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

December 16, 2022

Agenda

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

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

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

Action Items

Action Items

4. Authorization to conduct CalSAWS JPA Board, Project Steering Committee (PSC), and WCDS Subcommittee Meetings in accordance with subdivision (e) of Government Code Section 54953 through January 16, 2023, based on the following findings:

   a) The Governor's State of Emergency related to COVID-19 remains in effect; and

   b) The state of emergency continues to directly impact the ability of the members to meet safely in person.

Action Items

5. Approval of RGS Amendment 37 which includes annual update to cost of benefits, reconciliation of FTE counts, applicable rate adjustments, and administrative changes such as updated position descriptions.

Action Items

6. Approval of Consent Items
    a. Approval of the Minutes and review of the Action Items from the November 18, 2022, JPA Board of Directors Meeting.
    b. Approval of Accenture Change Notice No. 23, which includes requests to add hours for cost related to Premise items Mass Notice – End of CalFresh Emergency Allotments, Cal-OAR Modifications and Cal-OAR Client Satisfaction Survey, Healthy Futures for Foster Youth, CalFresh Discontinuance of Gambling Wins, and CalFresh Simplifications. Also included is a request for additional hours related to CDSS Report Support.
    c. Approval of Gainwell Change Request No. 6, which includes a request to add County Directs.

Informational Items

Wave 1 Status Update

- Migration Statistics & Update

Post Go-Live Updates

- System Highlights (CalSAWS & BenefitsCal):
  - No major issues to report
  - System performance remains normal
  - Benefit Issuance is occurring normally
  - Priority issues are being triaged through twice daily calls and addressed based on impact and urgency

- County Support Highlights:
  - No major issues to report
  - Counties are conducting regular business – Intake and Ongoing functions
  - County support inquiries to the Command Center and Virtual Support have been steadily decreasing week-over-week
  - County Support Model remains in place including Onsite, Virtual and centralized Command Center Support for the first 60-Days Post Go-Live, ending 12/30/2022

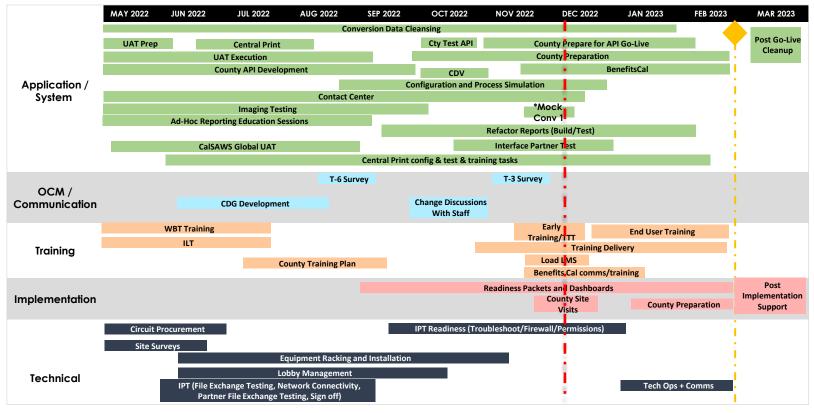# Project Readiness for CalWIN Cutover to CalSAWS Risks

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
		
		December 2, 2022: Continuing to meet, weekly, with Wave 1 counties and monitor post Go-Live reporting dependencies (State and Fiscal)

Overview of Waves 2 & 3 Status Update

Wave 2 Critical Path

Timeline: MAY 2022 | JUN 2022 | JUL 2022 | AUG 2022 | SEP 2022 | OCT 2022 | NOV 2022 | DEC 2022 | JAN 2023 | FEB 2023 | MAR 2023

Application / System
- Conversion Data Cleansing
- UAT Prep
- Central Print
- UAT Execution
- County API Development
- Cty Test API
- County Prepare for API Go-Live
- County Preparation
- CDV
- BenefitsCal
- Configuration and Process Simulation
- Contact Center
- Imaging Testing
- *Mock Conv 1
- Ad-Hoc Reporting Education Sessions
- Refactor Reports (Build/Test)
- CalSAWS Global UAT
- Interface Partner Test
- Central Print config & test & training tasks
- Post Go-Live Cleanup

OCM / Communication
- T-6 Survey
- T-3 Survey
- CDG Development
- Change Discussions With Staff

Training
- WBT Training
- ILT
- Early Training/TTT
- End User Training
- Training Delivery
- County Training Plan
- Load LMS
- Benefits Cal comms/training

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

Technical
- Circuit Procurement
- IPT Readiness (Troubleshoot/Firewall/Permissions)
- Site Surveys
- Equipment Racking and Installation
- Lobby Management
- IPT (File Exchange Testing, Network Connectivity, Partner File Exchange Testing, Sign off)
- Tech Ops + Comms

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 12/2/22)

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	G	Deploy CalSAWS Releases 23.01	**Testing:** In Progress
	G	Contact Center Readiness	IIVR Contact Flows for W2 Counties: Approved In Process SCRs: • Tulare CA-240158: Approved • Santa Clara CA-240159: Approved • Contra Costa CA-240155: Pending
	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: 60% • Contra Costa – 100% passed. 6 of 6 interfaces have passed. • Santa Clara – 30% passed. 3 of 10 interfaces have passed. • Tulare – 50% passed. 4 of 8 interfaces have passed.
	G	State Interface Partner Test (IPT) Execution	Target % Pass Rate: 70% • 81% complete. 9 of 11 State Interfaces have passed partner validations.
Conversion	G	CDV 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	• All Wave 2 Circuits delivered and Activated • Completed IPT pre-readiness activities for all wave 2 counties • Ongoing compliance validation and Handoff process to Network Operations
	G	Performance Testing	• Batch Performance Testing began 10/31/2022 and is in progress

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

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

Wave-2 Readiness: Executive Summary (as of 12/2/22)

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	C	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
	G	ILT Training Delivery	Early Training and Train the Trainer started 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. • Change Discussions ongoing
	G	Communications	• CalSAWS Scoop #3 delivered on October 28, 2022 • CNC Meeting for November – complete
	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 (100%) 10/17-10/28
			  o Contra Costa in-progress (50%) 11/28-12/9
			  o Tulare planned (0%) 12/12-12/23

	G	Configuration	• Configuration Kick Off
			  o Santa Clara working sessions completed 9/16
			  o Contra Costa working sessions completed 10/21
			  o Tulare working sessions completed 11/9-11/17

Implementation	G	Implementation Planning	• Implementation Planning will begin at T-4 for Wave 2 • Go Live Packet updates to be made in December and January for Wave 2
	NS	County Prep	County Prep Kickoff Scheduled for 12/20/22
	G	Pre and Post Implementation Support	Planning efforts for Wave 2 pre and post implementation support – in progress
	C	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. Contra Costa has identified 34 reports to be refactored. Santa Clara has identified 64 to be refactored. Contra Costa and Santa Clara are receiving assistance from Gainwell. Tulare does not have any reports to refactor.

