



Cal**SAWS** | JPA Board of Directors Meeting

October 8, 2021



Agenda

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

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

- All lines will be muted when meeting begins.
- To unmute:
 - ✦ When connected via computer – click the microphone icon.
 - ✦ When connected via telephone – press *6.



Action Items

Action Items

4. Authorization to conduct CalSAWS JPA Board, Project Steering Committee (PSC), and WCDS Subcommittee Meetings in accordance with subdivision (e) of Government Code Section 54953 through November 8, 2021, based on the following findings:
 - a) The Governor's State of Emergency related to COVID-19 remains in effect; and
 - b) Sacramento County continues to recommend measures to promote social distancing.
- Essentially Same Relaxations of Rules as Executive Order N-29-20
 - Remote not identified on agenda
 - Agenda not posted at remote locations
 - Remote locations not open to public
 - Quorum need not be within jurisdiction
- Measures to Protect Public Access
 - Public may comment real-time via telephone or internet
 - Suspend meeting if public unable to participate
 - ✦ Only applies to problems with transmission or under CalSAWS control
- JPA Board Action also covers PSC and WCDS Subcommittee

Item 4: Teleconferencing Under AB 361

- 30 Day Renewal Required.
 - Board reconsiders circumstances and finds either:
 - ✦ State of emergency continues to directly impact ability of members to meeting safely in person, **or**
 - ✦ State or local officials continue to impose or recommend measures to promote social distancing
- Options if Next Regular Board Meeting More than 30 Days Away:
 - Revert to traditional teleconference rules
 - Special meeting within the 30-day window
 - First action item – make required findings to continue to meet under AB 361 teleconference rules
 - ✦ AB 361 allows meeting to determine whether meeting in person presents imminent risks to health or safety of attendees

Action Items

7. Approval of Consent Items

- a. Approval of the Minutes and review of the Action Items from the September 10, 2021, JPA Board of Directors Meeting.
- b. Approval of First Data Change Notice No. 4, which includes requests for Testing Staff Augmentation.
- c. Approval of Accenture Change Notice 11, which includes requests for Pandemic Emergency Assistance Fund, CalWORKs Time Clock, CalWORKs Child Support Passthrough to Families, Elderly Simplified Application Project, Stage One Continuous Eligibility, CalFresh Public Assistance Definition Alignment, and ForgeRock IAM Enterprise Enablement Solution.
- d. Approval of ClearBest Work Order 5, which includes requests for CalWORKs Time Clock.
- e. Approval of ClearBest Work Order 6, which includes requests for Elderly Simplified Application Project.
- f. Approval for ClearBest Work Order 7, which includes requests for the extension of OCAT QA Services through June 30, 2022.
- g. Approval of Gainwell Change Request 3, which includes requests for CalWORKs Time Clock and Pandemic Emergency Assistance Fund



Informational Items



CalSAWS Quarterly Fiscal Update

CalSAWS Quarterly Financial Update

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

Category	Actuals to Date ¹	Projections (ETC)	EAC	Total Allocation (Budget)	Balance + Under / (-Over)	% Expended to Date	% EAC to Budget
CalSAWS	\$46,820,930	\$274,153,707	\$320,974,637	\$323,074,803	\$2,100,166	14.5%	99.3%
DD&I App. Dev.	\$4,928,356	\$17,053,322	\$21,981,678	\$21,981,678	\$0	22.4%	100.0%
DD&I Non-App. Dev.	\$32,474,569	\$57,258,987	\$89,733,556	\$89,733,556	\$0	36.2%	100.0%
DD&I Training	\$444,010	\$7,312,477	\$7,756,487	\$7,756,487	\$0	5.7%	100.0%
DD&I GA/GR	\$3,533,597	\$784,063	\$4,317,660	\$4,317,660	\$0	81.8%	100.0%
DD&I Procurement	\$181,253	\$4,327	\$185,580	\$185,580	\$0	97.7%	100.0%
CalSAWS M&O	\$1,791,235	\$130,134,653	\$131,925,888	\$131,925,888	\$0	1.4%	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	\$3,467,910	\$54,963,784	\$58,431,694	\$60,531,860	\$2,100,166	5.7%	96.5%
CalWIN M&O	\$24,807,202	\$75,645,678	\$100,452,880	\$107,131,760	\$6,678,880	23.2%	93.8%
CalWIN M&O	\$22,427,175	\$69,523,208	\$91,950,383	\$91,950,383	\$0	24.4%	100.0%
CalHEERS Interface	\$1,915,112	\$4,731,239	\$6,646,351	\$13,325,231	\$6,678,880	14.4%	49.9%
CalHEERS CSCN	\$464,915	\$1,391,231	\$1,856,146	\$1,856,146	\$0	25.0%	100.0%
C-IV M&O	\$21,507,357	\$3,598,260	\$25,105,617	\$28,283,953	\$3,178,336	76.0%	88.8%
C-IV M&O	\$19,210,724	\$3,149,952	\$22,360,676	\$23,767,616	\$1,406,940	80.8%	94.1%
CalHEERS Interface	\$1,462,775	\$273,230	\$1,736,005	\$3,478,921	\$1,742,916	42.0%	49.9%
Covered CA CSC	\$833,858	\$175,078	\$1,008,936	\$1,037,416	\$28,480	80.4%	97.3%
LRS M&O	\$13,840,867	\$3,134,375	\$16,975,242	\$17,466,687	\$491,445	79.2%	97.2%
LRS M&O	\$13,059,258	\$3,039,023	\$16,098,281	\$16,141,717	\$43,436	80.9%	99.7%
CalHEERS Interface	\$781,609	\$95,352	\$876,961	\$1,324,970	\$448,009	59.0%	66.2%
JPA Admin. Budget	\$112,013	\$609,247	\$721,260	\$721,260	\$0	15.5%	100.0%
CalSAWS 58 Counties	\$112,013	\$609,247	\$721,260	\$721,260	\$0	15.5%	100.0%
Total	\$107,088,369	\$357,141,267	\$464,229,636	\$476,678,463	\$12,448,827	22.5%	97.4%

Notes:

CalSAWS Premise: QA costs less than planned, and C-IV SAWS Shared App Premise is not applicable.

CalWIN, C-IV, and LRS CalHEERS: Application Maintenance for changes re: interface projected to be less than planned.

¹. October 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
CalSAWS DD&I	\$5,346,050	\$23,004,342	\$28,350,392	\$28,350,392	\$0	18.9%	100.0%
Consortium Personnel - County ¹	\$965,626	\$11,335,019	\$12,300,645	\$12,300,645	\$0	7.9%	100.0%
Consortium Personnel - Contractor ^{2,3}	\$4,380,424	\$11,669,323	\$16,049,747	\$16,049,747	\$0	27.3%	100.0%
CalWIN M&O	\$1,021,215	\$2,797,488	\$3,818,703	\$3,818,703	\$0	26.7%	100.0%
Consortium Personnel - County ¹	\$18,178	\$147,890	\$166,068	\$166,068	\$0	10.9%	100.0%
Consortium Personnel - Contractor ^{2,3}	\$1,003,037	\$2,649,598	\$3,652,635	\$3,652,635	\$0	27.5%	100.0%
C-IV M&O	\$1,167,190	\$418,828	\$1,586,018	\$1,586,018	\$0	73.6%	100.0%
Consortium Personnel - County	\$235,010	\$288,644	\$523,654	\$523,654	\$0	44.9%	100.0%
Consortium Personnel - Contractor ²	\$932,180	\$130,184	\$1,062,364	\$1,062,364	\$0	87.7%	100.0%
LRS M&O	\$2,005,298	\$2,348,369	\$4,353,667	\$4,353,667	\$0	46.1%	100.0%
Consortium Personnel - County	\$1,971,904	\$2,303,007	\$4,274,911	\$4,274,911	\$0	46.1%	100.0%
Consortium Personnel - Contractor ²	\$33,394	\$45,362	\$78,756	\$78,756	\$0	42.4%	100.0%
Premise	\$73,174	\$611,539	\$684,713	\$839,985	\$155,272	8.7%	81.5%
Consortium Personnel - County	\$22,618	\$429,048	\$451,666	\$451,666	\$0	5.0%	100.0%
Consortium Personnel - Contractor ²	\$50,556	\$182,491	\$233,047	\$388,319	\$155,272	13.0%	60.0%
Total	\$9,612,927	\$29,180,566	\$38,793,493	\$38,948,765	\$155,272	24.7%	99.6%

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)
CalSAWS DD&I and M&O	118	192
Consortium Personnel - County ¹	38	85
Consortium Personnel - Contractor ²	56	74
Consortium Personnel - Contractor Limited Term ³	21	19
TBD ⁴	3	14
CalWIN M&O	21	21
Consortium Personnel - County ¹	1	1
Consortium Personnel - Contractor ²	12	12
Consortium Personnel - Contractor Limited Term ³	7	7
TBD ⁴	1	1
C-IV M&O	25	0
Consortium Personnel - County ¹	13	0
Consortium Personnel - Contractor ²	9	0
Consortium Personnel - Contractor Limited Term ³	3	0
TBD ⁴	0	0
LRS M&O	68	0
Consortium Personnel - County ¹	64	0
Consortium Personnel - Contractor ²	1	0
Consortium Personnel - Contractor Limited Term ³	0	0
TBD ⁴	3	0
Premise	2	2
Consortium Personnel - County ¹	1	1
Consortium Personnel - Contractor ²	1	1
Total	234	215

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

²Includes RGS and CSAC employees

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

⁴Does not account for backfill considerations

CalSAWS | SFY 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
CalWIN M&O	\$5,203,253	\$29,200,544	\$34,403,797	\$41,082,677	\$6,678,880	12.7%	83.7%
CalWIN M&O	\$4,290,355	\$9,386,072	\$13,676,427	\$13,676,427	\$0	31.4%	100.0%
CalHEERS Interface Change Budget	\$282,258	\$1,321,648	\$1,603,906	\$8,282,786	\$6,678,880	3.4%	19.4%
CalHEERS CSCN Change Budget	\$0	\$249,595	\$249,595	\$249,595	\$0	0.0%	100.0%
CalWIN Premise	\$630,640	\$18,243,229	\$18,873,869	\$18,873,869	\$0	3.3%	100.0%
C-IV M&O	\$4,627,169	\$3,002,125	\$7,629,294	\$10,834,734	\$3,205,440	42.7%	70.4%
C-IV M&O	\$4,120,800	\$1,607,200	\$5,728,000	\$5,728,000	\$0	71.9%	100.0%
CalHEERS Interface Change Budget	\$139,238	\$52,000	\$191,238	\$1,789,280	\$1,598,042	7.8%	10.7%
Covered CA CSC Change Budget	\$233,856	\$0	\$233,856	\$233,856	\$0	100.0%	100.0%
C-IV Premise	\$133,275	\$1,342,925	\$1,476,200	\$3,083,598	\$1,607,398	4.3%	47.9%
LRS M&O	\$5,641,725	\$0	\$5,641,725	\$6,089,818	\$448,093	92.6%	92.6%
LRS M&E	\$5,203,244	\$0	\$5,203,244	\$5,203,328	\$84	100.0%	100.0%
CalHEERS Interface Change Budget	\$438,481	\$0	\$438,481	\$886,490	\$448,009	49.5%	49.5%
CalSAWS M&O	\$248,283	\$27,965,653	\$28,213,936	\$28,213,936	\$0	0.9%	100.0%
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	\$248,283	\$3,810,784	\$4,059,067	\$4,059,067	\$0	6.1%	100.0%
TOTAL	\$15,472,147	\$32,202,669	\$47,674,816	\$58,007,229	\$10,332,413	26.7%	82.2%

Note: Includes 8,000 hours/month for LRS, C-IV and CalWIN M&O per system, 15,075 hours/month for CalSAWS, plus premise hours.

C-IV Premise: QA costs less than planned, and C-IV SAWS Shared App Premise is not applicable.

