Cal**SAWS** | WCDS SUBCOMMITTEE MEETING
AGENDA PACKAGE

Friday, August 14, 2020
12:00 P.M. – 2:00 P.M.

Virtual Meeting
Dial-In: 1 (323) 475-9970
Conference ID: 279506016

Meeting Reminder

Please:

1. Mute phone when not speaking

2. Do not put your phone line on hold

3. Unmute and identify yourself to speak and limit background noise

Agenda

1. Call Meeting to Order

2. Roll Call and Confirmation of Quorum

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 Chair to speak.

- *See supplemental document for full agenda.*

4. Action Items

Action Items

4. Approval of the Minutes and review of the action items:

    a. May 15, 2020 WCDS Subcommittee

    Refer to attached supplemental document.

Discussion Items

Special Recognition

5. COVID-19 Update

COVID-19 Update
CalFresh Emergency Allotments

- Issued CF supplements for April, May and June to bring CF households to the maximum allotment for their household size
- In August, CF supplements for May, June and July will be issued.
- In September, the Emergency Allotments will continue for June, July and August.

County	Actual Amount Paid April and case count		Actual Amount Paid May and case count		Actual Amount Paid June and case count		Totals for all 3 months	
ALA	$9,682.00	48	$98,685.00	359	$7,906,180.00	45,598	$8,014,547.00	46,005
CCS	$46,873.00	216	$123,047.00	545	$4,127,914.00	23,989	$4,297,834.00	24,750
FRS	$10,932.00	39	$65,670.00	229	$11,199,972.00	58,315	$11,276,574.00	58,583
ORG	$10,009.00	39	$160,991.00	551	$13,287,983.00	74,914	$13,458,983.00	75,504
PLA	$510.00	4	$10,086.00	32	$914,875.00	5,462	$925,471.00	5,498
SAC	$114,650.00	502	$488,437.00	2,297	$11,886,128.00	68,943	$12,489,215.00	71,742
SBR	$3,758.00	18	$43,479.00	174	$2,267,338.00	12,695	$2,314,575.00	12,887
SCL	$3,748.00	16	$48,285.00	184	$5,590,172.00	3,364	$5,642,205.00	33,840
SCZ	$807.00	5	$9,597.00	42	$1,360,639.00	8,134	$1,371,043.00	8,181
SDG	$9,993.00	42	$214,306.00	735	$19,060,646.00	104,426	$19,284,945.00	105,203
SFO	$6,057.00	34	$48,272.00	219	$5,904,503.00	36,901	$5,958,832.00	37,154
SLO	$970.00	2	$16,289.00	57	$997,968.00	5,854	$1,015,227.00	5,913
SMT	$1,994.00	9	$19,210.00	74	$1,513,705.00	8,986	$1,534,909.00	9,069
SOL	$4,426.00	16	$23,712.00	87	$2,393,325.00	14,075	$2,421,463.00	14,178
SON	$56,599.00	236	$101,669.00	445	$1,816,520.00	10,826	$1,974,788.00	11,507
TUL	$10,993.00	34	$62,346.00	198	$5,849,150.00	29,707	$5,922,489.00	29,939
VEN	$1,928.00	9	$34,924.00	117	$3,731,161.00	20,694	$3,768,013.00	20,820
YOL	$1,875.00	6	$10,383.00	38	$1,088,187.00	6,301	$1,100,445.00	6,345
Totals	$295,804.00	1,275	$1,579,388.00	6,383	$100,896,366.00	539,184	$102,771,558.00	577,118

COVID-19 Update
On-Going Activities Supporting Executive Order(s)

Operational

- *CalWIN availability hours continue to be extended. The current extended system availability of Monday – Saturday from 5:00 AM to 10:00 PM is effective through the end of December 2020.*

- *Batch printing for Statement of Facts (ALA, CCS, FRS, ORG, PLA, SAC, SCL, SCZ, SFO, SMT, YOL)*

Medi-Cal (MC)

- *MC Renewals each month set to "Received" and "Not Processed"*
- *Transitional Medi-Cal (TMC) periodic reports marked as "Complete" and MEDS triggers updated*

CalWORKs

CalWORKs 48-Month time clocks – months "unticked"

CalFresh

Emergency Allotments also known as Max Allotments issued

In July, reinstated regular jobs for CalWORKs and CalFresh to issue and process SAR 7s

6. Stakeholder Updates

a. CDSS

b. DHCS

c. OSI

d. CWDA

7. CalSAWS Update
    a. Schedule Review
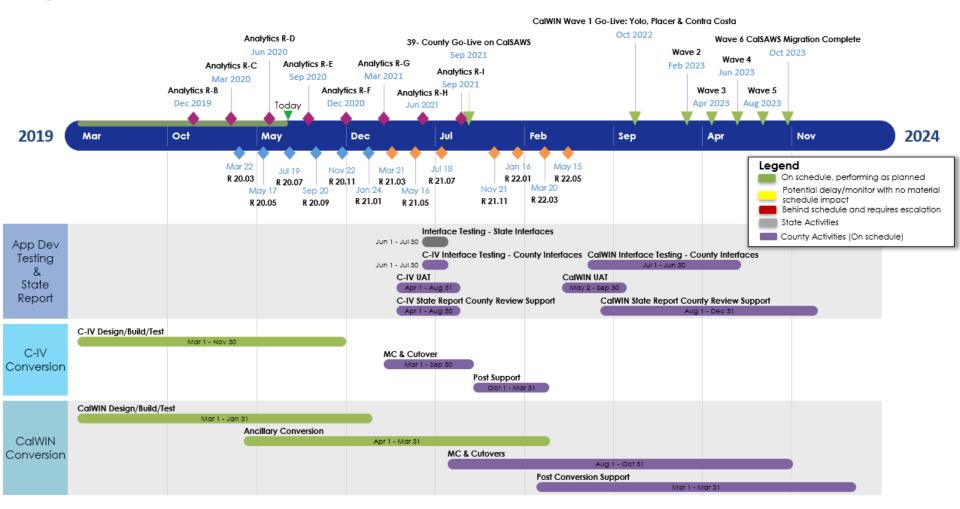   b. Portal/Mobile
    c. Amazon Connect
    d. GA/GR
    e. Conversion
    f. OCAT

