11/13/15 – Attachment 3.1

Motion: *Cecilia Espinola/Santa Cruz motioned to approve the Board's draft meeting minutes of 11/13/15 as written. Iliana Rodriquez/San Mateo seconded. Motion carried.*

4. SAWS Updates (*Kristine Dudley*)

4.1 SAWS Executive Steering Committee Meeting Update

LRS Update: LRS' go-live date is 2/23; they are ready. There will be four waves in the rollout, with a fifth exclusive wave for the Department of Child and Family Services.

Migration: The side-by-side comparison is completed. The technical side-by-side begins next week. Cost estimates are due in March 2016.

CMS Performance Indicators: CMS sent an approval letter for LRS and WCDS IPDU's and included a condition that the reports must be completed within 90 days. CWDA organized a JAD session for 1/21 to understand the requirements. DHCS will draft the agenda.

WCDS has been producing renewal data since CalHEERS began. Not all of our renewal data goes through the administrative approval process, depending on how the CalHEERS interface is operating. This was discussed with OPAC this morning. WCDS proposes a project be created to manage the renewals. We need to understand what they want and evaluate how much we are able to provide (do we capture the requested data?). If CMS does not receive data within the specified time, funding is impacted.

Short term, WCDS will pull data through ad hocs amongst other batch processes. Utilizing BI to retrieve data elements will most likely begin next month.

CalHEERS Funding: It is likely that there will be no opportunities for *additional* funding in 15/16 and 16/17. OSI wants to establish a funding baseline going forward starting with 17/18 and will educate CalHEERS on funding. CalHEERS also has a budget. We need to factor this into our 16/17 scope. Question is why CalHEERS' changes are considered a priority over CalWIN's needed changes. PCC is developing a process for coordinating change efforts.

4.2 Staffing Review

OSI will be speaking next week with WCDS about findings and where we go from here. OSI is also looking at county staff vs. consortium staff.



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*)

Motion: *Jerry Dunn/Sonoma motioned to approve OPACs recommendation for Flexible Delivery Alternatives of the Statement of Facts. Dan Kalamaras/San Francisco seconded. Motion carried.*

Comments:

Consider using DocuSign for signatures, voice/phone signatures and storing a variety of documents in DocuSign (rather than in CalWIN).

Action Item: *HPE to demonstrate to the Board how flexible delivery alternatives would be executed at the March meeting.*

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*)

Motion: *Delfino Niera/Fresno motioned to cancel the February 12th Board of Directors meeting due to the holiday conflict. Jerry Dunn/Sonoma seconded. All in favor. Motion carried.*

The Executive Committee could meet in February to handle any action items if needed.

6. Discussion Item(s) - None

7. Hewlett Packard Enterprise (HPE) Updates (*Chris Van Vlack*)

7.1 Strategic Updates

CalWIN NextGen: Progress continues. More to come soon. HPE has done a lot of planning and activities. HPE has met with the vendor community and a variety of HPE internal staff who will provide the heavy lifting to execute. HPE will provide updates.

7.2 Operational Updates

7.2.1 Client Correspondence – Attachment 7.2.1

HPE committed to a number of remediation steps to get CC operating as it should in the following areas - HP Exstream Conversion, Batch Run Time Improvements, SR/Defect work, Projects (SB1341 Release). See attached.

7.2.2 Operational Excellence (Informational) – Attachment 7.2.2

See attached. Progress has been made on some fronts. With the new M&O contract, HPE added its new commitments to the Operational Excellence dash. Foundational elements of OE are being connected to CalWIN NextGen elements. HPE has laid out 51 OE activities, 20 of which are underway, 7 others are expected to start in early 2016, 11 are being defined and another 13 are



being assessed. HPE plans to bring the list of OE activities to the next Board and/or OPAC meetings for review. We will then need to coordinate them with the Consortium's business activities.

8. Portfolio Review

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

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 – Organized by OSI and the Dept of Technology. Hali Reyes served on the Advisory Panel. The forum provided education and discussion on how to deliver successful CA State IT projects.
- Organizational Change Management county kick-offs planned with Quarterly Regional Meetings

WCDS will start preparing for a Strategic Planning Meeting to take place in June (date TBD); more to come.

