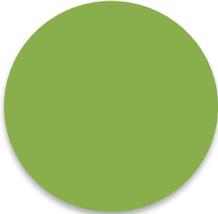




CalSAWS | JPA Board of Directors Meeting

March 26, 2021



Agenda

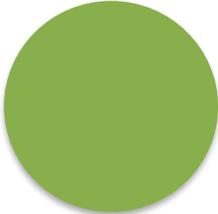
1. Call Meeting to Order
2. Confirmation of Quorum and Agenda Review
3. Public Opportunity to speak on items NOT on the Agenda. Public comments are limited to no more than three minutes per speaker, except that a speaker using a translator shall be allowed up to six minutes.

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.

Closed Session

4. CONFERENCE WITH LEGAL COUNSEL – ANTICIPATED LITIGATION (GOVT CODE § 54956.9(d)(2))
 - 1 potential case – appeal from contract award by Xerox dated 12/30/2020
5. Announcement of Action Taken in Closed Session, if any.



Action Items

Action Items

6. Approval of Consent Items

- a. Approval of the Minutes and review of the Action Items from the February 19, 2021 CalSAWS JPA Board of Directors meeting.
- b. Approval of Cambria Solutions, Inc. Amendment 2, which includes language necessary to impose the requirements and obligations of the Privacy and Security Agreement (PSA).
- c. Approval of Cambria Solutions, Inc. Change Order 5, which includes updates to requirements.
- d. Approval of ClearBest Change Orders 1, 3, 4, and 5, which include requests for updates to requirements and deliverable dates.



Informational Items



BenefitsCal Update

- Project Status Update
- Wireframes and Process



BenefitsCal Operational Readiness

Project Status as of 03/05/21

Area	Categories	Status	
		Current Period	Previous Period
Application	Design	C	G
	Development	G	G
	System Test	G	NS
	User Acceptance Test	NS	NS
	Usability Test	NS	NS
Integration	Design	C	G
	Development	G	G
	System Test	NS	NS
	Interface Partner Test	NS	NS
Technical	Infrastructure	NS	NS
	Security Testing	NS	NS
	Performance Testing	NS	NS
Conversion	Conversion Readiness	NS	NS
	Converted Data Test	NS	NS
Training	Training Plan	NS	NS
	Training Materials	NS	NS
	Training Delivery	NS	NS
Implementation	Service Desk	NS	NS
	System Operations	NS	NS
	Prod Deployment Plans	NS	NS
Change Readiness	Communications	NS	NS
	Partner Readiness (County)	NS	NS

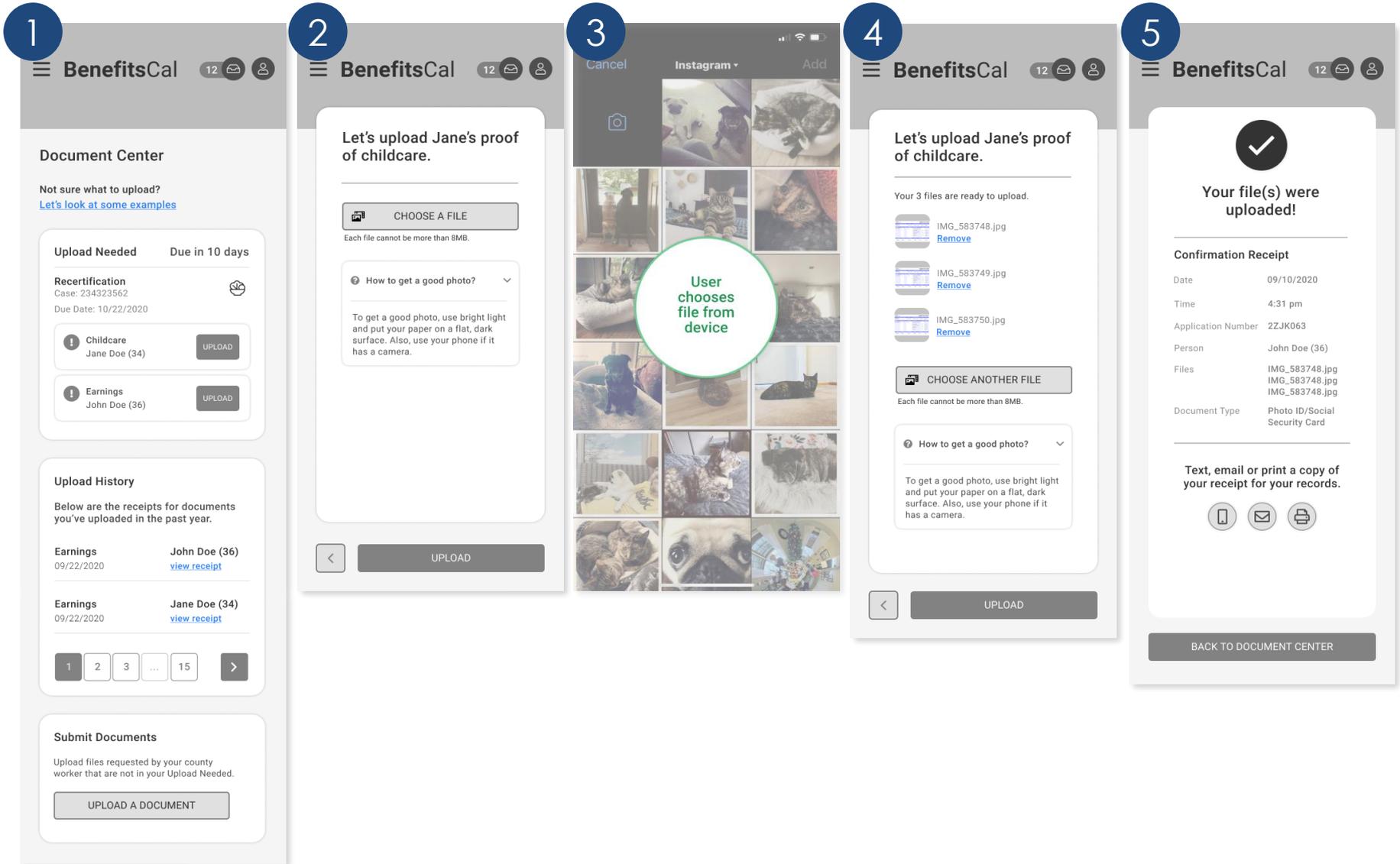
Key Milestones				
Key Decisions	Status	Evaluation Start Date	Decision Date	Go?
Exit SIT	NS	07/12/21	07/16/21	
Exit UAT	NS	08/16/21	09/03/21	
Prod Dry Run	NS	08/06/21	08/13/21	
Green light for Production	NS	09/06/21	09/13/21	

Executive Highlights
<ul style="list-style-type: none"> • Development of the first of three increments (1 of 3) completed on-schedule on 02/26/21. • Functional and Technical Design deliverables are due for final approval on 03/10/21. The Part II design deliverables were initially submitted on 02/05/21 and final versions were submitted on 03/01/21. • System Test for the first increment began on Monday, 03/01/21. A sprint-zero System Test phase was added from 03/01/21 to 03/19/21 to allow time for the BenefitsCal team to allow time to incorporate the changes from the final design deliverable: General Systems Design – Part II, scheduled for approval on 03/10/21. • User Centered Design (UCD) usability tests continue to continuously validate and measure the current system designs. • Looking ahead to the next reporting period, key activities will begin related to defining the Communications Strategy, as well as the Production Go-Live Activities List to plan the detailed events during the go-live weekend (09/24/21 – 09/27/21).

Project Status	G	On Track	Y	< 14 Days	R	>=14 Days	C	Complete	NS	Not Started
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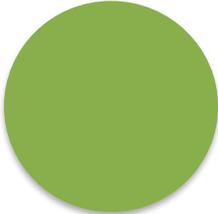
BenefitsCal Document Upload

Wireframes and Process





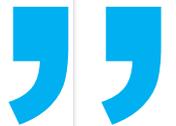
Contingency Plans Update





By failing to prepare, you are preparing to fail.

