

CalSAWS



CalSAWS Risk Management Group RMG Report

May 6, 2026

LIST OF OPEN RISKS

Risk 102 - Lack of annual project funding may cause schedule delay or reduction in scope for CalSAWS & other projects

Risk 318 - CARES conversion approach may require significant manual data conversion and/or data entry effort by the counties

Risk 323 - Unconfirmed performance test approach and schedule may impact the ability for CalSAWS to support joint performance testing with CARES

Risk 324 - Delay in communication may impact CalSAWS participation in the process simulation activity prior to the pilot go-live

Risk 326 - Lack of timely policy guidance may impact Medi-Cal HR1 delivery schedule

Risk 327 - Limited Availability of Deloitte Staff May Impact the BenefitsCal Transition Schedule

Risk 328 - Lack of Availability of Deloitte Offshore Resources May Impact Transition of Development KT/JS Activities

Risk 329 - Delay in Providing Accenture Team Timely Access May Impact BenefitsCal Transition Activities

Risk 330 - Current BenefitsCal system performance may not meet the new SLA performance standards set in the new contract

Risk 331 - Current CloudCheckr FinOps/CSPM Platform Unplanned End of Life

LIST OF OPEN ISSUES

Issue 335 - Schedule Delay in Benefitscal SCR Job Shadow Workstream

GENERAL ANALYSIS

The overall average Project risk exposure level, due to eight open risks and one open issue, is now at 1.30.

The following charts summarize various aspects of these risks and issues. Figure 1 Risk/Issue Exposure Levels plots the risk numbers and their corresponding risk exposures and shows the progression from lowest probability/ risk exposure to highest. Most of the risks have a probability of occurring equal to or less than 50%. Figure 2 shows the trend of risk/issues counts and overall average project risk exposure over the past year. There are seven risks at Medium risk level, and one at High. Figure 5 Count of Open Risks with Trigger Dates Within Risk Horizon Categories shows that there are eight risks having trigger dates occurring within the next 90 days (Near Horizon).

