

# Performance Measurement Counties

Meeting Minutes  
Tuesday, November 15, 2005

## COUNTY REPRESENTATIVES ON CONFERENCE CALL      CDSS STAFF PRESENT

Rosalie Roca, San Francisco County	Joeana Carpenter
Vince Odusanya, Contra Costa County	Frank Anderson
Linda Swift, Kern County	Anna Capetillo
Martha Jue, Fresno County	Ed Flores
Jose Dominguez, Fresno County	Nathan Morris
Don McClellan, Fresno County	Kim Murdock
Genevieve Teyoya, Fresno County	Diane Tanaka
Guillermo Caceres, Santa Clara	Helen Tsuchida
Dottie Seymour, San Diego County	Jerry Parker
Cindi Potter, San Bernardino County	
Tina Moore, Santa Clara County	
Nancy Monson, Solano County	
Dana Jenkins, Alameda County	
Carol Kochevar, Riverside County	
Donna Brass, San Bernardino County	
Erin Scott, San Bernardino County	
Cecilia Williams, San Bernardino County	
Debbie Curry, San Bernardino County	
Judy Alder, San Bernardino County	
Robert Rust, Sacramento County	
Beth Smith, Sacramento County	
Arlene Gutierrez, Ventura County	
Lynette Marston, San Joaquin County	
Natalie Williams, San Joaquin County	
Joyce Corban, San Joaquin County	
Angela Mays, San Joaquin County	
Linda Burrows, Stanislaus County	
Luz Diaz, Orange County	
Linda Swift, Kern County	
Judy Norris, Kern County	
Gary Clanton, Kern County	
Cecilio Garcia, Tulare County	
Jan Bradley, Merced County	
Irene Aguilar, Merced County	

## ECLIPSE SOLUTIONS

Alex Castro

### 1. Call to Order *Joeana Carpenter*

Joeana Carpenter called the PMC meeting to order at approximately 10:00 AM.

### 2. Scheduling of Next PMC Meeting/Approval of September 13, 2005 Meeting Minutes. *Joeana Carpenter*

This meeting was originally scheduled as a face-to-face meeting, but the agenda did not support a full-day PMC meeting. It was a unanimous decision to conduct a conference call. At the end of this meeting, we will decide when to schedule the next meeting.

## Feedback on PMC Meeting Minutes

Martha Jue requested a correction for page 5 of the September 13, 2005 PMC Meeting Minutes. Under the heading *Food Stamps*, it appears that it is Martha not only asking the question but also explaining the policy, when in fact the minutes should have reflected Virginia Lugo. It was agreed to make this change.

## Outstanding issues

Questions related to the retention schedule will be addressed today. On page 7 under question 2 of the September 13, 2005 PMC Meeting Minutes, Hector had agreed to follow up on a question. Counties wanted to be sure that he will provide the answers. Martha Jue would like to have outstanding items moved to the next agenda if they are not answered by Hector.

### 3. New Q5i version.

#### **Kim Murdock**

The new version of Q5i was introduced. It is anticipated that a new version of Q5i will be released in February 2006.

The following items were discussed from the handout. [Only comments about each section are included under each heading—for full text see handout 1].

- **CDS Nested Case Field**  
There are only 8 CDS counties (*not 17, as handout 1 indicates*) that are impacted. These counties are those which will not have converted to CalWIN by the beginning of FFY 2006 (Alameda, Fresno, Orange, San Diego, San Francisco, San Luis Obispo, Santa Barbara, and Tulare). Martha Jue asked if there was a memo issued? The answer was, “no,” but it was explained that Federal Data Reporting and Analysis Bureau would be putting out a transmittal. (see handout 1)
- **Modify T30 and T62**  
This is a state change due to Pay for Performance and identifies cases with an adult who is not receiving aid due to the imposition of a WTW sanction. For T30, number 2 will include the sanction and Code 6 will be added. T26 and T62E will automatically sum up A, B, C, and D. T62E will be reported to the federal government. (see handout 1)
- **Edit 272** (see handout 1)
- **Edit 212** (see handout 1)
- **Edit 271**  
Edit 271 will be calculating age correctly. (see handout 1)
- **New State Edit 298 for Child Only Cases**  
If item 29 is populated with a 1, then you have to give a reason. (see handout 1)
- **Active X Data Object (ADO) Exceptions**  
Some counties were getting ADO Exceptions. When some counties would run edits the edits would pass and they would send the case to Judy. When Judy ran edits, they would fail. The Vendor said the edit process was not completing. Vendor said it has been fixed but we are unable to test. Kim will send the CD with the new version of Q5i, so that the counties can implement it. Kim needs to know if counties get the ADO error after installing the new version. (see handout 1)
- **Required if Present Class on Edit Results screen**  
(see handout 1)

