Cal**SAWS** | JPA Board of Directors Meeting

August 25, 2023

Agenda

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

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

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

Action Items

Action Items

4. Approval of Accenture Amendment 31 to extend the term of the agreement by an additional three (3) months to align to the Infrastructure and Maintenance & Enhancements (M&E) transition period, as well as expand scope and costs as accounted for in the CalSAWS January 2023 As-Needed IAPDU.

CalSAWS Accenture Amendment 31
Summary of Changes

Extend M&O/M&E, Imaging, and Customer Service Center (CSC) Services

Accenture's contract concludes May 2025 but must be extended to align to the updated re-procurement schedule. Based on the revised procurement schedule, the new vendor(s) are scheduled to begin transition in August 2024. The Infrastructure Services transition is expected to be complete in January 2025 (instead of October 2024), while the Maintenance & Enhancements (M&E) transition will continue through July 2025 (instead of April 2025).

Accenture's scope of work has been aligned to the new dates.

New Projects/Scope

As part of the CalSAWS January 2023 As-Needed IAPDU, the Consortium included additional scope and funding for mitigation of data growth impacts, technical and security enhancements, expanded State Report Support, BenefitsCal environment support, re-baselined Customer Service Center agent counts, and re-baselined lobby management support. Additional scope and costs were also added to address gaps related to client correspondence. The scope and costs for these changes is included in Amendment 31.

Reduce Facilities

The Consortium has elected to exercise an early termination clause for one of the Rancho Cordova Suites due to the continued remote work model, which results in a cost reduction in the DD&I Price Schedule. Additionally, the Consortium is consolidating the space used for Service Desk staff (Help Desk Agents), which results in a reduction to the M&O Price Schedule.

CalSAWS M&O Schedule 1, Attachment 2 Pricing	Current Total	Revised Total	Difference
Application Maintenance	$123,528,342	$132,281,939	$8,753,597
Innovation Lab – One-time Services	$1,371,885	$1,371,885	$0
Production Operations			
Technical Infrastructure Services	$194,276,493	$213,338,242	$19,061,749
WAN Administration	$15,998,430	$17,389,810	$1,391,380
Operations Charges	$12,945,076	$14,522,468	$1,577,391
Hardware & Software	$103,780,075	$120,506,000	$16,725,925
Facilities	$12,623,834	$12,506,915	($116,920)
Additional Projects	$16,980,256	$40,095,210	$23,114,954
Total (Rounded)	**$481,504,392**	**$552,012,468**	**$70,508,076**

CalSAWS DD&I Schedule 2, Attachment 2 Pricing	Current Total	Revised Total	Difference
Migration Facility	$9,951,656	$9,617,716	($333,940)
Total	**$9,951,656**	**$9,617,716**	**($333,940)**

Imaging Project Schedule 13, Attachment 2	Current Total	Revised Total	Difference
One-Time Services	$14,571,432	$14,571,432	$0
Technical Infrastructure Services	$6,570,016	$7,241,344	$671,328
WAN Administration	$740,928	$799,116	58,188
Total (Rounded)	**$21,882,376**	**$22,611,892**	**$729,516**

Customer Service Center Schedule 15, Attachment 2 Pricing	Current Total	Revised Total	Difference
One-Time Service Charges	$11,786,519	$11,786,519	$0
Technical Infrastructure Services	$9,159,796	$9,991,594	$831,798
WAN Administration	$2,104,238	$3,747,634	$1,643,396
Total (Rounded)	**$23,050,553**	**$25,525,748**	**$2,475,194**

Combined Total for Amendment 31 (Rounded)			$73,378,846

Action Items

5. Approval of the Contract between CalSAWS Consortium and Rackspace US Inc. for the delivery of AWS Cloud Services and delegated authority to the Executive Director for AWS service orders.

CalSAWS Rackspace Contract

Summary

The Rackspace Contract includes a minimum spend commitment of $36,122,000 for each year for five years (September 1, 2023, through August 31, 2028). The minimum spend commitment allows the Consortium to receive a discount of 19%, as well as additional credits not currently available to the Consortium. The maximum spend for the contract will not exceed approved funding.

The Consortium is seeking Board approval for the delegation of authority to the CalSAWS Executive Director to approve AWS service orders for the remainder of the SFY not to exceed $38,000,000. Current year costs are accounted for in the SFY 2023-24 CalSAWS JPA Project Budget.

Minimum Spend Commitment	Cross-Service Credits	Migration Acceleration Program (MAP) Credits
Contract Year One: $36,122,000 Contract Year Two: $36,122,000 Contract Year Three: $36,122,000 Contract Year Four: $36,122,000 Contract Year Five: $36,122,000	September 1, 2023: $250,000 October 1, 2023: $250,000 January 1, 2024: $250,000 April 1, 2024: $250,000 July 1, 2024: $250,000 October 1, 2024: $250,000 January 1, 2025: $250,000 April 1, 2025: $250,000	Fiscal Year 23/24: $460,000 Fiscal Year 24/25: $460,000

Amazon Connect Credits

Fiscal Year 23/24: $1,595,735

Discount	Other Discounts/Credits	AWS Global Resiliency Credit (Applicable Only if a Failover Occurs)
Contract Year One: 19% Contract Year Two: 19% Contract Year Three: 19% Contract Year Four: 19% Contract Year Five: 19%	As Available and Qualified	Contract Year 1: $3,700,000 Contract Year 2: $3,700,000

Action Items

6. Approval of Consent Items
   a. Approval of the Minutes and review of the Action Items from the July 21, 2023, JPA Board of Directors Meeting.
   b. Approval of the Agreement between the CalSAWS Consortium and Davis Farr, which includes services to perform the annual Service Organization Control 1 Type 2 Report.
   c. Approval of Accenture Change Notice 27, which includes a request to add six (6) premise items, including CalFresh Disaster Application Revision, CalFresh Notices of Actions (NOAs) Updates, CalWORKs Work Requirements (AB2300), NOA Back Nine Revisions, SB726 CalWORKs Overpayments (CalWORKs Overpayments - Revised CA812 Report), and Undocumented 26-49 Full Scope Expansion, and two (2) county purchases.
   d. Approval of ClearBest Change Order 7, Work Order 3, which includes a request to add six (6) premise items, including CalFresh Disaster Application Revision, CalFresh Notices of Actions (NOAs) Updates, CalWORKs Work Requirements (AB2300), NOA Back Nine Revisions, SB726 CalWORKs Overpayments (CalWORKs Overpayments - Revised CA812 Report), and Undocumented 26-49 Full Scope Expansion.
   e. Approval of Deloitte Portal Change Order 3, Work Order 13, which includes ARPA - CalFresh Application "Joint Processing" by Social Security Administration in BenefitsCal.
   f. Approval of Gainwell – CalWIN Change Order 9, which includes three (3) county purchases and the extension of BenefitsCal Technical Help Desk Support.

Informational Items

Recent Production Issues

CalSAWS Quality, Defect, Stability, Tickets Stats
July 2023 Production Highlights

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
25	26	27	28	29	30	1 ○○●
2 ○○●	3 ○○●	4 ○○●	5 ○○●	6 ○○●	7 ○○●	8 ○○●
9 ○○●	10 ○○●	11 ○○●	12 ○○● 11:16am-12:05pm Slowness reported in OCR image processing times	13 ○○●	14 ○○●	15 ○○●
16 ○○●	17 ○○●	18 ○○●	19 ○○●	20 ○○●	21 ○○●	22 ○○●
23 ○○●	24 ○●○ 9:30am – 4pm image processing slowness 8:20am – 10am lobby kiosk access issues	25 ○○●	26 ○○●	27 ○○●	28 ○○●	29 ○○●
30 ○○●	31 ○○● Batch delayed finish due to DCR	2	3	4	5	6

Recent Production Issues
Summary of incidents for July

Imaging Processing:
- July 12, 2023 @ 11:16 AM, the Hyland optical character recognition service became slow
- Service was restored at 12:05 PM after a compute node restart

Lobby Management / Kiosk:
- July 24, 2023 @ 8:20 AM, 21 counties experienced kiosk access issues due to change introduced through the 23.07 release
- The change was rolled back at approximately 10 AM to resolve the issue

Imaging Slowness:
- July 24, 2023 @ 9:30 AM Hyland determined that SCR CA-231814 introduced as part of 23.07
- This issue was resolved by rolling back changes under CA-231814, returned to normal on 7/25/2023 by 1:00 PM

Reports Delayed:
- July 31, 2023, reports delayed due to long running Data Change Request

Recent Production Issues
Foster Clothing Allowance Issue

Issue:

- Monday, July 10th the Annual Clothing Allowance for 2023 ran for Tulare County with the incorrect amounts for Kin-GAP, AAP, and Foster Care

- Tuesday, August 1st the same process issued with incorrect amounts for the following counties:
  - Santa Barbara
  - Santa Clara
  - Santa Cruz
  - Ventura
  - Yolo

- All cases were sent a Clothing Allowance Approval NOA. This has caused an influx of calls/questions to the counties. CalSAWS provided a list of all cases, inclusive of issued and skipped issuances, on August 4, 2023
- Met with the impacted counties to identify how to resolve this issue on a county-by-county basis. CA-265840 and CA-266374 were deployed on August 15 and 16 respectively, to resolve the issue
- Project will apply the results of the latest CRFI provided by the counties via CA-242611

Actionable Areas
Progress Update

This is an update on progress to date on improvement initiatives for production operations.