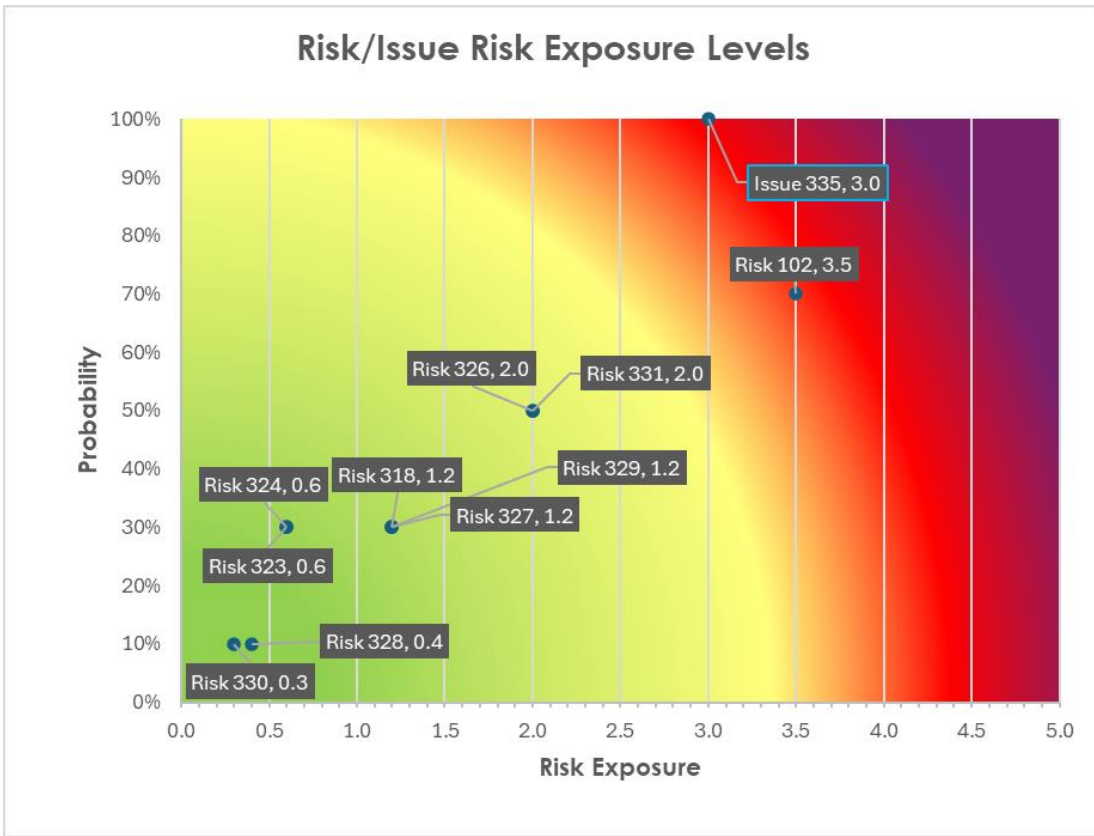


Figure 1 Risk and Corresponding Risk Exposure

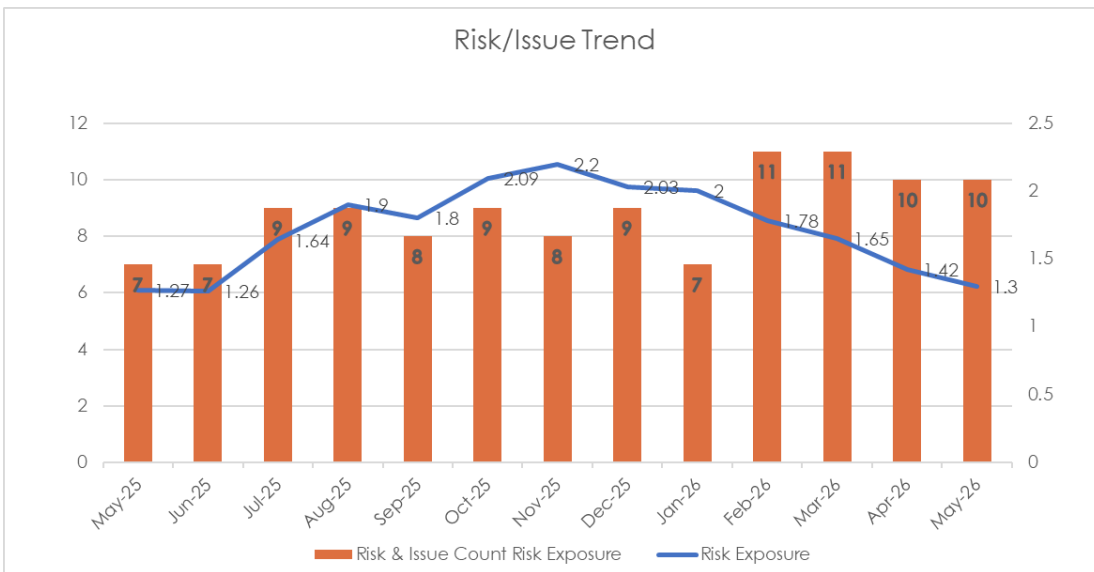


Figure 2 Overall Risk Level and Numerical Analysis

PROBABILITY	IMPACT				
	1 Minimal	2	3	4	5 Unacceptable
90% Near Certainty	(0.9)	(1.8)	(2.7)	(3.6)	(4.5)
70% Highly Likely	(0.7)	(1.4)	(2.1)	(2.8)	(3.5)
50% Possible	(0.5)	(1.0)	(1.5)	(2.0)	(2.5)
30% Unlikely	(0.3)	(0.6)	(0.9)	(1.2)	(1.5)
10% Highly Unlikely	(0.1)	(0.2)	(0.3)	(0.4)	(0.5)

Legend: Low Medium High

Figure 3 Probability / Impact

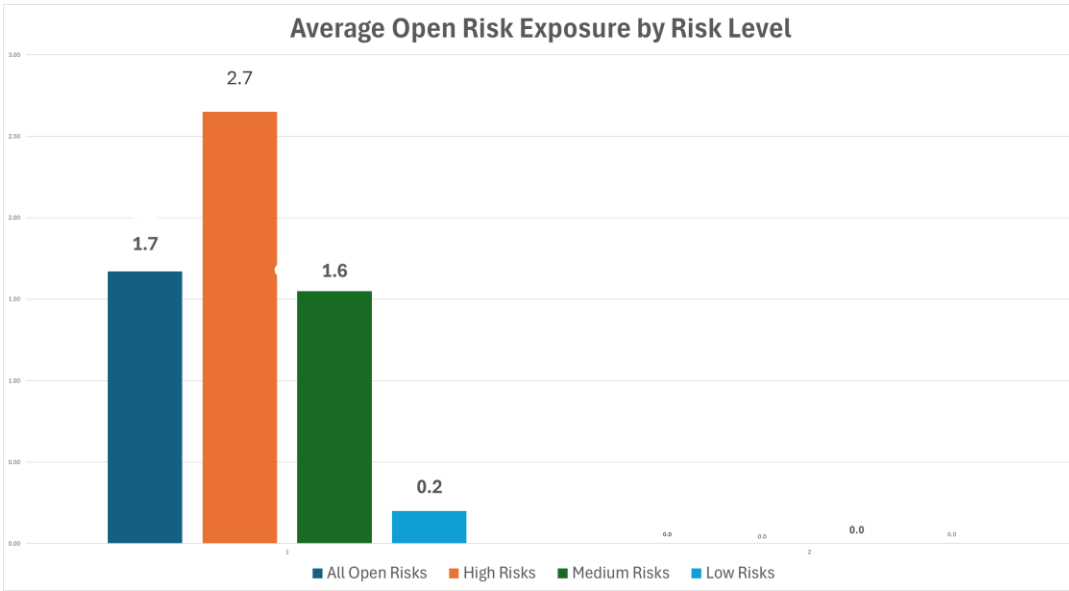


Figure 4 Avg of Open Risk Exposures within Risk Level Category

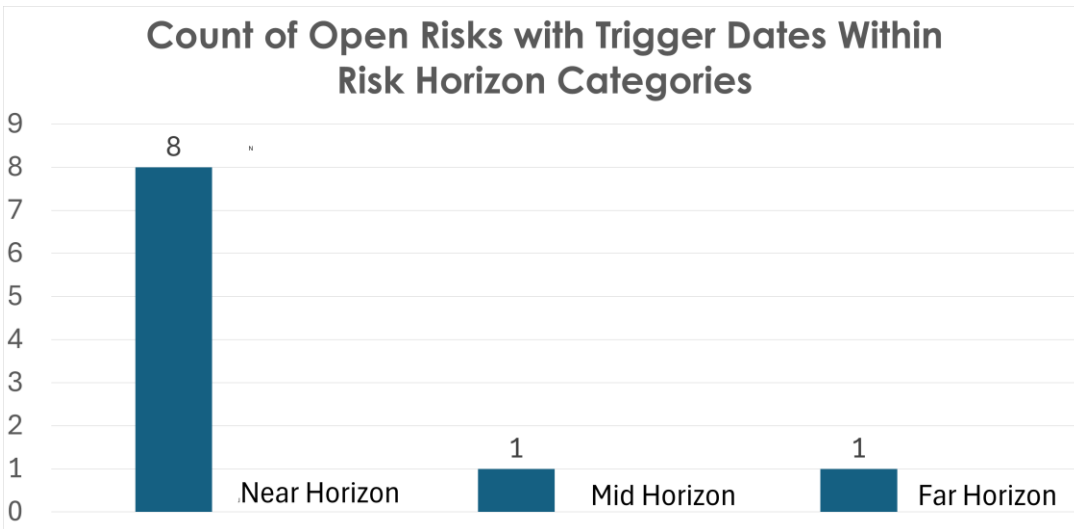



Figure 5 Count of Open Risks with Trigger Dates Within Risk Horizon Categories

CALSAWS MAINTENANCE AND OPERATIONS

RISK 102 - LACK OF ANNUAL PROJECT FUNDING MAY CAUSE SCHEDULE DELAY OR REDUCTION IN SCOPE FOR CALSAWS & OTHER PROJECTS

DESCRIPTION	OWNERS
The project is subject to state funding approval each year. State general fund payments may be deferred, or budget cuts may cause schedule delays, scope reductions, or staff reductions.	Holly Murphy

