



CalSAWS | JPA Board of Directors Meeting



November 6, 2020

# Agenda

1. Call Meeting to Order
2. Confirmation of Quorum and Agenda Review
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.

- All lines will be muted when meeting begins.
- To unmute:
  - ✦ When connected via computer – click the microphone icon.
  - ✦ When connected via telephone – press \*6.



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## Action Items

# Action Items

4. Approval of Accenture LRS CalSAWS Amendment 23, which includes requests for:
  - a. Additional allocation for future change orders and county purchases
  - b. Additional M&E hours to reflect final allocation for SFY 19/20
  - c. Functional Design Sessions for CalSAWS Customer Service Center Project

# Action Items

5. Approval of Accenture C-IV Amendment 111, which includes requests for:
  - a. Additional allocation for future change orders and county purchases
  - b. Additional software for SFY 20/21 for Child Care Provider Portal/Stage One Continuous Eligibility
  - c. Additional application maintenance hours, hardware/software maintenance for CalSAWS and LRS M&O to reflect final allocation for SFY 19/20
  - d. Additional executed county purchases

# Action Items

6. Approval of First Data LRS Amendment 5, which includes requests for:
  - a. Quality Assurance Services for LRS M&O Premise Items
  
7. Approval of First Data C-IV Amendment 70, which includes requests for:
  - a. Quality Assurance Services for C-IV M&O Premise Items

# Action Items

## 8. Consent Items

- a. Approval of the Minutes and review of the Action Items from the September 25, 2020 CalSAWS JPA Board of Directors meeting.
- b. Approval of Memorandum of Understanding between CalSAWS and the California Department of Social Services (CDSS) for the Cross-system Analytics and Assessment for Learning and Skills Attainment (CAAL-Skills).

# Action Items

## 8. Consent Items

- c. Approval of LRS/CalSAWS Change Notice 5, which includes requests for:
  - i. Utilize allocations to support LRS-CalHEERS Interface
  - ii. Utilize allocations to support SB 1341 related functionality
  - iii. Utilize allocations to support Child Care Provider Portal (Stage One Continuous Eligibility Program)
  - iv. Show remaining balance of the allocations set forth in LRS Amendment 23





# Informational Items

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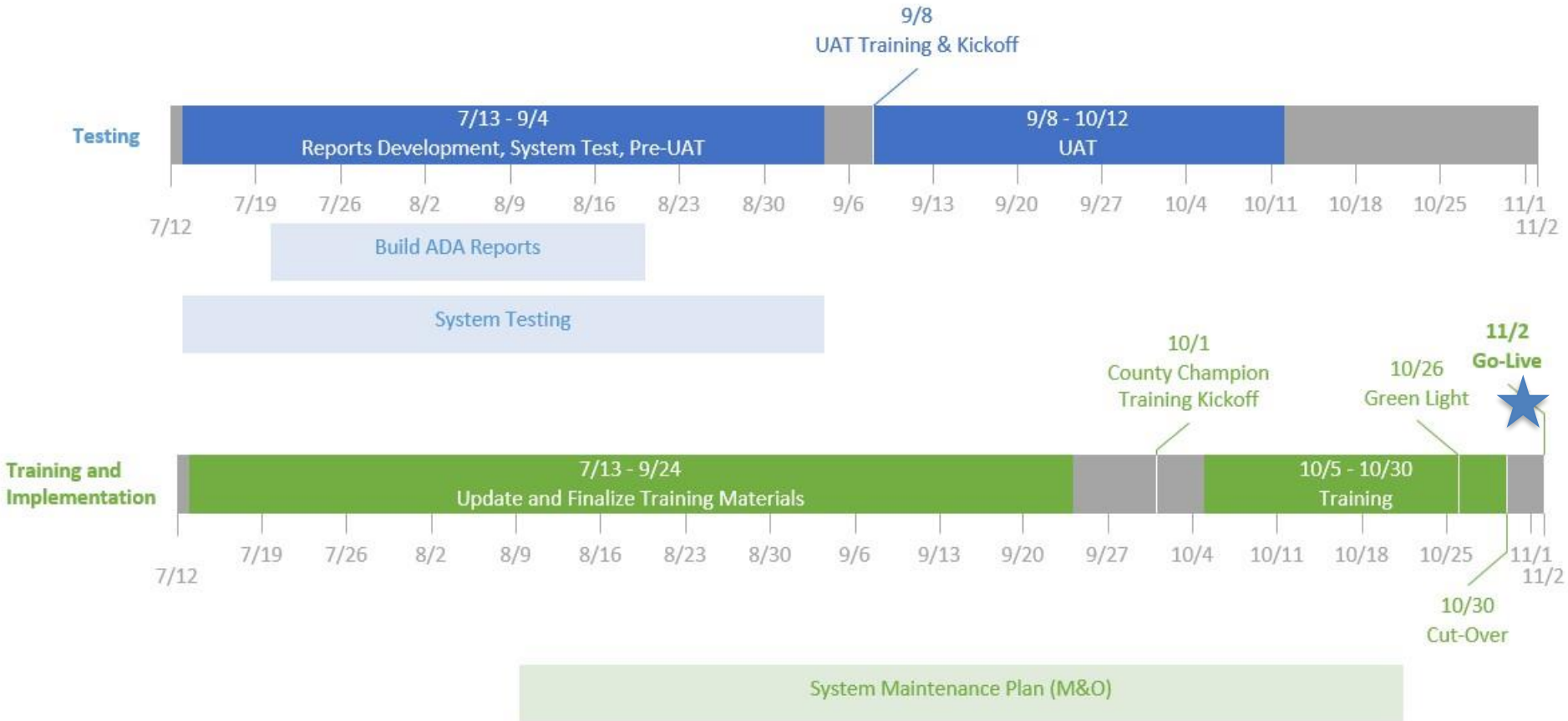


# OCAAT Status Update

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# OCAT Go-Live Schedule

## Key Implementation Activities



# OCCAT Readiness

## User Readiness and Support Activities

### UAT

- ❑ County testers and CDSS passed UAT
  - 100% of test cases passed (1140 total)

### Training

- ❑ 72% complete, with 96% pass rate, as of 10/26
  - County Champions following up on specific course completion for users in their counties

### Help Desk

- ❑ “No wrong door” collaboration between OCCAT and SAWS Help Desks (CalWIN, C-IV, LRS)

# OCAT Test Summary

## Functional Test Activities

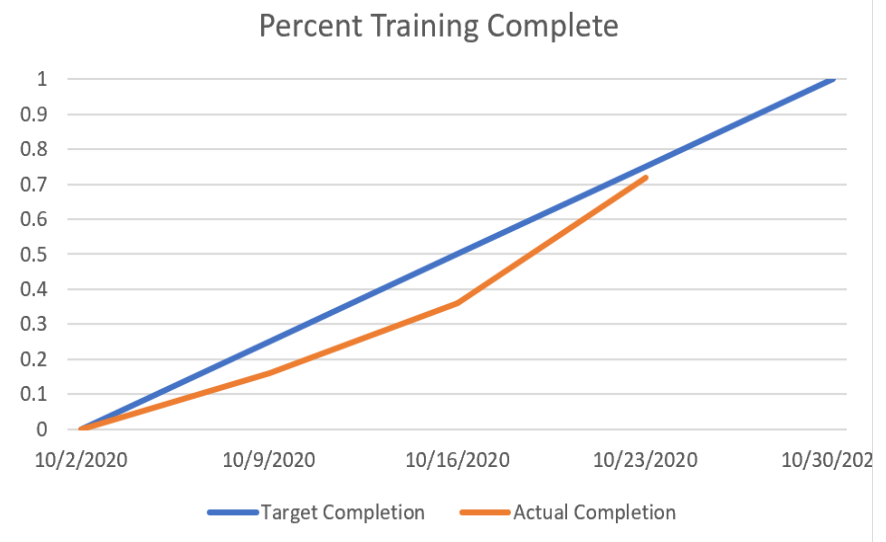
Test Effort	Total Test Cases	Pass	Fail
System Test – Functional and Manual Regression	337	100% (337)	0% (0)
Access Management (ForgeRock)	20	100% (20)	0% (0)
ADA (Accessibility)	76	100% (76)	0% (0)
Reports (Qlik)	27	100% (27)	0% (0)
User Acceptance Test (UAT) <ul style="list-style-type: none"><li>• Tests conducted for 5 weeks with over 30 county testers</li><li>• CalWIN, C-IV, LRS, CDSS</li><li>• End-to-end and standalone tests</li></ul>	1140	100% (1140)	0% (0)
<b>Total</b>	<b>1600</b>	<b>100% (1600)</b>	<b>0% (0)</b>

# OCCAT Training

## Status of Training Activities as of 10/26/20

Users have been assigned a 3-hour training that can be taken over a 4-week period

Region	Percent Initiated	Completion Rate	Pass Rate
Region 1	71%	62%	96%
Region 2	79%	69%	96%
Region 3	80%	74%	99%
Region 4	85%	81%	98%
Region 5	80%	75%	96%
Region 6	76%	71%	93%
<b>Overall</b>	<b>78%</b>	<b>72%</b>	<b>96%</b>



- One week left to complete training before Go-Live
- RM's have been provided with county progress
- Champions have been provided specific progress for each of their users
- Champions will review and remove inactive OCCAT user accounts

# 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



# GA/GR County Data Sharing Across Counties

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# 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



# CalSAWS & State View of Data Retention



# Policy Updates

The CalSAWS Data Retention Policy and Guidelines were reviewed with the PSC, JPA and State Agencies in September 2019.

## Since that time:

- Draft policy ACL 20-XX (Reference to AB 79 & SB 72 Time Limits)
- *“Maintain all issuance history (including special needs payments) and Diversion payment amounts.”*
  - CalSAWS will store all Issuance History
- *“Retain case narrative portions and appropriate forms in order to support exceptions to the time limits, including exemptions and other program requirements that affect the time limits such as sanctions and domestic violence good cause waivers.”*
  - CalSAWS will store all Journal History
  - CalSAWS will store all forms correspondence related to Time Limits (list has been reviewed with Counties)
  - CalSAWS will store all scanned images with a document type of Time Limits
- *“Retain documentation that verifies the months in which TANF aid was received in other states or territories.”*
  - CalSAWS will retain all Time Limit exemptions, including those related to living on applicable tribal lands, and retain time on aid in other states.

