CalSAWS | JPA Board of Directors Meeting



Agenda

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

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

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

- 4. Authorization to conduct CalSAWS JPA Board, Project Steering Committee (PSC), and WCDS Subcommittee Meetings in accordance with subdivision (e) of Government Code Section 54953 through September 12, 2022, based on the following findings:
 - a) The Governor's State of Emergency related to COVID-19 remains in effect; and
 - b) The state of emergency continues to directly impact the ability of the members to meet safely in person.

Informational Item

CalSAWS Infrastructure and M&E Procurement Overview and Potential Transition Schedule

5. CalSAWS Infrastructure and M&E Procurement update/overview of the procurement and potential transition schedule.

CalSAWS M&O Procurement

Key Procurement Tasks

- Release RFP: July 6, 2022.
- Bidder Question and Answer Period: July 7 September 15.
- Conduct Bidder's Conference 1: August 3.
- Conduct Bidder's Conference 2: October 4.
- Proposal Due Date: November 29, 2022. Vendors may bid on Infrastructure and/or M&E components.
- Evaluate Administrative Compliance and Firm Qualifications: November 30 December 14, 2022.
- Evaluate Business Proposals: January 4 March 13, 2023.
- Oral Presentations and Key Staff Interviews: March 14 22, 2023.
- Evaluate Price Proposals: March 29 May 5, 2023.
- Conduct Confidential Discussions: May 18 26, 2023.
- Best and Final Offer (BAFO) Due Date: June 26.
- Evaluate BAFOs: June 27 August 3, 2023.
- Evaluate Consolidated Price Proposals: August 4 24, 2023.
- Conduct Evaluation: November 30, 2022 August 24, 2023.
- Prepare Vendor Selection Report: August 24 September 13, 2023.
- Issue Notice of Intent to Award: October 16, 2023.
- Conduct Negotiations: October 25 December 7, 2023.
- Contract Approvals: December 8, 2023 April 12, 2024.
- Contingency Period: April 13 April 30, 2024.
- Contract Start Date: May 1, 2024.

Infrastructure and M&E Procurement Update

Transition-In Periods and Contract Extension Timeframes

	Extension Start	1	► Transition-In Start		
	November 2023	April 2024	May through October 2024	November 2024	April 2025
Infrastructure Transition-In Period			Infrastructure Transition-In Period: 6 Months		
M&E Transition-In Period			Maintenance and Enhancement Tr	ansition-In Period: 12 N	Months
M&E Services Contract	Extend M&E Applic	ation Maintenanc	ce Hours		
Extension					
Technical Infrastructure Contract Extension			al architecture, security, help desk Managed Counties Operations	Level 3 Help Desk su (application-level), I Security and PMO	
Hardware, Software & Facilities	Hardware, Software Central Repair War		Level 1 Help Desk Support and		
Imaging	Imaging WAN/Prod	uction			
Support	Imaging Developm	ent Support			
Customer	Customer Service C	enter Support			
Service Center Support					

6. Approval of Accenture Amendment 30 (contingent upon Federal approval), which includes the extension of contracted services to align with procurement and potential transition dates.

Amendment 30 Scope

- Extends Maintenance & Enhancement (M&E) hours through April 2025 at the same level of 15,075 hours per month for CalSAWS and 3,361 hours per month for CalHEERS Interface. Also includes additional 20,000 hours (1/2023-10/2023) and 54,000 hours (11/2023-4/2025) during the extension period as part of the negotiated increase of 20% to 40% offshore threshold
- Extends Technical Infrastructure Services for PMO, network administration, technical architecture, security, help desk support, batch, API support, WAN and Operations for Managed Counties at same level through October 2024. November 2024 through April 2025 services include only Level 3 help desk support (application-level), batch, security, and PMO
- Extends Hardware/Software through October 2024
- Includes Facilities through October 2024 for Level 1 Help Desk Support and the Central Repair Warehouse; Consortium to assume responsibility for App Dev facility lease(s)
- Adds scope for Additional Projects for base period plus extension period for scaling and ongoing support for the Welcome & Authentication Bots, Virtual Assistant, Robotic Process Automation (RPA) and County Data API solutions. Adds M&E hours to address client correspondence gaps, and report support for the State
- Extends Imaging support through April 2025, as well as to clarify and align document migration support for pre-go live vs. post-go live and update WAN costs through October 2024
- Extends Customer Service Center support through April 2025 and accounts for rebaselined CSC agent count for LA County as of July 2023 through April 2025
- Includes additional Regulatory & Administrative/Transition allowance to accommodate future changes for premise and transition activities, subject to future change notices

Amendment 30 Cost Changes

Exhibit X Schedule 1, Attachment 2 Pricing			
Schedules	Amendment 29	Amendment 30	Difference
Application Maintenance	\$71,006,759	\$123,528,342	\$52,521,583
Innovation Lab	\$3,324,556	\$3,324,556	\$0
Production & Operations			
Technical Infrastructure Services	\$119,420,674	\$194,707,233	\$75,286,559
WAN Administration	\$10,477,679	\$16,116,779	\$5,639,100
Operations Charges	\$8,432,434	\$12,953,025	\$4,520,591
Hardware & Software	\$71,679,405	\$103,653,778	\$31,974,373
Facilities (For Help Desk)	\$12,315,937	\$12,623,834	\$307,897
Additional Projects			
Robotic Process Automation Scaling	\$0	\$1,887,333	\$1,887,333
Virtual Assistant Scaling	\$0	\$3,650,106	\$3,650,106
Welcome & Authentication Bots Scaling	\$0	\$1,754,500	\$1,754,500
Correspondence Phase II	\$0	\$6,871,500	\$6,871,500
CDSS Reports Support Phase II	\$0	\$599,952	\$599,952
DHCS Support	\$0	\$599,952	\$599,952
CalSAWS County Data API Enhancements	\$0	\$1,617,006	\$1,617,006
Total	\$296,657,444	\$483,887,896	\$187,230,452

Exhibit X Schedule 13, Attachment 2 Pricing Schedules	Amendment 29	Amendment 30	Difference
One-Time	\$13,914,672	\$14,571,432	\$656,760
Production & Operations			
Technical Infrastructure Services	\$3,896,672	\$6,570,016	\$2,673,344
WAN Administration	\$998,352	\$740,928	(\$257,424)
Total	\$18,809,696	\$21,882,376	\$3,072,680

Exhibit X Schedule 15, Attachment 2 Pricing			
Schedules	Amendment 29	Amendment 30	Difference
One-Time	\$11,786,519	\$11,786,519	\$0
Production & Operations			
CSC Agent Support	\$2,933,881	\$9,159,796	\$6,225,915
CSC Agent Support LA County	\$0	\$2,104,238	\$2,104,238
Total	\$14,720,401	\$23,050,553	\$8,330,153

Amendment 29	Amendment 30	Difference
\$50,000,000	\$92,000,000	\$42,000,000
\$20,000,000	\$20,000,000	\$0
\$0	\$10,000,000	\$10,000,000
\$70,000,000	\$122,000,000	\$52,000,000
	\$50,000,000 \$20,000,000 \$0	\$50,000,000 \$92,000,000 \$20,000,000 \$20,000,000 \$0 \$10,000,000

New Projects/Scope	Extension	Total Amd. 30
\$0	\$52,521,583	\$52,521,583
\$0	\$ 0	\$0
\$0	\$75,286,559	\$75,286,559
\$0	\$5,639,100	\$5,639,100
\$0	\$4,520,591	\$4,520,591
\$0	\$31,974,373	\$31,974,373
\$0	\$307,897	\$307,897
\$1,407,333	\$480,000	\$1,887,333
\$2,544,006	\$1,106,100	\$3,650,106
\$1,754,500	\$0	\$1,754,500
\$6,871,500	\$0	\$6,871,500
\$424,966	\$174,986	\$599,952
\$424,966	\$174,986	\$599,952
\$1,617,006	\$0	\$1,617,006
\$15,044,277	\$172,186,174	\$187,230,452

