



CCWRO Welfare News-2018-11

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CalFresh Same Day Service?

For several years, counties have bragged that their county offices provide same-day services for walk-in CalFresh applicants. San Bernardino County first claimed that it provided same-day CalFresh Services several years ago at a CFWA conference. However, the San Bernardino County could not answer the question “what percentage of the same day service beneficiaries get food stamps the same day?” .

This year, several counties once again claimed to provide same-day services without being able to provide any verification of the outcomes of the “same day service” for CalFresh applicants. The counties are unable to show the percentage of applicants that received an EBT card loaded with CalFresh benefits on the same day as submitting the application.

We wonder about the number of “same day service” applicants who were told to come back tomorrow, next week or next month to complete the interview? How many were told to come back with verifications such as utility verification, housing verification, birth certificates, medical expense verifications and photo I.D. that can be “J” verified for most cases by the county without seeing a photo I.D.

Not one county included any information about “outcomes”. That is because the reality is that “same day service” is to see the person the same day but not to issue benefits the same day.

CalSAWS Team Puts The Advocates in the Dark Outhouse

Starting in 2019, the recently chartered CalACES will soon be known as CalSAWS. CalSAWS will eventually (sometime in 2023 or thereafter) become the single computer system for California public benefits programs that is done by three computer systems today - LRS, C-IV and CalWIN.

This year the California Legislature enacted Welfare & Institutions Code § 10823.1 that mandated CDSS, DHCS and OSI to involve advocates in discussions of current and planned functionality changes in CalSAWS. Sounded great. Maybe this time when a welfare computer system is done, it will be done in the sunlight and not in the dark as most of these computer systems have been done for decades except for the State Hearing Division ACMS system this year under the leadership of Deputy Director Manuel Romero.

AB. 1811, Chapter 35, Statutes of 2018, Sec. 16, §10823.1. (c) The State Department of Social Services, the State Department of Health Care Services, the Office of Systems Integration, and the SAWS consortia shall engage with stakeholders to discuss current and planned functionality changes, system demonstrations of public portals and mobile.

On November 1, 2018, CalSAWS had its conference in Norwalk California. The new California statewide system will be governed by counties and not the state single agencies responsible for the administration of the various public assistance programs in California, such as CDSS and DHCS.

This new inefficient governing process has been

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approved by the federal government to date. County administration in lieu of state single agency administration means you have 58 County Welfare Directors and their staffs from 58 counties that all have their own ideas. This has triggered a brand new bureaucracy in California called CalSAWS with a Director, staff, fiscal agents, lawyers, meetings attended by 58 counties, steering committees, workgroups exclusively consisting of county welfare staff and some state single agency staff for CalSAWS. All of this is funded with taxpayer funds that could be better used to aid the beneficiaries of public benefit programs of California, especially CalWORKs families who are living in deep poverty.

There are four (4) Board meetings a year, where county employees, funded with a lot federal and state dollars, come to the meetings to watch the CalSAWS Board show. And that is just the beginning.

CalSAWS Budget for FY 18-19

CalACES Project	Amount Budgeted
SAWS - LRS/C-IV Migration D&I (includes Migration Planning)	\$64,586,000
SAWS - CalACES (includes C-IV and LRS, CalHEERS, Central CCP and Cloud Enablement)	\$177,271,695
Able-Bodied Adults Without Dependents (ABAWDs)	\$908,920
CalFresh and CalWORKs EBT (SB 282)	\$1,316,250
Child Support Exclusion (SB 380)	\$2,070,282
Consumer Credit Reports (SB 1232)	\$13,695
Continuum of Care Reform (AB 403)	\$345,835
Diaper Assistance Program (AB 480)	\$510,174
Homeless Assistance Program (AB 236)	\$330,600
Improving Participation for the Elderly and Disabled (IPED) Automation	\$595,102
Medi-Cal Automation (SB 1341)	\$3,622,205
CalFresh Periodic Report (SAR 7) New Fed. Req.	\$353,000
CalACES Administrative	\$831,334
County Purchases	\$9,798,629
Total	\$262,553,721
SOURCE: CalACES/CalSAWS	

Revenues	
Intergovernmental	\$262,553,721
Expenditures	
Service and supplies	\$243,372,392
Capital outlay	\$19,167,537
Debt service, principal and interest	\$13,792

At 2018 November CalSAWS statewide conference Director John Boule talked about how CalSAWS would bring the current fragmented California public benefits computer system into one system. The theme of the conference was Together Everyone Achieves More (TEAM). In his oral presentation John Boule, Director of CalACES soon to be CalSAWS, asserted that the term “team” means counties, state partners and advocates because the whole purpose of the system is to serve the beneficiaries of the public assistance programs.