Action Area	Status	Target Completion
Analyze existing systems monitoring and alert thresholds to identify gaps and tuning opportunities	Review existing monitoring and alerting, to validate alignment with best practices for the vendors	September
Harden remediation processes for high-impact outage scenarios	Review output with consortium and QA; Tabletop Exercise to align on criteria for failover	September – Forge Rock DB Failover – January 2024
Assess scheduling of maintenance procedures to minimize downtime	Discussion with TPOCs to enhance engagement and communication to coordinate and execute changes	Completed - July
Further hardening of threat detection capabilities and preventative measures	Analysis complete, implementation planned	August 25

Quarterly Fiscal Report

CalSAWS Financial Update
Overview

CalSAWS DD&I/M&O

Premise

CalWIN M&O

JPA Admin

1 Actuals to Date
Based on Vendor Invoices & County Claims

2 Projections (Estimates to Complete)
Estimated Costs for Future Months

3 Estimate at Completion (EAC)
Actual Costs Plus Estimated

4 Total Allocation/Budget
Amount Allocated by Line Item for the Approved Budget

5 Balance
Difference Between EAC and Budget
Negative balance is over budget
Positive balance is under budget

6 % Expended to Date (Actuals)
Percent of Actuals to Date Divided by the Budget

7 % EAC to Budget
Percent of EAC Divided by the Budget

Total Actuals & Projections
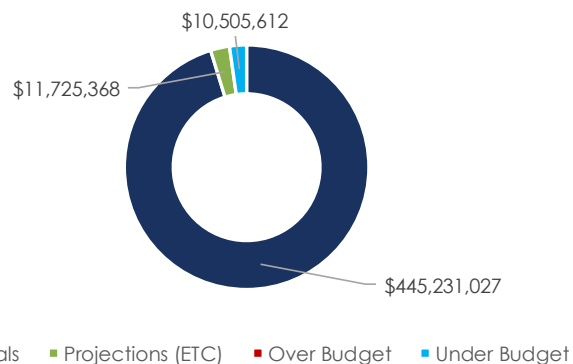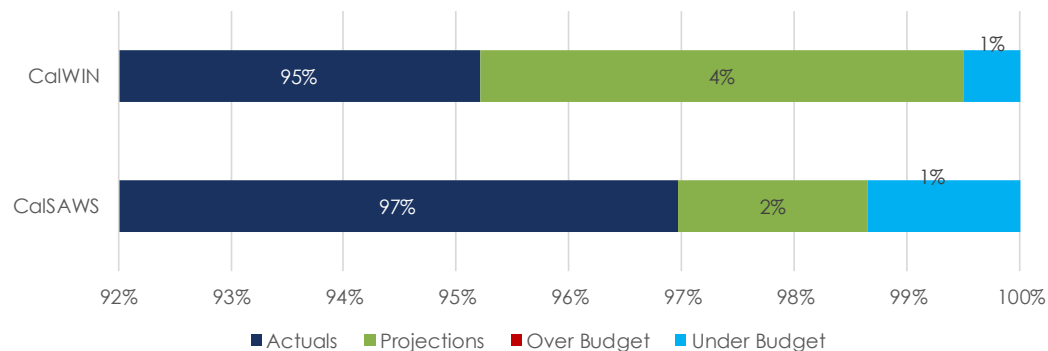
$10,505,612
$11,725,368
$445,231,027

- Actuals
- Projections (ETC)
- Over Budget
- Under Budget

% Expended to Date

CalWIN: 95% | 4% | 1%
CalSAWS: 97% | 2% | 1%

- Actuals
- Projections
- Over Budget
- Under Budget

Category	Actuals to Date[1]	Projections (ETC)	EAC	Total Allocation (Budget)	Balance + Under / (-Over)	% Expended to Date	% EAC to Budget	Notes
CalSAWS	**$331,217,516**	**$5,784,797**	**$337,002,313**	**$341,602,418**	**$4,600,105**	**97.0%**	**98.7%**	
DD&I App. Dev.	$1,904,168	$0	$1,904,168	$2,044,435	$140,267	93.1%	93.1%	Actuals less than planned
DD&I Non-App. Dev.	$68,119,265	$5,751,823	$73,871,088	$74,772,634	$901,546	91.1%	98.8%	Payment month adjustment
DD&I Training	$15,413,735	$31,229	$15,444,964	$16,651,084	$1,206,120	92.6%	92.8%	Travel for ILT less than planned
CalSAWS M&O	$237,719,219	$1,745	$237,720,964	$239,043,243	$1,322,279	99.4%	99.4%	CSS Staff costs less than planned
M&O Procurement	$1,299,182	$0	$1,299,182	$1,611,844	$312,662	80.6%	80.6%	Staff and legal less than planned
OCAT M&O	$1,951,842	$0	$1,951,842	$2,112,452	$160,610	92.4%	92.4%	Staff less than planned
CalHEERS Interface	$4,513,833	$0	$4,513,833	$4,963,356	$449,523	90.9%	90.9%	Application changes less than planned
Covered CA CSC	$296,272	$0	$296,272	$403,370	$107,098	73.4%	73.4%	Actuals less than planned
CalSAWS Premise	**$22,477,758**	**$1,844,334**	**$24,322,092**	**$29,606,671**	**$5,284,579**	**75.9%**	**82.2%**	
CalSAWS Premise	$22,477,758	$1,844,334	$24,322,092	$29,606,671	$5,284,579	75.9%	82.2%	Costs less than planned (includes CalWIN)
CalWIN M&O	**$91,023,520**	**$4,096,237**	**$95,119,757**	**$95,598,770**	**$479,013**	**95.2%**	**99.5%**	
CalWIN M&O	$83,824,318	$4,096,237	$87,920,555	$87,979,667	$59,112	95.3%	99.9%	
CalHEERS Interface	$5,829,381	$0	$5,829,381	$6,130,359	$300,978	95.1%	95.1%	Application changes less than planned
CalHEERS CSCN	$1,369,821	$0	$1,369,821	$1,488,744	$118,923	92.0%	92.0%	Application changes less than planned
JPA Admin. Budget	**$512,233**	**$0**	**$512,233**	**$654,148**	**$141,915**	**78.3%**	**78.3%**	
CalSAWS 58 Counties	$512,233	$0	$512,233	$654,148	$141,915	78.3%	78.3%	Fiscal agent costs less than planned
Total	**$445,231,027**	**$11,725,368**	**$456,956,395**	**$467,462,007**	**$10,505,612**	**95.2%**	**97.8%**	

[1] June Claim Month

Total Actuals & Projections

$0
$60,664,202
$400,306,780

- Actuals - Projections (ETC) - Over Budget - Under Budget

% Expended to Date

CalWIN: Actuals 25%, Projections 75%
CalSAWS: Actuals 13%, Projections 87%, 0%

- Actuals - Projections - Over Budget - Under Budget
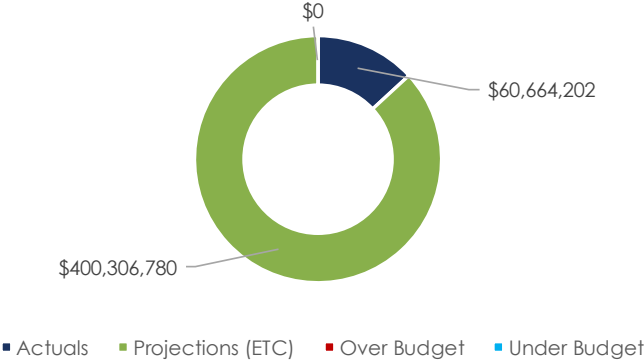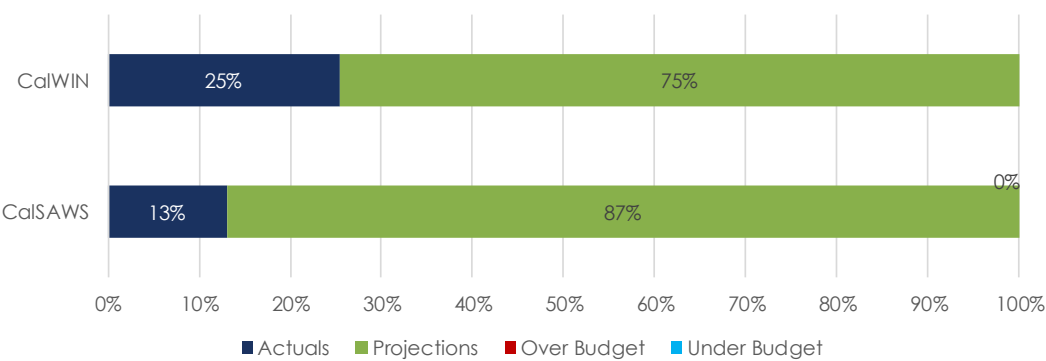
Category	Actuals to Date[1]	Projections (ETC)	EAC	Total Allocation (Budget)	Balance + Under / (-Over)	% Expended to Date	% EAC to Budget	Notes
CalSAWS	**$45,133,897**	**$301,542,690**	**$346,676,587**	**$346,676,587**	**$0**	**13.0%**	**100.0%**	
DD&I Non-App. Dev.	$4,806,583	$26,956,082	$31,762,665	$31,762,665	$0	15.1%	100.0%	
DD&I Training	$83,183	$2,534,518	$2,617,701	$2,617,701	$0	3.2%	100.0%	
CalSAWS M&O	$38,471,674	$264,197,973	$302,669,647	$302,669,647	$0	12.7%	100.0%	
M&O Procurement	$345,995	$900,773	$1,246,768	$1,246,768	$0	27.8%	100.0%	
OCAT M&O	$505,032	$1,694,387	$2,199,419	$2,199,419	$0	23.0%	100.0%	
CalHEERS Interface	$797,573	$4,192,778	$4,990,351	$4,990,351	$0	16.0%	100.0%	
Covered CA CSC	$123,857	$1,066,179	$1,190,036	$1,190,036	$0	10.4%	100.0%	
CalSAWS Premise	**$5,404,484**	**$68,489,400**	**$73,893,884**	**$73,893,884**	**$0**	**7.3%**	**100.0%**	
CalSAWS Premise	$5,404,484	$68,489,400	$73,893,884	$73,893,884	$0	7.3%	100.0%	
CalWIN M&O	**$10,096,172**	**$29,652,772**	**$39,748,944**	**$39,748,944**	**$0**	**25.4%**	**100.0%**	
CalWIN M&O	$8,357,796	$27,468,256	$35,826,052	$35,826,052	$0	23.3%	100.0%	
CalHEERS Interface	$1,417,538	$1,652,640	$3,070,178	$3,070,178	$0	46.2%	100.0%	
CalHEERS CSCN	$320,838	$531,876	$852,714	$852,714	$0	37.6%	100.0%	
JPA Admin. Budget	**$29,649**	**$621,918**	**$651,567**	**$651,567**	**$0**	**4.6%**	**100.0%**	
CalSAWS 58 Counties	$29,649	$621,918	$651,567	$651,567	$0	4.6%	100.0%	
Total	**$60,664,202**	**$400,306,780**	**$460,970,982**	**$460,970,982**	**$0**	**13.2%**	**100.0%**	

