#### CalSAWS | JPA Board of Directors Meeting



March 11, 2022

# Agenda

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

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

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

# Action Items



# Action Items

- 4. Authorization to conduct CalSAWS JPA Board, Project Steering Committee (PSC), and WCDS Subcommittee Meetings in accordance with subdivision (e) of Government Code Section 54953 through April 11, 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.

# Accenture Amendment 29 Revision to Global Delivery Network



# BACKGROUND

Current Accenture Offshore Global Delivery Network (GDN) Work

 Contract Terms: Per Section 4.1 of Exhibit X to the LRS Agreement, "Any use of GDN resources shall not exceed 20% of the available development and testing hours without the prior written approval of the CONSORTIUM Executive Director. GDN resources may only be used for Work not set forth in Schedule 4 (Services To Be Performed in GDN – Security, Access and Technology Requirements) upon the prior written approval of the CONSORTIUM Executive Director." August 2019

# BACKGROUND

## Current Accenture Offshore GDN Work (Cont.)

#### 2. Offshore Work permitted today:

- a. Schedule 4 to Exhibit X: Application Development, Application Build and Application Test (including unit, assembly, system, and automated regression testing)
- b. Offshore Mix is <u>currently approximately at 25%</u> as a result of Letter Agreements or Contract Amendments listed below:
  - February 2020 Schedule 4 to Exhibit X: Authorized to use/access "Production Jira" (the "project(s)" within Atlassian Jira, the change management tool that contains the records or Jira "issues" including but not limited to SCRs and Defects for the production LRS and/or CalSAWS)
  - 2. October 2020 ForgeRock identity and access management work
  - 3. **February 2021** Schedule 15 Customer Service Center Certain buildrelated tasks for the CalSAWS CSC Solution's Amazon Connect platform
  - 4. **July 2021** A Portion of Batch Operations administering and monitoring the production batch schedule using BICsuite platform, performing queries to check control totals, and providing reporting on batch results among other related tasks

# BACKGROUND

#### Current Accenture Offshore GDN Work (Cont.)

- 5. August 2021 Support API Development including responsibility for the development of frameworks and functionality. Performance Test Scripting with responsibility for the creation and maintenance of the performance test scripts
- 6. August 2021 Perform approximately 42,100 hours of Work for Subtask 2.5 (System Administration), Subtask 2.15 (Batch Support), and Subtask 2.17 (Production Support) at the rates defined in Schedule 3a (CalSAWS Maintenance and Operations - Technical Infrastructure Services Charges) of Attachment 2 (Pricing Schedules) to Schedule 1 of Exhibit X

# **CURRENT STATE ASSESSMENT**

#### What We Have Learned Through Our Current Offshore Work

- 1. Increased throughput
- 2. Same or better quality
- 3. Better rates on certain change orders
- 4. Bigger talent pool to bring on highly skilled resources

## **INDUSTRY BENCHMARK**

### How Other Large Projects Leverage Offshore

- CalHEERS 60% offshore
- FI\$CAL 50% offshore
- CalVax and Covid Contact Tracing 50% offshore
- BenefitsCal Majority offshore, no contract limitation
- CalWIN 30% offshore

# **PROPOSED CHANGE**

#### What is the Change to Leverage More Offshore Capabilities?

#### Summary

Increase offshore mix to 40%, and extend beyond Application Development, while continuing to adhere to contractual SLAs and expectations of security, warranty, quality and schedule. For Example:

- Exhibit X Sec. 11.3 At no additional cost to CONSORTIUM, CONTRACTOR shall correct any and all Deficiencies in the CalSAWS System
- Exhibit X Sec. 20.5 CONTRACTOR shall protect and secure all Program Data, and keep confidential all confidential Program Data, including identifiable information concerning any individual, in compliance with all applicable laws
- Exhibit X Sec. 65 CONTRACTORS'...workstations and portable devices...require encryption (i.e. software and/or hardware) in accordance with...NIST.

#### **Application Maintenance:**

- Increase Application Development Work (e.g., Correspondence, Online, Fiscal, Batch & Interfaces, APIs, etc.)
- Increase System Test and Regression Test

#### Infrastructure:

 Start Production operations (e.g., Batch monitoring, Environment Support, DBA Services, Network Operations, Tool and Software support etc.)

## Rationale For Proposed Change Why Is It Critical to Leverage Offshore Capabilities?

#### 1. Short-Term

- a. Unprecedented **US labor market challenges** resulting in staffing issues
- b. Free-up knowledgeable onshore staff to focus on work that requires access to production data (e.g. Conversion)

#### 2. Medium-Term

- a. Allow for **24/7 Operations** to take advantage of 'Follow the Sun model' and allow for high-quality and sustainable work-life for project resources
- b. Tap into a **greater pool of highly-skilled technical staff** from existing Accenture Global Delivery Networks
- c. Increase M&E capacity by 20,000 hours (01/2023 to 10/2023) within the same budget to address backlog of SCRs and unforeseen items/gaps that may emerge from the CalWIN implementation

#### 3. Long-Term

- a. Keep the **budget flat** during the CalSAWS Contract Extension period
- b. Get **closer to the industry benchmark** of onshore/offshore mix consistent with other large and successful IT projects

## **SECURITY CONSIDERATIONS** How will we maintain security requirements

- 1. Consistent Contract Expectations: Accenture has a contracted commitment, <u>everywhere it conducts CalSAWS Work</u>, to maintain CalSAWS Program Data Security and confidentiality of all confidential records and information, including Program Data, billings, Consortium records, and applicant/participant records and information. (See Section 20 of Exhibit X to the LRS Agreement)
- 2. Secured Access: AWS Workspaces and AWS App Stream will be used by offshore team members (as currently used by App Development resources today) to provide secure working environment
- 3. Access is role-based (RBAC) and the least set of privileges necessary for each staff member to perform their role
  - a. Access to only non-production data or masked production data
  - b. Per Amendment 29 Accenture "must first mask or otherwise obfuscate any PII and/or PHI that may reside in any Production Data accessible...at any of CONTRACTOR's GDN (Global Delivery Network) locations."
  - c. Security construct designs are reviewed and approved by the Consortium Security team prior to implementation and activation for use by offshore team members
- 4. **Controls in Place** Authorization and provisioning for all system access is managed in a centralized and consistent manner for each type of system access; authorization is provided by Accenture and Consortium Security teams
- 5. Quarterly Review of PHI and PII Access Due to strict Regulatory Agency requirements for PII & PHI access, the Tech Support Team performs a quarterly review process for PII & PHI users to confirm continued necessary use and continued valid access justification

# **SECURITY CONSIDERATIONS** Existing Contract Security Requirements

#### **Secure Bay Requirements**

CONTRACTOR will perform all Work within a Secured Bay environment, which will adhere to the following requirements:

- 1) The Secured Bay will be a **physically segregated space** that is clearly demarked from other common areas by walls and doors capable of supporting both magnetic and key locks.
- 2) Access to the Secured Bay must be controlled and audited via electronic badge system. Individuals may not share badges.
- 3) Only CONTRACTOR staff required for **performing Work for CONSORTIUM**, and other supporting activities (IT Admin., etc.) will be allowed to access the Secured Bay.
- 4) Security guards must be posted at all entrances of each facility that houses a Secured Bay.
- 5) CONTRACTOR will **not authorize copying** of any data from the Windows Virtual Desktop Instances (VDIs) to a local computer via copy/paste, screen capture, camera picture, or otherwise under any circumstance.
- 6) All devices such as **mobile phones**, **USB storage devices**, other external storage devices, and any other media recording devices will be prohibited. Any exceptions must be explicitly approved by the CONSORTIUM Executive Director.
- 7) All computers in the Secured Bay must be locked down to not allow the use of any external ports and devices including, but not limited to, USB ports, serial ports, and CD/DVD Drives, except when required to deliver the Work (e.g., monitor, keyboard, mouse, network connectivity).
- 8) The use of paper, pens, pencils and printed material may be allowed in the Secured Bay, however, **no CONSORTIUM documents or printed materials may be taken out of the Secured Bay** by CONTRACTOR staff under any circumstance. Paper must be shredded before discarding. Print capabilities will be restricted to supervisors or other senior management.

