



CalSAWS | Project Steering Committee Meeting

November 21, 2019



Agenda

1. Call Meeting to Order
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.



Action Items

Action Items

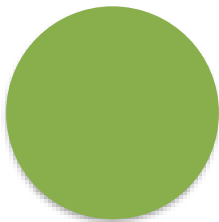
4. Approval of the Minutes of the September 19, 2019 PSC Meeting and review of Action Items.



Informational Items

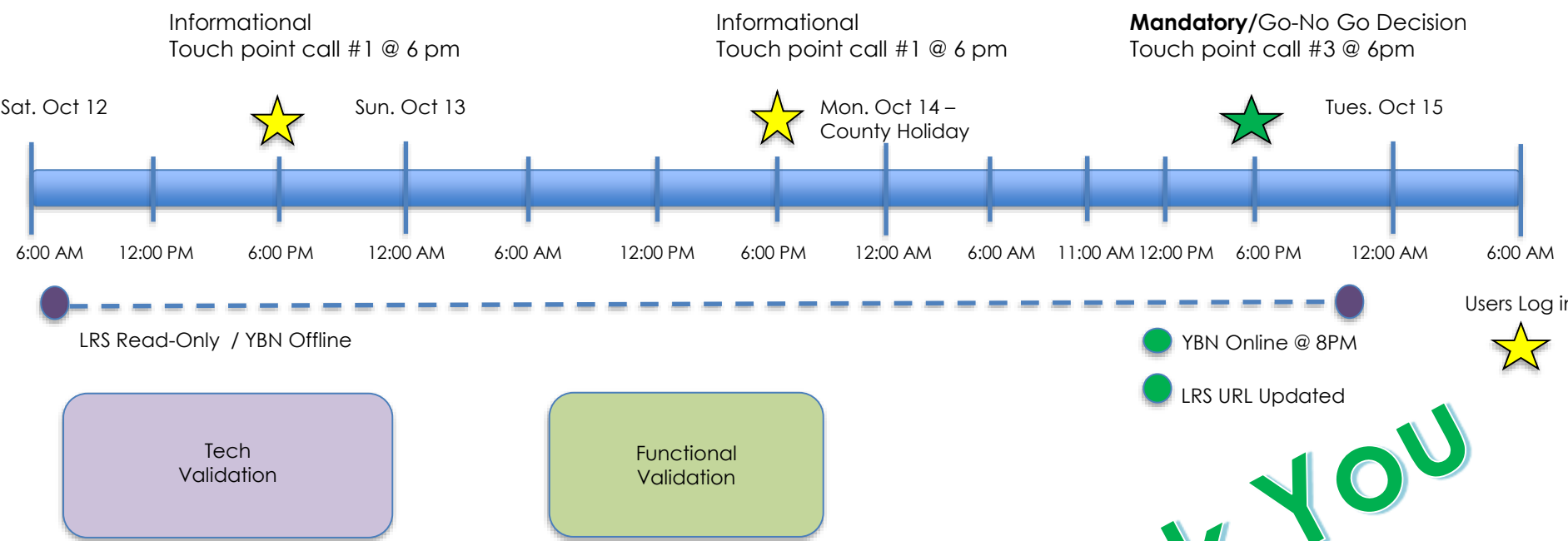


LRS Cloud Cutover Status/Debrief



Cutover –

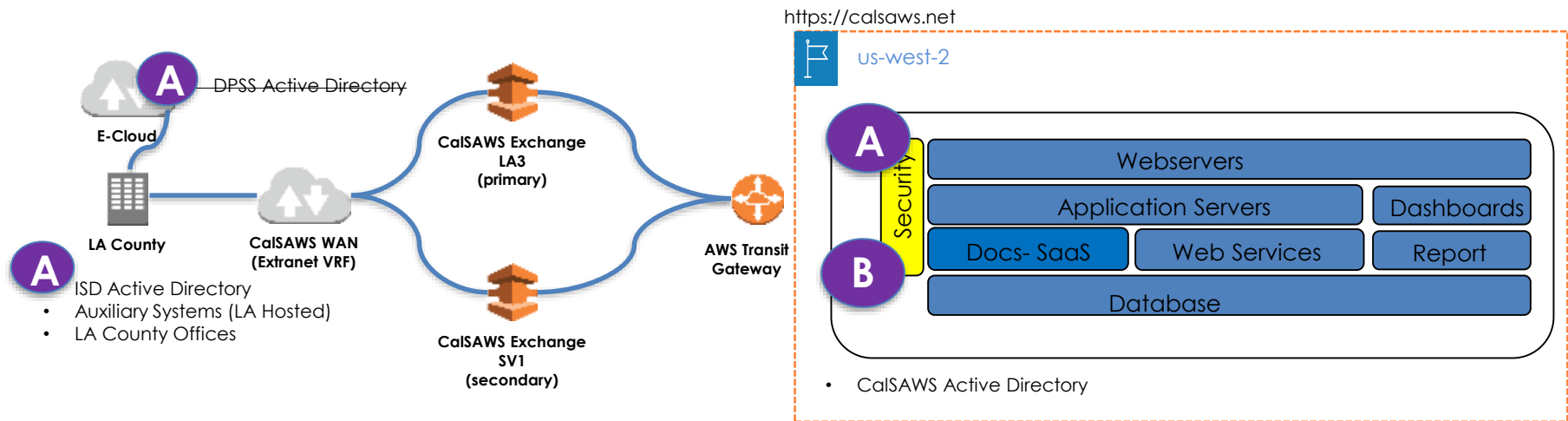
Collaborative effort across multiple external partners to complete the cut over.



Thank You

Email communications were sent every four hours through out the cut over weekend.

Week One



Challenge - Impact

Day 1:

A

Users encountered login errors during morning ramp up and afternoon ramp up

Day 2:

B

Users encounter login errors and experienced performance degradation post morning ramp up

Day 4:

B

Users experienced performance degradation for approximately a two hour period in the morning.

Action Taken

Removed DPSS Active Directory from the rotation and modified settings in security software to handle the load.

Security software services were restarted. Additional tuning was applied in the evening.

Security software services were restarted.
Daily restart scheduled and additional capacity
added to security services to support the load.

Lessons

Applying Continuous Improvement

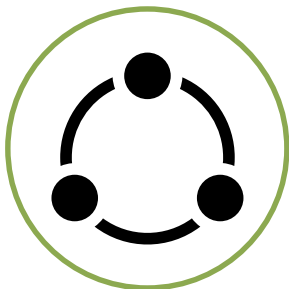


Minimize potential differences between testing processes/transactions and real user behavior



Mitigate potential risks with each release by enhancing test cycles and readiness criteria to minimize disruption to business operations.

Continue hosting County User testing. County Validation test and System Test efforts prove effectiveness of testing.



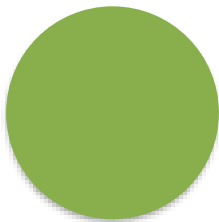
Continue collaboration to maintain high degree of cross communication across stakeholders (business, external partners, service providers (Oracle, AWS))



CalSAWS Notice of Deficiency and Non-Compliance to Cambria Solutions



CalSAWS Release 19.11 Application Development Update



CalSAWS Release 19.11

CalSAWS System

- System testing, Independent testing, and performance testing are in process
- Release webcast is scheduled for November 19, 2019
- Release greenlight meeting is scheduled for November 20, 2019
- Deployment activities are planned for Sunday, November 24

* Status is as of 11/14/2019: Updated status will be provided at PSC.

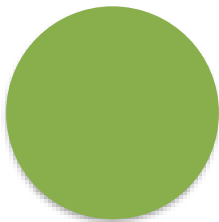
CalSAWS Release 19.11

C-IV System

- System testing, Independent testing, and performance testing are in process
- Release webcast was held November 13, 2019
- Model office execution is in process for Marin County
- Marin County go/no decision for AWS Connect is scheduled for November 20, 2019
- Release greenlight meeting is scheduled for November 21, 2019
- Deployment activities are planned for Sunday, November 24

* Status is as of 11/14/2019: Updated status will be provided at PSC.

Duplicate Persons Workgroup Update



Duplicate Persons Workgroup Update

Gain consensus, from the Work Group, how CalSAWS can convert Duplicate Persons (CINs) from C-IV and CalWIN

- Gained an understanding of how counties resolve Duplicate Persons today (in SAWS)
- Conversion presented an impact analysis on Duplicate Persons (CINs) across CalWIN, C-IV, and LRS
- Gained agreement for Conversion to automate Active/Not Active scenarios utilizing the capabilities from the LRS Duplicate Person SAWS functionality
- Confirmed that Conversion will create a Duplicate Person (CIN) Data Cleansing report for the Counties to review the Active/Active scenarios
- Confirmed Data Elements to be included in the Duplicate Person (CIN) Data Cleansing report
- Confirmed when Duplicate Person (CIN) Data Cleansing reports would be generated: Monthly (starting January 2020)
- Confirmed a monthly communication cadence with the participants of this Person De-Duplication Strategic Mapping Workgroup
- Formed a Data Validation team to review and validate the Duplicate Person (CIN) Data Cleansing report prior to January 2020
- Held Follow-Up meetings with Workgroup to report on Action Items as well as facilitated the Data Validation Kick-Off

Duplicate Person (CIN) Data Cleansing Report Update

Validate the data on the report to be accurate prior to sending to Counties in January 2020.

- Facilitated the Data Validation Kick-Off meeting on Tuesday, November 5th
- By 11/15, Conversion team to receive current Data Extracts from C-IV, LRS, and CalWIN and upload to respective schema(s)
- By 11/19, Conversion team to run the SQL queries to create the Data Cleansing Report
- By 11/21, Conversion team to separate the Data Cleansing Report into reports by county
- By 11/22, Conversion team to upload to the Web Portal County Folders (under Data Cleansing) the Data Cleansing Report by county
- Data Validation Counties to begin validating data on the Person Data (CIN) Cleansing Report
- Facilitate meetings for:
 - 11/19 (to review report creation action items), and
 - 12/10 (to review validation progress and county sharing of best practices, experience)

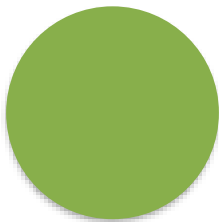
Duplicate Persons Communication Strategy

Communication Strategy Touchpoint meeting with Regional Managers

- Plan CIT to inform Counties that were not part of the Workgroup
- Facilitate Webinar with Counties for Person De-Duplication
- CRFI and CIT to establish County Points of Contact (CPOC) list for Person Duplication Data Cleansing
 - Similar to County MEDS Coordinators
- Facilitate Monthly meetings with Duplicate Person Workgroup:
 - Present (uploaded/current) Monthly reports
 - Share County best practices, experience
 - Continue RM participation

Customer Engagement Migration Initiatives

- Sandbox Environment
- User Labs
- Fiscal Summit



Sandbox Environment

Overview

The Sandbox Environment is a DD&I requirement.

