## CalSAWS | JPA Board of Directors Meeting



## Agenda

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

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

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

- 4. Authorization to conduct CalSAWS JPA Board, Project Steering Committee (PSC), and WCDS Subcommittee Meetings in accordance with subdivision (e) of Government Code Section 54953 through December 18, 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.

5. Approval of Memorandum of Understanding (MOU) for BenefitsCal software between CalSAWS and Florida ACCESS integrated Eligibility.

#### 6. Approval of Consent Items

- a. Approval of the Minutes and review of the Action Items from the October 21, 2022, JPA Board of Directors Meeting.
- b. Approval of Gainwell Contract Amendment No. 2, which includes the option to extend the contract term, an update to the allowance for Additional Services, and the addition of the GA/GR Noticing Solution and CalWIN Read-Only/Retroactive Solution.
- c. Approval of Infosys Amendment No. 2, which includes executing the option to extend the contract term for eleven (11) months, and an option to further extend the agreement for two (2) months.
- d. Approval of Accenture Change Notice No. 22, which includes requests to add hours for costs related to Premise items Prepopulated Medi-Cal Redetermination Forms 6 additional languages, Earned Income Disregard (SB 80), Transitional Nutrition Benefits Recertification Hold (Auto), Resume Pre-Pandemic Medi-Cal Operations, and PHE Additional Contact Attempt. Also included are technical adjustments to Production Operations charges to reflect Trinity County's transition to a PoP network model, Software updates, and addition of approved County Purchases.
- e. Approval of ClearBest Change Order No. 6, Work Order 22, which includes the request to add Quality Assurance Services for Transitional Nutrition Benefits Recertification Hold.

## Informational Items

### Wave 1 Status Update

- Welcome to CalSAWS
- Placer & Yolo Experience
- Migration Statistics & Update

## Welcome to CalSAWS (Video)

# County Experience Placer - Director Greg Geisler Yolo – Director Tanya Provencher

# Migration Conversion & Post Go-Live Update

279: CalWIN Counties may not be prepared to reconcile Fiscal and submit State Reports, timely, as they Migrate to CalSAWS

Risk #279	Risk Description & Mitigation Plan	Risk Status
279.1	As CalWIN migrates to CalSAWS, counties may need assistance (from the project) how to reconcile Fiscal reports as they prepare to submit State reports to CDSS on a monthly basis (and timely)	Completed Mitigation Steps:  OCM identified Fiscal Reconciliation Business Process changes between CalWiN Counties and CalSAWS and leveraged Fiscal 101 Sessions facilitated with the Counties  CalSAWS Reports Team provided mapping of the Top 100 CalWiN Management Reports and how they mapped to CalSAWS (DDID 2173)  CalSAWS Reports Team generated all Dashboards, Management and State reports in the UAT environment with the Wave 1 (Placer, and Yolo) converted data-10/17  CalSAWS Reports (Consortium) Team performed a fit/gap assessment of Wave 1 Counties Ad Hoc GA/GR reports inventory to CalSAWS (production) GA/GR reports and prioritized each to be released prior to Wave 1-10/17  Not Started Mitigation Steps:  Establish a Buddy CalSAWS County for migrating CalWiN Counties  Set CalWiN county expectations for months 1, 2, and 3 from a Daily/Monthly and State submission perspective  CalSAWS Reports Team to generate all Dashboards, Management and State reports in the UAT2 environment by Wave with converted data – Planned Complete by 10/10/2022  ISS (with App & Reports) Team to define a plan on how CalSAWS will prepare (before go-live) and support (post go-Live) the CalWiN Counties – Internal meeting planned during the week ending 10/7/2022  Expand the distribution of the:  Weekly CalSAWS State and Fiscal Reports Enhanced Communication to include (and highlight) UAT Defect and/or CER findings by the CalWiN counties  Enhance the Weekly CalSAWS State and Fiscal Reports Enhanced Communication to include (and highlight) UAT Defect and/or CER findings by the CalWiN counties  CalSAWS Reports Team to provide migrating CalWiN counties post deployment support for Monthly, Quarterly and Annual State Reports - State
		Report County Review - DDID 1971  Continuing to monitor post wave 1 Go-Live for risk level re-assessment

## CalSAWS Quarterly Fiscal Update

## CalSAWS Financial Update

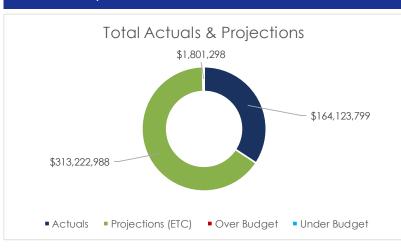
#### Overview

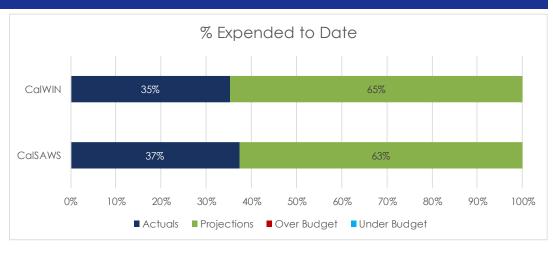
CalSAWS DD&I/M&O Premise CalWIN M&O JPA Admin

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

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

#### Cal**SAWS** | SFY 2022/23 FINANCIAL DASHBOARD - November 14, 2022





Category	Actuals to Date <sup>1</sup>	Projections (ETC)	EAC	Total Allocation (Budget)	Balance + Under / (-Over)	% Expended to Date	% EAC to Budget	Notes
CalSAWS	\$121,788,725	\$204,358,299	\$326,147,024	\$326,147,024	\$0	37.3%	100.0%	
DD&I App. Dev.	\$226,703	\$1,933,157	\$2,159,860	\$2,159,860	\$0	10.5%	100.0%	
DD&I Non-App. Dev.	\$22,846,788	\$50,855,659	\$73,702,447	\$73,702,447	\$0	31.0%	100.0%	
DD&I Training	\$7,126,742	\$11,140,223	\$18,266,965	\$18,266,965	\$0	39.0%	100.0%	
CalSAWS M&O	\$88,367,822	\$131,356,997	\$219,724,819	\$219,724,819	\$0	40.2%	100.0%	
M&O Procurement	\$609,255	\$760,560	\$1,369,815	\$1,369,815	\$0	44.5%	100.0%	
OCAT M&O	\$944,745	\$1,121,751	\$2,066,496	\$2,066,496	\$0	45.7%	100.0%	
CalHEERS Interface	\$1,666,670	\$6,513,994	\$8,180,664	\$8,180,664	\$0	20.4%	100.0%	
Covered CA CSC	\$0	\$675,958	\$675,958	\$675,958	\$0	0.0%	100.0%	
CalSAWS Premise	\$6,563,788	\$43,035,105	\$49,598,893	\$51,400,191	\$1,801,298	12.8%	96.5%	
CalSAWS Premise	\$6,563,788	\$43,035,105	\$49,598,893	\$51,400,191	\$1,801,298	12.8%	96.5%	Underspend related to ARPA FFY Funding
CalWIN M&O	\$35,656,108	\$65,290,614	\$100,946,722	\$100,946,722	\$0	35.3%	100.0%	
CalWIN M&O	\$32,030,920	\$55,530,611	\$87,561,531	\$87,561,531	\$0	36.6%	100.0%	
CalHEERS Interface	\$2,931,452	\$8,615,518	\$11,546,970	\$11,546,970	\$0	25.4%	100.0%	
CalHEERS CSCN	\$693,736	\$1,144,485	\$1,838,221	\$1,838,221	\$0	37.7%	100.0%	
JPA Admin. Budget	\$115,178	\$538,970	\$654,148	\$654,148	\$0	17.6%	100.0%	
CalSAWS 58 Counties	\$115,178	\$538,970	\$654,148	\$654,148	\$0	17.6%	100.0%	
Total	\$164,123,799	\$313,222,988	\$477,346,787	\$479,148,085	\$1,801,298	34.3%	99.6%	

<sup>&</sup>lt;sup>1.</sup> December Payment Month (partial actuals per advance)

#### Cal**SAWS** | SFY 2022/23 DD&I COUNTY SUPPORT STAFF (THROUGH September 2022)

100% 50% 0%												
070	Mdw	Court	Ordr Placet	eidels sod	gar gar	SOL.	san sant	Sdrx	sant soluno	sono	19/4 40/0	Nogli
					■ Actuals	To-Date	■ Projections					

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COMBINED TOTAL	<b>\$ 4.2 M</b> Actuals to Date	<b>\$ 20.9 M</b> Projections	<b>\$ 25.1 M</b> Estimate At Completion	<b>\$ 25.1 M</b> Total Allocation	\$ .0 M Balance (+Under/-Over)	17% % Expended to Date	<b>100%</b> % EAC to Budget
Alameda	\$221,832	\$1,669,375	\$1,891,207	\$1,891,207	\$0	12%	100%
Contra Costa	\$520,246	\$303,589	\$823,835	\$823,835	\$0	63%	100%
Fresno	\$13,288	\$2,030,322	\$2,043,610	\$2,043,610	\$0	1%	100%
Orange	\$1,124,729	\$3,163,334	\$4,288,063	\$4,288,063	\$0	26%	100%
Placer	\$80,306	\$94,099	\$174,405	\$174,405	\$0	46%	100%
Riverside	\$128,566	\$871,434	\$1,000,000	\$1,000,000	\$0	13%	100%
Sacramento	\$172,402	\$1,542,949	\$1,715,351	\$1,715,351	\$0	10%	100%
San Diego	\$461,879	\$3,416,670	\$3,878,549	\$3,878,549	\$0	12%	100%
San Francisco	\$230,260	\$776,068	\$1,006,328	\$1,006,328	\$0	23%	100%
San Luis Obispo	\$10,553	\$272,044	\$282,597	\$282,597	\$0	4%	100%
San Mateo	\$220,056	\$637,020	\$857,076	\$857,076	\$0	26%	100%
Santa Barbara	\$301,767	\$499,607	\$801,374	\$801,374	\$0	38%	100%
Santa Clara	\$422,164	\$1,654,235	\$2,076,399	\$2,076,399	\$0	20%	100%
Santa Cruz	\$54,636	\$398,498	\$453,134	\$453,134	\$0	12%	100%
Solano	\$94,418	\$511,942	\$606,360	\$606,360	\$0	16%	100%
Sonoma	\$58,296	\$425,543	\$483,839	\$483,839	\$0	12%	100%
Tulare	\$11,748	\$1,146,990	\$1,158,738	\$1,158,738	\$0	1%	100%
Ventura	\$81,954	\$1,165,221	\$1,247,175	\$1,247,175	\$0	7%	100%

\$211,001

\$61,248

\$211,001

\$61,248

\$0

\$0

\$0

\$0

\$211,001

\$61,248

Yolo

Unallocated

100%

100%

0%

0%

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

CATEGORY	Actuals to Date	Projections (ETC)	EAC	Total Allocation (Budget)	BALANCE +Under / (-Over)	% Expended to Date	% EAC to Budget
CalSAWS	\$11,744,989	\$18,895,144	\$30,640,133	\$30,640,133	\$0	38.3%	100.0%
Consortium Personnel - County <sup>1</sup>	\$3,281,816	\$10,240,231	\$13,522,047	\$13,522,047	\$0	24.3%	100.0%
Consortium Personnel - Contractor <sup>2,3</sup>	\$8,463,173	\$8,654,913	\$17,118,086	\$17,118,086	\$0	49.4%	100.0%
CalWIN M&O	\$1,444,255	\$2,791,238	\$4,235,493	\$4,235,493	\$0	<b>34</b> .1%	100.0%
Consortium Personnel - County <sup>1</sup>	\$32,136	\$133,932	\$166,068	\$166,068	\$0	19.4%	100.0%
Consortium Personnel - Contractor <sup>2,3</sup>	\$1,412,119	\$2,657,306	\$4,069,425	\$4,069,425	\$0	34.7%	100.0%
CalSAWS Premise	\$0	\$129,333	\$129,333	\$129,333	\$0	0.0%	100.0%
Consortium Personnel - County	\$0	\$129,333	\$129,333	\$129,333	\$0	0.0%	100.0%
Consortium Personnel - Contractor <sup>2</sup>	\$0	\$0	\$0	\$0	\$0	0.0%	0.0%
Total	\$13,189,244	\$21,815,715	\$35,004,959	\$35,004,959	\$0	37.7%	100.0%

