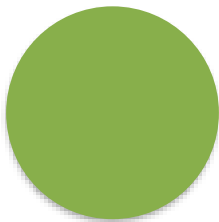




CalSAWS | Project Steering Committee Meeting



October 21, 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 from the September 16, 2021, PSC Meeting and review of Action Items.



Informational Items



Post Go-Live Review

- CalSAWS
 - Key Successes
 - Focus Areas
 - Trends
 - Communications
 - BenefitsCal
 - Focus Areas
 - Metrics
 - Upcoming Changes/Enhancements
 - Review of Releases 1.1, 1.2, and 2.0
-

Post Go-live Review

CalSAWS - Summary of Week 1/2 Key Successes

- Nightly Batch is doing well
- Initial reports generation completed earlier than expected
- Active users and transaction volumes are nearing combined pre-go-live C-IV/LRS totals
- Core CalSAWS (excluding Imaging) response times are in line with Service Level Agreements (SLA) and pre-go-live performance levels

Post Go-live Review

CalSAWS - Summary of Week 1/2 Focus Areas

- **CalSAWS System performance** – Identified root cause as slow running query behind Eligibility Workload Inventory – fixed in 9/28 priority release
- **Availability** - On Tuesday, October 5th, the primary CalSAWS Core database became unresponsive at 7:30am. Following mitigation activities, CalSAWS was brought up on the stand-by database at 11:15am. Root cause is under investigation
- **Imaging performance** – While improvements have been deployed, there is more to do
- **Correspondence** – Expectations and Policy Interpretations for State NOAs and forms
- **Fiscal** – Isolated incidents affecting Local Warrant Printing, Direct Deposit, Homeless Assistance, and FIS-EBT timeouts
- **eICT** – Isolated occurrences of inability to initiate an ICT are being investigated. Scenarios appear to be focused around ICT to and from LA County where the individual was previously on aid in the sending and / or receiving county

Post Go-Live Review

Selected Trends

- Transaction volumes – trending up
- Defects – trending down and getting more specific e.g., a case or subset of cases
- Key business metrics:
 - Applications processed (approvals and denials) – in line with pre-cutover volumes
 - Supplemental issuances – in line with pre-cutover volumes
 - Correspondence mailed – in line with pre-cutover volumes

Post Go-live Review

CalSAWS – Communications (9/27 - 11/5)

- **Daily Project Stakeholder call** - Team Leads provide updates on CalSAWS and BenefitsCal to determine if critical issues occurred that need to be communicated during the County Stakeholder Call
- **Daily CBO/Advocate Stakeholder call** - Project provided updates on known Consumer Impact issues and CBOs/Advocates had the opportunity to escalate any questions – Ended 10/8/21
- **Daily County Stakeholder call** - Project Teams provide updates on known high-impact issues and County Stakeholders have the opportunity to escalate global issues to the Project that are being seen in the Counties
- **Daily High-Priority Issue Summary Update Email** - to County IPOCs, PPOCs, TPOCs, and County Help Desks on the outcomes of the stakeholder call
- **Centralized Command Center** - Supports county how-to questions via designated office-level support individuals within the Counties

Post Go-live Review

CalSAWS – Communications - Additions

- Extended project support into Regional Stakeholder calls for SMEs to attend to cover Fiscal, Correspondence, and Imaging as targeted topics
- Fiscal Team hosted 2 sessions on Local Warrant Print functionality
- Eligibility Team hosted 2 sessions on Homeless Assistance functionality
- Reports Team hosted an Overview of CalSAWS Reports Session
- App Team hosted a session on eICT/eApp Linking
- Continue to set up targeted topic sessions on functionality as needed based on county escalations

Post Go-live Review

CalSAWS – Communications – Fact Sheets

Created and distributed Post-Deployment Fact Sheets based on a communication need identified from County questions.

Topics include:

- ✦ Enabling E-Signature Text Messages
- ✦ Homeless Assistance Program
- ✦ How to Request Signed Documents
- ✦ How to Update EBT Printers
- ✦ Imaging Overview
- ✦ Imaging Workflow Queues
- ✦ Instructions for Adding New Users in CalSAWS
- ✦ Local Warrant Print
- ✦ Notice of Missed Interview
- ✦ Print Options
- ✦ Scanning Error Resolution 'No Device Found'
- ✦ Session Timeout Functionality
- ✦ Supported Browsers
- ✦ Viewing Qlik Reports in Internet Explorer
- ✦ Client Correspondence FAQs

Post Go-live Review

CalSAWS – Communications – Enhanced SCR creation

Project team assesses County escalations that don't result in defects and follows the below steps:

- Establish Targeted topic sessions to address C-IV County escalations on CalSAWS functionality (How To's)
 - Confirm county understanding of existing functions
 - Reiterate existing support material
 - ✦ Job Aids
 - ✦ Training material (WBT/Quick Guides) in LMS
 - ✦ Target Topic recorded sessions
 - ✦ Fact Sheets
 - ✦ other Communications
- Assess tickets and County escalations for potential SCR creation
 - Common help desk tickets which result in necessary enhancements
 - Multiple county escalations expressing concerns on current function(s)
 - CER process to assist project in prioritizing necessary changes
 - ✦ Confirm county awareness on existing CalSAWS functionality

