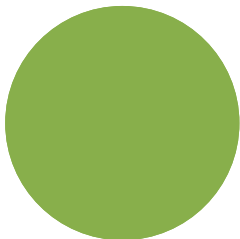


CalSAWS |

WCDS SUBCOMMITTEE MEETING AGENDA PACKAGE

Friday, March 17, 2023
12:00 P.M. – 2:00 P.M.

Dial-In: 1 323-475-9970
Conference ID: 893760136#



Meeting Reminder

Please:

1. Mute phone when not speaking
2. Do not put your phone line on hold
3. Unmute and identify yourself to speak and limit background noise

Agenda

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

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

- *See supplemental document for full agenda.*



Action Items

Action Items

4. Action items:

- Approval of January 20, 2023 WCDS Subcommittee Meeting Minutes*
- **Refer to attached supplemental document.*

Action Items

5. Action items:

- Brown Act Requirements for WCDS Subcommittee and Future Meetings

Brown Act Requirements

CalSAWS JPA, PSC, and WCDS Sub-Committee

- **Traditional Teleconferencing (Gov. Code, § 54953(b))** - The legislative body may use teleconferencing if the following conditions are met:
 - At least a quorum of the members of the legislative body participates in the meeting from locations within the legislative body's jurisdiction;
 - All votes are by roll call;
 - Meeting conduct protects the statutory and constitutional rights of the public (e.g., opportunity for public comment, accessible, no disruptions);
 - Opportunity for public comment is provided in a time and manner as typically required by the Act (e.g., after each agenda item and at a separate general public comments time);
 - **Notice is given and agendas are posted in a time and manner as typically required by the Act AND the agenda specifically identifies each teleconference location;** and
 - **Each teleconference location:**
 - ◆ **Must have the agenda posted (minimum of 72 hours prior to meeting);**
 - ◆ **Be open and accessible to the public for viewing; and**
 - ◆ **Provide a means for public comment to be given (e.g., speakerphone).**

Brown Act Requirements

CalSAWS JPA, PSC, and WCDS Subcommittee

- **Member Just Cause/Emergency Teleconferencing (Gov. Code, § 54953(f))** - The legislative body may use teleconferencing if the following conditions are met:
 - At least a quorum of the members of the legislative body participates in-person from a *single physical location* (1) identified on the agenda, (2) open to the public, and (3) within the legislative body's jurisdiction;
 - Either (a) a two-way audiovisual platform or (b) a two-way phone *and* live webcasting is provided for the public to observe and electronically address the legislative body;
 - The posted agenda includes information on how the public can electronically observe the meeting and electronically give public comment;
 - The posted agenda provides an opportunity for public comment at times typically required by the Act, including electronically (e.g., after each agenda item and at a separate general public comments time);
 - The legislative body takes no action during a disturbance in the electronic access that prevents the public from observing the meeting or giving public comment;
 - Public comments are not required to be submitted in advance;
 - A member of the legislative body participating electronically has not done so for more than three consecutive months or 20% of the regular meetings within a calendar year;
 - A member of the legislative body may only participate electronically if they (1) participate through both audio and visual technology, (2) disclose the presence of any person over 18 years old in the room and his or her relation, and (3) one of the following apply:

Brown Act Requirements

CalSAWS JPA, PSC, and WCDS Sub-Committee

- A member of the legislative body may only participate electronically if they (1) participate through both audio and visual technology, (2) disclose the presence of any person over 18 years old in the room and his or her relation, and (3) one of the following apply:
 - ◆ *Just Cause*
 - They are prevented from attending in-person due to (a) caregiving needs of a child or certain family member, (b) contagious illness, (c) needs related to certain physical or mental disabilities, or (d) travel on official business of the legislative body or public agency;
 - They notify the legislative body at the earliest opportunity and provide a general description (< 20 words) of the just cause circumstances; and
 - They may not participate remotely for "just cause" more than twice per calendar year.
 - ◆ *Emergency Circumstances*
 - They are prevented from attending in-person due to a physical or family medical emergency;
 - They notify the legislative body as soon as possible, provide a general description (<20 words) of the emergency circumstances, and request to participate electronically; and
 - The legislative body grants the request to participate electronically. This must be done separately for each meeting.
 - ◆ Note: there is no requirement that the remote location be disclosed on the agenda or open to the public for "just cause" or "emergency" participation.