9. Informational Item(s)

9.1 Business Intelligence / Advanced Analytics Presentation for CDSS Update (*Ann Edwards, Barry Zimmerman, Hali Reyes*)

WCDS provided a progress update presentation on BI and AA for CDSS. Our Board Co-Chairs were in attendance. The meeting went well. Approximately 30 people attended. WCDS demonstrated the difference between BI and AA. WCDS committed to quarterly update meetings to keep them engaged.

9.2 Child Support Services Staff Access to CalWIN – Attachments 9.2 (*Lynn Bridwell*)

The Department of Child Support Services (DCSS) has requested remote access to CalWIN (all 18 counties) for approximately 20 staff in part to perform their own internal audits. See attached. WCDS has had discussions with DCSS and OPAC and is working through CWDA on this request. WCDS will keep the Board informed. Protecting clients' security/privacy needs to be considered. A clearer understanding of their business needs will allow us to plan appropriately, particularly for security. It was expressed that this is a county decision as opposed to a Consortium decision.

10. Open Session Adjournment by Co-Chair (*Ann Edwards*)

Closed Session concluded at 1:31pm.



CLOSED SESSION

Closed session began at 1:35pm.

11. CWDA Update (*Christiana Smith*)

Action Item: *WCDS to create a brief orientation packet for Directors' use in educating workers on the history/purpose of the WCDS Consortium, the role of WCDS, our stakeholders, communication protocols, etc.*

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

No action.

Motion: *Iliana Rodriguez/San Mateo motioned to support WCDS' proposal to pursue A-87 funding for Advanced Analytics and Portal/Mobile App. Jerry Dunn/SON seconded. All in favor. Motion carried.*

13. Discussion

- 13.1 Foster Care Eligibility Determination (FCED) Estimate Request – Attachments 13.1 (*Hali Reyes*)

No action.

14. Informational Item(s)

- 14.1 WCDS Updates – Attachment 14.1 (*Hali Reyes*)

No action.

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

- 15.1 Board & Other Meetings Schedule
 - Next Board of Directors Meeting, 03/11/2016, Library Galleria, Sacramento (Note: *The Board canceled the 2/12/16 due to the holiday conflict*)

The meeting was adjourned at 2:06pm.



ACTION ITEMS

ID	Open Date	Description of Action Item	Assigned to	Due	Closed Date
63	1/15/2016	HPE to demonstrate to the Board how flexible delivery alternatives would be executed at the March meeting.	Chris Van Vlack	3/2016	
64	1/1/5/2016	WCDS to create a brief orientation packet for Directors' use in educating workers on the history/purpose of the WCDS Consortium, the role of WCDS, our stakeholders, communication protocols, etc.	Hali Reyes, Stacey Drohan	3/2016	

DRAFT



WCDS Board of Directors Approval Item

Meeting Date: Friday, March 11, 2016
Subject: Approve Unscheduled County Event Policy as Recommended by OPAC
Presenter: Steve Maciel/Chris Van Vlack

Approval Item

Approve Unscheduled County Event Policy per the attached document from HPE. Item was recommended for approval by OPAC in February 2016.

Supporting Information

From time to time, erroneous County actions may cause CalWIN data integrity issues or require a back-end fix to restore cases or operations, often with urgent timelines. Formalizing a HPE County support policy is intended to provide guidelines for this activity and eliminate potential surprises around support effort and costs.

In essence, HPE agrees to take swift action to remedy County-caused CalWIN issues and to keep the County informed as to efforts, options, and costs.

The policy proscribes processes around support activities that HPE provides, including the presentation of options for County correction if available, and requires clear communication of any possible charges. Communications methods and tools/tracking are called out in more detail.

