CalSAWS | JPA Member Representatives and Board of Directors Meetings



January 26, 2023

Agenda

- 1. Call Meeting to Order
- 2. Confirmation of Quorum, Protocols, 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.

JPA Board Action Items



Action Items

- 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 February 26, 2023, based on the following findings:
 - a) The Governor's State of Emergency related to COVID-19 remains in effect; and
 - b) Sacramento County continues to recommend measures to promote social distancing.

CalSAWS JPA Regions



Approval of Conducting Meetings

Region	Board Member	Yay	Nay
State	Adam Dondro		
1	Marla Stuart		
1	Tracey Belton		
2	Ethan Dye		
3	Bekkie Emery		
4	Deborah Martinez		
4	Chris Woods		
5	Gilbert Ramos		
5	An Tran		
5	Sayori Baldwin		
6	Michael Sylvester		
6	Roxana Molina		
6	Rogelio Tapia		

Action Items

- 5. Consent Items:
 - Approval of the Minutes and review of the Action Items from the December 16, 2022, CalSAWS JPA Board of Directors meeting.
 - Approval of Accenture Change Notice No. 24, which includes requests to add costs for additional M&E hours, and effort related to Premise item American Rescue Plan Act (ARPA)
 - c. Approval of Deloitte Change Order 5, Work Order No. 9 and No. 10, which include requests to add costs related to Premise Item American Rescue Plan Act (ARPA)

CalSAWS JPA Regions



Approval of Consent Items

Region	Board Member	Yay	Nay
State	Adam Dondro		
1	Marla Stuart		
1	Tracey Belton		
2	Ethan Dye		
3	Bekkie Emery		
4	Deborah Martinez		
4	Chris Woods		
5	Gilbert Ramos		
5	An Tran		
5	Sayori Baldwin		
6	Michael Sylvester		
6	Roxana Molina		
6	Rogelio Tapia		

Member Representatives Action Items



Member Representatives Action Item SFY 2023/24 – CalSAWS JPA Administrative Budget

CalSAWS JPA Member Administrative Costs	SFY 2023/2024
Insurance Services	\$128,706
External Financial Audit	\$38,756
SOC 1 Internal Audit Services	\$87,205
San Bernardino ATC ("SB ATC") Accounting Services	\$396,900

TOTAL		Ş	\$651,567

The line-item details for the Admin budget:

- 1. Insurance Services increased to include a new Cyber premium and actuals plus 15% contingency
- 2. Financial Statement & Single Audit Services, includes actual amount plus 15% contingency
- 3. SOC 1 Services, actual amount plus 15% contingency, SOC 2 Audit Services are included in CalSAWS Project Budget
- 4. SB ATC projection based on standard hourly rate and estimated hours at 1,960 hours/year x \$135 x 1.5 FTEs

Member Representatives Action Item SFY 2023/24 – CalSAWS JPA Administrative Budget

Region	COUNTY	% Share of Persons Count 20/21	SHARE OF ADMINISTRATIVE COSTS BY COUNTY
1	Alameda	3.13%	\$20,394
2	Alpine	0.00%	\$0
2	Amador	0.06%	\$391
3	Butte	0.59%	\$3,844
2	Calaveras	0.10%	\$652
3	Colusa	0.07%	\$456
1	Contra Costa	1.99%	\$12,966
3	Del Norte	0.10%	\$652
2	El Dorado	0.28%	\$1,824
4	Fresno	3.96%	\$25,802
3	Glenn	0.09%	\$586
3	Humboldt	0.44%	\$2,867
5	Imperial	0.75%	\$4,887
4	Inyo	0.04%	\$261
4	Kern	3.38%	\$22,023
4	Kings	0.49%	\$3,193
3	Lake	0.25%	\$1,629
3	Lassen	0.07%	\$456
6	Los Angeles	29.67%	\$193,320
4	Madera	0.59%	\$3,844
1	Marin	0.34%	\$2,215
4	Mariposa	0.04%	\$261
3	Mendocino	0.29%	\$1,8905
4	Merced	1.09%	\$7,102
3	Modoc	0.03%	\$195
2	Mono	0.02%	\$130
1	Monterey	1.29%	\$8,405
1	Napa	0.23%	\$1,499
2	Nevada	0.19%	\$1,238

5	Orange	6.31%	\$41,114
2	Placer	0.45%	\$2,932
3	Plumas	0.05%	\$326
5	Riverside	6.32%	\$41,179
2	Sacramento	4.44%	\$28,930
1	San Benito	0.13%	\$847
5	San Bernardino	6.74%	\$43,915
5	San Diego	6.89%	\$44,893
1	San Francisco	1.67%	\$10,881
4	San Joaquin	2.21%	\$14,400
4	San Luis Obispo	0.44%	\$2,867
1	San Mateo	0.96%	\$6,255
5	Santa Barbara	1.11%	\$7,232
1	Santa Clara	2.83%	\$18,439
1	Santa Cruz	0.58%	\$3,779
3	Shasta	0.50%	\$3,258
2	Sierra	0.01%	\$65
3	Siskiyou	0.15%	\$977
1	Solano	0.94%	\$6,125
1	Sonoma	0.85%	\$5,538
4	Stanislaus	1.76%	\$11,468
2	Sutter	0.30%	\$1,955
3	Tehama	0.21%	\$1,368
3	Trinity	0.04%	\$261
4	Tulare	2.07%	\$13,487
2	Tuolumne	0.10%	\$652
5	Ventura	1.67%	\$10,881
2	Yolo	0.43%	\$2,802
2	Yuba	0.27%	\$1,759
		TOTAL 100.00%	\$651,567

% Share of Persons Count

SHARE OF ADMINISTRATIVE COSTS BY COUNTY

Amounts per county are subject to change, based on 21/22 Persons Count

JPA Member Representatives Action Items

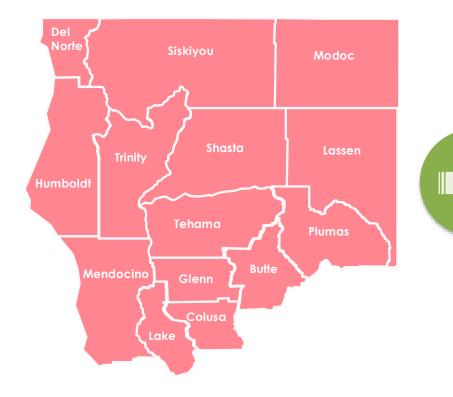
- 6. Approval of the Administrative Budget for Unfunded Costs for FY 23/24.
 - Review Administrative Budget Line Items



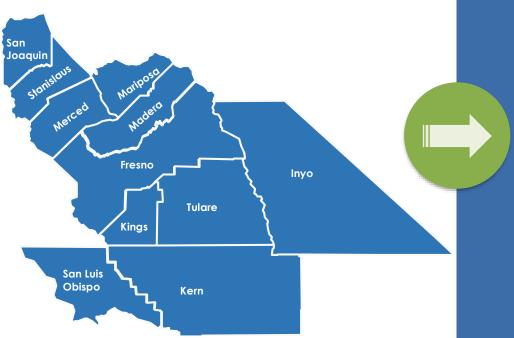
County/Director	Yay	Nay
Alameda Andrea Ford		
Contra Costa Marla Stuart		
Marin Kari Beuerman		
Monterey Lori Medina		
Napa Jennifer Yasumoto		
San Benito Tracey Belton		
San Francisco Trent Rhorer		
San Mateo Ken Cole		
Santa Clara Angela Shing		
Santa Cruz Randy Morris		
Solano Kelley Curtis		
Sonoma Angela Struckmann		



County/Director	Yay	Nay
Alpine Nichole Williamson		
Amador Anne Watts		
Calaveras Cori Allen		
El Dorado Evelyn Schaffer		
Mono Kathy Peterson		
Nevada Rachel Peña		
Placer Greg Geisler		
Sacramento Ethan Dye		
Sierra Lori McGee		
Sutter David Nagra		
Tuolumne Rebecca Espino		
Yolo Tanya Provencher		
Yuba Jennifer Vasquez		



County/Director	Yay	Nay
Butte Shelby Boston		
Colusa Elizabeth Kelly		
Del Norte Ranell Brown		
Glenn Bill Wathen		
Humboldt Connie Beck		
Lake Crystal Markytan		
Lassen Barbara Longo		
Mendocino Bekkie Emery		
Modoc Tom Sandage		
Plumas Neal Caiazzo		
Shasta Dwayne Green		
Siskiyou Patricia Barbieri		
Tehama Laura Hawkins		
Trinity Liz Hamilton		



County/Director	Yay	Nay
Fresno Sanja Bugay		
Inyo Marilyn Mann		
Kern Lito Morillo		
Kings Wendy Osikafo		
Madera Deborah Martinez		
Mariposa Joseph Lynch		
Merced Yvonnia Brown		
San Joaquin Chris Woods		
San Luis Obispo Devin Drake		
Stanislaus Christine Huber		
Tulare Anita Ortiz		



Co	ounty/Director	Yay	Nay
	perial Jla Llanas		
	Inge Tran		
	erside rori Baldwin		
	Bernardino Dert Ramos		
	n Diego nard Wanne		
	n ta Barbara niel Nielson		
-	ntura Iissa Livingston		

County/Director	Yay	Nay
Los Angeles Michael Sylvester		
Los Angeles Roxana Molina		
Los Angeles Rogelio Tapia		



Member Representatives Informational Item



Update on Governor's Budget



January Governor's Budget Update

- Funding for CalSAWS and CalWIN aligns to previously approved Advance Planning Documents
- CFAP was removed, deferred to January 2027
- Other premise items were included as expected
- Several new premise items were added:
 - Reimbursement for Food Benefit Theft Automation
 - CalFresh Notices of Actions (NOAs) Updates
 - CalFresh Reinstatement Approval and Denial Notice Revisions
 - Work Registration CalFresh Disqualification Notice Update
 - HAP Eviction (SB 1083)
 - CalWORKs Reminder Notice at Redetermination
 - CalWORKs Child Support Pass-through to Families
 - CalWORKs Work Requirements (AB 2300)
 - NOA Back Nine Revisions
 - CalFresh Military Housing Allowance Disregard (SB 950)

CalWIN Wave 1 Retrospectives



Recommendations, Retrospectives, and Changes Lessons Learned from Wave 1



Today, we will cover:

- 1. Recommendations for counties to support a smooth migration to CalSAWS
- 2. Retrospective themes from teams on opportunities for improvement
- 3. Changes that counties will see from what we learned with Wave 1

Recommendations for Counties



What Counties Should Do To Get Ready The Top 6 Areas

Communication



Other Ways to Prepare for Launch

- 1. Help end users understand the training timeline, approach and expectations
- 2. Identify training material reviewers early, and potentially by subject or program area
- 3. Conduct a thorough analysis of the training audience to confirm that all end users are accounted for
- 4. Knowledge Sharing: Leverage approaches from other counties for "how might we" address required actions
- 5. Confirm communication dissemination tools and processes to make sure that each end user receives all Post Go-Live communications
- 6. Confirm all county staff understand the Post Implementation Support model and processes to understand who to contact for support
- 7. Remind staff that Yellow Banner cases require extra work and walk through specific processing scenarios. Form a dedicated county team to address YBCs
- 8. Confirm processes on issuing manual benefits/warrants and conduct staff refreshers



Opportunities and Changes



Wave 1 Retrospectives What we did

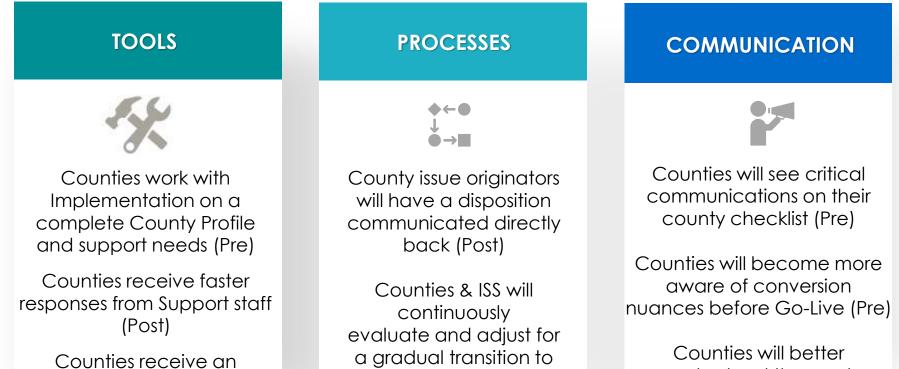
- QA facilitated internal retrospectives during the 60-day postimplementation support period
- Sessions were conducted with Implementation, Organizational Change Management, Training, and TOSS/Support Teams
- Teams identified:
 - Opportunities for improvement
 - Action items and next steps
 - + Changes to internal processes and tools
 - + Changes that counties will see
 - Improved communications on high visibility converted data use cases across the support teams and county staff through support team orientations and facts sheets for the counties