SFY 2022/23 - Consortium Personnel FTE Counts	FTE
CalSAWS DD&I and M&O	188
Consortium Personnel - County <sup>1</sup>	74
Consortium Personnel - Contractor <sup>2</sup>	85
Consortium Personnel - Contractor Limited Term <sup>3</sup>	20
$\mathbb{B}D^4$	9
CalWIN M&O	17
Consortium Personnel - County <sup>1</sup>	1
Consortium Personnel - Contractor <sup>2</sup>	8
Consortium Personnel - Contractor Limited Term <sup>3</sup>	6
$\mathbb{B}D^4$	2
Premise	1
Consortium Personnel - County <sup>1</sup>	1
Consortium Personnel - Contractor <sup>2</sup>	0
Total	206

<sup>&</sup>lt;sup>1</sup>Includes only Consortium Staff, does not include County Support Staff

<sup>&</sup>lt;sup>2</sup>Includes RGS and CSAC employees

<sup>&</sup>lt;sup>3</sup>Includes RGS, CSAC, and First Data Staff (Non-Employees)

<sup>&</sup>lt;sup>4</sup>Does not account for backfill considerations

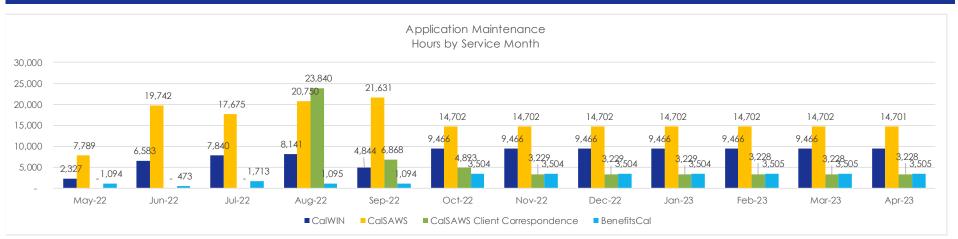
#### Cal**SAWS** | SFY 2022/23 CHANGE BUDGET (APPLICATION MAINTENANCE / M&E HOURS)

Change Budget Category	Actuals to Date	Projections (ETC)	EAC	Total Allocation (Budget)	BALANCE +Under / (-Over)	% Expended to Date	% EAC to Budget
CalWIN M&O	\$6,042,494	\$23,490,438	\$29,532,932	\$29,532,932	\$0	20.5%	100.0%
CalWIN M&O	\$5,145,124	\$8,531,300	\$13,676,424	\$13,676,424	\$0	37.6%	100.0%
CalHEERS Interface Change Budget	\$478,264	\$6,035,252	\$6,513,516	\$6,513,516	\$0	7.3%	100.0%
CalHEERS CSCN Change Budget	\$0	\$249,592	\$249,592	\$249,592	\$0	0.0%	100.0%
CalWIN Premise	\$419,106	\$8,674,294	\$9,093,400	\$9,093,400	\$0	4.6%	100.0%
CalSAWS M&O	\$21,795,971	\$28,652,452	\$50,448,423	\$52,106,110	\$1,657,687	41.8%	96.8%
CalSAWS M&E	\$16,971,965	\$11,659,087	\$28,631,052	\$28,631,052	\$0	59.3%	100.0%
CalHEERS Interface Change Budget	\$992,752	\$5,390,600	\$6,383,352	\$6,383,352	\$0	15.6%	100.0%
BenefitsCal	\$1,183,000	\$3,006,595	\$4,189,595	\$4,189,595	\$0	28.2%	100.0%
CalSAWS Premise	\$2,648,254	\$8,596,170	\$11,244,424	\$12,902,111	\$1,657,687	20.5%	87.2%
TOTAL	\$27,838,465	\$52,142,890	\$79,981,355	\$81,639,042	\$1,657,687	34.1%	98.0%

Note: Includes 15,075 hours/month for CalSAWS, plus premise hours.

Premise variance due to underspend on ARPA.

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



Change Budget Category	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	Total
CalWIN M&O	2,327	6,583	7,840	8,141	4,844	9,466	9,466	9,466	9,466	9,466	9,466	9,469	96,000
Design & Build	1,015	1,479	1,630	3,530	1,460	-	-	-	-	-	-	-	9,114
Test	272	2,823	1,924	2,384	1,981	-	-	-	-	-	-	-	9,384
Management & Other Support	1,040	2,281	4,286	2,227	1,403	-	-	-	-	-	-	-	11,237
Projection	-	-	-	-	-	9,466	9,466	9,466	9,466	9,466	9,466	9,469	66,265
CalSAWS M&O	7,789	19,742	17,675	20,750	21,631	14,702	14,702	14,702	14,702	14,702	14,702	14,701	190,500
Design & Build	2,316	7,762	8,062	8,581	10,041	-	-	-	-	-	-	-	36,762
Test	1,212	2,912	2,053	3,211	3,710	-	-	-	-	-	-	-	13,098
Management & Other Support	4,261	9,068	7,560	8,958	7,880	-	-	-	-	-	-	-	37,727
Projection	-	-	-	-	-	14,702	14,702	14,702	14,702	14,702	14,702	14,701	102,913
CalSAWS Client Correspondence	-	-	-	23,840	6,868	4,893	3,229	3,229	3,229	3,228	3,228	3,228	54,972
Client Corresondence	-	-	-	23,840	6,868	4,893	3,229	3,229	3,229	3,228	3,228	3,228	54,972
BenefitsCal	1,094	473	1,713	1,095	1,094	3,504	3,504	3,504	3,504	3,505	3,505	3,505	30,000
Design & Build	598	257	959	603	602	-	-	-	-	-	-	-	3,019
Test	276	120	436	274	274	-	-	-	-	-	-	-	1,380
Management & Other Support	220	96	318	218	218	-	-	-	-	-	-	-	1,070
Projection	-	-	-	-	-	3,504	3,504	3,504	3,504	3,505	3,505	3,505	24,531
COMBINED TOTAL		26,798	27,228	29,986	27,569	27,672	27,672	27,672	27,672	27,673	27,673	27,675	316,500

#### **NOTES:**

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

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

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

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

Warranty & Liquidated Damages Detail - SFY 2022/23									
Category	Contract	Service Month	Amount	Invoice Month	Invoice #				
Deliverables produced in Change Request/UAT	CalWIN	March-22	\$5,000	August-22	80004559				
System Availability Benefits CalWIN	CalWIN	March-22	\$2,000	August-22	80004559				
System Availability CalWIN	CalWIN	March-22	\$5,000	August-22	80004559				
System Availability ACCESS CalWIN	CalWIN	April-22	\$22,000	November-22	80005185				
Covered CA Interface - Sys Response Time	CalWIN	April-22	\$5,500	November-22	80005185				
Covered CA Contact - System Availability	CalWIN	April-22	\$1,000	November-22	80005185				
Hyland - Document Processing Delay	CalSAWS	July-22	\$60,176	December-22	TBD				
CalSAWS System Daily Peak Usage Hour Availability	CalSAWS	July-22	\$10,000	December-22	TBD				
CalSAWS System Daily Batch Production Jobs Completion	CalSAWS	July-22	\$5,000	December-22	TBD				
CalSAWS System Daily Batch Production Jobs Completion	CalSAWS	August-22	\$5,000	December-22	TBD				
AWS Outage	CalSAWS	September-22	TBD	TBD	TBD				
AWS Outage	CalSAWS	October-22	TBD	TBD	TBD				
Total			\$108,676						

Hours & Credits									
Category	Actuals	Projections (ETC)	EAC	Allowance	BALANCE +Under / (-Over)				
CalWIN Modernization ("Modification") Hours	\$7,160,230	\$2,556,730	\$9,716,960	\$10,033,825	\$316,865				
CalWIN Business Intelligence (BI)	\$3,971,215	\$0	\$3,971,215	\$3,971,215	\$0				
CalWIN IDMS	\$1,500,000	\$0	\$1,500,000	\$1,500,000	\$0				
CalWIN Business Rules Engine (BRE)	\$2,099,510	\$1,400,490	\$3,500,000	\$3,500,000	\$0				
Total	\$14,730,955	\$3,957,220	\$18,688,174	\$19,005,040	\$316,865				

#### Notes:

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

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

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

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

CalSAWS Contract (Premise/App Maintenance Services)	Total Amount	Change Notice Ref.
Total Baseline Allocation (Amendment 30)	\$92,000,000	
Previously Approved through June 2021	\$21,229,544	FIVE - NINE
Previously Approved June 2021 through October 2021	\$9,182,789	TEN - ELEVEN
Previously Approved Nov 2021 through June 2022	\$11,336,520	TWELVE - EIGHTEEN
Functional Support and Technical Help Desk	\$4,424,096	NINETEEN
Various Premise Items	\$2,039,802	TWENTY
BenefitsCal Portal Support (Less CN 18 for Virtual	(\$944,032)	TWENTY ONE
Various Premise Items*	\$2,219,022	TWENTY TWO
Total Allocated Amounts	\$49,487,741	
Total Remaining Allocation	\$42,512,259	

CalSAWS Contract (County Purchases)	Total Amount	Change Notice Ref.
Total Baseline Allocation (Amendment 23)	\$20,000,000	
Approved County Purchases	\$1,702,883	FIFTEEN
Approved County Purchases	\$5,112,800	TWENTY
Approved County Purchases*	\$552,126	TWENTY-TWENTY TWO
Total Allocated Amounts	\$7,367,809	
Total Remaining Allocation	\$12,632,191	

Deloitte Portal/Mobile	Total Amount	Work Order Ref.
Total Baseline Allocation (Change Order 5)	\$13,000,000	
Various Premise Items	\$1,112,377	ONE - THREE
American Recovery Plan Act (ARPA)	\$1,705,148	FOUR
American Recovery Plan Act (ARPA) - ROI	\$428,379	FIVE
Get CalFresh (Code for America) - Security Monitoring	\$50,001	SIX
American Recovery Plan Act (ARPA) - SAR 7 and 7A	\$92,496	SEVEN
CW Time Clocks	\$71,000	EIGHT
Total Allocated Amounts	\$3,459,401	
Total Remaining Allocation	\$9,540,599	

Deloitte CalWIN ISS (County Purchases)	Total Amount	Work Order Ref.
Total Baseline Allocation (Amendment 2)	\$8,000,000	
Total Allocated Amounts	\$0	
Total Remaining Allocation	\$8,000,000	

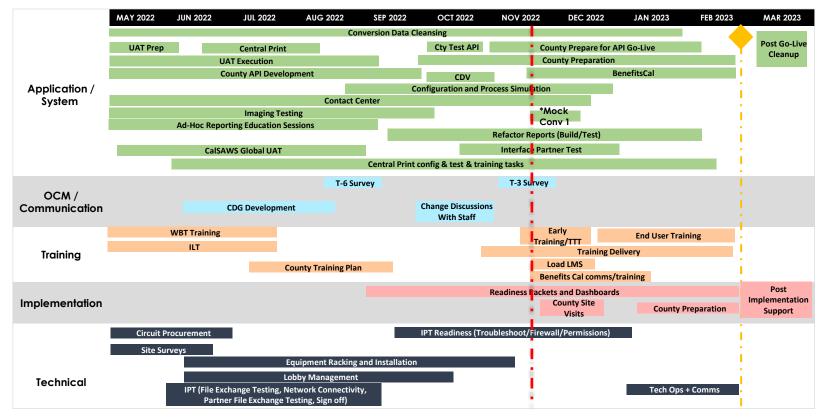
<sup>\*</sup> Pending Board Approval November 18, 2022

