
2018

ANNUAL STRATEGIC PLANNING CONFERENCE

NOVEMBER 1-2, 2018



INDEX

Slide Description	Slide Numbers
Welcome: Confirmation of Quorum	5-6
Welcome: Call Meeting to Order Public Opportunity to Speak Review Agenda and Conference Theme	7-9
Welcome Antonia Jimenez, Director of LA County DPSS & JPA Board Chair Bobby Cagle, Director of LA County DCFS	10
State Perspective of CalSAWS Impact Dan Kalamaras, Director of Office of Systems Integration Michael Wilkening, Secretary of CA Health & Human Services	11
Break	12
Panel Discussion: Overview of the CalSAWS JPA	13-27
Presentation: What is the Core?	28-38
Lunch	39

INDEX

Slide Description	Slide Numbers
Keynote Speaker: Peter Hutchinson	40
Accenture & AWS Executive Messages: Dan London Dan Neault	41
Discussion: Consortium Transitional Processes	42-58
Break	59
JPA Board of Directors Meeting: Action Items Informational Items Recess Meeting Until Friday, November 2, 2018 @ 8:30 a.m.	60 61-62 63-73 74
Reception & Dinner	75
Conference Day 2: Confirmation of Quorum & Agenda Review	76
Discussion: Project Steering Committee Priorities	77-83
Discussion: Policy Roadmap	84-93

WELCOME

- Roll Call/Confirmation of Quorum
 - ❖ John Boule, CalACES Executive Director

JPA Board of Directors

Region 1 – Vacant

Region 2 – CaSonya Thomas

Region 3 – Sanja Bugay

Region 5 – Scott Pettygrove

Region 6 – Jennifer Vasquez

Region 7 – Shelby Boston

Region 8 – Antonia Jimenez, Roxana Molina, Brandon Nichols, & Mike Sylvester

WELCOME

- Roll Call/Confirmation of Quorum
 - ❖ John Boule, CalACES Executive Director

Member Representatives

- ❖ Deborah Martinez – Madera
- ❖ Henry Espinosa – Monterey
- ❖ Bekkie Emery – Mendocino
- ❖ Jenna Aguilera – Lassen
- ❖ Chevon Kothari – Mariposa
- ❖ Ann Connolly – Tuolumne
- ❖ Crystal Markytan – Lake
- ❖ Tex Ritter – Nevada
- ❖ James Rydingsword – San Benito
- ❖ Bill Wathen – Glenn

WELCOME

- Call Meeting to Order
 - ❖ Antonia Jimenez, CalACES JPA Board Chair
- Public Opportunity to Speak
 - ❖ Public
- Review Agenda and Conference Theme
 - ❖ John Boule, CalACES Executive Director

WELCOME – WHO IS HERE?

Attendee Groups	
Accenture	9
Advocates (CCWRO, NLSLA, & Legal Aid Foundation of Los Angeles)	3
Amazon	4
CalWIN/WCDS Counties	27
CalWIN/WCDS Staff	10
CalACES Counties	82
CalACES Staff	24
CDSS	4
Contracted Consultants (Betty Uzupis & McKinsey)	6
Non-Contracted Consultants (OnCore, Northwoods, & KPMG)	8
CWDA	1
DHCS	1
DXC	2
First Data	4
LAO	1
LA County Board of Supervisors	1
CA Health & Human Services	1
Legal Counsel (Kronick Moskowitz Tiedemann & Girard)	2
OSI	3
	193

CONFERENCE THEME – T E A M

T OGETHER

E VERYONE

A CHIEVES

M ORE



"Individual commitment to a group effort--that is what makes a team work, a company work, a society work, a civilization work." –*Vince Lombardi*

"Coming together is a beginning. Keeping together is progress. Working together is success." –*Henry Ford*

"Alone we can do so little, together we can do so much." –*Helen Keller*

WELCOME

- Welcome
 - ❖ Antonia Jimenez, Director of Los Angeles County DPSS & CalACES JPA Board Chair
 - ❖ Bobby Cagle, Director of Los Angeles County DCFS

STATE PERSPECTIVE OF CalSAWS IMPACT

- Director Office of Systems Integration
 - ❖ Dan Kalamaras
- Secretary of California Health and Human Services
 - ❖ Michael Wilkening



Break



PANEL DISCUSSION:

OVERVIEW OF THE CalSAWS JPA

OVERVIEW OF THE CalSAWS JPA

■ Panel Members:

- ❖ Ann Edwards, Sacramento County Department of Human Assistance (DHA)
- ❖ Brandon Nichols, Los Angeles County Department of Children and Family Services (DCFS)
- ❖ Jeff Mitchell, CalACES JPA General Counsel, Kronick, Moskovitz, Tiedemann & Girard

■ Panel Facilitator:

- ❖ Betty Uzupis, Independent Consultant

CALIFORNIA SAWS HISTORY

- 1995 – CA Legislature approved a plan to move forward with four consortia, which would implement eligibility systems throughout the state. They were:
 - ❖ ISAWS (Interim Statewide Automated Welfare System)
 - ❖ LEADER (LA Eligibility Automated Determination, Evaluation and Reporting)
 - ❖ CalWIN (CalWORKs Information Network)
 - ❖ C-IV (Consortium IV JPA officially established in 1998)
- 2000 – LEADER Go-Live
- 2004 – C-IV Go-Live
- 2006 – CalWIN Go-Live
- 2007 – The 35 ISAWS counties joined C-IV rather than developing a replacement system for ISAWS, thereby reducing the number of consortia to three
- 2010 – ISAWS Migration to C-IV System Complete
- 2016 – LRS Go-Live
- September 2017 – 40-County CalACES JPA established (39 C-IV counties plus Los Angeles County)

OVERVIEW OF MILESTONES THAT GOT US HERE

Redirected by Federal partners to conduct formal alternatives analysis and risk assessment for a single California eligibility system

In 2011, ABX 16 codified the migration of the 39 C-IV counties to the LRS to result in a combined 40-county system known as CalACES

Just completed the required planning, analysis and IAPD for the migration to a 58-county system (CalSAWS)

This approach did not yet address merging of the data (databases or data centers), but cloud hosting for C-IV was added during contract negotiations; **Migration D&I not approved by Federal Partners**

The initial focus was on **consolidation of both systems' software:**

- Due to terms of existing contracts
- To minimize additional sole source & maximize competition

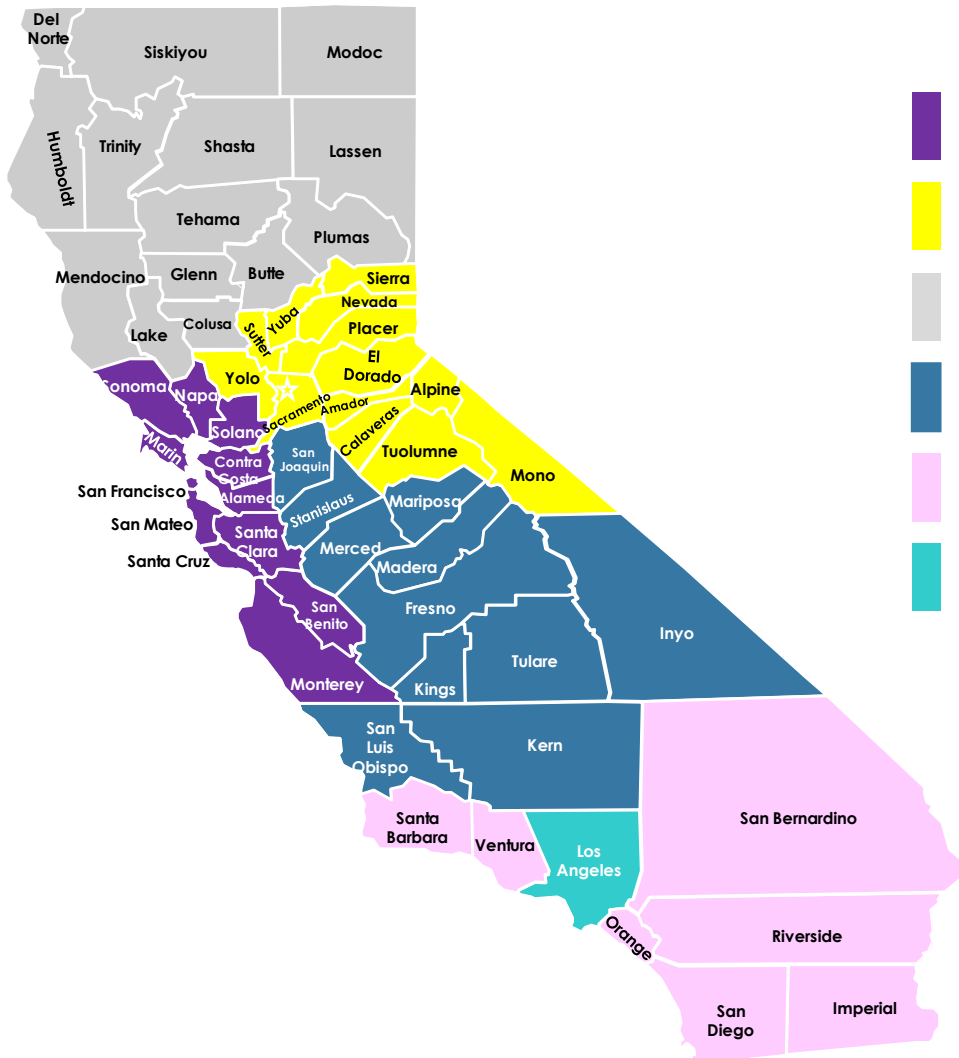
JPA DEFINED

- What is a JPA anyway?
 - ❖ California law allows two or more public agencies to join together for the purpose of jointly exercising powers held in common by the agencies. They take this action by entering into a contract called a “Joint Powers Agreement”
 - ❖ Under a Joint Powers Agreement, the parties can decide to create a new legal entity separate and distinct from the contracting parties; that entity is commonly referred to as a Joint Powers Authority

CaSAWS GOVERNANCE GUIDING PRINCIPLES

- Principles Driving the New Regional Model:
 - ❖ Achieving Acceptable Balance in: Number of Regions, Geography, Persons Counts
 - ❖ Ensure county voices are heard in regional representative model
 - ❖ Ensure county groupings make sense: proximity, similar demographics, established relationships, programs
 - ❖ Ensure region size/number of counties is manageable: adjust Regional Manager level of support as appropriate
 - ❖ Fully integrated 58-county regional model

CaSAWS JPA REGIONAL MODEL



Region	# Counties	# Votes	% Person Count
1	12	2	15.12%
2	13	1	6.49%
3	14	1	2.84%
4	11	2	16.35%
5	7	3	30.53%
6	1	3	28.66%
Total	58	12	100%

- Based on the CWDA eligibility regions
- Voting is structured as:
 - ❖ 3 votes for regions with a Persons Count (PC) greater than 4 million
 - ❖ 2 votes for regions with a PC greater than 2 million
 - ❖ 1 vote for regions with a PC less than 2 million

CalSAWS GOVERNANCE DOCUMENTS

- CalSAWS Governance Documents
 - ❖ JPA Agreement
 - ❖ JPA Bylaws
 - ❖ MOU

- Development Process:
 - ❖ Leadership Team used CalACES governance documents as base models for CalSAWS documents and, over the last year, worked diligently to revise the Governance documents to:
 - Serve the 58 County CalSAWS Consortium
 - Serve the consortium during migration to the CalSAWS system

OVERVIEW OF THE CalSAWS JPA AGREEMENT

- Notable provisions/changes to the JPA Agreement are as follows
- Member Representatives:
 - ❖ Each county has one member representative with the exception of Los Angeles, which has three representatives to reflect its proportion of the state population
 - ❖ In addition, one ex officio representative will be selected by State from the California Office of Systems Integration, Department of Social Services, or Department of Health Care Services

OVERVIEW OF THE CalSAWS JPA AGREEMENT

■ Board of Directors:

- ❖ The Board will be comprised of 12 members (appointed by Member Representatives from their Region) and one state representative
- ❖ Regions 1 & 4 shall each have two representatives
- ❖ Regions 2 & 3 shall each have one representative
- ❖ Regions 5 & 6 shall each have three representatives
- ❖ While counties are migrating to the CalSAWS system, users of the three existing systems will have an additional mechanism (the System Subcommittees) to identify modifications needed for their respective systems and, if necessary, to bring these modifications to the Board for action

■ Contributions:

- ❖ Members agree to contribute funding allocated for CalSAWS, in addition to any match required by Welfare and Institutions Code section 10824

OVERVIEW OF THE CalSAWS JPA BYLAWS

- Notable provisions/changes to the JPA Bylaws are as follows
- The Board will meet at least quarterly
- Member Representatives will meet at least two times per year
- Subcommittees:
 - ❖ Project Steering Committee (12 members selected in same ratio as the Board)
 - ❖ System Subcommittees:
 - WCDS
 - C-IV
 - LRS
- Meetings of the Board and the Project Steering Committee are governed by the Brown Act

