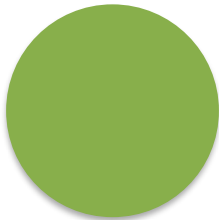




CalSAWS | JPA Board of Directors Meeting



May 29, 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 the Action Items from the April 17, 2020 CalSAWS JPA Board of Directors meeting.
- b) Approval of LRS Accenture base agreement Amendment 22, which includes requests for:
 - i. Technical adjustments to shift some savings in Innovation Lab services to initial functional design work for the CalSAWS Customer Services Center solution
 - ii. Technical adjustments to the schedule and delivery of design work for the CalSAWS Imaging solution

Action Items

4. Consent Items

- c. Approval of ClearBest Change Order 3 contingent on Federal approval, which includes requests for:
 - i. Schedule Extension
 - ii. Additional QA Professional Services
- d. Approval of Eide Bailly (formerly VTD) Revised and Restated Auditing Services Agreement, which includes requests for:
 - i. Updates to the names of contractual parties
 - ii. Expansion of the scope of auditing services for the fiscal year ending June 2020 due to the addition of CalWIN counties

Action Items

4. Consent Items

- e. Approval of Davis Farr SOC 1 Services Agreement, which includes requests for:
 - i. SOC 1 services for three fiscal years

Action Items

5. Approval of Delegation of Authority to CalSAWS Executive Director to obtain services through the California Department of Technology (CDT) from Amazon Web Services (AWS) in an amount not to exceed \$7,100,000 for the current fiscal year.

6. Approval of Delegation of Authority to CalSAWS Executive Director to obtain services through the California Department of Technology (CDT) from Amazon Web Services (AWS) in an amount not to exceed \$8,100,000 for SFY 2020/2021.



Informational Item



CalSAWS Project response to COVID-19 (Coronavirus) 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)



CalSAWS Budget Update – May Revise



May Revise

Initial Assessment

- No major issues were identified, although some updates are needed to:
 - Align to more recent IAPDUs for CalSAWS and CalACES
 - Correct ~\$300K for Cal-OAR that was removed from Budget Year
 - Shift COVID-19 Funding from Current Year to Budget Year
- Policies delayed or eliminated:
 - Health4All – Older Californians Medi-Cal Expansion
 - Medicare Part B Disregard
 - Aged, Blind, Disabled Expansion
 - Medical Provisional Postpartum Care Extension