Future Meetings

CalSAWS JPA Bylaws Section VIII. System Subcommittees B.1

B.1.a - In recognition that each system (WCDS, C-IV, and LRS) will need to continue to be modified in order to comply with federal and state policy changes..... Three System Subcommittees are established. **These Subcommittees will meet on an as needed basis...**

- ❑ As each Wave goes live in CalSAWS, those counties are no longer active members of the WCDS Subcommittee
- ❑ Remaining Meeting Dates:
 - » May 19, 2023 – 10 counties remain
 - » July 14, 2023 – 6 counties remain
 - » September 8, 2023 – 3 counties remain
- ❑ Alternatives for Directors and Staff to obtain CalWIN and CalSAWS information
 - » JPA Board of Directors monthly meetings and General Membership meetings
 - » PSC monthly meetings
 - » CalSAWS Regional Meetings
 - » CalSAWS Wave Management Meetings
 - » OPAC monthly meetings
- ❑ Options:
 1. Keep the remaining dates and cancel as needed?
 2. Keep 2 of the remaining dates?
 3. Keep 1 of the remaining dates?
 4. Meet on an as-needed basis in accordance with the Brown Act

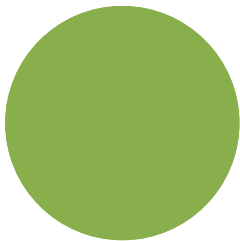


Informational Items



6. Wave 2 Go Live Debrief

- Wave 2 Counties
- Migration Statistics



Wave 2 Post Go-Live Updates

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

- County Support Highlights:
 - No major issues to report
 - Counties are conducting regular business – Intake and Ongoing functions
 - County Support Model remains in place including Onsite and Virtual Support for the first 60-Days Post Go-Live (through 04/28/2022)
 - 960 Virtual Interactions recorded during the first two weeks of Wave 2 Go Live! Almost half of all interactions are regarding Eligibility-MC, CF, CW

Wave 2B Cutover Window

Wave 2B Cutover completed within 1 hour of the original forecast with the system available at 8:15am on Monday, 2/27

- Baseline Plan was to Complete the Cutover by Monday, 2/27/2023, 7:30am
- An issue occurred during the conversion process that required additional effort to correct. Initial estimate was a 5 hour extension of the cutover window.
- The remediation occurred in parallel, as the remainder of the conversion process was executed.
- The teams reduced the impact to the critical path to 1 hour:
 - Post conversion activities required 2 fewer hours due to efficiencies gained with upgraded hardware in the production environment
 - County Click-Thru and Wrap-Up was reduced by 2 hours

CalSAWS Release and Policy Update

Wave 2 Cutover Highlights



CalSAWS Core:

- Over 1,800 new users and 1M additional transactions each day
- Over 12,000 tasks completed
- Over \$4M in Benefits issued, including Foster Care main payroll for Santa Clara county
- Over 43,000 Eligibility Determination Requests (“EDRs”) sent to CalHEERS (including the administrative renewals for May REs)
- Over 73,000 client correspondence generated, include CF NEC NOAs
- Executed nightly batch, including month end and 1st of the month high volume days, for 45 counties within SLAs

Imaging:

- Over 70,000 documents imaged



Contact Centers:

- Over 16,000 calls handled across the three counties

Wave 2 Cutover Highlights

Over 5,000 applications received in BenefitsCal in the first week,
18,000+ accounts created and over 25,000 documents
uploaded



Wave 2 Application Metrics Since Feb 27th

Contra Costa County

- 1860 Applications submitted between Feb 27th and Mar 6th
- 277 Changes Reported
- 9985 Documents Uploaded
- 5172 Accounts Created and Linked in BenefitsCal

Santa Clara County

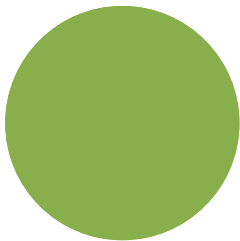
- 2009 Applications submitted between Feb 27th and Mar 6th
- 163 Changes Reported
- 11188 Documents Uploaded
- 4523 Accounts Created and Linked in BenefitsCal

Tulare County

- 943 Applications submitted between Feb 27th and Mar 6th
- 273 Changes Reported
- 7634 Documents Uploaded
- 8746 Accounts Created and Linked in BenefitsCal



7. Waves 3 and 4 Update



Executive Summary: Wave 3 – 4 Readiness

Readiness Areas and Categories [as of 3/10/2023]

Readiness Area*	Readiness Category	Wave 3	Wave 4
Application	Deploy CalSAWS Releases 23.03 or 23.05	G	NS
	Contact Center Readiness	G	G
	Imaging Readiness	G	G
	BenefitsCal Readiness	G	NS
	Central Print Readiness	G	G
	User Acceptance Testing (UAT)	C	C
Integration	County Interface Partner Test (IPT) Execution	C	G
	State Interface Partner Test (IPT) Execution	C	G
Conversion	CDV 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	C	G
	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	C	NS
	Process Simulation	C	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 [as of 3/10/2023]

