



CalSAWS | Project Steering Committee Meeting

August 18, 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 July 21, 2022, PSC Meeting and review of Action Items.



Informational Items



CalSAWS Fiscal Update

County Support Staff Update



Follow-Up Items

- Provided a “cheat sheet” of funded vs. unfunded scope to County Fiscal/Contract SMEs on May 19, 2022; also, re-reviewed scope for County Support Staff funding
- Provided time study tips courtesy of Riverside County to Fiscal/Contract SMEs
- Provided CRFI 22-020 results to the County Fiscal/Contract SMEs to show re-allocations
- Issued CRFI 22-057 to query counties on claim gaps
- Continued to work with the State on flexibility or supplemental funding (ongoing)

County Support Staff Update



CRFI 22-057 County Support Staff Claim Gaps

Survey Summary

All Costs Claimed/No Change

23 Counties

No Response

22 Counties

Staffing/Time Study Issues

3 Counties, \$1K

Insufficient Allocation/Out of Scope

10 Counties,
\$9.1M SFY 21/22

- Counties claimed \$17.1M out of \$22.3M July 2021 through June 2022 leaving a balance of \$5.2M

- Of the \$9.1M, \$6.7M is allowable; \$2.4M is associated with out-of-scope activities
- Of the \$6.7M, \$5.3M can be resolved through reallocation from counties with underspend and a line-item adjustment
- \$1.3M of the \$6.7M could have been mitigated with earlier notification through prior CRFIs
- UAT participation, committee support, time spent on communications including media/promotional items, and training participation were identified as out of scope

County Support Staff Update

CRFI 22-057 County Support Staff Claim Gaps



Next Steps

- Update allocations to mitigate the gap for prior year through a line-item shift and by shifting from counties with underspend to counties with additional needs; counties to submit adjusted claims (October 2021-June 2022 only)
- Expedite the next CRFI to allow CalWIN counties to request adjustments earlier; previously planned for October
- Continue to provide clarification of allowable scope and emphasize importance of CRFIs
- Leverage reserve of county support staff funds to accommodate additional needs to the extent possible
- Continue to work with OSI/CDSS and DHCS as line-item adjustments are needed, including shifts for planning and preparation category*

*Counties will need to submit quarterly reports for any costs tied to planning and preparation category.



Retrospective and Corrective Actions for Productions Incidents

ForgeRock Incident

RCA Summary

- A subset of users (CalSAWS, BenefitsCal, GainWell, OCAT) of the ForgeRock platform experienced intermittent login issues on 7/15
- The issue was caused by an emergency change on the night of 7/14
- Network issues with DR platform prevented ability to switch ForgeRock services to the East region
- The issue was fixed by running a redeployment successfully to 2 of 3 nodes.
- Post Event Actions:
 - The DR platform remediation was completed, and successful failover of services has been performed (7/29)
 - To identify issues impacting ability to switch to DR platform, monitoring DR platform health will be incorporated into standard production monitoring framework
 - To reduce potential future recurrences, all future ForgeRock releases will use the existing standard automated deployment process which includes automated recovery

Online Slowness

RCA Summary

- Some users experienced sporadic performance slowness while navigating through the CalSAWS application and performing transactions on 8/2 and 8/8
- The slowness has been primarily attributed to transaction locking caused by online users accessing the same forms being processed by a daytime cyclic job (PB00S801D)
- The cyclic job, which runs every 2-hours during the day, was implemented as part of the 22.07 Release to render online forms during the day to reduce the backlog of forms needing to be rendered as part of the nightly batch
- The daytime cyclic job has been put on hold while the coding logic in the process is updated to introduce more frequent commits while rendering the forms. Defect CA-248750 has been created to the coding update

MEDS Event Streaming

RCA Summary

- Discontinuance transactions for 1528 CalFresh and Nutritional Benefits (NB) cases were not sent from CalSAWS to the Medi-Cal Eligibility Data System (MEDS) on 7/26/2022
- The missed transactions were sent to MEDS on 8/1/2022 in a catch-up file
- The issue was caused by an operational error in executing exception handling steps for the MEDS Event Streaming long running jobs
- The following corrective actions have been taken to address the root cause of the error and the long running Event Stream jobs:
 - Performance tuning update has been implemented on the MEDS event stream job as of 8/4/2022
 - Batch exception handling steps have been updated to further clarify the execution order for the events stream jobs
 - Additional processing logic and performance tuning updates are targeted with defects CA-248615 and CA-248570
 - Enhancement SCR CA-237034 to rearchitect the event streaming processing threads to run continuously and prevent auto-termination when there are no messages to process



CalSAWS Release and Policy Update

CalSAWS Release Update

Upcoming COLAs and Special Processing

August/September

- 8/6/2022
 - FC/AAP/KG CNI
- 8/13/2022
 - CalFresh Emergency Allotments
- 9/3/2022
 - CalFresh Emergency Allotments
- 9/10/2022
 - CalFresh COLA
 - CalWORKs MAP Increase
- 9/19/2022
 - CalHEERS Release
 - Wave 1 County Prep Cutover
- 9/26/2022
 - CalSAWS Release

CalSAWS Release Update

Upcoming Releases: Next 90 days

Release 22.09

- Update CalFresh Expungement Timeframe
- Update CF EDBC Allotment Logic for Households who received Disaster Supplements or Emergency Allotments in the Same Benefit Month
- SB 1065 – Remove Valid Financial Hardship requirement for Permanent Homeless Assistance

Release 22.11

- ACL 22-27 EBT Scam Benefit Type- Add a new EBT benefit type to reimburse electronic theft claims
- ACL 22-03- Add a cover letter (CF 285A) to the pre-populated CF 285
- 2023 Social Security Cost of living (SSA COLA) - Two actions – Add new SSA Income Records and Run EDBC to process SSA Increase

BenefitsCal Release Update

Upcoming Releases

Fall 2022

09/09/22

R 4.1.5

- CBO Referrals
- Student Center and FAQs
- Student Application

Winter 2023

01/28/23

R 5.0

- CalWORKs 2.0
- Support Requests

Spring 2023

03/25/23

TBD

- Timeclocks
- GROW / WTW Collaborators

05/23/23

ROI



- Release of Information



Update on Key Risks

Update on Key Risks

258: The CalWIN Conversion Cutover Window is at-risk of completing past the 84-hour cutover window

Risk #258	Risk Description & Mitigation Plan	Risk Status
<p>W-1</p> 	<p>The CalWIN Conversion Cutover Window is at-risk of completing past the 84-hour cutover window</p>	<p>Conversion completed Wave 1 cutover activities 2 hours ahead of schedule and saw performance improvement in the cutover window</p> <ul style="list-style-type: none"> • Migration Planning teams, working in collaboration with cross project teams (responsible for activities in the Cutover Schedule), have completed identifying and tracking Risk Mitigation Action Items • Completed Cross-Team Table reads for Mock Cutover 1A and 1B • Completed Mock 1A and 1B Cutovers 2 hours ahead of schedule • Completed evaluation of Mock Cutover 1A and 1B Results
<p>W-2 to W-6</p> 	<p>Same as above</p>	<p>Filter out Extracted CalWIN data that is more than 6 years from the Conversion Date – Meetings Scheduled this week to review Proposal/Approach</p> <ul style="list-style-type: none"> • Gainwell and Accenture to “stack hands” on the filtering logic (i.e., referential integrity) • Gainwell and Accenture to create a Development and Testing schedule • Conversion (i.e., Consortium, Accenture and Gainwell) to communicate to the CalWIN Counties <p>Filter out Closed Cases and Convert as a Cutover C one-week after each (wave) Go-Live – Meetings Scheduled this week to review Proposal/Approach</p> <ul style="list-style-type: none"> • Gainwell and Accenture to “stack hands” on the filtering logic (i.e., referential integrity) • Gainwell and Accenture to create a Development and Testing schedule • Conversion (i.e., Consortium, Accenture and Gainwell) to communicate to the CalWIN Counties

Update on Key Risks

263: Unresolved High Priority Conversion defects not resolved prior to Wave 1 Go-Live could impact County Case Worker business Post Go-Live

Risk #263

Risk Description & Mitigation Plan

Risk Status



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

Mitigation Steps:

- Prioritize New P1 for the next GDS (i.e., GDS#9)
- Prioritize Existing (and Go-Live Dependent) P2 Defects into GDS#9
- Prioritize (Go-Live Dependent) P2, not assigned to GDS#9) to be resolved and included in the Conversion logic for Go-Live. Testing to occur in Conversion environment
- Perform an Impact Analysis on Defects not assigned to Conversion logic prior to Go-Live and Communicate to the Implementation Support Services (ISS) team

Current State of Open Defects as of August 5, 2022:

- At Wave 1 Go-Live, **106 P3 and/or P4 Defects will remain Open.** Each has an Alternate Procedure documented in Jira
- P2 Defects In-Triage are in analysis to determine if they impact Placer and/or Yolo Wave 1 Counties

Open Defects by Phase	P1	P2	P3/P4	Total
CDT	0	67	105	172
CDV	0	4	22	26
UAT	0	5	1	6
Total Open Defects	0	76	128	204

Defect Delivery by GDS	P1	P2	P3/P4	Total
GDS#9	0	59	26	85
Wave 1 Go-Live	0	13	0	13
GDS#10	0	0	80	80
GDS#11	0	0	21	21
In Triage	0	4	1	5
Total Open Defects	0	76	128	204
Resolved	0	-51	-16	-67
Conversion Open Total	0	25	112	137


106

Green Light Criteria:

- UAT is on-plan to complete as scheduled;
- No Open Severity 1-High Severity defects;
- Severity 2-Normal defects have been analyzed and categorized as either “go-live dependent” or “production deferral”;
- Resolved defects have been documented; and
- Test results and summary reports have been completed

Update on Key Risks

268: Implementation Readiness for CalWIN Cutover to CalSAWS

Risk #268	Risk Description & Mitigation Plan	Risk Status
<p>W-1</p> 	<p>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</p> <p>To mitigate this risk, the following actions will be taken:</p> <ul style="list-style-type: none"> • Execute the mitigation steps outlined in each of the individual risks which includes utilizing only Wave 1 county data to support UAT and moving up the start of implementation readiness activities • Consolidate county validation efforts and number of county staff required to participate • Establish measurable, formal checkpoints to determine if exit criteria are on track to be met or if adjustments and/or other options need to be taken <p>Detailed Contingency Planning is underway to determine the best options and strategies to minimize impact to Counties and remain within schedule and budget</p>	<p>August 12, 2022: Efforts to mitigate related risks for Batch Performance (Risk #237), Image Scalability and Performance (Risk #356), Converted Data Test (CDT) Defect Resolution (Risk #263), County Image Migration Readiness (Risk #264), GA/GR UAT and Count Data Validation Delay (Risk #267), and Report Refactoring and Ancillary System Timelines (Risk #269) have been effective, and these items are on track toward Green Light. Additionally, the Change Discussion Guides for Wave 1 (Risk #270) have been approved. Areas that continue to require enhanced mitigation efforts include:</p> <ul style="list-style-type: none"> • County Readiness (Risk #262) – Although recent efforts are more directionally correct, county readiness materials and activities consistently have been delivered late and required notable re-work. The ISS and TOSS teams are working with the Counties on their County Readiness Checklists, and only three months remain before cutover <i>Note: Although part of Project Readiness, concerns related to the Implementation Support Plan delay and quality will be captured in a separate risk/issue (See Risk 278)</i> <p>Mitigations Actions: To date, Contra Costa shifted from Wave 1 to Wave 2, and the project shifted their CDG to Wave 2 schedule. Additional mitigations underway include 1) leveraging the UAT environment, trainings, and testers to participate in Wave 1 Process Simulation; 2) providing additional, in-person support to walk Counties through work plans and checklists and verify that sufficient staffing is in place at the Counties to complete activities; 3) providing additional change discussion sessions with the Counties to help understand and implement CDGs; and 4) preparing to “swarm” the Wave 1 Counties with additional post-implementation support from the Consortium, Accenture, and other project teams to bridge readiness gaps</p> <p>Contingency Plans are not required at this time due to the impact on Counties. The teams will continue to implement tactical mitigations. Updating Risk Trigger date to reflect next scheduled risk trigger checkpoint, which is after batch performance testing is complete</p>

