

CalSAWS | Weekly Status Meeting

Date: June 22, 2022	Location: Microsoft Teams Meeting
Time: 9:00 a.m. – 11:00 a.m.	Meeting Called by: CalSAWS Management

Attendees: John Boule, Joel Acevedo, Diane Alexander, Henry Arcangel, Dawn Wilder, Ayana Alvarez, Lynn Bridwell, Laura Chavez, Cristina Contreras, Sharon Caldwell, Emmeil Davis, JR Dessai, Luz Esparza, Jennifer Flanagan, Lulu Fou, Monica Gonzalez, Tom Hartman, Jennifer Hobbs, June Hutchison, Arnold Malvick, Niranjan Srinivasan, Ricardo Miranda, Dan Kohn, Peggy Macias, Joe Mendoza, Lenecia Miles, Lorena Montes, Holly Murphy, Nichole Nava, Rosalie Ngo, Michele Peterson, Greg Postulka, Karen Rapponotti, Keith Salas, Lisa Salas, Jennifer Smith, Rodain Soto, Sean Swift, Sharon Teramura, Matthew Vandereyck, Chris Van Vlack, Christine Hendren, Michael A. Johnson, Dan Dean, Wendy Battermann, Belinda Ramirez, Matt Coffin, Julie Conwell, Justin Stephenson, Daisy Villasenor, Veronica Lara, Yolanda Banuelos, Ashley Arnold, Mary Sabillo, Roger Perez, Sreshta Wickramasinghe (CalWIN Implementation Support, Yong Vangbliayang, Chazny Nunes, Kevin Wilson (OCAT Project), Rachel Frey (BenefitsCal Project), Onur Senman (BenefitsCal Project), Surranjan Kumar (BenefitsCal Project), Cathryn Van Maren (CalWIN Implementation Support), Eric Capati (CalWIN Implementation Support)

State Partners: Brandon Hansard (OSI), Neha Dhawan (OSI), Manroop Mahal (OSI), Katie Ouyang (OSI), Melissa Brock (OSI), Stephen Zaretsky (OSI), Russell Carroll (OSI), Patty Goodwin (OSI), Lourdes Chang (OSI), Renee Mollow (DHCS), Rocky Givon (CDSS), Jessica Abernethy (CDSS), Erin Leight (CDSS), Brittney Blake (CDSS), Mong Vang (CDSS), Sherice Sterling (CDSS), Cecilia Rolon (CDSS), Yingjia Huang (DHCS), David Lucio (DHCS), Katie Mead (DHCS), Nellie Abeleda (DHCS), Theresa Hasbrouck (DHCS), Param Bansal (IV&V), Brian Nagy (IV&V), Wilma Kopf (IV&V), Aftab Mohammed (IV&V), Rob Trojan (DOF)

Topic	Lead
Commence Meeting	Arnold Malvick
Announcements	Arnold Malvick
CalSAWS M&O Bi-Weekly Status	Arnold Malvick

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Project Management	Project Deliverables Summary	<ul style="list-style-type: none"> Draft Deliverable (DDEL) OWDs for Wave 1 County Sites (Placer and Yolo) were accepted with no comments. Final Deliverable (FDEL) OWDs were submitted to Consortium/QA for review on June 16, 2022. Approval is due by June 23, 2022
Maintenance and Operations	3.2.2 CalSAWS Help Desk Metrics	<ul style="list-style-type: none"> New CalSAWS Accenture Monthly Help Desk Diagnosis SLA metric added to status reporting. Current Monthly Help Desk Diagnosis SLA compliance is 90.3%
Application Development and Test	4.4.1 Release Test Summary	<ul style="list-style-type: none"> 22.07 System Testing on schedule. Week 3 of 8 completed. 55% pass rate on a 38% target

CalSAWS BenefitsCal Portal/Mobile M&O Weekly Status

Jerry Nielson

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Maintenance and Operations	3.5.1 Release Communications	<ul style="list-style-type: none"> The BenefitsCal Team did not have a priority release during this reporting period
Application Development	4.2 Monthly Release Summary	<ul style="list-style-type: none"> Upcoming BenefitsCal Monthly Release 3.2 on June 23, 2022

CalSAWS Central Print Weekly Status

Dawn Wilder

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
1.1	N/A	<ul style="list-style-type: none"> CITs submitted for postage rate change and CalWIN postage process

