Cal**SAWS** | Project Steering Committee Meeting

November 17, 2021

Agenda

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

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

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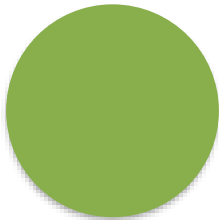   - ✦ When connected via telephone – press *6.

Action Items

Action Items

4. Approval of the Minutes from the October 21, 2021, PSC Meeting and review of Action Items.
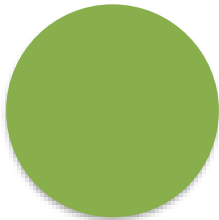
Informational Items

Accenture Leadership Change

CalSAWS Status, Plan of Action post-C-IV Migration

- Production Statistics and Metrics
- Enhanced Support for former C-IV Counties
- Help Desk Ticket triage approach
- Notices (defects, changes and change support)

Post Go-live Review

CalSAWS - Summary of Successes

- Nightly Batch is completing daily
- Active users and transaction volumes are closely aligned with combined pre-go-live C-IV/LRS
- Core CalSAWS and Imaging response (multiple weeks) times are in line with Service Level Agreements (SLA) and pre-go-live performance levels

Post Go-live Review

CalSAWS - Summary Focus Areas

- **CalSAWS System performance –** Isolated County network slowness has been reported – Project team has resolved by working directly with impacted counties.

- **Availability** – Since Tuesday, October 5th, CalSAWS core has maintained full system availability.

- **Imaging performance –** While improvements have been deployed and SLAs are being met in recent weeks, there is more to do

- **Correspondence –** Project Team is assessing necessary revisions as requested by C-IV counties and is working on a plan to prioritize key revisions required based on policy

- **Reports –** Additional County engagement has been supported through dedicated function sessions across the CalSAWS counties.

Post Go-Live Review

Selected Trends

- Transaction volumes – trending up
- Defects – trending down and getting more specific e.g., a case or subset of cases
- Sample business metrics for November 1st:
  - 16,393 new applications (all sources) - November 1
    - ✦ Exceeds combined total from C-IV/LRS from September 1
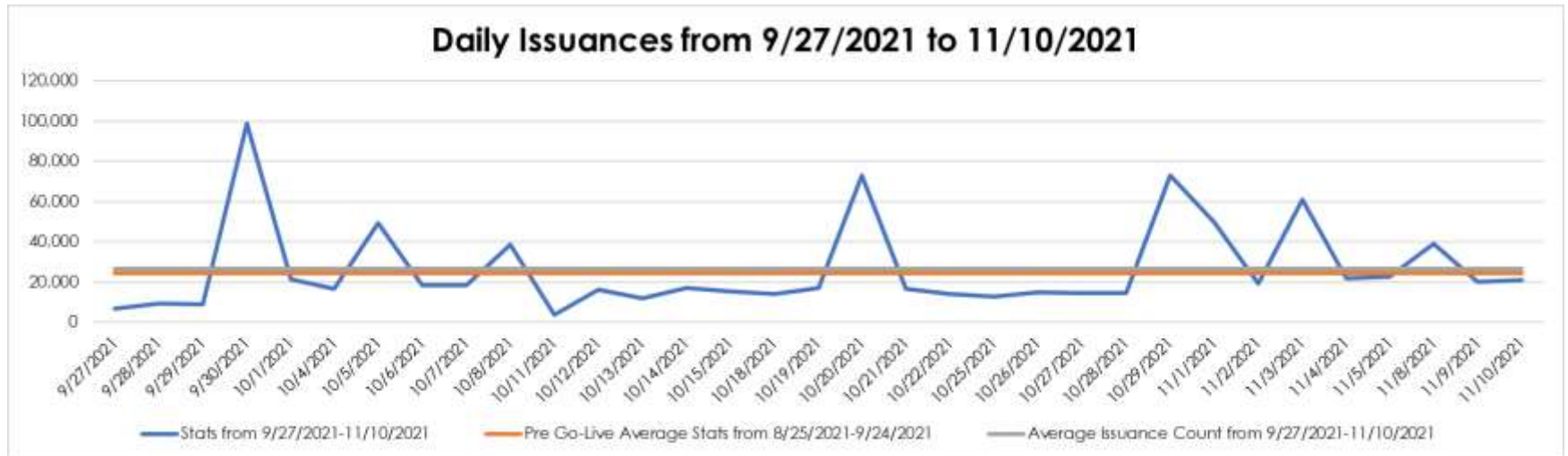 - Full monthly cycle has run through Batch processing

Business Metrics

Daily Unique Users and Transactions
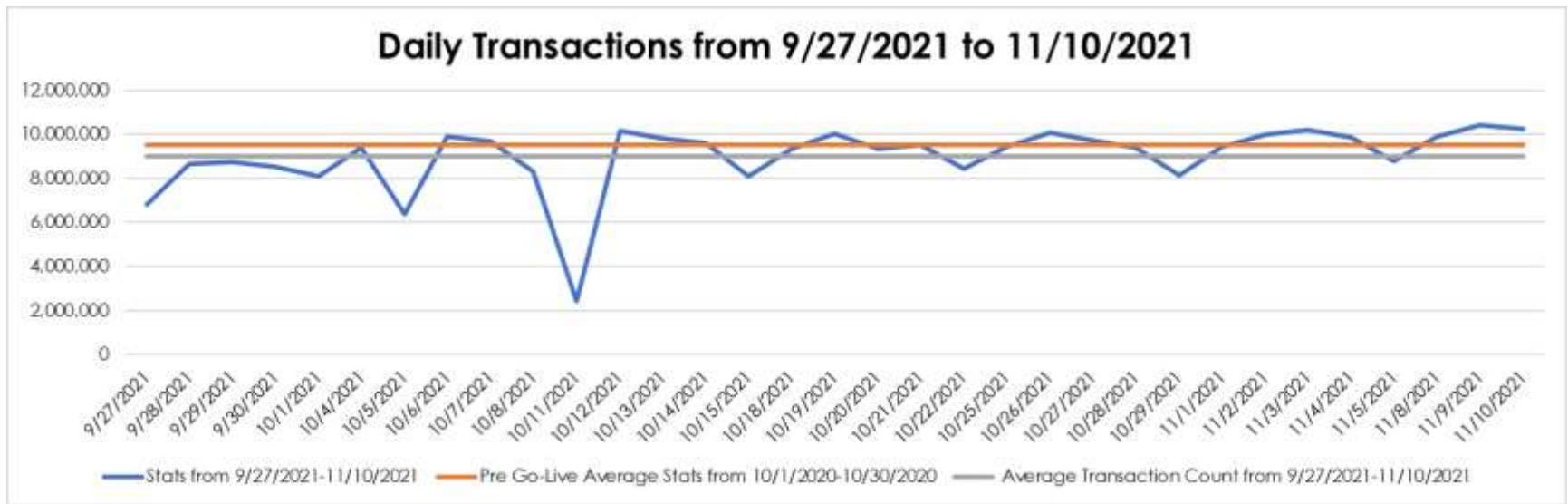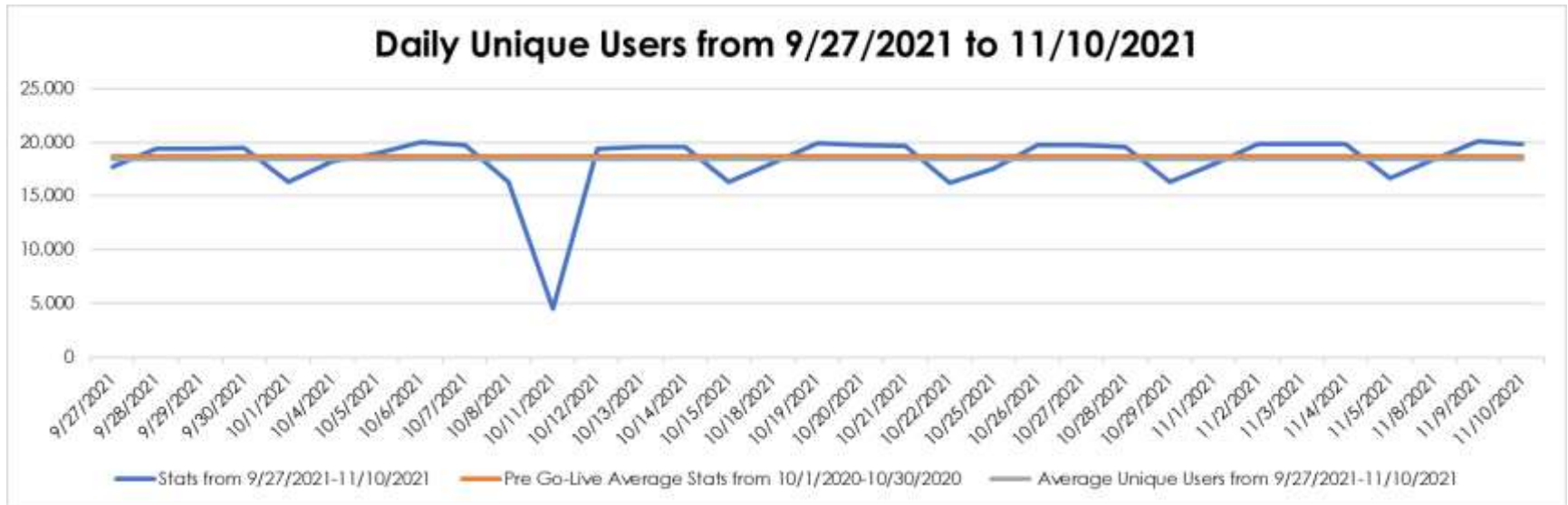
Business Metrics

Daily Applications and Issuances

Daily Applications from 9/27/2021 to 11/10/2021

Daily Issuances from 9/27/2021 to 11/10/2021
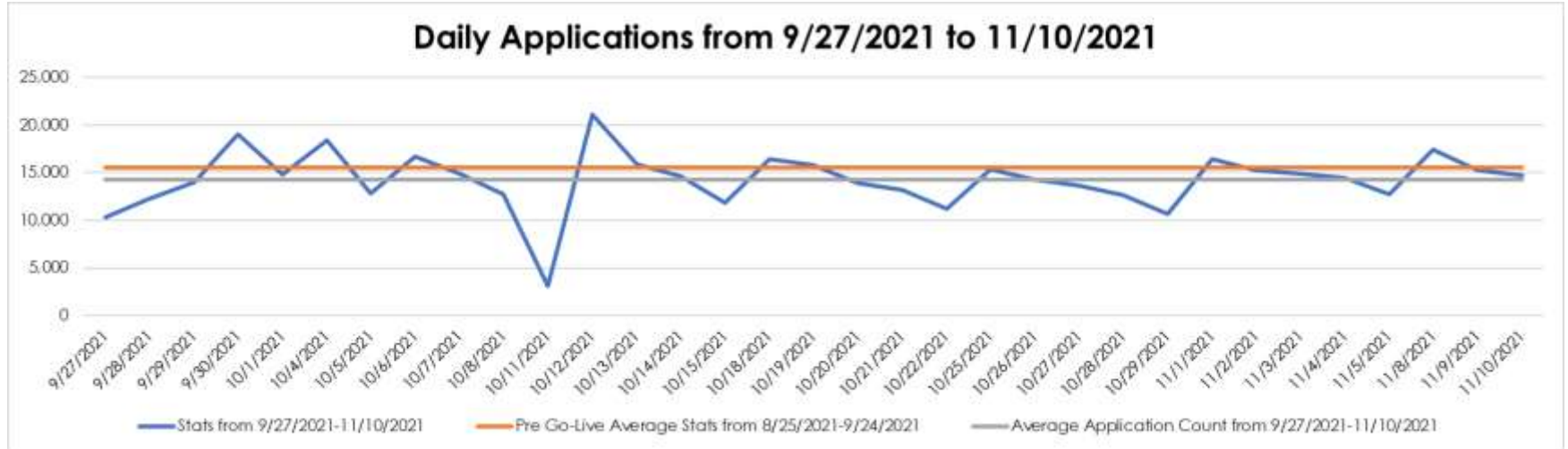
Business Metrics