- **Benjamin Franklin**
Founding Father



Potential Cause of Challenge (PCOC): C-IV Conversion Cutover Execution

ID	Readiness Area		Contingency Plan
	Critical / Must-Have (Date Shift)	Important or Nice-to-Have (No Date Shift)	
2	C-IV Conversion Cutover Execution		<p>Contingency Scenario – C-IV Converted Data Not Ready During the C-IV Conversion Cutover, the team has defined <u>Stage Gate activities</u> (throughout the cutover schedule) to perform, assess, and report <u>Validation Checkpoints</u> during the Window. If material issues are identified, preventing Conversion Activities from progressing, then the following actions will be taken by the project:</p> <p> Contingency Actions</p> <ol style="list-style-type: none"> 1. Facilitate a cross-team call with respective C-IV Cutover activities owners and team leads to assess issue(s), identify possible resolutions, and determine if actions are recoverable (within the Cutover Window) 2. Evaluate potential Cutover Window schedule impacts 3. Communicate Issues, Impacts, and Resolution with Executive Leadership and deploy technical staff to execute identified resolution(s) 4. Schedule hourly meetings to review progress and assess critical path to Cutover Complete <p> Contingency Plan Development Trigger Event/Date If the resolution is not known/identified or the exceeds the Cutover Complete past the Window (i.e., Monday, 8am), a meeting and communication with Executive Leadership will assess the desire and decision (needed) to execute Rollback activities (in the C-IV and LRS systems).</p> <p> Contingency Plan Execution Trigger Event/Date As a result, and decision from the Executive Leadership communication, then the contingency plan will be executed.</p> <p> Resolution Time to Complete Contingency - TBD Dependent on the Stage Gate Validation Checkpoint and when the decision is made to execute Rollback activities.</p> <p> Impacts of Contingency Execution - TBD</p> <ul style="list-style-type: none"> • There could be an impact when C-IV and LRS Counties would have access to SAWS given the length of time it will take to complete the Rollback activities and when the Contingency plan is executed. • This will also impact when the C-IV Counties will migrate to CalSAWS.

Potential Cause of Challenge (PCOC): CalSAWS/BenefitsCal Performance

ID	Readiness Area		Contingency Plan
	Critical / Must-Have (Date Shift)	Important or Nice-to-Have (No Date Shift)	
1	Performance – online and batch transactions		<p>Contingency Scenario – Performance is degraded If the performance of online transactions (e.g., login, navigation, EDBC execution) and batch execution impacts the ability of county workers to serve the public, the following Contingency Actions would be taken:</p> <p> Contingency Actions</p> <ol style="list-style-type: none"> 1. Isolate the potential area(s) of system stress causing one or more performance metrics to not be met. 2. Identify remediation for specific online or batch transaction, which could include increasing capacity, scaling of the underlying architecture, concurrently executing batch jobs, or identifying batch jobs that can be run throughout the day. 3. Shift go-live date if performance is degraded by TBD% and a cure cannot occur in time for scheduled cutover. <p> Contingency Plan Development Trigger Event/Date If performance is degraded by TBD% at T-45 Days, which impacts county workers' ability to serve the public, create a detailed contingency plan. Align delivery dates for remaining items to support communication.</p> <p> Contingency Plan Execution Trigger Event/Date If the resolution of the identified remediation items is not completed by T-15 days, then enact contingency plan</p> <p> Resolution Time to Complete Contingency Estimate 45 – 90 days, but actual time is based on specific contingency employed</p> <p> Impacts of Contingency Execution Dependent upon specific contingency employed; however, time and funding could be impacted.</p>

Potential Cause of Challenge (PCOC): BenefitsCal: Document Upload (Imaging Readiness)

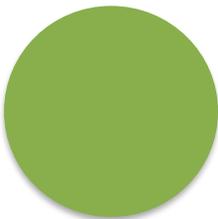
ID	Area Readiness		Contingency Plan
	Critical / Must-Have (Date Shift)	Important or Nice-to-Have (No Date Shift)	
3	Ability to Upload Documents (Imaging Readiness)		<p>Contingency Scenario – Users are not able to upload documents If there are significant defect(s) discovered that would prevent a customer from uploading document(s) from the BenefitsCal system into the CalSAWS Imaging Solution, then the following actions will be taken:</p> <p> Contingency Actions</p> <ol style="list-style-type: none"> 1. Facilitate a cross-team call with the Imaging team to evaluate the impact. 2. Evaluate the feasibility of alternatives to submit documents, including the ability to submit documents via local offices, via mail, and other methods. 3. Assemble a dedicated strike team of developers and testers to resolve, deploy, and retest. 4. Evaluate potential schedule impacts, including shifting the go-live date. <p> Contingency Plan Development Trigger Event/Date If the resolution of the API integration defect(s) is behind schedule by more than two weeks from the planned resolution date (one test sprint), detailed contingency planning will commence.</p> <p> Contingency Plan Execution Trigger Event/Date If the resolution of the API integration defect(s) is not ready for UAT validation by 08/06/21, four weeks prior to UAT exit, then the contingency plan will be executed.</p> <p> Resolution Time to Complete Contingency The time to resolve is dependent upon the contingency selected. Manual transmittal of documents from BenefitsCal to the imaging system may be selected instead of a rollback.</p> <p> Impacts of Contingency Execution – TBD TBD – Dependent on the contingency method selected.</p>

Potential Cause of Challenge (PCOC): BenefitsCal: CalSAWS Interface Readiness

ID	Area Readiness		Contingency Plan
	Critical / Must-Have (Date Shift)	Important or Nice-to-Have (No Date Shift)	
4	Ability to Submit an Application/ Renew/ Recertify: CalSAWS (Interface Readiness)		<p>Contingency Scenario – Users are not able to submit applications If the development of CalSAWS/BenefitsCal APIs is behind schedule, or significant defects are discovered within testing that prevent users from submitting an application, recertifying and/or renewing, then the following actions will be taken:</p> <p> Contingency Actions</p> <ol style="list-style-type: none"> 1. Evaluate impact (within a core or ancillary business process) 2. Evaluate the feasibility of alternatives, including the ability to manually transfer application data to the CalSAWS system. 3. Facilitate a cross-team call to assess the impact to both the CalSAWS and BenefitsCal timelines, and to identify mitigation options to recover 4. Evaluate potential quality and schedule impacts <p> Contingency Plan Development Trigger Event/Date If the API development is behind schedule by more than two weeks from plan, or if the number of critical defects would delay the planned SIT and UAT sprint plans, detailed contingency planning will commence.</p> <p> Contingency Plan Execution Trigger Event/Date If the API development is not completed by the baselined/planned date, or if there are critical defects that are not resolved within one test sprint (two weeks), then the contingency plan will be executed.</p> <p> Resolution Time to Complete Contingency TBD based on specific finding and contingency plan selected, though a roll-back is probable based on the impact of the issue.</p> <p> Impacts of Contingency Execution Depending on the contingency plan selected, there may be a roll-back, or a manual process to transmit applications while the issue is resolved.</p>

Potential Cause of Challenge (PCOC): BenefitsCal: Login (Security Readiness)

ID	Area Readiness		Contingency Plan
	Critical / Must-Have (Date Shift)	Important or Nice-to-Have (No Date Shift)	
5	Ability to Login (ForgeRock Readiness)		<p>Contingency Scenario – Users are not able to login If the significant defects are discovered that would prevent users from logging into the BenefitsCal system, then the following actions will be taken:</p> <p>Contingency Actions</p> <ol style="list-style-type: none"> 1. Facilitate a cross-team call with the ForgeRock team to assess the security defects, to confirm that the root cause is known and validated 2. Assemble a dedicated strike team of developers and testers to resolve and retest in rapid, continuous motion 3. Evaluate potential schedule impacts <p>Contingency Plan Development Trigger Event/Date If the resolution of the login-related defects is behind schedule by more than two weeks from the planned resolution date (one test sprint), detailed contingency planning will commence</p> <p>Contingency Plan Execution Trigger Event/Date If the login function does not pass testing by 04/30/21 (the first week of SIT Increment 2), then the contingency plan will be executed.</p> <p>Resolution Time to Complete Contingency TBD based on specific finding and contingency plan selected.</p> <p>Impacts of Contingency Execution A rollback is possible if users are not able to login; however, given the severity of the issue, a strike team and immediate resolution would be scheduled.</p>



County Purchase Guidelines

County Purchase Guidelines

Background

- The C-IV, LRS/CalSAWS, and CalWIN agreements include provisions for county purchases (aka “county directs” for CalWIN).
- Counties have used these provisions to achieve preferred pricing available to the Consortium for purchase of hardware and software or services which are outside the scope of the project and project IAPDU but required at the local county level to support operations.
- In order to prepare for CalSAWS implementation, CalWIN counties require access to certain suppliers available to the Consortium (via the Accenture prime contracts) that are not available via local procurements.
- In order to support ongoing operations, the LRS/CalSAWS contract will need to be amended to support hardware/software purchases via Proquire as of October 2021 when the C-IV contract expires.
- In order to accommodate AWS cost impacts related to county purchases, the Consortium must establish a process for review, approval, and subsequent county payment for the additional AWS costs.

