

CalSAWS | WCDS SUBCOMMITTEE MEETING  
AGENDA PACKAGE

Friday, November 13, 2020  
12:00 P.M. – 2:00 P.M.

Virtual Meeting  
Dial-In: 1 (323) 475-9970  
Conference ID: 279506016



# Meeting Reminder

Please:

1. Mute phone when not speaking
2. Do not put your phone line on hold
3. Unmute and identify yourself to speak and limit background noise

# Agenda

1. Call Meeting to Order
2. Roll Call and Confirmation of Quorum
3. Public 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.

- *See supplemental document for full agenda.*



## 4. Action Items

---

# Action Items

4. Approval of the Minutes and review of the action items:
  - a. August 14, 2020 WCDS Subcommittee

*Refer to attached supplemental document.*



# Discussion Items

---

- 
5. Update on the sale of DXC's U.S. Health and Human Services business now Gainwell Technologies
-

# DXC Update

Effective October 1, 2020

- Veritas Capital to Acquire the US State and Local Health and Human Services Business from DXC Technology
- Our commitment to CalSAWS and our service delivery to the Counties does not change
- Our name does....

The logo for Gainwell, featuring the word "gainwell" in a dark blue, lowercase sans-serif font. The letter "a" is replaced by a stylized green icon consisting of two overlapping shapes: a square on the left and a triangle on the right, forming a larger, irregular shape.





## 6. MyBCW Portal/Mobile Outage



---

# CalWIN MyBCW Incident

November 13, 2020



# MyBCW Impact

## ■ Functional Impact

- Clients could not:
  - ✦ complete applications
  - ✦ attach documents to a case through MyBCW
  - ✦ perform late attachments through MyBCW
- Clients could:
  - ✦ login
  - ✦ perform information functions such as EBT balance and case information
  - ✦ apply for Disaster CalFresh through CalWIN mobile
  - ✦ attach documents to a case through CalWIN mobile
  - ✦ Perform late attachments through CalWIN mobile



## ■ Incident Start

- October 30, 2020 at 5:30 am
- Began following a routine restart (automatically occurs every 29 hours) of a web service in a Microsoft product

# Troubleshooting



## ■ Symptoms

- Microsoft software calls the Broadcom agent
- Symptom was that the Broadcom agent was not responding
- No error messages were generated by either product
- Portal error message indicated County was not present which was true since the call between the products had not occurred
- Transaction logs had no records related to the Broadcom agent starting

## ■ Troubleshooting Summary (Why did it take so long to solve?)

- Following review of the error messages and transaction logs a ticket was opened with Broadcom
- Recommendation was upgrades and patches
- Upon failure of the Broadcom recommendations, Broadcom indicated that they believed the Microsoft process was either not kicking off or not able to reach the Broadcom agent
- Microsoft was engaged and multiple Gainwell architects were engaged
- Multiple server rebuilds done from working test copy to backup copies
- Eliminated the most probable causes of a failure of the agent to start
- Escalated within Broadcom to get higher level expertise



# Resolution



- Microsoft IIS uses a default user to make the call to the Broadcom agent
- Human user created an ID with the default username and then did not use the ID for three years
- Purge process logically disabled the ID (including the Microsoft default user)
- **Recreation of the Default User resolved the problem**

# Thank you

**Contact**

[brand@gainwelltechnologies.com](mailto:brand@gainwelltechnologies.com)

[gainwelltechnologies.com](http://gainwelltechnologies.com)

**Gainwell Technologies**

1775 Tysons Blvd.

McLean, VA 22102



## 7. Application Development

- a. COVID-19
  - b. Disaster CalFresh
  - c. Medi-Cal Restoration Update
  - d. Release 63
  - e. OCAT Implementation
- 





7. Application Development  
a. COVID-19

---





# COVID 19

## Recent Extensions and Policy Expansions

### ***H.R. 8337 “Continuing Appropriations Act, 2021 and Other Extensions Act”***

- Provides funding extensions for numerous acts enacted earlier this year (October 1, 2020)
  - Division C- Health Extensions and Division D-Other Matters direct impacts for programs such as Medi-Cal and CalFresh

### ***U.S. Department of Health & Humans Services***

- Public Health Emergency extended until January 21, 2021 (October 2, 2020)

#### ***Medi-Cal (MC)***

- Renewal processing and negative actions not allowed due to extension of Public Health Emergency until January 21, 2021

#### ***CalFresh***

- Emergency Allotments also known as Max Allotments to continue (ACWDL 10/30/20)
- Extends Pandemic EBT August and September 2020. CDSS and CDE working on potential plan through September 30, 2021. (ACWDL 11/2/20)
- Interview Adjustment Waiver – allows states the option to waive the interview requirements at application or recertification through June 30, 2021. (ACWDL 10/21/20)
- QC Review Waiver – allows states the option to suspend federal quality control reviews from June 1, 2020 through September 30, 2021. (ACWDL 11/2/20)
- FNS allowing States to consider: Recertification Waiver – allows states the option to extend certification periods for 6 months and adjust periodic report requirements for those periodic reports due on or before June 30, 2021. (CalWORKs would have to seek state approval to mirror) CDSS has met with County representatives, CWDA and SAWS to discuss.
- FNS allowing States to consider: Reporting Waiver – allows states the option to use a periodic report (i.e. SAR 7) to satisfy the recertification requirements for some or all participating households with recertification periods set to expire on or before December 31, 2021. (CalWORKs would have to seek state approval to mirror) CDSS has met with County representatives, CWDA and SAWS to discuss.

#### ***Refugee Case Assistance (RCA)***

- Second extension of benefits under consideration
  - Office of Refugee Resettlement (ORR) had provided a letter advising State to submit an Extension Request to cover October 2020 through January 21, 2021
    - RCA/RSS waiver requests have been approved by ORR and are effective retroactive to 10/1/2020
    - CDSS to provide more policy direction to Counties based on approval from ORR

# COVID 19

## CalFresh Emergency Allotments/Maximum Allotments

Total amounts issued to date April through October

County	Total \$ issued to date
Alameda	\$102,221,255
Contra Costa	\$54,477,832
Fresno	\$146,071,413
Orange	\$174,620,118
Placer	\$12,549,220
Sacramento	\$157,106,939
San Diego	\$253,657,850
San Francisco	\$77,848,486
San Luis Obispo	\$13,365,380

County	Total \$ issued to date
San Mateo	\$20,018,361
Santa Barbara	\$30,049,958
Santa Clara	\$73,993,418
Santa Cruz	\$20,875,867
Solano	\$31,627,498
Sonoma	\$24,775,999
Tulare	\$75,899,614
Ventura	\$49,642,044
Yolo	\$14,401,299

**Grand Total**

**\$1,333,202,551**



## 7. Application Development

### b. Disaster CalFresh



# Disaster CalFresh

## California Disaster CalFresh (D-CF) Activities

- Counties approved to offer D-CalFresh benefits include: Butte, Glenn, Lake, Monterey, Napa, Plumas, **San Mateo**, **Santa Clara**, **Santa Cruz**, **Solano**, **Sonoma**, Sutter, Tehama, **Yolo** and Yuba
  - CalWIN County Application Periods:
    - ✦ San Mateo, Santa Cruz, Solano, and Yolo - Oct 14-16 and Oct 19-22
    - ✦ Sonoma – Oct 28-30 and Nov 2-5
    - ✦ Santa Clara – Nov 2-6 and Nov 9-10
      - ▣ All 6 counties are accepting D-CF applications through MyBCW
    - ✦ Pending: D-CalFresh “Wave 4”: **Fresno**, LA, Madera, Mendocino, Napa, San Bernardino, **San Diego**, Shasta, Siskiyou and **Sonoma** – potential application dates Nov 11-20 (subject to individual county situations)
- Other related activities
  - Automated Mass Replacement Waivers
    - ✦ Counties included: Amador, Butte, Calaveras, Colusa, El Dorado, **Fresno**, Glenn, Humboldt, Napa, Nevada, **Placer**, Plumas, Shasta, Sierra, Siskiyou, **Sonoma**, Tehama, Trinity Tuolumne, **Yolo**, and Yuba
    - ✦ Pending currently 32 counties (including 9 CalWIN counties)
  - Hot Food Waivers
  - Timely Household Reporting of Food Loss Waivers





## 7. Application Development

### C. Medi-Cal Restoration Update



# Medi-Cal Restorations

## On-Going Activities

- Discontinuances
  - Counties continue reviews and restorations
- Share of Cost
  - Counties continue reviews and updates to prevent negative actions
- TMC/CEC/Craig v Bonta /SSI - other specialized segments
  - Collaboration with DHCS and MEDS to address including temporary programming in MEDS.
  - Counties continue reviews



## 7. Application Development

d. Release 63



---

# Release 63

- In production 11/16/2020
  - 16 Projects, UAT completed

## *Highlights*

### ***Child Care Contractor Summary Page (Project 53599)***

As part of SB 80, County Welfare Departments (CWDs) will provide local administrators of CalWORKs Child Care services limited, read-only, online access to a SAWS data screen, beginning no later than January 1, 2021.

### ***Asset Verification Program (AVP) (Project 53732)***

DHCS currently is required by federal law to have an electronic asset verification program in place to report undetected assets for the Aged, Blind, and Disabled (ABD) population receiving Medi-Cal.

### ***Report to Stage 2 Child Care Administrators (Project 54664)***

County Welfare Departments (CWDs) are required to provide a monthly report to CalWORKs Stage Two Child Care contractors containing the information specified in Assembly Bill (AB) 121.

### ***Expansion of ABD FPL program and Incurred Medicare Part B Income Disregard (Project 54617)***

The Aged, Blind, and Disabled (ABD) FPL Program provides no share-of-cost (SOC) Medi-Cal benefits to aged, blind, and disabled (ABD) individuals who have a SOC under regular ABD budgeting rules, and whose net non-exempt income is at or below 100% of the FPL after a standard income disregard (\$230 for an individual, \$310 for a couple) is applied. Also, the ABD FPL program does not allow the Medicare Part B premium as a deduction when the individual is not paying the premium his/herself.

### ***CalWIN Process for Data Retention Policy and Conversion – Phase I (Project 55256)***

CalSAWS-CalWIN conversion only convert records that adhere to the CalSAWS Data Retention Policy.

A new column was added to identify the records to be excluded from the conversion to all CalWIN tables that are a source for the CalSAWS-CalWIN Conversion.





## 7. Application Development

e. OCAT Implementation



---

# OCCAT Implementation

## Key County Activities and Milestones



Activity	Date
Training (Self-paced)	Mon, 10/5 – Fri, 10/30
Integrated Readiness T-4 to T-1 Meetings	Mon, 9/28 – Mon, 10/19
Pre-Green Light Review	Mon, 10/19
Cutover Dry Run	Tue, 10/20 – Sun, 10/25
Green Light	Mon, 10/26
Cutover	Fri, 10/30 – Sun, 11/1
Go-Live	Mon, 11/2

# Post Go-Live Support

11/2/20 – 11/13/20

- Daily calls scheduled:
  - Go-Live Day (11/2) morning call @ 9:30-10a to ensure no systemic issues with county staff
  - County Production Support call (11/2 – 11/13) @ 4-4:30p
    - ✦ Update on current issues
    - ✦ Relevant Release information – defect fixes/build deployments
    - ✦ Open floor for Counties to respond
  - Joint Project Teams call (11/2 – 11/13) @ 4:30-5p
- Open conference bridge:
  - Conference line open from 9a – 4p (7a on Go-Live) for County Champions to call in for support or quick answers to questions in other areas of the project or Go-Live

# Legacy OCAT System Cutover/Decommission

## Information to be released in ACIN I-45-20

- **11/1/20** - No new cases can be added, existing cases can be completed
  - Occurs after successful production validation
  - Determined by Consortium & State stakeholders
  - Communicated by 10-day/3-day/Go-Live email to Counties
  
- **11/13/20** - Legacy system moves to Read-Only
  - Time of day triggered by day / time of last initiated interview
  - Legacy vendor to confirm and send email blast to users
  
- **12/03/20** – Legacy OCAT is decommissioned officially
  - Legacy OCAT data to be released – information to follow



## 8. Stakeholder Updates

- a. CDSS
  - b. DHCS
  - c. OSI
  - d. CWDA
-



## 9. CalSAWS Updates

- a. Gantt Chart Updates
  - b. Portal Mobile
  - c. CalSAWS Contact Center
  - d. CalWIN OCM/Training/Implementation
  - e. Conversion
-



