Calsaws

WCDS SUBCOMMITTEE MEETING AGENDA PACKAGE

Friday, March 18, 2022 12:00 P.M. – 2:00 P.M.

Virtual Meeting

Dial-In: 1 323-886-6772

Conference ID: 849 552 274#



Meeting Reminder

Please:

- Mute phone when not speaking
- Do not put your phone line on hold
- Unmute and identify yourself to speak and limit background noise

Agenda

- Call Meeting to Order
- 2. Roll Call and Confirmation of Quorum
- 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.

See supplemental document for full agenda.

Action Items



Action Items

- 4. Approval of the Minutes and review of the action items:
 - 4.1 January 14, 2022, WCDS Subcommittee

Refer to attached supplemental document.

Informational Items

5. CalSAWS Updates on Key Risks and Mitigation Plans

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.	 Road Map with specific performance enhancements has been developed and being implemented by the Analytics team 3 months of Performance Testing for Wave 1 scheduled for May through July Wave 2 Performance Testing scheduled for fall and a combined performance test for Waves 3-6 planned for the end of the year
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.	 First round of performance changes from Road Map have been deployed to production Additional Road Map items and additional performance defects are in progress 3 months of Performance Testing for Wave 1 scheduled for May through July Wave 2 Performance Testing scheduled for fall and a combined performance test for Waves 3-6 planned for the end of the year
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.	 Performance and stability of the imaging processing has continued to improve Enhanced performance testing have demonstrated improved stability at load and will continue ahead of the LA County Imaging Migration Recent results at twice expected volumed have demonstrated performance in line with expectations Operational Processes are being reviewed to identify opportunities to reduce human error previously encountered
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	 Development of cutover schedule complete Wave 1 Mock Conversion results to be leveraged to reassess the risk Team is assessing projected conversion window based on latest case load data

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.	 Accelerate the completion of the following: Implementation Work Plan for ISS Workstreams and for the Project workstreams which impact CalWIN Counties (T-12) County-Specific Implementation Work Plan (T-12) County Readiness Checklist (T-10) 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) Implementation Readiness Dashboard and Packet (T-6) Green Light Governance (meeting cadence starts at T-5) Implementation Lead Toolkit – Complete Communications Toolkit – Ongoing Training Toolkit – In Progress Coordinate the project dependencies and timelines that assist counties in planning their readiness activities – January 2022 Accelerate the assignment of dedicated Implementation resources to begin working immediately with Wave 1 counties after the Implementation framework is in place
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.	 High priority conversion defects have been aligned with GDS 6 and 7, which is planned for delivery in time for UAT preparation activities Additional resources have been added to the conversion team to increase the focus on defect resolution CDT Testers have been embedded with the Conversion team to enable earlier testing of defect fixes and improve fix reliability for CDT and UAT Contingency plans are being developed in case the risk is realized as an issue

Risk #	Risk Name	Risk Description	Mitigation Plans / Status
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.	 Mitigation steps are being developed for each of the risks related to CalWIN readiness Team is establishing measurable, formal checkpoints to determine exit criteria are on track to be met or if adjustments or other options need to be taken Detailed Contingency Planning is underway in the event the risk is realized as an issue
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.	 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 Inventories of existing CalSAWS reports and dashboards will be shared with the CalWIN counties to promote reuse across the teams Team is evaluating additional support options for the CalWIN counties as well

Risk #	Risk Name	Risk Description	Mitigation Plans / Status
270	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.	 Risk is currently associated with Wave 1 counties as subsequent wave CDG development timelines are not currently impacted Incorporate feedback from the counties on first iteration of the Change Discussion Guide Using a Human Centered-Change based approach, conduct a walkthrough with actual users of a sample of the updated Change Discussion Guide to assess how the Guide will support Supervisor conversations with staff and identify refinements Solicit preliminary feedback from counties prior to formal deliverable submission as part of business process close out activities (incorporate county pending decisions, incorporate outstanding automated actions, confirm change impacts) – ongoing through end of March

Risk Level: Medium

Risk #	Risk Name	Risk Description	Mitigation Plans / Status
264	CalWIN County waves may not complete their Imaging migration readiness activities by their designated wave go-live dates 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		 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) Use project tools such as Forumbee to provide immediate feedback and guidance Share CIT/Email with counties about best practices learned from C-IV/LA migrations 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
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.	 Additional resources have been added as well as additional requirement collaboration sessions to accelerate the completion of remaining design activities Accelerated turnaround timeframes for CRFIs to obtain county input Expedite the design of data model changes for conversion activities Collaborate with UAT team to adjust schedule to be based on May delivery and evaluate contingency options to accommodate any changes delivered after UAT commences

Conversion Risks Status, Statistics, and Goals – Wave 1 and Beyond

CalWIN to CalSAWS Conversion Summary

Where we are and what to expect

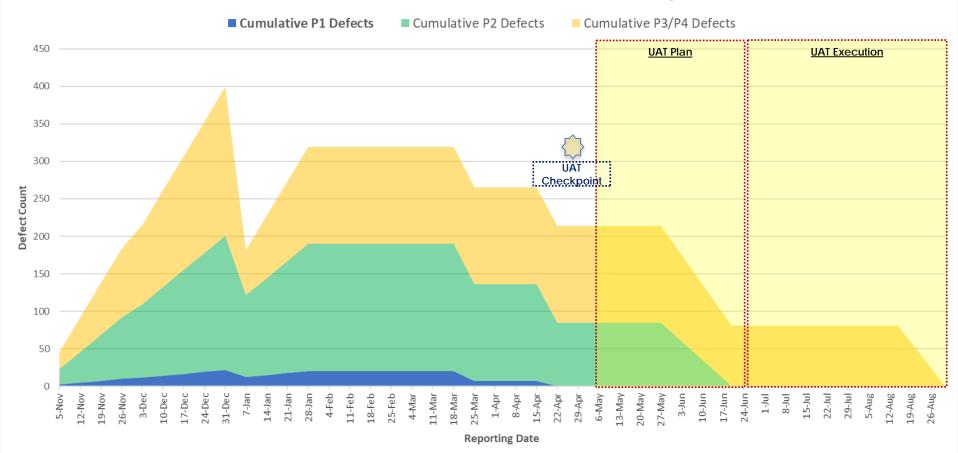
Key Metric	Current Status	Projections for Go-live	Notes
Case Conversion Rate	100%	100%	All CalWIN cases on track to be converted from CalWIN
Data Quality – Converted Data Test (CDT)	85% executed	100% executed by 5/31	All known defects on track to be fixed on or about 9/1/22 resulting in a positive County user experience
Data Quality – Auto Case Review (ACR)	57% automatically reviewed	70% - 75% automatically reviewed	High confidence to achieve this based on runway, known fixes, and team's commitment reducing the County need to review all cases

Data Quality - Converted Data Test (CDT)

Status on the Closure of Known CDT Defects

- ON SCHEDULE to fix all Priority 1 Defects before finish of CDT (April 18, 2022)
- □ ON SCHEDULE to fix all Priority 2 Defects **before** start of UAT (June 20, 2022)
- □ ON SCHEDULE to fix all Priority 3 and Priority 4 Defects **before** go-live

CDT Conversion Defects Burn Down Tracking



Data Quality - Auto Case Review (ACR)

How CalSAWS Automatically Reviews Data Quality

- ☐ High Confidence to achieve ACR rates similar to previous conversions
- □ Approximately 25% of the ACR fallout is due to active Medi-Cal (MC) programs that would otherwise Discontinue (DS) via Auto Case Review; however, are protected as a result of the **Public Health Emergency (PHE)**. For this reason, we will track these separately.
- ☐ Teams will **explore further options** with CDSS to review positive benefit variance and the associated impact to the ACR process.



