



CalSAWS | Project Steering Committee Meeting

July 15, 2021



Agenda

1. Call Meeting to Order and confirmation of quorum
2. 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 Co-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.



Action Items

Action Items

4. Approval of the Minutes

- a. From the May 20, 2021, PSC Meeting and review of Action Items.
- b. From the June 24, 2021, PSC Meeting.



Informational Items

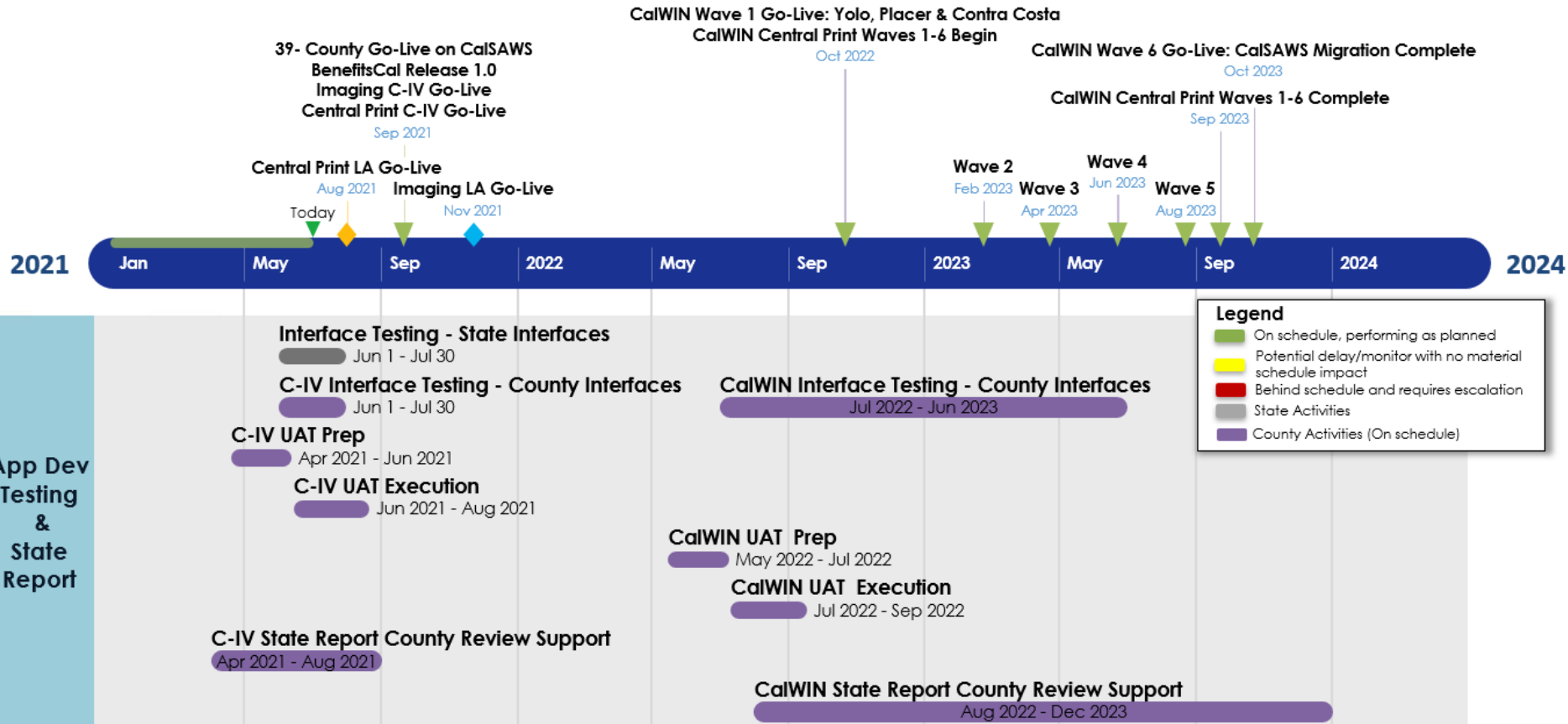


CalSAWS Gantt Chart Update



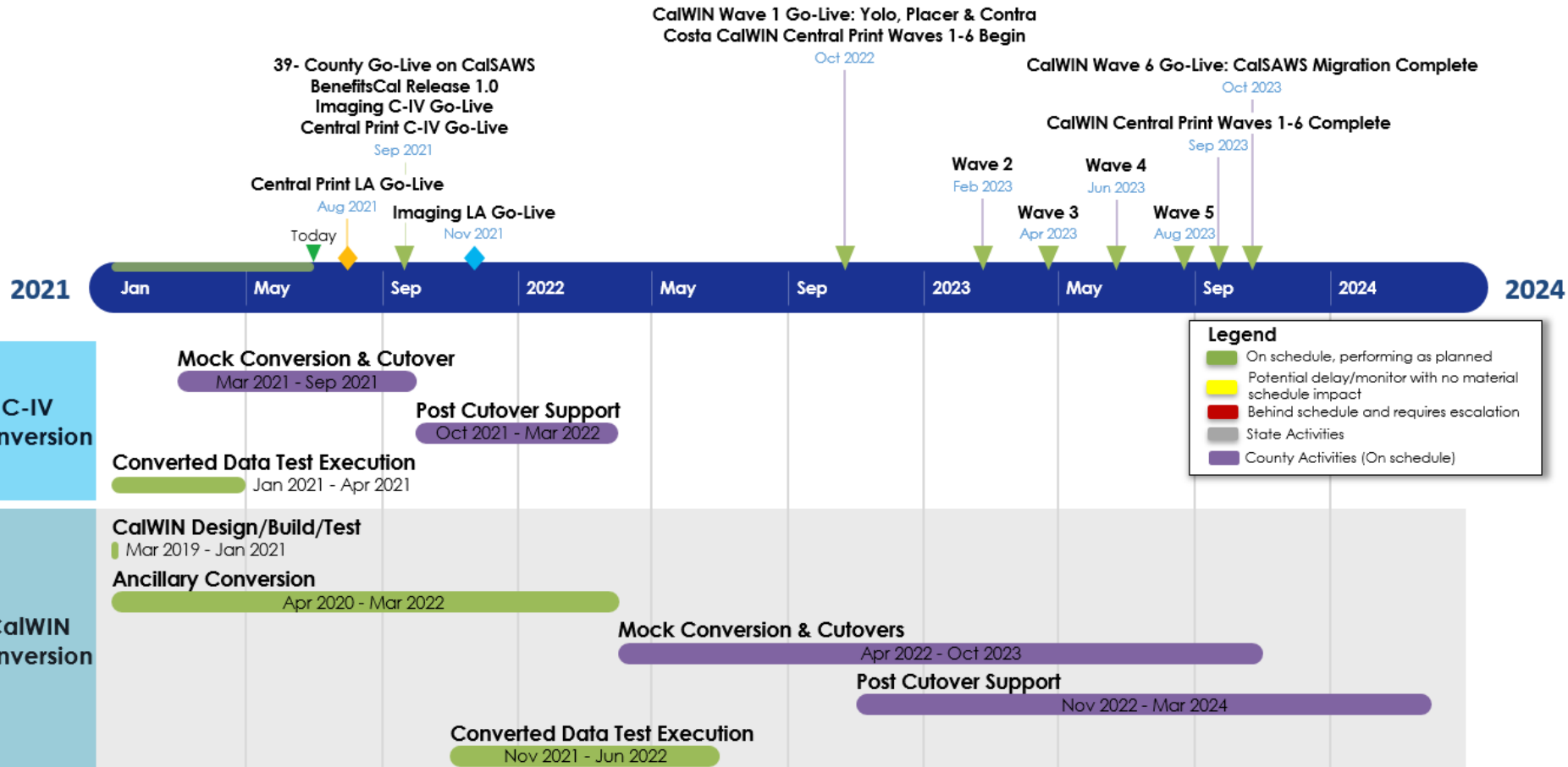
CalSAWS DD&I Project Gantt

High Level Overview – Application Development



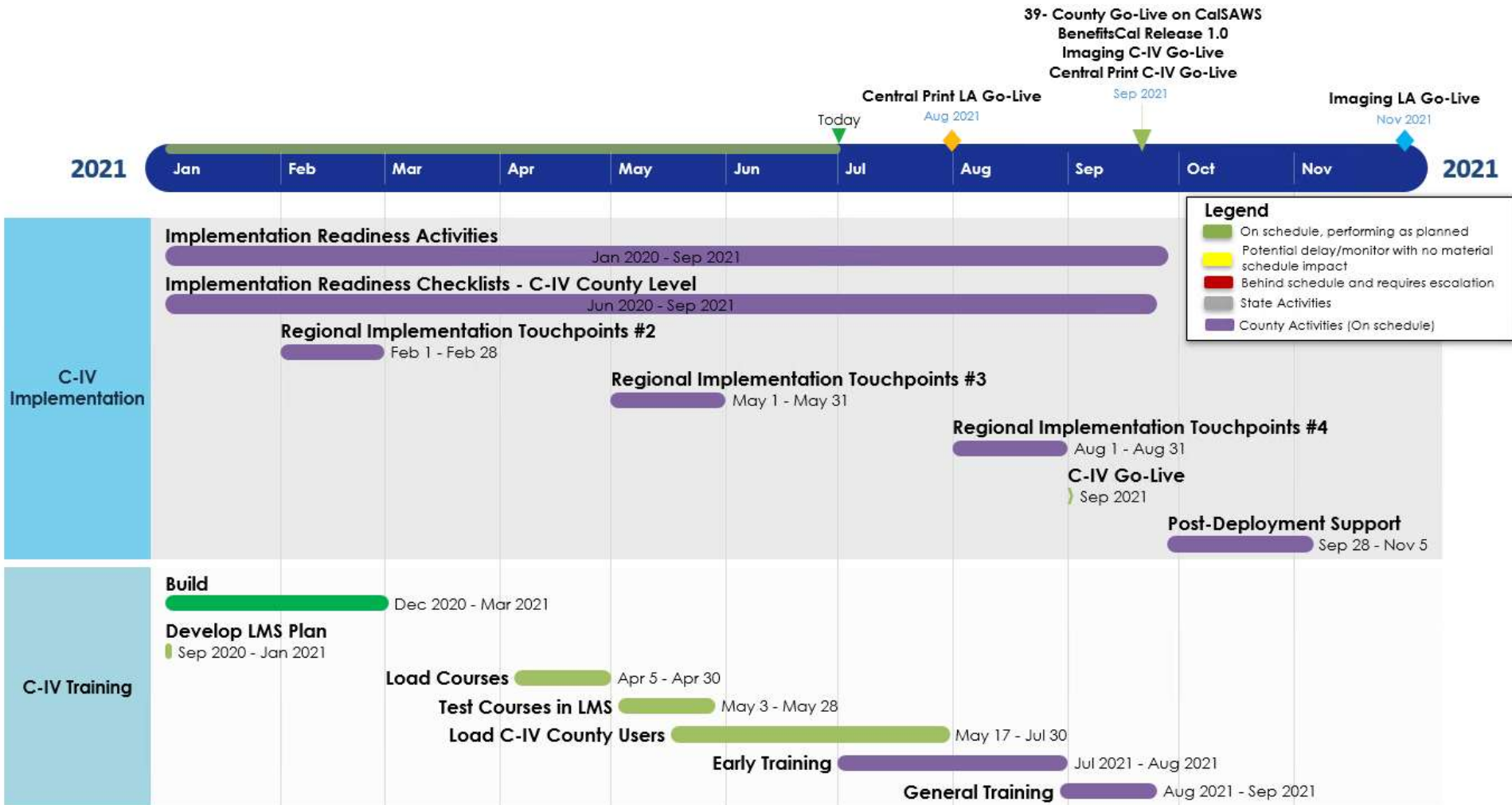
CalSAWS DD&I Project Gantt

High Level Overview – Conversion



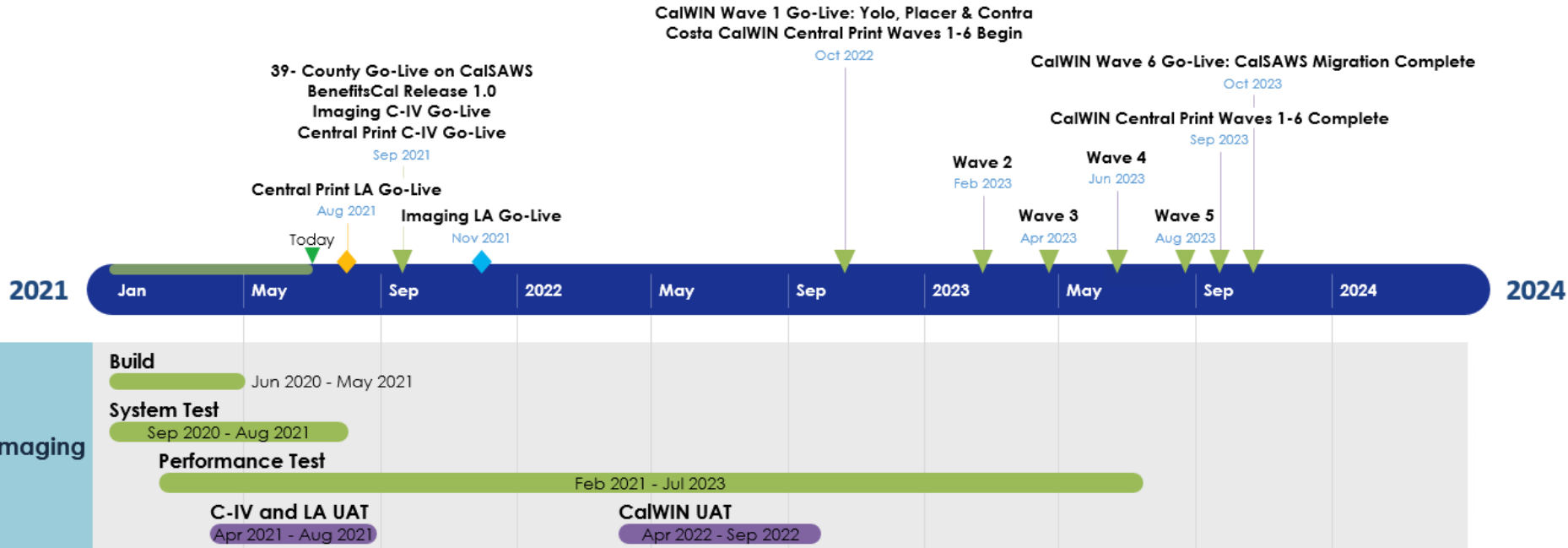
CalSAWS DD&I Project Gantt

High Level Overview – C-IV Implementation and Training



CalSAWS DD&I Project Gantt

High Level Overview – Imaging

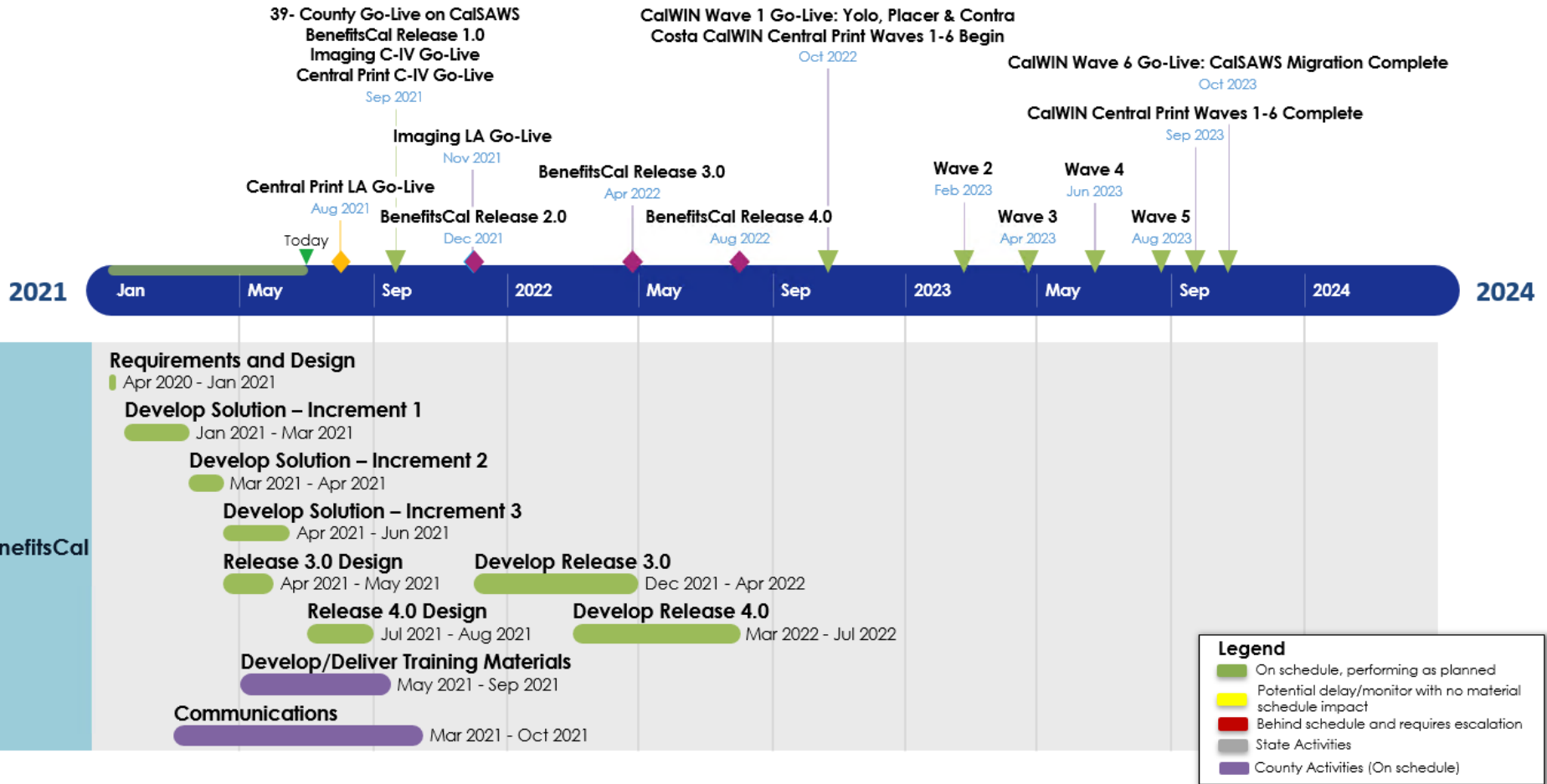


Legend

- █ On schedule, performing as planned
- █ Potential delay/monitor with no material schedule impact
- █ Behind schedule and requires escalation
- █ State Activities
- █ County Activities (On schedule)

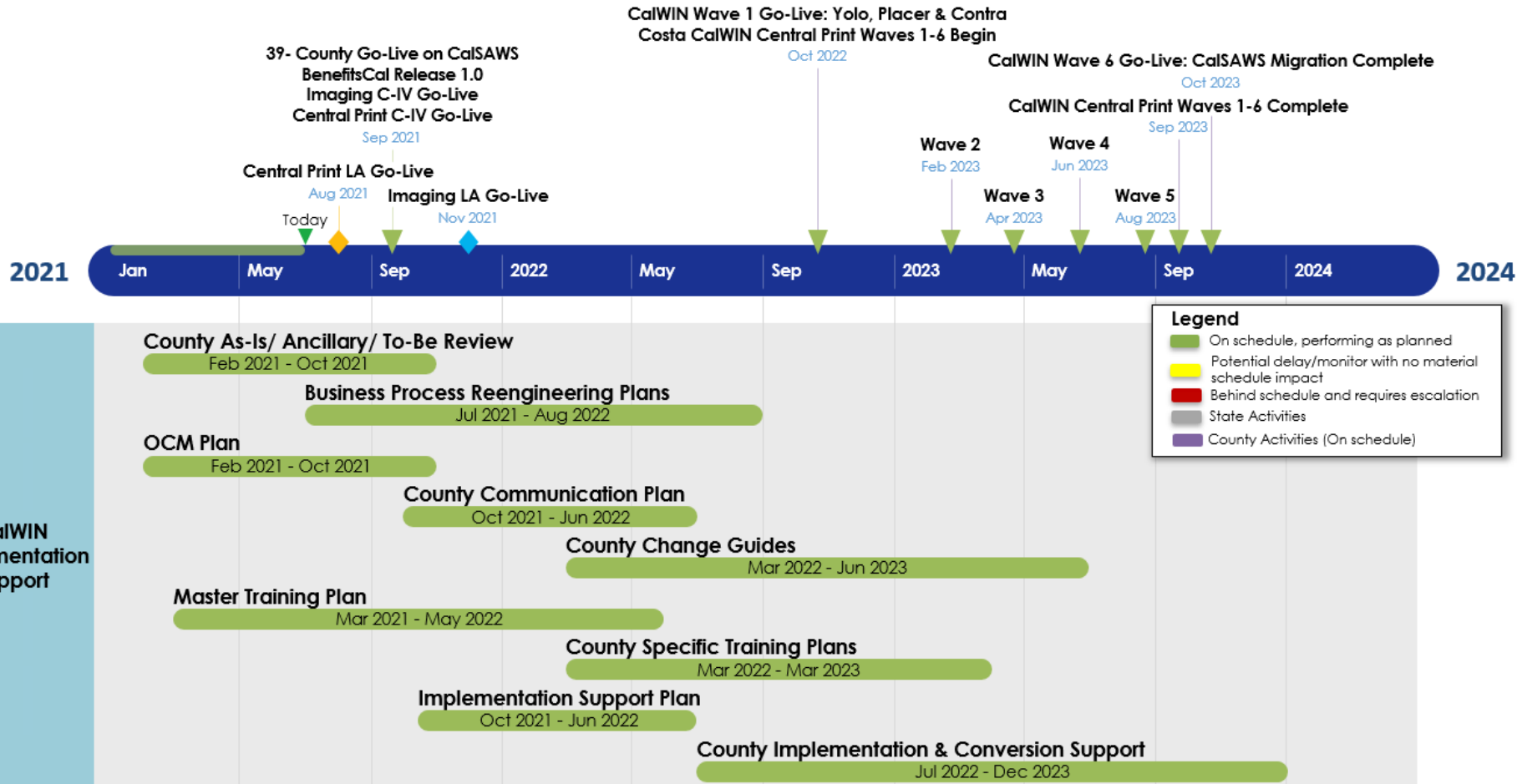
CalSAWS DD&I Project Gantt

High Level Overview – BenefitsCal



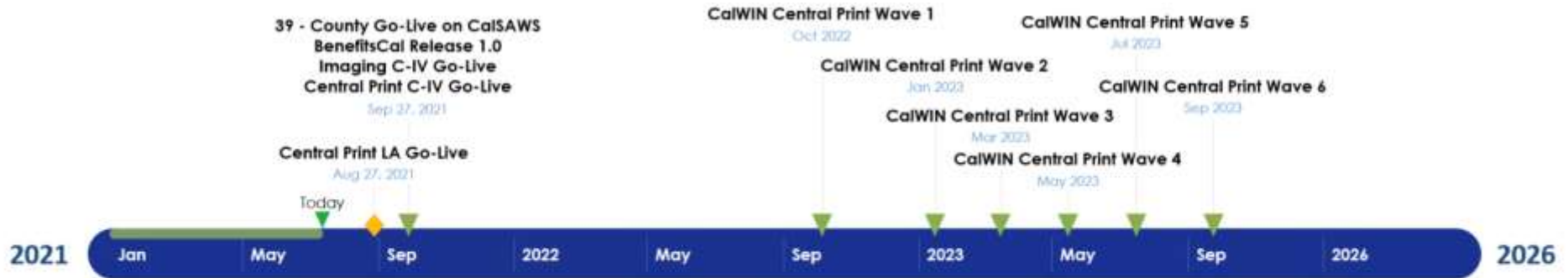
CalSAWS DD&I Project Gantt

High Level Overview – CalWIN OCM



CalSAWS DD&I Project Gantt

High Level Overview – Central Print



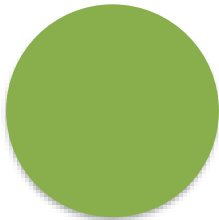
Legend

- On schedule, performing as planned
- Potential delay/monitor with no material schedule impact
- Behind schedule and requires escalation
- State Activities
- County Activities (On schedule)



CalSAWS High Risks Update

- Risk 201 – Pace of Policy Changes
 - Risk 203 – Project Communications
 - Risk 236 – Scaling of Analytics
 - Risk 237 – Scaling of Batch
 - Risk 240 – Scaling of CalSAWS Production Operations
 - Risk 248 – C-IV Imaging Go-Live
-



CalSAWS Project High Risks

RISK NAME

201: Pace of policy changes may exceed capacity of the project teams, resulting in less automation

DESCRIPTION

