

*OPEN SESSION*



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

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Friday, February 20, 2015

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, February 20, 2015
Time: 12:00 P.M. to 2:00 P.M.
Location: Library Galleria, 828 I Street, East Room, Sacramento

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

OPEN SESSION

- 12:00 1. Call to Order by WCDS Co-Chair and Introductions (Rick Wanne)
12:02 2. Agenda Review and Comments by WCDS Co-Chair (Rick Wanne)
12:05 3. Approval Items
3.1 Board of Directors' Draft Meeting Minutes, 1/16/15 - Attachment 3.1 (Rick Wanne)



**4. Action Item(s)**

12:06 **5. OPAC Updates** (*Lynn Bridwell, Jo Anne Osborn*)

5.1 OPAC Meeting Highlights, 1/22/15

12:15 **6. Discussion Item(s)**

6.1 CalHEERS – Attachments 6.1 (*Lynn Bridwell, Hali Reyes*)

- Communications
- Renewal Process Update
- Pending Applications

6.2 Strategic Goals Updates – Attachments 6.2 (*Rodain Soto*)

6.3 Operational Excellence Plan / Scorecard Update – Attachment 6.3 (*Chris Van Vlack*)

6.4 Transition Update – Attachment 6.4 (*Henry Arcangel, Steve Maciel*)

6.5 Next Strategic Planning Meeting – Attachment 6.5 (*Hali Reyes*)

6.6 Introduce Regional Manager Report – Attachment 6.6 (*Sheila Lossner*)

01:20 **7. OSI Updates** (*Kristine Dudley, Kurtis Knapp*)

- CalHEERS Funding

01:30 **8. Open Session Adjournment by Co-Chair** (*Rick Wanne*)

**CLOSED SESSION**

**9. Approve** - None

01:30 **10. Discussion**

10.1 Strategic Goal 1 - Predictive Analytics, Next Steps (*Hali Reyes*)

01:45 **11. Informational Items**

11.1 Quality Assurance Vendor's Monthly Report Out – Attachment 11.1 (*Karen Tinucci*)

11.2 SAWS Executive Steering Committee Meeting Update (*Hali Reyes*)

01:55 **12. Closed Session Adjournment and Next Meetings** (*Rick Wanne*)

12.1 Board & Other Meetings Schedule

- Next Board of Directors' Meeting, March 13, 2015, from 12:00 PM to 2:00 PM, Library Galleria, 828 I Street, East Room, 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 2015 are as follows: January 16, February 20,



March 13, April 10, May 15, June 12, August 14, September 11 and November 13; 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 950 Iron Point Road, Folsom, CA 95630.

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 950 Iron Point Road, Folsom, CA, 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) 608-3367 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.

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# Meeting Minutes (DRAFT)

## Welfare Client Data Systems Board of Directors' Meeting

**Date:** Friday, January 16, 2015  
**Time:** 12:00 P.M. to 2:00 P.M.  
**Location:** Library Galleria, 828 I Street, East Room, Sacramento

<b>Attendees:</b>		<i>County Directors and/or Delegates</i>	<i>First Data Staff</i>	
		Alameda, Lori Cox	Diane Alexander	
		Alameda, Don Edwards	X Karen Tinucci	X
		Contra Costa, Kathy Gallagher	X	
		Fresno, Delfino Neira	X <i>OSI</i>	
		Orange, Wendy Aquin for Mike Ryan	X Kristine Dudley	X
		Placer, Susan Kimbley	Kurtis Knapp	
		Sacramento, Ann Edwards	X	
		San Diego, Rick Wanne	X <i>WCDS Staff</i>	
		San Francisco, Dan Kalamaras for Trent Rhorer	X Henry Arcangel	X
		San Luis Obispo, Lee Collins	Lynn Bridwell	X
		San Luis Obispo, Kevin Smith	T Stacey Drohan	X
		San Mateo, Al David for Iliana Rodriguez	X Sheila Lossner	X
		Santa Barbara, Daniel Nielson	X Steve Maciel	X
		Santa Clara, Umesh Pol	X Jo Anne Osborn	
		Santa Clara, Robert Menicocci	Hali Reyes	X
		Santa Cruz, Cecilia Espinola	X Rodain Soto	X
		Solano, Angela Shing	X	
		Sonoma, Jerry Dunn	X	
		Tulare, Francena Martinez	X <i>HP Enterprise Services, Inc.</i>	
		Tulare, Juliet Webb	X Dawn Wilder	X
		Ventura, Barry Zimmerman (Co-Chair)	X	
		Yolo, Nancy O'Hara	T <i>CWDA</i>	
			Christiana Smith	X

### OPEN SESSION

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

The meeting was called to order by the Chair at 12:10 PM.

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

None.



### 3. Approval Items

#### 3.1 Board of Directors' Draft Meeting Minutes, 11/14/14 – Attachment 3.1 (Barry Zimmerman)

***Motion:*** Jerry Dunn/SON motioned to approve the Board of Directors' 11/14/14 meeting minutes as written. Juliet Webb/Tulare seconded. All in favor. Motion carried.

#### 3.2 OPAC Recommendation, CalFresh Audit / Error Rates – Attachment 3.2 (Hali Reyes)

Directors had tasked OPAC with determining an approach to improve CalFresh error rates. At their December meeting, OPAC approved recommendation to align the XNOA batch cycle date for all 18 Counties. The alignment of the XNOA for all 18 Counties to the 12th day of the month will be effective starting in January 2015. If the 12th of the month falls on a weekend or holiday, the XNOA process will run on the next business day.

***Motion:*** Delfino Neira/FRS motioned to ratify the OPAC's recommendation for improving CalFresh error rates. Juliet Webb/TUL seconded. Motion carried.

#### 3.3 OPAC Recommendation, Defined WCDS Regions – Attachments 3.3 (Hali Reyes)

***Motion:*** Jerry Dunn/SON motioned to approve OPAC's recommendation to divide WCDS Counties into regions as defined. Ann Edwards/SAC seconded. All in favor. Motion carried.

### 4. Action Item(s)

#### 4.1 Nominate and Appoint a WCDS Co-Chair for FY 2014/2015 (Barry Zimmerman)

Rick Wanne/SDG can serve as Co-Chair for the remainder of FY 2014/2015. ***Motion:*** Ann Edwards/SAC motioned to nominate and accept Rick Wanne/SDG to serve as WCDS Board of Directors' Co-Chair for the remainder of FY 2014/2015. Jerry Dunn/SON seconded. All in favor. Motion carried.

### 5. OPAC Updates (Lynn Bridwell, Jo Anne Osborn)

#### 5.1 OPAC Meeting Highlights, 12/11/14

At their last meeting, OPAC's top topics discussed included CalHEERS and the new Regional Managers and the division of WCDS Counties into regions. Scheduling the hardware/software refresh and upcoming CalFresh and CalWORKs changes are on OPAC's agenda for next week. CWDA is coordinating a call for early next week to strategize upcoming changes and align systems.

Counties feel a communication gap; they are not receiving the information needed from Folsom. It is possible to reconvene the program committees for purposes of exchanging information, if needed. Reconvening the Medi-Cal and Fiscal Committees may be beneficial (not all agree). It was noted that WCDS holds two calls/forums a week with Counties to review activities. In addition, the new Regional Managers will serve as liaisons to bridge communication under the new governance model. OPAC will be proposing and testing communication strategies as well. OPAC members are to message information to their staff. An



escalation process to DHCS / CalHEERS is needed. OPAC will forward any communication strategy recommendations to the Board.

#### *Renewal Packets*

WCDS has reached that group of people who did not respond to their renewal packets last year. DHCS provided written instructions to discontinue those who did not respond, without sending another renewal packet. WCDS is awaiting direction from DHCS as to what notices and date to use. DHCS is aware that WCDS cannot comply this month (the second batch was sent yesterday). WCDS and CWDA are in communication on this topic.