Data Quality - Auto Case Review (cont'd)

Additional Information for Counties' Planning Efforts

- Comparisons with prior implementations
 - ISAWS to C-IV (2009): ACR = 0% (ACR process did not exist)
 - LEADER to LRS (2015): ACR = 72% (for Pilot go-live)
 - <u>C-IV to CalSAWS (2021)</u>: ACR = 86% (high rate due to very similar data models)
- Cases requiring County Case Review (25%-30%) will have a 'yellow banner' across case summary pages
- CalWIN benefits will roll forward while cases are awaiting case review
- ISS Team will help prepare a plan for each County to review cases, utilizing each county's funding allocation for case reviews
- In most cases, counties will have several months to review cases, however, in some cases, COLA runs will require review of some cases to be expedited. For wave 1, COLA run expected in December 2022
- Future waves will see improved ACR rates as we apply lessons from prior waves

Sample Case Review Report 1 - No Action Required

Actionable Report Will Be Provided Post Go-Live

AUTO CASE DEVIEW MICHARDO							
AUTO CASE REVIEW MISMATCH							
Reason for Mismatch	% of Mismatch Total	Worker Action					
Program Discontinued	58%	Run EDBC in CalSAWS to find the actual Discontinuance reason. Based on the Discontinuance reason, the Worker may need to update the appropriate data collection pages (Individual Demographics, Citizenship, Household, Verifications, Income, etc.) based on policy rules and rerun EDBC.					
Aid-Code Mismatch	27%	Run EDBC in CalSAWS to find the Aid-Code mismatches compared with the last CalWIN run Conversion EDBC. Based on the differences, worker will need to verify the results, update the data collection records, if required and take Action based on the policy rules and Authorize the EDBC results.					
MAGI Determination Pending	11%	In CalSAWS, the Medi-Cal Run EDBC process marks the program as closed for this reason if the program does not otherwise qualify to remain open and at least one person is Pending Eligible on the associated MAGI Determination. From the detail page for the EDBC in question, worker needs to click the hyperlink for the MAGI budget. This will show the page with details for the MAGI Determination and verify if at least one person has a status of Pending Eligible and is it the same in CalWIN. If each person's status in the corresponding MAGI Determination is the same in both CalWIN and CalSAWS, it is likely the program does not otherwise qualify to remain open. Review the EDBC results to see if there is an obvious reason that the other people are not open in the CalSAWS EDBC, and take action accordingly including on the MAGI pending eligible individual(s).					
Benefit Amount Mismatch	1%						
Full Case Review	1%						
Program Person Role Mismatch	1%	Worker Action to be included in Case Review Report Implementation Readiness Support materials					
Program Person Status Mismatch	1%	worker Action to be included in case keview keport implementation keadiness support materials					
Recoupment Mismatch	0.042%						
Cash Program not Authorized	0.004%						
Grand Total							

Sample Case Review Report 2 - No Action Required

Actionable Report Will Be Provided Post Go-Live

Α	В	С	D	E	F	G	Н	1	J	K
	COUNTY_NAME	OFFICE_NUM_IDENTIF	OFFICE_NAME	WORKER_NUMBER	CASE_NUMBER	PROGRAM	MISMATCH_REASON	RE_DUE_DATE	PGM_STAT_RSN_CODE	PRIORIT
07	Contra Costa	0Z	MC CF Service Center	07LS0Z650B	B889321	CalFresh	Program Discontinued	06/30/2010 00:00:00	No Eligible Mem	
07	Contra Costa	00	4545 Delta Fair	07LS0O5F0B	1B15434	CalFresh	Program Discontinued	08/31/2010 00:00:00	No Eligible Mem	
07	Contra Costa	00	4545 Delta Fair	07LS0O0R04	B624388	CalWORKs	Program Discontinued	12/31/2019 00:00:00	No Eligible Mem	
07	Contra Costa	00	4545 Delta Fair	07LS0O0R04	B624388	CalFresh	Program Discontinued	12/31/2019 00:00:00	No Eligible Mem	
07	Contra Costa	02	400 Ellinwood	07LS028V03	1B1BK52	Medi-Cal	Program Discontinued	06/30/2020 00:00:00	No Eligible Mem	
07	Contra Costa	0Z	MC CF Service Center	07LS0Z600B	1B2WH73	Medi-Cal	Program Discontinued	11/30/2020 00:00:00	No Eligible Mem	
07	Contra Costa	0Z	MC CF Service Center	07LS0Z4Q0C	1B4LC20	CalFresh	Program Discontinued	12/31/2020 00:00:00	No Eligible Mem	
07	Contra Costa	00	4545 Delta Fair	07LS0O0W03	B861639	CalWORKs	Program Discontinued	12/31/2020 00:00:00	No Eligible Mem	
07	Contra Costa	0Z	MC CF Service Center	07LS0Z650G	1B45G60	Medi-Cal	Program Discontinued	04/30/2021 00:00:00	No Eligible Mem	
07	Contra Costa	00	4545 Delta Fair	07LS0O0R01	1B4JW31	CalWORKs	Program Discontinued	07/31/2021 00:00:00	No Eligible Mem	
07	Contra Costa	00	4545 Delta Fair	07LS0O0T02	B829776	CalWORKs	Program Discontinued	07/31/2021 00:00:00	No Eligible Mem	
07	Contra Costa	0Z	MC CF Service Center	07LS0Z6009	B608102	Medi-Cal	Program Discontinued	07/31/2021 00:00:00	No Eligible Mem	
07	Contra Costa	00	4545 Delta Fair	07LS0O0T05	1B23305	CalWORKs	Program Discontinued	07/31/2021 00:00:00	No Eligible Mem	
07	Contra Costa	00	4545 Delta Fair	07LS0O0T02	B829776	Medi-Cal	Program Discontinued	07/31/2021 00:00:00	Failed MAGI	
07	Contra Costa	00	4545 Delta Fair	07LS0OA606	1B4R639	CalWORKs	Program Discontinued	08/31/2021 00:00:00	No Eligible Mem	
07	Contra Costa	00	4545 Delta Fair	07LS0O0T02	1B33Y76	CalFresh	Program Discontinued	08/31/2021 00:00:00	No Eligible Mem	
07	Contra Costa	00	4545 Delta Fair	07LS0O0T02	1B33Y76	CalWORKs	Program Discontinued	08/31/2021 00:00:00	No Eligible Mem	
07	Contra Costa	09	151 Linus Pauling	07LS09760E	1B2Z485	Medi-Cal	Program Discontinued	08/31/2021 00:00:00	No Eligible Mem	
07	Contra Costa	09	151 Linus Pauling	07LS09160D	1B41F79	CalWORKs	Program Discontinued	09/30/2021 00:00:00	No Eligible Mem	
07	Contra Costa	09	151 Linus Pauling	07LS09160D	1B41F79	CalFresh	Program Discontinued	09/30/2021 00:00:00	No Eligible Mem	
07	Contra Costa	00	4545 Delta Fair	07LS0O0T02	1B0SD21	CalWORKs	Program Discontinued	09/30/2021 00:00:00	No Eligible Mem	
07	Contra Costa	02	400 Ellinwood	07LS020E08	1B02G33	CalWORKs	Program Discontinued	09/30/2021 00:00:00	No Eligible Mem	
07	Contra Costa	0Z	MC CF Service Center	07LS0Z600B	1B02G33	CalFresh	Program Discontinued	09/30/2021 00:00:00	No Eligible Mem	
07	Contra Costa	02	400 Ellinwood	07LS020B07	1B14443	Medi-Cal	Program Person Status Mismatch	09/30/2021 00:00:00		
07	Contra Costa	03	1305 MacDonald	07LS031I05	1B52807	CalFresh	Program Discontinued	10/31/2021 00:00:00	No Appl - Req Person	
07	Contra Costa	03	1305 MacDonald	07LS031M0A	1B16J13	CalWORKs	Program Discontinued	10/31/2021 00:00:00	No Elig. Child	
07	Contra Costa	0Z	MC CF Service Center	07LS0Z6N03	B827060	Medi-Cal	Program Discontinued	10/31/2021 00:00:00	No Eligible Mem	
07	Contra Costa	0Z	MC CF Service Center	07LS0Z4Q0C	1B3LX40	CalFresh	Program Discontinued	10/31/2021 00:00:00	No Eligible Mem	
07	Contra Costa	OJ	3105 Willow Pass	07LS0J2302	B316695	CalFresh	Program Discontinued	10/31/2021 00:00:00	No Fligible Mem	

- Case Review Report (above) represents converted data at a point in time.
- <u>SharePoint location</u> for <u>Sample</u> Case Review Report

Risks 262 and 270

- Mitigation
- Milestones
- Timeline



Risk Statement and Findings



The CalWIN counties may not be fully prepared for go-live if they do not have sufficient or timely information from the ISS team.