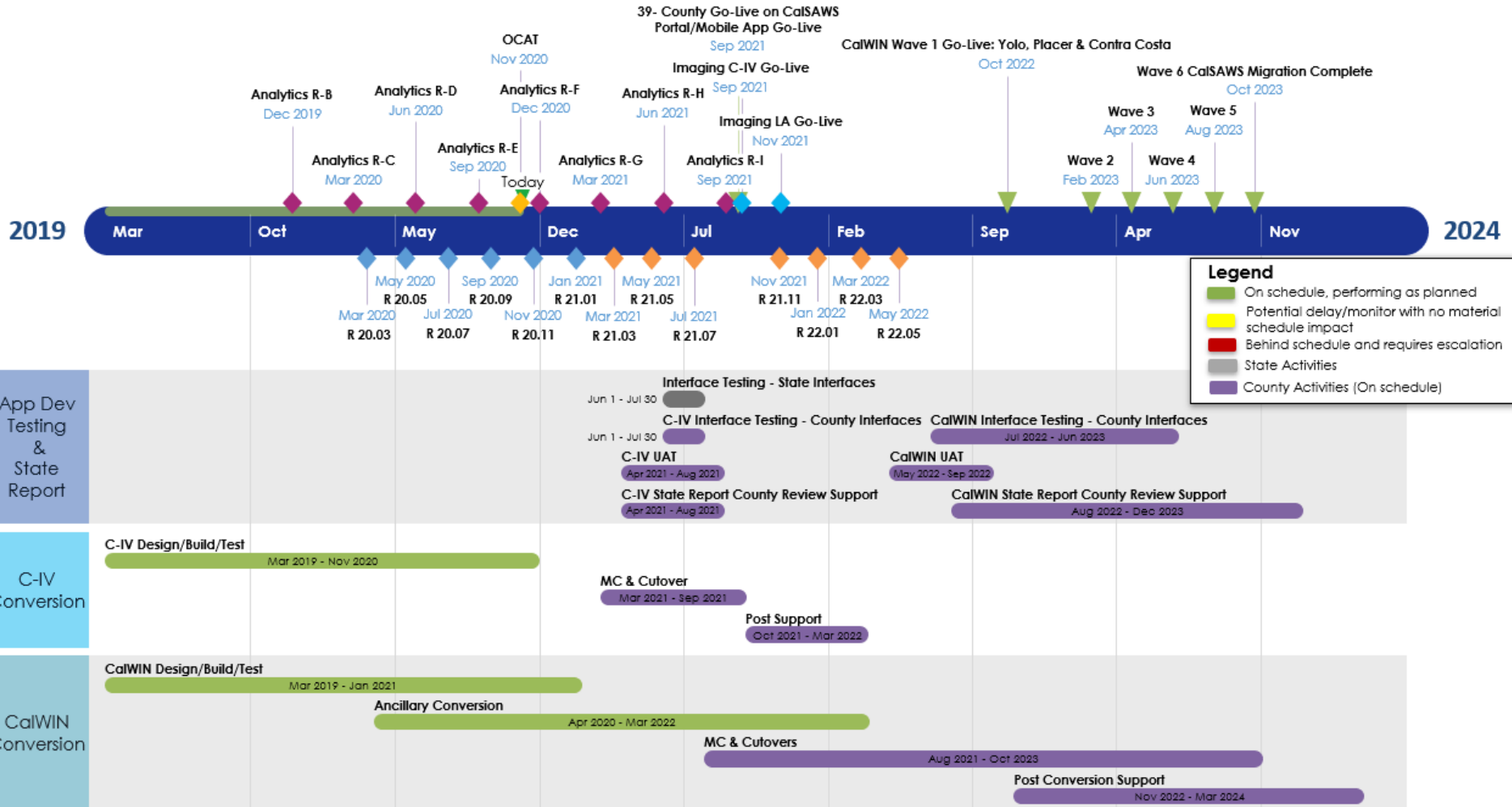
## 9. CalSAWS Updates

### a. Gantt Chart Updates



# CalSAWS Project Gantt

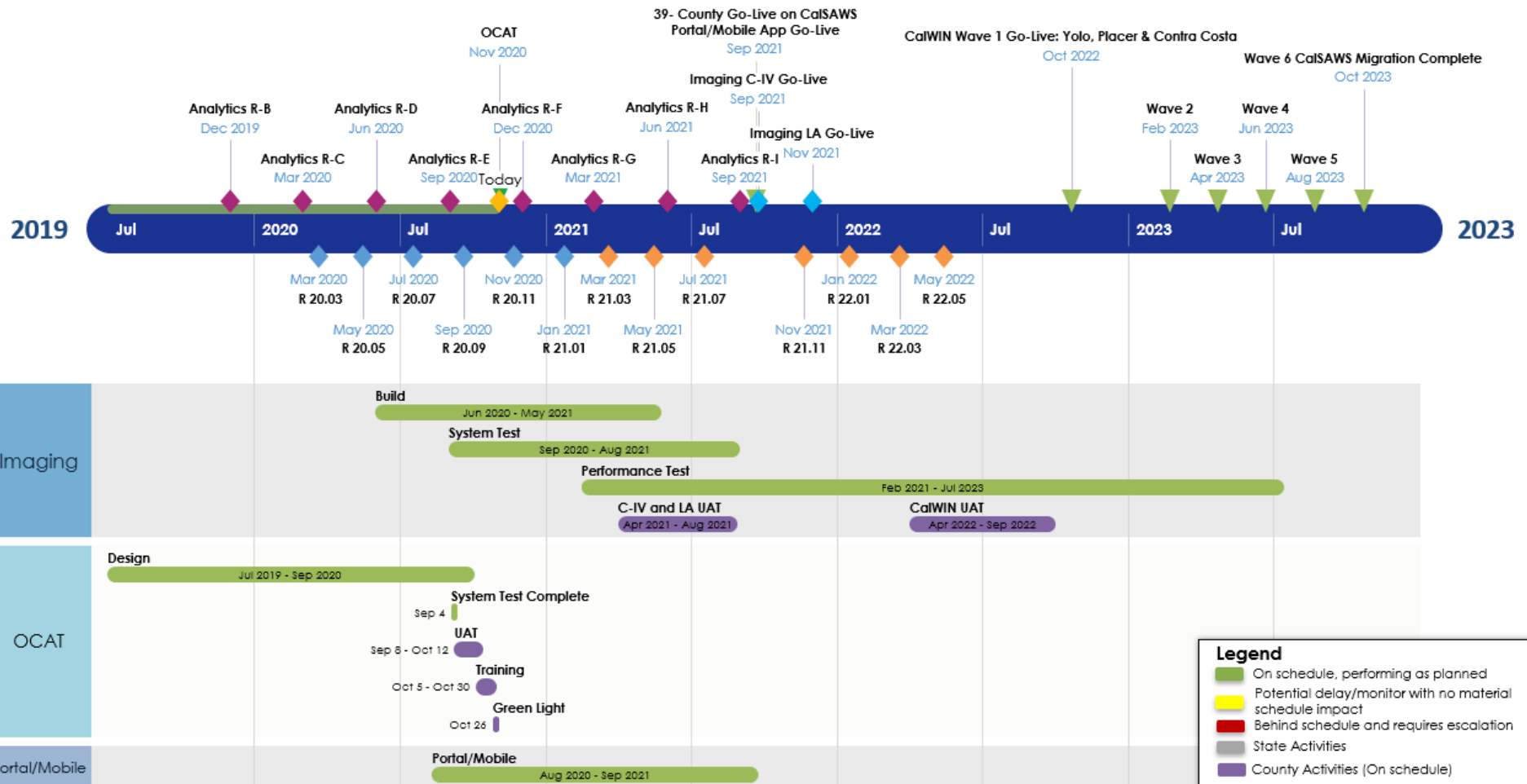
## High Level Overview – App Dev & Conversion





# CalSAWS Project Gantt

## High Level Overview – Imaging, OCAT, & Portal/Mobile





## 9. CalSAWS Updates

### b. Portal Mobile





# Brand Update



---



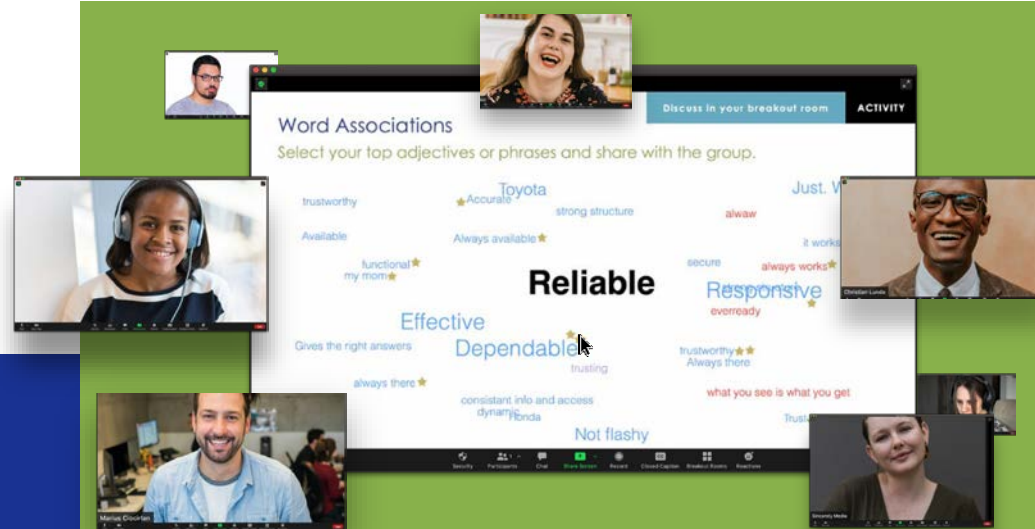
# We Have an Announcement to Make!

But before we do,

**let's talk about what  
we've been up to.**

Since the beginning of August, our team has been **researching**, **interviewing stakeholders**, and **meeting customers** with one goal in mind:

Create a cohesive brand for our new portal/mobile application.



We even hosted a Brand Ambitions Workshop, with **53 participants** representing all six regions to better understand...

who we want to be as a brand.

We asked ourselves:

**Who do we  
want to be?**

We want to be...

Efficient

Customer-  
focused

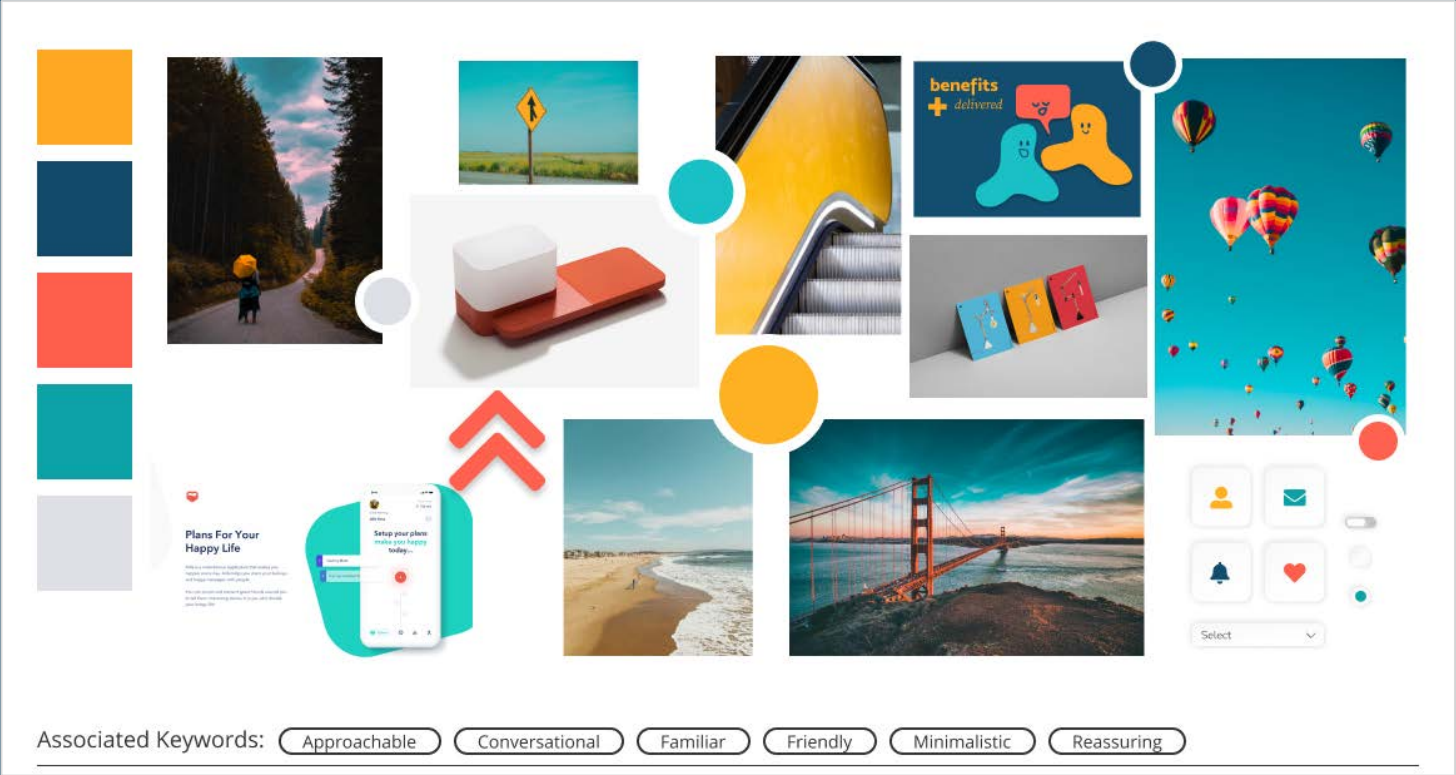
Reliable



Then we thought:

**How do we  
want it to look?**

We worked with a visual designer and brand team to create a mood board that captures the energy of California and the CalSAWS community.



