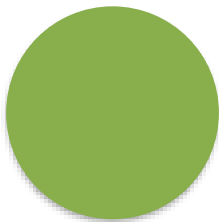




CalSAWS | Project Steering Committee Meeting



February 16, 2023

Agenda

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

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

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



Action Items

Action Items

4. Approval of the Minutes from the December 15, 2022, PSC Meeting and review of Action Items.

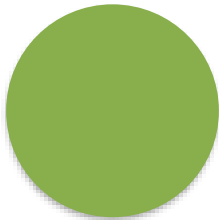


Informational Items



Fiscal Update

- Overview of CalSAWS IAPDU
 - AWS Procurement/Cost Savings Strategy Discussion
-



Fiscal Update

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**

Quarterly Fiscal Update

AWS Procurement

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



Enhanced Task Management

Enhanced Task Management

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

Enhanced Task Management

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



Enhanced Task Management

SCRs/Features

SCR	Summary	Status	Fix Version/s	Priority Release	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

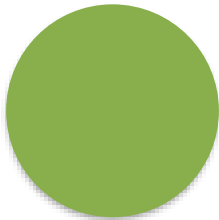
Status

- 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 7th, 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)
Application	Deploy CalSAWS Releases 23.01	Complete
	Contact Center Readiness	On Schedule
	Imaging Readiness	On Schedule
	BenefitsCal Readiness	On Schedule
	Central Print Readiness	On Schedule
	UAT Execution	Complete
Conversion	Defect Resolution	Watch Item
	EDBC Match – Auto Review Rates	Complete
Integration	County Interface Partner Test (IPT) Execution	Complete
	State Interface Partner Test (IPT) Execution	Complete
Technical	County Network Connectivity	Complete
	Performance Testing	Complete
Training	WBT Training Delivery	On Schedule
	ILT Training Delivery	On Schedule
Organization	Change Discussion Guides (CDGs)	Complete
	Communications	On Schedule
	Business Process Reengineering	Complete
	Process Simulation	Complete
	Configuration	Complete
Implementation	Implementation Planning	On Schedule
	County Prep	On Schedule
	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

*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 Tulare	Wave 2 Counties	T:
COMPLETED	56	758	582	550	100	2046
IN PROGRESS	1	290	66	62	42	461
NOT STARTED	0	127	58	52	43	280
DRAFT	0	1	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

Facts

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



Wave 2 Conversion Go-Live – Defect Resolution

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

Wave 2 Conversion Go-Live – Defect Resolution

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

Wave 2 Conversion Go-Live – Defect Resolution

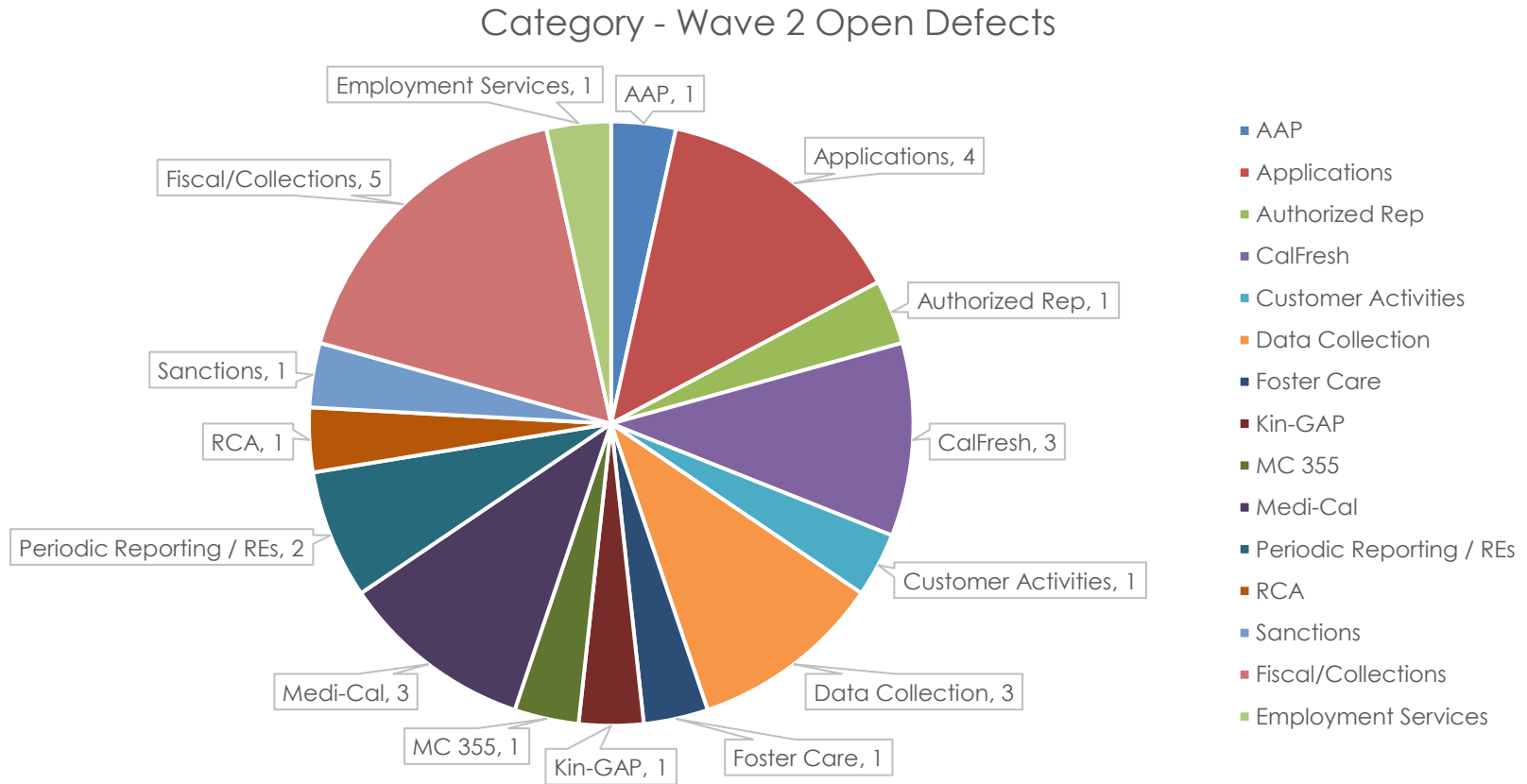
Priority 2 - Defects

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.

Wave 2 Conversion Go-Live – Defect Resolution

Priority 2 - Defects – By Category

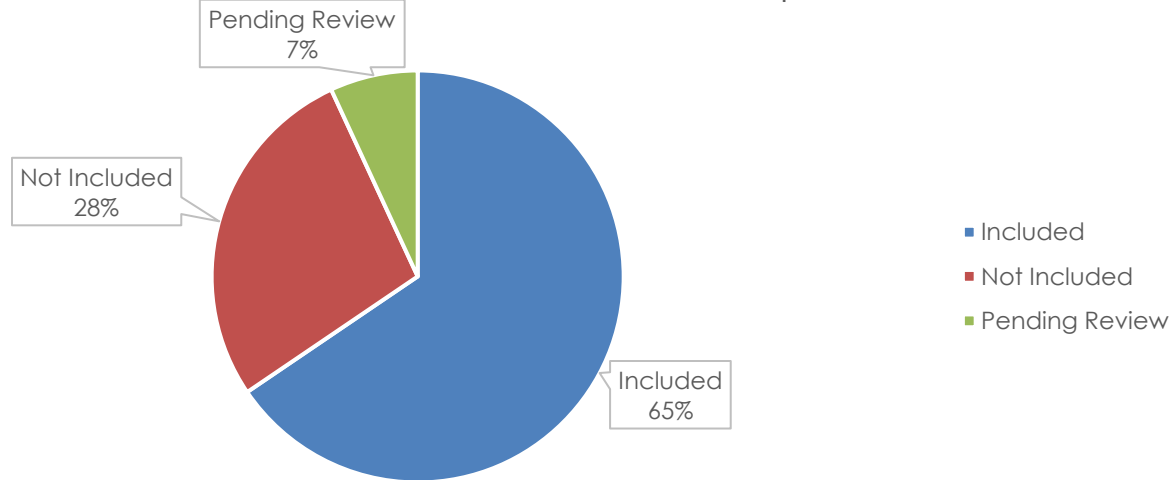


No single area is significantly impacted by the open defects.

