



CalSAWS | Project Steering Committee Meeting

February 20, 2020



Agenda

1. Call Meeting to Order
2. Agenda Review
 - Introduction of new PSC Members:
 - Region 1 – Clarisa Simon (San Mateo)
 - Region 2 – Ethan Dye (Sacramento)
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.



Action Items

Action Items

4. Approval of the Minutes of the January 16, 2020 PSC Meeting and review of Action Items.
5. Approval of CalSAWS PSC Charter.



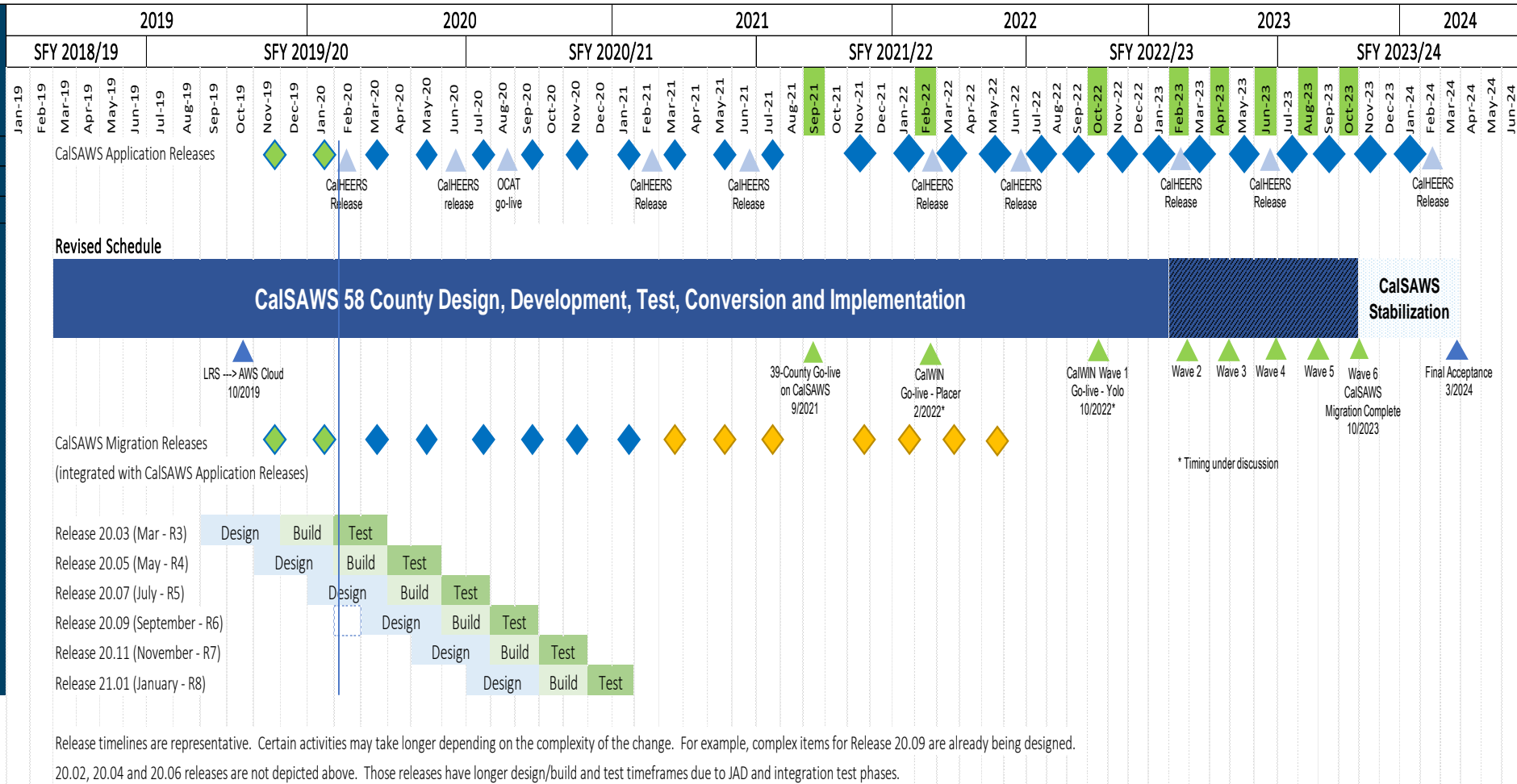
Informational Items



Status of CalSAWS Schedule Change/CalWIN Waves

Status of CalSAWS Schedule Change

CalWIN Waves





Accenture Functional Design Amendment & IAPDU Status



Functional Design Amendment & IAPDU Status

Activities Completed & In Process

CalSAWS Imaging Amendment	State Review Complete	Submitted to Federal Sponsors December 20 th	Verbal or written approval from Federal Sponsors needed by Friday, February 14 th	Board approval scheduled for Friday, February 14 th
CalSAWS Functional Design Amendment	State Review Complete	Submitted FDS Amendment to Federal Sponsors on January 31 for review and approval	Verbal or written approval from Federal Sponsors needed by March 18 th	Board approval scheduled for Friday, March 27 th
CalSAWS Analytics Amendment	Submitted Analytics Amendment to State Sponsors on February 3 rd	To be submitted to Federal Sponsors	Verbal or written approval from Federal Sponsors needed by March 18 th	Board approval scheduled for Friday, March 27 th
CalSAWS FCED Amendment	In Process, Pending Submission to State Sponsors		Verbal or written approval from State Sponsors needed by March 18 th	Board approval scheduled for Friday, March 27 th
CalSAWS Quality Assurance Amendment	In Process, Pending Submission to State Sponsors		Verbal or written approval from Federal Sponsors needed by March 18 th	Board approval scheduled for Friday, March 27 th
As-Needed IAPDU	Submitted to State Sponsors on February 3 rd	To be submitted to Federal Sponsors	Approval April 2020	



OCAAT Update

OCAT Update

- Schedule
 - Schedule adjustment to implement CalSAWS enterprise identity and access management (ForgeRock) solution
- Development and Test
 - Questionnaire pages
 - ADA/ usability testing
 - OCAT system interfaces with LRS, C-IV, and CalWIN
- Training and Implementation
 - All-county kickoff session #2
 - CRFI and County Champions
 - Training plan and materials

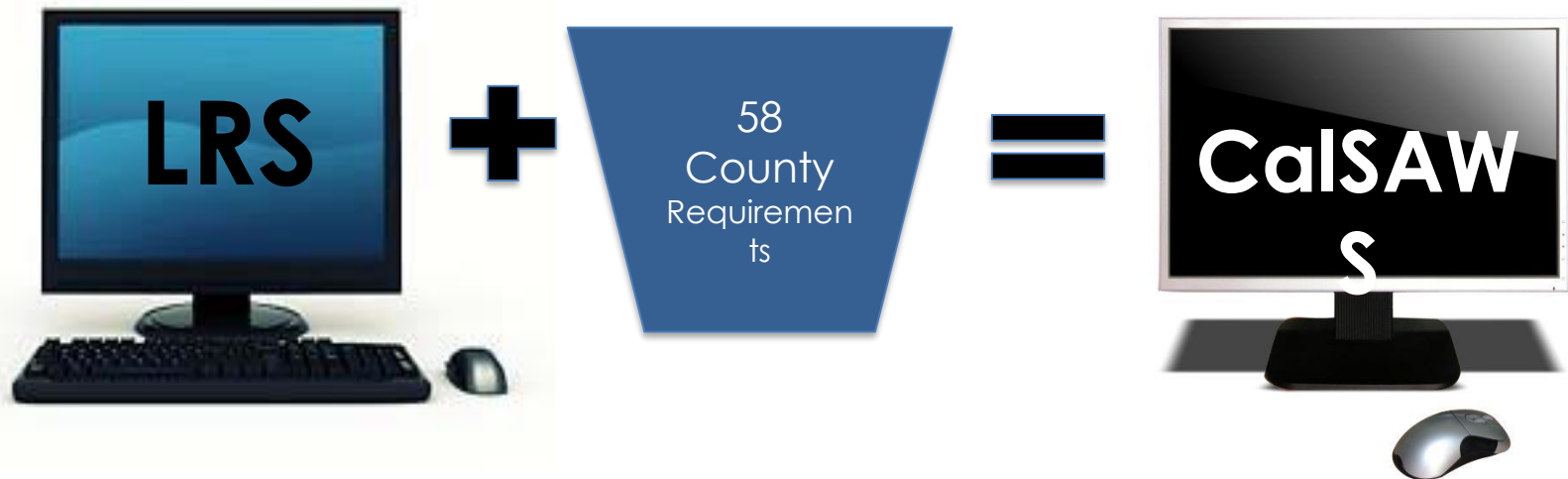


Legislative Staff Briefing

Legislative Briefing

Fast Facts - Journey to CalSAWS

- Federal mandate to expand LRS to all 58 Counties by the end of calendar year 2023.
- LRS was implemented in Los Angeles in 2016 with the expectation that it would become the foundation for the Statewide System.
- Modifications must be made to make LRS a 58 County System with functionality and flexibility to serve all counties.





2019/2021 Policy Commitments

2019 – 2020 State Policy Commitments

Completed

Program	Policy Item	C-IV/LRS Implementation Month	CalWIN Implementation Month
CalFresh	CalFresh Expansion to SSI Population	May 2019	May 2019
CalWORKs	SB 726 Overpayment Threshold Increase Phase I	July 2019	July 2019 (Minor Updates) *February 2020 (Phase I)
CalWORKs	Maximum Aid Payment (MAP) Increase	July 2019	September 2019
CalFresh	ABAWD Year 2	September 2019	August 2019
CalWORKs	CalOAR Phase I	October 2019	October 2019
CalFresh	Increase Over issuance Threshold	November 2019	July 2019 (Minor updates) *February 2020 (Major automation)
Medi-Cal	Young Adult Expansion	November 2019	November 2019

2019 – 2021 State Policy Commitments **In Progress**

Program	Policy Item	C-IV/LRS Targeted Implementation Month	CalWIN Targeted Implementation Month
Child Care	Update CCP 7/New CCP 8	January 2020	November 2020
CalFresh	ABAWD Discretionary Exemptions and Notices	February/March 2020	February/March 2020
CalWORKs	Increases to Asset Test & Vehicle Equity	March 2020	April 2020
CalWORKs	CalOAR Phase II	May 2020	May 2020
CalWORKs	Home Visiting Data Collection	May 2020	May 2020
CalWORKs	Earned Income Disregard and Income Reporting Threshold Change	May 2020	May 2020
CalWORKs	Homeless Assistance 16 Cumulative Days	July 2020	August 2020
CalFresh	Automate the Disaster CalFresh Determination	July 2020	N/A
Medi-Cal	Aged, Blind Disabled (ABD) Federal Poverty Level (FPL) Expansion	July 2020	August 2020
CalWORKs	OCAT Rebuild & SAWS Integration	August 2020	August 2020
CalFresh	ABAWD Phase III	September 2020	August 2020
CalFresh	Safe Drinking Water	September 2020	N/A
Child Care	Report and Online Provider Screen	November 2020	November 2020

2020 – 2021 Governor's Budget – Key Proposals Reliant on SAWS Automation Changes

Program	Policy Item	Proposed Effective Date	Month Automation Must be Implemented*
CalWORKs	2020 MAP Increase	October 1, 2020	July 2020
Medi-Cal	Older Adults Coverage Expansion	January 1, 2021	November 2020
CalWORKs	Child Support Disregard Passthrough Changes	January 1, 2022	November 2021
CalWORKs	Apparent Eligibility Reporting and Claiming Adjustments	Not specified	Dependent on proposed effective date
CalFresh	Public Assistance Case Tracking	Not specified	Dependent on proposed effective date

