

EHSD Presentation to Family & Human Services Committee



November 15, 2021

What is CalSAWS?

- **C**alifornia **S**tatewide **A**utomated **W**elfare **S**ystem
- Automated, integrated eligibility and case management system supporting key public assistance programs.
- CalFresh, Medi-Cal, CalWORKs, & other benefits
- Single system for all 58 California counties

Why CalSAWS?

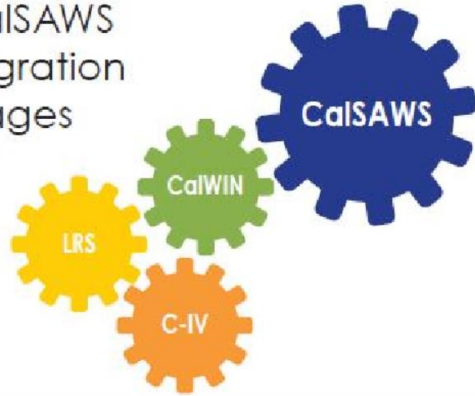
The Centers for Medicare and Medicaid Services and the Food and Nutrition Services directed California to adopt a single statewide automated welfare system by 2023.

One System

Three California Automated Welfare Systems will combine to become CalSAWS:

- LRS (Los Angeles County)
- C-IV (39 counties)
- CalWIN (18 counties), including Contra Costa County

CalSAWS
Migration
Stages



Contra Costa Go Live

October 2022

- CalWIN conversion in six waves
- October 2022-23
- Contra Costa, Placer & Yolo are Wave 1 counties
- *Leading the Change* for CalWIN counties

CalSAWS – How it Works

- Based on LRS with added functionality requirements from C-IV and CalWIN
- Facilitates processing of applications
- Captures and stores data across state
- Generates dashboards and reports
- Integrates & standardizes many functions that are currently county-specific

BenefitsCal

- New self-service portal for clients
- Replaces MyBenefits CalWIN (Contra Costa), C4 Yourself (C-IV counties) and Your Benefits Now (LRS) portals
- Online functionality + mobile application
- Customers can
 - Create an account
 - Apply for benefits
 - Submit documents and forms
 - Find an office
 - General information about programs
 - Look up case info linked to BenefitsCal account



New Governance Structure

- CalSAWS Consortium
 - 58 counties
 - Operates as JPA to govern & oversee systems, projects & operations
 - Supports automation of public assistance programs
 - Delivers social services to people living in California
- Six CalSAWS Regions
- Caseload percentages determine representation
- Region 1
 - 12 Bay Area counties, including Contra Costa
 - Sharing resources
- Region 1 has two CalSAWS votes out of 12 in state (one-sixth of overall votes)



CalSAWS Regions

CalSAWS

6 Regions to support 58 Counties



Region	# Counties	# Votes	% Person Count
1	12	2	15.12%
2	13	1	6.49%
3	14	1	2.84%
4	11	2	16.35%
5	7	3	30.53%
6	1	3	28.66%
Total	58	12	100%

Source: CalSAWS presentations

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Contra Costa's Role

- Contra Costa has significant leadership and influence in the transition to CalSAWS in the region and state
- EHSD Director Kathy Gallagher
 - 1 of 2 JPA board members for Region 1
 - CalSAWS Leadership Team member
 - CalSAWS Policy Consulting Group
 - Leads Contra Costa's Executive Oversight Committee for CalSAWS Project



CalSAWS Project Team

CalSAWS Lead Manager



Eileen Olson

Core Team Leads



Shari Garrity



Terri Rose



Subra Chidambaram



Willie Balitaan



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*Building Brighter
Futures Together*

Contra Costa County EHSD CalSAWS Implementation Team



Kathy Gallagher
EHSD Director & JPA Member

CalSAWS Project Steering Committee Representative
Kelley Curtis | Workforce Services Bureau Director

Primary Point of Contact
Eileen Olson | EHSD CalSAWS Lead Manager

EHSD Core Team

Subra Chidambaram | Conversion, Ancillary, Interfaces and Reporting Track Lead
Shari Garrity | Business Process Re-engineering (BPR) Track Lead
Terri Rose | Integrated Tools (Imaging, Task, Appointment, Lobby) Track Lead
Willie Balitaan | Technical, Client Correspondence, Printing and Contact Center Track Lead

Martin Lara | Contact Center Track Lead
Teri Howe | CalSAWS Committee RCM* and SME**
Robert Barnard | CalSAWS Committee SME
Celso Lira | CalSAWS Committee SME
America Patterson | CalSAWS Committee SME

*RCM - Regional Committee Member
**SME - Subject Matter Expert

EHSD CalSAWS Executive Oversight Committee

Kathy Gallagher | Executive Director
Kelley Curtis | Workforce Services Bureau Director
Tracy Murray | Aging & Adult Bureau Director
Kathy Marsh | Children & Family Services Bureau Director
Ron Millard | Chief Financial Officer
Erik Brown | Department Fiscal Officer
Tish Gallegos | Community/Media Relations Manager
Eileen Olson | EHSD CalSAWS Lead Manager
Antoinette Bailey-Nesbitt | CalSAWS Project Admin Coordinator

