CalSAWS | JPA Member Representatives and Board of Directors Meeting

We Are
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The Road to CalSAWS

June 25, 2020

One Goal. One Team. One System.

Agenda

① JPA Board Chair, Michael Sylvester, will call the joint meeting of the CalSAWS Member Representatives and Board of Directors to Order.

② JPA Board Secretary, John Boule, will confirm quorum of the CalSAWS Member Representatives and Board of Directors and review the agenda and protocols.

Agenda

③ JPA Board Chair, Michael Sylvester, will announce the Public's Opportunity to speak on items NOT on the Agenda. Public comments are limited to no more than three minutes per speaker, except that a speaker using a translator shall be allowed up to six minutes.

Note: The public may also speak on any Item ON the Agenda by waiting until that item is read, then requesting recognition from the Chair to speak.

a. To unmute yourself:

   I. If you joined via computer, click the microphone icon in the lower left corner of the Zoom window.

   II. If you called in, press *6 on your phone.

CalSAWS Member Representatives Action Item

We Are

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The Road to CalSAWS

CalSAWS Member Representatives Action Items

JPA Board Nominations, Elections, and Appointments

④ Nominations, elections, and appointments of the JPA Board and Project Steering Committee Members for Fiscal Year 2020/2021

a. Pursuant to the JPA Agreement Article II, section 2.04, subsections (c) and (d), the Directors from Regions 1 through 5 shall be selected from the Member Representatives from their respective Regions. Regions 1 and 4 shall each select two (2) Directors, Regions 2 and 3 shall each select one (1) Director, and Region 5 shall select three (3) Directors. Region 6, represented by Los Angeles County, shall have three (3) Directors, who shall be the three (3) Member Representatives from Region 6.

   i. Present the nomination slate from the Regional Nomination conference calls, gather any further nominations from the floor, and proceed to elect the JPA Board of Directors for those Regions for the period of July 1, 2020, through June 30, 2021.

   ii. Introduce the Directors appointed by Region 6 for the period of July 1, 2020 through June 30, 2021.

Region 1 JPA Board Nominees

Kathy Gallagher

Contra Costa Employment & Human Services Department

February 2013 – Current

Total Years of Service: 50

Tracey Belton

San Benito County Health & Human Services Department

1997 - Current

Total Years of Service: 24

Director

Director

Region 2 JPA Board Nominee

Ann Edwards

Sacramento County Department of Human Assistance

June 2014 - Current

Previous County Served: Solano

Total Years of Service: 22

Director

Region 3 JPA Board Nominee

Bekkie Emery

Mendocino County
Health and Human
Services Agency

November 2017 - Current

Total Years of Service: 22

Director

Region 4 JPA Board Nominees

Delfino Neira

Fresno County
Department of Social
Services
2014 – Current

Previous Counties Served:
Kern
Santa Barbara
Total Years of Service: 31

Director

Kathryn Harwell

Stanislaus County
Community Services
Agency
January 2013 – Current

Previous Counties Served:
Fresno
Sacramento

Total Years of Service: 41

Director

Region 5 JPA Board Nominees

Debra Baetz
Orange County
Social Services Agency
July 2018 - Current

Total Years of Service: 31

CaSonya Thomas
San Bernardino County
Human Services Agency
October 2016 – Current

Total Years of Service: 29

Melissa Livingston
Ventura County
Human Services Agency
1980 – Current

Total Years of Service: 40

Director

Assistant
Executive Officer

Agency
Director

Region 6 JPA Board Appointments

Antonia Jimenez

Los Angeles County Department of Public Social Services

September 2018 - Current

Total Years of Service: 30+

Michael Sylvester

Los Angeles County Department of Public Social Services

March 2006 - Current

Previous Counties Served: Riverside

Total Years of Service: 18

Cynthia McCoy-Miller

Los Angeles County Department of Children and Family Services

1990 - Current

Total Years of Service: 40

Director

Assistant Director

Senior Deputy Director

JPA Board

- ## Nomination Slate

  - Region 1   Kathy Gallagher, Director   Contra Costa

              Tracey Belton, Director   San Benito

  - Region 2   Ann Edwards, Director   Sacramento

  - Region 3   Bekkie Emery, Branch Director   Mendocino

  - Region 4   Delfino Neira, Director   Fresno

              Kathy Harwell, Director   Stanislaus

  - Region 5   Debra Baetz, Director   Orange

              CaSonya Thomas, Assistant Executive Officer   San Bernardino

              Melissa Livingston, Acting Agency Director   Ventura

- ## Appointments

  - Region 6   Antonia Jimenez, Director   Los Angeles
              Michael Sylvester, Assistant Director
              Cynthia McCoy-Miller, Senior Deputy Director

- ## Call for nominations from the floor.

CalSAWS Member Representatives Action Items

PSC Nominations, Elections, and Appointments

b. Pursuant to the JPA Bylaws Article VIII, Paragraph A., each Region will nominate one or more candidates from among its Deputy Directors, or small county equivalents, to serve on the Project Steering Committee. Regions 1 and 4 will each appoint two (2) Project Steering Committee members, Regions 2 and 3 will each appoint one (1) Project Steering Committee member, and Regions 5 and 6 will each appoint three (3) Project Steering Committee members.

  I. Present the nomination slate from the Regional Nomination conference calls, gather any further nominations from the floor, and proceed to elect the Project Steering Committee for the period of July 1, 2020 through June 30, 2021.

  II. Introduce the Project Steering Committee Members appointed by Region 6 for the period of July 1, 2020 through June 30, 2021.

Region 1 PSC Nominees

Jessica Paran

Marin County
Health & Human Services Department

Previous Counties Served:
San Bernardino
Sonoma

Total Years of Service: 13

Division Director

Clarisa Simon

San Mateo County
Human Services Agency

Total Years of Service: 20

Director – Staff Development, Training and Information Services

Region 2 PSC Nominee

Ethan Dye

Sacramento County Department of Human Assistance

May 2005 - Current

Total Years of Service: 21

Deputy Director

Region 3 PSC Nominee

Kelly Hampton

Humboldt County
Department of Health
and Human Services

April 2016 - Current

Total Years of Service: 25

Deputy Branch Director

Region 4 PSC Nominees

Cindy Uetz

Kern County

Department of Human Services

Total Years of Service: 34

Chief Deputy Director

Vienna Barnes

Tulare County

Health and Human Services Agency

Total Years of Service: 26

Deputy Director

Region 5 PSC Nominees

Gilbert Ramos

San Bernardino County Human Services Agency

Total Years of Service: 28

Director

Alberto Banuelos

San Diego County Health and Human Services Agency

Previous Counties Served: Tulare

Total Years of Service: 21

Assistant Director

Rocio Aguiniga

Riverside County Department of Public Social Services

Total Years of Service: 26

Deputy Director

Region 6 PSC Nominees

Luther Evans, Jr.

Los Angeles County Department of Public Social Services

Total Years of Service: 30+

Winna Crichlow

Los Angeles County Department of Public Social Services

Total Years of Service: 21

Vicki Moore

Los Angeles County Department of Children and Family Services

Total Years of Service: 39

Division Chief

Division Chief

Human Services Administrator III

Project Steering Committee (PSC)

- ## Nomination Slate

  - Region 1   Jessica Paran, Division Director   Marin

                 Clarisa Simon, Director – Staff Development,   San Mateo
                 Training and Information Services

  - Region 2   Ethan Dye, Deputy Director   Sacramento
  - Region 3   Kelly Hampton, Deputy Branch Director   Humboldt
  - Region 4   Cindy Uetz, Chief Deputy Director   Kern

                 Vienna Barnes, Deputy Director   Tulare

  - Region 5   Gilbert Ramos, TAD Director   San Bernardino

                 Alberto Banuelos, Assistant Director   San Diego

                 Rocio Aguiniga, Deputy Director   Riverside

- ## Appointments

  - Region 6   Luther Evans, Jr., Division Chief   Los Angeles
                  Winna Crichlow, Division Chief
                  Vicki Moore, Division Chief
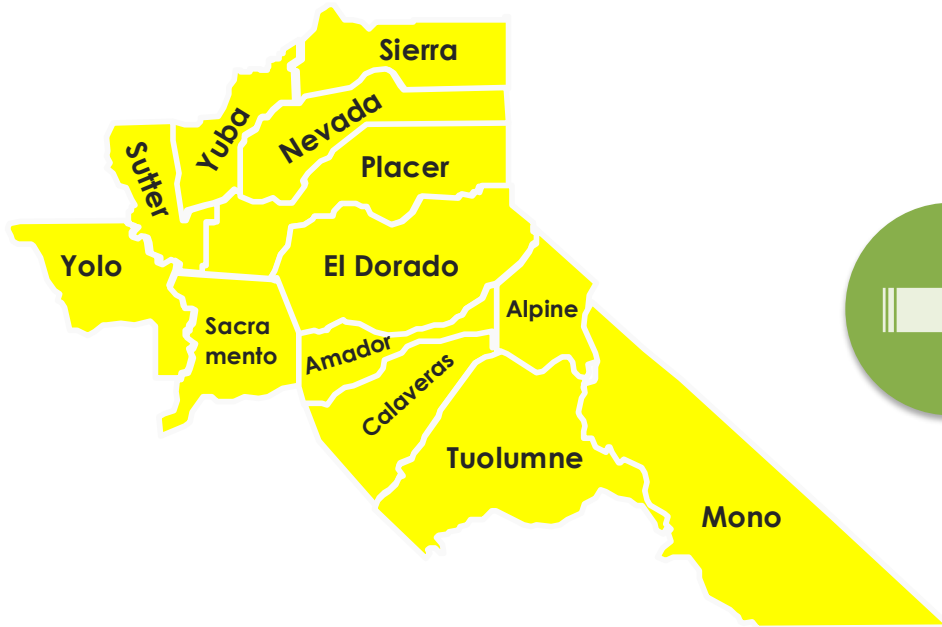
- ## Call for nominations from the floor.

