

CalSAWS | Weekly Status Meeting

Date: July 6, 2022	Location: Microsoft Teams Meeting
Time: 9:00 a.m. – 10:30 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, 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), Apoorva Kandya (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"> Deliverable (FDEL) OWDs were submitted to Consortium/QA for review on June 16, 2022. Approval was provided by June 23, 2022. WAC for Yolo and Placer OWDs will be sent on July 7, 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. The June Monthly HelpDesk Diagnosis SLA compliance is 90.2%
Application Development and Test	4.4.1 Release Test Summary	<ul style="list-style-type: none"> 22.07 System Testing on schedule. Week 5 of 8 completed. 87% pass rate on a 63% target
	4.5 Training	<ul style="list-style-type: none"> Training Production Third Quarter Refresh scheduled for July 1 – July 3, 2022

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 successfully deployed BenefitsCal Priority Release 3.2 to BenefitsCal Prod 06/23/22 The BenefitsCal Team successfully deployed BenefitsCal Priority Release 3.2.1 to BenefitsCal Prod 06/30/22
Application Development	4.2 Monthly Release Summary	<ul style="list-style-type: none"> Upcoming BenefitsCal Monthly Release 4.0 on July 28, 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"> Configuration meetings with Wave 3 Counties

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"> Submitted contract Change Notice No. 19 to the Consortium for review on June 30, 2022. Change Notice No. 19 is planned to be submitted to the CalSAWS JPA Board of Directors for approval on July 22, 2022 and will include an extension of Functional Support through October 2023
Customer Service Center (CSC)	N/A	<ul style="list-style-type: none"> Continued discussions with Los Angeles County, Wave 1, Wave 2, Wave 3, and Wave 4 CalWIN Counties about migration to CalSAWS Contact Center Solution Continued Build of Administration Page (CA-226672), Post-Call Survey (CA-228023), and Scheduled Callback (CA-229573)
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 5 of 8 completed. 75% pass rate on a 50% target
Conversion	5.1.1 CalWIN Conversion	<ul style="list-style-type: none"> Evaluating Mock Cutover action items and results until July 1, 2022 Supporting County Data Validation (CDV) until July 1, 2022

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	Release: ARPA (September 2022)	<ul style="list-style-type: none"> Development is on schedule for the Student-Based Archetypes and Community Based Organization (CBO) Referral Code functionality Submitted BenefitsCal Communications and Marketing Plan on 06/30/22 for the September release
	July Release (Release 4.0) - Development	<ul style="list-style-type: none"> User Acceptance Testing (UAT) continued for the Release 4.0, continued providing UAT support. Continued to provide independent testing support
	SAR7 Redesign	<ul style="list-style-type: none"> Facilitated the workgroup meeting for SAR7/7A redesign session for phase 2 of the effort
	Future Changes	<ul style="list-style-type: none"> Met with the California Department of Social Services (CDSS) and the Consortium to discuss Cash Aid Programs and the Coronavirus Food Assistance Program (CFAP) program on BenefitsCal on 06/29/22
	Collaboration Model	<ul style="list-style-type: none"> Continued working with Consortium leadership to finalize the July meeting agenda
	CalWIN Wave 1 Support	<ul style="list-style-type: none"> The Consortium is reviewing the CalWIN Wave 1 Support System Change Request (SCR)

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	Business Process Reengineering (BPR)	<ul style="list-style-type: none"> Delayed sign-off on the To-Be BPR Final Work Product (FWP) for Fresno County. Working with Deputy Director to expedite, but there is potential to impact submission of the Fresno BPR Plan if not received by 07/06/22 Submitted the To-Be BPR FWPs for Sonoma and San Francisco Counties for final sign-off (Wave 5 and Wave 6) Delivered Week 3 of To-Be BPR sessions for Sacramento and San Luis Obispo (SLO) Counties Continued to refine Process Simulation detailed scenario packets and data needs. Awaiting a list of cases to be used

