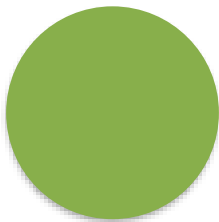




CalSAWS | JPA Board of Directors Meeting

August 28, 2020



Agenda

1. Call Meeting to Order
2. Public Opportunity to speak on items NOT on the Agenda. Public comments are limited to no more than three minutes per speaker, except that a speaker using a translator shall be allowed up to six minutes.

Note: The public may also speak on any Item ON the Agenda by waiting until that item is read, then requesting recognition from the Chair to speak.

- All lines will be muted when meeting begins.
 - To unmute:
 - ✦ When connected via computer – click the microphone icon.
 - ✦ When connected via telephone – press *6.
3. Confirmation of Quorum and Agenda Review



Action Items

Action Items

4. Consent Items

- a. Approval of the Minutes from the June 25, 2020 joint meeting of the CalSAWS JPA Member Representatives and Board of Directors.
- b. Approval of the Minutes and review of the Action Items from the July 17, 2020 CalSAWS Board of Directors meeting.
- c. Approval of agreement to use and accept digital signatures via DocuSign technology with Deloitte Consulting LLP.

Action Items

5. Approval of Cambria Solutions Amendment 1, which includes requests for:
 - a. Updates to Exhibit A – Statement of Work (SOW)
 - b. Update to Initial Term for the D&I Phase
 - c. Update remedies associated with Failure to Meet Key Milestones
 - d. Added Key Milestones associated with Business Rules Engine (BRE) Schedule Submission, BRE Design Acceptance, and, OCAT Reports Design Acceptance

Action Items

6. Request for approval of a Resolution directing the CalSAWS JPA Board of Directors and Project Steering Committee (PSC) to return to allowing public access at teleconference locations after the Governor lifts Executive Order N-29-20, in a manner consistent with state and member counties limitations on public gatherings.

7. Approval of Agreement between the CalSAWS Consortium and Deloitte Consulting LLP for the development and implementation of a Statewide Portal/Mobile Application; and to provide Maintenance and Operation Services for the Statewide Portal/Mobile Application once it has been designed, developed, and implemented.