There is a risk that the pace of policy changes could exceed the capacity of the project teams during the CalSAWS DD&I Phase. This may result in a reduction of required automation and increased work arounds.

MITIGATION PLAN/STATUS

Mitigation:

- The SFY 21-22 governor's budget was reviewed, and the project is projected to receive funding and timelines as expected. The project reached out to CDSS regarding the CF COLA and CW MAP that are currently anticipated for 10/2021 effective dates.
- Policy, Design and Governance (PDG) attends CWDA legislative committee to help address potential SAWS impacts.
- CalSAWS/CalWIN continues to work with the State regarding potential legislation and timelines. The Project has ramped down C-IV changes to focus only on those changes deemed necessary prior to migration.
- CalSAWS is working with State partners to receive CW/CF and FC COLA as soon as possible to complete the batch COLAs in early August. This will mitigate potential conversion/migration issues as these changes will take effect on 10/1/2021. State partners must wait for State or Federal approval before confirming the changes, and a delay in receiving all the necessary information could impact the implementation timeline.
- As of 7/7, the governor's budget has not been finalized. The Project continues to respond to questions regarding SAWS automation. CalSAWS/CalWIN have several new policy changes that have very short deadlines for receiving policy direction/confirmation from the state, which is dependent on approval of the final budget. This risk will be updated upon receipt of the final budget.

RISK LEVEL

Probability (90%) * Impact (5) = **4.5**

OWNER(S)

Karen Rapponotti, Lisa Salas, Rocky Givon, DHCS



Risk Trend Legend

Remains same Trending to High Trending to Medium Trending to Low Realized into an Issue Retired Risk

CalSAWS Project High Risks

RISK NAME

203: Project communications must be enhanced, otherwise stakeholder/audience needs will not be met

DESCRIPTION

Unless the CalSAWS Project scales up and enhances Project communications, stakeholder needs for timely, tailored, and accurate information, as well as the needs of many diverse audience groups, may not be met.

