



CalSAWS | Project Steering Committee Meeting

April 15, 2021



Agenda

1. Call Meeting to Order and confirmation of quorum
2. Agenda Review
3. Public Opportunity to speak on items NOT on the Agenda. Public comments are limited to no more than three minutes per speaker, except that a speaker using a translator shall be allowed up to six minutes.

NOTE: The public may also speak on any item ON the Agenda by waiting until that item is read then requesting recognition from the Co-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.



Action Items

Action Items

4. Approval of the *Minutes* of the March 18, 2021 PSC Meeting and review of Action Items.



Informational Items

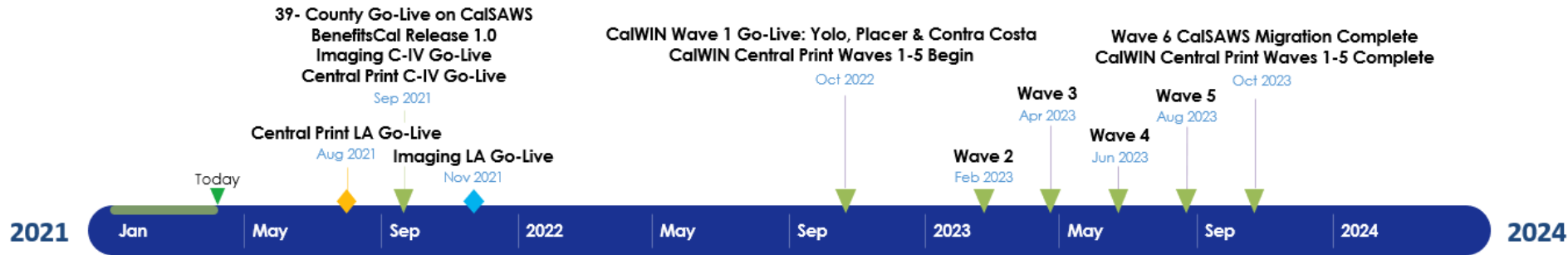


CaSAWS Gantt Chart Update



CalSAWS Project Gantt Chart

High Level Overview – App-Dev & Test



App Dev
Testing
&
State
Report

Interface Testing - State Interfaces
 Jun 1 - Jul 30

C-IV Interface Testing - County Interfaces
 Jun 1 - Jul 30

C-IV UAT Prep
 Apr 2021 - Jun 2021

C-IV UAT Execution
 Jun 2021 - Aug 2021

C-IV State Report County Review Support
 Apr 2021 - Aug 2021

CalWIN Interface Testing - County Interfaces
 Jul 2022 - Jun 2023

CalWIN UAT Prep
 May 2022 - Jul 2022

CalWIN UAT Execution
 Jul 2022 - Sep 2022

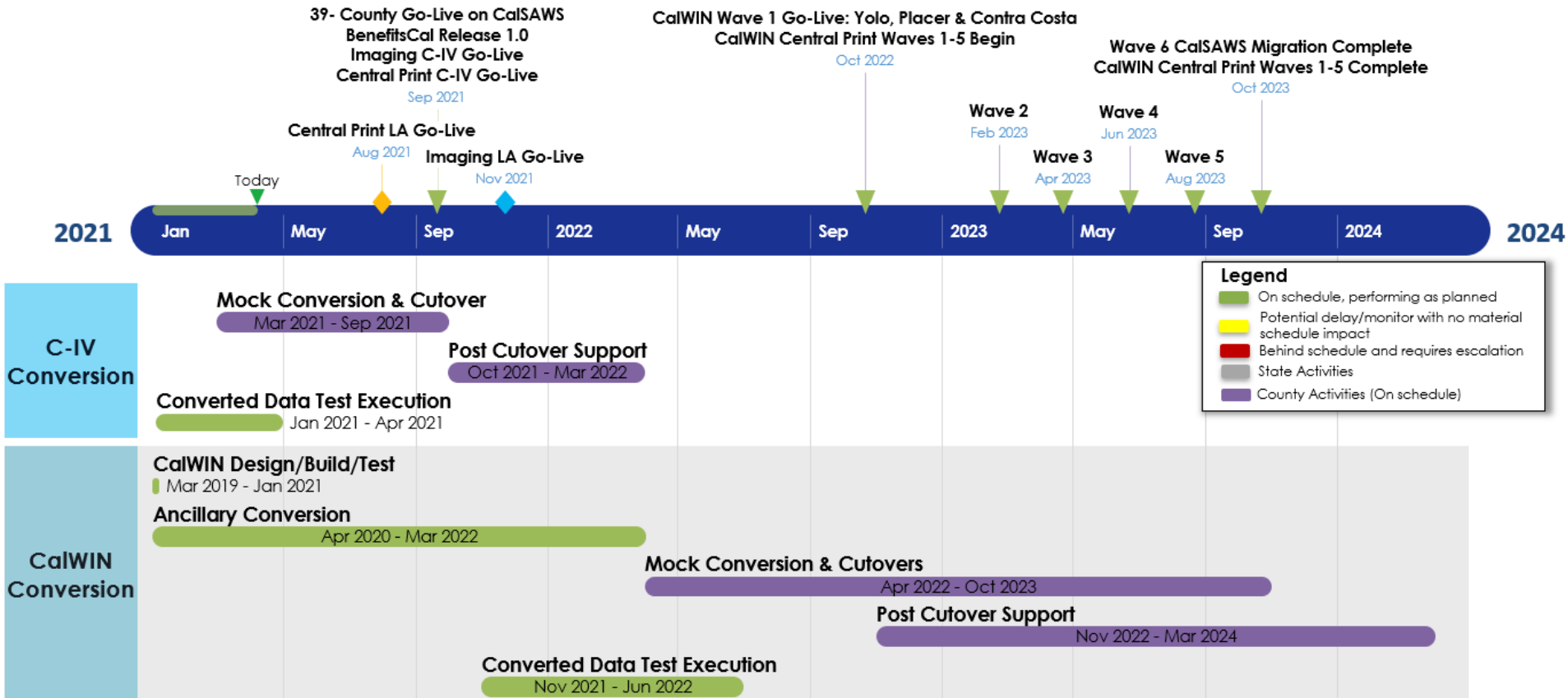
CalWIN State Report County Review Support
 Aug 2022 - Dec 2023

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)