OVERVIEW OF THE CalSAWS JPA MOU

- The MOU delineates the areas of understanding and agreement among the Consortium and the Members concerning administration and fulfillment of the Consortium's purpose
- The MOU has been revised to name all 58 counties, but has not otherwise been substantively changed from the current CalACES MOU
- This MOU will be new to the 18 WCDS Counties
- The MOU generally governs the assignment of county personnel to the Consortium, including payment provisions
- The MOU governs system and data use requirements, as well as responsibility for software licensing
- The MOU outlines CalSAWS' fiscal responsibilities

NEXT STEPS FOR GOVERNANCE DOCUMENTS

- Begin weekly/as-needed conference calls of Attorney Working Group
- Presentation of revised governance documents at California Health and Welfare Attorney Committee meeting (**November 15**)
- Webinars/teleconferences for Directors, Staff and County Counsels (**November-December 2018**)
- Comments from Counties no later than **early-December** to allow for final review by Attorney Working Group
- Final revisions to governance documents, in consultation with the Leadership Team (**December 2018**)
- Revised governance documents go to CalACES Member Representatives and Board for approval (**January 2019**)
- Final JPA and MOU distributed to Counties for action by Boards of Supervisors (**by January 31, 2019**)
- County approval process completed, executed JPA and MOU documents received by Consortium (**May 15, 2019**)
- Joint Board and Member Representative meeting (CalWIN Counties included at meetings)
 - ❖ Current Member Representatives “concur” in new JPA and Bylaws
 - ❖ Current Board approves new JPA, Bylaws, MOU
 - ❖ Board elections by newly constituted Regions, to take effect July 1, 2019 (**June 28, 2019**)
- Effective Date for revised JPA, Bylaws, MOU (**July 1, 2019**)

COMPARISON OF CaIACES TO CaSAWS JPA

	Category	CaIACES JPA	CaSAWS JPA
1	Number of Counties/Member Representatives	40/43 > LA County has 4 Member Representatives	58/60 > LA County has 3 Member Representatives
2	Number of Regions	8	6
3	Board of Directors/Votes	11: 7 C-IV Directors for Regions 1-7 + 4 LA Directors for Region 8	12: 2 for Regions 1 & 4, 1 for Regions 2 & 3, 3 for Regions 5 & 6
4	Board of Directors/Alternates	11: Each Director may designate an Alternate Director from the Region	12: Each Director may designate an Alternate Director from the Region
5	Board of Directors/State Representation	1 State Director of OSI, CDSS, DHCS	1 State Director of OSI, CDSS, DHCS
6	Quorum	> At least 6 Board Directors/Alternates > Must include 2 Directors/Alternates from Region 8	> At least 7 Board Directors/Alternates from 5 Regions
7	Affirmative Votes to take Action	> At least 6 Board Directors/Alternates > Must include 2 Directors/Alternates from Region 8 and 2 Directors/ Alternates from Regions 1-7	> At least 7 Board Directors/Alternates from 5 Regions
8	Fiscal Agent	San Bernardino County	San Bernardino County
9	Operating Mode	San Bernardino County	San Bernardino County
10	Legal Counsel	Independent Counsel Acquired via Competitive Procurement : Kronick, Moskovitz, Tiedemann & Girard	Independent Counsel Acquired via Competitive Procurement : Kronick, Moskovitz, Tiedemann & Girard
11	Meetings	> JPA and PSC meetings conducted in accordance with the Brown Act, generally monthly > Two Member Representative Meetings each year > Elections each June for Chair & Vice Chair. Secretary is the CaSAWS Executive Director	> JPA and PSC meetings conducted in accordance with the Brown Act, generally monthly > Two Member Representative Meetings each year > Elections each June for Chair & Vice Chair. Secretary is the CaSAWS Executive Director

WHAT DOES THIS MEAN TO TEAM?

- All 58 counties are on the same TEAM!
- CalSAWS is the ultimate unified TEAM!

Together **E**veryone **A**chieves **M**ore



PRESENTATION

WHAT IS THE CORE?

WHY DOES THE CORE MATTER?

- There are differences between the three systems
 - ❖ LRS, C-IV and CalWIN
- The SAWS system and its component/ancillary parts allow counties to not only determine eligibility but to manage workload, individual approaches to customer service, customer phone calls, office visits, imaging and printing of correspondence
 - ❖ Some approaches vary between counties and within counties

DEFINITION OF CORE



- 1** : a central and often foundational part usually distinct from the enveloping part by a difference in nature the *core* of the city: such as
 - a** : the usually inedible central part of some fruits (such as a pineapple);
 - b** : the place in a nuclear reactor where fission occurs

- 2** : a basic, essential, or enduring part (as of an individual, a class, or an entity) the staff had a *core* of experts
 - a** : the essential meaning : GIST the *core* of the argument
 - b** : the inmost or most intimate part: *honest to the core*

DEFINITION OF ANCILLARY

1 : subordinate, subsidiary the main factory and its ancillary plants

2 : auxiliary, supplementary the need for ancillary evidence

- ❖ ancillary expenses
- ❖ ancillary equipment

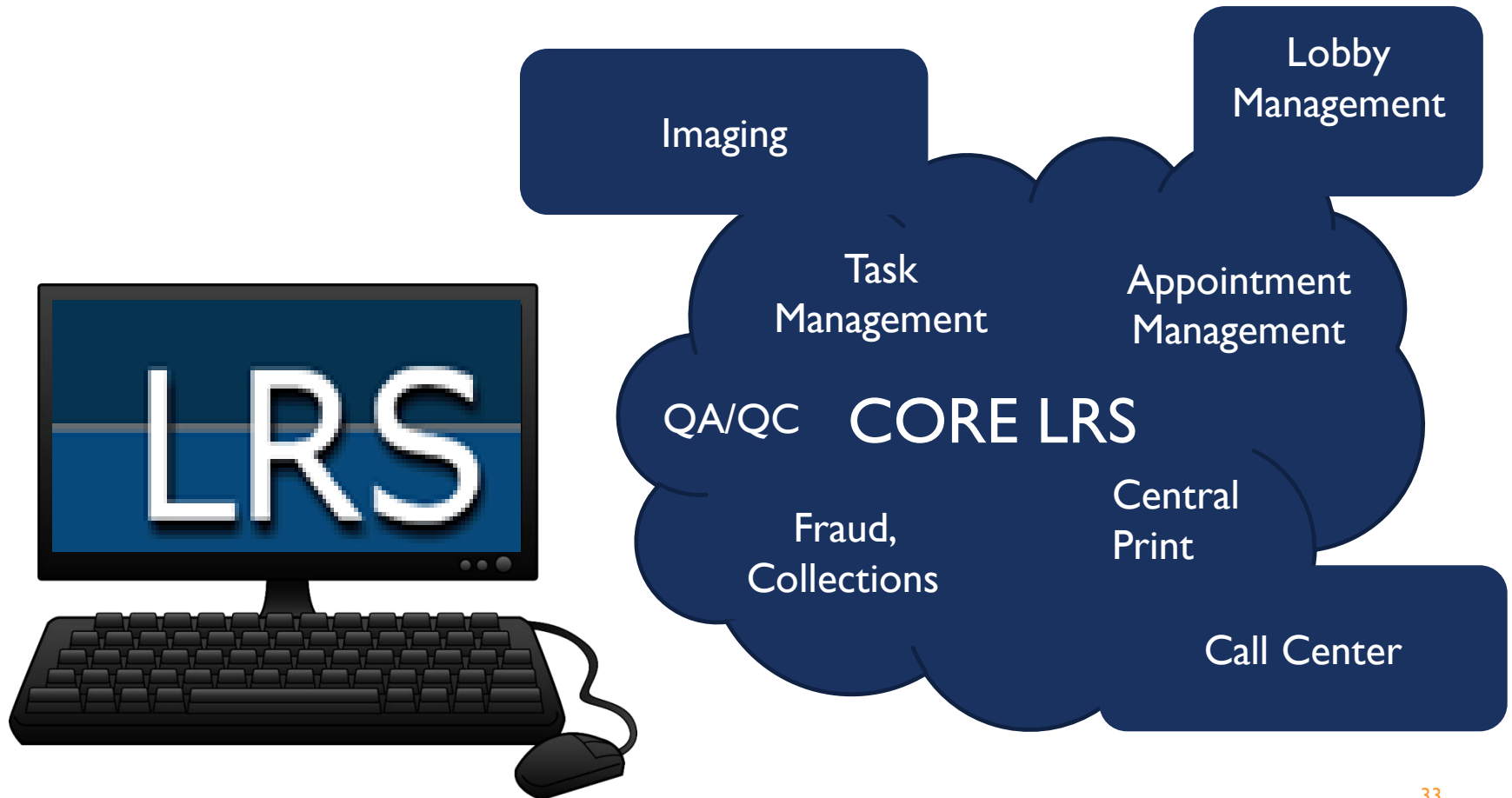
SAWS DEFINITION

- What does Core and Ancillary mean in SAWS Systems?
 - ❖ Varies based on what system is used today
 - ❖ Varies based on who manages it
 - ❖ Varies based on how it is funded

Examples on the following pages.