MITIGATION PLAN/ STATUS

Teams are currently executing to their communication plan towards C-IV Cutover Greenlight. Continue to monitor and wait until after cutover to assess if the stakeholder's needs have been adequately met before reducing the risk profile to medium.

C-IV Migration cutover communications have been established with Consortium input on appropriate timing and stakeholders who need to be informed both internally and externally to the project.

The BenefitsCal project team has developed a full-scale communications plan (first customer email scheduled to be sent out at end of June), social media strategy, and the BenefitsCal.com marketing website.

CalWIN ISS follows project communications protocols and is developing the OCM Communication Plan on schedule. Regular and frequent communications are shared with all CalWIN counties on the CalWIN Migration.

RISK LEVEL

Probability (70%) * Impact (4) = **2.8**

OWNER(S)

Ted Anderson, Gabrielle Otis, Juli Baker, Holly Murphy, Lulu Fou



Risk Trend Legend

Remains same Trending to High Trending to Medium Trending to Low Realized into an Issue Retired Risk

CalSAWS Project High Risks

RISK NAME

236: The scaling of Analytics dashboards for 58 counties may have an impact on system performance

DESCRIPTION

The Analytics hard-launch dashboard production release experienced delays in data refresh impacting CalSAWS (LRS).

- A single county (LA) data load was delayed due to batch processing exceeding 6:00 am.
- Data refresh time is degrading for a single county volume in production processing.
- Performance and measurements for a single county may not scale with the current configurations.
- Staging environment performance results identified that the environment used for hard launch needs to align with the production environment.

MITIGATION PLAN/ STATUS

Risk Mitigation Plan:

Action Item #1: The documentation of Analytics Performance specific to Service Level Guidelines and/or Agreements (inclusive to rendering time) will leverage Deliverable 1.2.1 M&O Services Plan - 8.0 Performance Management Plan (updated on an Annual cycle) and currently in DRAFT as of this writing (6/3/21). **Complete**

Action Item #2: Demonstrate stability in batch job run times and adherence to 6am batch window over a 5 to 10 day period. **Complete**

Action Item #3: 40 county performance test on Golden Dataset 4 is in progress. All open defects for 40 county testing are in triage with dev teams and these runs are expected to re-run by the week of July 6th (Defects for reference - [CA-228378](#), [CA-229768](#), [CA-229767](#), [CA-229770](#), [CA-228378](#) . Defect [CA-229251](#) is fixed). **In Progress**

Action Item #4: 58 county performance and load testing. **Not started;** dependent on converted CalWIN data







RISK LEVEL

Probability (90%) * Impact (3) = **2.7**

OWNER(S)

Keith Salas, Luz Esparza, Laura Chavez, Marc Petta, Nazeem Sheik, Don Coffey, Amanda Batt

Risk Trend Legend

 Remains same  Trending to High  Trending to Medium  Trending to Low  Realized into an Issue  Retired Risk



CalSAWS Project High Risks

RISK NAME

237: The scaling of Batch for 58 counties may have an impact on system performance

DESCRIPTION

The CalSAWS production batch schedule does not always complete by 6am. As additional counties are added, there will be growth in both the count of batch jobs and volume of data. This growth may add a challenge to batch completing on time. Related Risk 236 addresses Analytics specifically. Risk 237 addresses mitigation activities to impact the entire batch cycle.

MITIGATION PLAN/ STATUS

Risk Mitigation Plan:

- Continue to monitor the trend analysis of batch performance tuning efforts in CalSAWS
- Accelerate Batch Performance Test (BPT) start from July to June 1, which will also double test time from 1 to 2 months.
- Develop baselines for batch schedule trend analysis and to identify tuning priorities
- Apply operational updates to identified bottlenecks: query tuning, additional job threading, schedule updates to reduce contention
- Identify core and non-core jobs for the new batch schedule. Prioritize jobs that must complete prior to 6am based on business need and interface partner timeframes
- Update existing alerting, monitoring, escalation and communication procedures (Batch Ops / Reports / Analytics)
- Improve/automate notification of delays that may have a potential business impact

Risk Status (7/9):

- Continued tuning production processes.
 - Implemented Claiming tuning in May - multi hour reduction in Main Payroll processing time
- 40-County Performance testing began on June 1, 2021
- Baseline performance for key batch schedules have been established and the team is actively addressing performance bottlenecks:
 - Database server upgraded to address processing bottlenecks resulted in significant performance gains
 - Updates to the Main Payroll Issuance processing yielded additional performance gains in preliminary testing and additional cycles are being executed to confirm the code changes
 - Environment / Infrastructure changes have been implemented to mirror production resulting in processing times comparable to current production for Central Print Bundling jobs
 - Enhancements to the Workload Assignment processes are actively being worked and initial prototype results demonstrated desired performance gains; changes will be deployed to the Performance Test environment to confirm results
- Additional changes are being prioritized based on impact with the goal of addressing all major issues over the next few weeks
- On-going performance test cycles to validate the results and demonstrate ability to fit within the batch window
- Identification of core and non-core jobs is in progress which will be used to further refine the batch schedule

RISK LEVEL

Probability (70%) * Impact (4) = **2.8**

OWNER(S)

Greg Elston, Lisa Salas, Jason Horton, Laura Chavez, Nazeem Sheik, Don Coffey, Dan Dean



Risk Trend Legend

- Remains same
 Trending to High
 Trending to Medium
 Trending to Low
 Realized into an Issue
 Retired Risk

CalSAWS Project High Risks

RISK NAME

240: The scaling of CalSAWS Production Operations, including Batch Operations, to provide 40 and 58 County support, without effectively taking into account the multi-county and multi-vendor CalSAWS ecosystem may impact business operations

DESCRIPTION

As we expand to 58 counties and with continual activities to support policy, the consequences of a misstep in executing the CalSAWS M&O batch schedule magnifies the potential impact to business operations and benefits to the participants.

MITIGATION PLAN/ STATUS

Risk Mitigation Plan:

- Implement and address findings from Batch Operations Review conducted earlier this year
 - Process:
 - Implement additional operational and peer review processes to verify the Batch Schedule is established correctly
 - Review and update Batch Operator actions to avoid confusion related to restart processing
 - Organization:
 - Realign Batch Operations team under unified Production Operations team
 - Implement real time monitoring of batch processing in addition to existing automated alerts
 - Communications:
 - Review and update batch processing notifications for more timely updates
 - Integrate batch processing updates into System Health Dashboard
 - Continuous Improvement:
 - Implement continuous improvement processes to extend automation within batch processing
 - Implement processing safeguards to minimize potential for human error
 - Establish thresholds for control totals to validate batch results in a more real time manner

Risk Status (7/9):

- Process:
 - M&O Services Plan has been updated to include batch schedule exceptions; Plan in review
 - Peer Review Checklist to formalize BSCR changes in process
 - Review and update of Batch Operator actions is in process
- Communications:
 - Inventory of notifications compiled and in review for potential changes in content and frequency
- Continuous Improvement:
 - Initial list of batch processing safeguards has been compiled and analysis efforts are underway
- Organization Realignment to begin later this month

RISK LEVEL

Probability (70%) * Impact (4) = **2.8**

OWNER(S)

Greg Elston, Seth Richman, Arnold Malvick, Laura Chavez, Nazeem Sheik, Don Coffey, Grady Howe



Risk Trend Legend

 Remains same
  Trending to High
  Trending to Medium
  Trending to Low
  Realized into an Issue
  Retired Risk

CalSAWS Project High Risks

RISK NAME

248: The C-IV Imaging go live may not have images older than 2/28/21 due to delays in the C-IV image migration

DESCRIPTION

The C-IV Converted Image transfer for documents scanned prior to February 28, 2021, is currently at risk of not finishing prior to go live.

MITIGATION PLAN/ STATUS

The initial transfer process encountered significant delays due to faulty Snowball Hardware and corrupted files. As a result, the transfer process is approximately 1.5 months behind the original schedule.

The team has diagnosed and resolved the file corruption issue. In addition, the team has adjusted the file transfer process to include incremental Snowballs being transferred on a more frequent basis. This will reduce impact if additional hardware failures occur. Finally, AWS has implemented incremental quality checks on the Snowball HW at each of the steps of the transfer process to identify issues earlier in the process.

Based on the above mitigation steps, a revised schedule has been completed which shows completion of the image transfer process Mid-August with validation complete by the first week of September.

The following high-level tasks are the major activities associated with this remediation work.

- Ship new Snowballs to Hyland AWS and streamline the process of getting them loaded into Hyland AWS
- Benchmark the transfer processes and throughputs, identifying and implementing performance improvement adjustments

UAT test efforts are not impacted since 94,000 converted images were already successfully loaded to the UAT environment for validation.

RISK LEVEL

Probability (70%) * Impact (4) = **2.8**

OWNER(S)

Arnold Malvick, Gerald Mills, John Dray, Danielle Benoit

Risk Trend Legend

 Remains same  Trending to High  Trending to Medium  Trending to Low  Realized into an Issue  Retired Risk



Migration of C-IV Images in Preparation for Go-Live

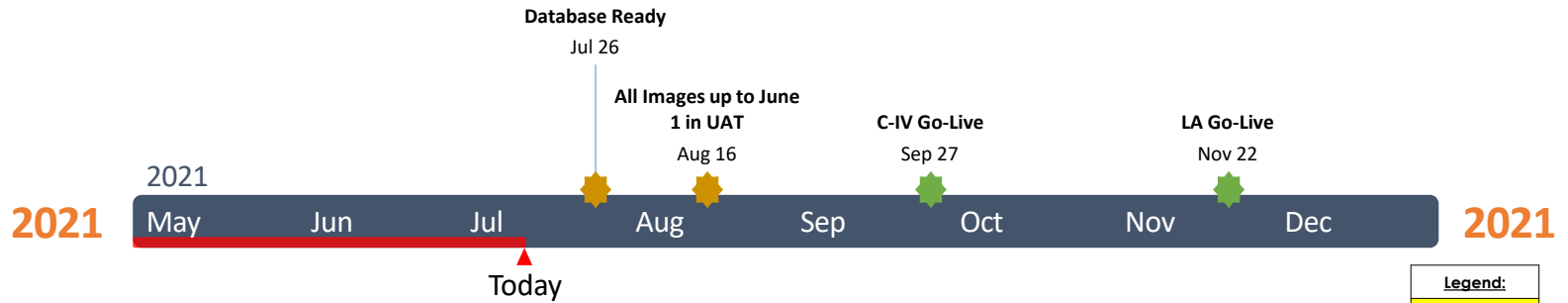
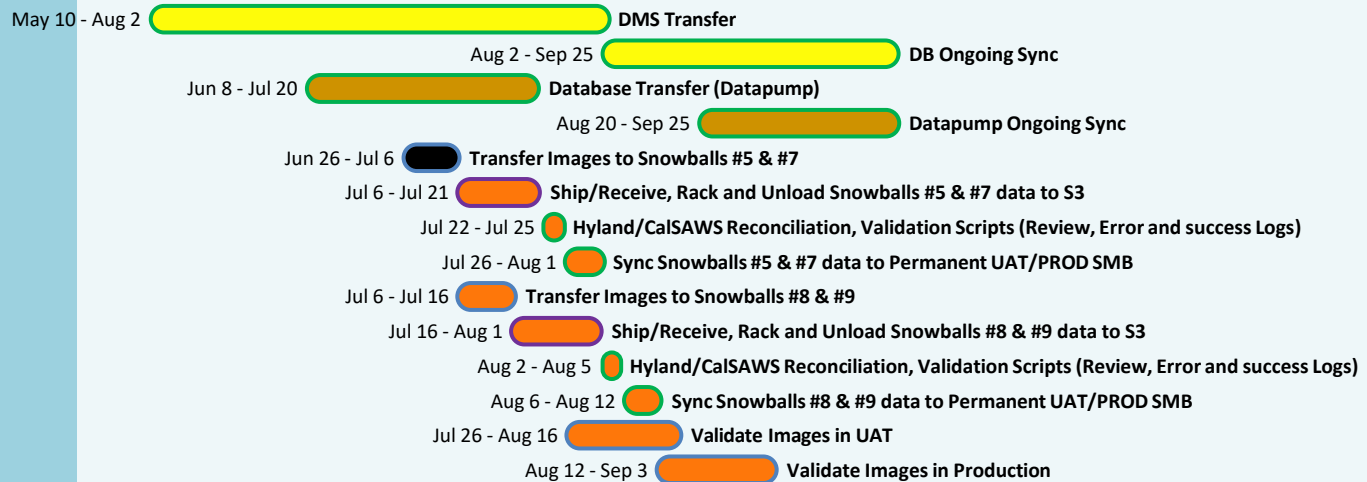


