

CalSAWS | Weekly Status Meeting

Date: August 31, 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, Peggy Macias, Joe Mendoza, Lenecia Miles, Lorena Montes, Holly Murphy, Nichole Nava, Cathy He, 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, Chazny Nunes, 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), Caralee Mann (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), Apoorva Kandya (IV&V), Aftab Mohammed (IV&V), Rob Trojan (DOF)

Topic	Lead
Commence Meeting	Arnold Malvick
Announcements	Arnold Malvick
CalSAWS M&O Bi-Weekly Status	Arnold Malvick

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
CalSAWS Project Status Dashboard	Status Dashboard	<ul style="list-style-type: none"> CalSAWS System Incident highlights
Project Management	Project Deliverables Summary	<ul style="list-style-type: none"> The following DDELs were submitted to Consortium/QA for review with comments due back September 1, 2022: <ul style="list-style-type: none"> Appendix E - Quality Management Plan Appendix F - Risk & Issue Management Plan The following FDELs were submitted to Consortium/QA for review with comments due back as follows: <ul style="list-style-type: none"> Appendix G – Staff Management Plan. Comments due August 25, 2022

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> o 3.0 Change Management Plan. Comments due August 25, 2022 o 10.0 Project Office Plan. Comments due August 29, 2022 • Revised Deliverables Calendar for remaining outstanding deliverables is being finalized and will be shared with Consortium PMO this week • 13.0 County Site Plan (including non CalWIN County OWDs) DDEL was returned with no comments and closed off as an FDEL; associated WAC was sent on August 12, 2022 and awaiting Consortium approval
Maintenance and Operations	3.2.2 CalSAWS Help Desk Metrics	<ul style="list-style-type: none"> • New CalSAWS Accenture Monthly Help Desk Diagnosis Service Level Agreement (SLA) metric added to status reporting. The current August Monthly Help Desk Diagnosis SLA compliance is 95.8% • New trend graph added that shows the number of open incidents that missed the SLA on a monthly basis • New trend graph added that shows the number of closed incidents that missed the SLA on a monthly basis
Application Development and Test	4.4.1 Release Test Summary	<ul style="list-style-type: none"> • 22.09 System Testing on schedule. Week 4 of 8 completed. 79% pass rate on a 50% target

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"> • There was no BenefitsCal Priority Release for the reporting period • BenefitsCal Monthly Release 4.1 on August 25, 2022
Application Development	4.2 Monthly Release Summary	<ul style="list-style-type: none"> • Upcoming BenefitsCal Major Release 4.1.5 on September 9, 2022 • Upcoming BenefitsCal Monthly Release 4.2 on September 29, 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"> • Continued discussions with CalWIN Counties • Configuration meeting with Santa Barbara County

CalSAWS DD&I Weekly Status

Arnold Malvick

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Imaging	N/A	<ul style="list-style-type: none"> Tulare County has completed its Image Validation in User Acceptance Testing (UAT) on August 26, 2022 Ventura County has completed its Initial Import on August 22, 2022 Santa Cruz County has started its Image Validation in UAT on August 26, 2022 San Diego County has started its Data Sync Validation Testing in UAT on August 26, 2022 The deployment of the failed script from UAT that is in system test has been delayed until September 8, 2022
Customer Service Center (CSC)	N/A	<ul style="list-style-type: none"> Continued discussions with Los Angeles County, Wave 2, Wave 3, Wave 4, and Wave 5 CalWIN Counties about migration to CalSAWS Contact Center Solution Continued Build of Administration Page (CA-226672), Post-Call Survey (CA-228023), and Scheduled Callback (CA-229573)
Application Development and Test	4.1.3 State and CalWIN Wave 1 County Interface Partner File Exchange Test (IPT)	<ul style="list-style-type: none"> 37 of the 39 Consortium, State, and County interfaces have successfully passed validation. State IPT has Completed. There are 2 outstanding County interfaces
Conversion	5.1.1 CalWIN Conversion	<ul style="list-style-type: none"> Completed development for the delivery of Golden Data Set (GDS) 9 Epic Began GDS#9 (Wave 2) to place on top of GDS 8.5 (Wave 1 Mock) As of, 8/28 Sunday evening, GDS 9 had completed the Extraction thru Conversion Transformation activities Reviewed, assessed, and presented Business Impacts and Mitigation Options to Risk 258 for the Waves 2 thru 6 84 Cutover Window Began Golden Data Set 10 Wave 1 Go-Live Epic