County Purchase Guidelines

Criteria

County Purchases must meet at least one the following criteria:

- The required product or service is **only available from one source** (e.g., maintenance and/or upgrades of existing proprietary software in circumstances where a competitive bid is not feasible, Original Equipment Manufacturer, etc.).
- Sole source procurement is needed to **avoid financial loss to the Consortium or member counties** (e.g., interruption of essential operations, damage to existing resources, etc.).
- **Exercise of an option to extend the term of a contract** for a reasonable period (considering the nature of the procurement) when the terms of the original contract provided for extension and the option was evaluated during the bid process.

County Purchase Guidelines

Examples

1. Kiosks, which are customized for use in lobbies, may be procured through the county purchase process if the county does not have access to the vendor (Meridian). The customized software must be purchased through the county purchase process.
2. FACT Tablets based on project specifications will need to be procured outside the contract, though the services to configure and install the customized software may be procured through the county purchase process.
3. Workstations and laptops based on project specifications must be procured outside the contract, though the managed counties may procure the services to configure the workstations/laptops via county purchase.
4. Equipment, such as printers, require no special software and must be procured outside the contract.
5. Services for enhancements to the application which counties need prioritized beyond the 15K hours/month must be purchased via county purchase process.
6. Services related to migration of images is related to existing work and may be purchased via county purchase process.
7. Services through vendors that are not already contracted with CalSAWS must be procured separately.

County Purchase Guidelines

Process Enhancement for CalSAWS County Purchases

Counties to document justification with the Service Now request.

The required **product or service is only available from one source**. Yes No

The required **product or service is required to avoid financial loss** (e.g., interruption of essential operations, damage to existing resources, etc.). Yes No

If yes, please describe: _____

Please describe **unique performance factors of the product**: _____

Why is the acquisition **limited to a particular supplier**? Is the sole source acquisition necessary because of compatibility with existing hardware, software, or other resources?

Identify **consequences** of not obtaining the commodity from the sole source (cost, loss of business continuity, undue delay, etc.)

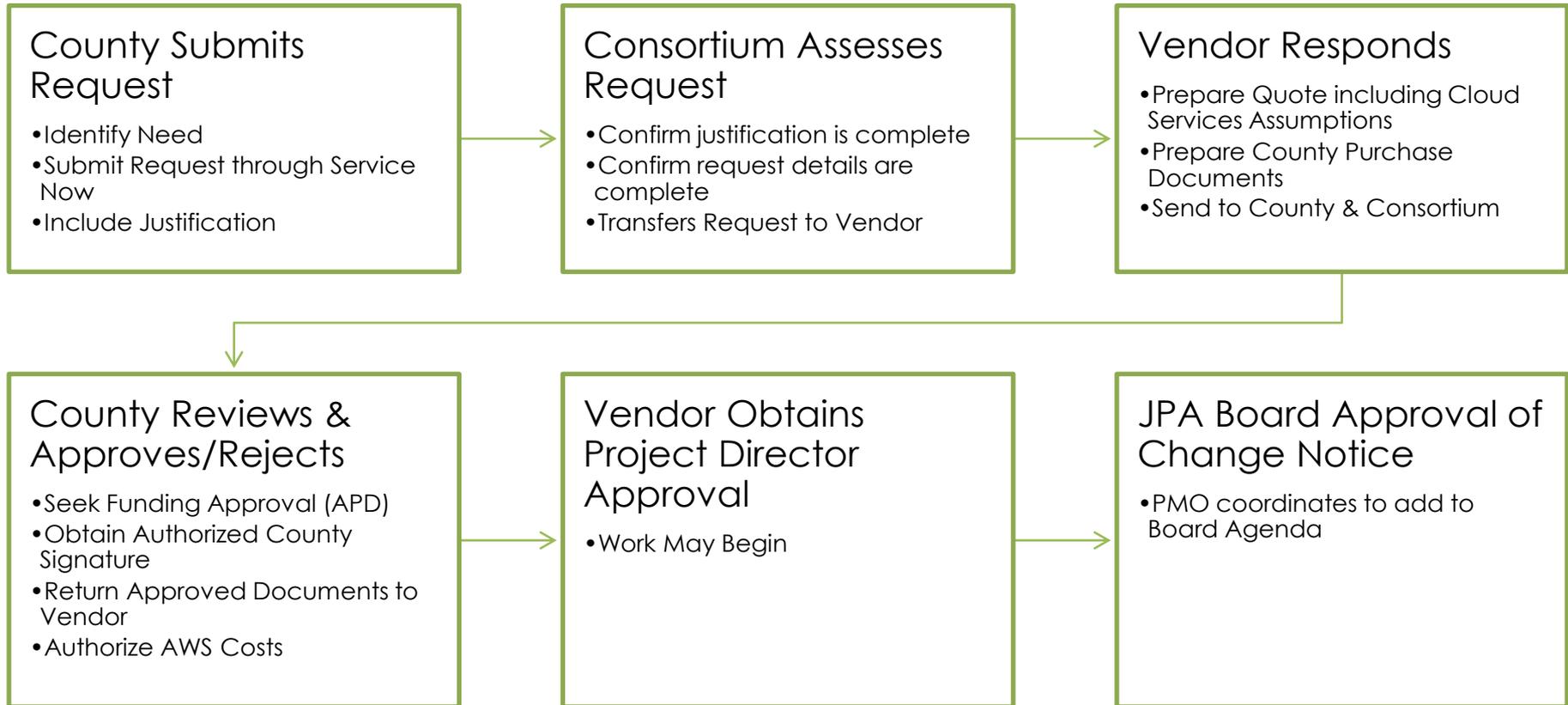
County Authorization _____

Consortium Authorization _____

EXAMPLE

County Purchase Guidelines

Process for CalSAWS County Purchases



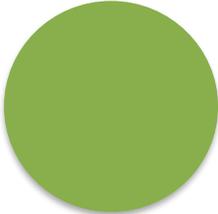
County Purchases

Next Steps

- Amend LRS/CalSAWS Agreement to accommodate hardware/software purchases (add Proquire) by June 2021
- Update tools to support the enhanced process, including county approval for AWS costs
- Issue detailed instructions via CIT to all counties once the amendment and tools are in place



C-IV/CalSAWS Implementation Metrics Update

- Path to Greenlight Governance
Timeline
 - UAT Update
- 
-

C-IV/CalSAWS Implementation Update

Path to Greenlight

Refer to the
Path to Greenlight Governance Timeline handout.

UAT Update

C-IV UAT Communications

CIT/CRF I #	Date Distributed	Date Due	Purpose of communication	Activities	
				Test Preparation	Test Execution
CIT 0038-21	Feb 9, 2021	N/A	Provide information regarding CalSAWS Migration UAT to C-IV Users		
CRFI 21-012	Feb 22, 2021	Mar 5, 2021	Request participation from C-IV counties for CalSAWS User Acceptance Test. The activities will include:	Kick-off: Mar 18, 2021	Kick-off: Jun 7, 2021 Updated!
			<ul style="list-style-type: none"> CalSAWS Migration UAT (C-IV) *includes Imaging 	Mar 18 – May 28, 2021	Jun 14 – Aug 20, 2021
			<ul style="list-style-type: none"> CalSAWS Imaging Admin (C-IV) 		Jun 28 – Jul 2, 2021 Jul 19 – Jul 23, 2021
			<ul style="list-style-type: none"> CalSAWS Portal/Mobile (BenefitsCal) - Release# 1 (C-IV) 		Jun 14 – Sep 3, 2021 Updated!
<ul style="list-style-type: none"> State Reports (C-IV) 	N/A	Aug 2 – Aug 13, 2021			

UAT Update

LA UAT Communications

CIT/CRFI #	Date Distributed	Due Date	Purpose of communication	Activities	
				Test Preparation	Test Execution
CIT 0044-21	Feb 24, 2021	N/A	Provide information regarding CalSAWS Imaging UAT to LA Users		
CRFI 21-014	Mar 1, 2021	Mar 19, 2021	Request participation from LA county for CalSAWS User Acceptance Test. The activities will include:	Kick-off: Apr 19, 2021	Kick-off: Jun 7, 2021
			<ul style="list-style-type: none"> LA CalSAWS Portal/Mobile (BenefitsCal) 	Apr 19 – May 28, 2021	Jun 14 – Sep 3, 2021
			<ul style="list-style-type: none"> LA CalSAWS Imaging 	Aug 2 – Aug 6, 2021	Aug 9 – Aug 18, 2021 Aug 30 – Sep 3

Updated!

