



# CalSAWS | Project Steering Committee Meeting

October 20, 2022



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# 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.





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## Action Items

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# Action Items

4. Approval of the Minutes from the September 15, 2022, PSC Meeting and review of Action Items.





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## Informational Items

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## CalSAWS Procurement Update

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# CalSAWS M&O Procurement

## Key Procurement Tasks

	M&O Procurement Event	Date
1	Release RFP	July 6, 2022
2	Bidder Question and Answer Period	July 7 – October 25, 2022
3	Release RFP Addendum 1	July 27, 2022
4	Conduct Bidder's Conference 1	August 3, 2022
5	Release RFP Addendum 2	September 1, 2022
6	Conduct Bidder's Conference 2	October 4, 2022
7	Release RFP Addendum 3	October 4, 2022
8	Release RFP Addendum 4 No Later Than	October 18, 2022
9	Release RFP Addendum 5 No Later Than	November 8, 2022
10	Proposal Due Date	January 4, 2023
11	Evaluate Administrative Compliance and Firm Qualifications	January 5 – February 1, 2023
12	Evaluate Business Proposals	February 1 – April 13, 2023
13	Conduct Oral Presentations and Key Staff Interviews	March 29 – April 6, 2023
14	Evaluate Price Proposals	April 13 – May 11, 2023
15	Conduct Confidential Discussions	May 23 – 26, 2023
16	Issue BAFO Instructions	June 7, 2023
17	Best and Final Offer (BAFO) Due Date	June 27, 2023
18	Evaluate BAFOs	June 28 – July 21, 2023
19	Evaluate Consolidated Price Proposals	July 24 – August 9, 2023
20	Conduct Final Evaluation Teams Meeting	August 15 – 16, 2023
21	Prepare and Approve Vendor Selection Report	August 17 – October 5, 2023
22	Issue Notice of Intent to Award	October 5, 2023
23	Prepare for and Conduct Contract Negotiations	October 6 – November 30, 2023
24	State, Federal and JPA Contract Approvals	December 1, 2023 – April 19, 2024
25	Contingency Period	April 20 – April 30, 2024
26	Contract Start Date	May 1, 2024





## Technical Operations Update

- Production Incidents
  - Production Reports Generation
  - Case Purge Update
  - Disaster Recovery RTO/RPO Review and Test Status
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# Production Incidents

## Contact Center

- Multiple Counties
  - Starting at 6:30 a.m. on September 21, 2022, multiple counties were unable to access the Custom Call Control Panel (CCP); remote users were still able to access the Default CCP
  - CalSAWS identified that health checks on port 80 from F5 vendor to the AWS hosted proxy were causing the issue
  - At 12:45 pm, the Network team changed the http health checks to Transmission Control Protocol (TCP) health checks, which resolved the issue
  - Root cause has been requested from the F5 vendor
- Stanislaus County
  - Starting at 6:50 a.m. on October 5, 2022, Stanislaus County users were unable to access the Custom and Default CCP from a county site; remote users were not impacted
  - Issue was resolved by 12:15 p.m. on October 5, 2022, by the telecommunication vendor updating network traffic categorization type of the county's CCP traffic
  - Root cause has been requested from the TPX telecom vendor



# Production Incidents

## Foster Care Issuances

- On the night of October 3, 2022, the September 2022 Foster Care Main Payroll ran for the former 39 C-IV Counties as planned. In addition, the daily Foster Care Issuance batch job was run. This was an issue with the structure of the batch schedule in the failure to suppress the daily when Main Payroll executes.
- For data cleanup, defect CA-250950 was implemented on October 6, 2022, to change the Benefit Type for the impacted Foster Care payments and Issuances with “Validation Error” status were updated to “Void” status
- Four specific counties were notified to review 9 cases total where two issuance records were created per case
- The impacted reports were rerun and available on Saturday, October 8, 2022



# Production Incidents

## Amazon Message Queue Broker

- On October 11, 2022, at 4:45 pm a subset of users reported slowness with screen-to-screen navigation in CalSAWS
- The issue was caused by the Amazon Message Queue (MQ) broker reaching 100% utilization and not processing received messages
- Issue was resolved by 5:05 pm by cleaning up the MQ storage
- During this issue, eApplications from BenefitsCal were incorrectly assigned a default office
- The following additional actions are being taking to address the cause of the issue:
  - Scheduled hygiene jobs to clean up the dead letter queue
  - Creation of alert for 75% utilization
  - RCA requested from Amazon for MQ communications issue
- For the eApps default office issue, action is to:
  - Revise architecture and logic for assigning default office in the event of an unscheduled CalSAWS API outage
  - BenefitsCal to configure an alert / report when default office is assigned to provide to counties for reassignment / expedited processing



# Production Incidents

## Amazon West Region Outage

- Summary of Outage on 09/28 and RCA
- Remediation steps taken
- Business Impact
- Current architecture and redundancy (in region)
- What's next



# 9/28 Amazon Outage and Root Cause Analysis Summary

- Multiple Amazon customers experienced increased errors and latency with Amazon API Gateway calls starting at 9:17 AM, and ending by 2:12 PM
- Between 9:20 AM and 1:40 PM inbound callers to Amazon Connect experienced a busy tone or delays when dialing in, and agents experienced errors signing in or had difficulty handling contacts
- The root cause was a latent defect in a recent software library update that prevented Amazon API Gateway from re-establishing a connection to one of its caching clusters after a node within the cache became impaired
- After resolving the issues, the RCA and fixes were developed and fully implemented by 10/3/2022



# AWS West Region Outage – Remediation

Changes implemented during and shortly after event to remedy and protect against this type of issue in the future

1. Restart the cache clients on all of the required API Gateway nodes in the region. This work mitigated the immediate impact. [Completed 09/28/2022]
2. Enabled request nodes to access particular caches in parallel which reduces the percentage of requests impacted if a similar event were to occur in the future. [Completed 10/03/2022]
3. Reproduced the latent software defect, created and tested a bug fix, and rolled out. [Completed 10/03/2022]



# AWS West Region Outage – Business Impact to CalSAWS

Contact Center – 09/28/22 between 9:20am and 1:40pm PDT

- Inbound calls to CalSAWS, LA DCFS Provider Line and CalSAWS Service Desk received a busy tone or delays in reaching an agent.
- Agents had errors during sign-in

Other Services – 09/28/22 between 9:17am and 2:12pm PDT

- BenefitsCAL services were unavailable due to their dependency on API Gateway
- Several other CalSAWS services utilize the API Gateway - there was some impact to CalSAWS logins and OCAT both having intermittent errors



# Current Solution – AWS Connect Redundancy within Region

Amazon Connect was launched in March 2017, and there have been no region-wide or major service disruptions until Sept 2022

- Highly available architecture running across multiple Availability Zones (AZ - multiple, isolated locations) in the AWS West region
- Provides fault tolerance in the event of a server failure or Availability Zone outage
- AZs are connected with each other through low latency links
- AWS datacenters are designed with significant excess bandwidth to ensure sufficient capacity in the event of an AZ disruption should traffic need to be shifted to remaining AZs



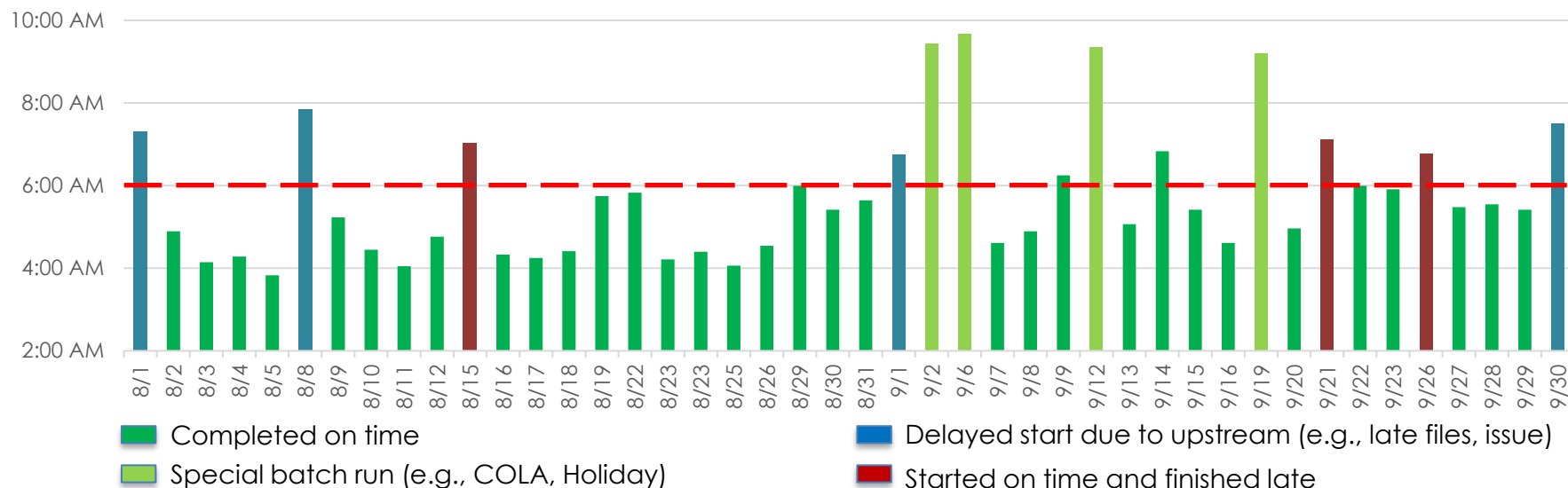
# AWS Connect Redundancy - What's Next

- Amazon Connect Service Commitment (SLA) is 99.99%, or ~5 minutes/month
- The Amazon Connect Service leadership team sees the incident as an opportunity to go deeper into dependent services to assure Connect meets/exceeds SLA
- The Consortium, Accenture and AWS will continue to partner and review potential options for increased availability for CalSAWS