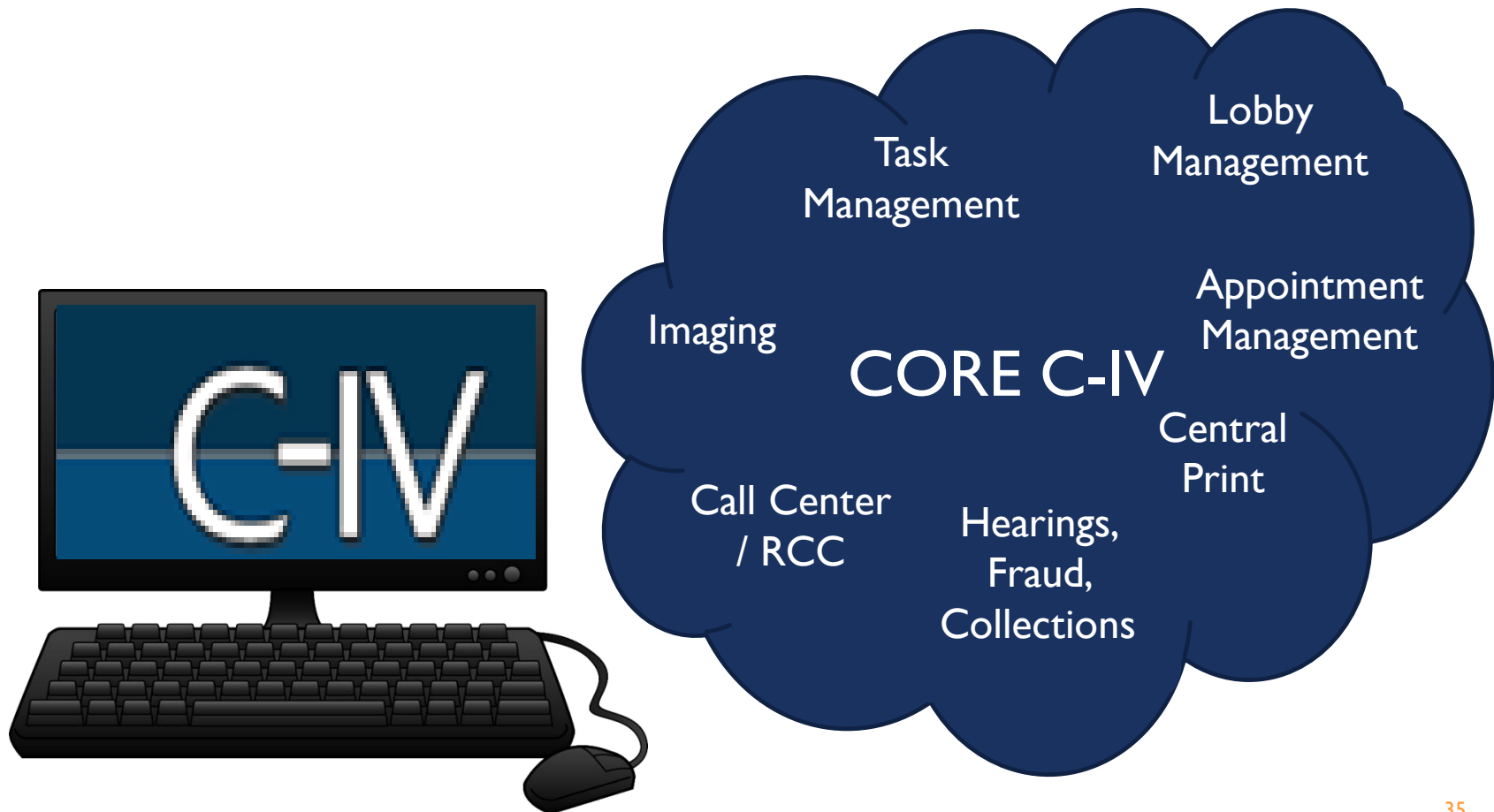
CORE COMPARISONS – LRS TODAY



CORE COMPARISONS – CaIWIN TODAY



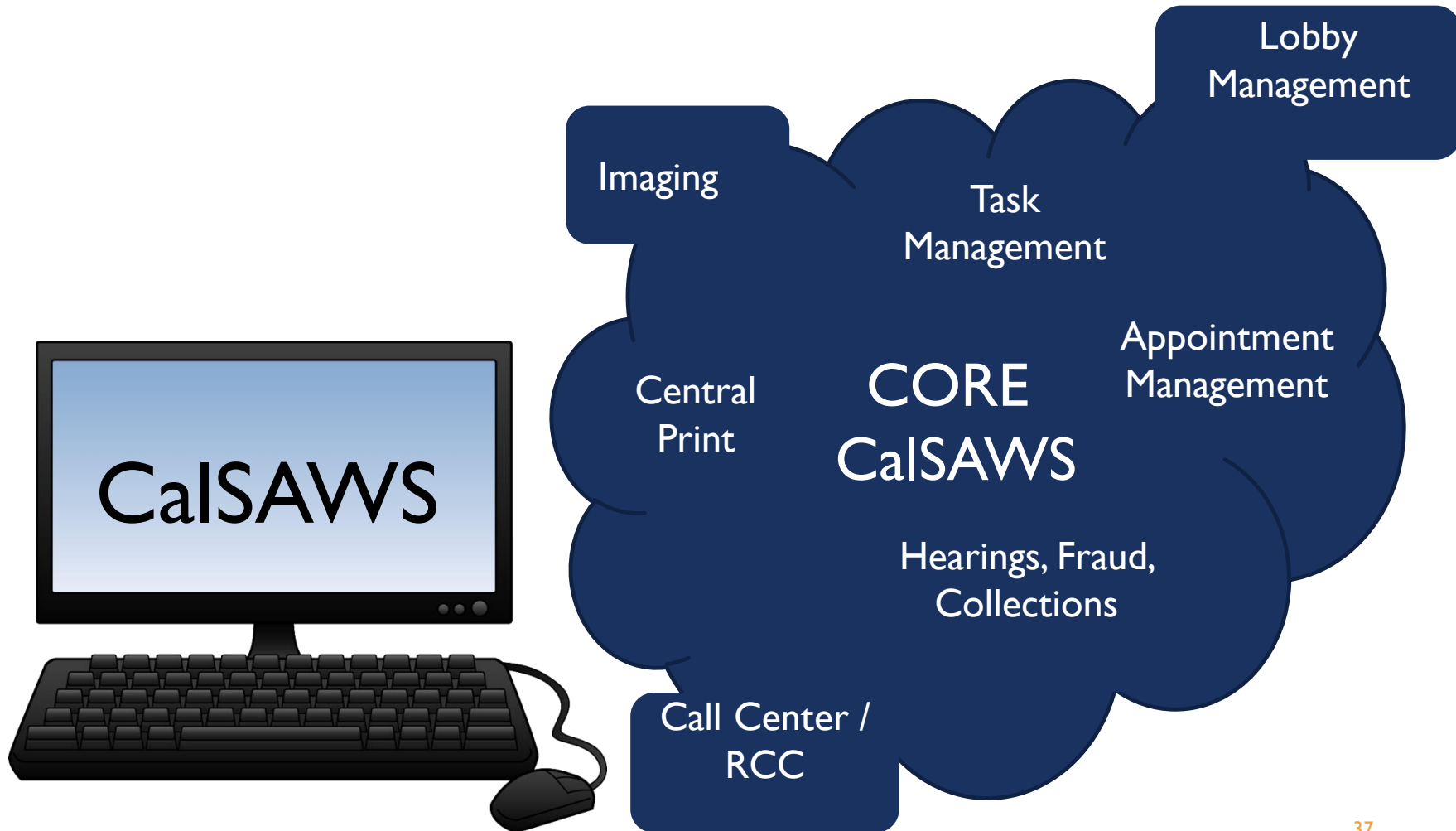
CORE COMPARISONS – C-IV TODAY



CaSAWS CORE

- Some functions may be centralized with the Core
 - ❖ Single set of software for all counties
 - ❖ Shared management/multi-tenant environment with the counties
- Example – Call Center
 - ❖ Interactive Voice Response menus, hold messages, individual county campaigns, queues, metrics, etc., may be managed by individual counties.

PROPOSED CaSAWS CORE



WHAT DOES THIS MEAN TO TEAM?

- Great minds don't always think alike
- There is value in County creativity and innovation that when combined in a single CORE CalSAWS all counties and customers will benefit

Together **E**veryone **A**chieves **M**ore



Lunch

Will be provided in the foyer outside the meeting room.



KEYNOTE SPEAKER

PETER HUTCHINSON



ACCENTURE & AWS EXECUTIVE MESSAGES

DAN LONDON

DAN NEAULT



DISCUSSION

CONSORTIUM TRANSITIONAL PROCESSES

CONSORTIUM TRANSITIONAL PROCESSES

CalSAWS 'Little g' Transition TEAM:

- ❖ Lynn Bridwell – CalWIN Applications Deputy Director
- ❖ Laura Chavez – CalACES IT Deputy Director
- ❖ Jo Anne Osborn – CalWIN Operations Deputy Director
- ❖ Karen Rapponotti – CalACES Deputy Director
- ❖ Rodain Soto – CalWIN Strategic Deputy Director

CONSORTIUM TRANSITIONAL PROCESSES

The CalSAWS 'Little g' Transition team has put together a transitional committee structure to be in place prior to the approval of the CalSAWS JPA agreement and bylaws. Additionally, this team has crafted a set of Guiding Principles to be used by the committees until the CalSAWS JPA is adopted.

-CURRENT- CalACES AND CalWIN REGIONS



6 Regions to support the CalSAWS 58 County JPA

Adopting and modeling after current CalACES Governance and Committee structure and processes.

*Regional Managers-assigned specific regions (similar to current-expanded for all 58 counties). Key communication facilitators.

*Committees- designated number of representatives per region on represent the entire region. Participate in system changes –prioritization and approval of designs

CONSORTIUM TRANSITIONAL PROCESSES

- Regional Structure



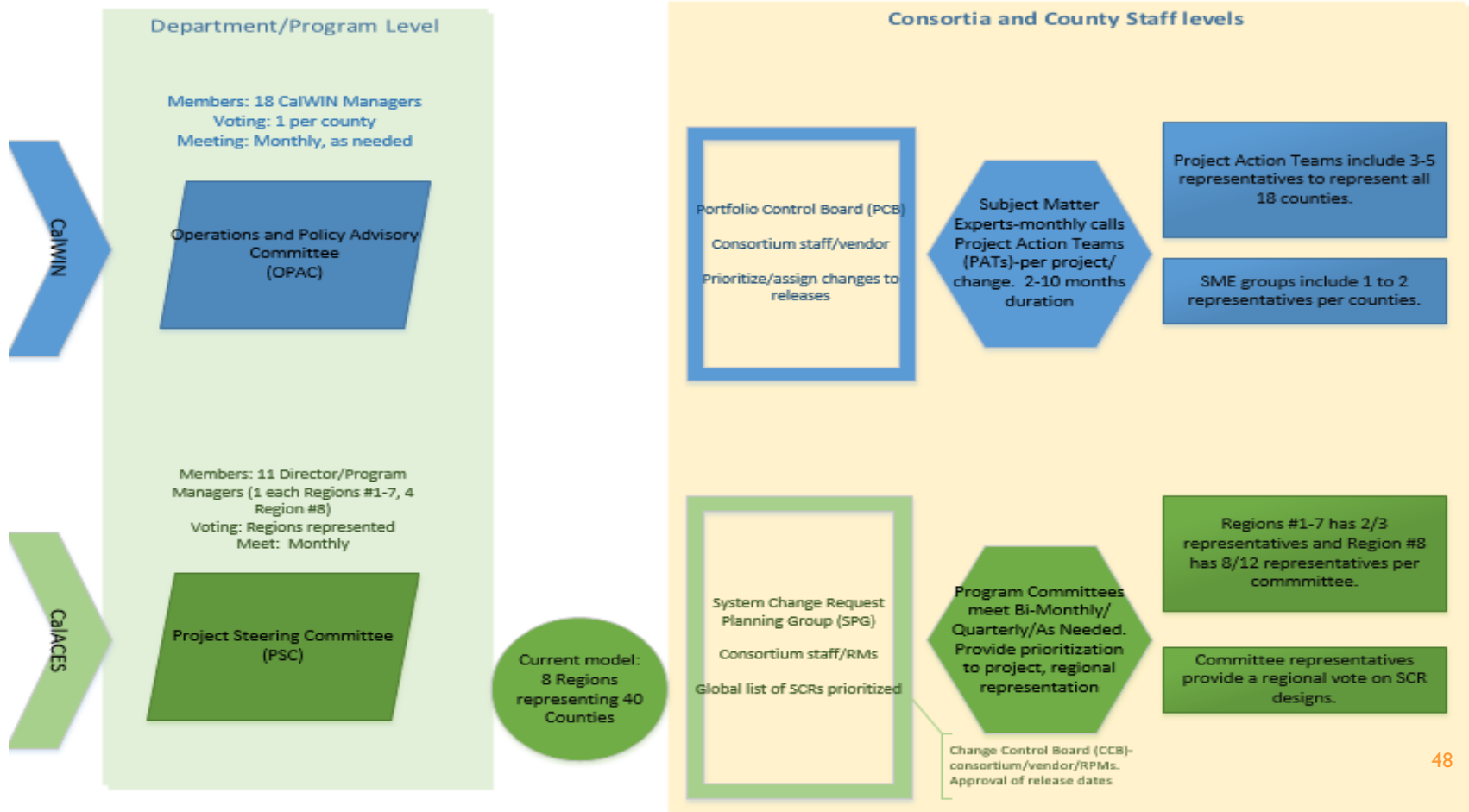
CalSAWS

CONSORTIUM TRANSITIONAL PROCESSES

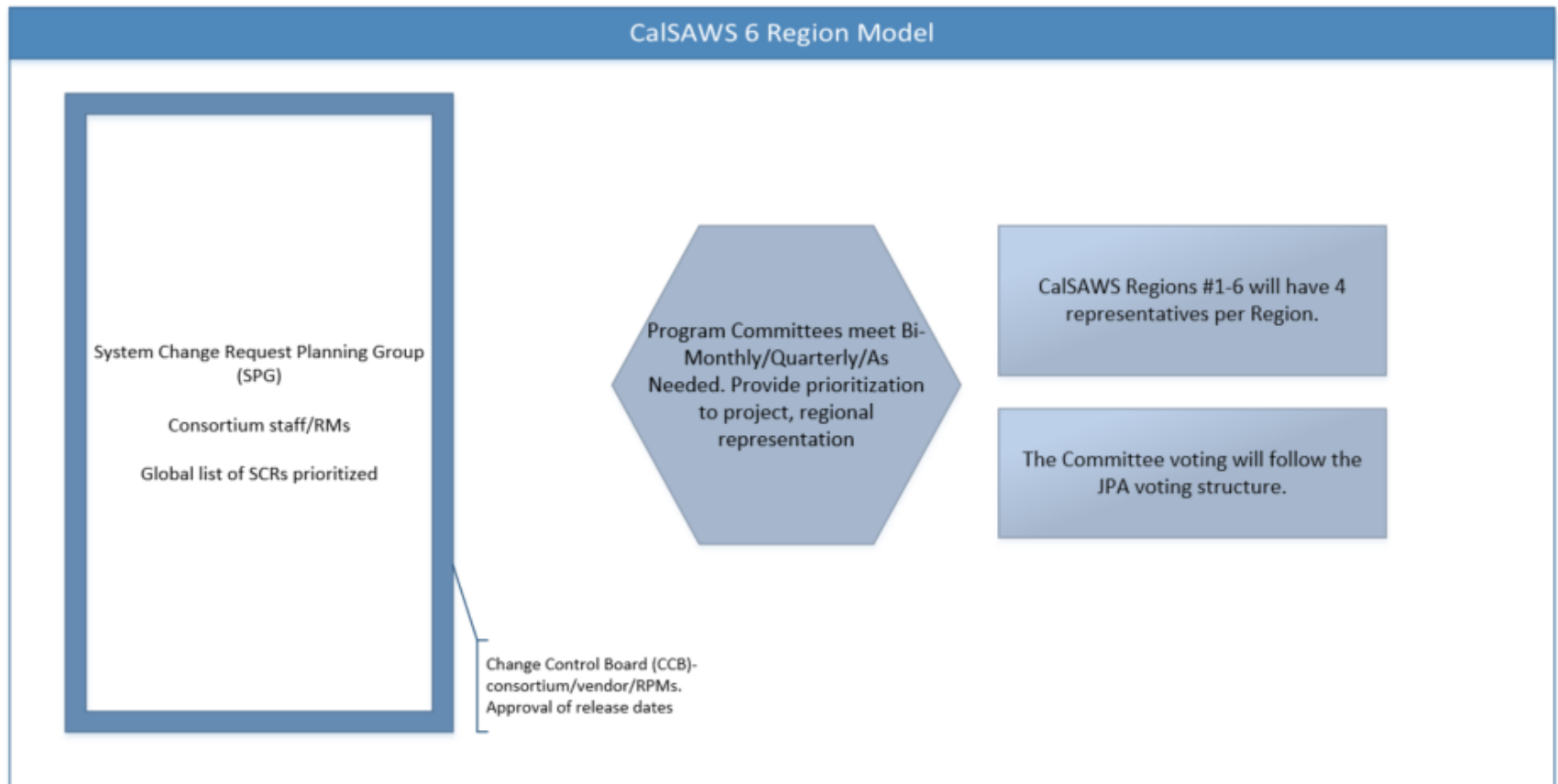
- Discussion today:
 - ❖ Current Regional Structure
 - ❖ Change Governance for CalACES and CalWIN
 - ❖ Committee Guiding Principles
 - ❖ County Participation Opportunities
 - ❖ Change timeline through 2019
 - ❖ Next Steps

CONSORTIUM TRANSITIONAL PROCESSES

Focus on Consortia and County Staff levels for Change Governance



CONSORTIUM TRANSITIONAL PROCESSES



CONSORTIUM TRANSITIONAL PROCESSES

CalSAWS Committees

Incorporate Current CalACES Committee Structure with minor additions or changes.