- 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, counties 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.

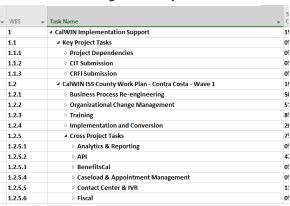
QA sees a need for and has recommended:

- Greater ISS ownership and proactive management of readiness activities
- Updated delivery strategy to provide materials and help counties prepare
- Clear communication and timelines for what is needed to be completed by when
- Refinement of the initial framework to capture the essential tasks, activities, and understanding of what counties need to prepare for Go-Live (i.e., Readiness Checklists)
- Early conversations on the transition from the current state to the future state
- Clear direction

County Workplans and Implementation Readiness Checklists Identify the What and When

- Conduct Walkthrough of T-# Key Activities for the Month Planned to Start/Finish and Ongoing Activity (e.g., Data Cleansing)
- Add Tasks for Learning Dependencies (e.g., Task Configuration)
- Add Tasks for Rolling 30 Day Updates (e.g., Help Desk)
- Conduct focused sessions
 - ✓ Ad Hoc Reporting in progress
 - ✓ Security in progress

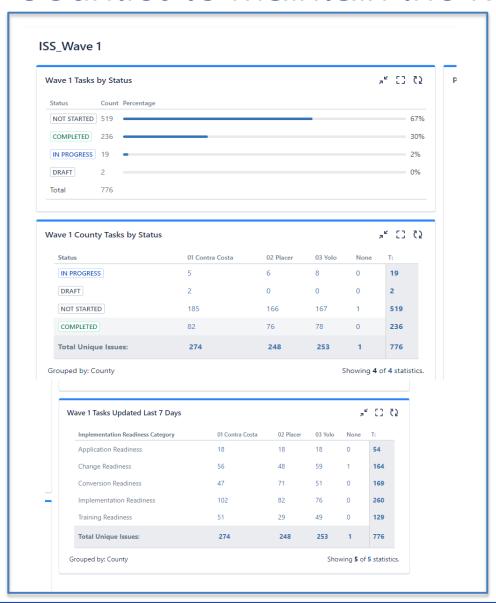
County Workplan



County Implementation Readiness Checklist



TOSS Team Collects Checklist Updates from Counties to Maintain the Readiness Dashboard



Updated by TOSS Team no less than monthly

Extract of dashboard provided to counties in excel

View to be added: late start and late completion

Risk Statement and Findings



If OCM does not have sufficient documentation and resources to create Change Discussion Guides (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 to create the CDGs.

- In Wave 1 County CDG Kickoffs, Counties stated:
 - BPR and draft CDGs do not capture the level of detail needed to understand the new processes and the changes.
 - Process improvements, automation opportunities, open items, and pending county decisions need to be addressed in the To-Be Process documentation
- By March 29, 2022, the OCM team must:
 - Create Change Discussion Guides Draft Deliverables
 - Review content with all Wave 1 counties
 - Finalize drafts
- Wave 1 Change Discussion Guide Final Deliverables are due to be submitted on April 21, 2022.
- CDGs must be finalized by May 20, 2022, which is 2 weeks prior to the start of Early Training

Risk Statement and Findings



If OCM does not have sufficient documentation and resources to create Change Discussion Guides (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 to create the CDGs.

- Some counties stated that BPR To-Be and draft CDGs do not capture the level of detail needed to understand the new processes and the changes
- QA has found:
 - Business Process Re-engineering (BPR)
 To-Be process documentation
 a starting point

"If we are highlighting the change, have the crosswalk of CalWIN and CalSAWS... for example, 'This is what you did in CalWIN, and now you'll do this in CalSAWS.'"

"This will not help staff understand the major functions."

 Process improvements, automation opportunities, open items, and pending county decisions still need to be addressed in BPR

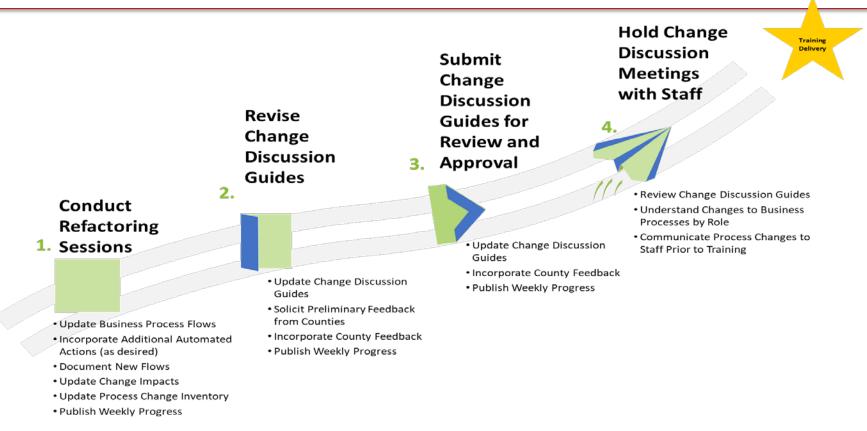
"Needs more details."

- Considerable effort and time are still required to create the needed CDG content (50%-60% complete and will require extensive working sessions with the counties)
- QA recommends conducting working sessions with county staff and system Subject Matter Experts to:
 - Identify/refine county To-Be processes, verify the county roles in each process, resolve all open items, and capture what is changing from the current state to future state
 - Ensure CDGs capture enough information for county staff to understand what is changing for processes in the transition to CalSAWS

Mitigation, Milestones, and Timeline



If OCM does not have sufficient documentation and resources to create Change Discussion Guides (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 to create the CDGs.



Wave 1 3/7 - 3/25

3/7 - 3/28

3/29 - 4/29

Start No Later than 5/20

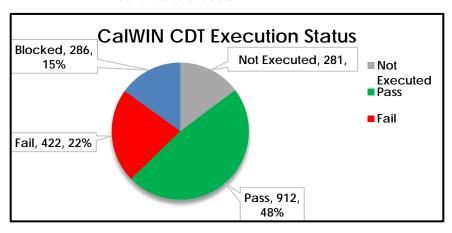
6. Conversion Updates

- 6.1 Converted Data Testing
- 6.2 CalWIN Wave Go-Live Dates

Conversion Updates

Converted Data Testing - Status

- Test execution schedule: November 2021 to May 2022
- Accelerated testing to complete first pass of testable scripts by January 30, 2022
- 85% of all test scripts have been executed (1,620 of 1,901 scripts)
 - 48% of test scripts have passed validation (912 scripts)
 - 37% of test scripts have failed/blocked tied to open defects (708 scripts)
 - 15% scripts are pending future code releases or conversion data set to be made available (281 scripts)
- Next conversion data set with defect resolutions targeted for end of March
- Team currently focused on:
 - Assisting conversion with the assembly testing of defect resolution.
 - Executing test script that have previously failed or blocked where workarounds can be applied to allow the testers to continue to execute.