Agenda Item 5.1

Doc 2 of 2



PORTFOLIO MANAGEMENT POLICIES – UNSCHEDULED COUNTY EVENT MANAGEMENT

Manager: Courtney Doyle
Change Lead: Courtney Doyle
Executive Sponsor: John Ferreri

Version 0.1
10/21/2015
DRAFT

CHANGE LOG

Version	Brief Description of Change	Date	Author	Project Team Reference (optional)
1.0	Document creation	1/14/2016	Courtney Doyle	

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1 UNSCHEDULED COUNTY EVENTS

Unscheduled County Events are county specific work efforts that are not planned or scheduled in advance. Typically the events require immediate action to correct the condition and the work effort is done prior to a proposal being opened. The standard deliverable milestones do not generally apply in this situation as the work is completed in an urgent manner. At a minimum, a work plan is created.

Examples of Unscheduled County Events:

- County makes a configuration change that impacts worker or customer access to a CalWIN application without coordinating the change with the CalWIN HPE staff.
- County reference table updated in error and HPE effort is required to implement the corrective actions.
- Case maintenance actions processed in error and HPE effort is required to return the case to the desired state.

The CalWIN HPE staff assists the County in resolving the condition in an urgent manner.

The team working to resolve the condition provides options for the County to implement a resolution when possible. For example, in the event the County can manually resolve the condition for identified cases, HPE offers the County options for manual or automated solutions.

In an effort to minimize the likelihood of Unscheduled County Events, Counties are reminded to coordinate configuration changes with HPE by opening a Service Desk ticket and request training in specific areas as needed.

1.1 POLICY GOAL

The goal of this policy is to ensure the Unscheduled County Event impact, actions and resolution are clearly communicated and tracked in PPM, and that the roles and responsibilities are defined.

1.2 POLICY SUMMARY

Once an Unscheduled County Event is identified:

- The County Direct team responds to the counties that the event will be processed based on the terms of the Unscheduled County Event Policy, including possible charges for work completed.

- The County Direct team and WCDS Deputy Director are notified by the impacted Segment Lead of the event as soon as possible.
- The County Direct team creates a PPM proposal. A key aspect of the solution will include a “self-service” option where the County is provided direction to fix the problem themselves (if applicable and if desired) as well as a “full-service” option where HPE will automate as much of the solution as possible.
- The proposal Rough Order of Magnitude (ROM) is waived under the ROM waiver Emergency, SQL /List category.
- A Project Approach and Cost (PAC) document is developed following the County Direct PPM process identified in *Policy County Direct ROM, PAC and PAC Workbook Development and Ownership*.
- County leadership (typically OPAC member) is made aware of the proposed cost.
- A PPM project is created following the County Direct PPM process identified in *Policy County Direct ROM, PAC and PAC Workbook Development and Ownership*
- The County is invoiced based on the deliverable milestones defined in the PAC and the actual cost to implement the corrective action.
- Escalation and disputes are coordinated through the County Direct segment lead and the WCDS Deputy Director and appropriate BSA.

1.3 POLICY PARTICIPANTS

Participant	Role	Action
Individual/Team that identifies the issue	County/HP request initiator	Opens request ticket
CalWIN Solution Support Center	Request Management	Follow CSSC process to assign and escalate request/incident/problem
Impacted Segment Lead	Resolution Management	Coordinates effort to resolve the condition Notifies County Direct Team of the event
County Staff	Resolution Management	Assists in the resolution Approves proposal/project deliverables
County Direct Team	PPM Proposal Creation	Follows PPM Proposal/Project processes to track and complete request. Notifies County Staff of the projected cost and options.
WCDS	Deputy Director, BSA	Collaborates with County Direct Team and County in resolution process. Reviews deliverables.

1.4 CROSS REFERENCES

Cross Reference Type	Cross Reference Description	Cross Reference Link (if applicable)
Policy	County Direct ROM, PAC and PAC Workbook Development and Ownership	In development by the Solutioning Team (Rene Brashears)



WCDS Board of Directors Approval Item

Meeting Date: Friday, March 11, 2016
Subject: OPAC Recommended Strategic Items
Presenter: Rodain Soto

Approval Needed

OPAC recently approved a number of Strategic Goal #2 (SG#2) projects focused on usability and productivity enhancements. WCDS organized these changes into the Usability Enhancement Portfolio for strategic oversight. The projects included in the Portfolio include:

Approved Projects in-flight and scheduled for Release:

- PPM#31661 Improved/Simplified MyBCW account creation changes
- PPM#30692 Long-term Solution for CalHEERS DERs processing (the “Change DER”)

Approved Project for PAC and Release TBD:

- PPM#33405 Enhanced Case Summary View (“Single view of Case/Clients”)
- PPM#32222 Enhanced Application Architecture and External Referral in CWEA

Under Consideration Proposals (Vote by OPAC due 3/11/16):

- PPM#33106 Improved Online Help for Portal
- PPM#33107 County Worker View of Client User Session (“Co-browsing capability for Portal”)
- PPM#31702 Portal Call Center/Chat Ability

The included spreadsheet for Usability Portfolio includes budget, all identified potential proposals, High estimate, and approved projects from last month’s decisions.

CIT 02-2690, sent 2/29/2016, requested an OPAC vote for Portal Help proposals. If OPAC approves the Portal Help package of three proposals, County self-funding of the Portal Call Center (PPM#31702) must be approved by the Board of Directors. OSI had communicated that CalWIN may not fund the call center through available change dollars. WCDS is including support for a call center in the next APD process for FY 17/18.

Supportive Information

Background:

The process for identifying and prioritizing potential projects for improvements in CalWIN Systems and products began over a year ago. The customer experience approach for identifying areas for



usability improvement led the Project Action Team (PAT) to employ journey mapping. The PAT identified a number of quick wins. Three projects that include improvements to external referral functionality are scheduled for the Release 43/44 implementation. Two other proposals for improving search and household relationship windows were determined more complex and have transition from quick win to the normal change process.

The User Experience (UX) Project Action Team (consisting of WCDS, Sacramento, San Diego, San Francisco, and Santa Cruz) identified and initially prioritize 9 proposals. The list below was the starting point for OPAC approval. The attached spreadsheet is the full approved and potential proposals for the Usability Portfolio. The spreadsheet for Usability Portfolio includes budget, all identified potential proposals, High estimate, and approved project as of last month's decisions.

MyBCW enhancements:

1. Simplify/Improve Account Set-up (Proposal # 31661)
2. Portal Help Proof of Concept (Proposal # See note)*
3. Apply for benefits (AFB) improvement/enhancement (Proposal # 32045)
4. Document Imaging enhancement (Proposal # 32046)

Core CalWIN enhancements:

1. Application Architecture and External Referral Enhancements (Proposal # 32222)
2. Data Collection Enhancements (Proposal # 31832)
3. Case Comments Enhancements (Proposal # 32223)
4. Application registration, Case Assignment, and Case Clearance Enhancements (Proposal # 32232)
5. Wrap-up Enhancements (Proposal # 33112)

*Proposal for Help Proof of Concept became multiple proposals:

- PPM#33106 Improved Online Help for Portal
- PPM#33107 County Worker View of Client User Session ("Co-browsing capability for Portal")
- PPM#31702 Portal Call Center/Chat Ability
- PPM#32031 Updated User Guides and Availability

CalWIN Operations and Policy Advisory Committee
User Experience Improvements
 March 11, 2016