1. Actuals are based on planned invoices through September (partial) payment month

Cal**SAWS** | SFY 2023/24 DD&I COUNTY SUPPORT STAFF
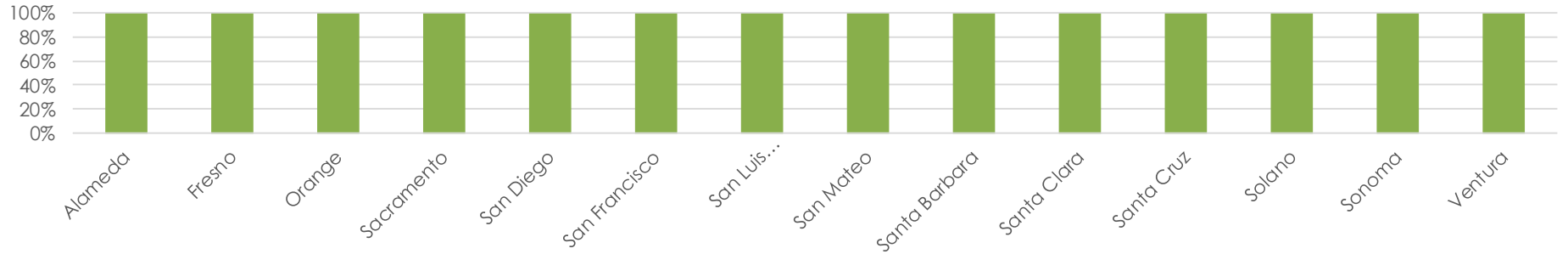
COMBINED TOTAL	$ .0 M Actuals to Date	$ 6.2 M Projections	$ 6.2 M Estimate At Completion	$ 6.2 M Total Allocation	$ .0 M Balance (+Under/-Over)	0% % Expended to Date	100% % EAC to Budget
Alameda	$0	$917,961	$917,961	$917,961	$0	0%	100%
Fresno	$0	$1,011,422	$1,011,422	$1,011,422	$0	0%	100%
Orange	$0	$393,487	$393,487	$393,487	$0	0%	100%
Sacramento	$0	$1,745,389	$1,745,389	$1,745,389	$0	0%	100%
San Diego	$0	$1,002,105	$1,002,105	$1,002,105	$0	0%	100%
San Francisco	$0	$279,200	$279,200	$279,200	$0	0%	100%
San Luis Obispo	$0	$168,519	$168,519	$168,519	$0	0%	100%
San Mateo	$0	$156,915	$156,915	$156,915	$0	0%	100%
Santa Barbara	$0	$53,139	$53,139	$53,139	$0	0%	100%
Santa Clara	$0	$61,248	$61,248	$61,248	$0	0%	100%
Santa Cruz	$0	$98,769	$98,769	$98,769	$0	0%	100%
Solano	$0	$85,608	$85,608	$85,608	$0	0%	100%
Sonoma	$0	$109,537	$109,537	$109,537	$0	0%	100%
Ventura	$0	$80,353	$80,353	$80,353	$0	0%	100%

CalSAWS | SFY 2023/24 CONSORTIUM PERSONNEL BUDGET & FTEs

CATEGORY	Actuals to Date	Projections (ETC)	EAC	Total Allocation (Budget)	BALANCE +Under / (-Over)	% Expended to Date	% EAC to Budget	Notes
CalSAWS	**$4,334,337**	**$26,550,452**	**$30,884,789**	**$30,884,789**	**$0**	**14.0%**	**100.0%**	
Consortium Personnel - County[1]	$0	$12,798,589	$12,798,589	$12,798,589	$0	0.0%	100.0%	
Consortium Personnel - Contractor[2,3]	$4,334,337	$13,751,863	$18,086,200	$18,086,200	$0	24.0%	100.0%	
CalWIN M&O	**$707,784**	**$1,164,290**	**$1,872,074**	**$1,872,074**	**$0**	**37.8%**	**100.0%**	
Consortium Personnel - County[1]	$0	$69,195	$69,195	$69,195	$0	0.0%	100.0%	
Consortium Personnel - Contractor[2,3]	$707,784	$1,095,095	$1,802,879	$1,802,879	$0	39.3%	100.0%	
CalSAWS Premise	**$0**	**$332,611**	**$332,611**	**$332,611**	**$0**	**0.0%**	**100.0%**	
Consortium Personnel - County	$0	$332,611	$332,611	$332,611	$0	0.0%	100.0%	
Consortium Personnel - Contractor[2]	$0	$0	$0	$0	$0	0.0%	0.0%	
Total	**$5,042,121**	**$28,047,353**	**$33,089,474**	**$33,089,474**	**$0**	**15.2%**	**100.0%**	

SFY 2022/23 - Consortium Personnel FTE Counts		FTE
CalSAWS DD&I and M&O		**175**
Consortium Personnel - County[1]		71
Consortium Personnel - Contractor[2]		73
Consortium Personnel - Contractor Limited Term[3]		17
TBD[4]		14
CalWIN M&O		**16**
Consortium Personnel - County[1]		1
Consortium Personnel - Contractor[2]		10
Consortium Personnel - Contractor Limited Term[3]		5
TBD[4]		0
Premise		**1**
Consortium Personnel - County[1]		1
Consortium Personnel - Contractor[2]		0
Total		**192**

[1] Includes only Consortium Staff, does not include County Support Staff
[2] Includes RGS and CSAC employees
[3] Includes RGS, CSAC, and First Data Staff (Non-Employees)
[4] Does not account for backfill considerations

CalSAWS | SFY 2023/24 CHANGE BUDGET (APPLICATION MAINTENANCE / M&E HOURS)

Change Budget Category	Actuals to Date	Projections (ETC)	EAC	Total Allocation (Budget)	BALANCE +Under / (-Over)	% Expended to Date	% EAC to Budget
CalWIN M&O	**$2,071,321**	**$6,482,689**	**$8,554,010**	**$8,554,010**	**$0**	**24.2%**	**100.0%**
CalWIN M&O	$1,725,445	$5,112,767	$6,838,212	$6,838,212	$0	25.2%	100.0%
CalHEERS Interface Change Budget	$276,640	$325,964	$602,604	$602,604	$0	45.9%	100.0%
CalHEERS CSCN Change Budget	$0	$124,794	$124,794	$124,794	$0	0.0%	100.0%
CalWIN Premise	$69,236	$919,164	$988,400	$988,400	$0	7.0%	100.0%
CalSAWS M&O	**$10,235,791**	**$37,031,609**	**$47,267,400**	**$47,267,400**	**$0**	**21.7%**	**100.0%**
CalSAWS M&E	$5,285,737	$24,831,454	$30,117,191	$30,117,191	$0	17.6%	100.0%
CalHEERS Interface Change Budget	$544,419	$2,621,625	$3,166,044	$3,166,044	$0	17.2%	100.0%
BenefitsCal	$650,907	$3,051,534	$3,702,441	$3,702,441	$0	17.6%	100.0%
CalSAWS Premise	$3,754,728	$6,526,996	$10,281,724	$10,281,724	$0	36.5%	100.0%
TOTAL	**$12,307,112**	**$43,514,298**	**$55,821,410**	**$55,821,410**	**$0**	**22.0%**	**100.0%**

Application Maintenance
Hours by Service Month
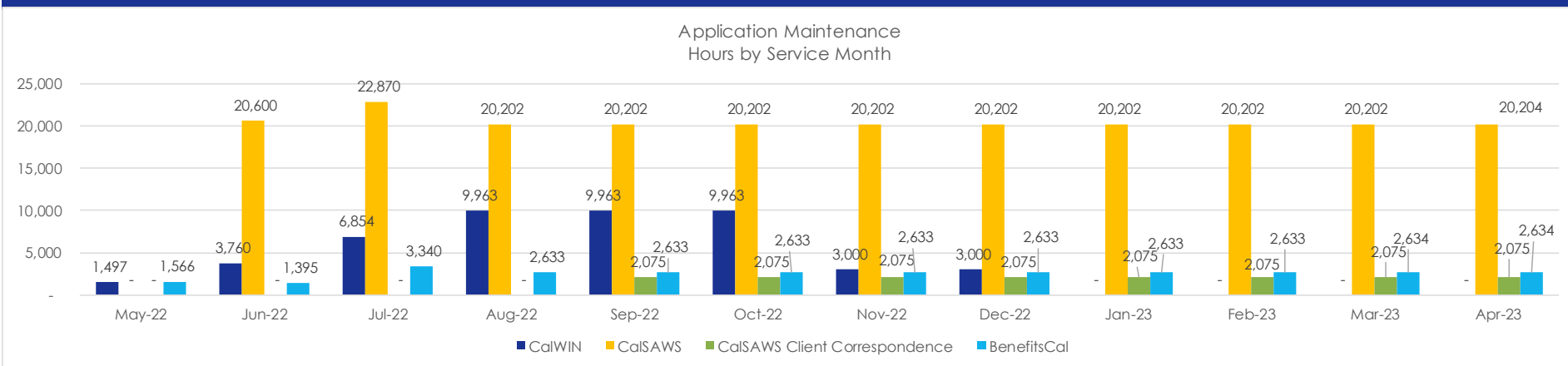
Change Budget Category	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Total
CalWIN M&O	**1,497**	**3,760**	**6,854**	**9,963**	**9,963**	**9,963**	**3,000**	**3,000**	**-**	**-**	**-**	**-**	**-**	**48,000**
Design & Build	194	54	-	-	-	-	-	-	-	-	-	-	-	248
Test	517	899	86	-	-	-	-	-	-	-	-	-	-	1,502
Management & Other Support	786	2,807	6,768	-	-	-	-	-	-	-	-	-	-	10,361
Projection	-	-	-	9,963	9,963	9,963	3,000	3,000	-	-	-	-	-	35,889
CalSAWS M&O	**-**	**20,600**	**22,870**	**20,202**	**20,202**	**20,202**	**20,202**	**20,202**	**20,202**	**20,202**	**20,202**	**20,204**	**-**	**225,290**
Design & Build	-	13,704	16,991	-	-	-	-	-	-	-	-	-	-	30,695
Test	-	3,829	3,332	-	-	-	-	-	-	-	-	-	-	7,161
Management & Other Support	-	3,067	2,547	-	-	-	-	-	-	-	-	-	-	5,614
Projection	-	-	-	20,202	20,202	20,202	20,202	20,202	20,202	20,202	20,202	20,204	-	181,820
CalSAWS Client Correspondence	**-**	**-**	**-**	**-**	**2,075**	**2,075**	**2,075**	**2,075**	**2,075**	**2,075**	**2,075**	**2,075**	**-**	**16,600**
Client Corresondence	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Projection	-	-	-	-	2,075	2,075	2,075	2,075	2,075	2,075	2,075	2,075	-	16,600
BenefitsCal	**1,566**	**1,395**	**3,340**	**2,633**	**2,633**	**2,633**	**2,633**	**2,633**	**2,633**	**2,633**	**2,634**	**2,634**	**-**	**30,000**
Design & Build	861	770	1,837	-	-	-	-	-	-	-	-	-	-	3,468
Test	391	350	835	-	-	-	-	-	-	-	-	-	-	1,576
Management & Other Support	314	275	668	-	-	-	-	-	-	-	-	-	-	1,257
Projection	-	-	-	2,633	2,633	2,633	2,633	2,633	2,633	2,633	2,634	2,634	-	23,699
COMBINED TOTAL		**25,755**	**33,064**	**32,798**	**32,798**	**32,798**	**25,835**	**25,835**	**22,835**	**22,835**	**22,836**	**22,838**	**-**	**303,290**

NOTES:

May 2023 hours were partially paid in June 2023 and therefore reflected in SFY 22/23 report.

