



CalSAWS | Project Steering Committee Meeting

July 20, 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 May 18, 2023, and June 29, 2023, PSC Meetings and review of Action Items.



Informational Items



Wave 4 Go-Live Debrief

- Cutover Weekend
 - Production Statistics
 - Post Implementation Support/Help Desk
 - County Operations/Call Centers
- 
-

Wave 4B Cutover Update

Congratulations San Mateo, San Diego, Solano, and Santa Cruz

- Wave 4B cutover finished in 81 hours with the System coming up 3.5 hours early at 2:30am on Monday 7/3
 - 1.28 million cases converted
 - 3.4 million Programs
 - 2.6 million Persons/Recipients
 - 33,622 County Users added
 - 4.4 billion rows added to the CalSAWS database
- Contact Center and Imaging solutions went live at the same time

Wave 4 CalSAWS Update

Post 4B Highlights

- All systems have been stable with a new record of 23k plus county workers across the 52 production counties logged in and concurrently working.
- Nightly batch for the 52 production counties continues to complete before 6am.
- Online performance SLAs continue to be met.
- Counties reporting all-time high calls answered volumes.
- Wave 4C successfully completed ahead of schedule on 7/14, bringing in closed and shell cases.

Wave 4 BenefitsCal Update

BenefitsCal usage for Wave 4 counties since rollout on July 3, 2023*.



*Metrics collected from 07/03/23 to 07/14/23

Post Implementation Support

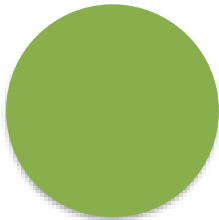
Assisting the Wave 4 Counties through 9/1/2023

- Hearing from our Wave 4 Counties
- Post Implementation Support is going strong!
 - 132 CalSAWS County staff are supporting Wave 4 Counties!
 - 292 *total* volunteers from the CalSAWS Counties and Project providing support throughout migration period
- More than 715 virtual interactions recorded in the first two weeks



Release and Policy Update/Communications

- 2023 CalWORKs MAP/IRT and CalFresh COLA Update
 - Continuous Coverage Unwinding Status
 - CalSAWS Release 23.07
 - [BenefitsCal Roadmap and Release Highlights](#)
-



CalSAWS Release and Policy Update

Continuous Coverage Unwinding – DHCS Updates

- Approved 1902(e)(14)(a) Waiver Strategies
 - Fair Hearing Waivers - [MEDIL I 23-26](#)
 - ✦ Extended Timeframe For Medi-Cal members to request eligibility-related fair hearings.
 - ✦ Extended Timeframe to take administrative action on eligibility-related fair hearings.
 - Additional Waivers for Reducing Procedural Terminations and Streamline Case Processing - [MEDIL I 23-40](#)
 - ✦ Income Under 100% FPL - allows for the renewal of eligibility for individuals whose self-attested income is at or below 100% FPL, income not e-verified, and no contradictory information on file.
 - ✦ Redeterminations for Hard-to-Reach Populations – if county has all available information, allows for neutral or positive change-in-circumstance redetermination and moving out renewal date an additional 12 months when contact is made.
 - Example: When processing SAR 7 for CalFresh, if county has all available information then Medi-Cal may also be processed under this waiver.

CalSAWS Release and Policy Update

Continuous Coverage Unwinding – DHCS Updates

- Keep Your Community Covered Webinar Series
 - On Thursday, August 24, at 11:00 a.m., DHCS will host a webinar to collaborate in the ongoing development of the Medi-Cal renewal outreach, education, and communications campaign.
 - [Register](#) for the Keep Your Community Covered Webinar in advance of the session.
- New Frequently Asked Questions section has been added to the KeepMedicalCoverage.org website.
 - The goal of this addition is to help Medi-Cal members get answers to commonly asked questions about the annual renewal process.

CalSAWS Release and Policy Update

Continuous Coverage Unwinding

- Posting Renewal documents to BenefitsCal accounts
 - Effective July 14, the nightly batch process that posts renewal documents to newly linked accounts, also runs hourly from 8:00am – 5:00pm
 - Process runs Monday-Saturday
- MC Reporting
 - An overview session is scheduled with the counties on July 20 to discuss MC reports available in CalSAWS
 - CalSAWS Bi-Weekly Reports call. This meeting is to help counties understand reports and help resolve concerns. Counties can ask questions during these calls. The meeting occurs every other Thursday. The next meeting is July 20, 2023. All County Report Leads are invited to this call. Additional county staff may attend as needed.

CalSAWS Release and Policy Update

Continuous Coverage Unwinding – County Data Review Process

- County Data Review process
 - The Consortium implemented an optional process that will allow counties the opportunity to review data generated for state requests. These requests are referred to as SAWS Internal Request for Research and Analysis (SIRFRAs)
 - The process documentation was shared with county report leads and regional managers on June 7, 2023
 - Note:
 - ✦ For DHCS SIRFRAs, most of these data requests provide individual level data. CalSAWS will also make program level reports available for county review
 - ✦ For waves 3-6, some data points will only be available on the CalWIN SIRFRA vs CalSAWS SIRFRA. DHCS is aware and will pull data from both CalWIN and CalSAWS reports, as appropriate