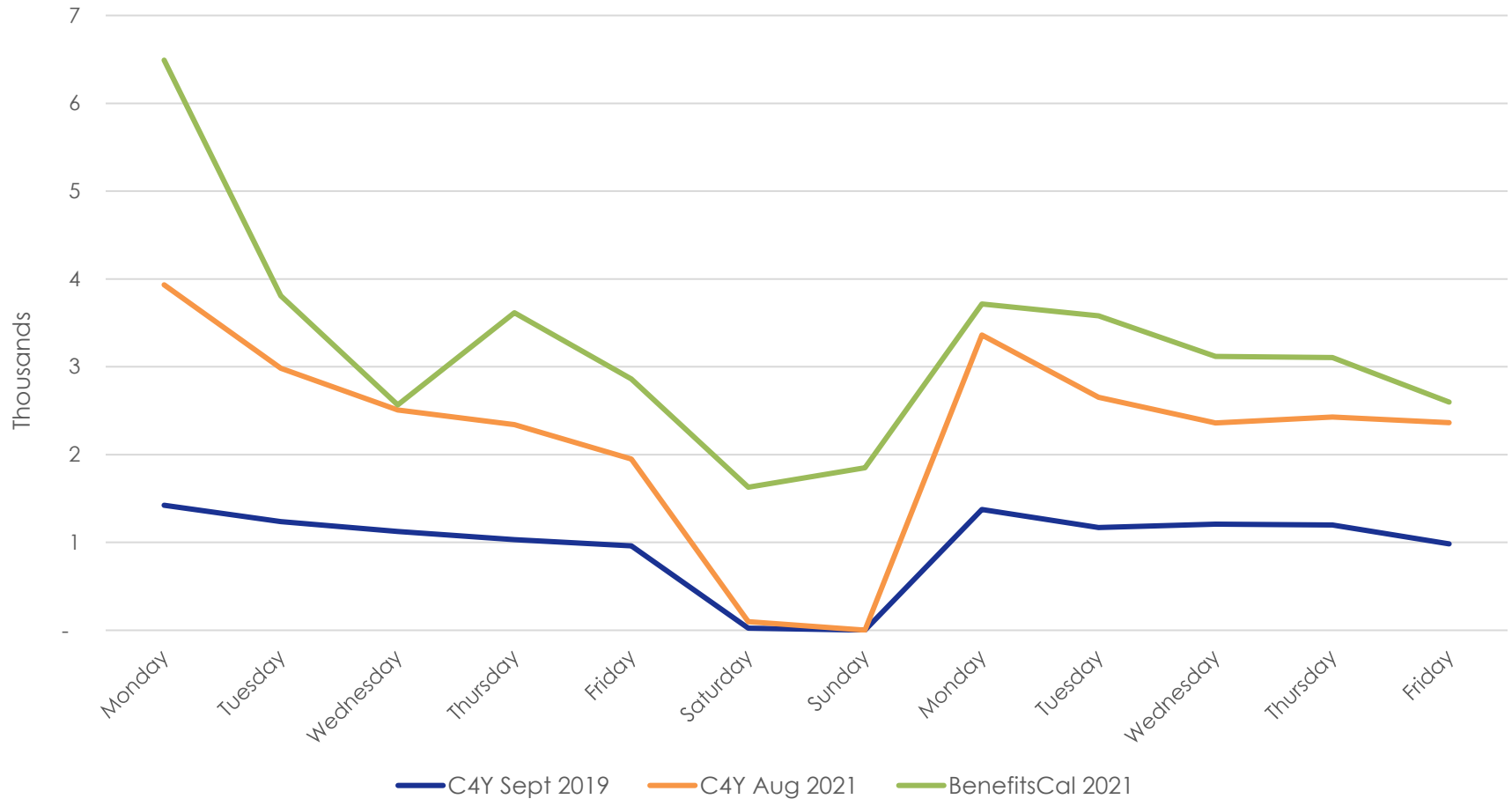
Post Go-live Review

BenefitsCal - Summary of Week 1 Focus Areas

- **Customer Login** – C4Y legacy users that had accounts converted had challenges with establishing accounts, introduced usability change and data change. Additional usability change planned.
- **Usability Items** – identification of changes to enhance usability to be introduced in near term releases
- **Application Transfers** – identified two changes in the transfer process. Production operations processes to address until changes introduced.
- **GetCalFresh Support** - worked with GCF to support triage of items encountered. Two changes identified for a future release.

BenefitsCal – Applications Submitted

49,832 applications submitted since BenefitsCal go-live on 09/27/21.



*Data was used starting the last week of the month in September 2019 and August 2021 to draw a comparison of monthly/weekly trends. Data from 2020 was excluded due to the disproportional impact of the COVID-19 pandemic.

BenefitsCal – Documents Uploaded

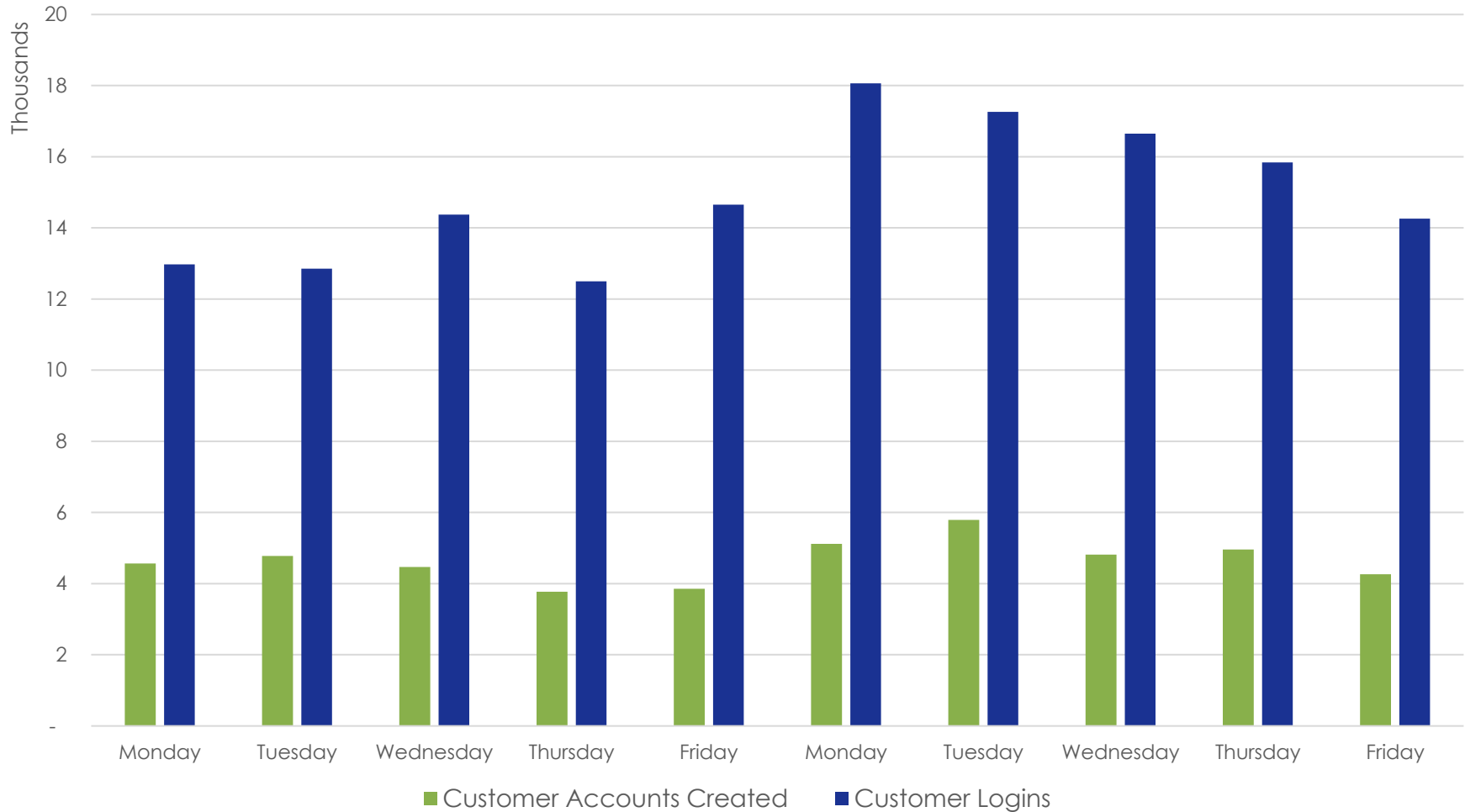
77,888 documents uploaded during the first week in Production.