- **Communication Report**  
The report was not in chronological order, but now it is. (see handout 1)
- **Worker List Changes**  
(see handout 1)
- **Item 020-0013, Code 311L**  
Item 311L will be fixed, but until then send any applicable case to Kim so that she can force the case. (see handout 1)
- **Q5R Form Letters**  
The Q5i form letter letterhead will be updated to reflect the current Governor. Kim inquired about how many counties use the form letters out of Q5i. FOB stated that they use the form letters. Counties indicated that counties had previously asked for the ability to use the letter, but print out their own letterhead. Counties that want to use these forms letters will need to develop the letters on their own letterhead. (see handout 1)
- **Item 9, TANF Closed Cases**  
This change affects only the staff working on closed cases. (see handout 1)
- **Help Text and FDRAB Website Update**  
FDRAB's website will be updated to include recent versions of instructions and definitions. (see handout 1)

#### **Edit 297**

Vince Odusanya brought up a question about edit 297 for Food Stamps. It was explained that the edit is a warning edit and not a fatal edit. The warning edit is just asking the user to double check. Counties asked to verify that edit 297 really is a warning edit and not an error. It was also recommended that a change be made to edit 297, stating that it is a warning edit and not an error.

#### **Backing up Q5i Data**

A handout was provided giving instructions on how to backup Q5i data. It was recommended that counties add Q5i to their list of backup items, so that their technology staff would be able to backup Q5i data on a daily basis (see handout 2).

Along with the handout a "batch file" was emailed to counties, however, this file was blocked by some county email servers. Counties that did not receive the batch file are encouraged to email Kim Murdock. Kim can work with county staff, or with county tech staff on any Q5i backup questions counties may have.

#### **4. Sampling Issues During CalWIN Conversion** **Anna Capetillo**

Anna shared information about sampling issues surrounding counties converting to CalWIN.

The converting counties impacted are as follows:

- San Mateo
- San Francisco
- Alameda
- Tulare
- Fresno
- Santa Barbara
- Ventura

- San Luis Obispo
- San Diego
- Orange
- Sonoma (terminations only)

Please note: this is for counties converting to CalWIN from Oct 2005 to Jul 2006. For those counties that have already converted—we have already addressed the issues.

The programmer on our staff discovered a problem in the sampling software for counties converting to CalWIN. When the counties converted to CalWIN, the case serial number changed from numeric to alpha-numeric. This issue impacts both negative and secondary samples in the month following conversion.

Negative sample – The problem is with the terminations and NOT denials. Cases appear to our sampling program as having been terminated are actually still continuing cases. The negative sample problem occurs for only one month. Fortunately, the pattern has been that the samples revert to previous levels immediately following the initial conversion month.

Secondary sample – many of the secondary cases in the first month of conversion appear to the sampling program to be new cases when in fact the case already had one opportunity to be sampled. We anticipate both the Secondary Federal and Secondary State cases may be impacted depending on the county's caseload size.

The programmer will compare previous month files to identify those cases which should be coded as NSTR. We will immediately provide Field Operations Bureau (FOB) and counties with this information. This process will continue until the last county completes their conversion in July 2006.

Don McClellan from Fresno County confirmed that Fresno had switched with Orange for the CalWIN conversion date.

## **5. RADEP update** **Alex Castro**

The name of the software development vendor chosen for the RADEP project is: R Systems.

Work began on the RADEP project the first week of November. They are looking at finishing the first phase by Thanksgiving. This would include validation of all edits, use cases, and the rules around the system. After this is done, then they will start the preliminary plans for development of the system.