## **6. Discussion Item(s)**

### **6.1 Review of 2014 Accomplishments – Attachment 6.1 (Hali Reyes)**

WCDS provided a list of the Consortium's many accomplishments in 2014.

### **6.2 Strategic Planning Update**

#### **6.2.1 Introduce Rodain Soto, WCDS Strategic Deputy Director (Hali Reyes)**

The Executive Director introduced WCDS' new Strategic Deputy Director, Rodain Soto. Candidates for this position were interviewed by a panel, including the Executive Director, two County Directors, OPAC Chair and HP's Account Executive.

#### **6.2.2 Additional Strategic Funding, San Diego and Santa Cruz – Attachment 6.2.2 (Cecilia Espinola, Rick Wanne, Hali Reyes)**

San Diego and Santa Cruz Counties gave CalFresh dollars to the Consortium for strategic items in early November; funds need to be spent by end of this FY.

WCDS formed a strategic action team that developed 30+ CalFresh items to apply the funds towards that will be implemented by the end of FY2014/2015. San Diego's advocate group submitted an additional 28 items for MyBenefits CalWIN of which most will be implemented by end of June as well (the remaining items will be worked in the future). **Action Item:** *WCDS to forward the list of MyBenefits CalWIN items to the Board (relating to the San Diego and Santa Cruz added funding; delineate those going in Phase 2).*

#### **6.2.3 Strategic Goals 2 and 3 Update – Attachments 6.2.3 (Rodain Soto)**

The October Strategic Planning Meeting included a capability self-assessment and gap analysis for each strategic goal. Actions to take in 2015 were identified in each dimension of the capability model (Technical Infrastructure and Architecture, Tools and Process, and Culture and Staff). The scorecard represents progress within each dimension for the strategic goal. The second part of the scorecard is a high-level update on achievements and accomplishments since the last report on strategic goals.

*Comments:*

- Slide 1 - To help better interpret the pie, list what has been completed, along with a percentage.
- How is WCDS quantifying progress? In process; Rodain will be having regular meetings with each strategic team.
- Angle to consider – What is the county experience? Are the results to counties meaningful? WCDS will show effectiveness and what maturity translates to. Include the county experience in Slide 2.
- Slide two – The dollar amount shown is the budgeted amount for that strategic initiative.
- Timeline feedback – Clarify what the timeline is showing. Add 'months' to the timeline. The dates below the timeline do not correspond to the timeline.
- Show value of budgeted dollars.

### **6.3 Operational Excellence Plan / Scorecard (*Dawn Wilder/HP*)**

Operational Excellence is a series of 10 work streams to improve delivery aspects. HP has launched a work stream aimed to mitigate environment concerns and is going after quick items first. They are already seeing improvements in daily and quarterly cycles. HP is bringing in a database consultant and someone from their Applications Modernization Group to analyze how HP can restructure. Hardware refresh is moving forward. A second work stream launched is aimed to strengthen non-CalWIN items. HP is increasing test capacity through the transition program. HP implemented a pro-active maintenance program for Exstream. The remaining work streams are ramping up. HP will provide written updates in the future.

### **6.4 Transition Update – Attachment 6.4 (*Henry Arcangel, Steve Maciel, Dawn Wilder*)**

The WCDS Transition Managers are now Steve Maciel and Henry Arcangel. HP's Transition Manager is Dawn Wilder. The newly formatted CalWIN Transition Report was reviewed that covers Key Accomplishments, Progress Summary, County Contract Approvals, Key Dates, Portfolio Management, Transformation and Other.

*Comments:*

- As an update to County Contract Approvals, four counties have now approved.
- Add dates to Transition 'bubble'

### **6.5 Contact CalWIN, Staffing / Schedule – Attachment 6.5 (*Henry Arcangel*)**

The defined rotation schedule, using the same Counties as last year, for March through November (9 months) was reviewed. All Directors agreed to the schedule with no objections. Sonoma may swap months with another County.

The MOU may be renegotiated prior to the next Open Enrollment period to address the low call volumes.

## **7. OSI Updates (*Kristine Dudley, Kurtis Knapp, Sheila Lossner*)**

### **7.1 M&O Contract Update**





- Boards of Supervisors Schedule / Approvals Update (*Sheila Lossner*)

OSI is tracking the progress for getting the additional CalHEERS funding approved (through IAPDU) daily. Meantime, OSI and WCDS are working together to manage the existing budget.

At yesterday's meeting, the SAWS Executive Steering Committee discussed '24-hour roadmap' and all the work that has been identified. There are no more funds for CalHEERS' changes for SAWS after FY 2014/2015. Any added changes will need to be reprioritized in the existing CalHEERS budget or added to Counties' project budget; however, the project budget amount is not sufficient. OSI will be working on IAPDUs for FY 2016/2017 in the near future. The issue has been escalated to Renee Mollow/DHCS. Counties need the appropriate funds to retrofit with this new system.

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

Open Session adjourned at 1:38 PM.

### CLOSED SESSION

#### 9. Approve - None

#### 10. Discussion

##### 10.1 Strategic Planning, Strategic Goal 1 Update – Attachments 10.1 (*Rodain Soto*)

**Action Item:** WCDS to forward the BI technical specifications produced to date to Al David/SMT (relating to the San Diego and WCDS partnering on APDs).

##### 10.2 CalHEERS Funding (*Steve Maciel*) - No actions taken.

##### 10.3 WCDS Staffing Update – Attachments 10.3 (*Hali Reyes*) - No actions taken.

#### 11. Informational Items

##### 11.1 Quality Assurance Vendor's Monthly Report Out – Attachment 11.1 (*Karen Tinucci*) - No actions taken.

##### 11.2 SAWS Executive Steering Committee Meeting Update (*Hali Reyes, Barry Zimmerman*) - No added discussion / No action.

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

##### 12.1 Board & Other Meetings Schedule

- Next Board of Directors' Meeting, February 20, 2015, from 12:00 PM to 2:00 PM, Library Galleria, 828 I Street, East Room, Sacramento (moved from the Regus Building to the Library Galleria)



**ACTION ITEMS**

<b>ID</b>	<b>Open Date</b>	<b>Description of Action Item</b>	<b>Assigned to</b>	<b>Due</b>	<b>Closed Date</b>
21	4/11/14	Analyze the list of completed Separate Services to determine which could be leveraged by other Counties and report back to the Board in June 2014. <ul style="list-style-type: none"> <li>5/9/14: <del>In progress</del>. Hold.</li> </ul>	Jo Anne Osborn	June 2014	2/6/15
22	4/11/14	Evaluate their current list of open Separate Services (see supporting document 3.4) and bring those to pursue to the Strategic Planning Meeting for the Board's consideration and planning as a Consortium. <ul style="list-style-type: none"> <li>5/1/14 Update: SPM scheduled for 6/11/14.</li> <li>5/9/14: Not to be discussed at SPM. Hold.</li> </ul>	Directors	May June 2014	2/6/15
27	7/7/14 EC	WCDS will revise the OPAC Bylaws as needed and bring back to the BOD for approval. <ul style="list-style-type: none"> <li>In progress.</li> </ul>	Hali Reyes	8/2014	2/6/15
28	7/7/14 EC	WCDS to 1) Dialogue with CDSS about the potential for WCDS to host OCAT and request financial support, 2) Evaluate WCDS staffing needs and related costs to lead this effort and 3) bring Hosting OCAT to the full Board in August. <ul style="list-style-type: none"> <li>In progress</li> <li>8/15/14: On hold.</li> </ul>	Jo Anne Osborn	8/2014	2/6/15
35	9/12	Form an action team to research automation possibilities (Medi-Cal renewals). Close – underway.	WCDS	ASAP	2/6/15
36	1/16/15	WCDS to forward the list of MyBenefits CalWIN items to the Board (relating to the San Diego and Santa Cruz added funding; delineate those going in Phase 2). <ul style="list-style-type: none"> <li>Sent 2/6/15. To close.</li> </ul>	Hali Reyes	2/20/15	
37	1/16/15	WCDS to forward the BI technical specifications produced to date to Al David/SMT (relating to the San Diego and WCDS partnering on APDs). <ul style="list-style-type: none"> <li>Sent 2/6/15. To close.</li> </ul>	Hali Reyes	2/20/15	

