CalSAWS | Project Steering Committee Meeting

November 10, 2022

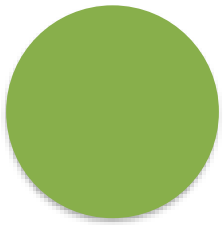
Agenda

1. Call Meeting to Order and confirmation of quorum
2. Agenda Review
3. Public Opportunity to speak on items NOT on the Agenda. Public comments are limited to no more than three minutes per speaker, except that a speaker using a translator shall be allowed up to six (6) minutes.

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

A. All lines will be muted when meeting begins.
B. To unmute:
   I. When connected via computer – click the microphone icon.
   II. When connected via telephone – press *6.

Action Items



Action Items

4. Approval of the Minutes from the October 20, 2022, PSC Meeting and review of Action Items.

Informational Items

Wave 1 Status Update

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

Welcome to CalSAWS (Video)

Migration Conversion & Post Go-Live Update

Placer and Yolo Experience

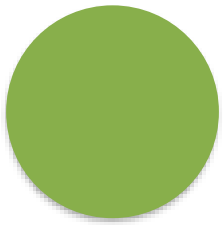
Project Readiness for CalWIN Cutover to CalSAWS Risks

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

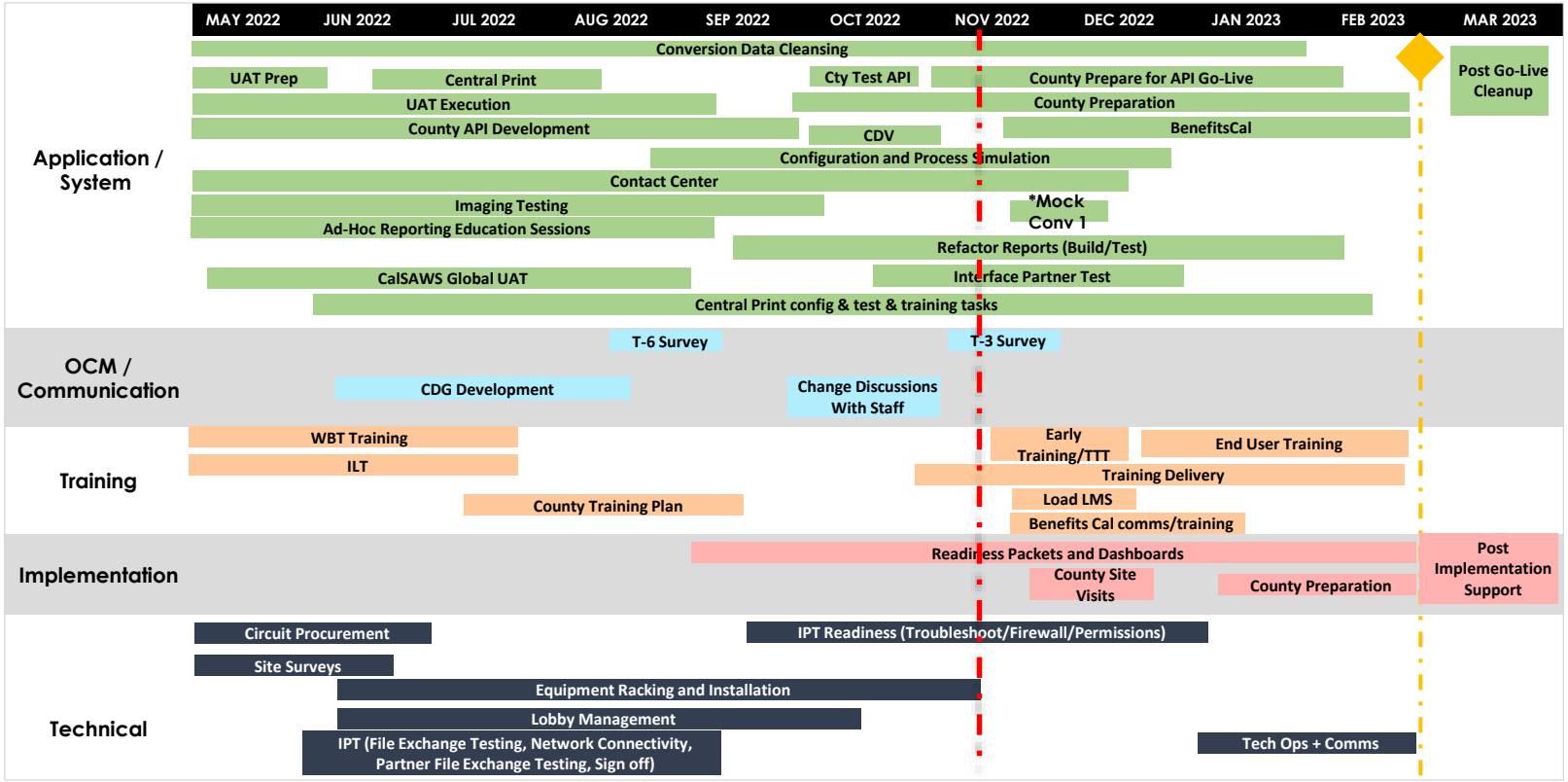
279.1	As CalWIN migrates to CalSAWS, counties may need assistance (from the project) how to reconcile Fiscal reports as they prepare to submit State reports to CDSS on a monthly basis (and timely)	**Completed Mitigation Steps:**
		• OCM identified Fiscal Reconciliation Business Process changes between 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 the CalWIN Counties
		  ◦ Bi-weekly State and Fiscal Reports meetings to 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
		
		October 28, 2022: Continuing to monitor post wave 1 Go-Live for risk level re-assessment

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 – 10/14
Process Simulation Nov 14 – Dec 13
Interface Partner Testing (IPT) Oct 17 – Dec 30
County Prep Phase: Jan 16 – Feb 23

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

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 11/04/22]*

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	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
	G	Imaging Readiness	• County Export of Legacy Images – ongoing • Hyland receive and upload images to production environment - ongoing
	G	BenefitsCal Readiness	• Obtained CBO Conversion File – Mock Run 1 Complete • Provided CBO extract to Counties
	G	Central Print Readiness	• Configuration meetings complete (3 of 3); validation meetings 1 of 3 complete • Configuration load is in progress
	C	UAT Prep	Complete
	C	UAT Execution	• Group 1 and Group 2 Retest – Complete • Metric and completion of UAT Exit Criteria on 09/08/2022
Integration	Y	County Interface Partner Test (IPT)Execution	Target % Pass Rate: 20% • Contra Costa – 33% passed. 2 of 6 interfaces have passed. • Santa Clara (behind schedule) – 0% passed. 0 of 10 interfaces have passed. • Tulare – 37% passed. 3 of 8 interfaces have passed.
	G	State Interface Partner Test (IPT) Execution	Target % Pass Rate: 27% • 54% complete. 6 of 11 State Interfaces have passed partner validations.
Conversion	G	CDT Defects Resolution	• Delivered Wave 2 GDS #9 for CDV • CDV completed for Wave 2 on 10/14/22
	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

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

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

Wave-2 Readiness: Executive Summary *[as of 11/04/22]*

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	G	FDEL 8 Master Training Plan	Monthly update complete and submitted
	C	ILT Training Curriculum Complete	Core curriculum complete. County-specific ILT curriculum walkthroughs occurred August -September. County-specific ILTs completed 09/30/22
	G	Wave 2 County Classroom Set-Up	Classroom identified and confirmed for Wave 2 counties
	G	WBT Training Delivery	• WBTs started 09/26/22 for Wave 2 Early Training & TTT participants • WBTs started on 10/17/22 for all staff
	NS	ILT Training Delivery	Early Training and Train the Trainer starts 11/28/22. All staff training starts 01/03/23.
Organization	C	Change Discussion Guides (CDGs)	• Contra Costa, Santa Clara and Tulare have signed off on CDG Comments. • Prep Sessions for Supervisors, Managers and CNCs for CDG Discussion on Schedule
	G	Communications	• CalSAWS Scoop #3 delivered on October 28, 2022 • CNC Meeting for November – in progress
	C	Business Process Reengineering	• All To-Be Sessions Complete • All Closeout Sessions Complete • All Work Products Signed-Off and Deliverables Approved
	G	Process Simulation	• Process Simulation Execution o Santa Clara completed 10/17-10/28 o Contra Costa planned 11/28-12/9 o Tulare planned 12/12-12/23
	G	Configuration	• Configuration Kick Off o Santa Clara completed 9/16 o Contra Costa completed 10/21 o Tulare planned 11/9-11/18
Implementation	G	Implementation Planning	• Implementation Planning will begin at T-4 for Wave 2 • Go Live Packet is complete for Wave 1; updates to be made in November 2022 for Wave 2
	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
	G	Help Desk	County ServiceNow Fulfiller Training conducted week of 10/3
	Y	County Ad Hoc Reports	• W2 Counties Completed Education Sessions • 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.

