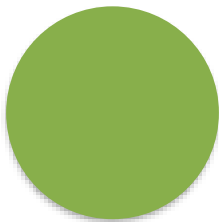# Cal**SAWS** | Project Steering Committee Meeting

May 19, 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 April 21, 2022, PSC Meeting and review of Action Items.

Informational Items

22.05 Escalation regarding SCR 216211

Escalation and Resolution of SCR 216211
Update rounding logic for Overpayment amounts >$1.00

- SCR 216211 was targeted for 22.05. LA raised concern about how the remaining balance should be treated. LA requested a CRPC to CDSS to clarify and asked that the SCR be removed from 22.05 as it had a negative policy impact for all counties.

- The SCR was removed from the release and CRPC 2313 - Adjusting Cents to Recovery Account & Rounding Final Allotments was sent to and received from CDSS which clarified how the logic should work regarding rounding.

- The updated SCR was provided to the Fiscal Committee on 5/12/2022 for re-review(due 6/1) and approval. It will be re-scheduled for the next available release once approval is received.

Debrief of L.A. County Migration to CalSAWS Imaging and BenefitsCal

Los Angeles County Imaging Go-Live
Overview

Production Performance

Production performance has met/exceeded performance test results. C-IV counties reported post Go-live production performance equivalent to pre Go-live performance. LA reports that the team has zero backlog of images (workers are keeping up with inflow of new documents)

Defects & Enhancements

Project team continues to identify and remediate items post Los Angeles County Go-Live (low impact issues identified)
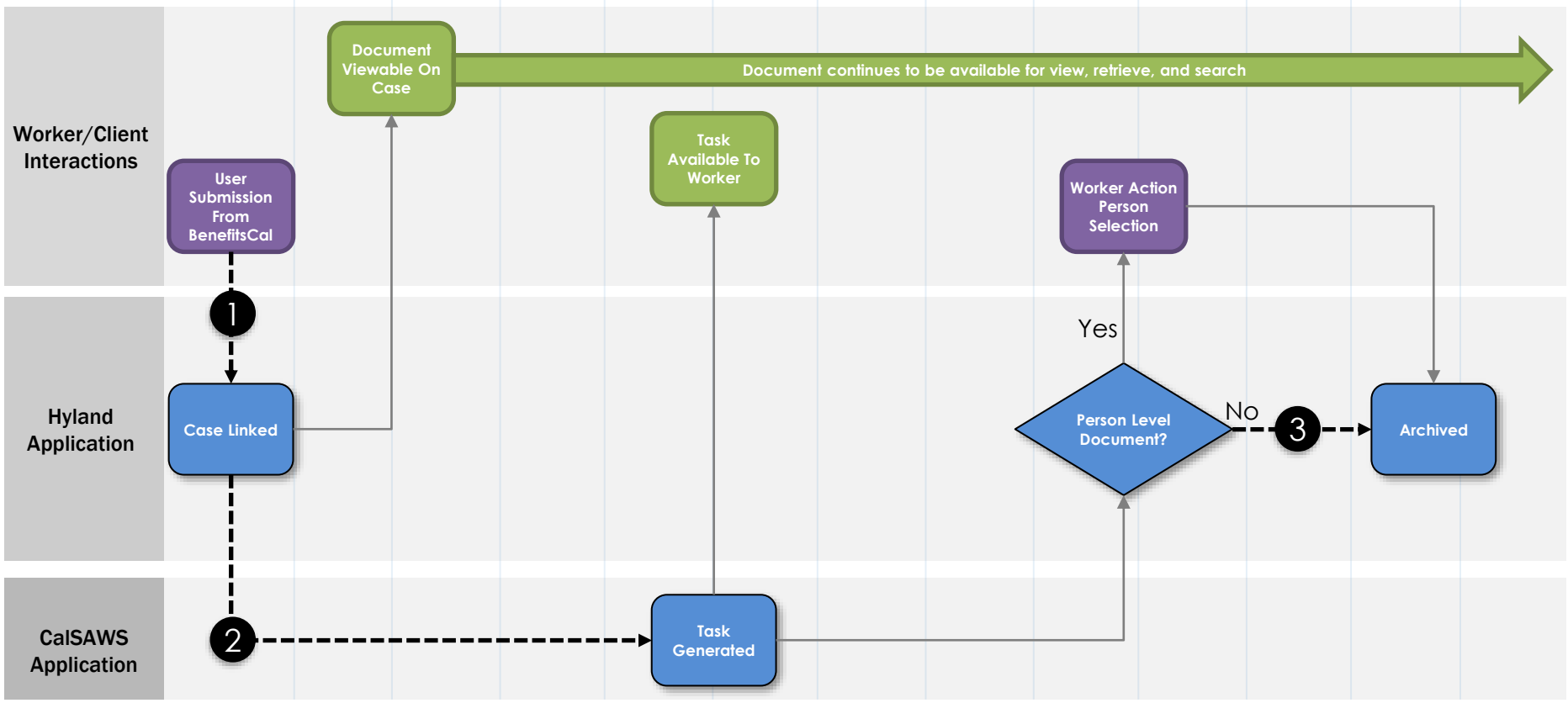
Ongoing Support

Support team members were on-site in Los Angeles during Go-Live Week

Daily support calls / end of day wrap-up calls are occurring through 5/6

Imaging team continues to provide training resources, best practices, FAQs to PPOCs

Imaging Performance – Production
Non-Barcoded Imaging Workflow (4/25 to 4/29)

<15 sec.	15 mins.	20 mins.	30 mins.

Worker/Client Interactions

- Document Viewable On Case
- Document continues to be available for view, retrieve, and search →
- Task Available To Worker
- Worker Action Person Selection
- User Submission From BenefitsCal

Hyland Application

- ① Case Linked
- ② Person Level Document? — Yes / No — Archived

CalSAWS Application

- Task Generated
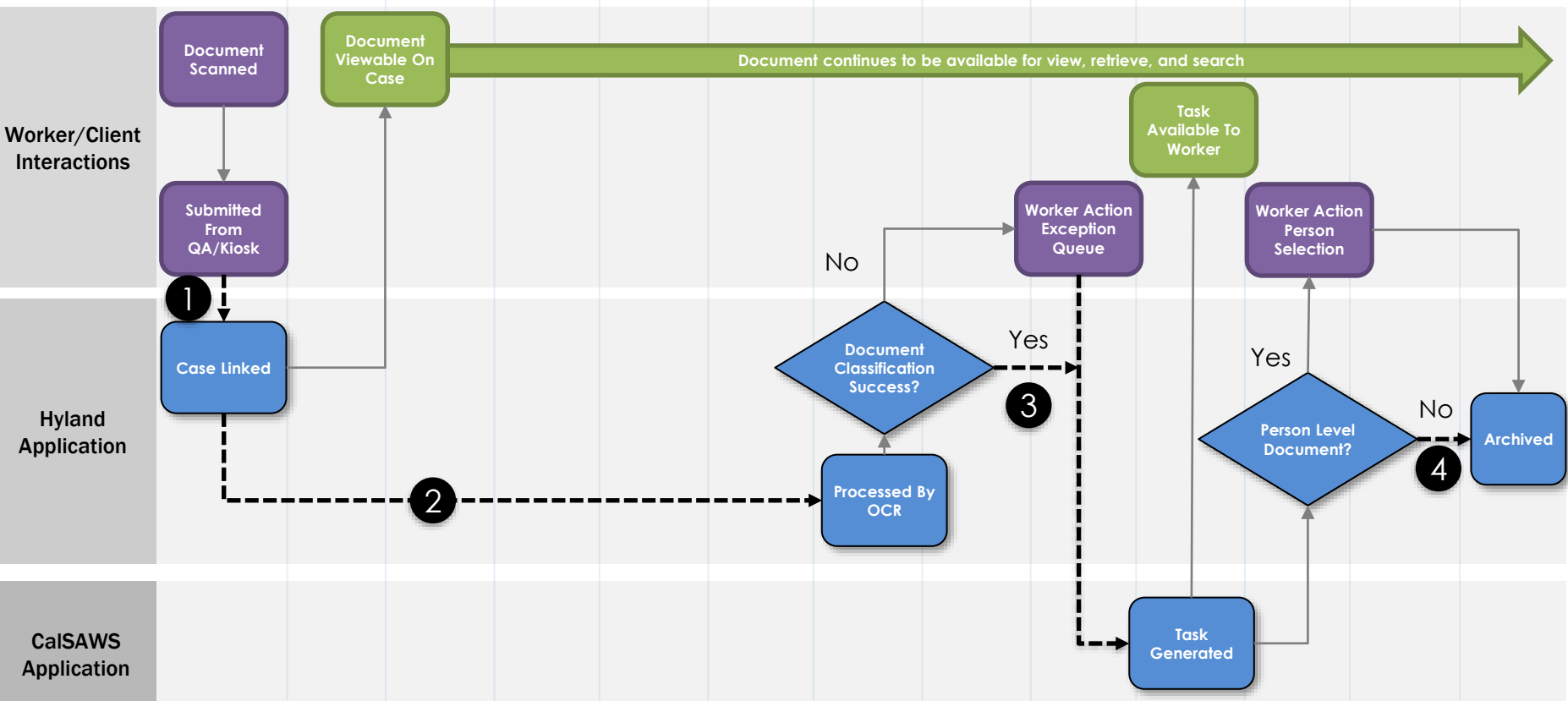- ③ Archived

Legend:
- Worker Action
- Automated Event
- Back-end System Processing

Key Areas Where Time is Spent

1. **Linking** – Linking of submitted documents is near instantaneous, making the document available/viewable on the case.
2. **Task** – Document keys are validated, and append logic is applied to prevent duplicate tasks, finally customer reporting is updated and a task generated.
3. **Archive** – Document Keys are re-validated and updated where necessary, then document workflow history is moved to an archive state.

Imaging Performance – Production
Worker/Kiosk Imaging OCR Workflow(4/25 to 4/29)
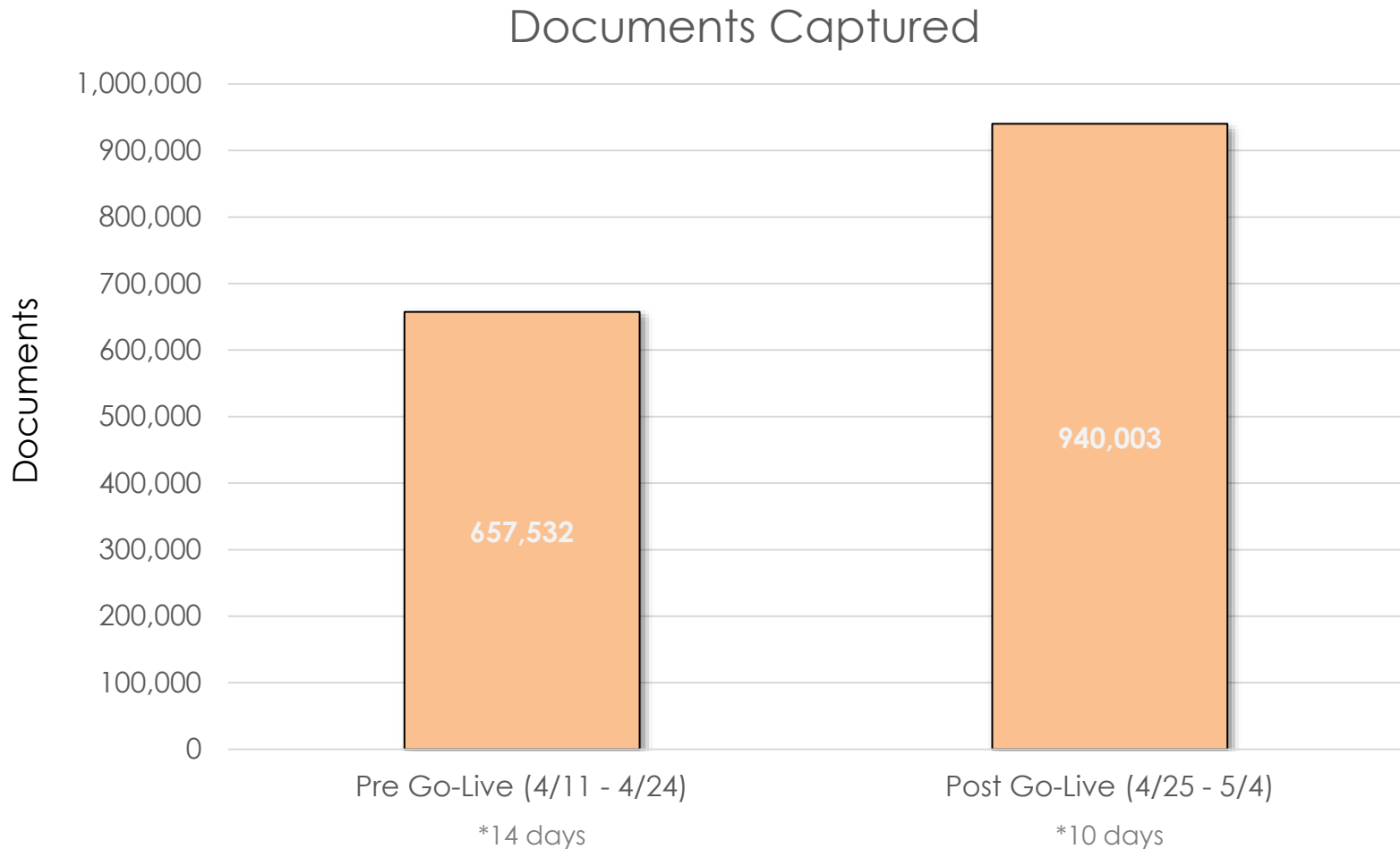

Key Areas Where Time is Spent

1. **Linking** – Linking of submitted documents is near instantaneous, making the document available/viewable on the case.
2. **OCR** – Documents are converted to a readable format where needed, then routed to Brainware (OCR) for analysis, once complete a reindex/split of documents is performed based on results.
3. **Task** – Document keys are validated and append logic is applied to prevent duplicate tasks; finally, customer reporting is updated and a task generated.
4. **Archive** – Document Keys are re-validated and updated where necessary, then document workflow history is moved to an archive state.

Documents Captured
Pre and Post Los Angeles County Go-Live

Imaging has ingested ~45% more documents over the last two weeks since the Los Angeles County cutover.