**Data was used starting the last week of the month in September 2019 and August 2021 to draw a comparison of monthly/weekly trends. Data from 2020 was excluded due to the disproportional impact of the COVID-19 pandemic.*

BenefitsCal – Customer Account Activity

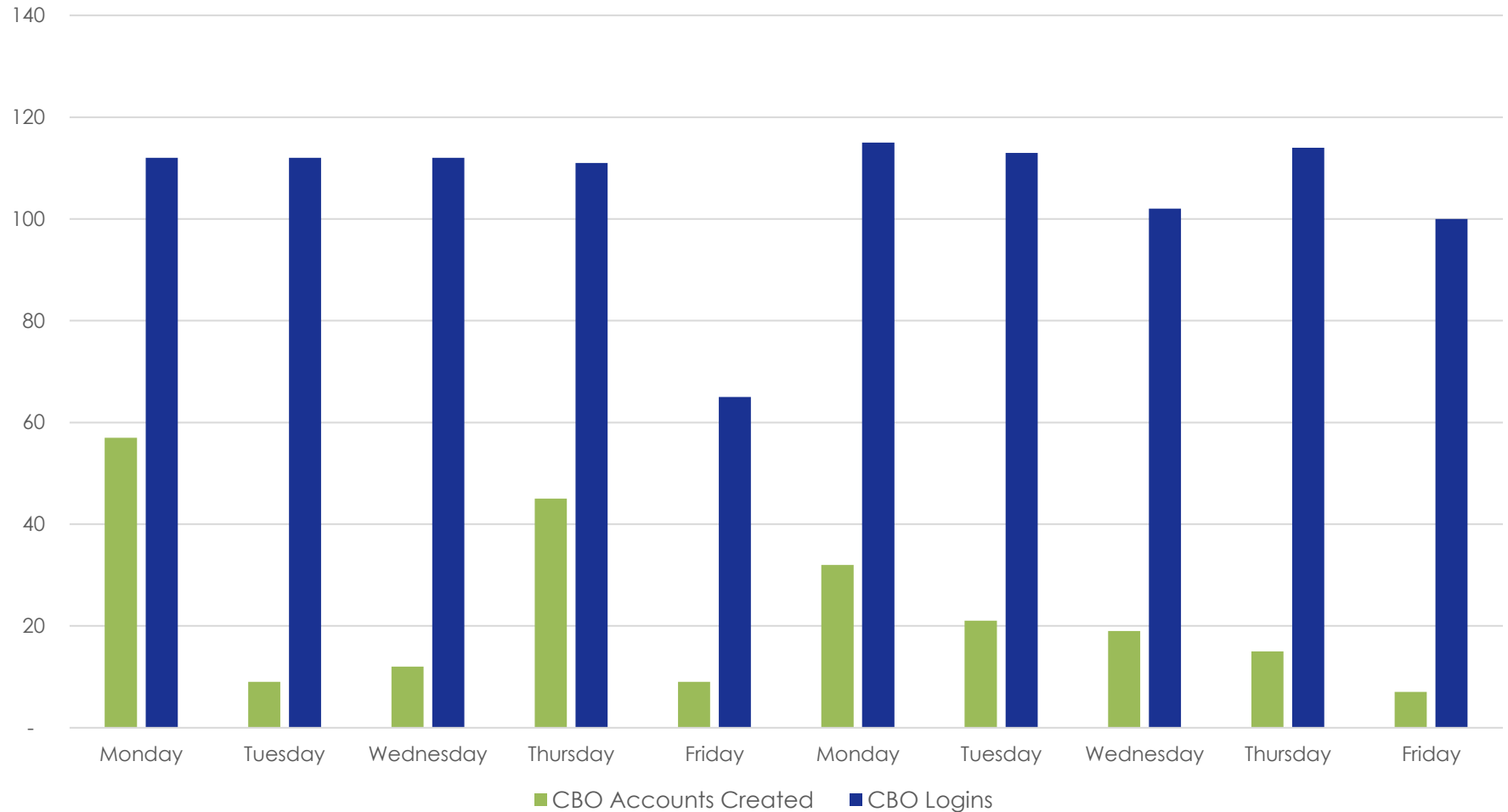
Customers have started to adopt the BenefitsCal portal with a **total of 46,372 accounts created** and a daily* **average of 14,941 unique logins** in the first two weeks since go-live.



*Daily totals are based on data that was collected between 9:00AM to 5:00PM PST.

BenefitsCal – CBO Account Activity

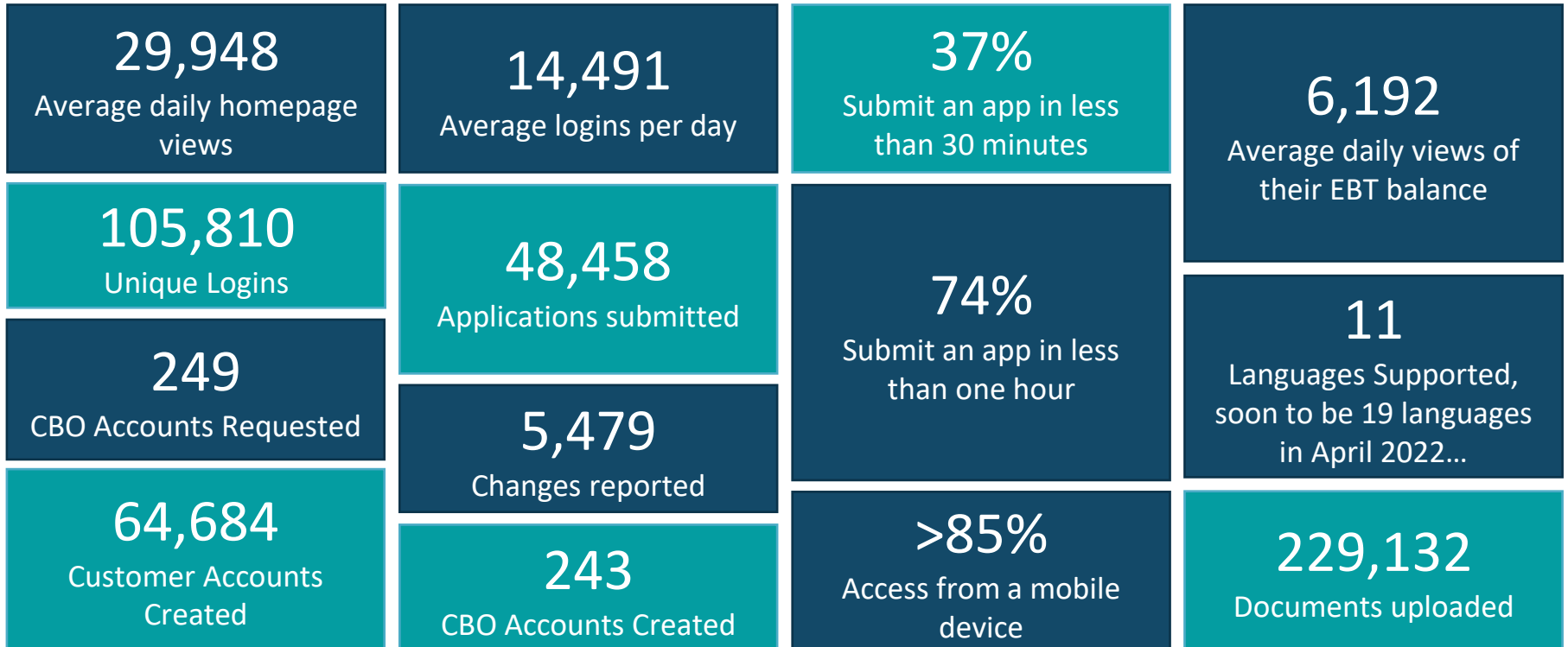
Community-based organizations (CBOs) have started to adopt the BenefitsCal portal with a **total of 226 accounts created** and a daily* **average of 106 unique logins** in the first two weeks since go-live.



*Daily totals are based on data that was collected between 9:00AM to 5:00PM PST.