Wave 2 – County Readiness Summary

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	2 of 6 interfaces have passed IPT	Y	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	G	Contra Costa has 34 reports identified and more under review	G	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	G	On Schedule	Y	<14 Days Late	R	>=14 Days Late

**Information included is as of November 4, 2022*

Wave 2 All Tasks Due Next 30 Days by Readiness Category

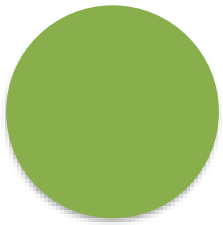
Wave 2 County Readiness Checklist Activities by Status (as of 11/04/2022)

Status	00 All Counties	01 Contra Costa	04 Santa Clara	05 Tulare	Wave 2 Counties	None	T:
COMPLETED	72	588	451	433	36	0	1580
NOT STARTED	11	313	187	189	105	1	806
IN PROGRESS	1	321	112	89	14	3	540
Total Unique Issues:	84	1222	750	711	155	4	2926

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

- Production Incidents



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
- AWS is currently performing the root cause analysis for the two issues and expects to share the results by 11/10

Production Incidents

AWS Data Storage Issue – Initial Investigation and Actions

- The incident occurred due to communications errors between the Elastic Compute Cloud (EC2) instance hosting the primary Oracle Database and a single Elastic Block Store (EBS) volume.
- The EBS service team narrowed the investigation to a particular EBS software release.
- Several changes have been implemented to protect against this type of issue:
  1. Pause deployment of the software release we suspect contains the defect [COMPLETE]
  2. Remove all at-risk storage nodes from EBS production environment [COMPLETE]
  3. Complete root cause investigation of the 10/31 event and provide corrective actions [IN PROGRESS, expected November 11, 2022]

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
- Hyland is in process of completing the root cause analysis for the issue

Updates 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
		
		October 28, 2022: Communications have continued as the team prepares for the upcoming Wave 2 Mock Cutover

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

258.3	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)
		
		EARLY IMPACT: 2/27/2023 - Previous Waves Go-Live Date
		TRIGGER: 2/24/2023 – Waves 3 Mock Cutover B + 2 weeks for analysis

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

Project Readiness for CalWIN Cutover to CalSAWS Risks

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)** – Testing for Waves 2 and 3 has not started **Image Scalability and Performance (Risk #256)** – CalSAWS Imaging solution has maintained stability and performance for 58 Counties **County Readiness (Risk #262.2)** – Mitigation actions are on track for ISS to deliver County Readiness materials to prepare Waves 2 and 3 counties for go-live. Status remains in medium (amber) status **Converted Data Defect Resolution (Risk #263)** – Converted Data Validation (CDV) execution Wave 2 was from October 3 to 14, 2022. CDT and CDV Defects will be monitored for Wave 2 go live. **- COMPLETED** **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 **Report Refactoring and Ancillary System Timelines (Risk #269.2)** – Risk level is currently at medium. Eleven (11) Ad Hoc Curriculum sessions have been conducted and 549 reports are planned for refactoring across Wave 2 counties. Ad hoc refactoring was planned to begin in September 2022. The risk will be re-assessed as ad hoc refactoring begins in October **Change Discussion Guides (CDGs) Readiness (Risk #270.2)** – Work continues toward improving overall CDG process. The FDEL for Contra Costa and Santa Clara Change Discussions Guides were resubmitted to the Consortium on October 3 (original date: July 18) and FDEL comment period closed October 10. Teams are measuring and tracking progress of change discussions through November 4, 2022. See Risk 270 for full action plan schedule- **COMPLETED** **EARLY IMPACT:** 11/4/2022, which is associated with the completion of CDG discussions with counties (Risk 270.2)

Project Readiness for CalWIN Cutover to CalSAWS Risks

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 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 #237.3)** – Testing for Waves 2 and 3 has not started **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 County Readiness materials to prepare Waves 2 and 3 counties for go-live **Converted Data Defect Resolution (Risk #263)** – Converted Data Validation (CDV) execution Wave 3 is from January 30 to February 10, 2023. CDT, and CDV Defects will be monitored for Wave 3 go live **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 **Report Refactoring and Ancillary System Timelines (Risk #269.3)** – Risk level is currently at medium. Ten (10) of 11 Ad Hoc Curriculum sessions have been conducted, and 260 reports are planned for refactoring across Wave 3 counties. The risk will be re-assessed when ad hoc refactoring is planned to begin for Wave 3 Counties **Change Discussion Guides (CDGs) Readiness (Risk #270.3)** – Work continues toward improving overall CDG process. A Master CDG has been developed and is currently being updated to incorporate Consortium comments. This will be used as the basis for all future waves. See Risk 270 for full action plan schedule Contingency Plans are not required at this time **EARLY IMPACT:** 12/23/2022 (based on Risk 270.3 completion of CDG discussions)

Project Readiness for CalWIN Cutover to CalSAWS Risks

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	**Batch Performance (Risk #237.4)** – Testing for Waves 4 has not started **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 **Converted Data Defect Resolution (Risk #263)** – Converted Data Validation (CDV) has not started for Waves 4 **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 **Report Refactoring and Ancillary System Timelines (Risk #269.4)** – Risk level is currently at medium (amber) and will be re-assessed when ad hoc refactoring is planned to begin for Waves 4 Counties **Change Discussion Guides (CDGs) Readiness (Risk #270.4)** – Anticipate incorporating lessons learned for CDG reviews from Waves 1-3, including draft and final work product reviews with the Counties Contingency Plans are not required at this time **EARLY IMPACT:** 02/01/2023, 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 (Risk 269.4) **TRIGGER:** 5/15/2023(Implementation readiness (project & county) meeting exit criteria)

Project Readiness for CalWIN Cutover to CalSAWS Risks

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 **Converted Data Defect Resolution (Risks #263)** – Converted Data Validation (CDV) has not started for Waves 5-6 **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 **Report Refactoring and Ancillary System Timelines (Risks #269.5 and #269.6)** – Risk level is currently at amber for Waves 5 and 6. Wave 5 Curriculum planned to begin in October 2022 at T-10 (to Go-Live). Wave 6 Curriculum to begin in November 2022 at T-11 (to Go-Live) **Change Discussion Guides (CDGs) Readiness (Risks #270.5 and #270.6)** – Anticipate incorporating lessons learned for CDG reviews from Waves 1-3, including draft and final work product reviews with the Counties Contingency Plans are not required at this time **EARLY IMPACT:** April 18, 2023 (Wave 5) and June 20, 2023 (Wave 6) – CDG FDEL due dates **TRIGGER:** Aligned trigger dates of May 2023 (Wave 5) and June 2023 (Wave 6) to the end of CDG delivery and discussions. Training dates are still TBD. Will get specific dates soon

Project Readiness for CalWIN Cutover to CalSAWS Risks

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	The Conversion team is currently reviewing the entire GDS delivery schedule to assess necessary revisions to the schedule. Options that are being assessed include: • 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) • Provisioning a dedicated environment for Conversion runs/storage as the Wave begin to stack up on one another • 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

Project Readiness for CalWIN Cutover to CalSAWS Risks

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 Pre- and 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 accommodate county size (small, medium, and large) and how to meet the needs of high/low-touch Counties
	  • Focus on usefulness of support model in addition to the revised delivery date
	  • Conduct review sessions by document section, incorporating comments and reviewing with participants. Completing reviews by section will help get the deliverable done by revised target dates
		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

Project Readiness for CalWIN Cutover to CalSAWS Risks

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 Pre- and 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 Risk Trigger Date: March 31, 2023	W3 preparation associated with pre, and post implementation support is on track • 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 Retrospectives will be conducted for W2 post-implementation in early April 2023 that will further information post-implementation support refinements for W3 Workload impact calculation to be defined starting at T-2 for Go Live Packet related items
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	W4-6 preparation associated with pre- and post implementation support is on track • 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 Workload impact calculation to be defined starting at T-2 for Go Live Packet related items

Project Readiness for CalWIN Cutover to CalSAWS Risks

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

CalWIN Counties Cutover Readiness Needs Risks

262: The CalWIN Counties may not be fully prepared for go-live if they do not have sufficient or timely information

Risk #262	Risk Description & Mitigation Plan	Risk Status
262.2	The CalWIN Counties and County Directors have voiced concern that they do not have sufficient information or direction from the CalWIN ISS team to adequately prepare for go-live. In some cases, they have begun creating their own materials based on what they understand. If the Counties do not have a framework within which to prepare, they may not be ready for cutover. This includes clear communication and timelines for what is needed to be completed by when, readiness checklists, early conversations on the transition from the current state to the future state, and clear direction **Mitigation Strategy for Delivery**: Develop and deliver an integrated framework, tactics, and schedules that prepare CalWIN Counties by performing the following: 1. Complete development of artifacts to support a structured implementation framework: Implementation Work Plan for ISS Workstreams and for the Project workstreams which impact CalWIN Counties, County-Specific Implementation Work Plan, County Readiness Checklist, Implementation Readiness Dashboard and Packet (starting at T-6), Green Light Governance (meeting cadence beginning at T-5), Implementation Lead Toolkit, Communications Toolkit, Training Toolkit 2. Coordinate the project dependencies and timelines that assist Counties in planning their readiness activities through the project readiness checklist 3. Accelerate the assignment of dedicated Implementation resources to begin working immediately with Wave 2 Counties after the Implementation framework is in place	1. **Work Plan/Checklist:** • Identified tasks in the workplan for anything showing as Late, Overdue or Not Started (with a Start Date past due) • Conducting reviews for each workplan Readiness Area to get these tasks updated with Workplan Owners • Updating work plan to include additional county-specific tasks requested by Wave 2 counties 2. **Critical Path:** The critical path for Wave 2 has been baselined and is in ongoing maintenance and monitoring mode 3. **Green Light Governance:** The approach and schedule overview have been communicated to CalWIN Counties through PSC, JPA, and OPAC. Specific dates have been identified and are being vetted through project leadership. Communication of Greenlight schedule is upcoming 4. **IMP Readiness Dashboard/Packet**: Provided to the Counties at the end of August 5. **Resources**: TOSS teams continue to engage with W2 Counties **October 28, 2022:** **6. W1 Retrospective** - Retrospective to be conducted in early December 2022 will inform updates to timing for county and project responsibilities

CalWIN Counties Cutover Readiness Needs Risks

262: The CalWIN Counties may not be fully prepared for go-live if they do not have sufficient or timely information