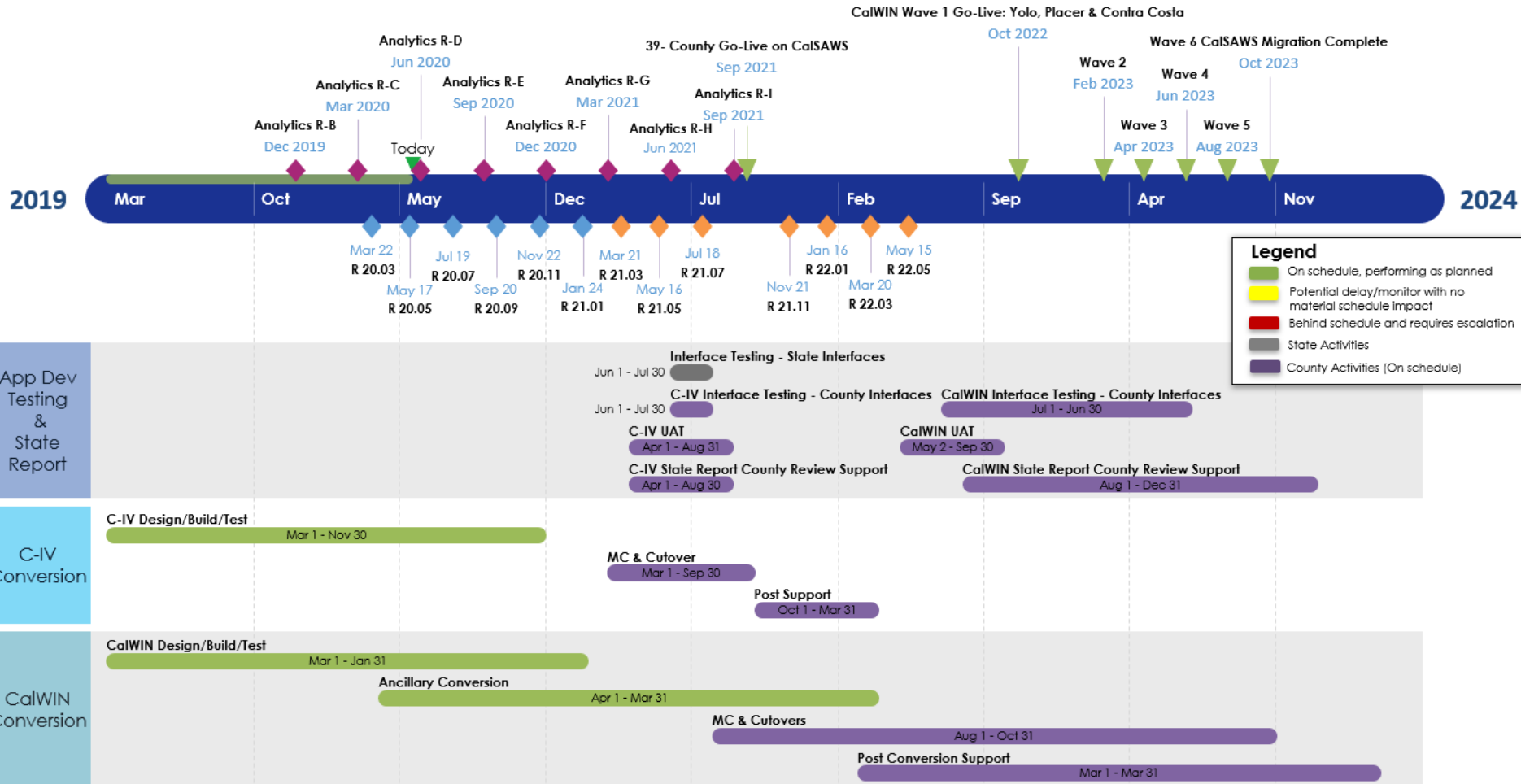


CalSAWS Project Gantt Chart Update



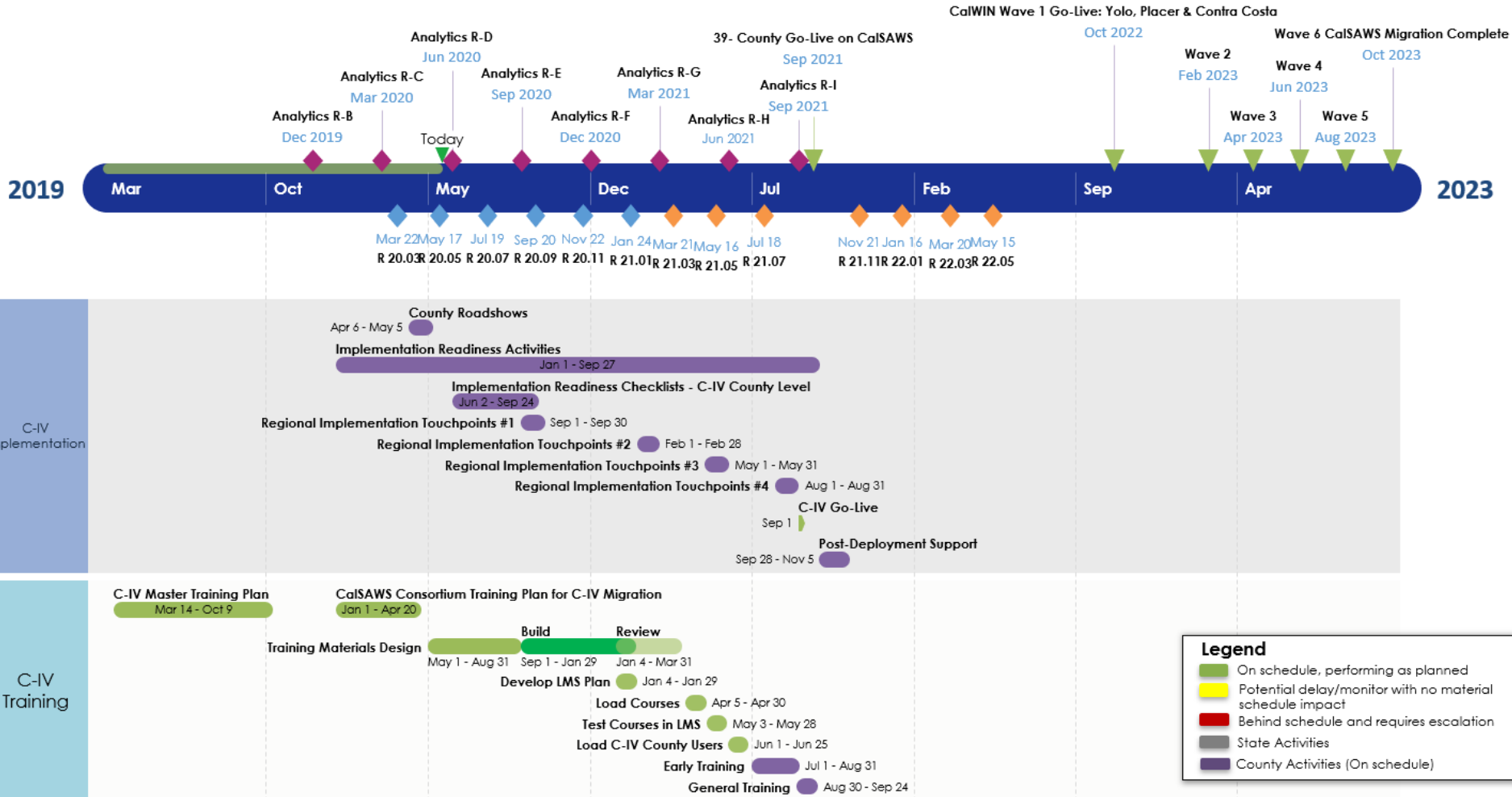
CalSAWS Project Gantt

High Level Overview – App-Dev & Conversion



CalSAWS Project Gantt

High Level Overview - C-IV & Implementation



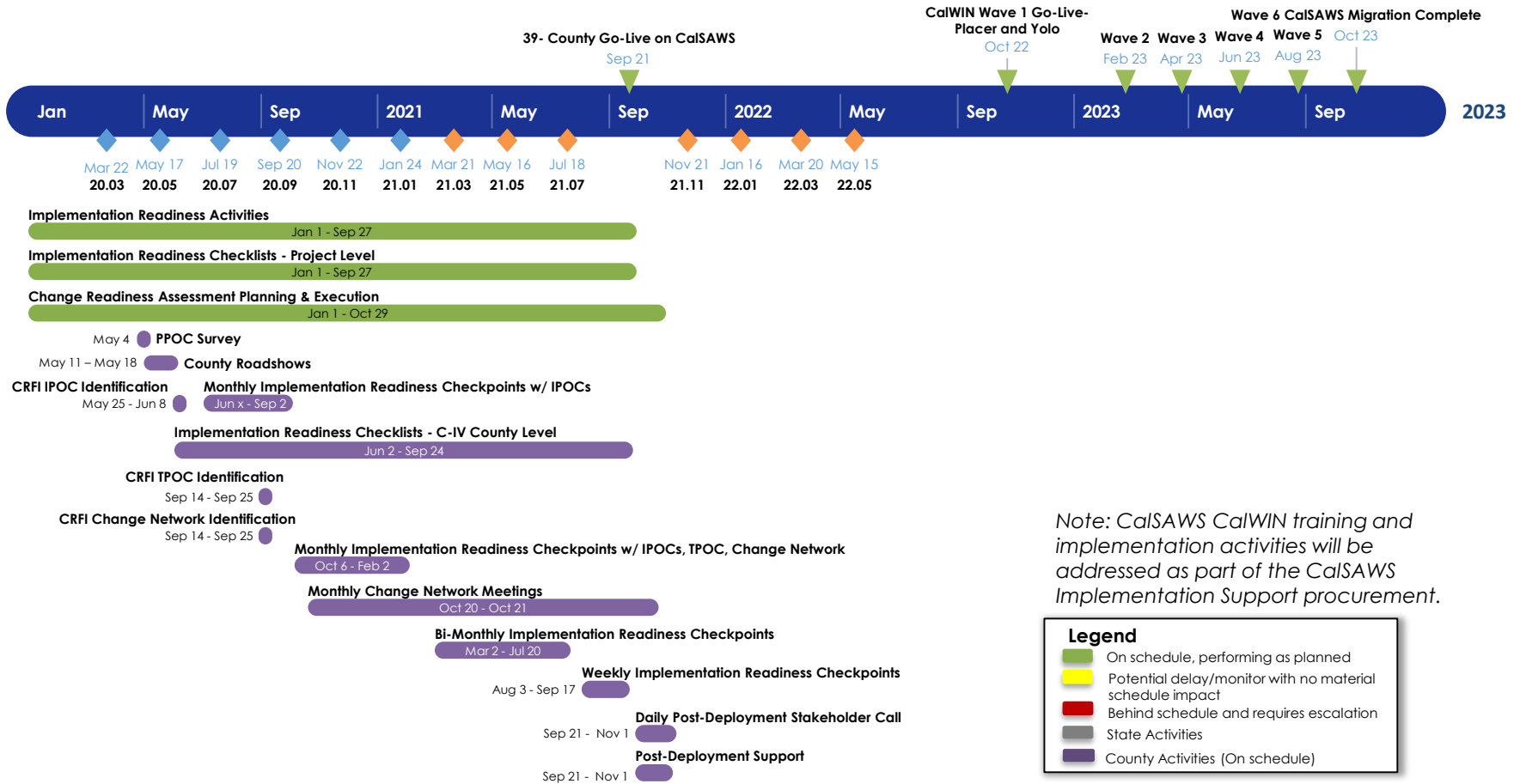


CalSAWS Roadshows Update



CalSAWS Project Timeline Snapshot

C-IV Implementation & Change Management



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

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 11 th , 2020	69 Attendees
Tuesday May 12 th , 2020	57 Attendees
Thursday May 14 th , 2020	48 Attendees
Monday May 18 th , 2020	59 Attendees

- 100% of C-IV Counties participated
