



CalSAWS | CalSAWS Buzz



October 16, 2019

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# CalSAWS Buzz

## Meet the Session Panel



- Session Panel
  - Barry Zimmerman - Director Ventura County Human Services Agency, CalSAWS JPA Board Chairperson
  - Liberty (Libby) Sanchez – SEIU California
  - John Boule – CalSAWS Executive Director
  
- Session Moderator:
  - Christiana Smith - CWDA Director of Information Technology Policy
  
- This Session is intended to be a structured conversation with the audience and not a presentation!



# Topics of Conversation

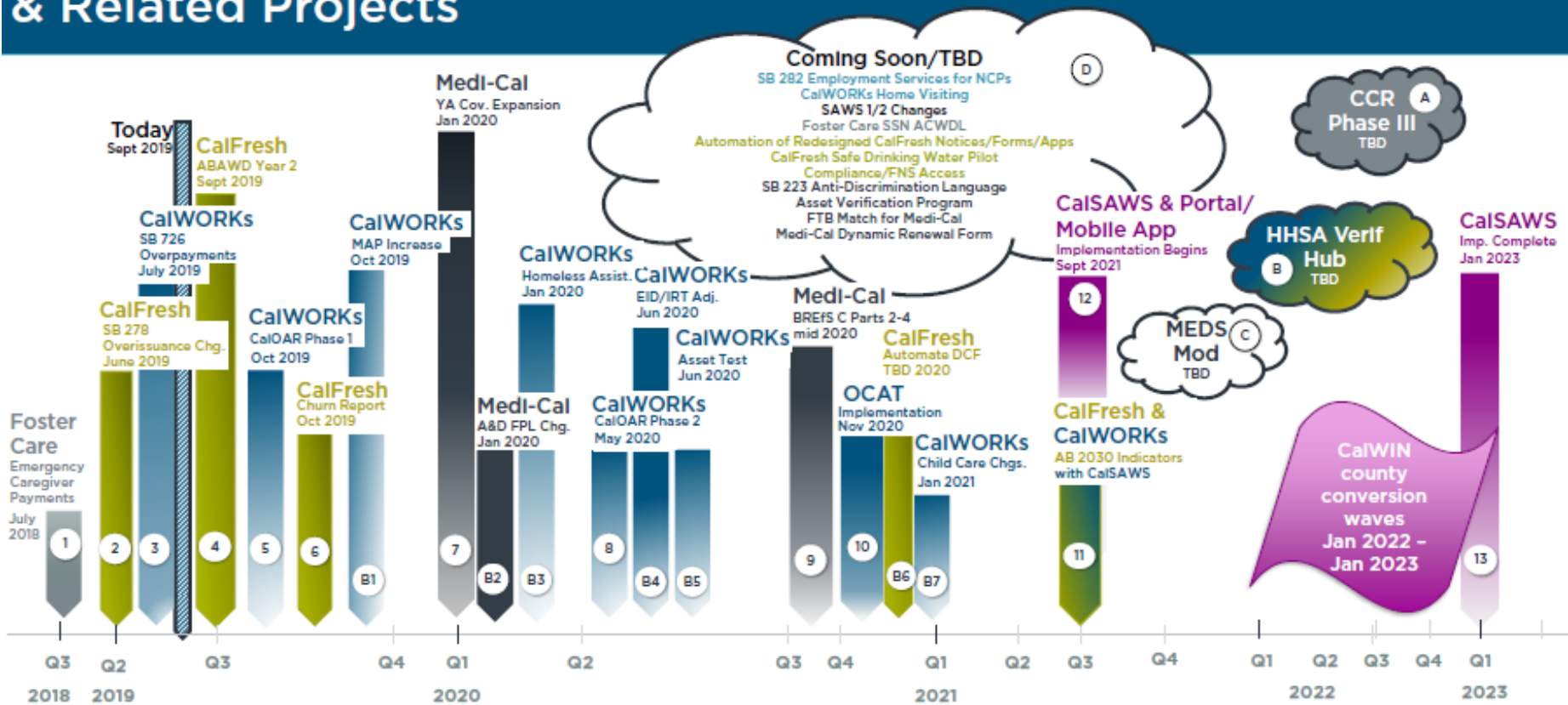
## What are the CalSAWS Priorities?

