## CalSAWS | JPA Board of Directors Meeting



## Agenda

- Call Meeting to Order
- 2. Confirmation of Quorum and Agenda Review
- 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 March 18, 2022, based on the following findings:
  - a) The Governor's State of Emergency related to COVID-19 remains in effect; and
  - b) The state of emergency continues to directly impact the ability of the members to meet safely in person.

### **Action Items**

- 5. Approval of Consent Items
  - a. Approval of the Minutes and review of the Action Items from the January 27, 2022, joint meetings of the JPA Member Representatives and Board of Directors Meeting.
  - b. Approval of RGS Amendment 35, which includes addition of new BenefitsCal Manager position, updates to the Section Director position description and rates, and updates to the number of positions for Implementation Coordinator/Training.

## Informational Items

February Legislative Staff Briefing Update

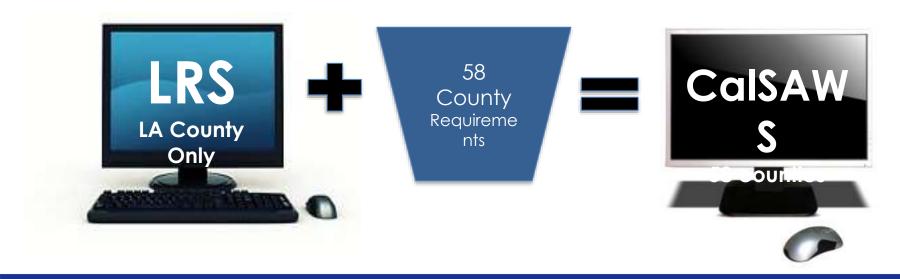


## Journey to CalSAWS

Federal mandate to expand LRS (the SAWS for LA county only) to all 58 Counties by the end of calendar year 2023.

LRS was implemented in Los Angeles in 2016 with the expectation that it would become the foundation for the Statewide System.

Modifications made to make LRS a 58 County System with functionality and flexibility to serve all counties.



## C-IV Migration to CalSAWS

## Moving from 3 systems to 2 systems

After 2+ years of preparation, the majority remotely during the pandemic, C-IV counties were ready to move to CalSAWS

On a long weekend in September 2021, CalSAWS became a reality when the 39 C-IV counties moved to the updated/former LRS (LA County) system!

All 40 counties were able to resume operations successfully on Monday, September 27, 2021

Transaction volumes and system performance reflect pre-migration expectations and counties conduct business as usual

## Ongoing Areas of Focus

## Imaging performance

- After a bit of a rough start, stability of the imaging solution has significantly improved, and system performance is meeting expectations.
- The project continues to work with counties providing additional support as needed and preparing to transition LA County to the Hyland imaging solution.

## **Enhanced Support**

- We are providing support for C-IV counties as we make updates and assisting the counties as they normalize and optimize productivity in the new system.
- Additional county engagement continues through ongoing support sessions to address correspondence and reporting questions.

## Success by the Numbers

19K

Average number of users successfully using CalSAWS on a daily basis \$1B+

Benefits issued for November impacting 3.75M cases across 40 counties

9M+

Transactions handled by the CalSAWS application on a daily basis 4.5M +

Images captured using the newly implemented Hyland Solution post C-IV Cutover

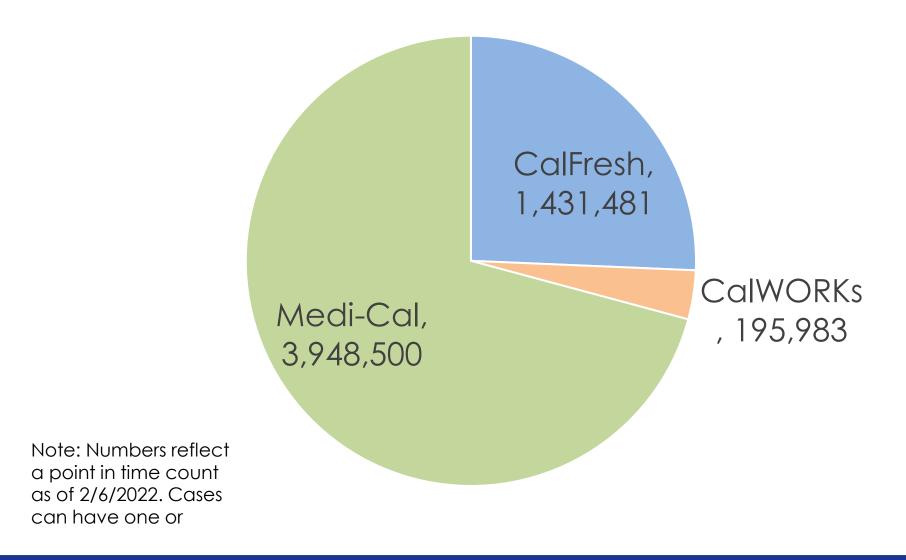
\$350K+

CalFresh Mass Replacement Benefits issued for October 2021 to support recipients on 4,200+ households in 17 counties due to power outages \$248M+

CalFresh Emergency Allotments issued for October 2021 impacting 1.5 million households across 40 counties

Note: User counts and transaction volumes are in line with pre-migration numbers and volume.

## CalSAWS Active Programs (40 Counties)





## BenefitsCal Implementation





### What is BenefitsCal?

# Historically, each SAWS had its own online customer website, also called a customer portal

- C4Yourself served 39 C-IV counties
- YourBenefitsNow serves LA county
- My BCW serves 18 CalWIN counties

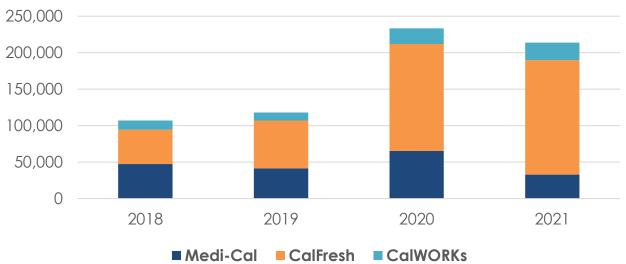
# With the move to CalSAWS, a single customer portal, called BenefitsCal was created

- BenefitsCal lets customers apply for benefits, submit periodic reports, and complete renewals
- Customers have self service options for many case actions, reducing the need for calls or appointments to see the worker
- CBOs can use BenefitsCal to assist customers with applications and submitting documents



## Online Application Comparison by Program





Year	Medi- Cal	CalFresh	CalWORK s	Q4 Total
2018	47,372	47,147	12,447	106,966
2019	41,504	65,617	10,903	118,024
2020	65,324	146,570	21,501	233,395
2021	32,953	156,793	24,200	213,946

- Online applications surged in 2020 as the pandemic began
- Online CalFresh applications increased by 10,223 over 2020 (6.9%)
- Online CalWORKs applications increased by 2,699 over 2020 (12.5%)
- Online Medi-Cal applications decreased by 32,953 over 2020 (-49%), likely due to people staying on coverage during the Public Health Emergency



# Online CalFresh Applications by Source (39 Counties)

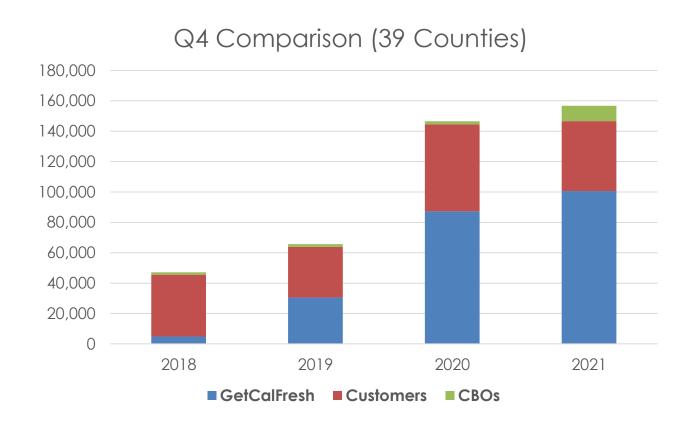


Chart compares online CalFresh application submissions in the 39 former C-IV counties during the fourth quarter of each year, by application source.

Applications submitted directly by CBOs increased 5x



## Success By the Numbers

BenefitsCal went live on 9/27/21 with 39 counties, replacing the C4Yourself portal.

31,336 5 38% 6,437 Average Daily User Average Logins per Submit an app in less Sessions than 30 minutes Customer Average Daily Views of their EBT Balance 146,125 1,622,156 Applications Submitted -**Unique Logins** 75% Medi-Cal, CalWORKs & 19,568 Submit an app in less CalFresh 352 than one hour Applications for >1 **CBO Accounts Requested** 16,903 **Program Changes Reported** 170,344 >71% 785,370 833 **Customer Accounts** Access from a Mobile Documents uploaded Created **CBO Accounts Created** Device



## Implementation Success and Learnings

#### Successes

- Seamless customer transition
- Positive feedback on ease of use
- More than 70% of customers accessed BenefitsCal from their mobile device the mobile-first design is a huge success
- Post go live response support was robust and rapid issue-to-fix in less than 24 hours
- GetCalFresh has successfully submitted over 100K applications

#### What we learned

- It was easier for customers to create a new account than to login to a converted account
- •Increased usage requires increased customer support from the counties
- Work early and often with advocates/state partners to identify priorities

#### On the horizon

- Upcoming releases will include added functionality
- Working with state partners on advocate prioritized requests such as Release of Information (ROI) & expanding Community Based Organization (CBO) dashboard details and reporting

# LA County Move to CalSAWS Imaging & BenefitsCal

### BenefitsCal/Imaging Implementation

### Los Angeles County



- County testing began in January 2022
- Web Based
   Trainings (WBTs) are available now for designated staff and general training for all county staff will start on February 14, 2022
- CalSAWS will provide postdeployment

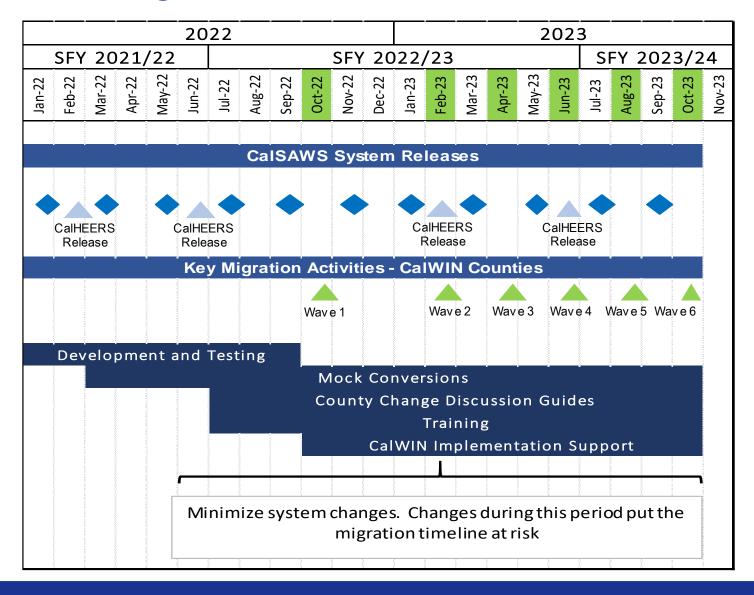
LA County is currently targeted to move to BenefitsCal and CalSAWS Imaging in

