Cal**SAWS** | Project Steering Committee Meeting

April 21, 2022

Agenda

① Call Meeting to Order and confirmation of quorum

② Agenda Review

③ Public Opportunity to speak on items NOT on the Agenda. Public comments are limited to no more than three minutes per speaker, except that a speaker using a translator shall be allowed up to six (6) minutes.

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

A. All lines will be muted when meeting begins.

B. To unmute:
   I. When connected via computer – click the microphone icon.
   II. When connected via telephone – press *6.

Action Items

Action Items

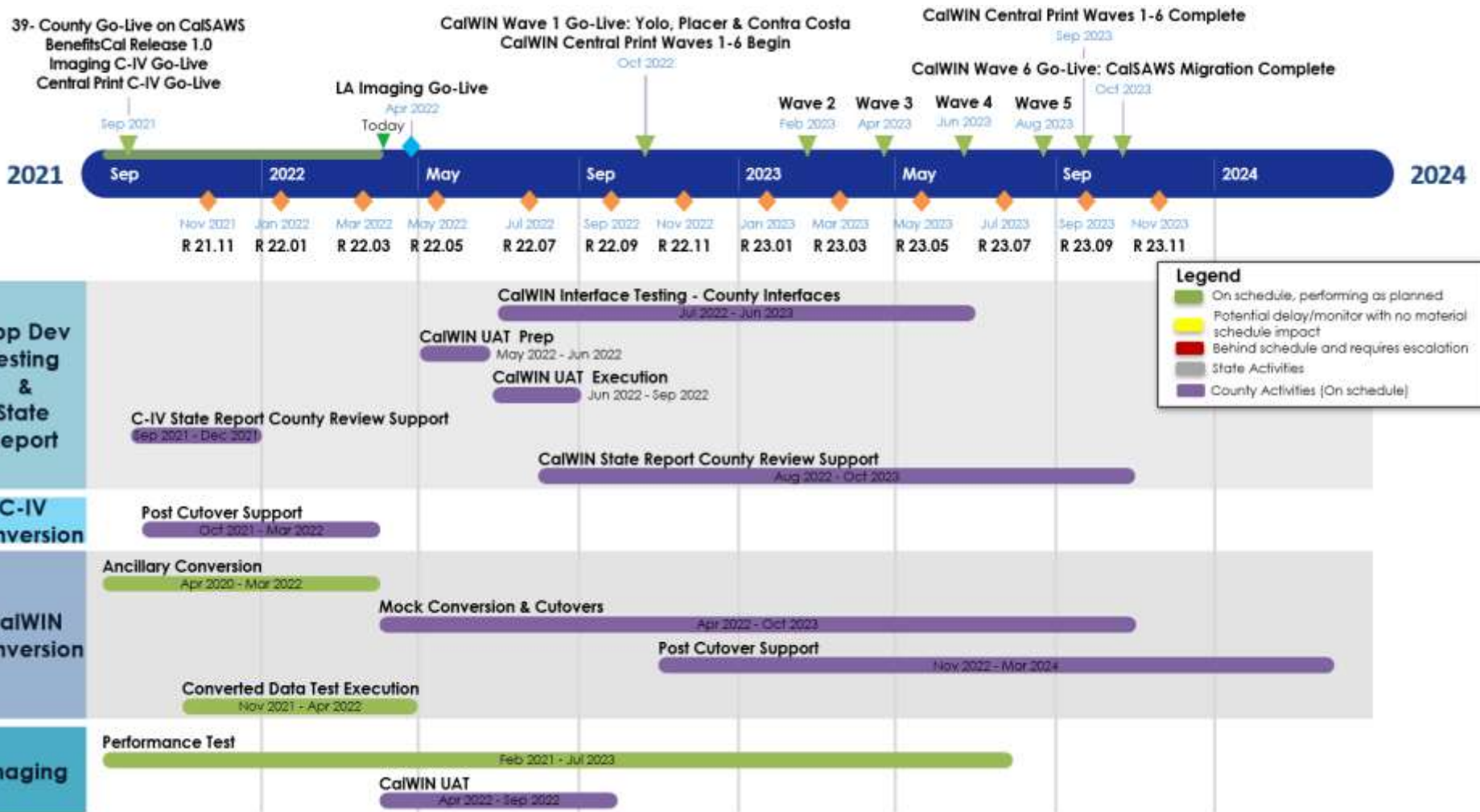4. Approval of the Minutes from the March 17, 2022, PSC Meeting and review of Action Items.

Informational Items
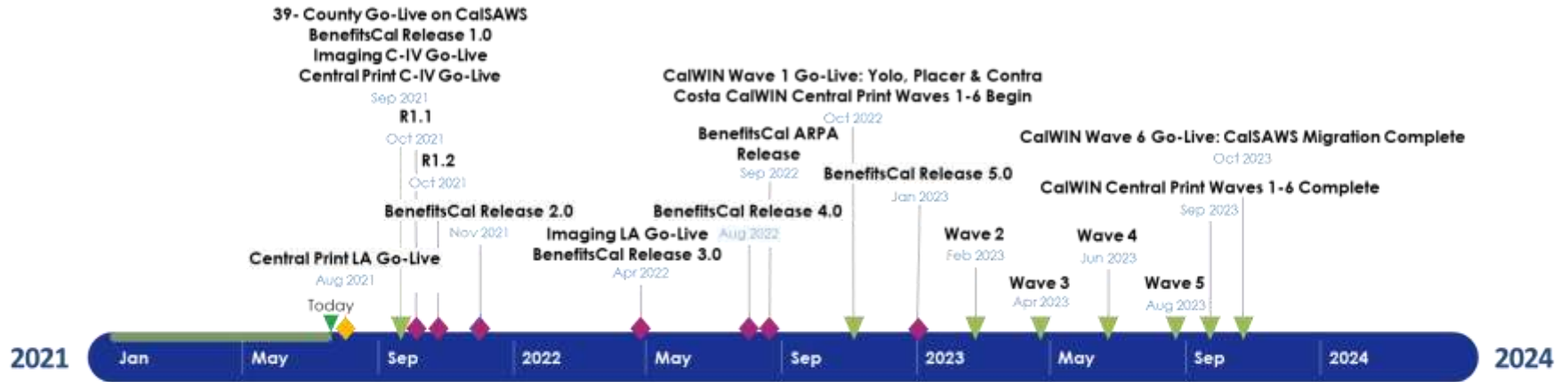
CalSAWS Gantt Chart Review

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 Central Print Wave 1 Oct 2022

CalWIN Central Print Wave 2 Jan 2023

CalWIN Central Print Wave 3 Mar 2023

CalWIN Central Print Wave 4 May 2023

CalWIN Central Print Wave 5 Jul 2023

CalWIN Central Print Wave 6 Sep 2023

39 - County Go-Live on CalSAWS
BenefitsCal Release 1.0
Imaging C-IV Go-Live
Central Print C-IV Go-Live
Sep 27, 2021

Today

2021 | Sep | Dec | Mar | Jun | Sep | Dec | Mar | Jun | Sep | Dec | 2026

Central Print

Test
May 2021 - Oct 2022

Performance Verification and Validation
Phase 1 & 2
Aug 2021 - Oct 2021

Phase 3
Oct 2023 - Nov 2023
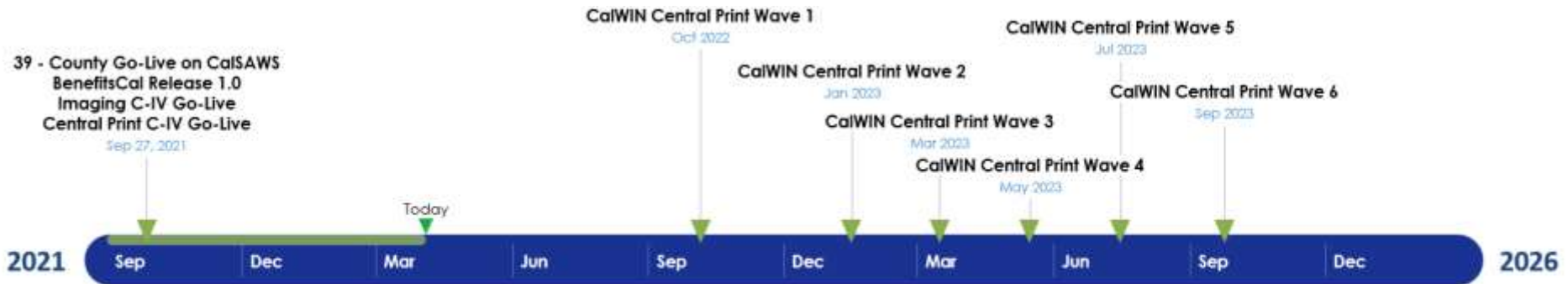
Ongoing Support
Aug 2021 - Feb 2026

Legend
- On schedule, performing as planned
- Potential delay/monitor with no material schedule impact
- Behind schedule and requires escalation
- State Activities
- County Activities (On schedule)

Updates on Key Risks and their Mitigation Plans

Update on Key Risks

Risk Level: High

Risk #	Risk Name	Risk Description	Mitigation Plans / Status
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 state-wide 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 has been completed • Present the Cutover Schedule to the WCDS, CalSAWS Consortium Section Directors and Leadership, and/or PSC and JPA members • Wave 1 Mock Conversion results to be leveraged to reassess the risk and to determine mitigation steps (if any) to Wave 2-6 • Options are being investigate to reduce the amount of historical data (> 7 years old) to be included in conversion event • Team is assessing projected conversion window based on latest case load data

Update on Key Risks
Risk Level: High

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.	1. Develop artifacts to support a structured implementation framework • Implementation Work Plan for ISS Workstreams and for the Project workstreams which impact CalWIN Counties – **complete for Wave 1** • County-Specific Implementation Work Plan – **complete for Wave 1** • County Readiness Checklist (includes technical checklists) – **draft complete for Wave 1** • Implementation Readiness Dashboard and Packet **(starting at T-6)** • Green Light Governance **(meeting cadence beginning at T-5)** • Implementation Lead Toolkit – **Complete** • Communications Toolkit – **Ongoing** • Training Toolkit – **Complete** 2. Coordinate the project dependencies and timelines that assist counties in planning their readiness activities – **Complete** 3. Accelerate the assignment of dedicated Implementation resources to begin working immediately with Wave 1 counties after the Implementation framework is in place. –- **Complete**
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 7, which is planned for delivery on April 18th (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

Update on Key Risks
Risk Level: High

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.	▪ 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: • Batch Performance (Risk #237) • Imaging Scalability and Performance (Risk #256) • County Readiness (Risk #262) • Converted Data Test (CDT) Defect Resolution (Risk #263) • GA/GR UAT and County Data Validation Delay (Risk #267) • Report Refactoring and Ancillary System Timelines (Risk #269) • Change Discussion Guides (CDGs) Readiness (Risk #270) ▪ Risk #268 serves as an overarching risk for the overall readiness of the project and CalWIN counties to cutover to CalSAWS ▪ Risk Mitigations are being applied at the individual risk level ▪ Exploring Risk Mitigation and Contingency Options for Risk #268
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.	**CalWN Ad-Hoc Reporting Approach** **1. County Education** • 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 **2. Technical Onboarding** • Provide secure access to CalSAWS Database Schema and County Converted Data **3. Refactoring Basic Support** • 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 **4. Optional Enhanced Support** • Optional: Provide Enhanced Development Support (County Purchase of dedicated vendor support)

Update on Key Risks

Risk Level: High

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 to create the CDGs. In Wave 1 County CDG Kickoffs, Counties stated that BPR and draft CDGs do not capture the level of detail needed to understand the new processes and the changes. Counties stated that process improvements, automation opportunities, open items, and pending county decisions need to be addressed in the To-Be Process documentation. Between now and March 29, 2022, the OCM team must create Change Discussion Guides DDELs, review content with all Wave 1 counties, and finalize drafts. Wave 1 Change Discussion Guide FDELs are due to be submitted on April 21, 2022. CDGs must be finalized by May 20th which is 2 weeks prior to the start of Early Training.	1. Conduct working sessions with county staff and system Subject Matter Experts to review County Change Discussion Guides: • Provide guidance to the Counties for the purpose and process for review and feedback. • The Process Change Inventory should be refined to capture change impact and affected roles, current state and future state • Clearly document all changes to county processes with sufficient details and impacts to county staff roles in the Process Change Guides. 2. Validate the CDGs with county representatives 3. Revised Deliverable Dates • County Review: 3/29/2022 – 4/26/2022 • DDEL Review Period: 4/12/2022 – 4/26/2022; DDEL Comments Addressed: 4/26/2022- 5/2/2022 • FDEL Review Period: 5/2/2022 – 5/9/2022; FDEL Comments Addressed: 5/9/2022- 5/16/2022 • It's estimated that the earliest that the Wave 1 CDGs will be final is 5/16/2022.