LEVEL	TRENDING	EARLY IMPACT DATE	TRIGGER DATE
HIGH	Remains same 	5/8/2026	7/1/2026

LATEST STATUS NOTES

- May 4, 2026: CPMO continues to monitor progress of the Annual OAPDU through federal review, and will confirm requests through the May Revise.
- Apr 6, 2026: CPMO submitted the Annual OAPDU on March 30, 2026, and will continue working with the State to provide clarifications as needed for funding adjustments.
- Mar 9, 2026: No new updates.

CURRENT MITIGATION PLAN


Consortium PMO will monitor actual and projected costs against plan to assess utilization and monitor new funding needs for future funding requests as part of standard processes and apply updates per State schedule:

- Verify monthly updates to the State's Master Automation Effort Tracker to identify gaps—Ongoing Monthly
- Prepare and submit Automated Budget Questionnaire (ABQ) – August/February
- Coordinate with State partners to address comments and questions – Fall and Spring budget cycles
- Verify proposed budget – January/May
- Address funding gaps – February/June

CALSAWS MAINTENANCE AND OPERATIONS

RISK 318 - CARES CONVERSION APPROACH MAY REQUIRE SIGNIFICANT MANUAL DATA CONVERSION AND/OR DATA ENTRY EFFORT BY THE COUNTIES

DESCRIPTION	OWNERS
The conversion approach that the CARES project has put forward assumes that all case data for CARES-FCED programs exists in CWS/CMS or can be derived from existing data. Discussions to synchronize CalSAWS AAP and Kin-Gap case data that may be missing from CWS/CMS have been rejected thus far.	Michele Peterson, Rachel Hernandez, Ramya Raghunathan, Jerald Nielson

LEVEL	TRENDING	EARLY IMPACT DATE	TRIGGER DATE
MEDIUM	Downward 	3/2/2026	4/1/2026

LATEST STATUS NOTES
<ul style="list-style-type: none"> ■ 5/1: <ul style="list-style-type: none"> ● KG match is 98% and AAP is 97% for the March files. Similar match rates were observed for the January extracts. Given the consistently high match/link percentages across counties, the manual case-link effort at go-live is expected to be significantly lower. In addition, linking will be performed on a case-by-case basis as cases are received, which will distribute the workload over time. ● Based on this metric and consideration, the risk is closed. A new risk will be logged for any future findings, as warranted. ■ 4/3/2026: <ul style="list-style-type: none"> ● March Case Link %s: KG match is 98% ; AAP is 97%. ● Residual Unmatched cases handling process is defined by CARES, reviewed with CalSAWS. ● Close in coming days. ETA: 4/20.; ■ 3/9/2026: <ul style="list-style-type: none"> ● The CARES team completed the design for handling residual unmatched cases. ● Next step: CARES will review the recommendation with CalSAWS during the week of 3/9 ● Risk posture: Marking the related risk as trending downward.


CURRENT MITIGATION PLAN

Discuss alternative conversion approaches with the CARES/OTSI/CDSS leadership to avoid impacting counties by assuming a manual effort for a subset of the total AAP/Kin-Gap population.

CALSAWS TRANSITION RISK

RISK 323 - UNCONFIRMED PERFORMANCE TEST APPROACH AND SCHEDULE MAY IMPACT THE ABILITY FOR CALSAWS TO SUPPORT JOINT PERFORMANCE TESTING WITH CARES

DESCRIPTION	OWNERS
<p>Conversations with the CARES project about performance test planning have included schedule, approach, and metrics. During the discussion of performance metrics, the volume of assumed CARES to CalSAWS transactions was identified to be inaccurate. The CARES team had based estimates on the 10-year high of created Foster Care cases in CWS/CMS. That number failed to account for daily system updates, Kin-GAP, or AAP cases. CARES has since provided metrics that appear to capture likely volumes CalSAWS will experience during production operations. Recently, the CARES project updated the CalSAWS team with new schedules and approaches for performance testing that CalSAWS will have issues aligning to. Specifically, the schedule calls for December 1st start dates, which will impact other CalSAWS performance testing/validation efforts. Additionally, the CARES team informed us that the CARES performance environment would include production un-masked data. The CARES team would only send newly created fabricated data, but the production un-masked data cannot be supported by CalSAWS under the current I-MOU with CARES.</p>	<p>Michele Petersen, Rachel Hernandez, Jerald Nielson, Jason Horton</p>

LEVEL	TRENDING	EARLY IMPACT DATE	TRIGGER DATE
MEDIUM	Downward 	3/23/2026	4/1/2026

LATEST STATUS NOTES

- 5/1:
- Performance Test Cycle 1 was completed on 4/20. CalSAWS performance results have been reviewed with the consortium and QA teams, and findings have been documented for Dev team review.
- This risk is being closed, as the original concern regarding timeline and environment readiness has been addressed. In addition, the CARES and CalSAWS teams would like to conduct a second performance test cycle to (1) capture a more detailed metrics breakdown for the round trip and (2) retest after any system enhancements resulting from Cycle 1 findings. Timeline discussions for Cycle 2 are currently in progress.
- A new risk will be logged for any future findings, as warranted.
- 4/3/2026:
 - Integrated PERF test is in progress
 - Few findings logged for team's review
 - Risk will be closed upon PERF testing completion. ETA: 4/20;