CalSAWS DD&I Weekly Status

Arnold Malvick

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Project Management	Project Management	<ul style="list-style-type: none"> Received approval for Deliverable #71, CalACES Migration Final Acceptance Certification, on June 13, 2022
Customer Service Center (CSC)	N/A	<ul style="list-style-type: none"> Continued to test Task for Cancelling an Appointment in Outbound IVR (CA-25604) Service Change Request (SCR) Continued discussion with Los Angeles County, Wave 1, Wave 2, and Wave 3 CalWIN Counties about migration to CalSAWS Contact Center Solution Continued Build of Administration Page (CA-226672)
Application Development and Test	4.1.2 Design Difference Identifiers (DDID) System Test Status	<ul style="list-style-type: none"> 22.07 DD&I System Testing on schedule. Week 3 of 8 completed. 41% pass rate on a 38% target
Conversion	5.1.1 CalWIN Conversion	<ul style="list-style-type: none"> Completed Wave 1 Mock Cutover 1A and 1B Evaluating Mock Cutover Action Items and Results until July 1, 2022 Delivered GDS 8 on June 20, 2022 for County Data Validation (CDV) per baseline schedule Currently supporting CDV until July 1, 2022

CalSAWS BenefitsCal Portal/Mobile DD&I Weekly Status

Onur Senman

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	Release: ARPA (September 2022)	<ul style="list-style-type: none"> Submitted the final version of the Release 4.1.5 Designs for Student-Based Application and CBO Referral Code

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> Development is in-progress an on schedule
	July Release (Release 4.0) - Development	<ul style="list-style-type: none"> System Test for the Release 4.0 Two-Way Messaging and Chatbot Voice Integration functionality is in progress with 90% pass rate and planned to be completed by June 24, 2022 Continued to provide independent testing support
	Collaboration Model	<ul style="list-style-type: none"> Facilitated the Collaboration Model meeting on June 17, 2022, walked through the charter updates and discussed the items for next meeting
	June JPA Meeting	<ul style="list-style-type: none"> Continued to work on the materials in coordination with Consortium
	CalWIN Wave 1 Support	<ul style="list-style-type: none"> Facilitated a demonstration of BenefitsCal Options to CalWIN Counties on June 6, 2022. The Consortium is reviewing the CalWIN Wave 1 Support SCR
	Screenshare Enhancement	<ul style="list-style-type: none"> A follow-up executive huddle conducted with Consortium leadership on Screenshare functionality held on June 13, 2022. Direction is given to proceed forward with the effort, based on the timeline to be determined by partner teams (based on the provided level of efforts)

CalWIN Implementation Support Weekly Status

Sreshta Wickramasinghe

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	Business Process Reengineering (BPR)	<ul style="list-style-type: none"> To-Be BPR Draft Work Product (DWP) for Sonoma and San Francisco in review (Wave 5 and Wave 6) Delivered Week 1 To-Be BPR Sessions for Sacramento and San Luis Obispo (SLO) Continued to refine Process Simulation detailed scenario packets and data needs Delivered in-person configuration working sessions with Yolo and Placer Counties from June 13-16, 2022
	Organizational Change Management (OCM)	<ul style="list-style-type: none"> Work with Wave 1 and Wave 2 Counties to increase survey responses and begin result summaries for Change Readiness Survey reports Continue preparing for the Child Welfare Services Q&A session (on June 24, 2022)

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> Finalized content for the Joint Powers Authority (JPA) conference Documenting CDG education session approach, materials, and checklists
	Training	<ul style="list-style-type: none"> Train the Trainer (TTT) began June 13, 2022, at the Rancho Cordova Project site for 22 ISS new trainers Wave 1 County (Placer and Yolo) Early Training and Train the Trainer participants were assigned curriculum and loaded into the Learning Management System (LMS). Many participants began their Web Based Training (WBT) this week Contra Costa has an Early Training classroom ILT starting on July 25, 2022. Participants were successfully assigned curriculum and loaded into the LMS
	Implementation	<ul style="list-style-type: none"> Go-Live Packet draft in progress – GLP structure and work plan to be completed by June 24, 2022; GLP first draft to be completed by July 1, 2022 for internal review Led Yolo County site visit on June 14, 2022 by creating the agenda, capturing notes from the meeting, discovering potential command center locations, and discussing county concerns with James McMahon Orange TOSS/IPOC – Led discussion on updates to the Work Plan and the different use perspectives between the Work Plan and the County readiness checklists Led meeting with Gainwell, Accenture, and Consortium Subject Matter Experts (SMEs) on June 16, 2022; addressed perceived gaps and finalized County communication approach. Gap resolved, dates aligned between teams and plan finalized 35 of 39 County Prep Packet items completed in draft; met with Consortium, QA and Accenture SMEs and established a County Prep Phase education plan framework for counties, to include 3 Office Hour/QA sessions