Wave 2 Conversion Go-Live – Defect Resolution

Priority 2 - Defects – Included in Go-Live Packet

Included in Go-Live Packet - Wave 2 Open Defects



- 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 24th**
 - CalSAWS (45 Counties) up at **7:30 AM Monday, February 27th**
- B. Feb – Oct: Continue making performance improvements for **waves 3 and beyond**

Wave 2B Cutover Schedule

Go-Live Event Cutover: System Down Time Calendar

	Thursday February 23	Friday February 24	Saturday February 25	Sunday February 26	Monday February 27
<u>CalWIN</u> Counties (13)		 NO changes to system downtimes for CalWIN Counties and Customers Business as usual			
<u>CCS, SCL, TUL</u> County Customers		 My BCW Not available beginning 02/23 at 4 PM. Apply for Medi-Cal on Covered CA and CalFresh at GetCalFresh until Monday 2/27 at 7:30 AM (and then directed to BenefitsCal).			
<u>CCS, SCL,</u> TUL Staff		<ul style="list-style-type: none">  CalWIN Remains available from 02/23 4PM - 5 PM for workers to register applications from MyBCW between 4 PM – 5 PM  CalWIN Not available beginning 2/23 at 5 PM  OCAT Not available beginning 2/23 at 5 PM  CalWIN is available for <i>read-only</i> beginning 2/24 at 6 am, pending conversion outcomes 			 <p>2/27 at 7:30 AM Production Available</p>
<u>CalSAWS</u> Customers and CBOs		  BenefitsCal is available for anonymous users and CBO users without MFA enabled to submit applications between Friday 2/24 at 3 PM until Sunday 2/26 at 7:00 pm		 BenefitsCal Not available Sunday 2/26 at 7:00 pm until Monday 2/27 to customers and CBOs (maintenance mode)	
<u>CalSAWS</u> Production		  CalSAWS Production, Contact Center and IVR not available beginning Friday 2/24 at 3 PM until Monday 2/27 at 7:30AM. Imaging is view/read only. Ad Hoc/EDR data will be refreshed by Wednesday, 3/01 at 7:30 am.			
<u>CalSAWS: LMS,</u> PRT, Sandbox, Training		NO changes to system downtimes for CalSAWS PRT and LMS for CalSAWS County Staff			

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, March 11th

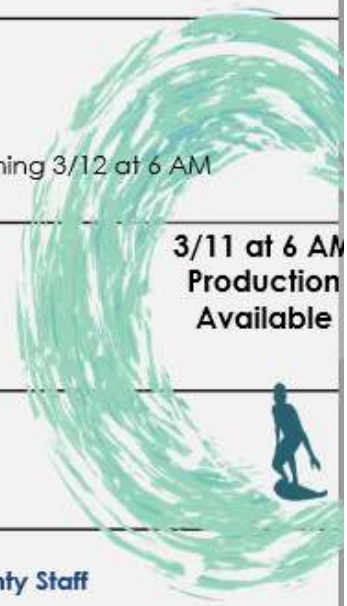
2C (Closed Cases) / 3A (County Preparation) Cutover:

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

Wave 2C/3A Cutover Schedule

Go-Live Event Cutover: System Downtime Calendar

	Friday March 10	Saturday March 11	Sunday March 12	Monday March 13
CalWIN Counties (10)		NO changes to system downtimes for CalWIN Counties and Customers <i>Business as usual</i>		
Orange, Santa Barbara, Ventura		 CalWIN Not available beginning 3/11 at 6 PM	 CalWIN is available for beginning 3/12 at 6 AM	
CalSAWS Customers and CBOs		BenefitsCal is available for anonymous users and CBO users without MFA enabled to submit applications between Friday 3/10 at 8 PM until Monday 3/11 at 6 AM		
CalSAWS Production	 	CalSAWS Production, Contact Center and IVR not available beginning Friday 3/10 at 8 PM until Monday 3/11 at 6:00 AM. Imaging is view/read only.		
CalSAWS: LMS, PRT, Sandbox, Training	NO changes to system downtimes for CalSAWS PRT and LMS for CalSAWS County Staff			



3/11 at 6 AM
Production
Available

Wave 2 Requirements Confirmation

QA Activities to confirm requirements are met

ClearBest Responsibilities:



QA Project
Management
Support



Independent
Test



Testing and
Support Services



UAT Support
Services



Contract
Compliance



Risk/Issue
Management



Change Order
Analysis



Deliverable
Assessments,
Requirements
Traceability



Overall Readiness and
Go-Live
Recommendation

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

System	Met Status			
	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
Application	Deploy CalSAWS Releases 23.01	NS	NS
	Contact Center Readiness	G	G
	Imaging Readiness	G	R
	BenefitsCal Readiness	G	NS
	Central Print Readiness	G	G
	User Acceptance Testing (UAT)	C	C
Integration	County Interface Partner Test (IPT) Execution	Y	NS
	State Interface Partner Test (IPT) Execution	G	NS
Conversion	Defects Resolution	G	G
	EDBC Match – Auto Review Rates	G	G
Technical	County Network Connectivity	G	G
	Performance Testing	NS	NS
Training	Wave County Classroom Set-Up	G	NS
	WBT Training Delivery	G	G
	ILT Training Delivery	G	NS
Organization	Change Discussion Guides (CDGs)	C	G
	Communications	G	G
	Business Process Reengineering	C	C
	Configuration	G	NS
	Process Simulation	G	NS
Implementation	Implementation Planning	G	G
	County Prep	G	NS
	Pre and Post Implementation Support	G	NS
	Help Desk	G	G
	County Ad Hoc Reports	Y	G

County Readiness Summary: Wave 3 – 4 Readiness

Readiness Area	Wave 3				Wave 4			
	Orange	Santa Barbara	Ventura		San Diego	San Mateo	Santa Cruz	Solano
Application	G	G	G		R	G	G	G
Integration	Y	Y	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	Y	Y	Y		G	G	G	G

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

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

Status	00 All Counties	06 Orange	07 Santa Barbara	08 Ventura	Wave 3 Counties	T
COMPLETED	11	481	422	410	61	1365
NOT STARTED	2	114	119	111	106	452
IN PROGRESS	0	93	86	99	33	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	12 Solano	Wave 4 Counties	T
IN PROGRESS	3	98	101	112	105	7	426
NOT STARTED	1	179	187	182	187	140	876
COMPLETED	27	280	295	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				



