



CalSAWS | JPA Board of Directors Meeting

February 14, 2020



Agenda

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

Note: The public may also speak on any Item ON the Agenda by waiting until that item is read, then requesting recognition from the Chair to speak.

3. Confirmation of Quorum and Agenda Review.



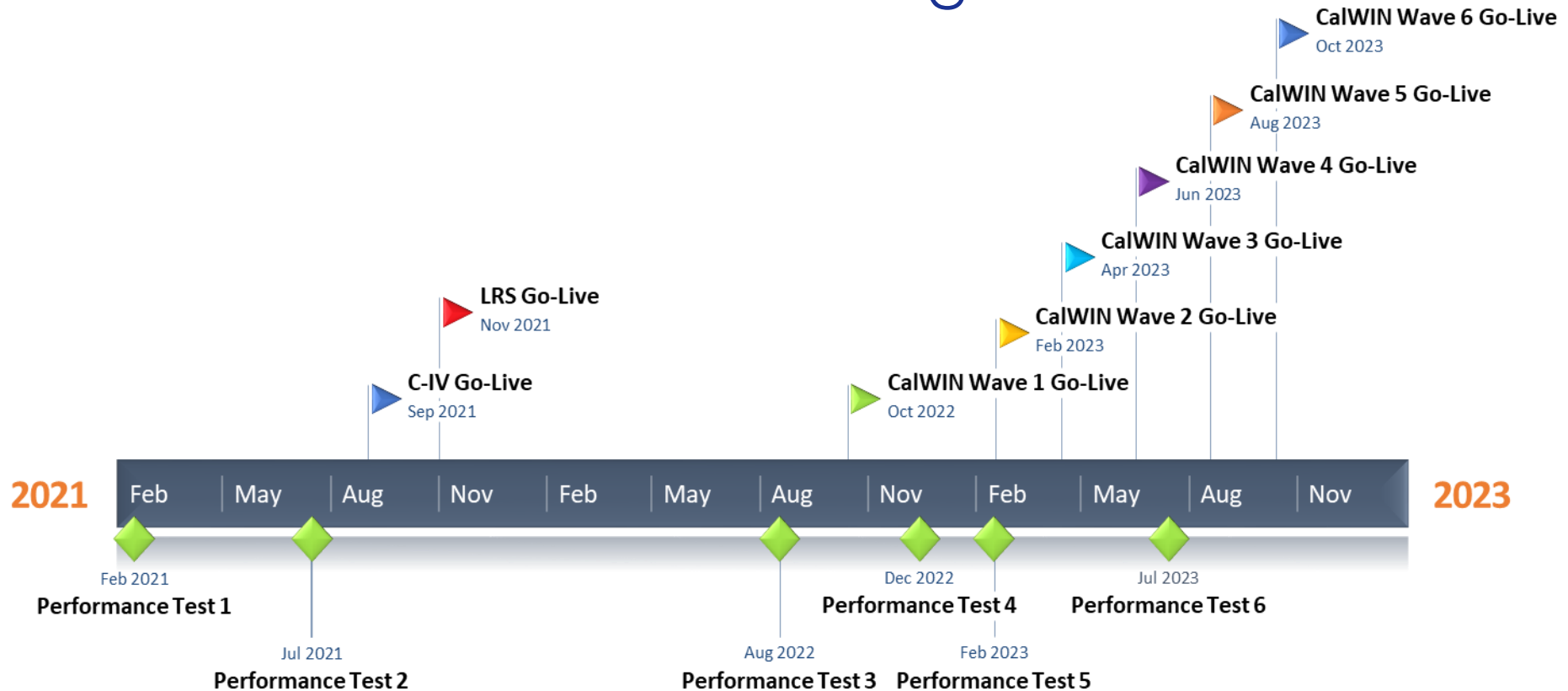
Action Items

Action Items

4. Consent Items

- a. Approval of the Minutes and review of Action Items from the January 24, 2020 CalSAWS JPA Board of Directors and Member Representatives joint meeting.

CalSAWS Performance Testing Timeline



Test #	County Volume Included in Test
1	C-IV & LRS
2 - 6	C-IV, LRS & CalWIN Wave 1, 2, 3, 4, 5 & 6

Note: The CalWIN Wave go-live dates and corresponding Performance Test dates are subject to approval.

CalSAWS Imaging Performance and Scalability

- **Performance Testing:** Performance testing consists of two primary tests prior to the go-live of any of the CalSAWS counties.
 - Performance Test 1: February 2021 – Document scanning and document retrieval will be simulated for the C-IV and LRS county load.
 - ✦ We plan to use the industry standard (70 Kb 300 dpi black and white image) for these tests.
 - ✦ This will establish a baseline for performance tuning. Performance tuning will continue throughout the remainder of the performance tests.
 - Performance Test 2: July 2021 – Adds document categorization, OCR processing, and 58 county load in addition to the Test 1 scenarios.
 - Performance Tests 3 - 6: Includes all previous tests and will be performed throughout the CalWIN go-live waves.
- **Performance Tuning:** Performance tuning will utilize load injection and monitor server response times. We will work with Hyland to performance tune the imaging system during all the performance tests.
 - Load Injection: We plan to use a process known as 'load injection' to stress test the infrastructure during testing from individual county sites.
 - ✦ Load testing generates significant load to simulate a high volume site.
 - ✦ This will further serve the purpose of exposing any scenarios that could harm or slow the system prior to go-live.