Cal**SAWS** Region 1

County/Director	Yay	Nay
Alameda Lori Cox		
Contra Costa Kathy Gallagher		
Marin Kari Beuerman		
Monterey Lori Medina		
Napa Jennifer Yasumoto		
San Benito Tracey Belton		
San Francisco Trent Rhorer		
San Mateo Ken Cole		
Santa Clara Angela Shing		
Santa Cruz Randy Morris		
Solano Gerald Huber		

Cal**SAWS** Region 2

County/Director	Yay	Nay
Alpine Nichole Williamson		
Amador VACANT		
Calaveras Kristin Brinks		
El Dorado Don Semon		
Mono Kathy Peterson		
Nevada Rachel Roos		
Placer Amanda Sharp		
Sacramento Ann Edwards		
Sierra Vickie Clark		
Sutter David Nagra		
Tuolumne Rebecca Espino		
Yolo Nolan Sullivan		
Yuba Jennifer Vasquez		

Cal**SAWS** Region 3
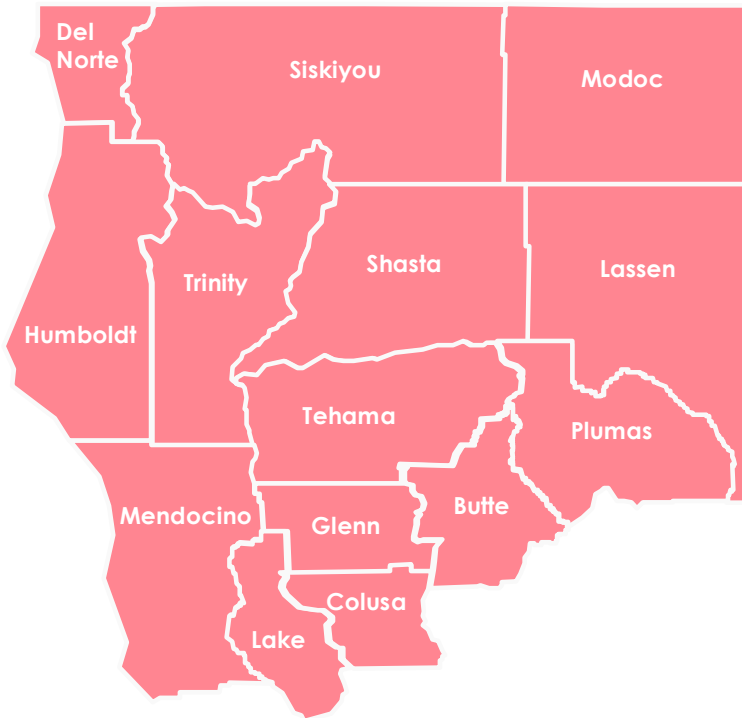
JPA Board and PSC Election Vote

County/Director	Yay	Nay
Butte Shelby Boston		
Colusa Elizabeth Kelly		
Del Norte Heather Snow		
Glenn Bill Wathen		
Humboldt Connie Beck		
Lake Crystal Markytan		
Lassen Jenna Aguilera		
Mendocino Bekkie Emery		
Modoc Kelly Crosby		
Plumas Neal Caiazzo		
Shasta Melissa Janulewicz		
Siskiyou Katherine O'Shea		
Tehama Laura Williams		
Trinity Liz Hamilton		

Cal**SAWS** Region 4

County/Director	Yay	Nay
Fresno Delfino Neira		
Inyo Marilyn Mann		
Kern Dena Murphy		
Kings Sanja Bugay		
Madera Deborah Martinez		
Mariposa Chevon Kothari		
Merced Yvonnia Brown		
San Joaquin Chris Woods		
San Luis Obispo Devin Drake		
Stanislaus Kathy Harwell		
Tulare Anita Ortiz		

CalSAWS Region 5

County/Director	Yay	Nay
Imperial Veronica Rodriguez		
Orange Debra Baetz		
Riverside Sayori Baldwin		
San Bernardino CaSonya Thomas		
San Diego Richard Wanne		
Santa Barbara Daniel Nielson		
Ventura Melissa Livingston		

Cal**SAWS** Region 6

County/Director	Yay	Nay
Los Angeles Antonia Jimenez		
Los Angeles Michael Sylvester		
Los Angeles Cynthia McCoy-Miller		

Los Angeles

CalSAWS Member Representatives Informational Item

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JPA Board State Ex Officio Representative

⑤ Pursuant to the JPA Agreement Article II, Section 2.04 (b) the State shall have the right to select a representative to serve on the Board as the Ex Officio representative of the State.

    a. Introduce Director of OSI, Dan Kalamaras, as the Ex-Officio representative of the State.

State Ex Officio JPA Board Representative

Dan Kalamaras

California Office of Systems Integration

April 2018 – Current

Director

CalSAWS JPA Board

Action Items

We Are
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The Road to CalSAWS

CalSAWS JPA Board Action Items

Election of JPA Board Officers

⑥ Pursuant to the JPA Agreement Article II, Section 3.01, the Board of Directors shall elect from among its Directors, a Chair and Vice-Chair.

a. Seek nominations and creation of a slate for Board of Directors Chair and Vice-Chair for the period of July 1, 2020 through June 30, 2021.

b. Proceed to elect the Chair and Vice-Chair for the period of July 1, 2020 through June 30, 2021

CalSAWS JPA Regions

Election of Board Officers Vote

Region	Board Member	Yay	Nay
State	Dan Kalamaras		
1	Kathy Gallagher		
1	Karen Fies		
2	Amanda Sharp		
3	Bekkie Emery		
4	Delfino Neira		
4	Kathy Harwell		
5	CaSonya Thomas		
5	Debra Baetz		
5	Melissa Livingston		
6	Antonia Jimenez		
6	Michael Sylvester		
6	Cynthia McCoy-Miller		

CalSAWS JPA Board

Action Items

⑦   Approval of the 2020/21 CalSAWS Project Budget including CalSAWS Implementation Advance Planning Document (IAPD) Update, CalACES M&O IAPD Update, CalWIN M&O IAPD Update, County Purchases/Separate Services, Premise Item Funding, and the Administrative Budget for Unfunded costs.

CalSAWS JPA Board

Action Items

In accordance with the JPA Agreement, Bylaws, and MOU, the Board must adopt an annual budget.

CalSAWS JPA Agreement - Section 2.09. Annual Budget.

The Board shall adopt an annual budget for each Fiscal Year. The Bylaws shall further provide for the presentation and content of the budget.

CalSAWS Bylaws, Section IX BUDGET AND FISCAL REPORT, A. Annual Budget

The Board shall adopt an annual budget for each Fiscal Year, which shall first be provided to each Member Representative. The Consortium Executive Director shall oversee the preparation of the Budget.

CalSAWS MOU, Section IV MUTUAL RESPONSIBILITIES, 4.1 Fiscal Responsibilities and Claiming.

4.1.4. Administrative Costs (also known as unfunded costs) are costs properly incurred by the Consortium but designated by the State of California as ineligible for reimbursement……On or before April 1 of each year, the Consortium, with the concurrence of the Consortium's Member representatives as defined in Section 2.07 (Quorum; Required Votes; Approvals) of the JPA Agreement, will approve a schedule of Administrative Costs for the upcoming fiscal year (July 1 through June 30).

CalSAWS JPA Board

Action Items

The CalSAWS annual project budget includes all funding categories:

Baseline Project Funding: CalSAWS, CalACES and CalWIN IAPDUs

Policy Enhancements: Premise

County Purchases and Separate Services

Administrative (Unfunded): Insurance, Audits, Fiscal Agent Services, Accounting System Access, Conference Rooms/Fees (Approved by the General Membership January 24, 2020)

CalSAWS Project Budget - FY 20/21	CalACES M&O	CalSAWS	CalWIN M&O	TOTAL
CalACES M&O	$153,434,308	$0	$0	$153,434,308
CalACES - County Purchases	$3,398,264	$0	$0	$3,398,264
CalSAWS DD&I / M&O	$0	$180,298,634	$0	$180,298,634
CalSAWS - Administrative	$0	$781,510	$0	$781,510
CalSAWS - ABAWD Automation	$0	$8,189,000	$0	$8,189,000
CalSAWS - Brown Tapia Settlement	$0	$398,430	$0	$398,430
CalSAWS - CalFresh Overissuances (SB 278)	$0	$37,900	$0	$37,900
CalSAWS - CalFresh Periodic Report (SAR 7 Reminder)	$0	$869,000	$0	$869,000
CalSAWS - CalFresh Public Assistance Cases Tracking	$0	$3,000,000	$0	$3,000,000
CalSAWS - CalFresh Safe Drinking Water Pilot (SB 89)	$0	$1,200,630	$0	$1,200,630
CalSAWS - CalWORKs Earned Income Disregard (SB 80)	$0	$809,700	$0	$809,700
CalSAWS - CalWORKs Overpayments (SB 726)	$0	$431,250	$0	$431,250
CalSAWS - Disaster CalFresh	$0	$533,658	$0	$533,658
CalSAWS - Foster Care Eligibility Determination (FCED)	$0	$2,650,838	$0	$2,650,838
CalSAWS - Home Visiting Program (HVP) Automation	$0	$803,184	$0	$803,184
CalSAWS - Medi-Cal Automation (SB 1341)	$0	$7,090,016	$0	$7,090,016
CalSAWS - Online CalWORKs Assessment Tool (OCAT)	$0	$3,193,515	$0	$3,193,515
CalSAWS - Removal of Homeless Assistance Consecutive Day Rule	$0	$805,385	$0	$805,385
CalSAWS - SAWS Shared Application Forms Revision	$0	$8,079,000	$0	$8,079,000
CalSAWS - SSI Cash-out Reversal Automation (AB 1811)	$0	$108,860	$0	$108,860
CalSAWS - Stage One Continuous Eligibility	$0	$3,895,000	$0	$3,895,000
CalWIN - M&O	$0	$0	$109,731,489	$109,731,489
CalWIN - Separate Services	$0	$0	$968,662	$968,662
Total	**$156,832,572**	**$223,175,510**	**$110,700,151**	**$490,708,233**