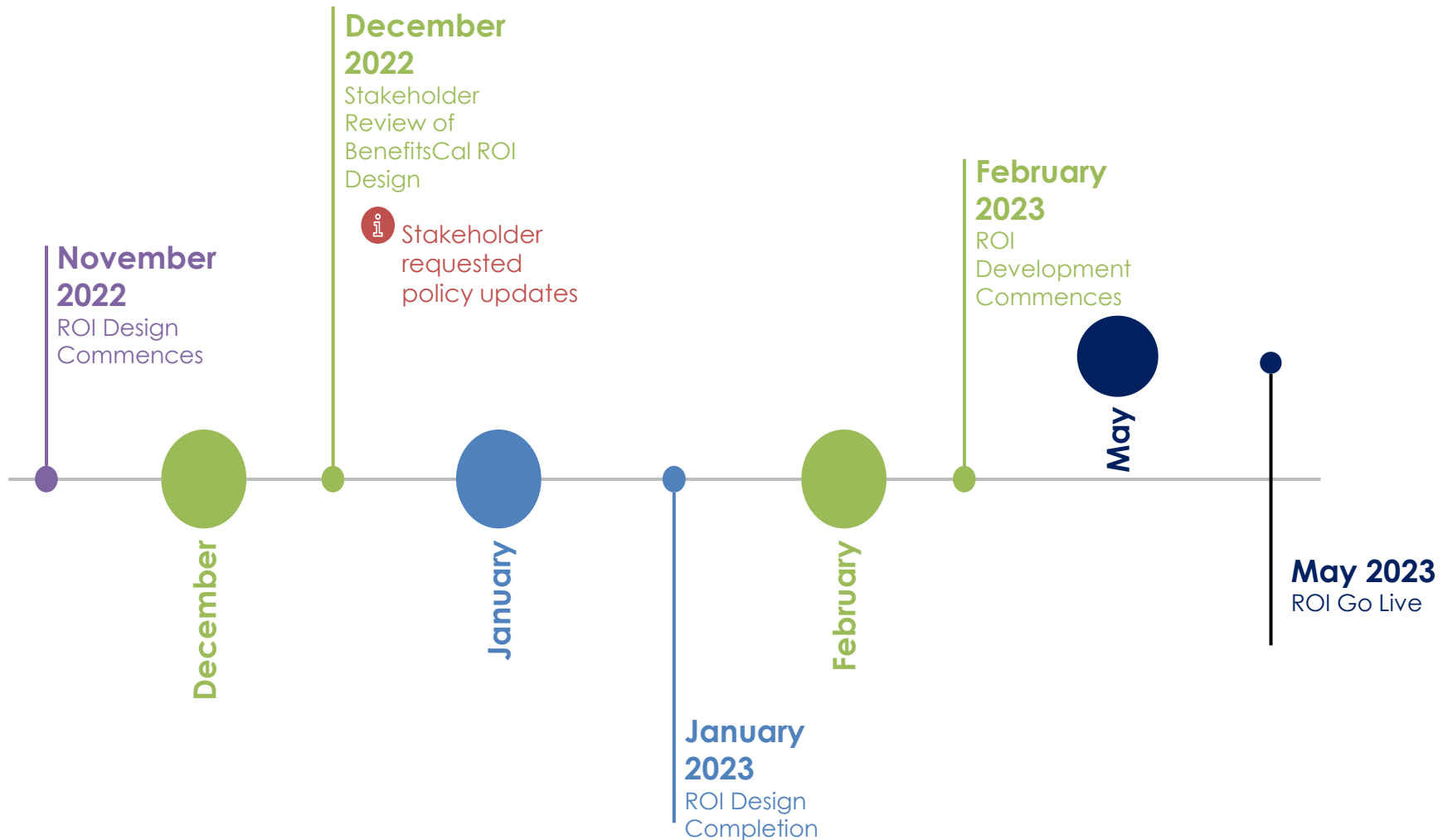
BenefitsCal Update

- 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



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

County Users

User Access

- ✓ 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

- ✓ Access environment with an access code, and shared through Training Committee
- ✓ Users follow self-served account creation steps to create test accounts

Features/ Data

- ✓ Includes production features for CBO functionality (excluding chat)
- ✓ Data refresh follows existing training refresh schedule (i.e., quarterly)

- ✓ Includes production feature set (excluding chat)
- ✓ Data refresh follows existing training refresh schedule (i.e., quarterly)

Support

- ✓ Report technical issues through AskCalSAWS channel
- ✓ Pre-release updates will be shared through bi-monthly trainings, QRGs or Youtube

- ✓ Report technical issues through existing BenefitsCal and CalSAWS support channels
- ✓ Pre-release updates will be shared through bi-monthly trainings, QRGs or Youtube

Target

- ✓ Spring 2023

- ✓ Spring 2023

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

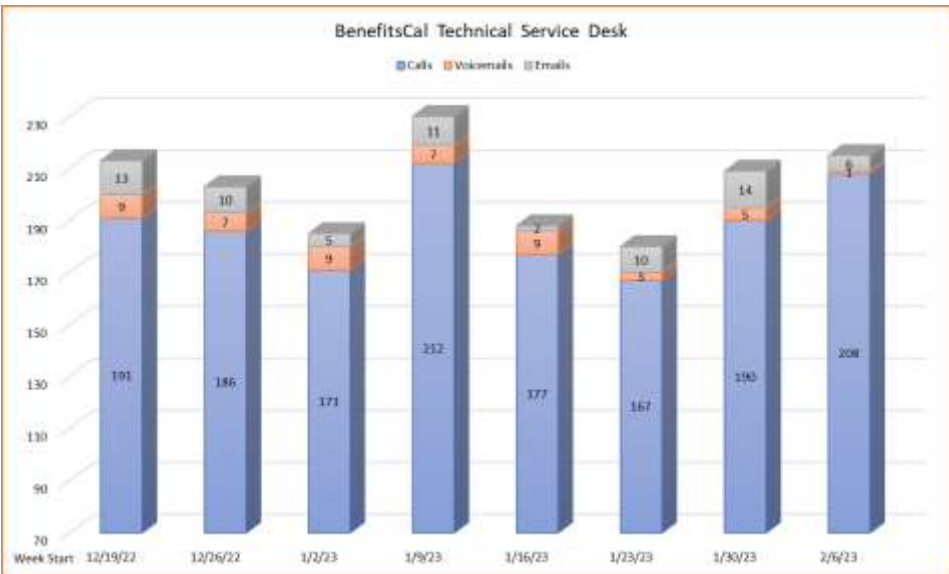
Implementation Status

▪ Order of Engagement

- CalWIN Wave 1 – October 31, 2022
- Los Angeles – December 19, 2022
- 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

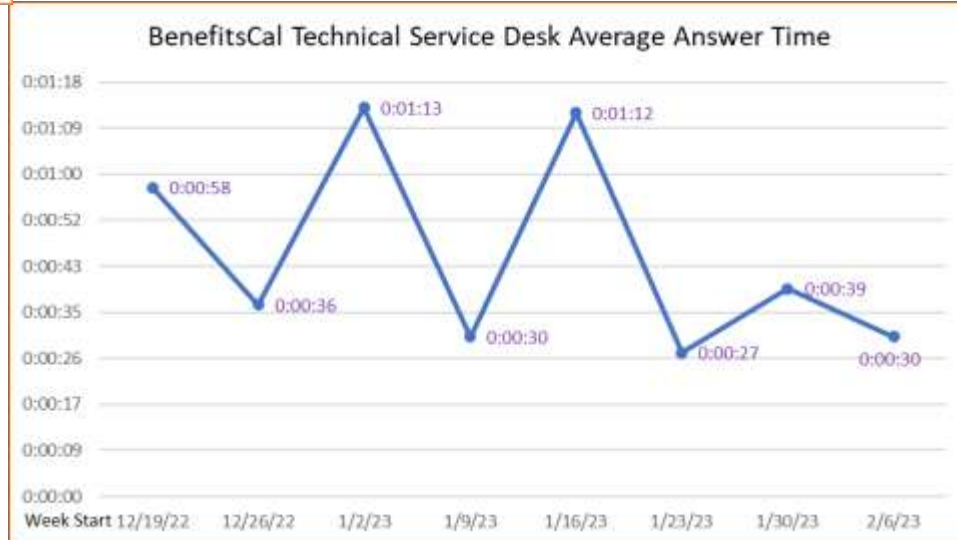
Region(s)	On or After Go Live Date
4	March 27, 2023
2	May 30, 2023
3	July 31, 2023
1 and 5	September 25, 2023

