Cal**SAWS**

WCDS SUBCOMMITTEE MEETING
AGENDA PACKAGE

Friday, May 20, 2022
12:00 P.M. – 2:00 P.M.

Virtual Meeting
Dial-In: 1 323-886-6772
Conference ID: 524 954 032#

Meeting Reminder

Please:

1. Mute phone when not speaking

2. Do not put your phone line on hold

3. Unmute and identify yourself to speak and limit background noise

Agenda

1. Call Meeting to Order

2. Roll Call and Confirmation of Quorum

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.

- *See supplemental document for full agenda.*

Action Items

Action Items

4. Action items:

   4.1 Approval of March 18, 2022, WCDS Subcommittee Meeting Minutes*

   4.2 Co-Chair Nominations for SFY 2022/23

   - *Refer to attached supplemental document.*

Informational Items
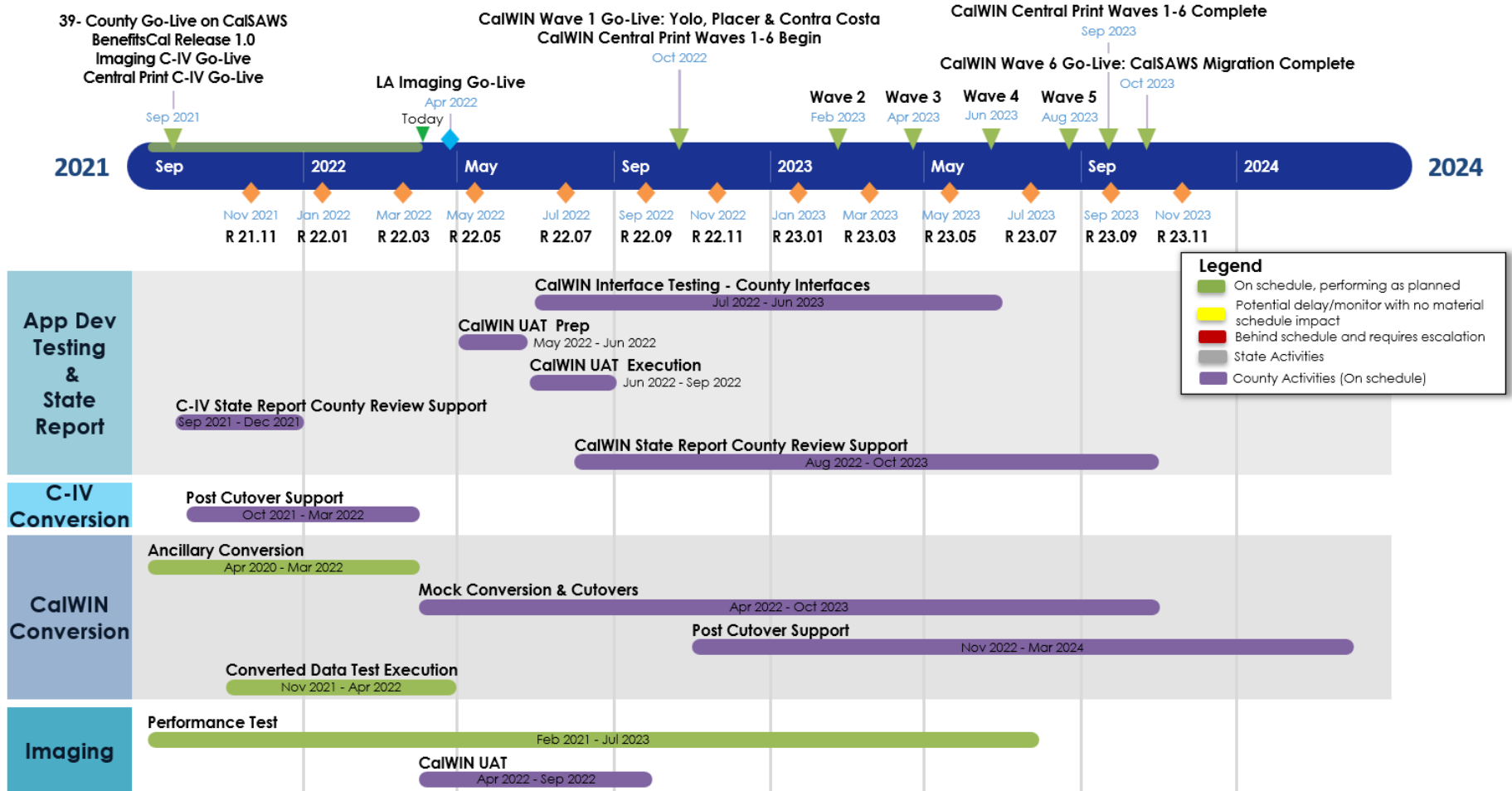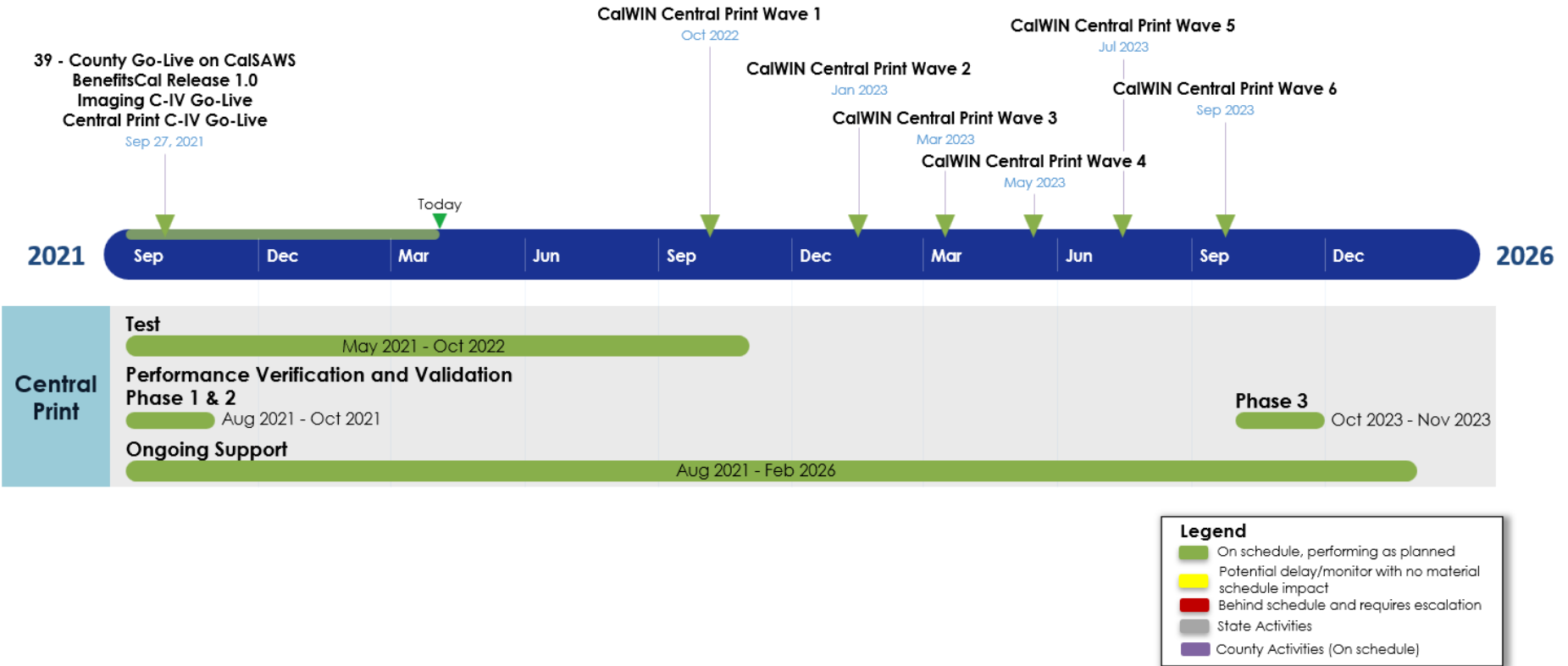
5. CalSAWS Gannt Chart Review