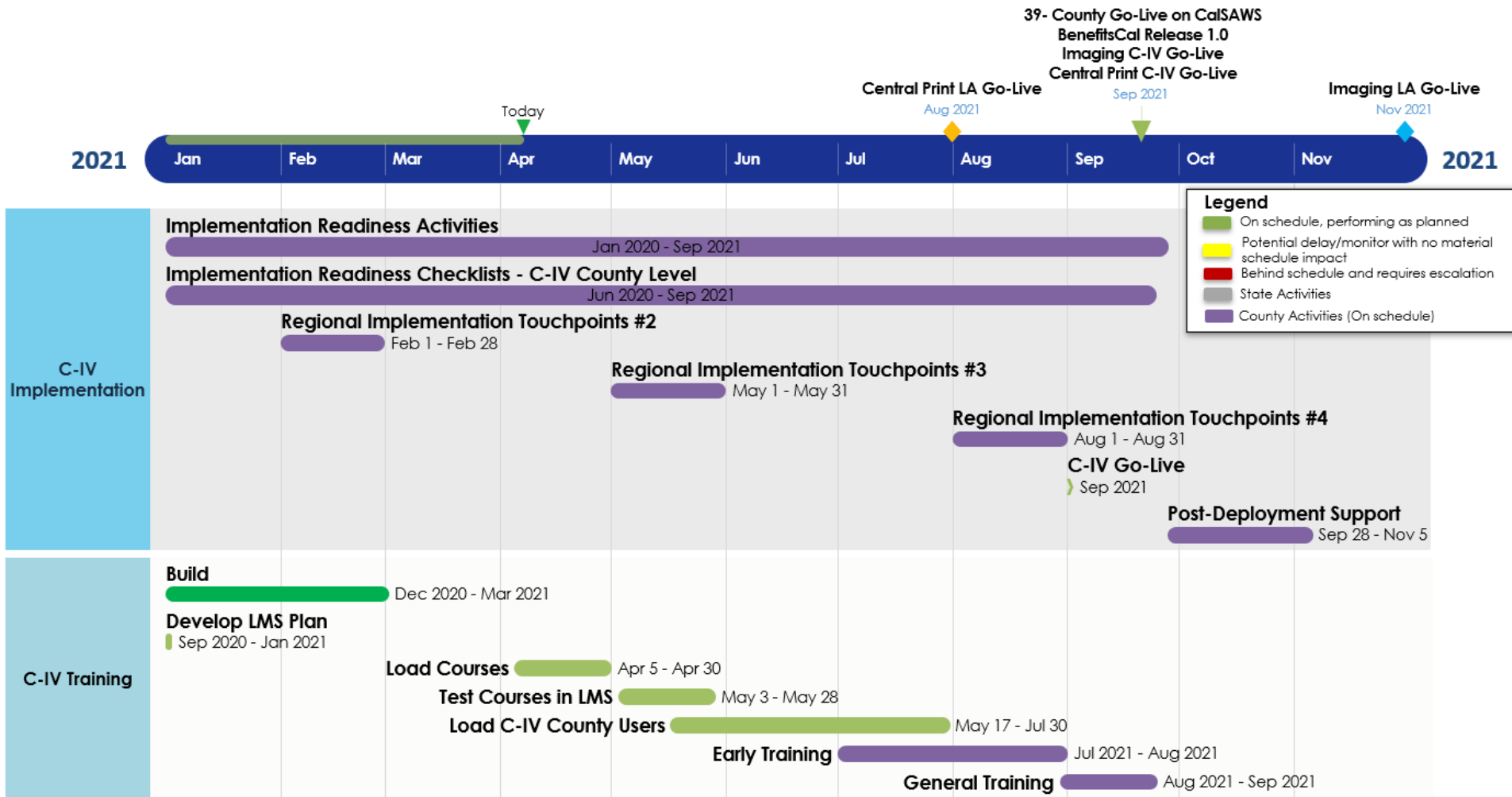
CalSAWS Project Gantt Chart

High Level Overview – Conversion



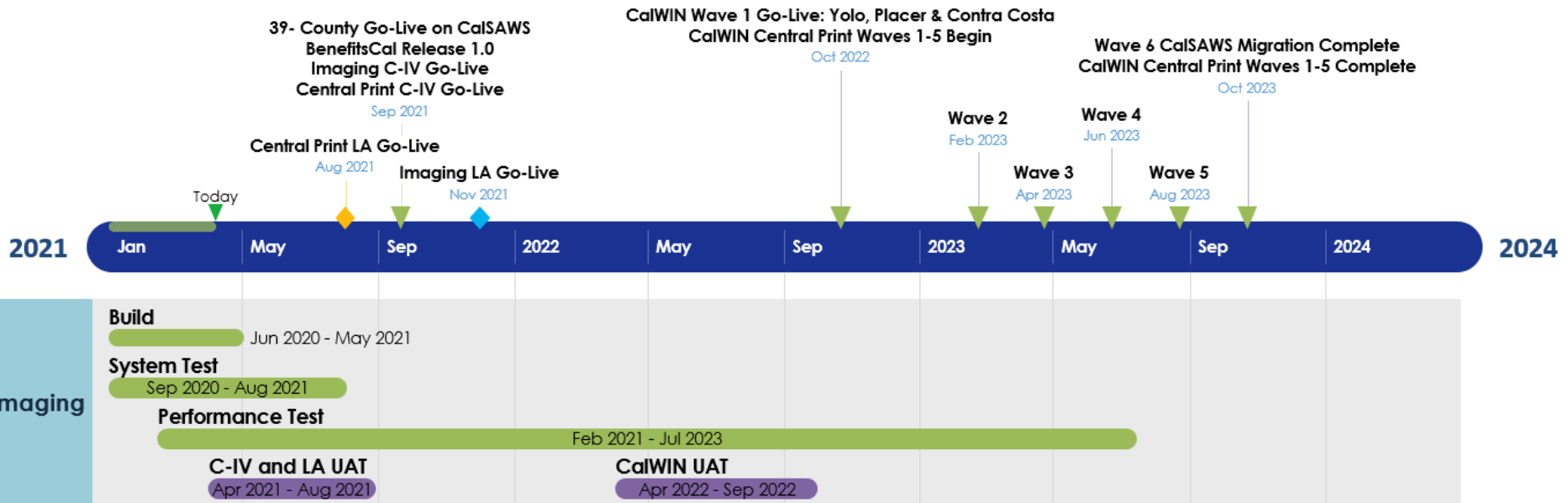
CalSAWS Project Gantt Chart

High Level Overview – C-IV & Implementation



CalSAWS Project Gantt Chart

High Level Overview – Imaging

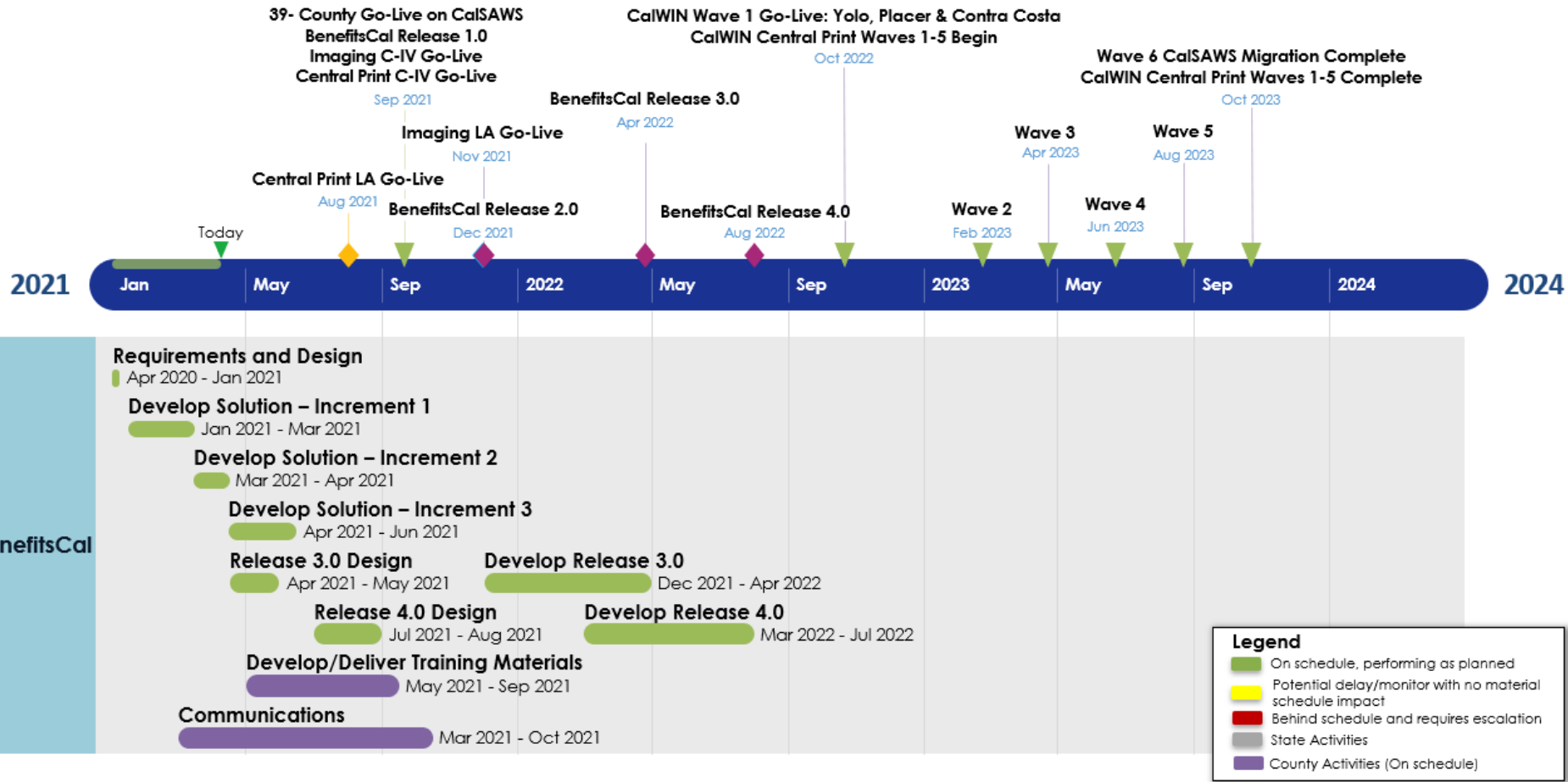


Legend

- 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 Chart

High Level Overview – BenefitsCal



CalSAWS Project Gantt Chart

High Level Overview – CalWIN OCM



County As-Is/ Ancillary/ To-Be Review
Feb 2021 - Oct 2021

Business Process Reengineering Plans
Jul 2021 - Aug 2022

OCM Plan
Feb 2021 - Oct 2021

County Communication Plan
Oct 2021 - Jun 2022

County Change Guides
Mar 2022 - Jun 2023

Master Training Plan
Mar 2021 - May 2022

County Specific Training Plans
Mar 2022 - Mar 2023

Implementation Support Plan
Oct 2021 - Jun 2022

County Implementation & Conversion Support
Jul 2022 - Dec 2023

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)

CalWIN Implementation Support



CalWIN Implementation Support
Services



Business Process Re-engineering Update

Refresher – What is As-Is?...And To-Be?

Below are descriptions of the two main components of Business Process Reengineering (BPR) – As-Is Process Documentation and To-Be Process Definition:

As-Is Process Documentation

- **OBJECTIVE:** Document the current business processes for each county, providing a baseline of how county staff manage their offices and deliver services today. This includes core processes such as Intake, Ongoing/Case Maintenance, CalWORKs, CalFresh, Medi-Cal and County Programs. It also will consider how ancillary systems are used to do business.
- **OUTCOME:** As-Is documentation documents business processes as they exist today. The sign-off on As-Is provides confirmation that existing business process for their county has been baselined, to serve as a reference point before documenting the future state of business, with CalSAWS (To-Be process definition).

To-Be Process Definition

- **OBJECTIVE:** Define “future state” core business processes for each CalWIN County. This takes into consideration differences between CalWIN and CalSAWS, gaps and opportunities and decisions on disposition of ancillary systems.
- **OUTCOME:** CalWIN Counties have a “baseline” of complete process documentation to run their business on Day-1 of CalSAWS Go-Live.

BPR Update

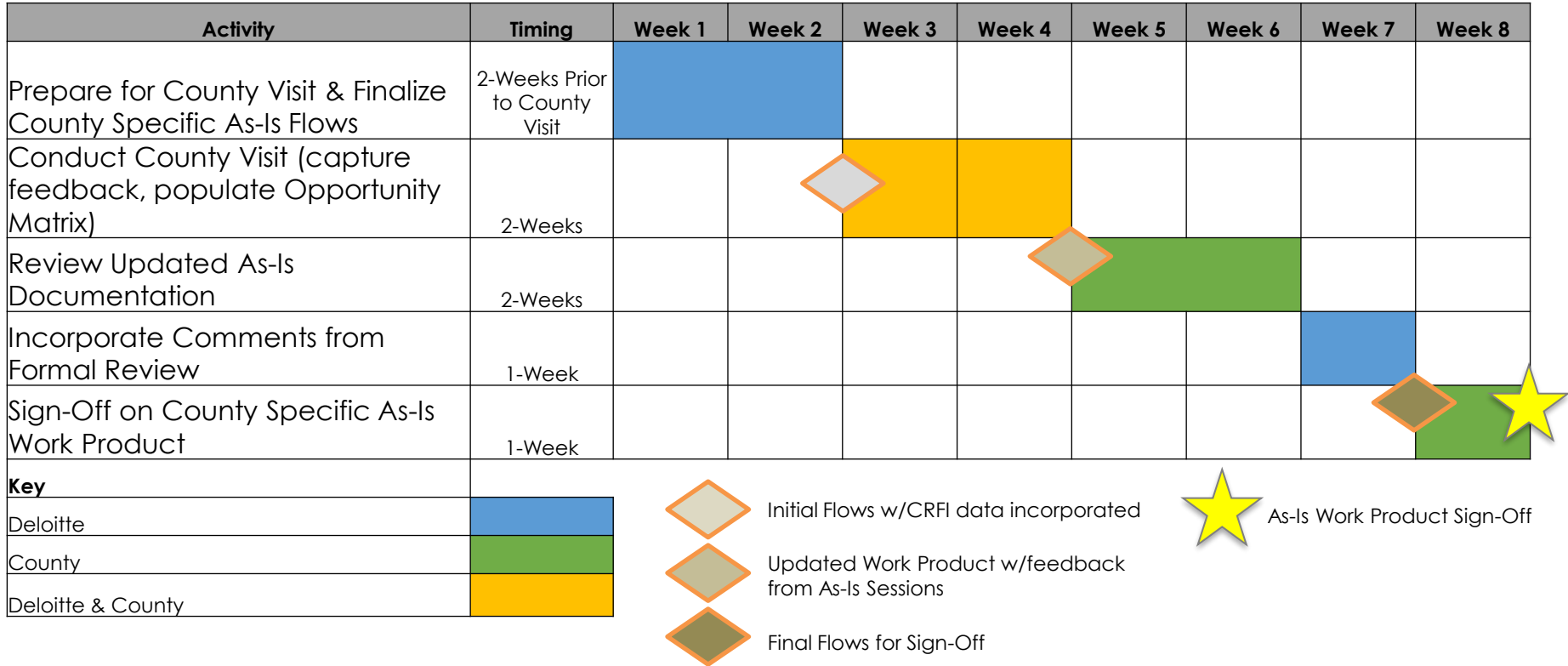
As-Is Process Site Visit Dates (by Wave)

