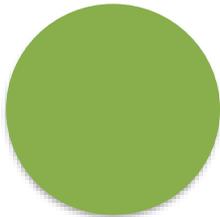# Cal**SAWS** | JPA Board of Directors Meeting

October 21, 2022

Agenda

1. Call Meeting to Order
2. Confirmation of Quorum and 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 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.
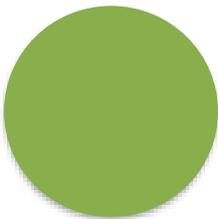
Action Items

Action Items

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 November 21, 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.

Action Items

5. Approval of CWDA Consulting Services, which includes professional services to support CalSAWS.

Action Items

6. Approval of Consent Items
   a. Approval of the Minutes and review of the Action Items from the September 9, 2022, JPA Board of Directors Meeting.
   b. Approval of Biennial Review and Update to CalSAWS Conflict of Interest Code.
   c. Approval of ClearBest Change Order No. 6, Work Order 20 – CalFresh Notice of Denial, which includes the request to add Quality Assurance Services for CalFresh Notice of Denial.
   d. Approval of ClearBest Change Order No.6, Work Order 21 – CalWORKs Timeclock, which includes the request to add Quality Assurance Services for CalWORKs Timeclock.
   e. Approval of Deloitte Change Order No. 3, Work Order 8 – CalWORKs Timeclocks, which includes an enhancement to the timeclock functionality.
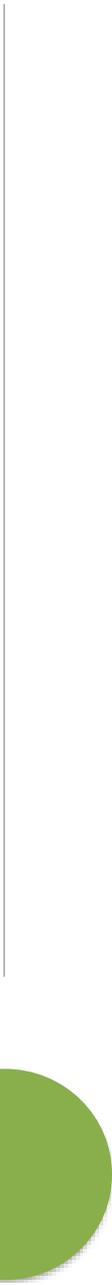
Informational Items

CalSAWS Procurement Update

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
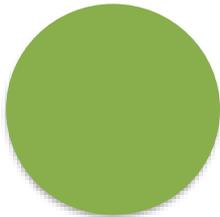
Production Incidents
Contact Center

- 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

- Mulitple 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

Legend:
- Completed on time (green)
- Special batch run (e.g., COLA, Holiday) (light green)
- Delayed start due to upstream (e.g., late files, issue) (blue)
- Started on time and finished late (red)
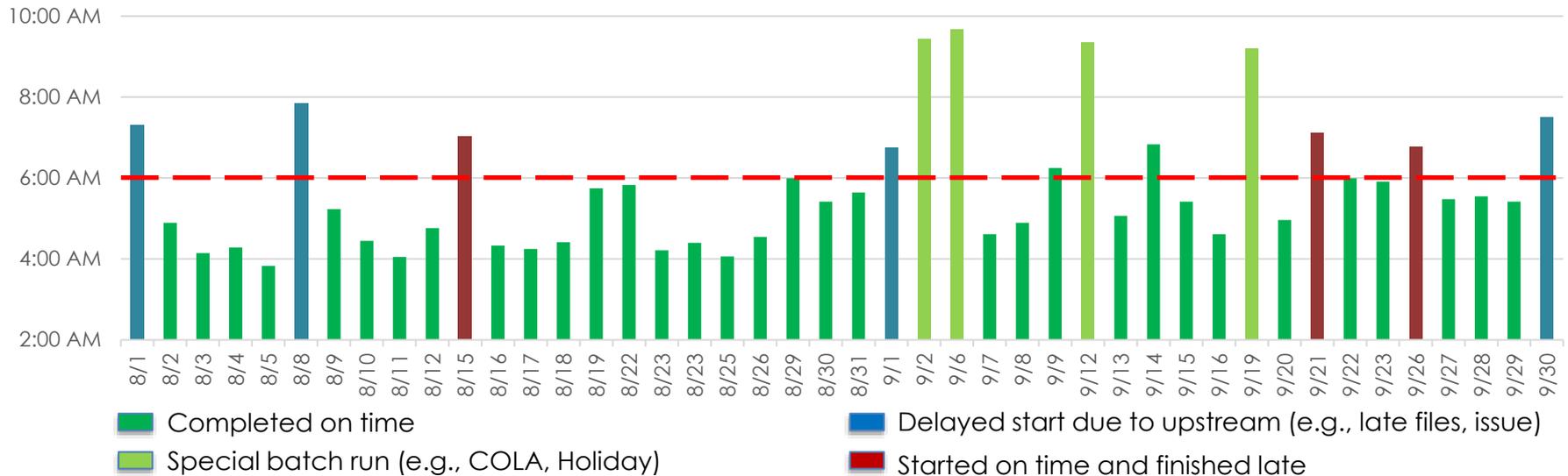
Continuous Improvement Action Plan