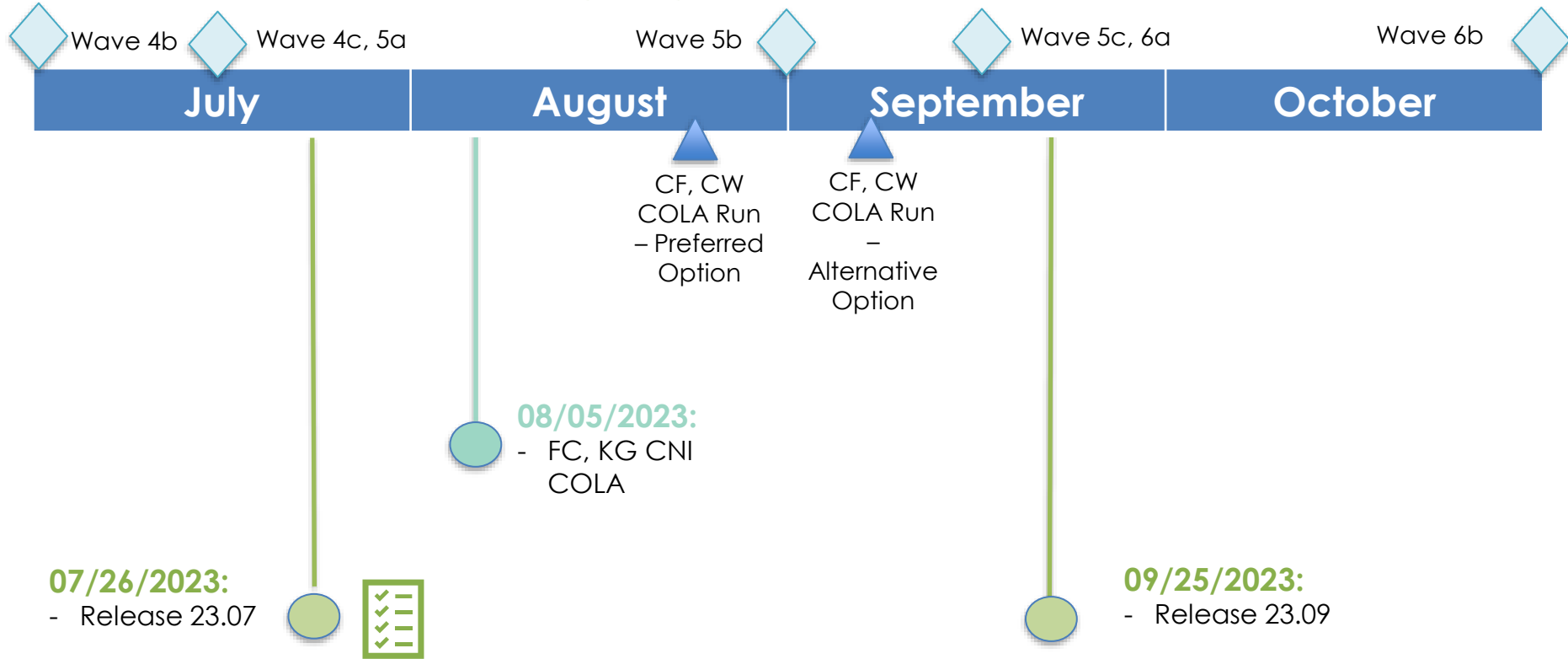
CalSAWS Release and Policy Update

Continuous Coverage Unwinding – County Data Review Process

- County Data Review process – recurring data requests during the unwinding
 - **Pending Applications - PHE Data Dashboard**
 - ✦ Aggregate counts for Total Number of Pending Applications and Total Number of Pending Redeterminations. The “Total Number of Pending Applications” measure will be reported on the PHE Data Dashboard as “Applications in Process.”
 - **Renewal Data Request - PHE Data Dashboard**
 - ✦ Provide a renewal data file every 30 days that does not include the 90 day cure period. The file provides counts of renewal due, completed and not completed at the individual level.
 - **End of CCR Renewal Data Request**
 - ✦ During the Continuous Coverage Unwinding period, DHCS will conduct beneficiary outreach after a renewal packet is sent out. DHCS is requesting the SAWS to provide a list of beneficiaries that received a renewal packet each month beginning April 2023 and ending in May 2024.
 - **Unwinding Period Data - Failure to Complete**
 - ✦ During the Continuous Coverage Unwinding period, DHCS will conduct beneficiary outreach for discontinued individuals. DHCS is requesting SAWS provide a list of Medi-Cal beneficiaries that were discontinued only for the reason of Failure to Complete a Redetermination (FTC) each month beginning June 2023 and ending May 2024.

CalSAWS Release and Policy Update

CalSAWS Release Highlights

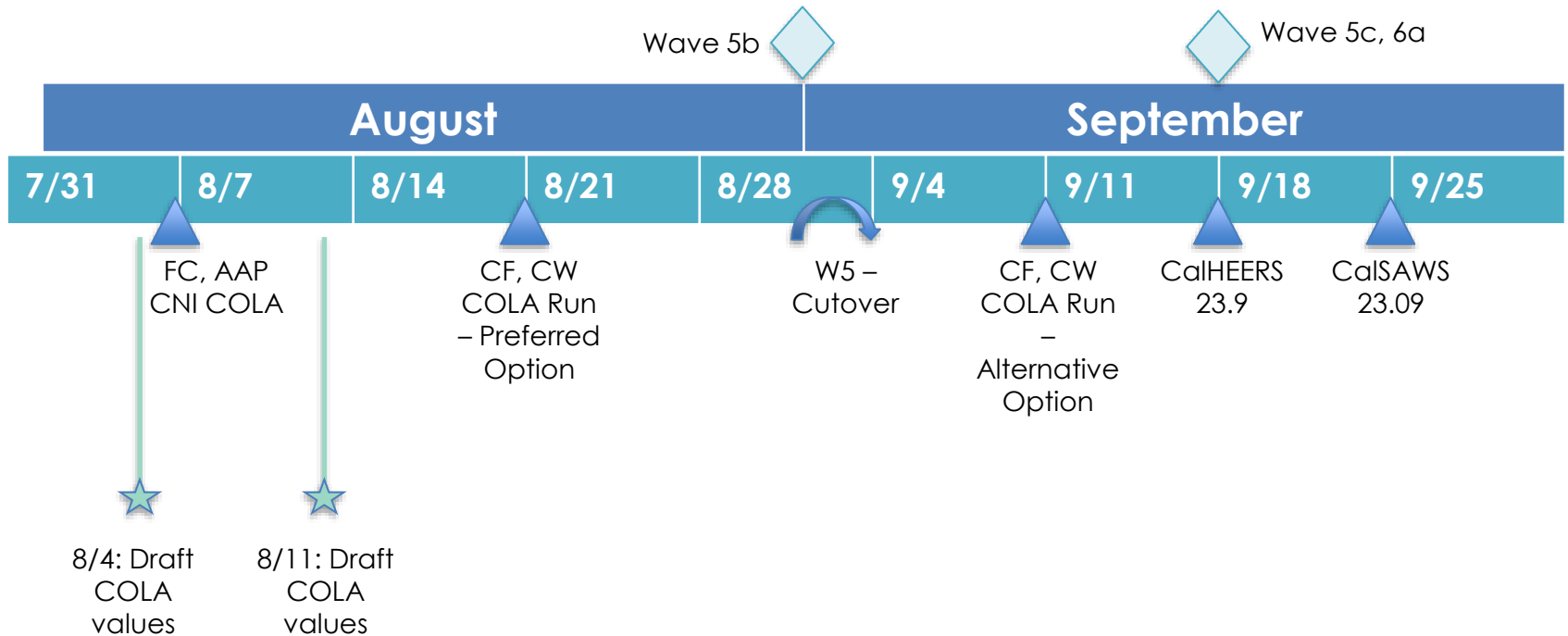


23.07 Highlights

- CA-223763 - Definition of Public Assistance CalFresh (PACF)
- CA-222827 - CalFresh Eligible Rules and Reporting on Substantial Lottery or Gambling Winnings
- CA-231834 - Expectant Parent Payment
- CA-213047 - Add Projected Hours Section to Employment Hours Detail Page
- CA-207127 - Update the Appointment Management solution to include "snooze" functionality
- CA-251447 - Modify the Use of the GA Annual Agreement for LA County