Highlighted = Complete

*As of 4/9/2021

| County | Session Start Date | Session End Date | First Review Start Date | First Review End Date | Incorporate Feedback | Start Final Review | County Sign-Off on FINAL As-Is Processes |
|-----------------|--------------------|------------------|-------------------------|-----------------------|----------------------|--------------------|--|
| Wave 1 | | | | | | | |
| Contra Costa | 02/22/21 | 03/25/21 | 03/29/21 | 04/09/21 | 04/16/21 | 04/19/21 | 04/23/21 |
| Placer | 02/22/21 | 03/12/21 | 03/29/21 | 04/09/21 | 04/16/21 | 04/19/21 | 04/23/21 |
| Yolo | 03/01/21 | 03/19/21 | 03/29/21 | 04/09/21 | 04/16/21 | 04/19/21 | 04/23/21 |
| Wave 2 | | | | | | | |
| Tulare | 03/01/21 | 03/19/21 | 03/29/21 | 04/09/21 | 04/16/21 | 04/19/21 | 04/23/21 |
| Santa Clara | 03/22/21 | 04/02/21 | 04/05/21 | 04/16/21 | 04/23/21 | 04/26/21 | 04/30/21 |
| Wave 3 | | | | | | | |
| Santa Barbara | 03/22/21 | 04/02/21 | 04/05/21 | 04/16/21 | 04/23/21 | 04/26/21 | 04/30/21 |
| Orange | 04/05/21 | 04/16/21 | 04/19/21 | 04/30/21 | 05/07/21 | 05/10/21 | 05/14/21 |
| Ventura | 04/05/21 | 04/16/21 | 04/19/21 | 04/30/21 | 05/07/21 | 05/10/21 | 05/14/21 |
| Wave 4 | | | | | | | |
| Solano | 04/19/21 | 04/30/21 | 05/03/21 | 05/14/21 | 05/21/21 | 05/24/21 | 06/01/21 |
| Santa Cruz | 04/19/21 | 04/30/21 | 05/03/21 | 05/14/21 | 05/21/21 | 05/24/21 | 06/01/21 |
| San Mateo | 05/03/21 | 05/14/21 | 05/17/21 | 05/28/21 | 06/07/21 | 06/08/21 | 06/15/21 |
| San Diego | 05/03/21 | 05/14/21 | 05/17/21 | 05/28/21 | 06/07/21 | 06/08/21 | 06/15/21 |
| Wave 5 | | | | | | | |
| Alameda | 05/17/21 | 05/28/21 | 06/01/21 | 06/15/21 | 06/22/21 | 06/23/21 | 06/30/21 |
| Fresno | 05/17/21 | 05/28/21 | 06/01/21 | 06/15/21 | 06/22/21 | 06/23/21 | 06/30/21 |
| Sonoma | 06/14/21 | 06/25/21 | 06/28/21 | 07/09/21 | 07/16/21 | 07/19/21 | 07/23/21 |
| Wave 6 | | | | | | | |
| San Francisco | 06/07/21 | 06/18/21 | 06/21/21 | 07/02/21 | 07/09/21 | 07/12/21 | 07/16/21 |
| Sacramento | 06/14/21 | 06/25/21 | 06/28/21 | 07/09/21 | 07/16/21 | 07/19/21 | 07/23/21 |
| San Luis Obispo | 06/01/21 | 06/11/21 | 06/14/21 | 06/25/21 | 07/02/21 | 07/05/21 | 07/09/21 |

County Schedule: As-Is Process Definition



Organizational Change Management Update

POC Working Sessions

Purpose:

Provide an overview of the CalWIN Organizational Change Management (OCM) approach, work products, key milestones, and how County input will be used to inform the OCM strategy

Describe how the OCM strategy will be executed at each County, including key milestones and activities.

Duration: April 2021 – October 2021, participating in monthly 2-hour working sessions with follow up activities and sessions each month as needed to address specific topics

OCM POCs = 1 per county + 1 back up per county

POC Session Topics:

- Roles and Responsibilities for OCM POCs
- County-Specific lessons learned from past implementations and “hopes and hesitations” for the future
- County-Specific change readiness and communication channels
- Staff engagement and communications strategies
- Management of change impacts and OCM mitigation strategies
- Design and strategy for activating the Change Network Champions

Training Update

- Next Meeting of the Training Advisory Council: April 21, 2021.
- TAC Agendas:

March

- Prototype Walkthrough: Learning Journey Map
- Strategies for preparing staff *early* for learning CalSAWS (Discussion)

April

- CalWIN to CalSAWS: Overview & Key Differences
- CalSAWS Awareness and Learning Toolkit

May

- Training Customizations based on BPR and OCM
- Review of Instructional Design Maps & ILT Templates

Key Takeaways from the March TAC:

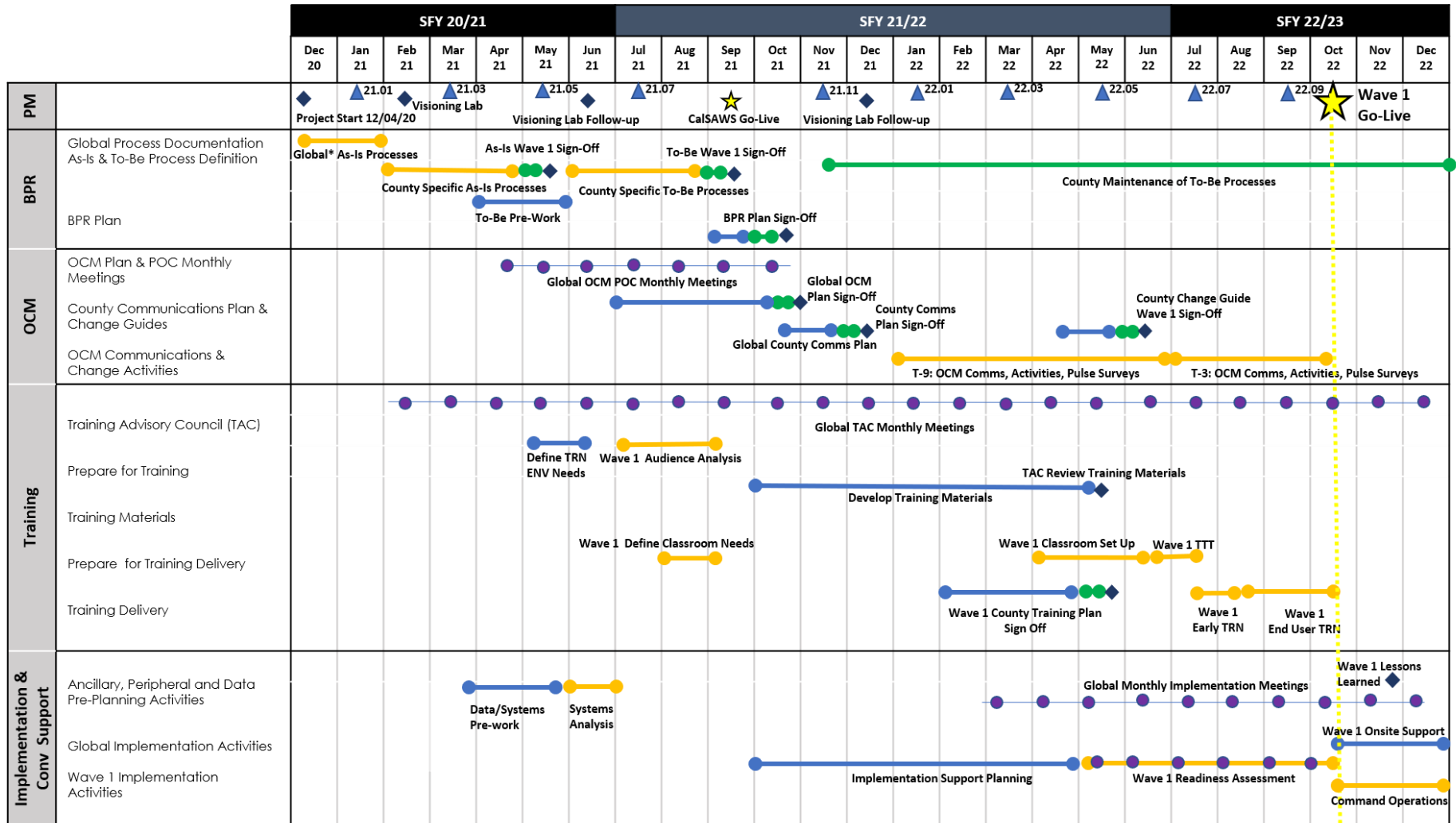
- ✓ The use of gaming in training and the *Learning Journey Map* concept was well-received
- ✓ The need for more information about how CalSAWS works is important to the CalWIN counties
- ✓ We'll look for ways to provide more system demonstrations in the coming months

Implementation Support Services Timeline

- Created a holistic view of the project, by Wave, to show the activities and key milestones
- Intent is to delineate activities by responsibility for the lifecycle of the project
- Depict the interdependencies for the lifecycle of the project
- Each Wave will have their own Timeline
- Wave-by-Wave meetings will start within the next few months

Wave 1 Timeline

Contra Costa, Placer & Yolo



*Global refers to all 18 CalWIN County Activities

Deloitte County Both Milestone Meeting CalSAWS Release Go Live

As of 03/22/21



BenefitsCal Update

- File types allowed during upload
(Action Item from 3/18 meeting)



BenefitsCal Project Update

March Highlights

Development and Testing

- Completed development of Increment 1, System Test is in progress. Increment 2 development is in progress.
- Approved several Work Products of System Test Case Designs.
- Supported UAT planning activities.