Image Transfer

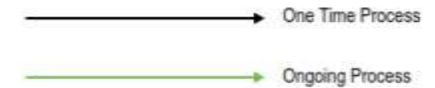
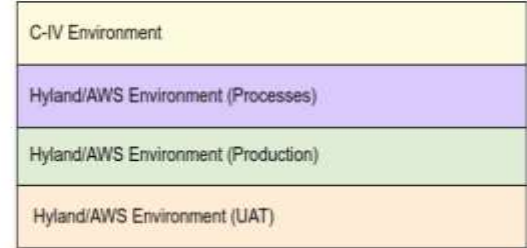
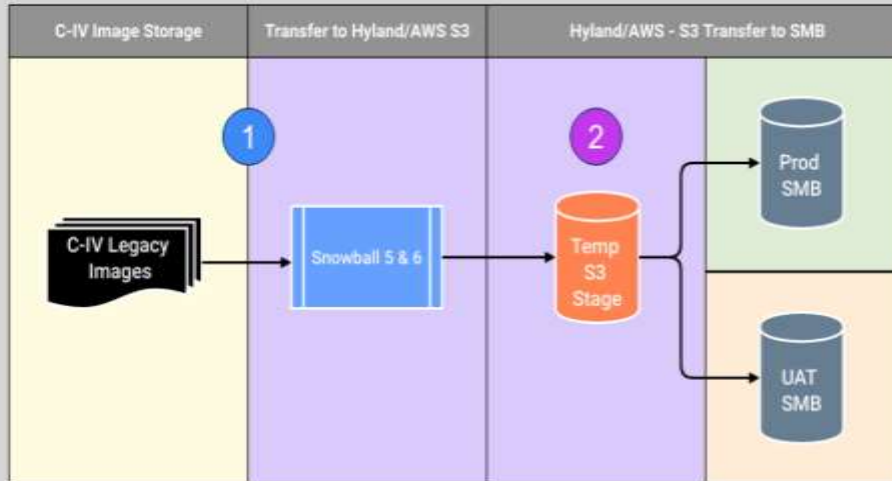


Legend:
DMS
DB Copy
Image Transfer
Completed
Accenture
Hyland
AWS

A - Transfer C-IV Images to Snowball - High level Snowball Process

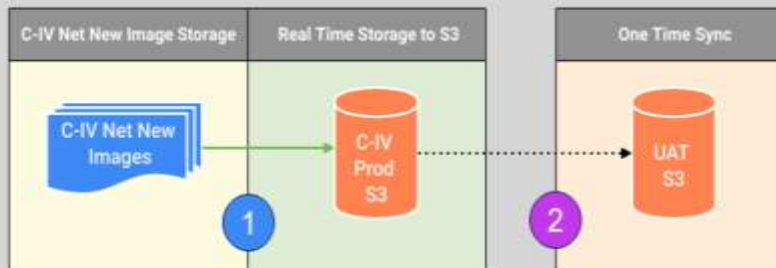
C-IV Legacy Image Transfer

- 1 C-IV Legacy Images are loaded onto Snowball and transferred to AWS for upload to Hyland Temp S3 Bucket
- 2 As C-IV Legacy Images are unloaded into the temporary S3 staging bucket they are synced over to the UAT and Production SMB S3 Buckets

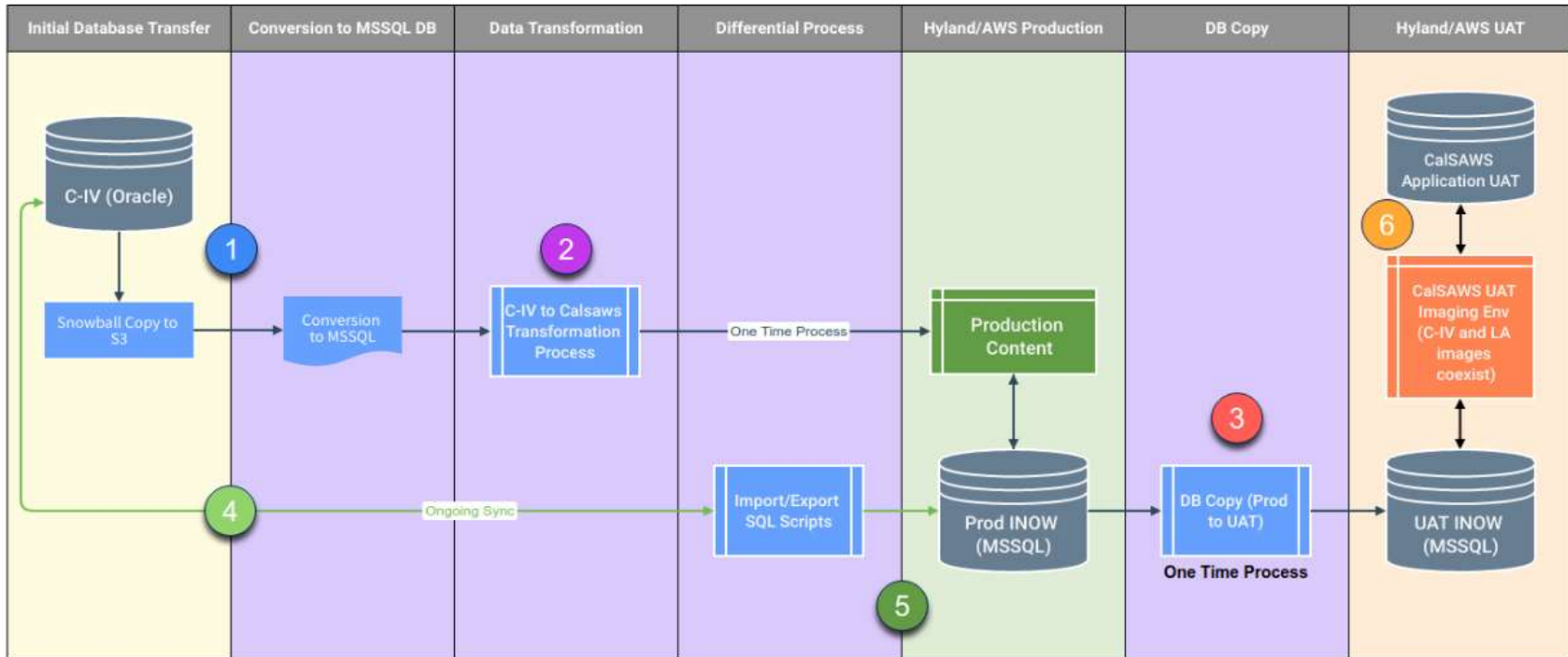


C-IV Ongoing Images

- 1 C-IV Ongoing (Feb 28th - Current) images are stored in real-time to the Hyland S3 Bucket
- 2 One time sync was performed with images from 02/28/2021 to 06/01/2021

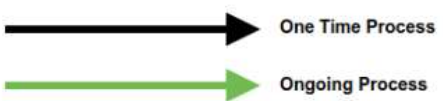


B – Database Transfer, Primary Datapump

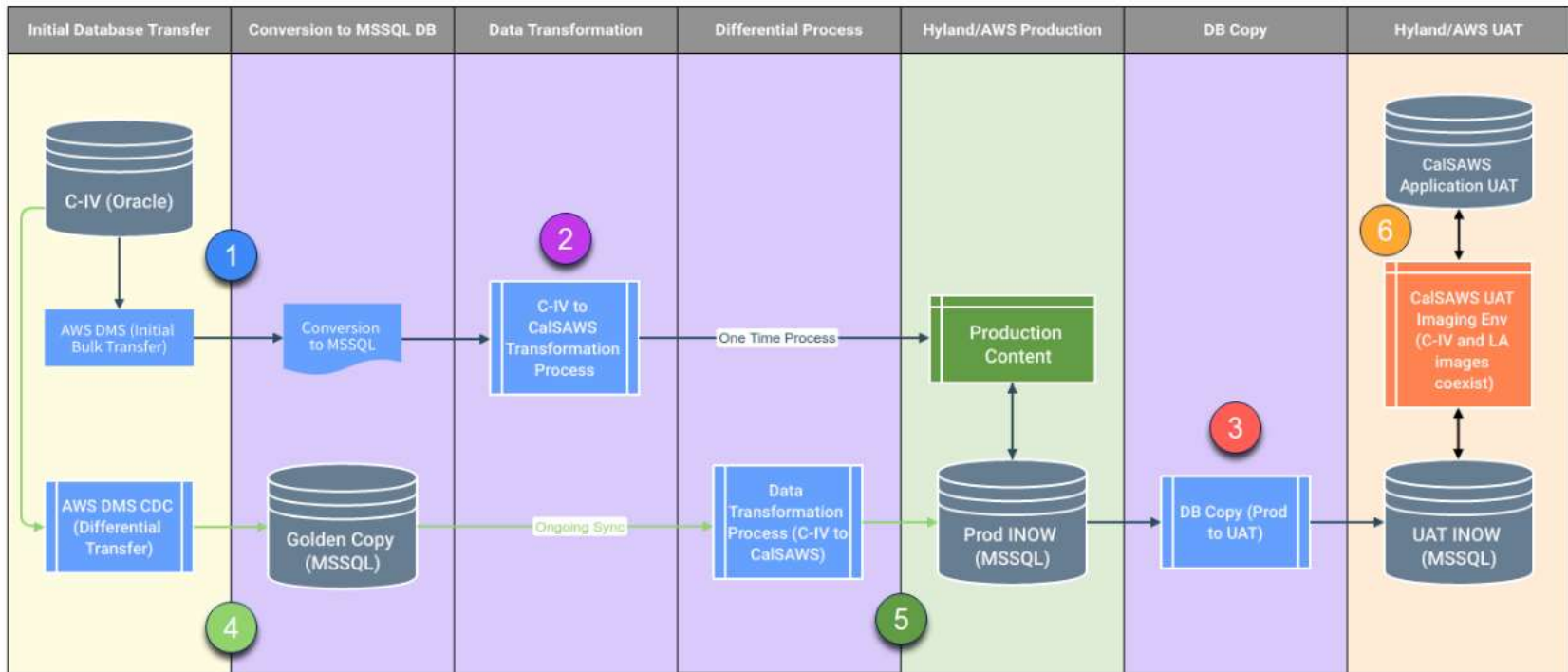


- 1 C-IV Metadata is transferred via Snowball (Initial Bulk Transfer)
- 2 C-IV to Calsaws Transformation Process
- 3 One time process - Once the C-IV Metadata has been transformed, a db copy will be taken from production to the UAT environment
- 4 Ongoing Sync via MSSQL Scripts
- 5 Import of differential data from C-IV to Prod INOW
- 6 CalSAWS Application UAT is integrated with the Hyland Imaging UAT environment

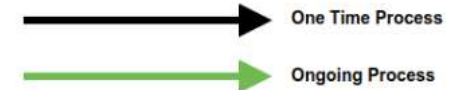
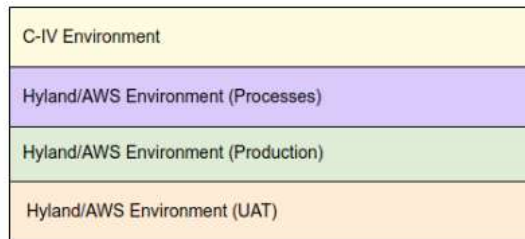
C-IV Environment
Hyland/AWS Environment (Processes)
Hyland/AWS Environment (Production)
Hyland/AWS Environment (UAT)



B – DB (DMS) Transfer - Backup



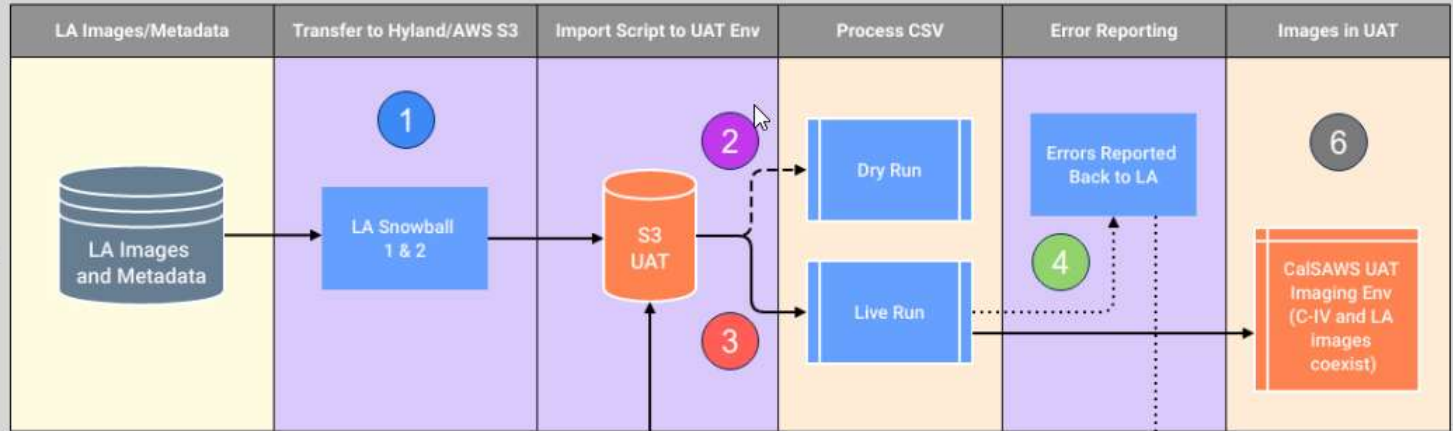
- 1 C-IV Metadata is transferred via AWS DMS (Data Migration Server - Initial Bulk Transfer)
- 2 C-IV to CalSAWS Transformation Process
- 3 Once the C-IV Metadata has been transformed, a db copy will be taken from production to the UAT environment
- 4 Ongoing Sync via AWS DMS CDC
- 5 Ongoing Differentials Process with Data Transformation from the Golden Copy database.
- 6 CalSAWS Application UAT is integrated with the Hyland Imaging UAT environment