County Readiness – Wave 2

Readiness Area	Status*	Contra Costa	Status*	Santa Clara	Status*	Tulare
Application	G	Contact Center SCR: CA-240155 Pending	G	Contact Center SCR: CA-240159 Approved	G	Contact Center SCR: CA-240158 Approved
Integration	C	6 of 6 interfaces have passed IPT	Y	3 of 10 interfaces have passed IPT	G	4 of 8 interfaces have passed
Conversion	G		G		G	
Technical	G	Ongoing compliance validation and Handoff process to Network Operations	G	Ongoing compliance validation and Handoff process to Network Operations	G	Ongoing compliance validation and Handoff process to Network Operations
Training	G	Early Training & TTT WBTs began 9/26/2; ET & TTT ILTs began 11/28/22	G	Early Training & TTT WBTs began 9/26/2; ET & TTT ILTs began 11/28/22	G	Early Training & TTT WBTs began 9/26/2; ET & TTT ILTs began 11/28/22
Implementation	Y	Contra Costa has 34 reports to refactor and is working with Gainwell	Y	Santa Clara has 64 reports to refactor and is 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 Complete	G	Ongoing CNC and Communications; Process Sim and Config continues

Information included is as of December 2, 2022

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

Wave 2 County Readiness Checklist Activities by Status (as of 12/02/2022)

Status	00 All Counties	01 Contra Costa	04 Santa Clara	05 Tulare	Wave 2 Counties	T:
COMPLETED	54	621	495	451	40	1661
NOT STARTED	6	264	134	131	119	654
IN PROGRESS	1	305	82	81	20	489
Total Unique Issues:	61	1190	711	663	179	2804

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)

Wave 2 All Tasks Due Next 30 Days by Readiness Category

Implementation Readiness Category
Total Issues: 86

Implementation Readiness	33
Application Readiness	19
Change Readiness	13
Training Readiness	12
BenefitsCal	5
Technical Readiness	4
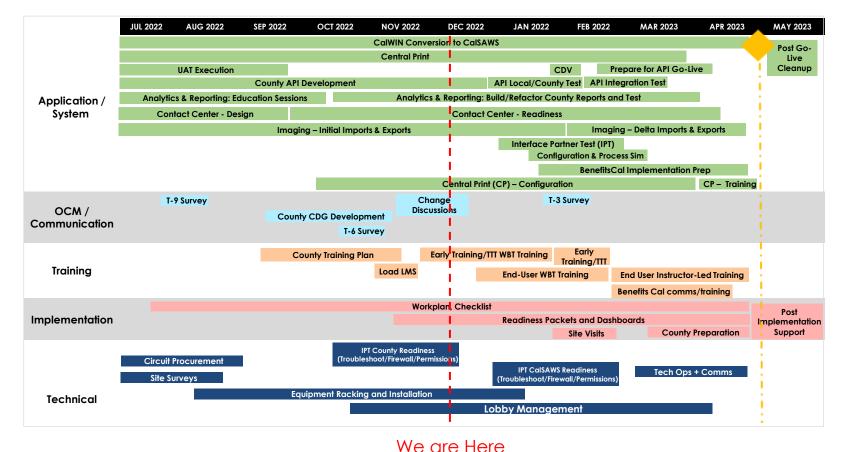
Wave 3 Critical Path
Orange, Santa Barbara, Ventura

	JUL 2022	AUG 2022	SEP 2022	OCT 2022	NOV 2022	DEC 2022	JAN 2022	FEB 2022	MAR 2023	APR 2023	MAY 2023

Application / System
- CalWIN Conversion to CalSAWS
- Central Print
- Post Go-Live Cleanup
- UAT Execution
- CDV
- Prepare for API Go-Live
- County API Development
- API Local/County Test
- API Integration Test
- Analytics & Reporting: Education Sessions
- Analytics & Reporting: Build/Refactor County Reports and Test
- Contact Center - Design
- Contact Center - Readiness
- Imaging – Initial Imports & Exports
- Imaging – Delta Imports & Exports
- Interface Partner Test (IPT)
- Configuration & Process Sim
- BenefitsCal Implementation Prep
- Central Print (CP) – Configuration
- CP – Training

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

Training
- County Training Plan
- Early Training/TTT WBT Training
- Early Training/TTT
- Load LMS
- End-User WBT Training
- End User Instructor-Led Training
- Benefits Cal comms/training

Implementation
- Workplan, Checklist
- Post Implementation Support
- Readiness Packets and Dashboards
- Site Visits
- County Preparation

Technical
- Circuit Procurement
- IPT County Readiness (Troubleshoot/Firewall/Permissions)
- IPT CalSAWS Readiness (Troubleshoot/Firewall/Permissions)
- Tech Ops + Comms
- Site Surveys
- Equipment Racking and Installation
- Lobby Management

We are Here

Mock Conversion 1 01/27/23 – 02/08/23
County Data Validation 01/30/23 - 02/20/23
Interface Partner Testing (IPT) 01/04/23 – 03/03/23

Change Discussions 12/5/22 - 01/06/23
Readiness Surveys
T-3 01/23/23 – 02/03/23
T-6 10/24/22 – 11/04/22
T-9 07/15/22 – 08/05/22
T-12 04/22/22 – 05/06/22