- Program Delivery Today!
  - We have three SAWS in production today (CalWIN, C-IV and LRS) which need to continue to meet program, policy and worker needs.
    - ✦ What is the policy change landscape?
    - ✦ Planning for Policy & System Change?
- Program Delivery Tomorrow!
  - What Is the CalSAWS Roadmap?
    - ✦ Major Milestones
    - ✦ Strategy (testing, conversion)
    - ✦ Lessons Learned from past
    - ✦ Getting involved and keeping informed
- Support during transition!
  - ✦ Scope, strategy and approach training, organizational change management (LRS, C-IV and CalWIN)
  - ✦ Solution validation/acceptance testing
  - ✦ Conversion strategy
  - ✦ Lessons learned from past conversions



# Program Delivery Today.....& Tomorrow!

## 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 9/11/19

### General Notes:

- The length of bars or size of clouds has no correlation to the size of the effort
- Dates on policy items represent target implementation date in statute, automation dates may be earlier or later
- Clouds represent areas where timing is less certain and may not correlate to the timeline

# Keeping up on SAWS Plans for Policy

<https://www.calsaws.org/>

- Detailed SAWS Policy Updates are provided at the monthly Project Steering Committee (PSC)
- Counties can get a detailed update on CalSAWS.org
  - Policy Effective Date and State Policy Reference
  - C-IV/LRS and CalWIN Status
  - Implementation Details
- What if I have questions?
  - Ask CalSAWS
  - Regional Manager
  - Regional Committee Member
- Let's take a cruise around CalSAWS.org and check out the detail and support tools!



# Enhancement Projects Prior to CalSAWS Implementation

## Online CalWORKs Appraisal Tool (OCAT)

Strategy - Retire stand-alone OCAT and create integrated OCAT solution that integrates with existing SAWS through a single sign-on and mitigates the need for duplicate data entry.

### Cambria Solutions - Contract Overview

- Leverage the existing OCAT assessment questions and rules to develop and implement a standards-based web solution that is hosted in the AWS cloud environment, to replace the current OCAT.
- Real-time interface with existing SAWS: LRS, CalWIN and C-IV and with the new CalSAWS. Includes enhanced reporting and Business Intelligence Dashboards.
- Duration: 17 month DD&I and 1 year of M&O, plus 3 1-year options
- OCAT Scope of Work includes
  - Project Management
  - Design/Development
  - Test
  - Training and Implementation of the OCAT System

# Enhancements coming with CalSAWS

## Disaster CalFresh (DCF)

Disaster CalFresh functionality will be added to LRS/CalSAWS

- Strategy is that each county will get functionality as they convert to CalSAWS
- Initial implementation in LA County in LRS Production



The Disaster CalFresh changes will include:

- Data collection pages to support automating Disaster CalFresh
- Functionality to support impacted counties remotely with ongoing caseload management tasks
- Design input provided by the CalSAWS CalWORKs/CalFresh committee, which includes reviewing and approving the final design

# Foster Care Eligibility Determination

## FCED – Phase 1

Phase 1 of FCED will leverage the existing LRS functionality to begin building towards a CCWIS compliant eligibility determination process. This will include enhancements to the automation of eligibility determination, using data available from the CWS/CMS data download (information about the child, the placement, and protective custody) as well as data available from, and where necessary entered in, CalSAWS. The work done by the FCED workgroup to document a statewide eligibility determination process will be used to inform the necessary changes to LRS to support a single statewide eligibility determination process.

**Timing:** This phase will be implemented in time to support the migration of the C-IV counties to CalSAWS, scheduled for September 2021.

**Funding:** OSI has indicated that this effort will be funded without any additional county contribution.

**Procurement:** This phase will be incorporated into the existing CalSAWS scope of work with Accenture, subject to federal and state approvals.