7. CalSAWS Update

a. Schedule Review

CalSAWS Update
a. Schedule Review

High Level Overview – App-Dev & Conversion
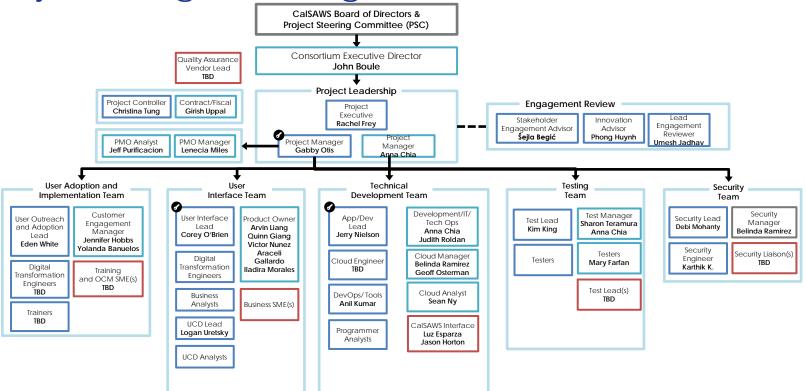
7. CalSAWS Update
b. Portal/Mobile

CalSAWS Portal/Mobile App

WCDS Subcommittee

August 14, 2020

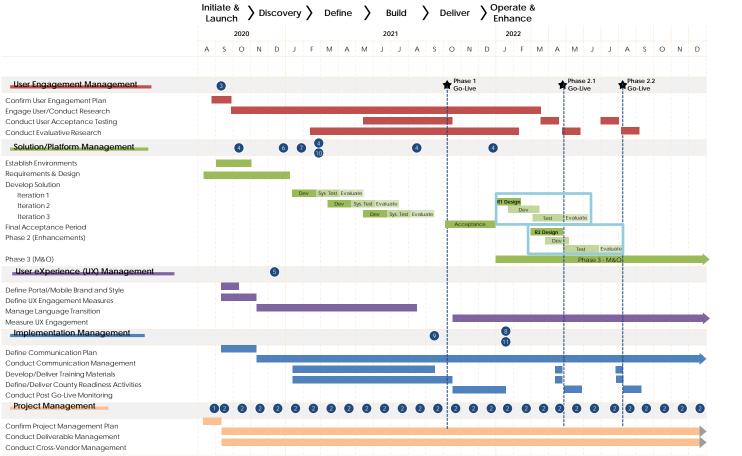**CALSAWS PORTAL/MOBILE PROJECT**

Project Integrated Org Chart

Legend
Deloitte | Consortium | CalSAWS DDI Vendor, Legacy Portal Staff, & Other Vendors

CalSAWS Board of Directors & Project Steering Committee (PSC)

Consortium Executive Director **John Boule**

Quality Assurance Vendor Lead **TBD**

Project Leadership

Project Executive **Rachel Frey**

Project Controller **Christina Tung** | Contract/Fiscal **Girish Uppal**

PMO Analyst **Jeff Purificacion** | PMO Manager **Lenecia Miles**

Project Manager **Gabby Otis** | Project Manager **Anna Chia**

Engagement Review

Stakeholder Engagement Advisor **Šejla Begić** | Innovation Advisor **Phong Huynh** | Lead Engagement Reviewer **Umesh Jadhav**

User Adoption and Implementation Team

User Outreach and Adoption Lead **Eden White** | Customer Engagement Manager **Jennifer Hobbs Yolanda Banuelos**

Digital Transformation Engineers **TBD** | Training and OCM SME(s) **TBD**

Trainers **TBD**

User Interface Team

User Interface Lead **Corey O'Brien** | Product Owner **Arvin Liang Quinn Giang Victor Nunez Araceli Gallardo Iladira Morales**

Digital Transformation Engineers | Business SME(s)

Business Analysts

UCD Lead **Logan Uretsky**

UCD Analysts

Technical Development Team

App/Dev Lead **Jerry Nielson** | Development/IT/Tech Ops **Anna Chia Judith Roldan**

Cloud Engineer **TBD** | Cloud Manager **Belinda Ramirez Geoff Osterman**

DevOps/Tools **Anil Kumar** | Cloud Analyst **Sean Ny**

Programmer Analysts | CalSAWS Interface **Luz Esparza Jason Horton**

Testing Team

Test Lead **Kim King** | Test Manager **Sharon Teramura Anna Chia**

Testers | Testers **Mary Farfan**

Test Lead(s) **TBD**

Security Team

Security Lead **Debi Mohanty** | Security Manager **Belinda Ramirez**

Security Engineer **Karthik K.** | Security Liaison(s) **TBD**

Solution Scope

Timeline

Initiate & Launch	Discovery	Define	Build	Deliver	Operate & Enhance

2020   **2021**   **2022**

A S O N D J F M A M J J A S O N D J F M A M J J A S O N D

User Engagement Management ③

★ Phase 1 Go-Live   ★ Phase 2.1 Go-Live   ★ Phase 2.2 Go-Live

- Confirm User Engagement Plan
- Engage User/Conduct Research
- Conduct User Acceptance Testing
- Conduct Evaluative Research

Solution/Platform Management ④ ⑥ ⑦ ④ ④ ④ ⑩

- Establish Environments
- Requirements & Design
- Develop Solution
  - Iteration 1 — Dev / Sys. Test / Evaluate
  - Iteration 2 — Dev / Sys. Test / Evaluate
  - Iteration 3 — Dev / Sys. Test / Evaluate
- Final Acceptance Period — Acceptance
- Phase 2 (Enhancements)
  - R1 Design / Dev / Test / Evaluate
  - R2 Design / Dev / Test / Evaluate
- Phase 3 (M&O) — Phase 3 - M&O

User eXperience (UX) Management ⑤

- Define Portal/Mobile Brand and Style
- Define UX Engagement Measures
- Manage Language Transition
- Measure UX Engagement

Implementation Management ⑨ ⑧ ⑪

- Define Communication Plan
- Conduct Communication Management
- Develop/Deliver Training Materials
- Define/Deliver County Readiness Activities
- Conduct Post Go-Live Monitoring

Project Management ① ②

- Confirm Project Management Plan
- Conduct Deliverable Management
- Conduct Cross-Vendor Management

Deliverables

1. Work Plan
2. Status Report
3. User-Centered Design Plan
4. Requirement Traceability Matrix
5. Portal General System Design
6. Portal Technical System Design
7. Master Test Plan
8. Portal Implementation Completion Report
9. Maintenance and Operations Plan
10. Mobile App General and Technical System Design
11. Mobile App Implementation Completion Report

Elevate the Human eXperience

Initiate & Launch	Discovery	Define	Build	Deliver	Operate & Enhance

#EHX Alignment to Portal/Mobile App

Project Management	Design and Development / Language Transitions / Testing			Implementation/ Final Acceptance/ Optional Enhancements	M&O

Key Project Activities

• Develop Portal/Mobile App workplan • Align with Consortium's Risk Management Plan, Issue Management Plan, Scope Management, Staff Plan, and Quality Plan • Augment project management tool • Conduct project kickoff	• Requirements confirmation and validation • Document & maintain bi-directional traceability of requirements • Creation Portal/Mobile App general system design and technical system design • Establish technical feasibility of the solution	Conduct unit testing Evaluate prototyping Develop the Portal/ Mobile App	• Develop master test plan • Create test environments • Develop, maintain, execute system test scripts • Perform System Testing – including performance, security and accessibility • Support UAT	• Prepare for and transition new app • Develop training materials • Develop and maintain user guide • Prepare Training environment • Conduct training to end user	• Perform incident management • Monitor continuous system/app improvements • Monitor service level performance • Identify and prioritize continuous service improvement opportunities