CalWIN shut-down will occur November-December 2023 and may result in utilization of change hours.

CalSAWS includes approved shift from CalHEERS, offshore "no-cost" hours, and additional client correspondence hours.

Cal**SAWS** | SFY 2023/24 CONTRACT OBLIGATIONS

Warranty & Liquidated Damages Detail					
Category	Contract	Service Month	Amount	Invoice Month	Invoice #
CalSAWS System Daily Peak Usage Hour Availability	CalSAWS	April-23	$5,000	September-23	TBD
SLA - Release Quality within User Acceptance Test	CalWIN	May-23	$3,000	August-23	80011313
CalSAWS System Daily Peak Usage Hour Availability	CalSAWS	June-23	$10,000	September-23	TBD
Hyland - Delay in document processing	CalSAWS	June-22	$79,564	October-23	TBD
CalSAWS System Daily Peak Usage Hour Availability	CalSAWS	June-23	$10,000	September-23	TBD
Total			**$107,564**		

Hours & Credits					
Category	Actuals	Projections (ETC)	EAC	Allowance	BALANCE +Under / (-Over)
CalWIN Modernization ("Modification") Hours	$9,512,901	$520,924	$10,033,825	$10,033,825	$0
CalWIN Business Intelligence (BI)	$3,971,215	$0	$3,971,215	$3,971,215	$0
CalWIN IDMS	$1,500,000	$0	$1,500,000	$1,500,000	$0
CalWIN Business Rules Engine (BRE)	$3,131,450	$368,550	$3,500,000	$3,500,000	$0
Total	**$18,115,566**	**$889,474**	**$19,005,040**	**$19,005,040**	**$0**

Notes:

Modernization Hours include hours for Contract Years 1-7 plus partial Contract Year 8.

Modernation Hours are leveraged for BenefitsCal Technical Help Desk.

IDMS $1.5M applied to CalSAWS GA/GR.

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

CalSAWS Contract (Premise/App Maintenance Services)	Total Amount	Change Notice Ref.
Total Baseline Allocation (Amendment 30)	$92,000,000	
Previously Approved through June 2021	$21,229,544	FIVE - NINE
Previously Approved June 2021 through October 2021	$9,182,789	TEN - ELEVEN
Previously Approved Nov 2021 through June 2022	$11,336,520	TWELVE - EIGHTEEN
Functional Support, Technical Help Desk, Premise, Portal	$5,519,866	NINETEEN - TWENTY ONE
Various Premise Items	$2,219,022	TWENTY TWO
Various Premise Items	$1,995,667	TWENTY THREE
Various Premise Items (Incl ARPA)	$2,462,894	TWENTY FOUR
Various Enhancements and Premise Items	$6,131,532	TWENTY FIVE
Various Premise Items	$1,356,290	TWENTY SIX
Various Premise Items	$1,617,214	TWENTY SEVEN*
Total Allocated Amounts	$63,051,338	
Total Remaining Allocation	$28,948,662	

CalSAWS Contract (County Purchases)	Total Amount	Change Notice Ref.
Total Baseline Allocation (Amendment 23)	$20,000,000	
Approved County Purchases	$1,702,883	FIFTEEN
Approved County Purchases	$5,112,800	TWENTY
Approved County Purchases	$552,126	TWENTY TWO
Approved County Purchases	$886,565	TWENTY FIVE
Approved County Purchases	$5,236,041	TWENTY SIX
Approved County Purchases	$550,238	TWENTY SEVEN*
Total Allocated Amounts	$14,040,653	
Total Remaining Allocation	$5,959,347	

Deloitte Portal/Mobile	Total Amount	Work Order Ref.
Total Baseline Allocation (Change Order 5)	$13,000,000	
Various Premise Items	$1,112,377	ONE - THREE
American Recovery Plan Act (ARPA)	$1,705,148	FOUR
American Recovery Plan Act (ARPA) - ROI	$428,379	FIVE
Get CalFresh (Code for America) - Security Monitoring	$50,001	SIX
American Recovery Plan Act (ARPA) - SAR 7 and 7A	$92,496	SEVEN
CW Time Clocks	$71,000	EIGHT
ARPA - Release of Information (ROI)	$2,074,391	NINE
ARPA - SAR7/7A UCD Phase 3	$216,910	TEN
Additional Enhancements	$92,890	ELEVEN
2)	$1,472,000	TWELVE
ARPA - CalFresh App "Joint Processing" by SSA	$530,664	THIRTEEN*
Total Allocated Amounts	$7,846,256	
Total Remaining Allocation	$5,153,744	

Deloitte CalWIN ISS (County Purchases)	Total Amount	Work Order Ref.
Total Baseline Allocation (Amendment 2)	$8,000,000	
San Francisco County Work Order	$615,250	ONE
Total Allocated Amounts	$615,250	
Total Remaining Allocation	$7,384,750	

CalWIN Contract (Premise/App Maint. Services)	Total Amount	Change Order Ref.
Total Baseline Allocation	$6,010,749	
Projects 60584, 61307, 58079, and 61073	$1,500,000	SEVEN
BenefitsCal Technical Help Desk Support	$1,367,616	NINE*
Total Allocated Amounts	$2,867,616	
Total Remaining Allocation	$3,143,133	

CalWIN Contract (County Purchases)	Total Amount	Change Order Ref.
Total Baseline Allocation	$3,900,000	
Previously Approved	$2,021,592	N/A
Projects 60548 and 60549	$177,419	FOUR
Projects 60858, 60859, 61078 and 61377	$262,105	FIVE
Projects 62909, 63220, 62955, and 62287	$158,426	SIX
Projects 61624, 60975, 61785, 61472, 62259, 62910	$121,752	SIX
Projects 62197, 63468, 63,600, and 63655	$42,034	SEVEN
Project 64149	$9,160	EIGHT
Project 64340, 63833, 64394	$202,073	NINE*
Total Allocated Amounts	$2,994,561	
Total Remaining Allocation	$905,439	

First Data LRS Contract (Staff Augmentation Services)	Total Amount	Change Notice Ref.
Total Baseline Allocation (Amendment 7)	$1,000,000	
Previously Approved through June 2022	$495,552	ONE - FOUR
Total Allocated Amounts	$495,552	
Total Remaining Allocation	$504,448	

Infosys Contract	Total Amount	Change Notice Ref.
Total Baseline Allocation	$10,000,000	
Previously Approved	$7,002,152	
Total Allocated Amounts	$7,002,152	
Total Remaining Allocation	$2,997,848	

ClearBest	Total Amount	Work Order Ref.
Total Baseline Allocation (Change Order 7)	$7,600,000	
Previously Approved	$3,104,596	ONE - THIRTEEN
Various Premise Items	$660,484	FOURTEEN-NINETEEN
Various Premise Items	$193,065	TWENTY-TWENTY ONE
Transactions	$41,745	THREE
Various Premise Items	$794,680	CO 7 ONE
Implementation Support Staff Augmentation	$693,450	CO 7 TWO
Various Premise Items	$215,139	CO 7 THREE*
Total Allocated Amounts	$5,703,159	
Total Remaining Allocation	$1,896,841	

*Pending Approval

CalSAWS Financial Update
Facility/Contract Update

Background

- Existing CalSAWS facility leases will conclude by the end of 2023; however, the Consortium must maintain facility space to support ongoing application and infrastructure activities beyond 2023 as documented in the September 2018 Implementation Advance Planning Document (IAPD).

- The most viable and cost-effective options are to transition to a subset of the CalWIN office located in Roseville and to coordinate with LA County to provide space for Southern California staff in Norwalk.

Activities In Process or Pending

- Federal review and approval of Gainwell Central Print amendment as an expansion of existing central print facility scope

- Request Board approval of the amendment in October.

- Continue discussions with LA County regarding plans for Norwalk location.

- Complete transition by end of October.

Roseville Project site

620 Roseville Parkway, Roseville, CA 95747

Future Wave Readiness

- Waves 5 and 6 Readiness

- Waves 5 and 6 Risk Summary

- Risk 293 COLA Timing and Wave 5

Executive Summary: Wave 5 – 6 Readiness
Project Readiness Areas and Categories [as of 8/14/2023]

Readiness Area*	Readiness Category	Wave 5	Wave 6
Application	Deploy CalSAWS Releases 23.0#	C	G
	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	C	G
	State Interface Partner Test (IPT) Execution	C	C
Conversion & CalWIN Migration Planning	Defects Resolution	G	NS
	EDBC Match – Auto Review Rates	C	NS
	Mock Cutover	C	G
	Cutover Window	C	G
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	G
Organization	Change Discussion Guides (CDGs)	C	C
	Communications	G	G
	Business Process Reengineering	C	C
	Configuration	C	G
	Process Simulation	C	NS
Implementation	Implementation Planning	G	G
	County Prep	G	G
	Pre and Post Implementation Support	G	G
	Help Desk	C	G
	County Ad Hoc Reports	Y	Y

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

Wave 5 County Readiness Checklist Activities by Status (as of 8/14/2023)

Status	00 All Counties	13 Alameda	14 Fresno	15 Sonoma	Wave 5 Counties	T:
IN PROGRESS	2	115	103	93	36	349
NOT STARTED	0	57	51	49	34	191
COMPLETED	8	499	519	517	100	1643
Total Unique Issues:	10	671	673	659	170	2183

Wave 6 County Readiness Checklist Activities by Status (as of 8/14/2023)

Status	00 All Counties	16 Sacramento	17 San Francisco	18 San Luis Obispo	Wave 6 Counties	T:
IN PROGRESS	3	114	99	105	24	345
NOT STARTED	0	134	143	132	106	515
COMPLETED	8	417	429	427	44	1325
Total Unique Issues:	11	665	671	664	174	2185

County Readiness Highlights

Wave 5
*Alameda Organizational Readiness

1) Process: Since T-60, there have been some process discussions related to Ancillary Systems and Imaging. The CalSAWS Team has been working closely with Alameda to arrive at clear decisions on these two areas.

2) Communication: Based on the decisions made, the Alameda and CalSAWS Teams have created targeted readiness plans, intended to reduce the risk of these late-breaking decisions. Plans were documented and process decisions are being appropriately communicated to internal and external stakeholders.