Implementation Retrospectives Opportunities for Improvement – Themes



Implementation Retrospectives Changes For Future Waves – Pre/Post Go-Live



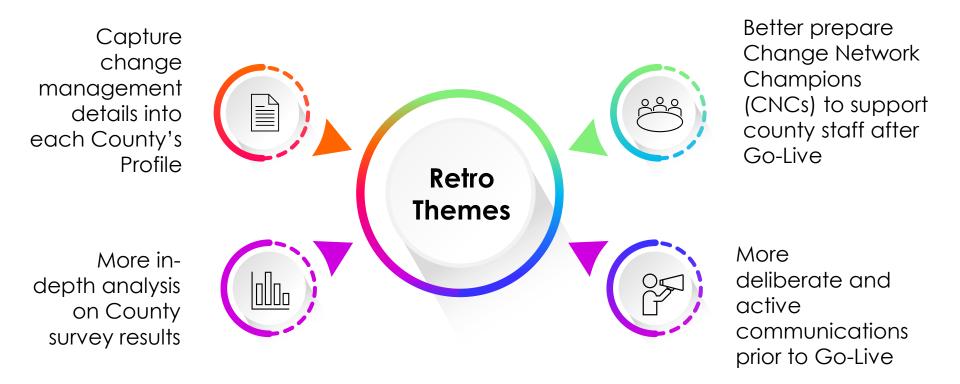
Interaction Tracker Summary during the support period (Post)

County self-sufficiency (Post)

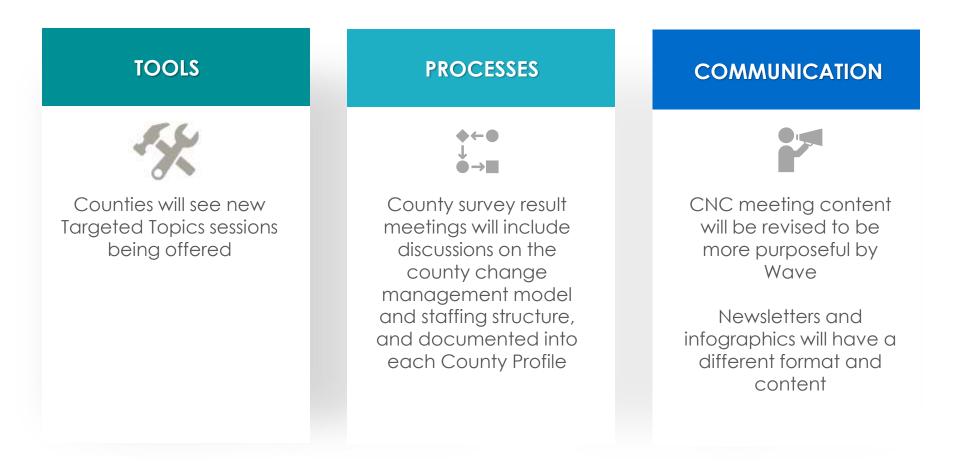
understand the most impactful areas through enhanced Orientation sessions (Pre)

Organizational Change Management (OCM) Retrospective

Opportunities for Improvement - Themes



Organizational Change Management (OCM) Retrospective Changes For Future Waves



Training Retrospective Opportunities for Improvement – Themes



Training Retrospective Changes For Future Waves

TOOLS **PROCESSES** COMMUNICATION Counties have received Counties will see fewer County Training an introductory video to scheduling overlaps Contacts will receive "talk tracks" so that they share prior to the start of with County WBTs that introduces the can introduce training Configuration and Model Office sessions in a consistent way training program so trainees have a more

> Individual County touchpoints will be conducted earlier with TAC members and PPOCs to foster awareness – in progress

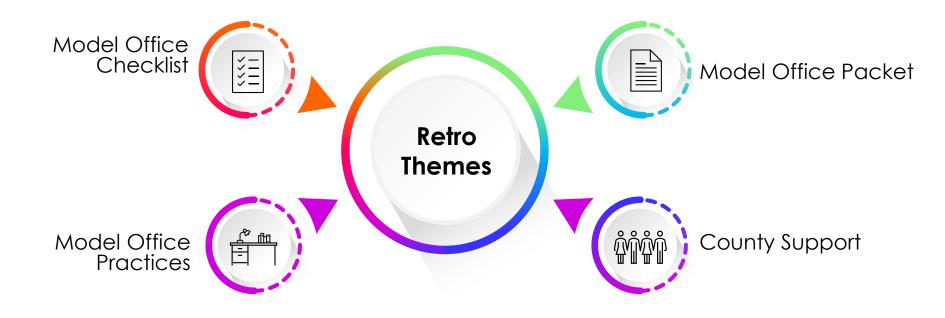
holistic understanding

The Training Team will

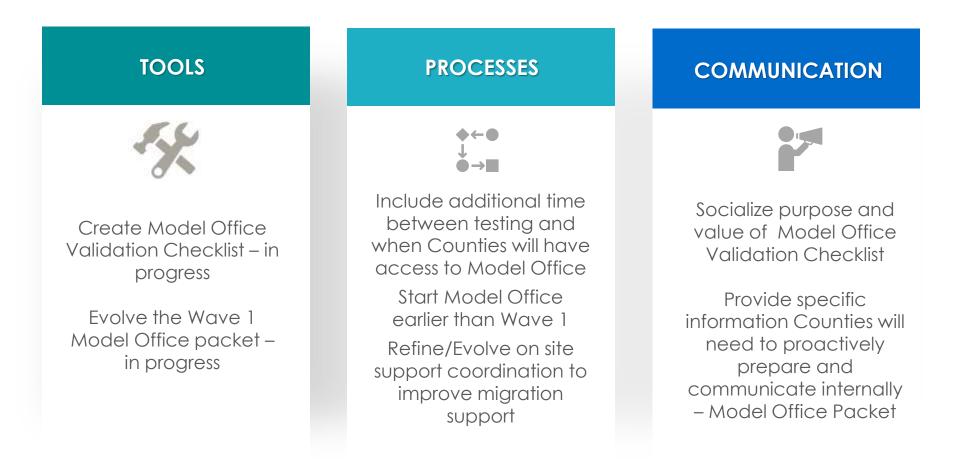
provide regular training updates to be added

into County newsletters

Contact Center Retrospective Opportunities for Improvement – Themes



Contact Center Retrospective Changes For Future Waves



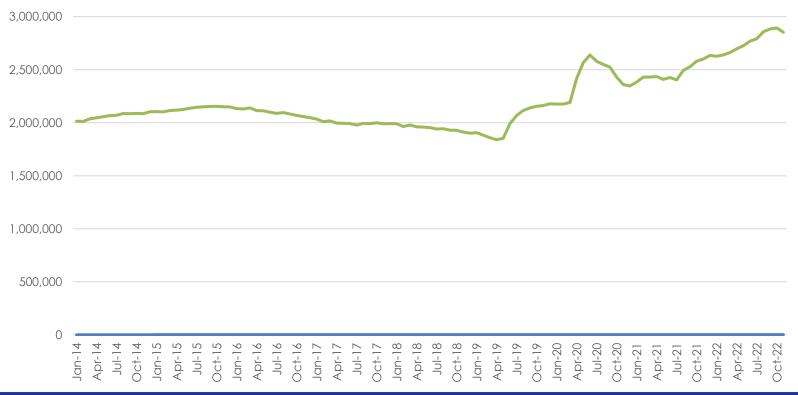
The Impact of Growing Caseloads



Pandemic's Impact on Caseload Growth

CalFresh Caseload Growth

- Between 01/2014 and 03/2019, CalFresh caseload <u>shrunk 8%</u> (compounded decrease of -0.14% monthly)
- Between 03/2019 and 03/2020, CalFresh caseload <u>grew 18%</u> (compounded growth of 1.25% monthly)
- Between 03/2020 and 11/2022, CalFresh caseload <u>grew 30%</u> (compounded growth of 1.50% monthly)

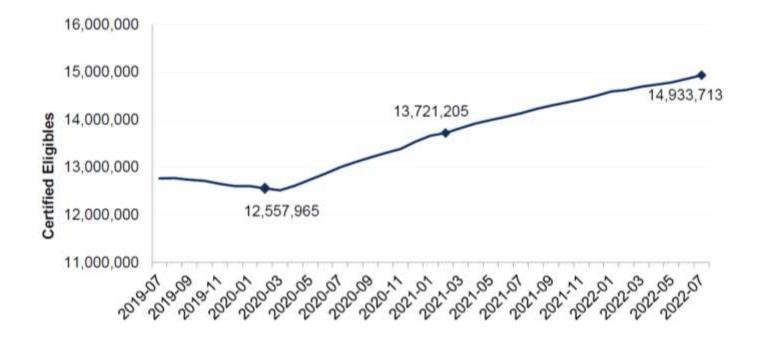


CalFresh Households - Monthly Participation (Statewide)

Pandemic's Impact on Caseload Growth

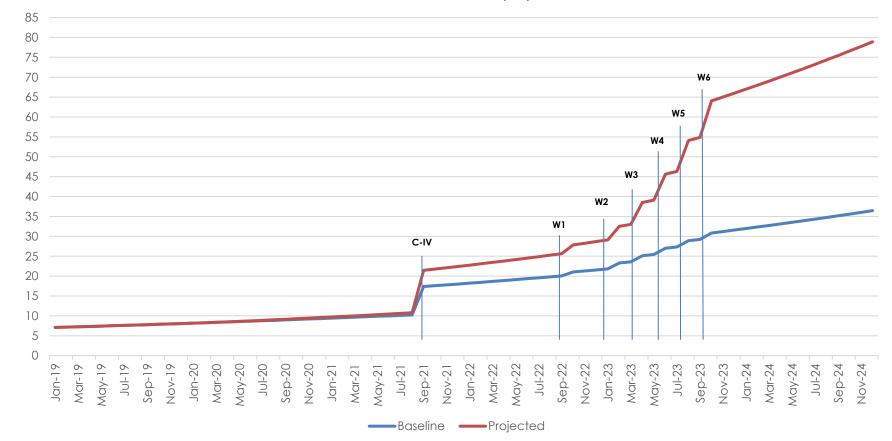
Medi-Cal Caseload Growth

- Between 07/2019 and 03/2020, Medi-Cal population <u>shrunk 2%</u> (compounded decrease of -0.25% monthly)
- Between 03/2020 and 07/2022, Medi-Cal population <u>grew 19.3%</u> (compounded growth of 0.65% monthly)



Caseload Growth's Impact on CalSAWS Database

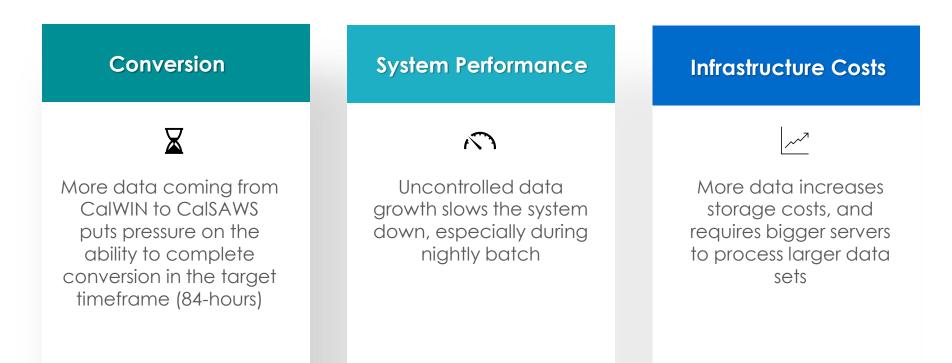
CalSAWS Database Size is Projected to be Two-Times the Initial Baseline



Data Growth (TB)

Impact of CalSAWS Database Growth

Multi-pronged impact of higher than anticipated data growth



Mitigation strategies are required and underway to reduce the impacts of higher than anticipated data growth.