CalSAWS Gantt Chart

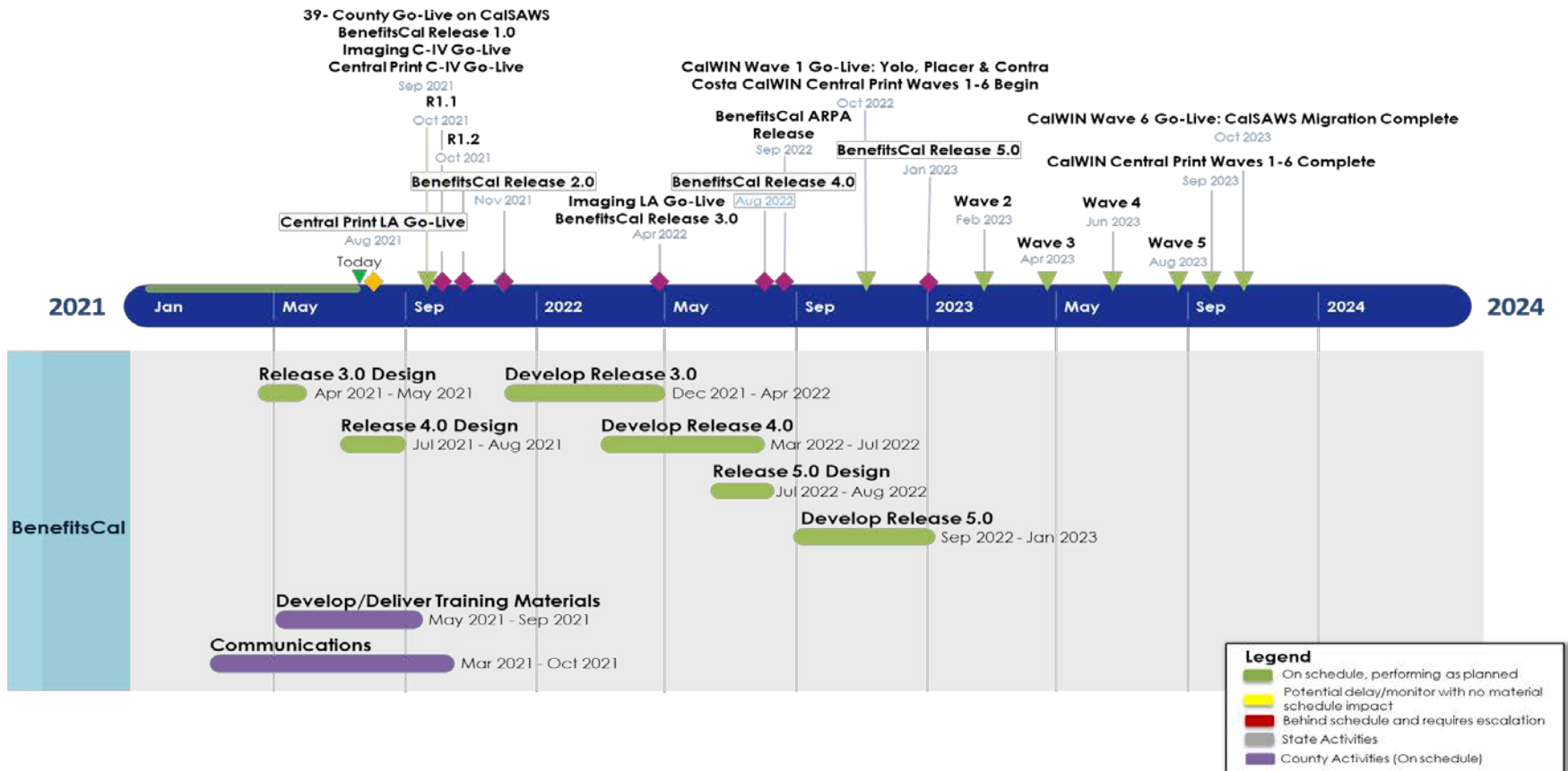## High Level Overview - App-Dev, Test, Conversion, and Imaging
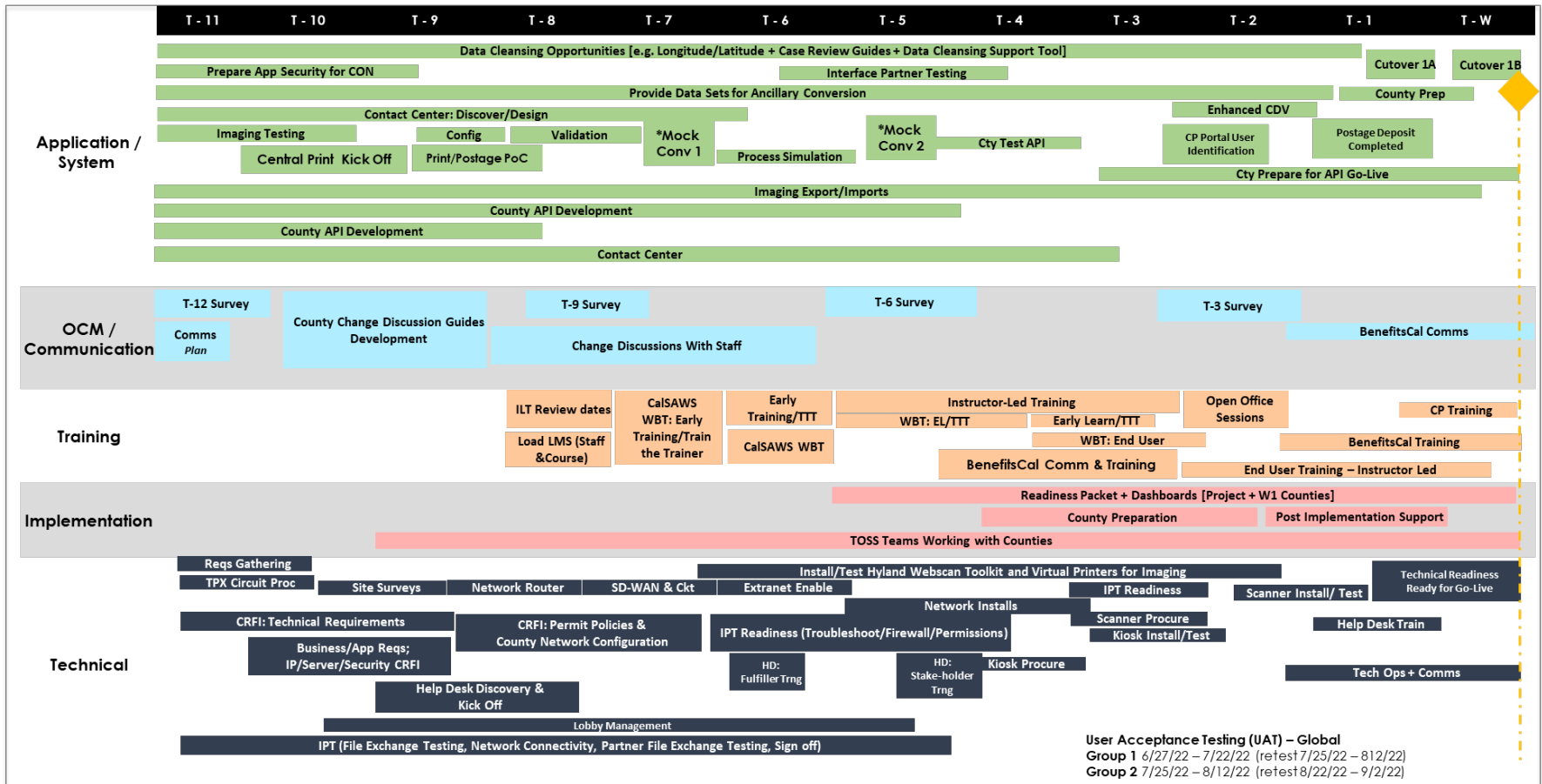
CalSAWS Gantt Chart