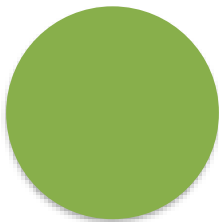


Informational Items



Statewide Portal/Mobile Update

- Scope and Timeline
 - Major Milestones
 - Communications Strategy
-



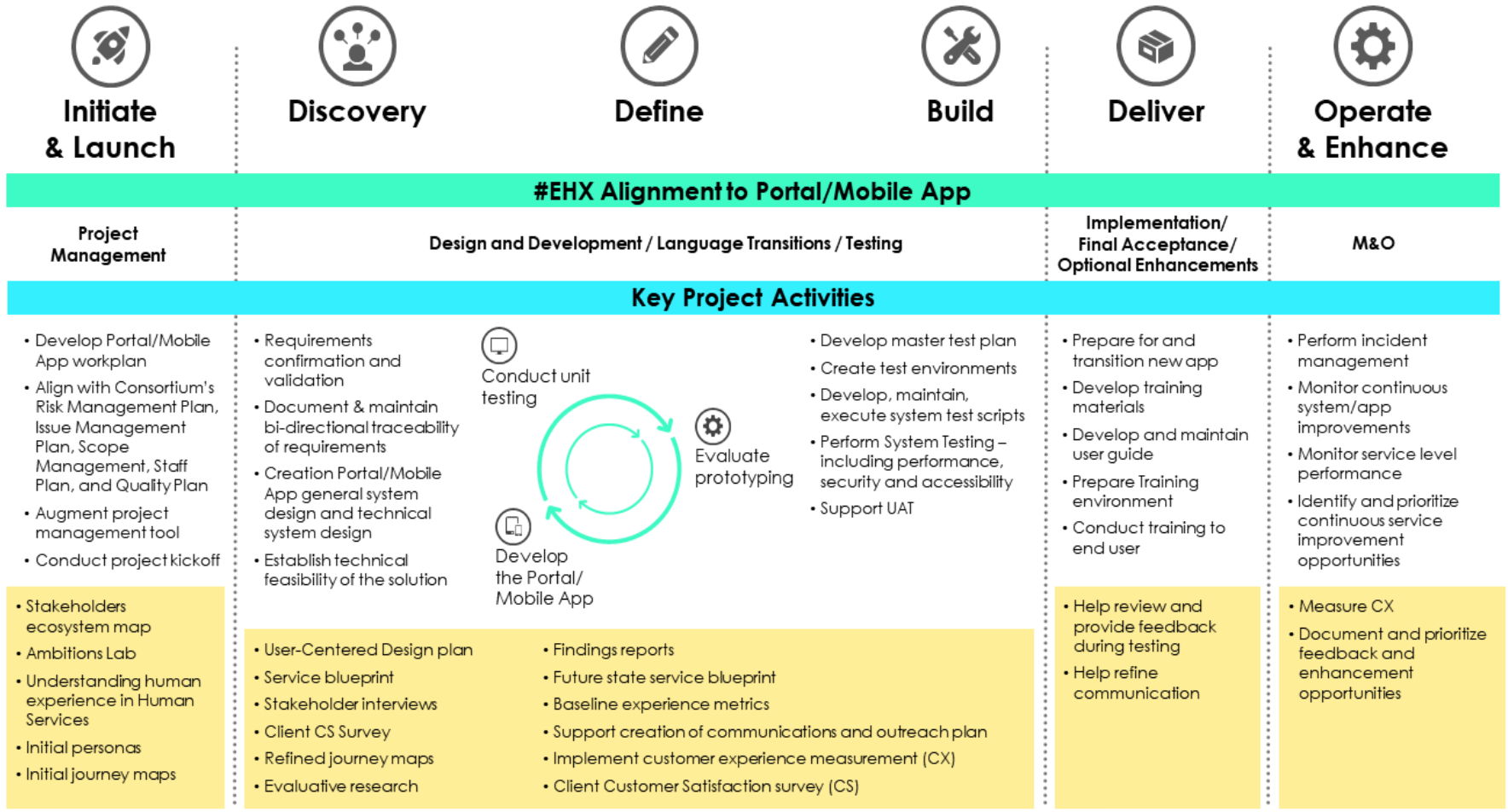
Statewide Portal/Mobile

Solution Scope



Statewide Portal/Mobile

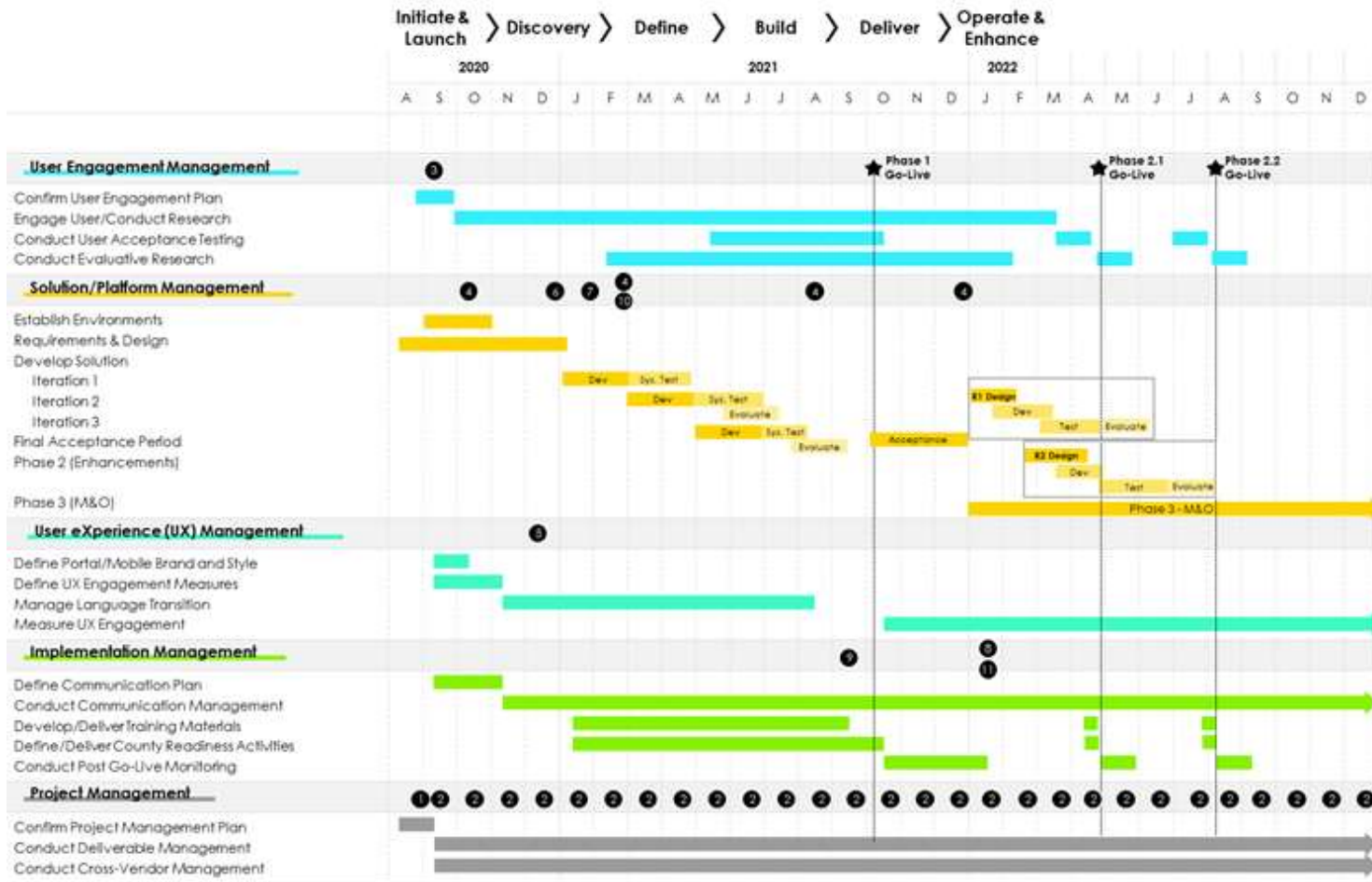
Elevating the Human Experience



Activities related to UCD

Statewide Portal/Mobile

Timeline and Major Milestones



- ### Deliverables
- 1 Work Plan
 - 2 Status Report
 - 3 User-Centered Design Plan
 - 4 Requirement Traceability Matrix
 - 5 Portal General System Design
 - 6 Portal Technical System Design
 - 7 Master Test Plan
 - 8 Portal Implementation Completion Report
 - 9 Maintenance and Operations Plan
 - 10 Mobile App General and Technical System Design
 - 11 Mobile App Implementation Completion Report

Statewide Portal/Mobile

Tenets of the Portal/Mobile Communications Approach

The approach to project communications will be grounded in the following objectives:



