





BenefitsCal

Video






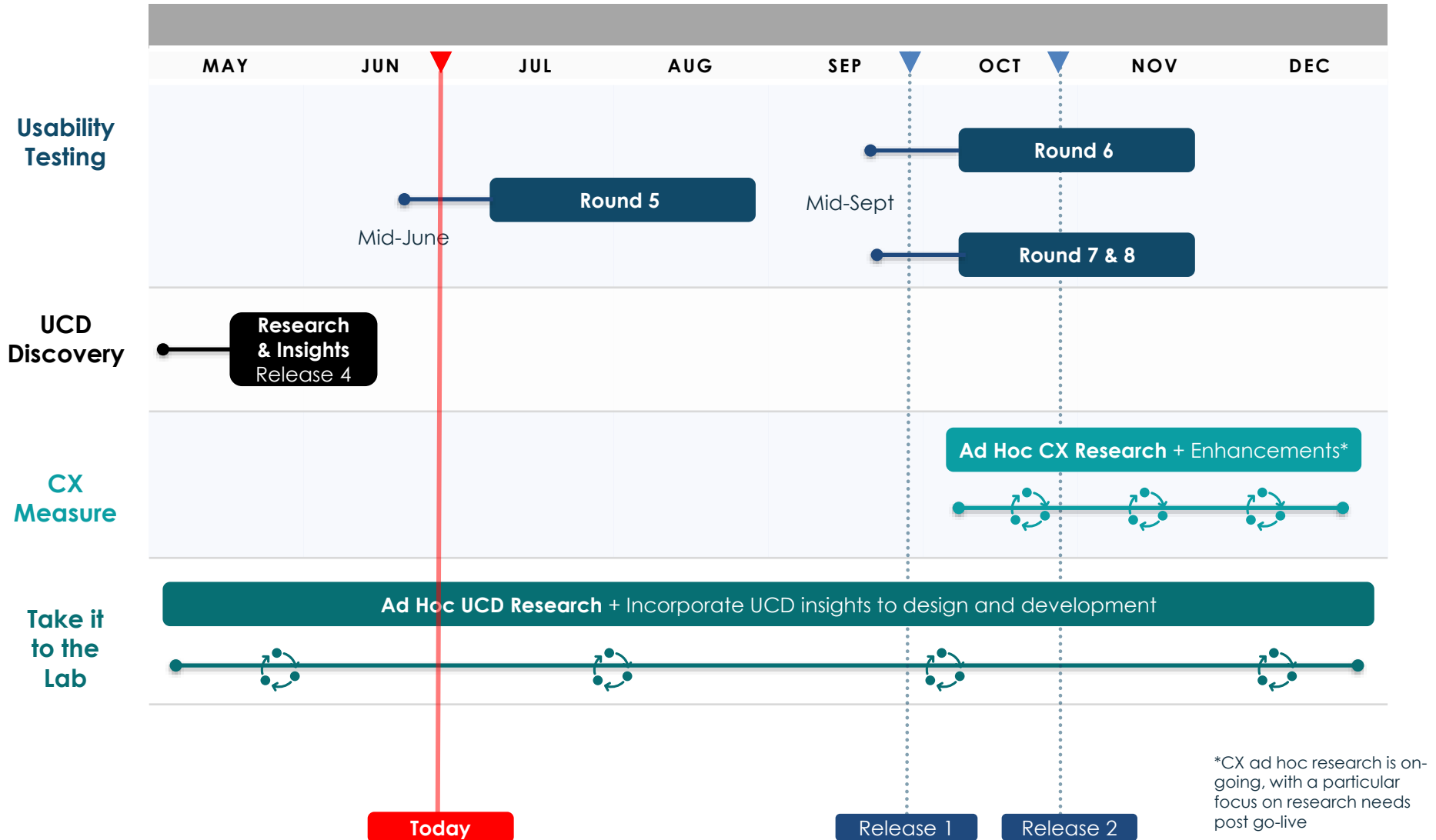


UCD is a Journey...

We continue to **ask and research questions to improve the customer experience (CX)**



Recruitment	
Ad Hoc Recruitment	
Research	



Usability Testing: Round 3 (of 8)

The BenefitsCal Team conducted a third round of usability testing with Customers and CBO/FBO Staff.



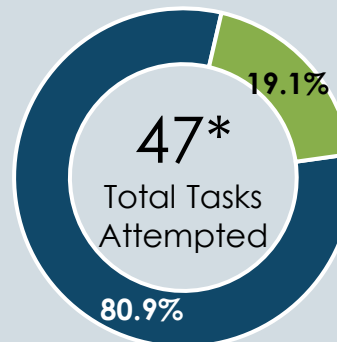
TEST

6 Customers

Scenarios

- Submit short CalFresh app
- Submit Medi-Cal renewal
- Enter a self-employment job
- Apply for Disaster CalFresh
- Apply for cash assistance

80.9%
SUCCESS RATE



17

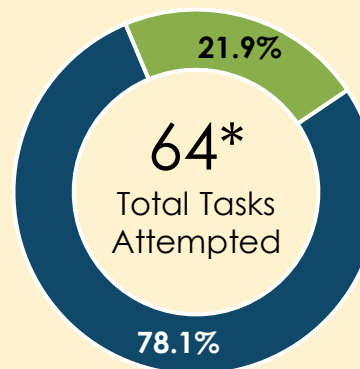
approved
screen updates
to improve
usability

7 CBO/FBO Staff

Scenarios

- Enter a self-employment job
- Apply for cash assistance
- Upload a document for a customer
- Find not submitted applications
- View staff's not submitted app

78.1%
SUCCESS RATE



* Not all participants were given the same number of tasks given time restraints. Therefore, some participants were introduced to more tasks than others.



BenefitsCal

Communications Strategy

Key Tenets of the Approach

Lead with Value

Data-Driven

Timing is Everything

Keep It Simple

Communications



Tactics

- Direct Emails
- Direct Mail
- Social Media Toolkit
- Awareness Toolkit
- Flyer, Handouts, Brochures
- Briefing Packets
- Call Center Materials
- How-To Videos
- Quick Reference Guides
- Social Media Content / Paid*



Campaigns

- Awareness
- Education
- Adoption
- Retention

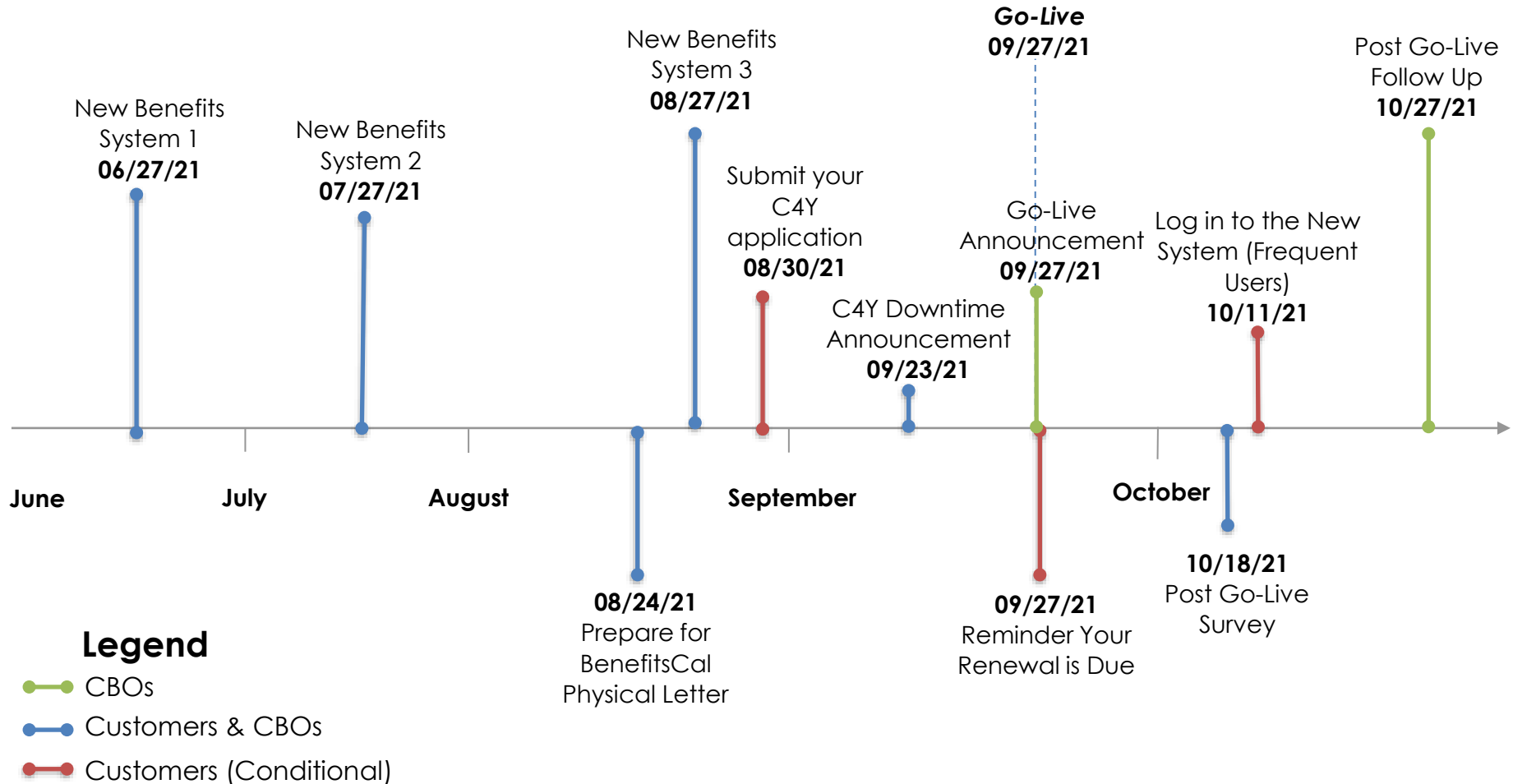


Channels

- Counties
- County PPOCs/IPOCs
- Social Media
- CBOs
- Referral Partners
- CalSAWS Consortium

BenefitsCal

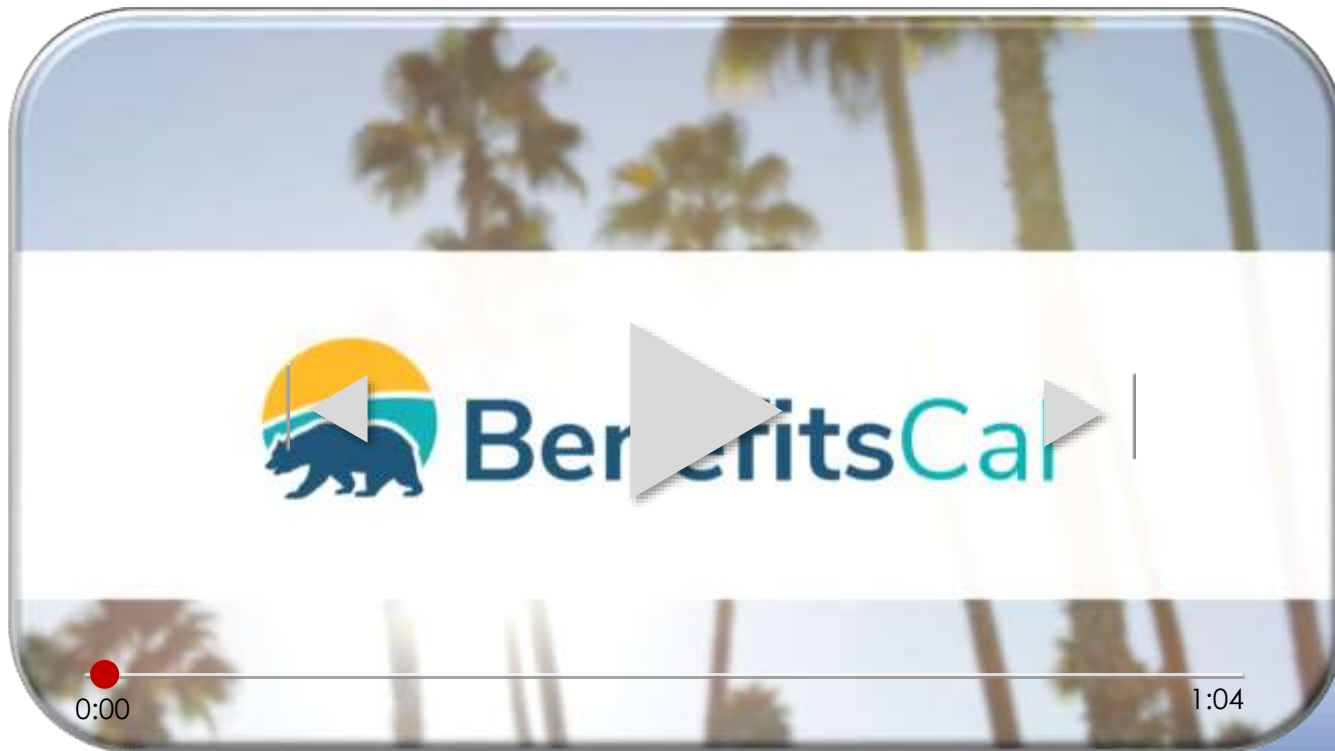
Customer/CBO Communications Journey (Example C4Y)





BenefitsCal

Welcome To BenefitsCal Video



Welcome to the new BenefitsCal

Welcome to the new BenefitsCal.com.

- Customers can find where to apply before and after BenefitsCal is live.
- Partners can download the social media and awareness toolkits.

Where: Visit www.BenefitsCal.com today.