# Production Reports Generation

Analytics Reports and Dashboards Batch Completion Times –  
August - September 2022



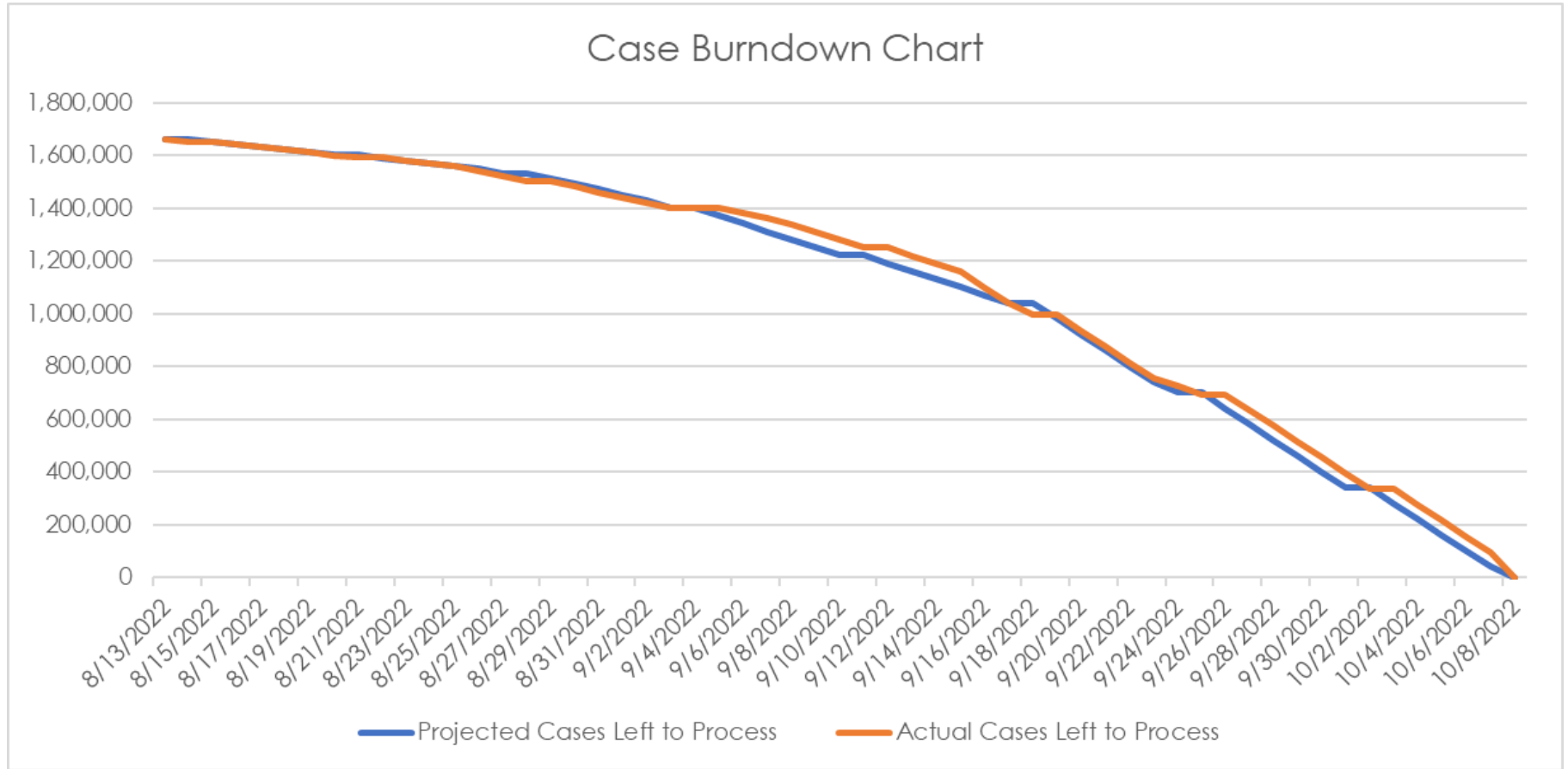
## Continuous Improvement Action Plan

- SCR CA-243608 - Scaling of Qlik and nPrinting architecture (Implemented October 16, 2022)
- SCR CA-247464 - Splitting Analytic reports jobs into components to allow more control over scheduling and concurrency (targeted for Dec 2022 priority release)
- Review of data ingestion jobs to determine if any can be run multiple times a day to reduce run time during batch (In progress)
- On-going review of specific complex, longer running reports for further tuning



# Case Purge

## Case Completion Burndown Chart





# Case Purge

## Final Deletion Statistics

Cases Completed	1,657,318
Cases with Images Removed	1,657,318
Cases With Documents Removed	1,657,318
Total Documents Removed	26,740,900
Cases Remaining to Process	0
Documents Remaining to Process	0



# Case Purge

## Data Recovery Period

- A full CalSAWS database backup was created on 8/7/22, prior to the launch of Case Purge on 8/13/22
- The backup has been stored on AWS and will remain archived for one full year after all cases have gone through the data removal process, which was on 10/8/22



# RTO/RPO from 1.0 Business Continuity & Disaster Recovery Plan

## CalSAWS Core Application:

- **Recovery Time Objectives (RTO)** – maximum time allowed for the recovery of an IT service following an interruption. RTO for CalSAWS is 24 hours.
- **Recovery Point Objectives (RPO)** - maximum amount of time for which CalSAWS, transactions would be lost in the case of unrecoverable loss of primary delivery location. The RPO is 24 hours.

## ForgeRock:

- **Recovery Time Objectives (RTO)** – maximum time allowed for the recovery for ForgeRock following an interruption. RTO for ForgeRock is 15 Minutes
- **Recovery Point Objectives (RPO)** - maximum amount of time for which ForgeRock, transactions would be lost in the case of unrecoverable loss of primary delivery location. The RPO is 15 seconds



# DR-Failover Test – CalSAWS & BenefitsCal

This is summary from the DR failover test

**Key Points:**

- Recovery Time Objective for CalSAWS is 24 hours, end to end recovery, failback and validation completed in ~12 hours
- Failover to east including validation completed in ~7 hours
- Restore Point Objective is 24 hours. The test validated this requirement with all transactions performed during DR validated successfully by county testers

Detailed Milestones	Start Time	End Time
Declare Disaster, Production Down	6:00 AM	6:50 AM
Failback to DR (us-east)	7:00 AM	11:45 AM
Start County Validation (us-east)	11:45 AM	1:10 PM
Shutdown DR (us-east)	1:15 PM	2:45 PM
Back to Production (us-west)	3:00 PM	4:05 PM
Production County Validation	4:10 PM	5:00 PM

Date	Event	Scope	Outcome
10/02/2022	<ul style="list-style-type: none"><li>• DR Failover (10/2/2022)</li></ul>	<ul style="list-style-type: none"><li>• Move FR to East and keep CalSAWS in West</li><li>• Smoke Test Application and BenefitsCal</li><li>• Shut down Production Service</li><li>• Validate DR services start/stop</li><li>• Deploy Latest build on DR Environment</li><li>• Get CalSAWS Application Up and Running</li><li>• Shut down Production Service</li><li>• Validated DR services start/stop</li><li>• Perform Validation with DPSS users</li><li>• Shutdown DR and get Prod Up</li><li>• Validate changes in Prod</li></ul>	<ul style="list-style-type: none"><li>• Change Order - CHG0036759</li><li>• Successfully switched FR from West to East</li><li>• Smoke Test CalSAWS Application and BenefitsCal with FR in East and CalSAWS in west</li><li>• Successfully deployed latest build on DR servers</li><li>• Successfully validated CalSAWS Application Log-in</li><li>• County successfully logged-in on web.calsaws.net (DR)</li><li>• County reported search on Task page took long time to load. This is also confirmed as existing production behavior.</li><li>• BenefitsCal Failover completed successfully</li><li>• BenefitsCal validated application submission</li><li>• Connectivity Test completed CalSAWS (us-east) to OCAT (us-east)</li><li>• DR servers successfully Shutdown</li><li>• Production restarted and validated successfully by County</li></ul>