The Sandbox Environment is intended to give users an opportunity to become familiar with LRS functionality prior to migration. The CalSAWS functionality will be released over time, and the Sandbox Environment will be updated with each major release. The Sandbox Environment will be available via the internet to all 58 Counties.

The environment has key limitations to protect against fraudulent use and to confirm that Sandbox data does not reach interface partners.

Sandbox Environment

Fast Facts:

- The Sandbox Environment will mirror production functionality and will be refreshed one week after the major production release.
- The Sandbox Environment will have masked LA County Production Data
- No Interfaces will be executed or supported, including CIN, EBT Host to Host, and CalHEERS
- Performance SLAs (Service Level Agreements) do not apply to the Sandbox environment.
- No generated or distributed documents from Production are available in the Sandbox environment.
- The 'Rush Warrant' print button is not available in the Sandbox environment.
- The Case Copy function does not exist in the Sandbox environment.
- Priority releases are not deployed to the Sandbox environment, unless there is a defect identified as hindering daily functions. This will be assessed on a case-by-case basis.
- The Sandbox environment is available from 6:00 AM – 8:00 PM, Monday – Friday.

Sandbox Environment

Who/How/When to Access:

Who/How:

- Counties will be given a set number of generic user accounts
- All users will have Administrator Security Rights in the Environment
- A CIT with a URL will be sent to counties to access the Environment

When:

- The Sandbox will be available for Soft Launch first week of December 2019.
- A limited number of user accounts will be provided to counties in December
 - One log in per county
- The Sandbox environment will be used/tested during the C-IV County User Labs (See next agenda topic).
- Full Launch is planned for February 2020 after the 20.01 LRS Release
 - Two additional log ins will be provided to each county

Inquiries:

- A link to a self-service portal will be provided for users to create ticket inquiries regarding the Sandbox environment. The Consortium Leads will confer with their respective teams in order to provide thorough responses to the counties.

CalSAWS PSC

User Labs Recap

- Objective: To provide the 39 C-IV counties the opportunity to navigate through the LRS system.
 - 3 weeks of User Lab sessions based on major program areas
 - Each User Lab session will provide an overview of the current LRS system, a guide to understanding current requirements
 - SMEs will be made available to assist with specific program area questions

CalSAWS PSC

User Labs Logistics

- User Labs will be held concurrently in the CalSAWS North and South locations
- Allow up to 10 participants per Region (C-IV Counties) for a total of 50 participants 25 per location.
- CRFI will be distributed late November for county staff recruitment

CalSAWS PSC

User Labs Schedule

■ Sessions

- 1/6/2020-1/9/2020 – CalWORKs, CalFresh
- 1/13/2020-1/16/2020 – Medi-Cal
- 1/27/2020-1/30/2020 – Welfare to Work

Note: Participants could attend 1 or more weekly sessions

■ Start and End times

- Monday 12:00 PM – 4:30 PM
- Tuesday-Thursday 8:30 AM - 4:30 PM

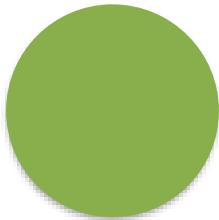
CalSAWS PSC

Fiscal Summit

- Purpose: To provide the CalWIN counties with an overview of the current C-IV fiscal functionality
- Topics to be discussed during the summit
 - ✦ Fiscal Lifecycle overview
 - ✦ Authorization types
 - ✦ Issuances
 - ✦ Fiscal reporting
 - ✦ Fiscal interfaces
- The summit will be held over two days at the CalWIN Garden Suites in Roseville, California
 - ✦ Tuesday December 10, 2019 10:00 AM – 4:30 PM
 - ✦ Wednesday December 11, 2019 8:30 AM – 3:00 PM
- CRFI sent November 14, 2019 for recruitment of CalWIN Fiscal subject matter experts
 - CRFI is for CalWIN Counties only. There will be additional seats available for RMs and C-IV/LA County staff who wish to attend. However, they will need to discuss the purpose and need for their attendance with their RM and the RM team will have to work together to divide the available seats.



CalSAWS Imaging Solution Assessment Results and Recommendation



Background

August 2019 PSC

- The Imaging Functional Design Sessions were executed June through July 2019 to further define the scope of requirements for the Design and Development phase of the CalSAWS Migration Project. Key Accomplishments:
 - Provided a forum for the counties to assist in the development of the solution
 - Team visited 5 CalWIN Counties and Los Angeles County.
 - Held four-day Session for each CalSAWS Region open to all counties.
 - Total of 117 county experts from 42 different counties participated in sessions.
 - Clarified system actions needed
 - Discovered critical business processes
 - Confirmed design objectives for application development
 - Established context and validated requirements
 - Received agreement and confirmation from all CalSAWS Regions
- Consortium provided recommendation for the CalSAWS 58 County Imaging Solution is Hyland hosted in AWS Cloud
 - Recommendation based on: County Input, Available Capabilities, Risk, Cost, Timeline

Updates to Imaging Discussions

September/October 2019 Working Sessions

- Round 1 (presented at August JPA)-
 - Compared two options: 1) **Hyland** to 2) **Kofax/Documentum**
 - ✦ Discussed 5 year pricing
 - ✦ Risk and Timeline were additional considerations- AWS credentials
 - ✦ Both solutions were deemed to meet requirements from Functional Design
 - Consortium Recommended **Hyland**
- Round 2 (September/October)- 3 options assessed with **Kofax** and **Documentum** no longer combined
 - **Hyland**
 - **Kofax**/CloudDocs
 - OpenText (Captiva/**Documentum**)
- Results:
 - Met with Vendors
 - Vendors improved pricing
 - Vendors improved licensing terms
 - Consortium confirmed all options can meet requirements from Functional Design

Summary Comparison of Imaging Solutions

	Hyland	Kofax/CloudDocs	OpenText
Price- 5 yr. Total *	\$	\$\$	\$
Contract	Fixed SaaS Fixed Services	Fixed SaaS Fixed Services	Fixed SaaS T&M ROM Services
Capture/ Repository	Joint/Single Software: Preceptive Content	Separate: Kofax Capture and CloudDocs (Acquired May 2019)	Separate: OpenText Captiva and OpenText Documentum
References	AWS SaaS credential confirmed with proposed configuration.	AWS SaaS credential not confirmed.	AWS SaaS credential not confirmed.
User Licensing	Capture - Unlimited Intelligent Capture - Unlimited Repository - Unlimited	Capture - 4,020 concurrent users Intelligent Capture: 440 Million/Yr Repository -Unlimited	Capture - Unlimited Intelligent Capture - Unlimited Repository - Unlimited
Reporting Analytics	Unlimited	40 Admin/Unlimited Consumers	Unlimited

* Imaging Vendor, SI, AWS, WAN, HW/SW

Recommendation for the CalSAWS 58 County Imaging Solution remains Hyland hosted in AWS Cloud as concurred by ClearBest and a 3rd party reviewer.



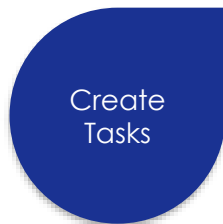
Functional Design Sessions Outcomes

- Task Management Update
 - GA/GR Update
 - Non-State Forms Update
 - APIs Update
 - Functional Design Sessions Roadmap
-

Functional Design Sessions

Task Management

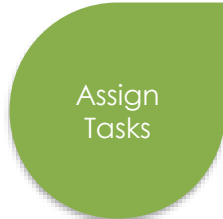
- Task requirements were updated to reflect business needs as noted by participants



- Manual Task Creation
- Automated Actions
- Image Based Tasks
- Other Task Creation Methods



- My Tasks and Task Search Pages
- Worklist Pages
- Get Next Button



- Program Worker
- Worker Schedule
- Office Distribution
- Task Banks



- Task Reports
 - On Request
 - Extracts
- Dashboard
- Subscription
- Quality Sampling



- Manual Reassignment
- Bulk Reassignment
- Program Reassignment

Functional Design Sessions

GA GR

- Existing LA County GR functionality will continue to be unchanged and part of CalSAWS
- Leveraging existing Consortia assets and solutions, where possible
 - Existing CalWIN rules and client correspondence
 - Existing C-IV managed GA program functionality
- Add functionality to support existing 57 Counties GA/GR programs, including data collection, eligibility rules where appropriate, fiscal processing, periodic reporting, and employment services programs
- Consortium analysis of the proposed solution is in progress and includes:
 - Accenture and DXC working together to refine the technical solution for eligibility and correspondence requirements
 - Consortium and partners are reviewing and assessing the proposed technical solution and potential alternate solutions. This includes not only the DD&I scope but ongoing maintenance of the solution

Functional Design Sessions

Non State Forms

- Overarching goal was to develop one set of Non-State Forms for all 58 counties where possible
- Reviewed 246 most frequently generated Non-State Forms across the three SAWS Systems. Forms were mapped across the three systems e.g. New Worker Letter, Appointment Letter
- Agreed to retain 161 forms with the overarching agreement to use a single Non-State Form where similar forms existed across the three SAWS Systems

Item	WTW	CC	MC	CW/CF	Total
Requires further County Input			1	18	19
Deferred to Future Efforts					
Deferred to IVR				2	2
Deferred to Self Service Portal				3	3
Modify Existing / Create New Forms					
Migrate modified C-IV Form	9	2	1	7	19
Modify LRS Form	3		5	21	29
New CalSAWS Form	6	4	9	19	38
Use State Form	1		2	3	6
Existing CalSAWS System Change Request	4			3	7
Not Needed/Use Existing Form	3	1	6	28	38
Total	26	7	24	104	161

Functional Design Sessions

Application Programming Interfaces (APIs)

- Long Term Goal is to provide access to CalSAWS data via APIs
- Full integration of the APIs will be a phased approach
- Initial Data Access will be provided via APIs for targeted needs and supplemented with the Enhanced Data Reporting (EDR) solution
- EDR is a copy of the production schema that is refreshed on a nightly basis and made available within the CalSAWS cloud infrastructure
- Initial API implementation will focus on near real-time needs for:
 - Lobby Management
 - Appointments
 - Worker Schedule
 - Employment Services
 - Program and Person Information
 - Other needs
- Counties will continue to be provided access to read-only schemas for ad-hoc reporting
- APIs will provide counties access to near real-time data for specific needs as business domain objects or as raw data