• Stakeholders ecosystem map • Ambitions Lab • Understanding human experience in Human Services • Initial personas • Initial journey maps	• User-Centered Design plan • Service blueprint • Stakeholder interviews • Client CS Survey • Refined journey maps • Evaluative research	• Findings reports • Future state service blueprint • Baseline experience metrics • Support creation of communications and outreach plan • Implement customer experience measurement (CX) • Client Customer Satisfaction survey (CS)	• Help review and provide feedback during testing • Help refine communication	• Measure CX • Document and prioritize feedback and enhancement opportunities

▢ **Activities related to UCD**

Project Calendar: The First 30 Days

- Meetings/Sessions
- Deliverable/DED Submission
- Milestones
- UCD Sessions

	Monday	Tuesday	Wednesday	Thursday	Friday
Week 1	Aug 10 Kickoff Session	11 CalSAWS Orientation	12 Research Planning	13 Environments	14
Week 2	17 Func Req Session	18 Tech Req Session UCD Survey Planning	19 Func Req Session Advocates	20 Tech Req Session Func Req Session	21
Week 3	24 Func Req Session	25 Tech Req Session Ambitions Lab Branding Session	26 Func Req Session	27 Func Req Session	28 – Project Start Contract Approval D1: Workplan Submission
Week 4	31 Func Req Session Tech Design	Sept 1 CW Focus Group	2 Func Req Session Tech Design	3 Func Req Session Assist. Focus Group	4 D3: UCD Plan Submission

7. CalSAWS Update
   c. Amazon Connect

CalSAWS Update
c. Amazon Connect - IVR and Contact Center

Overview

- Centrally managed infrastructure and tools (Amazon Connect Platform)
  - Software and Hardware
    - Softphone, Reporting, Workforce Management (WFM) and telephony configurations
  - CalSAWS Application Integration/Screen Pop
- Customized IVR/Call Flow for each CC county.
  - County decision on applicable programs to be handled by CC agents (CalWORKs, Medi-Cal, CalFresh etc.)
  - All global IVR self service features are included
  - Queue configurations and messaging is customized
- County manages Service Level Agreements (SLAs) for continuing programs*
- County manages staffing, Workforce Management (WFM), business processes and case management and reporting.

*Covered California service level is reported at consortium level 80% in 30 seconds, abandonment rate < 3%

IVR and Contact Center
Requirements and Next Steps

- Contact Center/IVR Requirements Total: 61
  - Interactive Voice Response (IVR)/Self-Service – 15
  - Outbound IVR – 6
  - External Party Access IVR – 2
  - Telephonic Signature – 3
  - Other Customer Facing CC Related – 2
  - Contact Center Administration and Configuration – 19
  - Operations Reporting and Management – 5
  - Telephonic Signature Application Configuration - 6
  - Regional Call Center/Covered California Configuration – 2
  - Environment Configuration – 1
- IVR/Contact Center Committee Reviewed and Approved all requirements July 2020
- Customer Facing Technology – Advocate Session July 2020
- Next Steps: Estimates and Review

Contact Center Timeline
Requirements Approval

Functional Design Kickoff

Advocate Session

Advocate Update

2020

Feb	Apr	Jun	Aug	Oct	Dec	Feb

2021

Today

PSC/JPA

PSC/JPA

Visit Contact Centers & Organize Approach May 4 - Jun 5

Contact Center Functional Design Sessions Jun 8 - Jun 12

Compile Session Feedback Jun 15 - Jul 2

IVR/CC Committee Votes on Finalized Requirements Jul 6 - Jul 10

Create and Review Solution/Estimate Jul 13 - Sep 11

Review/Refine with Consortium & Clearbest Sep 14 - Oct 2

State and Federal Approval Oct 5 - Feb 5

7. CalSAWS Update
   d. GA/GR

CalSAWS Update
d. GA/GR

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
  - Document, validate and incorporate CalWIN GA/GR EDBC rules into CalSAWS
  - Replatform existing Client Correspondence into a new, correspondence service in the cloud

GA/GR CC Project Approach

Cal**SAWS** GA/GR – 57 County Solution
Reuse CalSAWS Rules Engine, while leveraging CalWIN Noticing Architecture
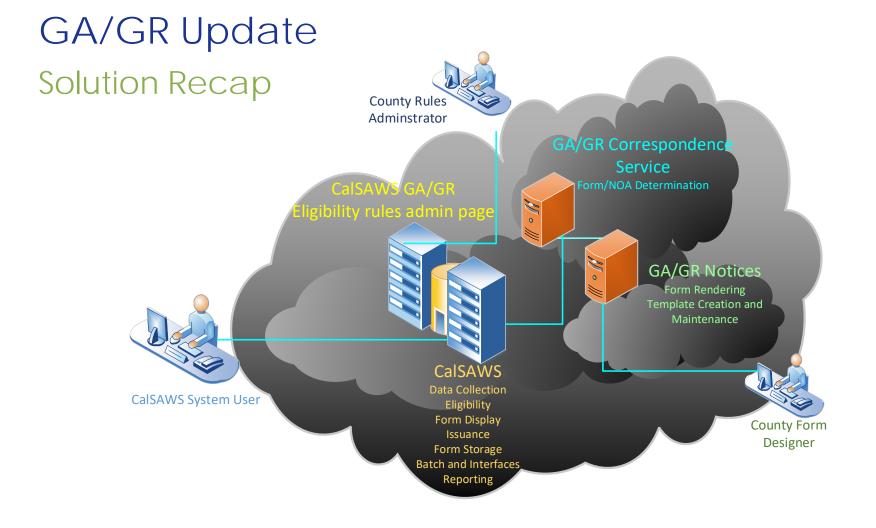
CalSAWS Provides:
- Data Collection and Online
  - Collects applicant data
  - Requests eligibility determination
  - Provides employment services functions
- Form Display
  - Displays eligibility results
  - Displays draft forms
  - Requests final forms
  - Requests manual forms
- Form Storage
  - Stores final forms and reports
- Issuance
  - Provides issuance/fiscal functions
  - Provides Recovery Account functions
  - Provides EBT functions
- Batch and Interfaces
  - EBT
  - Task Creation
  - EDBC Sweeps
  - Web Service Calls
- Reporting
  - Provides GA/GR specific reporting

- Eligibility
  - Receives eligibility request
  - Determines eligibility and returns the eligibility results
  - Provides configurable eligibility rules by County

