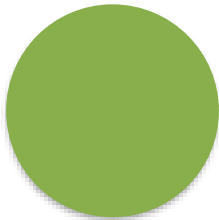


CalSAWS | JPA Member Representatives and  
Board of Directors Meetings

January 22, 2021



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# Agenda

1. Call Joint Meeting of the Member Representatives and Board of Directors (“Board”) of the CalSAWS Consortium (“CalSAWS”) to Order.
2. 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.

# Agenda

## 3. Confirmation of Quorum, Protocols, and Agenda Review.

- Quorum of Member Representatives
- Quorum of Board of Directors
- Protocols
- Agenda Review



# JPA Board Action Items

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# CalSAWS IVR/Contact Center

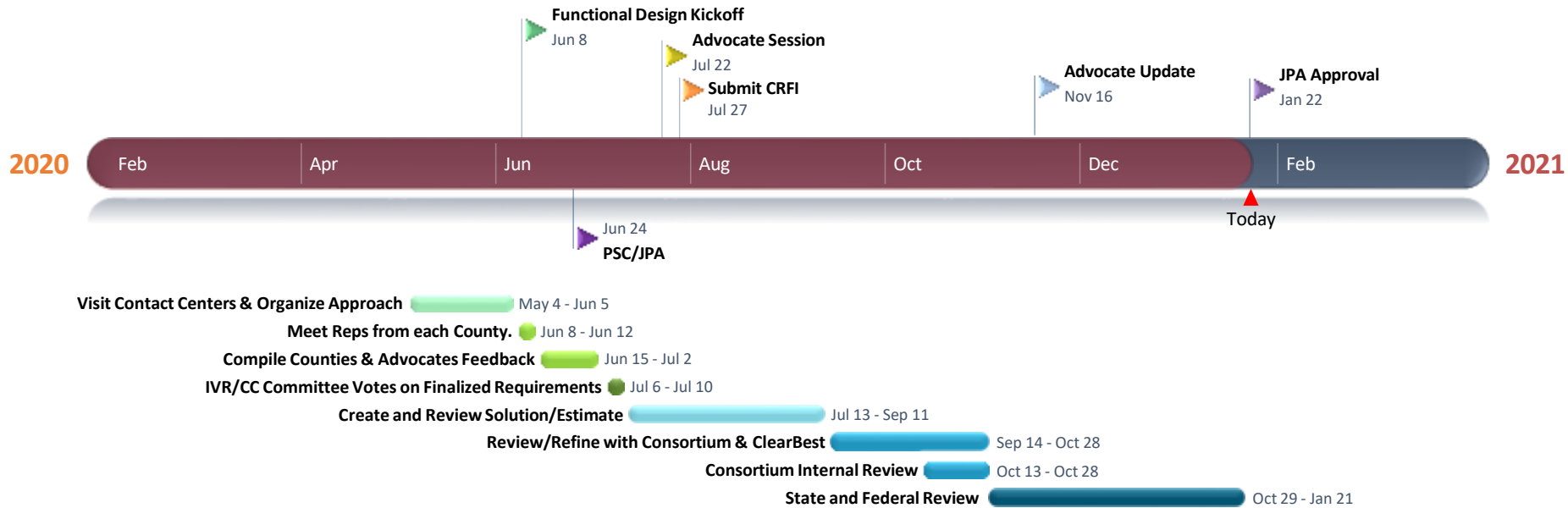
## Approval Process Recap

- C-IV Counties Transition to Amazon Connect for IVR and Contact Center
- Key Criteria Consortium Used for Determining the Contact Center Solutions
  - Meets all of the requirements from the Contact Center Functional Design process
  - Platform as a Service with a pay only-for-what-you-use cost model
  - Ability to procure the service through a leveraged government contract vehicle
  - The solution needs to be performant
- Contact Center Functional Design Session Completed
  - Approximately 120 county experts from 37 different counties participated in sessions
  - Resulted in total of 61 IVR/Contact Center Requirements
  - Included in-depth discussions on Local, Project and Joint configurations and controls for a multi-tenant support model
- Amazon Connect Contact Center Solution Announced June 2020
  - Platform as a service will allow for scalability and ongoing cost efficiencies
  - Reduce initial upfront costs for new counties
  - Positive Solution feedback from C-IV Users
- Advocate/Stakeholder Session July 2020
- CalSAWS IVR/Contact Center Committee Reviewed and Approved all requirements July 2020
- Advocate/Stakeholder Update Session November 2020



# CalSAWS IVR/Contact Center

## Contract Approval Timeline



# CalSAWS IVR/Contact Center

## Solution Overview

- 58 County Amazon Connect IVR Solution (Inbound and Outbound) supported in 14 languages
  - Inbound IVR includes Global (Default) Self-Service features and Customer Authentication for all counties.
    - Voice authentication
    - Program Status/Benefit amounts
    - Document Status/document Request
  - Outbound IVR
    - Document and Appointment Reminders
- 58 County Telephonic Signature Solution for Contact Center and Non Contact Center Staff
  - Integrated in CalSAWS application (independent of contact center solution)
    - Initiating Signature
    - Retrieving Associated Signatures
- Amazon Connect Call Center Solution for 33 Counties
  - 18 CalWIN, 14 C-IV and Los Angeles Counties
  - Customized IVR/Call Flow for each existing Contact Center county.
    - County decision on applicable programs to be handled by Contact Center agents/workers (CalWORKs, Medi-Cal, CalFresh etc.)
    - All global (Default) IVR self service features are included
    - Queue configurations and messaging is customized
  - Separate IVR/Call Flow for ACA/Covered California Quick Sort Transfers
    - This is not a public facing IVR and is used for transfers from the Covered California Call Centers to the counties using the existing Quick Sort Transfer process.

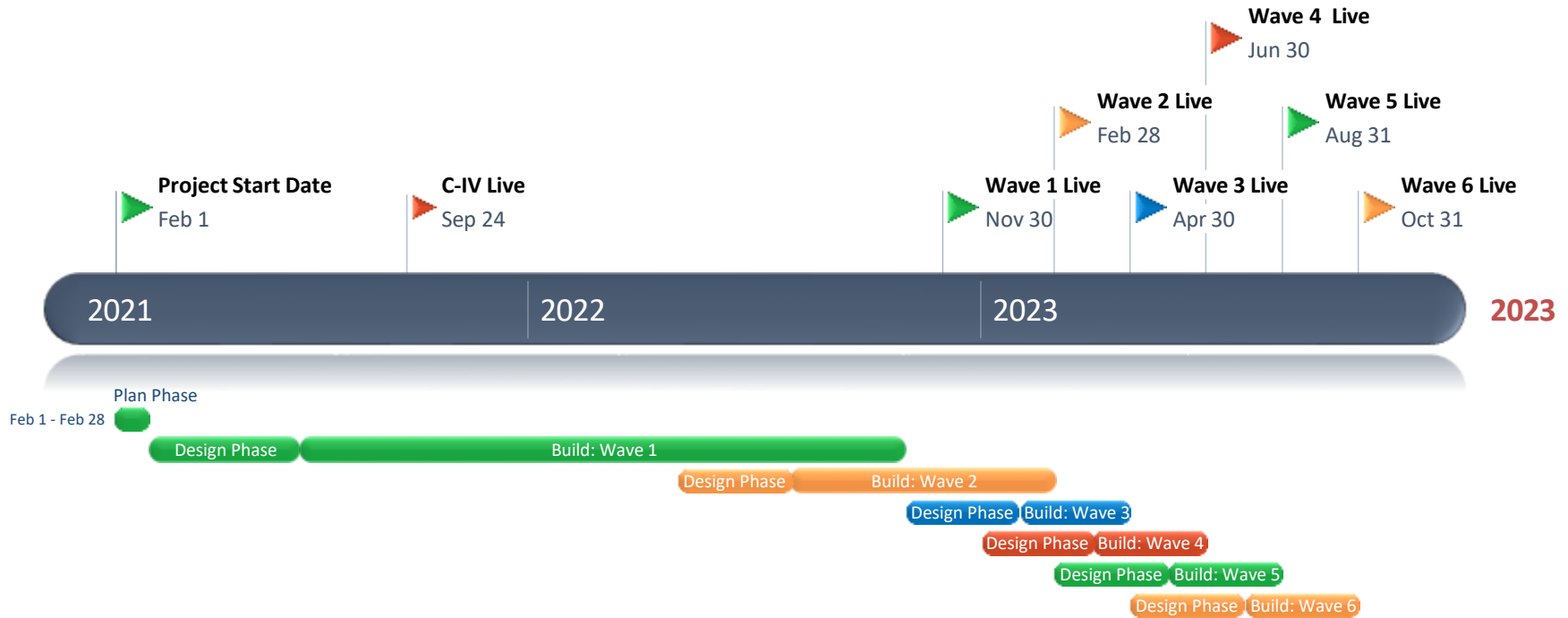
# CalSAWS IVR/Contact Center

## Solution Overview

- CalSAWS Amazon Connect Solution offers centrally managed infrastructure and tools.
  - Software and Hardware
    - Softphone, Reporting, Workforce Management (WFM) and telephony configurations
  - CalSAWS Application Integration/Screen Pop
- Local County Configurability
  - Staffing and Workforce Management (WFM)
    - Agent Roll-on and off
    - Manage/configure Teams, Agent Skills and Routing Profiles
  - Operations, business processes, and case management
    - Queue Messages
    - Informational and Emergency Messaging
    - Hours of Operation
    - Emergency Closures (including remote open/close)
  - Reporting
  - Service Level Agreements (SLAs)

# CalSAWS IVR/Contact Center

## Tentative Schedule



System test planning and preparation will start January 22, 2022 and will continue until all counties go live.

# CalSAWS IVR/Contact Center – Cost Summary

**Amendment 24, Exhibit AC -** Includes negotiated **DD&I scope and costs** to add CSC/IVR functionality for all 58 counties, as well as implementation and applicable training services. Also includes negotiated **M&O costs and scope** for the **additional 19 counties'** agent support, WAN through October 2023

**Amendment 24, Exhibit W and X -** Include **re-negotiated costs for C-IV CSC/IVR M&O** production and operations costs (agent support, WAN) through October 2023

**Amendment 112, Exhibit A –** Includes software and software support

All costs are accounted for in the **CalSAWS IAPDU**

## Amendment 24

Exhibit AC Total Price	Current Total	Revised Total	Difference
One-Time Services	\$0	\$11,786,519	\$11,786,519
Recurring Production Operations Services	\$0	\$2,933,881	\$2,933,881
<b>Total</b>	<b>\$0</b>	<b>\$14,720,401</b>	<b>\$14,720,401</b>

Exhibit W Total Price	Current Total	Revised Total	Difference
One-Time Service Charges	\$31,067,920	\$31,067,920	\$0
One-Time Services Charges - FDS - API	\$3,235,708	\$3,235,708	\$0
One-Time and Recurring Charges	\$2,810,083	\$2,324,964	(\$485,119)
<b>Total</b>	<b>\$37,113,711</b>	<b>\$36,628,592</b>	<b>(\$485,119)</b>

Exhibit X Total Price	Current Total	Revised Total	Difference
Application Maintenance	\$72,946,643	\$72,946,643	\$0
Innovation Lab - One time Services	\$3,324,556	\$3,324,556	\$0
Production Operations	\$173,593,288	\$169,681,597	(\$3,911,691)
Technical Infrastructure Services	\$119,420,674	\$119,420,674	\$0
WAN Administration	\$11,825,317	\$11,847,897	\$22,580
Operations Charges	\$12,366,705	\$8,432,434	(\$3,934,271)
Central Print	\$29,980,592	\$29,980,592	\$0
Facilities	\$12,315,937	\$12,315,937	\$0
<b>Total</b>	<b>\$262,180,424</b>	<b>\$258,268,733</b>	<b>(\$3,911,691)</b>

<b>Combined Total for Amendment 24 (Rounded)</b>	<b>\$10,323,589</b>
--------------------------------------------------	---------------------

## Amendment 112

Exhibit A	Total
Software	\$1,533,656
Software Support	\$330,649
<b>Total</b>	<b>\$1,864,305</b>

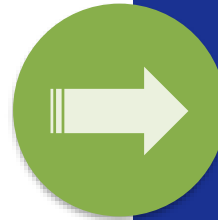
<b>Combined Total for Amendment 112 (Rounded)</b>	<b>\$1,864,306</b>
---------------------------------------------------	--------------------

# Action Items

5. Approval of Customer Service Center Solution Amendments:
  - a. Approval of Accenture LRS CalSAWS Amendment 24, which includes requests for services to complete the design, development, implementation, and maintenance and operations for a 58-county Customer Service Center Solution.
  - b. Approval of Accenture C-IV Amendment 112, which includes Software and Software Support purchases to support the 58-County Customer Service Center Solution.

# CalSAWS JPA Regions

# Contact Center Amendments Vote



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

# Action Items

## 7. Consent Items:

- a. Approval of the Minutes and review of the Action Items from the December 4, 2020 CalSAWS JPA Board of Directors meeting.
- b. Approval of Accenture Change Notice 7, which includes requests for:
  - i. Design, development, test, implementation, maintenance and operations of the ForgeRock Identity and Access Management (“IAM”) enterprise enablement solution.
  - ii. Design, development, test, implementation of the BenefitsCal APIs
  - iii. Design, development, test, implementation of the 58-County Training Environment
  - iv. Background check alignment to the C-IV Agreement
- c. Approval of ClearBest Change Order 3 – Work Order 5, which includes additional Quality Assurance services to align to the CalWIN Implementation Service Contract.
- d. Approval of ClearBest Change Order 3 – Work Order 6, which includes Quality Assurance services for the Contact Center DD&I.
- e. Approval of ClearBest Amendment 1, which extends Initial Term.



# CalSAWS JPA Regions

## Consent Items Vote



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



# Member Representatives Action Item

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# Member Representatives Action Item

## SFY 2021/22 – CalSAWS JPA Administrative Budget

Member Consortium County JPA Costs	CalSAWS Admin Costs 7/1/21 - 6/30/22
	58 Member
Insurance Services	\$50,854
External Financial Audit	\$33,656
SOC 1 Internal Audit Services + Potential SOC 2 Audit Services	\$154,350
San Bernardino ATC Accounting Services <sup>(1)</sup>	\$477,400
San Bernardino Financial System Data - FTP	\$5,000
<b>TOTAL</b>	<b>\$721,260</b>

The Admin budget was decreased by \$60K from FY20/21:
1. Insurance Services estimate based on actuals of FY 2020/21 budget plus 10%
2. Financial Statement & Single Audit Services, includes actual amount plus 5% contingency based on Eide Bailly contract.
3. SOC 1 Services, actual amount based on Davis Farr contract plus estimate for potential SOC 2 Services.
4. SB ATC projection based on standard hourly rate and estimated hours at 1705hrs x \$140 x 2 FTE.
5. Project access to the San Bernardino financial systems

# Member Representatives Action Item

## SFY 2021/22 – CalSAWS JPA Administrative Budget

REGION	SHARE OF ADMINISTRATIVE COSTS BY COUNTY	% Share of Persons Count 18/19	CalSAWS Admin Costs 7/1/21 - 6/30/22
1	Alameda	3.07%	\$22,143
2	Alpine	0.00%	\$0
2	Amador	0.06%	\$433
3	Butte	0.66%	\$4,760
2	Calaveras	0.10%	\$721
3	Colusa	0.06%	\$433
1	Contra Costa	1.90%	\$13,704
3	Del Norte	0.10%	\$721
2	El Dorado	0.28%	\$2,020
4	Fresno	4.15%	\$29,932
3	Glenn	0.09%	\$649
3	Humboldt	0.44%	\$3,174
5	Imperial	0.80%	\$5,770
4	Inyo	0.04%	\$289
4	Kern	3.40%	\$24,523
4	Kings	0.50%	\$3,606
3	Lake	0.26%	\$1,875
3	Lassen	0.06%	\$433
6	Los Angeles	29.18%	\$210,464
4	Madera	0.59%	\$4,255
1	Marin	0.32%	\$2,308
4	Mariposa	0.04%	\$289
3	Mendocino	0.31%	\$2,236
4	Merced	1.11%	\$8,006
3	Modoc	0.03%	\$216
2	Mono	0.02%	\$144
1	Monterey	1.33%	\$9,593
1	Napa	0.21%	\$1,515
2	Nevada	0.19%	\$1,370

Amounts per county are subject to change, based on 19/20 Persons Count

REGION	SHARE OF ADMINISTRATIVE COSTS BY COUNTY	% Share of Persons Count 18/19	CalSAWS Admin Costs 7/1/21 - 6/30/22
5	Orange	6.30%	\$45,439
2	Placer	0.44%	\$3,174
3	Plumas	0.05%	\$361
5	Riverside	6.43%	\$46,377
2	Sacramento	4.39%	\$31,663
1	San Benito	0.13%	\$938
5	San Bernardino	7.18%	\$51,786
5	San Diego	6.52%	\$47,026
1	San Francisco	1.49%	\$10,747
4	San Joaquin	2.32%	\$16,733
4	San Luis Obispo	0.43%	\$3,101
1	San Mateo	0.95%	\$6,852
5	Santa Barbara	1.08%	\$7,790
1	Santa Clara	2.79%	\$20,123
1	Santa Cruz	0.58%	\$4,183
3	Shasta	0.51%	\$3,678
2	Sierra	0.01%	\$72
3	Siskiyou	0.15%	\$1,082
1	Solano	0.92%	\$6,636
1	Sonoma	0.86%	\$6,203
4	Stanislaus	1.88%	\$13,560
2	Sutter	0.31%	\$2,236
3	Tehama	0.21%	\$1,515
3	Trinity	0.04%	\$289
4	Tulare	2.21%	\$15,940
2	Tuolumne	0.11%	\$793
5	Ventura	1.70%	\$12,261
2	Yolo	0.44%	\$3,174
2	Yuba	0.27%	\$1,947
<b>TOTAL</b>		<b>100%</b>	<b>\$721,260</b>

# Action Items

8. Approval of the Administrative Budget for Unfunded Costs for FY 21/22.
  - Review Administrative Budget Line Items

# CalSAWS Region 1



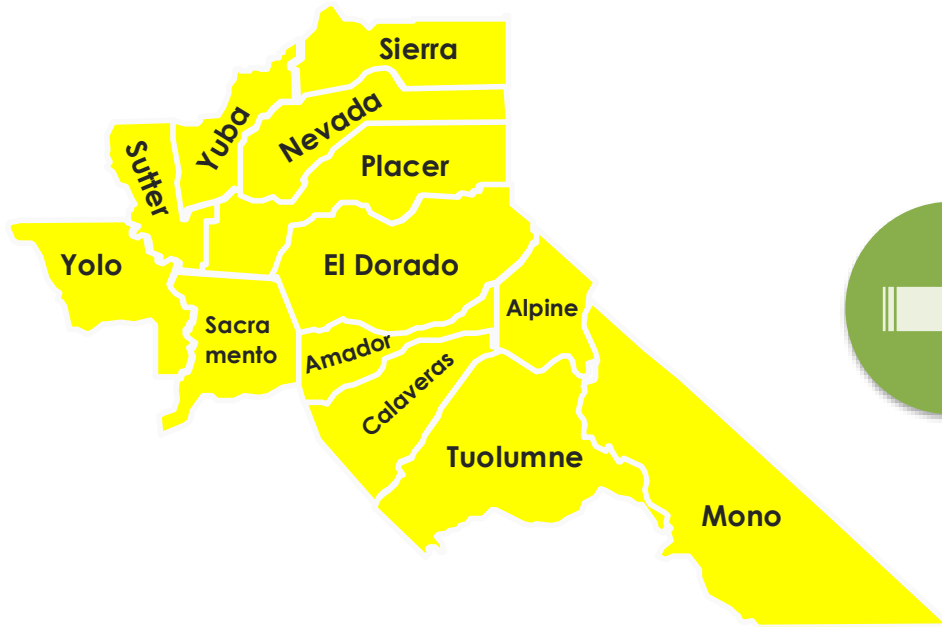
## JPA Board and PSC Election Vote

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



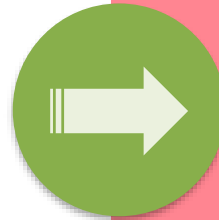
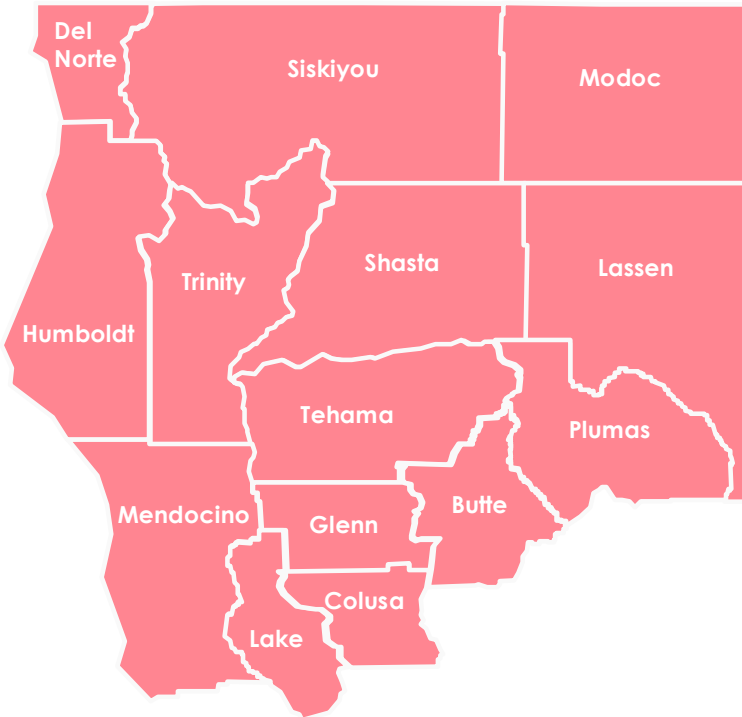
# CalSAWS Region 2

## JPA Board and PSC Election Vote



County/Director	Yay	Nay
<b>Alpine</b> Nichole Williamson		
<b>Amador</b> Ann Watts		
<b>Calaveras</b> Samuel Leach		
<b>El Dorado</b> Don Semon		
<b>Mono</b> Kathy Peterson		
<b>Nevada</b> Rachel Roos		
<b>Placer</b> Amanda Sharp		
<b>Sacramento</b> Ethan Dye		
<b>Sierra</b> Vickie Clark		
<b>Sutter</b> David Nagra		
<b>Tuolumne</b> Rebecca Espino		
<b>Yolo</b> Nolan Sullivan		
<b>Yuba</b> Jennifer Vasquez		

