



CalSAWS | JPA Board of Directors Meeting



July 30, 2021

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# 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.



# Action Items

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# Action Items

4. Approval of Signature/Fund Custodian Authorization Form for Diana Alexander, Assistant Executive Director at San Bernardino County.
5. Approval of Deloitte Portal Mobile Change Order 3, which includes requests for additional allocation for future change orders.
6. Approval of ClearBest Change Order 6, which includes requests for additional allocation for future change orders.
7. Approval of Regional Government Services Amendment 33, which includes requests for:
  - a. Adjustments to the Rate Table to update base pay rates for the position of Technical Analyst.
  - b. Adjustments to the Rate Table to update the number of positions.

# Action Items

## 8. Approval of Consent Items

- a. Approval of the Minutes and review of the Action Items from the June 24, 2021, Joint Meeting of the CalSAWS JPA Member Representatives and Board of Directors.
- b. Approval of ClearBest Work Order 1, which includes requests for Central Print
- c. Approval of First Data Change Notice 3, which includes requests for Testing Staff Augmentation.



# Informational Items

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# Quarterly Fiscal Update



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# CalSAWS Quarterly Financial Updates

## Overview

CalSAWS DD&I/M&O  
and Premise

CalWIN M&O

C-IV M&O

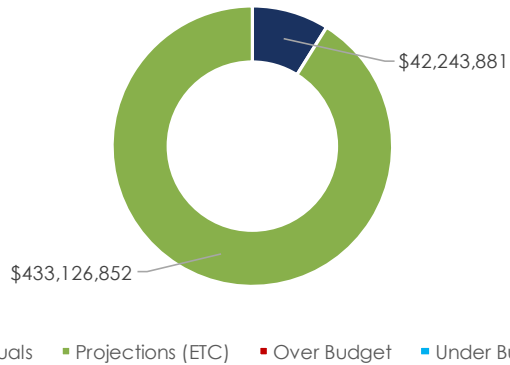
LRS M&O

JPA Admin

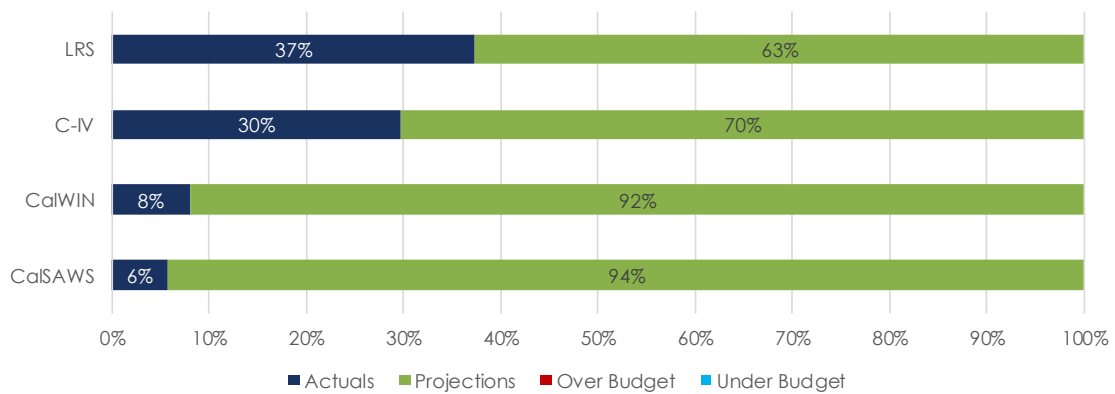
- 1 Actuals to Date  
**Based on Vendor Invoices & County Claims**
- 2 Projections (Estimates to Complete)  
**Estimated Costs for Future Months**
- 3 Estimate at Completion (EAC)  
**Actual Costs Plus Estimated**
- 4 Total Allocation/Budget  
**Amount Allocated by Line Item for the Approved Budget**
- 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 <sup>1</sup>	Projections (ETC)	EAC	Total Allocation (Budget)	Balance + Under / (-Over)	% Expended to Date	% EAC to Budget
<b>CalSAWS</b>	<b>\$18,617,434</b>	<b>\$301,626,602</b>	<b>\$320,244,036</b>	<b>\$320,244,036</b>	<b>\$0</b>	<b>5.8%</b>	<b>100.0%</b>
DD&I App. Dev.	\$3,648,865	\$18,332,813	\$21,981,678	\$21,981,678	\$0	16.6%	100.0%
DD&I Non-App. Dev.	\$11,870,477	\$77,863,082	\$89,733,559	\$89,733,559	\$0	13.2%	100.0%
DD&I Training	\$147,098	\$7,609,389	\$7,756,487	\$7,756,487	\$0	1.9%	100.0%
DD&I GA/GR	\$2,038,160	\$2,279,500	\$4,317,660	\$4,317,660	\$0	47.2%	100.0%
DD&I Procurement	\$34,505	\$151,075	\$185,580	\$185,580	\$0	18.6%	100.0%
CalSAWS M&O	\$234,299	\$131,691,589	\$131,925,888	\$131,925,888	\$0	0.2%	100.0%
M&O Procurement	\$0	\$1,024,073	\$1,024,073	\$1,024,073	\$0	0.0%	100.0%
CalHEERS Interface	\$0	\$5,441,930	\$5,441,930	\$5,441,930	\$0	0.0%	100.0%
Covered CA CSC	\$0	\$176,092	\$176,092	\$176,092	\$0	0.0%	100.0%
CalSAWS Premise	\$644,030	\$57,057,059	\$57,701,089	\$57,701,089	\$0	1.1%	100.0%
<b>CalWIN M&amp;O</b>	<b>\$8,731,119</b>	<b>\$99,923,678</b>	<b>\$108,654,797</b>	<b>\$108,654,797</b>	<b>\$0</b>	<b>8.0%</b>	<b>100.0%</b>
CalWIN M&O	\$7,455,870	\$86,017,550	\$93,473,420	\$93,473,420	\$0	8.0%	100.0%
CalHEERS Interface	\$1,043,685	\$12,281,546	\$13,325,231	\$13,325,231	\$0	7.8%	100.0%
CalHEERS CSCN	\$231,564	\$1,624,582	\$1,856,146	\$1,856,146	\$0	12.5%	100.0%
<b>C-IV M&amp;O</b>	<b>\$8,385,422</b>	<b>\$19,898,531</b>	<b>\$28,283,953</b>	<b>\$28,283,953</b>	<b>\$0</b>	<b>29.6%</b>	<b>100.0%</b>
C-IV M&O	\$7,440,996	\$16,326,620	\$23,767,616	\$23,767,616	\$0	31.3%	100.0%
CalHEERS Interface	\$523,881	\$2,955,040	\$3,478,921	\$3,478,921	\$0	15.1%	100.0%
Covered CA CSC	\$420,545	\$616,871	\$1,037,416	\$1,037,416	\$0	40.5%	100.0%
<b>LRS M&amp;O</b>	<b>\$6,509,906</b>	<b>\$10,956,781</b>	<b>\$17,466,687</b>	<b>\$17,466,687</b>	<b>\$0</b>	<b>37.3%</b>	<b>100.0%</b>
LRS M&O	\$6,389,280	\$9,752,437	\$16,141,717	\$16,141,717	\$0	39.6%	100.0%
CalHEERS Interface	\$120,626	\$1,204,344	\$1,324,970	\$1,324,970	\$0	9.1%	100.0%
<b>JPA Admin. Budget</b>	<b>\$0</b>	<b>\$721,260</b>	<b>\$721,260</b>	<b>\$721,260</b>	<b>\$0</b>	<b>0.0%</b>	<b>100.0%</b>
CalSAWS 58 Counties	\$0	\$721,260	\$721,260	\$721,260	\$0	0.0%	100.0%
<b>Total</b>	<b>\$42,243,881</b>	<b>\$433,126,852</b>	<b>\$475,370,733</b>	<b>\$475,370,733</b>	<b>\$0</b>	<b>8.9%</b>	<b>100.0%</b>

<sup>1</sup>. July Payment Month (partial actuals per advance)

## CalSAWS | SFY 2021/22 CONSORTIUM PERSONNEL BUDGET & FTEs

CATEGORY	Actuals to Date	Projections (ETC)	EAC	Total Allocation (Budget)	BALANCE +Under / (-Over)	% Expended to Date	% EAC to Budget
<b>CalSAWS DD&amp;I</b>	<b>\$2,199,137</b>	<b>\$25,915,722</b>	<b>\$28,114,859</b>	<b>\$28,114,859</b>	<b>\$0</b>	<b>7.8%</b>	<b>100.0%</b>
Consortium Personnel - County <sup>1</sup>	\$0	\$12,560,433	\$12,560,433	\$12,560,433	\$0	0.0%	100.0%
Consortium Personnel - Contractor <sup>2,3</sup>	\$2,199,137	\$13,355,289	\$15,554,426	\$15,554,426	\$0	14.1%	100.0%
<b>CalWIN M&amp;O</b>	<b>\$384,337</b>	<b>\$4,002,922</b>	<b>\$4,387,259</b>	<b>\$4,387,259</b>	<b>\$0</b>	<b>8.8%</b>	<b>100.0%</b>
Consortium Personnel - County <sup>1</sup>	\$0	\$236,148	\$236,148	\$236,148	\$0	0.0%	100.0%
Consortium Personnel - Contractor <sup>2,3</sup>	\$384,337	\$3,766,774	\$4,151,111	\$4,151,111	\$0	9.3%	100.0%
<b>C-IV M&amp;O</b>	<b>\$312,368</b>	<b>\$1,273,650</b>	<b>\$1,586,018</b>	<b>\$1,586,018</b>	<b>\$0</b>	<b>19.7%</b>	<b>100.0%</b>
Consortium Personnel - County	\$0	\$523,654	\$523,654	\$523,654	\$0	0.0%	100.0%
Consortium Personnel - Contractor <sup>2</sup>	\$312,368	\$749,996	\$1,062,364	\$1,062,364	\$0	29.4%	100.0%
<b>LRS M&amp;O</b>	<b>\$33,394</b>	<b>\$4,320,273</b>	<b>\$4,353,667</b>	<b>\$4,353,667</b>	<b>\$0</b>	<b>0.8%</b>	<b>100.0%</b>
Consortium Personnel - County	\$0	\$4,274,911	\$4,274,911	\$4,274,911	\$0	0.0%	100.0%
Consortium Personnel - Contractor <sup>2</sup>	\$33,394	\$45,362	\$78,756	\$78,756	\$0	42.4%	100.0%
<b>Premise</b>	<b>\$25,278</b>	<b>\$494,474</b>	<b>\$519,752</b>	<b>\$527,277</b>	<b>\$7,525</b>	<b>4.8%</b>	<b>98.6%</b>
Consortium Personnel - County	\$0	\$216,133	\$216,133	\$216,133	\$0	0.0%	100.0%
Consortium Personnel - Contractor <sup>2</sup>	\$25,278	\$278,341	\$303,619	\$311,144	\$7,525	8.1%	97.6%
<b>Total</b>	<b>\$2,954,514</b>	<b>\$36,007,041</b>	<b>\$38,961,555</b>	<b>\$38,969,080</b>	<b>\$7,525</b>	<b>7.6%</b>	<b>100.0%</b>