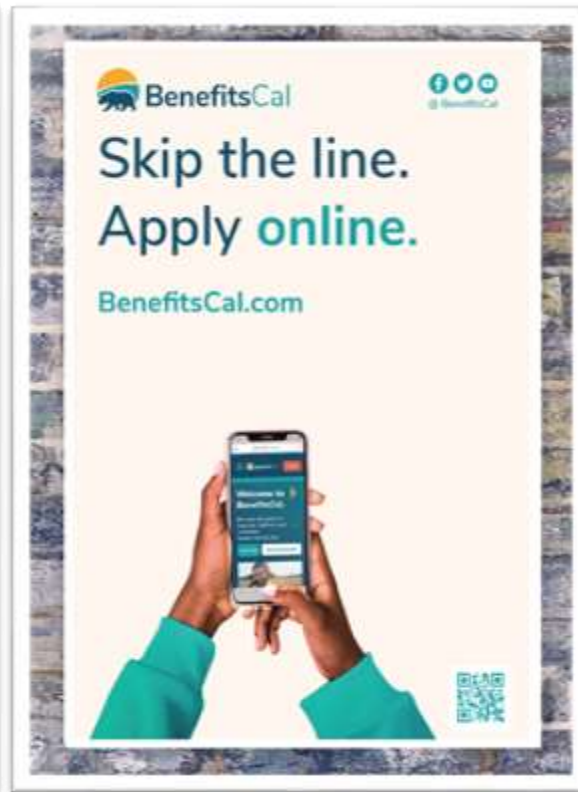
Request: Bookmark the new site to stay up to date with our progress!

@BenefitsCal
#TogetherWeBenefit

The screenshot shows the BenefitsCal website homepage. At the top, the BenefitsCal logo is on the left, and the tagline "Together, we benefit." is on the right. Below the header is a large hero image of a family smiling, with the text "Welcome to BenefitsCal" and "Get health coverage, food and cash assistance in California." and a red "Apply for benefits" button. The middle section is titled "What is BenefitsCal?" and describes it as a new, improved experience to apply for and manage benefits, replacing CalFresh, CalWORKs, Medi-Cal, and others. It lists the services covered: CalFresh, CalWORKs, Medi-Cal, CHSP (County Medical Services Program), Diversion CalFresh, and CalAid (General Assistance and General Relief). To the right of this text is a circular graphic with icons for each program. Below this is a section titled "Where can I apply now?" with a dropdown menu for "Select your County" showing "San Bernardino" selected. To the right of the dropdown is a map of California with counties color-coded by availability. A legend indicates: Green for "Available September 27, 2021", Red for "Available November 20, 2021", and Yellow for "Available throughout 2022 and 2023". At the bottom, a large graphic shows the number "33160" in green boxes, with the text "Thank you 33,160 times... and counting" below it.

BenefitsCal

Awareness Toolkit



BenefitsCal

Social Media Toolkit

Social Media Toolkit

- Logos
- Photos
- Hashtags/Handles
- Ready-made social media posts
- Content for websites, to advertise and link to BenefitsCal

@BenefitsCal
#TogetherWeBenefit



All of this and more – available for download at BenefitsCal.com today.

BenefitsCal

Training Plan

16

**Quick
Reference
Guides**

10

**Micro
Videos**

1

User Guide
for Admins

6

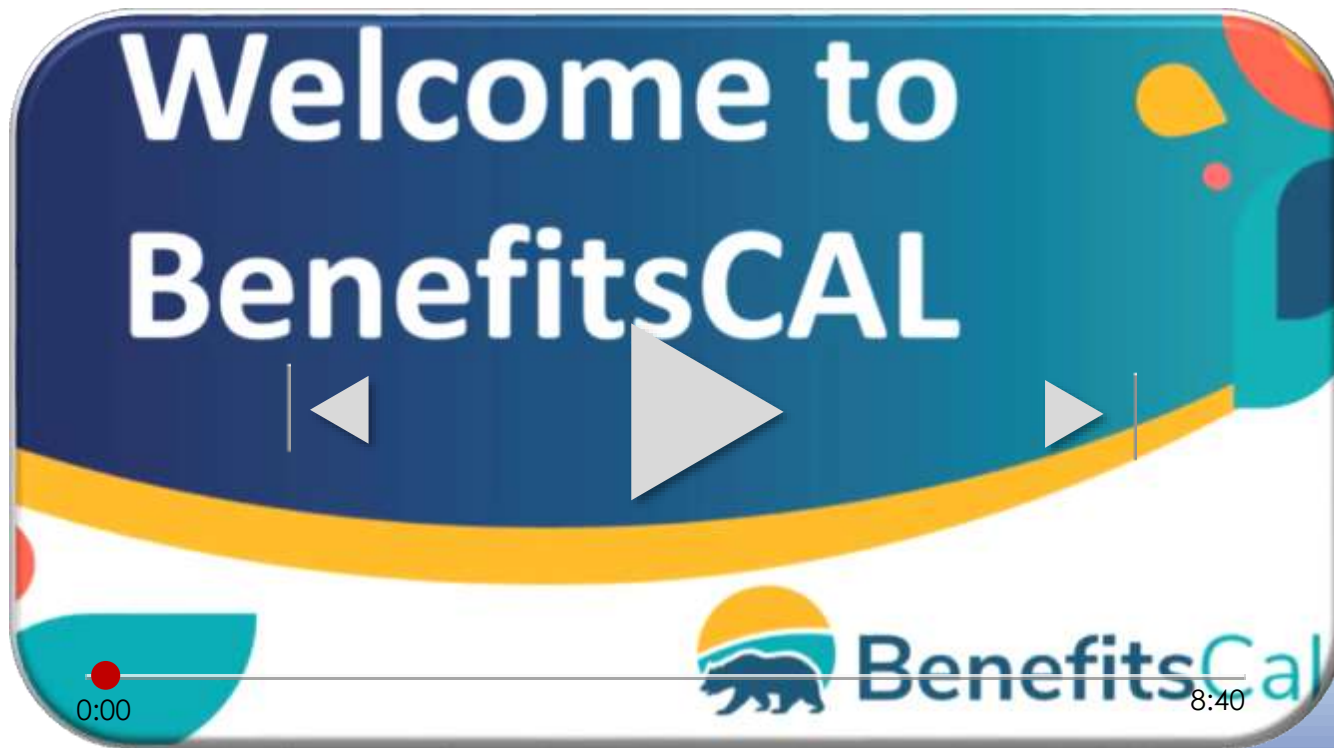
Scenarios
to try in the
Training
Environment

Video captions will be available in English, Spanish, Chinese, Armenian, Khmer, Hmong, Korean, Lao, Portuguese, Russian, Tagalog, and Vietnamese.



BenefitsCal

System Demo





The future of BenefitsCal is in your hands.

An inclusive, user-centered governance model is coming soon to prioritize new features based on user feedback, policy changes, and County front-lines support feedback to continuously enhance the customer experience (CX).

Where we are now

Researching what a new governance model could look like and must be, to put users at the heart of the process.

Where we're going

See the next slide for a timeline.





Summer 2021

- UCD Research
- Discovery and Interviews
- Digital Tool Research
- Define outcomes



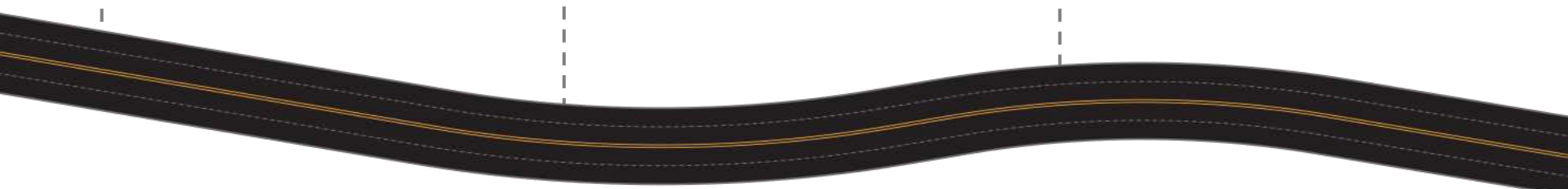
Fall 2021

- Develop Governance Framework
- Review and test with stakeholders
- Develop Governance artifacts, tools, templates



Winter 2021

- Conduct a Proof of Concept (trial) with the new Governance Model
- Assess outcomes, modify as needed
- Roll out the BenefitsCal governance





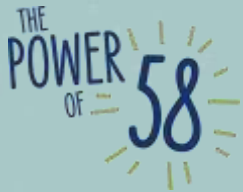
The Path Forward: an update on GetCalFresh Integration:

- **09/27/21 - Release 1.0:** GetCalFresh applications will be submitted through BenefitsCal.
- **10/31/21 - Release 1.2:** SAR7/Periodic Report integration.
- **Long Term Plan:** Direct integration between CalSAWS and GetCalFresh.



To accommodate the GetCalFresh integration, two new releases are introduced to deploy functionality in alignment with when it is needed in BenefitsCal:

	Release 1.0	Release 1.1	Release 1.2
Release Date	09/27/21	10/11/21	10/31/21
Scope Summary	<ul style="list-style-type: none">• All scope except items in R1.1 and R1.2 (see right)	<ul style="list-style-type: none">• MC210/216/217• CF37	<ul style="list-style-type: none">• SAR7/Periodic Reports



Member and Public Comment







C-IV Migration

Change Management Video





C-IV Change Management Update

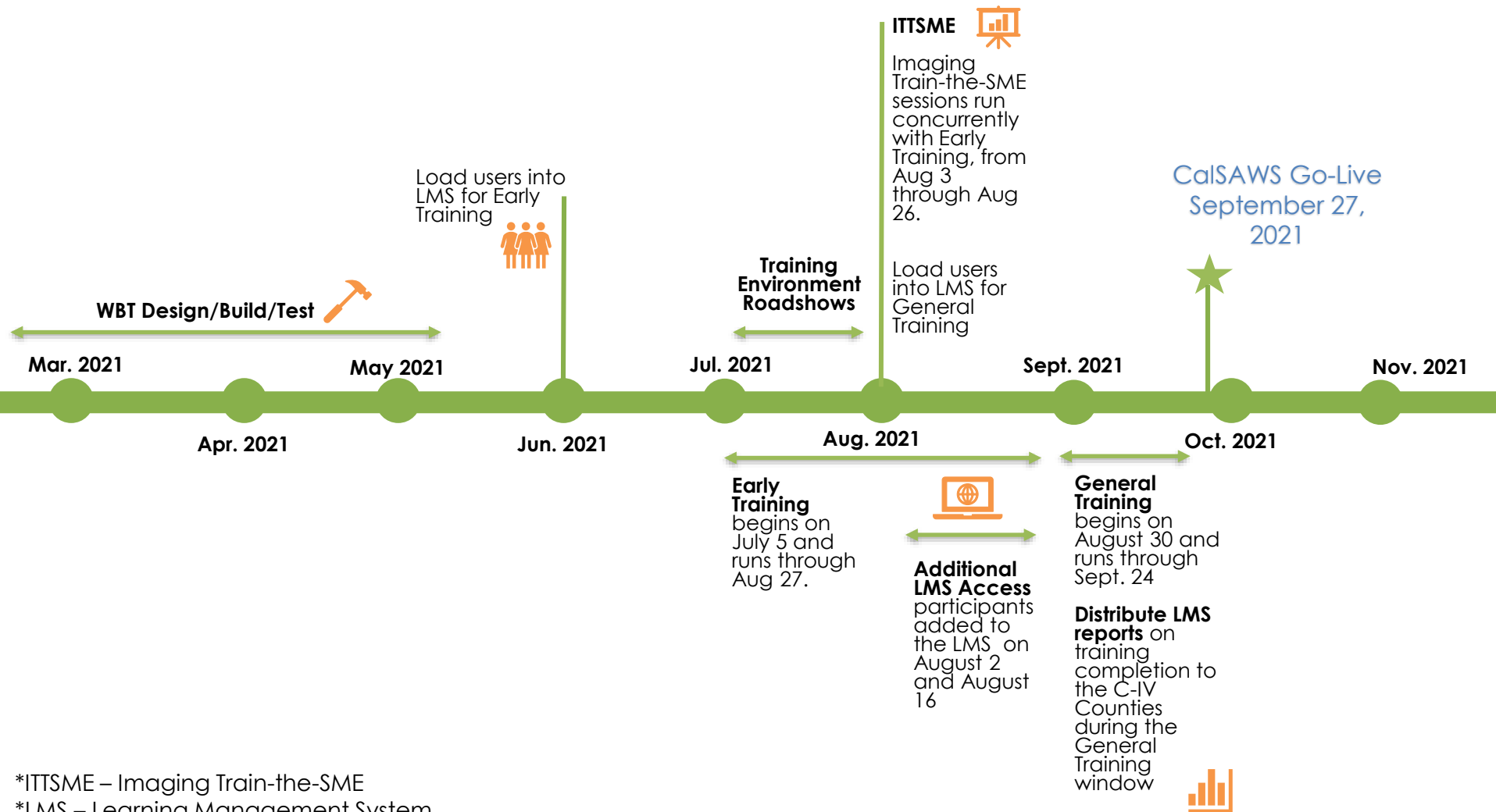
Continuing our Communications Journey through Go-Live





C-IV Training Activities

Timeline



- *ITTSME – Imaging Train-the-SME
- *LMS – Learning Management System
- *WBT – Web-based Training
- *Dates above are subject to change



Training Environment Roadshows

Solution for 58 Counties

Topics

- The Project will be hosting Training Environment Roadshows in July 2021
- Topics include:
 - New Training Environments and Features
 - ✦ Training Staging Environment
 - ✦ Training Production Environment
 - User Accounts
 - Release and Refresh Schedules
 - Case Copy functionality demo
 - Training Environment Guide Overview

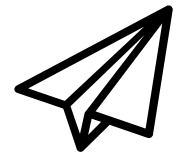
Schedule

Date	Region	Time
Thursday, July 8, 2021	2	9am – 11:30am
Monday, July 12, 2021	5	1pm – 3:30pm
Tuesday, July 13, 2021	4	9am – 11:30am
Wednesday, July 14, 2021	3	9am – 11:30am
Thursday, July 22, 2021	6	9:30am - noon
Thursday, July 22, 2021	6	1pm – 3:30pm
Tuesday, July 27, 2021	1	1pm – 3:30pm



Communications

Executed CRFIs/CITs



CRFI 21-024 County Training Coordinator Role (dist. 4/12/2021)

- This CRFI recruited the optional role of County Training Coordinator from the 39 C-IV Counties to provide administrative rights to the CalSAWS Learning Management System (LMS).

