Cal**SAWS** | Project Steering Committee Meeting

September 17, 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.

   - All lines will be muted when meeting begins.
   - To unmute:
     + When connected via computer – click the microphone icon.
     + When connected via telephone – press *6.

Action Items

PSC & JPA Action Item:

CalSAWS Diversity, Equity, & Inclusion (DEI) Initiatives

CalSAWS Diversity, Equity, & Inclusion (DEI) Initiatives

- Project Leadership and staff have been working on DEI Initiatives

- Public Comment made at the August PSC & JPA Board Meetings

- Tracking Sheet for DEI Recommendations and Requests has been developed

Next Steps

Work with State, County, and Advocate Stakeholders to gather details.	Present detailed plan at future Meetings: PSC, JPA, & Stakeholders
Recruit for Diversity and Vendor Engagement Officer (upon approval)	Implement & Maintain DEI Initiatives

CalSAWS DEI Tracking

Summary

- The following slides provide a listing of specific DEI items requested by the Advocate Stakeholders and a listing of DEI items identified by CalSAWS.

- The listing is not exhaustive/complete, but is a summary of actions being proposed and/or worked on by CalSAWS.

- DEI items will continue to be worked on further and will be presented and discussed at future PSC, JPA, and Stakeholder meetings.

CalSAWS DEI Request Tracking – JPA & PSC

#	Advocate DEI Request	Proposed CalSAWS Action	Proposed Communication and/or Next Steps
1	Explicitly create an intentional process for DEI, showing greater transparency and intentionality to meet the needs of Californians who face systemic discrimination.	Support the launch of an Inclusion and Diversity initiative "I&D: Be the Change". Explore the creation and funding for a **DIVERSITY AND VENDOR ENGAGEMENT OFFICER** position to manage and oversee all CalSAWS DEI activities.	Monitor the Inclusion and Diversity initiative "I&D: Be the Change, which has been tasked to make recommendations to Project Executives and CalSAWS Governance bodies regarding the implementation of an intentional DEI process. Draft position description and begin process to create a **DIVERSITY AND VENDOR ENGAGEMENT OFFICER** position. Bring draft position description and funding request for the position through CalSAWS Governance Boards for consideration. Also discuss the draft position description and proposed job duties at a future Stakeholder engagement meeting for input and collaboration.

DRAFT

CalSAWS DEI Request Tracking – JPA & PSC

#	Advocate DEI Request	Proposed CalSAWS Action	Proposed Communication and/or Next Steps
2	Equitable language access: Notices or other docs become misleading, inaccurate, or even unintelligible when translated. English documents may not have the appropriate literacy level. Full language translations have not been prioritized for the web portal and contact center software, with some languages left until Phase 2 of the portal development and Contact Center software enhancements do not appear to have clear plans for language expansion. CalSAWS should ensure that all vendors meet all access needs in every threshold language.	Work with State Program Sponsors to develop a workflow with roles, responsibilities, and timelines for all CalSAWS related forms and notices including threshold language translations, and readability/literacy requirements. The goal will be to establish a process that allows simultaneous implementation in all threshold languages. A language support plan and timeline will be presented at a future CalSAWS Project Steering Committee (PSC) for discussion and approval prior to implementing any such public facing technologies. Partner with State and County policy makers to help make sure the system and its contractors meet threshold language requirements.	Once a **draft** of the workflow is established, discuss the draft workflow at a future Stakeholder engagement meeting for input and collaboration. Determine translation and implementation plan and timeline for items that are already implemented or in the LRS/CalSAWS development queue that may not currently include support for all threshold languages. Present at a future PSC Meeting. Also discuss the draft translation and implementation plan at a future Stakeholder engagement meeting for input and collaboration.
3	DEI & Procurements – Accessibility is a necessary step beyond letter-of-the-law (ADA) compliance in order to achieve the vision of an accessible system and ideally should happen as part of the RFP development early on.	Regarding accessibility, CalSAWS will require that any contract for public facing technology include third party accessibility testing.	This process will be completed prior to the release of the next CalSAWS procurement. In addition, third party accessibility testing will be part of the Statewide CalSAWS Portal implementation readiness activities.

DRAFT

CalSAWS DEI Request Tracking – JPA & PSC

#	Advocate DEI Request	Proposed CalSAWS Action	Proposed Communication and/or Next Steps
4	Lack of intentional data gathering, and analysis of program outcomes based on race or ethnicity makes it impossible to identify policies, business processes, and technology that may be unintentionally leading to disparate outcomes.	Ultimately, this is a Policy recommendation that should be addressed by County Human Services Departments in conjunction with the State Program Sponsors, as appropriate. In addition to the CalSAWS Project making the data available to the appropriate parties in a secure and user-friendly manner to accomplish the type of analysis recommended by the Advocate community, the CalSAWS Project will take proactive steps to monitor analytics for trends that may indicate language barriers and/or other barriers related to DEI impacts within the technology of the System.	Continue to implement the data analytics and reporting tools already in scope, which can support the type of data analysis being requested. The CalSAWS Team will draft a position description and begin process to create a **DIVERSITY AND VENDOR ENGAGEMENT OFFICER** to manage and oversee all DEI activities and who can assist the State and Counties with this type of data gathering and analysis. The position description and identified funding for the position will be brought through the CalSAWS Governance Committees for consideration.
5	Intentional effort to create patterns of engagement to reduce and eliminate the impacts of systemic racism, improve program outcomes, and reduce costly errors.	Although, CalSAWS views this recommendation as a policy and data analysis recommendation, which should be addressed by State Program Sponsors and County Human Services Departments, the Project will seek permission to establish a dedicated position to monitor documentation and analytics to assist with eliminating any bias that may be present within the System technology.	See row above.

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CalSAWS DEI Request Tracking – JPA & PSC

#	Advocate DEI Request	Proposed CalSAWS Action	Proposed Communication and/or Next Steps
6	Hire diverse team of experts to develop and implement DEI approaches within the CalSAWS Project and to ensure that everyone in the project is aligned in a shared vision of how DEI needs to be elevated at each step of the way.	This recommendation will be assigned to the CalSAWS "I&D: Be the Change" initiative team for consideration and recommendations.	The CalSAWS I&D Team will develop recommendations, which will be shared with Project leadership, PSC, JPA Board and at future Stakeholder Meetings. The CalSAWS I&D Team is proposed in the future to be sponsored by the **DIVERSITY AND VENDOR ENGAGEMENT OFFICER which is in the process of being created**.

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CalSAWS DEI Request Tracking – JPA & PSC

#	Additional Project DEI Initiatives	Proposed CalSAWS Action	Proposed Communication and/or Next Steps
1	Publish current vendor corporate diversity plans.	Send letter to existing CalSAWS vendors requesting a copy or link to their individual Diversity plans. Once plans are received, publish link or plans on CalSAWS.org.	Initiate letters to vendor partners and announce posting of plans when available.
2	Develop and publish a Commitment Statement to DEI in Procurement and Contracting.	Proposed CalSAWS Diversity and Vendor Engagement Officer to develop the Consortium DEI Policy in Procurement and Contracting with specific DEI subcontracting goals.	Draft position description and begin process to create a DIVERSITY AND VENDOR ENGAGEMENT OFFICER position. Bring draft position description and funding request for the position through CalSAWS Governance Boards for consideration. Also discuss the draft position description and proposed job duties at a future Stakeholder engagement meeting for input and collaboration.