Risk #262	Risk Description & Mitigation Plan	Risk Status
262.3	The CalWIN Counties and County Directors have voiced concern that they do not have sufficient information or direction from the CalWIN ISS team to adequately prepare for go-live. In some cases, they have begun creating their own materials based on what they understand. If the Counties do not have a framework within which to prepare, they may not be ready for cutover. This includes clear communication and timelines for what is needed to be completed by when, readiness checklists, early conversations on the transition from the current state to the future state, and clear direction **Mitigation Strategy for Delivery**: Develop and deliver an integrated framework, tactics, and schedules that prepare CalWIN Counties by performing the following: 1. Complete development of artifacts to support a structured implementation framework: Implementation Work Plan for ISS Workstreams and for the Project workstreams which impact CalWIN Counties, County-Specific Implementation Work Plan, County Readiness Checklist, Implementation Readiness Dashboard and Packet (starting at T-6), Green Light Governance (meeting cadence beginning at T-5), Implementation Lead Toolkit, Communications Toolkit, Training Toolkit 2. Coordinate the project dependencies and timelines that assist Counties in planning their readiness activities through the project readiness checklist 3. Accelerate the assignment of dedicated Implementation resources to begin working immediately with Wave 2 Counties after the Implementation framework is in place	1. **Work Plan/Checklist:** The W3 workplan and checklist is baselined, and the team is reviewing this with W3 Counties • Identified tasks in the workplan for anything showing as Late, Overdue or Not Started (with a Start Date past due) • Conducting reviews for each workplan Readiness Area to get these tasks updated with Workplan Owners 2. **Critical Path:** The W3 critical path is identified, and the team is reviewing this with W3 Counties 3. **Green Light Governance:** The approach has been communicated to CalWIN Counties through PSC, JPA, and OPAC. Specific dates have been identified and are being vetted through project leadership. Communication of Greenlight schedule is upcoming 4. **IMP Readiness Dashboard/Packet**: On track to be provided to the Counties in October 5. **Resources**: TOSS teams began to engage with W3 Counties
262.4	Same as above	1. **Work Plan/Checklist:** W4: Workplan submitted to Counties 2. **Critical Path:** W4 submitted to Counties and has been baselined 3. **Green Light Governance:** The approach has been communicated to CalWIN Counties through PSC, JPA, and OPAC. Specific dates have been identified and are being vetted through project leadership. Communication of Greenlight schedule is upcoming 4. **IMP Readiness Dashboard/Packet**: On track to be provided to the W4 Counties in December 5. **Resources**: TOSS team engaged with W4 Counties

CalWIN Counties Cutover Readiness Needs Risks

264: CalWIN County waves may not complete their Imaging migration readiness activities by their designated wave go-live 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	**CalWIN County Education Sessions (i.e., Planned Curriculum) for Wave 2:** • CalSAWS has facilitated 100% (or 11 of the 11) planned Ad Hoc Support Curriculum to the Wave 2 Counties • Counties have identified 549 Reports to Refactor **CalWIN County Ad Hoc Reports Refactoring for Wave 2:** • Wave 2 Ad Hoc Refactoring planned to begin in Sep 2022 at T-6 (to Go-Live) Risk level to be re-assessed as Ad-Hoc Refactoring continues **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 **TRIGGER:** T-3 to Go-Live (Go Live 2/27/23 – 3M = 11/27/22 trigger date)
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	**CalWIN County Education Sessions (i.e., Planned Curriculum) for Wave 3:** • CalSAWS has facilitated 91% (or 10 of the 11) planned Ad Hoc Support Curriculum to the Wave 3 Counties • Counties have identified 260 Reports to Refactor **CalWIN County Ad Hoc Reports Refactoring for Wave 3:** • Wave 3 Ad Hoc Refactoring planned to begin in Nov 2022 at T-6 (to Go-Live) Risk level to be re-assessed when Ad-Hoc Refactoring is planned to begin **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 **TRIGGER:** T-3 to Go-Live (Go Live 4/24/23 -3M = 1/24/23 trigger date)

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 • CalWIN to CalSAWS Data Mapping Report Training	**CalWIN County Education Sessions (i.e., Planned Curriculum) for Wave 4:** • Wave 4: CalSAWS has facilitated 100% (or 9 of the 11) planned Ad Hoc Support Curriculum to the Wave 4 Counties **CalWIN County Ad Hoc Reports Refactoring for Wave 4:** • Wave 4: Ad Hoc Refactoring planned to begin in Feb 2023 at T-6 (to Go-Live) • Counties have identified 237 Reports to Refactor Risk level to be re-assessed when Wave-4 Ad-Hoc Refactoring is planned to begin **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 **TRIGGER:** T-3 to Go-Live (7/3/23 Go Live – 3M = 4/3/23 trigger date)
269.5	Same as above	**CalWIN County Education Sessions (i.e., Planned Curriculum) for Wave 5:** • Wave 5: Curriculum planned to begin in Oct 2022 at T-10 (to Go-Live) **CalWIN County Ad Hoc Reports Refactoring for Wave 5:** • Wave 5: Ad Hoc Refactoring planned to begin in Apr 2023 at T-6 (to Go-Live) • Counties have identified 241 Reports to Refactor **TRIGGER DATE:** (9/4/23 Go Live – 3M = 6/4/23 trigger date)
269.6	Same as above	**CalWIN County Education Sessions (i.e., Planned Curriculum) for Wave 6:** • Wave 6: Curriculum planned to begin in Nov 2022 at T-12 (to Go-Live) **CalWIN County Ad Hoc Reports Refactoring for Wave 6:** • Wave 6: Ad Hoc Refactoring planned to begin in May 2023 at T-6 (to Go-Live) • Counties have identified 33 Reports to Refactor **TRIGGER DATE:** (10/30/23 Go Live – 3M = 7/30/23 trigger date)

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	The CalSAWS production batch (which includes Analytics Dashboards and Management & 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 **Risk Mitigation Plan:** • 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 • Wave 2 Performance Testing scheduled for fall and a combined performance test for Waves 3-6 planned for the end of the year	**October 28, 2022:** • Correspondence Event Streaming was tested in both Online Performance and Batch Performance environments (10/2 – 10/14) • CalWIN Wave 2 Performance testing (45 Counties) began the first execution of batch cycles the week of 10/17 • Successfully conducted GA/GR Correspondence service test with Gainwell for stress testing **Batch Performance Testing** • 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 to re-execute in a test planned for the week of 10/31 **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
237.3	Same as above	**October 28, 2022:** • 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 • New early impact and trigger dates under discussion
237.4	Same as above	**October 28, 2022:** • 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 • New early impact and trigger dates under discussion

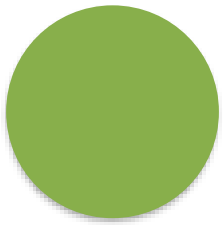
CalSAWS Scalability & System Performance Risks

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

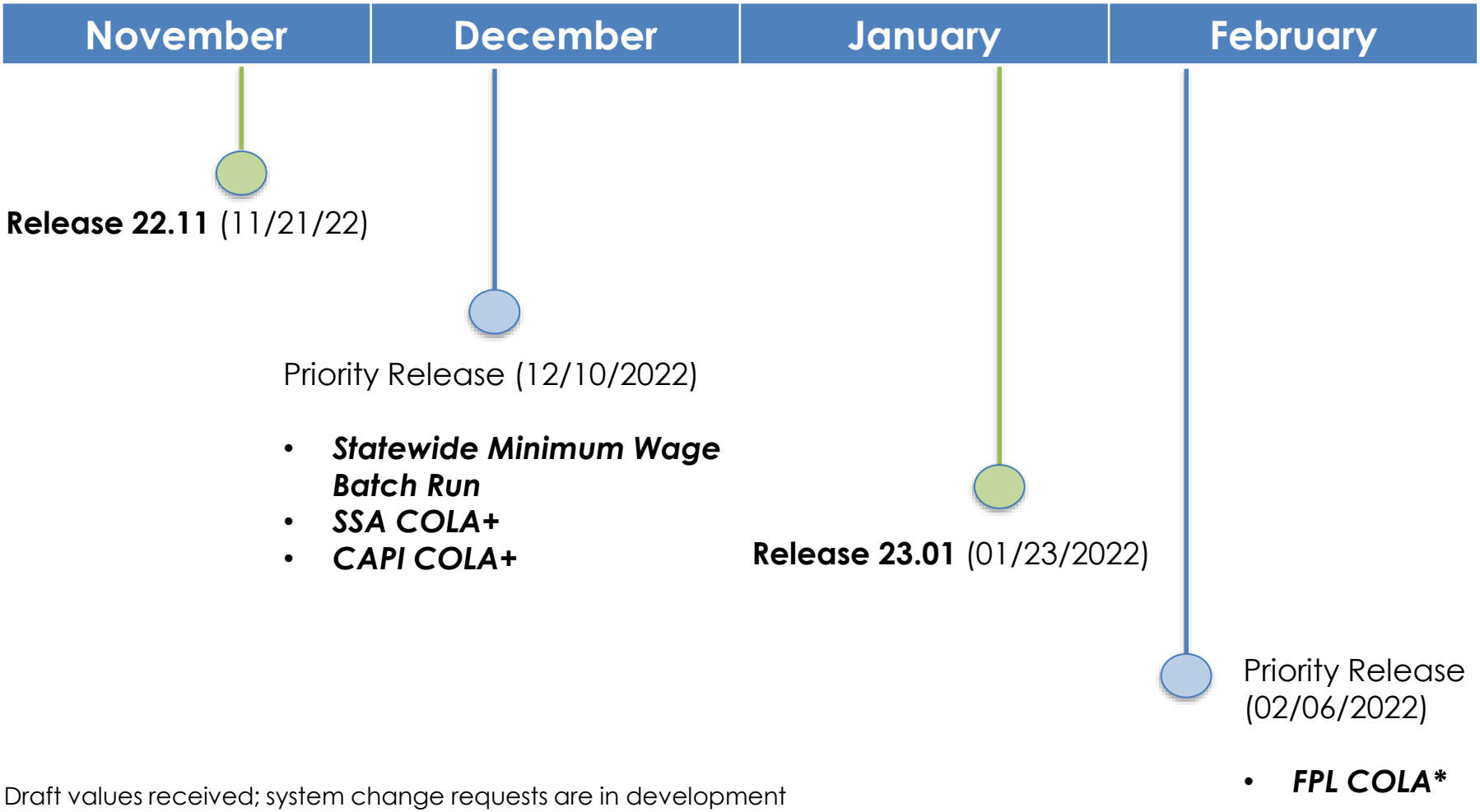
Risk #237	Risk Description & Mitigation Plan	Risk Status
237.5	The CalSAWS production batch (which includes Analytics Dashboards and Management & State Reports) schedule does not always complete by 6am. As additional CalWIN Counties are added, there will be growth in both the count of batch jobs and 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 **Risk Mitigation Plan:** • 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 • Wave 2 Performance Testing scheduled for fall and a combined performance test for Waves 3-6 planned for the end of the year	**October 28, 2022:** • 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 **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
237.6	Same as above	**October 28, 2022:** • 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 **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

