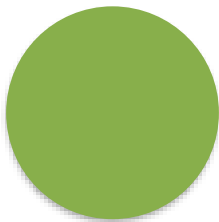**CalSAWS |** Project Steering Committee Meeting

November 5, 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

Action Items

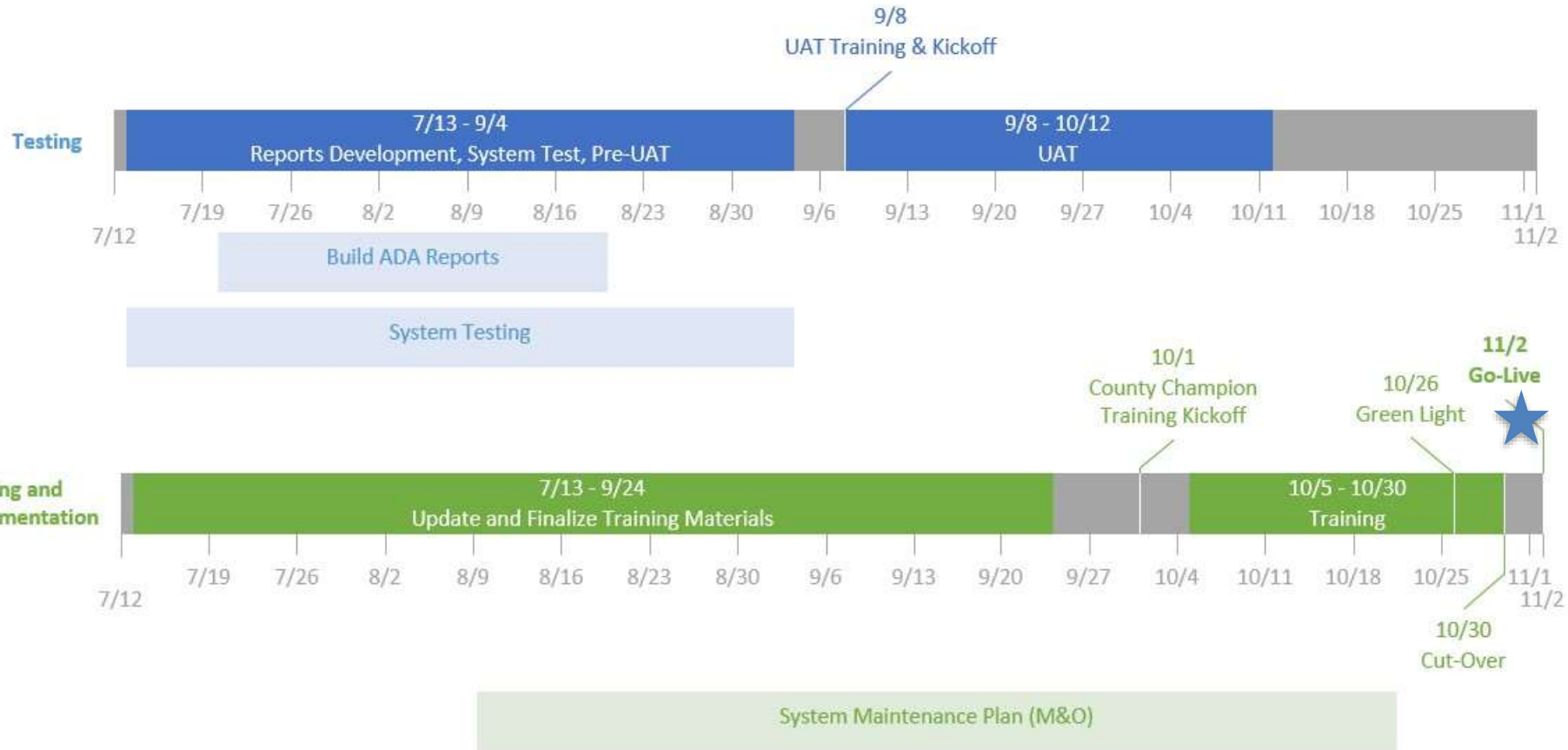4. Approval of the Minutes of the September 17, 2020 PSC Meeting and review of Action Items.

Informational Items

OCAT Status Update

OCAT Go-Live Schedule

Key Implementation Activities

OCAT Readiness

User Readiness and Support Activities

UAT

- ❑ County testers and CDSS passed UAT
  - 100% of test cases passed (1140 total)

Training

- ❑ 72% complete, with 96% pass rate, as of 10/26
  - County Champions following up on specific course completion for users in their counties

Help Desk

- ❑ "No wrong door" collaboration between OCAT and SAWS Help Desks (CalWIN, C-IV, LRS)

OCAT Test Summary

Functional Test Activities

Test Effort	Total Test Cases	Pass	Fail
System Test – Functional and Manual Regression	337	100% (337)	0% (0)
Access Management (ForgeRock)	20	100% (20)	0% (0)
ADA (Accessibility)	76	100% (76)	0% (0)
Reports (Qlik)	27	100% (27)	0% (0)
User Acceptance Test (UAT) • Tests conducted for 5 weeks with over 30 county testers • CalWIN, C-IV, LRS, CDSS • End-to-end and standalone tests	1140	100% (1140)	0% (0)
Total	**1600**	**100% (1600)**	**0% (0)**

OCAT Training

Status of Training Activities as of 10/26/20

Users have been assigned a 3-hour training that can be taken over a 4-week period

Region	Percent Initiated	Completion Rate	Pass Rate
Region 1	71%	62%	96%
Region 2	79%	69%	96%
Region 3	80%	74%	99%
Region 4	85%	81%	98%
Region 5	80%	75%	96%
Region 6	76%	71%	93%
Overall	**78%**	**72%**	**96%**

Percent Training Complete

- One week left to complete training before Go-Live
- RM's have been provided with county progress
- Champions have been provided specific progress for each of their users
- Champions will review and remove inactive OCAT user accounts

OCAT Implementation
Key County Activities and Milestones

Activity	Date
Training (Self-paced)	Mon, 10/5 – Fri, 10/30
Integrated Readiness T-4 to T-1 Meetings	Mon, 9/28 – Mon, 10/19
Pre-Green Light Review	Mon, 10/19
Cutover Dry Run	Tue, 10/20 – Sun, 10/25
Green Light	Mon, 10/26
Cutover	Fri, 10/30 – Sun, 11/1
Go-Live	Mon, 11/2

Post Go-Live Support
11/2/20 – 11/13/20

- Daily calls scheduled:
  - Go-Live Day (11/2) morning call @ 9:30-10a to ensure no systemic issues with county staff
  - County Production Support call (11/2 – 11/13) @ 4-4:30p
    - Update on current issues
    - Relevant Release information – defect fixes/build deployments
    - Open floor for Counties to respond
  - Joint Project Teams call (11/2 – 11/13) @ 4:30-5p
- Open conference bridge:
  - Conference line open from 9a – 4p (7a on Go-Live) for County Champions to call in for support or quick answers to questions in other areas of the project or Go-Live

Legacy OCAT System Cutover/Decommission

Information to be released in ACIN I-45-20

- **11/1/20** - No new cases can be added, existing cases can be completed
  - Occurs after successful production validation
  - Determined by Consortium & State stakeholders
  - Communicated by 10-day/3-day/Go-Live email to Counties

- **11/13/20** - Legacy system moves to Read-Only
  - Time of day triggered by day / time of last initiated interview
  - Legacy vendor to confirm and send email blast to users

- **12/03/20** – Legacy OCAT is decommissioned officially
  - Legacy OCAT data to be released – information to follow

CalSAWS & State View of Data Retention

Data Retention

- *Features introduced since September 2020*
- *Draft Policy Changes*
- *What's Coming Next*

Case Summary Modifications

- If a Case has been Identified for Removal, that status will now be displayed at the top of the Case Summary page.

Case Data Removal Detail page

Case Data Removal Override Report

What is It?
- A scheduled monthly report that shows what cases have been overrode from being removed from the System. To access the report, navigate to Reports > Scheduled > Case Activity and search on <Title Name> = "*Case Data Removal Override Report*"
- This Report will run for the first time in Production on November 11, 2020

How should the Report be used?
- The report can be used by the County to see a list of what Overrides have been created, including the Who, When, and Why

Case Data Removal Override Report

San Bernardino
Run Date: OCT-02-20 11:44 AM
Batch Date: 09/11/2020

Case Data Overrides – Page 1

	Row Count	Case Count
	13	4

Case Number	Case Name	Program	Aid Code	Status	Closure Month	Primary Applicant	Identification Date	Override Reason	Override Date	Worker ID
0964761	TORY STYLES	CalFresh	09 - CalFresh	Discontinued	03/2005	Styles, Tory	09/11/2020	Pending Litigation	10/02/2020	33FS386ABC
0964761	TORY STYLES	Medi-Cal		Discontinued	11/2010	Styles, Tory	09/11/2020	Pending Litigation	10/02/2020	33FS386ABC
0994137	CINDY SMITH	CalWORKs	33 - CW-Zero Parent (Fed)	Denied	05/2005	Smith, Cindy	09/11/2020	Under QA/QC Review	10/02/2020	33FS386ABC
0994137	CINDY SMITH	CalFresh	09 - CalFresh	Discontinued	12/2007	Smith, Cindy	09/11/2020	Under QA/QC Review	10/02/2020	33FS386ABC
0994137	CINDY SMITH	Medi-Cal		Discontinued	03/2008	Smith, Cindy	09/11/2020	Under QA/QC Review	10/02/2020	33FS386ABC
0996153	MARTIN DELGADO	Medi-Cal		Discontinued	08/1998	Delgado, Martin	09/11/2020	Hearing/Court Order	10/02/2020	33FS386ABC
0996153	MARTIN DELGADO	CalWORKs		Denied	06/2001	Delgado, Martin	09/11/2020	Hearing/Court Order	10/02/2020	33FS386ABC
0996153	MARTIN DELGADO	Welfare to Work		Deregistered	06/2001	Delgado, Martin	09/11/2020	Hearing/Court Order	10/02/2020	33FS386ABC
0996153	MARTIN DELGADO	Welfare to Work		Deregistered	06/2001	Delgado, Martin	09/11/2020	Hearing/Court Order	10/02/2020	33FS386ABC
0996153	MARTIN DELGADO	CalFresh		Discontinued	10/2001	Delgado, Martin	09/11/2020	Hearing/Court Order	10/02/2020	33FS386ABC
1059367	MELANIE DIAZ	CalWORKs	30 - CW-All Other Families (Fed)	Discontinued	01/2005	Diaz, Melanie	09/11/2020	Board of Supervisors Decision	10/02/2020	33FS386ABC
1059367	MELANIE DIAZ	Medi-Cal		Denied	01/2005	Diaz, Melanie	09/11/2020	Board of Supervisors Decision	10/02/2020	33FS386ABC
1059367	MELANIE DIAZ	Welfare to Work		Deregistered	04/2005	Diaz, Melanie	09/11/2020	Board of Supervisors Decision	10/02/2020	33FS386ABC

Policy Updates

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

Since that time:
- Draft policy ACL 20-XX (Reference to AB 79 & SB 72 Time Limits)
- *"Maintain all issuance history (including special needs payments) and Diversion payment amounts."*
  - CalSAWS will store all Issuance History
- *"Retain case narrative portions and appropriate forms in order to support exceptions to the time limits, including exemptions and other program requirements that affect the time limits such as sanctions and domestic violence good cause waivers."*
  - CalSAWS will store all Journal History
  - CalSAWS will store all forms correspondence related to Time Limits (list has been reviewed with Counties)
  - CalSAWS will store all scanned images with a document type of Time Limits
- *"Retain documentation that verifies the months in which TANF aid was received in other states or territories."*
  - CalSAWS will retain all Time Limit exemptions, including those related to living on applicable tribal lands, and retain time on aid in other states.