- 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

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) 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 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 Staffing Update



CalSAWS Staffing Update

Recruitment via CIT May 26 – June 30

Project Management Office (PMO) Section:

- PMO Analysts (1 long-term)

Technical & Operations Section:

- Cloud Analyst (1 long-term)
- Help Desk Analyst (1 limited-term through September 2021)
- Conversion Analysts (3 limited-term)

Application Development & Test Section:

- Business Analysts (1 long-term)
- Testers (4 long term)

Application Development & Test Section:

- Business Analysts (2 long-term)
- Business Analysts (2 limited-term)
- Testers (1 long-term)

Policy, Design & Governance Section:

- Business Analysts (2 limited-term through September 2021)
- Lead Business Analyst (CDSS Liaison – 1 long-term)
- Lead Business Analyst (1 long-term)

Customer Engagement Section:

- Change Management Lead (1 limited-term through October 2023)
- Implementation Coordinators (3 limited-term through October 2023)

CalSAWS Staffing Update

Next Steps

- Distribute CIT and Post to CalSAWS.org 5/26 – 6/30
- Select Candidates to Interview and Schedule Interviews 7/1 – 7/8
- Interviews – 7/9 – 7/31
- Identify selections 8/3 – 8/14
- Notify Directors and Receive Director Confirmation 8/17 – 8/21
- Candidate Notifications & Accept/Reject 8/24 – 8/28