CalSAWS Release and Policy Update

CF COLA, CW MAP Increase, CW IRT Timing

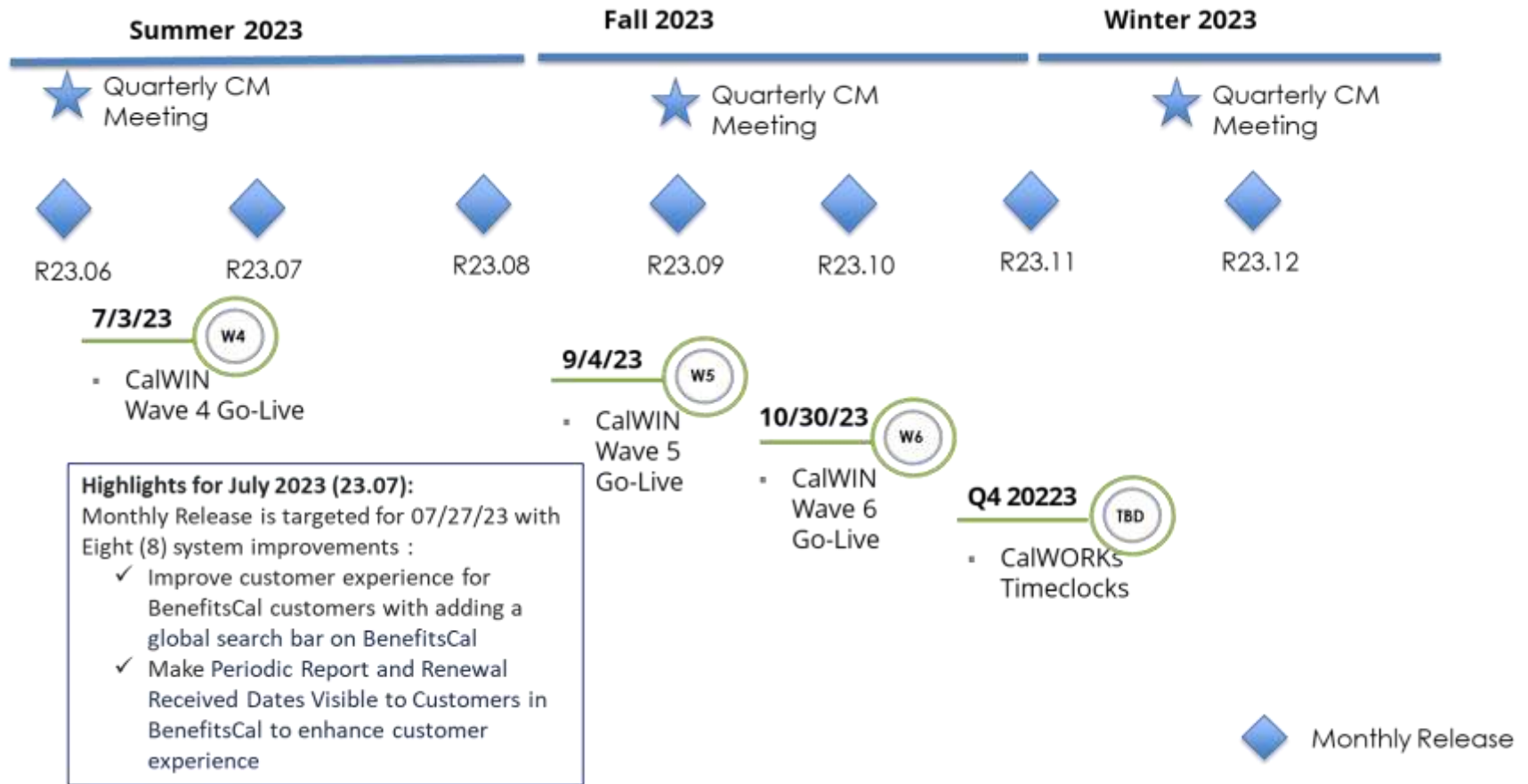


COLA Preferred Option:

- The values need to be received by the dates above in order to run the COLA on 8/19-20 prior to the wave 5 cutover
- If only the draft values are received, CalSAWS and CalWIN will need direction as to whether the COLA can be run based on draft values
- To avoid impacting the benefit match rate,
 - Both systems must have the same COLA values applied; and
 - If the 2023 values are applied, CalWIN must run the batch COLA to apply the values for the region 5 counties' CW/CF caseloads prior to starting cutover and running benefit match

BenefitsCal

Upcoming Release Calendar





Future Waves Readiness

- Waves 5 and 6 Readiness
 - Waves 5 and 6 Risk Summary
 - Risk 293
- 
-

Executive Summary: Wave 5 – 6 Readiness

Project Readiness Areas and Categories [as of 7/14/2023]

Readiness Area*	Readiness Category	Wave 5	Wave 6
Application	Deploy CalSAWS Releases 23.0#	G	NS
	Contact Center Readiness	G	G
	Imaging Readiness	G	Y
	BenefitsCal Readiness	G	G
	Central Print Readiness	G	G
Integration	County Interface Partner Test (IPT) Execution	Y	G
	State Interface Partner Test (IPT) Execution	C	G
Conversion & CalWIN Migration Planning	Defects Resolution	G	NS
	EDBC Match – Auto Review Rates	C	NS
	Mock Cutover	C	NS
	Cutover Window	C	NS
Technical	County Network Connectivity	C	G
	Performance Testing	G	G
Training	Wave County Classroom Set-Up	C	G
	WBT Training Delivery	G	G
	ILT Training Delivery	G	NS
Organization	Change Discussion Guides (CDGs)	C	C
	Communications	G	G
	Business Process Reengineering	C	C
	Configuration	G	G
	Process Simulation	G	NS
Implementation	Implementation Planning	G	G
	County Prep	G	NS
	Pre and Post Implementation Support	G	G
	Help Desk	G	G
	County Ad Hoc Reports	Y	Y

County Readiness Summary: Wave 5 and 6 County Readiness [as of 7/14/2023]

Readiness Area	Wave 5			Wave 6		
	Alameda	Fresno	Sonoma	Sacramento	San Luis Obispo	San Francisco
Application	G	G	G	Y	G	G
Integration	G	Y	G	Y	G	G
Conversion	G	G	G	G	G	G
Technical	C	C	C	G	G	G
Training	G	G	G	G	G	G
Organizational	G	G	G	G	G	G
Implementation	G	G	G	G	G	G

NS	Not Started	G	On Schedule	Y	<14 Days Late	R	>=14 Days Late
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Wave 5 County Readiness Checklist Activities by Status (as of 7/14/2023)

Status	00 All Counties	13 Alameda	14 Fresno	15 Sonoma	Wave 5 Counties	T:
IN PROGRESS	2	113	122	109	26	372
NOT STARTED	0	102	103	96	72	373
COMPLETED	8	453	443	450	73	1427
Total Unique Issues:	10	668	668	655	171	2172

Wave 6 County Readiness Checklist Activities by Status (as of 7/14/2023)

Status	00 All Counties	16 Sacramento	17 San Francisco	18 San Luis Obispo	Wave 6 Counties	T:
IN PROGRESS	3	92	82	92	7	276
NOT STARTED	0	172	183	169	148	672
COMPLETED	8	398	402	407	22	1237
Total Unique Issues:	11	662	667	668	177	2185

County Readiness Highlights

Wave 5

- Integration Readiness – County interface development for Fresno is a watch item. Fresno has 2 interfaces still in progress.

Wave 6

- Application Readiness – Imaging readiness for Sacramento County is a watch item. The County will provide a cutover plan for their delta images.
- Integration Readiness – Sacramento County development for their inbound and outbound collections interfaces are now targeted for completion by 7/31/2023.