Daily Correspondence

Daily # of Correspondence from 9/27/2021 to 11/10/2021

Legend:
- Stats from 9/27/2021-11/10/2021
- Pre Go-Live Average Stats from 8/25/2021-9/24/2021
- Average Correspondence Count from 9/27/2021-11/10/2021
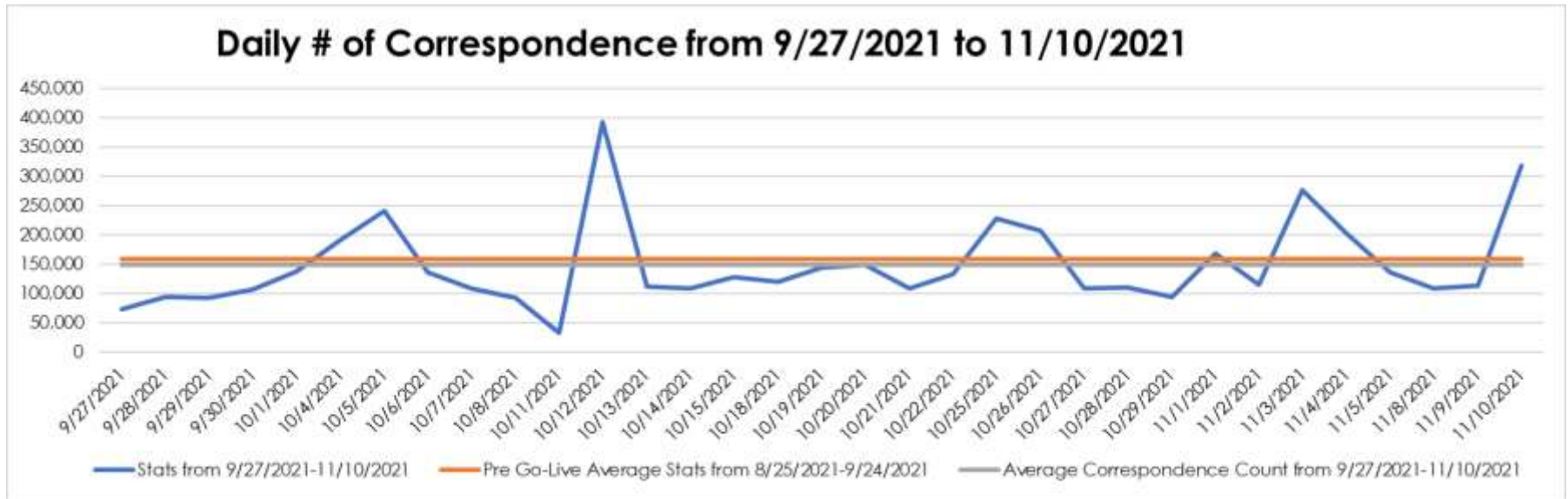
Enhanced Support for Former C-IV Counties

Expansion of Post-Deployment Support
Additional Change Enablement for Former **C-IV Counties**

OVERVIEW

- **Expanding current support model** by creating a **Change Center of Excellence (C.O.E.)** with 5 integrated CalSAWS team members and 10 skilled change practitioners until December 17, 2021

- Deploying **new change competencies** and accelerators to **drive** and **sustain** user adoption

WHAT'S CHANGING

- Command Center and Targeted On-site Support (TOSS) teams concluded on November 5, 2021

- Daily Post-Deployment County Stakeholder Calls reduced in frequency through December 1, 2021

OUR APPROACH

- **Implement a change enablement framework** through the C.O.E. to pin-point support needs

- **Deploy Change Liaisons and Functional SMEs** to engage prioritized Counties, identify support levels, and create action plans

- **Develop, streamline, and/or re-deploy communications and training materials**

EXPECTED OUTCOMES

- **Optimize usage** of the CalSAWS solution by providing additional change management support and addressing enhancements / defects aggressively

- **Advanced readiness** and **awareness** of upcoming system enhancements and business impacts

Expansion of Post-Deployment Support
Customized Change Support Model by County

CalSAWS

Change C.O.E.

- Experience
- Integrated Comms.
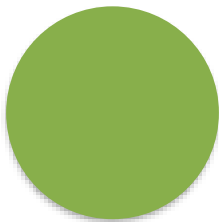- Change Measurement
- Training
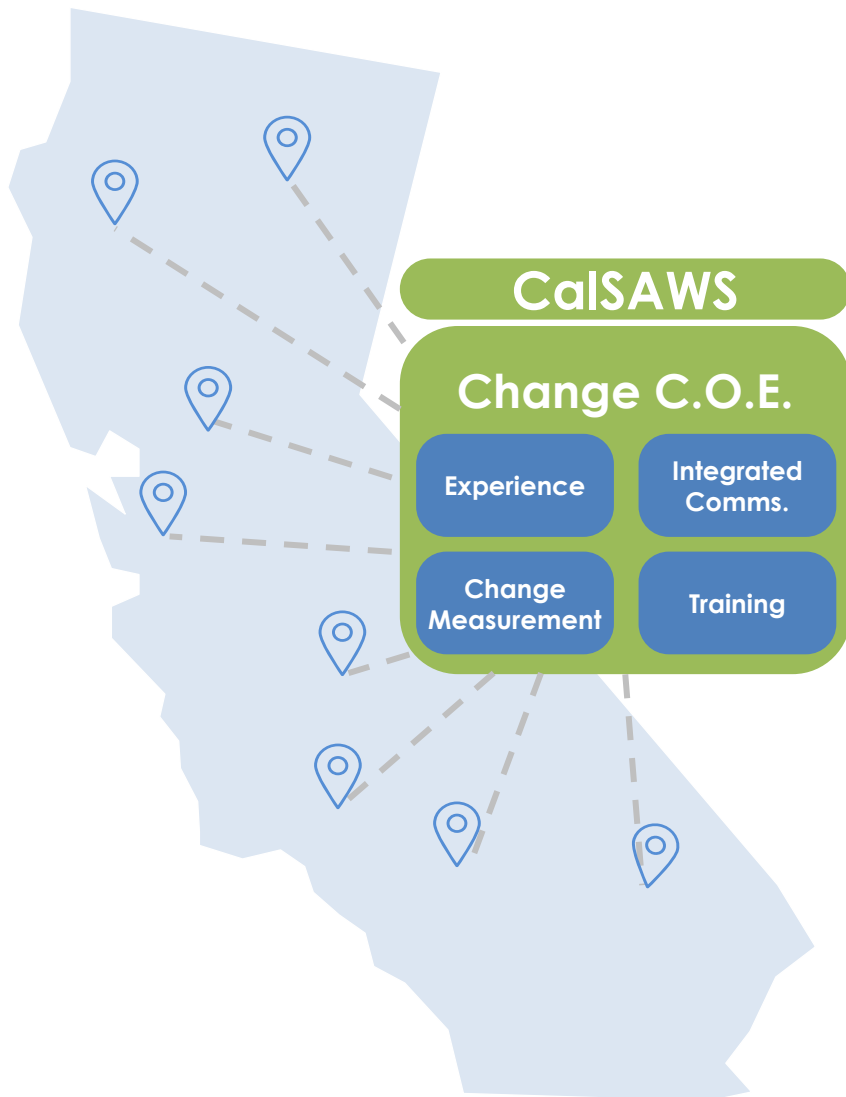
A TIERED MODEL OF SUPPORT

- Change solution is **personalized** based on each county's specific needs

- 3 Tiers of Support will be offered:

  - **Standard** Self-Service
  - **Enhanced** Support
  - **Full-Service** Support

- Each County will receive a **Change Liaison** to meet their specified needs

Incident Backlog Reduction Plan

CalSAWS Incident Backlog

Background

Number of open Incidents in Backlog is up overall post-cutover. Goal is to reduce the Backlog to pre-cutover levels accounting for ongoing bi-monthly releases.

- Average number of Open Incidents pre-cutover: 1,300 (based on July / August 2021)

- Total number of open Incidents: 2,800

* Data as of November 12, 2021

CalSAWS Incident Backlog

Background

The rate of new incidents being generated is reducing as key issues such as imaging are addressed and as workers are becoming more familiar with CalSAWS

Incidents Created per Day since September 1
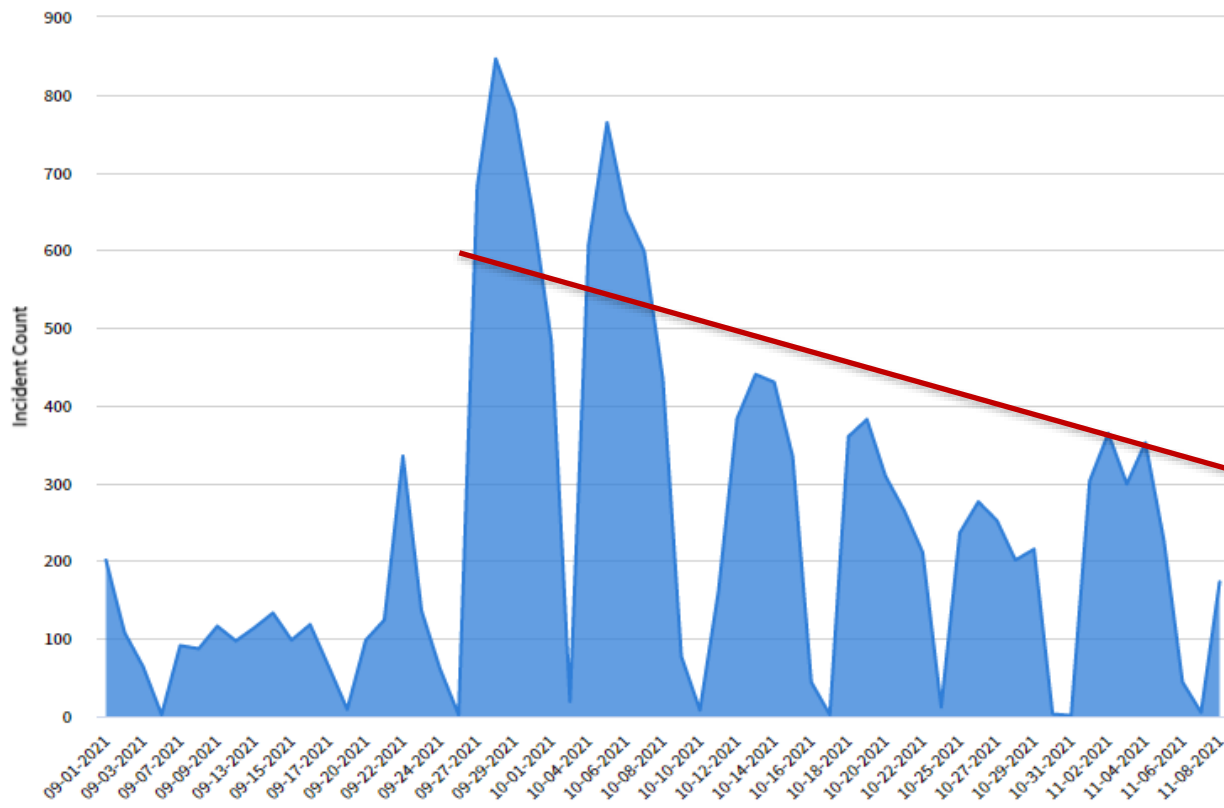
- Average number of incidents created prior to cutover: ~125 / day