Finally, we thought well...

**What should  
we call it?**

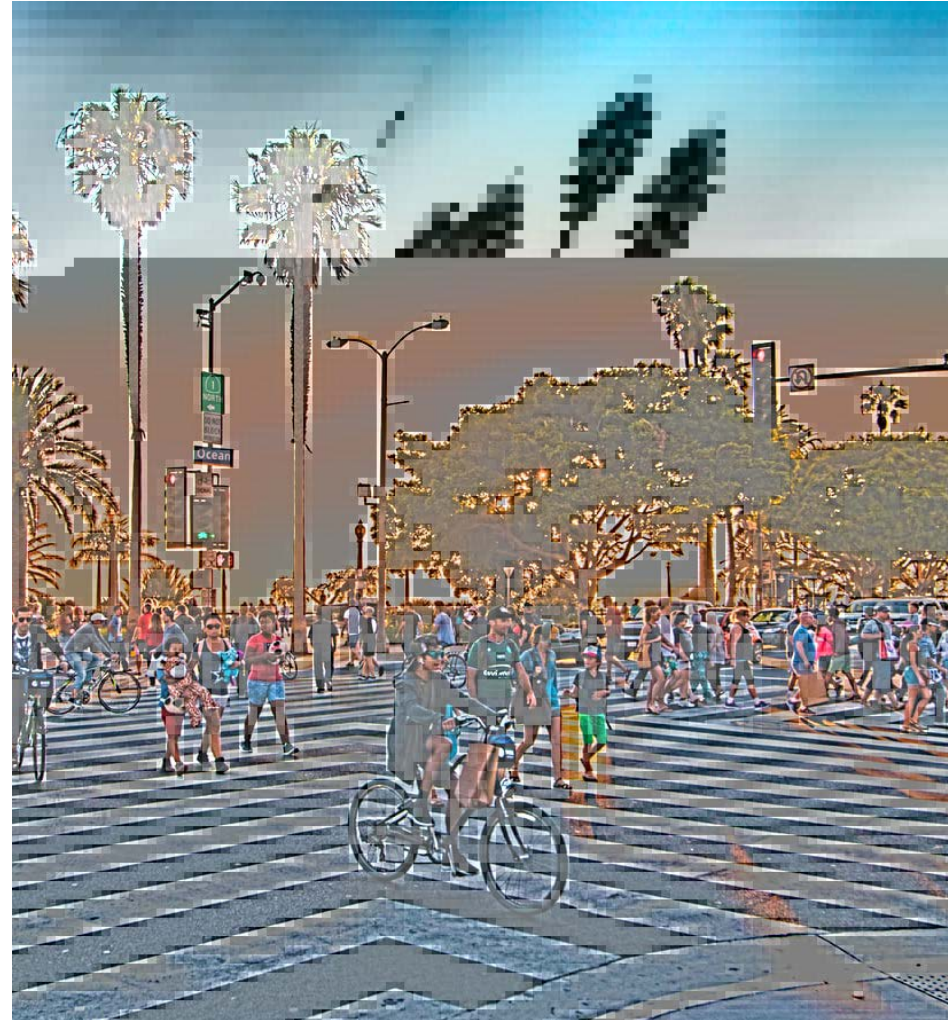


**Drumroll,  
Please!**

**Hello**  
my name is

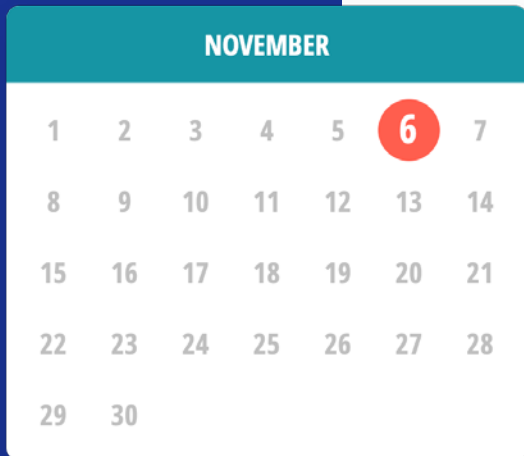
**BenefitsCal**

**BenefitsCal** is an existing website that we will **rebrand** and **make easy to use** for everyone!



But wait there's more...

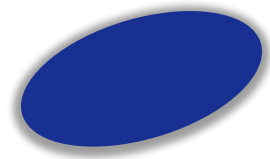
**We need your help!**



We value your input, and as a result

**we will be launching a  
voluntary survey on Nov 6**

for you and your fellow colleagues  
to vote on our new logo.





Option 1

Option 2



Option 3

Option 4

**Keep an eye out for the survey link  
on Friday, November 6.**

**Thank you for your time and energy!**

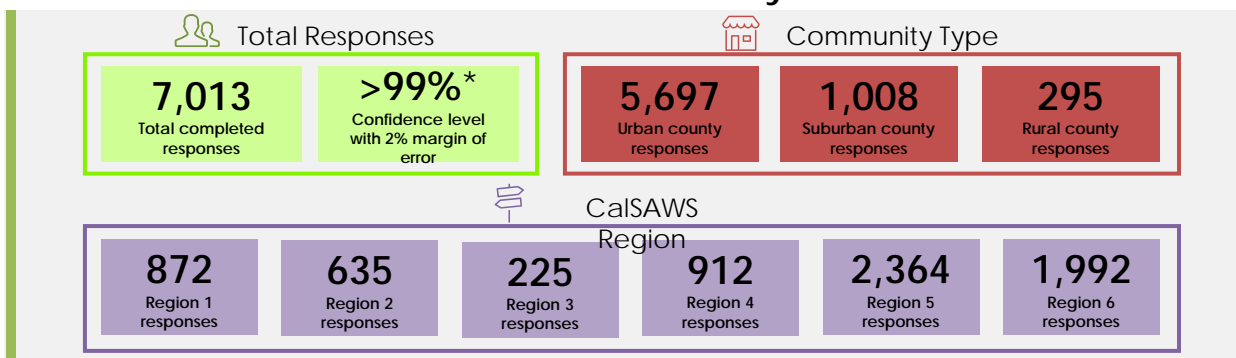


# Overview of UCD Survey & Interview Outcomes/Insights

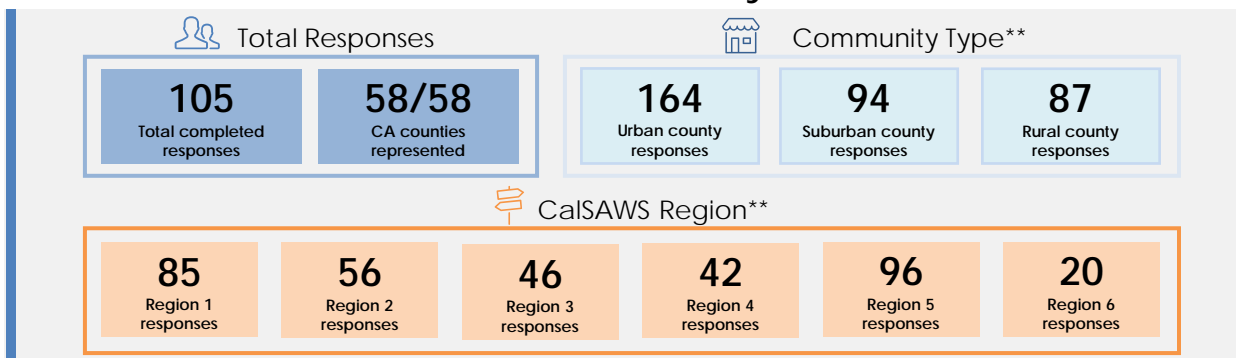
---

# Customer and Assister Survey Overview

## Customer Survey



## Assister Survey



\*Target sampling of 4,158 responses in order to achieve a confidence level of 99% with a 2% error to represent a population of 6,814,951 active cases across C-IV, LRS, and CalWIN  
 \*\*Assisters can select multiple counties served. Response numbers reflect all community types and regions selected.

# Customers Insights in Action

We have conducted **48 customers interviews** to get more insights around customers' pain points. The **insights are being incorporated into the design of the Statewide Portal/Mobile.**

Theme	Key Survey Respondent Insight (quantitative data points)	Key Field Research Insight (qualitative data points)	Design Solution
<b>Diverse Demographics</b>	California's benefits customer base is diverse, covering a wide range of races/ ethnicities and languages.	<ul style="list-style-type: none"> <li>• Not all threshold languages are provided on each existing website or application</li> <li>• Existing translations are often not one-to-one, making it challenging for non-English speakers to correctly answer application questions</li> <li>• The translations are also not simplified to a 5th grade reading level, which is a barrier for customers who have limited levels of education</li> </ul>	<ul style="list-style-type: none"> <li>• Additional translation options</li> <li>• Option to change globally available in the header/footer</li> <li>• Apply for Benefits language dynamic based on language preference selection during the application process itself</li> </ul>
<b>Access to Technology</b>	The proportion of respondents that use the CA Benefits Websites to apply for benefits is not proportional to the number of respondents that have access to a smartphone or tablet. This may be because there is not a good user experience using the CA Benefits Websites on a mobile phone.	<ul style="list-style-type: none"> <li>• Some customers have difficulties filling out the lengthy application using a mobile device</li> </ul>	<ul style="list-style-type: none"> <li>• Responsive design (will adapt to every screen size)</li> <li>• Larger fields and buttons</li> <li>• Simpler screens</li> <li>• Conditional logic</li> <li>• A streamlined flow</li> </ul>

# Customers Insights in Action

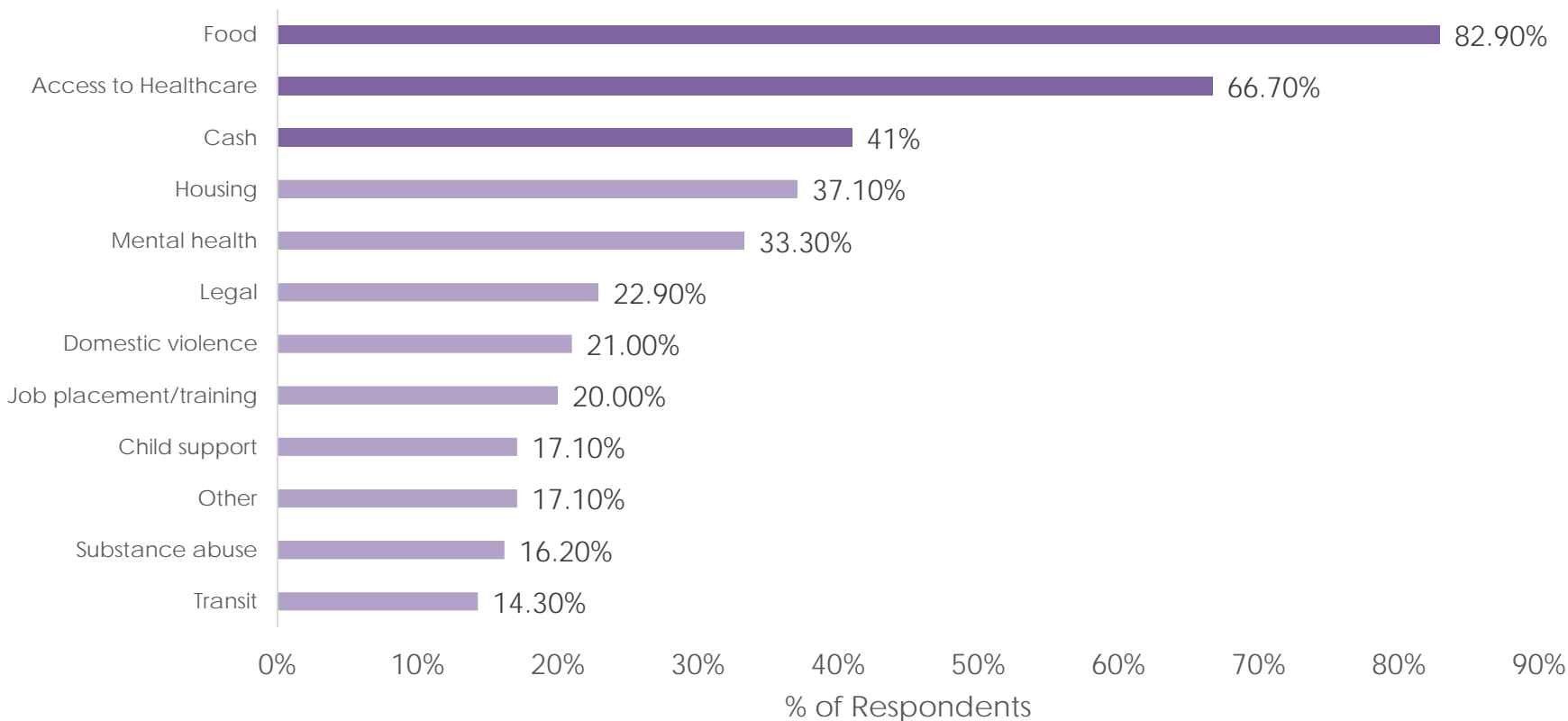
We have conducted **48 customers interviews** to get more insights around customers' pain points. The **insights are being incorporated into the design of the Statewide Portal/Mobile.**

Theme	Key Survey Respondent Insight (quantitative data points)	Key Field Research Insight (qualitative data points)	Design Solution
<b>Application Process</b>	Respondents find it most 'difficult' or 'very difficult' to select which programs to apply for	<ul style="list-style-type: none"> <li>Customers are confused about the different types of benefit programs that the State of CA offers</li> <li>Sometimes, customers apply for the wrong benefits because they are not able to distinguish one type of benefit program from another</li> </ul>	<ul style="list-style-type: none"> <li>Simplified program selection screen with information about each program</li> <li>County specific programs suggested (nudged) based on customer's answers to avoid confusion between state and county programs</li> </ul>
<b>Documents Upload</b>	Respondents find it most 'difficult' or 'very difficult' knowing what kind of documents to submit	<ul style="list-style-type: none"> <li>Customers are not prepared with the documents and/or information they need to complete the application process</li> <li>They need more clarification on the different types of documents (e.g., pay stub, green card, etc.) for different verification categories</li> <li>They want to receive an instantaneous confirmation notice or status update to notify them that their documents have been successfully submitted and processed.</li> </ul>	<ul style="list-style-type: none"> <li>Section dividers/welcome screens to contain information about what is needed for the section, allowing customers to skip or come back later</li> <li>Cards on the document center with document categories</li> <li>Help indicators with additional information about documents needed</li> <li>Confirmation of receipt of documents uploaded</li> </ul>

# Assisters Survey - Key Moments that Matter

## Types of Assistance Offered

What types of benefits do you help customers access and maintain?

