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
**Key Upcoming SAWS Initiatives, Policy Changes & Related Projects**

**Program Delivery Today……& Tomorrow!**

**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

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**CalSAWS**

**CWDA Conference**
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
Disaster CalFresh (DCF)

Enhancements coming with CalSAWS

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?

LA County will get CalSAWS through a series of 8 Releases of functionality into LRS.

The C-IV Counties will get CalSAWS all at the same time in September 2021.

The CalWIN Counties will get CalSAWS through a series of 6 Waves beginning late 2021 to late 2022.
Let’s talk specifics

Cloud Enablement

- 2019: CalSAWS Design
- 2020: Cloud Enablement
- 2021: CalSAWS M&O
- 2022: CalSAWS Build and Test
- 2023: CalWIN Conversion Build & Test
- 2024: Post-Conversion Support

- LRS in AWS
- C-IV UAT
- CalWIN UAT
- C-IV in CalSAWS
- CalWIN in CalSAWS
- C-IV Training Development & Support
- C-IV Implementation Readiness & Support
What’s all the talk about the “Cloud”?

Why should I care?

- Reduced storage costs vs. on premise hosting
- Increased ability to innovate
- Faster time to market on technology advancements

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

Progress Check
Getting to CalSAWS

Different paths to the same goal

All Counties/Regions will participate in:
• Governance
• Committees
• Future Design Sessions
• Approve System Change Requests
• Targeted topic sessions
• Conversion planning/preparation
• Data Clean-up

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.

CalWIN Counties:
• Implementation Support, Change Management and Training will be determined through a procurement process.
Let’s talk specifics

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

- **2019**
  - CalSAWS Design
  - Cloud Enablement

- **2020**
  - CalSAWS Build and Test
  - C-IV Conversion Build & Test

- **2021**
  - CalSAWS M&O
  - CalWIN Conversion Build & Test

- **2022**
  - C-IV Training Development & Support
  - C-IV Implementation Readiness & Support

- **2023**
  - Post-Conversion Support
  - For C-IV Counties
CalWIN OCM and Training
Strategy, Scope and Timeline

- **Timeline**

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

What makes the CalSAWS Conversion Different?

The destination model or system, LRS, is built today (for the most part).

Data model changes are being managed with conversion team as a major input.

Major data structure changes are not expected.

Data retention policy is being set early and will be automated in CalSAWS.

Current technology and innovative practices implemented by the Conversion team will provide improved county/customer experience over past efforts.
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

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<td>State RFP Review</td>
<td>August 6 – 14, 2019</td>
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<tr>
<td>Update RFP Based on Reviews</td>
<td>August 15 – 19, 2019</td>
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<tr>
<td>Prepare for and Conduct Follow-up Meeting with State Sponsors</td>
<td>August 14 – 23, 2019</td>
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<tr>
<td>Update RFP Based on meeting with State Sponsors</td>
<td>August 26 – September 4, 2019</td>
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<tr>
<td>Final State Sponsor Review</td>
<td>September 5 – 11, 2019</td>
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<tr>
<td>Prepare for and Conduct follow up meeting with State Sponsors and Advocate Community</td>
<td>September 12 – 18, 2019</td>
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<td>Final Revisions to RFP Based on State and Stakeholder Feedback</td>
<td>September 19 – 23, 2019</td>
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<tr>
<td>Federal RFP Review and Approval</td>
<td>September 24 – November 1, 2019</td>
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<tr>
<td>Update RFP based on Federal Review &amp; Vendor Feedback</td>
<td>November 4 – 5, 2019</td>
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<tr>
<td>Release of RFP</td>
<td>November 6, 2019</td>
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<tr>
<td>Vendor Proposal Due Date</td>
<td>January 22, 2020</td>
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<td>Evaluate Proposals and Prepare Vendor Selection Report</td>
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</tr>
<tr>
<td>Start Date of Statewide Portal/Mobile App Vendor</td>
<td>August 10, 2020</td>
</tr>
<tr>
<td>Portal/Mobile App Cutover</td>
<td>September 2021</td>
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Open Discussion