Wave 6
- *Application Readiness – Imaging readiness for Sacramento County is a watch item.*
  The County will provide a cutover plan for their delta images.
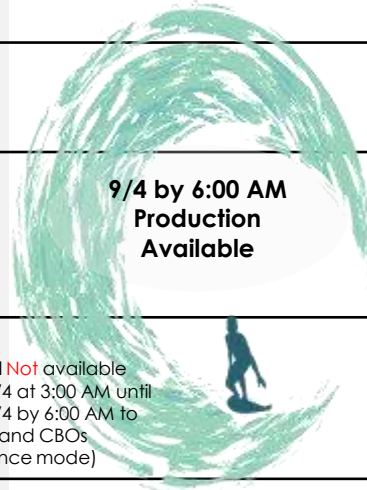
Alameda County – Organizational Readiness Planning

Communication Product	Target Audience	Notes	Status	Status Notes
Policy Handbooks & Newsletters	County Staff	Handbooks are in progress. Staff will be provided policy newsletters and bulletins prior to Go Live, until the full Handbook is approved.	On-Track	Distributed by Go-Live
Infographic for Internal County Staff	County Staff	Infographic for distribution to internal staff detailing which ancillary systems will be retired (or partially retired) and what the new process will be, which includes impacts to client for their awareness.	Complete	Distributed via CIT on 8/14
Ancillary Portals "Splash Page"	Clients & External Stakeholders	Ancillary portal "Splash Page" language, re-routing customers to BenefitsCal, is targeted for deployment at Go-Live.	Complete	Rerouting language sent to Alameda County on 8/15
Public Affairs Communication	Clients & External Stakeholders	Public Affairs will announce BenefitsCal in the August ePub article. County has previously informed the CBOs they work with of the change through a recent communication.	Complete	
Chatbot Link Updates	Clients	County reviewed and updated the links in Chatbot that reference legacy ancillary systems, to reference BenefitsCal.	Complete	
Flyer Updates	Clients & County Staff	Alameda County updates to other documentation e.g., QR codes where staff and/or clients are taken to ancillary pages. County is reviewing these materials and making necessary updates.	On-Track	Updates Ongoing
Email Communication to current eCF37 Users	Clients	Alameda County distributed emails on 8/16 and 8/23 to any customer or CBO email addresses registered with the eCF37 ancillary system.	Complete	Two emails sent – 8/16 and 8/23

Wave 5: 5B Cutover Weekend Calendar

Go-Live Event Cutover: System Down Time Calendar*
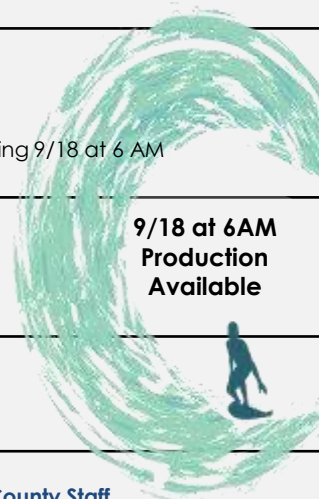
The Wave 5B cutover window has been communicated via CIT 0252-23

	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** *Business as usual*			
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).			
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			**9/4 by 6:00 AM Production Available**
CalSAWS Customers and CBOs		**CalWIN** is available for *read-only 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 7/5/23

Riding the Wave

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** *Business as usual* **(Normal Sunday Maintenance)**		
Sacramento San Francisco San Luis Obispo		**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 8/15/23

Riding the Wave

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

Risk and Issues Trends
Project Risk Exposure

RISK EXPOSURE

— Risk Exposure

Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23
2.26	1.97	1.55	1.52	1.46	1.59	1.62	1.55	1.59	1.51	1.4	1.3	1.2	1.1	1.12
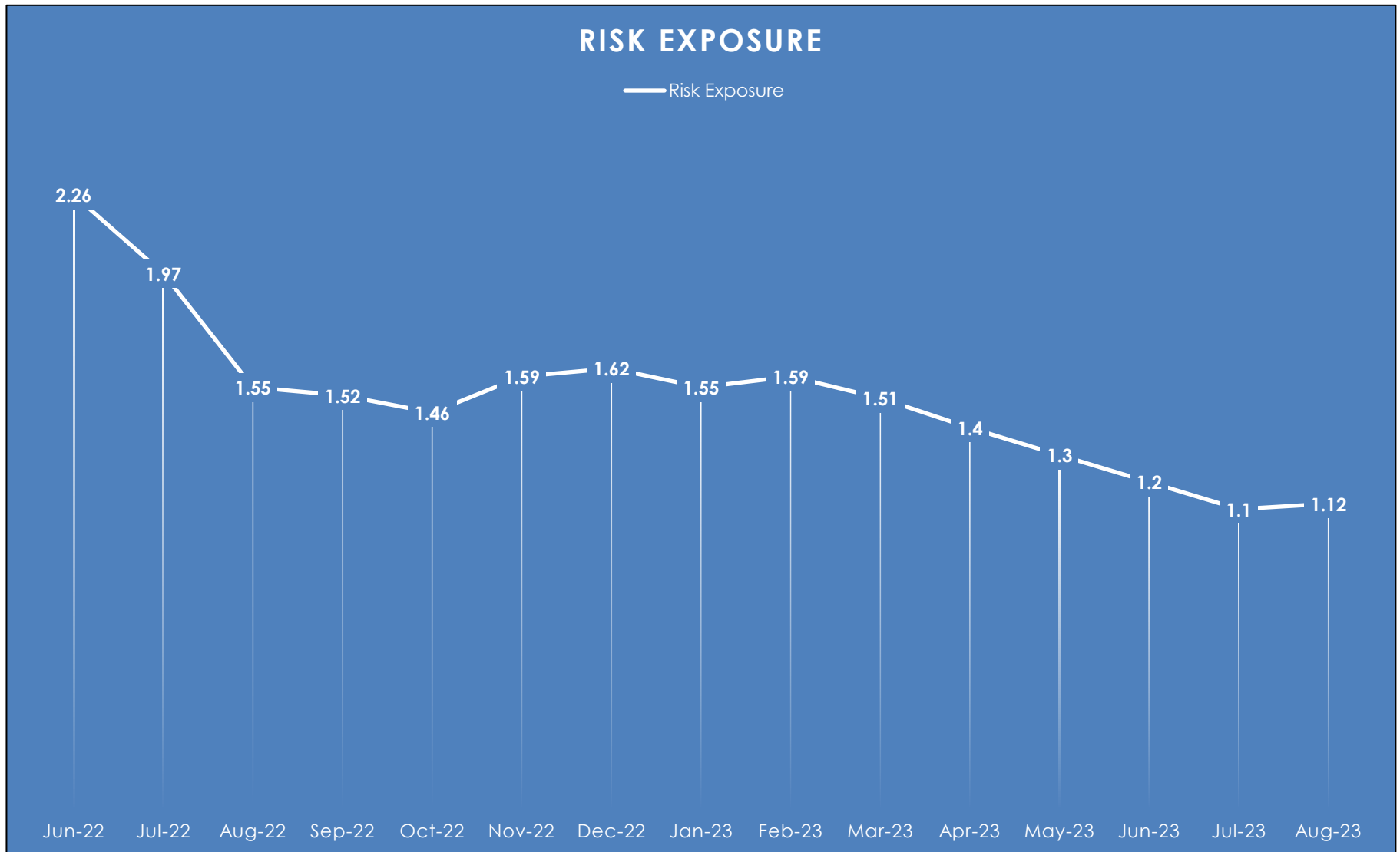
Project Risks

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
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
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	
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	Low	

CalSAWS Scalability & System Performance Risks

Risk	Risk Name	Wave 5	Wave 6
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

Updated as of 8/18/23

CalWIN Counties Cutover Readiness Needs Risks

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
293.5	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 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 • 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 **Mitigation Plan:** 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	**July 26, 2023:** CalSAWS and CalWIN received the draft CW Map Increase ACL **July 27, 2023:** CDSS received the following response from FNS. "We have contacted the National Office for an update and will let you know as soon as possible. Several states have been asking for this information and hope to get a response soon" **August 3, 2023:** CalSAWS and CalWIN received the CF COLA values from CDSS/FNS. SUA, LUA and TUA values are pending. A meeting is scheduled with CDSS for August 8 to discuss pending values **August 9, 2023:** CDSS provided the SUA, LUA and TUA values. CDSS also confirmed SAWS may move forward with all numbers received to date and they do not anticipate any changes to the values. **August 17, 2023:** Risk received off-cycle approval to reduce the risk level to probability 10% given the values and batch run in CalWIN will occur this weekend. The values are targeted to be deployed to CalSAWS production tonight. **August 21,2023:** CalWIN successfully applied the COLA values and ran the COLA for the wave 5 and 6 counties in CalWIN on 8/19-20/2023. CalSAWS deployed the new COLA values on August 17, 2023 and will commence running the COLA on August 26, 2023

Release and Policy Update/Communications
- 2023 CalWORKs MAP/IRT and CalFresh COLA Update
- Continuous Coverage Unwinding Status
- Introduction to CFAP/FCED/WDTIP Implementation Efforts
- SCR Committee Prioritization Process
- BenefitsCal Roadmap and Release Highlights

CalSAWS Release and Policy Update
Continuous Coverage Unwinding – DHCS Updates

- Additional request for 1902(e)(14)(a) for medi-Cal members with stable income

- DHCS released a new, interactive [Medi-Cal Continuous Coverage Unwinding Dashboard](#) that includes demographic and geographic breakdowns of the application and renewal processing state-wide.
  - The data dashboard will be published monthly until July 2024.
  - DHCS will provide a brief dashboard overview during the [Keep Your Community Covered Webinar Series](#) on Thursday, August 24, at 11 a.m.

- On July 30, CalHEERS implemented a fix for the "Ineligible" system issue.
  - Additional enhancements to the functionality will be deployed through September 2023.
  - DHCS provided detailed processing instructions to counties during the August 8 county support call.

CalSAWS Release and Policy Update
Continuous Coverage Unwinding – Reporting Updates

- Validating data provided to DHCS via SIRFRAs
  - Held calls with counties on 7/20/2023 and 7/26/2023 to review the DHCS data requests, including the draft output and SQLs
- Understanding what reports are available in CalSAWS
  - Published a guide to MC reports and key DHCS data requests
  - CIT 0183-23 Fact Sheet Medi-Cal Renewal Discontinuances - Overview of discontinuances and subset of MC reports
- System Differences
  - Continue working with migration counties to highlight system differences
  - Continue working with WCDS on renewals impacts associated with waves 4-6. Focused on those months where renewal processing is initiated in CalWIN and renewal processing is completed in CalSAWS
- Enhancements and Defects
  - Prioritizing reports enhancements identified at 7/20/2023 meeting. These will be communicated as part of the Bi-weekly reports call
- On-going Support and Communications
  - Bi-weekly reports call – Even if a help desk has already been submitted, counties are encouraged to bring concerns to this meeting

Introduction to CFAP/FCED/WDTIP Implementation Efforts

All three efforts:

- Will use the hybrid agile delivery method, like Task Management and Virtual Assistant

- Utilize smaller county groups for CalSAWS SCR design/approval

- CalSAWS work efforts will kick off in Fall 2023

Hybrid Agile Approach
Overview

- Workgroup of county representatives is participating in design process.
- Workgroup is providing build approval.
- Applicable committee(s) are informed on the design on a periodic basis.