Risk 258: Wave 5B Cutover Timings












5B Mock Cutover timing resulted in a 84-hour window

Mock 5B used the same technology as Wave 4B - GoldenGate

- GoldenGate is a database tool that allows the converted data to be loaded into CalSAWS production as the conversion process runs vs having to wait for the full conversion process to complete before loading into CalSAWS production.
- Wave 5B contains more data than 4B
 - 2B completed in 87.5 hours (with a 2 hour county clickthrough window)
 - 3B completed in 85 hours (1.5 hours ahead of schedule with a 3 hour county clickthrough window)
 - 4B completed in 81 hours (with a 3 hour county clickthrough window)
- Wave 5B County Click-through will remain at 3 hours
- The Wave 5B cutover window has been communicated via CIT 0252-23

Wave 5: 5B Cutover Weekend Calendar








Go-Live Event Cutover: System Down Time Calendar*

	Thursday 8/31/23	Friday 9/1/23	Saturday 9/2/23	Sunday 9/3/23	Monday 9/4/23
CalWIN Counties (3)		 NO changes to system downtimes for CalWIN Counties and Customers <i>Business as usual</i>			
Alameda, Fresno, Sonoma Customers		 My BCW Not available beginning 8/31 at 5:00 PM. Apply for Medi-Cal on Covered CA and CalFresh at GetCalFresh until Monday 9/4 by 6:00 AM (and then directed to BenefitsCal).			 <p>9/4 by 6:00 AM Production Available</p>
Alameda, Fresno, Sonoma Staff		 CalWIN Remains available from 8/31 5:00 PM – 6:00 PM for workers to register applications from MyBCW .  CalWIN Not available beginning 8/31 at 6:00 PM  OCAT Not available beginning 8/31 at 6:00 PM			
CalSAWS Customers and CBOs		 CalWIN is available for <i>read-only</i> beginning 9/1 at 6 AM, pending conversion outcomes  BenefitsCal is available for customers and CBO users without MFA enabled to submit applications beginning Friday, 9/1 at 8:00 PM until Monday, 9/4 by 6:00 AM  BenefitsCal Not available Monday 9/4 at 3:00 AM until Monday 9/4 by 6:00 AM to customers and CBOs (maintenance mode)			
CalSAWS Production		  CalSAWS Production and Self Service in IVR not available beginning Friday 9/1 at 8:00 PM until Monday 9/4 by 6:00 AM. Contact Center available (limited) beginning Friday 9/1 at 8:00 PM until Monday by 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			

*as of 7/15/23

Wave 5C/6A Cutover Weekend Calendar

Wave 5C/6A (County Prep Cutover)

	Friday 9/15/23	Saturday 9/16/23	Sunday 9/17/23	Monday 9/18/23
Read Only Counties		NO changes to system downtimes for CalWIN Counties and Customers <i>Business as usual (Normal Sunday Maintenance)</i>		
Sacramento San Francisco San Luis Obispo	DRAFT	 CalWIN Not available beginning 9/16 at 6 PM	 CalWIN is available beginning 9/18 at 6 AM	
CalSAWS Customers and CBOs		 BenefitsCal is available for customers and CBO users without MFA enabled to submit applications beginning Friday 9/15 at 8 PM until Monday 9/18 at 6 AM	9/18 at 6AM Production Available	
CalSAWS Production	  CalSAWS Production and IVR not available beginning Friday 9/15 at 8 PM until Monday 9/18 at 6:00 AM. Contact Center available (limited) beginning Friday 9/15 at 8 PM until Monday 9/18 at 6:00 AM.			
CalSAWS: LMS, PRT, Sandbox, Training	NO changes to system downtimes for CalSAWS PRT and LMS for CalSAWS County Staff			

*as of 7/10/23

Risk 258: Wave 6 Go-Live Cutover Timings Projected

Waves 6:

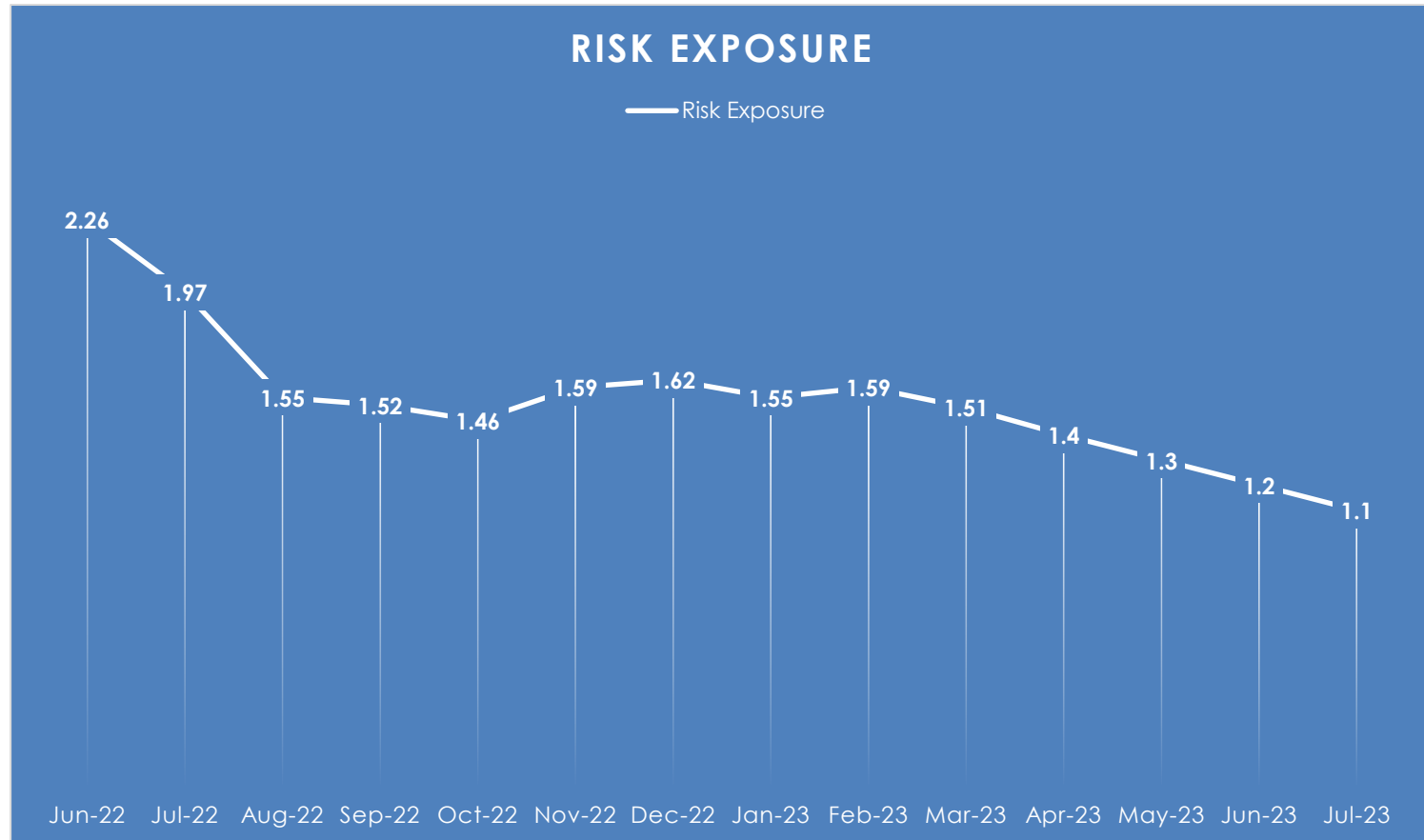
- Wave 6 will contain less data than Wave 4B
- Wave 6 is estimated to complete within the 84-hour window. Data growth on both CalWIN and CalSAWS may have an impact. Timings will be confirmed through the Mock 6B test in August 2023.

