

CONTRA COSTA COUNTY

EMPLOYMENT & HUMAN SERVICES

Building Brighter Futures Together

EHSD Technology

April 28, 2023

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Outline

- Overview
- CalSAWS Transition
- EHSD Technology

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Overview

CONTRA COSTA COUNTY

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Technology In All That We Do



EHSD uses technology for everything we do to serve our customers:

- Deliver services
- Administer programs and manage cases
- Monitor and manage performance

CalSAWS Transition

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CalSAWS Background



CalSAWS Data Points

Migrated from CalWIN

- **642,465** active cases migrated
- **1,067,707** active individual data migrated
- **42 million** documents
- **2,145** instructor-led trainings
- **1,073** EHSD users
- **108** users from Other County Departments and Community Partners

Applications & Imaging

- **9,958** program applications received in March 2023
- **24,309** documents imaged into the CalSAWS system in March 2023

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EHSD Technology

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Serving the Public Through Technology

CalSAWS

**Business
Systems and
Applications**

**Infrastructure
and Support**

State Systems Drive Business Operations

Serving the Public Through Technology

CalSAWs (18 FTEs)

- California Statewide Automated Welfare System.
- Business process re-engineering, organizational change, management, training, and implementation and conversion support.

Business Systems and Applications (10 FTEs)

- Overall systems development life cycle of a system and application from planning to maintenance for 17 applications.
- Liaisons between EHSD and the State, vendors, and other departments and agencies.
- Provide technical and business support to the various users of the State, County systems and in-house applications within EHSD.
- Respond to user and agency inquiries related to the systems, including troubleshooting systems, writing systems instructions, administrating systems, and developing reports.
- Implement systems and enhancements to the systems and applications.
- Manage data transmission for cross system impacts in compliance with State and County policies.

IT Infrastructure and Support (36 FTEs)

- 25 in-house software applications, including development, modification, testing, and implementation.
- Deploy/maintain over 125 off the shelf software applications.
- Helpdesk service for over 23K tickets annually.
- Support call center.
- Support over 20,000 deployed assets in 39 locations throughout the county and handle over 2,500 help desk tickets per month.
- Procure software, hardware and personal devices.
- Manage inventory.
- Partner with DoIT
- Administer network of over 250+ servers, 3,000 Desktops and 60+ applications.
- Manage EHSD.ORG website.
- Deploy, manage and optimize over 200 databases

EHSD Technology Vision

- **Remote work technology**
- **Productivity enhancements**
- **Pursuing innovation for internal and external customer services**
- **Customer facing technology**
- **Customer support technology**

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Discussion

EHSD Technology Presentation, April 28, 2023

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