CalWIN Waves 2, 3 & 4 Readiness Updates



Wave 2 Readiness Dashboard

As of January 6, 2023

Wave-2 Readiness: Executive Summary (as of 1/6/23) Readiness Areas and Categories: Contra Costa, Santa Clara, Tulare

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

Readiness Area*		Readiness Category	Comments			
	G	Deploy CalSAWS Releases 23.01	Testing: In Progress, 99% Complete			
	G	Contact Center Readiness	 IVR Contact Flows for W2 Counties: Approved Contact Center SCRs: Tulare CA-240158, Santa Clara CA-240159, Contra Costa CA-240155: Approved 			
	G	Imaging Readiness	 County Export of Legacy Images – ongoing Hyland receive and upload images to production - ongoing 			
Application	G	BenefitsCal Readiness	 Obtained CBO Conversion File – Mock Run 1 Complete Provided CBO extract to Counties BenefitsCal Webinars begin 1/17/23 with Wave 2 County Help Desks 			
	G	Central Print Readiness	 Configuration meetings complete (3 of 3); Validation meetings 2 of 3 complete Configuration load is in progress 			
С		User Acceptance Testing (UAT)	UAT for the CalWIN Migration concluded August 19, 2022			
Integration	С	County Interface Partner Test (IPT)Execution	 Contra Costa – 100% passed. 6 of 6 interfaces have passed. Santa Clara – 100% passed. 10 of 10 interfaces have passed. Tulare – 100% passed. 8 of 8 interfaces have passed. 			
	С	State Interface Partner Test (IPT) Execution	• 100% complete. 11 of 11 State Interfaces passed partner validations.			
Conversion	Y	Defects Resolution	 CDV completed for Wave 2 on 10/14/22 As of 1/20/23, there are 55 P2 and 51 P3/P4 Open Defects (Risk 280) 			
	G	EDBC Match – Auto Review Rates	Match Rate as a result of Wave 2 Mock Cutover is 69%, potential for improvement possible			
Technical	с	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 to Network Operations 			
	G	Performance Testing	Batch Performance Testing began 10/31/2022 and is 90% complete			

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 1/6/23)

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

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

Readiness Area*		Readiness Category	Comments
	С	FDEL 8 Master Training Plan	Monthly update complete and submitted
	С	ILT Training Curriculum Complete	Core curriculum complete. County-specific ILT curriculum walkthroughs occurred August - September. County-specific ILTs completed 9/30/22
Training	С	Wave 2 County Classroom Set-Up	Classrooms identified and confirmed for Wave 2 counties. Connectivity testing complete.
	G	WBT Training Delivery	 WBTs started 9/26/22 for Wave 2 Early Training & TTT participants WBTs started on 10/16/22 for all staff
	G	ILT Training Delivery	• Early Training and Train the Trainer complete. All staff training started 1/3/23.
	С	Change Discussion Guides (CDGs)	 Contra Costa, Santa Clara and Tulare have signed off on CDG Comments. Change Discussions complete.
	G	Communications	 CalSAWS Scoop #3 delivered on October 28, 2022 Infographics and Newsletter for January in progress.
Organization	С	Business Process Reengineering	 All To-Be Sessions Complete and all Closeout Sessions Complete All Work Products Signed-Off and Deliverables Approved
	С	Configuration	Configuration Kick Off and working sessions with Counties are complete. Santa Clara working sessions completed 9/16; Contra Costa working sessions completed 10/21; Tulare working sessions completed 11/17
	С	Process Simulation	Process Simulation Execution complete. Santa Clara complete (100%) 10/17-10/28; Contra Costa complete(100%) 11/28-12/9; Tulare Complete (100%) 12/12-12/22
	G	Implementation Planning	 CRFI 22-129 distributed on 12/22/22 and responses due on 01/13/23 County Profiles completed and meeting with Counties in January Go Live Packet updates are underway and will be distributed in February
	G	County Prep	 Received a "GO" for Wave 2 County Prep on 1/11/2023 – County Prep Cutover weekend of 1/13/2023 County Prep Kickoff completed 12/20/22, County Prep Phase begins 1/17/23; office hours in place
Implementation	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 Tier 1 Fulfiller and Delegated Admin Refresher Training conducted 12/20 Optional Tier 1 Fulfiller and Delegated Admin Q&A Session scheduled for 1/10
	Y	County Ad Hoc Reports	 W2 Counties Completed Education Sessions Reviewed 1,343 reports for refactoring. Contra Costa has identified 102 reports to be refactored, with 21 needed by go live. Santa Clara has identified 64 to be refactored for go live. Tulare does not have any reports to refactor. Gainwell is assisting Contra Costa and Santa Clara.

Wave 2 - County Readiness Summary (as of 1/6/23)

Readiness Area	Status*	Contra Costa	Status*	Santa Clara	Status*	Tulare
Application	G	Contact Center SCR: CA-240155 Approved	G	Contact Center SCR: CA-240159 Approved	G	Contact Center SCR: CA-240158 Approved
Integration	С	6 of 6 interfaces have passed IPT	С	10 of 10 interfaces have passed IPT	С	8 of 8 interfaces have passed
Conversion	G	Ongoing data cleansing	G	Ongoing data cleansing	G	Ongoing data cleansing
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	All staff training started 1/4/23.	G	All staff training started 1/3/23.	G	All staff training started 1/4/23.
Implementation	Y	Contra Costa has 21 reports to refactor by go live and is working with Gainwell. 0 are complete.	Y	Santa Clara has 64 reports to refactor and is working with Gainwell. 22 completed development, test remains.	G	Tulare does not have any reports identified to refactor
Organizational	G	Ongoing CNC and Communications; Process Sim and Config working sessions Complete	G	Ongoing CNC and Communications; Process Sim and Config working sessions Complete	G	Ongoing CNC and Communications; Process Sim and Config working sessions Complete
*Information included is as of January 06, 2023						
NS Not	Started	G On Schedule Y	<14 Days	R >=14 Days Wave	2 All Tasks	Due Next 30 Days by Readiness Category

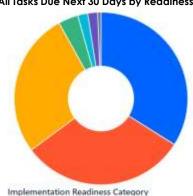
Late

Late

Wave 2 County Readiness Checklist Activities by Status (as of 1/6/2023)

Status	00 All Counties	01 Contra Costa	04 Santa Clara	05 Tulare	Wave 2 Counties	T:
COMPLETED	56	690	533	489	71	1839
NOT STARTED	0	217	102	90	86	495
IN PROGRESS	1	281	82	90	27	481
Total Unique Issues:	57	1188	717	669	184	2815

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)



fintal tomano: 162 Implementation Readmess 55 Application Reathness 50 Gomersion Readment 44 Sectorical Readiness Change Readment Training Readiness EmeritaCai

Wave 2 Cutover Window

As of January 25, 2023

Wave 2 Cutover Window Status

Overcoming the data volume challenge to meet the 84-hour target

Background

- 84-hour cutover target is set to **minimize system downtime** for counties (Thu 6pm Mon 6am)
- Wave 1 (Placer and Yolo) production cutover completed in 74 hours
- August 2022 projection showed Wave 2 cutover taking 200-250 hours
- Approach was revised to split case conversion into two parts (B and C) and limit EDBC history to three years
- Even with updated approach, Wave 2B data is approximately four times larger than wave 1
- Wave 2B mock conversion in December ran for 112 hours (28 hours above target)

Current Status

- 1. Technical teams have identified several performance tuning opportunities
- 2. Analysis is underway to identify activities that can run in parallel instead of serially
- 3. Additional hardware is being provisioned to allow processes to run faster
- 4. Initial estimates show wave 2B will run for 88.5 hours (4.5 hours over target)
- 5. High probability that production counties will be down for an additional 4-6 hours
- 6. High probability that **Wave 2 counties** will be down for an additional 8-10 hours

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Next Steps

- A. Jan 16 Jan 31: Re-evaluate what components of CalSAWS can support counties during downtime
- B. Jan 31: Complete development and testing of performance changes
- C. Feb 6: Share updated information with counties on timing and availability of CalSAWS components
- D. Feb Oct: Continue making performance improvements for waves 3 and beyond

Wave 2B Cutover Timings

Current Projections for Wave 2B Start and End Times

- Wave 2B cutover is projected to take an additional 4.5 hours
- Region Managers will be working with the counties to finalize the cutover window leveraging one of the options below:

Option #1:

- CalWIN (3 counties) goes down at 2PM Thursday, February 23rd
- CalSAWS (42 counties) goes down at 2PM Friday, February 24th
- CalSAWS (45 counties) up at 6:30AM Monday, February 27th

Option #2:

- CalWIN (3 counties) goes down at 4PM Thursday, February 23rd
- CalSAWS (42 counties) goes down at 4PM Friday, February 24th
- CalSAWS (45 counties) up at 8:30AM Monday, February 27th

Option #3:

- CalWIN (3 counties) goes down at 6PM Thursday, February 23rd
- CalSAWS (42 counties) goes down at 6PM Friday, February 24th
- CalSAWS (45 counties) up at 10:30AM Monday, February 27th

Wave 2 Cutover Weekend Calendar Go-Live Event Cutover: System Down Time Calendar*

DRAFT – Option 2

	Thursday February 23	Friday February 24	Saturday February 25	Sunday February 26	Monday February 27
CalWIN Counties (13)	e	NO changes to system do	Business as usual	es and Customers	
CCC, SCL, TUL County Customers		<mark>lot</mark> available beginning 02/23 a <u>ssh</u> until Monday 2/27 at 8:30 AN			at at
CCC, SCL, TUL Staff	CalWIN	I Remains available from 02/23 en 3 PM – 4 PM Not available beginning 2/23 a lot available beginning 2/23 at CalWIN is available for read	† 4 PM 4 PM	gister applications from MyBC	2/27 at 8:30 AM
CalSAWS Customers and CBOs		asers with the second s	Cal is available for anonym thout MFA enabled to subm n Friday 2/24 at 4:00 PM un	nit applications	BenefitsCal Not available Available Sunday 2/23 at 8:00 pm until Monday 2/24 to customers and CBOs (maintenance mode)
CalSAWS Production		Friday 2		ter and IVR <mark>not</mark> available beg 27 at 8:30AM. Imaging is view shed by TBD at TBD am.	
CalSAWS: LMS, PRT, Sandbox, Training		NO changes to system down	times for CalSAWS PRT and	LMS for CalSAWS County Staff	

*as of 01/18/2023

Riding the Wave



Wave 2 Cutover Weekend Calendar CalWIN: Systems Schedule

DRAFT – Option 2

Riding the Wave

System	Impacted Counties / Organizations	System Down Time	System Up Time	Notes
Code for America: GetCalFresh Apps	CCS, SCL, and TUL GetCalFresh applications	Thurs 2/23 at 3 pm	Mon 2/27 at 8:30 am	Code for America will hold apps and send to BenefitsCal on Mon 2/27
МуВСѠ	CCS, SCL + TUL Customers	Thurs 2/23 at 3 pm	N/A	Announcement posted on homepage about CalSAWS transition (posted 1/23)
МуВСѠ	CCS, SCL + TUL Workers	Thurs 2/23 at 4 pm	N/A	Announcement posted on homepage about CalSAWS transition (posted 1/23)
МуВСѠ	13 Counties	N/A	N/A	MyBCW remains "UP" for other CalWIN Counties
CalWIN	CCS, SCL + TUL	Thurs 2/23 at 4 pm	Fri 2/24 at 6 am Read Only	Read Only access is contingent on timely conversion processing
CalWIN	13 Counties	Thurs 2/23 at 8 pm	Fri 02/24 at 6 am	Normal system down/up times
Contact CalWIN	CCS, SCL + TUL	Thurs 2/23 at 4 pm	N/A	Customer receives a message that the system is down for maintenance until 2/27 at 6 am.
Access CalWIN	CCS, SCL + TUL	Thurs 2/23 at 4 pm	N/A	Customer receives message that system is down for maint. until 2/27 at 8:30 am
Contact CalWIN and Access CalWIN	13 Counties	N/A	N/A	Contact Center(s) remain "UP" for 13 Counties
Contra Costa Imaging Freeze	Contra Costa Workers	Day 2/## at # pm	Mon 2/27 at # am	CalSAWS Imaging will be up on Mon 2/27 at 8:30 am
Santa Clara Imaging Freeze	Santa Clara Workers	Day 2/## at # pm	Mon 2/27 at # am	CalSAWS Imaging will be up on Mon 2/27 at 8:30 am
Tulare Clara Imaging Freeze	Tulare Workers	Day 2/## at # pm	Mon 2/27 at # am	CalSAWS Imaging will be up on Mon 2/27 at 8:30 am



Wave 2 Cutover Weekend Calendar CalSAWS + BenefitsCal: Systems Schedule

DRAFT – Option 2

Riding the Wave

System	Impacted Counties / Organizations	System Down Time	System Up Time	Notes
CalSAWS Production	CalSAWS Prod Counties	Fri 2/24 at 4 pm	Mon 2/27 at 8:30 am	Down for 42 Counties; up for 45 Counties
CalSAWS: Ad Hoc/EDR	CalSAWS Prod Counties	Fri 2/24 at TBD pm	Mon 2/27 at 8:30 am	Down for 42 Counties; up for 45 Counties. Data will be refreshed by TBD at 6 am.
CalSAWS: IVR	CalSAWS Prod Counties	Fri 2/24 at 4 pm	Mon 2/27 at 8:30 am	Down for 42 Counties; up for 45 Counties
CalSAWS: Imaging	CalSAWS Prod Counties	N/A	N/A	Imaging remains "UP" [view/search documents only]
CalSAWS: PRT	CalSAWS Prod Counties	N/A	N/A	Policy, Review and Training (PRT) will be refreshed during business hours on Friday 10/28
CalSAWS: LMS	CalSAWS Prod Counties	N/A	N/A	LMS remains "UP"; requires ForgeRock
CalSAWS: Training	CalSAWS Prod Counties	N/A	N/A	Training remains "UP" (includes all Training environments)
CalSAWS: Sandbox	CalSAWS Prod Counties	N/A	N/A	Sandbox remains "UP"
CalSAWS: Contact Center	CalSAWS Prod Counties	Fri 2/24 at 4 pm	Mon 2/27 at 8:30 am	Down for 42 Counties; up for 45 Counties
CalSAWS: Contact Center	Contra Costa, Santa Clara + Tulare	N/A	Mon 2/27 at 8:30 am	Contact Center migration resumes normal County business hours on 2/27 (message rcv'd system is down for maint. until 2/27 at 8:30 am for IVR use – in progress)
BenefitsCal	CalSAWS Prod Counties	Sun 2/26 at 6:30 pm	Mon 2/27 at 8:30 am	Down for 42 Counties; up for 45 Counties
OCAT	Contra Costa, Santa Clara + Tulare	Thurs 2/23 at 6 pm	Mon 2/27 at 8:30 am	