Contact Center
Approve CC Design 1/6/23
CC Model Office 04/10/23 – 4/21/23
CC Config (WFM) 4/10/23 – 4/21/23
Configuration – 01/04/23 - 03/10/23
Process Simulation 02/13/23 – 3/6/23

Early Training & TTT WBT 11/28/22
Early Training & TTT 1/17/23 – 2/17/23
Training Delivery End Users 2/27/23 – 4/21/23

Wave-3 Readiness: Executive Summary (as of 12/2/22)
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 23.03	• Targeted for 03/20/23.
	G	Contact Center Readiness	• IVR Contact Flows Approved for Wave 3 Counties.
	G	Imaging Readiness	• County Export of Legacy Images In progress.
	NS	BenefitsCal Readiness	• CBO Extract targeted for 01/05/23
	G	Central Print Readiness	• Validation Meetings in progress.
	C	UAT Prep	• UAT Prep concluded
	C	UAT Execution	• UAT concluded 08/19/22.
Integration	NS	County Interface Partner Test (IPT)Execution	• Targeted for 1/4/23 - 3/3/23 • Pre-IPT Readiness activities are ongoing
	NS	State Interface Partner Test (IPT) Execution	• Targeted for 1/4/23 - 3/3/23
Conversion	G	CDT Defects Resolution	• As of 12/02/22 there are 63 unresolved Defects.
	G	EDBC Match – Auto Review Rates	• Estimated 7% of converted programs will require worker review.
Technical	G	County Network Connectivity	• Network circuit delivery complete. • Network changes and integration completed • Network IPT and Ad-hoc readiness testing in progress
	NS	Performance Testing	• Targeted for 02/06/23 - 04/06/23

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

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

Wave-3 Readiness: Executive Summary (as of 12/2/22)

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	C	FDEL 8 Master Training Plan	Complete.
	G	ILT Training Curriculum Complete	• In progress and on schedule to be completed prior to the start of Early Training.
	NS	Wave 3 County Classroom Set-Up	• Classroom setup planning in progress.
	G	WBT Training Delivery	• Early Training WBTs started 11/28/22.
	NS	ILT Training Delivery	• Targeted to start 01/17/23 for ET/TTT and 02/27/23 for end-user training.
Organization	G	Change Discussion Guides (CDGs)	• CDGs signed off for all Wave 3 counties
	G	Communications	• Infographics for December (NOAs in CalSAWS and Caseloads) On Schedule
	C	Business Process Reengineering	• BPR Complete
	G	Process Simulation	• County Participant identification Complete
	G	Configuration	• Configuration Kickoff scheduling Complete
Implementation	NS	Implementation Planning	• Post-Implementation Planning will begin in January 2023 for Wave 3
	NS	County Prep	• County Prep Phase for Wave 3 will begin at T-6 weeks.
	G	Pre and Post Implementation Support	• Initial planning began and Implementation Team are drafting County profiles
	G	Help Desk	• Wave 3 Helpdesk Kickoff conducted 9/27 • Delegated Admin Training conducted 10/26 • County Tier 1 Fulfiller Training – Scheduled for week of 12/05/22
	G	County Ad Hoc Reports	• Reviewed 829 reports for refactoring. Approximately 381 need to be refactored for Wave 3 Counties

County Readiness – Wave 3
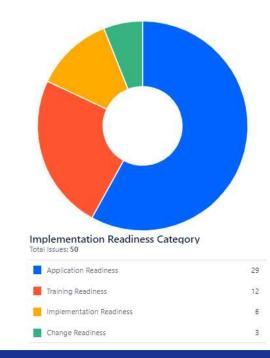
Readiness Area	Status*	Orange	Status*	Santa Barbara	Status*	Ventura
Application	G	Contact Center SCR: CA-240160	G	Contact Center SCR: CA-240161	G	Contact Center SCR: CA-240162
Integration	NS		NS		NS	
Conversion	G	Mock Cutover scheduled for January 2023	G	Mock Cutover scheduled for January 2023	G	Mock Cutover scheduled for January 2023
Technical	G		G		G	
Training	G	Wave 3 Early Training & TTT Started (WBT) 11/28/22	G	Wave 3 Early Training & TTT Started (WBT) 11/28/22	G	Wave 3 Early Training & TTT Started (WBT) 11/28/22
Implementation	G	235 Ad Hoc reports to refactor	G	84 Ad Hoc reports to refactor.	G	62 Ad Hoc reports to refactor (estimated).
Organizational	G	T-6 Survey completed.	G	T-6 Survey completed.	G	T-6 Survey completed.

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

Information included is as of December 2, 2022

Wave 3 County Readiness Checklist Activities by Status (as of 12/02/2022)

Status	00 All Counties	06 Orange	07 Santa Barbara	08 Ventura	Wave 3 Counties	T:
COMPLETED	11	403	380	371	23	1188
NOT STARTED	2	184	165	157	164	672
IN PROGRESS	0	95	81	83	5	264
Total Unique Issues:	13	682	626	611	192	2124

Note: All County Tasks includes tasks that all 18 CalWIN Counties are responsible for completing (e.g., UAT related tasks). Wave 3 Counties tasks include tasks that apply to Orange, Santa Barbara and Ventura (e.g., selective conversion tasks)

Wave 3 All Tasks Due Next 30 Days by Readiness Category

Implementation Readiness Category
Total Issues: 50

■ Application Readiness		29
■ Training Readiness		12
■ Implementation Readiness		6
■ Change Readiness		3

Updates on Waves 2 – 6 Key Risks

Update on Key Risks
Project Readiness for CalWIN Cutover to CalSAWS

Risk	Risk Title		Wave 2	Wave 3	Wave 4	Wave 5	Wave 6
258	The CalWIN Conversion Cutover Window is at-risk of completing past the 84-hour window	Project	R	R	R	R	R
268	Implementation Readiness for CalWIN Cutover to CalSAWS	Project	Y	Y	Y	Y	Y
237	The scaling of batch for 58 Counties may have an impact on system performance	Project	Y	Y	Y	Y	Y
240	The scaling of CalSAWS Production Operations, including Batch Operations, to provide 40 and 58 County support, without effectively taking into account the multi-county and multi-vendor CalSAWS ecosystem may impact business operations	Project	Y	Y	Y	Y	Y
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	Project					Y
278	CalWIN OCM Implementation Support Plan	Project	Y	Y	Y	Y	Y
279	CalWIN Counties may not be prepared to reconcile Fiscal and submit State Reports, timely, as they Migrate to CalSAWS	Project	Y	Y	Y	Y	Y