Documents Captured

Pre Go-Live (4/11 - 4/24)	Post Go-Live (4/25 - 5/4)
657,532	940,003
*14 days	*10 days

Documents (y-axis: 0 to 1,000,000)

BenefitsCal Post Go-Live for Los Angeles County

Usage Statistics as of Week 4

~36,000 Daily Unique Logins

235 CBO Accounts Requested

149,584 Customer Accounts Created

5 Average Logins per Customer

46,302 Applications Submitted

2,623 Changes Reported

170 CBO Accounts Created

38% Submit an app in less than 30 minutes

75% Submit an app in less than one hour

>71% Access from a Mobile Device

18,437 Average Daily Views of their EBT Balance

4,697 Applications for >1 Program

>509,504 Documents uploaded

BenefitsCal Post Go-Live for Los Angeles County
Findings & Observations

1   Account creation verification code delivery timing

2   Case linking exception processing

3   CBO account establishment

4   Privacy configuration

Los Angeles County Go-Live – Defects & Issues

Project teams continue to track and complete Los Angeles Go-Live issues.

COMPLETE

13 items identified and remediated since Go-Live, including:

- ✓ Document import / export defects effecting small subset of migrated documents

- ✓ User security rights updates

- ✓ Case linking updates

- ✓ BenefitsCal website updates and communications

IN-FLIGHT

9 items continue to be tracked for completion by end of May, including:

- o Confidentiality rules updates

- o Lobby/kiosk generated documents metadata updates

- o Form name fixes

- o Office mappings

- o BenefitsCal office search logic

- o GetCalFresh.org Bundle logic

Los Angeles County Go-Live
Site Visit Observations & Tips and Tricks

On-site teams have identified tips and tricks for improving end user experience.
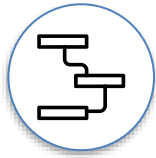
Queue Management: documents may be routed to different queues after initial QA

Reminder: county workers should intermittently check on queues (e.g., Exception, Barcode Verification, Person Selection) within Hyland to ensure documents are being appropriately routed and triaged to next step

View & Reindex Documents: county workers may want to make view documents on a confidential case they have access to or make reindex documents after they have submitted to archive

Reminder: if county workers need to view confidential documents or reindex documents, reach out to gatekeeper in order to obtain appropriate rights (e.g., Imaging Reindex All, Imaging Confidential View)

Cut-off Barcodes: county workers may need to print documents with barcodes for on-site clients

Reminder: county workers should select options such as "Shrink to Fit" or "Fit to printable area" within printer properties to ensure barcodes are not cut off and are readable

OCR Best Practices: county workers may not be optimizing QA best practices to ensure OCR efficiencies

Reminder: county workers should take advantage of OCR best practices (link here for OCR CIT)

New Imaging Resources for All Counties

CalSAWS Fact Sheet – File Upload for Multiple Cases

This Fact Sheet provides instructions for using File Upload to upload documents saved on your local device for multiple cases in the same scanned batch.
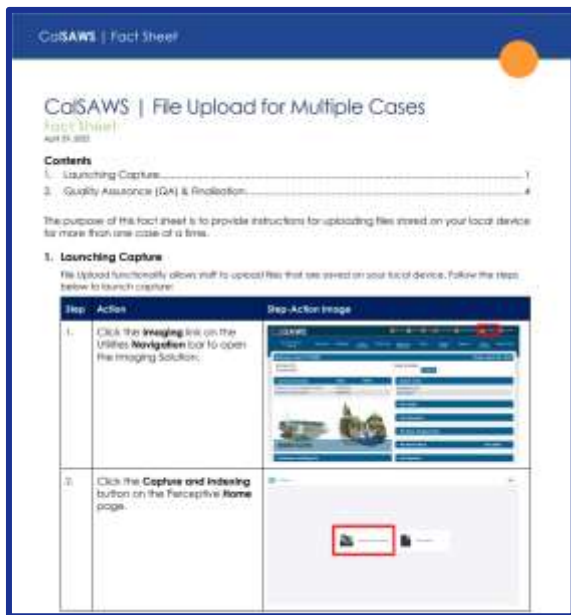
Imaging Training Materials in the CalSAWS LMS

This documents provides instructions for accessing, viewing and downloading Imaging resources from the CalSAWS LMS and provides a mapping of training material by Imaging topic (i.e., scanning, document retrieval, etc.)

Coming Soon: Consolidated Q&A document with a list of questions and answers discussed in the daily Imaging Support Center calls

Update on Available Money for CalWIN Counties Migration Preparation

Available Funding
Overview

County Allocations ✓

Consortium Allocation (San Bernardino) ✓

Not in Scope 🏳 *Local Cost*

County Support Staff
Planning & Prep
Manual Conversion
Ancillary

All Vendor Costs
including
Training Facilities for CalSAWS Instructor-Led Training Locations If Needed

Salary/Benefits
UAT
CalSAWS Training
Other Non-CalSAWS Training

Consortium Personnel
For Counties with Staff Assigned to the Project

Hardware/ Software
Local Equipment, Software & Maintenance

Travel
UAT
CalSAWS Training
JPA/PSC Meetings
Project Staff Travel

Enhanced Support
that goes beyond Vendor Scope

County Support Staff Funding
Overview

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

- Preparation and Planning (CalWIN)
- Manual Conversion (CalWIN & C-IV)
- Ancillary Systems (CalWIN & C-IV)

Los Angeles County was allocated funds prior to September 2021 via the CalACES IAPDU, and an additional allocation via the CalSAWS IAPDU as of October 2021.

Funding does not cover staff salary/benefits to participate in UAT or training, although travel costs for these activities is claimable to the travel allocation.

County Support Staff Funding
Planning & Preparation

Timing	SFY 2019/20 and extended through June 2022 with the nine-month schedule adjustment to address the gap between the start of manual conversion and ancillary funding for CalWIN counties
Cost Drivers	Funding by fiscal year was originally allocated based on small, medium, large county size designations
Scope	Preparation for CalWIN OCM, Training and Implementation Support activities including gathering information on existing business processes, assessing training needs & impacts on organizational structure and business processes; analyzing the impacts of new ancillary systems related to current contracts Scope did not include full completion of change management, training or implementation activities, but to *plan* for these activities during the initial gap period; State approval of funding was conditional on additional reporting and tracking requirements

County Support Staff Funding
Manual Conversion

Timing	Funding by fiscal year was originally allocated for manual conversion funding 8 months prior to go-live month with additional four months after go-live
Cost Drivers	Based on approx. one hour per active case for 10% of cases; or 10 minutes per case for 100% of cases; or 25 minutes per case for 25% of cases
Scope	Resolve duplicate persons (CINs) and other case clean-up during both pre-go-live and post-go live phases; also, may be used for converting documents ("Document Migration")

County Support Staff Funding
Ancillaries

Timing	Funding by fiscal year was originally allocated for manual conversion funding 12 months prior to go-live month
Cost Drivers	Based on assumed number of reports for small, medium, and large counties, and estimated level of effort for County Data Extract/Enhanced Data Reporting
Scope	Modify business intelligence reports maintained in county systems; integrate county data extracts (including audit logs); retrofit county systems for county data extracts; system test; production readiness support

County Support Staff Funding
County Allocation Updates

County Allocations have been updated from original estimates based on responses to CRFIs. The CRFIs have provided opportunities for counties to request additional funding, return funding, or shift funding

- CRFI 20-026 for C-IV September 2020 - updates to current year and shifts across SFY

- CRFI 20-030 for CalWIN October 2020 - updates to current year and shifts across SFY

- CRFI 21-022 April 2021 - updates to current year

- CRFI 21-062 November 2021 - updates to current year and shifts across SFY

- CRFI 22-020 April 2022 - updates to current year

- The next CRFI is planned for October 2022 and will be the next opportunity for shifts across fiscal years

County Support Staff Funding
County Allocation Updates

> **All CRFI responses have been accommodated with two exceptions**

- One request identified during the October 2021 CRFI was partially deferred to April and is now accounted for
- Requests to shift Planning and Preparation funding to SFY 2022/2023 were not accounted for due to the conclusion of this category in June 2022

> **Counties may email PMO.Fiscal@calsaws.org at any time to request shifts between line items or ask questions**

- Every effort will be made to accommodate line-item shift requests for current year(s) as quickly as possible
- Shifts across SFYs must be made through the CRFI process in order to align to the annual budget cycle for the IAPDU

County Support Staff Funding
Reserved Funding

The CRFI responses to-date have resulted in savings which have been preserved to the extent possible to accommodate future adjustments that may be needed

- Savings is based on counties' responses to the CRFIs where funds returned have exceeded requests for additional funding

- Current approved reserve includes $846K for SFY 2022/23 and $471K for 2023/24 based on previous CRFI responses

- Potential reserve of $998K for future year based on most recent CRFI 22-020 responses but is subject to other potential shifts to offset trade-offs across SFYs

County	CRFI 22-020 (Returned)/Increased
Butte	($53,560)
Calaveras	($52,983)
El Dorado	($64,859)
Humboldt	$23,343
Kings	($52,842)
Mariposa	($27,669)
Merced	($239,725)
Modoc	($13,110)
Monterey	($116,751)
Placer	$269,313
San Francisco	$260,000
San Mateo	$58,452
Santa Barbara	$13,815
Shasta	$13,707
Siskiyou	($32,580)
Tulare	($851,519)
Previous Update	($131,272)
Total	**($998,238)**

County Support Staff Funding
Director Request

The CalSAWS Board of Directors has requested an assessment of County Support Staff costs to determine if additional funds may be needed

- A CRFI will be issued asking counties if:

  - You have costs that were NOT claimed

  - If so, how much

  - If so, what activities were those costs associated with

County	Group	Planning & Prep 21/22	Planning & Prep Total	Manual Conversion 21/22	Manual Conversion 22/23	Manual Conversion 23/24	Manual Conversion Total	Ancillary 21/22	Ancillary 22/23	Ancillary 23/24	Ancillary Total	Combined Total 21/22	Combined Total 22/23	Combined Total 23/24	Combined Total
Alameda	CalWIN	$623,988	$623,988	$0	$1,196,090	$854,350	$2,050,440	$4,600	$695,117	$63,611	$763,328	$628,588	$1,891,207	$917,961	$3,437,756
Alpine	CalACES	$0	$0	$594	$0	$0	$594	$15,000	$0	$0	$15,000	$15,594	$0	$0	$15,594
Amador	CalACES	$0	$0	$12,906	$0	$0	$12,906	$8,601	$0	$0	$8,601	$21,507	$0	$0	$21,507
Butte	CalACES	$0	$0	$70,558	$0	$0	$70,558	$7,000	$0	$0	$7,000	$77,558	$0	$0	$77,558
Calaveras	CalACES	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
Colusa	CalACES	$0	$0	$14,652	$0	$0	$14,652	$8,631	$0	$0	$8,631	$23,283	$0	$0	$23,283
Contra Costa	CalWIN	$623,988	$623,988	$503,230	$704,522	$0	$1,207,752	$357,941	$119,313	$0	$477,254	$1,485,159	$823,835	$0	$2,308,994
Del Norte	CalACES	$0	$0	$16,998	$0	$0	$16,998	$8,682	$0	$0	$8,682	$25,680	$0	$0	$25,680
El Dorado	CalACES	$0	$0	$3,346	$0	$0	$3,346	$0	$0	$0	$0	$3,346	$0	$0	$3,346
Fresno	CalWIN	$623,988	$623,988	$0	$1,324,463	$946,045	$2,270,508	$0	$719,147	$65,377	$784,524	$623,988	$2,043,610	$1,011,422	$3,679,020
Glenn	CalACES	$0	$0	$18,780	$0	$0	$18,780	$8,718	$0	$0	$8,718	$27,498	$0	$0	$27,498
Humboldt	CalACES	$0	$0	$143,071	$0	$0	$143,071	$3,855	$0	$0	$3,855	$146,926	$0	$0	$146,926
Imperial	CalACES	$0	$0	$141,966	$0	$0	$141,966	$45,171	$0	$0	$45,171	$187,137	$0	$0	$187,137
Inyo	CalACES	$0	$0	$8,814	$0	$0	$8,814	$34,021	$0	$0	$34,021	$42,835	$0	$0	$42,835
Kern	CalACES	$0	$0	$613,044	$0	$0	$613,044	$192,783	$0	$0	$192,783	$805,827	$0	$0	$805,827
Kings	CalACES	$0	$0	$62,684	$0	$0	$62,684	$11,830	$0	$0	$11,830	$74,514	$0	$0	$74,514
Lake	CalACES	$0	$0	$48,885	$0	$0	$48,885	$9,750	$0	$0	$9,750	$58,635	$0	$0	$58,635
Lassen	CalACES	$0	$0	$23,000	$0	$0	$23,000	$22,990	$0	$0	$22,990	$45,990	$0	$0	$45,990
Los Angeles	CalACES	$0	$0	$300,000	$0	$0	$300,000	$0	$0	$0	$0	$0	$0	$0	$0
Madera	CalACES	$0	$0	$252,060	$0	$0	$252,060	$0	$0	$0	$0	$252,060	$0	$0	$252,060
Marin	CalACES	$0	$0	$141,996	$0	$0	$141,996	$34,834	$0	$0	$34,834	$176,830	$0	$0	$176,830
Mariposa	CalACES	$0	$0	$3,464	$0	$0	$3,464	$16,296	$0	$0	$16,296	$19,760	$0	$0	$19,760
Mendocino	CalACES	$0	$0	$62,778	$0	$0	$62,778	$9,630	$0	$0	$9,630	$72,408	$0	$0	$72,408
Merced	CalACES	$0	$0	$3,251	$0	$0	$3,251	$0	$0	$0	$0	$3,251	$0	$0	$3,251
Modoc	CalACES	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
Mono	CalACES	$0	$0	$16,211	$0	$0	$16,211	$35,502	$0	$0	$35,502	$51,713	$0	$0	$51,713
Monterey	CalACES	$0	$0	$218,034	$0	$0	$218,034	$76,530	$0	$0	$76,530	$294,564	$0	$0	$294,564
Napa	CalACES	$0	$0	$64,134	$0	$0	$64,134	$21,279	$0	$0	$21,279	$85,413	$0	$0	$85,413
Nevada	CalACES	$0	$0	$37,566	$0	$0	$37,566	$9,105	$0	$0	$9,105	$46,671	$0	$0	$46,671
Orange	CalWIN	$623,988	$623,988	$1,622,650	$2,791,117	$393,487	$4,807,254	$235,008	$705,024	$0	$940,032	$2,481,646	$3,496,141	$393,487	$6,371,274
Placer	CalWIN	$538,257	$538,257	$64,087	$165,754	$0	$229,841	$95,162	$8,651	$0	$103,813	$697,506	$174,405	$0	$871,911
Plumas	CalACES	$0	$0	$9,372	$0	$0	$9,372	$34,071	$0	$0	$34,071	$43,443	$0	$0	$43,443
Riverside	CalWIN	$0	$0	$1,184,606	$1,000,000	$0	$2,184,606	$691,413	$0	$0	$691,413	$1,876,019	$1,000,000	$0	$2,876,019
Sacramento	CalWIN	$623,988	$623,988	$0	$1,100,255	$1,540,357	$2,640,612	$0	$615,096	$205,032	$820,128	$623,988	$1,715,351	$1,745,389	$4,084,728
San Benito	CalACES	$0	$0	$29,346	$0	$0	$29,346	$8,937	$0	$0	$8,937	$38,283	$0	$0	$38,283
San Bernardino	CalACES	$0	$0	$1,351,644	$0	$0	$1,351,644	$254,484	$0	$0	$254,484	$1,606,128	$0	$0	$1,606,128
San Diego	CalWIN	$618,665	$618,665	$0	$3,006,315	$1,002,105	$4,008,420	$84,617	$872,234	$0	$956,851	$703,282	$3,878,549	$1,002,105	$5,583,936
San Francisco	CalWIN	$623,988	$623,988	$298,964	$225,892	$125,000	$649,856	$253,616	$780,436	$154,200	$1,188,252	$1,176,568	$1,006,328	$279,200	$2,462,096
San Joaquin	CalWIN	$0	$0	$437,046	$0	$0	$437,046	$31,698	$0	$0	$31,698	$468,744	$0	$0	$468,744
San Luis Obispo	CalWIN	$232,996	$232,996	$15,116	$106,116	$44,401	$165,633	$27,198	$121,716	$40,572	$189,486	$275,310	$227,832	$84,973	$588,115
San Mateo	CalWIN	$474,436	$474,436	$0	$470,745	$156,915	$627,660	$35,129	$386,331	$0	$421,460	$509,565	$857,076	$156,915	$1,523,556
Santa Barbara	CalWIN	$419,531	$419,531	$105,165	$584,529	$53,139	$742,833	$110,726	$216,845	$0	$327,571	$635,422	$801,374	$53,139	$1,489,935
Santa Clara	CalWIN	$975,068	$975,068	$0	$1,703,108	$0	$1,703,108	$114,133	$434,539	$0	$548,672	$1,089,201	$2,137,647	$0	$3,226,848
Santa Cruz	CalWIN	$207,996	$207,996	$0	$296,307	$98,769	$395,076	$14,257	$156,827	$0	$171,084	$222,253	$453,134	$98,769	$774,156
Shasta	CalACES	$0	$0	$29,313	$0	$0	$29,313	$132,876	$0	$0	$132,876	$162,189	$0	$0	$162,189
Sierra	CalACES	$0	$0	$1,188	$0	$0	$1,188	$33,396	$0	$0	$33,396	$34,584	$0	$0	$34,584
Siskiyou	CalACES	$0	$0	$2,700	$0	$0	$2,700	$0	$0	$0	$0	$2,700	$0	$0	$2,700
Solano	CalWIN	$437,709	$437,709	$66,109	$432,120	$74,078	$572,307	$14,436	$174,240	$0	$188,676	$518,254	$606,360	$74,078	$1,198,692
Sonoma	CalWIN	$355,992	$355,992	$238,320	$310,512	$93,780	$642,612	$0	$173,327	$15,757	$189,084	$594,312	$483,839	$109,537	$1,187,688
Stanislaus	CalACES	$0	$0	$374,304	$0	$0	$374,304	$121,566	$0	$0	$121,566	$495,870	$0	$0	$495,870
Sutter	CalACES	$0	$0	$63,372	$0	$0	$63,372	$9,651	$0	$0	$9,651	$73,023	$0	$0	$73,023
Tehama	CalACES	$0	$0	$41,059	$0	$0	$41,059	$9,186	$0	$0	$9,186	$50,245	$0	$0	$50,245
Trinity	CalACES	$0	$0	$6,468	$0	$0	$6,468	$8,457	$0	$0	$8,457	$14,925	$0	$0	$14,925
Tulare	CalWIN	$239,564	$239,564	$28,991	$881,916	$0	$910,907	$0	$276,822	$0	$276,822	$268,555	$1,158,738	$0	$1,427,293
Tuolumne	CalACES	$0	$0	$19,938	$0	$0	$19,938	$8,742	$0	$0	$8,742	$28,680	$0	$0	$28,680
Ventura	CalWIN	$415,992	$415,992	$40,000	$899,883	$80,353	$1,020,236	$115,764	$347,292	$0	$463,056	$571,756	$1,247,175	$80,353	$1,899,284
Yolo	CalWIN	$288,636	$288,636	$121,915	$170,681	$0	$292,596	$40,320	$40,320	$0	$80,640	$450,871	$211,001	$0	$661,872
Yuba	CalACES	$0	$0	$46,890	$0	$0	$46,890	$9,306	$0	$0	$9,306	$56,196	$0	$0	$56,196
Total			**$8,948,770**	**$8,980,585**	**$17,370,325**	**$5,462,779**	**$31,813,689**	**$3,436,898**	**$6,843,277**	**$544,549**	**$10,824,724**	**$21,066,253**	**$24,213,602**	**$6,007,328**	**$51,287,183**
TBD/Unallocated		$0	$0	$755,785	$846,687	$471,480	$2,073,952	$242,454	$0	$0	$242,454	$998,239	$846,687	$471,480	$2,316,406
Total		$0	$8,948,770	$9,736,370	$18,217,012	$5,934,259	$33,887,641	$3,679,352	$6,843,277	$544,549	$11,067,178	$22,064,492	$25,060,289	$6,478,808	$53,603,589

C-IV/CalACES Final Acceptance

CalACES Migration Final Acceptance Preview
Purpose

The purpose of the CalACES Migration Final Acceptance is to confirm that:

- 441 Requirements related to the C-IV Counties' migration to CalSAWS have been met
    - Approximately 500,000 hours worked
- 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
- Evaluate 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

CalSAWS Performance Results

Perf Req #	Performance Requirement Title	March 2022	April 2022	QA
1	Monthly Off Prime Business Hours Availability	✅	✅	
2	Monthly Prime Business Hours Availability of CalSAWS Non-Production Environments	✅	✅	
3	Monthly Deficiency Notification Response Time	✅	✅	
4	Monthly Helpdesk Diagnosis Time	❌	❌	
5	Daily Peak Usage Hours Availability	✅	✅	
6	Daily Prime Business Hours Availability	✅	✅	
7	Daily Peak Usage Hours ED/BC Response Time	✅	✅	
8	Daily Prime Business Hours ED/BC Response Time	✅	✅	
9	Daily Peak Usage Hours Screen to Screen Navigation Response Time	✅	✅	
10	Daily Prime Business Hours Screen to Screen Navigation Response Time	✅	✅	
11	Daily Batch Production Jobs Completion	✅	✅	
12	Daily Off Prime Business Hours ED/BC Response Time	✅	❌	
13	Daily Off Prime Business Hours Screen to Screen Navigation Response Time	✅	✅	
14	Daily Unbounded Search Response Time	✅	✅	
15	Daily Prime Business Hours Availability of CalSAWS Training Environments	❌	❌	
16	Daily Peak Usage Hours Standard Report Response Time	✅	✅	
17	Security Incident Notification	✅	✅	
18	Security Incident Reporting	✅	✅	
19	Security Incident Negligence	✅	✅	
20	Disaster Recovery Response Time	✅	✅	

Legend: ✅ SLA Met ❌ SLA Not Met

Performance reports are emailed to RMs and posted to the CalSAWS Web Portal for County PPOCs and County Help Desk Staff.

CalSAWS Performance Results
Overview for April 2022

CalSAWS System has been stable, available for users, and has met all system performance requirements except for one missed SLA on off prime business hours ED/BC response time.

One system performance requirement was missed in April 2022:

#12

Daily Off Prime Business Hours ED/BC Response Time (Target 95% at ≤ 5 sec)
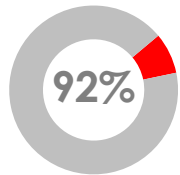
92% On April 29, EDBC response time due to low volume (**4 out of 52 transactions** were >5 seconds. 3 EDBCs ran between 5-6 seconds; 1 transaction ran for less than 14 seconds for a 3-month EDBC run)

Two non-system performance requirements were missed in April 2022:

#4

Monthly Helpdesk Diagnosis Time

Target: 98%
April: 72%
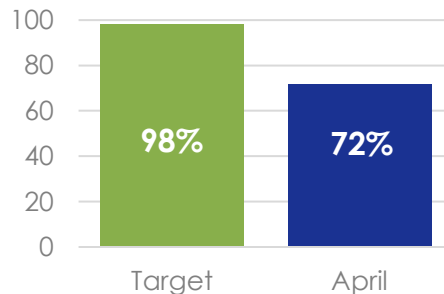
#15

Performance Daily Prime Business Hours Availability of CalSAWS Training Environments
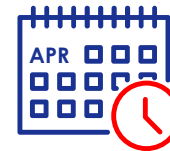
3 Hours and 46 Minutes

On April 12, the Training environment was **unavailable 3 hrs and 46 mins** out of 30 days in the month of April

#4—Monthly Helpdesk Diagnosis Time
A Closer Look at **Total Tickets Closed**

As of April 30, there are **zero open critical or high Helpdesk incidents**. Below are tickets closed in March and April 2022.

In March:

Of the 3,288 tickets closed:

In April:

Of the 3,246 tickets closed:

Percentage of tickets pertained to:
- How To / How the system works
- Not a System Error
- Requiring Explanation or Information

rather than system defects

50%

49%

Percentage of tickets pertained to **Imaging** and the **CalSAWS application**
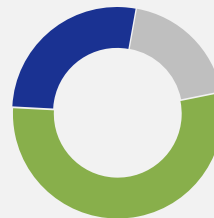
27%
54%
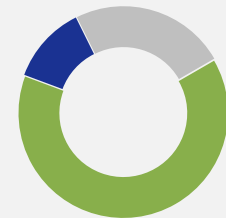
12%
64%

#4—Monthly Helpdesk Diagnosis Time
A Closer Look at **Tickets that Missed the SLA**

The project team has been focusing on reducing the aging of the ticket backlog. Below are tickets that missed the SLA targets for Helpdesk Diagnosis time.

In March:

Of the 613 tickets that missed the SLA:

In April:

Of the 914 tickets that missed the SLA:

Percentage of tickets pertained to:
- How To / How the system works
- Not a System Error
- Requiring Explanation or Information

rather than system defects

53%

43%
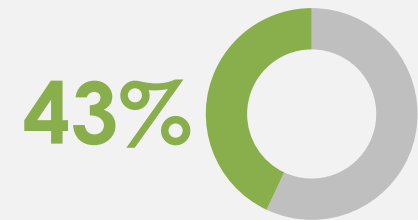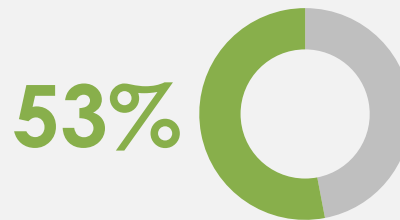
Percentage of tickets that were EDBC calculation questions. **EDBC calculation tickets** require additional research due to the uniqueness of each case, resulting in elongated diagnosis times

30%

41%
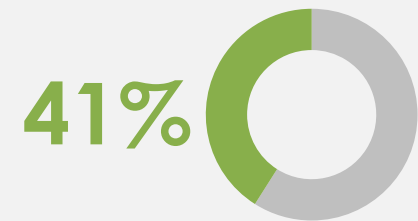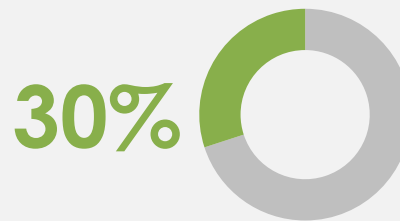
Historical Trend since C-IV Migration
Trend of Open Tickets that Missed SLA Target

Open tickets that have missed the SLA targets for Helpdesk Diagnosis time. The project team has been focusing on reducing the aging of the ticket backlog.