Revenues				
Intergovernmental	**$156,832,572**	**$223,175,510**	**$110,700,151**	**$490,708,233**

Expenditures				
Expenditures	**$156,832,572**	**$223,175,510**	**$110,700,151**	**$490,708,233**
Service and supplies	$156,693,948	$82,344,871	$87,822,966	$326,861,785
Capital outlay	$108,000	$140,830,639	$22,877,185	$163,815,824
Debt service, principal and interest (for C-IV hardware leases)	$30,624	$0	$0	$30,624

Cal**SAWS** JPA Regions

CalSAWS Project Budget Vote

Region	Board Member	Yay	Nay
State	Dan Kalamaras		
1	Kathy Gallagher		
1	Karen Fies		
2	Amanda Sharp		
3	Bekkie Emery		
4	Delfino Neira		
4	Kathy Harwell		
5	CaSonya Thomas		
5	Debra Baetz		
5	Melissa Livingston		
6	Antonia Jimenez		
6	Michael Sylvester		
6	Cynthia McCoy-Miller		

CalSAWS JPA Board Action Items

Consent Calendar

⑧ Consent Calendar

a. Approval of the May 29, 2020 JPA Board Meeting Minutes

b. Seeking Board authorization for the completion of Signature/Fund Custodian Authorization Forms required by San Bernardino County Auditor-Controller/Treasurer/Tax Collector for State Fiscal Year 2020/21 (for CalSAWS Chair, Vice-Chair, Secretary, Holly Murphy, Laura Chavez, Thomas Hartman, Diane Alexander, and CaSonya Thomas - see posted agenda for details).

CalSAWS JPA Board Action Items

Consent Calendar

i. Approve the completion of the form in the name of the CalSAWS Chair, authorizing the Chair to approve payments to be made by the Controller for CalSAWS.

ii. Approve the completion of the form in the name of the CalSAWS Vice-Chair, authorizing the Vice-Chair to approve payments to be made by the Controller for CalSAWS.

iii. Approve completion of the form in the name of the CalSAWS JPA Secretary, authorizing the JPA Secretary to approve invoices to be paid by the Controller for CalSAWS.

iv. Approve completion of the form in the name of CalSAWS Section Director, Holly Murphy, authorizing Holly Murphy to approve invoices to be paid by the Controller for CalSAWS, in the absence of the CalSAWS JPA Secretary.

CalSAWS JPA Board Action Items

Consent Calendar

v.   Approve completion of the form in the name of CalSAWS Section Director, Laura Chavez, authorizing Laura Chavez to approve invoices to be paid by the Controller for CalSAWS, in the absence of the CalSAWS JPA Secretary.

vi.   Approve completion of the form in the name of CalSAWS Section Director, Thomas Hartman, authorizing Thomas Hartman to approve invoices to be paid by the Controller for CalSAWS, in the absence of the CalSAWS JPA Secretary.

vii. Approve completion of the form in the name of CalWIN/WCDS Executive Director, Diane Alexander, authorizing Diane Alexander to approve invoices to be paid by the Controller for CalSAWS, in the absence of the CalSAWS JPA Secretary.

viii. Approve completion of the form in the name of Director CaSonya Thomas, authorizing CaSonya Thomas to approve invoices to be paid by the Controller for CalSAWS.

CalSAWS JPA Regions

Consent Calendar Vote

Region	Board Member	Yay	Nay
State	Dan Kalamaras		
1	Kathy Gallagher		
1	Karen Fies		
2	Amanda Sharp		
3	Bekkie Emery		
4	Delfino Neira		
4	Kathy Harwell		
5	CaSonya Thomas		
5	Debra Baetz		
5	Melissa Livingston		
6	Antonia Jimenez		
6	Michael Sylvester		
6	Cynthia McCoy-Miller		

Member Representatives
Informational Items

We Are

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The Road to CalSAWS

CalACES Annual Audit Findings

CalACES Annual Audit Findings

Background

- The Annual financial audit is conducted in accordance with the JPA Agreement.

> **Section 2.10. Annual Operational and Fiscal Reports.** The Board shall cause an annual operational report and annual fiscal report to be prepared and provided to each Member Representative.

- Independent auditors are selected through a procurement process. The Independent Financial Auditor:
  - Reviews financial statements that are prepared by the Fiscal Agent.
  - Conducts field work / site visits.
  - Reviews sample assets and financial artifacts.
  - Interviews Project Management and Project Staff.
  - Submits two deliverables:
    - Audit report on the basic financial statement
    - Single Audit report

- The audit period precedes the operational effective date of the CalSAWS Consortium (July 1, 2019) but the final audit report is provided to all CalSAWS member counties for informational purposes.

CalACES Annual Audit Findings

Findings

- CalACES Year Ending June 2019 Single Audit Report and Financial Statements
  - Performed by Eide Bailly, LLP
  - Results: There were no audit findings and the auditors found no instances of non-compliance which could have had a direct and material effect on our financial statement amounts.
  - The auditors further found that the financial statements "present fairly, in all material respects, the respective financial position of the governmental activities and the general fund," of the Consortium. The auditors made no recommendations.
  - These documents are now available on the CalSAWS Web Portal (CalSAWS CIT 0062-20 and https://www.calsaws.org/about-us/public-information/contracts-financials/).

State of the CalSAWS Project

We Are
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The Road to CalSAWS

State of the CalSAWS Project
Looking Back and Looking Ahead Video

We Are
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CWDA Update and Perspective

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The Road to CalSAWS
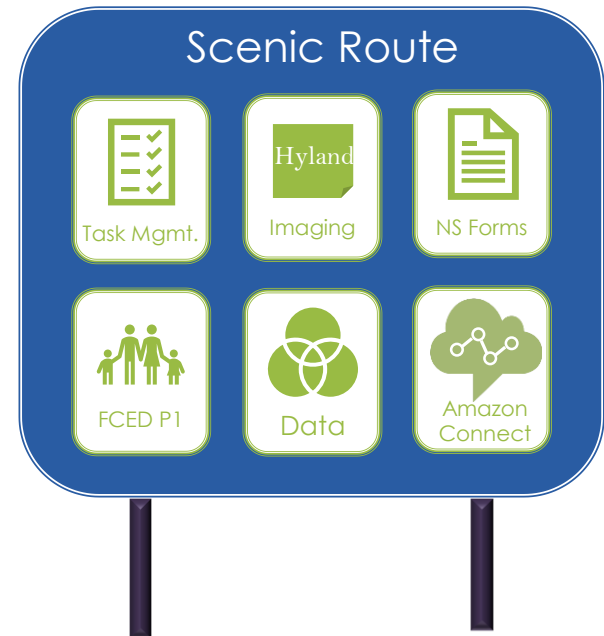
On the Road to CalSAWS

The Road to CalSAWS

The Scenic Route

On the Road to CalSAWS

The Scenic Route

- On the Road to CalSAWS and the Transformation of the Core:
  - Design Development and Implementation
  - Schedule and Milestones
  - Development Approach
  - County Interaction