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## WCDS Board of Directors Discussion Item

**Meeting Date:** Friday, February 20, 2015  
**Subject:** CalHEERS Update – Communications, Renewal Process, Pending Applications  
**Presenter:** Hali Reyes

### Discussion Item

Communication continues to be challenging regarding Medi-Cal cases. WCDS has implemented several processes to assist the Counties with array of lists and instructions currently in use. This agenda item has been included to provide an overview of the communication methods and tools utilized to support this need.

### Supporting Information

1. There are 3 weekly meetings held at the Consortium with the Counties.
  - On Monday and Thursday from 10:00 – 11:00 there is a CalHEERS/CalWIN Operations call, where Counties can ask questions or submit operational issues. Also discussed are current instructions for workarounds.
  - On Wednesday from 3:00 to 4:00 (sometimes longer) there is a call specifically set aside for Renewal questions or concerns. Our Counties will often request clarification of current instructions processing cases, which may include policy clarification.
2. There is a report titled CalHEERS Lists and/or SQL that itemizes every list, set of instructions, defect, policy question and SQL currently in play. This list is utilized in the Monday and Thursday call and is updated frequently. Included is the location of the list, instructions, CITs and CRFIs related to CalHEERS.
  - Included in your Board packet is a copy of the CalHEERS Lists and/or SQL and the most current Renewals instructions provided to your Counties.
3. The Regional Managers have been briefed on the most pressing CalHEERS issues and are prepared to discuss and support the Counties during visits. They are working in conjunction with the WCDS CalHEERS team to ensure consistent communication.

## 6.1b CalWIN Renewal Processes 2-10-15 DRAFT (V2).docx

**Pre ACA****PRE ACA POPULATION 1**

Definition: Pre-ACA cases with RFTHI form triggered in CalWIN, the RFTHI has not been received and Renewal ends in 2014

Renewal ends 12/31/14 > Renewal Effective 1/1/15 (AKA coverage begin date)

- 1) CalWIN will no longer trigger the RFTHI form starting Feb 2015
- 2) If RFTHI received, and NOT reporting a change other than income > advance renewal data 1 year
- 3) If NOT received, county business process (CRFI - has been withdrawn due to Counties wanting a phased approach)
- 4) No action will be taken on these cases and will remain active until decisions are made by Counties

**CALWIN Renewal PROCESS for Pre-ACA population 1**

- 1) CalWIN needs direction from the Counties on the discontinuance in a phased approach

**PRE ACA POPULATION 2**

Definition: Pre-ACA cases with RFTHI form triggered in CalWIN, the RFTHI has been received and renewal date has been extended to 2015

- 1) CalWIN should already have the RFTHI information for this population and CalWIN will not send any forms
- 2) These cases will follow the Pre-ACA renewal process and during this the cases will be transitioned to ACA

**CALWIN Renewal PROCESS for Pre-ACA population 2**

- 1) County will start the Pre-ACA renewal process in CalWIN
- 2) County keys in RFTHI information
  - a. The case will transition to ACA during the renewal process once all information has been verified and the renewal date will be extended 12 months.
  - b. Once the case is transitioned it will follow the MAGI renewal processes (see MAGI process).

**ADDITIONAL CLARIFICATION for PRE-ACA**

- 1) If RFTHI is incomplete > Counties to send MC 355 (Verification checklist) to gather missing information
- 2) If NO RFTHI, use county business process for completing the Exparte review, in order to convert a case to ACA the tax filer information must be entered or the BRE will not be called

**MAGI & Mixed Households (MAGI + APTC, MAGI + non-MAGI, or all three)**

**CALWIN Renewal PROCESS for MAGI and Mixed Households**

1. Around 2<sup>nd</sup> day of every month, worker will get alert 90 days before the renewal date for the Exparte review.
2. Around 11<sup>th</sup> of every month, renewal process will be initiated by sending EDRs with run reason “RE” to CalHEERS.
3. If an Eligibility response is received from CalHEERS with e-verification (Income, Incarceration and Deceased) CalWIN will extend the renewal date 12 months. If case gets exception out in batch worker action required to authorize online.
4. Around 15<sup>th</sup> of every month, renewal status will be changed to Initiated.
5. Around 20<sup>th</sup> of every month, renewal packet will be triggered for the following cases.
  - a) Cases that receive a response where not all e-verifications (Income, Incarceration and Deceased) are verified from CalHEERS
  - b) No response from CalHEERS
6. By NCO date of the renewal month if the renewal packet is not received ;
  - a. EDR will not be sent to CalHEERS
  - b. CalWIN will discontinue the case in CalWIN.
  - c. CalWIN will trigger the Termination NOA
  - d. CalWIN will trigger the MEDS transactions
  - e. CalWIN will send a case list to CalHEERS so the cases will be discontinued in their system as well.

**ADDITIONAL CLARIFICATION –**

1) Soft Pause - DHCS clarification: “soft paused” prior to the implementation of the soft pause indicator, DHCS is confirming that we are good with leaving these individuals on Medi-Cal and treating their annual renewal as complete. Once the soft pause indicator is functional (eHIT 3.0), the cases shall be worked as prescribed in ACWDL 14-18

## **Non MAGI / Mixed Medi-Cal (MAGI & Non MAGI)**

### **CalWIN Renewal Process steps for Non MAGI & Mixed Medi-Cal**

1. Around 15<sup>th</sup> of every month, renewal status will be changed to Initiated.
2. Around 20<sup>th</sup> of every month, renewal packet will be triggered for all Non MAGI and Mixed Household cases.
3. Upon receipt of the forms, County will start the renewal process and when EDBC is ran CalWIN will call CalHEERS BRE with run reason RE and run Non-MAGI rules in parallel
4. By NCO date of the renewal month if the renewal packet is not received ;
  - a. CalWIN will discontinue the case in CalWIN.
  - b. CalWIN will trigger the Termination NOA
  - c. CalWIN will trigger the MEDS transactions

Note: On a Mixed Medi-Cal (MAGI/Non-MAGI) case, MAGI and Non-MAGI individuals have the same renewal date.