# CalSAWS Region 3

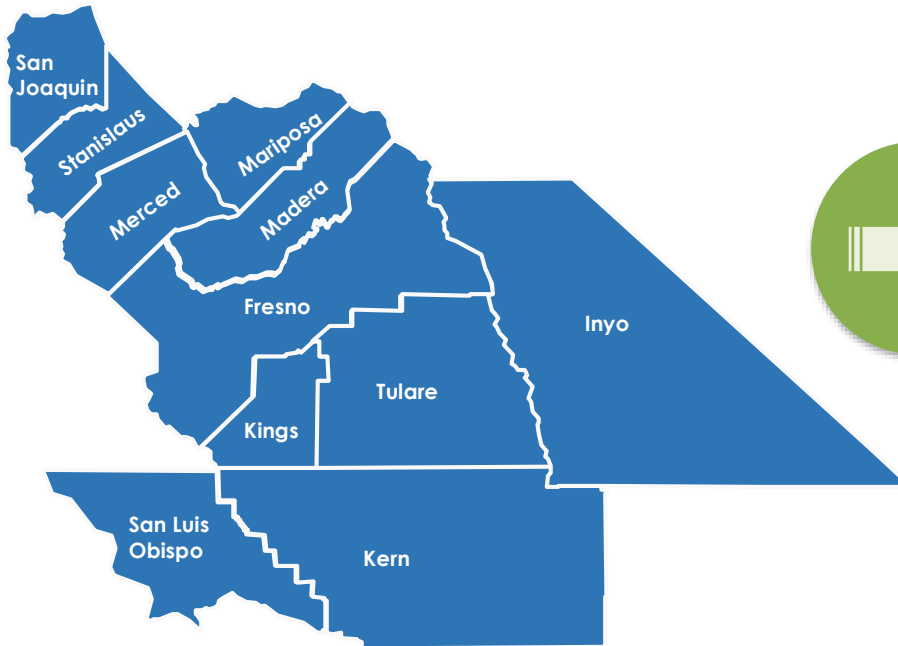


## JPA Board and PSC Election Vote

County/Director	Yay	Nay
<b>Butte</b> Shelby Boston		
<b>Colusa</b> Elizabeth Kelly		
<b>Del Norte</b> Heather Snow		
<b>Glenn</b> Bill Wathen		
<b>Humboldt</b> Connie Beck		
<b>Lake</b> Crystal Markytan		
<b>Lassen</b> Jenna Aguilera		
<b>Mendocino</b> Bekkie Emery		
<b>Modoc</b> Tom Sandage		
<b>Plumas</b> Neal Caiazzo		
<b>Shasta</b> Melissa Janulewicz		
<b>Siskiyou</b> Trish Barbieri		
<b>Tehama</b> Laura Haekins		
<b>Trinity</b> Liz Hamilton		



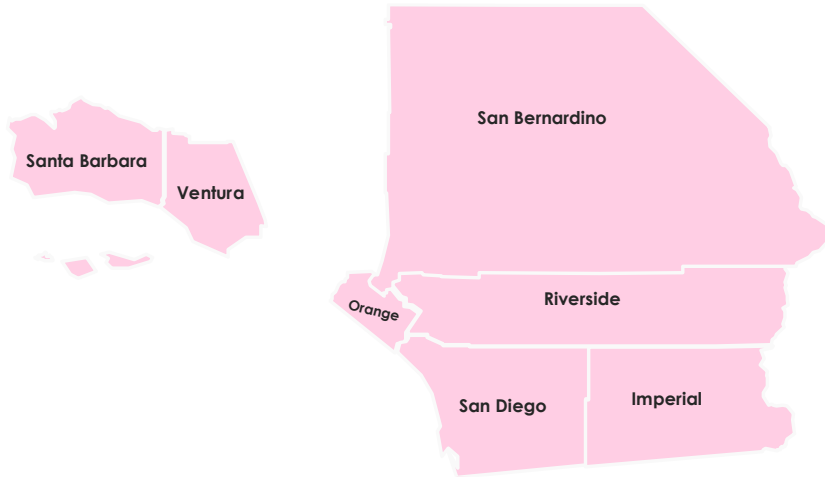
# CalSAWS Region 4



## JPA Board and PSC Election Vote

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

# CalSAWS Region 5



## JPA Board and PSC Election Vote

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

# CalSAWS Region 6

## JPA Board and PSC Election Vote



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



Member Representatives  
Informational Items

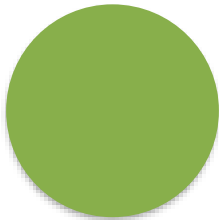


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## CalSAWS Budget Status

- Governor's Budget



# CalSAWS Budget Status

## January Governor's Budget

- No issues were identified with the project budgets for CalSAWS, CalWIN, or CalACES
- One issue was identified with SB1341 premise funding for Budget Year (SFY 2021-22) and may require an update in the May Revise
- One premise item was not included as expected for Medi-Cal Renewals associated with the Public Health Emergency (PHE) and will need to be addressed in the May Revise
- Other premise items were included as expected
- New premise items added:
  - CalWORKs Overpayments – Revised CA 812 Report
  - CalWORKs NOA Redetermination
  - Cal-OAR
  - Elderly Simplification Application Project (ESAP)
  - CalFresh discontinuance of Gambling Wins
  - Removal of Homeless Assistance \$100 Asset Limit (SB 1065)
  - Supplemental and Transitional Nutrition Benefits Program

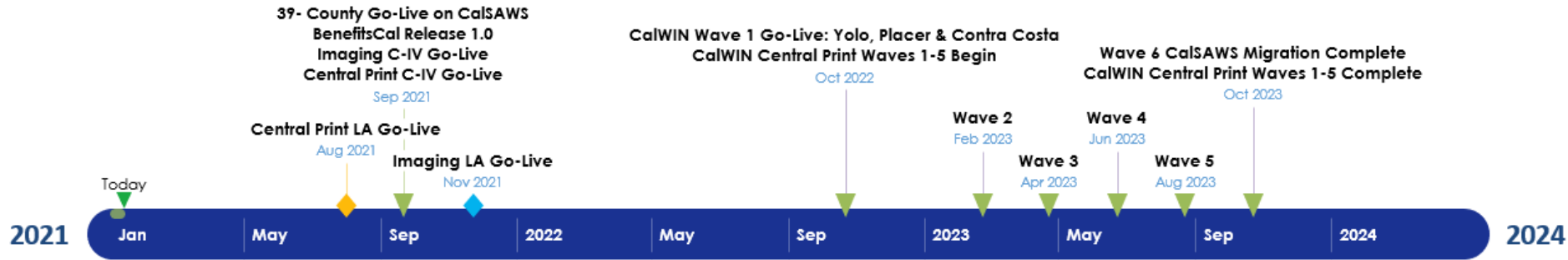


# CalSAWS Gantt Chart Overview

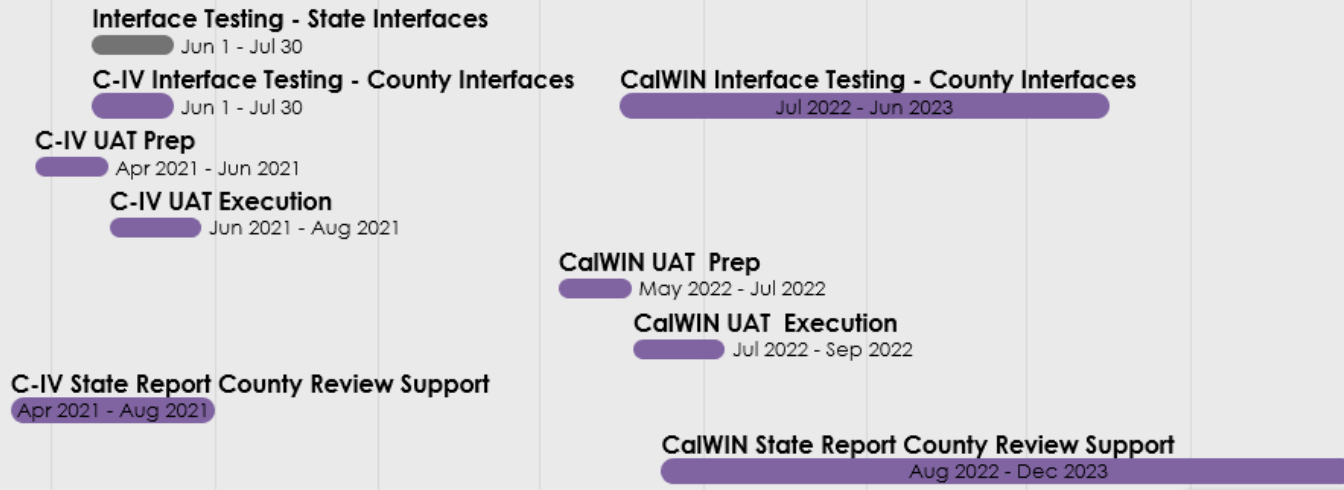
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# CalSAWS Project Gantt

## High Level Overview – App Dev & Test



### App Dev Testing & State Report



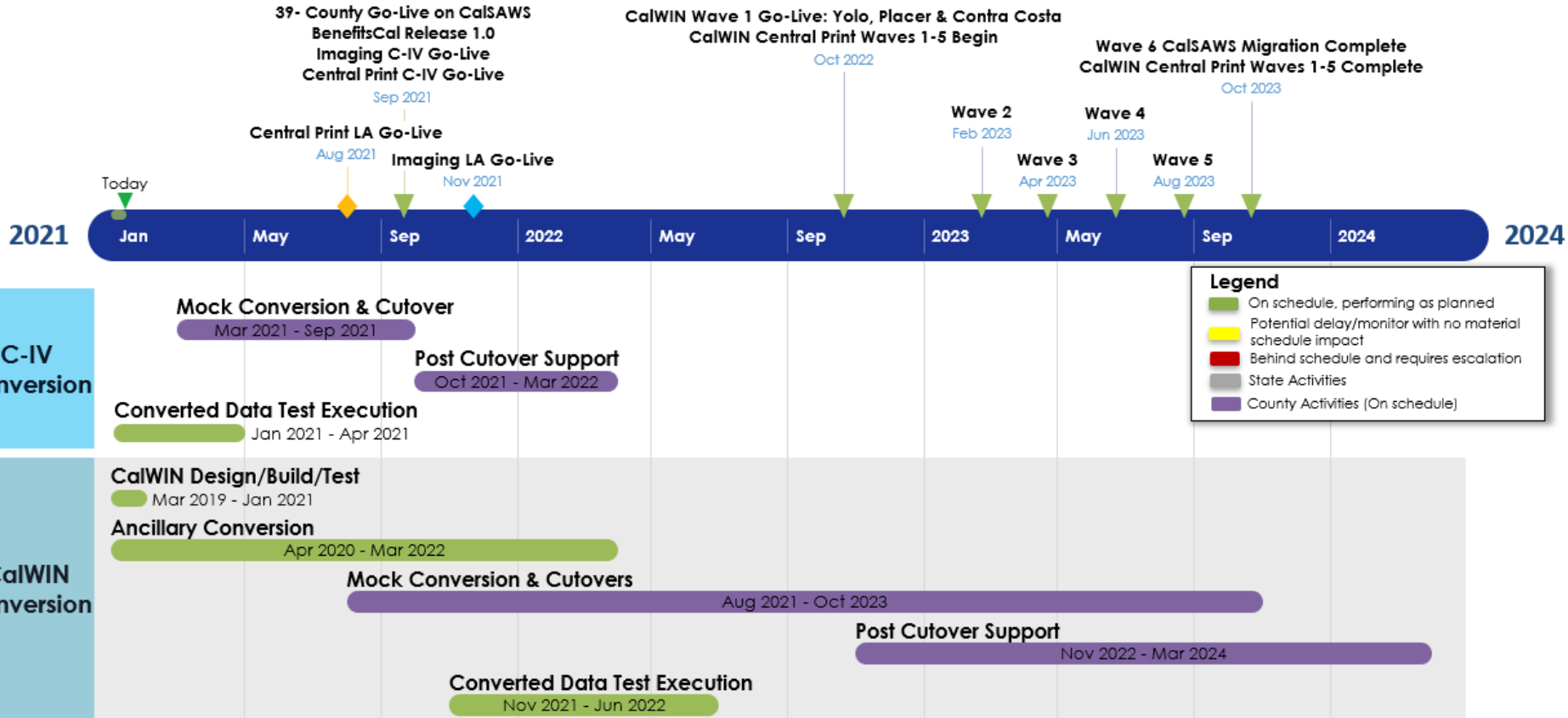
**Legend**

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



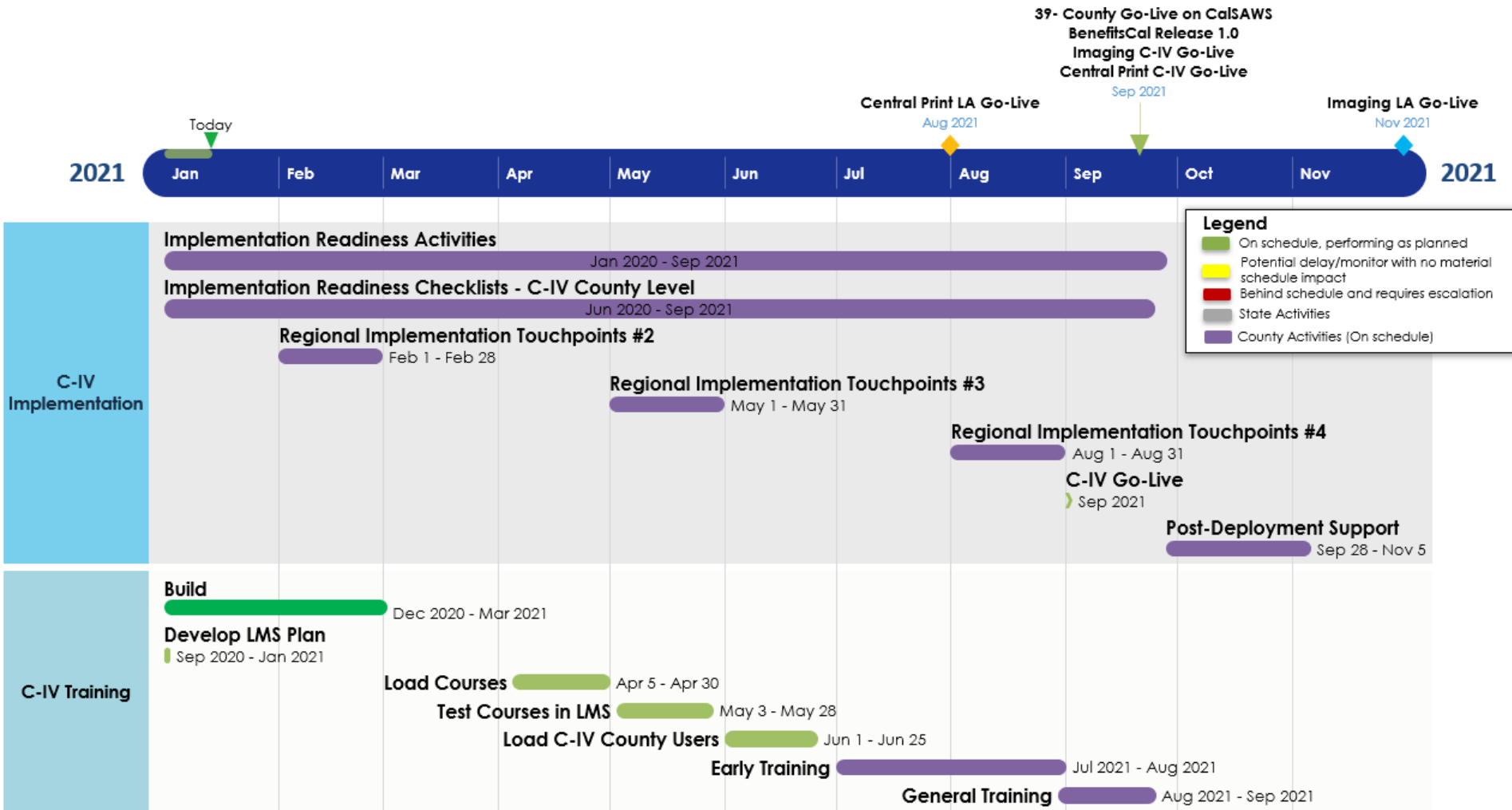
# CalSAWS Project Gantt

## High Level Overview - Conversion



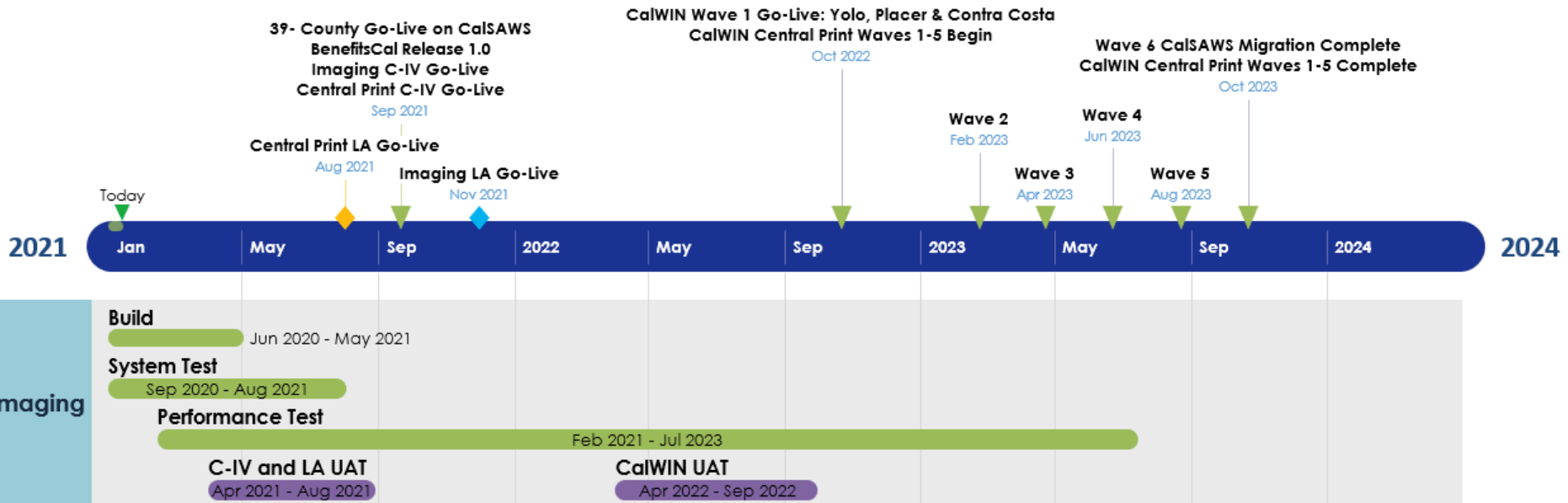
# CalSAWS Project Gantt

## High Level Overview - C-IV & Implementation



# CalSAWS Project Gantt

## High Level Overview – Imaging

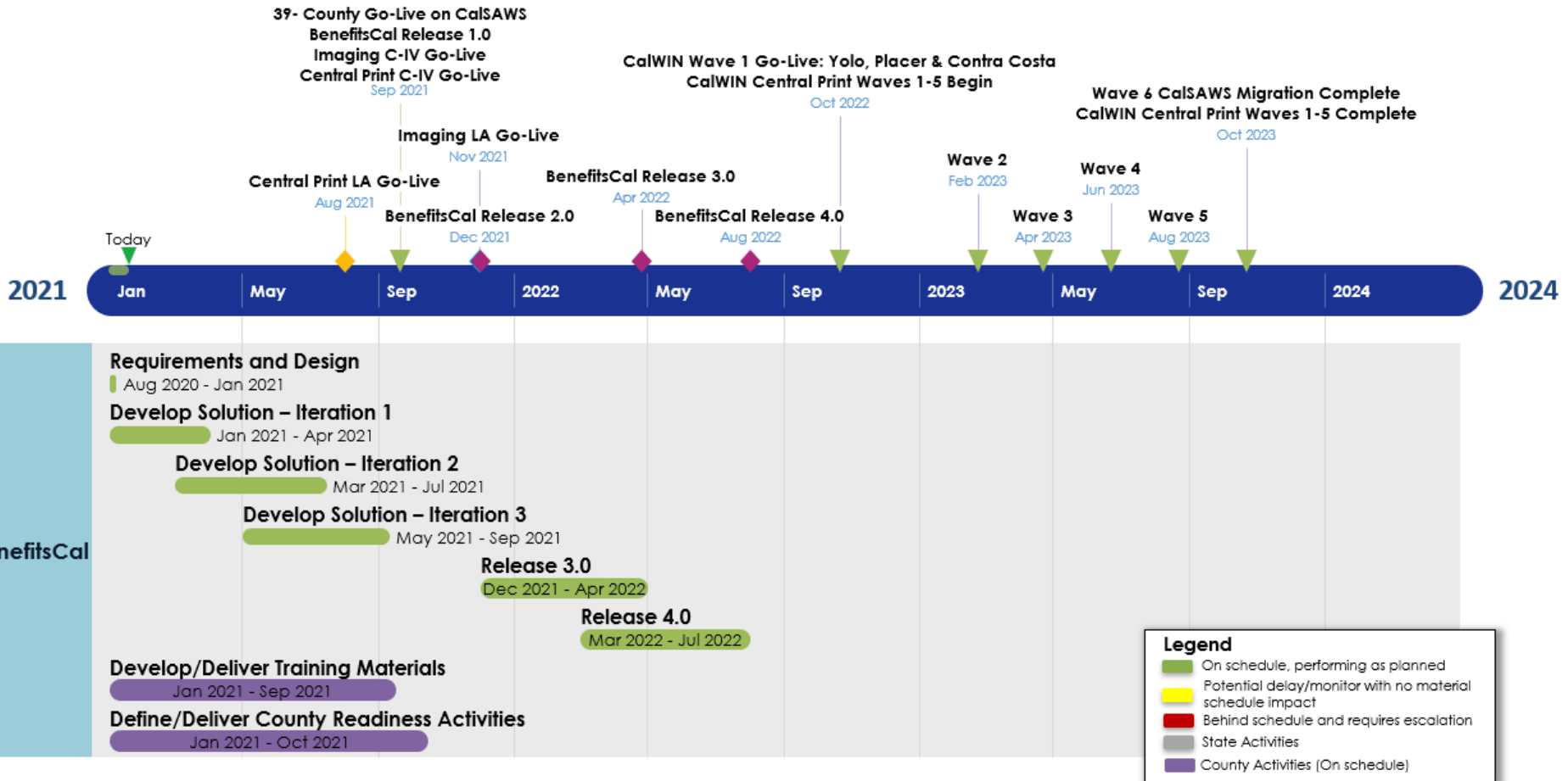


**Legend**

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

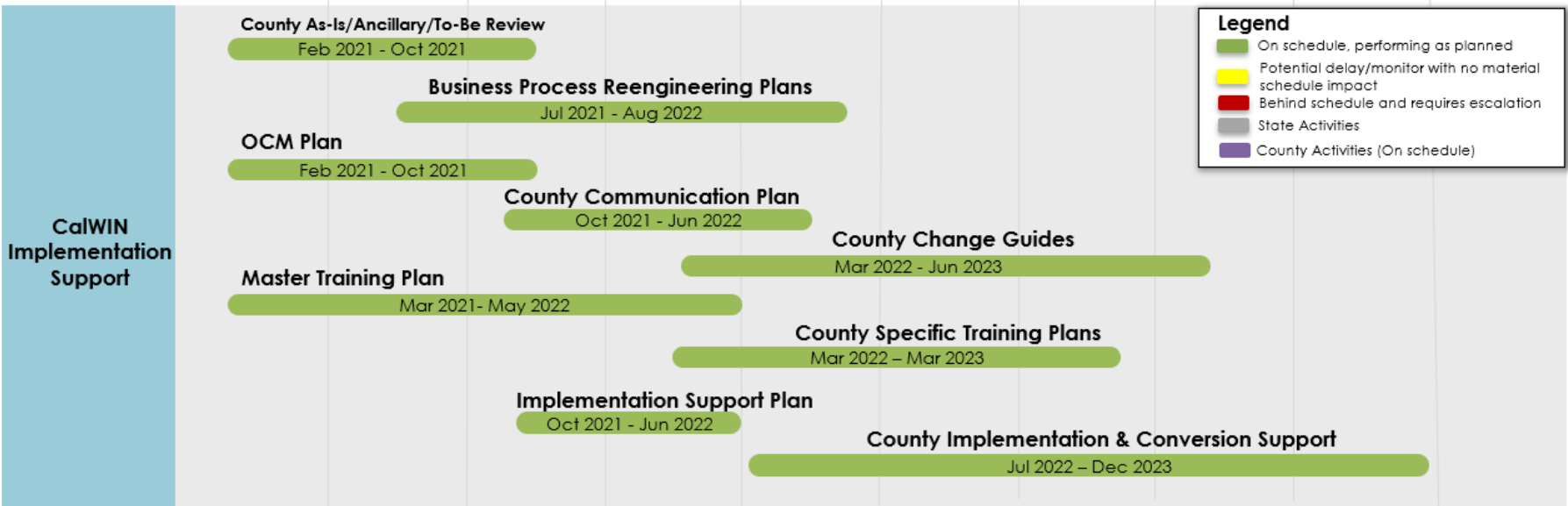
# CalSAWS Project Gantt

## High Level Overview – BenefitsCal



# CalSAWS Project Gantt

## High Level Overview – CalWIN Implementation Support



**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)



# The Road to CalSAWS

---

# The Road to CalSAWS

## Overview of the Agenda Detail

Today's meeting will provide more detail on the items reviewed on the Gantt charts.