# **QUALITY CONSIDERATIONS**

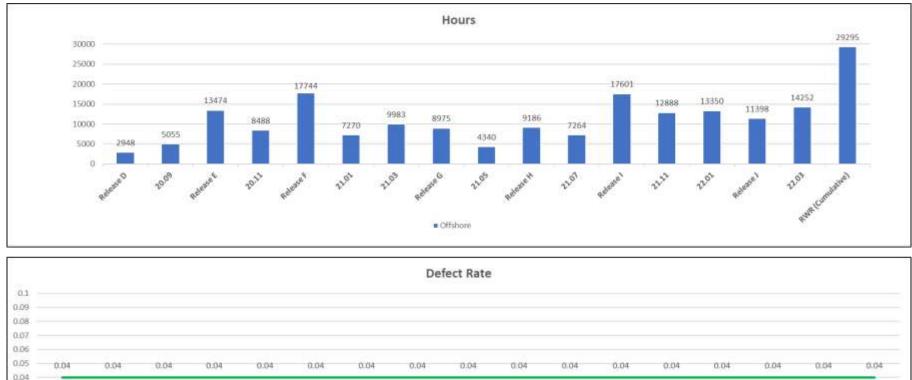
## How will we deliver on our quality expectations

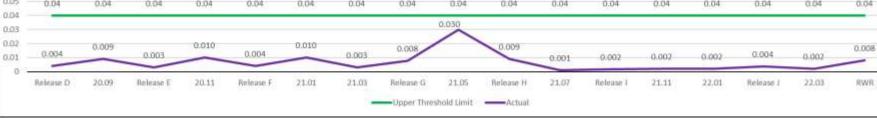
- Prior to the CalSAWS DD&I Migration for the LRS Application, the size of release deployment efforts were only 30% of the current deployment effort with no offshore support. Error density rate averaged 12% before offshore.
- As part of the CalSAWS DD&I Migration to implement changes for C-IV and CalWIN counties, the size of the release deployment effort grew by more than triple and 20% of App-Dev was done with the offshore team. High quality delivery with recent error density rate averaging 9% with offshore

LRS Application Major Release Deployment			CalSAWS Application Major Release Deployment				
Release	Size of Release (Hrs) A	Size of Defect Effort (Hrs) C	Error Density % C/A	Release	Size of Release (Hrs) A	Size of Defect Effort (Hrs) C	Error Density % C/A
18.07	16,355	1,543	9%	20.05	41,735	4,585	11%
18.09	15,546	2,541	16%	20.07	46,816	4,052	9%
18.11	19,525	2,041	10%	20.09	38,269	3,772	10%
19.01	11,708	1,966	17%	20.11	54,249	3,575	7%
19.03	13,412	1,491	11%	21.01	44,933	3,574	8%
19.07	18,413	2,637	14%	21.03	59,084	3,637	6%
19.09	13,853	2,389	17%	21.05	46,897	3,652	8%
19.11	20,089	2,779	14%	21.07	83,956	14,961	18%
20.01	12,804	2,224	17%	*21.09	n/a	n/a	n/a
				21.11	77,129	4,708	6%

\*21.09 - no release due to C-IV Cutover

# QUALITY CONSIDERATIONS Global Delivery Network (GDN) Metrics





### **QUALITY CONSIDERATIONS** Offshore Delivery Quality Control Practices

#### Technical Operations

- Infrastructure team will follow Accenture Standard Mobilization Methodology that includes phases like Project Specific Training, Knowledge Transition Planning, Knowledge Acquisition, Job Shadow, Reverse Job Shadow, Service Readiness Test (SRT) and Proficiency Assessment (PA)
- PA is conducted by current onshore team members at the end of each phase
- Success full SRT conducted by onshore team will certify the newly added team members ready for the role

#### Application Maintenance

- Exhaustive Knowledge Transition for new areas where team is expanded
- Requirements gathering and Designs will continue to be completed by onshore team members
- Both teams (onshore and offshore) will use the same process and methodology, including checklists, templates, stage gate reviews, delivery metrics, project plans, cross team peer review of artifacts and regression test libraries
- Resources at each location will review work products created by resources at the other location

# RECOMMENDATION

## Project Requests a Board Motion at the March Meeting

- The project faces a DDI risk due to labor market shortages in the US, and specifically in the area of CalWIN Conversion, due to the current contract limitation regarding offshore mix.
- To mitigate the aforementioned risk, the project recommends and requests the JPA Board to consider and vote on this Amendment at the March board meeting.

# Action Items

5. Approval of Accenture Amendment No. 29, which includes a request to incorporate revisions to the Global Delivery Network terms.

# Action Items

## 6. Approval of Consent Items

- a. Approval of the Minutes and review of the Action Items from the February 18, 2022, JPA Board of Directors Meeting.
- b. Approval of ClearBest Work Order No. 10, which includes requests for Additional M&E Testing and Converted Data Validation Support hours.
- c. Approval of Accenture Change Notice No. 15, which includes requests to incorporate additional hours for Functional Support and M&E, add services for Removal of the Homeless Assistance Asset Limit, Transitional Housing Supplement, Cal-OAR, CalFresh Over-issuances and to add County Purchases.
- d. Approval of Gainwell Change Request No. 5, which includes a request to add County Directs.