### **ADDITIONAL CLARIFICATION**

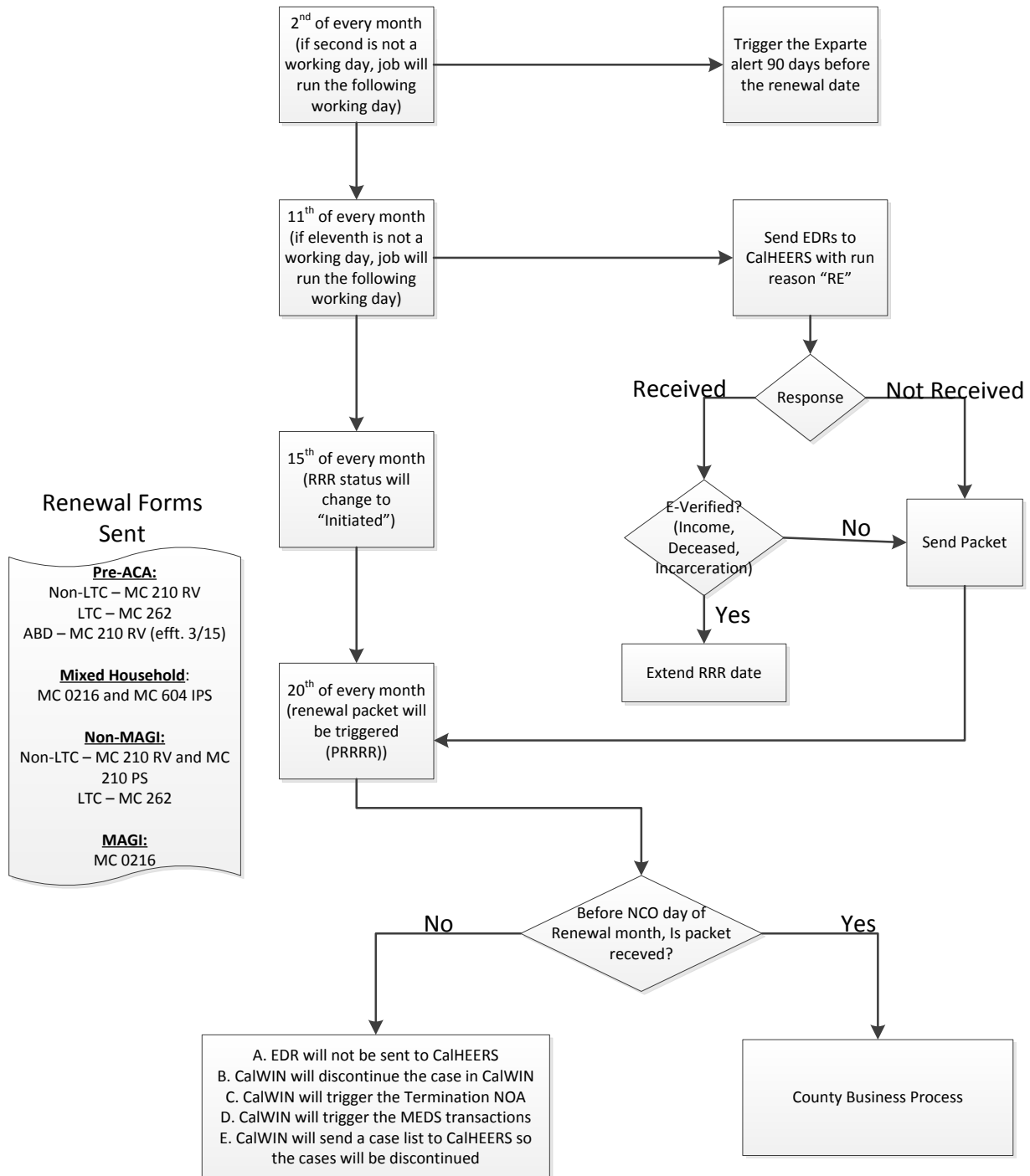
1. MC 210 RV (5/11) form will be triggered until the draft version of MC 210 RV (Non-MAGI Pre-Pop form received on 7/22/14) is finalized and is in production.
2. MC 262 (06/07) form is the version to use in Non-MAGI flow for Long Term Care (LTC).
3. SAWS will use a Disc Notice (MC 239 05/07) to terminate the Non-MAGI and Mixed Medi-Cal (MAGI/Non-MAGI) cases.
4. SAWS will not generate a separate approval notice for beneficiaries retaining the same aide-code.
5. In absence of the soft pause indicator, SAWS will not generate the CSC 99 (Non-MAGI informing notice/Croc Dundee), nor send it to the clients.
6. In CalWORKs cases where one or more individuals are MAGI eligible (EX: 4 member household, 3 are eligible for cash and cash-linked Medi-Cal but 1 individual is MAGI eligible), SAWS will follow MAGI / Mixed HH annual renewal flow. However, if the MAGI eligible individual does not comply to the MAGI / Mixed HH renewal, it'd be an individual discontinuance, meaning it shall not negatively impact CalWORKs aided individual.

### **COMPANION CASES**

- County workers to combine cases at renewal (prefer to use the ACA Case)

**PROCESS Flow**

Renewal Process





## 6.1b CalWIN Renewal Processes 2-10-15 DRAFT (V2).docx

Lists attached to SR485795:

- MC cases with renewal date Jan 2015.xlsx: List of MC cases with renewal date Jan 31 2015 with type of the case Pre ACA, MAGI only, Mixed Medi-Cal, and Non MAGI only.

(Due date for this list is 1<sup>st</sup> of every month for example cases with renewal date of March 2015 will be attached by Jan1st, 2015)

- Stdlist of MC cases - RD extended to Jan2016.xlsx: List of MC cases where the renewal date extended to next year.

(Due date for this list is around 21<sup>st</sup> of every month)

- Stdlist of MC cases – Renewal forms triggered.xlsx: List of MC cases where the Renewal forms triggered.

(Due date for this list is around 21<sup>st</sup> of every month)

- Standard list of cases in which 'RE' - redetermination request sent.xlsx :

Summary tab will have the following.

- Total
- RD Extended
- Transaction Not Received
- Transaction Received is Not-Verified
- Transaction Received is Verified - MAGI Discontinued
- Transaction Received is Verified - No chg in MAGI elig
- BRE Not Called
- EDBC Unsucessful/Not Run

(Due date for this list is around 21<sup>st</sup> of every month)

CalHEERS SQL and/or Lists					
SR	CR	Frequency	CIT	Description	County Action
431814	NA	Q&As User Guide Updates	Multiple	Covered CalWIN Documentation, BPGs and Summary Guide	SR to be used by counties to provide feedback on the Covered CalWIN Documentation, BPGs and Summary Guide.
456073	5481	SQL - On Demand Weekend of 2/7/15		SQL Pack applied to delete the tax filer info that causes the bad cwin to be included in the EDR.	2/9/15 - SQL pack provided to delete the bad cwin's tax filer information. Please run Edbc after the SQL pack applied for all child SRs except child SR495323 requires code fix before it will work properly.
458694	NA	One time	07-2109	CalHEERS - Incorrect full scope eligibility results returned for undocumented aliens from CalHEERS  Sql pack applied to create MU triggers for cases with Incorrect full-scope eligibility from CalHEERS due to the incorrect verification indicators sent from CalWIN for the following verifications	Resolved sql 05/2014
456852	NA	One time	01-1761 12-1675	County extracts of CalHeers cases existing in CalWIN	Resolved
480946	NA	County Workarounds	Draft ACWDL	Master SR for Counties to attach their Workarounds	Review workarounds and upate to meet your county needs 2/2/15 - CRFI 2594 County process for handling chg txns posted to ticket
460838	6587	DHCS List monthly	02-1832 ACWDL 14-06	The Express lane case list from DHCS	Lists provided by DHCS - please check tickets comments for password information
462221	NA	monthly	06-2058 07-2093	SQL regularly scheduled (once or twice a month) to fix Bad Case Information	Please monitor the SQL output file semi-monthly for cases impacted by the errors listed.  2/2/15 - SQL applied weekend of 01/30/15
465594	NA	Q&As		Master Request Opened to track Project Team Communcation for Covered CalWIN Q&As	Use 465594 to ask "general" questions

