Cal**SAWS** | **Weekly Status Meeting**

Date:	June 29, 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, Umair Khan, Ricardo Miranda, Dan Kohn, Peggy Macias, Joe Mendoza, Lenecia Miles, Lorena Montes, Holly Murphy, Nichole Nava, Rosalie Ngo, 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
Commence Meeting	Arnold Malvick
Announcements	Arnold Malvick
CalSAWS DD&I Weekly Status	Arnold Malvick

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Customer Service Center (CSC)	N/A	• 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 CalWIN Counties about migration to CalSAWS Contact Center Solution • Continued Build of Administration Page (CA-226672)
Application Development and Test	4.1.2 Design Difference Identifiers (DDID) System Test Status	• 22.07 DD&I System Testing on schedule. Week 4 of 8 completed. 75% pass rate on a 50% target
Conversion	5.1.1 CalWIN Conversion	• Evaluating Mock Cutover action items and results until July 1, 2022 • Supporting County Data Validation (CDV) until July 1, 2022

CalSAWS BenefitsCal Portal/Mobile DD&I Weekly Status Onur Senman

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	June JPA Meeting	• Facilitated the breakout session on June 23, 2022 with the Consortium, Community Based Organizations (CBOs), and Customers
	Release: ARPA September (2022)	• Development is in-progress and on schedule for the Student-Based Archetypes and CBO Referral Code functionality
	July Release (Release 4.0) – Development	• System Test execution for the Release 4.0 Two-Way Messaging and Chatbot Voice Integration functionality is complete. Pass rate is at 96% and execution rate is 100% inclusive of Cycle1 and Cycle 2 functional testing. • User Acceptance Testing (UAT) started on 06/20/22, started providing UAT support. • Continued to provide independent testing support
	January 2023 (Release 5.0) – Timeline	• Met with CalSAWS and the Consortium on 06/21/22 and 06/22/22 to discuss Release 5.0 Support Requests and Timeclock BenefitsCal requirements
	SAR7 Redesign	• Submitted the SAR7/7A redesign recommendations for the first phase performed between March and June 17, 2022
	Screenshare Enhancement	• Met with the Contact Center Team and QA on the technical solution approach. There is a follow-up meeting planned for the timeline finalization
	CalWIN Wave 1 Support	• The Consortium is reviewing the CalWIN Wave 1 Support SCR

CalWIN Implementation Support Weekly Status Sreshta Wickramasinghe

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Business Process Reengineering (BPR)	Business Process Reengineering (BPR)	• Pending sign-off on To-Be BPR Final Work Product (FWP) for Alameda and Fresno Counties • To-Be BPR Draft Work Product (DWP) for Sonoma and San Francisco Counties in review (Wave 5 and Wave 6). • Delivered Week 2 To-Be BPR sessions for Sacramento and San Luis Obispo (SLO) Counties

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		• Continued to refine Process Simulation detailed scenario packets and data needs. • Delivered detailed in-person configuration working sessions with Yolo from 06/20/22 – 06/24/22. Core and Additional Configurations documented and ready for Process Simulation
Organizational Change Management (OCM)	Organizational Change Management (OCM)	• Conducted the Child Welfare Services Q&A session on June 24, 2022 • Drafted the Readiness Survey Result Reports: Wave 1 T-minus 6 and Wave 2 T-minus 9. • Documenting Change Discussion Guides (CDG) education session approach, materials, and checklists in preparation of the Wave 1 CDG discussion kick-off (beginning week of July 5, 2022)
Training	Training	• 22 CalSAWS Trainers completed week 3 (of 5 weeks) of Train the Trainer (TTT). • All Wave 1 County (Placer and Yolo) staff are loaded into the LMS as of June 27, 2022 • Worked with the Conversion Team to streamline information gathering for staff load into the LMS • Worked with the Tech Team to plan classroom installation and testing for Wave 1 Early Training
Implementation	Implementation	• Go-Live Packet (GLP) draft in progress – GLP structure and Work Plan completed on 06/24/22; GLP first draft to be completed by 07/01/22 for internal review • Led Placer site visit with the TOSS (Targeted On Site Support) team on June 22, 2022 and worked with county representatives to establish a framework for a Post-Implementation Support Plan. • Contra Costa TOSS/IPOC – Conducted county-requested walk through of the Work Plan and the different use perspectives between the Work Plan and the county readiness checklists. • Led meeting with Gainwell, Accenture, and Consortium Subject Matter Experts (SMEs) on June 22, 2022 to discuss MyBCW Transition, messaging, and approach • Continued refining County Prepararion Packet Draft and information gathering for outstanding items**Error! Bookmark not defined.**