LATEST STATUS NOTES

- 3/9/2026:
 - Performance test preparations are in progress (Test window: 3/23–4/20).
 - Status change: Transitioning the issue to a risk; Risk 323 is reopened and set to Open for monitoring

CURRENT MITIGATION PLAN

Coordinate with the CARES project on our bi-monthly performance meetings to refine the metrics being used to mitigate impacts on the performance team's test planning activities. In the absence of reasonable metrics, the performance test team will provide educated estimates by using the CalSAWS estimated outbound volumes. The assumption that CARES will have a similar number of updates in their system to CalSAWS is possibly an inaccurate approach but the best that can be done in the absence of CARES metrics.


Timeline:

- September 2025 - Define acceptable and agreed upon threshold metrics
- October 2, 2025 - Finalize approach and begin performance test planning

CALSAWS MAINTENANCE AND OPERATIONS

RISK 324 - CARES - DELAY IN COMMUNICATION MAY IMPACT CALSAWS PARTICIPATION IN THE PRODUCTION SIMULATION ACTIVITY PRIOR TO THE GO-LIVE.

DESCRIPTION	OWNERS
<p>CARES requested CalSAWS participation and support in a Process Simulation activity prior to the pilot go-live, representing an additional scope of work. CARES implementation activities—including the Pilot, Process Simulation, Training, and Sandbox—are currently paused due to the October 1, 2025, Federal shutdown, impacting the CARES request for additional funding. CARES has confirmed that all discussions regarding the Process Simulation will remain on hold until further notice. This delay in coordinating Process Simulation activities has several downstream impacts, including potential effects on overall project schedule, resource allocation, joint testing, environment allocations and configuration, and funding needs to accommodate the expanded CalSAWS scope. Furthermore, funding for the CalSAWS STG6 environment is currently set to expire in May 2026 and allocated for County EUST3 testing between February and March 2025. Without clear Process Simulation timelines, there is a risk that an environment is not available and/or additional funding may be required to procure or extend environment availability in support of Process Simulation. Additionally, the current assumption is that Process Simulation would be conducted using unmasked production data, which is not compliant with the terms of the existing I-MOU between CalSAWS and CARES, and will require resolution before Process Simulation activities can proceed.</p>	<p>Michele Petersen, Rachel Hernandez, Jerald Nielson, Ramya Raghunathan, Deanna Rotert</p>

LEVEL	TRENDING	EARLY IMPACT DATE	TRIGGER DATE
<p>MEDIUM</p>	<p>Downward </p>	<p>5/18/2026</p>	<p>6/1/2026</p>

LATEST STATUS NOTES
<ul style="list-style-type: none"> ■ 5/1: ■ CalSAWS production simulation planning is complete for the following: participant volume and recruitment timeline, kickoff timelines, support structure, and office hours. ■ In addition, the teams are preparing for kickoff. Planning is also underway for joint activities, and timelines have been established for the following: smoke testing (6/2, following CARES micro-conversion activities) and enabling case links in the production simulation environment (5/22–6/3). Discussions are ongoing to establish defect handoff procedures and support contacts from CARES. ■ This risk remains open for continued monitoring and tracking against production simulation timelines.

LATEST STATUS NOTES

- 4/3/2026:
 - Env credentials shared across the two teams
 - Connectivity test / Smoke test dates are being decided. CalSAWS is ready to test with CARES. Awaiting dates from the CARES team
 - Joint simulation support planning underway which includes – Entry criteria, County Support Planning, Defect Hand-Offs. Risk remains open to track these activities.
 - Risk Posture: Remains Same
- 3/9/2026: CalSAWS shared the readiness timeline to meet the Production Simulation start date of May 4.
 - Dependency / critical path: Infrastructure and Tech Ops require environment credentials from CARES by 3/10 to complete infrastructure setup by the last week of March.
 - Current Status: The MOU was received 3/6 and is under CalSAWS review. Environment access forms must be signed/submitted before CARES can share credentials which is dependent on the MOU. Significant delays in receiving the environment credentials would result in downstream delays impacting the readiness timelines.
 - Additional open Prod Sim strategy open items:
 - ✦ Entry and exit criteria
 - ✦ Defect tracking and handoff
 - ✦ Case Linking, data refreshes
 - ✦ County communication/recruitment processes
 - Per the bi-weekly executive meeting on 3/5, CARES will schedule ongoing touchpoints focused on Prod Sim readiness.
 - Considering delays in receiving environment credentials and multiple open tasks, recommend escalating the risk to an issue. ;
- 2/9/2026: Per CWDA directive, pilot and process simulation activities have been replaced with Production Simulation activities that will occur between May 2026 – October 2026. The risk will remain open until several activities and key milestones are established, such as:
 - Entry and Exit criteria
 - Environment and Readiness Timeline
 - Defect tracking and hand off
 - Case Link testing strategy and data refreshes
 - County Communication Processes

CURRENT MITIGATION PLAN


The CalSAWS project team can:

- Starting January 2026, identify Process Simulation testing activities that can be done within CalSAWS using current funding, to prepare for future work.
- Starting February January review and document options to extend or replace the CalSAWS STG6 environment before funding ends in May 2026, so solutions are ready when planning resumes.
- Once Process Simulation process discussion resume , coordinate with CARES to determine how masked production data can be used for Process Simulation in CalSAWS.