CalHEERS SQL and/or Lists					
SR	CR	Frequency	CIT	Description	County Action
471541	NA	CalHEERS	08-2117	CalHEERS sending transactions to MEDS to update eligibility	<p>Attach excluded list and manual notify Cynthia.Garrett@calwin.org</p> <p>01/28/15 Filtering instructions pending from DHCS 1/30/15 - DHCS supplied a single file for each county "AE" results (dated 1/30) 2/6/15 - DHCS AE results file have been loaded to SR</p>
473118	NA	one-time	NA	Re-triggering all batch EDRs for MU from 5/19/2014 to 5/29/2014 SQL ran 06/2014	<p>SQL applied SQL pending for txns stuck in "sent" status</p>
474731	6904	monthly	06-2057	SQL to NOT Auto-Disc Medi-Cal Renewals	
492708	NA	LISTS	Pending	External Referrals from CalHEERS with Training Data	Sample of transactions provided by CalHEERS attached
482837	5481	one-time / List	NA	<p>RESOLVED Total EDR count is null when EDR Sequence Num is more than 9 CalWIN code modification implemented SQL ran to re-trigger</p> <p>List attached 9/14 -List of Medical cases (excluding Cash linked) which is in Pedning status &amp; application taken or or after 01/2014.</p>	All counties review the list of impacted cases attached to SR. All of these cases should now have a BRE response from CalHEERS. If no BRE response is received, then follow county business process.
484397	7057	<p>LISTS SQL Run dates 11/2 12/21</p>	<p>11-2245 12-2279</p>	<p>Master Service Request for CR7057 Duplicate DERs</p> <p>SQL Pack applied to change the status of Received to Duplicate when there is more than 1 External Referral per CalHEERS Case ID.</p>	Review results

CalHEERS SQL and/or Lists					
SR	CR	Frequency	CIT	Description	County Action
485064	6863	SQL	CRFI 02-2600 11-2222	MAGI Medi-Cal Renewal Discontinuances until CR6863 code changes are implemented (which is R39) the SQLPack's are applied for the new MAGI renewal process.	This SR is open as SQL packs 1, 2, 3 will be ran in production for October and November 2014 for Renewals.
485166	NA	LISTS	NA	CalHEERS - Individuals with Immigration Status of "Work Permit" are receiving full scope instead of restricted aid	Pending
485795	6529 5007	Q & A for POST Renewal  List 01/07	11-2237 12-2276	Multiple CRs for Medi-Cal Renewals  1/7 List st of Medi-Cal cases has been attached to SR485795. The document name is ' <b>List 1- MC cases with renewal date March 2015</b> '; uploaded on 1/7/2015. The list includes Pre-ACA, MAGI only, Mixed Medi-Cal and non-MAGI only cases.	No Action is required - review only Use 485795 to ask questions regarding Renewals
487444	6882	Q&A	NA	Master Request Opened to track Project Team Communcation for CR6882 - Error reporting long term solution	
490027	6580	1/19/2015	NA	Multiple RRR Due dates displayed for same case/program  SQL pack to be re-run to correct remaining affected cases	Verify affected cases have been corrected
490229	7115	Q&A Log List NCO SQL pending	01-2299 12-2269 REV4 MEDIL 14-56 MEDIL 14-61 01-2314	Master Request Opened to Track Communications for CR7115  CalHeers Negative Action <b>Phase I</b> - Deny duplicate MAGI-only/Mixed Medi-Cal External Referrals cases  4 lists attached to ticket of possible duplicate referrals and duplicate cases – instruction document also attached  NCO MAGI only cases, with 12/14 or 1/15 MC Renewals, were discontinued if the forms were not marked received and were not in started status. ABD cases were not included in this discontinuance.  List of summary of MC cases that are exception out on Jan NCO	Testing with SAC Target date for All Counties pending  Pending additional information from CalHEERS regarding "withdrawn" applications

CalHEERS SQL and/or Lists					
SR	CR	Frequency	CIT	Description	County Action
490229	7115		01-2299 12-2269 REV3 MEDIL 14-56 MEDIL 14-61 01-2314	Master Request Opened to Track Communications for CR7115 CalHeers Negative Action <b>Phase II</b> - Discontinue MAGI-only cases at renewal that have failed to complete RRR	Released with JAN MR (01/12/15)
490229	7115		01-2299 12-2269 REV3 MEDIL 14-56 MEDIL 14-61 01-2314	Master Request Opened to Track Communications for CR7115 CalHeers Negative Action <b>Phase III</b> - Process ALL other negative action reasons targeted for CalWIN R40 - pending final requirements and assumptions to be vetted by DHCS	
491268	NA	one time	NA	Some CalHEERS correspondences were not ingested into the ECM For Orange, Sacramento, and San Diego counties  This SR is tracking the SQL Packs which are being executed to ensure that the correspondences from 12/09 and 12/15 are sent to the print vendor and/or ingested into the ECM appropriately.  Phase 1 was completed on 12/19/2014. Phase 2 is scheduled for 12/24/2014. Phase 3 is tentatively scheduled for the weekend of 1/3 - 1/4.	RESOLVED None
491571	Pending	SQL JAN 2015 to MAY 2015		This request is opened to hold the County Listings for MAGI/Mixed MC/HH cases with an RRR due in the current month that will be run in a SQL to extend the RRR date.  SQL Pack is provided in order to extend the Medical RD Due date.	01/2015 - SQLPack to be run in ALL prod databases every month on NCO dates starting from Jan 2015 NCO to Until May 2015 NCO, Pre-batch.

CalHEERS SQL and/or Lists					
SR	CR	Frequency	CIT	Description	County Action
491976	NA	LISTS	12-2276	<p>CIT - 12-2276 APTC to MAGI Transition Guidance. LIST of APTC to MAGI renewal cases from CalHEERS</p> <p>List of external referral transactions and external change transactions List generated from CalWIN and is in lieu of CalHEERS List</p>	Counties to review
492904	7194	monthly	CRFI 12-2588	<p>Extend RRR date due to being excepted out of Batch - REQ 1</p> <p>This task will be starting from Dec 2014 until May 2015. Every month SQLpack will be applied to extend the renewal date by 12 months from the current renewal date for the MAGI/Mixed Household cases.</p>	
492909	6904 7194	monthly	CRFI 12-2588	<p>CalWIN will run a SQL to find pre-ACA cases that have an RRR date for March 2014 through December 2014 that have cases in Initiated status and RFTHI packet has not been received. These cases were marked as Initiated with option 1 of CR6409</p> <p>Will run from January 2015 through October 2015 for RRR's due in March 2015 through December 2015. Every month SQLpack will be applied to extend the RRR due date 12 months from the original RRR due date with 'Pending' Status</p>	
494280		DHCS List will be provided		<p>DHCS SIRFA 01-002 Restoration of ABD Beneficiaries discontinued at RV for failure to provide tax household information</p> <p>DHCS is requesting SAWS to reconcile the MEDS data to validate the following information in SAWS:</p> <p>I. Individual was discontinued in SAWS for not completing the 2014 annual redetermination process and not for other reasons. II. Medi-Cal eligibility has not been subsequently restored for the beneficiary.</p>	Once these two factors have been confirmed the list will be sent to the counties for review