Update on Key Risks
Risk Level: Medium

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 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.	• 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
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.	• 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 • Testing of extract, transfer and load of images
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.	• Focused SCR Design • Assess impacts to data model and conversion extractions for functionality delivered after 22.05 • Evaluate impacts to planned testing efforts • On track for 18 CalWIN counties to validate GA/GR Functionality and county specific rules during UAT. Wave 1 will have converted data; Wave 2-6 will validate with new data • County Data validation, counties will perform self-paced Case Reviews and Comparisons against converted CalWIN Cases and Programs including GA/GR and have the ability to run EDBC in a CalSAWS environment

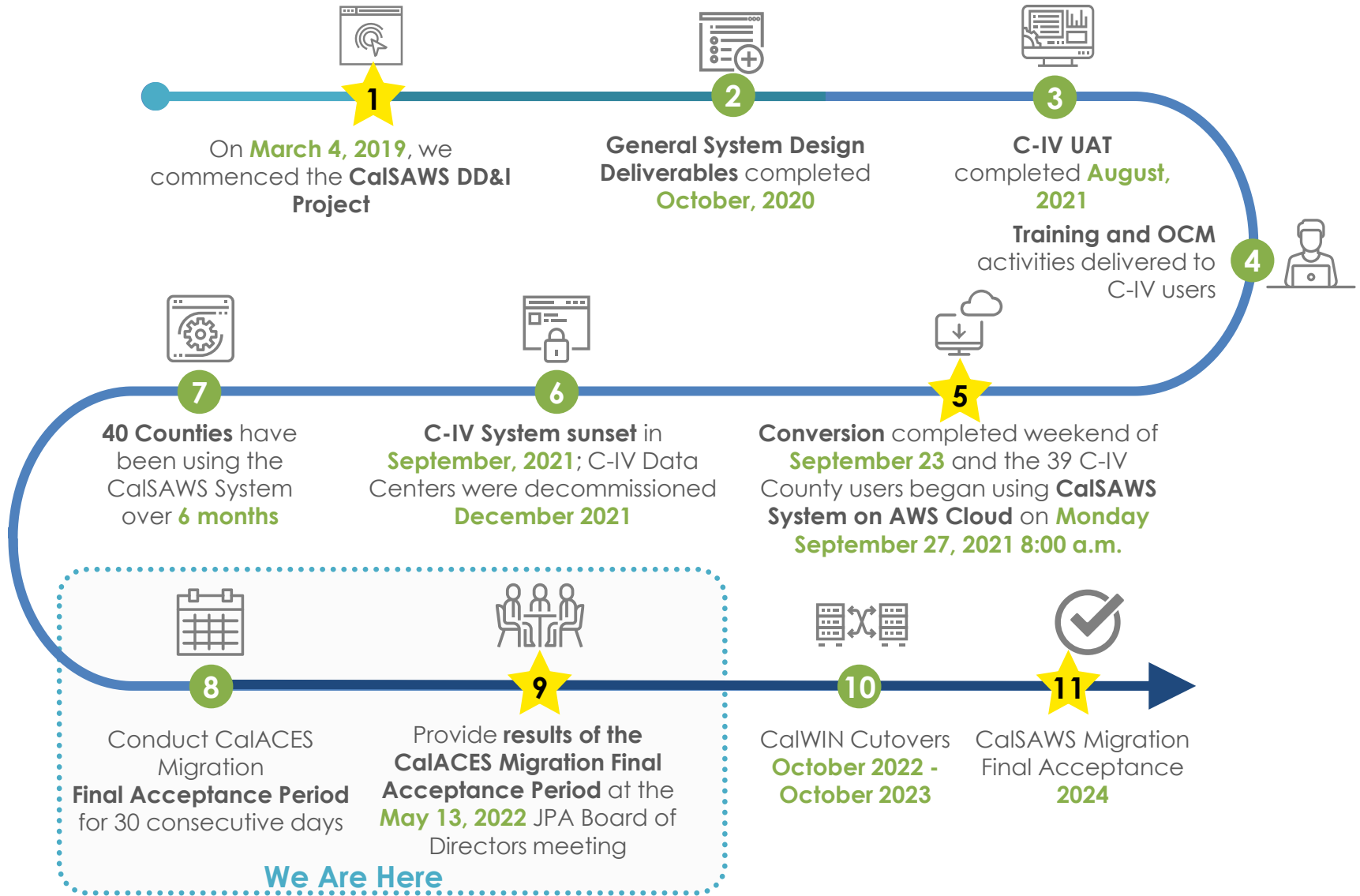# C-IV/CalACES Final Acceptance

CalACES Migration Final Acceptance Preview
Purpose

- The purpose of the CalACES Migration Final Acceptance is to confirm that:
  - Requirements related to the C-IV Counties' migration to CalSAWS have been met
  - The CalSAWS System is meeting performance requirements
  - The CalSAWS Application contains zero non-cosmetic defects related to the C-IV Counties' migration
- The Final Acceptance process is based on a two-step approach:
  - April 2022 – Discuss the process and scope for CalACES Migration Final Acceptance, review performance results of the CalSAWS System for March 2022, and explain next steps
  - May 2022 – Review the final results and observations of the 30 consecutive day Final Acceptance period, and whether CalACES Migration Final Acceptance has been met or Consortium Director's discretion toward acceptance on missed SLAs sought
- Approval of the CalACES Migration Final Acceptance leads to the Consortium's payment of the first holdback release for the CalSAWS DD&I Project

CalACES Migration Final Acceptance Preview
C-IV Counties' Migration Timeline Overview

1 On **March 4, 2019**, we commenced the **CalSAWS DD&I Project**

2 **General System Design Deliverables** completed **October, 2020**

3 **C-IV UAT** completed **August, 2021**

4 **Training and OCM** activities delivered to C-IV users

5 **Conversion** completed weekend of **September 23** and the 39 C-IV County users began using **CalSAWS System on AWS Cloud** on **Monday September 27, 2021 8:00 a.m.**

6 **C-IV System sunset** in **September, 2021**; C-IV Data Centers were decommissioned **December 2021**

7 **40 Counties** have been using the CalSAWS System over **6 months**

8 Conduct CalACES Migration **Final Acceptance Period** for 30 consecutive days

9 Provide **results of the CalACES Migration Final Acceptance Period** at the **May 13, 2022** JPA Board of Directors meeting

We Are Here

10 CalWIN Cutovers **October 2022 - October 2023**

11 CalSAWS Migration Final Acceptance **2024**

CalACES Migration Final Acceptance Preview
Preparing for the CalACES Migration

On September 27, 2021, 18,000 C-IV users migrated to CalSAWS. The CalSAWS System currently supports 40 counties, over 34,000 users, serves over 11M residents, and is one of the largest integrated eligibility systems in the world

Completed updates to CalSAWS Online Help and configured and installed the LMS for CalSAWS Migration WBTs for training the 39 Migration counties

Completed C-IV Counties' cutover to CalSAWS conversion go-live 6 hours earlier than planned

Provided Post-Deployment Support through December 17, 2021, including Command Center and daily project support calls with stakeholders/ Counties

445 total requirements for the C-IV Counties' migration were met via:

71   Contract Deliverables

978   SCRs deployed via releases 19.11 – 21.07

500,000   Approximate hours worked

307 Functional

445 Total

27 Conversion
7 Reports
21 Tech
26 PMO
57 OCM/Training/ Implementation
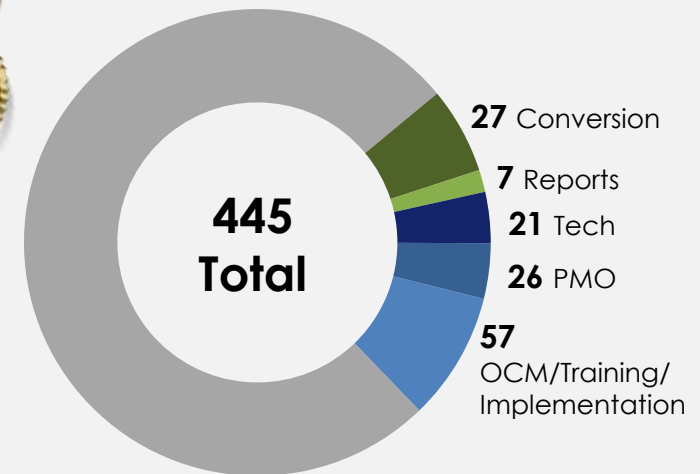
CalACES Migration Final Acceptance Preview

CalACES Final Acceptance Deliverable includes:

- Results of the 30 consecutive day Final Acceptance Period including:
  - Results for Performance Requirements
  - Outstanding open non-cosmetic defects (for DD&I C-IV Migration SCRs deployed via releases 19.11-21.07)
  - Summary of key lessons learned and recommendations for improvements to the CalSAWS Software
- Updated Requirements Traceability Matrix (RTM), reporting status of the C-IV Counties' migration requirements from the CalSAWS DD&I Statement of Requirements

Informational items outside of CalACES Migration Final Acceptance:

- Imaging
- Accessibility Assessment
- DD&I CalWIN Migration
- Ongoing Maintenance &Operations

Results of Performance Requirements for March 2022

Perf Req #	Performance Requirement Title	SLA Met/Not Met		QA
1	Monthly Off Prime Business Hours Availability	Met	✓	
2	Monthly Prime Business Hours Availability of CalSAWS Non-Production Environments	Met	✓	
3	Monthly Deficiency Notification Response Time	Met	✓	
4	Monthly Helpdesk Diagnosis Time	Not Met	✕	
5	Daily Peak Usage Hours Availability	Met	✓	
6	Daily Prime Business Hours Availability	Met	✓	
7	Daily Peak Usage Hours ED/BC Response Time	Met	✓	
8	Daily Prime Business Hours ED/BC Response Time	Met	✓	
9	Daily Peak Usage Hours Screen to Screen Navigation Response Time	Met	✓	
10	Daily Prime Business Hours Screen to Screen Navigation Response Time	Met	✓	
11	Daily Batch Production Jobs Completion	Met	✓	
12	Daily Off Prime Business Hours ED/BC Response Time	Met	✓	
13	Daily Off Prime Business Hours Screen to Screen Navigation Response Time	Met	✓	
14	Daily Unbounded Search Response Time	Met	✓	
15	Daily Prime Business Hours Availability of CalSAWS Training Environments	Not Met	✕	
16	Daily Peak Usage Hours Standard Report Response Time	Met	✓	
17	Security Incident Notification	Met	✓	
18	Security Incident Reporting	Met	✓	
19	Security Incident Negligence	Met	✓	
20	Disaster Recovery Response Time	Met	✓	

Results of Performance Results for March 2022
Overview

CalSAWS System has been stable, available for users, and met all system-related performance response time requirements

- Two non-system performance requirements were missed in March 2022:
  - #4 – Monthly Helpdesk Diagnosis Time (Target 98% vs. Actual 81.35%)
  - #15 - Performance Daily Prime Business Hours Availability of CalSAWS Training Environments (On March 9th, the Training environment was unavailable for 55 minutes out of 31 days in the month of March)

Results of Performance Results for March 2022
#4 – Monthly Helpdesk Diagnosis Time

- Of a total 3,288 tickets closed in March, 613 tickets did not meet the SLA targets for diagnosis time (81.35% of tickets, compared to the monthly SLA target of 98%)
  - Of the 3,288 tickets closed:
    - Approximately 50% were related to user requests for information, rather than system defects
    - Approximately 27% of tickets pertained to Imaging, 54% pertained to the CalSAWS application
  - Of the 613 tickets that missed the SLA:
    - Approximately 30% were eligibility-related. Eligibility-related tickets require additional research due to the uniqueness of each case, resulting is elongated diagnosis times
    - Approximately 67% were requests for additional information/procedures, determined to not be a system error, or the issue could not be re-created
- Action plan for improving results:
  - Conduct refresher/awareness training for County and Project Help Desk staff for quicker ticket response to county users
  - Identify trends in ticket data and send CIT/guidance to users for commonly asked questions, to reduce ticket volumes and allow Help Desk staff to focus on system defect-related tickets