Wave 3					Wave 4			
Readiness Area	Orange	Santa Barbara	Ventura		San Diego	San Mateo	Santa Cruz	Solano
Application	G	G	G		G	G	G	G
Integration	C	C	C		G	G	G	Y
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 03/13/2023)

Status	00 All Counties	06 Orange	07 Santa Barbara	08 Ventura	Wave 3 Counties	T:
COMPLETED	11	521	472	459	86	1549
NOT STARTED	2	73	70	72	85	302
IN PROGRESS	0	76	87	91	28	282
Total Unique Issues:	13	670	629	622	199	2133

Wave 4 County Readiness Checklist Activities by Status (as of 03/13/2023)

Status	00 All Counties	09 San Diego	10 San Mateo	11 Santa Cruz	12 Solano	Wave 4 Counties	T:
IN PROGRESS	3	77	87	102	88	7	364
NOT STARTED	1	158	167	161	163	144	794
COMPLETED	27	316	331	319	335	15	1343
Total Unique Issues:	31	551	585	582	586	166	2501

County Readiness Highlights

Wave 3

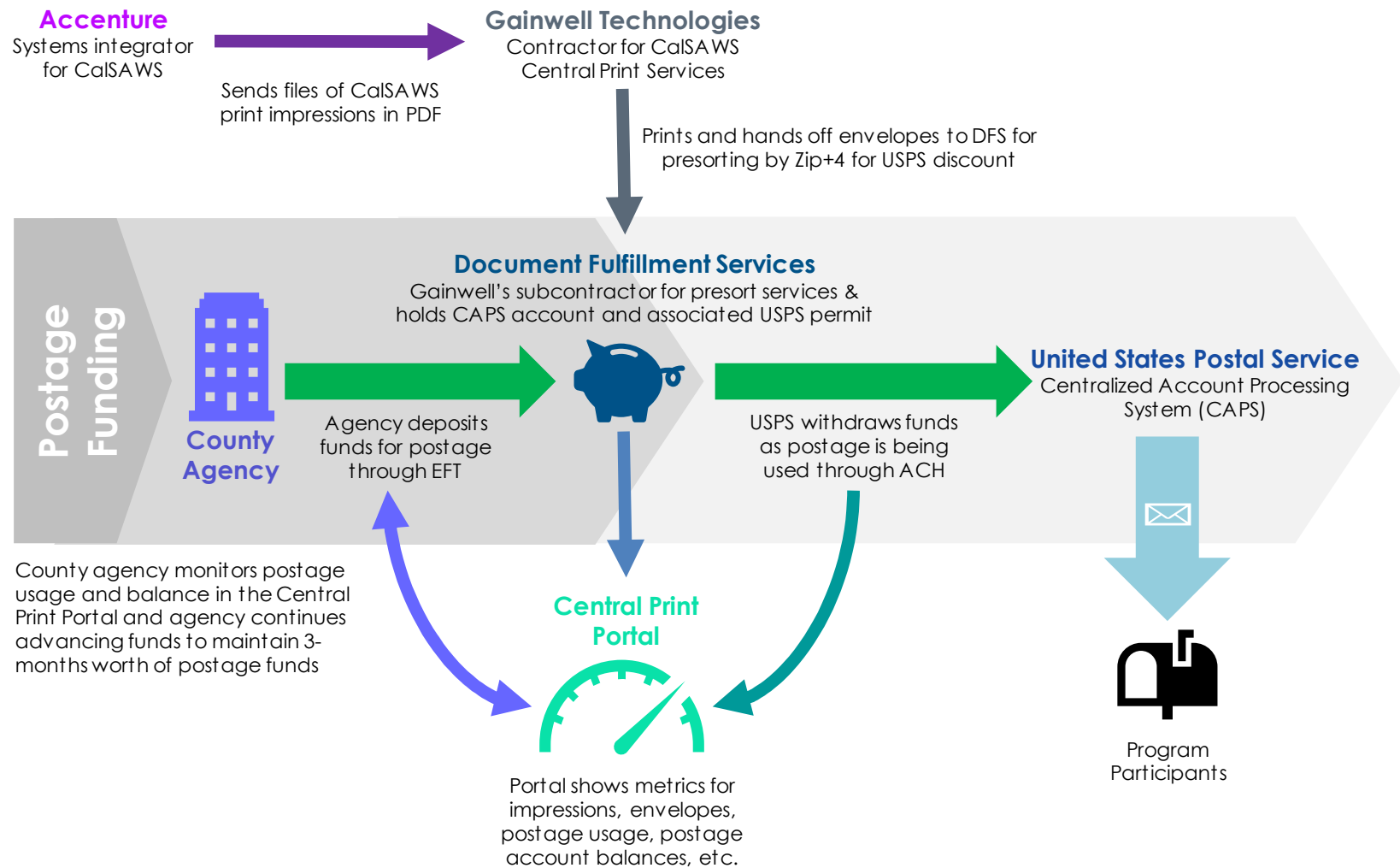
- Implementation Readiness – Coordination with Gainwell for prioritized reports. Orange identified 67 reports, Santa Barbara identified 30 reports and Ventura identified 21 reports (working with Gainwell on 9 reports).