# CalSAWS | SFY 2021/22 CONSORTIUM PERSONNEL BUDGET & FTEs

SFY 2021/22 - Consortium Personnel FTE Counts	Current/Planned FTEs (Through 9/2021)	Current/Planned FTEs (As of 10/2021)
<b>CalSAWS DD&amp;I and M&amp;O</b>	<b>118</b>	<b>192</b>
Consortium Personnel - County <sup>1</sup>	39	86
Consortium Personnel - Contractor <sup>2</sup>	55	73
Consortium Personnel - Contractor Limited Term <sup>3</sup>	19	17
TBD <sup>4</sup>	5	16
<b>CalWIN M&amp;O</b>	<b>21</b>	<b>21</b>
Consortium Personnel - County <sup>1</sup>	1	1
Consortium Personnel - Contractor <sup>2</sup>	13	13
Consortium Personnel - Contractor Limited Term <sup>3</sup>	6	6
TBD <sup>4</sup>	1	1
<b>C-IV M&amp;O</b>	<b>25</b>	<b>0</b>
Consortium Personnel - County <sup>1</sup>	13	0
Consortium Personnel - Contractor <sup>2</sup>	9	0
Consortium Personnel - Contractor Limited Term <sup>3</sup>	3	0
TBD <sup>4</sup>	0	0
<b>LRS M&amp;O</b>	<b>68</b>	<b>0</b>
Consortium Personnel - County <sup>1</sup>	64	0
Consortium Personnel - Contractor <sup>2</sup>	1	0
Consortium Personnel - Contractor Limited Term <sup>3</sup>	0	0
TBD <sup>4</sup>	3	0
<b>Premise</b>	<b>2</b>	<b>2</b>
Consortium Personnel - County <sup>1</sup>	1	1
Consortium Personnel - Contractor <sup>2</sup>	1	1
<b>Total</b>	<b>234</b>	<b>215</b>

<sup>1</sup>Includes only Consortium Staff, does not include County Support Staff

<sup>2</sup>Includes RGS and CSAC employees

<sup>3</sup>Includes RGS, CSAC, and First Data Staff (Non-Employees)

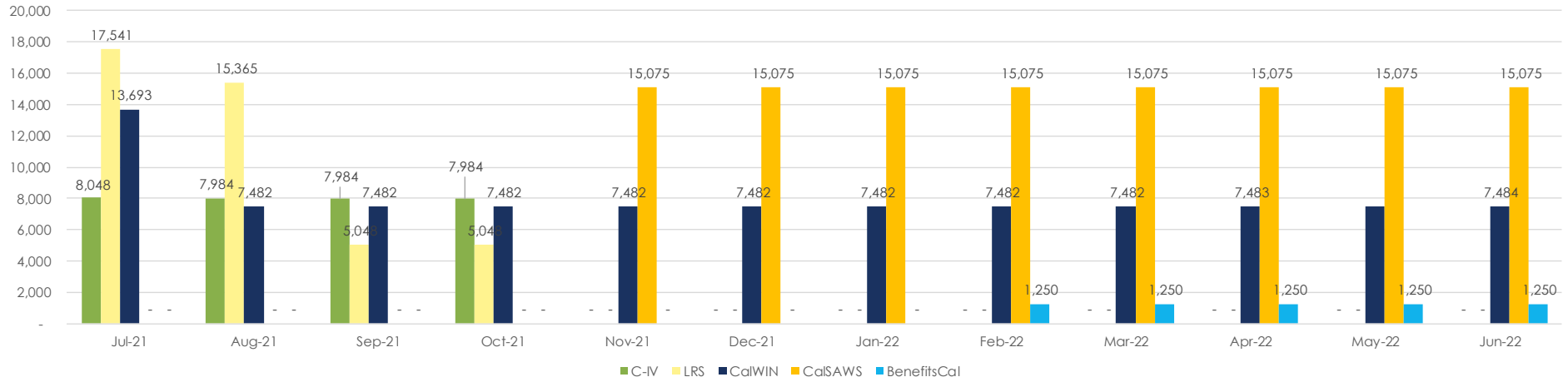
<sup>4</sup>Does not account for backfill considerations

# CalSAWS | SFY 2021/22 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
<b>CalWIN M&amp;O</b>	<b>\$2,176,443</b>	<b>\$37,181,310</b>	<b>\$39,357,753</b>	<b>\$39,357,753</b>	<b>\$0</b>	<b>5.5%</b>	<b>100.0%</b>
CalWIN M&O	\$1,948,731	\$11,727,696	\$13,676,427	\$13,676,427	\$0	14.2%	100.0%
CalHEERS Interface Change Budget	\$227,712	\$8,055,074	\$8,282,786	\$8,282,786	\$0	2.7%	100.0%
CalHEERS CSCN Change Budget	\$0	\$249,595	\$249,595	\$249,595	\$0	0.0%	100.0%
CalWIN Premise	\$0	\$17,148,945	\$17,148,945	\$17,148,945	\$0	0.0%	100.0%
<b>C-IV M&amp;O</b>	<b>\$1,472,503</b>	<b>\$10,862,231</b>	<b>\$12,334,734</b>	<b>\$12,334,734</b>	<b>\$0</b>	<b>11.9%</b>	<b>100.0%</b>
C-IV M&O	\$1,135,706	\$4,592,294	\$5,728,000	\$5,728,000	\$0	19.8%	100.0%
CalHEERS Interface Change Budget	\$47,897	\$1,741,383	\$1,789,280	\$1,789,280	\$0	2.7%	100.0%
Covered CA CSC Change Budget	\$233,856	\$0	\$233,856	\$233,856	\$0	100.0%	100.0%
C-IV Premise	\$55,044	\$4,528,554	\$4,583,598	\$4,583,598	\$0	1.2%	100.0%
<b>LRS M&amp;O</b>	<b>\$4,006,300</b>	<b>\$2,083,518</b>	<b>\$6,089,818</b>	<b>\$6,089,818</b>	<b>\$0</b>	<b>65.8%</b>	<b>100.0%</b>
LRS M&E	\$3,980,591	\$1,222,737	\$5,203,328	\$5,203,328	\$0	76.5%	100.0%
CalHEERS Interface Change Budget	\$25,709	\$860,781	\$886,490	\$886,490	\$0	2.9%	100.0%
<b>CalSAWS M&amp;O</b>	<b>\$45,851</b>	<b>\$28,168,085</b>	<b>\$28,213,936</b>	<b>\$28,213,936</b>	<b>\$0</b>	<b>0.2%</b>	<b>100.0%</b>
CalSAWS M&E	\$0	\$19,087,363	\$19,087,363	\$19,087,363	\$0	0.0%	100.0%
CalHEERS Interface Change Budget	\$0	\$4,255,568	\$4,255,568	\$4,255,568	\$0	0.0%	100.0%
BenefitsCal	\$0	\$811,938	\$811,938	\$811,938	\$0	0.0%	100.0%
LRS/Calsaws Premise	\$45,851	\$4,013,216	\$4,059,067	\$4,059,067	\$0	1.1%	100.0%
<b>TOTAL</b>	<b>\$7,655,246</b>	<b>\$50,127,059</b>	<b>\$57,782,305</b>	<b>\$57,782,305</b>	<b>\$0</b>	<b>13.2%</b>	<b>100.0%</b>

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

Application Maintenance Hours by Payment Month



Change Budget Category	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Total
<b>CalWIN M&amp;O</b>	<b>13,693</b>	<b>7,482</b>	<b>7,482</b>	<b>7,482</b>	<b>7,482</b>	<b>7,482</b>	<b>7,482</b>	<b>7,482</b>	<b>7,482</b>	<b>7,483</b>	<b>7,484</b>	<b>7,484</b>	<b>96,000</b>
Design & Build	5,760	-	-	-	-	-	-	-	-	-	-	-	5,760
Test	6,327	-	-	-	-	-	-	-	-	-	-	-	6,327
Management & Other Support	1,606	-	-	-	-	-	-	-	-	-	-	-	1,606
Projection	-	7,482	7,482	7,482	7,482	7,482	7,482	7,482	7,482	7,483	7,484	7,484	82,307
<b>C-IV M&amp;O</b>	<b>8,048</b>	<b>7,984</b>	<b>7,984</b>	<b>7,984</b>	-	-	-	-	-	-	-	-	<b>32,000</b>
Design & Build	2,761	-	-	-	-	-	-	-	-	-	-	-	2,761
Test	958	-	-	-	-	-	-	-	-	-	-	-	958
Management & Other Support	4,329	-	-	-	-	-	-	-	-	-	-	-	4,329
Projection	-	7,984	7,984	7,984	-	-	-	-	-	-	-	-	23,952
<b>LRS M&amp;O</b>	<b>17,541</b>	<b>15,365</b>	<b>5,048</b>	<b>5,048</b>	-	-	-	-	-	-	-	-	<b>43,002</b>
Design & Build	13,749	10,305	-	-	-	-	-	-	-	-	-	-	24,054
Test	2,016	3,631	-	-	-	-	-	-	-	-	-	-	5,647
Management & Other Support	1,776	1,429	-	-	-	-	-	-	-	-	-	-	3,205
Projection	-	-	5,048	5,048	-	-	-	-	-	-	-	-	10,096
<b>CalSAWS M&amp;O</b>	-	-	-	-	<b>15,075</b>	<b>15,075</b>	<b>15,075</b>	<b>15,075</b>	<b>15,075</b>	<b>15,075</b>	<b>15,075</b>	<b>15,075</b>	<b>120,600</b>
Design & Build	-	-	-	-	-	-	-	-	-	-	-	-	-
Test	-	-	-	-	-	-	-	-	-	-	-	-	-
Management & Other Support	-	-	-	-	-	-	-	-	-	-	-	-	-
Projection	-	-	-	-	15,075	15,075	15,075	15,075	15,075	15,075	15,075	15,075	120,600
<b>BenefitsCal</b>	-	-	-	-	-	-	-	<b>1,250</b>	<b>1,250</b>	<b>1,250</b>	<b>1,250</b>	<b>1,250</b>	<b>6,250</b>
Design & Build	-	-	-	-	-	-	-	-	-	-	-	-	-
Test	-	-	-	-	-	-	-	-	-	-	-	-	-
Projection	-	-	-	-	-	-	-	1,250	1,250	1,250	1,250	1,250	6,250
<b>COMBINED TOTAL</b>	<b>39,282</b>	<b>30,831</b>	<b>20,514</b>	<b>20,514</b>	<b>22,557</b>	<b>22,557</b>	<b>22,557</b>	<b>23,807</b>	<b>23,807</b>	<b>23,808</b>	<b>23,809</b>	<b>23,809</b>	<b>297,852</b>

**NOTES:**  
Assumes reallocation for LRS M&E to offset high actuals in July payment month.

# CalSAWS | SFY 2021/22 CONTRACT OBLIGATIONS

## Warranty & Liquidated Damages Detail - SFY 2021/22

Category	Contract	Service Month	Amount	Invoice Month	Invoice #
Deliverable(s) to UAT on schedule	CalWIN	June-20	\$5,000	July-21	
Operations Deliverables and Reports Delivery	CalWIN	June-20	\$263	July-21	
C-IV Application Maintenance	C-IV	April-21	\$14,320	July-21	
C-IV Application Maintenance	C-IV	May-21	\$4,475	August-21	
LRS Daily Prime Business Hours Availability	LRS	April-21	\$5,000	July-21	
<b>Total</b>			<b>\$29,058</b>		

## Hours & Credits

Category	Actuals	Projections (ETC)	EAC	Allowance	BALANCE +Under / (-Over)
CalWIN Modernization ("Modification") Hours	\$4,552,206	\$750,997	\$5,303,203	\$8,217,460	\$2,914,257
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	\$0	\$200,000	\$200,000	\$200,000	\$0
<b>Total</b>	<b>\$9,260,520</b>	<b>\$5,213,897</b>	<b>\$14,474,417</b>	<b>\$17,388,675</b>	<b>\$2,914,257</b>

**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 are per Accenture Licensing Agreement for C-IV, includes \$200k for SFY 21/22.