Release and Policy Update

- CalSAWS
- BenefitsCal



CalSAWS Release and Policy Update

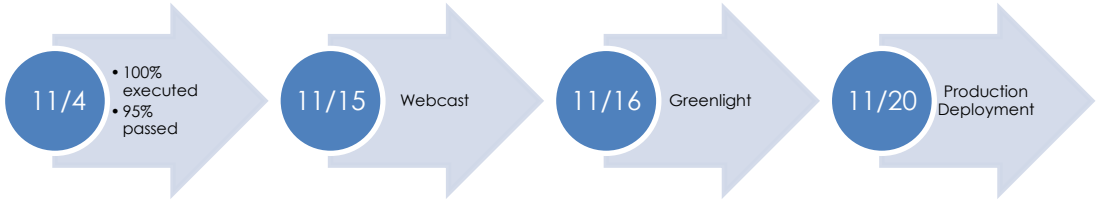


* Draft values received; system change requests are in development

* 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

01/28/23 — R 5.0

- Support Requests

- ✓ Enhance the existing Support Request functionality to include 3 new categories of Support. ***Supportive Services, Counseling Support*** and ***Keep your Benefits***

Spring 2023

05/25/23 — ROI

- Release of Information

- ✓ Implementation of Release of Information (ROI) forms to ***protect customer privacy***, and allow them to engage CBOs throughout the benefits journey

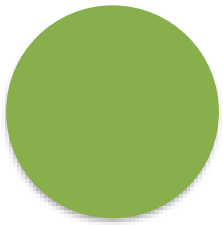
Summer 2023

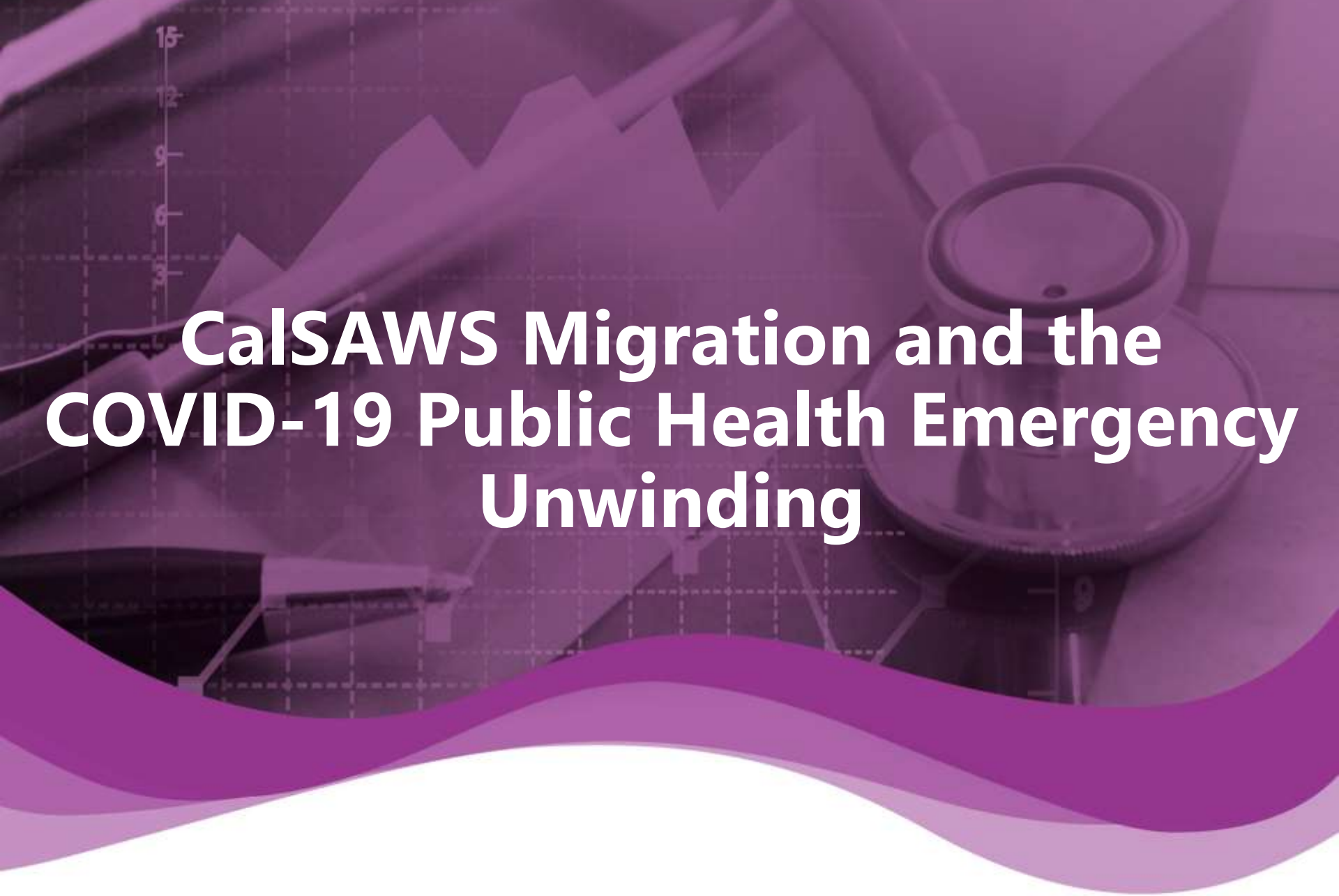
TBD — TBD

- CalWORKs Timeclocks

- ✓ Allows customers to ***view their time left*** on aid, out of the 60-months CalWORKs time limit and ***request extensions***

PHE Lift Discussion





CalSAWS Migration and the COVID-19 Public Health Emergency Unwinding

DHCS

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

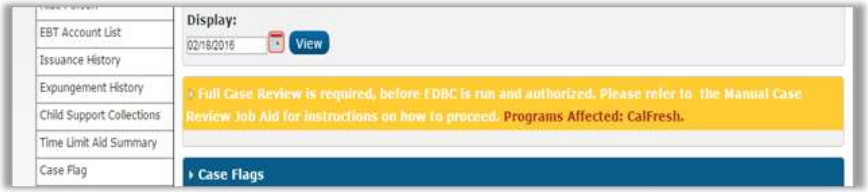
Continuous Coverage for Young Adults

- 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.

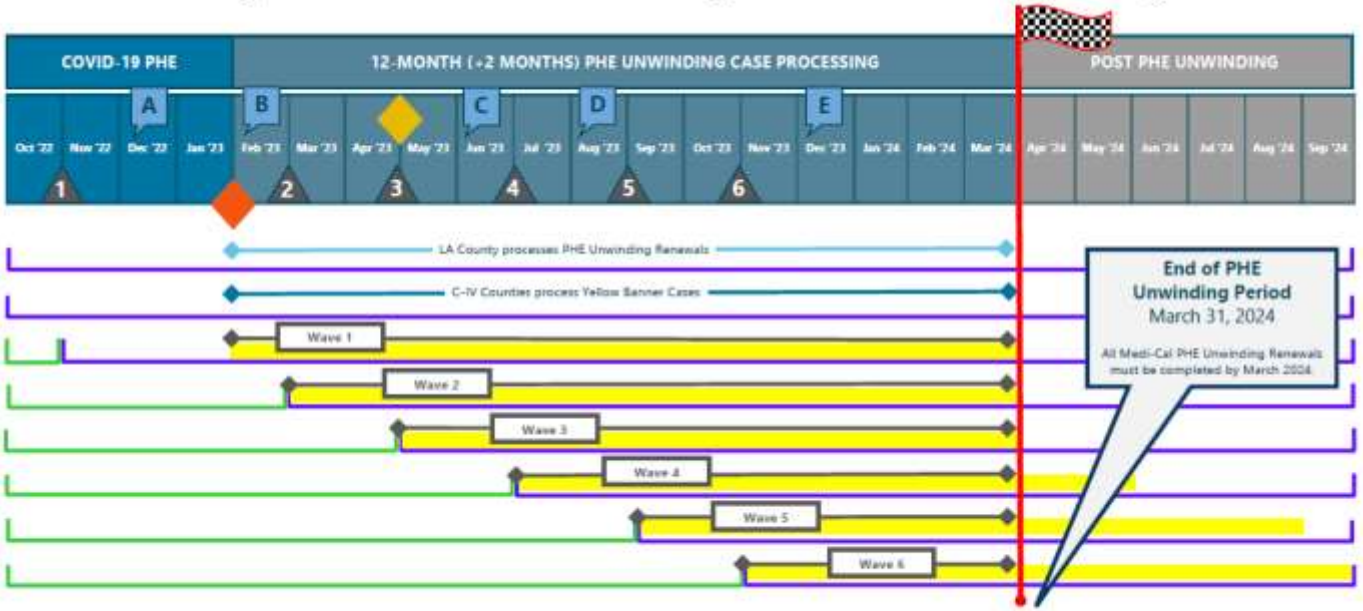


During the conversion cutover from CalWIN to CalSAWS, the CalSAWS will run Batch EDBC for all active CalWIN cases. If the CalSAWS Batch EDBC results match the last saved CalWIN EDBC result, the system considers the benefits a match and saves EDBC. If the EDBC's **do not** match, the case will be flagged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

Addressing Medi-Cal Yellow Banner Cases During COVID-19 PHE Unwinding and Migration



With the assumption that the COVID-19 PHE ends in January 2023:

The COVID-19 PHE protections will be in place until January 31, 2023.

The 12-month PHE unwinding period ends January 2024. Counties will have an additional two months to complete renewal activities. All renewal activities must be completed by March 30, 2024.

Normal Medi-Cal business processes begins April 2024.