High Level Overview – Central Print

CalSAWS Gantt Chart

High Level Overview - BenefitsCal

CalWIN ISS Update: 12-Month View

	T - 11	T - 10	T - 9	T - 8	T - 7	T - 6	T - 5	T - 4	T - 3	T - 2	T - 1	T - W

Application / System
- Data Cleansing Opportunities [e.g. Longitude/Latitude + Case Review Guides + Data Cleansing Support Tool]
- Prepare App Security for CON
- Interface Partner Testing
- Provide Data Sets for Ancillary Conversion
- Cutover 1A
- Cutover 1B
- County Prep
- Contact Center: Discover/Design
- Enhanced CDV
- Imaging Testing
- Config
- Validation
- *Mock Conv 1
- *Mock Conv 2
- Cty Test API
- CP Portal User Identification
- Postage Deposit Completed
- Central Print Kick Off
- Print/Postage PoC
- Process Simulation
- Cty Prepare for API Go-Live
- Imaging Export/Imports
- County API Development
- County API Development
- Contact Center

OCM / Communication
- T-12 Survey
- T-9 Survey
- T-6 Survey
- T-3 Survey
- Comms Plan
- County Change Discussion Guides Development
- Change Discussions With Staff
- BenefitsCal Comms

Training
- ILT Review dates
- CalSAWS WBT: Early Training/Train the Trainer
- Early Training/TTT
- Instructor-Led Training
- WBT: EL/TTT
- Early Learn/TTT
- Open Office Sessions
- CP Training
- Load LMS (Staff &Course)
- CalSAWS WBT
- WBT: End User
- BenefitsCal Training
- BenefitsCal Comm & Training
- End User Training – Instructor Led

Implementation
- Readiness Packet + Dashboards [Project + W1 Counties]
- County Preparation
- Post Implementation Support
- TOSS Teams Working with Counties

Technical
- Reqs Gathering
- TPX Circuit Proc
- Site Surveys
- Network Router
- SD-WAN & Ckt
- Extranet Enable
- Install/Test Hyland Webscan Toolkit and Virtual Printers for Imaging
- IPT Readiness
- Scanner Install/ Test
- Technical Readiness Ready for Go-Live
- CRFI: Technical Requirements
- CRFI: Permit Policies & County Network Configuration
- IPT Readiness (Troubleshoot/Firewall/Permissions)
- Network Installs
- Scanner Procure
- Kiosk Install/Test
- Help Desk Train
- Business/App Reqs; IP/Server/Security CRFI
- HD: Fulfiller Trng
- HD: Stake-holder Trng
- Kiosk Procure
- Tech Ops + Comms
- Help Desk Discovery & Kick Off
- Lobby Management
- IPT (File Exchange Testing, Network Connectivity, Partner File Exchange Testing, Sign off)

User Acceptance Testing (UAT) – Global
Group 1 6/27/22 – 7/22/22 (retest 7/25/22 – 812/22)
Group 2 7/25/22 – 8/12/22 (retest 8/22/22 – 9/2/22)

6. CalSAWS Updates on Key Risks and Mitigation Plans

Update on Key Risks

Risk Level: High

Risk #	Risk Name	Risk Description	Mitigation Plans / Status

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	• Review of Cutover Schedule internally and with Consortium and ClearBest QA 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 to be included in conversion event
			   • <u>Filter out Extracted CalWIN data</u> that is more than <u>6 years</u> from the Conversion Date. → **In-Progress**
			   • <u>Filter out Closed Cases and Convert as a Cutover C</u> one-week after each (wave) Go-Live. → **In-Progress**
			• Team is assessing projected conversion window based on latest case load data
			• Mock conversion will confirm timing and identify areas to benefit from additional turning

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. **Work Plan/Checklist:** The Project Teams and Counties have Integrated Work Plans that feed into the JIRA Readiness checklist. There is a structured and timed process to sync the workplan and checklist information weekly. Wave 1 Counties have stated that there is a lack of sufficient details in the Work Plan, and different dates when comparing their Work Plan and Checklist. In-person meetings will be conducted with Counties to address this. 2. **Green Light Governance:** Wave 1's Governance Model and Meetings have been vetted with project executives and the next step is to communicate the approach and schedule to CalWIN counties. 3. **IMP Readiness Dashboard/Packet**: The ISS team is preparing the initial Dashboard/Packet to share with Wave 1 counties. 4. **Resources**: Targeted Onsite Support (TOSS) teams have begun engaging with Wave 2 counties, Santa Clara and Tulare, to refine their Work Plan and Checklists.
263	Unresolved High Priority Conversion defects not resolved prior to Wave 1 Go-Live could impact County Case Worker business Post Go-Live	Remaining CDT as well as New UAT defects will need to be resolved prior to the Wave 1 Go-Live. Defects not resolved could result in a schedule slippage of and/or impact the counties experience after Wave 1 Go-Live.	• Prioritize New P1 for the next GDS (i.e., GDS#8) • Prioritize Existing or New P2, P3, and P4 Defects into GDS#8 and/or GDS#9 • Prioritize any defects, not assigned to GDS#8 or GDS#9) to be resolved and included in the Conversion logic for Go-Live. Testing to occur in Conversion environment • On-Schedule to deliver GDS#8 on 6/20/22. Focused effort on resolving existing and new P1 and P2 defects • Beginning in May, On-Schedule to begin the Impact Analysis of the remaining Open P3/4 Defects. • Conversion (Consortium, QA, and Accenture) began and will continue weekly meetings with UAT to assess defects that could impact Test Execution.

Update on Key Risks

Risk Level: High

Risk #	Risk Name	Risk Description	Mitigation Plans / Status

267	GA/GR UAT and County Data Validation functionality may be delayed past May 2022	If all required CalSAWS GA/GR EDBC/CC functionality is not delivered by May 2022 then the GDS to support UAT, County Data Validation may not contain all of the GA/GR automation or converted GA/GR data.	• Not all functionality will be delivered by May 2022. With SCR 215680 a GAP in GA/GR Timeclock functionality is found in design and development. New SCR 244108 addresses missed GA/GR Timeclock functionality.
			  • Expedited Timeline developed to support implementation by R 22.07 just in time for 18 County UAT on July 25, 2022
			  • Resources Impacted to support the extended timelines for support and testing
			• Designs to be completed in parallel with Development. Designs to be completed by May 31, 2022, which would then move this back to a medium risk.
			  • 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

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)
			▪ Provided update of DRAFT Mitigation Plans and Contingency Plan work models/options at the April JPA and PSC. Met with Contra Costa on April 20, 2022 to discuss implementing Mitigation Plan of moving from Wave 1 to Wave 2. On April 25, 2022, Contra Costa communicated that they would officially be moving to Wave 2.
			▪ Assessing Risk Triggers aligned with 4/29/2021 to determine if risk becomes and issue and if additional mitigation or contingency steps are required at this time.

Update on Key Risks
Risk Level: High

Risk #	Risk Name	Risk Description	Mitigation Plans / Status
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.	1. **Defined Wave 1 - 6 Curriculum: Activities, Training, and Milestones which includes T- timelines for the following:** • Initial Discovery Session • Qlik Overview • Operational, Fiscal, and State Reports Used by County • APEX/EDR Demonstration and Training • CalSAWS Database Structure and Data Dictionary Training • CalWIN to CalSAWS Data Mapping Report Training 2. CalWIN County Education Sessions have been planned for Wave 1 - 3 3. CalWIN County Ad Hoc Reports Refactoring Sessions have been planed for Wave 1 - 3

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. The OCM team is addressing the CDG reviewer comments and anticipates publishing the FDEL as planned. Themes in reviewer comments include inaccuracies in system steps, insufficient information provided in the Change Description (what is changing from CalWIN to CalSAWS), gaps or missing information, and consistency across all Wave 1 CDGs.
			
			2. Comments received on the Contra Costa CDG are planned to be updated with reviewer comments in this cycle, but DDEL and FDEL timelines will be realigned to match Wave 2 CDG timelines.
			
			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 - COMPLETE
			  • 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

7. Contra Costa Move to Wave 2 and Contingency Planning

Contra Costa Move to Wave 2 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.