Updates on Shell Cases

Continued evolution of what needs to be retained

- Once a Case has had data removed, it is referred to as a Shell Case.
- Shell Cases will include the following:
  - Case Serial Number and Case Name
  - Basic information about what People were associated to the case (i.e., the All People Associated to the Case" section at bottom of Case Summary Page)
  - Time Limit information, which is retained in the System forever.
  - Case Confidentiality (if any)
  - Companion Case relationships (if any)
  - *NEW* This will include any Images associated to the Case that have a Time Limits document type.
  - *NEW* All Journal Entries for a Case
    - Journal Entries will be saved to a PDF attached to the Case
    - This PDF will be accessible on the Case Data Removal Detail page
  - *NEW* All Issuances for a Case
    - Issuance History will be saved to a PDF attached to the Case
    - This will be the same information a user normally sees when navigating to the Issuance Search Page in the System, searching for all Issuances for a Case, and then viewing Detailed Results.
    - This PDF will be accessible on the Case Data Removal Detail page
  - *NEW* All correspondence related to Time Limits

Journal History PDF Mockup

Find   ✕

01/27/2014 ▼

[Previous] [Next]

Case Number	1515160
Case Name	Case Name

Entry Date	Entry Type	Short Description	Long Description	Append Journal Entry	Worker Number	Method of Contact
07/08/2016	Narrative	DUPLICATE RECORD FOUND	Duplicate record found person #8 added to correct	IN App for CA -- not FS	33LS352F04	Written
01/27/2014	Narrative	Time on aid inquiry from Tulare Co	Good Afternoon, Please be advised Renee received aid from 2/2003-7/2003 with aid code 30 and received CW exemption 376-Reimbursed child support= 6 TANF, 0 CW months Received aid from 8/2003-9/2003 aid code 35 w/exemption 376 reimbursed child support= 0 TANF, 0 CW months Received aid from 10/2003-11/2003 aid code 35 no exemptions=0 TANF, 2 CW months Total aid recv'd 14 TANF and 10 CW months ****Customer also recv'd Temp Homeless Asst 11/12 aid code 35 which did also count 1 addt'l CW month Please let me know if you have any questions Thank you	QR 7 1/2004 processed incomplete # 7 not answered.	33LS352F04	Verbal

Issuance History PDF Mockup

Case Number	2827791
Case Name	Case Name

The Issuance History PDF captures each section from the Issuance Search Detailed Results page by Case Number

Control Number	Payee	Program	Benefit/ Service Month	Issuance Category	Issuance Method	Issue Date	Status Date	Status	Amount
3621232289	Banemace, Hasan	CalWORKs	07/2015	Supplemental Benefit	EBT	07/02/2015	07/02/2015	Issued	$331.00
3621361109	Patterson, Elvis	CalWORKs	08/2015	Monthly Benefit	EBT	08/01/2015	07/27/2015	Issued	$331.00
3621622788	Garrett, Sharon	CalWORKs	09/2015	Monthly Benefit	EBT	09/01/2015	08/25/2015	Issued	$331.00
3621905589	Lowmace, Cris	CalWORKs	10/2015	Monthly Benefit	EBT	10/01/2015	09/24/2015	Issued	$331.00
3622103721	Klein, Danita	CalFresh	11/2015	Supplemental Benefit	EBT	10/20/2015	10/20/2015	Issued	$357.00
3622207985	Sunheart, Grimdal	CalWORKs	11/2015	Monthly Benefit	EBT	11/01/2015	10/26/2015	Issued	$541.00
3622421473	Cheung, Arminda	CalWORKs	12/2015	Monthly Benefit	EBT	12/01/2015	11/23/2015	Issued	$541.00
3622575879	Cowger, Vannesa	CalFresh	12/2015	Monthly Benefit	EBT	12/01/2015	11/24/2015	Issued	$357.00
3622863880	Ramirez, Beatriz	CalFresh	01/2016	Supplemental Benefit	EBT	01/04/2016	01/04/2016	Issued	$357.00
3622863881	Baker, Berta	CalWORKs	01/2016	Supplemental Benefit	EBT	01/04/2016	01/04/2016	Issued	$541.00
3622959382	Dawnwit, Fiona	CalWORKs	02/2016	Monthly Benefit	EBT	02/01/2016	01/21/2016	Issued	$541.00
3623083987	Garcia, Russell	CalFresh	02/2016	Monthly Benefit	EBT	02/01/2016	01/22/2016	Issued	$357.00
3623217319	Falseshade, Melissa	CalWORKs	03/2016	Monthly Benefit	EBT	03/01/2016	02/23/2016	Issued	$541.00
3623347519	Icemoth, Rosalie	CalFresh	03/2016	Monthly Benefit	EBT	03/01/2016	02/23/2016	Issued	$357.00
3623509508	Wood, Ulrik	CalWORKs	04/2016	Monthly Benefit	EBT	04/01/2016	03/24/2016	Issued	$541.00
3623621177	Thomason, Audria	CalFresh	04/2016	Monthly Benefit	EBT	04/01/2016	03/24/2016	Issued	$357.00
3623742138	Tenaglia, Victoria	CalWORKs	05/2016	Monthly Benefit	EBT	05/01/2016	04/25/2016	Issued	$541.00
3623877481	Battleshade, Nikia	CalFresh	05/2016	Monthly Benefit	EBT	05/01/2016	04/26/2016	Issued	$357.00

Target Date for C-IV Data Removal

- The target date for kicking off the Case Data Deletion batch is April 16, 2021 to support CIV conversion activities

- Counties have had Case Data Removal Identification Reports since September 11, 2020

- Override functionality introduced on October 2, 2020

- County Action Items:

  - Board of Supervisors review (where applicable)

  - Review Identification Report, override where applicable
    - Board of Supervisors Decision
    - Hearing/Court Order
    - Pending Litigation
    - Under QA/QC Review

- NOTE: CalSAWS legal counsel has reviewed details associated with the ongoing county litigation related to opioid addiction and found no impact to the current CalSAWS Data Retention Policy

CalWIN Data Retention

Approach

CalWIN Data Retention project objective is to Identify records which **WILL NOT** migrate to CalSAWS during Go-Live. Data will **NOT** be removed from CalWIN.

The CalWIN approach is two phases:

- Phase I: Foundational implementation
  - Go Live 11/16/2020
  - With this implementation there is no user impact
- Phase II: Functional implementation
  - Go Live 02/15/2021
  - With this implementation, users will see:
    - ✦ Exclusion window
    - ✦ Case headers with data retention indicators
    - ✦ New exclusion reasons

After the Phase II Go Live, additional jobs will be executed to update the case identifiers and will then be viewable to the users.

CalWIN Data Retention

Timelines
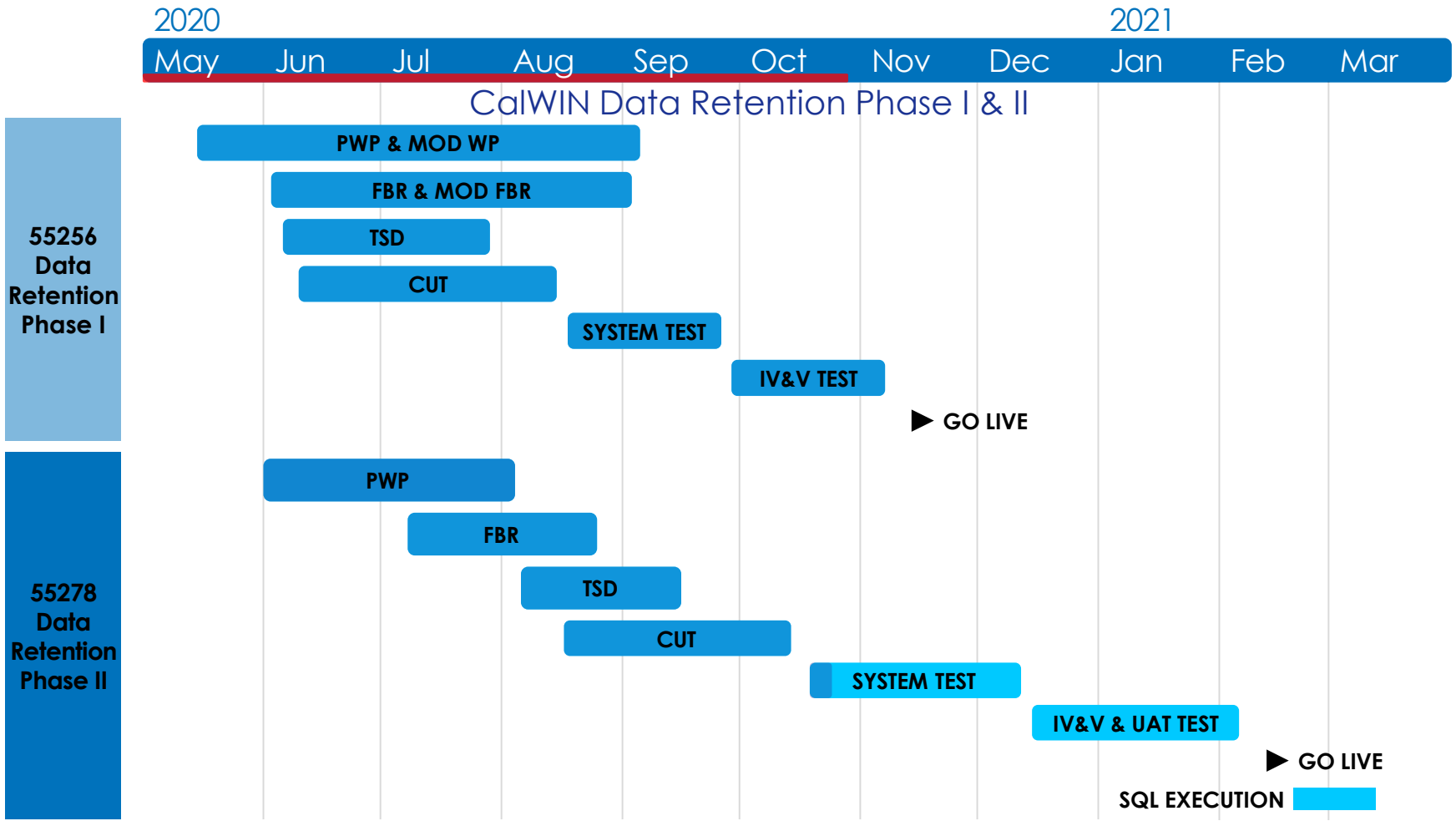
GA/GR County Data Sharing Across Counties
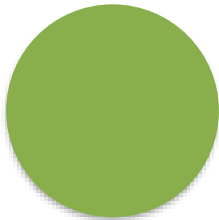
GA/GR County Data Sharing
DDID 2315

During the last JPA meeting, Consortium took an Action item to Provide forum for Counties to discuss the County Data Sharing for the GA/GR program.

> DDID 2315, 'the CONTRACTOR shall update the CalSAWS Software to provide the following GA/GR functionality for the 58 Counties to: Add the ability to display prior GA/GR aid received in other counties within the CalSAWS Software (sanctions, Unemployable, Employable status, BDA, reapplication within a 12-month period and their time on aid in GR). Note: The requirement is contingent upon county agreement and legal review.'

As designs for this DDID are progressing the Regional Committee Members have also raised a concern requiring them to consult with their County Counsel.