Transparent



Inclusive



**Mode of
"no surprises"**



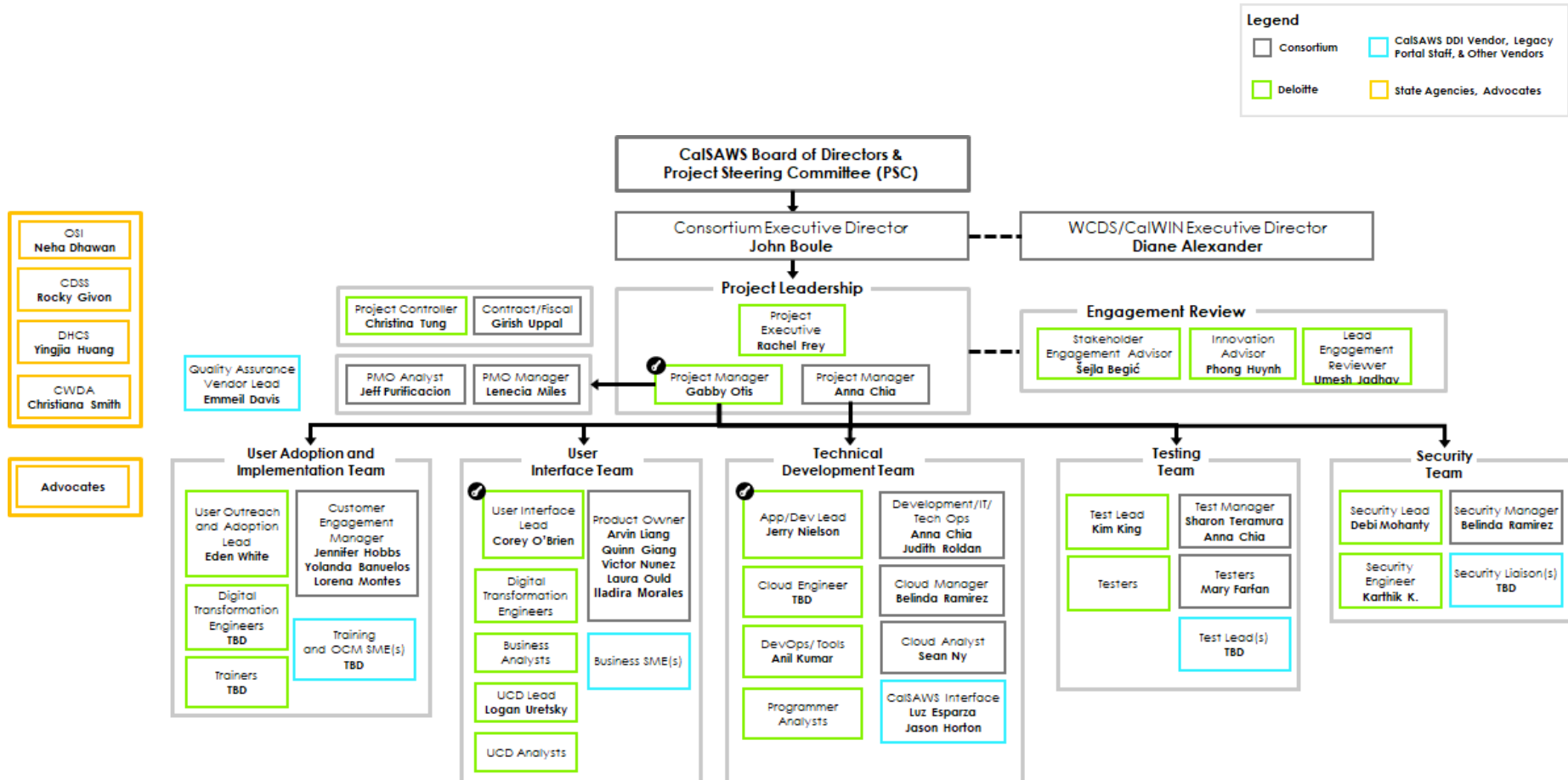
**Give
everyone a
voice**



**Integrated with
the existing
communications
plans**

Statewide Portal/Mobile

Org Chart: Delivering as One-Team

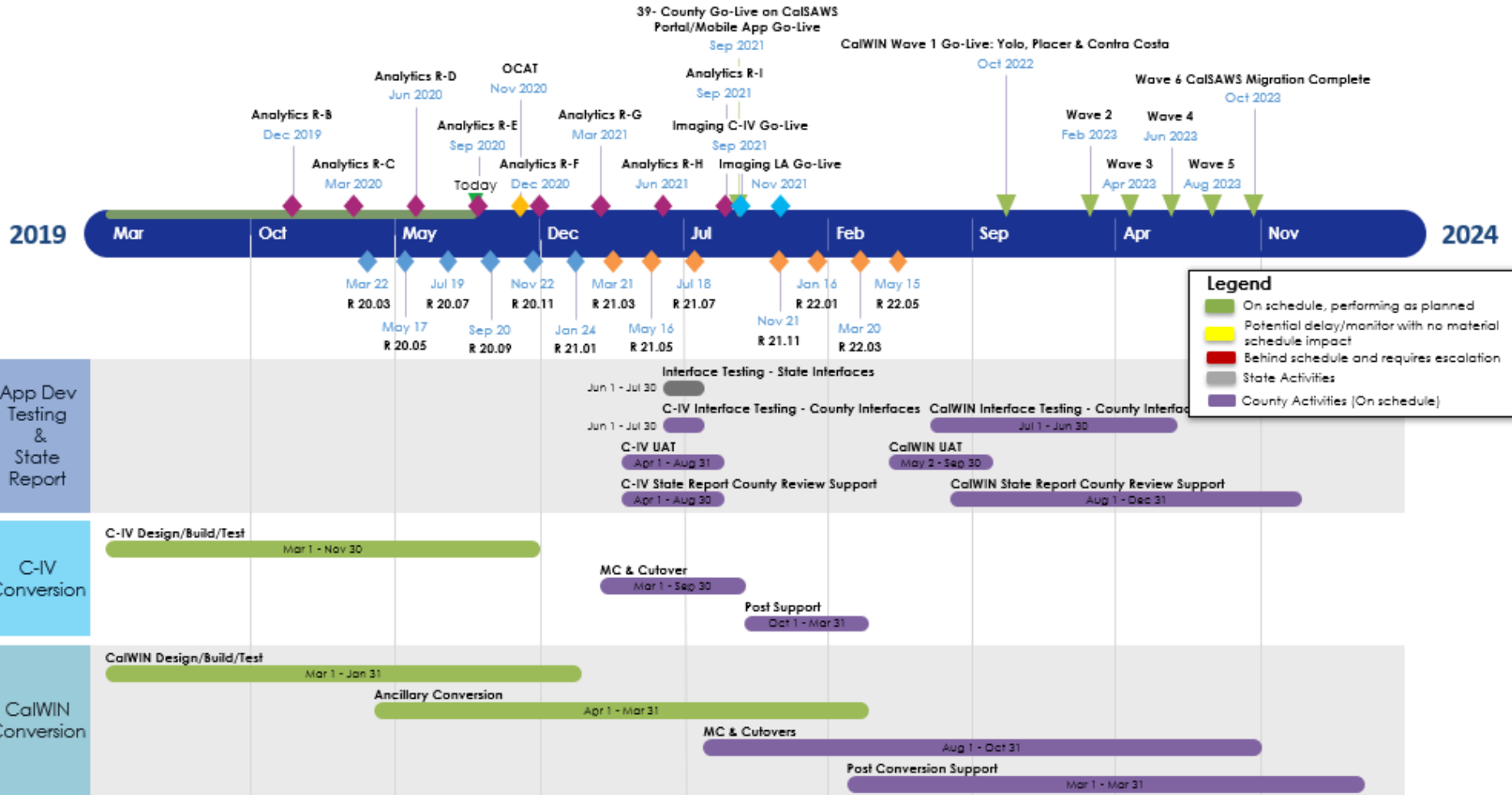




CalSAWS Gantt Chart Update

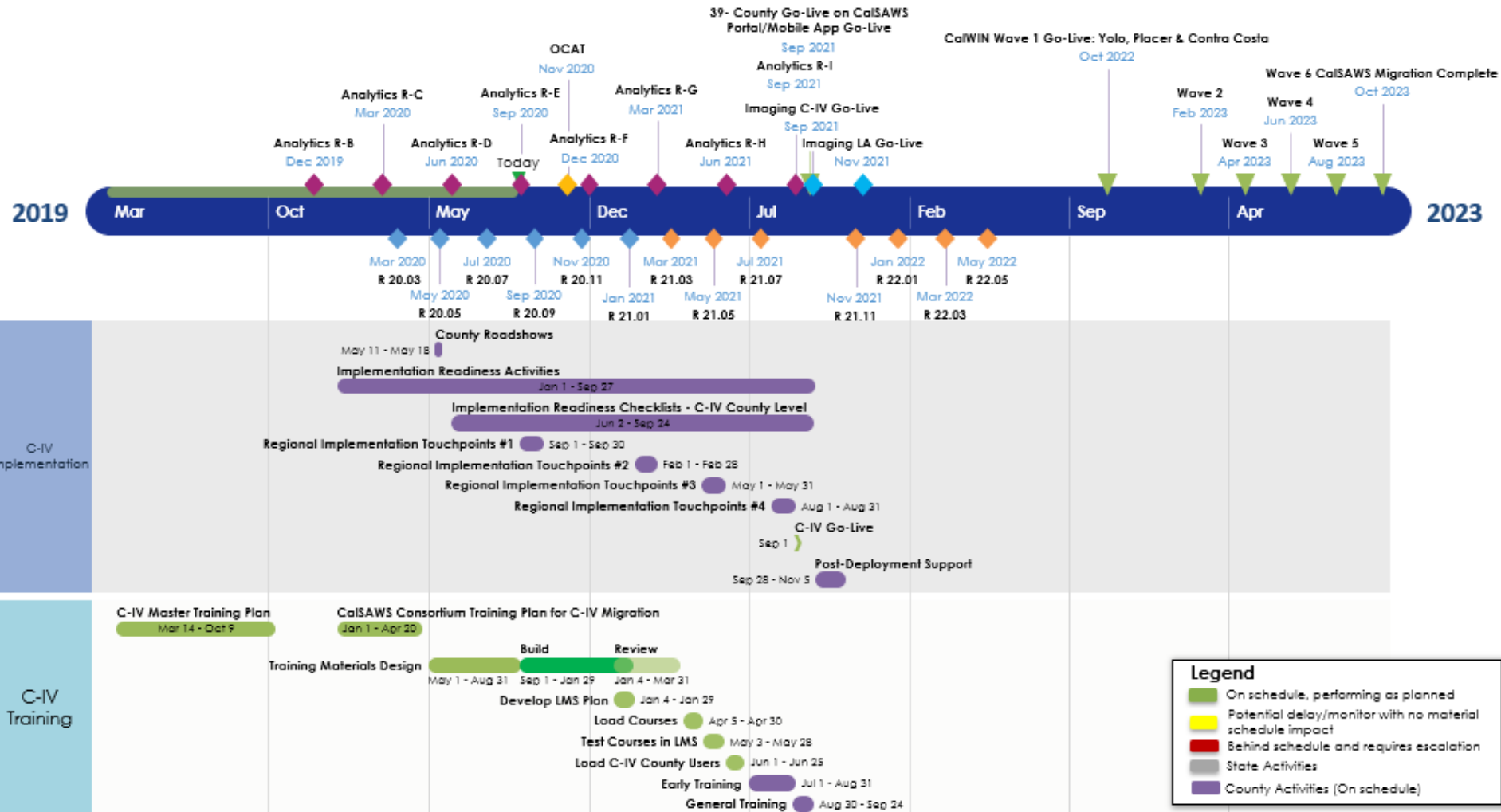
CalSAWS Project Gantt

High Level Overview - App-Dev & Conversion



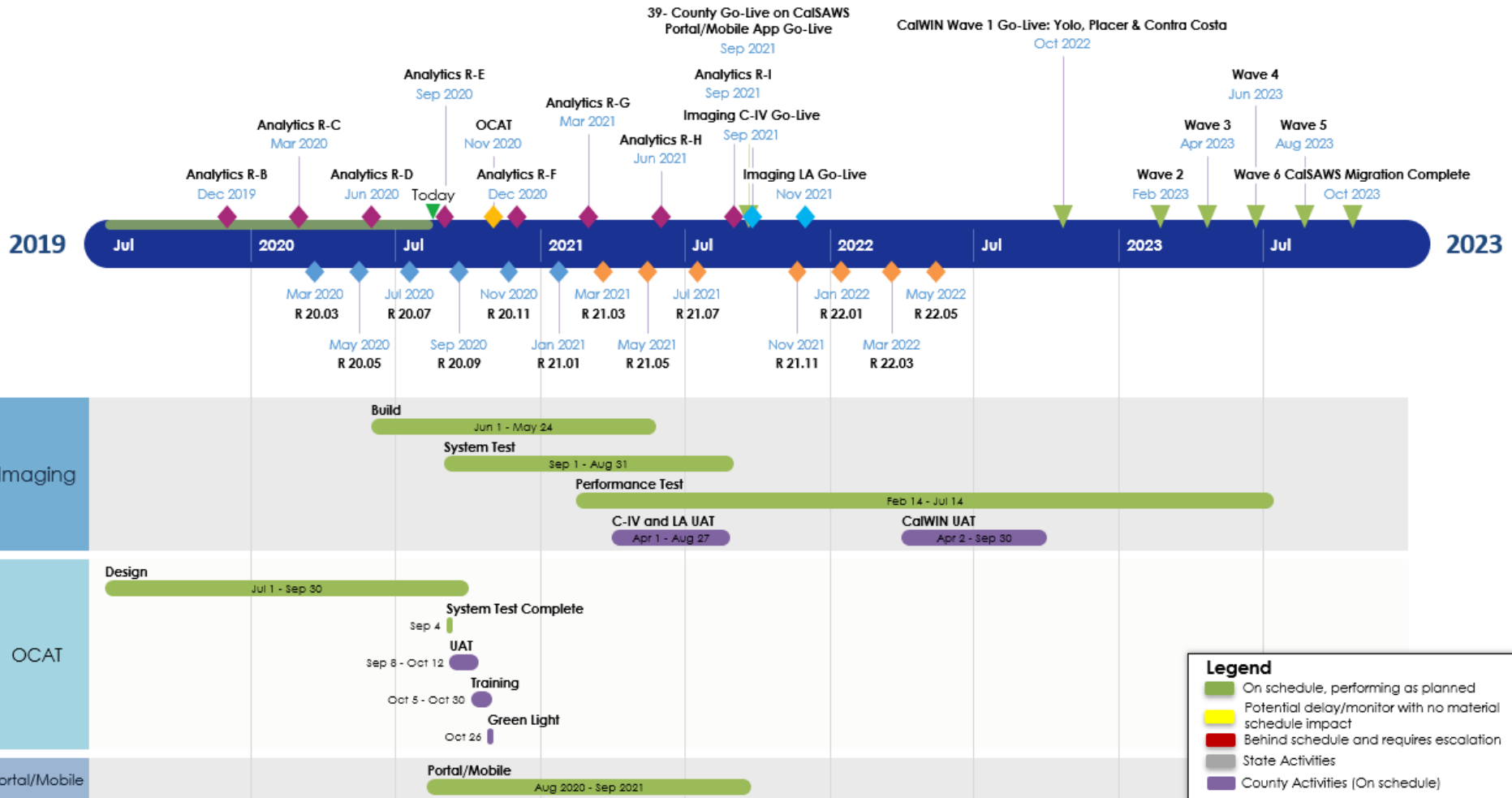
CalSAWS Project Gantt

High Level Overview – C-IV & Implementation



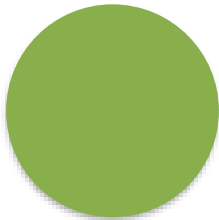
CalSAWS Project Gantt

High Level Overview – Imaging, OCAT, & Portal/Mobile





Application Development and Test
Update for DD&I, M&O/M&E (Policy
Update)



Upcoming DHCS Policy Implementation

Restoring Discontinued Medi-Cal Beneficiaries

- DHCS has determined that over the months of April, May, June and July a number of Medi-Cal beneficiaries appear to have been discontinued for non-valid reasons and will need to be reinstated to coverage as quickly as possible
- DHCS has been working with the SAWS to match MEDS and SAWS data in order to identify individuals whose discontinuances do not appear to follow the policy guidelines in EO N-29-20, MEDIL I-20-07 and MEDIL I-20-08
 - The discontinuances that appear to be allowable per the EO have already been removed from the lists that were sent to counties
- DHCS sent out policy clarification on August 13, 2020 via MEDIL I-20-25