# Updates on Shell Cases

## Continued evolution of what needs to be retained

- Once a Case has had data removed, it is referred to as a Shell Case.
- Shell Cases will include the following:
  - Case Serial Number and Case Name
  - Basic information about what People were associated to the case (i.e., the "All People Associated to the Case" section at bottom of Case Summary Page)
  - Time Limit information, which is retained in the System forever. This will include any Images associated to the Case that have a Time Limits document type.
  - Case Confidentiality (if any)
  - Companion Case relationships (if any)
  - **\*NEW\*** All Journal Entries for a Case
    - ✦ Journal Entries will be saved to a PDF attached to the Case
    - ✦ This PDF will be accessible on the Case Data Removal Detail page
  - **\*NEW\*** All Issuances for a Case
    - ✦ Issuance History will be saved to a PDF attached to the Case
    - ✦ This will be the same information a user normally sees when navigating to the Issuance Search Page in the System, searching for all Issuances for a Case, and then viewing Detailed Results.
    - ✦ This PDF will be accessible on the Case Data Removal Detail page
  - **\*NEW\*** All correspondence related to Time Limits

# Target Date for C-IV Data Removal

- The target date for kicking off the Case Data Deletion batch is April 16, 2021 to support CIV conversion activities
- Counties have had Case Data Removal Identification Reports since September 11, 2020
- Override functionality introduced on October 2, 2020
- County Action Items:
  - Board of Supervisors review (where applicable)
  - Review Identification Report, override where applicable
    - ✦ Board of Supervisors Decision
    - ✦ Hearing/Court Order
    - ✦ Pending Litigation
    - ✦ Under QA/QC Review
- NOTE: CalSAWS legal counsel has reviewed details associated with the ongoing county litigation related to opioid addiction and found no impact to the current CalSAWS Data Retention Policy



# CalWIN Data Retention

## Approach

CalWIN Data Retention project objective is to Identify records which **WILL NOT** migrate to CalSAWS during Go-Live. Data will **NOT** be removed from CalWIN.

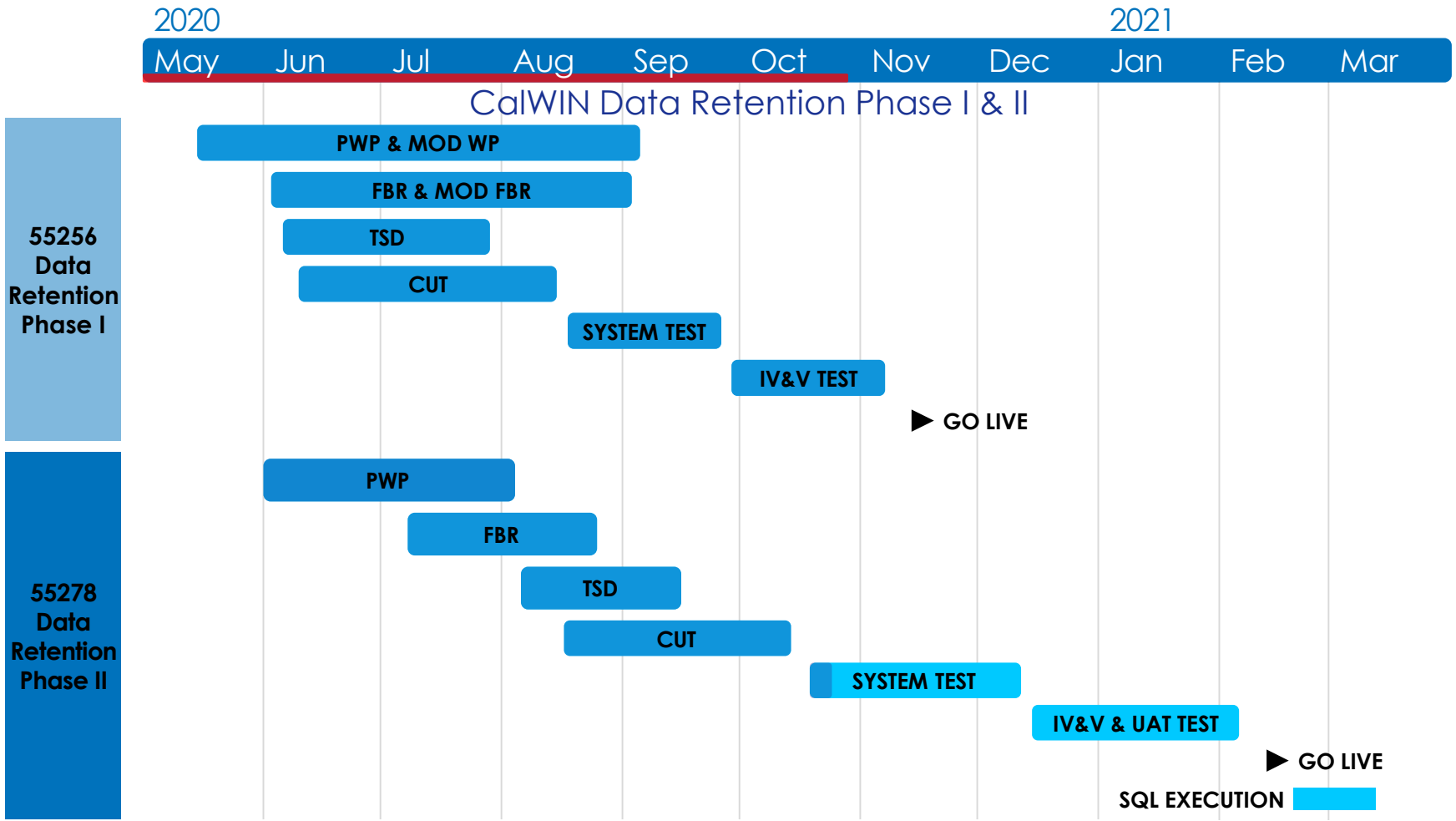
The CalWIN approach is two phases:

- Phase I: Foundational implementation
  - Go Live 11/16/2020
  - With this implementation there is no user impact
- Phase II: Functional implementation
  - Go Live 02/15/2021
  - With this implementation, users will see:
    - ✦ Exclusion window
    - ✦ Case headers with data retention indicators
    - ✦ New exclusion reasons

After the Phase II Go Live, additional jobs will be executed to update the case identifiers and will then be viewable to the users.