### **BenefitsCal**

- County testing began on January 7, 2022
- Training will begin in February 2022
- CalSAWS, with BenefitsCal support, will provide postdeployment support after golive

# CalWIN Migration to CalSAWS

## CalWIN Migration Activities



## CalWIN Counties by Wave/Migration Month

- Contra Costa
- Placer
- Yolwave 1 October 2022

Wave 2 February 2023

- Santa Clara
- Tulare

- Orange
- SantaBarbara
- Ventura Wave 3

April 2023

- •San Diego
- •San Mateo
- •Santa Cruz
- Solano

Wave 4 June 2023 Wave 5 August 2023

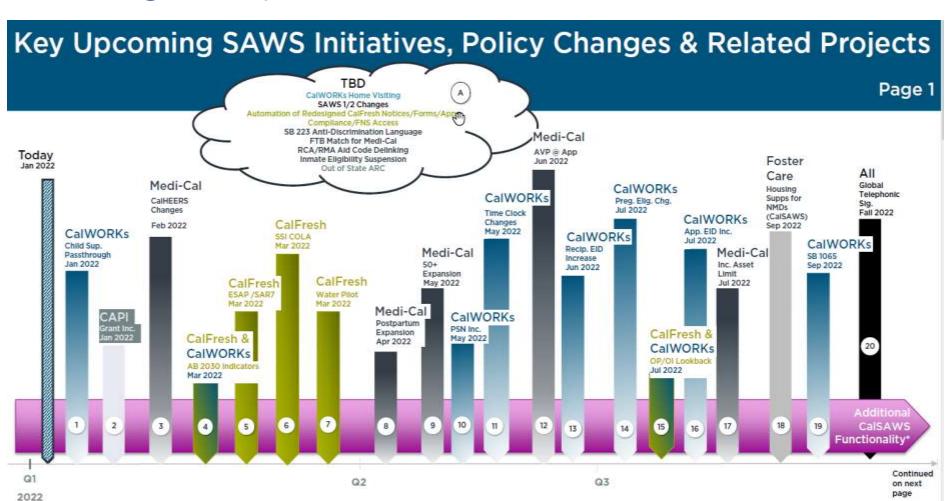
- Alameda
- Fresno
- Sonoma

- Sacramento
- San Francisco
- San Luis Obispo

Wave 6 October 2023

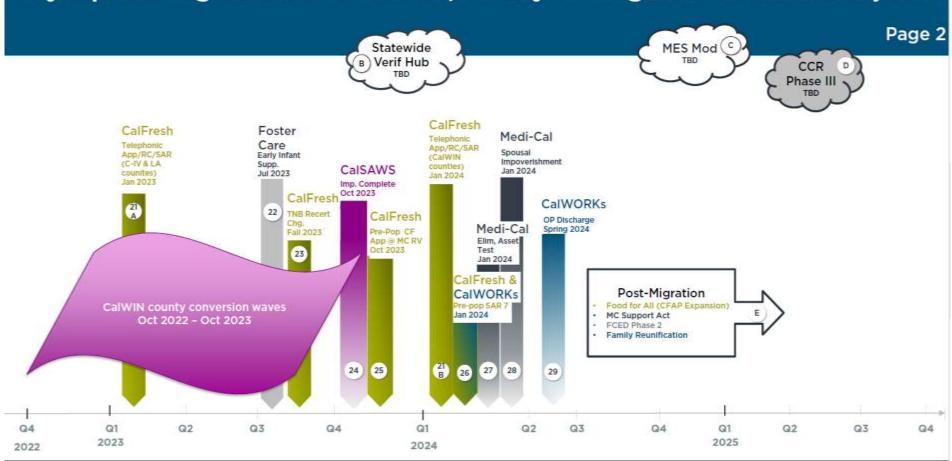
# 2022-2024 Existing Policy Commitments

## **Existing Policy Commitments**



## **Existing Policy Commitments**

Key Upcoming SAWS Initiatives, Policy Changes & Related Projects



# Policy Implementation Timeline Examples

## Policy Implementation Timeline

A typical policy change (outside of the CalSAWS migration period) takes about 9 – 12 months

During the CalWIN migration waves, we will have limited ability to implement policy changes

Any specific policy implementation timeline is dependent on many factors:

- Policy Guidance: clear & complete final state policy, including notices translated into all threshold languages, quick turn-around on follow up questions
- Coordination with Other Changes: other changes underway; multiple releases are always in progress, so automation activities cannot always start immediately
- Competing Priorities: state policy, advocate requests, county requests
- Scheduling: CalSAWS releases are bi-monthly (odd months). Eligibility cycle and noticing timeframes require that automation must be available prior to the effective date in order to calculate benefits and generate timely notices. Example: Implement in January for a March benefit month.



## Journey to CalSAWS

Our top priorities are migration and existing policy commitments. We anticipate having space for new policy changes beginning in mid-2024.

2022-Spring 2024
CalWIN migrati
on (including
post-migration
follow-up)



2022-2024 prior year state budget policy commitments\*



Limited capacity for new state budget policy until summer 2024

- \* Examples of prior year policy commitments (refer to Appendix for more):
- Medi-Cal Older Adult Expansion (for age 50+ regardless of immigration status)
- CalWORKs Time Clock Changes (increase to 60-month time limit and eliminate the 24-month clock)
- CalFresh Pre-populated SAR 7 form and pre-populated applications with Medi-Cal Renewal
- Medi-Cal Flimination of Non-MAGLAsset Limit

## Wrap up



## **Appendix**

- Emergency Response Activities
  - Public Health Emergency
  - Wildfires
  - EBT Scams
- 2020-2021 Policies Completed
- Existing Policy Commitments

## Response to Public Health Emergency

In addition to our planned work for migration and existing policy efforts, the SAWS successfully supported the counties with the following unplanned efforts in response to

Suspended Medi-Cal renewals and reporting requirements

Suspended Medi-Cal batch discontinuances and negative actions

Issued CalFresh pandemic Emergency Allotments to bring households to the maximum allotment for their household size. This is an ongoing monthly effort Increased CalFresh allotments by 15%

Suspended batch processes that would discontinue CalWORKs cases that reach their 48-month time limit

Applied a good cause exemption to not tick the CalWORKs 48month and Welfare to Work 24-month time clocks

Issued Golden State Grants

Continued to support payments for Foster Care non-minor dependents past the age of 21

## Response to California Wildfires

In addition to planned work for migration and existing policy efforts, the SAWS successfully supported the counties with the following unplanned efforts in response to wildfires:

- Issued multiple mass replacements of CalFresh benefits due to power outages
- Worked with the state and counties to prepare and turn on the Disaster CalFresh application, which includes enabling the application on BenefitsCal and MyBenefitsCalWIN

## Response to EBT Scams

In addition to planned work for migration and existing policy efforts, the SAWS successfully supported the counties with the following unplanned efforts in response to increased EBT scams:

Sent robocalls to all CalWORKs/CalFres h recipients who are opted into messaging regarding potential EBT scams (CalSAWS only) Sent text messages
to all
CalWORKs/CalFres
h recipients who
are opted into text
messaging
regarding potential
EBT scams

Sent e-notifications
to all
CalWORKs/CalFres
h recipients who
are opted into enotifications
regarding potential
EBT scams

## Completed State Policy Commitments (page 1 of 2)

Program	Policy Item	Effective Date	CalSAWS	CalWIN
Calfresh	CalFresh Monthly Churn Report	January 2021	Done	Done
CalFresh	ABAWD Phase III	May 2021	Done	Done
CalFresh	Pause Transitional Nutritional Benefit (TNB)  Recertifications	October 2021	Done	Done
CalFresh	Safe Drinking Water Pilot	November 2021	Done	N/A
CalWORKs	OCAT Rebuild & SAWS Integration	May 2020	Done	Done
CalWORKs	Vehicle Limit Increase – SB 80	July 2021	Done	Done
CalWORKs	CalOAR data validation and continued development of performance indicators	Ongoing	Done	Done
CalWORKs	Increase Asset Limit – SB 80	May 2021	Done	Done
CalWORKs	Maximum Aid Payment Increase	October 2021	Done	Done

## Completed State Policy Commitments (page 2 of 2)

Program	Policy Item	Effective Date	CalSAWS	CalWIN
CalWORKs	Child support disregard to increase the pass-through payment to families  AB 79	January 2022	Done	Done
CalWORKs	State Minimum Wage Increase	January 2022	Done	Done
CalWORKs CalFresh Medi-Cal	Statewide Online Portal - BenefitsCal	September 2021	Done	N/A
Child Care	Report and Online Provider Screen	January 2021	Done	Done
Medi-Cal	Asset Verification Program	CalWIN 11/2020 CalSAWS 3/2021	Done	Done
Medi-Cal	New Prepopulated MAGI and Non-MAGI Redetermination Packets	July 2021	Done	Done
Medi-Cal	Medicare Part B Disregard	August 2020	Done	Done
Medi-Cal	Aged Blind and Disabled FPL Expansion	December 2020	Done	Done

# 2022 Policy Changes In Process

Program	Policy Item	Policy Effective Date
CalFresh	Eliminate the SAR 7 reporting requirement for ESAP households	March 2022
Medi-Cal	Expand Postpartum care to 12 Months	April 2022
Medi-Cal	Older Adult Expansion – 50 and Older	May 2022
CalWORKs	60-month CalWORKs time limit and eliminate the 24-month clock AB 79	May 2022
CalWORKs	Increase Pregnancy Special Need	May 2022
CalWORKs	Increase the Applicant Earned Income Disregard	July 2022
CalWORKs	Pregnancy Eligibility Changes	July 2022

# 2022 – 2024 Policy Changes In Process

Program	Policy Item	Implementation Month
All	Global Telephonic Signature Solution	September 2022
CalFresh	Telephone based service model in all counties, supporting telephonic signatures for CalFresh applications, recertifications, and SAR 7s	January 2023 for current CalSAWS counties; January 2024 for current CalWIN counties
Foster Care	Early Infant Supplement AB 366/AB 153	July 2023
CalFresh	Update the Transitional Nutrition Benefit Recertification to be every 12 months	July 2023
CalFresh	Pre-populate SAR 7 form and pre-populate applications with Medi-Cal Renewals  AB 79	January 2024
Medi-Cal	Eliminate Non-MAGI Asset Limit	January 2024

## 2024 and Beyond: Policy Changes In Process

Program	Policy Item	Implementation Month
Medi-Cal	Spousal Impoverishment	January 2024
Medi-Cal	Juvenile Support Act Federal Support Act/ W&I Code 14011.10	January 2024
CalWORKs	Overpayment Discharge ACL 19-102	March 2024
CalWORKs	Family Reunification SB 1341	July 2024
CalFresh	Food for All - CFAP Expansion	late 2024
All	Statewide Verification Hub	TBD

