# CalSAWS | Project Steering Committee Meeting

May 21, 2020

# 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 April 16, 2020 PSC Meeting and review of Action Items.

# Informational Items

# CalSAWS Project Response to COVID-19 Pandemic

# CalSAWS Response Fast Facts 1

## Automation Summary - Completed

- Goal: Continue benefits for Customers
- Key Actions completed to date:
    - Deactivated batch discontinuance sweeps (CF, CW, MC, LA County GR, CMSP)- *C-IV and CalSAWS*
    - Placed system "Batch exceptions" to prevent negative actions- *CalWIN*
    - Deactivated batch processes that would discontinue cases that reach their 48-month time clock- *C-IV and LRS/CalSAWS*
    - Ran SQL processes to prevent discontinuances for 48-month time clock- *CalWIN*
    - For CF/CW cases that had not returned RE packets/SAR 7s in March, continued to issue April benefits
    - Suppressed May CW/CF RE packets, SAR 7s (CW/CF), QR 7s (LA County GR) and did not send these to the customers (nor post to the portals)
    - Suppressed REs and Annual Agreements (CF, CW, LA County GR, CAPI)- *C-IV and CalSAWS*
    - Sent CW/CF RE packets for the June submit month

# CalSAWS Response Fast Facts 1

## Automation Summary - Completed

- Issued CF supplements for March and April to bring CF households to the maximum allotment for their household size on April 11, 2020

| System | Month | # of Cases | Total Amount |
|--------|-------|------------|--------------|
| CalSAWS | March | 392,590 | $62.5M |

| System | Month | # of Cases | Total Amount |
|--------|-------|------------|--------------|
| C-IV | March | 379,233 | $69.1M |

| System | Month | # of Cases | Total Amount |
|--------|-------|------------|--------------|
| CalWIN | March | 547,331 | $91.3M |

# CalSAWS Response Fast Facts 1

## Automation Summary - Completed

- 2nd round of Emergency Allotments for March and April benefit months on May 9, 2020

| System | Month | # of Cases | Total Amount |
|---|---|---|---|
| CalSAWS | March | 17,005 | $ 4.28M |
| | April | 426,728 | $67.3M |
| | Total | 443,733 | $71.6M |

| System | Month | # of Cases | Total Amount |
|---|---|---|---|
| C-IV | March | 10,834 | $ 3.06M |
| | April | 400,659 | $72.9M |
| | Total | 411,494 | $76.0M |

| System | Month | # of Cases | Total Amount |
|---|---|---|---|
| CalWIN | March | 9,022 | $2.4M |
| | April | 551,691 | $95.1M |
| | Total | 560,713 | $97.5M |

# CalSAWS Response Fast Facts 2

## Automation Summary – In Process

- Key Actions in process (both Systems):
  - Issue CF supplements for May to bring CF households to the maximum allotment for their household size
  - Reactivate CF/CW RE discontinuance sweeps
  - Reactivate CW 48 Month Time Clock discontinuance sweep
  - Turn off 407 lack of supportive services good cause process
  - Enable June CW/CF SAR 7 generation job and packets
  - Enable June GA/GR SAR 7 generation job and packets

| CalSAWS System Status | Count of SCRs |
|---|---|
| New | 13 |
| In Process | 19 |
| In Production | 44 |
| Total | 76 |

| C-IV System Status | Count of SCRs |
|---|---|
| New | 12 |
| In Process | 17 |
| In Production | 37 |
| Total | 66 |

# CalSAWS Response Fast Facts 2

## Automation Summary – In Process

- Key Actions in process CalWIN:
  - Issue CF supplements for May to bring CF households to the maximum allotment for their household size
  - Batch process for CW/CF renewal jobs added back to schedule
  - Batch job for CW 48 Month Time Clock discontinuance rescheduled
  - Enable June CW/CF SAR 7 generation job and packets
  - Enable June GA/GR SAR 7 generation job and packets

| Proposals/Change Orders | Counts |
|---|---|
| PPM Proposals | 14+ to date |
| Change Orders | 25 active (several are for County specific GA/GR requests) |

# COVID-19 Medi-Cal Discussion

# Delaying Medi-Cal Renewals due to Public Health Emergency

- DHCS is extending the delay of processing Medi-Cal annual redeterminations, discontinuances and negative actions for Medi-Cal, Medi-Cal Access Program (MCAP), Medi-Cal Access Infant Program (MCAIP), and County Children's Health Initiative Program (CCHIP) through August 31, 2020.

- DHCS is communicating/working with SAWS, Counties, and CWDA, to continue the following through Medi-Cal August 2020 Renewals:

  - Proceed with MAGI Medi-Cal auto ex-parte renewals for August 2020;
  - Continue sending out MAGI Medi-Cal renewal packets to beneficiaries that failed the ex-parte process for August 2020;
  - Continue to suspend batch discontinuances and negative actions as instructed in DHCS MEDIL 20-07 and MEDIL 20-08;
  - Suspend processing of all Medi-Cal renewal packets at the county level.
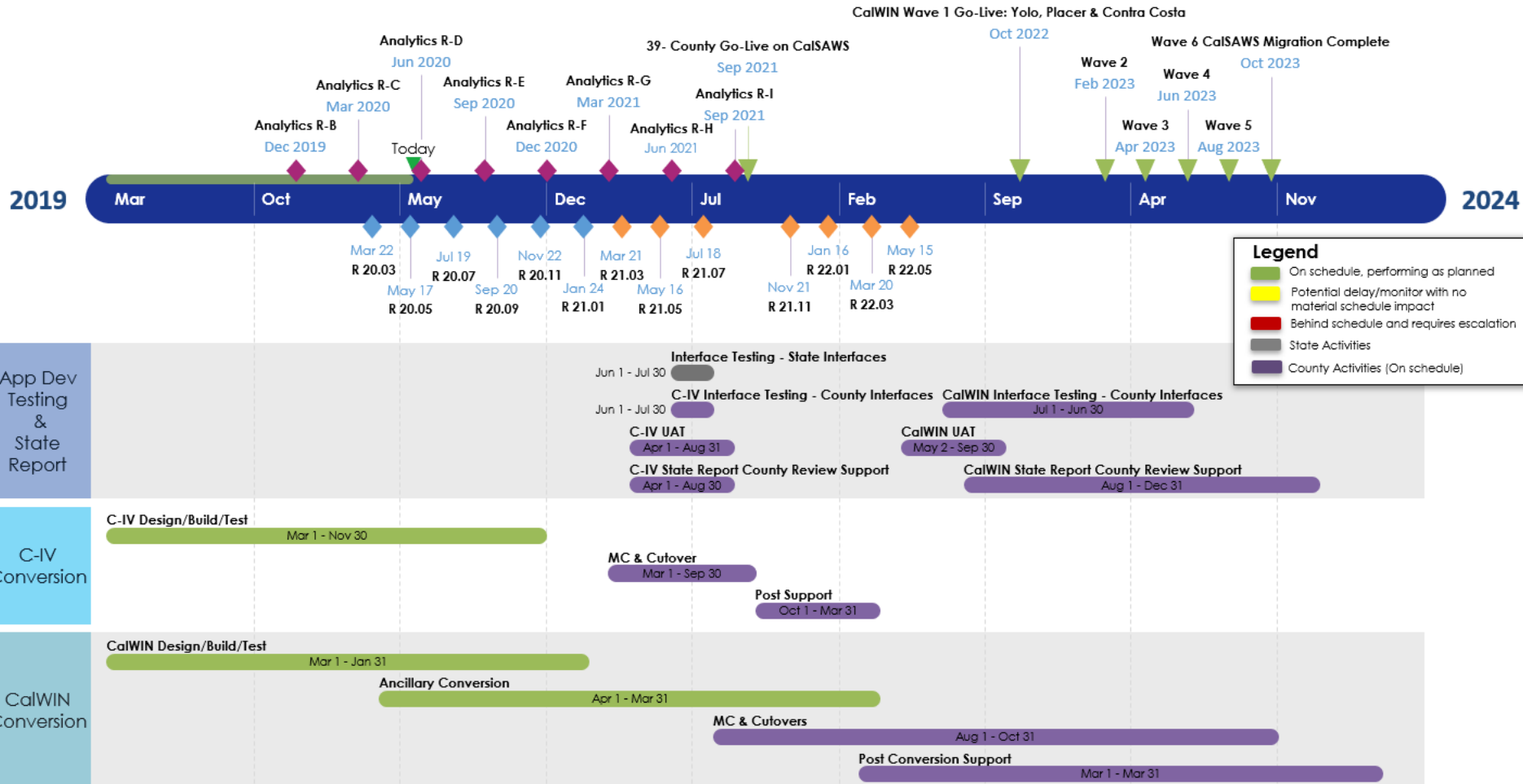
# CalSAWS Budget – May Revise
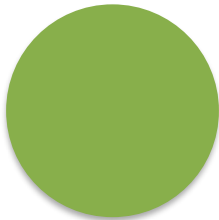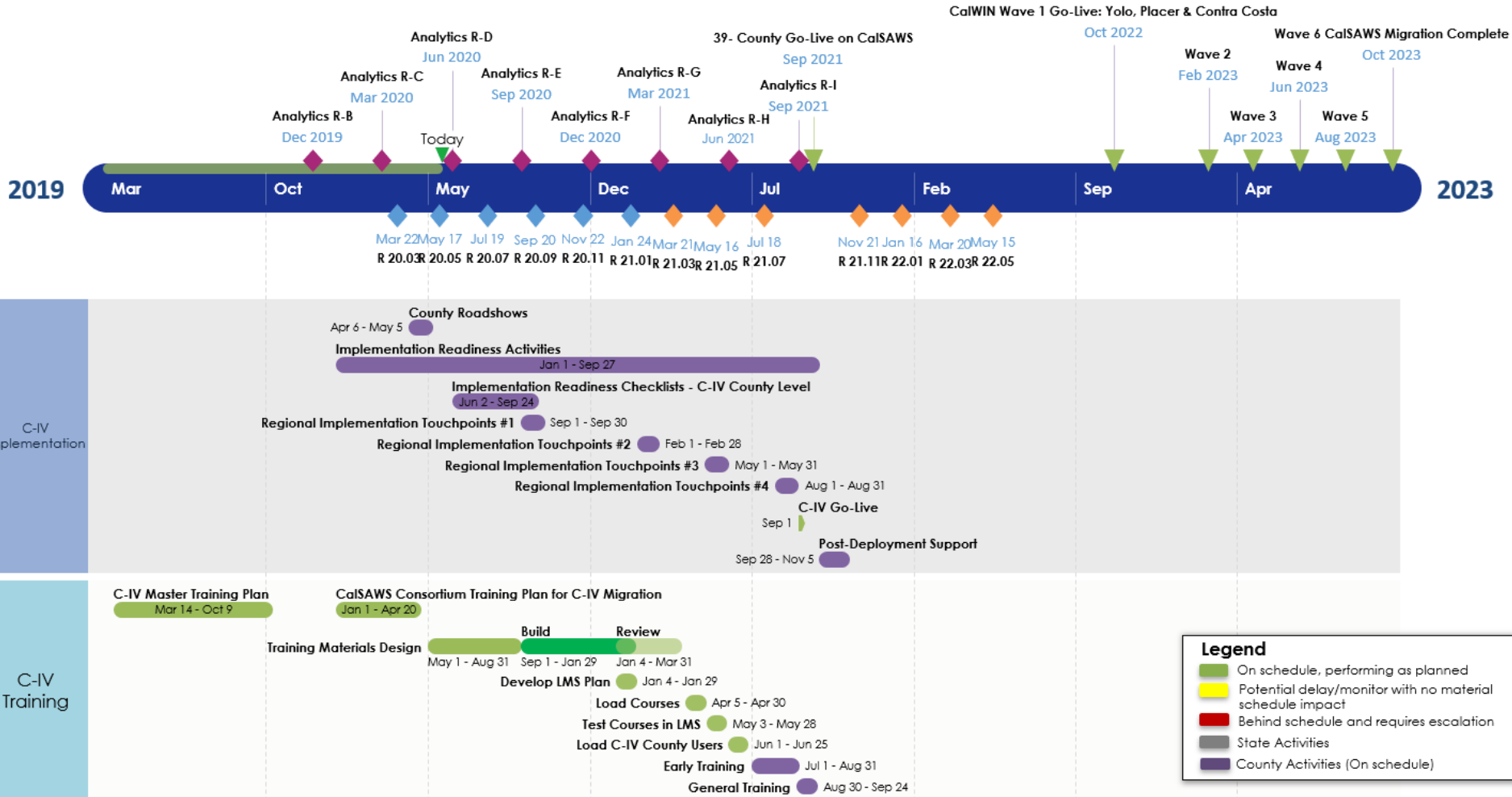
# CalSAWS Project Gantt Chart Update