User Centered Design (UCD): Usability Testing

- Executed the 3rd round of Usability Testing, insights are in progress to share.
- Customer Experience (CX) Measurement Plan is in progress.

Communications

- Submitted the Draft Communications Strategy on 03/29/21, reviewed with various Committee members and Regional Managers.
- In April, the team will review the communication drafts (emails, letters) with stakeholder teams for feedback.

Training

- Training Discovery sessions are scheduled for April, to listen to needs and preferences.
- The BenefitsCal Training Plan is in progress and will be delivered at the end of April.
- Training materials will focus on customer-centric visual methods (e.g., micro-videos).

Implementation Readiness

- The project is working with the CalSAWS Partners to produce the Monthly Implementation Readiness Packets.
- Production Deployment Playbook is in progress.

User Account Conversion

- CBO Account Conversion review is in progress for C-IV and LA Counties.
- The first conversion mock run is in progress (customer accounts).

Document Types

Action Item Follow Up

Question

- Which file types are allowed within the document upload?

Answer

- The following file types are allowed for upload within BenefitsCal:
.GIF, .GIFF, .JPEG, .JPG, .JPE, .JIF, .MDI, .BMP, .PNG, .TIF, .TIFF, .TXT, .RTF, .ONE, .ONETOC, .PDF, .DOC, .DOCX, .DOX, .PAGES, .ODT, .WPD, .XLS, .XLSX, .PPT, .PPTX, .PSD, .EPS, .AI, .LOG, .WPS



UAT Update

UAT Update

CalSAWS UAT Readiness Activities



CalSAWS UAT Kick-off

March 18, 2021 C-IV
April 19, 2021 LA & CalWIN



Q&A's

Open Zoom
Support Calls
9:00 am – 11:00 am

Next: Test Scenario Review

- April 19 – Access to UAT Environment
- April 19 – May 28 Review, Update, and Create UAT Test Scenarios
- Q&A continues



June 7th UAT Execution Kick-off

UAT at a glance

- 759 BenefitsCal Scenario in development
- 941 CalSAWS Scenarios in development
- 55 imaging Scenarios in development
- 48 State reports scenarios in development

- 296 Design documents uploaded for UAT participants
- 44 of 55 Training materials uploaded for UAT participants
- 209 UAT questions fielded in 7 zoom calls

UAT Update

CalSAWS UAT Activities, what is next?

| UAT Confirmed Participant selection for Execution | | | | | |
|---|---------|---------------|---------|-------------|-------------|
| | CalSAWS | State Reports | Imaging | BenefitsCal | Triage Team |
| C-IV | 305 | 27 | 30 | 45 | 24 |
| LA | | | 15 | 15 | 1 |
| CalWIN | | | | 42 | 8 |

April 19 – May 28, 2021

- LA and CalWIN testers will participate in UAT Kick-off on April 19th
- All testers continue to review of training materials and design documents.
- Review, update, and create UAT scenarios and data based on UAT baseline scripts
- Attend remotely conducted Preparation Support sessions, as needed
- Validate UAT CalSAWS environment access

June 7 – June 11, 2021

- Attend the CalSAWS UAT Execution Kick-Off
- Validate UAT CalSAWS and BenefitsCal environment access, if needed

June 14 – August 20, 2021

- CalSAWS UAT Execution (includes Imaging and State Reports)

June 14 – September 3, 2021

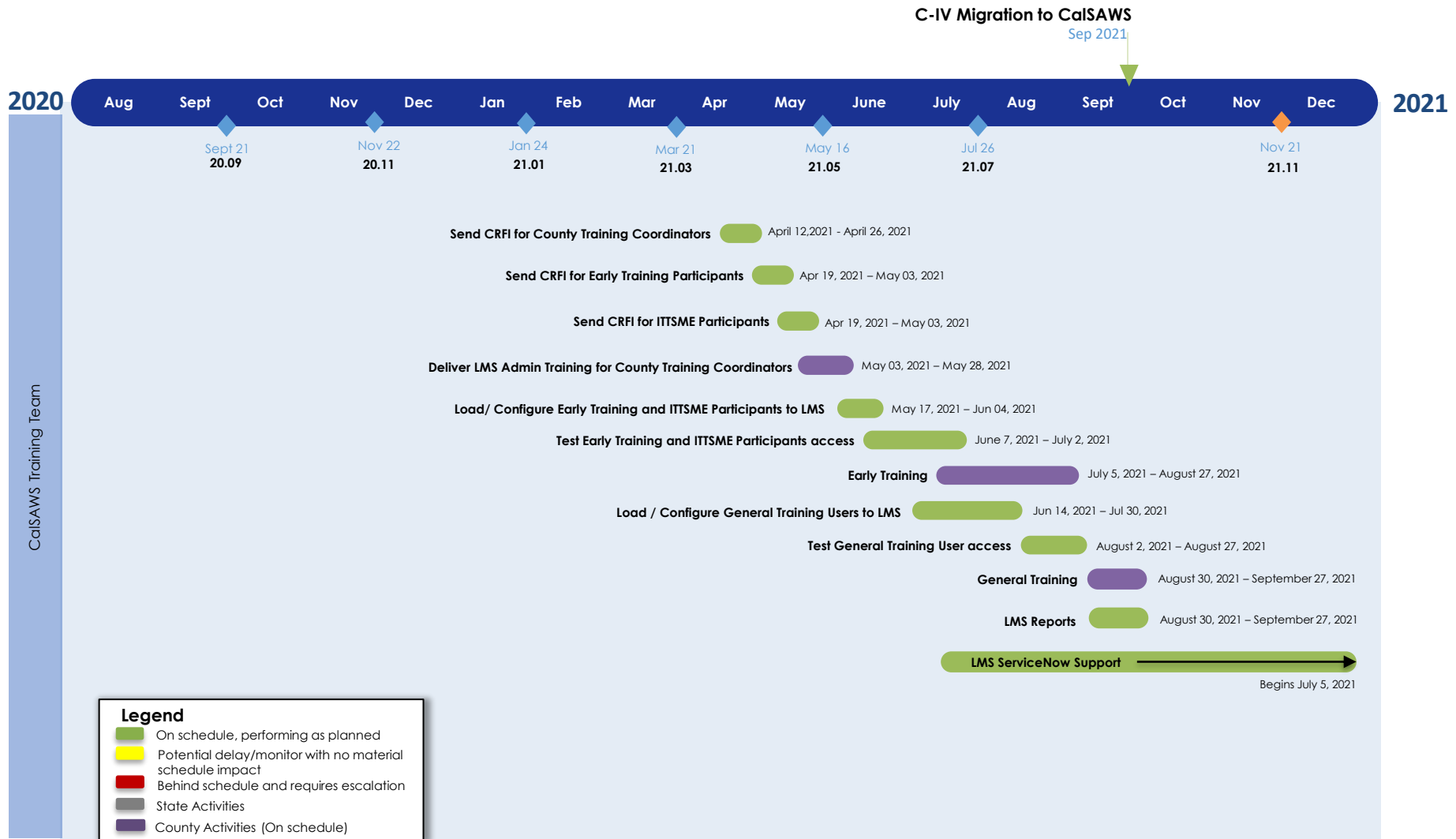
- BenefitsCal UAT Execution



Training



Training Timeline



*Exact dates are tentative and subject to change

Upcoming Training Activities & Communications



April 6, 2021

CIT regarding Upcoming Training Activities for C-IV Migration (CIT 008-21)

- Purpose was to inform all C-IV counties of the upcoming training schedule in preparation for the migration to CalSAWS

April 12, 2021 – April 26, 2021

CRFI to Identify County Training Coordinators

- The *Optional* County Training Coordinator role is intended to empower the Counties to make changes as they wish in real-time in the CalSAWS Learning Management System (LMS)

Apr 16, 2021

CIT for CalSAWS Migration Training Guide

- Provided end-users with a list of training materials, including WBTs and supplemental training guides, by topic/area

Apr 19, 2021 – May 3, 2021

CRFI for Curriculum Enrollment Form

- On this form, the Counties will confirm/update training enrollment for staff, based on Project recommendations

Upcoming Training Activities & Communications



July 5, 2021 - August 27, 2021

Early Training

- Virtual training sessions hosted by the Consortium for a subset of C-IV Users (e.g., County Trainers, Subject Matter Experts)
- CRFI to identify participants to be distributed in late April/Early May



August 11, 2021 – August 26, 2021

ITTSME (Imaging Training the SME)

- Single-day, Imaging-specific virtual training sessions for C-IV County-identified Imaging Subject Matter Experts (SMEs)
- CRFI to identify participants to be distributed in late April/Early May



August 30, 2021 – September 24, 2021

General Training

- Web-based trainings (WBTs) released to the C-IV Counties for staff to take through the LMS during the four-week window prior to Go-Live

CalSAWS Learning Management System (LMS)

One-stop shop for C-IV Migration Training



CalSAWS Learning Management System



Web Based Trainings (WBTs) will provide end-users with the key functional changes between C-IV and CalSAWS. The WBTs will also contain new CalSAWS functions.



CalSAWS Quick Guides will provide the end-user with functional instructions on the differences between C-IV and CalSAWS. New CalSAWS functionality may also be included.