CC Move to Wave 2 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

CC Move to Wave 2 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

Additional, Tactical Mitigations

• Shifted Contra Costa CDG completion also to Wave 2 schedule

• Will provide additional, in-person, Work Plan walkthroughs and support for counties

• Will leverage UAT participants, processes, and tools for Process Simulation activities

CC Move to Wave 2 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

CC Move to Wave 2 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>
  - Will incorporate subsequent county impacts, as appropriate

- Contingency Plans are <u>not</u> required now

- 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

CC Move to Wave 2 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

8. CalWIN Wave 1 Implementation Readiness and Milestones

Wave 1 County System Readiness

2022

JAN T-10	FEB	MAR	APR	MAY	JUNE T-4	JULY	AUG	SEPT T-1	OCT T-W	NOV	DEC

Prepare / Transition

Perform Documents and Case Data Cleansing

App Security User Role doc complete

CDV

County Data Validation – 6/22 – 7/1

BenefitsCal CBO Data Cleansing

Wave 1 County Preparation

1A   1B

Ancillary Conversion Integration (Fraud, Task, Collections)

County Image Sample Testing Complete

County Image Import/Export

County Image Import

Baseline Staffing Framework and Plan Received

Rebaselined Staffing Framework and Plan Received

County API, Ancillary System, and Fiscal Interface Development

Post Conversion Clean Up

Ad-Hoc Rpt: Education Sessions

Decide / Validate

County Report Development

Optional Report Refactoring Support

Contact Center: Discovery/Design

Call Flow Final

Confirm Report Refactoring Support (if needed)

County Lobby Management Decision Due

Validation Planning

Validation Preparation

Validation Execution

Image validation

Cutover Click Through – 10/23 – 10/24

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 (5/13/22)
- Receive County Data for report refactoring access
- Confirm report refactoring prioritization and begin county refactoring development (May)

Wave 1 County Technical Readiness

JAN T-10	FEB	MAR	APR	MAY	JUNE T-4	JULY	AUG	SEPT	OCT	NOV	DEC

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

Operational Readiness Testing

CRFI – TPOC Contact List

Counties Respond to CRFI

Grant site access for circuit/ hardware install

IPT Readiness (Troubleshoot/Firewall/Permission)

Security Compliance Validation

CRFI – Permit Policies

Counties Respond to CRFI

CRFI – Technical Requirements

Counties Respond to CRFI

Technical Readiness Ready for Go-Live

CRFI – Business and App. Requirements

Counties Respond to CRFI

TPOC Kick Off

County Network Integrations

CRFI – IP/Server/SFTP details

Counties Respond to CRFI

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
- Prepare for ServiceNow delegated admin training
- Submit County Business and Application Requirements
- Submit County public IP ranges and SFTP server details

Wave 1 County Organizational Readiness

2022

| JAN T-10 | FEB | MAR | APR | MAY | JUNE T-5 | JULY | AUG | SEPT | OCT | NOV | DEC |

Training Schedule

County Trng Material Review (TAC)

Training Classroom Set-Up [install/test]

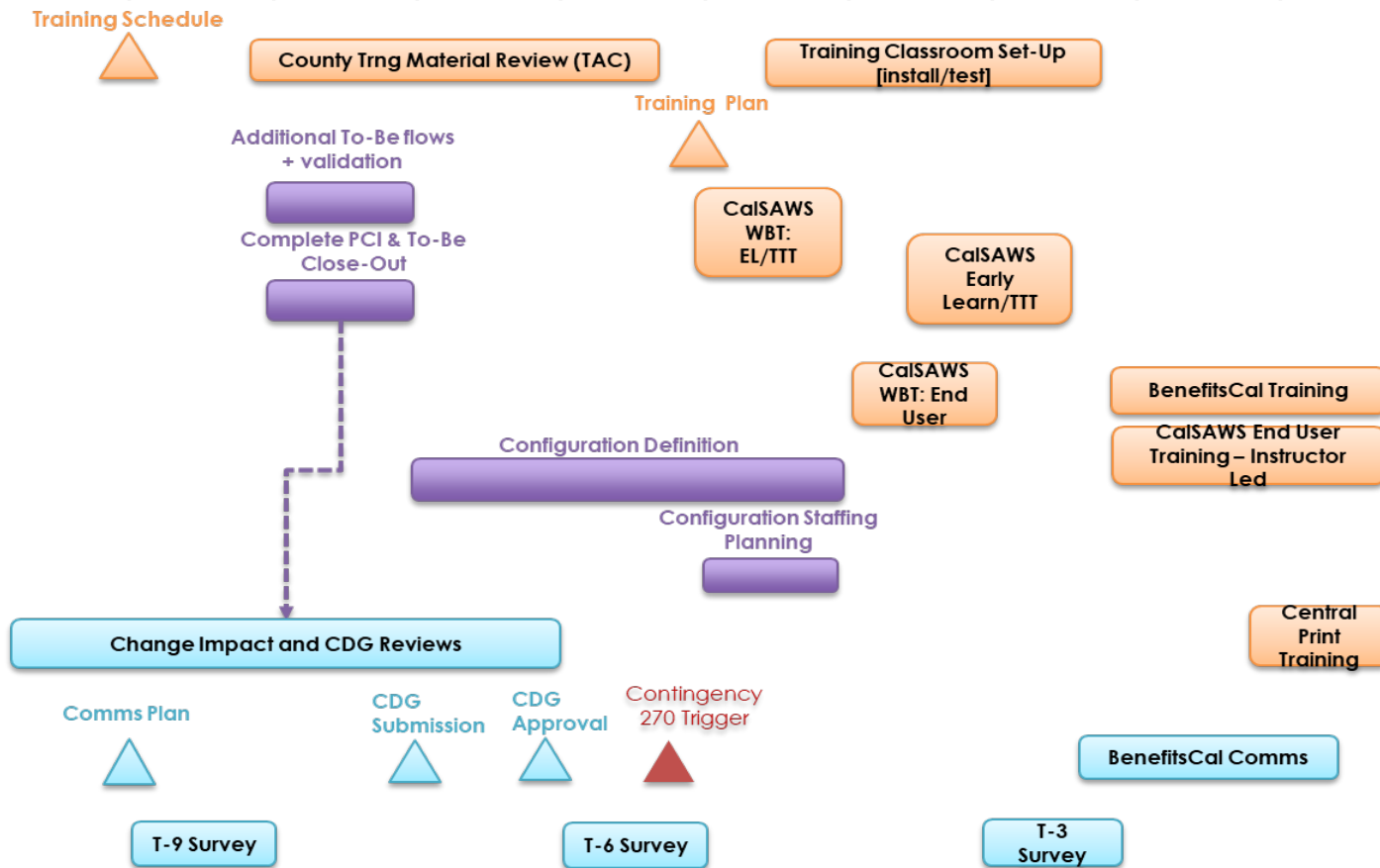**Training Plan**

Additional To-Be flows + validation

Complete PCI & To-Be Close-Out

CalSAWS WBT: EL/TTT

CalSAWS Early Learn/TTT

CalSAWS WBT: End User

BenefitsCal Training

CalSAWS End User Training – Instructor Led

Configuration Definition

Configuration Staffing Planning

Central Print Training

Change Impact and CDG Reviews

Comms Plan

CDG Submission

CDG Approval

Contingency 270 Trigger

BenefitsCal Comms

T-9 Survey

T-6 Survey

T-3 Survey

Key Activities + Milestones for Next 30 Days

- Participate in configuration definition activities
- Review and submit approval of W1 Change Discussion Guides
- Continue to participate in training curriculum reviews through TAC meetings and W1 County meetings
- Review County Training Plan and confirm training logistics

