

# CalSAWS | Weekly Status Meeting

|                              |                                       |
|------------------------------|---------------------------------------|
| Date: June 8, 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 |
| CalSAWS M&O Bi-Weekly Status | Arnold Malvick |

| STATUS REPORT SECTION            | STATUS REPORT SUB-SECTION    | STATUS AGENDA TOPIC   |
|----------------------------------|------------------------------|---|
| Project Management               | Project Deliverables Summary | <ul style="list-style-type: none"> <li>OWDs for Wave 1 County Sites (Placer and Yolo) are targeted for submission to Consortium/QA for review by June 7, 2022. Comments are planned to be due by June 14, 2022</li> </ul> |
| Application Development and Test | 4.4.1 Release Test Summary   | <ul style="list-style-type: none"> <li>Began 22.07 System Testing. 21% pass rate on a 13% target</li> </ul>   |

| 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"> <li>The BenefitsCal Team successfully deployed BenefitsCal Monthly Release 3.1 to BenefitsCal Production on May 26, 2022</li> <li>The BenefitsCal Team successfully</li> </ul> |

| STATUS REPORT SECTION   | STATUS REPORT SUB-SECTION   | STATUS AGENDA TOPIC   |
|-------------------------|-----------------------------|---|
|                         |                             | deployed BenefitsCal Priority Release 3.1.1 to BenefitsCal Production on June 2, 2022                       |
| Application Development | 4.2 Monthly Release Summary | <ul style="list-style-type: none"> <li>Upcoming BenefitsCal Monthly Release 3.2 on June 23, 2022</li> </ul> |

### 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"> <li>County Meetings</li> </ul> |

### CalSAWS DD&I Weekly Status

Arnold Malvick

| STATUS REPORT SECTION            | STATUS REPORT SUB-SECTION                                     | STATUS AGENDA TOPIC  |
|----------------------------------|---|--|
| Imaging                          | User Acceptance Testing (UAT)                                 | <ul style="list-style-type: none"> <li>Continued Imaging configuration and testing</li> </ul>  |
| Customer Service Center (CSC)    | N/A   | <ul style="list-style-type: none"> <li>Continued to test Task for Cancelling an Appointment in Outbound IVR (CA-25604) Service Change Request (SCR)</li> <li>Continued discussion with Los Angeles County, Wave 1, Wave 2, and Wave 3 CalWIN Counties about migration to CalSAWS Contact Center Solution</li> <li>Deployed SCRs Telephonic Signature (CA-226838) and, External Party Access (EPA) (CA-226839)</li> <li>Continued Build of Administration Page (CA-226672)</li> </ul> |
| Application Development and Test | 4.1.2 Design Difference Identifiers (DDID) System Test Status | <ul style="list-style-type: none"> <li>Began 22.07 System Testing. 10% pass rate on a 13% target. Outstanding GA/GR DD&amp;I SCR delivered to System Test on June 6, 2022</li> </ul>   |
| Conversion                       | 5.1.1 CalWIN Conversion                                       | <ul style="list-style-type: none"> <li>Wave 1 Mock Cutover 1 began on June 4, 2022, is in-progress and on-schedule <ul style="list-style-type: none"> <li>Wave 1A (County Preparation) Mock Cutover began and completed per Plan</li> </ul> </li> <li>On-schedule to deliver GDS 8 on June 20, 2022 for County Data Validation (CDV)</li> <li>On-schedule to support CDV between June 20, 2022 and July 1, 2022</li> </ul>   |