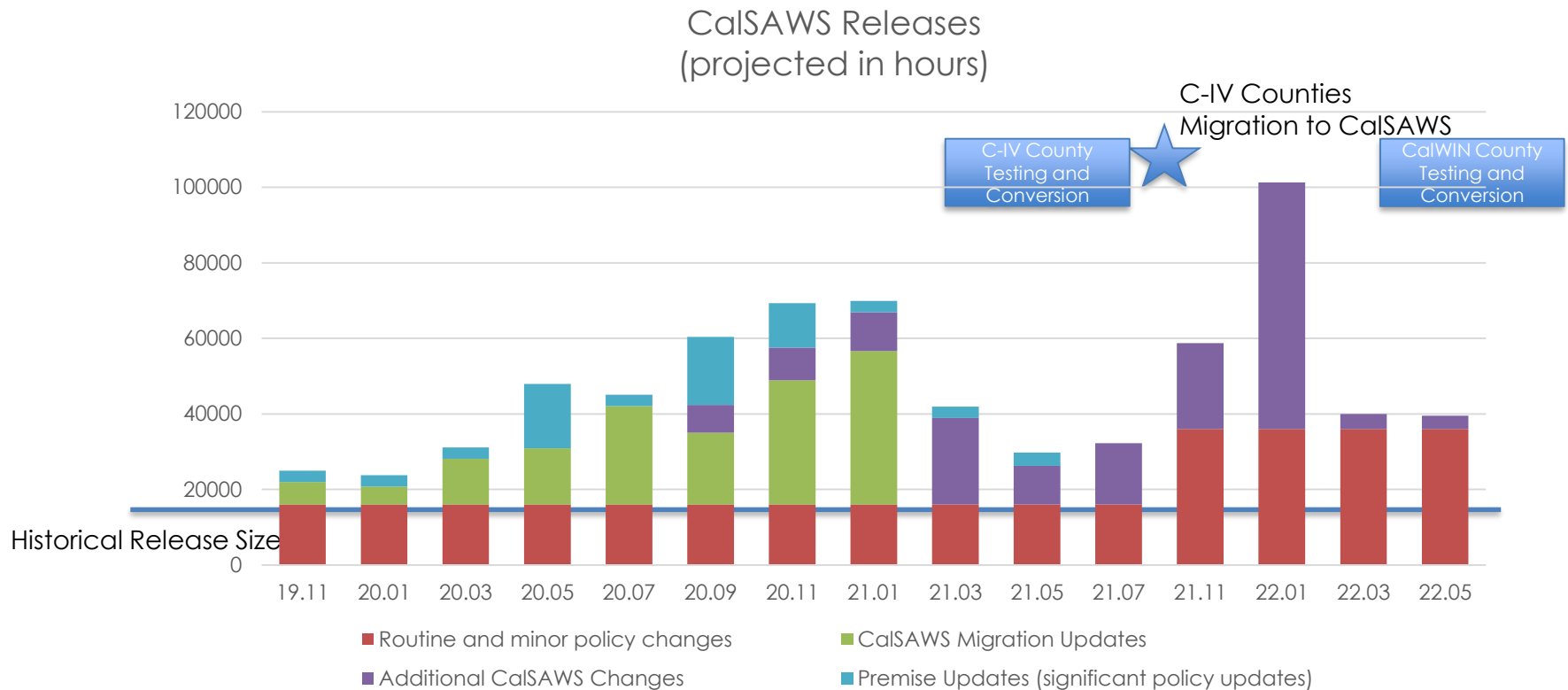
* The SAWS are in discussions with the administration about their ability to automate these proposals during the CalSAWS migration, and the dates by which policy is needed to begin this work.



The Journey to CalSAWS - Timeline

The Journey to CalSAWS

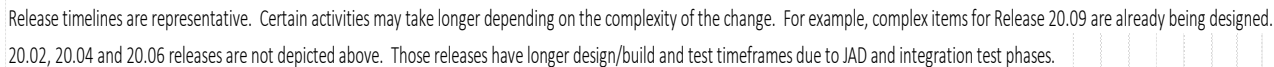
CalSAWS Releases: Through May 2022



NOTES:

- Premise updates are typically tied to significant policy changes and are supported by additional funding to complete automation. No premise items are known beyond SFY 20/21.
- The table above does not include Foster Care Eligibility, Contact Center integration, Statewide portal integration, analytics replatforming

Let's take a look at February 2020...





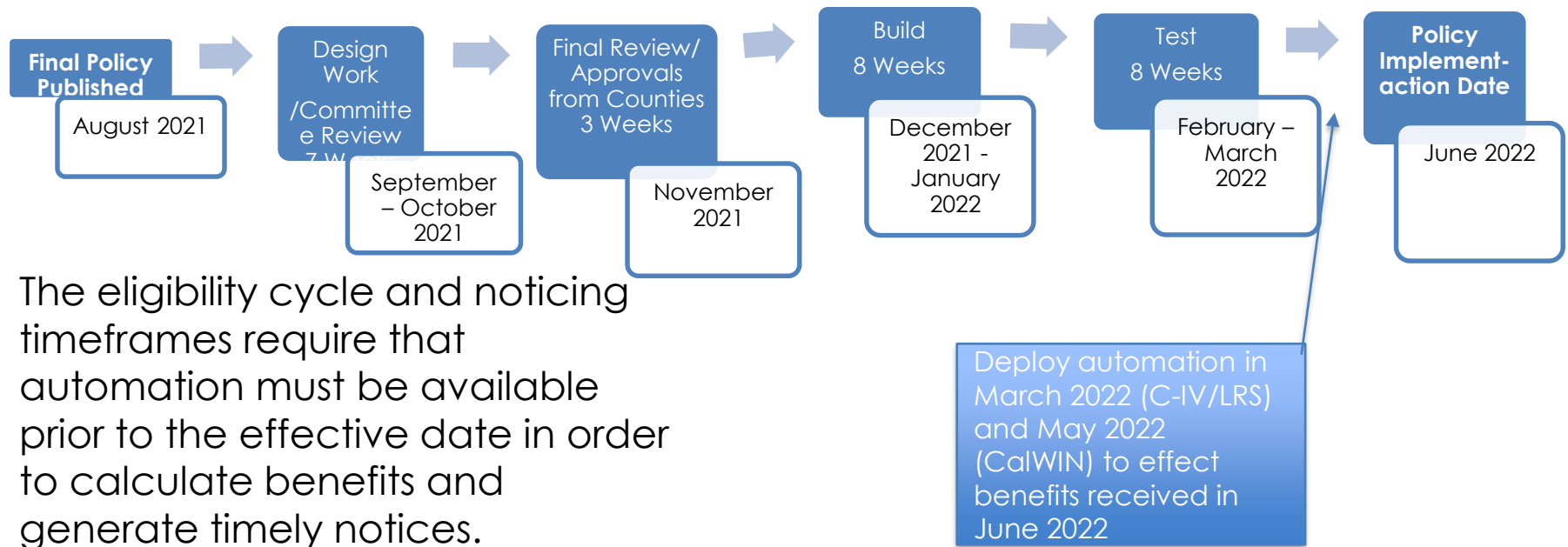
Policy Implementation Timeline Examples

The Journey to CalSAWS

Policy effective date vs automation implementation date

Dependencies:

- **Policy Guidance:** clear & complete final State Policy, including notices translated into all threshold languages, quick turn-around on follow up questions
- **Coordination with Other Changes:** other changes underway; multiple releases are always in progress, so automation activities cannot always start immediately
- **Competing Priorities:** each system has an active set of requested changes that averages around 150
- **Scheduling:** LRS/C-IV Releases occur in odd numbered months at last full week of the month; CalWIN's are quarterly in the first half of the months of Feb., May, Aug., & Nov.



The eligibility cycle and noticing timeframes require that automation must be available prior to the effective date in order to calculate benefits and generate timely notices.