Conversion Team Activities Update

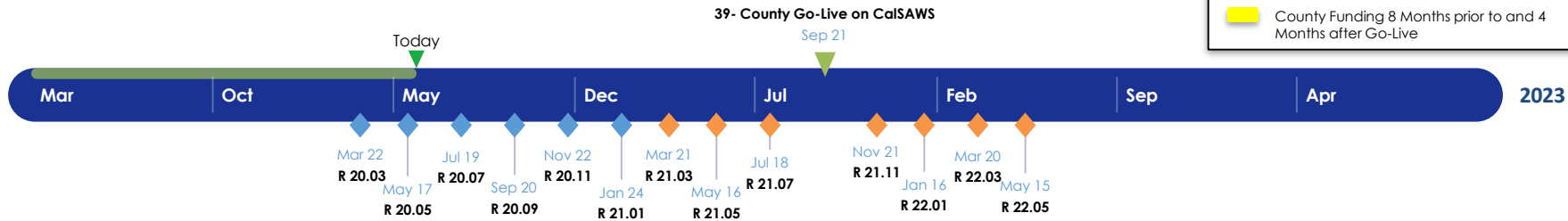


CalSAWS Project Gantt

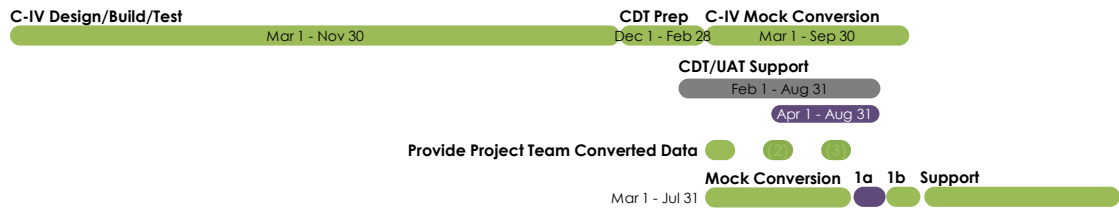
C-IV Conversion

Legends

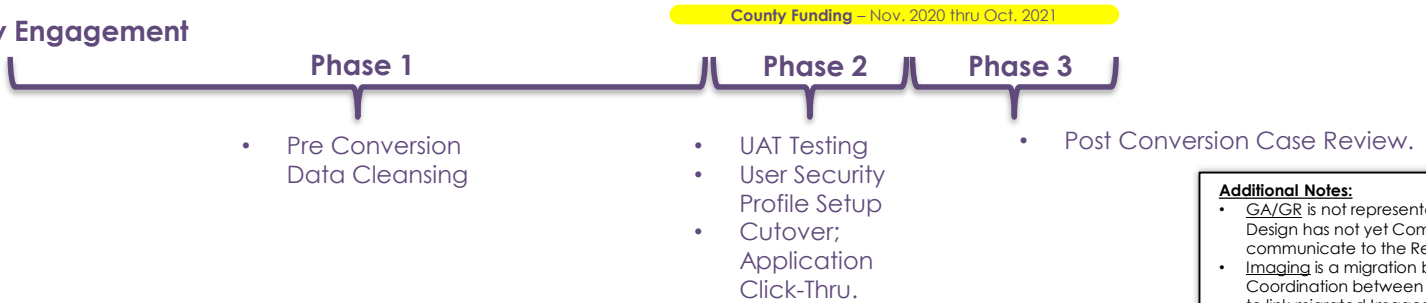
- Conversion Team Activities
- County Engagement Activities
- Implementation Activity
- County Funding 8 Months prior to and 4 Months after Go-Live



C-IV



County Engagement



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



OCAAT Update

OCCAT 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)