Wave 3 Readiness Dashboard

As of January 6, 2023

Wave-3 Readiness: Executive Summary (as of 1/6/23) Readiness Areas and Categories (Orange, Santa Barbara, Ventura)

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

Readiness Area*		Readiness Category	Comments		
	NS	Deploy CalSAWS Releases 23.03	Targeted for 3/20/23.		
	G	Contact Center Readiness	 IVR Contact Flows Approved for Wave 3 Counties. SCRs tracking: Orange CA-240160, Santa Barbara CA-240161, Ventura CA-240162 		
Application	G	Imaging Readiness	County Export of Legacy Images In progress.		
	G	BenefitsCal Readiness	 Extract CBO User Information from MyBCW for Mock Run 1 complete CBO Extract on schedule for 1/10/23 		
	G	Central Print Readiness	Configuration Meetings Completed; Validation Meetings in progress.		
	С	User Acceptance Testing (UAT)	UAT for the CalWIN Migration concluded August 19, 2022		
Integration	G	County Interface Partner Test (IPT)Execution	 IPT began 1/4/23 - Target % Pass Rate: 0% Orange County – 0% passed. 0 of 7 interfaces have passed. Santa Barbara County – 0% passed. 0 of 8 interfaces have passed. Ventura County – 0% passed. 0 of 5 interfaces have passed. 		
	G	State Interface Partner Test (IPT) Execution	IPT began 1/4/2023 - Target % Pass Rate: 0%0 of 11 Interfaces have passed.		
	Y	Defects Resolution	As of 1/20/23, there are 55 P2 and 51 P3/P4 Open Defects (Risk 280)		
Conversion	G	EDBC Match – Auto Review Rates	Match Rate as a result of Wave 2 Mock Cutover is 69%; team is working o Wave 3 target date.		
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 2/6 - 4/6/23		

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 perio				

Wave-3 Readiness: Executive Summary (as of 1/6/23) Readiness Areas and Categories (Orange, Santa Barbara, Ventura)

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
	С	FDEL 8 Master Training Plan	Complete.
	С	ILT Training Curriculum Complete	Core curriculum complete. County-specific ILT curriculum walkthroughs occurred October - November. County-specific ILTs completed 12/09/22.
Training	G	Wave 3 County Classroom Set-Up	Classrooms identified and confirmed for Wave 3 counties. Connectivity testing in progress
	G	WBT Training Delivery	Early Training WBTs started 11/28/22. End User WBTs started 12/16.
	NS	ILT Training Delivery	Targeted to start 01/17/23 for ET/TTT and 02/27/23 for end-user training.
	С	Change Discussion Guides (CDGs)	Orange, Ventura & Santa Barbara CDG Sign off complete.
	G	Communications	Infographics for December (NOAs in CalSAWS and Caseloads) complete
	С	Business Process Reengineering	 All To-Be Sessions Complete and all Closeout Sessions Complete All Work Products Signed-Off and Deliverables Approved
Organization	G	Configuration	 Configuration Kickoffs complete Orange County Configuration sessions completed (1/4/23 – 1/13/23), Ventura Configuration scheduled (1/18/23 – 1/27/23) and Santa Barbara (2/1/23 – 2/10/23)
	G	Process Simulation	 County Participant identification Confirmation in Progress Process Simulation Execution scheduled for Wave 3 Counties (Orange 2/13/23 – 2/24/23, Ventura 2/27/23 – 3/10/23, and Santa Barbara 2/27/23 – 3/10/23)
	G	Implementation	Checklist Review and Readiness Packet Development Ongoing
	NS	County Prep	 Updates to County Prep Packet and information will be updated post Wave 2 County Prep completion; targeted in March, 2023 County Prep for Wave 3 Counties will begin at T-6 weeks
	G	Pre and Post Implementation Support	• Implementation team is drafting County Profiles (Discuss with W3 Counties in February 2023)
Implementation	G	Help Desk	 Wave 3 Helpdesk Kickoff conducted 9/27 Delegated Admin Training conducted 10/26 County Tier 1 Fulfiller Training – Completed weeks of 12/5 and 12/12
	Y	County Ad Hoc Reports	 Orange has identified 261 reports that need to be refactored. Of those, 117 are high priority and needed by go-live, 44 are medium and 99 are low. Gainwell is assisting. Santa Barbara has identified 43 reports that need to be refactored. Of those, 15 are high priority and are needed within 30 days post go-live, 7 are medium, 17 are low and 4 are in priority review. Santa Barbara has requested support from Gainwell. Ventura continues to review to identify reports that need to be refactored. So far, 21 reports have been identified to be refactored, and 0 are needed by go-live.

Wave 3 - County Readiness Summary (as of 1/6/23)

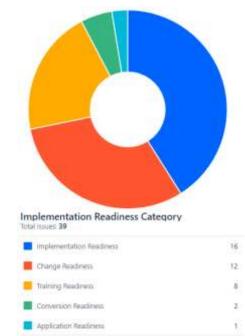
Readiness Area	Status*	Orange	Status*	Santa Barbara	Status*	Ventura
Application	G	Contact Center SCR: CA-240160	G	Contact Center SCR: CA-240161	G	Contact Center SCR: CA-240162
Integration	G	IPT began 1/4/2023	G	IPT began 104/2023	G	IPT began 1/4/2023
Conversion	G	Mock Cutover scheduled for January 2023	G	Mock Cutover scheduled for January 2023	G	Mock Cutover scheduled for January 2023
Technical	G	Networking readiness 93.2% complete	G	Networking readiness 92.7% complete		Networking readiness 92.2% complete
Training	G	Wave 3 Early Training & TTT Started (WBT) 11/28/22		Wave 3 Early Training & TTT Started (WBT) 11/28/22	G	Wave 3 Early Training & TTT Started (WBT) 11/28/22
Implementation	Y	117 Ad Hoc reports to refactor	Y	15 Ad Hoc reports to refactor.	Y	21 Ad Hoc reports to refactor so far, county is still reviewing.
Organizational	G	T-3 Survey on-schedule.	G	T-3 Survey on-schedule.	G	T-3 Survey on-schedule.
NS	Not St	arted G On Schedule	Y	<14 Days Late R Late		*Information included is as of January 6, 2023

Wave 3 All Tasks Due Next 30 Days by Readiness Category

Wave 3 County Readiness Checklist Activities by Status (as of 1/6/2023)

Status	00 All Counties	06 Orange	07 Santa Barbara	08 Ventura	Wave 3 Counties	T:
COMPLETED	11	428	403	393	34	1269
NOT STARTED	2	144	153	144	152	595
IN PROGRESS	0	98	72	84	15	269
Total Unique Issues:	13	670	628	621	201	2133

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)



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County Readiness – Wave

Wave 4 Readiness Dashboard

As of January 6, 2023

Wave-4 Readiness: Executive Summary (as of 1/6/23) Readiness Areas and Categories: San Diego, San Mateo, Santa Cruz, Solano

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

Readiness Area*		Readiness Category	Comments				
	NS	Deploy CalSAWS Releases 23.05	Start date for 23.05 release system test is 3/27/23 with target completion of 5/19/23.				
	G	Contact Center Readiness	 IVR Contact Flows Approved for Wave 4 Counties. Contact Center SCRs tracking: CA-240166 – San Diego, CA-240167 – San Mateo, CA-240164 – Santa Cruz, CA-240165 - Solano 				
Application	R	Imaging Readiness	Export of Legacy Images: For San Diego the project is monitoring Risk 264 . County is working with legacy imaging vendor on export process.				
	NS	BenefitsCal Readiness	Target start for Extract CBO Users from MyBCW for Mock Run 1 is 3/1/23				
	G	Central Print Readiness	Configuration and Validation Meetings in progress for Wave 4 Counties				
	С	User Acceptance Testing (UAT)	UAT for the CalWIN Migration concluded August 19, 2022				
Interrution	NS	County Interface Partner Test (IPT)Execution	Target begin date is 3/14/23 for County IPT				
Integration	NS	State Interface Partner Test (IPT) Execution	Target begin date is 3/14/23 for State IPT (through 5/5/23)				
Conversion	G	Defects Resolution	As of 1/20/23, there are 55 P2 and 51 P3/P4 Open Defects (Risk 280). Given Wave 4 has more time this is Green for W4 but monitoring W2/W3.				
	G	EDBC Match – Auto Review Rates	Estimated Match Rate based on Wave 2 Mock Cutover is 69%				
Technical	G	County Network Connectivity	 Circuit Enhancement orders for Solano and Santa Cruz on hold pending CRFI approval Ongoing delivery of circuits to County sites. Ongoing County Router install changes New EDR requirements being collated. 				
	NS	Performance Testing					

Not Started On Schedule <14 Days Late

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

Wave-4 Readiness: Executive Summary

Readiness Areas and Categories

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

Readiness Area*		Readiness Category	Comments				
	С	FDEL 8 Master Training Plan	FDEL 8 is approved, and County Specific Training Plans are completed.				
Training	G	ILT Training Curriculum Complete	County-Specific updates to ILT training materials in progress – curriculum walkthroughs are in progress				
	NS	Wave 4 County Classroom Set-Up					
	NS	WBT Training Delivery	Wave 4 Early Training and Train the Trainer WBTs begin on 1/16/23; end user WBT begins 2/6/23				
	NS	ILT Training Delivery	Wave 4 End User Training begins 5/1/23 (San Diego) and 5/8/23 for San Mateo, Santa Cruz, Solano				
	G	Change Discussion Guides (CDGs)	Wave 4 Group 1 (San Mateo and Solano to complete approval by 01/19/23. Wave 4 Group 2 (San Diego and Santa Cruz) in progress.				
	G	Communications	Infographics for December distributed.				
Organization	С	Business Process Reengineering	 All To-Be Sessions Complete and all Closeout Sessions Complete All Work Products Signed-Off and Deliverables Approved 				
	NS	Configuration	Configuration Guide is documented; next step is to distribute to Wave 4 Counties. Kick off meeting will be 3/06/23.				
	NS	Process Simulation	Process Simulation Kick Off meetings will begin starting 3/7/23, followed by prep sessions and then execution.				
	G	Implementation	Checklist Review and Readiness Packet Development Ongoing				
	NS	County Prep	 Project will begin updating County Preparation materials in March 2023 W4 Kick Off meeting: 4/25/2023 for County Prep execution on 4/22/23 – 6/29/23 				
	NS	Pre and Post Implementation Support	Pre and Post Implementation Support begins in February 2023				
Implementation	G	Help Desk	County Site Plan Working Sessions CompletedDelegated Admin Training conducted 1/5				
	Y	County Ad Hoc Reports	 San Diego has identified 201 reports that need to be refactored and have not begun prioritizing. San Diego has reached out to Gainwell and Accenture for support San Mateo has identified 152 reports that need to be refactored and have not begun prioritizing. San Mateo has reached out to Gainwell for assistance. Santa Cruz continues to review and identify reports that need to be refactored. So far, they have identified 85 reports that are needed and have not begun prioritizing. Solano has identified 90-100 reports that need to be refactored and have not begun prioritizing. Solano has reached out to Gainwell for support. 				

