

The CalSAWS Project Steering Committee (PSC) is responsible for balancing the priorities and resources of the CalSAWS Consortium. This document provides guidance to the CalSAWS Consortium on the priorities of the PSC Members. The PSC adopts the following priorities:

1 Timely Automation for Policy Change

The top priority of PSC is to implement legislative, policy and technical changes that enable counties to serve all Californians. This initiative will keep the CalSAWS Consortium's resources focused on ensuring that the CalSAWS Application supports policy changes on time and with quality. The solutions will be tracked, and progress will be reported periodically by the Policy and Design team.

- **CalFresh QC Error Rate**

Reducing the CalFresh QC error rate is imperative to providing the best service possible to county customers, critical for program funding, and a focal point with our State and Federal Partners. This initiative will focus on data driven analysis of QC errors across the State to identify solutions that can be implemented in the CalSAWS Application. The solutions will be tracked, and progress will be reported periodically by the Regional Manager (RM) team.

2 Disaster Preparedness

The State of California has experienced an increase in natural disasters that have caused devastating destruction to our communities. This priority focuses on identifying solutions in the CalSAWS Application that will empower counties to proactively serve county customers experiencing natural disasters. The immediate focus of this initiative is the automation of the Disaster CalFresh Program. The solutions will be tracked, and progress will be reported on periodically by the RM team.

3 Improve County Worker and Customer Experience

Californians are increasingly demanding self-service options that enhance and simplify their experience with county government services. This initiative will identify solutions in the CalSAWS Application that will empower county workers and customers with information and functionality to self-direct their experience. The imminent focus of this initiative will be the Design, Development and Implementation (DD&I) of the CalSAWS Web Portal. The solutions will be tracked, and progress will be reported on periodically by the RM team.

4 Change Management

Government services is a continuously changing environment that requires change management solutions that increase rapid adoption of functionality by county workers and

customers. This initiative will identify solutions at the CalSAWS Consortium that will provide counties with the information and resources to effectively adopt changes.

5 Reports, Analytics, Support and Dashboards

Counties depend on data to ensure compliance with State and Federal reporting requirements, drive informed decision making, and enhance business operations for county customers. This initiative prioritizes the re-platforming of the existing reporting solution to a high performing cloud platform. The re-platforming will securely unlock capabilities that will help counties realize the potential of data. This initiative is being tracked through the CalSAWS Analytics initiative, and progress will be reported on periodically by the CalSAWS Analytics team.

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