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CalSAWS DEI Request Tracking – JPA & PSC

#	Additional Project DEI Initiatives	Proposed CalSAWS Action	Proposed Communication and/or Next Steps
3	Amend the draft CalWIN Implementation Support Agreement to emphasize expectations regarding DEI in applicable deliverables.	Modify deliverable content requirements for the Business Process Reengineering Plan, Master Training Plan, 18 County-specific Training Plans and County Communication Plan in RFP Attachment J – Requirements Cross Reference Matrix. Ensure corresponding Deliverable Expectation Documents (DEDs) also reflect these requirements. Document emphasis on diversity, inclusion and avoidance of racial and ethnic biases as part of each county's redefined To-Be business processes.	Follow-up: Ensure future deliverable content reflects the requirements associated with diversity and inclusion as part of the standard Consortium review process (draft and final versions).
4	Review existing State of California DEI documentation related to procurement and contracting and similar documentation from other progressive states. Review available documentation from HHS and USDA FNS. Determine which facets of relevant ideas/materials should be considered and/or incorporated into Consortium practice, RFPs and contracts.	Follow-up: Work in concert with the future CalSAWS Diversity and Vendor Engagement Officer to determine which ideas to implement as part of Consortium policy and practice.	Procurement Team to initiate research. Draft position description and begin process to create a DIVERSITY AND VENDOR ENGAGEMENT OFFICER position. Bring draft position description and funding request for the position through CalSAWS Governance Boards for consideration.

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CalSAWS DEI Request Tracking – JPA & PSC

| #	Additional Project DEI Initiatives	Proposed CalSAWS Action	Proposed Communication and/or Next Steps
5	Add requirements to current and future RFPs to: • Address contractor diversity commitments, including requirements for contractors to provide company diversity program/policy information. • Emphasize preference for DEI in subcontracting. • Require the specific delineation of percentage of work hours and percentage of total contract value for all small, minority, women-owned, disabled veteran-owned businesses. • Add DGS CMAS links to RFPs to promote the use of prequalified small businesses. • Ensure CMAS vendors are invited to Bidder's Conferences to facilitate teaming arrangements between larger System Integrators and smaller prequalified CMAS vendors.	Completed as part of Central Print Services RFP Addendum 4 issued on Friday, September 4, 2020. Will also address over the next 2-6 months as part of the CalSAWS M&O RFP development.	Follow-up: As work begins on upcoming M&O RFP, in collaboration with the proposed CalSAWS Diversity and Vendor Engagement Officer, share relevant draft requirements with advocate stakeholders, potential prime contractors, MWBE and CMAS representatives prior to finalizing RFP content. Monitor and report outcomes at PSC and JPA Board Meetings.

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Action Items
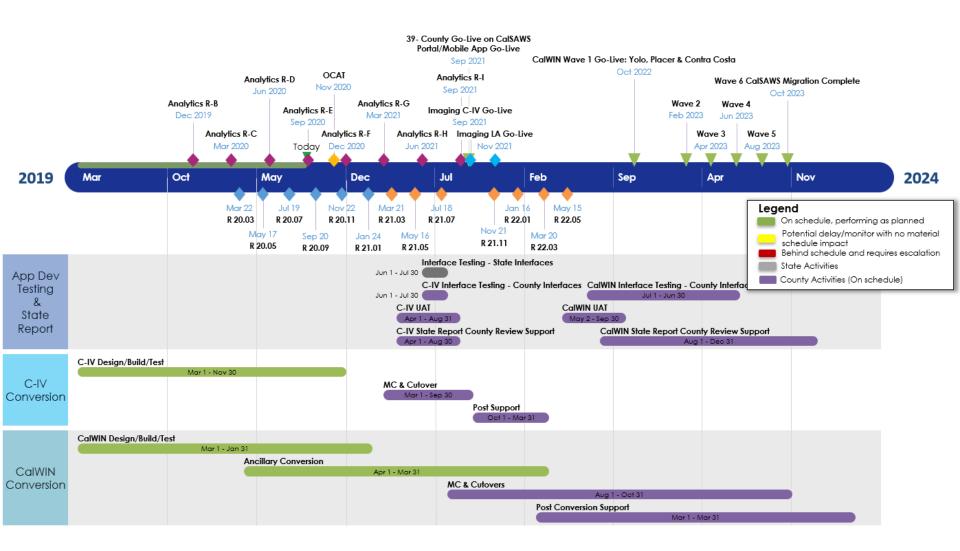
4. Approval of the Minutes of the August 20, 2020 PSC Meeting and review of Action Items.

    ▪ DEI Discussion
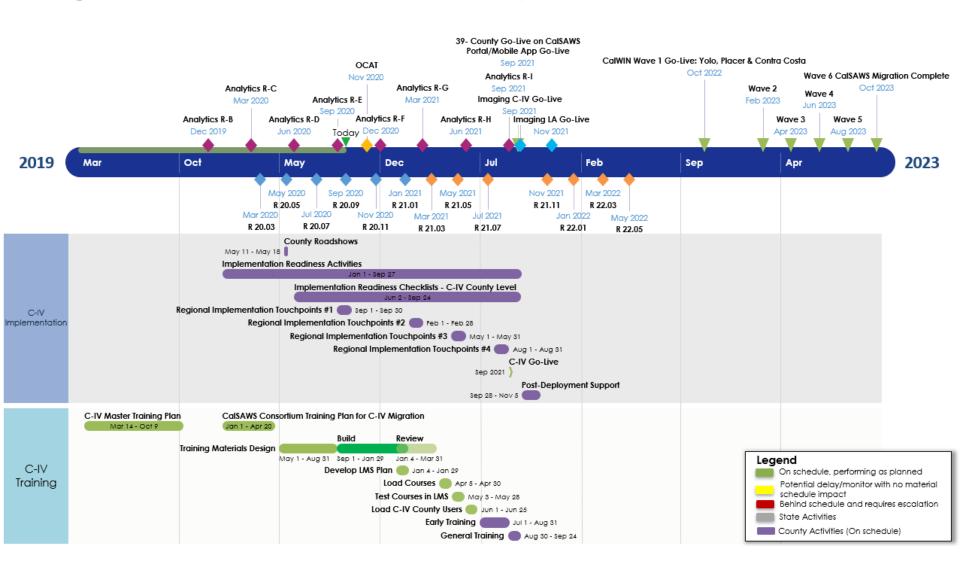
Informational Items

CalSAWS Gantt Chart Update

CalSAWS Project Gantt
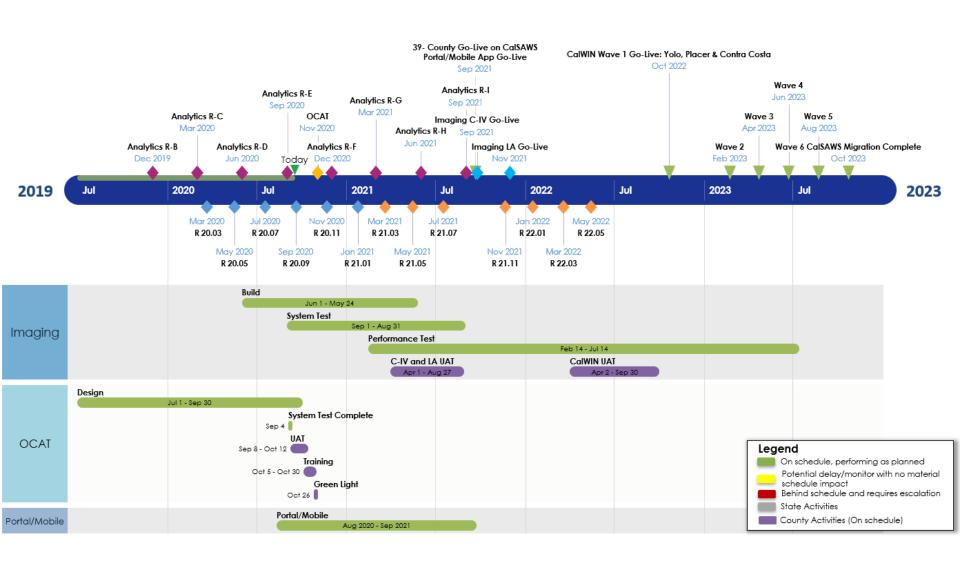## High Level Overview: App-Dev & Conversion