# Annual SAWS Updates

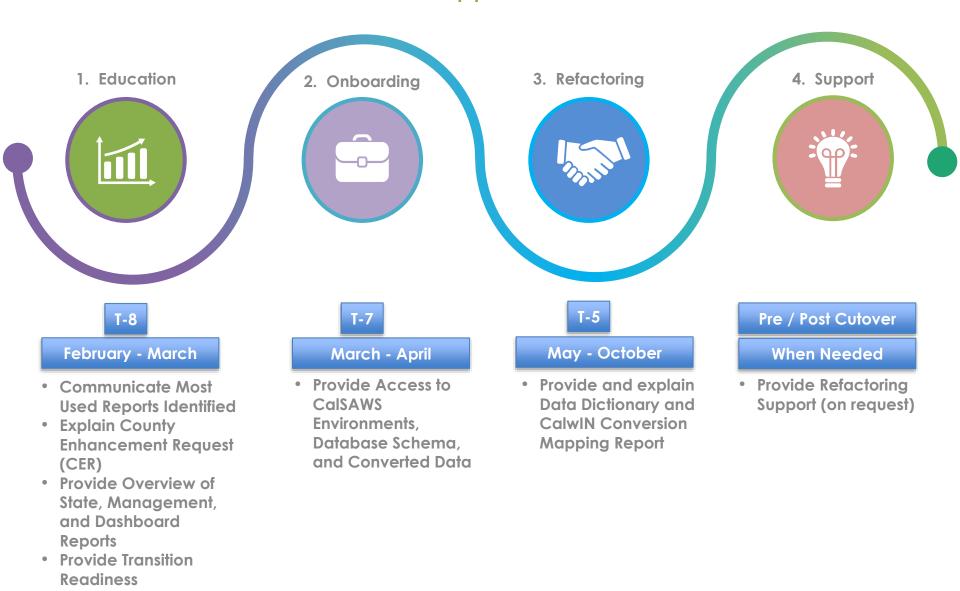
Anticipated recurring priorities for the upcoming year include:

Type of Change	Examples	Key Considerations / Dependencies
Annual Policy Updates	<ul> <li>January:</li> <li>SSA/SSI COLA</li> <li>Medi-Cal Property Limits</li> <li>March</li> <li>SSI COLA - CalFresh April:</li> <li>Federal Poverty Levels</li> <li>July:</li> <li>Foster Care/KinGap/AAP COLA</li> <li>October:</li> <li>CalFresh COLA</li> <li>CalWORKs MAP Increases</li> <li>Income Reporting Thresholds</li> </ul>	<ul> <li>Timing of Cutover activities</li> <li>Targeting running COLA in legacy systems prior to cutover to CalSAWS to allow comparison of benefits pre- and post-conversion to avoid any unintended impacts to customers during conversion</li> </ul>

Project Support Strategy for Counties transitioning to CalSAWS Reporting (State, Management, and Ad Hoc)

# CalSAWS Adhoc Reporting

## CalWIN to CalSAWS Readiness Approach and Timeline



Update on Key Risks and the Mitigation Plans

# Risk Level: High

Risk #	Risk Name	Risk Description	Mitigation Plans / Status
236	The scaling of Analytics Dashboards and Reports for 58 Counties may have an impact on System Batch Performance	As the Analytics Dashboards and Reports are replatformed and/or new or modified Dashboards and Reports are deployed into CalSAWS production, the increase in jobs (reports) and data (+18 counties to a total of 58 counties) could have a scalability impact on daily batch performance, thus putting at-risk these Dashboards and Reports being available for Counties by 6am each morning.	<ul> <li>Performance and Load Testing for Release J successfully completed</li> <li>Road Map with specific performance enhancements has been developed and being implemented by the Analytics team</li> <li>Oracle 19C upgrade deployed to Production</li> <li>3 months of Performance Testing for Wave 1 scheduled for May through July</li> </ul>
237	The scaling of Batch for 58 Counties may have an impact on system performance	The CalSAWS production batch schedule does not always complete by 6am. As part of DDI there will be growth in both the count of batch jobs and volume of data as additional counties are converted into CalSAWS. This growth may add a challenge to batch completing on time.  Related Risk 236 addresses Analytics specifically. Risk 237 addresses mitigation activities to impact the entire batch cycle.	<ul> <li>Road Map with specific performance enhancements has been developed and are being implemented by the Analytics team, including changes to be released this monthAdditional architectural changes including event streaming and reducing batch processing targeted in the Spring</li> <li>3 months of Performance Testing for Wave 1 scheduled for May through July</li> <li>Wave 2 Performance Testing scheduled for fall and a combined performance test for Waves 3-6 planned for the end of the year</li> </ul>
256	Imaging Scalability, Performance degradation, and Operational Process risk may impact the go-live dates for upcoming counties	Due to the performance degradation experienced with the Hyland imaging solution post C-IV go live, a pause on further onboarding of counties (LA County) is in place until additional testing confirms the solution can scale and be performant at a 40 County load and 58 County statewide county load. As we expand statewide, Hyland's operational procedures must improve as they have greater impact to business operations and participants.	<ul> <li>Performance and stability of the imaging processing has continued to improve</li> <li>Enhanced performance test in progress ahead of the LA County Imaging Migration</li> <li>Recent results at twice expected volumed have demonstrated performance in line with expectations</li> <li>Operational Processes are being reviewed to identify opportunities to reduce human error previously encountered</li> </ul>
258	The CalWIN Conversion Cutover Window is at-risk of completing past the 84-hour cutover window	The CalWIN Conversion Cutover Window is at-risk of completing past the 84-hour cutover window	<ul> <li>Development of cutover schedule in progress and on track to be completed by the end of the month</li> <li>Wave 1 Mock Conversion results to be leveraged to reassess the risk</li> </ul>

# Risk Level: High

Risk #	Risk Name	Risk Description	Mitigation Plans / Status
263	Converted Data Test (CDT) defects not resolved prior to CalWIN UAT start could impact the user experience for User Acceptance Test (UAT) participants	Converted Data Test (CDT) is experiencing a higher than projected (planned) volume of defects. CDT defects will need to be tested prior to the scheduled completion of CDT or mitigated prior to the planned execution start of CalWIN UAT. Defects not tested and closed could result in a schedule slippage of CDT and/or UAT and impact the county participants experience during UAT.	<ul> <li>High priority conversion defects have been aligned with GDS 6, which is planned for delivery at the end of March for UAT preparation activities</li> <li>Additional resources have been added to the conversion team to increase the focus on defect resolution</li> <li>CDT Testers have been embedded with the Conversion team to enable earlier testing of defect fixes and improve fix reliability</li> <li>Contingency plans are being developed in case the risk is realized as an issue</li> </ul>
268	Implementation Readiness for CalWIN Cutover to CalSAWS	If implementation readiness (project and county) is not on track to meet their respective exit criteria by 04/29/2022, then the CalWIN Wave 1 cutover to CalSAWS could either be delayed or require significantly greater support to help counties through outstanding issues. Individual risks have been opened related to the ability to be fully ready in time for a successful CalWIN Wave 1 cutover to CalSAWS on October 27, 2022 and subsequent waves. This risk serves as an overarching risk for the overall readiness of the project and CalWIN counties to cutover to CalSAWS.	<ul> <li>Mitigation steps are being developed for each of the risks related to CalWIN readiness</li> <li>Team is establishing measurable, formal checkpoints to determine exit criteria are on track to be met or if adjusments or other options need to be taken</li> <li>Detailed Contingency Planning is underway in the event the risk is realized as an issue</li> </ul>
269	CalWIN Counties may not have enough development and testing timeline to Refactor their Ad- hoc Reports and Ancillary System before Go-Live	The CalWIN Counties need time in the schedule, leading up to their respective Go-Live, to Refactor Ad-hoc Reports and/or Ancillary Systems. To do so, the counties need connectivity and access to CalSAWS environments, data model (and definitions), as well as data. The current CalSAWS delivery schedule (of these) is compressing the CalWIN counties Design, Development, and Testing timelines (i.e., schedule) and putting their County Readiness for Go-Live at-risk.	<ul> <li>Access to the CalSAWS environments and data models will be accelerated in the schedule to allow more time for the CalWIN counties to perform impact analysis</li> <li>Inventories of existing CalSAWS reports and dashboards will be shared with the CalWIN counties to promote reuse across the teams</li> <li>Team is evaluating additional support options for the CalWIN counties as well</li> </ul>

## Risk Level: Medium

Risk #	Risk Name	Risk Description	Mitigation Plans / Status
262	The CalWIN counties may not be fully prepared for go-live if they do not have sufficient or timely information	The CalWIN counties and County Directors have voiced concern that they do not have sufficient information or direction from the CalWIN ISS team to adequately prepare for go-live. In some cases, they have begun creating their own materials based on what they understand. If the counties do not have a framework within which to prepare, they may not be ready for cutover. This includes clear communication and timelines for what is needed to be completed by when, readiness checklists, early conversations on the transition from the current state to the future state, and clear direction.	<ul> <li>Accelerate the completion of the following:</li> <li>Implementation Work Plan for ISS Workstreams and for the Project workstreams which impact CalWIN Counties (T-12)</li> <li>County-Specific Implementation Work Plan (T-12)</li> <li>County Readiness Checklist (T-10)</li> <li>County Technical Readiness Checklist, either in the main checklist or a standalone checklist, as provided by the technical team and validated by the ISS teams (T-10)</li> <li>Implementation Readiness Dashboard and Packet (T-6)</li> <li>Green Light Governance (meeting cadence starts at T-5)</li> <li>Implementation Lead Toolkit – Complete</li> <li>Communications Toolkit – Ongoing</li> <li>Training Toolkit – In Progress</li> <li>Coordinate the project dependencies and timelines that assist counties in planning their readiness activities – January 2022</li> <li>Accelerate the assignment of dedicated Implementation resources to begin working immediately with Wave 1 counties after the Implementation framework is in place</li> </ul>
264	CalWIN County waves may not complete their Imaging migration readiness activities by their designated wave go-live dates	Delays in CalWIN counties predecessor activities (such as securing external legacy vendors for export support, mapping document types for each county, using Snowball as data transfer method, and completing the test batch phase on time) may delay cutover dates within each county. Further, counties must complete their predecessor activities by the deadline if they want to start exporting/importing on time. As a result of early pitfalls associated with predecessor tasks, Wave 1 counties have experienced significant delays, including delays in establishing contracts with external vendors, incorrect mapping, and failures to complete testing activities on time, which are putting their respective go-live dates at risk.	<ul> <li>Communicate lessons learned with each wave, such as, contracting early with external vendors and following AWS recommended data transfer methods (Over the Wire transfer is currently the preferred approach)</li> <li>Use project tools such as Forumbee to provide immediate feedback and guidance</li> <li>Share CIT/Email with counties about best practices learned from C-IV/LA migrations</li> <li>Implement tracking templates with the counties to facilitate reporting on the delivery of images, including burndown charts for each county for tracking mapping progress and imaging export/import progress</li> </ul>