# DR Scope – Oct 2022

Services	Scope	Tech Prep (Hrs)	Validation App/Tech	Notes
Online/ Web	Yes	4	App	Online Application Test – 10/2
ForgeRock	Yes	1	App	Switch FR East and CalSAWS to West – Failover Test -10/2 Switch FR East and CalSAWS to East – Failover Test -10/2
Central Print	Yes	1	Tech	Only Connectivity Test CalSAWS (East) – Central Print (West) – Dry Run 9/22
BenefitsCal				CalSAWS (East) – BenefitsCal (East) – Dry Run 9/22 BenefitsCal will be in Offline mode except during 11:00 AM to 2:00 PM PST for testing (Maintenance mode) – Failover -10/2
Batch	Yes	1	Tech	One Batch Run without impacting cases – Dry Run -9/29 Plan Batch Scheduler Next DR run.
Analytics	No	N/A	N/A	Basic Automation script is ready to provision Analytics infrastructure in the East region, additional work in progress to finalize. Plan for the next DR test.
AMP	No	N/A	N/A	Plan for the next DR.
Audit	Yes	2.5	App	Failover 10/2
Imaging	Yes	0.5	Tech	Only Connectivity Test CalSAWS (East) – Hyland (East) – Dry Run 9/29 Plan Failover Test with Hyland next DR test.
Contact Center	No	N/A	N/A	Contact Center DR Prep is in the planning stage.
OCAT	Yes	0.5	Tech	Only Connectivity Test – Dry Run - Dry Run 9/29 CalSAWS (East) to OCAT (East)
Child Care Portal	No	N/A	Tech	There is additional effort in progress to deploy Infrastructure in the East region. Potential for inclusion in the next DR test.
Salesforce Partner	No	N/A	Tech	API Gateway Set up required. Apigee to API gateway migration in process so this could be planned for the next DR run.
Email	No	N/A	N/A	Plan for the next DR.
Texting	No	N/A	N/A	N/A
Adhoc Report	No	N/A	N/A	Confirm Adhoc Reporting should be set up in the East region. Adhoc (APEX, Crystal Reports, EDR)
EBT	No	N/A	N/A	Plan for the next DR.





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## Decommissioning of C-IV Read Only Environment

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# C-IV Read Only Environment

Decommission Date October 31, 2022

*CIT 0271-22 Decommissioning of C-IV ReadOnly Environment Rev*

## Background:

- With the migration of the C-IV Counties into CalSAWS, C-IV users were provided access to the C-IV Read-Only environment for a period of one year post migration. Due to security compliance, the C-IV Read-Only environment will be decommissioned on October 31, 2022.

## Post October 31, 2022

- User will be unable to access the C-IV Read-Only environment (<https://civ-readonly.calsaws.net/>).
- Per SCR CA-244068, C4Y data tables, including the e-signature tables, have been copied into CalSAWS. The list of tables copied over to CalSAWS is documented in the SCR.
  - If a county needs to see e-signature information for an e-application, please use the existing AdHoc request process ([CIT 0374-21 CalSAWS Ad-Hoc Report Request Process](#)). This is an interim process until the below SCR is implemented.
- CA-247516 will add online pages to CalSAWS so that the authorized workers can view the e-signature data. This change is targeted for CalSAWS release 23.03.





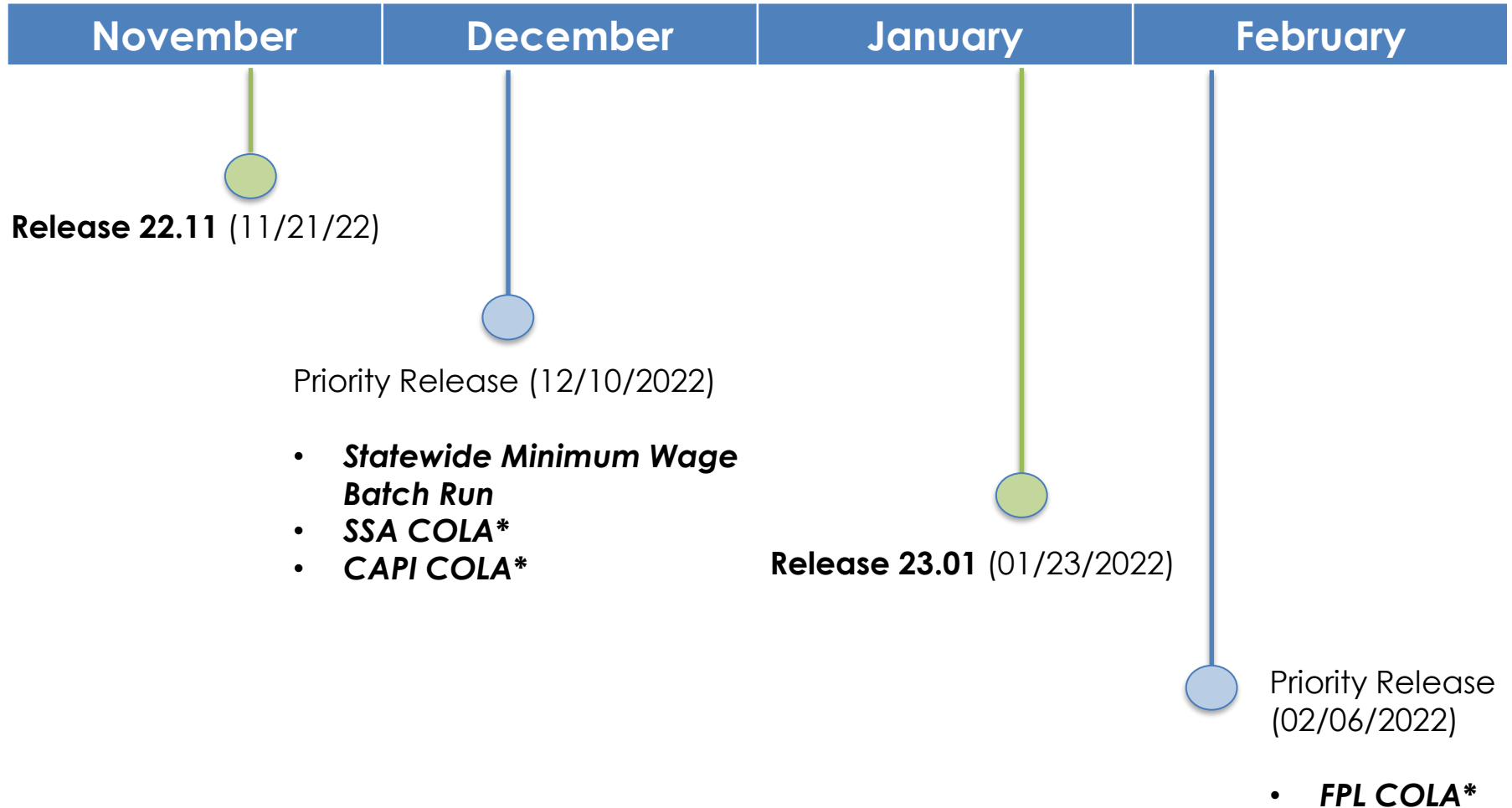
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## CalSAWS Release and Policy Update

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# CalSAWS Release and Policy Update



\* COLA dates are target dates, pending receipt of COLA values from the State partners



# CalSAWS Release and Policy Update

Release 22.11	Release 23.01
CCB 22-04-Child Care Immediate and Continuous Eligibility Age Requirements	MEDIL I 22-01 Federal COVID-19 PHE Additional Contact Requirement
ACL 22-03 Add a cover letter (CF 285A) to the pre-populated CF 285	Generation of Medi-Cal Renewal Packets and Reminder Notices to Additional Correspondents
ACL 22-27 EBT Scam Benefit Type - Add a new EBT benefit type to reimburse electronic theft claims	Time Extension of RCA/TCVAP Programs
ACL 22-66 Resource Limit Increase	Create a DHCS CMS Unwinding Eligibility and Enrollment Data Monthly Report