- Requirements are being broken into smaller SCRs to expedite design approval and allow build to begin while next feature is being designed.
- Any additional enhancements from subsequent reviews will be incorporated into future changes.

Introduction to CFAP/FCED/WDTIP Implementation Efforts

California Food Assistance Program (CFAP) Expansion

This effort will expand CFAP eligibility to noncitizens age 55 and older, regardless of their immigration status.

- Policy Effective Date: October 1, 2025
- Tentative CalSAWS Implementation Date: August 2025
- Recruitment for a small group of county staff to assist with the design and review of the CalSAWS worker-facing changes
  - The CRFI for the recruitment is scheduled to be published in early September 2023
- CalSAWS design work will begin in October 2023

Introduction to CFAP/FCED/WDTIP Implementation Efforts

Foster Care Eligibility Determination (FCED)

FCED is the Eligibility Module for California's Comprehensive Child Welfare Information System (CCWIS) known as the Child Welfare Services-California Automated Response and Engagement System (CWS-CARES).

- Tentative CalSAWS Implementation Date: April 2026
- CalSAWS and CARES are working to develop a project schedule and development approach
- Recruitment for a small group of county staff to assist with the design and review of the CalSAWS worker-facing changes
  - The CRFI for the recruitment is scheduled to be published in August 2023
- CalSAWS design work will begin in September 2023

Introduction to CFAP/FCED/WDTIP Implementation Efforts

WDTIP Replacement Solution

Welfare Data Tracking Implementation Project (WDTIP) Replacement Solution (WRS) will be developed in CalSAWS. The WRS will maintain and support the CalWORKs 60-month and TANF 60-month time-on-aid (TOA) data currently maintained by the WDTIP/TRAC system.

- Tentative CalSAWS Implementation Date: April 2025
- CalSAWS is working with OSI, CDSS, CWDA, EDD to define requirements
- Recruitment for a small group of county staff to assist with the design and review of the CalSAWS worker-facing changes
  - The CRFI for the recruitment is scheduled to be published in December 2023
- CalSAWS design work will begin in January 2024

BenefitsCal

Upcoming Release Highlights

Summer 2023

⭐ Quarterly CM Meeting

🔷 R23.07   🔷 R23.08

7/3/23 (W4)
- CalWIN Wave 4 Go-Live

Highlights for August 2023 (23.08):
Monthly Release is on schedule for 08/24/23 with eleven (11) system improvements :
- ✓ CSPM-66213: Redesign the BenefitsCal homepage to create additional points of access for existing and new users
- ✓ CSPM-66157: Redesign the BenefitsCal announcements (outcome of research CSPM-64316)

Fall 2023

⭐ Quarterly CM Meeting

🔷 R23.09

9/4/23 (W5)
- CalWIN Wave 5 Go-Live

09/10/23 (ARPA)
- Communication and Marketing Campaign Phase 2
- SSA Application Design

10/30/23 (W6)
- CalWIN Wave 6 Go-Live

Winter 2023

⭐ Quarterly CM Meeting

🔷 R23.10   🔷 R23.11   🔷 R23.12

Q4 20223 (TBD)
- CalWORKs Timeclocks

🔷 Monthly Release

BenefitsCal Update
- ROI Update
- UCD and Collaboration Model Update
- Marketing Campaign Phase 2

BenefitsCal

Release of Information Update

BenefitsCal

BenefitsCal UCD and Collaboration Model Update
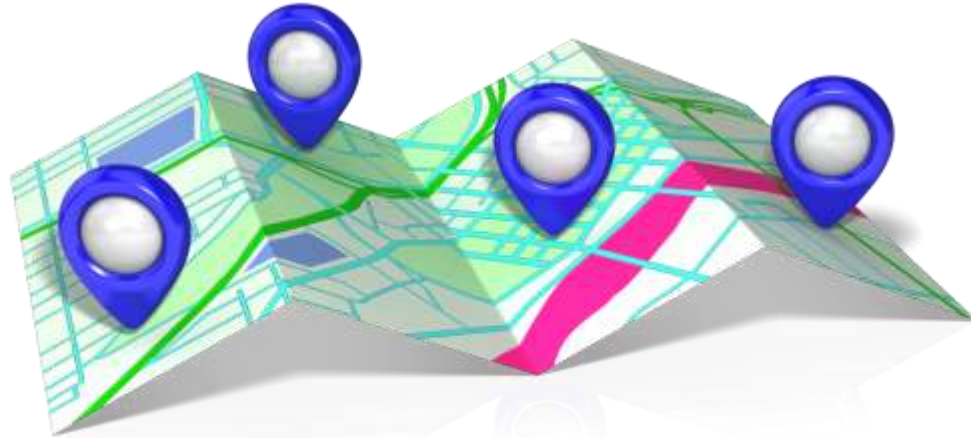
BenefitsCal
Collaboration Model Update

In Calendar Year 2023, conducted 3 Collaboration Model Meetings

10
Implemented CM Enhancements

12
Implemented Continuous Care Unwinding Enhancements

6
Researched CM Enhancements

Global Search (July 2023)
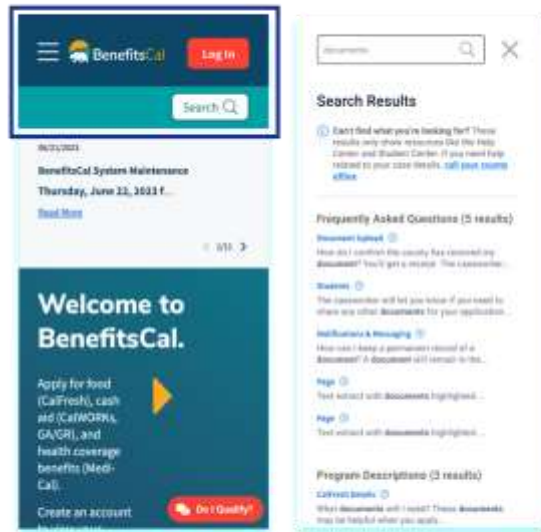
- Allows unauthenticated and authenticated users to search through BenefitsCal help resources
- Displays search results organized by page or section

Homepage & Announcements Improvements (August 2023)

- Redesigned the homepage page to align with key moments of the benefits journey for both customers and CBOs.

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

BenefitsCal

UCD and Stakeholder Engagement Activities

Key

☐ CM Research ☑ Completed

☐ Other Research ⧗ In Progress

Collaboration Model (CM) Prioritized BenefitsCal Enhancements:
- **CSPM-35858:** Program Selection allow user Primary Applications to select no program in the application
- **CSPM-64323:** A public dashboard with metrics
- **CSPM-43163:** Prevent duplicate periodic and annual reports

Other Research Activities:
- **SSA:** Understand the SSA application experience for transition to BenefitsCal.
- **Time Clocks:** Add functionality for customer to review their time on aid and submit request for extensions/exemptions or corrections.
- **CSPM-65808:** Understand the experience of the customers who want to use BenefitsCal but don't use email
- **CSPM-65313:** Enhance chatbot to add FAQs
- **Ongoing CX Monitoring:** Production Observations & Analytics

---

July 2023
Ongoing CX Monitoring

☑ **CSPM-64316 & CSPM-64318:** Homepage and announcement Usability Testing

☑ **Customer Focus Groups:** Understand the experience of the customers who want to use BenefitsCal but don't use email.
☑ **Time Clocks:** Advocate design review
☑ **Time Clocks:** Customer usability testing
☑ **CSPM-65313:** Advocate input before designs

Aug. 2023
Ongoing CX Monitoring

- **CSPM-35858:** Non-Needy Caretaker Relative applications user engagement

⧗ **CSPM-66332:** Research for Chatbot Expansion
☑ **CSPM-65313:** Chatbot usability testing

Sept. 2023
Ongoing CX Monitoring

- **CSPM-64323:** Public Dashboard with Metrics stakeholder engagement
- **Research Collaboration Model Enhancements**

- **CSPM-43163:** Prevent duplicate periodic and annual reports customer engagement

BenefitsCal
Communication and Marketing Campaign Phase 2

Phase 2 of the campaign planning activities started in June 2023

	Campaign #1	Campaign #2	Campaign #3	Campaign #4
AUDIENCE	All Customers	All Customers (via County POCs)	Customers (Email)	Customers (Email)
GOAL	Increase Onsite Awareness & Usage of BenefitsCal	Improve BenefitsCal Adoption	Improve response rates for Renewals and Periodic Reports	Improve response rates for App Completion and Account Creation
APPROACH	• **Trifold Brochure** • **Promo Cards** • **Animated Video (mp4 file)**	• **Provide digital assets and materials Counties and CBOs to reach customers across multiple channels**	• **Nudge account holders to:** ➢**Renew Medi-Cal application after they create an account** ➢**Complete periodic reports and upload documents and CalFresh Recertification**	• **Nudge customers with an incomplete application to complete the application** • **Nudge customers who submitted a paper application and included email address to create a BenefitsCal account** • **Customers with upcoming periodic report or renewal, without a BenefitsCal account**

BenefitsCal

Targeted Marketing Campaigns Determined by Stakeholder Priorities

13

Stakeholder Groups Invited to Participate

12

Activities Selected from 4 Campaigns

Participant Segmentation

➢ Multiple stakeholder groups including Counties, CWDA, CalSAWS Consortium, CDSS, DHCS, and Advocates

Winners!