GA/GR Service Provides:
- Form Determination
  - Determines relevant correspondence(s)
- Form Rendering
  - Renders relevant draft correspondence(s)
  - Renders final correspondence(s)
- Template Creation and Maintenance
  - Provides configurable correspondence templates for creation and maintenance by County

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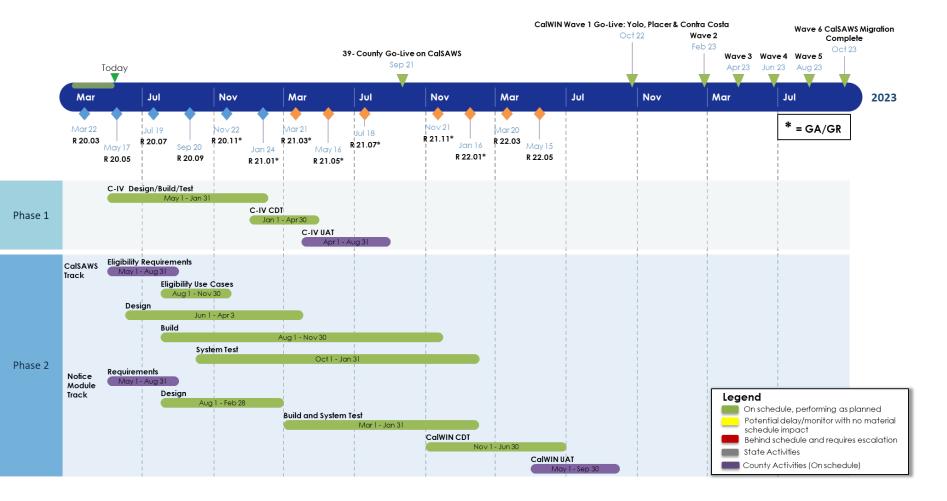
- GA/GR eligibility rules would be incorporated into CalSAWS in the same manner as LRS
  - This results in the use of the CalSAWS business rules engine and the potential re-use of similar rules across multiple counties.
- External Notices Service, seeded with replatformed CalWIN GA/GR Correspondence

GA/GR Update
Draft Release Plan

Category	Description
Phase 1 - C-IV County Migration (Releases 20.11-21.03) Complete March 2021	• 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) Complete January 2022	• Implement CalWIN Counties rules and integrate with GA Correspondence service

GA/GR Update
Draft Release Plan
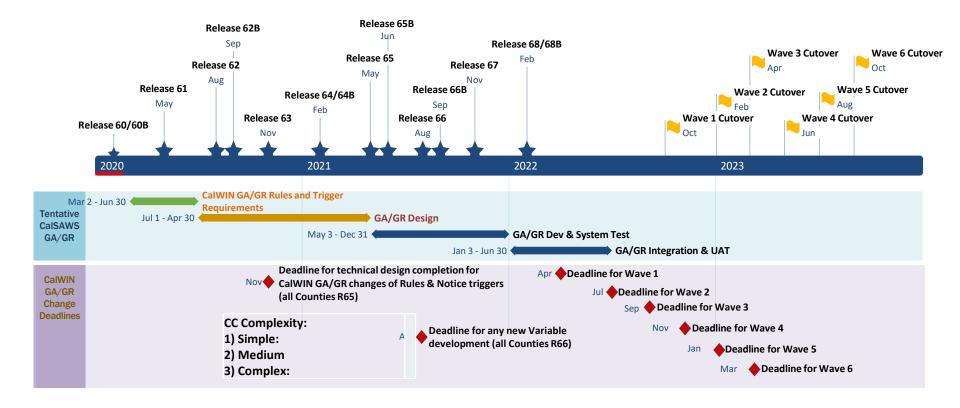
CalWIN County CC Preparation

- In order to collaborate and expedite the process for common correspondence, help reduce county direct costs, and leverage GA/GR forms across the CalWIN counties; DXC and WCDS have teamed together to develop the following plan/approach

  ① DXC Develops Report for Consortia

  ② Counties Review Report and Request PDFs

  ③ Counties Review PDFs

  ④ Finalize list of common correspondence

CalWIN GA/GR Notices Migration to CalSAWS

Timeline of releases across 2020–2023:

- **Release 60/60B**
- **Release 61** — May
- **Release 62** — Aug
- **Release 62B** — Sep
- **Release 63** — Nov
- **Release 64/64B** — Feb
- **Release 65** — May
- **Release 65B** — Jun
- **Release 66** — Aug
- **Release 66B** — Sep
- **Release 67** — Nov
- **Release 68/68B** — Feb
- **Wave 1 Cutover** — Oct
- **Wave 2 Cutover** — Feb
- **Wave 3 Cutover** — Apr
- **Wave 4 Cutover** — Jun
- **Wave 5 Cutover** — Aug
- **Wave 6 Cutover** — Oct

Tentative CalSAWS GA/GR
- Mar 2 - Jun 30 — CalWIN GA/GR Rules and Trigger Requirements
- Jul 1 - Apr 30 — GA/GR Design
- May 3 - Dec 31 — GA/GR Dev & System Test
- Jan 3 - Jun 30 — GA/GR Integration & UAT

CalWIN GA/GR Change Deadlines
- Nov — Deadline for technical design completion for CalWIN GA/GR changes of Rules & Notice triggers (all Counties R65)
- A — Deadline for any new Variable development (all Counties R66)
- Apr — Deadline for Wave 1
- Jul — Deadline for Wave 2
- Sep — Deadline for Wave 3
- Nov — Deadline for Wave 4
- Jan — Deadline for Wave 5
- Mar — Deadline for Wave 6

CC Complexity:
1) Simple:
2) Medium
3) Complex:

Small to medium complexity changes, large changes would need to be further analyzed and timing agree to Deadline for Waves – Changes to Notice Template Only (excludes changes to triggers of variables)

CC Complexity:
1) Simple
2) Medium
3) Complex

GA/GR Update
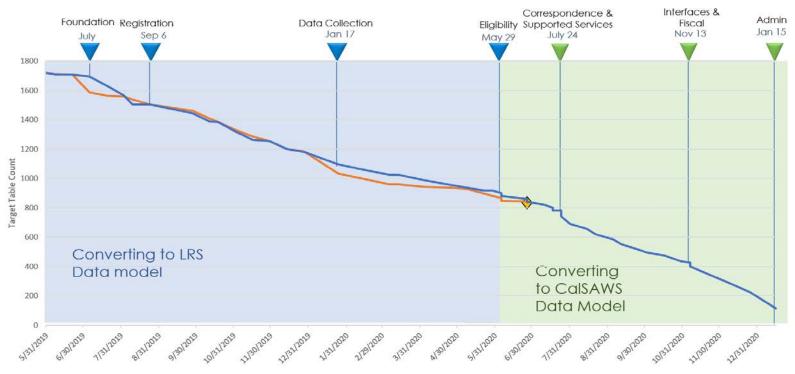
Next Steps

- Continue county engagement
- Complete C-IV GA managed design
- Continue documenting as-is CalWIN eligibility requirements and use cases
- Continue documenting GA/GR notice requirements

7. CalSAWS Update

e. Conversion

Conversion Status and Accomplishments
CalWIN Burndown Chart and Progress

Note: 1718 is the cumulative tables to be looked at. This includes looking at tables multiple times as tables cross functional area. There are 708 unique tables identified for conversion evaluation

CalWIN Conversion Continues On-Schedule with:

- Foundation, Registration, Data Collections, and Eligibility Epics Complete;
- Supported Services and Correspondence Epics In-Progress; and,
- Fiscal, Interfaces, Admin, Reports, and Lobby Epics On-Schedule to Complete Prior to the Next CalWIN Conversion Phase/Milestone (Converted Data Test and Mock Conversion).