Results of Performance Results for March 2022
Monthly Helpdesk Diagnosis Time

#	Performance Requirement	Target	March 2022 Actual		
			A	B	%
5	Monthly Helpdesk Diagnosis Time	98%	3,288	613	**81.35%**
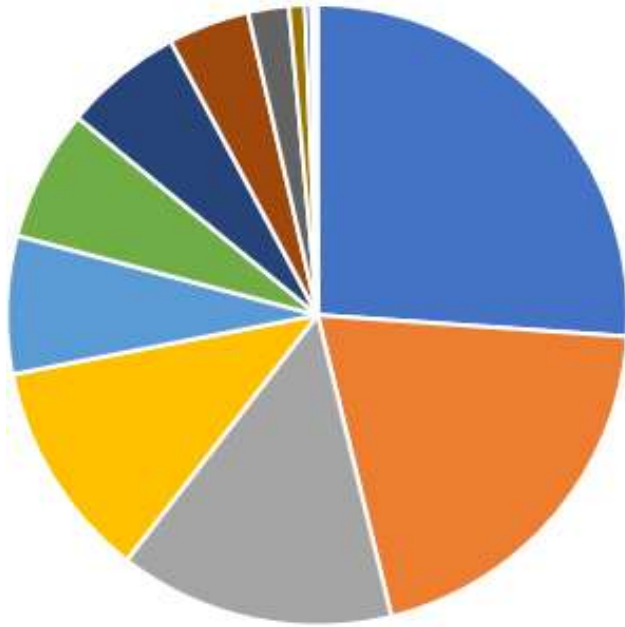
Resolution Code on SLA Breaches	Count	PCT
Not a System Error - With Explanation	160	26%
How To - Steps to Proceed Provided	123	20%
Unable to Recreate Issue	88	14%
Defect Fixed	70	11%
Outage / Performance Degradation	44	7%
Additional Information Needed	42	7%
Customer Requested Closure	38	6%
Customer Confirmed Issue is Resolved	26	4%
SCR Implemented	13	2%
Service Request Created - With Request Number	5	1%
Duplicates	2	0%
CalHEERS Issue Resolved	1	0%
LMS Access Request	1	0%
Total	**613**	

Results of Performance Requirements
PR #15: Daily Prime Business Hours Availability of CalSAWS Training Environments

Training Production was unavailable for 55 minutes on 3/9/2022 from 10:25-11:20am due to space issue with Training database.

Corrective Action Plan:
The issue occurred due to multiple restore points being active, consuming large space.

The database team increased the Training Production environment recovery space from 100GB to 400GB.

Also, older restore points were dropped to keep only two restore points for backup.

Training Env Availability During Prime
Target: 95%

March 2022

Legend: Target Met   Target Not Met   Weekend

Performance Results
Next Steps for May 2022 Meeting

- Report on results of performance requirements for the CalSAWS System for the 30 consecutive day final acceptance period

- Monthly Helpdesk Diagnosis Time - Project Team will implement action plans to improve diagnosis time, however, ticket volumes are expected to increase due to the following factors:

  - Los Angeles County's cutover to both the CalSAWS Imaging solution and the BenefitsCal portal, scheduled for April 2022

  - Ongoing support of users from the former C-IV Counties following cutover to CalSAWS

- If the CalSAWS System is stable and continues to meet system-related SLAs, and helpdesk diagnosis time continues to exceed the SLA targets, the project may request Consortium Executive Director's discretion for CalACES Migration Final Acceptance

CalACES Migration Final Acceptance
Open Defects

- As of April 18, 2022, there was one open defect related to C-IV Migration SCRs deployed via 19.11 – 21.07 – CA-237005:
  - Medi-Cal Caseload Report displays incorrect data for count of active Medi-Cal cases, and count of individual beneficiaries for Medi-Cal
  - For Defect CA-237005, the generated reports were validated, and System Test was completed on April 18, 2022. The Defect fix was delivered via the 22.04.18 Minor Release
- With regards to reports, an update on State and Fiscal reports will be provided as an upcoming agenda topic in this meeting
- The Project Team continues to implement defect fixes as part of ongoing maintenance and operations activities for the CalSAWS System, as planned

CalACES Migration Final Acceptance
QA – Requirement Verification (DDID 1983)

☑ QA recommendation for final acceptance is on track pending
- ☑ Summary of correction of each Deficiency identified during DD&I period
- ☐ Summary of Lessons Learned
- ☐ Recommendations for any Improvements to CalSAWS Software
- ☑ Update to Requirements Traceability Matrix (RTM)
- ☐ Verification the CalSAWS Software has performed for 30 consecutive days without any Deficiencies, other than inconsequential Deficiencies that do not affect any Performance Standard, requirement, or Specification
- ☐ Receipt of Certification Letter from Accenture
- ☐ Final Assessment of Del #71 – CalACES Migration Final Acceptance Certification

☑ QA will continue to participate in continuous improvement activities in support of the CalSAWS application:
- ☑ Release Management, Functional Enhancements
- ☑ Technical Maintenance and Upgrade Planning
- ☑ Applications SLA/Performance Reviews
- ☑ Service Desk Reviews

C-IV/CalACES Final Acceptance

Informational Items
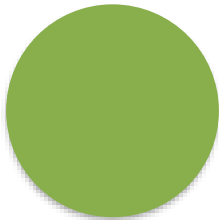
Informational Items

- Update on the CalSAWS Imaging Project will be provided as an upcoming agenda topic in this meeting

- Update on State and Fiscal reports will be provided as an upcoming agenda topic in this meeting

Informational Item – Accessibility Assessment

Informational Item
Accessibility Overview - Scope

- As part of the CMS operational readiness review last year, CMS recommended an updated accessibility assessment for the core CalSAWS application
- An assessment is in progress with an external vendor in accordance with Web Content Accessibility Guidelines (WCAG) 2.0 A & AA
  - 40 high-volume pages, representing over 60% of all system transactions, are being assessed
  - Global components, including
    - Calendar Icon/widget, Headers, Left task navigator
- The assessment was performed using the following:
  - Chrome browser
  - Edge browser
  - Automated and testing
  - Screen reader and keyboard-only navigation testing

Informational Item
Accessibility Overview - Status and Next Steps

- Complete assessment, including remediation work. This is on track for completion by May 10, 2022
- Complete the plan for phase 2 of testing
  - Determining transactions and pages that would increase testing coverage to 80% of transactions
  - Second phase is targeted for completion by October 30, 2022

Impact and Support Plan information on the ability of CBOs to enroll older adults (50+) in Medi-Cal before the May 1st deadline if they lack access to YBN due to the cutover to BenefitsCal.

Customer Communications
BenefitsCal Cutover

Summary of Planned LA Communications:

Channel	Communication Title	Recipient	Proposed Submission Date
Email	Email 3	Customers	04/14/22
Email	Email: Unsubmitted Apps	Customers	04/19/22
Push Notifications	Mobile App Push 1	Customers	04/17/22
Push Notifications	Mobile App Push 2	Customers	04/20/22
SMS	SMS 1	Customers	04/14/22
SMS	SMS 2	Customers	04/20/22

YBN Messaging during the Cutover Window
Beginning Friday 04/22/22 at 6pm

The following message will display within YBN to redirect customers to other applications during the cutover period:

YBN is currently down and will be replaced by BenefitsCal on 04/25/22.

Please click here for more information and alternative sites for Medi-Cal and CalFresh application submission during this down time.

For application submissions for cash programs such as CalWORKS and General Relief, please visit BenefitsCal on Monday 04/25/22.

Information & Support/Corrective Action Plan to address Madera County production claiming issues.

CalSAWS - State and Fiscal Reports
Bi-Weekly County Meetings and Communication

Last week, the CalSAWS Reports team met with Madera county to discuss concerns they had identified with State and Fiscal reports. During the discussion we correlated concerns with documented defects as well as communicated which release these are prioritized.

- Post C-IV Cutover to CalSAWS
  - CalSAWS Reports team has been facilitating State and Fiscal Reports meetings with the Counties. These meetings cover:
    - Recent and Upcoming System Change Requests (SCRs);
    - Recent and Upcoming Relevant Defects;
    - Report Updates;
    - Questions/Topics from Counties

    …detailed Meeting Minutes are sent after each meeting.
  - Recommend:
    - Continuing with these meetings on a Bi-Weekly cadence
    - Concerns be logged as tickets so the Reports team can appropriately triage, assess, prioritize, communicate, and resolve identified County incidents
    - Better publicize these bi-weekly CalSAWS - State and Fiscal Reports meetings so the Reports team is reaching the correct audience/attendees

Update on Production CalSAWS Imaging Solution and Preparations for L.A. County Migration to Imaging and BenefitsCal.
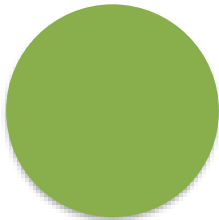
Defect & Enhancement Summary

Items Complete *Prior to 4/25*

75% complete

Sev 1s – 0 of 0

Sev 2s – 6 of 7

Sev 3s – 4 of 5

Sev 4s – 0 of 0

Request – 1 of 1

Priority Enhancement – 0 of 1

Performance Fix – 3 of 5

To Complete *After 4/25*

Sev 1s – 0

Sev 2s – 1

Sev 3s – 9

Sev 4s – 2

Priority Enhancement – 2

Support Ticket – 6

Items are inclusive of all prioritized defects (including technical operations defects)

*Defects and enhancements will continue to be logged based on identification of additional issues

Prioritized for Completion prior to 4/25 LA Go-Live

Severity 2

JIRA #	Description	User Impact	Target Date	Status
CA-234442	Images Stuck in OCR Error Queues (Primary errors fixed in other defects, require report to confirm resolved and close)	<u>Overview:</u> Impacts a subset of documents that fail to route fully through the OCR process. These documents are currently viewable by county workers while in these queues. <u>Metrics:</u> Currently ~40,000 documents sitting in queue	4/20/2022	In Development

Severity 3

JIRA #	Description	User Impact	Target Date	Status
CA-239545	County Code not always being set at point of capture (with Hyland Support Team)	<u>Overview:</u> documents are routed to Admin Exception Queue and delay / prevent task generation <u>Metrics:</u> ~0.03%-0.06% QA Batches a day created resulting in users not being able to submit documents, and requiring recapture	~~3/25/2022~~ ~~3/30/2022~~ ~~4/1/2022~~ TBD	In Design

Prioritized for Completion prior to 4/25 LA Go-Live

Priority Enhancements

JIRA #	Description	User Impact	Target Date	Status
CA-242360	Update Document Routing Rule Processing to Evaluate Customer Report Information	<u>Overview:</u> Users are unable to leverage the Worklist PR/RE page as there is no way to associate tasks to customer reports as currently designed <u>Metrics:</u> Impacts LA Users that leverage the Worklist PR/RE page	4/19/2022	System Test

Enhancements identified in Performance Test

JIRA #	Description	User Impact	Target Date	Status
CA-243415 (Remove for LA Socialization)	**Technical Operations** Performance changes for queue processing	Identified bottlenecks in conversion processing resulting in longer wait times	4/15/2022	System Test
CA-243873 (Remove for LA Socialization)	**Technical Operations** Drawer Contention Additional Changes	No user impact, this is preventative for performance during peak 58 County Load.	4/20/2022	System Test

End to End Enhanced Performance Testing
Testing Time and Process

Date	End to End Enhanced Performance with Los Angeles County Wednesday, April 6		
Time	8:00 – 9:00am	9:30am – 10:30am	11:00am – 12:00pm
Projected Load Category	**39 County Load**	Additional Ramp	**39 County + Los Angeles County load**
Targeted Load Profile (% of projected 58-county load)	33%	50%	66%
BenefitsCal Documents / Hour	14k	21k	28k

Enhanced Performance Testing
Workflow Diagrams

PORTAL SUBMISSION

WORKER / KIOSK SUBMISSION

Documents submitted via BenefitsCal

OCR Bypass & Barcode Workflow: documents that have OCR bypass enabled or are barcoded

OCR Workflow: documents submitted requiring additional classification via OCR

- Documents linked to case **within 15 seconds**
- Task generated **within 5 minutes**
- Documents archived **within 30 minutes**

- Documents linked to case **within 15 seconds**
- Task generated **within 15 minutes**
- Documents archived **within 30 minutes**

- Documents linked to case **within 15 seconds**
- Task generated **within 30 minutes**
- Documents archived **within 50 minutes**

Imaging Training

LA County Training Completion as of 6:00 PM April 7, 2022 from LearningLink and 4:00 PM April 13, 2022 from Project LMS