CalSAWS Central Print Weekly Status   Dawn Wilder

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
1.1	N/A	• Configuration meetings this week with Wave 3 Counties

OCAT Project Weekly Status   Kevin Wilson

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	N/A	• 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	• Participated as Moderators, Presenters, and Panelists for CalSAWS Annual Conference on June 23, 2022. • Participate in CalSAWS JPA Member Representatives and Steering Committee meetings on June 30, 2022 • Facilitate updates for QA assigned Risks for upcoming RMG
QA Technical	N/A	• Reviewing BenefitsCal Performance run data • Completed Central Print SLA Reviews. Awaiting Gainwell Central Print Disaster Recovery Plan • Delivering ClearBest Quarterly Security review on June 28, 2022 • Continue review of GA/GR to include Security roles and integration
QA Functional	N/A	• Managed CDV execution, monitored Findings and triage • Monitored the development of GA/GR Reports for the counties • Met with the ISS Team to review the outline of the Go Live Packet
QA Test	N/A	• CalSAWS Release 22.07 Test execution is in progress with 99% execution rate, 73% pass rate, and 26% fail rate • CalSAWS CDT Text execution is in progress with 89% execution rate, 77% pass rate, and 12% fail rate • BenefitsCal Release 4 Test execution is in progress with 50% execution rate and 49% pass rate • UAT Script Development is 96% complete. Group 1 scripts are complete and Group

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		2 GA/GR scripts are slightly behind schedule (Risk 271) • UAT Group 1 Execution starts June 27, 2022
QA Implementation	N/A	• Participated in strategy discussions for Wave 1 Change Discussions • Planned for Wave 2 Change Discussion Guide revised timelines • Planned for Deloitte DDEL 10 – Implementation Support Plan revised delivery timeline and activities • Prepared for and moderated June JPA OCM/Training Breakout

CalSAWS DD&I IV&V Project Weekly Status   Brian Nagy

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	IV&V Project Oversight	• Continued participating in the 3x Weekly Leadership Meeting: CalWIN Implementation meetings and Wave 6 BPR To-Be Sessions • Attended JPA Annual Conference and Wave 1 Configuration session- Yolo • Reviewed sample of UAT scripts, OCM BPR Plan Wave (San Mateo)

Risk Management Group   Jennifer Flanagan

(Optional Items)

#	Action Item	Who	Due	Status
1	Contact Center Training availability in advance of releases {John Dray attended the RMs Status meeting earlier this month}	Luz Esparza/ Ricardo Miranda	6/30/22	Closed
2	Access to YBN or C4Y Service Account Type reporting in BenefitsCal {Update per Bobbi, information being sought is similar to the C4Y Service Accounts Snapshot which contained 5 Tabs: C4Y Accounts, Pending Registration Requests, E-Notification Opt-In, Texting Opt-In, and Mobile App}	Bobbi Wibbenhorst/ Ricardo Miranda/ Lisa Salas/ Onur Senman	6/30/22	In progress
3	Regional Manager visibility to BenefitsCal Releases and requirements {Actions taken: Created and edited a dashboard of upcoming releases, created new process whereby a design copy is uploaded into JIRA for an enhancement, BenefitsCal release schedule is updated to the Cross Vendor Release Schedule, and are now publishing Release Notes}	RMs/ Onur Senman	6/30/22	In progress
4	Enhanced communications to Counties to be sent regarding how to handle documents in county exception queues via imaging issue that occurred during last Sunday/Monday timeframe	Toby Barnes	6/30/22	In progress

#	Decision Made	Who Made the Decision	Date