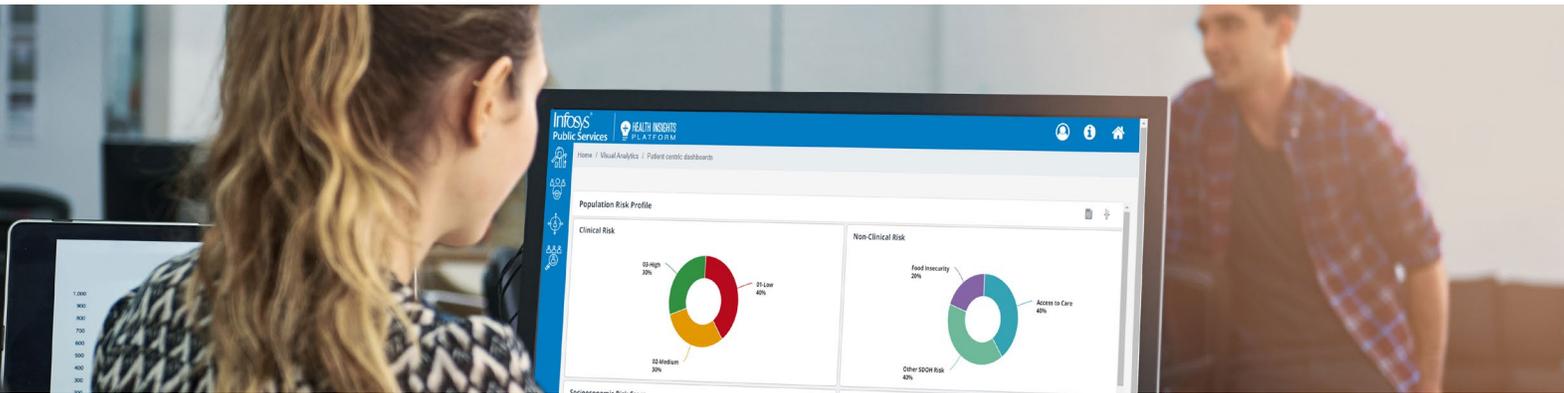


CALSAWS MIGRATION: MANAGING COVID-19 RELATED EMERGENCY CHANGES



To navigate COVID-19's impact, counties implemented several changes to their programs including exemptions, waivers, and re-calculations. For example, CalFresh and CalWorks programs waived off redeterminations, households received emergency CalFresh allotments based on new eligibility criteria, Medi-Cal put negative actions on-hold, and CalWorks implemented clock exemptions.

Key challenges

Each county adopted a different approach to implement these emergency changes. This may lead to several issues as the counties carry these changes over to the CalSAWS system.

The CalWIN, CalHEERS, and MEDS systems are not in-synch. Subsequent transition and remediation of these programs to

the CalSAWS system will become even more complex and may lead to incorrect administration of programs.

Caseloads increased due to waivers of redeterminations. Transition to the CalSAWS system may increase the caseload many fold and will have a significant impact on case worker productivity.

INFOSYS OFFERINGS TO MANAGE REMEDIATION OF EMERGENCY CHANGES

Infosys data analysis solutions and services will enable your county to remediate these emergency changes to the new CalSAWS systems effectively, minimizing any disruption. Our solutions will accelerate analysis of the cases where COVID-19 changes were applied and verify the data against those from other consortium counties to eliminate inaccuracies.

Our automated data-science solution, the Infosys Health Insights Platform, will automate this entire analysis exercise. The platform can also help deploy AI-models to generate additional insights about the programs, enabling the county to define and deliver more effective interventions.



Write to Brian.Bennett@infosys.com to learn how your county can manage the remediation of COVID-19 related emergency changes as it migrates to the CalSAWS system.



For more information, contact askus@infosyspublicservices.com

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