Administrative	Extension	Total Amd. 30
\$656,760	\$0	\$656,760
(\$310,336)	\$2,983,680	\$2,673,344
(\$490,176)	\$232,752	(\$257,424)
(\$143,752)	\$3,216,432	\$3,072,680

New Projects/Scope	Extension	Total Amd. 30
\$0	\$0	\$0
\$0	\$6,225,915	\$6,225,915
\$457,443	\$1,646,795	\$2,104,238
\$457,443	\$7,872,710	\$8,330,153

	Transition & Future Changes	Total Amd. 30
	\$42,000,000	\$42,000,000
	\$0	\$0
	\$10,000,000	\$10,000,000
	\$52,000,000	\$52,000,000
\$15,357,968	\$235,275,316	\$250,633,284

- 7. Approval of Consent Items
 - a. Approval of the Minutes and review of the Action Items from the July 22, 2022, JPA Board of Directors Meeting.
 - b. Accenture Change Notice No. 20, which includes requests to add services for Premise items such as CalFresh Over-issuances (Brown-Tapia), Transitional Housing Supplement, Removal of Homeless Assistance \$100 Asset Limit, Elderly Simplified Application Project, CalFresh Simplifications, Stage One Continuous Eligibility Program (Childcare Provider Portal), Medi-Cal Redetermination Forms, CalFresh Public Assistance Definition Alignment, Resume Pre-Pandemic Medi-Cal Operations, CW Time Clock, and Pandemic Emergency Assistance Fund. Also included is a request for an administrative update to the Accenture address in Section 41 of Exhibit X (CalSAWS Maintenance and Operations Extension) and to add County Purchases.

7. Approval of Consent Items

- c. ClearBest Change Order No. 6, Work Orders 14-19, which includes requests to add Quality Assurance services for Cal-OAR Modifications and Survey, Transitional Housing Supplement, CalFresh Over-issuances (Brown-Tapia), Removal of Homeless Assistance \$100 Asset Limit, ABAWD, and an extension of QA services related to Portal Mobile.
- d. RGS Amendment No. 36, which includes requests for administrative changes such as updates to position names, number of position allocations, and range of bill rates. Also includes addition of position description, and a sub-section of the Compensation section related to temporary assignment pay.

Informational Items

CalSAWS Fiscal Update



County Support Staff Update

Action Item Follow-Up



- 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.

CalSAWS Quarterly Financial Updates

Overview

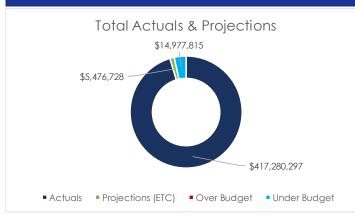


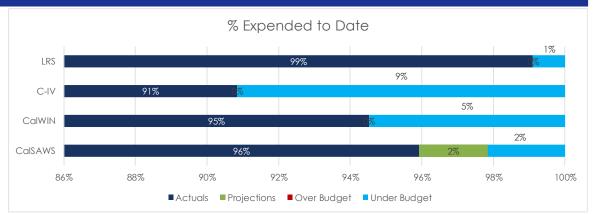
- Actuals to Date

 Based on Vendor Invoices & County Claims
- Projections (Estimates to Complete)
 Estimated Costs for Future Months
- Estimate at Completion (EAC)
 Actual Costs Plus Estimated
- Total Allocation/Budget

 Amount Allocated by Line Item for the Approved
 Budget
- Balance
 Difference Between EAC and Budget
 Negative balance is over budget
 Positive balance is under budget
- % Expended to Date (Actuals)
 Percent of Actuals to Date Divided by the Budget
- % EAC to Budget
 Percent of EAC Divided by the Budget

Cal**SAWS** | SFY 2021/22 FINANCIAL DASHBOARD - August 5, 2022



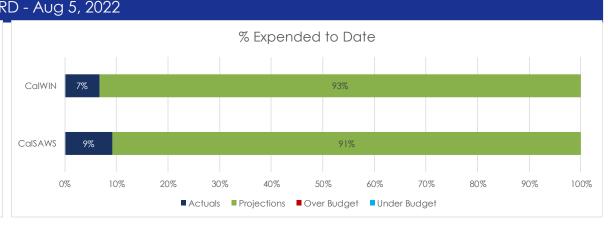


Category	Actuals to Date ¹	Projections (ETC)	EAC	Total Allocation (Budget)	Balance + Under / (-Over)	% Expended to Date	% EAC to Budget	Notes
CalSAWS	\$273,465,331	\$5,476,728	\$278,942,059	\$285,105,467	\$6,163,408	95.9%	97.8%	
DD&I App. Dev.	\$21,951,894	\$0	\$21,951,894	\$21,981,708	\$29,814	99.9%	99.9%	
DD&I Non-App. Dev.	\$81,297,638	\$5,476,728	\$86,774,366	\$86,774,366	\$0	93.7%	100.0%	Pending adjusted claims for county support staff and travel
DD&I Training	\$2,123,991	\$0	\$2,123,991	\$2,664,243	\$540,252	79.7%	79.7%	Staff & travel less than planned
DD&I GA/GR	\$4,317,442	\$0	\$4,317,442	\$4,317,630	\$188	100.0%	100.0%	
DD&I Procurement	\$170,213	\$0	\$170,213	\$250,481	\$80,268	68.0%	68.0%	Staff & travel less than planned
CalSAWS M&O	\$143,449,450	\$0	\$143,449,450	\$144,319,131	\$869,681	99.4%	99.4%	Staff, travel, and auditor costs less than planned
M&O Procurement	\$728,111	\$0	\$728,111	\$1,337,140	\$609,029	54.5%	54.5%	Staff & travel less than planned
CalHEERS Interface	\$3,842,372	\$0	\$3,842,372	\$5,441,930	\$1,599,558	70.6%	70.6%	App Maintenance Services less than planned
Covered CA CSC	\$0	\$0	\$0	\$176,092	\$176,092	0.0%	0.0%	WAN less than planned
CalSAWS Premise	\$15,584,220	\$0	\$15,584,220	\$17,842,746	\$2,258,526	87.3%	87.3%	Actuals less than planned & expected shifts
CalWIN M&O	\$100,297,441	\$0	\$100,297,441	\$106,109,803	\$5,812,362	94.5%	94.5%	
CalWIN M&O	\$90,504,307	\$0	\$90,504,307	\$94,578,843	\$4,074,536	95.7%	95.7%	Print, county hardware & software less than planned
CalHEERS Interface	\$8,405,726	\$0	\$8,405,726	\$9,924,409	\$1,518,683	84.7%	84.7%	App Maintenance Services less than planned
CalHEERS CSCN	\$1,387,408	\$0	\$1,387,408	\$1,606,551	\$219,143	86.4%	86.4%	
C-IV M&O	\$25,522,754	\$0	\$25,522,754	\$28,094,581	\$2,571,827	90.8%	90.8%	
LRS M&O	\$17,545,982	\$0	\$17,545,982	\$17,703,729	\$157,747	99.1%	99.1%	
JPA Admin. Budget	\$448,789	\$0	\$448,789	\$721,260	\$272,471	62.2%	62.2%	
Total	\$417,280,297	\$5,476,728	\$422,757,025	\$437,734,840	\$14,977,815	95.3%	96.6%	

^{1.} Pending potential county adjusted claims

Calsaws | SFY 2022/23 FINANCIAL DASHBOARD - Aug 5, 2022 Total Actuals & Projections \$37,857,345 Calwin 7% Calsaws 9% \$434,420,358