CalSAWS Project Gantt

High Level Overview: C-IV & Implementation

CalSAWS Project Gantt

High Level Overview: Imaging, OCAT, & Portal Mobile

Application Development
- Disaster CalFresh Update
- Medi-Cal Restoration Update
- 20.09 Release

SAWS System Updates

September 2020

Sunday	Monday	Tuesday	Wed	Thursday	Friday	Saturday
30	31	1	2	3 Mass replacement (wildfires) – C-IV System	4 Mass replacement (wildfires) – CalWIN System	5 LRS/CIV Run EDBC for AAP/FC/KG & CW/CF* CalWIN CW IRT & CF COLA
6	7	8	9	10	11	12 CF COVID EA Payments All SAWS
13	14	15	16	17 September PSC	18	19
20 20.09 Release Deployment (CalSAWS and C-IV)	21 R63B – live for CalWIN	22	23	24	25	26
27	28	29	30	* CalSAWS Batch Starts at 1:00 PM; C-IV Down Day		

Upcoming DHCS Policy Implementation
Disaster CalFresh/Mass Replacement

- Due to the power outages and wildfires in August 2020, Food and Nutrition Service (FNS) has approved a 50% mass replacement of August 2020 CalFresh benefits and May, June, and July 2020 Emergency Allotment benefits issued in August for recipients living in the affected zip codes.
  - C-IV System:
    - Issued over $725,000 across 8 counties (Butte, El Dorado, Marin, Napa, Shasta, Sutter, Tuolumne, and Yuba)
    - The benefits were available to the affected customers effective Friday, September 4, 2020.
    - CIT 0172-20 C-IV-107816 List of Mass Replacement CalFresh Benefits for August 2020 Lightening Fires
  - CalWIN System:
    - Issued over $128,000 across 4 counties (Santa Clara, Santa Cruz, Sonoma, and Yolo)
    - Benefits available to affected customers Saturday, September 5, 2020.
    - CIT #09-4904 Mass Replacement of CalFresh Benefits, Change Order #3795

Upcoming DHCS Policy Implementation

Medi-Cal Restoration Update

- The individuals whose discontinuances do not appear to follow the policy guidelines in EO N-29-20, MEDIL I-20-07 and MEDIL I-20-08 have been restored for April, May, June, and July. Counties are completing their reviews for August and September and DHCS will again run MEDS updates for remaining cases to restore. The date for this run is TBD.

- To reduce future clean up activities, DHCS continues to ask counties to reinforce with staff that renewals and negative actions should not be processed during the public health emergency and ensure that staff working in cash linked programs (CalWORKs, Foster Care, AAP, etc.) are aware of this policy.

OCAT Update

OCAT Project Update

Executive Summary

- Contract Amendment #1 was approved last month
- Training materials updated and final draft deliverable submitted on 9/4
- Functional system test completed on 9/4
- UAT began on 9/8

OCAT Schedule
Timeline of Key Activities

OCAT Project Update

System Test

- Functional System Test
  - Completed execution of all test cases and remediated defects to enter UAT
  - Finalizing test results for deliverable submission on 9/14
- Security Penetration Test
  - Completed 2 rounds of independent, third-party testing by vendor specialized in this area
  - Completed remediation of all findings
  - Vendor will conduct a final verification

OCAT Project Update

System Test

- Performance Test
  - Finalizing performance testing and tuning for required response times per SLAs
- Disaster Recover Test
  - Test #1 conducted with failover to AWS east region
  - Test #2 in process with expanded validations
  - Test #3 planned to be coordinated and conducted with CalSAWS enterprise prior to Go-Live
- Finalizing system test results for deliverable submission on 9/14

OCAT User Acceptance Test
Kickoff and Execution

- Completed Pre-UAT Activities
  - Extended time for Project team in UAT environment to dry run UAT scripts and resolve defects
  - End-to-end scenarios with OCAT, LRS, C-IV, and CalWIN
- Began UAT on 9/8
  - Conducted kickoff and training on day 1
  - Remote testing execution and support model
  - Testing with CalWIN, C-IV, LRS, and CDSS
  - Testing planned for 5 weeks

OCAT Training and Implementation
Key County Activities and Milestones
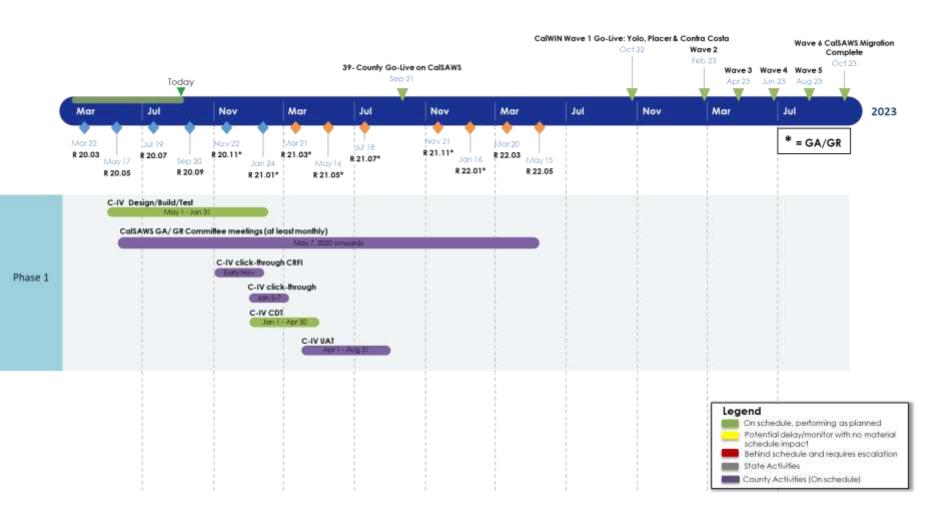

