CalSAWS | Weekly Status Meeting

Date:	April 13, 2022	Location:	Microsoft Teams Meeting
Time:	**9:00 a.m. – 11:00 a.m.**	Meeting Called by:	CalSAWS Management

Attendees: John Boule, Seth Richman, 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, Ricardo Miranda, Dan Kohn, Peggy Macias, Joe Mendoza, Lenecia Miles, Lorena Montes, Holly Murphy, Nichole Nava, Rosalie Ngo, Jo Anne Osborn, 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, Casey Morris, Kevin Wilson (OCAT Project), Rachel Frey (BenefitsCal Project), Gabrielle Otis (BenefitsCal Project), Surranjan Kumar (BenefitsCal Project), Cathryn Van Maren (CalWIN Implementation Support), Richard Neumann (BenefitsCal Project)

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), Kalleen Lyman (IV&V), Rob Trojan (DOF)

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

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Project Management	N/A	• Submitted the documents for Change Notice No. 16 for review; Change Notice will be presented for approval at the April 22, 2022 JPA Board of Directors meeting
Maintenance and Operations	N/A	• None to note
Application Development	4.1.1 Release Test Summary	• 22.05 System Testing on schedule. Week 2 of 8 completed. 28% pass rate on a 25% EOW 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	• The BenefitsCal Team successfully deployed BenefitsCal Priority Release 2.3.1 to BenefitsCal Production on 03/31/22
Application Development	4.2 Monthly Release Summary	• Upcoming BenefitsCal Priority Release 2.3.2 on 04/14/22
Application Development	4.2 Monthly Release Summary	• Upcoming BenefisCal Monthly Release 3.0 on 04/24/22

CalSAWS Central Print Weekly Status   Dawn Wilder

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
1.1	N/A	• County Meetings

CalSAWS DD&I Weekly Status   Arnold Malvick

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Project Management	N/A	• Submitted DDEL #71 (CalACES Migration Final Acceptance Certification) and DDEL #73 (CalSAWS Migration Project Control Document Update #3) for review on April 5, 2022
Imaging	Enhanced Performance	• Successfully executed final integrated performance tests with Los Angeles County April 6, 2022
	Contra Costa Migration (Amber)	• Several documents were mapped to be exported as case level documents. These documents must be moved from the Case Drawer to the Confidential Drawer for security reasons
	Placer Migration (Amber)	• Placer County has submitted several test batches to validate fixes this week. The number of errors has decreased
	Santa Clara Migration (Amber)	• Santa Clara County and Hyland have requested assistance in navigating network requirements and permission access
Customer Service Center (CSC)	N/A	• Continued to System Test Task for Cancelling an Appointment in Outbound IVR (CA-25604) and, Enhanced Call Control Panel (CCP) (CA-226839) Service Change Requests (SCR) • Continued discussion with Los Angeles County, Wave 1, and Wave 2 CalWIN Counties about migration to CalSAWS Contact Center Solution • Continued Build of Administration Page (CA-226672)
Analytics	4.1.2 Soft Launch	• Release J County Validation completed. All reports from Release J are signed off apart from "Kin-GAP Redetermination Report", which is expected to be signed off by end of day April 11, 2022
	4.1.3 Production (Hard Launch)	• Release J hard launch planned for the end of April 2022. This will be the final re-platform release. All reports will be re-platformed as of this release

	4.3 Activities for the Next Reporting Period	• Began Release J hard launch testing
Application Development and Test	5.1.2 Design Difference Identifiers (DDID) System Test Status	• 22.05 System Testing on schedule. Week 2 of 8 completed. 28% pass rate on a 25% EOW target
	5.1.3 Converted Data Test (CDT)	• CalWIN CDT 59% pass rate on a 60% EOW target
Conversion	6.1.2 CalWIN Conversion	• GDS7 is on-schedule to deliver to the project on April 18, 2022 • On-schedule to deliver approx. 40 P1, P2, and P3/4 Defects with GDS#7. This is inclusive of the remaining Open P1 Defects as of April 1, 2022
CalWIN Functional Support	N/A	• Began supporting Change Discussion Guide reviews • Began reviewing Global To-Be Flows

CalSAWS BenefitsCal Portal/Mobile DD&I Weekly Status

Gabby Otis

Onur Senman

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Project Management	Los Angeles County Transition to BenefitsCal	• LA County approved a BenefitsCal transition date of 04/25/22 • The last requested Performance Test cycle of the Hyland Imaging solution was supported by the BenefitsCal project team
Project Management	Collaboration Model	• Kickoff meeting will be hosted 04/18/22 from 8-11am • During the session, we will select and schedule the dates/times for upcoming Quarterly meetings
Application Development and Test	Release: ARPA	• Conducted a Requirement Review meeting on 04/04/22 with the Advocate and Community Based Organization (CBO) community for Student-Based Application and CBO Referral Code American Rescue Plan Act (ARPA) enhancements.
Application Development and Test	Release 3.0 - Language Validation Activities	• April Release (3.0) UAT is in progress. • All 5 languages are available in UAT and on-schedule for the planned production date. • Mien translations are approved by the CDSS' vendor and development began. Thai and Ukrainian translation are also on-track from the CDSS' vendor
Application Development and Test	Release 4.0 - Design	• Presented the approved Release 4.0 Two-Way Messaging designs during the Self-Service Portal Committee meeting on 04/05/22