CalWIN CDT Execution Status by Functional Area	Not Executed	In Progress	Pass	Fail	Blocked	Total
Ancillary	0	0	26	1	7	34
CalHEERS	1	0	67	6	5	79
Correspondence	7	0	70	85	5	167
Eligibility	2	0	159	102	139	402
Fiscal	33	0	191	32	56	312
GA/GR	229	0	0	0	0	229
Online	3	0	132	50	4	189
Reports	0	0	20	88	9	117
High-Volume Online Transactions	6	0	247	58	61	372
Total	281	0	912	422	286	1901

CalWIN Go-Live Dates

MILESTONES	Counties	Cutover Start (COB) Tentative	Go-Live Tentative	
Wave 1 (Option 2)	Contra Costa Placer Yolo	Thursday, October 27, 2022	Monday, October 31, 2022	
Wave 2 (Option 2)	Santa Clara Tulare	Thursday, February 23, 2023	Monday, February 27, 2023	
Wave 3 (Option 1)	Orange Santa Barbara Ventura	Thursday, April 20, 2023	Monday, April 24, 2023	
Wave 4 (Option 2)	San Diego San Mateo Santa Cruz Solano	Thursday, June 29, 2023	Monday, July 03, 2023	
Wave 5 (Option 2)	Alameda Fresno Sonoma	Thursday, August 31, 2023	Monday, September 04, 2023 (Labor Day)	
Wave 6 (Option 2)	Sacramento San Francisco San Luis Obispo	Thursday, October 26, 2023	Monday, October 30, 2023	

7. CalWIN Implementation Support Services Update

Project Management and Implementation



CalWIN County Actions

Actions for CalWIN Counties to Migrate to CalSAWS

Learn

- Understand the process changes using Change Discussion Guides (CDGs)
- Complete system training using WBTs and ILTs
- Attend knowledge sessions to understand CalSAWS tech ops process and communications

Decide

- Document County Configurations (e.g., mileage rates, workflows and document routing)
- Identify User Security updates
- Finalize staffing plan for clearing yellow banner cases and county configurations

Validate

- Verify system functionality during UAT (<u>optional</u>), Fiscal Interface Testing (<u>required</u>) and API Testing (<u>required for counties using CalSAWS APIs</u>)
- Review converted cases during County Data Validation (optional)
- Confirm high priority to-be flows during Process Simulation (required)

Prepare

- Update policy/procedure manuals, county systems, interfaces, reports, networks, hardware, sites
- Execute data cleansing tasks
- Adjust user security
- Input County Configurations
- Tailor communications for staff, CBOs and public

Transition

- Perform click through validation during cutover weekend in CalSAWS
- Work on yellow banner cases
- Report issues/concerns to TOSS team members

What Will Support County Learning, Decisions and Preparation for Organizational Readiness

What Is Leveraged

What ISS Adds

What Counties Own

CalSAWS Job Aids, Quick Reference Guides



CalSAWS Fact Sheets



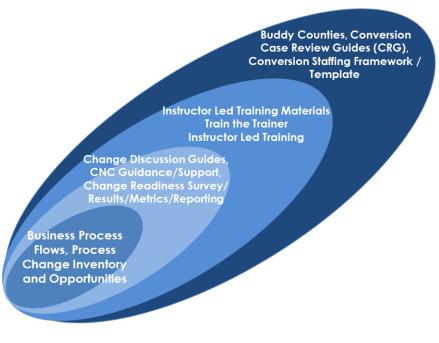
CalSAWS WBTs



Sandbox



Imaging Content



County Specific Workplan
Communications Plan / Sample Materials
County-specific Go Live Readiness Checklist

County Policy and Procedure Manual



County-specific Communications



County-specific Staffing Approach (Case Cleansing/Clean Up and Configuration

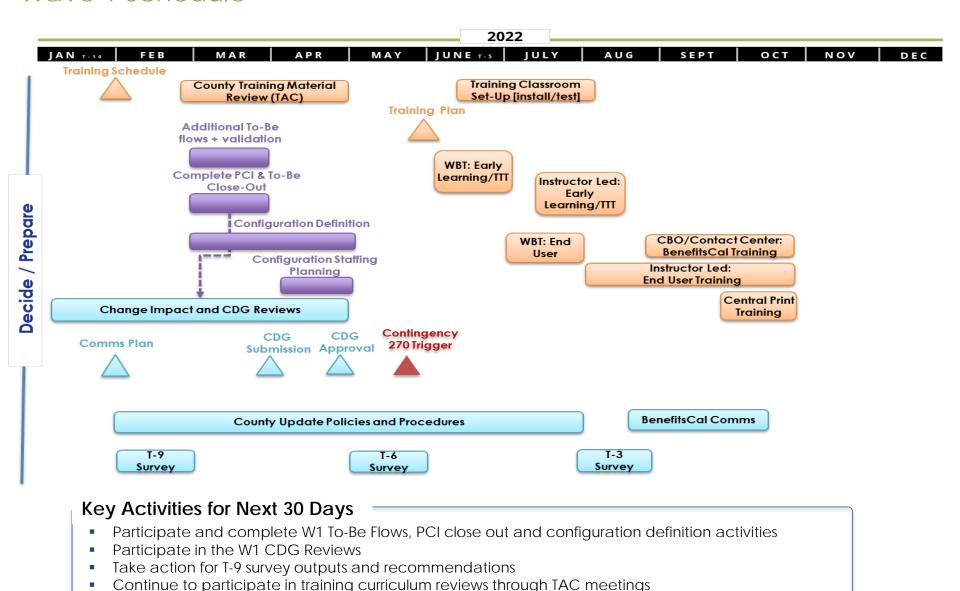


County-specific Job Description Updates



County Readiness Updates and Discussions

When Key Activities Occur for County Organizational Readiness Wave 1 Schedule



What Will Support County Decisions, Validation and Preparation for System Readiness

What Counties Prepare for Validation

County System Modifications

Ancillary / Imaging
Data Extracts and
Case Clean Up

County Configuration

County Fiscal Interfaces & APIs



What Counties Validate

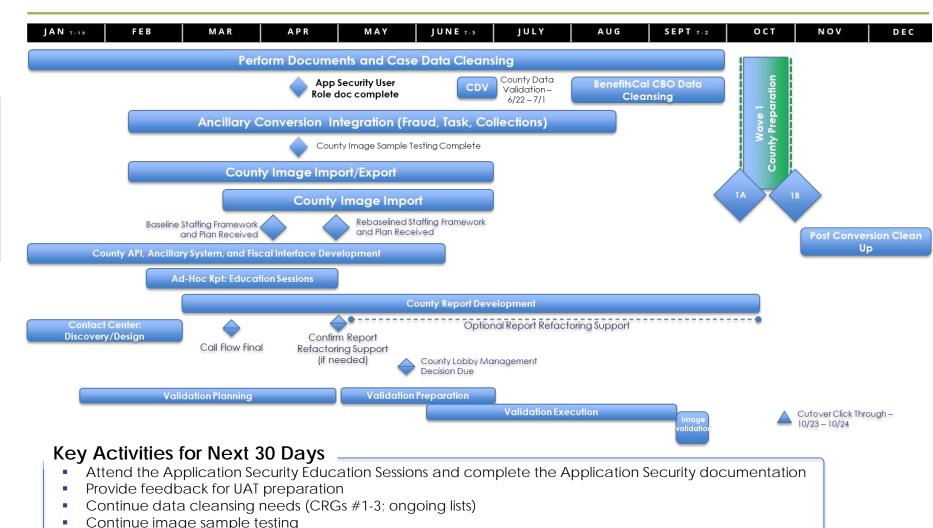
CalSAWS Functionality

County Data, Documents & Images

County Processes (Workflows, Routing and Opt-Ins)

Fiscal Interfaces
& APIs

When Key Activities Occur for County System Readiness Wave 1 Schedule



Confirm and approval Contact Center Call Flow (Placer/Yolo) and draft call flow (Contra Costa)

What Will Support County Learning, Validation and Preparation for Technical Readiness

What Counties Prepare for Validation

Respond to CIT and CRFI for Technical/Business/
Security/Network Req.