GA/GR County Data Sharing

Next Steps

- CRFI – 20-035 Date sharing – County GA/GR Programs
  - Contains several attachments as reference materials

  - Additionally the CRFI includes a spreadsheet containing additional Regulations/Policy references available on the State websites.

  - A teleconference meeting is scheduled for county representatives, including your county legal counsel if appropriate, to create a forum for questions and discussion regarding existing policy:
    Monday November 16, 2020
    3:00 – 4:00 pm

  County Response due by November 20, 2020

CalSAWS Gantt Chart Update

CalSAWS Project Gantt

High Level Overview – App Dev & Conversion
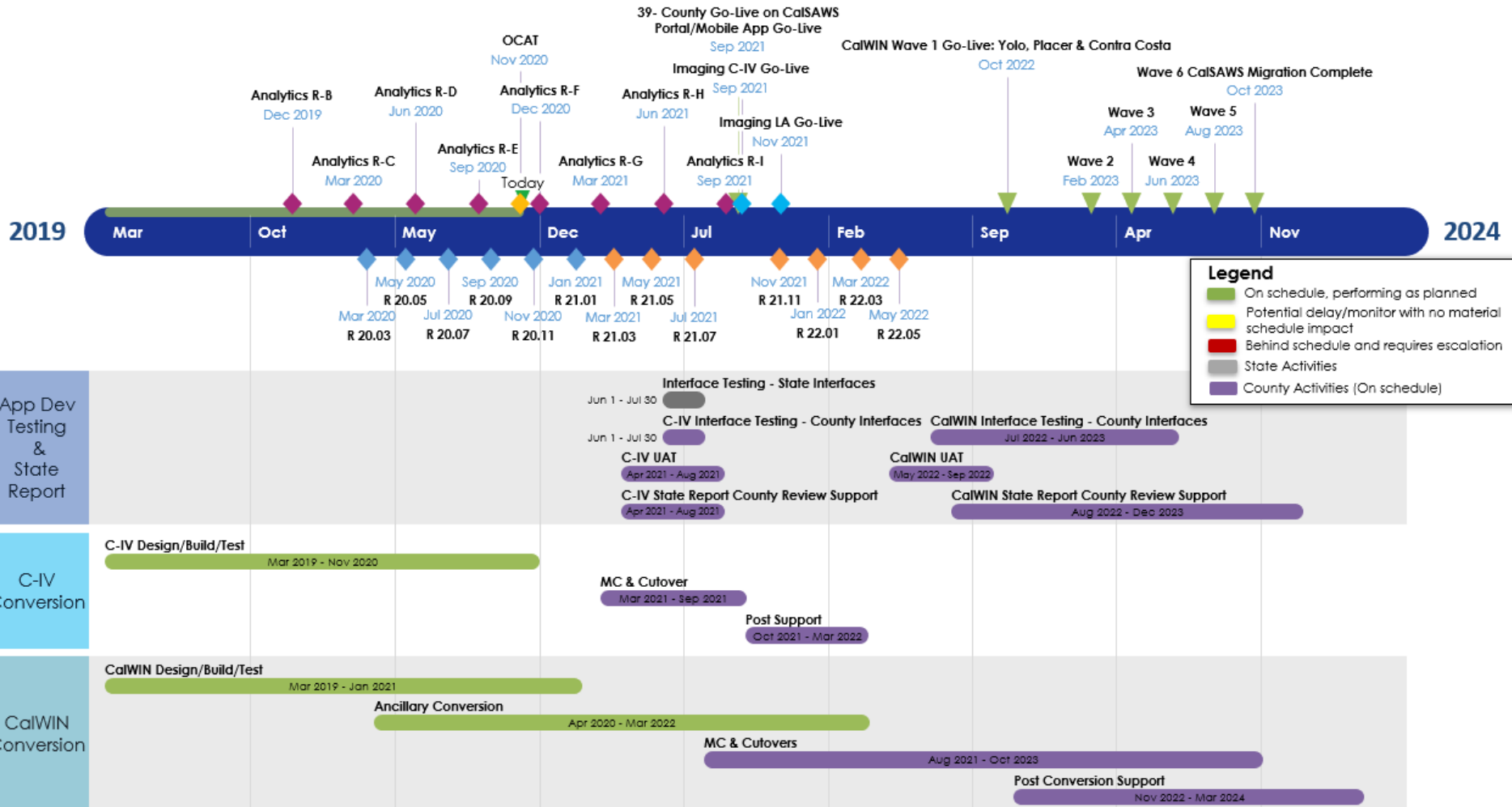
CalSAWS Project Gantt

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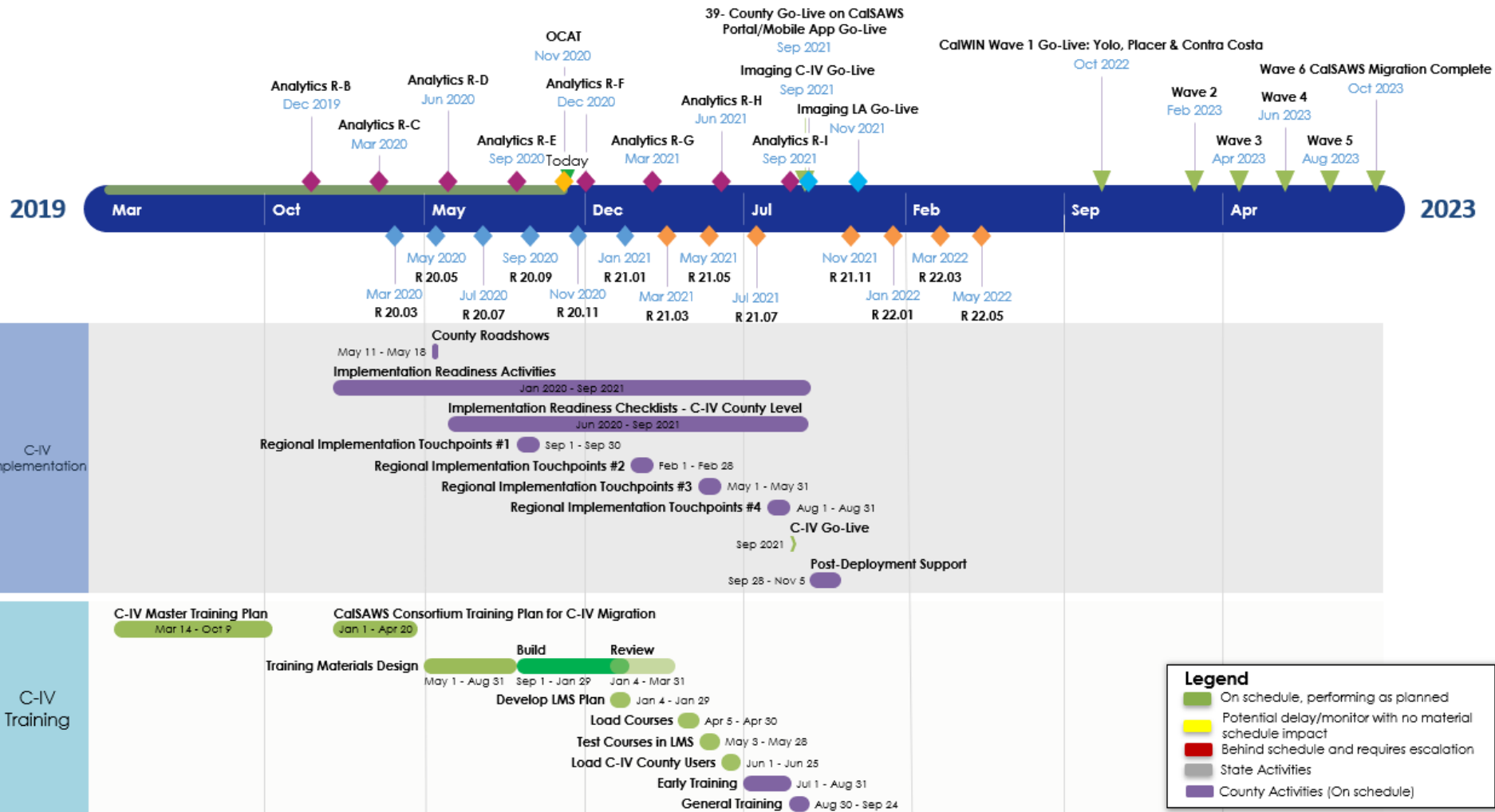
CalSAWS Project Gantt

High Level Overview – Imaging, OCAT, & Portal/Mobile
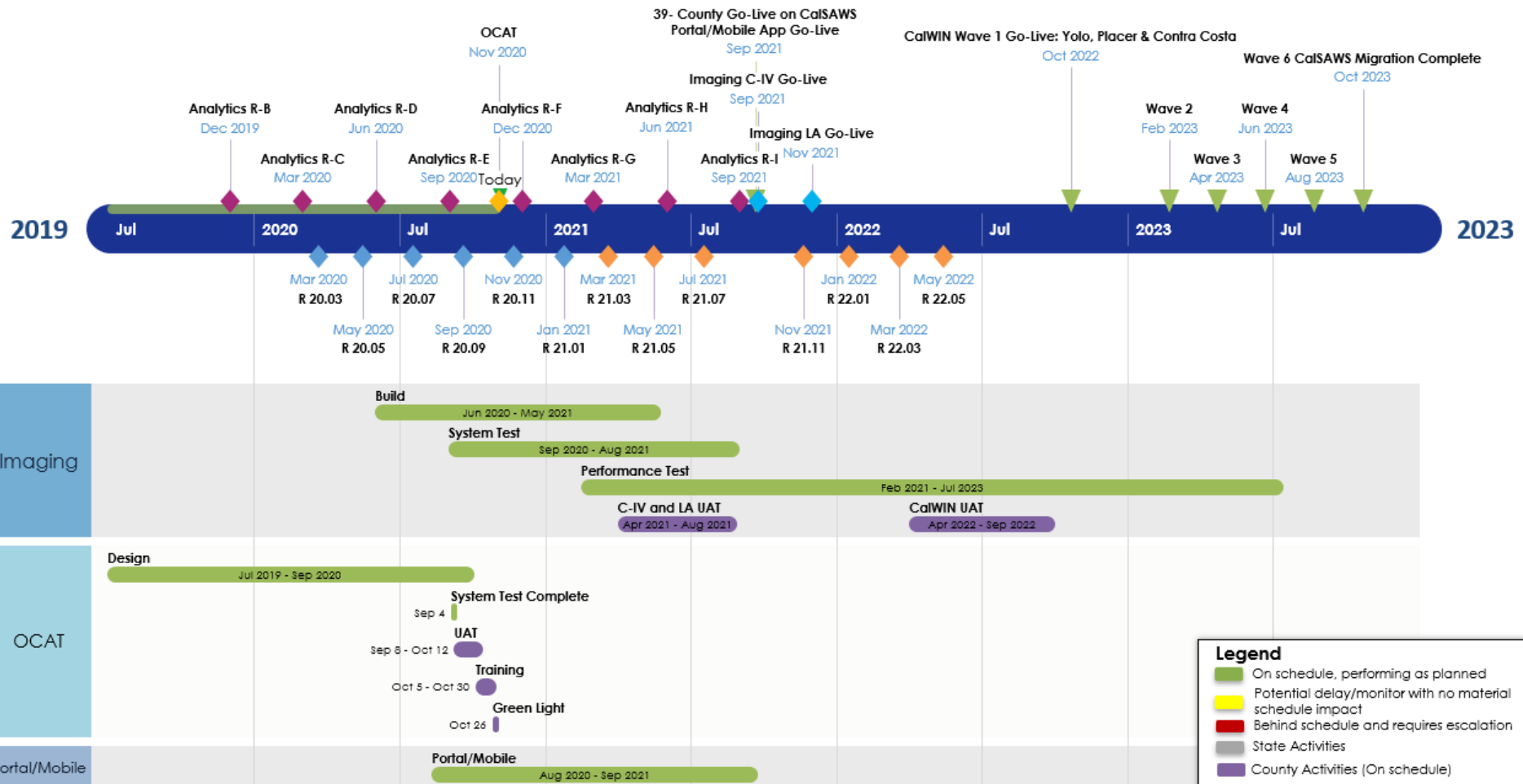
Portal/Mobile Update

- Brand Update
- Overview of UCD Survey & Interview Outcomes/Insights
- Barcode/QR Code Research Update
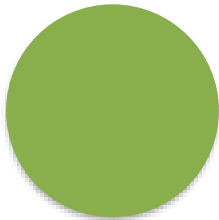
Brand Update

We Have an Announcement to Make!