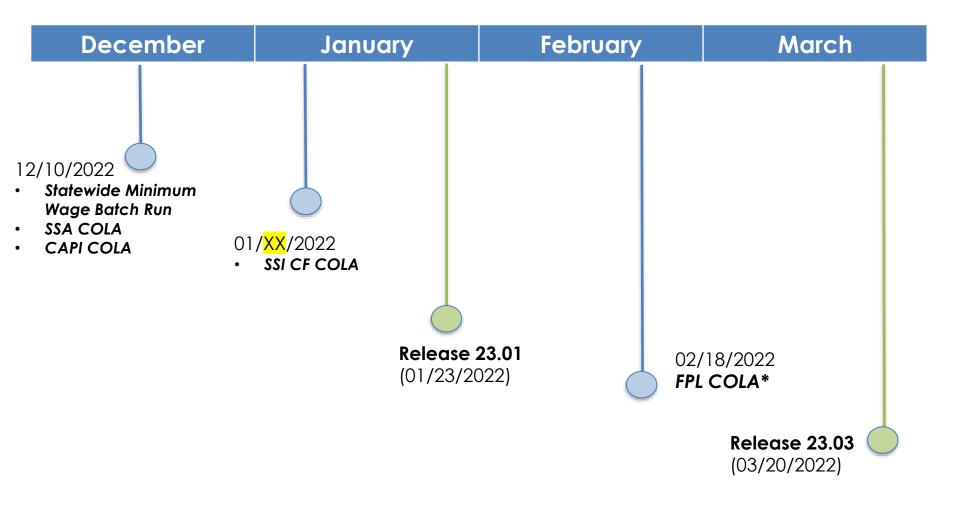# Update on Key Risks
CalWIN Counties Cutover Readiness Risks

Risk	Risk Title		Wave 2	Wave 3	Wave 4	Wave 5	Wave 6
262	The CalWIN Counties may not be fully prepared for go-live if they do not have sufficient or timely information	County	G	Y	Y	G	G
264	CalWIN County waves may not complete their Imaging migration readiness activities by their designated wave go-live dates	County	G	G	Y	G	G
269	CalWIN Counties may not have enough development and testing timeline to Refactor their Ad-hoc Reports and Ancillary System before Go-Live	County	Y	Y	Y	Y	Y

Release and Policy Update
- CalSAWS
- COLA Updates
- BenefitsCal
  - ODI Benefit Recommender Widget

CalSAWS Release and Policy Update
Upcoming Release Highlights

December	January	February	March

12/10/2022
- ***Statewide Minimum Wage Batch Run***
- ***SSA COLA***
- ***CAPI COLA***

01/XX/2022
- ***SSI CF COLA***

Release 23.01
(01/23/2022)

02/18/2022
FPL COLA*

Release 23.03
(03/20/2022)

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

CalSAWS Release and Policy Update
COLA Update

- ## SSI CF COLA

  - Both CalSAWS and CalWIN were scheduled to run the SSI CF COLA on December 10, 2022

  - A precursor to running this process is the receipt of an inbound file from DHCS which is used to update OPA records with the new SSI or SSI/SSP amounts
    - The file was received and processed on 12/6/2022. The team observed high exception rates (>90%)
    - On 12/7/2022, DHCS confirmed there was an issue with the file

  - Next Steps
    - Records that were updated on 12/6/2022 are being reverted via a data change. This is targeted for 12/15/2022
    - A revised inbound file will be sent by DHCS the week of December 20
    - The batch COLA processing is now targeted for January

CalSAWS Release and Policy Update
23.01

Release 23.01
Generation of Medi-Cal Renewal Packets and Reminder Notice to Additional Correspondents
Time Extension of RCA/TCVAP Programs
CalFresh Electronic Theft benefit replacements
Create a DHCS Unwinding Eligibility and Enrollment Data Monthly Report
Display Important County Dates Phase I
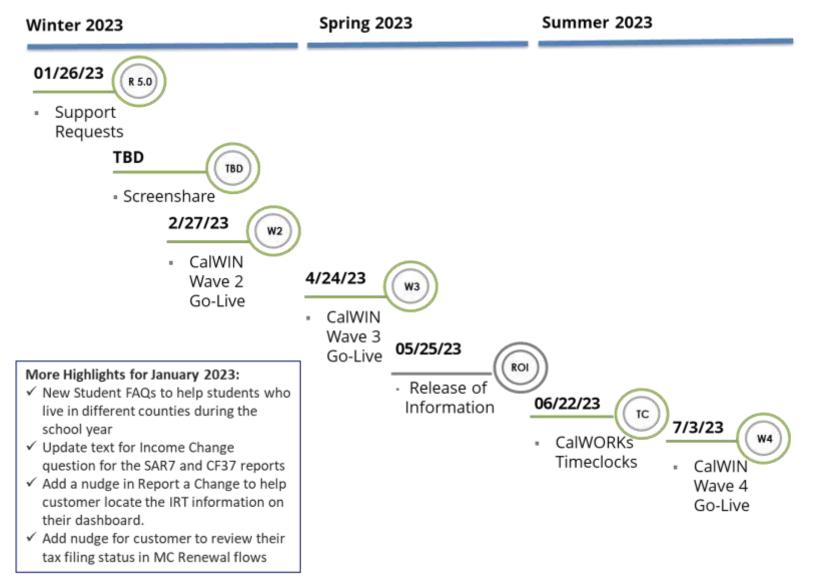
12/9 System test in process → **1/17** Webcast → **1/18** Greenlight → **1/23** Production Deployment

