

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

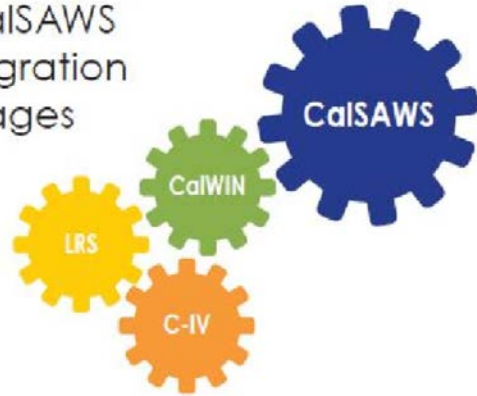


Why CalSAWS?

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

CalSAWS
Migration
Stages



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

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

CONTRA COSTA COUNTY

EMPLOYMENT & HUMAN SERVICES



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



EMPLOYMENT &
HUMAN SERVICES

*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



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



Thank You