# CalSAWS | JPA Board of Directors Meeting



# Agenda

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

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

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

# **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 March 17, 2023, or until Governor Newsom's March 4, 2020 Proclamation of a State of Emergency is terminated, whichever occurs first, 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**

- 6. Approval of Consent Items
  - a. Approval of the Minutes and review of the Action Items from the January 26, 2023, joint meeting of the JPA Member Representatives and JPA Board of Directors.
  - b. Approval of Gainwell Change Request No. 7, which includes requests to incorporate Premise Items CalFresh Notice of Denial or Pending Status, Removal of Homeless Assistance \$100 Asset Limit (SB1065), CalWORKs Time Clock, and CalWORKs NOA at Redetermination. This Change Request also adds several county purchases.
  - c. Approval of 2019 DHCS Privacy and Security (PSA) Extension Amendment.

# Informational Items

# **Special Presentation**

### CalSAWS May 2022 Table Talk



### What are Table Talks?

Table Talks are safe spaces for all to come together and share professional and personal experiences, providing a platform for genuine connections to be formed.



### What are the Ground Rules?

- No judgment zone
- Respectful listening & sharing (one mic at a time)
- Share at your comfort level (feel free to leverage the chat)
- Welcome diverse perspectives
- Use "I" statements (avoid projecting opinions on others)



### What are the Benefits?

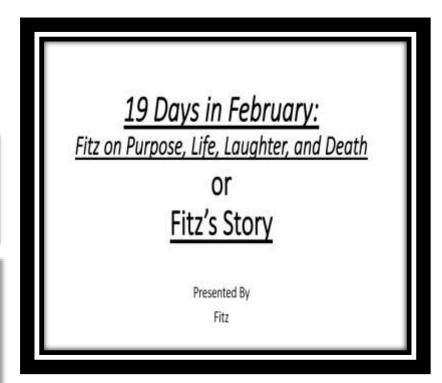
- Recognizing what we have in common
- Creating networking opportunities
- Developing deep connections
- Building trust at work



### What are examples of previous Table Talks topics?

- "How Raising a Boy in America Impacts me at Work & Beyond"
- "Cross Cultural Communication in the Workplace"
- "Open Discussion on Violence against the AAPI Community"
- "Acknowledging Disabilities in the Workplace and Beyond"
- "How My Life Has Changed Since 2020 and Beyond"
- "Sharing Perspectives from the LGBTQIA+ Community"

# Greg Fitzgerald sharing his experience with kidney disease



# The Story of the Starfish: Making a Difference

Adapted from The Star Thrower by Loren Eiseley



One day a man was walking along the beach, when he noticed a boy hurriedly picking up and gently throwing things into the ocean.

Approaching the boy, he asked, "Young man, what are you doing?"

The boy replied, "Throwing starfish back into the ocean. The surf is up, and the tide is going out. If I don't throw them back, they'll die."

The man laughed to himself and said, "Don't you realize there are miles and miles of beach and hundreds of starfish? You can't make any difference!"

After listening politely, the boy bent down, picked up another starfish, and threw it into the surf. Then, smiling at the man, he said,

"I made a difference to that one."

Please consider donating to the National Kidney Foundation (www.kidney.org) or becoming a living or after-life organ donor.

You never know whose life you might save!!



- Overview of CalSAWS IAPDU
- Quarterly Fiscal Report Review
- AWS Procurement/Cost Savings Strategy Discussion

### Overview of CalSAWS IAPDU

- The CalSAWS Implementation Advance Planning Document Update (IAPDU) was submitted to the State for review on 1/31/23.
- The As-Needed process (vs. Annual) was utilized to address critical needs in Current Year and Budget Year.
- The changes result in an increase of approximately 6% for the budget term, much of which is needed in Budget Year.
- State review 2/1/23 3/2/23; federal review 3/3/23 5/2/23.

### **CHANGES**

- Data Growth AWS, Technical Enhancements
- Customer Service Center Agent Counts, Software Licensing, AWS
- BenefitsCal Technical Help Desk, Environments Support, AWS, Re-Procurement
- Application Maintenance & Policy Client Correspondence, Scope Shifts, WDTIP M&O
- Post Implementation Support
- Security Updates

- Technical Enhancements Major Software Updates
- Lobby Management Kiosks/FACT tablet Support
- Central Print Updates
- Annual Hardware/Software Updates
- State Requests State Personnel, IV&V, CDSS & DHCS Report Support
- Administrative Adjustments

### **AWS Procurement**

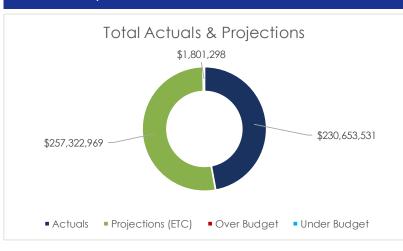
 The Consortium is exploring alternative purchasing approaches to improve service and reduce costs for AWS.

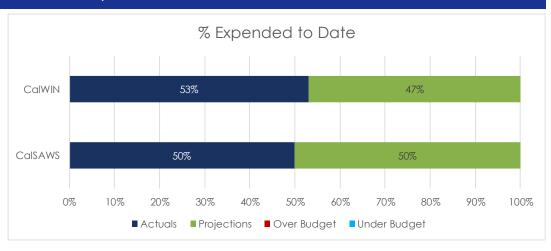
### Report Review

**Based on Vendor Invoices & County Claims** Projections (Estimates to Complete) CalSAWS DD&I/M&O **Estimated Costs for Future Months** Estimate at Completion (EAC) **Actual Costs Plus Estimated** Premise Total Allocation/Budget Amount Allocated by Line Item for the Approved **Budget** Balance CalWIN M&O Difference Between EAC and Budget Negative balance is over budget Positive balance is under budget % Expended to Date (Actuals) JPA Admin Percent of Actuals to Date Divided by the Budget % EAC to Budget Percent of EAC Divided by the Budget

Actuals to Date

### Cal**SAWS** | SFY 2022/23 FINANCIAL DASHBOARD - February 10, 2023





Category	Actuals to Date <sup>1</sup>	Projections (ETC)	EAC	Total Allocation (Budget)	Balance + Under / (-Over)	% Expended to Date	% EAC to Budget	Notes
CalSAWS	\$167,769,495	\$168,635,752	\$336,405,247	\$336,405,247	\$0	49.9%	100.0%	
DD&I App. Dev.	\$226,703	\$1,817,732	\$2,044,435	\$2,044,435	\$0	11.1%	100.0%	Re-allocations pending approval
DD&I Non-App. Dev.	\$39,176,870	\$34,899,537	\$74,076,407	\$74,076,407	\$0	52.9%	100.0%	
DD&I Training	\$7,917,802	\$8,717,082	\$16,634,884	\$16,634,884	\$0	47.6%	100.0%	
CalSAWS M&O	\$115,763,415	\$118,823,084	\$234,586,499	\$234,586,499	\$0	49.3%	100.0%	
M&O Procurement	\$818,810	\$765,034	\$1,583,844	\$1,583,844	\$0	51.7%	100.0%	
OCAT M&O	\$1,256,881	\$855,571	\$2,112,452	\$2,112,452	\$0	59.5%	100.0%	
CalHEERS Interface	\$2,544,993	\$2,418,363	\$4,963,356	\$4,963,356	\$0	51.3%	100.0%	
Covered CA CSC	\$64,021	\$339,349	\$403,370	\$403,370	\$0	15.9%	100.0%	
CalSAWS Premise	\$8,939,819	\$41,030,564	\$49,970,383	\$51,771,681	\$1,801,298	17.3%	96.5%	
CalSAWS Premise	\$8,939,819	\$41,030,564	\$49,970,383	\$51,771,681	\$1,801,298	17.3%	96.5%	Underspend related to ARPA FFY Funding
CalWIN M&O	\$53,604,667	\$47,342,055	\$100,946,722	\$100,946,722	\$0	53.1%	100.0%	
CalWIN M&O	\$48,885,196	\$38,676,335	\$87,561,531	\$87,561,531	\$0	55.8%	100.0%	
CalHEERS Interface	\$3,796,755	\$7,750,215	\$11,546,970	\$11,546,970	\$0	32.9%	100.0%	
CalHEERS CSCN	\$922,716	\$915,505	\$1,838,221	\$1,838,221	\$0	50.2%	100.0%	
JPA Admin. Budget	\$339,550	\$314,598	\$654,148	\$654,148	\$0	51.9%	100.0%	
CalSAWS 58 Counties	\$339,550	\$314,598	\$654,148	\$654,148	\$0	51.9%	100.0%	
Total	\$230,653,531	\$257,322,969	\$487,976,500	\$489,777,798	\$1,801,298	47.1%	99.6%	

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

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



COMBINED Total	<b>\$ 9.0 M</b> Actuals to Date	<b>\$ 16.0 M</b> Projections	\$ 25.0 M Estimate At Completion	<b>\$ 25.0 M</b> Total Allocation	\$ .0 M Balance (+Under/-Over)	<b>36%</b> % Expended to Date	100% % EAC to Budget
Alameda	\$550,235	\$1,340,972	\$1,891,207	\$1,891,207	\$0	29%	100%
Contra Costa	\$823,835	\$0	\$823,835	\$823,835	\$0	100%	100%
Fresno	\$26,911	\$2,016,699	\$2,043,610	\$2,043,610	\$0	1%	100%
Orange	\$2,360,745	\$1,927,318	\$4,288,063	\$4,288,063	\$0	55%	100%
Placer	\$161,118	\$13,287	\$174,405	\$174,405	\$0	92%	100%
Riverside	\$605,142	\$394,858	\$1,000,000	\$1,000,000	\$0	61%	100%
Sacramento	\$387,280	\$1,328,071	\$1,715,351	\$1,715,351	\$0	23%	100%
San Diego	\$946,036	\$2,932,513	\$3,878,549	\$3,878,549	\$0	24%	100%
San Francisco	\$510,247	\$496,081	\$1,006,328	\$1,006,328	\$0	51%	100%
San Luis Obispo	\$89,986	\$192,611	\$282,597	\$282,597	\$0	32%	100%
San Mateo	\$445,455	\$411,621	\$857,076	\$857,076	\$0	52%	100%
Santa Barbara	\$491,977	\$309,397	\$801,374	\$801,374	\$0	61%	100%
Santa Clara	\$932,760	\$1,143,639	\$2,076,399	\$2,076,399	\$0	45%	100%
Santa Cruz	\$127,038	\$326,096	\$453,134	\$453,134	\$0	28%	100%
Solano	\$199,620	\$406,740	\$606,360	\$606,360	\$0	33%	100%
Sonoma	\$124,711	\$359,128	\$483,839	\$483,839	\$0	26%	100%
Tulare	\$86,633	\$1,072,105	\$1,158,738	\$1,158,738	\$0	7%	100%
Ventura	\$105,231	\$1,141,944	\$1,247,175	\$1,247,175	\$0	8%	100%
Yolo	\$0	\$211,001	\$211,001	\$211,001	\$0	0%	100%