9. CalWIN Implementation Support Services Update

CalWIN ISS Update: Global Readiness Activities

May Focus Areas for All Counties

Data Cleansing Opportunities

Please continue to complete data cleansing opportunities/lists

Conversion Readiness

Validation Efforts

UAT: Counties can Confirm Tester Access and Attend UAT Application Training
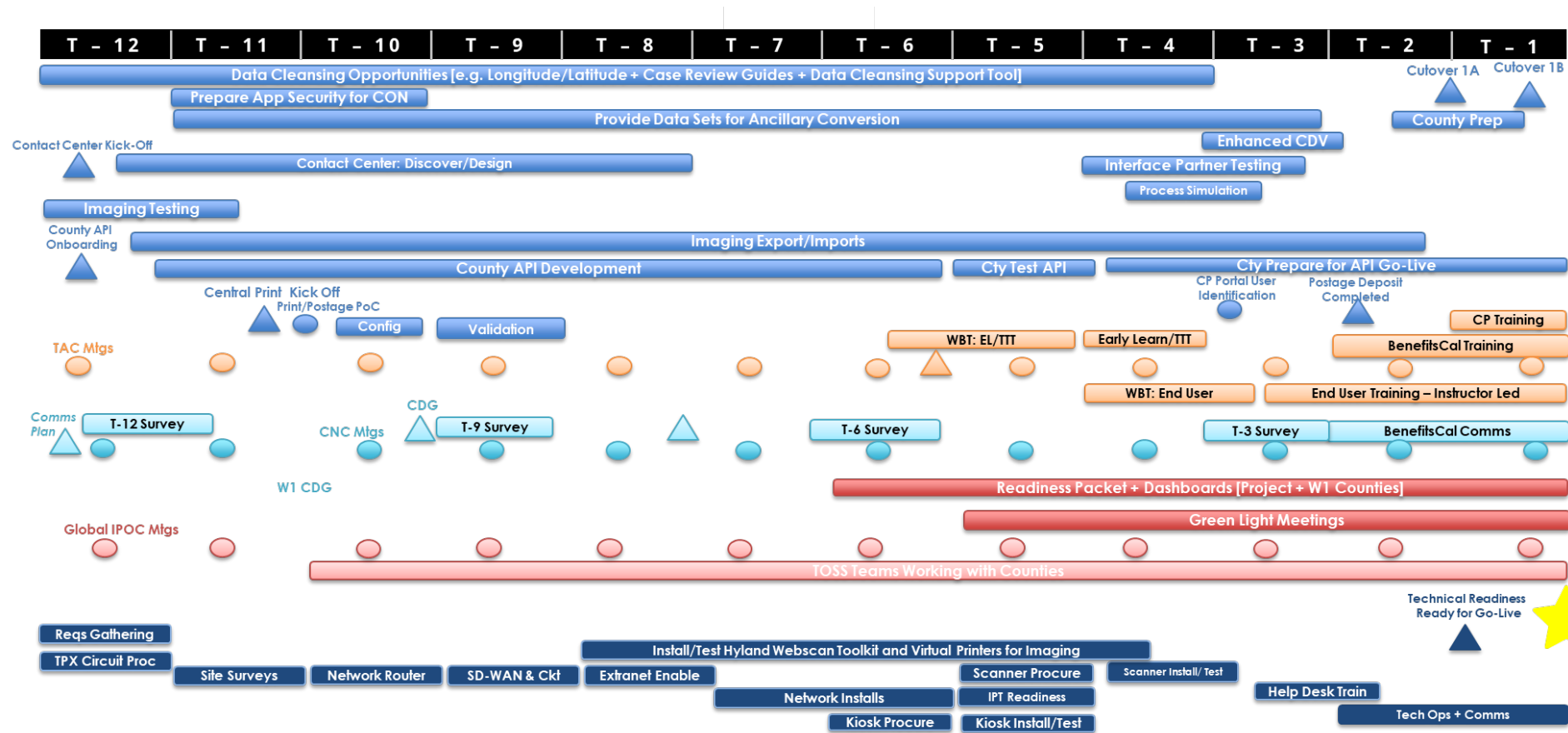
System Readiness

Training

Ongoing Training Curriculum Reviews through TAC Meetings

Organizational Readiness

Wave 2 – 6: 12 Month Readiness View

T – 12	T – 11	T – 10	T – 9	T – 8	T – 7	T – 6	T – 5	T – 4	T – 3	T – 2	T – 1

Data Cleansing Opportunities [e.g. Longitude/Latitude + Case Review Guides + Data Cleansing Support Tool]

Prepare App Security for CON

Cutover 1A   Cutover 1B

Provide Data Sets for Ancillary Conversion

County Prep

Contact Center Kick-Off

Contact Center: Discover/Design

Enhanced CDV

Interface Partner Testing

Process Simulation

Imaging Testing

County API Onboarding

Imaging Export/Imports

County API Development

Cty Test API

Cty Prepare for API Go-Live

CP Portal User Identification

Postage Deposit Completed

Central Print Kick Off
Print/Postage PoC

Config

Validation

WBT: EL/TTT

Early Learn/TTT

CP Training

TAC Mtgs

BenefitsCal Training

WBT: End User

End User Training – Instructor Led

Comms Plan

T-12 Survey

CDG

CNC Mtgs

T-9 Survey

T-6 Survey

T-3 Survey

BenefitsCal Comms

W1 CDG

Readiness Packet + Dashboards [Project + W1 Counties]

Green Light Meetings

Global IPOC Mtgs

TOSS Teams Working with Counties

Technical Readiness Ready for Go-Live

Reqs Gathering

TPX Circuit Proc

Install/Test Hyland Webscan Toolkit and Virtual Printers for Imaging

Site Surveys | Network Router | SD-WAN & Ckt | Extranet Enable

Scanner Procure

Scanner Install/ Test

Network Installs

IPT Readiness

Help Desk Train

Kiosk Procure

Kiosk Install/Test

Tech Ops + Comms

10. CalSAWS Financial Update

CalSAWS Quarterly Financial Update

Overview

- CalSAWS DD&I/M&O and Premise
- CalWIN M&O
- C-IV M&O
- LRS M&O
- JPA Admin

1 Actuals to Date
Based on Vendor Invoices & County Claims

2 Projections (Estimates to Complete)
Estimated Costs for Future Months

3 Estimate at Completion (EAC)
Actual Costs Plus Estimated

4 Total Allocation/Budget
Amount Allocated by Line Item for the Approved Budget

5 Balance
Difference Between EAC and Budget
Negative balance is over budget
Positive balance is under budget

6 % Expended to Date (Actuals)
Percent of Actuals to Date Divided by the Budget

7 % EAC to Budget
Percent of EAC Divided by the Budget

CalSAWS | SFY 2021/22 FINANCIAL DASHBOARD - May 6, 2022

Category	Actuals to Date[1]	Projections (ETC)	EAC	Total Allocation (Budget)	Balance + Under / (-Over)	% Expended to Date	% EAC to Budget	Notes
CalSAWS	**$199,174,273**	**$79,832,510**	**$279,006,783**	**$284,433,050**	**$5,426,267**	**70.0%**	**98.1%**	
DD&I App. Dev.	$10,707,785	$11,264,001	$21,971,786	$21,981,708	$9,922	48.7%	100.0%	
DD&I Non-App. Dev.	$59,983,244	$25,660,255	$85,643,499	$85,735,567	$92,068	70.0%	99.9%	
DD&I Training	$1,474,923	$663,476	$2,138,399	$2,646,804	$508,405	55.7%	80.8%	Staff & Travel less than planned
DD&I GA/GR	$4,231,452	$86,047	$4,317,499	$4,317,630	$131	98.0%	100.0%	
DD&I Procurement	$170,213	$0	$170,213	$250,481	$80,268	68.0%	68.0%	
CalSAWS M&O	$105,847,006	$38,336,745	$144,183,751	$144,319,131	$135,380	73.3%	99.9%	
M&O Procurement	$612,430	$127,317	$739,747	$1,720,961	$981,214	35.6%	43.0%	Staff, Travel, & Legal less than planned
CalHEERS Interface	$2,866,221	$1,091,010	$3,957,231	$5,441,930	$1,484,699	52.7%	72.7%	App Maintenance Services less than planned
Covered CA CSC	$0	$0	$0	$176,092	$176,092	0.0%	0.0%	
CalSAWS Premise	$13,280,999	$2,603,659	$15,884,658	$17,842,746	$1,958,088	74.4%	89.0%	Actuals less than planned, and expected shifts
CalWIN M&O	**$83,662,494**	**$20,283,240**	**$103,945,734**	**$106,109,803**	**$2,164,069**	**78.8%**	**98.0%**	
CalWIN M&O	$75,087,381	$19,028,454	$94,115,835	$94,578,843	$463,008	79.4%	99.5%	
CalHEERS Interface	$7,304,369	$1,139,422	$8,443,791	$9,924,409	$1,480,618	73.6%	85.1%	App Maintenance Services less than planned
CalHEERS CSCN	$1,270,744	$115,364	$1,386,108	$1,606,551	$220,443	79.1%	86.3%	
C-IV M&O	**$25,522,754**	**$0**	**$25,522,754**	**$28,094,581**	**$2,571,827**	**90.8%**	**90.8%**	
C-IV M&O	$22,829,602	$0	$22,829,602	$23,578,244	$748,642	96.8%	96.8%	Final reconciliation complete
CalHEERS Interface	$1,724,220	$0	$1,724,220	$3,478,921	$1,754,701	49.6%	49.6%	
Covered CA CSC	$968,932	$0	$968,932	$1,037,416	$68,484	93.4%	93.4%	
LRS M&O	**$17,545,982**	**$0**	**$17,545,982**	**$17,703,729**	**$157,747**	**99.1%**	**99.1%**	
LRS M&O	$16,221,012	$0	$16,221,012	$16,378,759	$157,747	99.0%	99.0%	Final reconciliation complete
CalHEERS Interface	$1,324,970	$0	$1,324,970	$1,324,970	$0	100.0%	100.0%	
JPA Admin. Budget	**$328,484**	**$141,132**	**$469,616**	**$721,260**	**$251,644**	**45.5%**	**65.1%**	
CalSAWS 58 Counties	$328,484	$141,132	$469,616	$721,260	$251,644	45.5%	65.1%	
Total	**$326,233,987**	**$100,256,882**	**$426,490,869**	**$437,062,423**	**$10,571,554**	**74.6%**	**97.6%**	