CalWIN UAT Communications

CIT/CRFI #	Date Distributed	Due Date	Purpose of communication	Activities	
				Test Preparation	Test Execution
CIT 0051-21	Mar 4, 2021	N/A	Provide information regarding BenefitsCal UAT to CalWIN Users		
CRFI 21-018	Mar 12, 2021	Mar 5, 2021	Request participation from CalWIN counties for BenefitsCal User Acceptance Test. The activities will include:	Kick-off: Apr 19, 2021	Kick-off: Jun 7, 2021
			<ul style="list-style-type: none"> CalSAWS Portal/Mobile (BenefitsCal) - Release#1 (CalWIN) 	Apr 19 – May 28, 2021	Jun 14 – Aug 20, 2021

UAT Update

Regional and County Touchpoints



Meeting with Regional Managers

March 1, 2021

Regional Manager Meeting

- Regions 1-5 attended
- UAT Overview provided with all regional managers
- Q&A



Meeting with C-IV County PPOC

March 2, 2021

County Meeting

- 94 participants with all counties represented
- 63 questions received
- Responses sent to all C-IV County PPOCs via email on March 3, 2021



Lots of County Interest

County UAT Volunteers

CalSAWS	State Reports	BenefitsCal	Imaging	Triage Team
305	27	45	31	24

UAT Update

Preparation → Getting Participants Ready!

March 18 – April 16, 2021 – UAT participants will have the opportunity to:

- Participate in the UAT Kick-Off
- Complete self-paced reviews of Training Materials and Design Documents
- Review available UAT scenarios to become familiar with them
- Attend remotely conducted Preparation Support meetings, as needed

April 19 – May 28, 2021 – UAT participants will have the opportunity to:

- Participate in a UAT Kick-Off Refresher, if needed
- Validate County VPN and UAT CalSAWS environment access
- Review, update, and create UAT scenarios and data based on UAT baseline scripts
- Attend remotely conducted Preparation Support sessions, as needed

June 7 – 11, 2021 (One week prior to UAT execution)

- Attend the CalSAWS UAT Execution Kick-Off
- Validate access and work on final preparatory activities

June 14 – August 20, 2021

- CalSAWS UAT Execution

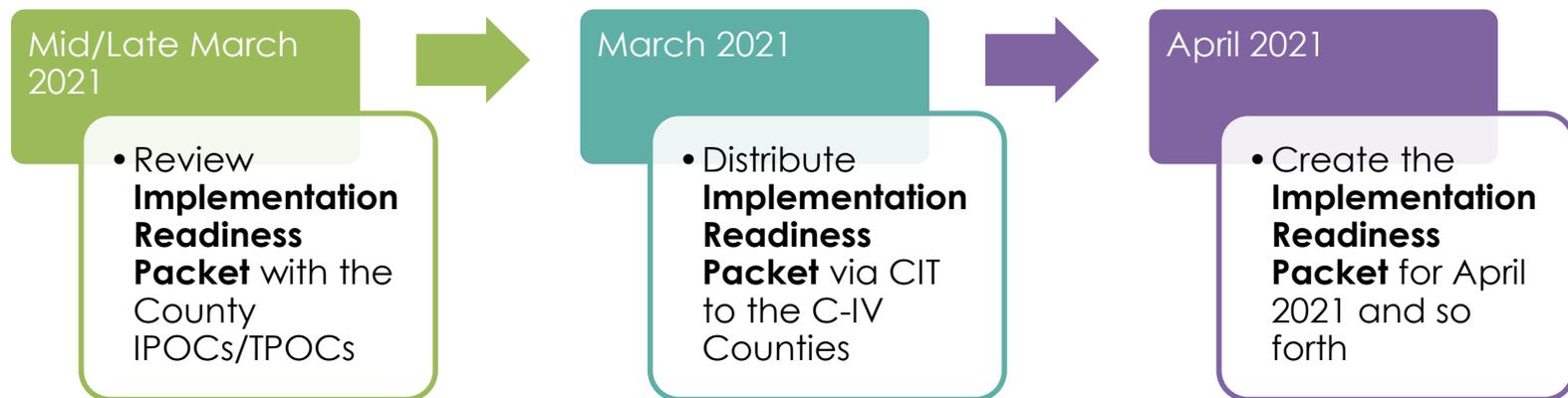
June 14 – September 3, 2021

- BenefitsCal UAT Execution

Implementation Readiness Packet

Update

The purpose of the **Implementation Readiness Packet** is to provide C-IV Counties with information related to the operational readiness of the Projects within the CalSAWS Portfolio, including the C-IV Migration and BenefitsCal. Status will include key metrics related to the overall “health” of the Implementation effort based on measurable metrics and milestones.



Implementation Readiness Packet

Executive Dashboard

Area	Category	CalSAWS	BenefitsCal	Comments
Application	Design	G	G	
	Development	G	G	
	System Test	G	G	
	User Acceptance Test	NS	NS	
	Usability Test	N/A	NS	
Integration	Design	G	G	
	Development	G	G	
	System Test	G	NS	
	Interface Partner Test	NS	NS	
Technical	Infrastructure	G	NS	
	Security Testing	G	NS	
	Performance Testing	G	NS	
Conversion	Conversion Readiness	G	NS	
	Converted Data Test	G	NS	
Training	Training Plan	G	NS	
	Training Materials	G	NS	
	Training Delivery	NS	NS	
Implementation	Service Desk	G	NS	
	System Operations	G	NS	
	Prod Deployment Plans	G	NS	
Change	Communications	G	NS	
	Partner Readiness (County, etc.)	G	NS	

NS	Not Started	G	On Schedule	Y	<14 Days Late	R	>=14 Days Late	C	Complete
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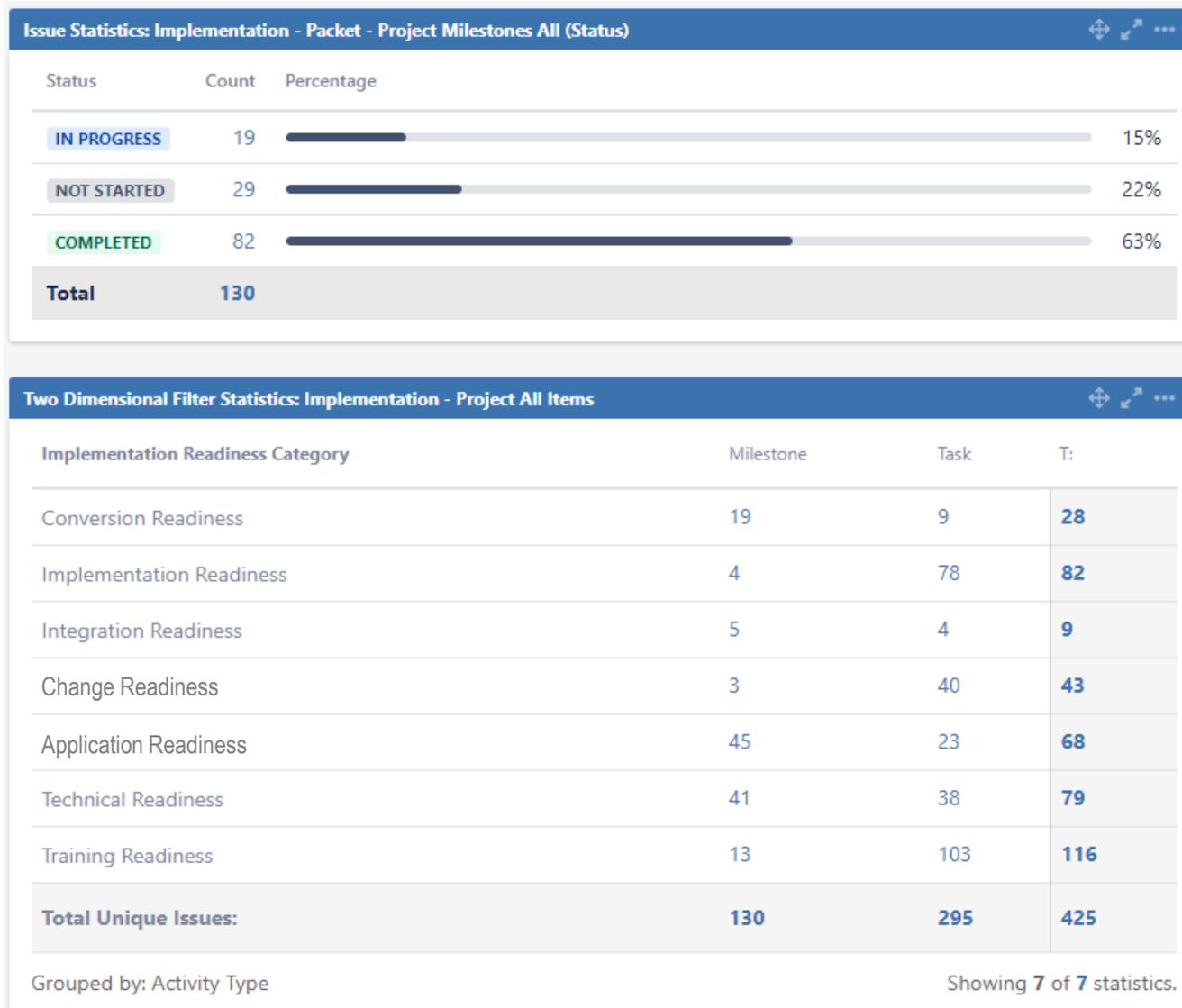
Implementation Readiness Packet