## Risk Level: Medium

Risk #	Risk Name	Risk Description	Mitigation Plans / Status
267	GA/GR UAT and County Data Validation functionality may be delayed past May 2022	If all required CalSAWS GA/GR EDBC/CC functionality is not delivered by May 2022 then the GDS to support UAT, County Data Validation may not contain all of the GA/GR automation or converted GA/GR data.	<ul> <li>Additional resources have been added as well as additional requirement collaboration sessions to accelerate the completion of remaining design activities</li> <li>Accelerated turnaround timeframes for CRFIs to obtain county input</li> <li>Expedite the design of data model changes for conversion activities</li> <li>Collaborate with UAT team to adjust schedule to based on May delivery and evaluate contingency options to accommodate any changes delivered after UAT commences</li> </ul>
270 New	The CalWIN counties may not be fully prepared for Go- Live if there is insufficient information in the Organizational Change Management (OCM) Change Discussion Guides (CDGs)	If OCM does not have sufficient documentation and resources to create CDGs, and counties do not have adequate time to review and provide feedback, the CDG delivery timeframe and level of detail might be impacted.  The OCM team uses the County To-Be Process documentation as an input into the CDGs.  Requirement DEL-11 states that CDGs shall include individual County and role-specific Change Discussion Guides which will describe in detail the process changes affecting the way staff will perform their jobs utilizing the new System. They must capture tasks within each job process, steps the person in the role will complete once they begin utilizing the new System, and impacts to the 18 CalWIN Counties along with the steps that the person will stop completing once they begin utilizing the CalSAWS System.  If County To-Be process documentation does not capture this information, more work must be done on the CDG content to make it useful for counties. The Training team leverages the CDGs by linking roles and changes to related training content and depends on receiving accurate CDGs in the expected timeframes.	<ul> <li>Conduct working sessions with county staff and system Subject Matter Experts to review County Change Discussion Guides: <ul> <li>Provide guidance to the Counties for the purpose and process for review and feedback.</li> <li>The Process Change Inventory should be refined to ensure that the following information is captured: <ul> <li>Current State</li> <li>Future State</li> <li>Change Impact</li> <li>Affected County-Specific Roles</li> </ul> </li> <li>Clearly document all changes to county processes with sufficient details and impacts to county staff roles in the Process Change Guides.</li> <li>Validate the CDGs with county representatives.</li> </ul> </li> </ul>

# Multi-Factor Authentication (MFA) Rollout

# Multi-Factor Authentication

## Updates



### **Roll out Completed**

- End of January completed the rollout to county users.
- MFA is enabled for all CalSAWS services



60K Successful logins per day Support
Bridge
handled
issues realtime

40 Incidents Received

(as of 2.11)



### **Tips**

Reminder: 20-minute time outs when in CalSAWS

## Multi-Factor Authentication

#### Enhancements



#### Feedback Received

- Received feedback from the counties on improvement points for the implementation
  - MFA Policy Enhancement to reduce # of MFA requests per day
    - + SCR-CA 240973
  - Consistency across CalSAWS applications for 20-minute time out (e.g., session management for Imaging, Qlik)
    - → SCR-CA -240974
- Team is analyzing potential solutions to address the feedback received
- Work with Counties to continue to improve experience

Update on Production CalSAWS Imaging Solution and Preparations for L.A. County Migration

# Imaging Update

## Current and Upcoming Activities









Activity:

Enhanced Performance Testing Migrated Image Validation

Model Office / UAT Retest **Training** 

**Environment:** 

Performance Test

Production

UAT2

LMS / TRN PROD

**Summary:** 

✓ Confirm endto-end functionality simulates peak load during peak hours across CalSAWS and BenefitsCal application ✓ Check subset of images to ensure meta data has been transferred from EDMS to CalSAWS imaging solution

- ✓ Execute realworld business processes and refine understanding of system just prior to go-live
- ✓ Finalize remaining scripts from previous UAT that were not validated

- ✓ All staff complete the Imaging or Imaging Light curriculum in the CalSAWS LMS
- ✓ Imaging SMEs participate in ITTSME Refresher sessions

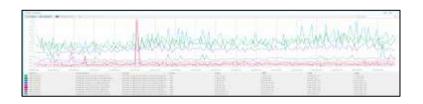
# Imaging Update

## **Enhanced Performance Testing**

- Enhanced Performance Testing team executed a successful load test on 58-county load.
- Additional test scheduled
- Results below as of 2/8/2022

#### **CalSAWS API Response Times**

Simulate back-end load from BenefitsCal, CalSAWS, and kiosks.



- Average response times ranged from 100ms-2.5 seconds
- BenefitsCal confirmed response times much improved; observed 188ms average CalSAWS API response times

#### **Hyland UI Response Times**

Simulate end-user front-end experience (e.g., user clicking capture in the interface, opening an image)

Avg. UI Response time						
Load	Load Doc. View Capture Case Summary					
100%	2.7 sec	5.9 sec	2.8 sec			

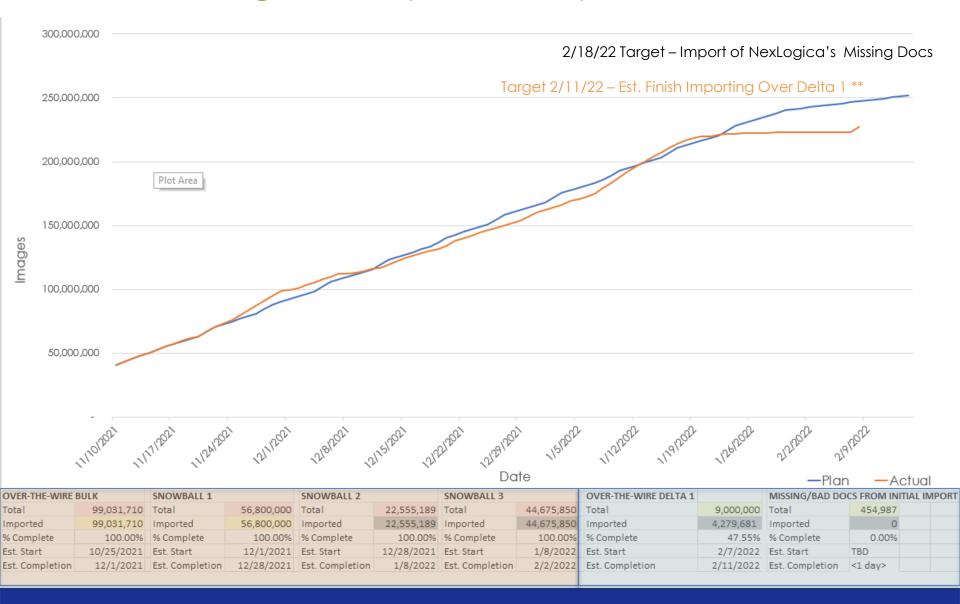
- Response times significantly improved across key scenarios at 58-county load
- Hyland confirmed database load steady throughout test

# Imaging Update Current Production Issues

- Document Visibility: CA-235845, CA-240446 (2/11/22)
  - Subset of restored documents were impacted by a system defect which resulted in 42,000 documents not accessible/visible by end users
  - Additional safeguards/alerts configured for prevention
- Document Searchability: CA-239493 (2/16/22); CA-239725 (3/4/22); CA-237374 (3/11/22)
  - Subset of person level documents do not show up in search results when searching for document by case number in the "All Case Archived" search or images button links
  - Socket Timeouts encountered during "All Case Archive: Captured by User by Dates" search filter
  - Case number is blank on subset of linked E-Apps
- Delays in Workflow: CA-237631 (2/11/22)
  - Elongated System/Workflow Queue Processing Times
- Impacts to Usability: CA-237731, CA-235399 (2/16/22); CA-233988 (2/18/22); CA-228869 (2/25/22); CA-236075 (3/4/22); CA-233990 (3/11/22)
  - Enable OCR Override/Split Override option at point of scan
  - Mass Route of documents out of exception queues to archival
  - Intermittent Image display issues with Internet Explorer resulting in grey screen
  - Intermittent CSRF param token errors
  - Users unable to re-index legacy documents
  - "Returned Mail" intermittently being marked received

# Imaging Update

## Document Migration Import Burn-Up



# Imaging Update UAT/Model Office

Similar to County Validation for individual releases. This is an opportunity to test end-to-end imaging business processes prior to March Go-Live in a "Production-like" environment

#### LA County Staff will Test End-to-end Imaging Functionality:

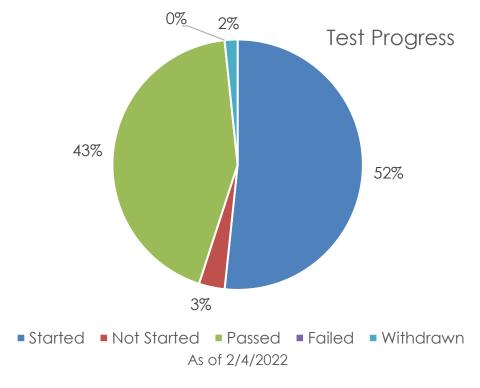
- Test user security rights
- Batch scanning and workflow queue validation
- Test physical scanners
- Test report refreshes
- Imaging report access (Exception Queue Aging, Initial QA, and Documents Captured)
- Test document routing rules (task generation)
- Marking documents received
- BenefitsCal document flow
- Imaging auditing
- Retest UAT scenarios (3 failed and 4 updated scenarios based on system enhancements)

\_\_\_\_\_\_

# Imaging Update

## UAT/Model Office - Los Angeles County Testing Progress

- Model Office/County Validation
  - 60 County Developed Scripts\*
    - + 31 started
    - + 26 passed
    - + 0 failed
    - 1 withdrawn
  - CalSAWS Imaging Reports delivered on 2/7/22



- Imaging UAT (Retest)
  - 3 retests from original UAT
  - 4 new scripts based on new functionality since original UAT

<sup>\*</sup>Scripts reviewed by CalSAWS Imaging team and feedback provided.

# Imaging Update UAT/Model Office Success Criteria

### **UAT (Retest)**

 100% pass rate of updated UAT scripts sand previous failed scenarios

#### **Model Office**

Successful completion of Model Office scripts

#### **Defects**

No Open Priority 1-High/Non-Cosmetic DD&I Defects

# Imaging Training: Web-Based Training Modules (WBTs)

Imaging WBTs were made available via the CalSAWS LMS starting September 27, 2021, for Early Training and ITTSME participants. General Training for all County staff will start on February 14, 2022.

WBT Module Lessons		Est. Duration	Interactive
Navigation	<ul><li>Accessing Imaging Functionality</li><li>Perceptive Experience User Interface</li></ul>	• 20 min	
Overview	<ul> <li>Scan Modes</li> <li>Queues</li> <li>Drawers</li> <li>Imaging Annotations</li> <li>Images &amp; Tasks</li> <li>Coversheets &amp; Separator Sheets</li> </ul>	• 30 min	
Single Case Capture	<ul><li>Single Case Capture</li><li>Ignore Barcode Scan Mode</li></ul>	• 30 min	X
Multi-Case Capture	Multi-Case Capture	• 40 min	Χ
Virtual Printer Capture and Import	<ul><li>Virtual Printer Capture</li><li>File Upload Mode</li></ul>	• 30 min	X
Document Retrieval	<ul> <li>Searching Process, Searching Options &amp; View Rights</li> </ul>	• 30 min	Χ
County-Maintained Workflow Queues	<ul><li>Exception Routing</li><li>Non-Standard Processes</li><li>Other County Documents</li></ul>	• 40 min	X
Return Mail Capture	Return Mail Capture	• 30 min	X
Specialty Scan Modes	<ul><li>SIU, Hearings &amp; RDB Scan modes</li><li>Other County Departments Scan Mode</li></ul>	• 50 min	X

# Imaging Web-Based Modules (WBTs)

At LA County DPSS' request, the LMS will also contain an "Imaging Light" curriculum made up of three WBTs.