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

CATEGORY	Actuals to Date	Projections (ETC)	EAC	Total Allocation (Budget)	BALANCE +Under / (-Over)	% Expended to Date	% EAC to Budget
CalSAWS	\$17,811,526	\$13,129,151	\$30,940,677	\$30,940,677	\$0	57.6%	100.0%
Consortium Personnel - County <sup>1</sup>	\$6,713,384	\$6,860,579	\$13,573,963	\$13,573,963	\$0	49.5%	100.0%
Consortium Personnel - Contractor <sup>2,3</sup>	\$11,098,142	\$6,268,572	\$17,366,714	\$17,366,714	\$0	63.9%	100.0%
CalWIN M&O	\$1,935,774	\$2,299,719	\$4,235,493	\$4,235,493	\$0	45.7%	100.0%
Consortium Personnel - County <sup>1</sup>	\$59,814	\$106,254	\$166,068	\$166,068	\$0	36.0%	100.0%
Consortium Personnel - Contractor <sup>2,3</sup>	\$1,875,960	\$2,193,465	\$4,069,425	\$4,069,425	\$0	46.1%	100.0%
CalSAWS Premise	\$0	\$129,333	\$129,333	\$129,333	\$0	0.0%	100.0%
Consortium Personnel - County	\$0	\$129,333	\$129,333	\$129,333	\$0	0.0%	100.0%
Consortium Personnel - Contractor <sup>2</sup>	\$0	\$0	\$0	\$0	\$0	0.0%	0.0%
Total	\$19,747,300	\$15,558,203	\$35,305,503	\$35,305,503	\$0	55.9%	100.0%

SFY 2022/23 - Consortium Personnel FTE Counts	FTE
CalSAWS DD&I and M&O	185
Consortium Personnel - County <sup>1</sup>	75
Consortium Personnel - Contractor <sup>2</sup>	85
Consortium Personnel - Contractor Limited Term <sup>3</sup>	20
$\mathbb{B}D^4$	5
CalWIN M&O	17
Consortium Personnel - County <sup>1</sup>	1
Consortium Personnel - Contractor <sup>2</sup>	8
Consortium Personnel - Contractor Limited Term <sup>3</sup>	6
TBD⁴	2
Premise	1
Consortium Personnel - County <sup>1</sup>	1
Consortium Personnel - Contractor <sup>2</sup>	0
Total	203

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

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

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

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

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

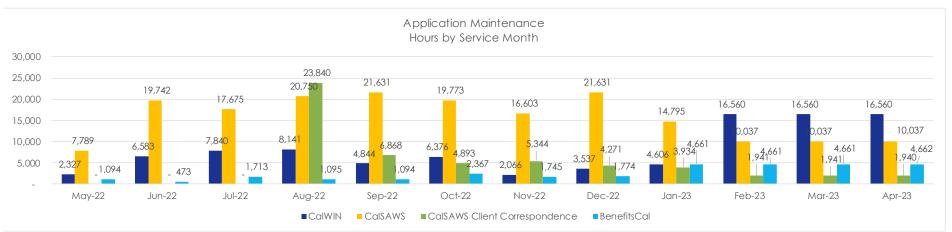
Change Budget Category	Actuals to Date	Projections (ETC)	EAC	Total Allocation (Budget)	BALANCE +Under / (-Over)	% Expended to Date	% EAC to Budget
CalWIN M&O	\$7,172,322	\$22,360,610	\$29,532,932	\$29,532,932	\$0	24.3%	100.0%
CalWIN M&O	\$5,943,073	\$7,733,351	\$13,676,424	\$13,676,424	\$0	43.5%	100.0%
CalHEERS Interface Change Budget	\$561,817	\$5,951,699	\$6,513,516	\$6,513,516	\$0	8.6%	100.0%
CalHEERS CSCN Change Budget	\$0	\$249,592	\$249,592	\$249,592	\$0	0.0%	100.0%
CalWIN Premise	\$667,432	\$8,425,968	\$9,093,400	\$9,093,400	\$0	7.3%	100.0%
CalSAWS M&O	\$28,899,256	\$21,549,167	\$50,448,423	\$52,106,110	\$1,657,687	55.5%	96.8%
CalSAWS M&E	\$22,307,392	\$9,540,968	\$31,848,360	\$31,848,360	\$0	70.0%	100.0%
CalHEERS Interface Change Budget	\$1,547,251	\$1,618,793	\$3,166,044	\$3,166,044	\$0	48.9%	100.0%
BenefitsCal	\$1,555,521	\$2,634,074	\$4,189,595	\$4,189,595	\$0	37.1%	100.0%
CalSAWS Premise	\$3,489,092	\$7,755,332	\$11,244,424	\$12,902,111	\$1,657,687	27.0%	87.2%
TOTAL	\$36,071,578	\$43,909,777	\$79,981,355	\$81,639,042	\$1,657,687	44.2%	98.0%

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

Premise variance due to underspend on ARPA

CalWIN projections assume use of hours for refactoring

### CalSAWS | SFY 2022/23 APPLICATION MAINTENANCE HOURS BY MONTH & SYSTEM



Change Budget Category	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	Total
CalWIN M&O	2,327	6,583	7,840	8,141	4,844	6,376	2,066	3,537	4,606	16,560	16,560	16,560	96,000
Design & Build	1,015	1,479	1,630	3,530	1,460	1,143	322	805	728	-	-	-	12,112
Test	272	2,823	1,924	2,384	1,981	2,630	1,142	970	1,161	-	-	-	15,287
Management & Other Support	1,040	2,281	4,286	2,227	1,403	2,603	602	1,762	2,717	-	-	-	18,921
Projection	-	-	-	-	-	-	-	-	-	16,560	16,560	16,560	49,680
CalSAWS M&O	7,789	19,742	17,675	20,750	21,631	19,773	16,603	21,631	14,795	10,037	10,037	10,037	190,500
Design & Build	2,316	7,762	8,062	8,581	10,041	7,140	6,940	10,041	5,441	-	-	-	66,324
Test	1,212	2,912	2,053	3,211	3,710	4,083	3,096	3,710	2,948	-	-	-	26,935
Management & Other Support	4,261	9,068	7,560	8,958	7,880	8,550	6,567	7,880	6,406	-	-	-	67,130
Projection	-	-	-	-	-	-	-	-	-	10,037	10,037	10,037	30,111
CalSAWS Client Correspondence	-	-	-	23,840	6,868	4,893	5,344	4,271	3,934	1,941	1,941	1,940	54,972
Client Corresondence	-	-	-	23,840	6,868	4,893	5,344	4,271	3,934	1,941	1,941	1,940	54,972
BenefitsCal	1,094	473	1,713	1,095	1,094	2,367	1,745	1,774	4,661	4,661	4,661	4,662	30,000
Design & Build	598	257	959	603	602	1,301	966	981	-	-	-	-	6,267
Test	276	120	436	274	274	592	439	437	-	-	-	-	2,848
Management & Other Support	220	96	318	218	218	474	340	356	-	-	-	-	2,240
Projection	-	-	-	-	-	-	-	-	4,661	4,661	4,661	4,662	18,645
COMBINED TOTAL		26,798	27,228	29,986	27,569	28,516	20,414	26,942	24,062	31,258	31,258	31,259	316,500

### NOTES:

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

Client correspondence hours included per Amendment 30. Additional client correspondence hours pending re-allocation approval.

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

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

Warranty & Liquid	ated Damages [	Detail - SFY 2022/23			
Category	Contract	Service Month	Amount	Invoice Month	Invoice #
Deliverables produced in Change Request/UAT	CalWIN	March-22	\$5,000	August-22	80004559
System Availability Benefits CalWIN	CalWIN	March-22	\$2,000	August-22	80004559
System Availability CalWIN	CalWIN	March-22	\$5,000	August-22	80004559
System Availability ACCESS CalWIN	CalWIN	April-22	\$22,000	October-22	80005185
Covered CA Interface - Sys Response Time	CalWIN	April-22	\$5,500	October-22	80005185
Covered CA Contact - System Availability	CalWIN	April-22	\$1,000	October-22	80005185
CalSAWS System Daily Peak Usage Hour Availability	CalSAWS	July-22	\$10,000	November-22	1100879471
CalSAWS System Daily Batch Production Jobs Completion	CalSAWS	July-22	\$5,000	November-22	1100879471
CalSAWS System Daily Batch Production Jobs Completion	CalSAWS	August-22	\$5,000	November-22	1100879471
CalSAWS System Daily Peak Usage Hour Availability	CalSAWS	September-22	\$5,000	December-22	1100887405
CalSAWS System Daily Batch Production Jobs Completion	CalSAWS	October-22	\$5,000	January-23	1100893665
Total			\$58,500		

	Hours & Credits				
Category	Actuals	Projections (ETC)	EAC	Allowance	BALANCE +Under / (-Over)
CalWIN Modernization ("Modification") Hours	\$8,383,473	\$1,650,352	\$10,033,825	\$10,033,825	\$0
CalWIN Business Intelligence (BI)	\$3,971,215	\$0	\$3,971,215	\$3,971,215	\$0
CalWIN IDMS	\$1,500,000	\$0	\$1,500,000	\$1,500,000	\$0
CalWIN Business Rules Engine (BRE)	\$3,131,450	\$368,550	\$3,500,000	\$3,500,000	\$0
Total	\$16,986,137	\$2,018,902	\$19,005,039	\$19,005,040	\$0