CalSAWS Migration Training Guide (MTG) will provide the end-user with a list of training materials, including WBTs and supplemental training guides, by topic/area.



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.

C-IV Migration Training Materials – WBTs

| Web-Based Training (WBT): | Audience | Approximate Duration |
|--|---|----------------------|
| BenefitsCal Changes in CalSAWS | Eligibility | TBD |
| C-IV Migration Training Introduction | All users | TBD |
| Cal-Learn Non-Compliance | Cal-Learn Staff/Supervisors | ~30 min |
| CAPI | Eligibility (CAPI specific) Staff/Supervisors | ~45 min |
| Change Reason | Eligibility Staff/Supervisors, Employment Services and Child Care Staff/Supervisors | ~10 min |
| Child Welfare Programs (AAP) | Eligibility (AAP specific) Staff/Supervisors | ~45 min |
| Child Welfare Programs (ARC) | Eligibility (ARC specific) Staff/Supervisors | ~45 min |
| Homeless Assistance 1 | Eligibility (CalWORKs) Staff/Supervisors | ~35 min |
| Homeless Assistance 2 | Eligibility (CalWORKs) Staff/Supervisors | ~25 min |
| Imaging – Navigation | All Imaging users | TBD |
| Imaging – Overview | All Imaging users | TBD |
| Imaging – Single Case Capture | All Imaging users | TBD |
| Imaging – Multi-Case Capture | All Imaging users | TBD |
| Imaging – Virtual Printer Capture and Import | All Imaging users | TBD |
| Imaging – Return Mail Capture | All Imaging users | TBD |
| Imaging – Document Retrieval | All Imaging users | TBD |
| Imaging – County-Maintained Workflow Queues | All Imaging users | TBD |
| Imaging – Specialty Scan Modes | SIU, RDB, and Hearings staff | TBD |
| Managing Worker Assignment Designations | Eligibility Supervisors | ~15 min |

C-IV Migration Training Materials – WBTs

| Web-Based Training (WBT): | Audience | Approximate Duration |
|------------------------------------|---|----------------------|
| Managing Worker Schedules | Eligibility Supervisors/Admin | ~30 min |
| Multi Month EDBC | Eligibility Staff/Supervisors | ~45 min |
| Non-Compliance | Eligibility (Cash, CF, MA, CAPI, GA/GR) Staff/Supervisors | ~25 min |
| Task Management Overview | Eligibility Staff/Supervisors | ~30 minutes |
| Task Management for Administrators | Administrators | ~1.5 hours |
| Qlik Sense Overview | Management and Supervisors | TBD |
| Qlik Sense Story-telling | Management and Supervisors | TBD |
| Supervisor Authorization | Eligibility and Fiscal Supervisors | TBD |
| WTW AU Summary | WTW Staff/Supervisors | ~10 min |
| WTW Non-Compliance | WTW Staff/Supervisors | ~45 min |
| Verifications | Eligibility and Clerical Staff/Supervisors | ~30 min |



30 WBTs in progress



WBTs will be accessible via the CalSAWS **Learning Management System (LMS)** during Early and General Training



The CalSAWS **Migration Training Guide (MTG)** will provide details on **WBT description, duration and intended audience**

*Additional Training Materials may be added as needed, depending on outcomes of ongoing impact analysis.

C-IV Migration Training Materials – Quick Guides

| Quick Guides: | Audience |
|---|---|
| Appointments and Scheduling | Eligibility Staff/Supervisors |
| Auto Case Assignment | System Administrators, Eligibility Supervisors and Managers |
| Cal-Learn Non-Compliance | Cal-Learn Staff/Supervisors |
| Change Reason | Eligibility Staff/Supervisors, Employment Services and Child Care Staff/Supervisors |
| Child Welfare Programs- Kin-GAP | Kin-GAP Staff/Supervisors |
| Child Welfare Programs- Foster Care | Foster Care Staff/Supervisors |
| Child Welfare Programs- Foster Care- RDB | Foster Care Staff/Supervisors |
| Child Welfare Programs- Non-Minor Dependents | Foster Care and Kin-GAP Staff/Supervisors |
| Child Welfare Programs- Home Approvals | ARC and Foster Care Staff/Supervisors |
| Employment Services Enrollment | Employment Services Staff/Supervisors |
| GA/GR- Root Questions and Guided Navigation | Eligibility (GA/GR) Staff/Supervisors |
| Homeless Assistance – Permanent – Data Collection | Eligibility (CalWORKs) Staff/Supervisors |
| Homeless Assistance – Permanent – EDBC | Eligibility (CalWORKs) Staff/Supervisors |
| Homeless Assistance – Temporary – Data Collection | Eligibility (CalWORKs) Staff/Supervisors |

*Child Welfare Programs- Legal Guardianship has been removed, as the information has been incorporated into the AAP and ARC WBTs.

*Additional Training Materials may be added as needed, depending on outcomes of ongoing impact analysis.

C-IV Migration Training Materials – Quick Guides

| Quick Guides: | Audience |
|--|---|
| Homeless Assistance – Temporary – EDBC | Eligibility (CalWORKs) Staff/Supervisors |
| Homeless Assistance – Voucher Vendor Payment | Eligibility (CalWORKs) Staff/Supervisors |
| Hunt v Kizer | Eligibility (Medi-Cal) Staff/Supervisors |
| Imaging - Confidentiality | All Imaging Users |
| Imaging – Kiosk, Mobile, Portal + e-Applications | All Imaging Users |
| Imaging – e-ICT Documents | All Imaging Users |
| MAGI | Eligibility (Medi-Cal) Staff/Supervisors |
| Multi Month EDBC | Eligibility Staff/Supervisors |
| Non-Compliance | Eligibility (Cash, CF, MA, CAPI, GA/GR) Staff/Supervisors |
| Notices of Action (NOAs) - Preview | Eligibility Staff/Supervisors |
| Pregnancy Special Need | Eligibility Staff/Supervisors |
| Rescind Reason | Eligibility Staff/Supervisors |
| SAR7 Processing | Eligibility (CW, CF & RCA) Staff/Supervisors |
| Sponsorship/Deemed Income | Eligibility (CW, CF, GA/GR and CAPI) Staff/Supervisors |
| Supervisor Authorization- Admin User | Supervisor Authorization Administrators, Eligibility/Employment Services/Fiscal Supervisors |
| Supervisor Authorization- Worker Level | Eligibility, Employment Services and Fiscal staff |

*Additional Training Materials may be added as needed, depending on outcomes of ongoing impact analysis.

C-IV Migration Training Materials – Quick Guides

| Quick Guides: | Audience |
|---|--|
| Task Management – Appending Tasks | Administrators |
| Task Management – Documenting Routing Rules | Administrators |
| Task Management – Error Prone and High Risk Tasks | Administrators |
| Task Management – Task Images Buttons | Eligibility Staff/Supervisors |
| Verifications | Eligibility and Clerical Staff/Supervisors |
| WTW Non-Compliance | WTW Staff/Supervisors |
| WTW Overpayment Automation | WTW Staff/Supervisors |



*Additional Training Materials may be added as needed, depending on outcomes of ongoing impact analysis.



Change Management

Just-in-Time (JIT) Demos

An Introduction – Coming in May!



What are JIT Demos?

- Just-in-Time (JIT) Demos are concise versions of the Targeted Topic sessions, offering an overview of the CalSAWS system by function
- The sessions are specifically for a C-IV County audience
- In these demos, we will prioritize specific functionality updates and dive deeper into the future state of CalSAWS



What can you expect?

- A guided demo in Sandbox ranging from an hour to an hour and a half
- Interaction is encouraged! We ask that Counties are logged into the Sandbox from their side to practice the changes in real-time
- **One key addition:** We will be providing references to all relevant Training and Change Management materials associated to the topic

Just-in-Time (JIT) Demos

Possible Topics to Look Forward to



Topics*

- Task Management (April)
 - Last Targeted Topic Session
- Change Reason (May)
- Eligibility Case Processing (June)
- Employment Services (June)
- Supervisor Authorization (July)
- Fiscal Processes (August)

***Please note these topics are subject to change.**



Format

- First Part: Perform Demonstration
- Second Part: Answer Questions
- Demos will last for 1.5 hours depending on the content

Frequency

- Once a month, every third Tuesday of the month

Audience

- PPOCs, IPOCs, CNCs
- Policy and Training Staff
- Impacted Staff based on Topic

Imaging Demos

May 4 – May 13, 2021 All sessions will be hosted virtually and will be recorded



Agenda

1. Imaging Team Intro

2. Roll Call / County Feedback Activity

3. Imaging Demonstration Part 1

Imaging Functional Overview / Navigation

Live Demos in Training Environment

6. Q&A

Break

7. Imaging Demonstration Part 2

Live Demos in Training Environment

8. Q&A

9. Next Steps

Purpose

- 3-hour sessions designed to provide Counties with details on how specific functions work in the CalSAWS Imaging Solution during a live system demonstration

Target Audience

- IPOCs, PPOCs, Change Network, RMs
- Stakeholders Highly Impacted by Imaging (e.g., Clerical, Workers, Managers, etc.)

