

# Access to Services for All: IT Systems and Online Enrollment

A Snapshot of the Big Picture and Shifting Landscape in CA

November 2019

# The Big Picture

- CA operates three separate IT systems for enrollment in Medi-Cal, CalFresh, CalWORKs, County Medical Services, GA and Foster Care
- Different vendors operate these systems for the counties they serve
- The systems do not share data or “talk” to each nor is eligibility handled uniformly across counties
- Changes are expensive and slow to happen
- This is all changing...and advocacy for underserved communities must be tailored to the shifting landscape

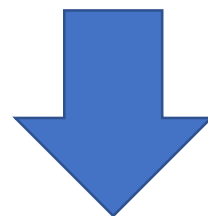
# CA Statewide Automated Welfare System (SAWS) Consortia Today

**LA Leader  
(LRS)**



Los Angeles  
30% state caseload  
(vendor: Accenture)

**Consortium  
IV  
(C-IV)**



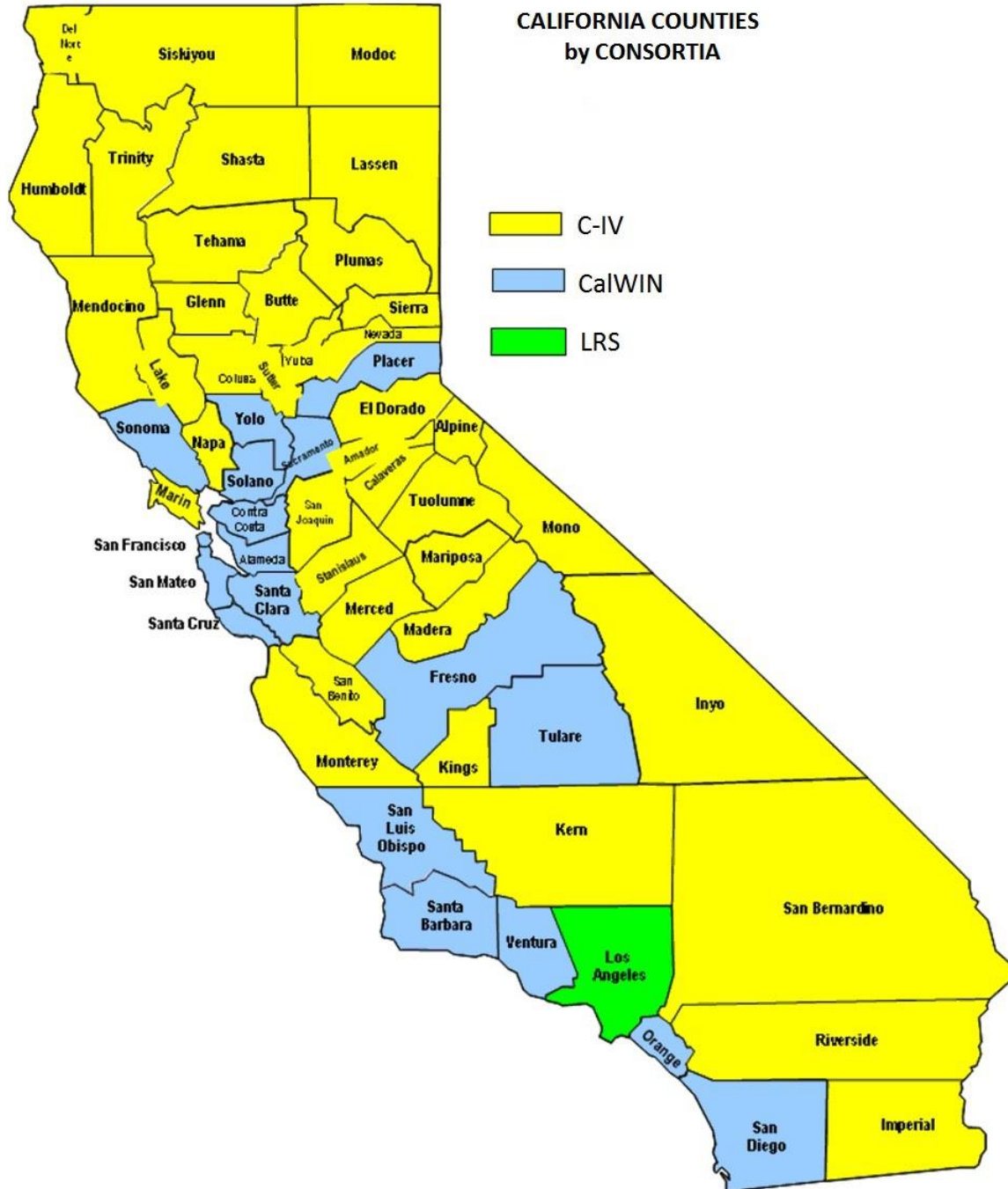
39 Counties  
30% state caseload  
(vendor: Accenture)

**CalWIN**



18 Counties  
40% state caseload  
(vendor: HPE)

CALIFORNIA COUNTIES  
by CONSORTIA



# Front End Consumer Portals

**LRS**  
(Los Angeles)

**Consumer Web Portal**  
YourBenefitsNow!

**C IV**  
(39 Counties)

**Consumer Web Portal**  
C4Yourself

**CalWIN**  
(18 Counties)

**Consumer Web Portal**  
MyBenefitsCalWIN

## State Agency Oversight

- California Department of Social Services (CDSS)
- Department of Health Care Services (DHCS)
- Office of Systems Integration (OSI)
- SAWS consortium
- California Welfare Directors Association (CWDA)

## The Future: CalSAWS Initiative – One State-Wide System

- Federal mandate from FNS & CMS in 2012
- One statewide system by 2023
- LA Leader will be leveraged as the statewide system
- YourBenefitsNow will be the consumer front-end
- C-IV and CalWIN will integrate incrementally
- State has already been procuring for services
- Total costs 2019 – 2026 more than \$2 billion

# Advocacy Considerations

- Changes to existing systems, including CalWIN, are unlikely given the shift to a single statewide system
- While the state intends to make a widely accessible system, representation from the disability community appears to be lacking
- Consumer user input and testing from the disability community will be important (e.g. 508 compliance)
- A place to start is examining usability of YourBenefitsNow



Opportunity to Track and Influence

## **CalSAWS Stakeholder Engagement Meetings**

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# References

<https://www.cdss.ca.gov/Portals/9/SAWS/ClientInitiatives/CalSAWS%20Stakeholder%20Presentation%20Final.09.11.18.pdf?ver=2018-10-19-094737-100>

<https://www.cwda.org/it-profile/statewide-automated-welfare-system-californias-most-successful-automation-human-services>

[http://file.lacounty.gov/SDSInter/ceo/agendas/1052742\\_03.21.19OperationsAgenda.pdf](http://file.lacounty.gov/SDSInter/ceo/agendas/1052742_03.21.19OperationsAgenda.pdf)