### Notes:

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

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

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

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

CalSAWS Contract (Premise/App Maintenance Services)	Total Amount	Change Notice Ref.
Total Baseline Allocation (Amendment 30)	\$92,000,000	
Previously Approved through June 2021	\$21,229,544	FIVE - NINE
Previously Approved June 2021 through October 2021	\$9,182,789	TEN - ELEVEN
Previously Approved Nov 2021 through June 2022	\$11,336,520	TWELVE - EIGHTEEN
Functional Support and Technical Help Desk	\$4,424,096	NINETEEN
Various Premise Items	\$2,039,802	TWENTY
BenefitsCal Portal Support (Less CN 18 for Virtual	(\$944,032)	TWENTY ONE
Various Premise Items	\$2,219,022	TWENTY TWO
Various Premise Items	\$1,995,667	TWENTY THREE
Various Premise Items (Incl ARPA)*	\$2,462,894	TWENTY FOUR
Total Allocated Amounts	\$53,946,302	
Total Remaining Allocation	\$38,053,698	
CalSAWS Contract (County Purchases)	Total Amount	Change Notice Ref.
Total Baseline Allocation (Amendment 23)	\$20,000,000	
Approved County Purchases	\$1,702,883	FIFTEEN
Approved County Purchases	\$5,112,800	TWENTY
Approved County Purchases	\$552,126	TWENTY TWO
Total Allocated Amounts	\$7,367,809	
Total Remaining Allocation	\$12,632,191	
Deloitte Portal/Mobile	Total Amount	Work Order Ref.
Deloitte Portal/Mobile  Total Baseline Allocation (Change Order 5)	Total Amount \$13,000,000	Work Order Ref.
Total Baseline Allocation (Change Order 5) Various Premise Items		Work Order Ref.
Total Baseline Allocation (Change Order 5)	\$13,000,000	
Total Baseline Allocation (Change Order 5) Various Premise Items	<b>\$13,000,000</b> \$1,112,377	ONE - THREE
Total Baseline Allocation (Change Order 5) Various Premise Items American Recovery Plan Act (ARPA) American Recovery Plan Act (ARPA) - ROI Get CalFresh (Code for America) - Security Monitoring	\$13,000,000 \$1,112,377 \$1,705,148 \$428,379 \$50,001	ONE - THREE FOUR
Total Baseline Allocation (Change Order 5) Various Premise Items American Recovery Plan Act (ARPA) American Recovery Plan Act (ARPA) - ROI Get CalFresh (Code for America) - Security Monitoring American Recovery Plan Act (ARPA) - SAR 7 and 7A	\$13,000,000 \$1,112,377 \$1,705,148 \$428,379	ONE - THREE FOUR FIVE
Total Baseline Allocation (Change Order 5)  Various Premise Items  American Recovery Plan Act (ARPA)  American Recovery Plan Act (ARPA) - ROI  Get CalFresh (Code for America) - Security Monitoring  American Recovery Plan Act (ARPA) - SAR 7 and 7A  CW Time Clocks	\$13,000,000 \$1,112,377 \$1,705,148 \$428,379 \$50,001 \$92,496 \$71,000	ONE - THREE FOUR FIVE SIX
Total Baseline Allocation (Change Order 5)  Various Premise Items  American Recovery Plan Act (ARPA)  American Recovery Plan Act (ARPA) - ROI  Get CalFresh (Code for America) - Security Monitoring  American Recovery Plan Act (ARPA) - SAR 7 and 7A  CW Time Clocks  ARPA - Release of Information (ROI)*	\$13,000,000 \$1,112,377 \$1,705,148 \$428,379 \$50,001 \$92,496	ONE - THREE FOUR FIVE SIX SEVEN
Total Baseline Allocation (Change Order 5)  Various Premise Items  American Recovery Plan Act (ARPA)  American Recovery Plan Act (ARPA) - ROI  Get CalFresh (Code for America) - Security Monitoring  American Recovery Plan Act (ARPA) - SAR 7 and 7A  CW Time Clocks	\$13,000,000 \$1,112,377 \$1,705,148 \$428,379 \$50,001 \$92,496 \$71,000	ONE - THREE FOUR FIVE SIX SEVEN EIGHT
Total Baseline Allocation (Change Order 5)  Various Premise Items  American Recovery Plan Act (ARPA)  American Recovery Plan Act (ARPA) - ROI  Get CalFresh (Code for America) - Security Monitoring  American Recovery Plan Act (ARPA) - SAR 7 and 7A  CW Time Clocks  ARPA - Release of Information (ROI)*  ARPA - SAR7/7A UCD Phase 3*  Total Allocated Amounts	\$13,000,000 \$1,112,377 \$1,705,148 \$428,379 \$50,001 \$92,496 \$71,000 \$2,074,391 \$216,910 \$5,750,702	ONE - THREE FOUR FIVE SIX SEVEN EIGHT NINE
Total Baseline Allocation (Change Order 5)  Various Premise Items  American Recovery Plan Act (ARPA)  American Recovery Plan Act (ARPA) - ROI  Get CalFresh (Code for America) - Security Monitoring  American Recovery Plan Act (ARPA) - SAR 7 and 7A  CW Time Clocks  ARPA - Release of Information (ROI)*  ARPA - SAR7/7A UCD Phase 3*	\$13,000,000 \$1,112,377 \$1,705,148 \$428,379 \$50,001 \$92,496 \$71,000 \$2,074,391 \$216,910	ONE - THREE FOUR FIVE SIX SEVEN EIGHT NINE
Total Baseline Allocation (Change Order 5)  Various Premise Items  American Recovery Plan Act (ARPA)  American Recovery Plan Act (ARPA) - ROI  Get CalFresh (Code for America) - Security Monitoring  American Recovery Plan Act (ARPA) - SAR 7 and 7A  CW Time Clocks  ARPA - Release of Information (ROI)*  ARPA - SAR7/7A UCD Phase 3*  Total Allocated Amounts  Total Remaining Allocation	\$13,000,000 \$1,112,377 \$1,705,148 \$428,379 \$50,001 \$92,496 \$71,000 \$2,074,391 \$216,910 \$5,750,702 \$7,249,298	ONE - THREE FOUR FIVE SIX SEVEN EIGHT NINE TEN
Total Baseline Allocation (Change Order 5) Various Premise Items American Recovery Plan Act (ARPA) American Recovery Plan Act (ARPA) - ROI Get CalFresh (Code for America) - Security Monitoring American Recovery Plan Act (ARPA) - SAR 7 and 7A CW Time Clocks ARPA - Release of Information (ROI)* ARPA - SAR7/7A UCD Phase 3* Total Allocated Amounts Total Remaining Allocation  Deloitte CalWIN ISS (County Purchases)	\$13,000,000 \$1,112,377 \$1,705,148 \$428,379 \$50,001 \$92,496 \$71,000 \$2,074,391 \$216,910 \$5,750,702 \$7,249,298	ONE - THREE FOUR FIVE SIX SEVEN EIGHT NINE
Total Baseline Allocation (Change Order 5) Various Premise Items American Recovery Plan Act (ARPA) American Recovery Plan Act (ARPA) - ROI Get CalFresh (Code for America) - Security Monitoring American Recovery Plan Act (ARPA) - SAR 7 and 7A CW Time Clocks ARPA - Release of Information (ROI)* ARPA - SAR7/7A UCD Phase 3* Total Allocated Amounts Total Remaining Allocation  Deloitte CalWIN ISS (County Purchases) Total Baseline Allocation (Amendment 2)	\$13,000,000 \$1,112,377 \$1,705,148 \$428,379 \$50,001 \$92,496 \$71,000 \$2,074,391 \$216,910 \$5,750,702 \$7,249,298 Total Amount \$8,000,000	ONE - THREE FOUR FIVE SIX SEVEN EIGHT NINE TEN
Total Baseline Allocation (Change Order 5)  Various Premise Items  American Recovery Plan Act (ARPA)  American Recovery Plan Act (ARPA) - ROI  Get CalFresh (Code for America) - Security Monitoring  American Recovery Plan Act (ARPA) - SAR 7 and 7A  CW Time Clocks  ARPA - Release of Information (ROI)*  ARPA - SAR7/7A UCD Phase 3*  Total Allocated Amounts  Total Remaining Allocation  Deloitte CalWIN ISS (County Purchases)  Total Baseline Allocation (Amendment 2)  San Francisco County Work Order*	\$13,000,000 \$1,112,377 \$1,705,148 \$428,379 \$50,001 \$92,496 \$71,000 \$2,074,391 \$5,750,702 \$7,249,298 Total Amount \$8,000,000 \$615,250	ONE - THREE FOUR FIVE SIX SEVEN EIGHT NINE TEN
Total Baseline Allocation (Change Order 5)  Various Premise Items  American Recovery Plan Act (ARPA)  American Recovery Plan Act (ARPA) - ROI  Get CalFresh (Code for America) - Security Monitoring  American Recovery Plan Act (ARPA) - SAR 7 and 7A  CW Time Clocks  ARPA - Release of Information (ROI)*  ARPA - SAR7/7A UCD Phase 3*  Total Allocated Amounts  Total Remaining Allocation  Deloitte CalWIN ISS (County Purchases)  Total Baseline Allocation (Amendment 2)  San Francisco County Work Order*  Total Allocated Amounts	\$13,000,000 \$1,112,377 \$1,705,148 \$428,379 \$50,001 \$92,496 \$71,000 \$2,074,391 \$216,910 \$5,750,702 \$7,249,298 Total Amount \$8,000,000 \$615,250 \$615,250	ONE - THREE FOUR FIVE SIX SEVEN EIGHT NINE TEN
Total Baseline Allocation (Change Order 5)  Various Premise Items  American Recovery Plan Act (ARPA)  American Recovery Plan Act (ARPA) - ROI  Get CalFresh (Code for America) - Security Monitoring  American Recovery Plan Act (ARPA) - SAR 7 and 7A  CW Time Clocks  ARPA - Release of Information (ROI)*  ARPA - SAR7/7A UCD Phase 3*  Total Allocated Amounts  Total Remaining Allocation  Deloitte CalWIN ISS (County Purchases)  Total Baseline Allocation (Amendment 2)  San Francisco County Work Order*	\$13,000,000 \$1,112,377 \$1,705,148 \$428,379 \$50,001 \$92,496 \$71,000 \$2,074,391 \$5,750,702 \$7,249,298 Total Amount \$8,000,000 \$615,250	ONE - THREE FOUR FIVE SIX SEVEN EIGHT NINE TEN