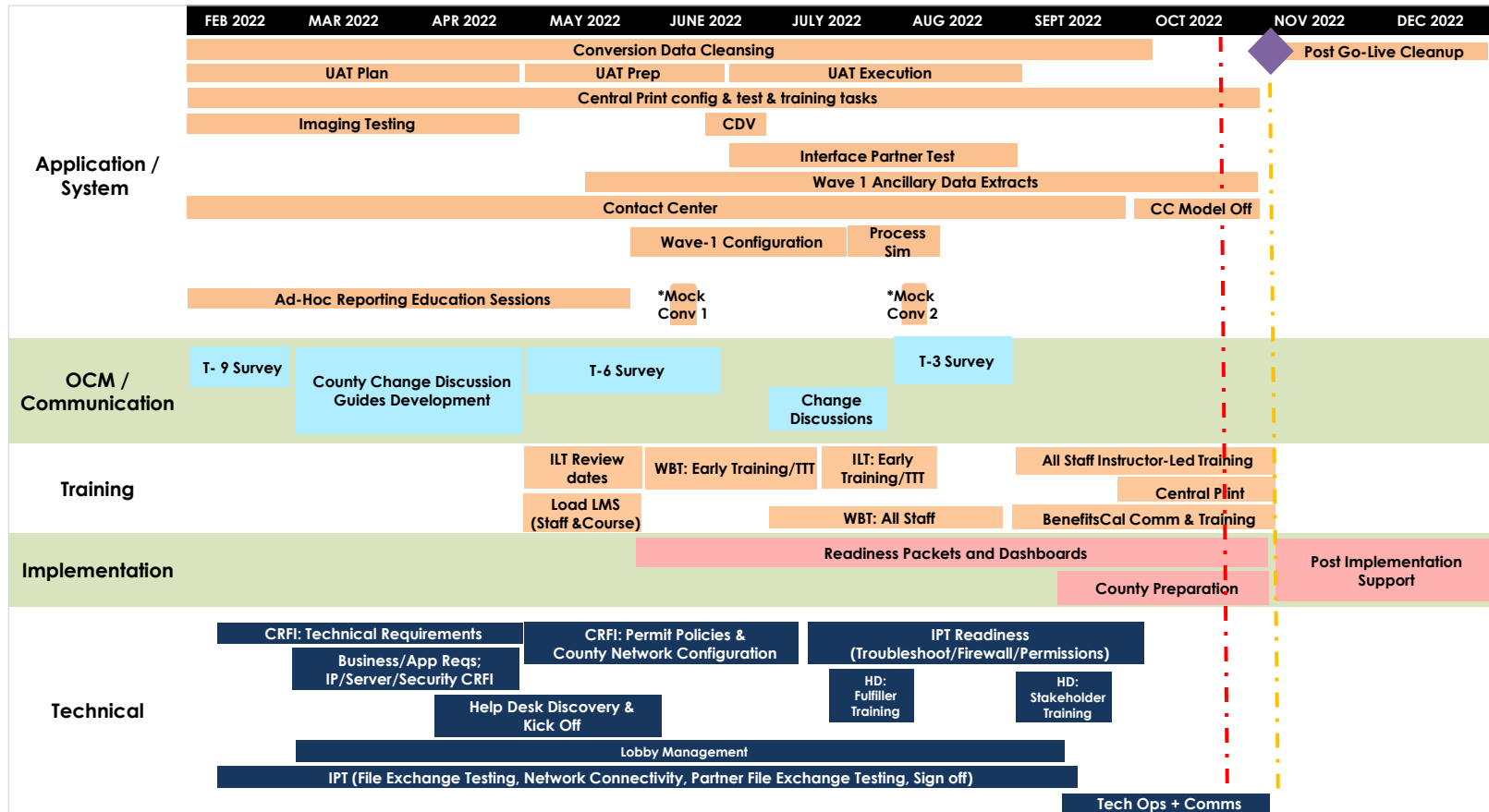


## Wave 1 Migration Cutover Week Plan

- Readiness Summary
  - System Availability for Cutover Weekend
  - Communications
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# 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)** – 06/20/22 – 07/01/2022  
**Process Simulation** 07/25/2022 – 08/19/2022  
**Interface Partner Testing (IPT)** 06/27/2022 – 08/31/2022

**Training**  
**WBT Training for End Users** 06/27/2022  
**End User Training** – 09/06/2022 - 10/27/2022



# 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	C	Deploy CalSAWS Releases 22.09	<b>In Progress:</b> 100% complete
	G	Contact Center Readiness	<ul style="list-style-type: none"> <li><b>SCRs approved:</b> Yolo: CA-240152; Placer: CA-235356</li> <li>Model Office Testing is in progress</li> </ul>
	G	Imaging Readiness	Hyland Platform Performance test complete; no severity 1 or 2 defects reported in UAT. County export of legacy images ongoing until cutover weekend.
	G	BenefitsCal Readiness	<ul style="list-style-type: none"> <li>CBO Mock Run 2 is complete (validate CBO user load in ForgeRock)</li> <li>Training for Contact Center and Help Desk complete for Yolo (09/13/22) and Placer (09/15/22)</li> </ul>
	C	Central Print Readiness	<ul style="list-style-type: none"> <li>Configuration and validation meetings are complete; training materials completed; configuration load is completed, postage received</li> <li>Central Print portal user identification is complete</li> </ul>
	C	UAT Prep	
	C	UAT Execution	<ul style="list-style-type: none"> <li>Group 1 and Group 2 Retest – Complete</li> <li>Metric and completion of UAT Exit Criteria was complete on 09/08/2022 and close out activities are in-progress</li> </ul>
Integration	C	County Interface Partner Test (IPT) Execution	As of 9/28/2022 County IPT is complete
	C	State Interface Partner Test (IPT) Execution	As of 08/25/2022 State IPT is complete
Conversion	G	CDT Defects Resolution	As of 10/7/22 there are 104 unresolved Defects
	C	EDBC Match – Auto Review Rates	8% of Converted Active Programs will need Worker Review.
Technical	C	County Network Connectivity	<b>Connectivity:</b> <ul style="list-style-type: none"> <li>Technical enablement and connectivity completed for Placer and Yolo Counties</li> <li>Circuit bandwidth upgrades in progress for Placer and Yolo to support EDR</li> <li>Compliance validation and Handover to Operations Completed</li> <li>Regression testing of Wave 1 counties Completed</li> </ul>
	C	Performance Testing	<b>Batch Performance:</b> Complete (100%) <b>Online Performance:</b> In Progress (100%)

Not Started

On Schedule

<14 Days Late

>=14 Days Late

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
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
	C	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
	C	WBT Training Delivery	WBT completion is on track with steady progress in both counties
	G	ILT Training Delivery	<ul style="list-style-type: none"> <li>Early Training and Train the Trainer completed on 08/19/22</li> <li>Week 6 End User Training ended 10/14/22 and ILTs continue through 10/28/22</li> </ul>
Organization	C	Change Discussion Guides (CDGs)	Yolo & Placer conducted change discussions with staff as of 08/26/2022
	G	Communications	Wave 1 Newsletter for October distributed on 10/13/2022; CNC Meeting schedule for 10/25/2022
	C	Business Process Reengineering	<ul style="list-style-type: none"> <li>All To-Be Sessions Complete</li> <li>All Closeout Sessions Complete</li> <li>All Work Products Signed-Off and Deliverables Approved</li> </ul>
	C	Process Simulation	<ul style="list-style-type: none"> <li>Week 4 execution for Placer and Yolo are 100% complete</li> </ul>
	C	Configuration	<ul style="list-style-type: none"> <li>Working Sessions Complete; core and Additional Configuration Documented</li> <li>Counties validated configuration worksheets</li> </ul>
Implementation	G	Implementation Planning	<ul style="list-style-type: none"> <li>DEL-10 Implementation Support Plan approved on 09/16/2022</li> <li>Go-Live Packet distributed October 10/07/22; working sessions scheduled the week of 10/17/22</li> </ul>
	G	County Prep	<ul style="list-style-type: none"> <li>County Prep Activities and project support are in progress; As of 10/13/22, Yolo county is 73% complete with 89% of staff have logged in. Placer County is 69% complete and 80% of staff have logged in.</li> </ul>
	G	Pre and Post Implementation Support	<ul style="list-style-type: none"> <li>Follow up meeting with Yolo County scheduled for 10/17/2022</li> <li>Post Implementation Support orientation has been scheduled and calendar invites distributed</li> </ul>
	C	Help Desk	<b>County Delegated Admin Training:</b> Completed for Wave 1 <b>County ServiceNow Fulfiller Training:</b> Completed for Wave 1. Refresher training for Fulfillers and Delegated Admins completed on 08/31/2022
	G	County Ad Hoc Reports	<ul style="list-style-type: none"> <li>Yolo has 24 remaining reports that require refactoring and has elected to receive additional refactoring support from the project. 5 are complete, 7 are with Gainwell for refactoring assistance, and 4 have Apex in Progress. The reports are non-critical that Yolo County indicated that are not pertinent for go-live.</li> <li>Placer has 0 reports to refactor</li> </ul>



## Wave 1 – County Readiness Summary

Readiness Area	Status*	Placer	Status*	Yolo
<b>Application</b>	<b>G</b>	Contact Center SCR approved: CA-235356	<b>G</b>	Contact Center SCR Approved: CA-240152
<b>Integration</b>	<b>G</b>	Placer County IPT complete.	<b>G</b>	Yolo County IPT complete.
<b>Conversion</b>	<b>G</b>	Counties continue to work data cleansing needs	<b>G</b>	Counties continue to work data cleansing needs
<b>Technical</b>	<b>G</b>		<b>G</b>	
<b>Training</b>	<b>G</b>	Early training and train the trainer is complete (08/19/2022). General training began on 09/06/22	<b>G</b>	Early training and train the trainer is complete. General training began on 09/06/22
<b>Implementation</b>	<b>G</b>	County Prep Activities are in Progress. As of 10/13/22, 69% activities are complete and 80% of staff have logged in.	<b>G</b>	Yolo County has 24 ad-hoc reports to refactor and 5 have been refactored. Reports are not pertinent to go-live. County Prep Activities are in Progress. As of 10/13/22, 73% of activities are complete and 89% of staff have logged in.
<b>Organizational</b>	<b>G</b>	Readiness Survey and CDG Discussions are complete.	<b>G</b>	Readiness Survey and CDG Discussions are complete.