BenefitsCal Technical Service Desk Results Since Los Angeles County Go Live

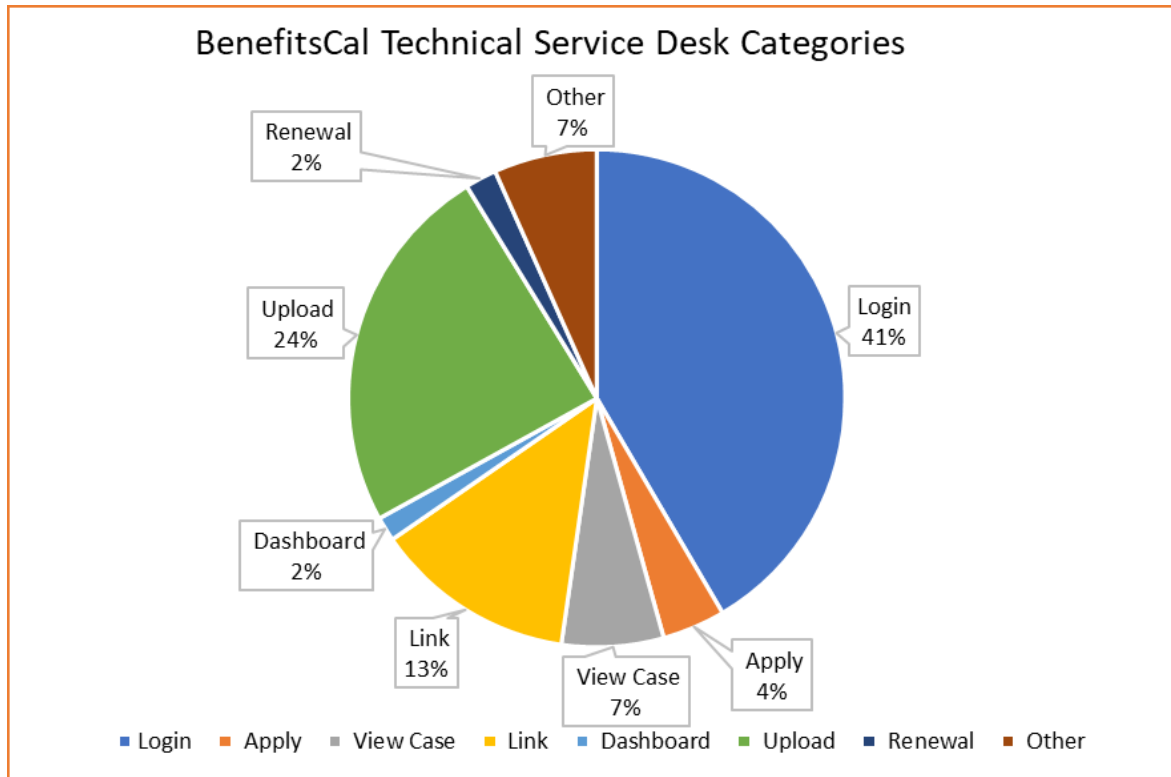


Average Incoming Contacts
Per Week = 203

Average Answer Time = 46 Seconds



BenefitsCal Technical Service Desk 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)

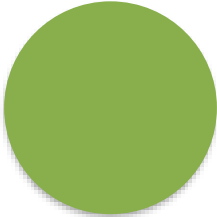
Quarterly Usage



- 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



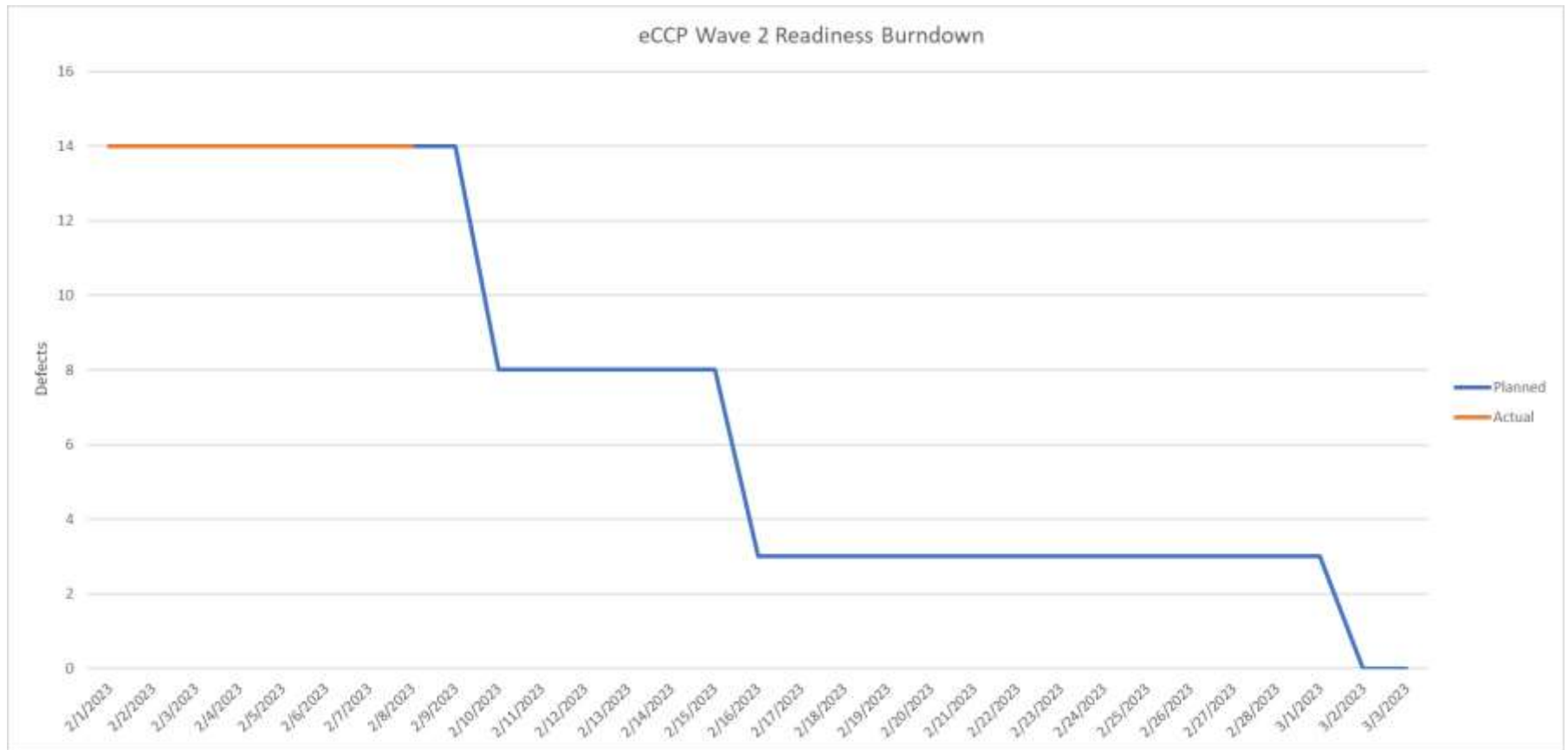
Contact Center Implementation Update

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

eCCP Production Defects

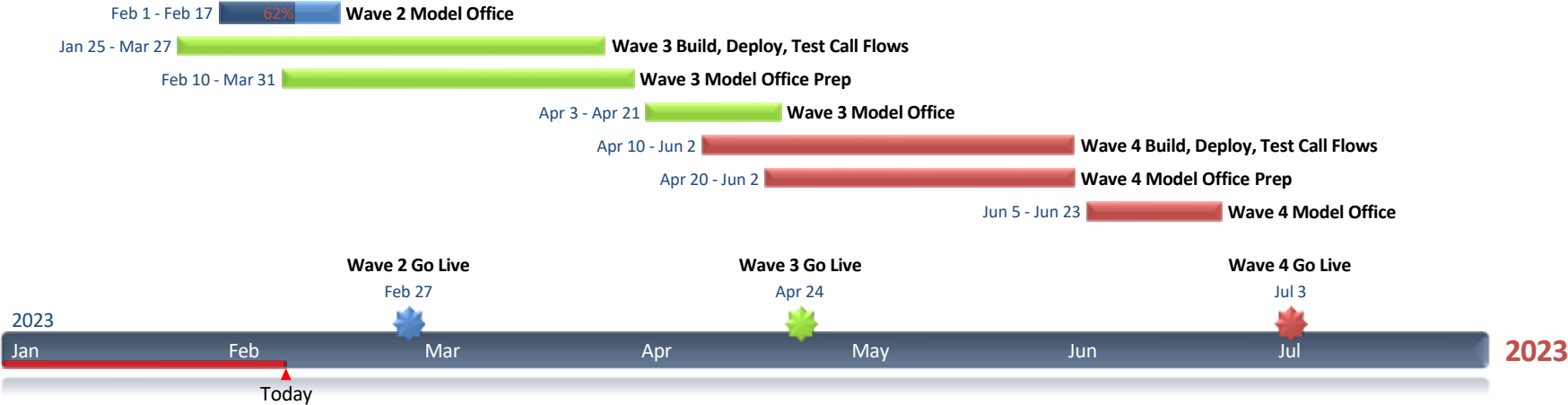
eCCP Burndown

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		☑

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

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



County Sharing Update

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!