CALSAWS TRANSITION RISK

RISK 326 - LACK OF TIMELY POLICY GUIDANCE MAY IMPACT MEDI-CAL HR1 DELIVERY SCHEDULE

DESCRIPTION	OWNERS
<p>Effective October 1, 2026 through January 1, 2027, House Resolution 1 (HR1) introduces several Medi-Cal policy changes, including new work requirements, moving from annual to six-month redetermination, for specific populations, an amended definition of Qualified Non-Citizens, and reduced retroactive Medi-Cal period. These changes add complexity to how individual and household details are used when determining eligibility, impacting county intake, change reporting, and renewal processes. Implementation depends on CMS guidance, which is pending. The redetermination and work requirement policy changes must be implemented by the January 1, 2027 effective date. The changes above will affect several areas within CalSAWS and BenefitsCal, as well as county operations. Without timely policy guidance, project planning and delivery timelines may be affected. To help manage these risks, the following mitigation efforts have been put in place.</p>	<p>Pragati Sharma , Jerald Nielson, Michele Peterson, Emmeil Davis</p>

LEVEL	TRENDING	EARLY IMPACT DATE	TRIGGER DATE
MEDIUM	Remains same 	5/22/2026	6/12/2026

LATEST STATUS NOTES

- 5/3/2026 – Updated Early Trigger and Risk Trigger dates. Extended 26.09 final forms and NOAs to 5/8/2025 due to QNC related NOAs. CalSAWS Design to extended to 5/15/2026.
- 4/3/2026 - Added 26.09 QNC final policy due to CMS VLP changes and extended 26.09 CalSAWS design to 4/30/2026.
- 3/9/2026 - 26.06: Final policy extended to 3/20/2026 - DHCS informed final policy is in alignment to CalSAWS changes. Final forms and NOAs extended to 3/27/2026 to support DHCS HR 1 correspondence finalization.

CURRENT MITIGATION PLAN

- Use an Agile SDLC approach per agreement with DHCS, CalHEERS, and CalSAWS – Completed
- Create delivery schedule, including cross-organization dependencies (e.g., CalSAWS Project, DHCS, CalHEERS, and BenefitsCal) – Completed
- DHCS to provide final policy – Due Date:
 - 26.06: 3/20/2026 - Completed,


CURRENT MITIGATION PLAN

- 26.09: 12/31/2025 - Completed;
- 26.09 QNC: 6/8/2026 – In Progress
- DHCS to provide final forms and NOAs – Due Date:
 - 26.06: 3/27/2026 - Completed,
 - 26.09: 5/8/2026 – In Progress
- Complete CalSAWS Design – Due Date:
 - 26.06: 1/15/2026 – Completed,
 - 26.09: 4/30/2026 - In Progress
- Complete BenefitsCal Design –
 - 26.06: 3/27/2026 - Completed,
 - 26.09: 5/29/2026 - In Progress
- Complete Integration Test:
 - 26.06: 5/22/2026 - In Progress;
 - 25.09: 8/28/2026
- Complete System Test – Due Date:
 - 26.06: 5/29/2026 - In Progress,
 - 26.09: 9/4/2026
- Complete BenefitsCal System Test:
 - 26.06: 6/19/2026;
 - 26.09: 9/11/2026
- Distribute enhanced project communications - Ongoing

CALSAWS TRANSITION RISK

RISK 327 - LIMITED AVAILABILITY OF DELOITTE STAFF MAY IMPACT THE BENEFITSCAL TRANSITION SCHEDULE

DESCRIPTION	OWNERS
If Deloitte staff has limited availability to provide support of the overall Transition Knowledge Transfer (KT) then this will delay the timely completion of BenefitsCal transition by the end of July 2026. The transition schedule impact would be for the following phases: KT (Feb-Apr), Job Shadow (Mar-Jun) and Reverse Shadow (RS) (March-July).	Lulu Fou, Jim Yemm, Yong Vangbliayang, Onur Senman, Pandu Gupta, Liji Joseph

LEVEL	TRENDING	EARLY IMPACT DATE	TRIGGER DATE
MEDIUM	Remains same 	3/9/2026	5/29/2026

LATEST STATUS NOTES

- 4/28/2026: KT is expected to complete with the last KT session on 5/2. We are at the 50% mark in the overall Transition schedule with Job Shadow at 50% complete. This risk on availability is appearing under control with the issue resolution plan from Issue 335 is being effectively executed by both teams. The overall availability of Deloitte to provide transition is proposed to move from high to medium exposure to continue to monitor the overlap between JS and RJS in the overall Transition schedule for the Security, SCR, and Prod Ops workstreams.
- 4/20/2026: Created Issue 335 Schedule Delay in BenefitsCal SCR Job Shadow Workstream with a late start due to the JS consolidation, postponed KT to JS, and working with Deloitte on scheduling availabilities with 17 dates pending. It is necessary to extend the SCR JS end date of April to end of May. This will overlap with the start of RJS that will start 5/1 with Design and Test, and end of May/first week of June for the Build JS. Issue resolution date expected May 29, 2026, with the expectation that the Design JS will be scheduled and conducted by 5/1 (risk trigger date).
- 4/8/2026: During RMG, this risk has been moved to an Issue.

CURRENT MITIGATION PLAN

Fulfill the document request list (provided on 1/26/2026) as soon as possible in order for Accenture to develop the KT plan. There is a dependency on the document requests/actions list in order to develop the KT plan. The KT plan will lay out the KT session requests in order for Deloitte to assign participants to the KT sessions. Action for Deloitte team to provide the dates for remaining KT sessions and review the overlap against the JS sessions that will commence in March for the SCR, Support Services and Security workstreams. Review that Deloitte Team will


CURRENT MITIGATION PLAN

be able to support the parallel KT and JS activities and action all the follow-up take away from the KT sessions without impact BenefitsCal Operations or the BenefitsCal Transition timeline completion by end of July 2026. Accenture will be providing the Knowledge Transfer (KT) and Job Shadow (JS) plans for Deloitte to review and schedule participants availability. This collaborative KT scheduling approach will allow Deloitte staff to balance both BenefitsCal commitments and support the BenefitsCal Transition. In addition, propose recording JS sessions that does not contain production data.