Update on Key Risks

268: Implementation Readiness for CalWIN Cutover to CalSAWS

Risk #268	Risk Description & Mitigation Plan	Risk Status
<p style="text-align: center;">W-2</p> 	<p>Same as previous slide</p>	<p>August 12, 2022:</p> <ul style="list-style-type: none"> • County Readiness (Risk #262) – Although recent efforts are more directionally correct, county readiness materials and activities consistently have been delivered late and required notable re-work. The ISS and TOSS teams are working with the Counties on their County Readiness • Change Discussion Guides (CDGs) Readiness (Risk #270) – Some errors associated with Wave 1 CDGs have been repeated in the Wave 2 CDGs. The Wave 2 CDGs review was paused while additional updates were made. Lessons learned for CDG reviews, which include draft and final work product reviews with the Counties, are now being incorporated for Waves 2 and Wave 3 CDGs <p>Mitigations Actions: To date, Contra Costa shifted from Wave 1 to Wave 2, and the project shifted their CDG to Wave 2 schedule. Lessons learned from Wave 1 Process Simulation will be incorporated into Wave 2 Process Simulation. The team anticipates providing additional, in-person support to walk Counties through work plans and checklists and verifying that sufficient staffing is in place at the Counties to complete activities. They will further provide additional change discussion sessions with the Counties to help understand and implement CDGs</p> <p>Contingency Plans are not required at this time</p>
<p style="text-align: center;">W-3</p> 	<p>Same as previous slide</p>	<p>August 12, 2022:</p> <ul style="list-style-type: none"> • County Readiness (Risk #262) – Although recent efforts are more directionally correct, county readiness materials and activities consistently have been delivered late and required notable re-work. The ISS and TOSS teams are working with the Counties on their County Readiness • Change Discussion Guides (CDGs) Readiness (Risk #270) – Lessons learned for CDG reviews from Waves 1 and 2 include draft and final work product reviews with the Counties and are now being incorporated for Wave 3 CDGs <p>Contingency Plans are not required at this time</p>
<p style="text-align: center;">W-4 to W-6</p> 	<p>Same as above</p>	<p>August 12, 2022:</p> <ul style="list-style-type: none"> • County Readiness (Risk #262) – Although recent efforts are more directionally correct, county readiness materials and activities consistently have been delivered late and required notable re-work. The ISS and TOSS teams are working with the Counties on their County Readiness • Change Discussion Guides (CDGs) Readiness (Risk #270) – Anticipate incorporating lessons learned for CDG reviews from Waves 1-3, including draft and final work product reviews with the Counties <p>Contingency Plans are not required at this time</p>




Update on Key Risks

269: CalWIN Counties may not have enough development and testing timeline to Refactor their Ad-hoc Reports and Ancillary System before Go-Live

Risk #269	Risk Description & Mitigation Plan	Risk Status
<p>W-1</p> 	<p>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</p> <p>Defined Waves 1 - 6 Curriculum: Activities, Training, and Milestones which includes T- timelines for the following:</p> <ul style="list-style-type: none"> • 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 	<p>CalWIN County Education Sessions (i.e., Planned Curriculum) for Wave 1:</p> <ul style="list-style-type: none"> • CalSAWS has facilitated 90% (or 9 of the 10) planned Ad Hoc Support Curriculum to Wave 1 Counties <p>CalWIN County Ad Hoc Reports Refactoring for Wave 1:</p> <ul style="list-style-type: none"> • Wave 1 Counties have Refactored 0% of their Ad Hoc Reports and are approx. 0% to plan. Placer has 1 and Yolo has 39 Ad Hoc Reports to Refactor, respectively
<p>W-2</p> 	<p>Same as above</p>	<p>CalWIN County Education Sessions (i.e., Planned Curriculum) for Wave 2:</p> <ul style="list-style-type: none"> • CalSAWS has facilitated 80% (or 8 of the 10) planned Ad Hoc Support Curriculum to Wave 2 Counties <p>CalWIN County Ad Hoc Reports Refactoring for Wave 2:</p> <ul style="list-style-type: none"> • Ad Hoc Refactoring planned to begin in Sep 2022 at T-6 (to Go-Live)
<p>W-3</p> 	<p>Same as above</p>	<p>CalWIN County Education Sessions (i.e., Planned Curriculum) for Wave 3:</p> <ul style="list-style-type: none"> • CalSAWS has facilitated 40% (or 4 of the 10) planned Ad Hoc Support Curriculum to Wave 3 Counties <p>CalWIN County Ad Hoc Reports Refactoring for Wave 3:</p> <ul style="list-style-type: none"> • Ad Hoc Refactoring planned to begin in Sep 2022 at T-6 (to Go-Live)


Update on Key Risks

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)

Risk #270	Risk Description & Mitigation Plan	Risk Status
<p>W-1</p> 	<p>If OCM does not have sufficient documentation and resources to create Change Discussion Guides (CDGs), and Counties do not have adequate time to review and provide feedback, the CDG delivery timeframe and level of detail might be impacted. The OCM team uses the County To-Be Process documentation to create the CDGs</p> <p>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</p> <p>The OCM team must create CDG DDELS, review content with all Wave Counties, and finalize drafts. CDGs must be finalized 2 weeks prior to the start of Early Training</p>	<p>The OCM team is preparing for the next phase – Change Discussions with Staff</p> <ul style="list-style-type: none"> • Completed defining the approach, timeline, schedule, tools, materials • Completed conducting the kickoff with Placer and Yolo • Completed Preparing Placer and Yolo managers and supervisors for Change Discussions with Staff • Counties will conduct Change Discussions with staff by August 31, 2022 • Currently in progress of measuring and tracking progress of Change Discussions
<p>W-2</p> 	<p>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 will be impacted. The OCM team uses the County To-Be Process documentation to create the CDGs. Two Wave 2 Counties have indicated the need to modify the CDGs to provide more tailoring to their County processes and understand how the CDGs should be used in concert with other ISS activities to effectively support change discussions between supervisors/managers and County staff. Project reviewers have also submitted comments that Deloitte is addressing for all Wave 2 CDGs</p> <p>Noted Key Dates: W2 WBT Early Learning Dates: 9/26/22 W2 Early Learning ILT Dates: 11/28/22 - 12/16/22</p>	<p>Wave 2 CDGs are trending late, and the delivery timeframes are revised</p> <ul style="list-style-type: none"> • Tulare approved its FWP. Deloitte is resolving remaining Santa Clara FWP comments. Contra Costa sessions planned to close out FWP comments. Deloitte plans to submit DDEL 7.03-7.05 Change Discussions Guides to the Consortium on August 30 (original date: June 24). Tulare submitted • Deloitte plans to submit FDEL 7.03-7.05 Change Discussions Guides to the Consortium on September 20 (original date: July 18) • Conduct orientation session with W3 Counties - August 18, 2022 • Conduct Change Discussion Prep sessions with W3 managers and supervisors for Change Discussions with Staff - November 14, 2022 – November 25, 2022 • Measure and track progress of change discussions - November 28, 2022 – December 23, 2022
<p>W-3</p> 	<p>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. Change discussions between supervisors/managers and County staff may not be as effective without an understanding of how the CDGs should be used in concert with other ISS activities</p> <p>Noted Key Dates: W3 Orientation Sessions: TBD W3 Prep Sessions with Supervisors/Managers: TBD W3 Change Discussions with Staff: TBD W3 WBT Early Learning Dates: 11/28/22 W3 Early Learning ILT Dates: 1/7/23 - 2/17/23</p>	<p>A master CDG is being developed as the starting point for creating W3 County CDGs and the estimated completion is end of August</p> <p>CDG development plan being revised in concert with the Counties while aligning with early learning dates</p> <p>DWP for Orange, Santa Barbara and Ventura is delayed to use an interactive approach with the Wave 3 Counties in the development of the CDGs</p>

Update on Key Risks

272: Changes to CalWIN Counties PoP site locations occurring less than 12 months prior to go-live may be at risk of not having connectivity with CalSAWS or meeting cutover milestones

Risk #272	Risk Description & Mitigation Plan	Risk Status
<p>W-2 – Santa Clara</p> 	<p>Any CalWIN County that make changes to their designated Point of Presence (PoP) site locations after procurement and planning tasks have been complete, or occurring within 12 months prior to go-live, are at risk for not meeting targeted connectivity dates needed for go-live</p> <p>CalWIN Counties:</p> <ul style="list-style-type: none"> Review responses received from original CRFI 22-015 and re-send those responses back the Counties to confirm/validate the PoP site locations. The new CRFI/CIT (target by June 10 distribution) will call out that due to the long lead times and potential impact to readiness, CalSAWS is looking for their confirmation and if there are any plans in the next 18 months to change and communicate that CalSAWS would like to be part of the initial planning to assess impact 6 Counties (Placer, Yolo, Santa Clara, Santa Barbara, San Mateo, San Francisco) had opted in for a change to the PoP location 	<ul style="list-style-type: none"> Santa Clara County has changed the previously designated PoP site location resulting in previously completed procurement and planning tasks having to be re-done. This will result in a 3-month impact to all downstream tasks and milestones for Santa Clara County Mitigation technique of deploying 4G as an interim connectivity solution has failed due to poor signal from both Verizon and AT&T Additional risks have materialized around the fixed line circuits (AT&T and Comcast) which were proposed as the recommended circuits at this facility <ul style="list-style-type: none"> Comcast 50Mbps <ul style="list-style-type: none"> The ISP last mile provider (Comcast) has identified dependencies on construction requirements needing to be completed prior to Circuit delivery Construction delays anticipated to be remedied by October 27, 2022 AT&T 100Mbps <ul style="list-style-type: none"> ISP Vendor not allowed to deploy circuits to the equipment that was identified during initial site survey due to County policy around Security This will result in the order going back into queue and a fresh survey being conducted. (Anticipated delay of 1-2 Months, with possibility of new construction delays) AT&T circuit delivery rescheduled for August 8, 2022 Level 3 100Mbps (Zayo last mile) <ul style="list-style-type: none"> Order placed and pending carrier survey and projected delivery date