- C-IV Change Management, Implementation Support and Training
- CalWIN Implementation Support Services
- Update on BenefitsCal Progress
- Conversion
- User Acceptance Test (UAT)
- Operational Readiness for Go Live
- Operational Readiness Reporting
- Contingency Plans for Go Live



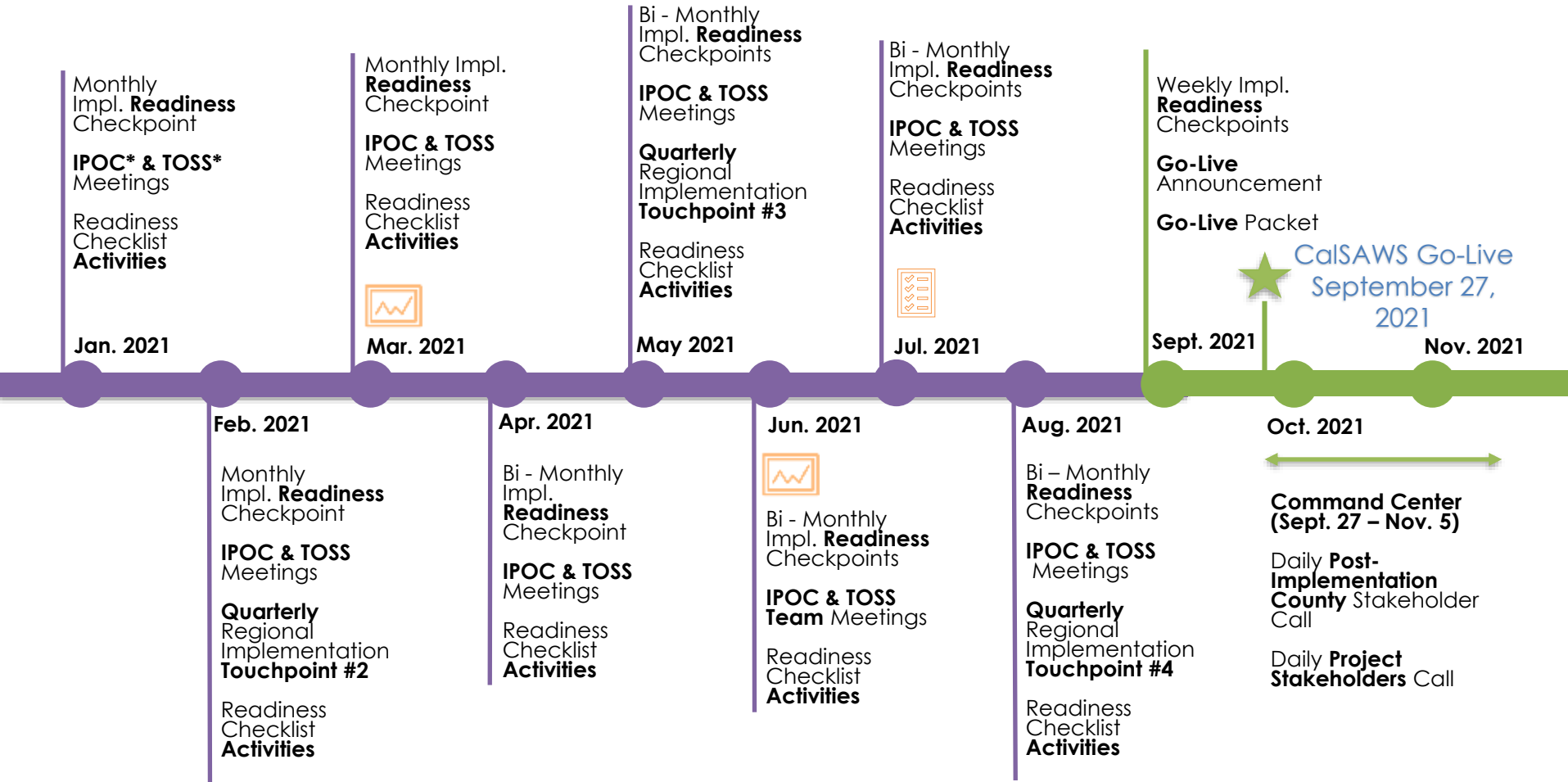


## Overview of C-IV Counties Implementation

- Implementation
  - Change Management
  - Training
- 
-



# Implementation Support Timeline



\*IPOC – Implementation Point of Contact  
 \*TOSS – Targeted On Site Support

# Implementation Readiness

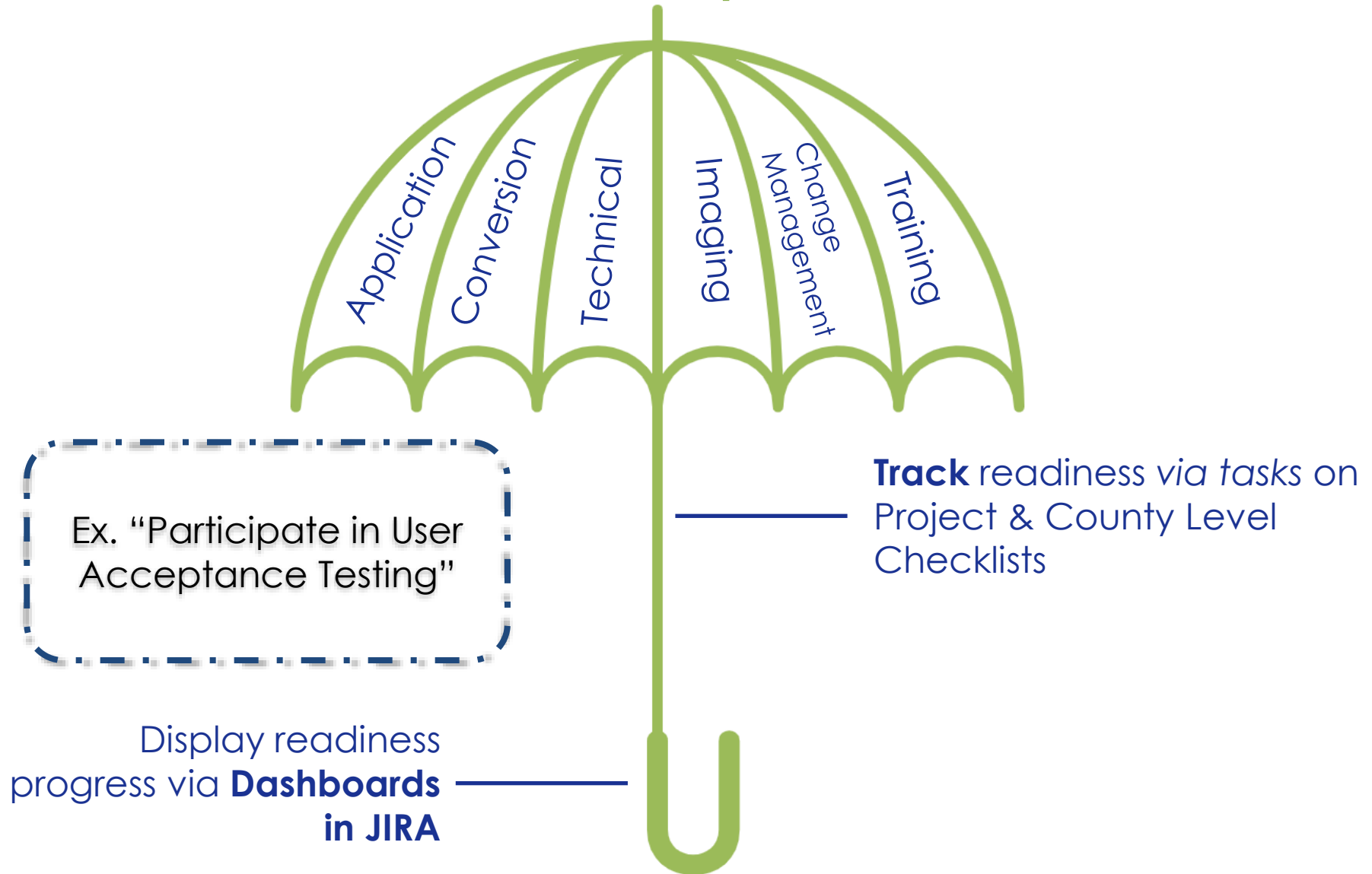
## C-IV Counties Engagement

	MEETING	BEGIN DATE	FREQUENCY	PARTICIPANTS
In Progress	<b>Monthly Implementation Readiness Checkpoint</b>	T-14 Months July 2020	Monthly	Implementation Team/Training, Regional Managers, IPOCs
	<b>IPOC/TOSS Meetings for Review of County-specific Readiness Checklist</b>	T-13 Months August 2020	As established by IPOC preference	TOSS, IPOCs, Regional Managers
	<b>Regional Implementation Touchpoint</b>	T-13 Months September 2020	Quarterly	TOSS, Regional Managers, IPOCs (regional), County Managers/Supervisors, Regional Stakeholders
	<b>Monthly Implementation Readiness Checkpoint – added participants</b>	T-11 Months October 2020	Monthly	Implementation Team/Training, Regional Managers, IPOCs, TPOCs*
Upcoming	<b>Bi-Monthly Implementation Readiness Checkpoint</b>	T-6 Months April 2021	Bi-monthly	Implementation Team/Training, Regional Managers, IPOCs, TPOCs
	<b>Weekly Implementation Readiness Checkpoint</b>	T-1 Month September 2021	Weekly	Implementation Team/Training, Regional Managers, IPOCs, TPOCs, CNCs*

\*TPOC – Technical Point of Contact | \*CNC – Change Network Champion

# Implementation Readiness Support

## Readiness Areas under the **Implementation** Umbrella



# Implementation Points of Contact (IPOC)

## Responsibilities



# Change Management

## Outreach and Communications



### Types of Outreach

- **Targeted Topics** for guided demos on key functionality that is changing
- **Change Network Meetings** highlighting change management best practices to the 388 CNCs\* and how to best prepare their Counties for CalSAWS
- **CNC Feedback Form** to capture and respond to real-time feedback from CNCs and their Counties
- **Change Readiness Assessment Surveys** for assessing the adoption of the C-IV Migration among users



### Materials Distributed

#### Quarterly Implementation News Blasts

- *First Edition:* Change Reason, Pending Verifications, Migration Training Program
- *Second Edition:* UAT, Imaging Solution, Task Management, Lobby Management



#### Infographics

- What is CalSAWS?
- CalSAWS Resources
- Non-Compliance in CalSAWS
- Spotlight on CalSAWS Enhancements

\*CNC - Change Network Champion

# Change Management

## Completed and Upcoming Sessions

### Completed Sessions

8

#### Targeted Topics Sessions since June 2020

- Appointment Scheduling & Management
- MAGI
- Resource Data Bank
- System Roles / Security Groups
- Homeless Assistance
- Non-Compliance: CW/CF, WTW
- Hearings
- AAP/FC

350 to 400

Avg. Number of Attendees per Session

### Upcoming Sessions



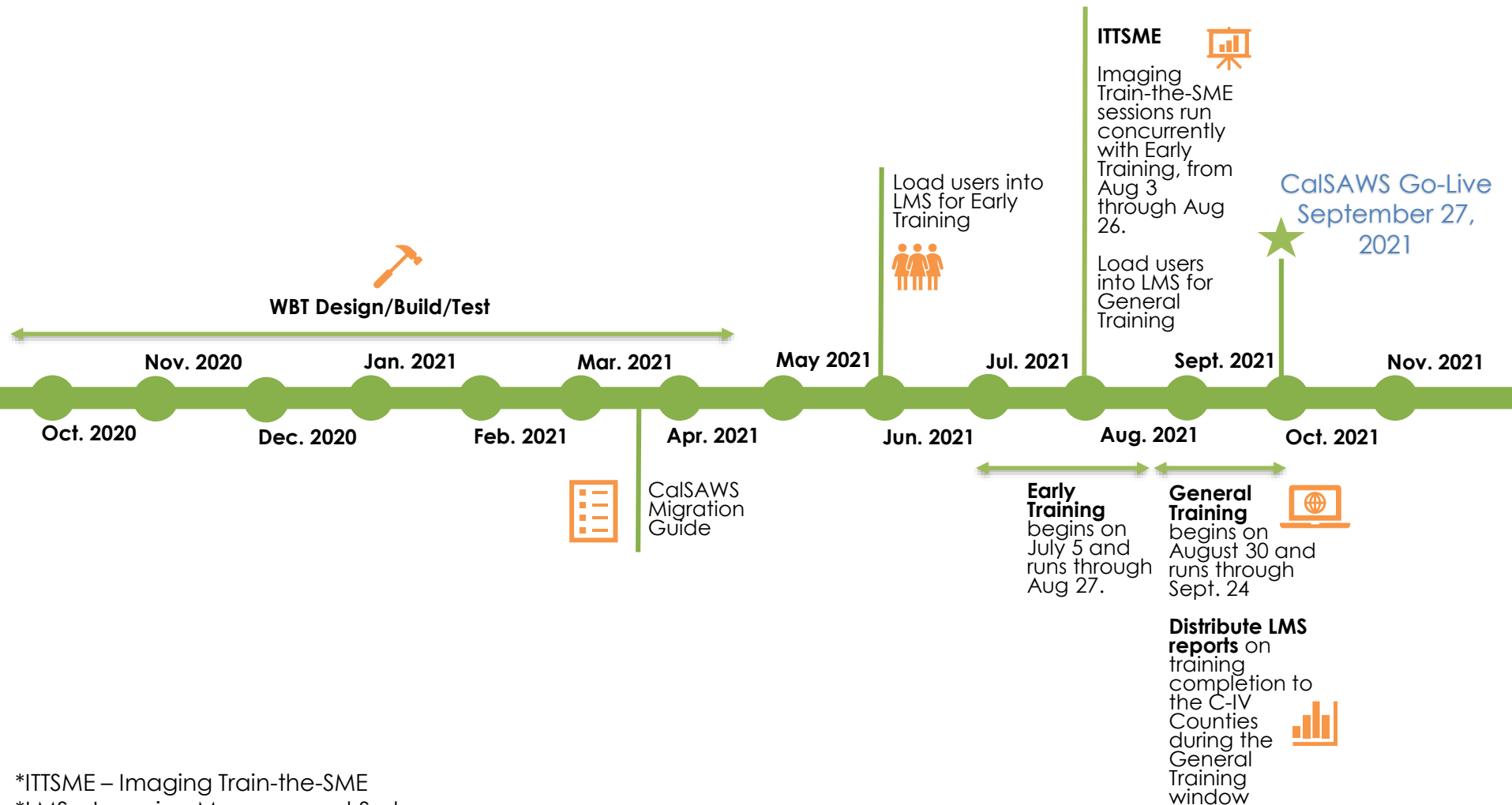
**Targeted Topic Recordings and Supporting Materials are posted to the Web Portal:**

Resources > CalSAWS Migration > Change Management > 1) Targeted Topic Sessions

**\*Please note: these topics and dates are subject to change**

# C-IV Migration Training Activities

## Training Schedule



- \*ITTSME – Imaging Train-the-SME
- \*LMS – Learning Management System
- \*WBT – Web-based Training
- \*Dates above are subject to change

# CalSAWS Learning Management System (LMS)

## C-IV Counties access to Migration Training Materials

### Learning Management System



**Web Based Trainings (WBTs)** will provide end-users with the key functional changes between C-IV and CalSAWS



**CalSAWS Quick Guides** will provide the end-user with functional instructions on the differences between C-IV and CalSAWS.



**CalSAWS Migration Guide** will provide the end-user with a list of training materials, including WBTs and supplemental training guides, by topic/area. The WBTs will include duration time and recommended audience.



**CalSAWS Reference Guides** will contain new terminology, name changes, or Questions & Answers (Q&A). They may also provide topic-specific and high-level mappings of existing C-IV fields, drop list values, sections, etc. with new CalSAWS fields, drop list values, sections, etc.



# Training – C-IV Migration Training Materials



Web-Based Training (WBT):	Audience
Appointment Scheduling and Management (Managing Worker(s) Schedule)	Eligibility Supervisors/Admin
C-IV Migration Training Introduction	All users
Cal-Learn Non-Compliance	Cal-Learn Staff/Supervisors
CAPI	Eligibility (CAPI specific) Staff/Supervisors
Change Reason	Eligibility Staff/Supervisors, Employment Services and Child Care Staff/Supervisors
Child Welfare Programs (AAP)	Eligibility (AAP specific) Staff/Supervisors
Child Welfare Programs (ARC)	Eligibility (ARC specific) Staff/Supervisors
General Assistance/General Relief (GA/GR)	GA/GR Eligibility Staff/Supervisors
Homeless Assistance 1	Eligibility (CalWORKs) Staff/Supervisors
Homeless Assistance 2	Eligibility (CalWORKs) Staff/Supervisors
Imaging – Navigation	All Imaging users
Imaging – Overview	All Imaging users
Imaging – Single Case Capture	All Imaging users
Imaging – Multi-Case Capture	All Imaging users
Imaging – Virtual Printer Capture and Import	All Imaging users
Imaging – Return Mail Capture	All Imaging users
Imaging – Document Retrieval	All Imaging users
Imaging – Worker-Managed Workflow Queues	All Imaging users
Imaging – Specialty Scan Modes	SIU, RDB, and Hearings staff
Managing Worker Assignment Designations	Eligibility Supervisors/Admin
Multi Month EDBC	Eligibility Staff/Supervisors
Non-Compliance	Eligibility (Cash, CF, MA, CAPI, GA/GR) Staff/Supervisors
SAR7 Processing	Eligibility (CW/CF/RCA) Staff/Supervisors
Supervisor Authorization	Eligibility and Fiscal Supervisors
WTW AU Summary	WTW Staff/Supervisors
WTW Non-Compliance	WTW Staff/Supervisors
Verifications	Eligibility and Clerical Staff/Supervisors

## Summary:

- **27 WBTs** in progress
- WBTs will be accessible via the **Learning Management System (LMS)** during Early and General Training
- The **CalSAWS Migration Guide (CMG)** will **provide details on WBT description, duration and intended audience** (~March 2021)

\*The list of Training Materials are subject to change depending on outcomes of ongoing impact analysis.

# Training – C-IV Migration Training Materials



Supplemental User Guides:	Audience
<b>Appointment Management and Scheduling</b>	Eligibility Staff/Supervisors
<b>Auto Case Assignment</b>	System Administrators, Eligibility Supervisors and Managers
<b>Cal-Learn Non-Compliance</b>	Cal-Learn Staff/Supervisors
<b>Change Reason</b>	Eligibility Staff/Supervisors, Employment Services and Child Care Staff/Supervisors
<b>Child Welfare Program Quick Guides</b>	Eligibility (Child Welfare) Staff/Supervisors
<b>Homeless Assistance Quick Guides</b>	Eligibility (CalWORKs) Staff/Supervisors
<b>MAGI</b>	Eligibility (Medi-Cal) Staff/Supervisors
<b>Non-Compliance</b>	Eligibility (Cash, CF, MA, CAPI, GA/GR) Staff/Supervisors
<b>Notices of Action (NOAs) - Preview</b>	Eligibility Staff/Supervisors
<b>Pregnancy Special Need</b>	Eligibility Staff/Supervisors
<b>Rescind Reason</b>	Eligibility Staff/Supervisors
<b>Sponsorship/Deemed Income</b>	Eligibility (CW, CF, GA/GR and CAPI) Staff/Supervisors
<b>Supervisor Authorization Quick Guides</b>	Eligibility and Fiscal Staff/Supervisors
<b>Verifications</b>	Eligibility and Clerical Staff/Supervisors

\*The above list of Training Materials are subject to change depending on outcomes of ongoing impact analysis (Name/Topic, Training Material Type, etc.)