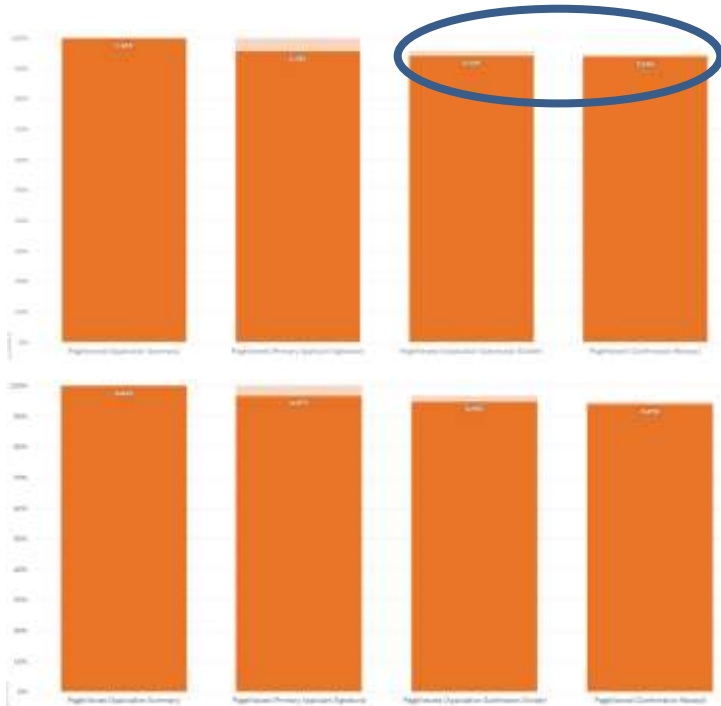
BenefitsCal Post Go-Live

Preliminary Usage Statistics



BenefitsCal: CX Measurement In Action

Team monitors the customer experience, and proactively responds to findings (in some cases within 36 hours) to implement a change to improve the CX.



Button Labels

- With “Submit Signature”: 3% drop off
- After updating to “Next”: 0.4% drop off

82%
improvement

Login errors reduced by more than 82% after implementing the change whereby customers were prompted to create new accounts

Create New Account (*simpler than*) logging in with legacy credentials

Release 1.1

BenefitsCal Application Readiness



Release 1.1 deployed on 10/10/21:

- CalFresh Recertification (CF37)
- Medi-Cal Renewal (MC210/216/217)
- 1 Priority 1 Advocate Requested Change
- 5 Priority 2 Advocate Requested Changes
- 5 Usability Changes
- 16 State Partner Validation Requested Changes

Release 1.2

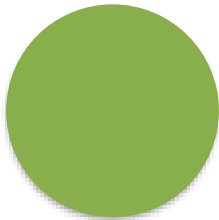
BenefitsCal Application Readiness



Release 1.2 is scheduled for 10/24/21:

- Periodic Reporting (SAR7)
- CBO Document Upload (SAR7 and later docs)
- 5 Advocate / State Partner Requested Changes

- Imaging
 - Performance and Approach to LA Implementation
- BenefitsCal
 - Training
 - L.A. Staff & CBOs (Customer Outreach)



CalSAWS Imaging

Getting to Stability and Finding Root Cause - Hyland

Since Go-live on 9/27, the CalSAWS Imaging System has been delivering inconsistent performance and has failed to meet SLAs.

- 4 days of significant system latency
- 9 days of variable system latency
- 4 days of performance comparable to legacy C-IV
- Rogue process deleted images that are in process of recovery

CalSAWS Imaging

Performance and Remediation Efforts

Issue	Resolution
Overall Slowness (Including Image Rendering Errors, Slow Scanning etc.)	<ul style="list-style-type: none">• Hyland Deployed Patch to Address Slow Search Queries• Hyland Upgraded the Servers and I/O Throughput on the EC2 Instances• Updated CalSAWS Images button logic for increased efficiencies• Continuing to reduce the size of large TIFF images
Scanning	<ul style="list-style-type: none">• Distributed additional instructions for installing drivers and configurations for device set up• Walked through the scanning utilities installed with PoP Counties

CalSAWS Imaging

Performance Testing

Lessons Learned and additional Performance Testing Criteria:

- Long running search queries:
 - There are a few specific queries (e.g., Vital Statistics List) that were identified during the troubleshooting of the slowness issues. These queries were not included in the original performance testing that was conducted.
- Production Volumes loaded in the Production Database
 - Performance testing was conducted in an environment which lacked the full volume of C-IV and LA Images

Next steps for Hyland Performance Testing:

- Load full volume of C-IV and LA Images into the Performance Test Environment
- Gather metrics from the CalSAWS Imaging for C-IV counties to update the performance testing going forward.
 - Usage trends
 - Examples include a list of searches, stores, views, routes and their volumes per hour during peak hours.
 - Increase number of unique concurrent users modeled in load testing
- Add into the performance tests the specific long running queries which impacted performance

CalSAWS Imaging

Impact to 11/22 LA Go-Live Event

- Because of current instability issues and the lack of remaining time to complete LA document ingestion by 11/22, the project team recommends delaying the LA Imaging Go-Live event until the following Milestones are achieved:
 - Achieve system stability for an extended period of time, and validate functionality with consistent performance and metrics
 - Create a Production-equivalent performance test environment and load all C-IV and LA images into the system.
 - After all documents have been loaded and all performance improvements are implemented, conduct a revised UAT and performance test to ensure the system is ready for go live
 - Detailed plan to be provided by Hyland by 10/20/21

Imaging

Los Angeles Document Migration and Other Efforts

Training is on track and recommend to be paused:

- LA Early Training: September 27 - October 22
- LA ITTSME: October 6 - 21
- LA General Training: Postponed to late January/February

Los Angeles UAT Testing

- Retesting of all scenarios and document migration validation will be scheduled at a later date

CalWIN Wave 1

- Conduct another performance test with the CalWIN load
- Continue to meet with the individual counties to prepare for the Image migration

BenefitsCal Release 2.0






Scope Summary

Release 2.0 is scheduled for 11/24/21:

- General Assistance/General Relief (Opt in/out)
- EBT/BIC Card Replacement
- VITA (Volunteer Income Tax Assistance)
- Interview Nudge

BenefitsCal

Release 2.0 Readiness

	Readiness Area	Status
	UAT	<ul style="list-style-type: none">• Confirmed an additional end to end cycle• Confirmed UAT participants
	Conversion	<ul style="list-style-type: none">• Validated CBO user information for conversion• LA County on-track to finalize CBO user data by 10/20/21
	Training	<ul style="list-style-type: none">• Four training sessions planned
	Communications	<ul style="list-style-type: none">• Planning session scheduled for 10/13/21 to review and finalize the communications plan• BenefitsCal Announcement emails sent to LA County Customers on 08/28/21, 09/29/21
	Release Planning (YBN Cutover)	<ul style="list-style-type: none">• Planning session scheduled for 10/13/21 to define YBN cutover activities and dates

NS	Not Started		On Schedule		<14 Days Late		>=14 Days Late		Complete
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BenefitsCal