CalSAWS Imaging Performance and Scalability

- **Bandwidth Requirements:** We plan to publish imaging system bandwidth requirements for the following two models:
 - Per workstation – total CalSAWS workstations at a county site
 - Per scanned image – total scanned images per day at a county site

Benefits of Hyland's Perceptive web platform for a centralized solution:

- Optimized Perceptive framework requires less network roundtrips for low latency connections
- Dynamic grid refreshes without executing views, significantly improving performance by decreasing reliance on remote services
- Documents streamed via Web Services directly to memory during capture (decreasing capture times)
- Document rendition performed by discreet server side service
- Reduced load on client and delivers web- and mobile-optimized rendition of documents (displays large documents with low network overhead)

Action Items

- b. Approval of LRS Contract Amendment 19 package, (contingent upon Federal approval) which includes requests for:
 - 1) Updates to the Base Agreement including:
 - i. Addition of Exhibit Z (CalSAWS Imaging Project)
 - 2) Updates to Exhibit X (CalSAWS M&O Extension) including:
 - i. Addition of Schedule 13 for the CalSAWS Imaging Project
 - 3) Updates to the Total Maximum Contract Sum for the CalSAWS Imaging

Action Items

- c. Approval of RGS Contract Amendment 30, which includes requests for additional positions for CalSAWS DD&I.
 - 1. Addition of the Cloud Architect Consultant rate of \$135.00 per hour.
 - 2. Addition of the Procurement Consultant rate of \$130.00 per hour.
 - 3. Implementation Coordinator position description and classification.
 - 4. Correction to the C-IV Project Director rate to account for the benefit cost changes that were effective January 1, 2020



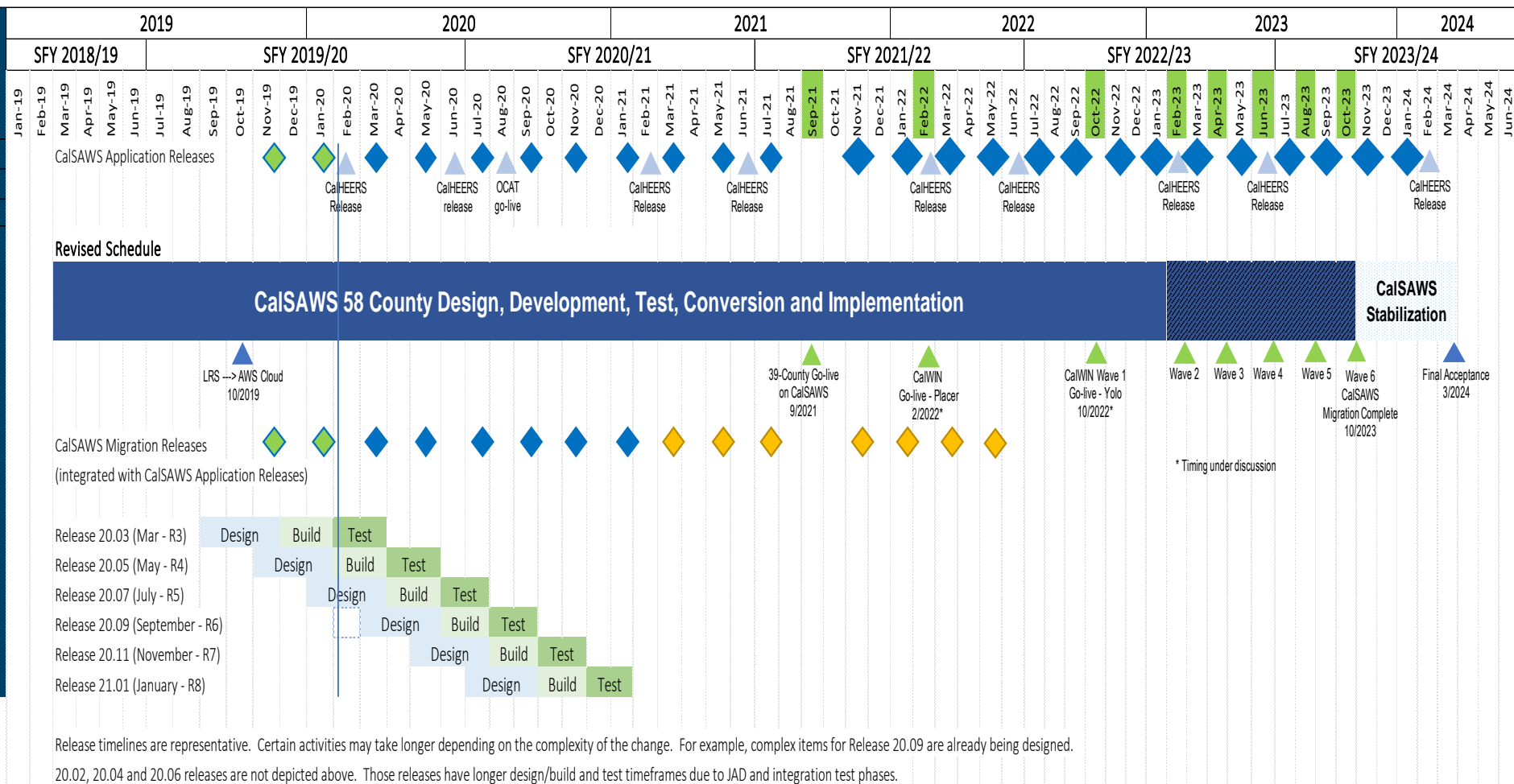
Informational Items



Status of CalSAWS Schedule
Change/CalWIN Waves



Status of CalSAWS Schedule Change CalWIN Waves





Accenture Functional Design Amendment and IAPDU Status



Functional Design Amendment & IAPDU Status

Activities Completed & In Process

- Submitted FDS Amendment to Federal Sponsors on January 31 for review and approval
- Submitted As-Needed IAPDU and the Analytics Amendment to State Sponsors on February 3rd for review and approval
- Requested State and federal review and approval in time for a March 27th JPA approval

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OCCAT Update

OCAT Update

- Schedule
 - Schedule adjustment to implement CalSAWS enterprise identity and access management (ForgeRock) solution
- Development and Test
 - Questionnaire pages
 - ADA/ usability testing
 - OCAT system interfaces with LRS, C-IV, and CalWIN
- Training and Implementation
 - All-county kickoff session #2
 - CRFI and County Champions
 - Training plan and materials