 - DHCS has changed course on discontinuances that were set to occur prior to the EO. They are now instructing that coverage should be reinstated for everyone who was discontinued after March 17, unless they meet one of the allowable reasons
 - DHCS verbally indicated on a call with the counties on August 12, 2020, that when programs that include cash linked Medi-Cal are terminated, the individuals' Medi-Cal should continue on aid code 38
- To reduce future clean up activities, we recommend counties reinforce with staff that renewals and negative actions should not be processed during the public health emergency and ensure that staff working in cash linked programs (CalWORKs, Foster Care, AAP, etc.) are aware of this policy

Upcoming DHCS Policy Implementation

Restoring Discontinued Medi-Cal Beneficiaries

Processing Deadline/MEDS Reinstatement of Outstanding Beneficiaries:

- DHCS will reinstate coverage directly in MEDS for all individuals who have not been reinstated by the counties by Friday, August 21
- Counties have an opportunity to reinstate as many cases as possible in SAWS until August 21. Doing this will reduce the amount of cleanup needed later, since it will keep SAWS and MEDS in synch
- Counties will be able to provide DHCS with a list of CINs for cases that were discontinued for an allowable reason during the PHE
- DHCS will provide a new list each month until the PHE ends

SAWS System Updates

Completed Policy Commitments

Program	Budget Proposal	Implementation Month	What system will implement?