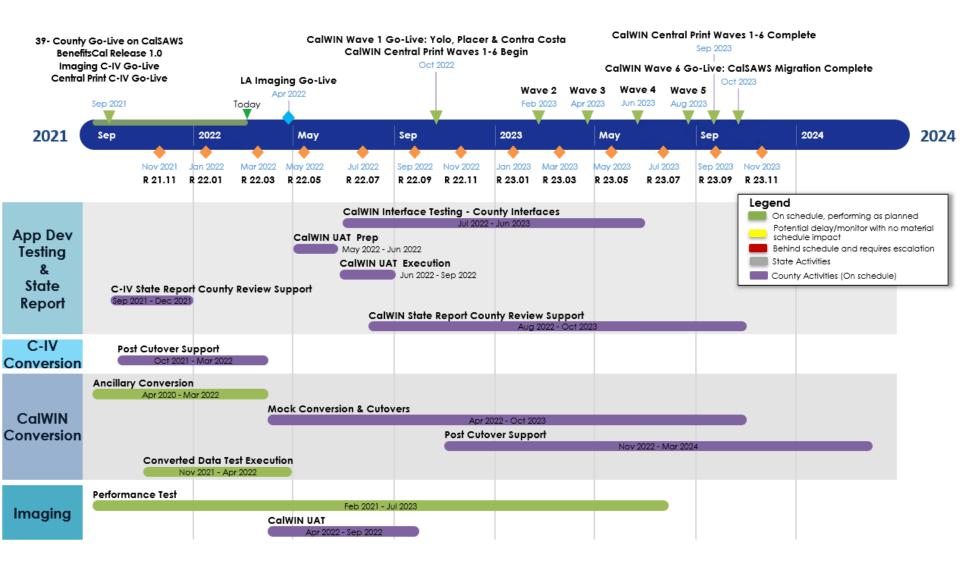
# Informational Items



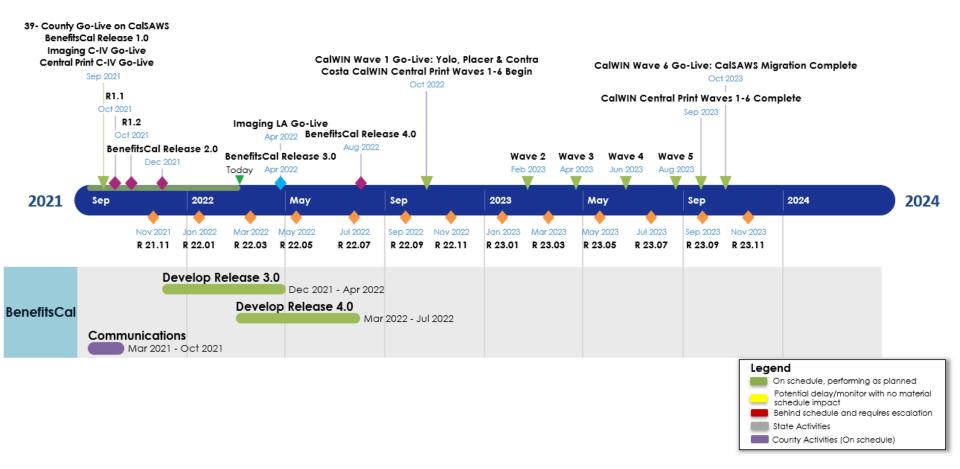
#### CalSAWS Gantt Chart



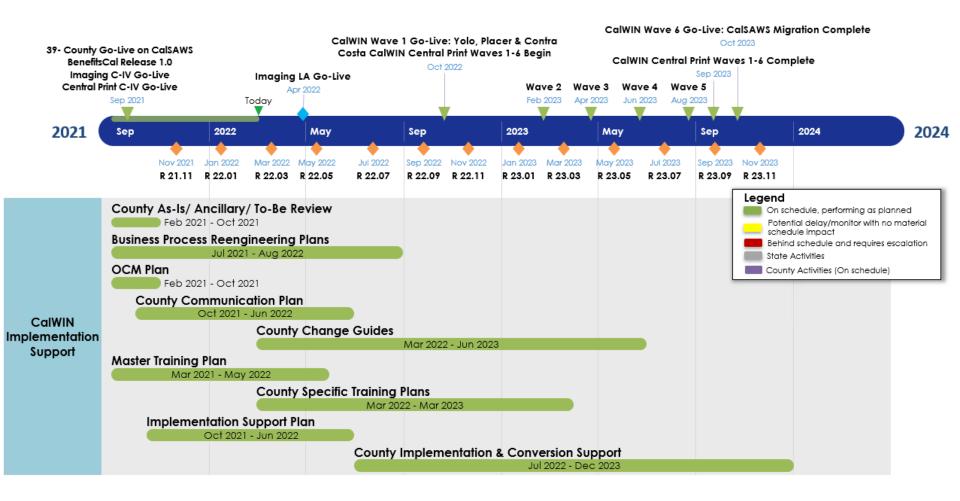
## CalSAWS Gantt Chart High Level Overview – App Dev & Test, Conversion, and Imaging



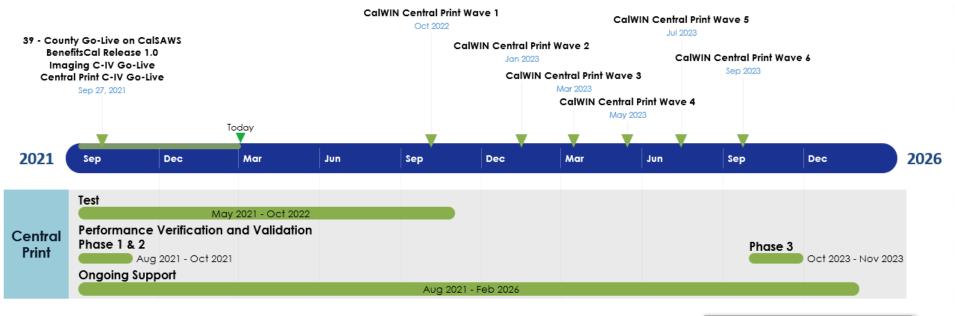
## CalSAWS Gantt Chart High Level Overview – BenefitsCal



# CalSAWS Gantt Chart High Level Overview – CalWIN OCM



# CalSAWS Gantt Chart High Level Overview – Central Print





### CalWIN Go-Live Dates by Wave



# 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 <b>(Labor Day)</b>
Wave 6 (Option 2)	Sacramento San Francisco San Luis Obispo	Thursday, October 26, 2023	Monday, October 30, 2023

# Update on Key Risks and the Mitigation Plans



Risk	# Risk Name	Risk Description	Mitigation Plans / Status
23	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 re- platformed 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>Road Map with specific performance enhancements has been developed and being implemented by the Analytics team</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>
23	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>First round of performance changes from Road Map have been deployed to production</li> <li>Additional Road Map items and additional performance defects are in progress</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>
25	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 state- wide 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 testing have demonstrated improved stability at load and will continue 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>
25	B 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 complete</li> <li>Wave 1 Mock Conversion results to be leveraged to reassess the risk</li> <li>Team is assessing projected conversion window based on latest case load data</li> </ul>

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>
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 and 7, which is planned for delivery in time 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 for CDT and UAT</li> <li>Contingency plans are being developed in case the risk is realized as an issue</li> </ul>

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.	<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 adjustments 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 #	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. <b>Requirement DEL-11</b> 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>Risk is currently associated with Wave 1 counties as subsequent wave CDG development timelines are not currently impacted</li> <li>Incorporate feedback from the counties on first iteration of the Change Discussion Guide</li> <li>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</li> <li>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</li> </ul>

# Update on Key Risks 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	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>
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 be based on May delivery and evaluate contingency options to accommodate any changes delivered after UAT commences</li> </ul>

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



# CalWIN to CalSAWS Conversion Summary

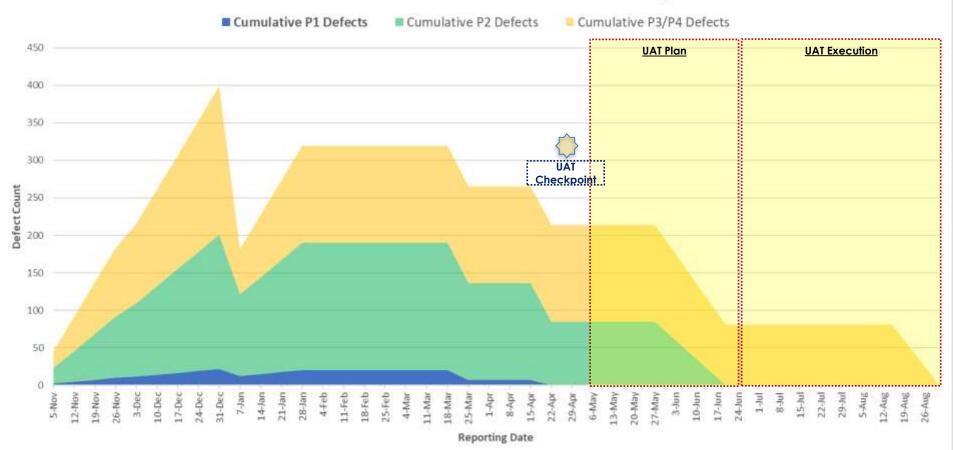
#### Where we are and what to expect

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 <u>before</u> 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
  - <u>ISAWS to C-IV (2009)</u>: ACR = 0% (ACR process did not exist)
  - <u>LEADER to LRS (2015)</u>: 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 REVIEW MISMATCH							
Reason for Mismatch	% of Mismatch Total	Worker Action					
Program Discontinued	00/0	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	2770	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		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 Mismatch1%Program Person Status Mismatch1%		Watter Action to be included in Care Review Report Implementation Readiness Support materials					
		Worker Action to be included in Case Review Report Implementation Readiness 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