# CalWIN Data Retention

## Timelines





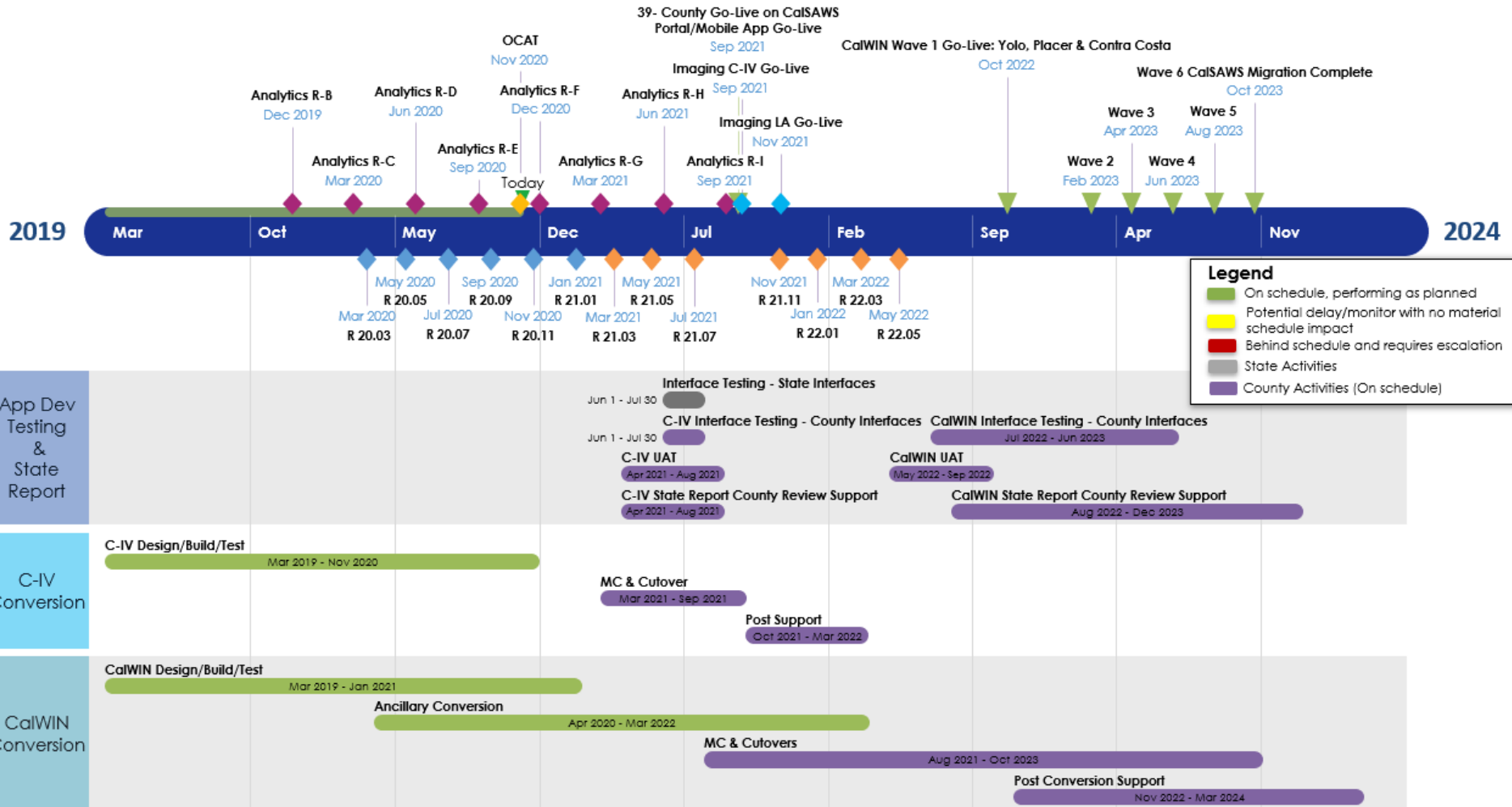
# CalSAWS Gantt Chart Update



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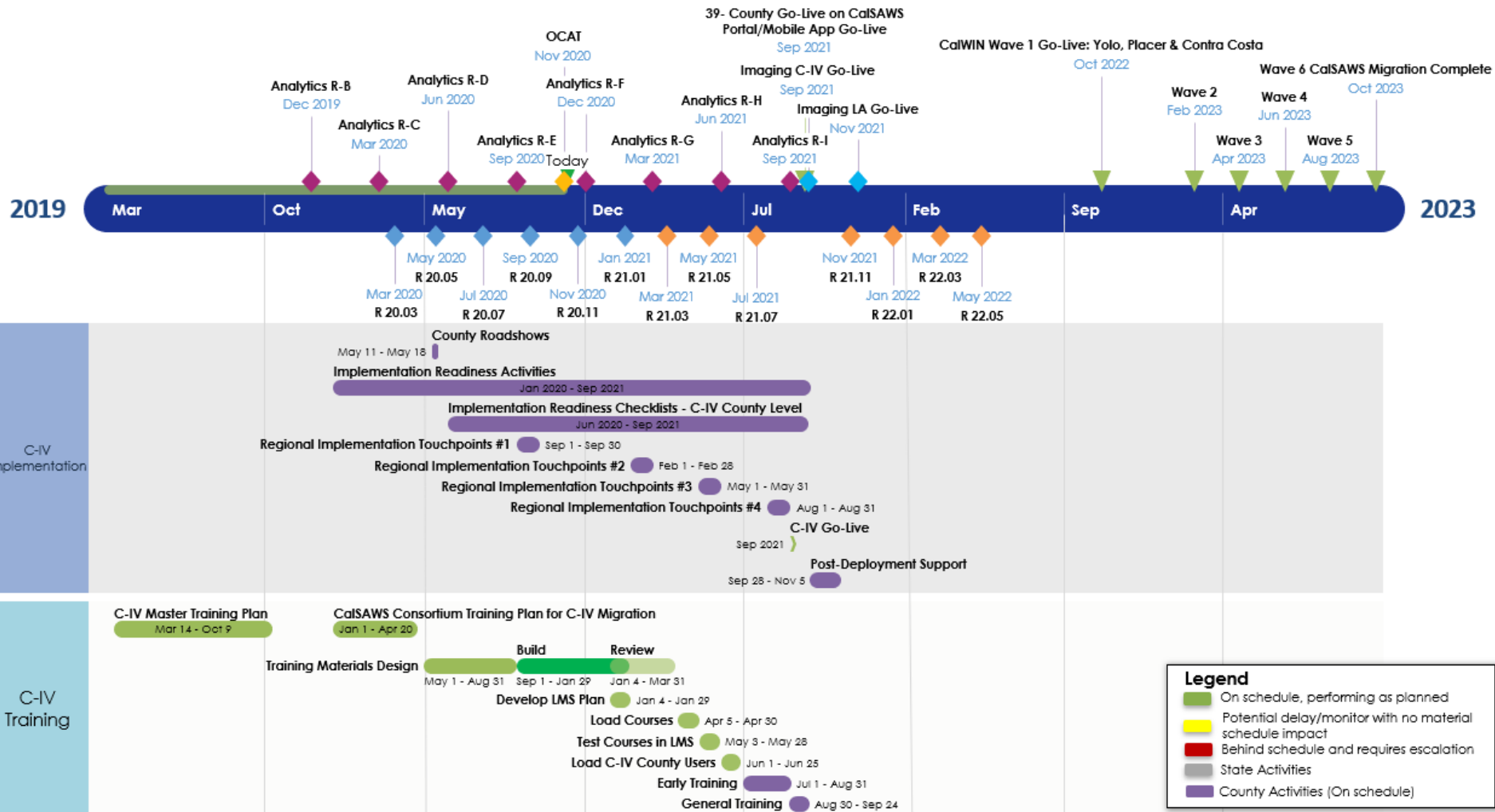
# CalSAWS Project Gantt

## High Level Overview – App Dev & Conversion



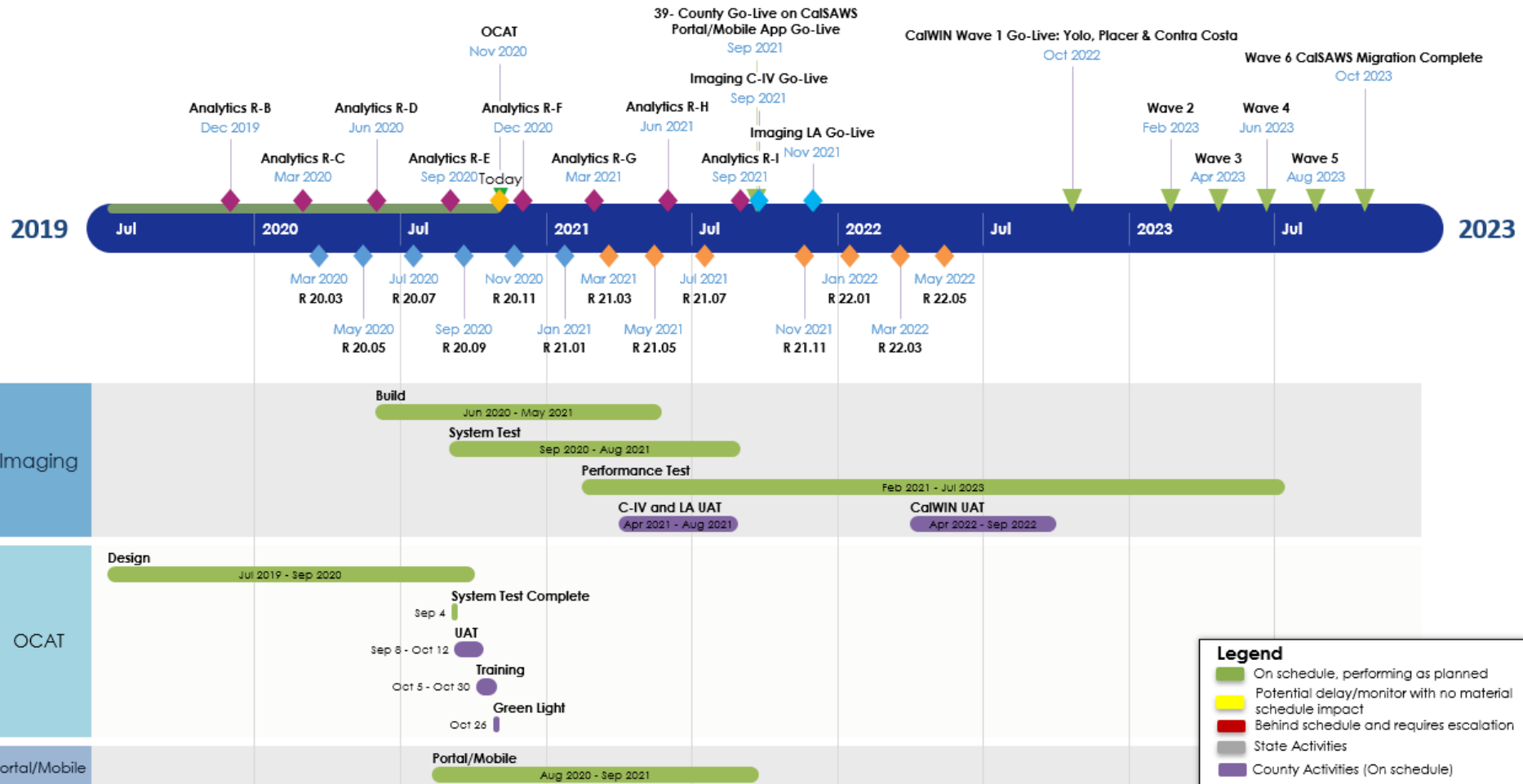
# CalSAWS Project Gantt

## High Level Overview – C-IV & Implementation



# CalSAWS Project Gantt

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





## Portal/Mobile Update

- Brand Update
  - Overview of Survey & Interview Outcomes/Insights
  - Barcode/QR Code Research Update
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# Brand Update



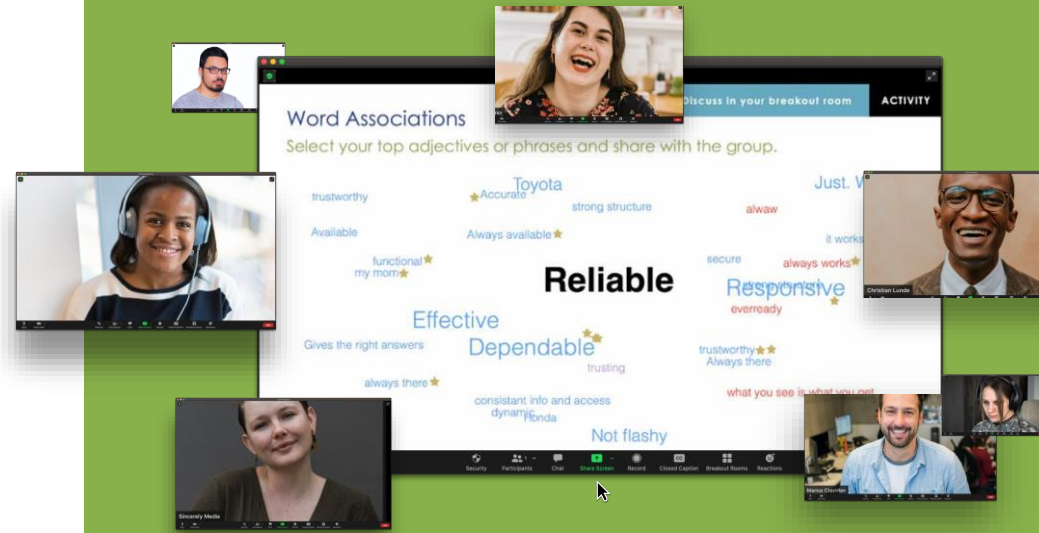


# We Have an Announcement to Make!

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:



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.**

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

We asked ourselves:

