



BOARD OF SUPERVISORS  
AGENDA LETTER

Agenda Number:

Clerk of the Board of Supervisors  
105 E. Anapamu Street, Suite 407  
Santa Barbara, CA 93101  
(805) 568-2240

**Department Name:** Social Services  
**Department No.:** 044  
**For Agenda Of:** May 7, 2019  
**Placement:** Administrative  
**Estimated Time:**  
**Continued Item:** No  
**If Yes, date from:**  
**Vote Required:** Majority

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**TO:** Board of Supervisors  
**FROM:** Department Daniel Nielson, Social Services Director  
Director(s) (805) 346-7101  
Contact Info: Christina Groppetti – CalWIN/Automation Support Manager  
(805) 346-7116  
**SUBJECT:** Agreement with DXC Technology Services, LLC for the CalWORKS Information Network Maintenance and Operation Agreement Extension

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**County Counsel Concurrence:**

As to form: Yes

**Auditor-Controller Concurrence:**

As to form: Yes

**Other Concurrence:** Risk Management

As to form: Yes

**Recommended Actions:**

That the Board of Supervisors:

- a) Approve and authorize the Chair to execute the Maintenance and Operations Agreement extension between the Welfare Client Data System and DXC Technology Services, LLC, for the three-year renewal period of February 1, 2020 through January 31, 2023 of which Santa Barbara County's share of the total contract amount is not to exceed \$5,295,020; and
- b) Determine that the activity is not a "Project" subject to California Environmental Quality Act (CEQA) review per CEQA Guideline Section 15378(b)(5), since the activity is an organizational or administrative activity of government that will not result in direct or indirect physical changes in the environment.

**Summary Text:**

This item is on the agenda in order to authorize the Chair to approve the extension of the Maintenance and Operations Agreement (MOA) with DXC Technology Services, LLC (DXC). The extension of this Agreement is for a three-year renewal period from February 1, 2020 through January 31, 2023. Santa Barbara County's share of the consortia amount of the contract is not to exceed \$5,295,020. The extension is to minimize changes to the current MOA, and necessary changes during the three-year extension period will be accommodated via existing provisions in the MOA.

Two additional Statements of Works (SOW's) were also added during the initial term of the MOA of February 1, 2015 through January 31, 2020, EXHIBIT J- Statement of Work and Service Level Agreements CalHEERS Interface and EXHIBIT K – Statement of Work and Service Level Agreements Contact CalWIN. Welfare Client Data Systems (WCDS) intends for these SOW's to be included in this and any other renewal term. In addition, EXHIBIT A – Financial Matters has been updated to account for increased premise and separate services.

**Background:**

Santa Barbara County and seventeen other counties belong to the WCDS Consortium. WCDS has authorized the agreement for CalWORKs Information Network (CalWIN) maintenance and operation services. Eighteen (18) California Counties share the total cost of the DXC agreement.

CalWIN is an online, real-time computer system that automates eligibility determinations and benefit calculations for CalWORKs, CalFresh, Medi-Cal, General Relief and Foster Care programs and supports case management functions for Employment Services. It generates accounting and management reports, interfaces with the state, satisfies the federal and state mandates and, most importantly, has created an opportunity for the Department of Social Services (DSS) to provide better accountability, customer-focus and efficiency.

The CalWIN system was implemented in Santa Barbara County in March 2006 and requires ongoing maintenance and operation services provided by DXC. Each of the 18 CalWIN counties' costs are based on their individual share of the consortium caseload along with anticipated expenditures. As with all CalWIN expenses, there is a mandated county share with the remaining costs being funded by federal and state funds.

The Centers for Medicare and Medicaid Services and the Food and Nutrition Services agencies of the United States Department of Agriculture directed the State of California to migrate to a single Statewide Automated Welfare System (SAWS), commonly referred to as CalSAWS, by 2023. SAWS provides a case management system for CalWORKs, Welfare to Work, CalFresh, Medi-Cal, Foster Care, Refugee Assistance, County Medical Services Program, and General Assistance/General Relief to children, families and individuals in all 58 counties. The purpose of SAWS is to provide eligibility determination, benefit calculation, benefit issuance, case management, and reporting. Migrating to a single SAWS will significantly reduce the financial cost of managing and maintaining three different systems currently used by counties. In addition, the migration will standardize the eligibility, benefit determination, enrollment, and case management functions of the state's major health and human services programs. Currently, there are three separate SAWS in California, managed by two separate consortia of counties, as follows:

- WCDS Consortium maintains and operates the CalWIN system supporting 18 counties (including Santa Barbara County).
- California Automated Consortium Eligibility System (CalACES) Consortium, established in September 2017 maintains and operates the Leader Replacement System (LRS) supporting Los Angeles County, and C-IV system supporting 39 counties.