- Scenic Route stops:
  - Task Management
  - Imaging
  - Non-State Forms
  - FCED Phase 1
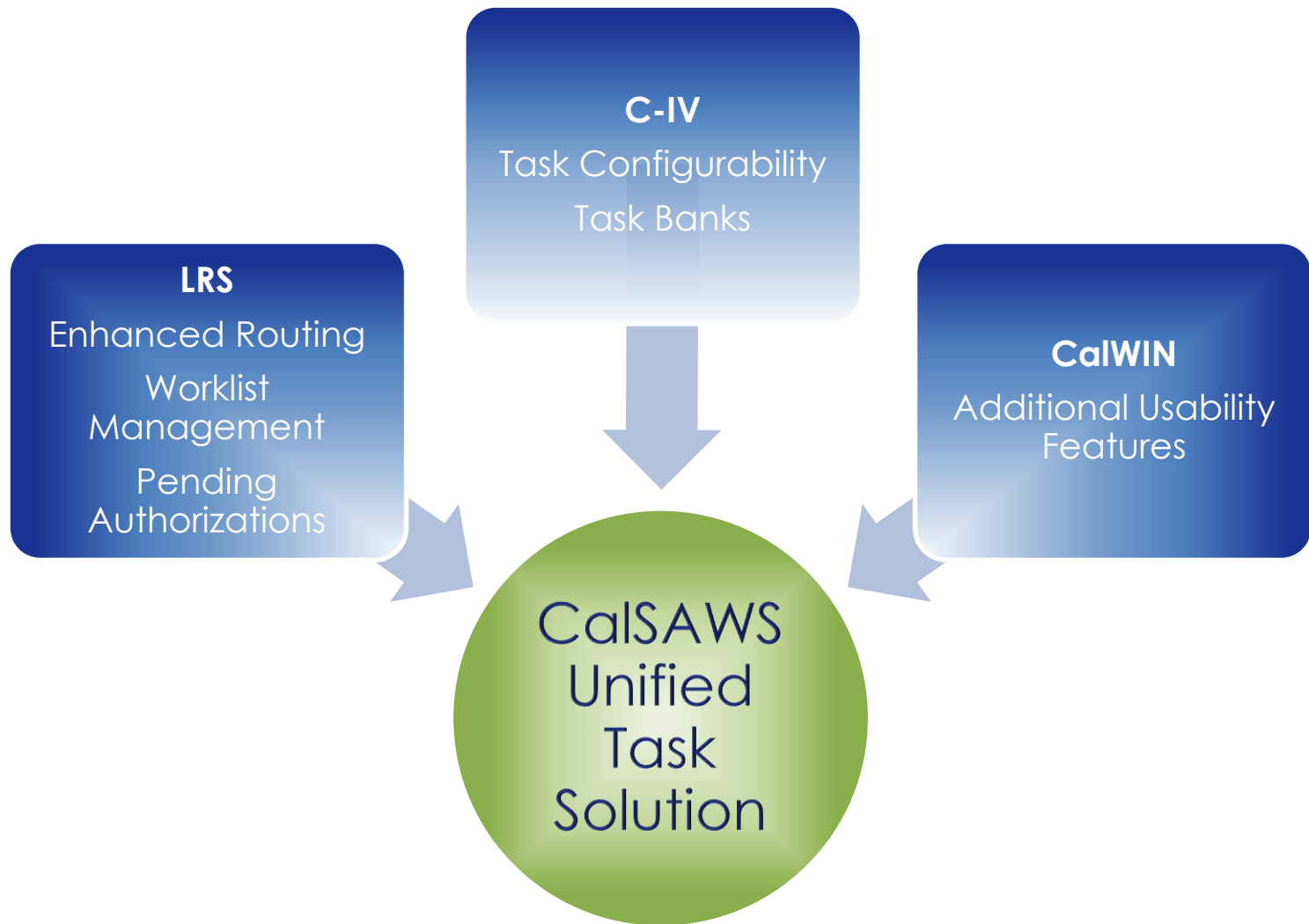 - Reports/Analytics
  - Amazon Connect Contact Center

Scenic Route

Task Mgmt.	Hyland Imaging	NS Forms
FCED P1	Data	Amazon Connect

On the Road to CalSAWS

Exit 1 – Task Management

Exit 1

Task Mgmt.

You Are Here

Scenic Route

Task Mgmt. | Imaging (Hyland) | NS Forms

FCED P1 | Data | Amazon Connect

On the Road to CalSAWS
Task Management

C-IV
Task Configurability
Task Banks

LRS
Enhanced Routing
Worklist Management
Pending Authorizations

CalWIN
Additional Usability Features

CalSAWS Unified Task Solution

Task Mgmt.

On the Road to CalSAWS
Task Management

Where are we today?

- Design started in April (though at a slower pace than anticipated due to the focus on COVID)

- The kickoff meeting with the task management committee is this afternoon, June 25th

- Plan to meet bi-monthly with the committee, and more frequent meetings may be scheduled as needed

- Currently, the first release in 20.09, which will be focused on technical backend changes -- no functional changes to the system planned

- The unified task solution is currently planned to be phased into the system through the 21.03 release

On the Road to CalSAWS
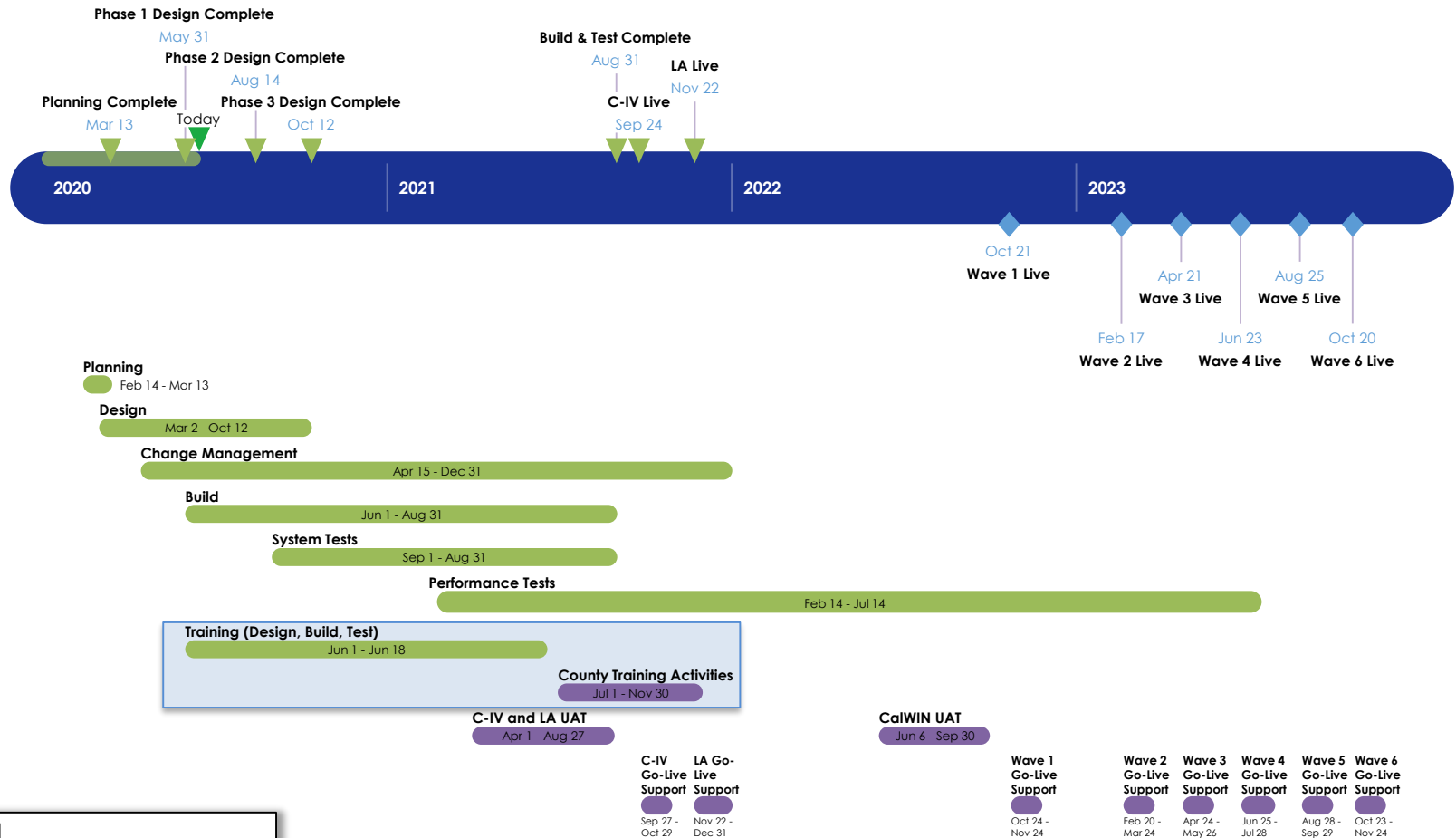## Imaging – CalSAWS Solution

- Hyland SAS offering hosted in AWS Cloud

- Integrated with the core CalSAWS Application

- CalSAWS Imaging Committee has been instrumental in the design process

- On track to complete design phase by October

- Conversion activities are in process for

  - Los Angeles County

  - C-IV Counties

- Performance test planning in process

Hyland®

Imaging Solution for 58 Counties in

aws

On the Road to CalSAWS
Imaging – CalSAWS Solution

Planning Complete
Mar 13

Phase 1 Design Complete
May 31

Phase 2 Design Complete
Aug 14

Phase 3 Design Complete
Oct 12

Today

Build & Test Complete
Aug 31

C-IV Live
Sep 24

LA Live
Nov 22

| 2020 | 2021 | 2022 | 2023 |

Oct 21
Wave 1 Live

Feb 17
Wave 2 Live

Apr 21
Wave 3 Live

Jun 23
Wave 4 Live

Aug 25
Wave 5 Live

Oct 20
Wave 6 Live

Planning
Feb 14 - Mar 13

Design
Mar 2 - Oct 12

Change Management
Apr 15 - Dec 31

Build
Jun 1 - Aug 31

System Tests
Sep 1 - Aug 31

Performance Tests
Feb 14 - Jul 14

Training (Design, Build, Test)
Jun 1 - Jun 18

County Training Activities
Jul 1 - Nov 30

C-IV and LA UAT
Apr 1 - Aug 27

CalWIN UAT
Jun 6 - Sep 30

C-IV Go-Live Support
Sep 27 - Oct 29

LA Go-Live Support
Nov 22 - Dec 31

Wave 1 Go-Live Support
Oct 24 - Nov 24

Wave 2 Go-Live Support
Feb 20 - Mar 24

Wave 3 Go-Live Support
Apr 24 - May 26

Wave 4 Go-Live Support
Jun 25 - Jul 28

Wave 5 Go-Live Support
Aug 28 - Sep 29

Wave 6 Go-Live Support
Oct 23 - Nov 24

Legend
- On schedule, performing as planned
- Potential delay/monitor with no material schedule impact
- Behind schedule and requires escalation
- State Activities
- County Activities (On schedule)

Note: Training dates for CalWIN Counties will align with CalSAWS Training and are not included on this timeline.

