

CalSAWS | Weekly Status Meeting

Date: May 25, 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, 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), 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
<ul style="list-style-type: none"> Introduction to Niranjan Srinivasan Leadership Alignment Sessions/Schedule 	

CalSAWS M&O Bi-Weekly Status Arnold Malvick

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Application Development and Test	4.4.1 Release Test Summary	<ul style="list-style-type: none"> Completed 22.05 System Testing. 22.05 was successfully deployed to production on May 22, 2022 available to Counties on May 23, 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 3.0.2 to BenefitsCal Production on May 11, 2022

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Application Development	4.2 Monthly Release Summary	<ul style="list-style-type: none"> Upcoming BenefitsCal Monthly Release 3.1 on May 26, 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"> County Meetings

CalSAWS DD&I Weekly Status

Arnold Malvick

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Project Management	1.2.1 Project Management	<ul style="list-style-type: none"> Long term Guest WiFi solution enabled in both Rancho Cordova and Norwalk Project Offices as of May 20, 2022. Project wide communication pending
Imaging	Contra Costa Migration (Amber)	<ul style="list-style-type: none"> Export data copied successfully to the Snowball device, and it was shipped to AWS on May 19, 2022
	Placer Migration (Amber)	<ul style="list-style-type: none"> Validation is underway for recently submitted export batches
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) and, (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 Deployed SCRs Telephonic Signature (CA-226838) and, External Party Access (EPA) (CA-226839) 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"> Completed 22.05 System Testing. 22.05 was successfully deployed to production on May 22, 2022, which will be available to Counties on May 23, 2022
	4.1.3 Converted Data Test (CDT)	<ul style="list-style-type: none"> CalWIN CDT 83% pass rate on a 78% target
Conversion	5.1.1 CalWIN Conversion	<ul style="list-style-type: none"> Wave 1 Mock Cutover 1 remains on-schedule to begin in June 2022 On-schedule to deliver GDS 8 on June 20, 2022 for County Data Validation (CDV) Wave 1 CDV Participants and Security Profiles have been Confirmed (in preparation for GDS 8 / CDV) via CRFI 22-022

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CalWIN Functional Support	N/A	<ul style="list-style-type: none"> Continued collaborating on a set of activities to prepare Wave 1 CalWIN Counties for Process Simulation, including configuration
Technology Infrastructure	Deviations from Plan/Adjustments	<ul style="list-style-type: none"> Change in the address to be used as Point of Presence (POP) location for Santa Clara County was submitted as response to CRFI 22-015 Cisco delivery estimator tool forecasting a delay to Network Infrastructure reaching destination

CalSAWS BenefitsCal Portal/Mobile DD&I Weekly Status

Onur Senman

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	Los Angeles County Transition to BenefitsCal	<ul style="list-style-type: none"> Facilitated two (2) webinars for Los Angeles County CBOs on May 16, 2022 and May 17, 2022 with the Los Angeles County, Consortium, and Partner teams to address commonly asked questions
	Release: ARPA	<ul style="list-style-type: none"> Submitted the initial version of the design for Community Based Organization (CBO) Referral Code and Student-Based Applications. Conducted check-in session with CDSS for SAR 7 redesign
	Collaboration Model	<ul style="list-style-type: none"> Received feedback for the draft charter for some of the members. Working with Consortium on next steps including review of the group process, the Charter, and the Enhancement List. Another communication has been sent to the Collaboration Model participants with a survey, to select the date/time for the June 2022 meeting
	Language Validation Activities	<ul style="list-style-type: none"> Mien, Thai, and Ukrainian are on-schedule for the May maintenance release
	July Release (Release 4.0) - Design	<ul style="list-style-type: none"> System Test started for the Release 4.0 Two-Way Messaging functionality Development started for Chatbot Voice Integration functionality planned for Release 4.0
	January 2023 (Release 5.0) - Timeline	<ul style="list-style-type: none"> Scope and delivery milestones for Release 5.0 are pending confirmation by the Consortium and System Change Request (SCR) prioritization by CalSAWS (January 2023)