CRFI 21-028 Custom Curriculum Enrollment Form (dist. 5/5/2021)

- This CRFI provided the C-IV Counties an opportunity to validate courses or make changes to the recommended Training by the Project, by county staff classification.

CRFI 21-030 Request for Early Training Participants (dist. 5/17/2021)

- This CRFI provided information on the upcoming structured Early Training sessions and requested Counties submit their participants via the form provided.

CRFI 21-031 Request for Imaging Train-the-SME (ITTSME) Participants (dist. 5/17/2021)

- This CRFI provided information on the upcoming ITTSME sessions and requested Counties submit their participants via the form provided.

CIT 0136-21 CalSAWS Migration Training Guide (dist. 6/4/2021)

- Provided Counties with a list of training materials, including WBTs and supplemental training guides, by topic/area that is hosted in the CalSAWS LMS.

CIT 0137-21 Training Environment Roadshows (dist. 6/4/2021)

- This CIT provided LA County and the 39 C-IV Counties the meeting details and schedule for the Training Environment Roadshows.

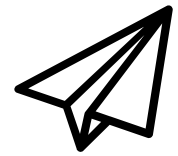
CRFI 21-033 Request for Additional LMS Access Participants (dist. 6/14/2021)

- This CRFI provides the 39 C-IV Counties an opportunity to provide the names of County staff for additional LMS access prior to C-IV Migration General Training.



Communications

Executed CRFIs/CITs (cont.)



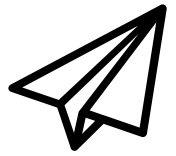
CRFI 21-034 Request for
CalSAWS Training Staging
Environment Access (dist. 6/14/2021)

- This CRFI requested the names of County staff that require access to the CalSAWS Training Staging Environment.



Communications

Upcoming CRFIs/CITs



CIT 0021-XXX ServiceNow LMS and Training Environment Instructions

- This CIT provided instructions on how to submit tickets on issues related to the CalSAWS LMS and Training Environment via ServiceNow.

CIT 0021-XXX Training Environment Generic Logins and URL distribution (July 2021)

- The purpose of this CIT is to distribute the URLs for the CalSAWS Training Staging Environment and CalSAWS Training Production Environment. This CIT will state that the Counties will receive Generic Logins through their Regional Managers.

CIT 0021-XXX LMS Access for General Training (late July 2021)

- The purpose of this CIT is to provide the C-IV Counties the LMS URL for General Training.



Upcoming Training Activities



July 5, 2021 - August 27, 2021

Early Training

- Audience: Super-Users, select Supervisors, Trainers, Help-Desk Staff
- Virtual training sessions hosted by the Consortium for a subset of C-IV Users (e.g., County Trainers, Subject Matter Experts)
- Topic specific Office Hours sessions will include system demos, Q&A, and hands on practice where possible



August 11, 2021 – August 26, 2021

ITTSME (Imaging Training the SME)

- Audience: Imaging SMEs, select Supervisors, Trainers, Help-Desk Staff
- Single-day, Imaging-specific virtual training sessions for C-IV County-identified Imaging Subject Matter Experts (SMEs)



August 2, 2021 – August 27, 2021

Additional LMS Access Option

- Audience: Additional Super-Users, Supervisors, Trainers, Help-Desk Staff, IPOCs, CNCs
- Access to Web-based trainings (WBTs) and other materials through the LMS for staff who will coach and support users during the General Training period
- Support provided through the ServiceNow ticketing process



August 30, 2021 – September 24, 2021

General Training

- Audience: All active C-IV Users
- Web-based trainings (WBTs) and other materials released to the C-IV Counties for staff to take through the LMS during the four-week window prior to Go-Live



Early Training

Early Training Sessions - Overview

- Early Training is the phase where select county staff take the Migration WBTs and review materials in advance to learn the key system changes between C-IV and CalSAWS, so they may support county users as coaches/champions during the General Training phase.
- Early Training Office Hours sessions will be conducted. Participants will view system demonstrations with Q&A, and where possible, have hands-on practice in a live environment.
- Each session spans 2 weeks. Four sessions will be offered accommodating **80** people per session, totaling **320** participants.
- This format offers personal support from the Training Team to attendees.

July

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	31

Session 1: July 6-10, 12-16, 18-22

Session 2: July 26-30

August

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	31				

Session 3: August 2-14, 9-13

Session 4: August 16-21, 23-28



Approach

New: The Additional LMS Access Option

An **Additional LMS Access Option**

is offered to supplemental staff. These participants will complete their C-IV Migration Training prior to the General Training period.

Participants will have a separate avenue of support from the Training Team as they complete their training.

This approach prepares the participants to adequately support staff as coaches/champions during the General Training period.





Additional LMS Access Option

Overview

What does Additional LMS Access mean?

The Additional LMS Access Option grants LMS access to specific staff in the Early Training period. They will also receive project support.

Participants will complete their C-IV Migration Training to support users during the General Training period in their county.



What's Not Included

The Additional LMS Access Option is not an opportunity for counties to provide review on training material content.

Participants will not be enrolled in the structured Early Training Office Hours sessions. They will have a separate avenue of support.



Additional LMS Access Options

Participants

What type of staff should participate?

Suggested participants for the Additional LMS Access Option:

- Additional County Trainers
- Additional Supervisors
- Additional Super Users
 - Examples: lead workers, coaches, help desk staff
- County IPOCs
- County Program/Policy staff
- Change Network Champions

When do counties identify their staff for the Additional LMS Access Option?

Participants shall be identified through a **CRFI** to be issued **June 10th**, with information due by **June 30th**, to allow time to create the credentials in the Learning Management System (LMS).

Who identifies the participants?

Counties will identify their Additional LMS Access Option participants.





Participant Estimates

How many County staff can the Additional LMS Access option accommodate?

The CalSAWS Project will support access to additional participants using an equitable percentage of 5% of each county's active users.

County	End-User Population	# of Additional Access Participants
Alpine	28	2
Amador	41	3
Butte	502	26
Calaveras	95	5
Colusa	59	3
Del Norte	96	5
El Dorado	224	12
Glenn	128	7
Humboldt	602	31
Imperial	434	22
Inyo	40	2
Kern	1735	87
Kings	437	22
Lake	163	9
Lassen	52	3
Madera	455	23
Marin	302	16
Mariposa	78	4
Mendocino	231	12
Merced	853	43

County	End-User Population	# of Additional Access Participants
Modoc	33	2
Mono	58	3
Monterey	938	47
Napa	174	9
Nevada	169	9
Plumas	51	3
Riverside	4929	247
San Benito	108	6
San Bernardino	3937	197
San Joaquin	1028	52
Shasta	680	34
Sierra	15	1
Siskiyou	146	8
Stanislaus	940	47
Sutter	224	12
Tehama	197	10
Trinity	81	5
Tuolumne	123	7
Yuba	223	12
TOTAL		1048

*Note: The counts above are subject to change



Timeframe

When will additional LMS Access option Participants receive access to the CalSAWS LMS?

Additional LMS Access Option Timeframe

Counties will be asked to split their Additional LMS Access Option Participants as evenly as possible over the two LMS loads.

Early Training: July 6 - August 27, 2021

Additional LMS Access: Two additional LMS loads of participants

- 4 weeks prior to General Training (first load, 524 participants) - 8/2/21
- 2 weeks prior to General Training (second load, 524 participants) - 8/16/21

General Training: August 30 – September 24, 2021

This gradual approach aims to provide successful Project support to the participants. Training Team resources will be divided to support both the Additional LMS Access Option and Structured Early Training Sessions 3 and 4.



CalSAWS Learning Management System (LMS)

System Demo



Demo Highlights:

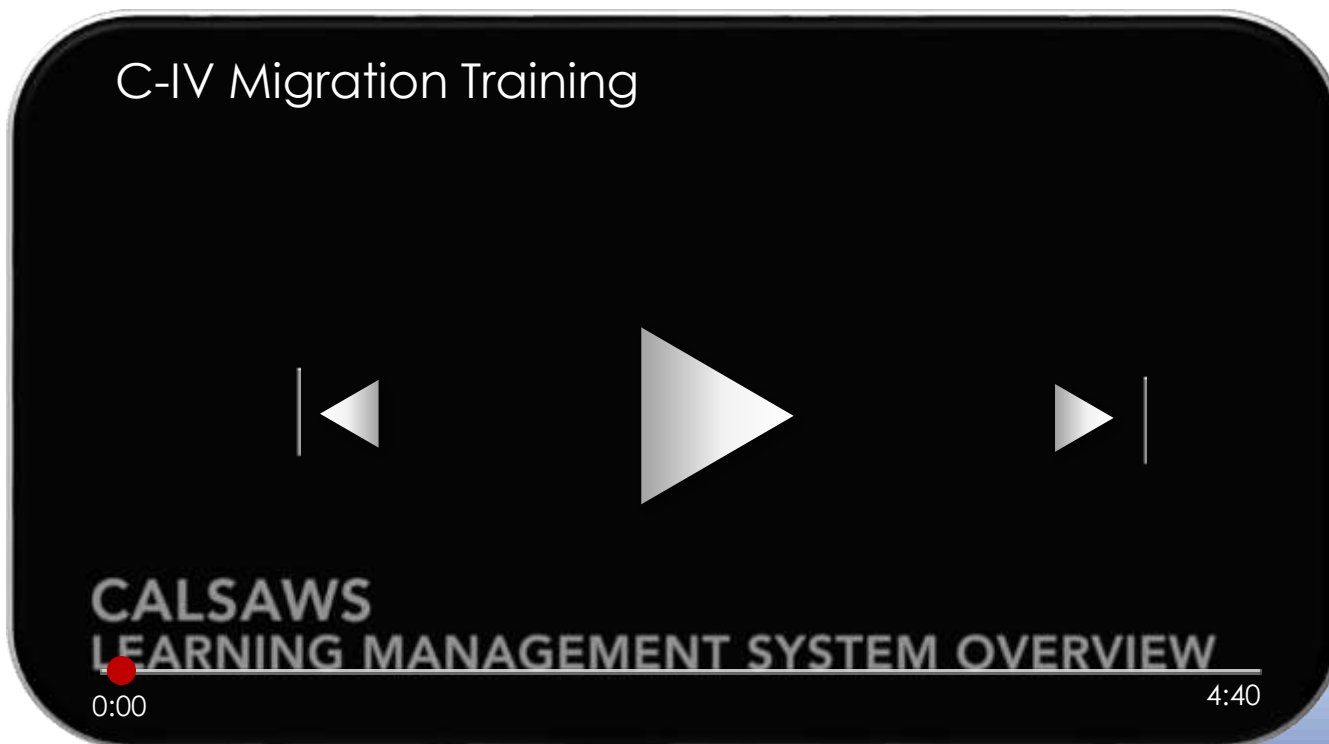
The CalSAWS LMS demo includes the following:

- Login using ForgeRock
- Overview of the LMS homepage
- Announcements
- Navigation Bar
- User's Current Training
- Transcripts and Catalog hyperlink
- Search Box
- Help Button
- Account Profile
- Recent Announcements
- FAQs
- Launching a WBT from a Curriculum
- Optional Resources within a Curriculum



C-IV Migration

C-IV Migration Training Video

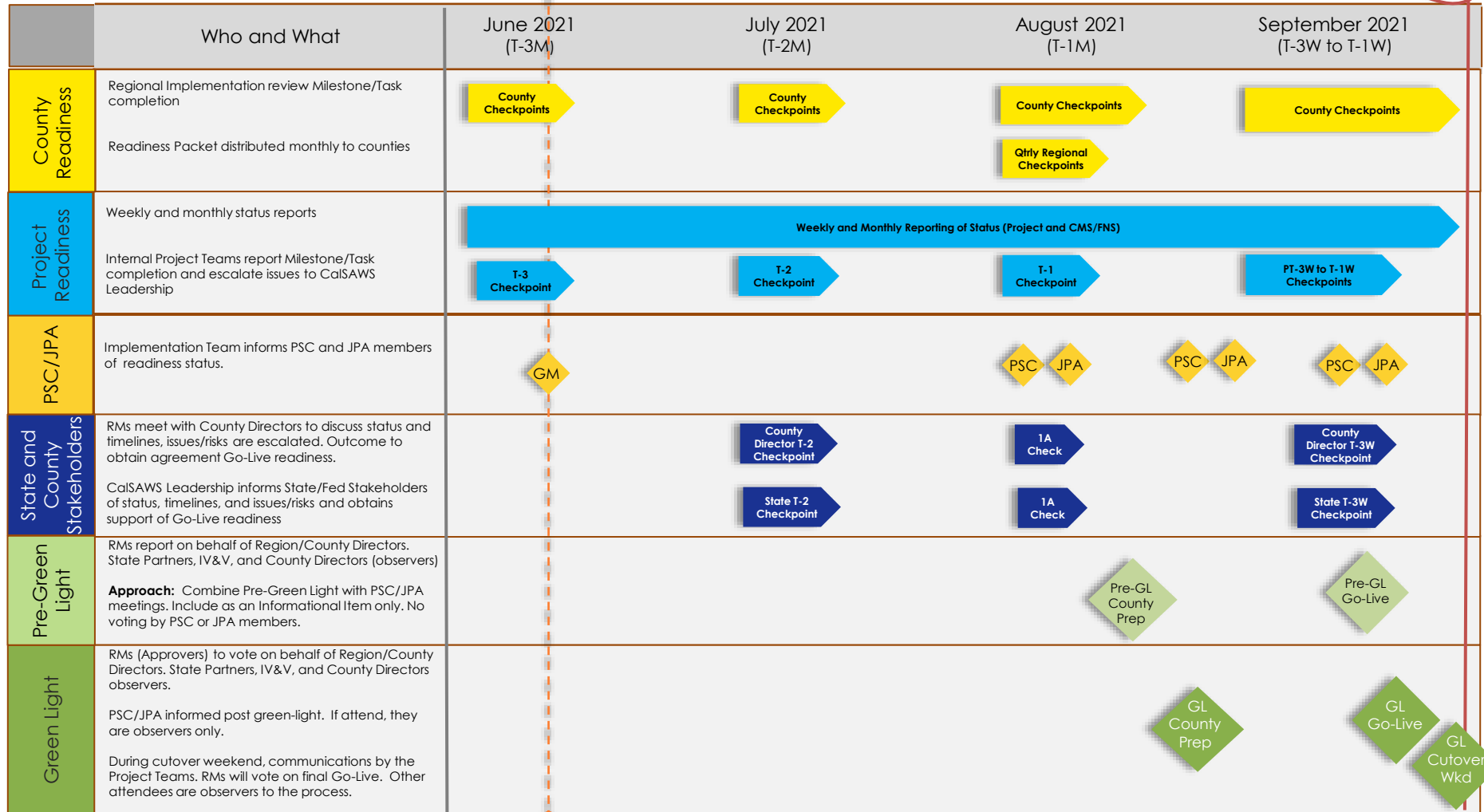




Path to September C-IV Counties Go-Live

We are here

Go Live
Sep 27, 2021





How we'll navigate to a 40-county system

There are a series of meetings on the path to Go-Live, to assess project and county readiness for the transition of 39 C-IV counties to CalSAWS.