The next phase is the design phase. This is the most interesting phase for counties because they can articulate how they want the application. We are asking for participation from the counties. The time that was picked is at the end of the year, which may conflict with holiday schedules. There is not much latitude in the schedule.

There are four different sessions planned. Each session will involve between 4-6 county and FOB representatives. These individuals will be in Sacramento for 2-3 days working with the project team. The last SME session is still not fixed. (see handout 3)

The project is on schedule and on budget. Still planning on full implementation on September 29, 2006. By October everyone should be on the new system.

It was explained how important the Subject Matter Experts (SMEs) are to the process. County input is needed in order to make the system as effective and efficient as possible. For this the counties were asked to consider sending

staff to at least the first session. The following counties volunteered:

**Session # 1**

- Contra Costa
- Stanislaus
- Merced
- Riverside
- Sacramento
- San Bernardino
- Solano
- Los Angeles
- San Francisco
- Field Operations Bureau (FOB)

**Session # 2**

- Tulare
- San Bernardino
- Contra Costa
- Fresno
- San Joaquin
- Stanislaus
- Merced
- Los Angeles
- Field Operations Bureau (FOB)

It was explained that FOB and county participation is very important in this project. Travel costs would be covered by CDSS. Alex is still working on the schedule for the SME sessions, but should have it completed in a day or two. Alex is also working on a way to test tools via web access.

**6. Training on New TANF Templates**

**Ed Flores**

Several changes have been made to the *T48 Coding Template for Separate State Program (SSP), 2-Parent, State Funded Cases* and to the *T48 Coding Template for Federally Funded TANF, i.e., All Families, Cases*.

Linda from Kern asked whether the templates were effective immediately. Ed responded that, yes they were.

\*Please note that these templates are currently under revision. A copy of the revised template will be forwarded once the revisions are complete. Please address any questions to Ed Flores at (916) 653-5550 or Karen Kennedy (916) 657-3400.

**7. Documentation**

**Ed Flores**

**Retention**

At the last PMC Meeting there was a question regarding retention requirements. The Department of Social Services has an ACL that it puts out Subj. Records retention ACL 04-06 April 14, 2004. Essentially the ACL says to keep documents for a minimum of 3 years. If you still have questions regarding this issue, you can send them to Ed Flores. This is consistent with information from FNS to save documents for 3 years unless there is an FNS sanction or Litigation.

**Documentation**

Basically received updated information from consultant about WTW30 as well as information from the GAO report. We learned that in future audits the

federal government is going to require audits to check when hours of participation are claimed. The state is asking counties to start documentation.

The state is proposing that the comments section in Q5 be used to document where information came from and provide some sort of audit trail. This needs to be done so that if California is audited information to support reported hours will be readily available.

## **8. Scheduling of Next PMC Meeting**

***Joeana Carpenter***

It was discussed whether to have the January PMC Meeting face-to-face, or as a conference call. It was also discussed about whether or not to join a regional county meeting. Martha Jue volunteered Fresno as a possible site to host the next PMC Meeting. It was decided to have counties provide feedback on where to have the next PMC Meeting, then a decision would be made.

## **9. Action Items**

- Make correction for page 5 of the September 13, 2005 PMC Meeting, so that the answer to the question is not attributed to Martha Jue (Nathan Morris).
- Move any outstanding items that Hector Hernandez has not yet answered to the next PMC agenda.
- Put out transmittal about 8 CDS counties impacted (Anna Capetillo).
- CDSS will send out a CD to the counties so that they can implement the latest version of Q5i (Kim Murdock).
- Counties need to give feedback to Kim Murdock if they receive an ADO error after installing new version of Q5i (counties).
- FOB needs to discontinue using the form letters until the letterhead is modified in the new version of Q5i.
- Verify that edit 297 is a warning edit and not a fatal edit (CDSS).
- Set up "batch file" to back up Q5i. Send Kim an email if you have not received batch file (counties).
- CDSS needs name, social security numbers, and county name prior to the Subject Matter Expert session (counties participating in SME sessions).
- Alex Castro to map out days for SME session by Thursday, November 17 (Alex Castro).
- Send Revised Template for T48 to counties (Ed Flores).
- Counties to start documenting hours of TANF participation in Q5i comments column.