Training Completion
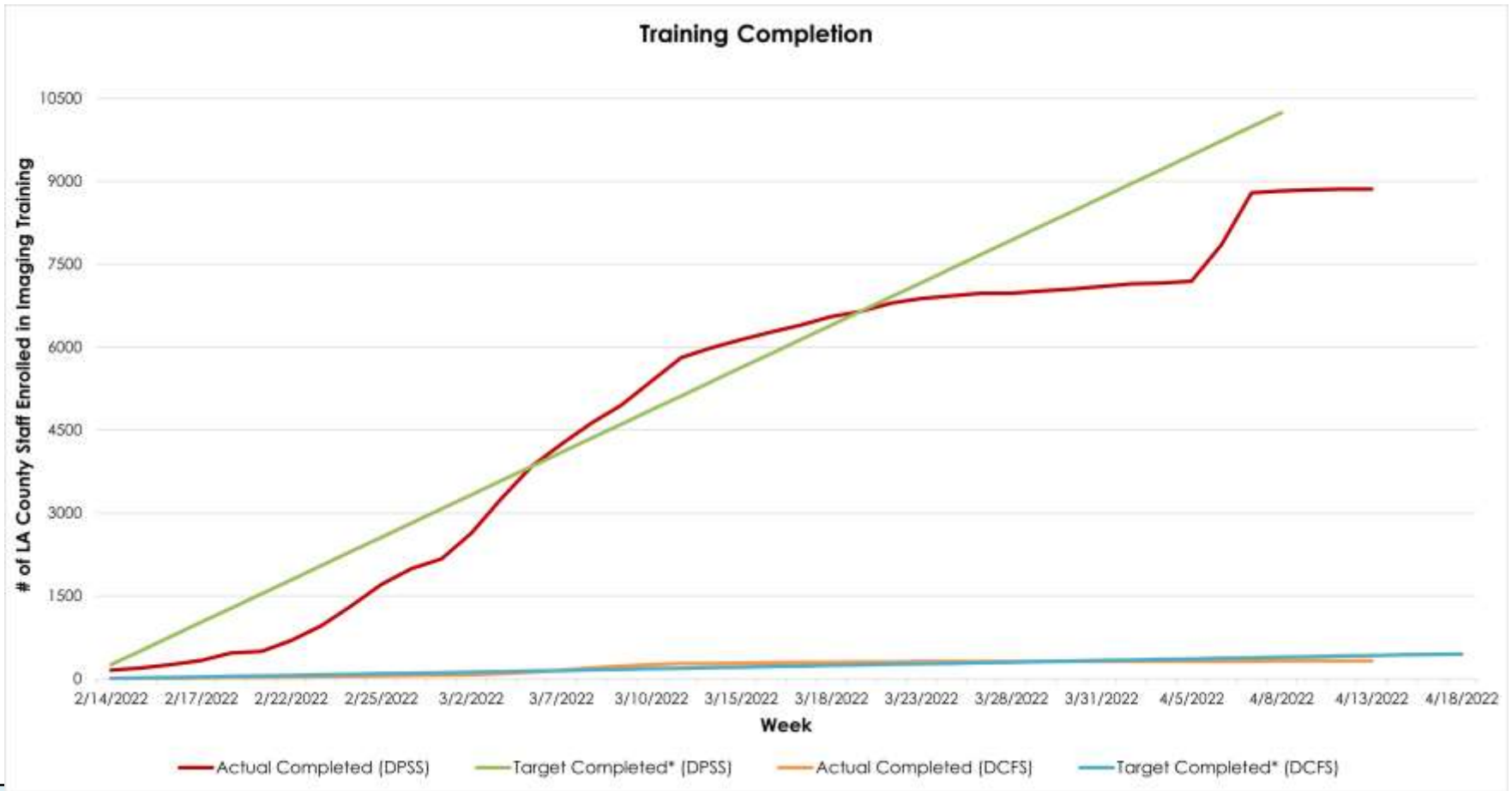
Progress	Count	% of Total
Not Started	79	1%
Started	1,477	14%
Completed	9,105	85%
Total Enrolled	**10,661**	

Target completed numbers were calculated by assuming the same number of staff will complete their Imaging curriculum on a day-to-day basis during each Department's designated General Training period:
- *DPSS: February 14, 2022 – April 8, 2022*
- *DCFS: February 14, 2022 – April 18, 2022*

Imaging Training

DPSS Training Completion as of 6:00 PM April 7, 2022 from LearningLink and 4:00 PM April 13, 2022 from Project LMS

Imaging Curriculum Completion - DPSS
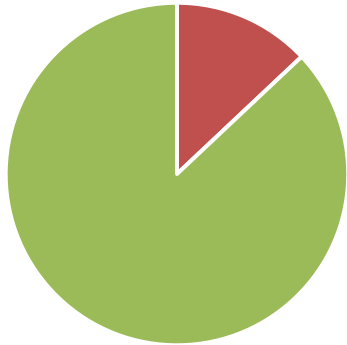
- 9,782 Enrolled
- 0 (0%) Not Started
- 1,270 (13%) Started
- 8,512 (87%) Completed

■ Not Started ■ Started ■ Completed

Overall Completion - DPSS
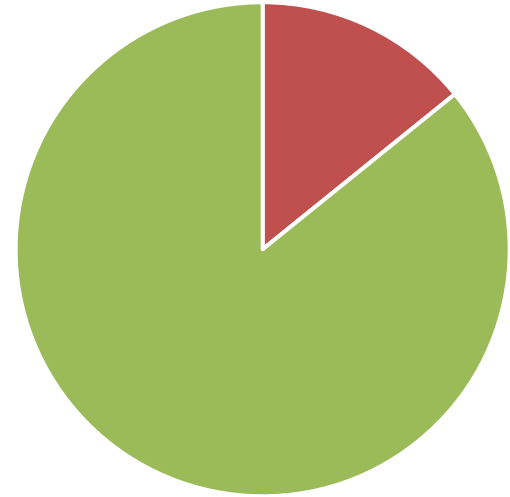
■ Not Started ■ Started ■ Completed

- 10,209 Enrolled
- 0 (0%) Not Started
- 1,449 (14%) Started
- 8,760 (86%) Completed

Imaging Light Curriculum Completion - DPSS
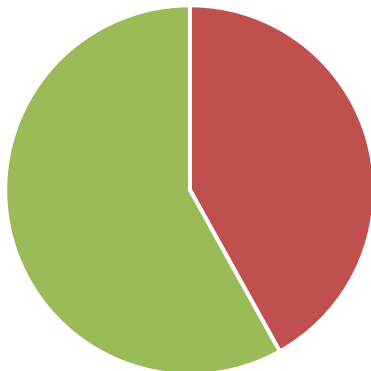
- 427 Enrolled
- 0 (0%) Not Started
- 179 (42%) Started
- 248 (58%) Completed

Target Completion Rates

- Imaging Light Curriculum: 85%
- Imaging Curriculum: 90%

Imaging Training
DCFS Training Completion as of 4:00 PM April 13, 2022

Overall Completion - DCFS
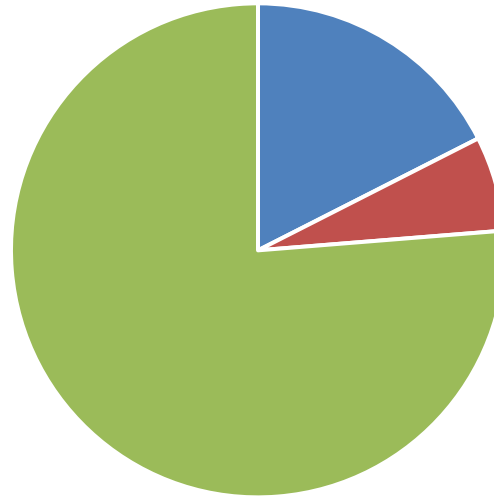
■ Not Started   ■ Started   ■ Completed

- 451 Enrolled
- 79 (18%) Not Started
- 28 (6%) Started
- 344 (76%) Completed

Target Completion Rate
- Imaging Curriculum: 80%

Los Angeles County Document Import Burn-Up
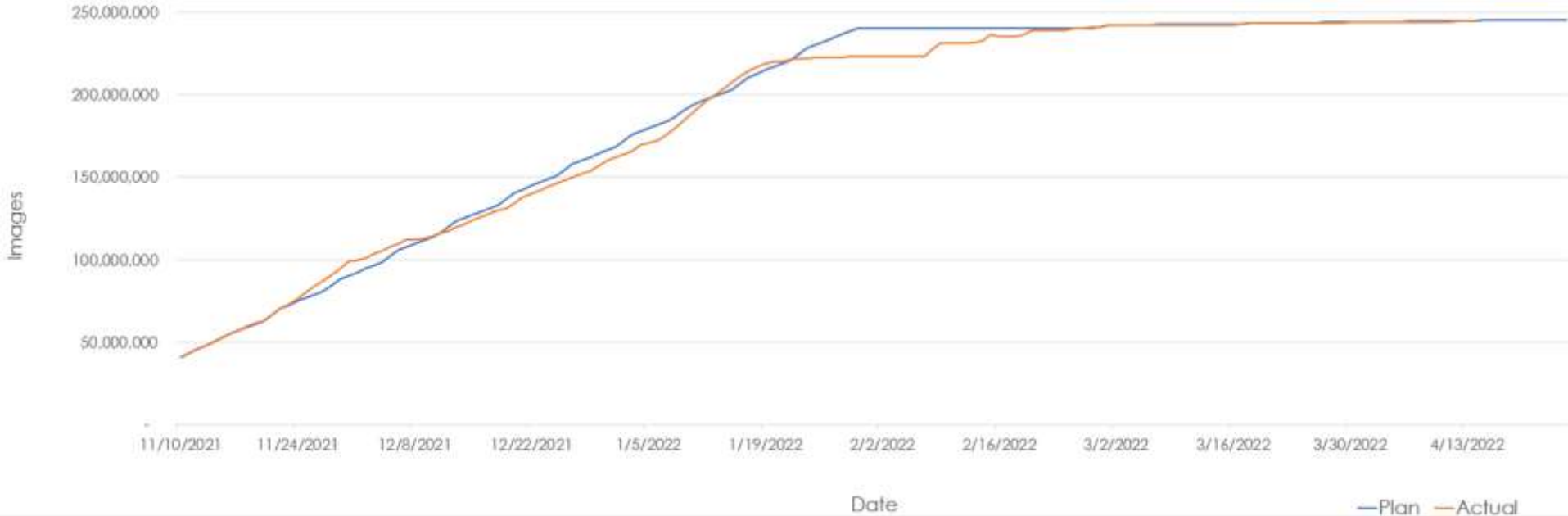
*Differentials now loading images from 4/12

CalWIN Counties – Wave 1 – Contra Costa
Document Migration Progress Status

Wave 1	Target Dates	Project Charter Signoff	Mapping Completion	Req Document Completion	Doc Keyword Mapping Sign Off	Req Document Approval	Sample Testing	Bulk Export	Initial Import	Imaging UAT (Prep)	Validate Images in Prod	Bulk Delta	Final Batch	Go Live
Contra Costa (25TB – Hyland)	Start	11/5/21	12/21/21	12/21/21	12/22/21	12/22/21	2/22/22	04/04/22	6/1/22	05/23/22	09/22/22	10/20/22	10/22/22	Go Live 10/31/22 Overall Progress 40%
	Finish	11/11/21	1/5/22	1/5/22	12/31/21	12/31/21	3/18/22	5/21/22	7/1/22	06/03/22	10/06/22	10/21/22	10/27/22	
	Critical Path	Completed	Completed	Completed	Completed	Completed	Completed	Start 6/2	Start 8/28	Start 6/30	Start 9/22	Start 10/20	Start 10/22	
	Status	Completed	Completed	Completed	Completed	Completed	Completed	In progress	Awaiting	Awaiting	Awaiting	Awaiting	Awaiting	

■ **Note**: These are County specific milestones based on the approach each County is taking with their specific Export vendors

SPOTLIGHT PROJECT STATUS

✔ Completed
🔴 Issue Stopping Progress
🟡 Possible Risks
🟢 On Schedule

Amber Status:

Update as of yesterday, April 13, 2022:

- ✓ **71% of export loads have been processed** and they will be ready to be uploaded to the Snowball device beginning next week

- ✓ **The County has approved moving forward with the security drawer changes,** including loading and testing the new sample set by Friday, April 15, 2022

- ➤ As a precaution, the County will remain in an Amber status until exports are completed by May 21, 2022