Wave 4

- Integration Readiness – County IPT readiness for completing their development is behind schedule however they will be able to start IPT on 3/15/2023.

Central Print

Postage Funding Overview



To obtain electronic fund transfer/ACH instructions and portal access, County representatives should contact Julie Holmes (holmes@calsaws.org) or Geoff Cosner (cosner@calsaws.org)

❖ CalSAWS released **CIT 0181-21** (Central Print Postage Process) on July 19, 2021

Central Print

Postage Portal

The portal includes details of mail counts and postage utilization.

The screenshot shows the Central Print Postage Portal interface. At the top, the header includes the word "PORTAL" on the left, a hamburger menu icon, and "ABC County" and "Sign out" on the right. A left sidebar contains the user's name "Jane Smith" with a "DFS" logo and an "Account" link, followed by navigation links: "Home", "Postage History", "Work Orders", "Reports", and "Configuration". The main dashboard area shows a "Home > Dashboard" breadcrumb. It features two summary cards: "Postage Balance" of \$5,000.00 and "Jobs to be approved" of 0. Below these are two tables. The first table, "List of Open Jobs with status", has columns for Name, Job Number, Create Date, Due Date, Mail Count, Image Count, and Status. The second table, "Last Completed Jobs", has columns for Name, Job Number, Due Date, Mail Count, Image Count, and Complete Date, and lists three completed jobs for "Gainwell Print Job 2".

PORTAL ABC County Sign out

Jane Smith
Account

Home Postage History Work Orders Reports Configuration

Home > Dashboard

Postage Balance
\$ 5,000.00

Jobs to be approved
0

List of Open Jobs with status

Name	Job Number	Create Date	Due Date	Mail Count	Image Count	Status
------	------------	-------------	----------	------------	-------------	--------

Last Completed Jobs

Name	Job Number	Due Date	Mail Count	Image Count	Complete Date
Gainwell Print Job 2	561340	7/29/2021	10,000	10,000	7/29/2021
Gainwell Print Job 2	561334	7/28/2021	20,500	30,500	7/28/2021
Gainwell Print Job 2	561330	7/28/2021	10,500	10,500	7/28/2021

Central Print

Helpful Information (Courtesy of LA County)



- Funds deposited into the Centralized Account Payment System (CAPS) account are not utilized until mail is sent
- These funds are not part of the deliverables or services that are subject to our Agreement's Advance Payment provision
- Postage pre-funding is a reoccurring cost of doing business; it is recorded as expenditure (not a pre-paid expense) at the time of payment, and included in the County Expenditure Claims (CECs) that are sent to the State
- For a copy of the Gainwell Central Print contract, as well as their subcontract with DFS, please refer to [CalSAWS.org/About Us/Public Information/Contracts/Financials](https://CalSAWS.org/About%20Us/Public%20Information/Contracts/Financials)
[Contracts/Financials – CalSAWS](https://CalSAWS.org/About%20Us/Public%20Information/Contracts/Financials)
- For copies of the JPA Agreement and MOU refer to CIT 0053-19

A thin vertical line is positioned on the left side of the slide. At the bottom of this line is a solid green circle.

8. Waves 3 – 6 Cutover Timings

Wave 3B Cutover Timings

Initial 3B Cutover timing is estimated at 92 hours

- ❑ With the performance tuning and hardware upgrade that was implemented with Wave 2, it would have completed within the 84 hour window
- ❑ 3B contains 20% more data than 2B
- ❑ 3B Cutover Plan is being updated with the performance enhancements and lessons from 2B.
- ❑ County Click-through has been restored to 3 hours (it was reduced to 2 hours as mitigation measure for the conversion issue encountered during the 2B Cutover)
- ❑ Additional areas that are being evaluated to reduce the 3B timings are:
 - Technical opportunities:**
 - » Further ODI Performance Tuning to Tier 1+ conversion 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