➢ Trifold Brochure (Digitally Customizable)
➢ Promo Cards
➢ Poster
➢ Direct Mail
➢ Animated Video
➢ Fact Sheet
➢ 6 Emails

BenefitsCal

Communication and Marketing Campaign Phase 2

- **Animated Video**
  - 20 BenefitsCal Languages
  - Closed Captioning
  - Posted on Marketing Site, Advocate Site, and YouTube

6 Emails:
- 20 threshold languages
- Emails sent to all
- BenefitsCal counties unless opted out
- Customers segmented based on
- key actions
- Each customer receives one email
- Emails distributed from 8/28 - 9/4/2023

BenefitsCal

Communication and Marketing Campaign Phase 2

BenefitsCal Promo Cards, Customizable Brochure and Letter, Awareness Toolkits Fact Sheet & Poster

BenefitsCal

Communication and Marketing Campaign Phase 2 Timeline

21-22
Kick-Off Meetings & Launch Survey

14-21
Present Communications and Marketing Draft Materials for Feedback

11
Submit Final Communications & Marketing Campaign Materials

05
Finish deployment of Communications & Marketing Campaign

June

July

August

September

28
Survey Finalization

31
Finalize Communications and Marketing Materials (English)

1-11
Translate materials into selected languages

18
Finish deployment of Communications & Marketing Campaign

08
Completion of Campaigns

Return Mail

Central Print
Background

Return Mail Service has options

- Return mail is either undeliverable (no such location, not accepted, etc.) or a piece with an incorrect address where forwarding is not desired
- CalSAWS choice is to **not forward** mail due to policy interpretation and County preference
- Undeliverable mail and mail with a forwarding address on file is returned to the County

USPS Terms

- **Coding Accuracy Support System (CASS)** – USPS service that returns a properly formatted address or notification of not deliverable
- **National Change of Address (NCOA)** – USPS service that returns the data for a name/address that has a change of address on file prior to mailing (intended to replace ACS)

Central Print
Background

Address Verification

- Performed in CalSAWS at the time the address is entered (not at the time of mailing of the correspondence)

Interface Address Verification

- Not performed if the address arrives via an interface

USPS Verifications

- CASS is not performed
- NCOA is not performed

Mailed

- All pieces are mailed
- Those which are undeliverable or have a forwarding address on file are returned as a physical mail piece (with the USPS yellow sticker) to the return address (County)

Central Print
Objective

Provide information faster regarding mail that will not be delivered

Better Client Service

By resending the correspondence in a timely manner to a correct address

Reduce Expense

By preventing additional undeliverable mailings (envelopes, paper, postage)

Reduce County Return Mail Workload

By minimizing the number of return envelopes that have to be opened and processed

Central Print
Pilot Results

- San Diego piloted the Return Mail service starting July 5, 2023

  ✓ 20 days of Central Print mailings

  ✓ 206,159 envelopes mailed

  ✓ 9,715 envelopes undeliverable based on the USPS electronic results

  ✓ 11,791 envelopes have address problems -- some may cause them to become undeliverable in the future

San Diego Pilot Results

Return Mail, 4.71%

Address Concern, 5.72%

Deliverable (No Concerns) 89.57%
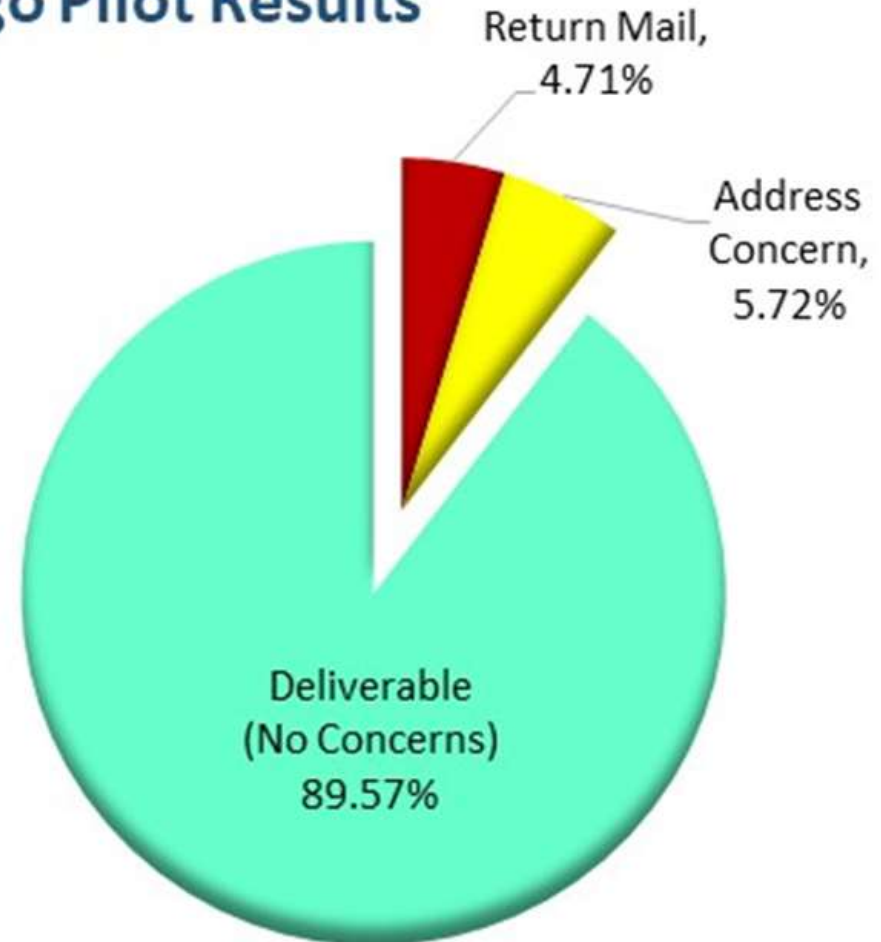
Central Print
Solution Options

- Central Print can process both CASS and NCOA for all mail

- Based on results of CASS and NCOA, mail can be identified as deliverable or return mail at the time of mailing

- **Deliverable mail**

    - Mail piece is put into the USPS mail stream

Deliverable
(No Concerns)
89.57%

Central Print
Solution Options

- **Return mail** (those identified as return mail with an authoritative electronic result from USPS) are:

Return Mail, 4.71%

Mailed

- CASS or NCOA provides the recipient and address information along with the official notification from USPS (not deliverable, change of address, etc.).

Notification of Results

- Report is provided to the County of the undeliverable mail
  - *OPTION* - Task can be created within CalSAWS for undeliverable mail

Physical Mail Piece

- USPS returns the mail piece but it can be immediately destroyed
- Physical mail piece is returned to the County return address
  - *OPTION* – Physical mail piece can be returned to Central Print

Central Print
Solution Options

Address Concern (those identified as deliverable but with USPS recommended address corrections) are:

Address Concern, 5.72%
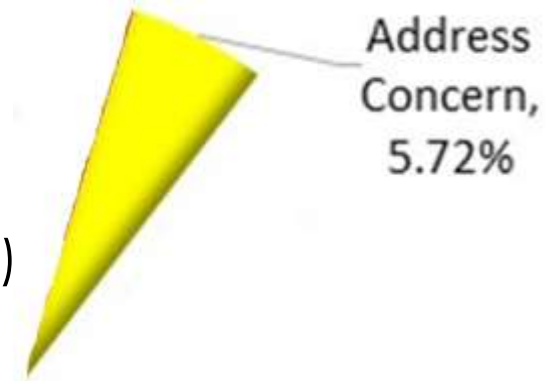
Mailed

- CASS providing the recipient address information along with the official notification from USPS

Notification of Results

- Report is provided to the County of the mail with address concerns
  - *OPTION* - Task can be created within CalSAWS for mail with address concerns

Central Print
Next Steps

- **For More Information on Return Mail Options or the County Purchase Process**
  - Contact your Regional Manager to set up a meeting with Central Print

Quarterly Statistics

- SLAs, Production Stability, Tickets, and Defects
    - Onshore vs. Offshore
- Hyland Imaging SLAs

CalSAWS Quality, Defect, Stability, Tickets Stats
CalSAWS Application Release Quality Metrics

Release x CoR

Range	
Red Range	(20%)
Yellow Range	(15%)
Green Range	(10%)

Data points:
- 22.03: 4.1%
- 22.05: 2.9%
- 22.07: 2.8%
- 22.09: 1.6%
- 22.11: 1.1%
- 23.01: 1.5%
- 23.03: 1.6%
- 23.05: 1.2%
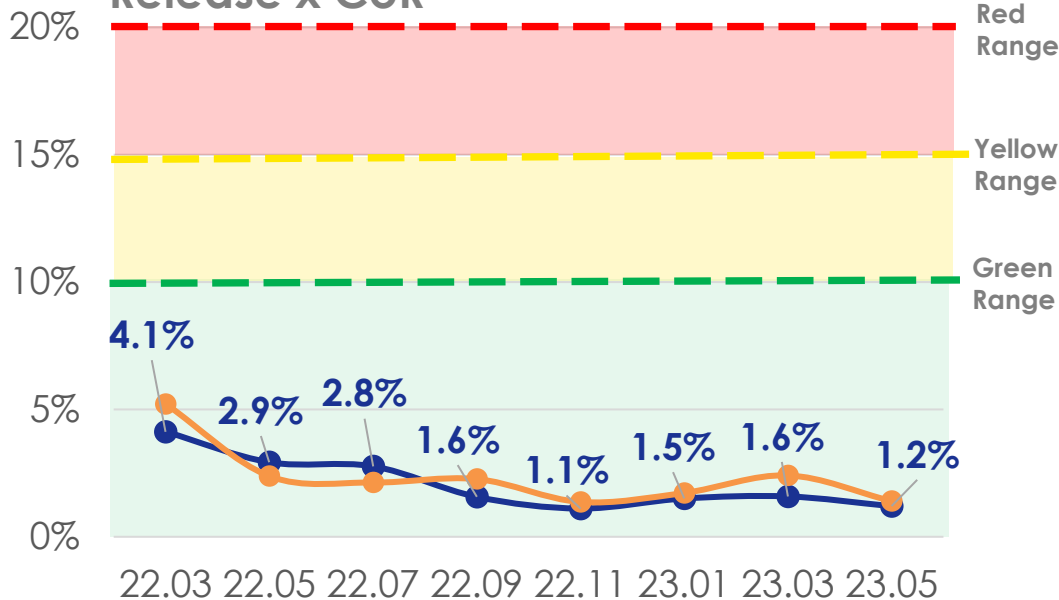
Amendment 29 went into effect March 2022

Legend: Onshore + Offshore (blue), Offshore (orange)

TYPICAL RANGES
GREEN: The amount of time being spent on rework is lower than expected. This will enable the project to be completed faster and more efficiently.
AMBER/**RED**: The amount of time being spent on rework is higher than expected. This may impact the delivery schedule.