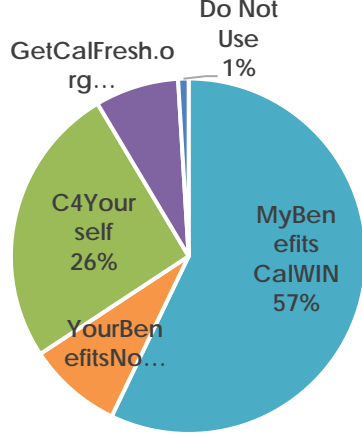


**Respondents help customers the most with food assistance (82.9%), finding access to healthcare (66.7%), and cash assistance (41.0%).** This is representative of CalFresh, MediCal, and CalWORKS respectively.

# Assisters Survey - Key Moments that Matter

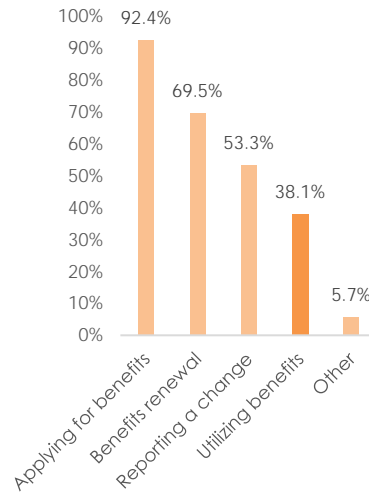
## CA Benefits Website Use

Which CA Benefits Website did you last use to assist customers?



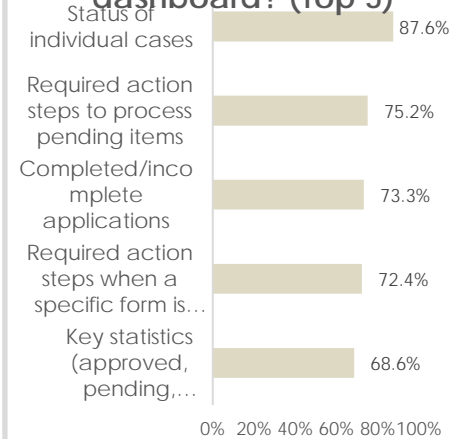
Most respondents use MyBCW to assist customers (57%) followed by C4Y (26%).

Which benefits processes do you assist with the most?



Almost all respondents assist customers with applying for benefits (92.4%), but only 38.1% help customers utilize benefits after applying.

What information would you like to be available to view on your account dashboard? (Top 5)



87.6% of respondents want to see status of cases on their dashboards.





## Risk for CalSAWS & Portal Go-Live Dates

- Options for Mitigation



# Risk for Portal Go-Live Dates

## Schedule Risk Statement



### Risk Statement

If either the BenefitsCal Phase 1 implementation or the CalSAWS modifications for BenefitsCal Phase 1 cannot be completed in time for the September 2021 go-live, the combined go-live of CalSAWS and BenefitsCal Phase 1 could be impacted.

# Risk for Portal Go-Live Dates

## BenefitsCal Phase 1 Background

### BenefitsCal Phase 1 Facts

- Reduced Phase 1 delivery from 15 to 13 months to accommodate additional stakeholder and State partner input in the procurement planning phase
- Increased scope for Phase 1 (shifted forward from Phase 2) to accommodate stakeholder and State partner desire to expand functionality more quickly
- Increased scope of changes (i.e., creation of 30+ additional APIs) in CalSAWS to integrate with BenefitsCal Phase 1

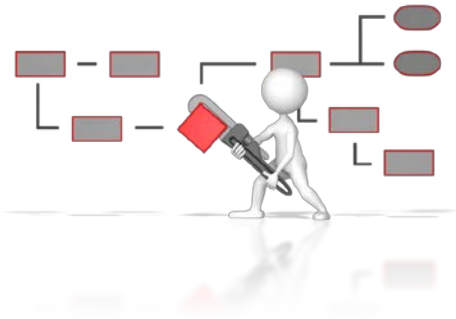


# Risk for Portal Go-Live Dates

## BenefitsCal Phase 1 Background



Portal/Mobile requirements sessions clarified the scope of changes needed in CalSAWS to integrate BenefitsCal



To accommodate all changes needed in CalSAWS, adjustments might need to be made to the schedule and/or scope for BenefitsCal Phase 1 associated with the C-IV Cutover



Analyzing business, technical, readiness, staff, customer, schedule, and fiscal impacts of three (3) options

# Risk for Portal Go-Live Dates

## Schedule Risk Options



Create a temporary interface from CalSAWS to C4Yourself as a *safety net* in case either BenefitsCal Phase 1 implementation or CalSAWS modifications for BenefitsCal Phase 1 must be delayed beyond September 2021



Scope BenefitsCal Phase 1 to be equivalent to or exceed C4Yourself and deploy with the CalSAWS C-IV cutover in September 2021



Keep deployments for BenefitsCal Phase 1 and the CalSAWS C-IV cutover together and shift the go-live date

# Risk for Portal Go-Live Dates

## Schedule Risk Options

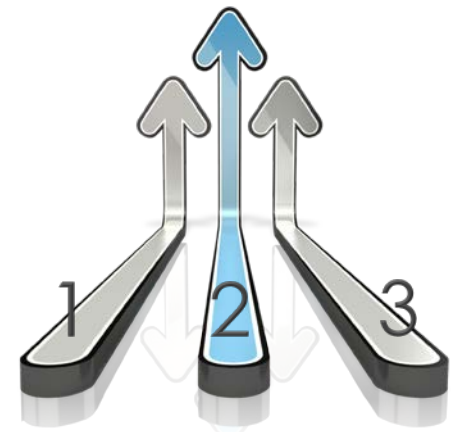
For the three options, it's important to note:

- Full commitment to the entire agreed-upon scope of the Portal Project (Phases 1 and 2)
- Only adjustments being considered in the risk mitigation options are related to:
  - When the scope will be packaged and delivered (schedule)
  - How many releases will be necessary to deliver the agreed upon functionality
- CalWIN Counties implementation will not be impacted

# Risk for Portal Go-Live Dates

## Schedule Risk Options

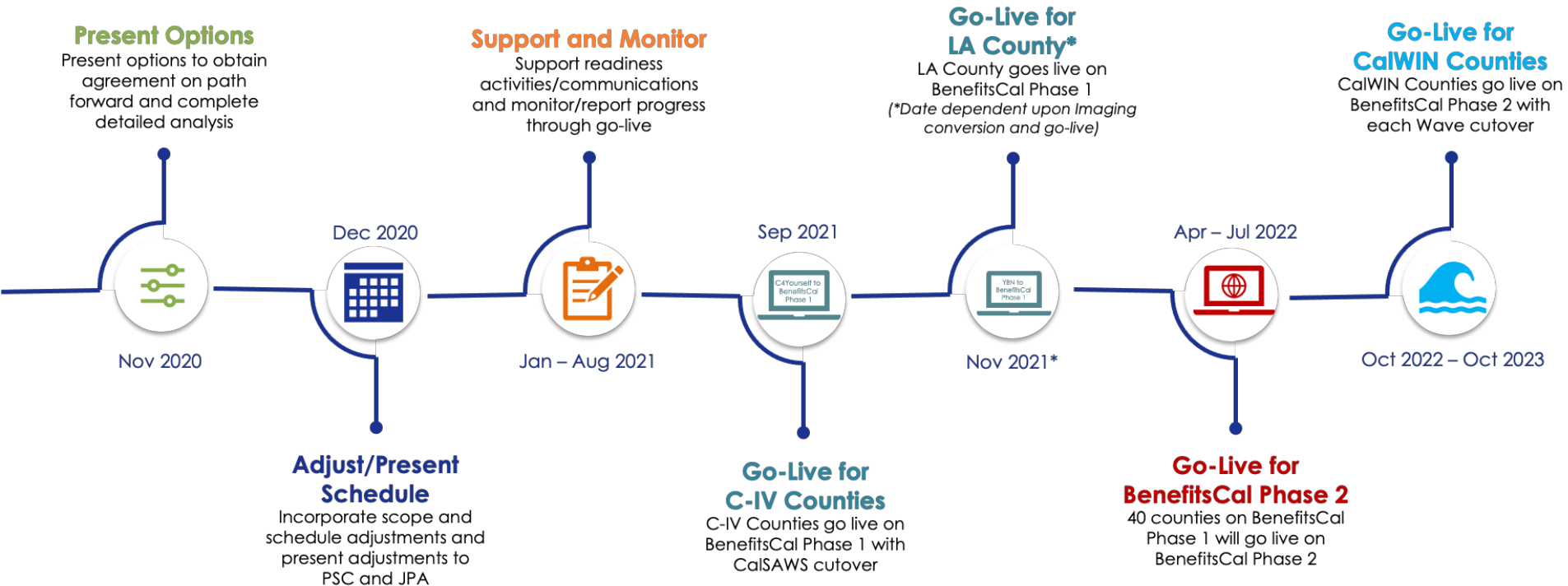
- **Recommended Mitigation Direction → Option 2**
  - Delivers, at a minimum, C4Yourself equivalent functionality in September 2021 Phase 1 deployment:
    - ✦ Uplift from base C4Yourself
    - ✦ Re-designed, more user-friendly interface
  - Delivers all Phase 1 functionality with LA County cutover from YBN to BenefitsCal
  - Is directionally correct for overall BenefitsCal Implementation
  - Minimizes number of go-live events for C-IV Counties
  - Less likely to require additional funding
  - Best utilizes available resources



# Risk for Portal Go-Live Dates

## Schedule Risk Mitigation Timeline

### Recommended Option 2 Risk Mitigation Timeline





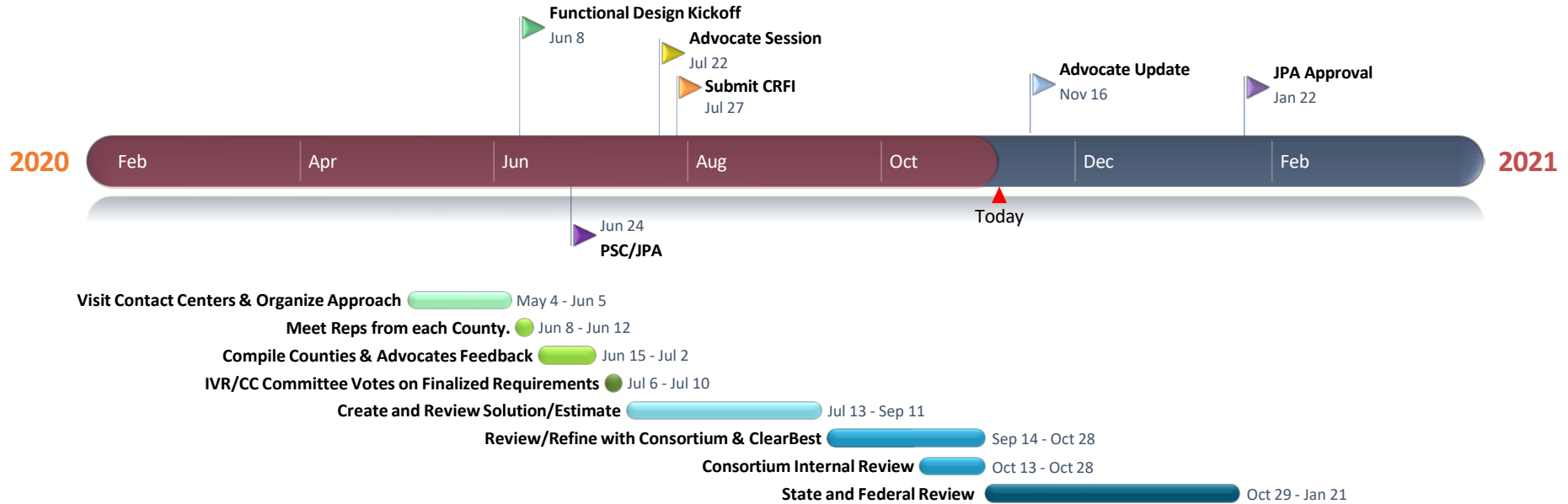


## 9. CalSAWS Updates

### c. CalSAWS Contact Center



# 58 County Contact Center Solution - Approval Schedule



**FDS Sessions:**  
 County Site visits (virtual)  
 Four (4) 8-hour sessions with CalSAWS County representatives  
 Approximately 120 county participants  
 Status: FDS complete