- 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
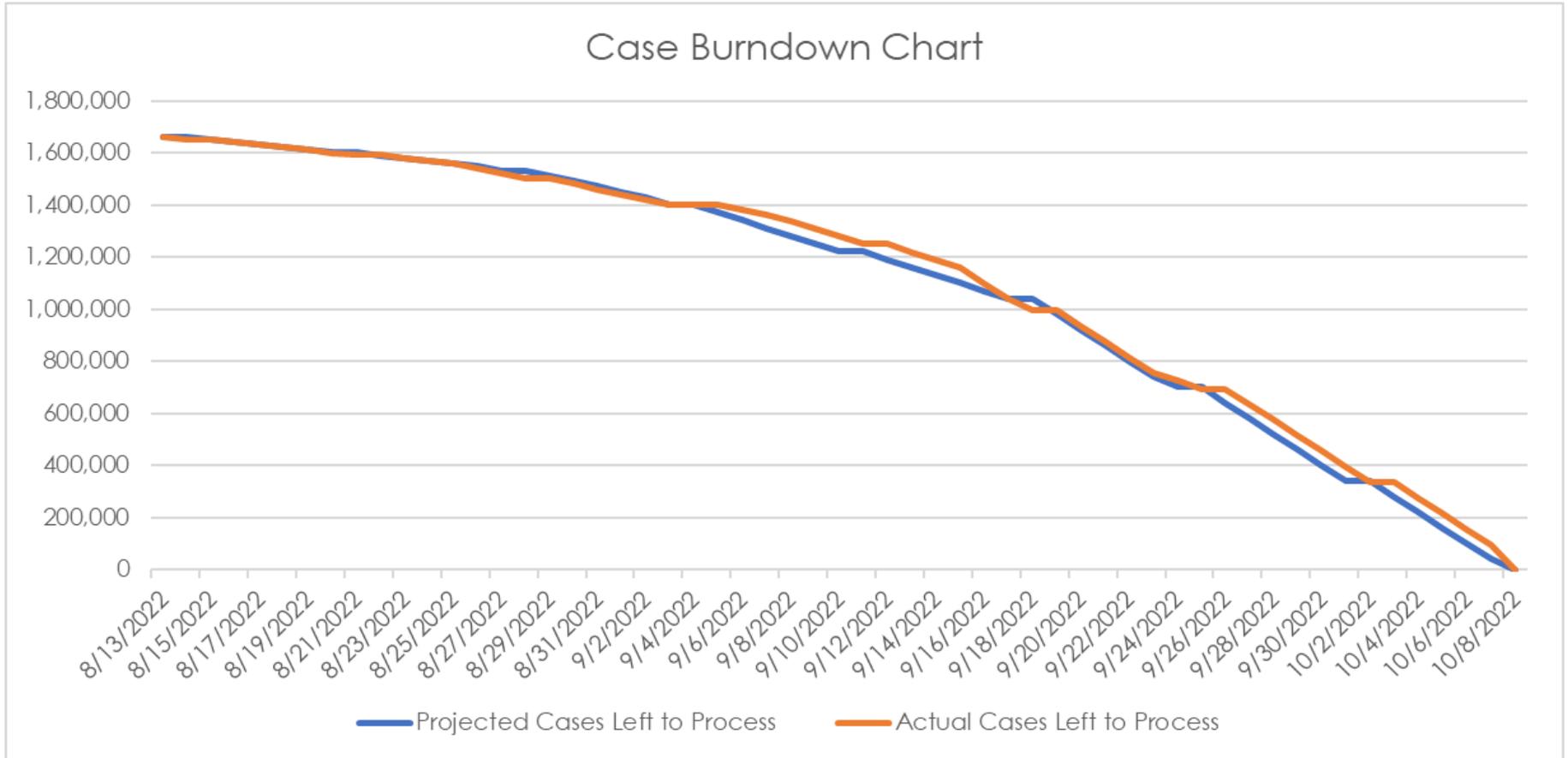
Case Purge
Final Deletion Statistics

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 Foregrock 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	• DR Failover (10/2/2022)	• Move FR to East and keep CalSAWS in West • Smoke Test Application and BenefitsCal • Shut down Production Service • Validate DR services start/stop • Deploy Latest build on DR Environment • Get CalSAWS Application Up and Running • Shut down Production Service • Validated DR services start/stop • Perform Validation with DPSS users • Shutdown DR and get Prod Up • Validate changes in Prod	• Change Order - CHG0036759 • Successfully switched FR from West to East • Smoke Test CalSAWS Application and BenefitsCal with FR in East and CalSAWS in west • Successfully deployed latest build on DR servers • Successfully validated CalSAWS Application Log-in • County successfully logged-in on web.calsaws.net (DR) • County reported search on Task page took long time to load. This is also confirmed as existing production behavior. • BenefitsCal Failover completed successfully • BenefitsCal validated application submission • Connectivity Test completed CalSAWS (us-east) to OCAT (us-east) • DR servers successfully Shutdown • Production restarted and validated successfully by County

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.
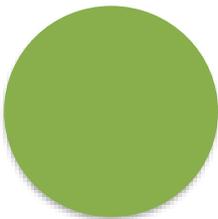
Decommissioning of C-IV Read Only Environment

C-IV Read Only Environment
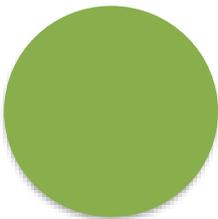## Decommission Date October 31, 2022

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.
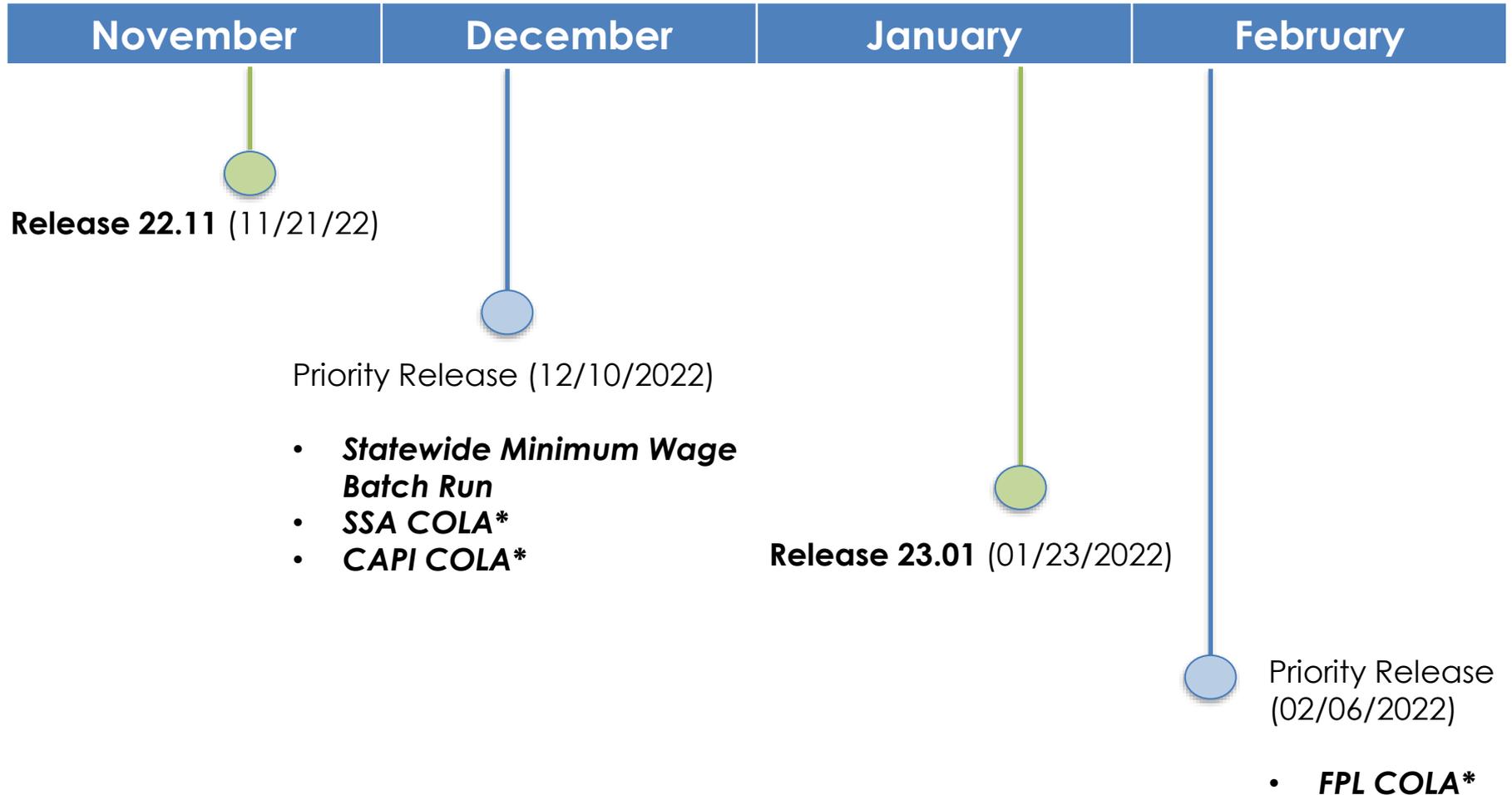
Post October 31, 2022