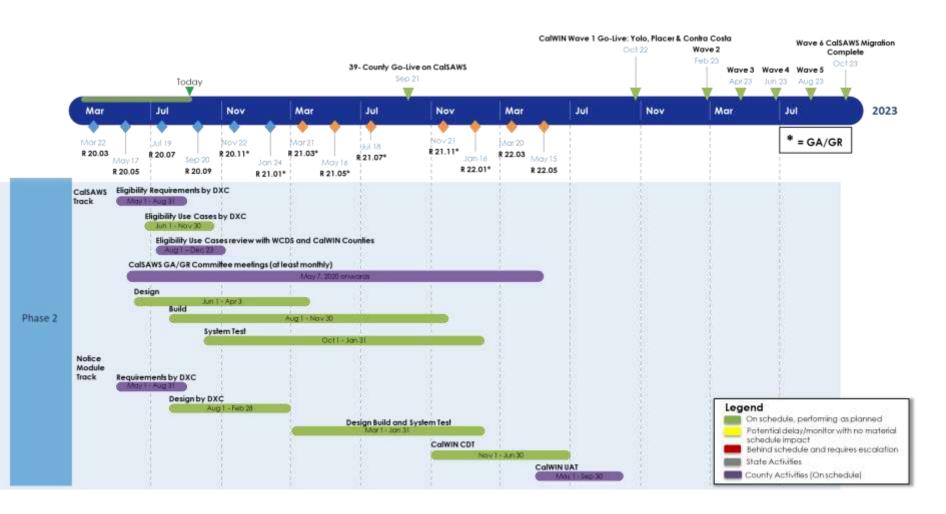| Activity	Date
Training Materials Complete	Thu, 9/24
County Champion Training Kickoffs	Wed, 9/30 – Thu, 10/1
Training (Self-paced)	Mon, 10/5 – Fri, 10/30
Green Light	Mon, 10/26
Cutover	Fri, 10/30 – Sun, 11/1
Go-Live	Mon, 11/2

GA/GR Update

GA/GR
Timeline

GA/GR

Timeline continued

GA/GR
Phase 1

- Implement C-IV managed and non-managed solution
- Support fiscal processing/issuance through CalSAWS
- Generate the GA 237 for the 39 counties
- Send GA transactions to MEDS

SCR	Status	Release
CA-215667 - Security updates for GA GR pages	In Testing	20.11
CA-215687 - Case Summary Updates	In Development	20.11
CA-201377 – CIV Managed and Non Managed Solution	In Development	21.01
CA-215681 - MEDS Interface Updates	Pending Approval (CCB)	21.01
CA-215674 - Root Questions, Online Changes	Committee Review	21.01
CA-215662 – GR Hearings Updates	Pending Approval (CCB)	21.01
CA-215663 - GR 237 Report	New	21.03
CA-215685 – Staggered Date issuance	Pending Approval (CCB)	21.03

GA/GR

Phase 1 – County Click Through

- A demo of the C-IV GA/GR manual solution (21.01 release) will be conducted Tuesday, January 5, 2021 and a test environment will be provided for C-IV County participants to click through from Tuesday, January 5, 2021 through Thursday, January 7, 2021.

- Each C-IV County may invite up to two participants.

- Project staff are planning for both in-person and remote participation.

- The County recruitment CIT/CRFI is tentatively targeted for early November 2020.

GA/GR

Phase 2 – Rule Track

- Bi-weekly meetings commenced July 8, 2020 and will continue through December 31, 2020

- Approximately 88 rules documents to review and confirm

GAGR Phase Delivery									
Phase	Total Items	Duration		EDBC Rules Documents Status						Comments
				Not Started	Not Needed	Build In Progress	Internal Review	WCDS/CalWIN Committee Review	WCDS/CalWIN Committee Approved	
Overall	88	5/19/2020	11/26/2020	10	6	13	11	14	34	
Phase 1	40	5/19/2020	8/31/2020	0	4	0	0	2	34	2 Documents pending one county feedback
Phase 2	27	7/28/2020	10/14/2020	0	2	2	11	12	0	
Phase 3	21	9/14/2020	11/26/2020	10	0	11	0	0	0	

- CalSAWS Design
  - Commenced CalSAWS rules designs
  - Additional rules SCRs are planned and will commence following confirmation of the As-Is rules documentation

SCR #	Status	Release
CA-215665 - SFU, Non-Financial Rules, NOA/Form Reasons and MU triggers	Design In progress	21.05

GA/GR

Phase 2 – Correspondence Track

GA/GR County Correspondence Consolidation Effort:

- Bi-weekly correspondence review meetings conducted with 18 CalWIN Counties from June 8 to August 31, 2020
- There were 3 correspondence that met the criteria for consortia consolidation and Request for Changes have been opened

GA/GR Correspondence Service:

- Requirements are in final review with CalSAWS
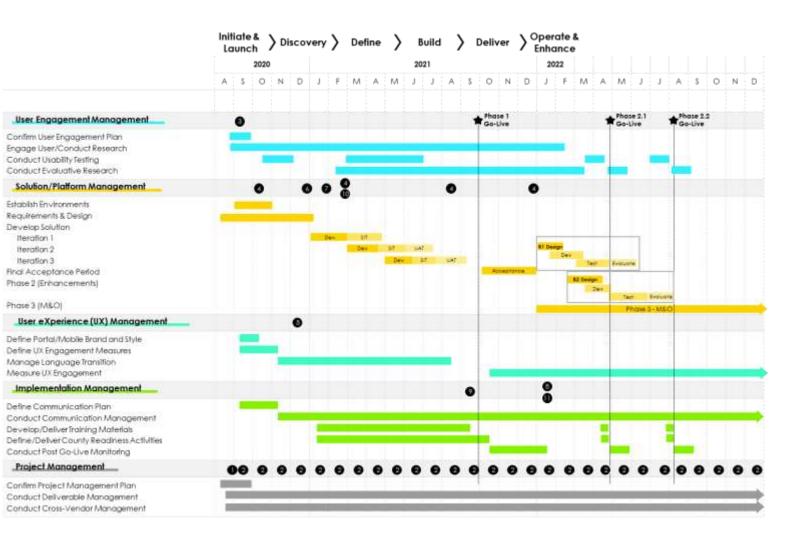- Review Design with CalSAWS GA/GR Committee February 2020

GAGR - Notices Requirements Delivery									
Requirements Phases	Total Items	Durations		Not Started	In Progress	Internal Review	WCDS Review	Complete	Comments
		Planned Start	Planned End						
CC Areas Overall				0	0	0	48	0	
Online CC Maintenance (CC Admin)	26 Online Screens	7/10/2020	8/31/2020	0	0	0	26	0	
CC Maintenance Batch Processing (CC Admin)	5 Functions	7/10/2020	8/31/2020	0	0	0	5	0	
CC Requirements (Case Worker)	8 Screens	7/10/2020	8/31/2020	0	0	0	8	0	
Template Specifications	5 Templates	7/10/2020	8/31/2020	0	0	0	5	0	
New GA/GR NOAs (Non CalWIN Counties)	4 Actions	7/10/2020	8/31/2020	0	0	0	4	0	

CalSAWS Portal/Mobile Update

- "Mobile First" direction

CalSAWS Portal/Mobile Gantt

High Level Overview

CalSAWS Portal/Mobile Update

What are Mobile-First and Responsive Designs?

QUESTION: What is the difference between a Responsive App and a Mobile App?

ANSWER: Mobile Apps run on a user's local device and require users to download from an app store, to access through the app. Responsive Web Apps do not require downloads and are accessed through a web browser.

QUESTION: What is Mobile-First?

ANSWER: Mobile-first is a design method where designs are created first for the mobile form-factor (for example, a mobile phone), to confirm that the features work on the smallest form factor, before designing for a desktop or other device.

QUESTION: What is Responsive Web Design?