[1.] June Payment Month (partial actuals per advance), Pending County Claims April through June

CalSAWS | SFY 2021/22 CONSORTIUM PERSONNEL BUDGET & FTEs

CATEGORY	Actuals to Date	Projections (ETC)	EAC	Total Allocation (Budget)	BALANCE +Under / (-Over)	% Expended to Date	% EAC to Budget	Notes
CalSAWS	**$22,608,771**	**$4,781,950**	**$27,390,721**	**$29,203,032**	**$1,812,311**	**77.4%**	**93.8%**	
Consortium Personnel - County[1]	$8,790,511	$3,187,623	$11,978,134	$12,655,538	$677,404	69.5%	94.6%	
Consortium Personnel - Contractor[2,3]	$13,818,260	$1,594,327	$15,412,587	$16,547,494	$1,134,907	83.5%	93.1%	Actual Spend less than Projected
CalWIN M&O	**$2,871,951**	**$314,716**	**$3,186,667**	**$3,375,753**	**$189,086**	**85.1%**	**94.4%**	
Consortium Personnel - County[1]	$86,488	$30,000	$116,488	$166,068	$49,580	52.1%	70.1%	
Consortium Personnel - Contractor[2,3]	$2,785,463	$284,716	$3,070,179	$3,209,685	$139,506	86.8%	95.7%	Actual Spend less than Projected
Premise	**$208,770**	**$95,031**	**$303,801**	**$354,926**	**$51,125**	**58.8%**	**85.6%**	
Consortium Personnel - County	$84,613	$87,255	$171,868	$171,868	$0	49.2%	100.0%	
Consortium Personnel - Contractor[2]	$124,157	$7,776	$131,933	$183,058	$51,125	67.8%	72.1%	Actual Spend less than Projected
Total	**$25,689,492**	**$5,191,697**	**$30,881,189**	**$32,933,711**	**$2,052,522**	**78.0%**	**93.8%**	

SFY 2021/22 - Consortium Personnel FTE Counts	Current/Planned FTEs (As of 10/2021)
CalSAWS DD&I and M&O	**192**
Consortium Personnel - County[1]	85
Consortium Personnel - Contractor[2]	78
Consortium Personnel - Contractor Limited Term[3]	19
TBD[4]	10
CalWIN M&O	**21**
Consortium Personnel - County[1]	1
Consortium Personnel - Contractor[2]	12
Consortium Personnel - Contractor Limited Term[3]	7
TBD[4]	1
Premise	**2**
Consortium Personnel - County[1]	1
Consortium Personnel - Contractor[2]	1
Total	**215**

[1]Includes only Consortium Staff, does not include County Support Staff
[2]Includes RGS and CSAC employees
[3]Includes RGS, CSAC, and First Data Staff (Non-Employees)
[4]Does not account for backfill considerations

Cal**SAWS** | SFY 2021/22 CHANGE BUDGET (APPLICATION MAINTENANCE / M&E HOURS)

Change Budget Category	Actuals to Date	Projections (ETC)	EAC	Total Allocation (Budget)	BALANCE +Under / (-Over)	% Expended to Date	% EAC to Budget
CalWIN M&O	**$16,107,938**	**$4,303,604**	**$20,411,542**	**$22,266,095**	**$1,854,553**	**72.3%**	**91.7%**
CalWIN M&O	$10,403,576	$3,254,990	$13,658,566	$13,676,427	$17,861	76.1%	99.9%
CalHEERS Interface Change Budget	$2,921,880	$753,815	$3,675,695	$4,881,964	$1,206,269	59.9%	75.3%
CalHEERS CSCN Change Budget	$0	$0	$0	$0	$0	0.0%	0.0%
CalWIN Premise	$2,782,482	$294,799	$3,077,281	$3,707,704	$630,423	75.0%	83.0%
CalSAWS M&O	**$20,345,924**	**$5,517,589**	**$25,863,513**	**$27,912,575**	**$2,049,062**	**72.9%**	**92.7%**
CalSAWS M&E	$16,367,470	$4,068,662	$20,436,132	$20,668,704	$232,572	79.2%	98.9%
CalHEERS Interface Change Budget	$2,155,125	$615,737	$2,770,862	$4,255,568	$1,484,706	50.6%	65.1%
BenefitsCal	$527,762	$440,646	$968,408	$968,408	$0	54.5%	100.0%
CalSAWS Premise	$1,295,567	$392,544	$1,688,111	$2,019,895	$331,784	64.1%	83.6%
TOTAL	**$36,453,862**	**$9,821,193**	**$46,275,055**	**$50,178,670**	**$3,903,615**	**72.6%**	**92.2%**

Note: Includes 8,000 hours/month for LRS, C-IV and CalWIN M&O per system,15,075 hours/month for CalSAWS, plus premise hours.

Reduced CalWIN CalHEERS and CSCN as part of June 2022 OAPDU as not needed.

CalHEERS M&E continues to be less than budget.

LRS and C-IV Budgets have been retired with no further updates.

Warranty & Liquidated Damages Detail - SFY 2021/22					
Category	Contract	Service Month	Amount	Invoice Month	Invoice #
System Availability/Performance/Disaster Rec.	CalWIN	June-Dec	$157,013	July-Apr	Various
Blank Forms - Postage	CalWIN	November-21	$3,869	County Reimbursement	
LRS Daily Prime	LRS/CalSAWS	July-Sept	$18,000	July-Dec	Various
Imaging LDs - Hyland Software	CalSAWS	September-21	$25,000	February	1100811556
LRS Daily Prime Business Hours Availability	LRS/CalSAWS	Sep 21 - Oct 21	$6,000	March-22	1100820812
Daily Batch Production Jobs Completion	LRS/CalSAWS	Sep 21 - Oct 21	$35,000	March-22	1100820812
Postage Credit	LRS/CalSAWS	November-21	$12,801	February	1100811556
Daily Batch Production Jobs Completion	LRS/CalSAWS	November-21	$25,000	March-22	1100820812
LRS Daily Prime Business Hours Availability	LRS/CalSAWS	December-21	$2,000	March-22	1100820812
Daily Batch Production Jobs Completion	LRS/CalSAWS	December-21	$15,000	March-22	1100820812
CalSAWS System Availability	LRS/CalSAWS	December-21	$5,000	April-22	1100828852
Daily Batch Production Jobs Completion	LRS/CalSAWS	January-22	$10,000	April-22	1100828852
Response Time on Eligibility Determination	LRS/CalSAWS	January-22	$2,000	April-22	1100828852
Daily Batch Production Jobs Completion	LRS/CalSAWS	February-22	$10,000	April-22	1100828852
Imaging LDs - Hyland Software	CalSAWS	Oct 21 - Jan 21	$86,639	May-22	TBD
Total			**$413,322**		

Hours & Credits					
Category	Actuals	Projections (ETC)	EAC	Allowance	BALANCE +Under / (-Over)
CalWIN Modernization ("Modification") Hours	$5,633,122	$288,138	$5,921,260	$9,428,370	$3,507,110
CalWIN Business Intelligence (BI)	$3,971,215	$0	$3,971,215	$3,971,215	$0
CalWIN IDMS	$1,500,000	$0	$1,500,000	$1,500,000	$0
CalWIN Business Rules Engine (BRE)	$416,460	$3,083,540	$3,500,000	$3,500,000	$0
Total	**$11,520,796**	**$3,371,678**	**$14,892,474**	**$18,399,585**	**$3,507,110**

Notes:

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

IDMS $1.5M applied to CalSAWS GA/GR.