But before we do,

let's talk about what we've been up to.

Since the beginning of August, our team has been **researching**, **interviewing stakeholders**, and **meeting customers** with one goal in mind:

Create a cohesive brand for our new portal/mobile application.
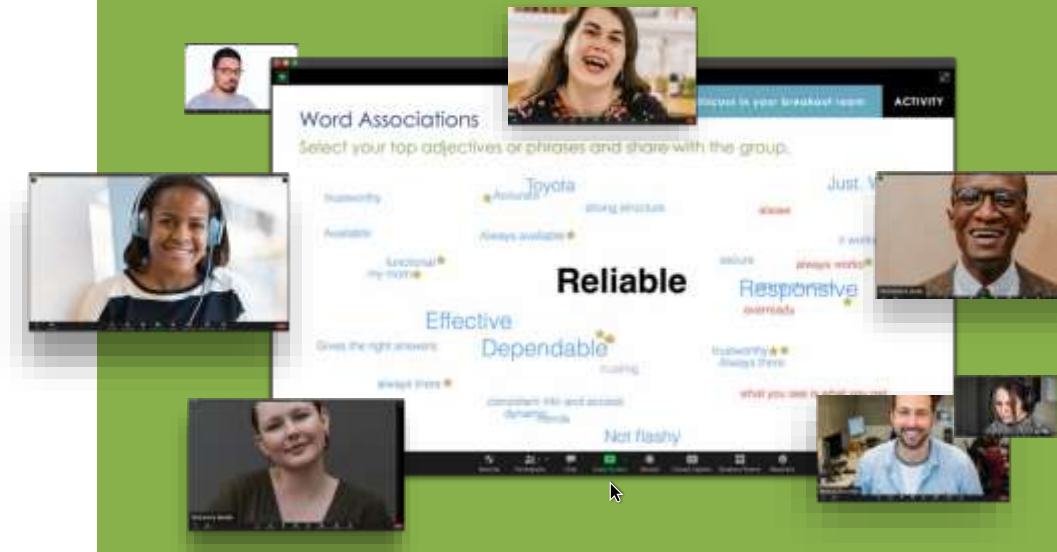
We even hosted a Brand Ambitions Workshop, with **53 participants representing all six regions** to better understand…

…who we want to be as a brand.

We asked ourselves:

Who do we want to be?

We want to be…

Efficient

Customer-focused

Reliable

Then we thought:

How do we want it to look?

We worked with a visual designer and brand team to create a mood board that **captures the energy of California and the CalSAWS community.**

Associated Keywords: Approachable · Conversational · Familiar · Friendly · Minimalistic · Reassuring
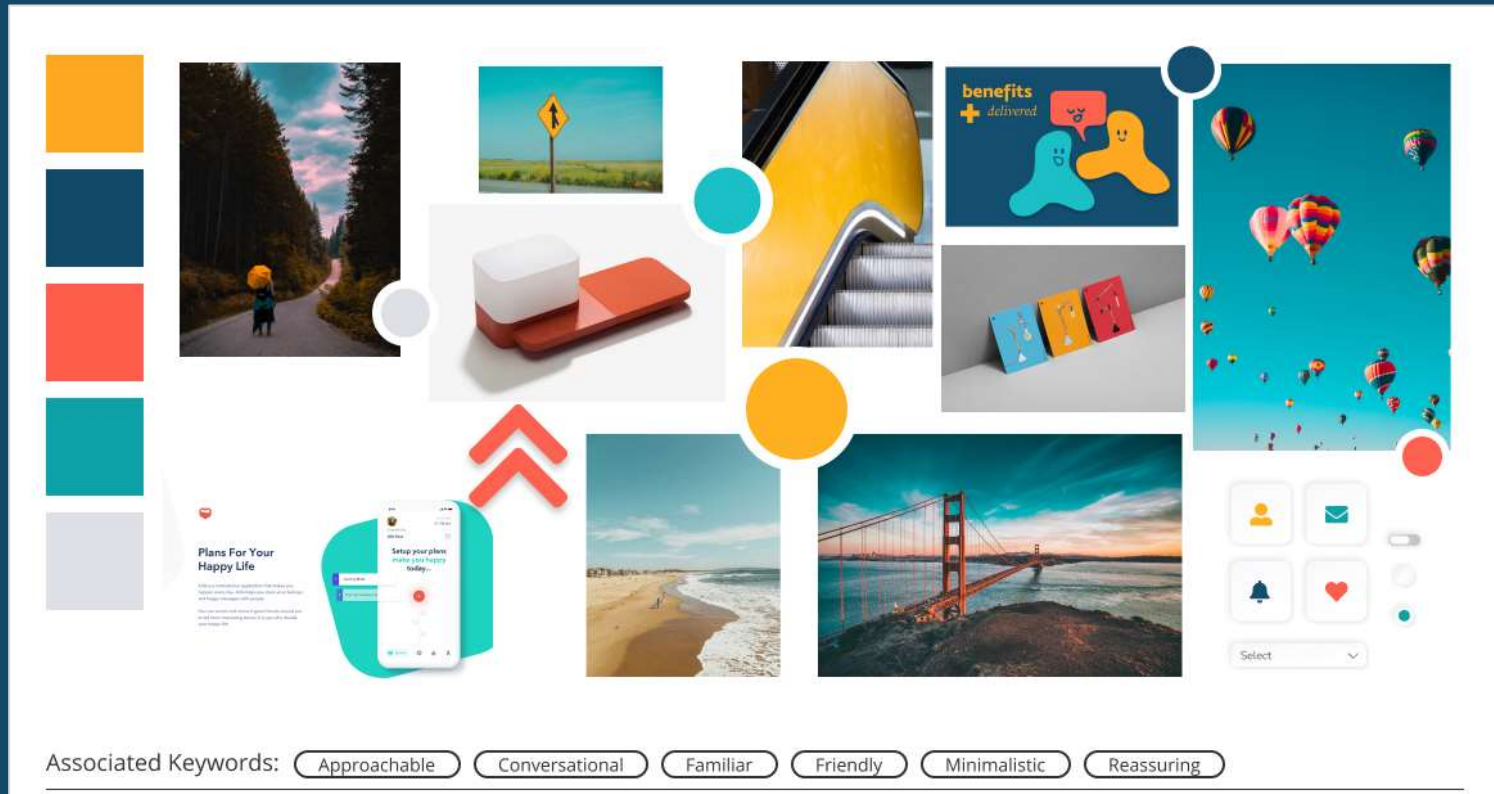
Finally, we thought well…

What should we call it?

Drumroll, Please!

BenefitsCal is an existing website that we will **rebrand** and **make easy to use** for everyone!

But wait there's more…

We need your help!

We value your input, and as a result

we will be launching a voluntary survey on Nov. 6

for you and your fellow colleagues to vote on our new logo.

Here are the following options to vote from…

Option 1

Option 2

Option 3

Option 4

Keep an eye out for the survey link on Friday, November 6.

Thank you for your time and energy!

Overview of UCD Survey & Interview Outcomes/Insights

Customer and Assister Survey Overview

Customer Survey

👥 Total Responses

7,013	**>99%***
Total completed responses	Confidence level with 2% margin of error

🏪 Community Type

5,697	**1,008**	**295**
Urban county responses	Suburban county responses	Rural county responses

🪧 CalSAWS Region

872	**635**	**225**	**912**	**2,364**	**1,992**
Region 1 responses	Region 2 responses	Region 3 responses	Region 4 responses	Region 5 responses	Region 6 responses

Assister Survey

👥 Total Responses

105	**58/58**
Total completed responses	CA counties represented

🏪 Community Type**

164	**94**	**87**
Urban county responses	Suburban county responses	Rural county responses

🪧 CalSAWS Region**

85	**56**	**46**	**42**	**96**	**20**
Region 1 responses	Region 2 responses	Region 3 responses	Region 4 responses	Region 5 responses	Region 6 responses

*Target sampling of 4,158 responses In order to achieve a confidence level of 99% with a 2% error to represent a population of 6,814,951 active cases across C-IV, LRS, and CalWIN
**Assisters can select multiple counties served. Response numbers reflect all community types and regions selected.

Customers Insights in Action

We have conducted **48 customers interviews** to get more insights around customers' pain points. The **insights are being incorporated into the design of the Statewide Portal/Mobile.**