WBT Module	Lessons	Est. Duration	Interactive
Navigation	<ul><li>Accessing Imaging Functionality</li><li>Perceptive Experience User Interface</li></ul>	• 20 min	
Overview	<ul> <li>Scan Modes</li> <li>Queues</li> <li>Drawers</li> <li>Imaging Annotations</li> <li>Images &amp; Tasks</li> <li>Coversheets &amp; Separator Sheets</li> </ul>	• 30 min	
Document Retrieval	<ul> <li>Searching Process, Searching Options &amp; View Rights</li> </ul>	• 30 min	Х

The Project will produce two training reports that will be generated from the LMS and shared with the R6 Regional Managers via email on a weekly basis

Training Report	Description	Format
Imaging Curriculum Report	Shows DCFS and DPSS completion rates for the Imaging and Imaging Light curricula	MS Excel
Imaging WBT Completion Report	Shows DCFS and DPSS completion rates for the individual Imaging WBTs	MS Excel

# Imaging Update

# Additional Training Materials

## CalSAWS Imaging Guides

Based on WBT Content (LMS)

- Annotations
- Core Capture Profiles
- County-Maintained Workflow Queues
- Coversheets & Separator Sheets
- Document Retrieval
- Images & Tasks
- Imaging Navigation
- Quality Assurance
- Return Mail Capture
- Specialty Capture Profiles

## CalSAWS Fact Sheets

(Web Portal)

- Imaging
- Imaging Search Results
- Imaging Workflow Queues

## 3 Videos

Upcoming (Will be available in the LMS once published)

- Searching
- Workflow Queue Processing
- 10-15 Additional Videos (Topics TBD)

## Imaging Training: Imaging Train-the-SME (ITTSME) Refresher

ITTSME sessions completed in October 2021 prepared LA County resources to be Subject Matter Experts on the CalSAWS Imaging Solution. The Project will offer ITTSME Refresher sessions in February 2022.

#### **Key Details**



#### Purpose:

 Deepen participants' understanding of the CalSAWS Imaging Solution & Imaging training materials via a 3-hour demo and a 3-hour hands-on practice session



#### **Target Audience:**

- County-identified Imaging SMEs
- County Trainers, Supervisors & Super Users
- Change Network Champions



#### **Prerequisites:**

- Imaging WBTs (required)
- Imaging Quick Guides (recommended)



#### Content:

- Imaging functional demonstrations
- Hands-On Practice
- Facilitated Q&A
- Information on Training and Implementation Support

### **Logistics - Demos**

- Platform: Microsoft Teams
- Timing: February 9, 2022
   9:00 AM 12:00 PM and
   1:30 4:30 PM

\*A selected ITTSME Refresher Demo recording will be uploaded to the CalSAWS LMS under the Imaging Curriculum

#### Logistics – Hands-On

Platform: Microsoft Teams
 Timing: Feb 10 – Feb 24, 2022
 Various times

Participants will attend **one** Demo and **one** Hands-On Practice session. **CRFI 022-004 Request for ITTSME Refresher Participants** provides additional details – distributed January 10, 2022.

Update on Preparations for L.A. County Migration to BenefitsCal

# LA County Readiness for BenefitsCal Go Live Status Update

Area	Category	WE 02/04/22	WE 01/28/22
Application	County Validation – Execution	97%	46%
	County Validation – Pass Rate	76%	93%
Integration	Interface Partner Test	100%	100%
	Infrastructure	100%	100%
Technical	Security Testing	60%	20%
	Performance Testing	80%	65%
Conversion	CBO Conversion Readiness	100%	100%
	CBO Converted Data Test	100%	100%
Training	Training Plan	100%	100%
	Training Materials	100%	40%
	Training Delivery	75%	10%
Implementation	Prod Deployment Plans	50%	25%
Change	Communications	50%	20%
	Partner Readiness (County, etc.)	90%	20%

NS	Not Started	G	On Schedule	Υ	<14 Days Late	R	>=14 Days Late	С	Complete
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# LA County Readiness for BenefitsCal Go Live

## Communication Progress

Communications	Timing (Weeks from go-live)	Target Date	Status
LA to confirm which communications to send + any text changes to the comms	7 weeks	01/26/22	Complete
BenefitsCal to send for language translation	7 weeks	02/18/22	In Progress, Incremental
CalSAWS to provide distribution lists (emails, phone numbers, language preferences)	7 weeks	02/18/22	In Progress, Incremental
BenefitsCal team to schedule distribution within AWS Pinpoint	6 weeks	02/25/22	In Progress
(If desired) LA to send physical letter	5 weeks		

# LA County Readiness for BenefitsCal Go Live

## Training Progress

Training Sessions	Timing (Weeks from go-live)	Proposed Date	Status
Train the Trainer Session, includes Tier 1 Support Session (CSC, Helpdesk)	6 weeks	02/01/22 02/02/22	Complete
ForgeRock Delegated Admin training		02/07/22	Complete
Awareness session for Community Based Organizations	4 weeks	02/23/22	Upcoming

# LA County Readiness for BenefitsCal Go Live

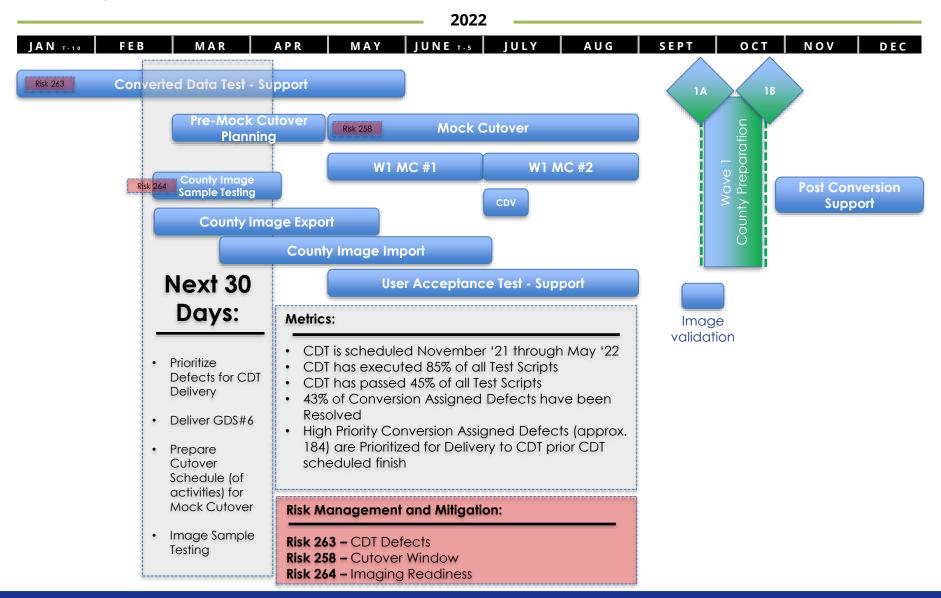
## Post-Go Live Support

Greenlight	Start	End
Daily System <b>Health Check Emails</b>	Ongoing	Ongoing
<ul><li>Q&amp;A calls: Daily</li><li>County staff/leadership to call in with questions</li></ul>	03/14/22	03/25/22
<ul><li>Q&amp;A calls: Twice Weekly</li><li>County staff/leadership to call in with questions</li></ul>	03/28/22	04/08/22