Trend of Open Tickets that Missed SLA Target
(Since 9/27/2021)

#4—Monthly Helpdesk Diagnosis Time
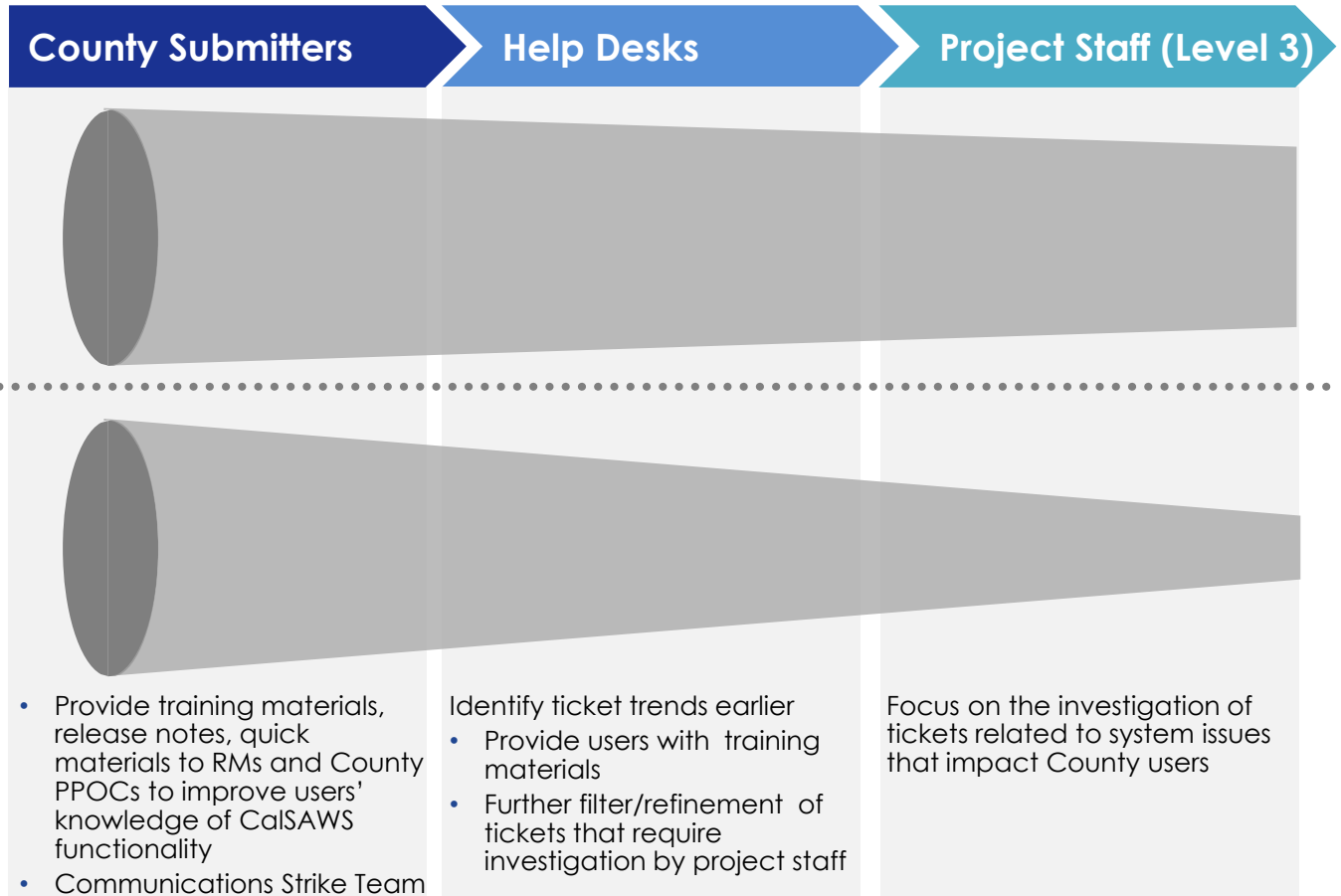## How We Will Reduce Ticket Escalations to Level 3

Tickets:

County Submitters	Help Desks	Project Staff (Level 3)

Current Trends

1. Large quantity of tickets submitted pertain to How To/Not a System Error/ Requiring Explanation or Information, rather than system defects
2. High volume of tickets passed through to Helpdesk Level 3 Project Staff

Goals

1. County users become more knowledgeable on how to use the System.
2. Reduction in tickets being created
3. Less touchpoints
4. Shifting Information to the Left

- Provide training materials, release notes, quick materials to RMs and County PPOCs to improve users' knowledge of CalSAWS functionality
- Communications Strike Team

Identify ticket trends earlier
- Provide users with training materials
- Further filter/refinement of tickets that require investigation by project staff

Focus on the investigation of tickets related to system issues that impact County users

Automated alerts are sent via email to the submitter:

1. Ticket identified with Defect # or SCR #
2. Release Date for when the Defect or SCR will be implemented
3. Ticket close when Defect or SCR have been deployed to production
4. Ticket closure reason

# #4—Monthly Helpdesk Diagnosis Time
How We Will Address Functional Trends

Focus on routing tickets to Level 3 support related to system issues vs. questions, clarifications

| Item	Description	Next Steps
External System Outages	Level 3 Application Support receives a large influx of tickets (e.g., CalHEERS outage on May 2, any EBT outages).	• Broadcast other system outages as soon as notified to all help desks • Trap tickets at local and central help desks
Ticket Routing	Reconfirm routing rules and hierarchy to confirm tickets are getting to the right team the first time. (e.g., Questions relating to the Customer Reporting Page in the Application. These should be routed to Eligibility vs the Reporting Level 3 queue)	• Level 3 teams working with Help Desk to update routing rules in the ServiceNow Tool, as needed
Change Reason Functionality	A number of the Eligibility tickets are seeking input on change reason functionality or result in an explanation of how change reason was applied to the determination	• Resend Change Reason refresher material to local/central help desks and to counties (e.g., Quick Guide, JIT demo recording and FAQs)
New Functionality	In a subset of instances, new functionality generated a number of tickets with questions on the functionality (e.g., HTML 5 changes, ESAP changes)	• Confirm training materials, job aids, release notes are sent and available to impacted staff

PR #12: Daily Off Prime EDBC
Target: 95% at ≤ 5 sec (9:01 pm-5:59 am, Monday-Sunday)

March 2022—Daily Off Prime EDBC
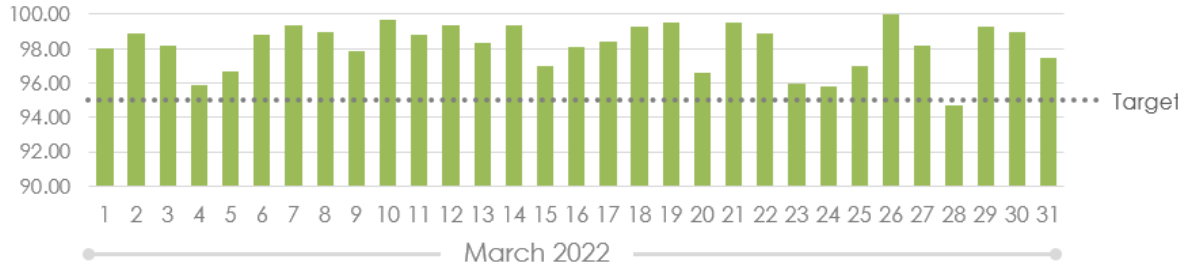

April 2022—Daily Off Prime EDBC
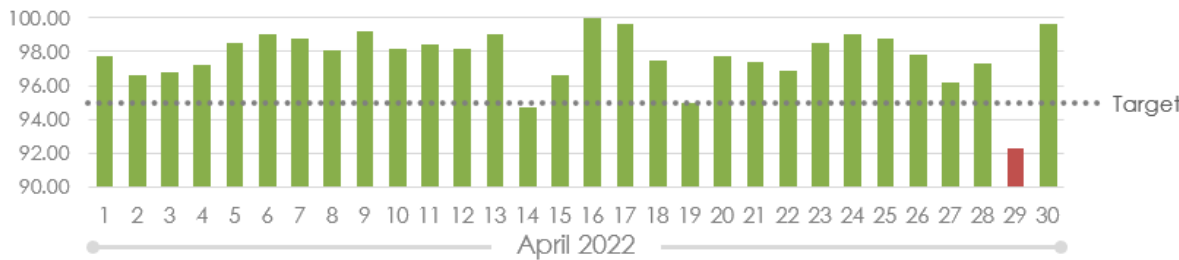
Legend: ☐ Target Met ☐ Target Not Met

In April

On 4/29 during off prime hours, it was a low transaction volume evening where 4 out of 52 EDBC transactions exceeded the 5 seconds response time.
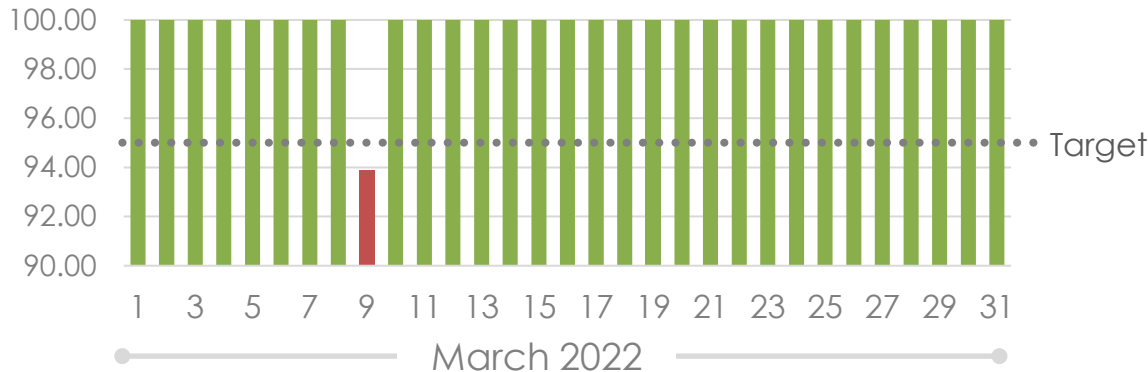
• These transactions resulted in a contention with Batch

52 Transactions Total

3 Response time of 5-6 seconds

1 Response time of <14 seconds due to 3 month EDBC run
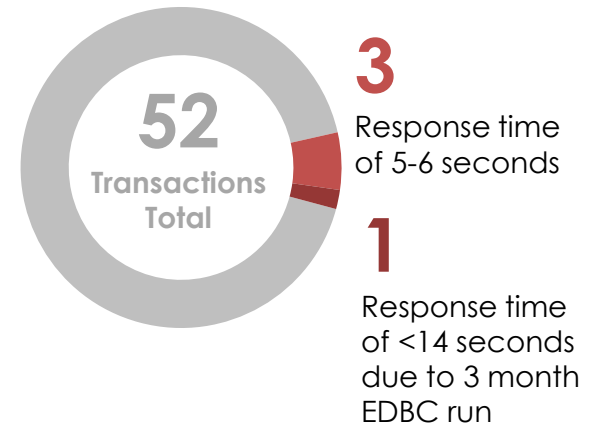
PR #15: Prime Availability of Training Environments
Target: Available 95% of the time from 6am - 9pm, Monday – Sunday

March 2022—Training Env Availability During Prime


Target

March 2022

In March

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

Corrective Action Plan:

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.

April 2022—Training Env Availability During Prime

Target

April 2022
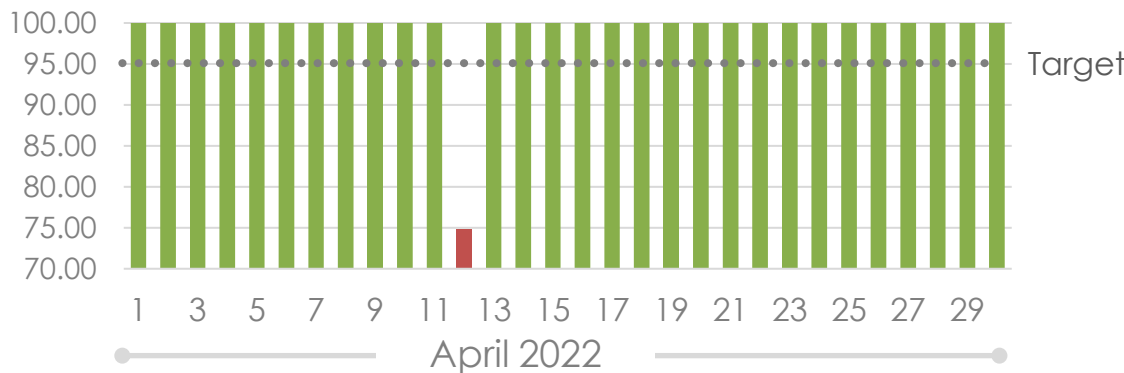
In April

Starting at 6:00 AM on April 12, 2022, users were unable to login to the CalSAWS Training Production environment. As of 9:46 AM on April 12, 2022, the issue was resolved The issue occurred due to multiple restore points being active, consuming large space.

Corrective Action Plan:

Create automated alerts to check on training environments availability

Legend: ◼ Target Met ◼ Target Not Met

Performance Results
Next Steps

Request Consortium Executive Director's discretion for approving the CalACES Migration Final Acceptance on the basis of:

- Completed deployment of the CalSAWS Software per the requirements defined in the CalSAWS DD&I Statement of Requirements

- Completed migration of the 39 C-IV Counties to the CalSAWS System

- The CalSAWS System has met/exceeded all system-related SLAs in March and April 2022, with exception of one in April (Off Prime Business Hours EDBC Response Time – 4 of 52 transactions missed the SLA target)

- All Defects related to C-IV Migration SCRs deployed via releases 19.11 through 21.07 have been resolved

- Zero open Critical/High Helpdesk incidents

The Project Team will continue with action plans and ongoing M&O improvements

- Continue implementing action plans to improve results for missed SLAs from April 2022 (Helpdesk diagnosis, Training environments)

- Provide training materials, job aids, release notes to shift information to the left towards county users

- Improve diagnosis time for Helpdesk tickets by reducing touchpoints

- Create automated alerts to check on training environments availability

- Provide updates on Helpdesk ticket metrics in preparation of upcoming CalWIN cutovers (a second Final Acceptance for the CalWIN Counties' Migration is planned for 2024)

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

Pending Final Deliverable

C-IV/CalACES Final Acceptance – Informational Items

Informational Items

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

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 manual testing
  - Screen reader and keyboard-only navigation testing

Accessibility Overview
Status and Next Steps

- Complete assessment, including remediation work. The chart below reflects items in process:
    - 39 items are awaiting testing
    - 4 items (2 critical, 2 serious) are pending analysis. All four items are associated with the calendar picker (global element)
- 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

Number of Issues by User Impact

Impact	Number
Critical	5
Serious	37
Moderate	1
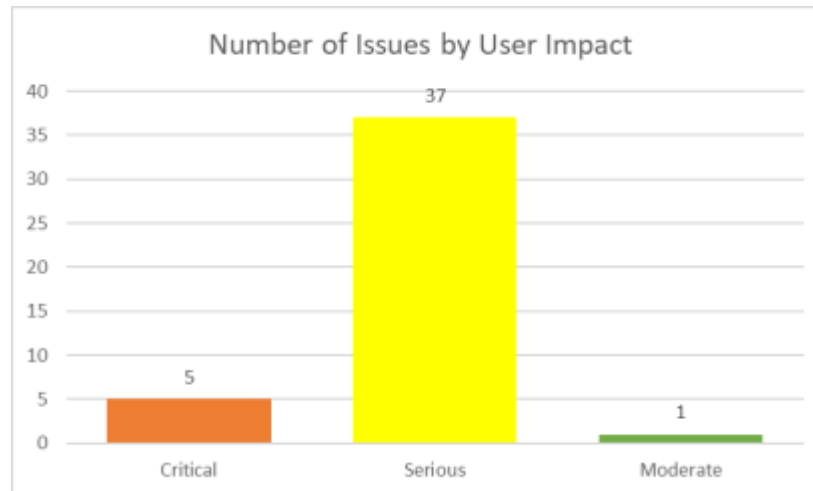
Updates on Key Risks and their Mitigation Plans