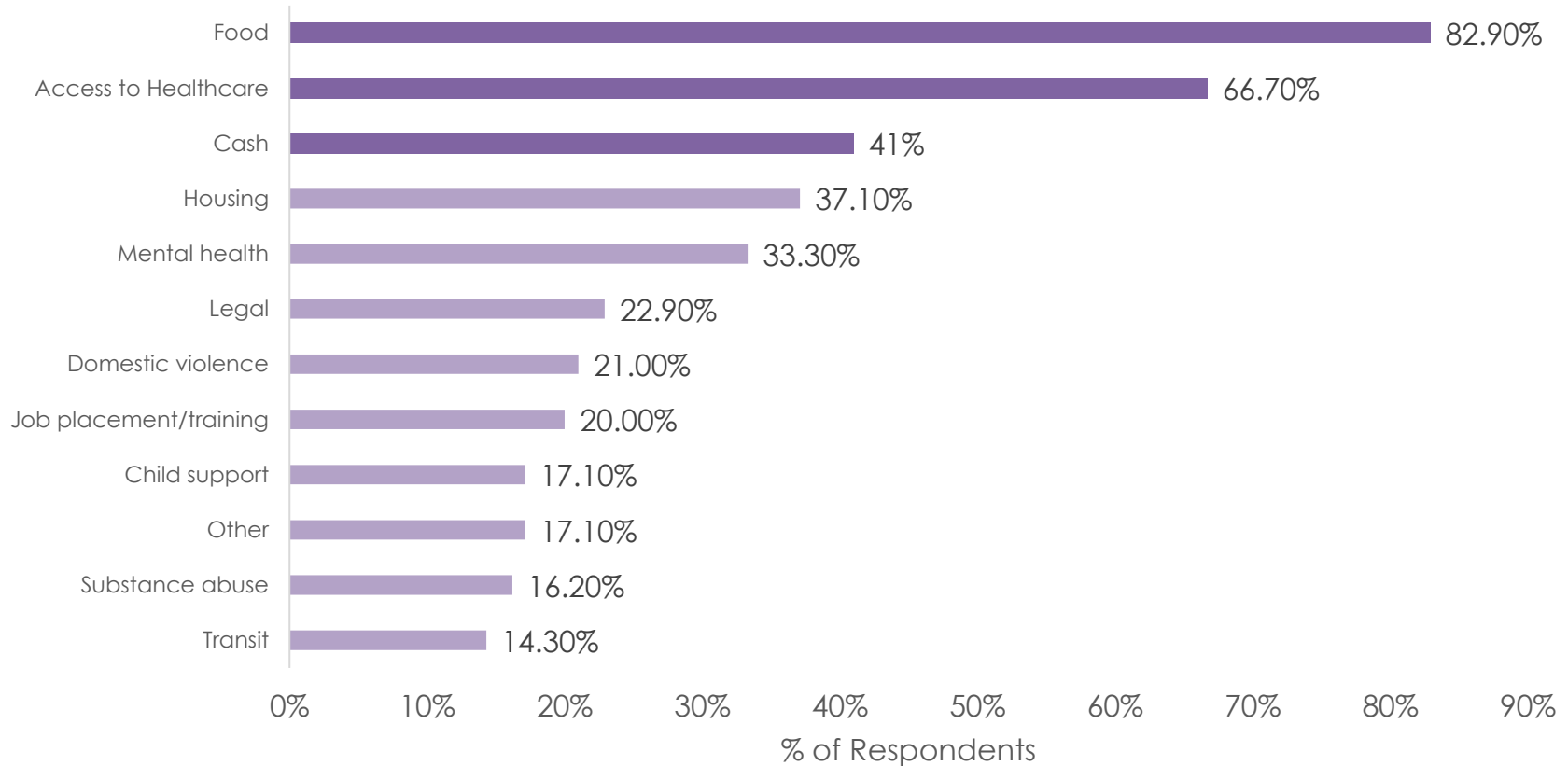| Theme	Key Survey Respondent Insight (quantitative data points)	Key Field Research Insight (qualitative data points)	Design Solution
Diverse Demographics	California's benefits customer base is diverse, covering a wide range of races/ ethnicities and languages.	• Not all threshold languages are provided on each existing website or application • Existing translations are often not one-to-one, making it challenging for non-English speakers to correctly answer application questions • The translations are also not simplified to a 5th grade reading level, which is a barrier for customers who have limited levels of education	• Additional translation options • Option to change globally available in the header/footer • Apply for Benefits language dynamic based on language preference selection during the application process itself
Access to Technology	The proportion of respondents that use the CA Benefits Websites to apply for benefits is not proportional to the number of respondents that have access to a smartphone or tablet. This may be because there is not a good user experience using the CA Benefits Websites on a mobile phone.	• Some customers have difficulties filling out the lengthy application using a mobile device	• Responsive design (will adapt to every screen size) • Larger fields and buttons • Simpler screens • Conditional logic • A streamlined flow

Customers Insights in Action

We have conducted **48 customers interviews** to get more insights around customers' pain points. The **insights are being incorporated into the design of the Statewide Portal/Mobile.**

Theme	Key Survey Respondent Insight (quantitative data points)	Key Field Research Insight (qualitative data points)	Design Solution
Application Process	Respondents find it most 'difficult' or 'very difficult' to select which programs to apply for	• Customers are confused about the different types of benefit programs that the State of CA offers • Sometimes, customers apply for the wrong benefits because they are not able to distinguish one type of benefit program from another	• Simplified program selection screen with information about each program • County specific programs suggested (nudged) based on customer's answers to avoid confusion between state and county programs
Documents Upload	Respondents find it most 'difficult' or 'very difficult' knowing what kind of documents to submit	• Customers are not prepared with the documents and/or information they need to complete the application process • They need more clarification on the different types of documents (e.g., pay stub, green card, etc.) for different verification categories • They want to receive an instantaneous confirmation notice or status update to notify them that their documents have been successfully submitted and processed.	• Section dividers/welcome screens to contain information about what is needed for the section, allowing customers to skip or come back later • Cards on the document center with document categories • Help indicators with additional information about documents needed • Confirmation of receipt of documents uploaded

Assisters Survey - Key Moments that Matter
Types of Assistance Offered

What types of benefits do you help customers access and maintain?

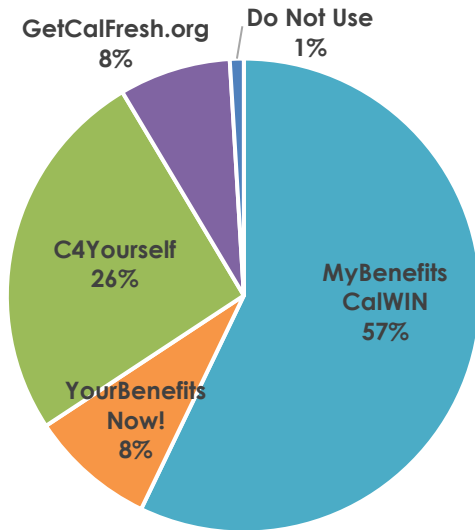| Type	% of Respondents
Food	82.90%
Access to Healthcare	66.70%
Cash	41%
Housing	37.10%
Mental health	33.30%
Legal	22.90%
Domestic violence	21.00%
Job placement/training	20.00%
Child support	17.10%
Other	17.10%
Substance abuse	16.20%
Transit	14.30%

% of Respondents

Respondents help customers the most with food assistance (82.9%), **finding access to healthcare** (66.7%), **and cash assistance** (41.0%). This is representative of CalFresh, MediCal, and CalWORKS respectively.

Assisters Survey - Key Moments that Matter

CA Benefits Website Use

Which CA Benefits Website did you last use to assist customers?

GetCalFresh.org 8%
Do Not Use 1%
C4Yourself 26%
MyBenefits CalWIN 57%
YourBenefits Now! 8%

Which benefits processes do you assist with the most?

- Applying for benefits: 92.4%
- Benefits renewal: 69.5%
- Reporting a change: 53.3%
- Utilizing benefits: 38.1%
- Other: 5.7%

What information would you like to be available to view on your account dashboard? (Top 5)

- Status of individual cases: 87.6%
- Required action steps to process pending items: 75.2%
- Completed/incomplete applications: 73.3%
- Required action steps when a specific form is missing: 72.4%
- Key statistics (approved, pending, denied items): 68.6%

Most respondents use MyBCW to assist customers (57%) followed by C4Y (26%).

Almost all respondents assist customers with applying for benefits (92.4%), but only 38.1% help customers utilize benefits after applying.

87.6% of respondents want to see status of cases on their dashboards.

Barcode/QR Code Research Update

Barcode/QR code Reader Question

Research summary

Question: Will the Portal/Mobile solution provide the ability to upload documents?

Response

- Yes. Users can navigate directly to the Document Upload Center. Additionally, they will be nudged to upload documents based on their application or case update responses. The process was updated and simplified based on UCD research and insights. Usability testing with Customers is planned.

Question: Will the Portal/Mobile solution contain the functionality whereby the document type is set by the barcode scanned within the document image?

Response

- The user can select the document type on the Statewide Portal/Mobile Solution, it is not being automatically set. Once the document is transmitted to the Hyland Imaging Solution, it will be re-classified and routed all by Hyland OCR and Barcode reading.

Risk for CalSAWS & Portal Go-Live Dates

- Options for Mitigation
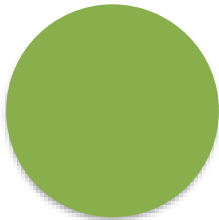
Risk for Portal Go-Live Dates
Schedule Risk Statement

Risk Statement

If either the BenefitsCal Phase 1 implementation or the CalSAWS modifications for BenefitsCal Phase 1 cannot be completed in time for the September 2021 go-live, the combined go-live of CalSAWS and BenefitsCal Phase 1 could be impacted.

Risk for Portal Go-Live Dates
BenefitsCal Phase 1 Background

BenefitsCal Phase 1 Facts

- Reduced Phase 1 delivery from 15 to 13 months to accommodate additional stakeholder and State partner input in the procurement planning phase

- Increased scope for Phase 1 (shifted forward from Phase 2) to accommodate stakeholder and State partner desire to expand functionality more quickly

- Increased scope of changes (i.e., creation of 30+ additional APIs) in CalSAWS to integrate with BenefitsCal Phase 1

Risk for Portal Go-Live Dates

BenefitsCal Phase 1 Background

Portal/Mobile requirements sessions clarified the scope of changes needed in CalSAWS to integrate BenefitsCal

To accommodate all changes needed in CalSAWS, adjustments might need to be made to the schedule and/or scope for BenefitsCal Phase 1 associated with the C-IV Cutover

Analyzing business, technical, readiness, staff, customer, schedule, and fiscal impacts of three (3) options

Risk for Portal Go-Live Dates

Schedule Risk Options

Option 1 — Create a temporary interface from CalSAWS to C4Yourself as a *safety net* in case either BenefitsCal Phase 1 implementation or CalSAWS modifications for BenefitsCal Phase 1 must be delayed beyond September 2021

Option 2 — Scope BenefitsCal Phase 1 to be equivalent to or exceed C4Yourself and deploy with the CalSAWS C-IV cutover in September 2021

Option 3 — Keep deployments for BenefitsCal Phase 1 and the CalSAWS C-IV cutover together and shift the go-live date

Risk for Portal Go-Live Dates
Schedule Risk Options

For the three options, it's important to note:

- Full commitment to the entire agreed-upon scope of the Portal Project (Phases 1 and 2)
- Only adjustments being considered in the risk mitigation options are related to:
  - <u>When</u> the scope will be packaged and delivered (schedule)
  - <u>How</u> many releases will be necessary to deliver the agreed upon functionality

Risk for Portal Go-Live Dates

Schedule Risk Options

Option 1	Option 2	Option 3
Create a temporary interface from CalSAWS to C4Yourself as a safety net in case either BenefitsCal Phase 1 implementation or CalSAWS modifications for BenefitsCal Phase 1 must be delayed beyond September 2021	**Scope BenefitsCal Phase 1 to be equivalent to or exceed C4Yourself and deploy with the CalSAWS C-IV cutover in September 2021**	**Keep deployments for BenefitsCal Phase 1 and the CalSAWS C-IV cutover together and shift the go-live date**
• The go-live dates for C-IV cutover to CalSAWS and BenefitsCal Phase 1 functionality would be de-coupled • A temporary interface would be built between CalSAWS and C4Yourself as an insurance policy/safety net in case BenefitsCal could not go live with the C-IV cutover to CalSAWS • The C-IV Counties would migrate to CalSAWS in September 2021 and from C4Yourself to BenefitsCal after September 2021 • LA County will determine when it will transition to BenefitsCal Phase 1 (i.e., with or after the C-IV Counties)	• Functionality that is equivalent to or exceeds what is available in C4Yourself will be deployed in BenefitsCal Phase 1 • C-IV Counties will migrate to CalSAWS and BenefitsCal Phase 1 in September 2021 • LA County will migrate to BenefitsCal Phase 1 in November 2021*, with all remaining BenefitsCal Phase 1 functionality will be deployed prior to YBN cutover to BenefitsCal • All remaining portal functionality (post YBN) will be deployed in BenefitsCal Phase 2 prior to CalWIN waves starting	• BenefitsCal Phase 1 will contain currently planned scope, which includes C4Yourself and YBN equivalent functionality plus key features such as support requests, request exemptions, CBO dashboards and two-way messaging • C-IV will cutover to BenefitsCal Phase 1 and CalSAWS together • C-IV go-live dates will shift to after September 2021 • LA County will determine when it will transition to BenefitsCal Phase 1 (i.e., with or after the C-IV Counties)