\*Information included is as of October 14, 2022

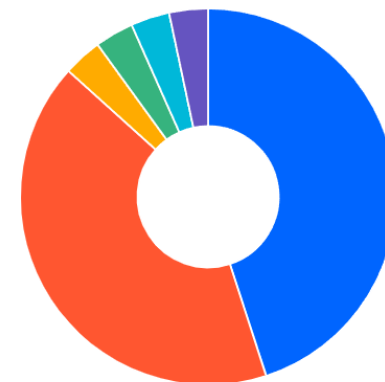
NS	Not Started	G	On Schedule	Y	<14 Days Late	R	>=14 Days Late
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## Wave 1 County Readiness Checklist Activities by Status (as of 10/14/2022)

Status	00 All Counties	02 Placer	03 Yolo	Wave 1 Counties	T:
COMPLETED	27	677	642	164	1510
NOT STARTED	0	78	79	22	179
IN PROGRESS	2	78	73	22	175
<b>Total Unique Issues:</b>	<b>29</b>	<b>833</b>	<b>794</b>	<b>208</b>	<b>1864</b>

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)

## Wave 1 All Tasks Due Next 30 Days by Readiness Category












Implementation Readiness Category  
Total Issues: 60


Application Readiness	27
Implementation Readiness	25
Change Readiness	2
Conversion Readiness	2
Technical Readiness	2
Training Readiness	2



# Wave 1 Cutover Weekend Calendar

## Go-Live Event Cutover: System Down Time Calendar\*

	Thursday October 27	Friday October 28	Saturday October 29	Sunday October 30	Monday October 31
CalWIN Counties (16)		 <b>NO changes to system downtimes for CalWIN Counties and Customers</b>	Business as usual		
Yolo and Placer County Customers		<b>My BCW Not</b> available beginning 10/27 at 5 PM. Apply for Medi-Cal on <a href="#">Covered CA</a> and CalFresh at <a href="#">GetCalFresh</a> until Monday 10/31 at 6 AM (and then directed to BenefitsCal).			
Yolo and Placer Staff	   	<b>CalWIN</b> Remains available from 10/27 5PM - 6 PM for workers to register applications from <b>MyBCW</b> between 5 – 6 PM <b>CalWIN Not</b> available beginning 10/27 at 6 PM <b>OCAT Not</b> available beginning 10/27 at 6 PM <b>CalWIN</b> is available for read-only beginning 10/28 at 6 am, pending conversion outcomes			
CalSAWS Customers and CBOs		 	<b>BenefitsCal</b> is available for anonymous users and CBO users without MFA enabled to submit applications between Friday 10/28 at 6:00 PM until Sunday 10/30 at 8:00 pm. Messaging on the BenefitsCal homepage is included		 <b>BenefitsCal Not</b> available Sunday 10/30 at 8:00 pm until Monday 10/31 to customers and CBOs (maintenance mode)
CalSAWS Production		 	<b>CalSAWS</b> , Contact Center and IVR <b>not</b> available beginning Friday 10/28 at 6 PM until Monday 10/31 at 6 AM. Imaging is view/read only. Ad Hoc/EDR data will be refreshed by 11/2 at 6 am.		
CalSAWS: LMS, PRT, Sandbox, Training		<b>NO changes to system downtimes for CalSAWS PRT and LMS for CalSAWS County Staff</b>			



**10/31 at 6 AM  
Production  
Available**

10/31 at 6 AM  
Production  
Available

\*as of 10/17/2022



# Post Implementation Support

## County Communications

Activity	Purpose	Participants	Inputs / Outputs
<b>County Support Call</b>	<ul style="list-style-type: none"> <li>Collect and receive inputs, updates, and feedback from the County Stakeholders.</li> <li>Opportunity for County to share high priority items, tickets, etc.</li> </ul>	<ul style="list-style-type: none"> <li>Onsite Support / TOSS Teams / Implementation Leads</li> <li>County Stakeholders: PPOCs, IPOCs, TPOCs (optional)</li> </ul> <p><b>Facilitated by:</b></p> <ul style="list-style-type: none"> <li>Regional Managers</li> </ul>	<ul style="list-style-type: none"> <li>Outputs of this call are researched, documented and used to prepare for the County Stakeholder Call in the post implementation support tracker.</li> </ul>
<b>County Stakeholder Call</b>	<ul style="list-style-type: none"> <li>Provide information of known defects/issues/ challenges (what we've heard, what we know); communicate expected resolution.</li> <li>Hear from Go-Live counties and then conduct round-robin of CalSAWS County sharing.</li> </ul>	<ul style="list-style-type: none"> <li>County Stakeholders</li> <li>CalSAWS Leadership and Project Team Leads and Partner Vendors</li> <li>CalSAWS Production Counties, RMs, CalWIN Counties (observer)</li> </ul> <p><b>Facilitated by:</b></p> <ul style="list-style-type: none"> <li>Implementation Managers</li> </ul>	<ul style="list-style-type: none"> <li>Inputs include Command Center tickets, Help Desk, Onsite Pre-Meet (post implementation support tracker) and Internal status call</li> <li>Outputs include updated Post Implementation Support Tracker (distributed to Counties).</li> </ul>
<b>Post Implementation Support Tracker Email</b>	<ul style="list-style-type: none"> <li>Outlines the issues and items discussed (with disposition) daily</li> </ul>	<ul style="list-style-type: none"> <li>Intended audience includes the County Stakeholders, CalSAWS Leadership and Project Team leads, Regional Managers</li> </ul>	<ul style="list-style-type: none"> <li>Tracker is emailed daily following the County Stakeholder Call</li> </ul>





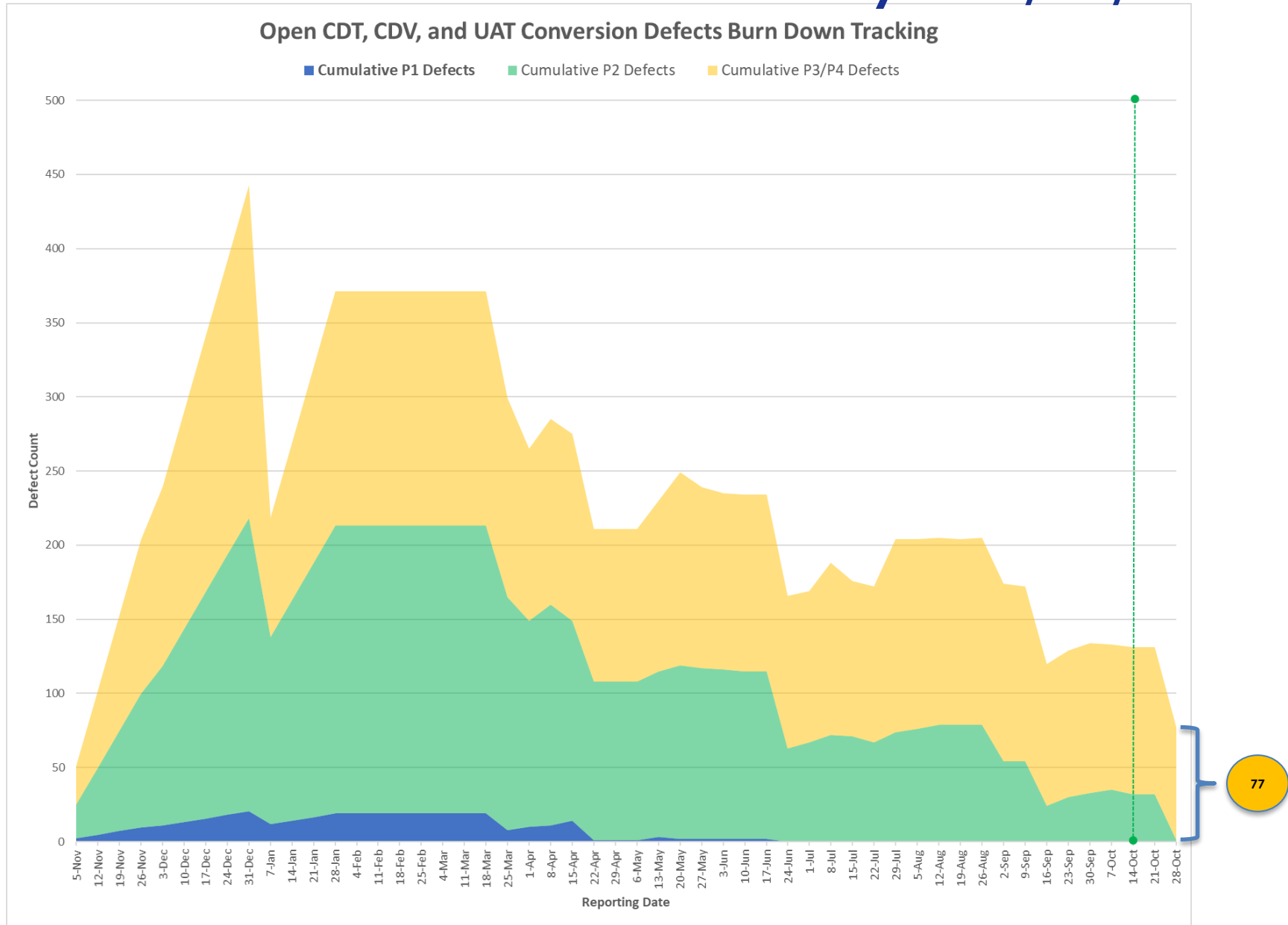
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## Conversion Update