- Current rate new incidents: >300 / day

- Spike during week of 11/1 due to EBT outages (~220 Incidents specific to EBT)

* Data as of November 8, 2021

CalSAWS Incident Backlog

Post Go-Live Findings

Incidents created since Cutover by Assignment Group:
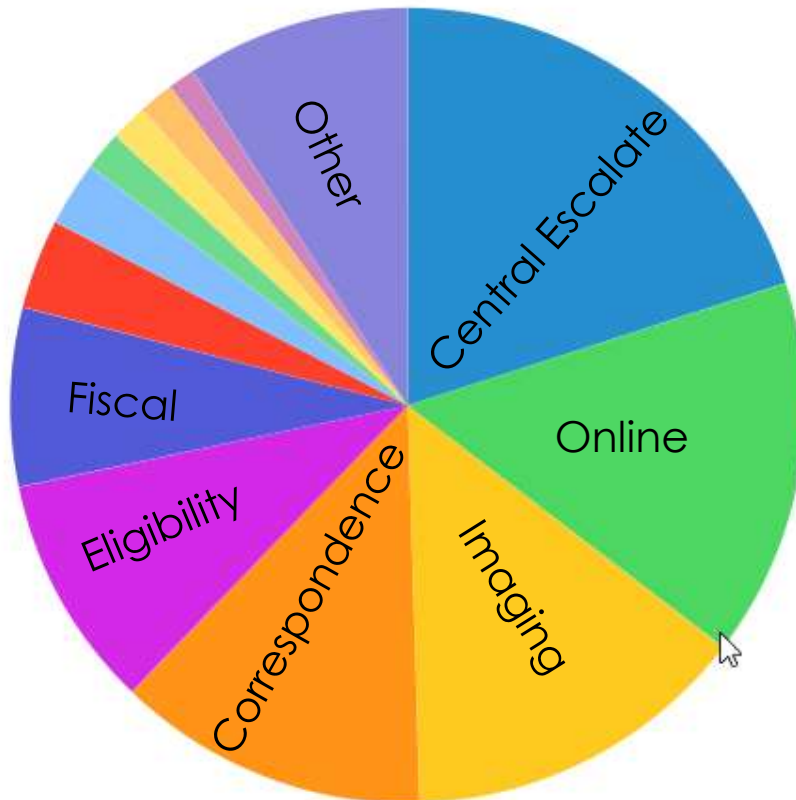
- Imaging:
  - Slowness
  - Access issues
  - Images failing to load
  - Scanning issues

- Fiscal:
  - Statewide EBT (FIS) issues
  - Skipped issuances
  - Local Warrant printing

- Correspondence:
  - Notices of Action
  - Form generation
  - Cosmetic issues

- Eligibility:
  - Questions on EDBC results

CalSAWS Incident Backlog

Post Go-Live Findings

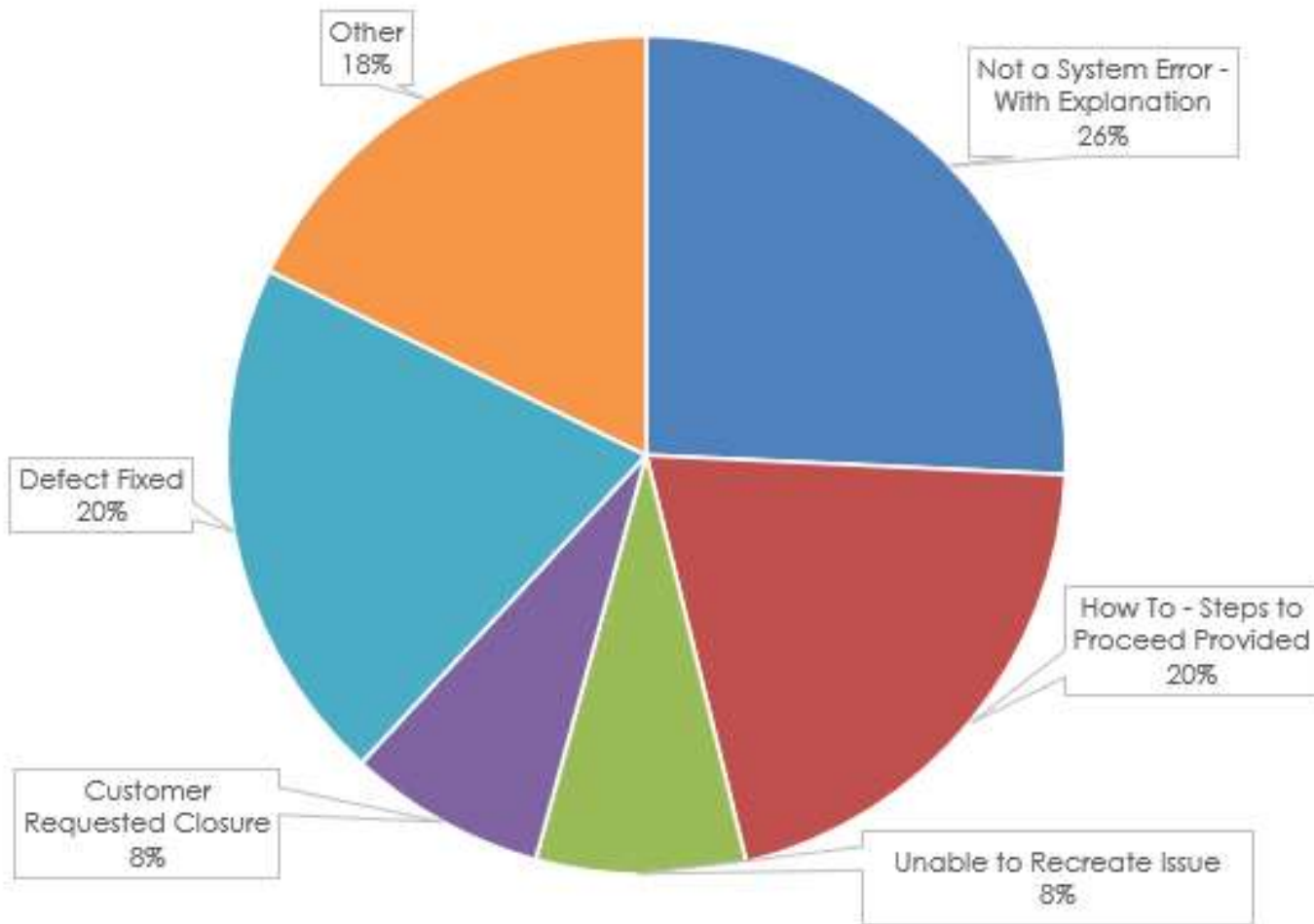Majority of Resolution reasons fall into four non-Defect categories:

Pie chart categories:
- Not a System Error - With Explanation 26%
- How To - Steps to Proceed Provided 20%
- Unable to Recreate Issue 8%
- Customer Requested Closure 8%
- Defect Fixed 20%
- Other 18%

- More than 50% of tickets are resolved by educating workers

- 20% of incidents addressed by a code defect

- Remaining incidents generally closed with resolution of an issue (i.e., connectivity issue)

- Incidents are only closed after issue has been addressed or confirmed working as planned

CalSAWS Incident Backlog

Path Forward

The backlog of incidents is being addressed by process changes, additional focus on communications, and leveraging additional resources:

Path Forward	Background and Results
Prioritize and address most impactful problems in terms of incidents generated	• Top 20 problems affect more than 700 incidents (7 SCR's and 13 defects) • 8 Defects are targeted for priority release in November with the remainder to be released when ready through December
Daily standups with teams for top 3 assignment groups	• Imaging challenges resulting in 20% of the incidents • Correspondence questions related to >15% of incidents • Eligibility questions related to >20% of incidents
Leverage automation in ServiceNow for electronic notifications freeing Service Desk staff for in person follow-ups	• More time allocated for call back process to obtain additional information on outstanding incidents • >50% reduction in "Pending Additional Information" tickets in past two weeks
Leveraging the additional enhanced post cutover support activities to conduct "high touch" sessions	• Focus areas based on related incident volumes to address functional / processing questions • Goal of reducing the number of new incidents that are ultimately closed as working as designed • Publish additional Fact Sheets based on incident volumes

Correspondence Overview
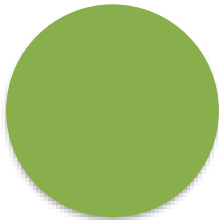
Background

- As part of determining the scope of C-IV Migration, it was decided that since LRS was a functioning system, built on a C-IV base, the following areas were scoped out of migration:
  - State forms*
  - Notices (LA County LEADER NOAs were brought into LRS to replace the C-IV NOAs)
  - EDBC rules, based on C-IV, with some modifications for LA County LRS

- From 2013 through 2017, each System had a different philosophy regarding prioritizing and automating changes.
  - Systems were able to leverage the "substitutes permitted" option on State forms to add their own verbiage to support their own business processes to forms
  - LRS NOAs and NOA framework were leveraged from LEADER.

- Starting in 2018, regional committees were established, and 40 counties had input into future CalSAWS changes

- Post go-live, the C-IV counties have identified functional differences in the correspondence area that may need to be enhanced for the counties to operate more effectively in CalSAWS. Some of these differences relate to changes made in CalSAWS prior to the 40/58 county governance process

80 of the highest volume State forms were compared during DDI and changes were implemented during Migration DD&I

Post Go-live Findings

- Compiled and categorize county findings and feedback from:
  - Trouble tickets
  - Escalations from the daily post deployment support call
  - Target sessions with counties

- Presented CW/CF/MC findings with the counties
  - Meeting held with the MC/CW/CF committees on 10/21/2021:
    - Over 200 attendees
    - 25 items were reviewed
    - Counties identified eight items based on prior county escalations
    - Participants flagged an additional nine items for further input

Path Forward

- Leverage a streamlined process for moving items through the System Development Lifecycle (SDLC)
  - Leverage Agile development principles
  - Create separate workstreams and groups, as appropriate. For example, State Forms, Notices of Action
  - Deliver functionality to production through priority releases or release when ready process
- Mobilize the teams and workgroups to support the workstreams
  - Focus on post go-live findings and closing the gap

CalSAWS Imaging

- Update from Accenture, Hyland, and ClearBest Executives
- Solution Status, Performance, and Stabilization
- Scalability Testing