CalWIN Contract (Premise/App Maintenance Services)	Total Amount	Change Order Ref.
Total Baseline Allocation	\$29,516,908	
Previously Approved Projects	\$18,419,400	N/A
Previously Approved Projects	\$2,678,531	TWO - FOUR
Projects 60584, 61307, 58079, and 61073*	\$1,500,000	SEVEN
Total Allocated Amounts	\$22,597,931	
Total Remaining Allocation	\$6,918,977	
CalWIN Contract (County Purchases)	Total Amount	Change Order Ref.
Total Baseline Allocation	\$3,968,662	
Previously Approved	\$2,021,592	N/A
Projects 60548 and 60549	\$177,419	FOUR
Projects 60858, 60859, 61078 and 61377	\$262,105	FIVE
Projects 60717, 60975, 61145, 61472, 62259, 62910, 62496, 62693, 62		SIX
Projects 62197, 63468, 63,600, and 63655*	\$42,034	SEVEN
Total Allocated Amounts	\$2,783,328	
Total Remaining Allocation	\$1,185,334	
First Data LRS Contract (Staff Augmentation Services)	Total Amount	Change Notice Ref.
Total Baseline Allocation (Amendment 7)	\$1,000,000	
Previously Approved through June 2022	\$495,552	ONE - FOUR
Total Allocated Amounts	\$495,552	
Total Remaining Allocation	\$504,448	
Infosys Contract	Total Amount	Change Notice Ref.
Total Baseline Allocation	\$10,000,000	Change Nolice Kel.
Previously Approved	\$7,002,152	
Total Allocated Amounts	\$7,002,152	
Total Remaining Allocation	\$2,997,848	
•	, , , , , , , , ,	
ClearBest	Total Amount	Work Order Ref.
Total Baseline Allocation (Change Order 6)	\$4,000,000	
Previously Approved	\$3,104,596	ONE - THIRTEEN
Various Premise Items	\$660,484	FOURTEEN-NINETEEN
Various Premise Items	\$193,065	ONE
Transitional Nutrition Benefits Recertification Hold (Auto)	\$32,890	TWENTY TWO
Total Allocated Amounts	\$3,991,035	
Total Remaining Allocation**	\$8,965	

<sup>\*\*</sup>ClearBest Change Order 7 for \$3.6M additional allowance is pending CMS approval

### Background



- Several Counties are utilizing external software for task management to support new business processes
- Counties have expressed a desire to utilize CalSAWS for all their task management needs

- Los Angeles and Kern Counties submitted CalSAWS Enhancement Requests (CERs) in late 2022 to update CalSAWS to support their enhanced business
- CalSAWS is planning a reallocation of funds for FY 22-23 and FY 23-24 to support enhancements to the task management solution
- Work is broken into two phases to align with fiscal years
- An expedited design and delivery approach is being leveraged to maximize the features being added in each phase

### **Expedited Approach**

- Workgroup of county representatives is participating in design process
- Workgroup is providing build approval prior to changes being reviewed with committee



- Any additional enhancements from subsequent reviews will be incorporated into future changes
- Requirements are being broken into smaller SCRs to expedite design approval and allow build to begin while next feature is being designed.
- Core application changes and report changes are being worked by separate teams in parallel

### SCRs/Features

SCR	Summary	Status	Fix Version/s	<b>Priority Release</b>	Team
CA-253348	Task Mgmt: Track Time Spent Working Task	Approved	TBD		Online
CA-255938	Automated Actions for Expedited Service and Immediate Need	Design in Progress	TBD		Online
CA-253349	Task Mgmt: Task Hierarchy Configuration by Position	Design in Progress	TBD		Online
CA-253347	Task Mgmt: Enhance Homepage to Include Additional Task Information	Design in Progress	TBD		Online
CA-255762	Enhancements to Task Time Processing	New	TBD		Online
CA-253708	Consolidate the Worklist Pages into the Task Pop-Up Pages	New	TBD		Online
CA-253669	Task Mgmt: Appointment and Application Task Routing	New	TBD		Online
CA-253668	Task Mgmt: Get Next Enhancements	New	TBD		Online
CA-253667	Task Mgmt: Configurable Task Categories	New	TBD		Online
CA-253604	Task Mgmt: Update Dashboard for Task Mgmt - Part 1	Design in Progress	23.05		Reports
CA-253607	Task Mgmt: Update Dashboard for Task Mgmt - Part 4	New	23.07		Reports
CA-253606	Task Mgmt: Update Dashboard for Task Mgmt - Part 3	New	23.05	23.06.xx	Reports
CA-253605	Task Mgmt: Update Dashboard for Task Mgmt - Part 2	New	23.05	23.06.xx	Reports

# Enhanced Task Management Status

- The workgroup participants were finalized in late December
- The kickoff design meeting where were defined the scope of work, approach, and prioritization was on January 3rd, 2023
- Weekly meetings with the workgroup are being held every Tuesday for 2-3 hours.
- The following SCRs are in active discussion with the group
  - CA-253349 Task Hierarchy Configuration by Position
  - CA-253347 Enhance Homepage with Additional Task Information
  - CA-255938 Automated Actions for Expedited Service and Immediate Need
  - CA-253604 Update Dashboard for Task Mgmt Part 1
- On February 7<sup>th</sup>, first SCR (CA-253348) received build approval and is in development

### Wave 2 Readiness - Conversion Status

- Issue 258 Wave 2B Conversion Timing and System Availability
- Cutover 2C and 3A timing
- Wave 2 Requirements Confirmation

# Wave 2 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	CalSAWS (2/15)
	Deploy CalSAWS Releases 23.01	Complete
	Contact Center Readiness	On Schedule
Ampliantian	Imaging Readiness	On Schedule
Application	BenefitsCal Readiness	On Schedule
	Central Print Readiness	On Schedule
	UAT Execution	Complete
Conversion	Defect Resolution	Watch Item
Conversion	EDBC Match – Auto Review Rates	Complete
Intogration	County Interface Partner Test (IPT)Execution	Complete
Integration	State Interface Partner Test (IPT) Execution	Complete
Technical	County Network Connectivity	Complete
rechilical	Performance Testing	Complete
Training	WBT Training Delivery	On Schedule
Training	ILT Training Delivery	On Schedule
	Change Discussion Guides (CDGs)	Complete
	Communications	On Schedule
Organization	Business Process Reengineering	Complete
	Process Simulation	Complete
	Configuration	Complete
	Implementation Planning	On Schedule
	County Prep	On Schedule
<b>Implementation</b>	Pre and Post Implementation Support	On Schedule
	Help Desk	Complete
	County Ad Hoc Reports/APIs	Watch Item

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

### County Readiness Summary: Wave 2

Readiness Area	Contra Costa	Santa Clara	Tulare
Application	On Schedule	On Schedule	On Schedule
Integration	Complete	Complete	Complete
Conversion	On Schedule	On Schedule	On Schedule
Technical	Complete	Complete	Complete
Training	On Schedule	On Schedule	On Schedule
Organizational	On Schedule	On Schedule	On Schedule
Implementation*	Watch Item	Watch Item	On Schedule

<sup>\*</sup>Implementation Readiness items for Contra Costa and Santa Clara pertain to Ad-Hoc refactoring, of which the Counties indicated will not hinder go-live readiness.

### Wave 2 County Readiness Checklist Activities by Status (as of 02/10/2023)

Status	00 All Counties	01 Contra Costa	04 Santa Clara	05 Yutane	Wave 2 Counties	T:
COMPLETED	56	758	582	550	100	2046
IN PROGRESS	T	290	66	62	42	461
NOT STARTED	0	127	58	52	43	280
DRAFT	0	4	1	1	0	3
Total Unique Issues:	57	1176	707	665	185	2790

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)

### **County Readiness Highlights**

Implementation Readiness Area

- Contra Costa and Santa Clara are working with Gainwell on report refactoring. Both Counties indicated that the reports remaining will not impede the County's ability to go live on February 27
- All Counties continue with County Prep activities ongoing staff log-ins continue and progress for each of the required activities are ongoing

# Wave 1 was good! Wave 2 will be even better!



### Facts

# Why will Wave 2 conversion be even better?

- 134 defects identified from Wave 1, County Data Validation, User Acceptance Test, Convert Data Test, Mock Conversions, and Performance defects were all corrected.
- All 50 issues escalated by the wave 1 counties during the daily debrief are corrected.
- Wave 2 counties benefit from data that has been reviewed by
  - Converted Data Test
  - Wave 1 County Data Validation and Go-Live
  - Wave 2 and Wave 3 County Data Validation

### Facts

# Why will Wave 2 conversion be even better?

- Automated Case Review continues to process ~70% of the cases to avoid adding to worker's backlog.
  - + Remember, all Converted benefits will continue to roll for all cases.
  - We expect the Cutover run to be equal to if not higher.
  - + This process attempts to determine eligibility on all converted cases. It compares different data points to determine if a post conversion review is required.
  - Mismatch cases have a yellow banner to identify that a worker needs to review the case

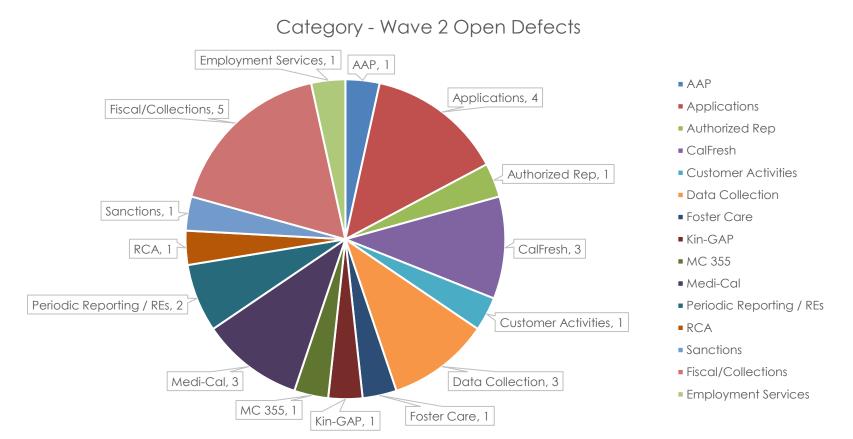
	Auto Case Review Comparison Data Points
1.	Aid Code
2.	Benefit Amount
3.	Program Status
4.	Program Person Status
5.	Program Person Role
6.	Recoupment
7.	Cash Program Authorization Status (Cash Program should be first Accepted/Saved for Cal-Fresh Program to Accept/Save and all the above data points should be Passed for Cal-Fresh)
8.	MAGI Determination Status
9.	Conversion (CO) EDBC should exists

### Priority 2 - Defects

# Why will Wave 2 conversion be even better?

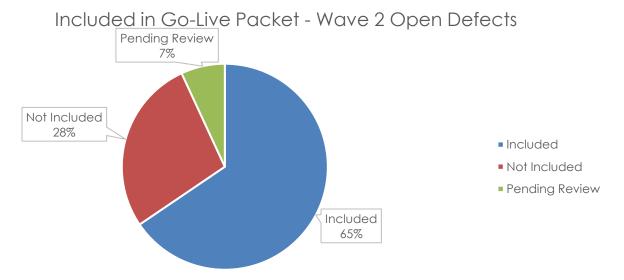
- An additional 29 Priority 2 defects will be corrected within the first 10 business days.
- Team continued to develop fixes during the Wave 2 conversion code "freeze" period.
- As each of these defects are resolved, a data change will be created that is prioritized by:
  - Quantity of cases/workers
  - Impact to customers and workers
  - Execution duration & time available without impacting Batch
- 13 have already completed development and are ready for post go-live implementation.
- It is likely these issues will go un-noticed before they are resolved within the first 10 business days.