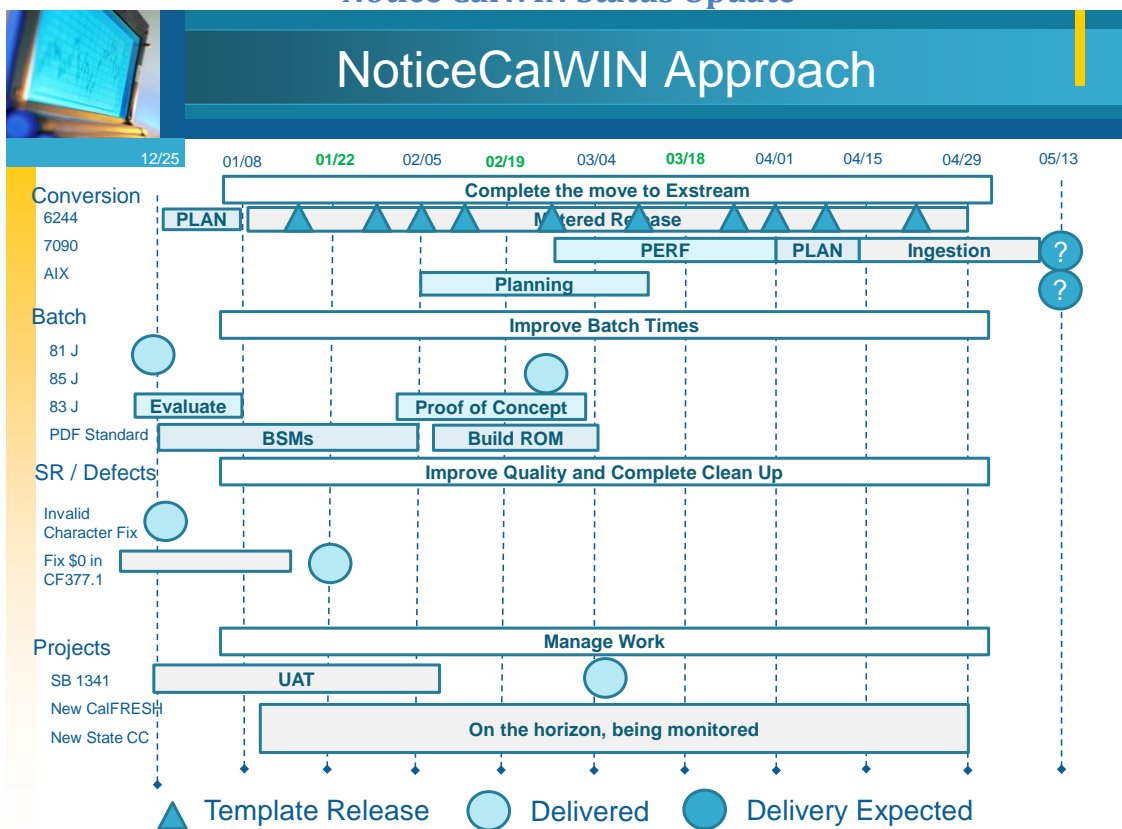
Funding Source	Low	High
Available Change Budget	\$900,000	\$900,000
Modernization Hours (50% User Experience/50% AA)	\$600,000	\$600,000
IDMS Project Credit (\$1.5M available)	\$500,000	\$500,000
Reprioritize Existing Change	\$0	\$500,000
Total	\$2,000,000	\$2,500,000

Already In Flight (Included in Portfolio)	Low	High
Covered CA - Change DER Project (33682)	\$872,488	\$872,488
Simplify MyBCW account creation (31661)	\$268,068	\$268,068
App Architecture / Ext Referral (32222)	\$640,000	\$640,000
Case Summary View (33405)	\$195,000	\$195,000
Total	\$1,975,556	\$1,975,556

Remaining Funds	\$24,444	\$524,444
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List of Potential Proposals for Portfolio			
Title	Proj #	Description	ROM Cost (High end)
Portal Call Center/Chat	31702	On-line help feature in Portal for online applicants experiencing issues or have questions with potential for a 'chat' feature. Alternative options were presented.	See CIT #02-2690
County Wkr View of User Session	33107	Ability for county worker to view customer's window or aspects of window. Two options were provided. Impersonate and Co-browse	\$300,000
Improved Online Help - Portal	33106	Enhance online help features in MyBCW to access "How To" topics, add more topics, add Help icon at field level to specific features to aid in explanations and troubleshooting.	\$300,000
Data Collection	31832	Enhance CalWIN functionality for Data Collection. Ex. Show increased number of HH members, help identify CalWIN page linked to run EDBC error, enhance participant activity calendar, increase state ID field, auto populate all phone # fields once entered, identify most current employment record.	\$750,000
Case Comment Enhancements	32223	Enhance CalWIN functionality for case comments - go directly to case comments from any window, avoid timed out during comment entry, review comment in full screen.	\$170,000
App Reg/Case Assign/Case Clearance	32232	Enhance CalWIN functionality for App Reg, Case Assignment and Case Clearance. Ex program selection using CTRL key, alert when selecting new case # to avoid errors, simplify case assignment steps, questions that only apply to that program selected.	\$1,000,000
Docu Imaging Enhancement	32046	Provide for uploading of multiple documents at a time by clients and CBOs. "Drag and drop" capability should be included.	\$240,000
Wrap Up Enhancements	33112	Enhance CalWIN functionality for Wrap Up. Ex update wrap up pages with reasons for failure messages coming back from CalHEERS when info missing from CalWIN.	\$280,000
AFB Enhancements	32045	Enhance the Apply For Benefits in Portal to improve usage and user experience.. Numerous items were grouped under this topic and would need to be analyzed and broken into multiple proposals.	\$2,100,000
Updated User Guides & Availability	32031	Duplicate current user guides and placed more readily accessible to county staff; also to update 25% of content	\$250,000