**Who do we  
want to be?**

**We want to be...**

**Efficient**

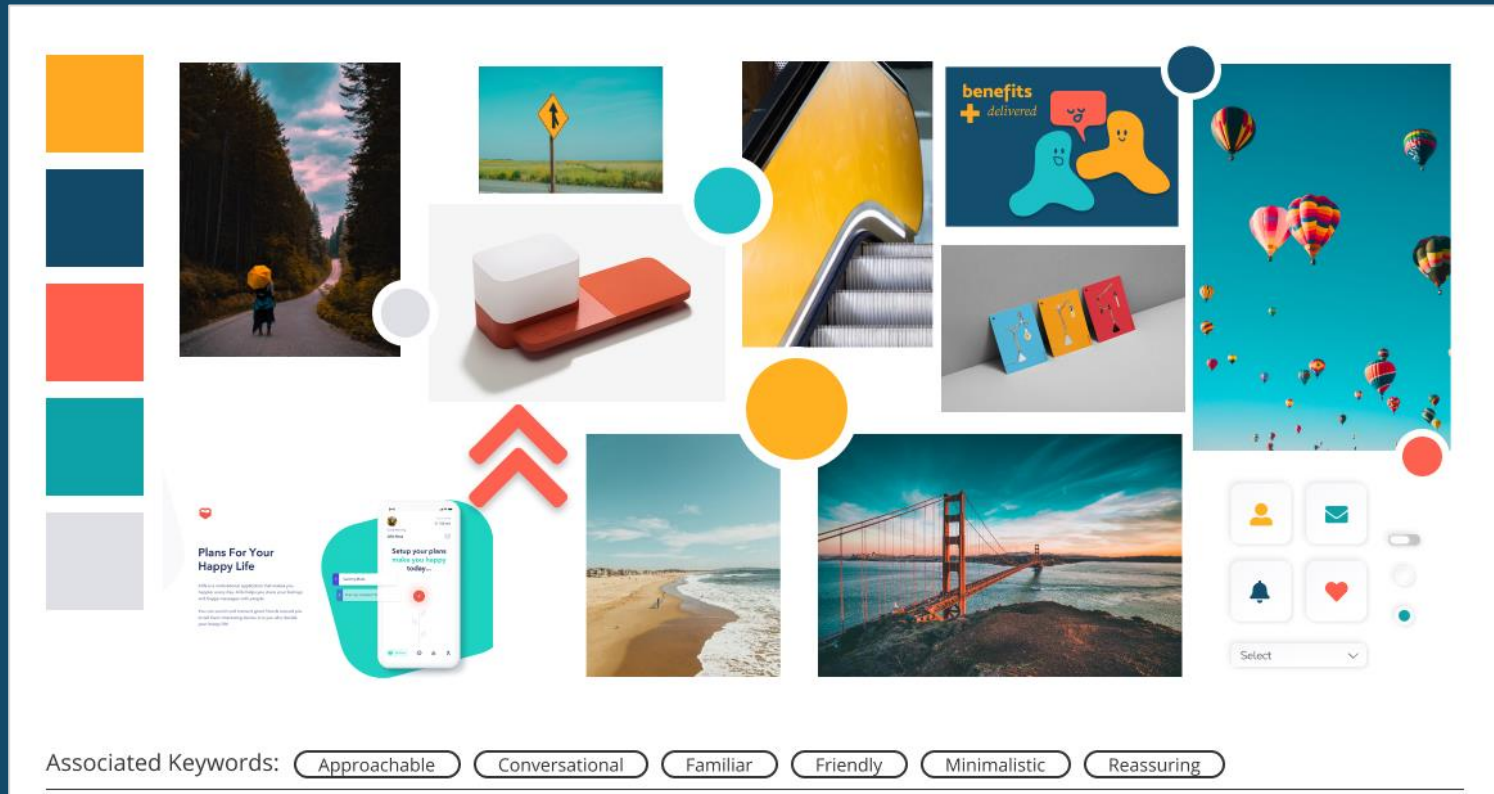
**Customer-  
focused**

**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

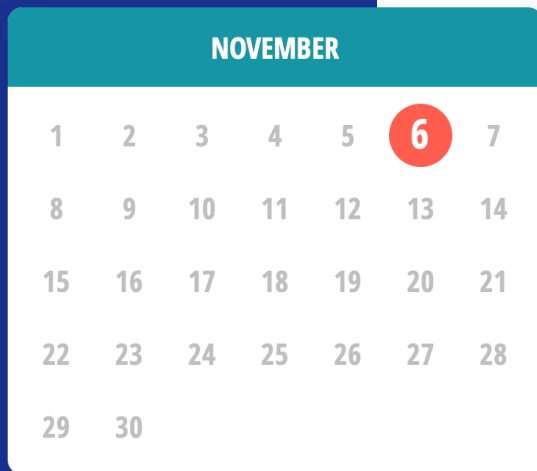
**BenefitsCal**

**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.



## **Here are the following options to vote from...**

Option 1



Option 2



Option 3



Option 4

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



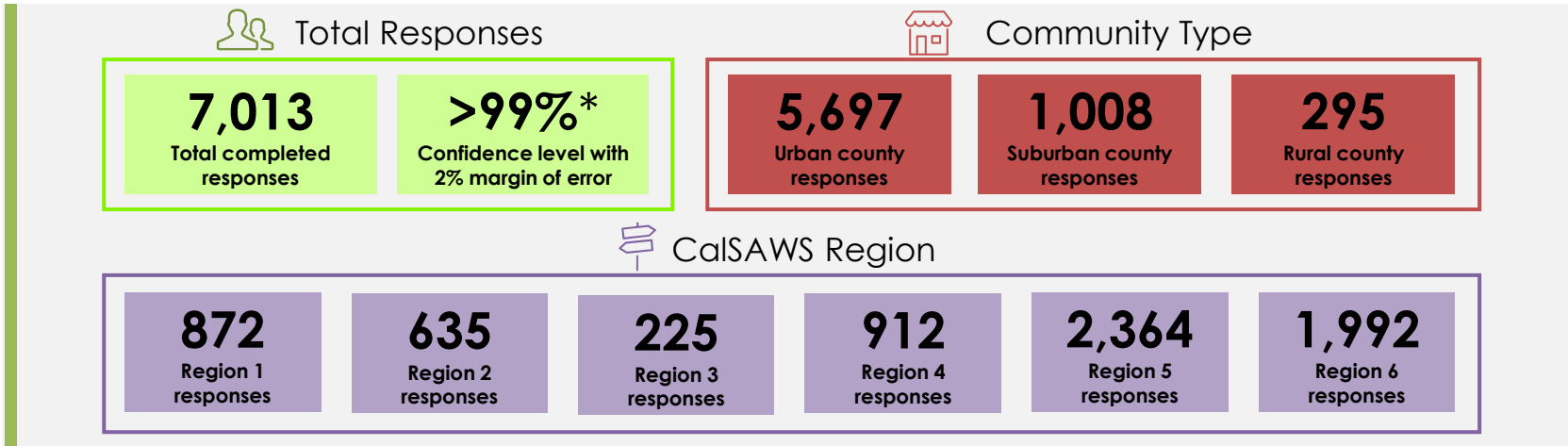
**Thank you for your time and energy!**

# Overview of UCD Survey & Interview Outcomes/Insights

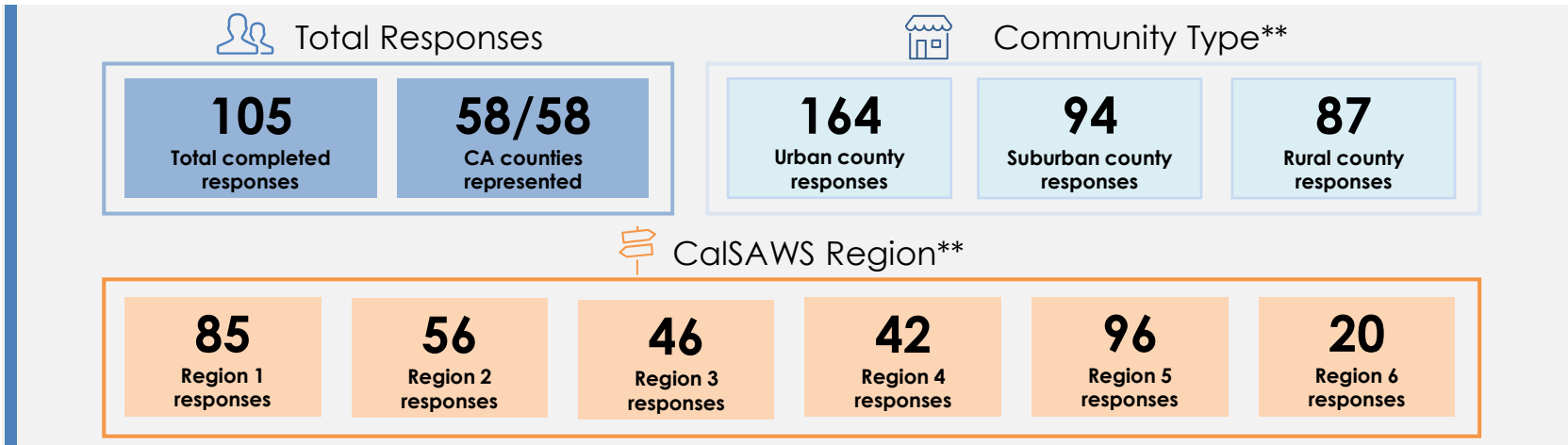


# Customer and Assister Survey Overview

## 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

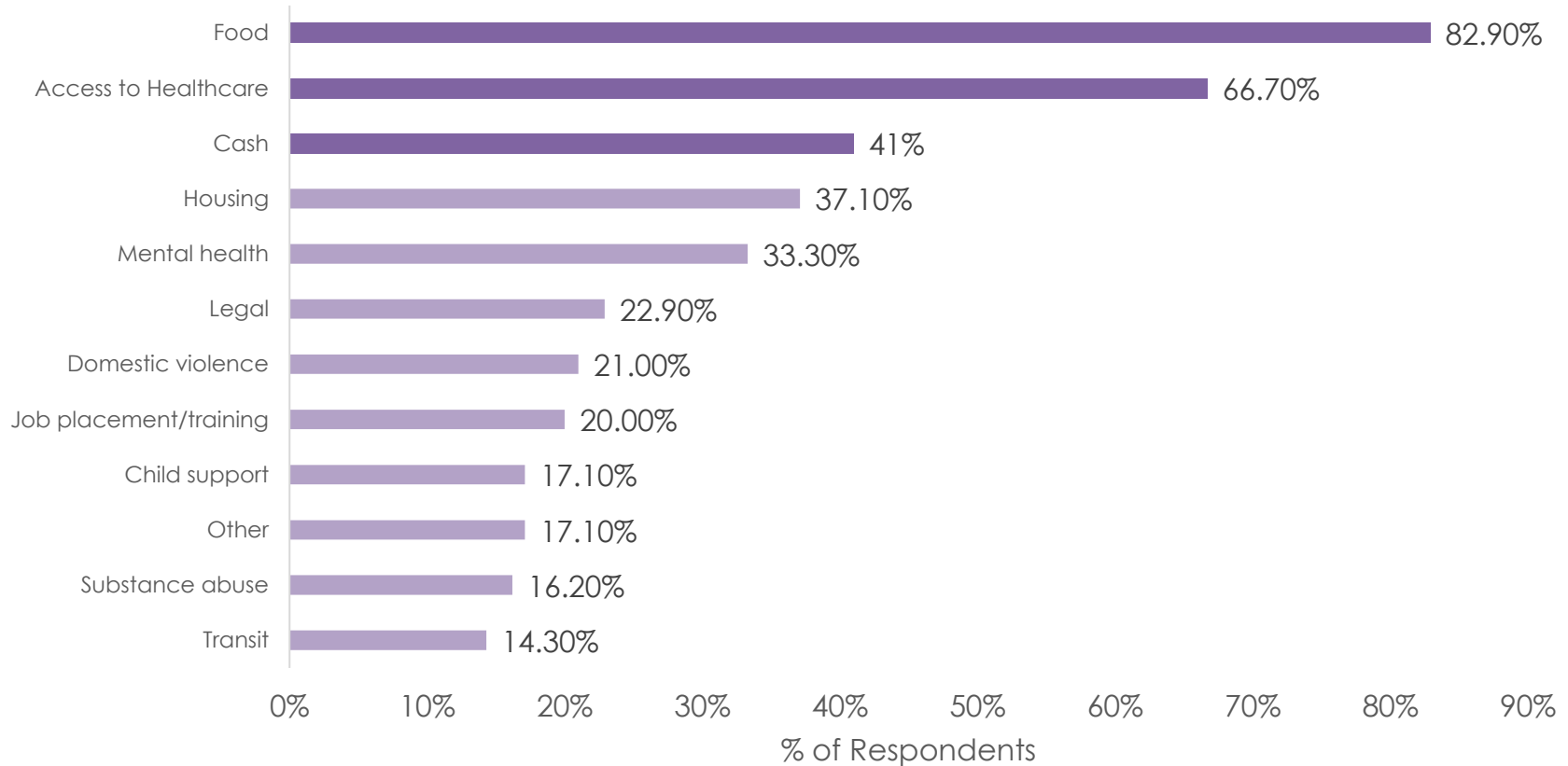
We have conducted **48 customers interviews** to get more insights around customers' pain points. The **insights are being incorporated into the design of the Statewide Portal/Mobile.**

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?