Functional Design Sessions

CalWIN Ancillary Systems Conversions

- Facilitated functional Design Sessions with each of the CalWIN Counties to discuss core capabilities and conversion needs of the Collections, Fraud, and QA/QC Ancillary Systems
- The Conversion Team is defining a common extract file format for each of the areas (Collections, Fraud, QA/QC and Task Management) to be used by the Counties to format and provide their ancillary system data for automated conversion into CalSAWS
- Collections
 - 2 Ancillary Systems across 12 Counties Opting-In to the CalSAWS capabilities
 - 12 additional CalWIN County Conversion sources for this data
- Fraud
 - 18 Ancillary Systems across 16 Counties Opting-In to the CalSAWS capabilities
 - 18 additional CalWIN County Conversion sources for this data
- QA/QC
 - 13 Ancillary Systems across 10 Counties Opting-In to the CalSAWS capabilities
 - 13 additional CalWIN County Conversion sources for this data

Note: The 18 CalWIN counties Task Management ancillary systems have been added representing an additional 18 sources for this data

Functional Design Sessions

Requirements Summary

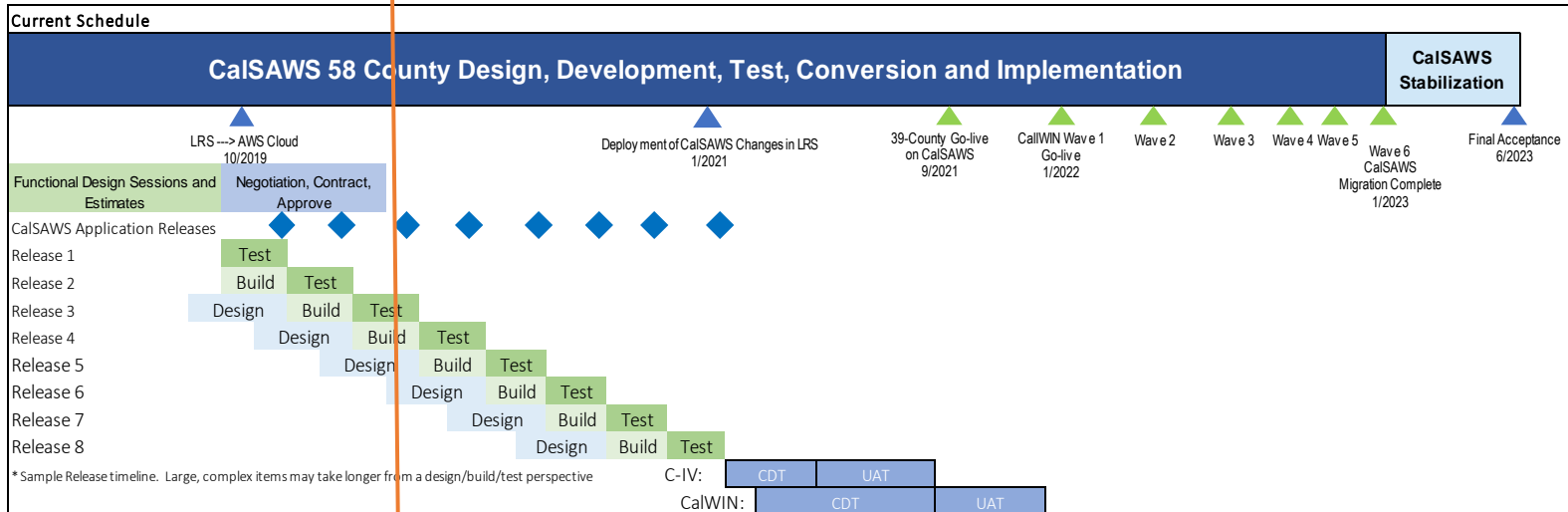
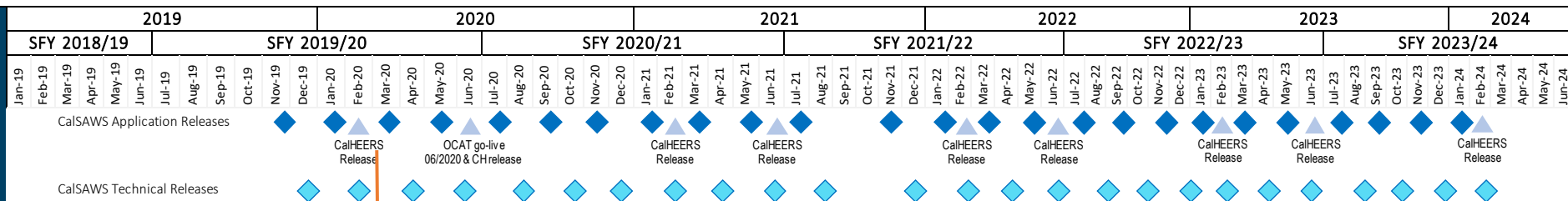
Functional Design Session	Total
Imaging	42
Task Management	32
Non State Forms	114
GA/GR	28
APIs	37
Ancillary Systems Conversion	50
Total New Requirements*	303

- The 303 FDS requirements are in addition to the existing ~600 requirements

Functional Design Sessions

Migration DD&I Schedule and Additional FDS Scope

- The FDS represent approximately 250,000 hours of additional application, technical and conversion changes to the CalSAWS system
- The expected start date is March 2020, assuming all State, Federal and governance approvals are obtained by mid February, 2020
- By March 2020, Release 3 will be ready for deployment, Release 4 will be ready to start System Test, Release 5 will be ready for development and Release 6 in design. This would mean that Releases 7 and 8 are extremely large – likely over 100,000 hours each
- This also has downstream impacts on when the conversion and training teams can start their development efforts, especially as it relates to the C-IV counties cutover
- Alternate deployment approaches and schedules are being assessed



Additional Scope from Functional Design Sessions:

- 58 County Imaging
- Task management
- Non State Forms
- GA/GR
- APIs
- Ancillary Systems Conversions

Analytics: BIP/State Reports replatforming



- Functional Design Sessions and estimating completed
- Final negotiations, contracting and approvals are in process and assumed to be complete by March, 2020
- If Detail Design starts in March 2020 for all of the functional areas, it will overlap with the 4th and 5th Migration releases. Coding and Testing would overlap even later releases, forcing most of the functionality to be compressed into the 7th or 8th releases, or later.
- Alternative schedules are under consideration.

Other Consortium Activities:

- CalWIN OCM & Training
- 58 County Contact Center Solution
- 58 County Portal Solution
- Foster Care - CARES Integration



Procurement Update

- Portal/Mobile timeline
- CalWIN OCM & Training RFP timeline



CalSAWS Statewide Portal/Mobile Application

Strategy, Scope and Timeline

- Strategy and Scope
 - Conduct an open procurement to acquire vendor services to design, develop, test and implement the statewide portal and mobile infrastructure and applications according to the CalSAWS Migration Schedule by September 2021, as an integral part of the overall migration strategy.
- Key Objectives
 - Minimize the burden of the overall eligibility process for enrollment and retention of benefits for low-income Californians and streamlining interactions for both clients and eligibility workers.
 - Achieve the policy and business outcomes in a dynamic, intuitive, user friendly manner based on a robust User Centered Design (UCD) process to provide the best streamlined and responsive user experience possible within the existing policy framework.
 - Move from the traditional forms completion model to an approach which is intuitive for the user, where answers to questions are used to inform subsequent questions and where forms are automatically and seamlessly completed.
 - Engage stakeholders, advocates and clients in the design, development and test tasks through the UCD and test processes.
 - Enhance the user interface and quality of the user experience to improve program outcomes; capture, analyze and apply data about how all users are interacting with the system with the goal of continuous improvement.
 - Determine the extent to which the existing SAWS portal designs, source code and/or system documentation can be leveraged while not compromising the UCD principles required to modernize and maximize the use of the CalSAWS Portal.
 - Employ an approach that recognizes: (1) that policy change is continuous; and (2) will enable the Portal to adjust quickly, to program changes, some of which will occur prior to go-live.
 - Establish a framework to streamline maintenance through configurability, expedite implementation of future changes and facilitate future program, practice and technology innovation.

CalSAWS Statewide Portal/Mobile Application

Strategy, Scope and Timeline

Procurement Event	Date
Final Review by State Sponsors, Counties and Advocate Community	September 25 – October 2, 2019
Final Revisions to RFP Based on State and Stakeholder Feedback	October 3 – 7, 2019
Federal RFP Review and Approval	October 8 – October 31, 2019
Update RFP based on Federal Review	October 31 – November 1, 2019
Release RFP	November 4, 2019
Conduct Bidder's Conference Sacramento County Department of Human Assistance 1825 Bell Street, Suite 200 Room 256 Sacramento, CA	November 20, 2019 10:30am-12:00pm
Contractor Proposal Due Date	January 22, 2020
Evaluate Proposals and Prepare Vendor Selection Report	January 23 – April 22, 2020
Contract Negotiations	April 27 – May 5, 2020
State, Federal and JPA BOD Approval of Agreement	May 7 – August 7, 2020
Start Date of Statewide Portal/Mobile App Vendor	August 10, 2020
Portal/Mobile App Go-Live	September 2021

CalWIN Training, OCM & Implementation Support

Strategy, Scope and Timeline

- Strategy
 - Conduct an open procurement to acquire vendor services to provide Training, OCM and Implementation Support for the 18 CalWIN counties.
 - CalWIN to CalSAWS migration is expected in 6 waves beginning January 2022 and continuing through January 2023
 - CalWIN to CalSAWS migration must address multiple combinations of ancillary systems and business processes.
- Scope and Key Objectives
 - The Consortium is seeking a Contractor to apply innovative strategies, approaches, and methods for leading the cultural and organizational changes the CalWIN Counties will experience in transforming from their existing state and assimilating into the CalSAWS environment. This effort includes completing the transition from the CalWIN decentralized County-based support model to the CalSAWS regional structure for governance and ongoing system support.
 - Prepare the CalWIN Counties to transition from using the CalWIN application and supporting business processes to using the CalSAWS application.
 - Ensure each County's As-Is business processes are documented and analyzed in order to prepare for changes, To-Be business processes, resulting from adoption of the CalSAWS application.
 - Conduct a county-specific As-Is and To-Be gap analysis to create a foundation for OCM and communication with internal stakeholders including labor organizations and other County departments.
 - Support county-specific business process change resulting from ancillary system choices.
 - Ensure county-specific Training is developed to address changes in business processes.
 - Where possible, leverage and adopt standard CalSAWS application Training as the target for transition.