ANSWER: Responsive web design is a method that enables web to fit the screens of different devices, automatically resizing and displaying the content. This greatly reduces the need to pan, zoom, and scroll, and eliminates the need for users to download a separate application, or to download updates to a separate mobile application on their mobile device.

Source: Summarized from https://www.mockplus.com/blog/post/mobile-first-design

CalSAWS Portal/Mobile Update
Benefits of a Responsive Web Design

The project Statement of Work (SOW) includes a Responsive Web Design Approach.

Benefits of a Responsive Web Design

- Improved user experience as users do not have to learn two designs, two systems. Instead, there is one common user experience.

- Fewer barriers to customers as they will not have to download the app, or download and install regular app releases and upgrades.

- More cost-effective maintenance as there is a single code base: more hours can be used for enhancements.

- Comparable features can be provided within responsive web designs.

Statewide Portal/Mobile Update

Current Portal Feature Questions

Features in the current MyBCW mobile app include the following:

- **Location Services:** Mobile Chrome and Safari web browsers include location services: this can be accomplished within the web app.

- **Fingerprint and Face ID:** iPhone and Android password storage capabilities can assist and provide comparable features. The future Portal/Mobile designs will provide an improved, user-friendly login experience for the web app.

- **Disaster Zip Code Lookup:** This feature does not require native mobile capabilities to achieve and will be supported within the responsive web approach (user enters zip code > views disaster status).

Data Retention Update

Data Retention Policy
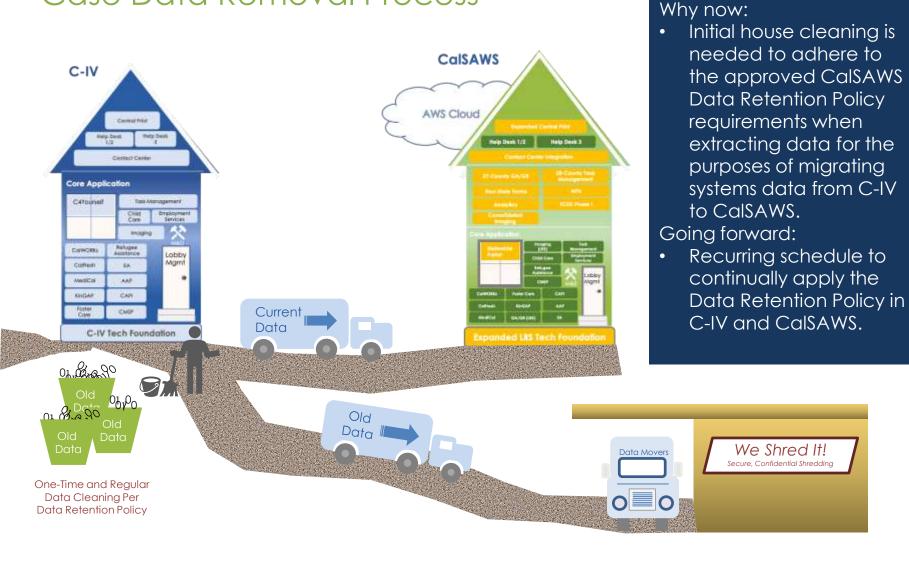
Background
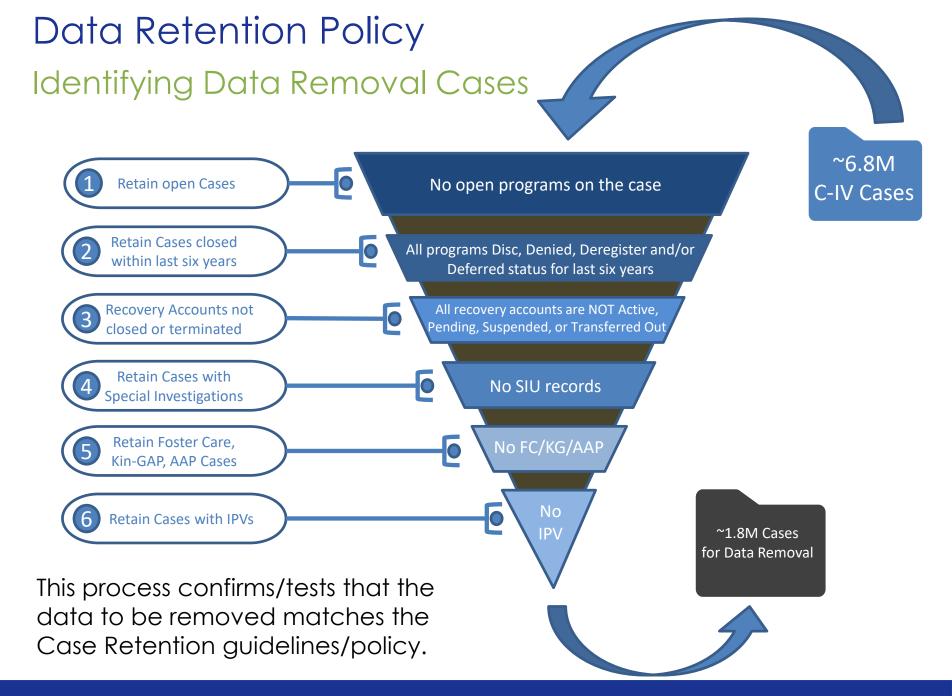
The CalSAWS Data Retention Policy and Guidelines were reviewed with the PSC, JPA, and State Agencies in September 2019.

CRFI 19-036 was distributed to counties to share the Retention, Policy, Guidelines and Questions and Answers with Counties. The CRFI requested information from Counties on local requirements to inform Boards of Supervisors prior to removal of data.

As a result of those local requirements an agreement was made to provide counties a list of data to be removed so that they can prepare Board Agenda materials for county approval.

Data Retention Policy

Case Data Removal Process

Why now:
- Initial house cleaning is needed to adhere to the approved CalSAWS Data Retention Policy requirements when extracting data for the purposes of migrating systems data from C-IV to CalSAWS.

Going forward:
- Recurring schedule to continually apply the Data Retention Policy in C-IV and CalSAWS.

One-Time and Regular Data Cleaning Per Data Retention Policy

Data Retention Policy
Identifying Data Removal Cases

~6.8M C-IV Cases

	Funnel stage
1 Retain open Cases	No open programs on the case
2 Retain Cases closed within last six years	All programs Disc, Denied, Deregister and/or Deferred status for last six years
3 Recovery Accounts not closed or terminated	All recovery accounts are NOT Active, Pending, Suspended, or Transferred Out
4 Retain Cases with Special Investigations	No SIU records
5 Retain Foster Care, Kin-GAP, AAP Cases	No FC/KG/AAP
6 Retain Cases with IPVs	No IPV

~1.8M Cases for Data Removal

This process confirms/tests that the data to be removed matches the Case Retention guidelines/policy.

Data Retention Policy

Implementation Next Steps and County Actions

- Additional Features coming to the C-IV System October 2:
  - Modifications to the Case Summary page to show that a case has been marked for Case Data Removal
  - New Case Data Removal page to show status of Removal and allow Counties to override that decision. Statuses are below:
    - Identified for Removal: The Case has been identified as one that will have data removed from the System per Data Retention Policies
    - Removal In Progress: The removal of data for this case has begun
    - Removal Overridden: The County has decided to override the System's automated decision to remove this Case's data. The reason for this override will also be captured.
    - Removal Complete: Data has been removed. This is now a Shell Case.
  - New Case Data Removal Override report for counties to review what cases have been overridden, including the reasons why and who created the Override

- **County Actions**
  - Counties may, as necessary, use the new Case Data Removal page to identify cases that should not be removed per the retention policy. The cases will be identified as Removal Overridden.