Next Steps:

- Complete the Wave 6 Mock Cutovers to confirm the baseline 84-hour cutover timing by Sep 30
 - CalWIN production for Wave 6 counties goes down at 6pm on Thursday, Oct 26
 - CalSAWS production for 55 counties goes down at 8pm on Friday, Oct 27
 - CalSAWS production for 58 counties comes up by 6am on Monday, Oct 30

Project Risks

Risk Exposure Trend



Status as of 7/12 Weekly Status Meeting

Project 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	Low
264	CalWIN County waves may not complete their Imaging migration readiness activities by their designated wave go-live dates	Low	Medium
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
288	Wave 6 San Francisco County – Delays in Circuit delivery		Medium
289	Transition from CalWIN Lite to CalSAWS - BenefitsCal - Child Care Portal for external partners	Low	

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	Low	Low
285	Preparing CalWIN counties to operationalize CalSAWS after their Go-Live	Low	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	
291	Enhance Conversion Change Management Quality	Medium	
293	Delay in benefits to customers due to the lack of final numbers that prevents executing the 2023 CF COLA, CW MAP Increase, CW IRT Levels batch processes prior to Wave 5 cutover	High	

Status as of 7/12 Weekly Status Meeting

Project Risks

CalSAWS Scalability & System Performance Risks

Risk	Risk Name	Wave 5	Wave 6
284	CalSAWS Contact Center Enhanced Call Control Panel (eCCP) application scalability may impact performance for Los Angeles county call volumes	Low	
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	Medium

Status as of 7/12 Weekly Status Meeting

CalWIN Counties Cutover Readiness Needs Risks

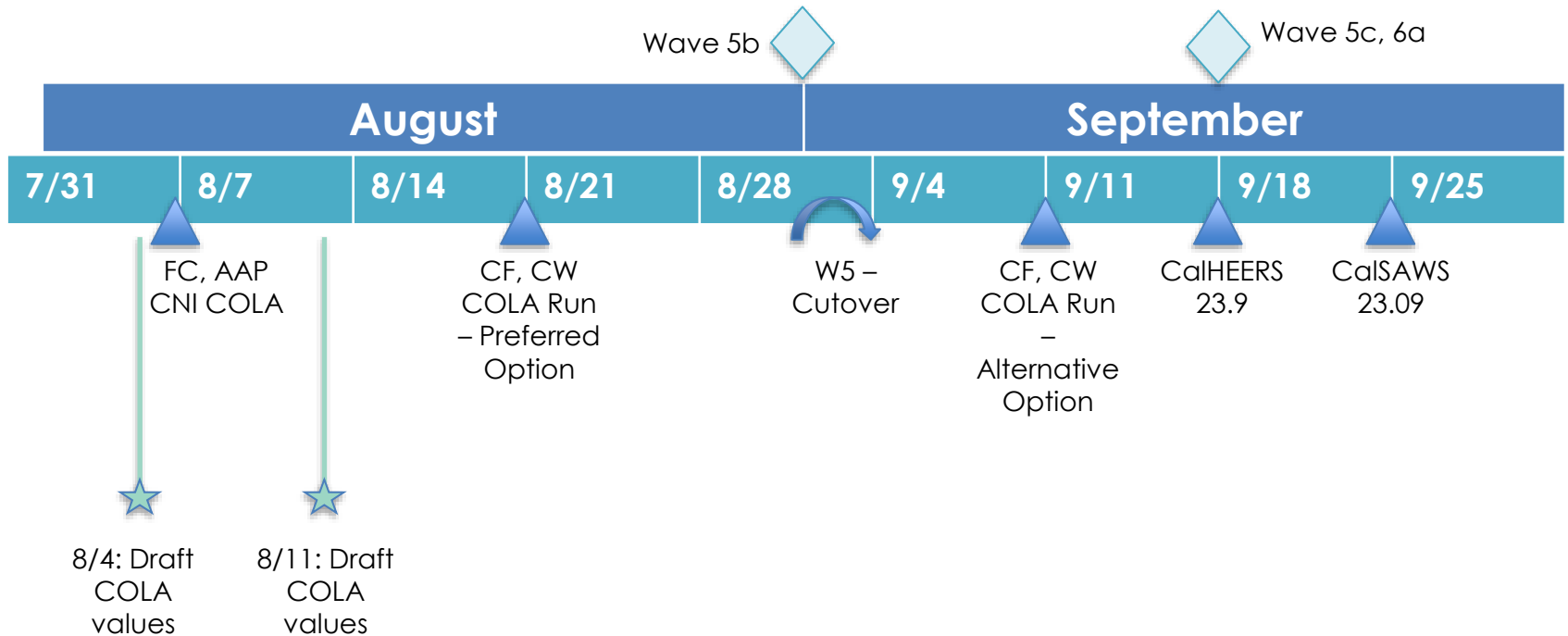
Draft Risk 293: Delay in benefits to customers due to the lack of final numbers that prevents executing the 2023 CF COLA, CW MAP Increase, CW IRT Levels batch processes prior to Wave 5 cutover

Risk #293	Risk Description & Mitigation Plan	Risk Status
<p data-bbox="123 308 166 329">293</p> 	<p data-bbox="239 308 1025 379">Running the COLA after wave 5 cutover will lead to increased workload for the wave 5 counties and a delay in providing benefit changes for yellow banner cases</p> <p data-bbox="239 408 1039 582">The CalSAWS and CalWIN teams have been jointly reviewing options to run the 2023 CF COLA, CW MAP Increase, CW IRT Levels batch processes before the wave 5 cutover commences at the end of August 2023. Both systems must be in sync with the COLA values in order to avoid benefit match issues. The ability to update the values and run batch is dependent upon receiving final numbers from FNS and CDSS by August 11, 2023. Both systems are willing to start work based on draft information</p> <ul data-bbox="239 611 1025 862" style="list-style-type: none"> • CDSS has already signaled that they are unlikely to provide final COLA values before September. The following information was provided by CDSS: • The CF and D-CF COLAs will be dependent on USDA FNS' release; we anticipate releasing the COLA letter guidance in 9/2023. We will share COLA totals with CalSAWS as soon as FNS releases those numbers • For MAP, we anticipate a 3.6% increase to the MAP levels. Draft of letter expected Mid-August with posting in September • For IRT, draft letter should be expected around late July with a posting late August/early September <p data-bbox="239 891 401 912">Mitigation Plan:</p> <ol data-bbox="239 941 1039 1219" style="list-style-type: none"> 1) If the final values are received by 8/11/2023, both CalSAWS and CalWIN will execute their plans to update the values and run batch in both systems prior to the wave 5 cutover. This would be targeted for August 19-20 2) If the final values are not received by 8/11/2023, both CalSAWS and CalWIN will update the values in the systems after wave 5 cutover. CalSAWS will run the COLA for all 55 production counties by 9/10/2023. CalWIN will run the COLA for the three wave 6 counties only. For the wave 5 counties, the COLA will pick up any CW/CF cases that was successfully processed through the benefit match process. For all yellow banner cases, the values will be applied when the county works the case and runs EDBC (October through come up month) to clear the yellow banner 	<p data-bbox="1070 308 1367 329">July 11, 2023: Draft New Risk</p>

Status as of 7/12 Weekly Status Meeting

CalSAWS Release and Policy Update

CF COLA, CW MAP Increase, CW IRT Timing



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Action Plan for June Production System Outages

CalSAWS experienced 4 Major Production Disruptions in June

June Production Events

June 2023

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
28	29	30	31	1 	2 	3 
				7:41 AM-10:58 AM San Bernardino and Santa Barbara unable to access system due to network change		
4 	5 	6 	7 	8 	9 	10 
			1 PM-2 PM and 8:10 PM-9:08 PM CalSAWS unavailable due to database issue			
11 	12 	13 	14 	15 	16 	17 
18 	19 	20 	21 	22 	23 	24 
		10:55 AM-12:41 PM Multiple Prod Systems unavailable due to ForgeRock issue		8 PM - System Slowness 9:30 PM - 11:30 PM Multiple Prod Systems unavailable due to cyber attack		
25 	26 	27 	28 	29 	30 	1

Actionable Areas

Reassess configuration management processes for consistency across the environments.