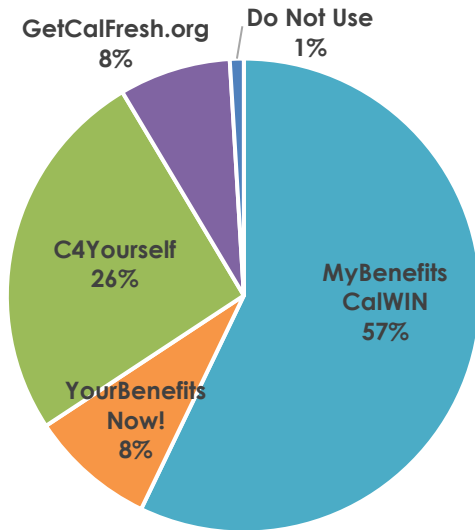


**Respondents help customers the most with food assistance (82.9%), finding access to healthcare (66.7%), and cash assistance (41.0%).** This is representative of CalFresh, MediCal, and CalWORKS respectively.

# Assisters Survey - Key Moments that Matter

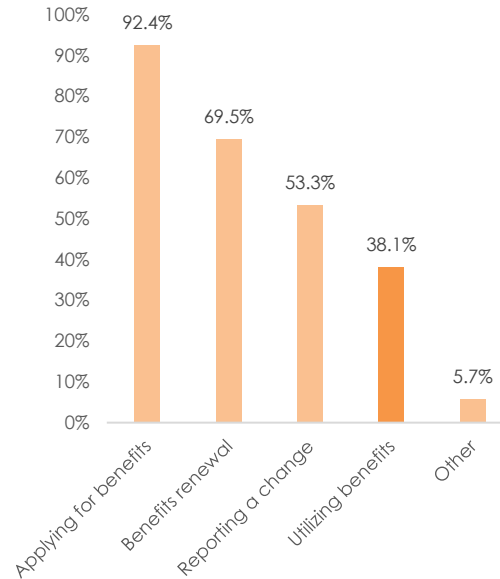
## CA Benefits Website Use

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



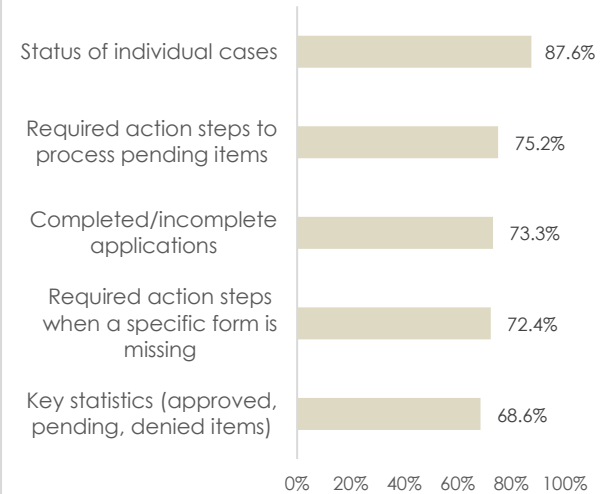
**Most respondents use MyBCW to assist customers (57%)** followed by C4Y (26%).

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.

# Barcode/QR Code Research Update

# Barcode/QR code Reader Question

## Research summary

**Question:** Will the Portal/Mobile solution provide the ability to upload documents?

### Response

- Yes. Users can navigate directly to the Document Upload Center. Additionally, they will be nudged to upload documents based on their application or case update responses. The process was updated and simplified based on UCD research and insights. Usability testing with Customers is planned.

**Question:** Will the Portal/Mobile solution contain the functionality whereby the document type is set by the barcode scanned within the document image?

### Response

- The user can select the document type on the Statewide Portal/Mobile Solution, it is not being automatically set. Once the document is transmitted to the Hyland Imaging Solution, it will be re-classified and routed all by Hyland OCR and Barcode reading.



## 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

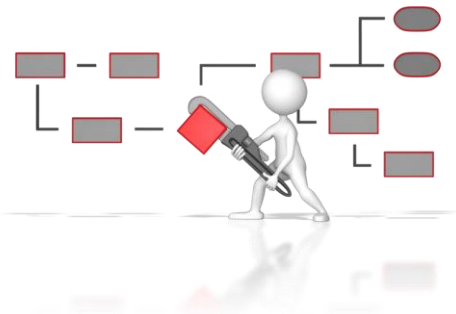


# Risk for Portal Go-Live Dates

## 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

# Risk for Portal Go-Live Dates

## Schedule Risk Options

Option 1	Option 2	Option 3
<p><b>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</b></p>	<p><b>Scope BenefitsCal Phase 1 to be equivalent to or exceed C4Yourself and deploy with the CalSAWS C-IV cutover in September 2021</b></p>	<p><b>Keep deployments for BenefitsCal Phase 1 and the CalSAWS C-IV cutover together and shift the go-live date</b></p>
<ul style="list-style-type: none"> <li>• The go-live dates for C-IV cutover to CalSAWS and BenefitsCal Phase 1 functionality would be decoupled</li> <li>• A temporary interface would be built between CalSAWS and C4Yourself as an insurance policy/safety net in case BenefitsCal could not go live with the C-IV cutover to CalSAWS</li> <li>• The C-IV Counties would migrate to CalSAWS in September 2021 and from C4Yourself to BenefitsCal after September 2021</li> <li>• LA County will determine when it will transition to BenefitsCal Phase 1 (i.e., with or after the C-IV Counties)</li> </ul>	<ul style="list-style-type: none"> <li>• Functionality that is equivalent to or exceeds what is available in C4Yourself will be deployed in BenefitsCal Phase 1</li> <li>• C-IV Counties will migrate to CalSAWS and BenefitsCal Phase 1 in September 2021</li> <li>• LA County will migrate to BenefitsCal Phase 1 in November 2021*, with all remaining BenefitsCal Phase 1 functionality will be deployed prior to YBN cutover to BenefitsCal</li> <li>• All remaining portal functionality (post YBN) will be deployed in BenefitsCal Phase 2 prior to CalWIN waves starting</li> </ul>	<ul style="list-style-type: none"> <li>• BenefitsCal Phase 1 will contain currently planned scope, which includes C4Yourself and YBN equivalent functionality plus key features such as support requests, request exemptions, CBO dashboards and two-way messaging</li> <li>• C-IV will cutover to BenefitsCal Phase 1 and CalSAWS together</li> <li>• C-IV go-live dates will shift to after September 2021</li> <li>• LA County will determine when it will transition to BenefitsCal Phase 1 (i.e., with or after the C-IV Counties)</li> </ul>

# Risk for Portal Go-Live Dates

## Schedule Risk Options

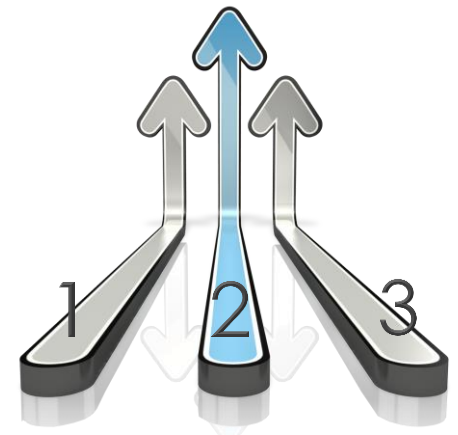
Option 1	Option 2	Option 3
<p><b>Create a temporary interface from CalSAWS to C4Yourself as a safety net in case either BenefitsCal Phase 1 implementation or CalSAWS modifications for BenefitsCal Phase 1 must be delayed beyond September 2021</b></p>	<p><b>Scope BenefitsCal Phase 1 to be equivalent to or exceed C4Yourself and deploy with the CalSAWS C-IV cutover in September 2021</b></p>	<p><b>Keep deployments for BenefitsCal Phase 1 and the CalSAWS C-IV cutover together and shift the go-live date</b></p>
<p><b>Pros</b></p> <ul style="list-style-type: none"> <li>• Ensures continual portal access</li> <li>• Reduces change adoption because continuing to use C4Yourself</li> <li>• Maintains original scope of Phase 1 functionality and does not spread the functionality across multiple releases</li> </ul>	<p><b>Pros</b></p> <ul style="list-style-type: none"> <li>• No loss of functionality for C-IV County customers and could exceed what is already available</li> <li>• Single go-live event for C-IV Counties</li> <li>• Consistent with direction to complete and integrate portal</li> </ul>	<p><b>Pros</b></p> <ul style="list-style-type: none"> <li>• Single go-live event for C-IV Counties</li> <li>• All currently planned BenefitsCal Phase 1 functionality available at C-IV cutover</li> </ul>
<p><b>Cons</b></p> <ul style="list-style-type: none"> <li>• Bifurcates attention of limited resources assigned to effort from one to two workstreams (temporary bridge and long-term APIs)</li> <li>• Requires user readiness activities for multiple go-live efforts for C-IV Counties</li> <li>• Investment might not be used</li> <li>• Could create dependency on bridge, delaying BenefitsCal implementation</li> <li>• Might require additional State and Federal funding</li> </ul>	<p><b>Cons</b></p> <ul style="list-style-type: none"> <li>• Potential for delivering less functionality than is currently planned in Phase 1</li> <li>• Could require a small change in funding</li> </ul>	<p><b>Cons</b></p> <ul style="list-style-type: none"> <li>• Could impacts overall schedule by shifting when and how work is completed</li> <li>• Likely to increase cost because of need to enhance and keep C-IV and C4Yourself in operations longer.</li> <li>• Likely to push out realization of savings</li> <li>• Might require additional State and Federal funding and schedule approval via IAPDU</li> <li>• Could impact future policy commitments</li> </ul>