# Foster Care Eligibility Determination

## FCED – Phase 2

Phase 2 of FCED will build upon the statewide process established in Phase 1, and will incorporate a two way, real time interface with CARES that will provide the necessary data to remove the need for duplicate data entry in CARES and SAWS, and to support a fully CCWIS compliant eligibility determination process, as well as providing CARES with the required data about eligibility results and benefit issuances.

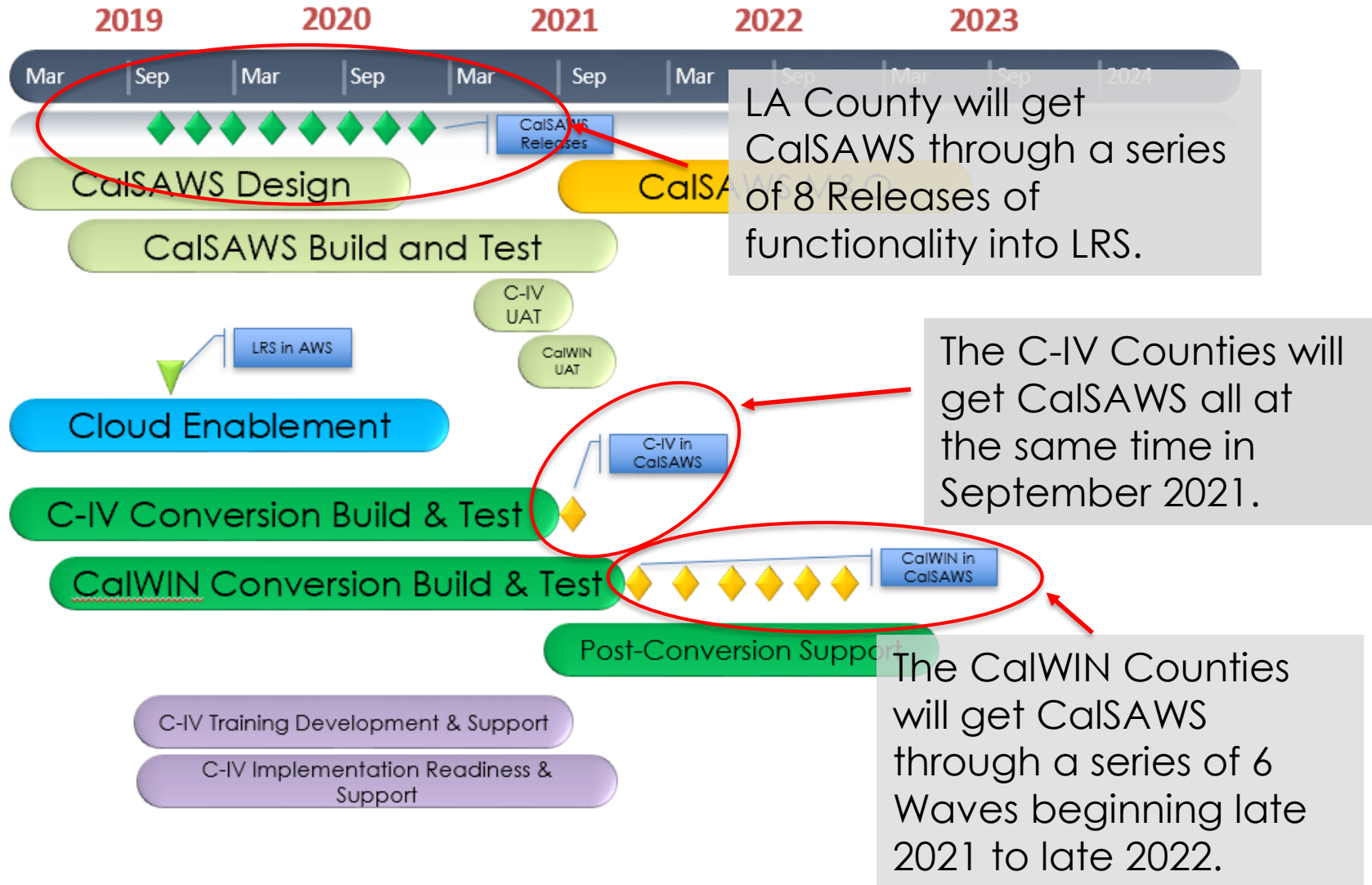
**Timing:** This phase will be implemented after completion of the CalSAWS migration and stabilization period, and the completion of the CARES development, at a mutually determined date.