BenefitsCal
Upcoming Release Calendar

Winter 2023

01/26/23 — R 5.0
- Support Requests

TBD — TBD
- Screenshare

2/27/23 — W2
- CalWIN Wave 2 Go-Live

Spring 2023

4/24/23 — W3
- CalWIN Wave 3 Go-Live

05/25/23 — ROI
- Release of Information

Summer 2023

06/22/23 — TC
- CalWORKs Timeclocks

7/3/23 — W4
- CalWIN Wave 4 Go-Live

More Highlights for January 2023:
- ✓ New Student FAQs to help students who live in different counties during the school year
- ✓ Update text for Income Change question for the SAR7 and CF37 reports
- ✓ Add a nudge in Report a Change to help customer locate the IRT information on their dashboard.
- ✓ Add nudge for customer to review their tax filing status in MC Renewal flows

BenefitsCal

Benefits Recommender Pilot

The Governor's Office is Seeking to Increase Enrollment in WIC, LIHEAP, EITC, CalWORKs and CalFresh Using Existing Access Channels

ODI Asks of BenefitsCal

- REFERRAL *(Primary ask)*
  - Provide referral links to the application start pages for CalWORKs and CalFresh

- DATA *(Primary ask)*
  - Share data for applications started, applications submitted, applications approved (i.e., new enrollments) for CalFresh and CalWORKs
  - Provide ODI with parameters/syntax for inbound referral link tracking

- PLACEMENT (This is a secondary ask)
  - Explore the feasibility of adding the Benefits Recommender to CalWORKs, CalFresh and Medi-Cal success pages

Technical Operations Update

- Major Production Incidents Calendar (November)
- Hyland Outage

CalSAWS Quality, Defect, Stability, Tickets Stats
November 2022 Production Outages

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
30	31	1 🔴 Application unavailable from 10/30 9:30pm to 11/1 3:38am due to AWS EBS issue. Image Processing delay 11:30am – 5:04pm	2 🟢	3 🟢	4 🟢	5 🟢
6 🟢	7 🟢	8 🟢	9 🟢	10 🟢	11 🟢	12 🟢
13 🟢	14 🟢	15 🟢	16 🟢	17 🟢	18 🟢	19 🟢
20 🟢	21 🟠 Lassen and Shasta County Users experienced system slowness 10:30am to 8:05pm	22 🟢	23 🟢	24 🟢	25 🟢	26 🟢
27 🟢	28 🟢	29 🟢	30 🟢	1	2	3

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

- Hyland's External Message Agent's (EMA) configuration hit a volume limit

- Hyland increased the EMA capacity and resolved the issue by 5:04 pm

- A 10% increase in volume associated with Placer and Yolo activity was identified as the cause of the issue

- During the issue time, a backlog developed, which was cleared by 8:45 pm

- The following preventative actions have been implemented:

  - Added two additional EMA nodes (11/9/2022)
  - Split message types to improve the load balancing of message distribution (11/11/2022)
  - Updated EMA iScripts to prevent messages from compounding the backlog if EMA were to fall behind in the future (11/11/2022)

Quarterly SLAs Update

- CalSAWS System and Help Desk Metrics
- BenefitsCal
- Hyland Imaging

CalSAWS Quality, Defect, Stability, Tickets Stats
Production SLA Metrics

Perf Req #	LD Applies	Performance Requirement Title	March	April	May	June	July	Aug	Sept	Oct
1		Monthly Off Prime Business Hours Availability	✅	✅	✅	✅	✅	✅	✅	✅
2		Monthly Prime Business Hours Availability of CalSAWS Non-Production Environments	✅	✅	✅	✅	✅	✅	✅	✅
3		Monthly Deficiency Notification Response Time	✅	✅	✅	✅	✅	✅	✅	✅
4		Monthly Helpdesk Diagnosis Time	❌	❌	❌	❌	❌	❌	✅	✅
5	🟣	Daily Peak Usage Hours Availability	✅	✅	✅	✅	❌	✅	✅	✅
6	🟣	Daily Prime Business Hours Availability	✅	✅	✅	✅	❌	✅	❌	✅
7	🟣	Daily Peak Usage Hours ED/BC Response Time	✅	✅	✅	✅	✅	✅	✅	✅
8	🟣	Daily Prime Business Hours ED/BC Response Time	✅	✅	✅	✅	✅	✅	✅	✅
9	🟣	Daily Peak Usage Hours Screen to Screen Navigation Response Time	✅	✅	✅	✅	✅	✅	✅	✅
10	🟣	Daily Prime Business Hours Screen to Screen Navigation Response Time	✅	✅	✅	✅	✅	✅	❌	✅
11	🟣	Daily Batch Production Jobs Completion	✅	✅	✅	✅	❌	❌	✅	❌
12		Daily Off Prime Business Hours ED/BC Response Time	✅	❌	❌	❌	✅	❌	❌	❌
13		Daily Off Prime Business Hours Screen to Screen Navigation Response Time	✅	✅	✅	✅	✅	✅	✅	✅
14		Daily Unbounded Search Response Time	✅	✅	✅	✅	✅	✅	✅	✅
15		Daily Prime Business Hours Availability of CalSAWS Training Environments	❌	❌	✅	✅	✅	✅	✅	✅
16		Daily Peak Usage Hours Standard Report Response Time	✅	✅	✅	✅	✅	✅	✅	✅
17	🟣	Security Incident Notification	✅	✅	✅	✅	✅	✅	✅	✅
18	🟣	Security Incident Reporting	✅	✅	✅	✅	✅	✅	✅	✅
19	🟣	Security Incident Negligence	✅	✅	✅	✅	✅	✅	✅	✅
20		Disaster Recovery Response Time	✅	✅	✅	✅	✅	✅	✅	✅

- SLA#11 Daily Batch Production Jobs Completion – 94.4% on 10/21 (Target 99%)
- SLA#12 Daily Off Prime ED/BC Response Time (Target 95%):
    - 10/7 - 10 out of 144 transactions were > 5 sec, yielding 93.06%
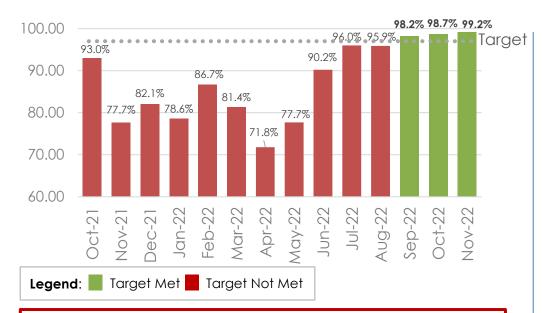   - 10/31 - 2 out of 33 transactions were > 5 sec, yielding 93.94%