# CalSAWS Project Gantt

## High Level Overview – App-Dev & Conversion



CalWIN Wave 1 Go-Live: Yolo, Placer & Contra Costa
Oct 2022

Wave 6 CalSAWS Migration Complete
Oct 2023

39- County Go-Live on CalSAWS
Sep 2021

Analytics R-D — Jun 2020
Analytics R-C — Mar 2020
Analytics R-E — Sep 2020
Analytics R-G — Mar 2021
Analytics R-I — Sep 2021
Analytics R-B — Dec 2019
Analytics R-F — Dec 2020
Analytics R-H — Jun 2021
Today

Wave 2 — Feb 2023
Wave 4 — Jun 2023
Wave 3 — Apr 2023
Wave 5 — Aug 2023

2019 — Mar — Oct — May — Dec — Jul — Feb — Sep — Apr — Nov — 2024

Mar 22 — R 20.03
May 17 — R 20.05
Jul 19 — R 20.07
Sep 20 — R 20.09
Nov 22 — R 20.11
Jan 24 — R 21.01
Mar 21 — R 21.03
May 16 — R 21.05
Jul 18 — R 21.07
Nov 21 — R 21.11
Jan 16 — R 22.01
Mar 20 — R 22.03
May 15 — R 22.05

### Legend
- On schedule, performing as planned
- Potential delay/monitor with no material schedule impact
- Behind schedule and requires escalation
- State Activities
- County Activities (On schedule)

### App Dev Testing & State Report

Interface Testing - State Interfaces — Jun 1 - Jul 30
C-IV Interface Testing - County Interfaces — Jun 1 - Jul 30
CalWIN Interface Testing - County Interfaces — Jul 1 - Jun 30
C-IV UAT — Apr 1 - Aug 31
CalWIN UAT — May 2 - Sep 30
C-IV State Report County Review Support — Apr 1 - Aug 30
CalWIN State Report County Review Support — Aug 1 - Dec 31

### C-IV Conversion

C-IV Design/Build/Test — Mar 1 - Nov 30
MC & Cutover — Mar 1 - Sep 30
Post Support — Oct 1 - Mar 31

### CalWIN Conversion

CalWIN Design/Build/Test — Mar 1 - Jan 31
Ancillary Conversion — Apr 1 - Mar 31
MC & Cutovers — Aug 1 - Oct 31
Post Conversion Support — Mar 1 - Mar 31

# CalSAWS Project Gantt
## High Level Overview - C-IV & Implementation

# Forms Strategy Discussion

- CCP7

# Forms Discussion

## State and County Forms Topics

- Introduction

- Background

- Objective/Approach

- State Forms

- CalSAWS Non-State/County Forms Approach

- County Processes

# Forms Discussion

## 58 County Approach

**Introduction**:

Client Correspondence is a key component of the CalSAWS System.  This correspondence has typically been characterized as State forms, Non-State forms, and County forms.  This presentation will focus on the approach for maintaining all such correspondence in the CalSAWS System.

# State Forms

## 58 County Approach

**Background**:  CalSAWS has a requirement to have one set of state forms available within the system. State forms are items such as Notices of Action, State Reports, state issued program forms such as SAR 7, SAWS 2 Plus, MC 176, WTW 2, etc. Historically, many State forms have allowed for substitutions.  As a result, there may be differences in versions and language used in State forms across the counties/systems today.

**CalSAWS Proposed Approach**:

- It is imperative that CalSAWS maintain a single set of approved State Forms. This reduces maintenance and keeps the system aligned to approved state policy. There are challenges to this approach such as Substitution Language options. A proposed approach is described below as well as background on existing systems as-is approach.

# State Forms

## 58 County Approach

The remainder of this section focuses the approach to implementing the objective.  These include:

- Substitution Language Approach
- Naming Convention Approach

# State Forms

## 58 County Approach – Substitution Language

- **Proposed Substitution Language Approach**:

Given that all counties will use the CalSAWS system, the goal is that during the draft State Letter process the counties will provide input on language and the official language will be adjusted, as necessary, prior to final publishing to meet county needs.

| If substitution language… | Then… |
|---|---|
| Is requested by the CalSAWS counties (58 agree), after the final State letter is published, and approval is received from the appropriate state agency, | the state form will be updated with the new language in SAWS after an updated State Letter is published. |
| Is permitted and is requested by an individual county, | the county follows internal processes for approval and those forms will be available from County maintained sources and staff are instructed to use them accordingly.* |

*See also Non-state/County Forms approach

# State Forms

## 58 County Approach - Naming Conventions

**Proposed Future CalSAWS Naming Conventions**:

- CalSAWS form names will be aligned with the state issued form names, whenever possible, as new forms are added and as forms require updates.

- Examples:

| State Form Name | SAWS Form Name |
|---|---|
| SAR 7 | SAR 7 |
| SAWS 2 PLUS | SAWS 2 PLUS |

Notes:

1. To reduce maintenance, the stored form name will not include the revision date, however the form, when viewed by the user or recipient, will include the revision date.

2. Notices of Action (NOA) are automated using a standard template and message snippet technology. Many CalSAWS NOA will not have individual form names.

# CalSAWS Non-State or County Forms Approach

# Non-State/County Forms in CalSAWS

## 58 County Approach

**CalSAWS Proposed Approach:** Have one set of Non-State/County forms in the System. These forms will be agreed on in the CalSAWS Correspondence Committee.