- 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.

CalSAWS Release and Policy Update

CalSAWS Release and Policy Update

November	December	January	February

Release 22.11 (11/21/22)

Priority Release (12/10/2022)

- *Statewide Minimum Wage Batch Run*
- *SSA COLA**
- *CAPI COLA**

Release 23.01 (01/23/2022)

Priority Release (02/06/2022)

- *FPL COLA**

* COLA dates are target dates, pending receipt of COLA values from the State partners
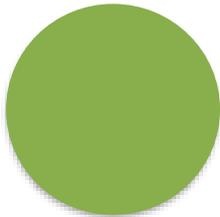
CalSAWS Release and Policy Update

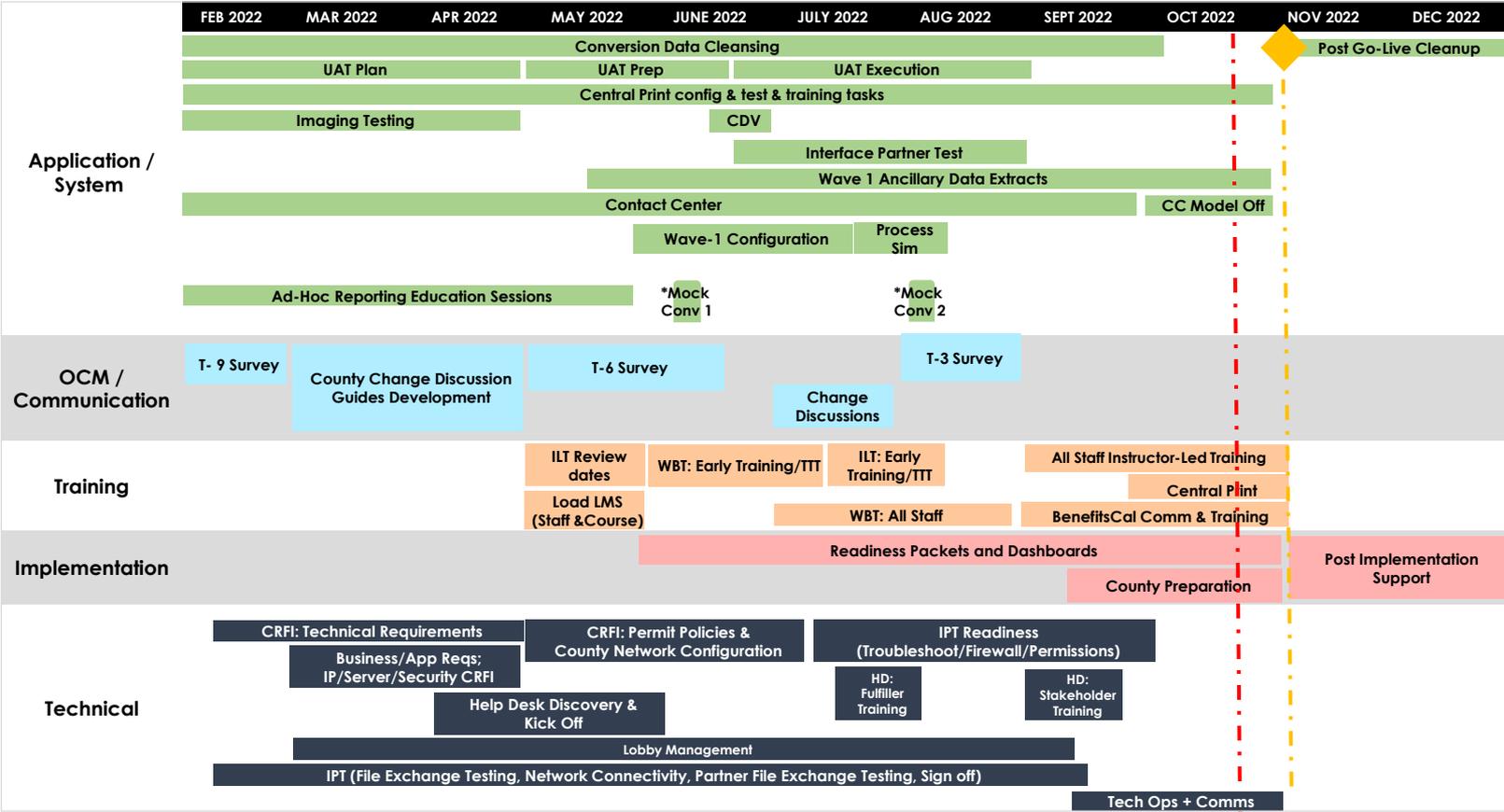| Release 22.11	Release 23.01
CCB 22-04-Child Care Immediate and Continuous Eligibility Age Requirements	MEDIL I 22-01 Federal COVID-19 PHE Additional Contact Requirement
ACL 22-03 Add a cover letter (CF 285A) to the pre-populated CF 285	Generation of Medi-Cal Renewal Packets and Reminder Notices to 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 Weekend Plan

- Readiness Summary
- System Availability for Cutover Weekend
- Communications

Wave-1 Critical Path – Summary Timeline View

	FEB 2022	MAR 2022	APR 2022	MAY 2022	JUNE 2022	JULY 2022	AUG 2022	SEPT 2022	OCT 2022	NOV 2022	DEC 2022

Application / System
- Conversion Data Cleansing
- Post Go-Live Cleanup
- UAT Plan
- UAT Prep
- UAT Execution
- Central Print config & test & training tasks
- Imaging Testing
- CDV
- Interface Partner Test
- Wave 1 Ancillary Data Extracts
- Contact Center
- CC Model Off
- Wave-1 Configuration
- Process Sim
- Ad-Hoc Reporting Education Sessions
- *Mock Conv 1
- *Mock Conv 2