Release 2.0 Calendar

	Monday	Tuesday	Wednesday	Thursday	Friday
T-7 wks	October 4	5	6	7	8
	Development				
T-6 wks	11 R1.1 Go Live	12	13	14 UAT Onboarding	15
	Development				
T-5 wks	18	19	20	21	22
	System Test				
	LA County E2E Testing				
T-4 wks	25 R1.2 Go Live	26	27	28	29 UAT R2 Demo
	System Test				
	LA County E2E Testing				
T-3 wks	November 1	2	3	4 Train the Trainer 1	5 Train the Trainer 2
	Consortium UAT + State Partner UAT				
T-2 wks	8	9 Advocate Demo (Confirming)	10 Train T1 Helpdesk (Confirming)	11 Train CBOs (Confirming)	12
	Consortium UAT + State Partner Retest				
T-1 wk	15	16	17 Green Light for Go-Live Event	18	19
	22 R2.0 Go Live	23	24	25	26

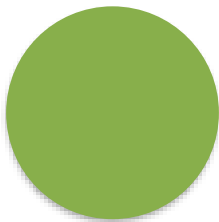
Legend:

Training
Release Date
UAT
Demo



Policy and Release Review

- Overview of items resulting from FY 21/22 Budget Session
 - Review of 21.11 Enhancements
-



SFY 21/22 Budget Items

Policy Implementation Timeline

- 22.01
 - CF Pre-Pop 285 w/cover letter (ACL 21-52)

- 22.03
 - CW Eliminate 48 MTC (ACL 21-89)
 - CW Pregnancy Special Needs increase to \$100
 - MC 50+ expansion
 - MC Post-Partum Expansion (ACWDL 21-15)

- 22.05
 - CF/CW Overpayment changes (2 year look back) (ACL 21-109)
 - CW Pregnancy changes
 - + Eligibility at app date for pregnant persons <18 with no other aided children when pregnancy is verified (can be sworn statement or verbal attestation) and the Cal Learn program is operative.
 - + Eligibility at app date for pregnant persons >18 with no other aided children when pregnancy is verified (can be sworn statement or verbal attestation).
 - + Requires a pregnancy loss/end to be reported within one month
 - MC Asset verification for Applicants

SFY 21/22 Budget Items

Policy Implementation Timeline

- 22.09
 - All Global Telephonic Signature Solution

- 23.07
 - CF TNB RE's every 12 months

- 23.11
 - MC Eliminate asset test
 - CF/CW Pre-pop SAR 7

- 24.01
 - MC Spousal Impoverishment
 - MC Juvenile Support Act

- 24.03
 - CF/CW Overpayment Discharge (ACL 19-102)

- 24.07
 - CW Family Reunification

SFY 21/22 Budget Items

Pending Implementation

- Timeline TBD
 - All Guaranteed Income Pilot
 - FC Children w/Parent in licensed treatment facility
 - FC Out of state ARC
 - FC Short Term Residential Therapeutic Programs (STRTPs) Accreditation requirements
 - CW SB 1065 Homeless Assistance change
 - CAPI/CFAP Food for All – Security Changes
 - CAPI/CFAP Food for All – Policy Changes (18-24 post-migration)

Other Policy Implementation

21.11 Overview

- Policy and enhancements:
 - ACL 20-115 - Increase Child Support Pass-Through and Disregard for CalWORKs Families
 - CF 18 report updates
 - Safe Drinking Water Pilot. *Kern County only*
 - EICT – Add additional data elements
 - Task management – expedited tasks, task upload, task export
- LA County only functionality:
 - Salesforce API integration
- CalWIN only functionality:
 - GA/GR rules and correspondence
 - Rush warrant functionality
 - Positive Pay interface

Releases targeted

Policy/Operational SCRs

- Additional targeted Policy SCRs by release:

21.11 - 5	22.02 - 2	22.05 - 11
22.01 - 11	22.03 - 18	22.07 - 8
- There are operational SCRs that are necessary to support counties, such as a new EBT printer.
- CalWIN migration related changes such as fiscal interfaces, GA/GR
- Once SCRs go through the CCB process, they are posted on CalSAWS.org



CalWIN ISS Update

Business Process Reengineering (BPR)

To-Be Status

- To-Be BPR – **ON-TRACK**
 - Wave-1 To-Be Final Work Product (FWP) Sign-Off (3 of 3 Counties) – Completed
 - Wave-2 To-Be Sessions – Completed
- Waves 3–6 To-Be Planning – **ON-TRACK**
 - Wave Check-In meetings completed to plan for To-Be BPR sessions with Waves 3–6
 - Waves 4–6 To-Be preparation is ongoing

Business Process Reengineering (BPR)

To-Be Timeline

County	Session Start Date	Session End Date	First Review Start Date	First Review End Date	Start Final Review	County Sign-Off on Final To-Be Work Product
Wave 1						
Contra Costa	06/21/21	07/30/21	08/04/21	09/02/21	09/02/21	09/10/21
Placer	06/21/21	07/30/21	08/04/21	08/20/21	08/30/21	09/07/21
Yolo	07/12/21	08/11/21	08/11/21	08/27/21	09/08/21	09/17/21
Wave 2						
Tulare	09/13/21	10/08/21	10/11/21	10/22/21	11/01/21	11/05/21
Santa Clara	09/13/21	10/08/21	10/11/21	10/22/21	11/01/21	11/05/21
Wave 3						
Santa Barbara	10/18/21	11/12/21	11/15/21	11/30/21	12/08/21	12/14/21
Orange	11/15/21	12/14/21	12/20/21	01/07/22	01/18/22	01/24/22
Ventura	11/15/21	12/14/21	12/20/21	01/07/22	01/18/22	01/24/22
Wave 4						
Solano	01/10/22	02/04/22	02/15/22	02/28/22	03/08/22	03/14/22
Santa Cruz	01/10/22	02/04/22	02/15/22	02/28/22	03/08/22	03/14/22
San Mateo	02/07/22	03/04/22	03/07/22	03/18/22	03/28/22	04/01/22
San Diego	02/07/22	03/04/22	03/07/22	03/18/22	03/28/22	04/01/22
Wave 5						
Alameda	03/07/22	04/01/22	04/04/22	04/15/22	04/25/22	04/29/22
Fresno	03/07/22	04/01/22	04/04/22	04/15/22	04/25/22	04/29/22
Sonoma	04/04/22	04/29/22	05/02/22	05/13/22	05/23/22	05/27/22
Wave 6						
San Francisco	04/04/22	04/29/22	05/02/22	05/13/22	05/23/22	05/27/22
Sacramento	05/02/22	05/27/22	05/31/22	06/14/22	06/21/22	06/28/22
San Luis Obispo	05/02/22	05/27/22	05/31/22	06/14/22	06/21/22	06/28/22

*As of 10/20/21

Organizational Change Management (OCM)

Monthly Meetings with County Points of Contact (POCs)

September

- Discussed county-specific OCM Plan content
- Discussed OCM POC Transition to Change Network Champions (CNCs)
- Discussed County Readiness Survey cadence to start in November for Wave 1

October

- Define approach to address change impacts identified from BPR
- Continue discussion of CNCs
- Discuss the County Readiness Survey approach
- Discuss future OCM POC meetings and inclusion of CNCs

Training

Monthly Training Advisory Council (TAC) County Meetings

September

- Instructional Design Review Process discussion
- Master Training Plan development
 - Process & Content