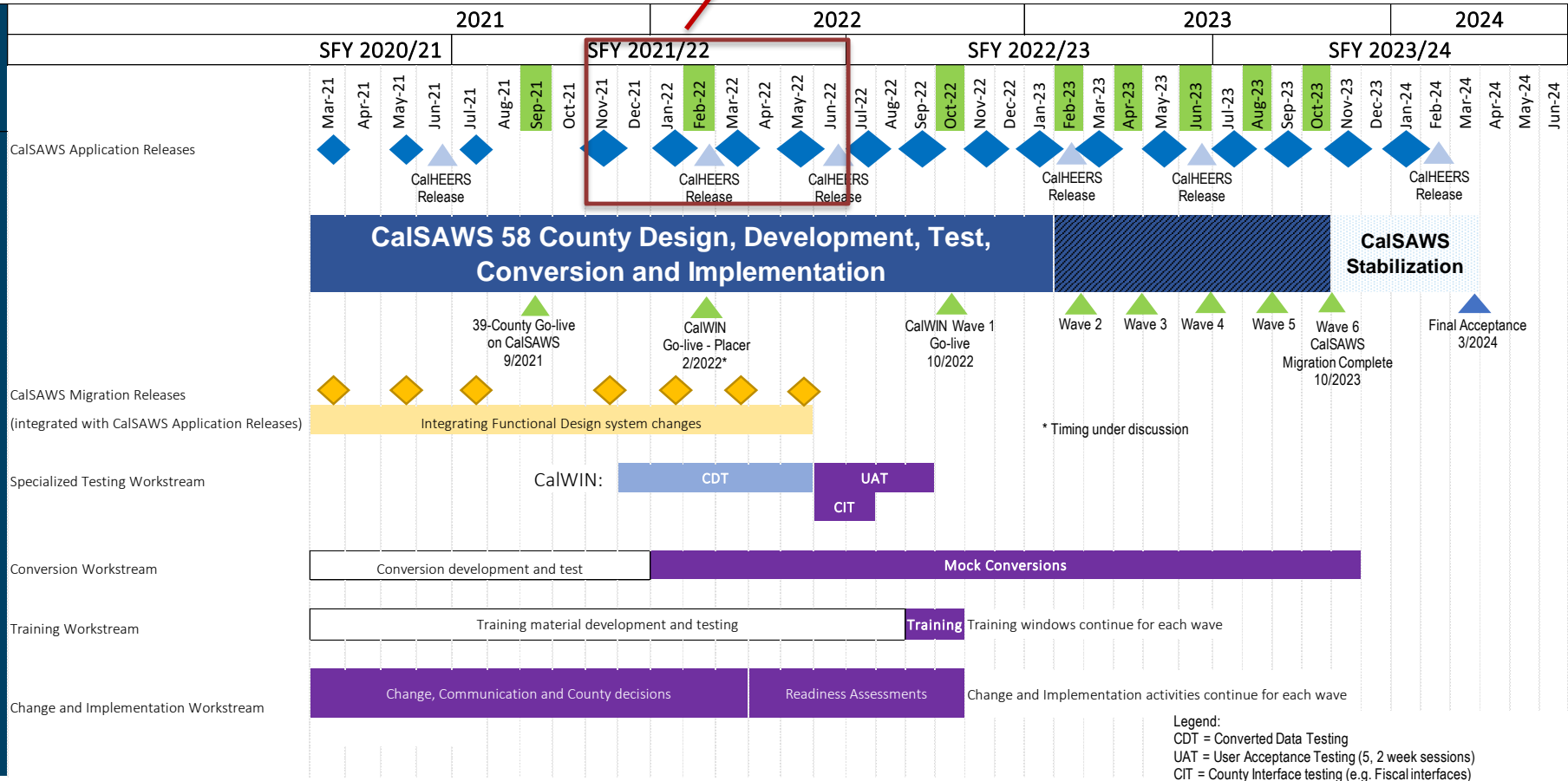


Future Policy Implementation Opportunity

The Journey to CalSAWS 2021 and beyond

■ Key Migration Activities

M&E releases that include policy changes



The Journey to CalSAWS

2021 and beyond – Implementation Considerations

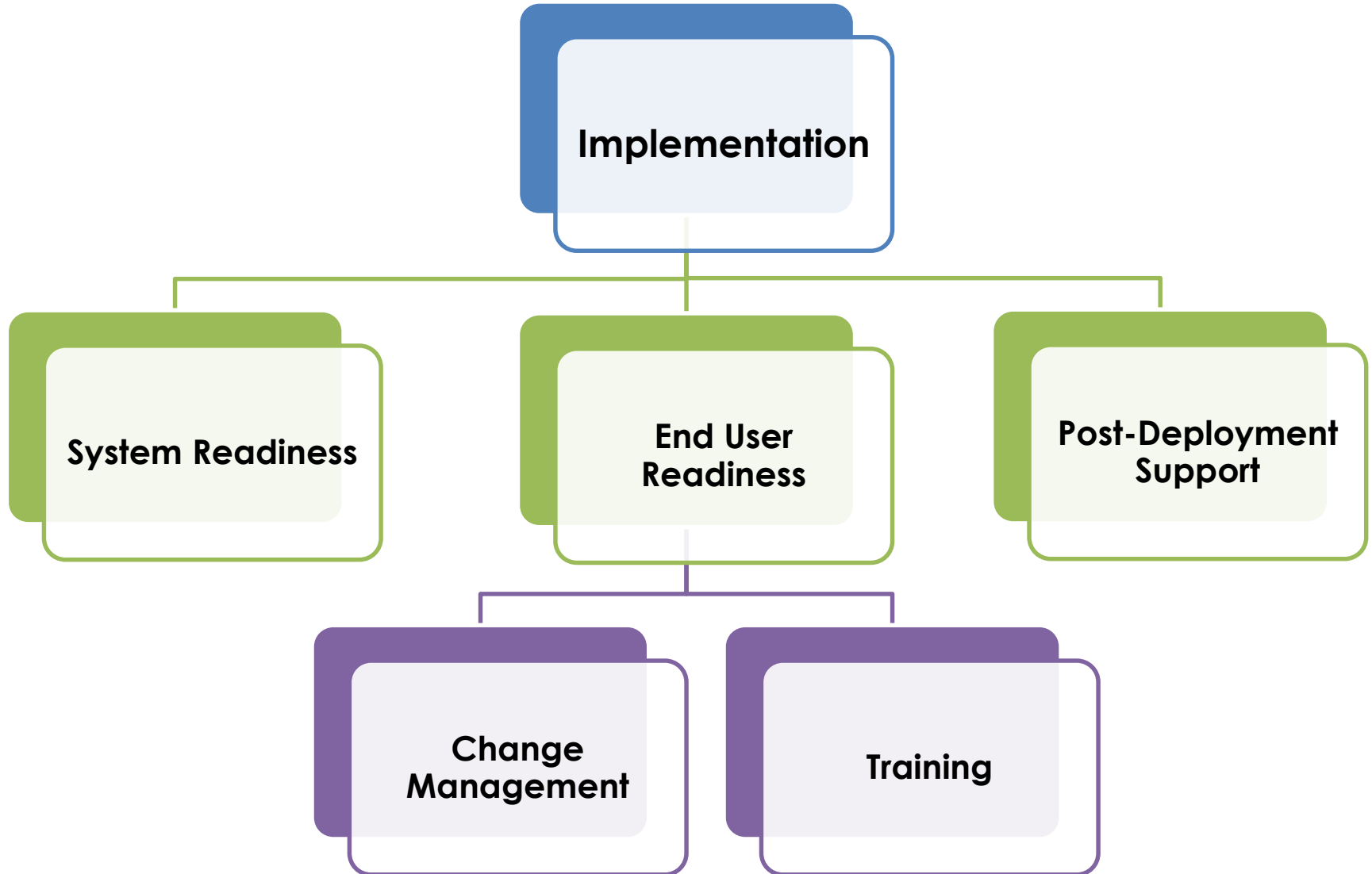
Implementation Considerations	Type of Change	Examples	Key Considerations / Dependencies
Can be completed during Migration including Go Live waves	Annual Policy Updates	January: <ul style="list-style-type: none"> SSA/SSI COLA April: <ul style="list-style-type: none"> Federal Poverty Levels July: <ul style="list-style-type: none"> Foster Care/KinGap/AAP COLA October: <ul style="list-style-type: none"> CalFresh COLA CalWORKs MAP Increases Income Reporting Thresholds 	<ul style="list-style-type: none"> Timing of Cutover activities Targeting running COLA in legacy systems prior to cutover to CalSAWS to allow comparison of benefits pre- and post-conversion to avoid any unintended impacts to customers during conversion
	New Policy	Increase to Applicant Earned Income Disregard Medi-Cal Eligibility Expansions (changes to benefit level for existing recipients)	<ul style="list-style-type: none"> Impact on completed conversion programs in both the legacy and target systems may require rework of conversion programming and/or implementation of changes in both systems Impact on completed end user training materials Implementation timelines would consider any necessary rework on these migration activities.
Must be completed between or after Migration	New Policy	Time Clock Changes/Redesign Child Support Pass-Through Changes CalFresh Eligibility Expansion (adding new programs and/or populations)	<ul style="list-style-type: none"> Impact on completed conversion programs in both the legacy and target systems may require rework of conversion programming and/or implementation of changes in both systems Impact on completed end user training materials Implementation timelines must consider any necessary rework on these migration activities.



Initial Implementation Plan Discussion

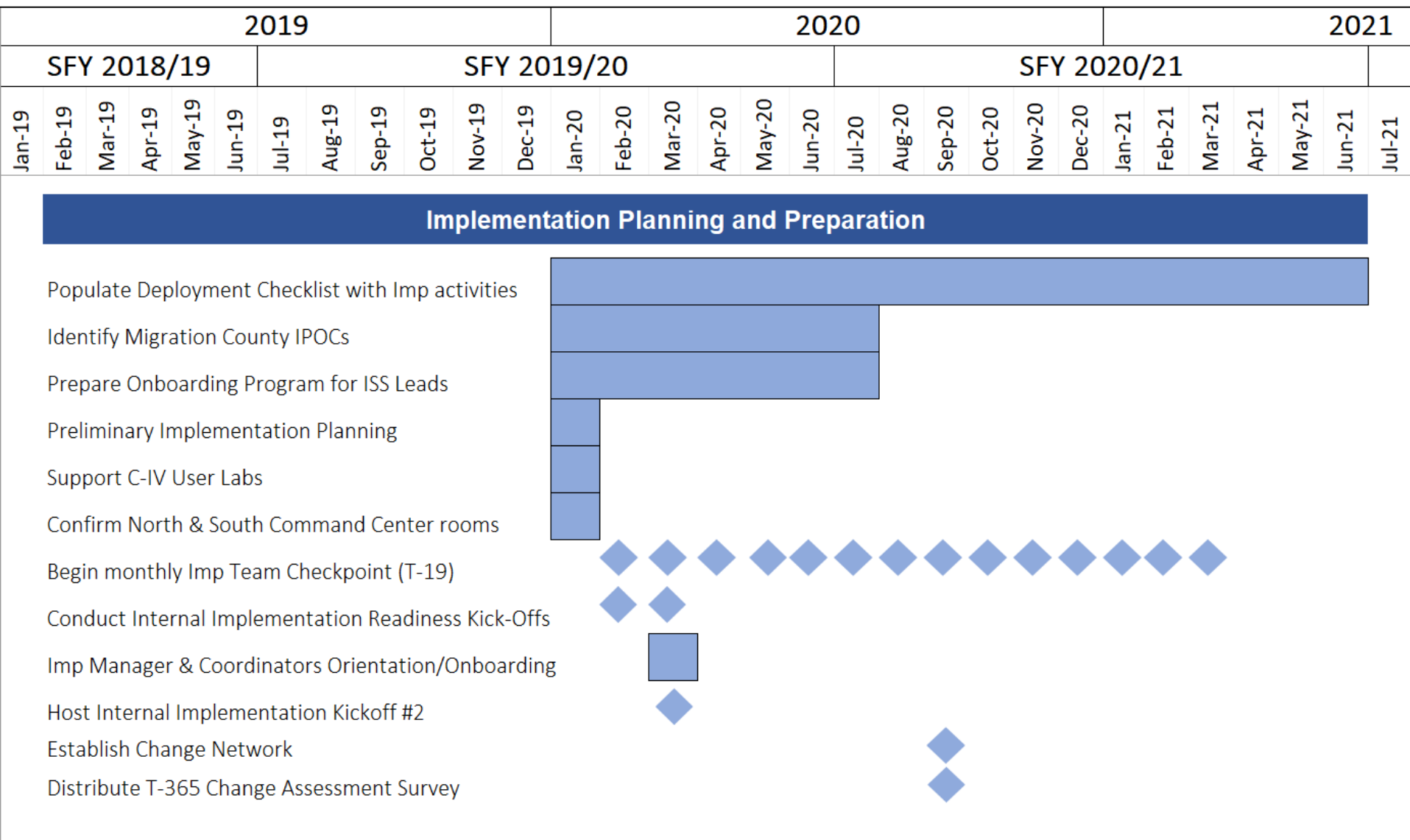
Implementation Overview

Implementation Hierarchy



Implementation Activities for the next 6 months

Implementation Gantt Chart



Implementation Readiness activities

Track and begin to execute readiness activities

- Preparing Users to transition to CalSAWS
 - Provide Users with awareness and understanding of job changes
 - Generate enthusiasm
 - Align necessary training to support changes
- Readiness confirmation
 - Structured to enable Consortium to determine key milestones are met
 - Track progress
- Tool for monitoring Readiness:
 - Deployment Readiness Checklists

Application Readiness

Data Readiness

Conversion Readiness

Technical Readiness

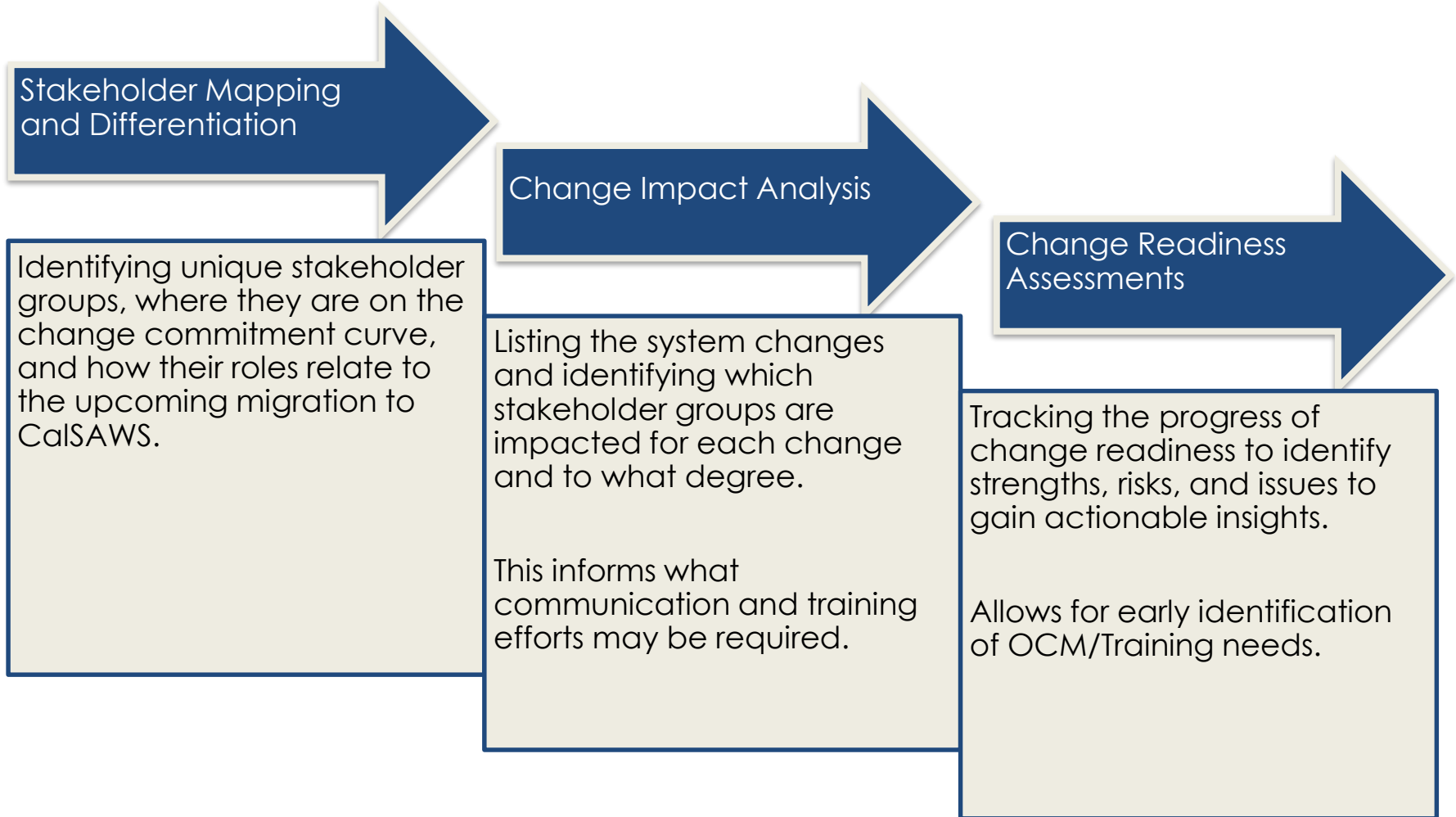
Organizational Change
Management Readiness