Notice CalWIN Status Update



Progress Update

Since the last update, publication of converted templates has begun again, releasing 3 batches of templates to Exstream. This has been accompanied new communication plan that keeps the counties informed of what is coming, and confirming the contents of each release.

With the release of R43/R44, the additional automation of the 85J job has also been released to production. This change has significantly reduced the run time of this CC batch job – up to 4 times faster. The number of open SRs has been reduced to 5, and performance testing for historical migration has begun. Upon completion, the new storage system will be moved into production (ETA: May 2016).

Finally, on March 7, the SB 1341 has gone into production, and CalWIN is now producing those notices.



WCDS Board of Directors Informational Item

Meeting Date: Friday, March 11, 2016
Subject: Operational Excellence
Presenter: Chris Van Vlack/HPE

Informational Item

At the January Board meeting, HPE presented an overview of the 2016 Operational Excellence Portfolio process and left with an action item to list the initiatives that are currently underway. The supporting information section below provides a brief description of each initiative and its relationship to NextGen strategies or Operational Excellence Workstreams.

Supporting Information

2016 Operational Excellence Initiatives currently underway	Brief Description	NextGen Tower or OE Workstream	Expected Completion
31830 CalWIN Enterprise Architecture phase 1	Enterprise architecture - Development of Initial CalWIN Business Capability Model	WS9 - Improved quality and throughput & Standardize CalWIN	Complete
31523 Enhanced PPM Reporting	Transition related to provide ad hoc access to the PPM data	N/A	Complete
32831 Top 50 RT Changes	Review and correct as needed documentation regarding selected reference tables	WS1 - Mitigate reoccurring concerns	1Q16
31628 Migration from AOPS and Web Hosting service to Rancho	Change of operations personnel and implementing the standard monitoring tools	WS2 - Strengthen new technology operations	1Q16
32510 VPC Migration	Rehosting to a new cloud environment	WS2 - Strengthen new technology operations	1Q16
31540 Server Vulnerability Scanning (Nessus)	Security foundation enhancement to usage of transition installed tool for servers	Remodel CalWIN/Security Foundation	1Q16
31544 Audit Log Reviews / Arcsight	Security related enhancement to usage of transition installed tool	Remodel CalWIN/Security Foundation	1Q16
31955 2016 Full DR test	Test the DR plan	WS4 - Repeatable cornerstone processes	2Q16
31994 CC Exstream Batch Run Time Improvement	Batch improvement effort (hardware and software) to prevent batch overruns due to Exstream	WS1 - Mitigate reoccurring concerns	2Q16
31535 Server Patch Management	Security foundation to address notification and execution of patching based on Nessus results	Remodel CalWIN/Security Foundation	2Q16