CalHEERS Interface costs projected to be less than planned

CalSAWS | SFY 2021/22 APPLICATION MAINTENANCE HOURS BY MONTH & SYSTEM

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
CalWIN M&O	-	13,680	12,342	4,097	8,235	8,235	8,235	8,235	8,235	8,235	8,235	8,236	96,000
Design & Build	-	5,760	6,496	3,001	-	-	-	-	-	-	-	-	15,257
Test	-	6,314	3,477	40	-	-	-	-	-	-	-	-	9,831
Management & Other Support	-	1,606	2,369	1,056	-	-	-	-	-	-	-	-	5,031
Projection	-	-	-	-	8,235	8,235	8,235	8,235	8,235	8,235	8,235	8,236	65,881
C-IV M&O	8,048	8,044	8,633	7,275	-	-	-	-	-	-	-	-	32,000
Design & Build	2,761	5,306	6,449	-	-	-	-	-	-	-	-	-	14,516
Test	958	366	397	-	-	-	-	-	-	-	-	-	1,721
Management & Other Support	4,329	2,372	1,787	-	-	-	-	-	-	-	-	-	8,488
Projection	-	-	-	7,275	-	-	-	-	-	-	-	-	7,275
LRS M&O	17,498	15,365	10,106	33	-	-	-	-	-	-	-	-	43,002
Design & Build	13,749	10,305	4,961	(601)	-	-	-	-	-	-	-	-	28,414
Test	2,016	3,631	2,604	216	-	-	-	-	-	-	-	-	8,467
Management & Other Support	1,733	1,429	2,541	418	-	-	-	-	-	-	-	-	6,121
Projection	-	-	-	-	-	-	-	-	-	-	-	-	-
CalSAWS M&O	-	-	-	-	15,075	15,075	15,075	15,075	15,075	15,075	15,075	15,075	120,600
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
BenefitsCal	-	-	-	-	-	-	-	1,250	1,250	1,250	1,250	1,250	6,250
Design & Build	-	-	-	-	-	-	-	-	-	-	-	-	-
Test	-	-	-	-	-	-	-	-	-	-	-	-	-
Projection	-	-	-	-	-	-	-	1,250	1,250	1,250	1,250	1,250	6,250
COMBINED TOTAL	25,546	37,089	31,081	11,405	23,310	23,310	23,310	24,560	24,560	24,560	24,560	24,561	297,852

NOTES:

Reallocation applied for LRS M&E to offset high actuals in July and August payment months.

LRS M&E for October includes offset related to a shift to premise.

CalWIN July Payment Month Corrected to August (June services were partially paid in June and August).

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	60006752
Operations Deliverables and Reports Delivery	CalWIN	June-20	\$263	July-21	60006752
CalWIN System Availability	CalWIN	May-21	\$30,250	August-21	60007348
C-IV Application Maintenance	C-IV	April-21	\$14,320	July-21	1100759393
C-IV Application Maintenance	C-IV	May-21	\$4,475	August-21	1100766972
LRS Daily Prime Business Hours Availability	LRS	April-21	\$5,000	July-21	1100759977
Total			\$59,308		

Hours & Credits					
Category	Actuals	Projections (ETC)	EAC	Allowance	BALANCE +Under / (-Over)
CalWIN Modernization ("Modification") Hours	\$4,715,006	\$1,208,598	\$5,923,604	\$8,217,460	\$2,293,856
CalWIN Business Intelligence (BI)	\$3,971,215	\$0	\$3,971,215	\$3,971,215	\$0
CalWIN IDMS	\$1,326,780	\$173,220	\$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	\$200,000	\$0	\$200,000	\$200,000	\$0
Total	\$10,213,000	\$4,881,818	\$15,094,818	\$17,388,675	\$2,293,856

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.
Total Baseline Allocation (Amendment 115)	\$12,000,000	
Previously Approved through June 2021	\$651,964	ONE
Pandemic Emergency Assistance Fund	\$104,400	TWO
Total Allocated Amounts	\$756,364	
Total Remaining Allocation	\$11,243,636	

C-IV Contract (County Purchases)	Total Amount	Allocation Letter Ref.
Total Baseline Allocation (Amendment 115)	\$23,000,000	
Previously Approved through June 2021	\$6,566,404	ONE
County Purchases through September 2021	\$15,409,017	TWO
Total Allocated Amounts	\$21,975,421	
Total Remaining Allocation	\$1,024,579	

LRS Contract (Premise/App Maintenance Services)	Total Amount	Change Notice Ref.
Total Baseline Allocation (Amendment 23)	\$50,000,000	
Previously Approved through June 2021	\$21,229,544	ONE - NINE
CalHEERS Maintenance	\$412,772	TEN
Get CalFresh (Code for America)	\$1,238,837	TEN
Pre-populated Medi-Cal Redetermination Forms	\$1,800,900	TEN
Age 50 or Older Full Scope Med-Cal Exp	\$536,268	TEN
LRS M&E	\$1,331,242	TEN
Stage One Continuous Eligibility (Fiscal Year Shift for CN5)	\$0	ELEVEN*
CalWORKs Time Clock	\$1,204,950	ELEVEN*
CalWORKs Child Support Pass-Through	\$165,822	ELEVEN*
Elderly Simplification Application	\$499,902	ELEVEN*
Pandemic Emergency Assistance Fund	\$174,000	ELEVEN*
CalFresh Public Assistance Definition Alignment	\$574,896	ELEVEN*
ForgeRock IAM Enterprise Enablement M&O (Extension of CN7)	\$1,243,200	ELEVEN*
Total Allocated Amounts	\$30,412,333	
Total Remaining Allocation	\$19,587,667	

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

Deloitte Portal/Mobile	Total Amount	Work Order Ref.
Total Baseline Allocation (Change Order 3)	\$5,000,000	
Customer Compensation Payments	\$7,728	ONE
Pre-populated Medi-Cal Redetermination Forms	\$682,583	TWO
Get CalFresh (Code for America)	\$422,067	THREE
Total Allocated Amounts	\$1,112,377	
Total Remaining Allocation	\$3,887,623	

CalWIN Contract (Premise/App Maintenance Services)	Total Amount	Change Order Ref.
Total Baseline Allocation	\$54,516,908	
Previously Approved Projects	\$18,419,400	N/A
Pre-populated Medi-Cal Redetermination Forms	\$575,000	TWO
CalWORKs Time Clock	\$1,413,261	THREE*
Pandemic Emergency Assistance Fund	\$434,588	THREE*
Total Allocated Amounts	\$20,842,249	
Total Remaining Allocation	\$33,674,659	

CalWIN Contract (County Purchases)	Total Amount	Change Notice Ref.
Total Baseline Allocation	\$6,968,662	
Previously Approved	\$2,021,592	N/A
Total Allocated Amounts	\$2,021,592	
Total Remaining Allocation	\$4,947,070	

First Data LRS Contract (Staff Augmentation Services)	Total Amount	Change Notice Ref.
Total Baseline Allocation (Amendment 7)	\$1,000,000	
Previously Approved through June 2021	\$337,792	ONE - TWO
Testing Staff Augmentation	\$40,832	THREE
Testing Staff Augmentation	\$116,928	FOUR*
Total Allocated Amounts	\$495,552	
Total Remaining Allocation	\$504,448	

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

ClearBest	Total Amount	Work Order Ref.
Total Baseline Allocation (Change Order 6)	\$4,000,000	
Central Print	\$91,120	ONE
Get CalFresh (Code for America)	\$89,110	TWO
Pre-populated Medi-Cal Redetermination Forms	\$248,349	THREE
Age 50 or Older Full Scope Med-Cal Exp	\$65,493	FOUR
CalWORKs Time Clock	\$181,374	FIVE*
Elderly Simplification Application	\$49,932	SIX*
OCAT QA Services through June 2022	\$50,040	SEVEN*
Total Allocated Amounts	\$775,418	
Total Remaining Allocation	\$3,224,582	

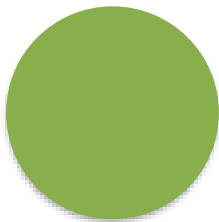
Deloitte CalWIN ISS (County Purchases)	Total Amount	Work Order Ref.
Total Baseline Allocation (Amendment 2)	\$8,000,000	
Total Allocated Amounts	\$0	
Total Remaining Allocation	\$8,000,000	

*Pending Board Consent on October 8, 2021

Note: Removed First Data C-IV Premise as N/A as of 9/30/2021

Post Go-live Review

- CalSAWS
 - Review of Issues & Resolution Status
 - Selected Trends
 - Communications
- BenefitsCal
 - Review of issues & Resolution Status
 - Metrics & Throughput
 - Upcoming Changes/Enhancements
 - Review of Releases 1.1, 1.2, and 2.0



Post Go-live Review

CalSAWS - Summary of Week 1 Key Successes

- Nightly Batch is completing daily
- Initial reports generation completed earlier than expected
- Active users and transaction volumes are nearing combined pre-go-live C-IV/LRS totals
- Core CalSAWS (excluding Imaging) response times are in line with Service Level Agreements (SLA) and pre-go-live performance levels

Post Go-live Review

CalSAWS - Summary of Week 1 Focus Areas

- **CalSAWS System performance** – Identified root cause as slow running query behind Eligibility Workload Inventory – fixed in 9/28 priority release
- **Imaging performance** – While improvements have been deployed, there is more to do
- **Correspondence** – Expectations, Translations and Policy Interpretations

Post Go-Live Review

Selected Trends

- Transaction volumes – trending up
- Ticket volumes – trending down
- Defects – trending down and getting more complicated
- Sample business metrics for October 1st:
 - 14,812 new applications (all sources) - October 1
 - Foster Care Main Payroll for 39 counties in line with Pre-Go-Live months – October 1

Post Go-live Review

CalSAWS - Communications

- **Daily Project Stakeholder call** - Team Leads provide updates on CalSAWS and BenefitsCal to determine if critical issues occurred that need to be communicated during the County Stakeholder Call
- **Daily CBO/Advocate Stakeholder call** - Project provided updates on known Consumer Impact issues and CBOs/Advocates had the opportunity to escalate any questions
- **Daily County Stakeholder call** - Project Teams provide updates on known high-impact issues and County Stakeholders have the opportunity to escalate global issues to the Project that are being seen in the Counties
- **Daily High-Priority Issue Summary Update Email** - to County IPOCs, PPOCs, TPOCs, and County Help Desks on the outcomes of the stakeholder call
- **Centralized Command Center** - Supports county how-to questions via designated office-level support individuals within the Counties

Post Go-live Review

CalSAWS – Communications - Additions

- Extended project support into Regional Stakeholder calls for SMEs to attend to cover Fiscal, Correspondence, and Imaging as targeted topics
- Fiscal Team hosted 2 sessions on Local Warrant Print functionality

Post Go-live Review

CalSAWS – Communications – Fact Sheets

Created and distributed Post-Deployment Fact Sheets based on a communication need identified from County questions.