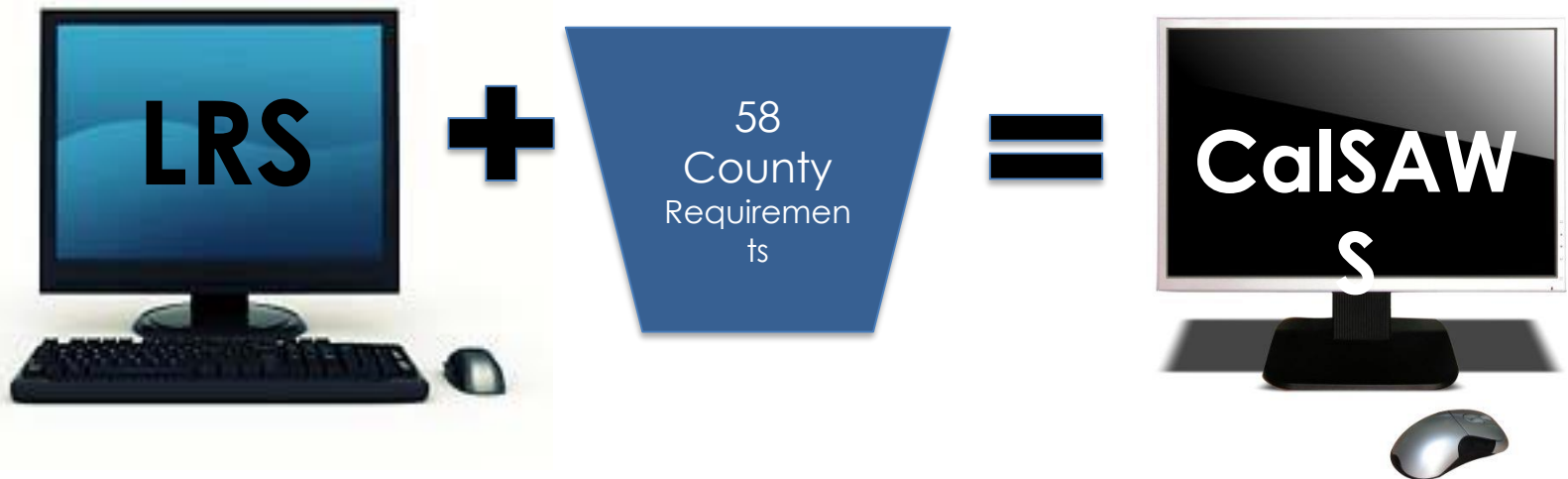


Legislative Staff Briefing

Legislative Briefing

Fast Facts - Journey to CalSAWS

- Federal mandate to expand LRS to all 58 Counties by the end of calendar year 2023.
- LRS was implemented in Los Angeles in 2016 with the expectation that it would become the foundation for the Statewide System.
- Modifications must be made to make LRS a 58 County System with functionality and flexibility to serve all counties.





2019/2021 Policy Commitments

2019 – 2020 State Policy Commitments

Completed

Program	Policy Item	C-IV/LRS Implementation Month	CalWIN Implementation Month
CalFresh	CalFresh Expansion to SSI Population	May 2019	May 2019
CalWORKs	SB 726 Overpayment Threshold Increase Phase I	July 2019	July 2019 (Minor Updates) *February 2020 (Phase I)
CalWORKs	Maximum Aid Payment (MAP) Increase	July 2019	September 2019
CalFresh	ABAWD Year 2	September 2019	August 2019
CalWORKs	CalOAR Phase I	October 2019	October 2019
CalFresh	Increase Over issuance Threshold	November 2019	July 2019 (Minor updates) *February 2020 (Major automation)
Medi-Cal	Young Adult Expansion	November 2019	November 2019

2019 – 2021 State Policy Commitments **In Progress**

Program	Policy Item	C-IV/LRS Targeted Implementation Month	CalWIN Targeted Implementation Month
Child Care	Update CCP 7/New CCP 8	January 2020	November 2020
CalFresh	ABAWD Discretionary Exemptions and Notices	February/March 2020	February/March 2020
CalWORKs	Increases to Asset Test & Vehicle Equity	March 2020	April 2020
CalWORKs	CalOAR Phase II	May 2020	May 2020
CalWORKs	Home Visiting Data Collection	May 2020	May 2020
CalWORKs	Earned Income Disregard and Income Reporting Threshold Change	May 2020	May 2020
CalWORKs	Homeless Assistance 16 Cumulative Days	July 2020	August 2020
CalFresh	Automate the Disaster CalFresh Determination	July 2020	N/A
Medi-Cal	Aged, Blind Disabled (ABD) Federal Poverty Level (FPL) Expansion	July 2020	August 2020
CalWORKs	OCAT Rebuild & SAWS Integration	August 2020	August 2020
CalFresh	ABAWD Phase III	September 2020	August 2020
CalFresh	Safe Drinking Water	September 2020	N/A
Child Care	Report and Online Provider Screen	November 2020	November 2020

2020 – 2021 Governor's Budget – Key Proposals Reliant on SAWS Automation Changes

Program	Policy Item	Proposed Effective Date	Month Automation Must be Implemented*
CalWORKs	2020 MAP Increase	October 1, 2020	July 2020
Medi-Cal	Older Adults Coverage Expansion	January 1, 2021	November 2020
CalWORKs	Child Support Disregard Passthrough Changes	January 1, 2022	November 2021
CalWORKs	Apparent Eligibility Reporting and Claiming Adjustments	Not specified	Dependent on proposed effective date
CalFresh	Public Assistance Case Tracking	Not specified	Dependent on proposed effective date