- Analyze existing systems monitoring and alert thresholds to identify gaps and tuning opportunities
- Harden remediation processes for high-impact outage scenarios
 - ✦ For example, Identity Access Management recovery and failover

Assess scheduling of maintenance procedures to minimize downtime

- Example areas include certificate renewals and patching

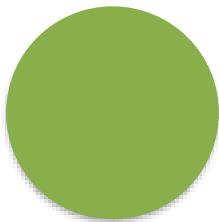
Further hardening of threat detection capabilities and preventative measures



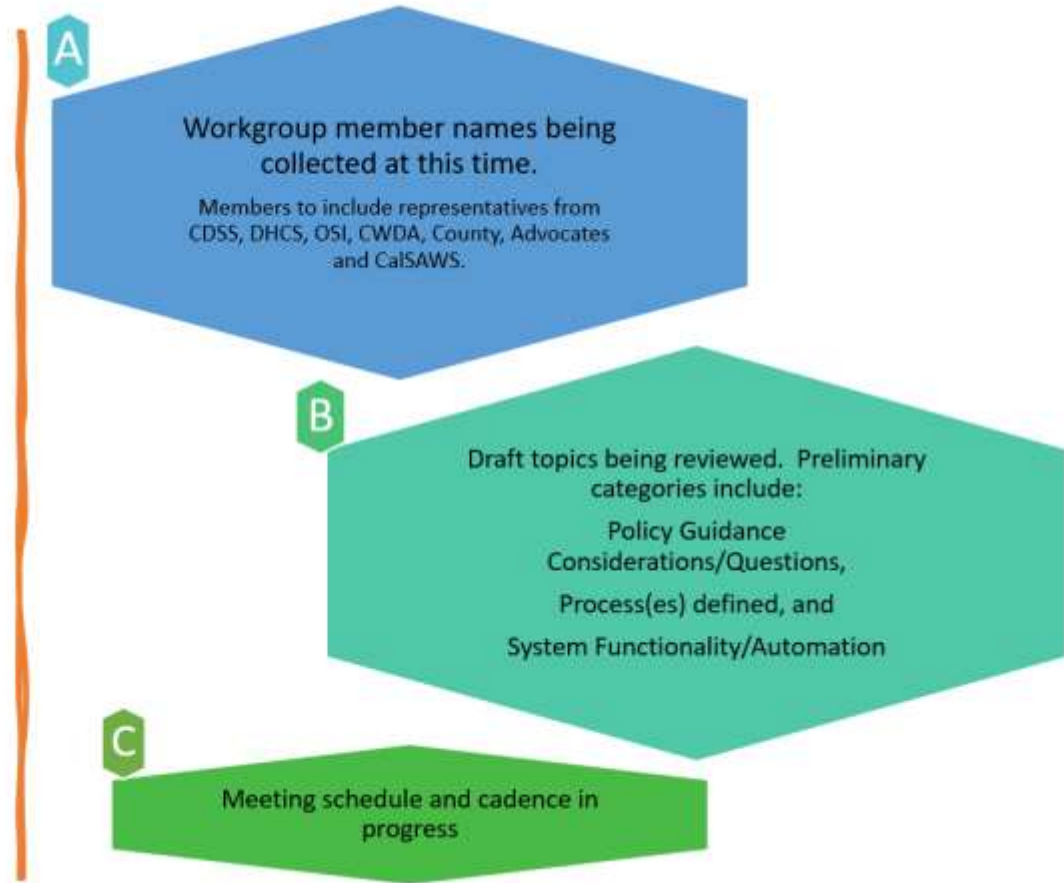


BenefitsCal Update

- ROI Update
 - Collaboration Model Update
 - CM – Redesign the BenefitsCal Announcements
 - CM – Redesign the BenefitsCal Home Page to create additional points of access for existing and new users
-

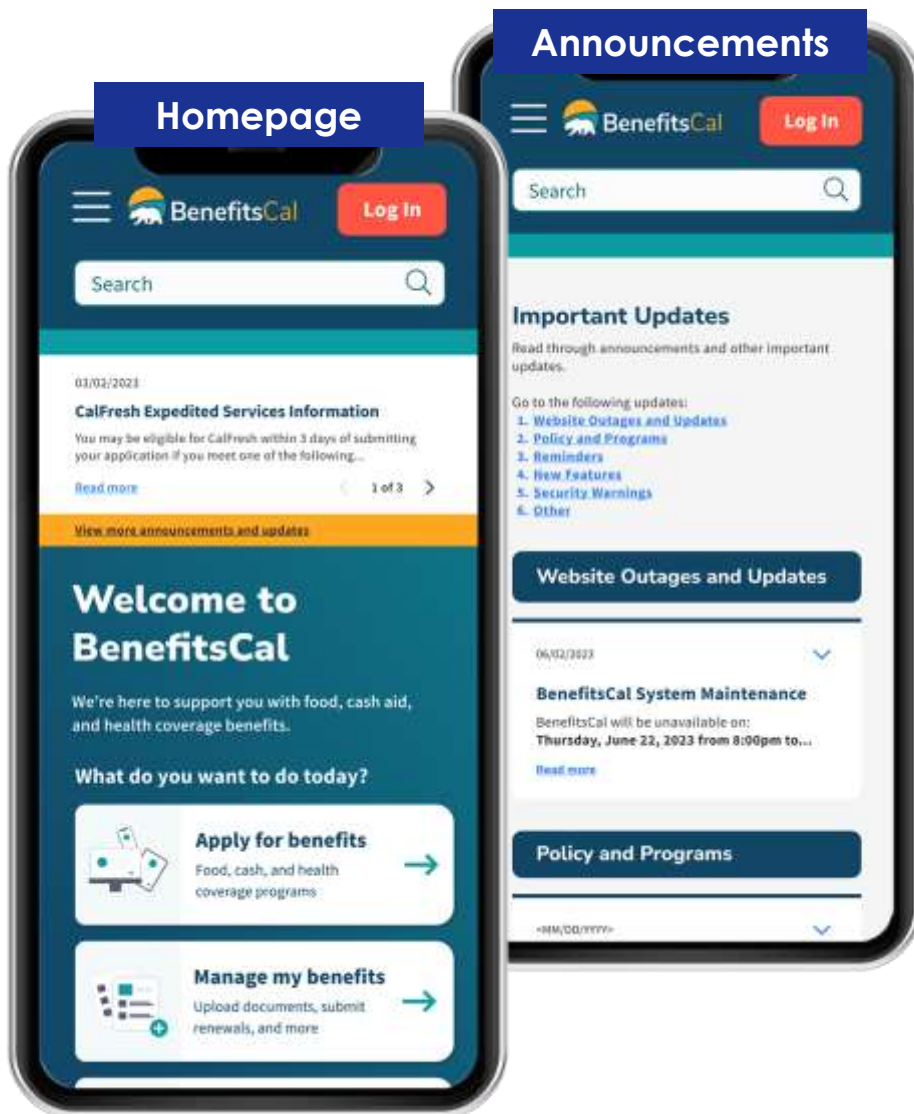


Release of Information (ROI)



BenefitsCal Upcoming Release Highlights

Collaboration Model Enhancements and CX Production Priorities



(CSPM-66213)
Collaboration Model:
Redesign the BenefitsCal homepage.