CalWIN Wave 1 Implementation Readiness Status and Milestones

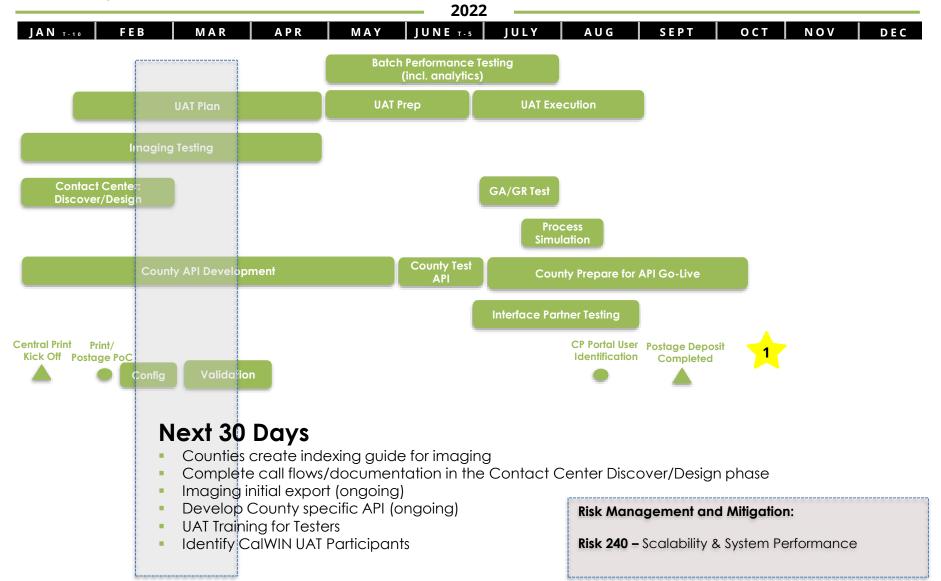
### **Conversion Readiness**

## 30 Day Look Ahead



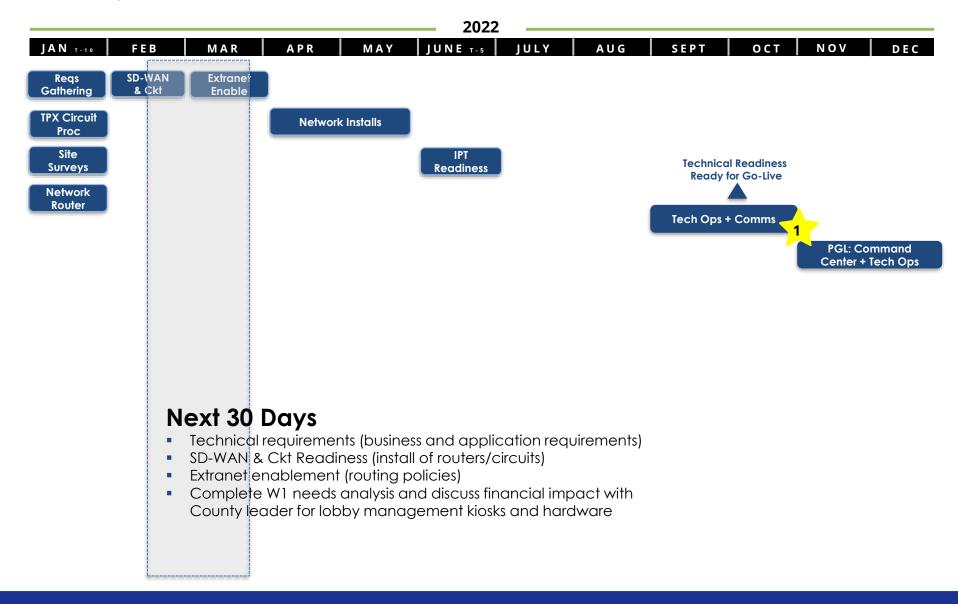
# System Readiness

## 30 Day Look Ahead



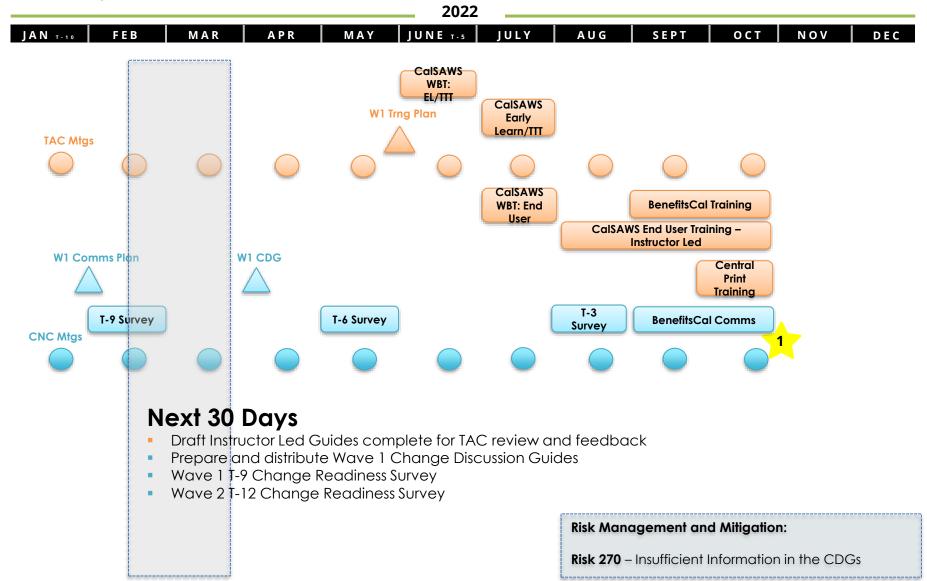
## **Technical Readiness**

## 30 Day Look Ahead



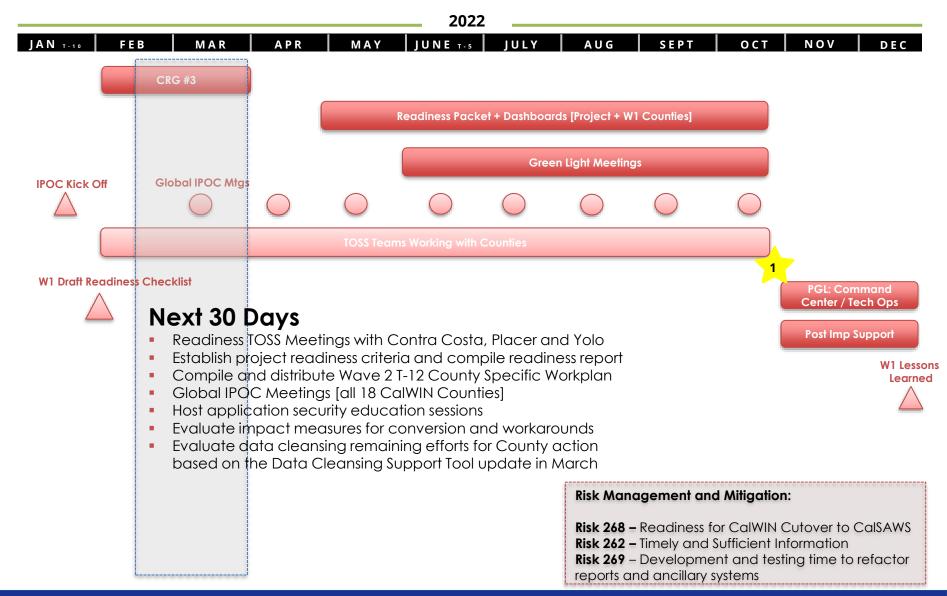
## Organizational Readiness

### 30 Day Look Ahead



### Destination: 58 Counties

### 30 Day Look Ahead



# ARPA (American Rescue Plan Act) funding Approval Received, Work Starting

- ARPA funding was approved on 2/8/2022.
   Current funding is available through 9/2022.
- What is included:
  - Release of Information (ROI) is a top priority and is a challenging effort to implement in September. (To accommodate this important initiative, some 4.0 items will move to later releases)
  - Communication/Marketing Campaign for BC
  - Archetype-based application for Students
  - CBO Referral Code (linked to ROI)



# **ARPA Funding**

### Changes to BenfitsCal Release 4.0

To accommodate the focus the short timeline to utilize the current ARPA funding, some functionality previously identified for 4.0 will need to move due to the focus on ROI and other ARPA activities:

- ABAWD moves to TBD due to the waiver being extended to 6/2023
- New functionality Support Requests, CalWORKs 2.0, GROW/GR employment related services, time clocks move to later releases.
- Two-Way Messaging and Enhanced Chat remain in 4.0

#### Look back



### January 2022 Release 22.01



Baseline Release: January 24, 2022

- ACL 20-145, 20-146 Eliminate ESAP SAR 7 Requirement and Update ESAP NOAs
- MEDIL I 21-03 Update Delivery of Asset Verification Reports
- Pro-rate CF Minimum Allotment for CE/MCE Households
- GA GR changes for the 18 CalWIN counties

#### Priority Releases:

- Issued over \$1.2M in CF replacement benefits for December power outages in 14 counties
- Issued over \$250M in CF emergency allotments across the 40 counties
- Safe Drinking Water Pilot Informing Notice sent to eligible households in Kern County

### **Upcoming Changes**



#### February 2022



Baseline Release 22.02: February 21, 2022

- Expand access to Medi-Cal to all eligible Californians 50 and older, regardless of immigration status
- Updates to eHIT interface
- MC Post Partum Care Expansion expand coverage from 60 days to 12 months

#### **Priority Releases:**

- Run Batch EDBC for CalFresh SSA COLA effective 03/2022
- Run Batch EDBC on active ESAP cases to update the reporting type and remove the SAR 7 reporting type
- Execute a one-time process to transition eligible individuals from 60 days to 365 days post partum coverage
- Issue the CF emergency allotments across the 40 counties for January 2022
- Issue the Safe Drinking Water Approval NOAs for eligible individuals in Kern County
- Deploy Spanish translations for certain state forms

### **Upcoming Changes**



#### **March 2022**



Baseline Release 22.03: March 21, 2022

- ACL 20-113 / 20-120 CalWORKs 60-month time clock and WTW 24-month time clock - CalWORKs time clock changes
- ACL 21-130 CalWORKs increase to the Applicant Earned Income Disregard from \$90 to \$450 per employed person
- ACL 21-140 CalWORKs pregnancy special need increase from \$47 to \$100
- GA GR changes for the 18 CalWIN counties

#### **Priority Releases:**

- Run Batch EDBC for FPL COLA
- Deploy changes to support LA County cutover to Imaging and BenefitsCal
- Issue the CF emergency allotments across the 40 counties for February 2022
- Deploy Spanish translations for certain state NOAs

### **Upcoming Changes**



#### **April 2022**

#### Priority Releases:

- ACL 19-76 CalWORKs Change in Earned Income Disregard (EID) 2022 - increase from \$550 to \$600
- ACL 21-140 Run Batch EDBC for Pregnancy Special Need (PSN) Increase
- Deploy changes to support BenefitsCal 3.0
- Issue the CF emergency allotments across the 40 counties for March 2022



**In Development** 

### **Upcoming Changes**



#### **May 2022**

Baseline Release 22.05: May 23, 2022

- Increase asset limits for Non-MAGI programs
- ACL 21-109 Two Year OP/OI Establishment and Calculation Timeframe CalWORKs/CalFresh
- GA GR changes for the 18 CalWIN counties

#### **Priority Releases:**

- ACL 19-76 Run batch EDBC to apply the 2022 Earned Income Disregard
- Issue the CF emergency allotments across the 40 counties for April 2022





In Design and Development

### Consortium PMO Update

- IAPDU Submission
- Quarterly Fiscal Update

# Consortium PMO Update

### CalSAWS January 2022 As-Needed IAPDU Submission

January 2022 As-Needed IAPDU Submission 1/31/22

State Review & Approval 2/1/22 – 3/2/22

Federal Review & Approval 3/2/22 – 5/1/22

 The IAPDU includes a request for additional funding for changes such as: vendor transition, personnel updates, hardware/software updates, expanded BenefitsCal hours, vendor integration hours, and other M&O updates

# Consortium PMO Update

### Quarterly Financial Update - Overview

CalSAWS DD&I/M&O and Premise

CalWIN M&O

C-IV M&O

LRS M&O

JPA Admin

- Actuals to Date

  Based on Vendor Invoices & County Claims
- Projections (Estimates to Complete)
  Estimated Costs for Future Months
- Estimate at Completion (EAC)
  Actual Costs Plus Estimated
- Total Allocation/Budget

  Amount Allocated by Line Item for the Approved
  Budget
- Balance
  Difference Between EAC and Budget
  Negative balance is over budget
  Positive balance is under budget
- % Expended to Date (Actuals)
  Percent of Actuals to Date Divided by the Budget
- % EAC to Budget
  Percent of EAC Divided by the Budget

CalSAWS Premise	\$10,164,366	\$49,019,293	\$59,183,659	\$61,831,110	\$2,647,451	16.4%	95.7%
CalWIN M&O	\$65,458,745	\$36,312,109	\$101,770,854	\$107,131,760	\$5,360,906	61.1%	95.0%
CalWIN M&O	\$58,351,192	\$33,599,191	\$91,950,383	\$91,950,383	\$0	63.5%	100.0%
CalHEERS Interface	\$6,068,060	\$1,896,265	\$7,964,325	\$13,325,231	\$5,360,906	45.5%	59.8%
CalHEERS CSCN	\$1,039,493	\$816,653	\$1,856,146	\$1,856,146	\$0	56.0%	100.0%
C-IV M&O	\$25,518,433	\$0	\$25,518,433	\$28,153,408	\$2,634,975	90.6%	90.6%
C-IV M&O	\$22,825,281	\$0	\$22,825,281	\$23,637,071	\$811,790	96.6%	96.6%
CalHEERS Interface	\$1,724,220	\$0	\$1,724,220	\$3,478,921	\$1,754,701	49.6%	49.6%
Covered CA CSC	\$968,932	\$0	\$968,932	\$1,037,416	\$68,484	93.4%	93.4%
LRS M&O	\$17,533,822	\$121,205	\$17,655,027	\$17,655,027	\$0	99.3%	100.0%
LRS M&O	\$16,208,852	\$121,205	\$16,330,057	\$16,330,057	\$0	99.3%	100.0%
CalHEERS Interface	\$1,324,970	\$0	\$1,324,970	\$1,324,970	\$0	100.0%	100.0%
JPA Admin. Budget	\$290,259	\$431,001	\$721,260	\$721,260	\$0	40.2%	100.0%
CalSAWS 58 Counties	\$290,259	\$431,001	\$721,260	\$721,260	\$0	40.2%	100.0%
Total	\$247,585,391	\$226,195,557	\$473,780,948	\$484,424,280	\$10,643,332	51.1%	97.8%
<ol> <li>March Payment Month (partial actuals per advance)</li> <li>CalSAWS Premise for C-IV SAWS Shared App is N/A; CalHEERS hours are less than budget; C-IV central print less than planned for GEN 1365</li> </ol>							

EAC

\$328,115,374

\$21,981,678

\$92,637,576

\$7,837,394

\$4,317,660

\$135,329,732

\$1,011,057

\$5,441,930

\$176,092

\$198,596

Total

**Allocation** 

(Budget)

\$330,762,825

\$21,981,678

\$92,637,576

\$7,837,394

\$4,317,660

\$135,329,732

\$1,011,057

\$5,441,930

\$176,092

\$198,596

**Balance** 

+ Under /

(-Over)

\$2,647,451

\$0

\$0

\$0

\$0

\$0

\$0

\$0

\$0

\$0

Actuals to

Date<sup>1</sup>

\$138,784,132

\$9,819,779

\$52,285,576

\$1,109,286

\$4,231,452

\$58,975,563

\$170,213

\$417,459

\$0

\$1,610,438

Category

**CalSAWS** 

DD&I App. Dev.