The reality is that the CalSAWS is solely composed of counties. The alleged “team” of county-state-advocates in reality is a team of counties. Sometimes state agency staff invited to the meetings and allowed to make suggestions and comments. No advocates or legislative staff are even invited to these secret CalSAWS meetings. CalSAWS is developing computer functionality changes that could mean life or death, going hungry or not going hungry, being homeless or not being homeless, for California poor families living in deep poverty.

To date CalSAWS has had 40 workgroups with zero advocate involvement. There are no advocates or representatives. A few have representatives California’s single state agencies. When CalSAWS started to develop its foundation, only counties were involved in developing over 960 new functionality change requirements for the CalSAWS computer and 88 functionality change requirements for the single portal that would be build for the beneficiaries of the program.

In fact, to date, CalSAWS has refused to make public what any of these “secret county functionality change requirements”, which should have been shared with advocates according to the W&IC§10823(c), but CalACES/CalSAWS refused to share this information, even when CCWRO requested it under the California Public Records Act (CPRA) in gross violation of the CPRA.

The CCWRO CPRA request for information on the new functionality requirement developed by counties and the County Welfare Directors Association (CWDA) was rejected by the \$800,000 CalSAWS

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funded law firm alleging that this information is part of the CalSAWS deliberative process and it is only available to the county members of the team and not the advocates of California notwithstanding W&IC §10823(c).

It appears that the only part of AB 1811 CalACES and CWDA like is the money and not the transparency asserted in SEC. 15 (c) of AB 1811. To date, 8 of the workgroups have been disbanded and 32 are still functioning. See pages 4 through 6 below

THE LAW

SEC. 15. The Legislature finds and declares all of the following:

(a) Through the Statewide Automated Welfare System (SAWS) consortia, the state and counties provide health and human services to over 13 million Californians.

(b) The state is currently working in partnership with the federal government to consolidate the existing consortia systems and functionality into one single California Statewide Automated Welfare System (CalSAWS). This consolidation will heavily leverage the existing Los Angeles Eligibility, Automated Determination, Evaluation, and Reporting (LEADER) Replacement System, rather than building a new system.

(c) California, its counties, and stakeholders have a decades-long partnership and commitment to excellence in service delivery for its health and human services programs. This partnership is a relationship built on effective communication, **transparency**, and a shared vision of service to millions of low-income and vulnerable Californians.

(d) The CalSAWS will be the primary automation system for delivering benefits for several decades.

(e) The CalSAWS development process will be improved through **meaningful stakeholder, client, and advocate input on elements that impact service delivery.**

SEC. 16. Section 10823.1 is added to the Welfare and Institutions Code, to read:

10823.1. (a) It is the intent of the Legislature that representatives from the State Department of Social

Services, the State Department of Health Care Services, the Office of Systems Integration, the SAWS consortia, and the counties meet with advocates, clients, and other stakeholders no less than quarterly to review the development status of the California Automated Consortium Eligibility System (CalACES) and the California Statewide Automated Welfare System (CalSAWS) projects.

(b) Meeting agendas shall be established based on input from all parties, who may indicate their priorities for discussion.

(c) The State Department of Social Services, the State Department of Health

Care Services, the Office of Systems Integration, and the **SAWS consortia shall engage with stakeholders to discuss current and planned functionality changes**, system demonstrations of public portals and mobile applications, and advocates' identification of areas of concern, especially with the design of public-facing elements and other areas that directly impact clients.

“Engage with stakeholders? There are zero advocate engagement in the 32 CalSAWS workgroups set forth on page 4 through 6.

These meetings shall commence in the summer of 2018 and shall continue at least quarterly through development, implementation, and maintenance.

SEC. 17. Section 10823.2 is added to the Welfare and Institutions Code, to read:

10823.2. (a) The State Department of Social Services, the State Department of Health Care Services, and the Office of Systems Integration shall develop, in consultation with the County Welfare Directors Association of California, the SAWS consortia, and stakeholders, a formal process for health and human services advocates and clients to provide input into new or changing public facing elements of CalACES and CalSAWS.

(b) The process described in subdivision (a) shall include public portals, mobile applications, notices, certain ancillary services, and intercounty transfers.

(c) The process described in subdivision (a) may include focus groups, user-centered design sessions, and user acceptance testing.” (Our emphasis added)

“Transparency? CalSAWS it’s all “secrecy”.

“Meaningful? There are zero advocate inclusion in the 32 CalSAWS workgroups set forth on page 4 through 6.

Yes. CalSAWS has been operating in the “deep darkness” contrary to the clear direction from the California Legislature to operate in the light and involve stakeholders - even those advocates who have ideas and concerns representing their community.