CalFresh	ABAWD Discretionary Exemptions and Notices	March 2020	CalSAWS CalWIN C-IV
CalWORKs, CalFresh, Medi-Cal	COVID 19 Efforts including suspending renewals and reporting requirements	March 2020	CalSAWS CalWIN C-IV
CalWORKs	CalOAR – Phase 2	May 2020	CalSAWS CalWIN C-IV
CalWORKs	Home Visiting Data Collection	May 2020	CalSAWS CalWIN C-IV
CalWORKs	Earned Income Disregard and Income Reporting Threshold changes	May 2020	CalSAWS CalWIN C-IV
CalFresh	Automate Disaster CalFresh	July 2020	CalSAWS

SAWS System Updates

September 2020

Sunday	Monday	Tuesday	Wed	Thursday	Friday	Saturday
30	31	1	2	3	4	5 LRS/CIV Run EDBC for AAP/FC/KG & CW/CF* CalWIN CW IRT & CF COLA
6 CalSAWS Disaster Recovery Test	7	8	9	10	11	12 CF COVID EA Payments All SAWS
13	14	15	16	17	18	19
20 20.09 Release Deployment (CalSAWS and C-IV)	21	22	23	24	25	26
27	28	29	30	* CalSAWS Batch Starts at 1:00 PM; C-IV Down Day		

SAWS System Updates

COLAs/Mass Updates

Policy Change	Programs Impacted	Effective Month
CalWORKs Income Reporting Threshold (IRT) ACL 20-XX*	CalWORKs	October 2020
CalFresh SUA/LUA/TUA and Allotment amounts ACL 20-XX*	CalFresh	October 2020
California Necessities Index and Rate Increases ACL 20-68+	Adoptions Assistance	July 2020
California Necessities Index and Rate Increases ACL 20-78+	Foster Care, Kin- GAP	July 2020
COVID Emergency Assistance Maximum Allotments	CalFresh	August (1 st), July (2 nd), June (3 rd)
Potential Disaster CalFresh and Mass Replacements?	CalFresh	September 2020