Wave 4 – 6 Go-Live Cutover Timings Projected


Initial Analysis for Wave 4 thru 6

□ **Waves 4 thru 6:**

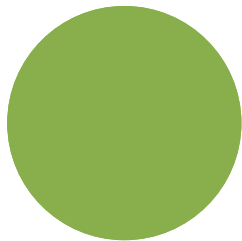
- Wave 4 will contain approximately 40% more data than Wave 2; Wave 5, 50%; Wave 6, 10%
- Cutover timings will be revised based on Wave 2 and 3 Go-Live actuals (for assessment and estimating)
- Testing of GoldenGate and additional performance tuning of the cutover logic will be ongoing throughout the waves
- Mock Cutovers will be executed to confirm the improvements and finalize the Cutover schedule

□ **Next Steps:**

- » Continue technical validation
- » Provide updates at monthly PSC and JPA meetings
- » Provide updates at monthly OPAC meetings for remaining CalWIN Counties
 - **Wave 4:** By April OPAC meeting, Migration Planning to Draft and present Go-Live Cutover schedule
 - **Wave 5:** By June OPAC meeting, Migration Planning to Draft and present Go-Live Cutover schedule
 - **Wave 6:** By August OPAC meeting, Migration Planning to Draft and present Go-Live Cutover schedule



9. Waves 5 – 6 Key Risks



Waves 5 and 6 Risks

CalWIN Counties Cutover Readiness Needs Risks

Risk	Risk Name	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	Medium	Medium
264	CalWIN County waves may not complete their Imaging migration readiness activities by their designated wave go-live dates	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
283	Circuit delivery delays to Wave 5 - Fresno County	Medium	

Project Readiness for CalWIN Cutover to CalSAWS Risks

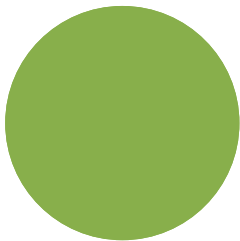
Risk	Risk Name	Wave 5	Wave 6
258	The CalWIN Conversion Cutover Window is at-risk of completing past the 84-hour cutover window	High	High
268	Implementation Readiness for CalWIN Cutover to CalSAWS	Medium	Medium
276	Delivery of Wave 6 GDS #13 in Sept. 2023 (T-1) Impacts the Execution of Interface Partner Testing (IPT), Process Simulation, and County Data Validation (CDV) phases for Wave 6 Counties		Medium
285	Preparing CalWIN counties to operationalize CalSAWS after their Go-Live	Medium	Medium
279	CalWIN Counties may not be prepared to reconcile Fiscal and submit State Reports, timely, as they Migrate to CalSAWS	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

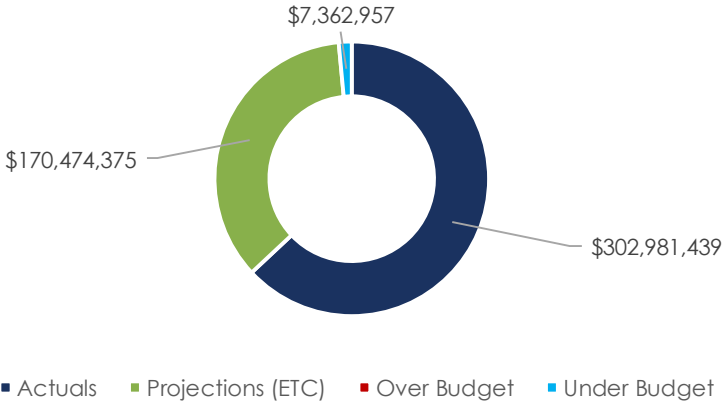
Risk	Risk Name	Wave 5	Wave 6
237	The scaling of Batch for 58 Counties may have an impact on system performance	Medium	Medium
284	CalSAWS Contact Center Enhanced Call Control Panel (eCCP) application scalability may impact performance for Los Angeles county call volumes	Medium	
240	The scaling of CalSAWS 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	