CalWIN Contract (Premise/App Maintenance Services)	Total Amount	Change Order Ref.
Total Baseline Allocation	\$29,516,908	Change Order ker.
Previously Approved Projects	\$18,419,400	N/A
Previously Approved Projects	\$2,678,531	TWO - FOUR
Total Allocated Amounts	\$21,097,931	1110 1001
Total Remaining Allocation	\$8,418,977	
Total Remaining Allocation	30,410,777	
CalWIN Contract (County Purchases)	Total Amount	Change Order Ref.
Total Baseline Allocation	\$3,968,662	
Previously Approved	\$2,021,592	N/A
Projects 60548 and 60549	\$177,419	·
Projects 60858, 60859, 61078 and 61377	\$262,105	
Total Allocated Amounts	\$2,461,116	
Total Remaining Allocation	\$1,507,546	
First Data LRS Contract (Staff Augmentation Services)	Total Amount	Change Notice Ref.
Total Baseline Allocation (Amendment 7)	\$1,000,000	
Previously Approved through June 2022	\$495,552	ONE - FOUR
Total Allocated Amounts	\$495,552	
Total Remaining Allocation	\$504,448	
Infosys Contract	Total Amount	Change Notice Ref.
Total Baseline Allocation	\$10,000,000	
Previously Approved	\$7,002,152	
Total Allocated Amounts	\$7,002,152	
Total Remaining Allocation	\$2,997,848	
ClearBest	Total Amount	Work Order Ref.
Total Baseline Allocation (Change Order 6)	\$4,000,000	
Previously Approved	\$3,104,596	
Various Premise Items		FOURTEEN-NINETEEN
Various Premise Items	\$193,065	
Transitional Nutrition Benefits Recertification Hold (Auto)		TWENTY-TWENTY TWC
Total Allocated Amounts	\$3,991,035	IVVLINI I - I VVLINI I I I VVC
Total Remaining Allocation	\$8,965	
Total Komaning Allocation	Ψ0,700	

### Overview of Wave 2 Status

#### Wave 2 Critical Path

#### Contra Costa, Santa Clara, Tulare



#### We are Here

**Wave 2 Ancillary Data Extracts** Aug 8, Nov 26, Feb 23 February 23-27 (final cutover)

\*Mock Conversion 1 11/26 – 11/30 \*Mock Conversion 2 12/3 – 12/8 County Data Validation (CDV): 10/3 - 10/14Process Simulation Nov 14 - Dec 13Interface Partner Testing (IPT) Oct 17 - Dec 30

County Prep Phase: Jan 16 – Feb 23

Approve Contact Center Design 11/4/22 Contact Center Model Office 2/6 – 2/17/23 Contact Center Config 2/6 – 2/17/23

**Contact Center** 

Training
Early Training & TTT WBT 09/26/22
Early Training 11/28/22 – 12/09/22
TTT 11/28/22 – 12/15/22
End User Training WBT 10/17/22
Training Delivery End Users 1/3/23 – 2/24/23

## Wave-2 Readiness: Executive Summary [as of 11/04/2022]

Readiness Areas and Categories: Contra Costa, Santa Clara, Tulare

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
	NS	Deploy CalSAWS Releases 23.01	Testing: Starts December 5, 2022
	G	Contact Center Readiness	IIVR Contact Flows for W2 Counties: Approved n Process SCRs:  • Tulare CA-240158  • Santa Clara CA-240159  • Contra Costa CA-240155
A	G	Imaging Readiness	<ul> <li>County Export of Legacy Images – ongoing</li> <li>Hyland receive and upload images to production environment - ongoing</li> </ul>
Application	G	BenefitsCal Readiness	<ul> <li>Obtained CBO Conversion File – Mock Run 1 Complete</li> <li>Provided CBO extract to Counties</li> </ul>
	G	Central Print Readiness	<ul> <li>Configuration meetings complete (3 of 3); validation meetings 1 of 3 complete</li> <li>Configuration load is in progress</li> </ul>
	С	UAT Prep	Complete
	С	UAT Execution	<ul> <li>Group 1 and Group 2 Retest – Complete</li> <li>Metric and completion of UAT Exit Criteria on 09/08/2022</li> </ul>
Integration*	Υ	County Interface Partner Test (IPT)Execution	<ul> <li>Target % Pass Rate: 30%</li> <li>Contra Costa – 83% passed. 5 of 6 interfaces have passed.</li> <li>Santa Clara (behind schedule) – 0% passed. 0 of 10 interfaces have passed.</li> <li>Tulare – 37% passed. 3 of 8 interfaces have passed.</li> </ul>
	G	State Interface Partner Test (IPT) Execution	Target % Pass Rate: 54%  • 54% complete. 7 of 11 State Interfaces have passed partner validations.
Conversion	G	CDT Defects Resolution	<ul><li>Delivered Wave 2 GDS #9 for CDV</li><li>CDV completed for Wave 2 on 10/14/22</li></ul>
	G	EDBC Match – Auto Review Rates	
Technical	G	County Network Connectivity	Risks for Santa Clara County continue to be monitored     Comcast circuit delivered on Oct 28, 2022. Virtual activation and testing planned for November 8, 2022     Level 3 circuit order has been cancelled with Comcast circuit delivery     Connectivity: 40 of 64 actual
	G	Performance Testing	Batch Performance Testing began 10/31/2022     Performance Testing began and is in progress

\*Integration Readiness was updated to reflect 11/11/2022 status for purposes of this report.

Not Started On Schedule <14 Days Late >=14 Days Late Complete

## Wave-2 Readiness: Executive Summary [as of 11/04/2022]

Readiness Areas and Categories: Contra Costa, Santa Clara, Tulare

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

Readiness			Comments
Area		Readiness Category	
	G	FDEL 8 Master Training Plan	Monthly update complete and submitted
	С	ILT Training Curriculum Complete	Core curriculum complete. County-specific ILT curriculum walkthroughs occurred August -September. County-specific ILTs completed 09/30/22
Training	G	Wave 2 County Classroom Set-Up	Classroom identified and confirmed for Wave 2 counties
	G	WBT Training Delivery	<ul> <li>WBTs started 09/26/22 for Wave 2 Early Training &amp; TTT participants</li> <li>WBTs started on 10/17/22 for all staff</li> </ul>
	NS	ILT Training Delivery	Early Training and Train the Trainer starts 11/28/22. All staff training starts 01/03/23.
	С	Change Discussion Guides (CDGs)	<ul> <li>Contra Costa, Santa Clara and Tulare have signed off on CDG Comments.</li> <li>Prep Sessions for Supervisors, Managers and CNCs for CDG Discussion on Schedule</li> </ul>
	G	Communications	<ul> <li>CalSAWS Scoop #3 delivered on October 28, 2022</li> <li>CNC Meeting for November – in progress</li> </ul>
	С	Business Process Reengineering	<ul> <li>All To-Be Sessions Complete</li> <li>All Closeout Sessions Complete</li> <li>All Work Products Signed-Off and Deliverables Approved</li> </ul>
Organization	G	Process Simulation	Process Simulation Execution     Santa Clara completed 10/17-10/28     Contra Costa planned 11/28-12/9     Tulare planned 12/12-12/23
	G	Configuration	Configuration Kick Off     Santa Clara completed 9/16     Contra Costa completed 10/21     Tulare planned 11/9-11/18
	G	Implementation Planning	<ul> <li>Implementation Planning will begin at T-4 for Wave 2</li> <li>Go Live Packet is complete for Wave 1; updates to be made in November 2022 for Wave 2</li> </ul>
	NS	County Prep	County Prep Phase for Wave 2 will begin in January 2023
	G	Pre and Post Implementation Support	Planning efforts for Wave 2 pre and post implementation support – in progress
Implementation	G	Help Desk	County ServiceNow Fulfiller Training conducted week of 10/3
	Υ	County Ad Hoc Reports	<ul> <li>W2 Counties Completed Education Sessions</li> <li>Reviewed 1,343 reports for refactoring, as of 11/04/22. Contra Costa is still determining the number of reports requiring refactoring (34 identified to date). Santa Clara has identified 118 to be refactored. Contra Costa and Santa Clara burndown charts are pending. Tulare does not have any reports to refactor.</li> </ul>

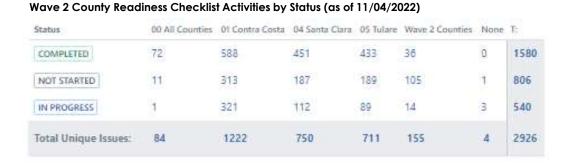
#### Wave 2 – County Readiness Summary [as of 11/04/2022]

Readiness Area	Status*	Contra Costa	Status*	Santa Clara	Status*	Tulare
Application	G	Contact Center SCR: CA-240155	G	Contact Center SCR: CA-240159	G	Contact Center SCR: CA-240158
Integration	G	5 of 6 interfaces have passed IPT		0 of 10 interfaces have passed IPT	G	3 of 8 interfaces have passed
Conversion	G		G		G	
Technical	G		G	Project is monitoring risks  Comcast circuit delivered on Oct 28, 2022. Virtual activation and testing planned for 11/08/22	G	
Training	G	Early Training & TTT WBTs began 9/26/2; ET & TTT ILTs begins 11/28/22	G	Early Training & TTT WBTs began 9/26/2; ET & TTT ILTs begins 11/28/22	G	Early Training & TTT WBTs began 9/26/2; ET & TTT ILTs begins 11/28/22
Implementation		Contra Costa has 61 reports identified and more under review		Santa Clara has 118 reports to refactor and actively working with Gainwell	G	Tulare does not have any reports identified to refactor
Organizational	G	Ongoing CNC and Communications; Process Sim and Config continues	G	Ongoing CNC and Communications; Process Sim and Config continues	G	Ongoing CNC and Communications Process Sim and Config continues

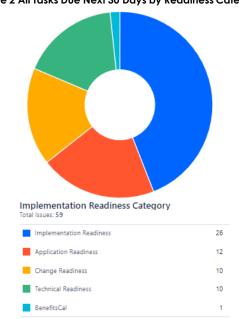
NS	Not Started	On Schedule	Y	<14 Days Late	R	>=14 Days Late

#### Wave 2 All Tasks Due Next 30 Days by Readiness Category

\*Information included is as of November 4, 2022



Note: All County Tasks includes tasks that all 18 CalWIN Counties are responsible for completing (e.g., UAT related tasks). Wave 2 Counties tasks include tasks that apply to Contra Costa, Santa Clara and Tulare (e.g., selective conversion tasks)



## Technical Operations Update

- AWS Production Incident
- Imaging Processing Delays

## **Production Incidents**

October 2022

MONDAY	TUESDAY	WEDNESDAY	l THURSDAY	FRIDAY	SAT/SUN
26 September	27	28	29	30	1/2 October
3	*4	5	6	7	8/9
10	Screen to Screen slowness due to MQ Broker issue (20 minutes)	12	13	14	15/16
1. Image Documents not linking to CalsAWS Cases (% minutes) 2. Helpdesk unavailable by phone (telecom issue)	18	19	20	21	22/23
24	25	26	Users unable to access CalSAWS application due to AWS EBS incident (11 minutes)	28	29/30
Users unable to access CalSAWS application and batch delayed due to AWS EBS incident (4h Bmin)	1 November	2	3	4	5/6

#### **Production Incidents**

#### AWS Data Storage Issue

- On October 31, 2022, at 9:30 pm, CalSAWS experienced an issue with the Amazon Web Services (AWS) storage layer issue, which caused the unavailability of the CalSAWS online application and delayed the execution of the nightly batch
- The issue was resolved at 2:39 am by AWS and access to the CalSAWS application was restored
- After completing health checks and restarting CalSAWS, the nightly batch was resumed at 3:38 am. As a result, multiple core processes, including fiscal issuances, claiming, and central print processing completed after 6am
- There was a similar issue that occurred on October 27, 2022, between 3:54 pm and 4:05 pm that self-resolved. During the 11 minute period, users were unable to login to CalSAWS and interfaces were not returning data.

## Amazon Storage Outage RCA Analysis

- Amazon storage service experienced connectivity issues and was unable to process traffic on 10/27 (13 minutes) and again on 10/31 (5 hours) – these issues were related.
- On 10/27 the system self-recovered. There was an impact to users not being able to access CalSAWS.
   On 10/31 Batch processing was impacted which delayed the ability to complete Batch within the target window.
- The root cause was a software update in US-West-2 region that resulted in network communication impairment when deployed to AWS storage hosts with a specific network configuration.