CalSAWS Workgroup Name	CalSAWS Rep	County Reps	Reps	Other Reps
Child Care Meets as Needed by phone & on-site	Claudia Pinto Phone 916-851-3262	19 county representatives. 2 vacant. 7 LA reps.	2 CDSS 1 OSI 0 Advocate	Accenture and First Data
CalFresh/CalWORKs Meets Bi-Weekly by phone & on-site	Frederick Gains-CW 851-3296 Binh Tran - CW 562-484-7955 Tyler Vaisau- CF 8513194	35 county representatives. 1 vacancy. 14 LA reps.	3 CDSS 1 OSI 0 Advocate	Accentura and First Data
Self-Service Portal Meets Every 4 th Thursday by Phone	Mary Farfan 562-7839	28 county representatives. 0 vacant 8 LA reps.	3 DHCS 2 CDSS 1 OSI 0 Advocate	Accentura and First Data
Citizenship Meets as Needed by Phone	Dennis Kong 851-3144	28 county representatives. 0 vacant 8 LA reps.	3 CDSS 3 DHCS 1 OSI 0 Advocate	Accentura and First Data
Claiming Meets as Needed by Phone	Christine Cheung 562-651-2722	18 county representatives. 0 vacant 4 LA reps.	0 CDSS 0 DHCS 0 OSI 0 Advocate	Accentura and First Data
Collections Meets as Needed by Phone	Christine Cheung 562-651-2722	22 county representatives. 0 vacant LA 8 reps.	2 CDSS 0 DHCS 1 OSI 0 Advocate	Accentura and First Data
Correspondence Meets Monthly on-site	Virginia Bernal 851-3227	23 county representatives. 1 vacant 9 LA reps.	2 CDSS 0 DHCS 1 OSI 0 Advocate	Accentura and First Data
eICT Meets as Needed by Phone	Ken Ford 562-651-2775	22 county representatives. 0 vacant 8 LA reps.	2 CDSS 3 DHCS 1 OSI 0 Advocate	Accentura and First Data
Fiscal Meets quarterly by Phone	Sheryl Eppler 851-3224	23 county representatives. 0 vacant 9 LA reps.	0 CDSS 0 DHCS 0 OSI 0 Advocate	Accentura and First Data
Foster Care Meets Bi-Monthly By Phone	Yolanda Del Valle 562-484-7966	24 county representatives. 0 vacant 5 LA reps.	0 CDSS 0 DHCS 0 OSI 0 Advocate	Accentura and First Data
Help Desk Meets Quarterly by Phone	Dave McKinney 851-3180	18 county representatives. 1 vacant 4 LA reps.	0 CDSS 0 DHCS 0 OSI 0 Advocate	Accentura and First Data

Source: CDSS WtW 25 reports

CalSAWS Workgroup Name	CalSAWS Rep	County Reps	Reps	Other Reps
IEVS Meet as Need by Phone	Ken Ford 562-651-2775	22 county representatives. 0 vacant 8 LA reps.	2 CDSS 0 DHCS 1 OSI 0 Advocate	Accentura and First Data
Imaging Meets Quarterly by Phone	Jill Smith 851-3367	25 county representatives. 5 vacant 1 LA reps.	0 CDSS 0 DHCS 0 OSI 0 Advocate	Accentura and First Data
Internal Fraud Prevention Meets as needed on-site	Tan Ho 851-3345	27 county representatives. 1 vacant 5 LA reps.	0 CDSS 0 DHCS 0 OSI 0 Advocate	Accentura and First Data
Lobby Management Meets bi-Monthly on-site	Jill Smith 851-3367	27 county representatives. 0 vacant 6 LA reps.	0 CDSS 0 DHCS 0 OSI 0 Advocate	Accentura and First Data
Medi-Cal/CMSP Meets bi-monthly on site	Steven Tri 562-484-7988	28 county representatives. 0 vacant 9 LA reps.	0 CDSS 2 DHCS 1 OSI 0 Advocate	Accentura and First Data
Management Reports Meets bi-monthly on-site	Dennis Kong 851-3144	19 county representatives. 0 vacant 5 LA reps.	1 CDSS 3 DHCS 0 OSI 0 Advocate	Accentura and First Data
MEDS As needed by mail	Ken Ford 562-484-7984	19 county representatives. 0 vacant 5 LA reps.	1 CDSS 3 DHCS 0 OSI 0 Advocate	Accentura and First Data
State Fiscal Report Meets bi-monthly by phone	Karina Margaryan 562-651-2738	28 county representatives. 0 vacant 14 LA reps.	2 CDSS 3 DHCS 1 OSI 0 Advocate	Accentura and First Data
Resource Data Bank Meets as needed by phone	Tan Ho 851-3345	25 county representatives. 0 vacant 10 LA reps.	0 CDSS 0 DHCS 0 OSI 0 Advocate	Accentura and First Data
Spanish Translation Meets as needed via email (How about other languages?)	Virginia Bernal 851-3227	17 county representatives. 1 vacant 5 LA reps.	0 CDSS 0 DHCS 0 OSI 0 Advocate	Accentura and First Data
Training Meets bi-monthly by phone	Joyce Oshiro	21 county representatives. 0 vacant 7 LA reps.	0 CDSS 0 DHCS 0 OSI 0 Advocate	Accentura and First Data
Tax Intercepts Meets quarterly by phone	Sheryl Eppler 851-3224	22 county representatives. 0 vacant 8 LA reps.	0 CDSS 0 DHCS 0 OSI 0 Advocate	Accentura and First Data