Functional Training Readiness

Implementation Readiness

Change Management

Upcoming Change Management Tasks





CalSAWS Analytics Solution Update

- PoC Results



Dashboards & Reporting

Roadmap

Aug, 2019
Begin Re-Platform of Dashboards & Reports

Jan, 2020
Completion of POC for Reports Re-Platform

Feb, 2020
LRS UAT of CalSAWS Dashboards & Reports (iterative, every 3 months)

May, 2021
C-IV UAT of CalSAWS Dashboards & Reports

Sept, 2021
C-IV Go Live of Dashboards & Reports Platform

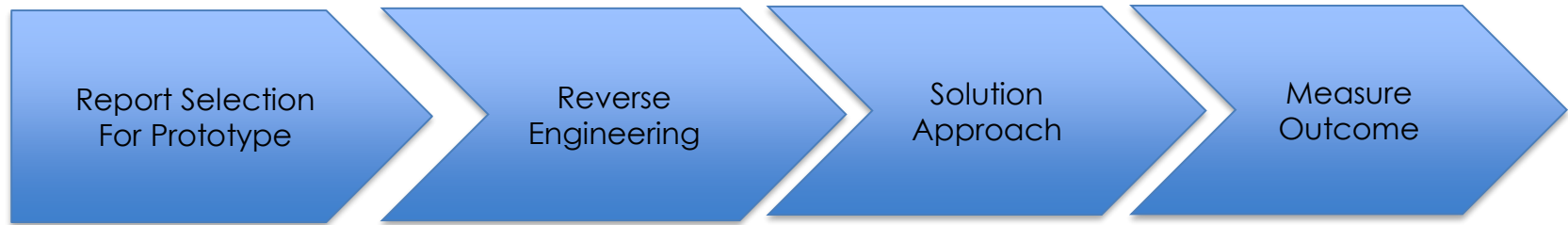
Summer, 2022*
CalWIN UAT of CalSAWS Dashboards & Reports

Fall, 2022*
CalWIN Go Live of Dashboards & Reports Platform

* CalWIN UAT and go live dates pending approval

Proof of Concept

Approach Overview



- Selected good sample of low, medium, complex reports for prototyping
 - Reports selected:
 - Eligibility Workload Inventory
 - Skipped Issuances
 - Pending Application
 - STAT47
 - CA237 CW
- Adopted methodical approach of understanding current report along with existing team
 - Documented high-level data flow to enable POC design and build
- Analyzed the complexity of development
 - Built out the supporting architecture
 - Built the selected reports
- Measured effort to complete the selected reports as input for estimation of remaining reports
 - Validated architecture

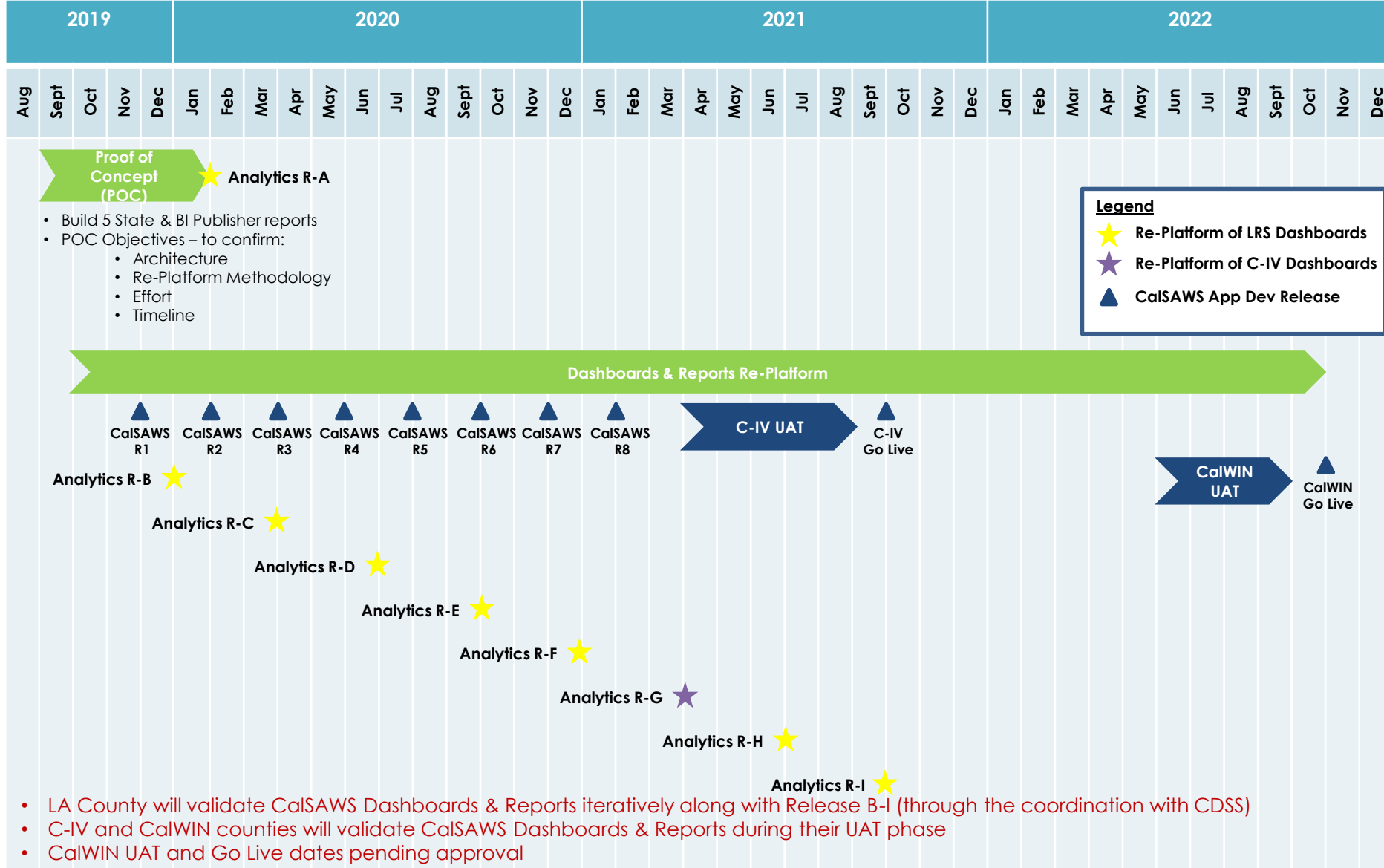
Lessons Learned

Applied to the Release Plan for Reports

- Validated the architecture and visualization tool
 - Qlik N-Print confirmed to support the highly customized excel outputs
- Measured the effort to re-platform complex business logic
 - Applied level of effort to the development of the delivery schedule for the 400+ identified reports
- Testing Approach
 - Verified testing strategy and type of test data for various scenarios

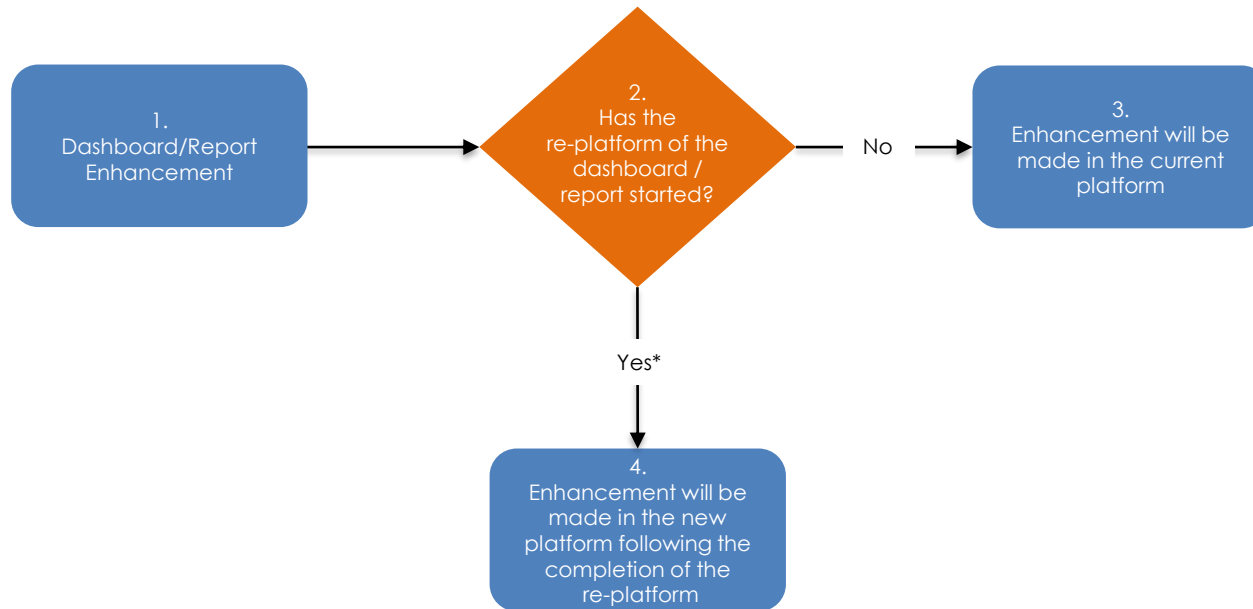
Timeline

Dashboards, Proof of Concept & Reports Re-Platform



Re-Platform Methodology

Guiding Principles



- If the enhancement is critical and the re-platform of the dashboard/report has started, a decision will be made to determine building enhancement in both the current and new platform in parallel.

For Your Reference

Upcoming Webinars

#	Meeting Topics	Date	Led By	Audience
1	Analytics Project Overview <ul style="list-style-type: none">• Scope• Timeline• Approach• Architecture	January 22, 2020	CalSAWS	Management, State & Ad Hoc Reporting Committees
2	Purpose Built Data Sets Review – CalSAWS team to walk through: <ul style="list-style-type: none">• Method, key principles and technology used in designing and implementing purpose built data sets• Differences between OBIEE subject area and Aurora Purpose Built Data Set• Long term roadmap of Purpose Built Data Sets	February 26, 2020	CalSAWS	Ad Hoc Reporting Committee
3	Purpose Build Data Sets Feedback – Counties to provide feedback: <ul style="list-style-type: none">• Where functionality overlaps (e.g. accessing C-IV/LRS database to do ad hoc reporting)• Where there are differences between their existing process and the CalSAWS Analytics Solution	March 25, 2020	Ad Hoc Reporting Committee	CalSAWS
4	Dashboard Portfolio Review - Counties to do an offline review of all LRS & C-IV dashboards being re-platformed	April 22, 2020	Management Reporting Committee	N/A
5	Dashboard Portfolio Feedback – Counties to provide feedback: <ul style="list-style-type: none">• Where functionality overlaps (e.g. using Qlik or equivalent tool for specific county reporting, producing similar dashboards)• Where there are differences between their existing process and the CalSAWS Analytics Solution	May 20, 2020	Management Reporting Committee	CalSAWS

Project Overview

Upcoming Webinars

#	Meeting Topics	Date	Led By	Audience
6	State & Fiscal Reports Review – CalSAWS team to walk through: <ul style="list-style-type: none">• Method, key principles and technology used to design and implement State Reports• Scope & Timeline for implementation of State reports	June 24, 2020	CalSAWS	State Reporting Committee
7	State & Fiscal Reports Feedback – Counties to provide feedback: <ul style="list-style-type: none">• Where functionality overlaps (e.g. downstream processes executed when State reports are generated that can be performed the Visualization tool)• Where there are differences between their existing process and the CalSAWS Analytics Solution	July 22, 2020	State Reporting Committee	CalSAWS
10	Analytics Fit/Gap Analysis – Review feedback received from the committees, define recommendations and next steps	August 20, 2020	CalSAWS	N/A
11	Analytics Solution Readout – CalSAWS to walkthrough: <ul style="list-style-type: none">• Summary of feedback received• Key overlaps and differences identified• County Opt In Plan & Approach	September 23, 2020	CalSAWS	Management, State & Ad Hoc Committees, Design Team (CalSAWS, M&O, M&E)



Conversion Team Activities Update



Duplicate Person Update

Data Validation of the Data Cleansing Report

- Generated Draft Reports in November, December, and January and Distributed to the Validation Team for Review
- Facilitated Validation Review meetings (in the same months) with the Validation Team
 - Discussed Modifications to the Reports
 - Receive Feedback
- This month, the team plans to:
 - Generate another report (mid-February)
 - Distribute to the Validation Team (mid-February)
 - Facilitate Validation Review meeting (End of February)
- It is the team's plan that Duplicate Person Data Cleansing Reports will be ready for distribution by April 2020
- The one remaining item for conversation (with the PSC members) is the Business Process by which the Counties will work with these reports. This discussion is planned for the March PSC meeting.



