

CalSAWS | Weekly Status Meeting

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| Date: June 1, 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), Kalleen Lyman (IV&V), Rob Trojan (DOF)

| Topic | Lead |
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| Commence Meeting | Lulu Fou |
| CalSAWS DD&I Weekly Status | Lulu Fou |

| STATUS REPORT SECTION | STATUS REPORT SUB-SECTION | STATUS AGENDA TOPIC |
|-------------------------------|-------------------------------|---|
| Project Management | N/A | <ul style="list-style-type: none"> Communication regarding the re-enablement of the guest wireless networks for the Norwalk and Rancho Cordova project offices was sent on May 24, 2022 Continued gathering additional information requested for CalACES Migration Final Acceptance; approval/acceptance of FDEL #71 is expected the week of June 6, 2022, pending such information |
| Imaging | User Acceptance Testing (UAT) | <ul style="list-style-type: none"> Continued Imaging Configuration and Testing |
| 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) Service Change Request (SCR) Continued discussion with Los Angeles County, Wave 1, Wave 2, and Wave 3 |

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| | | <p>CalWIN Counties about migration to CalSAWS Contact Center Solution</p> <ul style="list-style-type: none"> 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"> Supported the 22.05 baseline production release. Prepared to begin 22.07 release testing on May 31, 2022 |
| | 4.1.3 Converted Data Test (CDT) | <ul style="list-style-type: none"> Completed CDT script execution Prepared and disseminated CDT exit materials. Meeting to discuss CDT exit status scheduled for May 31, 2022 |
| Conversion | 5.1.1 CalWIN Conversion | <ul style="list-style-type: none"> Wave 1 Mock Cutover 1 remains on-schedule to begin on June 4, 2022 On-schedule to deliver GDS 8 on June 20, 2022 for County Data Validation (CDV) On-schedule to support CDV between June 20, 2022 and July 1, 2022 |

CalSAWS BenefitsCal Portal/Mobile DD&I Weekly Status

Onur Senman

| STATUS REPORT SECTION | STATUS REPORT SUB-SECTION | STATUS AGENDA TOPIC |
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| | Language Validation Activities | <ul style="list-style-type: none"> Mien, Thai, and Ukrainian were deployed to Production on May 26, 2022 |
| | Release: ARPA September (2022) | <ul style="list-style-type: none"> Conducted a Design Review with Advocates for the Release 4.1.5 Designs for Student-Based Application and CBO Referral Code on May 25, 2022 July Release (Release 4.0) – Development Facilitated a workgroup session for Prepopulated SAR 7 redesign |
| | July Release (Release 4.0) – Development | <ul style="list-style-type: none"> System Test continued for the Release 4.0 Two-Way Messaging functionality. Chatbot Voice Integration functionality development planned for Release 4.0 is on schedule |
| | January 2023 (Release 5.0) – Timeline | <ul style="list-style-type: none"> Facilitated a working session with partner teams on May 26, 2022 to align the delivery milestones for Release 5.0. |
| | Collaboration Model | <ul style="list-style-type: none"> Continued to work with the Consortium on next steps including review of the group process, the Charter, and the Enhancement List |
| | CalWIN Wave 1 Support | <ul style="list-style-type: none"> Provided analysis on BenefitsCal support activities for CalWIN Wave 1 roll-out |

| STATUS REPORT SECTION | STATUS REPORT SUB-SECTION | STATUS AGENDA TOPIC |
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CalSAWS Central Print Weekly Status

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

OCAT Project Weekly Status

| STATUS REPORT SECTION | STATUS REPORT SUB-SECTION | STATUS AGENDA TOPIC |
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| | N/A | • None for the reporting period |

CalSAWS QA Weekly Status

| STATUS REPORT SECTION | STATUS REPORT SUB-SECTION | STATUS AGENDA TOPIC |
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| QA PMO | N/A | <ul style="list-style-type: none"> • Provided updates to CMS/MITRE for SMC Certification • Participate in CalSAWS 22.05 Post-Release meetings • Continued June JPA Conference Planning |
| QA Technical | N/A | <ul style="list-style-type: none"> • Tracking new Risk related to computing and equipment shortage • Discussed the ISS Configuration approach and slide deck • Provided guidance to improve CalSAWS Local Repair services |
| QA Functional | N/A | <ul style="list-style-type: none"> • Participated in CalWIN Cutover 1A Workplan review • Provided updates for Conversion section of the ISS Workplan • Reviewed GA/GR Designs and 22.07 test preparation activities • Reviewed BenefitsCal Release 4 and 5 scope, CalSAWS dependencies, and ARPA Release of Information (ROI) scope. |
| QA Test | N/A | <ul style="list-style-type: none"> • CalSAWS Release 22.07 Test execution in progress • BenefitsCal Release 4 Test preparation in progress • CDT Independent Test is slightly behind schedule with 85% execution and 73% |

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| | | pass rate (Risk 263) <ul style="list-style-type: none"> UAT Script Development is 70% complete with group 1 scripts on track and group 2 scripts are behind schedule (Risk 271) |
| QA Implementation | N/A | <ul style="list-style-type: none"> Confirmed remaining comment resolutions for Deloitte FDEL 7.02 - 7.03 County Change Discussion Guides Submitted comments for Deloitte DDEL 8 Training Plan Submitted comments for Deloitte DDEL 9.01, 9.02, and 9.03 County-Specific Training Plans |

CalSAWS DD&I IV&V Project Weekly Status

Brian Nagy

| STATUS REPORT SECTION | STATUS REPORT SUB-SECTION | STATUS AGENDA TOPIC |
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| | IV&V Project Oversight | <ul style="list-style-type: none"> Attended the CalWIN CDT Exit Criteria meeting, UAT Planning and Support meeting, 3x Weekly Leadership Meeting: CalWIN Implementation meetings. Attended the BPR To-Be and Closeout sessions for San Francisco, Santa Clara and Sonoma, to assess process, quality of delivery as well as the county's overall level of satisfaction. Reviewed and provided feedback on the CalWIN OCM County-Specific Training Plans – (Placer, Contra Costa, Yolo) |

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 | 5/25/22 | Closed |
| 2 | Contact Center Training availability in advance of releases {Luz will schedule attendance on the next monthly RM status call to discuss with RMs} | Luz Esparza/ Ricardo Miranda | 6/30/22 | In progress |
| 3 | Counties not sending back files on a timely basis is impacting Batch Operations; creation of a matrix for communications {may be covered as part of Risk 274 updates} | Keith Salas/Bobbi Wibbenhorst | TBD | In progress |

| # | Decision Made | Who Made the Decision | Date |
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