CalSAWS Dashboard

Area	Category	Start Date	End Date	Current Period	Previous Period
Application	Design	04/23/2019	03/26/2021	G	G
	Development	05/25/2019	09/22/2021	G	G
	System Test	07/18/2019	09/17/2021	G	G
	UAT	04/1/2021	08/31/2021	NS	NS
	Usability Test	N/A	N/A	N/A	N/A
Integration	Design	01/27/21	03/10/21	G	G
	Development	01/04/21	06/11/21	G	G
	System Test	04/26/21	07/16/21	NS	NS
	Interface Partner Test	03/1/2021	08/27/2021	G	G
Technology	Infrastructure	03/1/2019	09/15/2021	G	G
	Security Testing	11/5/2019	09/24/2021	G	G
	Performance Testing	05/1/2019	09/24/2021	G	G
Conversion	Conversion Readiness	03/4/2019	08/31/2021	G	G
	Converted Data Test	12/15/2020	07/20/2021	G	G
Training	Training Plan	07/15/2019	01/29/2021	C	C
	Training Materials	01/01/2019	08/01/2021	G	G
	Training Delivery	09/03/2019	09/17/2021	G	G
Implementation	Service Desk	01/01/2021	04/30/2021	G	G
	System Operations	05/31/2021	08/02/2021	NS	NS
	Prod Deployment Plans	09/23/2019	05/31/2021	G	G
Change Readiness	Communications	05/4/2020	04/09/2021	G	G
	Partner Readiness	N/A	N/A	N/A	N/A

Implementation Readiness Packet

Project Checklist



Implementation Readiness Packet

Key Project Milestones Completed

Readiness Area	Milestone Description	Start Date	End Date
Application	Design, Development, Testing, and Deployment of CalSAWS Releases 19.11 – 21.01	06/01/2019	1/25/2021
	Planning, Testing, and Execution of CalSAWS Cloud Migration	09/10/2019	03/01/2019
Integration	N/A*	N/A	N/A
Technical	Delivery of System Test, Performance, Development and Conversion Environments	06/24/2019	10/15/2019
	Delivery of Golden Data Set #1 (for use in CDT and Performance Testing)	11/09/2020	12/15/2020
Conversion	Completion of C-IV Conversion Epics, aligned to 10 functional areas	05/06/2019	12/11/2020
	Deliver C-IV Converted Data for Conversion Data Test Execution	12/15/2020	12/15/2020
Training	Complete Consortium Training Plan for C-IV Migration	03/24/2020	04/16/2020
	Completion of Imaging WBT Detailed Designs	05/18/2020	01/29/2021
Implementation	Provide C-IV Counties access to the Sandbox Environment	12/01/2019	01/06/2020
	Delivery of 2 of 4 CalSAWS Implementation Regional Touchpoint for the C-IV Counties	09/21/2020	02/03/2021
Change	Distribution of Change Readiness Assessment Surveys	09/01/2020	09/29/2020
	Delivery of Targeted Topic Sessions (9 Total)	05/12/2020	08/18/2020

* Integration Readiness Milestones have not yet begun

Implementation Readiness Packet

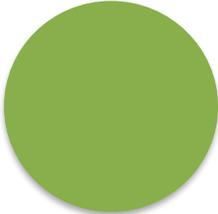
Key Project Milestones In Progress and Upcoming

Readiness Area	Milestone Description	Start Date	End Date
Application	Deploy CalSAWS Release 21.05	9/4/2020	5/24/2021
	Complete C-IV User Acceptance Test (UAT)	4/30/2021	8/31/2021
Integration	Partner Enablement - Establish CalSAWS Connectivity with C-IV Partner - CalHEERS	3/1/2021	8/27/2021
	Partner Enablement - Establish CalSAWS Connectivity with C-IV Partner - EBT (FIS)	3/1/2021	8/27/2021
Technical	Complete SD-WAN & Extranet Network enablement, for all C-IV Counties	11/1/2020	4/30/2021
	Complete Performance and Stress Testing	9/13/2021	9/17/2021
Conversion	Execution of Converted Data Test	12/15/2020	4/30/2021
	Complete Conversion Cutover 1A	8/28/2021	8/31/2021
Training	Complete and support General Training	8/23/2021	9/17/2021
	Complete and support Early Training	6/28/2021	8/20/2021
Implementation	Engage the Counties on staff profile/security administration updates	5/3/2021	8/2/2021
Change	Submit FCED Plan for Change Management	3/29/2021	4/9/2021

Implementation Readiness Packet

County Milestones

Readiness Area	Status	Milestone Description	Start Date	End Date
Application	Completed	Approve C-IV Document Type to CalSAWS Form Name Mapping	6/30/2020	8/14/2020
County Resource Requests	Completed	Identify Deduplication Point of Contact	3/16/2020	3/31/2020
	Completed	Identify County Implementation Point of Contact	5/26/2020	6/9/2020
	Completed	Identify C-IV Imaging Point of Contacts (PICs)	6/1/2020	6/15/2020
Technical	Completed	Attend C-IV data migration kick off	06/29/2020	07/01/2020
	Completed	Attend data migration discovery sessions metadata configuration for C-IV Counties	06/30/2020	08/14/2020
	Not Started	Complete "C-IV to CalSAWS Migration - Application Reference List"	3/1/2021	3/19/2021
	In Progress	Complete Extranet Testing & validate access to CalSAWS	12/1/2020	5/1/2021
	Not Started	Confirm that CalSAWS Desktop Icon has been pushed to User Workstations	8/11/2021	9/15/2021
Conversion	Not started	Security Administrators to update county user profiles during the 1A period	8/27/2021	9/23/2021
	Not started	Confirm county workers have logged in during 1A period	8/27/2021	9/27/2021
Training	Not started	Participate in General Training	8/30/2021	9/24/2021
Implementation	Completed	Attend first County occurrence of Monthly Implementation Readiness Checkpoint Meeting with the Project Implementation Team and RMs	7/9/2020	7/9/2020
	Completed	RMs and IPOCs receive C-IV Imaging Overview	8/25/2020	8/5/2020
	Completed	Attend Monthly Implementation Readiness Checkpoint Meeting with the Project Implementation Team and RMs and provides County updates as applicable: October 2020	10/7/2020	10/7/2020
	Not Started	Process all C4Yourself eApplications prior to Cutover	4/1/2021	9/23/2021
Change	Completed	Identify Change Network Champions and Attend Orientation	10/28/2020	10/28/2020



Application Development & Policy

Application Development

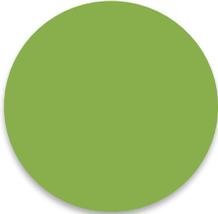
Policy Updates

- DHCS PHE Update
- SSI COLA Update
- SAWS is monitoring and providing feedback on many budget/legislative proposals
- Minimizing changes to C-IV
 - Critical/High SCRs from Legislation
 - Critical/High SIRs from Production
- Remaining SCRs from C-IV
 - C-IV specific or in CalSAWS, close SCR
 - Potential enhancement not in CalSAWS, create CalSAWS SCR

Application Development

SAWS Implementation Timeline

Date	Event
March 21, 2021	CalSAWS Release 21.03 C-IV Release 21.03 (C-IV down)
March 27, 2021	\$600 Golden State Grant for CW cases
April 16-17, 2021	CF Emergency Allotments (Jan/Feb/Mar)
May 10, 2021	CalWIN R65 FC Non-Minor Dependents Housing Supp (CalWIN only)
May 8 – 10, 2021	CalHEERS move to Cloud (EDRs/DERs on hold)
May 14-15, 2021	CF Emergency Allotments (Feb/Mar/Apr) Tentative
May 23, 2021	CalSAWS Release 21.05 C-IV Release 21.05 (C-IV down)