OCM / Communication
- T- 9 Survey
- County Change Discussion Guides Development
- T-6 Survey
- T-3 Survey
- Change Discussions

Training
- ILT Review dates
- WBT: Early Training/TTT
- ILT: Early Training/TTT
- All Staff Instructor-Led Training
- Load LMS (Staff &Course)
- WBT: All Staff
- Central Print
- BenefitsCal Comm & Training

Implementation
- Readiness Packets and Dashboards
- Post Implementation Support
- County Preparation

Technical
- CRFI: Technical Requirements
- CRFI: Permit Policies & County Network Configuration
- IPT Readiness (Troubleshoot/Firewall/Permissions)
- Business/App Reqs; IP/Server/Security CRFI
- HD: Fulfiller Training
- HD: Stakeholder Training
- Help Desk Discovery & Kick Off
- Lobby Management
- IPT (File Exchange Testing, Network Connectivity, Partner File Exchange Testing, Sign off)
- Tech Ops + Comms

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	**In Progress:** 100% complete
	G	Contact Center Readiness	• **SCRs approved:** Yolo: CA–240152; Placer: CA–235356 • Model Office Testing is in progress
	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	• CBO Mock Run 2 is complete (validate CBO user load in ForgeRock) • Training for Contact Center and Help Desk complete for Yolo (09/13/22) and Placer (09/15/22)
	C	Central Print Readiness	• Configuration and validation meetings are complete; training materials completed; configuration load is completed, postage received • Central Print portal user identification is complete
	C	UAT Prep	
	C	UAT Execution	• Group 1 and Group 2 Retest – Complete • Metric and completion of UAT Exit Criteria was complete on 09/08/2022 and close out activities are in-progress
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	**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 and Handover to Operations Completed • Regression testing of Wave 1 counties Completed
	C	Performance Testing	**Batch Performance:** Complete (100%) **Online Performance:** 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	• Early Training and Train the Trainer completed on 08/19/22 • Week 6 End User Training ended 10/14/22 and ILTs continue through 10/28/22
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	• All To-Be Sessions Complete • All Closeout Sessions Complete • All Work Products Signed-Off and Deliverables Approved
	C	Process Simulation	• Week 4 execution for Placer and Yolo are 100% complete
	C	Configuration	• Working Sessions Complete; core and Additional Configuration Documented • Counties validated configuration worksheets
Implementation	G	Implementation Planning	• DEL-10 Implementation Support Plan approved on 09/16/2022 • Go-Live Packet distributed October 10/07/22; working sessions scheduled the week of 10/17/22
	G	County Prep	• 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.
	G	Pre and Post Implementation Support	• Follow up meeting with Yolo County scheduled for 10/17/2022 • Post Implementation Support orientation has been scheduled and calendar invites distributed
	C	Help Desk	**County Delegated Admin Training:** Completed for Wave 1 **County ServiceNow Fulfiller Training:** Completed for Wave 1. Refresher training for Fulfillers and Delegated Admins completed on 08/31/2022
	G	County Ad Hoc Reports	• 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. • Placer has 0 reports to refactor

Wave 1 – County Readiness Summary

Readiness Area	Status*	Placer	Status*	Yolo
Application	G	Contact Center SCR approved: CA–235356	G	Contact Center SCR Approved: CA–240152
Integration	G	Placer County IPT complete.	G	Yolo County IPT complete.
Conversion	G	Counties continue to work data cleansing needs	G	Counties continue to work data cleansing needs
Technical	G		G	
Training	G	Early training and train the trainer is complete (08/19/2022). General training began on 09/06/22	G	Early training and train the trainer is complete. General training began on 09/06/22
Implementation	G	County Prep Activities are in Progress. As of 10/13/22, 69% activities are complete and 80% of staff have logged in.	G	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.
Organizational	G	Readiness Survey and CDG Discussions are complete.	G	Readiness Survey and CDG Discussions are complete.

NS	Not Started	G	On Schedule	Y	<14 Days Late	R	>=14 Days Late

Information included is as of October 14, 2022

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
Total Unique Issues:	29	833	794	208	1864

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
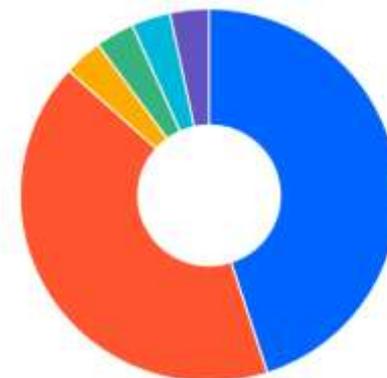
Implementation Readiness Category
Total Issues: 60

■ 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)		NO changes to system downtimes for CalWIN Counties and Customers. *Business as usual*			
Yolo and Placer County Customers		**My BCW** Not available beginning 10/27 at 5 PM. Apply for Medi-Cal on Covered CA and CalFresh at GetCalFresh until Monday 10/31 at 6 AM (and then directed to BenefitsCal).			
Yolo and Placer Staff		**CalWIN** Remains available from 10/27 5PM - 6 PM for workers to register applications from **MyBCW** between 5 – 6 PM. **CalWIN** Not available beginning 10/27 at 6 PM. **OCAT** Not available beginning 10/27 at 6 PM. **CalWIN** is available for read-only beginning 10/28 at 6 am, pending conversion outcomes			10/31 at 6 AM Production Available
CalSAWS Customers and CBOs		**BenefitsCal** 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		**BenefitsCal** Not available Sunday 10/30 at 8:00 pm until Monday 10/31 to customers and CBOs (maintenance mode)	
CalSAWS Production		**CalSAWS**, Contact Center and IVR not 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		NO changes to system downtimes for CalSAWS PRT and LMS for CalSAWS County Staff			