## CalSAWS | SFY 2021/22 CHANGE NOTICE TRACKING

C-IV Contract (Premise/Maintenance and Operations Services)	Total Amount	Allocation Letter Ref.
<b>Total Baseline Allocation (Amendment 111)</b>	<b>\$15,000,000</b>	
Previously Approved through June 2021	\$651,964	ONE
<b>Total Allocated Amounts</b>	<b>\$651,964</b>	
<b>Total Remaining Allocation</b>	<b>\$14,348,036</b>	

C-IV Contract (County Purchases)	Total Amount	Allocation Letter Ref.
<b>Total Baseline Allocation (Amendment 111)</b>	<b>\$20,000,000</b>	
Previously Approved through June 2021	\$6,566,404	ONE
<b>Total Allocated Amounts</b>	<b>\$6,566,404</b>	
<b>Total Remaining Allocation</b>	<b>\$13,433,596</b>	

LRS Contract (Premise/App Maintenance Services)	Total Amount	Change Notice Ref.
<b>Total Baseline Allocation (Amendment 23)</b>	<b>\$50,000,000</b>	
Previously Approved through June 2021	\$21,229,544	ONE - NINE
<b>Total Allocated Amounts</b>	<b>\$21,229,544</b>	
<b>Total Remaining Allocation</b>	<b>\$28,770,456</b>	

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

Deloitte Portal/Mobile	Total Amount	Change Notice Ref.
<b>Total Baseline Allocation (Change Order 3)</b>	<b>\$5,000,000</b>	
<b>Total Allocated Amounts</b>	<b>\$0</b>	
<b>Total Remaining Allocation</b>	<b>\$5,000,000</b>	

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

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

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

First Data LRS Contract (Premise/App Maintenance Services)	Total Amount	Change Notice Ref.
<b>Total Baseline Allocation (Amendment 5)</b>	<b>\$400,000</b>	
Previously Approved through June 2021	\$337,792	ONE - TWO
Testing Staff Augmentation	\$40,832	THREE*
<b>Total Allocated Amounts</b>	<b>\$378,624</b>	
<b>Total Remaining Allocation</b>	<b>\$21,376</b>	

Infosys Contract (App Maintenance Services)	Total Amount	Change Notice Ref.
<b>Total Baseline Allocation</b>	<b>\$10,000,000</b>	
Previously Approved	\$7,002,152	
<b>Total Allocated Amounts</b>	<b>\$7,002,152</b>	
<b>Total Remaining Allocation</b>	<b>\$2,997,848</b>	

ClearBest	Total Amount	Work Order Ref.
<b>Total Baseline Allocation (Change Order 6)</b>	<b>\$4,000,000</b>	
Central Print	\$91,120	ONE*
<b>Total Allocated Amounts</b>	<b>\$91,120</b>	
<b>Total Remaining Allocation</b>	<b>\$3,908,880</b>	

\*Pending Board approval on 7/30/21



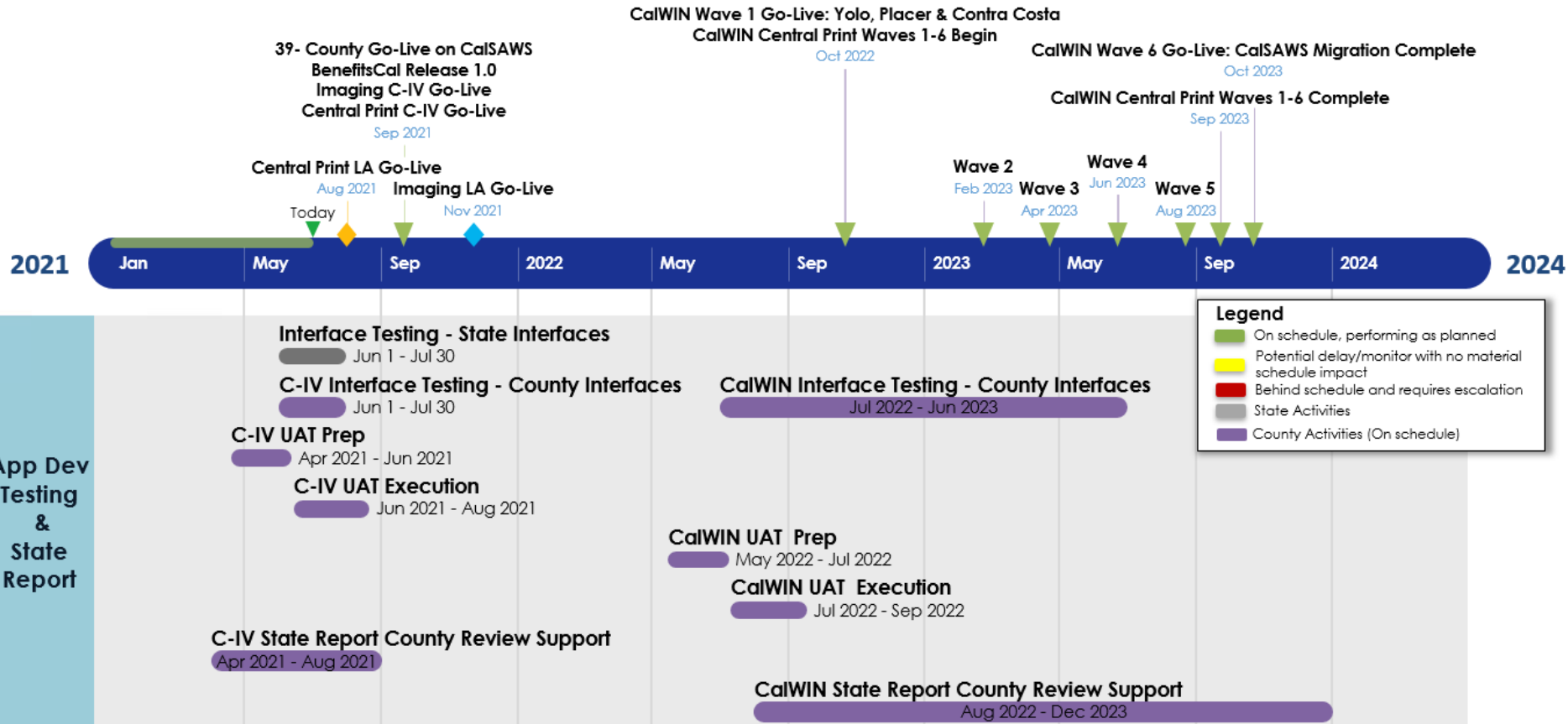
# CalSAWS Gantt Chart Update

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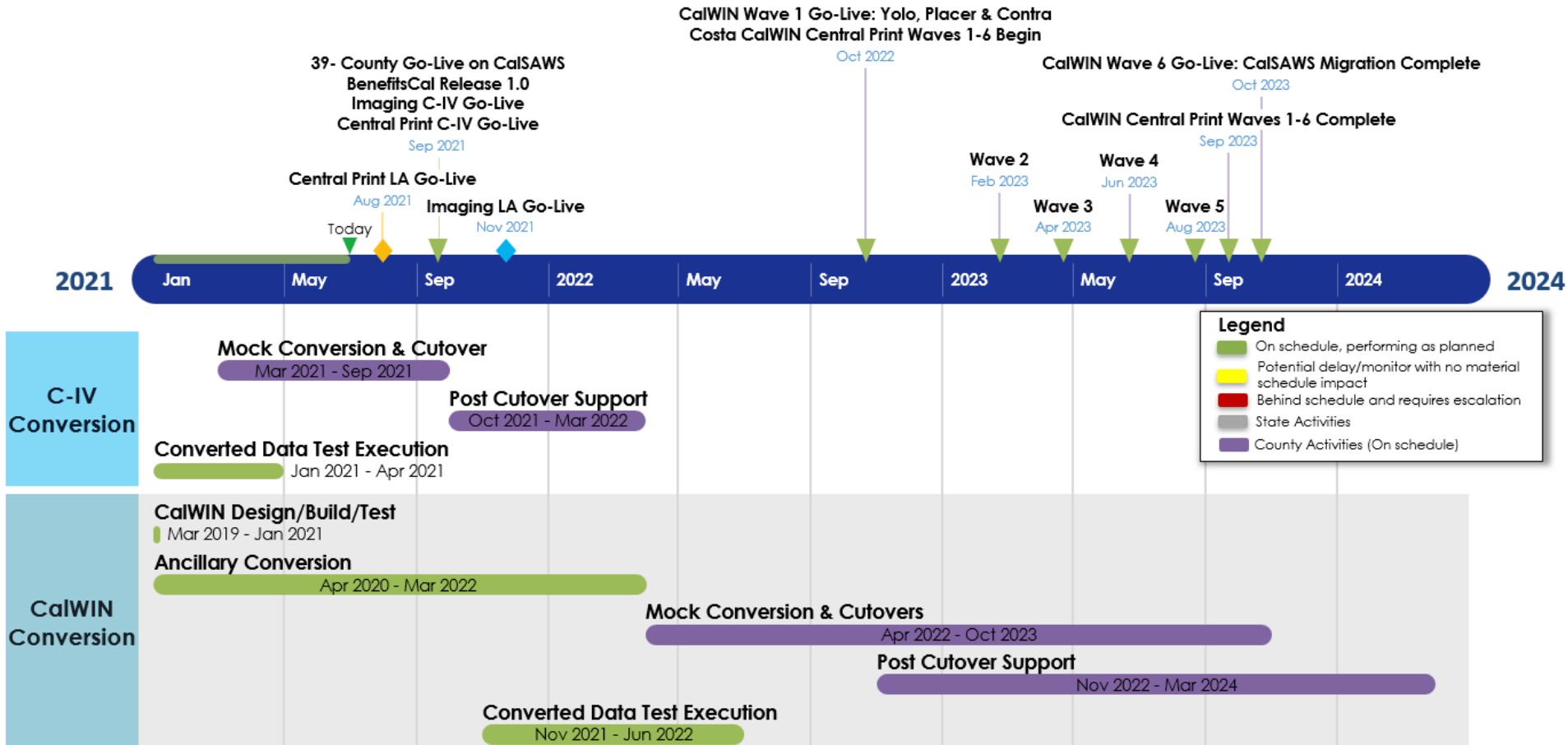
# CalSAWS DD&I Project Gantt