On the Road to CalSAWS
Imaging – CalSAWS Solution

Imaging Training Timeline - Tentative Dates (C-IV and LA)

- **Training (Design, Build, Test)**
  - Topic Discovery: June 1, 2020 – July 3, 2020
  - General Design: July 6, 2020 – October 30, 2020
  - Build: November 2, 2020 – April 30, 2021
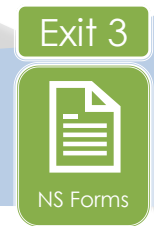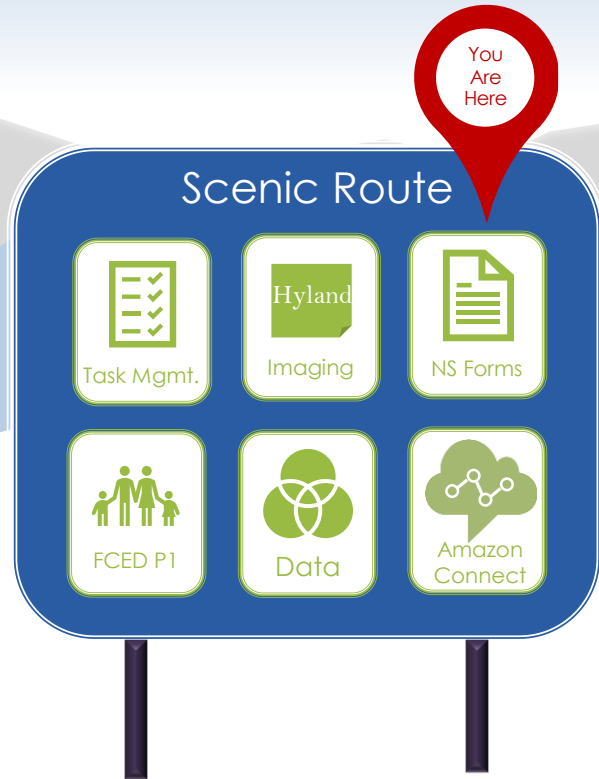 - Test and Upload to LMS: May 3, 2021 – June 18, 2021

- **County Training Activities**
- C-IV Train-the-Trainer: July 1, 2021 – August 31, 2021
  - C-IV General Training: August 30, 2021 – September 24, 2021
  - Los Angeles Train-the-Trainer: August 23, 2021 – September 17, 2021
  - Los Angeles General Training: TBD

Imaging related change management activities will align with overall CalSAWS change management and readiness timelines.

On the Road to CalSAWS

Exit 3 – Non-State Forms

You
Are
Here

Scenic Route

Task Mgmt.

Hyland
Imaging

NS Forms

FCED P1

Data

Amazon
Connect

Exit 3

NS Forms

On the Road to CalSAWS

Non-State Forms

- Last summer, the counties reviewed the most used Non-State forms to design forms for 58-county use and potential creation of these as state forms.
  - Outcome: 114 New Requirements for Non-State Forms
- Starting May 2020, CalSAWS began sending proposed forms for state stakeholder review:
  - As required for public facing technology, forms approved to become a state form are being shared with Advocates through the state's normal advocate review process.
  - Some forms are recommended to be obsolete due to existing state forms which can be utilized for the same goal.
  - For forms that are not accepted as state forms, a county may choose to utilize it within their own county processes; however, it will not become a CalSAWS form.
    - Note: County-specific forms can still be imaged into CalSAWS so that the record/history of forms sent remains intact.

On the Road to CalSAWS
Non-State Forms

NS Forms

Revised CalSAWS DD&I Project Schedule

- Original Plan

| Category	Description
Phase 1	Non-State Forms in English and Spanish (Releases 20.09-21.05)
Phase 2	Non-State Forms in 13 threshold languages (Releases 21.07-22.07)
Dependencies	An approved English version of a form is required prior to obtaining translations

- Revised Plan
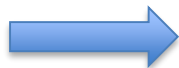
Category	Description
Phase 0	State and Advocate review
Phase 1	Non-State Forms in English and Spanish (Releases 20.09-21.05)
Phase 2	Non-State Forms in 13 threshold languages (Releases 21.07-22.07)
Dependencies	An approved English version of a form is required prior to obtaining translations

On the Road to CalSAWS

Non-State Forms

Group	Count of Forms	Status	Outcome: Make a State form	Outcome: Keep as Non- State Form	Outcome: Obsolete form	Outcome: In Review	Comments
State Forms	9	In Build Target 20.09	N/A	N/A	N/A	N/A	
State Forms	1	On hold	N/A	N/A	N/A	N/A	Per CDSS - Updates are on hold
Migrate C-IV Forms	17	In Review	6*	5+	4	2	* Advocate review complete + Advocate review in process
Migration C-IV Forms with Changes	17	In Review	9	2	3	3	
Update LRS forms	24	In Review	11	7	1	5	
Add New Forms	40	In Review	14	2	11	10	

On the Road to CalSAWS
Exit 4 – Foster Care Eligibility Determination (FCED)

FCED
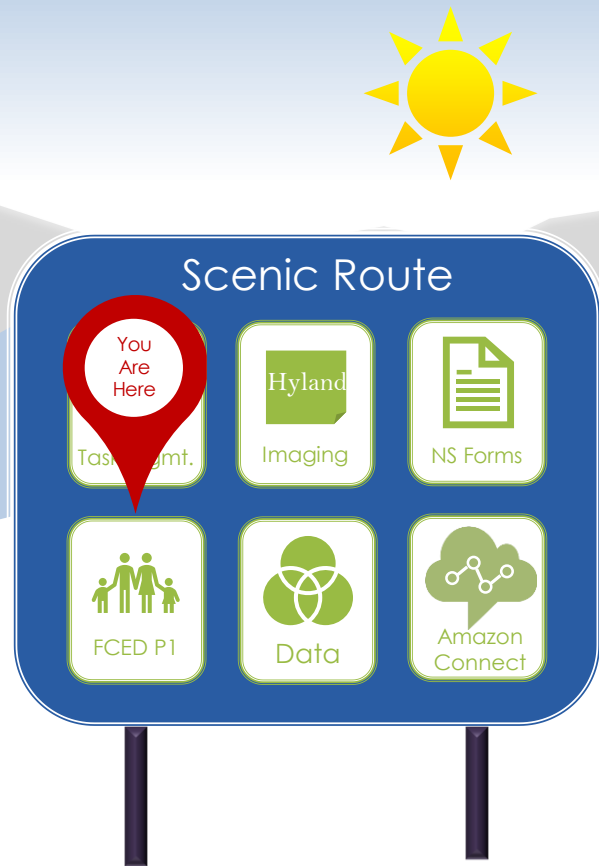
What Has Been Decided?

Federal Comprehensive Child Welfare Information System (CCWIS) rules require that we have a single statewide set of rules for data preparation and foster care eligibility determination

- This is the one mandatory component of CCWIS
- Eligibility for enhanced federal funding for Child Welfare automation (past, present, and future) is dependent on compliance with CCWIS rules

County Directors have determined that foster care eligibility must remain in SAWS; State leadership has agreed this will be California's approach

- Leverages other eligibility functionality, like NOA generation, benefit issuance, security roles, interfaces (e.g., MEDS), etc.
- SAWS often has existing data (from other programs) about children in Foster Care that can be leveraged
- Eligibility Workers with multi-program responsibilities can work within a single system

FCED

FCED Governance

- Four County Executive Representatives
  - Karen Fies – Sonoma County
  - Deborah Martinez – Madera County
  - Cynthia McCoy-Miller – Los Angeles County DCFS
  - Debra Baetz – Orange County

FCED
State FCED Committee

FCED Committee is a bridge between CARES and SAWS

CARES ELT
CWDA
CDSS
OSI

Executives
Four (4) County Executive Representatives with Foster Care eligibility knowledge

Foster Care Eligibility Subject Matter Experts
one from each Children's Services region – Bay Area, Mountain Valley, Los Angeles, Northern, Southern, and Valley (in process)

Advisory Members may include
SAWS Consortia, FCED Core Team Workgroup Members, Representatives of research organizations, such as the California Child Welfare Indicators Project at U.C. Berkeley, the Children's Data Network, and/or the CDSS Research Services Branch, OSI Project Staff for SAWS and CWDS, CDSS Program Staff for SAWS and CWDS

FCED

Solution Overview

- LA County retains their current CWS/CMS interface and data mart process. The available timeline does not allow for reworking LA's business processes and other uses of the CWS/CMS file in time to have the functionality in place at the C-IV cutover, so LA's process will remain separate for Phase 1 efforts.

- 57 Counties will leverage a new CWS/CMS interface based on the LA County interface. The interface will be sent directly from the CWS/CMS System to the CalSAWS System.

- Update a subset of CalSAWS Foster Care eligibility rules.

- Update online data collection pages to add additional data elements.

- Utilize existing CalSAWS FC NOAs, forms, and reports.

FCED

Current Status

- In February, the FCED Governance gave their approval to move forward with the proposed solution.

- The Accenture contract amendment for the FCED work was approved by the CalSAWS JPA on March 27, 2020 .

- The System Change Requests (SCRs) for the FCED Phase I (a) effort have been created and are tentatively scheduled for implementation in the March 2021 release.

- An FCED kick off meeting with the Foster Care committee was held on June 2, 2020.