CalSAWS BenefitsCal Portal/Mobile DD&I Weekly Status

Onur Senman

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	Release: ARPA (September 2022)	<ul style="list-style-type: none"> Independent Testing and User Acceptance Testing (UAT) completed Release is on schedule for September 9, 2022 Submitted the 33.00 BenefitsCal Communications and Marketing Materials Final Work Product (FWP) on August 15, 2022
	January 2023 Release (Release 5.0)	<ul style="list-style-type: none"> Submitted the 05.07: General System Design (GSD) – Release 5.0 DDEL, including the 04.09: Requirements Traceability Matrix – Release 5.0 on August 26, 2022
	May 20213 Release (ROI)	<ul style="list-style-type: none"> Continued working on BenefitsCal Release of Information (ROI) requirements and assumptions with the California Department of Social Services (CDSS), Department of Health Care Services (DHCS), County Welfare Directors Association of California (CWDA), and Consortium, CalSAWS
	CalWIN ISS Support	<ul style="list-style-type: none"> Completed providing UAT support for BenefitsCal Translation of communications in progress. Targeted completion September 2, 2022 Training artifacts review and updates are in progress

CalWIN Implementation Support Weekly Status

Sreshta Wickramasinghe

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	Business Process Reengineering (BPR)	<ul style="list-style-type: none"> Concluded BPR Closeout Sessions for San Diego County (Wave 4) on 08/24/22 Delivered Configuration Kickoff with Santa Clara County (Wave 2) on 08/23/22 Continued documentation of county prep materials, including security needs for Counties Prepared for Process Simulation kickoff meeting for Santa Clara County (Wave 2) on 09/06/22
	Organizational Change Management (OCM)	<ul style="list-style-type: none"> Finished functional/internal QA review and addressed comments received for the Santa Clara and Contra Costa CCG/CDG FWPs.

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> Finished updating the Master CCG/CDG template to support accuracy and consistency of County agnostic content. Analyzed results and drafted county-specific presentations to show results to the counties. Facilitated the August Waves 1 and 2 CNC meeting on 08/23/2022. Scheduled a meeting with Ventura to review T-9 Survey results with the county. Sent the Wave 4 Newsletter 1 to CIT on 08/25/2022
	Training	<ul style="list-style-type: none"> Completed Training Previews. Continued Wave 1 Counties Web Based Trainings (WBTs) in the CalSAWS LMS. Conducted ILT Walkthrough Reviews with Contra Costa County Prepared for Wave 1 classroom set-up
	Implementation	<ul style="list-style-type: none"> Go-Live Packet (GLP) – Submitted GLP V1 for Review. Conducted GLP walkthrough on 8/24 with RMs/Consortium/Reviewers. Survey sent to RMs to gather C4 County feedback on GLP. Results awaited. Presented County Readiness Checklists and discussed outstanding items with the Santa Barbara County's Targeted On-Site Support/Implementation Points of Contact (TOSS/IPOC) Distributed County Prep Application Security Kickoff and Materials CIT to Wave 1 Counties on 08/26/22 Distributed CIT with OCAT Conversion Plan and Recommendations to Wave 1 Counties on 08/26/22

OCAT Project Weekly Status

Kevin Wilson

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	N/A	<ul style="list-style-type: none"> OCAT database upgrade was successfully completed on August 28, 2022



STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
QA PMO	N/A	<ul style="list-style-type: none"> Participated in CalSAWS 3x Weekly Leadership Meetings for CalWIN Implementation Reviewed Risk Register updates and executive summaries Conducted Collaboration Model preparation meetings Participated in R3 Management site visit prep meeting
QA Technical	N/A	<ul style="list-style-type: none"> Continued CalSAWS M&O deliverable reviews Continued CalSAWS performance reviews Continued Los Angeles County Contact Center Go-Live activities Met with Counties on Contact Center preparedness
QA Functional	N/A	<ul style="list-style-type: none"> Met with Accenture and Gainwell for Risk 258 mitigation strategies Conducted Wave 2 Converted Data Validation planning Drafted global comments for the CalWIN Wave 1 Go Live packet Monitored Case Purge activities Met with the BenefitsCal Team to review the CX monthly report
QA Test	N/A	<ul style="list-style-type: none"> CalSAWS Release 22.09 execution is in progress with 100% execution rate and 64% pass rate UAT Retest is in progress with 100% execution rate and 80% pass rate. Retest to be complete by September 2, 2022
QA Implementation	N/A	<ul style="list-style-type: none"> Supported Training Preview session on Foster Care Completed review of revised Contra Costa and Santa Clara County Change Guides Confirmed comment resolutions for Tulare County Change Guide Collaborated with Deloitte and Consortium to finalize the Post Deployment Support presentation for Wave 1 Counties



CalSAWS DD&I IV&V Project Weekly StatusBrian Nagy
Apoorva Kandya

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
IV&V Project Oversight	IV&V Project Oversight	<ul style="list-style-type: none">• Attended OPAC, UAT retest checkpoint meetings and CalWIN Implementation Readiness Leadership Meetings• Attended the Go-Live Packet review• Reviewed the Weekly UAT report, OCM BPR Plans for Wave 5

State Policy UpdatesBrittney Blake (CDSS)
Sherice Sterling (CDSS)
Katie Mead (DHCS)
Sherry Chen (DHCS)
Katie Ouyang (OSI)
Neha Dhawan (OSI)

CalWIN M&O Bi-Weekly StatusMichael Johnson
Ashraf Elsalaymeh

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
2.0 Recent Activities	2.0-1 Recent Activities	<ul style="list-style-type: none">• On August 20, 2022, CalWIN ran max allotments• On August 20, 2022, CalWIN implemented the August Off-Cycle Release
	2.0-2 Recent Activities	<ul style="list-style-type: none">• During the week of August 22, 2022, CalWIN ran a text messaging campaign related to the prior week's max allotments

Risk Management Group

Cathy He

(Optional Items)

#	Action Item	Who	Due	Status
1	Present Auto Case Review results from Mock Cutover 1B	Keith Salas	8/10/2022	Closed
2	Create a CIT to the C-IV Counties on the options to opt-in or opt-out of BenefitsCal features and how to provide their opt-in choices back or changes to the Project {CIT sent out on 8/30}	Joel Acevedo	8/17/2022	Completed
3	Add daily Case Copy functionality from Prod to Stage/Training health check status to the daily Prod Ops Report {Requested information has been included in the health report}	Umair Khan	8/15/2022	Completed
4	Provide ability to have Counties save work on Training and reapply after region refreshes occur {TR Prod environment request must go through governance meeting before any estimates can be collected}	Lynnel Silva	8/24/2022	In progress
5	Provide snapshot of production performance for the 2-week period in the M&O status report and schedule of upcoming performance testing and results from recent tests in the DD&I status report for the following: <ul style="list-style-type: none">• Batch• CalSAWS Core Batch• Imaging• Contact Center• Core Online• ForgeRock	Jason Horton, Toby Barnes, Jared Kuester, Sumeet Patil, Mohammed Amir	8/31/2022	In progress
6	SAR7s that are received via BenefitsCal are not being flipped to 'Received' in customer reporting or a task is being set via their set document routing rules {CA-245231: SAR 7 Logic Change – targeted for 9/29; CA-238684: Task System Change – not yet prioritized}	Christopher Vasquez, Justin Dobbs	8/31/2022	In progress

#	Decision Made	Who Made the Decision	Date
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