<<Handout 1>>

**Slide 1**

**UPCOMING CHANGES  
Q5i Personal v. 2.4.3**

- *CDS Nest Field*  
*This Item is for Food Stamp Active sample cases (both federal and state) and for Food Stamp Termination sample cases in only the 17 CDS Counties. This Item is pre-populated with an alpha character for the cases that are nested (i.e., two cases have the same Case Serial Number but different FBUs). This Item will be blank if the sample case is not nested.*

**Slide 2**

**UPCOMING CHANGES  
Q5i Personal v. 2.4.3**

- *Modify T30 and T62*
  - *T30 – added new Code 6 – Parent not in AU WTW Sanction and modified the definition for Code 2 to say “Sanction other than WTW”*
  - *T62 – was end dated, and T62A, T62B, T62C, T62D and T62E were created to subcategorize “Other Work Activities” categories: Mental Health (MH) Services, Substance Abuse (SA) Services, Domestic Violence (DV) Services and Other Services than MH, SA, DV.*

**Slide 3**

**UPCOMING CHANGES  
Q5i Personal v. 2.4.3**

- *Edit 272*  
*New, Federal, Food Stamp Edit 272, effective April 6, 2005, reads as follows: Item 9 (FS Allotment Under Review) must be less than or equal to \$2000.*

**Slide 4**

**UPCOMING CHANGES  
Q5i Personal v. 2.4.3**

- *Edit 212*  
*Edit 212 (requiring supervisor's signature) was not firing for county supervisor's that log into Q5i Personal using their worker ID instead of the county ID.*

**Slide 5**

**UPCOMING CHANGES  
Q5i Personal v. 2.4.3**

- *Edit 271*  
*Edit 271 was using the current date to calculate recipient's age instead of review date.*

**Slide 6**

**UPCOMING CHANGES  
Q5i Personal v. 2.4.3**

- *New State Edit 298 for Child Only Cases Effective July 2004, if Item 29 (New Child Only Family this Month?) is populated with a “1” then Item 29B (Reasons All Child Only).*

**Slide 7**

**UPCOMING CHANGES  
Q5i Personal v. 2.4.3**

- *ADO Exceptions*  
*When a case is worked, and edits are ran, if there is a problem with the case, an edit # will appear in the Edit Results screen along with the reason for the Edit. Sometimes, when a county would run Edits, instead of receiving the Edit # and reason for the Edit, they would receive an ADO Exception Error or Unknown User Error.*

**Slide 8**

**UPCOMING CHANGES  
Q5i Personal v. 2.4.3**

- *Required if Present Class on Edit Results Screen*  
*Edits that should have been listed on the Edit Results Screen under the category "Required if Present Class" were not (i.e., 020 - Food Stamp Error Identification).*

**Slide 9**

**UPCOMING CHANGES  
Q5i Personal v. 2.4.3**

- *Communication Report*  
*Also known as the History Report. This Report is now in chronological order.*

**Slide 10**

**UPCOMING CHANGES  
Q5i Personal v. 2.4.3**

- *Worker List Changes*  
*Several counties have requested additions, modifications or deletions to the Worker List.*

**Slide 11**

**UPCOMING CHANGES  
Q5i Personal v. 2.4.3**

- *Item 020-0013, Code 311L*  
*For Item 020-0013, the user has a choice of codes. Of those codes, 311L was not recognized as a valid code, and an edit was misfiring.*

**Slide 12**

**UPCOMING CHANGES  
Q5i Personal v. 2.4.3**

- *Q5R Form Letters*
  - *All Form Letters' letterhead has been changed to Arnold Swarzenegger and Health and Human Services Agency.*

- *Request for Earnings and Hours has been added to the Request for Education Information Form.*

**Slide 13**

**UPCOMING CHANGES  
Q5i Personal v. 2.4.3**

- *Item 9, TANF Closed Cases*  
*According to the federal guide for TANF closed cases, there are 20 possible responses for Item 9, and the state was providing only 19 possible choices. Number 18 – Family served by a Tribal TANF program was added, and Family Voluntarily closes the case was changed to Number 19.*

**Slide 14**

**UPCOMING CHANGES  
Q5i Personal v. 2.4.3**

- *Help Text and FDRAB Website Update*  
*All related Help Text files have been updated, and the Federal Data Reporting and Analysis Bureau's website will be updated to include recent versions of instructions and definitions.*

## Backing up Q5i

At the September 13, 2005 PMC meeting, the subject of backing up Q5i daily was addressed. Some counties requested that the state look into processes that can be used to backup Q5i.