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.	• Risk #268 serves as an overarching risk for the overall readiness of the project and CalWIN counties to cutover to CalSAWS
			• Exploring Risk Mitigation and Contingency Options for Risk #268
			• Risk Mitigations Taken:
			    • Shifted Contra Costa from Wave 1 to Wave 2
			    • 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
			• Contingency Plans are not required now
			• Draft Working Models will be updated with any additional county impacts
			• Will continue to monitor Risk Triggers and report progress

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 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

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 August • Wave 2 Performance Testing scheduled for fall and a combined performance test for Waves 3-6 planned for the end of the year • Batch Performance Testing is planning to use CalWIN Golden Data Set (CW GDS #7). Subsequent CalSAWS Batch Performance Testing will be performed on Wave 2 then Wave 3 – 6 Converted Data
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.	• 40 County Production system is consistently meeting SLAs • Batch Regression testing began on 4/1 and 4 cycles have been executed. • Additional Road Map items and additional performance defects are in progress • 3 months of Performance Testing for Wave 1 scheduled for May through August • 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

Update on Key Risks

Risk Level: Low

Risk #	Risk Name	Risk Description	Mitigation Plans / Status
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.	• Downgraded risk from high to low. Continue to monitor for remaining CalWIN counties • LA Imaging Go Live was successfully deployed • Performance and stability of the imaging processing has been consistently good since Los Angeles County Go-live • Performance testing was performed with 58 county volumes prior to Los Angeles County Go-live with successful results • Operational Procedures and Processes have been successfully implemented • Additional performance test to be executed as segment of CalWIN conversion preparation

Reports and Claiming Update

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

The Reports team continues to support the CalSAWS counties by addressing incidents, resolving identified defects, and facilitating Bi-Weekly State and Fiscal Reports meetings
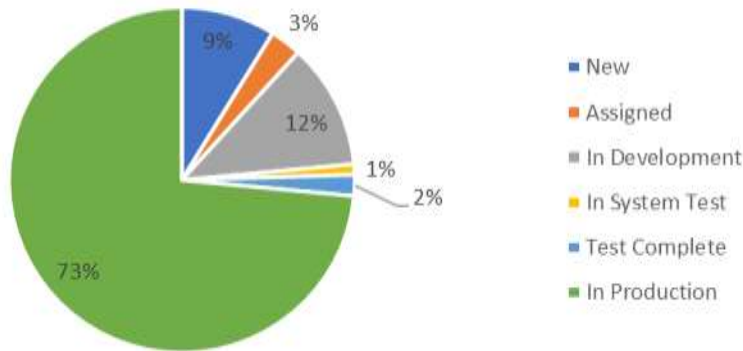
- Bi-Weekly State and Fiscal Reports meetings with the Counties includes:
  - Reviewing Recent and Upcoming System Change Requests (SCRs);
  - Reviewing Recent and Upcoming Relevant Defects;
  - Reviewing Report Updates;
  - Listening to and Addressing Questions/Topics from Counties
- The team recently sent Enhanced Communication to counties with corresponding details of the above since C-IV's Go-Live into CalSAWS

CalSAWS - State and Fiscal Reports
Enhanced County Communication

Greater than 70% of identified defects since the C-IV counties migration to CalSAWS have been resolved and deployed into Production

Summary of Defects Identified since C-IV Migration to CalSAWS

Pie chart:
- New: 9%
- Assigned: 3%
- In Development: 12%
- In System Test: 1%
- Test Complete: 2%
- In Production: 73%

Approx. 100 Defects Identified

75 Defects Deployed to Production

12 Defects are either New or Assigned for further Assessment

12 Defects are in Development and currently being Resolved

3 Defects are in System Test or Complete

Claiming Defects

3 New 22.05 / RWR

3 in Dev' 22.05.12

CalSAWS - State and Fiscal Reports
Next Steps

- Mobilize action team to collect claiming / state reporting issues and concerns from the 40 production counties

- Review Service Now ticket backlog and triage for additional issues / trends which generate new problems/defects

- Review and confirm priority on current defect backlog

- Using ticket analysis, highlight areas where training refreshers would be of benefit to the counties

- Determine and publish new training flashes to assist with common questions

- Increase frequency of enhanced communications to weekly distribution

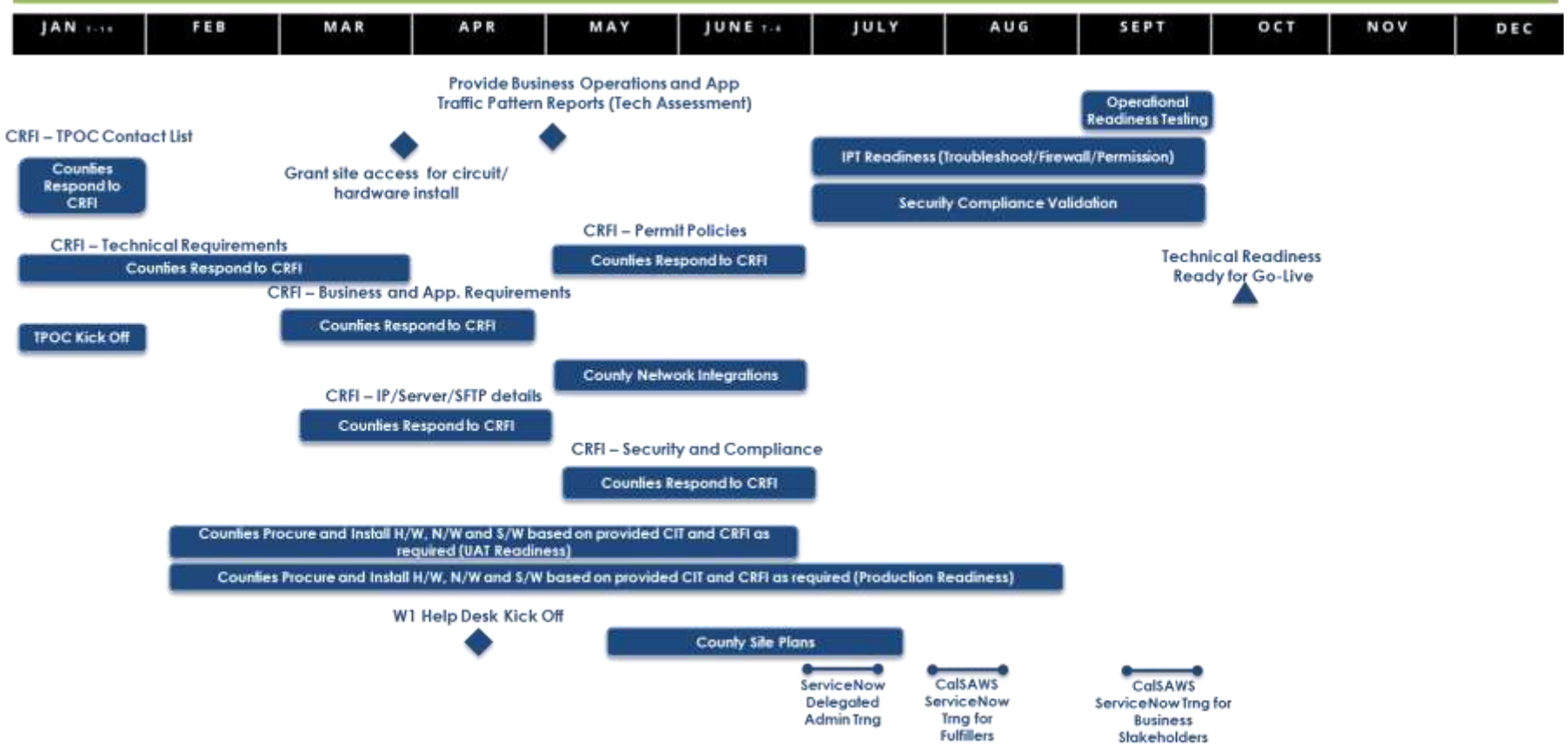# CalWIN Wave 1 Implementation Readiness Status and Milestones

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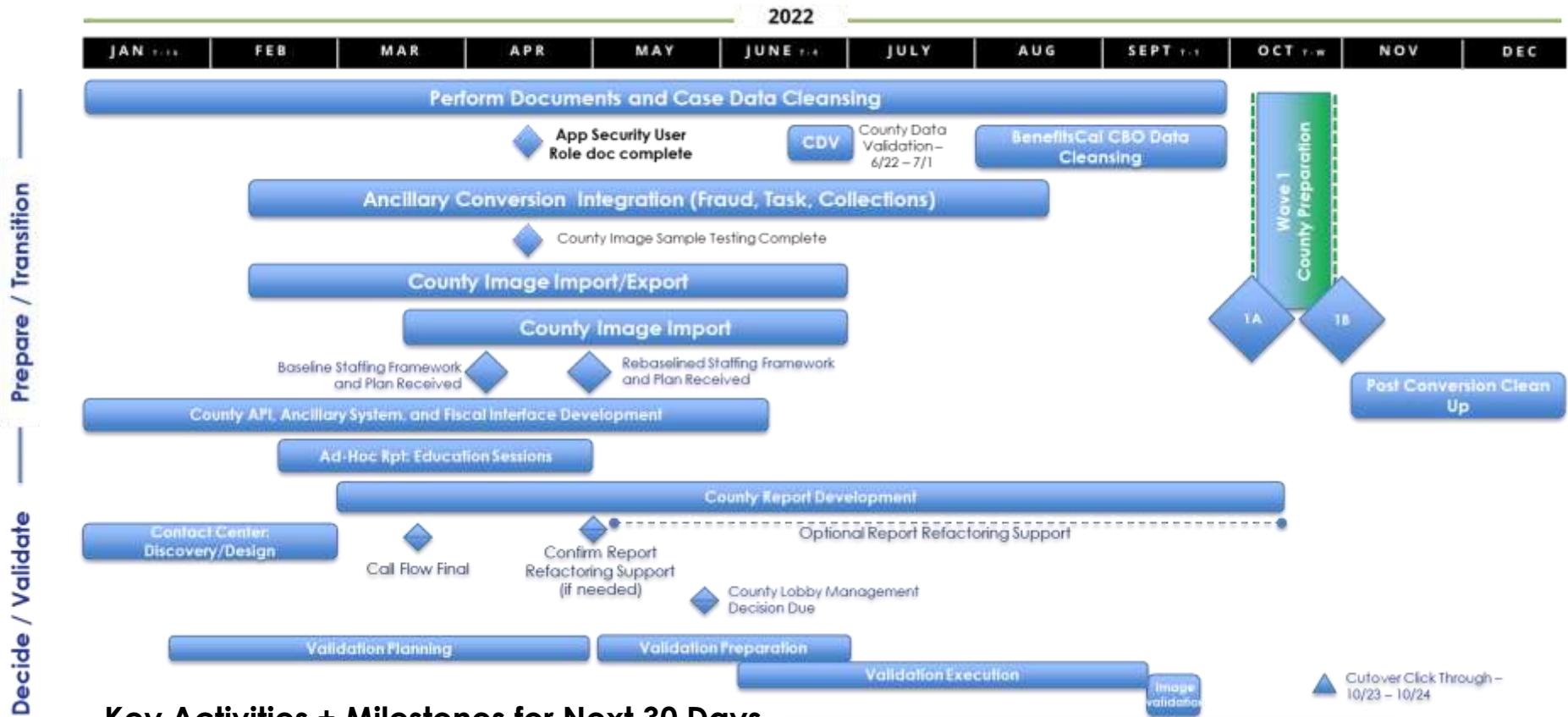
Key Activities + Milestones for Next 30 Days

- 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 (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 1-19	FEB	MAR	APR	MAY	JUNE 1-4	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 – 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

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

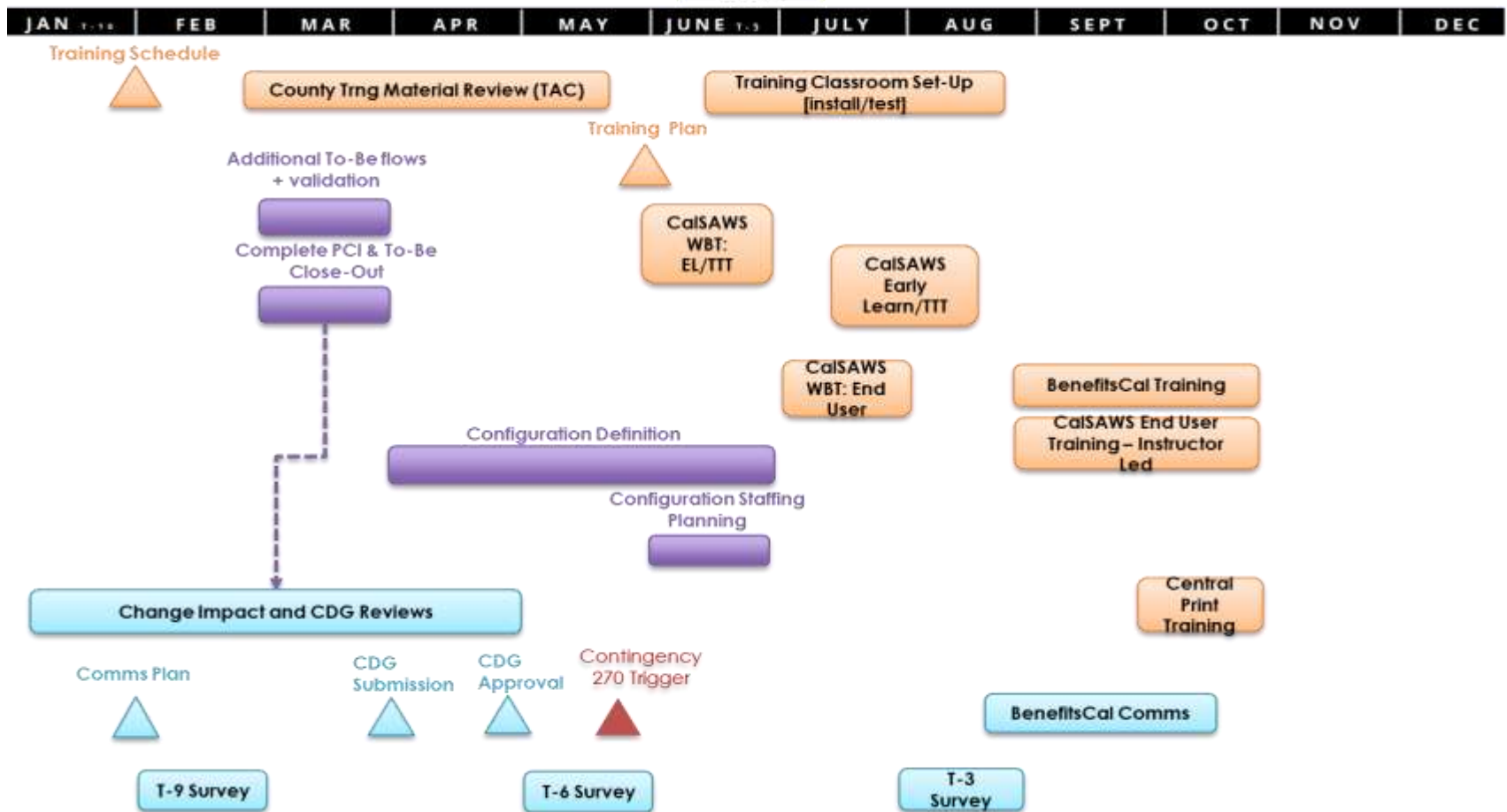CalSAWS ServiceNow Trng for Business Stakeholders

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 1-15 | FEB | MAR | APR | MAY | JUNE 1-3 | 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

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

CalSAWS | CalWIN Implementation Go-Live Governance

We Are 1

The Road to CalSAWS

May 2022

How we'll navigate to a 58-county system

There are a series of meetings on the path to Go-Live, to assess project and county readiness for the transition of 18 CalWIN counties to CalSAWS.