As California is working towards the implementation of a single CalSAWS, representatives from CalACES, WCDS, and the California Welfare Directors Association formed the CalSAWS Leadership Team. The CalSAWS Leadership Team identified issues requiring the procurement and implementation of certain shared services necessary for all counties to integrate into a single CalSAWS.

In prior Board action, on August 14, 2018, a Memorandum of Understanding (MOU) between CalACES and WCDS was approved and executed in order to move forward with detailed planning, procurement, and execution of contracts with vendor for shared services that were needed prior to the formation of a fifty-eighty (58) county joint power of authority.

On April 2, 2019, the Board approved and executed the Second Amended and Restated Joint Exercise of Powers Agreement (CalSAWS JPA) made by and among the 58 California Counties whereby an automated welfare system is designed, developed, implemented, operated and maintained to be used by each of the 58 counties. Additionally, the Board approved the MOU with the CalSAWS Consortium for the purpose of delineating the areas of understanding and agreement surrounding the various vendor agreements and other areas of mutual interest (including without limitation human resourcing, compensation and other personnel matters) in fulfillment of the CalSAWS Consortium’s mission, vision and objectives.

The WCDS Board of Directors has requested that the initial three-year extension be completed prior to the formation of the CalSAWS JPA targeted for June 2019. In addition, the extension end date of January 31, 2023 aligns closely with the last expected CalWIN go-live wave in January 2023.

As this required automation effort progresses, and to comply with state and federal mandates, DSS will bring other necessary items before the Board of Supervisors on the administrative or departmental agenda, as appropriate for the item. DSS has preliminary plans to present a comprehensive CalSAWS project update to the Board in early 2020.

**Performance Measure:**

Performance Measures are outlined in the Agreement under EXHIBIT C, Service Level Agreements and Liquidated Damages.

**Fiscal and Facilities Impacts:**

Budgeted: Yes

**Fiscal Analysis:**

| <b>Funding Sources</b> | <b>Feb 1, 2020 - Jun 30, 2020 Cost:</b> | <b>July 1, 2020 - Jan 31, 2023 Cost:</b> | <b>Total Cost</b>   |
|------------------------|---|--|---------------------|
| General Fund           | \$ 28,638                               | \$ 177,555                               | \$ 206,193          |
| State                  | \$ 310,418                              | \$ 1,924,590                             | \$ 2,235,008        |
| Federal                | \$ 396,364                              | \$ 2,457,455                             | \$ 2,853,819        |
| Fees                   |   |  |                     |
| Other:                 |   |  |                     |
| <b>Total</b>           | <b>\$ 735,420</b>                       | <b>\$ 4,559,600</b>                      | <b>\$ 5,295,020</b> |

Narrative:

Funding for this Agreement is approximately 53.90% federal, 42.21% state and 3.89% County General Fund. Appropriations of \$735,420 for February 1, 2020 to June 30, 2020 are included in the DSS's Fiscal Year (FY) 2019-2020 recommended budget.

**Key Contract Risks:**

The risk assessment worksheet has been completed and DSS has determined that DXC is a Medium risk vendor. DSS is confident of DXC's ability to provide services.

Sections 20.4 and 20.5 of the Agreement contain provisions that limit DXC's liability. Section 20.4 contains a disclaimer of damages. This section precludes the County from pursuing damages not directly caused by DXC, such as consequential, incidental, indirect, or special damages. DXC is still liable for direct damages. Section 20.5 contains a limitation of liability provision. The limitation of liability provision ties DXC's liability to the "Maximum Amount" identified in EXHIBIT A. The limitations under sections 20.4 and 20.5 do not apply when liability arises from DXC's indemnity obligations, including liability arising from DXC's negligence, employment disputes, legal and regulatory compliance, willful misconduct, breach of the confidentiality provision, and patent infringement.

**Staffing Impacts:**

**Legal Positions:**  
0

**FTEs:**  
0

**Special Instructions:**

Please scan, email and send two (2) duplicate original Agreement, and a copy of the minute order to:  
DSS Contracts Unit  
C/O Ismelda Vazquez  
2125 S. Centerpointe Parkway, 3<sup>rd</sup> Floor  
Santa Maria, CA 93455  
[I.Vazquez@sbcsocialserv.org](mailto:I.Vazquez@sbcsocialserv.org)

**Attachments:**

1. Attachment 1 – WCDS MOA Extension FY 2020-2023

**Authored by:**

Christina Groppetti, CalWIN/Automation Support Manager  
Ismelda Vazquez, Contracts Coordinator