ABAWD Impact to Counties



ABAWD Impact to Counties

CDSS has directed counties to apply the discretionary exemptions for non-exempt ABAWDS for the months of April and May 2020 and send out applicable Notices and ABAWD screening tool.

CalSAWS Next Steps:

02/19/2020:

1. Turn on ABAWD logic for non-waived counties with a begin date of 04/01/2020.
2. Automatically update the ABAWD Time Limit Clock records for non-exempt ABAWDS who are not meeting the work requirements and create the discretionary exemption for April and May 2020.
3. Run EDBC for April and May 2020
4. The system will suppress the CF 377.11B CalFresh Countable Month notice for all counties.

ABAWD Impact to Counties

3/21/2020:

1. Batch process will generate the following notices for all non waived counties except Marin:
CF 377.11C (CalFresh Informational Notice CalFresh Time Limit for ABAWDs)
CF 377.11E (CalFresh ABAWD Time Limit Exemption Screening form, with a single Cover letter)
2. Batch process will generate the CF 377.11D (CalFresh Discretionary Exemption for ABAWD) for all non-waived counties including Marin County.
3. Provide a list of ABAWDs that received a discretionary exemption. The list will be provided on 2/20, 5/1 and 6/1.

After **03/21/2020**, the system will continue to automatically apply the discretionary exemption for non-exempt ABAWDs for the months of April and May 2020; however, it will be the worker's responsibility to manually generate a CF 377.11D from the template repository and mail it with the 377.11C and 377.11E as needed for new applicants or when a recipient loses an exemption. The CF 377.11C, CF 377.11D and CF 377.11E will be available in the template repository.

ABAWD Impact to Counties

CalSAWS Outreach:

- Schedule an ABAWD functionality demo and click through for counties. This will take place in late February. For more information, refer to CRFI 20-006 sent on 1/29/2020.
- Inform the counties of existing ABAWD system training materials.
- CalSAWS finalize the design for Phase III ABAWD changes.

-Continued on Next Slide-

ABAWD Impact to Counties

CalWIN Next Steps:

February 2020

- Apply Discretionary Exemption effective April 1, 2020 for the 5 existing ABAWD counties: Alameda, Contra Costa, San Francisco, San Mateo and Santa Clara. Mass update will be applied to individuals that have a Not Working (NW) Clock. ABAWD Notices will be suppressed for these counties. *Note: Fresno and Tulare will continue the ABAWD Waiver.*
 - Target implementation date: 3rd week of February.

March 2020

- Apply the process to end the ABAWD waiver for 11 CalWIN counties, effective 4/1/20. Followed up by a mass update process to apply the Discretionary Exemption effective April 1, 2020 to individuals that do not have a work registration exemption, ABAWD exemption or meeting work requirements. ABAWD notices will be suppressed.
- Conversion will be run for all ABAWD cases/individuals for the 11 new CalWIN counties.
 - Target implementation date: Mid-March 2020.

ABAWD Impact to Counties

CalWIN Next Steps – continued

March 2020

- The following ABAWD Notices will be triggered for Daily Batch Cycle and will print or be available March 31, 2020. English and Spanish versions available. Other languages will include the GEN 1365 with an English version notice.
 - CF 377.11c (CalFresh Time Limit for ABAWDs) triggered for 11 new ABAWD CalWIN counties.
 - CF 377.11d (CalFresh Discretionary exemption for ABAWDs) triggered for 16 ABAWD CalWIN counties.
 - CF 377.11e (CalFresh ABAWD Time Limit Exemption Screening Form) triggered for 11 new ABAWD CalWIN counties.

ABAWD Impact to Counties

CalWIN Outreach:

- Work Registration and ABAWD User Guide and recorded session for ABAWD Walkthrough session available on Share CalWIN.
- Conference call held with CalFresh SMEs to review upcoming ABAWD activities, on February 3, 2020.
- Counties can update their CalWIN County Training environments to remove the ABAWD waiver through an overnight process.
- Case lists to assist counties completing ABAWD Readiness Assessment Template attached to SR #633737.

Application Development Update

- Application Development Capacity
- Policy Update
- Spanish Translations Process Discussion



Policy Update

CalWORKs Change to Asset and Vehicle Value Limits

Policy Effective Date & State Policy Reference	C-IV/LRS Status	CalWIN Status	Implementation Details
6/1/2020 ACL 19-67	SCRs CIV-104559; CA-209360 Build Release 20.03	PPM #52484 Design March 2020	<p>The maximum asset limit for CalWORKs households will be increased from \$2,250 to \$10,000, or, for CalWORKs AUs that include at least one member who is aged 60 or older or disabled, from \$3,500 to \$15,000.</p> <p>Maximum allowed non-exempt vehicle equity value is increased from \$9,500 to \$25,000. Non-exempt vehicles with an equity value of \$25,000 or less will not be attributed to the AU's resource limits. For each motor vehicle with an equity value of more than \$25,000, the equity value in excess of \$25,000 shall be counted toward the AU's resources.</p> <p>CalSAWS Update:</p> <ul style="list-style-type: none">• CalWORKs property limit EDBC resource test rules will be updated to use the new values.• CalWORKs motor vehicle disregard rules will be updated to use new values.• Applicable forms and Notice of Actions. <p>CalSAWS County Business Impact: Train staff regarding the increased CalWORKs resource limits.</p> <p>CalWIN Update: Reference table update no other system design necessary. Targeted for March 2020 monthly release to be effective 6/1/2020.</p> <p>CalWIN County Business Impact CIT communicating release date and instructions if any county action necessary. New limits be applied to new CalWORKs applications.</p>

Policy Update

Homeless Assistance – Remove 16 Consecutive Day Requirement

Policy Effective Date & State Policy Reference	C-IV/LRS Status	CalWIN Status	Implementation Details
TBD SB 80 ACL 19-118	SCRs CIV-105386; CA-211293 Design Release tentative 20.07	PPM #52113- Design Target R62 (8/20)	<p>SB 80 repealed the rule that the 16 days of temporary HA benefits must be used on consecutive days and instead authorizes families to receive 16 cumulative days of temporary HA benefits within a 12-month period.</p> <p>CalSAWS Update: This change does not impact the C-IV System. However, a system change is required for LRS. CIT for an interim process is in progress.</p> <p>CalSAWS County Business Impact: Unknown pending design completion for SCR CIV-105386 and CA-211293.</p> <p>CalWIN Update: Proposal opened, pending design.</p> <p>Workaround/BENDs issued for 16 Non-Consecutive days issued 1/30/2020 (CIT #01-4600) Workaround/BENDS issued for AB557 cases issued 1/30/2020 (CIT #08-4402)</p> <p>CalWIN County Business Impact County business process to utilize BENDs pending automation.</p>

Policy Update

CalWORKs Income Exemptions and Income Reporting Thresholds

Policy Effective Date & State Policy Reference	C-IV/LRS Status	CalWIN Status	Implementation Details
6/1/2020 ACL 19-76	SCRs CIV-104383; CA-209033 Build Release 20.03	PPM #52733 Design R61 (5/20)	<p>SB 80 updates the CalWORKs disability-based and earned income disregards (EID) thresholds. Additionally, SB 80 simplifies the CalWORKs IRT for better alignment with the CalFresh IRT. The three-tier system will be replaced by a two-tier system. The Tier 1 IRT will remain the same.</p> <p>CalWORKs Tier 2 IRT will be replaced with the existing CalWORKs Tier 3 IRT,</p> <p>CalSAWS Update:</p> <ul style="list-style-type: none">• CalWORKs (CW) Disability Based Earned Income Disregard and CW Disability Based Unearned Income Disregard from \$225 to \$500, effective June 1, 2020.• Forms will be updated to replace Disability-Based Unearned Income (DBI) or Earned Income Disregard (EID) references from \$225 to \$500.• Replace Tier 2 with Tier 3 calculation rules effective June 1, 2020.• Forms and NOAs to reflect the new values as per policy. <p>CalSAWS County Business Impact: Train staff regarding the change to the disregard and IRT.</p> <p>CalWIN Update: Scheduled for R61 (5/20) for disregard increase and IRT value changes. Notice and form changes will be updated on a flow basis through Client Correspondence maintenance Service Requests (SRs) and projects.</p> <p>CalWIN County Business Impact Project included in Release notes and Highlights.</p>

Policy Update

2020 Federal Poverty Level Increase

Policy Effective Date & State Policy Reference	C-IV/LRS Status	CalWIN Status	Implementation Details
Jan- April 2020 Draft ACWDL received on 1/6/2020	CIV- 105301/CA- 211064 Design Release 20.02 CIV- 105302/CA- 211066 Design Release 20.02	PPM #54057 Design Target March 2020	<p>Many assistance programs use Federal Poverty Limits/Levels to set eligibility criteria. The limits are annual and derive from numbers updated in the Federal Register by the U.S Department of Health and Human Services.</p> <p>CalSAWS Update:</p> <ul style="list-style-type: none">• Add the update FPL values to the systems on 2/19/2020• Run EDBC for the C-IV System on 3/7/2020. The C-IV System will be down on this day.• Run EDBC for LRS on 3/6/2020. System down time is not required. Note: EDBC will be run for January, February, March and April benefit months <p>CalSAWS County Business Impact: Manually process the cases not processed in the batch EDBC</p> <p>CalWIN Update: Proposal opened and planning activities for the COLA process will begin late January and first part of February. Targeted to run 3/7-8/2020</p> <p>CalWIN County Business Impact: Manually process the cases not processed in the batch EDBC</p> <p>-Continued on next slide-</p>

Spanish Translation Process

Currently, all English content for outbound correspondence (Forms/NOAs, Email, Text Messages, IVR, Mobile App) including Kiosk and Self-Service Portal is translated into Spanish by the CalSAWS project analysts and reviewed and approved by the County Spanish User group.

The Spanish translation process takes approximately 3 weeks. The project has worked with the CalSAWS translation vendor, United Language Group (ULG), to streamline the translation process to receive all threshold translations back from ULG within about a week. ULG has confirmed that they have capability to adjust the tone of the translated text to reflect the level of comprehension of a 6th grade reader to meet the Turner requirements.

Spanish Translation Process

Next Steps:

- Effective March 1, 2020, the CalSAWS Project will provide one English version to be translated in all threshold translations to ULG.
- All customer correspondence will be translated by ULG.
- Disband the Spanish Translation User group.