CalHEERS SQL and/or Lists					
SR	CR	Frequency	CIT	Description	County Action
493453	6930	SIRFRA 1001	02-2330	SAWS INTERNAL REQUEST FOR RESEARCH & ANALYSIS	2/6/15 - two files that were supplied to DHCS to complete the SIRFRA. The NOA Info file you inquired about reflects the NOAs CalWIN generated. As CalWIN currently generates only the Non MAGI NOAs, it is a smaller list
493881	7235	DHCS List will be provided	01-2301 01 - 2302 ACWD 15-03 02-2324 CRFI 02-2601	SR is created to Track Case Listings and SQL Packs for CR7235 Renewal Process Pause for ABD MAGI Cases CIT Pending  ACWDL addresses two primary requirements for the affected ABD population (as defined by aid code) that failed to provide RFTHI as part of their 2014 Medi-Cal annual redetermination: <b>1. Rescind previously issued discontinuances and restore eligibility and</b> 2. Prevent further discontinuances.	The lists DHCS provides may identify individuals who were discontinued for reasons other than not providing RFTHI at annual redetermination. Additionally, some aid codes may identify individuals whose basis of eligibility is something other than ABD. Counties are instructed to evaluate and determine which household members in these lists meet the requirements and restore eligibility only to those beneficiaries.  2/9/15 - SR493881 has two lists posted to it. A list provided by DHCS, ("Copy of O0573ABDCALW.D141229"), and a list provided by CalWIN. Counties are being asked to only review the CalWIN list, ("Standard List of pre ACA ABD and LTC cases disc for RD in 2014"), at this time, as we are still reconciling the DHCS list and the CalWIN list. Using the attached CalWIN list Counties need to: • Identify the business process used to for the annual redetermination process for this population: o RFTHI Sent, RFTHI & MC210RV Sent, MC210RV Only Sent (for both 2014 and 2015). o Complete template attached to CRFI# 02-2601 CHCW to inform CalWIN of County Business Process (for both 2014 and 2015) by: 02/06/2015  Counties may begin manually rescinding cases based on the above criteria, as business processes and caseload allow. In particular, ABD individuals who contact the County with an immediate need should have their cases reviewed and benefits reinstated if appropriate.

CalHEERS SQL and/or Lists					
SR	CR	Frequency	CIT	Description	County Action
493881	7235	SQL Monthly NCO / Post NCO	01-2301 01 - 2302 ACWD 15-03 02-2324 CRFI 02-2601	<p>Renewal Process Pause for ABD MAGI Cases CIT Pending</p> <p>ACWDL addresses two primary requirements for the affected ABD population (as defined by aid code) that failed to provide RFTHI as part of their 2014 Medi-Cal annual redetermination:</p> <ol style="list-style-type: none"> <li>1. Rescind previously issued discontinuances and restore eligibility and</li> <li>2. <b>Prevent further discontinuances.</b></li> </ol>	No County Action
494455	NA	DHCS List	NA ACWDL 15-05	APTC to MC transition batch: those clients who exceptioned out of the MEDS batch	<p>According to DHCS, the people in these files have received notice that they have Medi-Cal eligibility, but due to MEDS errors, they do not. Counties will need to work these MEDS errors to provide them with eligibility as soon as possible. This was discussed at the CWDA Medical Care meetings the week of 1/5/15.</p> <p>1/30/15 - DHCS supplied files for each county "ACA renewal errors priority 1" APTC tyo MAGI MEDS batch exceptions</p>
495050	7115	SQL	12-2269 REV4	Update RD status code as "start" for discontinued Medi-Cal cases failed due to reasons MAS90, MAS902, MAS919 and NOAs not triggered	1/28/15 - SQL applied output list attached
495410	6904	List	CRFI 01-2597	<p>Master Request: Renewal Discontinuance Actions Communication and CRFI</p> <p>The goal of the CRFI is to identify which Counties are requesting the CalWIN Project Team to take action on by running a SQL causing the cases to discontinue. The SQL to discontinue will exclude the ABD and the LTC cases.</p>	1/30/15 - List posted - County to review list and respond to CRFI 2/9/15 This list DOES NOT Correspond with any other list, and is separate from the list provided by DHCS. The list CalWIN is requesting you take action on Excludes ABD/LTC cases. The list attached to the SR has a list with ABD/LTC (informaitonal only) and without ABD/LTC. Please Review the list without ABD/LTC and determine if your county wants CalWIN to take action on these cases by running SQL to discontinue identified population and trigger discontinuance NOA. Due by: 02/05/2015
495846		DHCS List		Rivera Notice Candidate List From DHCS	2/9/15 - DHCS supplied updated list
496295	NA	SQL Pending		Medi-Cal cases did not receive a renewal packet and were erroneously discontinued	CalWIN working on resolution





## WCDS Board of Directors Discussion Item

**Meeting Date:** Friday, February 20, 2015  
**Subject:** Strategic Goals Updates  
**Presenter:** Rodain Soto

### Discussion Item

The reformatted Strategic Goal (SG) Scorecard is presented to provide progress updates on Capability Maturity and specific items currently tracked within each SG (#1 – 3).

### Supporting Information

The attachment begins with a high-level status of each SG (green, yellow, red) and activities from an overall SG perspective. Details of each SG# 1-3 items follow later in the deck. The items are categorized as:

- **Engagement:** What new activity/action has been initiated, or is the next immediate step, since last month's report out?
- **Tracking:** What is currently in-flight for each SG and what future items are being monitored?
- **Integration:** What has been delivered or integrated as new process / tool / project / functionality since last month's report out?

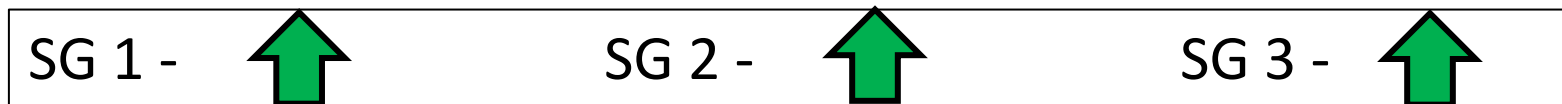
The Strategic Planning Meeting in October 2014 included a Capability self-assessment and gap analysis for each strategic goal. Actions to take in 2015 were identified in each dimension of the capability model (Technical Infrastructure and Architecture, Tools and Process, and Culture and Staff). The second page represents the progress within each dimension (Tech, Tools, and Talent) for each strategic goal. For each SG area, the tracking represents progress toward 2015 goals (1-year). Each dimension is expected to complete 25% per quarter to represent on track (green). **Target progress for Q1, March 2015, is 25% completed.**















# Strategic Engagement, Tracking, & Integration

Agenda Item 6.2  
(Doc 2 of 2)

Strategic Goals Overall  
February 11, 2015

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

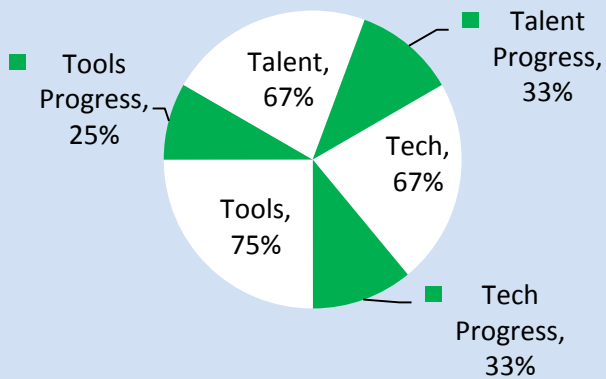


Integration (Delivered)	Engagement (Getting Started)	Tracking (Monitoring)
Strategic Goal Team's semi-monthly report to Deputy Director established – 02/06/15 	Regular meetings for SG teams planned 	SG1 – Base BI Project 
Capability Maturity objectives normalized to one-year plan for reporting – 02/06/15 	Quick Wins planning for next quarter 	SG1 – BI Phase 2 (SAWS Analytics) – APD 
Revised SG report out for WCDS Board 	SG Teams to priorities long term project 	SG2 – CalFresh Initiative Portfolio 
	Researching metrics for SG Effectiveness 	SG2 - User Experience Next Steps 
		SG2 - MyBCW, Core CalWIN, Mobile 
		SG3 – Relationship Matrix 
		SG3 – Stakeholder Demos and Workshops 