- Development of a dashboard timer/countdown for next big batch
-



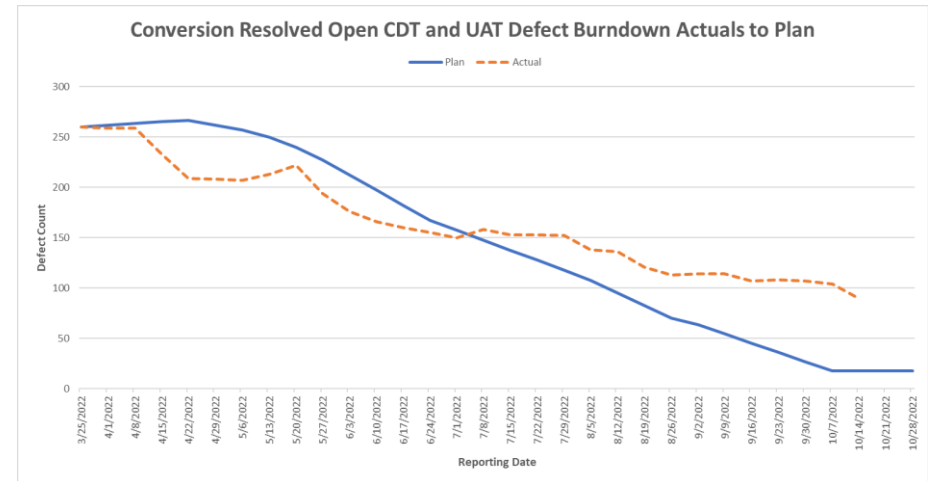
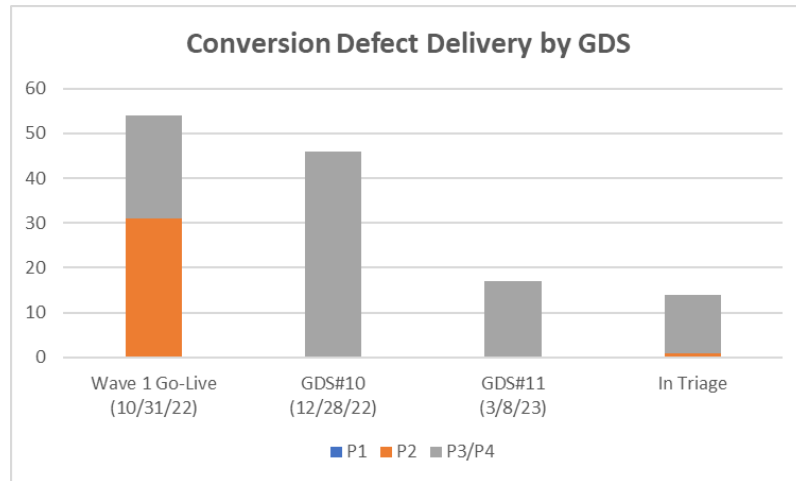
# Conversion Readiness GDS Delivery – 10/14/22





# Conversion Readiness: Defect

Total Open and Unresolved CDT, CDV, and UAT Defects



## Open and Resolved CDT, CDV, and UAT Defects

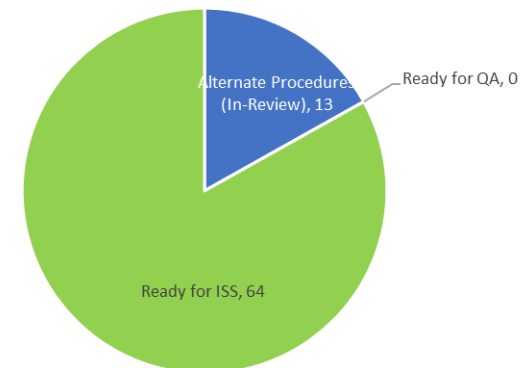
CDT, CDV, and UAT Actuals as of 10/14/2022 EOD

Open Defects by Phase	P1	P2	P3/P4	Total
CDT	0	28	84	112
CDV	0	0	12	12
UAT	0	4	3	7
<b>Total Open Defects</b>	<b>0</b>	<b>32</b>	<b>99</b>	<b>131</b>

Defect Delivery by GDS	P1	P2	P3/P4	Total
Wave 1 Go-Live	0	31	23	54
GDS#10	0	0	46	46
GDS#11	0	0	17	17
In Triage	0	1	13	14
<b>Total Open Defects</b>	<b>0</b>	<b>32</b>	<b>99</b>	<b>131</b>
Resolved	0	-23	-18	-41
<b>Conversion Open Total</b>	<b>0</b>	<b>9</b>	<b>81</b>	<b>90</b>

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## P3/P4 Impact and Alternate Procedure Analysis