FCED Status and Governance

Solution Overview

■ Phase 1 Solution Overview - Draft

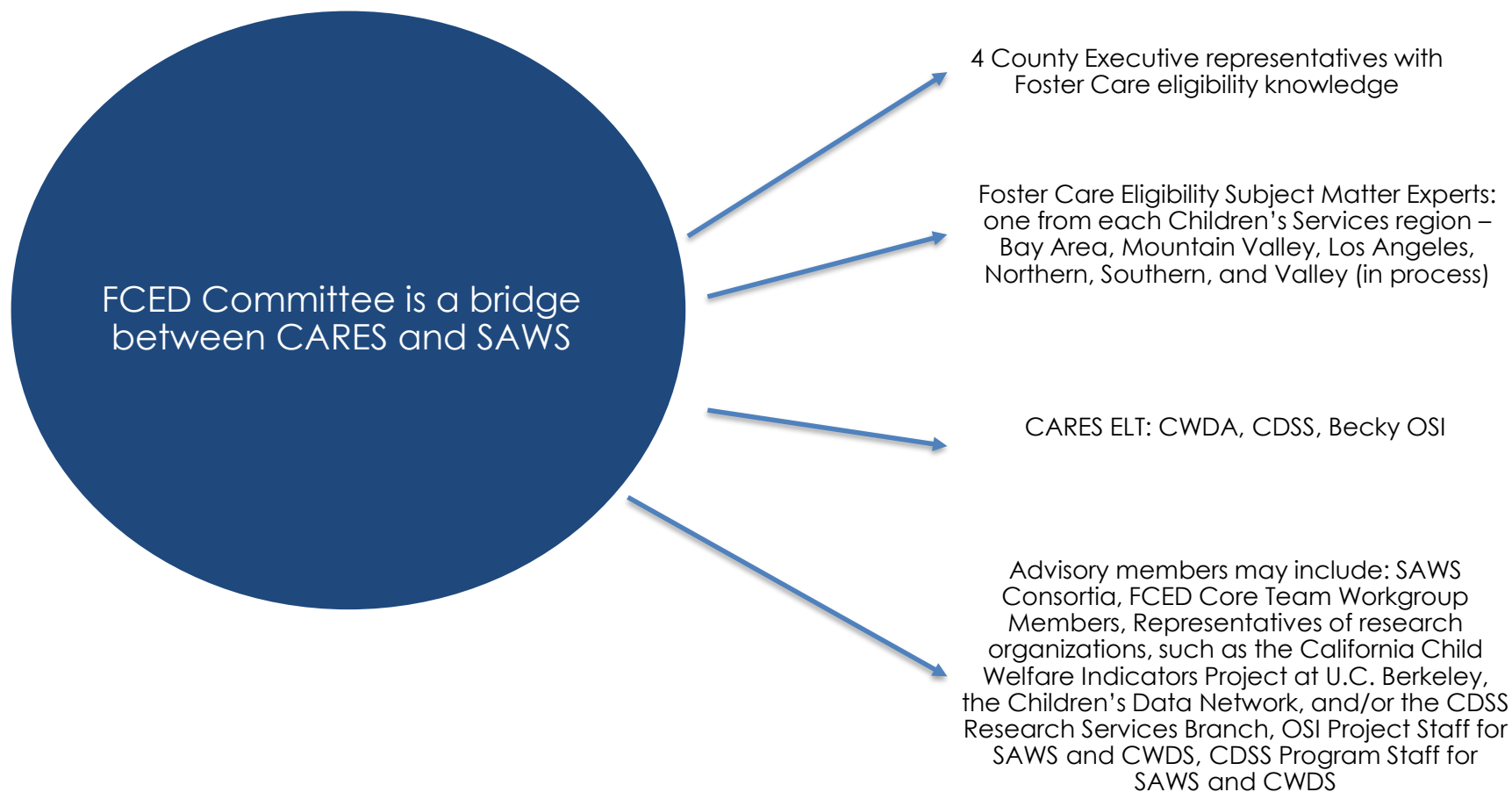
- LA County retains their current CWS/CMS interface and data mart process. The available timeline does not allow for reworking LA's business processes and other uses of the CWS/CMS file in time to have the functionality in place at the C-IV cutover, so LA's process will remain separate for Phase 1.
- 57 Counties will leverage a new CWS/CMS interface based on the LA County interface. The interface will be sent directly from the CWS/CMS System to the CalSAWS System.
- Update a subset of CalSAWS Foster Care eligibility rules.
- Update online data collection pages to add additional data elements.
- Utilize existing CalSAWS FC NOAs, forms, and reports.

Governance

- Four County Executive Representatives
 - Karen Fies – Sonoma County
 - Deborah Martinez – Madera County
 - Cynthia McCoy-Miller – Los Angeles County DCFS
 - Debra Baetz – Orange County

Background (from the August 2019 PSC)

■ Committee Structure



FCED

Current Status

- CARES & CalSAWS met on 1/29/20 to review the scope of work and cost estimates for Phase 1.
- The scope of the IBM FCED file includes providing a full extract of data from applicable CWS/CMS tables and a daily file that includes data for updates made in CWS/CMS that day to CalSAWS, which differs from the previous agreement.
- IBM will revise their scope to send the requested data to CalSAWS via a transaction-based file.
- Accenture will revise their scope to receive and process the full extract data and daily update files from CWS/CMS.
- IBM is developing estimates based on the revised requirements. Target due date: 2/7/20.
- Accenture is developing estimates based on the revised requirements. Target due date: 2/7/20.

FCED

Next Steps

- Consortium and QA to review revised estimates
- CalSAWS, CARES, and vendors are schedule to meet to review the scope of work and cost estimates for Phase 1
- Convene the FCED Governance Committee
- Package Foster Care Amendment for Consortium, FCED Governance Committee and State review

Lunch



Automated Assistants/Bots Update



Automated Assistants Update

Current Status of LA County Purchase

- Factors influencing final approach
 - Re-platform of Customer Relationship Management (CRM) software tool
 - Ability of CalSAWS to support interaction of automated assistant and call center
- Scope of the solution includes:
 - Chat Bot enabled from YBN
 - Voice Bot as part of the IVR
 - Call Deflection from IVR to Web-based Chat Bot/YBN
- County Purchase Order is nearly final – just need to resolve the CRM approach



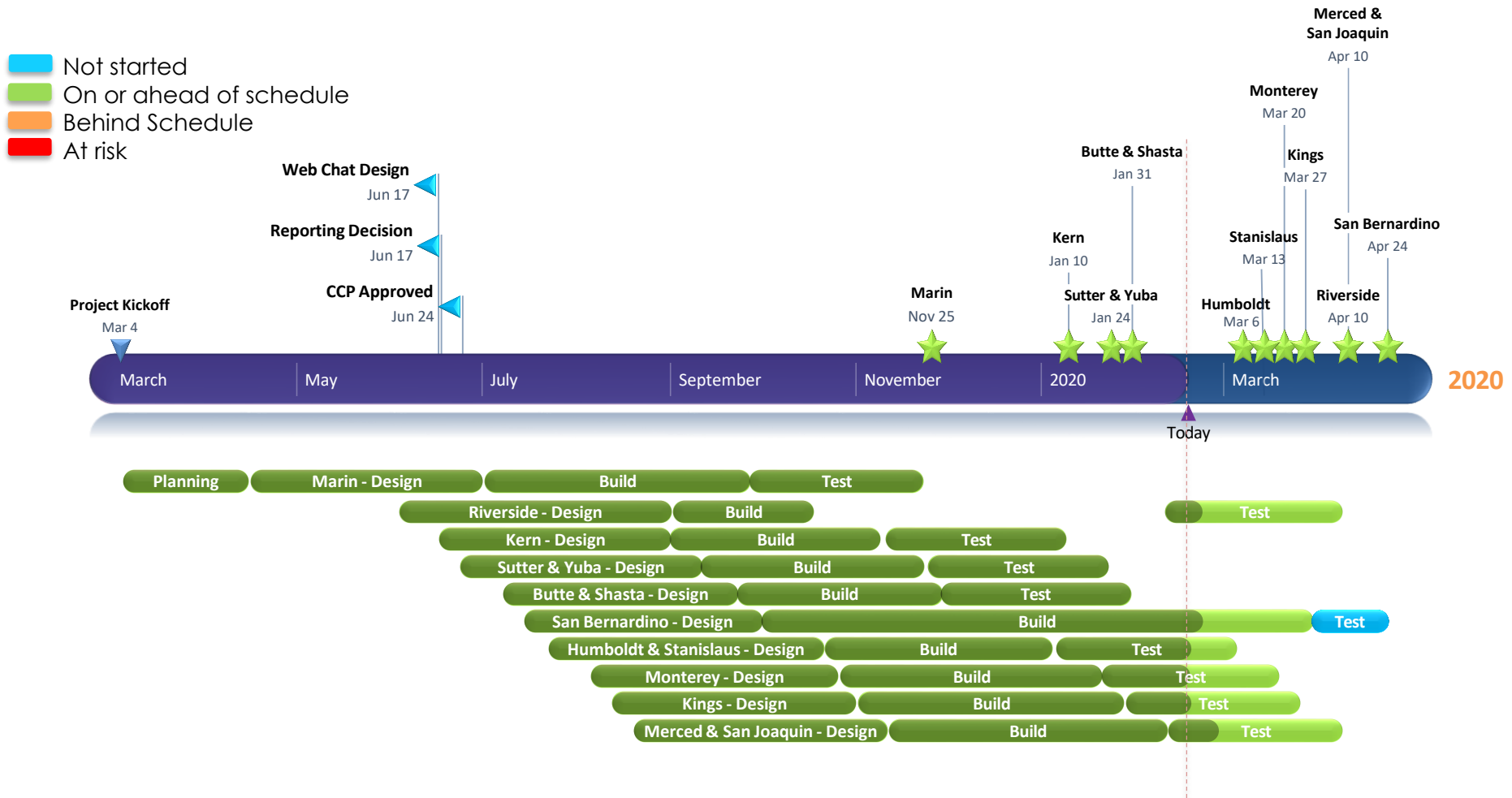
Amazon Connect Update

- Go-live Debrief – Yuba, Sutter, Butte, & Shasta



Amazon Connect Update

C-IV Timeline



Amazon Connect Update

Sutter, Yuba, Butte and Shasta

- 6 Counties successfully live on Amazon Connect:
 - Marin, Kern, **Sutter, Yuba, Butte and Shasta**
- Global items identified - No Impact to Customer Experience
 - Supervisor Monitoring
 - Agent State Changes
 - Reporting Mismatch
- Overall positive feedback received. Agents and customers specifically have called out Courtesy Call Back option and Professional Voice in IVR
- Next steps to continue to work through identified items and prepare for next go-live Humboldt (3/6/2020)



Procurement Update

- Portal/Mobile
 - CalWIN OCM & Training RFP
 - Central Print
-

CalSAWS Statewide Portal/Mobile Application

Timeline

PROCUREMENT EVENT	DATE
Released RFP	November 4, 2019
Conducted Bidder's Conference Sacramento County Department of Human Assistance	November 20, 2019 10:30am - 12:00pm
Published RFP Addendum 1 Based on 14 Vendor Questions and Answers	November 26, 2019
Published RFP Addendum 2 and Responses to 141 Vendor Questions	December 12, 2019
Published RFP Addendum 3 Based on Advocate Recommendations	January 9, 2020
Contractor Proposal Due Date	January 22, 2020
Evaluate Proposals and Prepare Vendor Selection Report	January 23 – April 21, 2020
Consortium Issues Notice of Intent to Award	April 22, 2020
Contract Negotiations	April 27 – May 5, 2020
State, Federal and JPA Board of Directors Approval of Agreement	May 7 – August 7, 2020
Start Date of Statewide Portal/Mobile App Vendor	August 10, 2020
Portal/Mobile App Go-Live	September 2021

CalWIN Training, OCM & Implementation Support

Timeline

PROCUREMENT EVENT	DATE
Released RFP	December 17, 2019
Conducted Bidder's Conference Sacramento County Department of Human Assistance	January 7, 2020
Bidder Questions Due	January 7, 2020
Consortium Response to Bidder Questions by	January 24, 2020
Release RFP Addendum 1 Based on CalSAWS Schedule	January 27, 2020
Bidder Questions Due	February 4, 2020
Consortium Response to Bidder Questions by	February 12, 2020
Contractor Proposal Due Date	March 23, 2020
Evaluate Proposals and Prepare Vendor Selection Report	March 24 – July 16, 2020
Consortium Issues Notice of Intent to Award	July 17, 2020
Contract Negotiations	July 21 – 31, 2020
State, Federal and Consortium JPA Board of Directors Approval of Agreement	August 5 – October 30, 2020
Planned Start Date of CalWIN Contractor	November 2, 2020