C – LA Transfer Images to Hyland Cloud

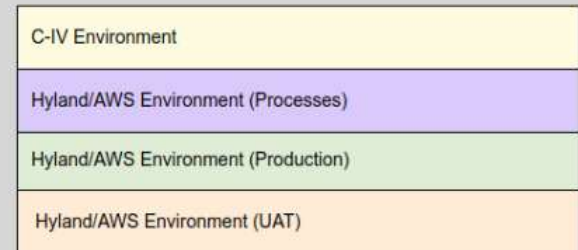
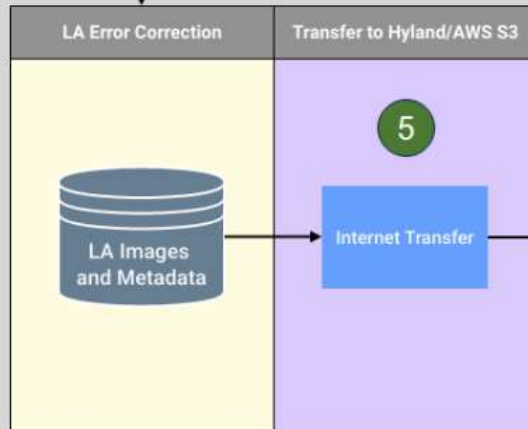
LA Snowball Transfer

- 1 LA Legacy images and metadata extract are loaded onto Snowball and transferred to AWS for upload to the Hyland S3 bucket.
- 2 A 1 day Dry run is performed to confirm CSV data is not corrupted
- 3 Hyland performs a live run to import the metadata (csv) into the UAT environment
- 4 Any errors in the CSV during live run import will be reported back to LA



LA Internet Transfer

- 5 LA provides corrected CSV files and sends them over the wire to the Hyland S3 Bucket
- 6 The corrected metadata files are imported with the same process of the snowball data





CalWIN Implementation Support Services

- BPR Update
 - OCM Update
 - Training Update
- 
-

Business Process Re-Engineering Updates

As-Is and To-Be Progress & Other Update

- As-Is Progress
 - ✦ All 18 Counties' As-Is Sessions Complete (100%)
 - ✦ 15 of 18 Counties As-Is Final Work Products Signed-Off (83%)
 - ✦ 3 Counties Final Work Products Pending Sign-Off (17%)
- To-Be Progress
 - ✦ Wave-1 (3 of 18 Counties) To-Be Sessions In-Progress
- Look Ahead
 - ✦ Global To-Be Process Flows
 - ✦ Wave-1 Demo Recordings
 - ✦ To-Be BPR Schedule for Waves 2–6



Next Steps will be provided July 22

Organizational Change Management Updates

Key Takeaways from the June Session

- OCM POC Session (June 23rd)
 - ✦ County POCs gained understanding of how to conduct an Impacted Users Analysis
 - ✦ Counties validating their County-specific Impacted Users Register
 - ✦ Office Hours held on June 29th and July 7th for County Q&A
- Next OCM POC Session (July 14th)
 - ✦ Counties to identify current and desired communications products & channels used within their County
 - ✦ Discuss project messaging that can be shared across counties now

Organizational Change Management Update

Upcoming Discussion Topics

July

- Communication Methods
- Project Messages to share in-County

August

- Change Impacts
- Change Readiness Measures
- Change Readiness Surveys
- Change Dashboards

September

- Communication and Engagement Activities
- Change Network
- Targeted Topics
- Roles and Responsibilities

Training Update

Upcoming Training Advisory Council Topics

July

- Introductions of the CalWIN ISS Training Team
- Training Schedule Approach

August

- Training Design and Development Templates
- How we Tailor Training for the CalWIN Counties

September

- Review of Training Roles
- Approach to Developing the Master Training Plan

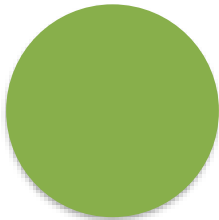
Other Training-Related Activities

- ✓ We continue to update the **CalSAWS Awareness and Learning Toolkit**.
- ✓ The process for identifying training roles (training audience) is in process. We'll meet with each Wave 1 County to review and validate in early August.



BenefitsCal Update

- Training Update
- Marketing Update



Training Update

BenefitsCal

- **Live Training Sessions:**
 - Four (4) training sessions are offered for County Staff: . Recordings will be posted to the LMS for review.
 - One (1) training session will be offered for Community Based Organizations (CBOs) and recorded for review.
- **Quick Guides (QGs):** Available within the LMS today
- **Videos:** ~18 videos will be uploaded to the LMS over the next three (3) weeks
- **FAQs:** A master list of frequently asked questions is available within the Web Portal.
- **Environment:** An environment will be available for county staff to explore and learn the new BenefitsCal application.

The BenefitsCal team will continue to update materials based on feedback: we thank everyone for the comments already received!

Marketing Update

BenefitsCal

- **BenefitsCal.com website:** It's up and live! Please bookmark it for ongoing project updates.
- **Social Media Toolkit:** Available on benefitscal.com today.
 - Request counties, state partners, to download and update their websites.
 - Contains logos, images, posts in threshold languages.
- **Customer Emails:** First email sent 07/01/21.
 - 418k sent, 80k viewed, 28k bounced (incorrect email)
- **Customer Texts:** Project team is developing text messages for those who do not have emails.
- **Customer Letter:** A letter was provided to counties to consider to send to customers who may not have an email or phone number. Suggested distribution in August 2021.



The Path Forward: an update on GetCalFresh Integration:

- **09/27/21 - Release 1.0:** GetCalFresh applications will be submitted through BenefitsCal.
- **10/24/21 - Release 1.2:** SAR7/Periodic Report integration.
- **Long Term Plan:** Direct integration between CalSAWS and GetCalFresh.



To accommodate the GetCalFresh integration, two new releases are introduced to deploy functionality in alignment with when it is needed in BenefitsCal:

	Release 1.0	Release 1.1	Release 1.2
Release Date	09/27/21	10/04/21	10/24/21
Scope Summary	<ul style="list-style-type: none">All scope except items in R1.1 and R1.2 (see right)	<ul style="list-style-type: none">MC210/216/217CF37	<ul style="list-style-type: none">SAR7/Periodic Reports



UAT Update



User Acceptance Testing (UAT)

Status Update – 4th week of Execution

CalSAWS Integrated UAT



CalSAWS Application

Imaging

State Reports Review

BenefitsCal

User Acceptance Testing (UAT)

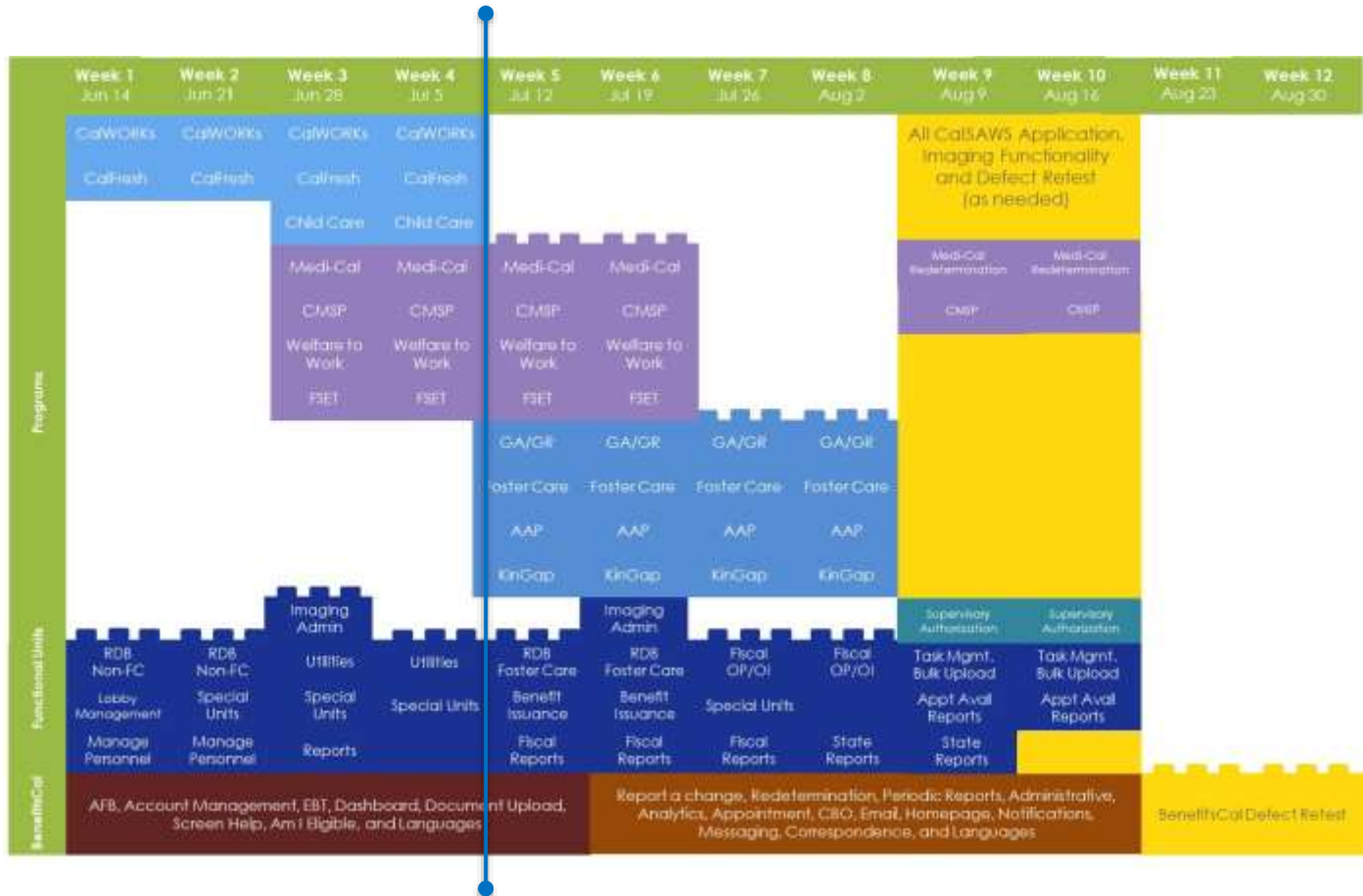
Status Update – 4th week of Execution

CalSAWS Integrated UAT Plan



Week 4 of 12 completed for UAT Execution

Tester participation is a minimum of 2 weeks



User Acceptance Testing (UAT)

Status Update – 4th week of Execution

CalSAWS Integrated UAT Improvements



Technology

- **CalSAWS Access**
 - Accounts deactivated after 60 days
 - Multiple accounts with CalSAWS, LMS, C-IV
 - Downloads of Excel Reports
- **Security Rights**
 - Enhanced rights for UAT participants
 - Cross county regional access for SMEs

UAT Participant Experience

- **UAT Breakout Rooms**
 - Emulates a true lab environment
 - Allows SMEs and Participants to cross-communicate “in person” on findings
 - Provides real-time support and resolution
- **UAT Scenarios**
 - Level of detail / test objectives
 - Functionality availability

Knowledge Transfer / Training

- Continuous Improvement in 2-week cycles
- Full day orientation / refresher course
- Knowledge sharing from past groups with incoming groups
- Training topics identified and demos

User Acceptance Testing (UAT)

Status Update – 4th week of Execution

CalSAWS Execution Status

(including State Reports)



Execution (Slightly Behind)

Week 4 of 10 weeks completed
32% Execution

UAT Participants scheduled for
execution

UAT processes updated, which will
assist in execution progress



32% Execution
321 Scenarios Completed
90 In Progress



284 Testers and **34** SMEs

23 Counties

98% Pass Rate
of 321 Scenarios
Completed!



User Acceptance Testing (UAT)

Status Update – 4th week of Execution

CalSAWS Imaging Admin Execution Status



Execution (On-track)

Week 1 of 1 Completed
100% Execution

Defect Retesting for C-IV
July 19 – July 23



59 Scenarios
Completed

95% Pass Rate
of 59 Scenarios
Completed!



28 Testers and **1** SME
22 Counties

User Acceptance Testing (UAT)

Status Update – 4th week of Execution

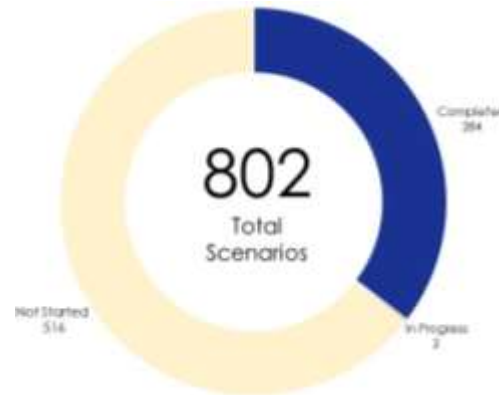


BenefitsCal Execution Status



Execution (On-track)

Week 4 of 12 weeks completed
35% Execution



35% Execution
284 Scenarios Completed

71% Pass Rate
of 284 Scenarios
Completed!