A composite image. On the left is a slide titled "Induction Training Program HST I" with a "6 months" duration. The slide lists "Classroom Instruction" for Weeks 1-12, including (4) CalFresh, (3) Medi-Cal, (3) CalWORKs, and (2) General Assistance. It also lists "Training Unit Casework" for Week 13-6th month, with a note "Assignment area based on need". The Kern County Human Services logo is at the bottom. On the right is a photograph of a classroom where several students are sitting at desks, focused on their work. A woman in the foreground is looking at a laptop screen.

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

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

Carl's whole presentation -- awesome job!

Everything!
Absolutely Everything!

The 4 CalSAWS Environments



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



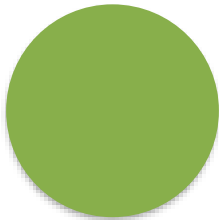
*PPOCs received the Outlook invite on 1/17/2023.

Updated agenda to be delivered soon



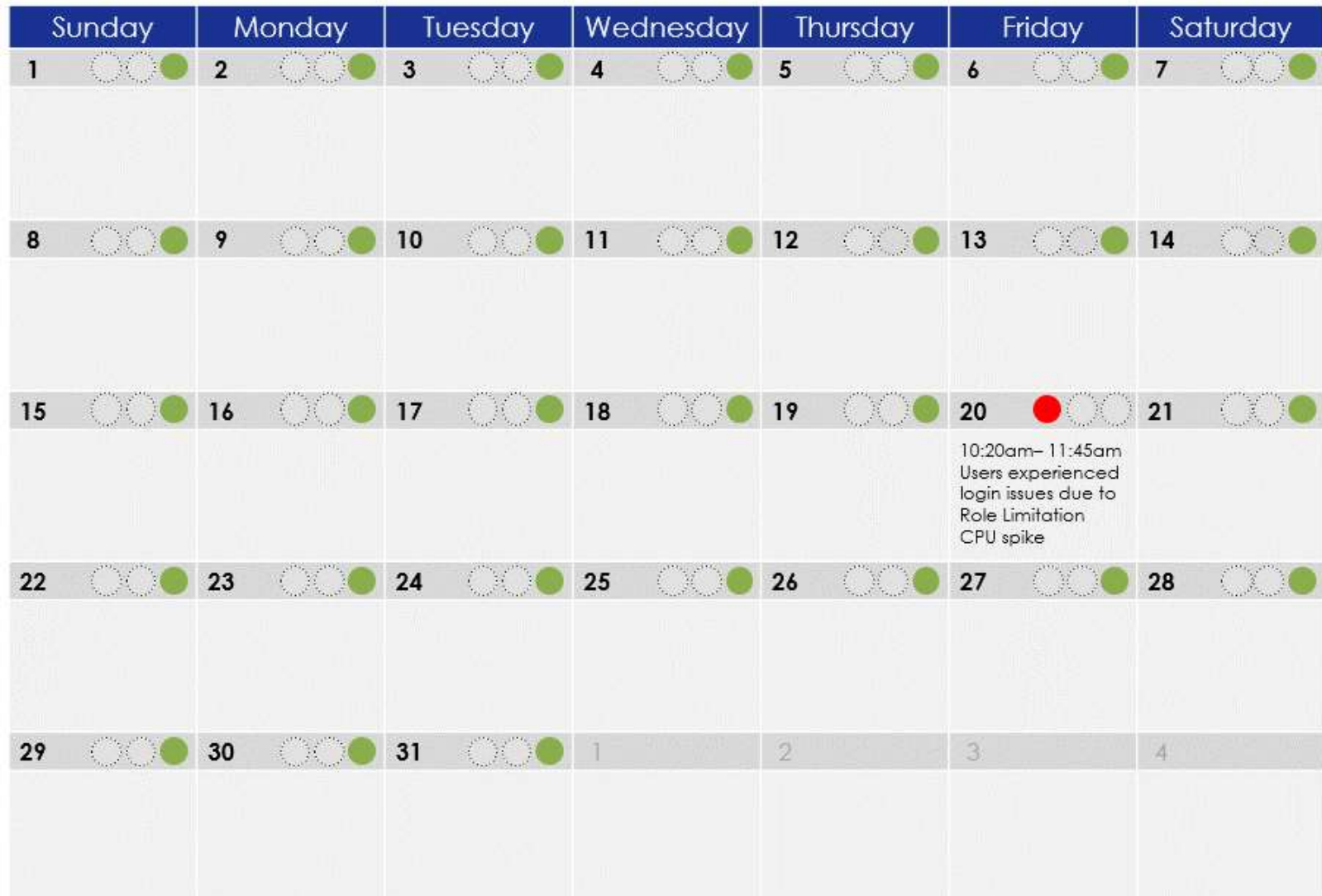
Technical Operations SLA Review

- CalSAWS
- Help Desk
- BenefitsCal
- Hyland Imaging



CalSAWS Quality, Defect, Stability, Tickets Stats

January 2022 Production Outages



CalSAWS Quality, Defect, Stability, Tickets Stats

Production SLA Metrics

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

- 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
- ED/BC off prime on January 3, 2023, was 92% missing SLA target 95%

Legend: ✓ SLA Met ✗ SLA Not Met ✓ LD Applies

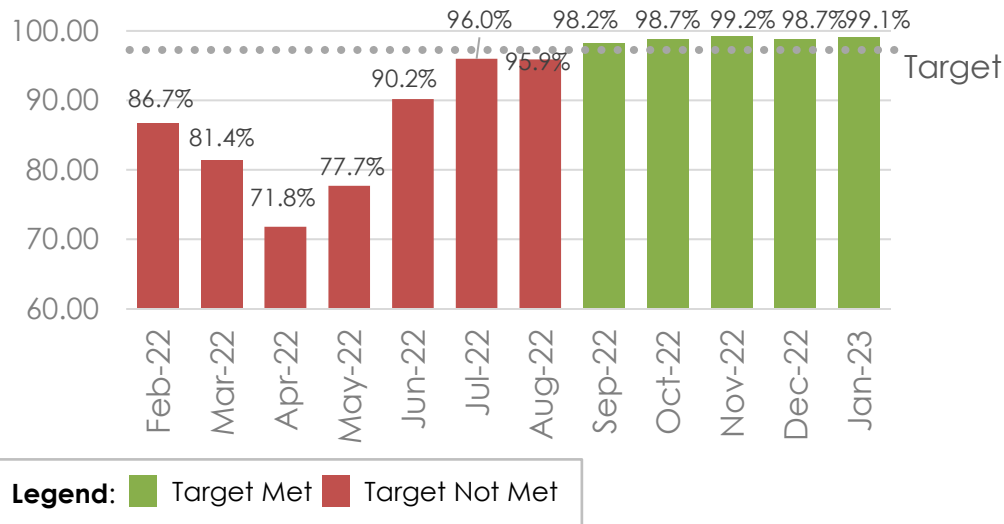


Performance reports are emailed to RMs, and posted to the CalSAWS Web Portal for County PPOCs and County Help Desk Staff.