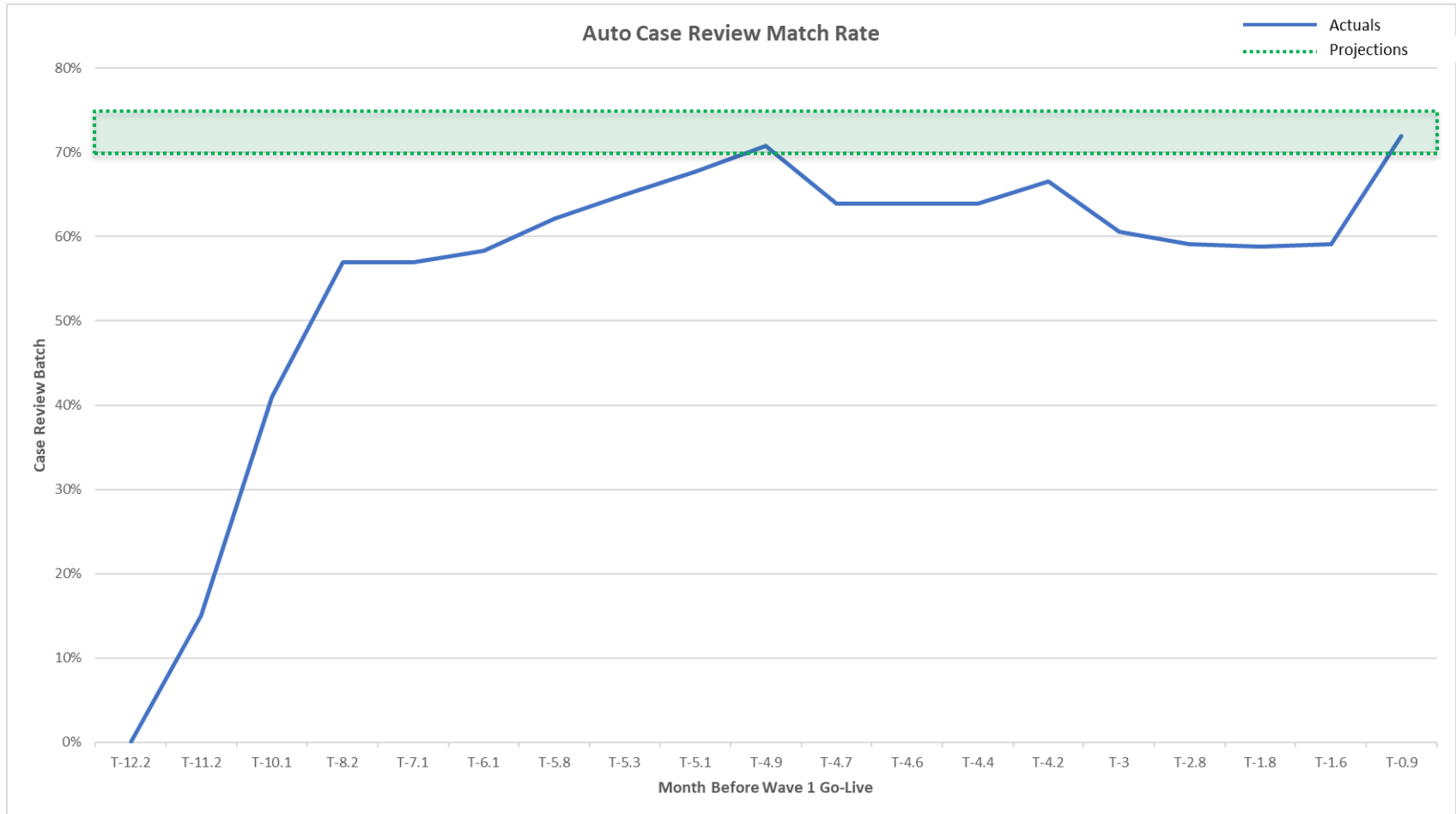




# CalWIN Cutover Case Review Batch

Yellow Banner Cases Removed: **10/5 Run**

**Goal Achieved: 72% EDBC Match Rate**

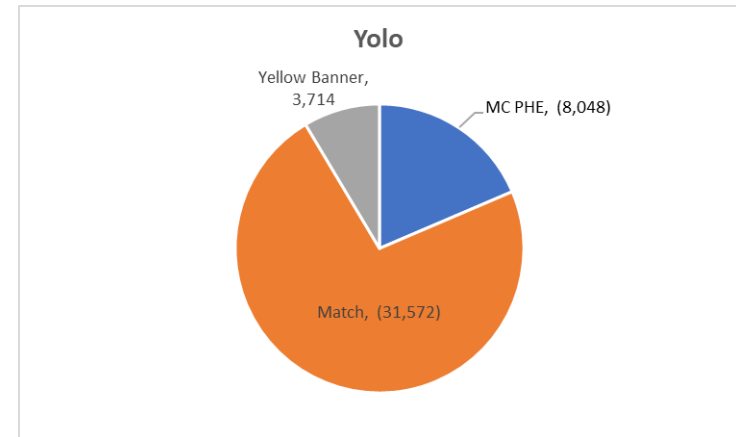
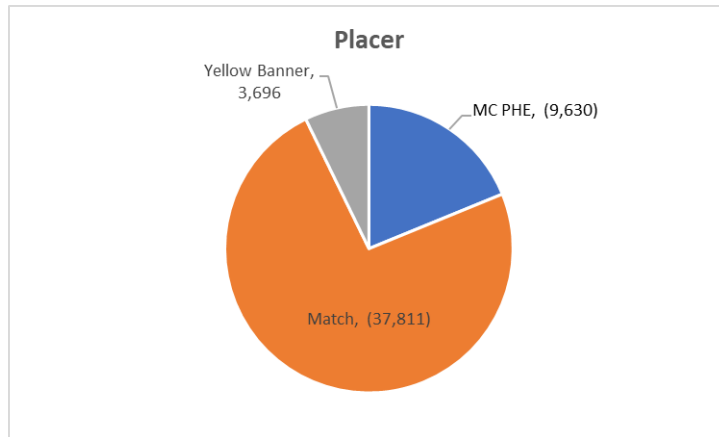




# CalWIN Cutover Case Review Batch

Yellow Banner Cases: 10/5 Run

## 8% of Converted Active Programs Need Worker Review



	Placer	Yolo	Total	
<b>Converted Active Programs</b>	<b>52,069</b>	<b>44,339</b>	<b>96,408</b>	<b>100%</b>
<b>MC Protected by the PHE</b>	<b>(9,630)</b>	<b>(8,048)</b>	<b>(17,678)</b>	<b>18%</b>
<b>Yellow Banner Removed from Program</b>	<b>(37,811)</b>	<b>(31,572)</b>	<b>(69,383)</b>	<b>72%</b>
Excluded from Auto Case Review (Working In-Flight)	(756)	(860)	(1,616)	2%
Exceptions (these could show up as Help Desk Tickets)	(176)	(145)	(321)	0%
<b>Programs with Yellow Banner - Prioritization for County Review</b>	<b>3,696</b>	<b>3,714</b>	<b>7,410</b>	<b>8%</b>
SS Income COLA	1,140	797	1,937	2%
Review by RE Date	2,556	2,917	5,473	6%

Counties to Prioritized for Social Security COLA in December

Counties to Review Programs on the Redetermination Date

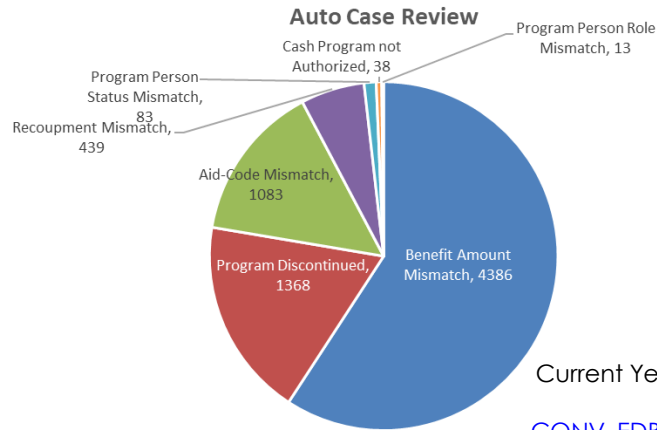


# CalWIN Cutover Case Review Batch

## Yellow Banner Cases: 10/5 Run

### Characteristics of Programs that Need Worker Review

CIT will be released end of Sept/early Oct along with step-by-step instructions on how to clear the mismatch reasons



Current Yellow Banner Case Worker Review Report located here:

[CONV\\_EDBC\\_CASE\\_REVW\\_RPT\\_20221005.xlsx](#)

Mismatch Reason	Placer	Yolo	Program Count
Benefit Amount Mismatch	2,201	2,185	4,386
Program Discontinued	728	640	1,368
Aid-Code Mismatch	529	554	1,083
Recoupment Mismatch	190	249	439
Program Person Status Mismatch	33	50	83
Cash Program not Authorized	13	25	38
Program Person Role Mismatch	2	11	13
Grand Total	3,696	3,714	7,410





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## UAT Wrap-up and Decision Tree



# CalSAWS UAT Execution Status

## Executive Summary

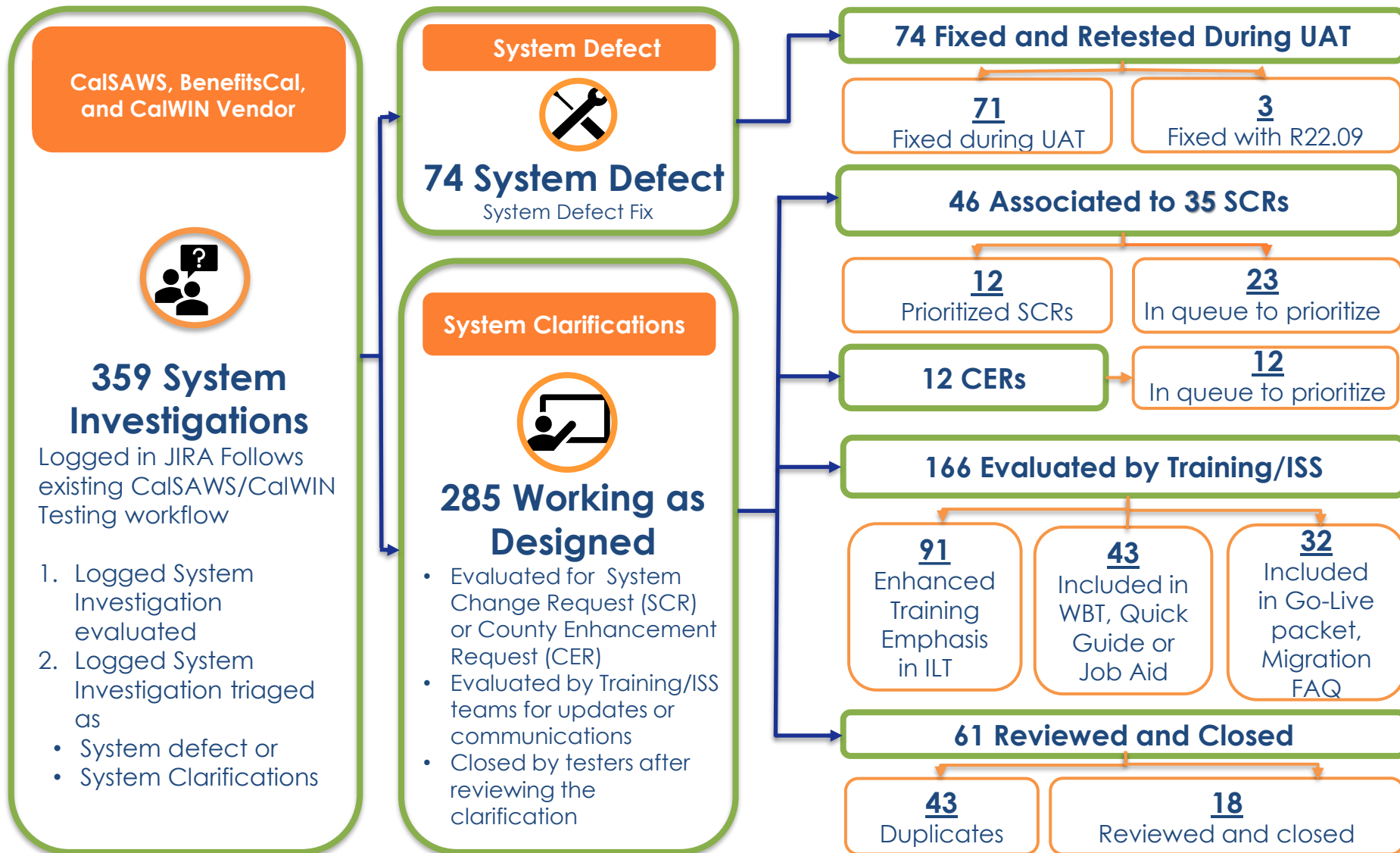
CalSAWS CalWIN UAT Execution								
CalSAWS UAT	Total Scenarios	Not Executed	In Progress	Passed	Failed	Blocked	System Investigation Logged	SCRs
CalSAWS UAT Group 1 Execution	425	0% (0)	0% (0)	99% (423)	1% (2)	0% (0)	63	11
CalSAWS UAT Group 2 Execution	593	0% (0)	0% (0)	98% (579)	2% (14)	0% (0)	296	24
<b>Total Execution</b>	<b>1018</b>	<b>0% (0)</b>	<b>0% (0)</b>	<b>97% (1002)</b>	<b>2% (16)</b>	<b>0% (0)</b>	<b>359</b>	<b>35</b>