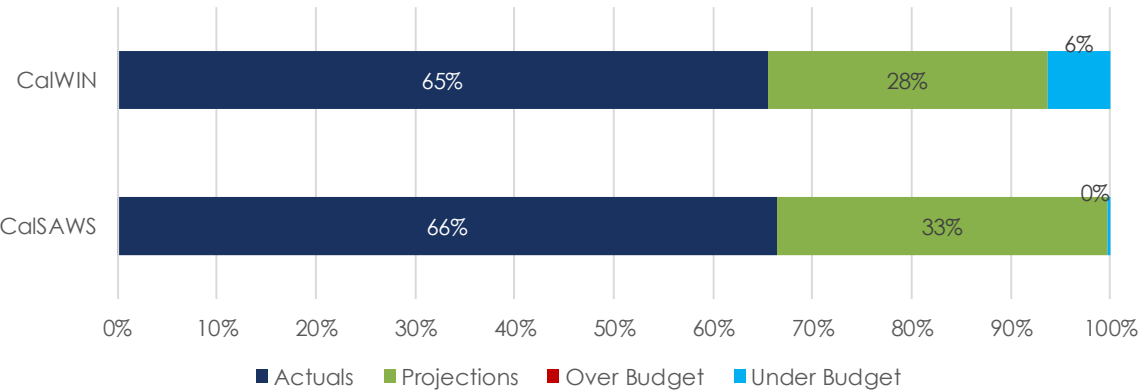
10. Financial Update



Total Actuals & Projections



% Expended to Date



Category	Actuals to Date ¹	Projections (ETC)	EAC	Total Allocation (Budget)	Balance + Under / (-Over)	% Expended to Date	% EAC to Budget	Notes
CalSAWS	\$223,519,734	\$112,041,481	\$335,561,215	\$336,405,247	\$844,032	66.4%	99.7%	
DD&I App. Dev.	\$1,084,435	\$960,000	\$2,044,435	\$2,044,435	\$0	53.0%	100.0%	
DD&I Non-App. Dev.	\$48,072,815	\$25,715,157	\$73,787,972	\$74,076,407	\$288,435	64.9%	99.6%	Staff less than planned
DD&I Training	\$10,273,170	\$6,284,360	\$16,557,530	\$16,634,884	\$77,354	61.8%	99.5%	Staff less than planned
CalSAWS M&O	\$157,885,458	\$76,701,041	\$234,586,499	\$234,586,499	\$0	67.3%	100.0%	
M&O Procurement	\$1,058,705	\$525,139	\$1,583,844	\$1,583,844	\$0	66.8%	100.0%	
OCAT M&O	\$1,556,991	\$393,525	\$1,950,516	\$2,112,452	\$161,936	73.7%	92.3%	Staff less than planned
CalHEERS Interface	\$3,440,165	\$1,206,884	\$4,647,049	\$4,963,356	\$316,307	69.3%	93.6%	Application changes less than planned
Covered CA CSC	\$147,995	\$255,375	\$403,370	\$403,370	\$0	36.7%	100.0%	
CalSAWS Premise	\$12,912,420	\$29,778,986	\$42,691,406	\$42,692,409	\$1,003	30.2%	100.0%	
CalSAWS Premise	\$12,912,420	\$29,778,986	\$42,691,406	\$42,692,409	\$1,003	30.2%	100.0%	Costs less than planned
CalWIN M&O	\$66,194,277	\$28,496,604	\$94,690,881	\$101,066,967	\$6,376,087	65.5%	93.7%	
CalWIN M&O	\$60,337,992	\$25,929,838	\$86,267,830	\$87,681,776	\$1,413,947	68.8%	98.4%	Application changes less than planned
CalHEERS Interface	\$4,707,865	\$2,126,557	\$6,834,422	\$11,546,970	\$4,712,548	40.8%	59.2%	Application changes less than planned
CalHEERS CSCN	\$1,148,420	\$440,209	\$1,588,629	\$1,838,221	\$249,592	62.5%	86.4%	Application changes less than planned
JPA Admin. Budget	\$355,008	\$157,305	\$512,313	\$654,148	\$141,835	54.3%	78.3%	
CalSAWS 58 Counties	\$355,008	\$157,305	\$512,313	\$654,148	\$141,835	54.3%	78.3%	Fiscal agent costs less than planned
Total	\$302,981,439	\$170,474,375	\$473,455,814	\$480,818,771	\$7,362,957	63.0%	98.5%	

¹: April Payment Month (partial actuals per advance); January Claim Month



11. Policy Update

- Continuous Coverage
 - Disaster CalFresh
 - Emergency Allotment Mass Mailer
-

Policy Update

Continuous Coverage Unwinding Operational Plan

On January 13, DHCS updated the [Medi-Cal COVID-19 PHE and Continuous Coverage Unwinding Operational Plan](#) and County Communication Toolkit

PPM 64196 – DHCS Continuous Coverage Unwinding county communication efforts to include texts, email and MyBCW banner page updates to remind MC clients of MC renewal processing.