# Next Steps

## What can the Counties do now?



Attend Targeted Topics, Monthly Implementation Readiness Checkpoints, Quarterly Implementation Regional Touchpoints



Use the Sandbox environment



Review materials provided by the Project

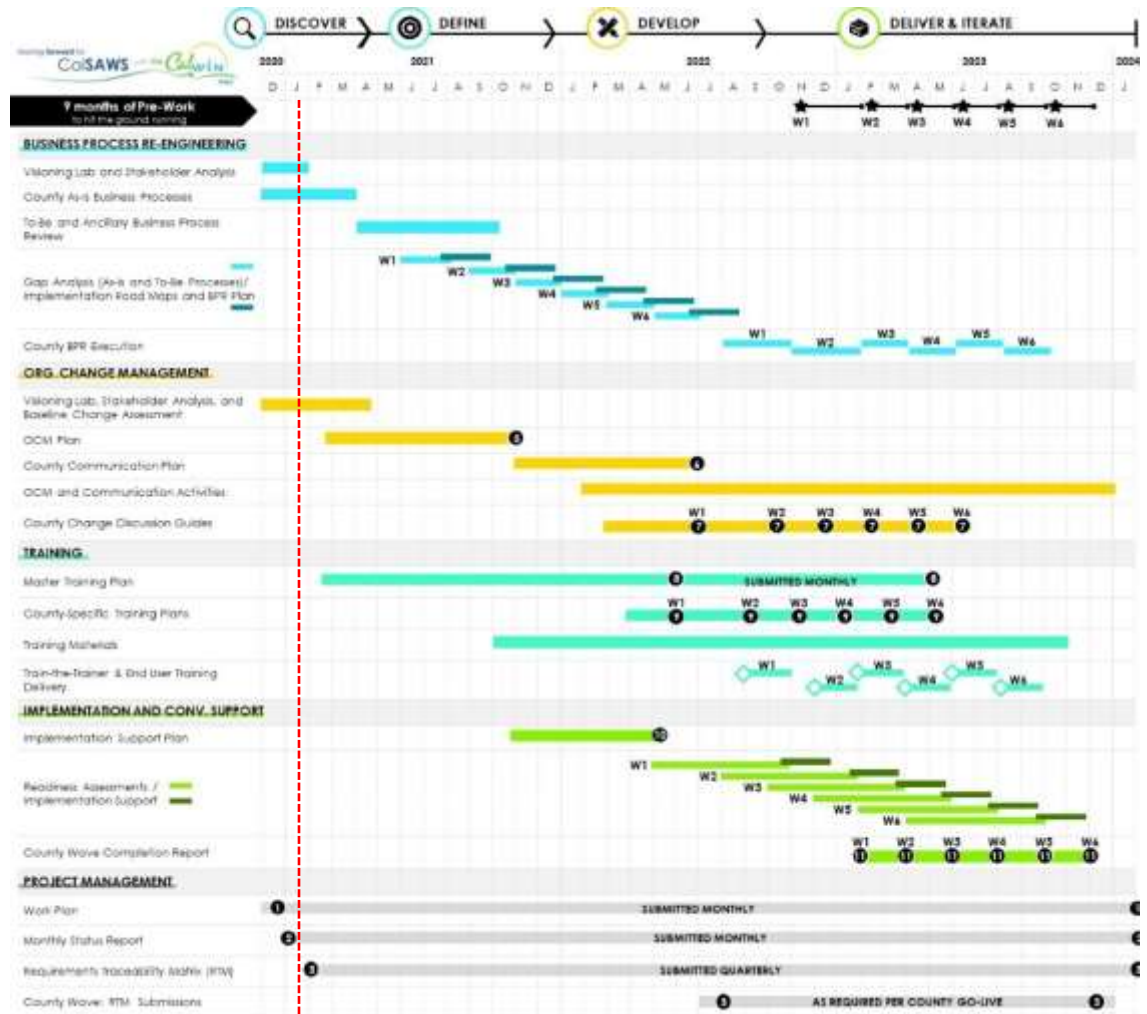




## CalWIN Implementation Support Services

- Business Process Reengineering
  - Training Advisory Council
  - Visioning Lab
- 
-

# CalWIN Implementation Support



# CalWIN Implementation Support

## Business Process Reengineering (BPR)

### Discovery (As-Is) Phase of BPR

- Initial Engagement – held review calls with all 18 CalWIN counties to kick-off the collection of As-Is and answer questions
- Current Review of County Documentation - Team is developing As-Is baseline process flow
- Next Steps
  - Scheduled Kick-off meeting & As-Is Baseline Discovery Sessions with county BPR working group members
  - Individual County As-Is Discovery Sessions - develop County-specific Business Process Flows

# CalWIN Implementation Support

## Training

### Training Advisory Council (TAC)

- Purpose of the TAC:
  - Advise the CalWIN Implementation Training team during all phases of planning, development, and delivery of training
  - Be a resource to discuss
    - ✦ County training needs
    - ✦ Components of the Master Training Plan
    - ✦ County-specific Training Plans
    - ✦ Scheduling, logistics, and evaluation
  - Review draft training materials as needed
- First meeting of TAC is scheduled for Wednesday, February 17, 2021, 1:00 – 2:30 p.m.

# CalWIN Implementation Support

## Visioning Lab

- Opportunity to connect and reflect on a unified vision on what Implementation **success** means
- Interactive breakout sessions and dynamic discussions to guide and inspire you and your teams moving forward
- **What:** An immersive, virtual leadership lab
  - **When:** February 24 ~ 1:00 – 4:00 pm via Zoom
  - **Who:** CalWIN County Directors + a deputy or designee (Consortium and Regional Managers)
  - **Why:** Leading from the top enhances success and increases employee engagement and adoption





1. User Centered Design: What we've learned, Future Plans
  2. User Account Conversion FAQs
  3. Training Plans
  4. Communication Strategy
  5. Go-Live Readiness
  6. Soft Launch - Pilot
-

# We are listening

“ The main tenet of design thinking is **empathy** for the people you’re trying to design for. ”

- David Kelley, Founder of IDEO

During requirements and design, we spoke with hundreds of customers, CBOs/Advocates and County Staff.

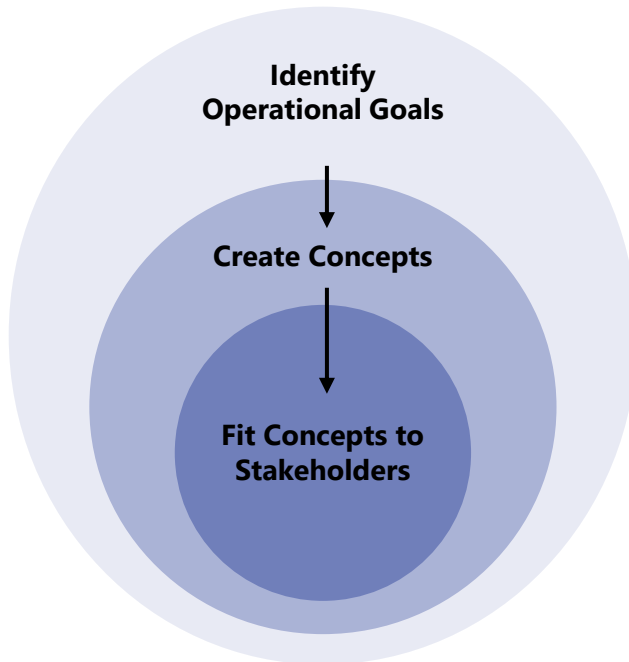
**They talked. We listened. And observed.**

**Let us show you what we learned** and how user centered design will benefit the users of BenefitsCal.

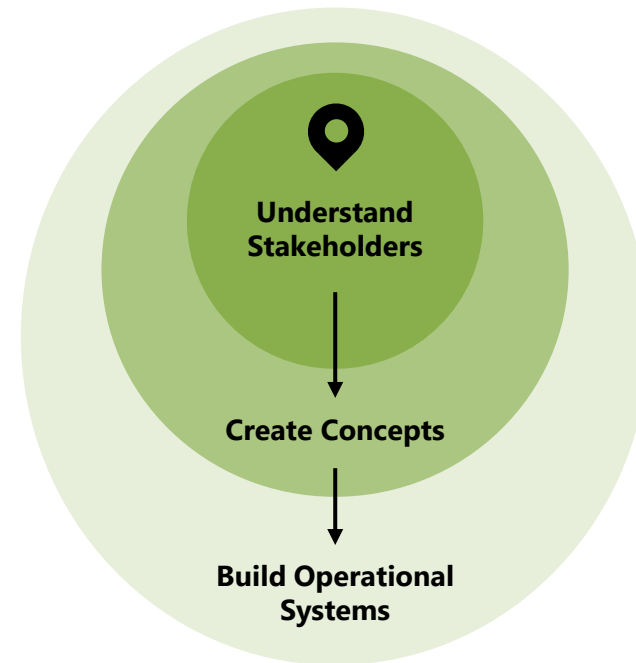
In a User Centered Design approach, **empathy** is the premise.

It means that the people we are designing for are driving the solutions.

TRADITIONAL APPROACH



HUMAN-CENTERED APPROACH



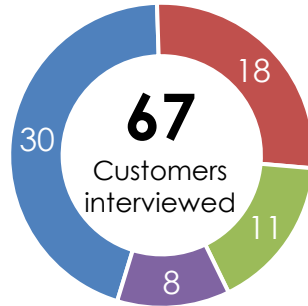
Here's what we've done so far

# We started by engaging diverse stakeholders...

To date, we engaged **164 individuals**, 117 of which are external\*

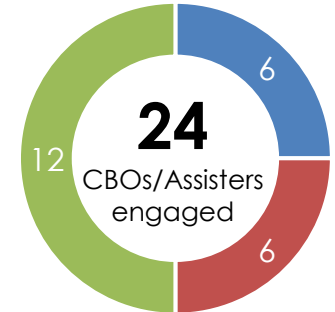
## 1:1 Customers Interviews

- Customer Experience Research
- #Take It To the Lab
- Usability Testing - Round 1
- Usability Testing - Round 2



## CBOs/Assisters Engaged

- Usability Testing - Round 1
- Usability Testing - Round 2
- Design Reviews to validate screens



## Focus Groups

- CBOs/Assisters
- Caseworkers
- Call Center Staff
- Advocates
- Authorized Representative
- Supervisors & Managers
- Clerical Staff



And... a Survey sent to 1.2MM people with **7,118** Customer and Assister responses.

\*External participants are individuals that do not work for the County i.e., Customers, CBOs/FBOs, Assisters, Advocates, and Authorized Representatives. Internal participants include County staff i.e., Caseworkers, Call Center Staff, Supervisors & Managers, and Clerical Staff.



“Applying – it’s a very time-consuming and frustrating process.

You’ve got your normal day-to-day life with my sick husband and kids... It’s an emotional job. And then just normal life of paying the bills. It’s just too much.”

”

# Story from the field

## Managing Benefits Adds to an Already Full Plate for Some Recipients

**Anne, 32**

I am a mother of three. I applied for CalWORKS this year after losing my job. I only want to be on benefits when I need it; I want to work towards not relying on benefits.

---

### Things I liked about the new design

#### Reassuring

“ I find the descriptions helpful and informative. Especially for income, I’m not sure what kind of income I get. This helps clarify that.”

#### Reassuring

“Quick recap screens that show me the info I just entered gives me confidence that I am entering the correct information.”

#### Simple and Intuitive

The format is readable, clear, and easy to digest. I can easily see exactly what’s being asked of me with each question.

\*Not an actual client photograph.



# Story from the field

## Messaging Matters

### Robert, 53

I've been on CalFresh and Medi-Cal for 6 years; I'm familiar with the benefits process, but I still struggle using the CA Benefits Website because English is not my first language, and I didn't finish high school. I access the website frequently to check my EBT balance. I usually do it using my computer because it's much easier that way. Doing it with my phone is challenging.

---

### Things I need from the new design

#### Reassuring

What I need is a quick and easy way to have visibility into my case.

#### Mobile-First and Responsive

I would love to see the mobile experience improved. On the phone, the website is too busy; the font and icons too small.

#### Inclusive of Diversity, Promotes Equity

The website will be easier for me to navigate if I could change the language to Russian.

**“That’s how people fall through the cracks, because they don’t get the right information.”**

**The requirements are in the packet, but it’s deep in the application. I didn’t see it.”**

\*Not an actual client photograph.

# We asked lots of questions ...

## #Take It To The Lab



### 01. Identify Questions

First, we discuss with stakeholders to come up with questions that only our users can answer.



### 02. Develop a Strategy

Next, we select the testing method that is most appropriate and will provide the most useful data. We make this decision based on what phase of design we are in (design concepts versus wireframe flows).



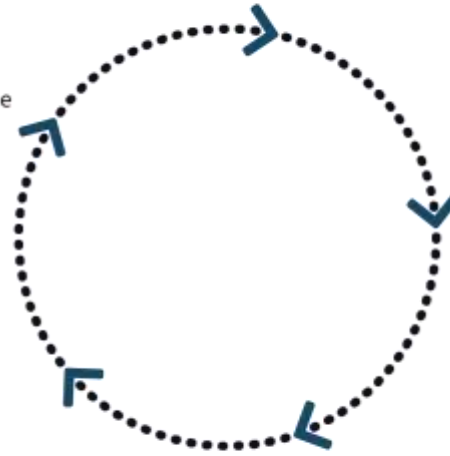
### 03. Ask Users

Then, we gather user feedback using methods such as focus groups, surveys, one-on-one interviews, questioning, A/B testing and usability testing.



### 04. Update the Design

Finally, using insights gained from user research, we ideate on design solutions, present them to our stakeholders, and update our designs.





# And developed **insights** about the user experience.

Lab research was synthesized into eight key insights



## Insight 1: Cumbersome Application Process

Complex policy regulations make the application process lengthy and cumbersome, which can intimidate customers



## Insight 2: Functionality and Usability

The CA Benefits Websites are not optimized for user navigation (e.g., not mobile responsive or intuitive to use); it's a barrier to adoption



## Insight 3: Transparency in Process and Benefits Decisions

After customers submit their applications or an ongoing case activity, they do not know what comes next in the benefits process



## Insight 4: Technical Terms...

Customers feel that the CA Benefits Websites do not use simple language; the text contains too many acronyms and technical terms that are not easily understood



## Insight 5: Represent Me!

The existing CA Benefits Websites are not accessible or easy to use for customers of different demographics and user groups



## Insight 6: What Website?

Some customers are not aware of the CA Benefits Websites; those who do tend to learn about them through their caseworkers



## Insight 7: A One-Way Street...

Customers want better communications with County staff



## Insight 8: Partners; Gateway to Success

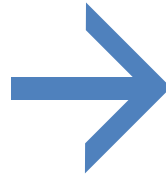
Assisters and advocates do not have account capabilities that allow them to support customers to the best of their abilities

# We turned the insights into actions and...

## INSIGHT #3: Transparency

Users can feel lost when it's not clear **what's the next step**.

Users need help to **know what comes next** in the benefits application process. Today, it's not easy and requires a phone call or visit to an office.



## TO ACTIONS

- At the top of the customer's dashboard, we added a new section called "**To-do**" listing next steps (upload a document, prep for an interview, etc.).
- Throughout the application process, we **nudge** users to provide information and **explain why** it's needed, guiding them through the process.

# We wireframed designs...

## CalSAWS IDEAS

### Home page

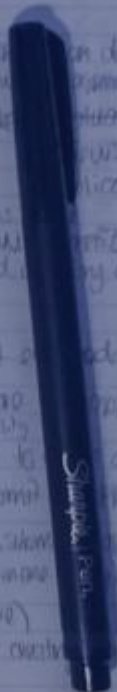


user not logged in login prompt

Add a process infographic for transparency?

- 1 - Check eligibility
- 2 - Apply
- 3 - Upload documents including: [unclear], [unclear], [unclear]
- 4 - Case worker reviews documents
- 5 - Decision is made (what if rejected?)

- 6 - Do we want a [unclear] to check before [unclear] apply?
- 7 - Do they have to consent to submit application?
- 8 - 1) have account, submit [unclear]
- 9 - 2) apply fall into [unclear] (don't save)
- 10 - Apply without creating account



# ...And tested the designs with users.

## Incorporating feedback along the way



### 01. Conduct Usability Testing

First, we invite users to complete a set of tasks and we observe and listen as they interact with the designs.



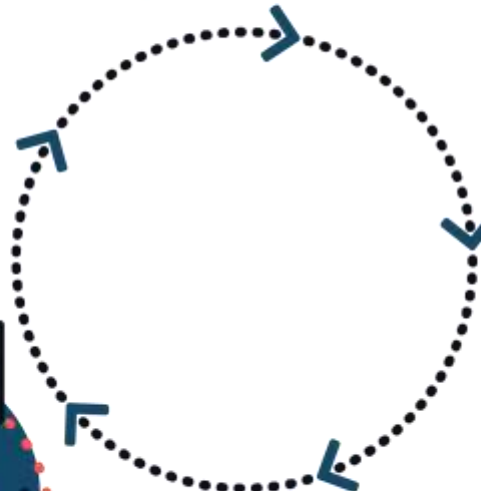
### 02. Analyze the Results

Next, we analyze our observations from usability testing to derive usability insights. We prioritize which insights to address by its severity and overall effect on usability and user experience.



### 03. Update the Design

Then, we ideate on solutions, present them to stakeholders and incorporate the changes in the design!



# Hosted Design Reviews with CBOs and Advocates

To validate the design from another perspective

## WHAT WE HEARD

### 12 hours

Over the course of 3 sessions, we reviewed screens as a user would experience the application.

### 15 policy questions

CDHS and DSS participated and questions were identified – opportunities to work together to improve the experience for Californians.

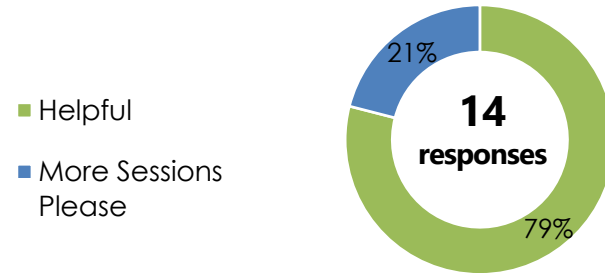
### 154 feedback points

Feedback was documented, categorized, and analyzed.

### 93 design changes

UI/UX and copy feedback was addressed as result of the design review with CBOs and Advocates.

## FEEDBACK FROM THE SESSION



### Participants found the session helpful....

"[I appreciate] **how much you are hearing us**, this is really great!"

"[I learned] so much!! As policy makers, we don't often get to see the client side – [it] was great to **get a glimpse of their experience.**"

"It's really great to see where you are in the process and **how you are incorporating consumer and assister feedback.** Thank you!"

The next meeting is  
Wednesday, January 27<sup>th</sup>.

# Usability Testing Results

Intentional language and word choice is **making a difference.**

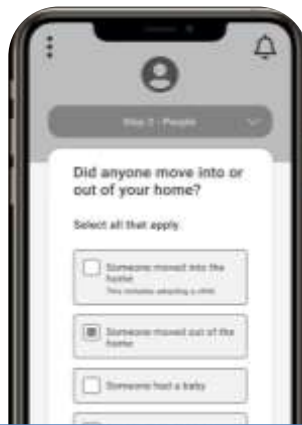
## Empathy



“This is very good right here it is very friendly to **me I feel like we're both on the same page**, so I like that.”

Positive ending screens for application sections that give users the **option to 'save and exit'** are ways we aim to empathize with users and were welcomed by participants.

## Simple Text



“I think you guys have simplified which is useful to the population that we serve, so I think it is good to have it where the client can figure it out on their own... I think **the language is simple [to] understand.**”

**Straightforward, clearly asked questions** made the application feel more **conversational and user-friendly** for participants.

## Language



“I feel like I can do it on the app myself if you change the language to Farsi.”

Customers **preferred being able to use the app in their primary languages** so that they can understand application questions and answer choices more clearly.

## Nudges



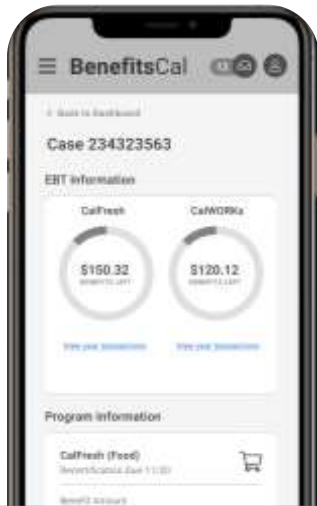
“This is good too because sometimes when I see screens like this I'll be like, '**Hmm maybe there is something I should go back and answer,**' so I think it is good if you want to skip through it but it's also that reminder just in case you want to go back and double check something.”

The pop-up warning screens were welcomed as it **gave customers time to consider whether or not they wanted to leave information blank.**

# Usability Testing Results

Features are **solving problems** for users.

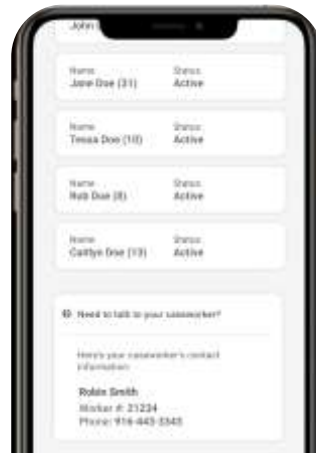
## Case Details



*I like that it tells me if I have EBT or CalWORKs **and it tells me how much balance I have left.***

Customers liked **the ease of viewing** their case details and **several key features** including the ability to see benefits amounts, download benefits verifications, and access to complete their recertifications.

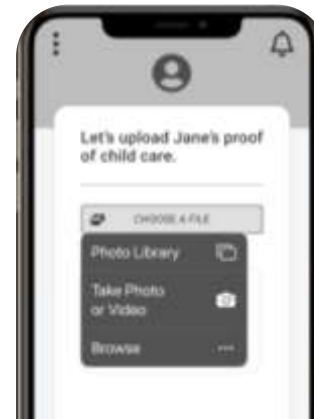
## Caseworker Contact



*I like the fact **that it has your caseworker and phone number**... when I asked if there was a caseworker I could talk to, they said 'No you can't, sorry, bye'.*

Customers liked that **caseworker contact information was available to them**, as they had difficulties contacting their caseworkers in the past.