Actuals
 Projections (ETC)
 Over Budget
 Under Budget



Category	Actuals to Date ¹	Projections (ETC)	EAC	Total Allocation (Budget)	Balance + Under / (-Over)	% Expended to Date	% EAC to Budget	Notes
CalSAWS	\$30,120,904	\$294,397,914	\$324,518,818	\$324,518,818	\$0	9.3%	100.0%	
DD&I App. Dev.	\$0	\$2,159,860	\$2,159,860	\$2,159,860	\$0	0.0%	100.0%	
DD&I Non-App. Dev.	\$4,812,017	\$67,886,599	\$72,698,616	\$72,698,616	\$0	6.6%	100.0%	
DD&I Training	\$4,991,220	\$13,275,745	\$18,266,965	\$18,266,965	\$0	27.3%	100.0%	
CalSAWS M&O	\$19,450,525	\$199,649,919	\$219,100,444	\$219,100,444	\$0	8.9%	100.0%	
M&O Procurement	\$212,172	\$1,157,643	\$1,369,815	\$1,369,815	\$0	15.5%	100.0%	
OCAT M&O	\$298,574	\$1,767,922	\$2,066,496	\$2,066,496	\$0	14.4%	100.0%	
CalHEERS Interface	\$356,396	\$7,824,268	\$8,180,664	\$8,180,664	\$0	4.4%	100.0%	
Covered CA CSC	\$0	\$675,958	\$675,958	\$675,958	\$0	0.0%	100.0%	
CalSAWS Premise	\$941,139	\$45,216,876	\$46,158,015	\$46,158,015	\$0	2.0%	100.0%	
CalSAWS Premise	\$941,139	\$45,216,876	\$46,158,015	\$46,158,015	\$0	2.0%	100.0%	
CalWIN M&O	\$6,795,302	\$94,151,420	\$100,946,722	\$100,946,722	\$0	6.7%	100.0%	
CalWIN M&O	\$5,674,208	\$81,887,323	\$87,561,531	\$87,561,531	\$0	6.5%	100.0%	
CalHEERS Interface	\$891,533	\$10,655,437	\$11,546,970	\$11,546,970	\$0	7.7%	100.0%	
CalHEERS CSCN	\$229,561	\$1,608,660	\$1,838,221	\$1,838,221	\$0	12.5%	100.0%	
JPA Admin. Budget	\$0	\$654,148	\$654,148	\$654,148	\$0	0.0%	100.0%	
CalSAWS 58 Counties	\$0	\$654,148	\$654,148	\$654,148	\$0	0.0%	100.0%	
Total	\$37,857,345	\$434,420,358	\$472,277,703	\$472,277,703	\$0	8.0%	100.0%	

^{1.} August Payment Month (partial actuals per advance)

Cal**SAWS** | SFY 2022/23 CONSORTIUM PERSONNEL BUDGET & FTES

CATEGORY	Actuals to Date	Projections (ETC)	EAC	Total Allocation (Budget)	BALANCE +Under / (-Over)	% Expended to Date	% EAC to Budget
CalSAWS	\$2,702,085	\$27,743,156	\$30,445,241	\$30,445,241	\$0	8.9%	100.0%
Consortium Personnel - County ¹	\$0	\$13,327,155	\$13,327,155	\$13,327,155	\$0	0.0%	100.0%
Consortium Personnel - Contractor ^{2,3}	\$2,702,085	\$14,416,001	\$17,118,086	\$17,118,086	\$0	15.8%	100.0%
CalWIN M&O	\$452,290	\$3,783,203	\$4,235,493	\$4,235,493	\$0	10.7%	100.0%
Consortium Personnel - County ¹	\$0	\$166,068	\$166,068	\$166,068	\$0	0.0%	100.0%
Consortium Personnel - Contractor ^{2,3}	\$452,290	\$3,617,135	\$4,069,425	\$4,069,425	\$0	11.1%	100.0%
CalSAWS Premise	\$0	\$104,112	\$104,112	\$104,112	\$0	0.0%	100.0%
Consortium Personnel - County	\$0	\$104,112	\$104,112	\$104,112	\$0	0.0%	100.0%
Consortium Personnel - Contractor ²	\$0	\$0	\$0	\$0	\$0	0.0%	0.0%
Total	\$3,154,375	\$31,630,471	\$34,784,846	\$34,784,846	\$0	9.1%	100.0%

CalSAWS DD&I and M&O198Consortium Personnel - County185Consortium Personnel - Contractor278Consortium Personnel - Contractor Limited Term319TBD416CalWIN M&O21
Consortium Personnel - Contractor ² Consortium Personnel - Contractor Limited Term ³ TBD ⁴ CalWIN M&O 21
Consortium Personnel - Contractor Limited Term ³ 19 18D ⁴ 16 CalWIN M&O 21
TBD4 16 CalWIN M&O 21
CalWIN M&O 21
Consortium Personnel - County ¹
Consortium Personnel - Contractor ²
Consortium Personnel - Contractor Limited Term ³
TBD^4
Premise 2
Consortium Personnel - County ¹
Consortium Personnel - Contractor ²
Total 221

¹Includes only Consortium Staff, does not include County Support Staff

²Includes RGS and CSAC employees

³Includes RGS, CSAC, and First Data Staff (Non-Employees)

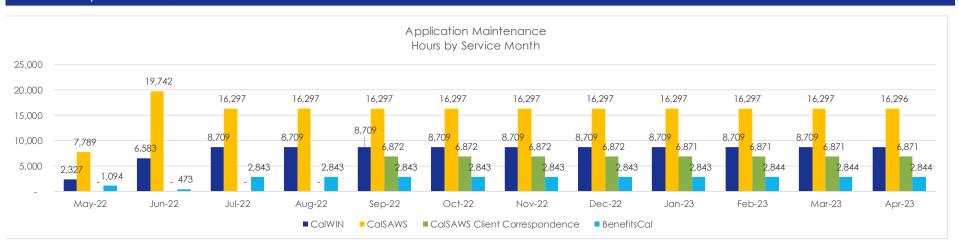
⁴Does not account for backfill considerations

Cal**SAWS** | SFY 2022/23 CHANGE BUDGET (APPLICATION MAINTENANCE / M&E HOURS)

Change Budget Category	Actuals to Date	Projections (ETC)	EAC	Total Allocation (Budget)	BALANCE +Under / (-Over)	% Expended to Date	% EAC to Budget
CalWIN M&O	\$1,348,661	\$27,175,871	\$28,524,532	\$28,524,532	\$0	4.7%	100.0%
CalWIN M&O	\$1,269,710	\$12,406,714	\$13,676,424	\$13,676,424	\$0	9.3%	100.0%
CalHEERS Interface Change Budget	\$78,951	\$6,434,565	\$6,513,516	\$6,513,516	\$0	1.2%	100.0%
CalHEERS CSCN Change Budget	\$0	\$249,592	\$249,592	\$249,592	\$0	0.0%	100.0%
CalWIN Premise	\$0	\$8,085,000	\$8,085,000	\$8,085,000	\$0	0.0%	100.0%
CalSAWS M&O	\$5,505,673	\$46,532,918	\$52,038,591	\$52,038,591	\$0	10.6%	100.0%
CalSAWS M&E	\$4,357,364	\$24,273,688	\$28,631,052	\$28,631,052	\$0	15.2%	100.0%
CalHEERS Interface Change Budget	\$230,521	\$6,152,831	\$6,383,352	\$6,383,352	\$0	3.6%	100.0%
BenefitsCal	\$203,491	\$1,745,165	\$1,948,656	\$1,948,656	\$0	10.4%	100.0%
CalSAWS Premise	\$714,297	\$14,361,234	\$15,075,531	\$15,075,531	\$0	4.7%	100.0%
TOTAL	\$6,854,334	\$73,708,789	\$80,563,123	\$80,563,123	\$0	8.5%	100.0%

Note: Includes 8,000 hours/month for LRS, C-IV and CalWIN M&O per system, 15,075 hours/month for CalSAWS, plus premise hours. Reduced CalWIN CalHEERS and CSCN as part of June 2022 OAPDU as not needed.