Procure and Configure Network/SW/HW Per Requirements

Update County Technical
Operations and
Communications Based
on Project Guidelines



What Counties Validate

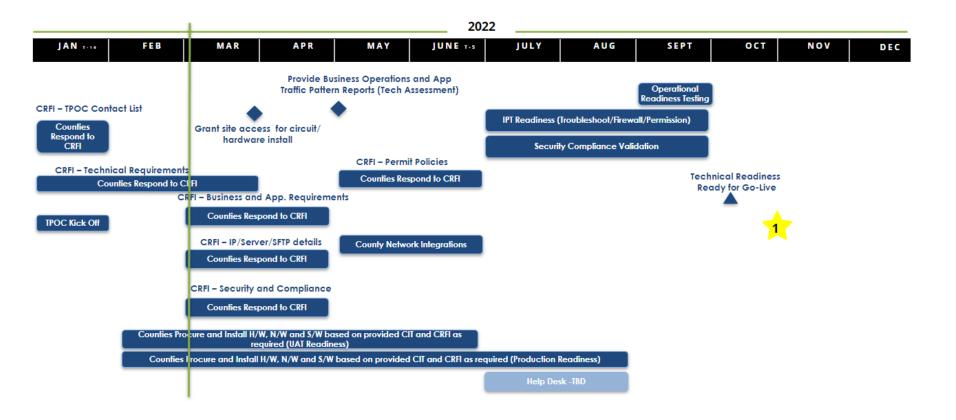
Operational Readiness

Security Compliance

Joint Integration Partner
Testing
Readiness
(Firewall/Permissions)

Software/ Hardware/ Network Readiness

When Key Activities Occur for County Technical Readiness Wave 1 Schedule



Key Activities for Next 30 Days

- Facilitate Hardware Installation on site once H/W procurement is completed
- Finalize CRFI 22-015: Network Architecture requested by the project

Business Process Reengineering (BPR)



BPR: To-Be Status

- Waves 1-3 ON-TRACK
 - Waves 1-3 To-Be Sessions COMPLETE
 - Waves 1-3 To-Be Final Work Product (FWP) Sign-Off COMPLETE
 - Waves 1-3 To-Be BPR Plan County Sign-Off COMPLETE
 - Wave-1 To-Be Final Work Product (FWP) Refactoring IN-PROGRESS
- Wave 4 ON-TRACK
 - Wave-4 To-Be Sessions COMPLETE
 - Santa Cruz & Solano To-Be Final Work Product (FWP) Submission –
 COMPLETE
 - Santa Cruz & Solano To-Be BPR Plan Development IN-PROGRESS
 - San Diego & San Mateo To-Be Draft Work Product (DWP)
 Submission PENDING
- Waves 5-6 PENDING
 - Waves 5-6 Formal Prep PENDING

Organizational Change Management (OCM)



Upcoming OCM Activities

March 2022

- CNC Waves 1 and 2 March 22nd
- Engage with Wave 1 Counties on Change Discussion Guides (CDGs)
- Participate in:
 - T-9 Readiness Surveys for Wave 1
 - T-12 Readiness Surveys for Wave 2

April 2022

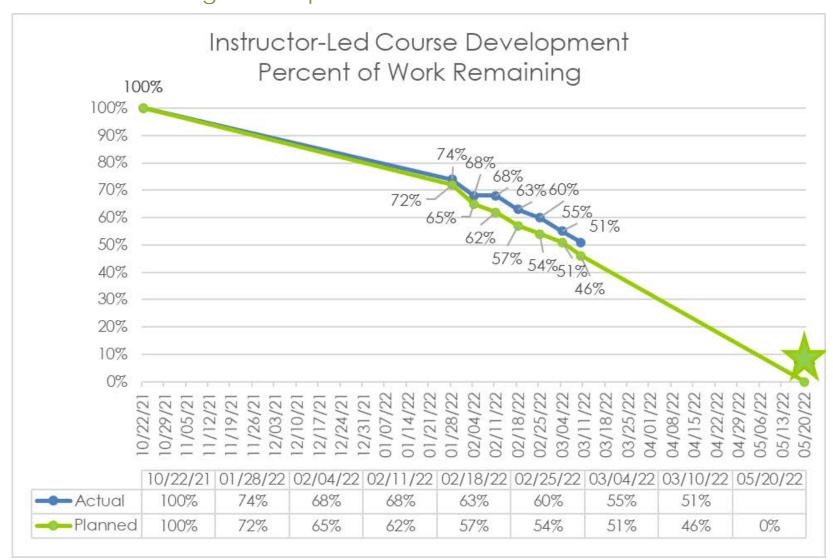
- CNC Waves 1 and 2 April 26th
- Continue to work with Wave 1 Counties to refine CDGs
- Receive Readiness Survey Results

Training



Training

CalWIN ISS Training Development Burndown Chart



Training

Instructor-led Classroom Training Course List and Status

ILT Course Title	Course – Total % Complete	ILT Course Title	Course – Total % Complete
General Eligibility	69%	Foster Care	40%
CalFresh Eligibility	70%	Supervisor Eligibility	67%
Medi-Cal Eligibility	67%	Supervisor Clerical	30%
Clerical	32%	Fiscal	66%
CalFresh/Medi-Cal Multi-Program	61%	QA/QC	64%
CalWORKs Eligibility	64%	RDB Maintainers	64%
CalFresh/CalWORKs Multi-Program	60%	Special Investigations/IEVS (Fraud)	62%
CalFresh/CalWORKs/Medi-Cal Multi-Program	49%	Child Care	30%
RCA	60%	Hearings	36%
Employment Services Welfare to Work	65%	GA/GR Eligibility	1%
CAPI	30%	Imaging	9%

These courses represent the Instructor-led curriculum for the listed user roles. Other training content is included in the Web-based Training (WBTs), planned webinars, Practice Labs, Job Aids, and Learning Journey Maps.

8. CalWIN/CalSAWS UAT Preparation Update

Complimentary CalWIN Efforts

CalSAWS Functionality and County-Specific Data

UAT – Execution	Process Simulation	County Data Validation
One time Jun 27- Sept 2, 2022	T-3 by wave (~4 weeks in Duration)	T-2 by Wave (2 weeks in Duration)
 During UAT, CalWIN counties will be able to validate application functionality: Common and Critical End-to-End Scenarios with the CalSAWS application production functionality Intake and Ongoing Journal entries, Task management, BenefitsCal e-apps, Imaging, EDBC, Correspondence, and Reports are integrated in all applicable program areas Specific Functionality for CalWIN, including GA/GR rules and CC and reports C-IV Migration Lessons Learned, such as: Fiscal Status Workflows Journals Tasks Imaging Correspondence Reports 	 During Process Simulation focus County high priority end-to-end scenarios to review the following with the intent of identifying: High Priority Office Configurations and Security profile (e.g., real-time transition of flow of duties between the different roles and Community-Based Organization security access) High Priority County Specific Task configurations that are turned on (e.g., tasks workflow going to the right worker/queue, BC Live Chat, Click to Call and EBT/BIC Card Replacement) Specific County document routing rules (e.g., imaged documents going to the right worker/office BC/CalSAWS e-apps, periodic reports, renewal/recertification routing, change reports and related tasks generating for the worker/office 	 During County Data Validation by Wave, participating counties will perform self paced Case Reviews and Comparisons against converted CalWIN Cases and Programs in a CalSAWS environment. This review (i.e., "Do my cases look right?") includes: Supportive "County Click-Through" Navigation Scripts Latest Golden (converted) Data Set with up-to-date defects resolutions Converted GA/GR cases and programs Converted CalWIN County Ancillary Systems data (Collections, Fraud, and Task Mgmt.) Note: Observations will be logged and assessed by the project for Go-Live readiness or post Implementation Support For Waves 2-6 this will be their first time with access to converted data since UAT is conducted with Wave 1 data. The County Data Validation environment supports CalSAWS functionality and will not include/support Client Correspondence, Batch, Workload Assignment, Task Management, Interfaces Report services
Wave 1 converted Data and new data Waves 2-6, CalSAWS with manually created Offices, Providers, and Security profiles with new data	Wave specific converted data	Converted Data by Wave
Target participants - All CalWIN counties	Target participants – UAT participants	Target participants – UAT participants and/or Case Carrying Staff

CalSAWS UAT Effort

UAT and County-Specific Data

UAT - Execution One time Jun 27- Sept 2, 2022 During **UAT**, CalWIN counties will be able to validate application functionality:

- Common and Critical End-to-End Scenarios with the CalSAWS application production functionality
 - Intake and Ongoing
 - Journal entries, Task management, BenefitsCal e-apps, Imaging, EDBC, Correspondence, and Reports are integrated in all applicable program areas
- Specific Functionality for CalWIN, including GA/GR rules and CC and reports
- C-IV Migration Lessons Learned, such as:
 - Fiscal Status Workflows
 - Journals
 - Tasks
 - Imaging
 - Correspondence
 - Reports

Wave 1 converted Data and new data

Waves 2-6, CalSAWS with manually created Offices, Providers, and Security profiles with new data

Target participants - All CalWIN counties

UAT Details						
Objective	County users to validate end-to-end system functionality with Wave 1 converted data and Wave 1-6 new data					
Timeframe	Preparation 5/2/2022 to 6/24/2022 Execution 6/27/2022 to 9/2/2022					
Structure of Test	Scripted & Adhoc					
Assumptions	CalSAWS Core - UAT env - GDS#7 Wave 1 data BenefitsCal - UAT2 - Masked GDS#7 No converted Images					
County Execution Resources Needs	Up to 2 UAT Security Administrators Up to 15 testers per CalWIN County. Two groups Minimum 4-week commitment 3 Subject matter experts for the 15 program/area					



UAT CalWIN County UAT Timeline





- County Test Scenario reviews and feedback concluded March 4, 2022
 - We received a generous Test Scenario feedback are reviewing through the March 18, 2022
- Script Development commences

CalSAWS CalWIN Test Reviews

CalWIN County Feedback

Test	Test Scenario Reviews and Feedback					
Due Date	March 4, 2022, Test Scenario Review Feedback completed					
Comments	Comments receive from the CalWIN participating counties and the UAT team is reviewing and addressing them through March 18, 2022					
New	141 county identified scenarios will be					
suggested	reviewed and formatted to include in the					
scenarios	UAT baseline					



141 New potential Test Scenarios by Program/Functional Areas				
38				
6				
5				
14				
21				
3				
25				
7				
5				
17				
141				

CalSAWS CalWIN UAT Upcoming

Preparation activities



Upcoming UAT Preparation for CalWIN

March

- Test Scenario feedback
- CalSAWS Test Script development

April

- Confirm Test Execution Participants
- Distribute and complete UAT participation environment access forms
- Coordinate the loading of supporting software for UAT environment and tools, i.e., VPN
- UAT tester Learning Management System (LMS) access validation

May 2 - June 10

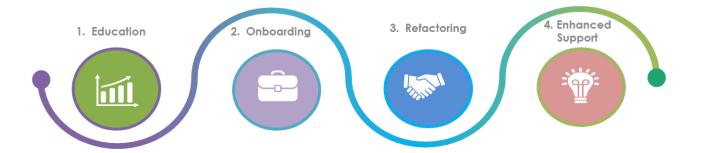
- LMS Self paced training and facilitated webinar and hands-on training
- UAT tester CalSAWS environment access validation.

9. CalSAWS Ad-Hoc Reporting

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

CalSAWS Ad-Hoc Reporting

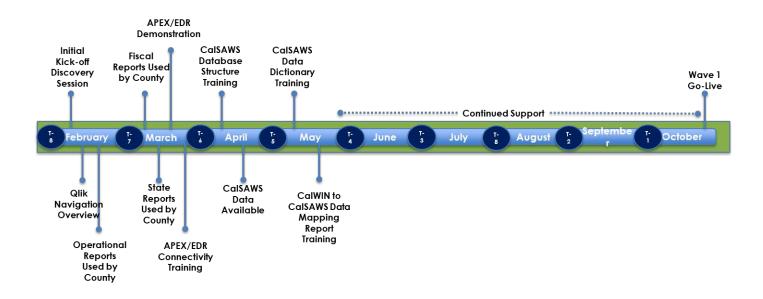
CalWIN to CalSAWS Readiness Approach and Timeline



- Provide overview of existing inventory of CalSAWS State, Management, and Dashboard Reports
- Assist Counties with their assessment of their county ad hoc report inventory and identify which reports need refactoring
- Provide Transition Readiness
- Provide secure access to CalSAWS Database Schema and County Converted Data
- Explain how to use the CalSAWS Data Dictionary and the CalWIN Conversion Mapping Report to refactor existing county ad hoc reports
- Demonstration of a Refactoring Activity
- Optional: Provide Enhanced Development Support (County Purchase of dedicated vendor support)

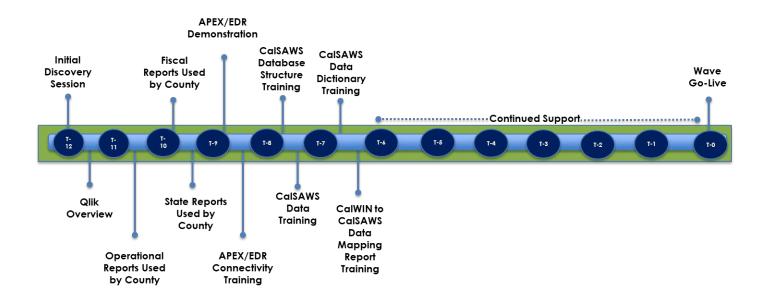
CalWIN Counties: Ad-hoc Reporting

Wave 1 Curriculum: Activities, Training, and Milestones



CalWIN Counties: Ad-hoc Reporting

Wave 2 - 6 Curriculum by County: Activities, Training, and Milestones



CalWIN Counties: Ad-hoc Reporting

Discovery Meetings Schedule

Wave	County	Proposed Month	Status	Availability of Data	Go Live Date
1	Contra Costa	2/16/22	Complete		October 2022
1	Placer	2/15/22	Complete		October 2022
1	Yolo	2/2/22	Complete		October 2022
2	Santa Clara	2/28/22	In-Process		February 2023
2	Tulare	2/22/22	In-Process		February 2023
3	Orange	March 2022	Not Started		April 2023
3	Santa Barbara	March 2022	Not Started		April 2023
3	Ventura	April 2022	Not Started		April 2023
4	San Diego	April 2022	Not Started	A :1.0000	June 2023
4	San Mateo	May 2022	Not Started	April 2022	June 2023
4	Solano	May 2022	Not Started		June 2023
4	Santa Cruz	May 2022	Not Started		June 2023
5	Alameda	June 2022	Not Started		August 2023
5	Fresno	June 2022	Not Started		August 2023
5	Sonoma	July 2022	Not Started		August 2023
6	Sacramento	July 2022	Not Started		October 2023
6	San Francisco	July 2022	Not Started		October 2023
6	San Luis Obispo	August 2022	Not Started		October 2023

10. CalSAWS Procurement Update

CalSAWS M&O Procurement

Key Procurement Tasks

- Develop Requirements: July 2021 March 2022.
- Prepare Draft RFP: August 2021 March 2022.
- 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 Date: November 29, 2022. Vendors may bid on Infrastructure and/or M&E components.
- Conduct Evaluation: November 30, 2022 August 9, 2023.
- Prepare Vendor Selection Report: August 10 September 1, 2023.
- Issue Notice of Intent to Award: October 3, 2023.
- Conduct Negotiations: October 13 November 17, 2023.
- Contract Approvals: November 29, 2023 April 5, 2024.
- Contingency Period: April 6 April 30, 2024.
- Contract Start Date: May 1, 2024.