84 Testers and 22 SMEs
27 Counties



Central Print Update



Central Print Status

Plan and Design

Master Implementation Plan Approved	100%
Requirements Verification Session Complete	100%

Install and Configure

Print File Parameters Identified	100%
Print Centers Established (Target → 07/30/2021)	80%
Configuration Load (Target → 08/26/2021)	10%

Test

Connectivity Between Print Centers and Fulfillment Platform	100%
2D Barcode Testing	100%
SoCal Print Center Component Testing	100%
Existing Print Center Component Testing (Target → 08/15/2021)	60%
Connectivity Between CalSAWS and Central Print (Target → 07/30/2021)	40%
Disaster Recovery Test (Target → 08/20/2021)	10%
Production File Test (Target → 08/20/2021)	10%

Training and Implementation

Maintenance and Operations Plan Approved	100%
Supply Readiness (Target → 8/25/2021)	30%
Training Readiness (Target → 8/20/2021)	10%



Training Update



Early Training

July 5, 2021 – August 24, 2021



Early Training provides advance CalSAWS Learning Management System (LMS) access to the C-IV Counties.

- An Early Training Kick-off/Orientation was conducted on June 30, 2021
 - 209 participants attended
- During this time, Counties can view Migration-specific training materials
- Early Training will assist Counties to continue/finalize any changes to their internal business processes
- Metrics on Early Training course completion will be provided at the August PSC meeting

*LMS – Learning Management System

Early Training

Common ServiceNow Scenarios

*LMS access via ForgeRock Guide was distributed to Early Training/ITTSME participants on June 29 and July 6, 2021.

Scenario	Scenario Description	Resolution/Action
Inactive ForgeRock Account	For users that already have a ForgeRock account, they are responsible for resetting their password every 60 days. As the 60-day expiration date approaches, the User receives an email from support@calsaws.org to reset their password. Once their password has been reset, they will retain an active status. If the password has not been updated within the 60-day expiration window, the User will be locked out of their account and have an inactive status.	After July 15, 2021, County Help Desks will have the ability to reactivate ForgeRock accounts on behalf of their staff. Prior to July 15, 2021, the Project will reactivate ForgeRock accounts through an approval process. We will investigate the possibility of obtaining a report of inactive users ahead of future LMS loads to provide to the counties so accounts may be reactivated by the County before LMS login is attempted.
Users with more than one ForgeRock account	Users have multiple ForgeRock accounts from prior CalSAWS application access.	Users need to use their C-IV Username and C-IV password. They will then be prompted to enter their email address. If they have an existing account, it will be merged. We will request a report to validate the correct SAML is being used before users are loaded to ensure merging happens correctly.

Early Training

Common ServiceNow Scenarios

*LMS access via ForgeRock Guide was distributed to Early Training/ITTSME participants on June 29 and July 6, 2021.

Scenario	Scenario Description	Resolution/Action
ForgeRock Password	For access into LMS, Users must know their C-IV Password. Users may not know their C-IV password or may have reset it in the time period between the cut from C-IV to ForgeRock, or Users are using the incorrect password.	Users are asked to reset their password through their County Help Desk. Instructions will be added to the LMS Access via ForgeRock Guide to highlight this period so the password they should use is clear.
Lack of Access to the LMS	Users will only have access if they are part of the Early Training/ITTSME participant list. All C-IV active users will have access beginning August 30, 2021.	Update the LMS access via ForgeRock guide to indicate this.
Curriculum not showing up	Users do not see registered Curriculum on their homepage. Per CRFI 21-028 Custom Curriculum Enrollment Form, some Counties opted for some of their staff to not have specific registered training.	The Training team is validating the registration of curriculum against CRFI 21-028 County responses. If Counties opted in for staff to have specific curriculums assigned, training team is going in and updating the curriculum assignment. Update the LMS access via ForgeRock guide to indicate this.

Session One participants' dates of LMS access are being tracked, and invitations to some Office Hours of Sessions Two, Three and Four may be sent on a case by case basis. Once users have access to the LMS, they will continue to have access indefinitely, until further notice.

County Training Coordinators

Training on LMS admin functions

- Hosted an in-depth training session for the C-IV County Training Coordinators on July 7, 2021
- 68 Training Coordinators attended
- Topics included:
 - County Training Coordinator optional responsibilities
 - LMS Capabilities
 - ✦ Generating LMS Reports
 - ✦ Updating Curriculum Assignments
 - ✦ Viewing County Staff's Transcripts
 - LMS Support
 - Q&A
- Presentation, LMS guide, training recording and other relevant materials are posted on the CalSAWS Web Portal (email was sent to TC's on July 9, 2021)

Training Environment Roadshows

New Training Environments for the C-IV Counties before Go-Live

Date	Region	Status
Thursday, July 8, 2021	2	Completed
Monday, July 12, 2021	5	Completed
Tuesday, July 13, 2021	4	Completed
Wednesday, July 14, 2021	3	Completed
Thursday, July 22, 2021	6	Upcoming
Thursday, July 22, 2021	6	Upcoming
Tuesday, July 27, 2021	1	Upcoming

Web Portal Resources:

- Case Copy Demo
- How to Create a Golden Case Demo
- Training Environment Guide
- Training Environment Roadshow presentation deck

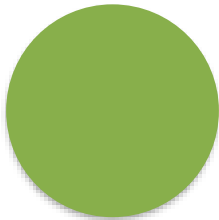
Training Environment Roadshow Topics:

- Purpose/Background
- New Training Environments and Features
- Case Copy Functionality and Demo
- Creating Golden Cases/Demo
- Imaging Training Production Environment
- ServiceNow Support
- Training Environment Guide overview
- Functional Limitations
- Q&A



C-IV/CalSAWS Implementation Readiness Update

- T-3 Month Change Readiness Assessment Survey Results
- Greenlight Meeting Attendees
- Overview of Activities for County Prep
- July Readiness Dashboard
- Post Deployment Video

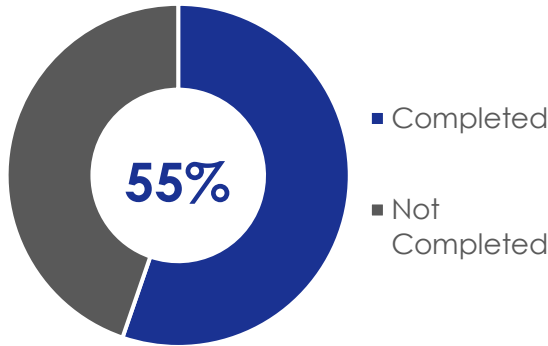


T-3M Change Readiness Assessment Survey

Purpose: To assess communication effectiveness, and measure User awareness, understanding, and acceptance of the C-IV Migration to CalSAWS

The survey was conducted from **June 15 to June 28, 2021** and was distributed to **13,638 C-IV County Users across 38 Counties** (1 County opted out of participating).

% of CalSAWS Users



7,544 of 13,638 C-IV Users (55%) responded to the survey

% Positive – Aware of Enhancements with CalSAWS

66.1%

▲ vs T-12M: 56.38% | +9.72%
▲ T-3M Target: 70% | -3.94%

% Positive – Excited about Transition to CalSAWS

62.45%

▲ vs T-6M: 46.1% | +16.35%
▲ T-3W Target: 70% | -7.55%

% Positive – Committed to Success of CalSAWS

85.38%

▲ T-3W Target: 70% | 15.38%

% Positive – Confident about Adopting Changes

82.9%

▲ T-3W Target: 70% | 12.90%

Key Takeaways

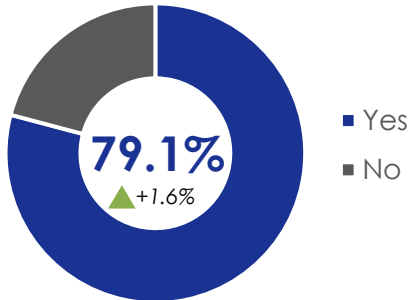
1. C-IV Users are progressing toward understanding and acceptance, greatly in part due to the vast majority of users having participated in Just-in-Time system demonstrations. In addition, there was a large increase in the number of workers who received infographics / Change Management communications and found the information in them useful.
2. Next steps are to provide Migration Training materials and support Users in preparing and organizing for Go-Live, so users understand the main areas of change and the resources available to support their understanding.

T-3M Change Readiness Assessment Survey -

Purpose: To assess Imaging communication effectiveness, and measure User awareness, understanding, and acceptance of the CalSAWS Imaging Solution.

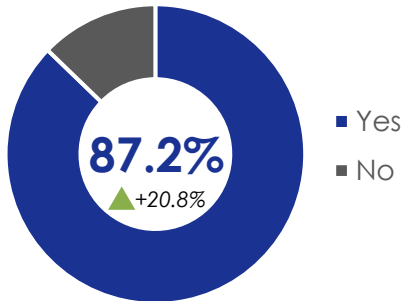
Users were asked a question designed to identify them as current Imaging Users. Answering Yes prompted respondents to more detailed questions about the CalSAWS Imaging Solution. Answering No skipped the Imaging questions.

% of Current Imaging Users



5,968 of 7,544 C-IV Survey Respondents (79.1%) currently perform Imaging activities or use an Imaging system.

% of Aware Imaging Users



5,150 of 5,905 C-IV Imaging Respondents (87.2%) are aware they will be using a new Imaging Solution upon CalSAWS go-live.

% Positive - Understand the Benefits of the CalSAWS Imaging Solution

59.7%

▲ vs T-6M: 48.2% | +11.5%
 ▲ T-3M Target: 70% | -10.3%

% Positive - Understand the Functional Changes associated with CalSAWS Imaging

59.9%

▲ vs T-6M: 48.2% | +11.7%
 ▲ T-3M Target: 70% | -10.1%

% Positive - Excited about the Transition to CalSAWS Imaging

65.6%

▲ vs T-6M: 51.3% | +14.3%
 ▲ T-3W Target: 70% | -4.4%

% Positive - Committed to the Adoption of CalSAWS Imaging

70.6%

Represents baseline
 ✓ T-3W Target: 70% | +0.6%

Key Takeaways

1. C-IV Imaging Users are aware of the transition to the CalSAWS Imaging Solution and are progressing toward understanding and acceptance, due in large part to increased engagement around Imaging via the Imaging Roadshows, Imaging Demonstrations, and monthly Imaging Communications.
2. Next steps are to provide Imaging Training, identify and close gaps in communication distribution channels, and re-emphasize the Imaging support network and self-service tools to increase C-IV Imaging User levels of understanding, acceptance, and commitment in advance of Go-Live.



Green Light Meetings Starting at T-1M



Participants



County Leadership

PSC Board Members
County PSC Members



State Partners

DHCS, CDSS, OSI, CWDA, IV&V



CalSAWS Staff

CalSAWS Executive Leadership
Regional Managers
CalSAWS Leads

Dates



Green Light County Prep

Wednesday 8/25/2021
Duration: 2 hours



Green Light Go-Live Event

Wednesday, 9/22/2021
Duration: 2 hours



Green Light Cutover Weekend

Sunday, 9/26/2021
Duration: 2 hours

Format



Internal Project Teams, Section Directors, and RMs conduct Pre-Green Light to report readiness to CalSAWS Leadership. RMs vote on behalf of Region/County Directors (align with Regional governance voting).
State Partners, IV&V, and County Directors (observers)
PSC/JPA informed post green-light. If attend, they are observers only.

Materials

INPUTS

Green Light Presentation

Supplemental Materials:
Implementation Readiness Dashboard, Implementation Readiness Packet

OUTPUTS

Session results

Decisions documented

Participant feedback

County Prep Phase Activities

What is the **County Prep Phase Packet**?

C-IV Counties received the **County Prep Phase Packet (CIT 139-21)** to review and prepare for activities to take place during the County Prep Phase (August 30 – September 23, 2021).

Project Support for County Prep Phase

The project will be hosting meetings before the County Prep Phase to support counties in preparing for the County Prep Phase Activities, and hosting meetings during the County Prep Phase to provide support during execution of County Prep Phase Activities.

County Prep Phase Activities include:

Security Admins/Identified Staff

- County Click-through on Aug. 29 (forthcoming CRFI)
- Update County-maintained security roles
- Update Office and Unit information
- Update pages for new functionality that is now County Configurable, if County decides to use it

All C-IV Users

- Login to CalSAWS to validate their credentials

Impacted Stakeholders

Security Admins and County Decision Makers will review the packet to decide how to administer security for County-maintained roles.

CalSAWS Implementation Readiness Update

CalSAWS, BenefitsCal, & Central Print Readiness Summary

CalSAWS

Implementation Readiness Dashboard

July 2021



The **Implementation Readiness Dashboard** presents a **high-level view of Project Readiness** in the form of a stop light indicator for the previous and current reporting period. Readiness statuses are presented for each Readiness Area. The status of each Readiness Area is determined by timely Milestone completion (see Key below). Project Milestones are identified by project team leads and CalSAWS Project leadership. More detail on C-IV Migration, BenefitsCal, and Central Print progress can be found in the Implementation Readiness Packet. The information reflects data as of July 2, 2021.

*An Implementation Readiness Milestone is a critical-path activity for the C-IV Migration, BenefitsCal, Central Print Go-Live in September 2021.



