

CalSAWS | Weekly Status Meeting

Date: May 4, 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, 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 DD&I Weekly Status	Arnold Malvick

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Project Management	N/A	<ul style="list-style-type: none"> Final Deliverable #71 (CalACES Migration Final Acceptance Certification) is due on May 4, 2022. Informational updates regarding Final Acceptance will also be provided at the May 2022 JPA Board of Directors and Project Steering Committee meetings
Imaging	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 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

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		County, Wave 1, and Wave 2 CalWIN Counties about migration to CalSAWS Contact Center Solution <ul style="list-style-type: none"> Continued Build of Administration Page (CA-226672)
Analytics	4.1.3 Production (Hard Launch)	<ul style="list-style-type: none"> Release J was hard launched as planned on April 28, 2022. This release represents the final reports to be re-platformed. All dashboards and reports are now re-platformed as of this release
		<ul style="list-style-type: none"> This will be the last DD&I status report with Analytics
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 5 of 8 completed. 77% pass rate on a 63% EOW target
	5.1.3 Converted Data Test (CDT)	<ul style="list-style-type: none"> 22.05 System Testing on schedule. Week 5 of 8 completed. 77% pass rate on a 63% EOW target
Conversion	6.1.2 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 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"> Supported post go live questions from Los Angeles County, CBOs, and Customers
Project Management	Collaboration Model	<ul style="list-style-type: none"> Charter draft updated Email sent to participants including the updated charter, survey for upcoming sessions, and to request participants to provide their top five (5) enhancement requests
Application Development and Test	Release: ARPA	<ul style="list-style-type: none"> Design is in-progress and on-schedule for CBO Referral Code, Student-Based Applications Student-Based Application and Community Based Organization (CBO) Referral Code
Application Development and Test	Release 3.0 - Language Validation Activities	<ul style="list-style-type: none"> April Release successfully deployed to Production on April 24, 2022 Mien, Thai, and Ukrainian translations are approved by the CDSS' vendor. Development is complete (except pdfs)

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		and chatbot). All three(3) languages are on-schedule for the May maintenance release
Application Development and Test	Release 4.0 - Design	<ul style="list-style-type: none"> Presented Two-Way Messaging Design to Region 3 Regional Meeting on April 26, 2022 Release 4.0 development is on-schedule for planned the completion date (May 13, 2022)
	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 CalSAWS (January 2023)

CalWIN Implementation Support Weekly Status

Sreshta Wickramasinghe

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	BPR	<ul style="list-style-type: none"> Completed week 4 of To-Be BPR sessions for Fresno County through hybrid onsite/remote delivery Completed Week-2 of To-Be BPR/OCM Closeout sessions for Santa Clara County Prepared for Week-1 of To-Be BPR/OCM closeout sessions for Tulare County Prepared for BPR-OCM planning discussions with Sonoma County on May 2, 2022
	OCM	<ul style="list-style-type: none"> Comment review and resolution of Wave 1 change discussion guides Participate in BPR/OCM closeout sessions for Fresno, and Santa Clara Counties Preparation activities to kick off BPR/OCM sessions for Tulare County Conducted CNCs meetings on April 26, 2022 for Wave 1 and Wave 2 Continue planning for Targeted Topic on E2Lite in May 2022 Wave 3 T-Minus 12 Surveys – Send T-Minus 12 Surveys for Wave 3 Counties
	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"> Presented at the CalWIN ISS OPAC meeting on April 28, 2022 Conducted and participated in the Weekly Implementation. Manager and Targeted On-Site Support (TOSS) Team meetings Began drafting Conversion Playbook,

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		using Conversion Defect Testing (CDT) Internal Work Group meeting data. <ul style="list-style-type: none"> • Opened 30/60/90-day development discussions • Refined the County Work Plan and Checklist sync process with team leads and released the Wave 3 County Specific Work Plan initial draft • Continued County Preparation activity planning on April 27, 2022 • Participated in Santa Clara and Tulare Counties IPOC Meetings on April 27, 2022 • Participated in CalSAWS Monthly County Conversion Leads Meeting on April 25, 2022 • Began developing Readiness Dashboard Metrics on April 27, 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

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

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"> • Updated evidence and conducted dry runs with DHCS, OSI, and CDSS in preparation for the SMC Certification Review on May 10, 2022 • Continued to facilitate Implementation Readiness for CalWIN Contingency Planning discussion (Risk 268) • Continued June JPA Conference Planning
QA Technical	N/A	<ul style="list-style-type: none"> • Provided onsite support for CalSAWS Imaging and BenefitsCal - Los Angeles County cutover week • Continued review of Los Angeles County Contact Center activities

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		<ul style="list-style-type: none"> Reviewed CalSAWS Release 22.05 Performance results
QA Functional	N/A	<ul style="list-style-type: none"> Reviewed UAT Impact of Priority 2 Converted Data Test (CDT) defects with Consortium and Conversion Teams Discussed gaps in the GA/GR functionality to be addressed with SCR CA-244108 and impacts (Risk 267) Reviewed Process Simulation planning gaps and discussed next steps to meet with Wave 1 Counties
QA Test	N/A	<ul style="list-style-type: none"> CalSAWS Release 22.05 Independent Test activities are on track with 100% execution and 90% pass rate CDT Independent Test activities are behind schedule with 80% execution and 64% pass rate (Risk 263) BenefitsCal Release 3.0.1 and 3.1 testing activities are in progress UAT Script Development is 33% complete with group 1 scripts trending behind and group 2 scripts on track (Risk 271)
QA Implementation	N/A	<ul style="list-style-type: none"> Submitted comments for Deloitte DEL 7.01 - 7.03 County Change Discussion Guides Finalized the Wave 1 Go-Live Readiness Governance Model and Meetings and vetted it with Section Directors Finalized updates for Risk 262 and 270 for RMG meeting and coordinated with Risk Owners

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

Risk Management Group

Jennifer Flanagan



(Optional Items)

#	Action Item	Who	Due	Status
1	BenefitsCal Ticket routing	Jerry Nielsen/ Chris Paige	4/27/2022	Closed
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	4/27/2022	Closed

#	Decision Made	Who Made the Decision	Date
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