Risk for Portal Go-Live Dates
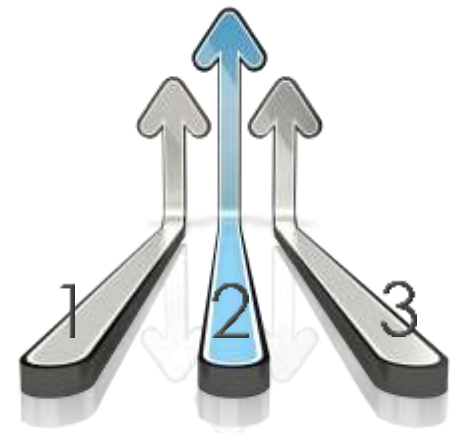
Schedule Risk Options

Option 1	Option 2	Option 3
Create a temporary interface from CalSAWS to C4Yourself as a safety net in case either BenefitsCal Phase 1 implementation or CalSAWS modifications for BenefitsCal Phase 1 must be delayed beyond September 2021	**Scope BenefitsCal Phase 1 to be equivalent to or exceed C4Yourself and deploy with the CalSAWS C-IV cutover in September 2021**	**Keep deployments for BenefitsCal Phase 1 and the CalSAWS C-IV cutover together and shift the go-live date**
Pros • Ensures continual portal access • Reduces change adoption because continuing to use C4Yourself • Maintains original scope of Phase 1 functionality and does not spread the functionality across multiple releases	**Pros** • No loss of functionality for C-IV County customers and could exceed what is already available • Single go-live event for C-IV Counties • Consistent with direction to complete and integrate portal	**Pros** • Single go-live event for C-IV Counties • All currently planned BenefitsCal Phase 1 functionality available at C-IV cutover
Cons • Bifurcates attention of limited resources assigned to effort from one to two workstreams (temporary bridge and long-term APIs) • Requires user readiness activities for multiple go-live efforts for C-IV Counties • Investment might not be used • Could create dependency on bridge, delaying BenefitsCal implementation • Might require additional State and Federal funding	**Cons** • Potential for delivering less functionality than is currently planned in Phase 1 • Could require a small change in funding	**Cons** • Could impacts overall schedule by shifting when and how work is completed • Likely to increase cost because of need to enhance and keep C-IV and C4Yourself in operations longer. • Likely to push out realization of savings • Might require additional State and Federal funding and schedule approval via IAPDU • Could impact future policy commitments

Risk for Portal Go-Live Dates

Schedule Risk Options

- **Recommended Mitigation Direction → Option 2**
  - Delivers, at a minimum, C4Yourself equivalent functionality in September 2021 Phase 1 deployment:
    - ✦ Uplift from base C4Yourself
    - ✦ Re-designed, more user-friendly interface
  - Delivers all Phase 1 functionality with LA County cutover from YBN to BenefitsCal
  - Is directionally correct for overall BenefitsCal Implementation
  - Minimizes number of go-live events for C-IV Counties
  - Less likely to require additional funding
  - Best utilizes available resources

Risk for Portal Go-Live Dates
Schedule Risk Mitigation Timeline

Recommended Option 2 Risk Mitigation Timeline

Present Options
Present options to obtain agreement on path forward and complete detailed analysis

Nov 2020

Adjust/Present Schedule
Incorporate scope and schedule adjustments and present adjustments to PSC and JPA

Dec 2020

Support and Monitor
Support readiness activities/communications and monitor/report progress through go-live

Jan – Aug 2021

Go-Live for C-IV Counties
C-IV Counties go live on BenefitsCal Phase 1 with CalSAWS cutover

Sep 2021

Go-Live for LA County*
LA County goes live on BenefitsCal Phase 1
(*Date dependent upon Imaging conversion and go-live)

*Nov 2021**

Go-Live for BenefitsCal Phase 2
40 counties on BenefitsCal Phase 1 will go live on BenefitsCal Phase 2

Apr – Jul 2022

Go-Live for CalWIN Counties
CalWIN Counties go live on BenefitsCal Phase 2 with each Wave cutover

Oct 2022 – Oct 2023

San Bernardino Bots Pilot Update

San Bernardino Bots Pilot

Introduction

San Bernardino Bots Pilot

The Bots Pilot will test the business value of the technology solution:
- Determine Results Quickly
- Lower Cost
- Lower Risk

Contact Center Innovation

Authentication Bot

Increasing customer authentication rates reduces agent time and increases self service

Push Notifications

Increasing customer service by proactively providing information to the customer

Welcome Bot

Increasing customer service by making it easier to get to Self Service and exit points

San Bernardino Bots Pilot

Pilot Schedule

Project Kickoff
Dec 2

Auth & Push
Go-Live
Mar 30

Welcome
Go-Live
May 31

Pilot End
Sep 30

2020 | Dec | 2021 | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | **2021**

Auth & Push: Design/Build/Test

Auth & Push: Pilot

Welcom: Design/Build/Test

Welcome: Pilot
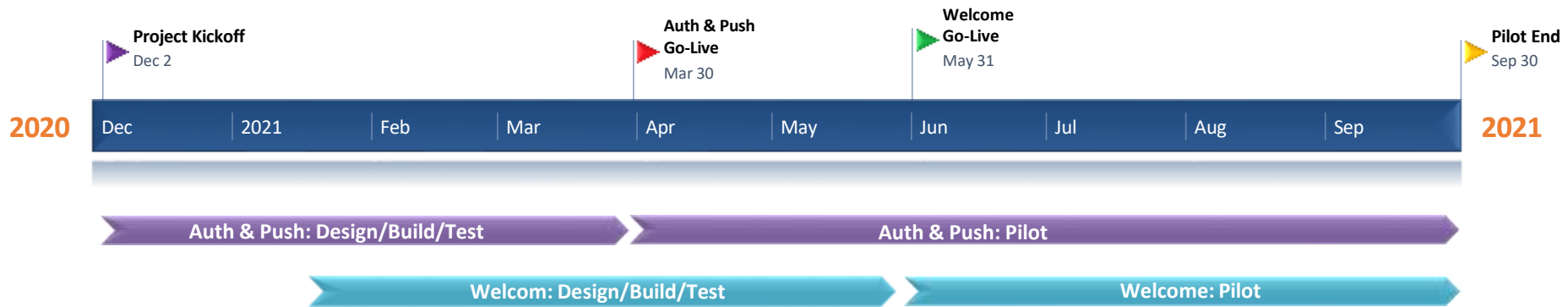
San Bernardino Bots Pilot

Pilot Overview

Pilot Information:

- Determine if the technology solution had the intended business value.
- Recommend whether to scale the solution based on the results.
- Criteria measures of success include the following:

Bot	Criteria
Authentication Bot	Compare current authentication rate with pilot authentication rate to measure usefulness.
Push Notifications	Percentage of customers that ended the call after information from the push notification was provided to them.
Welcome Bot	Compare current percentage of customers who enter the queue with percentage during the pilot. Also determine effectiveness of placing customers into the correct IVR self-service menu or exit point, as well as the value of collecting unmatched utterances.

San Bernardino Bots Pilot

Amazon Lex

- These voice bots are built using Amazon Lex, which is an advanced technology for understanding voice and text

- The languages supported for Amazon Lex are different than the languages supported for Amazon IVR text-to-speech (one of the ways in which an IVR talks to the customer)

- Amazon Lex continues to add more languages

Application Development & Policy

Application Development

- Completed 8 of 8 Migration General System Design Deliverables
  - Currently completing testing for 20.11
- Additional Functional Design related work/SCRs still in progress include:
  - Non-State Forms
    - Completed state and advocate review of migration related forms and provided feedback to advocates
    - Provided updated forms and cross-references to counties for migration planning
  - Imaging solution
  - Task Management Update
  - GA/GR Update
  - APIs Update

Application Development

- ABD and Medicare Part B 'Flippers' on track for the December 2020 Benefit Month

- Non-State Forms review effort for Migration SCRs has completed. We have begun using an ongoing process for both state and advocate review

- Child Care Portal, including Report on track 20.11
  - NOAs on track for 21.01

- Upcoming policy commitments remain on track including routine annual updates (i.e. COLAs)

- Due to the amount left to accomplish for migration, capacity is limited due to effects on conversion and/or training. Consideration will be needed as any new work is identified
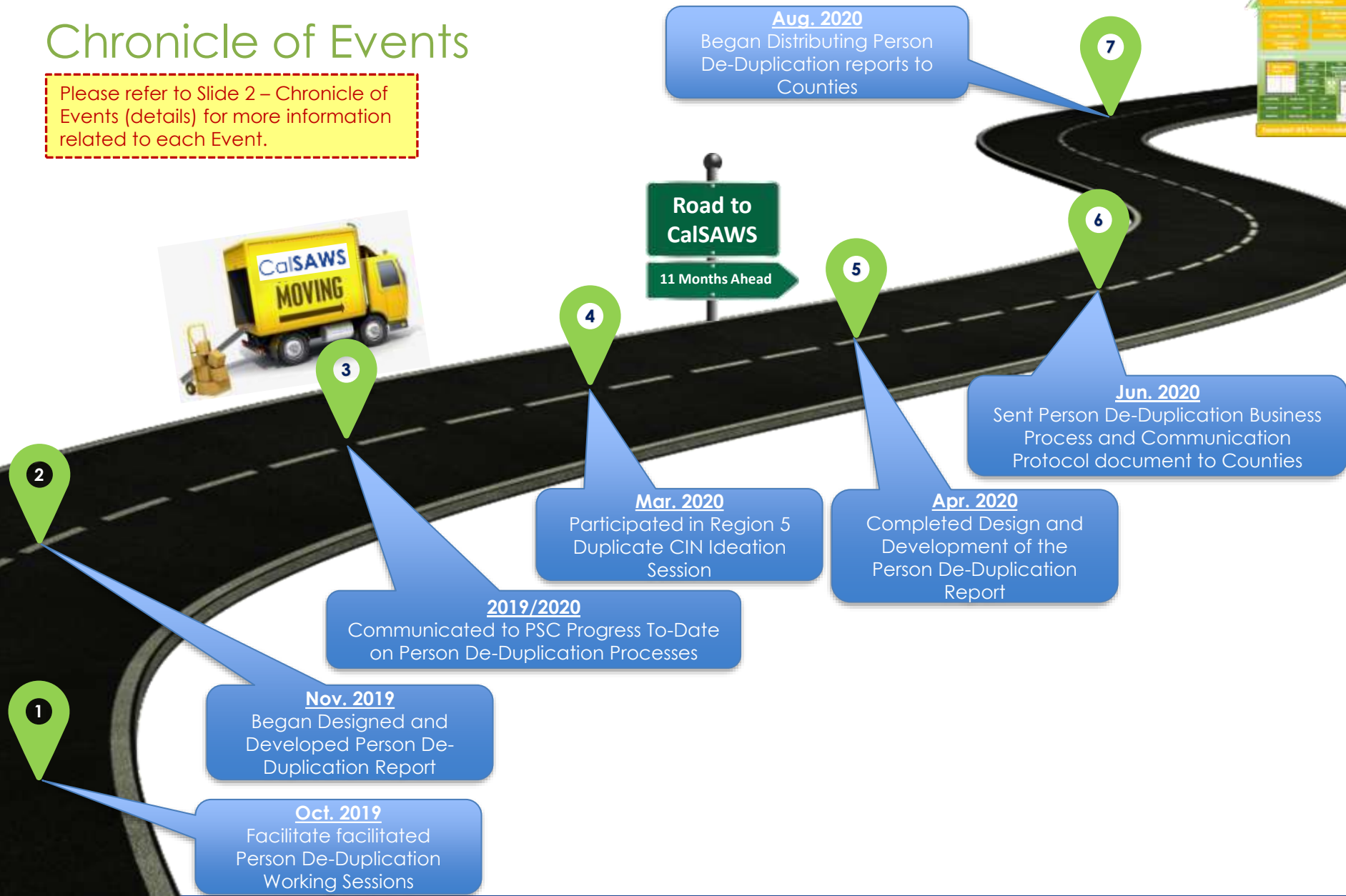
Person De-duplication Process and Communication

Person De-Duplication Process

Chronicle of Events

Please refer to Slide 2 – Chronicle of Events (details) for more information related to each Event.