Here is more information on each type of meeting, the participants, frequency, format, and materials.

Go-Live Readiness Meetings - Overview

County Readiness Checkpoints to Go-Live

County Checkpoints → Global IPOC Checkpoints → CalWIN ISS Standup

Participants

County Staff
Implementation Points of Contact
Technical Points of Contact
Identified County Staff

CalSAWS Staff
Targeted Onsite Support Staff (TOSS)
CalSAWS Project Team
Regional Managers

Frequency and Duration

County Checkpoints
Monthly or agreed upon frequency between TOSS and County Team, that began at T-9M
Approx 1 hour meeting with each county

Global IPOC Checkpoints
Monthly meetings are scheduled by the ISS team
1 hour meeting with all CalWIN county IPOCS

CalWIN ISS Standup
Monthly meetings are scheduled by the Consortium
1 hour meeting with all CalWIN County representatives

Format

County Checkpoints: TOSS Teams work with County IPOCS and TPOCs to review Milestone/Task completion and escalate issues to Customer Engagement Management and RMs.

Global IPOC Checkpoints provide an update to county staff on all project activities leading up to Go-Live.

CalWIN ISS Standups informational meeting for counties using CalWIN on upcoming migration activities

County Checkpoint Materials

INPUTS
County Readiness Work Plan and Checklist, one per county

OUTPUTS
Implementation Readiness Dashboard

Implementation Readiness Packet

Documented discussions, issues, and decisions

Project Readiness Checkpoints to Go-Live

> **Weekly and Monthly Reporting of Status (Project and CMS)**

> **Project Team Checkpoints**

Participants

Weekly and Monthly Reporting of Status (Project/CMS)
Section Directors
Regional Managers
CMS staff (monthly only)

Project Team Checkpoints
ISS Team
CalSAWS Project Team Leads

Frequency and Duration

Weekly and Monthly Reporting (Project/CMS)
Weekly and monthly status reported via regular meetings and reports at project level. State and IV&V involved in weekly. CMS/FNS involved in monthly.

CMS: T-2W, Monday, 10/17/2022

Project Team Checkpoints
TBD

All project teams report on project readiness task status on a weekly basis

Format

Weekly and Monthly Reporting of Status (Project/CMS): Updates from Section Directors and Regional Managers

Project Team Checkpoints: Team Leads provide update to checklists milestone and tasks

Materials

Weekly and Monthly Reporting (Project/CMS)

Implementation Readiness Packet

Implementation Readiness Dashboard

Project Team Checkpoints

Project readiness checklists milestones and tasks

PSC, JPA, and General Member Checkpoints

PSC **JPA** **JPA Mbr Rep. & Conf**

Participants

Project Steering Committee
County PSC Members
Section Directors
Regional Managers
CalSAWS Project Leads

Joint Powers Authority
County JPA Members
Section Directors
Regional Managers
CalSAWS Project Leads

CalSAWS Conference & JPA Member Rep. Meeting

Format

PSC: PSC members are informed of readiness status during regularly scheduled meetings. State stakeholders, county directors, and advocates also in attendance.

JPA: CalSAWS Project Teams inform the General Membership of readiness status during regularly scheduled monthly meetings and responds to questions.

CalSAWS Conference/JPA Member Meeting: JPA membership is informed of readiness status in the annual meeting.

Frequency and Duration

Project Steering Committee Checkpoints
Monthly on the 3rd Thursdays, 8:30AM to 12:00PM

T-5: Thursday, 5/19/2022   **T-2:** Thursday, 8/18/2022
T-3: Thursday, 7/21/2022   **T-1:** Thursday, 9/15/2022
T-2W: TBD

CalSAWS Conference & JPA Member Rep. Meeting Checkpoint
Annual
T-4: JPA Member Rep. Meeting, Wed, 6/22, 8:30am - 10:30am
Annual Conference, Thursday, 6/23, 8:30am - 4:30pm

Joint Powers Authority Checkpoints
Monthly

T-5: Fri 5/13/2022 12:30-3:30   **T-2:** Fri 8/12/2022, 12:30-3:30
T-3: Fri 7/22/2022 12:30-3:30   **T-1:** Fri 9/9/2022, 12:30-3:30
T-3W: TBD

Materials

Implementation Readiness Dashboard

OPAC and WCDS Checkpoints

OPAC **WCDS**

Participants

OPAC
OPAC Members
Section Directors
Regional Managers
CalSAWS Project Leads

WCDS
WCDS Members
Section Directors
Regional Managers
CalSAWS Project Leads

Format

OPAC: OPAC members are informed of readiness status during recurring meetings. Stakeholders, and county representatives also in attendance. Closed meeting.

WCDS: CalSAWS Project Teams inform WCDS members of readiness status during regularly scheduled bimonthly meetings and responds to questions.

Frequency and Duration

OPAC Checkpoint
Monthly on the 4th Thursdays, 8:30AM to 4:00PM

T-5: Thursday, 5/26/2022   **T-2:** Thursday, 8/25/2022
T-4: Thursday, 6/16/2022   **T-1:** Thursday, 9/22/2022
T-3: Thursday, 7/28/2022   **T-2W:** Thursday, 10/27/2022

WCDS Checkpoint

Bimonthly (every 2 months)

T-5: Fri 5/20/2022 12-2pm   **T-1:** Fri 9/16/2022, 12-2pm
T-3: Fri 7/8/2022 12-2pm

Materials

Implementation Readiness Dashboard

County Stakeholder Checkpoints Starting at T-2M

County Director T-2 Checkpoint → **County Prep Check** → **County Director T-3W Checkpoint**

Participants

County Leadership
Director
Deputy Director(s)
County Managers

Regional Managers

County Staff
Primary Point of Contact
Implementation Point of Contact
Change Network Champion

Format

ISS prepares the materials. Regional Managers share overall county readiness and gather county feedback.

Dates

County Director T-2 Checkpoint
Timeframe: 8/19/2022 - 8/30/2022
Approx. 1 hour meeting conducted with each county or group of counties

Director's County Prep Check
County Prep Check Meeting: Tuesday, 9/12/2022
RMs conduct checkpoint within 2 days (by 9/14/2022)

County Director T-3W Checkpoint
Timeframe: 10/10/2022 - 10/14/2022
Approx. 1 hour meeting conducted prior to Pre-GL meeting

Materials

INPUTS

Implementation Readiness Dashboard

Implementation Readiness Packet

OUTPUTS

Checkpoint results

County Director feedback

County concerns, if any

State Stakeholder Checkpoints Starting at T-2M

State IT T-2 Checkpoint → **State IT County Prep Check** → **State IT T-3W Checkpoint**

State T-2 Checkpoint → **State County Prep Check** → **State T-3W Checkpoint**

Participants

State Partners
DHCS   CWDA
CDSS   IV&V
OSI

CalSAWS Leadership
Customer Engagement Section Director
Deloitte Delivery Managers

Format

CalSAWS Leadership and Implementation team informs State Stakeholders of status, timelines, and issues/risks and obtains support of Go-Live readiness, and build awareness of the content to be presented in JPA/PSC

Dates

State IT T-2 Checkpoint
Wed 8/10/22 (@ State Monthly IT Status Report Meeting, 2nd Wednesday Monthly)

State T-2 Checkpoint
Week of 8/8/22

State IT County Prep Check
Wed 9/14/22 (@ State Monthly IT Status Report Meeting, 2nd Wednesday Monthly)

State County Prep Checkpoint
Week of 9/12/22

State T-3W Checkpoint
Wed 10/12/22 (@ State Monthly IT Status Report Meeting, 2nd Wednesday Monthly)

State T-3W Checkpoint
Week of 10/10/22

Materials

INPUTS

Implementation Readiness Dashboard

Implementation Readiness Packet

OUTPUTS

Checkpoint results

State feedback

State concerns, if any

Pre-Green Light Meetings Starting at T-1M

Dry Run County Prep → **Pre-GL County Prep** → **Dry Run Go-Live Event** → **Pre-GL Go-Live Event**

Participants

County Leadership
PSC Board Members
County PSC Members

State Partners
DHCS, CDSS, OSI, CWDA, IV&V

CalSAWS Staff
CalSAWS Executive Leadership
Regional Managers
CalSAWS Leads

Format

Internal Project Teams, Section Directors, and RMs conduct Pre-Green Light to report readiness to CalSAWS Leadership. RMs report on behalf of Region/County Directors (align with Regional governance voting).
State Partners, IV&V, and County Directors (observers)
Dry Runs – Internal only

Dates

Dry Run County Prep
Wednesday 9/7/2022, Morning
Duration: 2 hours

Pre-Green Light County Prep
Tuesday, 9/15/2022 - an agenda item @ PSC meeting
Same information shared in 9/9/2022 JPA meeting
Duration: 2 hours

Dry Run Go-Live Event
Tuesday, 10/11/2022
Duration: 2 hours

Pre-Green Light Go-Live Event
Tuesday, 10/18/2022
Duration: 2 hours

Materials

INPUTS	OUTPUTS
Pre-Green Light Presentation (same format as Green Light Presentation)	Session results
Supplemental Materials: Implementation Readiness Dashboard, Implementation Readiness Packet	Decisions documented
	Participant feedback

Green Light Meetings Starting at T-1M

Green Light County Prep

Green Light Go-Live Event

Green Light Cutover Weekend

Participants

County Leadership
PSC Board Members
County PSC Members

State Partners
DHCS, CDSS, OSI, CWDA, IV&V

CalSAWS Staff
CalSAWS Executive Leadership
Regional Managers
CalSAWS Leads

Dates

Green Light County Prep
Wednesday 9/14/22
Duration: 2 hours

Green Light Go-Live Event
Wednesday, 10/26/2022
Duration: 2 hours

Green Light Cutover Weekend
Sunday, 10/30/2022
Duration: 2 hours

Format

Internal Project Teams, Section Directors, and RMs conduct Pre-Green Light to report readiness to CalSAWS Leadership. RMs vote on behalf of Region/County Directors (align with Regional governance voting).
State Partners, IV&V, and County Directors (observers)
PSC/JPA informed post green-light. If attend, they are observers only.

Materials

INPUTS	OUTPUTS
Green Light Presentation	Session results
Supplemental Materials: Implementation Readiness Dashboard, Implementation Readiness Packet	Decisions documented
	Participant feedback