#### **Amazon Correction Actions**

- 1. Pause the deployment containing the defect worldwide [COMPLETE, November 1st, 07:13 AM PDT]
- Remediate the AWS storage infrastructure in all CalSAWS regions, preventing re-occurrence of the issue [COMPLETE, November 6th, 13:00 PST]
- 3. AWS will continue to work w/project delivery team to enhance monitoring of storage volumes
- All applicable service credits will be applied to CalSAWS account

#### **Production Incidents**

- Imaging Processing Delays
   On November 1, 2022, at 11:30 am, CalSAWS users started to experience delays in processing of images, including:
  - Availability of images on newly submitted documents in CalSAWS
  - Updates to existing documents in workflow
  - Tasks and Customer reporting updates based on image processing
- The issue was resolved by Hyland at 5:04 pm
- During the issue, a backlog developed, which needed to be processed after the issue was resolved. The backlog was cleared by 8:45 pm in the evening
- The team identified a defect which caused a subset of transactions to encounter a looping condition (multiple submissions of the same transaction) which overloaded the capacity of the EMA (External Message Agent) service. This condition, plus the 10% increase in transaction volume associated with Placer and Yolo activity caused the flow of transactions to queue, resulting in the longer processing times. As a temporary fix, additional system resources were added which processed the backlog of transactions. The fix for the defect is currently undergoing testing prior to migration to production.

Updates on Waves 2-6 Key Risks



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

Risk #258	Risk Description & Mitigation Plan	Risk Status
258.2	The CalWIN Conversion Cutover Window is at-risk of completing past the 84-hour cutover window	<ul> <li>Business Impact Mitigation Options:         <ul> <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></ul></li></ul></li></ul>

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
258.3	The CalWIN Conversion Cutover Window is at-risk of completing past the 84-hour cutover window	<ul> <li>Business Impact Mitigation Options:</li> <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> <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>EARLY IMPACT: 2/27/2023 - Previous Waves Go-Live Date</li> <li>TRIGGER: 2/24/2023 - Waves 3 Mock Cutover B + 2 weeks for analysis</li> </ul>
258.4	Same as above	EARLY IMPACT: 4/24/2023- Previous Waves Go-Live Date TRIGGER: 4/28/2023 – Waves 4 Mock Cutover B + 2 weeks for analysis  Business Impact Mitigations based on previous wave mocks
258.5	Same as above	EARLY IMPACT: 7/3/2023- Previous Waves Go-Live Date TRIGGER: 6/30/2023 – Waves 5 Mock Cutover B + 2 weeks for analysis Business Impact Mitigations based on previous wave mocks
258.6	Same as above	EARLY IMPACT: 9/4/2023 - Previous Waves Go-Live Date TRIGGER: 8/25/2023 - Waves 6 Mock Cutover B + 2 weeks for analysis Business Impact Mitigations based on previous wave mocks

#### 268: Implementation Readiness for CalWIN Cutover to CalSAWS

Risk #268	Risk Description & Mitigation Plan	Risk Status
268.2	If implementation readiness (project and county) is not on track to meet their respective exit criteria by January 16, 2023, then the CalWIN Wave 2 cutover to CalSAWS could either be delayed or require significantly greater support to help Counties through outstanding issues. Individual risks have been opened related to the ability to be fully ready in time for a successful CalWIN Wave 2 cutover to CalSAWS on February 27, 2023, and subsequent waves. This risk serves as an overarching risk for the overall readiness of the project and CalWIN Counties to cutover to CalSAWS  To mitigate this risk, the following actions will be taken:  Execute the mitigation steps outlined in each of the individual risks which includes utilizing only Wave 1 county data to support UAT and moving up the start of implementation readiness activities  Consolidate county validation efforts and number of county staff required to participate  Establish measurable, formal checkpoints to determine if exit criteria are on track to be met or if adjustments and/or other options need to be taken  Detailed Contingency Planning is underway to determine the best options and strategies to minimize impact to Counties and remain within schedule and budget	Batch Performance (Risk #237.2) – Risk level remains medium as team works to address higher data volumes in Waves 2-6. Testing for Wave 2 with 45 County data started 10/17/22. Tuning of programs in process. Planned end 12/30/22 Image Scalability and Performance (Risk #256) – CalSAWS Imaging solution has maintained stability and performance for 58 Counties  County Readiness (Risk #262.2) – Risk was updated to Green at 11/9/22 RMG as County readiness materials for Wave 1 were finalized and templates/lessons learned applied to future waves. Will continue to track county feedback  Converted Data Test (CDT) and UAT Defect Resolution (Risk #263 Retired) – All open P1 and P2 (High/Medium) defects were closed for Wave 1 with documentation to support go live for Low open defects. Risk 263 retired; Related Risk 280 New for future waves  Production and CDV Defect Resolution (Risk #280 New) – Risk tracks resolution of defects from Wave 1, updates to conversion programs for Waves 2-6, and resolutions of any new defects identified in Waves 2-6 Converted Data Validation  County Image Migration Readiness (Risk #264.2) – The Counties are meeting all due dates and on track to complete scheduled milestones by deadlines as reported in the Weekly DD&I Status Report  County Report Refactoring and Ancillary System Timelines (Risk #269.2) – Risk level is currently at medium. Eleven (11) Ad Hoc Curriculum sessions have been conducted. Over 100 reports have been identified for refactoring across Wave 2 counties. Team assessing what is required for go live and will track progress in Readiness slides  Change Discussion Guides (CDGs) Readiness (Risk #270.2 Retired) – The FDEL for Contra Costa and Santa Clara Change Discussions Guides are submitted. Teams are measuring and tracking progress of change discussions through November 4, 2022. See Risk 270 for full action plan schedule- The risk 270.2 has been retired  Early Impact Date: 1/23/2023 One month prior to Wave 2 planned Go-Live

### 268: Implementation Readiness for CalWIN Cutover to CalSAWS

Risk #268	Risk Description & Mitigation Plan	Risk Status
268.3	If implementation readiness (project and county) is not on track to meet their respective exit criteria by March 13, 2022, then the CalWIN Wave 3 cutover to CalSAWS could either be delayed or require significantly greater support to help Counties through outstanding issues. Individual risks have been opened related to the ability to be fully ready in time for a successful CalWIN Wave 3 cutover to CalSAWS on April 24, 2023 and subsequent waves. This risk serves as an overarching risk for the overall readiness of the project and CalWIN Counties to cutover to CalSAWS  To mittigate this risk, the following actions will be taken:  Execute the mitigation steps outlined in each of the individual risks which includes utilizing only Wave 1 county data to support UAT and moving up the start of implementation readiness activities  Consolidate county validation efforts and number of county staff required to participate  Establish measurable, formal checkpoints to determine if exit criteria are on track to be met or if adjustments and/or other options need to be taken  Detailed Contingency Planning is underway to determine the best options and strategies to minimize impact to Counties and remain within schedule and budget	Batch Performance (Risk #237.3) – The 58 country converted data set will be available late January to begin testing for Waves 3-6  Image Scalability and Performance (Risk #256) – CalSAWS Imaging solution has maintained stability and performance for 58 Counties  County Readiness (Risk #262.3) – Mitigation actions are on track for ISS to deliver Country Readiness materials to prepare Waves 3 counties for go-live  Production and CDV Defect Resolution (Risk #280) – Risk will track resolution of defects from Wave 1 and 2, updates to conversion programs for Waves 3-6, and resolutions of any new defects identified in Waves 3-6 Converted Data Validation  County Image Migration Readiness (Risk #264.3) – The Counties are meeting, and all due dates are on track to complete scheduled milestones by deadlines as reported in the Weekly DD&I Status Report  County Report Refactoring and Ancillary System Timelines (Risk #269.3) – Risk level is currently at medium. Over 200 reports have been identified for refactoring across Wave 3 counties. Wave 3 Ad Hoc Refactoring begins November 2022. Team assessing what is required for go live and will track progress in Readiness slides  Early Impact Date: 12/23/2022 based on completion of Wave 3 CDG discussions Trigger Date: 3/20/2023 One month prior to Wave 3 planned Go-Live

### 268: Implementation Readiness for CalWIN Cutover to CalSAWS

Risk #268	Risk Description & Mitigation Plan	Risk Status
268.4	If implementation readiness (project and county) is not on track to meet their respective exit criteria by May 15, 2023, then the CalWIN Wave 4 cutover to CalSAWS could either be delayed or require significantly greater support to help Counties through outstanding issues. Individual risks have been opened related to the ability to be fully ready in time for a successful CalWIN Wave 4 cutover to CalSAWS on July 3, 2023 and subsequent waves. This risk serves as an overarching risk for the overall readiness of the project and CalWIN Counties to cutover to CalSAWS  To mitigate this risk, the following actions will be taken:  Execute the mitigation steps outlined in each of the individual risks which includes utilizing only Wave 1 county data to support UAT and moving up the start of implementation readiness activities  Consolidate county validation efforts and number of county staff required to participate  Establish measurable, formal checkpoints to determine if exit criteria are on track to be met or if adjustments and/or other options need to be taken  Detailed Contingency Planning is underway to determine the best options and strategies to minimize impact to Counties and remain within schedule and budget	Image Scalability and Performance (Risk #256) – CalSAWS Imaging solution has maintained stability and performance for 58 Counties  County Readiness (Risk #262.4) – The ISS and TOSS teams are starting to work with the Counties on their County Readiness  Production and CDV Defect Resolution (Risk #280) – Risk tracks resolution of defects from Wave 1-3, updates to conversion programs for Waves 4-6, and resolutions of any new defects identified in Waves 4-6 Converted Data Validation  County Image Migration Readiness (Risk #264.4) – San Diego County is currently reviewing its Bulk Export finish date. Risk is in a medium (amber) status  County Report Refactoring and Ancillary System Timelines (Risk #269.4) – Risk level is currently at medium. Over 200 reports have been identified for refactoring across Wave 4 counties. Ad Hoc Refactoring planned to begin February 2023. Team assessing what is required for go live and will track progress in Readiness slides
		Early Impact Date: 02/1/2023 which is target date for Wave 4 Training to be Complete and the start of Ad Hoc Refactoring by the Wave 4 Counties (Risk 269.4)  Trigger Date: 5/15/2023 based on Implementation readiness (project & county) meeting exit criteria

### 268: Implementation Readiness for CalWIN Cutover to CalSAWS

Risk #268	Risk Description & Mitigation Plan	Risk Status
268.5- 268.6	If implementation readiness (project and county) is not on track to meet their respective exit criteria by May 2023 and June 2023, respectively, then the CalWIN Waves 5 and 6 cutovers to CalSAWS could either be delayed or require significantly greater support to help Counties through outstanding issues. Individual risks have been opened related to the ability to be fully ready in time for a successful CalWIN Waves 5 and 6 cutovers to CalSAWS on September 4, 2023 and October 30, 2023, respectively. This risk serves as an overarching risk for the overall readiness of the project and CalWiN Counties to cutover to CalSAWS. To mitigate this risk, the following actions will be taken:  • Execute the mitigation steps outlined in each of the individual risks which includes utilizing only Wave 1 county data to support UAT and moving up the start of implementation readiness activities  • Consolidate county validation efforts and number of county staff required to participate  • Establish measurable, formal checkpoints to determine if exit criteria are on track to be met or if adjustments and/or other options need to be taken  Detailed Contingency Planning is underway to determine the best options and strategies to minimize impact to Counties and remain within schedule and budget	Batch Performance (Risks #237.5 and #237.6) – Testing for Waves 5-6 has not started  Image Scalability and Performance (Risk #256) – CalSAWS Imaging solution has maintained stability and performance for 58 Counties  County Readiness (Risks #262.5 and #262.6) – The ISS and TOSS teams are starting to work with the Counties on their County Readiness  Production and CDV Defect Resolution (Risk #280) – Risk tracks resolution of defects from Wave 1-4, updates to conversion programs for Waves 5-6, and resolutions of any new defects identified in Waves 5-6 Converted Data Validation.  County Image Migration Readiness (Risks #264.5 and #264.6) – The Counties are meeting, and all due dates are on track to complete scheduled milestones by deadlines  County Report Refactoring and Ancillary System Timelines (Risks #269.5 and #269.6) – Risk level is currently at medium. Inventory of reports to refactor will be updated as review with counties complete. Ad Hoc Refactoring planned to begin in April 2023 for Wave 5 and May 2023 for Wave 6.  Early Impact Date: April 18, 2023 (Wave 5) and June 20, 2023 (Wave 6) – CDG FDEL due dates  Trigger Date: Aligned trigger dates of May 2023 (Wave 5) and June 2023 (Wave 6) to the end of CDG delivery and discussions.