Agenda

① Go Live Performance Impact

② Identified Imaging Improvements

③ Retrospective

④ Next Steps

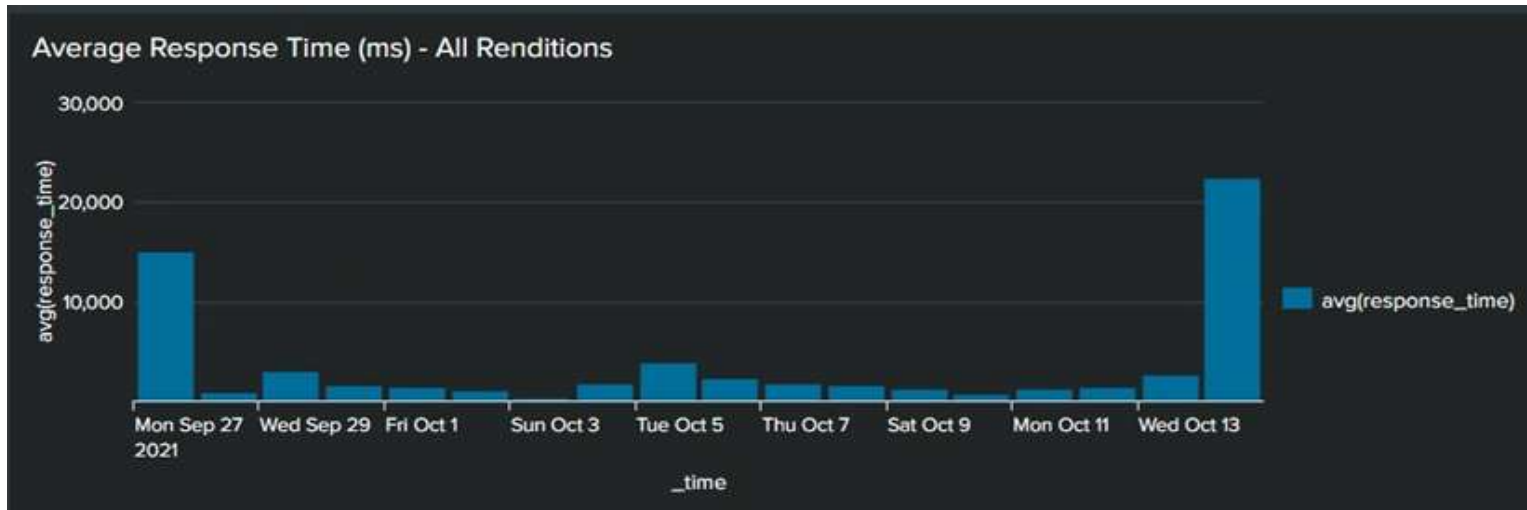# Go Live Performance Impact

Hyland Executives – Imaging Solution

Names and Roles

- Rob Niehaus, Vice President, Global Services
- Matt Knecht, Senior Manager, Government Services

Post Go-Live User Experience

Performance data for rendering of images

Average Response Time (ms) - All Renditions

9/27 – 10/14; All Sizes 20,000 milliseconds = 20 seconds

County Worker Experience

- Multiple instances of system slowness and downtime during the first three weeks after go-live
- Slow processing times of importing documents from the BenefitsCal portal due to performance
- Slow performance viewing documents
- Intermittent blank pages, errors, and grey screens when attempting to view documents
- High wait times and system timing out
- Slow performance when scanning documents into the solution
- Slow performance when using public kiosks at the county offices to scan their documents

Post Go-Live Actions Taken

Summary of actions taken

Issue	Actions Completed
Overall Slowness (Including image rendering errors, slow scanning, slow searches, etc.)	• Deployed patch to address slow search queries • Upgraded servers and I/O throughput on EC2 Instances • Deployed patch and scaled out image conversion services to improve performance • Updated CalSAWS Images button logic for increased efficiency
Resource contention	• Split Content and Brainware databases to avoid contention
Large files created upon conversion	• Reviewed and updated compression settings • Normalized unidentified file types into standard document formats • Continuing to identify methods to reduce file size further without sacrificing quality or performance
Brainware export errors and timeout	• Split out documents by status to process more efficiently
Large documents captured via Experience App	• File size limit has been deployed to Production
Large files in system	• Converted large files externally and re-imported into system to improve efficiency in renditions and Brainware processing

Post Go-Live User Experience

System stability and improved user experience after actions taken
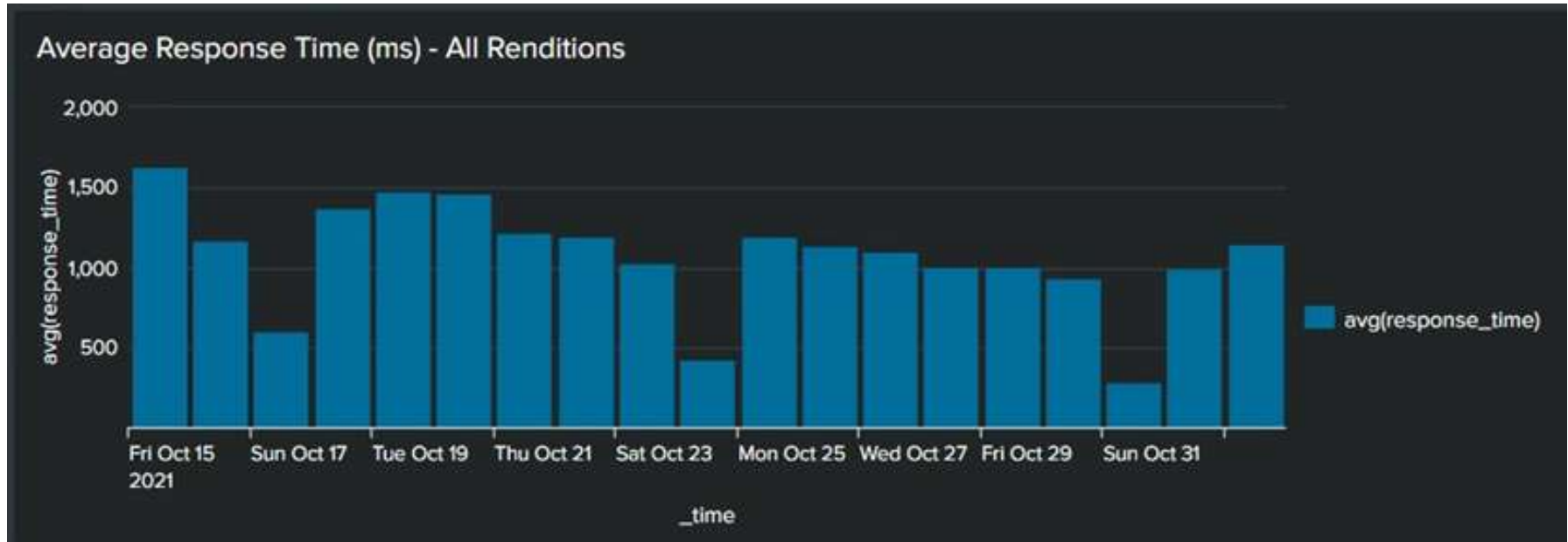
10/15 – 11/2; All Sizes 2,000 milliseconds = 2 seconds

- Scale is 2 seconds and less

Identified Imaging Improvements

Comparing the Business Process Flow
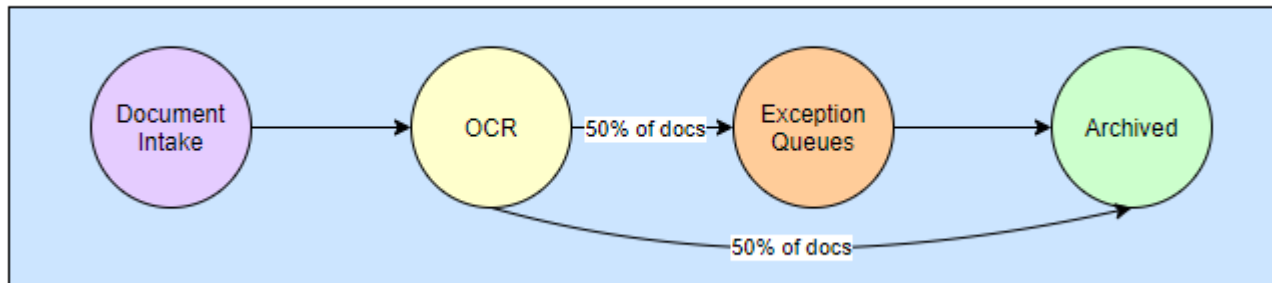## Introduction of OCR (Optical Character Recognition)

C-IV Legacy Flow
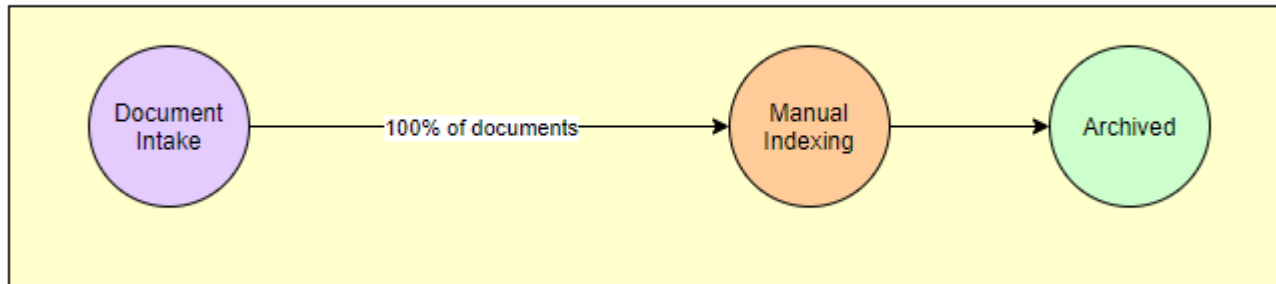
- In Legacy – County workers manually processed 100% of documents
  - No OCR capability, 0% processed

CalSAWS Flow

- In the updated model – OCR capability is automatically processing 50% of the documents
  - County workers are manually processing documents that OCR is unable to categorize

Improving the Business Process

Categories for OCR Exception Queues and Next Steps
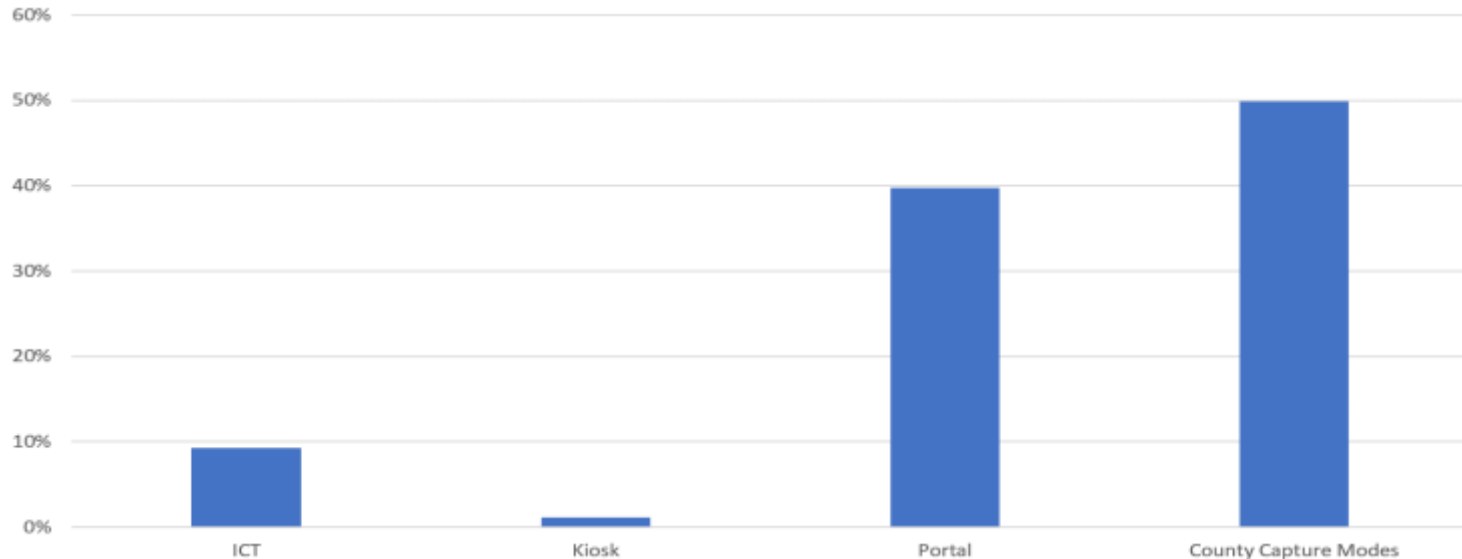
*Data from October 23rd – November 1st