CalSAWS Quality, Defect, Stability, Tickets Stats

CalSAWS Level 3 Help Desk Diagnosis SLA

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



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 (not system defects)
 - 59% were related to CalSAWS application
 - 11% were related to Imaging

Of the 16 tickets that missed the SLA:

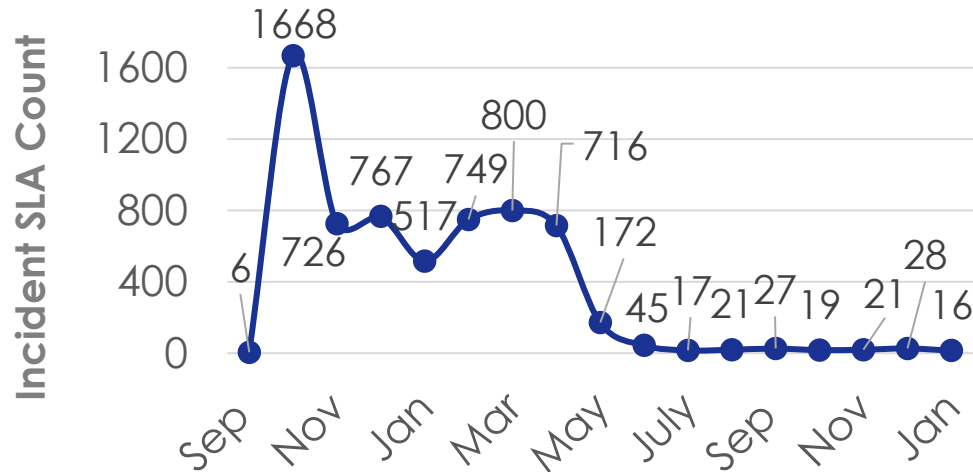
- 27% were resolved by a Defect fix
- 20% were requests for additional information/procedures, or the issue could not be re-created
- 20% were resolved with User confirming issue is resolved or requested closure
- 33% were resolved with How To steps

CalSAWS Quality, Defect, Stability, Tickets Stats

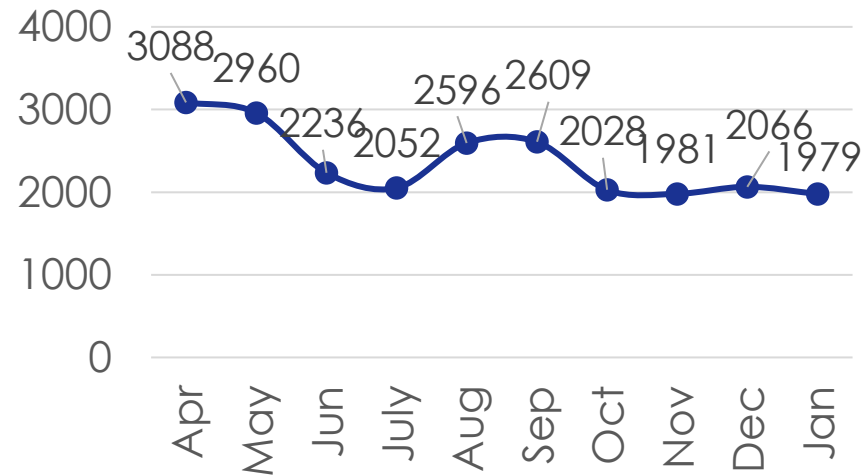
CalSAWS Tickets Trend since C-IV Cutover