276: Delivery of Wave 6 GDS #13 in Sept. 2023 (T-1) Impacts the Execution of Interface Partner Testing (IPT), Process Simulation, and County Data Validation (CDV) phases for Wave 6 Counties

Risk #276	Risk Description & Mitigation Plan	Risk Status
	Based on the Conversion Environment Plan (to run the Conversion Logic in Development, Assembly, and Mock Cutovers), the existing plan is scheduled to deliver converted Wave 6 data (i.e., GDS#13) in September 2023 (T-1). This GDS delivery date is putting the Interface Partner Testing (IPT), Process Simulation, and County Data Validation (CDV) phases At-Risk of Starting/Finishing prior to Wave 6 Go-Live at the end of October 2023  1. Review Conversion Environment Plan and determine if the delivery of Wave 6 GDS (converted data) can be pulled back from T-1 to T-3; or, 2. Update the Conversion Environment Plan and Resource (capacity) Plan to support the delivery of Wave 6 GDS (converted data) at T-3	<ul> <li>The Conversion team is currently reviewing the entire GDS delivery schedule to assess necessary revisions to the schedule. Options that are being assessed include:</li> <li>Leveraging the 58 County Converted Data set the conversion and project is planning to deliver in January 2023. This data set would (1) be as-of November 2022, (2) need to be masked, (3) masking may take a priority after the converted data is delivered to the Performance environment. Targeting a delivery date in March 2023 (Wave 6 T-6)</li> <li>Provisioning a dedicated environment for Conversion runs/storage as the Wave begin to stack up on one another</li> <li>Deliver Wave 6 GDS#13 into a production account where masking is not required for W6 CDV and Process Simulation. GDS#13 is planned to be conversion complete (as a result of Mock Cutover) on August 14, 2023, which is approx. W6 T-2.5</li> </ul>

### 278: CalWIN OCM Implementation Support Plan

Risk #278	Risk Description & Mitigation Plan	Risk Status
278.2	Without adequate information, neither the project nor county teams can prepare for post-implementation support, and county post-implementation support might be insufficient, disorganized, and/or ineffective  Deloitte Deliverable 10, CalWIN OCM Implementation Support Plan, is late, require rework, and does not provide the structure or details necessary to inform the project or county teams of how support will be provided after the CalWIN Counties cut over to CalSAWS. The DDEL was originally due on May 16, 2022, but not released until June 6, 2022. On June 15, 2022, it was decided that the review should be paused due to the coordination needed with project teams on Preand Post-Deployment Support roles, responsibilities, tasks, activities, and resources. DDEL 10 will be revised in working sessions with the project teams, and the draft deliverable is targeted to be resubmitted on July 15, 2022. Based on the deliverable process, the earliest the DEL 10 is likely to be finalized is August 18, 2022. The most immediate impact is to the Wave 1 Counties  To mitigate this risk, the following key actions will be taken:  • Deliverable 10 – In the DDEL re-write:  • Address all requirements. Only three (3) of the eleven (11) requirements were fully met in the original DDEL submission  • Incorporate all deliverable reviewer comments submitted to date. Since the review of the initial DDEL was paused, not all reviewers submitted comments at the point of pause  • Refine existing plan content with agreement from all teams  • Finalize the base support plan on how overall pre- and post-implementation support should be delivered  • Clearly define the roles and responsibilities and gain agreement across all teams  • Clearly define how the support model works for a hybrid (on-site and remote) county workforce  • Provide a staffing model at the county and project levels, including one that plans for sufficient on-site staff, county command centers, project command centers, and project support staff  • Clarify differences needed to accom	W1 pre- and post-implementation support models are expected to inform W2 resource needs and associated materials (e.g., update to Go Live Packet Content). Also, the PHE is anticipated to impact the onsite/virtual mix of support. Monitoring will continue in November and December 2022 to identify potential resource changes. Feedback on Go live Packet utility and content is targeted for November 30, 2022. Retrospectives will be conducted for W1 post-implementation in early December 2022 that will further information post-implementation support refinements for W2  Workload impact calculation to be defined starting at T-2 for Go Live Packet related items  Recruitment of other County support is anticipated to start no later than 2 months prior to W2 go live  • Create the tactical details for pre/post-implementation support, county prep, to outline the who, when, and where  • Work with each project team identified in the Implementation Support Plan to coordinate and get commitment of resources to execute the support model  • Communicate to the Counties the finalized plans, schedule, and coordinate on-site resources and equipment/room needs  • Conduct County Prep Kickoff

### 278: CalWIN Implementation Support Plan

Risk #278	Risk Description & Mitigation Plan	Risk Status
278.3	Without adequate information, neither the project nor county teams can prepare for post-implementation support, and county post-implementation support might be insufficient, disorganized, and/or ineffective Deloitte Deliverable 10, CalWIN OCM Implementation Support Plan, is late, require rework, and does not provide the structure or details necessary to inform the project or county teams of how support will be provided after the CalWIN Counties cut over to CalSAWS. The DDEL was originally due on May 16, 2022, but not released until June 6, 2022. On June 15, 2022, it was decided that the review should be paused due to the coordination needed with project teams on Preand Post-Deployment Support roles, responsibilities, tasks, activities, and resources. DDEL 10 will be revised in working sessions with the project teams, and the draft deliverable is targeted to be resubmitted on July 15, 2022. Based on the deliverable process, the earliest the DEL 10 is likely to be finalized is August 18, 2022. The most immediate impact is to the Wave 1 Counties	<ul> <li>W3 preparation associated with pre, and post implementation support is on track</li> <li>Create the tactical details for pre/post-implementation support, county prep, to outline the who, when, and where</li> <li>Work with each project team identified in the Implementation Support Plan to coordinate and get commitment of resources to execute the support model</li> <li>Communicate to the Counties the finalized plans, schedule, and coordinate on-site resources and equipment/room needs</li> <li>Conduct County Prep Kickoff</li> <li>Retrospectives will be conducted for W2 post-implementation in early April 2023 that will further information post-implementation support refinements for W3</li> <li>Workload impact calculation to be defined starting at T-2 for Go Live Packet related items</li> </ul>
278.4 to 278.6	See above  Wave 4 Risk Trigger Date: May 19, 2023  Wave 5 Risk Trigger Date: Discussions in progress  Wave 6 Risk Trigger Date: Discussions in progress	<ul> <li>W4-6 preparation associated with pre- and post implementation support is on track</li> <li>Create the tactical details for pre/post-implementation support, county prep, to outline the who, when, and where</li> <li>Work with each project team identified in the Implementation Support Plan to coordinate and get commitment of resources to execute the support model</li> <li>Communicate to the Counties the finalized plans, schedule, and coordinate on-site resources and equipment/room needs</li> <li>Conduct County Prep Kickoff</li> <li>Workload impact calculation to be defined starting at T-2 for Go Live Packet related items</li> </ul>

279: CalWIN Counties may not be prepared to reconcile Fiscal and submit State Reports, timely, as they Migrate to CalSAWS

Risk #279	Risk Description & Mitigation Plan	Risk Status
279.2	As CalWIN migrates to CalSAWS, counties may need assistance (from the project) how to reconcile Fiscal reports as they prepare to submit State reports to CDSS on a monthly basis (and timely)	Wave 2 Counties will be added to the wave 1 counties weekly meeting a month prior to Go-Live to prepare. Additional mitigation actions will be added based on previous wave's results
279.3	Same as above	Wave 3 Counties will be added to the wave 1 counties weekly meeting a month prior to Go-Live to prepare. Additional mitigation actions will be added based on previous wave's results
279.4	Same as above	Wave 4 Counties will be added to the wave 1 counties weekly meeting a month prior to Go-Live to prepare. Additional mitigation actions will be added based on previous wave's results
279.5	Same as above	Wave 5 Counties will be added to the wave 1 counties weekly meeting a month prior to Go-Live to prepare. Additional mitigation actions will be added based on previous wave's results
279.6	Same as above	Wave 6 Counties will be added to the wave 1 counties weekly meeting a month prior to Go-Live to prepare. Additional mitigation actions will be added based on previous wave's results

**NEW** 280: Unresolved Go-Live Dependent defects not resolved prior to the Wave Go-Live could impact County Case Worker business Post Go-Live

Coold impact Coomy Case Worker Dosiness 1 Ost Oo-Live							
Risk #280	Risk Description & Mitigation Plan		Risk Sta	itus			
	Open Converted Data Test (CDT), County Data Validation (CDV, User Acceptance Test (UAT), and post Wave 1 Go-Live defects need to be resolved prior to the, respective, Wave Go-Live. Unresolved defects could impact in the projects Green Lighting the Wave for Go-Live and/or County experience in production	Go-Live dependent defects (including those identified in production, post-cutover) whose prioritized for the respective Wave dependent Golden Data Set (GDS)  Open Wave 1 CalWIN Issues  Open Wave 1 CalWIN Issues below represents Wave 1 Conversion Defects identified the Counties Post Go-Live. Defects are Triaged, Assessed, and Resolved as quickly as they via Data Change Requests (DCR)			d by		
		Wave 1 Post Go-Live Open Defects by Phase	P1	P2	P3/P4	Total	
		Wave 1 Post Go-Live DCR's	0	14	0	14	
		Total Open Defects	0	14	0	14	
		via testing effort prior to the respecti Wave 1 Go-Live defects identified by CDT, CDV, UAT, Prod	y the Cour	nties	·	iluaes those p	post
		Open Defects by Phase	P1	P2	P3/P4	Total	
		CDT	0	0	60	60	
		CDV	0	0	10	10	
		UAT	0	0	0	0	
		W1 Production Identified (CC)	0	44	0	44	
		Total Open Defects	0	44	70	114	
		Defect Delivery by GDS	P1	P2	P3/P4	Total	
		GDS#10	0	0	46	46	
		GD\$#11	0	0	19	19	
		In Triage	0	0	5	5	
		Unassigned Tatal Ones Defeate	0	44	0	44	
		Total Open Defects  Resolved	0	<b>44</b>	<b>70</b>	114 -]	
		Conversion Open Total	0	44	69	113	
		-55555555					

## CalWIN Counties Cutover Readiness Needs Risks

264: CalWIN County waves may not complete their Imaging migration readiness activities by their designated wave golive dates

Risk #264	Risk Description & Mitigation Plan	Risk Status
264.4	Delays in CalWIN Counties predecessor activities (such as securing external legacy vendors for export support, mapping document types for each county, using Snowball as data transfer method, and completing the test batch phase on time) may delay cutover dates within each county. Further, Counties must complete their predecessor activities by the deadline if they want to start exporting/importing on time. As a result of early pitfalls associated with predecessor tasks, Wave 1 Counties have experienced significant delays, including delays in establishing contracts with external vendors, incorrect mapping, and failures to complete testing activities on time, which are putting their respective go-live dates at risk  • Communicate lessons learned with each wave. Such as, contracting early with external vendors and following AWS recommended data transfer methods (Over the Wire transfer is currently the preferred approach). Note: Technical difficulties have been associated to Snowball data transfer method and has caused delays in timelines in the past.  • Documenting Mapping: Use project tools such as Forumbee to provide immediate feedback and guidance  • Share CIT/Email with Counties about best practices learned from C-IV/LA migrations  • Implement tracking templates with the Counties to facilitate reporting on the delivery of images, including burndown charts for each county for tracking mapping progress and imaging export/import progress	Wave 4 Status:  San Diego County has been unable to achieve the Start Bulk  Export milestone. The last plan from San Diego County has them exporting images until 12/23 (5 months after their go live). The County indicated they are working on a new plan. Detailed status continues to be reported in the Weekly DD&I Status Report  EARLY IMPACT: 11/01/22  TRIGGER: 11/15/22 San Diego Needs to provide a new plan and begin implementing the new plan