PPM 64195 - SAWS Reports – DHCS will be posting county Medi-Cal populations for the various categories:

- DHCS Medi-Cal Eligibility Statistics
www.dhcs.ca.gov/dataandstats/Pages/Medi-Cal-Eligibility-Statistics.aspx

CIT 02-5918 - Summarizes CalWIN system changes in support of the Continuous Coverage Unwinding starting April 1st, 2023.

PPM 64292 - Additional CSC 108 Reminder Letter



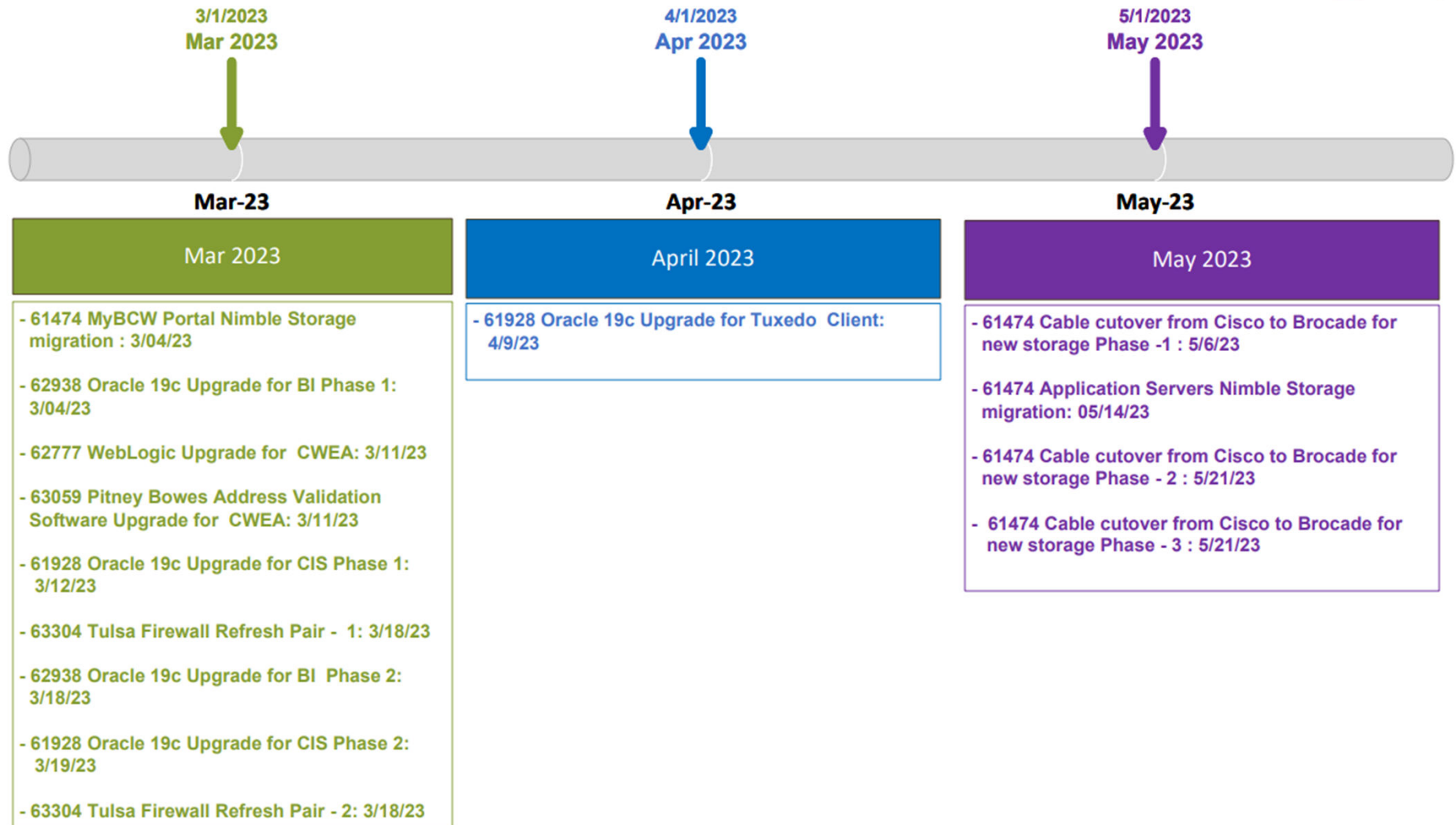
12.CalWIN Operations Update

- Operational Excellence
 - Migration/Release Updates
-

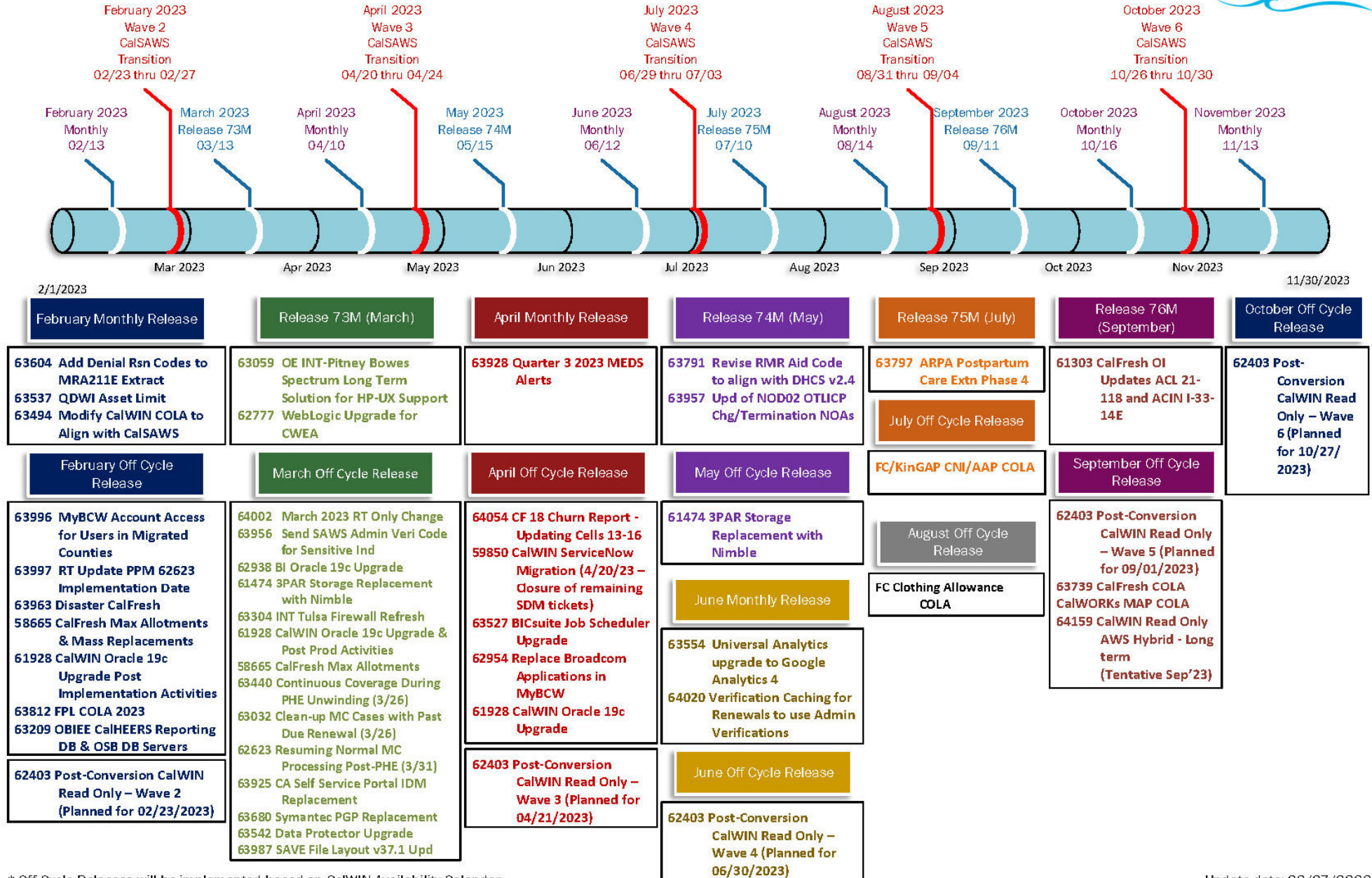
Operational Excellence

- Oracle 19C
 - A. All Core CalWIN Enterprise databases have been updated in production
 - B. 19c upgrades currently in progress or scheduled to complete the entire upgrade project by end of March 2023.
- Contact CalWIN move to AWS
 - A. Testing to complete for all counties this week
 - B. Implementation scheduled for 1/28/2023
- CA Service Desk Shut down
 - A. Monthly meeting with counties to move County Active tickets to Service Now
 - B. Shut down of CA Service Desk – has been extended to May 2023
- Infosys to complete Analysis of Software inventory
 - A. Assess Risk Level for CalWIN
 - B. Identify tools needing updates to maintain Operational Excellence

CalWIN Operational Excellence Projects



CalWIN Projects Data



* Off Cycle Releases will be implemented based on CalWIN Availability Calendar

Update date: 03/07/2023



13. Stakeholder Updates

- CDSS
 - DHCS
 - OSI
-



14. Adjourn Meeting