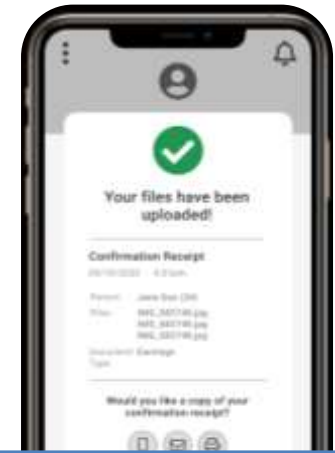
## Mobile Preference



*You sold me on the document upload, that was the best part. It was very fast and very easy to do... Yeah of course **I would rather do it on my phone**, but I do it on my computer because when I do have to upload a document it's usually not this easy or fast*

Customers liked that the **simple and easily navigable interface** would enable them to use their mobile devices to **manage their benefits on-the-go**.

## Confirmation Receipts



*I like that, I like it. This is what I wanted. **I wanted it to say here is your confirmation**, here is your receipt, this is what we received. And I like how it says if you want a copy of this here you go.*

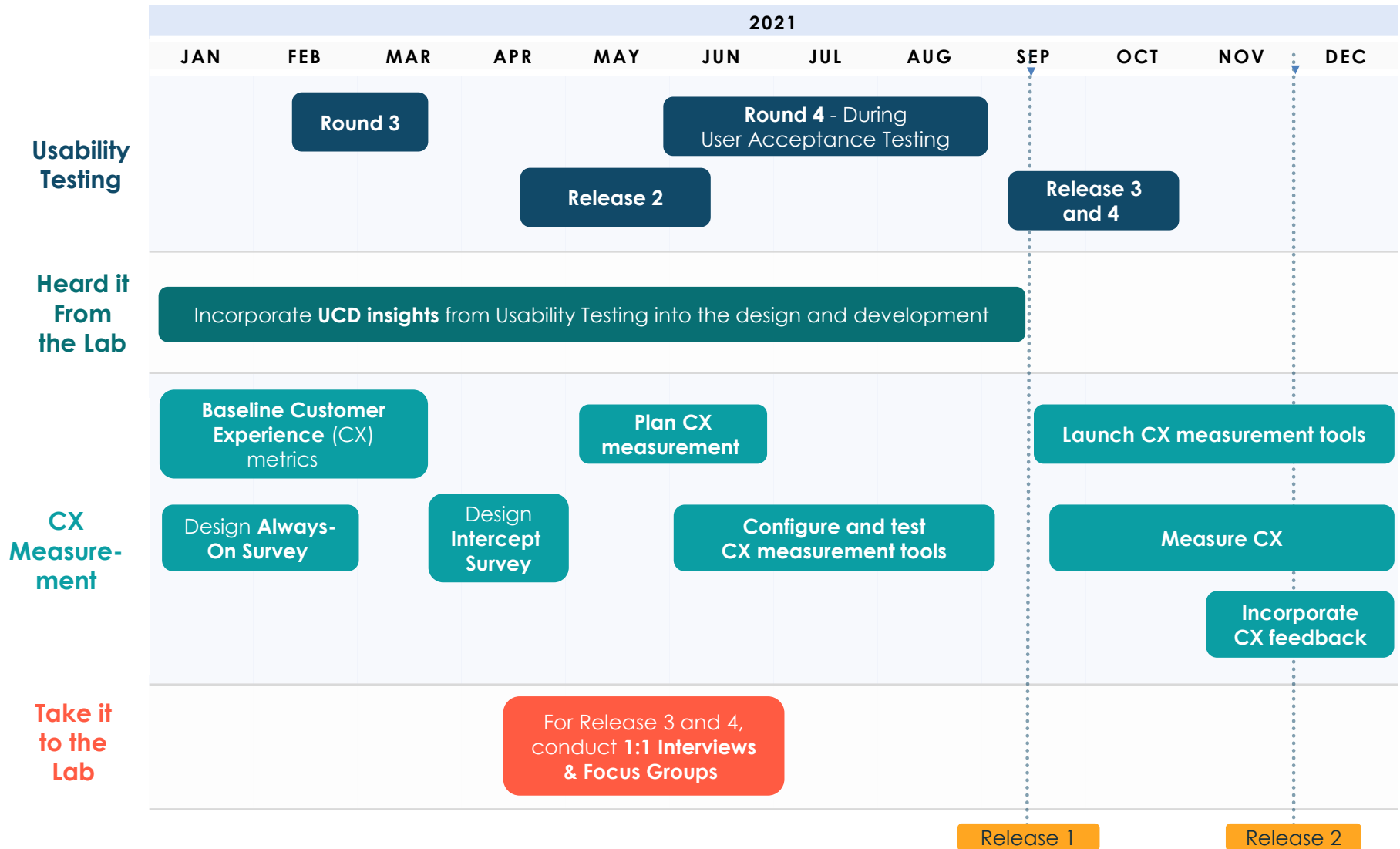
**Confirmation receipts** for reporting a change and document upload were **given positive feedback**.

# User Centered Design Plans



# Summary of UCD Plans for 2021

## Measuring the Customer Experience (CX)



# User Conversion Plans

# User Account Conversion

## Frequently Asked Questions (FAQ)

1

### Which user accounts will be converted?

---

Accounts will be converted IF...

- The account has been accessed within the last two (2) years, AND
- The account is linked to an application or case

2

### What do users need to login to BenefitsCal?

---

1. Username or Email from the current portal(s)
2. Password from the current portal(s)

No special link or code is required.

3

### What's the first-time login experience like?

---

**Easy.**

- User will be prompted to enter missing information
- They'll set a new password

Please see the next slide for a preview...

More information will be shared as we approach go-live (September 2021).

# BenefitsCal Account Conversion

## First Time Login Experience

BenefitsCal LOG IN

Do you have a C4Yourself Account?  
You can use your C4Yourself username and password to login for the first time here.

**Log In**

Email (required)

Password (required)

[Forgot Your Password?](#)

LOG IN

**Create New Account**  
An account lets you see your application status and easily renew your benefits.

CREATE ACCOUNT

**Community Based Organizations (CBO)**  
Help people apply for benefits and check their application status.

REGISTER YOUR CBO ACCOUNT

User can login with their existing credentials

Log in with my C4Yourself credentials.

Username (required)

Password (required)

LOG IN

If you don't remember your username or password, create a new account

CREATE A NEW ACCOUNT

Missing information is requested

Let's update your account information.

First Name (required)

LAST NAME (required)

Email (required)

Phone (required)

Must be at least:  
• 8 characters long  
• Include a number  
• Include a letter  
• Include a special character (!@#\$)

Confirm Password (required)

The two passwords should match.

Mobile Phone

By checking this box, I verify that this is my mobile number and consent to receive text messages via automated technology to this number regarding updates by or on behalf of BenefitsCal. Message and data rates may apply.

I read, or had read to me, and I understand and agree to the [Terms and Conditions](#).

NEXT

Now, let's set up a few questions in case you forget your password.

First Security Question (required)  
- Select One -

Answer (required)

Only include letters and numbers.

Second Security Question (required)  
- Select One -

Answer (required)

Only include letters and numbers.

Third Security Question (required)  
- Select One -

Answer (required)

Only include letters and numbers.

CREATE ACCOUNT

Account registration then proceeds as usual...

A confirmation email is on its way to janedoe@gmail.com.

1. Check your inbox for our verification email
2. Click the link to verify your account.

Be sure to check your spam folder if you haven't received it.

BACK TO HOME

# Training Plans

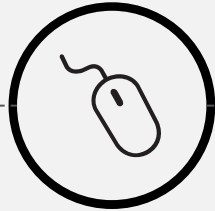
# Training Plans: Summary of Scope

More information will be provided in **June 2021**



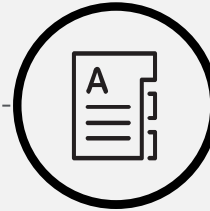
## How-To Video

*1 how-to video* to assist Customers with a common task (example: creating an account).



## Web-Based Training

*1 online web-based training* will be available for Counties and Administrators.



## Job Aid

*2 job aids* for System and County Administrators.



## User Guide

*2 user guides* to support Customers and CBOs/FBOs.

**Plan**

**May 2021**

**Develop**

**June-July 2021**

**Deliver**

**August 2021**

# Communication Strategy

# Communication Strategy

More information will be provided in **February 2021**

List of communications for **internal stakeholders** including caseworkers, counties, state agencies, contact centers, and more.

List of communications to **external stakeholders** including customers, CBOs, Assisters, Advocates, Legislators, and more.



**An inventory** of the communications, including the audience, channel, and date.

**A defined process** by which communication text will be reviewed and approved before distribution.



# Metrics to Assess Readiness for Go-Live

# Operational Readiness

## Metrics to Assess Readiness for Go-Live are in progress

- Project readiness measures are defined to indicate readiness toward key milestones.
- Readiness items are measurable so that there is a clear indication of the status: met or unmet.

BenefitsCal Operational Readiness Dashboard

Area	Categories	Status		Key Milestones				
		Current Period	Previous Period	Key Decisions	Evaluation Start Date	Decision Date	Start Date	Go?
Application	Design	C	G	Exit SIT	Xx/xx/21	Xx/xx/xx	Xx/xx/xx	
	Development	G	NS	Exit UAT	Xx/xx/21	Xx/xx/xx	Xx/xx/xx	
	System Test	G	NS	Prod Deployment	Xx/xx/21	Xx/xx/xx	Xx/xx/xx	
	User Acceptance Test	NS	NS	Deploy to Production	09/xx/21	Xx/xx/xx	Xx/xx/xx	
	Interface Test	G	NS	Notes:				
Technical	Infrastructure	NS	NS	<ul style="list-style-type: none"> <li>From a system standpoint:</li> <li>•</li> <li>•</li> <li>•</li> </ul>				
	Security Testing	NS	NS	<ul style="list-style-type: none"> <li>From a user readiness standpoint:</li> <li>•</li> <li>•</li> <li>•</li> </ul>				
	Performance Testing	NS	NS					
Conversion	Converted Data Test	NS	NS					
	Mock Runs	NS	NS					
Implementation	Service Desk	NS	NS					
	System Operations	NS	NS					
	Prod Deployment Plans	NS	NS					
Change Readiness	Communications	NS	NS					
	County Readiness	NS	NS					
	Training	NS	NS					

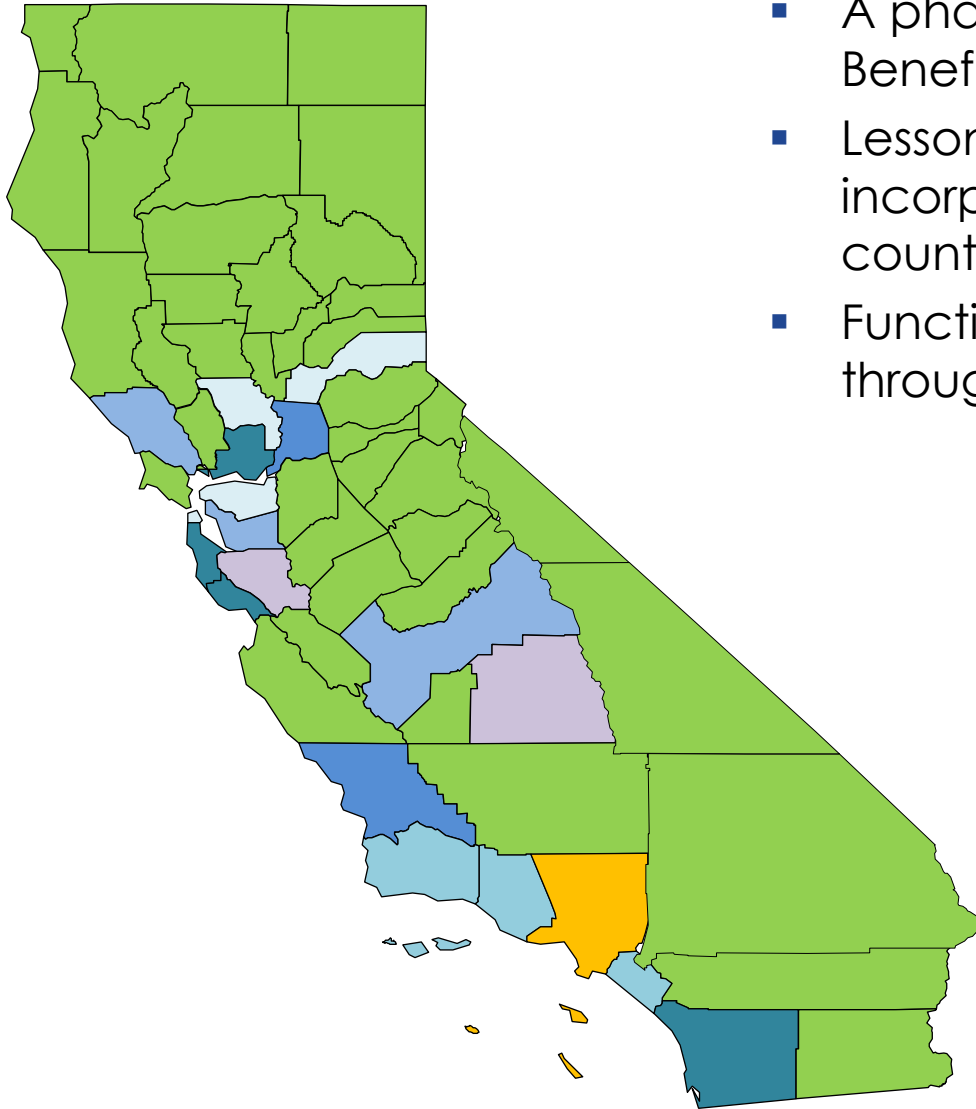
DRAFT

Project Status	C	On Track	Y	< 2 Weeks Late	R	> 2 Weeks Late	C	Complete	NS	Not Started
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# Soft Launch (Pilot) Plans

# Piloting BenefitsCal Functionality

## By County, By Feature



- A phased roll-out strategy is planned for BenefitsCal (approx. 1/3 of users).
- Lessons learned from Release 1 will be incorporated into the rollout for future counties.
- Functionality is phased, expanding through Releases 1-4.

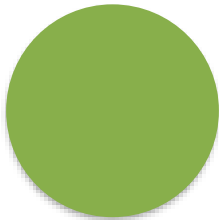
	Roll-out	Release	Timing	Legacy Portal	Counties	% Users*
	1	1.0	Sep '21	C4Y	39	34%
	2	2.0	Nov '21	YBN	1	38%
	3	3.0 4.0	Oct '22	MyBCW	3	28%
	4	Conv	Feb '23		2	
	5	Conv	Apr '23		3	
	6	Conv	June '23		4	
	7	Conv	Aug '23		3	
	8	Conv	Oct '23		3	
	Total				58	100%

\*Based on user accounts that meet the conversion criteria.



## CalSAWS Conversion Update

- CalSAWS Data Retention Policy Update
  - Data Retention Policy Implementation
  - C-IV and CalWIN Conversion Update
- 



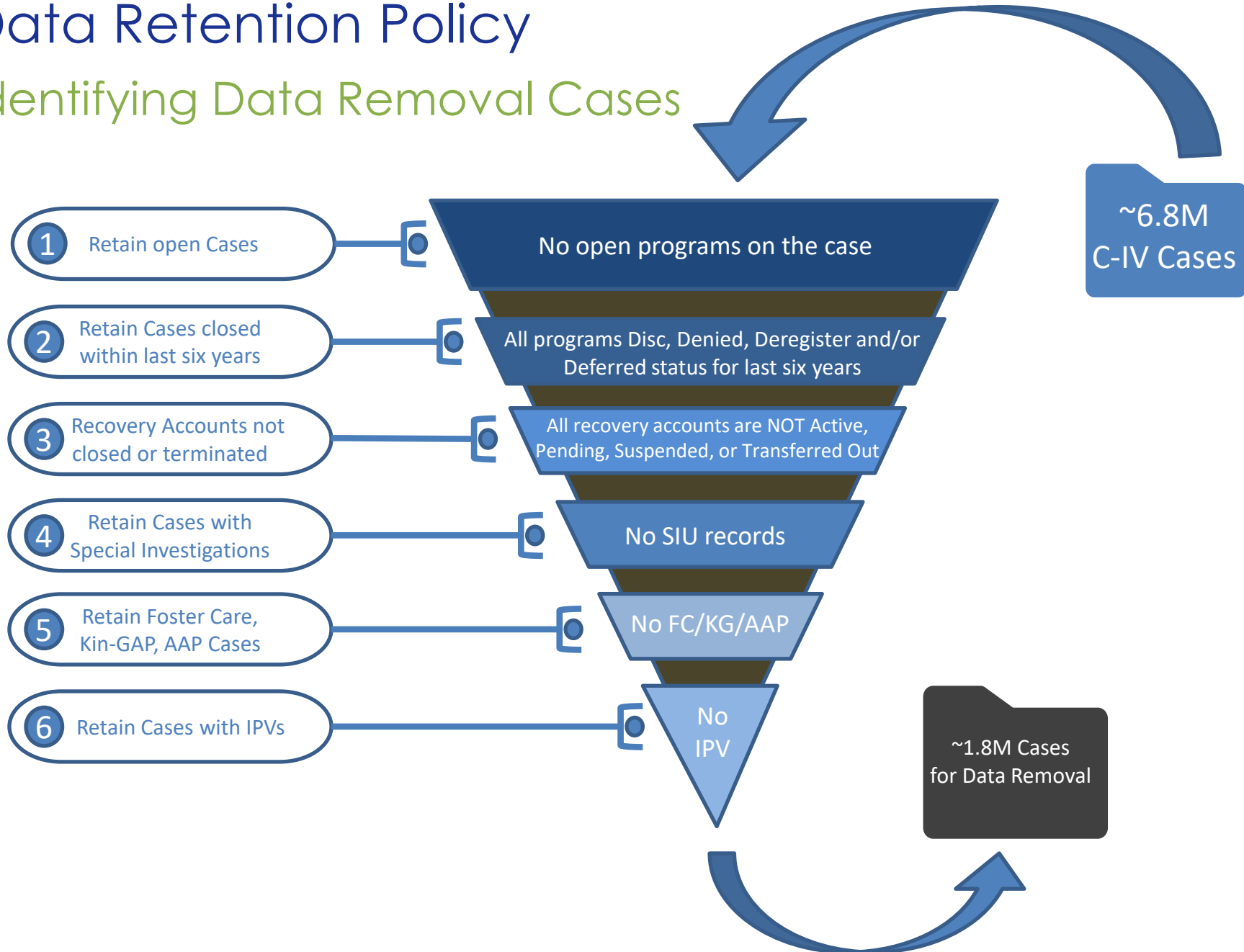
# Data Retention

## CalSAWS Data Retention Policy Update

- ACL 20 -113 - CalWORKS Program: 60-month Time-on-aid Limit For CalWORKS Adults published October 2020
  - Updates to CalSAWS retention policy include:
    - ✦ Issuance History
    - ✦ Case Narratives, Journals
    - ✦ Notices of Action related to Time on Aid
    - ✦ Images scanned with a document type of Time Limits
    - ✦ Person Address History
  - Seeking Approval of Updated CalSAWS Data Retention Policy at the February 2021 Project Steering Committee Meeting

# Data Retention Policy

## Identifying Data Removal Cases



# Data Retention Policy Implementation

## 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
- CalWIN – Same filtering criteria will be applied at migration



# Conversion Update

## C-IV

- All 10 Functional Areas Completed
  - ✓ 750 tables (C-IV to CalSAWS) Data Mapping and Approval Completed
  - ✓ Over 2,000 Data Elements
  - ✓ Conversion Integration Testing Completed, confirmed:
    - **Every** C-IV Case Converted
- Conversion System Test Phase Started
  - Completed 2 Validation Tests (October and December)
- Delivered Converted C-IV Data for Internal Converted Data Testing
- Next Steps
  - Conversion Report Development – County Case Alerts Listing
  - C-IV CDT Begins January 2021
  - Mock Conversion Begins March 2021
  - User Acceptance Test Begins April 2021
- **C-IV Go-Live on CalSAWS (Monday, September 27<sup>th</sup>, 2021)**

# Conversion Update

## CalWIN

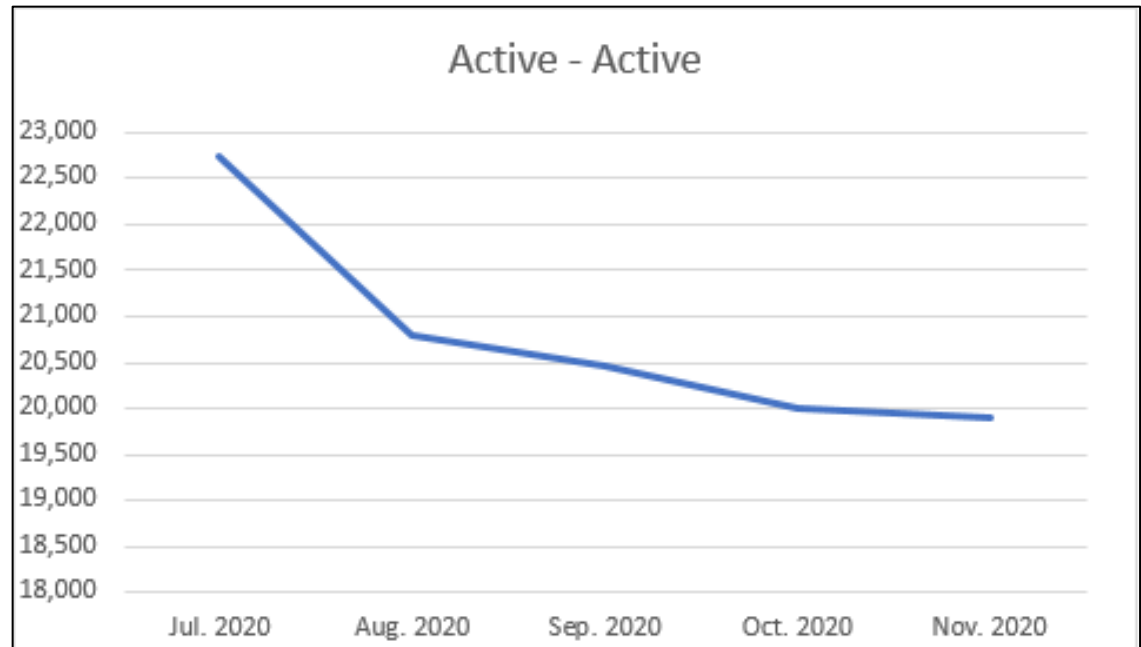
- 8 Functional Areas Complete, final (Admin) On-Schedule to Complete February 2021
  - ✓ 600 Tables Data Mapping and Approval Completed
  - ✓ Conversion Integration Test/Sprints Completed, confirming **Every** Case Converts
  - ✓ Ancillary County Data Conversion – Counties and Conversion Team on Schedule
- Next Steps
  - Conversion System Test
  - Conversion Report Development – County Case Alerts Listing
  - Data Mapping Enhancements for Releases (GA/GR, Non-State Forms, etc.)
- CalWIN Converted Data Test (CDT)
- Mock Conversions begin April 2022 with Wave 1
- User Acceptance Test – May 2022 – September 2022
- **CalWIN Wave 1 Go-Live on CalSAWS (Fall of 2022)!**

# Conversion Update

## Pre-Conversion Data Cleansing: Duplicate Persons

Duplicate CIN Counts						
Duplicate Person Scenario (CIN Match)	Jul. 2020	Aug. 2020	Sep. 2020	Oct. 2020	Nov. 2020	Change (Since Jul. '20)
<b>Active - Active</b>	<b>22,729</b>	<b>20,802</b>	<b>20,469</b>	<b>19,991</b>	<b>19,890</b>	<b>-12%</b>
Active - Pending	13,683	10,598	9,991	10,147	10,226	-25%
Pending - Pending	523	307	220	250	263	-50%

- Conversion team generating Monthly Reports since July 2020;
- Counts have decreased by approx. 20% - Congratulations!!