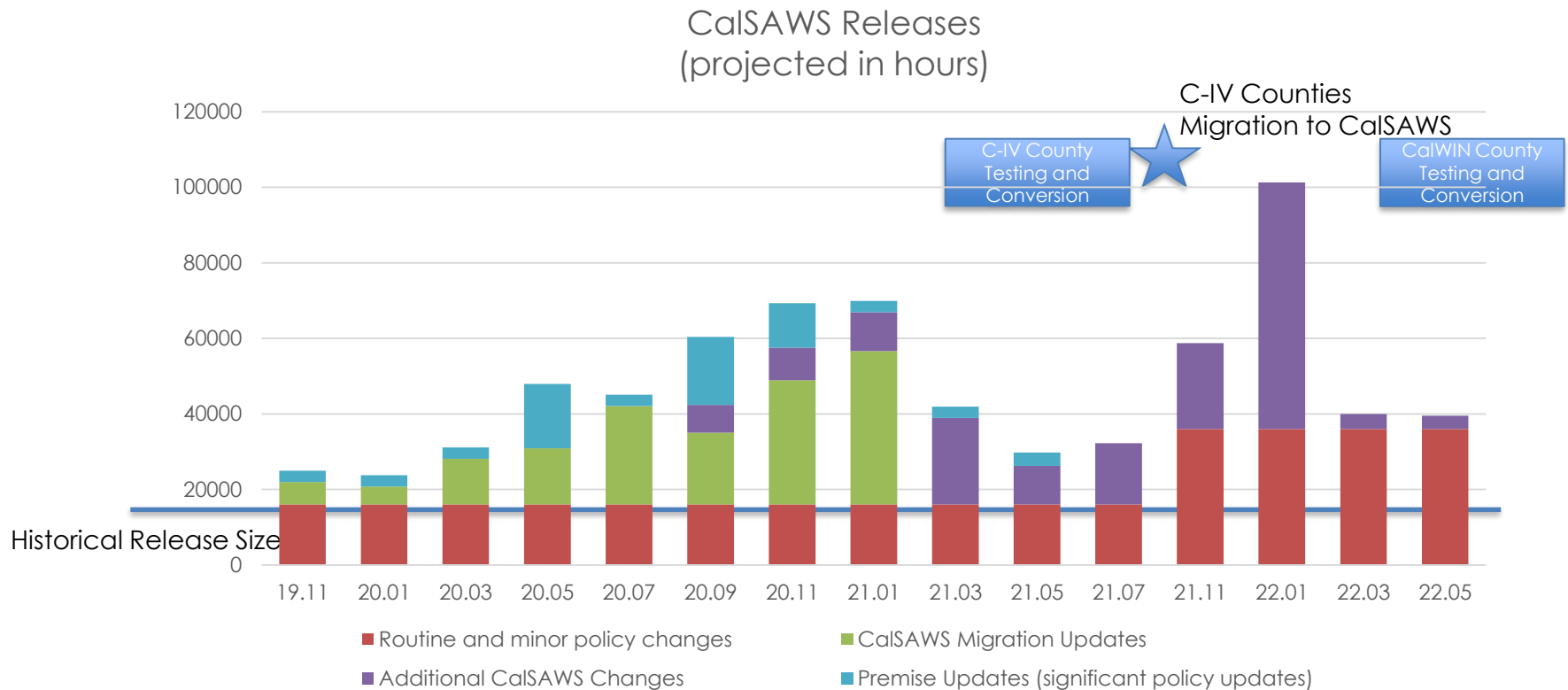
* The SAWS are in discussions with the administration about their ability to automate these proposals during the CalSAWS migration, and the dates by which policy is needed to begin this work.



The Journey to CalSAWS - Timeline

The Journey to CalSAWS

CalSAWS Releases: Through May 2022



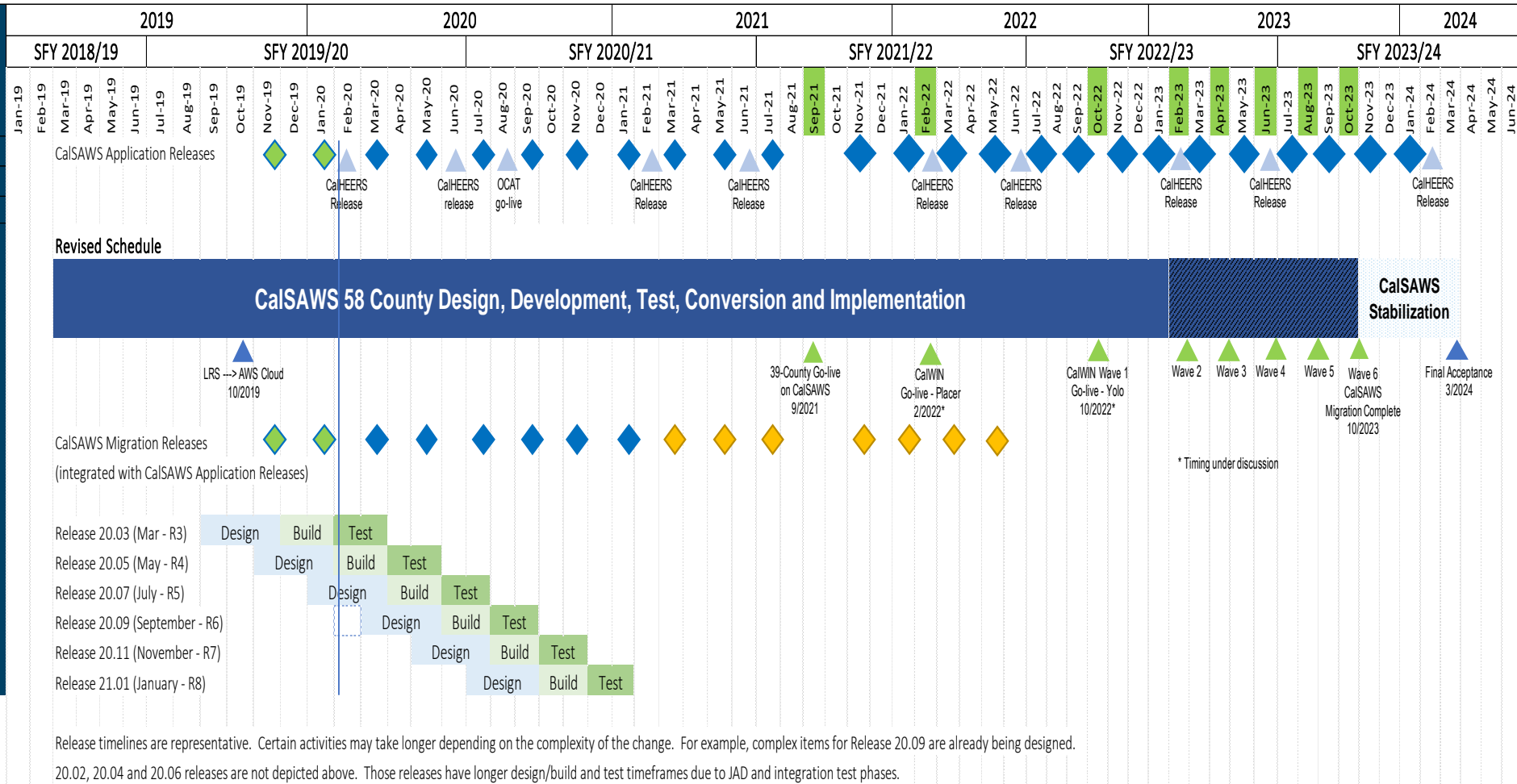
NOTES:

- Premise updates are typically tied to significant policy changes and are supported by additional funding to complete automation. No premise items are known beyond SFY 20/21.
- The table above does not include Foster Care Eligibility, Contact Center integration, Statewide portal integration, analytics replatforming

The Journey to CalSAWS

Example of concurrent release planning timeline – Timeline view

Let's take a look at February 2020...