Voting membership increased to four(4) per region with the exception of those with '*'.

Eligibility Programs (7)

CW/CF
Child Care
GA/GR
Foster Care, AAP & Kin Gap
Medi-Cal/CMS
Welfare to Work
Time Limits

Program Support (9)

Client Correspondence
Interfaces/Batch
Internal Prevention (County loss Prevention)
Fiscal (Issuance/OP/Claiming)
Collections
Resource Data Bank (RDB)
Tax Intercept
Special Units (SIU, Hearings)
State/Fiscal Reports/BI

County User Support(7)

Usability
Training
Technical
Security

*Help Desk
*ADHOC
*County Fiscal Administration
(58 County representation)

Supportive Systems/Tools(5)

Lobby Mgmt
Self Service Portal
IVR/Contact Center/Text/Electronic Sign
Imaging
Task Management

CONSORTIUM TRANSITIONAL PROCESSES

- Program Committee Guiding Principles:
 - ❖ Promote collaboration across counties to minimize system change complexity. When possible, system functionality will allow some flexibility to accommodate county organizational strategies
 - ❖ Follow the proposed CalSAWS JPA voting structure with representatives empowered to communicate the regional decisions
 - ❖ Develop a common design that assures design alignment between the existing systems, or minimizes creation of functional gaps
 - ❖ Maintain transparent and collaborative working relationships with State Stakeholders

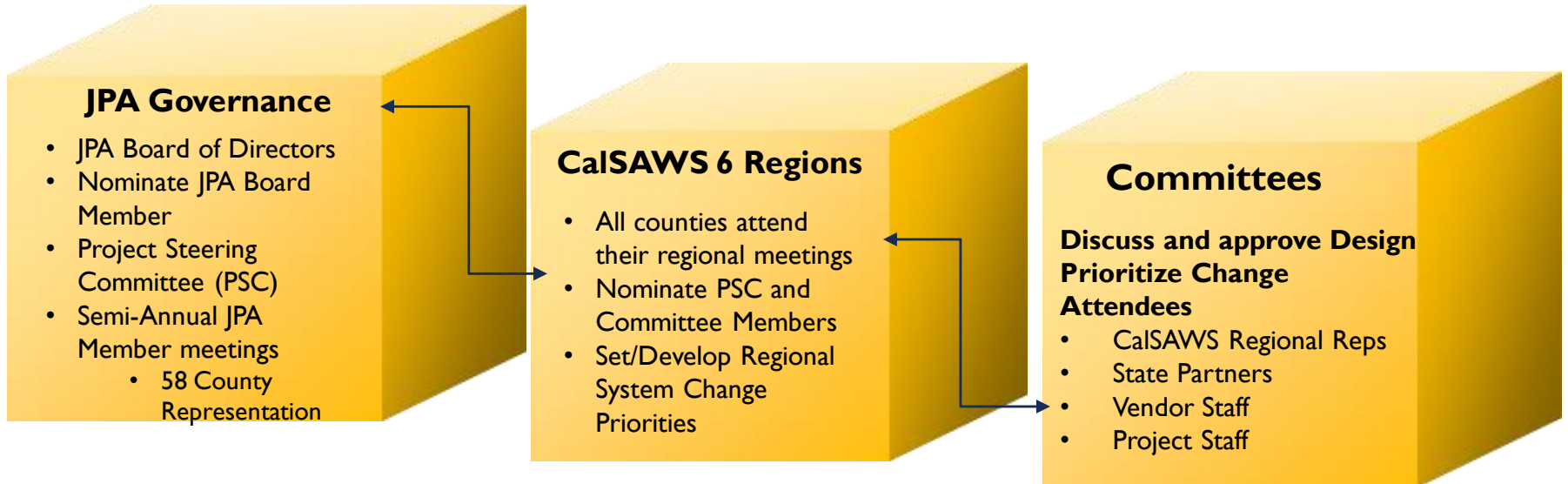
CONSORTIUM TRANSITIONAL PROCESSES

(Program Committee Guiding Principles, continued)

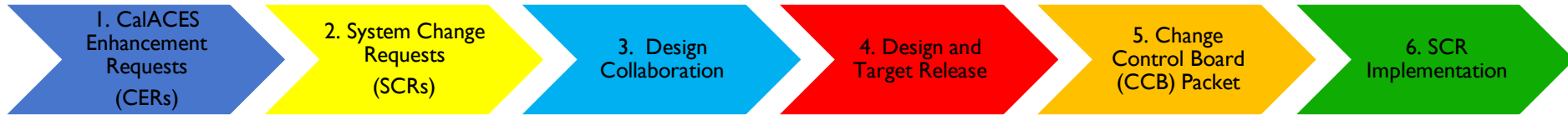
- As part of the system change process, the Program Committees will:
 - ❖ Agree on a single policy interpretation
 - ❖ Establish a single set of system change priorities based on input from each region
 - ❖ Propose System Change Requests (SCRs) recommendations that apply to all counties
 - ❖ Design SCRs with the understanding that all CalSAWS counties will have the same:
 - Eligibility Non-compliance types/reasons
 - Change Reasons available on data collection pages
 - EDBC rules for all State programs
 - State: Reports, forms, and Notices of Action (NOAs)
 - Job aids, Online Help, and web-based trainings (WBTs)
 - ❖ Review and approve system changes. Note: CalSAWS escalation process may be used when necessary
 - ❖ Initiate technical innovation initiatives that will be available to all counties

CONSORTIUM TRANSITIONAL PROCESSES

Participation Opportunities



SCR Lifecycle and County Input Opportunity



County PPOC submits CER/RFC Request Form to

Coming Soon: Mailbox for county input for Design change.

Committee determines if SCR should be on the Committee Priority List

Consortium Analyst creates an System Change Request (SCR) from the CER/RFC .

Committee establish SCR priorities

Once prioritized, Consortium Analyst creates **scorecard** for the SCR to assign a weighted value and priority.

‘SCR Planning Group’ (SPG) the gatekeeper responsible for establishing and maintaining the list of SCR’s

After SPG approval, Consortium Analyst will solicit design consideration input from Committee.

SPG approval authorizes Design Team to begin Design. Consortium will confirm the SCRs the Design Team is working on.

Consortium Analyst informs Committee when Design starts and distribute design input and ACL Input received from the regions

For Designs with large effort, Consortium Analyst and Design Team will conduct regular check-ins with the Committee

Design Team and Consortium Analyst complete draft Designs utilizing County input.

Build and Test Teams confirm solution and estimate; review capacity and target release

Consortium Analyst reviews estimates, target release date, and submits draft Design to Committee for review and approval of the Design and release date.

The CCB Packet (SCR Design) to Counties for Review and to submit questions.

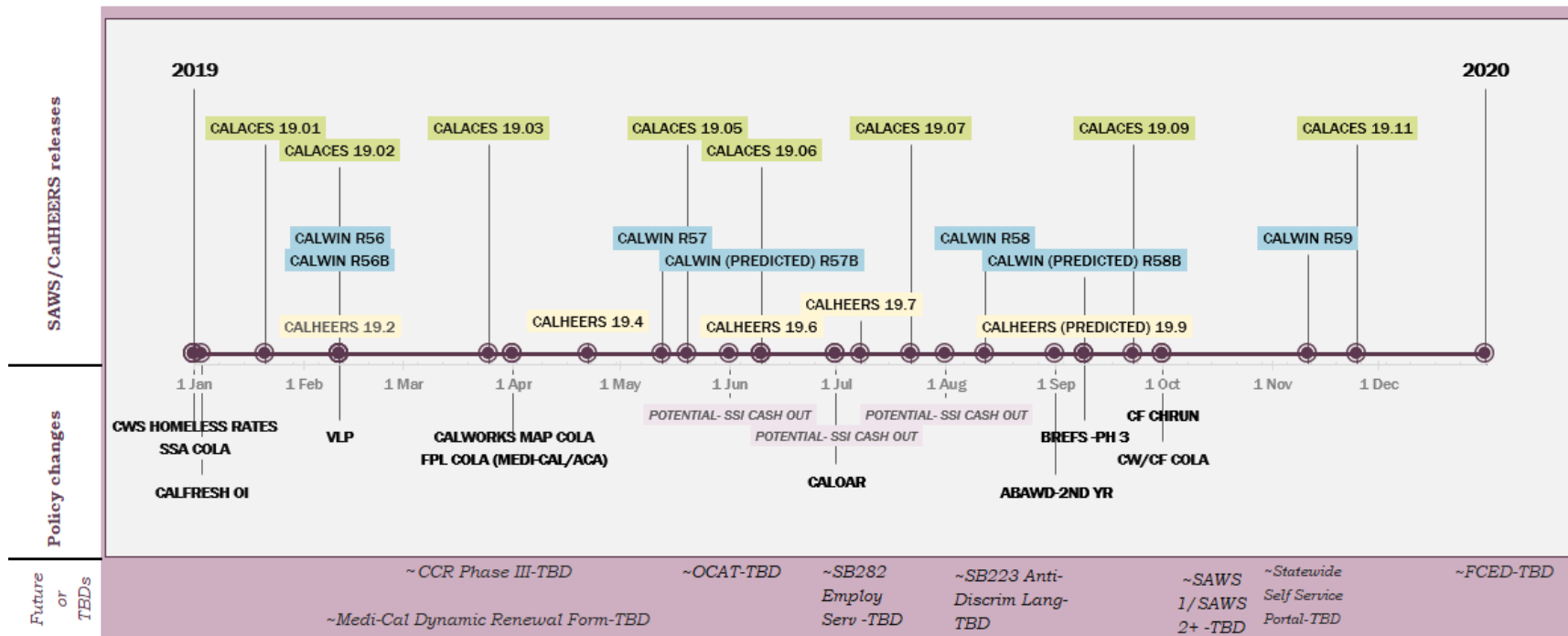
On behalf of the counties the Regional Managers (RMs) approve the final CCB packet (design, release, funding)

Project completes Build and Test activities for SCR

On behalf of the counties the RMs review release test results and provides approval to deploy to production systems.

CONSORTIUM TRANSITIONAL PROCESSES

SIDE BY SIDE -Releases including major policy considerations



v. 10/24/18

CONSORTIUM TRANSITIONAL PROCESSES

■ Next Steps

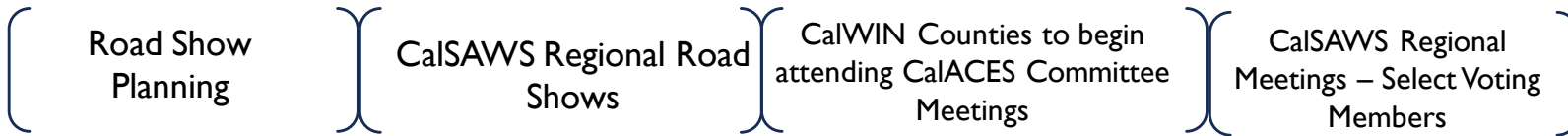
- ❖ Road Shows
 - Meet and Greet new Team members
 - Voting Structure
 - Governance Processes
 - Escalation Process
 - Regional Manager Support

- ❖ Transition – Statewide CalSAWS
 - Processes and Procedures
 - Roles and Responsibilities

- ❖ CalWIN and CalACES participate in change process during Transition Period

CONSORTIUM TRANSITIONAL PROCESSES

**CalSAWS JPA
Implementation**



JULY 2019

November - January

February - March

April - June

**CalSAWS
Regional Meetings
Begin**

WHAT DOES THIS MEAN TO TEAM?