  NOTE: Once a case is marked for Override it will not be included for removal in any subsequent Data Removal Reports until the county removes the Override designation.
  - Review the new Case Data Removal Override report, as necessary.

Data Retention Policy

Additional detail on overriding removal

Once the batch process marks a Case as 'Identified for Removal', it will remain in that status until one of three things happen:

1. A User overrides that decision and flips it to 'Removal Overridden.' It will then show up on the Override Report.
2. The deletion batch identifies that the circumstances of the Case have changed (e.g., a Recovery Account has been opened), therefore removing it from the Case Data Removal list.
3. The deletion batch determines that it can proceed with removing data, flipping the status to Removal In Process.

Cases in 'Identified for Removal' status will appear on the Case Removal Identification Report until one of the three events above have occurred. Cases in 'Removal Overridden' status will appear on the Case Removal Override Report until their Override gets removed (so, in theory, Overridden cases can stay on that Report forever).

- There will be a capability to remove the Override.
- Some example Override reasons identified so far: Pending Litigation, Under QA/QC Review

Legacy Data System (LDS-ISAWS) Roadmap

Legacy Data System (LDS - ISAWS) Roadmap
Status Update

- Received additional information from CDSS regarding record retention related to Time Limits
  - Researching Warrant Register Reports that are generated and stored by all SAWS, which stores issuance details
  - Adding the retention of images scanned categorized as related to Time Limits
- Recruiting for a MAPPER developer
  - Estimating level of effort and timeline to export necessary data from LDS into a shell case in CalSAWS
- Received information from some counties about an open case for potential reimbursement for Opioid addiction related costs, including aid to the family
  - Research in progress to determine impact

C-IV Change Management and Migration Implementation Update

CalSAWS Implementation Update - C-IV Migration
Initiating IPOC Engagement

Topics Covered

- TOSS (Targeted On-site Support) Team completed a series of initial meetings with the Implementation Points Of Contact (IPOCs)
  - 39 individual meetings (August 17 – September 4)
  - Each County's Readiness Checklist was reviewed in detail
  - Regular meeting frequency was established per IPOC preference
- 9/2/2020 Implementation Readiness Checkpoint held with all 39 IPOCs
  - Project updates provided from Conversion, Change Management, and Training teams
  - Counties shared updates on internal migration efforts

Next Steps

- Host Quarterly Regional Touchpoints (September 21 – 30)
- Continue to work with the IPOCs and internal Project teams on Implementation Readiness Activities

CalSAWS Implementation Update - C-IV Migration

Highlights from Initial IPOC/TOSS meetings

Region 1	**Region 2**	**Region 3**	**Region 4**	**Region 5**
Monterey County is uploading C-IV migration information onto their County SharePoint site.	Nevada County likes the level of engagement and communication with TOSS. IPOC is excited to work with TOSS on their CalSAWS journey.	Glenn County was initially a little concerned with tasks on the County Readiness Checklist but by end of meeting, IPOC felt better about the completion of those tasks.	Mariposa County appreciates the links and file pathways to migration documents on the Web Portal.	Imperial County is excited for the new Imaging solution.

CalSAWS Implementation Update - C-IV Migration

- **First Quarterly Regional Touchpoint**
  - Host per Region (5 total)
  - Implementation Timeline and Project Updates
  - Details on upcoming role recruitments
  - Interactive activities using MentiMeter

Region	Day	Start Time	End Time
Region 1	Tuesday, September 29, 2020	1:00 PM	4:00 PM
Region 2	Wednesday, September 30, 2020	1:00 PM	4:00 PM
Region 3	Wednesday, September 23, 2020	1:00 PM	4:00 PM
Region 4	Tuesday, September 22, 2020	1:00 PM	4:00 PM
Region 5	Monday, September 21, 2020	9:00 AM	12:00 PM

C-IV Migration Change Management

Change Management – C-IV Migration
Overview

Upcoming Change Communications
- Infographics
- CalSAWS Implementation News Blast
- Videos
- Targeted Topic Sessions

Change Readiness Assessment Surveys
- When: September 29, 2020 to October 5, 2020
- Who: Active C-IV Users and select County Executives
- How: SurveyMonkey Link via NoReply@CalSAWS.org
- Additional Note: CRFI with survey details and associated instructions distributed to C-IV County PPOCs on September 14, 2020

Establishing the Change Network
- CRFI to be distributed on September 21, 2020 with responses due by October 5, 2020
- Kick-off Change Network Meeting will be hosted in late October 2020
- Monthly Change Network meetings to be held through Go-Live

Change Communications Release Schedule

When	Communication Type	Topic(s)
September 2020	Infographics – Distributed via CIT on September 8, 2020	•What is CalSAWS? •Spotlight on CalSAWS Enhancements •CalSAWS Imaging highlights
October 2020	Targeted Topic Session	•Homeless Assistance
October 2020	CalSAWS Implementation News Blast #1	•Quarterly Timeline •Key Spotlight Changes: Pending Verification, Change Reason •Training Program •Imaging
October / November 2020	Infographic	•CalSAWS Resources by Region
November 2020	Targeted Topic Session	•Non-Compliance
November 2020	Videos	•How View History works •How Multi-month EDBC works •Imaging Introduction Video
December 2020	Targeted Topic Session	•Administrative Hearings
December 2020	CalSAWS Implementation News Blast #2	•Updated Quarterly Timeline •Key Spotlight Changes •Conversion •Imaging Updates

*This schedule is tentative and subject to change

5 Things To Know About CalSAWS

What is CalSAWS?

CalSAWS stands for the **California Statewide Automated Welfare System**. It will house all 58 California Counties and replace the existing C-IV, LRS, and CalWIN systems.

Who is building this?

CalSAWS is being built by the CalSAWS Consortium and vendor partners working hand-in-hand with Counties. There are 700+ staff on the CalSAWS project, including County representatives.

Why?

Per federal mandate, CalSAWS unites all of California's 58 counties under one roof. It streamlines functions and provides users with a seamless experience that is secure and easily accessible.

How?

LRS is being transformed into CalSAWS, which has the look and feel of the C-IV system but with more robust automation. The CalSAWS Project is preparing a set of key implementation Readiness activities, including User Acceptance Testing (UAT), Data Conversion Clean-up, and Web-based Trainings (WBTs).

When?

CalSAWS is coming to C-IV Counties in **September 2021**! Check the CalSAWS Implementation News Blast (coming October 2020) for more Timelines.

Contact Us: Implementation@CalSAWS.org

Spotlight on 5 CalSAWS Enhancements

Multi-Month EDBC

You'll be able to run multiple months of EDBC to calculate benefits more efficiently.

View History

A 'View History' button has been added to the data collection pages so the User can see the 'Transaction History Detail' page.

Preview Notices of Action (NOAs)

A 'Preview NOAs' button was added to the 'EDBC List' page so the User can view the NOA before saving EDBC.