CALSAWS TRANSITION RISK

RISK 328 - LACK OF AVAILABILITY OF DELOITTE OFFSHORE RESOURCES MAY IMPACT TRANSITION OF DEVELOPMENT KT/JS ACTIVITIES

DESCRIPTION	OWNERS
If the Deloitte offshore team is unable to participate in Knowledge Transfer (KT) for the SCR workstream (development and test) then this may delay the completion of BenefitsCal Transition by the end of July 2026.	Lulu Fou, Jim Yemm, Yong Vangbliayang, Onur Senman, Pandu Gupta, Liji Joseph

LEVEL	TRENDING	EARLY IMPACT DATE	TRIGGER DATE
Low	Remains same 	3/9/2026	5/29/2026

LATEST STATUS NOTES

- 4/28/2026: The Accenture and offshore team are working together to schedule JS and RJS at the appropriate agreeable time.
- 4/3/2026: Accenture has received 119 out of 128 document requests (93%). Completed 67 KT out of 85 KT sessions (79%); with 1 KT session that is pending Deloitte providing proposed KT Date/Time. KT had varying degrees of success. During the KT sessions, Deloitte team has responded that information will be provided at Job Shadows (e.g., LIFT, generation of Metrics, etc.) Completed 24 Job Shadow sessions out of 303 sessions requested to date (8%), with 243 JS sessions are pending Deloitte review and to provide dates/time. Accenture will take the lead to optimize/consolidate/reduce JS where we can. Out of 144 total Action Items assigned to Deloitte, 48 action items have been completed (33%) with 96 action items outstanding (67% open). Accenture sees this overall risk as trending higher.


CURRENT MITIGATION PLAN

Deloitte to provide offshore resources to participate in Knowledge Transfer (KT) session for offshore development work upon Accenture providing the KT Plan. Accenture shared the initial KT and JS plans with Deloitte. The initial target per Deloitte is to provide offshore KT before 10:30 a.m. Monday - Friday, to be confirmed once scheduling confirmed. Accenture will be shifting some of our onshore staff schedule to accommodate the JS sessions that will occur during the late evenings/early morning during when the Deloitte offshore team will be working.

CALSAWS TRANSITION RISK

RISK 329 - DELAY IN PROVIDING ACCENTURE TEAM TIMELY ACCESS MAY IMPACT BENEFITS CAL TRANSITION ACTIVITIES

DESCRIPTION	OWNERS
Accenture staff may be unable to conduct KT sessions if access to documentation, code/Bitbucket (read only), etc. is not provided timely. Accenture staff may be unable to perform certain Job Shadow/Reverse Shadowing activities timely without access to BenefitsCal environment and tools (e.g., Bitbucket, software licenses, etc.).	Lulu Fou, Jim Yemm, Yong Vangbliayang, Onur Senman, Pandu Gupta, Liji Joseph, Michael Johnson

LEVEL	TRENDING	EARLY IMPACT DATE	TRIGGER DATE
MEDIUM	Remains same 	2/16/2026	5/29/2026

LATEST STATUS NOTES

- 4/28/2026: Document Requests received to date is 128 of 130 (98%) complete. Technology or tools access requests received is 20 of 29 (69%) complete. BenefitsCal Amazon Web Services (AWS) workspaces and access to non-production Postgres databases have been resolved for 18 onshore resources. Continuing to coordinate with Deloitte and Consortium Security to provision the same access for the offshore resources. Coordinating with Gainwell to provision Figma licenses for the Design team in anticipation of Reverse Job Shadow (RJS) start on May 1, 2026.
- 4/8/2026: Per RMG moving trigger date to 4/30 while the team is relook at what is needed to start RJS and the schedule to extend JS into May.
- 4/3/2026: Accenture has received 119 out of 128 document requests (93%). Completed 15 out of 20 Technology Enablement/Access requests. The outstanding technology enablement includes connectivity from the CalSAWS workstations to the Deloitte workspaces, access to read only of the BenefitsCal Non-Prod databases, CAPTCHA, Figma Workspace Extract 4/1 Read-only, and SonarQube (workaround Rules extract target 4/6 week).


CURRENT MITIGATION PLAN

Plan is to have Consortium and Deloitte provide document request list (provided on 1/26/2026), resolve access, tools, and environment challenges for both on-shore and offshore team members prior to the knowledge transfer sessions starting. Example of key access includes Environment to conduct RJS, AWS Workspaces for offshore team, Postgres database, JIRA, Bitbucket, SonarQube, ServiceNow for both onshore and offshore staff.

CALSAWS TRANSITION RISK

RISK 330 - CURRENT BENEFITSCAL SYSTEM PERFORMANCE MAY NOT MEET THE NEW SLA PERFORMANCE STANDARDS SET IN THE NEW CONTRACT

DESCRIPTION	OWNERS
Current BenefitsCal System performance may not meet the new Service Level Agreement (SLA) performance standards set in the new contract, which would require system performance enhancements to be developed in coordination with BenefitsCal policy and enhancement schedules. This could pose change scheduling delays depending on the volume of changes needed to align to the new SLAs. The transition is scheduled to finalize on 7/31/2026 at which time the new SLAs would be able to begin.	Dana Peterson, Jason Horton, Robert Lusk, Jerald Nielson, Rahul Upadhyay, Pandu Gupta

LEVEL	TRENDING	EARLY IMPACT DATE	TRIGGER DATE
Low	Remains same 	3/27/2026	7/31/2026

LATEST STATUS NOTES

- 4/28/2026 - Current performance testing currently meets the Accenture BenefitsCal SLA. Continue to monitor as enhancements are implemented on HR1 and TRUV through the end of the July 2026.
- 4/2/2026 - Accenture has access to Cloudwatch and is likely able to clone and modify the existing queries to run against 1 years worth of data against the Accenture BenefitsCal SLAs. TBCR has been submitted.
- 3/6/2026 - Requested KT session 7-3 for the week of 3/9 to review current BenefitsCal SLA reporting metrics. Coordinating with the Deloitte team to either get access to Cloudwatch to evaluate current performance against new contract SLAs or to work with Deloitte to run ad-hoc Cloudwatch queries to assist with that analysis.