- Redesigned the homepage page to align with key moments of the benefits journey for both customers and CBOs.
- Added additional buttons to nudge users to create an account and log in.

(CSPM-66157)
Collaboration Model:
Redesign the BenefitsCal announcements.

- Created a new page when user can view all announcements.
- Added categories to allow user to browse through different types of announcements.

Other Upcoming Enhancements	Release
(CSPM-35858) Collaboration Model: Add help text for ineligible primary applicants	August 2023
(CSPM-66474) Restrict the user to create multiple Redeterminations and Periodic reports number (Part 1). Stop displaying the Report and/or Renewal link in BenefitsCal when the report status is marked as completed in CalSAWS.	August 2023
(CSPM-43163) Restrict the user to create multiple Redeterminations and Periodic reports associated with particular case number (Part 2). Implement a Report and Renewal tracker in the customer dashboard (similar to application) to provide an omnichannel reporting experience.	Coming Soon



CalSAWS Stakeholder Engagement Supplemental Reporting Language

Background on SRL

- During Spring Budget hearings both the Assembly and Senate Budget Subcommittees requested the Administration, CalSAWS, CWDA and the Advocates to engage in discussion on CalSAWS/BenefitsCal Stakeholder Engagement.
- The Assembly and Senate Subcommittees requested that the Legislative Analyst Office draft Supplemental Report Language, with input from the parties, to track progress/improvement.
 - Supplemental Report Language contains statements of legislative intent. It is not codified, and does not provide additional funding or resources to accomplish the stated goals
- The following is a summary of the latest language. The final language is expected to be published by the LAO in the next few months.

CalSAWS Stakeholder Engagement

Supplemental Reporting Language (SRL)

- Item 5180-001-0001 – Department of Social Services
 1. **“...Welfare and Institutions Code sections 10823.1 through 10823.3, shall minimize client burden in learning about, applying for, and keeping county-administered benefits through the continued solicitation and integration of feedback and input from stakeholders into the development, implementation, and maintenance of public-facing elements of CalSAWS. Furthermore, the Legislature intends for the administration and CalSAWS to improve their processes for soliciting and integrating feedback and input from stakeholders into the prioritization of enhancements to the public-facing elements of CalSAWS. It is also the intent of the Legislature that the administration and CalSAWS consider the feedback and input from stakeholders into the prioritization of enhancements within the context of other relevant information such as the level of existing funding and resources available, as well as existing commitments for the automation of policy changes.**

On or before January 10, 2024, the administration and CalSAWS shall submit a report to the relevant budget subcommittee and policy committees of each house of the Legislature on its efforts to improve its engagement with stakeholders to solicit and integrate their feedback and input into the public-facing elements of CalSAWS. The report shall include, but not be limited to, written updates on the following goals, including any requested supporting documentation:“

CalSAWS Stakeholder Engagement

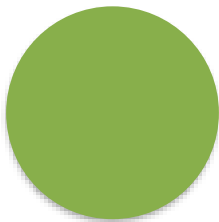
Supplemental Reporting Language (SRL)

- Improved processes for solicitation and incorporation of stakeholder feedback and input into prioritization of enhancements to public-facing elements of CalSAWS.
- Consistent, effective communication with stakeholders to ensure meaningful, timely inclusion of their feedback and input on public-facing elements of CalSAWS.
- Examples of changes, enhancements, or other progress towards furthering the goal of minimizing the burden of the overall eligibility process for enrollment and retention of benefits for low-income Californians and streamlining interactions for both clients and eligibility workers, within existing technology, resources, and policy.



Contact Center Update

- Los Angeles County November Implementation Status
 - Status of eCCP Rollout to former C-IV Counties
 - Authentication Bot Pilot Status
-



Los Angeles County November Implementation Status

Key Activities

Nov. Go-Live



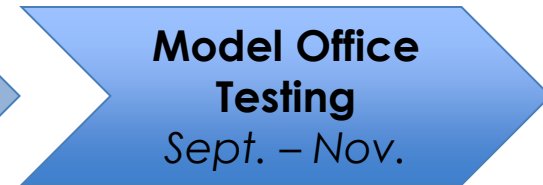
Complete

- Hosted multiple working sessions to align on CSC call flow modifications
- Received final approval on design



In Progress

- Call flow modifications in progress
- Executing performance testing
- System test preparations ongoing



Pending

- Key testers to validate call flow, eCCP functionality
- Additional staff to click through environment prior to Go Live



eCCP Rollout to former C-IV Counties

Current Status

- Working with individual counties to confirm go-live date
- Counties training staff using exiting WBTs and training resources (videos, quick guides and fact sheets)

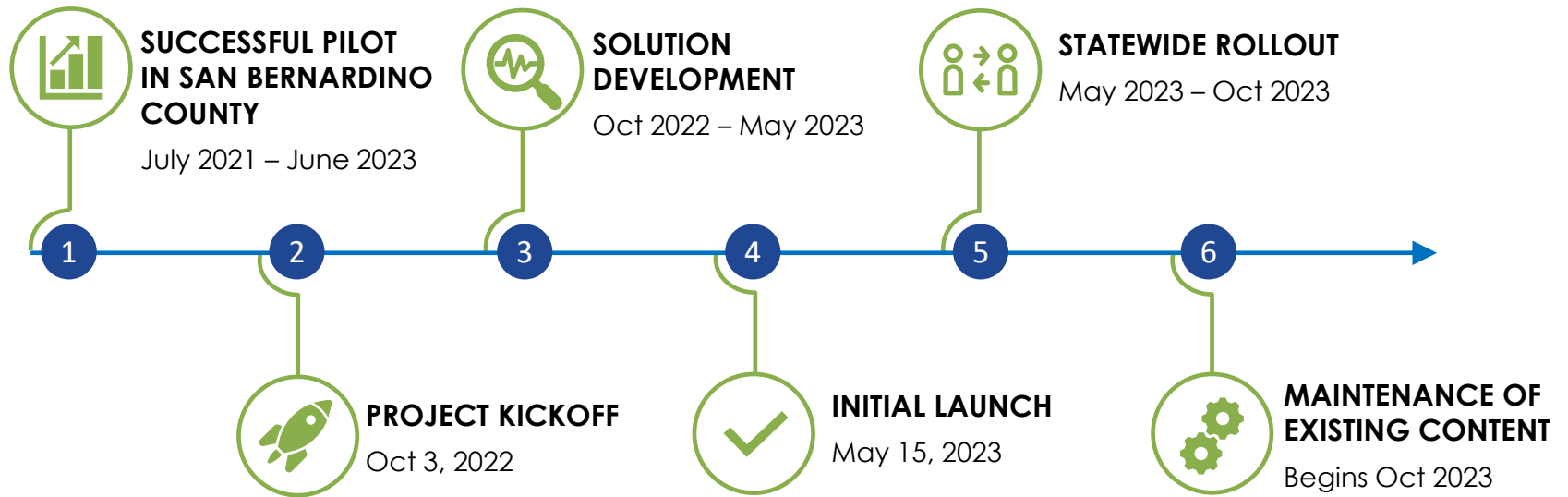
Phase	Counties	Target Go-Live	Status
Phase 1	San Joaquin Merced	5/12/2023	Complete
Phase 2	Butte Sutter Marin	8/10/2023	In Progress
Phase 3	Kern Kings Stanislaus Riverside	9/22/2023	Pending
Phase 4	Yuba Monterey Humboldt San Bernardino*	12/15/2023	Pending

*Move to new AWS account

Welcome & Authentication Bots

Overview

The Welcome Bot, Auth Bot, and Push Notifications help save time for agents and callers.