Conversion Update

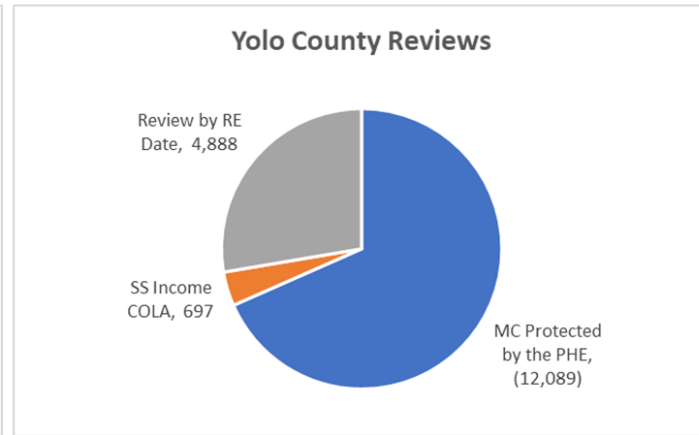
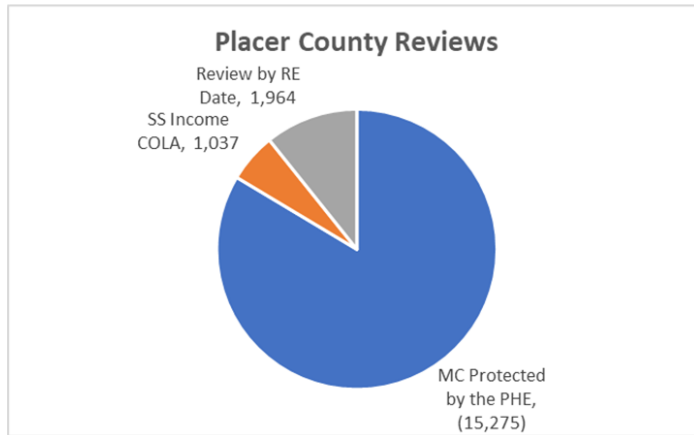
- Processing Yellow Banner Cases and Aggregated Numbers and Percentages by County



CalWIN Cutover Case Review Batch

Case Review Batch: Actuals to Target

9% of Converted Active Programs Need Worker Review



Worker Review by County

	Placer	Yolo	Total	
Programs with Yellow Banner - Prioritization for County Reviews	3,001	5,585	8,586	9%
SS Income COLA	1,037	697	1,734	
Review by RE Date	1,964	4,888	6,852	

Counties to Prioritize for the Social Security Income COLA in December

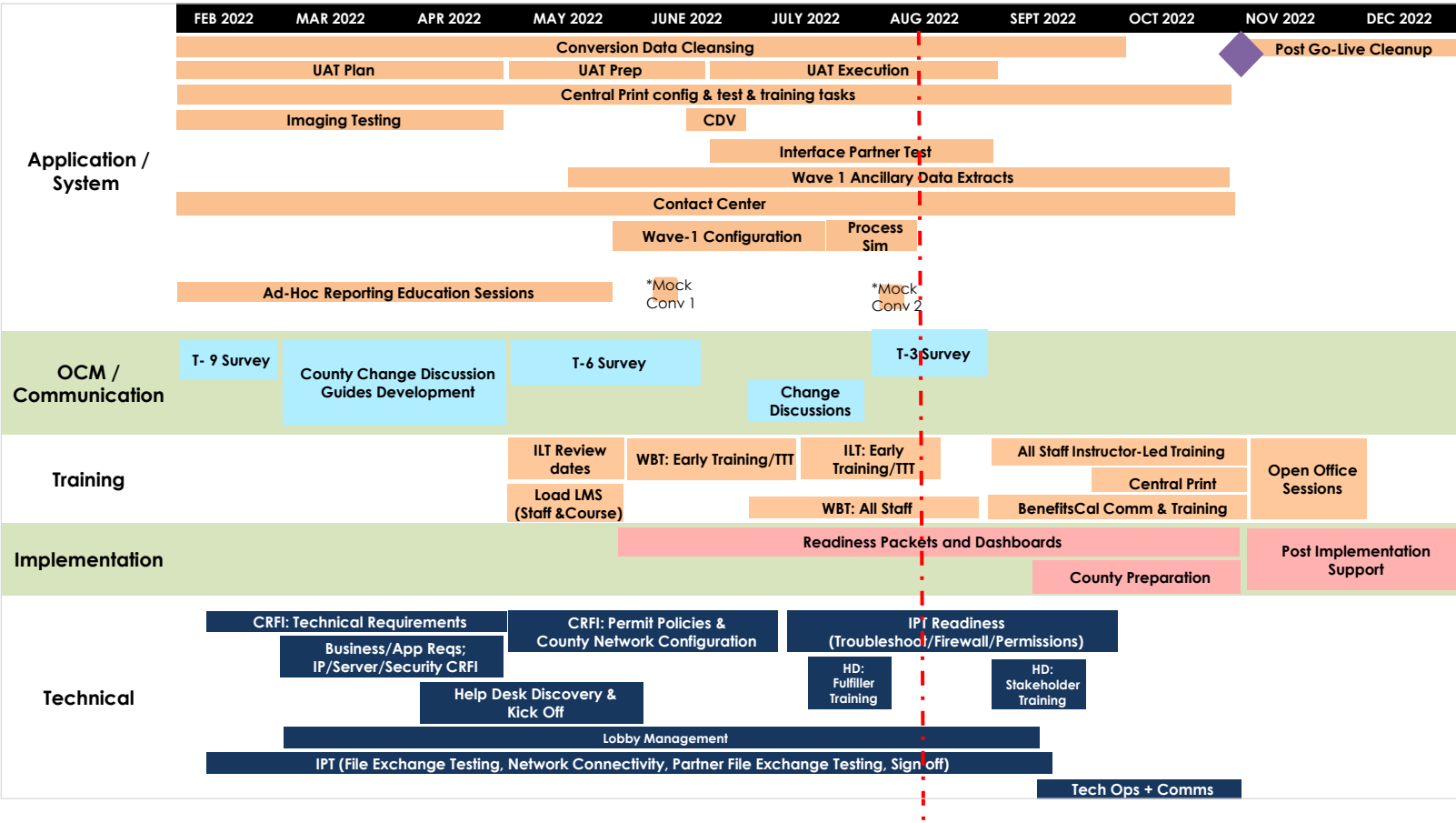
Counties to Review programs on their Redetermination Date



CalWIN Wave 1 Implementation
Readiness Dashboard and Packet



Wave-1 Critical Path – Summary Timeline View



We Are Here

Wave 1 Ancillary Date Extracts
 May 23, June 11, Aug 6
 October 27-31 (final cutover)

***Mock Conversion 1** 6/11 – 6/14
***Mock Conversion 2** 8/6- 8/9

County Data Validation (CDV) – June 20-July 1
Process Simulation – July 25 – Aug 19
Interface Partner Testing (IPT) – June 27 – Aug 31

UAT
Group 1 6/27 – 7/22 (retest 7/25 – 8/12)
Group 2 7/25 – 8/12 (retest 8/22 – 9/2)

Wave-1 Readiness: Executive Summary

Readiness Areas and Categories

Executive readiness focuses on the critical path to completion with the associated milestones and measures used to track readiness items.

Readiness Area*		Readiness Category	Comments
Application	G	Deploy CalSAWS Releases 22.09	In Progress: 21.75% complete
	G	Contact Center Readiness	SCRs in progress <ul style="list-style-type: none"> • Yolo: CA-240152 • Placer: CA-235356
	G	Imaging Readiness	
	G	BenefitsCal Readiness	CBO Mock Run 1 in process and on schedule
	G	Central Print Readiness	
	C	UAT Prep	UAT Prep is Complete
	G	UAT Execution	Group 1 – Currently in Group 1 Re-test; 85% of scripts passed Group 2 – In Progress (GA/GR, Fiscal Issuance and Overpayments and others)
Integration	G	County Interface Partner Test (IPT) Execution	In Progress: 64% complete
	G	State Interface Partner Test (IPT) Execution	In Progress: 88% complete
Conversion	G	CDT Defects Resolution	As of 6/9/22 there are 166 unresolved CDT Defects.
	G	EDBC Match – Auto Review Rates	68% Match in Assembly
Technical	G	County Network Connectivity	Connectivity: <ul style="list-style-type: none"> • Technical enablement and connectivity completed for Placer and Yolo Counties • Circuit bandwidth upgrades in progress for Placer and Yolo to support EDR • Compliance validation CRFI to be distributed by August 8, 2022
	G	Performance Testing	Batch Performance: In Progress (50%) Online Performance: In Progress (25%)



*The status should be reflective of the readiness category trending at the time of reporting period.

Wave-1 Readiness: Executive Summary

Readiness Areas and Categories

Executive readiness focuses on the critical path to completion with the associated milestones and measures used to track readiness items.

Readiness Area*		Readiness Category	Comments
Training	C	FDEL 8 Master Training Plan	Monthly update submitted on time for Consortium review.
	C	ILT Training Curriculum Complete	Complete for Wave 1 Counties.
	G	Wave 1 County Classroom Set-Up	Placer & Yolo connectivity to the Training Production environment tested and complete. Training courses started on time and without incident.
	G	WBT Training Delivery	WBTs continue and both counties are making expected progress.
	G	ILT Training Delivery	Early Training and Train the Trainer started 7/18/22 and will be complete on 08/19/22. End User Training begins 09/06/2022
Organization	Y	Change Discussion Guides (CDGs)	<ul style="list-style-type: none"> Yolo & Placer currently conducting change discussions scheduled for completion by 08/19/2022
	G	Communications	<ul style="list-style-type: none"> Wave 1 Infographics for July distributed via CIT T-3 Surveys in progress
	C	Business Process Reengineering	<ul style="list-style-type: none"> All To-Be Sessions Complete All Closeout Sessions Complete All Work Products Signed-Off and Deliverables Approved
	G	Process Simulation	<ul style="list-style-type: none"> Detailed Scenario Definition and Data Prep Ready for Execution Configuration Loaded Execution underway – Placer 54% Complete, Yolo 50% Complete
	G	Configuration	<ul style="list-style-type: none"> Working Sessions Complete Core and Additional Configuration Documented
Implementation	Y	Implementation Planning	<ul style="list-style-type: none"> DEL-10 resubmitted on 08/05/2022 Command Strike teams continue
	G	County Prep	<ul style="list-style-type: none"> County Prep CIT distributed 8/05 County Prep Kick off scheduled for 8/18
	Y	Pre and Post Implementation Support	Resource planning and Command Center Strike teams continue
	G	Help Desk	County Delegated Admin Training: Completed for Wave 1 County ServiceNow Fulfiller Training: Completed for Wave 1 (Refresher Session will be hosted closer to go-live)
	G	County Ad Hoc Reports/APIs	Ad Hoc Report → For Wave 1 Counties (Placer and yolo): <ul style="list-style-type: none"> CalSAWS has facilitated 100% of the planned Ad Hoc Support Curriculum to the Wave 1 Counties. Yolo has identified 44 that require refactoring. Yolo is working with the project for enhanced support to refactor reports.