A	В	C	D	E	F.	G	н	1	1	ĸ
	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	07LS026508	8889321	CalFresh	Program Discontinued	06/30/2010 00:00	2:00 No Eligible Mem	
07	Contra Costa	00	4545 Delta Fair	07LS0O5F0B	1815434	CalFresh	Program Discontinued	08/31/2010 00:00	2:00 No Eligible Mem	
07	Contra Costa	80	4545 Delta Fair	07L50O0R04	8624388	CalWORKs	Program Discontinued	12/31/2019 00:00	0:00 No Eligible Mem	
07	Contra Costa	00	4545 Delta Fair	07LS0O0R04	8624388	CalFresh	Program Discontinued	12/31/2019 00:0	2:00 No Eligible Mem	
07	Contra Costa	02	400 Ellinwood	07L5828V03	1818K52	Medi-Cal	Program Discontinued	06/30/2020 00:00	1:00 No Eligible Mem	
07	Contra Costa	0Z	MC CF Service Center	07LS02600B	182WH73	Medi-Cal	Program Discontinued	11/30/2020 00:00	1:00 No Eligible Mem	
07	Contra Costa	0Z	MC CF Service Center	07L50Z4Q0C	184LC20	CalFresh	Program Discontinued	12/31/2020 00:0	2:00 No Eligible Mem	
07	Contra Costa	00	4545 Delta Fair	07LS0O0W03	8861639	CalWORKs	Program Discontinued	12/31/2020 00:00	3:00 No Eligible Mem	
0 07	Contra Costa	02	MC CF Service Center	07L50Z650G	1845G60	Medi-Cal	Program Discontinued	04/30/2021 00:0	:00 No Eligible Mem	
1 07	Contra Costa	00	4545 Delta Fair	07LS000R01	184JW31	CalWORKs	Program Discontinued	07/31/2021 00:00	2:00 No Eligible Mem	
2 07	Contra Costa	80	4545 Delta Fair	07L5000T02	8829776	CalWORKs	Program Discontinued	07/31/2021 00:00	0:00 No Eligible Mem	
3 07	Contra Costa	oz	MC CF Service Center	07LS026009	8608102	Medi-Cal	Program Discontinued	07/31/2021 00:0	1:00 No Eligible Mem	
4 07	Contra Costa	00	4545 Delta Fair	07L5000105	1823305	CalWORKs	Program Discontinued	07/31/2021 00:00	1:00 No Eligible Mem	
07	Contra Costa	00	4545 Delta Fair	07LS000T02	B829776	Medi-Cal	Program Discontinued	07/31/2021 00:00	1:00 Failed MAGI	
6 07	Contra Costa	00	4545 Delta Fair	07L50OA606	184R639	CalWORKs	Program Discontinued	08/31/2021 00:0	2:00 No Eligible Mem	
7 07	Contra Costa	00	4545 Delta Fair	07LS0O0T02	1B33Y76	CalFresh	Program Discontinued	08/31/2021 00:0	2:00 No Eligible Mem	
8 07	Contra Costa	00	4545 Delta Fair	07L5000T02	1833776	CalWORKs	Program Discontinued	08/31/2021 00:0	1:00 No Eligible Mem	
9 07	Contra Costa	09	151 Linus Pauling	07LS09760E	1822485	Medi-Cal	Program Discontinued	08/31/2021 00:00	1:00 No Eligible Mem	
07	Contra Costa	09	151 Linus Pauling	07L509160D	1841F79	CalWORKs	Program Discontinued	09/30/2021 00:00	0:00 No Eligible Mem	
1 07	Contra Costa	09	151 Linus Pauling	07LS09160D	1841F79	CalFresh	Program Discontinued	09/30/2021 00:0	2:00 No Eligible Mem	
2 07	Contra Costa	80	4545 Dolta Fair	07L5000702	1805D21	CalWORKs	Program Discontinued	09/30/2021 00:00	2:00 No Eligible Mem	
1 07	Contra Costa	02	400 Ellinwood	07LS020E08	1802G33	CalWORKs	Program Discontinued	09/30/2021 00:00	1:00 No Eligible Mem	
4 07	Contra Costa	0Z	MC CF Service Center	07L5026008	1802G33	CalFresh	Program Discontinued	09/30/2021 00:00	2:00 No Eligible Mem	
5 07	Contra Costa	02	400 Ellinwood	07LS020807	1814443	Medi-Cal	Program Person Status Mismatch	09/30/2021 00:0	1:00	
6 07	Contra Costa	03	1305 MacDonald	07L5031105	1852807	CalFresh	Program Discontinued	10/31/2021 00:0	2:00 No Appl - Req Person	
7 07	Contra Costa	03	1305 MacDonald	07LS031M0A	1816J13	CalWORKs	Program Discontinued	10/31/2021 00:00	1:00 No Elig. Child	
8 07	Contra Costa	0Z	MC CF Service Center	07L5026N03	8827060	Medi-Cal	Program Discontinued	10/31/2021 00:00	0:00 No Eligible Mem	
9 07	Contra Costa	0Z	MC CF Service Center	07LS024Q0C	183LX40	CalFresh	Program Discontinued	10/31/2021 00:0	1:00 No Eligible Mem	
07	Contra Costa	0.1	3305 Willow Pass	07L50J2302	B316695	CalFresh	Program Discontinued	10/31/2021 00:0	2:00 No Eligible Mem	
1 K.	2000 2000	22	Francis States 14			- 10 H		and the famou and a	and a state of the	

- 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 262 Risk Statement and Findings

#### High

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**

100	- Text Norm	
1	< CatWIN Implementation Support	
5.3	+ Key Project Tasks	
1.1.3	Project Dependencies	1
1.1.2	CIT Submission	3
1.1.1	> CITH Submission	
1.2	A CalWIN 155 County Work Plan - Contra Costa - Ware 1	1
1.2.1	Business Process Re-engineering	3
1.2.3	Organizational Change Management	
1.5.8	+ Training	
1.2.4	Implementation and Conversion	
45.4	+ Crons Project Tanks	3
1.2.5.1	Analytics & Reporting	
1.2.5.2	E API	-
1.2.5.3	BenefitsCal	
1.2.5.4	Caseload & Appointment Management	
1.2.5.5	Contact Center & IVR	3
1.2.5.6	0 Fiscal	

#### County Implementation Readiness Checklist

FOND	58	Contra Costa County Implementation Readiness Checklist Wave 1							
۰.	-	Autority Descentions	- Tear	Press Grove	Delegen	Tell-Category	Part Date	Due Lote	
100.00		CONTRACT CONTRACTOR OF THE	Proceeding of	100	Appropriate State	Annual Constant	-	A PERSONAL AVAILABLE IN COLUMN	
	-	Configure and one for which it is being the branch in Courts (197	1.1.0	and .	And the second	Appleation - Application Configuration	-	- March Course	
C214-10-144		Control Free Parlies		Foreig Saar-	Inclusion failures.	Analysis interaction	-	-	
10000000000	The Distant	inani itaarka Haff (Coorly Solowa)		Perring Sect Courts	Augenoutine Paratimeter	Dechastofice	-		
carrient.	Cash Diversion	terms (18) by any late of some participant and and	a state of the sta	115	tanta také an	Derlander	1004.000	mileter.	
anne.	-	poster bart to define the self-court issue to contact and adde	Characteristic de ser		Ingiliation Parkstreen	Restluction of Basefractul Developmentary	-		
	and Distance	Annual Contract Contract of Contract	and the second s	100	Annotation American	Contactorian Contactorian	Contraction of the	Province	
Doto-minter	and distants.	Annual Col Constantion Stream Monaring	Base and Asso	410	Application Associate	Application of Basafree of	-	942203	
a line and	and the fait.	Resource Chempford scine Description Publishers State	No. Oct	and a	Approximent in a firmer	Apple that is hanging as	-	window and	
	-	Person Resultation and Castle Are reducted	inter-probay	ere:	Automotive Parties	Apploches interaction Configuration	190134	193	
cas wort	Tana Standard	Provided Incompany Income In Case of Face	mandiday	100	And Advanture Vision of	Automa deservers	10000	and the second	
CT0 1114	the Designation	Committee of the second s	interaction a	#14.E	Annal Annal Table Tradition	Application - Herself Co.	-	Print	
100-1100	and Street.	Research Carrier and Websile Street Street of Street	internation and	and the second s	Association Parameter	Application - Hereitschaft	POUDD	miniam	
121-111		Sectors in parameters of a sect distant	mandadary	wine:	Another Stationer	Supported to be a second	distant.	- <u> </u>	