Cal**SAWS** | SFY 2022/23 APPLICATION MAINTENANCE HOURS BY MONTH & SYSTEM



Change Budget Category	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	Total
CalWIN M&O	2,327	6,583	8,709	8,709	8,709	8,709	8,709	8,709	8,709	8,709	8,709	8,709	96,000
Design & Build	1,015	1,479	-	-	-	-	-	-	-	-	-	-	2,494
Test	272	2,823	-	-	-	-	-	-	-	-	-	-	3,095
Management & Other Support	1,040	2,281	-	-	-	-	-	-	-	-	-	-	3,321
Projection	-	-	8,709	8,709	8,709	8,709	8,709	8,709	8,709	8,709	8,709	8,709	87,090
CalSAWS M&O	7,789	19,742	16,297	16,297	16,297	16,297	16,297	16,297	16,297	16,297	16,297	16,296	190,500
Design & Build	2,316	7,762	-	-	-	-	-	-	-	-	-	-	10,078
Test	1,212	2,912	-	-	-	-	-	-	-	-	-	-	4,124
Management & Other Support	4,261	9,068	-	-	-	-	-	-	-	-	-	-	13,329
Projection	-	-	16,297	16,297	16,297	16,297	16,297	16,297	16,297	16,297	16,297	16,296	162,969
CalSAWS Client Correspondence	-	-	-	-	6,872	6,872	6,872	6,872	6,871	6,871	6,871	6,871	54,972
Client Corresondence	-	-	-	-	6,872	6,872	6,872	6,872	6,871	6,871	6,871	6,871	54,972
BenefitsCal	1,094	473	2,843	2,843	2,843	2,843	2,843	2,843	2,843	2,844	2,844	2,844	30,000
Design & Build	598	257	-	-	-	-	-	-	-	-	-	-	855
Test	276	120	-	-	-	-	-	-	-	-	-	-	396
Management & Other Support	220	96	-	-	-	-	-	-	-	-	-	-	316
Projection	-	-	2,843	2,843	2,843	2,843	2,843	2,843	2,843	2,844	2,844	2,844	28,433
COMBINED TOTAL		26,798	27,849	27,849	27,849	27,849	27,849	27,849	27,849	27,850	27,850	27,849	316,500

NOTES:

May hours were partially paid in June and therefore reflected in SFY 21/22 report. Remaining hours for May service month are reflected in SFY 22/23 report.

Client correspondence hours included per Amendment 30, with expected approval on 8/12/22.

BenefitsCal was approved for an additional 1,250 hours/month as of July 2022 for a total of 2,500/month.

Cal**SAWS** | SFY 2022/23 CONTRACT OBLIGATIONS

Warranty & Liquidated Damages Detail - SFY 2022/23							
Category	Contract	Service Month	Amount	Invoice Month	Invoice #		
Deliverables produced in Change Request/UAT	CalWIN	March-22	\$5,000	August-22	TBD		
System Availability Benefits CalWIN	CalWIN	March-22	\$2,000	August-22	TBD		
System Availability CalWIN	CalWIN	March-22	\$5,000	August-22	TBD		
System Availability ACCESS CalWIN	CalWIN	April-22	\$22,000	TBD			
Covered CA Interface - Sys Response Time	CalWIN	April-22	\$5,500	TBD			
Covered CA Contact - System Availability	CalWIN	April-22	\$1,000	TBD			
Total			\$28,500				

Hours & Credits								
Category	Actuals	Projections (ETC)	EAC	Allowance	BALANCE +Under / (-Over)			
CalWIN Modernization ("Modification") Hours	\$6,167,267	\$1,644,558	\$7,811,825	\$10,033,825	\$2,222,000			
CalWIN Business Intelligence (BI)	\$3,971,215	\$0	\$3,971,215	\$3,971,215	\$0			
CalWIN IDMS	\$1,500,000	\$0	\$1,500,000	\$1,500,000	\$0			
CalWIN Business Rules Engine (BRE)	\$1,509,830	\$1,990,170	\$3,500,000	\$3,500,000	\$0			
Total	\$13,148,311	\$3,634,728	\$16,783,040	\$19,005,040	\$2,222,000			

Notes:

Modernization Hours are updated each August with 8,500 hours; includes hours for Contract Years 1-7 plus partial Contract Year 8. Modernation Hours will be leveraged for BenefitsCal Technical Help Desk.

IDMS \$1.5M applied to CalSAWS GA/GR.

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

Cal**SAWS** | SFY 2022/23 CHANGE NOTICE TRACKING

CalSAWS Contract (Premise/App Maintenance Services)	Total Amount	Change Notice Ref.
Total Baseline Allocation (Amendment 23)	\$50,000,000	
Previously Approved through June 2021	\$21,229,544	ONE - NINE
Previously Approved June 2021 through October 2021	\$9,182,789	TEN - ELEVEN
Previously Approved Nov 2021 through June 2022	\$11,336,520	TWELVE - EIGHTEEN
Functional Support and Technical Help Desk	\$4,438,584	NINETEEN
Various Premise Items*	\$2,039,802	TWENTY
Total Allocated Amounts	\$48,227,239	
Total Remaining Allocation	\$1,772,761	
CalSAWS Contract (County Purchases)	Total Amount	Change Notice Ref.
Total Baseline Allocation (Amendment 23)	\$20,000,000	
Approved County Purchases	\$1,702,883	FIFTEEN
Approved County Purchases*	\$5,112,800	TWENTY
Total Allocated Amounts	\$6,815,683	
Total Remaining Allocation	\$13,184,317	
Deloitte Portal/Mobile	Total Amount	Work Order Ref.
Total Baseline Allocation (Change Order 3)	\$5,000,000	
Customer Compensation Payments	\$7,728	ONE
Pre-populated Medi-Cal Redetermination Forms	\$682,583	TWO
Get CalFresh (Code for America)	\$422,067	THREE
American Recovery Plan Act (ARPA)	\$1,705,148	FOUR
American Recovery Plan Act (ARPA) - ROI	\$428,379	FIVE
Get CalFresh (Code for America) - Security Monitoring	\$50,001	SIX
Total Allocated Amounts	\$3,295,905	
Total Remaining Allocation	\$1,704,095	
Deloitte CalWIN ISS (County Purchases)	Total Amount	Work Order Ref.
Total Baseline Allocation (Amendment 2)	\$8,000,000	
Total Allocated Amounts	\$0	