CalWIN Conversion Update

CalWIN Conversion Readiness

Wave 1 Conversion Readiness

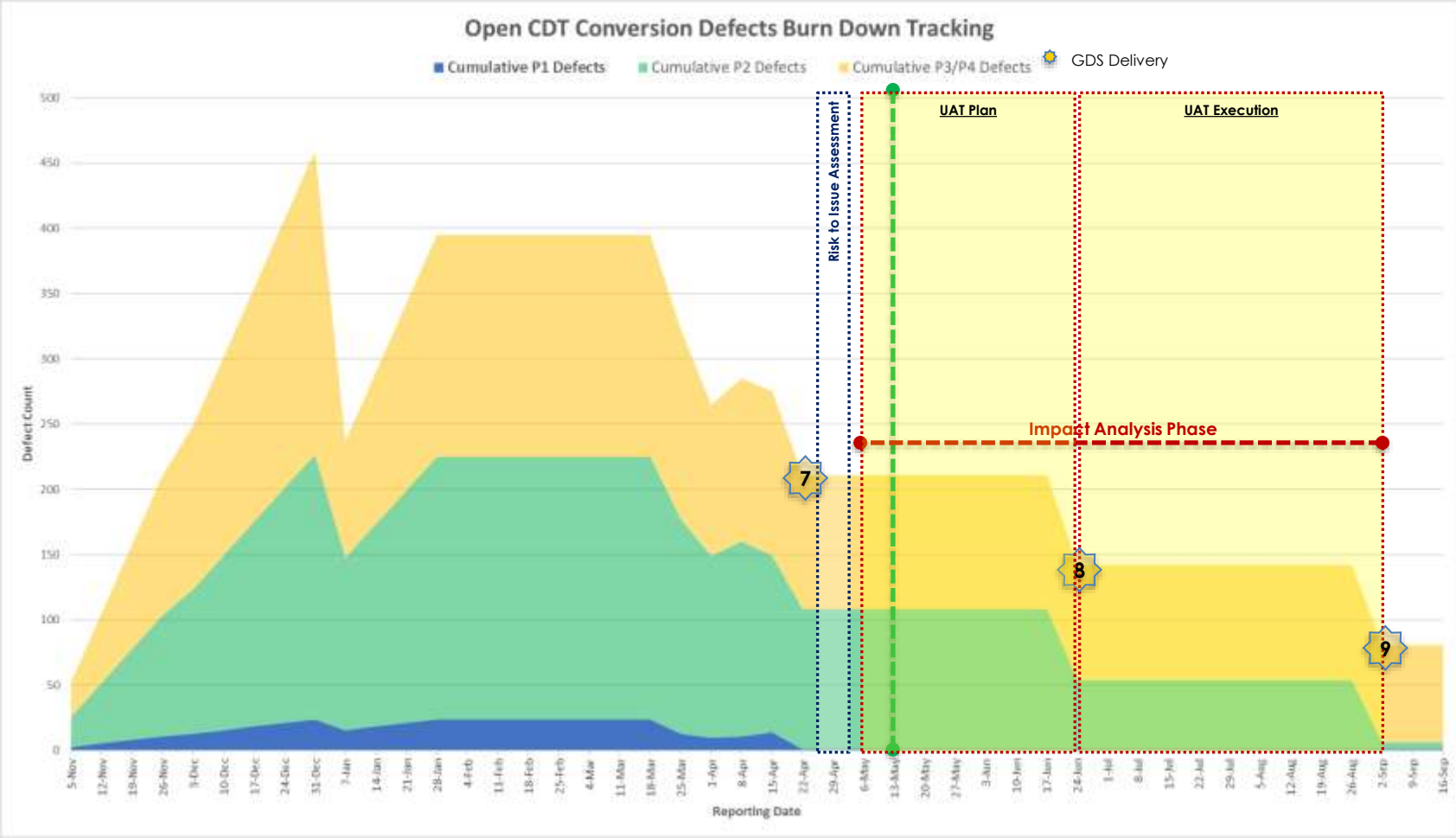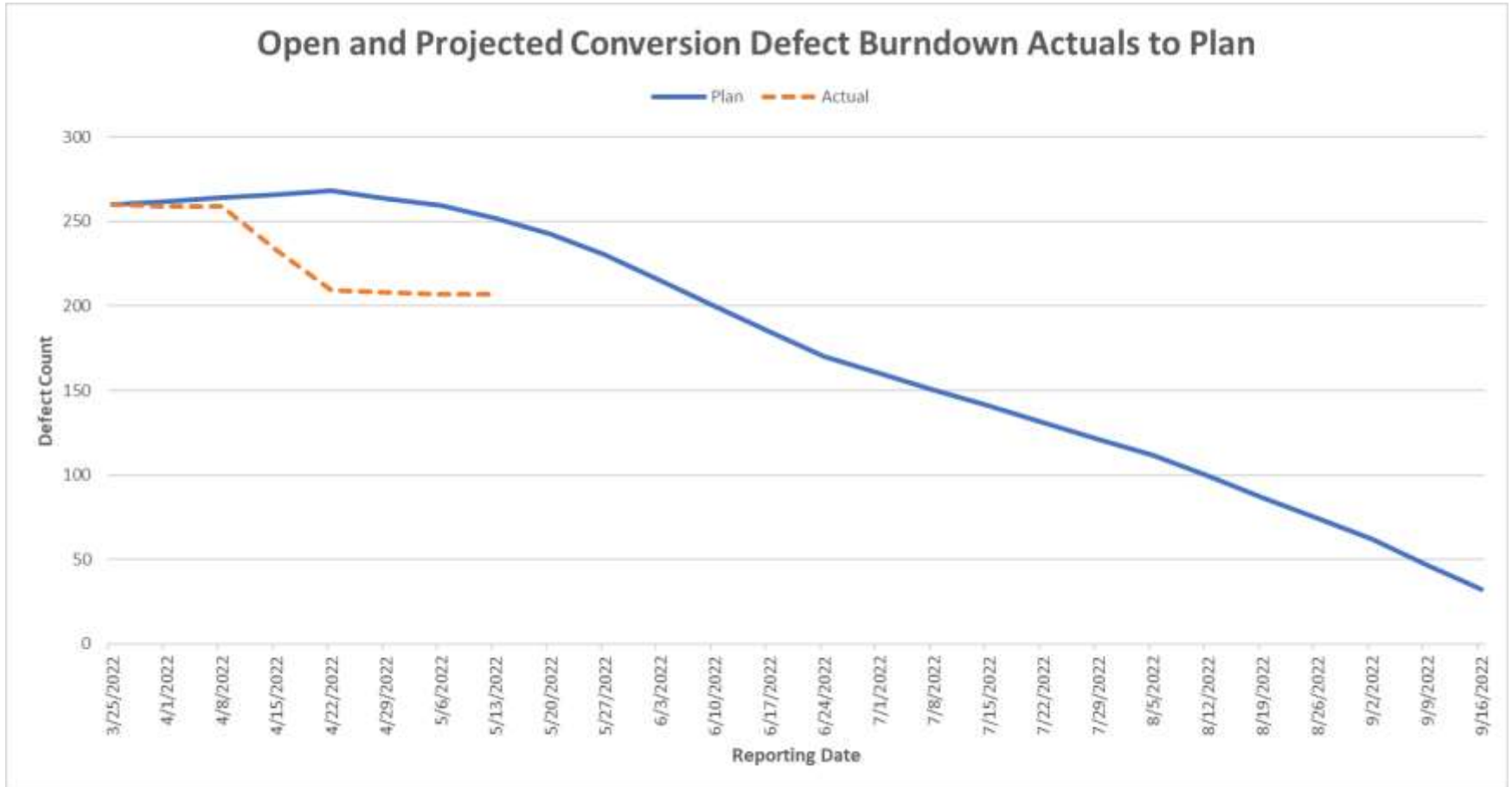|	
Support (Wave 1) Converted Data Test (CDT) - Defect Resolution (Risk 263)	• 207 Unresolved CDT Defects as of 5/6/22. • On-Schedule with Defect Burndown.
Deliver Wave 1 Golden Data Sets (GDS)	• GDS#8 On-Schedule for Delivery on 6/20 – in CDV
Support User Acceptance Test (UAT) - Defect Resolution	• Delivered GDS#7 (to the project) On-Schedule on 4/18 – in UAT
Auto Case Review Match Rate	• 58% Match with GDS#7 (GDS#6 was 57%).
Complete Migration Planning Wave 1A and 1B Cutover Work Plan (Risk 258)	• Approx. 90% Complete
Complete Wave 1 Mock Cutovers	• On-Schedule to Start on June 6, 2022
Deliver Wave 1 Golden Data Set (GDS) #8 for County Data Validation (CDV)	• On-Schedule for planned CDV between 6/20 – 7/1 with the delivery of GDS#8
Support Wave 1 County Data Validation - Defect Resolution	• On-Schedule to Support in June/July 2022
Complete Wave 1A (County Preparation) Cutover	• On-Schedule for 9/18/22 – 9/19/22
Complete Wave 1B (Go-Live) Cutover	• On-Schedule for 10/27/22 – 10/31/22

Conversion Readiness: GDS Delivery

Converted Data Test (CDT)	Metrics
Conversion Data Test Completed	1405 (or 74%) Test Scripts Passed
CalWIN Converted Data Delivered for Conversion Data Test Execution	97% Test Scripts Executed (Passed, Failed, Blocked)
Open P1 Defects	1 Assigned to GDS#8 (Hot Fixed in CDT), 1 Re-Opened (Unassigned)
Open P2 / P3 Defects (analysis and assignments continue)	Currently 2 P2 and 81 P3/4 Defect Unassigned to a GDS

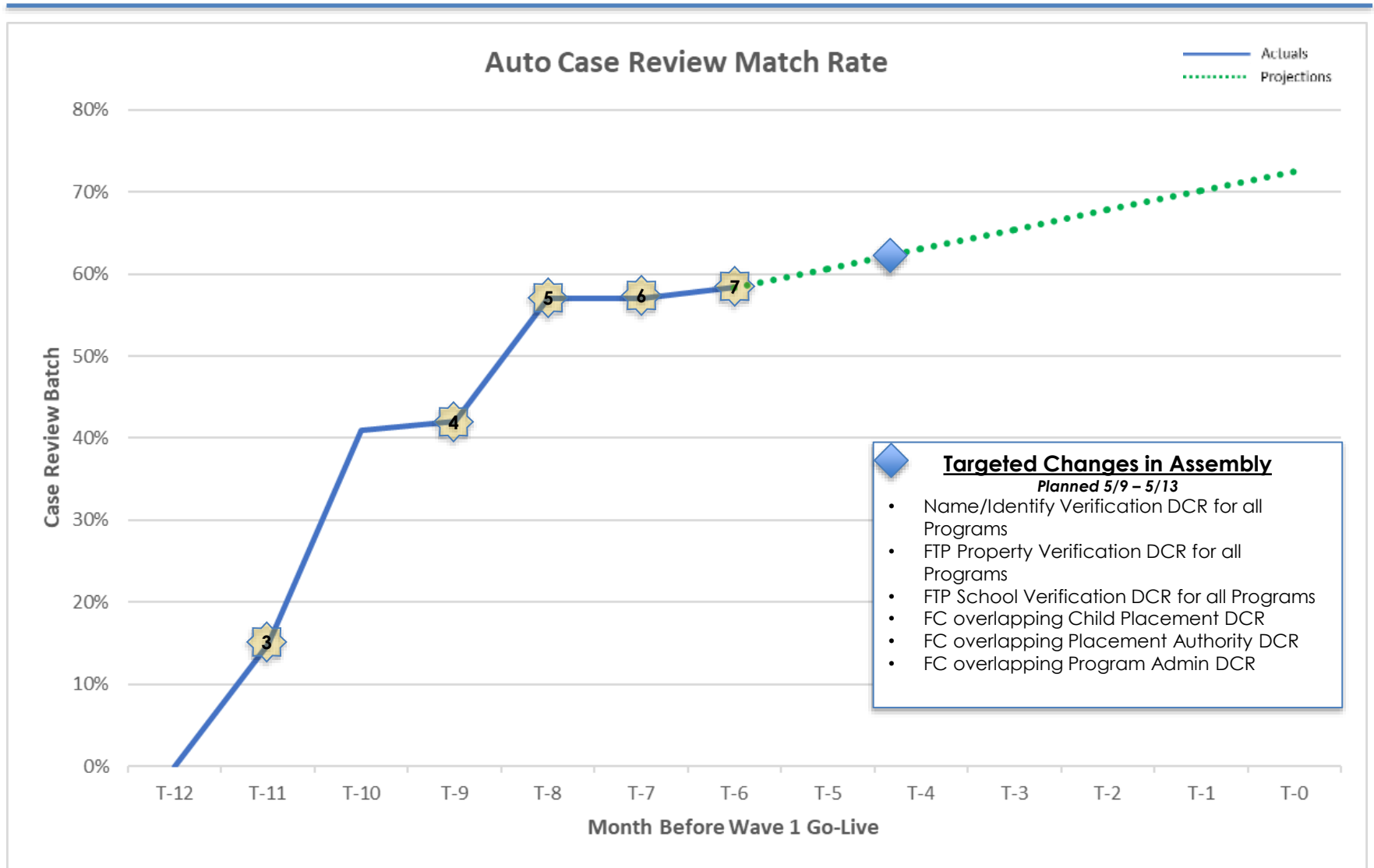Open CDT Conversion Defects Burn Down Tracking

■ Cumulative P1 Defects   ■ Cumulative P2 Defects   ■ Cumulative P3/P4 Defects   ✴ GDS Delivery

Conversion Readiness
CDT and UAT Defect Burndown

Open and Projected Conversion Defect Burndown Actuals to Plan

CalWIN Cutover Case Review Batch
Case Review Batch: Actuals to Target

Auto Case Review Match Rate

Legend:
- Actuals
- Projections

Y-axis: Case Review Batch (0% to 80%)
X-axis: Month Before Wave 1 Go-Live (T-12 to T-0)

Targeted Changes in Assembly
Planned 5/9 – 5/13
- Name/Identify Verification DCR for all Programs
- FTP Property Verification DCR for all Programs
- FTP School Verification DCR for all Programs
- FC overlapping Child Placement DCR
- FC overlapping Placement Authority DCR
- FC overlapping Program Admin DCR

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.

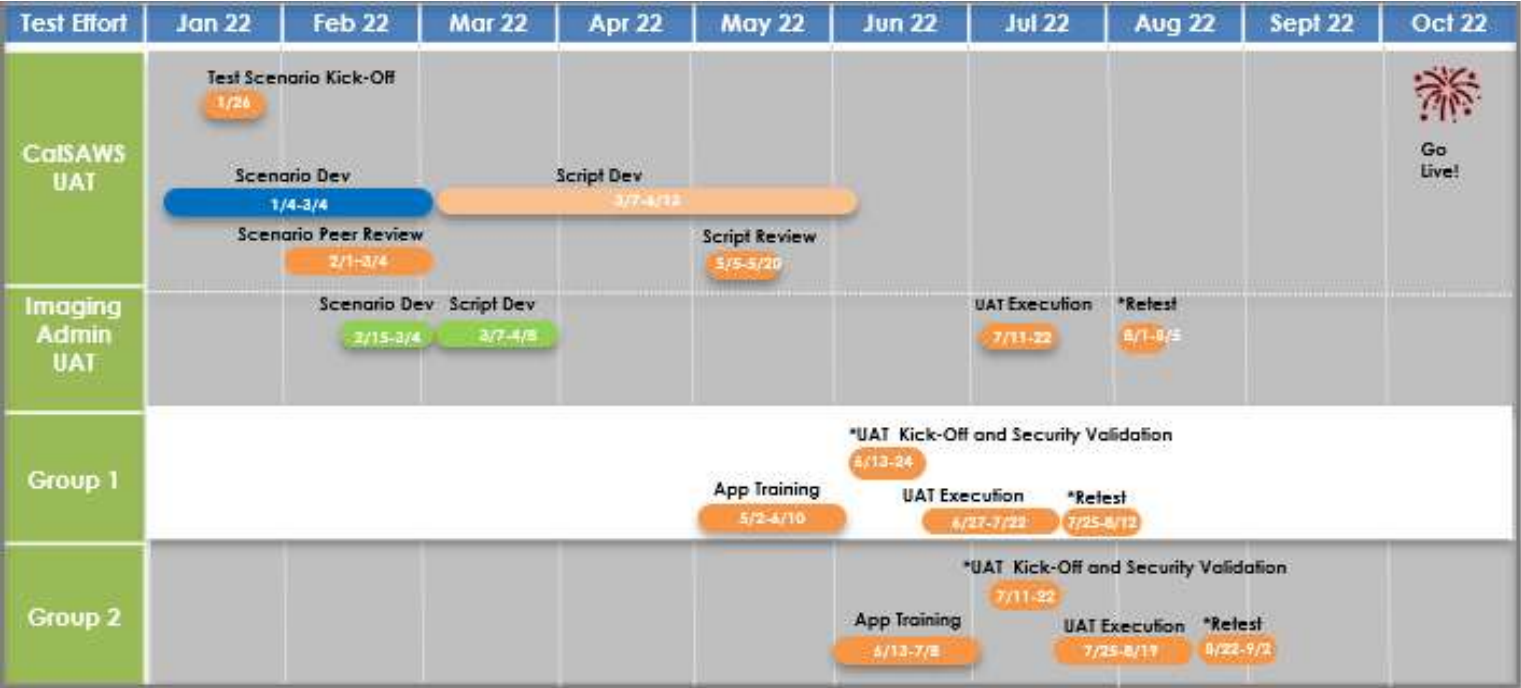# CalWIN Mitigation and Contingency Planning
Risk #268

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

- Exploring Risk Mitigation and Contingency Options for Risk #268

- Risk Mitigations Taken:

  - Shifted Contra Costa from Wave 1 to Wave 2

  - 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

- Contingency Plans are not required now

- Draft Working Models will be updated with any additional county impacts

- Will continue to monitor Risk Triggers and report progress

UAT Preparation Status Update

UAT CalWIN
County UAT Timeline

We are here!