CalWIN Counties – Wave 1 – Placer
Document Migration Progress Status

Wave 1	Target Dates	Kick Off	Identify Migration Method/ Vendor	Test Network	Document Mapping	Testing	Initial Export	Initial Import	Imaging UAT (Prep)	Validate Images in Prod	Bulk Delta	Final Delta	Go-Live/% Progress
Placer (9.5M-> 5.6 M 1/25/22) – NEKO)	Start	7/29/20	10/01/20	8/06/20	8/31/20	4/01/21	2/17/22	~~03/23/22~~ 04/15/22	05/23/22	9/22/22	10/20/22	10/22/22	
	Finish	7/29/20	10/01/20	10/06/20	3/26/21	2/08/22	~~3/31/22~~ 05/27/22	~~06/10/22~~ 06/30/22	06/03/22	10/06/22	10/21/22	10/27/22	Go Live 10/31/22
	Critical Path	Completed	Completed	Completed	Completed	Completed	Start 7/27	Start 8/19	Start 6/28	Start 9/22	Start 10/20	Start 10/22	Overall Progress 40%
	Status	Completed	Completed	Complete	Completed	Completed	Paused	Awaiting	Awaiting	Awaiting	Awaiting	Awaiting	

SPOTLIGHT PROJECT STATUS	
✔	Completed
	Issue Stopping Progress
	Possible Risks
	On Schedule

Amber Status:

Update as of yesterday, April 13, 2022:

✓ The vendor revised scripts to correct errors found in Legacy/Hearing Documents last week

   ➤ Hyland has validated the CSV files that were sent by the County over the weekend. **Error rates have decreased to less than 2%.**

   ➤ **The County is ready to resume export.**

CalWIN Counties – Wave 1 – Yolo
Document Migration Progress Status

Wave 1	Target Dates	Project Charter Signoff	Mapping SS Completion	Req Document Completion	Document Keyword Mapping Sign Off	Solution/ Sample Build	Sample Testing	Bulk Export	Initial Import	Imaging UAT (Prep)	Validate Images in Prod	Bulk Delta	Final Batch	Go Live
Yolo (6TB–Hyland)	Start	12/3/22	1/6/22	1/24/22	1/6/22	2/1/22	~~3/14/22~~ 3/21/22	4/11/22	6/1/22	5/23/22	9/22/22	10/20/22	10/22/22	Go Live 10/31/22 Overall Progress 40%
	Finish	12/7/22	1/20/22	1/31/22	1/31/22	3/17/22	4/8/22	5/21/22	7/1/22	6/3/22	10/6/22	10/21/22	10/27/22	
	Critical Path	Completed	Completed	Completed	Completed	completed	completed	Start 7/12	Start 8/24	Start 6/30	Start 9/22	Start 10/20	Start 10/22	
	Status	Completed	Completed	Completed	Completed	completed	Completed	In progress	Awaiting	Awaiting	Awaiting	Awaiting	Awaiting	

■ **Note**: These are County specific milestones based on the approach each County is taking with their specific Export vendors

SPOTLIGHT PROJECT STATUS

✓	Completed
	Issue Stopping Progress
	Possible Risks
	On Schedule

Green Status:
- ✓ Exports are currently in progress.

CalWIN Counties – Wave 2 – Santa Clara
Document Migration Progress Status

Wave 2	Target Dates	Kick Off	Identify Migration Method/ Vendor	Test Network	Document Mapping	Testing	Initial Export	Initial Import	Validate Images in Prod	Bulk Delta	Final Delta	Go-Live/% Progress
Santa Clara (8TB – Hyland)	Start	10/15/20	12/01/20	11/30/20	11/10/20	05/02/22	06/01/22	07/08/22	01/19/23	09/01/22	02/01/23	**Go Live 02/27/23**
	Finish	10/15/20	01/10/22	01/31/21	08/27/21	05/31/22	06/30/22	08/08/22	02/02/23	01/31/23	02/23/23	**Overall Progress 10%**
	Status	Completed	Completed	Completed	Completed	Awaiting	Awaiting	Awaiting	Awaiting	Awaiting	Awaiting	

Note: Dates are subject to change once Hyland shares their updated timeline

SPOTLIGHT PROJECT STATUS

✓	Completed
🔴	Issue Stopping Progress
🟡	Possible Risks
🟢	On Schedule

Amber Status:

Santa Clara County and Hyland met this week to discuss security access and system requirements.

Security Access:

- Santa Clara expects to grant Hyland access to its conversion environment by the end of this week, <u>April 15, 2022</u>
  - Hyland requires this environment to conduct their remote discovery analysis and consolidate key findings

System Requirements:

- The County and Hyland resolved concerns about persistent RDP and a Linux box.
  - Hyland is 95% confident that they will not need a Linux to complete the export.
  - Santa Clara is working to set up a windows station instead.

The timeline may be delayed if the Windows station is not configured by 4/22.

CalWIN Counties – Wave 2 – Tulare
Document Migration Progress Status

Wave 2	Target Dates	Kick Off	Identify Migration Method/ Vendor	Test Network	Document Mapping	Testing	Initial Export	Initial Import	Validate Images in Prod	Bulk Delta	Final Delta	Go-Live/% Progress
Tulare (8TB – In House)	Start	10/05/20	12/01/20	11/30/20	12/02/20	08/02/21	02/15/22	07/23/22	01/19/23	5/31/22	02/01/23	**Go Live 02/27/23**
	Finish	10/05/20	12/01/20	01/31/21	07/29/21	01/7/22	04/04/22	08/27/22	02/02/23	01/31/23	02/23/23	**Overall Progress 60%**
	Status	Completed	Completed	Completed	Completed	Completed	Complete	Awaiting	Awaiting	Awaiting	Awaiting	

SPOTLIGHT PROJECT STATUS

✓	Completed
	Issue Stopping Progress
	Possible Risks
	On Schedule

Green Status:
- ✓ The County completed their Initial Export on April 4, 2022.

YBN Messaging during the Cutover Window
Beginning Friday 04/22/22 at 6pm

The following message will display within YBN to redirect customers to other applications during the cutover period:

YBN is currently down and will be replaced by BenefitsCal on 04/25/22.

Please click here for more information and alternative sites for Medi-Cal and CalFresh application submission during this down time.

For application submissions for cash programs such as CalWORKS and General Relief, please visit BenefitsCal on Monday 04/25/22.

Hyland Performance Report

MARCH 2022 PERFORMANCE STANDARDS

Monthly Page View Objective

Page View Percentage Target – 90%
The Datacenter will provide viewing access to a 70KB page <= 2 seconds

Monthly Page View Target: 90%	
Monthly Page View Service Level Credits	
Less than 90%	3.5% of the Monthly SaaS Fees
March Actual Monthly Page View Percentage	99%
March Service Level Credit	N/A

Hyland

Total Number of Renditions 70k or Smaller

2,675,718

Number of Renditions 70k or smaller *over 2 seconds*

20,804

Hyland Performance Report

MARCH 2022 PERFORMANCE STANDARDS

Database Transaction Objective

Database Transaction Percentage Target – 90%
Database transactions will be complete in <= 1 Second

Database Transaction Target: 90%	
Monthly Database Transaction Service Level Credits	
Less than 90%	3.5% of the Monthly SaaS Fees
March Actual Database Transaction Percentage	99.94%
March Service Level Credit	N/A

Hyland™

Total number of queries

733,000,000

Total number of queries
> 1 second

499,243

Hyland Performance Report

MARCH 2022 PERFORMANCE STANDARDS

Brainware Processing Objective*

Monthly Brainware Processing Percentage Target – 90%
Brainware will process 90,000 pages in <= 1 hour

*SLA does not apply until the 90,000 pages per hour threshold is met

Brainware Processing Target: 90%	
Brainware Processing Service Level Credits	
Less than 90%	3.5% of the Monthly SaaS Fees
March Actual Brainware Processing Percentage	N/A
March Service Level Credit	N/A

Hyland

Note:
During March 2022, the volume submitted did not reach the target of 90,000 pages per hour to be processed

This SLA is expected to apply following the Los Angeles County go-live on the Imaging solution

BenefitsCal Readiness for LA County

BenefitsCal Project Readiness
Executive Dashboard

Area	Category	As of 04/19/22
Application	County Validation – Execution	100%
	County Validation – Pass Rate	100%
Integration	Interface Partner Test	100%
Technical	Infrastructure	100%
	Security Testing	100%
	Performance Testing	100%
Conversion	CBO Conversion Readiness	100%
	CBO Converted Data Test	100%
Training	Training Plan	100%
	Training Materials	100%
	Training Delivery	100%
Implementation	Prod Deployment Plans	100%
Change	Communications	100%
	Partner Readiness (County, etc.)	100%

Legend

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete

BenefitsCal Communications
Status

Four (4) communications were sent to Customers through three (3) channels to advise of the upcoming transition from YBN to BenefitsCal:

Channel	Communication Title	Recipient	Proposed Submission Date	Status
Email	Email 3	Customers	04/14/22	Sent
SMS	SMS 1	Customers	04/14/22	Sent
Email	Email: Unsubmitted Apps	Customers	04/19/22	Sent
Mobile App Push Notification	Mobile App Push 1	Customers	04/17/22	Sent

YBN Messaging to Customers
Beginning Friday 04/22/22 at 6pm

The following message will display within YBN to redirect customers to other applications during the cutover period:

YBN is currently down and will be replaced by BenefitsCal on 04/25/22.

Please click here for more information and alternative sites for Medi-Cal and CalFresh application submission during this down time.

For application submissions for cash programs such as CalWORKS and General Relief, please visit BenefitsCal on Monday 04/25/22.

CalWIN Wave 1 Implementation Readiness Status and Milestones

Measuring County Readiness
Cross-Project County Work Plans and Readiness Checklists

- County Specific Work Plans are T-12 months

- Readiness Checklists are T-10 months

- TOSS Teams begin working with Counties at T-10 months

- Wave 1 WP and TOSS Teams are ongoing

- Wave 2 WP is current and TOSS meetings begin later this month

- Wave 3 WP is on schedule for delivery later in April

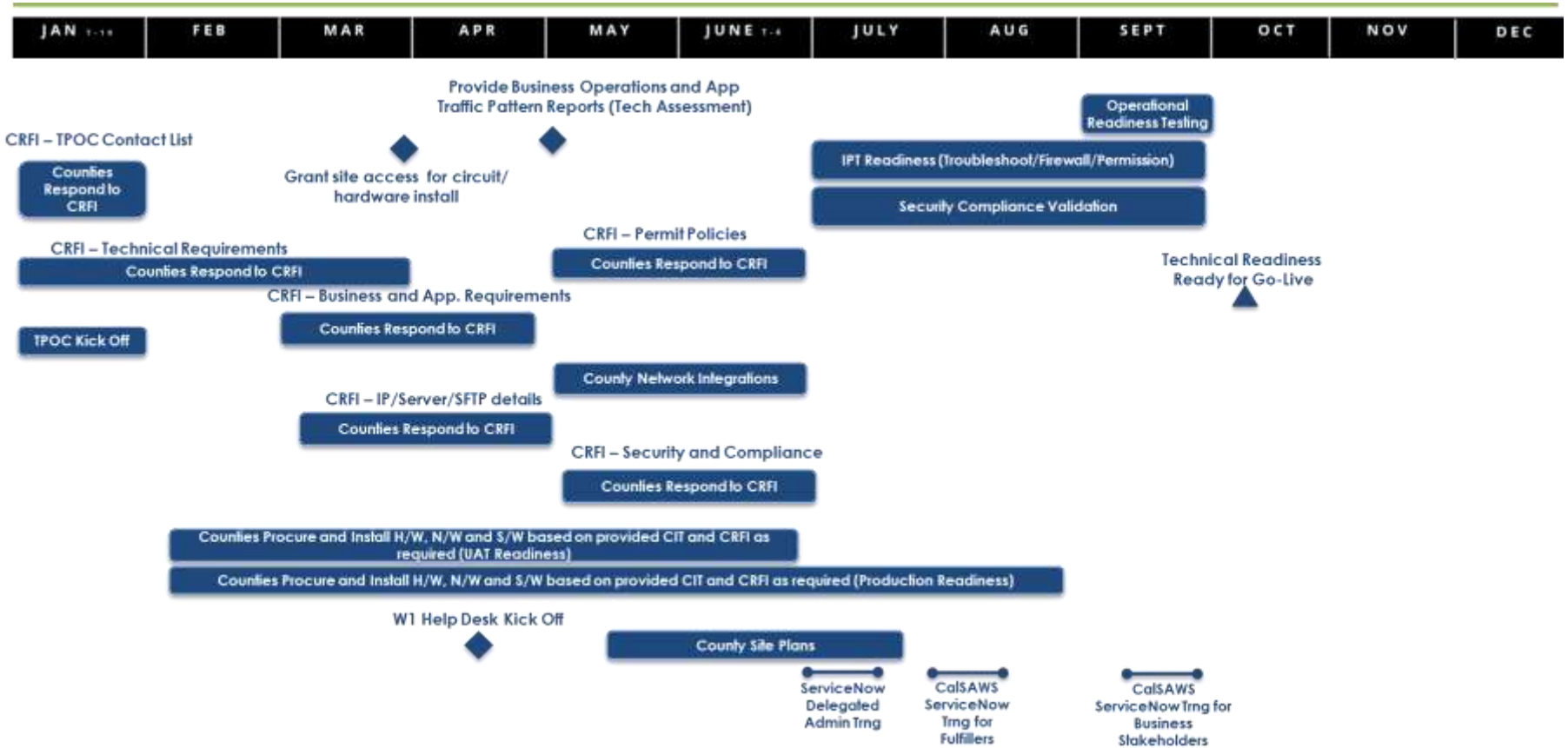Contra Costa County Implementation Readiness Checklist Wave 1