BRE $3.5M to be applied to CalSAWS GA/GR.

Retired C-IV Contract, removed LDs and Credits as no further updates.

CalSAWS Contract (Premise/App Maintenance Services)	Total Amount	Change Notice Ref.
Total Baseline Allocation (Amendment 23)	$50,000,000	
Previously Approved through June 2021	$21,229,544	ONE - NINE
Previously Approved June 2021 through October 2021	$9,182,789	TEN - ELEVEN
CalHEERS Maintenance	$448,009	TWELVE
Extended C-IV Post-Deployment Support	$300,000	TWELVE
CDSS Reports Support	$299,976	THIRTEEN
CalSAWS Correspondence	$4,329,375	THIRTEEN
Additional CalSAWS M&E Services for SFY 2021/22	$670,590	THIRTEEN
CalSAWS Accessibility Testing	$143,320	FOURTEEN
Addl M&E and Functional Support; Various Premise	$2,049,409	FIFTEEN
American Recovery Plan Act (ARPA)	$272,658	SIXTEEN
American Recovery Plan Act (ARPA) - ROI*	$279,270	SEVENTEEN
Total Allocated Amounts	$39,204,940	
Total Remaining Allocation	$10,795,060	

CalSAWS Contract (County Purchases)	Total Amount	Change Notice Ref.
Total Baseline Allocation (Amendment 23)	$20,000,000	
Approved County Purchases	$1,702,883	FIFTEEN
Total Allocated Amounts	$1,702,883	
Total Remaining Allocation	$18,297,117	

Deloitte Portal/Mobile	Total Amount	Work Order Ref.
Total Baseline Allocation (Change Order 3)	$5,000,000	
Customer Compensation Payments	$7,728	ONE
Pre-populated Medi-Cal Redetermination Forms	$682,583	TWO
Get CalFresh (Code for America)	$422,067	THREE
American Recovery Plan Act (ARPA)	$1,705,148	FOUR
American Recovery Plan Act (ARPA) - ROI	$428,379	FIVE
Get CalFresh (Code for America) - Security Monitoring*	$50,001	SIX
Total Allocated Amounts	$3,295,905	
Total Remaining Allocation	$1,704,095	

Deloitte CalWIN ISS (County Purchases)	Total Amount	Work Order Ref.
Total Baseline Allocation (Amendment 2)	$8,000,000	
Total Allocated Amounts	$0	
Total Remaining Allocation	$8,000,000	

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

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

CalWIN Contract (County Purchases)	Total Amount	Change Order Ref.
Total Baseline Allocation	$6,968,662	
Previously Approved	$2,021,592	N/A
Projects 60548 and 60549	$177,419	FOUR
Projects 60858, 60859, 61078 and 61377	$262,105	FIVE
Total Allocated Amounts	$2,461,116	
Total Remaining Allocation	$4,507,546	

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

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

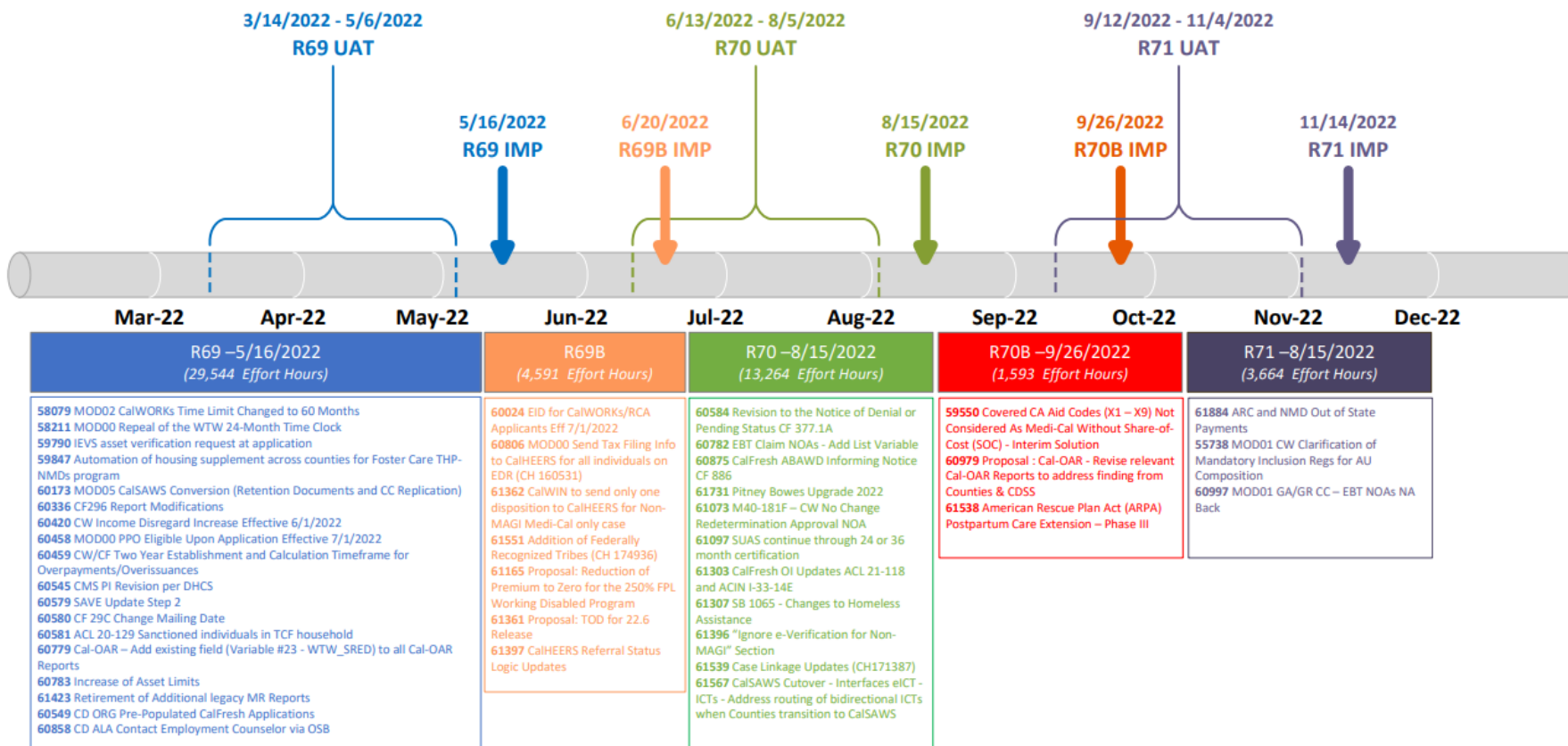| ClearBest	Total Amount	Work Order Ref.
Total Baseline Allocation (Change Order 6)	$4,000,000	
Previously Approved	$775,418	ONE - SEVEN
CalFresh Public Assistance Definition Alignment	$86,184	EIGHT
QA Project Management Services	$737,968	NINE
Addl M&E Testing and County Data Validation Support	$732,108	TEN
American Recovery Plan Act (ARPA)	$270,307	ELEVEN
American Recovery Plan Act (ARPA) - ROI*	$116,691	TWELVE
Total Allocated Amounts	$2,718,676	
Total Remaining Allocation	$1,281,324	