CalSAWS, BenefitsCal, & Central Print Readiness Summary

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

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

Project Milestones/Tasks and Issues/Risks

Key Project Milestones/Tasks

Milestone/Task	Status	Target Start Date	Target End Date	Percent Complete
Application Development and System Test	Complete	3/14/2019	1/25/2021	100%
BenefitsCal Phase 1 Design Complete	Complete	12/1/2020	3/26/2021	100%
Converted Data Test	Complete	7/13/2020	4/30/2021	100%
CalSAWS and BenefitsCal UAT County Preparation Begins	Complete	3/18/2021	5/21/2021	100%
Batch Performance Testing	In Progress	5/10/2021	7/30/2021	67%
State and C-IV County Interface Testing	In Progress	6/1/2021	7/30/2021	45%
Mock Conversions	In Progress	5/3/2021	8/27/2021	47%
User Acceptance Test (UAT)	In Progress	6/14/2021	9/3/2021	25%
Training – Install LMS, Load Courses, Test Reports	In Progress	9/3/2019	9/24/2021	83%
Implementation Readiness Preparation	In Progress	4/6/2020	9/27/2021	82%
Training Support	Not Started	7/5/2021	9/24/2021	0%
C-IV County Go-Live	Not Started	9/27/2021	9/27/2021	0%
Implementation Support	Not Started	9/28/2021	11/5/2021	0%
State Report County Support	Not Started	9/27/2021	10/31/2023	0%

Key Open Readiness Risks

Risk No. & Level	Risk Summary	Status
226 High	COVID-19 relief efforts may impact CalSAWS DD&I schedule.	CalSAWS is anticipating another one-time grant for CalWORKs in July and will also be updating MC RE dates as DHCS considers for when the PHE is lifted.
231 High	Delay of Web Browser compliance may impact users who do not use MS Internet Explorer	Two Tech SCRs have been drafted for 21.07 to support the current plan based on the assumption Adobe will resolve these issues soon.
236 High	The scaling of Analytics Dashboards for 58 Counties may have an impact on system performance	Action Item #1, 4: In Progress Action Item #2: Complete Action Item #3: In Progress
237 High	The scaling of Batch for 58 Counties may have an impact on system performance	Continue to monitor the trend analysis of batch performance tuning efforts in CalSAWS.
240 High	The scaling of CalSAWS Production Operations to provide County support, without considering the multi-county and multi-vendor CalSAWS ecosystem may impact business operations.	Plan to formalize & document operational improvements included the System Status Health page within the work effort. Risk 241 will be collapsed into this risk and the System Status Health Page will be tracked here Risk owners recommend updating probability to 50% and make this a medium risk.
248 High	C-IV Converted Image transfer for documents scanned prior to 02/28/2021 is at risk of not finishing prior to go live.	The Project is re-initiating the transfer of images, reducing load sizes, maximizing output thresholds, and re-tuning the export scripts with experts at AWS and Hyland. UAT test efforts are <u>not</u> impacted.
208 Medium	CalHEERS release readiness delays may negatively impact CalSAWS delivery timelines, slowing critical updates to counties	CalHEERS production releases have been delivered timely for the preceding 12 months. However, due to the planned CalHEERS Cloud migration and the CalHEERS discussion of a potential 09/2021 release, this item will continue to require monitoring.
235 Medium	The BenefitsCal Project Release 1.0 may be delayed due to integration with the CalSAWS Interface	Deloitte will provide new build by June 7 to support closeout of findings prior to the start of UAT June 14. Starting June 14, QA Independent Test and UAT will be staggered to focus on components of application.
241 Medium	If production services/operations are not expanded to support 58 counties, CalSAWS may not be ready to support a multi-county and multi-vendor production environment	Assessed current processes & procedures to determine next steps for production operations to support multi-county, multi-vendor set of services and implement outcomes prior to the C-IV cutover.

CalSAWS Implementation Readiness Update

Project and County Milestones/Tasks

Project and County Milestones/Tasks

Late Project Milestones/Tasks

No.	Milestone/Task Summary	Severity	Original Due Date	New Due Date	Actual % Complete	Planned % Complete	Impact	Remediation Plan
1.	Partner Enablement - Establish CalSAWS Connectivity with Ad Hoc Reporting (Extranet Dependent) –APEX Report	Low	06/25/2021	07/30/2021	25%	100%	Humboldt, Kern, Yuba	The Consortium Security Team has identified risks related to connectivity to Ad Hoc via APEX and is awaiting POAM's (Plan of Action and Milestones) to be completed by Accenture Security before approving work to proceed. The POAM is in progress and work is scheduled to be completed by 7/30/2021.
2.	Complete SD-WAN & Extranet Network enablement, for all C-IV Counties	Low	06/30/2021	07/16/2021	99%	100%	Imperial	All changes have been completed; Imperial County validation has been delayed at Winterhaven location due to unavailability of testers at the location. County has plans to complete testing by 7/16/2021.
3.	Partner Enablement - Establish C-IV Partner Connectivity with CalSAWS – All C-IV Counties	Low	County Specific, see Table 19	County Specific, see Table 19	59%	100%	Butte, Del Norte, Imperial, Inyo, Lake, Mendocino, Merced, Modoc, Monterey, Plumas, San Benito, San Bernardino, Sierra, Stanislaus, Trinity, Tuolumne	The Project is working hand-in-hand with the impacted Counties to resolve outstanding Partner Connectivity. Each County has its own mitigation approach, which is being addressed by the Technical Team and RMs. See Integration Readiness Section for Status and Remediation by County.

CalSAWS Implementation Readiness Update

County Readiness

County Readiness Summary

Area	Status	Counties
Application	G	39 of 39 counties
Integration	G	23 of 39 counties
	Y	16 of 39 counties
Technical	G	38 of 39 counties
	Y	1 of 39 counties
Conversion	G	39 of 39 counties
Training	G	39 of 39 counties
Implementation	G	39 of 39 counties
Change	G	39 of 39 counties

NS	Not Started	G	On Schedule	Y	<14 Days Late	R	>=14 Days Late
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Top County Readiness Issues and Risks

No.	Summary	Risk/Issue Level	Due Date	Remediation Plan
*There are no Issues and Risks as of July 2021.				

Quick Links to County Checklists

Click the links below to view the detailed checklist for your county:

- | | |
|---------------------------|--------------------------------|
| Alpine | Modoc |
| Amador | Mono |
| Butte | Monterey |
| Calaveras | Napa |
| Colusa | Nevada |
| Del Norte | Plumas |
| El Dorado | Riverside |
| Glenn | San Benito |
| Humboldt | San Bernardino |
| Imperial | San Joaquin |
| Inyo | Shasta |
| Kern | Sierra |
| Kings | Siskiyou |
| Lake | Stanislaus |
| Lassen | Sutter |
| Madera | Tehama |
| Marin | Trinity |
| Mariposa | Tuolumne |
| Mendocino | Yuba |
| Merced | |

*Web Portal access is required

Questions?
Contact your Regional Manager, IPOC, or TPOC for more insight on each readiness area.

CalSAWS Implementation Readiness Update

CalSAWS Readiness

CalSAWS Readiness

Application Readiness

Design Complete

Start Date: 04/23/2019 End Date: 04/23/2021

SCRs Ready for Design	SCRs in Design	SCRs in Build	SCRs in System Test	SCRs Test Complete	Total SCRs
0	4	10	30	13	57

Development Complete

Start Date: 05/25/2019 End Date: 05/28/2021

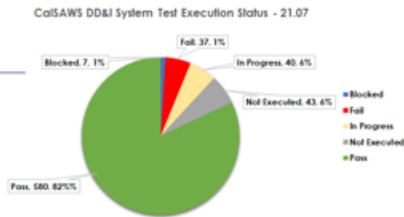
Status	Count	Percentage
IN PROGRESS	7	17%
COMPLETED	34	83%
Total	41	

System Test On Schedule

Start Date: 07/18/2019 End Date: 07/23/2021

Release: 21.07

Start: 05/28/2021
End: 07/26/2021



Open Defects as of 06/04/2021: 131
Target Pass Rate: 63%
Actual Pass Rate: 82%

UAT On Schedule

Key Dates:

CalSAWS UAT Execution End: 09/03/2021

Conversion Readiness

Conversion Readiness On Schedule

Key Dates:

Mock Conversion #3 County Participation:
08/02/2021 – 08/13/2021

Golden Data Set #6 Ready: 07/20/2021

Cutover 1A: 08/28/2021 – 08/29/2021

Cutover 1B: 09/23/2021 – 09/27/2021

Status	Count	Percentage
IN PROGRESS	1	5%
NOT STARTED	2	10%
COMPLETED	17	85%
Total	20	

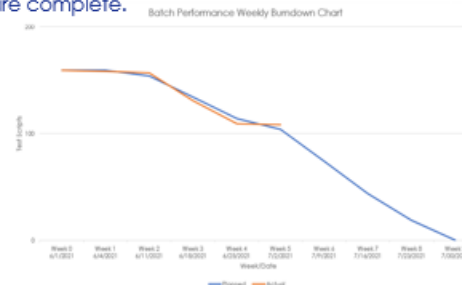
Converted Data Test Complete

Start Date: 12/30/2020 End Date: 04/30/2021

Batch Performance Test

Performance defects have been opened to track batch processes. Of 40 identified defects:

- 19 are in development,
- 12 are in the testing phase,
- 6 are complete.



Technical Readiness

Security Test On Schedule

Start Date: 11/05/2019 End Date: 09/24/2021

Performance Test On Schedule

Start Date: 05/01/2019 End Date: 09/24/2021

Infrastructure <14 Days Late

Start Date: 03/01/2019 End Date: 09/15/2021

Status	Count	Percentage
IN PROGRESS	5	11%
NOT STARTED	2	4%
COMPLETED	38	84%
Total	45	

SD-WAN & Extranet Enablement

This aims to build a future state of connectivity for all counties to access AWS hosted services. To date, 126 sites are complete (99%).

Status	Count	Percent
Completed	126	99%
In Progress	1	1%

CalSAWS Implementation Readiness Update

CalSAWS Readiness

CalSAWS Readiness

Integration Readiness

Design Complete

Start Date: 01/27/2021 End Date: 03/10/2021



Development <14 Days Late **System Test** On Schedule

Start Date: 02/25/2021 End Date: 07/02/2021 Start Date: 04/26/2021 End Date: 07/16/2021

Interface Partner Test On Schedule

Start Date: 03/01/2021 End Date: 08/27/2021

Testing in progress with MEDS, EBT, Child Support Interface, CalWIN eICT, & CalHEERS.

Training Readiness

Training Plan Complete

Training Delivery On Schedule



Training Materials On Schedule

Training Material Type	Number of Training Materials	Design	Build	Complete	Start Date: 01/01/2019	End Date: 08/01/2021
Web-based Trainings (WBTs)	29	0	0	29		
Quick/Reference Guides	74	0	0	74		

Implementation Readiness

Service Desk Complete

Start Date: 01/01/2021 End Date: 04/30/2021

Prod Deployment Plans On Schedule



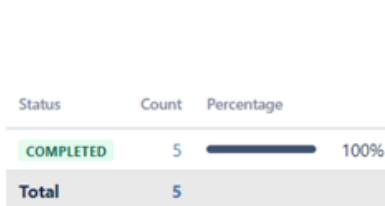
Systems Operations On Schedule

Start Date: 12/01/2019 End Date: 08/27/2019

Change Readiness

Communications On Schedule

Start Date: 05/04/2020 End Date: 09/06/2021



Type	Current Progress	Total Planned
Infographics	12	9+
News Blasts	3	4
Demo Videos	6	6+
Targeted Topics	10	10
CNC Meetings	9	11
Just-in-Time Demos	3	4

CalSAWS Implementation Readiness Update

BenefitsCal Readiness

BenefitsCal Readiness

Application Readiness

Design Complete

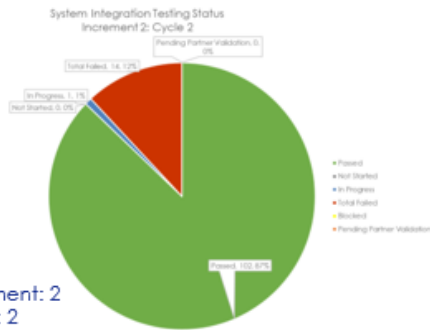
End Date: 03/10/2021

Development On Schedule

End Date: 07/16/2021



System Test On Schedule



Increment: 2
 Cycle: 2
 Start: 05/28/2021
 End: 07/16/2021
 Target Pass Rate: 90%
 Actual Pass Rate: 87%

UAT On Schedule

Key Dates:
 CalSAWS UAT Execution End: 09/03/2021

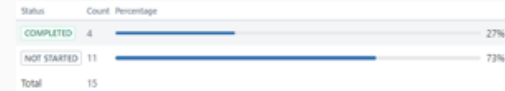
Usability Test On Schedule

End Date: 09/03/2021

Conversion Readiness

Conversion Readiness On Schedule

End Date: 09/27/2021



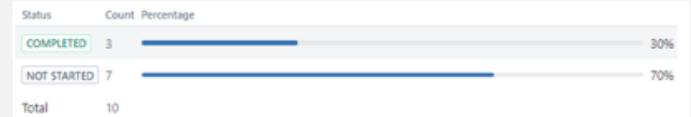
Converted Data Test On Schedule

End Date: 07/16/2021

Technical Readiness

Security Testing On Schedule

End Date: 08/06/2021



Performance Testing On Schedule

End Date: 09/03/2021

Infrastructure Not Started

End Date: 09/24/2021

CalSAWS Implementation Readiness Update

BenefitsCal Readiness

BenefitsCal Readiness

Integration Readiness

Design Complete

End Date: 03/10/2021

Development On Schedule

End Date: 06/11/2021



System Test On Schedule

End Date: 07/16/2021

Interface Partner Test On Schedule

End Date: 07/16/2021

Change Readiness

Communications On Schedule

End Date: 09/20/2021



Partner Readiness Not Started

End Date: 09/20/2021

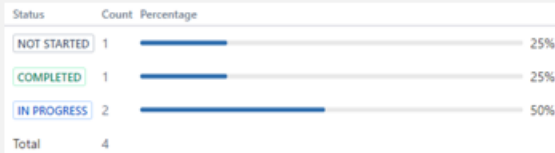
Training Readiness

Training Plan Complete

End Date: 05/28/2021

Training Materials On Schedule

End Date: 07/30/2021



Implementation Readiness

Service Desk On Schedule

End Date: 09/10/2021

Prod Deployment Plans On Schedule

End Date: 09/27/2021

System Operations On Schedule

End Date: 09/03/2021



Training Delivery On Schedule

End Date: 09/17/2021

CalSAWS Implementation Readiness Update

Central Print Readiness

Central Print Readiness

Fulfillment Platform Software Readiness

Requirements	On Schedule
Start Date: 04/16/2021	End Date: 06/30/2021
Specifications	On Schedule
Start Date: 04/16/2021	End Date: 06/30/2021
Configuration	Not Started
Start Date: 07/01/2021	End Date: 8/26/2021