\$8,000,000

CalWIN Contract (Premise/App Maintenance Services)	Total Amount	Change Order Ref.
Total Baseline Allocation	\$54,516,908	
Previously Approved Projects	\$18,419,400	N/A
Previously Approved Projects	\$2,678,531	TWO - FOUR
Total Allocated Amounts	\$21,097,931	
Total Remaining Allocation	\$33,418,977	
CalWIN Contract (County Purchases)	Total Amount	Change Order Ref.
Total Baseline Allocation	\$6,968,662	
Previously Approved	\$2,021,592	N/A
Projects 60548 and 60549	\$177,419	FOUR
Projects 60858, 60859, 61078 and 61377	\$262,105	FIVE
Total Allocated Amounts	\$2,461,116	
Total Remaining Allocation	\$4,507,546	
,		
First Data LRS Contract (Staff Augmentation Services)	Total Amount	Change Notice Ref.
•	Total Amount \$1,000,000	Change Notice Ref.
First Data LRS Contract (Staff Augmentation Services)		
First Data LRS Contract (Staff Augmentation Services) Total Baseline Allocation (Amendment 7)	\$1,000,000	
First Data LRS Contract (Staff Augmentation Services) Total Baseline Allocation (Amendment 7) Previously Approved through June 2022	\$1,000,000 \$495,552	
First Data LRS Contract (Staff Augmentation Services) Total Baseline Allocation (Amendment 7) Previously Approved through June 2022 Total Allocated Amounts Total Remaining Allocation	\$1,000,000 \$495,552 \$495,552	
First Data LRS Contract (Staff Augmentation Services) Total Baseline Allocation (Amendment 7) Previously Approved through June 2022 Total Allocated Amounts Total Remaining Allocation Infosys Contract (App Maintenance Services)	\$1,000,000 \$495,552 \$495,552	
First Data LRS Contract (Staff Augmentation Services) Total Baseline Allocation (Amendment 7) Previously Approved through June 2022 Total Allocated Amounts Total Remaining Allocation	\$1,000,000 \$495,552 \$495,552 \$504,448	ONE - FOUR
First Data LRS Contract (Staff Augmentation Services) Total Baseline Allocation (Amendment 7) Previously Approved through June 2022 Total Allocated Amounts Total Remaining Allocation Infosys Contract (App Maintenance Services) Total Baseline Allocation Previously Approved	\$1,000,000 \$495,552 \$495,552 \$504,448 Total Amount	ONE - FOUR
First Data LRS Contract (Staff Augmentation Services) Total Baseline Allocation (Amendment 7) Previously Approved through June 2022 Total Allocated Amounts Total Remaining Allocation Infosys Contract (App Maintenance Services) Total Baseline Allocation	\$1,000,000 \$495,552 \$495,552 \$504,448 Total Amount \$10,000,000	ONE - FOUR
First Data LRS Contract (Staff Augmentation Services) Total Baseline Allocation (Amendment 7) Previously Approved through June 2022 Total Allocated Amounts Total Remaining Allocation Infosys Contract (App Maintenance Services) Total Baseline Allocation Previously Approved	\$1,000,000 \$495,552 \$495,552 \$504,448 Total Amount \$10,000,000 \$7,002,152	ONE - FOUR
First Data LRS Contract (Staff Augmentation Services) Total Baseline Allocation (Amendment 7) Previously Approved through June 2022 Total Allocated Amounts Total Remaining Allocation Infosys Contract (App Maintenance Services) Total Baseline Allocation Previously Approved Total Allocated Amounts	\$1,000,000 \$495,552 \$495,552 \$504,448 Total Amount \$10,000,000 \$7,002,152 \$7,002,152	ONE - FOUR
First Data LRS Contract (Staff Augmentation Services) Total Baseline Allocation (Amendment 7) Previously Approved through June 2022 Total Allocated Amounts Total Remaining Allocation Infosys Contract (App Maintenance Services) Total Baseline Allocation Previously Approved Total Allocated Amounts	\$1,000,000 \$495,552 \$495,552 \$504,448 Total Amount \$10,000,000 \$7,002,152 \$7,002,152	ONE - FOUR
First Data LRS Contract (Staff Augmentation Services) Total Baseline Allocation (Amendment 7) Previously Approved through June 2022 Total Allocated Amounts Total Remaining Allocation Infosys Contract (App Maintenance Services) Total Baseline Allocation Previously Approved Total Allocated Amounts Total Remaining Allocation	\$1,000,000 \$495,552 \$495,552 \$504,448 Total Amount \$10,000,000 \$7,002,152 \$7,002,152 \$2,997,848	ONE - FOUR Change Notice Ref.

Previously Approved

Various Premise Items*
Total Allocated Amounts

Total Remaining Allocation

*Pending Board Consent on August 12, 2022

Total Remaining Allocation

\$3,104,596 ONE - THIRTEEN \$660,484 FOURTEEN-NINETEEN

\$3,765,080

\$234,920

Retrospective and Corrective Actions for Production Incidents

Forge Rock 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

- **8/13/2022**
 - CF Emergency Allotments
 - LA DCFS BTSCA
- 9/3/2022
 - CalFresh Emergency Allotments
- **9/10/2022**
 - CalFresh COLA (Tentative/Pending Policy)
 - 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 prepopulated CF 285
- 2023 Social Security Cost of living (SSA COLA) - Two actions – Add new SSA Income Records and Run EDBC to process SSA Increase

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
W-1	The CalWIN Conversion Cutover Window is at-risk of completing past the 84-hour cutover window	Conversion completed Wave 1 cutover activities 2 hours ahead of schedule and saw performance improvement in the cutover window • 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
W-2 to W-6	Same as above	Filter out Extracted CalWIN data that is more than 6 years from the Conversion Date – Meetings Scheduled this week to review Proposal/Approach 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 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 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

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 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 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 Alternate Procedure documented in Jira P2 Defects In-Triage are in analysis to determine if they impact Placer and/or Mitigation Steps: Yolo Wave 1 Counties • Prioritize New P1 for the next GDS (i.e., GDS#9) • Prioritize Existing (and Go-Live Dependent) P2 Defects into GDS#9 Open Defects by Phase P3/P4 **P1 P2** Total CDT 0 67 105 172 • Prioritize (Go-Live Dependent) P2, not assigned to GDS#9) to be resolved CDV 0 4 22 26 and included in the Conversion logic for Go-Live. Testing to occur in UAT 0 5 Conversion environment **Total Open Defects** 0 76 128 204 Perform an Impact Analysis on Defects not assigned to Conversion logic prior to Go-Live and Communicate to the Implementation Support Services (ISS) Defect Delivery by GDS **P1 P2** P3/P4 Total GDS#9 0 59 team 26 85 Wave 1 Go-Live 0 13 0 13 GDS#10 0 0 80 80 GDS#11 0 21 21 0 In Triage 0 4 76 128 **Total Open Defects** 0 204 Resolved 0 -51 -16 -67 Conversion Open Total 25 112 137 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 "golive dependent" or "production deferral": Resolved defects have been documented; and Test results and summary reports have been completed

268: Implementation Readiness for CalWIN Cutover to CalSAWS

Risk #268	Risk Description & Mitigation Plan	Risk Status
W-1	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 To mitigate this risk, the following actions will be taken: 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	 July 29, 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 (CDGs) for Wave 1 (Risk #270) have been approved. Areas that continue to require enhanced mitigation efforts include: 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 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)
	Detailed Contingency Planning is underway to determine the best options and strategies to minimize impact to Counties and remain within schedule and budget	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 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

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

7 11 10 111 0		
Risk #269	Risk Description & Mitigation Plan	Risk Status
W-1	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 Defined Waves 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	 CalWIN County Education Sessions (i.e., Planned Curriculum) for Wave 1: CalSAWS has facilitated 90% (or 9 of the 10) planned Ad Hoc Support Curriculum to Wave 1 Counties CalWIN County Ad Hoc Reports Refactoring for Wave 1: 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
W-2	Same as above	CalWIN County Education Sessions (i.e., Planned Curriculum) for Wave 2: CalSAWS has facilitated 80% (or 8 of the 10) planned Ad Hoc Support Curriculum to Wave 2 Counties CalWIN County Ad Hoc Reports Refactoring for Wave 2: Ad Hoc Refactoring planned to begin in Sep 2022 at T-6 (to Go-Live)
W-3	Same as above	 CalWIN County Education Sessions (i.e., Planned Curriculum) for Wave 3: CalSAWS has facilitated 40% (or 4 of the 10) planned Ad Hoc Support Curriculum to Wave 3 Counties CalWIN County Ad Hoc Reports Refactoring for Wave 3: Ad Hoc Refactoring planned to begin in Sep 2022 at T-6 (to Go-Live)