Here is more information on each type of meeting, the participants, frequency, format, and materials.



County Readiness Checkpoints to Go-Live

County
Checkpoints

Quarterly
Regional
Touchpoints

Participants



County Staff

Implementation Points of Contact
Technical Points of Contact
Identified County Staff



CalSAWS Staff

Targeted Onsite Support Staff (TOSS)
CalSAWS Project Team
Regional Managers

Frequency and Duration



County Checkpoints

Monthly, per agreed upon schedule between TOSS and County Team, that began at T-14M

1 hour meeting conducted with each county



Quarterly Regional Touchpoints

Quarterly meetings are scheduled by the TOSS team

3 hour meetings on average, conducted with each region

Format



County Checkpoints: Regional TOSS Teams work with County IPOCS and TPOCs to review Milestone/Task completion and escalate issues to Customer Engagement Management and RMs.

Quarterly Regional Touchpoints provide an update to county staff on all project activities leading up to Go-Live.

County Checkpoint Materials

INPUTS

County Readiness Checklists, one per county

OUTPUTS

Implementation Readiness Dashboard

Implementation Readiness Packet

Documented discussions, issues, and decisions



Project Readiness Checkpoints to Go-Live

Weekly and Monthly
Reporting of Status
(Project and CMS)

Project Team
Checkpoints

Frequency and Duration

Participants



Weekly and Monthly Reporting of Status (Project/CMS)

Section Directors
Regional Managers
CMS staff (monthly only)



Project Team Checkpoints

Implementation Team
CalSAWS Project Team Leads



Weekly and Monthly Reporting (Project/CMS)

Weekly and monthly status reported via regular meetings and reports at project level. State and IV&V involved in weekly. CMS/FNS involved in monthly.

CMS: T-2W, Monday, 9/13/2021



Project Team Checkpoints

Monthly, on the 3rd Thursday of each month, 3-4PM

1 hour meeting conducted with all project teams and facilitated by Implementation Management, that began at T-9M

Format



Weekly and Monthly Reporting of Status (Project/CMS): Updates from Section Directors and Regional Managers

Project Team Checkpoints: Team Leads provide update to checklists milestone and tasks

Materials

Weekly and Monthly Reporting (Project/CMS)

Implementation Readiness Packet

Implementation Readiness Dashboard

Project Team Checkpoints

Project readiness checklists milestones and tasks



PSC, JPA, and General Member Checkpoints

PSC

JPA

GM

Participants



Project Steering Committee

County PSC Members
Section Directors
Regional Managers
CalSAWS Project Leads



Joint Powers Authority

County JPA Members
Section Directors
Regional Managers
CalSAWS Project Leads



General Membership

Format



PSC: PSC members are informed of readiness status during regularly scheduled meetings. State stakeholders, county directors, and advocates also in attendance.

JPA: CalSAWS Project Teams inform the General Membership of readiness status during regularly scheduled monthly meetings and responds to questions.

GM: General membership is informed of readiness status in the annual meeting.

Frequency and Duration



Project Steering Committee Checkpoints

Monthly on the 3rd Thursdays, 8:30AM to 12:00PM

T-4: Thursday, 4/15/2021

T-2: Thursday, 7/15/2021

T-4: Thursday, 5/20/2021

T-1: Thursday, 8/19/2021

T-1W: Thursday, 9/16/2021



General Membership Checkpoint

Annual

T-3: Fri 6/24/2021 8:30am - 4:30pm



Joint Powers Authority Checkpoints

Monthly

T-5: Fri 4/16/2021 10:30-11:30

T-2: Fri 7/30, 9-12

T-4: Fri 5/14/2021 12-1pm

T-1: Fri 8/13, 12:30-3:30

T-2W: Fri 9/10, 12:30-3:30

Materials

Implementation Readiness Dashboard



County Stakeholder Checkpoints Starting at T-2M

County
Director T-2
Checkpoint

County Prep
Check

County
Director T-3W
Checkpoint

Participants



County Leadership

Director
Deputy Director(s)
County Managers



Regional Managers



County Staff

Primary Point of Contact
Implementation Point of Contact
Change Network Champion

Format



Regional Managers share overall county readiness and gather county feedback.

Dates



County Director T-3 Checkpoint

Timeframe: 7/19/2021 - 7/30/2021
Approx. 1 hour meeting conducted with each county, group of counties, or Region



County Prep Check

C-IV County Meeting: Tuesday, 8/10/2021
RMs conduct checkpoint within 2 days (by 8/12/2021)



County Director T-1 Checkpoint

Timeframe: 9/1/2021 - 9/7/2021
Approx. 1 hour meeting conducted prior to PSC Pre-GL (9/16)

Materials

INPUTS

Implementation Readiness Dashboard

Implementation Readiness Packet

OUTPUTS

Checkpoint results

County Director feedback

County concerns, if any



State Stakeholder Checkpoints Starting at T-2M

State T-2
Checkpoint

State Prep
Check

State T-3W
Checkpoint

Participants



State Partners

DHCS
CDSS
OSI

CWDA
IV&V



CalSAWS Leadership

Customer Engagement Section
Director
Accenture Delivery Manager

Format



CalSAWS Leadership and Implementation team informs State Stakeholders of status, timelines, and issues/risks and obtains support of Go-Live readiness, and build awareness of the content to be presented in JPA/PSC

Dates



State T-3 Checkpoint

Wed 7/14/21 (@ State Monthly IT Status Report Meeting, 2nd Wednesday Monthly)



State Prep Checkpoint

Wed 8/11/21 (@ State Monthly IT Status Report Meeting, 2nd Wednesday Monthly)



State T-1 Checkpoint

Wed 9/8/21 (@ State Monthly IT Status Report Meeting, 2nd Wednesday Monthly)

Materials

INPUTS

Implementation Readiness Dashboard

Implementation Readiness Packet

OUTPUTS

Checkpoint results

State feedback

State concerns, if any



Pre-Green Light Meetings Starting at T-1M

Dry Run
County
Prep

Pre-GL
County
Prep

Dry Run
Go-Live
Event

Pre-GL
Go-Live
Event

Dates

Participants



County Leadership

PSC Board Members
County PSC Members



State Partners

DHCS, CDSS, OSI, CWDA, IV&V



CalSAWS Staff

CalSAWS Executive Leadership
Regional Managers
CalSAWS Leads

Format



Internal Project Teams, Section Directors, and RMs conduct Pre-Green Light to report readiness to CalSAWS Leadership. RMs report on behalf of Region/County Directors (align with Regional governance voting).

State Partners, IV&V, and County Directors (observers)
Dry Runs – Internal only



Dry Run County Prep

Friday 8/12/2021, Morning
Duration: 2 hours



Pre-Green Light County Prep

Tuesday, 8/19/2021 - an agenda item @ PSC meeting
Same information shared in 8/13 JPA meeting
Duration: 2 hours



Dry Run Go-Live Event

Tuesday, 9/7/2021
Duration: 2 hours



Pre-Green Light Go-Live Event

Thursday, 9/16/2021
Duration: 2 hours

Materials

INPUTS

Pre-Green Light Presentation
(same format as Green Light Presentation)

Supplemental Materials:
Implementation Readiness Dashboard,
Implementation Readiness Packet

OUTPUTS

Session results

Decisions documented

Participant feedback



Green Light Meetings Starting at T-1M

Green
Light
County
Prep

Green
Light
Go-Live
Event

Green
Light Cutover
Weekend

Participants



County Leadership

PSC Board Members
County PSC Members



State Partners

DHCS, CDSS, OSI, CWDA, IV&V



CalSAWS Staff

CalSAWS Executive Leadership
Regional Managers
CalSAWS Leads

Format



Internal Project Teams, Section Directors, and RMs conduct Pre-Green Light to report readiness to CalSAWS Leadership. RMs vote on behalf of Region/County Directors (align with Regional governance voting).
State Partners, IV&V, and County Directors (observers)
PSC/JPA informed post green-light. If attend, they are observers only.

Dates



Green Light County Prep

Wednesday 8/25/2021
Duration: 2 hours



Green Light Go-Live Event

Wednesday, 9/22/2021
Duration: 2 hours



Green Light Cutover Weekend

Sunday, 9/26/2021
Duration: 2 hours

Materials

INPUTS

Green Light Presentation

Supplemental Materials:
Implementation Readiness
Dashboard, Implementation
Readiness Packet

OUTPUTS

Session results

Decisions documented

Participant feedback



CalSAWS Implementation Readiness Dashboard

CalSAWS, BenefitsCal, & Central Print Readiness Summary

CalSAWS

Implementation Readiness Dashboard

June 2021

The **Implementation Readiness Dashboard** presents a high-level view of Project Readiness in the form of a stop light indicator for the previous and current reporting period. Readiness statuses are presented for each Readiness Area. The status of each Readiness Area is determined by timely Milestone completion (see Key below). Project Milestones are identified by project team leads and CalSAWS Project leadership. More detail on C-IV Migration, BenefitsCal, and Central Print progress can be found in the Implementation Readiness Packet. The information reflects data as of June 4, 2021.

*An Implementation Readiness Milestone is a critical-path activity for the C-IV Migration, BenefitsCal, and Central Print Go-Live in September 2021.



CalSAWS, BenefitsCal, & Central Print Readiness Summary

Area	Category	CalSAWS	BenefitsCal	Central Print
Application	Design	C	C	N/A
	Development	C	G	N/A
	System Test	G	G	N/A
	User Acceptance Test	G	G	N/A
	Usability Test	N/A	G	N/A
Integration	Design	C	C	C
	Development	G	G	NS
	System Test	G	G	NS
	Interface Partner or Connectivity Test	G	G	NS
Technical	Infrastructure	G	NS	N/A
	Security Testing	G	G	N/A
	Performance Testing	G	G	N/A
Conversion	Conversion Readiness	G	G	N/A
	Converted Data Test	C	G	N/A
Operational	Fulfillment Platform Software	N/A	N/A	G
	Print Centers	N/A	N/A	G
	Supplies	N/A	N/A	G
Training	Training Plan	C	C	N/A
	Training Course and Materials	G	G	NS
	Training Delivery	G	G	NS
Implementation	Service Desk	C	NS	NS
	System Operations	G	G	NS
	Prod Deployment Plans	G	G	N/A
Change	Communications	G	G	N/A
	Partner Readiness (County, etc.)	N/A	NS	N/A

NS	Not Started	G	On Schedule	Y	<14 Days Late	R	>=14 Days Late	C	Complete
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CalSAWS Implementation Readiness Dashboard

Project Milestones/Tasks and Issues/Risks

Key Project Milestones/Tasks

Milestone/Task	Status	Target Start Date	Target End Date	Percent Complete
Application Development and System Test	Complete	3/14/2019	1/25/2021	100%
BenefitsCal Phase 1 Design Complete	Complete	12/1/2020	3/26/2021	100%
Converted Data Test	Complete	7/13/2020	4/30/2021	100%
CalSAWS and BenefitsCal UAT County Preparation Begins	Complete	3/18/2021	5/21/2021	100%
Batch Performance Testing	In Progress	5/10/2021	7/30/2021	49%
State and C-IV County Interface Testing	In Progress	6/1/2021	7/30/2021	10%
Mack Conversions	In Progress	5/3/2021	8/27/2021	74%
Training – Install LMS, Load Courses, Test Reports	In Progress	9/3/2019	9/24/2021	65%
Implementation Readiness Preparation	In Progress	4/6/2020	9/27/2021	74%
User Acceptance Test (UAT)	Not Started	6/14/2021	9/3/2021	0%
Training Support	Not Started	7/5/2021	9/24/2021	0%
C-IV County Go-Live	Not Started	9/27/2021	9/27/2021	0%
Implementation Support	Not Started	9/28/2021	11/5/2021	0%
State Report County Support	Not Started	9/27/2021	10/31/2023	0%

*There are no Late Project Milestones/Tasks as of June 2021.