The best process would be to contact your Technical Staff and have them add Q5i Personal to the list of files currently backed up by your county. If that is not possible, the attached batch file can be used to back up Q5i Personal. Directions on how to copy and use the attached file are below.

This process was developed to offer an alternative to those counties that do not have a regular backup process available to them. It entails copying the attached batch file to your desktop (creating an icon) and modifying the path to whatever path your county currently uses for Q5i Personal.

I have attached a file named "Q5i Backup." You may need to modify line three of this file to accommodate your county. Below is a copy of what is in the "Q5i Backup" file that is attached.

@echo off

IISRESET /STOP

**copy c:\inetpub\wwwroot\data\q5i.mdb d:\backup.mdb**

IISRESET /START

pause

First, find out where on your system the file 'q5i.mdb' is located, so that you can modify the attached file (after copying to your desktop) to match your county. You will also need to find out what drive you are going to use to put your copy of Q5i. Do not modify the file at this time. Just find out what drive path your county stores Q5i Personal and what drive path you want your backup copy of Q5i Personal to be stored.

Second, copy the attached file by right clicking on the attachment and choosing copy. Paste the copied attachment to your desktop by navigating to your desktop, right clicking, and choosing paste.

You should now have an icon on your desktop that says "Q5i Backup." Right click on this icon and choose Edit. Notepad should open, and you will see the same five lines as previously mentioned above. While you are in Notepad and in Edit mode, look at line three. The first part of line three tells the system where to find the file to copy. The first part of line three should read, "c:\inetpub\wwwroot\data\q5i.mdb." Line three currently reads this way because this is where my Q5i is located, (on the c: drive, subfolder inetpub, subfolder wwwroot, subfolder data, and then the name of the Q5i file q5i.mdb). Once you find out where your 'q5i.mdb' file is located, you may need to modify this path so that your system will know where to find your copy of Q5i. For example, if your "q5i.mdb" file is located on the d: drive, you would change the c:\ to d:\ on line 3. If, for example your "q5i.mdb" file is located on c:\ but not under the same subfolders (inetpub, wwwroot, data, etc.), you will need to delete or rename the subfolders to match your county. So your third line could read **copy d:\inetpub\wwwroot\data\q5i.mdb d:\backup.mdb OR copy c:\wwwroot\q5i.mdb (only wwwroot subfolder).**

Third, while still in Notepad, in Edit mode, and on line three, you need to tell the system where to store the backup copy of Q5i. Currently, the second part of line 3 reads "d:\backup.mdb." If you do not want your backup to be placed on the d: drive you need to change the d:\ to the appropriate drive. For example, if you want the backup copy to be placed on your c:\ drive change **d:\backup.mdb** to **c:\backup.mdb**.

Once you have modified line three so that the system knows where to locate the Q5i file to copy and where to copy the file to, close Notepad. When asked if you want to save changes, say yes.

Fourth, go to your desktop and double click the "Q5i Backup" icon. A message box should appear with the message "1 file copied." If you see "Attempting to stop..." or "Attempting to start..." disregard. As long as you see "1 file copied" you are okay. If you like you can go to the drive that you specified the copy to be stored on and make sure the copy is there.

Now you are ready to back up Q5i any time you want. We recommend every time you make changes in Q5i, log off of Q5i and click the "Q5i Backup" icon to back up your Q5i files.

If your county does not currently have a process in place to back up Q5i Personal, please work with your IT staff to implement this back up process.

If these instructions are not clear or you need assistance, please do not hesitate to contact me. Thank you.

*Kimberly Murdock*

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<<Handout 3>>

### Schedule for PMC Subject Matter Experts (SME's)

#### Tentative Schedule

SME Session 1	3d	Wed 11/30/05	Fri 12/2/05
SME Session 2	3d	Mon 12/12/05	Wed 12/14/05
SME Session #3	2d	Tue 12/20/05	Wed 12/21/05
SME Session #4	2d	Fri 12/30/05	Tue 1/3/06