Transition Together



Together **E**veryone **A**chieves **M**ore



Break



JPA BOARD OF DIRECTORS MEETING

PLEASE REFER TO THE JPA BOARD AGENDA ENCLOSED IN YOUR PACKET.



Action Items

ACTION ITEMS

1. Approve Minutes of the September 27, 2018 CalACES JPA Board of Directors Meeting.
2. Approve Memorandum of Understanding (MOU) between the California Automated Consortium Eligibility System (CalACES) and the State of California Department of Social Services (CDSS) to provide California Work Opportunity and Responsibility to Kids (CalWORKs) and CalFresh data of Monterey, Napa, and Stanislaus (Pilot Counties) for use by the Cross-system Analytics and Assessment for Learning and Skills Attainment (CAAL-Skills) project
3. Approve RGS Amendment 22
4. Adopt Conflict of Interest Code for CalACES



Informational Items

CaSAWS PLANNING: OVERVIEW

Overall Objective

- Planning effort working to develop roadmap of overall effort to consolidate to a single system, CaSAWS, on ~2023 timeline
- Builds upon the previous planning efforts for CalACES

Status

- In June 22 JPA meeting, core team provided an overview of the scope and approach of the planning effort
- Since then, core team has completed the planning phase, and has outlined emerging alternatives across:
 - Technical (i.e., hosting IT Infra, database, portal/mobile)
 - Core requirements (i.e., scope of requirements for CaSAWS)
 - Ancillary systems (e.g., Imaging, Call Center, Central Print, Helpdesk, Lobby management, Business Intelligence)
 - Implementation (i.e., migration sequencing, data migration)
- A version of the output of the planning phase is being made available for public consumption
- It is necessary to take the planning “emerging alternatives” as an input to the ultimate recommended strategy that will be employed



CalSAWS PLANNING: KEY QUESTIONS THAT WERE ADDRESSED (1 OF 2)

Technical Assessment

(Infrastructure, Database, Portal/ Mobile)

Core Requirements

(Consolidated requirements for CalSAWS, DD&I, M&O cost estimates)

Emerging alternatives from planning assessment

- Potential to host CalSAWS on Cloud based infrastructure, if proven by proof-of-concept
 - CalSAWS portal to be based on YBN leveraging CalHEERS infrastructure; mobile application to be based on C4Yourself
-
- ~900 requirements identified for CalSAWS (compared to 560 requirements for CalACES)
 - Independent cost estimates provided for DD&I to account for development, testing, migration support, program management, and other activities
 - Steady-state operating costs projected to account for a single 58-county system with a cloud operating model

CaSAWS PLANNING: KEY QUESTIONS THAT WERE ADDRESSED (2 OF 2)

Ancillary Systems Assessment

(Imaging, Call Center, Central Print, Helpdesk, Lobby Management etc.)

Implementation Planning

(e.g., Procurement, Sequencing, Roadmap)

Emerging alternatives from planning assessment

- Three flavors of solutions:
 - Adopt enhanced centralized solution with admin rights via multi-tenant model (e.g., for contact center)
 - Opt-in to centralized solution or keep current solution (e.g., LI / L2 help desk, BI for reports requiring core & external data)
 - Continue to use county solution (e.g., lobby management)
- Roadmap until 2023, starting with Cloud PoC, followed by detailed design, & development of core & ancillary
- Migration sequencing to start with LA, then C-IV counties, followed by CalWIN counties in waves, with flexibility to accelerate if technically proven feasible¹; (e.g., if mock conversions show successful ETL in 48 hours)

¹ Multiple pre-requisites must be met for proving technical feasibility

WITH CLOSEOUT OF PLANNING ACTIVITIES, CONSORTIA, COUNTY & STATE CAN TAKE EMERGING ALTERNATIVES TO BEGIN IMPLEMENTATION

Budgeting & Funding



Translation of emerging alternatives and supporting analysis to finalize funding and budget planning to support implementation & future operating model

Procurement



Execution of procurement activities to acquire vendor services for implementation of multiple components of CalSAWS

Design Decisions



Design sessions to understand/visualize flexibility of emerging alternatives (e.g., to finalize degree of uplift in ancillaries that will be centrally hosted)



QUICK REFERENCE TABLES FOR EMERGING ALTERNATIVES

REFERENCE TABLE: EMERGING ALTERNATIVES (1/2)

	Category	Emerging Alternative
Technical	Hosting	Cloud if proven by Proof of Concept
	Portal	Based on YBN ²
	Mobile	Based on C4 Yourself ³
Implementation Planning	Development Path	Develop CalSAWS in the cloud, migrate counties
	CalWIN Data Migration	Direct Merge
	Implementation Sequence	CalACES Waves followed by CalWIN Waves ¹

¹ Consortium is recommending CalACES Single Wave with appropriate data quality checkpoints
^{2,3} Includes CalHEERS Innovations

REFERENCE TABLE: EMERGING ALTERNATIVES (2/2)

Ancillary category	Emerging Alternative
Appointment Management	Use enhanced centralized CalSAWS core
BI / Adhoc & Management Reports	Use centralized CalSAWS Business Intelligence in conjunction with county BI Infrastructure
Central Print	Use centralized CalSAWS print managed services
Contact Center	Use enhanced centralized CalSAWS Contact Center solution
CDE (CIS / EDR)	Provide nightly data replica and API access for real-time data needs
Notifications	Use enhanced centralized CalSAWS notification suite
Imaging	Use centralized CalSAWS solution with enhancements
Help Desk	Use centralized solution for L3 with L1/L2 opt-in
Lobby Management	Maintain current system
Task Management	Use enhanced centralized CalSAWS core
Collections	Use centralized CalSAWS collections solution
QA / QC	Use centralized CalSAWS solution as-is with county opt-out
Fraud / IEVS	Use centralized solution as-is
Employment Services	Use enhanced centralized solution
Fiscal / Printing	Maintain current system
Workforce Management	Maintain current system
Client Experience Tools	Maintain current system
Workflow Tools	Maintain current system
Integration Tools	No longer necessary in centralized CalSAWS system

Ancillaries

Additional Tools

OCAT PROCUREMENT UPDATE

- Key Milestones
 - ❖ OCAT RFP Release Date – Friday, Dec 14
 - ❖ Proposal Vendors Conference – Wednesday, Dec 19
 - ❖ Proposal Due Date – Tuesday, Feb 12
 - ❖ Proposal Evaluation – Wednesday, Feb 13 – Monday, Mar 25
 - ❖ Orals/Key Staff Interviews – Tuesday, Feb 19 – Friday, Feb 22
 - ❖ Vendor Selection Report Review & Approval – Tuesday, Mar 26 – Monday, Apr 8
 - ❖ Release Notice of Intent – Tuesday, Apr 9
 - ❖ Negotiations & Approvals – Wednesday, Apr 10 – Friday, May 31
 - ❖ OCAT Vendor Start Date – Monday, Jun 3

CalSAWS QA PROCUREMENT UPDATE

■ Key Milestones

- ❖ QA RFP Release Date – Friday, Dec 14
- ❖ Proposal Vendors Conference – Wednesday, Dec 19
- ❖ Proposal Due Date – Thursday, Jan 24
- ❖ Proposal Evaluation – Friday, Jan 25 – Friday, Feb 22
- ❖ Orals/Key Staff Interviews – Monday, Feb 25 – Wednesday, Feb 27
- ❖ Vendor Selection Report Review & Approval – Thursday, Feb 28 – Monday, Mar 11
- ❖ Release Notice of Intent – Tuesday, Mar 12
- ❖ Negotiations & Approvals – Wednesday, Mar 13 – Friday, May 17
- ❖ QA Vendor Start Date – Monday, May 20

CalSAWS IAPD STATUS

- Implementation Advance Planning Document (IAPD)
Development Process
 - ❖ Set expectations with state and federal sponsors in June
 - ❖ Key assumption: IAPD based on from the outcomes of the Joint Planning Team analysis
 - ❖ Weekly IAPD Touch Point with OSI, CDSS and DHCS Staff

- IAPD Key Dates:
 - ❖ Initial Draft Submitted to OSI on September 21, 2018
 - ❖ Draft Submitted to CDSS and DHCS on October 1, 2018
 - ❖ Comments Received from OSI, CDSS and CDHS: October 10-24
 - ❖ New Version to State Sponsors: October 29, 2018
 - ❖ Initial Version to Federal Sponsors: November 5, 2018
 - ❖ Federal Approval Expected: December 28, 2018
 - ❖ Target CalSAWS DD&I Project Start: January 7, 2019



**Recess until 8:30 a.m.
Friday, November 2, 2018**



Reception & Dinner

The reception will be in the hotel lobby and the foyer patio from 4:25 p.m. to 6:00 p.m.

Dinner will be provided in the Chardonnay/Merlot conference room starting at 6:30 p.m.

CONFERENCE DAY 2

- Confirmation of Quorum
 - ❖ John Boule, CalACES Executive Director
- Agenda Review
 - ❖ Please refer to the handout in your packet



DISCUSSION

PROJECT STEERING COMMITTEE (PSC) PRIORITIES

THE ROLE OF PROJECT STEERING COMMITTEE

The Project Steering Committee (PSC)

- Serves at the request of the CalACES Joint Powers Authority Board of Directors.
- Provides a stabilizing influence so organizational concepts / directions are established and maintained with a visionary lens.
- Contributes insight on long-term strategies in support of legislative mandates/ JPA strategic priorities.
- Lends guidance to the Project through various approaches:
 - ❖ PSC meetings to obtain Project status updates /addressing concerns
 - ❖ Reviewing and resolving outstanding escalation issues
 - ❖ Providing feedback and insight regarding the direction of the CalACES Consortium on a number of areas

OBJECTIVES OF PSC

By leveraging the expertise and insight of key individuals from the Regions, PSC provides support and guidance on the Project's activities. Thus, it is critical that PSC members:

- Understand the Project's strategic implications/outcomes of initiatives,
- Represent the interest of all major stakeholders,
- Engage in initiatives/advocate for broad support of outcomes,
- Ensure that outputs reflect quality and meet customer expectations,
- Help balance conflicting priorities and resources,
- Consider/Resolve ideas and issues raised,
- Foster positive communication within Project/Regions, and
- Report on Project progress to Executive Management Team.

RECENT ACCOMPLISHMENTS

December 2017- Current

❖ **Inclusion of Region 8 (Los Angeles County)**

- Provided support to Executives and staff included mentoring to provide education regarding the Big 'G' and Little 'g' (Governance) structure, roles and responsibilities.

August 2017-June 25, 2018

❖ **EBT Cutover**

- Discussed/decided on best options for C-IV Counties and LRS that minimized impact to customers and counties based on OSI presentation.

August 2018 (Part II TBD)

❖ **RCC summit**

- A RCC/CSC Summit held on Tuesday, August 21, 2018 to review current RCC Operations/general structure, operational challenges, funding strategies and future enhancements.

March 29, 2018-August 16, 2018

❖ **Diaper Bill**

- Proposed earlier date for deployment of system automation to mitigate errors.

Spring 2018- Current

❖ **SCR Prioritization**

- Creation of SCR Planning Group (SPG) responsible for establishing / maintaining a combined Project list of SCR priorities which ensures strategies /priorities support legislative mandates
- Request to use a weight scale to determine priority of SCRs.

TOP 5 STRATEGIC PRIORITIES KEY OBJECTIVES

- CalFresh QC Error Rate
 - ❖ Mitigate errors through analysis across counties / identify solutions via possible system enhancements and refresher training as needed.

- Disaster CalFresh (DCF)
 - ❖ Automate DCF in the CalACES System and add/update application , reports and activity log in system.

- Change Management
 - ❖ Determine if an SCR requires additional implementation and/or post implementation support by:
 - Providing counties with standardized guidance on implementing new functionality (use of release notes)
 - Educating counties on release opportunities to test upcoming changes.
 - Exploring ways to implement policy expediently where there is a short turnaround for implementation

TOP 5 STRATEGIC PRIORITIES KEY OBJECTIVES

- Reports
 - ❖ Communicate to respective Facilitators that Reports is a Top Strategic Priority of the PSC.
 - ❖ Create new dashboards/ reports that will meet counties business operational needs.
 - ❖ Implement subscription reports that allows Executive Level staff to access reports remotely (i.e. phone, tablet)

- Customer Facing Technology
 - ❖ Future enhancement to quickly inform customers of emergency via email/text.
 - ❖ Develop marketing to educate staff/customers on self-service technology .
 - ❖ Obtain online/phone support for self-service portal.
 - ❖ Simplify customer login/opt-in process.