Road to CalSAWS

11 Months Ahead

Aug. 2020
Began Distributing Person De-Duplication reports to Counties

Jun. 2020
Sent Person De-Duplication Business Process and Communication Protocol document to Counties

Apr. 2020
Completed Design and Development of the Person De-Duplication Report

Mar. 2020
Participated in Region 5 Duplicate CIN Ideation Session

2019/2020
Communicated to PSC Progress To-Date on Person De-Duplication Processes

Nov. 2019
Began Designed and Developed Person De-Duplication Report

Oct. 2019
Facilitate facilitated Person De-Duplication Working Sessions
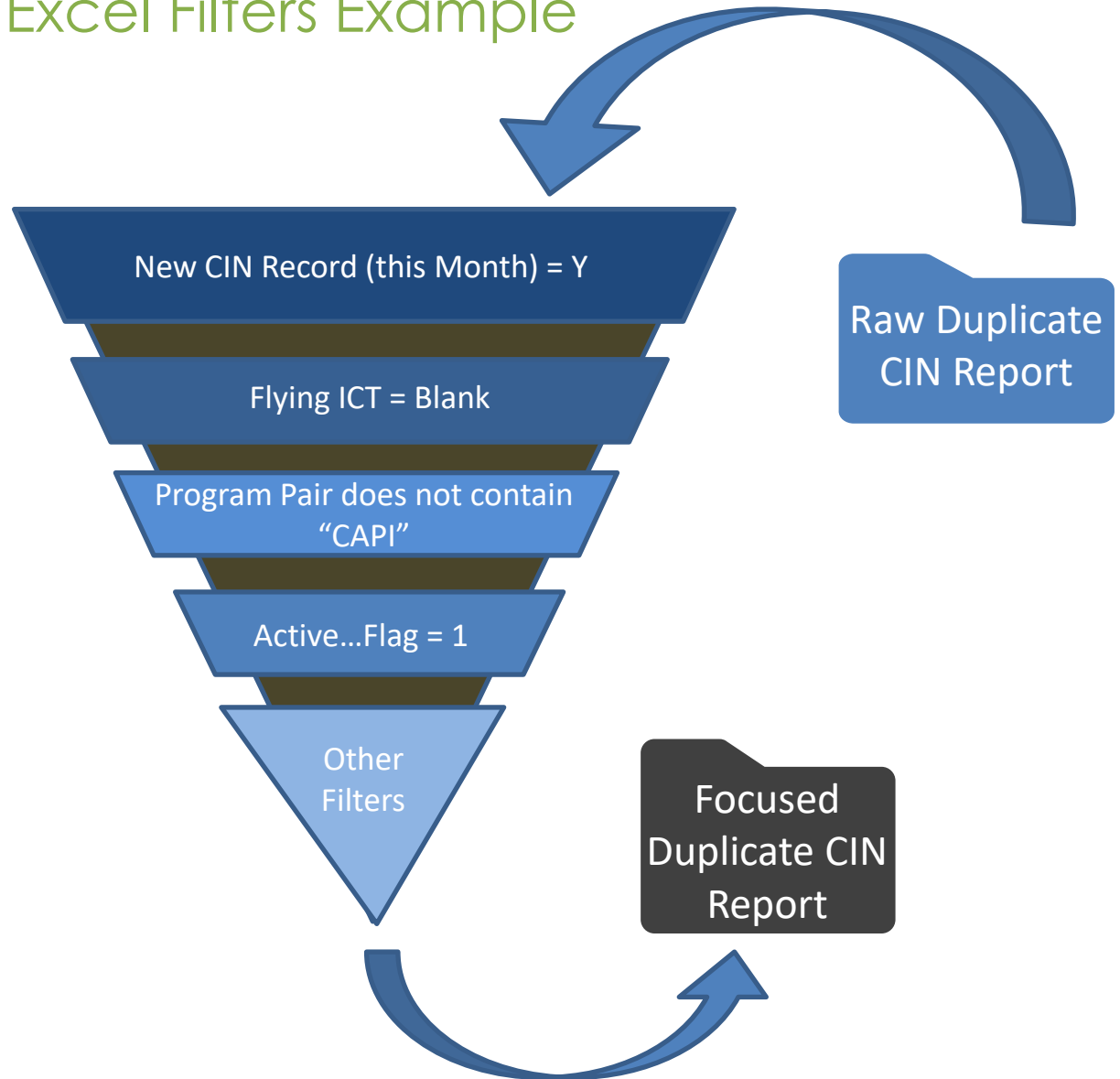
Person De-Duplication Process

County Business Process

- The Duplicate Person Report help counties resolve duplicate CINs/Persons
- County business process to resolve duplicate CINs/persons include:
  - Filtering the report to focus and prioritize reviews (example on next slide)
  - Performing file clearance/research in their respective SAWS and in MEDS to determine correct person record
  - Communicating with other county DPOCs (Duplicate Person Points of Contact)
  - DPOCs jointly determine action(s) to take to resolve duplication:
    - Terminate duplicated person's program
    - Terminate pending case or person remaining from an ICT

Person De-Duplication Process

Business Process – Excel Filters Example

Example Excel Filters Select CINs on Active/Approved, Non-ICT, Non-CAPI cases. Other filters (e.g., certain programs) can be applied.

New CIN Record (this Month) = Y

Flying ICT = Blank

Program Pair does not contain "CAPI"

Active…Flag = 1

Other Filters

Raw Duplicate CIN Report
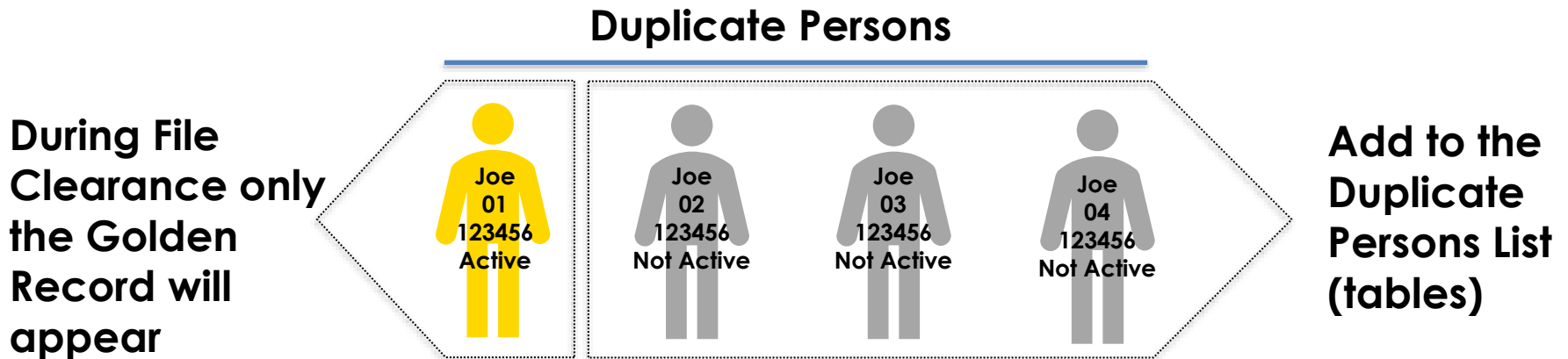
Focused Duplicate CIN Report

Conversion Person De-Duplication Processes

A Duplicate Person Match is based on **more than one** Person Demographic records (in SAWS) linked to the same Client Identification Number (CIN).

Duplicate Person Scenario	Conversion Process
Active - Active	Included in Person De-Duplication report (less than 1% of Total)
Active - Pending	
Pending - Pending	

Conversion Person De-Duplication Transformation

Replicate the LRS Duplicate Person Capability during Conversion as an Automated Transformation

Duplicate Persons

During File Clearance only the Golden Record will appear

Joe 01 123456 Active

Joe 02 123456 Not Active

Joe 03 123456 Not Active

Joe 04 123456 Not Active

Add to the Duplicate Persons List (tables)

1. Identify Duplicate Person(s) during the Conversion:
   - Same CIN, Different Person Demographics
   - Active in One County Not Active in in all other Counties
2. Indicate which Person(s) is a Duplicate and Add them to the Duplicate Person List Page (tables)
   - The Person in the Active County will be considered the Golden Record;
   - The Person(s) in the Not-Active Counties will be considered the Duplicate Record
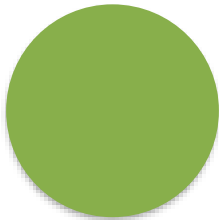
Conversion Person De-Duplication Transformation

Business Implications

The "Duplicated Person Record" will:

- Not be Deleted…The records, in their entirety, will continue to exist and be maintained in the database;

- Can be accessed using the Duplicate Person List Page when the Case Worker knows the Person information to look for (i.e., First and Last Name);

- Not be accessible via the Person Search application pages during the File Clearance process;

- Be linked to Companion Cases (i.e., Golden Person Case to Duplicated Cases and vice versa); and,

- Add the Golden Person record as a Case Person to the Non-Active (duplicated) converted cases

Imaging Update and Demonstration

CalSAWS

Imaging – CalSAWS Solution

Phase 1 Design Complete
May 31

Phase 2 Design Complete
Aug 14

Planning Complete
Mar 13

Phase 3 Design Complete
Oct 15

Build Complete
May 31

Test Complete
Aug 31

C-IV Live
Sep 24

LA Live
Nov 22

Wave 1 Live
Oct 21

Wave 2 Live
Feb 17

Wave 3 Live
Apr 21

Wave 4 Live
Jun 23

Wave 5 Live
Aug 25

Wave 6 Live
Oct 20

2020	2021	2022	2023

Today

Planning
Feb 14 - Mar 13

Design
Mar 2 - Oct 15

Change Management
Apr 15 - Dec 31

Build
Jun 1 - May 24

System Tests
Sep 1 - Aug 31

Performance Tests
Feb 14 - Jul 14

Training (Design, Build, Test)
Jun 1 - Jun 18

Early Training
Jul 1 - Oct 22

Train the SME
Jul 20 - Sep 2

General Training
Aug 20 - Nov 19

UAT
Apr 1 - Aug 31

CalWIN UAT
May 2 - Sep 30

C-IV Go-Live Support
Sep 27 - Oct 29

LA Go-Live Support
Nov 22 - Dec 31

W1 Go-Live Support
Oct 24 - Nov 24

W2 Go-Live Support
Feb 20 - Mar 24

W3 Go-Live Support
Apr 24 - May 26

W4 Go-Live Support
Jun 25 - Jul 28

W5 Go-Live Support
Aug 28 - Sep 29

W 6 Go-Live Support
Oct 23 - Nov 24

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

Imaging Change Management Overview – C-IV and LA Counties

Imaging CM efforts will provide streamlined and relevant information to users and continuously update engagement strategies based on user feedback

Support

Change Network Champions (*CNCs*) will support change efforts and champion the project, including raising project awareness, fostering commitment, and helping others embrace the solution

- C-IV CNCs and LA CNCs to be recruited separately
- C-IV CNCs identification complete
- C-IV CNC Orientation held October 28

> Note: Primary Imaging Contacts (PICs) support the Imaging Document Migration efforts in collaboration with the Imaging Technical Team.