Wave 1 – County Readiness Summary

Readiness Area	Status*	Placer	Status*	Yolo
Application	G		G	
Integration	G	Placer is completing the Direct Deposit and Positive Pay with Wells Fargo and is on track to complete.	G	Currently finalizing the IPT testing; on schedule through 08/19/2022, for the Auditor Controller file
Conversion	G		G	
Technical	G	Placer is responding and confirming compliance validation CRFI	G	Yolo is responding and confirming compliance validation CRFI
Training	G	County is participating in Train the Trainer (through 08/19/2022)	G	County is participating in Train the Trainer (through 08/19/2022)
Implementation	G	Placer does not have any reports to refactor.	G	Ad Hoc Refactoring for forty-four (44) reports began and receiving enhanced support from project.
Organizational	G	Placer currently is conducting CDG discussions with staff through 08/19. The T-3 Readiness Survey is open from 08/08 – 08/19	G	Yolo currently is conducting CDG discussions with staff through 08/19. The T-3 Readiness Survey is open from 08/08 – 08/19

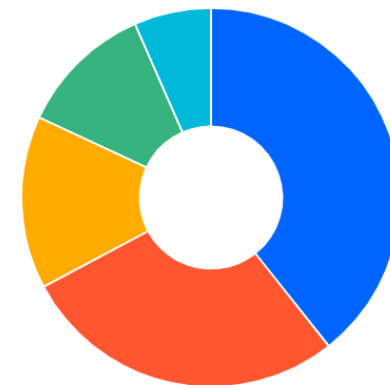
*Information included is as of August 5, 2022

NS	Not Started	G	On Schedule	Y	<14 Days Late	R	>=14 Days Late
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Wave 1 County Readiness Checklist Activities by Status (as of 08/05/2022)

Status	00 All Counties	02 Placer	03 Yolo	Wave 1 Counties	T:
COMPLETED	1	252	213	3	469
NOT STARTED	0	98	107	3	208
IN PROGRESS	0	28	31	0	59
Total Unique Issues:	1	378	351	6	736

Wave 1 All Tasks Due Next 30 Days by Readiness Category



Implementation Readiness Category

Total Issues: 61

Implementation Readiness	24
Application Readiness	17
Change Readiness	9
Training Readiness	7
Conversion Readiness	4

Note: All County Tasks includes tasks that all 18 CalWIN Counties are responsible for completing (e.g., UAT related tasks). Wave 1 Counties tasks include tasks that apply to both Placer and Yolo Counties (e.g., selective conversion tasks)



UAT Status Update



CalSAWS CalWIN UAT

Overall Group 2 schedule

Program/Functional Area	UAT Participation Dates
July 25 – Aug 22, 2022	GAGR
July 25 – Aug 22, 2022	MC, CMSP
July 25 – Aug 22, 2022	FC, AAP, KG, ARC, FC RDB
July 25 – Aug 22, 2022	Fiscal Issuance, Reports
July 25 – Aug 22, 2022	Fiscal OP/OI, Reports
July 25 – Aug 12, 2022	Special Units – Hearings & investigations
Aug 15 – Aug 22, 2022	Special Units – QA, Error Prone, IEVS
July 25 – Aug 22, 2022	State reports

CalSAWS CalWIN UAT

Group 2 UAT Participation

CalSAWS CalWIN UAT Highlights

585+
UAT Scenarios

8
Functional/Program Areas

- Functional/Program Areas:
- GAGR
 - MC/CMSP
 - CWS: FC, AAP, KG, ARC, RDB
 - Fiscal BI
 - Fiscal OP/OI
 - Special Units: Hearings/SIU
 - Special Units: IEVS, QA, Error Prone
 - State Reports

180+
Participants

18
CalWIN Counties

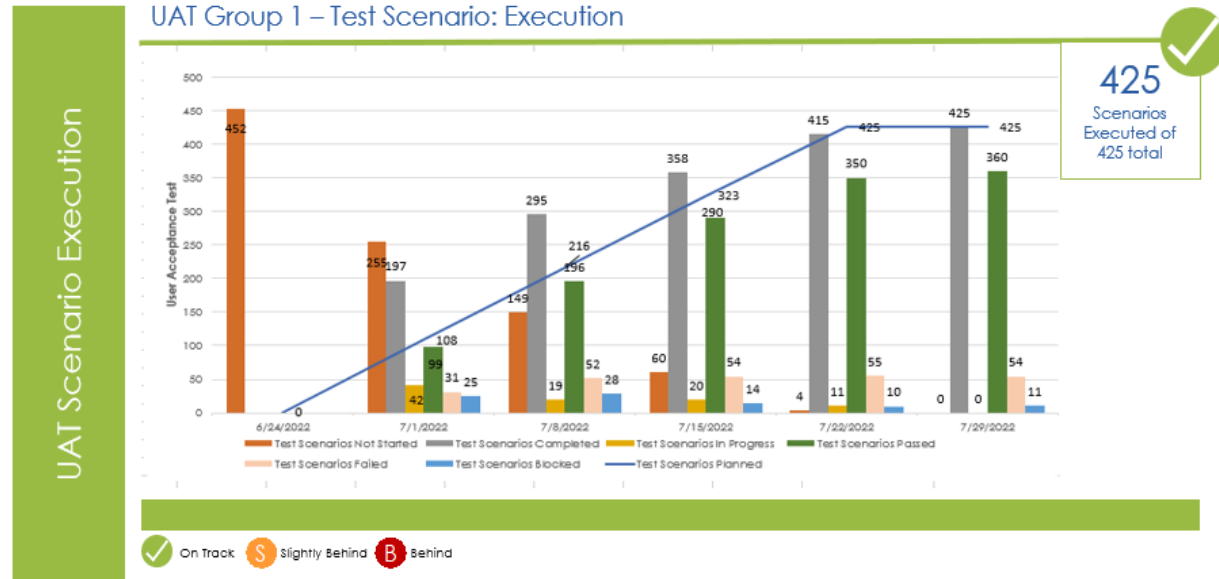


CalSAWS CalWIN UAT: Group 1 Script Execution

Execution Summary

Group 1 UAT Execution Status

- Execution completed July 22, 2022
 - 100% Scripts Executed
 - 85% Scripts Passed
- Program/Functional Areas:
 - CAPI, Lobby Management
 - CW/CF, WTW, Child Care
- Next steps, close remaining open defects:
 - CAPI functionality
 - CW/CF NOA Generation
 - Opportunities for Training



CalSAWS UAT Execution (Group 1)	Total Test Scripts	Not Started	In Progress	Passed	Failed	Blocked
CalSAWS CalWIN UAT	425	0% (0)	0% (0)	85% (360)	13% (54)	2% (11)

Feedback and Experience

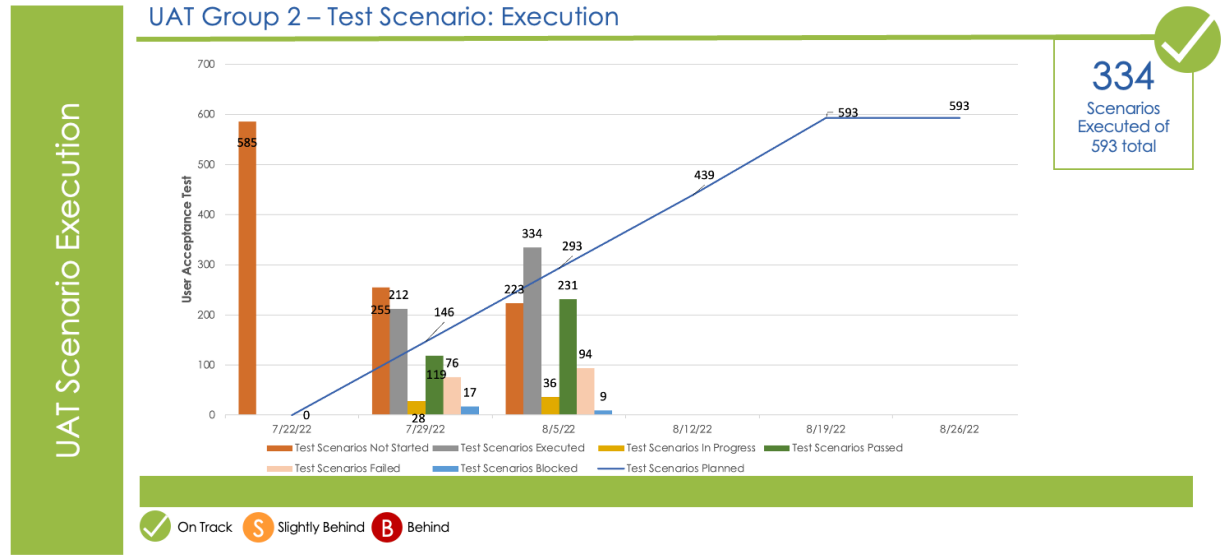
- High level of CalWIN UAT Tester engagement and collaboration
- Early identification on CalWIN and CalSAWS system differences
- County Security Administrators are identifying and resolving Security Profile Updates

CalSAWS CalWIN UAT: Group 2 Script Execution

Execution Summary

Group 2 UAT Execution Status

- Execution began July 25, 2022
- 56% Scripts Executed
- 39% Scripts Passed
- Program/Functional Areas:
 - GAGR, MC/CMSP
 - CWS - FC, AAP, KG, RDB
 - Fiscal BI, Fiscal OP/OI
- Special Units: Hearings, SIU, IEVS, QA, Error Prone
- State Reports




CalSAWS UAT Execution (Group 2)	Total Test Scripts	Not Started	In Progress	Passed	Failed	Blocked
CalSAWS CalWIN UAT	593	38% (223)	6% (36)	39% (231)	16% (94)	1% (9)

Feedback and Observations

- Provided additional support to resolve access issues
- Counties are working together
- Users are quickly adapting to the CalSAWS System
- CalSAWS Report SMEs sharing experiences with State Reports



BenefitsCal Update

- Final Acceptance
 - Disaggregated Application Data by platform and county and plan to provide publicly
 - BenefitsCal vs. YBN Apps (slide)
 - Make links to BenefitsCal Help more prominent
- 
-

BenefitsCal Final Acceptance Update



In July JPA meeting, requested Consortium Executive Director's discretion for approving the BenefitsCal Final Acceptance on the basis of:

Final Acceptance

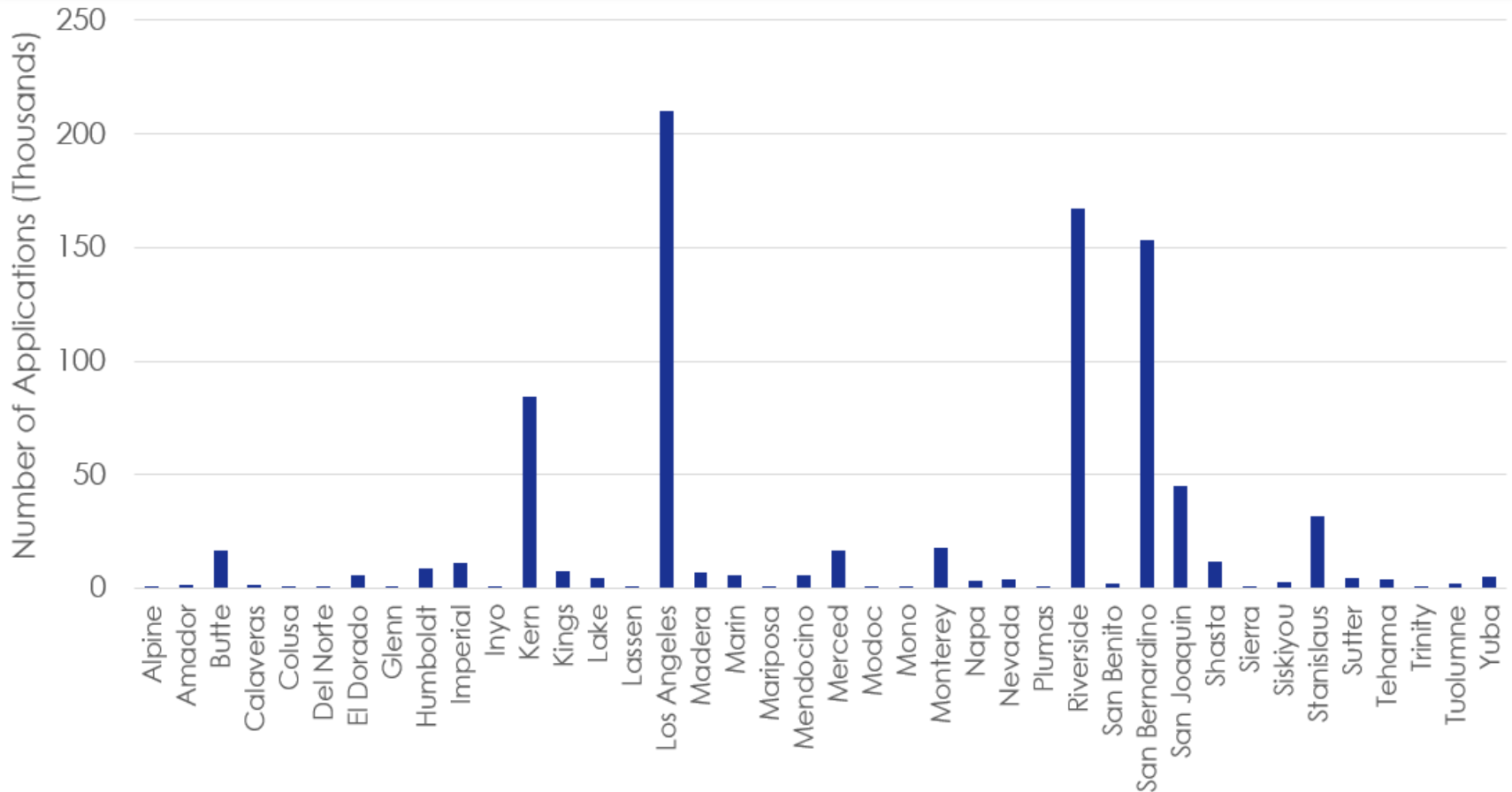
- ☑ Implementation of Portal/Mobile App Phase (Phase 1) based on requirements set forth in Attachment J to the RFP
- ☑ Following successful cutover of the Portal/Mobile App to the production environment, provide an Implementation Complete Report certifying that all Portal/Mobile App requirements have been met and all known Deficiencies (Phase 1) have been corrected.
- ☑ For a period of thirty (30) days immediately following the completion of the implementation cutover event, monitor and report any Deficiencies to the CONSORTIUM.
- ☑ Upon occurrence of a Deficiency, document and correct such Deficiencies
- ☑ All Deficiencies identified during the 30-day period immediately following the implementation cutover event have been corrected



Approval of the BenefitsCal Migration Final Acceptance leads to the Consortium's payment of the holdback release for the BenefitsCal DD&I Project

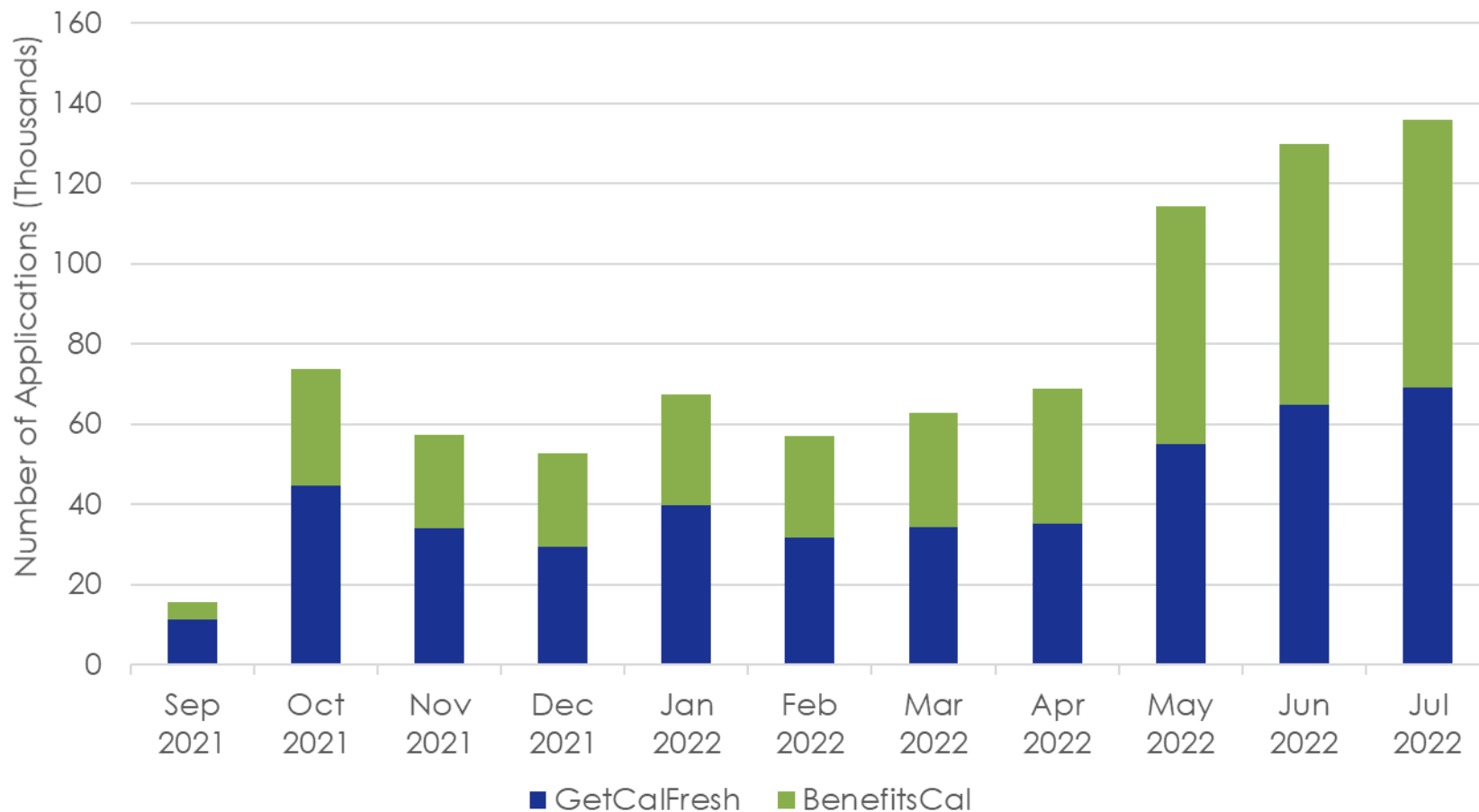
Submitted Applications by County

- Data below shows the breakdown of the **835,503 applications** submitted across counties.
- Go-live for C-IV counties was Release 1.0 on 09/27/21 and go-live for LA County was Release 3.0 on 04/25/22.



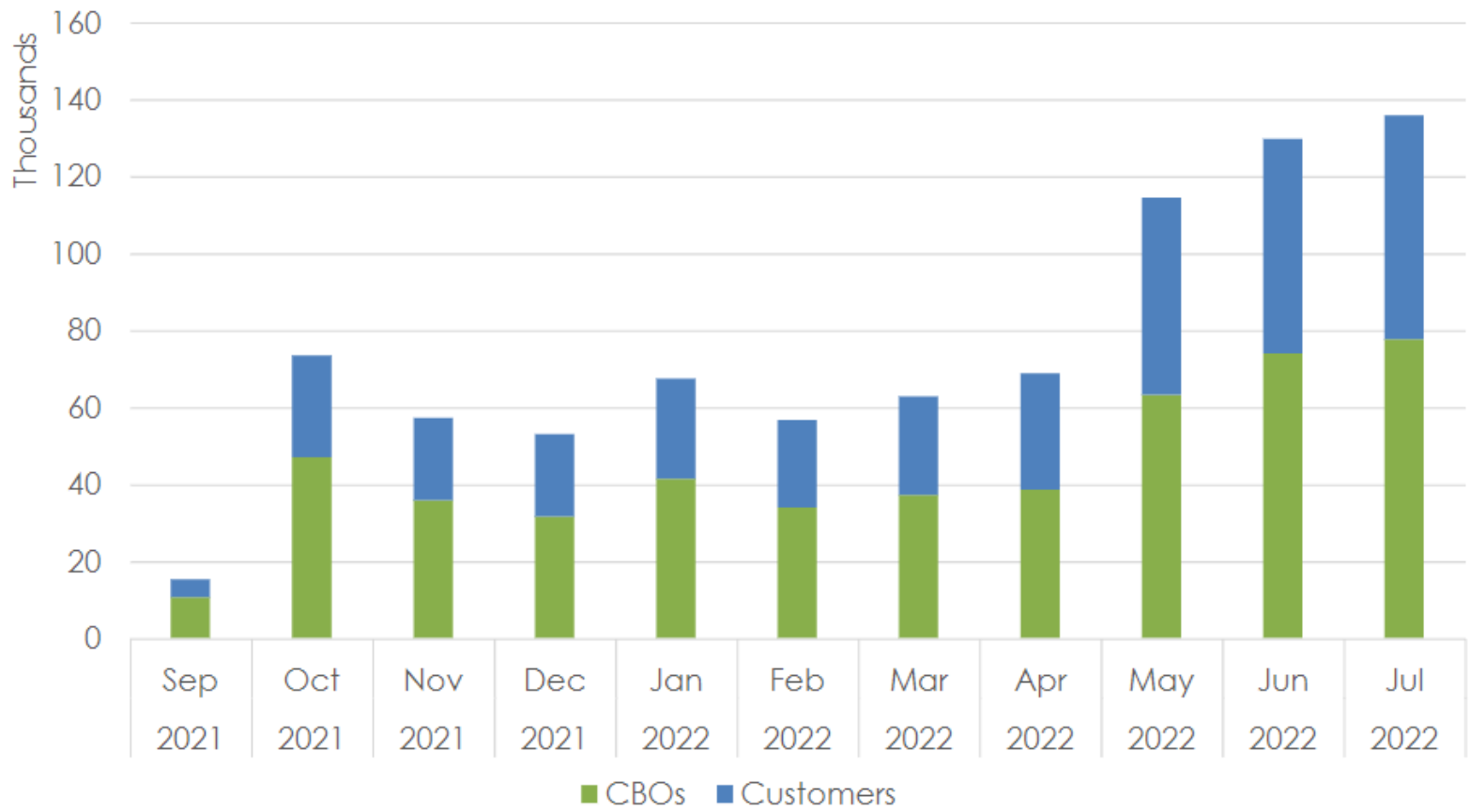
Submitted Applications by Platform

Data below shows a comparison of the 835,503 total applications submitted between 9/27/2021 and 7/31/2022 via BenefitsCal vs GetCalFresh (GCF).