WHAT DOES THIS MEAN TO TEAM?

- Better Inclusion Means a Better Output & User Experience

Production outputs developed with cross team/county/regional/
stakeholder input ensures inclusion and collaboration for a robust
automated 58-County experience for all parties involved.

Together **E**veryone **A**chieves **M**ore



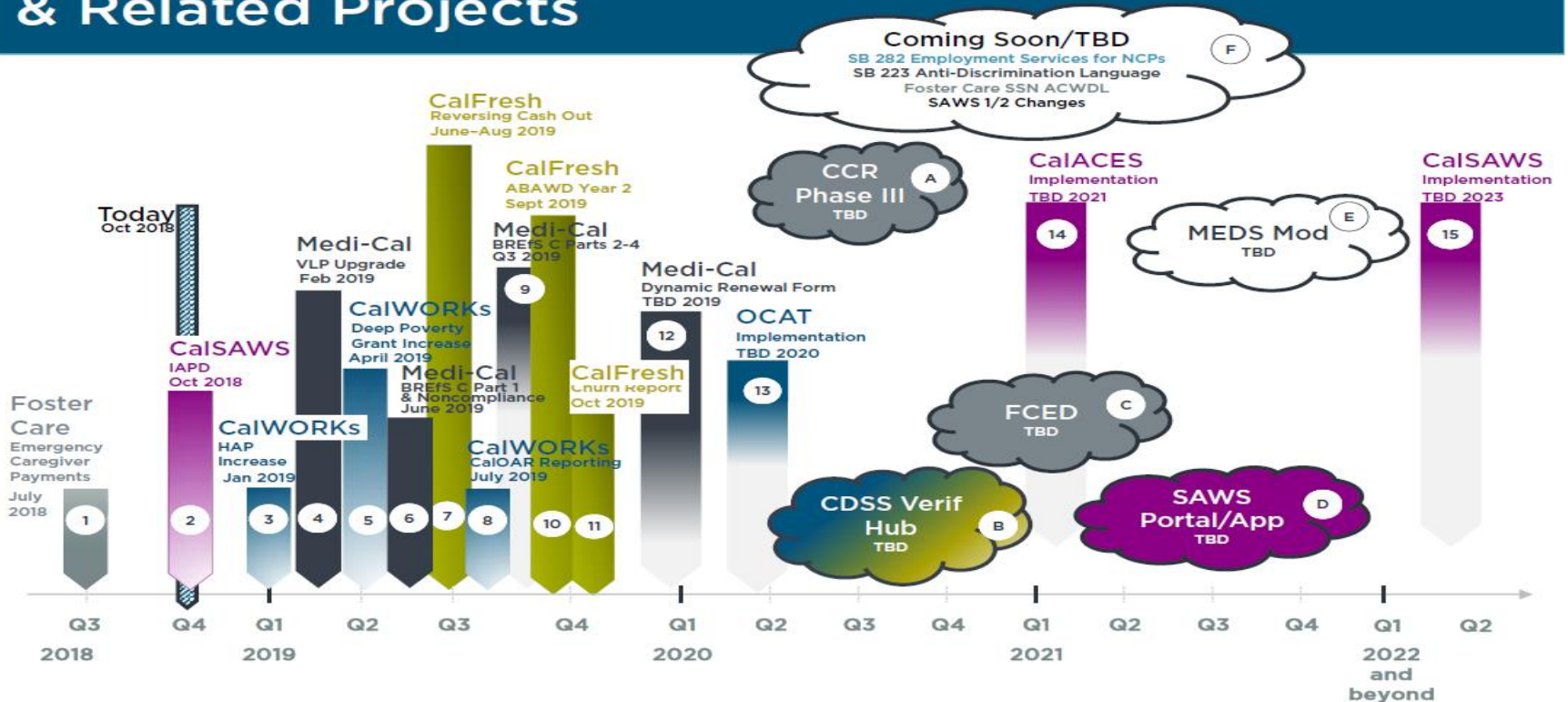
DISCUSSION

POLICY ROADMAP



POLICY ROADMAP

Key Upcoming SAWS Initiatives, Policy Changes & Related Projects



CWDA
 Advancing Human Services
 for the Welfare of All Californians

Program Color Key
 Berry - CalACES/CalSAWS
 Blue - CalWORKs
 Dark Grey - Medi-Cal

Light Grey - Foster Care
 Chartreuse - CalFresh
 Most or All - Black/White

As of 10/1/18

POLICY ROADMAP

Notes on the SAWS Policy slide

General Notes:

- The length of bars or size of clouds has no correlation to the size of the effort
- Dates on policy items represent implementation date, automation dates may be earlier or later
- Clouds represent areas where timing is less certain and may not correlate to the timeline

Specific Notes and Key to Acronyms:

1 - Foster Care emergency caregiver payments have been implemented via a workaround pending automation

2 - The CalSAWS Implementation Advance Planning Document (IAPD) is the request for federal approval to begin CalSAWS development work

3 - The CalWORKs Homeless Assistance Program (HAP) rates will increase effective January 2019 (ACL 18-106)

4 - CalHEERS must make changes by February 2019 to continue to use the federal Verify Lawful Presence (VLP) service; SAWS must make changes in coordination with CalHEERS

5 - CalWORKs grants will be increase in April 2019 under the Deep Poverty Grant Increases

6 - CalHEERS changes to allow for same day correction of eligibility results (known as BREfS Phase C, Part 1) and to support generation of noncompliance discontinuance NOAs are expected in June 2019; SAWS must make changes in coordination with CalHEERS

7 - The reversal of CalFresh Cash Out will be implemented between June and August 2019

8 - SAWS changes to support CalOAR reporting need to be implemented by July 2019

9 - Additional CalHEERS changes to support correction of eligibility results (known as BREfS Phase C, Parts 2-4) are expected to be implemented in Q3 of 2019; SAWS must make changes in coordination with CalHEERS

10 - Able Bodied Adults Without Dependents (ABAWD) implementation began September 2018 for San Francisco, San Mateo, and Santa Clara counties; additional counties are anticipated to be subject to the policy in September 2019

11 - CDSS has requested implementation of a CalFresh churn report by October 2019

12 - DHCS is developing policy guidance to support a dynamic prepopulated Medi-Cal renewal form; anticipated implementation late 2019

13 - The OCAT rebuild will include an interface to support data exchange with SAWS; exact timing to be determined upon contract award

14 - The 39 C-IV counties and Los Angeles are expected to be on a single SAWS sometime in 2021, assuming CalSAWS development begins early in 2019

15 - All counties are expected to be on a single SAWS (CalSAWS) by the end of 2023

A - CCR Phase III is expected to include additional changes to support CCR, primarily changes to reporting

B - CDSS is exploring plans to implement a hub that would support electronic verifications for CalWORKs & CalFresh

C - Foster Care Eligibility Determination (FCED) functionality is required to comply with federal Child Welfare automation funding rules

D - A single SAWS portal and mobile application will be developed in conjunction with CalSAWS, using user centered design

E - The MEDS Modernization project is expected to require significant coordination with SAWS

F - Numerous additional policy changes are pending, as well as changes to the SAWS 1 and SAWS 2 Plus forms, all of which will require SAWS changes

POLICY ROADMAP – EMERGENCY CAREGIVER

Effective July 1, 2018, all counties must provide a payment equivalent to the basic level rate for a resource family to the Emergency Caregiver (EC) of a child. However, unlike the short-term funding, the EC funding will be exclusively funded through the Emergency Assistance (EA) program, aid code 5K.

CalACES Update

- System Change: CA-204665 / CIV-102237
- Status: In Development
- Release: November 2018

This effort will automate the eligibility determination for children ineligible to Emergency Assistance (aid code 5K) funding. The system will automatically determine aid code 5K and set the EA ineligible pay code.

The additional pay codes, notice of actions, and good cause determination are targeted for implementation in January 2019.

CalWIN Update

- System Change: 49441 –Relative Placement EA Long Term Fix
- Status: Design
- Release: TBD

CalWIN Counties utilizing an interim process CIT #08-4020 – BENDS-Emergency Funding Prior to RFA Approval, issued 8/17/18

POLICY ROADMAP – SSI CASH OUT

The Supplemental Security Income (SSI) Cash Out initiative reverses California's current law that prohibits SSI and/or State Supplementary Payment (SSP) recipients from receiving CalFresh benefits.

CalACES Update

- System Change: CA-203103/CIV-101471
- Status: Design in Progress
- Release: May 2019

CalWIN Update

- System Change: 48458- SSI Cash Out AB 1811 and 48898- Transitional Nutrition Benefit Program AB 1811
- Status: Design
- Release: May 2019

System changes for this effort will include:

- Update eligibility rules to determine SSI individuals eligible to CalFresh if they meet CalFresh eligibility requirements
- Add eligibility rules to determine the Supplemental Nutrition Benefit and the Transitional Nutrition Benefit
- Add the appropriate Notices of Action

POLICY ROADMAP – ABAWD

ABAWD implementation began in September 2018 for San Francisco, San Mateo, and Santa Clara. In September 2018, CDSS submitted another ABAWD waiver request to FNS to exempt counties for the time period 9/1/19-8/31/20. If the waiver is approved, three additional counties (Alameda, Contra Costa, and Marin) will be required to implement the ABAWD policy effective September 2019.

CalACES Update

- System Change: CA-57971/CIV-7215
- Status: Design in Progress
- Release: September 2019

CalWIN Update

- System Change: 46539 -Full functionality - ABAWD and 47411 - ABAWD Notices.
- Implemented R54 August 2018
- System Change: 48908-ABAWD IE to address CDSS policy updates
- Status: Design
- Release: February 2019

POLICY ROADMAP – CHILD SUPPORT SB 380

Effective November 1, 2018, a CalWORKs (CW) applicant or recipient can exclude a step-sibling or half-sibling from the assistance unit (AU) to keep 100% of child support payments made on behalf of that child, if the amount of child support received monthly for that child is greater than the cash aid amount for the child and the child support received for the child is consistent.

CalACES Update

- System Change: CA 200785 / CIV 100390
- Status: In Development
- Release: November 2018 priority at the end of November.

CIT 0058-18 for the interim process was sent to the counties on 10/15/18.

System changes for this effort will include:

- Update the Customer Options page to identify what child(ren) will be excluded from the Maximum Aid Payment (MAP) due to a full child support payment.
- Update CW EDBC to exclude the child(ren) who opted to receive the full child support payment.
- Implement the Approval, No Change, and Benefit Change Notices of Action.
- Update the Child Support interface to track children who opted to receive the full child support payment.

Note: SCRs (CA-205112 & CIV-102472) will address additional automation to support this policy, which was requested by the CW/CF Committee. These SCRs are in draft and a release date has not been determined.

CalWIN Update

- System Change: Interim solution 48996 , full automation 48561
- Status:
 - Interim ready for implementation
 - Full automation: Design
- Release:
 - Interim October 2018 monthly
 - Full automation: February 2019

POLICY ROADMAP – Cal-OAR

The CalWORKs Outcomes and Accountability Review (Cal-OAR) is a process for reviewing the CalWORKs program statewide while taking into account county diversity. The goal of this is to promote program accountability, continual quality improvement, and meaningful tracking of program participation and outcomes.

CalACES Update

- System Change: CA-204569/CIV-102191
- Status: Analysis
- Release: TBD

CalWIN Update

- System Change: 49588
- Status: Analysis
- Release: TBD

CalACES and CalWIN:

- Participate in the CDSS Cal-OAR Data Collection & Automation sub-committee
- Submitted cost estimates to OSI to implement the new state report and modification to the WTW 25 report in September 2018.

POLICY ROADMAP – CAIHEERS VLP

The Department of Homeland Security (DHS) is upgrading the DHS Verify Lawful Presence (VLP) interface. Centers for Medicare and Medicaid Services (CMS), CalHEERS (CH) and SAWS must be updated to continue to communicate to DHS for VLP. CH change request (92295) will update CH to use the updated CMS VLP interface.

CalACES Update

- System Change: CA-201310/ CIV-100608
- Status: Design in Progress
- Release: February 2019

CalWIN Update

- System Change: 48211
- Status: Design
- Release: February 2019

System changes for this effort will include:

- Updates to CH eHIT interface for VLP
- Creates a new CH VLP interface between CH and SAWS for VLP
- Provides a way to communicate when CH receives a VLP interface error code or does not make a VLP call to DHS.

WHAT DOES THIS MEAN TO TEAM?