All counties will begin **first Medi-Cal PHE Unwinding Renewal Period** on 2/1/2023 for cases with renewal Due Month 4/30/2023.

If a beneficiary is discontinued during the April renewal, their last day of eligibility will be **April 30, 2023**. The first day the beneficiary will not have Medi-Cal coverage will be **May 1, 2023**.

Processing in CalWIN | **Processing in CalSAWS** | **Go-Live for CalSAWS**

Wave # — This visual indicates when each wave will begin processing Medi-Cal Yellow Banner Cases.

COLA Batch Runs

A. SSA,SSI COLA, Statewide Min. Wage Increase CAPI COLA

B. FPL COLA

C. MBSAC, In-kind Income COLA

D. FC CNI, CF COLA, CW IRT, CW MAP Increase

E. SSA COLA, Statewide Min. Wage Increase CAPI COLA

Counties should attempt to resolve Medi-Cal Yellow Banner Cases for any case that will have EDBC run due to a COLA.

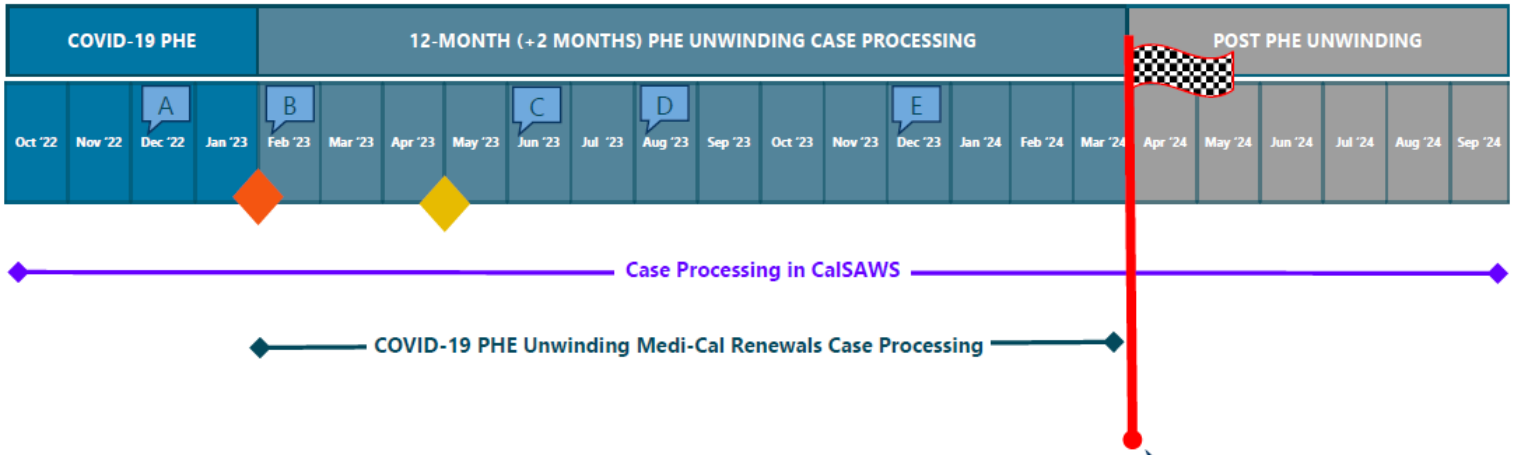
Medi-Cal Cases that have not had a renewal during the PHE unwind should only be processed if the COLA would lead to a positive change.

Medi-Cal Yellow Banner Cases should be processed at:

- 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.

Addressing Medi-Cal Yellow Banner Cases During COVID-19 PHE Unwinding and Migration

LA COUNTY



COLA Batch Runs

A. SSA,SSI COLA, Statewide Min. Wage Increase CAPI COLA
B. FPL COLA
C. MBSAC, In-kind Income COLA
D. FC CNI, CF COLA, CW IRT, CW MAP Increase
E. SSA COLA, Statewide Min. Wage Increase CAPI COLA

First Post PHE Renewal Period
2/1/2023- 4/30/2023

Assuming the COVID-19 PHE ends in January 2023, the first PHE Unwinding Medi-Cal renewal activity will begin on 2/1/2023 for cases with a renewal due month of 4/2023.

Pre-Renewal Activities: Cases with renewal months January, February, March 2023 will be completed in 2024 to allow time for pre-renewal activities.

If a beneficiary is discontinued during the April renewal, their last day of eligibility will be **4/30/23.** The first day the beneficiary will not have Medi-Cal coverage will be **5/1/23.**

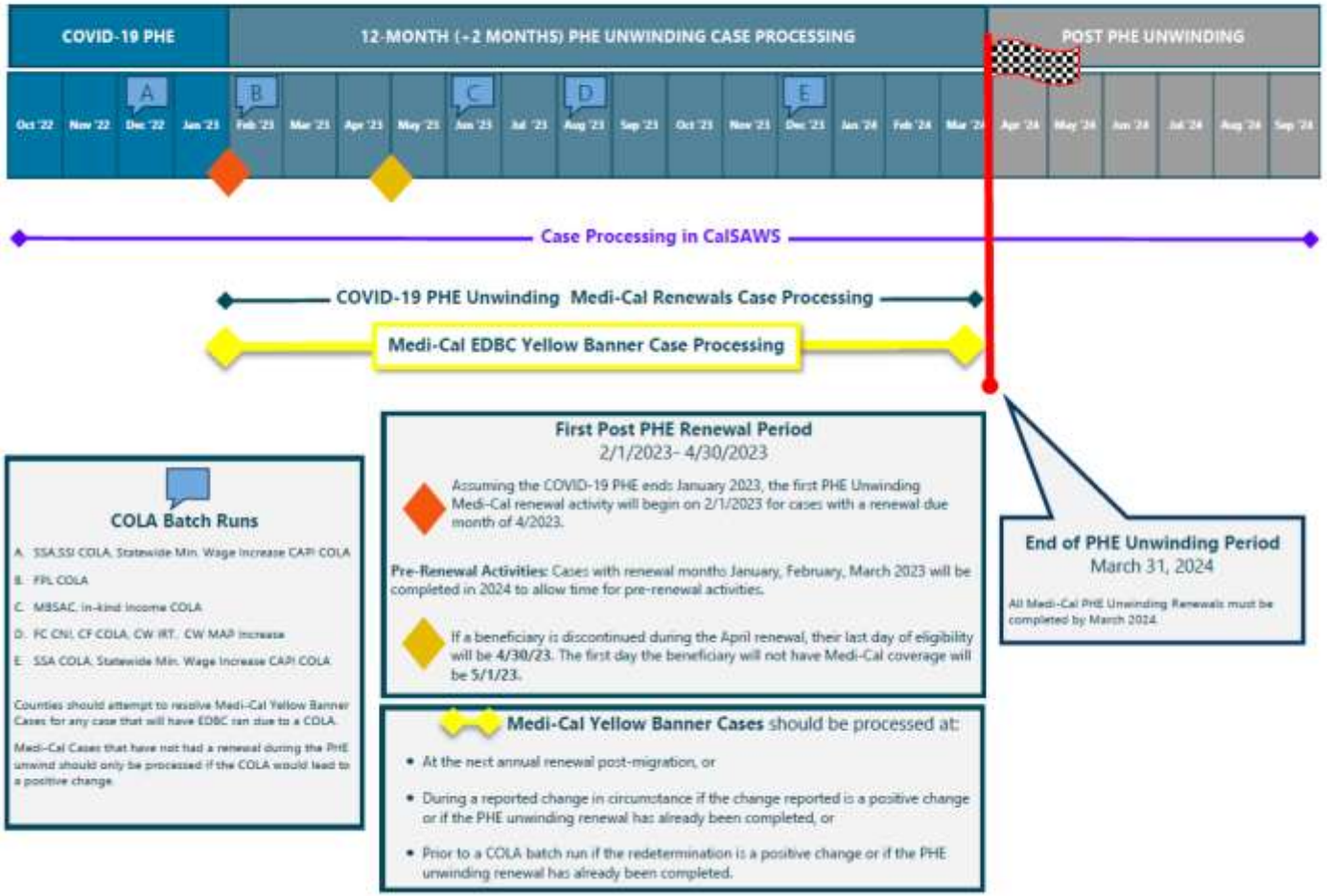
End of PHE Unwinding Period
March 31, 2024

All Medi-Cal PHE Unwinding Renewals must be completed by March 2024.