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



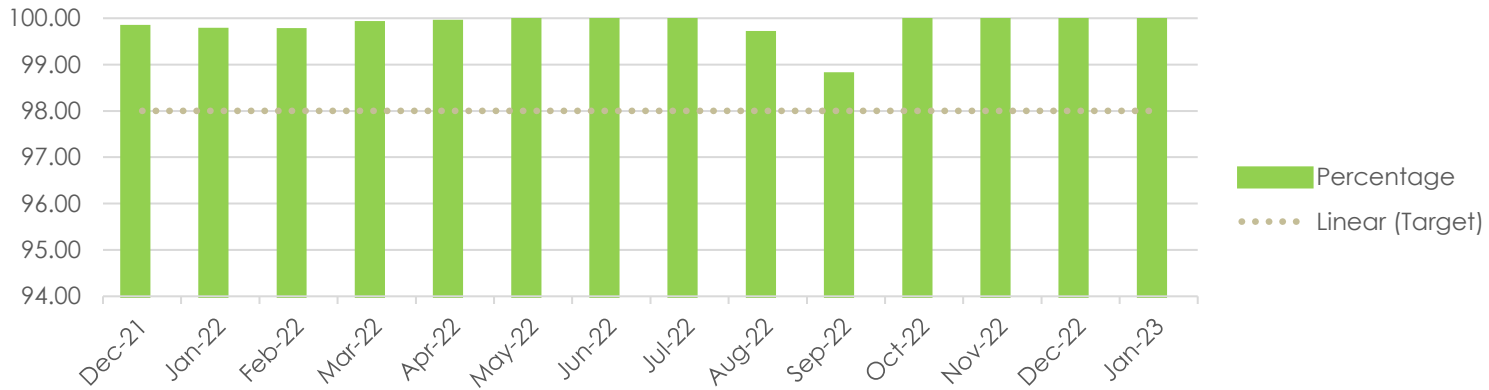
Month x Tickets Created



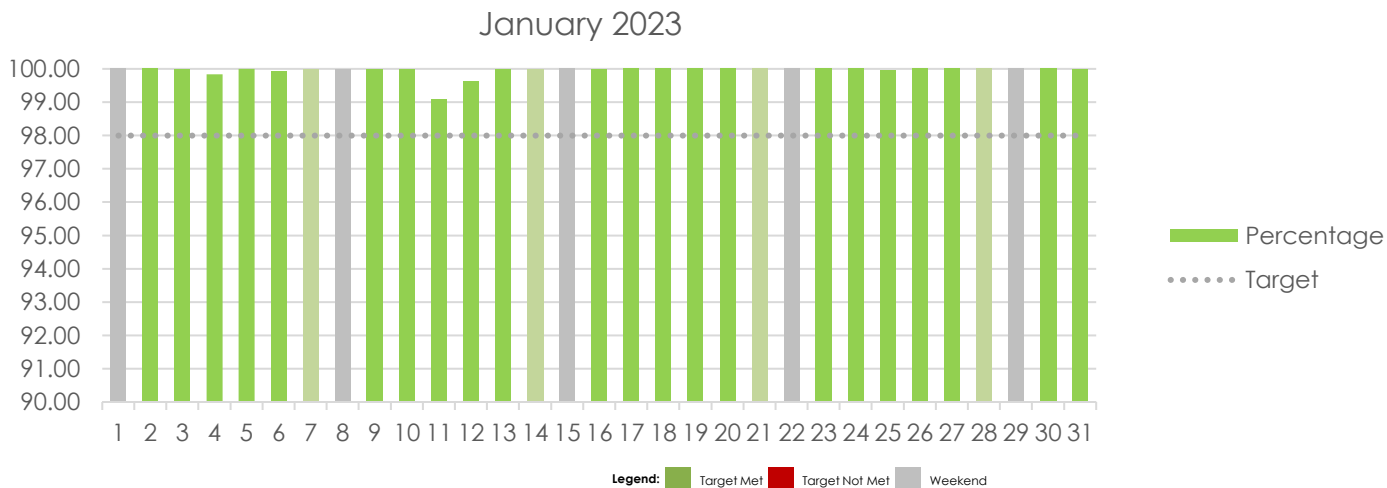
BenefitsCal Performance Metrics

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



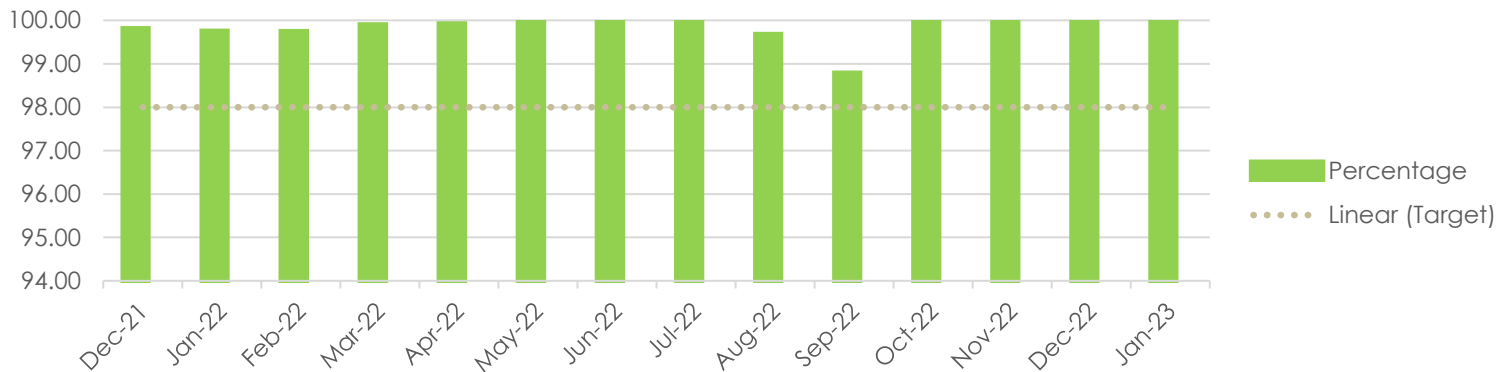
Daily View: Jan 2023



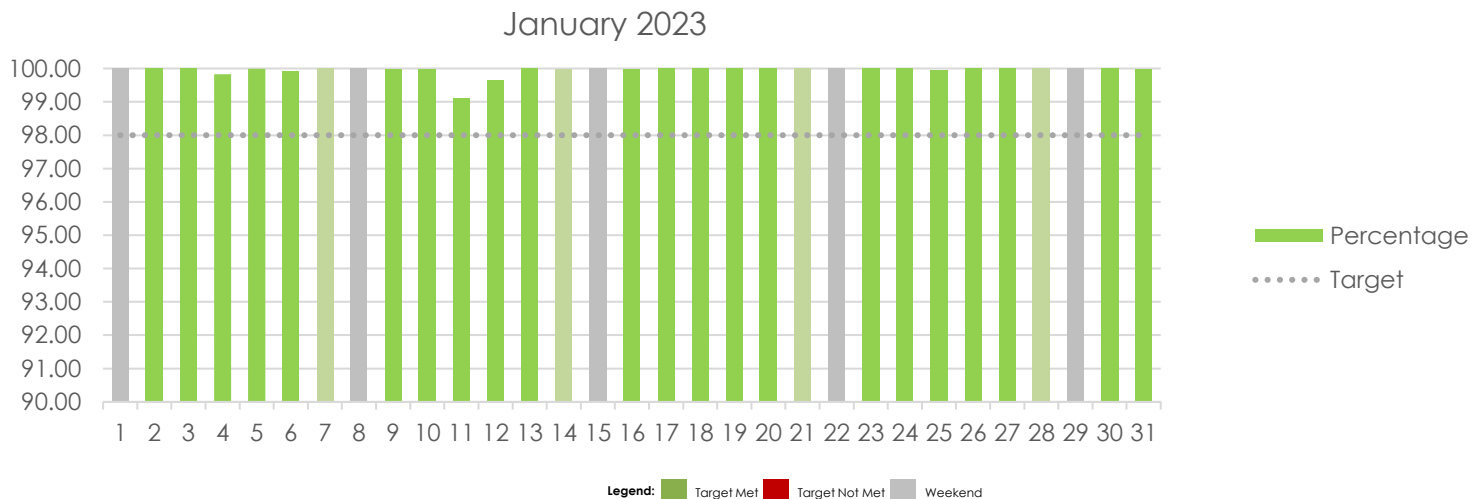
BenefitsCal Performance Metrics

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



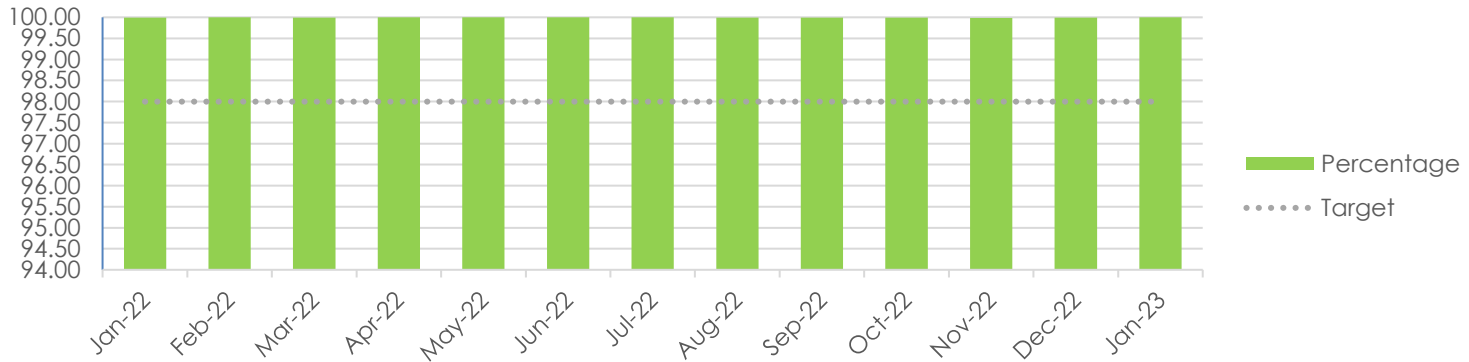
Daily View: Jan 2023



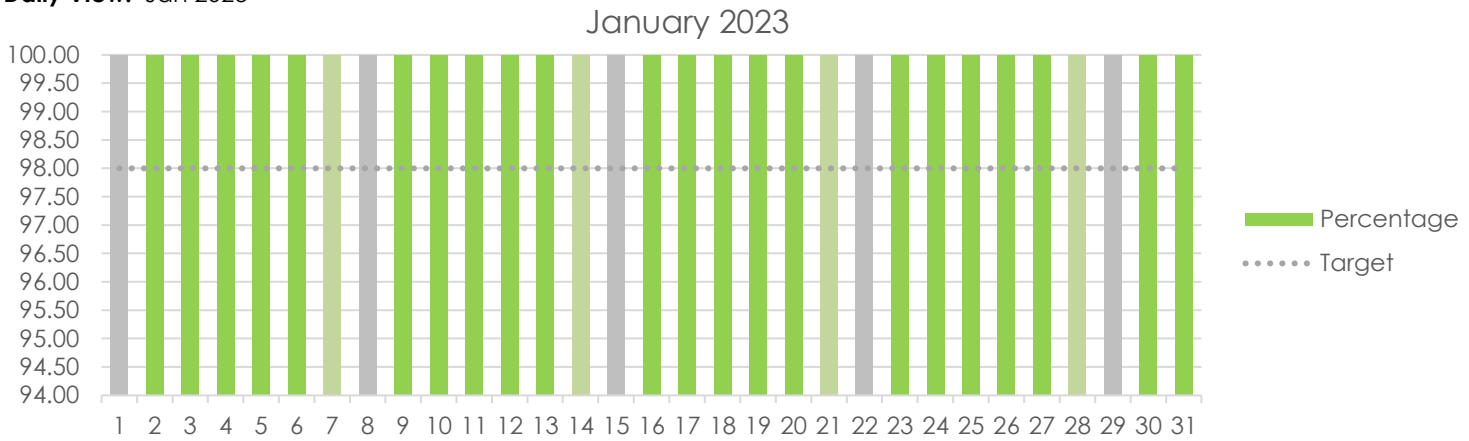
BenefitsCal Performance Metrics

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



Daily View: Jan 2023



Legend: ■ Target Met ■ Target Not Met ■ Weekend

CalSAWS Quality, Defect, Stability, Tickets Stats

Hyland Imaging Performance Metrics

JANUARY 2023 PERFORMANCE STANDARDS



Monthly Uptime Percentage

Target: 99.90%

Formula: $1 - (\text{total downtime minutes} / \text{total monthly minutes}) \times 100$

Monthly Uptime Target: 99.90%

Monthly Uptime Service Level Credits

99.89-99.00% 10% of the Monthly SaaS Fees

Less than 99.00% 20% of the Monthly SaaS Fees

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 Objective

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

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 Objective

Database Transaction Percentage Target – 90%
Database transactions will be complete in \leq 1 Second

Database Transaction Target: 90%

Monthly Database Transaction Service Level Credits

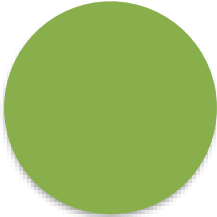
Less than 90%	3.5% of the Monthly SaaS Fees
---------------	-------------------------------

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
- 
-

CalSAWS Release and Policy Update

Continuous Coverage Unwinding

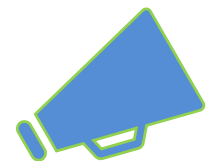
- Continuing to work on system change requests to support the unwinding
- Participating in weekly calls with DHCS and the counties
- MC RE Packet mailings
 - RE packets are generated and sent to CalSAWS Central Print on/around the 12th of each month. Packets are printed and mailed by the 20th of each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

CalSAWS Release and Policy Update

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.