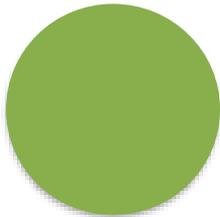*as of 10/17/2022

Post Implementation Support
County Communications

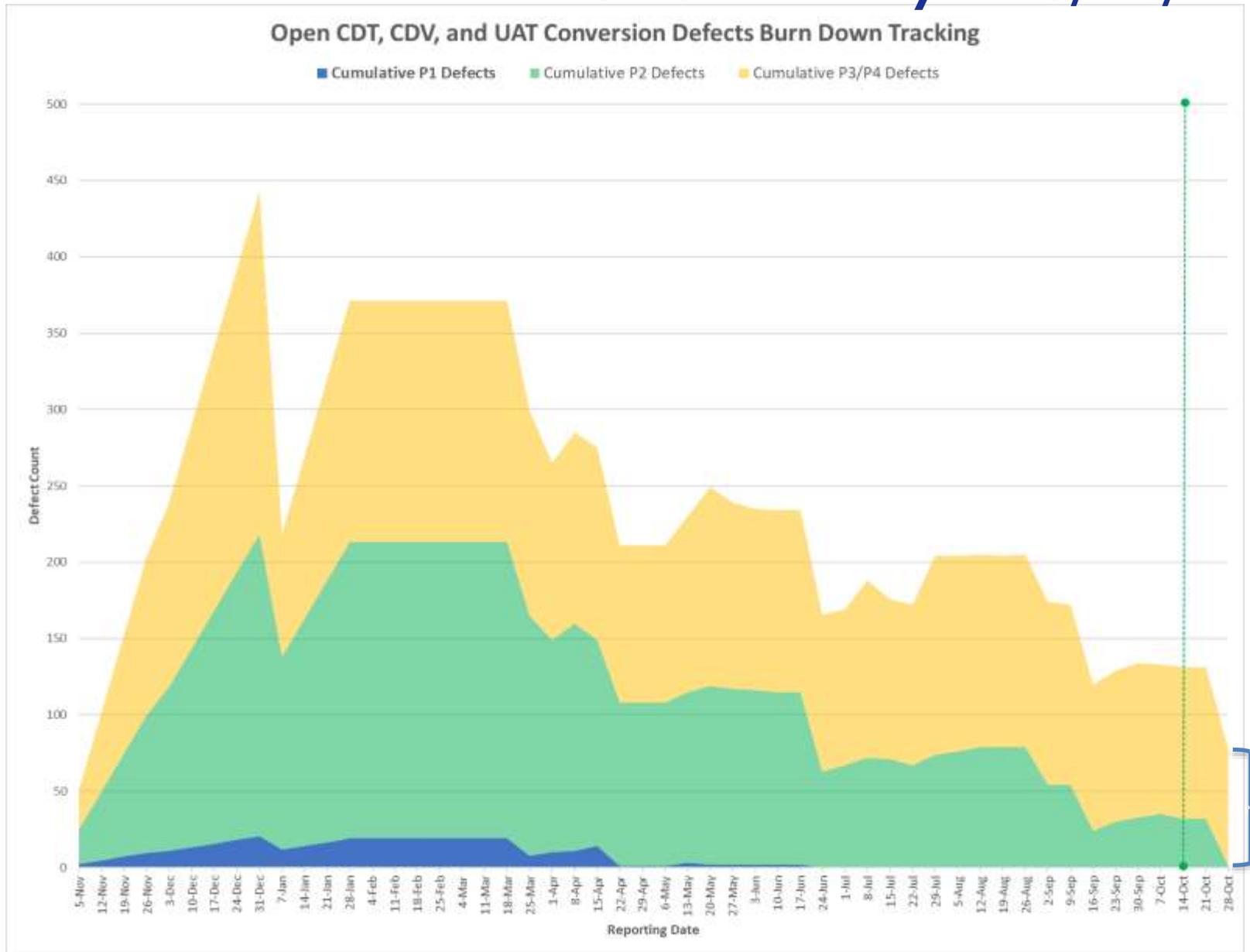| Activity	Purpose	Participants	Inputs / Outputs
County Support Call	• Collect and receive inputs, updates, and feedback from the County Stakeholders. • Opportunity for County to share high priority items, tickets, etc.	• Onsite Support / TOSS Teams / Implementation Leads • County Stakeholders: PPOCs, IPOCs, TPOCs (optional) **Facilitated by:** • Regional Managers	• Outputs of this call are researched, documented and used to prepare for the County Stakeholder Call in the post implementation support tracker.
County Stakeholder Call	• Provide information of known defects/issues/ challenges (what we've heard, what we know); communicate expected resolution. • Hear from Go-Live counties and then conduct round-robin of CalSAWS County sharing.	• County Stakeholders • CalSAWS Leadership and Project Team Leads and Partner Vendors • CalSAWS Production Counties, RMs, CalWIN Counties (observer) **Facilitated by:** • Implementation Managers	• Inputs include Command Center tickets, Help Desk, Onsite Pre-Meet (post implementation support tracker) and Internal status call • Outputs include updated Post Implementation Support Tracker (distributed to Counties).
Post Implementation Support Tracker Email	• Outlines the issues and items discussed (with disposition) daily	• Intended audience includes the County Stakeholders, CalSAWS Leadership and Project Team leads, Regional Managers	• Tracker is emailed daily following the County Stakeholder Call

Conversion Update

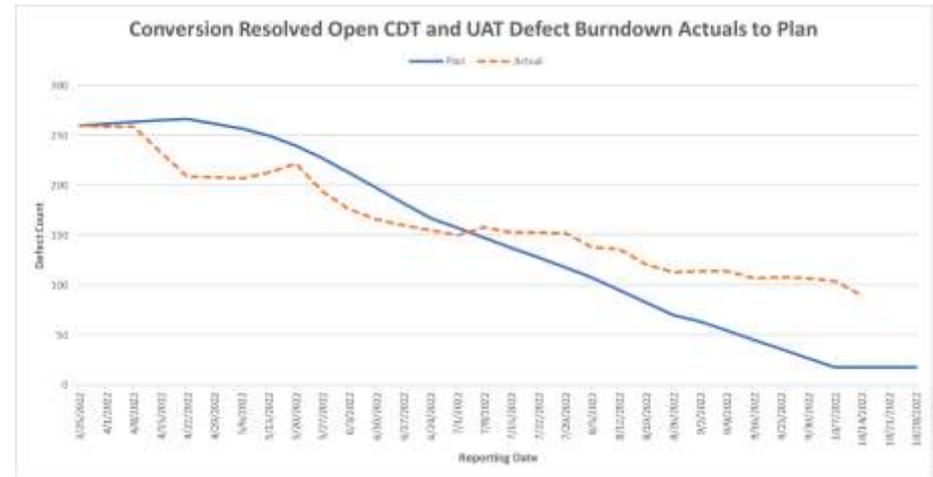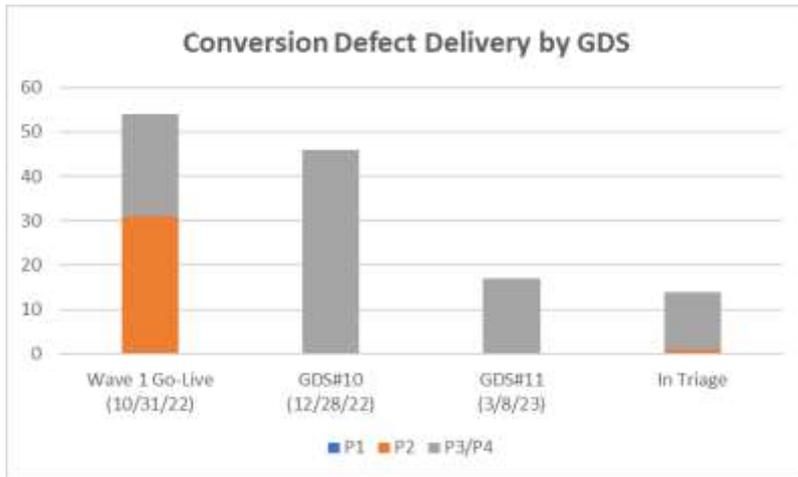- Development of a dashboard timer/countdown for next big batch