The initial work on this topic was completed in the Non-State Forms Functional Design Sessions (FDS).

At this time the Non-State forms from FDS are being evaluated by State agencies to transform them into State forms.

Individual County forms will be maintained by the counties and not included in CalSAWS. With some exceptions (GA/GR)/current LA County forms.

Note: The CalSAWS Imaging System will allow counties to easily save/upload county forms into CalSAWS with a "print to CalSAWS" option.

# Non-State/County Forms – Deep Dive

## 58 County Approach – Functional Design Outcome

**113** – The total number of requirements

- **5** - The number of requirements that are not related to specific form, but are overarching system functionality requirements, such as naming conventions and languages.

**108** – The number of requirements related to specific forms.

- 9 – The number of requirements related to implementing state forms into CalSAWS. This is as a result of the counties agreeing to use that State form rather than a similar Non-State form.
- 1 – State form is being migrated from C-IV. (Migrate State form)
- 17 – The number of requirements related to migrating forms currently being used in C-IV, this includes the state form described above. (Migrate from C-IV)
- 17 – The number of requirements related to migrating forms currently being used in C-IV that have significant changes being made to them. (Migrate with Changes)
- 40 – The number of forms being added to CalSAWS. Most forms are based on a form currently being used in one of the California Counties (Add)
- 24 – The number of forms that already exist in LRS today and will be updated to meet the needs of 58 Counties. (Update from LRS)

Each category of forms will be sent to the state on a flow basis

# Non-State Forms Review Approach

## State/Stakeholder Participation

In order to complete state and stakeholder review of Non-State Forms the following approach has been developed.

On a flow basis:

1. Forms will be shared with the State partners
2. State partners will:
   - Review/approve
   - Determine if it makes sense to create an official state form
   - Send forms for Stakeholder review

# Non-State/County Forms

## Next Steps

- Continue to send forms from Functional Design Sessions to the State on a flow basis
- Sample timeline below including Advocate review

| Group | Task | Owner | Status | Duration (workdays) | Start | Finish | 4/20/2020 (1) | 4/27/2020 (2) | 5/4/2020 (3) | 5/11/2020 (4) | 5/18/2020 (5) | 5/25/2020 (6) | 6/1/2020 (7) | 6/8/2020 (8) | 6/15 (9) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Weeks | | | | | | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| Design timeframes | Release 20.09 | | | | | | | | | | | | | | |
| | Release 20.11 | | | | | | | | | | | | | | |
| | Release 21.01 | | | | | | | | | | | | | | |
| | Release 21.03 | | | | | | | | | | | | | | |
| State Forms | Confirm Changes to CW 74 | CDSS | In-Process | | 4/21/2020 | 4/28/2020 | | | | | | | | | |
| | Update and reissue State form | CDSS | Not-Started | ? | ? | | | | | | | | | | |
| | | | | | | | | | | | | | | | |
| Migrate C-IV Forms | Generate samples of the forms | CalSAWS | Completed | 1 | 4/21/2020 | 4/21/2020 | | | | | | | | | |
| (17 forms) | Send samples to CDSS and DHCS | CalSAWS | Completed | 1 | 4/21/2020 | 4/21/2020 | | | | | | | | | |
| Release 20.11 | Review forms | CDSS | Not Started | 5 | 4/22/2020 | 4/28/2020 | | | | | | | | | |
| | Review forms | CDSS | Not Started | 5 | 4/22/2020 | 4/28/2020 | | | | | | | | | |
| | Review State Commentary (weekly meeting - assume every Tuesday) | | Not Started | 1 | 4/28/2020 | 4/28/2020 | | | | | | | | | |
| | Make requirement updates, as needed | CalSAWS | Not Started | 3 | 4/29/2020 | 5/1/2020 | | | | | | | | | |
| | Send updated requirements to CDSS. ** Samples will not be updated ** | CalSAWS | Not Started | 1 | 5/1/2020 | 5/1/2020 | | | | | | | | | |
| | Send forms to Advocates for review | CDSS | Not Started | 1 | 5/1/2020 | 5/1/2020 | | | | | | | | | |
| | Advocate Review | Advocates | Not Started | 10 | 5/4/2020 | 5/15/2020 | | | | | | | | | |
| | Review advocate feedback | State and CalSAWS | Not Started | 5 | 5/18/2020 | 5/22/2020 | | | | | | | | | |
| | Confirm updates to requirements/forms | State and CalSAWS | Not Started | 2 | 5/25/2020 | 5/26/2020 | | | | | | | | | |
| | Finalize requirements | CalSAWS | Not Started | 2 | 5/27/2020 | 5/28/2020 | | | | | | | | | |
| | Transitions requirements to Design | CalSAWS | Not Started | 1 | 5/29/2020 | 5/29/2020 | | | | | | | | | |

Sample

# Non State/County Forms in CalSAWS

## Individual County Forms Exceptions

Individual County forms will be maintained as they relate to the GA/GR programs. Other individual county forms will be phased out over time.

As-Is State:
- LA County/LRS – GA/GR Forms are available in LRS
- CalWIN Counties – GA/GR Forms are available in CalWIN
- C-IV Counties – Limited set of GA/GR Forms are available in C-IV

To-Be State:
- LA County – no change
- All CalWIN GA/GR NOAs and forms will reside in a re-platformed version of the HP Exstream tool.
- C-IV Counties – no change until they opt in to the GA/GR functionality, then process for adding County forms and NOAs will be determined.

# Non-State/County Forms in CalSAWS
## CCP7

- The current CCP 7 (Child Care Form) has a permitted substitute for LA County.

- The Child Care Committee is meeting, including the State, on 5/27 to determine if this form could become the new state form for all counties.

- As we identify other substitute permitted forms in the System, we'll work with the appropriate committees to attempt to create a state form that can be used across all counties.

# GA/GR Timeline/Update

# GA/GR Update

## Current Status

- GA/GR scope was approved as part of the March Board meeting

- Requirements and system change requests logged in the project tracking tool, JIRA

- Internal Project kick off was held on April 14, 2020
  - "One Team" – Consortium, Accenture, DXC, and ClearBest

- GA/GR CalSAWS Committee kick off was held on May 7, 2020. Topics included:
  - GA/GR solution
  - Draft release plan, inclusive of design, committee review, build, and test timeframes
  - Future meeting frequency

# GA/GR Update
## Solution Recap
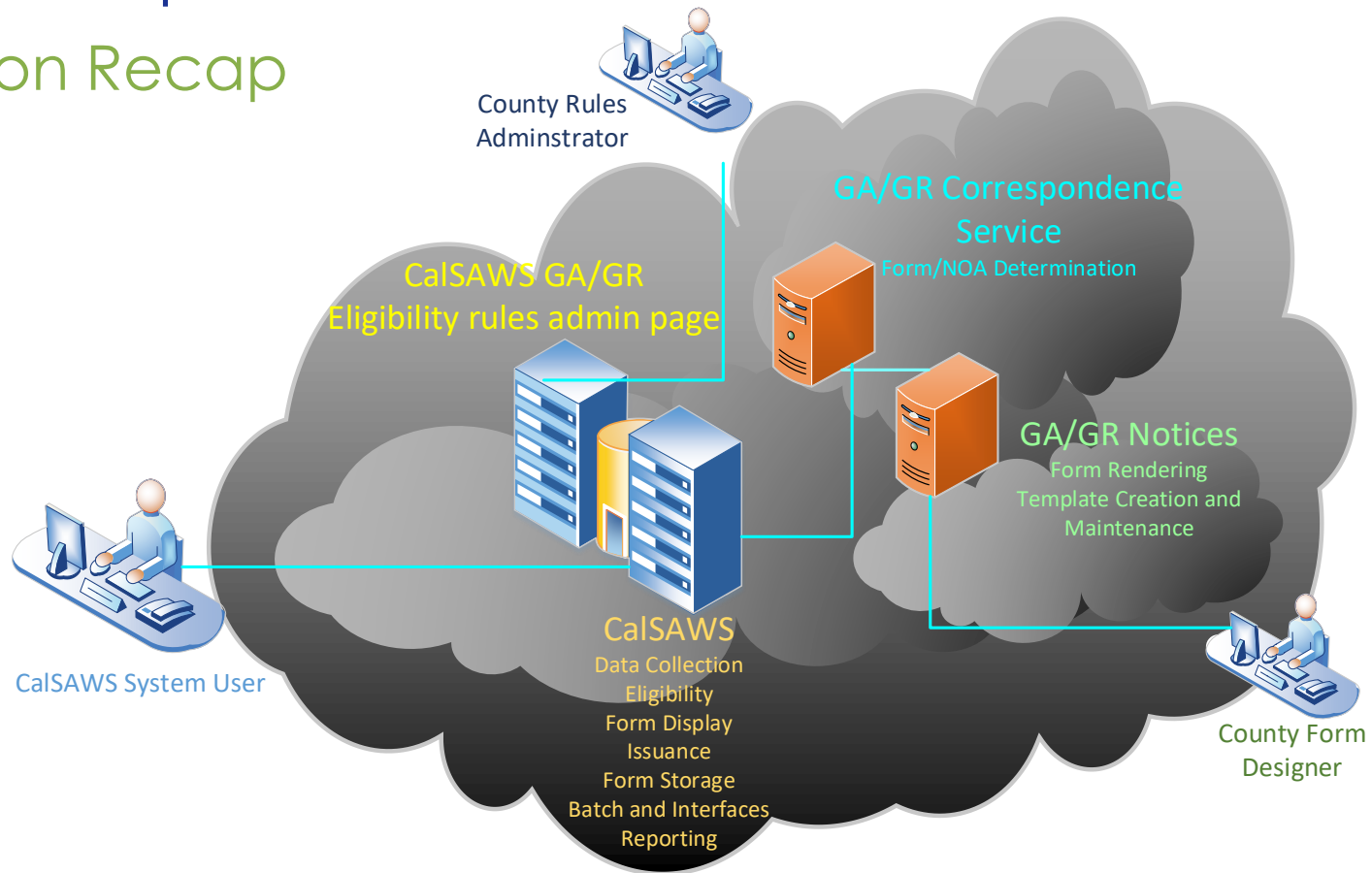


- GA/GR eligibility rules would be incorporated into CalSAWS in the same manner as LRS
  - This results in the use of the CalSAWS business rules engine and the potential re-use of similar rules across multiple counties.
- External Notices Service, seeded with replatformed CalWIN GA/GR Correspondence