# 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

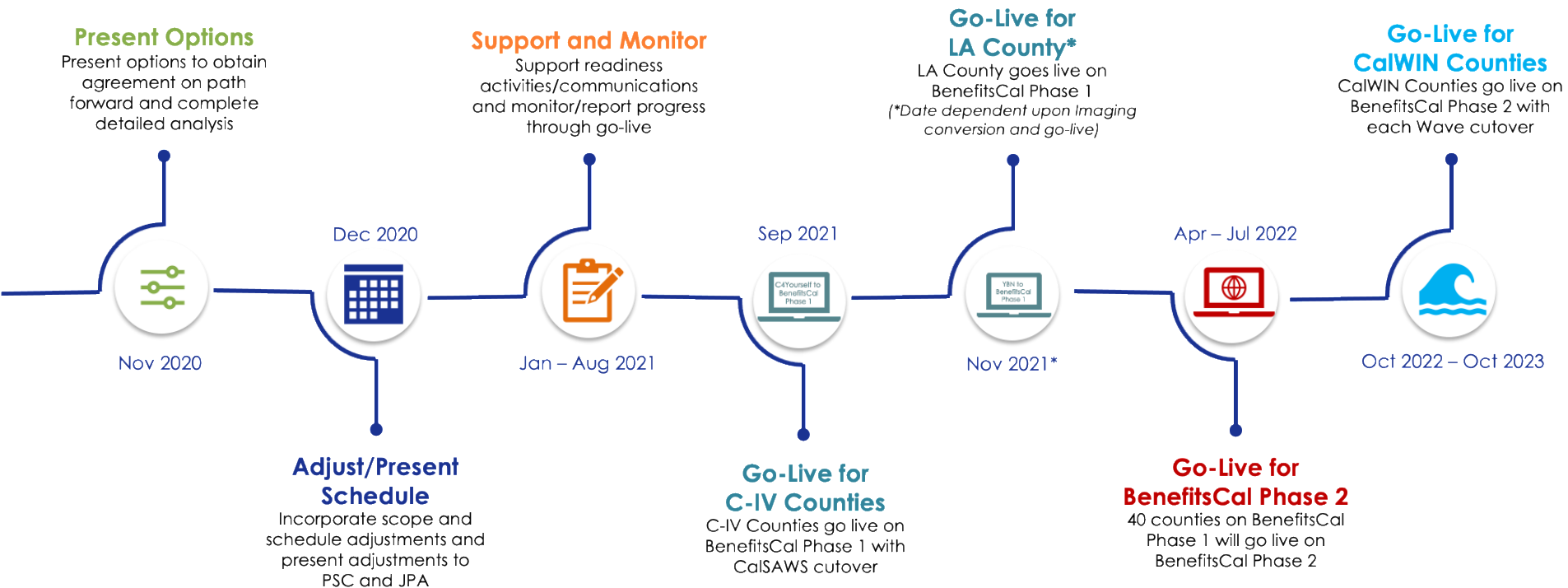




# Risk for Portal Go-Live Dates

## Schedule Risk Mitigation Timeline

### Recommended Option 2 Risk Mitigation Timeline





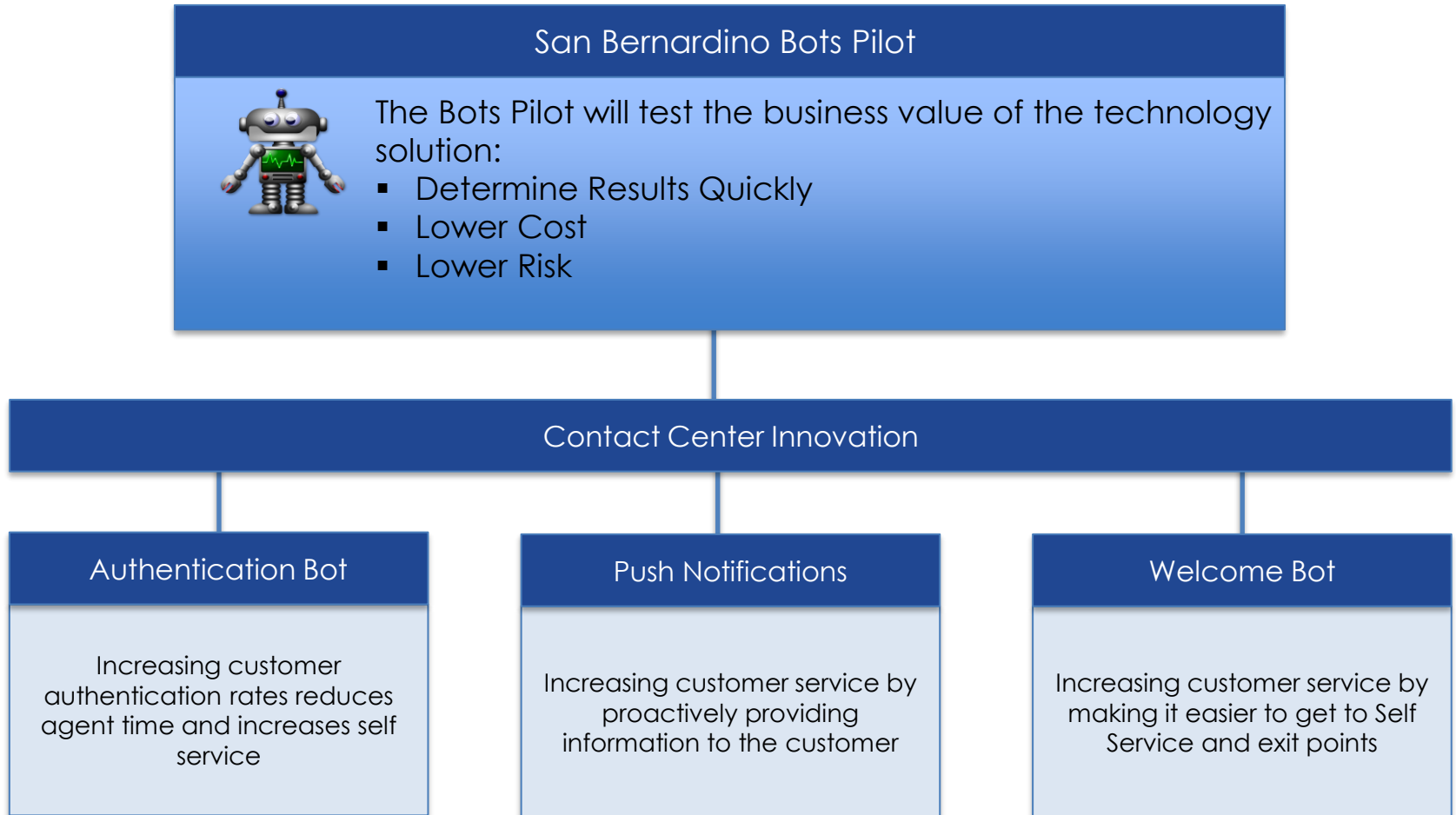
# San Bernardino Bots Pilot Update



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# San Bernardino Bots Pilot

## Introduction



# San Bernardino Bots Pilot

## Pilot Overview



### Pilot Information:

- Determine if the technology solution had the intended business value.
- Recommend whether to scale the solution based on the results.
- Criteria measures of success include the following:

Bot	Criteria
Authentication Bot	Compare current authentication rate with pilot authentication rate to measure usefulness.
Push Notifications	Percentage of customers that ended the call after information from the push notification was provided to them.
Welcome Bot	Compare current percentage of customers who enter the queue with percentage during the pilot. Also determine effectiveness of placing customers into the correct IVR self-service menu or exit point, as well as the value of collecting unmatched utterances.

Amazon Lex continues to add more languages



# Person De-duplication Process and Communication

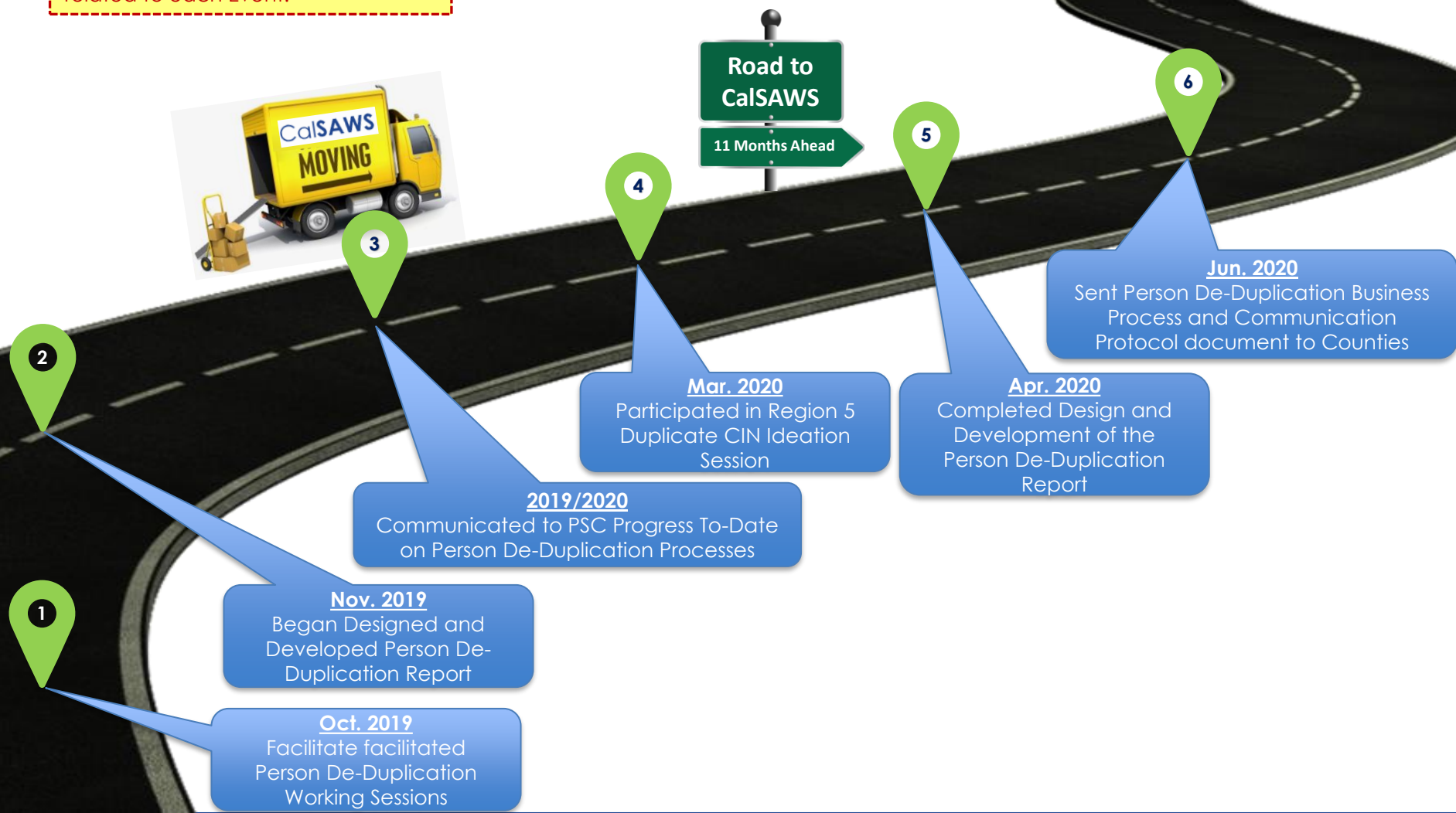
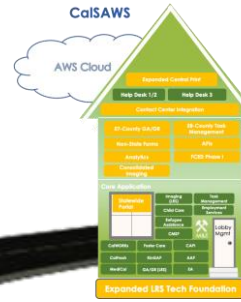


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# Person De-Duplication Process

## Chronicle of Events

Please refer to Slide 2 – Chronicle of Events (details) for more information related to each Event.