Conversion Status and Accomplishments

Ancillary Systems and Duplicate Person Update

- Duplicate Persons
  - Person De-Duplication Business Process and Communication Protocol Document
  - Person De-Duplication Report
- Ancillary Systems
  - Discovery sessions scheduled through July
    - Collections session held July 7
  - Planning sessions will be scheduled for August

Conversion Demonstration

Converted Placer Case

Conversion Demonstration

Converted Placer Case

Conversion Demonstration

Converted Placer Case

Conversion Demonstration

Converted Placer Case

7. CalSAWS Update

f. OCAT

CalSAWS Updates

f. OCAT

- Revised Timeline
  - System Test Complete – 9/4/2020
  - County User Acceptance Test – 9/8/2020 – 10/12/2020
  - Green Light/Go/No Go – 10/26/2020
  - County Implementation/Go Live – 11/2/2020

- Consortium and QA Vendor continue to monitor progress very closely for a successful implementation for the counties

8. CalSAWS Procurement Updates
   a. CalWIN OCM & Training
   b. Central Print

CalWIN Procurement Updates
a. CalWIN OCM, Training & Implementation Support

Timeline

PROCUREMENT EVENT	DATE
Released RFP	December 17, 2019
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

- Deloitte was selected to be the OCM, Training & Implementation Vendor

CalSAWS Procurement Update
b. Print Procurement Timeline
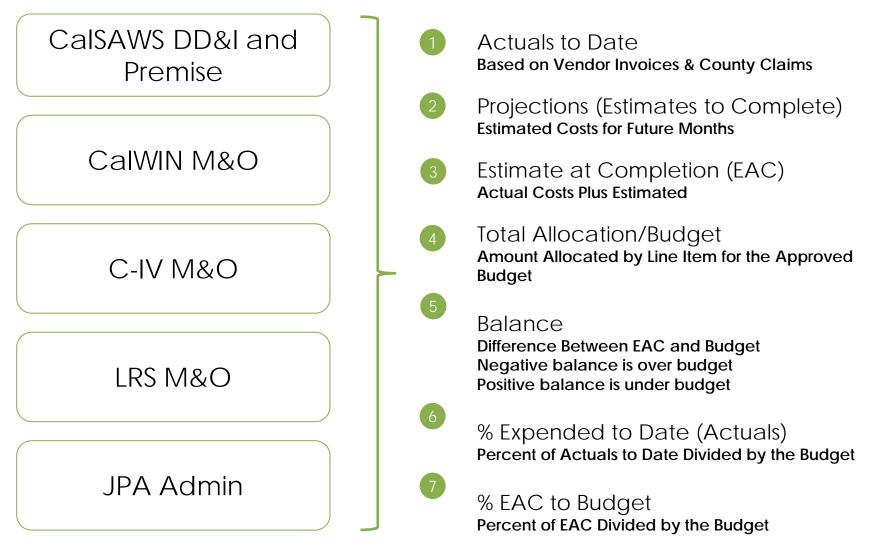
PROCUREMENT EVENT	DATE
Develop Requirements and RFP	January 21 – April 22, 2020
Consortium RFP Review and Approval	April 23 – May 5, 2020
State RFP Review and Approval	May 6 – July 6, 2020
Federal RFP Review and Approval	July 8, 2020
RFP Release	July 8, 2020
Bidder's Conference	July 16, 2020
Contractor Proposal Due Date	September 8, 2020
Evaluate Proposals and Prepare Vendor Selection Report	September 9 – October 30, 2020
Consortium Issues Notice of Intent to Award	November 2, 2020
Contract Negotiations	November 4 – 12, 2020
State, Federal and Consortium JPA Board of Directors Approval of Agreement	November 16, 2020 – February 9, 2021
Planned Start Date of Central Print Contractor	February 22, 2021

9. Fiscal Update
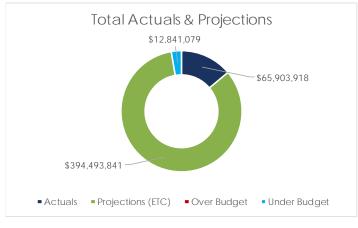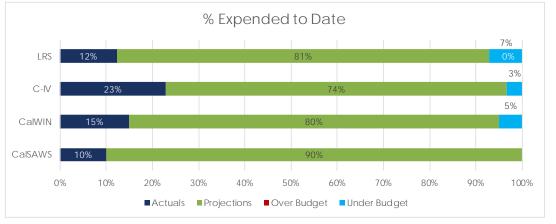
CalSAWS Financial Updates

Overview

- CalSAWS DD&I and Premise
- CalWIN M&O
- C-IV M&O
- LRS M&O
- JPA Admin

1 Actuals to Date
Based on Vendor Invoices & County Claims

2 Projections (Estimates to Complete)
Estimated Costs for Future Months

3 Estimate at Completion (EAC)
Actual Costs Plus Estimated

4 Total Allocation/Budget
Amount Allocated by Line Item for the Approved Budget

5 Balance
Difference Between EAC and Budget
Negative balance is over budget
Positive balance is under budget

6 % Expended to Date (Actuals)
Percent of Actuals to Date Divided by the Budget

7 % EAC to Budget
Percent of EAC Divided by the Budget

Total Actuals & Projections

$12,841,079
$65,903,918
$394,493,841

■ Actuals ■ Projections (ETC) ■ Over Budget ■ Under Budget

% Expended to Date

	Actuals	Projections	Over Budget	Under Budget
LRS	12%	81%		7% / 0%
C-IV	23%	74%		3%
CalWIN	15%	80%		5%
CalSAWS	10%	90%		