Key Open Readiness Risks

Risk No. & Level	Risk Summary	Status
226 High	COVID-19 relief efforts may impact CalSAWS DD&I schedule.	CalSAWS is anticipating another one-time grant for CalWORKS in July. The Project will also be updating MC RE dates as an initial step as DHCS works through the policy for when the PHE is lifted.
231 High	Delay of Web Browser compliance may impact users who do not use MS Internet Explorer.	Two Tech SCRs have been drafted for 21.07 to support the current plan based on the assumption Adobe will resolve these issues soon.
236 High	The scaling of Analytics Dashboards for 58 Counties may have an impact on system performance	Action Item #1: In Progress Action Item #2: Complete Action Item #3: In Progress Action Item #4: Not Started
237 High	The scaling of Batch for 58 Counties may have an impact on system performance	Continue to monitor the trend analysis of batch performance tuning efforts in CalSAWS.
248 High	C-IV Converted Image transfer for documents scanned prior to 02/28/2021 is at risk of not finishing prior to go live.	The Project is re-initiating the transfer of Images, reducing load sizes, maximizing output thresholds, and re-tuning the export scripts with experts at AWS and Hyland. UAT test efforts are <u>not</u> impacted. At minimum for go live in September, the most recent 7 months of scanned Images will be loaded into CalSAWS. The read only version of C-IV will continue to contain all images for further mitigation of this risk.
208 Medium	CalHEERS release readiness delays may negatively impact CalSAWS delivery timelines, slowing critical updates to counties	CalHEERS production releases have been delivered timely for the preceding 12 months. However, due to the planned CalHEERS Cloud migration and the CalHEERS discussion of a potential 09/2021 release, this item will continue to require monitoring.
235 Medium	The BenefitsCal Project Release 1.0 may be delayed due to integration with the CalSAWS interface	Deloitte will provide new build by June 7 to support closeout of findings prior to the start of UAT June 14. Starting June 14, QA Independent Test and UAT will be staggered to focus on components of application.
241 Medium	If production services/operations are not expanded to support 58 counties, CalSAWS may not be ready to support a multi-county and multi-vendor production environment	Assessed current processes & procedures to determine next steps for production operations to support multi-county, multi-vendor set of services and implement outcomes prior to the C-IV cutover.



CalSAWS Implementation Readiness Dashboard

County Readiness

County Readiness Summary

Area	Status	Counties
Application	G	39 of 39 counties
Technical	G	39 of 39 counties
Conversion	G	39 of 39 counties
Training	G	39 of 39 counties
Implementation	G	39 of 39 counties
Change	G	39 of 39 counties

NS	Not Started	G	On Schedule	Y	<14 Days Late	R	>=14 Days Late
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Top County Readiness Issues and Risks

No.	Summary	Risk/Issue Level	Due Date	Remediation Plan
	None identified as of June 2021.			

Quick Links to County Checklists

Click the links below to view the detailed checklist for your county:

Alpine	Modoc
Amador	Mono
Butte	Monterey
Calaveras	Napa
Colusa	Nevada
Del Norte	Plumas
El Dorado	Riverside
Glenn	San Benito
Humboldt	San Bernardino
Imperial	San Joaquin
Inyo	Shasta
Kern	Sierra
Kings	Siskiyou
Lake	Stanislaus
Lassen	Sutter
Madera	Tehama
Marin	Trinity
Mariposa	Tuolumne
Mendocino	Yuba
Merced	

*Web Portal access is required

Questions?

Contact your Regional Manager, IPOC, or TPOC for more insight on each readiness area.



CalSAWS Implementation Readiness Dashboard

CalSAWS Readiness

Application Readiness

Design Complete

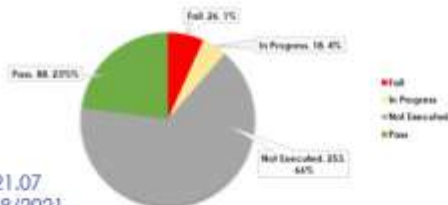
SCRs Ready for Design	SCRs in Design	SCRs in Build	SCRs in System Test	SCRs Test Complete	Total SCRs
0	0	0	21	2	23

Development Complete

Status	Count	Percentage
NOT STARTED	3	7%
IN PROGRESS	3	10%
COMPLETED	33	77%
Total	40	

System Test On Schedule

CalSAWS DD&I System Test Execution Status - 21.07



Release: 21.07
 Start: 05/28/2021
 End: 07/26/2021
 Open Defects as of 06/04/2021: 66
 Target Pass Rate: 13%
 Actual Pass Rate: 23%

UAT On Schedule

Key Dates:
 UAT Orientation: 06/07/2021
 CalSAWS UAT Execution Start: 06/14/2021
 CalSAWS UAT Execution End: 09/03/2021

Conversion Readiness

Key Dates:

Mock Conversion #2 Part A: 06/09/2021 – 06/10/2021
 Mock Conversion #2 Part B: 06/13/2021 – 06/16/2021
 Golden Data Set #5 Ready: 06/21/2021
 Cutover 1A: 08/28/2021 – 08/29/2021
 Cutover 1B: 09/23/2021 – 09/27/2021

Conversion Readiness On Schedule

Status	Count	Percentage
NOT STARTED	2	10%
IN PROGRESS	2	10%
COMPLETED	16	80%
Total	20	

Converted Data Test Complete

Start Date: 12/30/2020
 End Date: 07/20/2021

Technical Readiness

Security Test On Schedule

Start Date: 11/05/2019
 End Date: 09/24/2021

Performance Test On Schedule

Start Date: 05/01/2019
 End Date: 09/24/2021

Infrastructure On Schedule

Status	Count	Percentage
IN PROGRESS	3	15%
NOT STARTED	2	4%
COMPLETED	37	90%
Total	40	

Extranet Enablement aims to build a future state of connectivity for all counties to access AWS hosted services. To date, 122 sites are complete (96%).

Status	Count	Percent
Completed	122	96%
In Progress	3	2%
On Hold	3	2%



CalSAWS Implementation Readiness Dashboard

CalSAWS Readiness

Integration Readiness

Design Complete

Start Date: 01/27/2021 End Date: 03/10/2021

Status Count Percentage

IN PROGRESS 7 100%

Total 7

Development On Schedule

Start Date: 02/25/2021 End Date: 06/11/2021

System Test On Schedule

Start Date: 04/26/2021 End Date: 07/16/2021

Interface Partner Test On Schedule

Start Date: 03/01/2021 End Date: 08/27/2021
Testing in progress with MEDS, EBT, Child Support Interface, CalWIN elCT, & CalHEERS.

Training Readiness

Training Plan Complete

Training Delivery On Schedule

Status Count Percentage

IN PROGRESS 4 31%

NOT STARTED 4 31%

COMPLETED 3 38%

Total 11

Start Date: 09/03/2019
End Date: 09/17/2021

Training Materials On Schedule

Training Material Type	Number of Training Materials	Design	Build	Complete
Web-based Trainings (WBTs)	29	1	20	8
Quick/Reference Guides	73	1	1	71

Start Date: 01/01/2019
End Date: 08/01/2021

Implementation Readiness

Service Desk Complete

Start Date: 01/01/2021
End Date: 04/30/2021

Prod Deployment Plans On Schedule

Status Count Percentage

NOT STARTED 1 14%

IN PROGRESS 2 29%

COMPLETED 4 57%

Total 7

Sandbox usage:
Average of
23 logins
per week
for May 2021.

Systems Operations On Schedule

Start Date: 12/01/2019
End Date: 08/27/2019

Change Readiness

Communications On Schedule

Start Date: 05/04/2020 End Date: 09/06/2021

Status Count Percentage

COMPLETED 5 100%

Total 5

Type	Current Progress	Total Planned
Infographics	11	9+
News Blasts	3	4
Demo Videos	6	6+
Targeted Topics	10	10
CNC Meetings	7	11
Just-in-Time Demos	1	5



CalSAWS Implementation Readiness Dashboard

BenefitsCal Readiness

Application Readiness

Design

Complete

End Date: 03/10/2021

Development

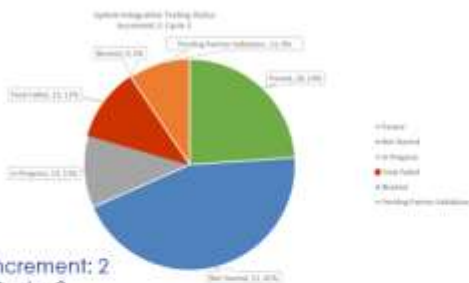
On Schedule

End Date: 06/11/2021

Status	Count	Percentage
IN PROGRESS	1	5%
NOT STARTED	8	36%
COMPLETED	13	59%
Total	22	

System Test

On Schedule



Increment: 2
Cycle: 2
Start: 05/28/2021
End: 07/16/2021
Target Pass Rate: 60%
Actual Pass Rate: 68%

UAT

On Schedule

Key Dates:

Kickoff and Scenario Preparation: 03/18/2021 – 04/16/2021
County Scenario Review: 04/20/2021 – 05/02/2021
UAT Orientation: 06/07/2021
CalSAWS UAT Execution Start: 6/14/2021
CalSAWS UAT Execution End: 09/03/2021

Usability Test

On Schedule

End Date: 09/03/2021

Conversion Readiness

Conversion Readiness

On Schedule

End Date: 09/27/2021

Status	Count	Percentage
COMPLETED	1	7%
IN PROGRESS	2	13%
NOT STARTED	12	80%
Total	15	

Converted Data Test

On Schedule

Technical Readiness

Security Testing

On Schedule

End Date: 08/06/2021

Status	Count	Percentage
COMPLETED	3	30%
NOT STARTED	7	70%
Total	10	

Performance Testing

On Schedule

End Date: 09/03/2021

Infrastructure

Not Started

End Date: 09/24/2021



CalSAWS Implementation Readiness Dashboard

BenefitsCal Readiness

Integration Readiness

Design Complete

End Date: 03/10/2021

Development On Schedule

End Date: 06/11/2021



System Test On Schedule

End Date: 07/16/2021

Interface Partner Test On Schedule

End Date: 07/16/2021

Change Readiness

Communications On Schedule

End Date: 09/20/2021



Partner Readiness Not Started

End Date: 09/20/2021

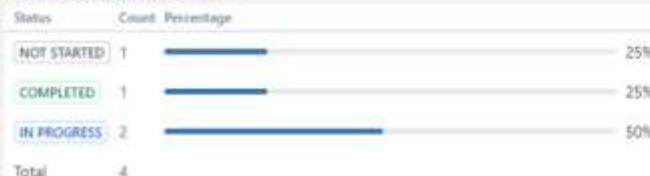
Training Readiness

Training Plan Complete

End Date: 05/28/2021

Training Materials On Schedule

End Date: 07/30/2021



Implementation Readiness

Service Desk Not Started

End Date: 09/10/2021

Prod Deployment Plans On Schedule

End Date: 09/27/2021

System Operations On Schedule

End Date: 09/03/2021





CalSAWS Implementation Readiness Dashboard

Central Print Readiness

Central Print Readiness

Fulfillment Platform Software Readiness

Requirements **On Schedule**

Start Date: 04/16/2021 End Date: 06/30/2021

Specifications **On Schedule**

Start Date: 04/16/2021 End Date: 06/30/2021

Configuration **Not Started**

Start Date: 07/01/2021 End Date: 8/26/2021

The Fulfillment Platform is a Software as a Service (SaaS) integrated set of automation tools that assists with the workflow in the Print Centers and provides preprocessing and workflow management for all three Print Centers.

This readiness area identifies:

1. Configuration parameters for the Fulfillment Platform and executes on loading of the configurations.
2. Fulfillment Platform users and adding those users.

Activity	Status
Configuration Meetings — discuss print job configurations to be loaded into the Fulfillment Platform as rules for creating job work orders.	On Schedule

Integration Readiness

Design **Complete**

Start Date: 04/16/2021 End Date: 06/07/2021

Development **Not Started**

Start Date: 06/08/2021 End Date: 07/30/2021

Test **Not Started**

Start Date: 08/01/2021 End Date: 08/27/2021

Connectivity Test **Not Started**

Start Date: 07/15/2021 End Date: 07/30/2021

This readiness area completes the design and development of the interface connectivity and print file parameters with the CalSAWS Application Maintenance Vendor.

During each phase, the interface and file formats needed to receive input for print and mail services are established and/or verified with the CalSAWS Application Maintenance Vendor.

Activity	Status
Existing Documentation Review — Print file documents by CalSAWS.	On Schedule
Design Meetings — Design and review meetings to discuss and create the design for file transfer and print jobs.	On Schedule

Print Centers Readiness

Existing Print Centers Equipment Installed **On Schedule**

Start Date: 06/01/2021 End Date: 07/15/2021

New Printer Center Established **On Schedule**

Start Date: 04/16/2021 End Date: 07/30/2021

Production Testing **Not Started**

Start Date: 08/05/2021 End Date: 08/25/2021

The print centers readiness area is intended to enhance two of the Primary/Backup Print Centers that are in operation today and establish a new third Print Center.

Existing Print Center Activity	Status
Establish Network Connectivity	On Schedule
Extend the Fulfillment Platform	On Schedule
Perform Equipment Replacement	On Schedule

New Print Center Activity	Status
Equipment Purchase/Setup	On Schedule
Component Testing	On Schedule



CalSAWS Implementation Readiness Dashboard

Central Print Readiness

Supplies Readiness

Requirements **On Schedule**

Start Date: 04/16/2021 End Date: 07/30/2021

Inventory **On Schedule**

Start Date: 04/16/2021 End Date: 07/30/2021

Supplies readiness relates to obtaining the correct envelopes, paper and inserts for production printing as needed for each phase.

This readiness activity includes verifying the volume and content of the planned print with the CalSAWS Application Maintenance Vendor and verifying supply items.

Determination of Supplies Status

Envelope design — Determine specifications by obtaining sample envelopes and print files of each correspondence type	On Schedule
Fonts — Gather information on any new fonts if applicable	On Schedule
Paper type — Obtain information on paper type(s) in use	On Schedule
Preprinted inserts — Automate the process if possible, or obtain inventory	On Schedule
Postage permits — Validate permit indicia needed	On Schedule

Training Readiness

Training Course **Not Started**

Start Date: 07/01/2021 End Date: 08/15/2021

Training Delivery **Not Started**

Start Date: 08/15/2021 End Date: 09/22/2021

Training readiness relates to providing training on the Central Print portal to counties in each implementation phase. The portal is available for counties to obtain status on printing and postage balances.

This readiness activity includes developing the training course and delivering the training related to county portal usage.