CalSAWS Release and Policy Update

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

CalSAWS Release and Policy Update

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 research-based 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



CalSAWS Release and Policy Update

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

CalSAWS Release and Policy Update

Continuous Coverage Unwinding – DHCS Outreach Efforts

Bringing Messaging to Life

Social Graphic



Public Transit



Flyer



CalSAWS Release and Policy Update

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 [FAQs](#) 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 [here](#).
- **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**

CalSAWS Release and Policy Update

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: Counties have the ability to add messages to the home page

The screenshot shows the MyBenefits CalWIN website interface. At the top left is the logo for MyBenefits CalWIN. To the right of the logo is a navigation menu with links for Sign In, Help, FAQs, Contact, and Language. Below the navigation is a yellow announcement banner with a red arrow icon and the text: "Announcement Counties Santa Clara, Tulare and Contra Costa will be transitioning to CalSAWS on 02/23/2023. Read about CalSAWS transition." Below the banner is a large image of a diverse group of children. Overlaid on the image is a "Welcome Back!" sign-in prompt with a "Sign In" button. Below the image is a "Create An Account" button. The text on the page reads: "Get medical, food and cash assistance now. MyBenefits CalWIN is the fast, easy way for California residents to get the help they need."

CalSAWS Release and Policy Update

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

March

April

May

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*

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

* Identified through discovery sessions with customers, advocates and counties

CalSAWS Release and Policy Update

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

IVR Call Script

- » 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.

CalSAWS Release and Policy Update

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.



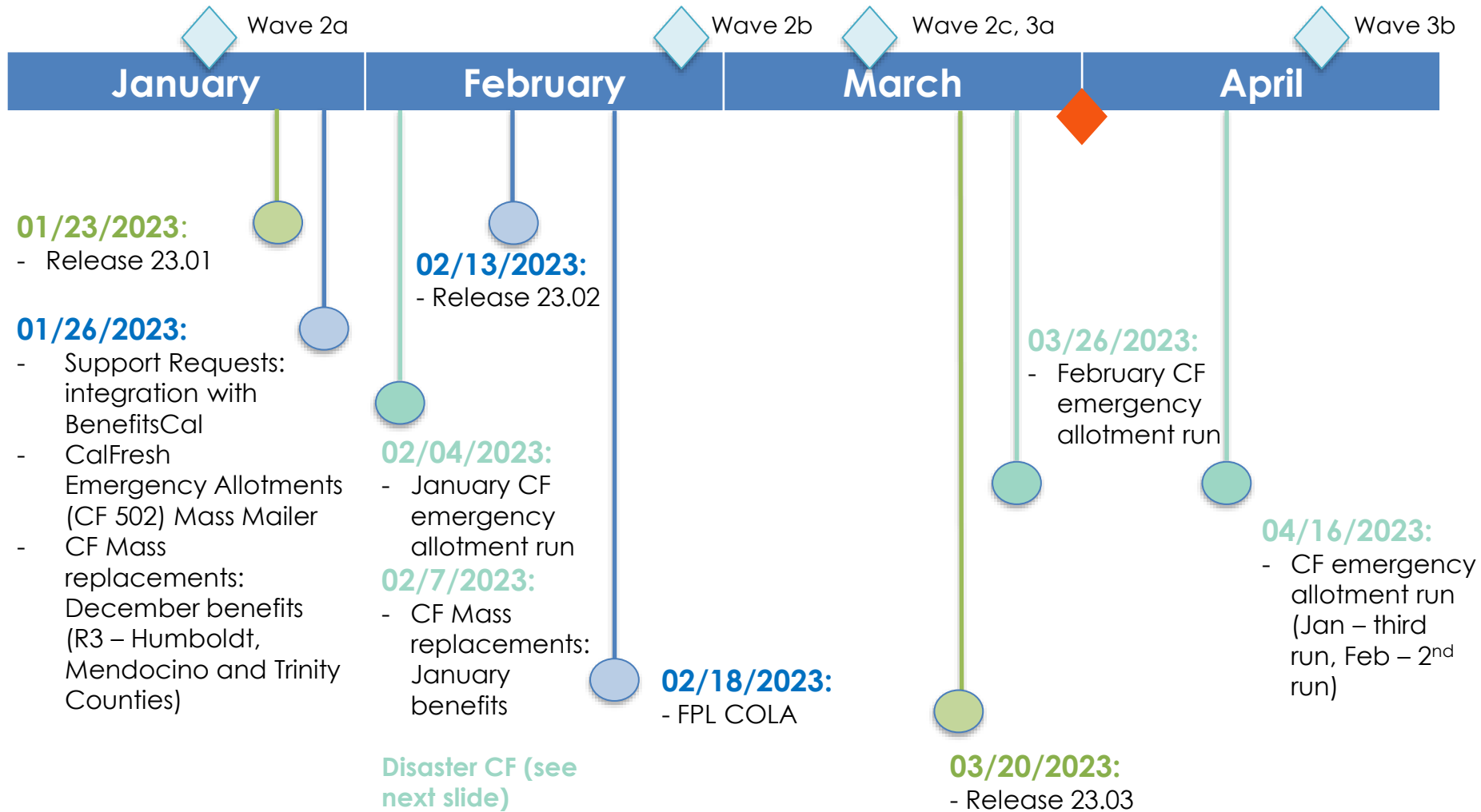
- CalSAWS Text Messages: Customers who have opted into receive text messages, will receive texts about their renewal packets. Text messages will be sent when the MC renewal packet is:

- ★ Sent
- ★ Received
- ★ Processed
- ★ Incomplete



CalSAWS Release and Policy Update

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.

CalSAWS Release and Policy Update

CF 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.

CalSAWS Release and Policy Update

Disaster CF

- 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	
5 Post Business Hours: Turn on Disaster CF (Wave 1) – CalWIN, CalSAWS, FIS, BenefitsCal	6 Day 1 (Wave 1)	7 Day 2 Mass Replacements (January benefits) – CalSAWS/CalWIN	8 Day 3 Turn on D-CF (Wave 2)	9 Day 4 Day 1 (Wave 2)	10 Day 5 Day 2	11 CF Emergency Allotment Batch Run – CalWIN CalHEERS – 23.2	
12	13 Holiday (some counties) Day 3	14 Day 6 Day 4	15 Day 7 Day 5	16	17	18 FPL COLA – CalWIN, CalSAWS	
19 FPL COLA – CalWIN, CalSAWS	20 Holiday	21 Day 1 (Wave 3)	22 Day 2	23 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	



Update on Key State IV&V Activities

IV&V Observations: Wave 2 Readiness

Highlights

Overall Readiness Confirmation Status:



Application

Monitoring:

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

Concerns:

None

Risks:

None

Conversion

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:



Organizational

Monitoring:

- None

Concerns:

None

Risks:

None

Training

Monitoring:

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

Concerns:

None

Risks:

None

Implementation

Monitoring:

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

Concerns:

None

Risks:

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



State Partners Updates

- OSI
 - CDSS
 - DHCS
- 
-



Regional Updates



Adjourn Meeting