Topics include:

- ✦ Enabling E-Signature Text Messages
- ✦ How to Request Signed Documents
- ✦ Instructions for Adding New Users in CalSAWS
- ✦ Notice of Missed Interview
- ✦ Scanning Error Resolution 'No Device Found'
- ✦ Session Timeout Functionality
- ✦ Imaging
- ✦ Local Print Warrant

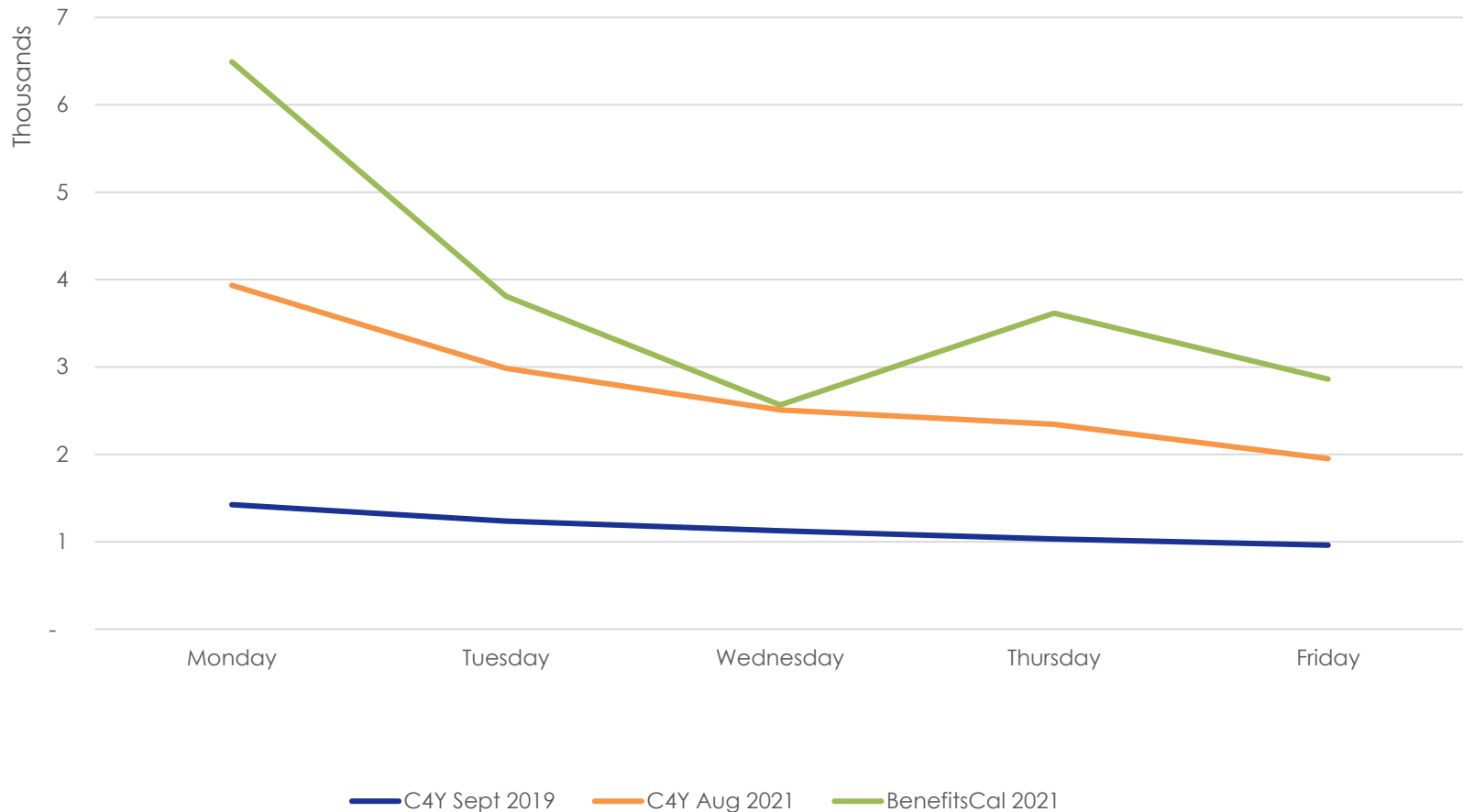
Post Go-live Review

BenefitsCal - Summary of Week 1 Focus Areas

- **Customer Login** – C4Y legacy users that had accounts converted had challenges with establishing accounts, introduced usability change and data change. Additional usability change planned.
- **Usability Items** – identification of changes to enhance usability to be introduced in near term releases
- **Application Transfers** – identified two changes in the transfer process. Production operations processes to address until changes introduced.
- **GetCalFresh Support** - worked with GCF to support triage of items encountered. Two changes identified for a future release.

BenefitsCal – Applications Submitted

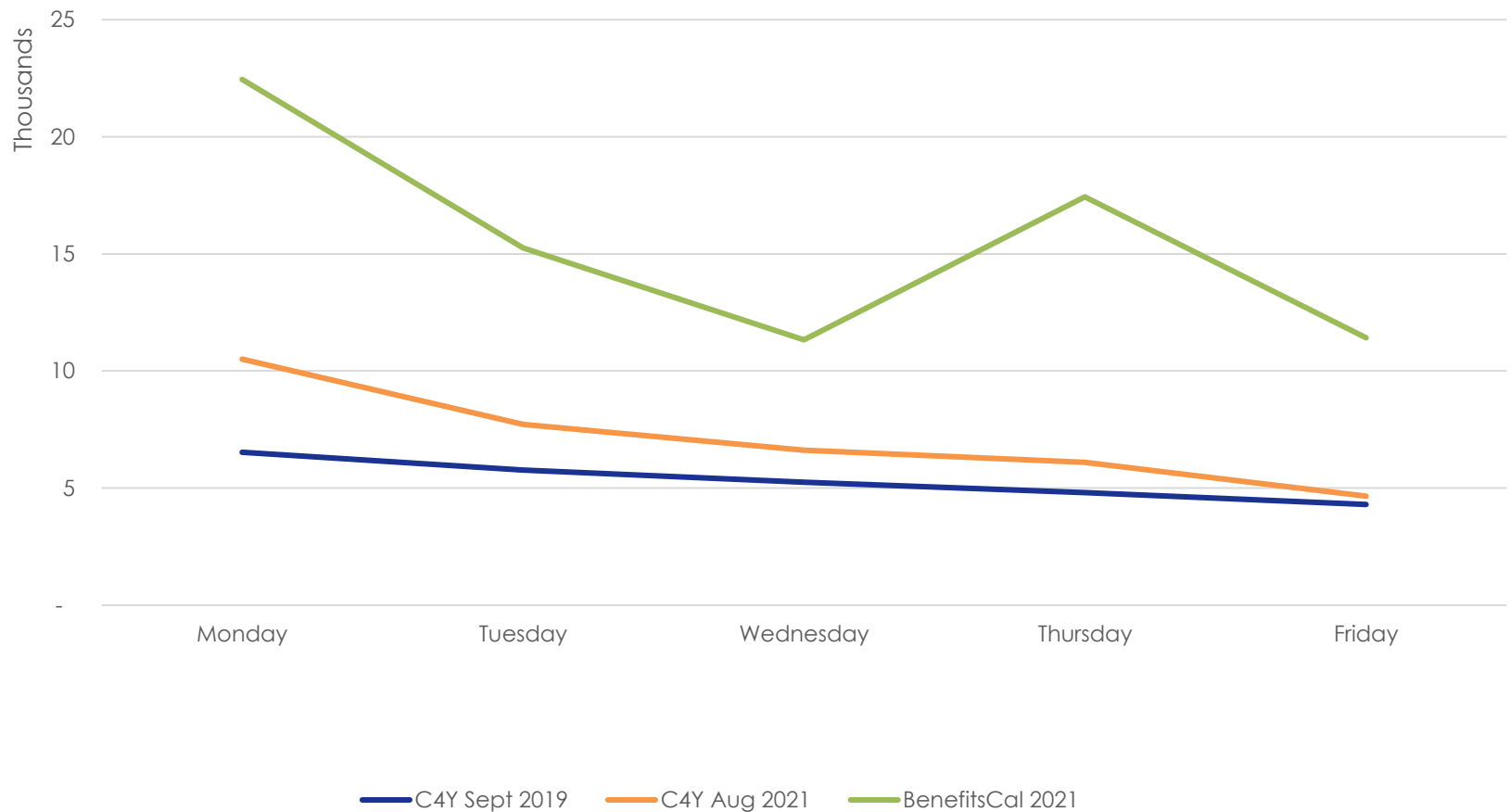
19,344 applications submitted the first five days BenefitsCal was live. Daily, more applications were submitted on BenefitsCal than on C4Yourself during comparable weeks* in September 2019 and August 2021.



*Data was used from the last week of the month in September 2019 and August 2021 to draw a comparison of monthly/weekly trends. Data from 2020 was excluded due to the disproportional impact of the COVID-19 pandemic.

BenefitsCal – Documents Uploaded

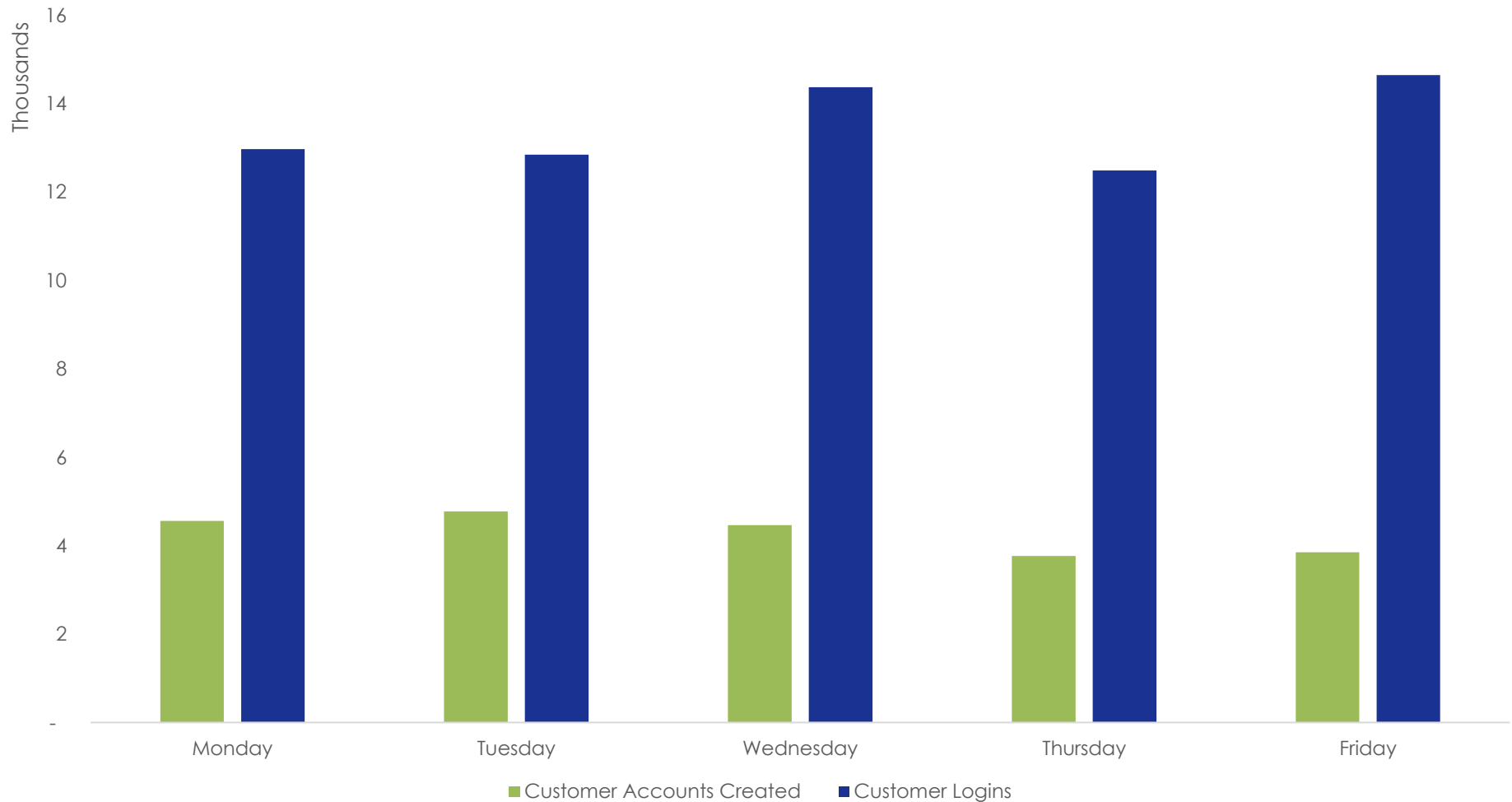
77,894 documents uploaded the first five days BenefitsCal was live. Daily, more documents were uploaded on BenefitsCal than on C4Yourself during comparable weeks* in September 2019 and August 2021.



*Data was used from the last week of the month in September 2019 and August 2021 to draw a comparison of monthly/weekly trends. Data from 2020 was excluded due to the disproportional impact of the COVID-19 pandemic.