Activity Status

Training Course — Develop training webinar course for county designated portal users	On Schedule
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Implementation Readiness

Service Desk **Not Started**

Start Date: 08/15/2021 End Date: 09/22/2021

System Operations **Not Started**

Start Date: 08/28/2021 End Date: 09/30/2021

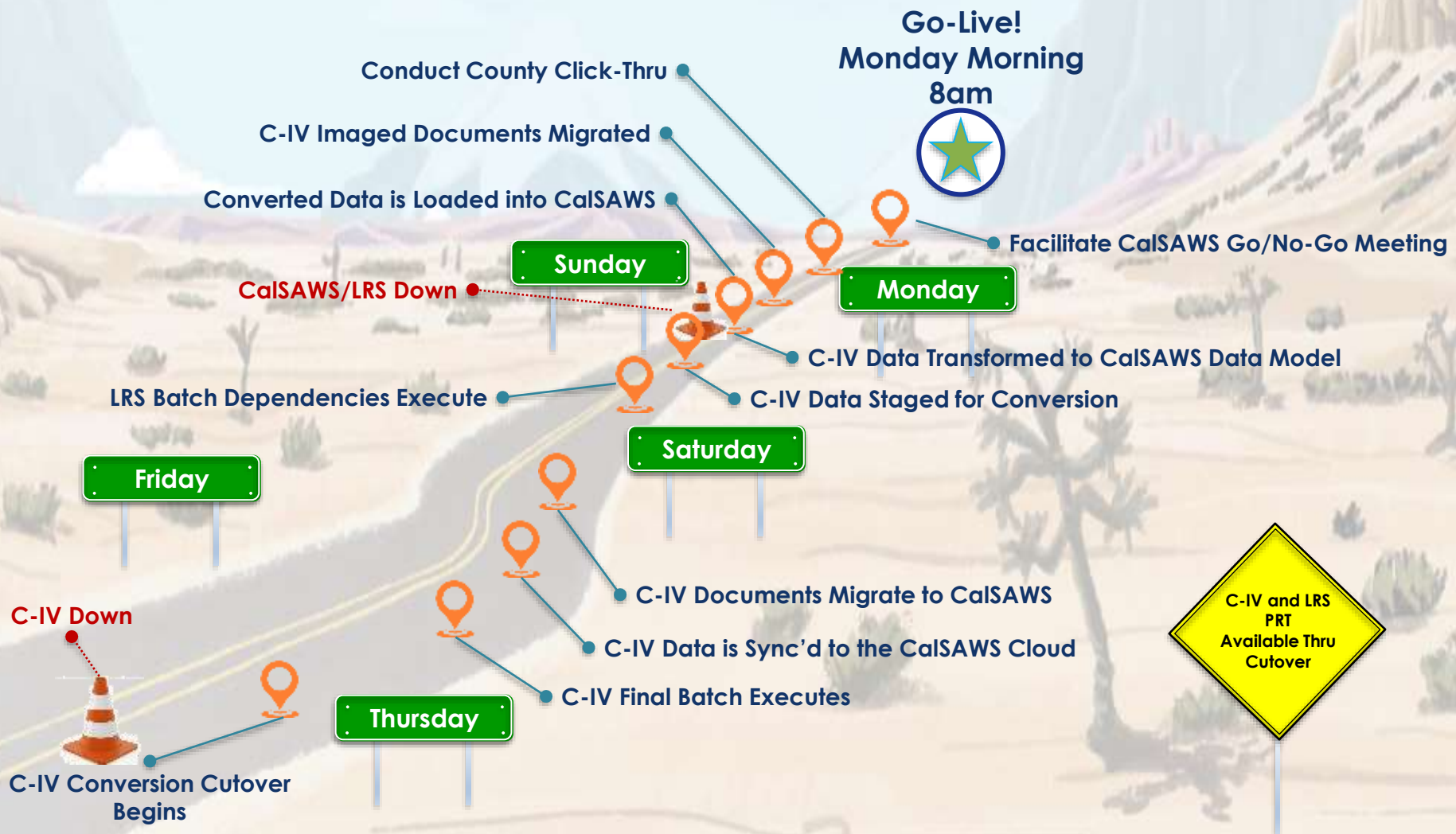
This readiness activity results in creation of the CalSAWS printing solution's operational processes.

Activity Status

Knowledge Transfer for Los Angeles County Print	On Schedule
Operations Procedures — This activity results in creation and documentation of Print Center procedures including File Receipt, Print, Insertion, USPS delivery, and more.	On Schedule



Communication Cutover Weekend



Introduction

- In September 2021, the 39 C-IV Counties will go live on BenefitsCal and CalSAWS. The CalSAWS Core includes enhanced imaging, existing contact center functionality and updated Central Print.
- The Implementation Support Team has a plan to have daily support calls with the county IPOCs and CNCs and a larger 40-County call.
- This deck will describe the plans for communication with the Stakeholder/Advocate community leading up to go live and directly following go live for BenefitsCal and CalSAWS.



CalSAWS Communications

Existing, New, and Expanded Communication Channels

Existing



Public Meetings

Use existing monthly PSC, JPA, and WCDS Subcommittee meetings to communicate updates



Quarterly Stakeholder Meetings

Leverage existing meetings to provide Go-Live updates



Ask CalSAWS

Use the existing Ask CalSAWS channel to receive questions and concerns so they can be routed to the right team/expert

New



New! Monthly BenefitsCal Meetings

May – Dec 2021, use new monthly BenefitsCal meetings to discuss new features



New! Daily Post Go-Live Calls

Sep 27 – Oct 8, 2021, use new daily (M-F) meetings to discuss known consumer impacts and other key issues

New! Ask CalSAWS Report

Provide a new report that summarizes questions or concerns submitted via Ask CalSAWS, including a **Consumer Impact Section** through October 8, 2021

CalSAWS Single Point of Contact

Ask CalSAWS

Ask CalSAWS is the project's single connection point to:

- Communicate issues related to technology, business processes, or a combination of topics
- Report concerns and get those concerns routed to the right team or expert

Ask CalSAWS Responses

- **Timely Responses** – The project will provide timely responses to the person(s) submitting questions, concerns, etc. to keep the requesting parties informed of progress and resolutions.
- **Broad Communications** – In the event that a topic or concern is raised that impacts numerous stakeholders or groups, the project will communicate resolutions via established meetings and communication channels.



CalSAWS Single Point of Contact

Ask CalSAWS Routing



Throughout the process:

- A new **Ask CalSAWS Report** will be generated to provide a log of questions and answers. It will include a **Consumer Impact Summary** section through October 8, 2021 and be made available on CalSAWS.org.
- Response/resolution time of questions and concerns are dependent upon a variety of factors (i.e., complexity, impact, capacity, etc.)

During Post Go-Live

- Receipt and routing of tickets will be acknowledged at Stakeholder Daily Post-Go-Live Meetings

New! Daily Post-Go-Live Calls

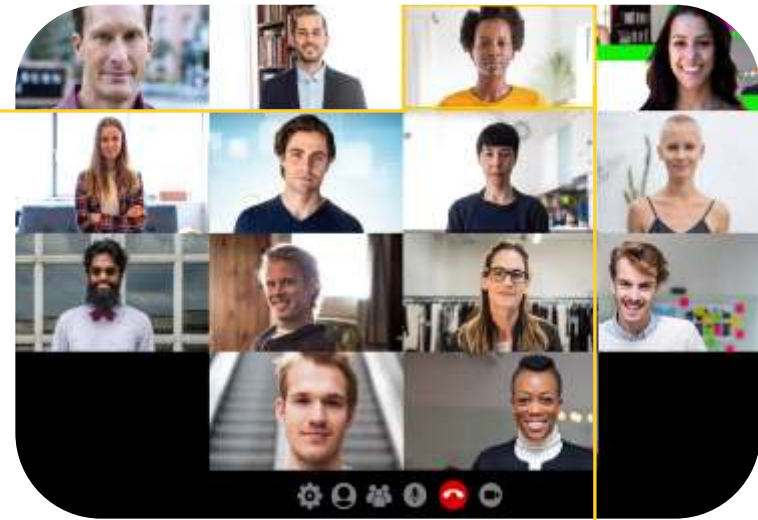
Stakeholder/Advocate Call

■ Daily Calls Following Go-Live

- September 27 - October 8, 2021
- Monday-Friday
- 3:00 pm for 30 minutes
- An assessment will be made after two weeks to determine future calls and frequency (daily, weekly, monthly)

■ Purpose

- Forum:
 - ✦ Enables discussion reported/known issues and sharing of information for context
 - ✦ Is NOT a forum to brainstorm on solutions, make formal statements, or request new access, reports, etc.
- CalSAWS Project staff will report:
 - ✦ Any known issues, including consumer impacts
 - ✦ Updates/resolutions of any prior known issues
 - ✦ Receipt of new items submitted via Ask CalSAWS
- Stakeholders can report any known system issues
 - ✦ Reports should also be made through Ask CalSAWS





C-IV Migration

Post Deployment Support

When

The 6 Weeks after Go-Live: September 27, 2021 – November 5, 2021

Who

- Targeted On-Site Support (TOSS)
- Command Center
- Help Desk
- County Personnel
 - IPOCs, PPOCs, TPOCs
 - CNCs, Office-Level Support

Self-Service Resources Available

- Training: WBTs, OLH, Reference Guides, Quick Guide
- Implementation: Go-live Packet, Migration Toolbox, Sandbox



C-IV Migration

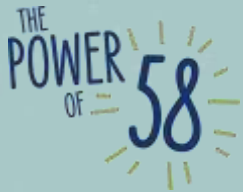
Post Deployment Support: Video

C-IV Migration Training



0:00

3:36



Member and Public Comment







CalWIN Implementation Support Services

Business Process Reengineering (BPR) Update

Business Process Reengineering (BPR) provides a foundation for CalWIN Counties to critically analyze the way they operate today and evolve core processes in preparation for CalSAWS migration.

As-Is – Documenting the CalWIN Current State

- Status – **ON-TRACK** (Global As-Is Complete, 15 of 18 Counties (78%) Complete)
- Details:
 - Global As-Is Processes **COMPLETE**
 - ✦ ~140 Global Processes Documented
 - 15 of 18 Counties' As-IS Processes **COMPLETE (Waves 1-5)**
 - ✦ ~620 County-Specific Processes Documented across 15 Counties
 - 3 of 18 Counties **IN-PROGRESS** (Wave 6)

To-Be – Engineering the CalSAWS Future State

- Status – **ON-TRACK** (Pre-Work Complete, Wave-1 County Visits In-Progress)
- Details:
 - Pre-Work began in early May for Wave-1 Counties
 - Global To-Be Process ON-TRACK for completion
 - Wave-1 County Visits began 6/21 and extend through early August



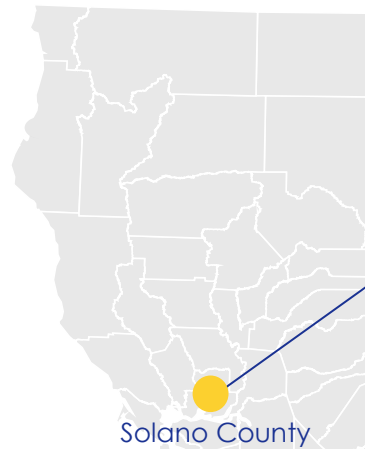
CalWIN Implementation Support Services

San Diego County: Testimonial for As-Is BPR



County Feedback on BPR

Counties reflect on their BPR Journey to date



"I appreciate the ISS Team's efforts to **accurately reflect** Solano County's As-Is business processes. The **detailed exploration and knowledge** of our current processes will help us **bridge the gap** between our current system and processes and our transition to CalSAWS."

Regine Edie, Supervisor
Solano Health and Social Services

Santa Cruz County

"Working with the ISS Team was a **smooth and gratifying experience**. They made it easy to chart our as-is processes, **making what could have been a complex process an easy one**. Through this work we will **better develop local goals and plans** that support policy efforts and priorities in the transition to CalSAWS."

Maria Ornelas, Program Manager,
Santa Cruz Human Services

"The ISS Team was **knowledgeable, prepared, and responsive** to the suggestions made by our participants. They were **familiar and understood the workflows they were presenting**."

Ana Chavez, Operations Manager
San Diego Health and Human Services

San Diego County



CalWIN Implementation Support Services

Organizational Change Management Update

County OCM Point of Contact Meetings

Status	Date	Session Topic	Agenda Items
Complete	April 14 th	Kick-Off	Introduction, Project Overview, OCM Approach, POC Roles & Responsibilities, Change Management Approach & County Journey Deep Dive
Complete	May 12 th	Impacted End-User Assessment	County Profiles, Impacted End-User Register, Engagement Plan
Next-Up	June 9th	Change Impacts	Change Impact Tracker, Change Impact Analysis
	July 14 th	Communications	Personas, Change Network, Key Messages, Comms Methods
	August 11 th	Change Measures	Adoption Metrics, Change Dashboards
	September 8 th	Change Journey Roadmap	Change Communications, Activities, & Surveys
	October 13 th	Next Steps	OCM Work Product Review



CalWIN Implementation Support Services

Training – Blended Training Approach

- Built on a solid foundation of functional WBTs
- Tailored for each County based on BPR/OCM business changes
- Layered with innovative learning tools and modern concepts