# Conversion Update

## Post-Conversion Case Review

- Some case reviews will be required
  - Last Saved EDBC in C-IV is Converted and Rolls forward
  - CalSAWS Conversion ensures Customers continue to receive pre-conversion benefits
  - Conversion Identifies Cases for Review
  - Yellow Banner Displays on Case Summary Page
- Designed Consolidated, Prioritized County Alert Report

*Example Conversion Case Alert Report*

Worker ID	Case Number	Person Number	CIN	Program	Case Review Category	Review Category Description	Review Priority

# Conversion Update

## C-IV Manual Conversion Funding for Pre- & Post Go Live

- Pre- and Post-Conversion Manual Conversion
  - Pre-Conversion Data Cleansing
  - Post-Conversion Case Review

SFY:	20/21	20/21	20/21	20/21	20/21	20/21	21/22	21/22	21/22	21/22	21/22	21/22	21/22	21/22	21/22	
Month:	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	
									39 C-IV Counties Go-Live							
			Mock Conversion					1a	1b	Post Support						
	C-IV Manual Conversion Funding Available															

# Conversion Update

## CalWIN Manual Conversion Funding for Pre- & Post Go Live

- Pre- and Post-Conversion Manual Conversion
  - For Each Wave
  - Pre-Conversion Data Cleansing
  - Post-Conversion Case Review

SFY:	21/22	21/22	21/22	21/22	21/22	22/23	22/23	22/23	22/23	22/23	22/23	22/23	22/23	22/23	22/23	22/23	23/24	23/24	23/24	23/24	23/24	23/24	23/24	23/24	23/24	23/24		
Month:	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24		
									Wave 1 Go-Live				Wave 2 Go-Live		Wave 3 Go-Live		Wave 4 Go-Live		Wave 5 Go-Live		Wave 6 Go-Live							
									Wave 1 Mock Conversion	1a	1b	Support																
									Wave 1 Manual Conversion Funding Available																			
									Wave 2 Mock Conversion		2a	2b	Support															
									Wave 2 Manual Conversion Funding Available																			
									Wave 3 Mock Conversion			3a	3b	Support														
									Wave 3 Manual Conversion Funding Available																			
												Wave 4 Mock Conversion		4a	4b	Support												
									Wave 4 Manual Conversion Funding Available																			
												Wave 5 Mock Conversion			5a	5b	Support											
												Wave 5 Manual Conversion Funding Available																
													Wave 6 Mock Conversion			6a	6b	Support										
													Wave 6 Manual Conversion Funding Available															



# Overview of CalSAWS UAT

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# Overview of CalSAWS UAT

## Introduction

### CalSAWS User Acceptance Testing

- C-IV Migration UAT - Summer of 2021
  - Highlights of Testing will include:
    - C-IV Specific Design Requirements
    - C-IV Converted Data
    - Imaging
  
- CalWIN Migration UAT – Summer of 2022







# Metrics for C-IV Implementation Readiness

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# Pathway to Green Light

Counties will play an active role in being informed and participating in Operational Readiness Activities

- The Operational Readiness Approach includes documentation of the readiness of the efforts. The readiness reports will be consistently maintained, reported monthly up through the go/no-go green light decision.
- The decision to deploy to Production, also known as the “Green Light” or “Go/No-Go Decision,” will be made collectively for all CalSAWS efforts approaching the September 2021 Go-Live
- Project Teams will begin reporting on the readiness of their respective projects through a monthly reporting process.



\*IPOC – Implementation Point of Contact

# Implementation Readiness

## Key Measurement Areas

Operational readiness reporting will be data-driven based on measurable metrics, consistent across efforts:

- Key to successful delivery of the CalSAWS Portfolio Implementation
- Outcomes must be successful, traceable, and validated
- Must meet exit criteria

Application Readiness

Technical Readiness

- System Performance
- Security

Conversion Readiness

Implementation Readiness

Change Readiness

Training Readiness

# Metrics for CalSAWS Portfolio Readiness

## Purpose of this Presentation



Provide a summary of the readiness areas that each effort will track and report



Introduce the Implementation Readiness Packet



Discuss the Pathway for the C-IV Counties to migrate to CalSAWS

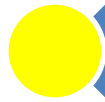
# Portfolio Readiness Dashboard

## Template Example

Readiness Area	Current Period	Previous Period	C-IV Migration Measures	Beneficial Measures	Discussion
Application Readiness			20 of 45 milestones are complete – 44%	xx%: xx of xx measures complete	
Technical Readiness			27 of 33 milestones are complete – 82%	xx%: xx of xx measures complete	
Conversion Readiness			13 of 17 milestones are complete – 76%	xx%: xx of xx measures complete	
Implementation Readiness			3 of 3 milestones are complete – 100%	xx%: xx of xx measures complete	
Change Readiness			1 of 1 milestones are complete – 100%	xx%: xx of xx measures complete	
Training Readiness			3 of 11 milestones are complete – 27%	xx%: xx of xx measures complete	



All milestones are on-track and on-schedule



At least one milestone is at least two weeks behind; or at recommendation of CalSAWS Project Team or impacted County



At least one milestone more than two weeks behind; or at recommendation of CalSAWS Project Team or impacted County

Example – not real data

# Project Readiness Dashboard

## Template Example

Area	Categories	Status		% Complete	Notes
		Current Period	Previous Period		
Application	Design	C	G	Xx% Complete, xx of xx approved	
	Development	G	NS	Xx% complete, with xx of xx delivered	
	System Test	G	NS	Yy% complete, with xx of xx delivered	
	User Acceptance Test	NS	NS	Xx% complete, with xx of xx delivered	
	Interface Test	G	NS	Xx% complete, with xx of xx delivered	
Technical	Infrastructure	NS	NS	Xx% complete, with xx of xx delivered	
	Security Testing	NS	NS	Xx% complete, with xx of xx delivered	
	Performance Testing	NS	NS	Xx% complete, with xx of xx delivered	
Conversion	Converted Data Test	NS	NS	Xx% complete, with xx of xx delivered	
	Mock Runs	NS	NS	Xx% complete, with xx of xx delivered	
Implementation	Service Provider	NS	NS	Xx% complete, with xx of xx delivered	
	System Operations	NS	NS	Xx% complete, with xx of xx delivered	
	Final Deployment Plans	NS	NS	Xx% complete, with xx of xx delivered	
Change	Communications	NS	NS	Xx% complete, with xx of xx delivered	
	County Readiness	NS	NS	Xx% complete, with xx of xx delivered	
Training	Training Readiness	NS	NS	Xx% complete, with xx of xx delivered	

Example - not real data

Project Status	G	On Track	Y	< 2 Weeks Late	R	> 2 Weeks Late	C	Complete	NS	Not Started
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# Example: Overdue Milestones

Severity	Overdue Milestones
Critical	0
High	1
Medium	2
Low	0
<b>Grand Total</b>	<b>3</b>

## Overdue Milestone Details

No.	Milestone #	Milestone Summary	Milestone Severity	Milestone Status	Count(ies) Impacted	Impact	Risk Mitigation
1.	CI - XXXXX	Description of a potential Milestone that is outstanding	High	Open	[County]	Description of the outstanding Milestone's impact on County Go-Live.	Explanation of the mitigation strategy and the expectation of when the Milestone will be completed.
2.	CI - XXXXX	Description of a potential Milestone that is outstanding	Medium	Open	[County]	Description of the outstanding Milestone's impact on County Go-Live.	Explanation of the mitigation strategy and the expectation of when the Milestone will be completed.
3.	CI - XXXXX	Description of a potential Milestone that is outstanding	Medium	Open	[County]	Description of the outstanding Milestone's impact on County Go-Live.	Explanation of the mitigation strategy and the expectation of when the Milestone will be completed.

# Implementation Readiness Packet

## Summary of Readiness Metrics

On a monthly basis, the CalSAWS and BenefitsCal Projects will publish the **Implementation Readiness Packet** that contains a summary of operational readiness metrics and status.

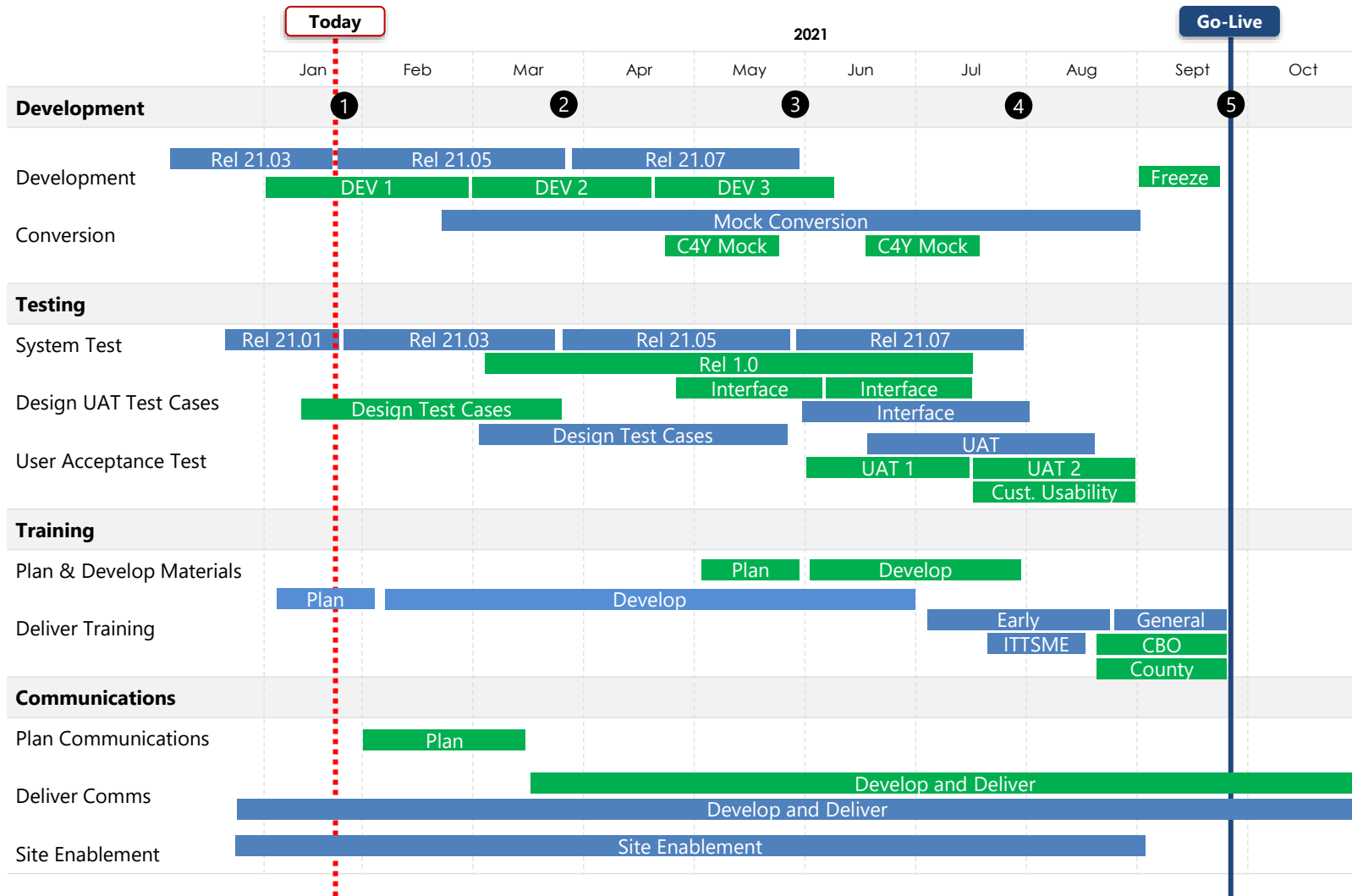
### Implementation Readiness Packet

- **Purpose** – To provide Counties with information related to the operational readiness of projects within CalSAWS Portfolio, including the C-IV Migration and BenefitsCal projects. Status will include key metrics related to the overall “health” of the Implementation effort based on measurable metrics and milestones.
- **Intended Audience** – County Directors, PPOCs, and IPOCs
- **Notification Method** – CalSAWS Information Transmittal (CIT)
- **Location** – CalSAWS Web Portal
- **Publish Frequency** – Monthly
- **Format** – PDF



# Portfolio Readiness Timeline

## BenefitsCal + C-IV Migration



**Legend**

- BenefitsCal
- C-IV Migration

**Releases**

- 1 Rel 21.01
- 2 Rel 21.03
- 3 Rel 21.05
- 4 Rel 21.07
- 5 BenefitsCal + C-IV

# C-IV County Readiness

# Training Readiness - Example

Readiness Activities	Activity Description	Completion Metrics	County Line of Sight	Reporting Start Date	Reporting End Date
<b>General Training</b>	General Training is the period in which the C-IV County end-users will be able to access the Learning Management System (LMS) to take their C-IV Migration training. General Training will begin August 30, 2021.	100% of required training completion  Note: Daily reports on staff completion rates will be sent out to the Counties	Active participation	8/30/2021	9/24/2021

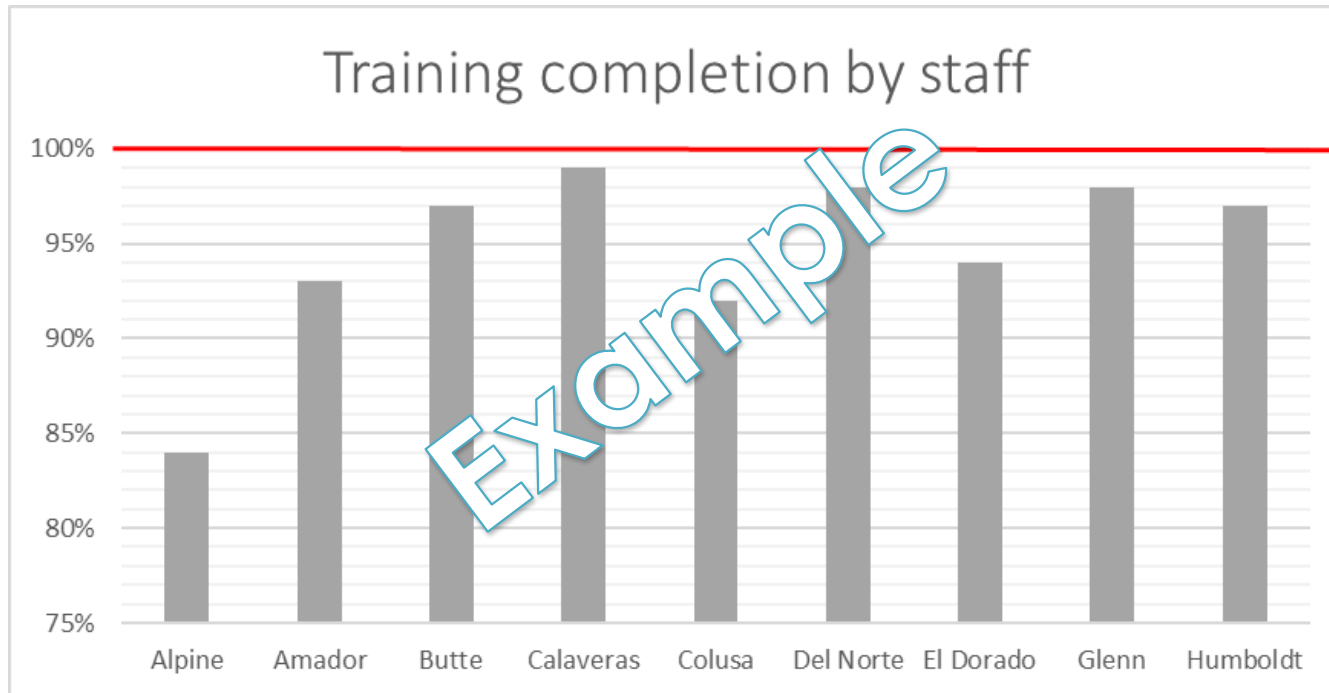
\*Details subject to change

# Training Readiness – Metric Example

## General Training Metrics

### Learning Management System (LMS) Reporting Plan:

- Provide each C-IV County with LMS Reports on Staff registration and training completion rates during the General Training Window (August 30<sup>th</sup> – September 24<sup>th</sup>, 2021)



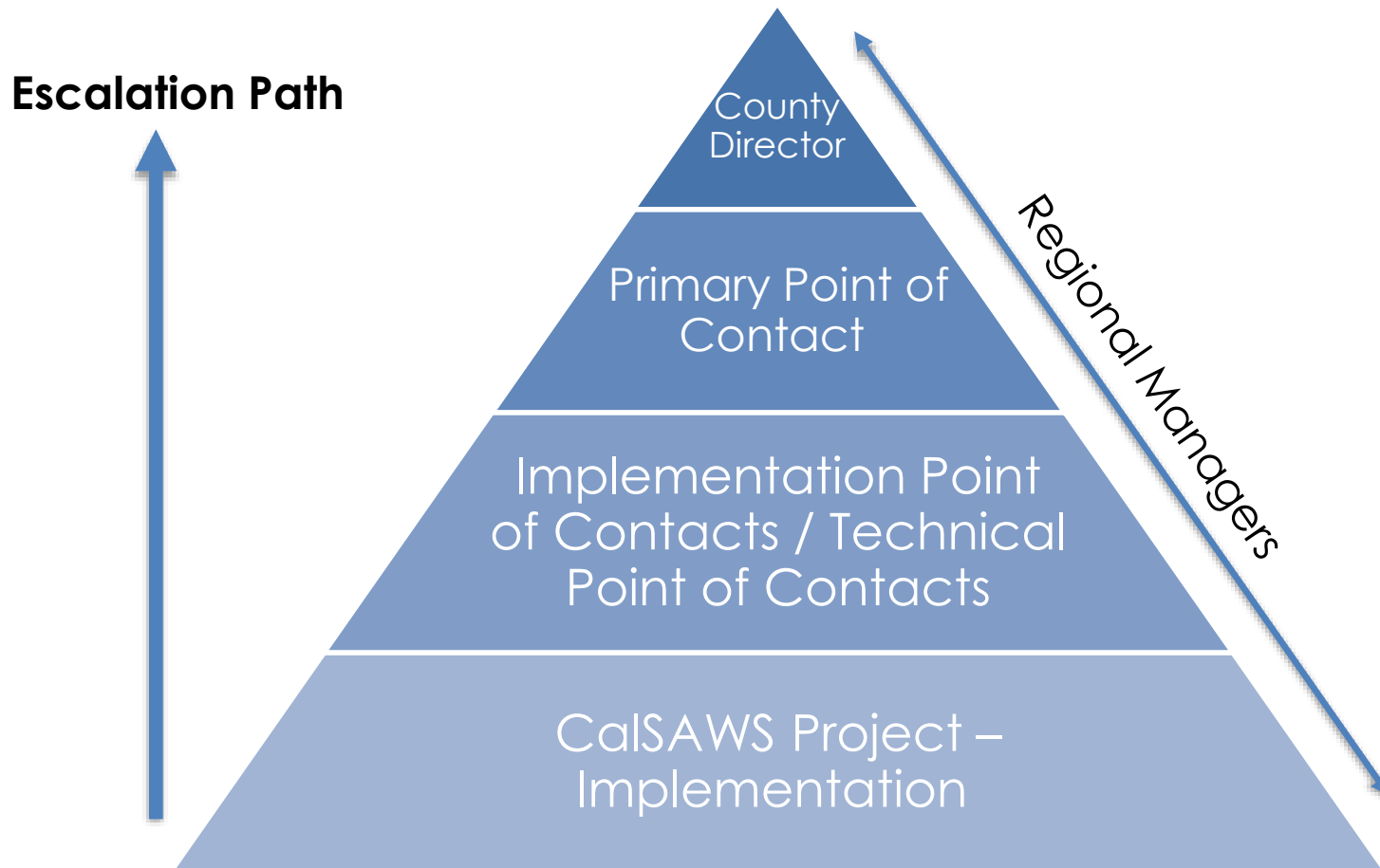
### Exit Criteria –

- 100% of C-IV users have access to the Learning Management System (LMS) to complete their C-IV Migration Training
- 100% of users complete required training as designated by their County

# County Readiness Heat Map - Example

	Technical	Conversion	OCM	Training	Implementation	Imaging
County 1						
County 2						
County 3		1 Milestone				
County 4	1 Milestone					
County 5						