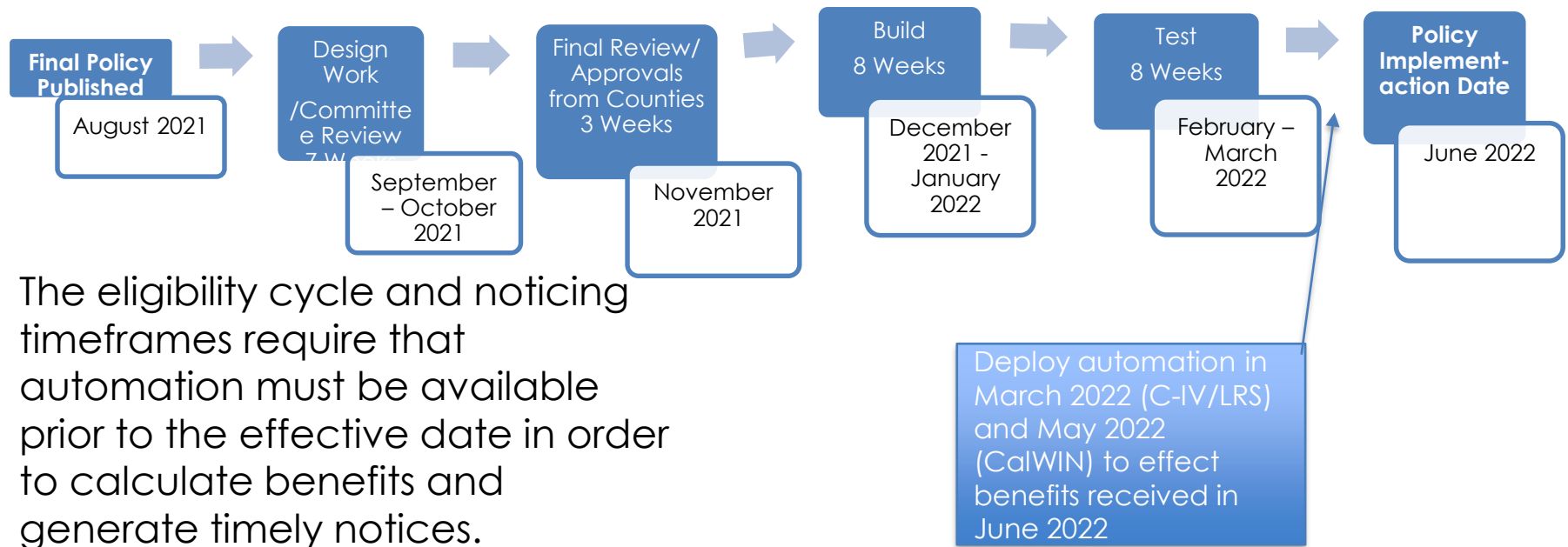
Policy Implementation Timeline Examples

The Journey to CalSAWS

Policy effective date vs automation implementation date

Dependencies:

- **Policy Guidance:** clear & complete final State Policy, including notices translated into all threshold languages, quick turn-around on follow up questions
- **Coordination with Other Changes:** other changes underway; multiple releases are always in progress, so automation activities cannot always start immediately
- **Competing Priorities:** each system has an active set of requested changes that averages around 150
- **Scheduling:** LRS/C-IV Releases occur in odd numbered months at last full week of the month; CalWIN's are quarterly in the first half of the months of Feb., May, Aug., & Nov.