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

Vave 1 Tasks by Status				100
Datus Court Preservage	c			
NOT STARTED   519				679
COMPLETED 236				109
IN PROGRESS 19 .				- 2%
DRAFT 2				.0%
Total 776				
Vave 1 County Tasks by Stat	us			× 0 0
Status	01 Contro Conta	Of Places (D.)	and the second	
IN PROGRESS		4 4	.0	19
URAFT	2	0 0	0	
NOT STARTED	105	166 163		\$79
COMPLETED	82	76 78	0	236
Total Unique Issues:	274	248 25	1. 14	776
Grouped by: County			Showing	4 of 4 statistics
Wave 1 Tasks Updated La	rt 7 Days		2	0 0
Implementation Gaudiness (	alagara Ill Contra	Conta di Placer 82.7		
Application Basilieum	10	10. 110		54
Charige Readliness	56	45 33	1.04	1661
Conversion Readment	47	71 51	- 10 - 1	160
		12 25		260
<ul> <li>Implementation Readows</li> </ul>		25 45		129
<ul> <li>Implementation Readines</li> <li>Tamong Readmons</li> </ul>	-53	19 49		

# 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 270 Risk Statement and Findings

### High

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 270 Risk Statement and Findings

### High

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:

٠

 Business Process Re-engineering (BPR) To-Be process documentation a starting point

Process improvements, automation

opportunities, open items, and pending

"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.'"

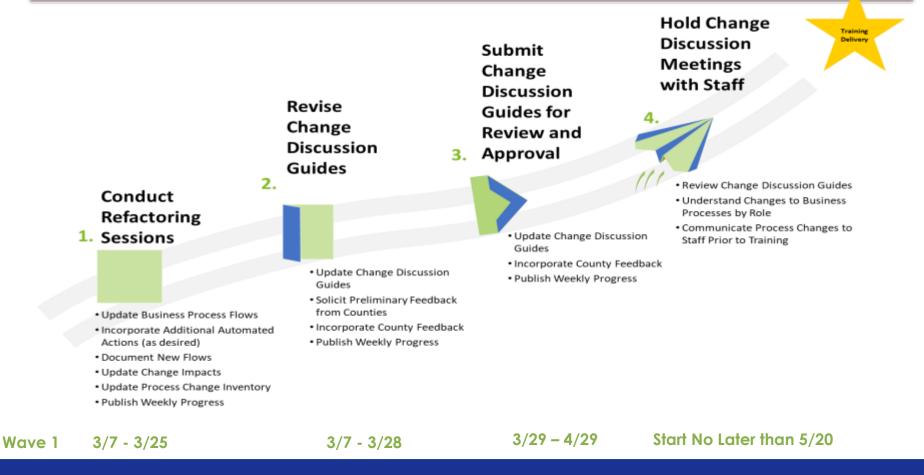
"This will not help staff understand the major functions."

- "Needs more details."
- county decisions still need to be addressed in BPR
  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

## Risk 270 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.



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



## Production Defects Status of Previously Reported Defects

- Document Visibility: CA-235845 (2/11/22), 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 (2/18/22); CA-239725 (3/4/22); CA-237374 (2/10/22)
  - 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 (2/18/22), CA-235399 (2/11/22); CA-233988 (2/22/22); CA-228869 (3/16/22); CA-236075 (2/11/22); CA-233990 (3/3/22)
  - 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

## Production Enhancements In Progress

Туре	JIRA #	Description/Next Actions	Req. Date	Target Date	Status
Hyland Maintenance	CA-241833	Description: Updates to Prevent Database Contention on Drawers User Impact: Required to ensure that upon Los Angeles Go-Live there is not Drawer contention during scanning that would impact performance Next Actions: Design approval of capture drawer distribution for Los Angeles required and configurations need to be implemented	N/A	3/11/22	In- Progress
Enhancement	CA-236450	Description: Barcode Webservice logic change to return barcodes without an active program User Impact: Barcode lookup fails for this scenario and documents end up in the Barcode Verification queue Next Actions: Batch team is currently testing	11/8/2021	3/11/2022	In- Progress
Enhancement	CA-228869	Description: Create OCR Override and OCR Split Override User Impact: Documents may be split erroneously, or miss-classified by OCR even when a user makes an indexing selection during QA Next Actions: Hyland currently implementing the groundwork needed for this functionality to be turned on in production	N/A	3/16/22	In- Progress

## Production Priorities Immediate Term Action Plan

Priorities	Sub-tasks	Target Dates
1. Continue focus on	High Priority Defects and Priority     Enhancements	3/16
	Enhanced Performance Tests	In Progress
2. Assess system queues for	Admin Exception	3/18
additional issues / defects	All Other	4/1
3. Assess queue processing times		In Progress
	<ul> <li>Collaborate with Consortium and QA to prioritize list of defects</li> </ul>	Complete
	Share prioritized defect list with Hyland	Complete
4. Analyze defects and prepare prioritized list	<ul> <li>Hyland to assess prioritized list and determine items that will be completed prior to 4/25 Los Angeles Go-Live</li> </ul>	3/11
	<ul> <li>Hyland to provide proposed remediation dates (weekly releases) for defects and enhancements identified in prioritized list. Include in Friday Digest to the counties.</li> </ul>	3/17
	<ul> <li>Meet with Los Angeles County to review prioritized list</li> </ul>	In Progress

## End to End Enhanced Performance Testing Update (as of 3/10)

Los Angeles County testers recorded scanning uploads from local workstation scanners to measure time from "scan to view." Next performance test (to be scheduled) will focus on identifying Los Angeles County-specific expected timings and identification of chokepoints in workflow

	Current C-IV 39 County Production Analyzed existing data	C-IV + Los Angeles County	<b>58-County Load</b> Derived from recent perf. Test with Los Angeles County users (sample size n=3)		
	<b>Response Time</b>	Response Time	Queue Time		
<b>Time to Open Batch</b> When an image begins processing from scan	1-2 min	PENDING	15 sec – 2 min		
Time to Pre-OCR Queue When an image is viewable for county worker after clicking "Submit"	1 – 8 min	PENDING	4 min – 13 min		
Barcoded Flow to Task Generation Documents Captured with a System Barcode	15- 30 min	PENDING	1.5 – 2 hours Area for improvement		
OCR Flow to Task Generation Documents Captured without a System Barcode	30 – 60 min	PENDING	2+ hours Area for improvement		

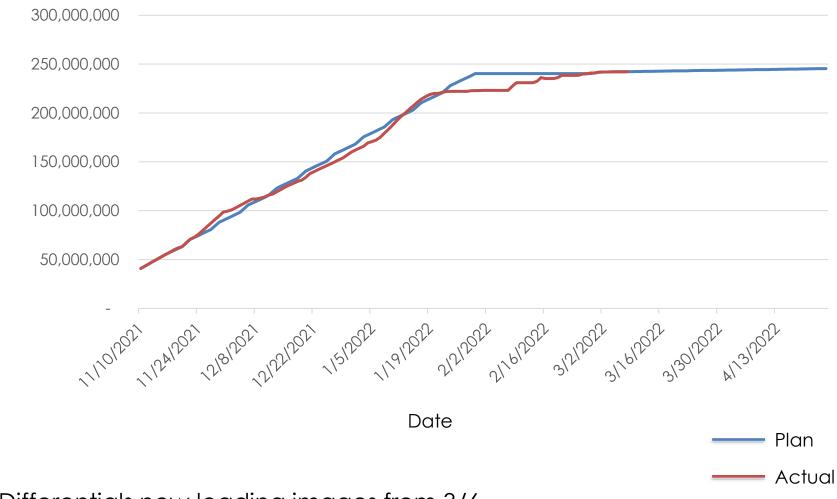
#### Focus of next performance test

## Los Angeles County Document / eApp Views from Performance Test Update (as of 3/10)

Los Angeles County testers recorded transaction times for appending documents to existing test cases (Scenario A) and creating e-Apps (Scenario B) from the BenefitsCal application to Hyland.