Topics

- Imaging Functional Overview / Navigation
- Single Case Scanning
- Multi-Case Scanning
- Virtual Print and Document Upload
- Document Retrieval
- Specialty Scan Modes and Retrieval of Documents from Specialty Drawers
- Document Re-Indexing

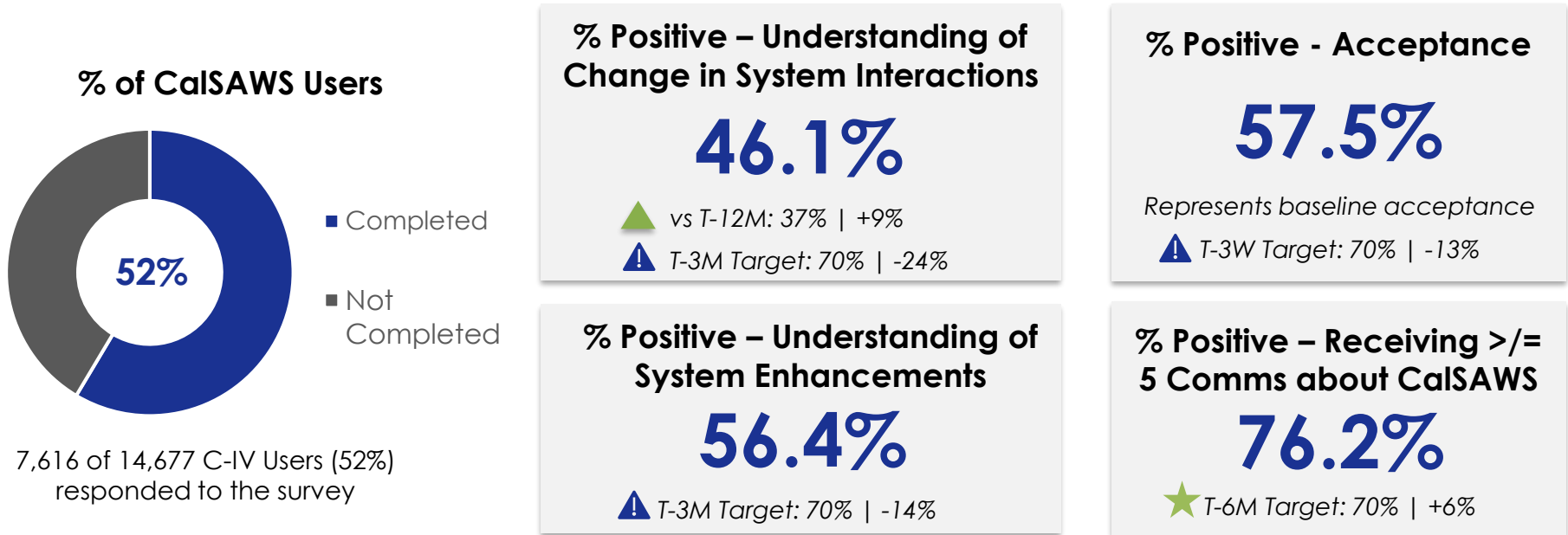
Schedule

- **Regions 1&2 (combined)**
Tuesday, May 4, 2021
2:00 PM – 5:00 PM
- **Region 3**
Thursday, May 6, 2021
9:00 AM – 12:00 PM
- **Region 4**
Tuesday, May 11, 2021
2:00 PM – 5:00 PM
- **Region 5**
Thursday, May 13, 2021
9:00 AM – 12:00 PM
- **Region 6**
Wednesday, May 5, 2021
9:00 AM – 12:00 PM
and
Monday, May 17, 2021
1:00 PM – 4:00 PM

T-6M Change Readiness Assessment Survey

Purpose: To assess communication effectiveness, and measure User awareness, understanding, and acceptance of the C-IV Migration to CalSAWS

The survey was conducted from **March 16 to March 30, 2021** and was distributed to **13,790 C-IV County Users across 38 Counties** (1 County opted out of participating).



Key Takeaways

1. C-IV Users are progressing toward understanding and acceptance, greatly in part due to the vast majority of users having received greater than or equal to five (5) communications regarding CalSAWS Implementation.
2. Next steps are to focus on how daily system interactions will change for users by providing Day-in-the-Life system demonstrations during the Just-in-Time Demos for various types of workers (Eligibility, Employment Services, and Fiscal).
3. Provide a Summary of High-Impact Changes, as well as details about the Migration Training materials, so users understand the main areas of change and the resources available to support their understanding.

T-6M Change Readiness Assessment Survey

The T-6M Survey results show a positive trend across the Imaging questions.

Current Imaging Users

Users were asked a question designed to identify them as current Imaging Users. Answering Yes prompted respondents to answer additional Imaging questions. **Of the 7,616 respondents, 6,062 self-identified as Imaging Users.**

Background

- Re-designed question after observing a lower percentage of current Imaging users than anticipated in the T-12M Survey analysis.
- Mitigation worked as intended, resulting in a **35.3% increase** that brings us closer to the expected percentage based on our stakeholder analysis.

% of Current Imaging Users

79.6%

- ▲ vs T-12M: 44.3% | +35%
- ⚠ vs Expected: 99% | -19%

Imaging Awareness

Users were asked the following question to assess their level of awareness: I know that I will be using a new Imaging system when CalSAWS goes live. **Of the 6,014 C-IV Imaging respondents, 3,996 answered yes.**

Background

- Increased the volume and frequency of Imaging communications
- Hosted 4 Imaging Roadshows for C-IV Users
- Mitigations worked as intended, resulting in a **13.4% increase** in awareness

% Positive - Awareness

66.4%

- ▲ vs T-12M: 53% | +13.4%
- ⚠ T-6M Target: 70% | -3.6%

Imaging Understanding & Acceptance

The T-6M Survey included questions designed to assess levels of Imaging understanding and acceptance.

% Positive - Understanding

48.2%

- ▲ vs T-12M: 38% | +10%
- ⚠ T-3M Target: 70% | -22%

% Positive - Acceptance

51.3%

- Represents baseline acceptance*
- ⚠ T-3W Target: 70% | -19%

Key Takeaways

1. C-IV Imaging users are progressing well along the Change Commitment Curve from Awareness to Understanding
2. Maintain the current frequency of Imaging Communications (1/month)
3. Encourage a wider distribution of outgoing Imaging Communications before the T-3M Survey
4. Encourage attendance at the upcoming Imaging Demonstrations, which will provide detailed information about new Imaging functionality and will increase users' understanding of changes



C-IV/CalSAWS Implementation
Readiness Update



County Prep Phase Activities

County Prep Phase occurs 1 month prior to CalSAWS Go-Live. This period allows for any issues with user profiles to be addressed prior to go-live. There will be no C-IV case data in CalSAWS during this period, but users can view their profiles.



Implementation Readiness Dashboard

CalSAWS

Implementation Readiness Dashboard

March 2021



The **Implementation Readiness Dashboard** presents a **high-level view of Project Readiness** in the form of a stop light indicator for the previous and current reporting period. Readiness statuses are presented for each Readiness Area. The status of each Readiness Area is determined by timely Milestone completion (see Key below). Project Milestones are identified by project team leads and CalSAWS Project leadership. More detail on C-IV Migration and BenefitsCal progress can be found in the Implementation Readiness Packet. The information reflects data as of March 9, 2021.

*An Implementation Readiness Milestone is a critical-path activity for the C-IV Migration and BenefitsCal Go-Live in September 2021.



CalSAWS and BenefitsCal Readiness Summary

| Area | Category | CalSAWS | BenefitsCal | Comments |
|-----------------------------|--|---------|-------------|----------|
| Application ¹ | Design ¹ | G | G | |
| | Development ¹ | G | G | |
| | System Test ¹ | G | G | |
| | User Acceptance Test ¹ | NS | NS | |
| | Usability Test ¹ | N/A | NS | |
| Integration ¹ | Design ¹ | G | G | |
| | Development ¹ | G | G | |
| | System Test ¹ | NS | NS | |
| | Interface Partner Test ¹ | G | NS | |
| Technical ¹ | Infrastructure ¹ | G | NS | |
| | Security Testing ¹ | G | NS | |
| | Performance Testing ¹ | G | NS | |
| Conversion ¹ | Conversion Readiness ¹ | G | NS | |
| | Converted Data Test ¹ | G | NS | |
| Training ¹ | Training Plan ¹ | C | NS | |
| | Training Materials ¹ | G | NS | |
| | Training Delivery ¹ | G | NS | |
| Implementation ¹ | Service Desk ¹ | G | NS | |
| | System Operations ¹ | G | NS | |
| | Prod Deployment Plans ¹ | G | NS | |
| Change ¹ | Communications ¹ | G | NS | |
| | Partner Readiness ¹ (County, etc.) | N/A | NS | |

| | | | | | | | | | |
|----|-------------|---|-------------|---|---------------|---|----------------|---|----------|
| NS | Not Started | G | On Schedule | Y | <14 Days Late | R | >=14 Days Late | C | Complete |
|----|-------------|---|-------------|---|---------------|---|----------------|---|----------|

Implementation Readiness Dashboard

Key Project Milestones/Tasks

| Milestone/Task | Status | Target Start Date | Target End Date | Percent Complete |
|---|-------------|-------------------|-----------------|------------------|
| BenefitsCal Phase 1 Design Complete | In Progress | 12/1/2020 | 3/26/2021 | 95% |
| CalSAWS and BenefitsCal UAT County Preparation Begins | In Progress | 3/18/2021 | 5/21/2021 | 60% |
| Application Development and System Test | In Progress | 08/04/2019 | 08/29/2021 | 65% |
| Implementation Readiness Preparation | In Progress | 07/01/2020 | 09/27/2021 | 40% |
| Converted Data Test | In Progress | 12/15/2020 | 07/20/2021 | 70% |
| Training – Install LMS, Load Courses, Test Reports | In Progress | 01/01/2021 | 07/07/2021 | 30% |
| Mock Conversions | In Progress | 03/04/2021 | 08/13/2021 | 66% |
| User Acceptance Test (UAT) | In Progress | 03/18/2021 | 08/09/2021 | 10% |
| State and C-IV County Interface Testing | Not Started | 06/03/2021 | 07/04/2021 | 0% |
| Batch Performance Testing | Not Started | 05/11/2021 | 07/17/2021 | 0% |
| State Report County Support | Not Started | 04/15/2021 | 08/13/2021 | 0% |
| Training Support | Not Started | 06/05/2021 | 07/23/2021 | 0% |
| C-IV County Go-Live | Not Started | 09/27/2021 | 09/27/2021 | 0% |
| Implementation Support | Not Started | 09/27/2021 | 11/27/2021 | 0% |

Key Open Readiness Risks

| Risk No. & Level | Risk Summary | Status |
|-------------------|--|---|
| 226 High | COVID-19 relief efforts may impact CalSAWS DD&I schedule. | The priority for the CalSAWS Project is responding to emergency and policy updates related to COVID-19. The SAWS will provide feedback on approach and timelines. |
| 231 High | Delay of Web Browser compliance may impact users who do not use MS Internet Explorer | AEM meets the basic requirement of rendering forms in HTML5 and providing compatibility with Chrome and Edge browsers. Validation completed with all identified types of forms and threshold languages. |
| 236 High | The scaling of Analytics Dashboards for 58 Counties may have an impact on system performance | Action Item #1: In-progress Action Item #2: Complete Action Item #3: In-progress Action Item #4: Not started |
| 237 High | The scaling of Batch for 58 Counties may have an impact on system performance | Continue to monitor the trend analysis of batch performance tuning efforts in CalSAWS. |
| 208 Medium | CalHEERS release readiness delays may negatively impact CalSAWS delivery timelines, slowing critical updates to counties | Will continue to collaborate with the CalHEERS team as they transition to a new M&O vendor focusing on potential release impacts. |
| 235 Medium | The BenefitsCal Project Release 1.0 may be delayed due to integration with the CalSAWS Interface | BenefitsCal phase 1 is split into two releases. Release 1 functionality equals/exceeds what is currently available in C4Yourself and deploying with the CalSAWS C-IV cutover in September 2021. |
| 232 Low | Delay in receiving the Non-State Forms translations may result in forms not being available prior to C-IV cutover | CDSS English and Spanish translations complete for group 1, 2, 3 and 4 state forms. The project will continue to monitor progress. |

Late Project Milestones/Tasks

There are no Late Project Milestones/Tasks as of March 2021.