CalWIN Training, OCM & Implementation Support

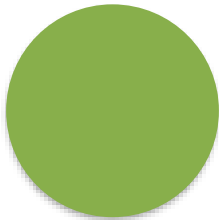
Strategy, Scope and Timeline

PROCUREMENT EVENT	DATE
County, Consortium and State RFP Review	September 27 – October 15, 2019
Update RFP Based on Reviews	October 15 – October 20, 2019
Federal RFP Review and Approval	October 20 – December 13, 2019
RFP Release	December 17, 2019
Bidder's Conference	January 7, 2020, 10:30am – 12:00pm
Contractor Proposal Due Date	February 19, 2020
Evaluate Proposals and Prepare Vendor Selection Report	February 20 – May 18, 2020
Consortium Issues Notice of Intent to Award	May 19, 2020
Contract Negotiation Period	May 21 – June 2, 2020
Federal, State and Consortium JPA Board of Directors Approval of Agreement	June 5 – August 28, 2020
Planned Start Date of CalWIN Contractor	August 31, 2020



CalSAWS Analytics Update

- Plan for Inclusive Dialogue



Summary

Objective

- The purpose of this communication plan is to:
 - Complete a detailed walkthrough of the CalSAWS Analytics project (i.e. scope, timeline, approach, architecture)
 - Align the 58 counties with the Analytics solution

Summary

Background

- The strategic goal of the CalSAWS Analytics solution is to deliver additional value to the Consortium, counties and state partners while addressing both the reporting usability and performance issues identified during the Cloud Proof of Concept (PoC)
- The underlying architecture, infrastructure and tools will be changed out
- There will be a like for like re-platform of the dashboards and reports that exist in LRS and C-IV today into the new platform

Meeting Topics (DRAFT)

#	Meeting Topics	Led By	Audience
1	Communication Plan Review – Review and align on approach and timeline with key stakeholders	CalSAWS	Management, State & Ad Hoc Reporting Committees, Regional Managers
2	PSC Updates – Provide periodic updates on progress of the communication plan	CalSAWS	PSC
3	Analytics Project Overview <ul style="list-style-type: none"> • Scope • Timeline • Approach • Architecture 	CalSAWS	Management, State & Ad Hoc Reporting Committees
4	Purpose Built Data Sets Review – CalSAWS team to walk through: <ul style="list-style-type: none"> • Method, key principles and technology used in designing and implementing purpose built data sets • Differences between OBIEE subject area and Aurora Purpose Built Data Set • Long term roadmap of Purpose Built Data Sets 	CalSAWS	Ad Hoc Reporting Committee
5	Purpose Build Data Sets Feedback – Counties to provide feedback: <ul style="list-style-type: none"> • Where functionality overlaps (e.g. accessing C-IV/LRS database to do ad hoc reporting) • Where there are differences between their existing process and the CalSAWS Analytics Solution 	Ad Hoc Reporting Committee	CalSAWS
6	Dashboard Portfolio Review - Counties to do an offline review of all LRS & C-IV dashboards being re-platformed	Management Reporting Committee	N/A
7	Dashboard Portfolio Feedback – Counties to provide feedback: <ul style="list-style-type: none"> • Where functionality overlaps (e.g. using Qlik or equivalent tool for specific county reporting, producing similar dashboards) • Where there are differences between their existing process and the CalSAWS Analytics Solution 	Management Reporting Committee	CalSAWS

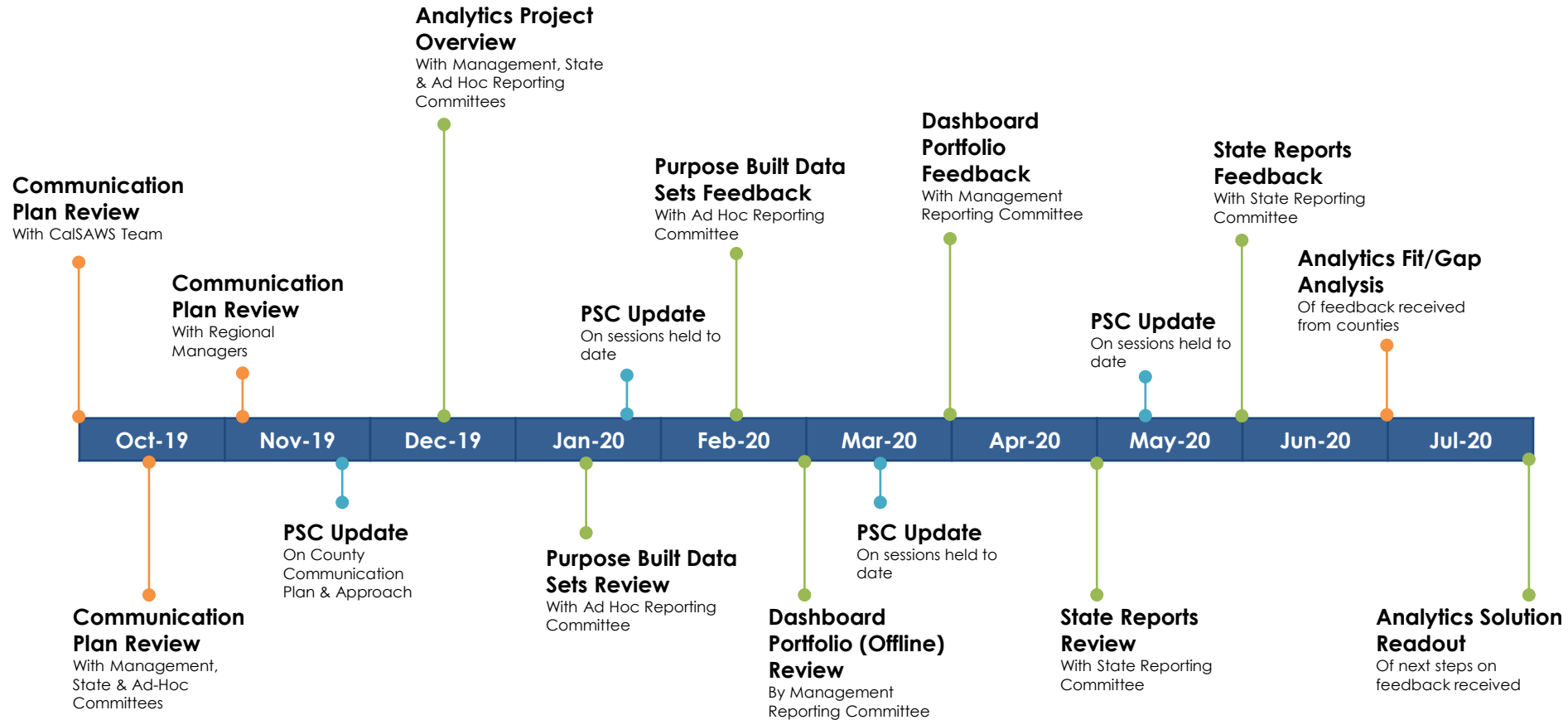
* Colors in the above table align with the timeline on the next slide

Meeting Topics (DRAFT)

#	Meeting Topics	Led By	Audience
8	State Reports Review – CalSAWS team to walk through: <ul style="list-style-type: none"> • Method, key principles and technology used to design and implement State Reports • Scope & Timeline for implementation of State reports 	CalSAWS	State Reporting Committee
9	State Reports Feedback – Counties to provide feedback: <ul style="list-style-type: none"> • Where functionality overlaps (e.g. downstream processes executed when State reports are generated that can be performed the Visualization tool) • Where there are differences between their existing process and the CalSAWS Analytics Solution 	State Reporting Committee	CalSAWS
10	Analytics Fit/Gap Analysis – Review feedback received from the committees, define recommendations and next steps	CalSAWS	N/A
11	Analytics Solution Readout – CalSAWS to walkthrough: <ul style="list-style-type: none"> • Summary of feedback received • Key overlaps and differences identified • County Opt In Plan & Approach 	CalSAWS	Management, State & Ad Hoc Committees, Design Team (CalSAWS, M&O, M&E)

* Colors in the above table align with the timeline on the next slide

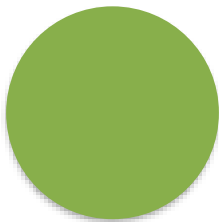
Timeline





Database Change Requests (DBCRs)

- County Notification Process



CalSAWS DBCRs

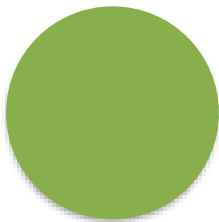
Background and Communication Process for Database Changes

Project email is sent to the county 'ad hoc admins' email distribution group prior to each major release. This group includes your Regional Managers and includes the following important information:

1. DBCR Report - documents the changes being made to the database
2. Data Dictionary (in .html and .xls format) – provides a description of every data element in the system
3. Physical Data Model (in .dmd format, note: this file is opened with SQL Developer Data Modeler) – provides information to your developers on how the changed data fits in the overall database



PSC Priorities Update





PSC Priorities Update

Summary of the 5 Priorities

- **CalFresh QC Error Rate:** Analyze errors across the state that affect CF QC error rate(s) and identify solutions
- **Disaster CalFresh (DCF):** Automate Disaster CalFresh
- **Customer Facing Technology:** Ability to quickly inform customers of emergencies; Staff education of self-service portal; develop marketing for self-service; support for self-service portal; simplify opt/log-in
- **Change Management:** Develop a weighted scale to determine implementation support; provide standardized guidance on implementing new scalable functionality; test upcoming changes; implement policy expediently
- **Reports:** Prioritize reports; create new dashboards/reports to assist management; develop subscription reports; educate counties on data sources



PSC Priorities Update

CalFresh QC Error Rate

SCR	Summary	Release/ Status
CA-47607/ CIV-1383	Expand Authorized Representative (ARs) to allow non-case persons and resources to be selected. Support the ability to have multiple ARs at the same time for a given program. The time that the person or resource is the AR should be clear. Allow ARs to be added to additional programs.	Released in 18.11 
CA-52874/ CIV-10394	The system will automatically alert the currently assigned EW that a pending IEVS applicant abstract is available for review for validity and impact to current eligibility.	Released in 18.11 
CA-55143/ CIV-702	Modify/add validation to run EDBC for the correct RE/SAR/QR submit month.	Release TBD



PSC Priorities Update

CalFresh QC Error Rate

SCR	Summary	Release/ Status
CA-48709/ CIV-102520	Modify CF grant calculation to include the FC payment amount issued during the CF benefit month. Create a monthly batch job that will identify and trigger EDBC on CF/SNB participants when there is an EDBC run in FC/KG/AAP programs.	Released in 19.07 
CA-51457/ CIV-8054	Update the system to comply with CalFresh Student Eligibility requirements outlined in ACL 17-05 and further enhance the functionality to correctly determine student exemptions when required.	To Be Released in 19.11 

PSC Priorities Update

Disaster CalFresh (DCF)

SCR	Summary	Release/ Status
CA-200880/ CIV-57	Exclude Disaster Services from Issuance Batch	Released in 18.02 
CA-202392/ CIV-100253	Add the ability to distinguish between a Disaster CalFresh application (CF 385) and a regular CalFresh application (CF 285). Automate the Disaster CalFresh Daily Report	Released in 19.03 
CA-200879	Automate Disaster CalFresh	Design in Progress (20.07)
CA-56464	Implement the CF 385 (Application for Disaster CalFresh) in Threshold Languages	TBD
CA-56686	Add the DFA 390 Notice of Approval/Denial for Disaster CalFresh to the Template Repository	TBD

PSC Priorities Update

Customer Facing Technology

SCR	Summary	Release/ Status
CA-204664	Simplify Customer log/opt-in process	TBD

PSC Priorities Update

Change Management

- Based on county input, RMs have worked with Project staff to further define and enhance the change management process to address the needs of counties.
- RMs have been attending facilitator meetings to ensure that there is a consistency of messaging regarding the current change management process.
- RMs have reminded counties of the opportunity to request demos of functionality changes at the Release Webcasts held two weeks prior to each Release
- RMs have reminded counties of the release opportunities to test upcoming changes during their site visits.