Homeless Assistance (HA)

You may run Temporary HA and Permanent HA concurrently, and research issuances and split payments.
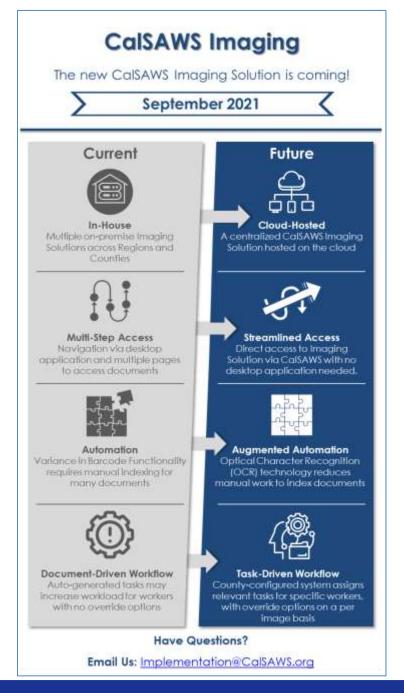
Inter-County Transfer (ICT)

A single CalSAWS system allows you to transfer a case from one CalSAWS County to another without any system compatibility issues

Preparing for Go-Live: September 2021
Contact Us: Implementation@CalSAWS.org

Change Readiness Assessment Survey Schedule

Change Readiness Assessment Surveys	Planned Distribution Time	Status
Baseline Assessment Survey	June 9, 2020 – June 15, 2020	Complete
Assessment Survey: T-12 Months	September 29, 2020 – October 5, 2020	Upcoming
Assessment Survey: T-6 Months	March 2021	Not started
Assessment Survey: T-3 Months	June 2021	Not started
Assessment Survey: T-3 Weeks	September 2021	Not started
Assessment Survey: T+6 Weeks	November 2021 End of post-deployment support	Not started

Change Network Champions
Engagement Plan

Participants

- Group of influential people, responsible for driving change and adoption within their respective stakeholder groups

- Assist in identifying and removing barriers to change by understanding local issues/concerns

- Provides Project with end-user perceptions – the "voice of the worker"

Level of Engagement

CRFI for Recruitment
September 21, 2020 – October 5, 2020

Change Network Kick-Off
End of October 2020

Monthly Meetings
More as needed

Topics to be discussed in the monthly meetings

Status updates on progress of CalSAWS

Demo & Review of CalSAWS environment

County perceptions of CalSAWS

Latest CalSAWS Project materials

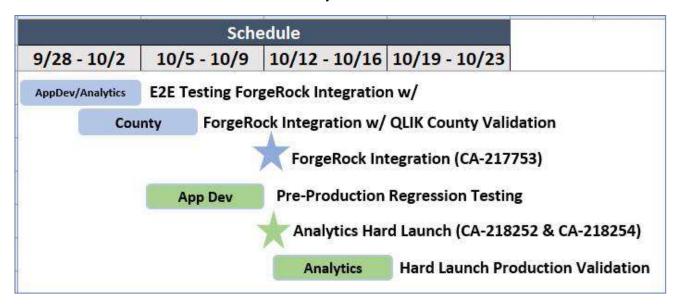Communication Updates & Support

Questions and Answers

Reports Replatform and Analytics Update

Analytics Reports Replatform

Migrating C-IV and LRS Dashboards, State, & Mgmt. Reports

- **Milestones Achieved**
  - Release C and D have been Designed, Developed, Tested (both System and County), and are Ready for Deployment:
    - ✦ 6 Dashboards; and,
    - ✦ 33 State & Mgmt. Reports.
- **Release E In-Progress and On-Schedule for County Testing (Oct '20)**
    - ✦ 7 Dashboards; and,
    - ✦ 60 State & Mgmt. Reports.
- **Next Webinars Scheduled for Sept. 23rd**
  - Completed CalSAWS Dashboard Portfolio Feedback (Aug 19th); and, CalSAWS State & Fiscal Reports Portfolio Feedback (Aug 26th).
- **User Acceptance Testing (UAT)**
  - C-IV Scheduled between June and August 2021; and,
  - CalWIN Scheduled between July and September 2022
    and represents the Counties opportunity to view the reports with their converted data.

Analytics Reports Replatform

Release C and D Hard Launch into Production
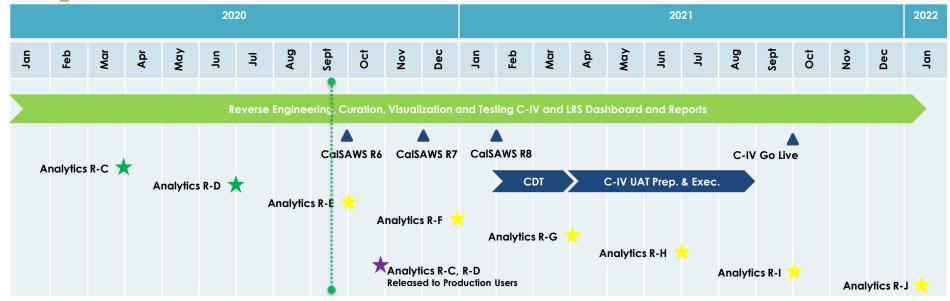
- Complete End to End ForgeRock Integration Testing by 10/2;

- Complete ForgeRock Integration County Testing by 10/9;

- Complete Reports Regression Testing by 10/9;

- Release to Production by 10/12;

Schedule			
9/28 - 10/2	10/5 - 10/9	10/12 - 10/16	10/19 - 10/23

AppDev/Analytics — E2E Testing ForgeRock Integration w/

County — ForgeRock Integration w/ QLIK County Validation

⭐ ForgeRock Integration (CA-217753)

App Dev — Pre-Production Regression Testing

⭐ Analytics Hard Launch (CA-218252 & CA-218254)

Analytics — Hard Launch Production Validation

Analytics Reports Replatform

Release Management Communication

- Word document highlighting Qlik look and feel differences;

- A CalSAWS Functional Platform (CFP) video on basic usability changes with new Analytics platform (to be released with first Hard launch, i.e., release); and,

- Webcast per Hard Release demonstrating the differences between the legacy solution and the new dashboards.

Analytics Reports Replatform
High Level Release Plan and Overall Status

2020											2021												2022
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan

Reverse Engineering, Curation, Visualization and Testing C-IV and LRS Dashboard and Reports

CalSAWS R6   CalSAWS R7   CalSAWS R8   C-IV Go Live

CDT   C-IV UAT Prep. & Exec.