Capture Sources	Sum of Documents
ICT	49,080
Kiosk	5,866
Portal	209,377
County Capture Modes	263,150
Grand Total	**527,473**

Next Steps for Improving OCR

ICT (10%)
- Implemented in CA-235100 in 21.11.03

Portal (39%)
- Short Term – Bypass OCR by indexing with portal values
- Long Term – Develop a QA process to ensure best practices and reduce error rate to reimplement OCR

County Capture Modes (51%)
- Provide best practices documentation
- Continue researching/tuning OCR to improve success rates

Retrospective

Summary – Lessons Learned

Key Themes

- Performance Tests

- Functional Test Scenarios and Practices

- Operational Efficiencies

Performance Testing Improvements

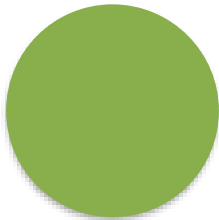## Access and Performance Issues

- **Initial performance testing included:**
  - Simulated document creation, storing, viewing, and routing of documents
  - Used standard file types and page sizes of 70KB and 317KB
  - Limited number and type of views
  - Limited image conversion testing

Test	Date	Status	% of Users	Capture/Hour	Views/Hour	Routes/Hour
1	03/04/2021	Delivered	50	7,979	7,000	7,979
2	06/10/2021	Delivered	100	19,947	25,000	19,947

- **Improvements to future performance testing:**
  - Use varied file types and page sizes based on current and anticipated load
  - Include high volume, critical, less common, and more complex searches
  - Review provided session log files and process flows to model simulation tests
  - Increase testing of image conversion process
  - Update testing volume based on statistics and observations from existing CalSAWS environment
  - Add additional test cases and increase test volume based on provided feedback from LA County and CalWIN Counties.

Performance Testing Improvements

Testing Performed and Recommendations

Area	Testing Performed	Recommendations

Imaging Performance and Stability	• Performance testing conducted was based on Hyland SLA targets and standard C-IV document sizes
	• External source documents (e.g., BenefitsCal):
	   • Documents used for this testing did not uncover the file conversion issues prior to OCR
	   • TIFF conversion of files for OCR(Optical Character Recognition) processing ballooned documents to GB size (e.g., 9MB to 4GB).
	• Hyland performance testing was executed independently with each interface partner
		• Leverage workstation logs to add specific test scenarios to performance test. Include high volume, critical, less common, and more complex searches
		• Enhance performance test plan with representative CalSAWS loads and additional use cases (scanning, classification):
		   • Add test cases and increase test volume based on feedback from Los Angeles
		   • Use varied file types and page sizes from real sample documents based on current and anticipated load
		   • Plan to run bulk upload of new files
		   • Conduct CalSAWS, Hyland, and BenefitsCal end to end concurrent tests
		• Continue to identify methods to reduce file size without sacrificing quality or performance
		• Confirm all processes running in current CalSAWS Production are executed in CalWIN UAT

Functional Testing Scenarios and Practices

Across Test Phases

- Conduct more End-to-End Testing

- Reduce technology impacts on testing process by increasing on-site testing (e.g., Remote testing software, AppStream, masked issues)

- Use of new vs. converted documents (e.g., testing of classification process)

- Use larger production samples for Brainware (OCR) to improve document classification

Functional Test Improvements

Testing Performed and Recommendations

Area	Testing Performed	Recommendations

End-to-End Tests and Processing
 	
Conduct testing from the point of origin through task generation and viewing of the documents
	• End-to-End Testing in UAT:
	  • Virtual tools used to support remote testing limited the ability to test OCR intake, task generation, and document viewing
	  • Security restrictions due to remote testing with production data sets limited testing to documents already loaded
	  • Limited testing completed with physical scanners
		• Test all document ingestion modes (Capture/Upload, Virtual Print, Scan, BenefitsCal, and ICT), which requires support for on-site testing to avoid remote work limitations
		• Increase use of new documents vs converted documents (testing of classification process)
		• County participants to set up Document routing rule (DRR) and validate during UAT
		• Expand testing time for configuring task generation and testing the configuration

High Volumes in Exception Queues for Indexing Optical Character Recognition (OCR) document classification rate lower than anticipated which cause worker tasks to not be generated timely	• County variation of forms scanned. Test was run with approximately 70 form types that had been tuned as LearnSets for Brainware. • Tested to expectation of scan quality and form types, positive testing. • Simulated creation, storing, viewing, and routing of documents with sample volumes • Used standard file types and page sizes. • Limited image conversion testing	• Continue to make updates to Brainware (OCR) LearnSets as defects are reported • Use larger production samples for Brainware (OCR) to improve document classification, which include live samples from future county Go-Lives to train Brainware (OCR) properly • Implement QA of documents captured through portal to ensure proper orientation • Provide counties and implementation support teams list of best practices. • CalWIN ISS team works with counties to confirm implementation of best practices

Operational Efficiencies
Post Go-Live Operations

- **Document Deletion** – Hyland platform operational scripts aligned to CalSAWS configurations

- **County Specific Scanner Exceptions** – Incorporate County scanners validation (with support of the Counties) as part of the implementation readiness activities

Operational Efficiencies
Testing Performed and Recommendations

Area	Testing Performed	Recommendations
Document Deletion Over 205,000 documents were accidently deleted by an operational process.	• Folder Deletion script is designed to purge folders without documents. • Folders tested in UAT contained shortcuts instead of documents. • Script cleared the shortcuts, which resulted in the script appearing to function as intended.	• Hyland has updated the Folder Deletion Script and is testing it in non-production environments. • Review all future utilities with Accenture, Consortium, and QA. • Conduct Positive and Negative Testing .
County Specific Scanner Exceptions • Slow scan of documents into the solution, including on public kiosks • Failure of scan process	• For 39 county migration, a sample of scanners and network models were tested. • At Go-Live, there were some local workstation configuration issues with the scanners.	• For LA County and each CalWIN county (by wave): • Confirm full inventory of scanner types with counties. • Test scanner types and county network models. • Technical team to provide CalWIN ISS team with list of tested scanners and optimal scanner configurations, as known. • CalWIN ISS team to include scanner configuration testing in County Readiness Checklist. • Incorporate a validation step (sample at large counties) as part of cutover to confirm functionality.

Next Steps

Next Steps

- Continue to tune/improve OCR recognition/processing

  - Work with LA and CalWIN Counties to capture existing OCR process and incorporate into the training and testing process

- Enhance Performance Testing with Los Angeles and CalWIN Counties production images based on lessons learned from C-IV go-live

- Continue the Document Migrations with Los Angeles and CalWIN Counties

- Capture lessons learned from other Hyland references

- Provide LA County and CalWIN ISS with best practices and lessons learned for readiness activities

- Add on-site imaging testing during LA County Validation (Imaging) and UAT for CalWIN
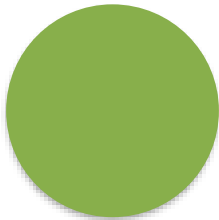
Next Steps
Communications

Meeting	Date	Status Update
Imaging Committee Meeting	11/18/2021	• Go-Live Performance Impact • Update on Imaging Improvements • Retrospective and next steps
Imaging Committee Meeting	12/16/2021	• Update on preparation work for Performance Testing (e.g., Staging updates) • Provide details on updated performance metrics that we are going to use. • Review proposed new timeline for LA go-live • Update for LA on document migration status • Update for CalWIN Wave 1 on document migration status
PSC	12/16/2021	• Update on preparation work for Performance Testing (e.g., Staging updates) • Provide details on updated performance metrics that we are going to use. • Review proposed new timeline for LA go-live • Update for LA on document migration status • Update for CalWIN Wave 1 on document migration status
JPA	12/17/2021	• Update on preparation work for Performance Testing (e.g., Staging updates) • Provide details on updated performance metrics that we are going to use. • Review proposed new timeline for LA go-live • Update for LA on document migration status • Update for CalWIN Wave 1 on document migration status
JPA General Membership	1/27/2022	• Review performance testing status and results • Review overall timeline • Update for LA on document migration status • Update for CalWIN Wave 1 on document migration status • LA County UAT Update

Update on Post-Go-Live Action Items

- Metrics Scrutinization for Duplicates
- Prioritization Process and Determining Gaps
  - Findings, resolutions, and path forward
- Routine Notification to Counties of Training Updates
- Update on County access to BenefitsCal JIRA items

Post Go-Live Action Items

Updates

- Metrics Scrutinization for Duplicates
    - Discussed concern with Correspondence Team and they continue to monitor for any global issues reported with duplication
    - Reached out to PSC Members who escalated to get more county specific details
- Prioritization Process and Determining Gaps
    - ☐ Correspondence efforts are underway as described in earlier section
    - ☐ Imaging items continue to be tracked through resolution
    - ☐ Issue tracker from County Stakeholder calls continues to monitor escalations and resolution of existing items – As of 11/12/21 - 164 of 253 have been closed (65%)
- Routine Notification to Counties of Training Updates
    - CalSAWS Informational Alert sent on 10/28/21
    - Alerts will be sent mid-cycle in addition to the LMS Release Notes which are sent out with major releases
- Update on County access to BenefitsCal JIRA items

Retrospective and Lessons Learned from the C-IV Migration

Retrospective and Lessons Learned from C-IV

Retrospective Methodology

Looking Back

C-IV Migration

✓ What Went Well

✓ Opportunities and Improvements

✓ Action Plans/Next Steps

Looking at Where We Are Now
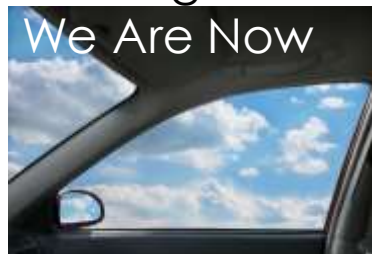
40-County CalSAWS in Production

✓ High System Performance

✓ Services Provided/Benefits Issued

✓ Defects Being Resolved

✓ Expedited Changes to Meet Needs

✓ Ready for CalSAWS R21.11 and BenefitsCal R2.0
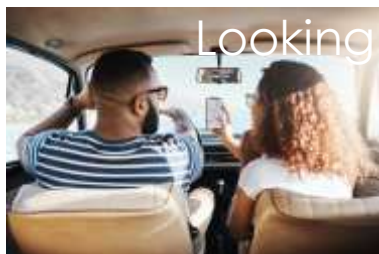
Looking Forward

LA County Imaging and BenefitsCal CalWIN Migration

✓ Incorporating Lessons Learned

✓ Adjusting Plans

✓ Involving Counties Early

Retrospective and Lessons Learned from C-IV

Retrospective Themes

Test Improvement

8 retro sessions
88 participants

UAT Improvement

5 retro sessions
5-8 participants

Conversion Improvement

2 retro sessions
15-20 participants

Imp/OCM/Training Improvement

5 retro sessions
41 participants

Overarching Themes for CalWIN

- Earlier County Interaction with the System

- Early Discussions on Decisions Made

- Business Process-Oriented Testing

- Onsite and High-Volume Imaging Testing

- Predictive Analysis for CalWIN Load and Usage Patterns

- Earlier Testing with Converted Data in Highly Integrated Environments using Expanded End-to-End Scripts