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

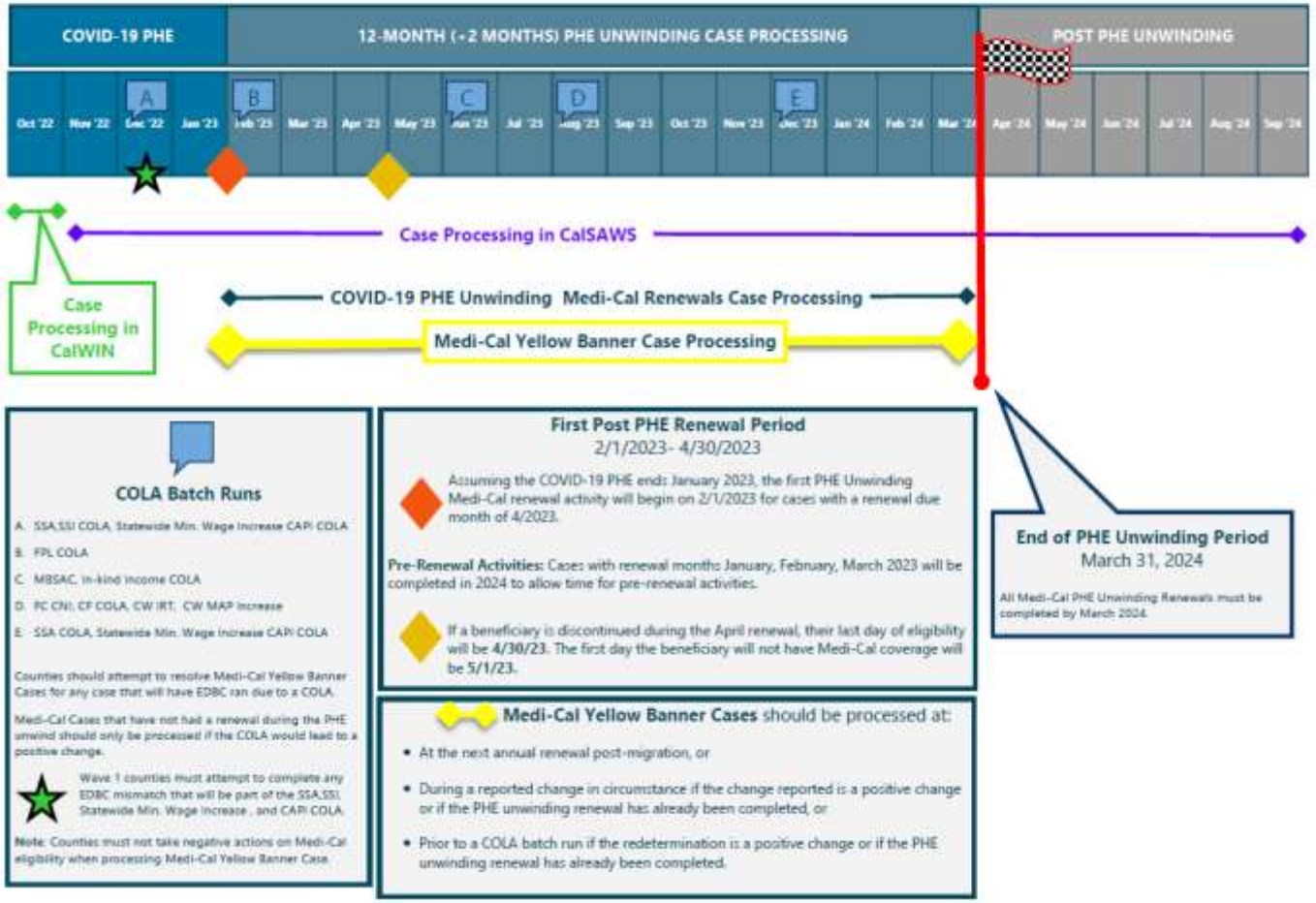
Addressing Medi-Cal Yellow Banner Cases During COVID-19 PHE Unwinding and Migration

C-IV



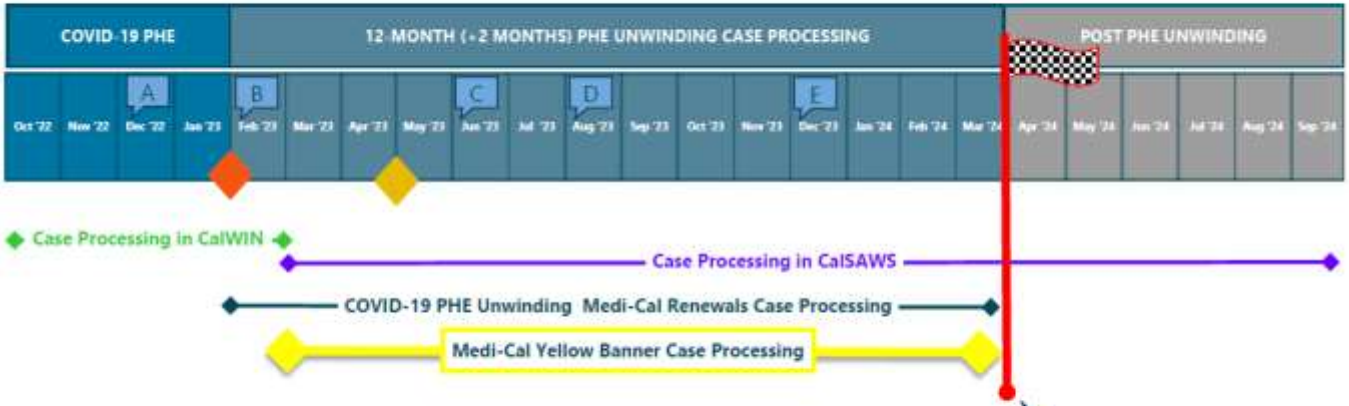
Addressing Medi-Cal Yellow Banner Cases During COVID-19 PHE Unwinding and Migration

WAVE 1



Addressing Medi-Cal Yellow Banner Cases During COVID-19 PHE Unwinding and Migration

WAVE 2



COLA Batch Runs

A. SSA/SSI COLA, Statewide Min. Wage Increase CAPI COLA

B. FPL COLA

C. MBSAC, In-kind Income COLA

D. FC CNI, CF COLA, CW IRT, CW MAP Increase

E. SSA COLA, Statewide Min. Wage Increase CAPI COLA

Counties should attempt to resolve Medi-Cal Yellow Banner Cases for any case that will have EDBC ran due to a COLA.

Medi-Cal Cases that have not had a renewal during the PHE unwind should only be processed if the COLA would lead to a positive change.

First Post PHE Renewal Period

2/1/2023- 4/30/2023

Assuming the COVID-19 PHE ends January 2023, the first PHE Unwinding Medi-Cal renewal activity will begin on 2/1/2023 for cases with a renewal due month of 4/2023.

Pre-Renewal Activities: Cases with renewal months January, February, March 2023 will be completed in 2024 to allow time for pre-renewal activities.

If a beneficiary is discontinued during the April renewal, their last day of eligibility will be **4/30/23.** The first day the beneficiary will not have Medi-Cal coverage will be **5/1/23.**

End of PHE Unwinding Period

March 31, 2024

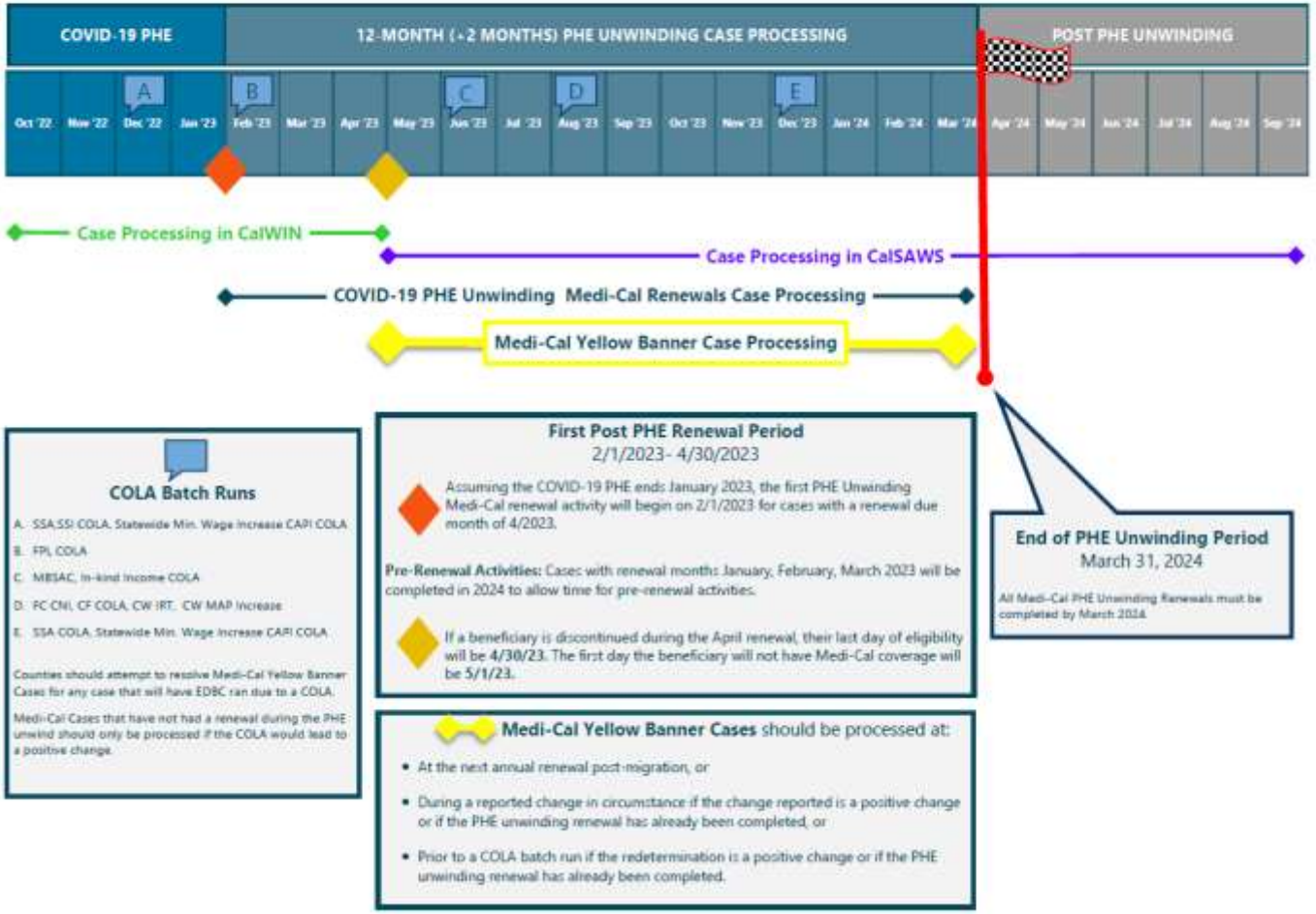
All Medi-Cal PHE Unwinding Renewals must be completed by March 2024.

Medi-Cal Yellow Banner Cases should be processed at:

- 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.

Addressing Medi-Cal Yellow Banner Cases During COVID-19 PHE Unwinding and Migration

WAVE 3



COLA Batch Runs

A. SSA SSI COLA, Statewide Min. Wage Increase CAPI COLA

B. FPL COLA

C. MBSAC, In-kind Income COLA

D. FC CNI, CF COLA, CW IRT, CW MAP Increase

E. SSA COLA, Statewide Min. Wage Increase CAPI COLA

Counties should attempt to resolve Medi-Cal Yellow Banner Cases for any case that will have EDBC ran due to a COLA.