PSC Priorities Update

Reports

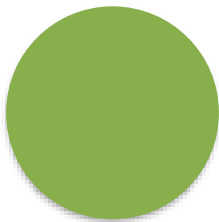
- The RMs have reached out to their counties and requested they log tickets for reports perceived as having incorrect data or have noticeable performance issues.
- The RMs have reached out to their counties and requested they submit a CER for any report(s) they require.
- The RMs have helped counties identify where the gaps in understanding of reports and/or report data resides.

PSC Priorities Update

Next Steps

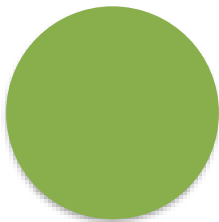
- Which priorities can we sunset?
- Which priorities continue?
- Are there any new priorities?

Lunch





CalSAWS Staffing Status



CalSAWS Staffing Status

Open Recruitment

- Project Management Office (PMO)
 - Fiscal/Contract Manager (1 long-term)
 - Fiscal/Contract Analyst (2 long-term)
 - PMO Analysts (2 long-term)
- Common Services/PMO
 - Procurement Manager (1 long-term)
 - Procurement Analysts (2 long-term)
 - Procurement Analysts (2 limited-term through January 2023)
- Technical & Operations
 - Cloud Analyst (1 long-term)
 - Conversion Analyst (4 limited-term through January 2023)
- Application Development & Test
 - Release Coordinator (1 long-term)
 - Release Coordinator (1 limited-term through January 2023)
- Policy, Design & Application Development
 - Business Analysts (4 limited-term through September 2021 or January 2023 depending on specific assignment)
- Customer Engagement
 - Implementation Manager (1 limited-term through January 2023)
 - Implementation Coordinators (3 limited-term through January 2023)
 - Trainers (3 limited-term through January 2023)



CalSAWS Risks and Issues Reporting

- How the Risk level is determined
-

CalSAWS Quantitative Risk Analysis

Risk Probability:

- An assessment of the likelihood that a risk will occur.



Risk Impact:

- Identify the most significant impact(s) the risk will have if realized, using performance categories



Risk Exposure:

- Risk Exposure is a means to help prioritize and rank risks relative to one another.

CalSAWS - Risk Level Matrix

PROBABILITY	IMPACT					
		1 Minimal	2 Minor	3 Significant	4 Major	5 Unacceptable
	90% Near Certainty	(0.9)	(1.8)	(2.7)	(3.6)	(4.5)
	70% Highly Likely	(0.7)	(1.4)	(2.1)	(2.8)	(3.5)
	50% Possible	(0.5)	(1.0)	(1.5)	(2.0)	(2.5)
	30% Unlikely	(0.3)	(0.6)	(0.9)	(1.2)	(1.5)
	10% Highly Unlikely	(0.1)	(0.2)	(0.3)	(0.4)	(0.5)

CalSAWS Risk Response Mapping

All CalSAWS Risks are logged in the Risk Log, contain a Mitigation Plan, and are discussed in the monthly Risk Management Group meeting.

Risk Exposure	Risk Priority/Exposure Description
CalSAWS	
Low	Placed on the Risk Log and monitored monthly in the Risk Management Group (RMG) Meeting.
Medium	Placed on the Risk Log and monitored monthly in the RMG Meeting. If risk trending to high, discussed in the Weekly DD&I Status Meeting.
High	Placed on the Risk Log, monitored monthly in the RMG Meeting and managed weekly in the DD&I Weekly Status Meeting. Develop Detailed Risk Mitigation Plan and Contingency Plan per RMG.

Risk Impacts – CalSAWS

IMPACT SCALE	COST / SCOPE	TECHNICAL / PRODUCT USABILITY	SCHEDULE	QUALITY / PRODUCT USABILITY
1 Very Low	Minimal impact CalWIN Low: Potential for minor areas of scope to be affected, but no resource or cost impacts	Minimal impact	Minimal impact	Minimal impact
2 Low	Impact to CalSAWS Project baseline	Acceptable, resulting in a minor reduction in technical performance based on the Technical Performance Metrics	Slip within Phase but will hit release schedule; ability to shift resources to hit release dates CalWIN Low: Potential for 5% to 10% time increase, but no commitments will be missed	Acceptable, with minor CalSAWS Project adjustment CalWIN Medium: Potential for minor impacts to quality
3 Moderate	Requires Change Order within CalSAWS Project reserve CalWIN Medium: Potential for major areas of scope to be moderately affected	Acceptable, resulting in a significant reduction in technical performance based on the Technical Performance Metrics	Slip in release schedule by one or two releases CalWIN Medium: Potential for 10% to 20% time increase	Acceptable, with significant negative impact for which there may be a workaround CalSAWS Medium: Potential for new workarounds to be needed with final product
4 High	Requires additional funding from Consortium	Acceptable, resulting in a major reduction in technical performance based on the Technical Performance Metrics CalWIN High: Potential for new workarounds to be needed with final product	Slip in release schedule greater than 6 months; re-prioritization required for other M&E requests to later release dates CalWIN High: Potential for > 20% time increase or to miss the release schedule	Acceptable, with significant negative impact for which there is no workaround, but impacts a focused group of Users (non-critical functionalities)
5 Very High	Substantial cost impact and/or potentially forcing termination of contract CalWIN High: Potential for major areas of scope to be unacceptably affected	Unacceptable system-wide impact to Users based on the Technical Performance Metrics CalWIN High: Potential for final product to be unusable	Potentially missing mandated Fed/State dates with financial penalty	Unacceptable system-wide impact to critical functionalities and Users CalWIN High: Potential for unacceptable quality reduction

CalSAWS Risk & Issues Executive Summary

Probability	Impact				
	1 Minimal	2 Minor	3 Significant	4 Major	5 Unacceptable
	90% Near Certainty		217 218		
	70% Highly Likely			202 203 211	201
	50% Possible		206 208	P 104	204
	30% Unlikely			209 214	
	10% Highly Unlikely		213		102

P

Overall Project

Legend

Risk 102: Lack of Annual Project Funding may cause schedule delay or reduction in scope for CalSAWS M&O, and all existing projects

Risk 104: Functionality gaps between the 3 systems may result in a loss of functionality for some counties during migration to CalSAWS

Risk 201: Pace of Policy Changes may exceed capacity of App-Dev team, resulting in less automation

Risk 202: Not all functionalities related to imaging, GA/GR, non-state forms, task management, and API are identified yet, which may impact schedule and cost once more information is known

Risk 203: Project communications must be enhanced, otherwise stakeholder / audience needs will not be met

Risk 204: Volume of changes to baseline code may cause degradation in quality & increase in defects

Risk 206: Delays in staffing the Consortium and/or Accenture teams may delay the project schedule

Risk 208: CalHEERS release readiness delays may negatively impact CalSAWS delivery timelines, slowing critical updates to counties

Risk 209: CalWIN Counties may not be adequately supported for change readiness prior to 2020 until the CalWIN Change Management Procurement vendor starts

Risk 211: Delay in consolidated portal procurement and implementation may impact C-IV and CalWIN go-live dates

Risk 213: Number of staff assigned from DHCS might not have the bandwidth to support the CalSAWS project needs

Risk 214: If counties are not able to adapt to the regional governance structure, the project schedule is at risk regarding decision making

Risk 217: Talend Curation and Database Connection Issues

Risk 218: Identified bugs in Talend Platform ETL Tooling are putting the project timeline at risk

Issue 117: The root cause of security and stability challenges experienced after LRS migration into the AWS Cloud is still unknown

Issue 118: Delphix data masking tool is causing performance degradation issues in the non-production environments









CalSAWS Project High Risks

RISK NAME	201: Pace of Policy Changes may exceed capacity of the project teams, resulting in less automation	202: Not all of the estimates related to Functional Design Sessions have been completed yet. Until the FDS estimates have been completed, cost and schedule impacts to CalSAWS are not known.	203: Project communications must be enhanced, otherwise stakeholder / audience needs will not be met
DESCRIPTION	There is a risk that the pace of policy changes could exceed the capacity of the project teams during the CalSAWS DD&I Phase. This may result in a reduction of required automation and increased work arounds.	Not all of the estimates related to imaging, GA/GR, non-state forms, task management, and API have been completed yet. Until the complete set of FDS estimates have been completed, cost and schedule impacts to CalSAWS are not known.	Unless the CalSAWS Project scales up and enhances Project communications, stakeholder needs for timely, tailored, and accurate information, as well as the needs of many diverse audience groups, may not be met.
MITIGATION PLAN/ STATUS	State stakeholders have continued to communicate the CalSAWS timeline to the legislative staff. The project continues to provide feedback to the state on proposed implementation deadlines. The project will be working with the state/CWDA regarding effective dates and the level of automation that can be accomplished within the available timeframe, capacity and resource availability	300 new requirements were identified by the Functional Design Sessions. Estimates are expected to be completed in November, with final negotiated costs and schedule to be available in December.	Began engaging in design thinking, and gathering requirements for Calsaws.org website subscription with Consortium stakeholders.
RISK LEVEL	Probability (70%) * Impact (5) = 3.5	Probability (70%) * Impact (4) = 2.8	Probability (70%) * Impact (4) = 2.8
OWNER(S)	Karen Rapponotti, Lisa Salas, Rocky Givon	Project Leadership	Holly Murphy, Lulu Fou