**Funding:** OSI has indicated that this effort will be funded without any additional county contribution.

**Procurement:** This phase will be incorporated into the CalSAWS M&O procurement's scope of work, subject to federal and state approvals.

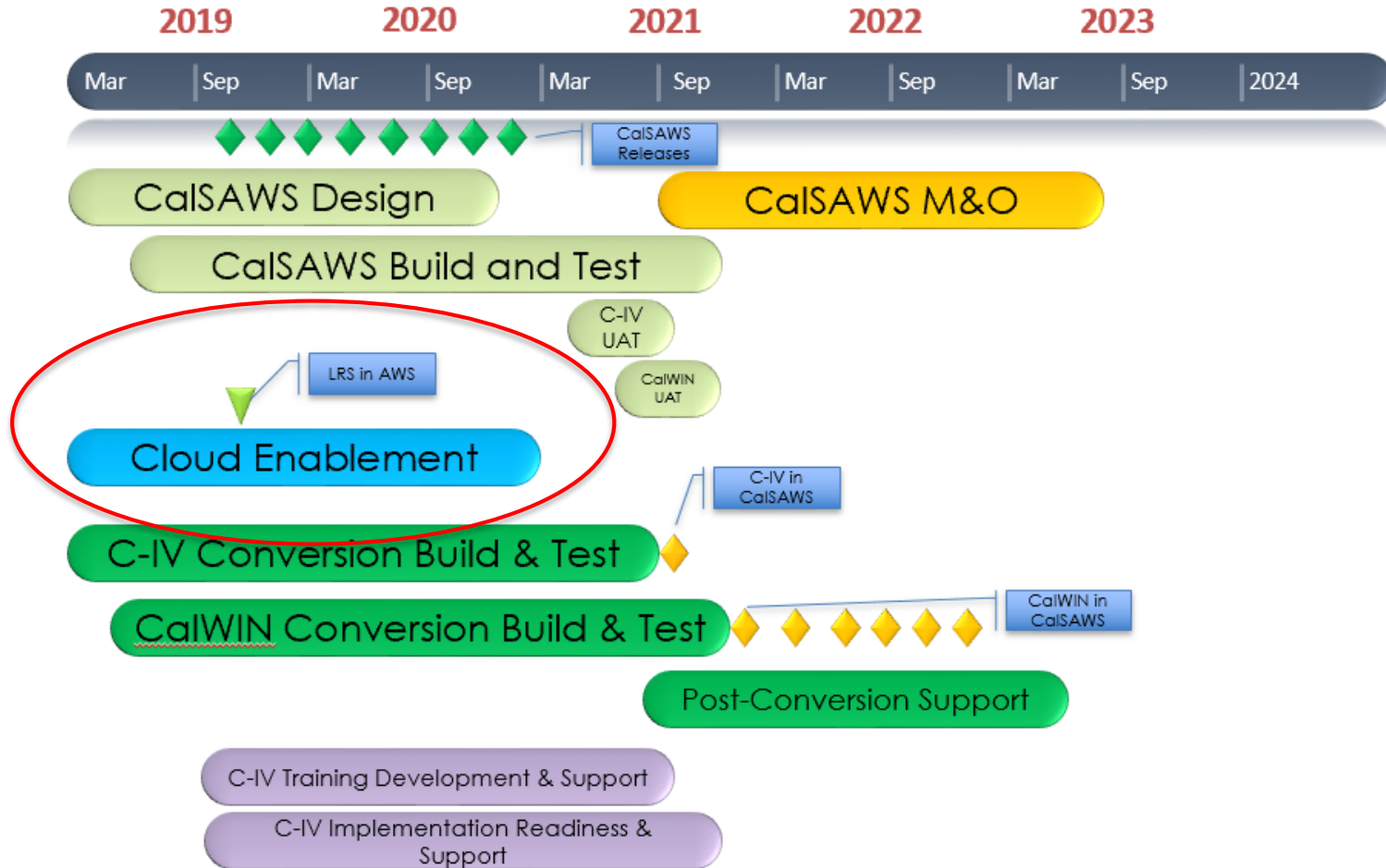
# Let's talk specifics

## How/When are we getting to CalSAWS?



# Let's talk specifics

## Cloud Enablement



# What's all the talk about the "Cloud"?