System Investigations logged include system clarifications and system defects



# CalSAWS UAT Results

## Breakdown of UAT System Investigations





# CalSAWS UAT Results

## UAT State Reports

### State Reports



#### **There is one CalSAWS Report Template for each Report**

- ✓ State reports are generated and actively used by 40 CalSAWS counties
- ✓ Changes to report templates impact all CalSAWS counties
- ✓ 12 UAT CERs in queue to prioritize in October 2022
- ✓ Reports are updated with ACL, ACWDLs, CFLs or approved County Enhancement Requests
- ✓ The project works closely with CDSS, and they have access to the report's dashboards

#### **Post Implementation Support**

- ✓ ISS team analyzed UAT findings and Action items for Post Implementation
- ✓ Support for Counties' ability to reconcile Daily and Monthly Fiscal reports and submit their State reports on time
- ✓ Enhanced Communications are and will continue to be disseminated







## Update on Waves 2 – 6 Key Risks



# Project Readiness for CalWIN Cutover to CalSAWS 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>258.2</p> 	<p>The CalWIN Conversion Cutover Window is at-risk of completing past the 84-hour cutover window</p>	<p><b>Business Impact Mitigation Options:</b></p> <ul style="list-style-type: none"> <li>• Reduce CalWIN EDBC (system generated) data that is more than 3 years from the Go-Live date</li> <li>• Convert Open and Closed Cases within 2 years in Cutover B</li> <li>• Delay the Conversion of: <ul style="list-style-type: none"> <li>• Closed Purged/Shell Cases</li> <li>• Closed Cases greater than 2 years from Cutover C two weeks after each (wave) Go-Live (with the Cutover A of the next Wave)</li> </ul> </li> <li>• <b>Meetings scheduled last week included:</b> <ul style="list-style-type: none"> <li>• Assessed Business Impacts to identified Mitigation Options - Complete</li> <li>• Gathered Metrics and Projections on potential Impacts - Complete</li> <li>• Reviewed Proposal/Approach and recommended Mitigation Options with Strike Team and present to Leadership (for alignment and next steps) - Complete</li> </ul> </li> <li>• <b>Action Items Planned this week include:</b> <ul style="list-style-type: none"> <li>• Monitor and assess the results of the Wave 2 Conversion timings for the current GDS9 (Cutover Projection will be updated by 9/7) - Complete</li> <li>• Gainwell and Accenture Conversion to assess refactoring needed for the Business Impact Mitigation Options (noted above). Teams to also plan the SDLC timeline and the re-planning of W2 Mock Cutover (to incl. C) – In Progress</li> </ul> </li> <li>• <b>Communications Planned to Discuss Mitigation Options mid-September with:</b> <ul style="list-style-type: none"> <li>• CalWIN OPAC members on 9/12 - Complete</li> <li>• CalSAWS Governance chair members on 9/19 - Complete</li> <li>• The project presented Risk 258 Business Mitigation Options to the CalSAWS Governance chair members on 9/19 and address any questions that was asked. It was understood that the project will keep the chair members up to date on the development and mitigation status as the team prepares for conducts Wave 2 Mock Cutover</li> </ul> </li> </ul>
<p>258.3</p> 	<p>The CalWIN Conversion Cutover Window is at-risk of completing past the 84-hour cutover window</p>	<p><b>Business Impact Mitigation Options:</b></p> <ul style="list-style-type: none"> <li>• Reduce CalWIN EDBC (system generated) data that is more than 3 years from the Go-Live date</li> <li>• Convert Open and Closed Cases within 2 years in Cutover B</li> <li>• Delay the Conversion of: <ul style="list-style-type: none"> <li>• Closed Purged/Shell Cases</li> <li>• Closed Cases greater than 2 years from Cutover C two weeks after each (wave) Go-Live (with the Cutover A of the next Wave)</li> </ul> </li> <li>• <b>September 30 Status:</b> Dependent on wave 2 mitigation results</li> </ul> <p><b>EARLY IMPACT:</b> 2/27/2023 - Previous Waves Go-Live Date  <b>TRIGGER:</b> 2/24/2023 – Waves 3 Mock Cutover B + 2 weeks for analysis</p>



# Project Readiness for CalWIN Cutover to CalSAWS 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
<b>258.4</b> 	The CalWIN Conversion Cutover Window is at-risk of completing past the 84-hour cutover window	<b>EARLY IMPACT:</b> 4/24/2023- Previous Waves Go-Live Date <b>TRIGGER:</b> 4/28/2023 – Waves 4 Mock Cutover B + 2 weeks for analysis
<b>258.5</b> 	The CalWIN Conversion Cutover Window is at-risk of completing past the 84-hour cutover window	<b>EARLY IMPACT:</b> 7/3/2023- Previous Waves Go-Live Date <b>TRIGGER:</b> 6/30/2023 – Waves 5 Mock Cutover B + 2 weeks for analysis
<b>258.6</b> 	The CalWIN Conversion Cutover Window is at-risk of completing past the 84-hour cutover window	<b>EARLY IMPACT:</b> 9/4/2023 - Previous Waves Go-Live Date <b>TRIGGER:</b> 8/25/2023 – Waves 6 Mock Cutover B + 2 weeks for analysis





# BenefitsCal User Forum

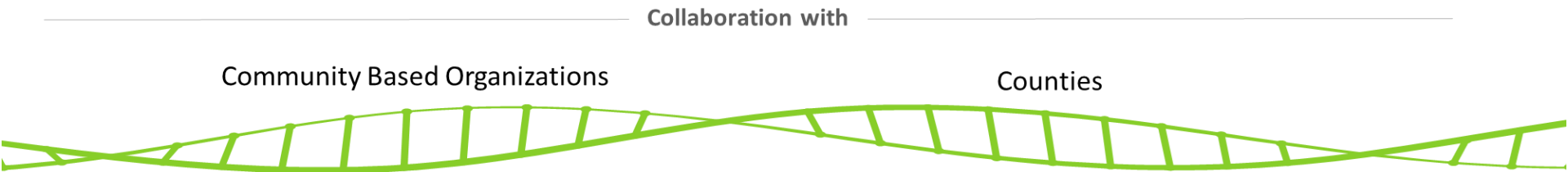
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# BenefitsCal

## User Forum Engagement Model

BenefitsCal user forums serve as an open space for Community Based Organizations (CBOs) and County Workers to ask any questions and establish better visibility on daily business operations

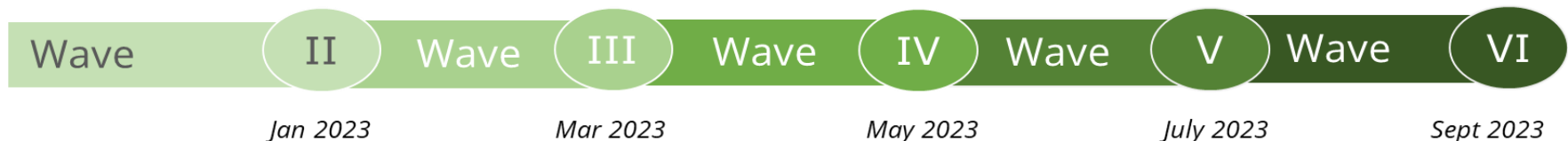


### Improving CBO Awareness

- Open forum for CBOs to bring questions and discuss BenefitsCal
- Overview of the CBO functionality, including application, referral campaigns, and new/upcoming features

### Providing Proactive Visibility to Counties

- Open forum for Counties to bring questions and discuss BenefitsCal
- Overview of the BenefitsCal functionality including, application, renewals, two-way messaging and new/upcoming features







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## Update on Key State IV&V Activities

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# Wave 1 IV&V Readiness Observations

## Highlights

### Overall Readiness Confirmation Status:



On Track



Slightly Behind



Off Track



Confirmed



New Item



### Application



#### Monitoring:

- Progress for document and image migration from CalWIN to CalSAWS

#### Concerns:

None

#### Risks:

None



### Conversion



#### Monitoring:

- Progress on open CDT defects
- Tracking Cutover Prep Activities

#### Concerns:

None

#### Risks:

263: Unresolved High Priority CDT defects



### Test



#### Monitoring:

- None

#### Concerns:

None

#### Risks:

None



# Wave 1 IV&V Readiness Observations

## Highlights

### Overall Readiness Confirmation Status:



On Track



Slightly Behind



Off Track



Confirmed



New Item



### Organizational



#### Monitoring:

None

#### Concerns:

None

#### Risks:

None



### Training



#### Monitoring:

- Progress on WBTs and ILTs for both Wave 1 Counties: Yolo and Placer

#### Concerns:

None

#### Risks:

None



### Implementation



#### Monitoring:

- Progress on the Go-Live Packet-2<sup>nd</sup> Distribution and various other CITs supporting Wave 1 Implementation
- Progress on County Prep Activities

#### Concerns:

None

#### Risks:

268: Implementation Readiness for CalWIN Cutover to CalSAWS

278: CalWIN OCM Implementation Support Plan





## State Partners Updates

- OSI
  - CDSS
  - DHCS
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## Regional Updates

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Adjourn Meeting

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