Submitted Applications CBO vs Customer

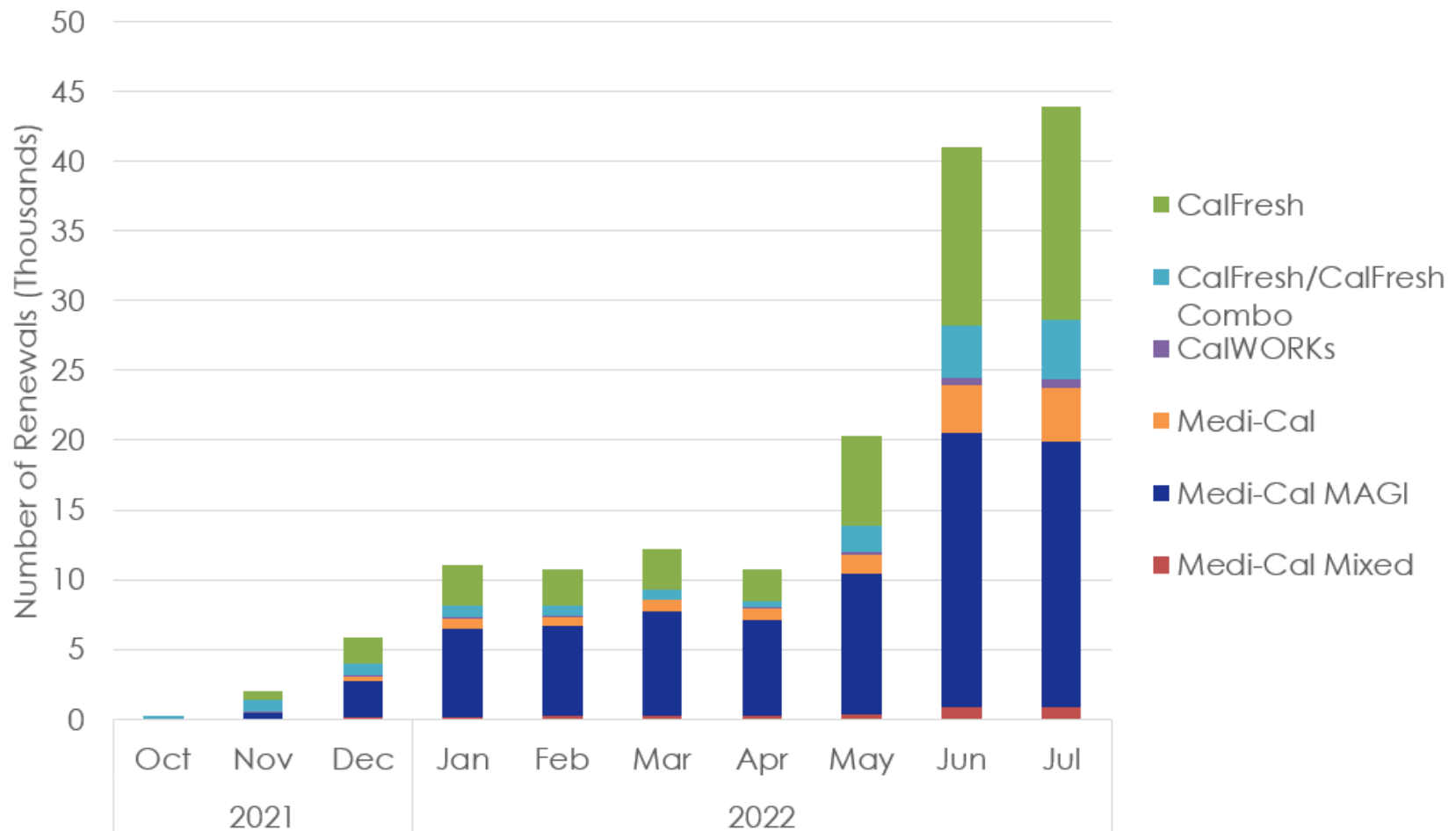
Data below shows a comparison of the 835,503 applications submitted by Community Based Organizations* vs Customers between 9/27/2021 and 7/31/2022.



*GetCalFresh applications are included in the CBO counts.

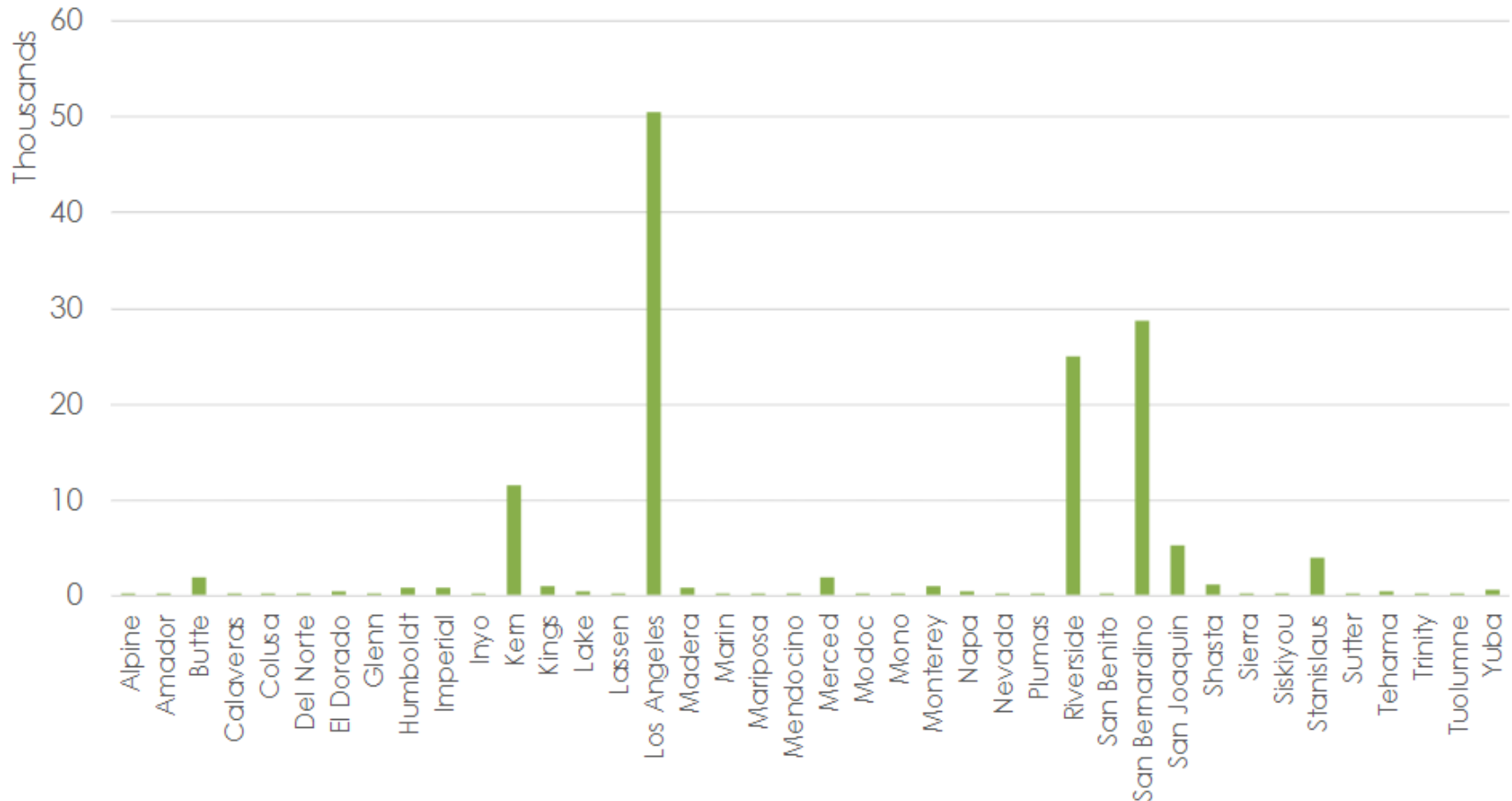
Renewals by Type and by Month

- Data below shows a comparison of the **158,062 annual renewals submitted between 10/01/2021 and 7/31/2022** by type and month.
- Renewals were available on BenefitsCal with Release 1.1.



Periodic Reports by County

- Data below shows the **127,380 total SAR 7 periodic reports submitted across counties** between 11/01/2021 and 7/31/2022.
- Renewals were available on BenefitsCal with Release 1.2





Overview of Accenture Change
Notice 19 Scope of Services
related to warm handoff



Accenture Change Notice No. 19

BenefitsCal Technical Help Desk Services

Assist Counties with Public or CBO BenefitsCal Incidents

- Counties continue to receive the initial call and attempt to resolve
- For those that cannot be resolved by the Counties and are not benefits related:
 - Provide a number for a warm transfer to the BenefitsCal Service Desk
 - Track incidents in ServiceNow
 - Resolve technical BenefitsCal incidents
 - Handoff to Level 3 support if needed

Replace the current temporary solution of Consortium staff assisting

Not changing:

- Counties provide initial support and respond to benefits related questions
- Level 3 support



BenefitsCal Technical Service Desk

Scope of Services



- Provide technical assistance to CBO's and clients regarding use of the BenefitsCal portal
- CBO's and clients will be transferred to the BenefitsCal Technical Service Desk in the event that the County is unable to resolve their concern
- Counties will continue to help with case related issues and any items which can be handled quickly
- The BenefitsCal Technical Service Desk will work with the caller to resolve items such as:
 - Cannot get logged in or cannot create an account
 - Cannot access the BenefitsCal portal page
 - Cannot upload a document
 - Receiving a system error message
 - Problem with browser compatibility
 - Functionality is not being displayed correctly
 - Functionality is not working as expected



Multi-Factor Authentication (MFA) Update

- Status of marketing campaign to encourage counties to register for SMS
- Update on ability to automate switching users to SMS access when email is down



SMS
(Text Messages)
MFA Adoption
CA-234415

- Number of Users selected SMS as primary for MFA as of 7/13/2022: **138**
- Met with regional managers to discuss how to best market the SMS MFA functionality. Below are some ideas:
- Marketing Campaign
 - Create icons/fliers that can be posted in the office and be sent electronically
 - A How-to Video
 - Illustrate how to register for SMS (County user). In addition, a how-to for Delegated admins who wish to perform this switch on behalf of County users (if users are registered).
 - Utilize video at regional meetings

Call Back Feature – analyzing potential options

Lessons Learned:

1. Encourage everyone to register for SMS, allowing the County Delegated Admin to easily switch in case of email disruption
2. If your County is experiencing delays in receiving OTP e-mails, consider the below remediation steps:
 1. Update County e-mail filter allow list per the instructions sent
 2. If there are anti-virus scans being done on the County servers, please consider updating configurations to enable necessary throughput to account for scanning the increased number of e-mails

Spotlight – Multi-Factor Authentication (MFA) & Session Management

MFA Delivery
Choice at
login
CA-248508

- **Goal:** Allow CalSAWS users to choose between Email and SMS as options for delivery of their MFA OTP codes during a typical login session (similar to O365)
- **Next Steps:** Analyze potential options to achieve the goal

Reduce MFA
Frequency
CA-240973

- **Goal:** Reduce the frequency of MFA Prompts
- **Proposed Solution:** Device/Browser Recognition
 - This approach will leverage profile recognition based on the device/browser users are logging in from. If the device/browser is recognized MFA is waived for a configurable amount of time (ex: 12 hours)
- **Next Steps:** POC in lower environment

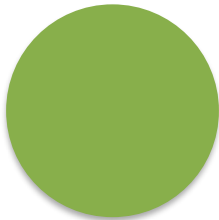
Session
Timeout for
3rd Party
Applications
(Imaging/Qlik)
CA-240974

- **Goal:** Eliminate un-intended idle session timeouts due to inactivity
- **Solution:** Resolution required to provided by 3rd party vendors.
- **Next Steps:** Continuing to work with partner vendors on these enhancement on their roadmap



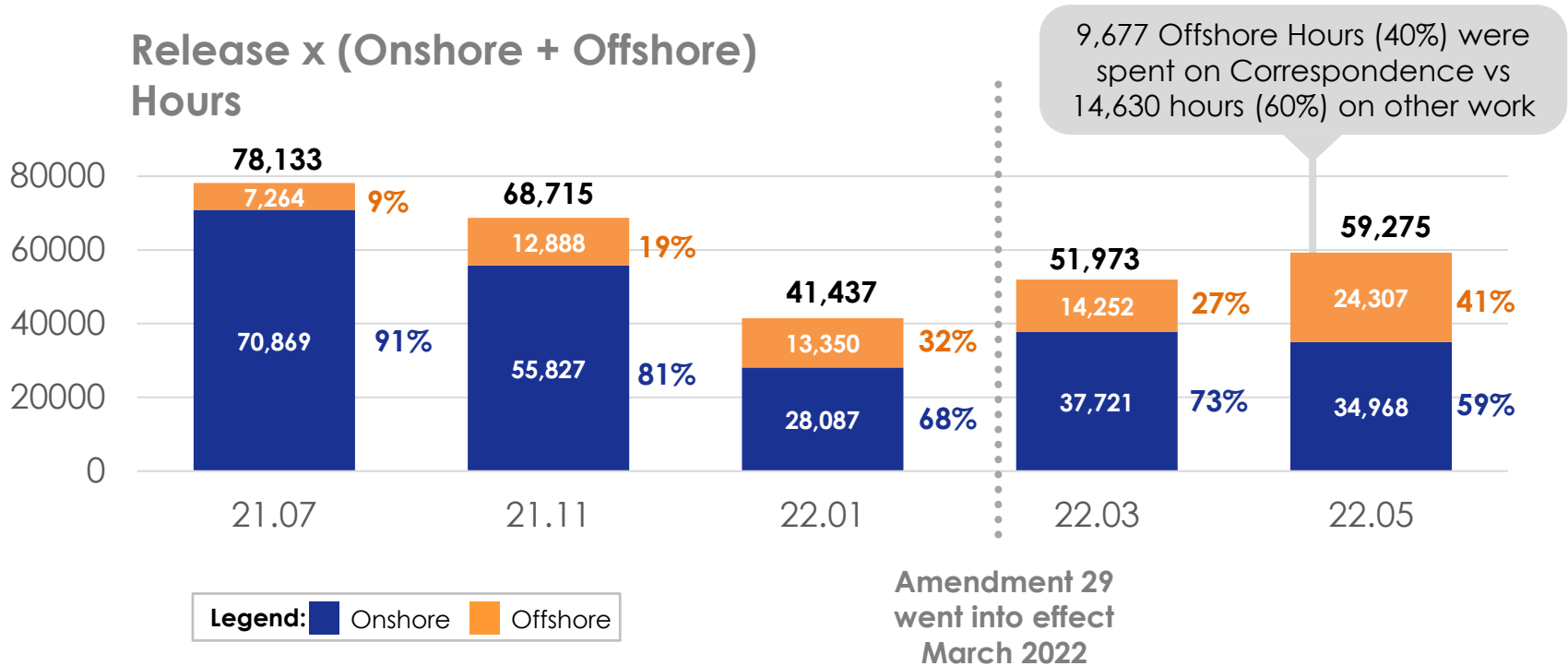
CalSAWS System Stability, Tickets, and Defects Stats

- Onshore vs. Offshore
- SLAs



CalSAWS Quality, Defect, Stability, Tickets Stats

CalSAWS Application Release Quality Metrics

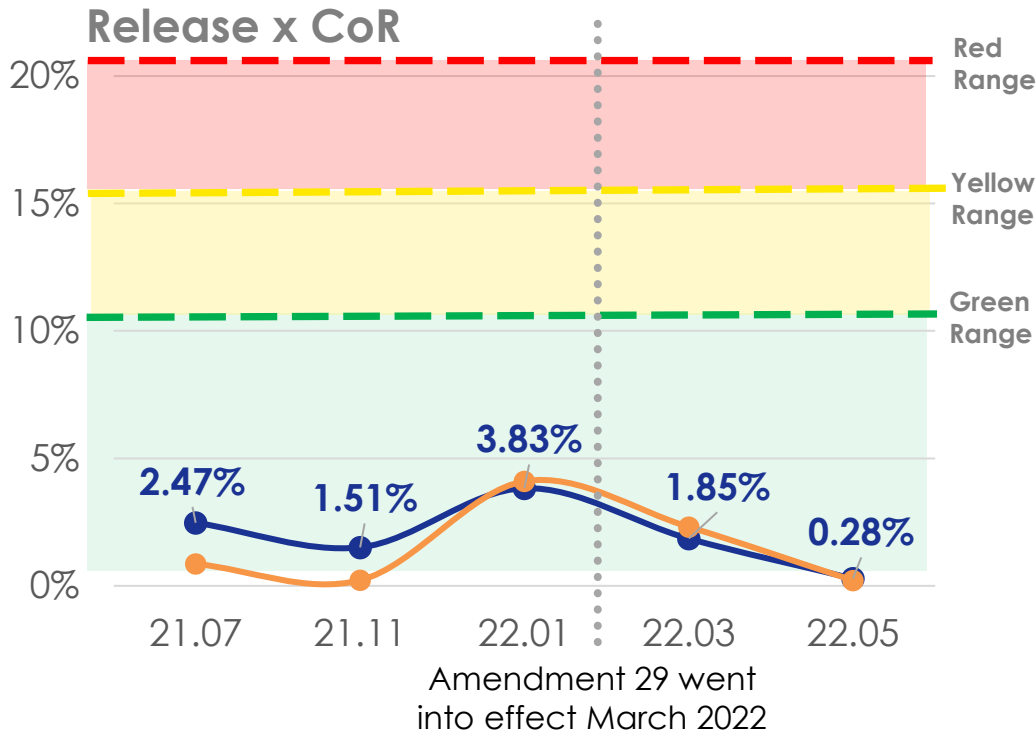


Per Amendment 29: “Use of GDN resources may approximate 40% of the available hours required for Accenture to deliver its obligations under Exhibit X CalSAWS M&O Extension”

Note that while offshore effort will vary across releases, the cumulative offshore effort is 35% across R22.03 and R22.05

CalSAWS Quality, Defect, Stability, Tickets Stats

CalSAWS Application Release Quality Metrics



Legend: ■ Onshore + Offshore ■ Offshore

TYPICAL RANGES
GREEN: The amount of time being spent on rework is lower than expected. This will enable the project to be completed faster and more efficiently.
AMBER/RED: The amount of time being spent on rework is higher than expected. This may impact the delivery schedule.

Cost of Rework (CoR) is the ratio of effort spent performing rework on deliverables to the total effort to Date
 $(\text{Actual Rework effort Hours} / \text{Actuals To Date Hours}) * 100$

The combined onshore and offshore CoR for CalSAWS code release deployment remains low across releases indicating high quality releases with the additional offshore team

The CoR line graph may increase for the releases if additional defects are found in the future

CalSAWS Performance Results

Perf Req #	LD Applies	Performance Requirement Title	March	April	May	June	July
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 ✓ LD Applies



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

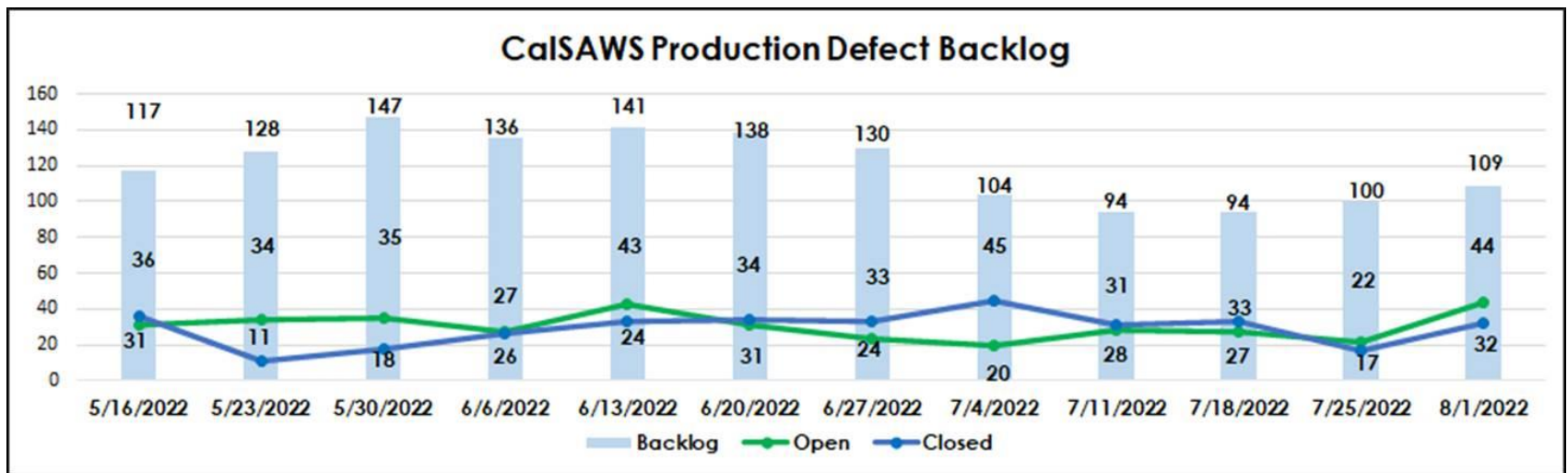
Note: July is pending QA validation

CalSAWS Quality, Defect, Stability, Tickets Stats

Production Defects Backlog

Open production defect rate has remained leveled, demonstrating system stability with no major spikes outside of normal ranges

