

WORK ORDER 16 – Premise Funding for SFY 2024/25 - SCERFRAs 22-500 and 22-537 (CF 385 Revision) and 23-557 (Family Re-unification)

CalSAWS BenefitsCal (Portal/Mobile) Work Order

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1.0 Work Order Submission & Approval Form

Work Order Number	16
Work Order Title	Premise Funding for SFY 2024/25 - SCERFRAs 22-500 and 22-537 (CF 385 Revision) and 23-557 (Family Re-unification)
Submitted Date	09/09/24
Originator	California Department of Social Services (CDSS) Request
Priority	<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 type="checkbox"/> High – is necessary to avoid potential significant impact to the goals and objectives of the project.</p> <p><input checked="" 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>
Detailed Description	<p>This work order includes list of enhancements that were laid out through SCERFRAs 22-500 and 22-537 (CF 385 Revision) and 23-557 (Family Re-unification) to perform a variety of functions in BenefitsCal:</p> <ul style="list-style-type: none"> 22-500 and 22-537 (CF 385 Revision): Implementation of right and responsibilities in the Disaster CalFresh Flow and populating the CF 385 form in CalSAWS. 23-557 (Family Re-unification): Implementation of a new flag for CalWORKs Family Re-unification program and add a new exemption for CW time clocks. <p>These features were not part of the original project scope and contract and were identified as part of the said SCERFRAs.</p> <p>The implementation of feature for SCERFRA 22-500 and 22-537 (CF 385 Revision) would align the BenefitsCal Disaster CalFresh Application flow to the latest version of the CF 385 form. This implementation would also add an ability for case workers to retrieve the CF 385 form when an application is submitted through BenefitsCal.</p> <p>The implementation of feature for SCERFRA 23-557 (Family Re-unification) will allow BenefitsCal to identify customers that are determined for Family Re-unification within CalWORKs program and allow them to report the</p>

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	Family Re-unification specific exemption through the CalWORKs timeclocks support request flow.	
Review Date		
Type of Work Order	<input checked="" type="checkbox"/> Fixed Fee	<input type="checkbox"/> Time & Material

2.0 Work Order Impact Analysis

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

Design Impact	<p>Upon prioritization and approval by Consortium PM (BenefitsCal), services may include:</p> <ul style="list-style-type: none"> • Updates will be needed to customer dashboard to display Family Re-unification information. • Updates will be needed to the Disaster CalFresh Application Flow to ensure alignment with the latest CF 385 form • Updates will be needed to APIs to send and receive data from CalSAWS and other partners as applicable. • Identify YouTube videos that requires revision to reflect recent system improvements. • Identify help center changes to reflect latest revisions in BenefitsCal help center. • Provide design prototypes and follow an iterative approach for the user experience. • Conduct user research with Customers, CBOs and Counties • Develop design documents. • Conduct usability tests • Engage stakeholders through UCD monthly and other meetings. • Support Advocates and State Partners and County validation teams with testing of the application in the UAT environment • Support Consortium and QA team with testing of the application in the UAT environment
Development	<ul style="list-style-type: none"> • Provide design inputs from system architecture and framework standpoint. • Update Disaster CalFresh application to align with the State form. • Build new APIs and support partner systems. • Update Customer Dashboard • Update help Center and YouTube Videos • Support Advocates and State Partners and County validation teams with testing of the application in the UAT environment • Support Consortium and QA team with testing of the application in the UAT environment
Testing	<ul style="list-style-type: none"> • Participate in design sessions and provide inputs from testing standpoint for the new APIs and screen changes functionality • Test the new app flow, and changes to customer dashboard and APIs in BenefitsCal • Perform end to end data set up and tests with CalSAWS to validate functionalities. • Support Advocates and State Partners and County validation teams with testing of the application in the UAT environment

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	<ul style="list-style-type: none">• Support Consortium and QA team with testing of the application in the UAT environment
Performance Testing	<ul style="list-style-type: none">• Analyze proposed design and provide inputs from performance standpoint• Conduct performance analysis of the app flows, customer dashboard and APIs
Training	<ul style="list-style-type: none">• Educate counties for change management.• Conduct webinars with Counties and CBOs for the changes.
Communications	<ul style="list-style-type: none">• Project manager to provide planning, communications, and status updates
Security	<ul style="list-style-type: none">• Analyze proposed design and provide inputs from security standpoint
Software/Licenses	<ul style="list-style-type: none">• None
Deliverables (New and Updated)	<ul style="list-style-type: none">• None
Schedule	<ul style="list-style-type: none">• None
Other	<ul style="list-style-type: none">• None
Assumptions	<ul style="list-style-type: none">• Stakeholders will be available to attend all requirements and design sessions.• The estimate is based on the high-level information received. The actual effort hours may change based on requirement verification session.• There will not be any change to the infrastructure.• Downstream impacts to partner systems including data exchanges, screen impacts, notices will be managed by respective partners (CalSAWS, ForgeRock, Hyland, FIS).• State Partners, Advocates, CBOs, Counties will be involved in the UCD research activities.• CalSAWS will be available for API joint design sessions.• BenefitsCal appearance will not be updated.