# GA/GR Update

## Solution Recap

- No change to LA County GA/GR Solution
- Leverage components of existing LRS functionality
  - MEDS interface updates
  - GA 237
- Leverage components of existing C-IV managed GA program
  - Manual EDBC
  - Fiscal integration
- Leverage components of existing CalWIN functionality
  - Replatform existing Client Correspondence into a new, correspondence service in the cloud
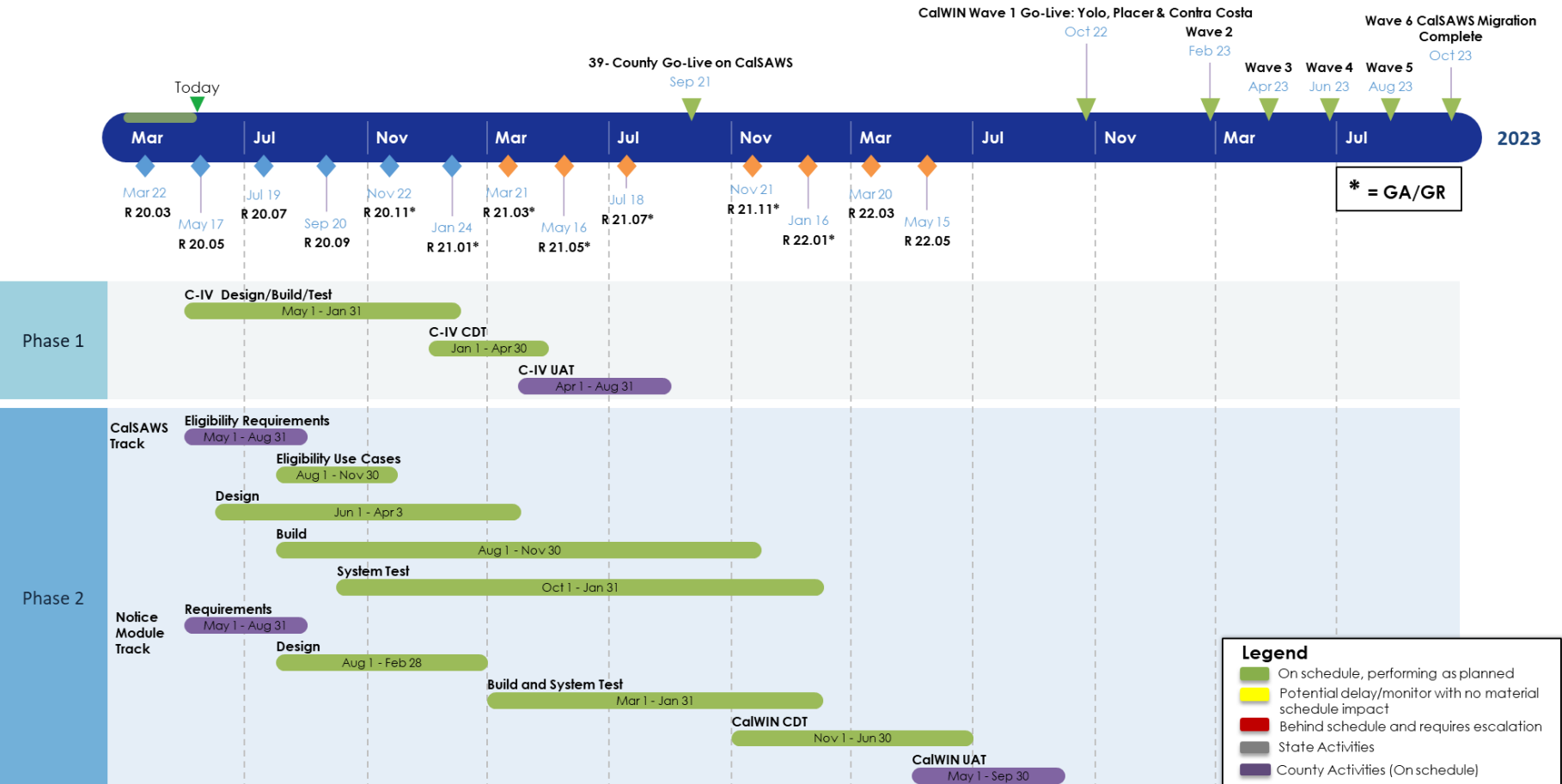
# GA/GR Update

## Draft Release Plan

| Category | Description |
|---|---|
| Phase 1 - C-IV County Migration (Releases 20.11-21.03) | • Implement GA/GR components for the C-IV counties<br>• Support fiscal processing/ issuance through CalSAWS<br>• Generate the GA 237 for the 39 counties<br>• Send GA transactions to MEDS |
| Phase 2 - CalWIN County Migration (Releases 21.05-22.01) | • Implement CalWIN Counties rules and integrate with GA Correspondence service |

# GA/GR Update
## Draft Release Plan



**CalWIN Wave 1 Go-Live: Yolo, Placer & Contra Costa**
Oct 22

**39- County Go-Live on CalSAWS**
Sep 21

Today

**Wave 2** Feb 23
**Wave 3** Apr 23
**Wave 4** Jun 23
**Wave 5** Aug 23
**Wave 6 CalSAWS Migration Complete** Oct 23

| Mar | Jul | Nov | Mar | Jul | Nov | Mar | Jul | Nov | Mar | Jul | 2023 |
|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|

Mar 22 **R 20.03**
May 17 **R 20.05**
Jul 19 **R 20.07**
Sep 20 **R 20.09**
Nov 22 **R 20.11***
Jan 24 **R 21.01***
Mar 21 **R 21.03***
May 16 **R 21.05***
Jul 18 **R 21.07***
Nov 21 **R 21.11***
Jan 16 **R 22.01***
Mar 20 **R 22.03**
May 15 **R 22.05**

**\* = GA/GR**

### Phase 1

**C-IV Design/Build/Test** — May 1 - Jan 31
**C-IV CDT** — Jan 1 - Apr 30
**C-IV UAT** — Apr 1 - Aug 31

### Phase 2

**CalSAWS Track**
**Eligibility Requirements** — May 1 - Aug 31
**Eligibility Use Cases** — Aug 1 - Nov 30
**Design** — Jun 1 - Apr 3
**Build** — Aug 1 - Nov 30
**System Test** — Oct 1 - Jan 31

**Notice Module Track**
**Requirements** — May 1 - Aug 31
**Design** — Aug 1 - Feb 28
**Build and System Test** — Mar 1 - Jan 31
**CalWIN CDT** — Nov 1 - Jun 30
**CalWIN UAT** — May 1 - Sep 30

**Legend**
- On schedule, performing as planned
- Potential delay/monitor with no material schedule impact
- Behind schedule and requires escalation
- State Activities
- County Activities (On schedule)

# GA/GR Update

## Next Steps

- Continue to refine the release plan
- Develop a county engagement plan
- Complete C-IV GA managed design
- Continue documenting as-is CalWIN eligibility requirements and use cases
- Continue documenting GA/GR notice requirements

# CalSAWS Roadshows Update

# Implementation Readiness at PSC

## What we Presented at the April PSC:

- Updates on the following:
  - Timeline for ongoing county engagement
  - Roadshow participation and summary outcomes
  - Next Steps

## What we Heard:

- Interest in information on the following:
  - Details on specific county engagement activities
  - Confirmation of Roadshow dates

## What we are Presenting this month:

- Where are we now?
- Highlights of completed Roadshows
- Next Steps

# CalSAWS Project Timeline Snapshot
## C-IV Implementation & Change Management

**CalWIN Wave 1 Go-Live-**
**Placer and Yolo**
Oct 22

**39- County Go-Live on CalSAWS**
Sep 21

**Wave 6 CalSAWS Migration Complete**

**Wave 2** **Wave 3** **Wave 4** **Wave 5** Oct 23
Feb 23 Apr 23 Jun 23 Aug 23

| Jan | May | Sep | 2021 | May | Sep | 2022 | May | Sep | 2023 | May | Sep | 2023 |