### CalSAWS BenefitsCal Portal/Mobile DD&I Weekly Status

Onur Senman

| STATUS REPORT SECTION | STATUS REPORT SUB-SECTION | STATUS AGENDA TOPIC  |
|-----------------------|---------------------------|--|
|                       | Release: ARPA             | <ul style="list-style-type: none"> <li>Addressed comments received for the Release 4.1.5 Designs for Student-Based Application and CBO Referral Code on</li> </ul> |

| STATUS REPORT SECTION | STATUS REPORT SUB-SECTION                | STATUS AGENDA TOPIC   |
|-----------------------|--|---|
|                       |  | <p>May 25, 2022</p> <ul style="list-style-type: none"> <li>Reviewed comments received from the Advocate and CBO Community in the Release 4.1.5 Design Review Comment Log</li> </ul>   |
|                       | July Release (Release 4.0) - Development | <ul style="list-style-type: none"> <li>System Test continued for the Release 4.0 Two-Way Messaging functionality</li> <li>Chatbot Voice Integration functionality development is complete, and System Test started</li> </ul> |
|                       | Collaboration Model                      | <ul style="list-style-type: none"> <li>Continued to work with the Consortium on preparation activities for the next Collaboration Model meeting</li> </ul>  |
|                       | CalWIN Wave 1 Support                    | <ul style="list-style-type: none"> <li>Prepared for the demonstration of BenefitsCal Options to CalWIN Counties</li> </ul>  |
|                       | Screenshare Enhancement                  | <ul style="list-style-type: none"> <li>Facilitated an executive huddle with Consortium leadership and QA on Screenshare functionality. Teams are collaborating to work on action items and next steps together</li> </ul>     |

## CalWIN Implementation Support Weekly Status

Sreshta Wickramasinghe

| STATUS REPORT SECTION | STATUS REPORT SUB-SECTION | STATUS AGENDA TOPIC  |
|-----------------------|---------------------------|--|
|                       | BPR                       | <ul style="list-style-type: none"> <li>Completed Week 4 of To-Be BPR sessions for Wave 5 and Wave 6 (Sonoma and San Francisco) from 05/31/22 – 06/03/22</li> <li>Conducted final Leadership Session with Sacramento County in advance of To-Be BPR sessions – starting 06/13/22</li> <li>Continued working with Placer and Yolo Counties to refine Process Simulation scenarios, execution assignments and execution schedule</li> <li>Delivered Configuration Kickoff with Wave 1 (Yolo and Placer), shared initial materials and requested dates for future working sessions</li> <li>Confirmed schedule for Configuration Validation and Working Sessions the weeks of 06/13/22, 06/20/22, and 06/27/22 with Yolo and Placer</li> </ul> |
|                       | OCM                       | <ul style="list-style-type: none"> <li>Change Discussion Guides Developed approach and framework to work with Wave 1 counties to disseminate CDG to staff</li> <li>Finalized outline and draft slides for JPA conference</li> </ul>  |

| STATUS REPORT SECTION | STATUS REPORT SUB-SECTION | STATUS AGENDA TOPIC  |
|-----------------------|---------------------------|--|
|                       | Training                  | <ul style="list-style-type: none"> <li>Continued training development, creating Instructor Guide documents for the CalSAWS Instructor-Led Training curriculum. 89% complete</li> <li>Prepped for final ILT walkthroughs for Yolo, Placer (to be conduct from 06/09/22 to 06/10/22)</li> <li>Training laptops ordered</li> </ul>  |
|                       | Implementation            | <ul style="list-style-type: none"> <li>Update Work Plans with the Project Leads for the reverification of critical path, milestones, and cross-team blockers across waves</li> <li>Developed strategy for delivering options to counties for handling data match exceptions, using Conversion Defect Testing (CDT) Internal Work Group meeting data</li> <li>Drove Work Plan Table Read for Wave 2 – Led discovery session for all tracks' milestones and critical path yes/no identification - identified 1273 updates made</li> <li>Led conversation with TOSS teams regarding moving forward with the Work Plan and discussed tailoring message delivery for the Counties</li> <li>Initiated creation of Awareness Items derived from CDT defects for Go-live packet (GLP) and began developing structure for the GLP</li> <li>Created and reviewed the draft approach for Maximum Caseload internally. Work in progress to incorporate Consortium feedback to align with the Workload Configuration Discussion</li> <li>Continued developing the readiness dashboard metrics for project and county readiness</li> </ul> |