Change Readiness

*Journey maps
OCM workshops
Change Discussions*



Web-based Learning

*Self-paced
Key concepts
New functionality*



Classroom Experience

*Role-specific
County-tailored
Skill Building, Proficiency*



Practice Labs

*Pre-go-live
Self-directed
Trainer Supported*



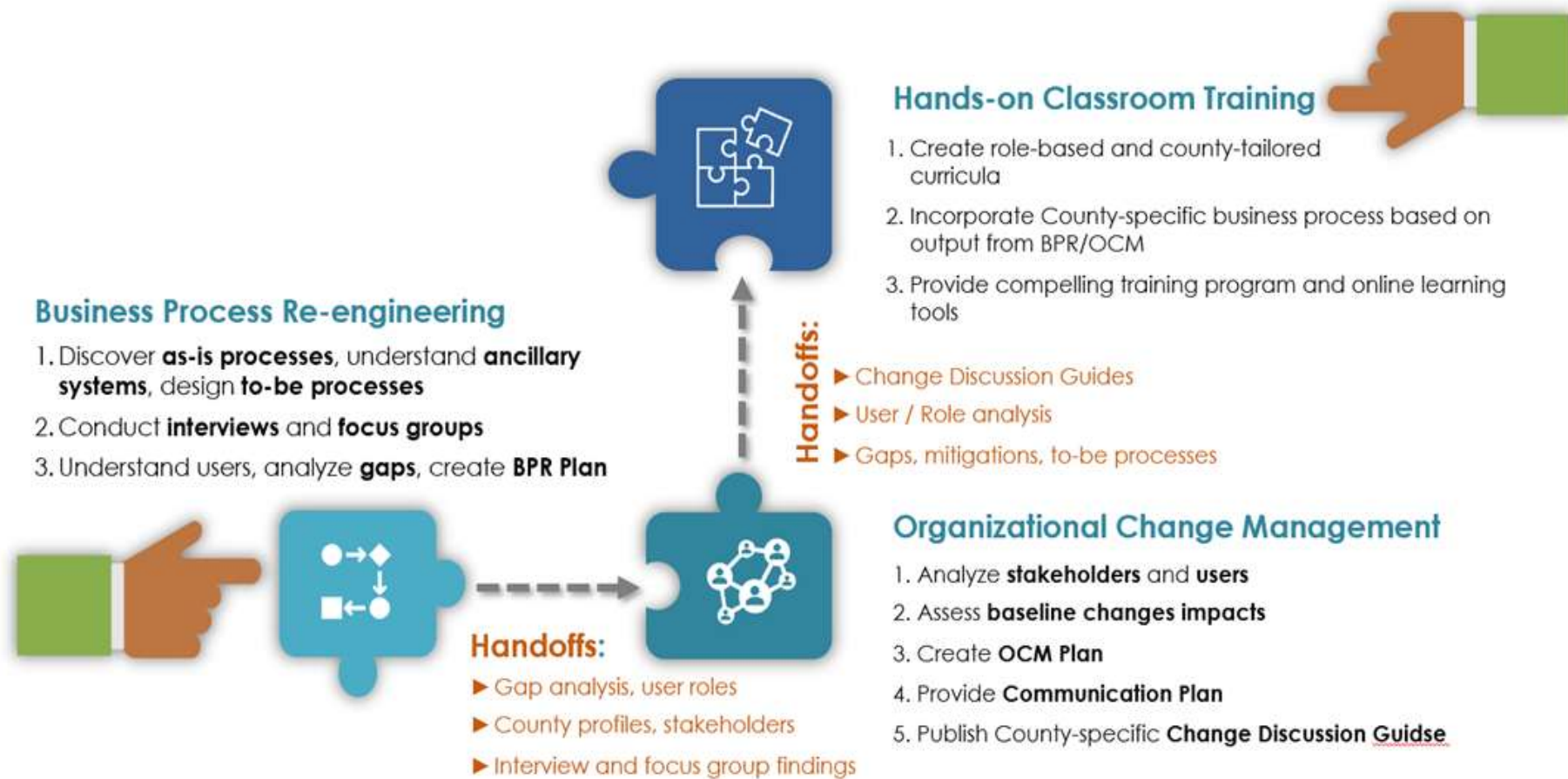
Webinars & Follow-up

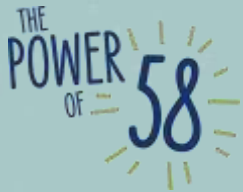
*Live, facilitated
topics, Q&A
Open Office Sessions*



CalWIN Implementation Support Services

Training - BPR, OCM, and Training are Connected





Member and Public Comment







CalSAWS Procurement Update

Year in Review

- Conducted three successful procurements:
 - Portal/Mobile (now BenefitsCal)
 - CalWIN Implementation Support
 - Central Print Services
- All contracts were within their respective IAPDU budgets.
- BenefitsCal awarded to Deloitte on April 22, 2020. The contract began in August 2020 and work is underway.
- CalWIN Implementation Support contract awarded to Deloitte on August 6, 2020. The contract began in December 2020 and work is underway.
- Central Print Services awarded to Gainwell Technologies (formerly DXC) on December 24. Formal appeal was filed in December 2020 and resolved in March 2021. State and Federal approvals received in March 2021. Contract began in mid-April 2021 and work is underway.



CalSAWS Procurement Update

Key Procurement Tasks: In Process and Upcoming

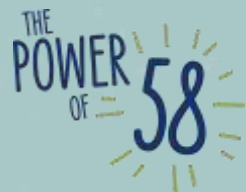
- CalSAWS M&O Procurement
 - Prepared Request for Information (RFI): March – April.
 - Released RFI: April 19.
 - RFI responses submitted from vendors: May 12.
 - Established M&O Procurement Advisory Work Group: April - May.
 - Analyze RFI responses: May 13 – 26.
 - Conduct internal briefings and finalize direction: May 27 – June 10.
 - Develop requirements: June – September.
 - Prepare Draft RFP(s): July – November.
 - State and Federal Approvals: November 2021 – March 2022.
 - Release RFP(s): March 2022.
- SOC 2 Procurement
 - RFP released on March 26 via San Bernardino County.
 - Proposals received: April 30.
 - Evaluation complete and contract award: June 2.
 - Contract approval: June 24.



CalSAWS Procurement Update

Procurement Advisory Group Charter Summary

- Purpose:
 - Provide strategic input to assist Procurement Team and Legal Team in determining direction for Consortium procurements.
 - Ensure appropriate procurement communication and process visibility.
- Membership:
 - JPA BOD: 2 members
 - PSC: 2 members
 - OSI: 1 member
 - CWDA: 1 member
 - Legal Counsel: Advisory capacity
- Meetings:
 - Consortium Legal Counsel will attend meetings.
 - Meetings can be held privately.
 - Meeting Frequency: As-Needed.



Member and Public Comment



Let's take a break!

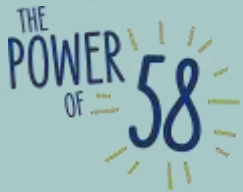






Conversion Video





Member and Public Comment



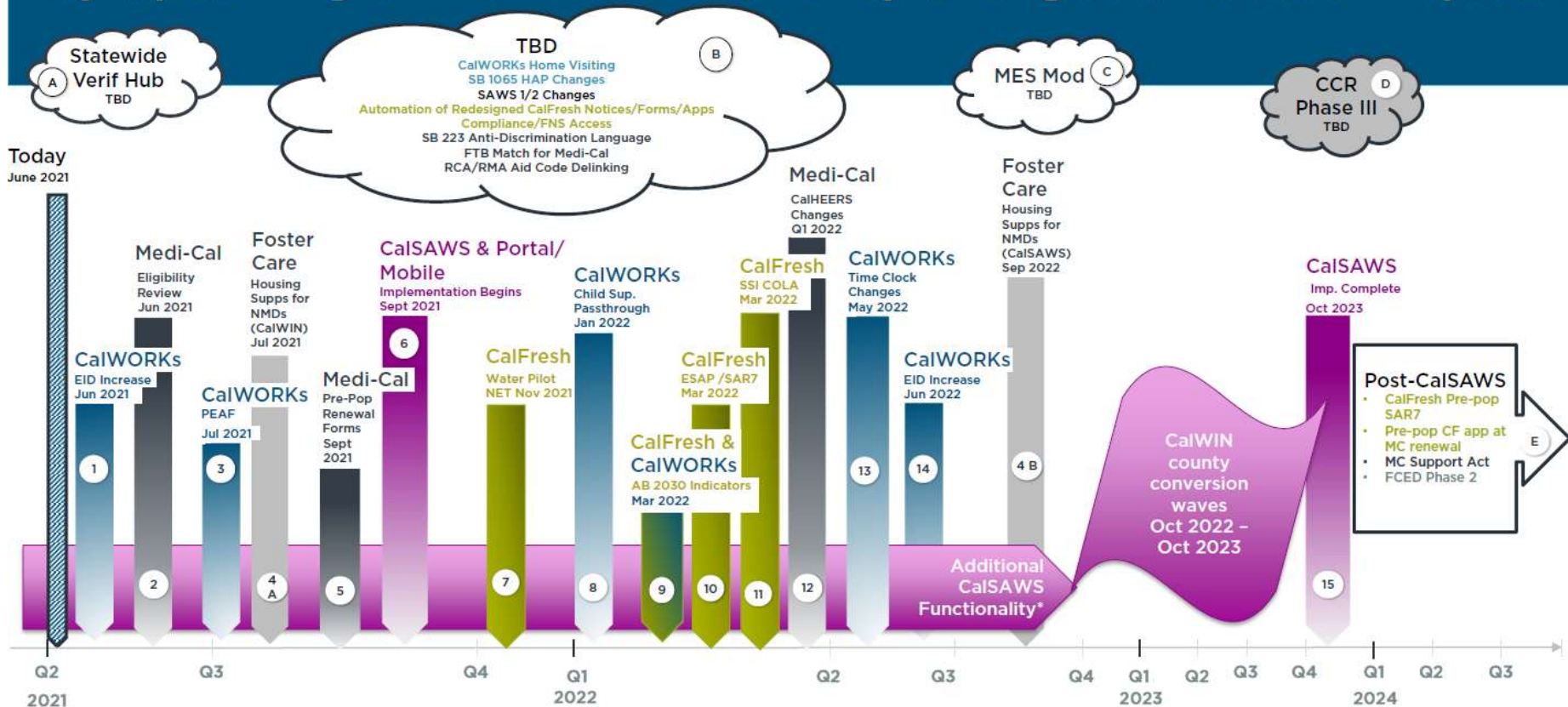




Budget/Policy

Legislative Actions Timeline

Key Upcoming SAWS Initiatives, Policy Changes & Related Projects



CWDA

Advancing Human Services
for the Welfare of All Californians

Program Color Key

Berry - CalSAWS
Blue - CalWORKs

Dark Grey - Medi-Cal
Light Grey - Foster Care

Chartreuse - CalFresh
Most or All - Black/White

As of 6/7/2021



Budget/Policy

Latest Updates

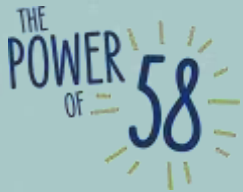
- CWDA - Christiana Smith, Director of Information Technology
- DHCS - Yingjia Huang, Assistant Deputy Director
- CDSS – Rocky Givon, Branch Chief – Enterprise Data Management



Budget/Policy

Upcoming Implementation Timeline

Date	Event
July 1, 2021	CalWIN Housing Support for NMDs
July 10, 2021	Pandemic Assistance Benefit
July 17, 2021	CF Emergency Allotments (Apr/May/Jun)
August 7, 2021	CF Emergency Allotments (May/Jun/Jul) tentative
Tentative August 2021	CW/CF/FC COLAs for 10/2021
August 16, 2021	CalWIN Release 66
Tentative September 2021	CF Emergency Allotments (Jun/Jul/Aug)



Member and Public Comment







Imaging Demo

CalSAWS Imaging

CalSAWS

0:00

6:14



Imaging Document Migration

Current Status

C-IV Images for Go-Live

CalSAWS Imaging project has two major workstreams.

1. Build the Imaging System (software/infrastructure)
2. Migrating images from legacy systems into Hyland's AWS Environment

Due to the current challenges with the transport of images to AWS (Risk number 248), we are modifying the methodology for loading and validating the transport to achieve transferring the images in support of the go-live:

- We have worked with AWS to enhance scripting
- We are loading multiple transport devices (AWS Snowball) and will continue to do so through the duration of the migration.
- We continue to research other transfer options

All of this will be assessed and reported on, as part of the greenlight approvals.

LA Images for Go-Live

Los Angeles is currently in the process of migrating documents to AWS. LA has loaded 10 Tb of data that was delivered via the first Snowball. The second Snowball is being loaded with the next batch of documents for the Initial Export milestone.

CalWIN Counties

We are engaging the counties and will continue active engagement through 2022 as we prepare for the multiple CalWIN waves. Many counties are already sending over test data to prepare for their Initial Migration phase. The team is using the insights gained from the C-IV and LA experiences as they continue this process.



Imaging

Parameters for Hyland's AWS Cloud Performance Testing

- LRS & C-IV volumes (Capture 22,500/Hr; View/Route 25,000/Hr)
- Sample page sizes up to 70KB will be used for testing with 5 pages per document (350KB)*
- There is a maximum concurrent user count of 65,000
- The test actions described below are all running concurrently
- Test runs are executed multiple times with total load time ~ 16 hours. Results are continuously monitored
- A 70KB page is expected to render in less than 2 seconds (2,000 milliseconds) for 90% of all transactions

Note:* Round 1 utilized 50kb sample pages, Round 2 utilized 70kb sample pages provided by CalSAWS Imaging team



Imaging

Hyland's AWS Cloud Performance Testing - Store

Create Documents

100%, less than 5 sec*

Avg 0.11 sec

Add Pages

100%, less than 5 sec*

Avg 0.23 sec

TEST ACTION#1

Store:

- This action simulates the creation of a document by a user
- During this action, a document container is created with all required meta-data
- 5 pages are then added to the document

Volume:

- 22,500 docs/Hr (1.5 GB)

**The averaging industry standards is 5 secs.*



Search for Documents

99.9%, less than 2 sec*

Avg 0.34 sec

View Documents

99.9%, less than 2 sec*

Avg 0.91 sec

TEST ACTION #2:

View:

- This action simulates the viewing of previously stored documents by a user
- During this action, a view is executed simulating the user executing a search to return document results
- All pages of the documents are then rendered and returned to the load driver

Volume:

- 22,500 docs/Hr (1.5 GB)

**90% of all transactions must render in less than 2 secs to meet SLA.*



Search Queues

99.9%, less than 5 sec*



Avg 0.13 sec

Route Documents

99.9%, less than 5 sec*



Avg 0.11 sec

TEST ACTION #3:

Route:

- This action simulates the routing into a workflow of previously stored documents by a user
- During this action, all workflow queues the user has access to is returned
- From that list a selection is then made, and the document is routed forward into the desired workflow

Volume:

- 25,000 docs/Hr (1.7 GB)

**The averaging industry standards is 5 secs.*



Imaging

Performance Test Overview

Imaging performance tests were performed to validate both the Hyland managed AWS Environment and the County network infrastructure will operate efficiently at Go-live and beyond.