- Earlier County Prep

- Policy Compliance Testing

Retrospective and Lessons Learned from C-IV

Retrospective Themes

Test Improvement

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88 participants

UAT Improvement

5 retro sessions
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Conversion Improvement

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15-20 participants

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41 participants

Overarching Themes for LA Imaging

- Enhanced Performance Testing
  (higher volumes of varied file types and page sizes)

- Increased Testing of Image Conversion

- More End-to-End Testing

- Reduce Technology Impacts

- New Documents Imaged

- Make Brainware Smarter Faster

- Align Hyland Operational Scripts to CalSAWS Configurations

- All Office Scanner Configuration Checks and Hands-on Training

Retrospective and Lessons Learned from C-IV

Post Go-Live Hotspots

Area	Project Response and Look Forward
Imaging Performance, stability, and functionality	• Identified root causes and resolved performance within 2 weeks of go-live and restored all deleted documents. • Expanding testing, reducing technology impacts, and improving software in preparation for LA and CalWIN.
CalSAWS Performance System slowness in first three days (e.g., Workload Inventory) and continued batch tuning	• Quickly adjusted load balancing, and performance improved to normal levels. Continuing to tune batch jobs. • Evaluating current CalWIN usage patterns to conduct predictive analyses and adjust CalSAWS system load and usage models accordingly. Updating batch environment and tightly tuning.
CalSAWS Forms/Correspondence and Reports As-Is Correspondence and Reports did not meet business needs of all 40 counties	• Held workgroups to answer questions and suss out defects from changes. Expedited changes, where appropriate. • Conduct early discussions and testing with CalWIN counties to identify differences and needs earlier.
CalSAWS Fiscal Isolated incidents affecting Local Warrant Printing, Direct Deposit, Homeless Assistance, and FIS-EBT timeouts	• Resolved the individual issues quickly and identified that LA and C-IV County business processes differ greatly for fiscal. • Involve county testers early to help identify gaps and concerns, validate security role assignments, and add county readiness checklist items for county DD interfaces.
BenefitsCal Customer logins, usability items, application transfers, GetCalFresh Support, and Office Mapping	• Quickly deployed new customer login functionality and instructions, deployed updates for routing applications to offices, and worked with GCF to support triage items. • Update test environment configurations and implement identified changes and timings for usability and application transfer items.

Retrospective and Lessons Learned from C-IV

Moving Along Together

QA tracks, monitors, helps teams adjust, and reports on progress

Training and OCM

Early identification of differences in understanding, expectations, and system to improve training, change management, and communications

System Change Requests

Help with conversations around county business needs and system functionality to escalate change discussions early
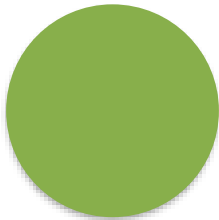
System Defects*

Working with teams to improve test coverage and involve county testers earlier to surface potential defects earlier

Most defects found in post-production impacted low volumes (less than 10% of the caseload) and/or were isolated scenarios, which can be difficult to identify and test against
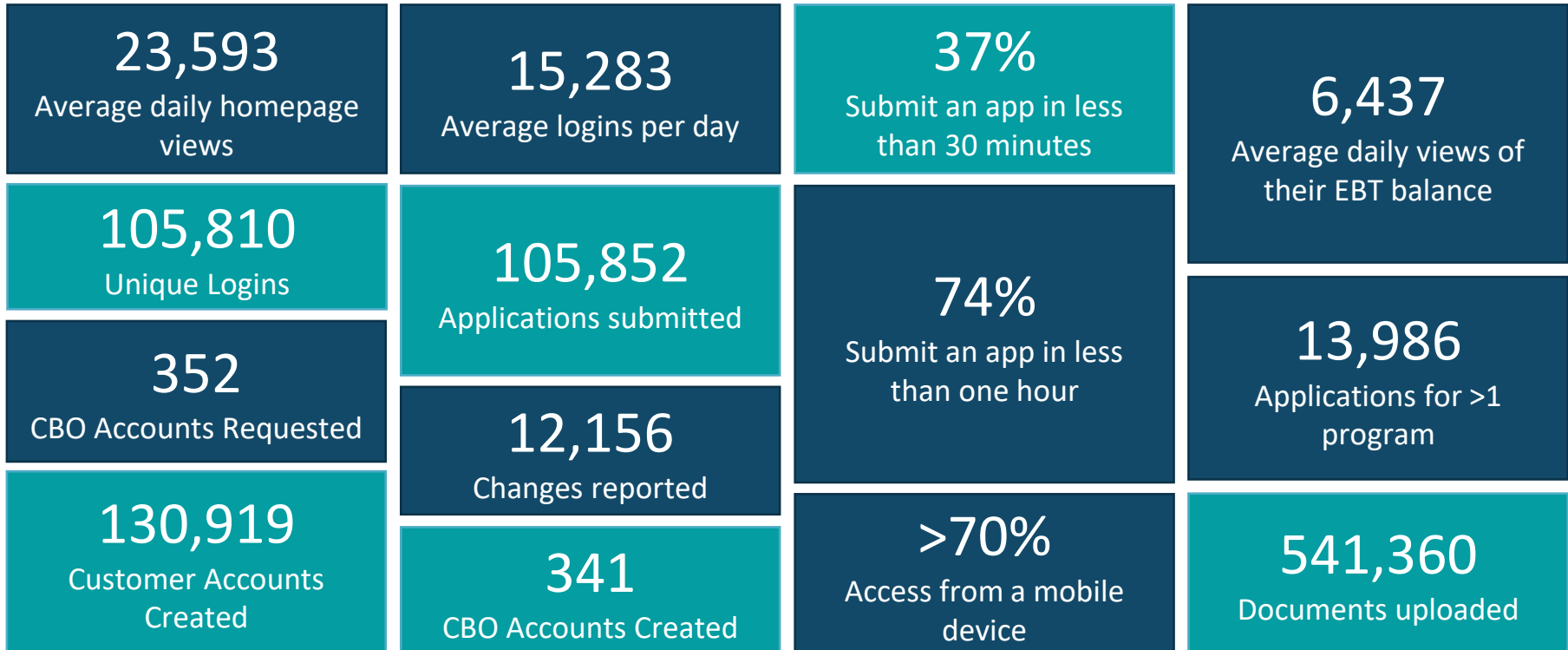
BenefitsCal

- CX and Usage Updates
- Upcoming Releases

BenefitsCal Post Go-Live

Preliminary Usage Statistics between September 27th to November 7th

23,593 — Average daily homepage views	**15,283** — Average logins per day
105,810 — Unique Logins	**105,852** — Applications submitted
352 — CBO Accounts Requested	**12,156** — Changes reported
130,919 — Customer Accounts Created	**341** — CBO Accounts Created

37% — Submit an app in less than 30 minutes	**6,437** — Average daily views of their EBT balance
74% — Submit an app in less than one hour	**13,986** — Applications for >1 program
>70% — Access from a mobile device	**541,360** — Documents uploaded

BenefitsCal: Applications Submitted

105,852 applications submitted between September 27th to November 7th
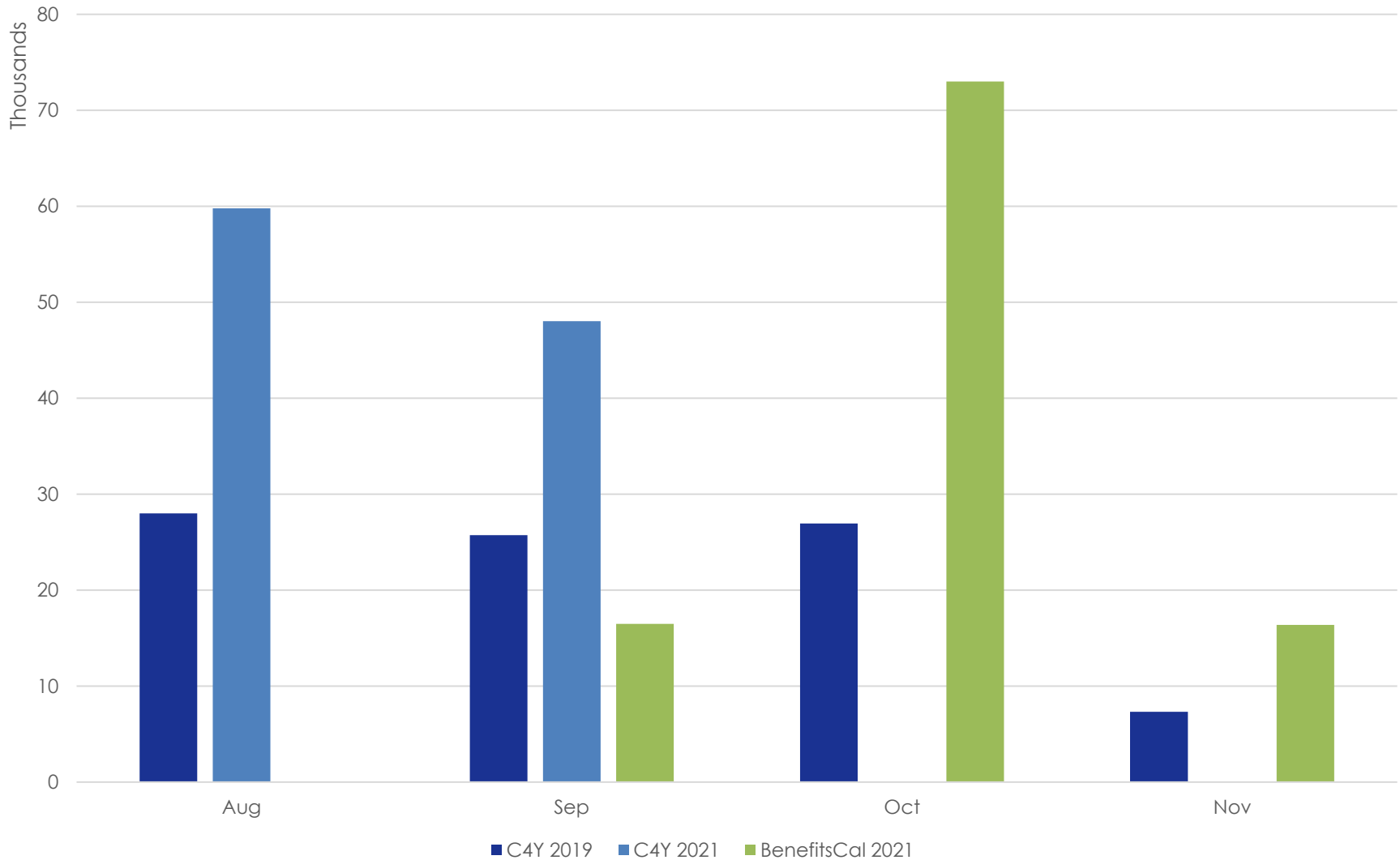
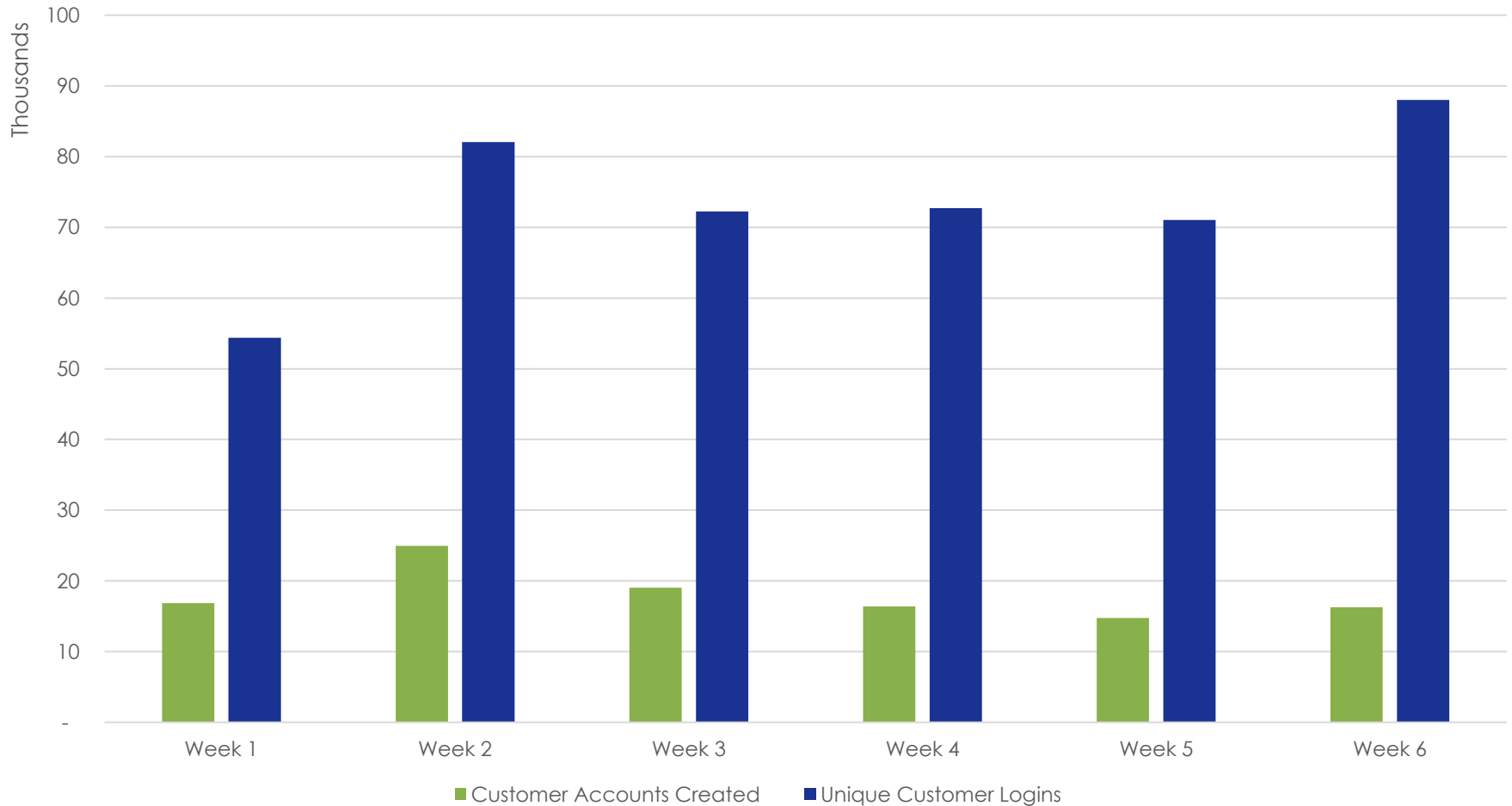# BenefitsCal: Customer Account Activity