Cost of Rework (CoR) is the ratio of effort spent performing rework on deliverables to the total effort to Date
(Actual Rework effort Hours/ Actuals To Date Hours)*100

The combined onshore and offshore CoR for CalSAWS code release deployment remains low across releases indicating high quality releases with the additional offshore team

The CoR line graph may increase for the releases if additional defects are found in the future

New releases are added after the next release Go-Live and an analysis can be conducted on the previous release. For example, 23.07 COR numbers will be available after 23.09 goes live

CalSAWS Quality, Defect, Stability, Tickets Stats
GDN Workload Balance

Onshore vs. Offshore (GDN) Hours Across All Teams

Legend: Offshore Hours | Onshore Hours | 40% Threshold

Month	Onshore Hours	Onshore %	Offshore Hours	Offshore %
Jun-22	73,541	71%	29,631	29%
Jul-22	64,330	69%	29,084	31%
Aug-22	75,365	75%	25,384	25%
Sep-22	68,077	73%	24,652	27%
Oct-22	66,258	77%	20,198	23%
Nov-22	63,609	75%	21,738	25%
Dec-22	59,169	71%	23,695	29%
Jan-23	69,112	75%	23,600	25%
Feb-23	67,295	76%	21,640	24%
Mar-23	78,726	75%	25,982	25%
Apr-23	70,154	74%	24,915	26%
May-23	77,320	72%	30,060	28%
Jun-23	71,230	72%	27,101	28%
Jul-23	62,190	68%	29,829	32%

Per Amendment 29: "Use of GDN resources may approximate 40% of the available hours required for Accenture to deliver its obligations under Exhibit X CalSAWS M&O Extension"

CalSAWS Quality, Defect, Stability, Tickets Stats
Production Defects Backlog

Open production defect rate has remained leveled, demonstrating system stability with no major spikes outside of normal ranges

The Production defect backlog bar-chart depicts the balance of open (unresolved Production defects) and closed defects, week-over-week. Defects are closed upon system test validation and release deployment to Production

CalSAWS Production Defect Backlog

Date	Backlog	Open	Closed
5/15/2023	137	29	40
5/22/2023	158	33	9
5/29/2023	169	29	20
6/5/2023	170	44	32
6/12/2023	175	20	18
6/19/2023	165	43	42
6/26/2023	168	46	45
7/3/2023	179	48	36
7/10/2023	172	44	41
7/17/2023	155	46	35
7/24/2023	165	32	14
7/31/2023	170	43	30
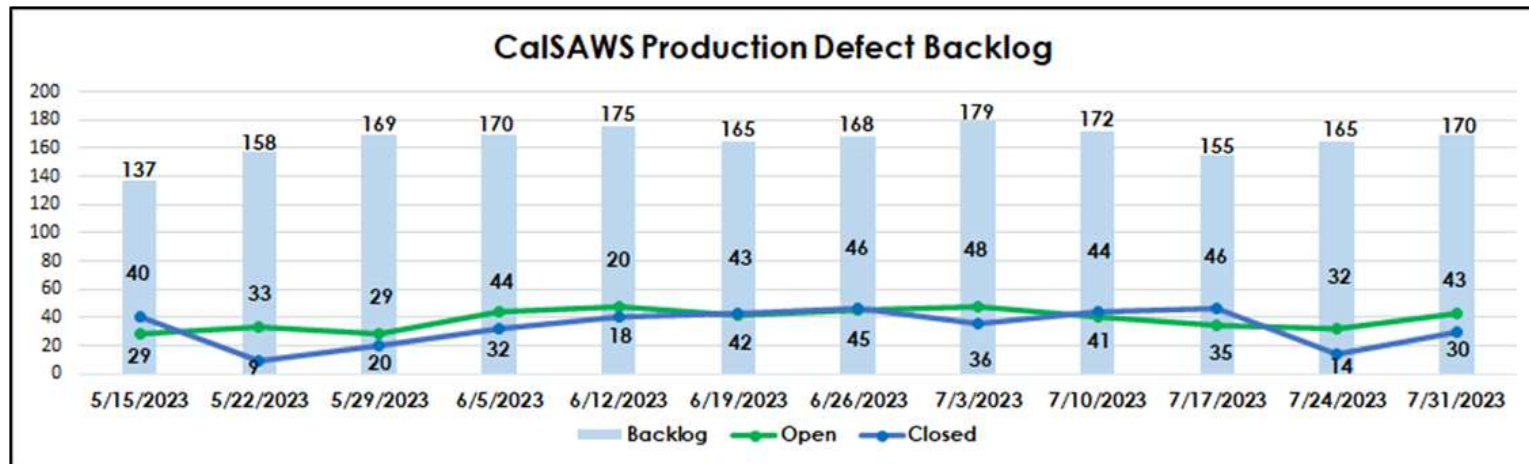
CalSAWS Quality, Defect, Stability, Tickets Stats
Production SLA Metrics

Perf Req #	LD Applies	Performance Requirement Title	Feb	Mar	Apr	May	June	July
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	LD	Daily Peak Usage Hours Availability	✘	✘	✔	✔	✘	✔
6	LD	Daily Prime Business Hours Availability	✘	✘	✘	✔	✘	✔
7	LD	Daily Peak Usage Hours ED/BC Response Time	✔	✔	✔	✔	✔	✔
8	LD	Daily Prime Business Hours ED/BC Response Time	✔	✔	✔	✔	✔	✔
9	LD	Daily Peak Usage Hours Screen to Screen Navigation Response Time	✔	✔	✔	✔	✔	✔
10	LD	Daily Prime Business Hours Screen to Screen Navigation Response Time	✔	✔	✔	✔	✔	✔
11	LD	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	LD	Security Incident Notification	✔	✔	✔	✔	✔	✔
18	LD	Security Incident Reporting	✔	✔	✔	✔	✔	✔
19	LD	Security Incident Negligence	✔	✔	✔	✔	✔	✔
20		Disaster Recovery Response Time	✔	✔	✔	✔	✔	✔

- June misses on Daily Peak Availability, Daily Prime Availability, and Training Environment Availability were all due to the same two events, one on June 7, 2023, one on June 20, 2023
- June miss on Monthly Helpdesk Diagnosis Time was due to due to CHG0040848, which was created to auto resolve tickets linked to SCRs. All Problems linked to SCRs were automatically resolved on June 2, 2023, and 71 out of 79 were from backlog (created between September 2021 through April 2022 and had breached SLA prior to being associated to SCRs)
- July 31, 2023 Batch Delayed due to high volume of super trigger records created incorrectly by DCR for CA-264539

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
Hyland Imaging Performance Metrics

JULY 2023 UPTIME

✓ **Monthly Uptime Percentage**

Target: 99.90%
Formula: 1 – (total downtime minutes / total monthly minutes) x 100

Monthly Uptime Target: 99.90%	
Monthly Uptime Service Level Credits	
99.89-99.00%	10% of the Monthly SaaS Fees
Less than 99.00%	20% of the Monthly SaaS Fees
July Actual Uptime	100%
July Service Level Credit	$0.00

Hyland

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

JULY 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
July Actual Monthly Page View Percentage	98.83%
July Service Level Credit	$0.00

Hyland

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

JULY 2023 PERFORMANCE STANDARDS

✓ **Database Transaction Objective**
Database Transaction Percentage Target – 90%
Database transactions will be complete in <= 1 Second

Database Transaction Target: 90%	
Monthly Database Transaction Service Level Credits	
Less than 90%	3.5% of the Monthly SaaS Fees
July Actual Database Transaction Percentage	99.94%
July Service Level Credit	$0.00

Hyland

Contact Center Update

- Status of eCCP Rollout to former C-IV Counties

- Voice Bots Update

eCCP Migration Plan – Former C-IV Counties
Upcoming Activities – Enhanced Call Control Panel (eCCP)

- Working with individual counties to confirm go-live dates
- 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	8/16/2023	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

Voice Bots County Roll-Out Plan

Voice Bots	Counties	Target Go Live	Status
Sprint 1	San Bernardino	5/29/23	Complete
Sprint 2	Yolo, Placer, Shasta	7/13/23 (Shasta) 7/31/23 (Yolo, Placer)	Complete
Sprint 3	Contra Costa, Santa Clara, Tulare, Orange, Ventura, Santa Barbara	8/4/23	Complete
Sprint 4	Butte, Marin, Solano, San Diego, Santa Cruz, San Mateo, Sutter	8/18/23	Test Complete
Sprint 5	Fresno, Sonoma, Alameda, Stanislaus, Kings, Kern, Riverside, Los Angeles Model Office	9/22/23 (LA) 9/29/23	Test In Progress
Sprint 6A	San Francisco, Sacramento, San Luis Obispo	TBD	Not Started
Sprint 6B	Yuba, Monterey, Humboldt, Non-CSC	TBD	Not Started

All County Data

Increase in Customer Auth Rate

32%

Proactive Customer Data Push

27%
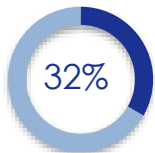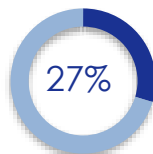
Benefits

Auth Rate:
- Reduction in handle time
- Improved customer service
  - Increased access to self-service

Proactive Customer Data Push:
- Reduction in request to speak to agent

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 23.07	8	9	251/251	7
BenefitsCal 23.08.24	4	3	Ad hoc	1
CalSAWS 23.09	5	10	135/302	In Progress
Total	**17**	**22**	**321**	**7**

QA Technical Reviews

21 CalSAWS SLAs Reviewed	**3** Hyland SLAs In Review	**0** System-wide Impacts	**29** CC/Lobby Management Scripts Reviewed

QA Migration Reviews

10 Retrospectives Completed	**934** Requirements	**10** Implementation Support Staff	**48** CDV Testers Supported

Functional/Test Highlights

23.07 CalSAWS Complete

23.08.24 BenefitsCal In Progress

23.09 CalSAWS In Progress

CFAP/FCED/WDTIP/ROI

Technical Highlights

Service Level Agreements(SLA)

System Security Plan(SSP) Reviews

Contact Center(CC), Lobby Management, and Imaging Migration

Migration Highlights

Wave 4 Retrospectives Completed

Wave 5 Implementation Staff Support

Wave 6 County Data Validation(CDV)

Procurement Updates

- M&O Procurement
- BenefitsCal RFP

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 Infrastructure BAFO #1 Instructions	July 18, 2023
12	Issue M&E BAFO #1 Instructions	August 11, 2023
13	Best and Final Offer #1 Due Date	August 29, 2023
14	Evaluate Infrastructure and M&E BAFO #1 Business and Price Proposals	August 30 – October 27, 2023
15	Evaluate Consolidated Price Proposals	October 18 – 27, 2023
16	Conduct Agreement Exception Discussions	October 10 – 13, 2023
17	Issue Price BAFO #2 Instructions	November 3, 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 Reprocurement

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

Update on Key State IV&V Activities

Independent Validation & Verification (IV&V)
Key Activities

CalSAWS and BenefitsCal Releases
- CalSAWS Release 23.07 Post Implementation, 23.09 Testing
- BenefitsCal Monthly Release Development and Testing, UCD, ROI Workgroup Meeting

Performance
- Imaging: Production defect resolution and enhancements
- Batch: Performance improvements and time savings

CalWIN Data Conversion
- Wave 5 and 6 Mock Conversion
- Triage and Resolution of open Conversion Defects
- Mitigation actions and improvements for the upcoming conversion cutovers

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

Adjourn Meeting