Advocates,
Counties, CWDA,
SAWS and the
State team
together to
develop and
implement policy
to make a
difference in the
lives of
Californians



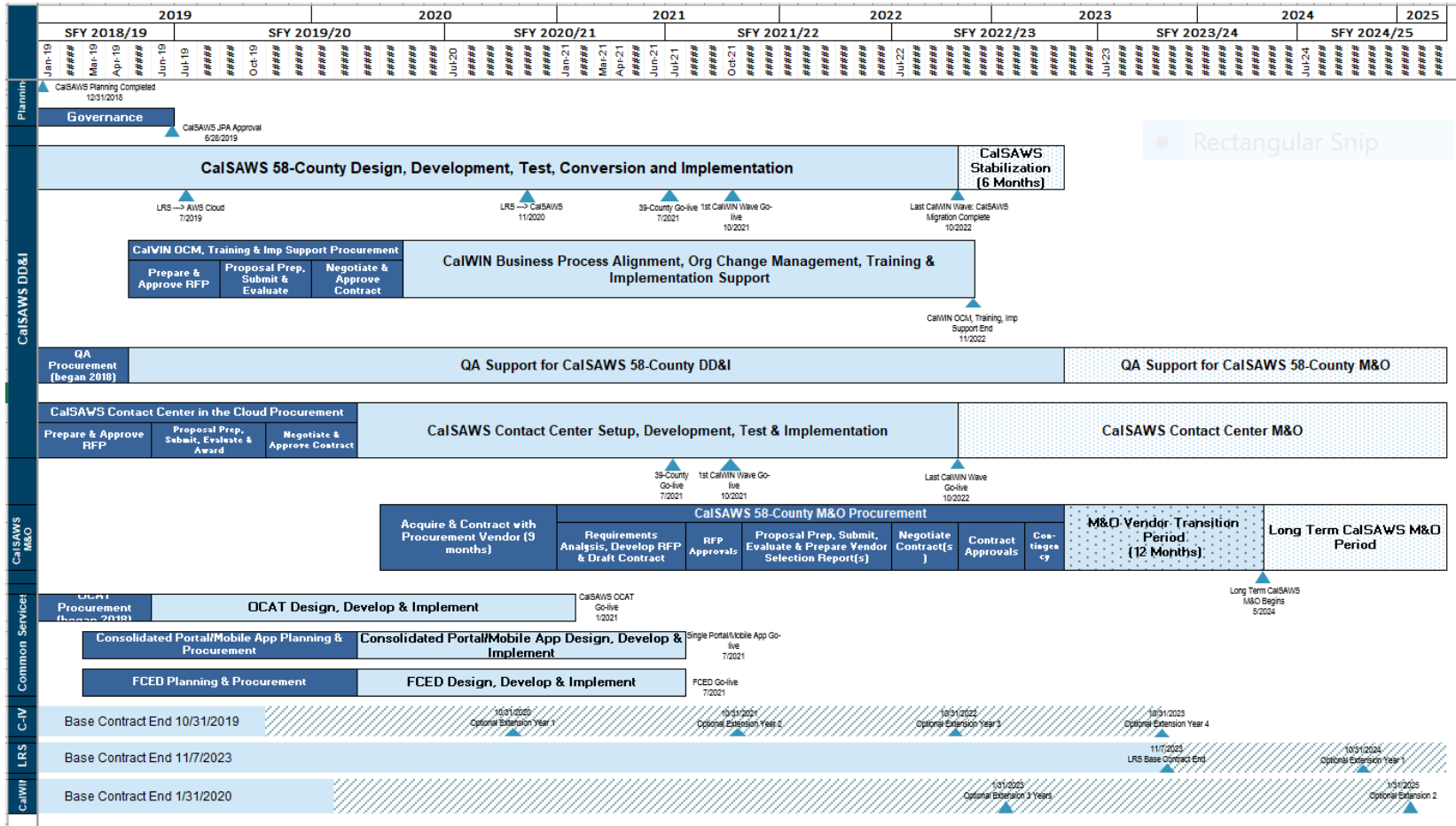
Together **E**veryone **A**chieves **M**ore



REVIEW DRAFT CaISAWS ROADMAP

Please refer to handout in your packet.

DRAFT CalSAWS ROADMAP



● Rectangular Snip



Break



ACCENTURE PRESENTATION:

- STATUS OF CLOUD PROOF OF CONCEPT
- DD&I OVERVIEW
- NEXT STEPS



AWS CLOUD PROOF OF CONCEPT

CURRENT STATUS

STATUS OF CLOUD PROOF OF CONCEPT

Why does the Consortium want CalSAWS to be in the Cloud?

- The cloud allows greater flexibility to dynamically create/decommission environments
- The cloud can save money in many scenarios by only using as many resources as are necessary.
- The cloud removes complexity of dealing with data center facilities
- The cloud can smooth costs and eliminate large cyclical capital expenditures for technical refreshes
- The cloud provides access to advanced capabilities that can be acquired as services

The Consortium chose AWS for the PoC because it is the leading cloud provider and has many advanced capabilities & innovations

STATUS OF CLOUD PROOF OF CONCEPT

Why does the Consortium need to do a Cloud Proof of Concept (PoC)?

The Consortium plans for CalSAWS to be in the Cloud:

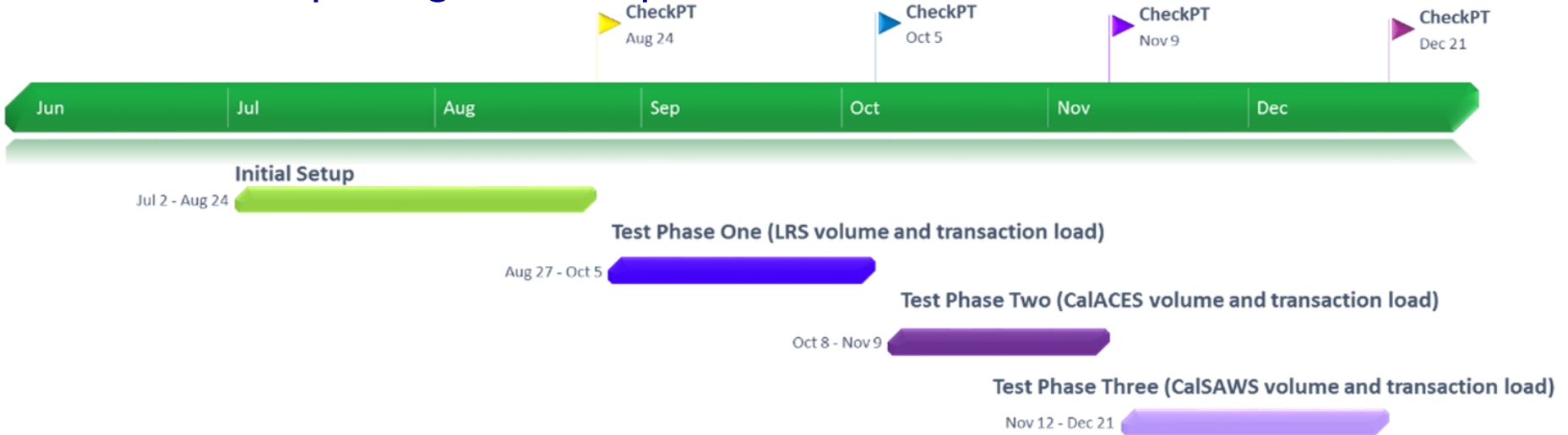
- CalSAWS will be based on LRS which has been optimized around engineered systems (on-premise large computers optimized for Oracle software) which is a risk
- To mitigation this risk the Consortium is executing a (PoC) with LRS in the AWS Cloud

Objectives of the PoC:

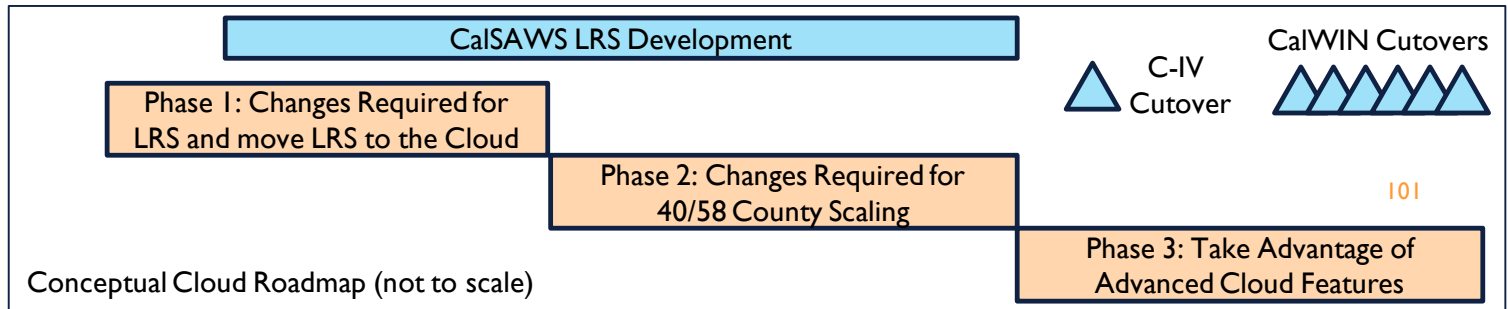
- Determine viability of CalSAWS in the cloud from a cost, performance, and availability standpoint
- Document blueprints of as-built infrastructure
- Develop a roadmap for changes to enable CalSAWS in the cloud
- The PoC does NOT end with a cutover to the cloud—it ends with a plan for a process to safely and securely transition to the cloud.

STATUS OF CLOUD PROOF OF CONCEPT

How are we proving the concept of CalSAWS in the AWS Cloud?







Outcomes Feeds Roadmap



STATUS OF CLOUD PROOF OF CONCEPT

What have we learned from the PoC so far?

Item	Status	Highlights
Online Performance for LRS Volumes		LRS ran in AWS at comparable response times to the LRS on-premise solution.
Batch Length for LRS Volumes		LRS Batch in AWS completed within the window used by the LRS on-premise solution.
High Availability/ Disaster Recovery		LRS failover in AWS works in approximately 5 minutes. Disaster Recovery works in approximately 1 hour. Additional work will be required to increase the robustness, but the test shows it is viable.
AWS Compute Costs for LRS Volumes		Costs for LRS Volume are being determined while additional test phases are being executed.

These results are only for the Test Phase I (LRS volume and transaction load) and there are two more test phases for CalSAWS.

STATUS OF CLOUD PROOF OF CONCEPT

What are the next steps for cloud/PoC?

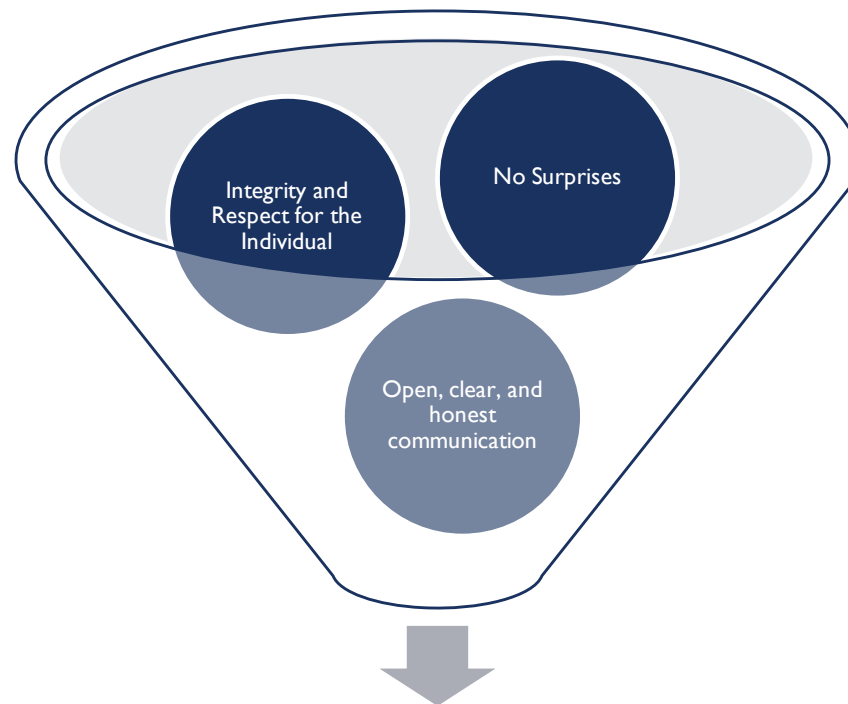
- Continue testing performance at greater scale
- Create the roadmap based on problems found during the PoC
- Develop a change order for the Migration project based on the roadmap
 - ❖ Consortium will contract with 3rd parties for required infrastructure
 - ❖ Consortium will agree on scope of work with Accenture for changes required to enable LRS/CalSAWS in to the cloud
- Execute a methodical process to safely move LRS/CalSAWS to the cloud