### Priority 2 - Defects – By Category



No single area is significantly impacted by the open defects.

### Priority 2 - Defects - Included in Go-Live Packet



- All open defects are reviewed by a strike team for:
  - Inclusion in the Go-Live Packet
  - Accuracy of the assessed priority
  - Volume of impacted cases/workers
  - Impact to business process and additional workload
- Go-Live Packet is a series of documents provided to all staff with useful information including known conversion and system defects.
- As these items are scheduled for implementation they will be reviewed and discussed on the daily 4pm call with the counties.

### 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. Testing confirmed 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 3-5 hours
- 6. High probability that **Wave 2 counties** will be down for an additional 2-4 hours



### **Next Steps**

- A. Feb 16 & 17: Share **updated information** with PSC and JPA on timing and availability of CalSAWS components. The proposed compromise for the cutover schedule is the following:
  - > CalWIN (3 Counties) goes down at 5 PM Thursday, February 23rd
  - > CalSAWS (42 Counties) goes down at **3 PM Friday**, **February 24**th
  - > CalSAWS (45 Counties) up at 7:30 AM Monday, February 27th
- B. Feb Oct: Continue making performance improvements for waves 3 and beyond

## Wave 2: 2B Cutover Weekend Calendar [Compromised Solution]

#### Go-Live Event Cutover: System Down Time Calendar\*

	Thursday February 23	Friday February 24	Saturday February 25	Sunday February 26	Monday February 27
CalWIN Counties (13)	Ci	NO changes to system o	downtimes for CalWIN Counties Business as usual	and Customers	
CCS (Contra Costa), SCL (Santa Clara), TUL (Tulare) County Customers			at 4 PM. Apply for Medi-Cal on M (and then directed to Benefi		ishat
CCS, SCL, TUL Staff	CalWIN	a 4 PM – 5 PM of available beginning 2/23 favailable beginning 2/23 a			2/27 at 7:30 AM
CalSAWS Customers and CBOs		Benefit users w	sCal is available for anonymous vithout MFA enabled to submit o en Friday 2/24 at 3 PM until Sund	susers and CBO applications	BenefitsCal Notavailable Sunday 2/26 at 8:00 pm until Monday 2/27 to customers and CBCs (maintenance mode)
CalSAWS Production		2/27 at 7:30AN	7:30AM. Contact Center availab II. Imaging is view/read only. Ad I	ole (limited) beginning Frid Hoc/EDR will be unavailal	ing Friday 2/24 at 3 PM until Monday lay 2/24 at 3 PM until Monday at ble beginning Saturday, 2/25 at 1 AM d by Wednesday, 3/01 at 7:30 am,
CalSAWS: LMS, PRT, Sandbox, Training		NO changes to system dow	ntimes for CalSAWS PRT and LMS	for CalSAWS County Sto	off ·



## **Wave 2C/3A Cutover Timings**

#### Current Projections for Wave 2C/3A Start and End Times

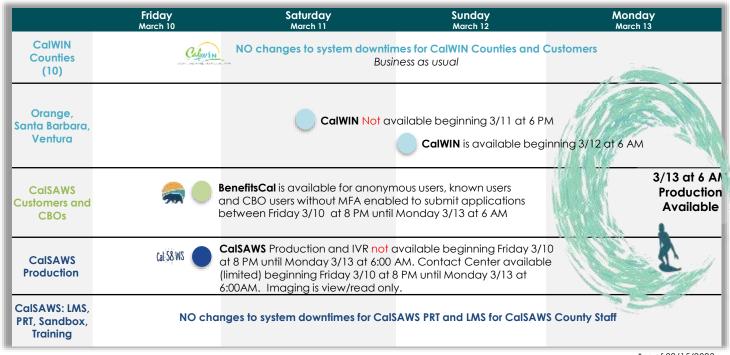
 Wave 2C/3A cutover is projected to take an additional day on Saturday

#### 2C (Closed Cases) / 3A (County Preparation) Cutover:

- CalWIN (Wave 3 counties) goes down at 6PM Saturday, March 11<sup>th</sup>
- CalSAWS (45 counties, incl. Wave 2 counties) goes down at 8PM Friday, March 10<sup>th</sup>
- CalSAWS (45 counties, incl. Wave 2 counties) up at 6:00AM Monday, March 13<sup>th</sup>

#### 2C/3A Cutover Weekend Schedule

#### Wave 2C/3A (County Prep Cutover)



\*as of 02/15/2023



## Wave 2 Requirements Confirmation

## QA Activities to confirm requirements are met

ClearBest Responsibilities:



**QA Project** Management Support



Contract Compliance



Independent Test



Risk/Issue Management



Testing and **Support Services** 



**UAT Support** Services





Change Order **Analysis** 



Deliverable Assessments, Requirements Traceability



## Wave 2 Requirements Confirmation

## Requirements Met – 930 confirmed across 4 workstreams

#### **CalSAWS Requirements**

- 592 Requirements are Met in Production and ready for CalWIN Wave 2 Go Live
- 91 Requirements are confirmed in plans, to be met at go live or future waves

#### **BenefitsCal Requirements**

All Requirements are confirmed in plans, to be met at go live or future waves

#### **Central Print Requirements**

- 140 Requirements are Met in Production and ready for CalWIN Wave 2 Go Live
- 9 Requirements are confirmed in plans, to be met at go live or future waves

#### CalWIN Implementation Support (ISS) Requirements

- 86 Requirements are Met in Production and ready for CalWIN Wave 1 Go Live
- 10 Requirements are confirmed in plans, to be met at go live or future waves

	Met Status						
System	Total Requirements	Met	Met In Plan	Not Met			
CalSAWS	683	592	91	0			
BenefitsCal	2	0	2	0			
Central Print	149	140	9	0			
CalWIN ISS	96	86	10	0			
Total	930	818	112	0			

CalWIN Migration Waves 3 & 4 Status Update

## Executive Summary: Wave 3 – 4 Readiness

#### Readiness Areas and Categories

Readiness Area*	Readiness Category	Wave 3	Wave 4
	Deploy CalSAWS Releases 23.0#	G	NS
	Contact Center Readiness	G	G
Application	Imaging Readiness	G	R
Application	BenefitsCal Readiness	G	NS
	Central Print Readiness	G	G
	User Acceptance Testing (UAT)	С	С
Intogration	County Interface Partner Test (IPT)Execution	Υ	NS
Integration	State Interface Partner Test (IPT) Execution	G	NS
Conversion	CDV Defects Resolution	G	G
Conversion	EDBC Match – Auto Review Rates	G	G
Technical	County Network Connectivity	G	G
rechnical	Performance Testing	NS	NS
Training	Wave County Classroom Set-Up	G	NS
9	WBT Training Delivery	G	G
	ILT Training Delivery	G	NS
	Change Discussion Guides (CDGs)	С	G
	Communications	G	G
Organization	Business Process Reengineering	С	С
	Configuration	G	NS
	Process Simulation	G	NS
	Implementation Planning	G	G
	County Prep	G	NS
<b>Implementation</b>	Pre and Post Implementation Support	G	NS
	Help Desk	G	G
	County Ad Hoc Reports	Y	G

#### County Readiness Summary: Wave 3 – 4 Readiness

Wave 3				Wave 4				
Readiness Area	Orange	Santa Barbara	Ventura	San Die	go	San Mateo	Santa Cruz	Solano
Application	G	G	G	R		G	G	G
Integration	Υ		G	NS		NS	NS	NS
Conversion	G	G	G	G		G	G	G
Technical	G	G	G	G		G	G	G
Training	G	G	G	G		G	G	G
Organizational	G	G	G	G		G	G	G
Implementation	Υ			G		G	G	G
Implementation	Y	Y	Y	G		G	G	
	NS Not St	arted G	On Schedule	Υ	<14 Days I	Late R	>=14 Days Late	

#### Wave 3 County Readiness Checklist Activities by Status (as of 2/03/2023)

Status	SS All Courties	04 Orange	57 Seeta Nations	08 Weetura	Wave 3 Counties	1
COMPLETED	11.	461	402	410	61	1365
NOT STAITED	2	114	119	111	106	452
IN PROGRESS	0	90	26.	99	23	311
Total Unique Issues:	13	668	627	620	200	2128

#### Wave 4 County Readiness Checklist Activities by Status (as of 02/03/2023)

Status	00 All Counties	09 San Diego	10 San Mateo	11 Santa Cruz	T2 Solamo	Wive 4 Counties	7)
IN PROGRESS	3	98	101	112:	105	7	426
NOT STARTED	1	179	187	182	10.7	140	876
COMPLETED	27	380	293	292	302	15	1211
Total Unique Issues:	31	557	583	586	594	162	2513

#### **County Readiness Highlights**

#### Wave 3

- Integration Readiness County Interface Partner Testing is being monitored (at the time of reporting, Orange has 1 of 7 interfaces passed and Santa Barbara has 0 of 8 interfaces; Ventura has 2 of 4 interfaces passed)
- Implementation Readiness Orange and Santa Barbara are working with Gainwell on refactoring reports. Orange (67 reports) is in analysis and prioritization. Santa Barbara (30 reports) has completed analysis and prioritization.