2016 Operational Excellence Initiatives currently underway	Brief Description	NextGen Tower or OE Workstream	Expected Completion
33216 Data Center Network Testing	Develop network latency baseline for user experience	WS1 - Mitigate reoccurring concerns	2Q16
31539 Policy Compliance Scans (PCM)	Security foundation to implement additional automated scans based on HPSA	Remodel CalWIN/Security Foundation	3Q16
31541 Workstation Vulnerability Scanning (Nessus)	Security foundation enhancement to usage of transition installed tool for workstations	Remodel CalWIN/Security Foundation	4Q16
31542 Log Creation and Retention	Security foundation to create policies for creation and retention of logs	Remodel CalWIN/Security Foundation	4Q16
30754 7435 HP County Hardware Refresh and Network Redundancy	Refresh County Golden Workstation and implement additional network connectivity to County POP	N/A	1Q17
31256 7039 - Core CalWIN Legacy System Migration to Business Rules Engine	Extract business rules from Cobol code and manage in Corticon tool	WS9 - Improved quality and throughput	1Q20
31295 7165 - Data Masking Prod Data used in Non-Prod Environments	Security related to mask PII in non prod environments	Remodel CalWIN/Security Foundation	TBD pending agreement on scope
31632 - Client Desktop BUR	Replacement of manual interim solution for WCDS workstation backup	WS4 - Repeatable cornerstone processes	TBD pending workplan
31633 Windows 2003 Retirement (ACW)	Retirement of the Access CalWIN servers running Windows 2003	WS1 - Mitigate reoccurring concerns	TBD pending workplan
33425 CalWIN ASF Wireless Network Infrastructure	Re-resolution the ASF wireless to eliminate inconsistent performance	WS1 - Mitigate reoccurring concerns	TBD pending workplan
31534 ESL Hardware and Software Inventory	Specific project to load inventory for SRA tool	WS4 - Repeatable cornerstone processes	TBD SRA dependency
31536 HPSA on Servers	Specific project related to load HPSA agents for SRA tool	Remodel CalWIN/Security Foundation	TBD SRA dependency
31543 CalWIN / HP Network Segregation	Security foundation to compare current CalWIN network against HPE recommended design	Remodel CalWIN/Security Foundation	TBD pending workplan



WCDS Board of Directors Informational Item

Meeting Date: Friday, March 11, 2016
Subject: Flexible Delivery Alternatives: Approach to Sacramento Initiatives
Presenter: Chris Van Vlack/HPE

Informational Item

In January 2016, the WCDS Board of Directors adopted a motion to allow presentation of the Statement of Facts to be previewed on the desktop and/or the customer via MyBCW. This document provides additional information on *how* this flexibility can be used.

Supporting Information

In the past, the Statement of Facts (and all documents generated by CalWIN) was created upon demand and went straight to the printer. Neither the worker, nor the customer could preview or interact with the document prior to printing. With the adoption of this new flexibility, new capabilities are enabled and include the following:

Office Preview. While still in the office, the worker and the customer can preview the document for accuracy and completeness prior to printing. Changes can be made within CalWIN and an accurate document could then be printed. Extending this capability just one step further would allow the customer to sign the document digitally, prior to printing.

Online Preview (Via MyBCW). The Statement of Facts, and other documents, can be presented to the user on MyBCW, allowing the user to complete unfinished actions such as adding a signature or providing missing information, and returning the document via existing document upload capability, mail, or office drop off.

The final extension is to allow users the ability to securely and safely fill out any form online, or on their mobile device – not just provide an electronic signature, but any field, and directly returning the completed form to the county document management system.

The county of Sacramento has opened the door to online preview with Project 32397. Upon delivery, Sacramento customers will be able to accomplish the following:

- Preview, sign, and return the Statement of Facts
- Sign and return a stock county form
- View Client Correspondence



After its release in May, these capabilities can be extended for full use by the WCDS consortium of counties with minimal effort and cost.

In order to accomplish all this, both CalWIN and MyBCW were updated to create a new “Action Inbox” that allows the worker to assign the customer actions. Initially, these actions are limited to the three listed above, but can be expanded based on county needs. The customer can log into MyBCW, see that they have work to complete, select the assigned document, and affix their signature right in the browser. Upon completion, CalWIN is updated, and the document is passed to the county document management system using an already existing interface.

Additional future capabilities could include integration with a trusted partner such as DocuSign for enhance digital signature capabilities, utilization of Notice CalWIN’s Exstream engine for document workflow management, and as has been mentioned, the ability to fully complete any form online.