Mar 22 May 17 Jul 19 Sep 20 Nov 22 Jan 24 Mar 21 May 16 Jul 18 — Nov 21 Jan 16 Mar 20 May 15
20.03 20.05 20.07 20.09 20.11 21.01 21.03 21.05 21.07 — 21.11 22.01 22.03 22.05

**Implementation Readiness Activities**
Jan 1 - Sep 27

**Implementation Readiness Checklists - Project Level**
Jan 1 - Sep 27

**Change Readiness Assessment Planning & Execution**
Jan 1 - Oct 29

May 4 **PPOC Survey**

May 11 – May 18 **County Roadshows**

**CRFI IPOC Identification** **Monthly Implementation Readiness Checkpoints w/ IPOCs**
May 25 - Jun 8 Jun x - Sep 2

**Implementation Readiness Checklists - C-IV County Level**
Jun 2 - Sep 24

**CRFI TPOC Identification**
Sep 14 - Sep 25

**CRFI Change Network Identification**
Sep 14 - Sep 25

**Monthly Implementation Readiness Checkpoints w/ IPOCs, TPOC, Change Network**
Oct 6 - Feb 2

**Monthly Change Network Meetings**
Oct 20 - Oct 21

**Bi-Monthly Implementation Readiness Checkpoints**
Mar 2 - Jul 20

**Weekly Implementation Readiness Checkpoints**
Aug 3 - Sep 17

**Daily Post-Deployment Stakeholder Call**
Sep 21 - Nov 1

**Post-Deployment Support**
Sep 21 - Nov 1

*Note: CalSAWS CalWIN training and implementation activities will be addressed as part of the CalSAWS Implementation Support procurement.*

**Legend**
- On schedule, performing as planned
- Potential delay/monitor with no material schedule impact
- Behind schedule and requires escalation
- State Activities
- County Activities (On schedule)

# Implementation Readiness

## Implementation Readiness Meetings

| Implementation Readiness Meeting Details | | | |
|---|---|---|---|
| Meeting | Begin Date | Frequency | Participants |
| **Pre-Deployment** | | | |
| Implementation County Roadshows | May 2020 | 4 Sessions | County Directors, SMEs, Supervisors, Decision-makers |
| Internal Pre-meet to Readiness Checkpoints | T-16 Months May 2020 | Monthly | Implementation Team, RMs |
| Monthly Implementation Readiness Checkpoint | T-14 Months July 2020 | Monthly | Implementation Team/Training, RMs, IPOCs |
| Meet your Region's Project Implementation Staff | T-13 Months August 2020 | 5 Sessions, one for each region | ISS Leads, Implementation Coordinators, RMs, IPOCs |
| Monthly Implementation Readiness Checkpoint (added participants) | T-11 Months October 2020 | Monthly | Implementation Team/Training, RMs, IPOCs, TPOCs, CNCs |
| Bi-Monthly Implementation Readiness Checkpoint | T-6 Months March 2021 | Bi-monthly | Implementation Team/Training, RMs, IPOCs, TPOCs, CNCs |
| Weekly Implementation Readiness Checkpoint | T-1 Month August 2021 | Weekly | Implementation Team/Training, RMs, IPOCs, TPOCs, CNCs |
| **Post-Deployment** | | | |
| Daily Post Deployment Stakeholder Call | September 2021 | Daily (30 Business Days) | Implementation Team/Training, RMs, IPOCs, TPOCs, & County Stakeholders |

# Implementation Roadshow

## Roadshow Dates and Attendance

| Roadshow Dates | Attendance |
| --- | --- |
| Monday May 11th, 2020 | 80 Attendees |
| Tuesday May 12th, 2020 | 77 Attendees |
| Thursday May 14th, 2020 | 58 Attendees |
| Monday May 18th, 2020 | 72 Attendees |

- Microsoft Teams was used to conduct all four (4) virtual Roadshow sessions
- Each roadshow session was scheduled for three (3) hours
- Poll Everywhere, a real-time polling tool, was used to engage the audience
  - Results from Roadshow polls will be included in the June PSC meeting
- All 58 Counties were invited, as well as OSI and CalSAWS Project leadership
- Attendance above is anticipated based on responses to CRFI

# Implementation Roadshow

## Roadshow Attendance by Region
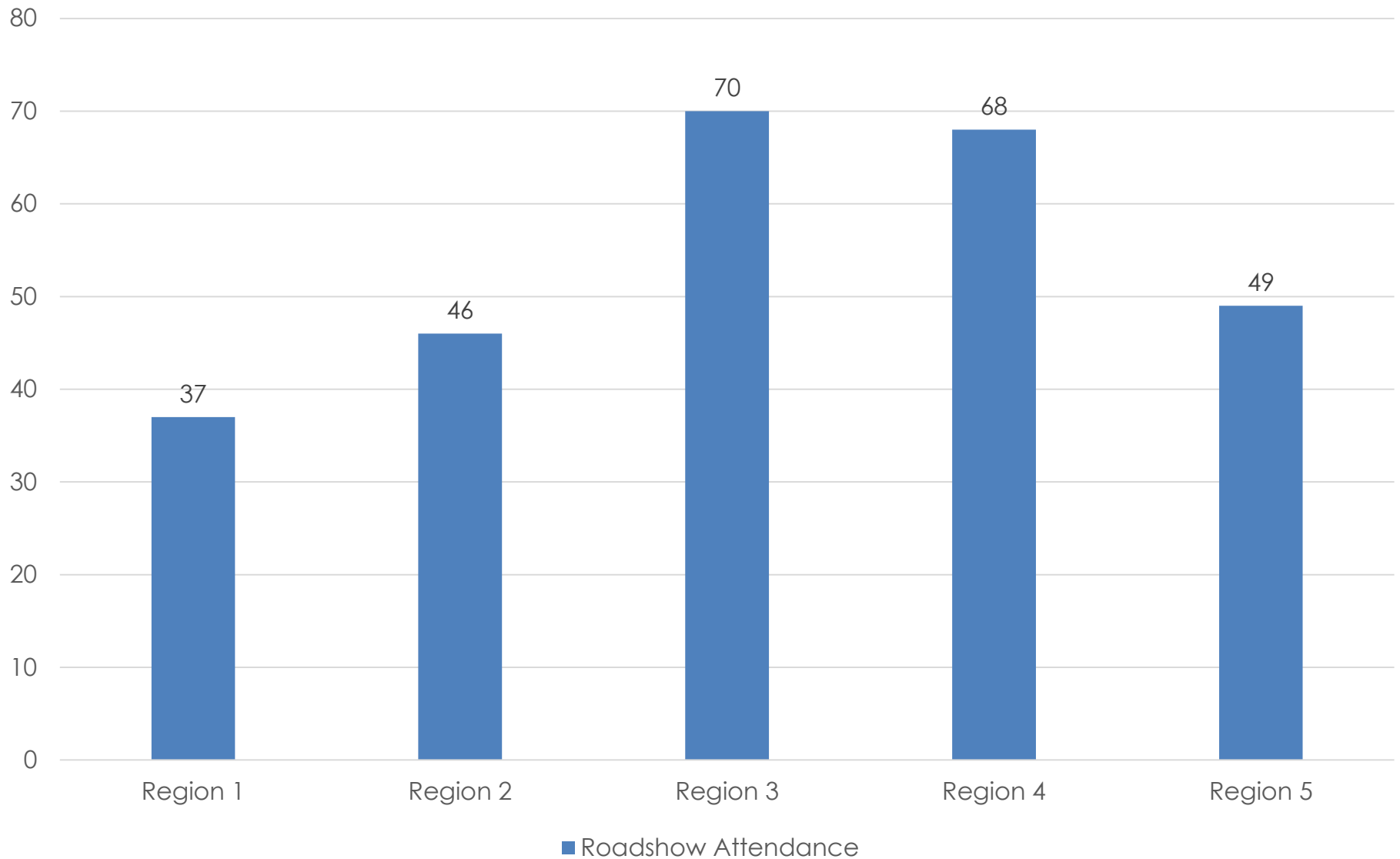
# Implementation Roadshow

## What the Counties Had to Say

"Encouraged by the amount of Project support the Counties will receive"

"Excited about the County Implementation Support roles, including the IPOCs, TPOCs, & CNCs"

"Very interested in learning about the Implementation and Training timelines"

Over 99% of the County Attendees are Looking Forward to Migration to CalSAWS

# Next Steps

## Roadshow Recap and Key Takeaways

- The **CalSAWS Project is seeking the following** Implementation Support Roles:

| Implementation Support Roles | Target Date |
|---|---|
| IPOC(s) (Implementation Point of Contact) | June 2020 |
| Conversion POC | June 2020 |
| TPOC(s) (Technical Point of Contact) | Sept. 2020 |
| CNC(s) (Change Network Champion) | Sept. 2020 |
| UAT Tester | Jan. 2021 |

*A CRFI will be sent to the Counties prior to the Project seeking the Implementation Support Roles above.