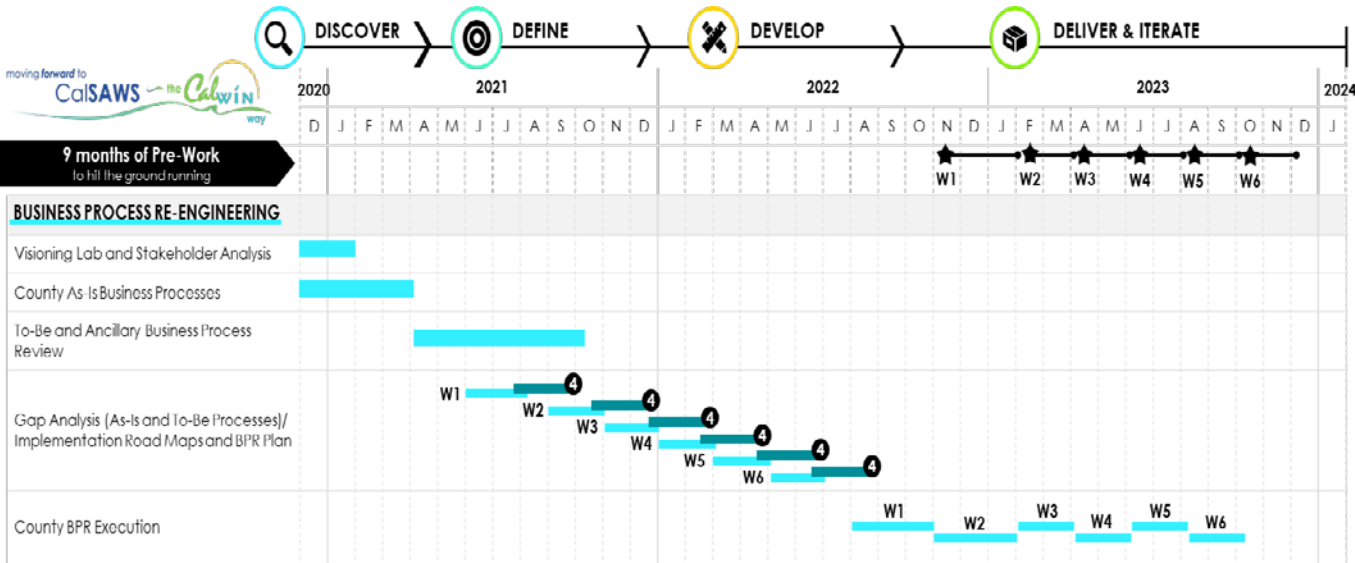
## 9. CalSAWS Updates

d. CalWIN OCM/Training/Implementation



---

# Project Timeline: Business Process Re-engineering



## Deliverables

- |                                    |   |   |
|------------------------------------|---|---|
| 1 Work Plan                        | 4 Business Process Reengineering Plan   | 8 Master Training Plan                          |
| 2 Monthly Status Report            | 5 Organizational Change Management Plan | 9 County Specific Training Plans                |
| 3 Requirements Traceability Matrix | 6 County Communication Plan             | 10 Implementation Support Plan                  |
|                                    | 7 County Change Guides                  | 11 County Wave Implementation Completion Report |

CA\_CalWIN Implementation Support\_MO-379032\_2020-002b\_14

## Key County SME Touchpoints

### County As-is Business Processes

Dec. 2020 – Apr. 2021:

As-Is Discovery workshops in Winter 2020 with the working group of key County and CalSAWS Consortium stakeholders to review high-level process flows of existing processes and interactions with workers and clients. We'll also meet with each County individually.

Individual, face-to-face County sessions to develop baseline CalWIN As-Is processes. Define, document, and/or update existing As-Is process models (rolling basis, by County).

### To-Be and Ancillary Business Process Review

Apr. 2021 – Oct. 2021:

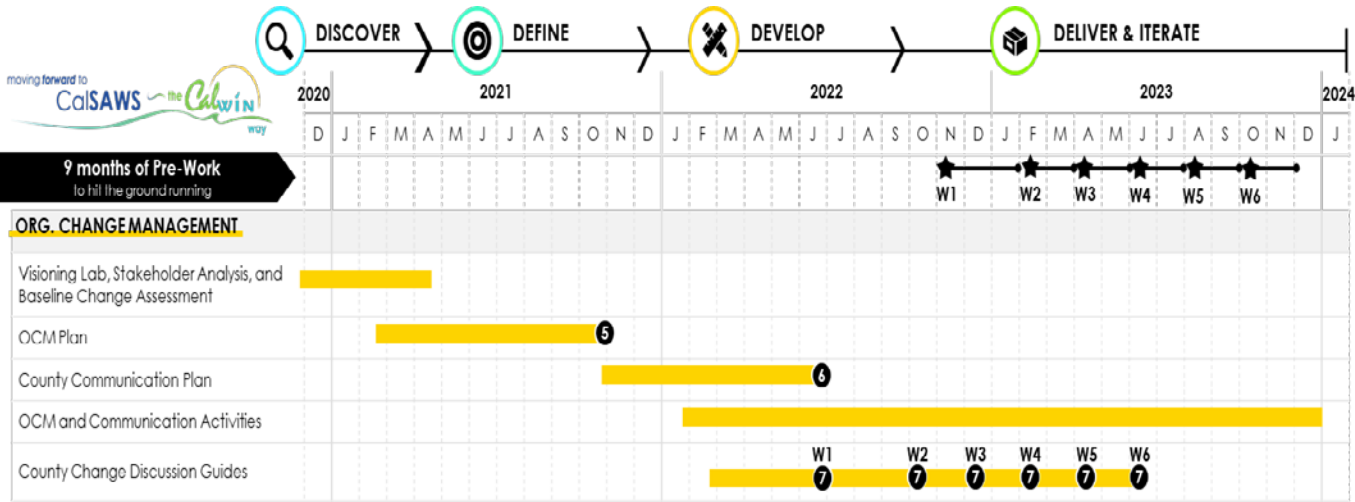
A series of in-person workshops with the County and CalSAWS working group to review baseline global To-Be processes and solicit feedback. Develop a baseline process and begin identifying gaps for the ancillary systems. Working sessions to review proposed processes and testing results with the DD&I vendor and County and CalSAWS Consortium stakeholders.

### Gap Analysis, BPR Implementation Plans

June 2021 – April 2022 (rolling by Wave):

In a series of activity waves, we work with each County to redesign the policies, practices, processes, and procedures that must change in the near and long term to move to CalSAWS.

# Project Timeline: Organizational Change Management



Deliverables		
1 Work Plan	4 Business Process Reengineering Plan	8 Master Training Plan
2 Monthly Status Report	5 Organizational Change Management Plan	9 County-Specific Training Plans
3 Requirements Traceability Matrix	6 County Communication Plan	10 Implementation Support Plan
	7 County Change Guides	11 County Wave Implementation Completion Report

CA\_CalWIN Implementation Support\_MO-379032\_2020-002c\_14

## Key County SME Touchpoints

Visioning Lab, Stakeholder Analysis, and Baseline Change Assessment

Dec. 2020 – Apr. 2021:

Work with Counties to complete a change assessment that includes Stakeholder Assessments, Change Readiness Analyses, Business Results Analyses, and County Change Assessments.

OCM Plan

Mar. – Oct. 2021:

Work with Consortium and County leadership as well as existing OCM staff on the ground in Counties to incorporate their knowledge and experiences into the OCM Plan.

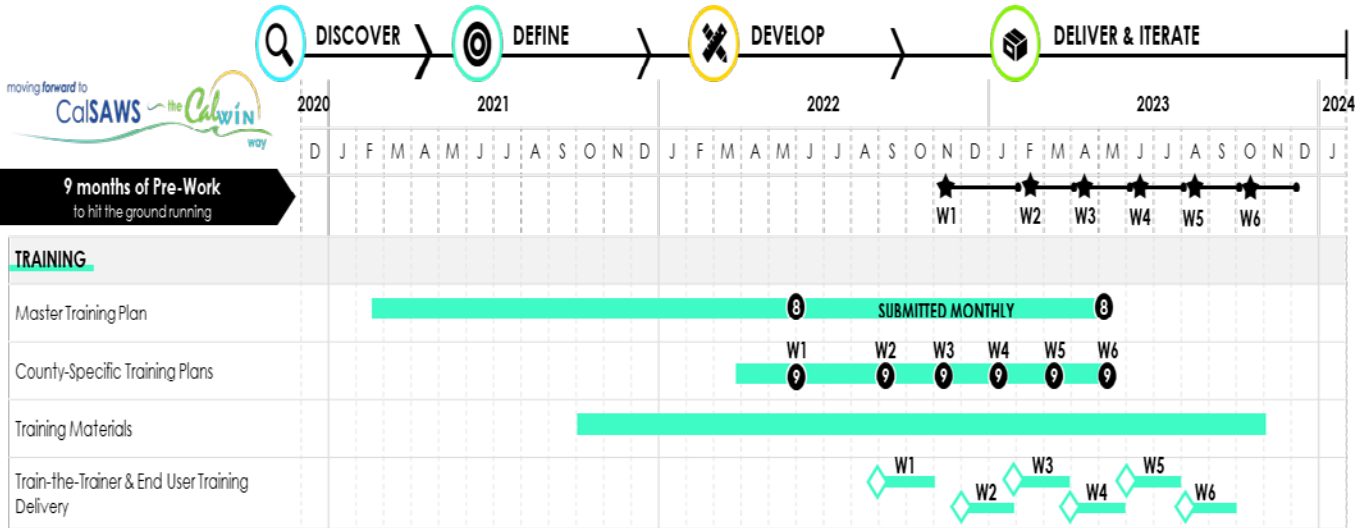
Establish Implementation Readiness Network (IRN) consisting of Change Coordinators in each County.

County Communication Plan

Oct. 2021 – June 2022:

Based on our understanding of stakeholder needs and the impacts they face as a result of the transition to CalSAWS, we work with the Consortium and County Teams to co-create change techniques and activities that resonate with the identified stakeholder groups. Ideas are prototyped, tested, and iterated upon before the Deliver stage.

# Project Timeline: Training



Deliverables		
1 Work Plan	4 Business Process Reengineering Plan	8 Master Training Plan
2 Monthly Status Report	5 Organizational Change Management Plan	9 County-Specific Training Plans
3 Requirements Traceability Matrix	6 County Communication Plan	10 Implementation Support Plan
	7 County Change Guides	11 County Wave Implementation Completion Report

CA\_CalWIN Implementation Support\_MO-379032\_2020-002d\_14

## Key County SME Touchpoints

### Master Training Plan

Feb. 2021 – Mar. 2022:

Establish the Training Advisory Council, comprised of training stakeholders from the CalSAWS Consortium and CalWIN Counties. The purpose of the TAC is to advise on all aspects of training development and delivery, including training needs, the Master Training Plan, County-specific Training Plans, scheduling, and logistics, and to help us with review and approval of training materials and deliverables.