Engagement

Meetings

- C-IV and LA Counties to have separate meetings due to different Go-Live dates
  - ✓ *Change Network Meetings* to prepare CNCs to support counties
  - ✓ *Imaging Roadshows* to introduce Imaging Project
  - ✓ *Imaging Demonstrations* to provide an overview of functionality

Communications

- Timely, consistent, and key messages to be distributed
- Communications to date:
  - ✓ C-IV Imaging Infographic distributed September 8
  - ✓ C-IV News Blast distributed October 26
  - ✓ C-IV Imaging Video development in progress

Feedback

Readiness Assessment Surveys to evaluate end user readiness and inform engagement activities

- LA County will receive a survey that focuses on the Imaging project
- C-IV Counties receive surveys that combine Imaging specific questions with overall C-IV Migration to CalSAWS questions
  - ✓ C-IV T-12 Readiness Assessment Survey closed October 14

Pulse Surveys to measure effectiveness of and satisfaction with meetings

CNCs and RMs to provide input based on observations and discussions with staff

Imaging Training Overview - C-IV and LA Counties

The Imaging Training Program focuses on equipping users with capabilities to operate within the new Imaging Solution

Training Materials

- All Imaging training materials to be leveraged for both C-IV and LA Imaging Users

- *Imaging Web-Based Trainings* (WBTs) – virtual instructions to include interactive lessons, progress checks, exercises, and assessments
  - ✓ 9 WBT topics identified and approved
  - ✓ General Design development and review cycle complete
  - ✓ Detailed Design development in progress

- *Imaging Job Aids* – documents to describe step-by-step processes of Imaging functionality

- *Imaging Online Help Pages* – to provide system navigation from page-to-page through the Imaging Solution

- *Imaging Training Guides* – supplemental training mediums to assist Imaging Users with specific Imaging functionalities

Training Delivery

Early and General Training

- Imaging C-IV Early and General Training to be incorporated into C-IV Migration to CalSAWS Early and General Training

- *Early Training* – Select County-identified End Users to complete Imaging training in advances to learn key, new functionality

- *General Training* – County-identified End Users to complete Imaging training

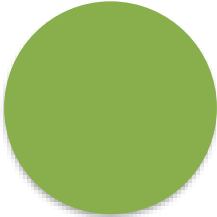**Imaging Train-the-SME (ITTSME)***

- County-selected Imaging SMEs to attend sessions to deepen their understanding of the Imaging Solution beyond completion of Imaging WBTs; attendees to support Imaging Users upon Imaging Go Lives

*ITTSME planning in progress

Demo - Imaging Early View

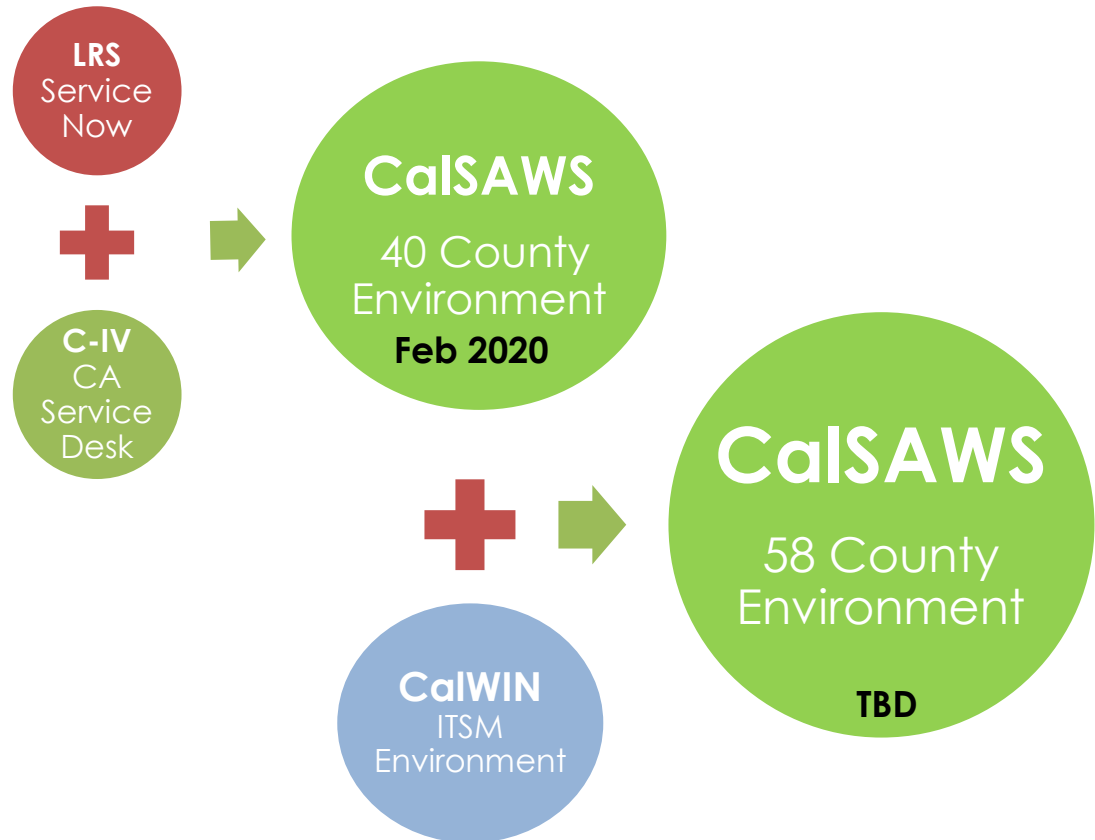# Update on Service Now CalSAWS Help Desk Ticket Solution

ServiceNow Help Desk Migration Scope
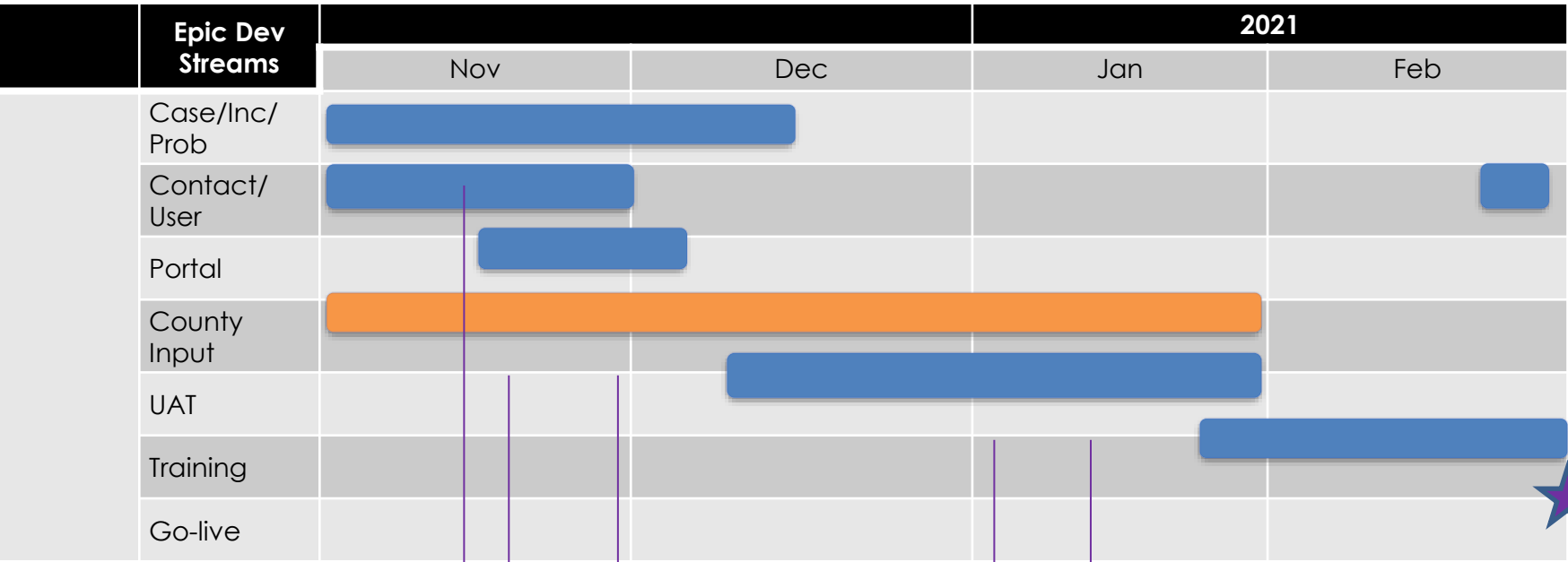
ServiceNow

Is a platform-as-a-service that provides robust capabilities for managing help desk incidents and business process flows.

Functionality includes:

- **Service Catalog & Case Management** –(Help Desk) Improve customer service through integration of C-IV and LRS ticketing Phase 1
- **Problem Management** – bundling of issues for faster turnaround and lesson-learned development
- **Technical Change Management** – Technical change management process flows, including risk evaluation and communication
- **Project management services –** CalSAWS PMO enhanced project support (Roll on/off, access requests)

LRS Service Now

C-IV CA Service Desk

+ ➜ **CalSAWS** 40 County Environment **Feb 2020**

CalWIN ITSM Environment

+ ➜ **CalSAWS** 58 County Environment **TBD**

ServiceNow Migration Timeline

	Epic Dev Streams			2021	
		Nov	Dec	Jan	Feb
	Case/Inc/Prob	████			
	Contact/User	███			██
	Portal		██		
	County Input	██████████████			
	UAT		████████		
	Training				██████
	Go-live				★

11/09 – Import of current users

01/03 – CIT for Training users

01/03 - CFRI sent to determine Training users

11/30 – CIT establishing county groups/roles/UAT groups

11/16 - CFRI sent to determine UAT users from Counties

ServiceNow Roll Out Strategy

Key Milestones

- Help Desk committee for design stages – **Monthly**
- CFRI – ServiceNow UAT participant identification – **Nov 2020**
- UAT of ServiceNow – **Dec 2020**
- CFRI – ServiceNow Training participant identification – **Jan 2021**
- CIT - Training and Go-live date – **Jan 2021**
  - User Training – assorted different training types
    - Instructor led
    - Video guided
    - ServiceNow sandbox environment
- C-IV migration to ServiceNow Go-live – **Feb 2021**

Procurement Update

- Central Print
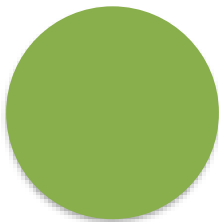
Central Print Procurement
New Timeline

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 – December 21, 2020
Consortium Issues Notice of Intent to Award	December 22, 2020
Contract Negotiations	December 23 – 30, 2020
State, Federal and Consortium JPA Board of Directors Approval of Agreement	December 31, 2020 – March 26, 2021
Planned Start Date of Central Print Contractor	March 29, 2021

- Four proposals received on September 23.
- On October 5, two evaluators resigned citing time commitments. A new evaluator was identified on October 8. The new evaluator reviewed the RFP from October 9-14. Training was provided for the new evaluator on October 15. The new evaluator will review Proposal 1 from October 16 – 23. Evaluation Team meetings for Proposal 1 will restart on October 26.
- This results in a 2.5 week delay in the evaluation process.
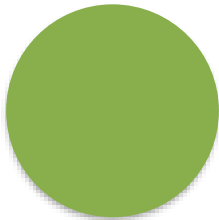- Planned start date of Central Print Contractor changed from March 11 to March 29.

State Partners Updates

- OSI
- CDSS
- DHCS
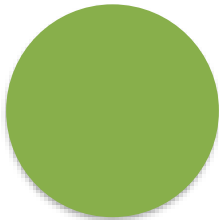
Regional Updates

JPA Board November Meeting Overview

Adjourn Meeting