Legend: ✅ SLA Met ❌ SLA Not Met 🟣 LD Applies

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

CalSAWS Quality, Defect, Stability, Tickets Stats
CalSAWS Level 3 Help Desk Diagnosis SLA

SLA #4: Monthly Helpdesk Diagnosis Time
Target: 98%

Chart: Monthly Helpdesk Diagnosis Time (Oct-21 to Nov-22)

- Oct-21: 93.0%
- Nov-21: 77.7%
- Dec-21: 82.1%
- Jan-22: 78.6%
- Feb-22: 86.7%
- Mar-22: 81.4%
- Apr-22: 71.8%
- May-22: 77.7%
- Jun-22: 90.2%
- Jul-22: 96.0%
- Aug-22: 95.9%
- Sep-22: 98.2%
- Oct-22: 98.7%
- Nov-22: 99.2%

Legend: ■ Target Met ■ Target Not Met

Action Plan for Improving Results:

- Conduct refresher/awareness training for County and Project Help Desk staff for quicker ticket response to County users

- Identify trends in ticket data and send CIT/guidance to users for commonly asked questions, to reduce ticket volumes and allow Help Desk staff to focus on system defect-related tickets

Of a total 2,124 tickets closed in November, **16 tickets** did not meet the SLA targets for diagnosis time (99.2%). Of the 2,124 tickets closed:

- 94 were from Wave 1 Counties: Placer – 54, Yolo – 40

- 36% were user requests for information (not system defects)

  - 66% were related to CalSAWS application
  - 15% were related to Imaging

Of the 16 tickets that missed the SLA:

- 44% were resolved by a Defect fix
- 6% were requests for additional information/procedures, or the issue could not be re-created
- 31% were resolved with User confirming issue is resolved or requested closure
- 19% were resolved with How To steps

CalSAWS Quality, Defect, Stability, Tickets Stats
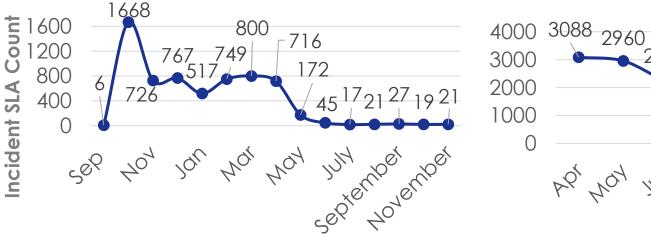## CalSAWS Tickets Trend since C-IV Cutover

July 2022 Update: Renewed focus on meeting Helpdesk Diagnosis SLA has: 1) Reduced new incoming tickets that missed the SLA by 98%—from 800 tickets in March to 17 tickets in July; and 2) Reduced tickets created by 36% since—from 3,088 tickets in April to 1981 tickets in November

Expect to meet the SLA through continued engagement with RMs and L1/L2 Helpdesk, sending weekly enhanced communications, and providing training materials on top trends

Incidents that missed the SLA: Month in with the miss occurred

Month x Tickets Created

BenefitsCal

BenefitsCal SLA Updates

SLA #1: Daily Online transactions – inquiry screens (bounded)
Target: 98% with an average response time < 2 seconds

Monthly View: December 2021 – November 2022
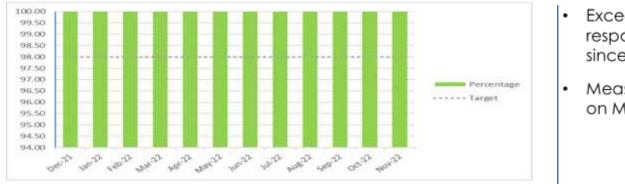

Daily View: November 2022

November 2022

- Exceeded daily online transaction (bounded) response time at no less than 99.5% since December 2021

- Measured daily and reported on Monthly

BenefitsCal

BenefitsCal SLA Updates

SLA #2: Daily Online transactions – inquiry screens (unbounded)
Target: 98% with an average response time <10 seconds

Monthly View: December 2021 – November 2022

- Exceeded daily online transaction (unbounded) response time at no less than 99.58% since December 2021

- Measured daily and reported on Monthly

Daily View: Nov 2022

BenefitsCal

BenefitsCal SLA Updates

SLA #3: Daily BenefitsCal Hosted API transactions
Target: 98% with an average response time <2 seconds

Monthly View: December 2021 – November 2022

- Exceeded daily API transaction response time at no less than 99.99% since December 2021

- Measured daily and reported on Monthly

Daily View: November 2022

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

NOVEMBER 2022 PERFORMANCE STANDARDS

✓ **Monthly Uptime Percentage**
Target: 99.90%
Formula: $1 - (\text{total downtime minutes} / \text{total monthly minutes}) \times 100$

Monthly Uptime Target: 99.90%	
Monthly Uptime Service Level Credits	
99.89-99.00%	10% of the Monthly SaaS Fees
Less than 99.00%	20% of the Monthly SaaS Fees
November Actual Uptime	100%
November Service Level Credit	$0.00

Hyland™

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

NOVEMBER 2022 PERFORMANCE STANDARDS

✓ **Monthly Page View Objective**

Page View Percentage Target – 90%
The Datacenter will provide viewing access to a 70KB page
<= 2 seconds

Hyland™

Monthly Page View Target: 90%	
Monthly Page View Service Level Credits	
Less than 90%	3.5% of the Monthly SaaS Fees
November Actual Monthly Page View Percentage	99.51%
November Service Level Credit	$0.00

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

NOVEMBER 2022 PERFORMANCE STANDARDS

✓ **Database Transaction Objective**
Database Transaction Percentage Target – 90%
Database transactions will be complete in <= 1 Second