# Person De-Duplication Process

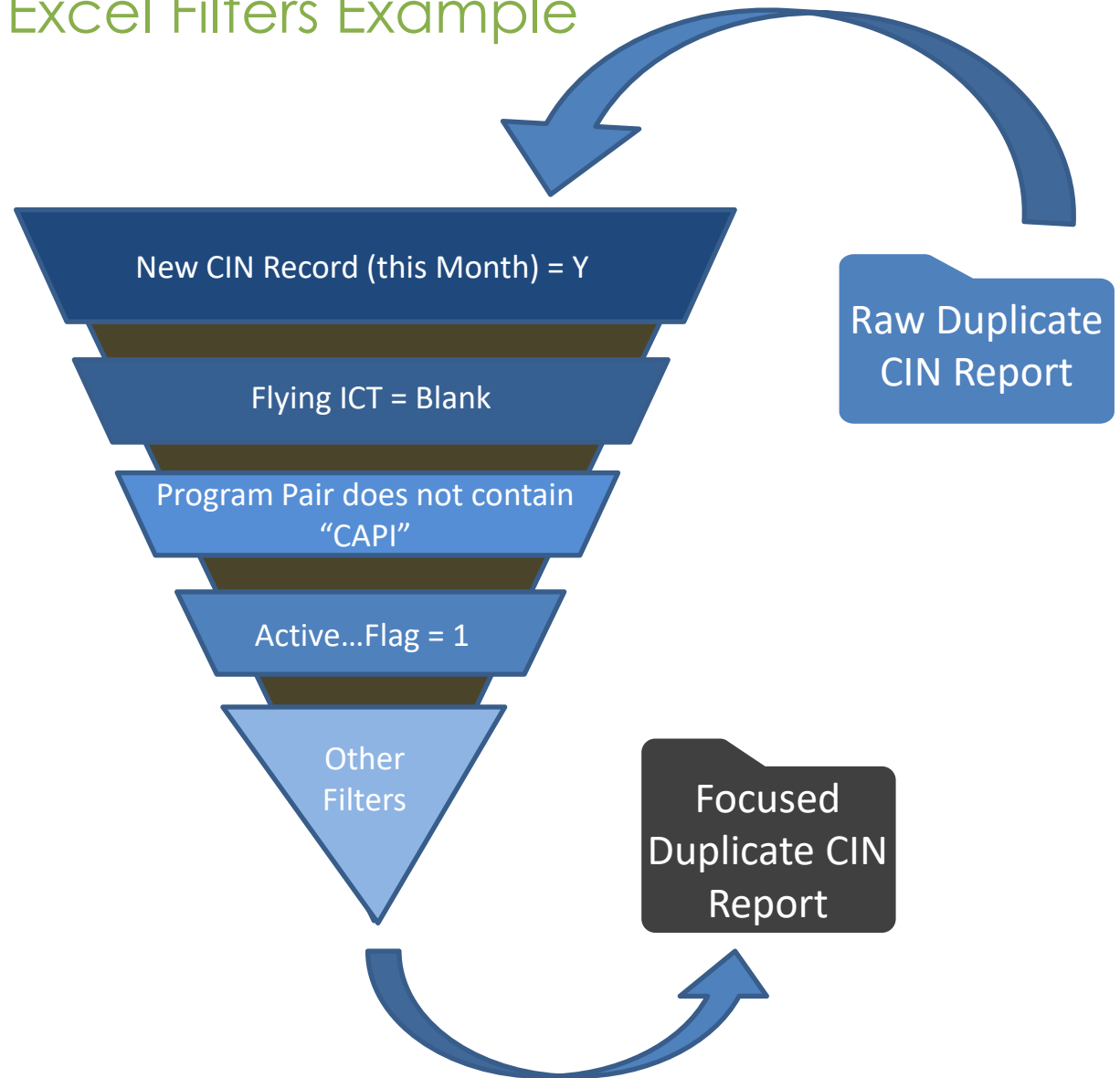
## County Business Process

- The Duplicate Person Report help counties resolve duplicate CINs/Persons
- County business process to resolve duplicate CINs/persons include:
  - Filtering the report to focus and prioritize reviews (example on next slide)
  - Performing file clearance/research in their respective SAWS and in MEDS to determine correct person record
  - Communicating with other county DPOCs (Duplicate Person Points of Contact)
  - DPOCs jointly determine action(s) to take to resolve duplication:
    - Terminate duplicated person's program
    - Terminate pending case or person remaining from an ICT

# Person De-Duplication Process

## Business Process – Excel Filters Example

Example Excel Filters  
Select CINs on  
Active/Approved, Non-  
ICT, Non-CAPI cases.  
Other filters (e.g., certain  
programs) can be  
applied.





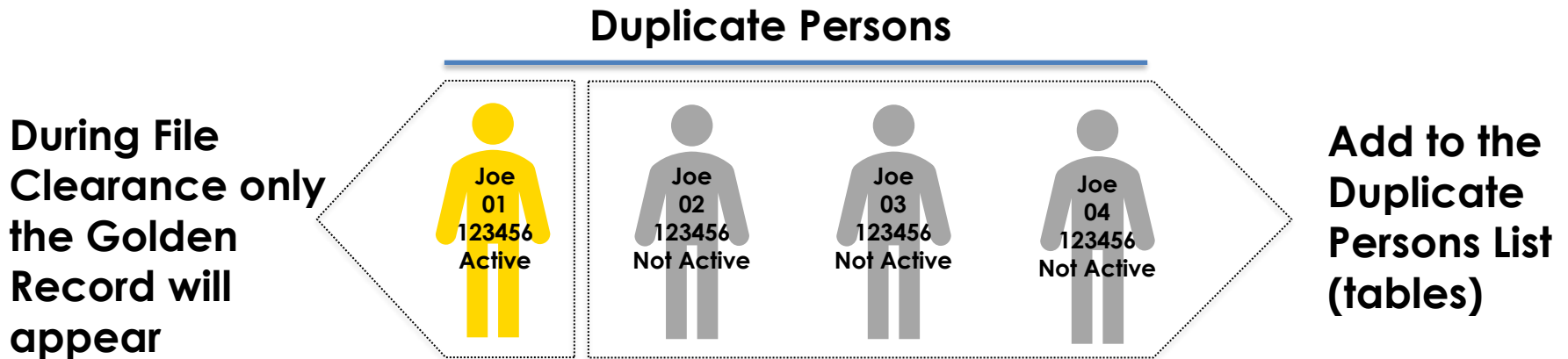
# Conversion Person De-Duplication Processes

A Duplicate Person Match is based on **more than one** Person Demographic records (in SAWS) linked to the same Client Identification Number (CIN).

Duplicate Person Scenario	Conversion Process
Active - Active	Included in Person De-Duplication report (less than 1% of Total)
Active - Pending	
Pending - Pending	

# Conversion Person De-Duplication Transformation

Replicate the LRS Duplicate Person Capability during Conversion as an Automated Transformation



1. Identify Duplicate Person(s) during the Conversion:
  - Same CIN, Different Person Demographics
  - Active in One County Not Active in in all other Counties
2. Indicate which Person(s) is a Duplicate and Add them to the Duplicate Person List Page (tables)
  - The Person in the Active County will be considered the Golden Record;
  - The Person(s) in the Not-Active Counties will be considered the Duplicate Record

# Conversion Person De-Duplication Transformation

## Business Implications

The “Duplicated Person Record” will:

- Not be Deleted...The records, in their entirety, will continue to exist and be maintained in the database;
- Can be accessed using the Duplicate Person List Page when the Case Worker knows the Person information to look for (i.e., First and Last Name);
- Not be accessible via the Person Search application pages during the File Clearance process;
- Be linked to Companion Cases (i.e., Golden Person Case to Duplicated Cases and vice versa); and,
- Add the Golden Person record as a Case Person to the Non-Active (duplicated) converted cases



# Imaging Update and Demonstration

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## Imaging – CalSAWS Solution



### Planning

Feb 14 - Mar 13

### Design

Mar 2 - Oct 15

### Change Management

Apr 15 - Dec 31

### Build

Jun 1 - May 24

### System Tests

Sep 1 - Aug 31

### Performance Tests

Feb 14 - Jul 14

### Training (Design, Build, Test)

Jun 1 - Jun 18

### Early Training

Jul 1 - Oct 22

### Train the SME

Jul 20 - Sep 2

### General Training

Aug 20 - Nov 19

### UAT

Apr 1 - Aug 31

### CalWIN UAT

May 2 - Sep 30

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

LA Go-Live Support  
 Nov 22 - Dec 31

W1 Go-Live Support  
 Oct 24 - Nov 24

W2 Go-Live Support  
 Feb 20 - Mar 24

W3 Go-Live Support  
 Apr 24 - May 26

W4 Go-Live Support  
 Jun 25 - Jul 28

W5 Go-Live Support  
 Aug 28 - Sep 29

W6 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)

# Imaging Change Management Overview – C-IV and LA Counties

Imaging CM efforts will provide streamlined and relevant information to users and continuously update engagement strategies based on user feedback

## Support

### Change Network Champions

(CNCs) will support change efforts and champion the project, including raising project awareness, fostering commitment, and helping others embrace the solution

- C-IV CNCs and LA CNCs to be recruited separately
- C-IV CNCs identification complete
- C-IV CNC Orientation held October 28

Note: Primary Imaging Contacts (PICs) support the Imaging Document Migration efforts in collaboration with the Imaging Technical Team.