Customers have started to adopt the BenefitsCal portal with a **total of 130,919 accounts created** and a daily* **average of 15,187 unique logins** between September 27th to November 7th.

■ Customer Accounts Created ■ Unique Customer 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 341 accounts created** and a daily* **average of 96 unique logins** between September 27th to November 7th.

Legend: ■ CBO Accounts Created ■ CBO User Logins
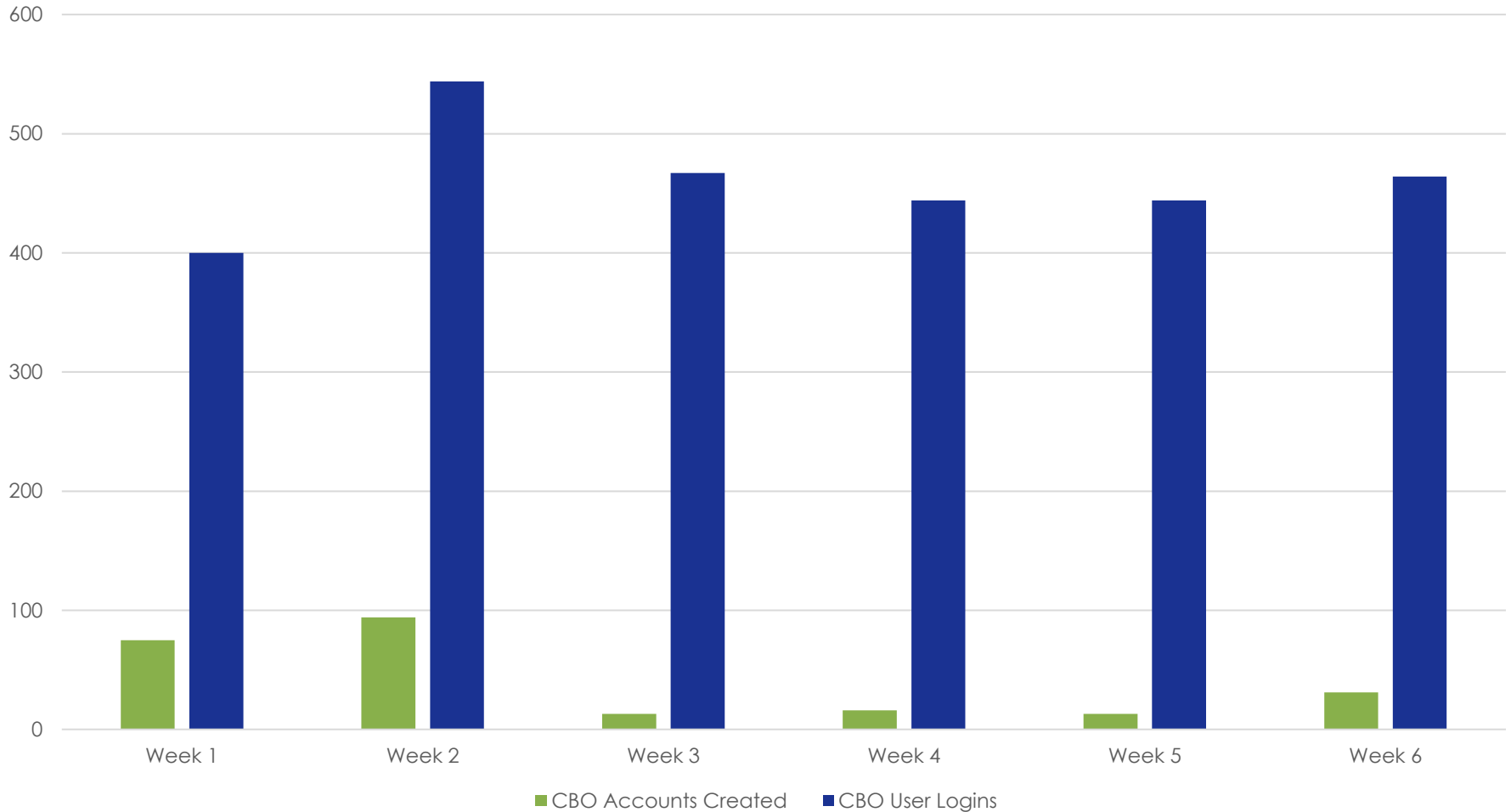
*Daily totals are based on data that was collected between 9:00AM to 5:00PM PST.

BenefitsCal Release 2.0

Release 2.0 Summary

Release	2.0
Production Date	Deploying 11/21/21 evening
Scope	• EBT/BIC Card Replacement • VITA Requests • GA/GR Program (for Counties opted-in) • Interview Nudge (for Counties opted-in)
Status Updates	• System Test Complete • UAT in remaining Defect Retest • Next Greenlight:

BenefitsCal Release 2.0

Release 2.0 Readiness

	Readiness Area	Status
🟢	**UAT**	• Remaining UAT defects in retest, closure
🟢	**Conversion**	• LA County completed CBO user data by 10/20/21 • Customer conversion on hold pending LA Cutover date decision
⚪	**Training**	• On hold pending LA Cutover date decision
⚪	**Communications**	• On hold pending LA Cutover date decision
🟢	**Release Planning (YBN Cutover)**	• Planning session hosted 10/13/21 • Additional activities on hold pending LA Cutover date decision

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

BenefitsCal Release 3.0

Release 3.0 Summary

Release	3.0
Production Date	Deploying 04/24/21 evening

Scope	• Additional Languages
	   • Arabic
	   • Farsi
	   • Hindi
	   • Khmer
	   • Japanese
	   • Mien
	   • Punjabi
	   • Thai
	   • Ukrainian
	• IRT Reminders
	• County Ad Hoc Reports (Qlik)

Status Updates	• Design in deliverable review (GSD submitted 11/05/21) • Design FDEL approval due 12/09/21 • Development to begin 12/06/21

Policy and Application Development Update

Policy Implementation

Timeline

Change	Release Date
October outage CF Mass Replacement	11/18 CalSAWS 11/19 CalWIN
CalSAWS Release 21.11 BenefitsCal 2.0	11/22/2021
CalFresh Emergency Allotments (Nov/Oct/Sep)	12/4 CalSAWS 12/11 CalWIN
SSA 2022 COLA values available	12/4/2021
SSA 2022 COLA batch run	12/11/2021
CalSAWS Release 22.01	1/24/2022