■ Actuals ■ Projections ■ Over Budget ■ Under Budget

Category	Actuals to Date[1]	Projections (ETC)	EAC	Total Allocation (Budget)	Balance + Under / (-Over)	% Expended to Date	% EAC to Budget	Notes
CalSAWS	**$20,908,311**	**$188,383,220**	**$209,291,531**	**$209,291,531**	**$0**	**10.0%**	**100.0%**	
DD&I App. Dev.	$6,618,834	$28,765,531	$35,384,365	$35,384,365	$0	18.7%	100.0%	
DD&I Non-App. Dev.	$12,147,465	$99,625,213	$111,772,678	$111,772,678	$0	10.9%	100.0%	
DD&I Training	$22,326	$2,992,560	$3,014,886	$3,014,886	$0	0.7%	100.0%	
DD&I GA/GR	$0	$7,205,370	$7,205,370	$7,205,370	$0	0.0%	100.0%	
DD&I Procurement	$163,159	$1,819,786	$1,982,945	$1,982,945	$0	8.2%	100.0%	
CalSAWS M&O	$616,018	$10,217,777	$10,833,795	$10,833,795	$0	5.7%	100.0%	
CalSAWS Premise	$1,340,509	$37,756,983	$39,097,492	$39,097,492	$0	3.4%	100.0%	
CalWIN M&O	**$16,361,738**	**$87,880,821**	**$104,242,559**	**$109,731,489**	**$5,488,930**	**14.9%**	**95.0%**	
CalWIN M&O	$14,664,213	$79,886,043	$94,550,256	$94,550,256	$0	15.5%	100.0%	
CalHEERS Interface	$1,353,415	$6,482,886	$7,836,301	$13,325,231	$5,488,930	10.2%	58.8%	Projected Savings from Application Maintenance
CalHEERS CSCN	$344,110	$1,511,892	$1,856,002	$1,856,002	$0	18.5%	100.0%	
C-IV M&O	**$21,174,659**	**$68,375,738**	**$89,550,397**	**$92,610,360**	**$3,059,963**	**22.9%**	**96.7%**	
C-IV M&O	$19,511,344	$59,388,157	$78,899,501	$78,899,501	$0	24.7%	100.0%	
CalHEERS Interface	$1,148,228	$6,143,646	$7,291,874	$10,351,837	$3,059,963	11.1%	70.4%	Projected Savings from Application Maintenance
Covered CA CSC	$515,087	$2,843,935	$3,359,022	$3,359,022	$0	15.3%	100.0%	
LRS M&O	**$7,459,210**	**$49,072,552**	**$56,531,762**	**$60,823,948**	**$4,292,186**	**12.3%**	**92.9%**	
LRS M&O	$7,459,210	$45,820,542	$53,279,752	$55,525,576	$2,245,824	13.4%	96.0%	Projected Savings from Hardware/Software
CalHEERS Interface	$0	$3,252,010	$3,252,010	$5,298,372	$2,046,362	0.0%	61.4%	Projected Savings from Application Maintenance
JPA Admin. Budget	**$0**	**$781,510**	**$781,510**	**$781,510**	**$0**	**0.0%**	**100.0%**	
CalSAWS 58 Counties	$0	$781,510	$781,510	$781,510	$0	0.0%	100.0%	
Total	**$65,903,918**	**$394,493,841**	**$460,397,759**	**$473,238,838**	**$12,841,079**	**13.9%**	**97.3%**	

[1]. July/August partial actuals (Invoices)

CalSAWS | SFY 2020/21 CONSORTIUM PERSONNEL BUDGET & FTEs

CATEGORY	Actuals to Date	Projections (ETC)	EAC	Total Allocation (Budget)	BALANCE +Under / (-Over)	% Expended to Date	% EAC to Budget	Notes
CalSAWS DD&I	**$2,356,286**	**$18,304,870**	**$20,661,156**	**$20,661,156**	**$0**	**11.4%**	**100.0%**	
Consortium Personnel - County[1]	$0	$10,168,057	$10,168,057	$10,168,057	$0	0.0%	100.0%	
Consortium Personnel - Contractor[2,3]	$2,356,286	$8,136,813	$10,493,099	$10,493,099	$0	22.5%	100.0%	
CalWIN M&O	**$836,285**	**$3,550,974**	**$4,387,259**	**$4,387,259**	**$0**	**19.1%**	**100.0%**	
Consortium Personnel - County[1]	$0	$162,000	$162,000	$162,000	$0	0.0%	100.0%	
Consortium Personnel - Contractor[2,3]	$836,285	$3,388,974	$4,225,259	$4,225,259	$0	19.8%	100.0%	Corrected Allocation as of 8/6
C-IV M&O	**$425,076**	**$3,803,424**	**$4,228,500**	**$4,228,500**	**$0**	**10.1%**	**100.0%**	
Consortium Personnel - County	$0	$2,076,441	$2,076,441	$2,076,441	$0	0.0%	100.0%	
Consortium Personnel - Contractor[2]	$425,076	$1,726,983	$2,152,059	$2,152,059	$0	19.8%	100.0%	
LRS M&O	**$0**	**$13,373,256**	**$13,373,256**	**$13,373,256**	**$0**	**0.0%**	**100.0%**	
Consortium Personnel - County	$0	$13,373,256	$13,373,256	$13,373,256	$0	0.0%	100.0%	
Consortium Personnel - Contractor[2]	$0	$0	$0	$0	$0	0.0%	0.0%	
Premise	**$37,128**	**$820,799**	**$857,927**	**$857,927**	**$0**	**4.3%**	**100.0%**	
Consortium Personnel - County	$0	$697,039	$697,039	$697,039	$0	0.0%	100.0%	
Consortium Personnel - Contractor[2]	$37,128	$123,760	$160,888	$160,888	$0	23.1%	100.0%	
Total	**$3,654,775**	**$39,853,323**	**$43,508,098**	**$43,508,098**	**$0**	**8.4%**	**100.0%**	

WCDS Subcommittee: CSAC Update			
Funding Categories	Projection	Allocation	Balance
CalWIN M&O	$1,827,757	$1,827,757	$0
CalSAWS	$2,631,060	$2,631,060	$0
CalSAWS Travel	$53,535	$53,535	$0
Total	**$4,512,352**	**$4,512,352**	**$0**

CSAC Contract			
CSAC	Projections	Contract	Balance
CSAC Staff, Travel, Fees	$4,512,352	$5,867,690	$1,355,338

NOTE: CSAC contract includes a 5% annual escalator to accommodate increases associated with salaries, benefits, and corresponding fees. An average 2.2% increase was applied to salaries as of July 1 (2% for all but six staff who aligned to new positions with CalSAWS)

CalSAWS | SFY 2020/21 CONSORTIUM PERSONNEL FTEs

SFY 2020/21 - Consortium Personnel FTE Counts	Current/Planned FTEs
CalSAWS DD&I	**110**
Consortium Personnel - County[1]	32
Consortium Personnel - Contractor[2]	43
Consortium Personnel - Contractor Limited Term[3]	10
TBD[4]	25
CalWIN M&O	**21**
Consortium Personnel - County[1]	1
Consortium Personnel - Contractor[2]	12
Consortium Personnel - Contractor Limited Term[3]	6
TBD[4]	2
C-IV M&O	**25**
Consortium Personnel - County[1]	13
Consortium Personnel - Contractor[2]	9
Consortium Personnel - Contractor Limited Term[3]	1
TBD[4]	2
LRS M&O	**68**
Consortium Personnel - County[1]	68
Consortium Personnel - Contractor[2]	0
Consortium Personnel - Contractor Limited Term[3]	0
TBD[4]	0
Premise	**2**
Consortium Personnel - County[1]	1
Consortium Personnel - Contractor[2]	1
Total	**226**