BenefitsCal – Customer Account Activity

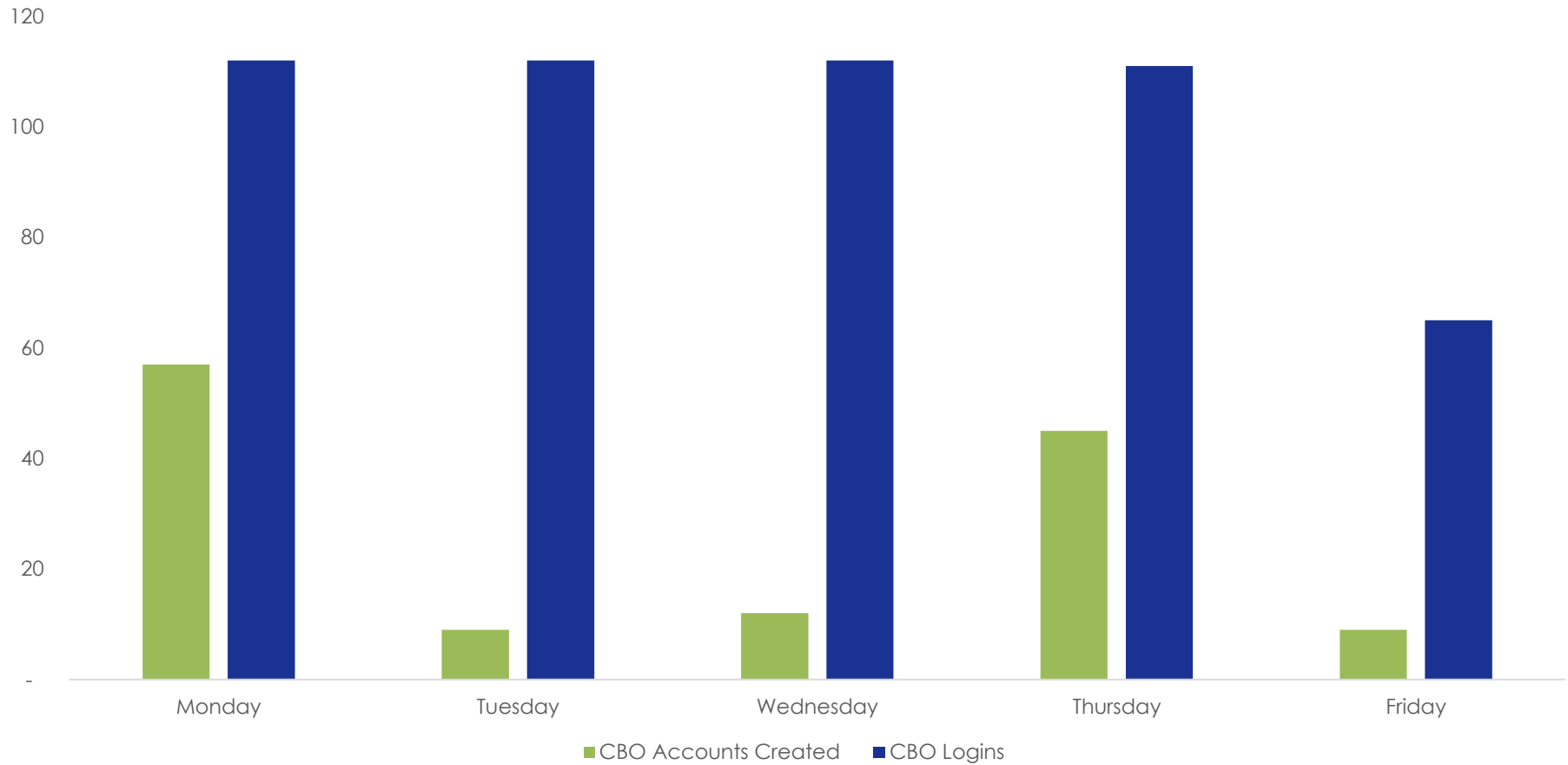
Customers have started to adopt the BenefitsCal portal with a **total of 21,430 accounts created** and a daily* **average of 13,469 unique logins**.



*Daily totals are based on data that was collected between 9:00AM to 5:00PM PST.

BenefitsCal – CBO Account Activity

Community-based organizations (CBOs) have started to adopt the BenefitsCal portal with a **total of 132 accounts created** and a daily* **average of 102 unique logins**.



*Daily totals are based on data that was collected between 9:00AM to 5:00PM PST.



BenefitsCal Readiness

Release 1.1 and 1.2





Application Readiness



Release 1.1 Readiness

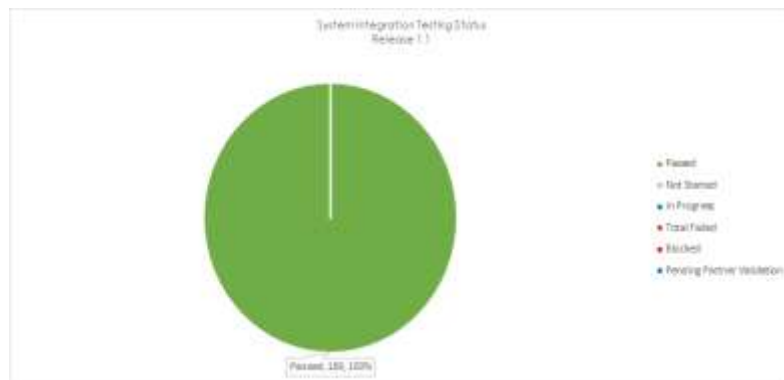
- CalFresh Recertification (CF37)
- Medi-Cal Renewal (MC210/216/217)
- 1 Priority 1 Advocate Requested Change
- 5 Priority 2 Advocate Requested Changes
- 5 Usability Changes
- 16 State Partner Validation Requested Changes



Application Readiness



System Test Status and Exit



Pass Rate Target	90%
Pass Rate Actual	100%
System Test Complete Date: Sept 10, 2021	

System Test Exit Criteria	Status
All SIT test cases within the test execution plan are executed, unless mutually agreed upon by Deloitte, Consortium, at Consortium's discretion.	Passed – 100% of test cases are executed.
There are no Severity 1 (High) Severity 2 (Medium) defects in unresolved status.	In Progress <ul style="list-style-type: none">- 0 Sev1 defects.- 0 Sev2 defects.
Defects with severities- Severity 3 (Low) or Severity 4 (Cosmetic) in unresolved status have a mutually agreed upon plan for resolution by Deloitte, Consortium.	In Progress <ul style="list-style-type: none">- 14 Sev3 defects in progress.- 15 Sev4 defects in progress.
All test cases in Atlassian X-ray JIRA Plugin are passed for the functionality under test, unless mutually agreed upon by Deloitte, Consortium.	Duplicate – see above.
Test results are documented.	Passed – 100% of test case executions are documented.

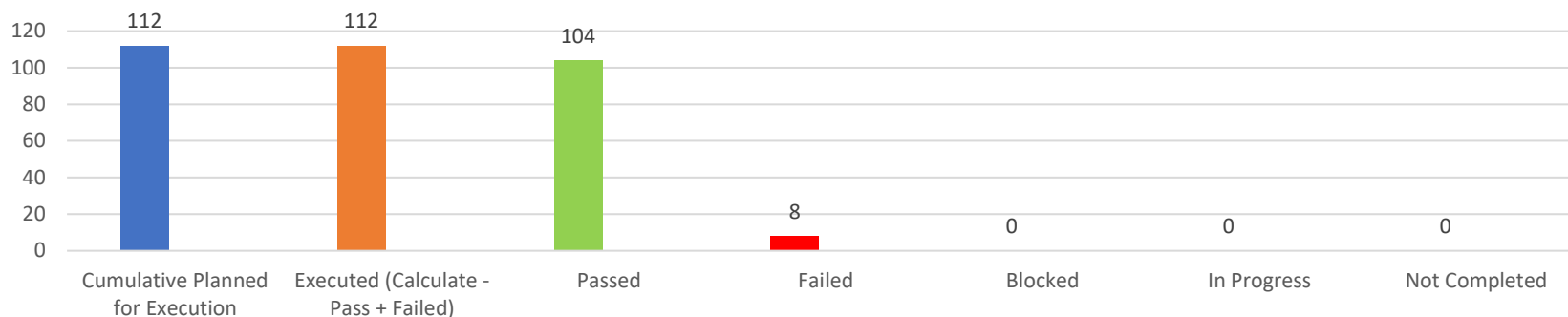


Application Readiness



UAT* Status and Exit

BenefitsCal UAT Execution



BenefitsCal R1.1 (As of 10/05)	Total Scenarios	Not Executed	In Progress	Passed	Failed	Blocked	Open Defects
BenefitsCal UAT Execution	112	0% (0)	0% (0)	93% (104)	7% (8)	0% (0)	17

User Acceptance Test (UAT) Exit Criteria	Status
All UAT test cases within the test execution plan are executed successfully, at Consortium's discretion	<ul style="list-style-type: none"> 100% execution rate (112 Test Cases)
There are no Severity 1 (High) or Severity 2 (Medium) defects in unresolved status.	<ul style="list-style-type: none"> 12 Sev 2s are in Unresolved Status (8 Ready for UAT, 2 Re-opened, and 2 CALSAWS)
Defects with severities- Severity 3 (Low) or Severity 4 (Cosmetic) in unresolved status have a mutually agreed upon plan for resolution by Deloitte, Consortium.	<ul style="list-style-type: none"> 13 Sev3 defects in progress. 0 Sev4 defects
All test cases in Atlassian X-ray JIRA Plugin are passed for the functionality under test, unless mutually agreed upon by Deloitte, Consortium.	<ul style="list-style-type: none"> 93% pass rate (8 Failed Test Cases)
Test results are documented.	<ul style="list-style-type: none"> Test results are documented within JIRA and at daily checkpoints and weekly status meetings

* UAT participants include State Partners, Counties and Consortium staff
Advocate feedback focused on expense category of other



Application Readiness



Release 1.2 Readiness

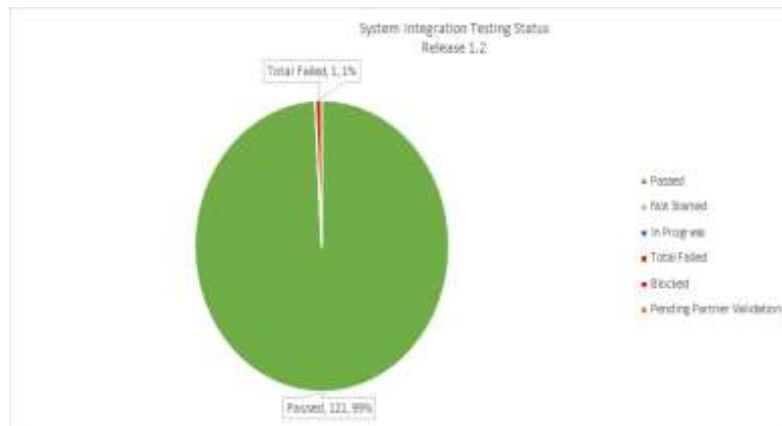
- Periodic Reporting (SAR7)
- CBO Document Upload (SAR7 and later docs)
- 5 Advocate / State Partner Requested Changes



Application Readiness



System Test Status and Exit



Pass Rate Target	90%
Pass Rate Actual	99%
System Test Complete Date: Oct 01, 2021	

System Test Exit Criteria	Status
All SIT test cases within the test execution plan are executed, unless mutually agreed upon by Deloitte, Consortium, at Consortium's discretion.	Passed – 100% of test cases are executed.
There are no Severity 1 (High) Severity 2 (Medium) defects in unresolved status.	In Progress <ul style="list-style-type: none"> 0 Sev1 defects. 1 Sev2 defects (CalSAWS defect)
Defects with severities- Severity 3 (Low) or Severity 4 (Cosmetic) in unresolved status have a mutually agreed upon plan for resolution by Deloitte, Consortium.	In Progress <ul style="list-style-type: none"> 38 Sev3 defects in progress (non-functional) and 3 Sev 3s functional 13 Sev4 defects in progress.
All test cases in Atlassian X-ray JIRA Plugin are passed for the functionality under test, unless mutually agreed upon by Deloitte, Consortium.	Test results are documented within JIRA and weekly status meetings
Test results are documented.	Passed – 99% of test case executions are documented.