BenefitsCal Scenario A: Attaching documents to existing BenefitsCal case	Time to View Images
	Response Time
Test 1 BenefitsCal → Hyland Case# N37EFA5 (4 documents uploaded)	1 minute
Test 2 BenefitsCal → Hyland Case# N37EFA3 (4 documents uploaded)	1 minute
Test 3 BenefitsCal → Hyland Case# N37EFA6 (4 documents uploaded)	2 minutes
BenefitsCal Scenario B: Creating new BenefitsCal applications	Time to View Case
	Response Time
Test 1 BenefitsCal → Hyland Case# 3164577 (4 documents included)	4 minutes
Test 2 BenefitsCal → Hyland Case# 3170553 (No documents included)	Immediately (<5 sec)
Test 3 BenefitsCal → Hyland Case# 3185260 (No documents included)	3 minutes

## Los Angeles County Document Import Burn-Up

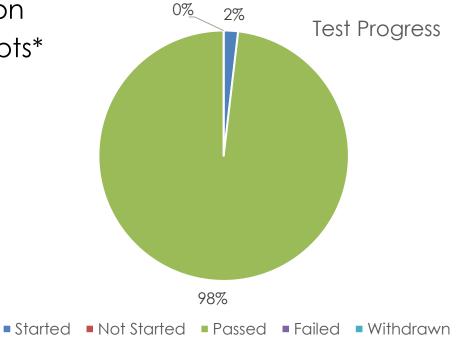


\*Differentials now loading images from 3/6

mages

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

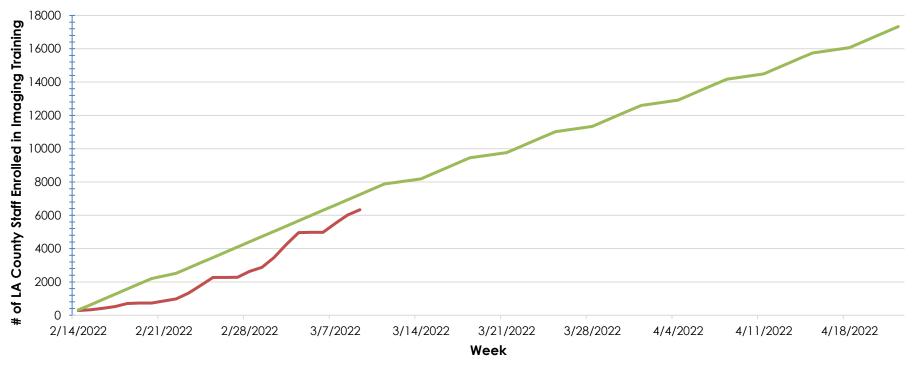
- Model Office/County Validation
  - 60 County Developed Scripts\*
    - 1 started
    - + 53 passed out of 54
    - + 0 failed
    - + 6 withdrawn



## Imaging UAT (Retest - Complete)

## Imaging Training LA County Training Completion as of 4:00 PM March 9, 2022

**Training Completion by Week** 



Actual Completed — Target Completed\*

Progress	Count	% of Total
Not Started	8955	51.68%
Started	2036	11.75%
Completed	6337	36.57%
Total Enrolled	17328	

\* Target completed numbers were calculated by assuming the same number of staff will complete their Imaging curriculum on a day-to-day basis during General Training (February 14, 2022 – April 22, 2022)

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



## BenefitsCal Status Update



Area	Category	As of 03/03/22	As of 02/25/22
Application	County Validation – Execution	100%	100%
Application	County Validation – Pass Rate	95%	<b>95</b> %
Integration	Interface Partner Test	100%	100%
	Infrastructure	100%	100%
Technical	Security Testing	80%	70%
	Performance Testing	90%	90%
Conversion	CBO Conversion Readiness	100%	100%
Conversion	CBO Converted Data Test	100%	100%
	Training Plan	100%	100%
Training	Training Materials	100%	100%
	Training Delivery	100%	100%
Implementation	Prod Deployment Plans	100%	100%
Change	Communications	50%	50%
Change	Partner Readiness (County, etc.)	90%	90%

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

## BenefitsCal County Validation Status

Testing/Validation Activities	Start	End
Configure CalSAWS to integrate with BCal (slide 3-4)	01/10/22	01/14/22
Configure BenefitsCal to enable LA County (slide 3-4)	01/10/22	01/14/22
Validate/Test BenefitsCal (4 weeks)	01/18/22	02/11/22
Retest any defect fixes (2 weeks)	02/14/22	02/25/22
Validate Imaging (included for reference)	01/24/22	02/25/22

## County Validation Status as of 03/03/22

- 100% Executed (107 test cases executed)
- 98% Passed
  - **1 scenario** in UAT on 03/03/22

## BenefitsCal Communications

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	01/27/22	Complete
CalSAWS to provide distribution lists (emails, phone numbers, language preferences)	7 weeks	01/27/22	Complete
BenefitsCal team to schedule distribution within AWS Pinpoint	6 weeks	02/07/22	On Hold
(If desired) LA to send physical letter	5 weeks		Cancelled

Customers have not yet received communications that BenefitsCal is coming and will replace YBN, as communications are on hold.

Emails, SMS, Mobile App Push Notifications are translated and ready to distribute.

# BenefitsCal Training

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	Complete
Additional request – Training for CSC leads		03/01/22	Complete

# BenefitsCal Post-Deployment support

Greenlight	Start	End
Daily System Health Check Emails	Ongoing	Ongoing
<b>Q&amp;A calls: Daily</b> - County staff/leadership to call in with questions	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



## CalWIN County Actions Actions for CalWIN Counties to Migrate to CalSAWS



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

## What Is Leveraged

#### CalSAWS Job Aids, Quick Reference Guides

CalSAWS Fact Sheets



#### CalSAWS WBTs



Sandbox



Imaging Content

## What ISS Adds

Buddy Counties, Conversion Case Review Guides (CRG), Conversion Staffing Framework / Template

Instructor Led Training Materials Train the Trainer Instructor Led Training

Change Discussion Guides CNC Guidance/Support Change Readiness Survey/ Results/Metrics/Reporting