Risk Trend Legend

 Remains same
  Trending to Issue
  Trending to Medium
  Trending to Low
  Realized into an Issue
  Retired Risk

CalSAWS Project High Risks

RISK NAME	204: Volume of changes to baseline code may cause degradation in quality & increase in defects	211: Delay in consolidated portal procurement and implementation may impact C-IV and CalWIN go-live dates
DESCRIPTION	The volume of changes introduced to the baseline code from LRS M&E, DDCRs, and CalSAWS Migration may cause degradation in quality and increase in defects.	If the consolidated portal procurement is not completed timely, the statewide portal may not be implemented in time for the C-IV and CalWIN go-live dates.
MITIGATION PLAN/ STATUS	The project continues to take mitigating steps, such as conducting training with new App Dev staff on testing processes and procedures; increasing the automated testing suite (expand number of scripts and coverage) involving testers in design reviews; and creation of Automated Test Innovation Workgroup.	The Consortium released the Statewide Portal RFP on November 4, 2019. A vendor conference call will be held on November 20, 2019.
RISK LEVEL	Probability (50%) * Impact (5) = 2.5	Probability (70%) * Impact (4) = 2.8
OWNER(S)	Jo Anne Osborn, Lisa Salas, Dan Dean	Tom Hartman
		
Risk Trend Legend	 Remains same  Trending to Issue  Trending to Medium  Trending to Low  Realized into an Issue  Retired Risk	

CalSAWS Project High Risks

RISK NAME

217: Talend Curation and Database Connection Issues

218: Identified bugs in Talend Platform ETL Tooling are putting the project timeline at risk

DESCRIPTION

Talend Curation and Database Connection issues are impacting Development and System Testing Phases putting the State and BIP POC (Release A) and the OBIEE Dashboards assigned to Release B At-Risk of meeting the Baselined Schedules, November 29, 2019 and December 30, 2019, respectively.

The Ingestion & Curation Analytics teams have come across several "blocks" to progress that have been identified as bugs in the current 7.2.x Release of Talend. These blocks are putting the project timeline at risk. As the teams continue to pursue workarounds, it increases the backlog of re-factoring code once the bugs are fixed.

MITIGATION PLAN/STATUS

The expected schedule delay to finalizing the State and BIP Estimates and Planning will be mitigated by:

- Using what the teams have learned from development and testing of reports completed through November as inputs into the State and BIP estimates; Reviewing the State and BIP Estimates and Planning with the CalSAWS Consortium at the end of November; Reviewing iterative change to State and BIP estimates for reports developed and tested after November in early January as the final inputs for the State and BIP Estimates and Planning

The OBIEE scope is impacted from a development and testing perspective; the schedule will be mitigated by:

- Realigning scope to subsequent releases as well as realigning resources to other non-impacted efforts to maintain the release schedules.

Currently the team has 6 open tickets with Talend Support Teams. The 3 largest impediments to progress have been assigned as "bugs" with Talend and a patch to resolve these 3 issues is scheduled for release on Friday November 8th. While Talend is optimistic that the patch for major version 7.2 will alleviate our backlog of issue the Analytics teams are exploring other options.

RISK LEVEL

Probability (90%) * Impact (3) = **2.7**

Probability (90%) * Impact (3) = **2.7**

OWNER(S)

Keith Salas, Luz Esparza

Keith Salas, Luz Esparza





Risk Trend Legend

Remains same
 Trending to Issue
 Trending to Medium
 Trending to Low
 Realized into an Issue
 Retired Risk

CalSAWS Project Medium Risks

RISK NAME	104: Functionality gaps between the 3 systems may result in a loss of functionality for some counties during migration to CalSAWS	206: Delays in staffing the Consortium and/or Accenture teams may delay the project schedule	208: CalHEERS release readiness delays may negatively impact CalSAWS delivery timelines, slowing critical updates to counties
DESCRIPTION	The risk of functionality gaps between the 3 systems and the ancillary systems of the counties may result in a loss of functionality for some counties during migration to CalSAWS.	The project team, both Consortium and Accenture, have been working to staff in accordance with the work plan. If either team experiences delays in achieving the target staff levels, there is a risk that the schedule may be impacted.	There have been persistent delays in CalHEERS achieving release readiness during the system test cycle, introducing risk to the dependent CalSAWS production release date. Any CalSAWS delay will impact the timely delivery of business functionality, receipt of which is critical to the counties. Additionally, date slips cause negative downstream planning and scheduling churn.
MITIGATION PLAN/STATUS	The committee reviewing designs is made up of resources from CalWIN, C-IV and LRS, who try to ensure that designs do not create unnecessary gaps.	Consortium PMO is working with RGS to expand recruitment efforts. A follow-up recruitment CIT has been drafted for Section Director review.	19.09 successfully implemented without impact to the DD&I schedule. Analysis of the Next CH major release 20.02 and collaboration continues. CalSAWS will continue to collaborate with the CalHEERS team as they transition to a New M&O Vendor focusing on potential release impacts. CalHEERS has combined 20.06 and 20.07 to a single release of 20.06 on June 29, 2020, cancelling a release in July, 2020
RISK LEVEL	Probability (50%) * Impact (4) = 2.0	Probability (50%) * Impact (3) = 1.5	Probability (50%) * Impact (3) = 1.5
OWNER(S)	Karen Rapponotti, Laura Chavez	Holly Murphy, Chris Paige	Jo Anne Osborn, Anna Chia, Fei Collier


Risk Trend Legend

 Remains same
  Trending to Issue
  Trending to Medium
  Trending to Low
  Realized into an Issue
  Retired Risk



CalSAWS Project Medium Risks

RISK NAME	209: CalWIN Counties may not be adequately supported for change readiness prior to August 2020 until the CalWIN Change Management Procurement vendor starts	214: If counties are not able to adapt to the regional governance structure, the project schedule is at risk regarding decision making.
DESCRIPTION	Given the scope of the change for CalWIN counties migrating to CalSAWS and that the procurement for Change Management, Training and Implementation services for the CalWIN counties is targeting June 2020 for a vendor to begin supporting CalWIN, there is a risk that the CalWIN Counties may not feel adequately supported or informed regarding change readiness prior to late 2020.	With the creation of the CalSAWS regional structure, committees will now be represented by a regional governance, which is new to some counties and a changes for some counties, including no change for some counties. If counties are not able to adapt to or work well in the regional structure, the project is at risk regarding decision making.
MITIGATION PLAN/ STATUS	CalWIN OCM RFP is currently in Federal Review, and is scheduled to be released on December 17, 2019. RMs will continue to visit the Counties and provide information and support. Targeted Topic sessions are being held and others scheduled as needed. Further updates will be provided once funding has been approved.	Joint effort between the Project, facilitators and RMs to support the process. Project is continuing to train and advise committee facilitators on how to support RCMs. RMs will continue to support the RCMs as they assimilate into their roles.
RISK LEVEL	Probability (30%) * Impact (4) = 1.2	Probability (30%) * Impact (4) = 1.2
OWNER(S)	Holly Murphy, Jo Anne Osborn, June Hutchison, Diane Alexander, Tom Hartman	Karen Rapponotti, June Hutchison







Risk Trend Legend

 Remains same
  Trending to Issue
  Trending to Medium
  Trending to Low
  Realized into an Issue
  Retired Risk

CalSAWS Project Low Risks

RISK NAME	102: Lack of Annual Project Funding may cause schedule delay or reduction in scope for CalSAWS M&O, and all existing projects	213: Number of staff assigned from DHCS might not have the bandwidth to support the CalSAWS project needs
DESCRIPTION	The Project is subject to state funding approval each year. State General Fund payments may be deferred or budget cuts may cause schedule delays, scope reductions, or staff reductions.	The number of staff assigned from DHCS might not have the bandwidth to support the CalSAWS project needs.
MITIGATION PLAN/ STATUS	Consortium PMO continues to monitor status of all funding requests. CalSAWS June 2019 is pending federal approval with no comments received at this time. All premise updates that are currently known were submitted to OSI for the January Governor's Budget, and comments and questions addressed.	DHCS staff supports the CalSAWS project, however, they are currently stretched very thin. They have requested additional budget to resolve this risk.
RISK LEVEL	Probability (10%) * Impact (5) = 0.5	Probability (10%) * Impact (3) = 0.3
OWNER(S)	Holly Murphy, Lulu Fou	Karen Rapponotti
		

Risk Trend Legend

 Remains same
  Trending to Issue
  Trending to Medium
  Trending to Low
  Realized into an Issue
  Retired Risk

CalSAWS Project Issues

ISSUE NAME	117: The root cause of the LRS production performance/stability issues caused by the Oracle Security Stack after LRS migration into the AWS Cloud is still unknown.	118: Delphix data masking tool is causing performance degradation in some non-production environments.
DESCRIPTION	After the migration of LRS to the AWS Cloud, there were performance and stability issues with two products in the Oracle security stack. These problems have mostly been controlled by tuning, additional servers, and scheduled restarts of specific servers, but the underlying root cause has still not been identified.	Delphix is third party tool used to mask data, decrease the time needed to refresh data, and reduce storage costs for non-production environments in the cloud. This tool has not been as performant as expected for the system test environments.
RESOLUTION PLAN/ STATUS	Oracle has recommended upgrading the Oracle Access Manager which is targeted for an upcoming release. The tech team is also working with Oracle to resolve stability issues with Oracle Virtual Directory (OVD).	The Project has opened a service request with Delphix. Delphix is working to provide a fix. In addition, Delphix has provided access to the beta version of the next release for testing in order to confirm if the next Delphix release will resolve the performance issue.
OWNER(S)	Laura Chavez, Scot Bailey	Scot Bailey, Shankar Padmanabhuni



CalSAWS Communications Update

- Partnership with San Diego County on Communications
 - CalSAWS Sphere Video
-

San Diego Communication Partnership

- San Diego created a video for their county about the history of CalSAWS, what does being a part of the JPA means. This video was shared with CalSAWS.
- The CalSAWS Project began discussions with San Diego about collaborating on ongoing future opportunities to jointly develop CalSAWS videos, such as change management and implementation activities.
- Communication and Customer Engagement Team in collaboration with San Diego County will develop process document.
- San Diego will continue to develop release videos for CalWIN releases. CalSAWS Project will begin to look for opportunities to create video modeling after San Diego for the LRS/CalSAWS releases, such as the one that was created for SSI Cash Out.

San Diego Communication Partnership

CalSAWS News Meetings Request Notes Pressroom Resources Careers About Us [Join CalSAWS](#)

We are ONE!

One Team, One System, One Goal!