* Draft values provided. Final ACLs are pending

+ COLA will process July, August, September, and October benefit months

SAWS System Updates

COLA/Mass Updates continued

- CalSAWS:
 - No downtime for the mass updates
 - Batch starts 5 hours early at 1:00 PM on September 5, 2020 to begin mass update
 - Disaster Recovery testing planned for September 6, 2020
- C-IV: System unavailable September 5-6, 2020
- CalWIN: System unavailable September 6-7, 2020

SAWS System Updates

Upcoming Policy Commitments

Program	Budget Proposal	Targeted Release	What system will implement?
Medi-Cal	ABD Expansion - effective 12/2020 Benefit Month	20.11	CalSAWS CalWIN C-IV
Medi-Cal	Flippers – Medicare part B Disregard – effective 12/2020 Benefit Month	20.11	CalSAWS CalWIN C-IV
CalWORKs	Stage 1 Child Care Automation Changes (report and online search screen for Stage 2 administrators, automation of child care informing notices and 18 month post aid notice)	Provider Screen and report 20.11. NOAs 21.01	CalSAWS CalWIN C-IV
Foster Care	Foster Care Eligibility Determination “FCED” Phase 1A	21.03	CalSAWS
Medi-Cal	Asset Verification Program	21.03 CalSAWS/C-IV Nov 2020 CalWIN	CalSAWS CalWIN C-IV
CalWORKs	Changes to Vehicle & Resource Asset Limits	21.05	CalSAWS CalWIN C-IV
CalWORKs	Support for CalOAR data validation and continued development of performance indicators	21.05	CalSAWS

SAWS System Updates

Upcoming Policy Commitments

Program	Budget Proposal	Targeted Release	What system will implement?
CalFresh	ABAWD Phase 3	21.05	CalSAWS CalWIN
Medi-Cal	Mixed Household Renewal Packets	21.07	CalSAWS CalWIN
CalFresh	Safe Drinking Water Pilot	21.11	CalSAWS
CalWORKs	Child support disregard pass-through - increase the pass-through payment to families in the CalWORKs program, effective January 1, 2022	21.11	CalSAWS CalWIN
CalWORKs	Eliminate 24 month Welfare to Work clock and increase 48-month time on aid clock to a single 60-month CalWORKs time limit	22.03	CalSAWS CalWIN
Foster Care	AB 2880 - Transitional Housing Placement Program. Supplemental rate structure for housing supplements for NMDs, with two levels of supplement per county, depending on NMD's parental status.	22.07 CalSAWS July 2021 CalWIN	CalSAWS CalWIN
CalFresh	CalFresh Simplifications: AB 2413 More CalFresh less hunger act Eligibility and Reporting targets 1/1/2024 for the implementation of the pre-pop SAR form and the pre-pop applications with Medi-Cal Renewals.	23.11	CalSAWS

Non-State Forms

Background

- In the Summer of 2019, participants from the 58 counties met to review high volume, Non-State forms
 - Over 200 forms were reviewed during the seven week, functional design session (FDS)
 - The attendees agreed on over 100 forms to be used in the CalSAWS system and developed a set of requirements for the implementation of these forms
- In April 2020, State partners and advocates requested a review of each Non-State form
 - In May 2020, CalSAWS began sending proposed Non-State forms for State sponsors review
 - All Non-State forms from FDS have been through State sponsors review and all have been submitted for stakeholder review (excluding obsolete NSF)

Non-State Forms

Next Steps: Communication

- Provide the appropriate committees and counties updates on Non-State form dispositions in September 2020. The update will include:
 - Mapping of current Non-State forms to the future form
 - Mock-up of the revised form, if applicable
- Send CITs to counties, where appropriate e.g. CIT 0127-20 already sent on the C-IV NA RE Y

Non-State Forms

Next Steps: New State Forms

New State Forms

- Forms will go to CDSS Forms Management Unit (FMU)
- Once the forms are finalized into the new format, the forms will be prioritized for Spanish translations. Both English and Spanish versions will be provided to CalSAWS immediately
- Additional threshold languages will be provided on a flow basis