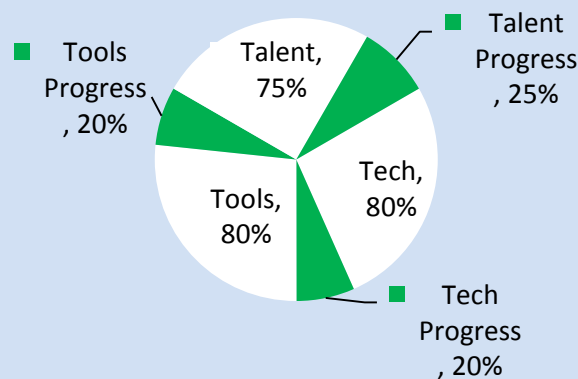
# Strategic Engagement, Tracking, & Integration

## Capability Maturity Progress February 11, 2015

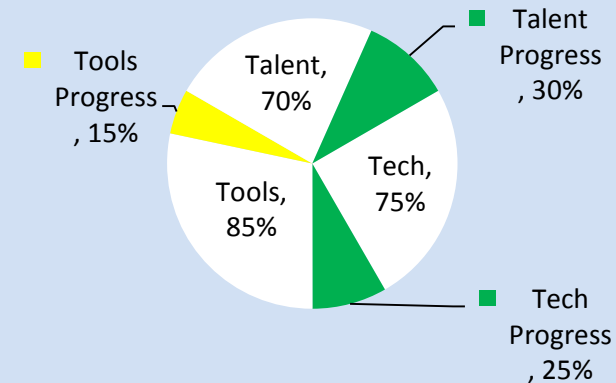
### SG1 - Data



### SG2 - Products



### SG3 - Relationships



Design and document Standards completed for Base BI and presented to SAC

Project Governance planned for March 2015

Steering Committee engaged for quarterly updates

Data Governance planned for May 2015

Project Action Team formed with Kick-off completed 1/29/15

Organizational Change Management (OCM) program proposal submitted

Servers supporting User Experience virtualized

Run-time environments support web services, enterprise service bus, .Net and Java

Configuration management database (CMDB) planned

Current processes being reviewed and evaluated as part of transition

Training and Career planning in place for HP and WCDS

Strategic Response Team established for User Experience

Share CalWIN migration in progress and re-launch planned

Cross communication strategies to promote alignment between all strategic goals in progress

Relationship Map in progress

Organizational structure changed to broaden our customer focus

\*SG Team to address Tools capability dimension by developing action plan\*

# Strategic Engagement, Tracking, & Integration

Strategic Goal 1 – Data  
February 11, 2015

2014



2016

## Integration (Delivered)

## Engagement (Getting Started)

## Tracking (Monitoring)

Quick Win - Reports for CalHEERS delivered using BI technology (OBIEE) - 01/24/15

BI Development Environments available – 01/2015

Created and submitted BI Definition Document (Project Charter)

Created and submitted BI Project Plan

Created and submitted BI Work Plan

Identified Project Action Team (PAT) members

Conducted PAT kick-off meeting 01/29/15

Held Requirements Gathering Session #1 02/10/15 – 02/11/15

Held Technical Requirement Session #1 02/17/15 – 02/18/15

SAWS BI Analytics APD for submission in February 2015

Establishing communication model for PAT to engage all 18 Counties – February 2015

Base BI Project Governance to be established in March 2015

BI Data Governance planned for May 2015

BI Project Road Map in development and to be delivered May 2015

BI Training Activities planned for May 2015

Business and Technical Requirements Work Product targeting May 2015

# Strategic Engagement, Tracking, & Integration

## Strategic Goal 2 – Products

February 11, 2015

2014



2016

Today

Integration (Delivered)	Engagement (Getting Started)	Tracking (Monitoring)
CBO Assistor (CR6035) – Release 40	Share CalWIN Demo for OPAC 02/26/15	User Experience Assessment and Findings under review for next steps
Portal Phase 2 (CR6750) – Release 40 -Eliminate duplicate submission of RRR & PR	Share CalWIN Governance Team meeting and finalizing governance	25 of 30 CalFresh Initiative Portfolio (Detailed Slide attached)
-EBTNearMe available in MyBCW & Mobile	Share CalWIN Train the Trainer scheduled	
-Text Message number and waiver data elements added in Core CalWIN	MyBCW Portal Phase 3 (CR6758) release planning	
Migration of legacy documents to Share CalWIN in February 2015		
5 of 30 CalFresh Initiative Projects delivered (Detail Slide attached)		

# Strategic Engagement, Tracking, & Integration

## Strategic Goal 3 – Relationships

February 11, 2015

2014



2016

Integration (Delivered)	Engagement (Getting Started)	Tracking (Monitoring)
Posted CalWIN Contacts – January 2015	Building Relationship Map	RM introductory visits in progress
Share CalWIN roll-out announced again with planned training – February 2015	Identifying and Prioritizing Relationship	Regional 2015 Policy Symposium (Children and Families) – multiple attendees planned
CBO Assistor Workflow teleconference and webinar with Counties (CR6035) – January 2015	Compiling County Projects to identify trends	Tracking activities of User Accessibility occurring under SG2
CBO Assistor webinar for CDSS and CBOs – January 2015	Building Calendar (touch points, external stakeholders, county visits, etc)	
CDSS demonstration of CalWIN – global overview for 45 state staff – February 2015	Identified rapid response based on current needs or issues raised:	
	- CalFresh Negative Action Error Rate	
	- CalHEERS Renewals	
	Evaluation and analysis of Capability Maturity items to complete in 2015	



# CalWIN Operational Excellence Report - February 2015

## Accomplishments

- 2015 funding approved
- Joint R40 release process review improvements implemented
- 4 HP Application Transformation consultants  
1 Oracle database expert on board to perform batch assessment

## Progress Summary



## Daily Operations

- 3 batch job code improvements & 1 schedule change in Q4 2014 (resulted in 2 hour improvement for long running cycles)
- Instituted proactive ECMServer maintenance schedule (as of 2/10/15 production impacts reduced by 1/3 from 4Q14)

## Projects

- Developed infrastructure impact checklist to be used in Change Request planning

## People & Tools

- Retrofit tracking sheet implemented for Release 40 and ongoing



# Appendix: Operations Excellence Program Dashboard as of 2/05/15



Work stream	Description	Status	Progress & Accomplishments
WS1	<b>Mitigate reoccurring concerns</b> <ul style="list-style-type: none"> <li>Batch Run Time Improvement</li> <li>Release Retrofits</li> </ul>	On track	<ul style="list-style-type: none"> <li>Planning underway for PoC to test application db access via service (use RAC load balancing) rather than direct server connection</li> </ul>
WS2	<b>Strengthen new technology operations</b> <ul style="list-style-type: none"> <li>MyBCW Portal, Notice CalWIN (CC Exstream) &amp; CalHEERS</li> </ul>	Ramp up	<ul style="list-style-type: none"> <li>Planning underway for Alfresco SW upgrade to address root cause of intermittent server issue.</li> </ul>
WS3	<b>Organizational readiness</b> <ul style="list-style-type: none"> <li>Define, communicate and transition to the new organizational structure and customer centric culture.</li> <li>Ensure completeness and effectiveness of service delivery processes in the new operating environment</li> </ul>	Started	<ul style="list-style-type: none"> <li>Meeting held with First Data and WCDS to prioritize concerns to be addressed in this workstream. Follow up planned with People &amp; Tools driver</li> </ul>
WS4	<b>Repeatable cornerstone processes</b> <ul style="list-style-type: none"> <li>Establish consistent processes to support project transition, ongoing asset tracking and reporting, capacity forecasting and trend analysis, event monitoring, and information security</li> </ul>	On track	<ul style="list-style-type: none"> <li>CalWIN incident checklist being updated to address process map gaps.</li> <li>Starting role mapping against HP's enterprise RtOP process.</li> </ul>