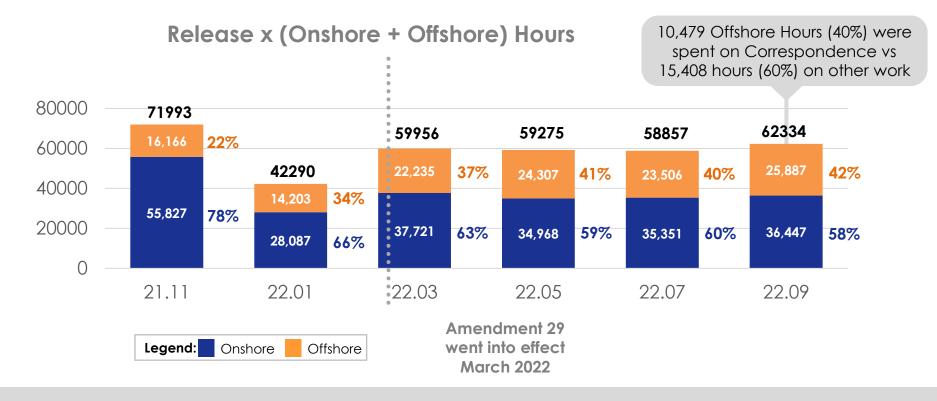| Database Transaction Target: 90%	
Monthly Database Transaction Service Level Credits	
Less than 90%	3.5% of the Monthly SaaS Fees
November Actual Database Transaction Percentage	99.94%
November Service Level Credit	$0.00

Hyland™

Quarterly Onshore vs. Offshore Defect Statistics

- CalSAWS Application Release Quality Metrics
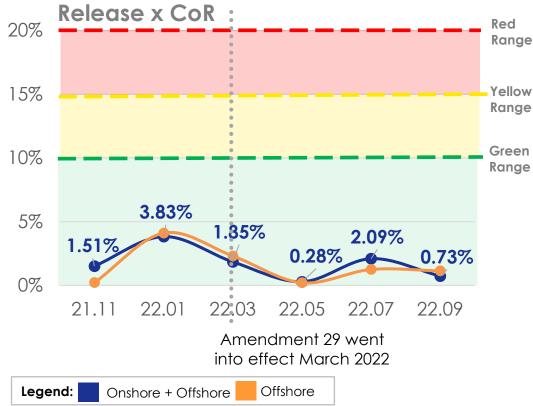- Production Defects Backlog

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

Release x (Onshore + Offshore) Hours

10,479 Offshore Hours (40%) were spent on Correspondence vs 15,408 hours (60%) on other work

Release	21.11	22.01	22.03	22.05	22.07	22.09
Total	71993	42290	59956	59275	58857	62334
Offshore	16,166 (22%)	14,203 (34%)	22,235 (37%)	24,307 (41%)	23,506 (40%)	25,887 (42%)
Onshore	55,827 (78%)	28,087 (66%)	37,721 (63%)	34,968 (59%)	35,351 (60%)	36,447 (58%)

Legend: Onshore Offshore

Amendment 29 went into effect March 2022

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

Note that while offshore effort will vary across releases, the cumulative offshore effort since Amendment 29 (inclusive of all releases starting with R22.03) is 40.8%. Release 22.11 will support will include workload balancing to bring the cumulative offshore effort back to 40%

CalSAWS Quality, Defect, Stability, Tickets Stats

CalSAWS Application Release Quality Metrics

Release x CoR

Chart showing CoR percentages across releases:

Release	Onshore + Offshore
21.11	1.51%
22.01	3.83%
22.03	1.85%
22.05	0.28%
22.07	2.09%
22.09	0.73%

Ranges:
- Red Range: 15%–20%
- Yellow Range: 10%–15%
- Green Range: 0%–10%

Amendment 29 went into effect March 2022

Legend: Onshore + Offshore (dark blue), Offshore (orange)

TYPICAL RANGES
GREEN: The amount of time being spent on rework is lower than expected. This will enable the project to be completed faster and more efficiently.
AMBER/**RED**: The amount of time being spent on rework is higher than expected. This may impact the delivery schedule.

Cost of Rework (CoR) is the ratio of effort spent performing rework on deliverables to the total effort to Date
(Actual Rework effort Hours/ Actuals To Date Hours)*100

The combined onshore and offshore CoR for CalSAWS code release deployment remains low across releases indicating high quality releases with the additional offshore team
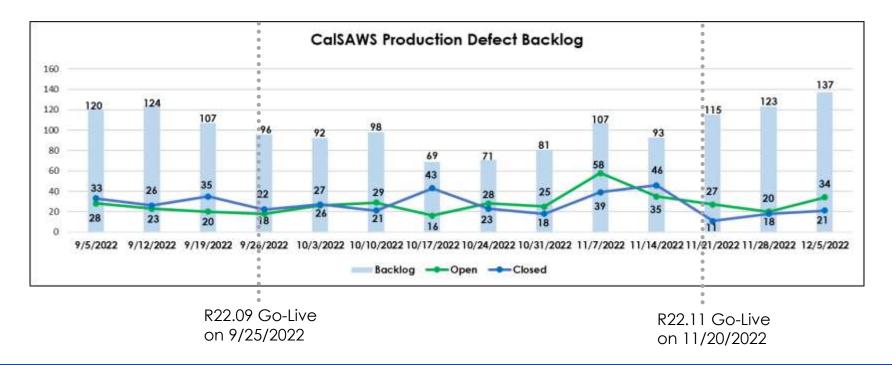
The CoR line graph may increase for the releases if additional defects are found in the future

New releases are added after the next release Go-Live and an analysis can be conducted on the previous release

CalSAWS Quality, Defect, Stability, Tickets Stats
Production Defects Backlog

Open production defect rate has remained leveled, demonstrating system stability with no major spikes outside of normal ranges

The Production defect backlog bar-chart depicts the balance of open (unresolved Production defects) and closed defects, week-over-week. Defects are closed upon system test validation and release deployment to Production

R22.09 Go-Live
on 9/25/2022

R22.11 Go-Live
on 11/20/2022

BenefitsCal Technical Service Desk Implementation Update

BenefitsCal Technical Service Desk
Implementation Status

County	Implementation Date
CalWIN Wave 1 Counties	10/31/22
Los Angeles County	12/19/22
CalWIN Waves 2 - 6	At CalSAWS Go Live
39 Former C-IV Counties	Pending by Region*