[1]Includes only Consortium Staff, does not include County Support Staff

[2]Includes RGS and CSAC employees

[3]Includes RGS, CSAC, and First Data Staff (Non-Employees)

[4]Does not account for backfill considerations

CalSAWS | SFY 2020/21 CHANGE BUDGET (APPLICATION MAINTENANCE / M&E HOURS)

Change Budget Category	Actuals to Date	Projections (ETC)	EAC	Total Allocation (Budget)	BALANCE +Under / (-Over)	% Expended to Date	% EAC to Budget	Notes
CalWIN M&O	**$3,907,447**	**$25,049,650**	**$28,957,097**	**$34,446,027**	**$5,488,930**	**11.3%**	**84.1%**	
CalWIN M&O	$3,482,627	$10,193,800	$13,676,427	$13,676,427	$0	25.5%	100.0%	
CalHEERS Interface Change Budget	$172,116	$2,621,740	$2,793,856	$8,282,786	$5,488,930	2.1%	33.7%	Projected Savings from Application Maintenance
CalHEERS CSCN Change Budget	$0	$249,595	$249,595	$249,595	$0	0.0%	100.0%	
CalWIN Premise	$252,704	$11,984,515	$12,237,219	$12,237,219	$0	2.1%	100.0%	
C-IV M&O	**$6,066,141**	**$21,913,325**	**$27,979,466**	**$30,987,477**	**$3,008,011**	**19.6%**	**90.3%**	
C-IV M&O	$5,308,816	$11,995,184	$17,304,000	$17,304,000	$0	30.7%	100.0%	
CalHEERS Interface Change Budget	$282,740	$2,077,092	$2,359,832	$5,367,843	$3,008,011	5.3%	44.0%	Projected Savings from Application Maintenance
Covered CA CSC Change Budget	$88,914	$612,654	$701,568	$701,568	$0	12.7%	100.0%	
C-IV Premise	$385,671	$7,228,395	$7,614,066	$7,614,066	$0	5.1%	100.0%	
LRS M&O	**$3,189,577**	**$23,092,404**	**$26,281,981**	**$28,328,343**	**$2,046,362**	**11.3%**	**92.8%**	
LRS M&E	$2,638,867	$8,785,133	$11,424,000	$11,424,000	$0	23.1%	100.0%	
CalHEERS Interface Change Budget	$0	$1,498,090	$1,498,090	$3,544,452	$2,046,362	0.0%	42.3%	Projected Savings from Application Maintenance
LRS/Calsaws Premise	$550,710	$12,809,181	$13,359,891	$13,359,891	$0	4.1%	100.0%	
TOTAL	$13,163,165	$70,055,379	$83,218,544	$93,761,847	$10,543,303	14.0%	88.8%	

Note: Includes 8,000 hours/month for M&O per system, plus premise hours.

CalSAWS | SFY 2020/21 CONTRACT OBLIGATIONS

Warranty & Liquidated Damages Detail - SFY 2020/21					
Category	Contract	Service Month	Amount	Invoice Month	Invoice #
Deficiency Resolution Timeliness; Disaster Recovery (Pending)	CalWIN	December-19	$1,000	Pending Clearance (Sept)	
Covered CA Contact CalWIN System Availability -outage on 2/18; Deficiency Resolution Timeliness	CalWIN	February-20	$59,000	Pending Clearance (Sept)	
Covered CA Contact CalWIN System Availability	CalWIN	March-20	$24,250	Pending Clearance (Sept)	
Core CalWIN UAT Delivery, Deficiency Resolution, CalHEERS Response Time	CalWIN	April-20	$5,500	Pending Clearance (Sept)	
Core CalWIN Deficiency Resolution, CalHEERS Deficiency Resolution and Response Time	CalWIN	May-20	$5,500	Pending Clearance (Sept)	
Core CalWIN System Availability	CalWIN	June-20	$5,053	Pending	
Total			$100,303		

Hours & Credits					
Category	Actuals	Projections (ETC)	EAC	Allowance	BALANCE +Under / (-Over)
CalWIN Modernization ("Modification") Hours	$2,804,518	$2,406,587	$5,211,105	$8,217,460	$3,006,355
CalWIN Business Intelligence (BI)	$3,853,635	$117,580	$3,971,215	$3,971,215	$0
CalWIN IDMS	$0	$1,500,000	$1,500,000	$1,500,000	$0
CalWIN Business Rules Engine (BRE)	$0	$3,500,000	$3,500,000	$3,500,000	$0
C-IV Royalty Fees	$600,006	$0	$600,006	$600,006	$0
Total	$7,258,158	$7,524,167	$14,782,325	$17,788,681	$3,006,355

Modernization Hours are updated each August with 8,500 hours; includes hours from prior years (updated 8/6/20).

IDMS estimate of $1.5M for potential utilization of hours for CalSAWS GA/GR.

BRE estimate of $3.5M for potential utilization of hours for CalSAWS GA/GR.

Royalty fees includes $200k shifted from SFY 18/19 and $200K from SFY 20/21 in addition to SFY 19/20.

10. CalWIN Cloud Activities

CalWIN Connectivity to Cloud Environments

- Connectivity is established between CalWIN and the following cloud environments

  - AWS for the CalSAWS GA/GR project, conversion and OCAT
  - Microsoft Azure for Office 365
  - Oracle Cloud for testing and proof of concepts

CalWIN Projects in Progress

1. CalWIN mail is being implemented in Microsoft Azure
2. POP Server refresh
3. ServiceNow replacement of the CA Service Desk application

CalWIN Proposals in Progress

1. Moving Notice CalWIN to AWS
2. Using AWS services to upgrade Java, content mgt, security modules for MyBCW Portal

Other Activities Under Consideration

1. CONTACT CalWIN replacement with Amazon Connect
2. Rehosting CIS
3. DevOPS usage for additional testing and deployment improvements