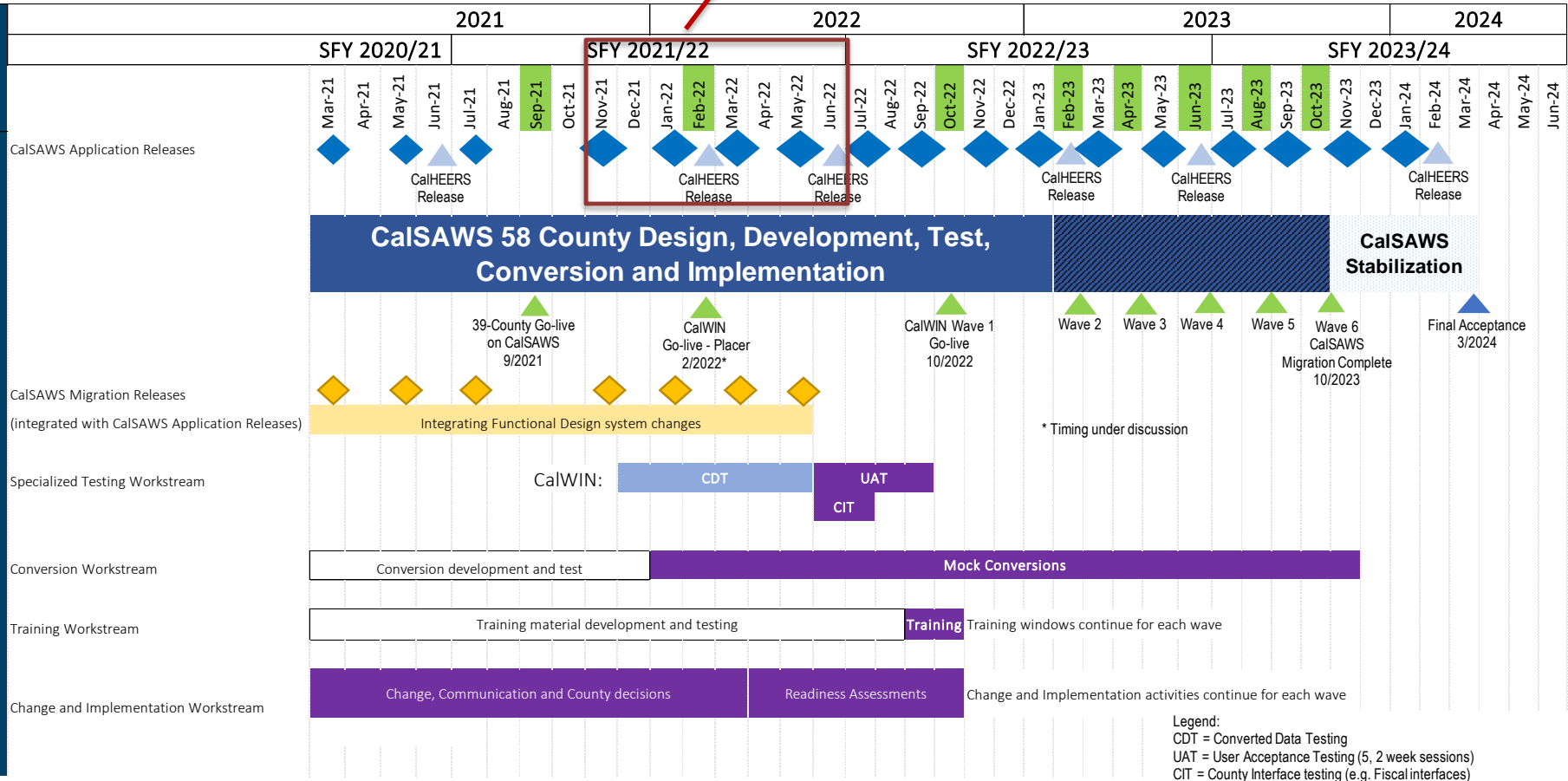


Future Policy Implementation Opportunity

The Journey to CalSAWS 2021 and beyond

■ Key Migration Activities

M&E releases that include policy changes



The Journey to CalSAWS

2021 and beyond – Implementation Considerations

Implementation Considerations	Type of Change	Examples	Key Considerations / Dependencies
Can be completed during Migration including Go Live waves	Annual Policy Updates	January: <ul style="list-style-type: none"> SSA/SSI COLA April: <ul style="list-style-type: none"> Federal Poverty Levels July: <ul style="list-style-type: none"> Foster Care/KinGap/AAP COLA October: <ul style="list-style-type: none"> CalFresh COLA CalWORKs MAP Increases Income Reporting Thresholds 	<ul style="list-style-type: none"> Timing of Cutover activities Targeting running COLA in legacy systems prior to cutover to CalSAWS to allow comparison of benefits pre- and post-conversion to avoid any unintended impacts to customers during conversion
	New Policy	Increase to Applicant Earned Income Disregard Medi-Cal Eligibility Expansions (changes to benefit level for existing recipients)	<ul style="list-style-type: none"> Impact on completed conversion programs in both the legacy and target systems may require rework of conversion programming and/or implementation of changes in both systems Impact on completed end user training materials Implementation timelines would consider any necessary rework on these migration activities.
Must be completed between or after Migration	New Policy	Time Clock Changes/Redesign Child Support Pass-Through Changes CalFresh Eligibility Expansion (adding new programs and/or populations)	<ul style="list-style-type: none"> Impact on completed conversion programs in both the legacy and target systems may require rework of conversion programming and/or implementation of changes in both systems Impact on completed end user training materials Implementation timelines must consider any necessary rework on these migration activities.

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CalSAWS Staffing Update

CalSAWS Staffing Update

Status by Team as of 2/6/2020

- Directors have been notified of county selections
- Candidates will be notified once Director confirmation is received
- Candidates selected from the public are in process or complete

Team	Position	Open	Applicants	Interviewed	Selected	Accepted	RGS	County	Declined	Reason for Declined Offer
Policy, Design, Governance and Application Development	Business Analyst	4 Limited Term	19	11	In Process					
	Release Coordinator	1 Long-Term 1 Limited-Term	18	11	In Process					
Customer Engagement	Trainer	3 Limited-Term	22	16	In Process					
	Implementation Manager	1 Limited-Term	11	4	In Process					
	Implementation Coordinator	3 Limited-Term	15	4	1	1	1	0	0	N/A
Technical Operations	Cloud Analyst	1 Long-Term	11	2	1	1	1	0	0	N/A
	Conversion Analyst	4 Limited-Term	15	5	In Process					
PMO/Common Services	Fiscal/Contract Manager	1 Long-Term	7	3	1	1	1	0	N/A	N/A
	Fiscal/Contract Analyst	2 Long-Term	11	6	2	2	2	0	0	N/A
	PMO Analyst	2 Long-Term	12	4	1	1	1	0	0	N/A
	Procurement Manager	1 Long-Term	5	Deferred	N/A	N/A	N/A	N/A	N/A	N/A
	Procurement Analyst	2 Long-Term	9	Deferred	N/A	N/A	N/A	N/A	N/A	N/A
	Procurement Analyst	2 Limited-Term	7	2	1	1	1	N/A	N/A	N/A
Total		28	162	68	7	7	7	0	0	

Note: Updated counts to reflect December 20, 2019 status. 65 Individual applicants applied for multiple positions