Medi-Cal Cases that have not had a renewal during the PHE unwind should only be processed if the COLA would lead to a positive change.

First Post PHE Renewal Period

2/1/2023- 4/30/2023

Assuming the COVID-19 PHE ends January 2023, the first PHE Unwinding Medi-Cal renewal activity will begin on 2/1/2023 for cases with a renewal due month of 4/2023.

Pre-Renewal Activities: Cases with renewal months January, February, March 2023 will be completed in 2024 to allow time for pre-renewal activities.

If a beneficiary is discontinued during the April renewal, their last day of eligibility will be **4/30/23**. The first day the beneficiary will not have Medi-Cal coverage will be **5/1/23**.

End of PHE Unwinding Period

March 31, 2024

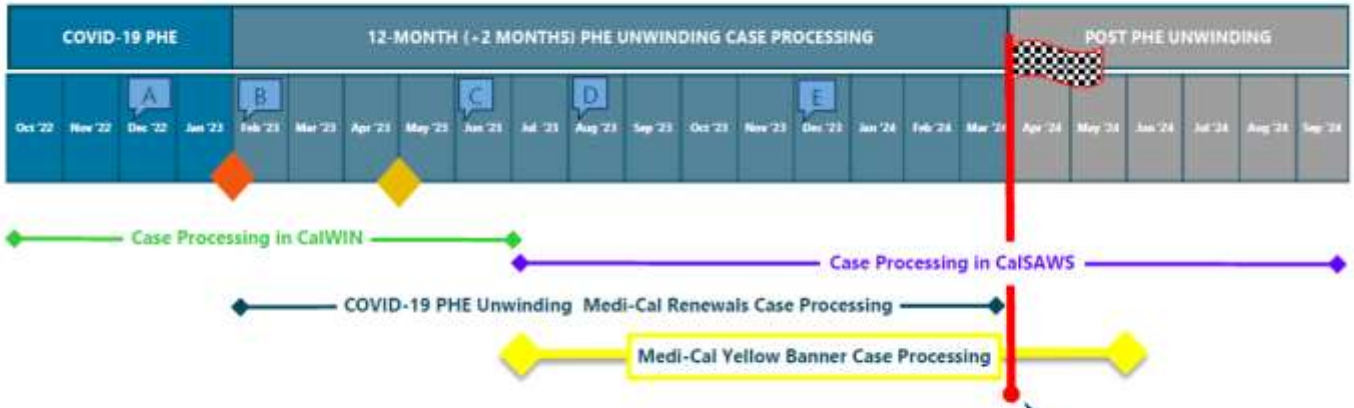
All Medi-Cal PHE Unwinding Renewals must be completed by March 2024.

Medi-Cal Yellow Banner Cases should be processed at:

- 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.

Addressing Medi-Cal Yellow Banner Cases During COVID-19 PHE Unwinding and Migration

WAVE 4



COLA Batch Runs

A. SSA,SSI COLA, Statewide Min. Wage Increase CAPI COLA

B. FPL COLA

C. MBSAC, In-kind Income COLA

D. FC CNI, CF COLA, CW IRT, CW MAP Increase

E. SSA COLA, Statewide Min. Wage Increase CAPI COLA

Counties should attempt to resolve Medi-Cal Yellow Banner Cases for any case that will have EDBC ran due to a COLA.

Medi-Cal Cases that have not had a renewal during the PHE unwind should only be processed if the COLA would lead to a positive change.

First Post PHE Renewal Period

2/1/2023- 4/30/2023

Assuming the COVID-19 PHE ends January 2023, the first PHE Unwinding Medi-Cal renewal activity will begin on 2/1/2023 for cases with a renewal due month of 4/2023.

Pre-Renewal Activities: Cases with renewal months January, February, March 2023 will be completed in 2024 to allow time for pre-renewal activities.

If a beneficiary is discontinued during the April renewal, their last day of eligibility will be **4/30/23**. The first day the beneficiary will not have Medi-Cal coverage will be **5/1/23**.

End of PHE Unwinding Period

March 31, 2024

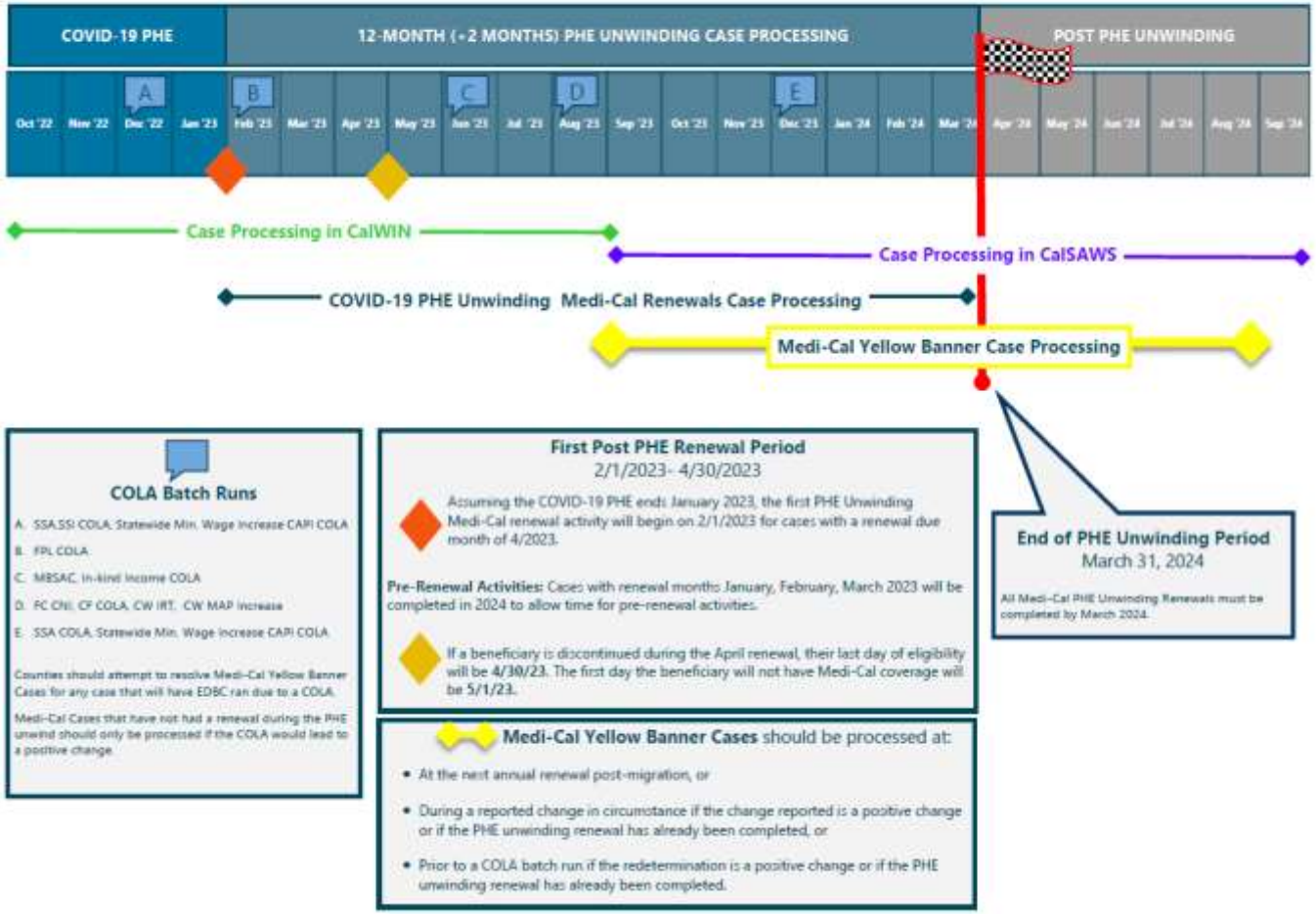
All Medi-Cal PHE Unwinding Renewals must be completed by March 2024.

Medi-Cal Yellow Banner Cases should be processed at:

- 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.

Addressing Medi-Cal Yellow Banner Cases During COVID-19 PHE Unwinding and Migration

WAVE 5



COLA Batch Runs

A. SSA,SSI COLA, Statewide Min. Wage Increase CAPI COLA

B. FPL COLA

C. MBSAC, In-kind Income COLA

D. FC CNI, CF COLA, CW IRT, CW MAP Increase

E. SSA COLA, Statewide Min. Wage Increase CAPI COLA

Counties should attempt to resolve Medi-Cal Yellow Banner Cases for any case that will have EDBC ran due to a COLA.

Medi-Cal Cases that have not had a renewal during the PHE unwind should only be processed if the COLA would lead to a positive change.

First Post PHE Renewal Period

2/1/2023- 4/30/2023

Assuming the COVID-19 PHE ends January 2023, the first PHE Unwinding Medi-Cal renewal activity will begin on 2/1/2023 for cases with a renewal due month of 4/2023.

Pre-Renewal Activities: Cases with renewal months January, February, March 2023 will be completed in 2024 to allow time for pre-renewal activities.

If a beneficiary is discontinued during the April renewal, their last day of eligibility will be **4/30/23**. The first day the beneficiary will not have Medi-Cal coverage will be **5/1/23**.