DD&I Training

DD&I GA/GR

CalSAWS M&O

**DD&I** Procurement

M&O Procurement

CalHEERS Interface

Covered CA CSC

DD&I Non-App. Dev.

**Projections** 

(ETC)

\$189,331,242

\$12,161,899

\$40,352,000

\$6,728,108

\$76,354,169

\$86,208

\$28,383

\$593,598

\$176,092

\$3,831,492

% EAC to

**Budget** 

**99.2%** 100.0%

100.0%

100.0%

100.0%

100.0%

100.0%

100.0%

100.0%

100.0%

% Expended

to Date

42.0%

44.7%

56.4%

14.2%

98.0%

85.7%

43.6%

41.3%

29.6%

0.0%

### Cal**SAWS** | 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	\$15,700,309	\$13,343,181	\$29,043,490	\$29,043,490	\$0	54.1%	100.0%
Consortium Personnel - County <sup>1</sup>	\$4,865,105	\$7,564,695	\$12,429,800	\$12,429,800	\$0	39.1%	100.0%
Consortium Personnel - Contractor <sup>2,3</sup>	\$10,835,204	\$5,778,486	\$16,613,690	\$16,613,690	\$0	65.2%	100.0%
CalWIN M&O	\$2,323,456	\$1,495,247	\$3,818,703	\$3,818,703	\$0	60.8%	100.0%
Consortium Personnel - County <sup>1</sup>	\$58,962	\$107,106	\$166,068	\$166,068	\$0	35.5%	100.0%
Consortium Personnel - Contractor <sup>2,3</sup>	\$2,264,494	\$1,388,141	\$3,652,635	\$3,652,635	\$0	62.0%	100.0%
C-IV M&O	\$1,642,646	\$0	\$1,642,646	\$1,643,813	\$1,167	99.9%	99.9%
Consortium Personnel - County	\$478,463	\$0	\$478,463	\$478,463	\$0	100.0%	100.0%
Consortium Personnel - Contractor <sup>2</sup>	\$1,164,183	\$0	\$1,164,183	\$1,165,350	\$1,167	99.9%	99.9%
LRS M&O	\$4,232,462	\$121,205	\$4,353,667	\$4,353,667	\$0	97.2%	100.0%
Consortium Personnel - County	\$4,232,462	\$42,449	\$4,274,911	\$4,274,911	\$0	99.0%	100.0%
Consortium Personnel - Contractor <sup>2</sup>	\$0	\$78,756	\$78,756	\$78,756	\$0	0.0%	100.0%
Premise	\$170,487	\$514,226	\$684,713	\$684,713	\$0	24.9%	100.0%
Consortium Personnel - County	\$56,698	\$394,968	\$451,666	\$451,666	\$0	12.6%	100.0%
Consortium Personnel - Contractor <sup>2</sup>	\$113,789	\$119,258	\$233,047	\$233,047	\$0	48.8%	100.0%
Total	\$24,069,360	\$15,473,859	\$39,543,219	\$39,544,386	\$1,167	60.9%	100.0%

### Cal**SAWS** | SFY 2021/22 CONSORTIUM PERSONNEL BUDGET & FTES

SFY 2021/22 - Consortium Personnel FTE Counts	Current/Planned FTEs
CalSAWS DD&I and M&O	192
Consortium Personnel - County <sup>1</sup>	85
Consortium Personnel - Contractor <sup>2</sup>	75
Consortium Personnel - Contractor Limited Term <sup>3</sup>	19
$TBD^4$	13
CalWIN M&O	21
Consortium Personnel - County <sup>1</sup>	1
Consortium Personnel - Contractor <sup>2</sup>	12
Consortium Personnel - Contractor Limited Term <sup>3</sup>	7
$TBD^4$	1
Premise	2
Consortium Personnel - County <sup>1</sup>	1
Consortium Personnel - Contractor <sup>2</sup>	1
Total	215

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

<sup>&</sup>lt;sup>2</sup>Includes RGS and CSAC employees

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

<sup>&</sup>lt;sup>4</sup>Does not account for backfill considerations

#### Cal**SAWS** | 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	\$13,677,422	\$22,491,849	\$36,169,271	\$41,530,177	\$5,360,906	32.9%	87.1%
CalWIN M&O	\$8,576,411	\$5,100,016	\$13,676,427	\$13,676,427	\$0	62.7%	100.0%
CalHEERS Interface Change Budget	\$2,456,880	\$465,000	\$2,921,880	\$8,282,786	\$5,360,906	29.7%	35.3%
CalHEERS CSCN Change Budget	\$0	\$249,595	\$249,595	\$249,595	\$0	0.0%	100.0%
CalWIN Premise	\$2,644,131	\$16,677,238	\$19,321,369	\$19,321,369	\$0	13.7%	100.0%
C-IV M&O	\$6,384,626	\$1,338,074	\$7,722,700	\$10,939,734	\$3,217,034	58.4%	70.6%
C-IV M&O	\$5,728,000	\$0	\$5,728,000	\$5,728,000	\$0	100.0%	100.0%
CalHEERS Interface Change Budget	\$179,644	\$0	\$179,644	\$1,789,280	\$1,609,636	10.0%	10.0%
Covered CA CSC Change Budget	\$233,856	\$0	\$233,856	\$233,856	\$0	100.0%	100.0%
C-IV Premise	\$243,126	\$1,338,074	\$1,581,200	\$3,188,598	\$1,607,398	7.6%	49.6%
LRS M&O	\$6,089,734	\$0	\$6,089,734	\$6,089,818	\$84	100.0%	100.0%
LRS M&E	\$5,203,244	\$0	\$5,203,244	\$5,203,328	\$84	100.0%	100.0%
CalHEERS Interface Change Budget	\$886,490	\$0	\$886,490	\$886,490	\$0	100.0%	100.0%
CalSAWS M&O	\$15,282,824	\$20,280,953	\$35,563,777	\$35,563,777	\$0	43.0%	100.0%
CalSAWS M&E	\$12,517,324	\$12,642,130	\$25,159,454	\$25,159,454	\$0	49.8%	100.0%
CalHEERS Interface Change Budget	\$1,610,438	\$2,645,130	\$4,255,568	\$4,255,568	\$0	37.8%	100.0%
BenefitsCal	\$0	\$811,938	\$811,938	\$811,938	\$0	0.0%	100.0%
LRS/Calsaws Premise	\$1,155,062	\$4,181,755	\$5,336,817	\$5,336,817	\$0	21.6%	100.0%
TOTAL	\$26,151,782	\$23,829,923	\$49,981,705	\$58,559,729	\$8,578,024	44.7%	85.4%

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.

#### Cal**SAWS** | 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	-	11,326	7,798	4,166	7,132	4,182	8,504	10,578	10,578	10,578	10,578	10,578	95,998
Design & Build	-	4,933	2,875	2,419	1,640	2,322	2,560	-	-	-	-	-	16,749
Test	-	5,112	3,048	204	2,629	920	2,532	-	-	-	-	-	14,445
Management & Other Support	-	1,281	1,875	1,543	2,863	940	3,412	-	-	-	-	-	11,914
Projection	-	-	-	-	-	-	-	10,578	10,578	10,578	10,578	10,578	52,890
C-IV M&O	8,048	8,044	8,633	7,275	-	-	-	-	-	-	-	-	32,000
Design & Build	2,761	5,306	6,449	171	-	-	-	-	-	-	-	-	14,687
Test	958	366	397	217	-	-	-	-	-	-	-	-	1,938
Management & Other Support	4,329	2,372	1,787	6,887	-	-	-	-	-	-	-	-	15,375
Projection	-	-	-	-	-	-	-	-	-	-	-	-	-
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	-	-	-	-	16,033	15,923	17,102	15,334	21,950	21,950	21,950	21,950	152,192
Design & Build	-	-	-	-	7,921	4,820	4,929	4,750	-	-	-	-	22,420
Test	-	-	-	-	4,612	3,101	2,683	2,009	-	-	-	-	12,405
Management & Other Support	-	-	-	-	3,500	8,002	9,490	8,575	-	-	-	-	29,567
Projection	-	-	-	-	-	-	-	-	21,950	21,950	21,950	21,950	87,800
BenefitsCal Page 1981	-	-	-	-	-	-	-	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	34,735	26,537	11,474	23,165	20,105	25,606	27,162	33,778	33,778	33,778	33,778	329,442

#### 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), and updates applied to shift hours to premise.

Additional hours added to CalSAWS for client correspondence and post go-live gaps.

#### Cal**SAWS** | SFY 2021/22 CONTRACT OBLIGATIONS

	Warranty & Liquidated Dan	nages 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
Disaster Recovery	CalWIN	July-21	\$25,000	January-22	60009358
SLA Performance Liquidated Damages	CalWIN	August-21	\$6,500	February-22	60009885
CalWIN System Availability	CalWIN	September-21	\$8,750	January-22	60009358
CalWIN System Availability	CalWIN	October-21	\$62,750	February-22	60009885
Duplicate Packets - Postage	C-IV	Oct 21 - Nov 21	\$17,730	County Reim	nbursement
Blank Forms - Postage	CalWIN	November-21	\$3,869	County Reim	nbursement
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/CalSAWS	April-21	\$5,000	July-21	1100759977
LRS Daily Prime Business Hours Availability	LRS/CalSAWS	July-21	\$6,000	December-21	1100794323
LDs - Security Incident	LRS/CalSAWS	September-21	\$5,000	December-21	1100794323
LRS Daily Prime Business Hours Availability	LRS/CalSAWS	September-21	\$2,000	December-21	1100794323
Imaging LDs - Hyland Software	CalSAWS	September-21	\$25,000	February	TBD
LRS Daily Prime Business Hours Availability	LRS/CalSAWS	Sep 21 - Oct 21	\$6,000	April-22	TBD
Daily Batch Production Jobs Completion	LRS/CalSAWS	Sep 21 - Oct 21	\$35,000	April-22	TBD
Daily Batch Production Jobs Completion	LRS/CalSAWS	November-21	\$25,000	April-22	TBD
Postage Credit	LRS/CalSAWS	November-21	\$12,801	February	TBD
Imaging LDs - Hyland Software	CalSAWS	Oct 21 - Jan 21	In-Process	TBD	TBD
Total			\$300.708		

Hours & Credits							
Category	Actuals	Projections (ETC)	EAC	Allowance	BALANCE +Under / (-Over)		
CalWIN Modernization ("Modification") Hours	\$4,715,006	\$1,208,598	\$5,923,604	\$9,428,370	\$3,504,766		
CalWIN Business Intelligence (BI)	\$3,971,215	<b>\$</b> O	\$3,971,215	\$3,971,215	\$0		
CalWIN IDMS	\$1,500,000	\$0	\$1,500,000	\$1,500,000	\$0		
CalWIN Business Rules Engine (BRE)	\$416,460	\$3,083,540	\$3,500,000	\$3,500,000	\$0		
C-IV Royalty Fees	\$200,000	\$0	\$200,000	\$200,000	\$0		
Total	\$10,802,680	\$4,292,138	\$15,094,818	\$18,599,585	\$3,504,766		

#### Notes:

Modernization Hours are updated each August with 8,500 hours; includes hours for Contract Years 1-7; IDMS \$1.5M 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.