Conversion Readiness GDS Delivery – 10/14/22

Open CDT, CDV, and UAT Conversion Defects Burn Down Tracking

■ Cumulative P1 Defects   ■ Cumulative P2 Defects   ■ Cumulative P3/P4 Defects

Conversion Readiness: Defect

Total Open and Unresolved CDT, CDV, and UAT Defects

Conversion Defect Delivery by GDS

Conversion Resolved Open CDT and UAT Defect Burndown Actuals to Plan

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
Total Open Defects	0	32	99	131

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
Total Open Defects	0	32	99	131
Resolved	0	-23	-18	-41
Conversion Open Total	0	9	81	90

77

P3/P4 Impact and Alternate Procedure Analysis

Alternate Procedure (In-Review), 13 — Ready for QA, 0 — Ready for ISS, 64
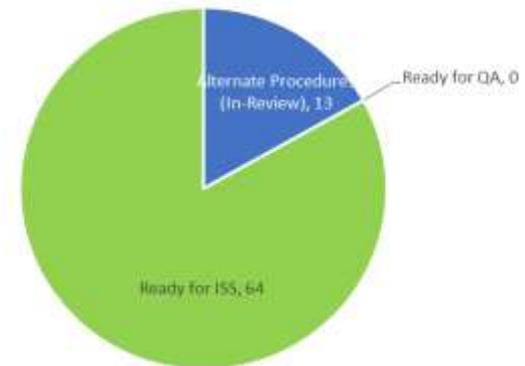
CalWIN Cutover Case Review Batch
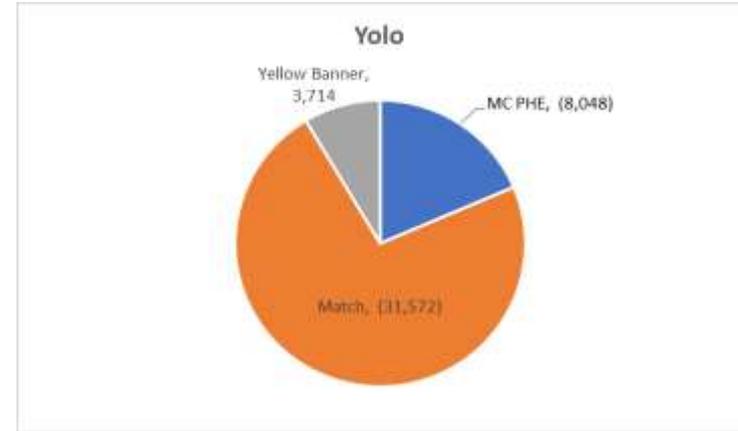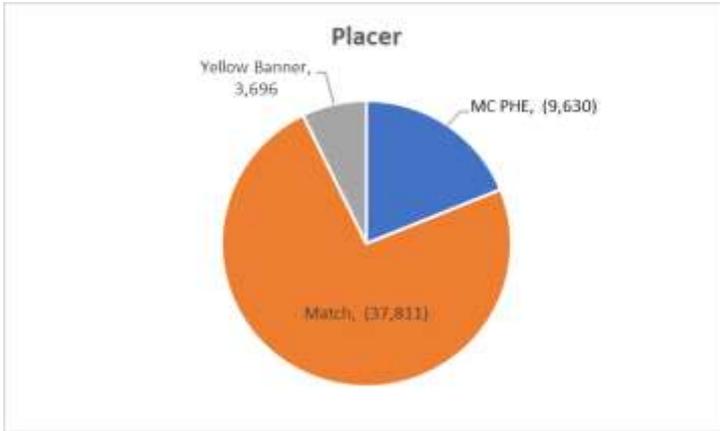## Yellow Banner Cases Removed: **10/5 Run**