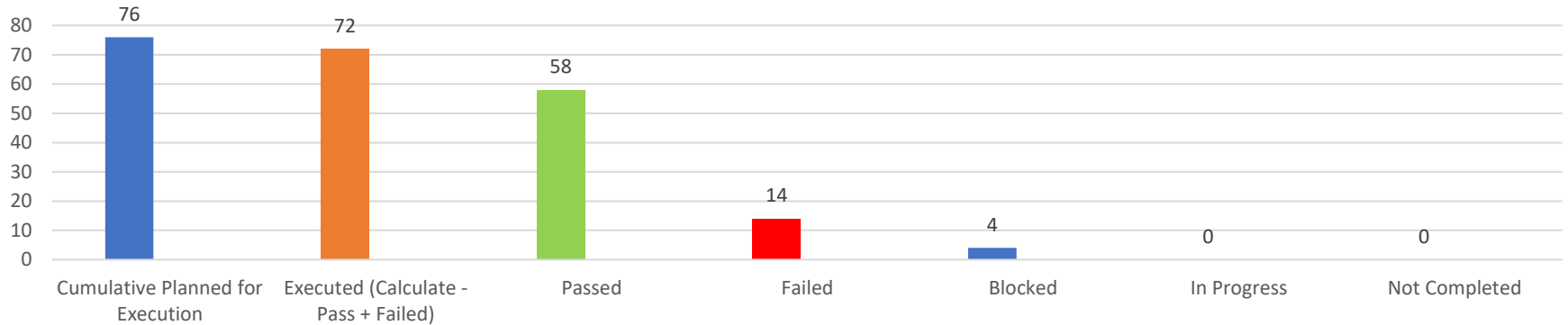


Application Readiness



UAT Status and Exit

BenefitsCal UAT Execution



BenefitsCal R1.1 (As of 10/05)	Total Scenarios	Not Executed	In Progress	Passed	Failed	Blocked	Open Defects
BenefitsCal UAT Execution	76	0% (0)	0% (0)	76% (58)	18% (14)	5% (4)	28

User Acceptance Test (UAT) Exit Criteria	Status
All UAT test cases within the test execution plan are executed successfully, at Consortium's discretion	<ul style="list-style-type: none">95% execution rate (72 out of 76 Test Cases)
There are no Severity 1 (High) or Severity 2 (Medium) defects in unresolved status.	<ul style="list-style-type: none">12 open Sev-2 defects (2 Partner defects)
Defects with severities- Severity 3 (Low) or Severity 4 (Cosmetic) in unresolved status have a mutually agreed upon plan for resolution by Deloitte, Consortium.	<ul style="list-style-type: none">22 Sev3 defects in progress (5 Ready for Retest, 12 Pending Closure)4 Sev4 defects
All test cases in Atlassian X-ray JIRA Plugin are passed for the functionality under test, unless mutually agreed upon by Deloitte, Consortium.	<ul style="list-style-type: none">76% pass rate (14 Failed, 4 Blocked Test Cases)
Test results are documented.	<ul style="list-style-type: none">Test results are documented within JIRA and at daily checkpoints and weekly status meetings

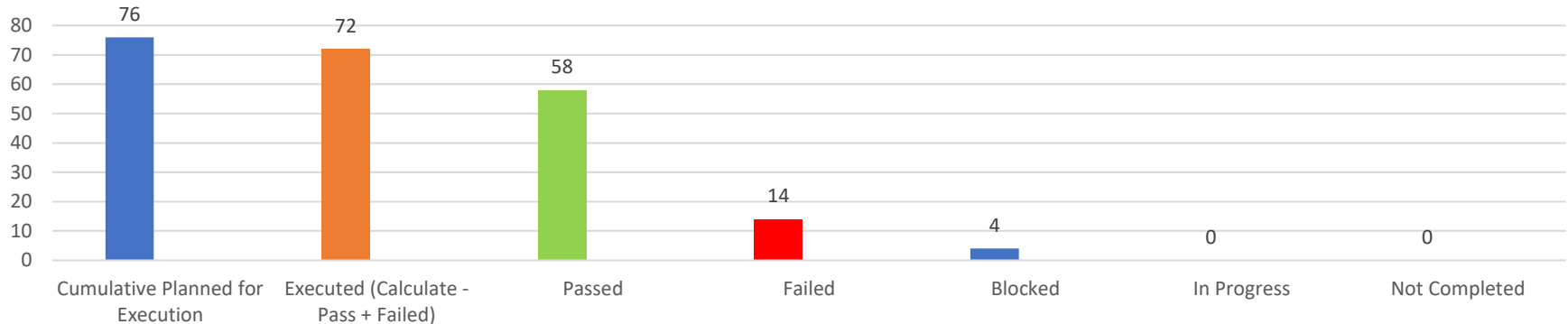


Application Readiness



UAT Status and Summary of Findings

BenefitsCal UAT Execution



BenefitsCal R1.1 (As of 10/05)	Total Scenarios	Not Executed	In Progress	Passed	Failed	Blocked	Open Defects
BenefitsCal UAT Execution	76	0% (0)	0% (0)	76% (58)	18% (14)	5% (4)	28

Out of 14 UAT test cases in failed status, primary findings are in the following areas:

- Population of CalSAWS pdf for SAR7 after submission from BenefitsCal for specific data elements (i.e. if zipcode was not provided by applicant it is sent as null to pdf, transaction type of the asset not shown on the pdf such as "sold" or "bought").
- Update Life Insurance screen display logic needs to be corrected on BenefitsCal
- 4 test cases were blocked due to pending CalSAWS batch run and those test cases are available for testing starting 10/4.



Application Readiness

Release 2.0 Readiness



- EBT/BIC Card Replacement Request
- VITA Request
- Interview Nudge
- General Assistance / General Relief



L.A. County November Implementation of CalSAWS Imaging and BenefitsCal

- Imaging
 - Document Migration
 - Testing
-

Imaging

Performance and Remediation Efforts

Issue	Resolution
Overall Slowness (Including Image Rendering Errors, Slow Scanning etc.)	<ul style="list-style-type: none">• Hyland Deployed Patch to Address Slow Search Queries• Hyland Upgraded the Servers and I/O Throughput on the EC2 Instances• Updated CalSAWS Images button logic for increased efficiencies• Continuing to reduce the size of large TIFF images
Scanning	<ul style="list-style-type: none">• Distributed additional instructions for installing drivers and configurations for device set up• Walked through the scanning utilities installed with PoP Counties

Imaging

Imaging Production Performance Stats

- Chart below reflects average response times for all documents regardless of size in milliseconds
- 10,000 milliseconds is equal to 10 seconds, as the chart below shows 9/27 performance is approximately 15 seconds average response time for all documents regardless of size

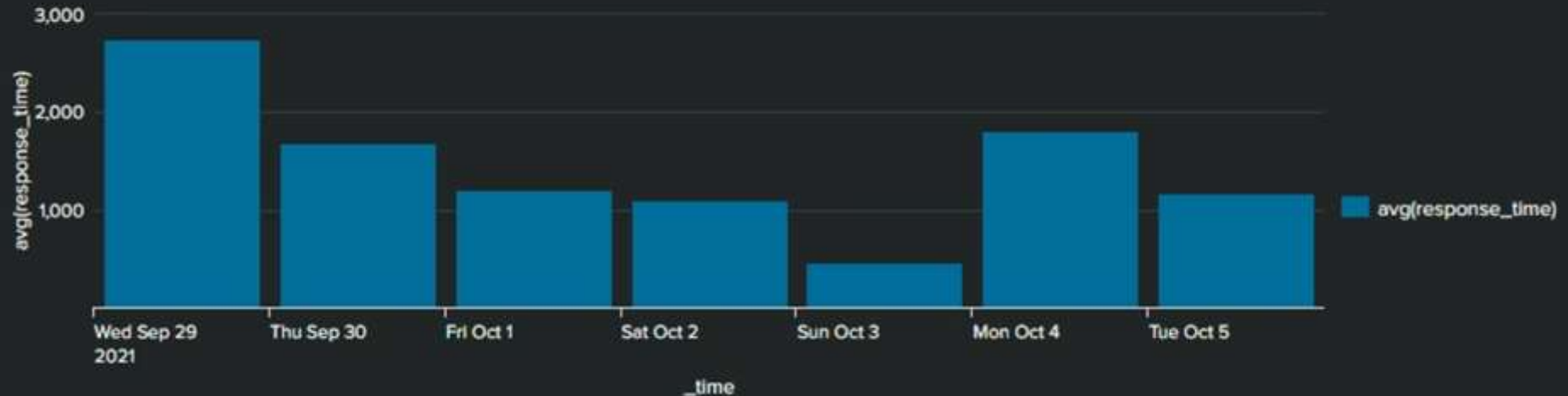


Imaging

Imaging Production Performance Stats

- Chart below reflects average response times for all documents regardless of size in milliseconds
- 2,000 milliseconds is equal to 2 seconds
- This chart has 9/27 and 9/28 removed for better visibility on average response times by day

Average Response Time (ms) - All Renditions



Imaging

Overall System Health Monitoring Statistics

Chart below is from 9/29/21:

Transactions were taking 10+ seconds during peak hours (Y axis is in seconds)

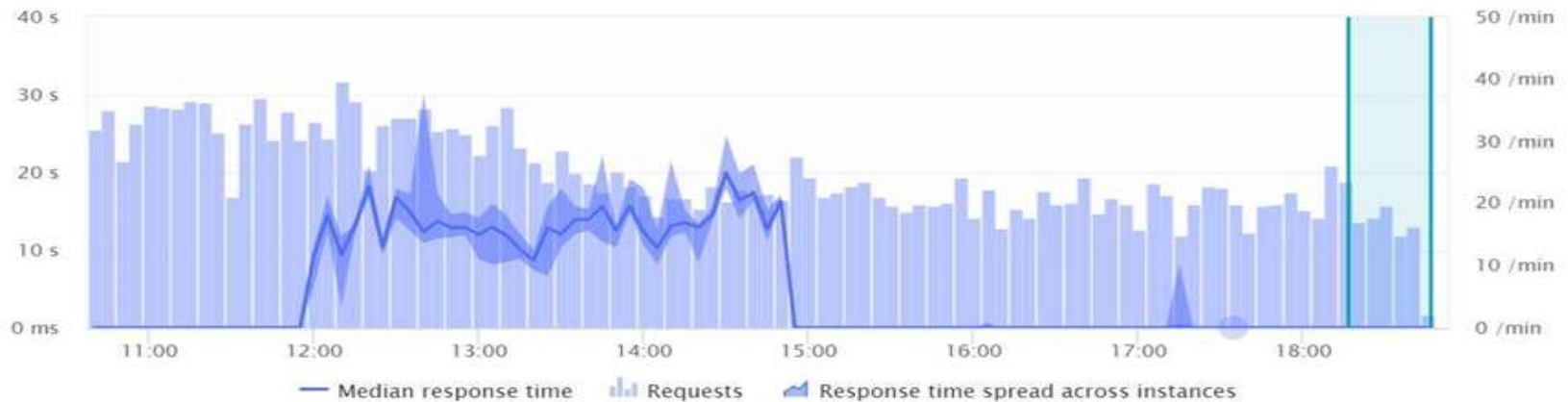
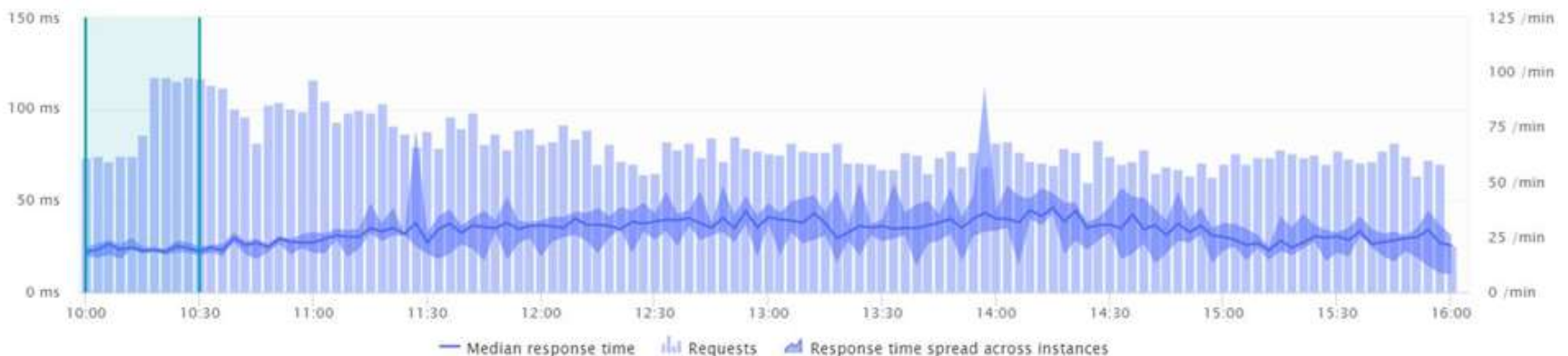