CalSAWS Steering Committee

Kelley Curtis | Workforce Services Bureau Director
Tamina Alon | Policy & Planning Bureau Director
Rebecca Darnell | Workforce Services Deputy Bureau Director
Roslyn Gentry | Children & Family Services Deputy Bureau Director
Carolyn Foudy | Aging & Adult Deputy Bureau Director
Eileen Olson | EHSD CalSAWS Lead Manager
Antoinette Bailey-Nesbitt | CalSAWS Project Admin Coordinator
Jerald Sams | Workforce Services Division Manager
Alice Dietrich | Workforce Services Division Manager
Ann Barrett | Aging & Adult Division Manager
Tracey Lee | Staff Development Division Manager
Julie Stuscavage | Social Service Program Analyst

CalSAWS Workgroups

Subject Matter Experts (SME's) provide recommendations on:



- Business process redesign
- Lobby management
- Appointment scheduling
- Training
- Imaging
- Reporting
- Call center
- Printing
- Security
- Fraud
- Collections
- Fiscal



Contra Costa's Progress

- Information gathering
- Hands-on experience, a.k.a. “sandbox” using LRS
- CalSAWS meetings to identify gaps and requirements
- Project charters, plans, schedules, etc.
- Data mapping
- Transition tools
- Change Management
- Business process redesign
- Data Clean-up/conversion preparation
- Training
- Communication

Communications

CalSAWS | Chronicle

California Statewide Automated Welfare System | Contra Costa County Employment & Human Services

January 2021

First Issue!

A new CalSAWS Chronicle every quarter as we work toward our go live date of October 2022.

Have you heard? Contra Costa County and EHSD is preparing for the big transition from CalWIN to the first-ever California Statewide Automated Welfare System (CalSAWS). To keep you apprised of the latest developments, we are introducing EHSD's CalSAWS Bulletin and you're reading the first issue! Look for a new CalSAWS Bulletin every two to three months. Get all the news and updates right here as we work toward Contra Costa County's "go live" date of October 2022 – just two years from now – and then full statewide implementation of CalSAWS in October 2023.



"David L. Smith, Administrative Services Director, 'Even as we get ready for CalSAWS, CalWIN remains essential to our operations and we are ensuring it continues to work well during the time leading up to CalSAWS. We will also be looking at aspects of our operations that the transition to CalSAWS will impact but staff will not see changes in most operational tasks until Go Live in 2022. We value your input as Subject Matter Experts, and see you as critical to the overall success of CalSAWS.'

Handling Ch-Ch-Change

CalWIN is the current system that supports EHSD's key programs, and is used in 17 counties in addition to Contra Costa. CalSAWS will bring together all 58 California counties to build one automated, integrated eligibility and case management system that supports key public assistance programs on a cloud-hosted architecture.

As Contra Costa and the other 57 counties in the state make the challenging transition to the single, cloud-based California Statewide Automated Welfare System (CalSAWS), there is likely to be some discomfort and stress while learning new ways of doing things. As its consultant, we are providing a range of support, including training, engineering, or implementation work with CalSAWS.

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MEMORANDUM

Kathy Gallagher, Director

To: All Staff

Subject: Announcing the CalSAWS Logo Contest!

For the next two years, Contra Costa County will be leading the charge when it comes to live to the state's new single eligibility system for all counties. In order to create a strong identity for the state's new single eligibility system, we are inviting you to help create the state's new single eligibility system logo.

Headlines

OCTOBER 2020

CalSAWS Update: New Go Live Date



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EHSD Intranet

Home

Organizations/Bureaus

Projects

Applications/Programs/Systems

STARS/Search

Social

Help/Resources

Leading the Change

What We Don't Know

- Effectiveness of new system
- Full CalSAWS functionality
- Set-up/administration
- Some modules still in design
- Resources needed to maintain and support after go-live
- CalSAWS master plan/activities schedule and timeline to help plan/implement in CC County

Challenges/Concerns

- CalSAWS v. CalWIN
 - Level of functionality
 - Less opportunity for local customization and innovation
- Significant learning curve
 - CalSAWS Team trying to support transition without training while system is being designed
 - Less eligibility automation
 - Several ancillary systems will be embedded
 - New terminologies and business processes



Challenges/Concerns

- Resource crunch
 - CalWIN/CalSAWS Division support maintaining CalWIN while preparing for CalSAWS
 - Program staff pulled from standard duties for workgroups, data clean-up
 - Potential retirement wave
 - Limited trainer resources for new eligibility workers during transition period
 - Limited information and training to
 - configure and implement CalSAWS
 - modify/create ancillary systems and reports





The Next 12 Months

What to expect

- To-be business process finalization
- Organization Change Management –
engage internal and external stakeholders
- Implementation and systems support plans
- Training planning, development and execution
 - early training 5 months prior to go-live
 - all staff 3 months prior to go-live

The Next 12 Months

What to expect

- Migration of images/documents
- Data mapping and data clean-up
- Conversion
- Creation/modification of ancillary systems, reports and interfaces
- Testing
- Go-live (October 2022)
- Post go-live clean-up, support, and adjustments

QUESTIONS

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Thank You