October

- Instructional Design reviews
- Master Training Plan outline

November

- More Instructional Design reviews

Key Items discussed in the September and October meetings:

- ✓ Reviewed the discussion items from the Wave 1 Draft Training Schedule meetings in Contra Costa, Yolo, and Placer Counties
 - Train the Trainer format, Early training, Web Based Trainings (WBTs)
- ✓ Reviewed course designs for multi-program workers (CalFresh / Medi-Cal)

Conversion Readiness

Status

- Conversion Review Guides (CRGs)
 - The Conversion Team identified data that can be cleaned up prior to mock conversions to maximize data quality at conversion
 - Data items have been prioritized to be worked in the CalWIN Counties – started in September, continuing this month
 - Each data item will be addressed in a CRG in a periodic release to the counties
 - Ongoing monthly tracking provides progress
- Incorporating into the Data Cleansing Support Tool (coming in November)



Preparation for CalWIN Converted
Data Test in November



Conversion

Converted Data Test (CDT)

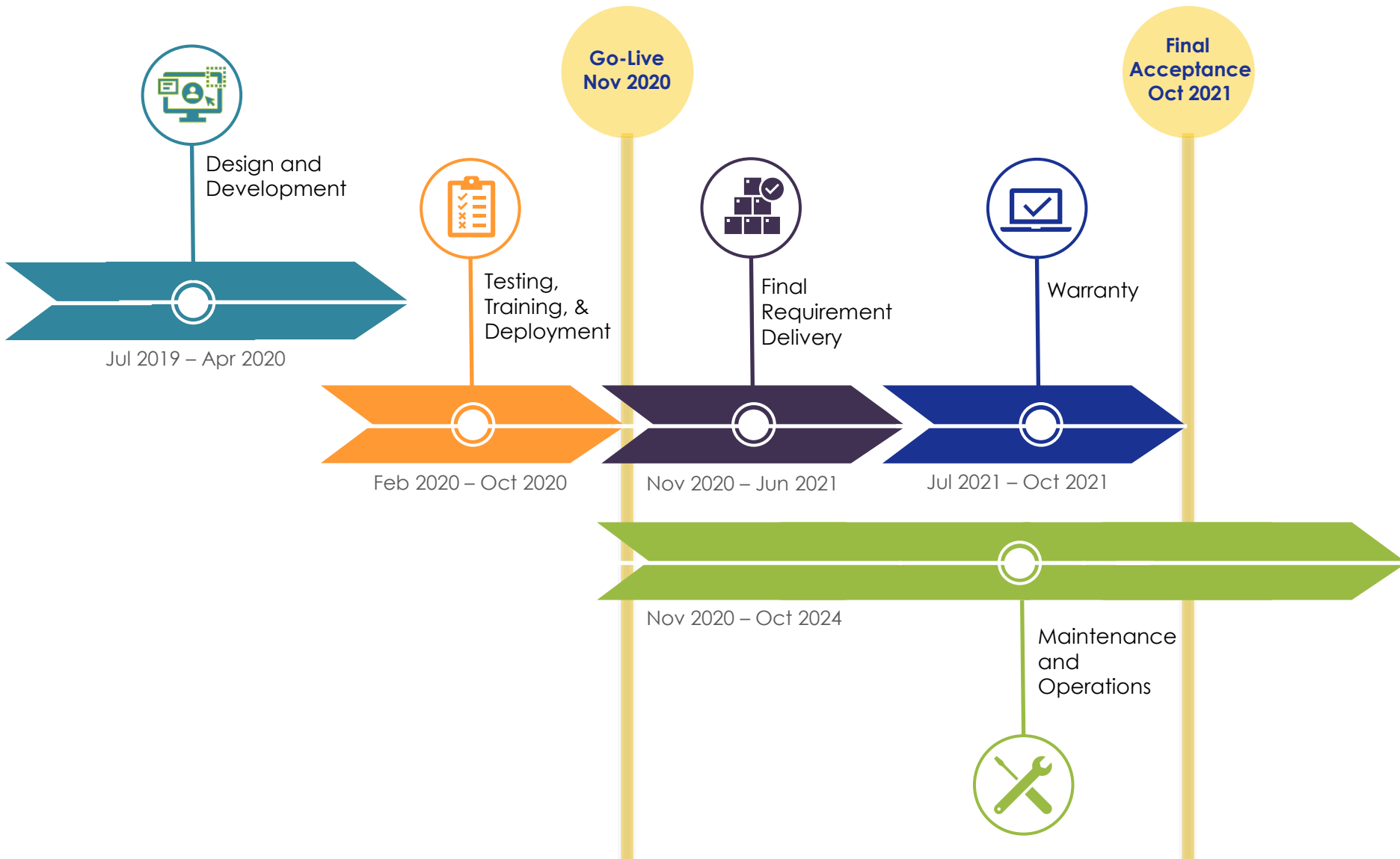
- CalWIN Conversion System Testing of Conversion Logic planned for the end of October
- Converted Data Test (CDT) In Preparation and On-Schedule for Test Execution to begin in November
- CalWIN Golden Data Set (GDS) Conversion Run In-Progress and on Schedule for Delivery to Converted Data Test (CDT) environment by the end of October
- CalWIN GDS Release Notes planned to be Delivered to CDT team with the delivery of the GDS
- CalWIN Conversion team planned and ready to Support CDT test execution effort
- Next GDS scheduled for December



Final Acceptance/Performance
Verification for OCAT



OCAT Final Acceptance/Performance Verification Project Overview/Timeline



OCAT Final Acceptance/Performance Verification

Current Statistics (November 2020- September 2021)

- ☑ Processed 66,369 interviews with 2,074 Appraisal Summary and Recommendations Reports (ASR) completed in Spanish
- ☑ Used by 2,287 case workers for 58,512 clients
- ☑ 97% of ASRs are initiated in CalSAWS, reducing redundant data entry
- ☑ Tracking five (5) open non-critical defects; remediation plans are in place
- ☑ OCAT's final remaining functionality (Business Rules Engine) was successfully implemented in production on June 28, 2021
- ☑ Completed and approved 17 of 18 deliverables
- ☐ One deliverable remains in Cambria's base contract – OCAT Performance Verification Report
 - ☑ 09/07/21 – 09/30/21: Cambria drafts report
 - ☑ 10/01/21 – 10/07/21: Consortium/Quality Assurance reviews report
 - ☑ 10/08/21 – 10/14/21: Cambria updates and resubmits report
 - ☐ 10/15/21 – 10/22/21: Consortium conducts final review and approves

OCAT Final Acceptance/Performance Verification

Service Level Agreements (SLAs)

SLAs have been consistently met since implementation, with the exception of two outages not specific to OCAT.

Monthly Results		Target	11/20	12/20	1/21	2/21	3/21	4/21	5/21	6/21	7/21	8/21	9/21
1	Online transactions within two (2) seconds for at least ninety-eight (98%) of such transactions on a daily basis	98%	100%	99.99%	100%	100%	99.96%	100%	100%	100%	100%	100%	100%
2	Display the ASR results to the user within three (3) seconds for at least ninety-eight (98%) of such results on a daily basis	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
3	Response time not greater than ten (10) seconds for no less than ninety-nine percent (99%) of the time	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
4	System availability of at least ninety-nine percent (99%) uptime	99%	98.86% *	100%	100%	100%	100%	100%	100%	100%	100%	98.97% **	100%
5	Helpdesk available between 9:00 am and 5:00 pm Pacific Standard Time, Monday through Friday		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

* ForgeRock outage in Production prevented users from accessing OCAT.