Chart below is from 10/05/21 same time period:

With all the updates to the system, average transactions are now under 1 second during peak hours (Y axis is in milliseconds)



Imaging

Imaging Scanning Comparison Statistics

System	Date	Documents Captured	System	Date	Documents Captured	Delta
C-IV	9/28/20 (Monday)	34,847	CalSAWS	9/27/21 (Monday)	23,295	-11,552
	9/29/20 (Tuesday)	53,454		9/28/21 (Tuesday)	72,552	19,098
	9/30/20 (Wednesday)	51,644		9/29/21 (Wednesday)	139,356	87,712
	10/01/20 (Thursday)	51,241		9/30/21 (Thursday)	99,768	48,527
	10/02/20 (Friday)	46,773		10/01/21 (Friday)	51,596	4,823

Imaging

Performance Testing

Lessons Learned and additional Performance Testing Criteria:

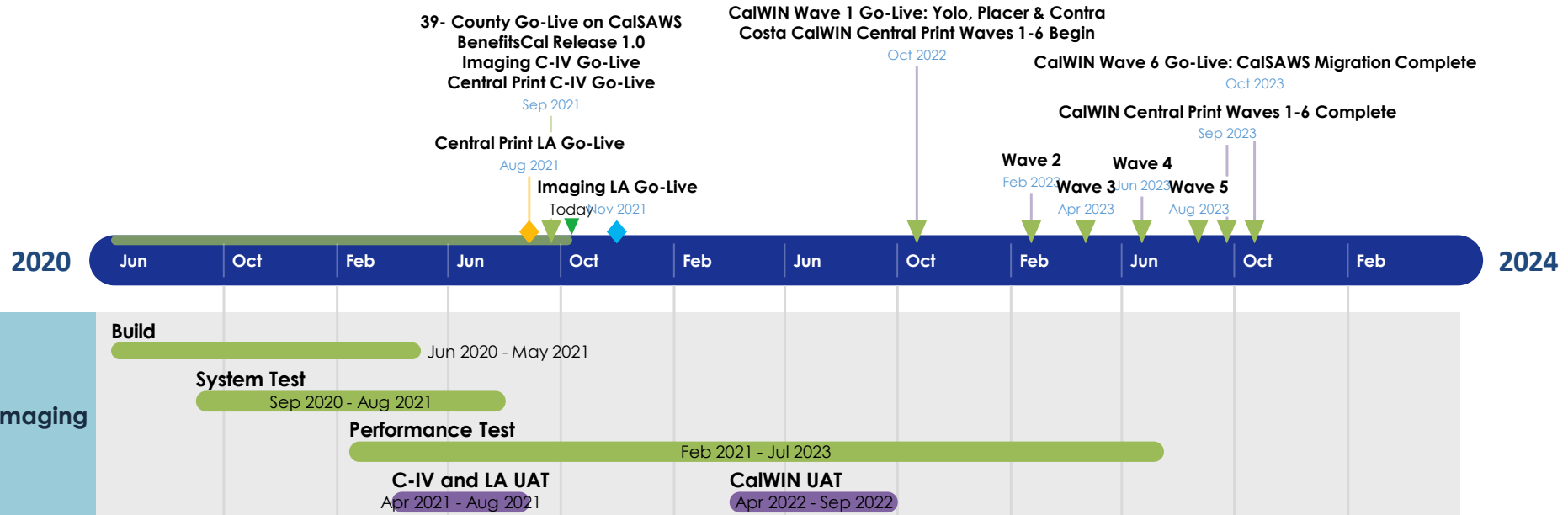
- Long running search queries:
 - There are a few specific queries (e.g., Vital Statistics List) that were identified during the troubleshooting of the slowness issues. These queries were not included in the original performance testing that was conducted.

Next steps for Hyland Performance Testing:

- Gather metrics from the CalSAWS Imaging for C-IV counties to update the performance testing going forward.
 - Usage trends
 - Examples include a list of searches, stores, views, routes and their volumes per hour during peak hours.
- Add into the performance tests the specific long running queries which impacted performance

Imaging

CalSAWS DD&I Project Gantt



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)

Imaging

Los Angeles Document Migration and Other Efforts

Document Migration

- Los Angeles is wrapping up exporting their images and is moving into the differential sync phase
- Hyland are in the process of uploading the images received to date

Training is on track

- LA Early Training: September 27 - October 22
- LA ITTSME: October 6 - 21
- LA General Training: October 25 - November 19

Los Angeles UAT Testing

- There are two remaining failed scenarios that need to be retested
- The team is in the process of working with the county to schedule these retests in the coming weeks

CalWIN Wave 1

- Conduct another performance test with the CalWIN load
- Continue to meet with the individual counties to prepare for the Image migration

BenefitsCal

LA County Readiness + Release 2.0

Readiness Area	Status
UAT	<ul style="list-style-type: none">• Confirmed an additional end to end test cycle• Confirmed UAT participants to validate Release 2.0 features
User Conversion	<ul style="list-style-type: none">• Validated CBO user data for conversion• LA County on-track to finalize CBO user data by 10/20/21
Training	<ul style="list-style-type: none">• Four training sessions proposed• Planning session scheduled for the week of 10/11/21 to finalize participants and dates
Communications	<ul style="list-style-type: none">• Planning session scheduled for the week of 10/11/21 to review and finalize the communications plan• BenefitsCal Announcement emails sent to LA County Customers on 08/28/21, 09/29/21



Policy and Release Review

- Overview of items resulting from FY 21/22 Budget Session
 - Review of 21.11 Enhancements and Schedule
-

SFY 21/22 Budget Items

Policy Received

Program	Budget Proposal	SAWS Targeted Release
CalWORKs	Increase CalWORKs support “no child in deep poverty.” MAP Increase.	CalSAWS - August 2021 CalWIN-September 2021
CalWORKs	Overpayment discharge - ACL 19-102	CalSAWS only - March 2024
CalWORKs/CalFresh	Overpayment changes (reduce lookback timeframe to 2 years).	CalSAWS/CalWIN - May 2022
CalWORKs	Potential automated process to add active FRI CW timed individuals back to CW. This is associated to the elimination of the 48 MTC.	CalSAWS/CalWIN Mass Mailer - Jan 2022 CalSAWS - Eliminate 48/24 MTC - March 2022 CalWIN- Eliminate 48/24 MTC-May 2022
Medi-Cal	Expand access to Medi-Cal to all income eligible Californians, regardless of immigration status: Immediate expansion for those age 50 or older. End “age-out” for those enrolled in Medi-Cal when they turn 26 years old. Establish an expansion plan to close the remaining gap for ages 26-64.	CalSAWS - March 2022 CalWIN-Feb 2022 with conversion batch in March 2022
Medi-Cal	Post Partum Expansion - expand to 12 months.	CalSAWS -March 2022 CalWIN-February 2022
CalFresh	SNB/TNB Benefit Table Updates	CalSAWS - 9/11/21 CalWIN - 9/11/21
Medi-Cal	Asset verification request for applicants	CalSAWS- May 2022 CalWIN - May 2022

21/22 Budget Items

Pending Policy

Program	Budget Proposal	SAWS Targeted Release
Medi-Cal	Spousal Impoverishment	CalSAWS only - January 2024
Medi-Cal	Juvenile Support Act	CalSAWS only - January 2024
Medi-Cal	Increase the Non-MAGI MC asset limit to 130k for 1 individual and 65k for each additional person up to 10.	CalSAWS/CalWIN - May 2022
Medi-Cal	Effective Jan 2024 eliminate the assets test for non-MAGI programs.	CalSAWS only - November 2023
CalWORKs	SB 1065 Changes to Homeless Assistance	CalSAWS - TBD CalWIN - TBD
CalWORKs	CalWORKs Pregnancy Changes 1. Increase the pregnancy special need from \$47 to \$100	CalSAWS - March 2022 CalWIN - May 2022
CalWORKs	CalWORKs Pregnancy Changes 2. Allows eligibility for pregnant persons under 18 with no other aided children to begin at the application date so long as pregnancy is verified (which includes a sworn statement or verbal attestation) and so long as the Cal Learn program is operative. 3. Allows eligibility for pregnant persons over 18 with no other aided children to begin at the application date so long as pregnancy is verified (including a sworn statement or verbal attestation). 4. Requires a pregnancy loss/end to be reported within one month.	CalSAWS - May 2022 CalWIN - May 2022

21/22 Budget Items

Pending Policy

Program	Budget Proposal	Target Release
CalWORKs	Applicant Earned Income Disregard- increase the Applicant EID to from \$90 to \$450.	CalSAWS - May 2022 CalWIN-May 2022
CalWORKs	Family Reunification - Issue a CW payment for 6 months while the family tries to reunify with the child.	CalSAWS - July 2024 CalWIN - This will be managed as workaround until migration
CalWORKs /CalFresh	AB2413/AB 79 Pre-populated SAR 7	CalSAWS only - November 2023
CalFresh	Pre-populated CF 285 with explanation cover letter for apparently eligible MC households who are not enrolled in CF. Revision to ACL 21-52 to include cover letter is in process.	CalSAWS - January 2022 to meet policy in ACL 21-52. March 2022 to add cover letter. CalWIN - Not implement
CalFresh	Food for all - Security changes to support expanded access to CA Food Assistance Program (CFAP) and Cash Assistance Program for Immigrants (CAPI) to serve Californians of targeted ages regardless of immigration status with security to prevent Feds from accessing these cases (and data for other programs like CW, GA/GR, and MC).	CalSAWS - TBD CalWIN-likely not implement, if effective 2023 address with workarounds due to migration
CalFresh	Food for all -Expand access to CA Food Assistance Program (CFAP) and Cash Assistance Program for Immigrants (CAPI) to serve Californians of targeted ages regardless of immigration status, with security to prevent Feds from accessing these cases.	CalSAWS - TBD - 18-24 months after the completion of CalWIN Counties migration to CalSAWS.