11. Policy Update

Policy Updates

CalWIN Release Delivery Impact

3/14/2022 - 5/6/2022
R69 UAT

6/13/2022 - 8/5/2022
R70 UAT

9/12/2022 - 11/4/2022
R71 UAT

5/16/2022
R69 IMP

6/20/2022
R69B IMP

8/15/2022
R70 IMP

9/26/2022
R70B IMP

11/14/2022
R71 IMP

| Mar-22 | Apr-22 | May-22 | Jun-22 | Jul-22 | Aug-22 | Sep-22 | Oct-22 | Nov-22 | Dec-22 |

R69 –5/16/2022 (29,544 Effort Hours)

58079 MOD02 CalWORKs Time Limit Changed to 60 Months
58211 MOD00 Repeal of the WTW 24-Month Time Clock
59790 IEVS asset verification request at application
59847 Automation of housing supplement across counties for Foster Care THP-NMDs program
60173 MOD05 CalSAWS Conversion (Retention Documents and CC Replication)
60336 CF296 Report Modifications
60420 CW Income Disregard Increase Effective 6/1/2022
60458 MOD00 PPO Eligible Upon Application Effective 7/1/2022
60459 CW/CF Two Year Establishment and Calculation Timeframe for Overpayments/Overissuances
60545 CMS PI Revision per DHCS
60579 SAVE Update Step 2
60580 CF 29C Change Mailing Date
60581 ACL 20-129 Sanctioned individuals in TCF household
60779 Cal-OAR – Add existing field (Variable #23 - WTW_SRED) to all Cal-OAR Reports
60783 Increase of Asset Limits
61423 Retirement of Additional legacy MR Reports
60549 CD ORG Pre-Populated CalFresh Applications
60858 CD ALA Contact Employment Counselor via OSB

R69B (4,591 Effort Hours)

60024 EID for CalWORKs/RCA Applicants Eff 7/1/2022
60806 MOD00 Send Tax Filing Info to CalHEERS for all individuals on EDR (CH 160531)
61362 CalWIN to send only one disposition to CalHEERS for Non-MAGI Medi-Cal only case
61551 Addition of Federally Recognized Tribes (CH 174936)
61165 Proposal: Reduction of Premium to Zero for the 250% FPL Working Disabled Program
61361 Proposal: TOD for 22.6 Release
61397 CalHEERS Referral Status Logic Updates

R70 –8/15/2022 (13,264 Effort Hours)

60584 Revision to the Notice of Denial or Pending Status CF 377.1A
60782 EBT Claim NOAs - Add List Variable
60875 CalFresh ABAWD Informing Notice CF 886
61731 Pitney Bowes Upgrade 2022
61073 M40-181F – CW No Change Redetermination Approval NOA
61097 SUAS continue through 24 or 36 month certification
61303 CalFresh OI Updates ACL 21-118 and ACIN I-33-14E
61307 SB 1065 - Changes to Homeless Assistance
61396 "Ignore e-Verification for Non-MAGI" Section
61539 Case Linkage Updates (CH171387)
61567 CalSAWS Cutover - Interfaces eICT - ICTs - Address routing of bidirectional ICTs when Counties transition to CalSAWS

R70B –9/26/2022 (1,593 Effort Hours)

59550 Covered CA Aid Codes (X1 – X9) Not Considered As Medi-Cal Without Share-of-Cost (SOC) - Interim Solution
60979 Proposal : Cal-OAR - Revise relevant Cal-OAR Reports to address finding from Counties & CDSS
61538 American Rescue Plan Act (ARPA) Postpartum Care Extension – Phase III

R71 –8/15/2022 (3,664 Effort Hours)

61884 ARC and NMD Out of State Payments
55738 MOD01 CW Clarification of Mandatory Inclusion Regs for AU Composition
60997 MOD01 GA/GR CC – EBT NOAs NA Back

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

CalWIN Release Schedule Updates

		2022						2023										
	Jun	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
CalWIN Waves					❶				❷		❸		❹		❺		❻	
CalWIN Release-now / **UAT schedule-now**			R70	R70B	R71				R72/R72B			R73	R73B		R74	R74B		R75
	R70: 6/13/22 - 8/5/22			R71: 9/12/22 - 11/4/22			R72: 12/12/22 - 2/3/2024			R73: 3/13/23 - 5/5/23			R74: 6/12/23 - 8/4/23					
Potential/Tentative Release changes	Monthly	Monthly	R70	R70B		R71	Monthly		?	Monthly		Monthly	?		Monthly		Monthly	
Potential/Tentative - UAT counties	R70: 6/13/22 - 8/5/22			R71: 10/4/22 - 11/4/22														
COLAs tentative schedule to run			Foster Care for Jul	CalWORKs CalFresh for Oct			Social Security for Jan		CalFresh SSI/SSP for Mar	Fed Poverty Level for Apr			Foster Care for Jul			CalWORKs CalFresh for Oct		
CalSAWS Releases		22.07		22.09		22.11		23.01		23.03		23.05		23.07		23.09		23.11
CalHEERS Releases				22.9					23.2					23.6		23.9		

Note: Historically CalWIN has "B" releases to match CalHEERS Feature Releases

- Reducing the number of "Major" releases and focusing on smaller more nimble changes to continue supporting counties.
- Limiting large/complex coding changes to not interfere with migration activities and ensure cases can be converted.
- Close coordination with CalSAWS for COLAs and timing when applied.
- Collaborating with DCHS and CDSS to get the rates/changes timely to be
- able to implement the COLAs.
- Collaborating with CalHEERS and their release schedule.

12. CalWIN Notice Application Slowness

CalWIN Notice Application Slowness

Incident Update – April 18th and 19th

- April 18th – County users began experiencing slowness in the afternoon
  - Transaction queues were filling and not clearing in a timely manner due to transaction timeouts
  - CalWIN was taken offline to recycle the Java Virtual Machines (JVMs)
  - Research began to identify the source of the transaction timeouts

- April 19th – County users began experiencing slowness in the morning
  - Transaction queues were again filing due to transaction timeouts
  - CalWIN was taken offline during the day to recycle the JVMs when monitoring indicated that CalWIN had become virtually non-responsive from the user perspective

CalWIN Notice Application Slowness

What Happened

- Phase 1 of the Notice CalWIN to AWS project resulted slowness due to:
  - Increased errors related to Non-ASCII character handling
  - Failure to correctly handle the error condition causing transactions to not exit as planned but rather "hang" until they timed out
- Transactions built up in the queue and eventually resulted in extreme slowness
- Based on the volume of transactions and the particular composition of transactions, the slowness occurred at different time intervals
- Testing prior to deployment included system test, regression test, performance test and UAT
- Identifying the situation requires that the error occurs often enough to affect performance and is dependent upon the composition of transactions

CalWIN Notice Application Slowness

Current Status

- Phase 1 of the Notice CalWIN to AWS project was rolled back on the evening of April 19th

- Repaired the problem with the Non-ASCII code resulting in errors

- Repaired the error handling

- Split the errors related to the Notice CalWIN to AWS project to a separate JVM to prevent an impact on the core set of JVMs

- Conducting volume and endurance testing to reproduce errors under load to verify correct error handling

- Redeployment will be scheduled following testing

13. CalSAWS Conference and Membership Representatives Meeting

CalSAWS Conference and JPA Member Meeting

Proposed Format

Two-Day Conference

- **Day 1 – JPA Member Representative Business Meeting**
  - Date/Time TBD
  - Hold JPA Board and PSC Member Representative elections, conduct JPA Board business, hear guest speakers, and provide procurement updates
  - Brown Act rules apply

- **Day 2 – CalSAWS Conference**
  - June 23, 2022
  - 9:00 AM – 4:30 PM
  - General session for major topics
  - Morning and afternoon breakout sessions
  - Open forum for all attendees
  - Up to 1,000 participants
  - Registration opens May 18, 2022

CalSAWS Conference and JPA Member Meeting – June 2022

Proposed 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 Agenda

Conference

Day 2 Agenda

9:00 – 9:10	**Welcome and Conference Overview**
9:10 – 10:15	**Implementation/Roadmap including Upcoming Policy**
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 Implementation Support (including conversion)
- ❖ 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 Implementation Support (including conversion)
- ❖ BenefitsCal

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

14.Stakeholder Updates

- CDSS
- DHCS
- OSI
- CWDA

15. Adjourn Meeting

- Next meeting July 8, 2022