# Change Management

## PPOC Survey was distributed on May 4, 2020

| What: | C-IV PPOC Survey |
|---|---|
| Who: | Sent to all C-IV County CalSAWS Primary Points of Contact (PPOCs)<br>Received responses from 58 PPOCs across 36 of the C-IV Counties |
| Why: | To gauge awareness, understanding, needs, and concerns regarding the move to a single, statewide automated welfare system within C-IV counties from their County representatives' perspective. The responses collected will inform strategies to address communication and readiness needs. |
| When: | Distribution: May 4, 2020 – May 12, 2020<br>Analysis: May 13, 2020 – May 22, 2020 |
| How: | Hosted by SAAS Survey Tool, whose link was distributed via email from the CalSAWS Communications mailbox |

*Data outcomes from the PPOC Survey will be shared at the next PPOC meeting.

CalSAWS Analytics Solution Update

- Schedule of Releases for Child Welfare Dashboards

# Dashboard, State and Management Re-platform

## Current Status
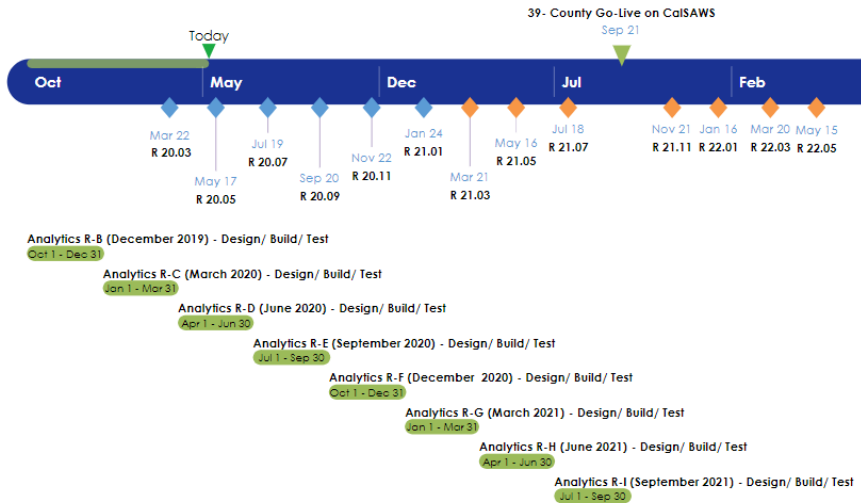


Release B,C ( Dashboard): Parallel Production Validation; County Validation
- DPSS Stats Scorecard
- CalWORKS
- QA

Release D: Under Development/Test (Dashboards):
- CalFresh
- CalFresh Meals
- Managed Personnel
- SSI/SSP
- Payments

(State and Management):
- Administration (5)
- Case Activity (12)
- Employment Services (4)
- Fiscal (15)
- Special Units (1)
- State Reports (5)

# Dashboard Re-platform Schedules
## Child Welfare Dashboards

| Consortia | Dashboard | |
|---|---|---|
| **Release C (Migration Window: Nov-Mar 2020):** *Soft Launched* | | |
| LRS | • CalWORKS (Medium) | Daily |
| | • QA (Low) | Daily |
| **Release D (Migration Window: Feb-Jun 2020):** *Dev/Test* | | |
| LRS | • CalFresh (Medium) | Daily |
| | • CalFresh Meals (Medium) | Monthly |
| | • Managed Personnel (High) | Daily |
| | • SSI/SSP (Low) | Daily |
| | • Payments (Low) | Daily |
| **Release E (Migration Window: May-Sep 2020)** | | |
| LRS | • Medi-Cal (Very High) | Daily |
| | • General Relief (Medium) | Daily and Monthly |
| | • Program Assignment (High) | Monthly |
| | • DPSSTATS Scorecard (Low) | Daily |
| | • AAP (CWS) | Daily |
| | • Foster Care (CWS) | Daily |
| | • Kin-GAP (CWS) | Daily |

| Consortia | Dashboard | |
|---|---|---|
| **Release F (Migration Window: Aug-Dec 2020)** | | |
| LRS | Operational Reports (Very High) | Monthly |
| | Task Management (High) | Daily |
| | Welfare Fraud Prevention & Investigation (Low) | Monthly |
| **Release G (Migration Window: Nov 2020-Mar 2021)** | | |
| C-IV | Call Log | Daily |
| | Semi Annual Reporting | Daily |
| | WPR and Engagement | Daily |
| **Release H (Migration Window: Feb-Jun 2021)** | | |
| LRS | Caseload History (Low) | Monthly |
| | Alerts (Low) | Daily |
| | Alerts (CWS) | Daily |
| | Placement Vendor Exception Report (CWS) | Daily |
| | Work Order | Daily |
| | Welfare to Work (High) | Daily |
| **Release I (Migration Window: May-Sep 2021)** | | |
| LRS | Reception Log (Medium) | Daily |
| | Statistical Reports (High) | Monthly |

# Webinars

## Upcoming

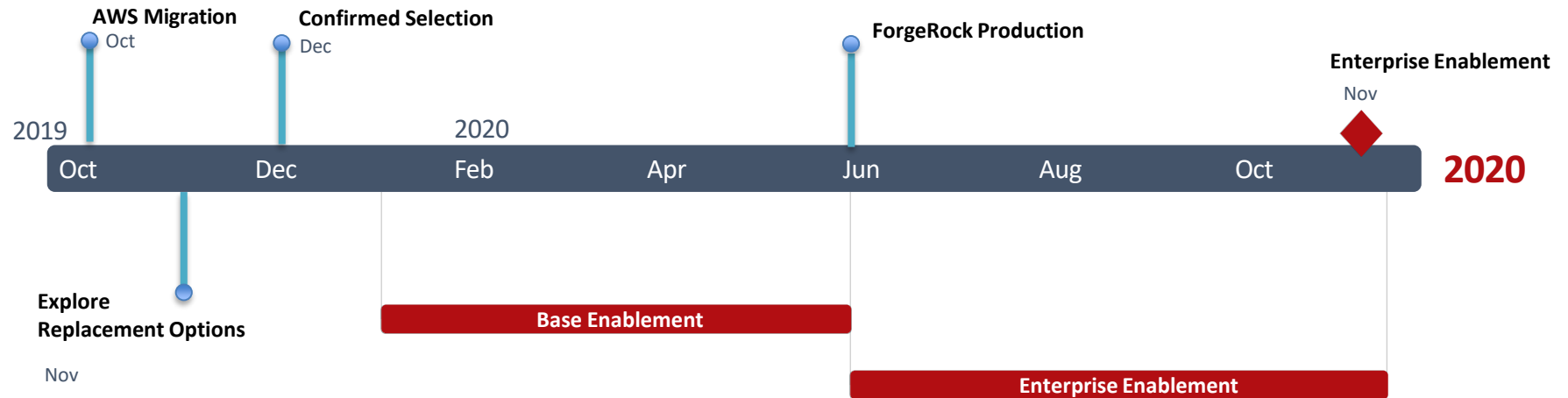| # | Meeting Topics | Date | Led By | Audience |
|---|---|---|---|---|
| 1 | **Analytics Project Overview**<br>• Scope<br>• Timeline<br>• Approach<br>• Architecture | January 22, 2020 | CalSAWS | Management, State & Ad Hoc Reporting Committees |
| 2 | **Purpose Built Data Sets Review –** CalSAWS team to walk through:<br>• Method, key principles and technology used in designing and implementing purpose built data sets<br>• Differences between OBIEE subject area and Aurora Purpose Built Data Set<br>• Long term roadmap of Purpose Built Data Sets | February 26, 2020 | CalSAWS | Ad Hoc Reporting Committee |
| 3 | **Purpose Build Data Sets Feedback –** Counties to provide feedback:<br>• Where functionality overlaps (e.g. accessing C-IV/LRS database to do ad hoc reporting)<br>• Where there are differences between their existing process and the CalSAWS Analytics Solution | **April 22, 2020 (rescheduled from March)** | Ad Hoc Reporting Committee | CalSAWS |
| 4 | **Dashboard Portfolio Review -** Counties to do an offline review of all LRS & C-IV dashboards being re-platformed | May 20, 2020 | Management Reporting Committee | N/A |
| 5 | **Dashboard Portfolio Feedback –** Counties to provide feedback:<br>• Where functionality overlaps (e.g. using Qlik or equivalent tool for specific county reporting, producing similar dashboards)<br>• Where there are differences between their existing process and the CalSAWS Analytics Solution | June 24, 2020 | Management Reporting Committee | CalSAWS |

# Overview of ForgeRock Implementation

# ForgeRock
## Establishing the enterprise platform across phases

**AWS Migration**
Oct

**Confirmed Selection**
Dec

**ForgeRock Production**

**Enterprise Enablement**
Nov

2019

2020

| Oct | Dec | Feb | Apr | Jun | Aug | Oct | **2020** |
|-----|-----|-----|-----|-----|-----|-----|------|

**Explore Replacement Options**
Nov

**Base Enablement**

**Enterprise Enablement**

## Base Enablement

- Platform installed
- Authentication
- Integration with externally hosted active directories
- Common Log-in Page
- User Self Service
    - Password Reset
- User/Role Lifecycle
- API Security/Apigee Integration
- User Stores

## Enterprise Enablement

- Complete Identity Management and Governance
- Enable remaining User and Entitlements life cycle capabilities
- Deploy identity access management for external users ( self-registration)
- Ready to support next wave of applications

# ForgeRock

## Base Installation - Current Status

- Completed installation and configuration of Disaster Recovery environment.