OCCAT Project Update

Application development and test

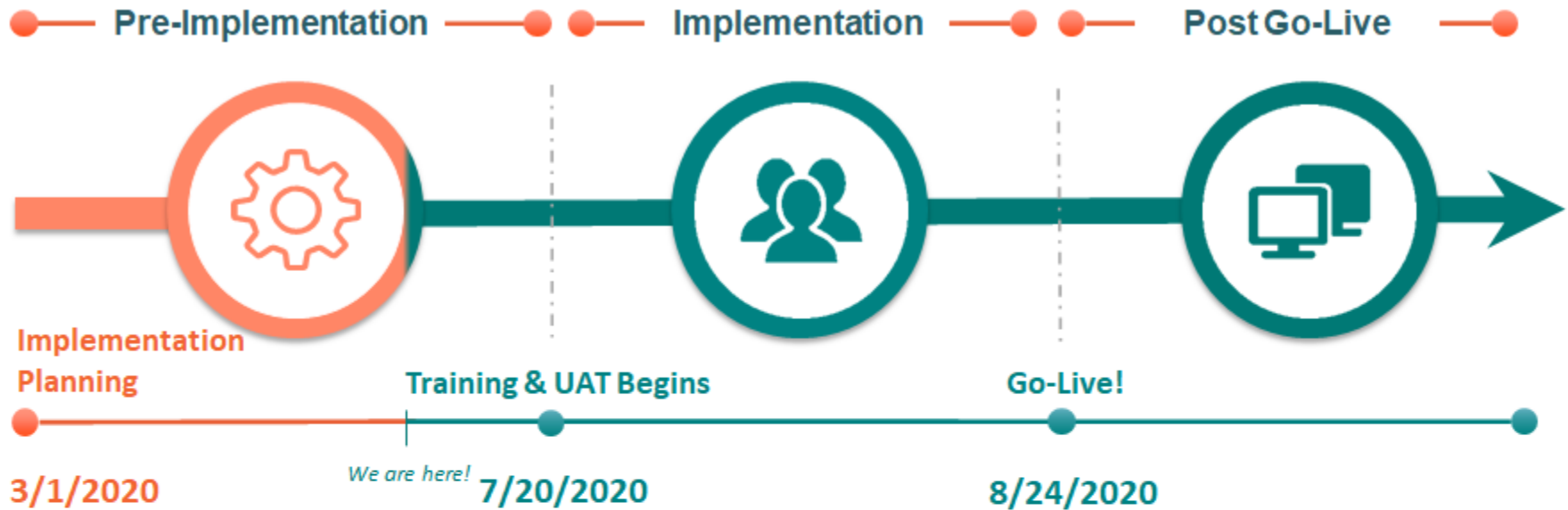
- Development > 80% complete
- All remaining development tasks below are in progress and on track for final system test (6/15 – 7/10)
- Final system test focuses on end-to-end integration and regression, security, performance, and disaster recovery

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

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

Training and Implementation

Key activities timeline



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

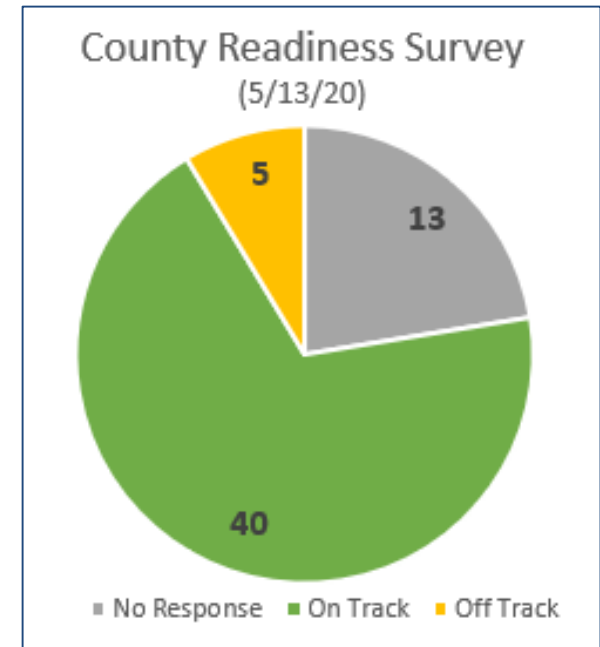
- User Acceptance Testing
- County OCAT Training
- Ongoing Readiness Communications