FCED Status and Governance



Solution Overview

■ Phase 1 Solution Overview - Draft

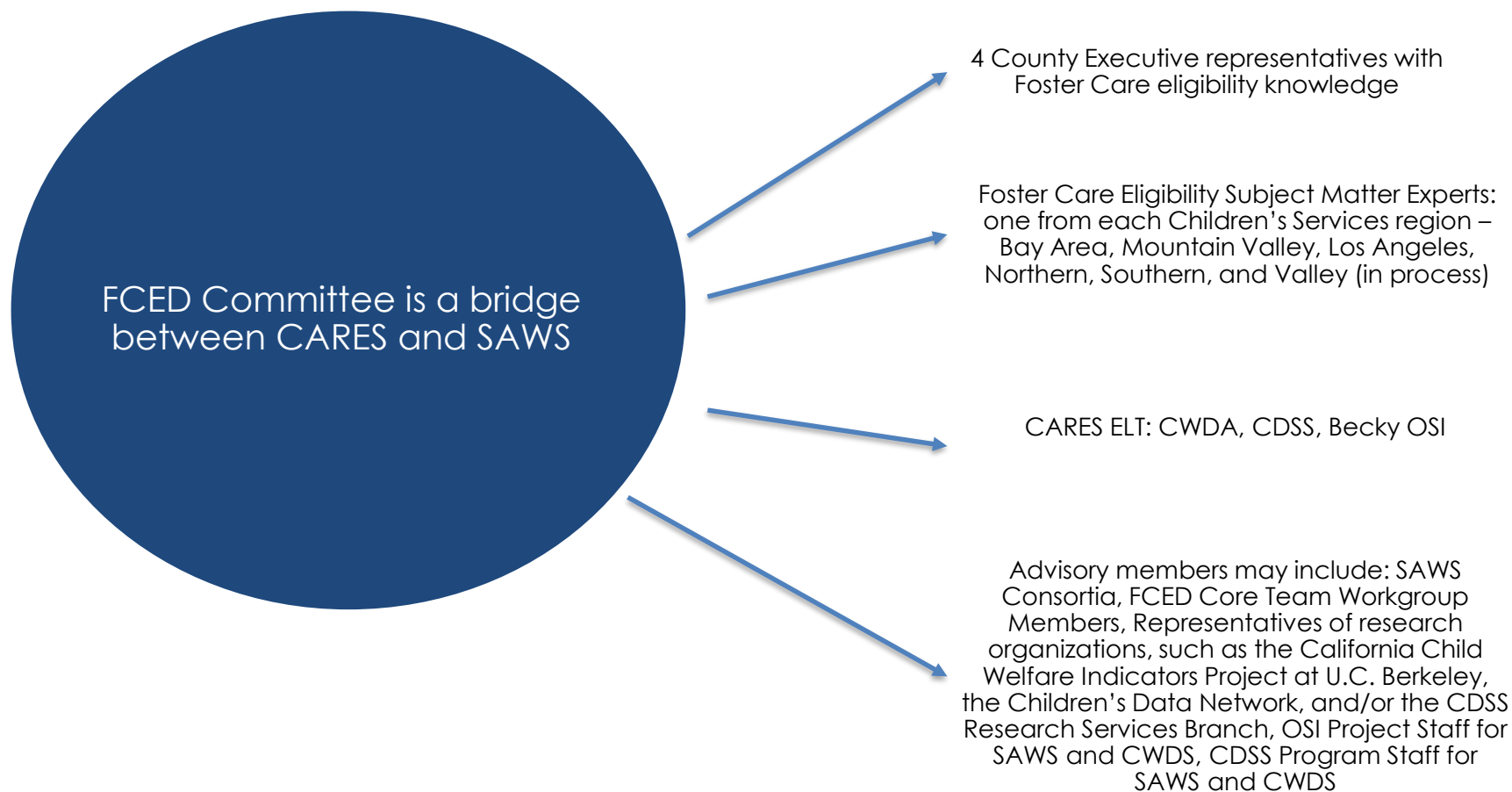
- LA County retains their current CWS/CMS interface and data mart process. The available timeline does not allow for reworking LA's business processes and other uses of the CWS/CMS file in time to have the functionality in place at the C-IV cutover, so LA's process will remain separate for Phase 1.
- 57 Counties will leverage a new CWS/CMS interface based on the LA County interface. The interface will be sent directly from the CWS/CMS System to the CalSAWS System.
- Update a subset of CalSAWS Foster Care eligibility rules.
- Update online data collection pages to add additional data elements.
- Utilize existing CalSAWS FC NOAs, forms, and reports.

Governance

- Four County Executive Representatives
 - Karen Fies – Sonoma County
 - Debra Martinez – Madera County
 - Cynthia McCoy-Miller – Los Angeles County DCFS
 - Debra Baetz – Orange County

Background (from the August 2019 PSC)

■ Committee Structure



FCED

Current Status

- CARES & CalSAWS met on 1/29/20 to review the scope of work and cost estimates for Phase 1.
- The scope of the IBM FCED file includes providing a full extract of data from applicable CWS/CMS tables and a daily file that includes data for updates made in CWS/CMS that day to CalSAWS, which differs from the previous agreement.
- IBM will revise their scope to send the requested data to CalSAWS via a transaction-based file.
- Accenture will revise their scope to receive and process the full extract data and daily update files from CWS/CMS.
- IBM is developing estimates based on the revised requirements. Target due date: 2/7/20.
- Accenture is developing estimates based on the revised requirements. Target due date: 2/7/20.

FCED

Next Steps

- Consortium and QA to review revised estimates
- CalSAWS, CARES, and vendors are schedule to meet to review the scope of work and cost estimates for Phase 1
- Convene the FCED Governance Committee
- Package Foster Care Amendment for Consortium, FCED Governance Committee and State review

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Application Development Update

- Policy



Policy Update

CalWORKs Change to Asset and Vehicle Value Limits

Policy Effective Date & State Policy Reference	C-IV/LRS Status	CalWIN Status	Implementation Details
6/1/2020 ACL 19-67	SCRs CIV-104559; CA-209360 Build Release 20.03	PPM #52484 Design March 2020	<p>The maximum asset limit for CalWORKs households will be increased from \$2,250 to \$10,000, or, for CalWORKs AUs that include at least one member who is aged 60 or older or disabled, from \$3,500 to \$15,000.</p> <p>Maximum allowed non-exempt vehicle equity value is increased from \$9,500 to \$25,000. Non-exempt vehicles with an equity value of \$25,000 or less will not be attributed to the AU's resource limits. For each motor vehicle with an equity value of more than \$25,000, the equity value in excess of \$25,000 shall be counted toward the AU's resources.</p> <p>CalSAWS Update:</p> <ul style="list-style-type: none">• CalWORKs property limit EDBC resource test rules will be updated to use the new values.• CalWORKs motor vehicle disregard rules will be updated to use new values.• Applicable forms and Notice of Actions. <p>CalSAWS County Business Impact: Train staff regarding the increased CalWORKs resource limits.</p> <p>CalWIN Update: Reference table update no other system design necessary. Targeted for March 2020 monthly release to be effective 6/1/2020.</p> <p>CalWIN County Business Impact CIT communicating release date and instructions if any county action necessary. New limits be applied to new CalWORKs applications.</p>