CalSAWS Workgroup Name	CalSAWS Rep	County Reps	Reps	Other Reps
Technical Meets quarterly by phone	Chris Johnson 851-3311	19 county representatives. 0 vacant 5 LA reps.	0 CDSS 0 DHCS 0 OSI 0 Advocate	Accentura and First Data
Usability Meets as needed by phone	Aracel Gallardo 851-3103	19 county representatives. 0 vacant 6 LA reps.	0 CDSS 0 DHCS 0 OSI 0 Advocate	Accentura and First Data
Welfare-to-Work Meets bi-monthly by phone	Lien Phan 562-484-7943	22 county representatives. 0 vacant 8 LA reps.	2 CDSS 0 DHCS 1 OSI 0 Advocate	Accentura and First Data
Time Limits Meets bi-monthly by phone	Lien Phan 562-484-7943	22 county representatives. 0 vacant 8 LA reps.	2 CDSS 0 DHCS 1 OSI 0 Advocate	Accentura and First Data
Task Management Workgroup Meets as needed on-site	Jennifer Smith 851-3216	27 county representatives. 0 vacant 6 LA reps.	0 CDSS 0 DHCS 0 OSI 0 Advocate	Accentura and First Data
GA/GR Meets as needed on-site	Sheryl Eppler 851-3224	40 county representatives. 3 vacant 5 LA reps.	0 CDSS 0 DHCS 0 OSI 0 Advocate	Accentura and First Data
Automated Assistant	Tan Ho 851-3345	33 county representatives. 0 vacant 12 LA reps.	0 CDSS 0 DHCS 0 OSI 0 Advocate	Accentura and First Data
Magi Medi-Cal NOA	Lucio Castillo 562-484-7847	23 county representatives. 0 vacant 6 LA reps.	0 CDSS 0 DHCS 0 OSI 0 Advocate	Accentura and First Data

CalWORKs - Who Needs Child Care and Other Supportive Services? - No One Knows

The Welfare to Work Program has no idea of the number of CalWORKs applicants that need child care if they were offered a job. Lack of child care is a fatal barrier to getting a job. In California making sure that CalWORKs parents have child care if they are able to find a job is not a priority. CalWORKs parents often are forced to turn down a job because they did not have child care. Yet, counties falsely assert that all folks have to do is to call the worker and the worker will give them child care. That sounds simple. So, what are the barriers?

1. Getting hold of the worker. Many CalWORKs recipients do not have a worker – there is a call center. Many call centers drop calls. Thus, folks are not able to get hold of the worker. In some counties it takes hours to reach somebody at the call center who often never call back. In addition, most workers have a voice mail and do not answer the call.

2. Even if you are lucky to contact your worker, that does not mean you got child care. The worker is going to ask for verification that the person has a job. That means the CalWORKs parent must go to the employer and ask for verification for the welfare office. The employer had no idea that the new employee was a welfare recipient. Some workers require a release of information from the beneficiary, which is illegal, so the county worker can call the employer to verify employment. This results in the employer finding out that they have hired a “welfare recipient”.

3. Then the newly hired person must make an appointment with the child care agency of the county to do the child care orientation and provide verification of employment.

4. If the newly hired person finds exempt child care and goes to the job club, that person could fail to pass the “trustline” process in which event the county would not pay for the child care and the participant would be liable for paying for the child care that the county worker said “we will pay for the child care” which sometimes turns out to be a lie.

This could take days, weeks and often means, keep on looking for a job.

Would it not be simpler to ask the CalWORKs parent if the child care would be needed if a job was offered to them? If the answer is “yes”, then the county should start the process of enrolling the person in safe and adequate child care. That way when the CalWORKs recipient is asked to participate in a WtW activity or gets a job, child care would not be a barrier and they would not be sanctioned for failure to participate in the WtW program.