Goal Achieved: 72% EDBC Match Rate
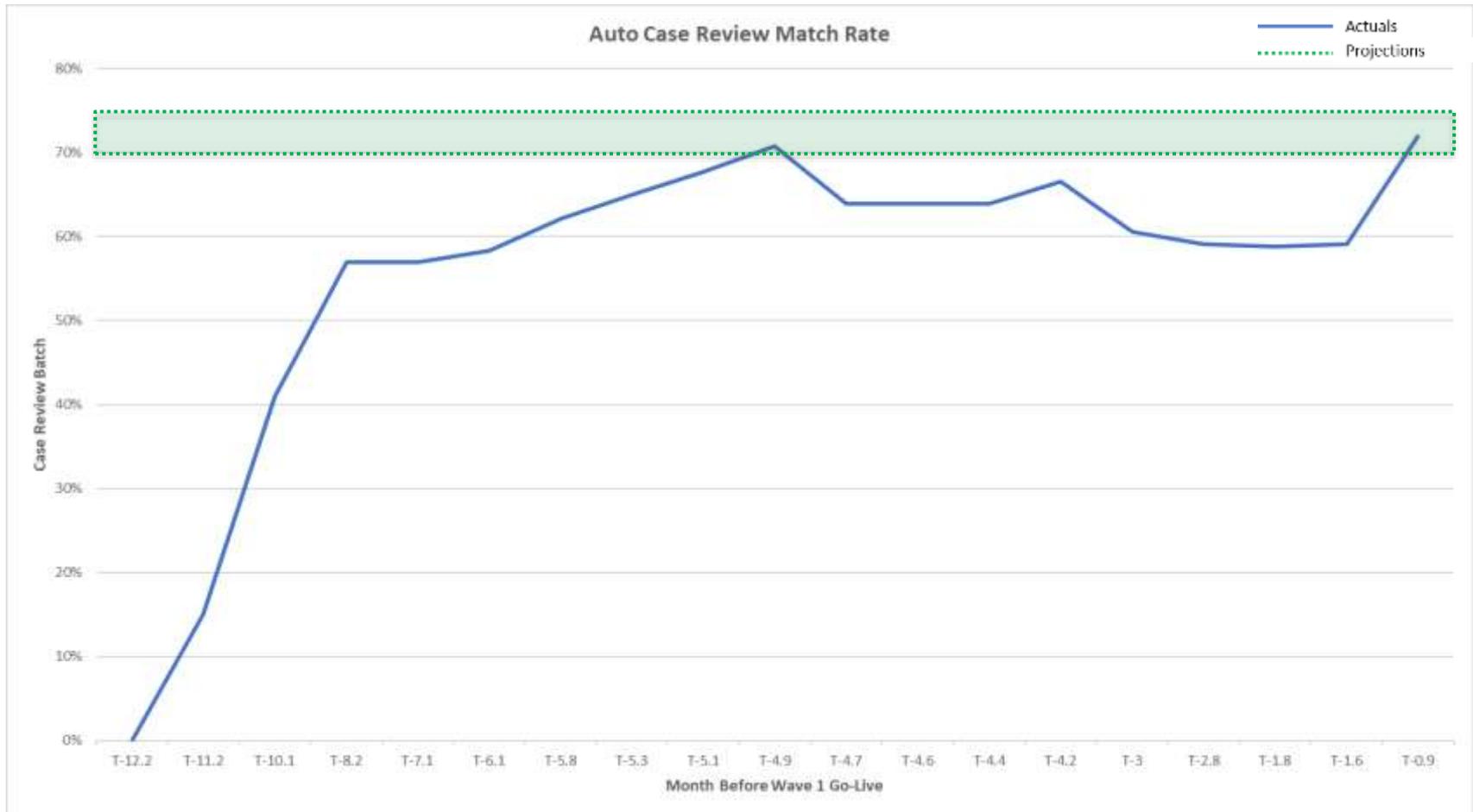
CalWIN Cutover Case Review Batch
Yellow Banner Cases: **10/5 Run**

8% of Converted Active Programs Need Worker Review

	Placer	Yolo	Total	
Converted Active Programs	**52,069**	**44,339**	**96,408**	**100%**
MC Protected by the PHE	**(9,630)**	**(8,048)**	**(17,678)**	**18%**
Yellow Banner Removed from Program	**(37,811)**	**(31,572)**	**(69,383)**	**72%**
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%
Programs with Yellow Banner - Prioritization for County Review	**3,696**	**3,714**	**7,410**	**8%**
SS Income COLA	1,140	797	1,937	2%
Review by RE Date	2,556	2,917	5,473	6%

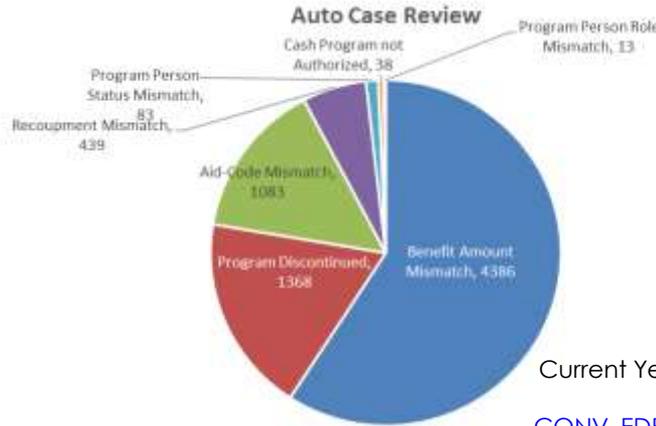**Counties to Prioritized for Social Security COLA in December**

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


Auto Case Review

Cash Program not Authorized, 38
Program Person Role Mismatch, 13
Program Person Status Mismatch, 83
Recoupment Mismatch, 439
Aid-Code Mismatch, 1083
Program Discontinued, 1368
Benefit Amount Mismatch, 4386

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**

UAT Wrap-up and Decision Tree
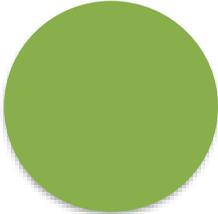
CalSAWS UAT Execution Status
Executive Summary

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
Total Execution	**1018**	**0% (0)**	**0% (0)**	**97% (1002)**	**2% (16)**	**0% (0)**	**359**	**35**

System Investigations logged include system clarifications and system defects

CalSAWS UAT Results

Breakdown of UAT System Investigations

CalSAWS, BenefitsCal, and CalWIN Vendor

359 System Investigations

Logged in JIRA Follows existing CalSAWS/CalWIN Testing workflow

1. Logged System Investigation evaluated
2. Logged System Investigation triaged as
   - System defect or
   - System Clarifications

System Defect

74 System Defect
System Defect Fix

System Clarifications

285 Working as Designed
- Evaluated for System Change Request (SCR) or County Enhancement Request (CER)
- Evaluated by Training/ISS teams for updates or communications
- Closed by testers after reviewing the clarification

74 Fixed and Retested During UAT

| **71** Fixed during UAT | **3** Fixed with R22.09 |

46 Associated to 35 SCRs

| **12** Prioritized SCRs | **23** In queue to prioritize |

12 CERs | **12** In queue to prioritize

166 Evaluated by Training/ISS

| **91** Enhanced Training Emphasis in ILT | **43** Included in WBT, Quick Guide or Job Aid | **32** Included in Go-Live packet, Migration FAQ |

61 Reviewed and Closed

| **43** Duplicates | **18** Reviewed and closed |

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
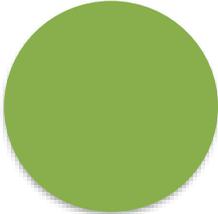
Update on Waves 2 – 6 Key Risks