#### Business Process

Flows, Process Change Inventory and Opportunities

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

## What Counties Own

County Policy and Procedure Manual



County-specific Communications



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

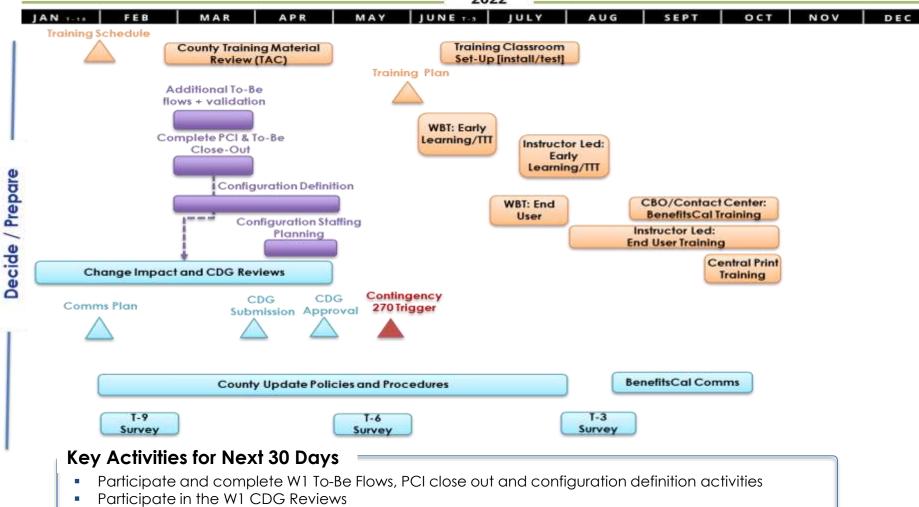


County-specific Job Description Updates



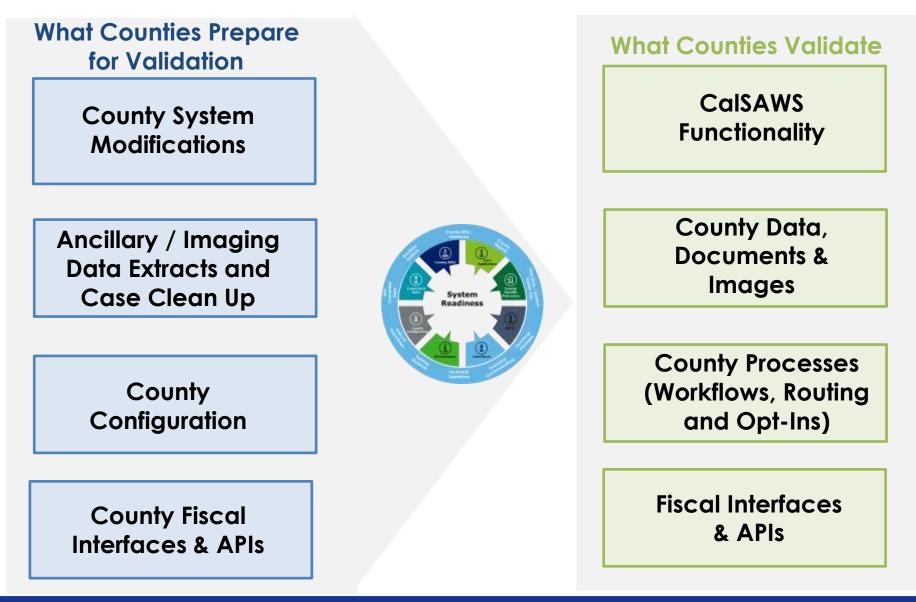
County Readiness Updates and Discussions

## When Key Activities Occur for County Organizational Readiness Wave 1 Schedule

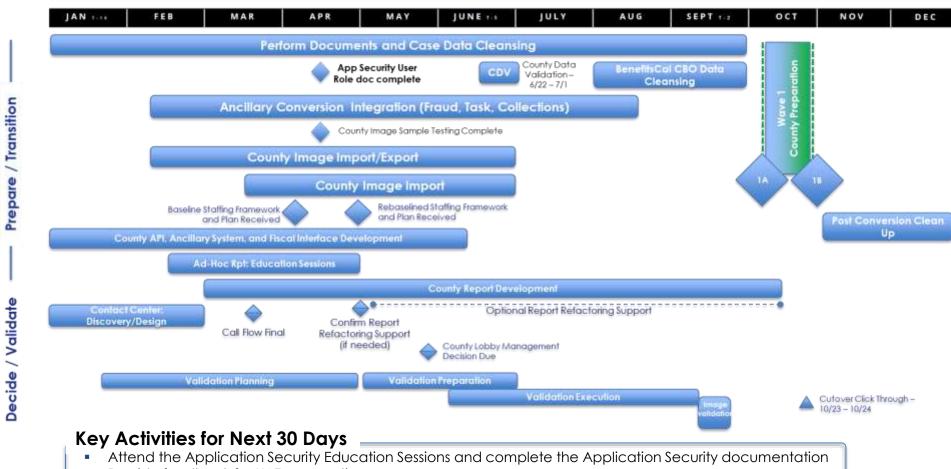


- Take action for T-9 survey outputs and recommendations
- Continue to participate in training curriculum reviews through TAC meetings

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



## When Key Activities Occur for County System Readiness Wave 1 Schedule



- Provide feedback for UAT preparation
- Continue data cleansing needs (CRGs #1-3; ongoing lists)
- Continue image sample testing
- 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/Secu rity/Network Req.

Procure and Configure Network/SW/HW Per Requirements

Update County Technical Operations and Communications Based on Project Guidelines

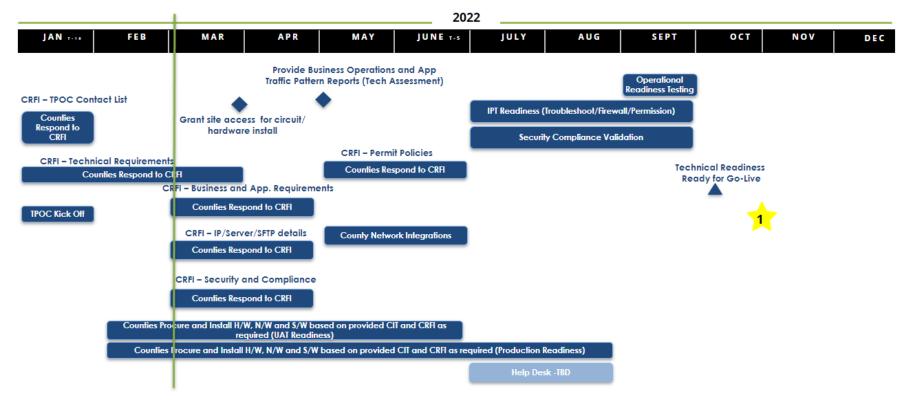


What Counties Validate



Software/ Hardware/ Network Readiness

## When Key Activities Occur for County Technical Readiness Wave 1 Schedule



#### Key Activities for Next 30 Days

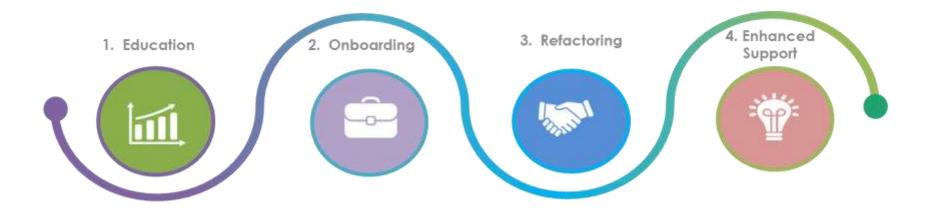
- Facilitate Hardware Installation on site once H/W procurement is completed
- Finalize CRFI 22-015: Network Architecture requested by the project

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

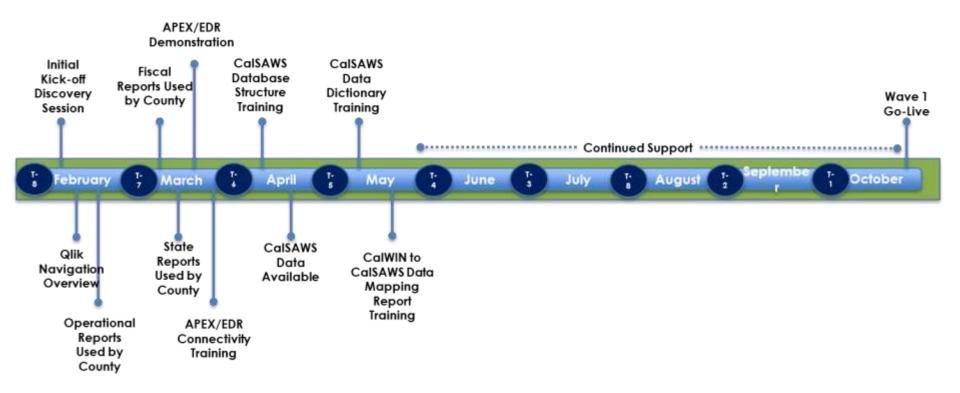


- Provide overview of existing inventory of CalSAWS State, Management, and Dashboard Reports
- Assist Counties with their assessment of their county ad hoc report inventory and identify which reports need refactoring
- Provide secure access to CalSAWS Database Schema and County Converted Data
- Explain 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)