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)

Mana	gement (OCM) Change Discussion Guides (CDGs)	
Risk #270	Risk Description & Mitigation Plan	Risk Status
W-1	If OCM does not have sufficient documentation and resources to create Change Discussion Guides (CDGs), and Counties do not have adequate time to review and provide feedback, the CDG delivery timeframe and level of detail might be impacted. The OCM team uses the County To-Be Process documentation to create the CDGs In Wave 1 County CDG Kickoffs, Counties stated 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	 The OCM team is preparing for the next phase - Change Discussions with Staff 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
	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	
W-2	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 Noted Key Dates: W2 WBT Early Learning Dates: 9/26/22 W2 Early Learning ILT Dates: 11/28/22 - 12/16/22	 Wave 2 CDGs are trending late, and the delivery timeframes are revised 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
W-3	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 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	A master CDG is being developed as the starting point for creating W3 County CDGs and the estimated completion is end of August CDG development plan being revised in concert with the Counties while aligning with early learning dates 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

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
W-2 – Sanfa Clara	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 CalWIN Counties: 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 Counties (Placer, Yolo, Santa Clara, Santa Barbara, San Mateo, San Francisco) had opted in for a change to the PoP location	 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 Comcast 50Mbps 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 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) Order placed and pending carrier survey and projected delivery date

275: CalWIN Counties unable complete tech readiness activities (network) (CRFI 22-040) required for start of IPT and Go-Live for their respective waves

Risk #275	Risk Description & Mitigation Plan	Risk Status
W-1	Placer County has indicated that due to a conflicting firewall replacement project (County driven) that failed and being reattempted, the County would delay the configuration of technical changes requested by CalSAWS in CRFI 22-040 (Due on June 10) Efforts to re-deploy the firewall and navigate through change process would be effort intensive causing the technical changes (CRFI 22-040) be postponed. This would impact completion of technical readiness and start of Interface Partner Testing by ~8 weeks (from June 27 until early August)	 CalSAWS recommends that Placer County proceed with the prerequisite technical changes being done on the existing County firewall which will be used until the new firewall is successfully deployed. This will result in a duplicity of effort for the County IT as well as challenge of navigating through County Change freeze process Meeting scheduled between CalSAWS and Placer County on June 9, 2022 to further discuss the schedule, network readiness for the planned IPT and ultimately Counties October Go-live County successfully completed the implementation of the External Firewall on June 10, 2022 County successfully completed the implementation of the Internal Firewall on July 20, 2022 Network Connectivity Test completed July 26 County has submitted the CRFI 22-040 partially with key information that can allow CalSAWS changes to be completed while waiting for County Firewall changes Outstanding dependencies IPT Testing: July 27 – August 31, 2022 Defect Resolution could take up to 2 weeks (Dependent on Change process), which could cause further slip in timeline resulting in shorter duration to test Risk mitigation plan successfully completed. The deployment of the Placer Firewall and the completion of all changes addressed the risk. Placer has completed their changes and IPT Testing has started

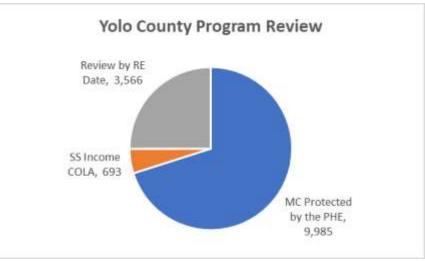
Conversion Update

 Processing Yellow Banner Cases and Aggregated Numbers and Percentages by County

Conversion

Yellow Banner Cases





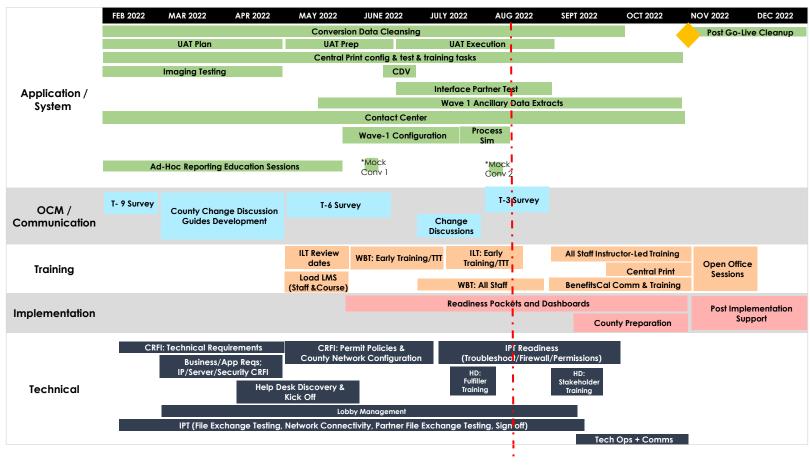
Programs with Yellow Banner (CONV_EDBC_CASE_REVW_RPT)	15,898	14,244	31,215
MC Protected by the PHE	12,612	9,985	22,597
Programs that Need Review	3,286	4,259	8,618
SS Income COLA	1,010	693	1,703
Review by RE Date	2,276	3,566	6,915

Yellow Banner Notes

- 23% of Active Programs Converted are (Medi-Cal) protected under the Public Health Emergency.
- 9% of Active Programs Converted will need Case Worker Review.
 - Approx. 1,700 programs will need to be reviewed by mid-December 2022 in preparation for the SSI COLA.
 - Remaining Active Programs can be reviewed on or by their next Review Date.

CalWIN Wave 1 Implementation Readiness Dashboard and Packet

Wave-1 Critical Path – Summary Timeline View



We Are Here

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
	G	Deploy CalSAWS Releases 22.09	In Progress: 21.75% complete
	G	Contact Center Readiness	SCRs in progressYolo: CA-240152Placer: CA-235356
	G	Imaging Readiness	
Application	G	BenefitsCal Readiness	CBO Mock Run 1 in process and on schedule
Application	G	Central Print Readiness	
	С	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)
1-1	G	County Interface Partner Test (IPT)Execution	In Progress: 64% complete
Integration	G	State Interface Partner Test (IPT) Execution	In Progress: 88% complete
	G	CDT Defects Resolution	As of 6/9/22 there are 166 unresolved CDT Defects.
Conversion	G	EDBC Match – Auto Review Rates	68% Match in Assembly
Technical	G	County Network Connectivity	Connectivity: 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%)

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete
noi sidiled	On senedoic	114 Days Laic	7 14 Days Laic	Complete

*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
	С	FDEL 8 Master Training Plan	Monthly update submitted on time for Consortium review.
	С	ILT Training Curriculum Complete	Complete for Wave 1 Counties.
Training	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
	Υ	Change Discussion Guides (CDGs)	Yolo & Placer currently conducting change discussions scheduled for completion by 08/19/2022
	G	Communications	 Wave 1 Infographics for July distributed via CIT T-3 Surveys in progress
Organization	С	Business Process Reengineering	 All To-Be Sessions Complete All Closeout Sessions Complete All Work Products Signed-Off and Deliverables Approved
	G	Process Simulation	 Detailed Scenario Definition and Data Prep Ready for Execution Configuration Loaded Execution underway – Placer 54% Complete, Yolo 50% Complete
	G	Configuration	Working Sessions CompleteCore and Additional Configuration Documented
	Υ	Implementation Planning	DEL-10 resubmitted on 08/05/2022Command Strike teams continue
	G	County Prep	County Prep CIT distributed 8/05County Prep Kick off scheduled for 8/18
	Υ	Pre and Post Implementation Support	Resource planning and Command Center Strike teams continue
Implementation	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): 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 signed off on all interface partner testing.	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
----	-------------	---	-------------	---	------------------	---	-------------------