SFY 21/22 Budget Items

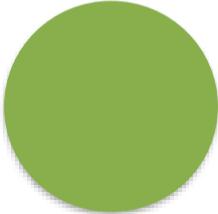
Pending Policy

Program	Budget Proposal	Target Release
CalFresh	Telephone based service model in all counties, supporting telephonic signatures for CF applications, recertifications, and SAR 7s	CalSAWS - November 2022 CalWIN-not implement, counties migrated
CalFresh	Update TNB REs to be every 12 months	CalSAWS - July 2023
CalFresh	Suspend TNB REs for 24 months beginning ASAP	CalSAWS - October 2021 for November RCs CalWIN -October 2021 for November RCs
Foster Care	Out of State ARC payments - new aid code(s) needed	TBD
Foster Care	Children Placed with a Parent Who is in a Licenses Substance Abuse Treatment Facility	TBD
All	Guaranteed Income pilots will require income types to be added if any program supported by SAWS will need to count this income. This may require more than one combination as federal rules may vary depending on how the GI pilot is funded	TBD
All	Global Telephonic Signature Solution	CalSAWS - September 2022 CalWIN-not implement due to migration

SFY 21/22 Budget Items

21.11 Overview

- Policy and enhancements:
 - ACL 20-115 - Increase Child Support Pass-Through and Disregard for CalWORKs Families
 - CF 18 report updates
 - Safe Drinking Water Pilot. *Kern County only*
 - EICT – Add additional data elements
 - Task management – expedited tasks, task upload, task export
- LA County only functionality:
 - Salesforce API integration
 - BenefitsCal and Imaging integration
- CalWIN only functionality:
 - GA/GR rules and correspondence
 - Rush warrant functionality
 - Positive Pay interface



Preparation for CalWIN Converted Data
Test in November

Conversion

Converted Data Test (CDT)

- CalWIN Conversion System Testing of Conversion Logic planned for the end of October
- Converted Data Test (CDT) In Preparation and On-Schedule for Test Execution to begin in November
- CalWIN Golden Data Set (GDS) Conversion Run In-Progress and on Schedule for Delivery to Converted Data Test (CDT) environment by the end of October
- CalWIN GDS Release Notes planned to be Delivered to CDT team with the delivery of the GDS
- CalWIN Conversion team planned and ready to Support CDT test execution effort
- Next GDS scheduled for December



CalWIN ISS Update

BPR

To-Be Status

- To-Be Business Process Reengineering (BPR) – **ON-TRACK**
 - Wave-1 To-Be Final Work Product (FWP) Sign-Off (3 of 3 Counties) – **100% Complete**
 - Wave-2 To-Be Sessions – **completed today**

- Waves 3–6 To-Be Planning – **ON-TRACK**
 - Wave Check-In meetings completed to plan for To-Be BPR sessions with Waves 3–6
 - Waves 3–6 To-Be preparation is ongoing

To-Be Timeline

County	Session Start Date	Session End Date	First Review Start Date	First Review End Date	Start Final Review	County Sign-Off on Final To-Be Work Product
Wave 1						
Contra Costa	06/21/21	07/30/21	08/04/21	09/02/21	09/02/21	09/10/21
Placer	06/21/21	07/30/21	08/04/21	08/20/21	08/30/21	09/07/21
Yolo	07/12/21	08/11/21	08/11/21	08/27/21	09/08/21	09/17/21
Wave 2						
Tulare	09/13/21	10/08/21	10/11/21	10/22/21	11/01/21	11/05/21
Santa Clara	09/13/21	10/08/21	10/11/21	10/22/21	11/01/21	11/05/21
Wave 3						
Santa Barbara	10/18/21	11/12/21	11/15/21	11/30/21	12/08/21	12/14/21
Orange	11/15/21	12/14/21	12/15/21	12/31/21	01/10/22	01/14/22
Ventura	11/15/21	12/14/21	12/15/21	12/31/21	01/10/22	01/14/22
Wave 4						
Solano	01/10/22	02/04/22	02/15/22	02/28/22	03/08/22	03/14/22
Santa Cruz	01/10/22	02/04/22	02/15/22	02/28/22	03/08/22	03/14/22
San Mateo	02/07/22	03/04/22	03/07/22	03/18/22	03/28/22	04/01/22
San Diego	02/07/22	03/04/22	03/07/22	03/18/22	03/28/22	04/01/22
Wave 5						
Alameda	03/07/22	04/01/22	04/04/22	04/15/22	04/25/22	04/29/22
Fresno	03/07/22	04/01/22	04/04/22	04/15/22	04/25/22	04/29/22
Sonoma	04/04/22	04/29/22	05/02/22	05/13/22	05/23/22	05/27/22
Wave 6						
San Francisco	04/04/22	04/29/22	05/02/22	05/13/22	05/23/22	05/27/22
Sacramento	05/02/22	05/27/22	05/31/22	06/14/22	06/21/22	06/28/22
San Luis Obispo	05/02/22	05/27/22	05/31/22	06/14/22	06/21/22	06/28/22

*As of 10/03/21

Organizational Change Management

Monthly Meetings with County Points of Contact (POCs)

September

- Discussed county-specific OCM Plan content
- Discussed OCM POC Transition to Change Network Champions (CNCs)
- Discussed County Readiness Survey cadence to start in November for Wave 1

October

- Define approach to address change impacts identified from BPR
- Continue discussion of CNCs
- Discuss the County Readiness Survey approach
- Discuss future OCM POC meetings and inclusion of CNCs

Training

Monthly Training Advisory Council (TAC) County Meetings

September

- Instructional Design Review Process discussion
- Master Training Plan development
 - Process & Content

October

- Instructional Design reviews
- Master Training Plan outline

November

- More Instructional Design reviews

Key Items discussed in the SEPTEMBER meeting:

- ✓ Reviewed the discussion items from the Wave 1 Draft Training Schedule meetings in Contra Costa, Yolo, and Placer Counties
 - Train the Trainer format, Early training, Web Based Trainings (WBTs)
- ✓ Reviewed course designs for multi-program workers (CalFresh / Medi-Cal)

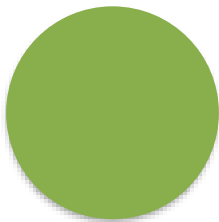
Conversion Readiness

Status

- Conversion Review Guides (CRGs)
 - The Conversion Team identified data that can be cleaned up prior to mock conversions to maximize data quality at conversion
 - Data items have been prioritized to be worked in the CalWIN Counties – started in September
 - Each data item will be addressed in a CRG in a periodic release to the counties
 - Ongoing monthly tracking provides progress
- Incorporating into the Data Cleansing Support Tool (coming in November)

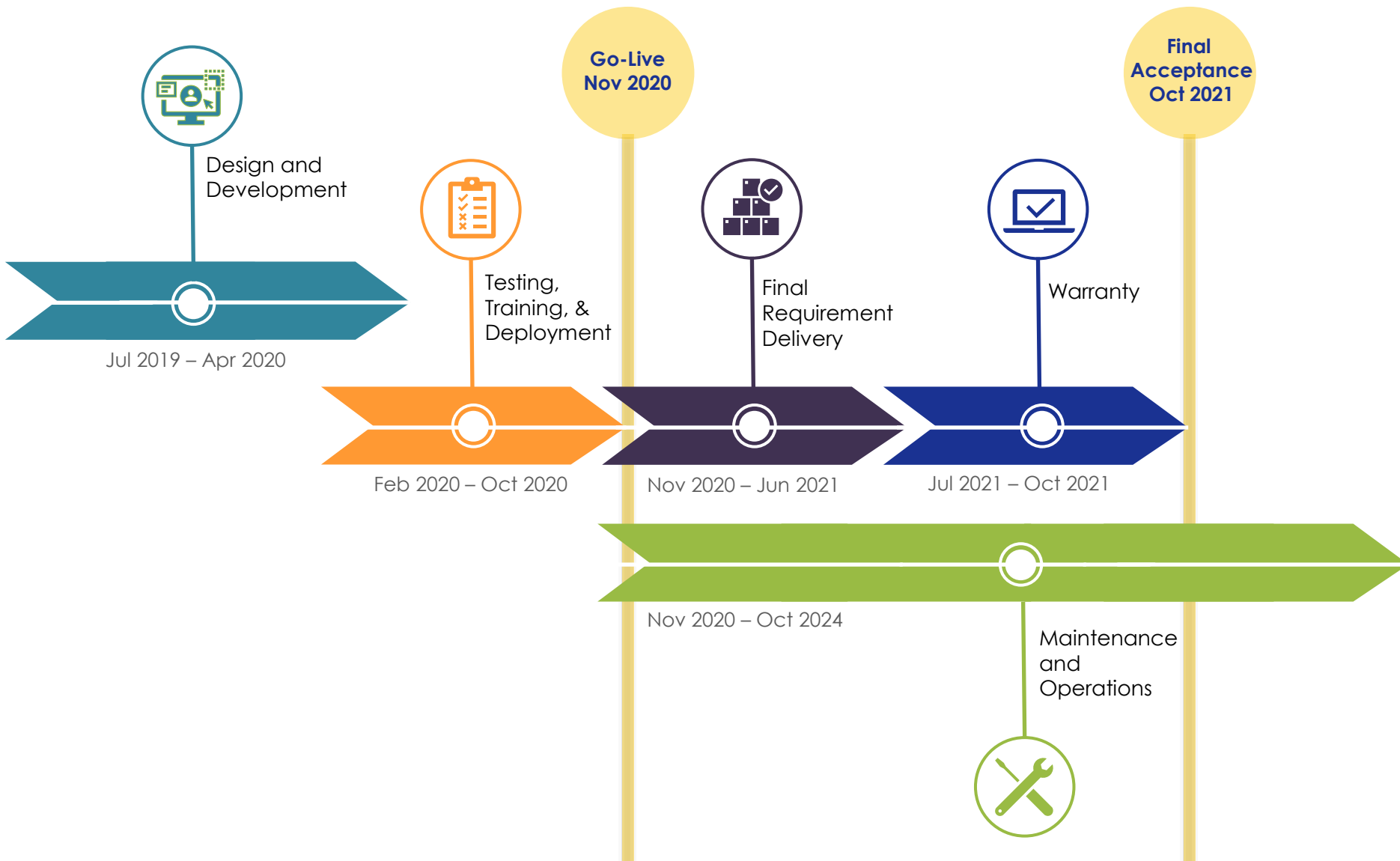


Final Acceptance/Performance
Verification for OCAT



OCAT Final Acceptance/Performance Verification

Project Overview/Timeline



OCAT Final Acceptance/Performance Verification

Current Statistics (November 2020- September 2021)

- ☑ Processed 66,369 interviews with 2,074 Appraisal Summary and Recommendations Reports (ASR) completed in Spanish
- ☑ Used by 2,287 case workers for 58,512 clients
- ☑ 97% of ASRs are initiated in CalSAWS, reducing redundant data entry
- ☑ Tracking seven (7) open non-critical defects; remediation plans are in place
- ☑ OCAT's final remaining functionality (Business Rules Engine) was successfully implemented in production on June 28, 2021
- ☑ Completed and approved 17 of 18 deliverables
- ☐ One deliverable remains in Cambria's base contract – OCAT Performance Verification Report
 - ☑ 09/07/21 – 09/30/21: Cambria drafts report
 - ☑ 10/01/21 – 10/07/21: Consortium/Quality Assurance reviews report
 - ☐ 10/08/21 – 10/14/21: Cambria updates and resubmits report
 - ☐ 10/15/21 – 10/22/21: Consortium conducts final review and approves

OCAT Final Acceptance/Performance Verification

Service Level Agreements (SLAs)

SLAs have been consistently met since implementation, with the exception of two outages not specific to OCAT

Monthly Results		Target	11/20	12/20	1/21	2/21	3/21	4/21	5/21	6/21	7/21	8/21	9/21
1	Online transactions within two (2) seconds for at least ninety-eight (98%) of such transactions on a daily basis	98%	100%	99.99%	100%	100%	99.96%	100%	100%	100%	100%	100%	100%
2	Display the ASR results to the user within three (3) seconds for at least ninety-eight (98%) of such results on a daily basis	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
3	Response time not greater than ten (10) seconds for no less than ninety-nine percent (99%) of the time	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
4	System availability of at least ninety-nine percent (99%) uptime	99%	98.86% *	100%	100%	100%	100%	100%	100%	100%	100%	98.97% **	100%
5	Helpdesk available between 9:00 am and 5:00 pm Pacific Standard Time, Monday through Friday		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

* ForgeRock outage in Production prevented users from accessing OCAT.