## Engagement

### Meetings

- C-IV and LA Counties to have separate meetings due to different Go-Live dates
  - ✓ **Change Network Meetings** to prepare CNCs to support counties
  - ✓ **Imaging Roadshows** to introduce Imaging Project
  - ✓ **Imaging Demonstrations** to provide an overview of functionality

### Communications

- Timely, consistent, and key messages to be distributed
- Communications to date:
  - ✓ C-IV Imaging Infographic distributed September 8
  - ✓ C-IV News Blast distributed October 26
  - ✓ C-IV Imaging Video development in progress

## Feedback

**Readiness Assessment Surveys** to evaluate end user readiness and inform engagement activities

- LA County will receive a survey that focuses on the Imaging project
- C-IV Counties receive surveys that combine Imaging specific questions with overall C-IV Migration to CalSAWS questions
  - ✓ C-IV T-12 Readiness Assessment Survey closed October 14

**Pulse Surveys** to measure effectiveness of and satisfaction with meetings

CNCs and RMs to provide input based on observations and discussions with staff

# Imaging Training Overview - C-IV and LA Counties

The Imaging Training Program focuses on equipping users with capabilities to operate within the new Imaging Solution

## Training Materials

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- All Imaging training materials to be leveraged for both C-IV and LA Imaging Users
- **Imaging Web-Based Trainings** (WBTs) – virtual instructions to include interactive lessons, progress checks, exercises, and assessments
  - ✓ 9 WBT topics identified and approved
  - ✓ General Design development and review cycle complete
  - ✓ Detailed Design development in progress
- **Imaging Job Aids** – documents to describe step-by-step processes of Imaging functionality
- **Imaging Online Help Pages** – to provide system navigation from page-to-page through the Imaging Solution
- **Imaging Training Guides** – supplemental training mediums to assist Imaging Users with specific Imaging functionalities

## Training Delivery

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### Early and General Training

- Imaging C-IV Early and General Training to be incorporated into C-IV Migration to CalSAWS Early and General Training
- **Early Training** – Select County-identified End Users to complete Imaging training in advances to learn key, new functionality
- **General Training** – County-identified End Users to complete Imaging training

### Imaging Train-the-SME (ITTSME)\*

- County-selected Imaging SMEs to attend sessions to deepen their understanding of the Imaging Solution beyond completion of Imaging WBTs; attendees to support Imaging Users upon Imaging Go Lives

\*ITTSME planning in progress

# Demo - Imaging Early View





# Quarterly CalSAWS Fiscal Update

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# CalSAWS Quarterly Financial Updates

## Overview

CalSAWS DD&I and  
Premise

CalWIN M&O

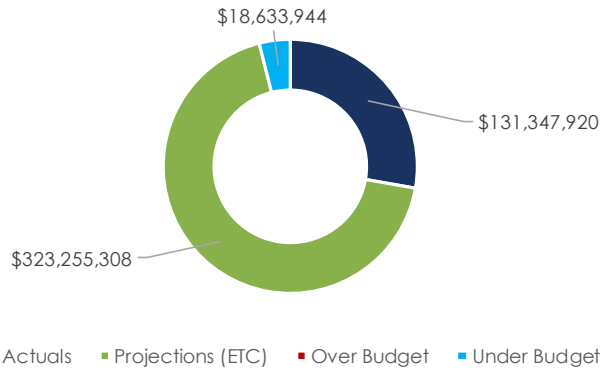
C-IV M&O

LRS M&O

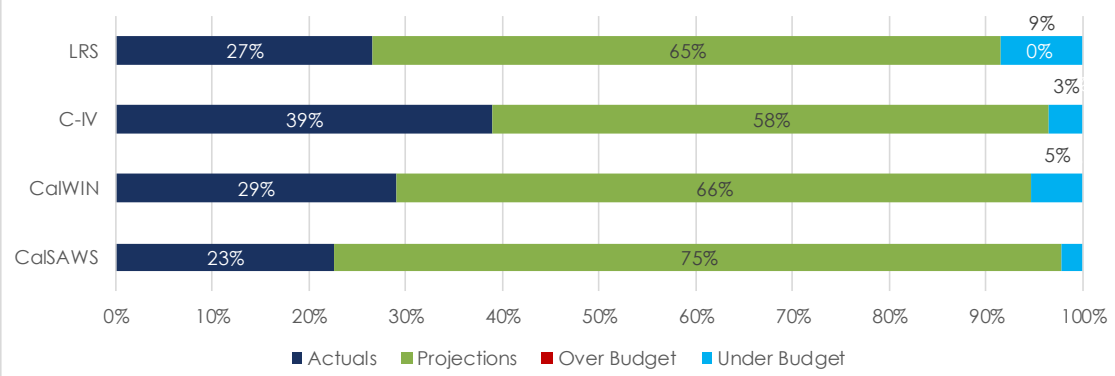
JPA Admin

- 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)

## CalSAWS | 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>CalSAWS 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>CalWIN 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

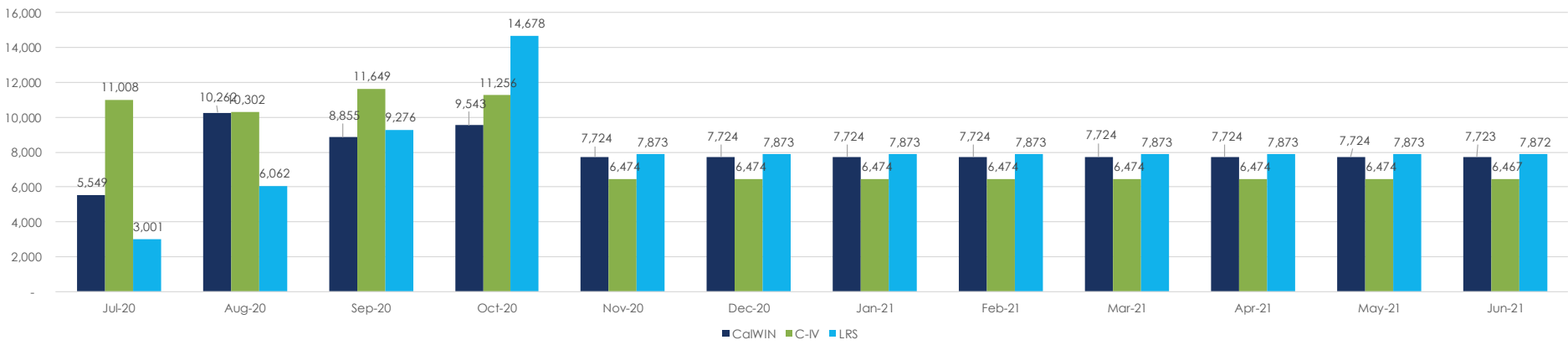
## CalSAWS | SFY 2020/21 CHANGE BUDGET (APPLICATION MAINTENANCE / M&E HOURS)

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 APPLICATION MAINTENANCE HOURS BY MONTH & SYSTEM

Application Maintenance Hours/Month



## CalSAWS | SFY 2020/21 APPLICATION MAINTENANCE HOURS BY MONTH & SYSTEM

Change Budget Category	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Total
<b>CalWIN M&amp;O</b>	<b>5,549</b>	<b>10,262</b>	<b>8,855</b>	<b>9,543</b>	<b>7,724</b>	<b>7,724</b>	<b>7,724</b>	<b>7,724</b>	<b>7,724</b>	<b>7,724</b>	<b>7,724</b>	<b>7,723</b>	<b>96,000</b>
Design & Build	1,573	2,596	1,064	1,589	-	-	-	-	-	-	-	-	6,822
Test	1,025	3,766	3,232	4,445	-	-	-	-	-	-	-	-	12,468
Management & Other Support <sup>1</sup>	2,951	3,900	4,559	3,509	-	-	-	-	-	-	-	-	14,919
Projection	-	-	-	-	7,724	7,724	7,724	7,724	7,724	7,724	7,724	7,723	61,791
<b>C-IV M&amp;O</b>	<b>11,008</b>	<b>10,302</b>	<b>11,649</b>	<b>11,256</b>	<b>6,474</b>	<b>6,474</b>	<b>6,474</b>	<b>6,474</b>	<b>6,474</b>	<b>6,474</b>	<b>6,474</b>	<b>6,467</b>	<b>96,000</b>
Design & Build	5,969	5,668	7,303	6,783	-	-	-	-	-	-	-	-	25,723
Test	1,193	482	207	262	-	-	-	-	-	-	-	-	2,144
Management & Other Support <sup>2</sup>	3,846	4,152	4,139	4,211	-	-	-	-	-	-	-	-	16,348
Projection	-	-	-	-	6,474	6,474	6,474	6,474	6,474	6,474	6,474	6,467	51,785
<b>LRS M&amp;O</b>	<b>3,001</b>	<b>6,062</b>	<b>9,276</b>	<b>14,678</b>	<b>7,873</b>	<b>7,873</b>	<b>7,873</b>	<b>7,873</b>	<b>7,873</b>	<b>7,873</b>	<b>7,873</b>	<b>7,872</b>	<b>96,000</b>
Design & Build	1,623	4,252	2,841	4,858	-	-	-	-	-	-	-	-	13,574
Test	684	986	1,089	3,104	-	-	-	-	-	-	-	-	5,863
Management & Other Support <sup>3</sup>	694	824	5,346	6,716	-	-	-	-	-	-	-	-	13,580
Projection	-	-	-	-	7,873	7,873	7,873	7,873	7,873	7,873	7,873	7,872	62,983
<b>COMBINED TOTAL</b>	<b>19,558</b>	<b>26,626</b>	<b>29,780</b>	<b>35,477</b>	<b>22,071</b>	<b>22,071</b>	<b>22,071</b>	<b>22,071</b>	<b>22,071</b>	<b>22,071</b>	<b>22,071</b>	<b>22,062</b>	<b>288,000</b>

### NOTES:

Actuals for July - Oct Payment Months. Projections for remaining months, actuals are trending high. Additional hours pending approval of the Jan. Gov Budget.

#### Management & Other Support Includes:

	<sup>1</sup> CalWIN	<sup>2</sup> C-IV	<sup>3</sup> LRS
Project Management	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Release Communication	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
SIRFRA/ SCERFRA/ External Inquiries	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Technical Support (Release Support)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Change Management/Training	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Defect Fix (If Not Warrantable)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Batch Support	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Level 3 Application Support	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Meetings	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Translation Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Offsets Due to Liquidated Damages	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Data Change Requests	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>



# 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.



# Procurement Update

- 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.

Adjourn Meeting