- There are two different Imaging Performance Testing efforts underway they include:
 - ✦ Hyland's AWS Cloud Performance Testing
 - ✦ County Infrastructure Performance Testing
 - ▣ LA County – Completed
 - ▣ Imperial – In Process
 - ▣ Shasta – In Process
 - ▣ San Bernardino – In Process



Parameters for testing

- LA offices, CSC III; West Valley; Southwest Family volume (View ~30% of office viewing; Capture/Route based on 2019 FDS provided metrics)
- A sample page (317KB) provided from the CalSAWS Imaging team will be used for all testing
- Documents in this test included 7 pages per document
- The test actions described below are all running concurrently
- A 70KB page is expected to render in less than 2 seconds (2,000 milliseconds) for 90% of all transactions

Imaging

LA County Infrastructure Performance Testing Results

Create Documents

100%, less than 5 sec*

Avg 0.43 secs

Combine Test Results

- ✓ CSC III Office
- ✓ West Valley Office
- ✓ Southwest Family Office

*The average industry standard is 5 secs

Add Pages

100%, less than 5 sec*

Avg 0.31 secs

Combine Test Results

- ✓ CSC III Office
- ✓ West Valley Office
- ✓ Southwest Family Office

*The average industry standard is 5 secs

View Documents

99.9%, less than 2 sec*

Avg 0.83 secs

Combine Test Results

- ✓ CSC III Office
- ✓ West Valley Office
- ✓ Southwest Family Office

*90% of all transactions most render in less than 2 seconds

Search Queue

100%, less than 5 sec*

Avg 0.80 secs

Combine Test Results

- ✓ CSC III Office
- ✓ West Valley Office
- ✓ Southwest Family Office

*The average industry standard is 5 secs

Route Documents

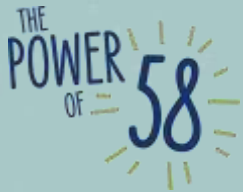
100%, less than 5 sec*

Avg 0.39 secs

Combine Test Results

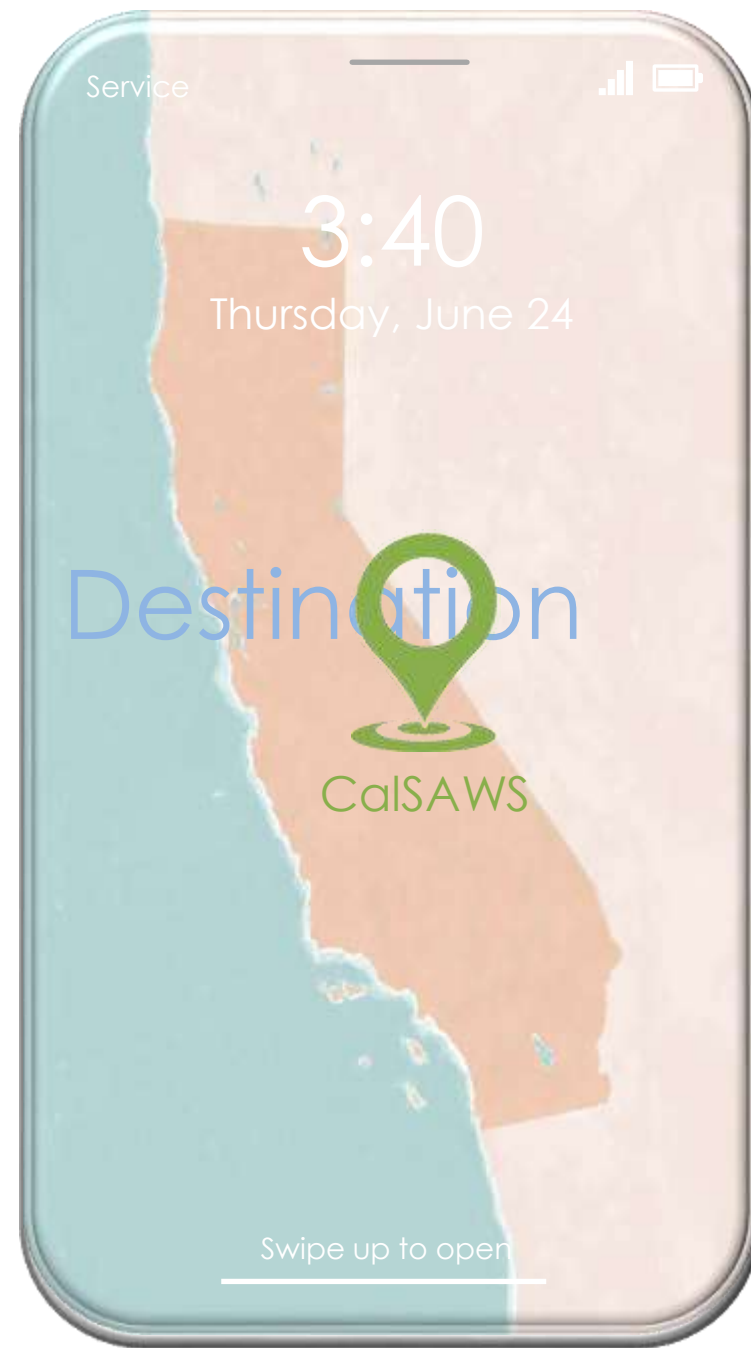
- ✓ CSC III Office
- ✓ West Valley Office
- ✓ Southwest Family Office

*The average industry standard is 5 secs



Member and Public Comment







CalSAWS Customer Service Center

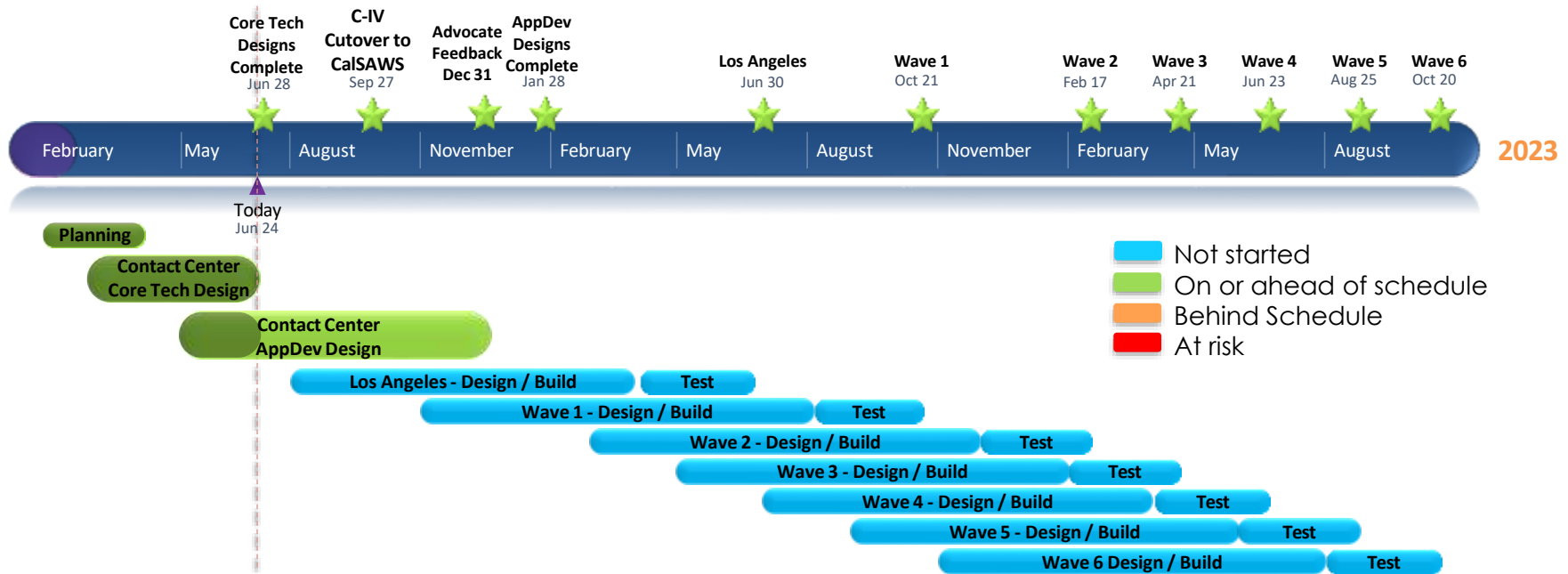
Overview

- Detail Design Documents for Contact Center requirements are being reviewed by IVR/Contact Center Committee
 - 12 Committee meetings have been completed since CalSAWS Contact Center project start
 - 8 Design Documents have been reviewed and approved
 - 1 Design Document pending approval
- Participation from all regions
- Key Functionality approved
 - Administration Page
 - Enhanced Customer Control Panel
 - Work From Home
 - Reporting tools
- Application Development designs of Contact Center interfaces and CalSAWS integration underway

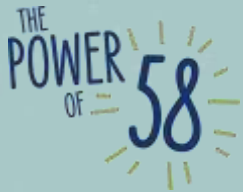


CalSAWS Customer Service Center

Timeline



County Wave	Kickoff Month	Tentative County Design Period	Go-Live Date
Los Angeles County	July 2021	August 2021 – October 2021	June 30, 2022
CalWIN Wave 1	October 2021	November 2021 – February 2022	October 21, 2022
CalWIN Wave 2	February 2022	March 2022 – July 2022	February 17, 2023
CalWIN Wave 3	April 2022	May 2022 – September 2022	April 21, 2023
CalWIN Wave 4	June 2022	July 2022 – January 2023	June 23, 2023
CalWIN Wave 5	August 2022	September 2022 – January 2023	August 25, 2023
CalWIN Wave 6	October 2022	November 2022 – March 2023	October 20, 2023



Member and Public Comment







San Bernardino Bots Pilot

Introduction

Authentication Bot Information

- This functionality will be added to the existing "login menu"
- This functionality will be configured using text-to-speech engine using English for the pilot.
- The authentication bot utilizes two of the following 6 available data points to authenticate a caller.



C-IV Case
Number

PIN

SSN

DOB

Driver's
License
Number

EBT

Push Notifications

- Push notifications will leverage the existing self-service features.
- A maximum of two self-service items will be pushed to the customer.

Natural Language Processing Bot Information

Welcome Bot: when a call comes in, the bot asks an open-ended question like, "What are you calling about today?" The bot then takes the caller to the right location in the IVR-Tree or program queue.



San Bernardino Bots Pilot

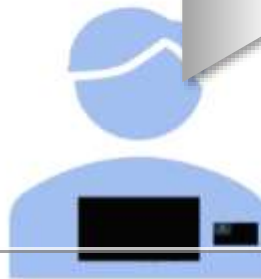
Demo



San Bernardino Bots Pilot

Demo of Simple Bot Authentication

Majority of calls will proceed in this manner using the most personal information

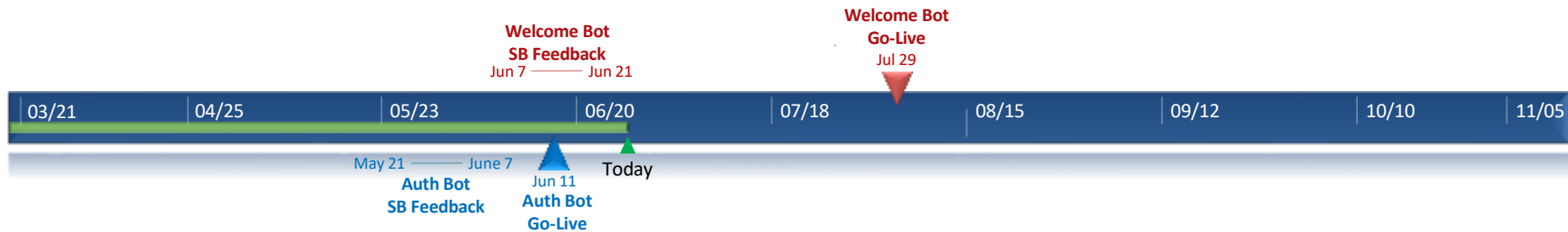


0:00

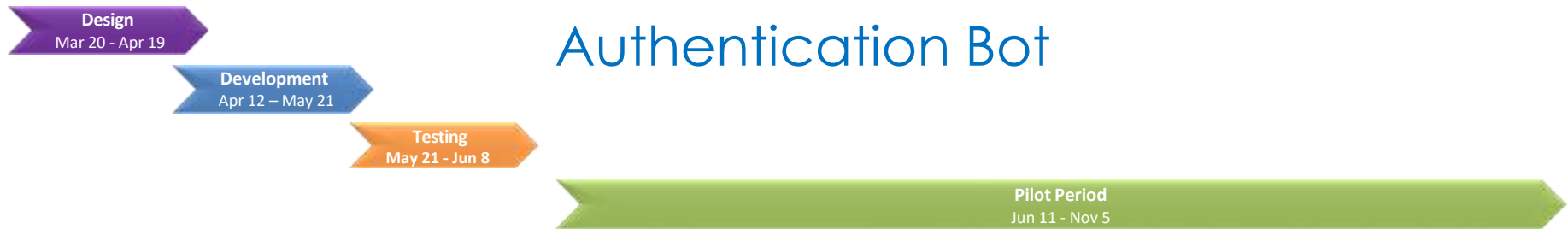
3:36



San Bernardino Bots Pilot Timeline



Authentication Bot



Welcome Bot and Push Notifications





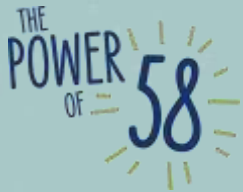
San Bernardino Bots Pilot

Pilot Success Criteria

- Determine if the technology solution provides the intended business value.
- Recommend whether to scale the solution based on the results (including for additional languages).
- Measures of success include the following:

Bot	Success 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 notifications were 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.





Member and Public Comment







Analytics

Demo



Ad Hoc Reporting Readiness

Training and Events



 Web Based Training (WBT) material





0:00

11:32



Member and Public Comment



Meeting Adjourned!

Destination