CURRENT MITIGATION PLAN

Conduct a comprehensive assessment of current system performance against new SLA requirements. If gaps are identified, develop and implement targeted remediation actions such as infrastructure upgrades, code optimization, or query tuning to ensure compliance with SLA standards.

CALSAWS TRANSITION RISK

RISK 331 - CURRENT CLOUDCHECKR FINOPS/CSPM PLATFORM UNPLANNED END OF LIFE

DESCRIPTION	OWNERS
CSPM Platform Unplanned End of Life May Impact CalSAWS FinOps and Security Delivery. CalSAWS was notified on February 24, 2026 that the CloudCheckr platform provided by Rackspace will cease to be available on August 31, 2026. Transition to a new platform was not a planned activity. Loss of this platform significantly impacts the quality of the security and FinOps workstreams for CalSAWS, as well as potentially requiring additional unplanned cost to replace.	Michael Johnson, Karthik Krishnamurthy, Benjamin Troglia, Joseph Nelson

LEVEL	TRENDING	EARLY IMPACT DATE	TRIGGER DATE
MEDIUM	Remains same 	6/1/2026	8/31/2026

LATEST STATUS NOTES

- 4/8/2026: Risk created.

CURRENT MITIGATION PLAN

CalSAWS is accelerating existing work to identify a replacement for CloudCheckr for both FinOps and Cloud Security Posture Management workstreams. Project managers have been identified, and timelines are being developed with the goal of mitigating this risk prior to 8/31/2026.

TRANSITION

ISSUE 335- SCHEDULE DELAY IN BENEFITS CAL SCR JOB SHADOW WORKSTREAM

DESCRIPTION	OWNERS
There are several dependencies to start Reverse Job Shadow (RJS) for the SCR workstream. The SCR workstream Job Shadow is scheduled to start March through end of April and consists of 63 JS sessions down from the original plan of 237 after consolidation and further refinement of the list. There was a late start in receiving availability of Job Shadow from the Job Shadow providers, due to the readiness of the refined JS list both parties agree and Knowledge Transfer (KT) questions that were deferred to JS sessions. This issue is related to Risk 327 Limited Availability of Deloitte Staff May Impact the BenefitsCal Transition Schedule.	Lisa Salas, Melissa Mendoza, Jason Horton, Jim Yemm, Art Robles, Liji Joseph, Yong Vangbliayang, Pandu Gupta, Lulu Fou

PRIORITY	DATE IDENTIFIED	RESOLUTION DUE DATE	ESCALATION DATE
HIGH	4/8/2026	5/29/2026	4/8/2026

LATEST STATUS NOTES

- 4/8/2026 – Issue created.

CURRENT ISSUE RESOLUTION PLAN

As of 5/01, Accenture and Deloitte continued to consolidate the SCR job shadow sessions from 237 to 59 Job Shadow sessions. With the revised 59 Job Shadow sessions, the Deloitte team has provided 54 dates (91%) for SCR Job Shadow sessions, with approximately 5 sessions open to be set a RJS date between Accenture and Deloitte for further consolidation or clarification. The SCR Job Shadow end date of April has now been extended to the end of May 2026 to complete the JS for the Build phase of the SCR workstream. This will overlap with the start of Reverse Job Shadow that will commence May 1st with Design and Test. The Reverse Job Shadow for Build will start after the Job Shadow sessions complete and expected date of end of May 2026. This issue resolution plan will be able to keep the overall 6 months Transition on schedule to complete by the end of July 2026.

LIST OF NEW RISKS

Risk 332 - Limited County Review Capacity May Impact Analytics Modernization Delivery Schedule

Risk 333 - Inclusion of CMS Verify Lawful Presence (VLP) service in 26.09 may impact ability to implement Medi-Cal eligibility system changes

Risk 334 - Lack of transmitting Foster Care Vendor information to CalSAWS increases county vendor maintenance

Risk 336 - Move of Database Servers to Oracle Databases@AWS

Risk 338 - Replacement of Identity Access Management Solution

CALSAWS MAINTENANCE AND OPERATIONS

RISK 332 - LIMITED COUNTY REVIEW CAPACITY MAY IMPACT ANALYTICS MODERNIZATION DELIVERY SCHEDULE

DESCRIPTION	OWNERS
The Analytics Modernization project timeline requires county users to actively participate, review designs, and complete validation at a cadence of ~10–15 reports per week. If this review capacity is not maintained due to limited availability or delayed feedback cycles, development and release timelines may be impacted.	Deven Dharm, Surabhi Daharwal, Rhea Khanna, Robert Lusk, David Bruhn, Pandu Gupta

LEVEL	TRENDING	EARLY IMPACT DATE	TRIGGER DATE
Low	Remains same ↔	4/16/2026	4/30/2026

LATEST STATUS NOTES

- 5/5/2026: The Risk is currently low and in control, we shall keep an eye on it for the next may cycle.
- 4/29/2026 - Updated the Risk Mitigation Plan to reflect target/due dates at the subject area level rather than the individual Sprint level
- 4/3/2026 - Risk Mitigation Plan updated to include Application subject area review timelines