## High Level Overview – Application Development



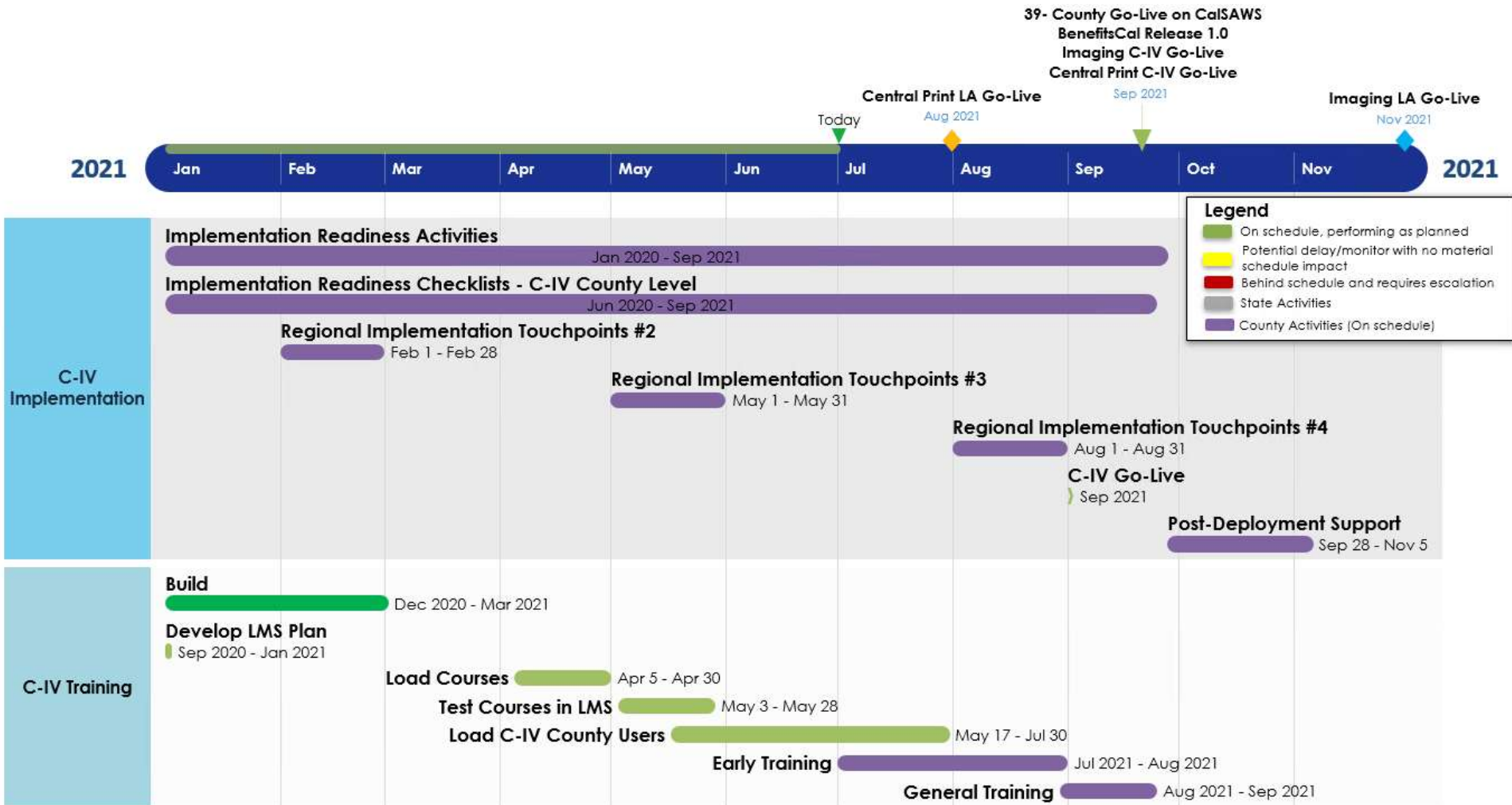
# CalSAWS DD&I Project Gantt

## High Level Overview – Conversion



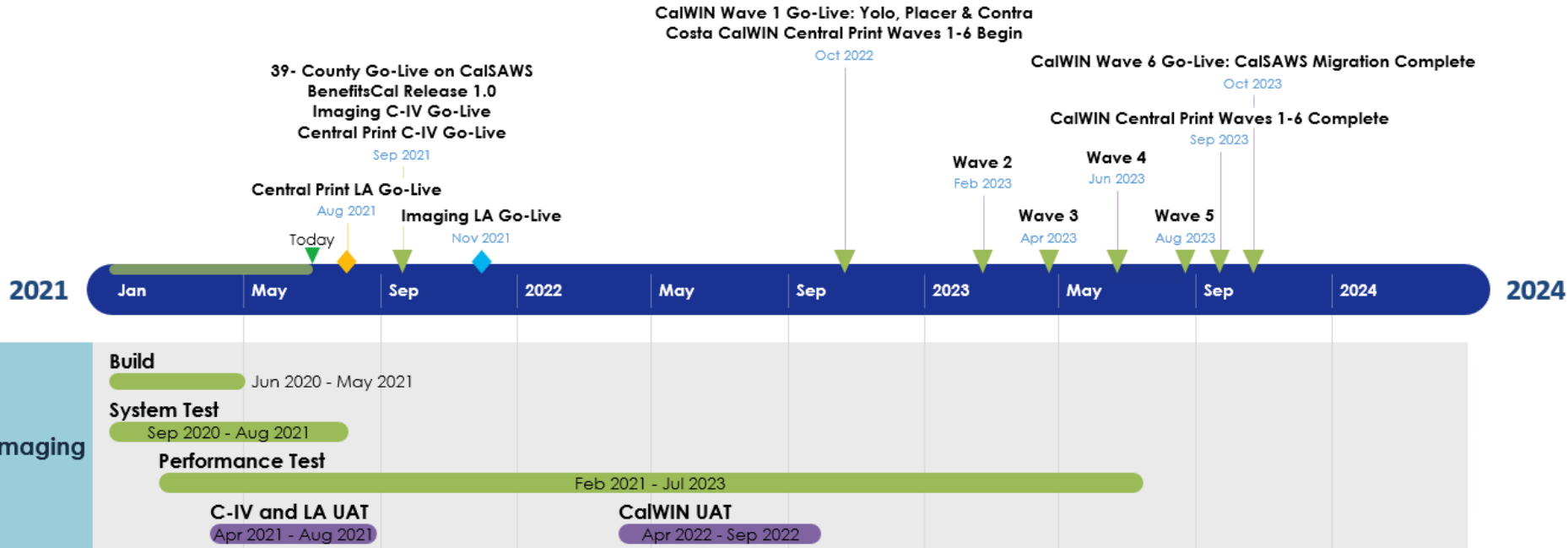
# CalSAWS DD&I Project Gantt

## High Level Overview – C-IV Implementation and Training



# CalSAWS DD&I Project Gantt

## High Level Overview – Imaging

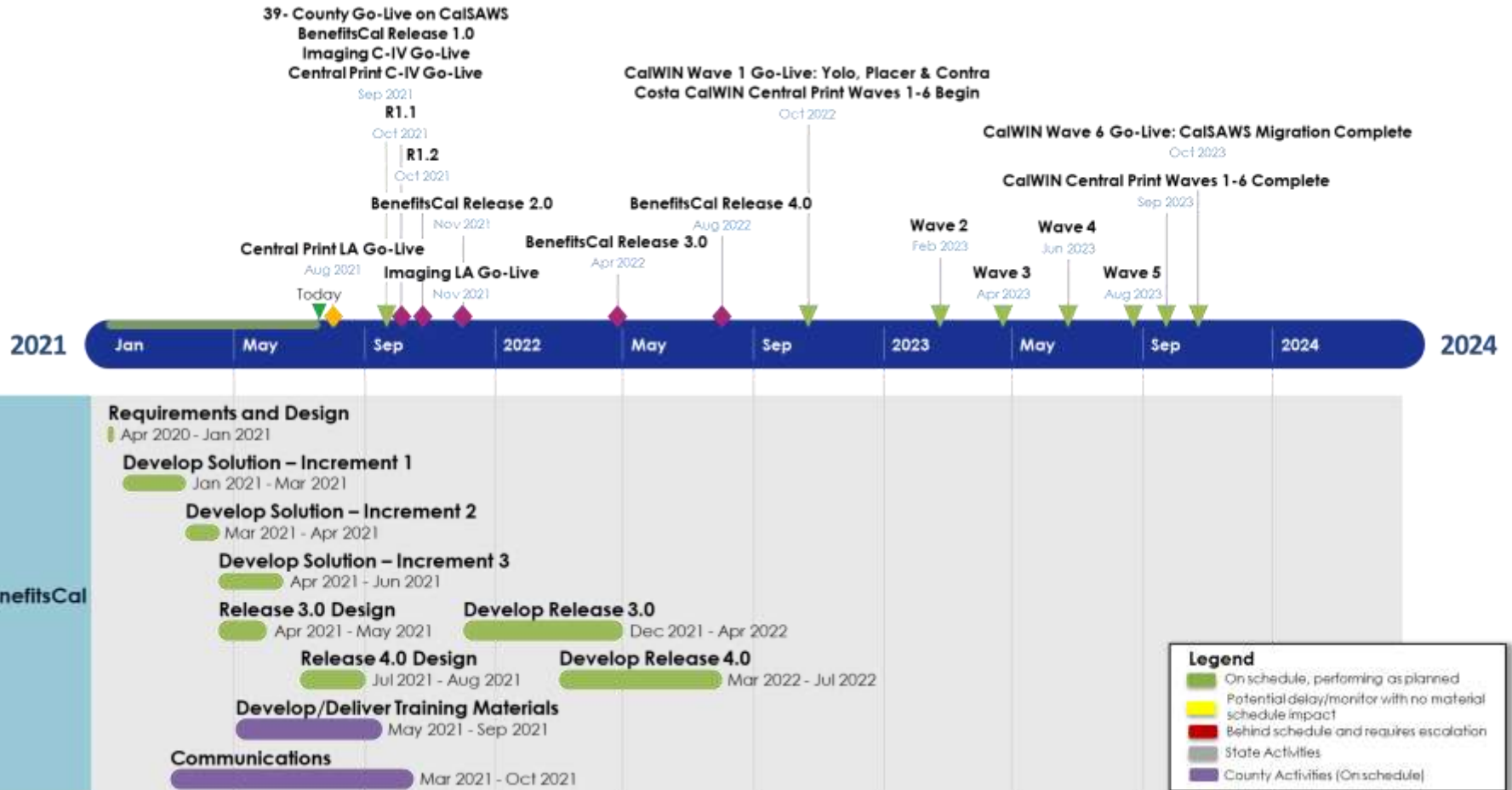


**Legend**

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

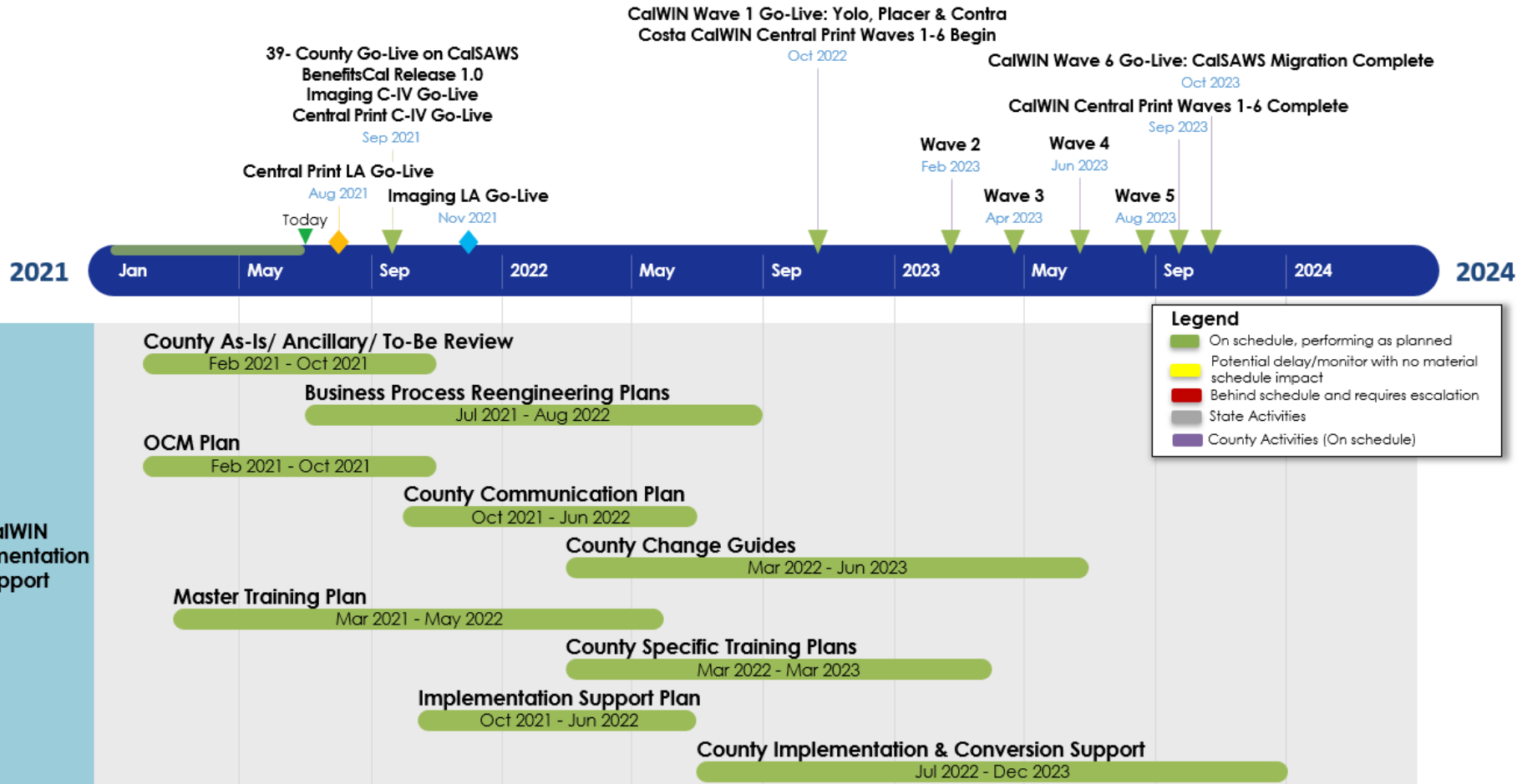
# CalSAWS DD&I Project Gantt

## High Level Overview – BenefitsCal



# CalSAWS DD&I Project Gantt

## High Level Overview – CalWIN OCM

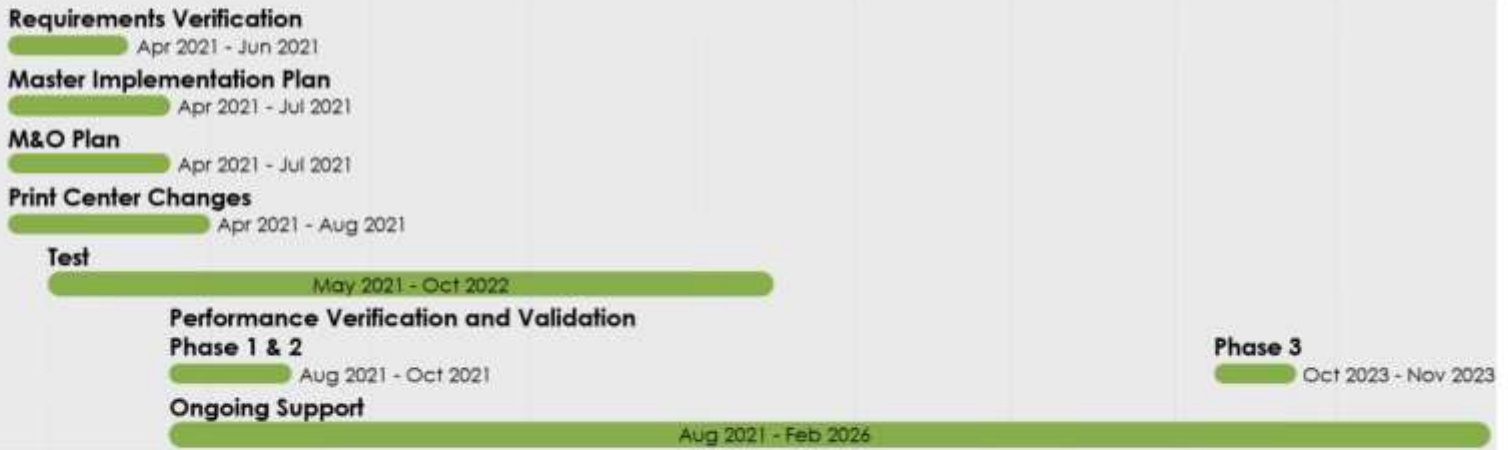


# CalSAWS DD&I Project Gantt

## High Level Overview – Central Print



### 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 – The Scaling of Analytics dashboards
  - Risk 237 – The scaling of Batch
  - Risk 240 – The scaling of CalSAWS Production Operations
  - Risk 248 – The 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.

The CalSAWS Production Operations team is preparing a consolidated production communications tracker which details out both primary production level support and how that will be supplemented for 6 weeks following C-IV counties migration to CalSAWS.

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
    - Establish thresholds for control totals to validate batch results in a more real time manner

**Risk Status (7/27):**

- Process:
  - Updates to batch processing procedures including peer review have been incorporated into the M&O Services Plan
  - M&O Services Plan is currently in review and process changes have been instituted
- Organization:
  - Batch operations will be transitioned to Production Operations and resources for Real Time Batch Monitoring have been identified
  - Training / change management planning in process
- Communications:
  - Design of revised batch notifications in progress and planned to be complete next week
  - New notifications targeted for implementation the week of August 16
- Continuous Improvement:
  - Control totals to provide more business insight into batch operations are in progress
  - Additional automated alerts to provide updates on batch execution are also in design

**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 – 4 of 4 Snowballs transferred, 2 of 4 Snowballs Uploaded to Hyland AWS, 2 of 4 Snowballs in process of uploading to Hyland AWS
- Convert Image Metadata to CalSAWS format from C-IV format to allow linking and viewing – Complete
- Activate incremental update process to capture new images created during the timeframe of 6/1/2021 through conversion – In process

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

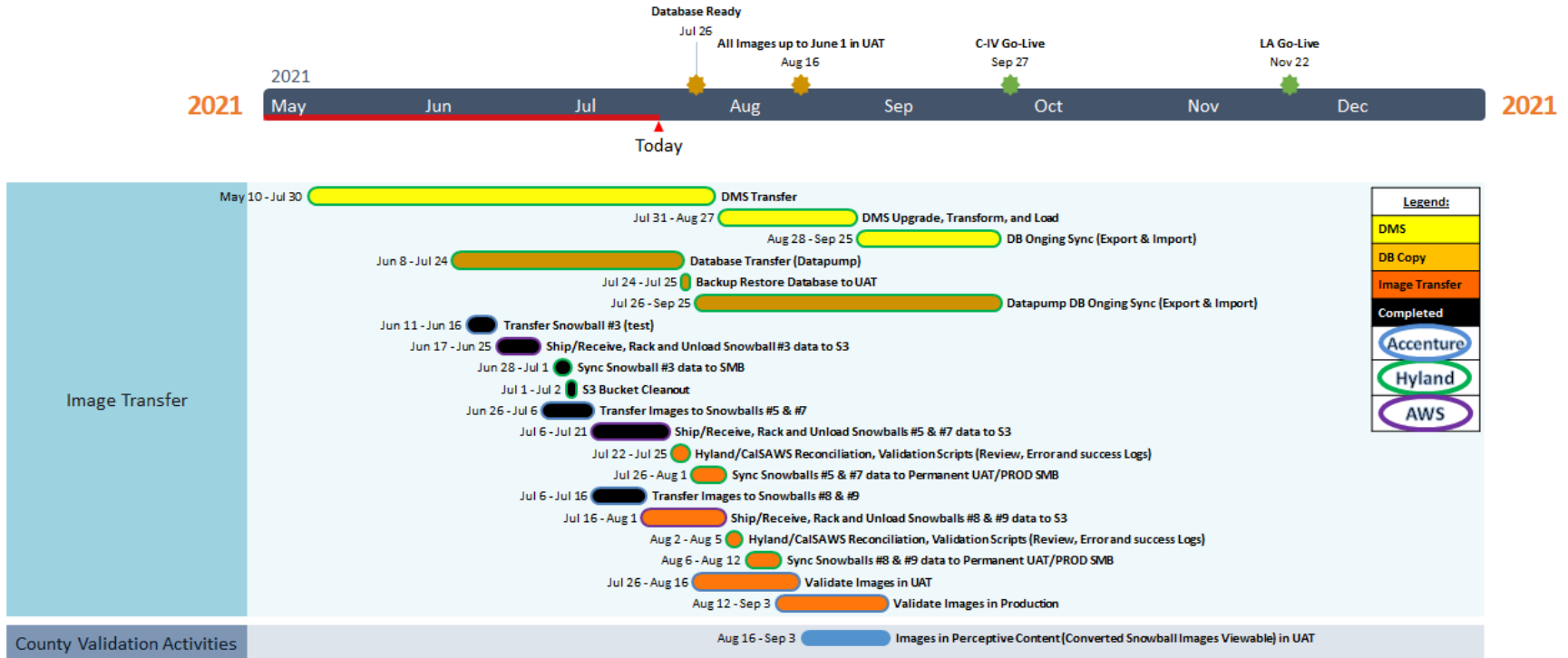
## Risk Trend Legend

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



# Risk 248 – C-IV Imaging Go-Live

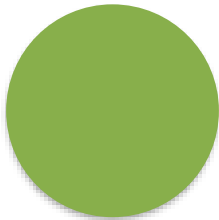
## Revised Project Gantt with Remediation Plan