Analytics R-C
Analytics R-D
Analytics R-E
Analytics R-F
Analytics R-G
Analytics R-H
Analytics R-I
Analytics R-J
Analytics R-C, R-D
Released to Production Users

| Analytics Release	Status	Soft Launch Date	Dashboards	State & Mgmt. Reports	Total Reports	Notes
C	Approved for Production Deployment	3/30/20	2	0	2	All C-IV Reports Deployed prior to CalSAWS C-IV CDT
D		6/30/20	4	33	37	
E	In Development	9/30/20	7	60	67	
F	Future Development	1/15/21	3	59	62	
G		3/30/21	3	97	100	
H		6/30/21	6	68	74	
I		9/30/21	2	68	70	
J		1/15/22	0	65*	65	*All Mgmt. Reports
Total Reports			27	450	477	

Analytics Reports Replatform
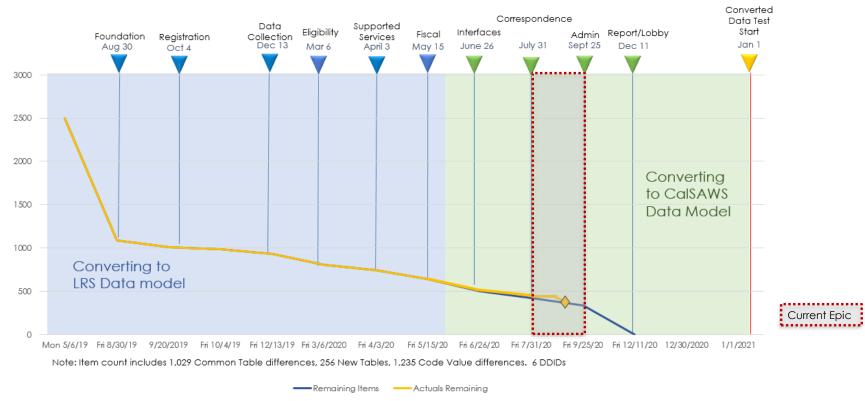
Enablement and Training

- County Communication Webinars
- Release Management Communication
- How Counties can Perform Data Analysis using the CalSAWS Enterprise Reporting tool Qlik Sense
- How Counties can Access CalSAWS Data Sources for Custom Reports Needs
- How Counties can share Knowledge of C-IV Only and LA Only Reports

Conversion Team Activities Update

C-IV Conversion

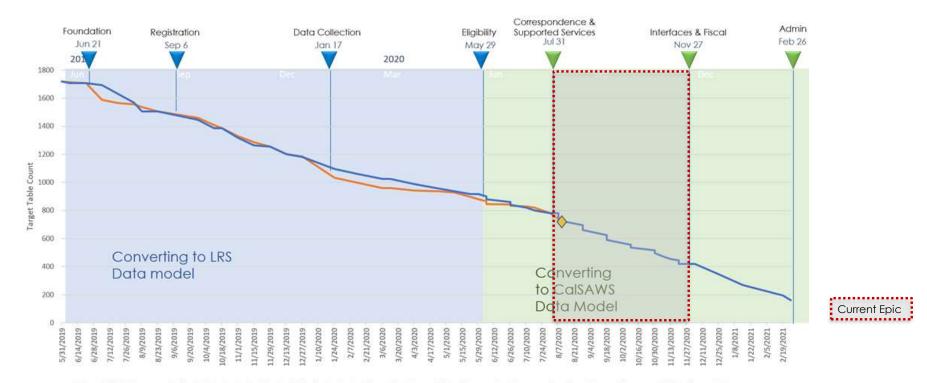## Burndown Chart On-Schedule per Plan with Continued Progress

C-IV Conversion Continues On-Schedule with:
- Foundation, Registration, Data Collections, Eligibility, Supported Services, Fiscal, Interfaces, and Correspondence areas Assembly Test Complete;
- Admin. is In-Progress; and,
- Reports, and Lobby areas On-Schedule to Complete Prior to the next C-IV Conversion Phase/Milestone(s) → Conversion System Test, Converted Data Test (CDT) and Mock Conversion(s); and,
- EDBC Match continues.

CalWIN Conversion

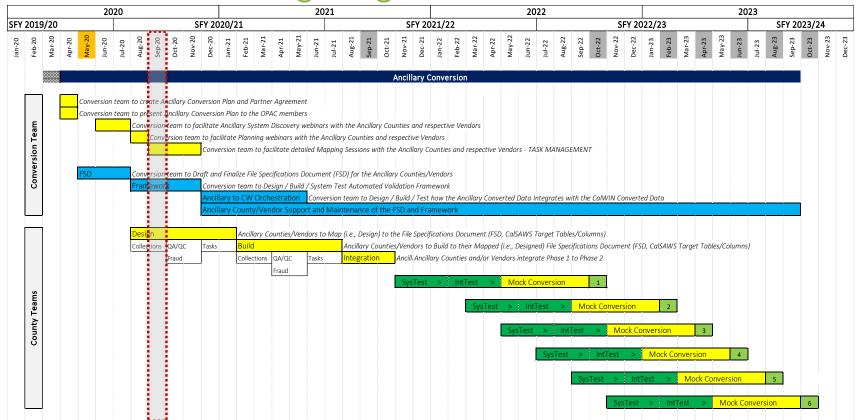## Burndown Chart On-Schedule per Plan with Continued Progress

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 areas Assembly Test Complete;
- Supported Services and Correspondence areas in Completing; and,
- Fiscal and Interfaces are In-Progress
- Admin, Reports, and Lobby areas On-Schedule to Complete Prior to the next CalWIN Conversion Phase/Milestone(s) → Conversion System Test, Converted Data Test (CDT) and Mock Conversion(s).

Ancillary Systems Conversion
Gantt Chart Making Progress Per Plan

Ancillary Systems Conversion executing in the Planning Phase:

- Planning Sessions conducted and scheduled for August and September; and,
- Data Mapping Support Sessions planned to begin in October. CIT to go to the Counties in September.

Ancillary Systems Conversion

Ancillary System Partner Agreement

- Ancillary System Conversion Project Milestones
- Defines County and Conversion Team Roles & Responsibilities
- Identifies County and Project Sponsors

Additional Conversion Status

Duplicate Person Update

- Duplicate Persons
  - Generated CalSAWS De-Duplication Report and posted to the CalSAWS Web Portal;
  - CIT 0178-20 was sent to the Counties on September 9, 2020 communicating the same;
  - CalSAWS De-Duplication Report continues to be generated and provided to the counties on a monthly basis.

Staffing Update

CalSAWS Staffing Update

Status

- Completed review of 96 applicants (43 candidates)
- Completed candidate interviews and selections
- Completed Notifications to Directors and Director Confirmation
- Completed Candidate Notifications
- Candidate Acceptance and Transitions in Process
  - 14 Accepted
  - 3 Pending
- Next recruitment to include backfill positions, plus next phase: Business Analysts, Procurement, Cloud, Security, Training, Implementation

September						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

Procurement Update

- CalWIN OCM
- Central Print

CalWIN Training, OCM & 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 – August 18, 2020
State, Federal and Consortium JPA Board of Directors Approval of Agreement	August 25 – December 1, 2020
Planned Start Date of CalWIN Contractor	December 2, 2020

- Deloitte was notified as the selected vendor August 6, 2020.
- The Vendor Selection Report was distributed and made public August 6, 2020.
- Contract negotiations were completed earlier than planned.

Central Print Procurement
New 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 23, 2020
Evaluate Proposals and Prepare Vendor Selection Report	September 24 – November 30, 2020
Consortium Issues Notice of Intent to Award	December 1, 2020
Contract Negotiations	December 2 – 8, 2020
State, Federal and Consortium JPA Board of Directors Approval of Agreement	December 9, 2020 – March 10, 2021
Planned Start Date of Central Print Contractor	March 11, 2021

- Consortium responded to 70 vendor questions and issued RFP Addendum 1 Friday, July 31, 2020. Addenda 2 – 4 were issued between August 28, 2020 – September 4, 2020.
- Five vendors submitted a Letter of Intent to Bid by August 5, 2020.

State Partners Updates

- OSI
- CDSS
- DHCS

Regional Updates

JPA Board September Meeting Overview

Adjourn Meeting