Central Print Procurement

Timeline

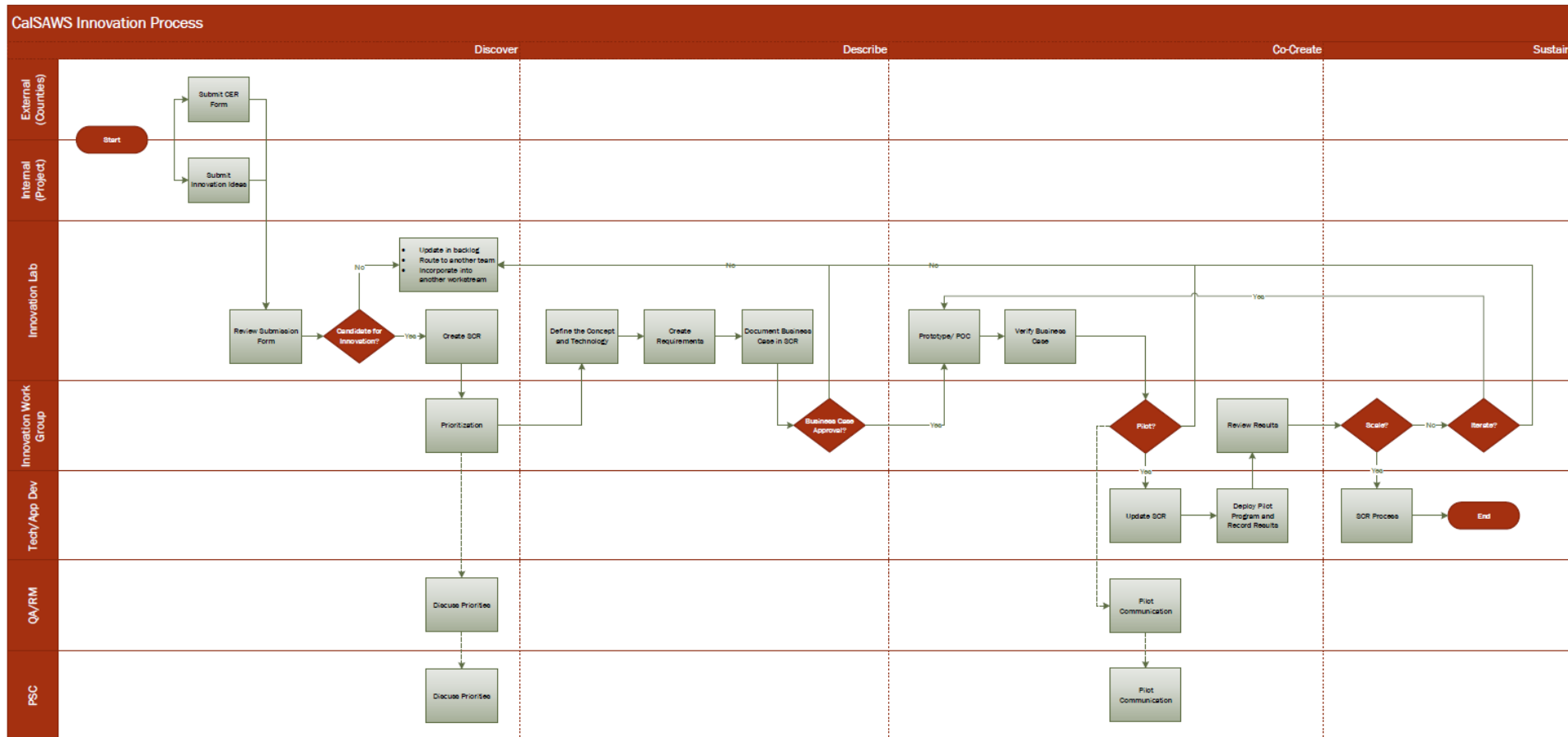
PROCUREMENT EVENT	DATE
Develop Requirements and RFP	January 21 – March 19, 2020
Consortium RFP Review and Approval	March 20 – April 1, 2020
State RFP Review and Approval	April 2 – 20, 2020
Federal RFP Review and Approval	April 21 – June 22, 2020
RFP Release	June 23, 2020
Bidder's Conference	July 1, 2020
Contractor Proposal Due Date	August 21, 2020
Evaluate Proposals and Prepare Vendor Selection Report	August 24 – October 23, 2020
Consortium Issues Notice of Intent to Award	October 26, 2020
Contract Negotiations	October 28 – November 4, 2020
State, Federal and Consortium JPA Board of Directors Approval of Agreement	November 6, 2020 – February 12, 2021
Planned Start Date of Central Print Contractor	February 20, 2021



CalSAWS Innovation Process



CalSAWS Innovation Process



See Handout



CalSAWS Staffing Update



CalSAWS Staffing Update

Status by Team as of 2/6/2020

- Directors have been notified of county selections
- Candidates will be notified once Director confirmation is received
- Candidates selected from the public are in process or complete

Team	Position	Open	Applicants	Interviewed	Selected	Accepted	RGS	County	Declined	Reason for Declined Offer
Policy, Design, Governance and Application Development	Business Analyst	4 Limited Term	19	11	In Process					
	Release Coordinator	1 Long-Term 1 Limited-Term	18	11	In Process					
Customer Engagement	Trainer	3 Limited-Term	22	16	In Process					
	Implementation Manager	1 Limited-Term	11	4	In Process					
	Implementation Coordinator	3 Limited-Term	15	4	1	1	1	0	0	N/A
Technical Operations	Cloud Analyst	1 Long-Term	11	2	1	1	1	0	0	N/A
	Conversion Analyst	4 Limited-Term	15	5	In Process					
PMO/Common Services	Fiscal/Contract Manager	1 Long-Term	7	3	1	1	1	0	N/A	N/A
	Fiscal/Contract Analyst	2 Long-Term	11	6	2	2	2	0	0	N/A
	PMO Analyst	2 Long-Term	12	4	1	1	1	0	0	N/A
	Procurement Manager	1 Long-Term	5	Deferred	N/A	N/A	N/A	N/A	N/A	N/A
	Procurement Analyst	2 Long-Term	9	Deferred	N/A	N/A	N/A	N/A	N/A	N/A
	Procurement Analyst	2 Limited-Term	7	2	1	1	1	N/A	N/A	N/A
Total		28	162	68	7	7	7	0	0	

Note: Updated counts to reflect December 20, 2019 status. 65 Individual applicants applied for multiple positions



CalSAWS Risks and Issues Reporting

CalSAWS Risk & Issues Executive Summary

Probability	Impact				
	1 Minimal	2 Minor	3 Significant	4 Major	5 Unacceptable
	90% Near Certainty		224		
	70% Highly Likely		223	202 203 211	201
	50% Possible		206 208 219 222	P 104	204 221 225
	30% Unlikely			209 214	
	10% Highly Unlikely				102

Legend

Risk 102: Lack of Annual Project Funding may cause schedule delay or reduction in scope for CalSAWS M&O, and all existing projects

Risk 104: Functionality gaps between the 3 systems may result in a loss of functionality for some counties during migration to CalSAWS

Risk 201: Pace of Policy Changes may exceed capacity of App-Dev team, resulting in less automation

Risk 202: Not all of the estimates related to Functional Design Sessions have been completed yet. Until the FDS estimates have been completed, cost and schedule impacts to CalSAWS are not known.

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

Risk 204: Volume of changes to baseline code may cause degradation in quality & increase in defects

Risk 206: Delays in staffing the Consortium and/or Accenture teams may delay the project schedule

Risk 208: CalHEERS release readiness delays may negatively impact CalSAWS delivery timelines, slowing critical updates to counties

Risk 209: CalWIN Counties may not be adequately supported for change readiness prior to August 2020 until the CalWIN Change Management Procurement vendor starts

Risk 211: Delay in consolidated portal procurement and implementation may impact C-IV and CalWIN go-live dates

Risk 213 (Retired): Number of staff assigned from DHCS might not have the bandwidth to support the CalSAWS project needs

Risk 214: If counties are not able to adapt to the regional governance structure, the project schedule is at risk regarding decision making

Risk 217 (Retired): Talend Curation and Database Connection Issues

Risk 219: Facilitation across Committees is inconsistent, which may impact the project schedule and quality of decisions

Risk 221: The instability of two 3rd party software products from Oracle causes LRS production performance degradation.

Risk 222 (New): The alignment in FCED approach and FCED governance approval must be completed by March 27th, otherwise the project schedule and costs may be impacted.

Risk 223 (New): CalSAWS DD&I / LRS Technology Operations ability to manage, maintain, monitor, and deliver a scalable and sustainable 58 county CalSAWS.

Risk 224 (New): The implementation of ForgeRock may delay the OCAT Schedule

Risk 225 (New): The ForgeRock solution may not perform as expected, causing LRS production performance degradation.

Issue 118: Some non-production environments using Delphix software do not have the desired responsiveness

P Overall Project

High = 8
Med = 8
Low = 1

DD&I = 15
M&O = 2


Risk Total: 17

Issue Total: 1

Retired Total: 2

Avg Project Exposure: 2.17

CalSAWS Project High Risks

RISK NAME	201: Pace of Policy Changes may exceed capacity of the project teams, resulting in less automation.	202: Not all of the estimates related to Functional Design Sessions have been completed yet. Until the FDS estimates have been completed, cost and schedule impacts to CalSAWS are not known.	203: Project communications must be enhanced, otherwise stakeholder / audience needs will not be met.
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.	Not all of the estimates related to imaging, GA/GR, non-state forms, task management, and API have been completed yet. Until the complete set of FDS estimates have been completed, cost and schedule impacts to CalSAWS are not known.	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	The project continues to manage capacity, and review and prioritize policy changes. Mitigation steps include continued coordination, collaboration, and communication with State partners, CWDA, State legislature, and advocates on the implementation timeline of policy changes. Closely monitor specific policy changes, such as ABAWD, and escalate into separate issues as necessary.	Approximately 300 new requirements were identified by the Functional Design Sessions. The State submitted FDS amendment package to Federal Partners to begin their review on January 31, 2020. The Analytics Exhibit was submitted to the State for review on February 3, 2020, along with the As-Needed IAPDU. Project is targeting approval in early March and JPA Board approval at the March 27, 2020 Board Meeting, upon which risk will be retired.	Communications continues to be an evolving effort with constant improvement as the goal. For example, review and approval of project communications (CIT/CRFIs) prior to distribution has been implemented. Improvements to CalSAWS.org are continuing, including adding subscription services in March and improving topic areas. The project has also completed system navigation webinars for RCMs, published a new issue of the CalSAWS Buzz, and gathered information from Counties for targeted topics demos. Communication with Stakeholders specifically includes walkthrough of proposed subscription service functionality and advocate validation planned for February 2020.
RISK LEVEL	Probability (90%) * Impact (5) = 4.5	Probability (70%) * Impact (4) = 2.8	Probability (70%) * Impact (4) = 2.8
OWNER(S)	Karen Rapponotti, Lisa Salas, Rocky Givon, DHCS	Project Leadership	Holly Murphy, Lulu Fou
			