Wave 4 – County Readiness Summary

Readiness Arec	Status*	San Diego	Status*	San Mateo	Status*	Santa Cruz	Status*	Solano
Application	R	Imaging migration in progress (Risk 264)	G	Imaging migration in progress.	G	Imaging migration in progress.	G	Imaging migration in progress.
Integration	NS		NS		NS		NS	
Conversion	G	Data Cleansing activities ongoing	G	Data Cleansing activities ongoing	G	Data Cleansing activities ongoing	G	Data Cleansing activities ongoing
Technical	G	Networking Readiness at 49.1%	G	Networking Readiness at 49.1%	G	Networking Readiness at 45.5%	G	Networking Readiness at 49.1%
Training	G	County-Specific Training Plans completed.	G	County-Specific Training Plans completed.	G	County-Specific Training Plans completed.	G	County-Specific Training Plans completed.
Organizational	G	CDG signoff targeted by 1/19/23	G	CDG Signoff complete.	G	CDG signoff targeted by 1/19/23	G	CDG Signoff complete.
Implementatior	Y	Checklist review and Readiness ongoing; Refactor reports ongoing	Y	Checklist review and Readiness ongoing; Refactor reports ongoing	Y	Checklist review and Readiness ongoing; Refactor reports ongoing		Checklist review and Readiness ongoing; Refactor reports ongoing
							ormation inc	cluded is as of January 06, 2023
NS	Not Started	G On Schedule	Y	<14 Days Late		4 Days ate		

Wave 4 All Tasks Due Next 30 Days by Readiness Category





Wave 4 County Readiness Checklist Activities by Status (as of 1/6/2023)

Status	00 All Counties	09 San Diego	10 San Mateo	11 Santa Cruz	12 Solano	Wave 4 Counties	T:
IN PROGRESS	3	94	96	96	105	8	402
NOT STARTED	1	204	222	245	223	146	1041
COMPLETED	27	254	268	255	273	8	1085
Total Unique Issues:	31	552	586	596	601	162	2528

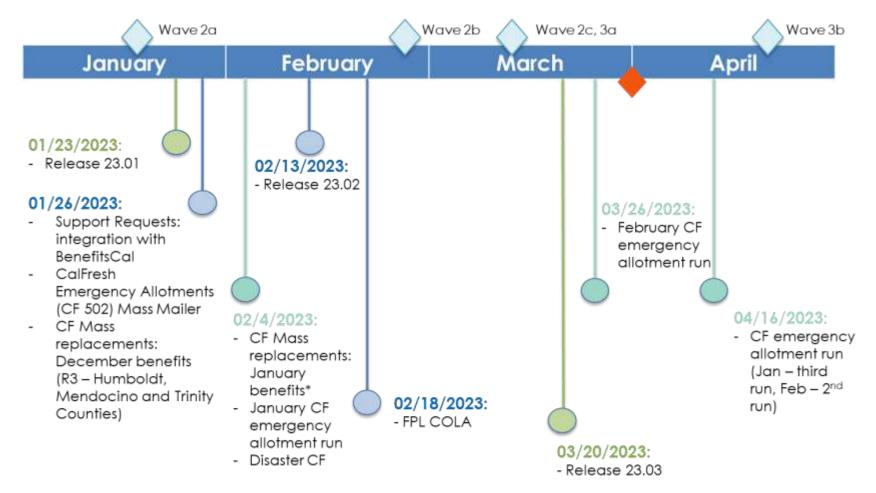
Note: All County Tasks includes tasks that all 18 CalWIN Counties are responsible for completing (e.g., UAT related tasks). Wave 4 Counties tasks include tasks that apply to San Diego, San Mateo, Santa Cruz, Solano (e.g., selective conversion tasks)

Policy Update

- CalSAWS Release Update
- Continuous Coverage Unwinding
- Ending of CalFresh Emergency Allotments
- Disaster CalFresh
- BenefitsCal



CalSAWS Policy Update CalSAWS Release Update



* Pending State and Federal approvals. Mass replacements and Disaster CF are due to recent earthquakes, flooding and associated power outages for impacted counties.

All counties begin renewal activities for the first Medi-Cal Continuous Coverage Unwinding renewals on 4/2023 for cases with renewal Due Month 6/2023.

CalSAWS Policy Update CalSAWS Release Update

- Disaster CalFresh
 - Impacted counties (as of 1/24/2023): Calaveras, Merced, Monterey, Sacramento, San Luis Obispo, Santa Barbara, Santa Cruz, and San Joaquin Counties
 - CDSS targeting D-SNAP plan submission to FNS on January 25, 2023. An ACWDL will be issued to the impacted counties when the plan is approved
 - CDSS is hosting a County D-CalFresh training webinar on January 26, 2023 at 11:00 am
 - CalWIN, CalSAWS, and Benefitscal teams have system changes logged to turn on D-CalFresh on February, 5, 2023 assuming FNS approval is received by February 1, 2023

CalSAWS Policy Update CalSAWS Release Update

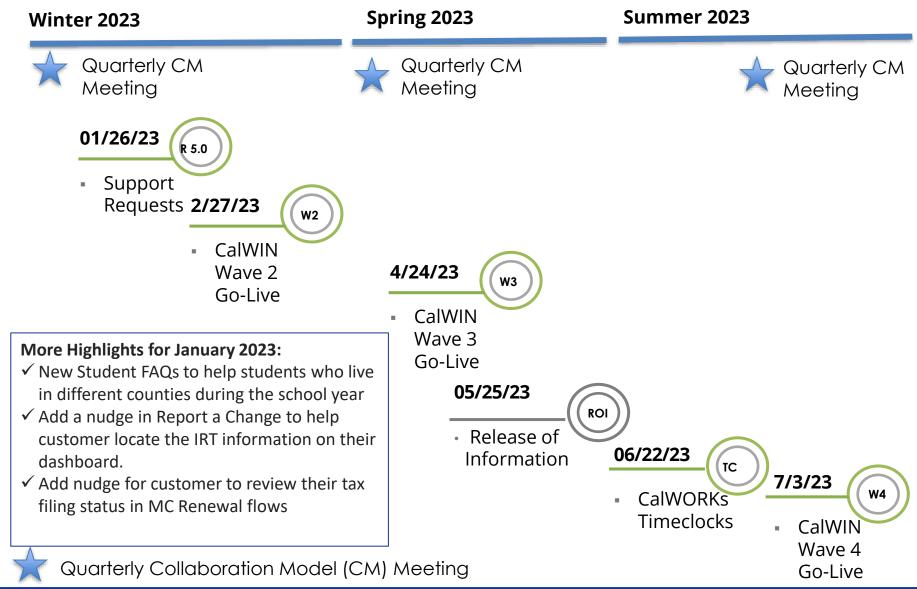
Draft Disaster CalFresh timeline

February

2023

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2	3	4 CF Emergency Allotment Batch Run – CalSAWS; Mass Replacements – CalSAWS
5 Post Business Hours: Turn on Disaster CF – CalWIN, CalSAWS, FIS, BenefitsCal	6 Day 1	7 Day 2	8 Day 3	9 Day 4	10 Day 5	11 CF Emergency Allotment Batch Run - CalWIN
12 Release 23.02 – CalSAWS CalWIN – Feb MR 2023 CalHEERS – 23.2	13 Holiday	14 Day 6	15 Day 7	16	17	18 FPL COLA – CalWIN, CalSAWS
19 FPL COLA – CalWIN, CalSAWS	20 Holiday	21	22	23 CalWIN – Wave 2 Cutover activities	24 CalSAWS – Wave 2 Cutover	25 CalSAWS – Wave 2 Cutover
26 CalSAWS – Wave 2 Cutover	27	28				

BenefitsCal Upcoming Release Calendar



DHCS Medi-Cal Continuous Coverage Unwinding

January 2023

SHCS

Consolidated Appropriations Act of 2023

- On December 29, 2022, President Biden signed into law the Consolidated Appropriations Act of 2023 which delinked the continuous coverage requirement from the public health emergency and established a March 31, 2023, end date to the continuous coverage requirement.
- When continuous coverage requirements end, states will need to conduct a full redetermination for all beneficiaries who would have otherwise been subject to redetermination
- As a result of the Consolidated Appropriations Act of 2023, CMS released updated guidance in a Centers for Medicaid and CHIP Services (CMCS) Informational Bulletin on January 5, 2023, that maintains the applicability of the unwinding rules from previous CMS guidance

DHCS Medi-Cal COVID-19 PHE and Continuous Coverage Operational Unwinding Plan

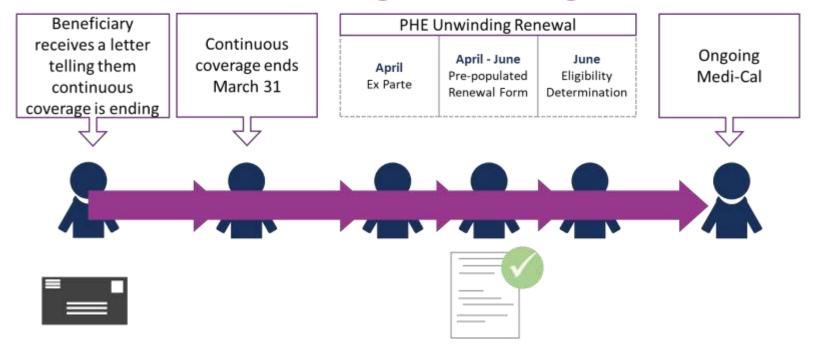
- The <u>Medi-Cal COVID-19 PHE and Continuous Coverage Unwinding Plan</u> was originally released in May 2022 and last updated January 13, 2023 to incorporate policy changes as a result of the federal Consolidated Appropriations Act of 2023 and corresponding guidance released from CMS.
- The plan includes two main components:
 - Part 1: Unwinding Medi-Cal Program Flexibilities
 - Details PHE-related non-eligibility flexibilities obtained during the PHE that DHCS has already made permanent, seeks to make permanent, or will expire at the end of the PHE.
 - Part 2: Resumption of Normal Medi-Cal Redetermination Operations
 - Overviews the DHCS guiding principles and implementation approach for redeterminations, retention strategies, federal eligibility flexibilities, outreach, county/system readiness, and data reporting.

Resuming Normal Business Operations

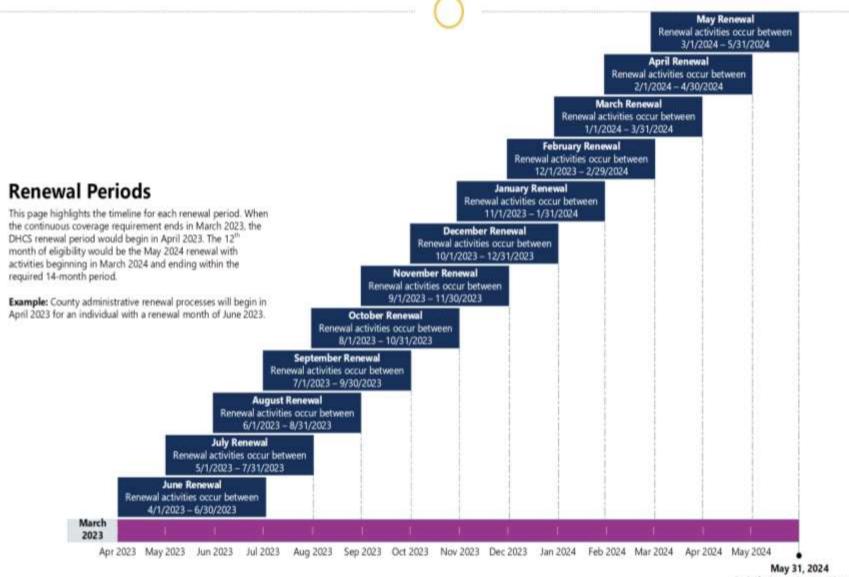
- When the continuous coverage requirement ends, counties will process annual renewals on the beneficiaries next normally scheduled annual renewal date.
- Counties will begin renewal activities on April 1, 2023, for beneficiaries with a June 2023 renewal date.
 - The first Medi-Cal discontinuances will occur July 1, 2023.
 - A detailed sequencing of annual renewal processing during the Continuous Coverage Unwinding is included in the <u>Medi-Cal</u> <u>COVID-19 PHE and Continuous Coverage Operational</u> <u>Unwinding Plan</u>.

Resuming Normal Business Operations

Beneficiary Journey Continuous Coverage Unwinding Period Renewal



ELIGIBILITY SEQUENCING MAP



End of 14 month renewal period

Page 1

Continuous Coverage for Young Adults

- As enacted by Senate Bill 184 (Chapter 47, Statutes of 2022), California will implement state- funded full scope Medi-Cal to individuals age 26 through 49, regardless of immigration status if otherwise eligible beginning on January 1, 2024.
- Once Medi-Cal redeterminations begin at the end of the COVID-19 PHE, this population will most likely be determined ineligible for state-funded full scope Medi-Cal due to their age.
- To maintain continuity of coverage for these individuals who would have aged out during the PHE until the 26 through 49 expansion takes effect on January 1, 2024, DHCS will continue existing state-funded full scope Medi-Cal coverage for this population, and have issued policy guidance instructing counties to deprioritize the post-PHE renewal towards the end of the PHE unwinding period.

Federal Flexibilities

- **Timeliness concurrence** from CMS to allow "one time" of Medi-Cal case vs. touching it "three times" (once each calendar month for overdue/missed renewal since 2020). Relieves administrative burden on both State and county operations.
- **1902(e)(14)(A) waivers** approved by CMS on 5/4/2022, effective 5/1/2022 through the end of the PHE Unwinding Period:
 - **Ex parte renewals for zero-income individuals** verified within the last 12-months. Helps homeless individuals with this circumstance and gives them renewed eligibility for another 12-months.
 - Asset Verification Program (AVP) flexibilities for both Non-MAGI application and renewals. Allows states to confer eligibility for applications and renewals based on a state-determined reasonable timeframe after waiting for the AVP results (which can take over 30 days).
 - The acceptance of updated contact information provided by Medi-Cal managed care plans without additional confirmation from the beneficiary to remove administrative barriers for both MCPs and counties. This allows for more timely updates of critical contact info as states proceed to send out renewal packets once PHE ends.