CalSAWS FCED Timeline

Category	Description
Phase 1 (a)- Tentative Release March 2021	Update CalSAWS with additional data collection elements, eligibility rules, NOAs, State forms, reports, and fiscal processing
Phase I (b) – Release is TBD	One-way, inbound interface with CWS/CMS
Phase 2 – Release TBD	Integration with CWS-CARES System
Dependencies	Timing of the CWS-CARES System go-live. Downstream impact on training

On the Road to CalSAWS

Exit 5 – Data Analytics

Exit 5
Data

Scenic Route

Task Mgmt.
You Are Here
Imaging
NS Forms
FCED P1
Data
Amazon Connect

On the Road to CalSAWS

Data Analytics & Reports – CalSAWS Solution

Data

- Re-platforming of the CalSAWS reporting solution to a modernized data lake architecture in AWS
  - Scalability for 58 counties
  - Enhanced analytic capabilities
  - Enhanced user experience

- A cloud solution that empowers users to be creative and explorative while still providing access to critical, day-to-day information

- Counties will have access to the solution and all existing reports at the time they Go Live in CalSAWS

On the Road to CalSAWS
Data Analytics & Reports – CalSAWS Solution
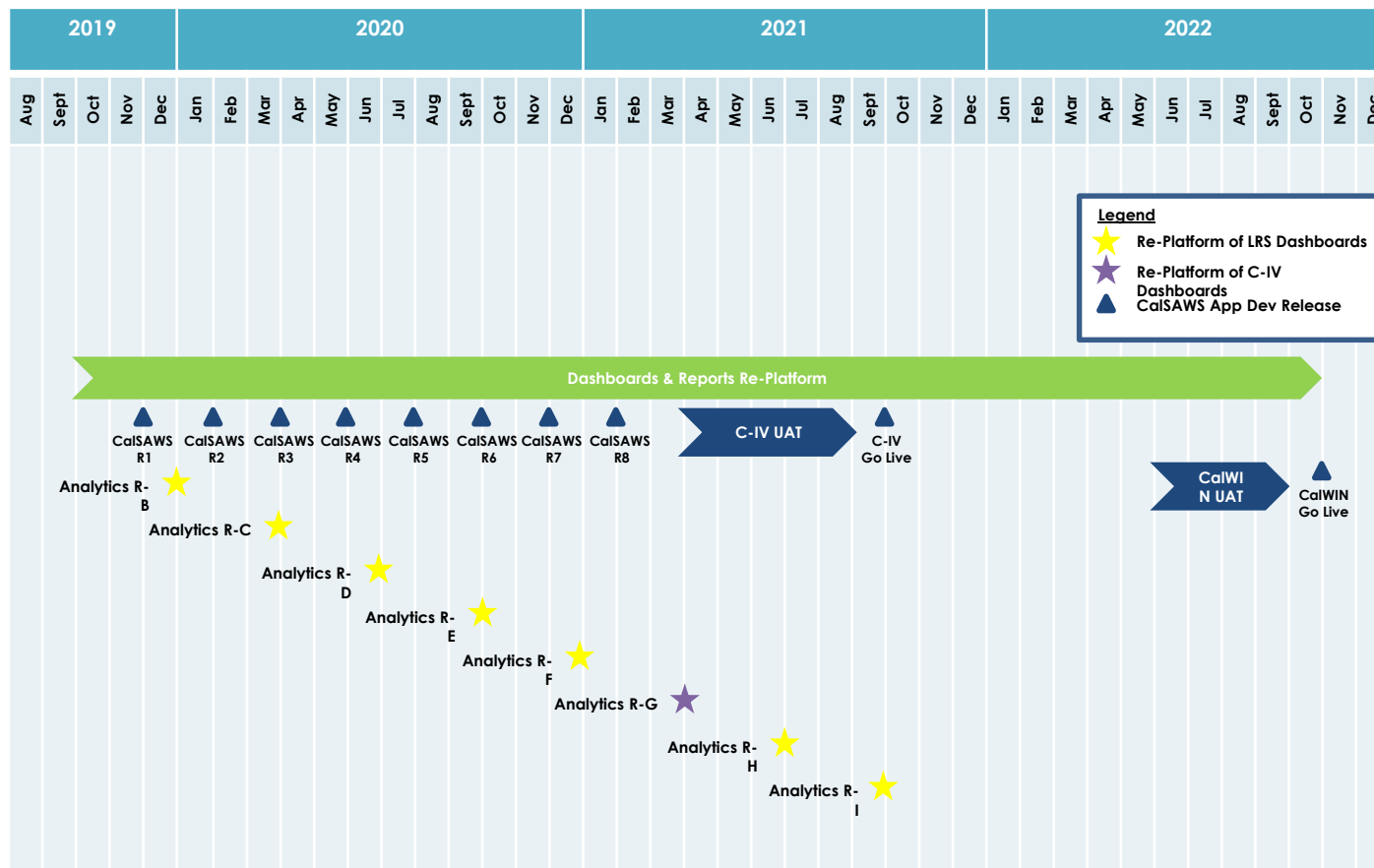
On the Road to CalSAWS
Completed Webinars

#	Meeting Topics	Date	Led By	Audience
1	**Analytics Project Overview** • Scope • Timeline • Approach • Architecture	January 22, 2020	CalSAWS	Management, State & Ad Hoc Reporting Committees
2	**Purpose Built Data Sets Review –** CalSAWS team to walk through: • Method, key principles and technology used in designing and implementing purpose-built data sets • Differences between OBIEE subject area and Aurora Purpose Built Data Set	February 26, 2020	CalSAWS	Ad Hoc Reporting Committee
3	**Purpose Built Data Sets Feedback –** Counties to provide feedback: • Where functionality overlaps (e.g. accessing C-IV/LRS database to do ad hoc reporting) • Where there are differences between their existing process and the CalSAWS Analytics Solution	April 22, 2020	Ad Hoc Reporting Committee	CalSAWS
4	**Dashboard Portfolio Review –** CalSAWS team to walk through CalSAWS report inventory, report descriptions and sample reports to view	May 20, 2020	CalSAWS	Management Report Committee
5	**Dashboard Portfolio Feedback –** Counties to provide feedback: • Where functionality overlaps (e.g. using Qlik or equivalent tool for specific county reporting, producing similar dashboards) • Where there are differences between their existing process and the CalSAWS Analytics Solution	June 24, 2020	Management Reporting Committee	CalSAWS

On the Road to CalSAWS

Upcoming Webinars

Data

#	Meeting Topics	Date	Led By	Audience
6	**State & Fiscal Reports Review –** CalSAWS team to walk through: • Method, key principles and technology used to design and implement State Reports • Scope & Timeline for implementation of State reports	July 22, 2020	CalSAWS	State Reporting Committee
7	**State & Fiscal Reports Feedback –** Counties to provide feedback: • Where functionality overlaps (e.g. downstream processes executed when State reports are generated that can be performed with the Visualization tool) • Where there are differences between their existing process and the CalSAWS Analytics Solution	August 20, 2020	State Reporting Committee	CalSAWS
8	**Analytics Solution Readout –** CalSAWS to walkthrough: • Summary of feedback received • Key overlaps and differences identified	September 23, 2020	CalSAWS	Management, State & Ad Hoc Committees, Design Team

On the Road to CalSAWS
Exit 6 – Amazon Connect Contact Center

Exit 6
Amazon Connect

Scenic Route

Task Mgmt.

Hyland
Imaging

You Are Here
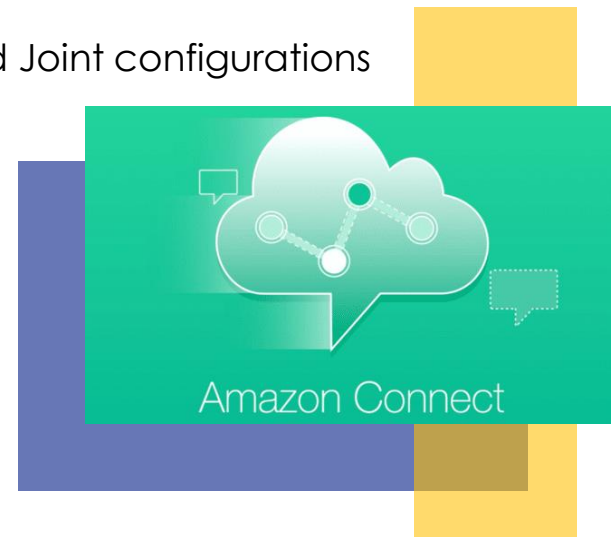NS ... ns

FCED P1

Data

Amazon Connect

On the Road to CalSAWS
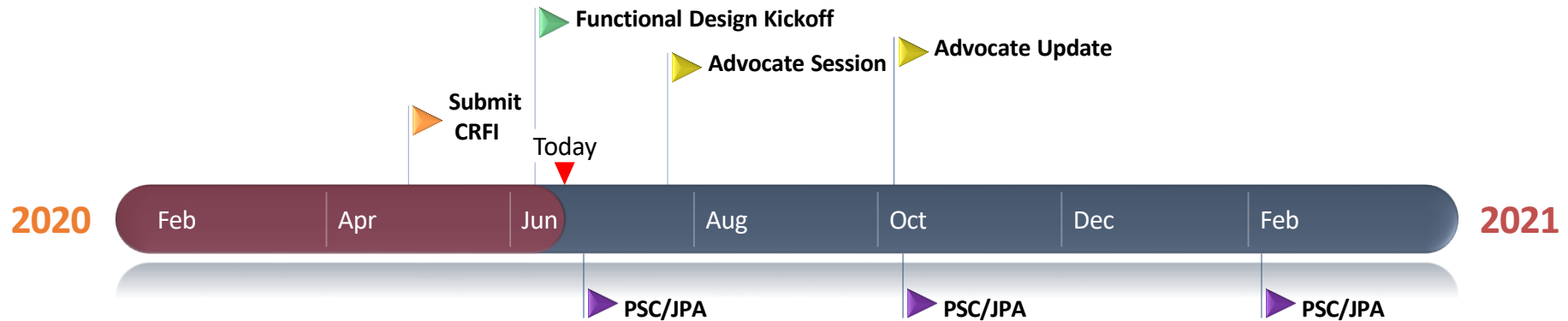
Contact Center – CalSAWS Solution