Implementation Readiness Dashboard

Late Project Milestones/Tasks

Project Milestones/Tasks and Issues/Risks

| No. | Milestone/Task Summary | Severity | Original Due Date | New Due Date | Actual % Complete | Planned % Complete | Impact | Remediation Plan |
|-----|-----------------------------------|----------|-------------------|--------------|-------------------|--------------------|--------|------------------|
| 1. | None identified as of March 2021. | | | | | | | |
| 2. | | | | | | | | |
| 3. | | | | | | | | |
| 4. | | | | | | | | |
| 5. | | | | | | | | |
| 6. | | | | | | | | |
| 7. | | | | | | | | |
| 8. | | | | | | | | |
| 9. | | | | | | | | |
| 10. | | | | | | | | |

MOCKUP

Implementation Readiness Dashboard

County Readiness Summary

Quick Links to County Checklists

Click the links below to view the detailed checklist for your county:

| Area | Status | Counties |
|-----------------------------|--------|-------------------|
| Application ⁱ | G | 39 of 39 counties |
| Technical ⁱ | G | 39 of 39 counties |
| Conversion ⁱ | NS | 39 of 39 counties |
| Training ⁱ | NS | 39 of 39 counties |
| Implementation ⁱ | G | 39 of 39 counties |
| Change ⁱ | G | 39 of 39 counties |

- [Alpine](#)
- [Amador](#)
- [Butte](#)
- [Calaveras](#)
- [Colusa](#)
- [Del Norte](#)
- [El Dorado](#)
- [Glenn](#)
- [Humboldt](#)
- [Imperial](#)
- [Inyo](#)
- [Kern](#)
- [Kings](#)
- [Lake](#)
- [Lassen](#)
- [Madera](#)
- [Marin](#)
- [Mariposa](#)
- [Mendocino](#)
- [Merced](#)
- [Modoc](#)
- [Mono](#)
- [Monterey](#)
- [Napa](#)
- [Nevada](#)
- [Plumas](#)
- [Riverside](#)
- [San Benito](#)
- [San Bernardino](#)
- [San Joaquin](#)
- [Shasta](#)
- [Sierra](#)
- [Siskiyou](#)
- [Stanislaus](#)
- [Sutter](#)
- [Tehama](#)
- [Trinity](#)
- [Tuolumne](#)
- [Yuba](#)

| | | | | | | | |
|----|-------------|---|-------------|---|---------------|---|----------------|
| NS | Not Started | G | On Schedule | Y | <14 Days Late | R | >=14 Days Late |
|----|-------------|---|-------------|---|---------------|---|----------------|

Top County Readiness Issues and Risks

| No. | Summary | Risk/Issue Level | Due Date | Remediation Plan |
|-----|-----------------------------------|------------------|----------|------------------|
| | None identified as of March 2021. | | | |
| | | | | |
| | | | | |
| | | | | |

Questions?

Contact your Regional Manager, IPOC, or TPOC for more insight on each readiness area.

Implementation Readiness Dashboard

Application Readiness

Design 78%

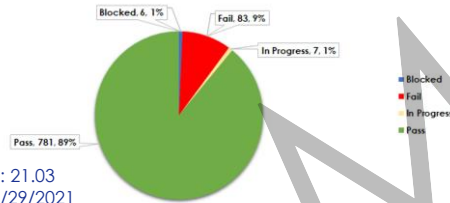
| SCRs Ready for Design | SCRs in Design | SCRs in Build | SCRs in System Test | SCRs Test Complete | Total SCRs |
|-----------------------|----------------|---------------|---------------------|--------------------|------------|
| 0 | 0 | 0 | 9 | 32 | 41 |

Development 60%

| Status | Count | Percentage |
|--------------|-----------|------------|
| IN PROGRESS | 8 | 18% |
| NOT STARTED | 10 | 22% |
| COMPLETED | 27 | 60% |
| Total | 45 | |

System Test 89%

CalSAWS DD&I System Test Execution Status - 21.03



Release: 21.03
 Start: 01/29/2021
 End: 03/22/2021
 Open Defects as of 03/31/2021: 60
 Target Pass Rate: 71%
 Actual Pass Rate: 89%

UAT Not Started

Key Dates:
 Kickoff and Scenario Preparation: 03/18/2021 – 04/16/2021
 County Scenario Review: 4/19/21 – 5/21/21
 UAT Orientation: 06/07/2021
 CalSAWS UAT Execution Start: 06/14/2021
 CalSAWS UAT Execution End: 09/03/2021

Conversion Readiness

Key Dates:
 Mock Conversion #1 Part A: 05/03/2021 – 05/05/2021
 Mock Conversion #1 Part B: 05/10/2021 – 05/14/2021
 Mock Conversion #2 Part A: 06/09/2021 – 06/10/2021
 Mock Conversion #2 Part B: 06/13/2021 – 03/16/2021
 Golden Data Set #2 Ready: 02/16/2021
 Cutover 1A: 08/28/2021 – 08/29/2021
 Cutover 1B: 09/23/2021 – 09/27/2021

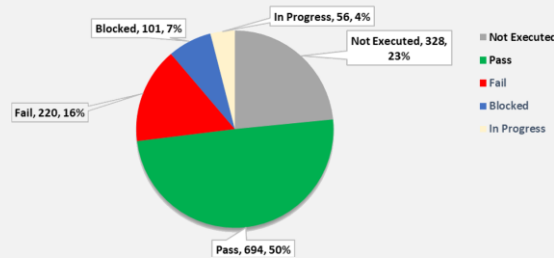
Conversion Readiness 74%

| Status | Count | Percentage |
|--------------|-----------|------------|
| IN PROGRESS | 2 | 11% |
| NOT STARTED | 3 | 16% |
| COMPLETED | 14 | 74% |
| Total | 19 | |

Converted Data Test 50%

Start: 12/30/2020
 End: 04/30/2021
 Open Defects as of 03/31/2021: 32
 Target Pass Rate: 47%
 Actual Pass Rate: 50%

C-IV CDT Execution Status



Technical Readiness

Security Test 48%

Target Start Date: 11/05/2019
 Target End Date: 09/24/2021

Performance Test 63%

Target Start Date: 05/01/2019
 Target End Date: 09/24/2021

Infrastructure 78%

| Status | Count | Percentage |
|--------------|-----------|------------|
| IN PROGRESS | 7 | 17% |
| NOT STARTED | 2 | 5% |
| COMPLETED | 32 | 78% |
| Total | 41 | |

Extranet Enablement aims to build a future state of connectivity for all counties to access AWS hosted services. To date, 100 sites are complete (79%).

Issue to be resolved after go-live:
 5 SD-WAN Blocked Sites
 (Riverside, Mono, Kings, Marin, and San Joaquin)

| Status | Count | Percent |
|-------------|-------|---------|
| Completed | 100 | 79% |
| In Progress | 16 | 12% |
| Not Started | 11 | 9% |

Implementation Readiness Dashboard

CalSAWS Readiness

Integration Readiness

Design 0%

| Status | Count | Percentage |
|--------------|----------|------------|
| NOT STARTED | 1 | 14% |
| IN PROGRESS | 6 | 86% |
| Total | 7 | |

Development 18%

Target Start Date: 02/25/2021

System Test Not Started

Target Start Date: 04/26/2021

Interface Partner Test 58%

Testing in progress with MEDS, EBT, Child Support Interface, CalWIN eICT, & CalHEERS.

Target Due Date: 08/27/2021

Training Readiness

Training Readiness by Milestone 38%

| Status | Count | Percentage |
|--------------|-----------|------------|
| IN PROGRESS | 2 | 15% |
| NOT STARTED | 6 | 46% |
| COMPLETED | 5 | 38% |
| Total | 13 | |

Training Delivery 97%

Target Start Date: 09/03/2019

Training Materials 42%

| Training Material Type | Number of Training Materials | Design | Build | Test | Complete |
|----------------------------|------------------------------|--------|-------|------|----------|
| Web-based Trainings (WBTs) | 30 | 9 | 21 | 0 | |
| Quick/Reference Guides | 21 | 0 | 21 | 0 | |

*Test Phase will begin in April 2021 as intended

Implementation Readiness

Service Desk 60%

Target Start Date: 01/01/2021

Prod Deployment Plans 60%

| Status | Count | Percentage |
|--------------|----------|------------|
| NOT STARTED | 1 | 20% |
| IN PROGRESS | 1 | 20% |
| COMPLETED | 3 | 60% |
| Total | 5 | |

Sandbox usage:
 • 23 counties in Feb 2021
 • Avg of 17 counties/mo.