Federal Flexibilities

- Additional 1902(e)(14)(A) waivers approved by CMS on 10/18/2022, with an effective date of 10/18/2022 through the end of the PHE Unwinding Period :
 - Partnering with the National Change of Address (NCOA) Database and United States Postal Service (USPS) In-State Forwarding Address to Update Beneficiary Contact Information
 - Partnering with Program of All-Inclusive Care for the Elderly (PACE) Organizations to Update Beneficiary Contact Information
- The State Fair Hearings 1902(e)(14)(A) waiver flexibilities for hearing timeframes (extension from 90 to 120 days) are still outstanding with CMS for consideration as of November 7, 2022.
- Adjusting reasonable compatibility to 20% to allow for higher auto ex parte rates. During the PHE, the auto ex parte rates have decreased significantly across the nation due to stale data from the beneficiary's case record, when compared against the more updated federal databases (i.e. IRS). (ACWDL 22-17, June 17, 2022)
- Use of *Reasonable Explanation* for application and renewal verification. This is another administrative verification tool that relieves the administrative burden on beneficiaries to provide documentation of case discrepancy (income), and allow for a more seamless renewal or application intake. (ACWDL 22-22, August 8, 2022)

DHCS Guidance to Counties

- DHCS issued a series of <u>All County Welfare Directors Letters (ACWDLs) and</u> <u>Medi-Cal Eligibility Information Division Letters (MEDILs) to provide counties</u> <u>with specific</u> instructions in 2020, 2021, and 2022 in preparation for the PHE termination, and also for managing the eligibility activities once the PHE Unwinding period begins.
- Several significant ACWDLs and MEDILs are listed below :
 - ACWDL 21-16 (September 14, 2021): Case Processing Actions Allowed during the COVID- 19 PHE
 - ACWDL 22-18 (June 24, 2022): Case Processing Actions after the Conclusion of the COVID-19 PHE
 - ACWDL 22-20 (July 11, 2022): Senate Bill 260 Streamlines Transitioning to Covered California
 - **MEDIL 23-03 (January 13, 2023):** Updates to the County Readiness Toolkit for the Preparation of novel Coronavirus (COVID-19) Public Health Emergency (PHE) End of Continuous Coverage Requirement

DHCS Outreach Efforts

- **DHCS Coverage Ambassadors** (in English and Spanish)
 - Currently, we have 1600+ DHCS Coverage Ambassadors signed up to help DHCS spread the word on the COVID-19 PHE Unwinding Efforts
 - DHCS developed <u>FAQs</u> for our Coverage Ambassadors to assist with outreach efforts
 - DHCS conducted English and Spanish webinars for our Coverage Ambassadors in June 2022. The webinar recordings can be accessed <u>here</u>.
- DHCS COVID-19 PHE Outreach Toolkits
 - <u>COVID-19 PHE Toolkit Phase 1</u> with DHCS approved graphics and messaging to be used by our Coverage Ambassadors.
 - Phase 2 Toolkit Will be released February 1, 2023

DHCS Outreach Efforts

- DHCS Outreach Communications Vendor for Media Campaigns (for both COVID-19 PHE and other Eligibility Expansions and Postpartum Extension)
 - DHCS has awarded a direct contract with a media vendor for the DHCS outreach campaigns. The vendor will be responsible for implementing a statewide education and outreach communications campaign targeted to California's 14.8 million Medi-Cal beneficiaries during COVID-19 PHE, throughout the continuous coverage unwinding period, and for all the eligibility expansions (i.e. Asset Elimination, 26-49 Medi-Cal Expansion, Postpartum Extension).
 - One of the goals of DHCS' COVID-19 PHE unwinding outreach campaign is to maintain eligibility for Medi-Cal beneficiaries by providing outreach materials that inform beneficiaries about the steps necessary to maintain coverage after the COVID-19 public health emergency ends.

Data Reporting

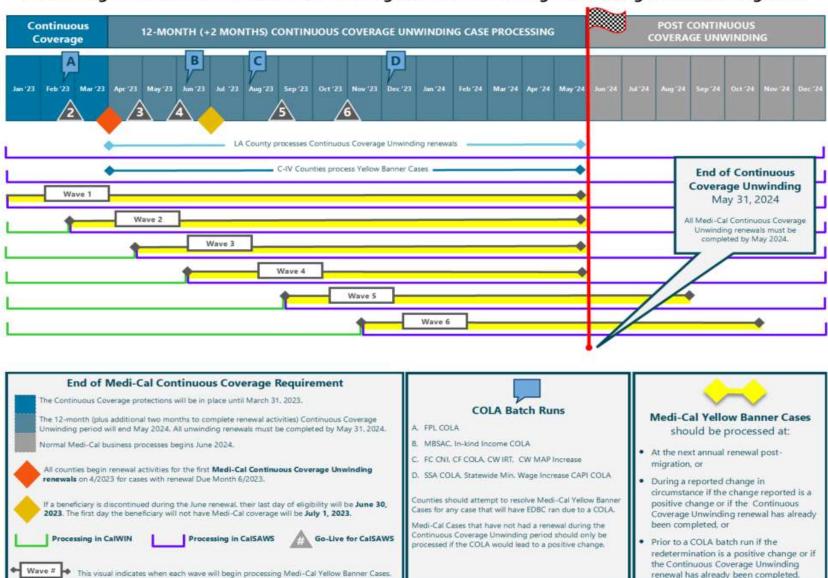
- DHCS COVID-19 PHE Unwinding Eligibility Dashboard: To be posted monthly by statewide and county-level data with the following data:
 - Total Medi-Cal Enrollment
 - Applications
 - Redeterminations
 - Discontinuances

Processing Yellow Banner (EDBC Mismatch) Cases during the Continuous Coverage Unwinding Period

- » Counties will have to take manual action to redetermine eligibility in CalSAWS for cases with an EDBC mismatch
- Given the complexity during the Continuous Coverage Unwinding Period, counties are instructed to process EDBC mismatches 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 Continuous Coverage unwinding renewal has already been completed, or
 - » Prior to a COLA batch run if the redetermination is a positive change or if the unwinding renewal has already been completed.
- » Due to the timing of CalSAWS migration, some EDBC mismatches will be processed outside of the Continuous Coverage Unwinding Period

Processing Yellow Banner (EDBC Mismatch) Cases during the Continuous Coverage Unwinding Period

- » Refer to the "EDBC Mismatch Timelines" document for more detailed information, including timelines for processing cases during the Continuous Coverage Unwinding Period with consideration of CalSAWS Migration activities.
- » The timeline document includes:
 - » Los Angeles
 - » Former C-IV Counties
 - » 6 CalWIN Migration Waves



Addressing Medi-Cal Yellow Banner Cases During Continuous Coverage Unwinding Period and Migration

Rev 1/13/2023 3:40 pm





CalFresh Communications Plan: End of Emergency Allotments

January 26, 2023

CalFresh and Nutrition Branch California Department of Social Services

Emergency Allotments Overview

- In response to COVID-19 and its effects on the economy, all CalFresh households will receive a minimum emergency allotment of \$95 per month. This revised minimum emergency allotment applies regardless of household size.
- Emergency allotments are approved by FNS on a monthby-month basis.
- The <u>2023 Consolidated Appropriations Act</u> signed into law on December 29, 2022, ended federal authority to issue Emergency Allotments effective February 28, 2023.

Issuance of Emergency Allotments

Benefit Month	First Issuance	Second Issuance	Third Issuance
October 2022	November 20 (CalWIN) November 27 (CalSAWS)		January 8 (CalSAWS) January 14 (CalWIN)
November 2022		, , , ,	February 5 (CalSAWS) February 12 (CalWIN)
December 2022	January 8 (CalSAWS) January 14 (CalWIN)	February 5 (CalSAWS) February 12 (CalWIN)	March 26
January 2023	February 5 (CalSAWS) February 12 (CalWIN)	March 26	April 16*
February 2023 (LAST MONTH) The date is Darring ar	March 26 y other emergency item	April 16* ns	May 7* (CalSAWS) May 20* (CalWIN)

Emergency Allotments

Communication:

- ACWDL, formal, and informal messaging
- Counties must employ mass change informing practices; i.e., text messaging, robocalling, social media, client facing websites, IVR, etc. (see <u>ACWDL dated April 2,</u> <u>2020</u>)
- CDSS will be mailing mass notices, text messages (for households that opt in)/robocalling, and provide outreach materials, e.g., flyer, FAQs, social media posts

IMPORTANT! CalFresh Emergency Allotments are Ending!

What are CalFresh Emergency Allotments?

Fresh

CalFresh Emergency Allotments are temporary increases to regular CalFresh benefit amounts. During the COVID-19 pandemic, Congress authorized Emergency Allotments to help meet food needs. This means that since March 2020, households received an increase of at least \$95 in CalFresh benefits per month.

What is the change?

CalFresh Emergency Allotments will end the month of February 2023, A final Emergency Allotment will be issued in March 2023.

Why the change?

CaFresh Emergency Allotments are ending because the Consolidated Appropriations Act of 2023 ends the issuance of CalFresh Emergency Allotments to households in response to the COVID-19 pandemic.

What happens next?

You will get less CalFresh beginning April 2023. While the regular CalFresh benefit you are eligible for is not changing, you will no longer get the additional CalFresh benefit you have been getting due to the Emergency Alotments ending. The regular CalFresh benefit you get is the CalFresh amount put onto your EBT card between the 1° and 10° of each month. Your regular benefit amount is tased on your

> usehold size, income, and deductions. As this is a aring rights related to the loss of Emergency ion is required.

IMPORTANT!

Getting #CalFresh? Emergency Allotments are ending. The amount of CalFresh you get will go down starting February 2023. Visit CalFreshFood.org for more information ces available? ocal food bank. Visit scan the QR code, or dial



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CDSS Landing Page

Communication:

- Flyer
- FAQ
- Social Media Posts

CDSS CalFresh COVID-19 webpage: <u>https://cdss.ca.gov/calfreshcovid19</u>



MPORTANT! CALFRESH EMERGENCY ALLOTMENTS ARE COMING TO AN END FEBRUARY 2023

Federal authority provided temporary flexibilities for CalFresh in response to the COVID-19 pandemic. This webpage gives information about the end of the CalFresh Emergency Allotments. Emergency Allotments have been provided to all eligible CalFresh households on a monthly basis since March 2020. CalFresh Emergency Allotments are ending because the Consolidated Appropriations Act of 2023 ends the issuance of CalFresh Emergency Allotments to households in response to the COVID-19 pandemic.

End of COVID Flexibilities Client Resources

End of CalFresh Emergency Allotments Flyer

(English) (Spanish) (Vietnamese)(Cantonese) (Armenian)

End of CalFresh Emergency Allotment Frequently Asked Questions

(English) (Spanish) (Vietnamese)(Cantonese) (Armenian)

End of CalFresh Emergency Allotment Social Media

(English) (Spanish) (Vietnamese)(Cantonese) (Armenian) (Arabic) (Korean) (Tagalog) (Russian) (Farsi)

Contact Us

If you have any questions regarding the information on this page, contact your local county office by calling 1-877-847-3683 (FOOD) or visit CalFreshFood.org to find an office near you.

Emergency Allotments: Mass Messaging

- Notice to All CalFresh Recipients End of CalFresh Emergency Allotments (CF 502) Mass Mailer
 - Available in English and Spanish
 - Includes CDSS call center phone number; counties may reach out to their CDSS TA Manager if there are any questions regarding the call center
- Mailing will begin the week of:
 - January 17th CalWIN counties
 - January 26th CalSAWS counties

	IMPORTANT - PLEASE READ
ho	e temporary CalFresh Emergency Allotments which provided a minimum of \$95 for CalFresh useholds are ending. CalFresh Emergency Allotments were authorized under the Families First minavirus Response Act of 2020.
	e last month CalFresh Emergency Allotments will be insued is March 2023. No further tion is required.
an	riginning in April 2023, your CalFreah benefits will return to the regular amount. Your regular nount is the amount put onto your EBT card between the 1st and 10th of each month. Your regular metits are based on your circumstances, including your household size, income, and deductions.
н	ELPFUL INFORMATION
	If you have questions regarding this letter
	- You may call 1-888-445-1955 for more information, or
	 Find a local county social services office near you at www.calFreshFood.org
	If your circumstances have changed and you think you may be eligible for more benefits, contact your county office.
	This is a mass change that affects all Califresh households in Californix due to Federal regulations and is not considered a reduction to the approved regular Califresh benefit amount. A state hearing judge camood order payment of Emergency Abottemets after they have stopped.
•	This notice is not an adverse notice of action. No action is required.
C7	502 (1/22) Hage 1 of



Emergency Allotments: Mass Messaging

Voice Message:

"This is a pre-recorded message from the California Department of Social Services. CalFresh Emergency Allotments are ending February 2023. This means households will no longer receive extra CalFresh because of the pandemic. All households will continue to get their regular CalFresh benefit amount, which is the amount deposited onto their EBT cards within the first ten days of the month, as long as they remain eligible for the program. CalFresh benefit amount is based on household size and circumstances. To update information or circumstances, contact the local county social services office by calling 1-877-847-3663 or using our office locator map at <u>CalFreshFood.org</u>. The ending of CalFresh Emergency Allotments is not considered a reduction to regular CalFresh benefits. A state hearing judge cannot order payment of Emergency Allotments after they have stopped. No further action is required. Thank you for listening to this message. Goodbye."

Text/SMS:

"This is the CA Dept. of Social Services: CalFresh Emergency Allotments end February 2023. No action is required. Visit <u>http://www.CalFreshFood.org</u> to learn more."



Emergency Allotments: Timeline Overview

• January 2023

- CDSS outreach materials website to go live 1/9
- Communications and outreach materials disseminated to CDSS Outreach Network 1/10
- Text and voice messaging campaign to commence 1/17
- Mass mailer dissemination 1/17 for CalWIN counties and 1/26 for CalSAWS counties
- CDSS Call Center support beginning 1/17
- CalFreshFood.org to go live 1/17
- February 2023
 - Text and voice messaging campaign to end 2/6
- March 2023
 - February EA allotments issuance 3/26
- April 2023
 - Second clean-up issuance 4/15
 - CDSS Call Center support ending 4/30
- May 2023
 - Final clean-up issuance 5/7 for CalSAWS counties and 5/20 for CalWIN Note: CDSS may change these dates as needed.