## CalWIN Counties Cutover Readiness Needs Risks

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

Risk #269	Risk Description & Mitigation Plan	Risk Status
269.2	The CalWIN Counties need time in the schedule, leading up to their respective Go-Live, to Refactor Ad-hoc Reports and/or Ancillary Systems. To do so, the Counties need connectivity and access to CalSAWS environments, data model (and definitions), as well as data. The current CalSAWS delivery schedule (of these) is compressing the CalWIN Counties Design, Development, and Testing timelines (i.e., schedule) and putting their County Readiness for Go-Live at-risk  Defined Waves 1 - 6 Curriculum: Activities, Training, and Milestones which includes T- timelines for the following:  Initial Discovery Session  Qlik Overview  Operational, Fiscal, and State Reports Used by County  APEX/EDR Demonstration and Training  CalSAWS Database Structure and Data Dictionary Training  CalWIN to CalSAWS Data Mapping Report Training	<ul> <li>CalWIN County Education Sessions (i.e., Planned Curriculum) for Wave 2:</li> <li>CalSAWS has facilitated 100% (or 11 of the 11) planned Ad Hoc Support Curriculum to the Wave 2 Counties <ul> <li>Counties have identified 549 Reports to Refactor</li> </ul> </li> <li>CalWIN County Ad Hoc Reports Refactoring for Wave 2:</li> <li>Wave 2 Ad Hoc Refactoring planned to begin in Sep 2022 at T-6 (to Go-Live)</li> <li>Risk level to be re-assessed as Ad-Hoc Refactoring continues</li> </ul> <li>EARLY IMPACT: Beginning of Sept. 2022 which represents when the Training is planned to be Complete and the beginning of the Ad Hoc Refactoring by the Counties</li> <li>TRIGGER: T-3 to Go-Live (Go Live 2/27/23 – 3M = 11/27/22 trigger date)</li>
269.3	The CalWIN Counties need time in the schedule, leading up to their respective Go-Live, to Refactor Ad-hoc Reports and/or Ancillary Systems. To do so, the Counties need connectivity and access to CalSAWS environments, data model (and definitions), as well as data. The current CalSAWS delivery schedule (of these) is compressing the CalWIN Counties Design, Development, and Testing timelines (i.e., schedule) and putting their County Readiness for Go-Live at-risk  Defined Waves 1 - 6 Curriculum: Activities, Training, and Milestones which includes T-timelines for the following:  Initial Discovery Session Qlik Overview Operational, Fiscal, and State Reports Used by County APEX/EDR Demonstration and Training CalSAWS Database Structure and Data Dictionary Training CalWIN to CalSAWS Data Mapping Report Training	<ul> <li>CalWIN County Education Sessions (i.e., Planned Curriculum) for Wave 3:</li> <li>CalSAWS has facilitated 91% (or 10 of the 11) planned Ad Hoc Support Curriculum to the Wave 3 Counties <ul> <li>Counties have identified 260 Reports to Refactor</li> </ul> </li> <li>CalWIN County Ad Hoc Reports Refactoring for Wave 3:</li> <li>Wave 3 Ad Hoc Refactoring planned to begin in Nov 2022 at T-6 (to Go-Live)</li> <li>Risk level to be re-assessed when Ad-Hoc Refactoring is planned to begin</li> <li>EARLY IMPACT: Beginning of Nov. 2022 which represents when the Training is planned to be Complete and the beginning of the Ad Hoc Refactoring by the Counties</li> <li>TRIGGER: T-3 to Go-Live (Go Live 4/24/23 -3M = 1/24/23 trigger date)</li> </ul>

### CalWIN Counties Cutover Readiness Needs Risks

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

Risk #269	Risk Description & Mitigation Plan	Risk Status
269.4	The CalWIN Counties need time in the schedule, leading up to their respective Go-Live, to Refactor Ad-hoc Reports and/or Ancillary Systems. To do so, the Counties need connectivity and access to CalSAWS environments, data model (and definitions), as well as data. The current CalSAWS delivery schedule (of these) is compressing the CalWIN Counties Design, Development, and Testing timelines (i.e., schedule) and putting their County Readiness for Go-Live at-risk  Defined Waves 1 - 6 Curriculum: Activities, Training, and Milestones which includes T-timelines for the following:  Initial Discovery Session Qlik Overview Operational, Fiscal, and State Reports Used by County APEX/EDR Demonstration and Training CalSAWS Database Structure and Data Dictionary Training	<ul> <li>CalWIN County Education Sessions (i.e., Planned Curriculum) for Wave 4:</li> <li>Wave 4: CalSAWS has facilitated 100% (or 9 of the 11) planned Ad Hoc Support Curriculum to the Wave 4 Counties</li> <li>CalWIN County Ad Hoc Reports Refactoring for Wave 4:</li> <li>Wave 4: Ad Hoc Refactoring planned to begin in Feb 2023 at T-6 (to Go-Live)</li> <li>Counties have identified 237 Reports to Refactor</li> <li>Risk level to be re-assessed when Wave-4 Ad-Hoc Refactoring is planned to begin</li> <li>EARLY IMPACT: Beginning of Feb. 2023 which represents when the Wave 4 Training is planned to be Complete and the beginning of the Ad Hoc Refactoring by the Wave 4 Counties</li> <li>TRIGGER: T-3 to Go-Live (7/3/23 Go Live – 3M = 4/3/23 trigger date)</li> </ul>
269.5	Same as above	<ul> <li>CalWIN County Education Sessions (i.e., Planned Curriculum) for Wave 5:</li> <li>Wave 5: Curriculum planned to begin in Oct 2022 at T-10 (to Go-Live)</li> <li>CalWIN County Ad Hoc Reports Refactoring for Wave 5:</li> <li>Wave 5: Ad Hoc Refactoring planned to begin in Apr 2023 at T-6 (to Go-Live)</li> <li>Counties have identified 241 Reports to Refactor</li> <li>TRIGGER DATE: (9/4/23 Go Live – 3M = 6/4/23 trigger date)</li> </ul>
269.6	Same as above	<ul> <li>CalWIN County Education Sessions (i.e., Planned Curriculum) for Wave 6:</li> <li>Wave 6: Curriculum planned to begin in Nov 2022 at T-12 (to Go-Live)</li> <li>CalWIN County Ad Hoc Reports Refactoring for Wave 6:</li> <li>Wave 6: Ad Hoc Refactoring planned to begin in May 2023 at T-6 (to Go-Live)</li> <li>Counties have identified 33 Reports to Refactor</li> <li>TRIGGER DATE: (10/30/23 Go Live – 3M = 7/30/23 trigger date)</li> </ul>

# CalSAWS Scalability & System Performance Risks

237: The scaling of Batch for 58 Counties may have an impact on system performance

Risk #237	Risk Description & Mitigation Plan	Risk Status
237.2	<ul> <li>The CalSAWS production batch (which includes Analytics Dashboards and Management &amp; State Reports) schedule does not always complete by 6am. As additional CalWIN Counties are added, there will be growth in both the count of batch jobs and volume of data. This growth may add a challenge to batch completing on time. Risk 237 addresses mitigation activities to impact the entire batch cycle</li> <li>Risk Mitigation Plan:         <ul> <li>Road Map with specific performance enhancements has been developed and are being implemented by the Analytics team, including changes to be released this month. Additional architectural changes including event streaming and reducing batch processing targeted in the Spring</li> <li>Wave 2 Performance Testing scheduled for fall and a combined performance test for Waves 3-6 planned for the end of the year</li> </ul> </li> </ul>	<ul> <li>November 4, 2022:</li> <li>Correspondence Event Streaming was tested in both Online Performance and Batch Performance environments (10/2 – 10/14)</li> <li>CalWIN Wave 2 Performance testing (45 Counties) began the first execution of batch cycles the week of 10/17</li> <li>Successfully conducted GA/GR Correspondence service test with Gainwell for stress testing</li> <li>Batch Performance Testing</li> <li>The first cycle of CalWIN Wave 2 testing began, and a few jobs were identified as performing below expectations. The performance, DBA, and Batch Operations teams are looking at the under-performing jobs</li> <li>Database partitioning of targeted tables (SCR CA-246043) was implemented in the batch performance environment</li> <li>An execution of batch performance to re-test the first cycle is scheduled for the week of 11/7/2022</li> <li>Early Impact Date: 12/30/2022 Planned end of Wave 2 Performance Testing Trigger Date: 1/15/2023 One month prior to Wave 2 planned Go-Live</li> </ul>
237.3	Same as above	<ul> <li>November 4, 2022:</li> <li>The environment scaled for 58 county batch and converted data set will be created in mid-January 2023 for setup and smoke testing. The 58 county converted data set will be available late January to begin testing, scheduled to complete by June 2023</li> <li>New early impact and trigger dates under discussion</li> </ul>
237.4	Same as above	<ul> <li>November 4, 2022:</li> <li>The environment scaled for 58 county batch and converted data set will be created in mid-January 2023 for setup and smoke testing. The 58 county converted data set will be available late January to begin testing, scheduled to complete by June 2023</li> <li>New early impact and trigger dates under discussion</li> </ul>

# CalSAWS Scalability & System Performance Risks

237: The scaling of Batch for 58 Counties may have an impact on system performance

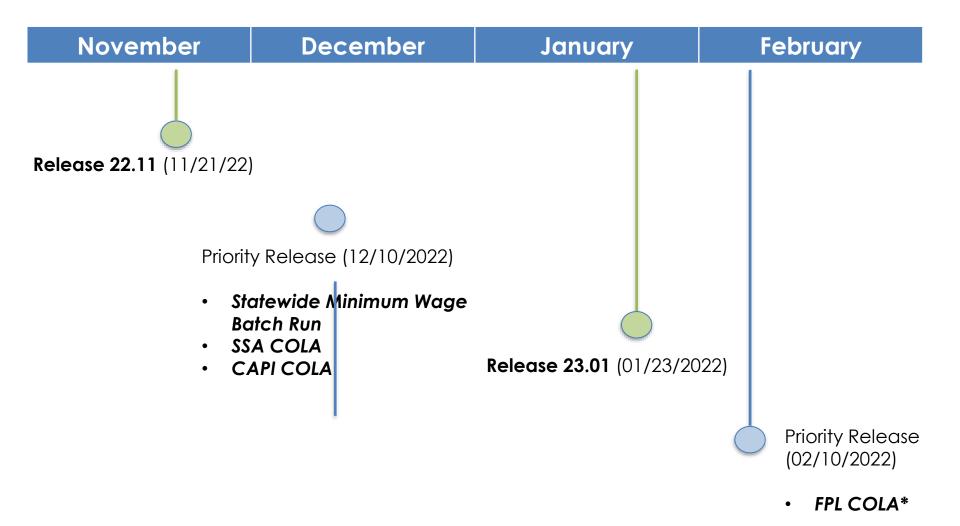
Risk #237	Risk Description & Mitigation Plan	Risk Status
237.5	<ul> <li>The CalSAWS production batch (which includes Analytics Dashboards and Management &amp; State Reports) schedule does not always complete by 6am. As additional CalWIN Counties are added, there will be growth in both the count of batch jobs and volume of data. This growth may add a challenge to batch completing on time. Risk 237 addresses mitigation activities to impact the entire batch cycle</li> <li>Risk Mitigation Plan:         <ul> <li>Road Map with specific performance enhancements has been developed and are being implemented by the Analytics team, including changes to be released this month. Additional architectural changes including event streaming and reducing batch processing targeted in the Spring</li> <li>Wave 2 Performance Testing scheduled for fall and a combined performance test for Waves 3-6 planned for the end of the year</li> </ul> </li> </ul>	<ul> <li>November 4, 2022:         <ul> <li>The environment scaled for 58 county batch and converted data set will be created in mid-January 2023 for setup and smoke testing. The 58 county converted data set will be available late January to begin testing, scheduled to complete by June 2023</li> </ul> </li> <li>Early Impact Date: 6/30/2023 Planned end of Wave 3-6 Performance Testing Trigger Date: 8/1/2023 Planned end of performance remediation for the 58 County test</li> </ul>
237.6	Same as above	<ul> <li>November 4, 2022:         <ul> <li>The environment scaled for 58 county batch and converted data set will be created in mid-January 2023 for setup and smoke testing. The 58 county converted data set will be available late January to begin testing, scheduled to complete by June 2023</li> </ul> </li> <li>Early Impact Date: 6/30/2023 Planned end of Wave 3-6 Performance Testing Trigger Date: 8/1/2023 Planned end of performance remediation for the 58 County test</li> </ul>

# Release and Policy Update

- CalSAWS
- BenefitsCal



# CalSAWS Release and Policy Update



<sup>\*</sup> COLA dates are target dates, pending receipt of COLA values from the State partners

# CalSAWS Release and Policy Update

### Release 22.11

CCB 22-04-Child Care Immediate and Continuous Eligibility Age Requirements

ACL 22-03 Add a cover letter (CF 285A) to the pre-populated CF 285

ACL 22-27 EBT Scam Benefit Type - Add a new EBT benefit type to reimburse electronic theft claims