Revised OCAT Timeframe
Update



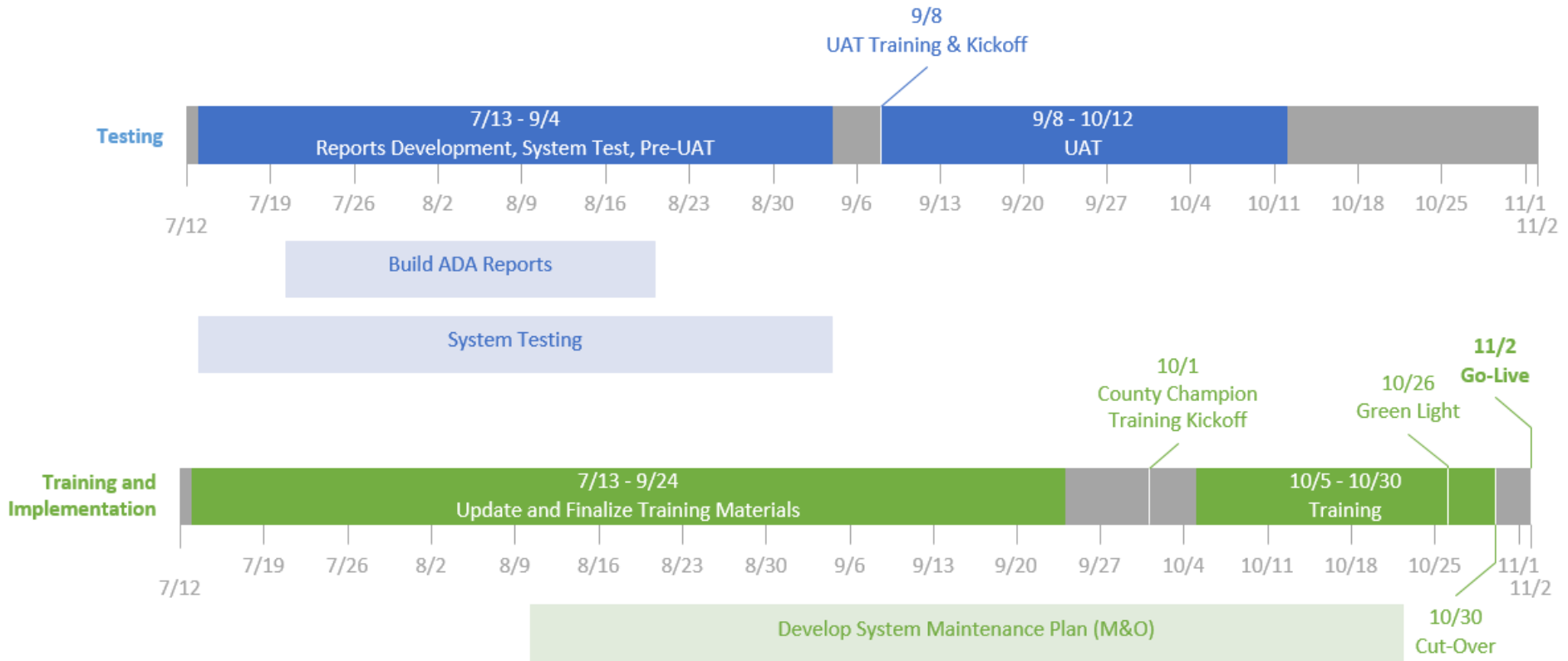
OCCAT Project Update

Executive summary

- Cambria and Consortium have worked together to develop a revised project plan and timeline to address quality and readiness concerns
- Revised timeline includes:
 - System Test Complete: 9/4
 - County UAT (5 weeks): 9/8 – 10/12
 - County Training: 10/5 – 10/30
 - Green Light: 10/26
 - **Go-Live: 11/2**
- Key inclusions in revised plan
 - Re-develop reports in CalSAWS enterprise tool (Qlik) to fully meet requirements for reports and ADA
 - Additional testing to increase quality and confidence for UAT
 - Additional time for deliverable creation, comment resolutions, collaborative reviews, and formal approval
 - ✦ System Test Results
 - ✦ Training Materials
 - ✦ System Documentation and Maintenance Plan (M&O)

OCCAT Schedule

Revised timeline



OCCAT Project Update

System test

- Functional System Test
 - Testing extended to include:
 - ✦ New reports developed in Qlik
 - ✦ Data extracts
 - ✦ Chatbot
 - ✦ Business Rules Management (for Consortium Admin)
 - ✦ Pre-UAT script validations
 - ✦ Regression tests
- Security Penetration Test
 - Engaged third-party vendor with specialization to conduct independent and objective testing for vulnerabilities
 - Completed test #1 and identified 30 findings
 - Cambria shared and resolved necessary findings and test #2 began 8/12. Vendor will confirm findings are resolved and prepare final report.

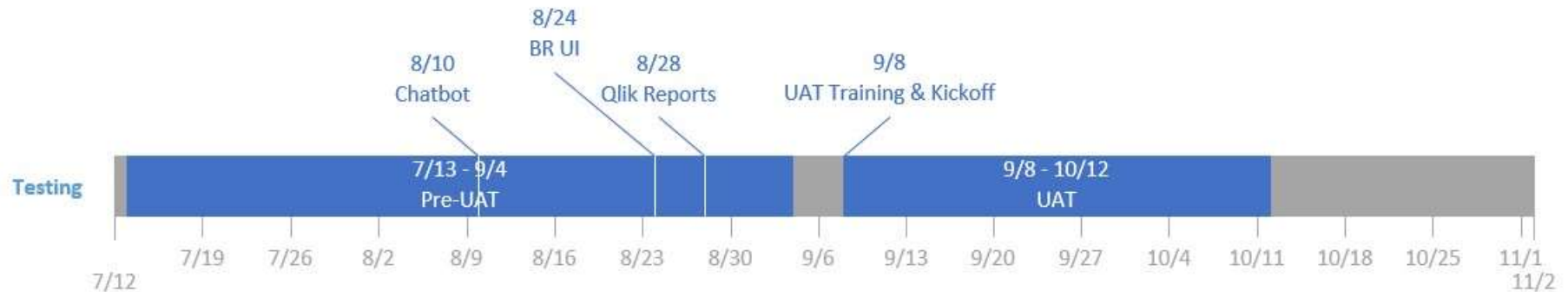
OCCAT Project Update

System test

- Performance Test
 - Performance testing and tuning continues to be conducted to achieve required response times per SLAs, such as:
 - ✦ Transactions within two (2) seconds for at least 98% of daily load
 - ✦ Display ASR within three (3) seconds for at least 98% of daily load
 - ✦ Test for average daily workload (480 users, 240 interviews)
 - ✦ Test for peak workload (e.g., mass login after an outage)
- Disaster Recover Test
 - Test #1 – conducted (7/12 – 7/24) with failover to AWS east region
 - Test #2 – planned (8/17 – 8/28) to be conducted prior to end of system test with expanded scenario validations
 - Test #3 – planned (9/28 – 10/9) to be coordinated and conducted with CalSAWS prior to Go-Live

OCAT User Acceptance Test

Preparation activities



- Pre-UAT Activities
 - Extended time for Project team in UAT environment to dry run UAT scripts and resolve defects
 - End-to-end scenarios with OCAT, LRS, C-IV, and CalWIN
- Logistics
 - Planning for remote testing
 - Preparing tools and support resources needed
 - Testing with CalWIN, C-IV, and LRS Counties
- Testers
 - Up to 35 testers identified
 - Testers will be trained by the OCAT team on UAT execution on OCAT system, tools, and processes
 - Kickoff and training will be conducted on the first day of UAT

OCCAT Training and Implementation

Key county activities and milestones



Activity	Date
Training Materials Complete	Thu, 9/24
County Champion Training Kickoffs	Wed, 9/30 – Thu, 10/1
Training (Self-paced)	Mon, 10/5 – Fri, 10/30
Green Light	Mon, 10/26
Cutover	Fri, 10/30 – Sun, 11/1
Go-Live	Mon, 11/2

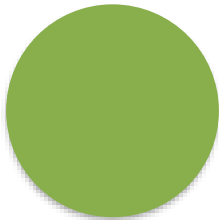
County Readiness Tracking

Planning and preparation tasks

#	Task	Start Date	End Date	Status
1	Define Your Project Team & Communication Plans	4/9/2020	5/7/2020	Complete
2	Know Your Stakeholders	4/9/2020	5/7/2020	Complete
3	Identify & Prepare for Process Changes	5/7/2020	6/11/2020	Complete
4	Prepare for Connectivity	6/11/2020	10/2/2020	In Process
5	Prepare for Training	6/11/2020	10/2/2020	In Process
6	Execute Self-Paced Training	10/5/2020	10/30/2020	Not Started
7	Prepare for Cutover to New System	10/8/2020	11/1/2020	Not Started
8	Engage with Post-Go-Live Support	11/2/2020	12/4/2020	Not Started