11. 2020/2021 WCDS Subcommittee Schedule

2020/2021 WCDS Subcommittee Schedule

Month	CWDA	WCDS Subcommittee	CalSAWS JPA Board
July 2020	No Meeting	No Meeting	July 17, 2020 Conference Call
August 2020	August 14, 2020	August 14, 2020 Conference Call	August 28, 2020 Conference Call
September 2020	September 11, 2020	September 11, 2020 Conference Call	September 25, 2020 Conference Call
October 2020	No Meeting	No Meeting	No Meeting
November 2020	November 13, 2020	November 13, 2020 Conference Call	November 6, 2020 TBD
December 2020	No Meeting	No Meeting	December 4, 2020 TBD
January 2021	January 15, 2021	TBD	January 15, 2021 General Membership
February 2021	February 12, 2021	February 12, 2021	February 19, 2021 TBD
March 2021	March 12, 2021	TBD	March 26, 2021 TBD
April 2021	April 9, 2021	TBD	April 9, 2021 TBD
May 2021	May 14, 2020	TBD	May 14, 2021 TBD
June 2021	June 11, 2021	TBD	June 23-25 2021 CalSAWS Conference TBD

12. Informational Items

    a.   CalWIN Release Schedule
    b.   Policy Updates
    c.   Operations
    d.   Reporting Steering Committee Updates

Informational Items
a. CalWIN Release Schedule

Rev: 8/6/2020

CalWIN Release Delivery Impact

6/8/2020 - 7/31/2020
R62 UAT

9/14/2020 - 11/6/2020
R63 UAT

12/14/2020 - 2/5/2021
R64 UAT

3/8/2021 - 4/30/2021
R65 UAT

8/10/2020
R62 IMP

9/21/2020
R62B IMP

11/16/2020
R63 IMP

2/15/2021
R64/R64B IMP

5/10/2021
R65 IMP

Jul-20 | Aug-20 | Sep-20 | Oct-20 | Nov-20 | Dec-20 | Jan-21 | Feb-21 | Mar-21 | Apr-21 | May-21

R62 –8/10/2020
(28,600 Effort Hours)*

53019 MC 355 Redesign
53021 Employment Servc rpts & data in BI
53132 NOD2 Worker Information
53475 Update forms and Notice versions provided in ACL 19-49
53584 Standardize Addressee Information sent to Print Vendors
53600 Expand Nutrition Benefit Override Func
53729 CF 18 CalFresh Churn Report Errata Changes
53730 CF296 SQL Modification -Expedited CalFresh Late Determination
53754 CalSAWS Non-Citizen Section Codes
53755 CalSAWS Addr Longitude & Latitude
53931 CalFresh Overissuan $400 Thr Ph2
54189 Mailing Addr Populates Phy Addr in MEDS
52490 Mega-Mandatory discontinuances
54684 Dynamic Web TWAIN Active X Ed Upgr
53236 ALA External Referral for App Reg
53297 ALA CF285 and VRU

R62B –9/21/2020
(Effort Hours – 453)

54616 20.9 TOD
55080 MRA016E Person Count Reporting Changes
55336 Medicare EERC Code to Align with CR146748 20.9
54798 Migrate eICT Schema project from 20.9 to 20.11

R63 –11/16/2020
(20,151 Effort Hours)

55256 CalWIN Process for Data Retention Policy and Conversion - Phase I
53583 New Freeform NOA Master Template
53599 Child Care Contractor Summary Page
53731 CWA Transformation to a supported platform
53732 Asset Verification Program (AVP)
53925 Stage One Child Care Provider Data Collection
54188 CC Triggering Added to AR Functionality
54425 MyBCW does not display client SNB supplemental benefit amounts for CalFresh
54481 Medi-Cal Eligibility for Stepparents
54618 Client Correspondence Addressing to use Current Designated Case Addressee
54664 Report to Stage 2 Child Care Administrators
54738 Program Identifier Number Format Change
54951 CWEA BI Report Interface Screen

R64 –2/15/2021
(13,916 Effort Hours)

54619 CalWORKs Overpayment NOAs for suspended claims under $250 threshold
54984 SAWS 2 Plus Variable Population Corrections
55110 CalWORKs Overpayment Recovery SB726 Phase 1.5 (Policy Clarification)
55113 Enhancement to Non-Compliance Reasons – Medicare
55188 FR Revisions for WDTIP and TRAC
55278 CalWIN Process for Data Retention Policy and Conversion - Phase II
55279 Suppress the MC 239 A Disc NOA for FTP for Verification when MC 239 A Disc for FTR RRR is Generated
55345 Adding Read-only access to BI Publisher reports for BI Security role levels 1-5
55434 Applicant IEVS Request for Redetermination and Recertification
55457 Homeless Shelter Deductions incorrectly used in budget
55611 Implementing temporal logic to BI Confidential Cases

R65 –5/10/2021
(TBD Effort Hours)

55721 Enhancement of Lawfully Present Immigration Statuses - Non-MAGI Eligibility Evaluations (ACWDL 18-09)

*Forecasted total Effort Hours will increase as estimates are finalized and if additional content is added to the releases.

Informational Items
b. Policy Updates - Near Future

Program and Policy	Projected Implementation date
Medi-Cal • ABD FPL Expansion • Flippers – Medicare part B Disregard – 12/2020 Benefit Month • Asset Verification Program • Mixed Household Renewal Packets	November 2020 July 2021
CalWORKs • Stage 1 Child Care Automation Changes (report and online search screen for Stage 2 administrators, automation of child care informing notices and 18 month post aid notice) • Child support disregard pass-through - increase the pass-through payment to families in the CalWORKs program, effective January 1, 2022 • Eliminate 24 month Welfare to Work clock and increase 48-month time on aid clock to a single 60-month CalWORKs time limit, effective May 2022	November 2020 November 2021 February 2022
Foster Care • AB 2880 - Transitional Housing Program. Supplemental rate structure for housing supplements for NMDs, with two levels of supplement per county, depending on NMD's parental status.	July 2021

Informational Items
c. Operations

- **CalWIN Migration from CA Service Desk to ServiceNow** –
  - ServiceNow provides Service Management Ticketing and Workflow automation for Incident Management, Request Management, Problem Management and Change Management.
  - Includes online Service Portal and Knowledge Base Management supporting Service Desk, Application and Infrastructure Support functions.
  - A primary driver to switch from CA Service Desk Manager to ServiceNow is to be able to run in the same ServiceNow Instance as CalSAWS will be using, and to use it to meet CalWIN service desk requirements.
  - Moving to ServiceNow provides a new technology solution for the CalWIN service desk, (and the county help desk solutions that today use the CalWIN Service Desk software).
  - Next steps are to gather additional business requirements and development of detailed timeline during Project Startup.

Informational Items
d. Reporting Steering Committee Updates

MR to BI Transformation Update

- Wave 9 Live – Lift and Shift Project Completion
- 280+ MR (Consortium and County) reports migrated from From Business Objects and Contend OnDemand to OBIEE and BI ECM
- 3 MR reports converted to BI Dashboard reports
- 4 MR reports made available for Self Service in BI
- 300 reports retired or slated for retirement (Phase 1-3)

Next Step:
- Retirement of MR Legacy Software (Target October 2020)

12. Adjourn Meeting