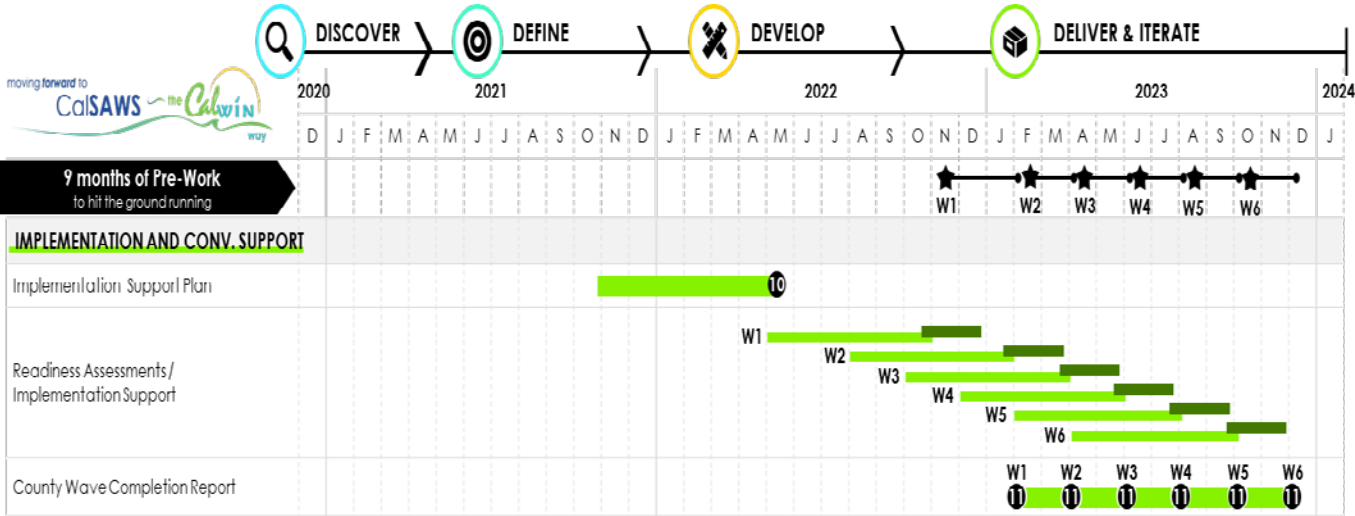
Develop the Master Training Plan with CalSAWS Consortium, and CalWIN Project and Counties' collaboration through a series of working sessions.

### County-Specific Training Plans

Mar. 2022 – Mar. 2023 (rolling by Wave):

To create the Master Training Plan, we collaborate with the TAC for their assistance on all aspects of planning. The Training Needs Assessment yields important information on County-level readiness and attitudes, which we will work with County-level SMEs to incorporate into training. This helps us efficiently design appropriate classroom training, with scenarios that speak to the specific learner population, using stories, insights, and quotes from real staff to compare and contrast the experience of using CalWIN and CalSAWS.

# Project Timeline: Implementation and Conversion Support



Deliverables		
1 Work Plan	4 Business Process Reengineering Plan	8 Master Training Plan
2 Monthly Status Report	5 Organizational Change Management Plan	9 County-Specific Training Plans
3 Requirements Traceability Matrix	6 County Communication Plan	10 Implementation Support Plan
	7 County Change Guides	11 County Wave Implementation Completion Report

CA\_CalWIN Implementation Support\_MC-379032\_2020-007e\_14

## Key County SME Touchpoints

### Implementation and Conversion Support Plan

Nov. 2021 – Apr. 2022:

Planning is wave agnostic and establishes processes that are replicated in each County, with opportunity for tailoring from the impacted County stakeholders. The planning activities rely on key stakeholder groups from the impacted County to provide input, offering County stakeholders a seat at the table to tailor preparation for their own County's needs.

### Readiness Assessments / Implementation Support

Apr. 2022 – Dec. 2023 (rolling by Wave):

Team Deloitte will work with the County to identify a County Implementation Readiness Network (IRN) made up of County staff. These individuals will provide necessary input to tailor the readiness activities for their wave.

### County Wave Completion Report

Jan. 2023 – Dec 2023 (rolling by Wave):

Our Implementation Support teams work with County staff to effectively gauge the readiness of Counties for go-live, develop the preparation plan, prepare for conversion support activities, and define channels to facilitate rapid communication at go-live and post go-live.



## 9. CalSAWS Updates

e. GA/GR County Data Sharing



---



# GA/GR County Data Sharing

## DDID 2315

During the last JPA meeting, Consortium took an Action item to Provide forum for Counties to discuss the County Data Sharing for the GA/GR program.

DDID 2315, 'the CONTRACTOR shall update the CalSAWS Software to provide the following GA/GR functionality for the 58 Counties to: Add the ability to display prior GA/GR aid received in other counties within the CalSAWS Software (sanctions, Unemployable, Employable status, BDA, reapplication within a 12-month period and their time on aid in GR). Note: The requirement is contingent upon county agreement and legal review.'

As designs for this DDID are progressing the Regional Committee Members have also raised a concern requiring them to consult with their County Counsel.

# GA/GR County Data Sharing

## Next Steps

- CRFI – 20-035 Data sharing – County GA/GR Programs
  - Contains several attachments as reference materials
  - Additionally the CRFI includes a spreadsheet containing additional Regulations/Policy references available on the State websites.
  - A teleconference meeting is scheduled for county representatives, including your county legal counsel if appropriate, to create a forum for questions and discussion regarding existing policy:
    - Monday November 16, 2020
    - 3:00 – 4:00 pm

County Response due by November 20, 2020

- 
- 10. CalSAWS Procurement Updates
    - a. Central Print
- 



# Central Print Procurement

## New 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 – July 6, 2020
Federal RFP Review and Approval	July 8, 2020
RFP Release	July 8, 2020
Bidder's Conference	July 16, 2020
Contractor Proposal Due Date	September 23, 2020
Evaluate Proposals and Prepare Vendor Selection Report	September 24 – December 21, 2020
Consortium Issues Notice of Intent to Award	December 22, 2020
Contract Negotiations	December 23 – 30, 2020
State, Federal and Consortium JPA Board of Directors Approval of Agreement	December 31, 2020 – March 26, 2021
Planned Start Date of Central Print Contractor	March 29, 2021

- Four proposals received on September 23.
- On October 5, two evaluators resigned citing time commitments. A new evaluator was identified on October 8. The new evaluator reviewed the RFP from October 9-14. Training was provided for the new evaluator on October 15. The new evaluator will review Proposal 1 from October 16 – 23. Evaluation Team meetings for Proposal 1 will restart on October 26.
- This results in a 2.5 week delay in the evaluation process.
- Planned start date of Central Print Contractor changed from March 11 to March 29.



## 11. Fiscal Update



---

# CalSAWS Fiscal Update

## Overview

CalSAWS DD&I and  
Premise

CalWIN M&O

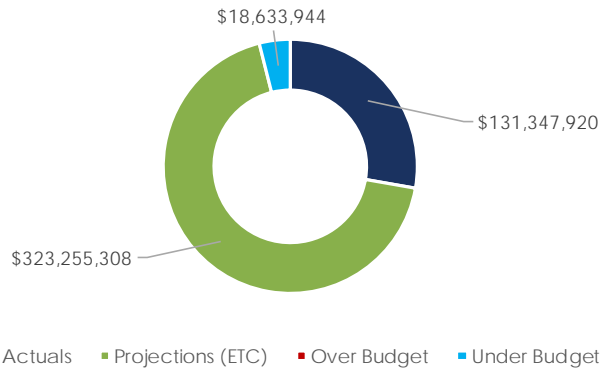
C-IV M&O

LRS M&O

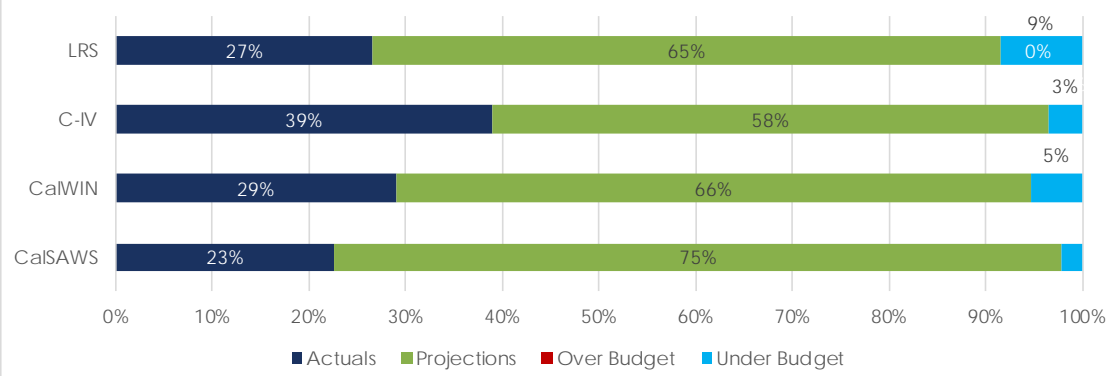
JPA Admin

- 1 Actuals to Date  
Based on Vendor Invoices & County Claims
- 2 Projections (Estimates to Complete)  
Estimated Costs for Future Months
- 3 Estimate at Completion (EAC)  
Actual Costs Plus Estimated
- 4 Total Allocation/Budget  
Amount Allocated by Line Item for the Approved Budget
- 5 Balance  
Difference Between EAC and Budget  
Negative balance is over budget  
Positive balance is under budget
- 6 % Expended to Date (Actuals)  
Percent of Actuals to Date Divided by the Budget
- 7 % EAC to Budget  
Percent of EAC Divided by the Budget

Total Actuals & Projections



% Expended to Date



Category	Actuals to Date <sup>1</sup>	Projections (ETC)	EAC	Total Allocation (Budget)	Balance + Under / (-Over)	% Expended to Date	% EAC to Budget	Notes
<b>CalSAWS</b>	<b>\$47,315,074</b>	<b>\$157,563,028</b>	<b>\$204,878,102</b>	<b>\$209,289,865</b>	<b>\$4,411,763</b>	<b>22.6%</b>	<b>97.9%</b>	
DD&I App. Dev.	\$9,912,772	\$25,471,593	\$35,384,365	\$35,384,365	\$0	28.0%	100.0%	
DD&I Non-App. Dev.	\$33,194,614	\$75,072,930	\$108,267,544	\$111,772,678	\$3,505,134	29.7%	96.9%	County Support Staff CRFI 20-026 & 20-030 Shift Requests
DD&I Training	\$235,616	\$2,779,270	\$3,014,886	\$3,014,886	\$0	7.8%	100.0%	
DD&I GA/GR	\$589,680	\$6,615,690	\$7,205,370	\$7,205,370	\$0	8.2%	100.0%	
DD&I Procurement	\$234,878	\$1,251,747	\$1,486,625	\$1,982,945	\$496,320	11.8%	75.0%	
CalSAWS M&O	\$807,506	\$10,026,289	\$10,833,795	\$10,833,795	\$0	7.5%	100.0%	
CalSAWS Premise	\$2,340,008	\$36,345,509	\$38,685,517	\$39,095,826	\$410,309	6.0%	99.0%	Projected Savings from OCAT Facilities & Brown Tapia
<b>CalWIN M&amp;O</b>	<b>\$31,779,776</b>	<b>\$72,129,584</b>	<b>\$103,909,360</b>	<b>\$109,731,489</b>	<b>\$5,822,129</b>	<b>29.0%</b>	<b>94.7%</b>	
CalWIN M&O	\$28,687,955	\$65,862,301	\$94,550,256	\$94,550,256	\$0	30.3%	100.0%	
CalHEERS Interface	\$2,521,273	\$5,065,028	\$7,586,301	\$13,325,231	\$5,738,930	18.9%	56.9%	Projected Savings from Application Maintenance
CalHEERS CSCN	\$570,548	\$1,202,255	\$1,772,803	\$1,856,002	\$83,199	30.7%	95.5%	Projected Savings from Application Maintenance
<b>C-IV M&amp;O</b>	<b>\$36,047,324</b>	<b>\$53,353,992</b>	<b>\$89,401,316</b>	<b>\$92,610,360</b>	<b>\$3,209,044</b>	<b>38.9%</b>	<b>96.5%</b>	
C-IV M&O	\$32,661,567	\$46,036,901	\$78,698,468	\$78,899,501	\$201,033	41.4%	99.7%	
CalHEERS Interface	\$2,388,886	\$4,954,940	\$7,343,826	\$10,351,837	\$3,008,011	23.1%	70.9%	Projected Savings from Application Maintenance
Covered CA CSC	\$996,871	\$2,362,151	\$3,359,022	\$3,359,022	\$0	29.7%	100.0%	
<b>LRS M&amp;O</b>	<b>\$16,199,821</b>	<b>\$39,433,119</b>	<b>\$55,632,940</b>	<b>\$60,823,948</b>	<b>\$5,191,008</b>	<b>26.6%</b>	<b>91.5%</b>	
LRS M&O	\$16,199,821	\$36,181,109	\$52,380,930	\$55,525,576	\$3,144,646	29.2%	94.3%	Projected Savings from Hardware/Software, & Staff
CalHEERS Interface	\$0	\$3,252,010	\$3,252,010	\$5,298,372	\$2,046,362	0.0%	61.4%	Projected Savings from Application Maintenance
<b>JPA Admin. Budget</b>	<b>\$5,925</b>	<b>\$775,585</b>	<b>\$781,510</b>	<b>\$781,510</b>	<b>\$0</b>	<b>0.8%</b>	<b>100.0%</b>	
CalSAWS 58 Counties	\$5,925	\$775,585	\$781,510	\$781,510	\$0	0.8%	100.0%	
<b>Total</b>	<b>\$131,347,920</b>	<b>\$323,255,308</b>	<b>\$454,603,228</b>	<b>\$473,237,172</b>	<b>\$18,633,944</b>	<b>27.8%</b>	<b>96.1%</b>	

<sup>1</sup> July-October partial actuals (Invoices)