Wave 1 County System Readiness
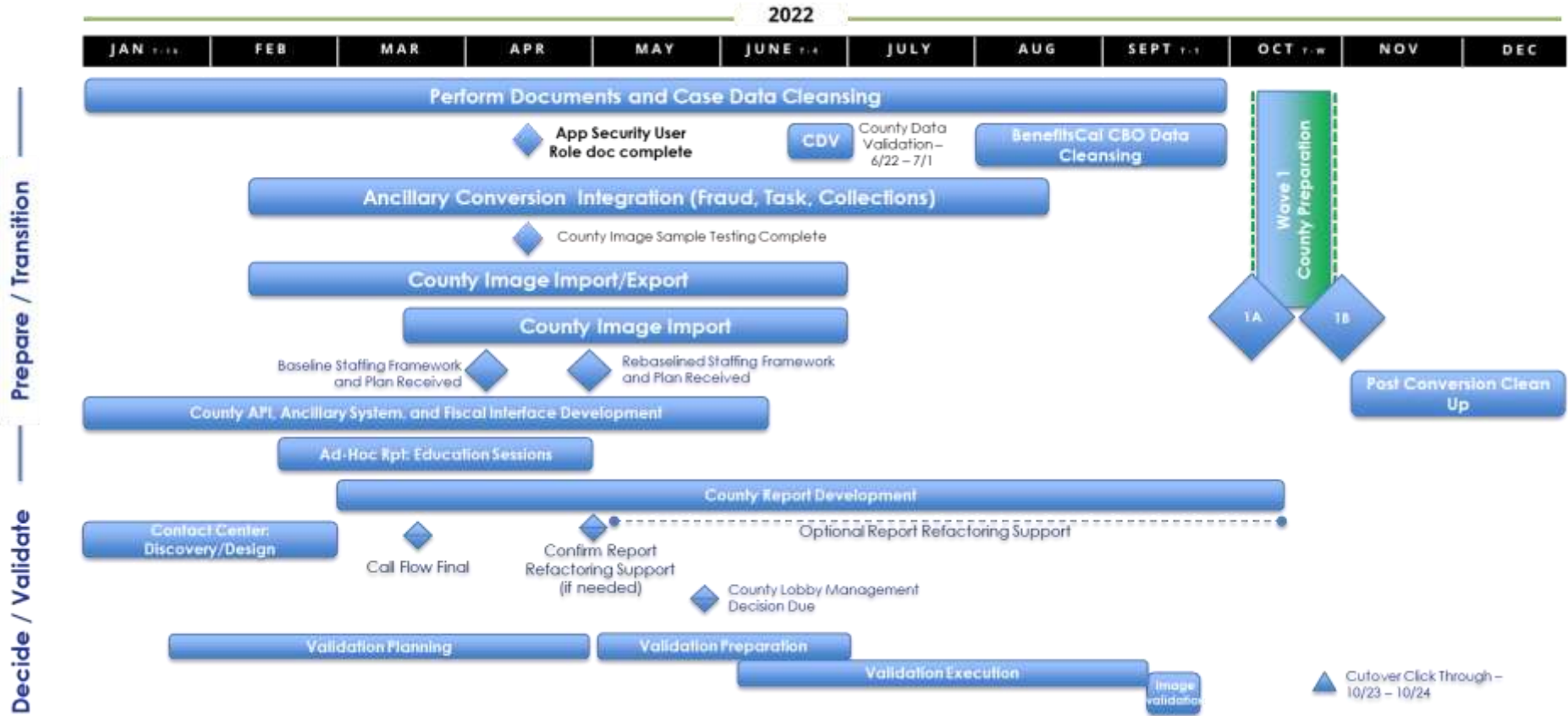
Key Activities + Milestones for Next 30 Days

- Complete UAT preparation activities (5/2/22 – 6/24/22)
- Continue data cleansing needs (CRGs #1-3; ongoing lists)
- Continue image sample testing
- Confirm and approval Contact Center Call IVR flow
- Confirm report refactoring prioritization and begin county development

Wave 1 County Technical Readiness

JAN 1-15	FEB	MAR	APR	MAY	JUNE 1-4	JULY	AUG	SEPT	OCT	NOV	DEC

Provide Business Operations and App Traffic Pattern Reports (Tech Assessment)

Grant site access for circuit/ hardware install

Operational Readiness Testing

CRFI – TPOC Contact List

Counties Respond to CRFI

IPT Readiness (Troubleshoot/Firewall/Permission)

Security Compliance Validation

CRFI – Technical Requirements

Counties Respond to CRFI

CRFI – Permit Policies

Counties Respond to CRFI

Technical Readiness Ready for Go-Live

CRFI – Business and App. Requirements

Counties Respond to CRFI

TPOC Kick Off

CRFI – IP/Server/SFTP details

Counties Respond to CRFI

County Network Integrations

CRFI – Security and Compliance

Counties Respond to CRFI

Counties Procure and Install H/W, N/W and S/W based on provided CIT and CRFI as required (UAT Readiness)

Counties Procure and Install H/W, N/W and S/W based on provided CIT and CRFI as required (Production Readiness)

W1 Help Desk Kick Off

County Site Plans

ServiceNow Delegated Admin Trng

CalSAWS ServiceNow Trng for Fulfillers

CalSAWS ServiceNow Trng for Business Stakeholders

Key Activities + Milestones for Next 30 Days

- Work with Help Desk team to document County Site Plans
- Ongoing working sessions with Project Help Desk team for determining help desk processes
- Submit County Business and Application Requirements
- Submit County public IP ranges and SFTP server details

Wave 1 County Organizational Readiness
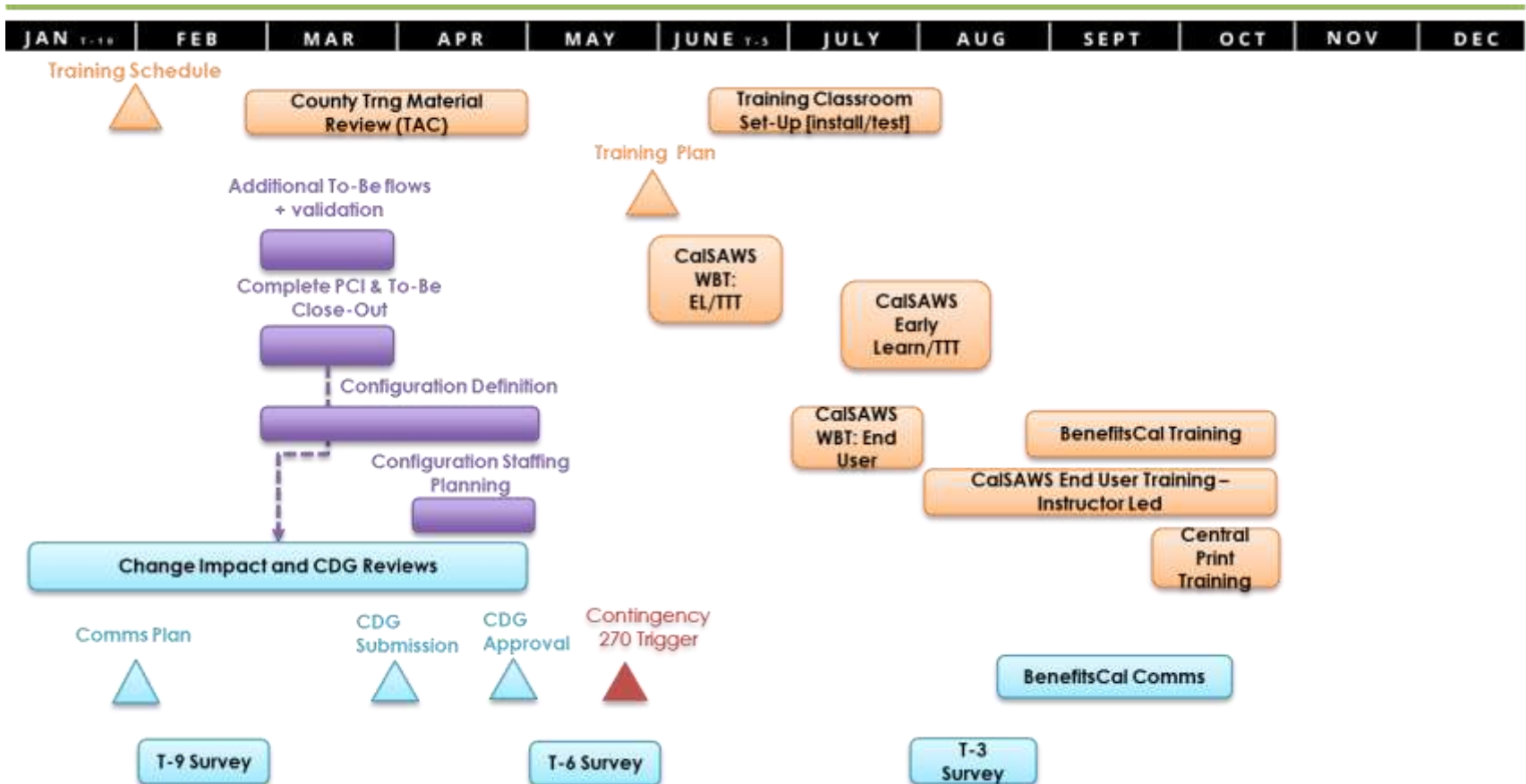
Key Activities + Milestones for Next 30 Days

- Participate and complete review of W1 To-Be Flows, PCI close out and configuration definition activities
- Participate and review W1 CDG reviews
- Begin preparing for T-6 survey
- Continue to participate in training curriculum reviews through TAC meetings
- Review County Training Plan and confirm training logistics

CalWIN Migration Contingency Planning

CalWIN Mitigation and Contingency Planning

Risk #268

If implementation readiness (project and county) is not on track to meet their respective exit criteria by key trigger dates, then the CalWIN Wave 1 cutover to CalSAWS could either be delayed or require significantly greater support to help counties through outstanding issues.