- LRS/CalSAWS integration – development in progress
  - Updates have been delivered to integrated test environments
  - On track to deliver to System test for 20.07 code freeze

- Completed integration with CalWIN ( DXC ) for connectivity to ForgeRock services to support API integration.

*The first two applications planned to leverage ForgeRock are OCAT and the LRS/CalSAWS System.*

# Conversion Team Update

- C-IV County Engagement
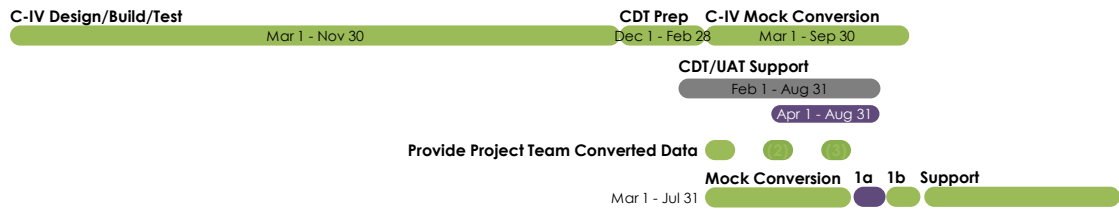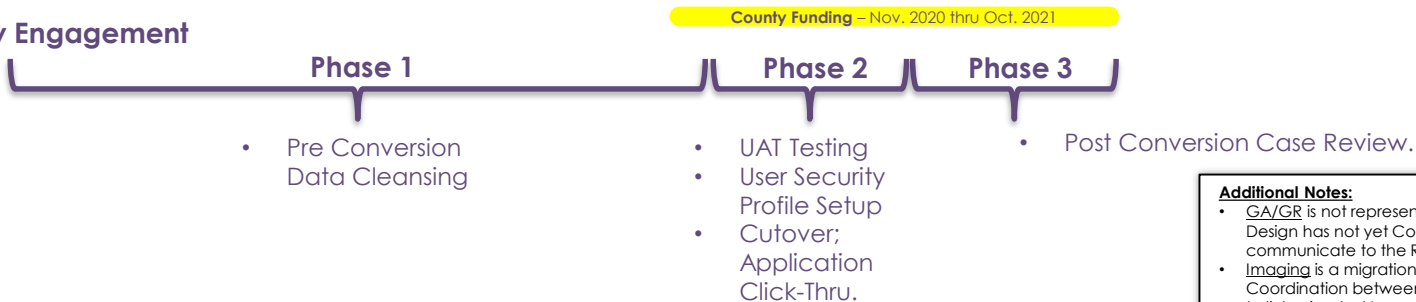
# CalSAWS Project Gantt
## C-IV Conversion

**Legends**
- Conversion Team Activities
- County Engagement Activities
- Implementation Activity
- County Funding 8 Months prior to and 4 Months after Go-Live

**39- County Go-Live on CalSAWS**
Sep 21

Today

| Mar | Oct | May | Dec | Jul | Feb | Sep | Apr | **2023** |
|-----|-----|-----|-----|-----|-----|-----|-----|------|

Mar 22
**R 20.03**

May 17
**R 20.05**

Jul 19
**R 20.07**

Sep 20
**R 20.09**

Nov 22
**R 20.11**

Jan 24
**R 21.01**

Mar 21
**R 21.03**

May 16
**R 21.05**

Jul 18
**R 21.07**

Nov 21
**R 21.11**

Jan 16
**R 22.01**

Mar 20
**R 22.03**

May 15
**R 22.05**

## C-IV

**C-IV Design/Build/Test**
Mar 1 - Nov 30

**CDT Prep**
Dec 1 - Feb 28

**C-IV Mock Conversion**
Mar 1 - Sep 30

**CDT/UAT Support**
Feb 1 - Aug 31
Apr 1 - Aug 31

**Provide Project Team Converted Data**

**Mock Conversion**    1a  1b  **Support**
Mar 1 - Jul 31

## County Engagement

**County Funding** – Nov. 2020 thru Oct. 2021

**Phase 1**          **Phase 2**          **Phase 3**

- Pre Conversion Data Cleansing

- UAT Testing
- User Security Profile Setup
- Cutover; Application Click-Thru.

- Post Conversion Case Review.

**Additional Notes:**
- GA/GR is not represented in this Conversion Gantt chart as the Design has not yet Completed. Conversion will update and communicate to the Regional Managers when it is.
- Imaging is a migration being executed by the Imaging Team. Coordination between Conversion and Imaging is necessary to link migrated Images to Converted Cases/Persons.

# Conversion County Engagement

## Phase 1 Defined – During Conversion Development Lifecycle

**Pre Conversion Data Cleansing**

- Process where identified anomalies within the C-IV data are resolved (w/in Legacy, Conversion Team, and/or Counties)

# Conversion County Engagement

## Phase 2 Defined – Six Months Prior to Go-Live (incl. Cutover)

### User Acceptance Testing (UAT)

- Functional testing of the CalSAWS Requirements using Converted C-IV data as the base set of data

### User Security Profile Setup

- The month leading up to the C-IV Conversion Cutover and Go-Live, counties will be requested to login to CalSAWS and setup and/or complete their User Security Profiles

### Post Cutover Application Click-Thru

- A task within the Conversion Cutover Activities list is to confirm that the CalSAWS application is functioning with the migrated data

# Conversion County Engagement
## Phase 3 Defined – Six Months Post Go-Live

### Post Conversion Case Review

- After the Conversion Cutover is Complete and the Counties have migrated and live on CalSAWS
- County Case Workers reviewing their converted cases as part of their daily business process
- Issues pertaining to Converted Data will be logged as Help Desk Tickets and evaluated/escalated to the Conversion Team for resolution
- **Timeframe:** 6 months after CalSAWS Go-Live

# OCAT Update

# OCAT Project Update

## High level project timeline

| Key Activities | Adjusted Schedule | | Implementation Timeline | | | |
|---|---|---|---|---|---|---|
| | Start | Finish | May | Jun | Jul | Aug |
| Application Dev/Test | | 6/12/20 | ████ | | | |
| Final System Test | 6/15/20 | 7/10/20 | | ████ | | |
| User Acceptance Test | 7/20/20 | 8/20/20 | | | | ████ |
| Training Delivery | 7/20/20 | 8/20/20 | | | | ████ |
| Cutover and Go-Live | 8/21/20 | 8/24/20 | | | | ◆ |

- **Application development and test**
  - On track to start final system test on 6/15/20
- **Training, UAT**
  - Training materials in progress (WBT + Desk Guides)
  - UAT planning and preparation in progress
- **Cutover, Go-Live**
  - Monday, August 24, 2020
  - Help Desk planning in progress (Maintenance and Operations)

# OCAT Project Update

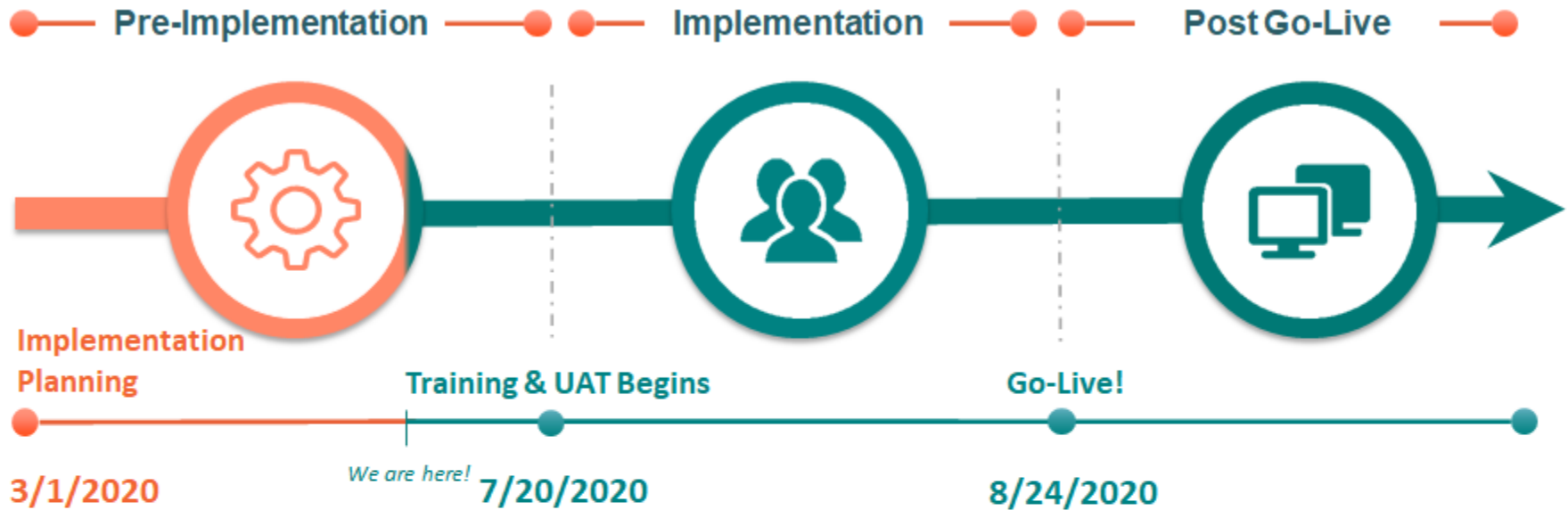## Application development and test

- Development > 80% complete

- All remaining development tasks below are in progress and on track for final system test (6/15 – 7/10)