** AWS West availability zone was partially down and prevented users from accessing OCAT.

OCAT Final Acceptance/Performance Verification

Quality Assurance Activities Completed

- ☑ Completed 12 of 13 OCAT Deliverable QA Assessments
 - ☐ Assessment of OCAT Performance Verification Report & Final Acceptance is on track for October 19, 2021, submission (review in process now)
- ☑ Completed review of 3 additional work products: Security Plan updates, Business Rule (BRE) Design, and BRE User Manual
- ☑ Confirmed delivery of contracted requirements and obsoleted requirements (security and functional updates)

Requirements Category	Total Requirements	Met in Design	Met in Development	Met in System Test
General	18	18	18	18
Technical	30	30	30	30
Security	23	23	23	23
Functional	87	87	87	87
Reports	13	13	13	13
Service Level Agreement	12	12	12	12
Total	183	183	183	183

OCAT Final Acceptance/Performance Verification

Quality Assurance Activities Completed

- ☑ QA recommendation for final acceptance is on track pending
 - ☐ Receipt of Certification Letter from Cambria
 - ☐ Final Assessment of OCAT Performance Verification Report

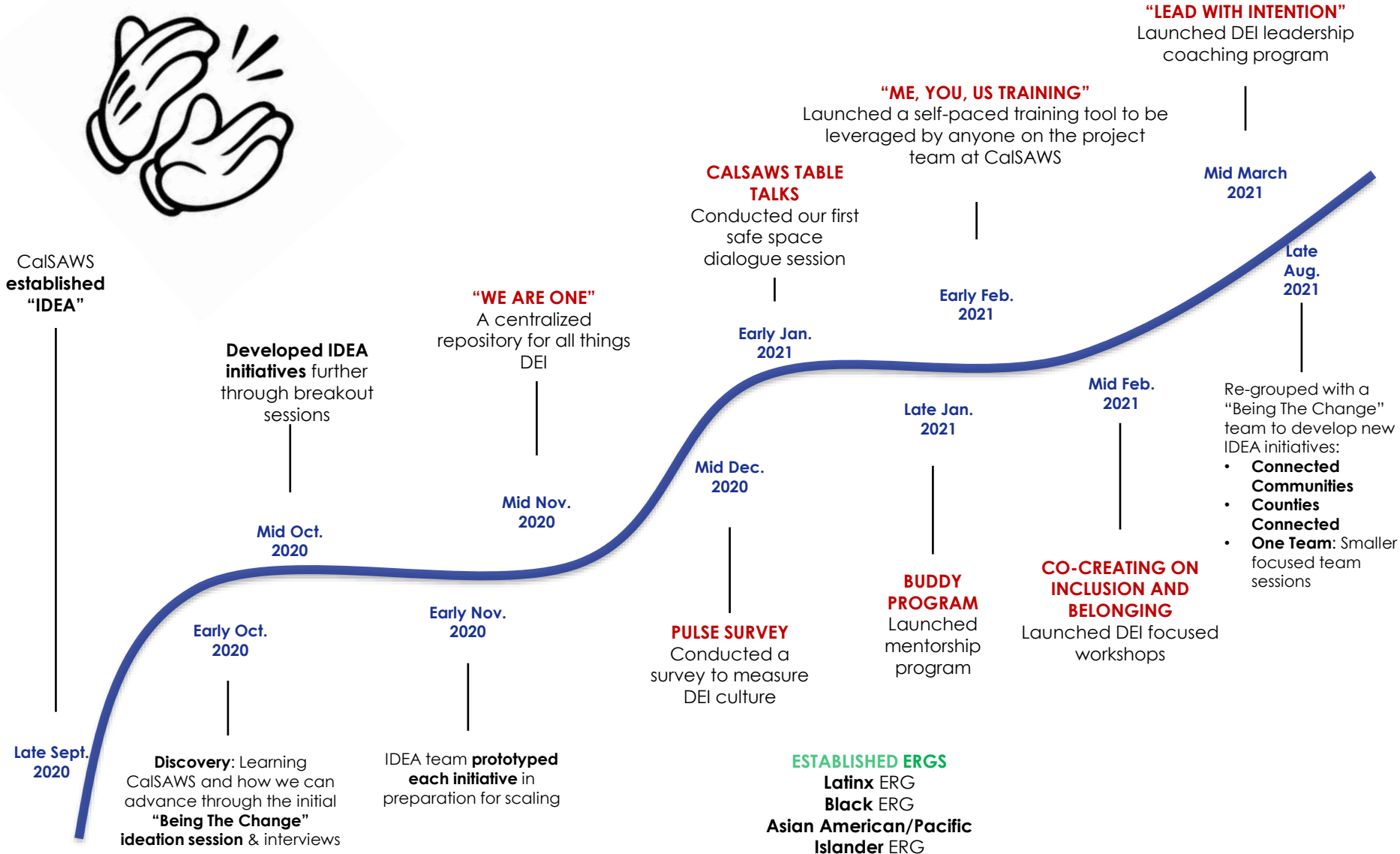
- ☑ QA will participate in future M&O activities planned for continuous improvement of the OCAT application:
 - ☑ Release Management, Functional Enhancements
 - ☑ Technical Maintenance and Upgrade Planning
 - ☑ Applications SLA/Performance Reviews
 - ☑ Service Desk Reviews





CalSAWS IDEA Update

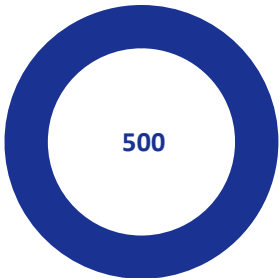
IDEA CalSAWS: Where We Have Come



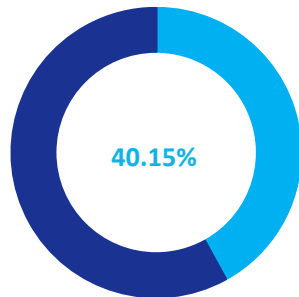
Pulse Survey Summary

Number of respondents, strengths, and focus areas

General Statistics



Total respondents



Have attended CalSAWS Table Talks, participated in the Buddy Program, and/or attended a DEI workshop

76

Managers & above interested in Leadership Coaching

287

Individuals interested in DEI workshops

Strengths

- CalSAWS provides me with a platform to share my own and hear others' diverse, professional experiences and opinions
 - +3.10% Strongly Agree
- Do you feel like you have one person at CalSAWS that you would consider to be your mentor or mentee?
 - +4.13% Strongly Agree
- Diversity at work is important to me.
 - 2.79% Neutral, +2.89% Agree, +0.59% Strongly Agree
- I feel confident that there are professional development opportunities at CalSAWS (i.e., Networking and relationship building opportunities)
 - 3.34% Neutral, +2.31% Agree, +2.10% Strongly Agree
- Inclusion, diversity, and equity is a priority to the leadership team at CalSAWS.
 - 4.50% Neutral, +4.06% Agree, +0.66% Strongly Agree

What to Focus on Next

- I feel respected and valued by my team at CalSAWS.
 - +4.16% Neutral, -2.38% Agree, -1.81% Strongly Agree
- Inclusion, diversity, and equity is a priority to my direct manager at CalSAWS.
 - +0.85% Neutral, +0.07% Agree, -2.16% Strongly Agree

Relevant Current & Upcoming Initiatives

Current



Table Talks



Buddy Program



DEI Workshops/Coaching



We Are One Site



Me, You, Us

Upcoming



Team Coaching & Building



County Partnerships

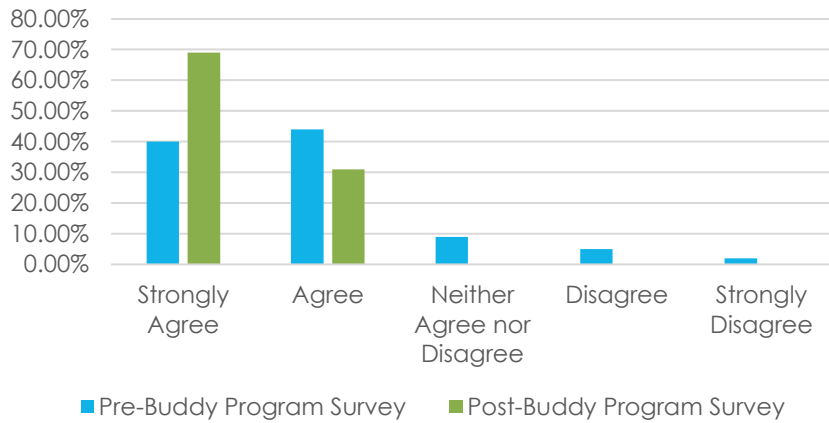


Community Partnerships

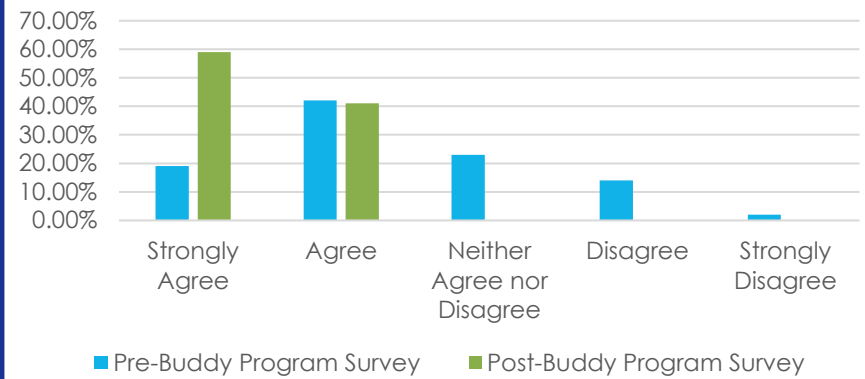
Buddy Program Round 1 Results

■ Snapshot of Buddy Program Feedback

I have opportunities to develop a genuine relationship with someone at a different level than me.



I have initiated and developed new relationships and strong connections with someone outside of my immediate team.



Responses	Percentage Change from Survey One to Survey Two
Strongly Agree	+29%
Agree	-13%
Neutral	-9%
Disagree	-5%
Strongly Disagree	-2%

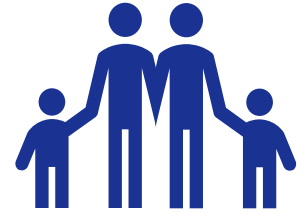
Responses	Percentage Change from Survey One to Survey Two
Strongly Agree	+40%
Agree	-1%
Neutral	-23%
Disagree	-14%
Strongly Disagree	-2%

CONNECTED COMMUNITIES

CALSAWS GIVING BACK!



The CalSAWS IDEA team will gather resources to best support the communities we serve through giving and community service.



CalSAWS plans to partner with different local organizations. Our desires with the partnership is to give back to the communities that receive Welfare benefits.

1 Connect with community organization

2 Share what we do at CalSAWS and within IDEA

3 Understand how the CalSAWS project team can give back

4 Partner with the organization (i.e., Training for youth, community service etc.)



Purpose: This initiative will provide opportunity to be more involved with and give back to the communities we serve and will help us directly address the problems that concern the needs of these communities.

COUNTIES CONNECTED



PARTNERING IN DIVERSITY EFFORTS...

Working closely with our surrounding counties to collaborate on and celebrate diversity, equity and inclusion efforts (example: celebrating inclusion & diversity moments together, partnering in community outreach)



GOAL:

CalSAWS Project and counties partnering in community outreach and celebrating diversity together.

1 Reach out to counties to gauge interest

2 Understanding what counties are doing in the DEI space

3 Decide how we can partner (i.e. community event)

4 Collaborate with one another to advance DEI further



Purpose: This initiative will provide the opportunity to empathize with and understand our counties' needs regarding DEI and ultimately foster DEI-focused relationships between our counties and project.

TEAM BUILDING



FOCUSING ON OUR TEAMS...

Providing resources for team leads to continue to emphasize the culture of inclusion, diversity and belonging within our teams.

Provide opportunities for team building while providing resources and tool on how to practice inclusive leadership and team culture.



1

Provide tools to all leads interested in advancing diversity and belonging within their teams

2

Determine which teams would like small teams collab sessions

3

Conduct initial discovery for each individual team

4

Customize resources and sessions for each individual team



Purpose: This initiative will provide the opportunity to empower our team leads to further advance a culture of belonging within their teams, as well as access varied and accessible training opportunities beyond our DEI workshops.



Overview of Milestones and Dates

Overview of Milestones and Dates

Date	Milestone
October 2021	<ul style="list-style-type: none">• BenefitsCal Releases 1.1 and 1.2• Analytics Release I<ul style="list-style-type: none">• LRS Statistical Reports• LRS State & Management Reports (Administrative, Case Activity, Employment Services, Fiscal, State, & Special Units)
November 2021	<ul style="list-style-type: none">• CalSAWS Release 21.11• L.A. County Imaging & BenefitsCal (Tentative) Cutover• CalWIN Converted Data Testing begins• CalWIN Batch Regression Testing begins• Begin CalWIN Ancillary Conversion Integration Testing
December 2021	<ul style="list-style-type: none">• BenefitsCal Release 2.0



Adjourn Meeting