The CalSAWS journey commenced in June 2019 with 58 California counties coming together as one Joint Powers Authority to build the new California Statewide Automated Welfare System (CalSAWS). The CalSAWS System will be an automated, integrated eligibility and case management system that supports key public assistance programs on a cloud hosted architecture. The CalSAWS team is proud to serve California.

[Watch video](#)

Agendas of Upcoming and Recent Meetings

- gPA Board Meeting**
November 10, 2019 | Sacramento, CA
- Project Steering Committee Meeting**
November 21, 2019 | Phoenix, AZ
- Security Committee**
November 20, 2019
- Change Control Board Meeting**
November 14, 2019 | Sparks, California, CA

[View meeting agenda](#)

Get the latest CalSAWS BUZZ newsletter

Download for the most up-to-date information

[Download](#)

Our History

On June 28, 2019, the 58 California counties came together as one Joint Powers Authority (JPAs) to build CalSAWS.

[Discover more](#)

What we do

The CalSAWS Project is working towards creating an integrated, user-friendly, automated welfare eligibility system.

[Discover more](#)

Our counties

The CalSAWS platform will support the 58 California counties which are eager to accelerate progress.

[Discover more](#)

Current news

Read our latest news posts to stay informed

The CalSAWS Sphere Video

November 4, 2019 | 3m video

Watch the CalSAWS SPHERE! On an overview of the history of CalSAWS, learn the difference between centralized and JPA, and discover what a JPA means, components of San Diego County.

[Read more](#)

What is Cloud Computing?

July 30, 2019 | 3m video

Cloud computing is the delivery of computing services—including servers, storage, databases, networking, and software—over the "the Cloud" to offer faster innovation, giga flexible resources. This model enables [...]

[Read more](#)

CalSAWS Conversion

July 30, 2019 | 4m video

What is Conversion?

Conversion activity focus on the planning, development, and execution of tasks to transform and load the data [...]

[Read more](#)



State Partner Update on CalSAWS Activities

- OSI
 - CDSS
 - DHCS
-



M&O Application and Operations Update

Policy Update

Cal-OAR

Policy Effective Date & State Policy Reference	C-IV/LRS Status	CalWIN Status	Implementation Details
7/1/2019 ACL 19-40	SCRs CIV-103934; CA-208030 Phase I New Release October 2019 SCRs CIV-104230; CA-208720 Implemented Release 19.07 Priority 7/25/19 SCRs CIV-102191; CA-204569 Phase II New Release 20.05	PPM #51772 Phase I October 2019 PPM #52398 Design Phase II R60 (2/20) PPM #52368 Phase II (BI) R61 (5/20)	<p>The CDSS/CWDA/SAWS automation group continues to meets bi-weekly.</p> <p>CalSAWS Update: Manual Phase I – Manually send the files to CDSS, which will include the priority variables that already exist in SAWS. The process of manually sending the files to CDSS will begin in October 2019. The design for this effort will be reviewed and approved by CalSAWS consortium staff. October files were sent to CDSS on the 11th. CDSS is in the process of validating the file.</p> <p>Two case flags have been created for the counties to track the Home Visiting Initiative (HVI), HVI Offered and HVI Received. The cases flag data will be included in Phase I.</p> <p>Automated Phase II and III – Automate the process to send the files to CDSS. This will include the priority variables from Phase I, 2 and 3 above. The project will work with the WTW Committee on this effort.</p> <p>CalSAWS County Business Impact: Educate staff on how the system data collection page information will populate the Cal-OAR reports.</p> <p>Train staff to use the HVI case flags - HVI Offered and HVI Received. For more information on the HVI case flags, refer to CIT 0057-19.</p> <p>-Continued on Next Slide-</p>

Policy Update

Cal-OAR

Policy Effective Date & State Policy Reference	C-IV/LRS Status	CalWIN Status	Implementation Details
7/1/2019 ACL 19-40	<p>SCRs CIV-103934; CA-208030 Phase I New Release October 2019</p> <p>SCRs CIV-104230; CA-208720 Implemented Release 19.07 Priority 7/25/19</p> <p>SCRs CIV-102191; CA-204569 Phase II New Release 20.05</p>	<p>PPM #51772 Phase I October 2019</p> <p>PPM #52398 Design Phase II R60 (2/20)</p> <p>PPM #52368 Phase II (BI) R61 (5/20)</p>	<p>CalWIN Update: Manual Phase I – Manually send the Phase 1 data files to CDSS beginning October 2019. The design for this effort includes input and data validation from a group of volunteer project action team counties: Fresno, Orange, Placer, Sacramento, San Luis Obispo, Solano and Sonoma. The following case special indicators were added to the system and allow counties to track HVI at the case level:</p> <ul style="list-style-type: none"> • HVI Offered • HVI Received <p>The first files have been sent to CDSS; counties will validate on an individual basis now that the files are being routinely generated.</p> <p>Automated Phase II - Automate the process to send the files to CDSS and use a business intelligence solution to create the files.</p> <p>CalWIN County Business Impact: CalWIN is conducting CalWIN SME meetings to review the data fields that must be completed to capture the required data elements outlined in ACL 19-40 and in the Cal-OAR trainings facilitated by CDSS.</p>

Policy Update

CalWORKs Stage One Child Care Continuous Eligibility

Policy Effective Date & State Policy Reference	C-IV/LRS Status	CalWIN Status	Implementation Details
10/1/2019 ACL 19-99 Draft ACL CW Stage One Child Care Notice of Action Forms 10/9/19	SCRs CIV-104597; CA-209488 Design Release 20.01 SCR CA-209408 New Release TBD SCRs CIV-105397; CA-211332 New Release TBD	PPM # 52483 Pending Release TBD	<p>SB 80 increases access to child care services for CalWORKs participants by authorizing CalWORKs Stage One Child Care immediately and continuously for 12 months or until the participants are transferred to Stage Two.</p> <p>Effective 10/1/19, counties shall authorize CalWORKs Stage One Child Care services immediately for 12 months or until participants are transferred to Stage Two. Participants will receive a Stage One Child Care authorization the day they are deemed eligible for CalWORKs.</p> <p>Beginning no later than 1/1/21, counties shall provide limited, read-only, online access through SAWS database to local contractors providing CalWORKs child care services. Access shall include a single summary page that contains current individual family data needed to enroll a family in CalWORKs child care services or transfer a family between stages.</p> <p>CalSAWS Update: SCRs CIV-104597 and CA-209488 are SPG approved and design has just started. Until the updated CCP 7 and CCP 8 forms are implemented, counties can use the version on the CDSS website.</p> <p>CalSAWS County Business Impact: Manually complete and send the updated CCP 7 and CCP 8 forms.</p> <p>-Continued on Next Slide-</p>

Policy Update

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10/1/2019 ACL 19-99 Draft ACL CW Stage One Child Care Notice of Action Forms 10/9/19	SCRs CIV-104597; CA-209488 Design Release 20.01 SCR CA-209408 New Release TBD SCRs CIV-105397; CA-211332 New Release TBD	PPM #52483- Pending Release TBD PPM #53070- Pending Release TBD PPM #53366- Pending Release TBD	CalWIN Update: Stage 1 is administered using CalWIN by 9 of the 18 counties. The system does not place a limit in the number of Stage 1 months that can be administered to a post-aid case. Counties are able to continue Stage 1 child care for the 12 months outlined by SB 80 ensuring there is no break in child care when transitioning to Stage 2. CCP7 will be updated when final draft is posted-TBD. Upon release of final ACL project will be opened to address read-only access for a summary page for child care contractors. Proposal initiated for a Child Care Provider access - screen design. Reporting component: A workgroup consisting of representatives from CDSS, CWDA, and Parent Voices, in consultation with CWDs and SAWS, will design the report. CalWIN County SMEs developing a BENDS until automation can be implemented. CalWIN County Business Impact Counties will continue to follow established business processes.

Policy Update

Able-Bodied Adults Without Dependents (ABAWD)

Policy Effective Date & State Policy Reference	C-IV/LRS Status	CalWIN Status	Implementation Details
<p>1/1/2017 Fixed Clock</p> <p>8/31/2019 Waiver Expires</p> <p>ACIN I-11-16</p> <p>ACIN I-88-16</p> <p>ACL 18-08 ABAWD Handbook</p> <p>ACL 19-93 ABAWD Handbook 2.0</p>	<p>SCRs CIV-7215; CA-57971</p> <p>Phase II</p> <p>Implemented Release 19.09</p>	<p>PPM #46539- Implemented 8/2018</p> <p>PPM #47411- Implemented 8/2018</p> <p>PPM #51360 Implemented 8/19</p> <p>PPM #52397 Design R60 (2/20)</p>	<p>ABAWD implementation began in September 2018 for San Francisco, San Mateo, and Santa Clara. The remaining counties are on waiver until 8/31/2019. In September, CDSS submitted another ABAWD waiver request to FNS for the time period 9/1/2018-8/31/2019. FNS approved the waiver and only the three additional counties (Alameda, Contra Costa, and Marin) are required to implement the ABAWD policy effective September 2019. This waiver is valid 9/1/19-8/31/20. The ABAWD Handbook version 2.0 was published on 9/12/19.</p> <p>CalSAWS Update:</p> <p>Marin County staff will attend an ABAWD functionality demo and click through at the CalSAWS North location on 8/12/19. A CIV functional presentation is being created for the changes being introduced in the September release.</p> <p>Phase II changes include the following:</p> <ul style="list-style-type: none">• Updates to ABAWD exemption logic• Updates to Count persons as ABAWD in a partial month• Provide a manual way for case workers to indicate whether the ABAWD work requirement was met• Add a task and batch EDBC closure for ABAWD that does not meet work requirement and has no other exemption, good cause, etc.• Provide a way to track whether an ABAWD regained eligibility by meeting the work requirement <p>-Continued on Next Slide-</p>

Policy Update

Able-Bodied Adults Without Dependents (ABAWD)

Policy Effective Date & State Policy Reference	C-IV/LRS Status	CalWIN Status	Implementation Details
1/1/2017 Fixed Clock 8/31/2019 Waiver Expires ACIN I-11-16 ACIN I-88-16 ACL 18-08 ABAWD Handbook ACL 19-93 ABAWD Handbook 2.0	SCRs CIV-7215; CA-57971 Phase II Implemented Release 19.09	PPM #46539- Implemented 8/2018 PPM #47411- Implemented 8/2018 PPM #51360 Implemented 8/19 PPM #52397 Design R60 (2/20)	<ul style="list-style-type: none">• Add new ABAWD MEDS codes, calendar, and transactions• Updates to Time Limit data collection pages• New NOAs and forms• Update the Stat 47 report <p>CalSAWS County Business Impact: Train staff on changes to system functionality.</p> <p>CalWIN Update:</p> <ul style="list-style-type: none">• ABAWD functionality enabled for Alameda and Contra Costa as of 9/1/2019.• Suppress the FX60 transactions until new criteria for starting the ABAWD time clock is programmed.• Modify CalWIN to start the ABAWD time clock for non-exempt ABAWD individuals. Run special job to re-transmit FX20 and FX60 MEDS transactions once change is implemented. <p>CalWIN County Business Impact Counties will not have ABAWD information in MEDS when FX60 is suppressed. Receiving ABAWD counties will have to obtain Countable/Consecutive clock information from sending counties for ICTs.</p>

