

CalSAWS BenefitsCal  
(Portal/Mobile) Work Order

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## 1.0 Work Order Submission & Approval Form

<b>Work Order Number</b>	10
<b>Work Order Title</b>	ARPA - SAR7/7A UCD Phase 3
<b>Submitted Date</b>	01/05/2023
<b>Originator</b>	California Department of Social Services (CDSS) Request
<b>Priority</b>	<p>Select the estimated priority level of the requested Work Order:</p> <p><input type="checkbox"/> Critical – is necessary to avoid potential project stoppage.</p> <p><input checked="" type="checkbox"/> High – is necessary to avoid potential significant impact to the goals and objectives of the project.</p> <p><input type="checkbox"/> Medium – is necessary to avoid potential impact to the operational efficiency of project execution.</p> <p><input type="checkbox"/> Low – needs to be addressed, but the estimated impact to the project is minimal.</p>
<b>Detailed Description</b>	<p>BenefitsCal team has worked with CDSS, CWDA and all stakeholders to improve end-user experience through the Prepopulated SAR7/7A Design – Phase 1 effort between March and June 2022, with utilizing the User Centered Design principles and best practices, and further implemented the Phase 2 effort between July and September 2022, which focused on revising the language and content of the documents to improve the readability, reduce the reading level, and ensure consistency in style, grammar, and context.</p> <p>As a continuation of Phase 1 and Phase 2, this work order includes the Phase 3 of the effort to revise the form and instructions into non-populated printable documents for use by CDSS county offices to expand accessibility of the SAR 7 for CalFresh households, CalWORKs assistance units, and RCA, TCAP, and ECA recipients. This blank SAR 7 will be available in county office lobbies, at minimum, for households that are unable to print or complete their prepopulated SAR 7 online and allow them to pick up a SAR 7 without the need for worker interaction or wait time.</p> <ul style="list-style-type: none"> <li>Non-Prepopulated SAR 7 and SAR 7A – User Centered Design Phase 3</li> </ul> <p>For the phase 3 effort, services will include collaborating with the workgroup to make content changes and formatting adjustments in the</p>

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	SAR7 and SAR7A forms, accounting for non-automated content. The non-populated form and instructions are necessary to accommodate those applicants that are not able to complete their forms online.	
Review Date		
Type of Work Order	<input checked="" type="checkbox"/> Fixed Fee	<input type="checkbox"/> Time & Material

## 2.0 Work Order Impact Analysis – ARPA – Blank SAR 7 and SAR 7A – User Centered Design – Phase 3

Describe the changes required to support this Work Order by resource type and provide a brief description of work to be completed.

<b>Content Impact</b>	<ul style="list-style-type: none"> <li>The State has a completed draft of the pre-populated SAR7 form and SAR7A instructions that need to be re-written to consider information and data that will not be pre-populated into the printable version of the documents.</li> <li>For the phase 3 effort, services will include collaborating with the workgroup to make content changes in the SAR7 and SAR7A form and instructions.</li> <li>1 weekly status meeting, and up to 4 review meetings starting the week of January 5, 2023.</li> <li>The final printable form and document will be provided to CDSS by BenefitsCal team as a work product by March 17, 2023.</li> <li>CDSS will deliver work product to CWDA by March 17, 2023, (by close of business) for review</li> <li>CDSS provides final sign off with CWDA to BenefitsCal team by March 24, 2023</li> </ul>
<b>Development</b>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
<b>Testing</b>	<ul style="list-style-type: none"> <li>None</li> </ul>
<b>Performance Testing</b>	None
<b>Training</b>	<ul style="list-style-type: none"> <li>None</li> </ul>
<b>Communications</b>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
<b>Security</b>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
<b>Software/Licenses</b>	None
<b>Deliverables (New and Updated)</b>	<ul style="list-style-type: none"> <li>Updated DEL 02 – Workplan</li> </ul>
<b>Schedule</b>	None
<b>Other</b>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
<b>Assumptions</b>	<ul style="list-style-type: none"> <li>Visual design of the SAR7 and SAR7A forms from phase 1 and phase 2 are considered complete and are not in scope for phase 3.</li> </ul>

	<ul style="list-style-type: none"> <li>• BenefitsCal Team will work with CDSS to confirm that SAR7 and SAR7A forms meet English language requirements and use consistent language and grammar.</li> <li>• The blank SAR 7 and SAR 7A will mirror the prepopulated SAR 7 and SAR 7A, excluding any prepopulated tables and text/information in red.</li> <li>• CDSS will coordinate the process if review/feedback is required by the CalSAWS implementation team or Consortium,</li> <li>• If questions or copy needs to be revised, CDSS workgroup will provide the revised language or copy.</li> <li>• ADA compliance is the responsibility for CDSS.</li> <li>• Implementation of the blank, non-populated SAR7 form will be completed by the CalSAWS.</li> </ul>
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## 2.1 Work Order Hours / Fees

Estimated hours required to support this Work Order by resource type and provide a brief description of work to be completed, if applicable summarized below:

Type	Description	Rate	Hours	Amount
Design	UX Analyst	\$164.70	720.00	\$118,584.00
Design	User Centered Design Lead	\$159.21	480.00	\$76,420.80
Design	User Interface Lead	\$164.70	133.00	\$21,905.10
<b>Total</b>				<b>\$216,909.90</b>

## 2.2 Payment Schedule (If Applicable)

This Work Order is fully funded by the unallocated funds for additional Services provided under the Agreement added in Amendment No. One in the amount of Five Million Dollars (\$5,000,000).

Payment Point	Description	Milestone Date	WAC Date	Invoice Submission Date	Cost
Final Work Product Submission	Deloitte will provide a blank, non-populated SAR 7 and SAR 7A form and instructions to CDSS and CWDA. Both documents will be provided in the following formats: Microsoft Word Document and Adobe PDF. All graphics will be provided separately as jpegs.	03/17/23	03/24/23	04/07/23	\$216,909.90

Enter any deliverable(s) which will be created to support this Work Order. Deliverables listed below will be provided to support this Work Order and upon approval of the Work Order are considered to be part of **Section 5.2 – Portal/Mobile App Deliverables and Services**.

#	Deliverable Title	Description	Deliverable Submission Date
1	DEL 02 Workplan	Updates to the workplan to include work required to implement this work order.	02/09/2023

## 2.3 Consortium Responsibilities

If applicable, specify work(s) which will be supported by the Consortium for this Work Order.

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Work	Work Description
	<ul style="list-style-type: none"><li>• CDSS will deliver final work product to CWDA by March 17, 2023, (by close of business) for review</li><li>• CDSS provides final sign off for the work product with CWDA to BenefitsCal team by March 24, 2023.</li><li>• If SAR7 questions or copy needs to be revised based on user feedback, CDSS workgroup will provide the revised language or copy.</li></ul>



### 3.0 Work Order Execution

IN WITNESS WHEREOF, the Consortium has caused this Work Order to be subscribed on behalf of the Consortium and Contractor has caused this Work Order to be subscribed on its behalf by its duly authorized officer, as indicated below.

#### DELOITTE CONSULTING LLP

Dated: \_\_\_\_\_

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

#### CALSAWS CONSORTIUM

Dated: \_\_\_\_\_

By: \_\_\_\_\_  
Michael Sylvester, Consortium Chair

By: \_\_\_\_\_  
Kronick Moskowitz Tiedemann & Girard,  
Consortium Legal Counsel

By: \_\_\_\_\_  
John Boule, Consortium Executive  
Director