Quarterly Financial Update

CalSAWS Quarterly Financial Updates

Overview

CalSAWS DD&I and
Premise

CalWIN M&O

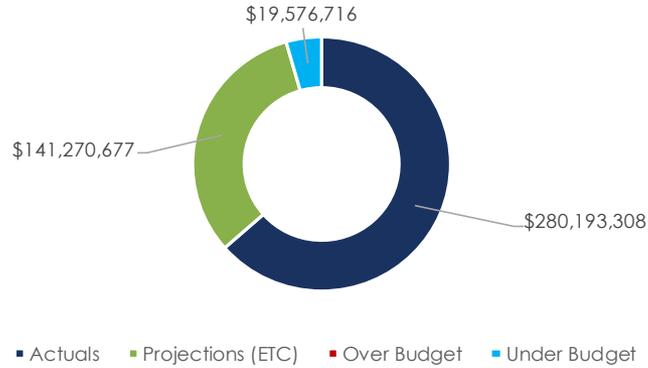
C-IV M&O

LRS M&O

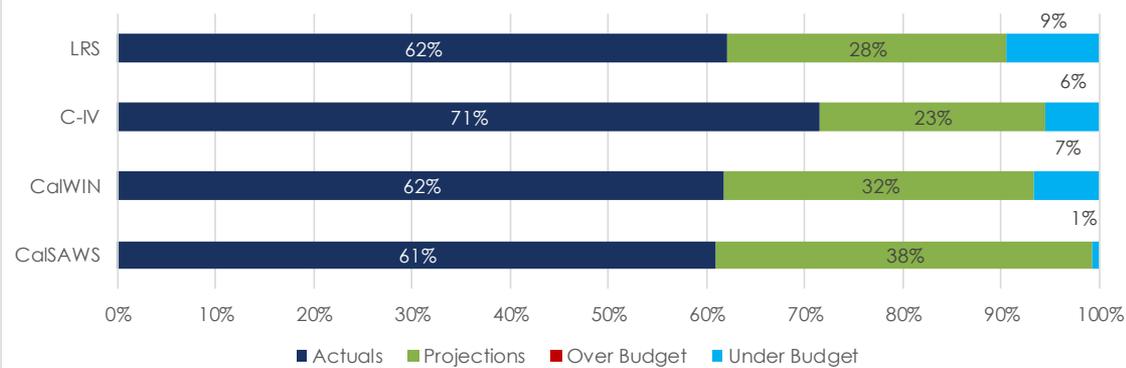
JPA Admin

- 1 Actuals to Date
Based on Vendor Invoices & County Claims
- 2 Projections (Estimates to Complete)
Estimated Costs for Future Months
- 3 Estimate at Completion (EAC)
Actual Costs Plus Estimated
- 4 Total Allocation/Budget
Amount Allocated by Line Item for the Approved Budget
- 5 Balance
Difference Between EAC and Budget
Negative balance is over budget
Positive balance is under budget
- 6 % Expended to Date (Actuals)
Percent of Actuals to Date Divided by the Budget
- 7 % EAC to Budget
Percent of EAC Divided by the Budget

Total Actuals & Projections



% Expended to Date



Category	Actuals to Date ¹	Projections (ETC)	EAC	Total Allocation (Budget)	Balance + Under / (-Over)	% Expended to Date	% EAC to Budget	Notes
CalSAWS	\$106,830,643	\$67,097,533	\$173,928,176	\$175,202,259	\$1,274,083	61.0%	99.3%	
DD&I App. Dev.	\$24,493,697	\$7,865,914	\$32,359,611	\$32,359,611	\$0	75.7%	100.0%	
DD&I Non-App. Dev.	\$65,053,618	\$41,432,010	\$106,485,628	\$106,623,884	\$138,256	61.0%	99.9%	Staff and Travel less than planned
DD&I Training	\$1,015,250	\$568,932	\$1,584,182	\$1,843,453	\$259,271	55.1%	85.9%	Staff and Travel less than planned
DD&I GA/GR	\$5,586,599	\$1,618,771	\$7,205,370	\$7,205,370	\$0	77.5%	100.0%	
DD&I Procurement	\$351,511	\$215,653	\$567,164	\$571,134	\$3,970	61.5%	99.3%	Projected Savings from Staff
CalSAWS M&O	\$2,950,428	\$6,807,970	\$9,758,398	\$10,367,728	\$609,330	28.5%	94.1%	Innovation Lab costs expected to be less than planned
CalSAWS Premise	\$7,379,540	\$8,588,283	\$15,967,823	\$16,231,079	\$263,256	45.5%	98.4%	Projected Savings
CalWIN M&O	\$68,330,939	\$34,855,695	\$103,186,634	\$110,471,494	\$7,284,860	61.9%	93.4%	
CalWIN M&O	\$62,267,027	\$32,531,390	\$94,798,417	\$95,290,261	\$491,844	65.3%	99.5%	Projected Savings from Staff
CalHEERS Interface	\$5,031,142	\$1,870,837	\$6,901,979	\$13,325,231	\$6,423,252	37.8%	51.8%	Projected Savings from Application Maintenance
CalHEERS CSCN	\$1,032,770	\$453,468	\$1,486,238	\$1,856,002	\$369,764	55.6%	80.1%	Projected Savings from Application Maintenance
C-IV M&O	\$66,491,511	\$21,400,256	\$87,891,767	\$93,062,064	\$5,170,297	71.4%	94.4%	
C-IV M&O	\$59,811,351	\$18,512,618	\$78,323,969	\$79,351,205	\$1,027,236	75.4%	98.7%	Staff, GEN 1365 Print Savings
CalHEERS Interface	\$4,727,341	\$1,818,246	\$6,545,587	\$10,351,837	\$3,806,250	45.7%	63.2%	Projected Savings from Application Maintenance
Covered CA CSC	\$1,952,819	\$1,069,392	\$3,022,211	\$3,359,022	\$336,811	58.1%	90.0%	Projected Savings from Staff
LRS M&O	\$38,227,124	\$17,458,774	\$55,685,898	\$61,523,374	\$5,837,476	62.1%	90.5%	
LRS M&O	\$36,547,241	\$16,272,157	\$52,819,398	\$56,225,002	\$3,405,604	65.0%	93.9%	HW/SW, Staff, GEN 1365 Print Savings
CalHEERS Interface	\$1,679,883	\$1,186,617	\$2,866,500	\$5,298,372	\$2,431,872	31.7%	54.1%	Projected Savings from Application Maintenance
JPA Admin. Budget	\$313,091	\$458,419	\$771,510	\$781,510	\$10,000	40.1%	98.7%	
CalSAWS 58 Counties	\$313,091	\$458,419	\$771,510	\$781,510	\$10,000	40.1%	98.7%	Projected Savings
Total	\$280,193,308	\$141,270,677	\$421,463,985	\$441,040,701	\$19,576,716	63.5%	95.6%	

¹ July-April Payment Month (partial actuals per advance)

CalSAWS | SFY 2020/21 CONSORTIUM PERSONNEL BUDGET & FTEs

CATEGORY	Actuals to Date	Projections (ETC)	EAC	Total Allocation (Budget)	BALANCE +Under / (-Over)	% Expended to Date	% EAC to Budget	Notes
CalSAWS DD&I	\$12,320,172	\$5,712,719	\$18,032,891	\$18,412,634	\$379,743	66.9%	97.9%	
Consortium Personnel - County ¹	\$4,347,935	\$1,930,394	\$6,278,329	\$6,492,264	\$213,935	67.0%	96.7%	Projected Savings
Consortium Personnel - Contractor ^{2,3}	\$7,972,237	\$3,782,325	\$11,754,562	\$11,920,370	\$165,808	66.9%	98.6%	Projected Savings
CalWIN M&O	\$2,568,768	\$1,346,593	\$3,915,361	\$4,387,259	\$471,898	58.6%	89.2%	
Consortium Personnel - County ¹	\$64,889	\$57,391	\$122,280	\$122,280	\$0	53.1%	100.0%	
Consortium Personnel - Contractor ^{2,3}	\$2,503,879	\$1,289,202	\$3,793,081	\$4,264,979	\$471,898	58.7%	88.9%	Projected Savings
C-IV M&O	\$2,709,412	\$974,125	\$3,683,537	\$4,228,500	\$544,963	64.1%	87.1%	
Consortium Personnel - County	\$1,340,071	\$515,846	\$1,855,917	\$1,855,917	\$0	72.2%	100.0%	
Consortium Personnel - Contractor ²	\$1,369,341	\$458,279	\$1,827,620	\$2,372,583	\$544,963	57.7%	77.0%	Projected Savings
LRS M&O	\$8,389,950	\$3,050,757	\$11,440,707	\$13,373,256	\$1,932,549	62.7%	85.5%	
Consortium Personnel - County	\$8,357,444	\$3,000,000	\$11,357,444	\$13,240,610	\$1,883,166	63.1%	85.8%	Projected Savings
Consortium Personnel - Contractor ²	\$32,506	\$50,757	\$83,263	\$132,646	\$49,383	24.5%	62.8%	Projected Savings
Premise	\$235,482	\$104,194	\$339,676	\$339,676	\$0	69.3%	100.0%	
Consortium Personnel - County	\$123,394	\$55,394	\$178,788	\$178,788	\$0	69.0%	100.0%	
Consortium Personnel - Contractor ²	\$112,088	\$48,800	\$160,888	\$160,888	\$0	69.7%	100.0%	
Total	\$26,223,784	\$11,188,388	\$37,412,172	\$40,741,325	\$3,329,153	64.4%	91.8%	