** AWS West availability zone was partially down and prevented users from accessing OCAT.

OCAT Final Acceptance/Performance Verification

Quality Assurance Activities Completed

- ☑ Completed 12 of 13 OCAT Deliverable QA Assessments
 - ☐ Assessment of OCAT Performance Verification Report & Final Acceptance is on track for October 19, 2021 submission. Review in process now.
- ☑ Completed review of 3 additional work products: Security Plan updates, Business Rule (BRE) Design, and BRE User Manual
- ☑ Confirmed delivery of contracted requirements and obsoleted requirements (security and functional updates).

Requirements Category	Total Number of Requirements	Design	Development	System Test
		Met	Met	Met
General	18	18	18	18
Technical	30	30	30	30
Security	23	23	23	23
Functional	87	87	87	87
Reports	13	13	13	13
Service Level Agreement	12	12	12	12
Total	183	183	183	183

OCCAT Final Acceptance/Performance Verification

Quality Assurance Activities Completed

- ☑ QA recommendation for final acceptance is on track pending
 - ☐ Receipt of Certification Letter from Cambria
 - ☐ Final Assessment of OCCAT Performance Verification Report

- ☑ QA will participate in future M&O activities planned for continuous improvement of the OCCAT application:
 - ☑ Release Management, Functional Enhancements
 - ☑ Technical Maintenance and Upgrade Planning
 - ☑ Applications SLA/Performance Reviews
 - ☑ Service Desk Reviews

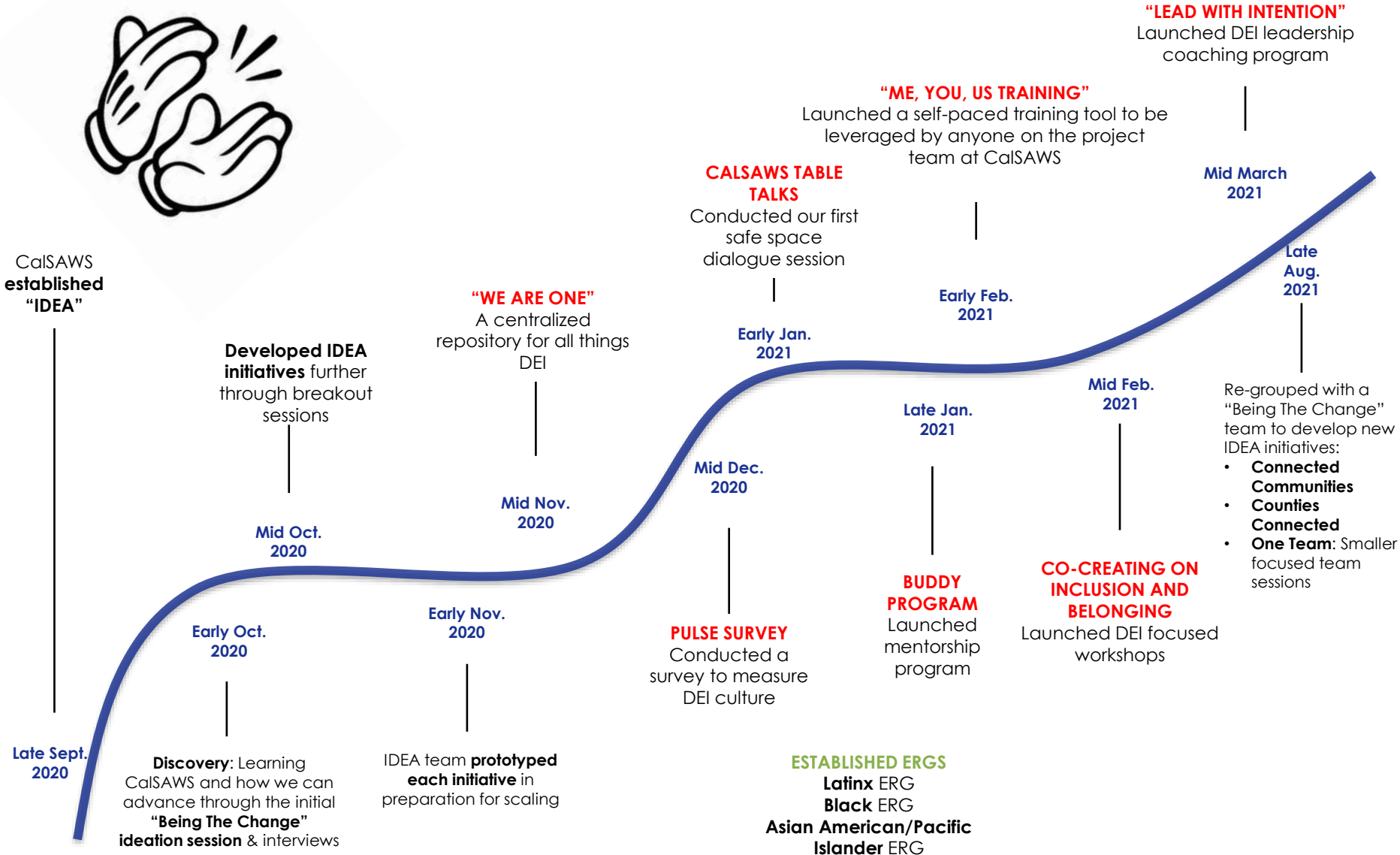




CalSAWS Idea Update



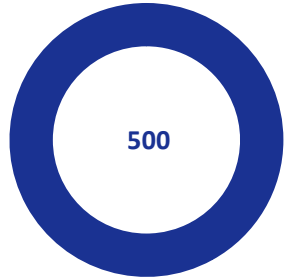
IDEA CalSAWS: Where We Have Come



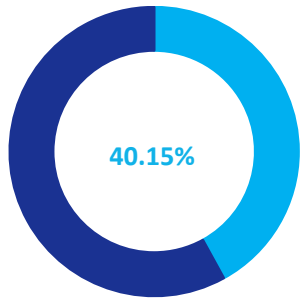
Pulse Survey Summary

Number of respondents, strengths, and focus areas

General Statistics



Total respondents



Have attended CalSAWS Table Talks, participated in the Buddy Program, and/or attended a DEI workshop

76

Managers & above interested in Leadership Coaching

287

Individuals interested in DEI workshops

Strengths

- CalSAWS provides me with a platform to share my own and hear others' diverse, professional experiences and opinions
 - +3.10% Strongly Agree
- Do you feel like you have one person at CalSAWS that you would consider to be your mentor or mentee?
 - +4.13% Strongly Agree
- Diversity at work is important to me.
 - -2.79% Neutral, +2.89% Agree, +0.59% Strongly Agree
- I feel confident that there are professional development opportunities at CalSAWS (i.e., Networking and relationship building opportunities)
 - -3.34% Neutral, +2.31% Agree, +2.10% Strongly Agree
- Inclusion, diversity, and equity is a priority to the leadership team at CalSAWS.
 - -4.50% Neutral, +4.06% Agree, +0.66% Strongly Agree

