

CalSAWS | Weekly Status Meeting

Date: April 27, 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), Surransan 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	<ul style="list-style-type: none"> Received approval for contact Change Notice No. 16 and began development of Change Notice No. 17
Application Development and Test	4.4.1 Release Test Summary	<ul style="list-style-type: none"> 22.05 System Testing on schedule. Week 2 of 8 completed. 60% pass rate on a 50% EOW target

Topic	Lead
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"> BenefitsCal Team successfully deployed BenefitsCal Priority Release 2.3.2 to BenefitsCal Production on April 14, 2022 BenefitsCal Team successfully deployed Monthly Release 3.0 to BenefitsCal Production on April 24, 2022. This release

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		includes Los Angeles County Go-Live
Application Development	4.2 Monthly Release Summary	<ul style="list-style-type: none"> Upcoming BenefitsCal Priority Release 3.0.1 on May 5, 2022 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"> Los Angeles County Temp CF Packet changes

CalSAWS DD&I Weekly Status

Arnold Malvick

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Imaging	Performance Improvement	<ul style="list-style-type: none"> Delivered production performance improvements based on enhanced performance testing results (CA-244022)
	Contra Costa Migration (Amber)	<ul style="list-style-type: none"> Snowball orders are backordered with ETA May 2 – May 3, 2022
	Placer Migration (Amber)	<ul style="list-style-type: none"> Placer County has sent final test batch, pending validation
Customer Service Center (CSC)	N/A	<ul style="list-style-type: none"> Continued to System Test Task for Cancelling an Appointment in Outbound IVR (CA-25604), Telephonic Signature (CA-226838) 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	4.1.3 Production (Hard Launch)	<ul style="list-style-type: none"> Release J hard launch planned on April 28, 2022. This will be the final re-platform release. All reports will be re-platformed as of this release
Application Development and Test	5.1.2 Design Difference Identifiers (DDID) System Test Status	<ul style="list-style-type: none"> 22.05 System Testing on schedule. Week 4 of 8 completed. 60% pass rate on a 50% EOW target
	5.1.3 Converted Data Test (CDT)	<ul style="list-style-type: none"> CalWIN CDT 66% pass rate on a 66% EOW target Began loading GDS 7 into the CDT environment. 175 test scripts to be made available for re-execution
Conversion	6.1.1 CalWIN	<ul style="list-style-type: none"> GDS7 was delivered to the project on April 18, 2022, with approximately 40 P1

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	Conversion	<p>and P2 defects</p> <ul style="list-style-type: none"> Wave 1 Mock Cutover 1 on-schedule to begin in June 2022 On-schedule to deliver GDS8 on June 20, 2022 for County Data Validation (CDV) Wave 1 CDV Participants and Security Profiles have been Confirmed (in preparation for GDS8 / CDV) via CRFI 22-022

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	<ul style="list-style-type: none"> Additional email sent to Customers on April 22, 2022 to provide an update that YBN would be unavailable starting 1:00 p.m. PST (instead of 6:00 p.m.), as confirmed on April 21, 2022 at 5:00 p.m. Enabled Los Angeles County within BenefitsCal as of April 24, 2022 evening
Project Management	Collaboration Model	<ul style="list-style-type: none"> Charter updates in progress. CalSAWS identified possible date(s) for the first Quarterly meeting and a survey is in progress.
Application Development and Test	Release: ARPA	<ul style="list-style-type: none"> Conducted Design sessions on April 19, 2022 and April 21, 2022 for Release 4.1.5 (ARPA) Student-Based Application and Community Based Organization (CBO) Referral Code
Application Development and Test	April Release (Release 3.0) and Language Validation Activities	<ul style="list-style-type: none"> Received the "Go" decision on the Green Light meeting for the April release (Release 3.0) All five (5) languages are on-schedule for the planned April 24, 2022 production date Mien, Thai, and Ukrainian translations are approved by the CDSS' vendor and development is in progress. All three(3) languages are on-schedule for the May maintenance release.
Application Development and Test	July Release (Release 4.0) - Design	<ul style="list-style-type: none"> Release 4.0 development is on-schedule for planned the completion date (May 13, 2022)
Application Development and Test	January 2023 (Release 5.0) - Timeline	<ul style="list-style-type: none"> Pending confirmation on delivery milestones for Release 5.0 with the Consortium and CalSAWS (January 2023)