- **Amazon Connect Contact Center Solution**
  - Platform as a service will allow for scalability and ongoing cost efficiencies
    - Reduce initial upfront costs for new counties
  - Platform deployment for C-IV Counties was completed April 2020
    - Due to two (2) recent outage incidents:
      - CalSAWS is consolidating the technical monitoring processes into our core production operations
      - Amazon is putting additional monitoring controls in place
- **Contact Center Functional Design Session** held June 8 – June 11
  - 100 county experts participated in those sessions
    - Sessions designed to further define the scope of requirements for CalSAWS Contact Centers
    - Included in-depth discussions on Local, Project and Joint configurations and controls for a multi-tenant support model

- **Advocate Session for Customer Facing Contact Center Functionality** scheduled July 20, 2020
- **Requirements** to be reviewed and approved by IVR/CC Committee in July 2020

On the Road to CalSAWS
Contact Center – CalSAWS Solution

Amazon Connect

Functional Design Kickoff

Advocate Update

Advocate Session

Submit CRFI

Today

2020

| Feb | Apr | Jun | Aug | Oct | Dec | Feb |

2021

PSC/JPA   PSC/JPA   PSC/JPA

Visit Contact Centers & Organize Approach — May 4 - Jun 5

Contact Center Functional Design Sessions — Jun 8 - Jun 12

Compile Session Feedback — Jun 15 - Jul 2

IVR/CC Committee Votes on Requirements — Jul 6 - Jul 10

Create and Review Estimate — Jul 13 - Sep 11

Review/Refine Solution — Sep 14 - Oct 2

State and Federal Approval — Oct 5 - Feb 5

CalSAWS Procurements

We Are
1

The Road to CalSAWS

CalSAWS Procurements

Construction Zone

- Portal/Mobile – Introduction of Deloitte Team
- CalWIN OCM
- Print Center

CalSAWS Statewide Portal/Mobile Application

Timeline

Procurement Event	Date
Released RFP	November 4, 2019
Contractor Proposal Due Date	January 22, 2020
Evaluated Proposals and Prepared Vendor Selection Report	January 23 – April 21, 2020
Consortium Issued Notice of Intent to Award to Deloitte	April 22, 2020
Contract Negotiations	April 27 – May 13, 2020
State, Federal and JPA Board of Directors Approval of Agreement	May 14 – August 7, 2020
Start Date of Statewide Portal/Mobile App Vendor	August 10, 2020
Portal/Mobile App Go-Live	September 2021

Deloitte Delivery Team

Rachel Frey
Project Executive

Šejla Begić
Stakeholder Advisor

Gabrielle Otis
Project Manager

Logan Uretsky
User-Centered Design Lead

Kimberly King
Test Lead

Jerald Nielson
Application Development Lead

Jared Miniman
User Interface Lead

CalWIN Training, OCM & Implementation Support
Timeline

Procurement Event	Date
Released RFP	December 17, 2019
Contractor Proposal Due Date	April 23, 2020
Evaluate Proposals and Prepare Vendor Selection Report	April 24 – August 5, 2020
Consortium Issues Notice of Intent to Award	August 6, 2020
Contract Negotiations	August 10 – September 1, 2020
State, Federal and Consortium JPA Board of Directors Approval of Agreement	September 4 – December 1, 2020
Planned Start Date of CalWIN Contractor	December 2, 2020

Central Print Procurement
Timeline

Procurement Event	Date
Develop Requirements and RFP	January 21 – April 22, 2020
Consortium RFP Review and Approval	April 23 – May 5, 2020
State RFP Review and Approval	May 6 – May 22, 2020
Federal RFP Review and Approval	May 26 – July 24, 2020
RFP Release	July 28, 2020
Bidder's Conference	August 5, 2020
Contractor Proposal Due Date	September 25, 2020
Evaluate Proposals and Prepare Vendor Selection Report	September 28 – November 18, 2020
Consortium Issues Notice of Intent to Award	November 19, 2020
Contract Negotiations	November 23 – November 30, 2020
State, Federal and Consortium JPA Board of Directors Approval of Agreement	December 2, 2020 – March 10, 2021
Planned Start Date of Central Print Contractor	March 11, 2021

- Note: Have requested waiver for Federal pre-approval of the RFP. If approved, the RFP will be released sooner.

CalSAWS Points of Interest

The Road to CalSAWS

We Are
1

CalSAWS Points of Interest

Tour Guides: June & Scot

Amazon Connect

Online CalWORKs Appraisal Tool (OCAT)

Hyland Cloud-based Imaging

Automated Assistants

Amazon Connect
More in depth

- Background on Migration to Amazon Connect
  - Like-for-like migration from on-premise solution for call centers and IVR for the 39 counties
  - Quotes from the field
  - Testimonials from workers

- Demo of potential capabilities on Amazon Connect
  - These were not in-scope for the 39 counties but are all possible examples of features that could be implemented with existing AWS capabilities

Amazon Connect
Quotes

- The following animations slides show some quotes the project received from the Counties about the Amazon Connect implementation.

"I really appreciate all of the professionalism and support that we were provided for the Amazon Connect transition. The team was knowledgeable and professional and very well prepared. **The use of the new tool has been great. It was very easy to pick up and we've never had such low wait times.**"

Kathy Harwell, Stanislaus County

Amazon Connect

Merced County migration to Amazon Connect was exceptional in mist of the COVID-19 pandemic outbreak right before our County received training and transition over. The entire Team did an amazing job of adjusting in-person training and quickly facilitating teleconference/virtual training for all Merced County Call Center staff as well as making these training available in future. All Trainers were friendly, patient and understanding with all of questions/concerns of every single individual. One of the functions I truly appreciate is the routing profiles, as a manager/supervisor, I am able to manage how and to whom the calls will be directed by incorporating Priority Level and Delay. This gives an equal and fair opportunity to each individual to receive calls. The system facilitates the capability of pulling basic information at a quick glance in real-time metrics and historical metrics, it does have a slight delay when shifting between status but over all its easy to use. We received the adequate level of training to be able to be familiar and use the equipment and program. Even to this day the entire Team has shown support to any questions and concerns we have even after our training support transition has ended. Thank You on behalf of Merced County.

Maria Luisa Rodriguez, Merced Family Services Supervisor

Amazon Connect

It has been a smooth transition so far. On day two we had two dropped calls but the Amazon Connect team looked into it and it looks like the disconnect wasn't due to vendor defect, they were both three way calls with a language line, EW and Covered Ca and the call dropped both the client (Amazon Connect and the interpreter at the same time) probably a problem with their connection. So over all it is going very well, staff haven't had anything negative to say and it seems business as usual.

San Joaquin County – Kimberly Poirier - Contact Center Manager

Amazon Connect

Amazon Connect has enabled Kern to continue providing a high level of service to customers during the pandemic. We were able to deploy Amazon Connect to all desks in our call center which allowed Kern to increase the number of agents on the phone each day. We were also able to deploy staff to work from home which enabled Kern to meet social distancing guidelines within the office. The project has been a great partner in making all of this possible. We benefit from the:

- Post Call Survey
- Professional Voice Talent
- Flexibility to remotely connect
- Ease of use, all functions feel very familiar
- Rapid response of project staff to help counties meet their needs

Valerie Rangel Program Director Call Centers, Kern County

Amazon Connect

Amazon Connect
Testimonials

- These videos were made by contact center workers in the counties and talk about their experience with the transition to Amazon Connect and using the new system.

Amazon Connect
Demonstration of Potential Future Features

- The following video shows several examples of potential future features that could be built on the Amazon Connect using existing/future AWS capabilities

  1. Introduction
  2. Natural Language Processing
  3. Sentiment Analysis
  4. Chat Access Channel

  After the video, there will be a brief opportunity for Q&A with AWS about the capabilities in the video.

Amazon Connect

Demonstration of Potential Future Features

Q&A on the potential future features for Amazon Connect demonstrated in the video
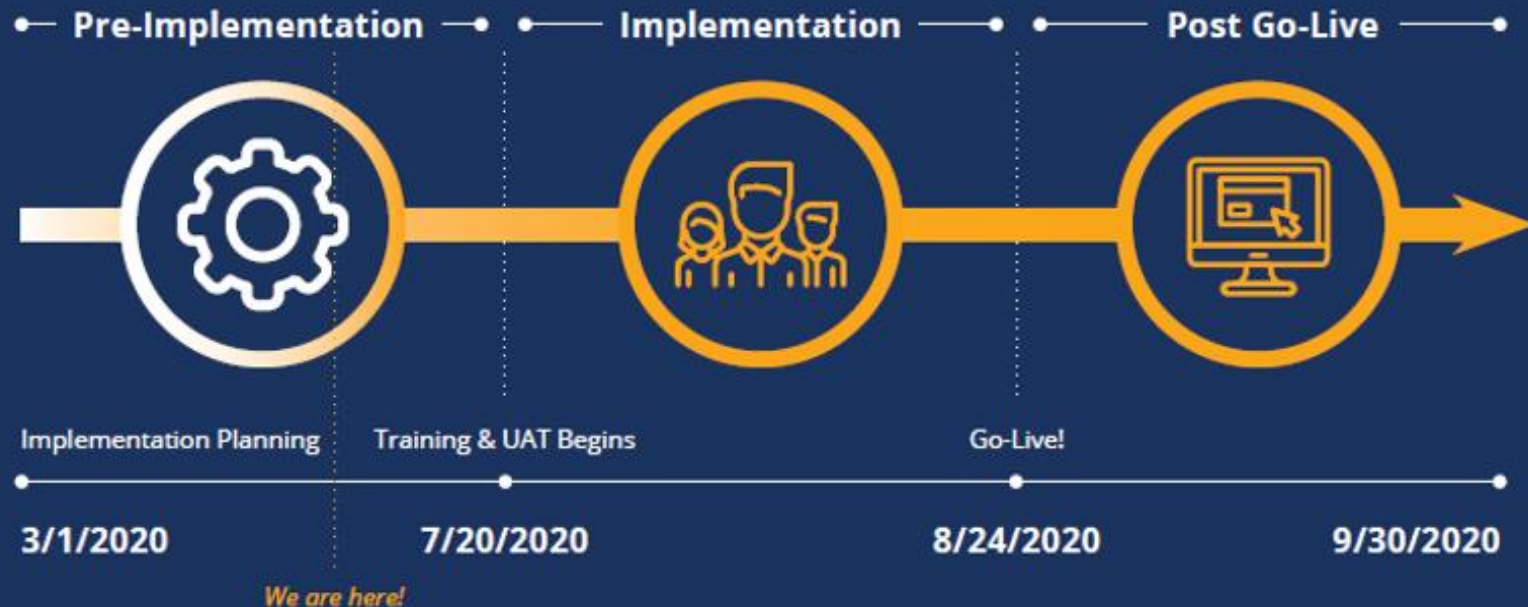
Online CalWORKs Appraisal Tool (OCAT)

Demonstration of OCAT

Upcoming Training and Implementation Activities

OCAT

Pre-Implementation	Implementation	Post Go-Live

Implementation Planning	Training & UAT Begins	Go-Live!	
3/1/2020	7/20/2020	8/24/2020	9/30/2020

We are here!