- 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



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

OCCAT 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





GA/GR Overview



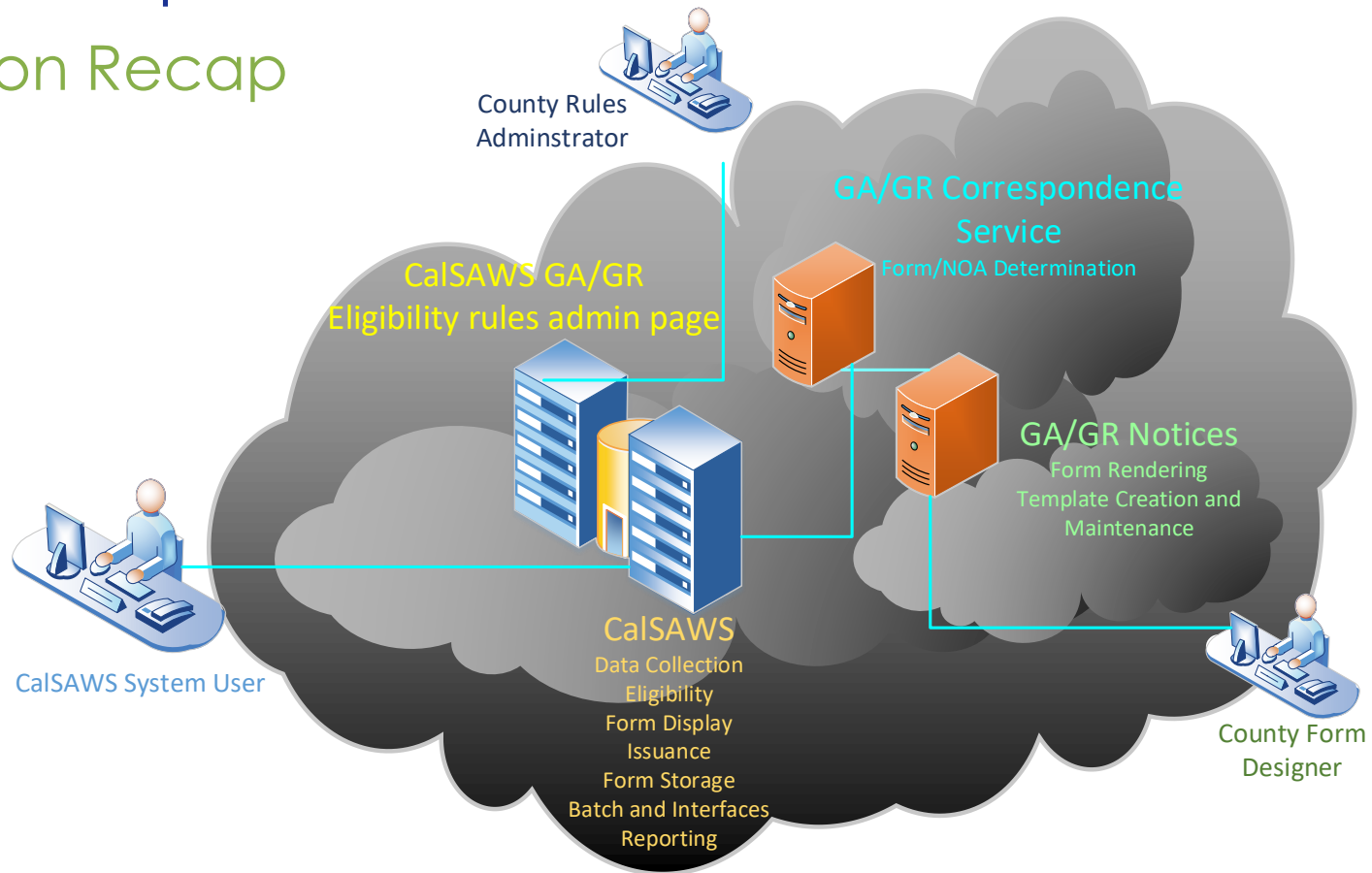
GA/GR Update

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

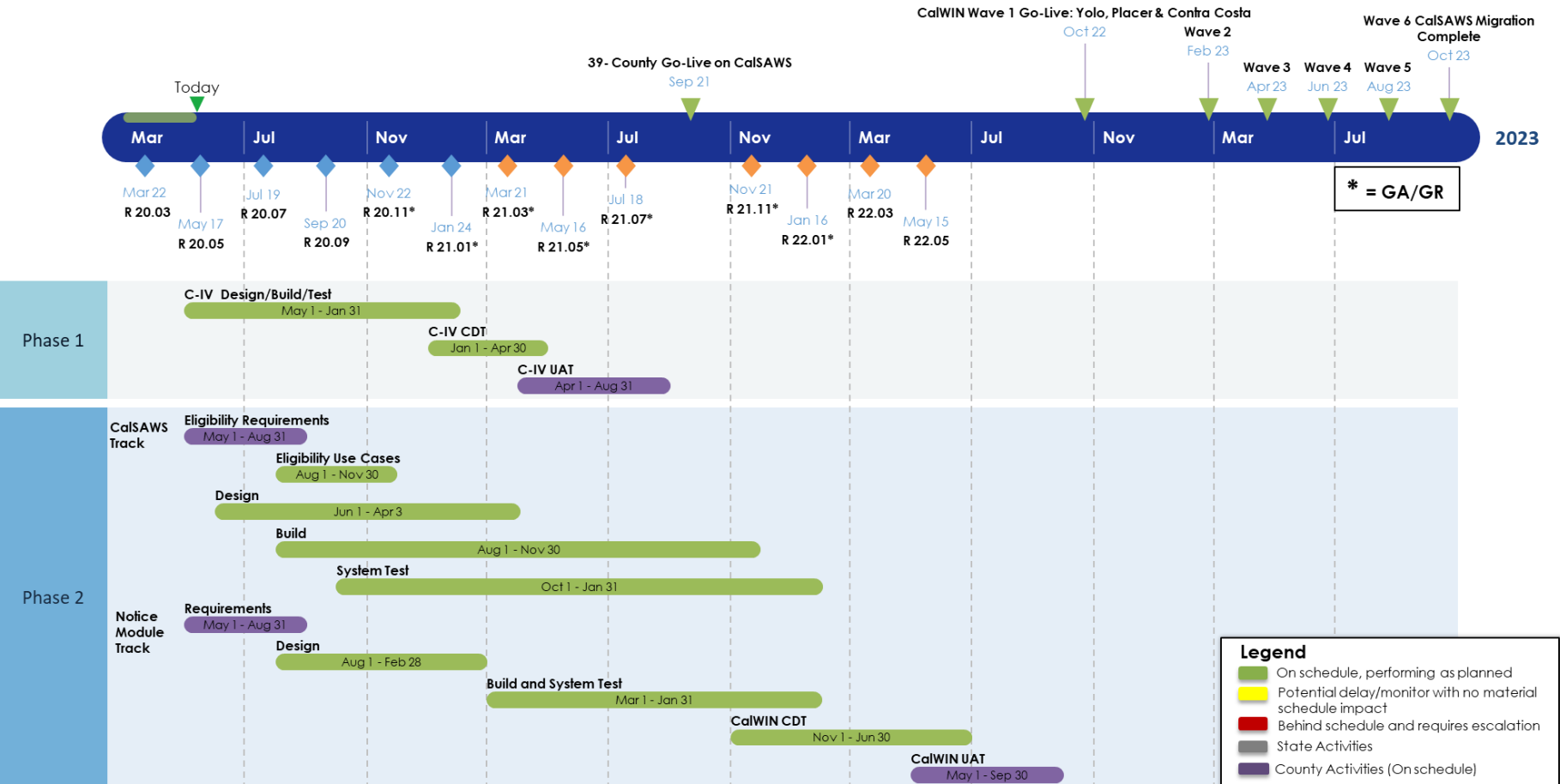
GA/GR Update

Draft Release Plan

Category	Description
Phase 1 - C-IV County Migration (Releases 20.11-21.03)	<ul style="list-style-type: none">• Implement GA/GR components for the C-IV counties• Support fiscal processing/ issuance through CalSAWS• Generate the GA 237 for the 39 counties• Send GA transactions to MEDS
Phase 2 - CalWIN County Migration (Releases 21.05-22.01)	<ul style="list-style-type: none">• Implement CalWIN Counties rules and integrate with GA Correspondence service

GA/GR Update

Draft Release Plan



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



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 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 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



CalSAWS Member Representatives
& JPA Board Meeting (Virtual
Conference)



Adjourn Meeting