## Why should I care?

- Reduced storage costs vs. on premise hosting

Costs



- Increased ability to innovate

Innovation



- Faster time to market on technology advancements

Speed



- Today is day 2 on the AWS Cloud....How is it going?

Progress Check



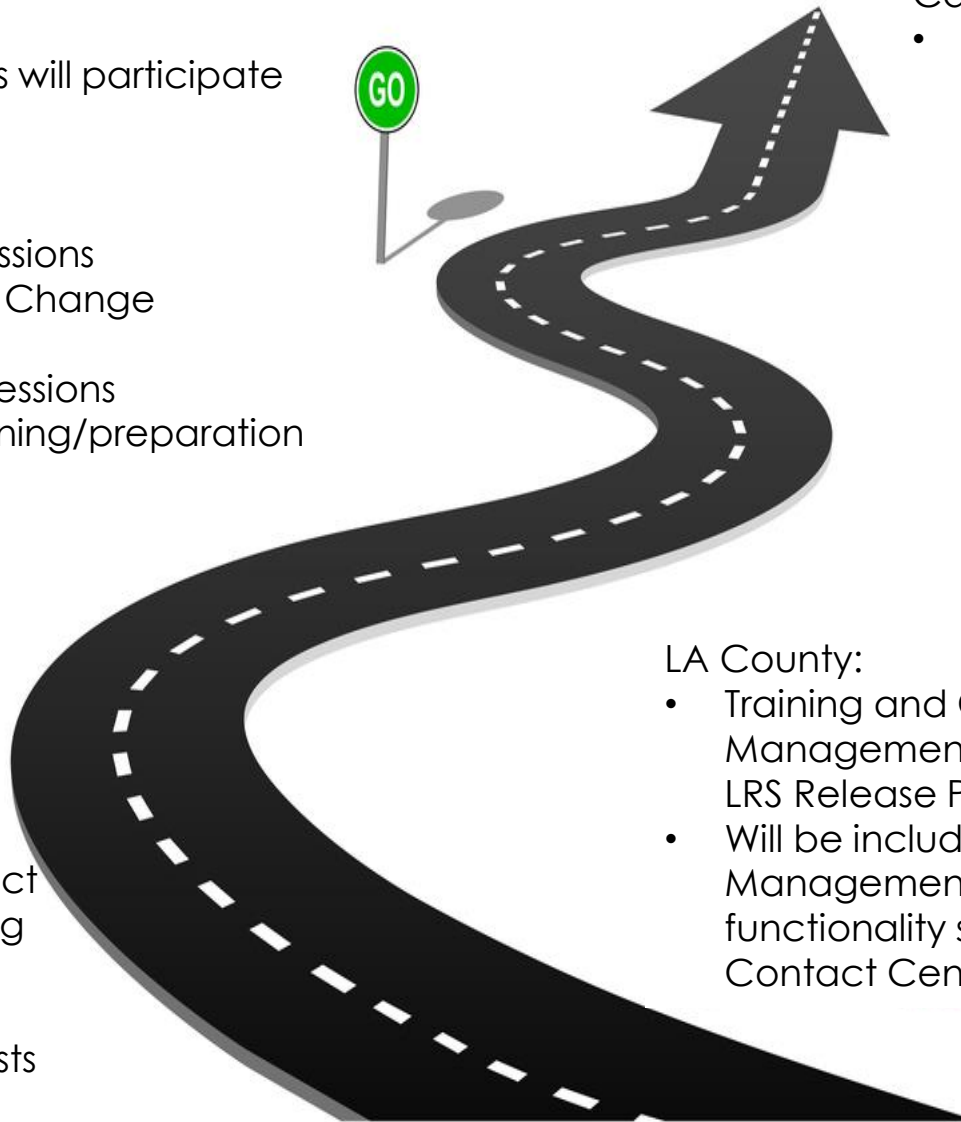
# Getting to CalSAWS

## Different paths to the same goal

**CalSAWS  
Statewide**

All Counties/Regions will participate in:

- Governance
- Committees
- Future Design Sessions
- Approve System Change Requests
- Targeted topic sessions
- Conversion planning/preparation
- Data Clean-up



CalWIN Counties:

- Implementation Support, Change Management and Training will be determined through a procurement process.

C-IV Counties:

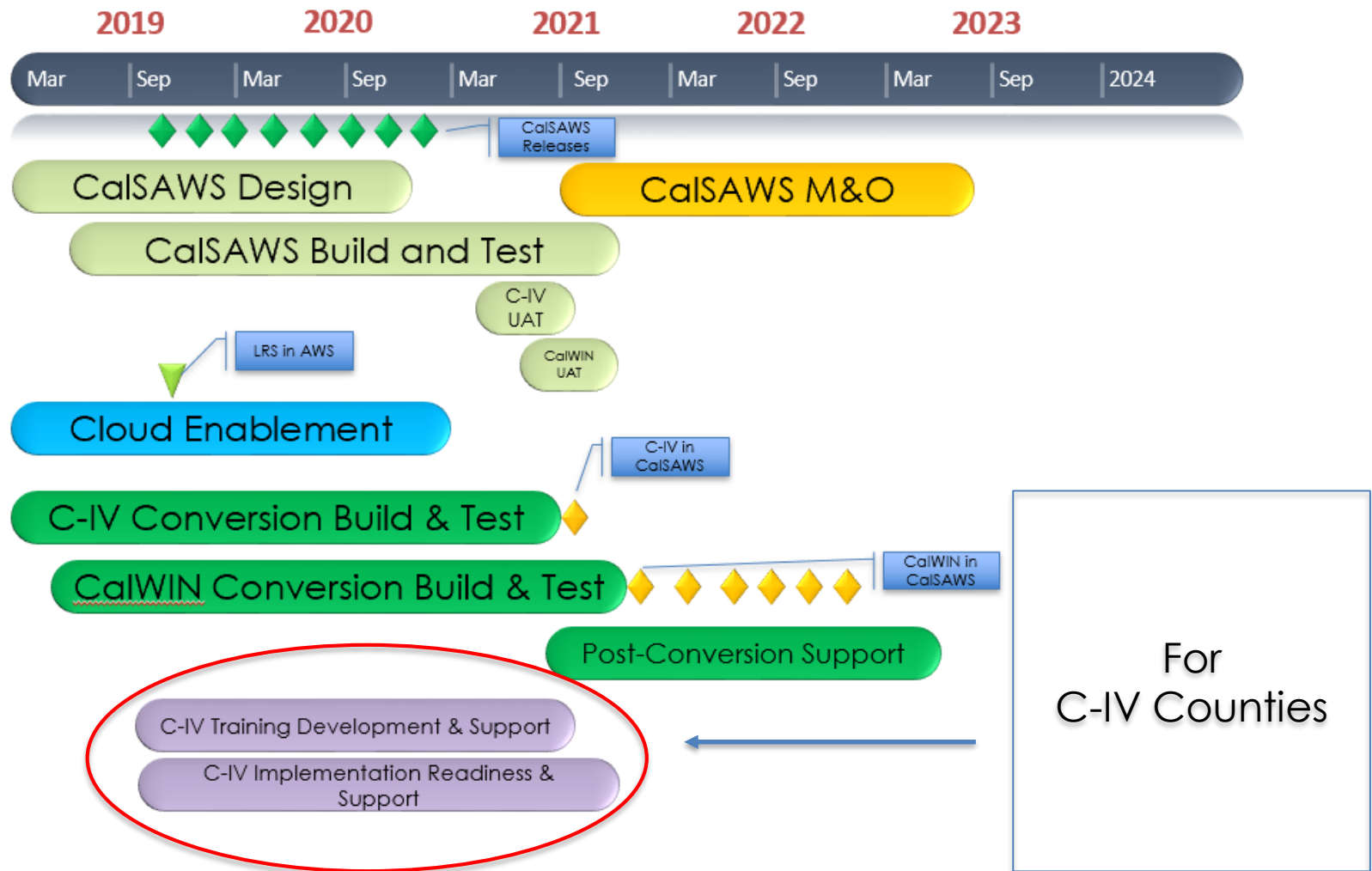
- Change Management/ Implementation Support from Project
- Web Based Training
- See Next Slide for schedule
- Readiness Checklists