OCAAT Project Weekly Status

Kevin Wilson

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	N/A	<ul style="list-style-type: none"> None for the reporting period

CalSAWS QA Weekly Status

Dan Dean

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
QA PMO	N/A	<ul style="list-style-type: none"> Participated in CalSAWS Leadership Alignment Session - Norwalk on June 15, 2022 Facilitated Rehearsal for CalSAWS Annual Conference on June 15, 2022 Participate in CalSAWS Annual Conference on June 23, 2022
QA Technical	N/A	<ul style="list-style-type: none"> Continued BenefitsCal Performance reviews Continued Gainwell Central Print SLA discussion Delivered ClearBest Performance reports for CalSAWS and Hyland Participated in CalWIN Technical migration reviews
QA Functional	N/A	<ul style="list-style-type: none"> Participated in Mock Cutover 1B and attend all Stage Gate reviews June 11 - 16, 2022 Conducted CDV Kick off meeting June 14, 2022 and prepared for County execution June 20 – July 1, 2022 Monitoring the development of GA/GR Reports for the Counties
QA Test	N/A	<ul style="list-style-type: none"> CalSAWS Release 22.07 Test execution is in progress with 80% execution rate, 51% pass rate, and 26% fail rate BenefitsCal Release 4 Test execution is in progress with 40% execution rate and 37% pass rate UAT Script Development is 91% complete with Group 1 scripts completed and Group 2 scripts slightly behind schedule (Risk 271) Facilitate UAT Group 1 Execution Training Sessions
QA Implementation	N/A	<ul style="list-style-type: none"> Submitted comments for DDEL 10 – Implementation Support Plan Confirmed DEL comment resolutions for DDEL 8 Training Plan

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> Participated in Santa Clara CDG feedback session Planned for Wave 1 Change Discussions with Staff Attended Yolo County Onsite Visit for Post Implementation Support

CalSAWS DD&I IV&V Project Weekly Status

Brian Nagy

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
IV&V Project Oversight	IV&V Project Oversight	<ul style="list-style-type: none"> Continued participating in the 3x Weekly Leadership Meeting: CalWIN Implementation meetings, UAT Planning and Support meeting Attended OPAC, CalSAWS Leadership Alignment Working Session and Wave 6 BPR To-Be Sessions Reviewed the Wave 6 (Sonoma) BPR Workflows and FDEL 8 CalWIN OCM Master Training Plan

State Policy Updates

Brittney Blake (CDSS)
 Sherice Sterling (CDSS)
 Katie Mead (DHCS)
 Sherry Chen (DHCS)
 Katie Ouyang (OSI)
 Neha Dhawan (OSI)

CalWIN M&O Bi-Weekly Status

Michael Johnson
 Christine Hendren

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
2.0 Recent Activities	2.0-1 Recent Activities	<ul style="list-style-type: none"> On June 11, 2022, CalWIN was made unavailable at 2PM and executed Mock Cutover 1-B activities On June 12, 2022, CalWIN extracted Wave 2-B and delivered to the conversion team
	2.0-2 Recent Activities	<ul style="list-style-type: none"> On June 17, 2022, CalWIN ran Max Allotments During the weekend of June 18, 2022, CalWIN implemented Release 69B



(Optional Items)

#	Action Item	Who	Due	Status
1	Contact Center Training availability in advance of releases {Luz will schedule attendance on the next monthly Regional Managers (RMs) status call to discuss with RMs}	Luz Esparza / Ricardo Miranda	6/30/22	In progress
2	Access to YBN Type reporting in BenefitsCal	Bobbi Wibbenhorst / Ricardo Miranda / Lisa Salas/ Onur Senman	TBD	In progress
3	Regional Manager visibility to BenefitsCal Releases and requirements	RMs / Onur Senman	TBD	In progress

#	Decision Made	Who Made the Decision	Date
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