Provide Transition Readiness

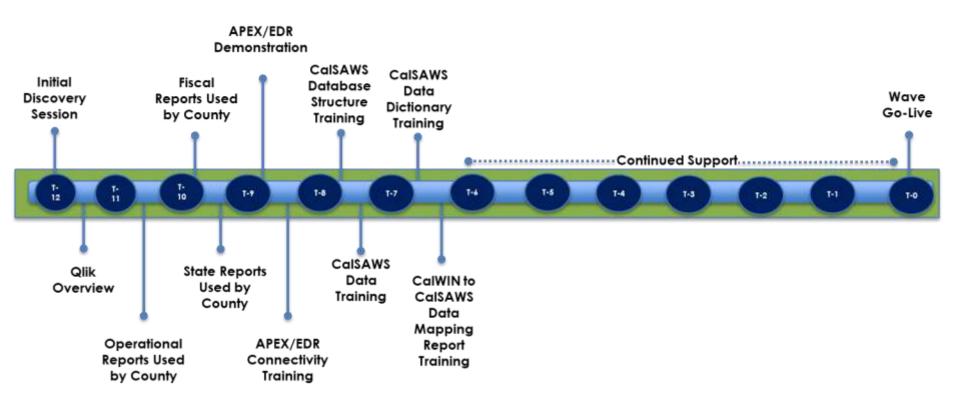
## CalWIN Counties: Ad-hoc Reporting

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		In-Process		February 2023
2	Tulare	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	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

### CalSAWS Release & Policy Update





### 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:

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





### 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:

- Executed Batch EDBC for FPL COLA Executed on March 6, 2023
- Issue the CF emergency allotments across the 40 counties for February 2022
- Deploy Spanish translations for certain state NOAs



### <u>April 2022</u>

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
- Execute a one-time process to send Eligibility
   Determination Requests (EDRs) to CalHEERS and run Batch
   EDBC for identified individuals 50 years of age or older who
   are receiving restricted scope Medi-Cal to transition to full
   scope Medi-Cal.
- Deploy changes to support BenefitsCal 3.0
- Issue the CF emergency allotments across the 40 counties for March 2022



### In Development

**Q** 

### <u>May 2022</u>

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

### 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.

# Update on Key QA Activities



### Update on Key QA Activities Implementation Readiness

### Key Readiness Review Highlights

### **Raised CalWIN County Readiness Risks**

#### Risk 262 (High)

CalWIN Counties may not be fully prepared if they do not have timely information from ISS team Risk 268 (High) Overall Implementation Readiness for CalWIN Cutover

> Facilitating Contingency Planning

#### Risk 270 (High)

CalWIN Counties may not be fully prepared if there is insufficient detail in Change Discussion Guides

### **QA Watch List**

- Overall Implementation Readiness (Project and County) for Cutover
- Ability for Change Discussion Guides to prepare the counties for the changes
- Identification of Essential Tasks/Activities on County and Project Readiness Checklists
- Quality of Readiness materials
- County engagement
- Orientation and reviews of work plans and checklists by Wave
- Planning for County staffing levels and resource planning
- Preparing for the County Prep (1A) phase
- Readiness metric tracking
- Providing sufficient, timely details to counties and manage expectations

QA Team is providing CalSAWS system knowledge sessions to ISS and Consortium teams

## Update on Key QA Activities Design/Build/Conversion

### **Key QA Conversion Highlights**

- Closely monitoring Converted Data Test (CDT) defect resolution:
  - Data quality and UAT participant experience
  - Effort required for system work arounds or manual cleanup after cutover
  - EDBC match results
- Closely monitoring the conversion cutover schedule to evaluate the effects of tuning to remain within 84-Hour Cutover Window for each CalWIN Wave
- Reviewing and providing inputs to the Mock Cutover Planning
- Supporting County Data Validation efforts for each Wave

DD&I Items Res	olved in	Design Ph	M&O Enhancement Reviews Completed		
Functional Area	#SCRs	Cosmetic	Non- Cosmetic	Month	Number of SCRs
Post Release 8 DD&I	2	6	1	October-21	113
APIs	12	73	19	November-21	131
Non-State Forms	1	2	1	December-21	53
Task Management	10	31	21	January-22	143
Correspondence	11	42	8	February-22	138
Total	36	154	50	Total	578

### Key Design/Build/SCR Analysis Highlights

### **QA Watch List**

- Testing of GA/GR functionality during CDT
- Assessing CDT Exit criteria
   and UAT entry criteria
- Monitoring the readiness of GA/GR Functionality in UAT
- Integrated end-to-end processing (Portal to CalSAWS to Imaging and Interfaces)

### Update on Key QA Activities Technical

### Key Technical/M&O Performance Highlights

- Production Performance
   (Online, Batch, Analytics, and SLA Compliance)
- Service Desk Reviews
- Security Recommendations (e.g., automated AWS S3 Bucket Encryption)
- Imaging
  - LA Go-Live
    - Review performance results and resolution of defects
    - Review training completion statistics
    - Confirm communication of Imaging Best Practices
  - M&O and Assessment Recommendations
    - Include Accenture and QA in Hyland peer reviews prior to deployment of code or maintenance updates
    - Expand impact analysis of data restore incidents
    - Review Service Level Agreements (SLA) and provide recommendations

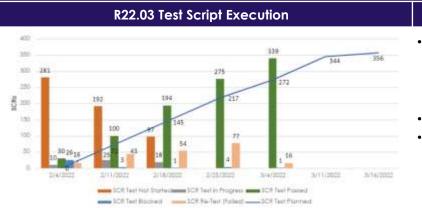


Batch (High)

Security Reviews conducted since January 2021

Recommendations led to Updates and Closure

# Update on Key QA Activities Independent Test and UAT

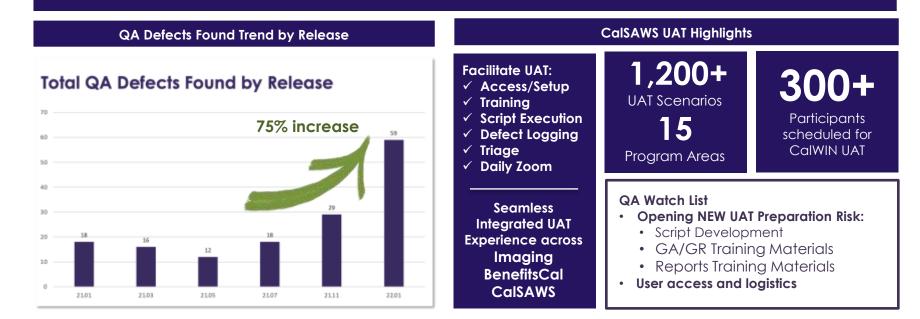


#### QA Independent Testing

• Targeted 12 SCRs for independent testing based on highest policy/program impact:

**Key QA Test Findings** 

- 100% Test Scripts executed
- 95% Passed
- Of the 12 SCRs tested, 51 total defects found
- SCRs with the most defects:
  - GA/GR Immediate Need (18 defects)
  - GA/GR Employment Services and EDBC (17 defects)



#### CalSAWS | JPA Board of Directors Meeting

# Update on Key QA Activities Project Management Support

### **CalSAWS** Outcomes Based Certification

- Completed Operational Readiness Review for C-IV Cutover in August 2021
- Collecting artifacts for Certification Review
- Review Status of CalACES Migration Final Acceptance in April JPA
- Certification Review Scheduled for May 2022



# Update on Key State IV&V Activities



# Update on Key IV&V Activities Key Activities being monitored by IV&V

	Imaging Stability and Performance	<ul> <li>Production defect resolution</li> <li>Continued improvements to queues and Optical Character Recognition (OCR)</li> <li>Performance test results and metrics</li> </ul>
	Los Angeles County cutover - Imaging and BenefitsCal	<ul> <li>Training completion rates</li> <li>User Acceptance Testing (UAT)</li> <li>Communications updates</li> </ul>
	CalWIN Converted Data (CDT) Testing	<ul> <li>Defect resolution and risk mitigation activities</li> <li>Golden Data Set (GDS) development</li> <li>Assignment of all defects to a GDS</li> </ul>
~~~	Batch Performance	<ul> <li>Batch performance improvements</li> <li>Metrics on increased case loads from CalWIN</li> <li>Production batch window</li> </ul>
<b>***</b>	CalWIN Implementation Readiness	<ul> <li>•UAT planning and preparation</li> <li>•County communications</li> <li>•Change Discussion Guides</li> <li>•Contingency Planning</li> </ul>
	Development and Implementation	<ul> <li>CalSAWS and BenefitsCal releases</li> <li>BenefitsCal Translations</li> <li>Post implementation support</li> </ul>

# Adjourn Meeting