THANK YOU!

Contact: Kat.Yang@dss.ca.gov



BenefitsCal Update

- BenefitsCal Video
- Metrics/Adoption
- Ongoing CBO Engagement
- Upcoming Training Sessions
- Observations from Production
- Training Environment Update



BenefitsCal Update

JPA Membership Video

BenefitsCal by the Numbers How Does Adoption Look through 2022...

1,498	Additional		Changes Reported235,519buseholds reported a change with no need to call or go into a county office.		
3,713	CBOs are now equipped to assist customers on BenefitsCal.	43,076	Average of customers per day used their account to link a case, manage their benefits, view their EBT balance, or view messages.	396,302	households completed a renewal to pursue maintaining benefits.
247,409	households completed one application for multiple programs.	68%	households apply for or manage their benefits from a mobile device.	271,754	households completed a periodic report and avoided a gap in benefits coverage.
44,275	Non-English households completed an application translated in their native language (with 19 languages available).	0	slowdowns in sending customer applications or documents to workers.	92%	Customers, on average, login into their account without any issues (e.g., forgetting a password).

BenefitsCal by the Numbers Adoption of BenefitsCal Continues to Increase...

The BenefitsCal user-friendly application has contributed to...

22%

average monthly increase of submitted applications

40%

increase in the completion rate of application

...this means more households are taking the first step to get the assistance they need.

...this means more households are taking the first step to get the assistance they need. We've also seen an increase in customer adoption of BenefitsCal renewals, periodic reports and change reports. This contributed to...

265%

average monthly increase of submitted renewals

22%

average monthly increase of submitted periodic reports

7 minutes

average time it takes to submit a Change Report

...this means less churn and households are more likely to continue to receive their benefits without interruption.

BenefitsCal by the Numbers

Cumulative Metrics

Publication of Periodic Metrics Highlighting Overall Adoption...Coming in February 2023

• Application Submissions

- RE/RD/PR Submissions
- Change Report Submissions
- Customer Accounts Created
- CBO Accounts Created
- Documents Uploaded
- Application Submissions by Language Preference
- Application Submissions by Source (CBO and Customer)

• Average Daily Login (CBO and Customer)

Quarterly Usage

- Login Success Rate (CBO and Customer)
- % of Documents Submitted via BenefitsCal
- Usage by Device Type
- % of Applications Submitted via BenefitsCal
- % of RE/RD/PR Submitted via BenefitsCal
- # of NOAs viewed
- # of Messages Sent and Reviewed

BenefitsCal Technical Service Desk Background

- Assist Counties with Public or CBO BenefitsCal Incidents
 - Counties continue to receive the initial call and attempt to resolve
 - For those that cannot be resolved by the Counties and are not benefits related:
 - Provide a number for a warm transfer to the BenefitsCal Technical Service Desk
 - Track incidents in ServiceNow
 - Resolve technical BenefitsCal incidents
 - Notify Level 3 support if needed
 - Additional contact methods include:
 - + Email
 - + Voicemail



BenefitsCal Technical Service Desk Implementation Status

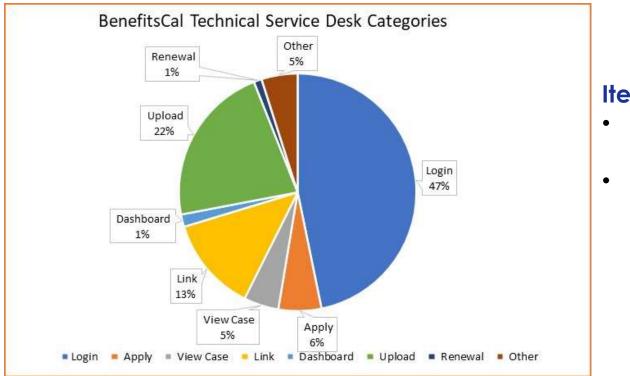
- Order of Engagement
 - CalWIN Wave 1 October 31, 2023
 - Los Angeles December 19, 2023
 - CalWIN Waves Remaining CalWIN counties to be added by Wave
 - Former C-IV Counties
 - Kickoff Meetings in January and February 2023 by Region
 - + Go live date to be determined after kickoff meetings



BenefitsCal Technical Service Desk Results Since Los Angeles County Go Live



BenefitsCal Technical Service Desk Results Since Los Angeles County Go Live



Items to Note:

- Sample Size is Small
- Preliminary Areas to Watch:
 - Login
 - Document upload
 - Linking case

 Providing resolution Information to Los Angeles County on questions they could resolve - will be expanded to all counties via Frequently Asked Questions document

BenefitsCal – What Are We Seeing/Hearing? Customers Have Highlighted Five Common Experiences

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OBSERVATION

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Case links successfully, **unable to** view case information.



Customer is not able to **link a case** successfully.



Customer is not able to **upload document**, household member not available for selection.



Customer created account on 12/19, experiencing **BenefitsCal access** issues.



Customer **not able to initiate renewal online** although has received a renewal packet.

FINDINGS & HOW IT'S BEING ADDRESED

Customer likely has a **confidential case**. Guidance distributed for worker action.

Customer is providing **incorrect case link information**. Review patterns to introduce more meaningful message and/or expand logic to match cases.

Customer needs a review and update of household status. Guidance provided for case worker action.

Customer requires **a password reset** to **regain access** as part of account recovery on 12/19. > **95%** of logins are otherwise successful.

Once accounts are linked, renewal task appears in 24-48 hours.

BenefitsCal Ongoing CBO Engagement Approximately 20% of CBOs Have Attended Awareness Webinars with More to Come

2021/ 2022 CBO Trainings C-IV, LA and CalWIN Counties

450+ participated from CBO Community



Training Activities...Getting to 45 Counties

Training activities will cover BenefitsCal key features demo and Q&A session for County and Helpdesk staff, Community Based Organizations and Delegated Admins

Sessions	Target Audience	Date	Agenda
CBO Delegated Admin (DA) Training	New DAs	12/21/2022	DA training including CBO functionality. Note: This training was offered by Consortium tech help desk.
Tier 1 Support Session Option #1	CSC, Helpdesk (Contra Costa + 42 Prod. Counties)	01/17/2023	Demo: Create Account, Apply for Benefits, Renewals Review: CBO Referral, Support Request
Tier 1 Support Session Option #2	CSC, Helpdesk (Tulare+ 42 Prod. Counties)	01/19/2023	Demo: Create Account, Apply for Benefits, Renewals Review: CBO Referral, Support Request
Tier 1 Support Session Option #3	CSC, Helpdesk (Santa Clara + All 42 Counties)	01/24/2023	Demo: Create Account, Apply for Benefits, Renewals Review: CBO Referral, Support Request
Training for Community Based Organizations	New CBO Users	01/26/2023	CBO Account Access, Dashboard, Apply for Benefits, Help Center, Referral Code,

BenefitsCal Pre-Go Live Communication Plan

Communication	Audience	Distribution Date
Email 1 MyBenefits CalWIN transition to a new website BenefitsCal with a call out that current benefits will not be affected.	Active customers in MyBCW	01/24/2023
Email 2 MyBenefits CalWIN transition to a new website BenefitsCal with a call out that current benefits will not be affected.	Active customers in MyBCW	02/07/2023
Email 3 Email nudge to act on the unsubmitted applications in MyBenefits CalWIN.	Active customers who have filled in an app but not submitted an app with a look back period of 6 months	02/14/2023
SMS 1 (iOS and Android) MyBenefits CalWIN will not be available in your county.	Active customers in MyBCW	02/08/2023
SMS 2 (iOS and Android) MyBenefits CalWIN will not be available in your county.	Active customers in MyBCW	02/15/2023

- Email will be sent in English. Marketing site will be updated in 20 threshold languages.
- SMS will be sent in English and Spanish only.

BenefitsCal Training Environment

Training environment aims to establish a place where CBOs and Counties can have the ability to get familiar with BenefitsCal (and associated end to end) production functionality

Support Model for the Training Environment

CBO Users

- Access environment with an access code, shared via a new email group of active CBO Managers
- Pre-approved CBO accounts created for ease of access and shared via email group
- Includes production features for CBO functionality (excluding chat)
- Data refresh follows existing training refresh schedule (i.e., quarterly)
- Report technical issues through AskCalSAWS channel
- ✓ Pre-release updates will be shared through bimonthly trainings, QRGs or Youtube
 - Spring 2023

User Access

Features/

Support

Target

Data

County Users

- Access environment with an access code. and shared through Training Committee
- Users follow self-served account creation steps to create test accounts
- Includes production feature set (excluding chat)
- Data refresh follows existing training refresh schedule (i.e., quarterly)
- Report technical issues through existing BenefitsCal and CalSAWS support channels
- Pre-release updates will be shared through bimonthly trainings, QRGs or Youtube
- ✓ Spring 2023

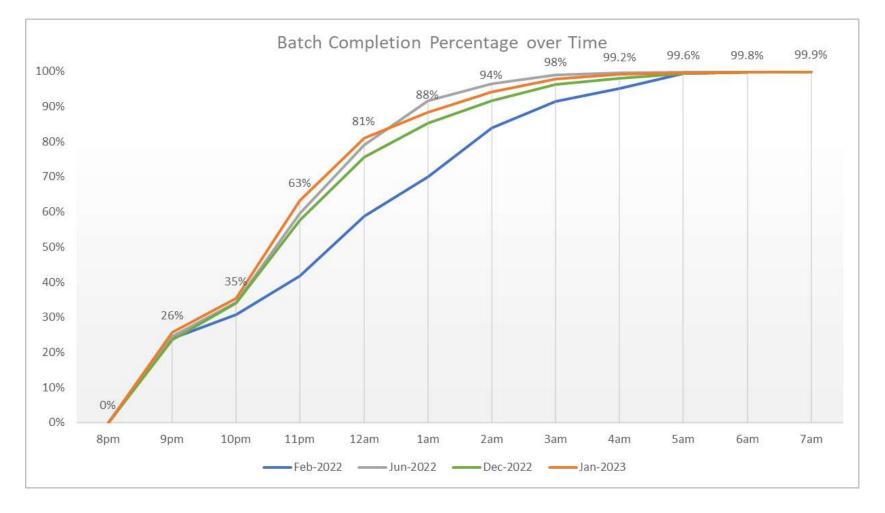
CalSAWS/BenefitsCal Technical Team Update

- CalSAWS Batch Performance
- BOTS Implementation Timeline
- Contact Center Update eCCP Rollout Timeline
- ForgeRock/BenefitsCal Account Recovery



CalSAWS Batch and Reporting Road Map Current Production Metrics

Core/Core-off Prime jobs 99.8% complete by 6am



CalSAWS Batch Road Map

The CalSAWS Batch process is performance tested prior to each of the conversion waves to validate SLAs will continue to be met

- Batch performance is most effectively tested by targeting the critical schedules that run throughout the month because they have a higher volume of records to process or test out a key aspect of the system (i.e. EDBC, issuance, form generation)
- The critical monthly schedules that will be tested are:
 - First Business day Batch
 - 10-Day Batch
 - Main Payroll
 - End of Month Batch
 - High Volume Forms Processing

Note: each schedule includes the standard daily jobs

CalSAWS Batch Road Map Batch Regression/Performance Testing Dates – 2022/2023

Effort	Planned Start Date	Planned End Date
Batch Regression Set up/smoke test	1/1/2022	3/16/2022
Batch Regression Execution - 58 County Data Set	3/21/2022	5/30/2022
Batch Performance - Wave 1 (43 Counties)	6/1/2022	9/9/2022
Batch Performance - Wave 2 (45 Counties)	10/15/2022	1/13/2023
Batch Performance – Server upgrade testing	1/16/2023	1/27/2023
Batch Performance - Wave 3-6 (58 Counties)	1/30/2023	8/31/2023
Additional Batch Performance Cycles	As needed	

CalSAWS Batch Road Map Performance forecasting

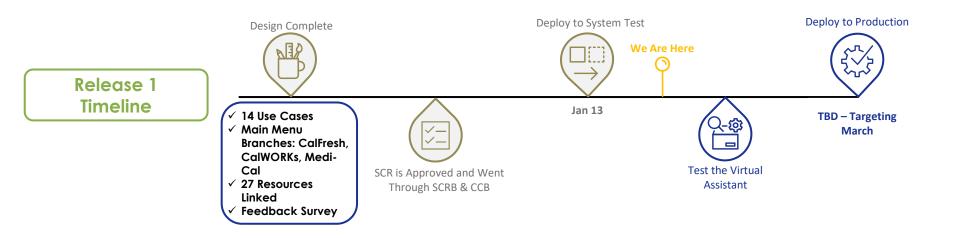
Cycle	Avg Start Time	Avg End Time	Avg Run Time
Wave 2 45-County Batch	8:00 PM	5:40 AM*	9.66 hours
Cycle	Projected Start Time	Projected End Time	Projected Run Time
58-County Batch	8:00 PM	6:00 AM**	10 hours

- Processes Targeted for Performance Tuning
 - Targeted Table Partitioning (deployed 1/8/2023)
 - Production runs after implementation of table partioning have shown
 expected improvements in overall performance
 - Environment Server and Storage Upgrade validation occurring prior to 58 county performance testing

* 45-county average end time based on performance testing results for the subset of high impact batch runs **Projections of future performance are estimates and may vary

CalSAWS Virtual Assistant

The Virtual Assistant will allow CalSAWS workers to access a series of pre-defined questions (use cases) for different CalSAWS programs. These use cases are designed to provide workers information on CalSAWS functionalities and instructions on how to perform certain job functions.