CalSAWS | SFY 2020/21 CONSORTIUM PERSONNEL BUDGET & FTEs

SFY 2020/21 - Consortium Personnel FTE Counts	Current/Planned FTEs
CalSAWS DD&I	118
Consortium Personnel - County ¹	39
Consortium Personnel - Contractor ²	52
Consortium Personnel - Contractor Limited Term ³	19
TBD ⁴	8
CalWIN M&O	21
Consortium Personnel - County ¹	1
Consortium Personnel - Contractor ²	13
Consortium Personnel - Contractor Limited Term ³	6
TBD ⁴	1
C-IV M&O	25
Consortium Personnel - County ¹	13
Consortium Personnel - Contractor ²	9
Consortium Personnel - Contractor Limited Term ³	3
TBD ⁴	0
LRS M&O	68
Consortium Personnel - County ¹	64
Consortium Personnel - Contractor ²	1
Consortium Personnel - Contractor Limited Term ³	0
TBD ⁴	3
Premise	2
Consortium Personnel - County ¹	1
Consortium Personnel - Contractor ²	1
Total	234

¹Includes only Consortium Staff, does not include County Support Staff

²Includes RGS and CSAC employees

³Includes RGS, CSAC, and First Data Staff (Non-Employees)

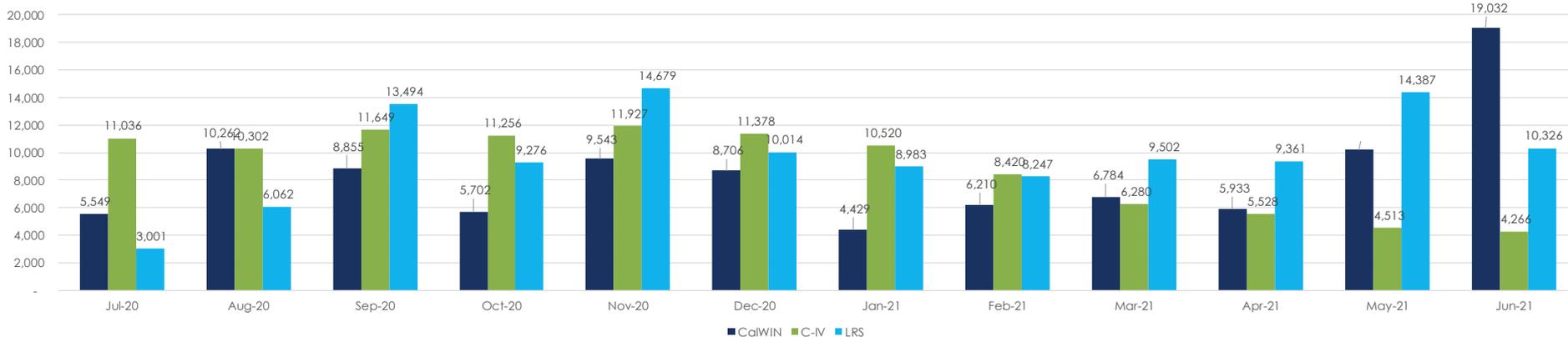
⁴Does not account for backfill considerations

CalSAWS | SFY 2020/21 CHANGE BUDGET (APPLICATION MAINTENANCE / M&E HOURS)

Change Budget Category	Actuals to Date	Projections (ETC)	EAC	Total Allocation (Budget)	BALANCE +Under / (-Over)	% Expended to Date	% EAC to Budget	Notes
CalWIN M&O	\$11,868,962	\$6,116,713	\$17,985,675	\$24,591,933	\$6,606,258	48.3%	73.1%	
CalWIN M&O	\$9,534,925	\$4,881,507	\$14,416,432	\$14,416,432	\$0	66.1%	100.0%	
CalHEERS Interface Change Budget	\$1,465,593	\$678,161	\$2,143,754	\$8,282,786	\$6,139,032	17.7%	25.9%	Projected Savings from Application Maintenance
CalHEERS CSCN Change Budget	\$0	\$0	\$0	\$249,595	\$249,595	0.0%	0.0%	Projected Savings from Application Maintenance
CalWIN Premise	\$868,444	\$557,045	\$1,425,489	\$1,643,120	\$217,631	52.9%	86.8%	Projected Savings for Premise
C-IV M&O	\$19,215,707	\$4,135,690	\$23,351,397	\$25,343,339	\$1,991,942	75.8%	92.1%	
C-IV M&O	\$17,029,328	\$2,663,171	\$19,692,499	\$17,755,704	(\$1,936,795)	95.9%	110.9%	Estimated need for line item adjustment
CalHEERS Interface Change Budget	\$1,049,723	\$512,041	\$1,561,764	\$5,367,843	\$3,806,079	19.6%	29.1%	Projected Savings from Application Maintenance
Covered CA CSC Change Budget	\$340,866	\$238,044	\$578,910	\$701,568	\$122,658	48.6%	82.5%	
C-IV Premise	\$795,790	\$722,434	\$1,518,224	\$1,518,224	\$0	52.4%	100.0%	
LRS M&O	\$14,390,421	\$9,984,965	\$24,375,386	\$24,999,205	\$623,819	57.6%	97.5%	
LRS M&E	\$9,838,357	\$4,093,122	\$13,931,479	\$12,123,426	(\$1,808,053)	81.2%	114.9%	Estimated need for line item adjustment
CalHEERS Interface Change Budget	\$702,264	\$410,316	\$1,112,580	\$3,544,452	\$2,431,872	19.8%	31.4%	Projected Savings from Application Maintenance
LRS/Calsaws Premise	\$3,849,800	\$5,481,527	\$9,331,327	\$9,331,327	\$0	41.3%	100.0%	
TOTAL	\$45,475,090	\$20,237,368	\$65,712,458	\$74,934,477	\$9,222,019	60.7%	87.7%	

Note: Includes 8,000 hours/month for M&O per system, plus premise hours.

Application Maintenance Hours/Month



Change Budget Category	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Total
CalWIN M&O	5,549	10,262	8,855	5,702	9,543	8,706	4,429	6,210	6,784	5,933	10,186	19,032	101,191
Design & Build	1,573	2,596	1,064	1,319	1,589	1,645	1,152	2,619	913	2,980	-	-	17,450
Test	1,025	3,766	3,232	777	4,445	1,267	2,046	1,893	1,859	825	-	-	21,135
Management & Other Support ¹	2,951	3,900	4,559	3,606	3,509	5,794	1,231	1,698	4,012	2,128	-	-	33,388
Projection	-	-	-	-	-	-	-	-	-	-	10,186	19,032	29,218
C-IV M&O	11,036	10,302	11,649	11,256	11,927	11,378	10,520	8,420	6,280	5,528	4,513	4,266	107,075
Design & Build	5,969	5,668	7,303	6,783	3,601	4,111	2,662	1,021	2,789	-	-	-	39,907
Test	1,193	482	207	262	951	1,047	1,363	1,137	656	-	-	-	7,298
Management & Other Support ²	3,874	4,152	4,139	4,211	7,375	6,220	6,495	6,262	2,835	-	-	-	45,563
Projection	-	-	-	-	-	-	-	-	-	5,528	4,513	4,266	14,307
LRS M&O	3,001	6,062	13,494	9,276	14,679	10,014	8,983	8,247	9,502	9,361	14,387	10,326	117,332
Design & Build	1,623	4,252	9,423	6,213	9,144	5,930	5,330	5,333	6,326	5,952	-	-	59,526
Test	684	986	1,803	1,089	3,104	2,107	1,640	1,309	1,297	1,179	-	-	15,198
Management & Other Support ³	694	824	2,268	1,974	2,431	1,977	2,013	1,605	1,879	2,230	-	-	17,895
Projection	-	-	-	-	-	-	-	-	-	-	14,387	10,326	24,713
COMBINED TOTAL	19,586	26,626	33,998	26,234	36,149	30,098	23,932	22,877	22,566	20,822	29,086	33,624	325,598