LA County:

- Training and Change Management through the LRS Release Process
- Will be included in Change Management for brand new functionality such as Imaging, Contact Center, etc.

# Let's talk specifics

## C-IV Counties - Training, Organizational Change Management (OCM) & Implementation Support



# CalWIN OCM and Training

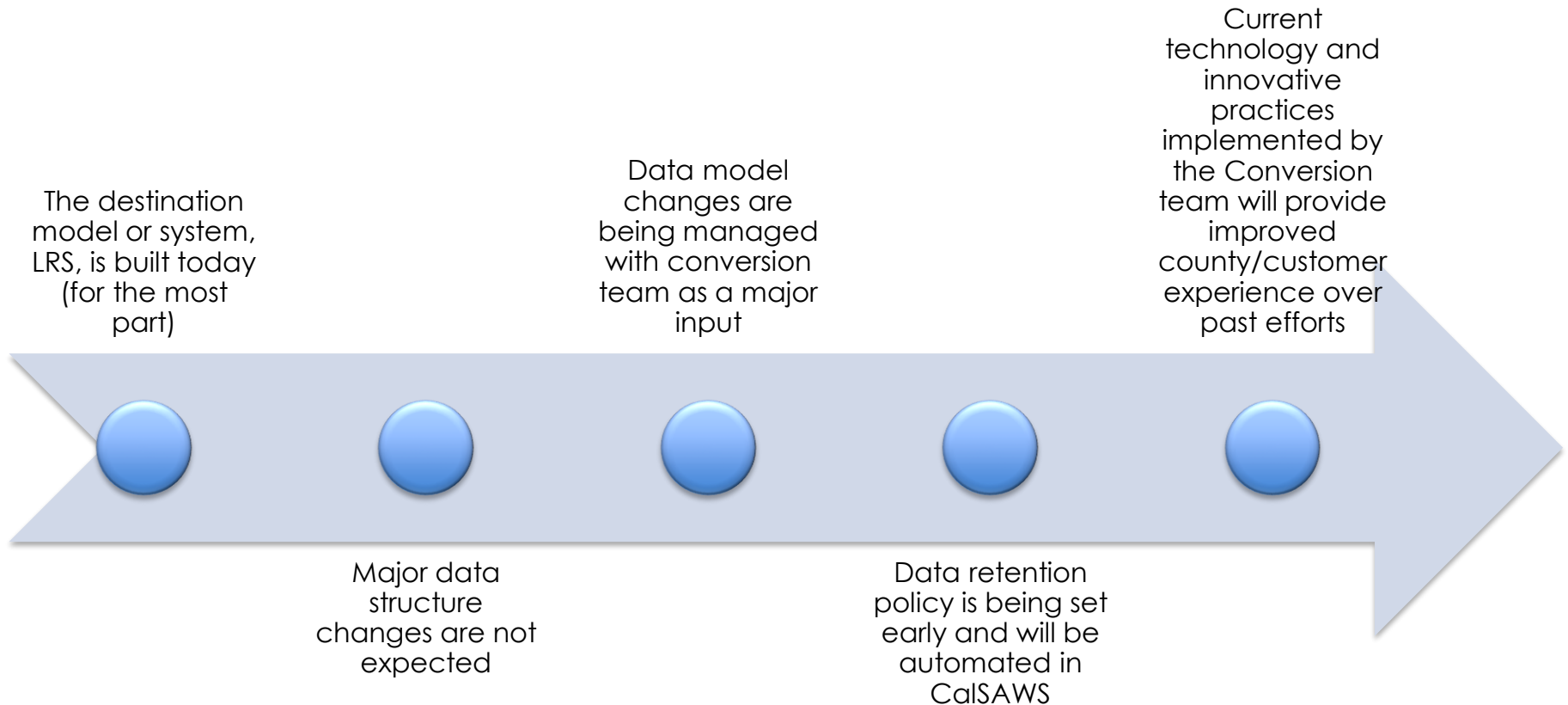
## Strategy, Scope and Timeline

### ■ Timeline

Procurement Event	Date
County, Consortium and State Requirements Review	August 7 – 15, 2019
Update Requirements Based on Feedback	August 16 – 26, 2019
Final Review of Requirements	August 27 – September 3, 2019
County and Consortium RFP Review	September 20 – October 3, 2019
State RFP Review and Approval	September 20 – October 8, 2019
Federal RFP Review and Approval	October 14 – December 13, 2019
Tentative Release of RFP	December 17, 2019
Tentative Proposal Due Date	February 19, 2020
Evaluate Proposals and Prepare Vendor Selection Report	February 20 – May 18, 2020
Contract Negotiations	May 21 – June 4, 2020
State, Federal and JPA BOD Approval of Agreement	June 5 – August 28, 2020
Tentative Start Date of CalWIN Vendor	August 31, 2020

# Conversion Strategy

## What makes the CalSAWS Conversion Different?





# Conversion Details

## New approaches

Counties/workers will see data in destination system early in the process



Data Clean-up resources and funding timeframe, worker involvement

Up front Data Cleansing opportunities will be identified and communicated regularly



Testing for conversion and approach

Includes Converted Data Test



Testing benefit mismatch

Validates "acceptable" levels of difference

If mismatch, benefits will be issued at prior benefit levels until resolved



Support, direction and communication throughout the process

# CalSAWS Statewide Portal/Mobile Application

## Strategy, Scope and Timeline

### Strategy

- Conduct an open procurement to acquire vendor services to develop and implement a statewide portal for all 58 counties.
- Cutover to the new portal is a critical step for the overall SAWS migration.