#### Wave 4

 Application Readiness – Risk 264.4 is escalated to high priority for project and County monitoring for completing imaging migration readiness activities

## **Wave 3B Cutover Timings**

#### Initial 3B Mock Cutover timing is 92 hours

- Wave 3B contains 20% more data than 2B
- The Wave 2B performance enhancements were applied during the 3B Mock resulting in a smaller gap than originally encountered in the Wave 2B Mock
- There is a clear path at be able to achieve a conversion window under 90 hours, with a goal to achieve the 84 hour target
- Additional areas that are being evaluated to reduce the Wave 3B timings are: Technical opportunities:
  - » Further ODI Conversion Logic Performance Tuning to Tier 1+ logic
  - » Performance tuning on staging of extracted data.
  - » Reduce CalSAWS Batch to a more limited schedule on Friday night
  - » Continue evaluation of GoldenGate for use in the conversion load processes

#### **Conversion Sequencing opportunities:**

- » Execute stage gate reviews in parallel with downstream tasks during cutover
- » Reduce time allocated for Smoke Testing/County Click-through activities

## Risks and Issues

#### CalWIN Counties Cutover Readiness Needs Risks

Risk	Risk Name	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	Low	Low	Medium	Medium	Medium
264	CalWIN County waves may not complete their Imaging migration readiness					
	activities by their designated wave go-live dates	Low	Low	High	Low	Low
269	CalWIN Counties may not have enough development and testing timeline					
	to Refactor their Ad-hoc Reports and Ancillary System before Go-Live					
		Medium	Medium	Medium	Medium	Medium
281	Changes to San Diego County PoP site location resulting in additional effort					
	and costs to complete a parallel enablement			Medium		
283	Circuit delivery delays to Wave 5 - Fresno County				Medium	

#### Project Readiness for CalWIN Cutover to CalSAWS Risks

Risk	Risk Name	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 cutover window	Issue	High	High	High	High
268	Implementation Readiness for CalWIN Cutover to CalSAWS	Medium	Medium	Medium	Medium	Medium
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					Medium
279	CalWIN Counties may not be prepared to reconcile Fiscal and submit State					
	Reports, timely, as they Migrate to CalSAWS	Medium	Medium	Medium	Medium	Medium
280	Unresolved Go-Live Dependent defects not resolved prior to the Wave Go-					
	Live could impact County Case Worker business Post Go-Live			Medium		

#### CalSAWS Scalability, Performance, and Operations Risks

Risk	Risk Name	Wave 2	Wave 3	Wave 4	Wave 5	Wave 6
237	The scaling of Batch for 58 Counties may have an impact on system					
	performance		Medium	Medium	Medium	Medium
240	The scaling of CalSAWS Production Operations, including Batch Operations,					
	to provide 58 County support, without effectively taking into account the					
	multi-county and multi-vendor CalSAWS ecosystem may impact business					
	operations			Medium		
256	Imaging Scalability, Performance degradation, and Operational Process risk					
	may impact the go-live dates for upcoming Counties			Low		

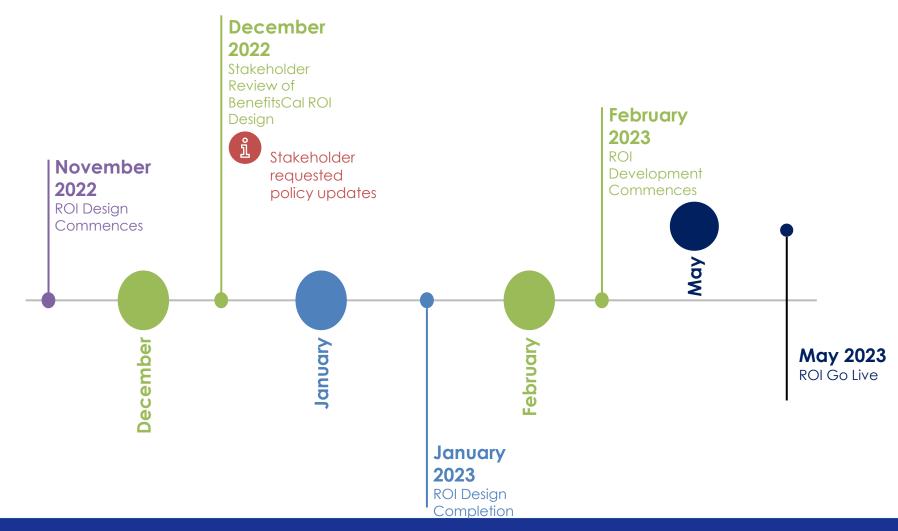
## BenefitsCal Update

- Status Update on Release of Information Functionality
- BenefitsCal Demo App/Environment Update
- BenefitsCal Technical Service Desk Go-Live Update
- Publishing of Public Metrics

## **BenefitsCal**

## Status Update on Release of Information Functionality

Current ROI Timeline Assumes Adoption of Existing Policy



# User Access

## Features, Data

## 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

#### **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

## 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:
    - + Fmail
    - + Voicemail

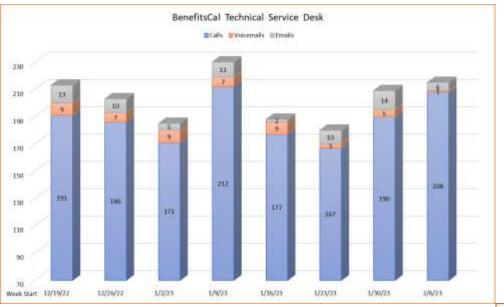


## Implementation Status

- Order of Engagement
  - CalWIN Wave 1 October 31, 2023
  - Los Angeles December 19, 2023
  - CalWIN Waves Remaining CalWIN counties added by Wave
  - Former C-IV Counties
    - Region Kickoff Meetings complete
    - Individual County meetings underway
    - Individual Counties in a region may choose to start using the service on or after their Region go live date

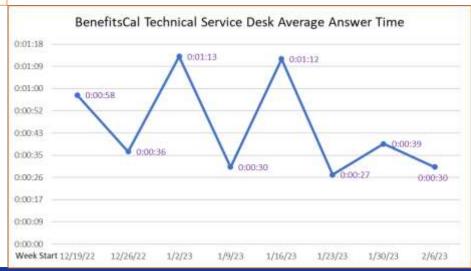
Region(s)	On or After Go Live Date
4	March 27, 2023
2	May 30, 2023
3	July 31, 2023
1 and 5	September 25, 2023

## Results Since Los Angeles County Go Live

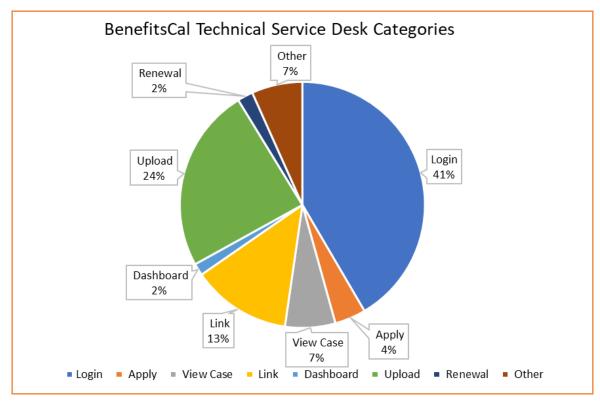


Average Incoming Contacts Per Week = 203

Average Answer Time = 46 Seconds



## Results Since Los Angeles County Go Live



#### Items to Note:

- Sample Size is Still Relatively 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 by the Numbers

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

#### **Cumulative Metrics**



- 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)

#### **Quarterly Usage**



- Average Daily Login (CBO and Customer)
- 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

## Contact Center Implementation Update

- eCCP Defect Update
- Wave 2, 3 & 4 status update
- Former C-IV County eCCP implementation schedule

#### **eCCP** Production Defects

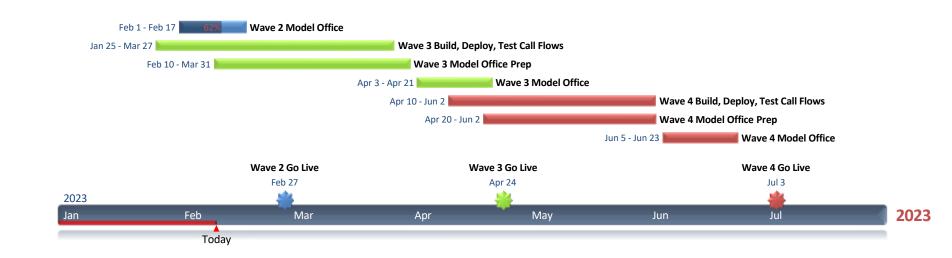
#### eCCP Burndown

Open/Resolved	Sev 2 Defects	Sev 3 Defects	Sev 4 Defects
Resolved	8	7	4
Open	1	10	3



## Contact Center Deployment Update

CalWIN Waves 2, 3, and 4



#### Former C-IV Counties Migration to Enhanced Call Control Panel

#### eCCP Features compared to Custom CCP

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

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

#### Former C-IV Counties Migration to Enhanced Call Control Panel

#### **Deployment Phase Options**

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			

<sup>\*</sup>The contact center team will work with each individual county to identify which phase they will slot into.

## County Sharing Updates



## Purpose

Provide a County perspective to CalWIN Counties on CalSAWS functions.

- Past County Sharing Events
  - August 2022- Intake Program Assignment
  - September 2022- Workload Management
  - December 2022- IEVS



## What was the topic for January 2023? Training

- San Bernardino, Kern, Riverside and Tulare were the presenting counties for the 1/31/2023 all day session.
- Morning Session- overview of county training programs
- Afternoon Session- overview of activities and tools used in conjunction with the Training environments
- More than 650 people logged in throughout the day

98% of attendees expressed that they had a positive experience!





## Feedback from the session

## What topic was your favorite today?

The process on how to utilize the training environment for onboarding. Also, MAGI eligibility was quite helpful.

Demos and how each county goes about training

Various timelines for training and demonstrations

The 4 CalSAWS Environments

Carl's whole presentation
-- awesome job!

Training Staging (Trainer Only)

Training Production (Trainee Use)

All, but I really enjoyed the sharing of best practices for inductee training.

Everything! Absolutely Everything!

## What is Happening in February 2023?

- Topic- Enhanced Data Reporting (EDR)
- Who is Presenting-Monterey County
- When-February 21st 2023
  - +Time: 1:30 − 4:30pm





\*PPOCs received the Outlook invite on 1/17/2023.