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
BPR	BPR	• Completed Week 1 of To-Be BPR sessions for Fresno County through hybrid onsite/remote delivery. • Conducted BPR/OCM Refactoring/Closeout sessions with Wave 1 Counties (Contra Costa and Yolo) • Defined plan for BPR/OCM Closeout for Wave 2, including presentation of new flows. • Updated Global To-Be Flows with lessons learned from Wave 1 Refactoring.
OCM	OCM	• Continued to co-facilitate BPR and OCM sessions with Contra Costa and Yolo Counties to finalize change impacts for the CDGs. • Continued development of the CDGs and finalize for DDEL submission on 4/12 • Shared Readiness Surveys based as planned for Tulare, Santa Clara, Placer, Yolo, and Contra Costa.
Training	Training	• Continued training development, creating Instructor Guide documents for the CalSAWS Instructor-Led Training curriculum. • Continued planning classroom and scheduling logistics for Counties in all waves.
Implementation	Implementation	• Conducted and participated in the Weekly Implementation Manager and Targeted On-Site Support (TOSS) Team meetings • Conducted weekly Conversion Defect Testing (CDT) Internal Work Group meetings. • Conducted Global IPOC meeting on 04/06/22 and preparation for April OPAC meeting. • Continued developing County Prep Activities and socialize with internal teams 04/07/22. • Participated in ongoing meetings with DD&I and the Consortium for conversion, imaging, API user groups, UAT, Contact Center discovery sessions, TPOC bi-weekly meetings, and DDID.

OCAT Weekly Status   Kevin Wilson

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
N/A	N/A	• None to note

CalSAWS QA Weekly Status   Dan Dean

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
QA PMO	QA PMO	• Preparing teams for SMC Certification Review on May 10. • Providing comments for Accenture DDEL 71 C-IV Migration Final Acceptance by April 13.
QA Technical	QA Technical	• Confirmed progress with Los Angeles County Performance Image testing. Queue times decreased from 4 mins to under 2 seconds, OCR scan from 2+ hours to 30 mins, and barcode scan from 30 mins to 13 mins. • CalSAWS Dashboards and Reports continue to impact the Counties with 1 delay last week and 4 the week prior.
QA Functional	QA Functional	• Met with Deloitte, UAT and CDV to discuss Process Simulation activities and dependencies across projects. The decisions due from Deloitte team next week will help clarify next steps • Met with Conversion and Consortium to discuss alternative mitigation strategies for Risk 258 (Cutover Window) • Reviewed CDT P2 defects to validate if any have impacts to UAT. QA added a label for "UAT_Impact" so they could be easily identified
QA Test	QA Test	• CalSAWS Release 22.05 Independent Test activities are on track with 39% execution rate and 22% pass rate • CDT Independent Test activities are behind schedule, per Risk 263, with 63% execution rate and 45% pass rate. • BenefitsCal Release 3 Independent Test activities are on track for LA Go-Live Greenlight next week, with 100% execution rate and 95% pass rate. Plan is to resolve remaining 5% this week • UAT Script Development activities are on track with 14% of the UAT scripts developed. • UAT CIT detailing April - May 2022 activities will be sent this week

QA Implementation	QA Implementation	• Supported mitigations for Risk #270 – Change Discussion Guides
		   o Planned for and supported working sessions with project teams to refine CDG content. Conducted review strategy session with Consortium deliverable reviewers
		   o Participated in planning for BPR-OCM Sessions for Wave 2-4
		• Supported mitigations for Risk #262 – County Readiness

		o Conducted review and refinement sessions on the Go-Live Readiness Meeting Model o Participated in County Prep phase planning sessions

CalSAWS DD&I IV&V Weekly Status

Kalleen Lyman
Brian Nagy

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
N/A	N/A	• None to note

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
N/A	N/A	• None to note

Risk Management Group

Jennifer Flanagan

(Optional Items)

#	Action Item	Who	Due	Status
1	BenefitsCal Ticket routing	Jerry Nielsen/ Chris Paige	TBD	In progress
2	Roll out Plan for 2-way Messaging	Onur Senman / June Hutcheson/ Ashley Arnold	TBD	In progress

#	Decision Made	Who Made the Decision	Date