After Release 1, we will have regular releases through May 2023. We will monitor the VA's performance closely, adjusting as needed while we add more content.

Contact Center Timeline/Activities Overview

Activity	Wave 1	Wave 2	Wave 3	Wave 4	Wave 5	Wave 6
CC Kick –Off	Complete					
Discovery/Call Flow Design	Complete			In Progress		
Call Flow is Approved by County	Complete			In Progress 2 of 3 Complete	Not Started	
Contact Center Design	Complete		In Progress			
SCR Approved by County	Complete		In Progress	Not Started		
Model Office Prep	Complete	In Progress	Not Started			
Model Office	Complete		Not Started			

County activities are discussed and tracked in detail in the Contact Center meetings with the individual counties. They are also tracked and updated weekly on the county workplans. Current timeframes for activities can be found in workplan.

Additional Readiness Activities

Contact Center WBT Training	Contact Center Training is in CalSAWS LMS. All Contact Center Training is web-based. This is completed when general CalSAWS Training is scheduled.	
Provide Agent/Staff List	This listing is requested to pre-load staff into AWS Connect.	
Assign Contact Center CalSAWS Security	There are additional Contact Center security groups in CalSAWS to enable access for agents: CCP Agent, Call Log View, Call Log Edit. This is completed when general CalSAWS security is assigned to staff during County Prep Phase.	
Workforce Management (WFM)/Quality Management (QM) Configurations	This includes production configurations such as creating routing profiles, creating/setting agent schedules and creating evaluation templates/forms. This is completed during Model Office period.	

CalSAWS Contact Center Model Office Overview What is Model Office?



Hands-on Experience for agents and supervisors to get a real-world experience operating the CalSAWS Contact Center enhanced Call Control Panel (eCCP) and navigating the customer call flow.



Familiarization: An ability to familiarize and get comfortable using the solution prior to Go-Live



Call Flow Validation: An opportunity to navigate what has been designed for your county to ensure functionality is working as expected



Enhanced Pre-Go Live Support: daily, dedicated time to
 answer all questions on the solution

"Production Like" Environments:

CalSAWS Training Environment: <u>https://training.calsaws.net/</u>Courtesy callback

County Specific: eCCP Training (Model Office) Environment and IVR phone number

20 log-ins for agent and 5 log-ins for supervisor (simultaneous log-ins eCCP). Agents validating call flows do not require log-ins.

CalSAWS Contact Center Model Office Overview Update Model Office Dates for Waves 3-6

Wave	Current Model Office	Revised Model Office
Wave 3 (Orange, Ventura, Santa Barbara)	4/10/2023 – 4/21/2023 (10 days)	4/3/2023 – 4/21/2023 (15 days)
Wave 4 (Solano, San Diego, Santa Cruz, San Mateo)	6/9/2023 – 6/23/2023 (11 days)	6/5/2023 – 6/23/2023 (15 days)
Wave 5 (Fresno, Sonoma, Alameda)	8/11/2023 – 8/25/2023 (11 days)	8/7/2023 – 8/25/2023 (15 days)
Wave 6 (Sacramento, San Francisco, San Luis Obispo)	10/6/2023 – 10/20/2023 (11 days)	10/2/2023 – 10/20/2023 (15 days)

CalSAWS Contact Center Model Office Overview

Training Resources

- Contact Center Training Available in LMS as part of general training and early training for designated staff.
 - Web Based Training (WBTs), Infographs and 1-pagers
 - Training Videos (also available on CalSAWS Web Portal)
 - <u>Training Videos</u> CalSAWS Web Portal>Resources>Resources by Functional Area>CalSAWS Contact Center>Training Videos

Audience	Course Name	Electronic Signatures Casaws
All Staff/Non-Contact Center	Electronic Signatures County Staff*	CatSAWS atover you to associate a customer's signature to a specific document or documents by using the available Biochora: Signature Methods:
Contact Center Agents – Staff Taking Calls	Enhanced Call Control Panel (eCCP) Agents Electronic Signatures Contact Center Agents* CalSAWS Amazon Connect Overview*	
Contact Center Supervisors	Enhanced Call Control Panel (eCCP) Agents Enhanced Call Control Panel (eCCP) Supervisors Calabrio QM Training for Supervisors Electronic Signatures Contact Center Agents* CalSAWS Amazon Connect Overview*	And a clignation targe Bocconnell di o time Mediagnation fane Mediagnation M
Contact Center WFM/Administrators - Gatekeepers	Calabrio WFM Training: Volume 1 - Schedule Configuration Calabrio WFM Training: Volume II - Schedule Management E-Gain Creating Reports Routing Profiles Set-Up Contact Center Admin Page	there are some leatures that are common to all types of signatures.

*Note: Based on county decision and/or business process this course may not be required.

CalSAWS Contact Center eCCP

ECCP rollout to prior CIV counties

Features	Custom CCP	Enhanced CCP
Call Handling	\checkmark	\checkmark
3-way Calling	\checkmark	\checkmark
6-way Calling		\checkmark
Fat Client Deployed to Desktop	\checkmark	
Web-based Application		
Web Chat Integration		\checkmark
Real-time Queue Metrics	\checkmark	\checkmark
Message of the Day	\checkmark	\checkmark
Authenticated / Unauthenticated Banner	\checkmark	\checkmark
CalSAWS / Call Log Screen Pop	\checkmark	
Telephonic Signature		
Admin Page		
Historical Metrics		
Contact History		
Supervisor Reporting Page		

The eCCP delivers greater **operational efficiencies** a **stronger contact center agent experience** over the existing Custom CCP through:

- Same agent experience in the office and while working at home
- Management can update messaging and Roll-On/Off staff using the Admin Page

CalSAWS Contact Center eCCP ECCP rollout to prior CIV counties

Deployment Phase*	Counties in Phase	Date
CalWIN Wave 2	3	2/27/23
CalWIN Wave 3	3	4/24/23
C-IV Phase 1	2	5/11/23
CalWIN Wave 4	4	7/3/23
C-IV Phase 2	3	7/20/23
CalWIN Wave 5	3	9/4/23
C-IV Phase 3	3	9/21/23
CalWIN Wave 6	3	10/30/23
LA County	1	11/23
C-IV Phase 4	4	12/14/23

*The contact center team will work with each individual county to identify which phase they will slot into.

BenefitsCal Account Recovery ForgeRock Public Facing Customer Repository

- Dec. 19 evening during a planned maintenance activity the public facing customer repository was deleted.
 - A restore was performed utilizing the latest backup. After restoration .2% accounts were unable to be recovered from the total impacted population. Unrecoverable accounts were new accounts created in the time gap from backup and restoring.
- Dec 21 utilizing BenefitsCal logging the .2% accounts are recreated and set to force a password reset.
- As of Jan 13, 25% of the recreated accounts completed password reset.

BenefitsCal Account Recovery User Impact

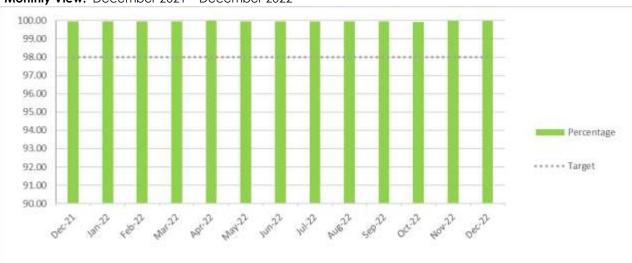
- Prompted to reset the password
 - Help Videos (https://benefitscal.com/Help/HCVID)



 If an issue is encountered follow the documented path to report an issue.

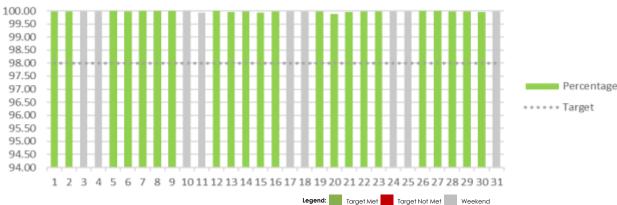
BenefitsCal Performance Metrics

SLA #1:Daily Online transactions – inquiry screens (bounded)*Target:98% with an average response time < 2 seconds</th>Actual:Exceeded daily online transaction (bounded) response time at no less than 99.5%since December 2021. Measured daily and reported on Monthly



Monthly View: December 2021 – December 2022

Daily View: December 2022



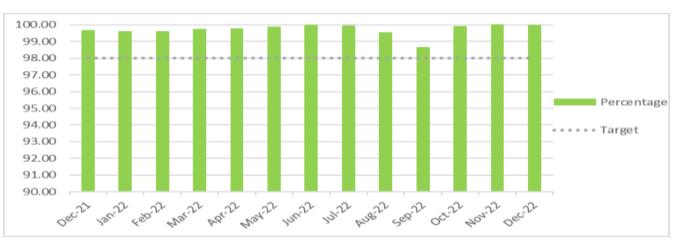
SLAs and Performance

BenefitsCal Performance Metrics

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

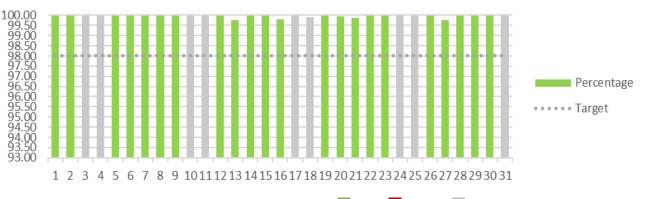
Actual: Exceeded daily online transaction (unbounded) response time at no less than 99.58% since December 2021. Measured daily and reported on Monthly

Monthly View: December 2021 - December 2022



Daily View: Dec 2022





Legend: Target Met

Target Not Met Weekend

SLAs and Performance

BenefitsCal Performance Metrics

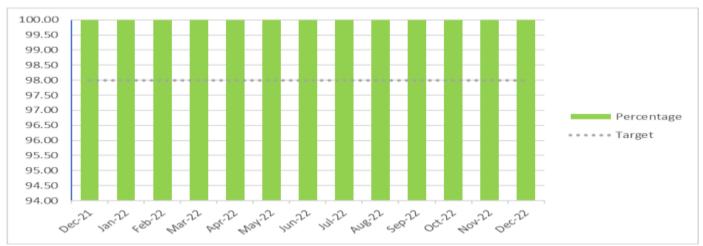
SLA #3: Daily BenefitsCal Hosted API transactions

Target:98% with an average response time <2 seconds</th>

Actual: Exceeded daily API transaction response time at no less than 99.99% since

December 2021. Measured daily and reported on Monthly





Daily View: December 2022



Target Not Met Weekend

IDEA



IDEA Update JPA Membership Video

CalSAWS Procurement Update



CalSAWS M&O Procurement Key Procurement Tasks

	M&O Procurement Event	Date
1	Release RFP	July 6, 2022
2	Bidder Question and Answer Period	July 7 – October 25, 2022
3	Business Proposal Part 1 Due Date	January 4, 2023
4	Business Proposal Part 2 and Price Proposal Due Date	January 18, 2023
5	Evaluate Administrative Compliance and Firm Qualifications	January 5 – February 1
6	Evaluate Business Proposals	February 1 – May 3, 2023
7	Conduct M&E Oral Presentations and Key Staff Interviews	April 11 – 14, 2023
8	Conduct Infrastructure Oral Presentations and Key Staff Interviews	April 20 – 27, 2023
9	Evaluate Price Proposals	April 17 – June 2, 2023
10	Conduct M&E Confidential Discussions	June 6 – 7, 2023
11	Conduct Infrastructure Confidential Discussions	June 20 – 22, 2023
12	Issue BAFO Instructions	June 29, 2023
13	Best and Final Offer (BAFO) Due Date	July 24, 2023
14	Evaluate BAFOs	July 25 – August 11, 2023
15	Evaluate Consolidated Price Proposals	August 16 – September 1, 2023
16	Conduct Final Evaluation Teams Meeting	September 12, 2023
17	Prepare, Review and Approve Vendor Selection Report	September 13 – October 20, 2023
18	Issue Notice of Intent to Award	October 23, 2023
19	Prepare for and Conduct Contract Negotiations	October 25 – December 1, 2023
20	State, Federal and JPA Contract Approvals	December 4, 2023 – April 26, 2024
21	Contingency Period	April 2 – April 22, 2024
22	Contract Start Date	May 1, 2024

Adjourn the Joint Meeting of the CalSAWS Member Representatives and JPA Board of Directors