Welcome & Auth Bots

Statewide Rollout Plan

- Communicating with upcoming counties on deployment schedules
- Seeing positive increase in authentication rates in Placer county since deployment 7/13/23 (approximately 24%-31% increase)
- Continue to communicate with counties on future sprints and planning

Current Sprints	Counties	Target Go Live Dates	Status
Sprint 1	San Bernardino	5/15/23	Complete
Sprint 2	Placer	7/13/23	Complete
	Yolo, Shasta	7/28/23	In Progress (Prod Deployment)
Sprint 3	Tulare, Santa Clara, Contra Costa, Orange, Ventura, Santa Barbara	8/4/23	In Progress (Testing)



Procurement Updates

- M&O Procurement
 - AWS Services Update
 - BenefitsCal RFP
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CalSAWS M&O Procurement

Key Procurement Tasks

	M&O Procurement Event	Date
1	Release RFP	July 6, 2022
2	Business Proposal Due Date	January 4, 2023
3	Price Proposal Due Date	January 18, 2023
4	Evaluate Administrative Compliance and Firm Qualifications	January 5 – 31, 2023
5	Evaluate Business Proposals	February 1 – July 7, 2023
6	Conduct M&E Oral Presentations and Key Staff Interviews	June 27 – 29, 2023
7	Conduct Infrastructure Oral Presentations and Key Staff Interviews	April 17 – 21, 2023
8	Evaluate Price Proposals	April 26 – July 17, 2023
9	Conduct M&E Confidential Discussions	August 2 – 3, 2023
10	Conduct Infrastructure Confidential Discussions	June 6 – 8, 2023
11	Issue BAFO Instructions	August 10, 2023
12	Best and Final Offer (BAFO) Due Date	August 29, 2023
13	Evaluate BAFOs	August 30 – September 20, 2023
14	Evaluate Consolidated Price Proposals	September 25 – October 4, 2023
15	Notify Bidders and Prepare for Agreement Exception Discussions	October 10 – 17, 2023
16	Conduct Agreement Exception Discussions	October 18 – 30, 2023
17	Issue Price BAFO #2 Instructions	November 6, 2023
18	Price BAFO #2 Due Date	November 20, 2023
19	Evaluate Price BAFO #2	November 21 – December 6, 2023
20	Conduct Final Evaluation Teams Meeting	December 12, 2023
21	Prepare, Review and Approve Vendor Selection Report	December 13, 2023 – February 7, 2024
22	Issue Notice of Intent to Award	February 8, 2024
23	Prepare for and Conduct Contract Negotiations	February 9 – March 8, 2024
24	State, Federal and JPA Contract Approvals	March 11 – June 28, 2024
25	Contingency Period	July 1 – 31, 2024
26	Contract Start Date	August 1, 2024

BenefitsCal Reprourement

Key Procurement Tasks

	Procurement Event	Dates
1	Prepare RFP	January 4, 2023 – January 16, 2024
2	Develop Requirements	March 6 – June 5, 2023
3	Consortium, Stakeholder and State Review of Requirements	June 6 – August 4, 2023
4	Consortium, Stakeholder, State and Federal Reviews and Approval of the RFP	January 17 – May 28, 2024
5	Release RFP	May 29, 2024
6	Proposals Due	July 30, 2024
7	Evaluate Compliance, Firm Qualifications, Business and Price Proposals, and BAFOs	July 31, 2024 – February 5, 2025
8	Vendor Selection Report Preparation and Approvals	February 6 – March 18, 2025
9	Publish Notice of Intent to Award and VSR	March 19, 2025
10	Contract Negotiations	March 24 – April 3, 2025
11	State Contract Approval	April 4 – May 8, 2025
12	Federal Contract Approval	May 9 – July 14, 2025
13	Contingency Period	July 15 – August 18, 2025
14	JPA BOD Approval	August 22, 2025
15	Contract Start	September 2, 2025
16	Transition-In Period	September 2, 2025 – February 27, 2026

CalSAWS Procurement

Changing The Way We Buy AWS Services

- New AWS Contract through the Master Intergovernmental Cooperative Purchasing Agreement with OMNIA Partners (formerly National Cooperative Purchase Alliance)
 - Submission for State review: May 31, 2023.
 - State and Federal Review: June 1 – July 31, 2023.
 - JPA Approval planned for August 18, 2023 for an effective date of September 1, 2023.



Update on Key QA Activities

Quality Assurance Team

QA Functional/Test, Technical, Migration Highlights

QA Independent Test Results

Release	# SCRs Reviewed	# SCRs Tested	# Scenarios Passed	Total Defects Found
CalSAWS 23.05	11	9	282/283	8
BenefitsCal 23.05	12	2	87/87	11
CalSAWS 23.07	8	9	250/251	5
Total	31	20	619	24

QA Technical Reviews

21 CalSAWS SLAs Reviewed	3 Hyland SLAs In Review	3 System-wide Impacts	23 CC/Lobby Management Scripts Reviewed
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QA Migration Reviews

64 CDV Testers Supported	95 CDV Findings Reviewed	9 Retrospectives Planned	10 Implementation Support Staff
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Functional/Test Highlights

23.05 CalSAWS/BenefitsCal Complete

23.07 CalSAWS In Progress

BenefitsCal County Configurations

Technical Highlights

System Performance

Contact Center(CC) and ForgeRock

County-wide System Impacts

Migration Highlights

Wave 5 County Data Validation (CDV)

Wave 6 CDV Preparation

Wave 4 Retrospectives Planned

Implementation Staff Support



Update on Key State IV&V Activities



Independent Validation & Verification (IV&V)

Key Activities



CalSAWS and BenefitsCal Releases

- CalSAWS 23.07 Testing
- BenefitsCal Development and Testing



Imaging

- Production defect resolution and enhancements
- Migration of images and documents from CalWIN to CalSAWS for Wave 5 and 6



Batch Performance

- Batch performance improvements and time savings



CalWIN Data Conversion

- Wave 4 Conversion, Wave 5 Mock Conversion
- Triage and Resolution of open Conversion Defects
- Mitigation actions for improving the conversion cutover window for future CalWIN waves



CalWIN Implementation

- Wave 4 Post Implementation Support
- Wave 5 and 6 Implementation Readiness



State Partners Updates

- OSI
 - CDSS
 - DHCS
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Regional Updates





Adjourn Meeting