### Scope

- Leverage existing SAWS Portal/Mobile and CalHEERS applications to develop an updated Portal/Mobile architecture and application.
- California recently passed legislation that requires advocate, stakeholder and client involvement in certain public facing elements of CalSAWS, which includes the portal and mobile applications.
- The CalSAWS Consortium must engage stakeholders to discuss current and planned functionality changes, system demonstrations of public portals and mobile applications, and advocates' identification of areas of concern, especially with the design of public-facing elements and other areas that directly impact clients.
- Stakeholder and State review of the draft RFP and requirements in July resulted in over 450 comments for consideration in finalizing the RFP for state and federal agency review and approval.

# CalSAWS Statewide Portal/Mobile Application Strategy, Scope and Timeline

Procurement Event	Date
State RFP Review	August 6 – 14, 2019
Update RFP Based on Reviews	August 15 – 19, 2019
Prepare for and Conduct Follow-up Meeting with State Sponsors	August 14 – 23, 2019
Update RFP Based on meeting with State Sponsors	August 26 – September 4, 2019
Final State Sponsor Review	September 5 – 11, 2019
Prepare for and Conduct follow up meeting with State Sponsors and Advocate Community	September 12 – 18, 2019
Final Revisions to RFP Based on State and Stakeholder Feedback	September 19 – 23, 2019
Federal RFP Review and Approval	September 24 – November 1, 2019
Update RFP based on Federal Review & Vendor Feedback	November 4 –5, 2019
Release of RFP	November 6, 2019
Vendor Proposal Due Date	January 22, 2020
Evaluate Proposals and Prepare Vendor Selection Report	January 23 – April 22, 2020
Contract Negotiations	April 27 – May 6, 2020
State, Federal and JPA BOD Approval of Agreement	May 7 – August 7, 2020
Start Date of Statewide Portal/Mobile App Vendor	August 10, 2020
Portal/Mobile App Cutover	September 2021



# Open Discussion

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