11. CalSAWS Financial Update

CalSAWS Quarterly Financial Update

Overview

CalSAWS DD&I/M&O and Premise

CalWIN M&O

C-IV M&O

LRS M&O

JPA Admin

- 1 Actuals to Date
 Based on Vendor Invoices & County Claims
- Projections (Estimates to Complete)
 Estimated Costs for Future Months
- 3 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

Cal**SAWS** | SFY 2021/22 FINANCIAL DASHBOARD - March 10, 2022

Category	Actuals to Date ¹	Projections (ETC)	EAC	Total Allocation (Budget)	Balance + Under / (-Over)	% Expended to Date	% EAC to Budget
CalSAWS	\$162,566,000	\$125,183,481	\$287,749,481	\$287,749,481	\$0	56.5%	100.0%
DD&I App. Dev.	\$10,204,798	\$11,776,910	\$21,981,708	\$21,981,708	\$0	46.4%	100.0%
DD&I Non-App. Dev.	\$54,249,386	\$32,082,865	\$86,332,251	\$86,332,251	\$0	62.8%	100.0%
DD&I Training	\$1,249,441	\$1,397,363	\$2,646,804	\$2,646,804	\$0	47.2%	100.0%
DD&I GA/GR	\$4,231,452	\$86,178	\$4,317,630	\$4,317,630	\$0	98.0%	100.0%
DD&I Procurement	\$170,213	\$80,268	\$250,481	\$250,481	\$0	68.0%	100.0%
CalSAWS M&O	\$78,642,247	\$63,410,696	\$142,052,943	\$142,052,943	\$0	55.4%	100.0%
M&O Procurement	\$507,253	\$829,887	\$1,337,140	\$1,337,140	\$0	37.9%	100.0%
CalHEERS Interface	\$1,915,583	\$3,526,347	\$5,441,930	\$5,441,930	\$0	35.2%	100.0%
Covered CA CSC	\$0	\$176,092	\$176,092	\$176,092	\$0	0.0%	100.0%
CalSAWS Premise	\$11,395,627	\$11,816,875	\$23,212,502	\$23,212,502	\$0	49.1%	100.0%
CalWIN M&O	\$73,310,319	\$31,088,995	\$104,399,314	\$109,760,220	\$5,360,906	66.8%	95.1%
CalWIN M&O	\$65,548,007	\$29,030,836	\$94,578,843	\$94,578,843	\$0	69.3%	100.0%
CalHEERS Interface	\$6,607,582	\$1,356,743	\$7,964,325	\$13,325,231	\$5,360,906	49.6%	59.8%
CalHEERS CSCN	\$1,154,730	\$701,416	\$1,856,146	\$1,856,146	\$0	62.2%	100.0%
C-IV M&O	\$25,522,757	\$0	\$25,522,757	\$28,094,581	\$2,571,824	90.8%	90.8%
C-IV M&O	\$22,829,603	\$0	\$22,829,603	\$23,578,244	\$748,641	96.8%	96.8%
CalHEERS Interface	\$1,724,222	\$0	\$1,724,222	\$3,478,921	\$1,754,699	49.6%	49.6%
Covered CA CSC	\$968,932	\$0	\$968,932	\$1,037,416	\$68,484	93.4%	93.4%
LRS M&O	\$17,545,982	\$0	\$17,545,982	\$17,655,112	\$109,130	99.4%	99.4%
LRS M&O	\$16,221,012	\$0	\$16,221,012	\$16,330,142	\$109,130	99.3%	99.3%
CalHEERS Interface	\$1,324,970	\$0	\$1,324,970	\$1,324,970	\$0	100.0%	100.0%
JPA Admin. Budget	\$299,534	\$421,726	\$721,260	\$721,260	\$0	41.5%	100.0%
CalSAWS 58 Counties	\$299,534	\$421,726	\$721,260	\$721,260	\$0	41.5%	100.0%
Total	\$279,244,592	\$156,694,202	\$435,938,794	\$443,980,654	\$8,041,860	62.9%	98.2%

^{1.} April Payment Month (partial actuals per advance)

Premise and CalSAWS allocation updates applied to align to May Revise

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	\$18,583,427	\$9,816,093	\$28,399,520	\$28,399,520	\$0	65.4%	100.0%
Consortium Personnel - County ¹	\$6,196,714	\$5,838,118	\$12,034,832	\$12,034,832	\$0	51.5%	100.0%
Consortium Personnel - Contractor ^{2,3}	\$12,386,713	\$3,977,975	\$16,364,688	\$16,364,688	\$0	75.7%	100.0%
CalWIN M&O	\$2,617,085	\$1,770,174	\$4,387,259	\$4,387,259	\$0	59.7%	100.0%
Consortium Personnel - County ¹	\$67,992	\$98,076	\$166,068	\$166,068	\$0	40.9%	100.0%
Consortium Personnel - Contractor ^{2,3}	\$2,549,093	\$1,672,098	\$4,221,191	\$4,221,191	\$0	60.4%	100.0%
C-IV M&O	\$1,646,967	\$0	\$1,646,967	\$1,647,906	\$939	99.9%	99.9%
Consortium Personnel - County	\$482,784	\$0	\$482,784	\$482,988	\$204	100.0%	100.0%
Consortium Personnel - Contractor ²	\$1,164,183	\$0	\$1,164,183	\$1,164,918	\$735	99.9%	99.9%
LRS M&O	\$4,244,622	\$0	\$4,244,622	\$4,353,667	\$109,045	97.5%	97.5%
Consortium Personnel - County	\$4,244,622	\$0	\$4,244,622	\$4,274,911	\$30,289	99.3%	99.3%
Consortium Personnel - Contractor ²	\$0	\$0	\$0	\$78,756	\$78,756	0.0%	0.0%
Premise	\$175,671	\$114,074	\$289,745	\$289,745	\$0	60.6%	100.0%
Consortium Personnel - County	\$56,698	\$0	\$56,698	\$56,698	\$0	100.0%	100.0%
Consortium Personnel - Contractor ²	\$118,973	\$114,074	\$233,047	\$233,047	\$0	51.1%	100.0%
Total	\$27,267,772	\$11,700,341	\$38,968,113	\$39,078,097	\$109,984	69.8%	99.7%

Cal**saws** | SFY 2021/22 CONSORTIUM PERSONNEL BUDGET & FTEs

SFY 2021/22 - Consortium Personnel FTE Counts	Current/Planned FTEs (As of 10/2021)
CalSAWS DD&I and M&O	192
Consortium Personnel - County ¹	85
Consortium Personnel - Contractor ²	77
Consortium Personnel - Contractor Limited Term ³	19
TBD ⁴	11
CalWIN M&O	21
Consortium Personnel - County ¹	1
Consortium Personnel - Contractor ²	12
Consortium Personnel - Contractor Limited Term ³	7
TBD ⁴	1
Premise	2
Consortium Personnel - County ¹	1
Consortium Personnel - Contractor ²	1
Total	215

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

²Includes RGS and CSAC employees

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

⁴Does not account for backfill considerations

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	\$14,710,993	\$9,281,513	\$23,992,506	\$29,353,412	\$5,360,906	50.1%	81.7%
CalWIN M&O	\$9,383,595	\$4,292,832	\$13,676,427	\$13,676,427	\$0	68.6%	100.0%
CalHEERS Interface Change Budget	\$2,611,880	\$310,000	\$2,921,880	\$8,282,786	\$5,360,906	31.5%	35.3%
CalHEERS CSCN Change Budget	\$0	\$249,595	\$249,595	\$249,595	\$0	0.0%	100.0%
CalWIN Premise	\$2,715,518	\$4,429,086	\$7,144,604	\$7,144,604	\$0	38.0%	100.0%
C-IV M&O	\$6,384,626	\$0	\$6,384,626	\$7,994,262	\$1,609,636	79.9%	79.9%
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	\$0	\$243,126	\$243,126	\$0	100.0%	100.0%
LRS M&O	\$6,089,734	\$0	\$6,089,734	\$6,089,819	\$85	100.0%	100.0%
LRS M&E	\$5,203,244	\$0	\$5,203,244	\$5,203,329	\$85	100.0%	100.0%
CalHEERS Interface Change Budget	\$886,490	\$0	\$886,490	\$886,490	\$0	100.0%	100.0%
CalSAWS M&O	\$19,037,746	\$13,059,991	\$32,097,737	\$32,097,737	\$0	59.3%	100.0%
CalSAWS M&E	\$15,694,081	\$9,465,373	\$25,159,454	\$25,159,454	\$0	62.4%	100.0%
CalHEERS Interface Change Budget	\$1,915,583	\$2,339,985	\$4,255,568	\$4,255,568	\$0	45.0%	100.0%
BenefitsCal	\$202,985	\$608,953	\$811,938	\$811,938	\$0	25.0%	100.0%
LRS/Calsaws Premise	\$1,225,097	\$645,680	\$1,870,777	\$1,870,777	\$0	65.5%	100.0%
TOTAL	L \$27,185,353	\$9,281,513	\$36,466,866	\$43,437,493	\$6,970,627	62.6%	84.0%