## BenefitsCal Update

- Training Update
- Marketing Update

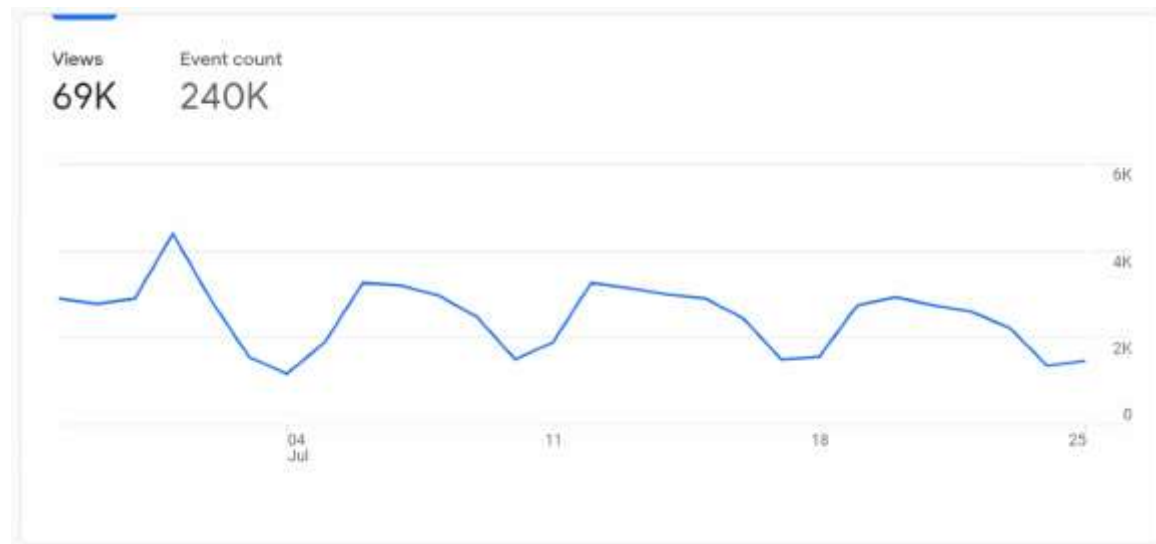




# BenefitsCal Marketing

## Status Update

- BenefitsCal.com site is up and running
  - 69,231 views (49k viewers)
  - 885 downloads of the Social Media Toolkit



- BenefitsCal team met with CDHS, CDSS, OSI, and CWDA to coordinate future marketing campaigns

# BenefitsCal Training

## Status Update

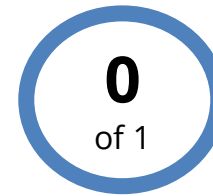
The following materials are available within the LMS today:



**Quick  
Guides**



**Micro  
Videos**



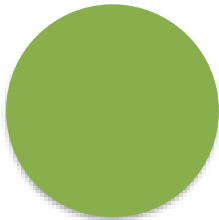
**User Guide  
for Admins**

***Video captions** will be available in English, Spanish, Chinese, Armenian, Khmer, Hmong, Korean, Lao, Portuguese, Russian, Tagalog, and Vietnamese.*



## CalWIN Implementation Support Services

- BPR Update
- OCM Update
- Training Update



# Business Process Re-Engineering Updates

## As-Is and To-Be Progress & Planning Ahead

- As-Is Progress
  - ✦ All 18 Counties' As-Is Sessions Complete (100%)
  - ✦ 18 Counties As-Is Final Work Products Signed-Off (83%)
  - ✦ 3 Counties in process of reviewing for sign-off
- To-Be Progress
  - ✦ Wave1 (3 of 18 Counties) To-Be Sessions In-Progress
  - ✦ Planning and prr-work for Wave 2 To-Be Sessions underway
- Look Ahead
  - ✦ Global To-Be Process Flows
  - ✦ Wave-1 Demo Recordings
  - ✦ To-Be BPR Schedule for Waves 2–6



Details coming soon

# Organizational Change Management Updates

## Key Takeaways from the June and July Sessions

- OCM POC Session (June 23<sup>rd</sup>)
  - ✦ 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 29<sup>th</sup> and July 7<sup>th</sup> for County Q&A
- OCM POC Session (July 14<sup>th</sup>)
  - ✦ Counties identified current and desired communication products & channels used within their County
  - ✦ Discussed project messaging that can be shared across counties

# Organizational Change Management Update

## Discussion Topics

### **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

## Training Advisory Council Topics

### July

- Introduced the CalWIN ISS Training Team
- Discussed the Training Schedule Approach
- Reviewed the Toolbox updates

### 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 & Learning Toolbox**.
- ✓ Meetings with Wave 1 Counties will be scheduled in mid-August to review training roles and discuss classroom needs and availability.



Application Development &  
Policy Update



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# 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



\*As of the time this slide was prepared, the health trailer bill, AB 133, was still pending signature by the Governor

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 Budget Package with SAWS Implications

- POLICY CHANGES, PAGE 2 OF 3

- 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



- 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



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 Budget Package with SAWS Implications

- POLICY CHANGES, PAGE 3 OF 3

- 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



- 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



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

## Upcoming Implementation Timeline

Date	Event
August 7, 2021	CF Emergency Allotments (May/Jun/Jul)
Tentative August 14, 2021	CW/CF COLAs for 10/2021 FC COLA for 7/2021
August 16, 2021	CalWIN Release 66
Tentative September 11, 2021	CF Emergency Allotments (Jun/Jul/Aug)
Tentative October 15-16, 2021	CF Emergency Allotments (Jul/Aug/Sep)



UAT Update



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# User Acceptance Testing (UAT)

Status Update – 6<sup>th</sup> week of Execution

## CalSAWS Integrated UAT



CalSAWS Application

Imaging

State Reports Review

BenefitsCal

# User Acceptance Testing (UAT)

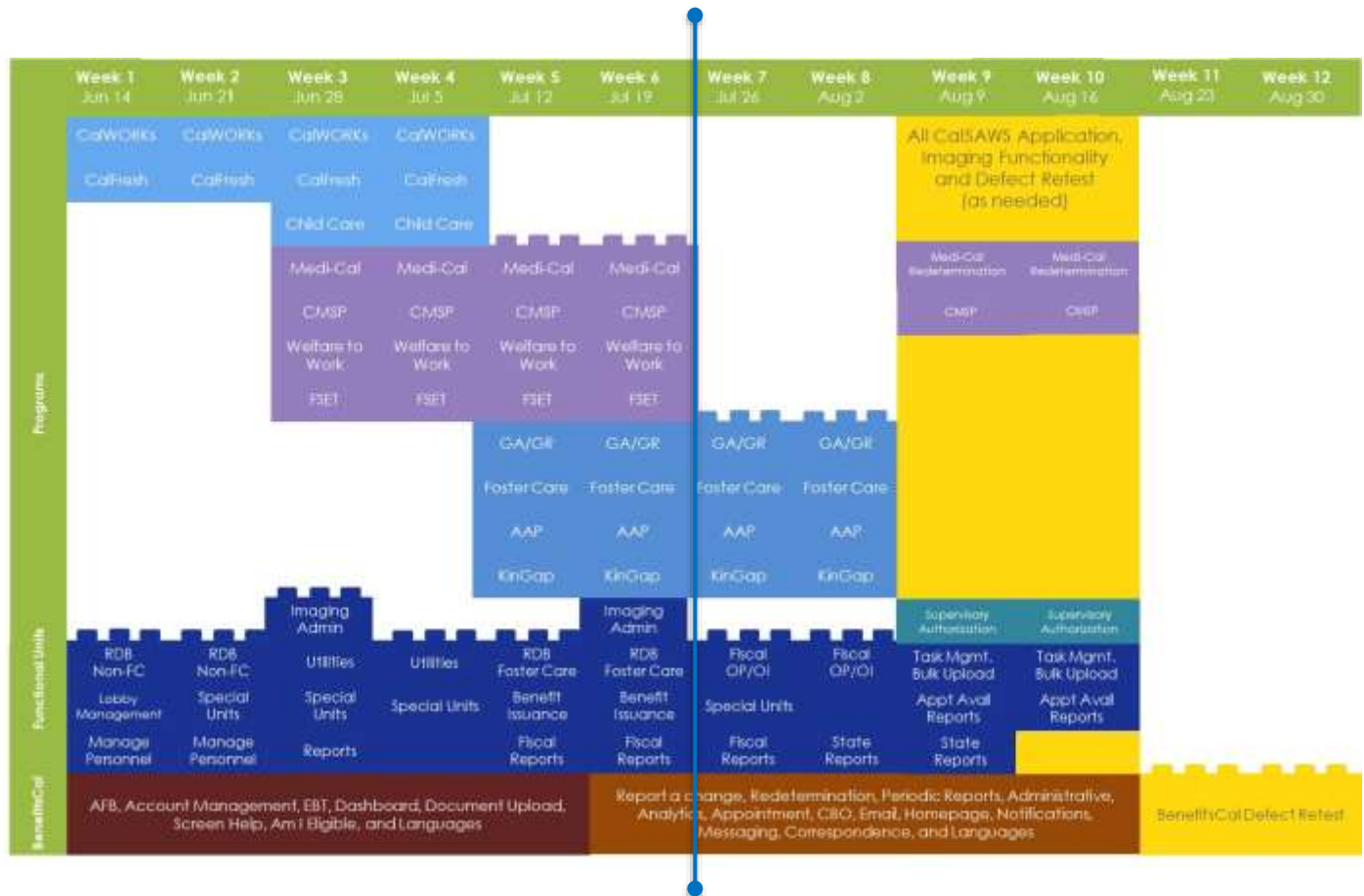
Status Update – 6<sup>th</sup> week of Execution

## CalSAWS Integrated UAT Plan



Week 6 of 12  
completed for  
UAT Execution

Tester  
participation is  
a minimum of  
**2 weeks**



# User Acceptance Testing (UAT)

Status Update – 6<sup>th</sup> 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 – 6<sup>th</sup> week of Execution

### CalSAWS Execution Status

(including State Reports)

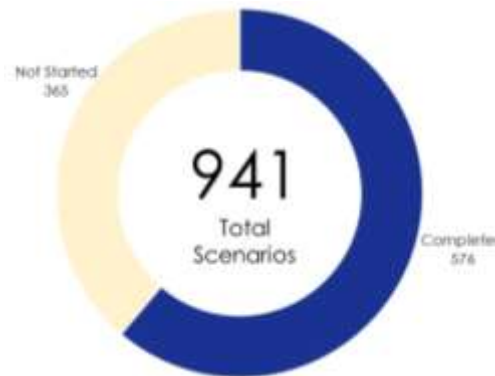


#### Execution (Slightly Behind)

Week 6 of 10 weeks completed  
61% Execution

UAT Participants scheduled for  
execution

UAT processes updated, which will  
assist in execution progress



**61%** Execution  
576 Scenarios Completed  
0 In Progress



**334** Testers and **42** SMEs  
**26** Counties

**94%** Pass Rate  
of 576 Scenarios  
Completed!



# User Acceptance Testing (UAT)

Status Update – 6<sup>th</sup> 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  
Completed