## CaSAWS | SFY 2020/21 CONSORTIUM PERSONNEL BUDGET & FTEs

CATEGORY	Actuals to Date	Projections (ETC)	EAC	Total Allocation (Budget)	BALANCE +Under / (-Over)	% Expended to Date	% EAC to Budget	Notes
<b>CaSAWS DD&amp;I</b>	<b>\$6,244,418</b>	<b>\$13,920,418</b>	<b>\$20,164,836</b>	<b>\$20,661,156</b>	<b>\$496,320</b>	<b>30.2%</b>	<b>97.6%</b>	
Consortium Personnel - County <sup>1</sup>	\$2,209,990	\$7,161,747	\$9,371,737	\$9,371,737	\$0	23.6%	100.0%	
Consortium Personnel - Contractor <sup>2,3</sup>	\$4,034,428	\$6,758,671	\$10,793,099	\$11,289,419	\$496,320	35.7%	95.6%	Procurement Staff Savings
<b>CalWIN M&amp;O</b>	<b>\$1,412,466</b>	<b>\$2,974,793</b>	<b>\$4,387,259</b>	<b>\$4,387,259</b>	<b>\$0</b>	<b>32.2%</b>	<b>100.0%</b>	
Consortium Personnel - County <sup>1</sup>	\$17,227	\$144,773	\$162,000	\$162,000	\$0	10.6%	100.0%	
Consortium Personnel - Contractor <sup>2,3</sup>	\$1,395,239	\$2,830,020	\$4,225,259	\$4,225,259	\$0	33.0%	100.0%	
<b>C-IV M&amp;O</b>	<b>\$1,087,966</b>	<b>\$2,939,501</b>	<b>\$4,027,467</b>	<b>\$4,228,500</b>	<b>\$201,033</b>	<b>25.7%</b>	<b>95.2%</b>	
Consortium Personnel - County	\$319,870	\$1,756,571	\$2,076,441	\$2,076,441	\$0	15.4%	100.0%	
Consortium Personnel - Contractor <sup>2</sup>	\$768,096	\$1,182,930	\$1,951,026	\$2,152,059	\$201,033	35.7%	90.7%	
<b>LRS M&amp;O</b>	<b>\$1,772,157</b>	<b>\$10,702,277</b>	<b>\$12,474,434</b>	<b>\$13,373,256</b>	<b>\$898,822</b>	<b>13.3%</b>	<b>93.3%</b>	
Consortium Personnel - County	\$1,755,967	\$10,702,277	\$12,458,244	\$13,357,066	\$898,822	13.1%	93.3%	
Consortium Personnel - Contractor <sup>2</sup>	\$16,190	\$0	\$16,190	\$16,190	\$0	100.0%	100.0%	
<b>Premise</b>	<b>\$88,779</b>	<b>\$769,148</b>	<b>\$857,927</b>	<b>\$857,927</b>	<b>\$0</b>	<b>10.3%</b>	<b>100.0%</b>	
Consortium Personnel - County	\$26,899	\$670,140	\$697,039	\$697,039	\$0	3.9%	100.0%	
Consortium Personnel - Contractor <sup>2</sup>	\$61,880	\$99,008	\$160,888	\$160,888	\$0	38.5%	100.0%	
<b>Total</b>	<b>\$10,605,786</b>	<b>\$31,306,137</b>	<b>\$41,911,923</b>	<b>\$43,508,098</b>	<b>\$1,596,175</b>	<b>24.4%</b>	<b>96.3%</b>	



## CalSAWS | SFY 2020/21 CONSORTIUM PERSONNEL BUDGET & FTEs

SFY 2020/21 - Consortium Personnel FTE Counts	Current/Planned FTEs
<b>CalSAWS DD&amp;I</b>	<b>110</b>
Consortium Personnel - County <sup>1</sup>	39
Consortium Personnel - Contractor <sup>2</sup>	45
Consortium Personnel - Contractor Limited Term <sup>3</sup>	17
TBD <sup>4</sup>	9
<b>CaWIN M&amp;O</b>	<b>21</b>
Consortium Personnel - County <sup>1</sup>	1
Consortium Personnel - Contractor <sup>2</sup>	12
Consortium Personnel - Contractor Limited Term <sup>3</sup>	6
TBD <sup>4</sup>	2
<b>C-IV M&amp;O</b>	<b>25</b>
Consortium Personnel - County <sup>1</sup>	13
Consortium Personnel - Contractor <sup>2</sup>	9
Consortium Personnel - Contractor Limited Term <sup>3</sup>	1
TBD <sup>4</sup>	2
<b>LRS M&amp;O</b>	<b>68</b>
Consortium Personnel - County <sup>1</sup>	68
Consortium Personnel - Contractor <sup>2</sup>	0
Consortium Personnel - Contractor Limited Term <sup>3</sup>	0
TBD <sup>4</sup>	0
<b>Premise</b>	<b>2</b>
Consortium Personnel - County <sup>1</sup>	1
Consortium Personnel - Contractor <sup>2</sup>	1
<b>Total</b>	<b>226</b>

<sup>1</sup>Includes only Consortium Staff, does not include County Support Staff

<sup>2</sup>Includes RGS and CSAC employees

<sup>3</sup>Includes RGS, CSAC, and First Data Staff (Non-Employees)

<sup>4</sup>Does not account for backfill considerations

## CalSAWS | SFY 2020/21 CHANGE BUDGET (APPLICATION MAINTENANCE / M&E HOURS)

Change Budget Category	Actuals to Date	Projections (ETC)	EAC	Total Allocation (Budget)	BALANCE +Under / (-Over)	% Expended to Date	% EAC to Budget	Notes
<b>CalWIN M&amp;O</b>	<b>\$6,722,805</b>	<b>\$21,900,993</b>	<b>\$28,623,798</b>	<b>\$34,445,927</b>	<b>\$5,822,129</b>	<b>19.5%</b>	<b>83.1%</b>	
CalWIN M&O	\$5,685,704	\$7,990,723	\$13,676,427	\$13,676,427	\$0	41.6%	100.0%	
CalHEERS Interface Change Budget	\$544,502	\$1,999,354	\$2,543,856	\$8,282,786	\$5,738,930	6.6%	30.7%	Projected Savings from Application Maintenance
CalHEERS CSCN Change Budget	\$0	\$166,396	\$166,396	\$249,595	\$83,199	0.0%	66.7%	
CalWIN Premise	\$492,599	\$11,744,520	\$12,237,119	\$12,237,119	\$0	4.0%	100.0%	
<b>C-IV M&amp;O</b>	<b>\$10,675,028</b>	<b>\$16,666,912</b>	<b>\$27,341,940</b>	<b>\$30,509,509</b>	<b>\$3,167,569</b>	<b>35.0%</b>	<b>89.6%</b>	
C-IV M&O	\$9,465,760	\$7,838,240	\$17,304,000	\$17,304,000	\$0	54.7%	100.0%	
CalHEERS Interface Change Budget	\$507,666	\$1,852,166	\$2,359,832	\$5,367,843	\$3,008,011	9.5%	44.0%	Projected Savings from Application Maintenance
Covered CA CSC Change Budget	\$143,202	\$558,366	\$701,568	\$701,568	\$0	20.4%	100.0%	
C-IV Premise	\$558,400	\$6,418,140	\$6,976,540	\$7,136,098	\$159,558	7.8%	97.8%	Savings from Brown Tapia
<b>LRS M&amp;O</b>	<b>\$6,160,951</b>	<b>\$20,170,050</b>	<b>\$26,331,001</b>	<b>\$28,604,085</b>	<b>\$2,273,084</b>	<b>21.5%</b>	<b>92.1%</b>	
LRS M&E	\$5,436,456	\$5,987,544	\$11,424,000	\$11,424,000	\$0	47.6%	100.0%	
CalHEERS Interface Change Budget	\$0	\$1,498,090	\$1,498,090	\$3,544,452	\$2,046,362	0.0%	42.3%	Projected Savings from Application Maintenance
LRS/Calsaws Premise	\$724,495	\$12,684,416	\$13,408,911	\$13,635,633	\$226,722	5.3%	98.3%	Savings from Brown Tapia
<b>TOTAL</b>	<b>\$23,558,784</b>	<b>\$58,737,955</b>	<b>\$82,296,739</b>	<b>\$93,559,521</b>	<b>\$11,262,782</b>	<b>25.2%</b>	<b>88.0%</b>	

Note: Includes 8,000 hours/month for M&O per system, plus premise hours.

# CalSAWS | SFY 2020/21 CONTRACT OBLIGATIONS

## Warranty & Liquidated Damages Detail - SFY 2020/21

Category	Contract	Service Month	Amount	Invoice Month	Invoice #
Deficiency Resolution Timeliness; Disaster Recovery (Pending)	CalWIN	December-19	\$1,000	October-20	60002035
Covered CA Contact CalWIN System Availability -outage on 2/18; Deficiency Resolution Timeliness	CalWIN	February-20	\$59,000	September-20	60001619
Covered CA Contact CalWIN System Availability	CalWIN	March-20	\$24,250	October-20	60002035
Covered CA Contact CalWIN System Availability	CalWIN	September-20	\$1,000	October-20	60002035
Core CalWIN UAT Delivery, Deficiency Resolution, CalHEERS Response Time	CalWIN	April-20	\$5,500	October-20	60002035
Core CalWIN Deficiency Resolution, CalHEERS Deficiency Resolution and Response Time	CalWIN	May-20	\$5,500	October-20	60002035
Core CalWIN System Availability	CalWIN	June-20	\$5,265	Pending Clearance (Nov)	
C-IV Application Maintenance	C-IV	June-20	\$12,012	September-20	1100697154
LRS Daily Prime Business Hours Availability	LRS	October-20	\$5,000	Pending Clearance (Nov)	
<b>Total</b>			<b>\$118,527</b>		

## Hours & Credits

Category	Actuals	Projections (ETC)	EAC	Allowance	BALANCE +Under / (-Over)
CalWIN Modernization ("Modification") Hours	\$3,559,632	\$1,450,674	\$5,010,306	\$8,217,460	\$3,207,154
CalWIN Business Intelligence (BI)	\$3,968,538	\$2,676	\$3,971,214	\$3,971,215	\$0
CalWIN IDMS	\$0	\$1,500,000	\$1,500,000	\$1,500,000	\$0
CalWIN Business Rules Engine (BRE)	\$0	\$3,500,000	\$3,500,000	\$3,500,000	\$0
C-IV Royalty Fees	\$600,006	\$0	\$600,006	\$600,006	\$0
<b>Total</b>	<b>\$8,128,176</b>	<b>\$6,453,350</b>	<b>\$14,581,526</b>	<b>\$17,788,681</b>	<b>\$3,207,154</b>

Modernization Hours are updated each August with 8,500 hours; includes hours from prior years (updated 8/6/20).

IDMS estimate of \$1.5M for potential utilization of hours for CalSAWS GA/GR.

BRE estimate of \$3.5M for potential utilization of hours for CalSAWS GA/GR.

Royalty fees includes \$200k shifted from SFY 18/19 and \$200K from SFY 20/21 in addition to SFY 19/20.



## 12. Informational Items

- a. CalWIN Release Schedule
  - b. Policy Updates
  - c. Operations
    - Sonoma Fire Response
    - CWA Transition to Supported Platform
  - d. Reporting Steering Committee Updates
-