NOTES:
 Actuals for July 2020 - April Payment Month. Projections for remaining months.
 LRS approved hours equal 101,780, remaining variance to be offset by planned reallocation.
 C-IV approved hours equal 98,552, remaining variance to be offset by planned reallocation.
 CalWIN approved hours equal 101,191

CalSAWS | SFY 2020/21 CONTRACT OBLIGATIONS

Warranty & Liquidated Damages Detail - SFY 2020/21

Category	Contract	Service Month	Amount	Invoice Month	Invoice #
Deliverable(s) to UAT on schedule	CalWIN	June-20	\$5,000	March-21	
Operations Deliverables and Reports Delivery	CalWIN	June-20	\$263	March-21	
Core CalWIN System Availability	CalWIN	July-20	\$10,000	December-20	60003080
Benefits CalWIN System Availability	CalWIN	July-20	\$157,000	December-20	60003080
Core CalWIN System Availability	CalWIN	August-20	\$40,000	January-21	60003540
Core CalWIN System Availability	CalWIN	September-20	\$5,000	January-21	60003540
Deliverable(s) to UAT on schedule	CalWIN	September-20	\$10,000	January-21	60003540
Backup Completion	CalWIN	September-20	\$10,000	January-21	60003540
Benefits CalWIN System Availability	CalWIN	October-20	\$250,000	March-21	60004565
Benefits CalWIN System Availability	CalWIN	October-20	\$750,000	March-21	
Core CalWIN System Availability	CalWIN	November-20	\$41,000	April-21	
Core CalWIN System Availability	CalWIN	December-20	\$4,000	April-21	
C-IV Application Maintenance	C-IV	June-20	\$12,012	September-20	1100697154
C-IV Application Maintenance	C-IV	September-20	\$7,462	November-20	1100712162
C-IV Application Maintenance	C-IV	November-20	\$2,327	January-21	1100725990
C-IV Application Maintenance	C-IV	December-20	\$179	February-21	1100732331
C-IV Application Maintenance	C-IV	January-21	\$885	February-21	1100732331
C-IV Application Maintenance	C-IV	January-21	\$4,296	March-21	
LRS Daily Prime Business Hours Availability	LRS	August-20	\$5,000	October-20	1100704824
LRS Daily Prime Business Hours Availability	LRS	September-20	\$2,000	January-21	1100726690
LRS Daily Prime Business Hours Availability	LRS	October-20	\$10,000	January-21	1100726690
LRS Daily Prime Business Hours Availability	LRS	November-20	\$2,000	February-21	1100732706
LRS Daily Prime Business Hours Availability	LRS	November-20	\$5,000	February-21	1100732706
LRS Daily Prime Business Hours Availability	LRS	November-20	\$10,000	February-21	1100732706
LRS Batch Production Jobs	LRS	December-20	\$10,000	March-21	
LRS Daily Prime Business Hours Availability	LRS	December-20	\$10,000	March-21	
LRS Batch; Postage Credit - DPSS	LRS	January-21	\$23,859	February-21	1100729390
Total			\$1,382,020		

Hours & Credits

Category	Actuals	Projections (ETC)	EAC	Allowance	BALANCE +Under / (-Over)
CalWIN Modernization ("Modification") Hours	\$4,367,935	\$642,371	\$5,010,306	\$8,217,460	\$3,207,154
CalWIN Business Intelligence (BI)	\$3,971,215	\$0	\$3,971,215	\$3,971,215	\$0
CalWIN IDMS	\$737,100	\$762,900	\$1,500,000	\$1,500,000	\$0
CalWIN Business Rules Engine (BRE)	\$0	\$3,500,000	\$3,500,000	\$3,500,000	\$0
C-IV Royalty Fees (Accenture Licensing Agreement f	\$600,000	\$0	\$600,000	\$600,000	\$0
Total	\$9,676,249	\$4,905,271	\$14,581,520	\$17,788,675	\$3,207,154

Notes:

Modernization Hours are updated each August with 8,500 hours; includes hours from prior years (updated 8/6/20).

IDMS \$1.5M to be applied to CalSAWS GA/GR.

BRE \$3.5M to be applied to CalSAWS GA/GR.

Royalty fees includes \$200k shifted from SFY 18/19 and \$200k from SFY 20/21 in addition to SFY 19/20.

CalSAWS | SFY 2020/21 CHANGE NOTICE TRACKING

C-IV Contract (Premise/Maintenance and Operations Services)	Total Amount	Allocation Letter Ref.
Total Baseline Allocation (Amendment 111)	\$15,000,000	
Earned Income Disregard	\$192,096	ONE
Software for Los Angeles County DCFS IVR Call Flow	\$8,251	ONE
C-IV Application Maintenance Services (SFY 2020/21)	\$451,617	ONE
Total Allocated Amounts	\$651,964	
Total Remaining Allocation	\$14,348,036	

C-IV Contract (County Purchases)	Total Amount	Allocation Letter Ref.
Total Baseline Allocation (Amendment 111)	\$20,000,000	
County Purchases	\$6,566,404	ONE
Total Allocated Amounts	\$6,566,404	
Total Remaining Allocation	\$13,433,596	

LRS Contract (Premise/App Maintenance Services)	Total Amount	Change Notice Ref.
Total Baseline Allocation (Amendment 23)	\$50,000,000	
CalHEERS Maintenance	\$3,470,952	FIVE
SB 1341 Maintenance	\$2,088,345	FIVE
Stage One Continuous Eligibility (Child Care Provider Portal)	\$2,383,800	FIVE
Homeless Assistance Automation	\$585,000	SIX
CalFresh Safe Drinking Water Pilot	\$1,134,480	SIX
Los Angeles County Workforce Management	\$38,976	SIX
LRS M&O Training Environment	\$281,098	SEVEN
ForgeRock IAM Enterprise Enablement	\$4,156,229	SEVEN
CalSAWS APIs for Statewide Portal Integration	\$2,932,480	SEVEN
Los Angeles County DCFS IVR Call Flow	\$137,060	EIGHT
Continuum of Care Automation	\$499,989	EIGHT
Earned Income Disregard	\$560,628	EIGHT
LRS M&E Services for State Fiscal Year 2020/2021	\$699,380	EIGHT
Total Allocated Amounts	\$18,968,417	
Total Remaining Allocation	\$31,031,583	

LRS Contract (County Purchases)	Total Amount	Change Notice Ref.
Total Baseline Allocation (Amendment 23)	\$20,000,000	
N/A	\$0	
Total Allocated Amounts	\$0	
Total Remaining Allocation	\$20,000,000	

CalWIN Contract (Premise/App Maintenance Services)	Total Amount	Change Notice Ref.
Total Baseline Allocation	\$54,516,908	
Previously Approved	\$18,419,400	N/A
Total Allocated Amounts	\$18,419,400	
Total Remaining Allocation	\$36,097,508	

CalWIN Contract (County Purchases)	Total Amount	Change Notice Ref.
Total Baseline Allocation	\$6,968,662	
Previously Approved	\$1,805,812	N/A
Total Allocated Amounts	\$1,805,812	
Total Remaining Allocation	\$5,162,850	

First Data C-IV Contract (Premise/App Maintenance Services)	Total Amount	Change Notice Ref.
Total Baseline Allocation (Amendment 70)	\$300,000	
Total Allocated Amounts	\$0	
Total Remaining Allocation	\$300,000	

First Data C-IV Contract (Premise/App Maintenance Services)	Total Amount	Change Notice Ref.
Total Baseline Allocation (Amendment 5)	\$400,000	
Stage One Continuous Eligibility (Child Care Provider Portal)	\$78,416	
CF Safe Drinking Water Pilot	\$49,648	
ABAWD	\$107,068	
SB 1341	\$15,660	
Short-term Testing Support	\$87,000	
Total Allocated Amounts	\$337,792	
Total Remaining Allocation	\$62,208	

Adjourn Meeting