# County Risk/Issue Escalation Path

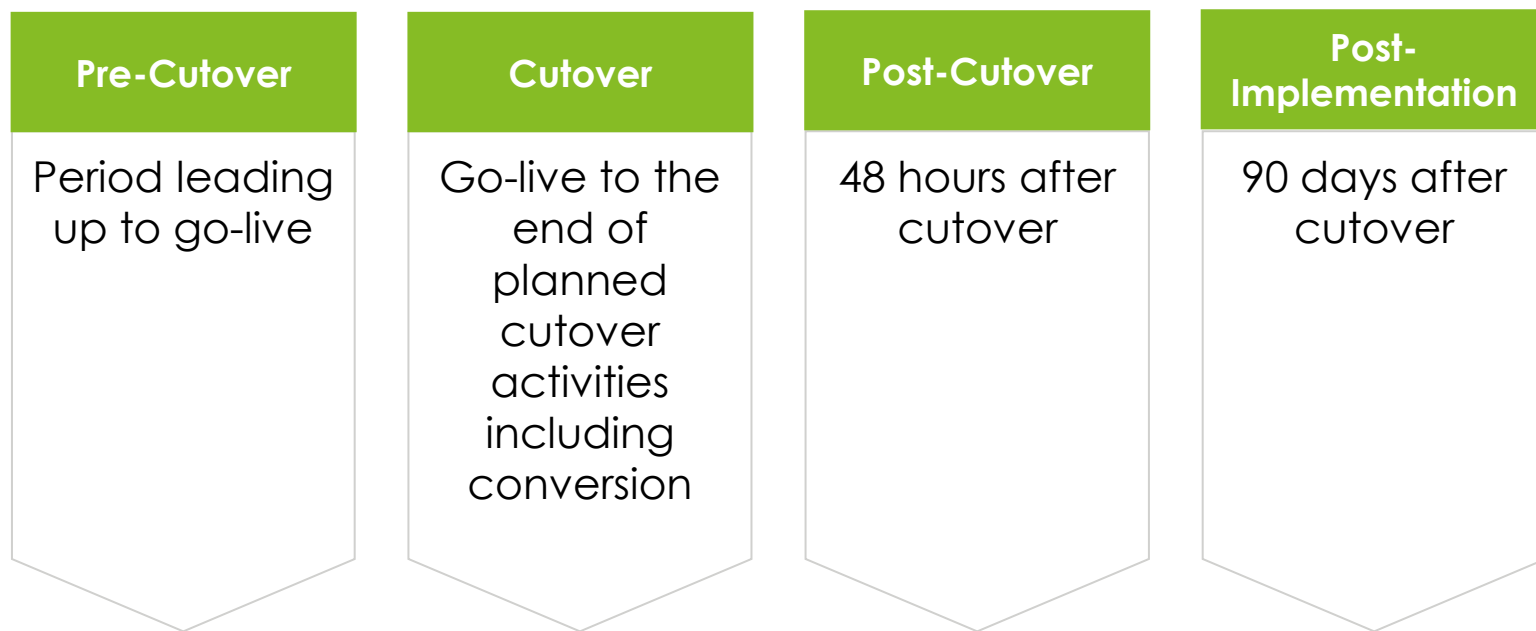




# Contingency Plans for Go-Live

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# Contingency and Continuity Planning Spans Pre-Cutover Through Post-Implementation



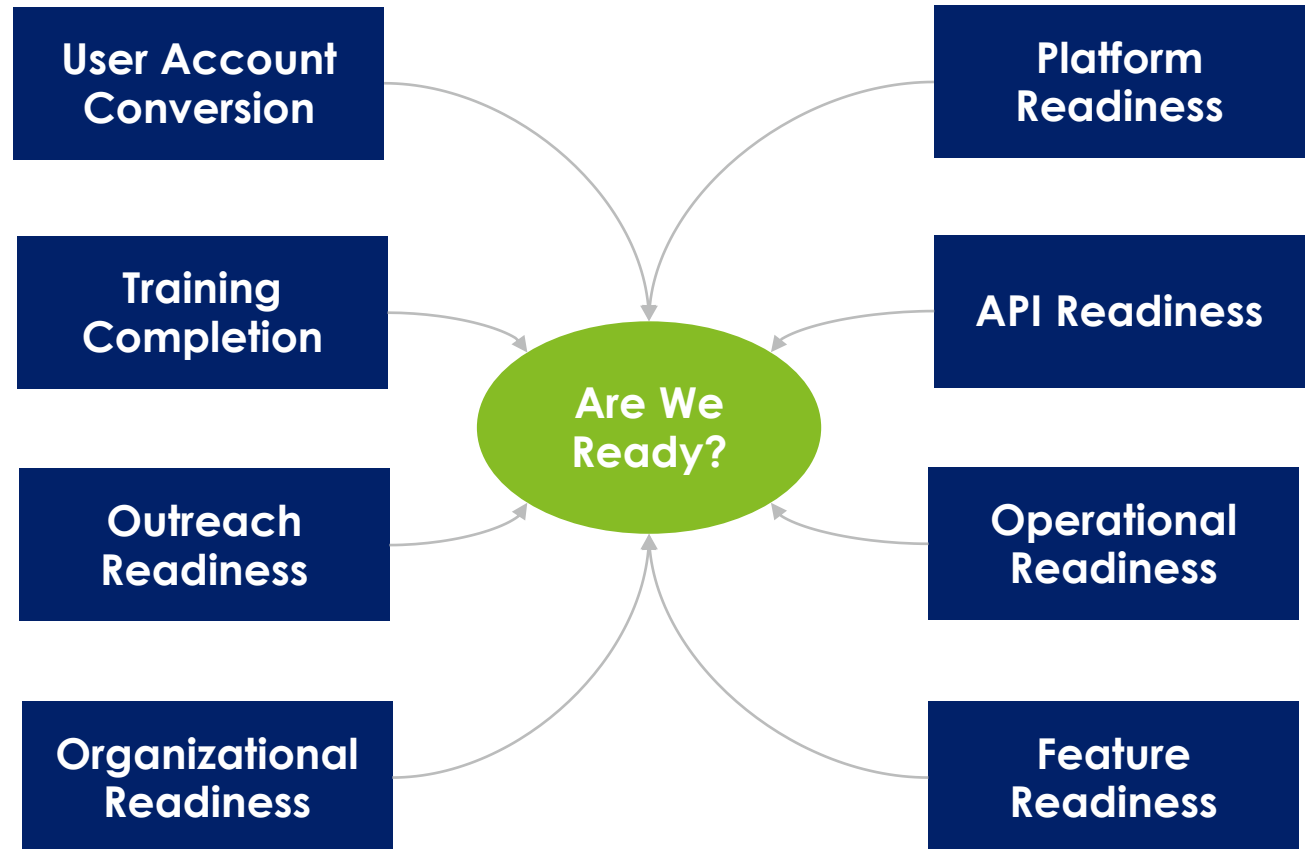
**Are we ready?**

**Can we move forward?**

**Can we continue?**







# What Could Trigger Pre-Cutover Contingency Plan Execution...



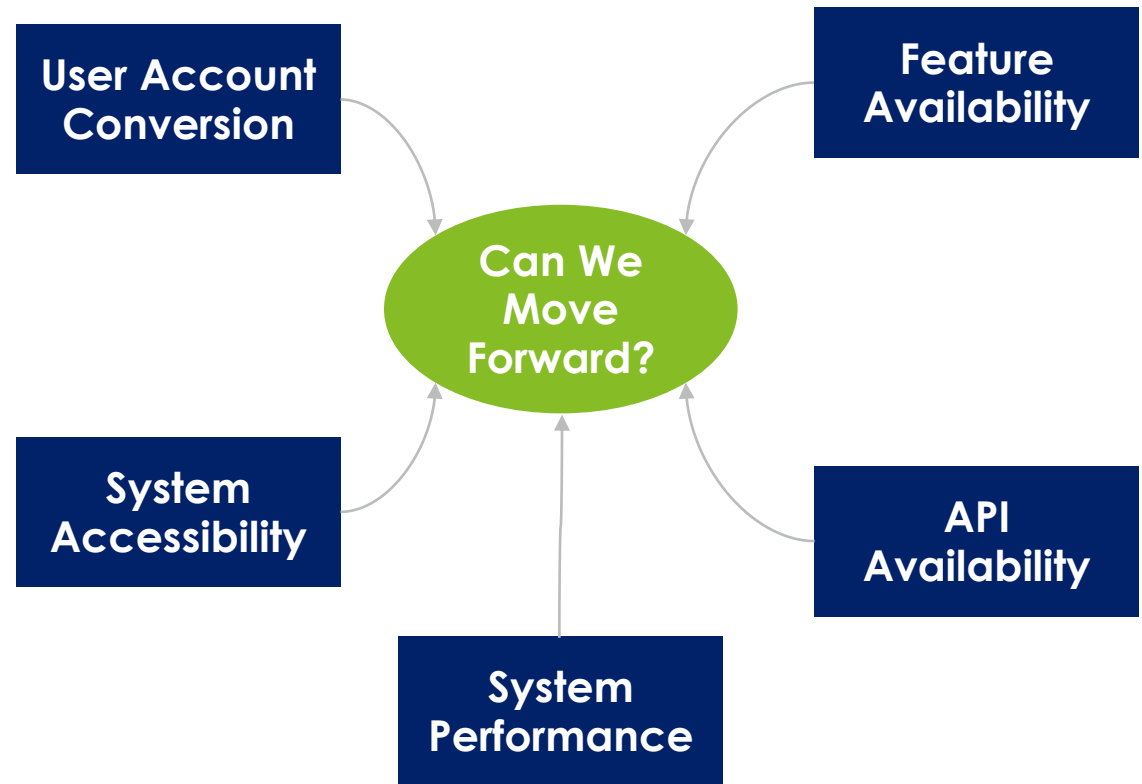
*Note: Feature, Platform and API Readiness include health and performance*

# We Will Define and Monitor Each Potential Cause of Challenge (PCOC) Based on Trigger Events/Dates....

ID	Feature Readiness			Contingency Plan
	Critical / Must-Have Ready	Important Ready	Nice-to-Have Ready	
1	Application Submission			<p><b>Contingency Scenario 1 – Critical/Must-Have Features Not Ready</b>                      If the critical/must-have Portal features are not ready because either the CalSAWS changes or the BenefitsCal functionality and APIs are not ready by ##/##/## to support the public access and necessary systems integration for eligibility services, then the following actions will be taken:</p> <ul style="list-style-type: none"> <li>  <b>Contingency Actions</b>                              1.TBD                         </li> <li>  <b>Contingency Plan Development Trigger Event/Date</b>                              If development of the critical/must-have features of BenefitsCal and associated CalSAWS changes is behind schedule more than ##% as of ##/##/##, detailed contingency planning will commence.                         </li> <li>  <b>Contingency Plan Execution Trigger Event/Date</b>                              If the critical/must-have features are not ready for UAT by ##/##/##, which is ## weeks after formal UAT begins, then the contingency plan will be executed.                         </li> <li>  <b>Resolution Time to Complete Contingency</b>                              TBD                         </li> <li>  <b>Impacts of Contingency Execution</b>                              TBD – This will include impacts to time, cost, resources, etc.                         </li> </ul>

SAMPLE

# What Could Trigger Cutover and Post-Cutover Contingency Plan Execution...



## Considerations



Alternative Access Channel Capacity/Availability



Resolution Time



Impact (Customer/Business/CBO)

# What Could Trigger Post-Implementation Continuity Plan Execution...



## Considerations



Alternative Access Channel Capacity/Availability



Resolution Time



Impact (Customer/Business/CBO)



# Policy Update

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# Policy Update

## DHCS Updates

- **COVID-19 Public Health Emergency (PHE) and Resumption of Medi-Cal Normal Processing:**
  - Received federal guidance from CMS on the unwinding of the PHE on December 22, 2020. DHCS is currently reviewing this guidance internally.
  - Within the federal guidance, CMS has outlined expectations and timelines relating to application timeliness, processing of change of circumstances, and annual redeterminations.
  - DHCS is targeting to review preliminary guidance with Counties/SAWS/DHCS/CWDA on January 20, 2021 (kickoff session).

# Policy Update

## DHCS Updates

### ■ **Accelerated Enrollment (AE) for Adults**

- DHCS will be expanding AE to adults (19 through 64 years of age) who applies through CalHEERS (similar to children today) and is pending verification of income information. SAWS will interface/support this functionality from an eHIT perspective.
- The policy effective date is contingent on federal approvals. Currently, DHCS is working with Centers for Medicare and Medicaid Services (CMS). An ACWDL will be issued for this policy expansion once all approvals have been secured.
- The AE for Adults functionality is currently in testing, and is pending deployment in CalHEERS/SAWS in February 2021 (Release 21.2). The code will be “turned off” and put on the shelf until DHCS instructs on a policy start date.

# Policy Update

## CDSS Updates

### ■ **SNAP Benefit Increase (automation impact)**

Provides a 15% increase in SNAP benefits effective January 1, 2021 through June 30, 2021

- CDSS will issue guidance and BOI tables via letter
- Benefit increase is provided in addition to Emergency Allotments and reported as part of normal issuances
  - ✦ CDSS will manage a simple process to notify households of the increase in benefits and considered a “mass change”
- Allows for any errors in implementation to not count toward the payment error rate
- Disregards additional amount of benefits received when determining value of an over issuance. CDSS will provide guidance



# Policy Update

## CDSS Updates

### ■ **College Student Eligibility**

- Extends eligibility to college students who are eligible for a federal or state work study program or who have an expected family contribution of zero dollars
- For Initial applications – in effect until 30 days after the COVID-19 public health emergency is lifted
- For Recertifications – in effect until the first recertification of a household beginning no earlier than 30 days after the COVID-19 public health emergency is lifted
- FNS will issue guidance within 10 days of enactment and then CDSS will issue guidance via letter
- Department of Education, in consultation with USDA and institutions of higher education, are required to outreach to applicants receiving federal financial aid and students at institutions of higher education of the temporary student eligibility requirements

# Policy Update

## CDSS Updates

- **Exclusion of Pandemic Unemployment Compensation (PUC) (automation impact)**
  - Excludes PUC benefits from being counted towards household income and resources for the month of receipt and the following nine months.
  - CDSS will issue guidance via letter
- **Rental Assistance**
- **Preventing Aging Out Foster Care Youth**

# Policy Update

## SAWS Timeline

### Tentative schedule

- 2/6 - 2/7 = CalFresh 15% increase
- 2/13 - 2/14 = CF Emergency Allotments
- 2/15 = CalWIN Release R64B
  
- 3/6 - 3/7 = FPL COLA
- 3/13 - 3/14 = CF Emergency Allotments
- 3/21 = 21.03 CalSAWS Release
  
- SSA COLA – Estimating April run for May effective date



# Status of GA/GR Data Sharing

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# Status of GA/GR Data Sharing

## Background

- Through Functional Design Sessions, County Participants created a requirement to Share GA/GR data across counties that would allow for accurate and expedient Eligibility Determinations within each County Administered Program (DDID 2135)
- CRFI 20-035 and 20-042 were sent with the purpose of engaging Counties and their respective legal Counsels – The County responses to the CRFI are:
  - 43 Counties have not expressed concerns and agree to the CalSAWS model of Data Sharing
  - 15 counties responded with concerns related to confidentiality provisions in Welfare and Institutions Code (WIC) section 17006(a). This language could be read to limit access to GA/GR records to the officials within the County that created the record, thus frustrating the goal of sharing GA/GR data across County lines.
- Current County practices are to share this data as needed today in order to provide immediate services to the customer through client search in C-IV, MEDS or direct contact between Counties.
- CalSAWS Consortium have worked closely with Consortium Legal Counsel to research and provide the counties with a Legal Memorandum explaining how GA/GR data sharing furthers the CalSAWS mission and how WIC 17006(a) can be read to allow this data sharing.

# Status of GA/GR Data Sharing

## Analysis

- CalSAWS' enabling statute lists the following goals for a statewide automated welfare system:
  - Prompt and accurate verification of eligibility;
  - Accurate calculation and timely disbursement of benefits;
  - Equitable, timely, and consistent treatment of recipients statewide;
  - Reduction of administrative complexity;
  - Enforcement of management and fiscal controls; and
  - Collection of management information.
  
- CalSAWS is a joint powers agency:
  - JPA's exist to jointly exercise commonly held powers.
  - All CalSAWS members have the common power to provide individuals with GA/GR benefits and to maintain records needed to administer these benefits.
  
- The broad goals of CalSAWS, the fundamental purpose for which a Joint Powers Authority is formed, the practical need to share data across County lines, and the confidentiality language in Section 17006(a) can be harmonized by reading 17006(a) to allow access to GA/GR records by not just the county originating the records, but also the county currently responsible for providing relief.

# Status of GA/GR Data Sharing

## Next Steps

- Consortium and Consortium Counsel will draft language to propose modifications to governing documents to address County Counsel concerns
- Meet with County Counsel's to discuss proposed language changes
- Present Proposed Language Changes at the February 2021 JPA meeting
- Upon Approval of proposed language
  - Changes that affect Joint Powers Agreement and/or MOU, would require the amended documents be approved by each County Board of Supervisors
  - Approvals would need to be completed Prior to September 2021



# CalSAWS Procurements Update



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# CalSAWS Procurements

## 2020 Year In Review

- Conducted three successful procurements:
  - Portal/Mobile (now BenefitsCal)
  - CalWIN Implementation Support
  - Central Print Services
- BenefitsCal awarded to Deloitte on April 22, negotiated contract amount is within the IAPDU budget, contract began in August and work is underway.
- CalWIN Implementation Support awarded to Deloitte on August 6, negotiated contract is within the IAPDU budget and contract began in December.
- Central Print Services awarded to Gainwell Technologies (formerly DXC) on December 24. Negotiated contract is within the IAPDU budget. Contract is currently in the State approval process. Expect Federal approvals and contract start in late March 2021.

# CalSAWS Procurements

## Portal/Mobile (now BenefitsCal) Timeline

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

# CalSAWS Procurements

## CalWIN Implementation Support Timeline

PROCUREMENT EVENT	DATE
Released RFP	December 17, 2019
Contractor Proposal Due Date	April 23, 2020
Evaluate Proposals and Prepare Vendor Selection Report	April 24 – August 5, 2020
Consortium Issues Notice of Intent to Award to Deloitte	August 6, 2020
Contract Negotiations	August 10 – August 18, 2020
State, Federal and Consortium JPA Board of Directors Approval of Agreement	August 25 – December 4, 2020
Deloitte Start Date	December 2, 2020

# CalSAWS Procurements

## Central Print Services 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 24, 2020
Consortium Issues Notice of Intent to Award to Gainwell	December 24, 2020
Contract Negotiations	December 26 – 31, 2020
State, Federal and Consortium JPA Board of Directors Approval of Agreement	January 4 – March 26, 2021
Planned Start Date of Gainwell Technologies	March 29, 2021

# CalSAWS Procurements

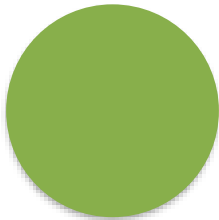
## 2021 Year Ahead

- Begin CalSAWS M&O Procurement
  - Develop procurement strategy and schedule: January - February
  - Prepare and release Request for Information (RFI): March – April
  - Analyze RFI responses: May
  - Develop requirements: June - July
  - Prepare Draft RFP: August - November



# CalSAWS Conference

- Thursday, June 24, 2021






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



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## Appendix – CalSAWS Dates/C-IV Migration Metric Examples

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# Portfolio Readiness Timeline

## Detailed Dates from Portfolio Readiness Timeline slide

Area	Activity	Project	Start Date	End Date
Development	Development	BenefitsCal	01/04/21	06/11/21
Development	Mock Conversion	C-IV Migration	Multiple	Multiple
Development	Mock Conversion	BenefitsCal	04/28/21 06/14/21	05/28/21 07/16/21
Testing	System Test: Release 21.01	CalSAWS	11/25/20	01/25/21
Testing	System Test: Release 21.03	CalSAWS	01/29/21	03/22/21
Testing	System Test: Release 21.05	CalSAWS	03/26/21	05/24/21
Testing	System Test: Release 21.07	CalSAWS	05/28/21	07/26/21
Testing	Test Case Design	C-IV Migration	03/21	05/21
Testing	Test Case Design	BenefitsCal	12/21/20	04/02/21
Testing	System Test	BenefitsCal	03/01/21	07/16/21
Testing	System Test: Interface Vendor Partners	C-IV Migration	06/01/21	07/31/21
Testing	System Test: Interface Vendor Partners 1	BenefitsCal	04/26/21	06/04/21
Testing	System Test: Interface Vendor Partners 2	BenefitsCal	06/07/21	07/16/21
Testing	User Acceptance Test	C-IV Migration	06/14/21	08/20/21
Testing	User Acceptance Test 1-2	BenefitsCal	05/31/21	09/03/21
Testing	Usability Test	BenefitsCal	07/05/21	09/03/21
Training	Plan Training	BenefitsCal	05/03/21	05/28/21
Training	Develop Training Materials	BenefitsCal	06/07/21	07/30/21
Training	Deliver Training	BenefitsCal	08/23/21	09/24/21
Training	Early Training	C-IV Migration	07/05/21	08/27/21
Training	General Training	C-IV Migration	08/30/21	09/24/21
Communications	Plan Communications (Strategy)	BenefitsCal	02/08/21	03/05/21
Communications	Develop and Deliver Communications	BenefitsCal	03/08/21	Ongoing
Communications	Site Enablement	C-IV Migration	11/04/20	09/30/21
<b>Go-Live</b>	<b>Go-Live</b>	<b>All</b>	<b>09/27/21</b>	<b>09/27/21</b>

# Application Readiness - Examples

Readiness Activities	Activity Description	Completion Metrics	County Line of Sight	Reporting Start Date	Reporting End Date
<b>Upcoming Release System Test Status</b>	Validation of bi-monthly CalSAWS builds by Consortium, QA, and Accenture	<ul style="list-style-type: none"> <li>• 100% of all test cases executed</li> <li>• No Open Severity 1-High/Critical Severity defects</li> </ul>	Awareness	Ongoing	7/9/2021
<b>User Acceptance Test</b>	County system validation of CalSAWS requirements through various testing scenarios	<ul style="list-style-type: none"> <li>• Resolving defects necessary to achieve UAT exit criteria</li> </ul>	Active participation	4/30/2021	8/31/2021

\*Details subject to change

# Application Readiness – Metrics Example

## System Test Metrics

### System Test Activities:

- XXX test scripts specifically developed to validate the SCRs in the release
- Weekly auto regression execution runs of the full sweep of end-to-end automated regression test scripts; XXX scripts covering the most highly executed transactions in production

**System Test Status:** Has passed XX% of its scenarios.

Test Cycle	Total Scenarios	In Progress	Pass	Fail	Blocked
CalSAWS Release	XXX	XX% (XX)	XX% (XX)	X% (X)	X% (X)

### Exit Criteria –

- 100% of all test cases have been executed
- No Open Severity 1-High/Critical Severity defects
- Severity 2-Normal defects have been analyzed and categorized as either “go-live dependent” or “production deferral”
- Resolved defects have been documented
- Test results and summary reports have been completed