End of PHE Unwinding Period

March 31, 2024

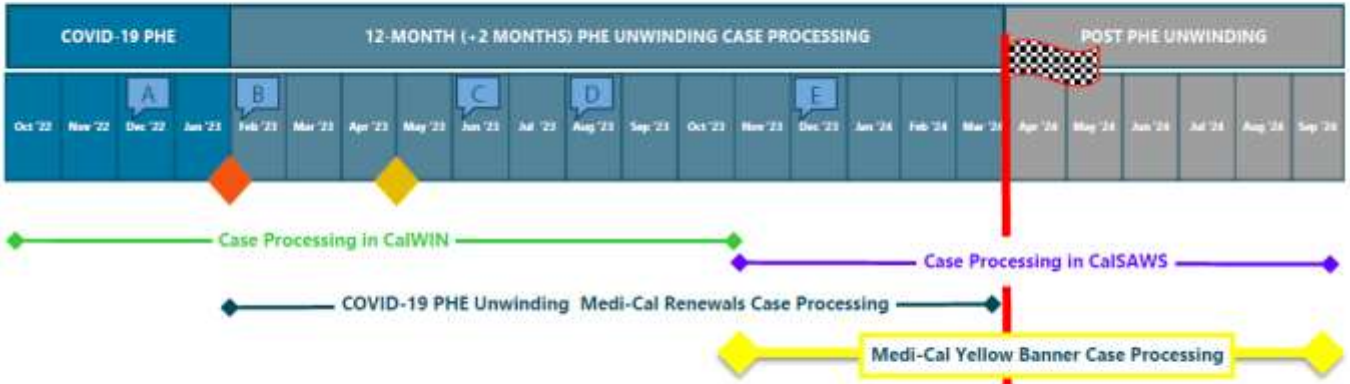
All Medi-Cal PHE Unwinding Renewals must be completed by March 2024.

Medi-Cal Yellow Banner Cases should be processed at:

- 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.

Addressing Medi-Cal Yellow Banner Cases During COVID-19 PHE Unwinding and Migration

WAVE 6



COLA Batch Runs

A. SSA,SSI COLA, Statewide Min. Wage increase CAPI COLA

B. FPL COLA

C. MBSAC, In-kind income COLA

D. FC CNI, CF COLA, CW IRT, CW MAP increase

E. SSA COLA, Statewide Min. Wage increase CAPI COLA

Counties should attempt to resolve Medi-Cal Yellow Banner Cases for any case that will have EDBC ran due to a COLA.

Medi-Cal Cases that have not had a renewal during the PHE unwind should only be processed if the COLA would lead to a positive change.

First Post PHE Renewal Period

2/1/2023- 4/30/2023

Assuming the COVID-19 PHE ends January 2023, the first PHE Unwinding Medi-Cal renewal activity will begin on 2/1/2023 for cases with a renewal due month of 4/2023.

Pre-Renewal Activities: Cases with renewal months January, February, March 2023 will be completed in 2024 to allow time for pre-renewal activities.

If a beneficiary is discontinued during the April renewal, their last day of eligibility will be **4/30/23**. The first day the beneficiary will not have Medi-Cal coverage will be **5/1/23**.

Medi-Cal Yellow Banner Cases should be processed at:

- 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.

End of PHE Unwinding Period

March 31, 2024

All Medi-Cal PHE Unwinding Renewals must be completed by March 2024.

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
- Video message from various leaders was played at the conference.

CalSAWS Innovation Initiatives Update

- Virtual Assistant
- EBT Card Replacement (RPA)
- Voice Bots

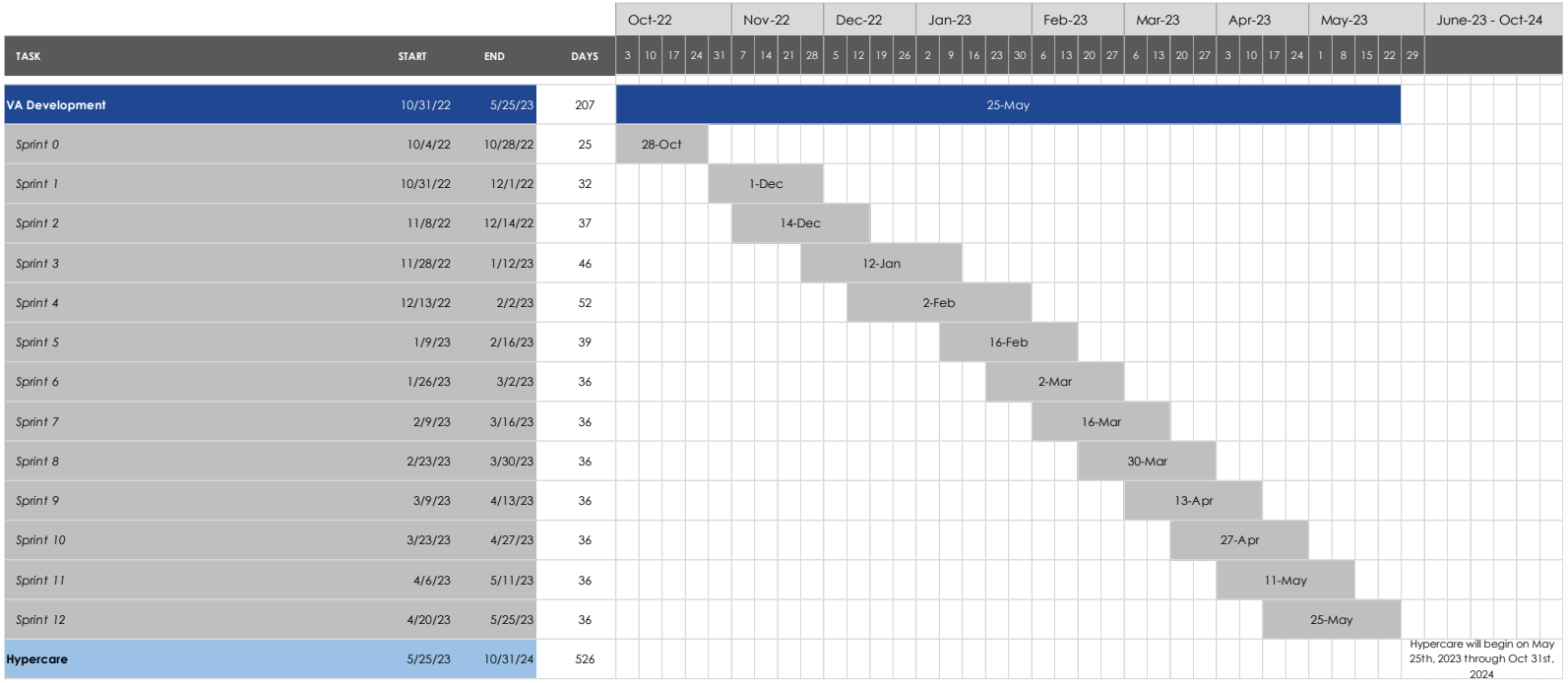
Virtual Assistant Expansion – Worker-Facing

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

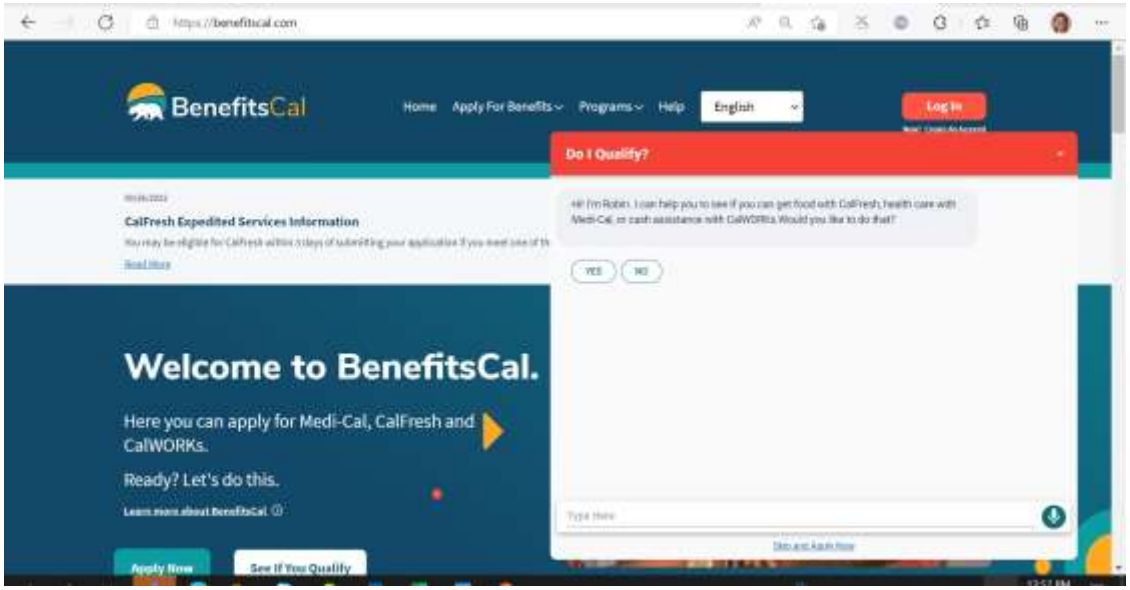
Status/Timeline:



TASK	START	END	DAYS
VA Development	10/31/22	5/25/23	207
Sprint 0	10/4/22	10/28/22	25
Sprint 1	10/31/22	12/1/22	32
Sprint 2	11/8/22	12/14/22	37
Sprint 3	11/28/22	1/12/23	46
Sprint 4	12/13/22	2/2/23	52
Sprint 5	1/9/23	2/16/23	39
Sprint 6	1/26/23	3/2/23	36
Sprint 7	2/9/23	3/16/23	36
Sprint 8	2/23/23	3/30/23	36
Sprint 9	3/9/23	4/13/23	36
Sprint 10	3/23/23	4/27/23	36
Sprint 11	4/6/23	5/11/23	36
Sprint 12	4/20/23	5/25/23	36
Hypercare	5/25/23	10/31/24	526

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
  - Informational Items
    - Wave 1 Go-Live Retrospective
    - Wave 2 Status Update
    - Waves 3 – 6 Key Risks Update
    - Conversion Update
    - IDEA Update
    - CalSAWS Procurement Update
    - Review JPA Bylaws Draft 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

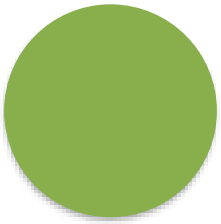
- Wave 1: Post Implementation Support
- Wave 2: Interface Partner Testing
- Wave 2: Process Simulation
- TOSS and IPOC Meetings for Waves 2, 3 and 4
- Implementation Readiness dashboards and packets

CalSAWS and BenefitsCal Releases

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

State Partners Updates

- OSI
- CDSS
- DHCS



Regional Updates

Adjourn Meeting