CalWIN Mitigation and Contingency Planning
Risk #268

- 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:

  - Batch Performance (Risk #237)

  - Imaging Scalability and Performance (Risk #256)

  - County Readiness (Risk #262)

  - Converted Data Test (CDT) Defect Resolution (Risk #263)

  - County Imaging Migration Readiness (Risk #264)

  - GA/GR UAT and County Data Validation Delay (Risk #267)

  - Report Refactoring and Ancillary System Timelines (Risk #269)

  - Change Discussion Guides (CDGs) Readiness (Risk #270)

- Risk #268 serves as an overarching risk for the overall readiness of the project and CalWIN counties to cutover to CalSAWS

- Risk Mitigations are being applied at the individual risk level

- Exploring Risk Mitigation and Contingency Options for Risk #268

CalWIN Mitigation and Contingency Planning
Risk Mitigation

Shift Contra Costa to Wave 2	
Description	• Contra Costa shifts from October 2022 (Wave 1) to February 2023 (Wave 2) • Placer and Yolo remain in Wave 1

	Wave 1 **October 2022**	**Wave 2** **February 2023**	**Wave 3** **April 2023**	**Wave 4** **June 2023**	**Wave 5** **August 2023**	**Wave 6** **October 2023**
	Placer Yolo →	**Contra Costa** Santa Clara Tulare	Orange Santa Barbara Ventura	San Diego San Mateo Santa Cruz Solano	Alameda Fresno Sonoma	Sacramento San Francisco San Luis Obispo

Business/ Technical/ Conversion	• Converted data for UAT will continue to include the 43-county data set (i.e., Placer, Yolo, Contra Costa, and 40 CalSAWS counties) • Supports mitigation of Risks 237, 256, and 264
Implementation	• Adds **4 months** to readiness timelines to prepare Contra Costa for cutover • Additional support to be provided to Placer and Yolo for Wave 1 cutover • Addresses Risks 262, 269, and 270 for Contra Costa
Customers	• Delays BenefitsCal functionality for Contra Costa customers and CBOs by **4 months**
Schedule	• Shifts Contra Costa out four months • All other schedules remain the same
Cost	• Within Budget

CalWIN Mitigation and Contingency Planning
Contingency Planning

Contingency Planning Considerations:

- Time county cutovers to minimize shifting counties to earlier dates

- Plan for adequate time between waves

- Minimize implementation impact to customers and county staff during the holiday season

- Allow additional time to prepare for County UAT, data validation, and cutover experience

- Balance county participation timeframes (i.e., validation and training)

- Not impact policy releases and commitments

- Balance data conversion loads, training, and implementation support

- Prioritize completing last wave implementation/support and CalWIN decommissioning by December 2023 (within federal mandate)

- Be cost neutral

CalWIN Mitigation and Contingency Planning
DRAFT Working Contingency Plan Models

- **Created DRAFT Working Models for Planning Purposes**
  - Part of Good Project Management
  - Models are works in progress
  - Provided here for planning <u>awareness only</u>

- **If need to implement Contingency Plan:**
  - Will present optimal plan that best honors the Contingency Planning Considerations
  - Will require conversations with county, state, and federal stakeholders
  - Project will work closely with impacted counties to adjust as needed and communicate changes

CalWIN Mitigation and Contingency Planning
DRAFT Working Contingency Plan Models

Working Model 1 – Keep 6 Wave Configuration and Shift All Dates (start Jan 2023 and end Dec 2023)

Wave 1 Jan 2023	Wave 2 Apr 2023	Wave 3 Jun 2023	Wave 4 Aug 2023	Wave 5 Oct 2023	Wave 6 Dec 2023
Placer Yolo	Contra Costa Santa Clara Tulare	Orange Santa Barbara Ventura	San Diego San Mateo Santa Cruz Solano	Alameda Fresno Sonoma	Sacramento San Francisco San Luis Obispo

DRAFT

Working Model 2 – Shift Wave 1 to February 2023 and Re-Plan for 5 Waves to end November 2023

Wave 1 Feb 2023	Wave 2 May 2023	Wave 3 Jul 2023	Wave 4 Sep 2023	Wave 5 Nov 2023
Contra Costa Placer Tulare Yolo	Orange Santa Barbara Ventura	Santa Clara Santa Cruz San Mateo Solano Sonoma	Fresno San Diego	Alameda Sacramento San Francisco San Luis Obispo

DRAFT

Working Model 3 – Reduce Wave 1 Counties and Re-Plan for 5 Waves to Allow for More Time between Waves

Wave 1 Oct/Nov 2022	Wave 2 Mar 2023	Wave 3 Jun 2023	Wave 4 Aug 2023	Wave 5 Oct 2023
Placer Yolo	Contra Costa Santa Clara San Mateo Santa Barbara Tulare	Orange Santa Cruz Solano Ventura	Fresno San Diego Sonoma	Alameda Sacramento San Francisco San Luis Obispo

DRAFT

* Orange indicates if county would cut over in an earlier month than planned.

Next Steps

① Continue Risk Mitigation and Contingency Planning

② Communicate Updates and Plans:

    A. State and Federal Partners

    B. Potentially Impacted Counties

    C. Public Meetings

    D. OPAC

③ Monitor Risk Triggers and Report Progress

    A. Converted Data Testing, County Readiness, and Imaging

    B. Project Readiness

    C. Batch Performance

ISS Action Plan C-IV Retrospective

C-IV Migration Retrospectives

What we did

- QA facilitated retrospectives after the C-IV Migration 6 week post-deployment support period

- 5 sessions were conducted with Change Management, Training, and Implementation and TOSS teams
  - Participants included Accenture, Consortium, and QA

- C-IV Migration Project teams identified:
  - What worked well
  - Opportunities for improvement
  - Action items and next steps

Timeframe: October 2021

C-IV Lessons Learned turned into CalWIN ISS Action Plans

How we did this

QA facilitated sessions with Deloitte and Consortium ISS to do the following:

1. **Review C-IV retro themes by area**: What worked, and opportunities for improvement
2. **Analyze recommendations**
3. **Brainstorm on ideas** to address the C-IV recommendations as a collective team
4. **Identify specific actions** in each of the Implementation, OCM, and Training workstreams
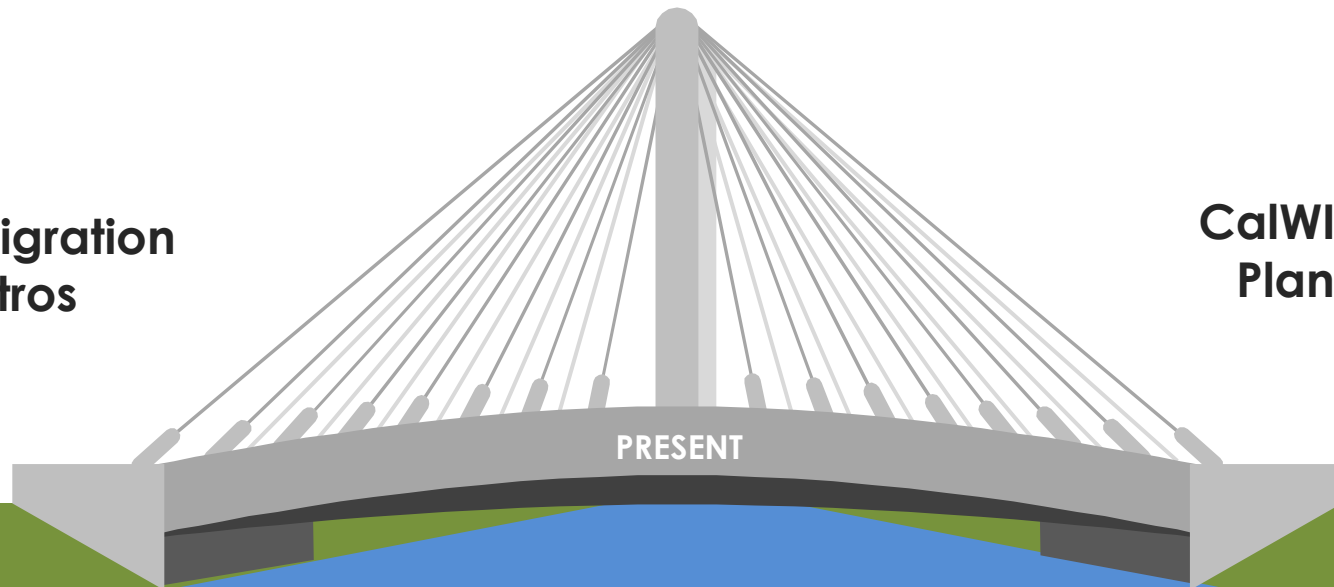
Timeframe: December 2021 – January 2022

We are bridging the gap between C-IV and CalWIN ISS

CalWIN ISS Implementation , OCM, and Training

C-IV Migration Retros

CalWIN ISS Action Plans & Tactics

PRESENT

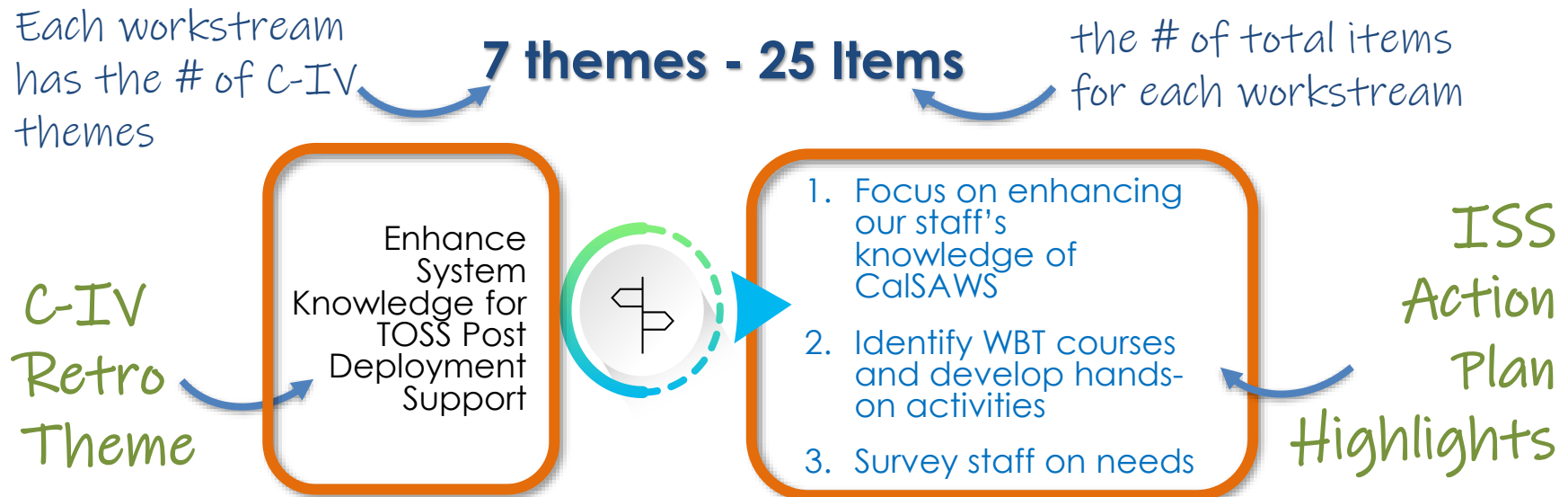**We refined ISS Implementation, OCM, and Training tactics to address C-IV Migration lessons learned**

PAST

FUTURE

Action Plan Content – What's Captured

ISS Action Tasks

We broke down ideas into CalWIN ISS Action tasks and the details behind it

Cross Team Impacts

Some items impacted more than 1 workstream/team and we noted that cross team collab is needed

Owners

We identified owners for each action plan item

47 Action Plan Items Identified

Disposition

We identified how and where this item will be addressed. Example: County Readiness Checklist, County Work Plan

Timeframe

We established the execution timeframe for each item

Status and Notes

We execute the plan, share status and monitor progress

Action Plan Highlights for each C-IV Retro Theme

The next slides are summaries by workstream of each C-IV retrospective theme and ISS Action Plan highlights for Implementation/Conversion, OCM, and Training

Each workstream has the # of C-IV themes

7 themes - 25 Items

the # of total items for each workstream

C-IV Retro Theme

Enhance System Knowledge for TOSS Post Deployment Support

1. Focus on enhancing our staff's knowledge of CalSAWS
2. Identify WBT courses and develop hands-on activities
3. Survey staff on needs

ISS Action Plan Highlights

Implementation/Conversion

Action Plan Highlights

9 themes - 29 Items

Stronger Messaging/ Communication from Project to Counties

1. Counties will understand what is being measured for readiness
2. Interim due dates during County Prep
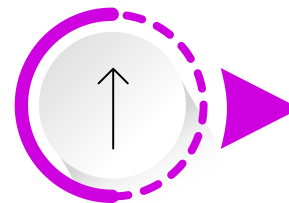3. A Pre-County Prep checklist

Stronger Project Collaboration

1. More frequent IPOC/TPOC touchpoints
2. Project SMEs work closely w/counties to prep for CalSAWS config items
3. Closely monitor workflow queues at Go-Live

Improve Resources Planning
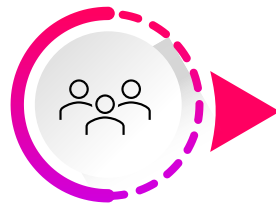
Ensure adequate project staff coverage for county support

Enhance Regional Manager Collaboration

RMs to meet with counties prior to daily stakeholder calls during County Prep and Post Deployment
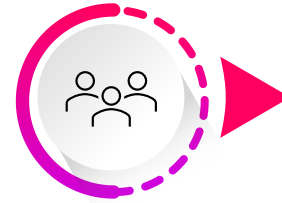
Implementation/Conversion