# Application Readiness – Metrics Example

## UAT Metrics

### UAT Test Activities:

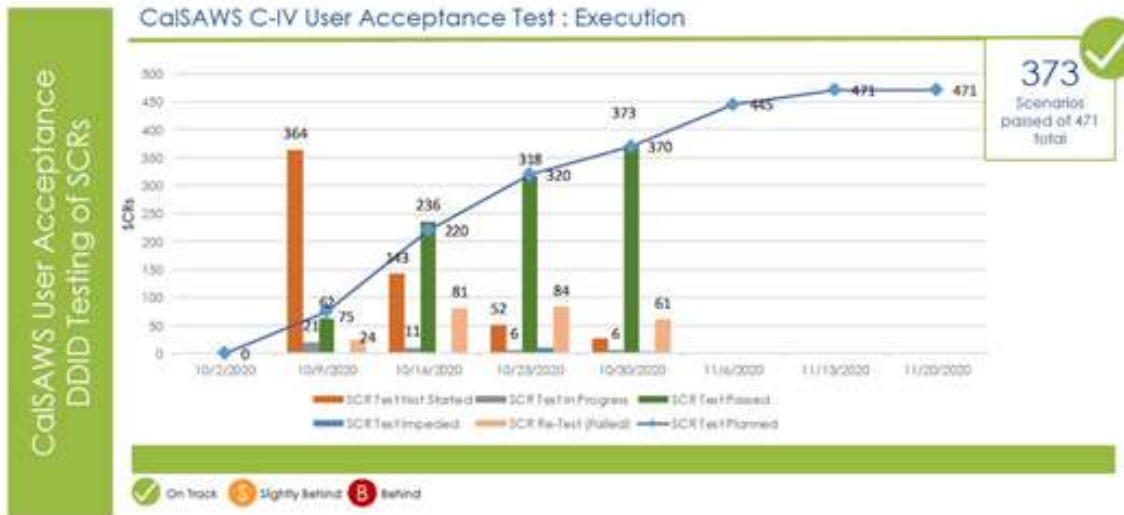
- XXX test scenarios/cases specifically developed to validate CalSAWS system requirements (DDIDs)
- UAT execution
- UAT security/role validation

**UAT Test Status:** Has passed XX% of its scenarios.

### Exit Criteria –

- 100% of all test scenarios have been executed
- No Open Severity 1-High/Critical Severity defects
- Severity 2-Normal defects have been analyzed and categorized as either “go-live dependent” or “production deferral”
- Resolved defects have been documented
- Test results and summary reports have been completed

Elements – Weekly Status Meeting: 06/19/2021



### Legend:

- SCR Test Not Started
- SCR Test In Progress
- SCR Test Passed
- SCR Test Impeded
- SCR Re-Test (Failed)
- SCR Test Planned

### Script Execution

- On Track:** 95% - 100% pass rate
- Slightly Behind:** 85% - 95% pass rate
- Behind:** Less than 85% pass rate

\*The above data is fictitious

# Application Readiness – Metrics Example

## CalSAWS UAT Open Defects

Severity	Count of Open Defects
1-High/Non-Cosmetic	0
2-Normal/Medium	0
3-Normal/Low	0
4- Cosmetic	0

No	SCR #	Defect #	Defect Summary	Defect Severity	Defect Status	Impact	Alternative Procedure
<b>Open Defects</b>							

### Exit Criteria –

- SCRs associated UAT scope have passed and there are no open Critical/High defects
- All open Defects regardless of severity will be discussed in detail at the greenlight meeting

# Imaging Readiness - Examples

Readiness Activities	Activity Description	Completion Metrics	County Line of Sight	Reporting Start Date	Reporting End Date
<b>Imaging Document Migration</b>	Process of moving C-IV images in preparation of the Imaging document migration by PICs	<ul style="list-style-type: none"><li>100% of images are migrated successfully to the new database</li></ul>	Active participation	8/27/2020	9/21/2021

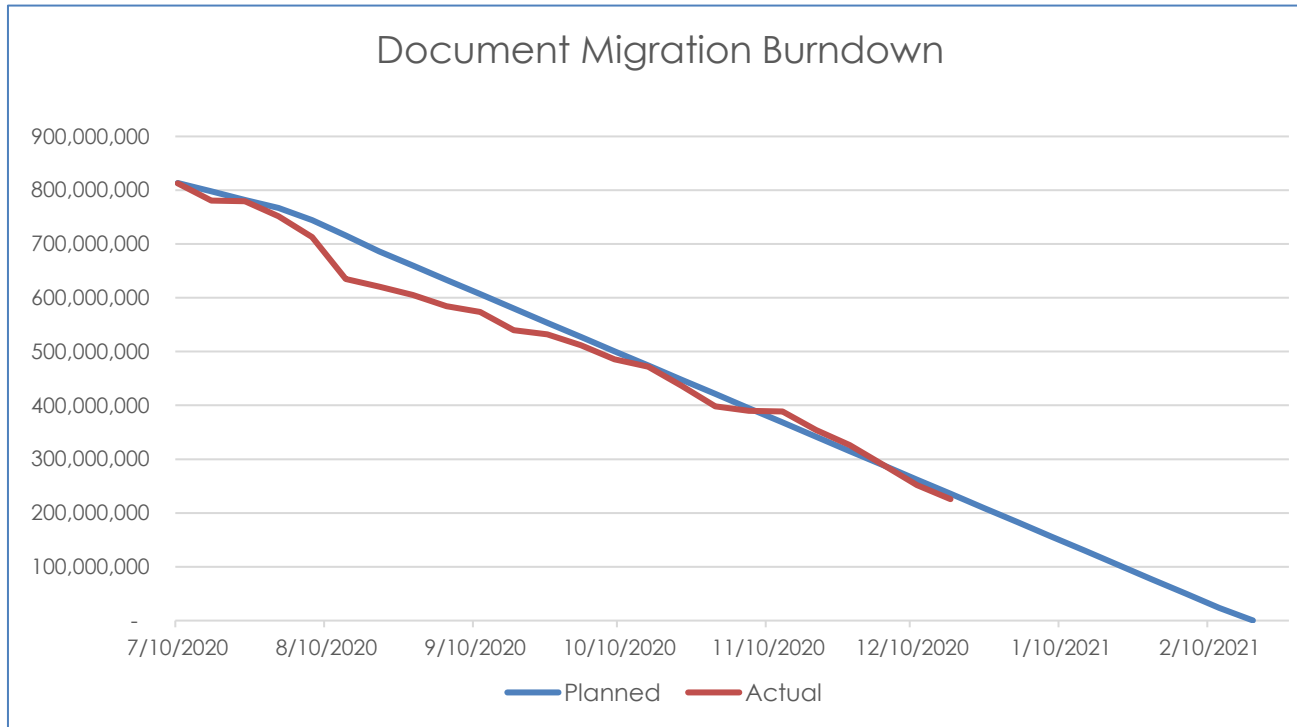
\*Details subject to change

# Imaging Readiness Status – Metrics Example

## Imaging Document Migration

### Imaging Migration Plan:

Process of moving C-IV images off Centera in preparation of the document migration.



### Exit Criteria –

- 100% of images are migrated successfully to the new database

# Technical Readiness - Examples

Readiness Activities	Activity Description	Completion Metrics	County Line of Sight	Reporting Start Date	Reporting End Date
<b>Performance Test</b>	Confirms the application will perform in accordance with agreed upon requirements under the expected workload.	Met all Service-level Agreements (SLAs)	Awareness	Ongoing	9/21/2021
<b>Site Enablement</b>	Confirms C-IV County Technical Infrastructure and Network Connectivity is ready for go-live.	Examples: All Kiosks are set up in applicable Counties; All Networks are enabled for CalSAWS; CalSAWS Icons have been pushed to all C-IV County workstations, All old legacy switches are replaced	Active participation	Ongoing	9/21/2021

\*Details subject to change



# Technical Readiness – Metrics Example

## Performance Test Metrics

### Performance Test Plan:

- Executed in Production-like environment
- Run frequently used transactions that generate the highest volumes in Production
- Simulate X,000 Users' login in a period of XX minutes. As the load test is running, XXX users log on and off to simulate user session activity in Production.
- Execute Load test to ensure consistency and compare against a baseline of the previous release
- An Endurance test to ensure stability
- Issue Mitigation: Identify root-cause, create defect, fix defect, communicate fix/close defect

**Performance Test Status:** Online Performance **successfully** met SLAs.

Category	SLA	SLA Met %
Screen to Screen	Peak - 98% [ <=2s ]	XX% [0.XXs]*
	Prime - 99.9% [ <= 10s ]	XX% [0.XXs]
EDBC	Peak - 95% [ <= 3s ]	XX% [0.XXs]
	Prime - 99.9% [ <= 20s ]	XX% [0.XXs]
Search	Peak - 95% [ <=6s ]	XX% [0.XXs]

### Exit Criteria –

- Simulated transaction load of CalSAWS volume at peak hours meets SLA requirements
- Performance results are successful and meet contractual SLAs – Online (Load and Endurance tests)

\*Average response time in seconds

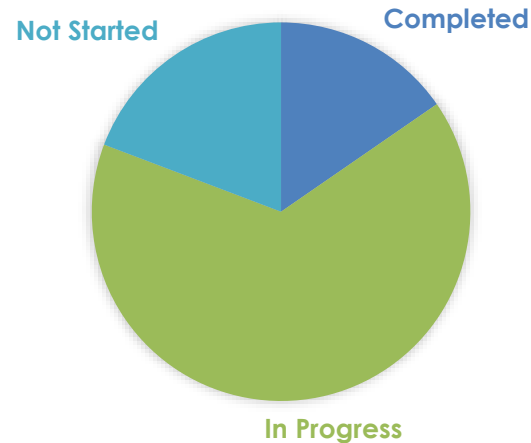
# Technical Readiness – Metrics Example

## Site Enablement Metrics

**Switch Refresh** – Replacement of legacy network switch devices with new switches

County	Status
Alpine	Completed
Amador	Completed
Butte	In Progress
Colusa	In Progress
Humboldt	In Progress
Imperial	In Progress
Kern	In Progress
Kings	Not Started
Marin	Not Started
Mariposa	In Progress
Merced	In Progress
Modoc	In Progress
Mono	In Progress
Monterey	Not Started
Plumas	In Progress
Riverside	In Progress
San Benito	In Progress
San Bernardino	In Progress
San Joaquin	In Progress
Shasta	Not Started
Sierra	Completed
Siskiyou	Completed
Stanislaus	Not Started
Sutter	In Progress
Trinity	In Progress
Yuba	In Progress

### CALSAWS SWITCH REFRESH STATUS



**Exit Criteria** – 100% of Switch Refreshes are Complete

# Conversion Readiness - Examples

Readiness Activities	Activity Description	Completion Metrics	County Line of Sight	Reporting Start Date	Reporting End Date
<b>Converted Data Test</b>	Confirming that CalSAWS functions as designed with data from C-IV	<ul style="list-style-type: none"> <li>• 100% of all test cases executed</li> <li>• No Open Severity 1-High/Critical Severity defects</li> </ul>	Awareness	2/1/2021	8/31/2021
<b>Conversion Release 1A (Staff Administration Release)</b>	Release 1A will migrate over C-IV Staff, Security Profiles, Positions, Office, Units, Address, and Resources to allow C-IV county workers to setup their staff and resources.	<ul style="list-style-type: none"> <li>• 100% of Security Profiles are converted into CalSAWS</li> <li>• 100% of C-IV Users have logged into CalSAWS</li> </ul>	Active participation	8/27/2021	9/22/2021

\*Details subject to change

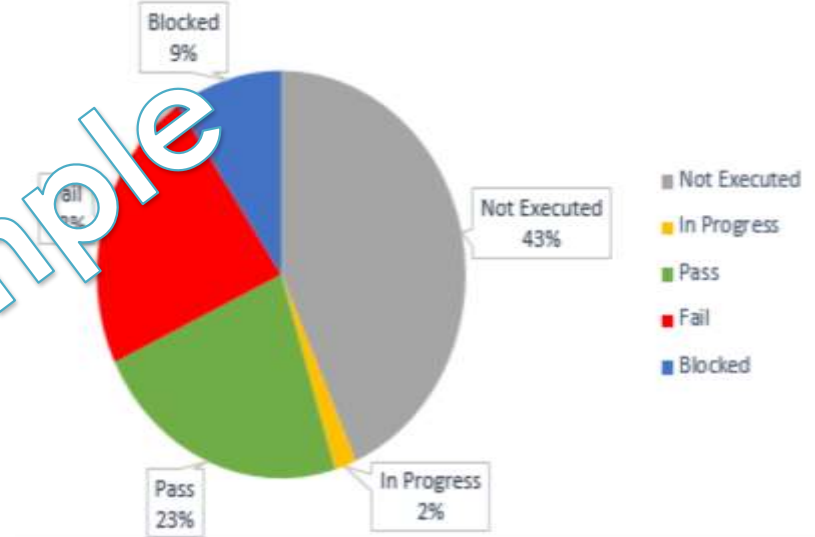
# Conversion Readiness – Metrics Examples

## Conversion Data Test Metrics

C-IV CDT Execution Status by Functional Area						
Functional Area	Status					Total
	Fail	In Progress	Not Executed	Pass	Blocked	
CalHEERS	1	0	3	4	0	8
Correspondence	4	0	4	0	0	8
Eligibility	1	0	5	1	1	8
Fiscal	3	0	4	1	0	8
Online	0	0	3	5	0	8
Reports	3	1	4	0	0	8

Note: Test Scripts counts are subject to change as test scripts are added or removed throughout the execution phase.

C-IV CDT Test Execution Status



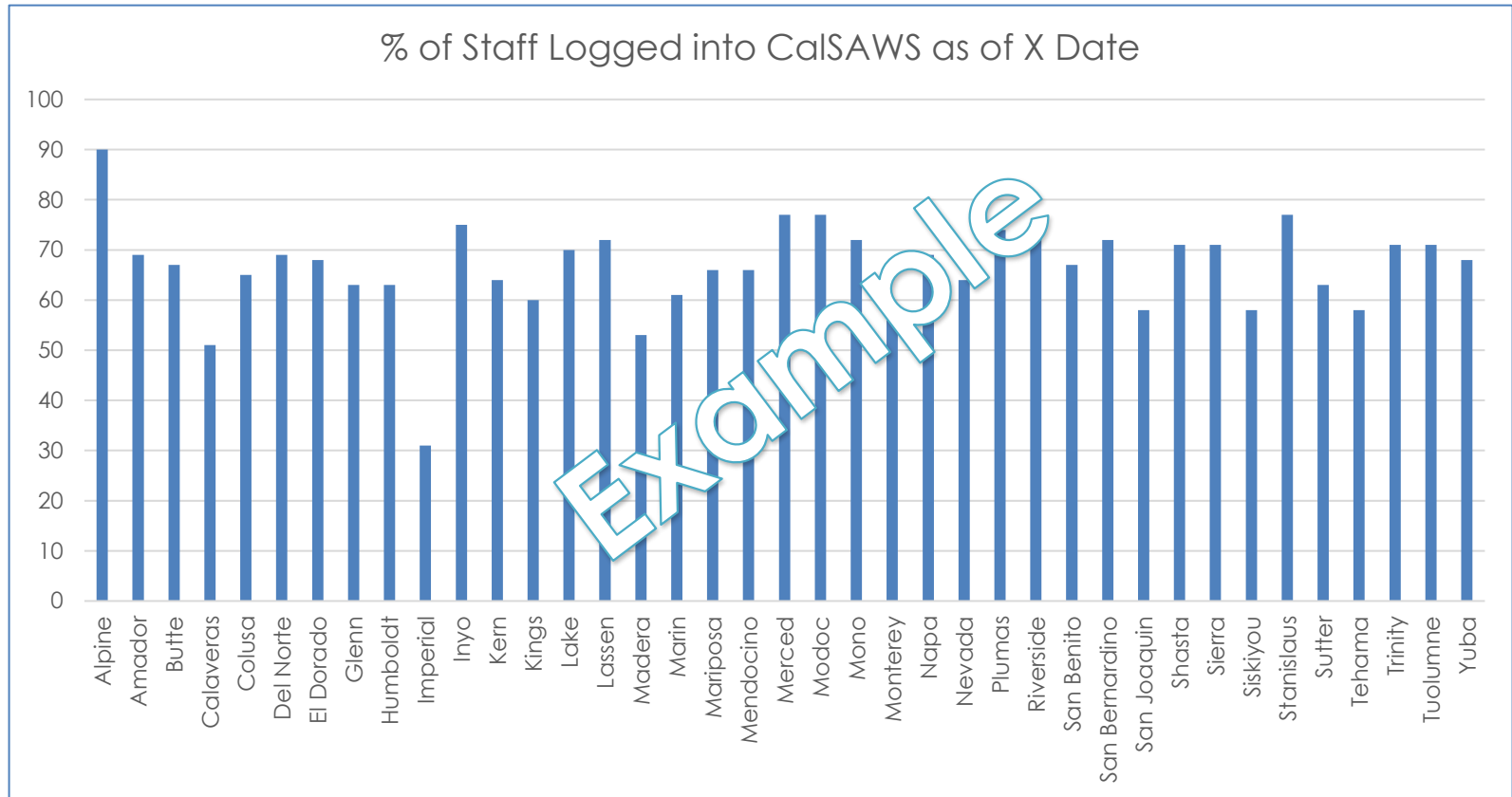
Note: Test Scripts counts are subject to change as test scripts are added or removed throughout the execution phase.

### Exit Criteria –

- 100% of all test cases have been executed
- No Open Severity 1-High/Critical Severity defects
- Severity 2-Normal defects have been analyzed and categorized as either “go-live dependent” or “production deferral”
- Resolved defects have been documented
- Test results and summary reports have been completed

# Conversion Readiness – Metrics Example

## Conversion Release 1A Metrics



### Exit Criteria –

- 100% of Security Profiles are converted into CalSAWS
- 100% of C-IV Users have logged into CalSAWS

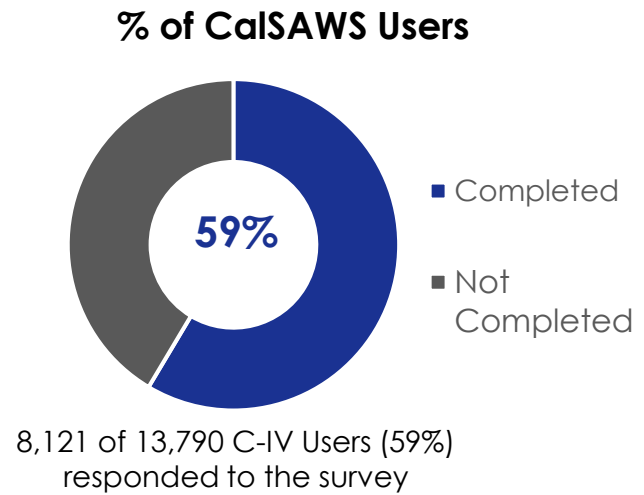
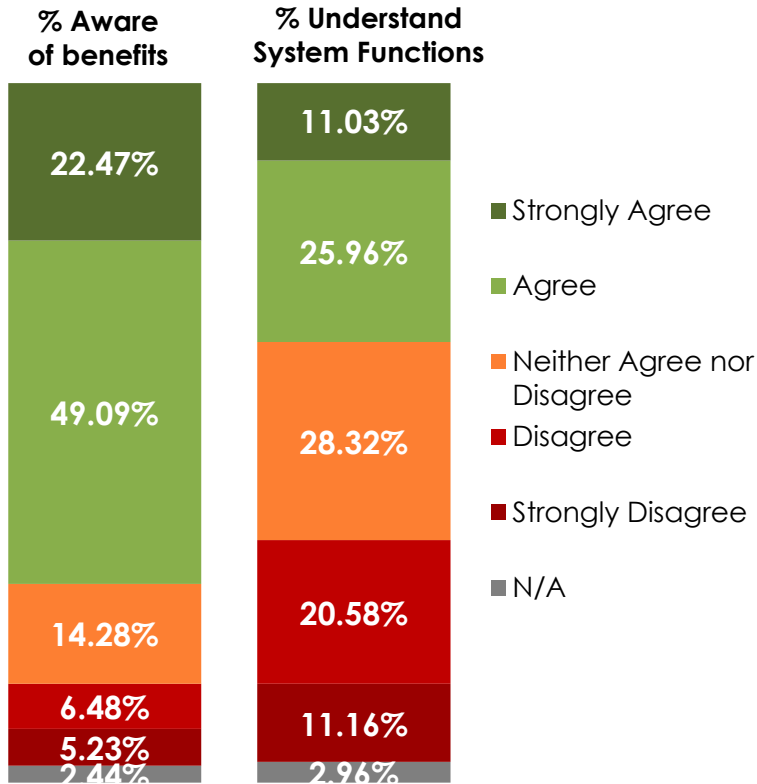
# Change Readiness - Examples

Readiness Activities	Activity Description	Completion Metrics	County Line of Sight	Reporting Start Date	Reporting End Date
<b>User Assessment Surveys (T-12, T-6, T-3 Months, T-3 Weeks)</b>	Formal assessments distributed to C-IV Counties prior to Go-Live in order to collect data on User Readiness.	<ul style="list-style-type: none"> <li>At least 20% survey response rate</li> <li>At least 70% express understanding of the changes / impacts to their area / job.</li> </ul>	Active Participation	09/29/2020	9/3/2021
<b>Communication/ Outreach delivery</b>	Change Communications developed for the purpose of preparing C-IV users for CalSAWS Implementation.	<ul style="list-style-type: none"> <li>Over 10 cumulative project interactions or communications per person (on average)</li> </ul>	Primary Recipients	06/16/2020	9/22/2021

\*Details subject to change

# Change Readiness – Metrics Examples

## Change Readiness Assessment Metrics



### Exit Criteria –

- At least 20% survey response rate
- At least 70% express understanding of the changes / impacts to their area / job.

Targeted Dates of Exit Criteria Assessment:  
8/24/21 - 9/3/21

# Change Readiness – Communications Tracking

## Communication / Outreach Delivery Metrics

Type of Communication	Number Hosted/Distributed	Number of Future Planned
Targeted Topic	8	3
Infographic	5	5
Change Network Meeting	3	9
CalSAWS Implementation News Blast	2	2
Functional Video Demonstration	2	N/A

### Exit Criteria –

- Over 10 cumulative project interactions or communications per person (on average)



# Future Metrics

Central Print

Demonstrates readiness for the Central Print Vendor to accept the print volume of the 40 Counties using the CalSAWS Application

C-IV County  
Contact Center

Demonstrates the readiness for the Contact Center Solution to be functional for all 58 California Counties; Metrics will be shared during 21.05 system test outcomes

BenefitsCal  
Release 1.0

Demonstrates the readiness for the Statewide Platform to function and interface with CalSAWS