ACL 22-66 Resource Limit Increase



# **BenefitsCal**

# Upcoming Release Calendar

Winter 2023

Spring 2023

Summer 2023

01/28/23

R 5.0

Support Requests

### 05/25/23

ROI

 Release of Information

### **TBD**

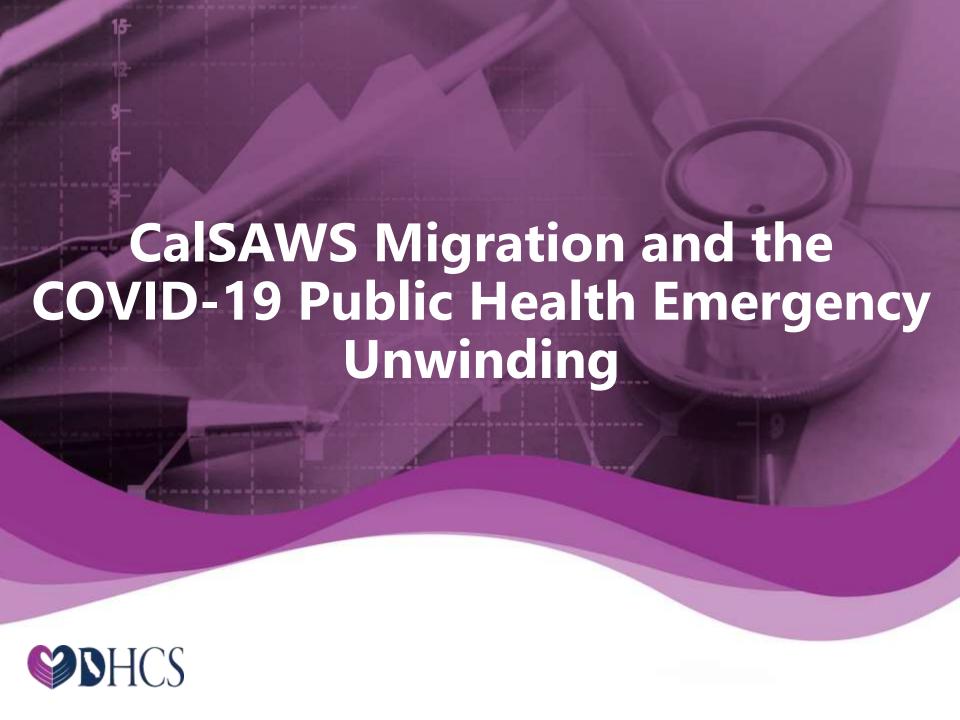


CalWORKs
 Timeclocks

- ✓ Enhance the existing
  Support Request
  functionality to include
  3 new categories of
  Support. Supportive
  Services, Counseling
  Support and Keep your
  Benefits
- ✓ Implementation of Release of Information (ROI) forms to protect customer privacy, and allow them to engage CBOs throughout the benefits journey
- ✓ Allows customers to view their time left on aid, out of the 60-months CalWORKs time limit and request extensions

# PHE Lift Discussion





# Background

- » In January 2020, the U.S. Department of Health and Human Services declared a public health emergency (PHE) in response to the outbreak of COVID-19
- » Families First Coronavirus Response Act Continuous Coverage Requirement
- » The U.S. Department of Health and Human Services renewed the COVID-19 PHE though January 2023

# **Resuming Normal Business Operations**

- » When the PHE ends, counties will process annual renewals on the beneficiaries next normally scheduled annual renewal date.
- » Counties will follow normal business processes when completing post-PHE renewals
- » Beneficiaries may report a change in circumstance prior to their normal annual renewal month.
  - » If a change is reported that would have a positive Medi-Cal eligibility result for at least one member of the household, the county will process the change.
  - » Changes reported that would result in a neutral change or negative action must be held until the post-PHE annual renewal is processed

# **Continuous Coverage for Young Adults**

- » DHCS has instructed counties to continue to provide full-scope coverage to individuals who enrolled as part of the Young Adult Expansion policy, and who have aged out during the COVID-19 PHE or will age out during the unwinding period until January 1, 2024 when the expansion for 26 through 49 is implemented.
- » DHCS will have a contingency plan to address any cases that require DHCS assistance to maintain Medi-Cal coverage in MEDS

# CalSAWS Migration Yellow Banner Cases also known as EDBC Mismatch Cases

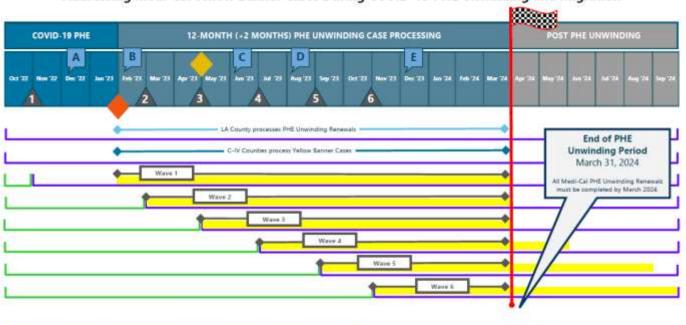
Post Go-Live, CalSAWS Users, across all CalWIN Counties, may see a yellow case banner on some of their active cases due to an EDBC Mismatch.

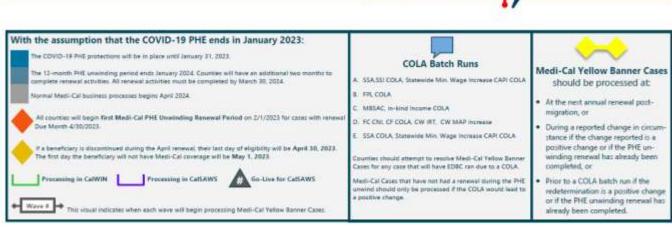


During the conversion cutover from CalWIN to CalSAWS, the CalSAWS will run Batch EDBC for all active CalWIN cases. If the CalSAWS Batch EDBC results match the last saved CalWIN EDBC result, the system considers the benefits a match and saves EDBC. If the EDBC's **do not** match, the case will be flagged with a yellow banner and the Batch EDBC is not saved

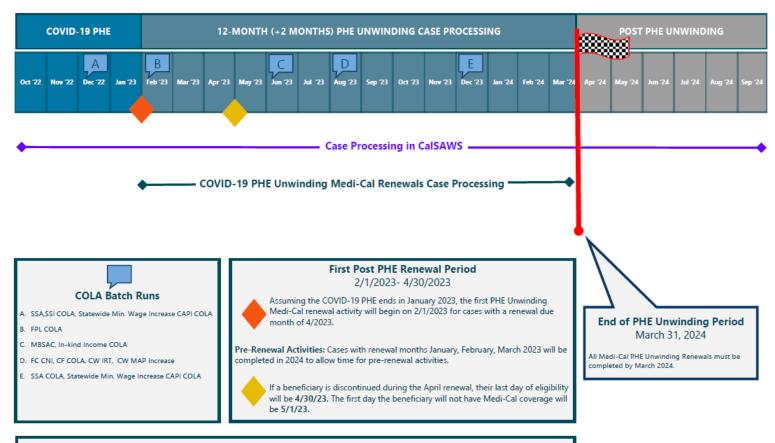
# Processing Yellow Banner Cases During the PHE Unwinding

- » Counties will have to take manual action to redetermine eligibility in CalSAWS for cases with an EDBC mismatch (yellow banner)
- » Given the complexity of the PHE unwind, counties are instructed to process yellow banner cases based on the following:
  - » At the next annual renewal post-migration, or
  - » During a reported change in circumstance if the change reported is a positive change or if the PHE unwinding renewal has already been completed, or
  - » Prior to a COLA batch run if the redetermination is a positive change or if the PHE unwinding renewal has already been completed.
- » Due to the timing of CalSAWS migration, some yellow banner cases will be processed outside of the PHE unwinding



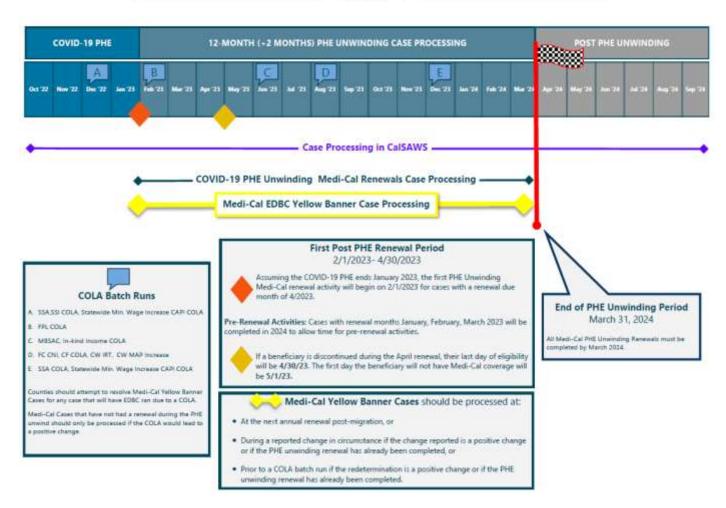


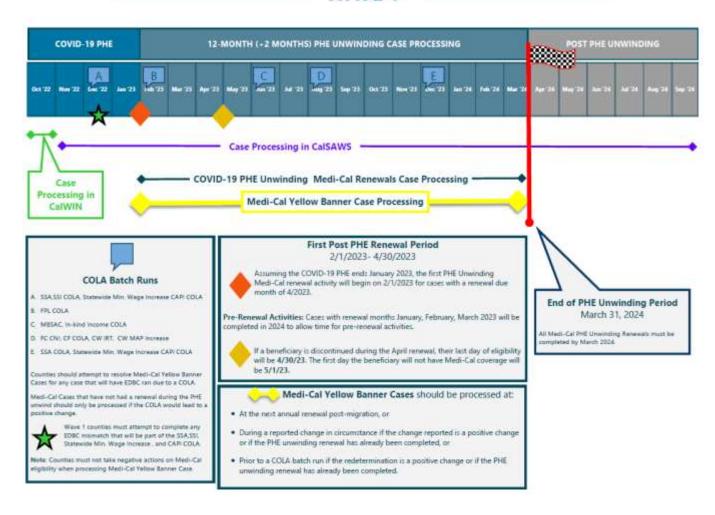
### LA COUNTY

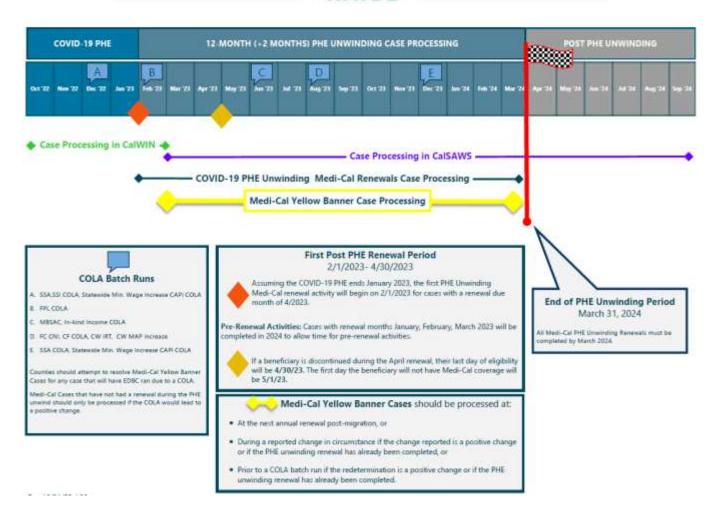


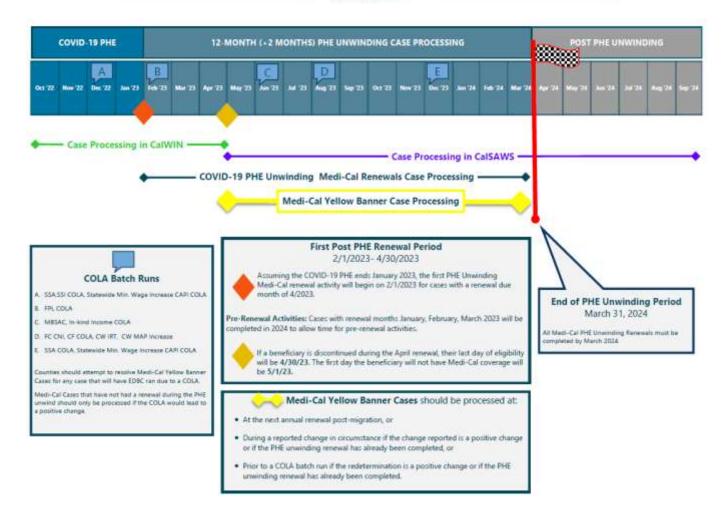
Medi-Cal Yellow Banner Cases are not applicable to Los Angeles county as no data is being migrated for Los Angeles.

