

CalSAWS | Weekly Status Meeting

Date: May 11, 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), Onur Senman (BenefitsCal Project), Surranjan Kumar (BenefitsCal Project), Cathryn Van Maren (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), 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"> Submitted Change Notice No. 18 (Virtual Assistants) to the Consortium for review on May 6, 2022. Change Notice No. 18 is planned to be submitted to the JPA Board of Directors for approval on May 13, 2022
Application Development and Test	4.4.1 Release Test Summary	<ul style="list-style-type: none"> 22.05 System Testing on schedule. Week 6 of 8 completed. 91% pass rate on a 75% EOW target Two SCRs have been pulled from the 22.05 release: <ul style="list-style-type: none"> SCR CA-216211- Update Overpayment Adjustment Logic to Recoup Cents. Due to policy clarification from the state where the rounding of recoupment amounts is still applicable. SCR CA-235644 - Update Vital

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		Statistics Detail page to add '2Z SSA Confirmed' value to Document Type dropdown. Due to downstream MEDS and Alerts impacts identified during testing.

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 3.0.0.2 to BenefitsCal Production on April 29, 2022 The BenefitsCal Team successfully deployed Monthly Release 3.0.1 to BenefitsCal Production on May 6, 2022
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 Los Angeles County Redetermination Packet Inserts

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"> Submitted Change Notice No. 18 (Virtual Assistants) to the Consortium for review on May 6, 2022. Change Notice No. 18 is planned to be submitted to the JPA Board of Directors for approval on May 13, 2022
Imaging	Contra Costa Migration (Amber)	<ul style="list-style-type: none"> The Snowball delivery date was pushed back to May 9, 2022
	Placer Migration (Amber)	<ul style="list-style-type: none"> The County is resubmitting Legacy files that generated errors during the last 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 County, Wave 1, and Wave 2 CalWIN

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		<p>Counties about migration to CalSAWS Contact Center Solution</p> <ul style="list-style-type: none"> Deployed SCR CA-226844 Enhanced Call Control Panel, and CA-227067 – Work from Home Modifications to Production 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"> 22.05 System Testing on schedule. Week 7 of 8 completed. 89% pass rate on a 75% EOW target
	4.1.3 Converted Data Test (CDT)	<ul style="list-style-type: none"> CalWIN CDT 73% pass rate on a 72% EOW 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 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

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	CMS Certification Demonstration	<ul style="list-style-type: none"> Met with CalSAWS and Consortium to prepare for CMS Certification demo of BenefitsCal on May 5, 2022
Application Development and Test	Release: ARPA	<ul style="list-style-type: none"> Design is on-schedule for CBO Referral Code, Student-Based Applications Student-Based Application and Community Based Organization (CBO) Referral Code Attended meeting to discuss the Release of Information form on May 6, 2022
Application Development and Test	April Release (Release 3.0) and Language Validation Activities	<ul style="list-style-type: none"> Mien, Thai, and Ukrainian translations are approved by the CDSS' vendor. Development is complete (except chatbot and pdf). 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) Resolved all comments on the 05.05 General System Design (GSD) Update Release 4.0 - Part II (Voice Design) FDEL

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Application Development and Test	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 SCR prioritization by 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 BPR/OCM Closeout Sessions for Wave 2 Counties (Week 3 for Santa Clara County and Week 1 for Tulare County) from May 2 – May 6, 2022 Completed additional To-Be BPR Session on Fraud/IEVS for Fresno County (Wave-5) on May 3, 2022 Completed Week 4 of To-Be BPR sessions for Alameda County (Wave-5) from May 2 – May 5, 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 Tulare and Santa Clara Counties Conducted Change Network Champions (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 Prepared for Wave 1 County walkthroughs of Draft ILT courses Continued planning classroom and scheduling logistics for Counties in all waves
	Implementation	<ul style="list-style-type: none"> Presented at the Monthly Global IPOC Meeting on May 4, 2022 Conducted and participated in the Weekly Implementation Team meeting and Targeted On-Site Support (TOSS) Team meetings Continued drafting Conversion Playbook, using Conversion Defect Testing (CDT) Internal Work Group meeting data Created and reviewed draft approach for Maximum Caseload internally. Work in

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		<p>progress to incorporate consortium feedback</p> <ul style="list-style-type: none"> • Refined the County Work Plan and Checklist sync process with team leads; re-baselined Contra Costa transition to Wave 2 (for confirmation with project leads the week of 5/9) • Continued validation of County Prep activities • Participated in Yolo TOSS & IPOC Meeting on May 4, 2022 • Participated in CalSAWS Monthly County Conversion Leads Meeting on May 3, 2022 • Continued developing Readiness Dashboard Metrics

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"> • Finalized materials for Streamlined Modularized Certification (SMC) Review for May 10 CMS review • Reviewed C-IV Final Acceptance slides for May JPA/PSC • Continued to facilitate Implementation Readiness for CalWIN Risk 268 Contingency Planning discussions
QA Technical	N/A	<ul style="list-style-type: none"> • Completed testing of ZScaler Client to replace the Cisco VPN • Continued review of CalSAWS Release 22.05 Performance results • Continued review of Los Angeles County Contact Center activities
QA Functional	N/A	<ul style="list-style-type: none"> • Completed draft of CDV Scripts, continued CDV execution planning • Discussed Max Caseload approach with Deloitte ISS, provided guidance and feedback

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		<ul style="list-style-type: none"> Continued planning and discussion on the gaps in the GA/GR functionality and monitoring defects from 22.05
QA Test	N/A	<ul style="list-style-type: none"> CalSAWS Release 22.05 Independent Test activities are on track with 100% execution and 96% pass rate CDT Independent Test activities are behind schedule with 84% execution and 68% pass rate (Risk 263) BenefitsCal Release 3.1 testing activities are in progress Working with the Process Simulation team to document delivery plan UAT Script Development is 44% complete with group 1 scripts behind schedule and group 2 scripts on track (Risk 271) Perform UAT County Participation Security and Configuration Setup
QA Implementation	N/A	<ul style="list-style-type: none"> Confirmed DDEL comment resolutions for County Change Discussion Guides Prepared for Executive Planning meeting on CalWIN ISS Key Milestones and Activities to Wave 1 Go-Live Prepared for Placer and Yolo County Wave 1 meetings to discuss enhanced support

CalSAWS DD&I IV&V Project Weekly Status

Kalleen Lyman
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)

CalWIN M&O Bi-Weekly Status

Michael Johnson
Christine Hendren



STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	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
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#	Decision Made	Who Made the Decision	Date
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