The Production defect backlog bar-chart depicts the balance of open (unresolved Production defects) and closed defects, week-over-week. Defects are closed upon system test validation and release deployment to Production

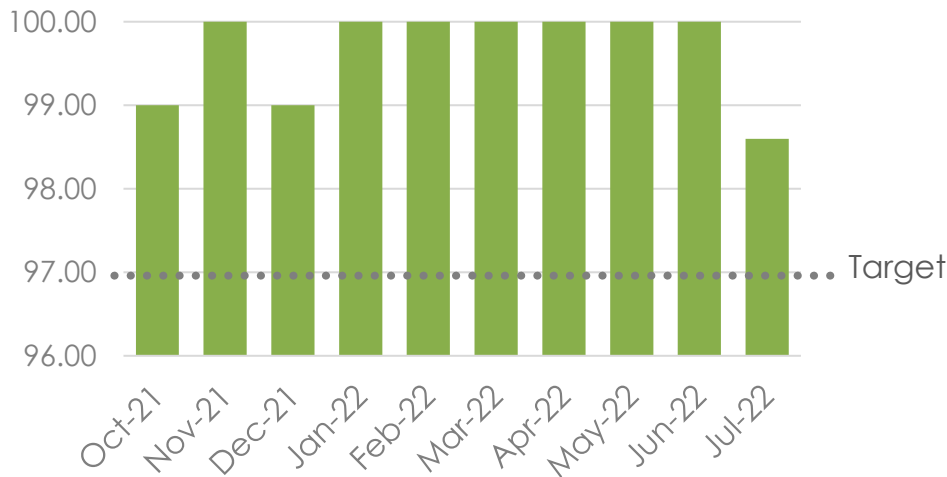


CalSAWS Quality, Defect, Stability, Tickets Stats

CalSAWS Daily Prime Availability

SLA #6: Daily Prime Availability

Target: The CalSAWS System shall be available 97% of the time during Prime Business Hours each day



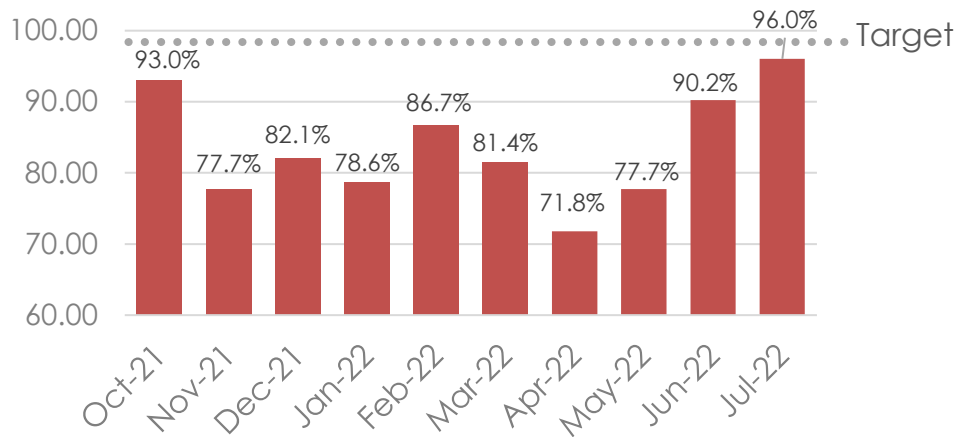
Legend: ■ Target Met ■ Target Not Met

- Prime business hours are from 6:00 AM – 9:00 PM Monday-Sunday
- 7/15/2022 – System was experienced performance degradation starting at 7:38am and was down due to ForgeRock issue from 12:30pm to 2:17pm. In the month of July, system availability was at 98.6%.
- 12/17/2021 – The last unscheduled production outage was December 17, 2021.

CalSAWS Quality, Defect, Stability, Tickets Stats

CalSAWS Level 3 Help Desk Diagnosis SLA

SLA #4: Monthly Helpdesk Diagnosis Time
Target: 98%



Legend: ■ Target Met ■ Target Not Met

Action Plan for Improving Results:

- Conduct refresher/awareness training for County and Project Help Desk staff for quicker ticket response to county users
- Identify trends in ticket data and send CIT/guidance to users for commonly asked questions, to reduce ticket volumes and allow Help Desk staff to focus on system defect-related tickets

Of a total 2,323 tickets closed in July, 92 tickets did not meet the SLA targets for diagnosis time (96.0%)

Of the 2,323 tickets closed:

- 52% were user requests for information (not system defects)
 - 68% were related to CalSAWS application
 - 19% were related to Imaging

Of the 92 tickets that missed the SLA:

- 40% were resolved by a Defect fix
- 33% were requests for additional information/procedures, determined to not be a system error, or the issue could not be re-created
- 10% were resolved with How To steps

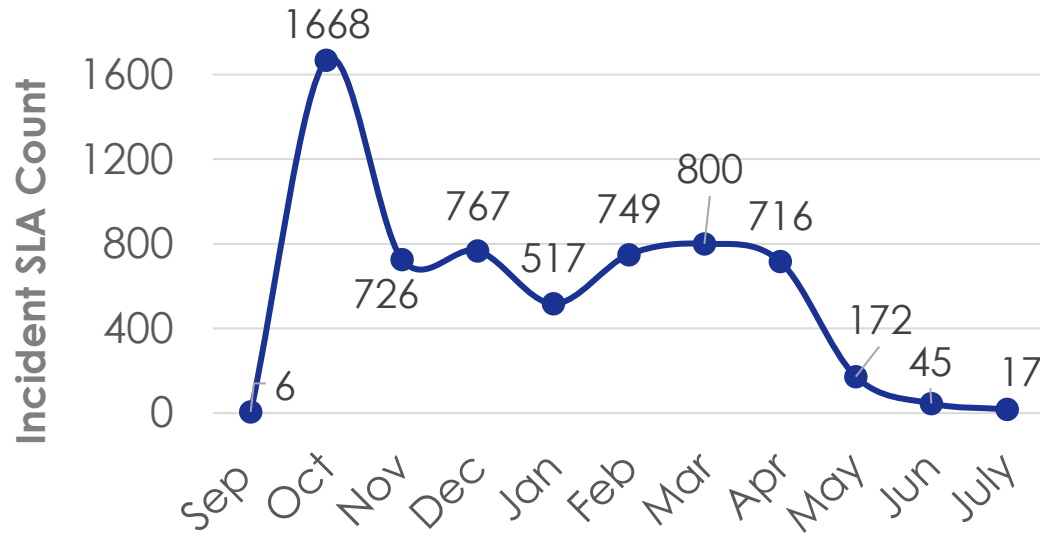
CalSAWS Quality, Defect, Stability, Tickets Stats

CalSAWS Tickets Trend since C-IV Cutover (9/27/2021)

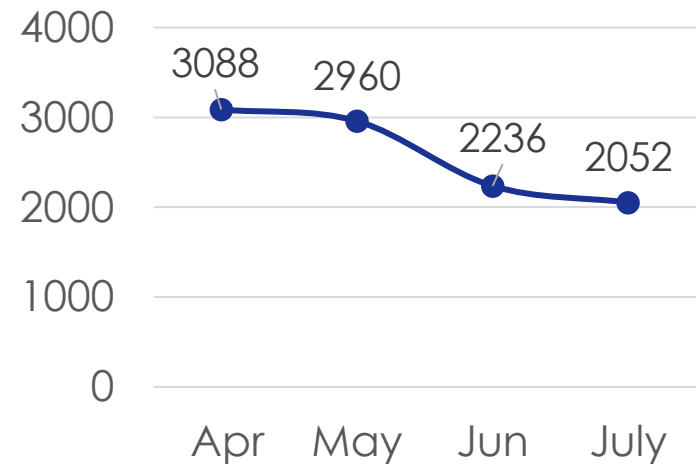
July 2022 Update: Renewed focus on meeting Helpdesk Diagnosis SLA has: 1) Reduced new incoming tickets that missed the SLA by 98%—from 800 tickets in March to 17 tickets in July; and 2) Reduced tickets created by 34% since— from 3,088 tickets in April to 2052 tickets in July

Expect to meet the SLA through continued engagement with RMs and L1/L2 Helpdesk, sending weekly enhanced communications, and providing training materials on top trends

**Incidents that missed the SLA:
Month in with the miss occurred**



Month x Tickets Created



CalSAWS Quality, Defect, Stability, Tickets Stats

Hyland Imaging Performance Metrics

JULY 2022 PERFORMANCE STANDARDS



Monthly Uptime Percentage

Target: 99.90%

Formula: $1 - (\text{total downtime minutes} / \text{total monthly minutes}) \times 100$

Monthly Uptime Target: 99.90%	
Monthly Uptime Service Level Credits	
99.89-99.00%	10% of the Monthly SaaS Fees
Less than 99.00%	20% of the Monthly SaaS Fees
July Actual Uptime	100%
July Service Level Credit	\$0.00



CalSAWS Quality, Defect, Stability, Tickets Stats

Hyland Imaging Performance Metrics

JULY 2022 PERFORMANCE STANDARDS



Monthly Page View Objective

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

Monthly Page View Target: 90%

Monthly Page View Service Level Credits

Less than 90%	3.5% of the Monthly SaaS Fees
---------------	-------------------------------

July Actual Monthly Page View Percentage	99%
---	------------

July Service Level Credit	\$0.00
----------------------------------	---------------



CalSAWS Quality, Defect, Stability, Tickets Stats

Hyland Imaging Performance Metrics

MONTHLY PAGE VIEW RESULTS – 70KB OR SMALLER

▪ July Result – 99%

Number of Renditions 70k or Smaller Over 2 Seconds

44,960

Total Number of Renditions 70k or Smaller

7,670,941

Percent of 70k or Smaller Under 2 Seconds

99



CalSAWS Quality, Defect, Stability, Tickets Stats

Hyland Imaging Performance Metrics

JULY 2022 PERFORMANCE STANDARDS



Database Transaction Objective

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

Database Transaction Target: 90%

Monthly Database Transaction Service Level Credits

Less than 90%

3.5% of the Monthly SaaS Fees

July Actual Database Transaction Percentage

99.97%

July Service Level Credit

\$0.00



Update on Key State IV&V Activities

Update on Key IV&V Activities - August

Key Activities being monitored by IV&V



Imaging Migration

- Production defect resolution
- Production enhancements
- Migration of documents from CalWIN to CalSAWS



Batch Performance

- Batch performance improvements and time savings
- Testing with increased CalWIN caseloads



CalWIN Data Conversion

- CDT Defect resolution and risk mitigation activities
- Golden Data Set (GDS) 9 development
- Coordination with Implementation Readiness teams



CalWIN Wave 1 Implementation Readiness

- User Acceptance Testing (UAT)
- Process Simulation
- Implementation Planning and Preparation
- Implementation Readiness Packet
- Wave 1 Implementation Support



CalSAWS and BenefitsCal Releases

- CalSAWS and BenefitsCal Development
- Post Release support



State Partners Updates

- OSI
 - CDSS
 - DHCS
- 
-



Regional Updates





Adjourn Meeting