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	BPR	<ul style="list-style-type: none"> Completed Week 3 of To-Be BPR sessions for Fresno County through hybrid onsite/remote delivery Facilitated 3-hour working sessions with Wave 2 (Santa Clara and Tulare Counties) to identify To-Be process flows requiring full BPR walkthroughs and finalized the BPR/OCM Closeout schedule Completed Week-1 of To-Be BPR/OCM Closeout sessions for Santa Clara County
	OCM	<ul style="list-style-type: none"> Finalize the Change Discussion Guides for Wave 1 Send Wave 3 T-12 Readiness Surveys. CNC meeting on April 26, 2022 for Wave 1 and Wave 2
	Training	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Prepared for the CalWIN ISS OPAC meeting scheduled for April 28, 2022 Conducted and participated in the Weekly Implementation Manager and Targeted On-Site Support (TOSS) Team meetings Conducted the Wave 2 Tulare Work Plan review meeting on April 18, 2022 Conducted a Contra Costa County meeting on April 20, 2022 Conducted weekly Conversion Defect Testing (CDT) Internal Work Group meetings Refined the County Work Plan and Checklist sync process with team leads and began prepping the Wave 3 County Specific Work Plan Continued County Preparation activity planning on April 21, 2022

OCAT 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



STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
QA PMO	N/A	<ul style="list-style-type: none"> • Updated evidence and conducted dry runs with DHCS, OSI, and CDSS in preparation for the SMC Certification Review on May 10, 2022 • Presented QA updates for Project Risks, Contingency Planning, and CalACES Final Acceptance at PSC and JPA • Facilitated Green Light - 22.04.25 Los Angeles Cutover to BenefitsCal and CalSAWS Imaging
QA Technical	N/A	<ul style="list-style-type: none"> • Supported Los Angeles County Imaging and BenefitsCal migration: <ul style="list-style-type: none"> ○ Monitored weekend activities on April 23, 2022 and April 24, 2022 ○ Providing on-site assistance to Los Angeles County cutover week April 25 – 29, 2022 • Facilitated review of County Broadcast Notifications to provide consistent Report notifications with customer friendly language • Reviewed Help Desk tickets and provided suggestions for dashboards to detail ticket type and aging statistics
QA Functional	N/A	<ul style="list-style-type: none"> • Monitored Los Angeles Cutover Events for Imaging and BenefitsCal • Discussed gaps in the GA/GR functionality that will be addressed with the new SCR CA-244108 and impacts to Risk 267 • Continued review of P2 CDT defects with focus on UAT Impact
QA Test	N/A	<ul style="list-style-type: none"> • CalSAWS Release 22.05 Independent Test activities are on track with 92% execution rate and 72% pass rate • CDT Independent Test activities are behind schedule, per Risk 263, with 78% execution rate and 59% pass rate. To accommodate the delivery of defects past GDS#7, we have extended our test execution period to conclude on September 2, 2022 • Monitoring UAT Script Development, per Risk 271; Overall, UAT script development is 26% complete with group 1 scripts trending behind and group 2 scripts on track
QA Implementation	N/A	<ul style="list-style-type: none"> • Supported mitigations for Risk 270 – Change Discussion Guides • Continued reviewing Deloitte DEL 07 –

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		County Change Discussion Guides <ul style="list-style-type: none"> • Supported mitigations for Risk 262 – County Readiness <ul style="list-style-type: none"> ○ Prepared updates for PSC and JPA on the ISS Action Plan from C-IV Retrospectives ○ Planned for County Preparation phase approach

CalSAWS DD&I IV&V Project Weekly Status

Kalleen Lyman
Brian Nagy

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	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)

CalWIN M&O Bi-Weekly Status

Michael Johnson
Christine Hendren

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	N/A	<ul style="list-style-type: none"> • None for the reporting period

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 { CA-244172 for a CFP has been created, collaborating with Laura Ould on functionality}	Onur Senman / June Hutcheson/ Ashley Arnold	TBD	In progress

#	Decision Made	Who Made the Decision	Date