MIGRATION DD&I OVERVIEW

APPROACH, SCHEDULE AND SCOPE

CALSAWS MIGRATION PROJECT PHILOSOPHY



We are all accountable for
success

Together **E**veryone **A**chieves **M**ore

MIGRATION OVERVIEW

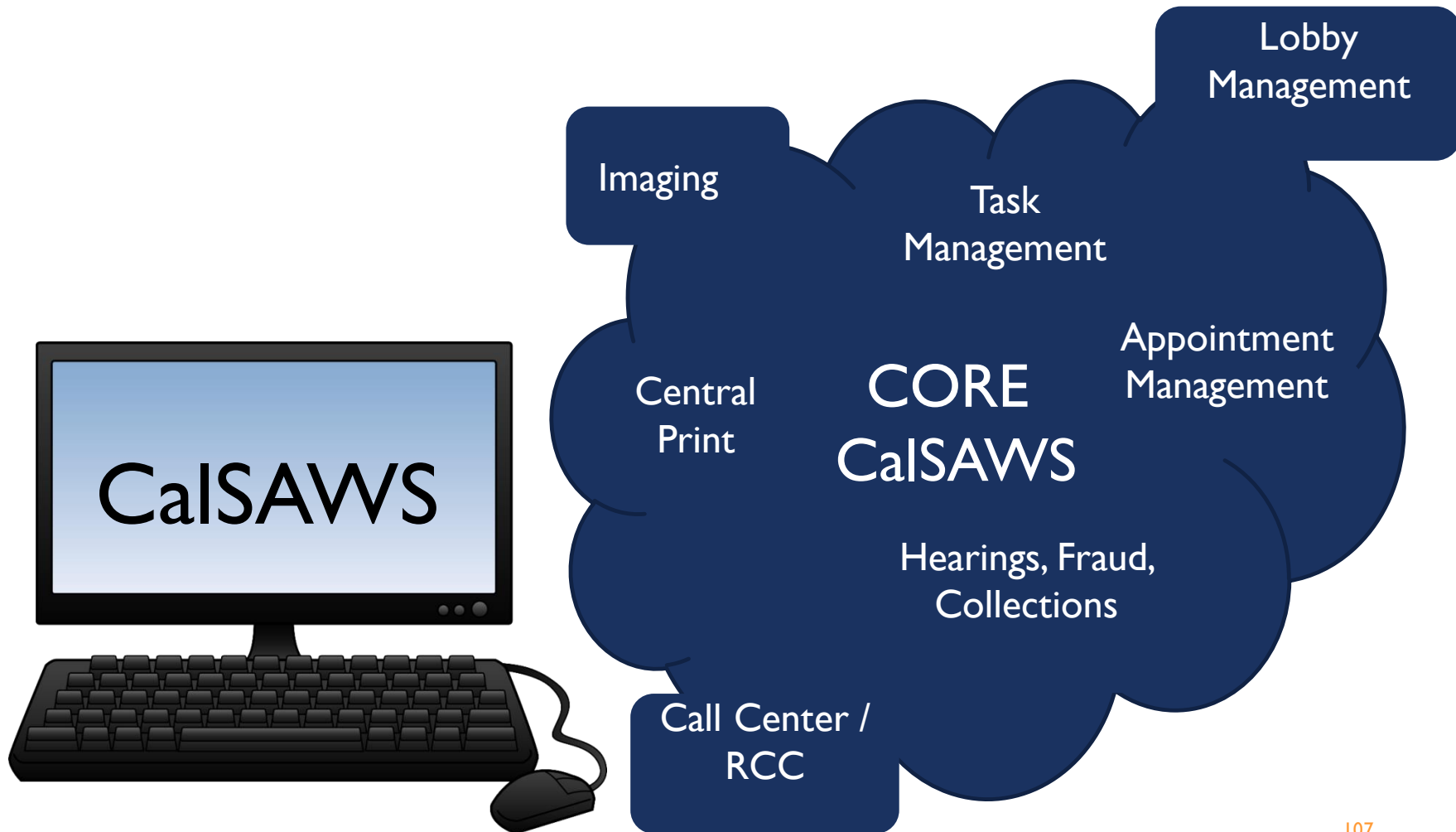
Goals for Migration:

- Migrate C-IV and CalWIN Counties to a common code base “CalSAWS” with LA County based on the LRS
- Modify the LRS as necessary to meet the business needs of the C-IV and CalWIN Counties, while keeping current to policy
- Run CalSAWS in the AWS Cloud

Migration End State:

- One system supporting 58 counties running in the AWS cloud

PROPOSED CALSAWS CORE



MIGRATION SCOPE

Project Management

- Processes and controls for managing project progress, risks and issues
- Reporting to stakeholders

Application Development

- Creation of the CalSAWS core application for 58 Counties
- Some components are pending further analysis or decision on procurement approach

Conversion

- Conversion of 39 C-IV Counties data into the CalSAWS System
- Conversion of 18 CalWIN Counties data into the CalSAWS System

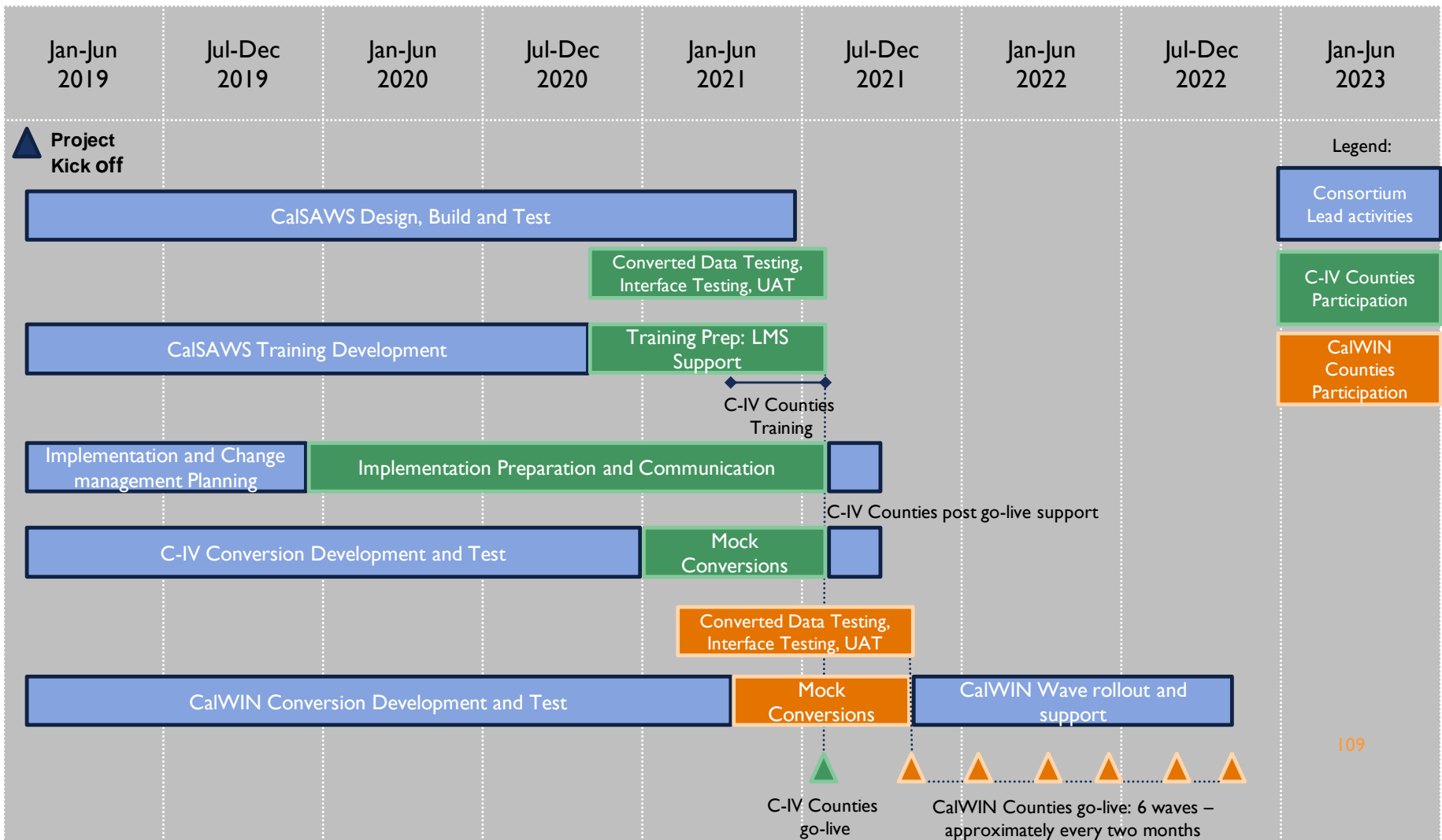
Technical

- Moving LRS to the AWS Cloud (subject to POC outcomes)
- Infrastructure and application architectural changes to support 58 counties

Implementation, Change and Training

- Coordination of cross team project activities
- Coordination and support for 39 C-IV Counties.
- Activities for 18 CalWIN Counties are pending a procurement

CALACES MIGRATION D&I UPDATE: SCHEDULE UPDATE



MIGRATION ROLL OUT APPROACH

- **Release Approach**
 - Deploy the application changes through a series of eight releases to transform the LRS system into the CalSAWS system
 - County involvement in converted data testing, county interface testing (e.g. fiscal interface testing), and user acceptance test activities leading up to C-IV and CalWIN county go-lives

MIGRATION ROLL OUT APPROACH

- **Conversion Approach**

- C-IV Counties: Single go-live for all 39 counties: July 2021
- CalWIN Counties: Multi-wave go-live approach is planned. Assignment of counties to waves will be determined during the conversion planning phase.
 - Wave 1 - October 2021
 - Wave 2 - January 2022
 - Wave 3 - April 2022
 - Wave 4 - June 2022
 - Wave 5 - August 2022
 - Wave 6 - October 2022
- County participation in data clean up and mock conversions

MIGRATION ROLL OUT APPROACH

- **Training Approach**

- C-IV Counties:

- Web based training (WBT) materials focused on new and different system functionality e.g. supervisor authorization
- Learning Management System (LMS) tool will be provided for counties to register workers for training, launch WBTs, and track completion of WBTs
- Early training hosted by the Consortium at the Consortium project sites for subset of users e.g. key supervisors, help desk staff from the counties
- General training will be conducted in county in the four week window prior to go-live
- A CalSAWS environment will be available for county trainers approximately four months prior to go-live for any county based training materials

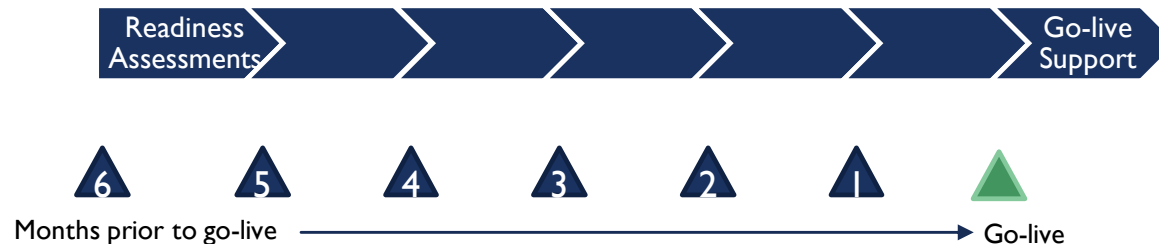


MIGRATION ROLL OUT APPROACH

- **Implementation and Change Management Approach**

- **C-IV Counties:**

- Implementation planning support for the regions/counties
- Development of project and county implementation readiness checklists and county decision point checklists
- Targeted topic communication on key functional changes
- Targeted topic communication on upcoming migration activities for project and counties
- Central command center support post go-live for 30 business days. Command center will triage issues, coordinate calls, and any post implementation communications
- Consortium staff will be in county to support post go-live activities



NEXT STEPS LEADING UP TO THE PROJECT START

- Complete the Cloud POC and AWS Roadmap
- Continue to support the Consortium Migration Planning team through the State and Federal CalSAWS review and approval process
- Work with the Consortium to plan for functional design sessions for targeted topics

WHAT DOES THIS MEAN TO TEAM?

- Unified Project Team: CalACES + CalWIN = CalSAWS
- Unified Project Team: Consortium + Contractor = CalSAWS
- Integrate, communicate, collaborate

Together **E**veryone **A**chieves **M**ore



CLOSING ADDRESS

SHEILA KUEHL
LOS ANGELES COUNTY BOARD OF SUPERVISORS CHAIR

CONFERENCE CLOSE

- Adjourn Meeting
 - ❖ Antonia Jimenez, CalACES JPA Board Chair
 - ❖ John Boule, CalACES Executive Director



WOULD LIKE TO THANK YOU FOR ATTENDING THE 2018
STRATEGIC PLANNING CONFERENCE!

Have a safe trip home.