Updated agenda to be delivered soon

## Technical Operations SLA Review

- CalSAWS
- Help Desk
- BenefitsCal
- Hyland Imaging

## CalSAWS Quality, Defect, Stability, Tickets Stats

## January 2022 Production Outages

S	unday	N	londay	Tu	uesday	We	dnesday	Th	nursday		Friday	Sc	aturday
1		2		3	000	4	000	5	()()	6	000	7	
8	000	9	()() <b>0</b>	10	000	11		12		13	()()0	14	
						10		10	y	00			en en en
15		16		17		18		19		10:20am-11:45am Users experienced login issues due to Role Limitation CPU spike		21	
22		23		24		25		26		27		28	
29	೦೦	30		31		1		2		3		4	

## CalSAWS Quality, Defect, Stability, Tickets Stats

#### **Production SLA Metrics**

Perf leq#	LD Applies	Performance Requirement Title	Aug	Sept	Oct	Nov	Dec	Jai
1		Monthly Off Prime Business Hours Availability	<b>②</b>	<b>O</b>	<b>②</b>	<b>②</b>	<b>O</b>	<b>©</b>
2		Monthly Prime Business Hours Availability of CalSAWS Non-Production Environments	<b>②</b>	<b>②</b>	<b>②</b>	<b>②</b>	<b>②</b>	<b>②</b>
3		Monthly Deficiency Notification Response Time						
4		Monthly Helpdesk Diagnosis Time	×					
5	<b>O</b>	Daily Peak Usage Hours Availability						×
6	<b>©</b>	Daily Prime Business Hours Availability		×			<b>②</b>	×
7	<b>O</b>	Daily Peak Usage Hours ED/BC Response Time						
8	<b>O</b>	Daily Prime Business Hours ED/BC Response Time	<b>O</b>	<b>②</b>		<b>②</b>	×	
9	•	Daily Peak Usage Hours Screen to Screen Navigation Response Time	•	•	<b>②</b>	<b>②</b>	<b>②</b>	•
10	<b>©</b>	Daily Prime Business Hours Screen to Screen Navigation Response Time	•	8	<b>②</b>	•	•	•
11	<b>O</b>	Daily Batch Production Jobs Completion	×		×		×	
12		Daily Off Prime Business Hours ED/BC Response Time	×	×	×	×	8	×
13		Daily Off Prime Business Hours Screen to Screen Navigation Response Time	<b>O</b>	<b>②</b>	<b>②</b>	•	•	•
14		Daily Unbounded Search Response Time				<b>②</b>		
15		Daily Prime Business Hours Availability of CalSAWS Training Environments	•	•	<b>O</b>	<b>O</b>	8	×
16		Daily Peak Usage Hours Standard Report Response Time			$\bigcirc$	$\bigcirc$	$\bigcirc$	
17	<b>O</b>	Security Incident Notification					$\bigcirc$	~
18	<b>O</b>	Security Incident Reporting			<b>O</b>		<b>O</b>	~
19	<b>O</b>	Security Incident Negligence			<b>O</b>		<b>Ø</b>	<b>~</b>
20		Disaster Recovery Response Time					<b>②</b>	<b>₹</b>

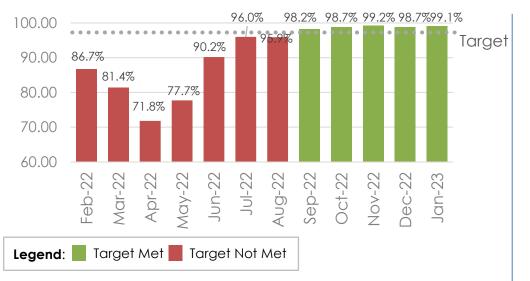
- January misses on Daily Peak Availability, Daily Prime Availability, and Prime Availability for Training Environment is all due to the same ForgeRock event on January 20, 2023
- EDBC off prime on January 3, 2023, was 92% missing SLA target 95%

Legend: SLA Met 🗴 SLA Not Met 📞 LD Applies

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

**SLA #4:** Monthly Helpdesk Diagnosis Time

Target: 98%



#### **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 1,727 tickets closed in November, **16 tickets** did not meet the SLA targets for diagnosis time (99.1%). Of the 1,727 tickets closed:

- 124 were from Wave 1 Counties: Placer –
   69, Yolo 55
- 49% were user requests for information (<u>not</u> system defects)
  - 59% were related to CalSAWS application
  - 11% were related to Imaging

Of the 16 tickets that missed the SLA:

- 27% were resolved by a Defect fix
- 20% were requests for additional information/procedures, or the issue could not be re-created
- 20% were resolved with User confirming issue is resolved or requested closure
- 33% were resolved with How To steps

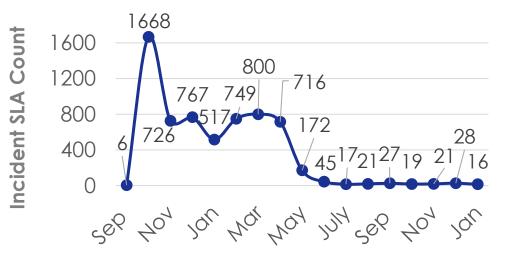
## CalSAWS Quality, Defect, Stability, Tickets Stats

#### CalSAWS Tickets Trend since C-IV Cutover

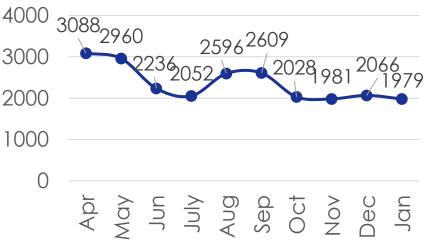


January 2023 Update: Help Desk continues to meet the SLA since September through continued engagement with RMs and L1/L2 Helpdesk, sending weekly enhanced communications, and providing training materials on top trends

#### Incidents that missed the SLA



#### Month x Tickets Created



#### BenefitsCal Performance Metrics

**SLA #1:** Daily Online transactions – inquiry screens (bounded)\*

**Target:** 98% with an average response time < 2 seconds

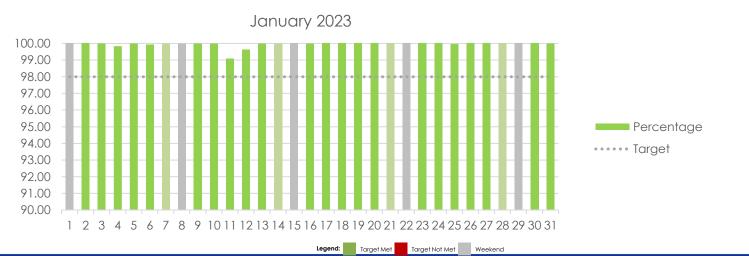
Actual: Exceeded daily online transaction (bounded) response time at no less than 99.5%

since December 2021. Measured daily and reported on Monthly

Monthly View: December 2021 - January 2023



Daily View: Jan 2023



#### BenefitsCal Performance Metrics

**SLA #2:** Daily Online transactions – inquiry screens (unbounded)

**Target:** 98% with an average response time <10 seconds\*

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 - January 2023



Daily View: Jan 2023



#### BenefitsCal Performance Metrics

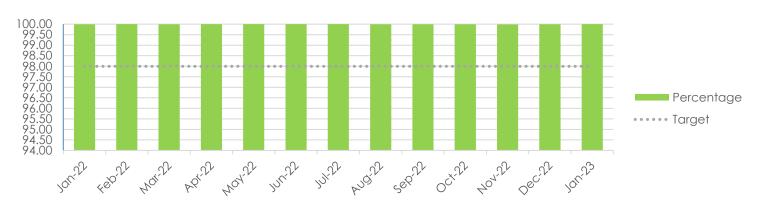
**SLA #3:** Daily BenefitsCal Hosted API transactions

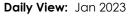
**Target:** 98% with an average response time <2 seconds

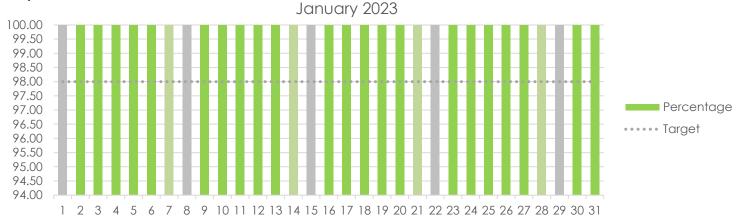
Actual: Exceeded daily API transaction response time at no less than 99.99% since

December 2021. Measured daily and reported on Monthly

Monthly View: Jan 2022 - January 2023







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

### **JANUARY 2023 PERFORMANCE STANDARDS**



### Monthly Uptime Percentage

Target: 99.90%

Formula: 1 – (total downtime minutes / total monthly minutes) x 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					
January Actual Uptime	100%					
January Service Level Credit	\$0.00					



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

### **JANUARY 2023 PERFORMANCE STANDARDS**

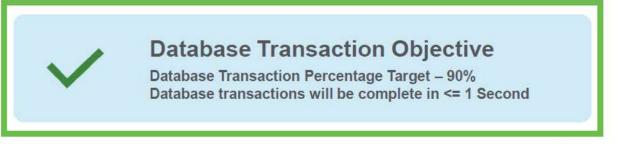


Monthly Page View Target: 90%						
Monthly Page View Service Level Credits						
Less than 90%	3.5% of the Monthly SaaS Fees					
January Actual Monthly Page View Percentage	99.43%					
January Service Level Credit	\$0.00					



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

### **JANUARY 2023 PERFORMANCE STANDARDS**



Database Transaction Target: 90%					
Monthly Database Transaction Service Level Credits					
Less than 90%	3.5% of the Monthly SaaS Fees				
January Actual Database Transaction Percentage	99.96%				
January Service Level Credit	\$0.00				



### Release and Policy Update

- Continuous Coverage Unwinding
  - Timing for Medi-Cal Packet Mailings
- CalSAWS Release Update
- Disaster CalFresh and Mass Replacements Update
- BenefitsCal
- Availability of CalWIN County Directs (Action Item)

### Continuous Coverage unwinding

- Continuing to work on system change requests to support the unwinding
- Participating in weekly calls with DHCS and the counties
- MC RE Packet mailings
  - Packets are generated and sent to CalSAWS Central Print on/around the 12<sup>th</sup> of each month. Packets are printed and mailed by the 20<sup>th</sup> of each month
  - Packets will be sent for cases with a yellow banner

Continuous Coverage Unwinding – 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 **GMMB**, 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 15.5 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 continuous coverage 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.
- Campaign includes paid media that will run a mix of different traditional and digital media formats to reach Medi-Cal households in all 19 Medi-Cal threshold languages. The campaign will also include the creation of awareness-focused tactics, such as videos, digital displays, radio, paid search, social media, out-of-home placements, and other language media partnerships.
- Campaign officially launched February 8, 2023.