Test Effort	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22	Sept 22	Oct 22
CalSAWS UAT	Test Scenario Kick-Off 1/26; Scenario Dev 1/4-3/4; Scenario Peer Review 2/1-3/4		Script Dev 3/7-6/12		Script Review 5/5-5/20					Go Live!
Imaging Admin UAT		Scenario Dev 2/15-3/4; Script Dev 3/7-4/8					UAT Execution 7/11-22	*Retest 8/1-8/5		
Group 1				App Training 5/2-6/10	*UAT Kick-Off and Security Validation 6/13-24; UAT Execution 6/27-7/22		*Retest 7/25-8/12			
Group 2				App Training 6/13-7/8	*UAT Kick-Off and Security Validation 7/11-22; UAT Execution 7/25-8/19		*Retest 9/22-9/2			

Group 1
1. Manage Personnel
2. Lobby Management
3. CW, CF, Non-FC Resource Data Bank (RDB)
4. CAPI
5. Child Care
6. WTW, FSET, Cal-Learn

Group 2
8. GAGR
9. MC. CMSP
10. FC, AAP, KG, ARC, FC RDB
11. Fiscal Issuance, Reports
12. Fiscal OP/OI, Reports
13. Special Units – Hearings & investigations
14. Special Units – QA, Error Prone, IEVS
15. State Reports

Legend

| | County Participant | | Consortium | | Consortium/County | | Vendor |

UAT CalWIN Preparation
County UAT Activities

Key topics
- 300 UAT participants confirmed
- The project is working with Placer on alternatives to the Zscaler VPN which allows access to the UAT CalSAWS environments
- Script Development continues

May 2022
Activities

- 5/2 - Group 1 UAT application Kick-Off- Completed
- **5/3** - CAlSAWS CalWIN UAT GAGR Script Development Kick-off- Completed
- **5/2-6/3** - Group 1 Self-paced LMS (Group 2 can start effective 5/2/22)
- **5/10 – 5/12** – CAlSAWS CalWIN UAT Security and configuration setup - Completed
- **5/24 – 6/3** – CAlSAWS CalWIN UAT County User Validation of login into UAT CalSAWS Environments
- Script development continued

June 2022
Activities

- **6/6-6/10** - Group 1 Facilitated webinar and hands-on training
- **6/13** - Group 2 UAT application Kick-Off
- **6/13-7/8** - Group 2 Self-paced LMS
  - Group 2 Facilitated webinar and hands-on training (7/5-7/8)
- **6/13-6/24** - UAT Execution Kick-off – Group 1
- **6/27 – 7/22** UAT Group 1 Execution begins

Timing of Help Desk Ticket Closures

Help Desk Ticket Closure

Counties have surfaced concerns that tickets are being closed without communication

- Current Process – if additional information required, teams route tickets to Central Escalate / CalSAWS Project Service Desk
  - For the 39 C-IV counties, if additional information is needed, Central Escalate will make 2 phone calls before resolving if there is a lack of response
  - For Los Angeles, Central Escalate will log an additional comment requesting the information and resolve after 3 business days if there is a lack of response
- When tickets are closed within Tier 3 teams, resolution comments are entered into the ticket and ticket closed without confirmation of resolution

- Proposed change: For tickets where the team is unable to recreate, Tier 3 teams will reach out to Incident Manager to contact county staff with additional questions/ closure information prior to closure

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

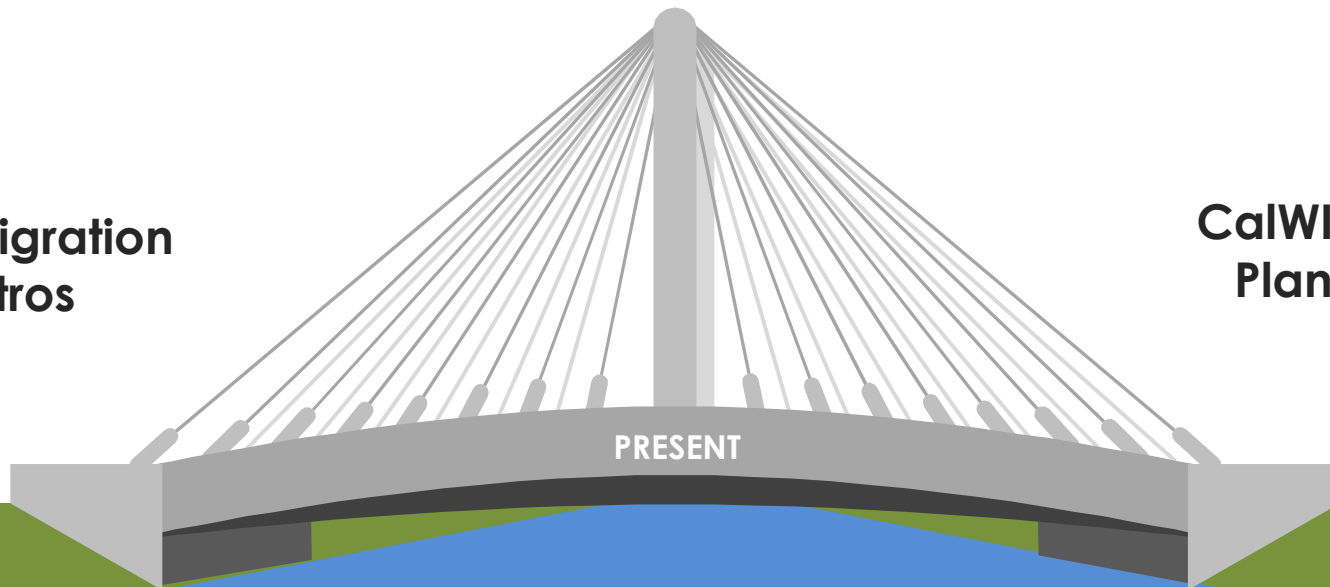4. **Identify specific actions** in each of the Implementation, OCM, and Training workstreams

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

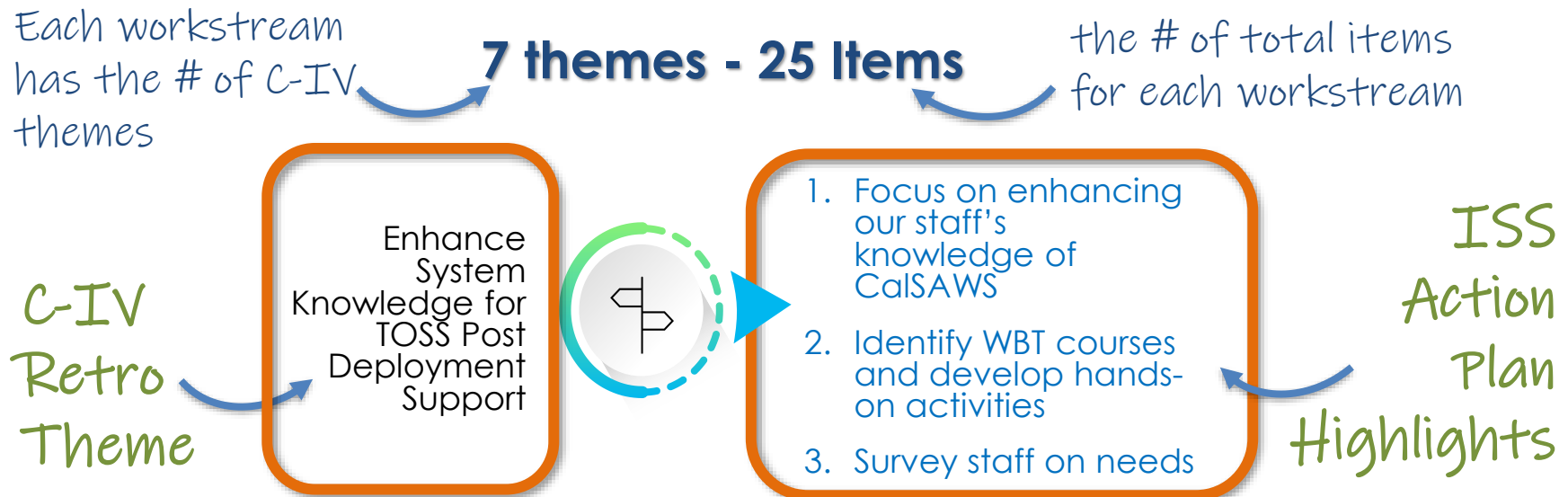**We refined ISS Implementation, OCM, and Training tactics to address C-IV Migration lessons learned**

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

Disposition

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

Cross Team Impacts

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

47
Action Plan Items Identified

Timeframe

We established the execution timeframe for each item

Owners

We identified owners for each action plan 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
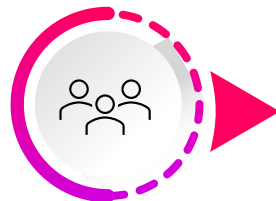
Ensure adequate project staff coverage for county support

Enhance Regional Manager Collaboration
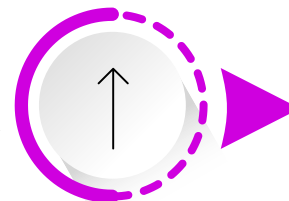
RMs to meet with counties prior to daily stakeholder calls during County Prep and Post Deployment

Implementation/Conversion

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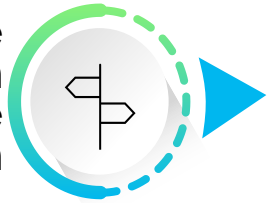
Better Use of Command Center and SMEs → Command Center model focused on providing immediate answers to counties

Improve communication during all phases of Conversion process → Counties will have check-ins with Regional Managers prior to County Prep daily calls
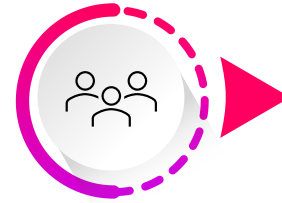
Enhance System Knowledge for IMP team → Focus on enhancing our staff's knowledge of CalSAWS for better county support

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

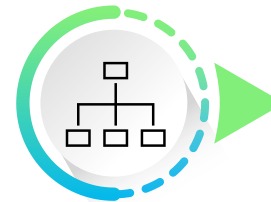## Action Plan Highlights

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
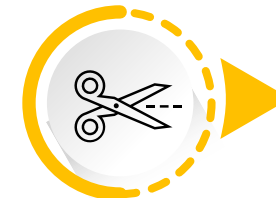
TAC monitors completion rates

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%
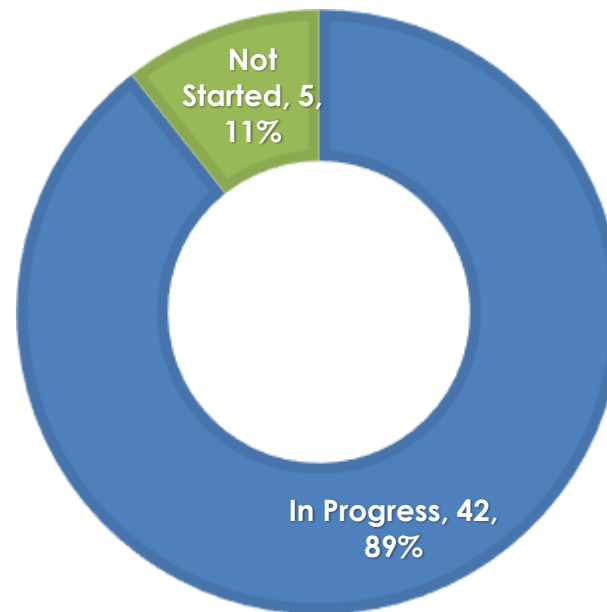
CalSAWS Conference and

JPA Member Representatives Meeting

CalSAWS Conference and JPA Member Meeting
Format

- **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 23, 2022

- **JPA Member Representatives and Board of Directors Meetings**
  - Thursday, June 30, 2022
  - 9:00 a.m. – 11:00 a.m.
  - Hold JPA Board and PSC Member Representative elections, conduct JPA Board business, hear guest speakers, and provide procurement updates
  - Brown Act rules apply

CalSAWS Conference and JPA Member Meeting – June 2022

Proposed Program

Conference

Conference Program

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**

CalSAWS Conference and JPA Member Meeting – June 2022

Proposed Agenda

Business Meeting

JPA Member Representatives Meeting 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**

Update on Key State IV&V Activities

Update on Key IV&V Activities

Key Activities being monitored by IV&V

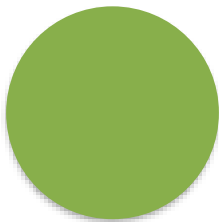|		
	Imaging Stability and Performance	• Production defect resolution • Continued improvements to queues • Performance test results and metrics
	Los Angeles County cutover - Imaging & BenefitsCal	• Post go live support • Defect resolution post to go live • Communications updates • Monitor application submission through BenefitsCal
	CalWIN Converted Data (CDT) Testing	• Defect resolution and risk mitigation activities • Golden Data Set (GDS) 7 testing, GDS 8 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
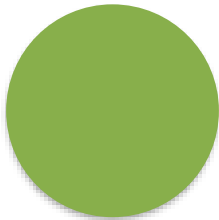
Regional Updates

Adjourn Meeting