* Initial meetings are being scheduled by region with implementation dates to be determined following the regional meetings and following analysis of the initial 60 days of Los Angeles data
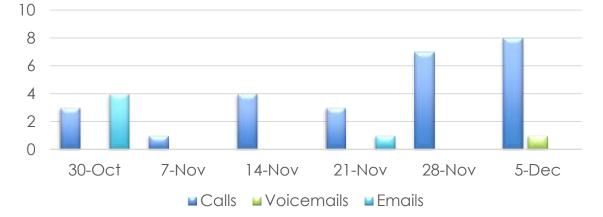
Pending
Scheduled
Live

BenefitsCal Technical Service Desk
Wave 1 Results

- A limited number of calls were transferred, pre-go live, from Los Angeles County following completion of training during the week of December 5th

- Number of contacts is not yet large enough to draw conclusions

- Future update will include further analysis based on the increased usage with Los Angeles County
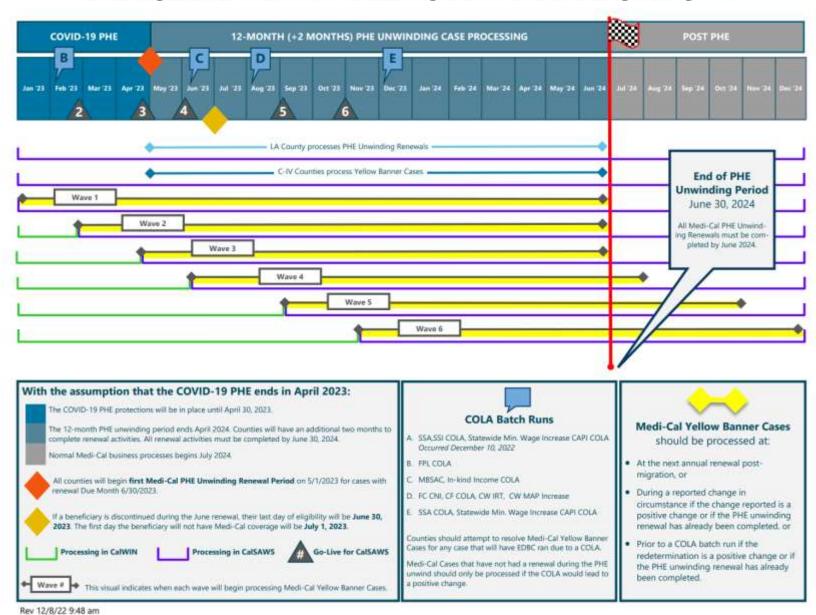
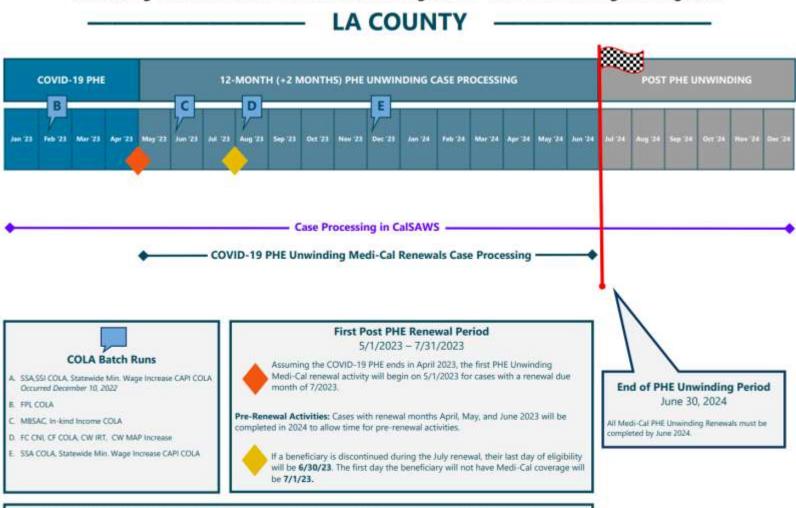**BenefitsCal Technical Service Desk Contacts**

Legend: ■Calls ■Voicemails ■Emails

X-axis: 30-Oct, 7-Nov, 14-Nov, 21-Nov, 28-Nov, 5-Dec
Y-axis: 0, 2, 4, 6, 8, 10

PHE Lift Update

- Updated Timelines (if 4/30/2023 end date)
- Next CMS update expected mid-January 2023

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

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

LA COUNTY

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

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

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 Occurred December 10, 2022.

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
5/1/2023 – 7/31/2023

Assuming the COVID-19 PHE ends in April 2023, the first PHE Unwinding Medi-Cal renewal activity will begin on 5/1/2023 for cases with a renewal due month of 7/2023.

Pre-Renewal Activities: Cases with renewal months April, May, and June 2023 will be completed in 2024 to allow time for pre-renewal activities.

If a beneficiary is discontinued during the July renewal, their last day of eligibility will be **6/30/23**. The first day the beneficiary will not have Medi-Cal coverage will be **7/1/23**.

End of PHE Unwinding Period
June 30, 2024

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

Rev 12/8/22 9:48 am

BenefitsCal Demo App/Environment

BenefitsCal Demo App/Environment

Counties and CBOs Will Have Access to an Integrated CalSAWS - BenefitsCal Environment to Support for Self-Serve Training

- BenefitsCal and CalSAWS environments Identified. Technical process to establish and test connectivity and functionality is in progress. Estimated availability in January 2023.

- Full functionality available in the environment.

- Access to the environment is controlled by the Consortium and requires an Access Code

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 (Panel Discussion)
    - 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 – December

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
- Wave 2 Mock Conversion
- Triage and Resolution of CDT Defects and Wave 1 conversion related issues

CalWIN Implementation
- Wave 1: Post Implementation Support
- Wave 2: Interface Partner Testing
- Wave 2: Process Simulation
- Wave 2: County Data Validation Lessons Learned
- Wave 3: CDG Reviews
- TOSS and IPOC Meetings, CNC Meetings

CalSAWS and BenefitsCal Releases
- CalSAWS 22.11 Prod Deployment, 23.01 Testing
- BenefitsCal Development and Testing – Release 5.0, Design Sessions for ROI

Adjourn Meeting