- County Champion Monthly Calls
- County Readiness Checklist and Connectivity Preparation
- User Acceptance Test Preparation and Training

- User Acceptance Testing
- County OCAT Training
- Ongoing Readiness Communications

- Daily Go-Live Support Calls
- Decomission Current System

Hyland Cloud-based Imaging
Demonstration of Capabilities

- The following video shows several features that are in Hyland Cloud-based Imaging solution:

  1. Capture process and interface
  2. Brainware (artificial intelligence) document classification
  3. <u>Potential future enhancements</u> with Brainware extraction
  4. Integration with CalSAWS and document retrieval

  All of these features in the video, except the unstructured data extraction are in-scope for the 58-county solution that Hyland and Accenture are implementing. The unstructured data extraction, which is clearly noted as not-in scope for the current phase, demonstrates a potential future capability that might provide more automation and business value to the counties.

  After the video, there will be a brief opportunity for Q&A with Hyland about the capabilities in the video.

Hyland Cloud-based Imaging
Demonstration of Capabilities

Q&A on the features for Hyland Cloud-based Imaging demonstrated in the video

Automated Assistants Update
Future Pilots with Los Angeles and San Bernardino

BOTS

- The project has been working with both Los Angeles County and San Bernardino County on potential pilots for Automated Assistants.

- These solutions complement each other:
  - The Los Angeles County solution is focus on adding some self-service capabilities and is API based to work with the Los Angeles DPSS customer service center infrastructure
  - The San Bernardino County solution would be built directly on the CalSAWS Amazon Connect infrastructure being used for the 39 counties

Automated Assistants Update

Planned Capabilities for Los Angeles County Pilot

The following scenarios are identified as the use cases:

- Contact Update (address, email, phone number)
- Electronic Benefit Transfer ("EBT") Card Replacement
- Benefit Identification Card ("BIC") Replacement

Access Channels:

- Voice in IVR (Interactive Voice Response) system
- Web Channel
  - Accessible from Your Benefits Now
  - Directed via to web page via text from IVR system

Los Angeles DPSS, CalSAWS, and Accenture are discussing some contract terms for this solution prior to initiating the work

Automated Assistants Update

Potential Capabilities for San Bernardino County Pilot

We have discussed 3 potential automated assistants to pilot with San Bernardino:

1. Authentication:
   - Create an alternate authentication capability with the same questions the worker would ask.

2. Push Notification:
   - Push common self-service notifications once the customer is authenticated in the IVR.

3. Natural Language Processing (NLP):
   - Potentially replace the IVR menus with Natural Language Processing.

We plan to pilot the first two capabilities starting with English this calendar year

Roadside Safety: Overview of CalSAWS Toolbox

We Are

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The Road to CalSAWS
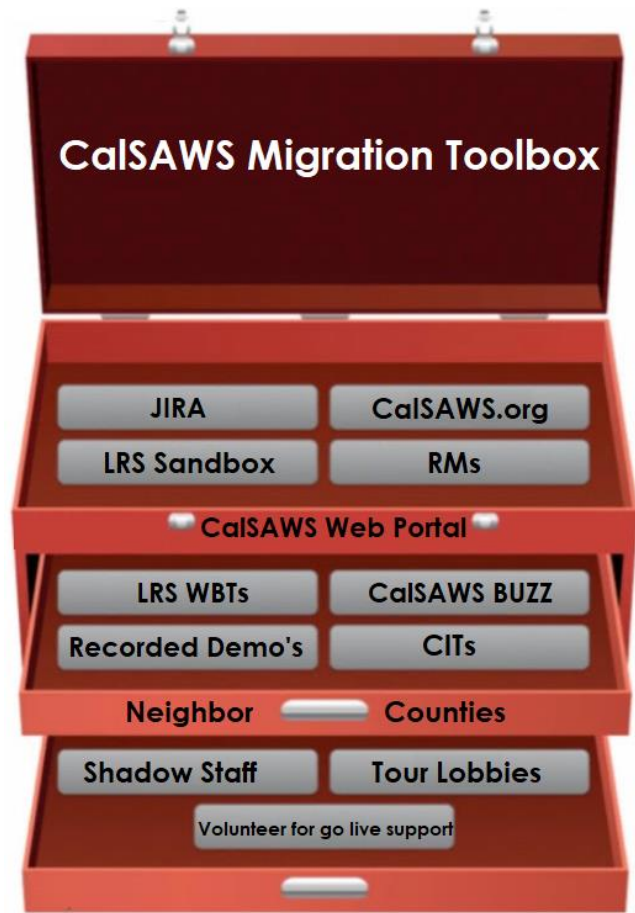
Roadside Safety

Overview of CalSAWS Toolbox

As we continue to build CalSAWS by adding functionality to the LRS system there are tools available to counties to prepare and stay informed.

Roadside Safety

CalSAWS Toolbox

CalSAWS Migration Toolbox

- JIRA
- CalSAWS.org
- LRS Sandbox
- RMs

CalSAWS Web Portal
- LRS WBTs
- CalSAWS BUZZ
- Recorded Demo's
- CITs

Neighbor Counties
- Shadow Staff
- Tour Lobbies
- Volunteer for go live support

Tools available to Counties
- CalSAWS.org – Current Project Information
- LRS Sandbox – Environment matching LRS Production
- JIRA – Software Application for all SCRs
- Regional Managers

CalSAWS Web Portal
- LRS Web Based Trainings (WBTs)
- Recorded Demonstrations
- CalSAWS Buzz
- County Information Transmittals (CITs)

Neighboring Counties
- Tour Lobbies/Call Centers
- Shadow Staff
- Volunteer for Go-Live Support

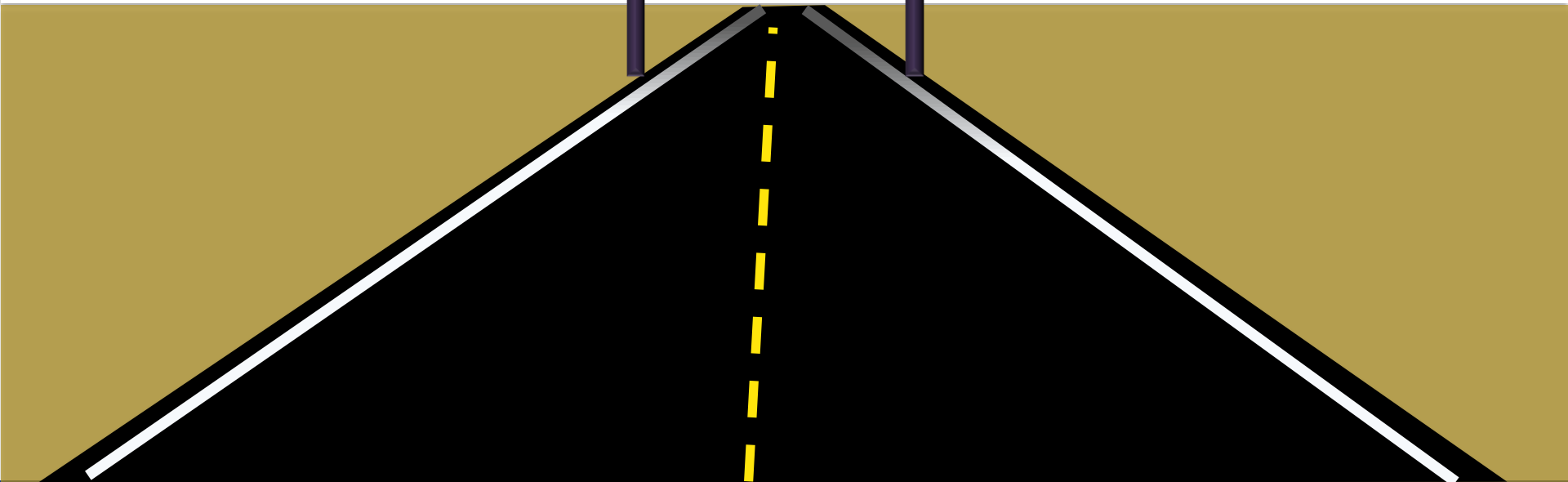# Welcome Home

We Are 1

The Road to CalSAWS

Adjourn joint meeting of the CalSAWS Member Representatives and JPA Board of Directors

We Are

1

The Road to CalSAWS

One Goal. One Team. One System.