CURRENT MITIGATION PLAN

- Group reports into logical review batches.
- Perform detailed internal reviews with the Policy & Design, Data Integration and QA teams.
- Establish a structured review cadence.
- Schedule review sessions in advance.
- Provide clear review timelines and expectations to county workgroup participants.
- Escalate delays early through governance channels if review cycles fall behind schedule.
- For Application domain
 - Design Review Completion - Target date: TBD
 - Test Validation Completion - Target date: TBD
- For Continuing Eligibility domain
 - Design Review Completion - Target date: TBD
 - Test Validation Completion - Target date: TBD
- For Case Characteristics domain


CURRENT MITIGATION PLAN

- Design Review Completion - Target date: TBD
- Test Validation Completion - Target date: TBD
- For Productivity domain
 - Design Review Completion - Target date: TBD
 - Test Validation Completion - Target date: TBD

CALSAWS TRANSITION RISK

RISK 333 - INCLUSION OF CMS VERIFY LAWFUL PRESENCE(VLP) SERVICE IN 26.09 MAY IMPACT ABILITY TO IMPLEMENT MEDI-CAL ELIGIBILITY SYSTEM CHANGES

DESCRIPTION	OWNERS
Centers for Medicare & Medicaid Services(CMS) released a new Verify Lawful Presence (VLP) Service Suite 37.1 version 2 on 2/12/2026 that includes statutory Medi-Cal eligibility changes required for HR 1 Qualified Non-Citizens (QNCs) effective 10/1/2026 and planned for CalSAWS 26.09 release. If the new VLP version with QNC changes are included in the already planned CalSAWS 26.09/CalHEERS 26.9 release at such a late stage then CalSAWS will be required to implement additional system updates in a compressed delivery schedule which may impact existing policy clarifications, designs, test scenarios, and schedule.	Sharon Teramura, Pragati Sharma, Emmeil Davis

LEVEL	TRENDING	EARLY IMPACT DATE	TRIGGER DATE
MEDIUM	Remains same 	5/15/2026	6/15/2026

LATEST STATUS NOTES

- 5/3/2026 - Extended design and test plan dates into May due to additional scope identified during CalHEERS VLP design.
- 4/1/2026 - Risk created


CURRENT MITIGATION PLAN

- Assess CalSAWS release plan with DHCS and CalHEERS – Due Date: 3/20/2026: - Complete
- Create delivery schedule, including cross-organization dependencies (e.g., CalSAWS Project, DHCS, CalHEERS) – Due Date: 5/15/2026 - In Progress
- Approved CalHEERS Design – Due Date: 5/25/2026 – In Progress
- Complete Integrated CalHEERS Test Plan – Due Date: 5/15/2026 - In Progress
- Complete CalSAWS Design – Due Date: 5/29/2026 – In Progress
- Assess scope and resource needs post-CalSAWS 26.09/CalHEERS 26.9 to December 31, 2026 – Due Date: 7/15/2026
- Complete CalSAWS/CalHEERS Integration Test - Due Date: 8/14/2026

CALSAWS MAINTENANCE AND OPERATIONS

RISK 334 - LACK OF TRANSMITTING FOSTER CARE VENDOR INFORMATION TO CALSAWS INCREASES COUNTY VENDOR MAINTENANCE

DESCRIPTION	OWNERS
<p>Current issue: Right now, placement updates are tied to vendor/resource that does not include a unique identifier. Because of that, when vendor/resource information is updated, it can apply to multiple placements tied to that same vendor/resource—causing duplicate or unintended updates. Proposed solution: The development of a Vendor API would include a unique CalSAWS Vendor/Resource ID. That ID would act as the matching link, so updates would apply only to the correct placement, avoiding duplication. This risk applies to 57 counties and excludes LA.</p>	<p>Michele Petersen, Rachel Hernandez, Jerald Nielson, Ramya Raghunathan</p>

LEVEL	TRENDING	EARLY IMPACT DATE	TRIGGER DATE
MEDIUM	Remains same 	11/2/2026	12/1/2026

LATEST STATUS NOTES

- Risk created


CURRENT MITIGATION PLAN

- The CalSAWS project team will:
 - Provide counties with guidance and suggested options for manually maintaining vendors (resources).

CALSAWS MAINTENANCE AND OPERATIONS

RISK 336 - MOVE OF DATABASE SERVERS TO ORACLE DATABASES@AWS

DESCRIPTION	OWNERS
If database server configurations are not effectively identified, implemented and tested, and the mitigation plan is not effective, users could experience CalSAWS system outages or poor system performance.	Michael Johnson, Robert Lusk, Thomas Weitzel

LEVEL	TRENDING	EARLY IMPACT DATE	TRIGGER DATE
MEDIUM	Remains same 	6/5/2026	7/31/2026


LATEST STATUS NOTES
<ul style="list-style-type: none"> ■ Risk created

CURRENT MITIGATION PLAN
<ul style="list-style-type: none"> ■ Constructing a detailed project plan to include testing for functionality, performance, batch and connectivity. ■ Engaging in multiple testing runs in partnership with the M&E vendor. ■ Incorporating the new database server into the release such that development and release testing cycles make use of the new technology.

M&O PRODUCTION RISK

RISK 338 - REPLACEMENT OF IDENTITY ACCESS MANAGEMENT SOLUTION

DESCRIPTION	OWNERS
If user journeys are not effectively identified, implemented and tested, and the mitigation plan is not effective, users could experience access issues to systems that are authenticated using the CalSAWS IAM.	Igor Pryakhin, Joseph Nelson, Thomas Weitzel

LEVEL	TRENDING	EARLY IMPACT DATE	TRIGGER DATE
MEDIUM	Remains same 	6/1/2026	10/23/2026

LATEST STATUS NOTES

- Risk created

CURRENT MITIGATION PLAN

- Constructing a detailed project plan to include testing for each system across the CalSAWS vendor partners
- Engaging multiple stakeholders in Discovery workshops to identify user journeys to inform the project plan and inform the other vendors
- Extending the testing period to provide additional time for CalSAWS core system and BenefitsCal