- Final system test focuses on end-to-end integration and regression, security, performance, and disaster recovery

*Based on development items completed as of 5/8/20

| | Task Name | Start | Finish | % Complet |
|---|---|---|---|---|
| 1 | Base UI Screens | Fri 11/1/19 | Fri 3/13/20 | 100% |
| 2 | Core Functionality - General Navigation | Mon 12/2/19 | Fri 4/24/20 | 100% |
| 3 | Core Functionality - Questionnaire | Mon 11/18/19 | Fri 4/3/20 | 100% |
| 4 | Core Functionality - Recommendations | Mon 4/6/20 | Fri 5/15/20 | 57% |
| 5 | Core Functionality - ASR | Mon 4/27/20 | Fri 5/29/20 | 33% |
| 6 | Core Functionality - Reporting | Mon 5/4/20 | Fri 6/5/20 | 77% |
| 7 | Core Functionality - SAWS Interfaces | Mon 2/3/20 | Fri 5/29/20 | 89% |
| 8 | Core Functionality - User Management (FR) | Mon 5/4/20 | Fri 6/12/20 | 4% |
| 9 | Non-Core Functionality | Mon 4/27/20 | Fri 6/12/20 | 36% |
| 10 | ForgeRock | Mon 4/6/20 | Fri 5/1/20 | 100% |
| 11 | ADA Compliance | Mon 3/9/20 | Fri 6/12/20 | 67% |
| 12 | Audit Logging | Mon 4/27/20 | Fri 5/22/20 | 0% |
| 13 | Error Handling | Mon 4/27/20 | Fri 5/22/20 | 0% |
| 14 | Refactor | Mon 3/2/20 | Fri 6/12/20 | 88% |

# Training and Implementation

## Key activities timeline

**Pre-Implementation** — **Implementation** — **Post Go-Live**

**Implementation Planning**

**Training & UAT Begins**

**Go-Live!**

*We are here!*

3/1/2020 — 7/20/2020 — 8/24/2020

- County Champion Monthly Calls
- County Readiness Checklist & Connectivity Preparation
- UAT Preparation and Training
- Help Desk Planning

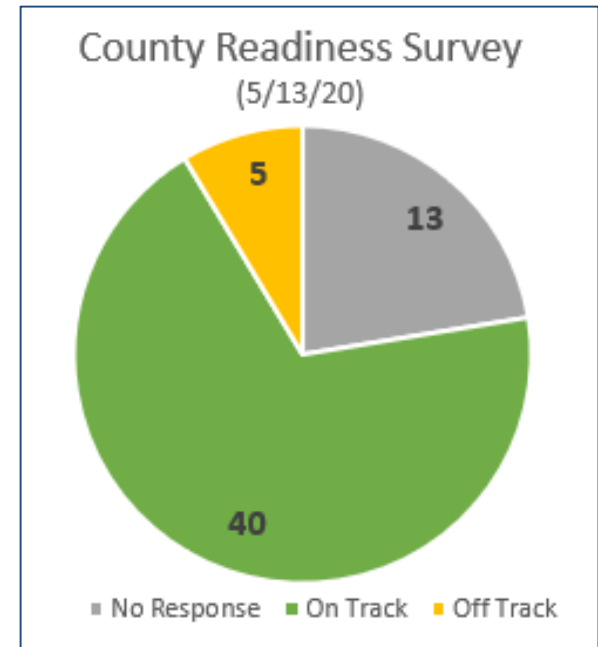- User Acceptance Testing
- County OCAT Training
- Ongoing Readiness Communications

- Daily Go-Live Support Calls
- Decommission Current System

# County Readiness Tracking
## Tasks and survey

| ID | Task | Start Date | End Date |
|---|---|---|---|
| 1 | Define Your Project Team & Communication Plans | 4/9/2020 | 5/7/2020 |
| 2 | Know Your Stakeholders | 4/9/2020 | 5/7/2020 |
| 3 | Identify & Prepare for Process Changes | 5/7/2020 | 6/11/2020 |
| 4 | Prepare for Connectivity | 6/11/2020 | 7/09/2020 |
| 5 | Prepare for Training | 6/11/2020 | 7/9/2020 |
| 6 | Execute Self-Paced Training | 7/20/2020 | 8/24/2020 |
| 7 | Cutover to New System | 7/9/2020 | 8/24/2020 |
| 8 | Post-Go-Live Support | 8/24/2020 | 9/30/2020 |

County Readiness Survey
(5/13/20)

5

13

40

■ No Response   ■ On Track   ■ Off Track

# OCAT User Acceptance Test

## Key preparation activities

- Logistics
  - Planning for onsite and remote test options
  - Determining tools and support resources needed
  - Testing with CalWIN, C-IV, and LRS Counties
- Testers
  - Up to 35 testers
  - Identifying county testers via CRFI
  - Testers will be trained by the OCAT team on UAT execution on OCAT system, tools, and processes
- Scenarios and Cases
  - End-to-end scenarios with OCAT, LRS, C-IV, and CalWIN
  - Currently defining test scenarios, cases, and data
  - Plan to get county feedback on test scenarios

# OCAT User Acceptance Test

## Key execution activities

- Test Execution (7/20 – 8/20)
  - Daily/weekly test execution plans
  - Testers will execute planned test cases, record results, identify defects, and retest/close defects
  - Daily test status and defect triage meetings
  - Weekly test status reports

# June JPA Board Meeting Preparation
## OCAT Demo

- 10-minute recorded demo
- Focus on changes
- Walk through integration with all three systems

**Reduce duplicate data entry and increase data quality**
OCAT appraisals can be initiated directly from CalSAWS, C-IV, or CalWIN and auto-populate common data elements in OCAT

**Access Appraisal Summary Reports (ASR) in CalSAWS, C-IV, or CalWIN**
Completed ASRs are automatically sent from OCAT back to the originating SAWS system

**Clients move seamlessly between Counties**
When a client needs an OCAT in another County, an appraisal can be initiated immediately without requesting access from a prior County!

**Increased access within a County**
Case Workers and Supervisors can easily share work and edit interviews within their own County, regardless of interview assignment

**Centralized user login and access management**
OCAT users will login through an enterprise CalSAWS solution for user identity and access management

**Improved user navigation, usability, and accessibility**
A modern user interface and workflow enhancements promotes ease of use throughout the system

**Access online chatbot for instant helpdesk support**
An integrated helpdesk chatbot solution will improve response times and provide access to immediate helpdesk services

# Procurement Update

- Portal/Mobile
- CalWIN OCM
- Central Print

# CalSAWS Statewide Portal/Mobile Application
## Timeline

| Procurement Event | Date |
|---|---|
| Released RFP | November 4, 2019 |
| Conducted Bidder's Conference<br>Sacramento County Department of Human Assistance | November 20, 2019<br>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 13, 2020 |
| State, Federal and JPA Board of Directors Approval of Agreement | May 14 – 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 | April 23, 2020 |
| Evaluate Proposals and Prepare Vendor Selection Report | April 24 – August 5, 2020 |
| Consortium Issues Notice of Intent to Award | August 6, 2020 |
| Contract Negotiations | August 10 – September 1, 2020 |
| State, Federal and Consortium JPA Board of Directors Approval of Agreement | September 4 – December 1, 2020 |
| Planned Start Date of CalWIN Contractor | December 2, 2020 |

# Central Print Procurement
## Timeline

| Procurement Event | Date |
|---|---|
| Develop Requirements and RFP | January 21 – April 22, 2020 |
| Consortium RFP Review and Approval | April 23 – May 5, 2020 |
| State RFP Review and Approval | May 6 – May 22, 2020 |
| Federal RFP Review and Approval | May 26 – July 24, 2020 |
| RFP Release | July 28, 2020 |
| Bidder's Conference | August 5, 2020 |
| Contractor Proposal Due Date | September 25, 2020 |
| Evaluate Proposals and Prepare Vendor Selection Report | September 28 – November 18, 2020 |
| Consortium Issues Notice of Intent to Award | November 19, 2020 |
| Contract Negotiations | November 23 – November 30, 2020 |
| State, Federal and Consortium JPA Board of Directors Approval of Agreement | December 2, 2020 – March 10, 2021 |
| Planned Start Date of Central Print Contractor | March 11, 2021 |

# State Partners Updates

- OSI
- CDSS
- DHCS

# Regional Updates

# JPA Board May Meeting Overview

# Planning for June 2020 Virtual Conference

# Adjourn Meeting