Action Plan Highlights - Continued
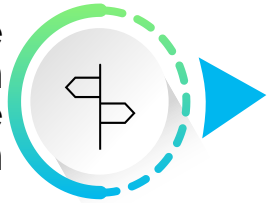
Better Use of Command Center and SMEs → Command Center model focused on providing immediate answers to counties

Improve communication during all phases of Conversion process → Counties will have check-ins with Regional Managers prior to County Prep daily calls

Enhance System Knowledge for IMP team → Focus on enhancing our staff's knowledge of CalSAWS for better county support

Better Organization and Timing of Project Documents →
1. Help counties understand how to find information quickly
2. Counties will be informed of outcomes from Communication and Web Portal Strike Team initiatives

Increase collaboration across project teams during Conversion → Counties hear consistent information from all project teams

Change Management

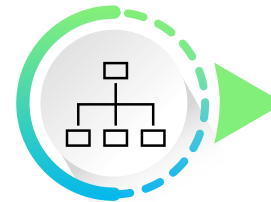## Action Plan Highlights

3 themes - 14 Items

Evolve Strategy on Conducting System Demos

1. Investigate using county SMEs for demos
2. Prioritize questions

Refine Post Deployment Support Communications

Counties will be supported in determining their Post Deployment communications structure prior to Go-Live

Increase County Roles in Communication

1. Confirm the County Communication Trees
2. CNC verify communication flow and process

Training
Action Plan Highlights

10 themes - 19 Items

Encourage Early Completion of County Training

1. Daily/weekly completion reports
2. Encourage counties to complete training early

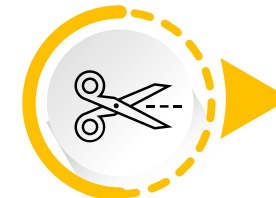Obtain Formal County Commitment on Training Completion Rates and Report Progress

TAC monitors completion rates

More Guidance in Training

More guidance with the Learning Journey Maps and county training plans

Refine Curriculums to Suit County Needs

LMS Training curriculum shells will be tailored by role

Improve LMS Administration and Communication

CalWIN counties will be set up in the LMS very differently than C-IV; completing training is required and a prerequisite to move on

Training
Action Plan Highlights

Better communication and coordination to prepare users for the initial LMS login

1. Earlier, stronger, firmer messaging on the initial LMS login.

2. Idea: Set aside dedicated time to complete the login

Enhance WBT Planning

Advise counties on how to plan and manage how their staff complete their WBTs

Refine Training Responsibilities for County and Project

1. Prepare staff to troubleshoot issues before submitting a support ticket.

2. Identify common scenarios and advise

Better Training Material Comms

Training comms will be specific to each wave and county, which is vastly different than C-IV.

# The Action Plans are addressed in at least 24 different ways

1. Change Network Champion (CNC) Meetings
2. CITs
3. County Prep Phase Kickoff and Materials
4. County Readiness Checklists
5. County Readiness Jira Dashboards
6. County Validation
7. County Work Plans
8. Cutover Plan
9. Deloitte Deliverable 6 - County Communication Plan
10. Deloitte Deliverable 8 – CalWIN ISS Training Plan
11. Deloitte Deliverable 10 – CalWIN ISS Implementation Support Plan
12. Global IPOC Meetings
11. Learning Journey Demo/Overview
12. Learning Journey Maps
13. Learning Management System (LMS)

14. Monthly IPOC/TOSS Meetings
15. OCM Communications Roadmap
16. Open Action Items by Wave Tracker
17. Pre County Prep Checkpoints with IPOCs
18. Project Readiness Checklist
19. Targeted Topic Tracker
20. TAC PowerPoint Previews
21. TOSS System Knowledge Enhancement Tracker – Basic and Advanced
22. Training Completion Reports
23. Weekly Customer Engagement/ ISS Meeting
24. WBT Review Process documentation

Action Plan Status

- 42 of 47 items are **IN PROGRESS** - 89%

- The **Not Started** items are planned to begin at **T-3**

- ISS Leads and QA are tracking and monitoring the tasks to completion

- We will continually update the Action Plan

ACTION PLAN ITEMS - STATUS

Not Started, 5, 11%

In Progress, 42, 89%
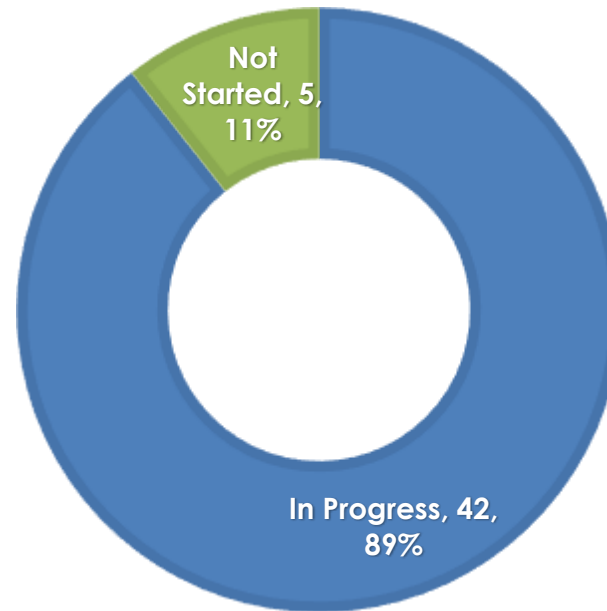
CalSAWS Release and Policy Update

CalSAWS Release Updates
Upcoming Changes

March 2022

☑ **In Production**

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
- Issue the CF emergency allotments across the 40 counties for February 2022
- Deploy Spanish translations for certain state NOAs

CalSAWS Release Updates
Upcoming Changes

☑ **In Production**

📍 **April 2022**

Priority Releases:
- 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.
- 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
- Issue the CF emergency allotments across the 40 counties for March 2022
- Deploy changes to support BenefitsCal 3.0

CalSAWS Release Updates
Upcoming Changes

In Test

May 2022

Baseline Release 22.05: May 23, 2022
- Increase asset limits for Non-MAGI programs
- ACL 21-140 Pregnant Person Only (PPO) Eligibility Upon Application for CalWORKs Program
- Cal-OAR 19 Update WTW Program Status criteria
- 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 for the 40 counties for April 2022
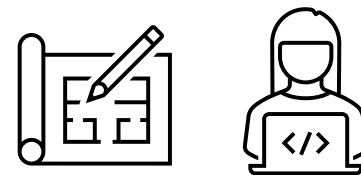
CalSAWS Release Updates
Upcoming Changes

<u>July 2022</u>

Baseline Release 22.07: July 26, 2022
- 2022 Medicare Savings Program Property Limit
- ACL 21-109 Two Year OP/OI Establishment and Calculation Timeframe CalWORKs/CalFresh
- ACL 20-121 Establishment of a housing supplement for THP+NMD program

In Design and Development

MFA Enhancements Update

Multi-Factor Authentication
Status on Enhancements

SCR-CA-240974 – In Test

- SMS (Text) versus email for One Time Password (OTP)
  - Implementation Status:
    - CIT sent to the counties to opt-in by April 11.
    - Test Timelines:
      - April 25 – Project Users
      - May 2 – May 13 – Pilot Counties

- Production Go-live Date - May 23
  - Live Bridge for first week post go-live to handle issue real-time

Multi-Factor Authentication
Status on Enhancements

- SCR-CA-240973 –
  - MFA Policy Enhancement to reduce # of MFA requests per day
    - Implementation Status:
      - Potential Solutions being analyzed and reviewed with security

- SCR-CA-240974 –
  - Consistency across CalSAWS applications for 20-minute time out(e.g., session management for Imaging, Qlik)
    - Implementation Status:
      - Working with Vendors/Other Apps on Requirements
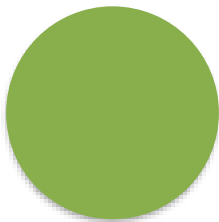
CalSAWS Procurement Update

CalSAWS Procurement Update

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 23, 2023.
- Prepare Vendor Selection Report: August 24 – October 12, 2023.
- Issue Notice of Intent to Award: October 13, 2023.
- Conduct Negotiations: October 24 – December 6, 2023.
- Contract Approvals: December 7, 2023 – April 12, 2024.
- Contingency Period: April 15 – April 30, 2024.
- Contract Start Date: May 1, 2024.

CalSAWS Conference and

JPA Member Representatives Meeting

CalSAWS Conference and JPA Member Meeting
We Listened!

- We asked for your feedback after the January 2022 JPA Member Representative Conference

- Your feedback included:
  - Separate the business and conference (informational) sessions

  - Conduct over two days

  - Provide more time for topic discussion

  - Provide forums for interactive discussion

  - Discuss hot topics for the counties

CalSAWS Conference and JPA Member Meeting
Proposed Format

Two-Day Conference

- **Day 1 – JPA Member Representative Business Meeting**
  - June 22, 2022 (one day prior to conference)
  - Time is TBD
  - Hold JPA Board and PSC Member Representative elections, conduct JPA Board business, and provide procurement updates
  - Brown Act rules apply

- **Day 2 – CalSAWS Conference**
  - June 23, 2022
  - 8:30 AM – 4:30 PM
  - General session for major topics
  - Morning & Afternoon breakout sessions
  - Open forum for all attendees
  - Up to 1,000 participants

CalSAWS Conference and JPA Member Meeting – June 2022

Proposed Conference Agenda

Business Meeting

Day 1 Agenda

2 min	**Call Joint Meeting of the Member Representatives and Board of Directors of CalSAWS to Order**
3 min	**Confirmation of Quorum, Agenda Review, and Protocols**
15 min	**Public Comment**
30 min	**Guest Speakers from Accenture, Deloitte, and Gainwell**
10 min	**Nominations, Elections, and Appointments of the JPA Board and Project Steering Committee Members for Fiscal Year 2022/23**
10 min	**Approval of SFY 2022/23 CalSAWS Project Budget**
10 min	**Approval of Contract Items (if needed)**
5 min	**Consent Calendar**
5 min	**Procurement Update**
25 min	**Overview of CalSAWS Conference on June 23, 2022**
1 min	**Adjourn joint meetings of the CalSAWS Member Representatives and JPA Board of Directors**

CalSAWS Conference and JPA Member Meeting – June 2022

Proposed Conference Agenda

Conference

Day 2 Agenda

8:30 – 8:40	**Welcome and Conference Overview**
8:40 – 9:20	**Legislative Updates and Upcoming Releases**
9:20 – 10:15	**Implementation/Roadmap**
10:15 – 10:30	**Break**
10:30 – 12:00	**Morning Breakout Sessions**

- ❖ Imaging
- ❖ Reports and Dashboards
- ❖ UAT, Process Simulation, and County Data Validation
- ❖ OCM and Training
- ❖ Post Conversion Banner Cases
- ❖ BenefitsCal

12:00 – 1:00	**Lunch**
1:00 – 2:00	**Guest/Motivational Speaker**
2:00 – 2:15	**IDEA/Cultural Transformation Updates**
2:15 – 2:30	**Break**
2:30 – 4:00	**Afternoon Breakout Sessions**

- ❖ Imaging
- ❖ Reports and Dashboards
- ❖ UAT, Process Simulation, and County Data Validation
- ❖ OCM and Training
- ❖ Post Conversion Banner Cases
- ❖ BenefitsCal

4:00 – 4:30	**General Session – Conference Closing**

Update on Key State IV&V Activities

Update on Key IV&V Activities

Key Activities being monitored by IV&V

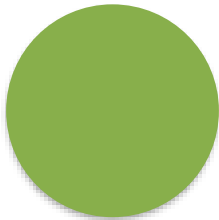| Activity	Details
Imaging Stability and Performance	• Production defect resolution • Continued improvements to queues • Performance test results and metrics
Los Angeles County cutover - Imaging & BenefitsCal	• Training completion rates • Defect resolution prior to go live • Communications updates
CalWIN Converted Data (CDT) Testing	• Defect resolution and risk mitigation activities • Golden Data Set (GDS) 6 testing, GDS 7 development • Assignment of all defects to a GDS
Batch Performance	• Batch performance improvements and time savings • Metrics on increased case loads from CalWIN • Production batch window
CalWIN Implementation Readiness	• UAT, County Data Validation, Process Simulation planning and preparation • County communications • Change Discussion Guides • Contingency Planning
Development and Implementation	• CalSAWS and BenefitsCal releases • Post implementation support

State Partners Updates

- OSI
- CDSS
- DHCS
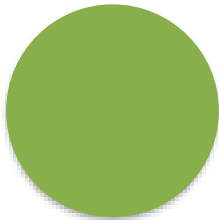
Regional Updates

Adjourn Meeting