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

Warranty & Liquidated Damages Detail - SFY 2021/22							
Category	Contract	Service Month	Amount	Invoice Month	Invoice #		
Deliverable(s) to UAT on schedule	CalWIN	June-20	\$5,000	July-21	60006752		
Operations Deliverables and Reports Delivery	CalWIN	June-20	\$263	July-21	60006752		
CalWIN System Availability	CalWIN	May-21	\$30,250	August-21	60007348		
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		
CalWIN System Availability	CalWIN	December-22	\$18,500	April-22	TBD		
Duplicate Packets - Postage	C-IV	Oct 21 - Nov 21	\$17,730	County Reim	bursement		
Blank Forms - Postage	CalWIN	November-21	\$3,869	County Reim	Reimbursement		
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	1100811556		
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		
Postage Credit	LRS/CalSAWS	November-21	\$12,801	February	1100811556		
Daily Batch Production Jobs Completion	LRS/CalSAWS	November-21	\$25,000	April-22	TBD		
LRS Daily Prime Business Hours Availability	LRS/CalSAWS	December-21	\$2,000	April-22	TBD		
Daily Batch Production Jobs Completion	LRS/CalSAWS	December-21	\$15,000	April-22	TBD		
Imaging LDs - Hyland Software	CalSAWS	Oct 21 - Jan 21	\$84,906	May-22	TBD		
Total			\$421,114				

Hours & Credits							
Category	Actuals	Projections (ETC)	EAC	Allowance	BALANCE +Under / (-Over)		
CalWIN Modernization ("Modification") Hours	\$5,237,542	\$421,682	\$5,659,224	\$9,428,370	\$3,769,147		
CalWIN Business Intelligence (BI)	\$3,971,215	\$ O	\$3,971,215	\$3,971,215	\$0		
CalWIN IDMS	\$1,500,000	\$ O	\$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	\$11,325,216	\$3,505,222	\$14,830,438	\$18,599,585	\$3,769,147		

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

CalSAWS Contract (Premise/App Maintenance Services)	Total Amount	Change Notice Ref.
Total Baseline Allocation (Amendment 23)	\$50,000,000	
Previously Approved through June 2021	\$21,229,544	ONE - NINE
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
Addl M&E and Functional Support; Various Premise	\$2,432,905	FIFTEEN
Total Allocated Amounts	\$39,036,508	
Total Remaining Allocation	\$10,963,492	
CalSAWS Contract (County Purchases)	Total Amount	Change Notice Ref.
Total Baseline Allocation (Amendment 23)	\$20,000,000	
Approved County Purchases	\$1,702,883	FIFTEEN
Total Allocated Amounts	\$1,702,883	
Total Remaining Allocation	\$18,297,117	
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	

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.

\$0

\$8,000,000

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

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
Projects 60858, 60859, 61078 and 61377	\$262,105	FIVE
Total Allocated Amounts	\$2,461,116	
Total Remaining Allocation	\$4,507,546	

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

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

ClearBest	Total Amount	Work Order Ref.
Total Baseline Allocation (Change Order 6)	\$4,000,000	
Previously Approved	\$775,418	ONE - SEVEN
CalFresh Public Assistance Definition Alignment	\$86,184	EIGHT
QA Project Management Services	\$737,968	NINE
Addl M&E Testing and County Data Validation Support	\$732,108	TEN
Total Allocated Amounts	\$2,331,678	
Total Remaining Allocation	\$1,668,322	

Total Allocated Amounts

Total Remaining Allocation

Cal**SAWS** | County Support Staff Details

The CalSAWS IAPDU includes funding for county staff at the local level for the following activities during DD&I:

Preparation and Planning (CalWIN)

- Documenting and consolidating all position descriptions and number of positions by county for the CalWIN OCM,
 Training and Implementation Support vendor contract
- Gathering and consolidating existing county business process documentation for the CalWIN OCM, Training and Implementation Support vendor
- Planning and assessing the need to train various Community Based Organizations
- Gathering and documenting information about and impacts to the current organizational structure and business processes
- Determine needs for instructor-led training and web-based training by county and by position
- Assess the ability to support training facilities for CalSAWS training within the county, including coordination with other departments as needed to avoid scheduling conflicts with new hire and ongoing training
- Planning and supporting assessments of county business process and conversion impacts related to ancillary systems, county partner departments and contracts in advance of actual conversion; and
- Analyzing the impacts of new ancillary systems related to current contract end dates and migration implementation dates; inter-county coordination and communication around impact of withdrawing from contracts shared across multiple programs and/or departments.

Manual Conversion (CalWIN & C-IV)

 Manual data cleansing activities, including resolving duplicate persons (CINs) across CalWIN, C-IV, and LRS in preparation for automated data conversion of C-IV and CalWIN data to CalSAWS.

Ancillary Systems (CalWIN & C-IV)

- Modify business intelligence reports maintained in county systems
- Integrate county data extracts (including audit logs)
- Retrofit county systems for county data extracts
- Conduct system test
- Provide production support



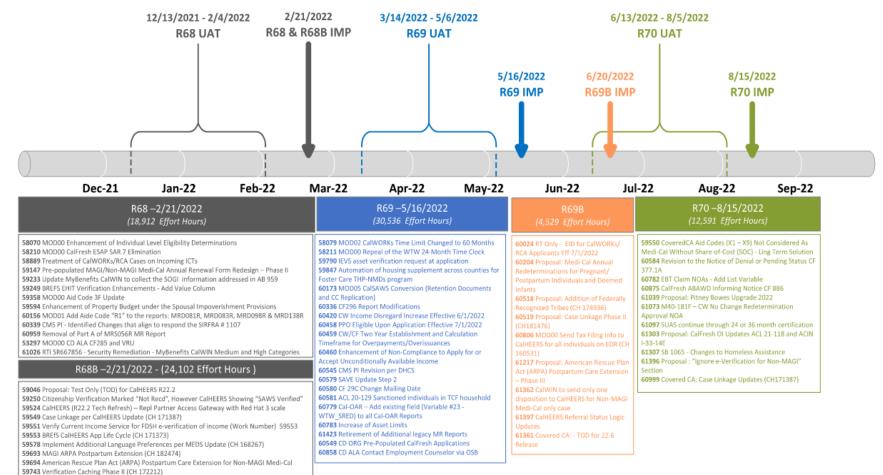
12. Policy Update

Policy Updates

Rev: 3/8/2022

CalWIN Release Delivery Impact





*Forecasted total Effort Hours will increase as estimates are finalized and if additional content is added to the releases.

60091 OSB Gateway Server Upgrade

60032 MAGI Health4All Companion to CalHEERS CR 159158

60033 Health4All - Older Californian Expansion for Non MAGI

13. Disaster Recovery Drill

Disaster Recovery Drill

 Successful Disaster Recovery Drill was executed from January 24 to February 4, 2022

 Core components of CalWIN were brought online in 24 hours including:

Main CalWIN application (CWEA)

MyBenefits CalWIN

ACCESS CalWIN

Notice CalWIN (See note below)

Remaining components of CalWIN were brought online in 48 hours

CWA

Contact CalWIN

Business Intelligence

CIS

Note: Testing following the recovery of Notice CalWIN identified that documents could not be printed locally and documents previously printed could not be retrieved. This item was fixed within 1 hour and 47 minutes following discovery.

WCDS, QA and County Testing was conducted successfully



14. Stakeholder Updates

- CDSS
- DHCS
- OSI
- CWDA

15. Adjourn Meeting

Next meeting May 20, 2022