Activity	Status
Configuration Meetings — discuss print job configurations to be loaded into the Fulfillment Platform as rules for creating job work orders.	On Schedule

Upcoming Tasks	
Configuration Load	User Identification
Demonstrate the Print Services Portal	User Load

Integration Readiness

Design	Complete
Start Date: 04/16/2021	End Date: 06/07/2021
Development	On Schedule
Start Date: 06/08/2021	End Date: 07/30/2021
Test	On Schedule
Start Date: 08/01/2021	End Date: 08/27/2021
Connectivity Test	On Schedule
Start Date: 07/15/2021	End Date: 07/30/2021

Completed Tasks	
Existing Documentation Review	Sample File Review
Design Meetings	

Upcoming Tasks	
Requirements Testing	Job Scheduling Calendar
2D Barcode Results Review	

Print Centers Readiness

Existing Print Centers Equipment Installed	On Schedule
Start Date: 06/01/2021	End Date: 07/15/2021
New Printer Center Established	On Schedule
Start Date: 04/16/2021	End Date: 07/30/2021
Production Testing	Not Started
Start Date: 08/05/2021	End Date: 08/25/2021

Activity	Status
Establish Network Connectivity	On Schedule
Extend the Fulfillment Platform	On Schedule
Perform Equipment Replacement	On Schedule
Equipment Purchase/Setup	On Schedule
Component Testing	On Schedule

Completed Tasks	
Building Identification	Site Survey and Building Modifications
Lease	Network Connectivity

Upcoming Tasks
Production File Testing

CalSAWS Implementation Readiness Update

Central Print Readiness

Central Print Readiness

Supplies Readiness

Requirements On Schedule

Start Date: 04/16/2021 End Date: 07/30/2021

Inventory On Schedule

Start Date: 04/16/2021 End Date: 07/30/2021

Determination of Supplies Status

Envelope design — Determine specifications by obtaining sample envelopes and print files of each correspondence type On Schedule

Preprinted inserts — Automate the process if possible, or obtain inventory On Schedule

Postage permits — Validate permit indicia needed On Schedule

Completed Determinations

Fonts Paper

Upcoming Tasks

Postage Inventory transition
Postage transition-in

Training Readiness

Training Course Not Started

Start Date: 07/01/2021 End Date: 08/15/2021

Training Delivery Not Started

Start Date: 08/15/2021 End Date: 09/22/2021

Activity Status

Training Course — Develop training webinar course for county designated portal users On Schedule

Upcoming Tasks

Training Delivery

Implementation Readiness

Service Desk Not Started

Start Date: 08/15/2021 End Date: 09/22/2021

System Operations Not Started

Start Date: 08/28/2021 End Date: 09/30/2021

Activity Status

Operations Procedures — This activity results in creation and documentation of Print Center procedures including File Receipt, Print, Insertion, USPS delivery, and more. On Schedule

Completed Tasks

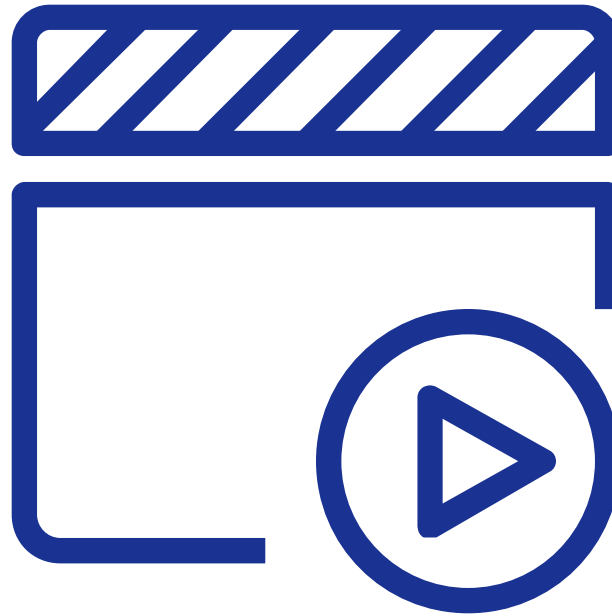
Knowledge Transfer for C-IV and CalWIN Counties Print Knowledge Transfer for Los Angeles County Print

Upcoming Tasks

Communication Touchpoints Customer Support Procedures
CalSAWS County Support Model Create Cutover Activity List

Post-Deployment Support Approach

Video





September Quiet Period



September Quiet Period

At least from the System Perspective...

- Quiet on the Project
 - Minimal system changes to CalSAWS and C-IV
 - Minimal infrastructure changes (network changes, new or moved printers, new or moved offices)
 - Focus is on stability prior to September 27 cutover
- Action continues in the Counties
 - Focus on County Preparation Activities
 - Validating and updating, as necessary, Office and Worker Profile information in CalSAWS
 - Encouraging staff to login to CalSAWS to validate their credentials and ability to login
 - Completing Training
 - Wrapping up as much "in flight" activities as possible, such as applications, prior to the cutover weekend



Application Development & Policy
Update



Application Development

Potential Budget

Items in Likely Budget Package with SAWS Implications

- POLICY CHANGES, PAGE 1 OF 3

- Expands Accelerated Enrollment to Adults (7/1/2021)
- Postpartum Expansion to 12 months (4/1/2022)
- Expansion to Age 50 plus without regard to immigration status (5/1/2022)
- Elimination of Asset Test (phased approach, raise limit 7/1/2022, eliminate 1/1/2024)
- Inmate Eligibility Suspension

Medi-Cal



- MAP Increase (10/1/2021)
- Increase pregnancy special need to \$100 (5/1/2022)
- Increase applicant EID to \$450 (7/1/2022)
- Allow eligibility when pregnancy is verified (7/1/2022)
- Family Reunification funding (7/1/2022 implementation; automation to follow)*
- Overpayment
 - Recategorization to admin error
 - Reduce lookback timeframe to 2 years (7/1/2022)

CalWORKs



Items in grey text do not have direct SAWS automation impacts but are included for tracking purposes

Note: Listed dates are targets. Most are subject to completion of automation, which is dependent on receipt of complete policy, and, in some cases, federal approvals

Application Development

Potential Budget

Items in Likely Budget Package with SAWS Implications

- POLICY CHANGES, PAGE 2 OF 3

- SNB/TNB benefit changes (fall 2021)
- SNB/TNB changes
 - 24-month TNB recert pause (ASAP)
 - Change to 12-month cycle (2 years after pause begins)
 - Expansion of recission timeframe to 90 days
 - Simplified application for seniors and people w/ disabilities & telephonic signatures (1/1/2023 for LA& C-IV & 1/1/2024 for CalWIN)
 - Food for All (post-migration)

CalFresh



- Out of State ARC payments (implementation first of month after policy issued, EWs will enter payment amounts in SAWS leveraging existing functionality, will ultimately need to add new aid code)
- Early Infant Supplement (1/1/2022 implementation, 7/1/2023 automation)
- 180 days of Family Reunification funding (7/1/2022 implementation, automation to follow)*

Foster Care



Items in grey text do not have direct SAWS automation impacts but are included for tracking purposes

Note: Listed dates are targets. Most are subject to completion of automation, which is dependent on receipt of complete policy, and, in some cases, federal approvals

Application Development

Potential Budget

- CAPI Grant increase (align to SSP increase) (1/1/2022)
- Global telephonic signature solution (fall 2022)
- BenefitsCal consumer compensation
- Guaranteed Income Pilot (addition of GI income types)

Other



Application Development

Timeline prior to C-IV Migration

Date	Event
July 10, 2021	Pandemic Assistance Benefit
July 17, 2021	CF Emergency Allotments (Apr/May/Jun)
August 7, 2021	CF Emergency Allotments (May/Jun/Jul)
August 2021	CW/CF/FC COLAs for 10/2021
August 16, 2021	CalWIN Release 66
Tentative September 2021	CF Emergency Allotments (Jun/Jul/Aug)



LDS Data Conversion & Decommissioning Plan



LDS Data Conversion & Decommissioning Plan

Quick Recap: What is LDS?

- Legacy Data Solution (LDS) is a read-only copy of the ISAWS Mapper database that has been accessible by the 35 ISAWS counties in read-only mode since ISAWS Migration to C-IV
- Currently accessed by a small handful of users on a weekly basis (0-10)
- Runs unsupported version of Windows OS and is planned for decommission as part of CalSAWS Migration
- Counties have opportunity to run their own local copy (CIT 0128-20).
 - Kern was Pilot County
 - Three other counties are in progress (Tehama, Lake, Mendocino).

LDS Data Conversion & Decommissioning Plan

Data Conversion into CalSAWS

- Project is in progress to convert data from LDS into CalSAWS using the same shell case format used for record retention.
- Shell Cases include the following (CIT 0142-21):
 - Case Serial Number and Case Name
 - Basic information about what People were associated to the case (i.e., the "All People Associated to the Case" section at bottom of Case Summary Page)
 - Time Limit information, which is retained in the System forever.
 - Case Confidentiality (if any)
 - Companion Case relationships (if any)
 - All Journal Entries for a Case
 - ✦ Journal Entries are saved to a PDF attached to the Shell Case
 - ✦ This PDF is accessible on the Case Data Removal Detail page
 - All Issuances for a Case
 - ✦ Issuance History are saved to a PDF attached to the Case
 - ✦ This is same information a user normally sees when navigating to the Issuance Search Page in the System, searching for all Issuances for a Case, and then viewing Detailed Results.
 - ✦ This PDF is accessible on the Case Data Removal Detail page

LDS Data Conversion & Decommissioning Plan

Data Conversion into CalSAWS

- Conversion expected to be complete by late November 2021. This was communicated in CIT 0142-21



Conversion Update



Conversion

Overall Status

Phase	C-IV	CalWIN	Ancillary
Mapping and Development	Complete	Complete <i>w/Initial Epics</i> In-Progress <i>w/Data Model Updates and EDBC Match</i>	In-Progress <i>County Mapping and Automated Framework Testing</i>
Conversion System Testing	GDS #6 Planned	In Progress through March 2022 <i>CW GDS#1 System Test Execution Planned by November 2021 (for CDT)</i>	
Converted Data Test (CDT) Support	Complete	Planned Start November 2021	
EDBC Match	In-Progress <i>Executing and Analyzing with each GDS</i>	Planning Began March 2021	n/a
Conversion Reports	In-Progress	Planning and Design Began March 2021	In-Progress <i>(w/County Provided Files)</i> <i>Automated Framework Testing</i>
Mock Conversions	MC #1: May 2021 - Complete MC #2: June 2021 - Complete MC #3: July 2021 - In Progress (County Validation)	Wave 1 Mock Conversion Planned April 2022 <i>(with County Validation in Final Mock for Wave)</i>	
Cutover Schedule	1A – County Prep August 30 1B – Go-Live September 27	W1 1A – County Prep Late Summer 2022 W1 1B – Go-Live Fall 2022	



Procurement Update

CalSAWS Procurements

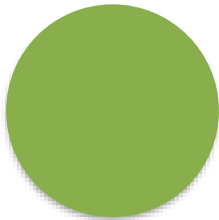
Key Procurement Tasks

- CalSAWS M&O Procurement
 - Prepared Request for Information (RFI): March – April.
 - Released RFI: April 19.
 - RFI responses due from vendors: May 12.
 - Established M&O Procurement Advisory Work Group: April - May.
 - Analyze RFI responses and conduct follow-up meetings with vendors: May 13 – June 25.
 - Conduct internal briefings and finalize direction: May 27 – June 30.
 - Develop requirements: July – November 2021.
 - Prepare Draft RFP: August 2021 – February 2022.
 - State and Federal Approvals: February 2022 – June 2022.
 - Release RFP: June 2022.
- SOC 2 Procurement
 - RFP released on March 26 via San Bernardino County.
 - Proposals received: April 30.
 - Proposal evaluation completed.
 - Contract award issued June 2.
 - Contract approval June 24.



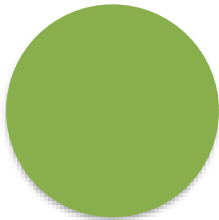
State Partners Updates

- OSI
- CDSS
- DHCS



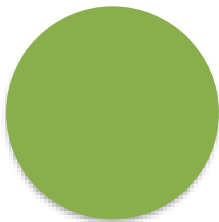


Regional Updates





July 30, 2021, JPA Meeting Overview





Adjourn Meeting