Strategic Engagement, Tracking, & Integration

Strategic Goals Overall

March 11, 2016


Strategic Goal Highlights:


- BI HPE Team began formal Test Phase (front to end testing, data quality, performance, and regression testing)
- Data Governance framework and organization provided to OPAC last month
- Advance Analytics next Phase approved by WCDS (6-month project)
- Usability Enhancement projects combined into a unified Usability Portfolio
- HPE planning NextGen CalWIN sequence with WCDS to provide Road Map
- WCDS meeting with stakeholders for potential Statewide projects (A87 funding)
- WCDS and HPE pursuing opportunities to showcase Analytics Capabilities
- BI OCM in-county meetings begun for county specific readiness and preparations (Feb/March 2016)


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 planning for April Meetings
- WCDS Internal team meeting to outline Strategic Goal effectiveness dimensions
 - Meeting with OPAC Co-Chairs held for specific feedback and input




Overall health of each Strategic Goal

SG1 – 

SG2 – 

SG3 – 

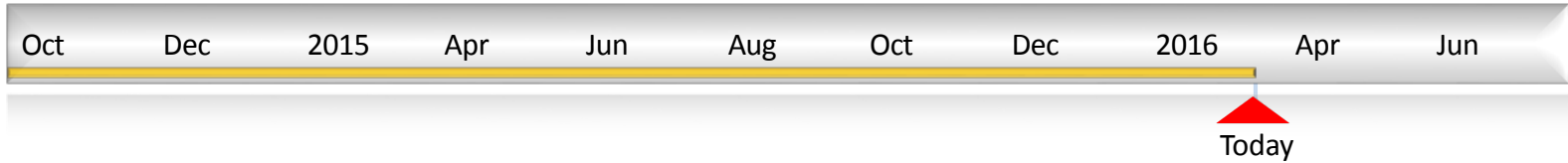
Currently only reporting on health of process and execution. Effectiveness and outcome of effort to be included in the future

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

Strategic Engagement, Tracking, & Integration

Strategic Goal 1 – Data
March 11, 2016

2014



2016

Engagement (Getting Started)	Tracking (Monitoring)	Integration (Delivered)
WCDS/HPE SG#1 Team to assess 2016 directions and road map for their area	WCDS and HPE discussions on SLA alignment for BI solution (ongoing)	BI Increment #3 delivered and available for all Counties to provide feedback
Advanced Analytics next phase kicked off March 1, 2016 (6 month project)	Project Action Team meeting weekly for detailed working sessions (ongoing)	Advanced Analytics POV Project completed and deliverables delivered
County engagement for AA project being planned and more detail to come in March	BI Business requirements and RTM being monitored during system test phase	Advanced Analytics County Working Sessions scheduled for March 2016
	BI/AA Data Governance framework implementation in progress	Next phase of Advanced Analytics Scope of Work approved by WCDS
	BI OCM County assessment, gap analysis, and analysis on track	
	Security Access model and detail for BI solution being drafted	

Strategic Engagement, Tracking, & Integration

Strategic Goal 2 – Products












March 11, 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 	WCDS requested Project Action Team (PAT) members for Usability Projects 	WCDS complied Usability Enhancement projects into Usability Portfolio 
WCDS initiated Usability Portfolio Steering Committee for escalation and direction 	WCDS and HPE meeting for Business Rules Engine (BRE) project planning 	Release 43/44 delivered to production 
WCDS product owner of BRE Project (contract staff) onboarding 3/07/2016 	HPE drafting BRE Project Work Plan 	Final SB1041 related WTW automation implemented (includes WPR Calculator) 
WCDS initiating discussions to apply BI and AA tools to internal project operations 	NextGen CalWIN Road Map being drafted for BOD 	

Strategic Engagement, Tracking, & Integration

Strategic Goal 3 – Relationships












March 11, 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 DHCS 
Assessing progress/need for enhancing Marketing and PR initiatives 	Engaging OSI for continuing and expanding AA Project with additional funds 	RM Effectiveness Survey link provided to the Counties 
WCDS exploring Data Capability “Open House” event for stakeholders 	Assessing channels for communicating strategic initiatives progress and planning 	Regional Managers conducted Quarterly Region Meetings 
WCDS meeting with multiple Stakeholders (OSI, DHCS, CDSS, CA Otech) for Analytics 	CalWIN hosting stakeholders and partners for CWDA’s JAD sessions on CMS Reporting 	CalWIN provided a demo of Child Care capability and functionality to CDSS 