**59** Scenarios  
Completed



**28** Testers and **1** SME  
**22** Counties

**98%** Pass Rate  
of 59 Scenarios  
Completed!



# User Acceptance Testing (UAT)

## Status Update – 6<sup>th</sup> week of Execution



### BenefitsCal Execution Status



#### Execution (On-track)

Week 6 of 12 weeks completed  
48% Execution



**48%** Execution  
334 Scenarios Completed

**68%** Pass Rate  
of 334 Scenarios  
Completed!



**113** Testers and **23** SMEs  
**35** Counties



# Central Print Update



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# Central Print Readiness

## Design

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

## Development

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)	85%
Connectivity Between CalSAWS and Central Print (Target → 07/30/2021)	90%
Disaster Recovery Test (Target → 08/20/2021)	25%
Production File Test (Target → 08/20/2021)	10%

## Training and Implementation

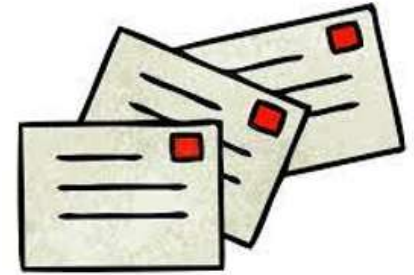
Maintenance and Operations Plan Approved	100%
Supply Readiness (Target → 8/25/2021)	50%
Training Readiness* (Target → 8/20/2021)	10%
Training Delivery	0%

\*C-IV County Training Delivery will occur in September 2021

# Central Print Postage

## Available before the first mailing

- Los Angeles County - Postage funding process is changing to prepaid
- C-IV and CalWIN Counties - Postage is currently prepaid
- C-IV Counties - Changing the account into which postage is paid
- Postage account information is available to County designated contacts
- Postage should be deposited at least two weeks in advance to allow for verification of funds
- Postage balances can be checked on the Central Print portal



# Central Print Portal Training

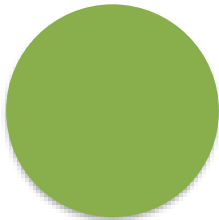
## Access postage balances and other status information

- Training for County Central Print portal users will be a webinar
- CRFI will be issued to request Portal user information
- Los Angeles County – Webinar to be scheduled for the week of August 23<sup>rd</sup>
- C-IV County webinars will be scheduled in September





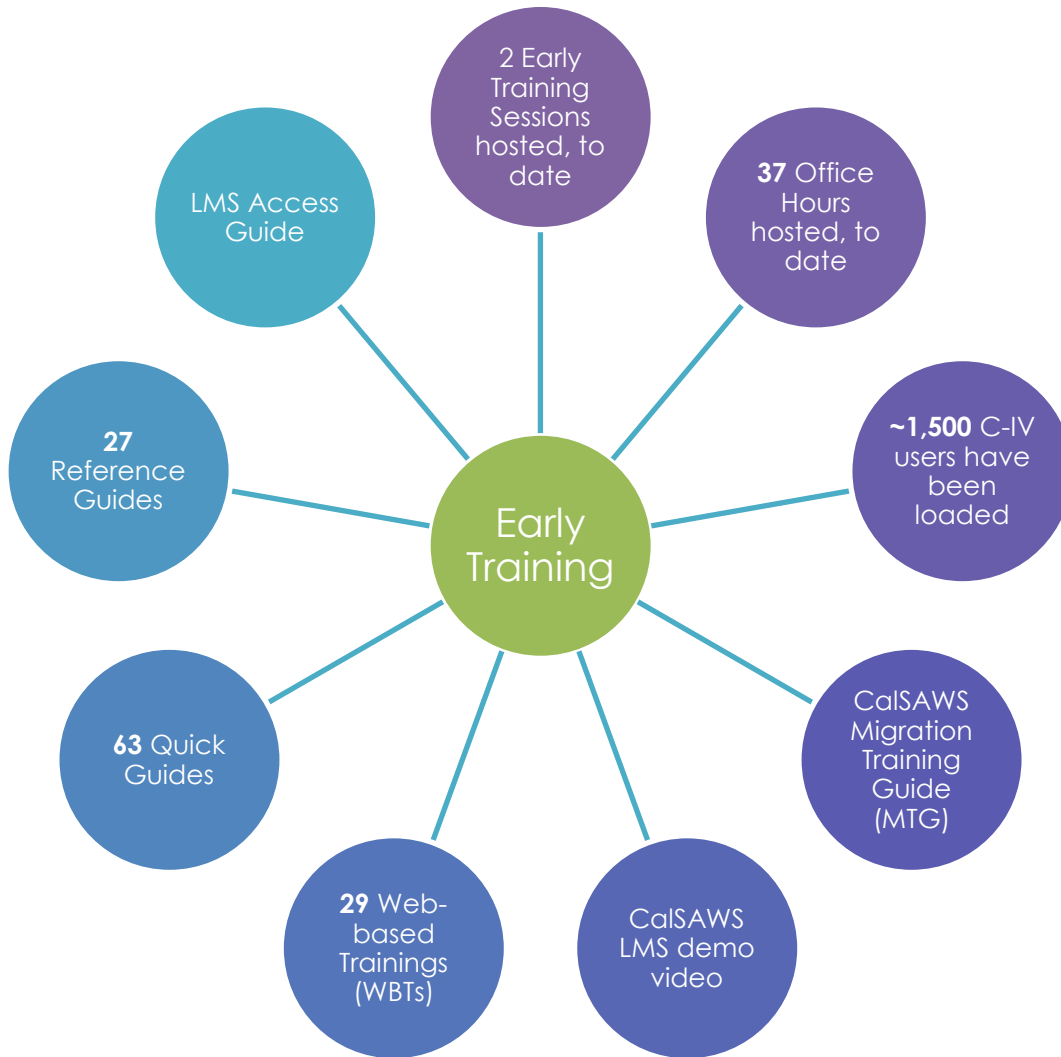
# Training Update





# Early Training in progress

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

# 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	Completed
Thursday, July 22, 2021	6	Completed
Tuesday, July 27, 2021	1	Completed

### Web Portal Resources:

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

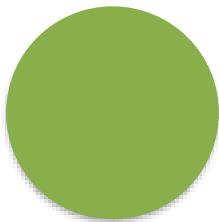
### Training Environment Roadshow Topics:

- 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 Update
- July Readiness Dashboard

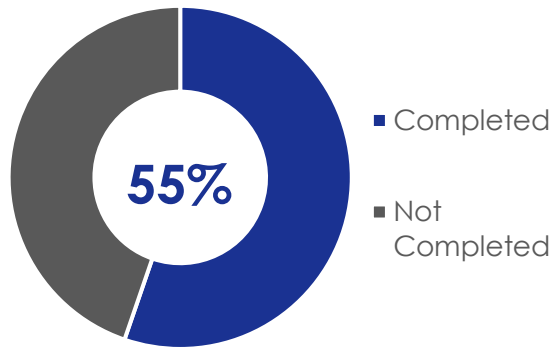


# T-3M Change Readiness Assessment Survey

**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.

# 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	C	N/A
	System Test	C	G	N/A
	User Acceptance Test	G	G	N/A
	Usability Test	N/A	G	N/A
Integration	Design	C	C	C
	Development	Y	C	G
	System Test	G	C	NS
	Interface Partner or Connectivity Test	G	G	G
Technical	Infrastructure	R	G	N/A
	Security Testing	G	G	N/A
	Performance Testing	G	G	N/A
Conversion	Conversion Readiness	G	C	N/A
	Converted Data Test	C	C	N/A
Training	Training Plan	C	C	N/A
	Training Materials	C	G	G
	Training Delivery	G	G	NS
Implementation	Service Desk	C	G	NS
	System Operations	G	G	G
	Prod Deployment Plans	C	G	N/A
Change	Communications	C	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%
Mock Conversions	In Progress	5/3/2021	8/27/2021	100%
Batch Performance Testing	In Progress	5/10/2021	7/30/2021	76%
State and C-IV County Interface Testing	In Progress	6/1/2021	7/30/2021	77%
User Acceptance Test (UAT)	In Progress	6/14/2021	9/3/2021	30%
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	17%
C-IV County Go-Live	Not Started	9/27/2021	9/27/2021	0%

### Key Open Readiness Risks

Risk No. & Level	Risk Summary	Status
<b>236 High</b>	The scaling of Analytics Dashboards for 58 Counties may have an impact on system performance	Action Item #1: Complete Action Item #2: Complete Action Item #3: In Progress Action Item #4: Not Started
<b>237 High</b>	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.
<b>240 High</b>	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.
<b>248 High</b>	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.
<b>208 Medium</b>	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.
<b>226 Medium</b>	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.
<b>235 Medium</b>	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.

# CalSAWS Implementation Readiness Update

## 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.	Establish CalSAWS Connectivity with Ad Hoc Reporting (Extranet Dependent) –APEX Report	Low	06/25/2021	07/30/2021	25%	100%	Humboldt, Kern, Merced	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.	Establish CalSAWS Connectivity with Ad Hoc Reporting – SFTP Reporting	Low	6/29/2021	07/30/2021	97%	100%	Yuba	The Project technical team is working with Yuba to troubleshoot issues in establishing connectivity to the SFTP servers.
3.	Partner Enablement - Establish C-IV Partner Connectivity with CalSAWS – All C-IV Counties	Low	7/16/2021	7/31/2021	97%	100%	Yuba	The Project is working hand-in-hand with the impacted County to resolve outstanding Partner Connectivity.

# CalSAWS Implementation Readiness Update

## County Readiness

County Readiness

### County Readiness Summary

Area	Status	Counties
Application	G	39 of 39 counties
Integration	G	38 of 39 counties
	Y	1 of 39 counties
Technical	G	39 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 County Issues and Risks as of July 2021.				

### Quick Links to County Checklists

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

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

\*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

### 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%
<b>Total</b>	<b>41</b>	

**System Test** Complete

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

**Release: 21.07**

Deployed to Production on July 25, 2021

**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

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%
<b>Total</b>	<b>20</b>	

**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 72 identified defects:

- 14 are in development,
- 7 are in the testing phase,
- 48 are resolved.



### 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%
<b>Total</b>	<b>45</b>	

### Establish CalSAWS Connectivity with Ad Hoc Reporting – APEX Report (Late)

The Plan of Action and Milestones is in progress and work is scheduled to be completed by 7/30/2021.

### Establish CalSAWS Connectivity with Ad Hoc Reporting – SFTP Reporting (Late)

The Project technical team is working with Yuba to troubleshoot issues in establishing connectivity to the SFTP servers.