Policy Update

Increase Threshold for CalFresh Overissuances

Policy Effective Date & State Policy Reference	C-IV/LRS Status	CalWIN Status	Implementation Details
6/1/2019 ACL 19-50	SCRs CIV-104217; CA-208685 System Test Release 19.11	PPM #52311- Interim Testing R59 (11/19) PPM #52396- Design R60 (2/20)	<p>Effective 6/1/19, the CalFresh claims establishment threshold will be \$400 for closed CalFresh cases with an overissuance (OI) caused by an Administrative Error (AE) or Inadvertent Household Error (IHE). The new threshold does not apply to OIs arising from an IPV or from QC reviews. As a reminder, per current claims reporting policy, a claim that is not established (i.e. under \$400) must not be reported on the FNS 209 form.</p> <p>CalSAWS Updates:</p> <ul style="list-style-type: none">• Update the Recovery Account Detail page• Update the Recovery Account batch job• Update the FNS 209 Report• Provide the counties a list of CalFresh recovery accounts established on or after June 1st, 2019 with status code 'Active', 'Pending Agreement', or 'Suspended' - but should have been terminated based on the new threshold policy. <p>CalSAWS County Business Impact: Refer to CIT 0045-19, which was published on 6/14/19 for the interim process.</p> <p>-Continued on Next Slide-</p>

Policy Update

Increase Threshold for CalFresh Overissuances

Policy Effective Date & State Policy Reference	C-IV/LRS Status	CalWIN Status	Implementation Details
6/1/2019 ACL 19-50	SCRs CIV-104217; CA-208685 System Test Release 19.11	PPM #52311- Interim Testing R59 (11/19) PPM #52396- Design R60 (2/20)	CalWIN Update: Until automation can be implemented BENDS (workaround) instructions issued 6/19. Interim solution to run SQL to suspend CalFresh over-issuance for claims \$400 or under if the CalFresh is discontinuing. Full automation change: <ul style="list-style-type: none">•Modify CalWIN to not establish a CalFresh over-issuance for claims \$400 or under if the CalFresh is discontinuing.•Modify CalWIN to open claims \$400 or under if the CalFresh is rescinded/restored. CalWIN County Business Impact Users need to suspend/terminate CalFresh claims \$400 or under if the CalFresh is discontinuing. Counties to follow BENDS (workaround) instructions.

Policy Update

Medi-Cal Expansion for Young Adults

Policy Effective Date & State Policy Reference	C-IV/LRS Status	CalWIN Status	Implementation Details
1/1/2020 Draft ACWDL Received on 6/7/19 Draft NOAs Received on 7/1/19	SCRs CIV-103662; CA-206941 Implemented Release 19.09 SCRs CIV-104022; CA-208241 System Test Release 19.09 Priority SCRs CIV-103874; CA-207950 Build Release 19.11 Priority	PPM #51191- Phase 1 Design R58B (9/19) PPM #51703- Phase 2 Design R59 (11/19)	<p>The effort to turn on young adult expansion eHIT functionality and process a one-time batch EDBC run is tentatively scheduled to run on 11/22/2019. System down time is not required for this process. Batch EDBC memorandum call with the counites was held on 11/6/19. The batch EDBC memorandum provides details on the batch EDBC process, timeline, and list with county action for cases not processed by batch EDBC.</p> <p>The on-going monthly batch process will re-evaluate individuals for Medi-Cal due to aging out of young adult expansion aid codes. The first time this batch needs to run will be in January 2020 for February 2020 benefit month.</p> <p>CalSAWS County Business Impact:</p> <ul style="list-style-type: none">• Train staff on changes to system functionality• Manually process the cases not processed in the batch EDBC <p>-Continued on Next Slide-</p>

Policy Update

Medi-Cal Expansion for Young Adults

Policy Effective Date & State Policy Reference	C-IV/LRS Status	CalWIN Status	Implementation Details
<p>1/1/2020</p> <p>Draft ACWDL Received on 6/7/19</p> <p>Draft NOAs Received on 7/1/19</p>	<p>SCRs CIV-103662; CA-206941 System Test Release 19.09</p> <p>SCRs CIV-104022; CA-208241 Build Release 19.09</p> <p>SCRs CIV-103874; CA-207950 Committee Review Release 19.11 Priority</p>	<p>PPM #51191- Phase 1 Design R58B (9/19)</p> <p>PPM #51703- Phase 2 Design R59 (11/19)</p>	<p>CalWIN Update: Phase 1:</p> <ul style="list-style-type: none"> • Notice of action changes • Aid code rule changes to account for the increased age limit • Batch triggers inserted for applicable cases for 1/2020 effective date <p>Phase 2:</p> <ul style="list-style-type: none"> • Batch EDBC run will be scheduled for early November to identify individuals meeting the new criteria and grant full scope eligibility. • Notice of Action snippets for Non-MAGI, such as MC 239P, MC 239Q and MC 239S <p>CalWIN County Business Impact Exception lists will be provided for county action for cases not processed by the batch run.</p>

Policy Update

Social Security Admin (SSA) Cost of Living

Policy Effective Date & State Policy Reference	C-IV/LRS Status	CalWIN Status	Implementation Details
1/1/2020 Draft ACWDL Received 11/4/19 Draft ACIN Received on 11/4/19	CIV-100451/CA-200824 Design Release 19.11 CIV-105046/CA-210439 Design Release 19.11 CIV-105301/CA-211064 New Release 20.02 CIV-105302/CA-211066 New Release 20.02	PPM #53121 Design December 2019	<p>Social Security Administration has approved a 1.6 percent Cost of Living Adjustment (COLA) for 2020.</p> <p>Based on the increase in the Consumer Price Index (CPI-W) from the third quarter of 2018 through the third quarter of 2019, Social Security and Supplemental Security Income (SSI) beneficiaries will receive a 1.6 percent increase.</p> <p>On 11/4/19, SAWS met with DHCS to discuss streamlining the release of policy guidance for the Social Security Administration cost of living adjustment and the annual changes to the federal poverty limits. DHCS is going to publish ACWDL as updates become available.</p> <p>CalSAWS Update: The project has begun planning for these efforts. Once we receive draft ACLs and can confirm with DCHS that the values will be the same in the Final ACL, we will update the values in the systems and run batch EDBC.</p> <p>CalSAWS County Business Impact: Manually process the cases not processed in the batch EDBC</p> <p>-Continued on next slide-</p>

Policy Update

Social Security Admin (SSA) Cost of Living

Policy Effective Date & State Policy Reference	C-IV/LRS Status	CalWIN Status	Implementation Details
1/1/2020 Draft ACWDL Received 11/4/19 Draft ACIN Received on 11/4/19	CIV-100451/CA-200824 Design Release 19.11 CIV-105046/CA-210439 Design Release 19.11 CIV-105301/CA-211064 New Release 20.02 CIV-105302/CA-211066 New Release 20.02	PPM #53121 Design December 2019	CalWIN Update: CalWIN COLA process targeting to be run December 7, 2019 for SSA COLA. Related a CAPI COLA will be run December 14, 2019 (PPM# 53122). To minimize the impact to county workers, CalWIN will apply the Social Security increase by updating all cases with SSA income by the percent of the increase. All programs, all cases where at least one individual is receiving Social Security benefits. CalWIN will not run the SSA COLA on MAGI-Only Medi-Cal and Mixed (APTC/MAGI) Medi-Cal cases. CalWIN County Business Impact Manually process the cases not processed in the batch EDBC.

SSA COLA

CalSAWS Process

SCR design may begin when the project receives the draft state policy letter (e.g., ACLs, ACWDLs), but does not finalize the design or implement changes until the final policy is published by the state.

The design for SCRs generally takes 4 to 6 weeks and may include the following:

- Complete system impact analysis
- Request policy clarification from the state
- Request confirmation from the state that there will not be any changes between the draft and the final letters
- Meet with the applicable committee to obtain their input on the design
- Update the design based on committee feedback
- Submit the SCR to the committee for approval

After the SCR is approved by the committee, the completion of the build and test phases can each take up to 2 months.

Partial implementation may occur to update standard values like Income Reporting Threshold (IRT) and SSA COLA using the draft state letter. Batch EDBC requirements and implementation timeline are not finalized until final policy is published by the state.

County Concern

Designing and implementing the SSA Cost of Living Adjustment (COLA) system changes based on the final state letter may cause implementation to occur after the policy effective date. Implementing after the policy effective date may result in increased manual processing for the counties.

SSA COLA

CalSAWS Current Process

Reasons the design of COLA SCRs are based on final published policy instead of federal policy or draft state letters include:

- Federal letters do not provide sufficient information for all programs. Design based on the federal letter may not be complete pending the state determination of following, which are included in the state policy letter:
 - Medicare information for SSA COLA
 - Pickle multiplier
 - SSP amounts
 - Utility allowance (SUA, TUA, LUA) for CalFresh COLA
- The state may need to modify state policy to account for federal changes
- State policy not finalized and may change between the draft and final letters

CalSAWS Current Process

Risks

The risks associated to implementing system changes and running batch EDBC based on the federal letter or draft state policy letter if it differs from the final published state policy letter are:

- Incorrect Notices of Action
- Increased postage and print costs
- Overpayments/Over issuance and the manual processing required to address the recovery accounts

Scheduling Constraints

The project must consider the following when scheduling a batch EDBC process:

- Programs (e.g. CW, CF, MC) to be included in the batch EDBC process
- Execution time for queries to target the impacted cases
- Time to allow the print vendor to print notices and USPS to pick up
- 10-day timely notice
- Main payroll dates, which are different between Prospective and Retrospective programs
- Impact on existing nightly Batch processing
- System test teams capacity to adequately test system changes
- Previously scheduled system changes/major releases

SSA COLA

CalSAWS Ongoing Process

Design and Implementation

The project will continue to follow the current process to create an SCR and begin design once the state distributes the draft State letter.

The project will finalize the COLA SCRs and process batch EDBC If DHCS confirms the updated values associated to the COLA are final or the final State letter(s) are published which ever occurs first.

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CalSAWS Regional Updates



JPA Board November Meeting Debrief



Adjourn Meeting