## 12. Informational Items

### a. CalWIN Release Schedule

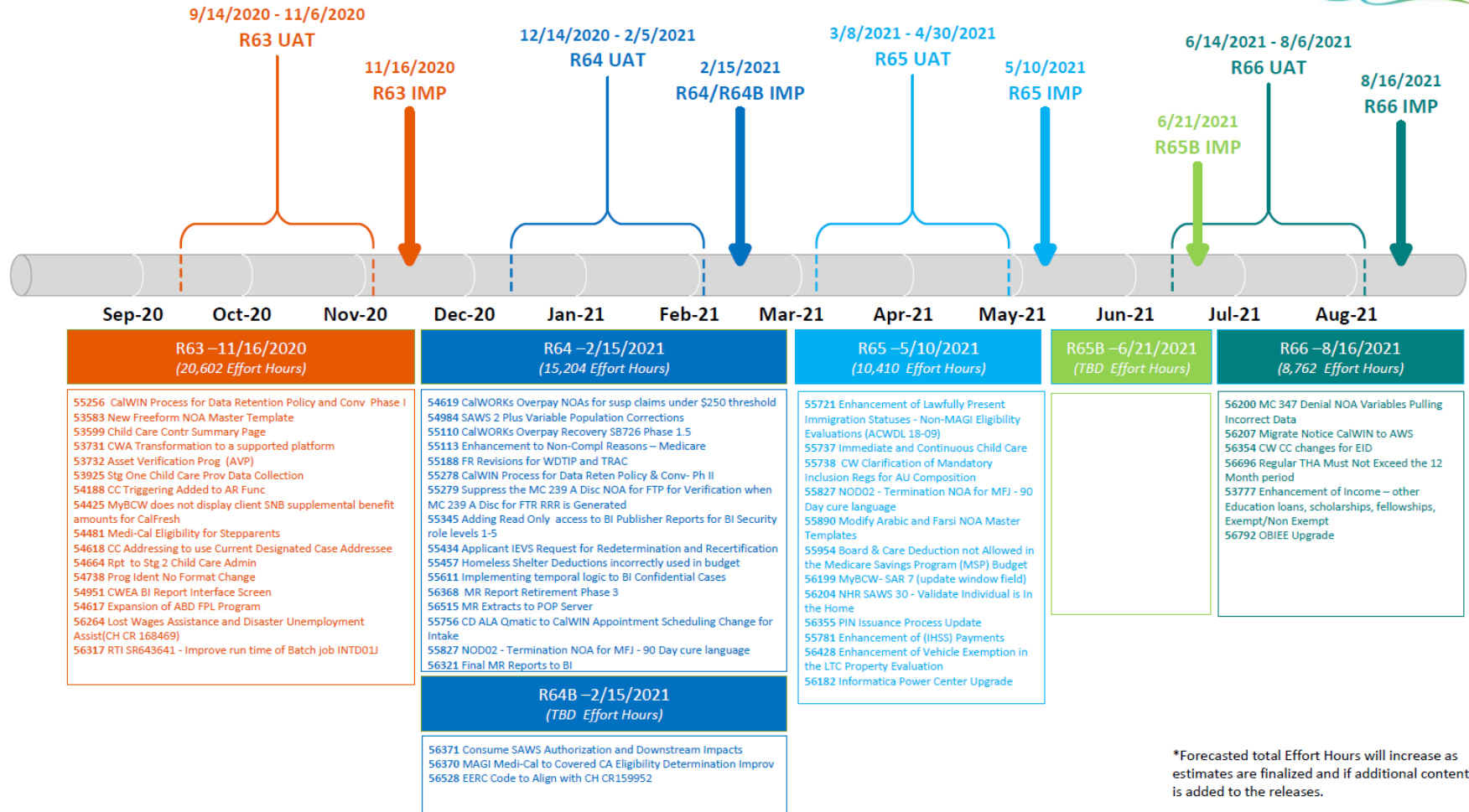


# CalWIN Release Schedule

Rev: 11/2/2020



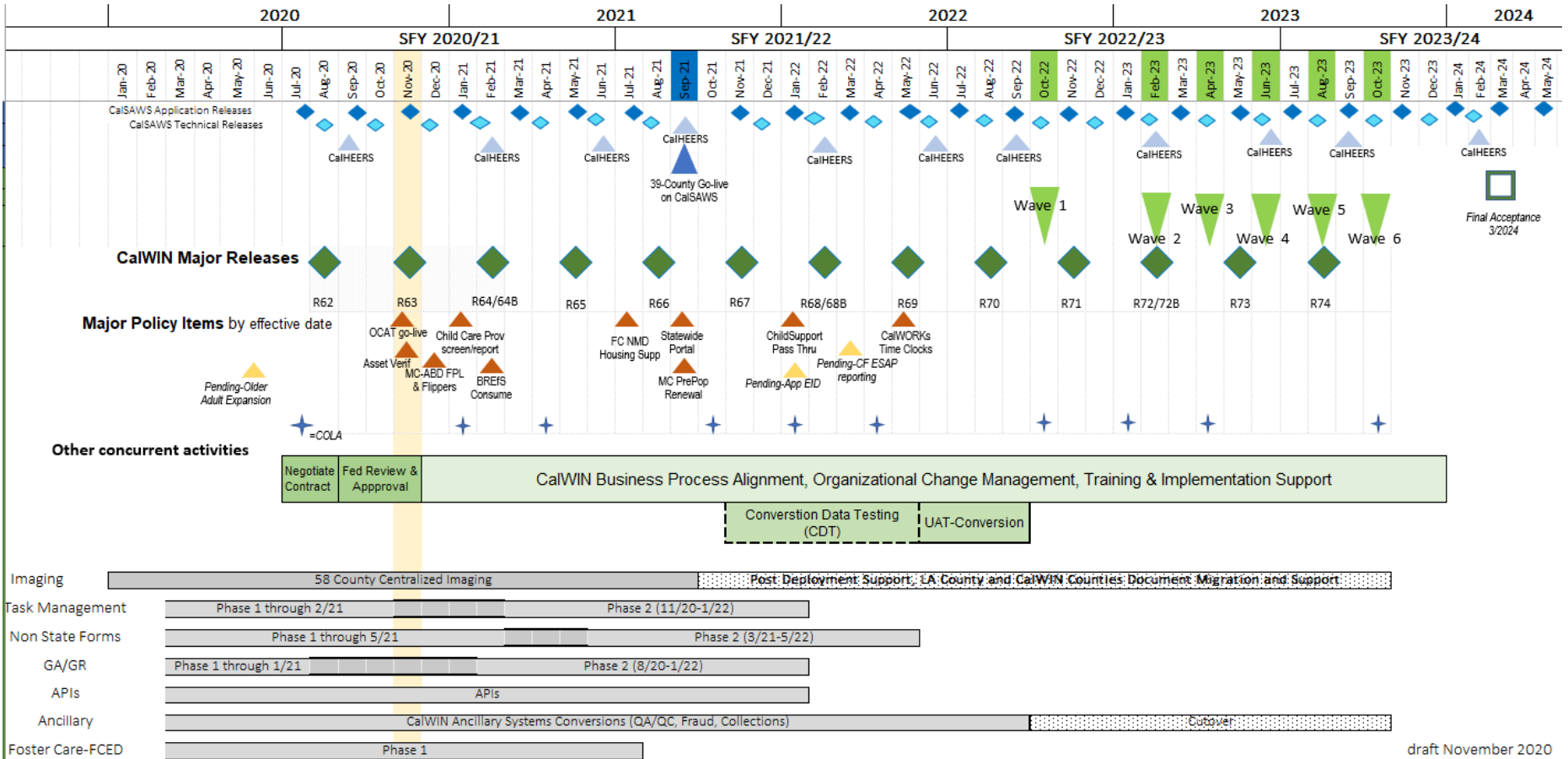
## CalWIN Release Delivery Impact



\*Forecasted total Effort Hours will increase as estimates are finalized and if additional content is added to the releases.

# CalWIN Release Schedule

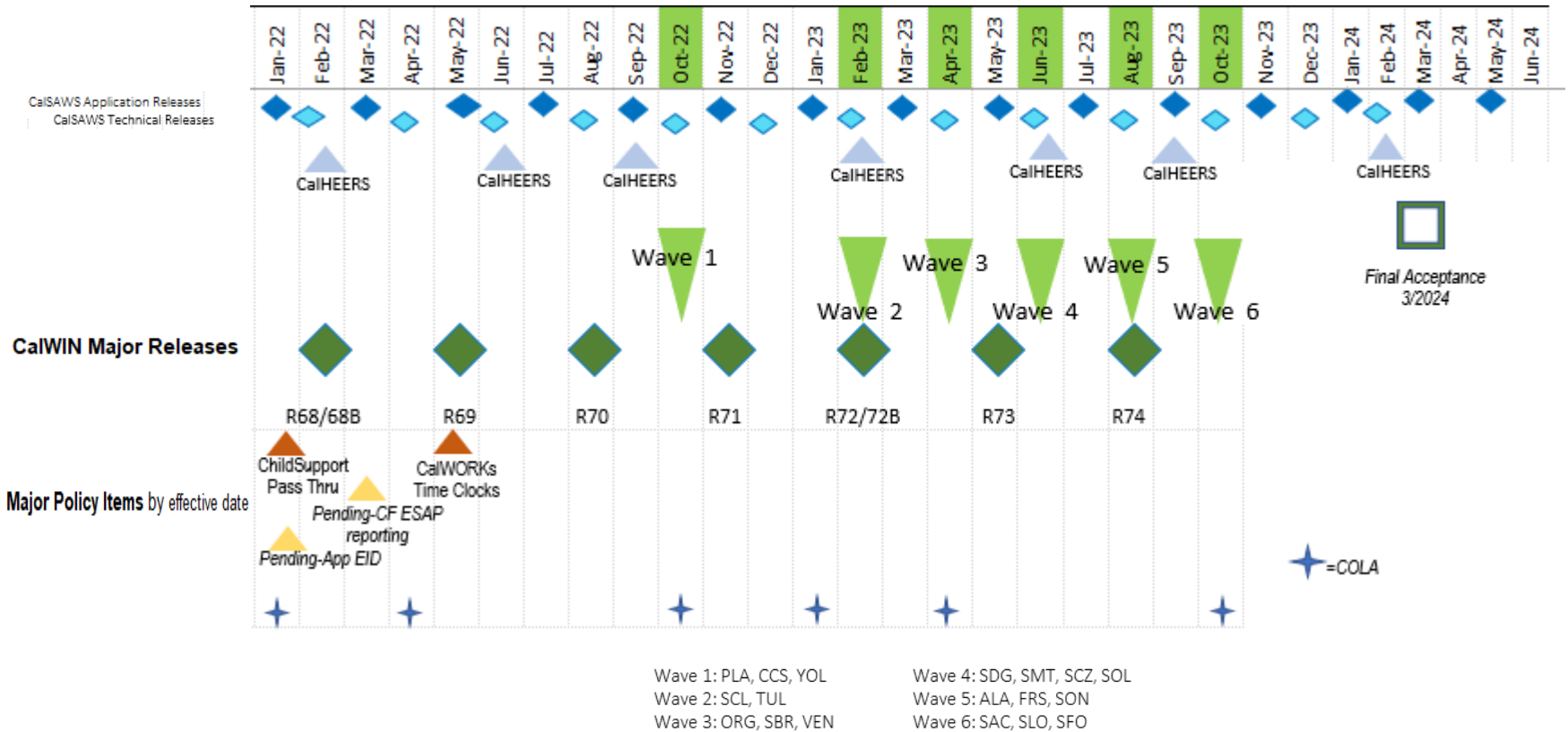
## CalWIN Releases and Migration Schedule



draft November 2020

# CalWIN Release Schedule

## Drill-in for CalWIN Releases and Migration Waves







## 12. Informational Items

### b. Policy Updates





## 12. Informational Items

### c. Operations

- Sonoma Fire Response
  - CWA Transition to Supported Platform
- 



# Project Highlights

- CalWIN Web Enabled Application (CWEA) vs CalWIN Web Application (CWA)
- CWA is due for hardware/software upgrade:
  - Migrate to WebLogic on Linux platform
  - Multi Factor Authentication for all CWA users
  - Cross browser compatibility (Currently only runs on Internet Explorer)
  - New CWA URL for all environments
  - Implementation date of November 16, 2020 with Release 63
- County staff and external user impact:
  - Access to new CWA URL
  - Communicate with external users, such as CBOs

# Sonoma County Disaster Support Highlights

- Sonoma County call center phones closed through Wednesday, 9/30 due to a high number of staff evacuations as well as our mandate to provide shelter coverage 9/29 and 9/30
- Sonoma County reach out to CDSS to assist in getting other county assistance in covering phones through Wednesday, 9/30
- **Alameda, Contra Costa, San Francisco, Santa Clara** counties provided the call support
- Sonoma County Calls were routed on 9/30 from 9:00am to 3:00 pm

Call Transfer Statistics as of 9/30/2020 3:00pm

County	County Totals
Alameda	111
Contra Costa	109
San Francisco	96
Santa Clara	112
<b>Grand Total</b>	<b>428</b>



## 12. Informational Items

- d. Reporting Steering Committee Updates



# Reporting Steering Committee Updates

- MR Legacy Software Retirement (PPM#55372) – DEC 2020
  - Retirement of WEBI OBIEE – County must review for custom reports
  - **Identify** -> **Validate** -> **Communicate** -> **Confirm** -> **Retire**
- BI Performance – Load and Stress Test:
  - Performance and Endurance Test with up to 1800+ Users
  - Simulated Stress Test with up to 2900+ Users
  - Next Step is to include testing for concurrency of users
- BI Training update:
  - Continued with remote training due to COVID 19
  - Completed Advanced Training (BI 201) in Oct.
  - Planning Super User Training (BI 202) for early 2021
- BI Data Purge Process
  - Planning and developing Data Purge process for BI Warehouse



## 13. WCDS Subcommittee Meeting Dates



---

# WCDS Meeting Schedule

Month	CWDA	WCDS Subcommittee	CalSAWS JPA Board
October 2020	No Meeting	No Meeting	No Meeting
November 2020	November 13, 2020	November 13, 2020 Conference Call	November 6, 2020
December 2020	No Meeting	No Meeting	December 4, 2020
January 2021	January 15, 2021	No Meeting	January 15, 2021 General Membership
February 2021	February 12, 2021	February 12, 2021	February 19, 2021
March 2021	March 12, 2021	No Meeting	March 26, 2021
April 2021	April 9, 2021	April 16, 2021	April 9, 2021
May 2021	May 14, 2020	No Meeting	May 14, 2021 TBD
June 2021	June 11, 2021	June 11, 2021	June 23-25 2021 CalSAWS Conference
July 2021	No Meeting	No Meeting	TBD
August 2021	August 13, 2021	TBD	TBD
September 2021	September 10, 2021	TBD	TBD
October 2021	Annual Conference October 13 – 15 Monterey	No Meeting	No Meeting
November 2021	November 19, 2021	TBD	TBD
December 2021	No Meeting	No Meeting	TBD





## 14. Adjourn Meeting



---