### SD-WAN & Extranet Enablement

This aims to build a future state of connectivity for all counties to access AWS hosted services. To date, 127 sites are complete (100%).

Status	Count	Percent
Completed	127	100%
In Progress	0	0%

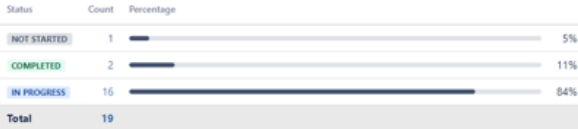
# CalSAWS Implementation Readiness Update

## 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: 07/16/2021 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** Complete

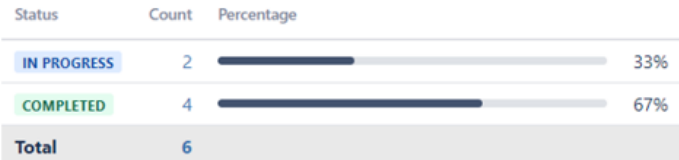
Training Material Type	Number of Training Materials	Design	Build	Complete	Start Date: 01/01/2019	End Date: 07/02/2021
Web-based Trainings (WBTs)	29	0	0	29		
Quick/Reference Guides	74	0	0	74		

### Implementation Readiness

**Service Desk** Complete

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

**Prod Deployment Plans** On Schedule



Sandbox usage:  
Average of 19 logins per week for June 2021.

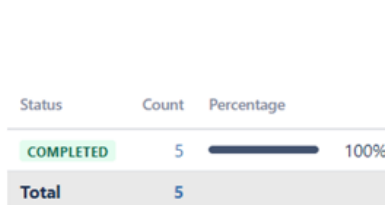
**Systems Operations** On Schedule

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

### Change Readiness

**Communications** Complete

Start Date: 05/04/2020 End Date: 06/28/2021



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

### Application Readiness

Design Complete

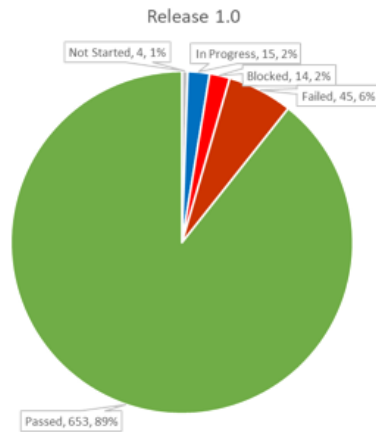
End Date: 03/10/2021

Development Complete

End Date: 07/16/2021

System Test On Schedule

UAT On Schedule



#### Key Dates:

CalSAWS UAT Execution End: 09/03/2021

- Not Started
- In Progress
- Blocked
- Failed
- Passed

Usability Test On Schedule

End Date: 09/03/2021

Pass Rate Target	90%
Pass Rate Actual	93%
System Test Complete Date: July 23, 2021	

### Conversion Readiness

Conversion Readiness Complete

End Date: 07/16/2021

Converted Data Test Complete

End Date: 07/16/2021

### Technical Readiness

Security Testing On Schedule

End Date: 08/06/2021

Status	Count	Percentage
COMPLETED	3	30%
NOT STARTED	7	70%
<b>Total</b>	<b>10</b>	

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** Complete

End Date: 06/11/2021

**System Test** Complete

End Date: 07/16/2021

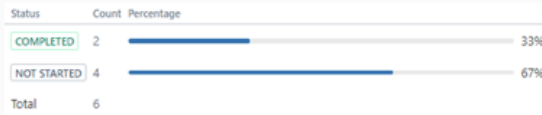
**Interface Partner Test** On Schedule

End Date: 07/23/2021

### Change Readiness

**Communications** On Schedule

End Date: 09/20/2021



**Partner Readiness** Not Started

End Date: 09/20/2021

### 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



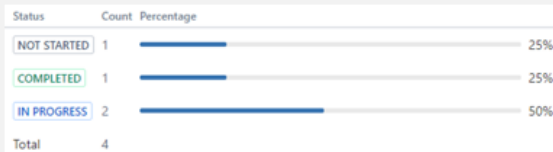
### Training Readiness

**Training Plan** Complete

End Date: 05/28/2021

**Training Materials** On Schedule

End Date: 07/30/2021



**Training Delivery** On Schedule

End Date: 09/17/2021

# CalSAWS Implementation Readiness Update

## Central Print Readiness

Central Print Readiness

### Fulfillment Platform Software Readiness

**Requirements** Complete

Start Date: 04/16/2021 End Date: 06/30/2021

**Specifications** Complete

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
<b>Configuration Meetings</b> — 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

<b>Requirements</b>	On Schedule
Start Date: 04/16/2021	End Date: 07/30/2021
<b>Inventory</b>	On Schedule
Start Date: 04/16/2021	End Date: 07/30/2021

Determination of Supplies	Status
<b>Envelope design</b> — Determine specifications by obtaining sample envelopes and print files of each correspondence type	On Schedule
<b>Preprinted inserts</b> — Automate the process if possible, or obtain inventory	On Schedule
<b>Postage permits</b> — Validate permit indicia needed	On Schedule

Completed Determinations	
Fonts	Paper

Upcoming Tasks	
Postage	Inventory transition
Postage transition-in	

### Training Readiness

<b>Training Course</b>	Not Started
Start Date: 07/01/2021	End Date: 08/15/2021
<b>Training Delivery</b>	Not Started
Start Date: 08/15/2021	End Date: 09/22/2021

Activity	Status
<b>Training Course</b> — Develop training webinar course for county designated portal users	On Schedule

Upcoming Tasks
Training Delivery

### Implementation Readiness

<b>Service Desk</b>	Not Started
Start Date: 08/15/2021	End Date: 09/22/2021
<b>System Operations</b>	Not Started
Start Date: 08/28/2021	End Date: 09/30/2021

Activity	Status
<b>Operations Procedures</b> — 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



# Conversion Update



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# 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 (w/County Validation)	Wave 1 Mock Conversion Planned April 2022 (with County Validation in Final Mock for Wave)	
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	





# CalSAWS Innovation Phase 2

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# Welcome to the CalSAWS Innovation Phase II: Quarterly Innovation Challenge!

JPA Innovation Update

# Innovation Phase II

## Agenda



# Our New Innovation Focus

To proactively create aspirational innovations with and for the counties and the customers



Innovate  
with the  
**Counties**



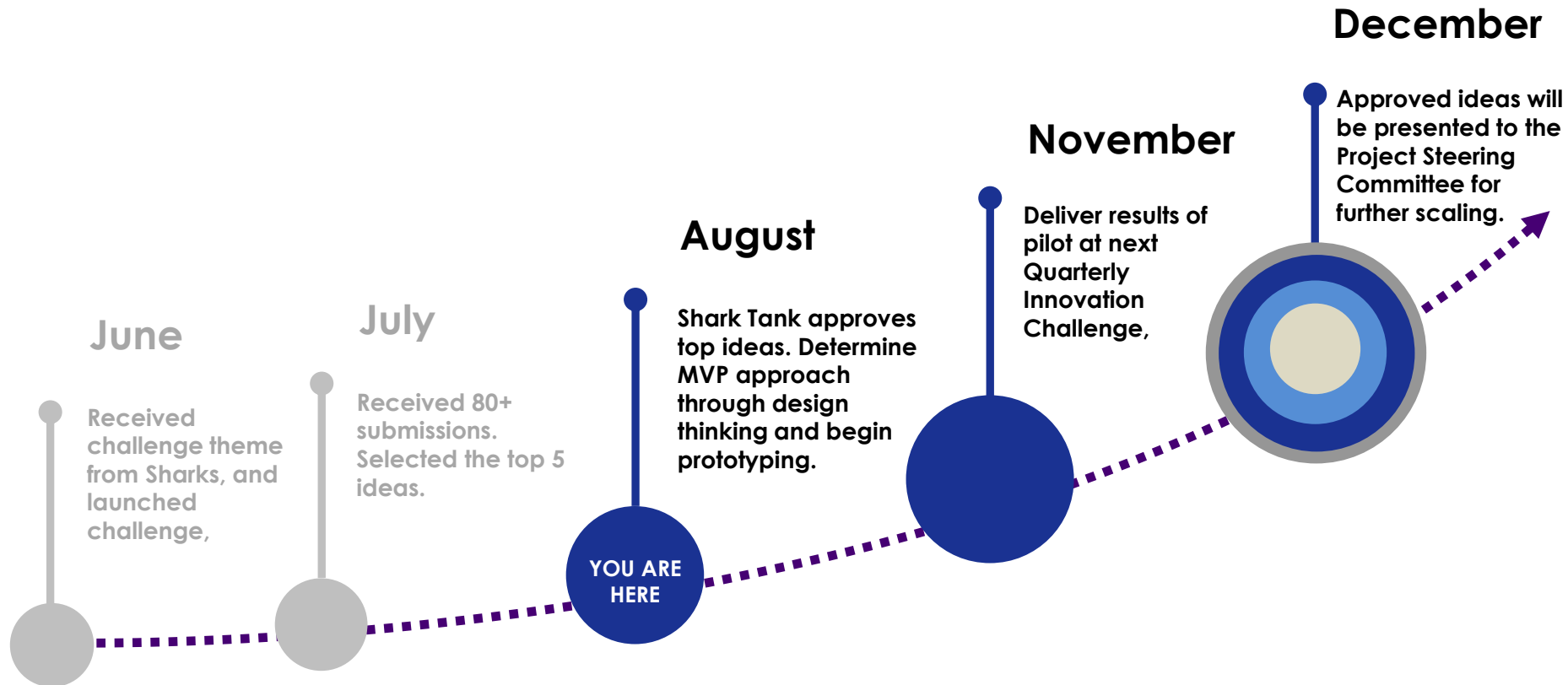
Create a  
**culture** of  
Innovation  
and see  
ideas  
come to  
life



**Raise the  
profile** to  
a Shark  
Tank  
approach

# Our Journey

What Happened, Where We Are Now, and What Comes Next





# QUARTER ONE THEME

## HOW MIGHT WE...

Leverage innovation to implement high-performing hybrid remote workforce experiences?

## CONSIDERATIONS:

- Improved Productivity, Collaboration, & Trust
- Hiring, Training, & Retention
- Employee Engagement, Culture, and Health & Wellness
- Operational Continuity & Workplace Safety
- Client Experience & Support
- Diversity & Inclusion

# Quarter One Shark Tank Approach

Ideas will require approval from CalSAWS Leadership, Accenture Leadership, and at least one County Director. Top ideas will be prototyped at a county.

**CalSAWS  
Leadership:**  
John Boule

**Accenture  
Leadership:**  
Gaurav  
Diwan

**County  
Leadership:**  
Antonia  
Jimenez (LA  
County)

**County  
Leadership:**  
Rick Wanne  
(San Diego  
County)

**County  
Leadership:**  
Gilbert  
Ramos (San  
Bernardino  
County)

- Each quarter, we will rotate our County Directors for county representation.
- County Directors will provide future areas of focus or challenge statements on a quarterly basis to guide and spark innovation ideas.

Thank You!







# September Quiet Period



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Adjourn Meeting