CalWIN ISS Update

Wave 1 Timeline
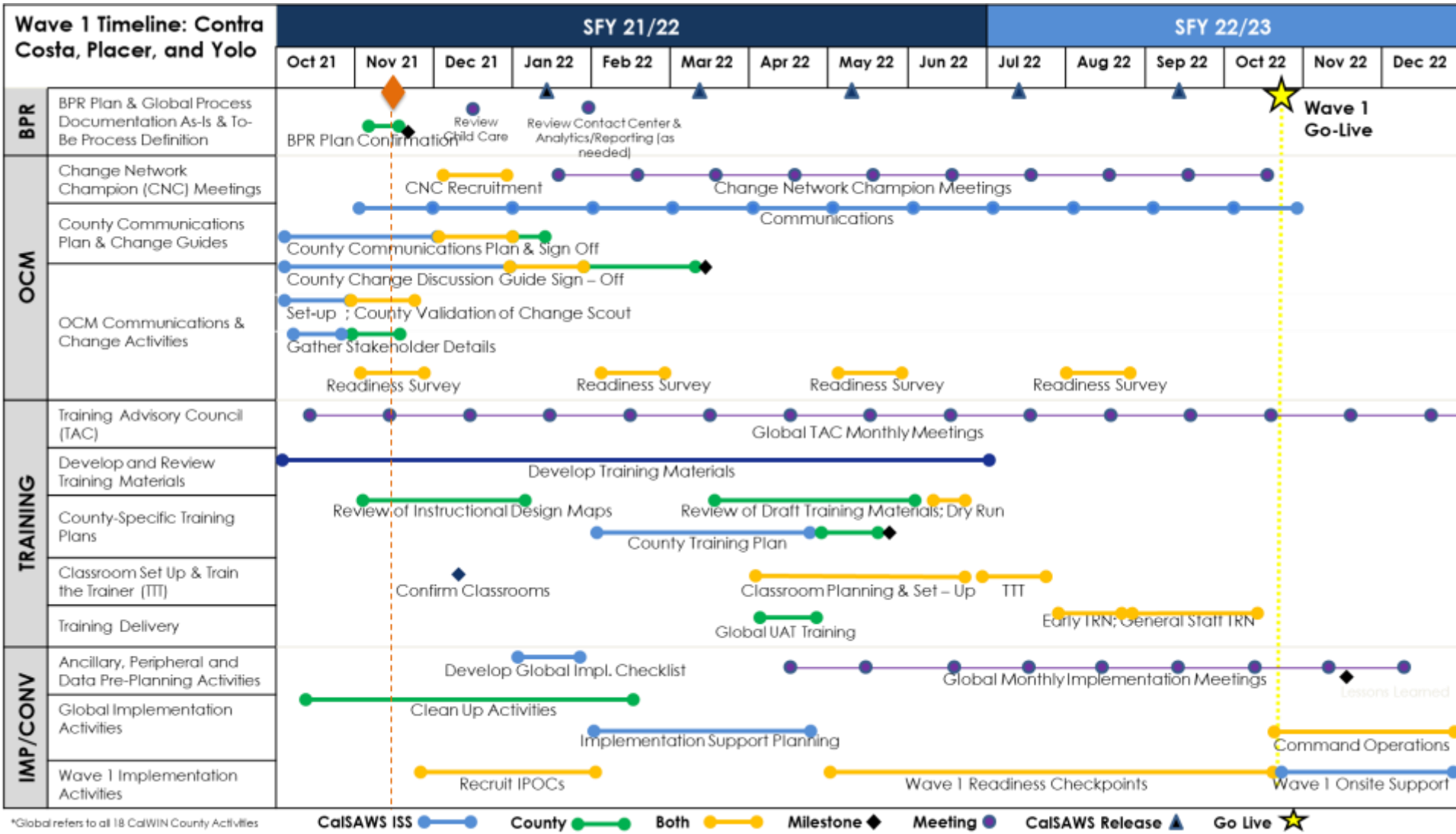
**As of 11/17/21

Business Process Reengineering(BPR)

To-Be Status

- Waves 1-2 – **ON-TRACK**
  - Wave-1 To-Be Final Work Product (FWP) and Closeout – **COMPLETE**
  - Wave-2 To-Be Sessions – **COMPLETE**
  - Wave-2 To-Be Draft Work Product (DWP) Submission – **COMPLETE**
  - Wave-2 To-Be Final Work Product (FWP) Sign-Off – **COMPLETE**

- Wave 3 – **ON-TRACK**
  - To-Be Sessions for Santa Barbara – **COMPLETE**
  - To-Be Sessions for Orange and Ventura – **IN-PROGRESS**

- Waves 4-6 – **ON-TRACK**
  - Waves 4-6 To-Be preparation is in-progress

Business Process Reengineering(BPR)

To-Be Schedule Update

Based on experience through Waves 1–3 , we are making a slight adjustment to the schedule for Waves 4–6:

- There is no change to the To-Be session duration or the review duration. This is consistent for all Counties Waves 2-6.
- One week of transition time has been added between when one set of most Wave 4-6 Counties' To-Be sessions end and when the next set of To-Be sessions start.

One Week of transition between Counties' To-Be Sessions

	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	11/08/21
Santa Clara	09/13/21	10/08/21	10/11/21	10/22/21	11/01/21	11/08/21
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	12/20/21	01/07/21	01/18/22	01/24/22
Ventura	11/15/21	12/14/21	12/20/21	01/07/21	01/18/22	01/24/22
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	02/14/22	03/11/22	03/14/22	03/25/22	04/04/22	04/08/22
Wave 5						
Alameda	03/21/22	04/15/22	04/18/22	04/29/22	05/09/22	05/13/22
Fresno	03/21/22	04/15/22	04/18/22	04/29/22	05/09/22	05/13/22
Sonoma	04/25/22	05/20/22	05/23/22	06/06/22	06/14/22	06/20/22
Wave 6						
San Francisco	04/25/22	05/20/22	05/23/22	06/06/22	06/14/22	06/20/22
Sacramento	05/31/22	06/27/22	06/28/22	07/15/22	07/25/22	07/29/22
San Luis Obispo	05/31/22	06/27/22	06/28/22	07/15/22	07/25/22	07/29/22

Implementation

Cross-Team Implementation Planning

Organizing meetings with key project contacts in each of the following areas:

- Analytics/Reporting
- APIs for Ancillary Systems
- Caseload/Appointment Management
- Central Print
- Contact Center/IVR
- Fiscal – Setup, Configuration, Interface Testing, Local Warrant Print, Direct Deposit, Homeless Assistance
- Help Desk
- Imaging
- Lobby Management
- Network Connectivity
- Security
- Task Management

Objectives:

- Provide Counties with clear direction and coordination across all CalSAWS project workstreams
- Clearly communicate expectations around Timelines, Key Milestones, Level-of-Effort, and Key Decisions

Implementation: Conversion Readiness Activities

Case Review Guide and Draft Delivery Schedule for prioritized clean-up items

- Delivered the second CRG – Add/Update Area Code/Phone Number for Individuals to counties
- Conducted office hours
- Prioritization/review completed for remaining items
- Incorporating into the Data Cleansing Support Tool (November 2021)

Clean-Up Item	CRG Delivery Date
CalWIN allows more characters for Individual Address, than CalSAWS.	01/07/22
CalWIN allows more characters for Authorized Rep Address, than CalSAWS.	01/07/22
CalWIN counties have added identifiers such as "Not" and "Do Not Use", "Obsolete" to the names of various Vendors/Providers.	01/14/22

Organizational Change Management OCM

Topics for OCM Points of Contacts

November

- Wave 1 Counties Participate in T-12 Readiness Survey

- Conducted the final OCM POC session

December

- Waves 1 & 2 submit selections for Change Network Champions (CNCs) via CRFI response

- Review Change Impacts with Wave 1 Counties

Survey Results:

- ✓ T-12 Wave 1 County Change Readiness Surveys will be distributed on November 15th.

- ✓ Survey will close for responses on November 30th.

- ✓ Survey results will be reviewed with each Wave 1 county in early December.

Training
Topics for Training Advisory Council (TAC)

November 18
- Demonstration of the *Learning Journey Map*
- Instructional Design Reviews

December 15
- Discussion: *Planning for new worker training while implementing CalSAWS*
- Instructional Design Reviews
- Instructor Guide template review

Other Training Highlights:
- ✓ Met with the UAT Team to provide an overview of our training approach & provide input into their training strategy for testers.
- ✓ TAC members are currently reviewing our instructional design documents.
- ✓ We're listening to what is being communicated by C-IV Counties about their training experience & examining ways we can improve training for CalWIN Counties.

Completion of LDS Migration Effort

LDS Migration

- Background
  - LDS was implemented in 2009 to allow the 35 ISAWS Counties to access the read-only copy of the legacy data from the ISAWS.
  - C-IV/CalSAWS hosted a copy until November 1st, 2021.

- Development
  - Generated data/flat files (Converted from LDS)moved to AWS – S3 cloud storage
  - LDS data migrated to CalSAWS local (CDR) environment

- Testing/Validation
  - Performed data validation for the pilot county
  - QA also performed data validation

- Migration to CalSAWS
  - LDS data was converted in Waves
  - Data live in CalSAWS as of Nov 1st, 2021

| Wave	Counties	Total Cases Converted	Date Converted
1	Yuba, Humboldt, Trinity, Glenn, Tuolumne, Nevada, Colusa	151,821	October 15, 2021
2	Kings, Marin, Siskiyou, Imperial, Calaveras, San Joaquin, Tehama	325633	October 19-20, 2021
3	Shasta, Alpine, Inyo, Monterey, Napa, Plumas, Lake, Lassen, Modoc, Mono, Amador, Butte	349979	October 25-26,2021
4	Sutter, Sierra, Mariposa, San Benito, Mendocino, Del Norte, El Dorado, Madera, Kern	398114	October 29-30, 2021

- Broadcast CITs
  - CIT 0128-20 Decommissioning of LDS Application
  - CIT 0142-21 LDS Legacy Data Solution Application
  - CIT 0319-21 Decommissioning Legacy Data Solution LDS

CalSAWS County Validation Strike Team Update

CCCV Strike Team

Migration to the **single CalSAWS system** necessitated the establishment of a **Strike Team** to assist in developing a **voluntary** statewide County Validation framework.

Counties

Project

Consortium

Vendor Partners

CCCV - Update
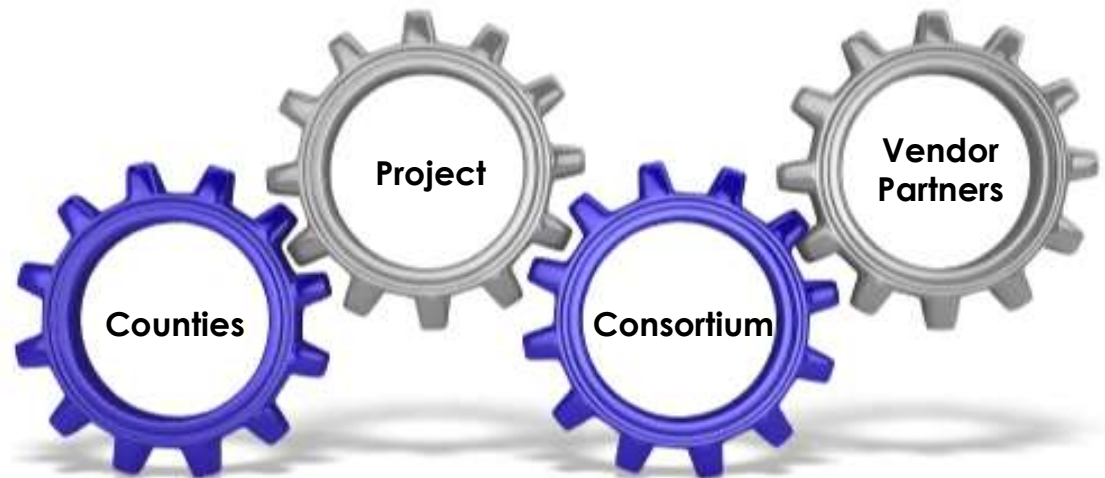
CalSAWS Consortium

County Validation

CCCV Framework

CCCV - Revised Timeline

C-IV Migration

Resources   Timing

Original Pilot
Target =
21.11

Current Scheduled
Pilot = **22.03**

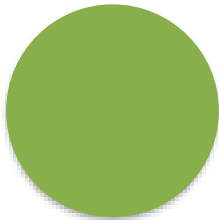# CCCV - Regional/County Participation Options

It's all about Flexibility...

Regional Workgroup Member

- Review Release Content
- Define Test Scope
- Select & Prioritize SCRs
- Identify Participants

Participant

- Execute Test Scenarios
- Document Findings & Submit Issues
- Report test execution status to CCCV Workgroup

Regional Workgroup Member/ Participant

- Combination of Workgroup & Participant Activities

Regional Workgroup Member/ Lead

- Workgroup Member Functions
- Coordinate Regional Participation
- Represent their Region on the CCCV Workgroup

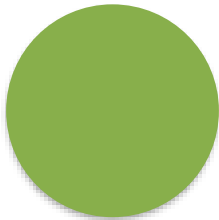*Nominated by Regional Workgroup Members*

CCCV – Pilot Readiness

State Partners Updates

- OSI
- CDSS
- DHCS

Regional Updates

Adjourn Meeting