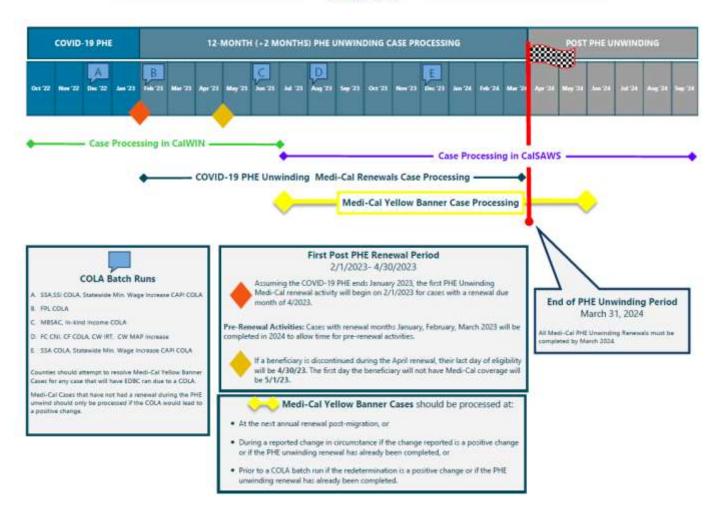


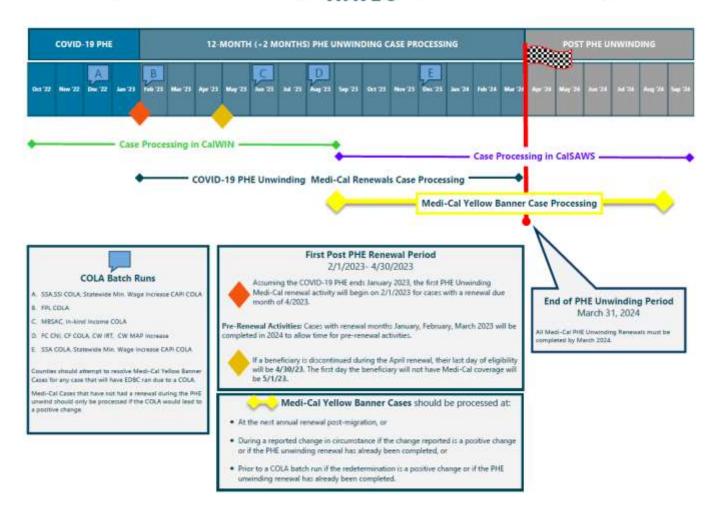


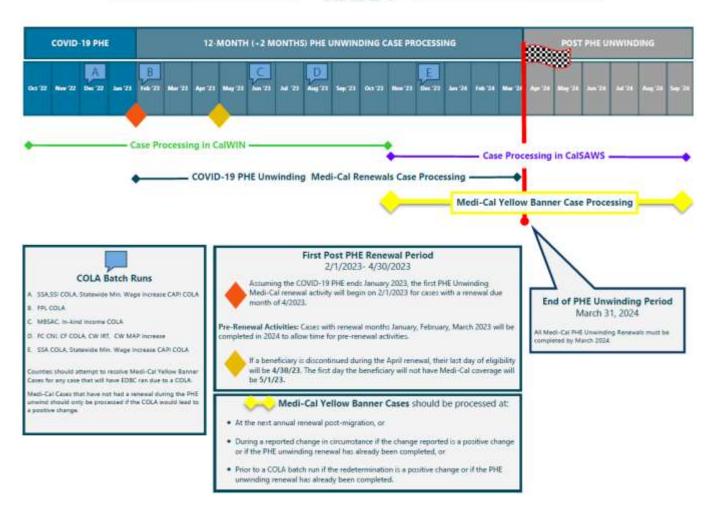












# **Case Processing Examples**

- The following common case examples describe high level steps for processing yellow banner cases during and after the PHE unwinding renewal is completed. These examples include:
  - » Processing PHE unwinding renewal with a yellow banner.
  - » Processing PHE unwinding renewal prior to CalSAWS migration and no changes are reported until the next renewal.
  - » Processing PHE unwinding renewal prior to CalSAWS migration and changes are reported.
  - » Change reported prior to the PHE unwinding renewal is complete.
  - » Processing PHE unwinding renewal prior to CalSAWS migration and case will be included in a COLA batch.
- » All the examples assume a January 2023 PHE end date for illustrative purposes and that the case results in an EDBC mismatch flagged by a yellow banner after CalSAWS migration

# **Case Processing Examples**

Example 1- Processing PHE unwinding renewal with a yellow banner. County has migrated to CalSAWS and is processing a June 2023 annual renewal as part of the PHE unwinding. County will resolve the yellow banner at the same time.

Example 2- Processing PHE unwinding renewal prior to CalSAWS migration and no changes are reported until the next renewal. The PHE unwinding period begins, and the county is processing an April 2023 annual renewal in CalWIN as part of the PHE unwinding. No changes are reported on the case and the case is not subject to a COLA batch run. In April 2024, the county processes the annual renewal and will resolve the yellow banner at the same time.

Example 3- Processing PHE unwinding renewal prior to CalSAWS migration and changes are reported. The PHE unwinding period begins, and the county is processing a June 2023 annual renewal in CalWIN as part of the PHE unwinding. In December 2023, the beneficiary reports a change in circumstance. County processes reported change and will resolve the yellow banner at the same time.

Example 4- Change reported prior to the PHE unwinding renewal is complete. County has migrated to CalSAWS. A beneficiary calls in October 2023 to report a change to Medi-Cal that would lead to a negative action. Their PHE unwinding renewal is not until January 2024. County does not process the reported change or resolve the yellow banner due to negative action. In January 2024, the county processes the PHE unwinding annual renewal using the most current information and will resolve the yellow banner at the same time.

Example 5- Processing PHE unwinding renewal prior to CalSAWS migration and case will be included in a COLA batch. The PHE unwinding period begins, and the county is processing a May 2023 annual renewal in CalWIN as part of the PHE unwinding. In November 2023, the county identifies the case will be part of the December 2023 COLA batch. County will resolve the yellow banner to allow the case to be included in the COLA batch.

# **DHCS Resources**

- » Medi-Cal COVID-19 PHE Operational Unwinding Plan
- » All County Welfare Directors Letters
  - » ACWDL 22-20: Senate Bill 260 Streamlines Transitioning to Covered California
  - » ACWDL 22-18: Case Processing Actions after the Conclusion of the Coronavirus (COVID-19) Public Health Emergency
  - » ACWDL 22-09: Updated Guidance on the County Process When Mail is Returned Undeliverable
  - » ACWDL 21-16: Case Processing Actions Allowed during the Coronavirus (COVID-19) Public Health Emergency
- » Medi-Cal Eligibility Division Information Letters
  - » MEDIL 22-34: COVID-19 Public Health Emergency Unwinding for Individuals who Aged out of the Young Adult Expansion during the PHE
  - » MEDIL 22-33: County Readiness Toolkit for the Preparation of the novel Coronavirus (COVID-19) Public Health Emergency Unwinding and Resumption of Normal Medi-Cal Operations
  - » MEDIL 22-28: COVID-19 Public Health Emergency (PHE) Unwinding Flow Charts
- » Questions: Contact MCED.COVID@dhcs.ca.gov

## CalSAWS Innovation ISM Award





CalSAWS Innovation Program
Won the 2022 ISM Award of
Excellence for Collaboration
Across Boundaries Presented
by APHSA in Washington DC

- Mr. Gilbert Ramos and Ms. Laura Chavez collected the award on behalf of the JPA and the Consortium
- <u>Video message</u> from various leaders was played at the conference.

## CalSAWS Innovation Initiatives Update

- Virtual Assistants
- Bots
- RPA

## Virtual Assistant Expansion – Worker-Facing

**Worker-Facing VA** is a training resource for county staff. The VA will answer questions related to the CalSAWS application to help workers perform their job functions.

#### Scope:

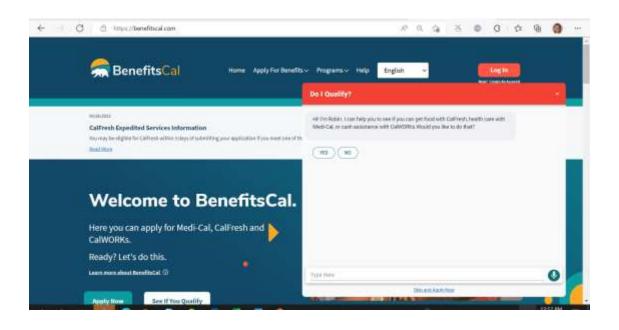
- Develop up to 50 use cases to support county workers through Q&A response
- Accessible through chat icon in lower right corner of CalSAWS application

#### Status/Timeline:



## Virtual Assistant Expansion – Public Facing

The **Public-Facing VA**, **Robin**, is an interactive resource for the public through BenefitsCal. It currently supports screening for services, translated to all threshold languages and supports voice to text capabilities.



Future expansion to include FAQ as well as discovery feedback from customers, counties and CBOs

## EBT Card Replacement Expansion

Robotic Process Automation (RPA)

**Automation of EBT replacement** requests that are received through the Call Center to provide a quick and seamless customer experience and to allow workers to focus on more complex tasks.

#### Scope:

- Stand up RPA infrastructure in the CalSAWS environment
- Integrate Amazon Connect with RPA via API call
- Rollout baseline RPA EBT Card Replacement offering to all 58 counties, with mail/pick up option

#### Status/Timeline:

TASK	START	END	DAYS
RPA Infrastructure Implementation	10/10/22	12/22/22	74
Amazon Connect Lambda Implementation	10/17/22	12/15/22	60
RPA County Rollout	1/2/23	6/5/23	155
Hypercare	2/13/23	10/31/23	261

## Voice Bots Expansion

The Welcome Bot, Auth Bot, and Push Notifications help save time for agents, allowing them to work on higher priority calls and tasks.

#### Scope:

- Deploy bot functionality to all counties [currently only available in San Bernadino]
- Implement Spanish experience [currently only English]
- Migrate to LexBot v2 [currently in v1]
- Fine tuning of voice bots
- Auth and Push Notifications Same requirements for all counties

Status/Timeline: UPCOMING

Voice bots to be deployed across 150+ AWS environments as each county has their own set of accounts.

CalSAWS Member Representatives Meeting – January 26, 2023

# CalSAWS Member Representatives Meeting January 26, 2023 | 1:00 p.m. – 4:00 p.m. | Zoom

- Quorum of the Member Representatives is required
- Agenda Highlights
  - JPA Board Action Items
  - Member Representatives Action Items
    - Approval of Administrative Budget for Unfunded Costs 23/24
    - Potential Action Item: JPA Bylaws Draft Update
  - Informational Items
    - Wave 1 Go-Live Retrospective
    - → Waves 2 & 3 Status Update
    - + Key Risks Update
    - Conversion Update
    - IDEA Update
    - CalSAWS Procurement Update

Update on Key State IV&V Activities

# Update on Key IV&V Activities – November

Key Activities being monitored by IV&V



**Imaging Migration** 

- Production defect resolution
- Production enhancements
- •Migration of documents from CalWIN to CalSAWS for Wave 2



Batch Performance

- Batch performance improvements and time savings
- •Testing with 45 County caseload



CalWIN Data
Conversion

- •CDT Defect resolution and risk mitigation activities
- •Golden Data Set (GDS) 10 development



CalWIN Implementation Readiness

- Wave 1: Post Implementation Support
- Wave 2: Interface Partner Testing
- Wave 2: Process Simulation
- •TOSS and IPOC Meetings for Waves 2, 3 and 4
- •Implementation Readiness dashboards and packets



CalSAWS and BenefitsCal Releases

- CalSAWS 22.11 Testing
- •BenefitsCal Development and Testing Release 5.0
- •BenefitsCal User-Centered Design

# Adjourn Meeting