#### Cal**SAWS** | SFY 2021/22 CHANGE NOTICE TRACKING

CalSAWS Contract (Premise/App Maint. Services)	Total Amount	Change Notice Ref.
Total Baseline Allocation (Amendment 23)	\$50,000,000	
Previously Approved through June 2021	\$21,229,544	ONE - NINE
Previously Approved June 2021 through October 2021	\$9,182,789	TEN - ELEVEN
CalHEERS Maintenance	\$448,009	TWELVE
Extended C-IV Post-Deployment Support	\$300,000	TWELVE
CDSS Reports Support	\$299,976	THIRTEEN
CalSAWS Correspondence	\$4,329,375	THIRTEEN
Additional CalSAWS M&E Services for SFY 2021/22	\$670,590	THIRTEEN
CalSAWS Accessibility Testing	\$143,320	FOURTEEN
Total Allocated Amounts	\$36,603,603	
Total Remaining Allocation	\$13,396,397	
CalSAWS Contract (County Purchases)	Total Amount	Change Notice Ref.
Total Baseline Allocation (Amendment 23)	\$20,000,000	

CalSAWS 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	

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	

Note: Removed First Data C-IV Premise as N/A as of 9/30/2021. Removed Accenture C-IV Premise and County Purchase as N/A of 12/3/21.

CalWIN Contract (Premise/App Maint. Services)	Total Amount	Change Order Ref.
Total Baseline Allocation	\$54,516,908	
Previously Approved Projects	\$18,419,400	N/A
Previously Approved Projects	\$2,422,849	TWO - THREE
Elderly Simplified Application Project	\$156,500	FOUR
Cal-OAR Mods and Cal-OAR Client Sat. Survey	\$99,182	FOUR
Total Allocated Amounts	\$21,097,931	
Total Remaining Allocation	\$33,418,977	
Total Kernaling / Kilocalion	Ψου, 110,777	

CalWIN Contract (County Purchases)	Total Amount	Change Order Ref.
Total Baseline Allocation	\$6,968,662	
Previously Approved	\$2,021,592	N/A
Projects 60548 and 60549	\$177,419	FOUR
Total Allocated Amounts	\$2,199,011	
Total Remaining Allocation	\$4,769,651	

First Data (Staff Augmentation Services)	Total Amount	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	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	
Previously Approved	\$775,418	ONE - SEVEN
CalFresh Public Assistance Definition Alignment	\$86,184	EIGHT
QA Project Management Services	\$737,968	NINE
Total Allocated Amounts	\$1,599,570	
Total Remaining Allocation	\$2,400,430	

# CalSAWS Procurement Update

Vendor Input Results

# CalSAWS M&O Procurement Update

### Summary of Vendor Input

 Feedback received from 5 vendors on January 21 on the Infrastructure requirements and SOW, the M&E requirements and SOW and the 7 procurement approach questions.

	Vendor Response Summary to Requirements and SOWs					
		Requirements Infrastructure	M&E	SOWs Infrastructure	M&E	
	Firm	Comments	Comments	Comments	Comments	
1	Peraton	17	0	2	0	
2	InfoSys	11	32	9	12	
3	Deloitte	18	28	9	7	
4	Accenture	42	25	6	3	
5	Gainwell	0	0	0	0	
	Total	88	85	26	22	
	Grand Total	173		48		

# CalSAWS M&O Procurement Update

### Procurement Approach Questions

- In a multiple contractor environment, how would you propose addressing potential redundancies in scope of work between and across multiple contractors?
- 2. In a multiple contractor environment, how would you propose addressing potential ambiguities regarding which of multiple contractors was responsible for a specific scope of work?
- 3. In a multiple contractor environment, what recommendations would you make to address conflicts among contractors regarding responsibility for specific scopes of work?
- 4. In a multiple contractor environment, how would you propose structuring contractual warranty and indemnification obligations to ensure there are no gaps in coverage in light of potential redundancies or ambiguities in scopes of work between multiple contractors?
- 5. Are you less likely to bid based on the complexities you see in the requirements and SOWs? If so, what additional recommendations would you make regarding this procurement?
- 6. Would you be less or more likely to bid on a procurement with consolidated Infrastructure and M&E SOWs and requirements? Please explain why.
- 7. Please provide any additional input you would like for the Consortium to consider.

### CalSAWS M&O Procurement

### Key Procurement Tasks

- Develop Requirements: July 2021 March 2022.
  - Develop Initial Baseline Requirements for Infrastructure and Maintenance and Enhancements (M&E): July – October.
  - Requirements Orientation and Pre-Work: October 18 31.
  - Conduct Requirements Review and Validation Sessions: November 2 – December 2.
  - Finalize Requirements: December 3 9.
  - Consortium and State Review of Requirements and SOWs: December 10 – 16.
  - Vendor Community Review of Requirements and SOWs:
     December 22, 2021 January 21, 2022. (Extended by 2 weeks to request additional vendor input on procurement approach).
  - Analyze Vendor Responses to Procurement Questions: January 24 – 31.
  - Update and Finalize Requirements and SOWs: February 1 14.
  - Confirm Final Procurement Direction: February 15 28.

### CalSAWS M&O Procurement

### Key Procurement Tasks

- Prepare Draft RFP: August 2021 March 2022.
  - Define and Confirm Objectives and Vision: August October.
  - Prepare Infrastructure and M&E Statements of Work (SOWs): September – December.
  - Define Firm Experience and Minimum Qualifications: September November.
  - Define Key Staff Position Descriptions and Minimum Qualifications: September – November.
  - Develop RACI Matrices: September January.
  - Define Evaluation Models, Criteria, and Understanding and Approach: August – January.
  - Develop Service Level Agreements (SLAs): January February.
  - Prepare Price Schedules and Instructions: January March.
  - Prepare Agreements: February March.
- State Review and Approval: March 24 May 5, 2022.
- Federal Review and Approval: May 12 July 19, 2022.
- Release RFP: July 26, 2022.
- Proposal Due Dates: November 7, 2022. Vendors may bid on Infrastructure and/or M&E components.

January 27, 2022, JPA Member Representatives Meeting – Facilitated discussion to obtain feedback



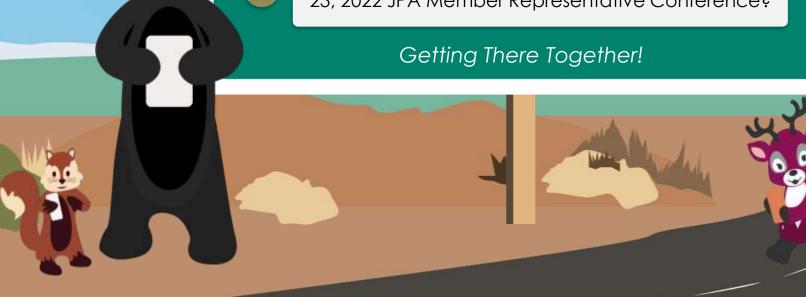
# Feedback

### January 2022 JPA Member Representative Conference

What stood out in your mind from the January 27, 2022 JPA Member Representative Conference?

Was there too much, too little, or just the right amount of information shared?

What would you like to see presented at the June 23, 2022 JPA Member Representative Conference?



### Los Angeles County Cutover



# Monitoring Imaging Operations and Performance

- Performance Testing and Tuning
- Exception Queues and OCR Success Rates
- Training: Imaging Best Practices and Searching of Queues
- Post Go-Live Support, Defect Resolution

#### **Monitoring BenefitsCal Readiness**

- YBN to BenefitsCal Policy Changes, Clarifications, and Communications
- Independent Testing
- Training
- Post Go-Live Support



### CalWIN Cutover to CalSAWS



- Tracking Converted Data Test Defect Resolution
- 84-Hour Cutover Window
- Golden Data Sets (GDS)
- County Data Validation Testing



- County Preparation Activities, Timeframes, and Materials
- County Activities for Imaging (legacy extracts/mapping)
- System and Process Validation, Participation, and Coordination
- County Staff Levels
- External Factors (Fire, COVID, etc.)
- Post Go-Live Support

Focused on Overall Quality and the County and Public Experience

### CalWIN Cutover to CalSAWS



- Timing of Data (GDS), CDT Defects, and GA/GR Features
- UAT Script Preparation
- County Participants

Batch Performance & Ops

- CalSAWS Counties Plus Upcoming Waves
- Scaling/Tuning Batch to Stay within 10-Hour Window
- Batch Communications for 58 Counties



- Conducting Cross-Risk Contingency Planning
- Exploring Options in the Event Adjustments are Needed

Focused on Overall Quality and the County and Public Experience

# Update on Key QA Activities Maintenance and Upcoming Releases

- Independent Testing
  - CalSAWS Releases
    - Policy Updates, Enhancements, and Fixes
    - + GA/GR Rules and Correspondence
  - BenefitsCal Releases 3 and 4
    - Language Translations
    - Two-Way Chat, Reporting, CBO Features
  - Integration of BenefitsCal, CalSAWS, and Imaging
- Security Reviews
- CalSAWS SLAs and Release Performance
- OCAT SLAs and Release Management



# Update on Key State IV&V Activities

# Update on Key IV&V Activities

### Key Activities being monitored by IV&V



Imaging Stability and Performance

- Production defect resolution
- Performance test results



Los Angeles County cutover - Imaging and BenefitsCal

- User Acceptance Testing (UAT)
- Preparation activities including training and communications



CalWIN Converted Data (CDT) Testing

- Defect resolution and risk mitigation activities
- •Golden Data Set (GDS) development



Batch Performance

- Batch performance improvements
- Production batch window



CalWIN Implementation Readiness

- •UAT planning and preparation
- County communications
- Training preparation
- •BPR and OCM activities and deliverables



Development and Implementation

- CalSAWS and BenefitsCal releases
- Post implementation support

# Adjourn Meeting