Continuous Coverage Unwinding – DHCS Outreach Efforts

### **Campaign Goals and Objectives**

### Goals

- Drive Medi-Cal renewals once the continuous coverage requirement expires
- Drive Medi-Cal enrollment for newly eligible individuals

### **Objectives**

- Raise awareness about the need to renew Medi-Cal coverage and encourage enrollees to take the steps needed to do so
- Raise awareness about new Medi-Cal eligibility
- Engage the partner network to increase outreach and amplify messaging

Continuous Coverage Unwinding – DHCS Outreach Efforts

### **Strategic Imperatives**

- Deploy a data-driven integrated communications campaign to raise awareness and drive action among enrollees
- Equip partners with information and resources that leverage researchbased messages
- Enlist trusted messengers to convey information authentically and credibly
- Recognize the diversity of the population and reach them in culturally and linguistically appropriate ways



### Continuous Coverage Unwinding – DHCS Outreach Efforts

### **Campaign waves correspond to Enrollee Actions**

#### Awareness | February 2023 - March 2024

 Raise awareness of the need to renew coverage, update contact information, and provide basic timeline/process

#### Renewals Focus | May 2023 - May 2024

- Drive timely completion of renewals, timely responses to renewal packets, and an understanding of the process
- Repeat sequence in 30-day cycles

#### Expanded Eligibility Enrollment | May 2023 – May 2024

- Enrollment begins for newly eligible non-citizens
- Eligibility changes for less restrictive asset calculations
- Eligibility extension for 12-month postpartum coverage

Continuous Coverage Unwinding – DHCS Outreach Efforts

### **Bringing Messaging to Life**

#### **Social Graphic**



#### **Public Transit**



### Flyer



registry plot account to stock for perior. You may colored convenies or engineered physicalisms unline

#### Compared your renewal form

#### For more dutable and to later long in update your certest information







Continuous Coverage Unwinding – DHCS Outreach Efforts

### **Ambassadors and Outreach toolkits**

- DHCS Coverage Ambassadors (in English and Spanish)
  - Currently, we have 1700+ DHCS Coverage Ambassadors signed up to help DHCS spread the word on the Continuous Coverage 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 <a href="here">here</a>.

#### DHCS Outreach Toolkits

With DHCS approved graphics and messaging to be used by our Coverage Ambassadors.

- COVID-19 PHE Toolkit Phase 1
- Continuous Coverage Unwinding Toolkit- Phase 2

Continuous Coverage Unwinding – Customer Communications

- The DHCS Communication toolkit provides guidance on:
  - Portals: Add messaging to encourage enrollees to take the steps needed to update contact information
    - MyBenefitsCalWIN: CalWIN will add the messaging to the MyBCW landing page, and counties can add additional messaging to their own home page.



### Continuous Coverage Unwinding – Portal Updates



Together we benefit.

# In Production Awareness Message

Added to
Announcements Section

### **Week of 2/27**

Revised Awareness Message Added to Announcements Section

arch

Nudge for Customers to Report Address Changes Visible on Dashboard Enhanced inline help for in-kind income, assets, household changes and long term care for Medi-Cal renewals\*

Apri

Content Update to Notify When Renewals Will be Visible Post Establishing Case Linkage

<sup>\*</sup> Identified through discovery sessions with customers, advocates and counties

Continuous Coverage Unwinding – Customer Communications

- The DHCS Communication toolkit provides additional guidance on:
  - IVR: verbiage for IVRs and agents regarding the unwinding.
    - + CalSAWS AWS Connect Call Centers: System Change Request CA-255980 has been logged to update IVR messaging. Target Date: March 2023
      - » If you've moved within the last two years, please provide your new address to your local county Medi-Cal office to ensure you continue to receive important information about your Medi-Cal coverage.
      - » Please report changes in your household, such as income, pregnancy, a new household member, or address, to your local county Medi-Cal office as soon as possible.
      - Report any changes to your contact information (phone number, email, or mailing address) to your local county Medi-Cal office online or by phone, email, fax, or in person.
  - County Websites: Counties have the option to update their websites

    Website Text for County Office Page

During the COVID-19 public health emergency (PHE), Medi-Cal beneficiaries have stayed enrolled in the program. If your contact information or household circumstances have changed, please update your information today by contacting your local county office at: [phone number, SAWS portal, and county link to directory]. This may help you keep your Medi-Cal coverage after the COVID-19 PHE ends.

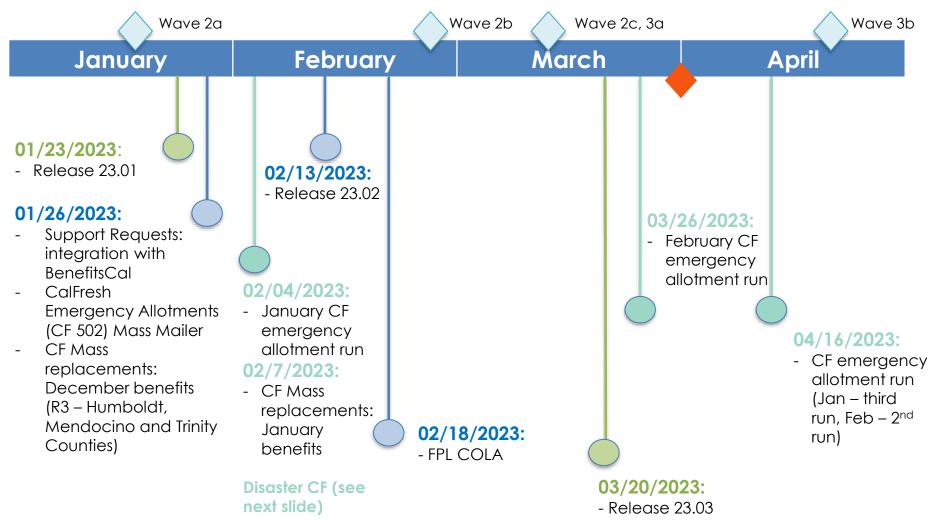
Continuous Coverage Unwinding – Customer Communications

- Unwinding Period
  - Physical Packets: Beginning in April, June MC renewal packets will be sent in yellow envelopes to customers. If a reprint is required and sent through central print, the reprinted version will also be sent in a yellow envelope.

- CalSAWS Text Messages: Customers who have opted into receive text messages, will receive texts about their renewal packets. Text messages will be sent when the MC renewal packet is:
  - + Sent
  - Received
  - Processed
  - + Incomplete



### Upcoming Release Highlights





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.

### Mass Replacements

- CalFresh Mass Replacements
  - 1/26/2023: Automated mass replacements of 70% of December 2022 regular CalFresh allotments and emergency allotment benefits for ongoing CalFresh households in 34 zip codes due to the recent earthquakes and power outages in three Northern California (Humboldt, Mendocino, Siskiyou, Trinity counties). Over \$4.2M benefits were replaced
  - 2/7/2023: Automated mass replacements of 60% of January 2022 regular CalFresh allotments and emergency allotment benefits (CalSAWS counties) for ongoing CalFresh households in 168 zip codes due to the recent flooding and power outages in 39 counties. Over \$10M in benefits were replaced
    - CalSAWS system: Amador, Butte, Calaveras, El Dorado, Humboldt, Kings, Lake, Madera, Marin, Mariposa, Mendocino, Merced, Monterey, Napa, Nevada, Placer, Plumas, San Benito, San Joaquin, Sierra, Siskiyou, Sutter, Tehama, Trinity, Tuolumne, Yolo, and Yuba counties.
    - CalWIN system: Alameda, Contra Costa, Fresno, Sacramento, San Luis Obispo, San Mateo, Santa Barbara, Santa Clara, Santa Cruz, Solano, Sonoma, and Tulare counties.

### Disaster CalFresh

- Disaster CalFresh timeline
  - Wave 1: Calaveras, Merced, Monterey, Sacramento, San Luis Obispo, Santa Barbara, Santa Cruz, San Mateo, San Joaquin
  - Wave 2: Contra Costa, Mendocino, Ventura
  - Wave 3: Alameda

### **February**

2023

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Post Business Hours: Turn on Disaster CF (Wave 1) – CalWIN, CalSAWS, FIS, BenefitsCal	6 Day 1 (Wave 1)	Day 2  Mass Replacements (January benefits) – CalSAWS/CalWIN	8 Day 3 Turn on D-CF (Wave 2)	Day 4 Day 1 (Wave 2)	10 Day 5 Day 2	CF Emergency Allotment Batch Run – CalWIN CalHEERS – 23.2
12	Holiday (some counties) Day 3	14 Day 6 Day 4	Day 7 Day 5	16	17	FPL COLA – CalWIN, CalSAWS
FPL COLA – CalWIN, CalSAWS	Holiday	21 Day 1 (Wave 3)	22 Day 2	CalWIN – Wave 2 Cutover activities Day 3	24 CalSAWS – Wave 2 Cutover Day 4	25 CalSAWS – Wave 2 Cutover
26 CalSAWS – Wave 2 Cutover	27 Day 5	28 Day 6	1 Day 7			Legend: D-CF Blue – Wave 1 Red – Wave 2 Purple – Wave 3

# CalWIN IEVS Reports Update Change Request Follow Up from January Meeting

- Via the County Direct (County Purchase) process, San Diego County provides a list of IEVS IFD reports that have been reviewed quarterly for an automated load into CalWIN.
- Using the County input file, the review flag is set and a case comment automatically entered.
- Prevents the need for the worker to enter a case comment on each manually.
- Question 1 Is this available for other CalWIN Counties to use?
  - Yes A County Direct would be opened for the run fee.
     There is no development cost to use the process.
- Question 2 Is a similar process available in CalSAWS?
  - Yes A County Purchase can be initiated by a County.

Update on Key State IV&V Activities

### IV&V Observations: Wave 2 Readiness

### Highlights

#### **Overall Readiness Confirmation Status:**











On Track

Slightly Behind

Off Track

Confirmed

New Item



Monitoring:

#### **Application**



- Progress on image migration from CalWIN to CalSAWS
- Progress on Training for Central Print

#### Concerns:

None

#### Risks:

None





#### Monitoring:

- Testing progress on the open Conversion defects targeted for completion before Wave 2 Go-Live.
- Ad-Hoc Reports Refactoring

#### Concerns:

None

#### Risks:

#258: 84-hour CalWIN Conversion **Cutover Window** #269: Ad-hoc Reports Refactoring #280: Unresolved Go-Live Dependent defects



#### **Test**



#### Monitoring:

Additional Performance Test on Hyland Imaging System

#### Concerns:

None

#### Risks:

None

### IV&V Observations: Wave 2 Readiness

### Highlights







**Overall Readiness Confirmation Status:** 







Slightly Behind

Off Track

New Item



### Organizational







### **Implementation**



#### Monitoring:

None

#### Concerns:

None

#### Risks:

None

#### Monitoring:

Progress on WBTs and ILTs for Wave 2 Counties: Contra Costa, Santa Clara and Tulare

#### Concerns:

None

#### Risks:

None

#### Monitoring:

- Progress on County Prep Activities
- CNC, TOSS and IPOC meetings
- Post Go-Live Support Sessions and GIP orientation sessions

#### Concerns:

None

#### Risks:

#279: County reconciliation and submission of State and Fiscal reports

# Adjourn Meeting