Reports Replatform and Analytics Update



Analytics Reports Replatform

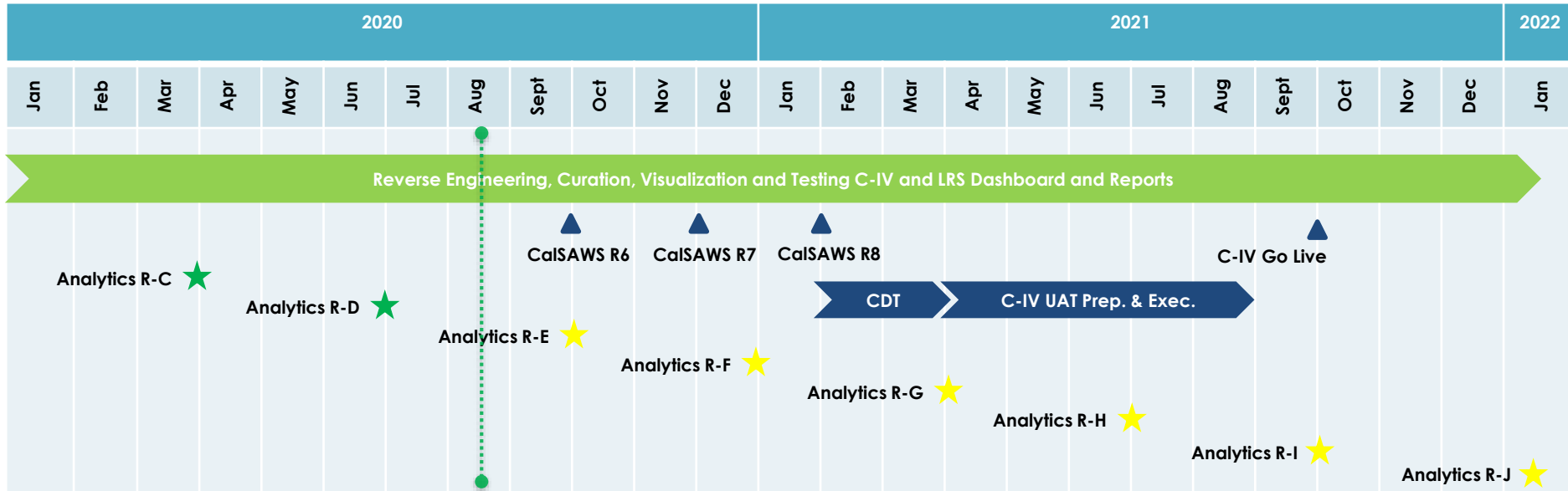
Migrating C-IV and LRS Dashboards, State, & Mgmt. Reports to AWS

- Milestones Achieved
 - Release C and D have been Designed, Developed, Tested (both System and County), and are Ready for Deployment:
 - ✦ 6 Dashboards; and,
 - ✦ 33 State & Mgmt. Reports.
- Release E In-Progress and On-Schedule for County Testing
 - ✦ 7 Dashboards; and,
 - ✦ 60 State & Mgmt. Reports.
- Next Webinars Scheduled for Aug. 19th and 26th
 - CalSAWS Dashboard Portfolio Feedback; and,
 - CalSAWS State & Fiscal Reports Portfolio Feedback.
- User Acceptance Testing (UAT)
 - C-IV Scheduled between June and August 2021; and,
 - CalWIN Scheduled between July and September 2022

...and represents the Counties opportunity to view the reports with their converted data.

Analytics Reports Replatform

High Level Release Plan and Overall Status

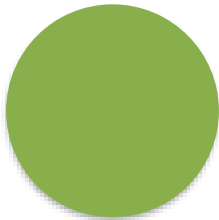


Analytics Release	Status	Soft Launch Date	Dashboards	State & Mgmt. Reports	Total Reports	Notes
C	Approved for Production Deployment	3/30/20	2	0	2	All C-IV Reports Deployed prior to CalSAWS C-IV CDT
D		6/30/20	4	33	37	
E	In Development	9/30/20	7	60	67	
F	Future Development	1/15/21	3	59	62	
G		3/30/21	3	97	100	
H		6/30/21	6	68	74	
I		9/30/21	2	68	70	
J		1/15/22	0	65*	65	*All Mgmt. Reports
Total Reports			27	450	477	



Procurement Update

- CalWIN OCM
- Central Print



CalWIN Training, OCM & Implementation Support Timeline

PROCUREMENT EVENT	DATE
Released RFP	December 17, 2019
Contractor Proposal Due Date	April 23, 2020
Evaluate Proposals and Prepare Vendor Selection Report	April 24 – August 5, 2020
Consortium Issues Notice of Intent to Award	August 6, 2020
Contract Negotiations	August 10 – August 18, 2020
State, Federal and Consortium JPA Board of Directors Approval of Agreement	August 21 – December 1, 2020
Planned Start Date of CalWIN Contractor	December 2, 2020

- Deloitte was notified as the selected vendor on August 6.
- The Vendor Selection Report was distributed and made public on August 6.
- Contract negotiations were completed earlier than planned.

Central Print Procurement

Timeline

PROCUREMENT EVENT	DATE
Develop Requirements and RFP	January 21 – April 22, 2020
Consortium RFP Review and Approval	April 23 – May 5, 2020
State RFP Review and Approval	May 6 – July 6, 2020
Federal RFP Review and Approval	July 8, 2020
RFP Release	July 8, 2020
Bidder's Conference	July 16, 2020
Contractor Proposal Due Date	September 8, 2020
Evaluate Proposals and Prepare Vendor Selection Report	September 9 – November 12, 2020
Consortium Issues Notice of Intent to Award	November 13, 2020
Contract Negotiations	November 17 – 24, 2020
State, Federal and Consortium JPA Board of Directors Approval of Agreement	November 26, 2020 – February 26, 2021
Planned Start Date of Central Print Contractor	March 1, 2021

- Consortium responded to 70 vendor questions and issued RFP Addendum 1 on Friday, July 31.
- Five vendors submitted a Letter of Intent to Bid

Adjourn Meeting