Risk Trend Legend

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

CalSAWS Project High Risks

RISK NAME	204: Volume of changes to baseline code may cause degradation in quality & increase in defects.	211: Delay in consolidated portal procurement and implementation may impact C-IV and CalWIN go-live dates.	217: Talend Curation and Database Connection Issues.
DESCRIPTION	The volume of changes introduced to the baseline code from LRS M&E, DDCRs, and CalSAWS Migration may cause degradation in quality and increase in defects.	If the consolidated portal procurement is not completed timely, the statewide portal may not be implemented in time for the C-IV and CalWIN go-live dates.	Talend Curation and Database Connection issues are impacting Development and System Testing Phases putting the State and BIP POC (Release A) and the OBIEE Dashboards assigned to Release B at-risk of meeting the baselined schedules, November 29, 2019 and December 30, 2019, respectively.
MITIGATION PLAN/ STATUS	Code change volume will increase significantly with addition of Functional Design. Mitigation measures include: <ul style="list-style-type: none"> - Increased Automated Regression Testing (ART). Scripts now cover the top 95% of production transaction volumes as of Jan 2020. - Future ART Enhancements include Transaction Coverage by Business Area (Summer 2020), Batch Infrastructure, NOA Snippet Verification, and Ongoing Case Maintenance Scenarios: Continuing vs. Intake. - Enforcing SCR Freeze Dates - Improving Design Documentation, reducing late content revisions - Code quality checks, impact analysis 	The Statewide Portal RFP was released on November 6, 2019; vendor responses are due January 22, 2020. The CalWIN OCM RFP was released on December 17, 2019; vendor responses are due on February 19, 2020. The C-IV and CalWIN go-live dates remain at risk until the vendor commences work.	The Talend Curation and Database Connection Issues were previously remediated. The State/BIP Estimating and Planning concluded in January. The Analytic Re-platform SOW, budget, contract amendment package was submitted to the State partners to begin their review on February 3, 2020 to be followed by federal review and approval. Project is targeting approval in early March and JPA Board approval at the March 27, 2020 Board Meeting. This risk was retired at the February 5, 2020 RMG meeting.
RISK LEVEL	Probability (50%) * Impact (5) = 2.5	Probability (70%) * Impact (4) = 2.8	Probability (90%) * Impact (3) = 2.7
OWNER(S)	Jo Anne Osborn, Lisa Salas, Dan Dean 	Tom Hartman 	Keith Salas, Luz Esparza 






Risk Trend Legend

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

CalSAWS Project High Risks

RISK NAME	221: The instability of two 3 rd party software products from Oracle causes LRS production performance degradation.	224: The implementation of ForgeRock may delay the OCAT Schedule.	225: The ForgeRock solution may not perform as expected, causing LRS production performance degradation.
DESCRIPTION	After the migration of LRS to the AWS Cloud, there were performance and stability issues with two products in the Oracle stack. These problems have mostly been controlled by tuning, additional servers, and scheduled restarts of specific servers, but the underlying root cause has still not been identified.	Changes required to implement the enterprise ForgeRock solution for user identity and access management will impact the overall OCAT implementation schedule.	Oracle patches for OAM to mitigate LRS production instability have not tested successfully. This has expedited the timeline to replace the Oracle Security stack with ForgeRock.
MITIGATION PLAN/STATUS	The last performance degradation incident caused by the instability of the Oracle security stack occurred on October 18, 2019 (for 92 minutes). In November, and again in January, LA County ISD has made changes to Active Directory infrastructure to improve stability. The tech team is continuing to follow Oracle recommendations for a permanent solution. An architectural change to reduce the load on one of the Oracle products was made as part of the 20.01 (January 2020) release. The project is continuing to work with Oracle to upgrade and make configuration changes to the two Oracle products.	Analyze and estimate change impact to replace the existing OCAT Cognito solution and implement the CalSAWS ForgeRock solution. Prepare change order with estimated OCAT schedule adjustment required to implement ForgeRock solution, including design, development, and test, as well as update project deliverables and work products.	Thorough testing (Performance, UAT, and Automated Regression) must be conducted, including county tester validations, to ensure ForgeRock performs as expected.
RISK LEVEL	Probability (50%) * Impact (5) = 2.5	Probability (90%) * Impact (3) = 2.7	Probability (50%) * Impact (5) = 2.5
OWNER(S)	Laura Chavez, Scot Bailey	Laura Chavez, Ron Harris	Laura Chavez, Luz Esparza




Risk Trend Legend

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

CalSAWS Project Medium Risks

RISK NAME	104: Functionality gaps between the 3 systems may result in a loss of functionality for some counties during migration to CalSAWS	206: Delays in staffing the Consortium and/or Accenture teams may delay the project schedule	208: CalHEERS release readiness delays may negatively impact CalSAWS delivery timelines, slowing critical updates to counties
DESCRIPTION	The risk of functionality gaps between the 3 systems and the ancillary systems of the counties may result in a loss of functionality for some counties during migration to CalSAWS.	The project team, both Consortium and Accenture, have been working to staff in accordance with the work plan. If either team experiences delays in achieving the target staff levels, there is a risk that the schedule may be impacted.	There have been persistent delays in CalHEERS achieving release readiness during the system test cycle, introducing risk to the dependent CalSAWS production release date. Any CalSAWS delay will impact the timely delivery of business functionality, receipt of which is critical to the counties. Additionally, date slips cause negative downstream planning and scheduling churn.
MITIGATION PLAN/ STATUS	Ensure functionality differences are communicated to OCM staff for planning and preparation of change management activities. Continue to communicate with committees, OCM and Counties on gaps and prepare them to traverse those gaps.	The Consortium is wrapping up the second phase of the recruitment and expects to fill the immediate positions, but has now identified additional M&O positions that are needed. The Consortium will be opening a new recruitment for the M&O positions and will also issue requests to the counties for as-needed, short-term, support from the counties to address evolving staffing needs.	Analysis of the Next CH major release 20.02 and collaboration continues. CalHEERS changed the 20.02 release date by one week, causing the CalSAWS team to adjust; they will continue to monitor future release dates for 20.04 and beyond. will continue to collaborate with the CalHEERS team as they transition to a New M&O Vendor focusing on potential release impacts. CalHEERS has combined 20.06 and 20.07 to a single release of 20.06 on June 29, 2020, cancelling a release in July, 2020
RISK LEVEL	Probability (50%) * Impact (4) = 2.0	Probability (50%) * Impact (3) = 1.5	Probability (50%) * Impact (3) = 1.5
OWNER(S)	Karen Rapponotti, Laura Chavez	Holly Murphy, Chris Paige	Jo Anne Osborn, Anna Chia, Katie Mead







Risk Trend Legend

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

CalSAWS Project Medium Risks

RISK NAME	209: CalWIN Counties may not be adequately supported for change readiness prior to August 2020 until the CalWIN Change Management Procurement vendor starts.	214: If counties are not able to adapt to the regional governance structure, the project schedule is at risk regarding decision making.	219: Facilitation across Committees is inconsistent, which may impact the project schedule and quality of decisions.
DESCRIPTION	Given the scope of the change for CalWIN counties migrating to CalSAWS and that the procurement for Change Management, Training and Implementation services for the CalWIN counties is targeting June 2020 for a vendor to begin supporting CalWIN, there is a risk that the CalWIN Counties may not feel adequately supported or informed regarding change readiness prior to late 2020.	With the creation of the CalSAWS regional structure, committees will now be represented by a regional governance model. This is new to some counties, and a change for some counties, and no change for some counties. If the counties are not able to adapt to or work well in the regional structure, the project is at risk regarding decision making.	Consistency of facilitation across all committees is critical for all committees and the success of the Project. With staffing changes and the addition of new committee members, consistency across the committees has been a concern that has been escalated to the Regional Managers from RCMs and SMEs.
MITIGATION PLAN/ STATUS	Funding has been approved. CalWIN OCM RFP was released on December 17, 2019. Vendor responses are due in March. RMs continuing to reach out to CalWIN counties, providing training during the regional visits. County support funding approved in last IAPDU and requested an extension of the funding. Determining if and how C-IV OCM materials can be leveraged for CalWIN.	Joint effort between the Project and RMs to support the counties in the adoption of the regional governance structure. Work continues to improve education of the Regional Committee Members through the Strike Team process. Project staff training continues for the committee facilitators.	The Project is currently in the process of holding monthly training sessions on LRS for staff. This is a joint effort between App Dev and Policy/Design sections. Work continues to improve education of the Regional Committee Members through the Strike Team process. The Customer Engagement Team is working together with the Strike Team to address current issues. Project staff training continues for the committee facilitators.
RISK LEVEL	Probability (30%) * Impact (4) = 1.2	Probability (30%) * Impact (4) = 1.2	Probability (50%) * Impact (3) = 1.5
OWNER(S)	Holly Murphy, Jo Anne Osborn, June Hutchison, Diane Alexander, Tom Hartman	Karen Rapponotti, June Hutchison	Karen Rapponotti, Regional Managers

Risk Trend Legend

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

CalSAWS Project Medium Risks

RISK NAME

222: The alignment in FCED approach and FCED governance approval must be completed by March 27th, otherwise the project schedule and costs may be impacted.

DESCRIPTION

The Consortium does not yet have an aligned approach for FCED transactions, and the approach and costs must be approved by the FCED governance which must now be reestablished due to member turnover. The alignment in approach and FCED governance approval must be completed in time for JPA approval of the amendment by March 27th, otherwise the schedule and costs may be impacted.

MITIGATION PLAN/ STATUS

The Consortium will reach out to the Counties to request volunteers for the FCED governance team, and will continue to coordinate with the State and IBM to align the approach. The Consortium identified a phased approach and cost estimates, but IBMs approach did not align. A meeting is scheduled for February 6, 2020 to review revised scope from IBM and to confirm the approach. Accenture will need to review and update costs based on the outcomes. The Consortium is targeting the March 27, 2020 JPA board meeting

RISK LEVEL

Probability (50%) * Impact (3) = **1.5**

OWNER(S)

Holly Murphy, Tom Hartman, Lisa Salas



223: CalSAWS DD&I / LRS Technology Operations ability to manage, maintain, monitor, and deliver a scalable and sustainable 58 county CalSAWS.

A mitigation strategy is needed to maximize Production and Technical Operation's ability to proactively manage the delivery of technical products and services including monitoring and alerts supporting the 58 county CalSAWS application.

The Consortium, Accenture and Quality Assurance teams will collaborate to mature the process to proactively minimize the occurrence and mitigate the impact of technical infrastructure incidents for the 58 county CalSAWS environment. This will include documentation of monitoring tools and configurations, operational procedures employed when an alert occurs and staffing requirements and implementation of these documented strategies.

Probability (70%) * Impact (3) = **2.1**



Laura Chavez, Scot Bailey, Luz Esparza, Don Coffey, Nazeem Sheik









Risk Trend Legend

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

CalSAWS Project Low Risks

RISK NAME	102: Lack of Annual Project Funding may cause schedule delay or reduction in scope for CalSAWS M&O, and all existing projects	213: Number of staff assigned from DHCS might not have the bandwidth to support the CalSAWS project needs
DESCRIPTION	The Project is subject to state funding approval each year. State General Fund payments may be deferred or budget cuts may cause schedule delays, scope reductions, or staff reductions.	The number of staff assigned from DHCS might not have the bandwidth to support the CalSAWS project needs.
MITIGATION PLAN/ STATUS	The CalSAWS January 2020 As-Needed IAPDU was submitted to the State on February 3, 2020. PMO will monitor progress through the review and approval. CalACES and CalWIN IAPDUs will follow the standard annual update process.	DHCS has hired new staff, scheduled to start in January 2020. The newly hired staff have roll on to the project. This risk was retired at the February 5, 2020 RMG meeting.
RISK LEVEL	Probability (10%) * Impact (5) = 0.5	Probability (10%) * Impact (3) = 0.3
OWNER(S)	Holly Murphy, Lulu Fou 	Karen Rapponotti 

Risk Trend Legend

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

CalSAWS Project Issues

ISSUE NAME	118: Some non-production environments using Delphix software do not have the desired responsiveness.
DESCRIPTION	<p>Delphix is a third party tool used to mask data, decrease the time needed to refresh data, and reduce storage costs for non-production environments in the cloud. This tool has not performed as expected for the system test environments and is causing the project to use more AWS compute resources than planned.</p>
RESOLUTION PLAN/ STATUS	<p>On January 31, 2020, completed the upgrade of Delphix in all the development/test environments that are currently using Delphix, and will monitor the performance to determine the next steps. Performance statistics have been recorded in the system test environments using the upgraded Delphix version and the performance is good. Considering to further expand the use of Delphix in additional non-production environments. This issue will remain open until Delphix is upgraded on the remaining 2 environments.</p>
OWNER(S)	Scot Bailey, Shankar Padmanabhuni



State Partner Update on CalSAWS Activities

- OSI
 - CDSS
 - DHCS
-



CalSAWS Regional Updates



JPA Board February Meeting Debrief

Adjourn Meeting