# Appendix: Operations Excellence Program Dashboard as of 2/05/15



Work stream	Description	Status	Progress/ Accomplishments
WS5	<b>Analyze underlying technical constraints</b> <ul style="list-style-type: none"> <li>Identify technical barriers to background batch operation and concurrent development</li> </ul>	Planned to start in March	<ul style="list-style-type: none"> <li>Output of planned WS7 March Release Visioning Workshop will be used as input for legacy tools technical assessment / gap analysis</li> </ul>
WS6	<b>Operational Excellence Scorecard</b> <ul style="list-style-type: none"> <li>Define a balanced set of performance measures and targets, report progress</li> </ul>	On track	<ul style="list-style-type: none"> <li>Board status format under development</li> </ul>
WS7	<b>Release processes and tools to support responsive change</b> <ul style="list-style-type: none"> <li>Develop and execute an implementation plan for the release tools roadmap</li> </ul>	Pulled forward	<ul style="list-style-type: none"> <li>CalHEERS 2015-16 release schedule analysis underway</li> <li>Proposed goals:                             <ul style="list-style-type: none"> <li>Deliver code faster with quality</li> <li>Capacity to respond to business events</li> </ul> </li> </ul>
WS8	<b>Systems available to meet user needs</b> <ul style="list-style-type: none"> <li>Identify, prioritize and execute initiatives to expand system availability.</li> </ul>	Not started	2016 Phase 2 – Proactive and Innovative : Raising the Bar
WS9	<b>Improved quality and throughput</b> <ul style="list-style-type: none"> <li>Identify, prioritize and execute best practice initiatives to accelerate development and testing processes.</li> </ul>	Not started	2016 Phase 2 – Proactive and Innovative : Raising the Bar
WS10	<b>Shared culture of innovation and customer care</b> <ul style="list-style-type: none"> <li>Identify county operational improvement opportunities</li> </ul>	Not started	2016 Phase 2 – Proactive and Innovative : Raising the Bar



**CalWIN Transition Report - February 2015**  
 Official Transition Period February 2015 through July 2015

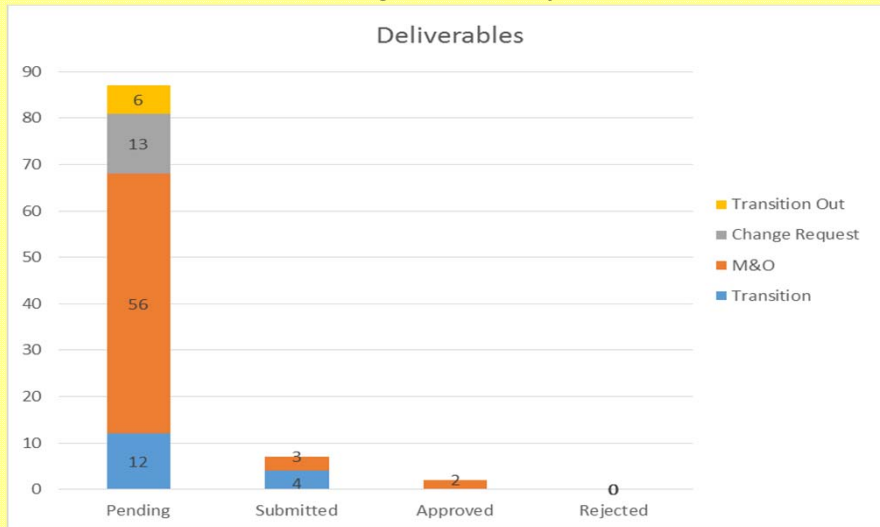
**Key Accomplishments**

- Solved deliverable issue regarding lack of a formal facility lease
- Developed/submitted (HP) and reviewed (WCDS) 16 Deliverable Expectation Documents; of these, 5 were accepted and formally approved
- Completed 9 deliverables and formally accepted 2 of those as complete/final
- Established weekly Transition Progress update meetings and reports
- Developed initial migration plan for portfolio (PPM) and lifecycle management (ALM) tools
- Altered BI deliverable to include "strategic hours" for future implementation of external data sources

**Key Dates**

Item	Projected Date	Status
Contractual Transition Begin Date	02/01/15	✓
Official approval of first deliverables	02/06/15	✓
Construction begins for new project site	March 2015	●
County training available for Project and Portfolio Tool	March 2015	●
Standup of new development and test environment at HP data center	March 2015	●
Project and Portfolio Management Tool Launch	April 2015	●
Executive Scorecard available to Counties	July 2015	●
Standup of Tier 3 Backup Site	July 2015	●
Standup of new project site	July 2015	●
Cutover to new M&O operations	Aug. 1, 2015	●
Launch of new operational tool stack	Dec. 2015	●
Key: ✓ Completed ● On Track ● Watch ● Missed		

**Progress Summary**



**Portfolio Management**

- A "Sandbox" testing environment is available for product testing and gaining familiarity with features
- Demo of the new tool will be presented to OPAC in February
- Migration/load of old data into new tools is scheduled for March

**Transformation**

- SR Ticket Backlog reduced significantly due to focused resolution effort
- SharePoint Portal (Share CalWIN) for enhanced communication - work continues, additional scope (usability improvements, CIT/CRFI repository, contacts lists, production reports) defined and approved
- Share CalWIN demo to be presented to OPAC in February

**County Contract Approvals**

January 2015 - have received signatures from 13 counties

Note: Essential for remaining Counties to gain Board of Supervisors approval ASAP



## WCDS Board of Directors Discussion Item

**Meeting Date:** Friday, February 20, 2015  
**Subject:** Next Strategic Planning Meeting  
**Presenter:** Hali Reyes

### Discussion Item

Determine dates for the Consortium's June and October 2015 Strategic Planning Meetings.

### Supporting Information

At the June 2014 Strategic Planning Meeting with the Board of Directors, Directors proposed holding strategic planning sessions on a quarterly basis. The following Strategic Planning Meeting was held in October 2014 and included participation by OPAC members and State invitees.

The Board Co-Chairs and Executive Director evaluated the quarterly schedule and determined that keeping with the schedule as conducted in 2014 (two sessions) is a more appropriate cycle as WCDS provides written progress reports on strategic initiatives to Directors monthly.

Directors will be requested to provide preferred dates to hold the June and October 2015 sessions. If needed, a poll for Directors' availability may be conducted via email after the Board meeting. Kouji Nakata, Organizational Development Consultant will be requested to serve as Facilitator for both meetings.

## Regional Managers Update

### County Visits

- Sacramento –Feb 3
- San Francisco- Feb 4
- Sonoma – Feb 5
- Tulare – Feb 9
- Contra Costa & Santa Clara – Feb 11
- Orange –Feb 19
- San Luis Obispo – Feb 23
- Santa Cruz – Feb 24
- Alameda – Mar 3

*The Regional Manager acts as a customer-care liaison to ensure communication is constant, consistent, and effective.*

### Key Accomplishments

- Regional Manager Plan was developed and received OPAC and Board of Directors approval
- County Profiles were developed for each county to enhance understanding of county products and processes
- A County Contact Form is in use for county visits. Form will capture county items of interest and concerns.
- County visits have commenced and information is being disseminated to WCDS and HP staff. Draft communication guide being developed.
- Regional Managers are touring county offices to gain a better understanding of county products in use and county plans for future development
- Engaged HP in remodeling the Release Calls to review by program and to engage Regional Managers earlier in the



### Top Concerns Voiced

- CalHEERS: Information on renewals difficult to locate; WCDS/HP researching methods meet county needs
- CalHEERS: quality of SQLs; HP researching cause
- Communication: Share CalWIN access being expanded, training to be provided
- Review Board/State Letters: Interim process developed pending redesign of Review Board, also to post on Share CalWIN
- Release information: Inserting RMs into release notes/highlights process to review for county value; calls to cover changes by program to enhance county time management

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