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<p>for Process Simulation execution from Accenture. Due 07/15/22</p> <ul style="list-style-type: none"> Delivered detailed in-person configuration working sessions with Placer County from 06/27/22 – 07/01/22. Core and Additional Configurations documented and ready for Process Simulation by 07/08/22
	Organizational Change Management (OCM)	<ul style="list-style-type: none"> Completed four (4) Change Readiness Survey Result reports for the surveyed Wave 1 and 2 Counties Conducted three (3) Change Readiness Survey Results Reviews with Placer County, Santa Clara County, and Tulare County. Completed uploading the W1 T-6 & W2 T-9 Data into ChangeScout Finalized the completion of the T-minus 6 dashboard Facilitated the monthly Change Network Champion Session – Waves 1 and 2 on 06/28/22 Scheduled working sessions and dry runs for Wave 1 Change Discussion Kickoff and Prep Sessions Finalized the Wave 1 Change Discussion Kickoff presentation Continued the development of the Wave 1 Change Discussion Prep Session presentation Sent invites to Yolo and Placer Counties for the Wave 1 Change Discussion Kickoff and Prep sessions Continued to address comments for the Wave 2 County Change Guides/Change Discussion Guides (CDGs)
	Training	<ul style="list-style-type: none"> 22 CalSAWS Trainers completed week 3 (of 5 weeks) of Train the Trainer (TTT) All Wave 1 Counties have started the Web Base Trainings (WBTs) in the Learning Management System (LMS) Worked with the CalSAWS Tech Team to plan classroom installation and testing for Wave 1 Early Training Laptop imaging has started to support Wave 1 Instructor Led Training (ILT) sessions
	Implementation	<ul style="list-style-type: none"> Go-Live Packet (GLP) draft in progress – GLP structure and Work Plan completed on 06/24/22; GLP Awareness Item section first draft completed on 07/01/22 and ready for internal review Conducted Review of Post Go-Live County Work/Staffing needs material and outlined communication plan as part of the CalWIN Conversion and Change Management meeting

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> Conducted sessions to outline scenarios for Retro EDBC for converted cases. This will be included as part of the GLP packet Continued the restructuring the Implementation Support Plan and conducted a walkthrough Santa Clara, Santa Barbara, and Orange County Targeted On-Site Support/Implementation Points of Contact (TOSS/IPOC) – Conducted meeting to discuss the Work Plan and the different use perspectives between the Work Plan and the county readiness checklists Led meeting with the Gainwell, Accenture, and Consortium Subject Matter Experts (SMEs) on 06/28/22 and 06/29/22 to discuss the MyBCW Transition, messaging, and approach Completed the County Prep Packet Draft and submitted to the Consortium Implementation and QA for review (06/30/22)

OCCAT 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"> Facilitated Risk 268 Updates and updates for other QA assigned Risks for upcoming Risk Management Group (RMG) Participated in CalSAWS Accessibility Review
QA Technical	N/A	<ul style="list-style-type: none"> Continued to monitor Production Operations and RCAs Reviewed Risk 272 content and status with owners Awaiting Central Print SLA and Disaster Recovery Plan Continue review of GA/GR to include Security roles and integration Recommended new ISS roles for Imaging and Contact Center

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QA Functional	N/A	<ul style="list-style-type: none"> Completed execution of Converted Data Validation (CDV), monitored findings Provided recommendations on how Counties can structure their workload and support Post Go Live Data Clean Up Monitored the Design progress for GA/GR Batch Sync Correspondence Updates
QA Test	N/A	<ul style="list-style-type: none"> CalSAWS Release 22.07 Test execution is in progress with 100% execution rate, 84% pass rate, and 16% fail rate CalSAWS CDT Text execution is in progress with 89% execution rate, 78% pass rate, and 11% fail rate BenefitsCal Release 4 Test execution is in progress with 80% execution rate and 79% pass rate UAT Group 1 Execution is in progress with 35% execution rate, 22% pass rate, and 13% fail rate
QA Implementation	N/A	<ul style="list-style-type: none"> Conducted system demonstrations in San Luis Obispo on Child Welfare Services functionality Participated in draft of new risk for Implementation Support Plan and Wave 1 Deployment Support. Coordinated with risk owners Refined Wave 1 T-6 Month and Wave 2 T-9 Month survey results Refined Change Discussion Kickoff presentation Participated in Post Deployment Support Model Planning

CalSAWS DD&I IV&V Project Weekly Status

Brian Nagy
Apoorva Kandya

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 and Wave 6 BPR To-Be Sessions Attended CalSAWS JPA Member Representatives Meeting, Wave 1 Configuration session- Placer and UAT stand up and Triage meetings Reviewed the Wave 1 Critical Path Work Plan and Wave 1 County Specific Work Plans

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">During the weekend of June 18, 2022, CalWIN implemented Release 69B. It was live in production, June 20, 2022

Risk Management Group

Jennifer Flanagan

(Optional Items)

#	Action Item	Who	Due	Status
1	Access to YBN Type reporting in BenefitsCal {BenefitsCal Account Reports: CA-243246 has been opened – level of effort and prioritization needed}	Bobbi Wibbenhorst / Ricardo Miranda / Lisa Salas/ Onur Senman	7/6/2022	In progress
2	Regional Manager visibility to BenefitsCal Releases and requirements {RMs unclear on release schedule publishing in the web portal}	RMs / Onur Senman	7/6/2022	In progress
3	Enhanced communications to Counties to be sent regarding how to handle documents in county exception queues via imaging issue that occurred during last Sunday/Monday timeframe	Toby Barnes	6/30/2022	Closed

#	Decision Made	Who Made the Decision	Date
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