# 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

258.2	The CalWIN Conversion Cutover Window is at-risk of completing past the 84-hour cutover window	**Business Impact Mitigation Options:**
		• Reduce CalWIN EDBC (system generated) data that is more than 3 years from the Go-Live date
		• Convert Open and Closed Cases within 2 years in Cutover B
		• Delay the Conversion of:
		    • Closed Purged/Shell Cases
		    • Closed Cases greater than 2 years from Cutover C two weeks after each (wave) Go-Live (with the Cutover A of the next Wave)
		• **Meetings scheduled last week included:**
		    • Assessed Business Impacts to identified Mitigation Options - Complete
		    • Gathered Metrics and Projections on potential Impacts - Complete
		    • Reviewed Proposal/Approach and recommended Mitigation Options with Strike Team and present to Leadership (for alignment and next steps) - Complete
		• **Action Items Planned this week include:**
		    • Monitor and assess the results of the Wave 2 Conversion timings for the current GDS9 (Cutover Projection will be updated by 9/7) - Complete
		    • 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
		• **Communications Planned to Discuss Mitigation Options mid-September with:**
		    • CalWIN OPAC members on 9/12 - Complete
		    • CalSAWS Governance chair members on 9/19 - Complete
		    • 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

258.3	The CalWIN Conversion Cutover Window is at-risk of completing past the 84-hour cutover window	**Business Impact Mitigation Options:**
		• Reduce CalWIN EDBC (system generated) data that is more than 3 years from the Go-Live date
		• Convert Open and Closed Cases within 2 years in Cutover B
		• Delay the Conversion of:
		    • Closed Purged/Shell Cases
		    • Closed Cases greater than 2 years from Cutover C two weeks after each (wave) Go-Live (with the Cutover A of the next Wave)
		• **September 30 Status:** Dependent on wave 2 mitigation results
		
		EARLY IMPACT: 2/27/2023 - Previous Waves Go-Live Date
		TRIGGER: 2/24/2023 – Waves 3 Mock Cutover B + 2 weeks for analysis

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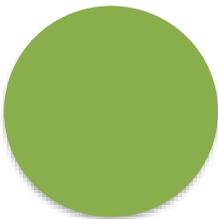
BenefitsCal User Forum

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

Collaboration with

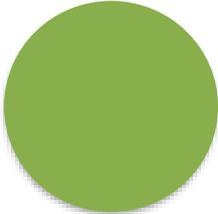Community Based Organizations
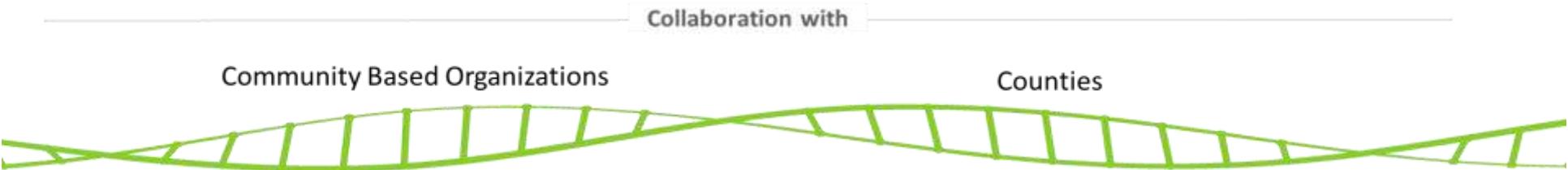
Counties

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

Wave — II — Wave — III — Wave — IV — Wave — V — Wave — VI

| Jan 2023 | Mar 2023 | May 2023 | July 2023 | Sept 2023 |

County Sharing

County Sharing Update
Program Overview

Why

As the CalWIN Counties continue towards their CalSAWS implementations, there is a greater need for County sharing to aid in decision making around County business processes. The CalSAWS Project Team and Migrated CalSAWS Counties are seeing unprecedented demands for time and resources coupled with staffing shortages.

How

The County Sharing program focuses on events and information sharing. Events focus on how Migrated Counties use CalSAWS to accomplish their goals as County Welfare Departments. For items that do not require events, RMs collect information for counties using a standard County Information Sharing (CIS) process.

Who

The CalSAWS Regional Managers (RMs) are sponsoring the County Sharing program to reduce multiple interactions with the Migrated CalSAWS Counties and provide a County perspective to CalWIN Counties on CalSAWS functions.

When/Where

Events started in August and will be ongoing through the CalWIN Migrations. Events are held using Zoom/Microsoft Teams for virtual events. In-person events can also be scheduled if the topic would be better discussed/demonstrated in-person

County Sharing Update
Event Planning

Topic Selection

- RMs work with individual counties to solicit items

- RMs determine topics for events

- RMs select an Event Manager based on topic expertise

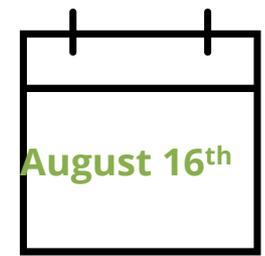- Topics are focused on County business processes

Brainstormed Topics

- Intake Program Assignment
- Intake & Continuing Training
- Workload Management

- Lobby Management
- SIU/Fraud
- WTW
- Help Desk Management
- IEVS/PVS Reports

County Sharing Update
Intake Program Assignment Session

August 16th

Agenda

- File Clearance Best Practices : 8:30 – 9:30 : Humboldt County
- Pending Best Practices : 9:30 – 12:00 : Humboldt & Imperial County
- Manual Assignment : 1:00 – 2:30 : Riverside County

Attendance

Over 200 Attendees	Representing 40 Counties	Including 18 CalWIN Counties	And 22 CalSAWS Counties

County Sharing Update
Intake Program Assignment Session

96% Positive Feedback

Feedback

"Information provided was great in assisting us to prepare for the conversion."

"It would have been more beneficial if it had not devolved into an interactive demonstration with many questions answered by available WBTs."

"Great platform set-up! This allows for support across the state."

"Just hearing how other counties do business helps us see how we can develop ours."

"Love the music and the presenters were awesome! They were put on the spot with some of our questions and went with it."

"I appreciated that the counties were respectful of each other and willing to share. Thank you!"

"Liked the real-world examples and collaboration."

County Sharing Update
Coming up

**Workload Management – September 29, 2022**

Task Based Workloads 8:30 am – 12:00 pm

CalSAWS Task Based Counties will best practices involving: Receipt of Verifications; Document Routing Rules; Task Banks; SAR7 Distribution; Renewal Scheduling; General Task Distribution

Individualized Case Workloads 1:00 – 4:30 pm

CalSAWS Counties with Individualized Caseloads will best practices involving: Receipt of Verifications; Document Routing Rules; Task Set-up; Verifications after Disc/Denial; Walk-ins/calls/etc.; Redistribution of Caseloads
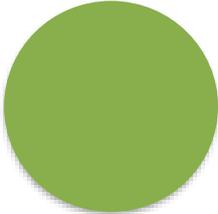
Update on Key State IV&V Activities

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-2nd 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

Adjourn Meeting