**OCAT Project Weekly Status**

Kevin Wilson

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



| STATUS REPORT SECTION | STATUS REPORT SUB-SECTION | STATUS AGENDA TOPIC   |
|-----------------------|---------------------------|---|
| QA PMO                | N/A                       | <ul style="list-style-type: none"> <li>Continued June JPA Conference Planning</li> <li>Assisted with creation of Risk 274 Fiscal Reports Reconciliation process and defect resolution</li> <li>Participated in CalSAWS/CalWIN Executive Placer County meeting on May 31, 2022</li> </ul>  |
| QA Technical          | N/A                       | <ul style="list-style-type: none"> <li>Assisted with creation of Risk 272 CalWIN County POP Location Changes and 273 Hardware Supplier Shortages</li> <li>Risk 273 was updated for June 2 early arrival latest orders. Risk will remain open until all equipment is received and installed</li> <li>Submitted recommendation for Imaging SLA updates</li> <li>Submitted recommendation for Gainwell Central Print SLA updates</li> </ul>  |
| QA Functional         | N/A                       | <ul style="list-style-type: none"> <li>Participated in 1A (County Prep) Mock Conversion June 4 - 6, 2022</li> <li>Participated in Stage Gate Report reviews and requested new action items for Risk 263 to monitor defects on the reports</li> <li>Participated in the CDT Exit criteria meeting</li> </ul>   |
| QA Test               | N/A                       | <ul style="list-style-type: none"> <li>CalSAWS Release 22.07 Test execution in progress with 12% execution rate and 9% pass rate</li> <li>BenefitsCal Release 4 test preparation complete and test execution starting this week</li> <li>CDT Independent Test is slightly behind schedule with 85% execution and 73% pass rate (Risk 263)</li> <li>UAT Script Development is 77% complete with group 1 scripts on track and group 2 scripts are behind schedule (Risk 271)</li> </ul> |
| QA Implementation     | N/A                       | <ul style="list-style-type: none"> <li>Participated in Deloitte DEL 10 – Implementation Support Plan DDEL Submission discussion and revised dates</li> <li>Completed draft framework document for Wave 1 Change Discussions and participated in planning discussions</li> <li>Participated in risk mitigation steps for Risks 262 and 270</li> </ul>  |

| STATUS REPORT SECTION  | STATUS REPORT SUB-SECTION | STATUS AGENDA TOPIC   |
|------------------------|---------------------------|---|
| IV&V Project Oversight | IV&V Project Oversight    | <ul style="list-style-type: none"> <li>Continued participating in the UAT Planning and Support meeting, 3x Weekly Leadership Meeting: CalWIN Implementation meetings.</li> <li>Attended the CalWIN CDT Exit Criteria meeting</li> <li>Attended Sonoma and San Francisco BPR Sessions</li> <li>Reviewed the CalWIN OCM BPR Plans – Wave 4 (San Diego, Santa Cruz and Solano) and CalWIN OCM Implementation Support Plan</li> </ul> |

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   |
|-----------------------|---------------------------|---|
| 2.0 Recent Activities | 2.0 Recent Activities     | <ul style="list-style-type: none"> <li>Messaging campaign completed related to Max Allotments week of 06/04/22</li> <li>CalWIN implemented Notice CalWIN to AWS on 06/04/2022</li> <li>CalWIN participated in Mock Cutover 1A during the weekend of 06/04/2022</li> <li>CalWIN ran Data Retention for Wave 1 counties (and Contra Costa) in preparation for Mock Cutover 1-B, 06/05/2022</li> </ul> |

Risk Management Group

Jennifer Flanagan



(Optional Items)

| # | Action Item  | Who                              | Due     | Status      |
|---|--|----------------------------------|---------|-------------|
| 1 | 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/<br>Ricardo Miranda  | 6/30/22 | In progress |
| 2 | Counties not sending back files on a timely basis is impacting Batch Operations; creation of a matrix for communications {Covered as part of Risk 274 updates; action item confirmed to be closed} | Keith Salas/Bobbi<br>Wibbenhorst | 6/1/22  | Closed      |

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