Policy Update

Homeless Assistance – Remove 16 Consecutive Day Requirement

Policy Effective Date & State Policy Reference	C-IV/LRS Status	CalWIN Status	Implementation Details
TBD SB 80 ACL 19-118	SCRs CIV-105386; CA-211293 Design Release tentative 20.07	PPM #52113- Design Target R62 (8/20)	<p>SB 80 repealed the rule that the 16 days of temporary HA benefits must be used on consecutive days and instead authorizes families to receive 16 cumulative days of temporary HA benefits within a 12-month period.</p> <p>CalSAWS Update: This change does not impact the C-IV System. However, a system change is required for LRS. CIT for an interim process is in progress.</p> <p>CalSAWS County Business Impact: Unknown pending design completion for SCR CIV-105386 and CA-211293.</p> <p>CalWIN Update: Proposal opened, pending design.</p> <p>Workaround/BENDs issued for 16 Non-Consecutive days issued 1/30/2020 (CIT #01-4600) Workaround/BENDs issued for AB557 cases issued 1/30/2020 (CIT #08-4402)</p> <p>CalWIN County Business Impact County business process to utilize BENDs pending automation.</p>

Policy Update

CalWORKs Income Exemptions and Income Reporting Thresholds

Policy Effective Date & State Policy Reference	C-IV/LRS Status	CalWIN Status	Implementation Details
6/1/2020 ACL 19-76	SCRs CIV-104383; CA-209033 Build Release 20.03	PPM #52733 Design R61 (5/20)	<p>SB 80 updates the CalWORKs disability-based and earned income disregards (EID) thresholds. Additionally, SB 80 simplifies the CalWORKs IRT for better alignment with the CalFresh IRT. The three-tier system will be replaced by a two-tier system. The Tier 1 IRT will remain the same.</p> <p>CalWORKs Tier 2 IRT will be replaced with the existing CalWORKs Tier 3 IRT,</p> <p>CalSAWS Update:</p> <ul style="list-style-type: none">• CalWORKs (CW) Disability Based Earned Income Disregard and CW Disability Based Unearned Income Disregard from \$225 to \$500, effective June 1, 2020.• Forms will be updated to replace Disability-Based Unearned Income (DBI) or Earned Income Disregard (EID) references from \$225 to \$500.• Replace Tier 2 with Tier 3 calculation rules effective June 1, 2020.• Forms and NOAs to reflect the new values as per policy. <p>CalSAWS County Business Impact: Train staff regarding the change to the disregard and IRT.</p> <p>CalWIN Update: Scheduled for R61 (5/20) for disregard increase and IRT value changes. Notice and form changes will be updated on a flow basis through Client Correspondence maintenance Service Requests (SRs) and projects.</p> <p>CalWIN County Business Impact Project included in Release notes and Highlights.</p>

Policy Update

2020 Federal Poverty Level Increase

Policy Effective Date & State Policy Reference	C-IV/LRS Status	CalWIN Status	Implementation Details
Jan- April 2020 Draft ACWDL received on 1/6/2020	CIV- 105301/CA- 211064 Design Release 20.02 CIV- 105302/CA- 211066 Design Release 20.02	PPM #54057 Design Target March 2020	<p>Many assistance programs use Federal Poverty Limits/Levels to set eligibility criteria. The limits are annual and derive from numbers updated in the Federal Register by the U.S Department of Health and Human Services.</p> <p>CalSAWS Update:</p> <ul style="list-style-type: none">• Add the update FPL values to the systems on 2/19/2020• Run EDBC for the C-IV System on 3/7/2020. The C-IV System will be down on this day.• Run EDBC for LRS on 3/6/2020. System down time is not required. Note: EDBC will be run for January, February, March and April benefit months <p>CalSAWS County Business Impact: Manually process the cases not processed in the batch EDBC</p> <p>CalWIN Update: Proposal opened and planning activities for the COLA process will begin late January and first part of February. Targeted to run 3/7-8/2020</p> <p>CalWIN County Business Impact: Manually process the cases not processed in the batch EDBC</p> <p>-Continued on next slide-</p>



Procurement Update

- Portal/Mobile RFP
 - CalWIN OCM & Training
 - Central Print
-

CalSAWS Statewide Portal/Mobile Application

Timeline

PROCUREMENT EVENT	DATE
Released RFP	November 4, 2019
Conducted Bidder's Conference Sacramento County Department of Human Assistance	November 20, 2019 10:30am - 12:00pm
Published RFP Addendum 1 Based on 14 Vendor Questions and Answers	November 26, 2019
Published RFP Addendum 2 and Responses to 141 Vendor Questions	December 12, 2019
Published RFP Addendum 3 Based on Advocate Recommendations	January 9, 2020
Contractor Proposal Due Date	January 22, 2020
Evaluate Proposals and Prepare Vendor Selection Report	January 23 – April 21, 2020
Consortium Issues Notice of Intent to Award	April 22, 2020
Contract Negotiations	April 27 – May 5, 2020
State, Federal and JPA Board of Directors 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

Timeline

PROCUREMENT EVENT	DATE
Released RFP	December 17, 2019
Conducted Bidder's Conference Sacramento County Department of Human Assistance	January 7, 2020
Bidder Questions Due	January 7, 2020
Consortium Response to Bidder Questions by	January 24, 2020
Release RFP Addendum 1 Based on CalSAWS Schedule	January 27, 2020
Bidder Questions Due	February 4, 2020
Consortium Response to Bidder Questions by	February 12, 2020
Contractor Proposal Due Date	March 23, 2020
Evaluate Proposals and Prepare Vendor Selection Report	March 24 – July 16, 2020
Consortium Issues Notice of Intent to Award	July 17, 2020
Contract Negotiations	July 21 – 31, 2020
State, Federal and Consortium JPA Board of Directors Approval of Agreement	August 5 – October 30, 2020
Planned Start Date of CalWIN Contractor	November 2, 2020

Central Print Procurement

Timeline

PROCUREMENT EVENT	DATE
Develop Requirements and RFP	January 21 – March 19, 2020
Consortium RFP Review and Approval	March 20 – April 1, 2020
State RFP Review and Approval	April 2 – 20, 2020
Federal RFP Review and Approval	April 21 – June 22, 2020
RFP Release	June 23, 2020
Bidder's Conference	July 1, 2020
Contractor Proposal Due Date	August 21, 2020
Evaluate Proposals and Prepare Vendor Selection Report	August 24 – October 23, 2020
Consortium Issues Notice of Intent to Award	October 26, 2020
Contract Negotiations	October 28 – November 4, 2020
State, Federal and Consortium JPA Board of Directors Approval of Agreement	November 6, 2020 – February 12, 2021
Planned Start Date of Central Print Contractor	February 20, 2021

Adjourn Meeting