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2.1 Work Order Hours / Fees

2.1.1 Estimated hours required to support this Work Order (SCERFRAs 22-500 and 22-537) by resource type and a brief description of work to be completed is summarized below:

Type	Description	Rate	Hours	Amount
Design	Business Analyst	\$115.29	18	\$2,075.22
Design	UI/UX Design Analyst	\$148.23	18	\$2,668.14
Design	UCD Research Analyst	\$148.23	18	\$2,668.14
Design	Functional Lead	\$164.70	14	\$2,305.80
Design	UI/UX Design Lead	\$164.70	14	\$2,305.80
Design	UCD Research Lead	\$164.70	14	\$2,305.80
Development	Junior Program Analyst	\$148.23	64	\$9,486.72
Development	Senior Program Analyst	\$159.21	57	\$9,074.97
Development	Sr. Business Analyst	\$115.29	50	\$5,764.50
Development	App Dev Lead	\$137.25	40	\$5,490.00
Project Management	Project Manager	\$126.27	18	\$2,272.86
Project Management	PMO Analyst	\$126.27	28	\$3,535.56
Security	Security Engineer	\$142.74	7.975	\$1,138.35
Performance	Performance Engineer	\$159.21	7	\$1,114.47
Training	Trainer	\$120.78	7	\$845.46
DevOps	Cloud Engineer	\$131.76	18	\$2,371.68
Test	Test/QA Lead	\$109.80	43	\$4,721.40
Test	Tester	\$72.47	67	\$4,855.49
Test	Automation Tester	\$109.80	35	\$3,843.00
Total				\$68,843.36

2.1.2 Estimated hours required to support this Work Order (SCERFRA 23-557) by resource type and a brief description of work to be completed is summarized below:

Type	Description	Rate	Hours	Amount
Design	Business Analyst	\$115.29	23	\$2,651.67
Design	UI/UX Design Analyst	\$148.23	23	\$3,409.29
Design	UCD Research Analyst	\$148.23	23	\$3,409.29
Design	Functional Lead	\$164.70	19	\$3,129.30
Design	UI/UX Design Lead	\$164.70	19	\$3,129.30
Design	UCD Research Lead	\$164.70	19	\$3,129.30
Development	Junior Program Analyst	\$148.23	84	\$12,451.32
Development	Senior Program Analyst	\$159.21	75	\$11,940.75
Development	Sr. Business Analyst	\$115.29	66	\$7,609.14
Development	App Dev Lead	\$137.25	52	\$7,137.00
Project Management	Project Manager	\$126.27	23	\$2,904.21
Project Management	PMO Analyst	\$126.27	38	\$4,798.26
Security	Security Engineer	\$142.74	9.347	\$1,334.19
Performance	Performance Engineer	\$159.21	9	\$1,432.89
Training	Trainer	\$120.78	9	\$1,087.02
DevOps	Cloud Engineer	\$131.76	24	\$3,162.24
Test	Test/QA Lead	\$109.80	56	\$6,148.80
Test	Tester	\$72.47	87	\$6,304.89
Test	Automation Tester	\$109.80	44	\$4,831.20
Total				\$90,000.06

2.2 Payment Schedule (If Applicable)

Payment Point	Description	Milestone Date	WAC Date	Invoice Submission Date	Cost
Deployment of SCERFRAs 22-500 and 22-537 (CF 385 Revision)	Deployment of functionality to Production	11/22/24	11/29/24	12/09/24	\$68,843.36
Deployment of SCERFRA 23-557 (Family Re-unification)	Deployment of functionality to Production	05/31/25	06/06/25	06/10/25	\$90,000.06

Invoice submissions require WAC and approval from Consortium. The milestone date, the WAC date and the invoice submission date will need project manager agreement.

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.	Monthly

2.3 Consortium Responsibilities

Work	Work Description
	<ul style="list-style-type: none">Review and approve deliverable updates.Conduct User Acceptance Test (UAT) activities.Communications with the stakeholders

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: Rachel Frey

Title: Deloitte Principal

CALSAWS CONSORTIUM

Dated: _____

By: _____
Michael Sylvester, Consortium Chair

By: _____
Kronick Moskowitz Tiedemann & Girard,
Consortium Legal Counsel

By: _____
Julia Erdkamp, Consortium Executive
Director