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	BPR	<ul style="list-style-type: none"> Completed Week 2 of To-Be BPR sessions for Waves 5 and 6 (Sonoma and San Francisco Counties) from May 16, 2022 – May 20, 2022 Completed BPR/OCM Closeout Sessions for Wave 2 Counties (Week 5 for Santa Clara County) from May 16, 2022 – May 20, 2022 Finalized the schedule which starts June 13, 2022 for Wave 6 Counties (Sacramento and San Luis Obispo Counties) Facilitated ad-hoc discussions with Counties on fiscal functionality, nightly batch, and automated actions Prepared for initial meetings with Wave 1 (Yolo and Placer Counties) to finalize scenarios and resource planning for Process Simulation Conducted configuration working session with the Application Team on May 19, 2022 to finalize the configuration approach, documentation, and initial schedule for Wave 1 Counties
	OCM	<ul style="list-style-type: none"> Wave 3 T-Minus 12 Surveys – Developed County reports with the final survey results. Change Discussion Guides (CDGs)/County Change Guides (CCGs) Deliverables – Closing comments for Wave 1 FDELs, finalizing Contra Costa DDEL, preparing Santa Clara and Tulare CDGs
	Training	<ul style="list-style-type: none"> Finalized logistics for Wave 1 laptops order Continued training development, creating Instructor Guide documents for the CalSAWS Instructor-Led Training curriculum Completed Yolo County walkthroughs of Draft Instructor-Led Training (ILT) courses; made updates during the sessions Continued planning classroom and scheduling logistics for Counties in all waves
	Implementation	<ul style="list-style-type: none"> Continued refining the County Work Plan and Checklist sync process with team leads; re-baselined Contra Costa County to transition to Wave 2 Continued drafting the Go-live Packet, using Conversion Defect Testing (CDT) Internal Work Group meeting data.

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> Presented Work Plan liabilities and solutions in leadership alignment meetings on May 17, 2022 and May 18, 2022 to garner support for a Work Plan Table Read to improve its accuracy Participated in the Work Plan Table Read for Placer County with project subject matter experts (SMEs) and Track Leads on May 19, 2022 Conducted Work Plan walkthroughs with Orange and Santa Barbara Counties Created and reviewed the draft approach for Maximum Caseload internally. Work in progress to incorporate Consortium feedback to align with the Workload Configuration Discussion Continued developing the readiness dashboard metrics for project and County readiness

OCCAT Project Weekly Status

Kevin Wilson

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
1.3 Highlights of the Reporting Period	Phase 2 – Maintenance & Operations	<ul style="list-style-type: none"> May, 2022 release successfully deployed on May 22, 2022

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"> Presented updates to Project Steering Committee (PSC) on CalSAWS Project Risks, C-IV/CalACES Final Acceptance, CalWIN Migration Contingency Planning, CalWIN UAT Preparation, and June JPA Conference Planning Facilitated in Release 22.05 Green Light on May 18, 2022 Completed closure of C-IV/CalACES Final Acceptance comments
QA Technical	N/A	<ul style="list-style-type: none"> Reviewed UAT/Dev CBO Users environment access providing recommendation Met and Reviewed CalSAWS GA/GR Performance Plan in preparation for test

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> • Provided observation and guidance to improve CalSAWS Local Repair services
QA Functional	N/A	<ul style="list-style-type: none"> • Discussed disposition of CDT defects and reviewed CDT exit criteria • Met with the ISS Team to discuss Process Simulation planning • Participated in Conversion group review of yellow banner cases • Reviewed GA/GR SCRs for 22.07 and 22.09 and TBD changes
QA Test	N/A	<ul style="list-style-type: none"> • CalSAWS Release 22.07 Test Preparation activities are in progress • BenefitsCal Release 3.1 testing activities are in progress • CDT Independent Test is behind schedule with 85% execution and 71% pass rate (Risk 263) • UAT Script Development is 61% complete with group 1 scripts slightly behind schedule and group 2 scripts on track (Risk 271)
QA Implementation	N/A	<ul style="list-style-type: none"> • Confirmed updated FDEL resolutions for Deloitte FDEL 7.02 - 7.03 County Change Discussion Guides • Distributed T+3W LA County Imaging Change Readiness Survey • Reviewed Deloitte Training DDELs: 8: Training Plan, 9.01 - 9.03: County-Specific Training Plans • Presented ISS Action Plan C-IV Retrospective to PSC

CalSAWS DD&I IV&V Project Weekly Status

Brian Nagy

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

State Policy Updates

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

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	2.0 Recent Activities and 3.2 Release 69	<ul style="list-style-type: none"> CalWIN Release 69 implemented May 14, 2022

Risk Management Group

Jennifer Flanagan

(Optional Items)

#	Action Item	Who	Due	Status
1	Schedule meeting with RMs to review changes to Enhanced Communications	Keith Salas/ RMs/ Cecilia Rolon/ Brittney Blake	TBD	In Progress
2	Contact Center Training availability in advance of releases	Luz Esparza/ Ricardo Miranda	TBD	In Progress

#	Decision Made	Who Made the Decision	Date
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