Wave 1 County Readiness Checklist Activities by Status (as of 08/05/2022)

ve 1 County Tasks by Status					* 0 0
Status	10 Air Counties	02 Placer	33 Yero	Wave 1 Counties	10
COMPLETED	1	252	213	1	469
NOT STARTED	0	90	107	3.	208
IN PROGRESS	0	28	31	0	59
Total Unique Issues:	4	376	351	6	736

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

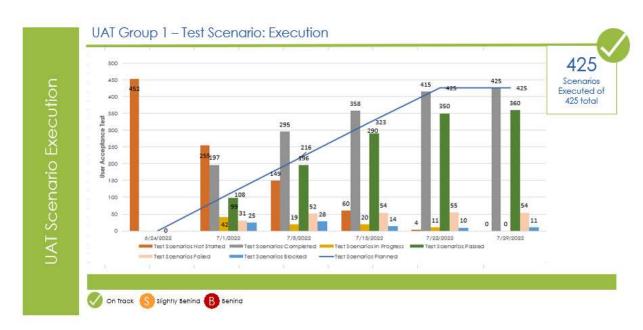


CalSAWS CalWIN UAT: Group 1 Script Execution

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 Update
- Disaggregated Application Data by platform and County
- BenefitsCal vs. YBN Accounts
- 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

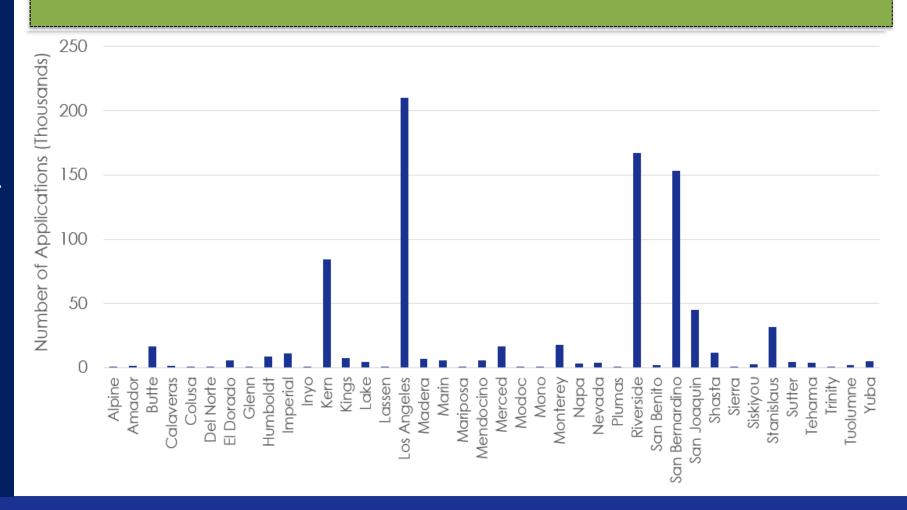
- ☑ Implementation of Portal/Mobile App Phase (Phase 1) based on requirements set forth in Attachment J to the RFP
- ☑ Following successful cutover of the Portal/Mobile App to the production environment, provide an Implementation Complete Report certifying that all Portal/Mobile App requirements have 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

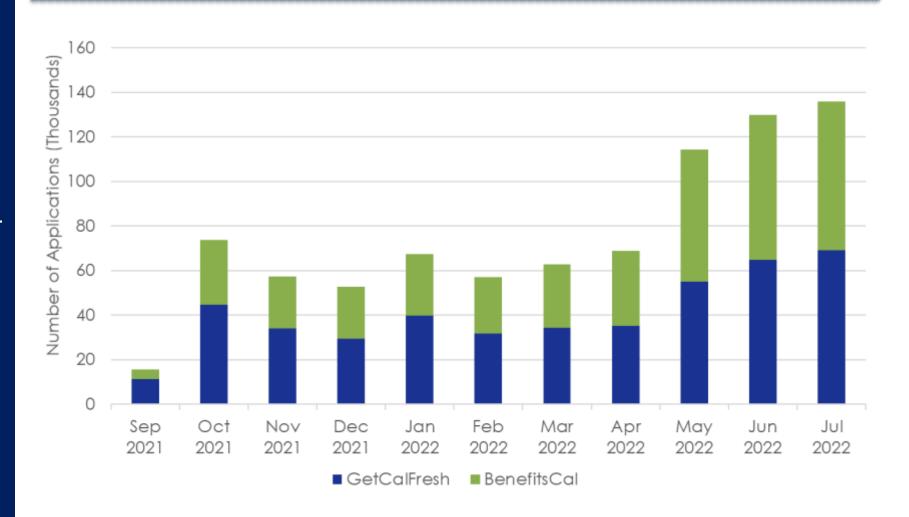
Submitted Applications by County

- 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.

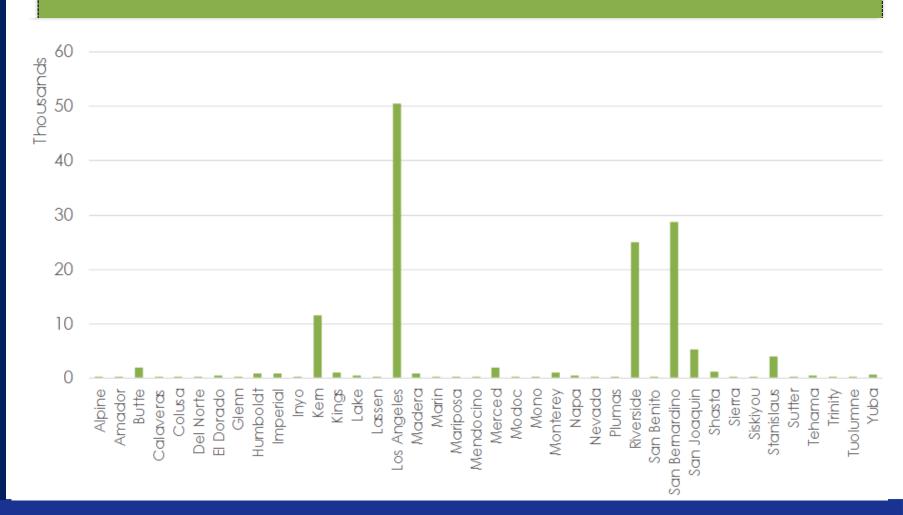
Renewals by Type and by Month

- 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



BenefitsCal User Metrics

One Third of LA County Users that Accessed YBN 1 Time in the 6 Months Leading up to Go Live Have Created BenefitsCal Accounts

YBN Account Usage

	Count
YBN Accounts accessed within 6 months leading up to go live	1,034,133
YBN Accounts accessed since YBN Go Live	4,718,820

Frequent Users: Logged in at least once per month for _ months

and the second s	6 months	12 months	18 months
Logged into YBN at least once a month over the timeframe	141,539	93,554	63,461

BenefitsCal Account Creation

	Accounts Created
BenefitsCal Accounts Tied to Los Angeles County Customers	327,823

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

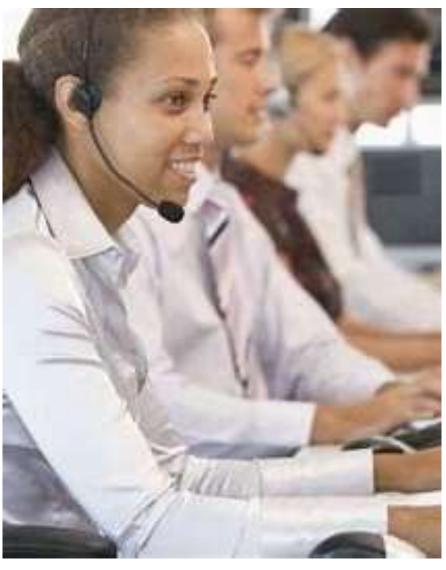
Not changing:

- 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

ForgeRock

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

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

ForgeRock

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)

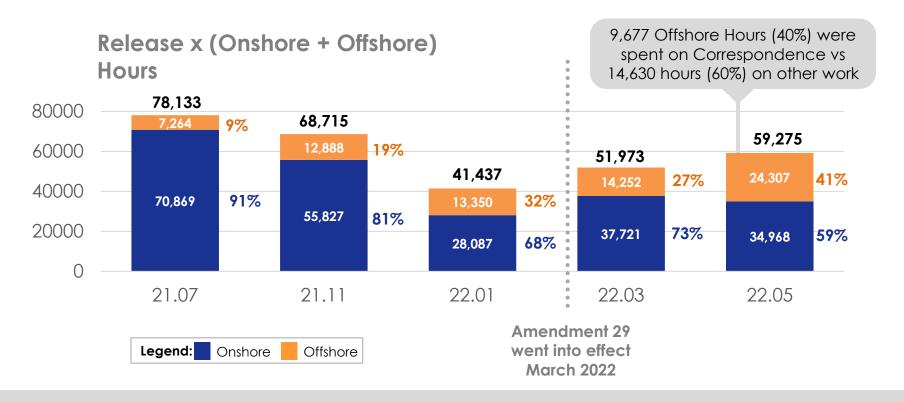
CA-240974

- 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 Defect Stats

- Onshore vs. Offshore
- SLAs

CalSAWS Quality, Defect, Stability, Tickets Stats CalSAWS Application Release Quality Metrics

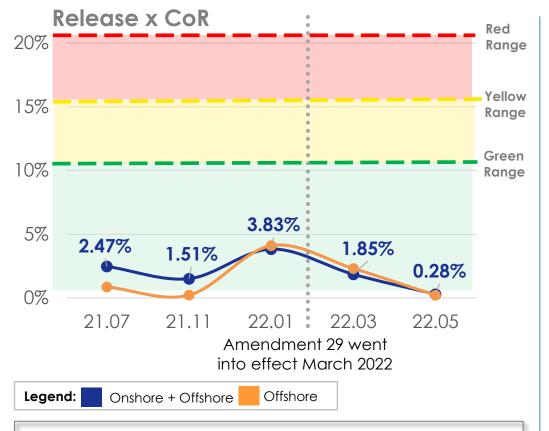


Per Amendment 29: "Use of GDN resources may approximate 40% of the available hours required for Accenture to deliver its obligations under Exhibit X CalSAWS M&O Extension"

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



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 (Actual Rework effort Hours/ 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 Applie s	Performance Requirement Title	March	April	May	June	July
1		Monthly Off Prime Business Hours Availability	O	O	O	O	②
2		Monthly Prime Business Hours Availability of CalSAWS Non-Production Environments	②	O	②	O	②
3		Monthly Deficiency Notification Response Time		O	\bigcirc	O	②
4		Monthly Helpdesk Diagnosis Time	×	X	×	×	×
5	O	Daily Peak Usage Hours Availability		O	O		×
6	②	Daily Prime Business Hours Availability		O			×
7	•	Daily Peak Usage Hours ED/BC Response Time		O			
8	•	Daily Prime Business Hours ED/BC Response Time		O	O		O
9	•	Daily Peak Usage Hours Screen to Screen Navigation Response Time	②	②	②	•	②
10	©	Daily Prime Business Hours Screen to Screen Navigation Response Time	©	②	②	•	②
11		Daily Batch Production Jobs Completion				\bigcirc	×
12		Daily Off Prime Business Hours ED/BC Response Time		×	×	×	
13		Daily Off Prime Business Hours Screen to Screen Navigation Response Time	②	•	O	0	②
14		Daily Unbounded Search Response Time					
15		Daily Prime Business Hours Availability of CalSAWS Training Environments	8	×	•	•	©
16		Daily Peak Usage Hours Standard Report Response Time					
17	•	Security Incident Notification					
18		Security Incident Reporting					
19		Security Incident Negligence		O			
20		Disaster Recovery Response Time					



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

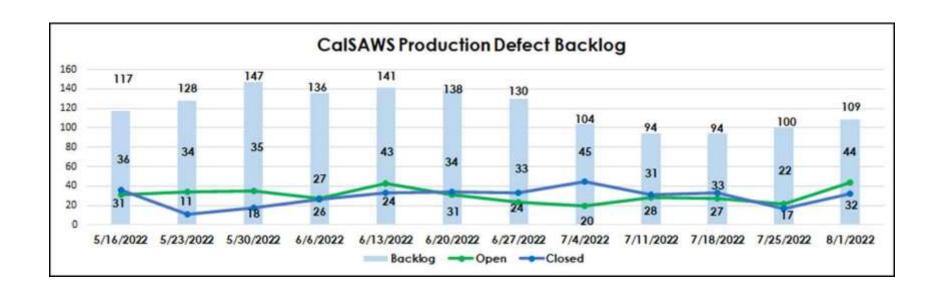
Legend: ✓ SLA Met ✓ SLA Not Met ✓ LD Applies

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



- 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%



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 (<u>not</u> 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 <u>not</u> be a system error, or the issue could not be re-created
- 10% were resolved with How To steps

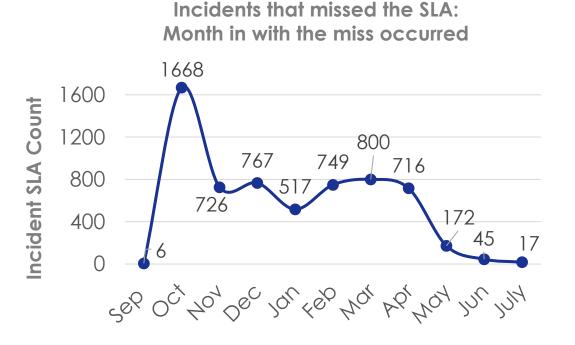
CalSAWS Quality, Defect, Stability, Tickets Stats

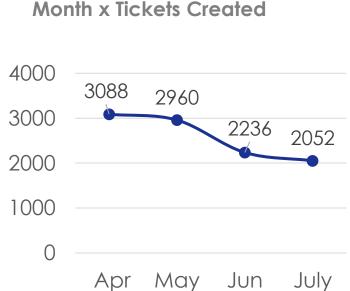
CalSAWS Tickets Trend since C-IV Cutover (9/27/2021)



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





CalSAWS Quality, Defect, Stability, Tickets Stats Hyland Imaging Performance Metrics

JULY 2022 PERFORMANCE STANDARDS



Monthly Uptime Percentage

Target: 99.90%

Formula: 1 – (total downtime minutes / total monthly minutes) x 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 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			



D

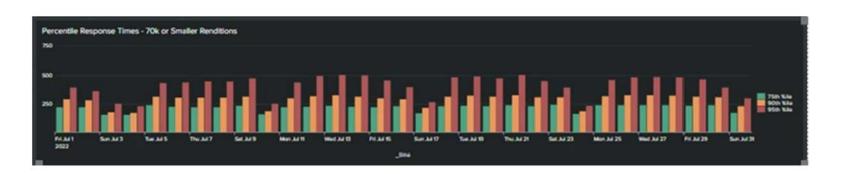
CalSAWS Quality, Defect, Stability, Tickets Stats Hyland Imaging Performance Metrics

MONTHLY PAGE VIEW RESULTS - 70KB OR SMALLER



B





CalSAWS Quality, Defect, Stability, Tickets Stats Hyland Imaging Performance Metrics

JULY 2022 PERFORMANCE STANDARDS



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

Adjourn Meeting