Systems Operations 72%

Target Start Date: 12/1/2019

Change Readiness

Communications 80%

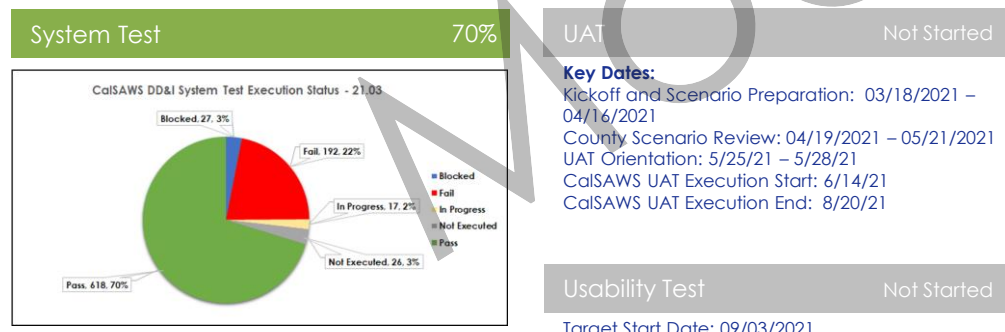
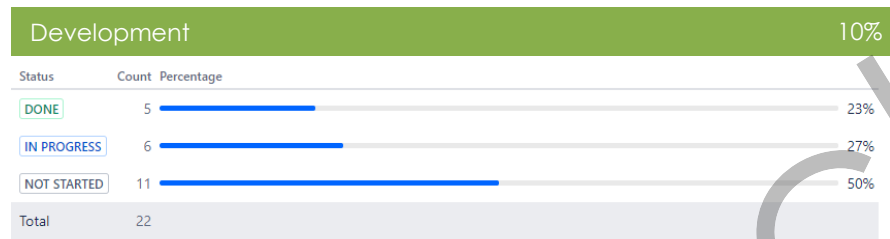
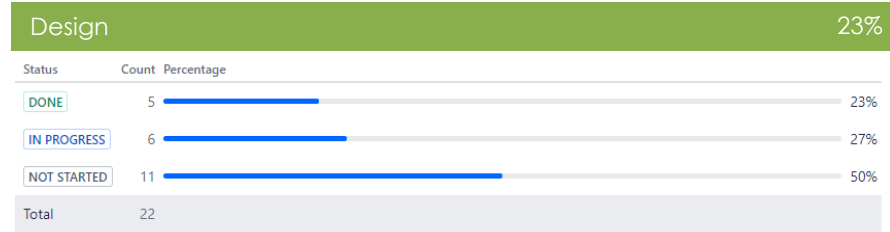
| Status | Count | Percentage |
|--------------|----------|------------|
| NOT STARTED | 1 | 20% |
| COMPLETED | 4 | 80% |
| Total | 5 | |

Partner Readiness 88%

See County Readiness

Implementation Readiness Dashboard

Application Readiness



Release: 1
 Start: 03/01/2021
 End: 10/31/2021
 Open Defects: 7
 Target Pass Rate: 50%
 Actual Pass Rate: 70%

UAT Not Started

Key Dates:
 Kickoff and Scenario Preparation: 03/18/2021 – 04/16/2021
 County Scenario Review: 04/19/2021 – 05/21/2021
 UAT Orientation: 5/25/21 – 5/28/21
 CalSAWS UAT Execution Start: 6/14/21
 CalSAWS UAT Execution End: 8/20/21

Usability Test Not Started

Target Start Date: 09/03/2021

Conversion Readiness

Conversion Not Started

Target Start Date: 09/27/2021

| Status | Count | Percentage |
|--------------|-----------|------------|
| NOT STARTED | 15 | 100% |
| Total | 15 | |

Converted Data Test Not Started

Target Start Date: 07/16/2021

Technical Readiness

Security Testing Not Started

Target Start Date: 08/06/2021

Performance Testing Not Started

Target Start Date: 09/03/2021

Infrastructure Not Started

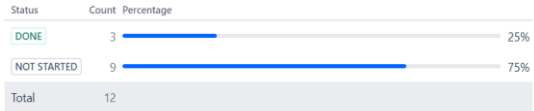
Target Start Date: 09/24/2021

Implementation Readiness Dashboard

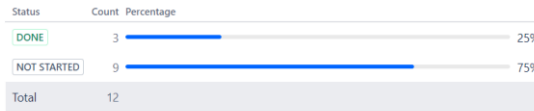
BenefitsCal Readiness

Integration Readiness

Design 25%



Development 25%



Interface Partner Test Not Started

Target Start Date: 07/16/2021

System Test Not Started

Target Start Date: 07/16/2021

Change Readiness

Communications Not Started

Target Start Date: 09/20/2021

Partner Readiness Not Started

Target Start Date: 09/20/2021

Implementation Readiness

Service Desk Not Started

Target Start Date: 09/10/2021

Prod Deployment Plans Not Started

Target Start Date: 09/27/2021

Systems Operations Not Started

Target Start Date: 09/03/2021

Training Readiness

Training Plan Not Started

Target Start Date: 05/28/2021

Training Delivery Not Started

Target Start Date: 09/17/2021

Training Materials Not Started

Target Start Date: 07/30/2021



Application Development & Policy

Application Development

Upcoming Policy

- Continue working with DHCS regarding the PHE lift
- Continue working with CDSS
 - Potential additional federal relief
 - Emergency Allotment guidance received 4/1/2021
- ABAWD Phase III – 21.05
 - Waiver currently in place through 6/30 with additional waiver request expected soon
- CalWORKs COLA – August, prior to C-IV Migration

Application Development

Upcoming Policy

| Date | Event |
|------------------------------|--|
| April 16-17, 2021 | CF Emergency Allotments (Jan/Feb/Mar) |
| May 10, 2021 | CalWIN R65 FC Non-Minor Dependents Housing Supp (CalWIN only) |
| May 8 – 10, 2021 | CalHEERS move to Cloud (EDRs/DERs on hold) |
| May 14-15, 2021 tentative | CF Emergency Allotments (Feb/Mar/Apr) -May change due to new guidance |
| May 23, 2021 | CalSAWS Release 21.05 C-IV Release 21.05 (C-IV down) |



Conversion Update



C-IV Mock Conversion

End-to-End Simulation of Cutover Activities

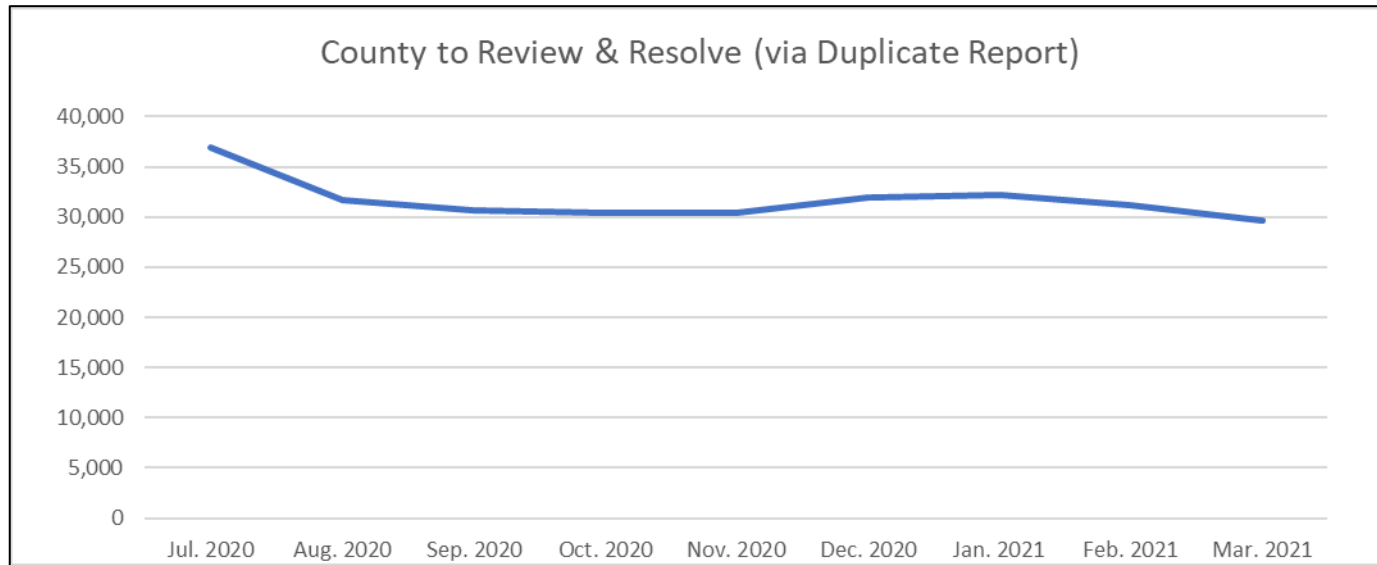
| Conversion Phase | Month | Activities Simulated |
|--|-----------|--|
| Mock Conversion #1 | May 2021 | <ul style="list-style-type: none">• County Preparation• Go-Live• County Validation |
| Mock Conversion #2 | June 2021 | |
| Mock Conversion #3 (County Validation) | July 2021 | |

Representing a simulation, each Mock Conversion will include:

- Execution of Cutover Activities (across all project teams);
- Execution and review of the Validation Activities during the Cutover Activities;
- Facilitation of the communication plans with Consortium;
- Review and assessment of Conversion Reports;
- Review of Converted data by the Conversion team as well as participating County individuals.

Duplicate Person Update

Progress Since July 2020



- 20% reduction since July 2020 start
- Statewide duplicate counts are less than 30k for the first time



Procurement Update

CalSAWS Procurements

2021

- Central Print Services Appeal
 - Xerox filed a formal appeal.
 - Appeal Review Panel Hearing was conducted on March 3, 2021.
 - Panel issued its Findings Report on March 18.
- CalSAWS M&O Procurement
 - Develop procurement strategy and scenarios: January – March.
 - Prepare Request for Information (RFI): March – April.
 - Release RFI: April 19.
 - RFI Responses due from vendors: May 7.
 - Analyze RFI responses: May.
 - Conduct internal briefings and finalize direction: Late May – Early June.
 - Develop requirements: June – August.
 - Prepare Draft RFP(s): August – December.
 - State and Federal Approvals: December 2021 – April 2022.
 - Release RFP(s): April 2022.
- SOC 2 Procurement
 - RFP released on March 26 via San Bernardino County.
 - Proposals due: April 30.
 - Tentative contract award: May.



State Partners Updates

- OSI
- CDSS
- DHCS





Regional Updates





JPA Board April Meeting Overview





Adjourn Meeting