What to Focus on Next

- I feel respected and valued by my team at CalSAWS.
 - +4.16% Neutral, -2.38% Agree, -1.81% Strongly Agree
- Inclusion, diversity, and equity is a priority to my direct manager at CalSAWS.
 - +0.85% Neutral, +0.07% Agree, -2.16% Strongly Agree

Relevant Current & Upcoming Initiatives

Current

- Table Talks
- Buddy Program
- DEI Workshops/Coaching
- We Are One Site
- Me, You, Us

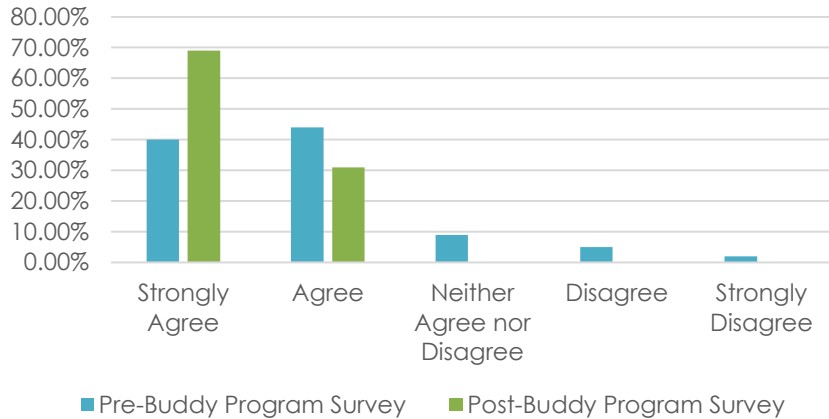
Upcoming

- Team Coaching & Building
- County Partnerships
- Community Partnerships

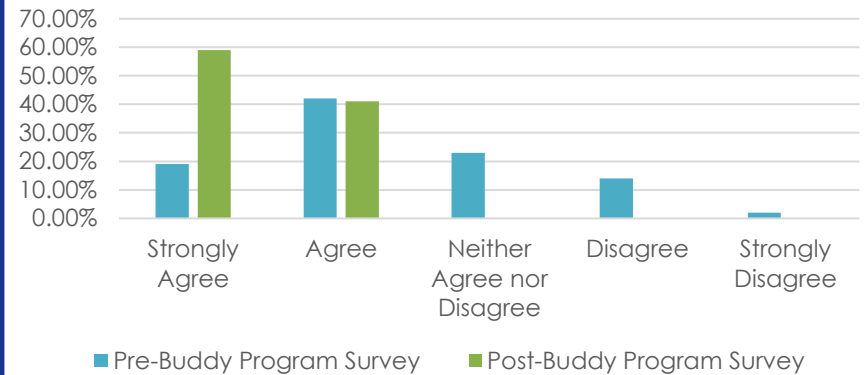
Buddy Program Round 1 Results

Snapshot of Buddy Program Feedback

I have opportunities to develop a genuine relationship with someone at a different level than me.



I have initiated and developed new relationships and strong connections with someone outside of my immediate team.



Responses	Percentage Change from Survey One to Survey Two
Strongly Agree	+29%
Agree	-13%
Neutral	-9%
Disagree	-5%
Strongly Disagree	-2%

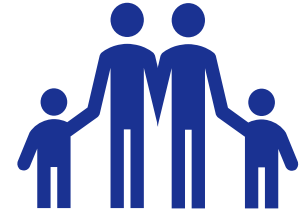
Responses	Percentage Change from Survey One to Survey Two
Strongly Agree	+40%
Agree	-1%
Neutral	-23%
Disagree	-14%
Strongly Disagree	-2%

CONNECTED COMMUNITIES

CALSAWS GIVING BACK!



The CalSAWS IDEA team will gather resources to best support the communities we serve through giving and community service.



CalSAWS plans to partner with different local organizations. Our desires with the partnership is to give back to the communities that receive Welfare benefits.

1 Connect with community organization

2 Share what we do at CalSAWS and within IDEA

3 Understand how the CalSAWS project team can give back

4 Partner with the organization (i.e., Training for youth, community service etc.)



Purpose: This initiative will provide opportunity to be more involved with and give back to the communities we serve and will help us directly address the problems that concern the needs of these communities.

COUNTIES CONNECTED



PARTNERING IN DIVERSITY EFFORTS...

Working closely with our surrounding counties to collaborate on and celebrate diversity, equity and inclusion efforts (example: celebrating inclusion & diversity moments together, partnering in community outreach)



GOAL:

CalSAWS Project and counties partnering in community outreach and celebrating diversity together.

1 Reach out to counties to gauge interest

2 Understanding what counties are doing in the DEI space

3 Decide how we can partner (i.e. community event)

4 Collaborate with one another to advance DEI further



Purpose: This initiative will provide the opportunity to empathize with and understand our counties' needs regarding DEI and ultimately foster DEI-focused relationships between our counties and project.

TEAM BUILDING



FOCUSING ON OUR TEAMS...

Providing resources for team leads to continue to emphasize the culture of inclusion, diversity and belonging within our teams.



Provide opportunities for team building while providing resources and tool on how to practice inclusive leadership and team culture.

1

Provide tools to all leads interested in advancing diversity and belonging within their teams

2

Determine which teams would like small teams collab sessions

3

Conduct initial discovery for each individual team

4

Customize resources and sessions for each individual team



Purpose: This initiative will provide the opportunity to empower our team leads to further advance a culture of belonging within their teams, as well as access varied and accessible training opportunities beyond our DEI workshops.



Overview of Milestones and Dates



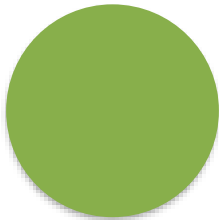
Overview of Milestones and Dates

Date	Milestone
October 2021	<ul style="list-style-type: none">• BenefitsCal Releases 1.1 and 1.2• Analytics Release I<ul style="list-style-type: none">• LRS Statistical Reports• LRS State & Management Reports (Administrative, Case Activity, Employment Services, Fiscal, State, & Special Units)
November 2021	<ul style="list-style-type: none">• CalSAWS Release 21.11• L.A. County Imaging & BenefitsCal (Tentative) Cutover• CalWIN Converted Data Testing begins• CalWIN Batch Regression Testing begins• Begin CalWIN Ancillary Conversion Integration Testing
December 2021	<ul style="list-style-type: none">• BenefitsCal Release 2.0



BenefitsCal ADA Report

- Actions taken to mitigate findings
- Release plans



BenefitsCal

Third Party ADA Items

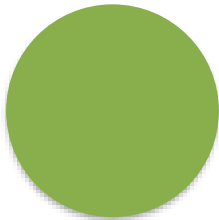
All non-cosmetic findings from the third-party ADA vendor will be resolved by the end of the year (2021)

- 10 items resolved in Release 1.0
- 22 items resolved in Priority Release 10/06/21 (1.0.0.3)
- 6 items resolved in Priority Release 10/20/21 (1.1.0.2)
- Remaining items planned for Release 1.2, 2.0, and priority releases before the end of the year



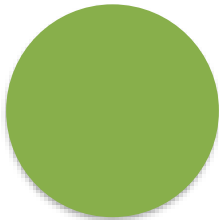
State Partners Updates

- OSI
- CDSS
- DHCS





Regional Updates





Adjourn Meeting