

CalSAWS | Weekly Status Meeting

Date: September 7, 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, Peggy Macias, Joe Mendoza, Lenecia Miles, Lorena Montes, Holly Murphy, Nichole Nava, Cathy He, Michele Peterson, Deanna Rotert, 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 DD&I Weekly Status	Arnold Malvick

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
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"> 38 of the 39 Consortium, State, and County interfaces have successfully passed validation. State IPT has Completed. There is 1 outstanding Placer County interface
Conversion	5.1.1 CalWIN Conversion	<ul style="list-style-type: none"> Completed GDS#9 (Wave 2) and placed on top of GDS 8.5 (Wave 1 Mock). GDS is currently being Masked for delivery/load

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<p>into UAT by October 3, 2022</p> <ul style="list-style-type: none"> Continued to review, assess, and present updated Business Impacts and Mitigation Options to Risk 258 for the Waves 2 thru 6 - 84 Cutover Window Continued 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, for Prod deployment. For the Communications and Marketing campaign, planned emails and text messages are on schedule for September 7, 2022, and September 8, 2022, for distribution.
	January 2023 Release (Release 5.0)	<ul style="list-style-type: none"> Attended a Design Session for CalSAWS enhancement CA-239576 for Support Requests task types with Consortium and QA on August 30, 2022. Addressed comments for the 05.07: GSD – Release 5.0 DDEL and the 04.09: Requirements Traceability Matrix. Worked with Consortium and QA on Release 5.0 design timeline.
	GetCalFresh Gap List	<ul style="list-style-type: none"> Attended a CDSS meeting to discuss the GetCalFresh Gap List with Consortium and CWDA on August 29, 2022.
	May 2023 Release (ROI)	<ul style="list-style-type: none"> Attended a Joint Requirement Assumptions Session with CalSAWS, Consortium and QA for Release of Information (ROI) based on SCERFRA 22-524 on August 30, 2022, September 1, 2022, and September 2, 2022.
	Collaboration Model	<ul style="list-style-type: none"> Met with Consortium leadership to plan the next quarterly meeting scheduled for September 22, 2022.
	CalWIN ISS Support	<ul style="list-style-type: none"> Translation of communications for Wave 1 completed. Training artifacts review and updates completed. Wave 1 training sessions scheduled for September 13, 2022 and September 15, 2022.

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Business Process Reengineering (BPR)	Business Process Reengineering (BPR)	<ul style="list-style-type: none"> Conducted Week-1 of BPR Closeout Sessions for Solano and San Mateo Counties (Wave 4) from August 29, 2022 – September 2, 2022. Conducted pre-meet with Fresno and Alameda Counties (Wave 5) August 30, 2022, and August 31, 2022 respectively and finalized BPR Closeout schedules collaboratively with Counties. Obtained County sign-off on Draft Deliverables (DDEL) for the Wave-6 County-Specific BPR Plans for San Luis Obispo on August 31, 2022, San Francisco on September 1, 2022, and Sacramento on September 2, 2022.
Organizational Change Management (OCM)	Organizational Change Management (OCM)	<ul style="list-style-type: none"> Coordinated with Santa Clara County and conducted working sessions with Contra Costa County to confirm comment resolution on their County Communication Guides/Change Discussion Guides (CCGs/CDGs) Final Work Products (FWP). Continued creating the first drafts of the Wave 3 CCGs/CDGs and aligning with the Master CCG/CDG template. Presented Wave 3 T-9 survey results to the Counties, developed Wave 1 T-3 survey results deck, and reviewed the deck with Consortium. Reviewed the Wave 1 and 2 - NOA & Caseload Infographics and the Wave 3 and 4 Infographics with the Consortium
Training	Training	<ul style="list-style-type: none"> Facilitated Training Advisory Council meeting. Conducted Wave 1 training webinars. Continued Wave 1 Counties Web Based Trainings (WBTs) in the CalSAWS LMS. Conducted ILT Walkthrough Reviews with Santa Clara County. Completed Wave 1 classroom setup and testing
Implementation	Implementation	<ul style="list-style-type: none"> Go-Live Packet (GLP) – Addressed reviewer comments and submitted GLP version 1.2 for Review on September 2, 2022. Presented County Readiness Checklists and discussed outstanding items with the Santa Clara, Tulare, and Placer Counties' Targeted On-Site Support/Implementation Points of Contact (TOSS/IPOC).

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		<ul style="list-style-type: none"> Distributed CIT with ICT Conversion Plan and Recommendations to Wave 1 Counties on August 30, 2022. Distributed Readiness Dashboard and Packet to Wave 1 and Wave 2 Counties

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 meetings with Santa Barbara, Santa Clara, Solano, and Ventura. Kickoff Meeting for CalWIN Wave 5 counties this week.

OCAAT Project Weekly Status

Kevin Wilson

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	N/A	<ul style="list-style-type: none"> None to note 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"> Completed Risk updates in preparation for JPA and PSC meetings Participated in CalSAWS 3x Weekly Leadership Meetings for CalWIN Implementation Coordinated Web Portal County Focus Group preparation activities Conducted Collaboration Model preparation meetings Participated in R5 Management site visit prep meeting
QA Technical	N/A	<ul style="list-style-type: none"> Continued CalSAWS M&O deliverable reviews and comment resolutions Met with Counties to discuss Contact Center preparedness Assisted with the CalWIN Wave 1a Go-Live presentation
QA Functional	N/A	<ul style="list-style-type: none"> Reviewed Risk 258 mitigation strategies for Waves 2 - 6

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		<ul style="list-style-type: none"> Reviewed progress on the Data Validation Reports used during Conversion Stage Gate reviews Conducted Wave 2 Converted Data Validation planning 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 73% pass rate and 27% fail/block rate UAT closeout activities are in progress with 100% execution rate and 97% pass rate
QA Implementation	N/A	<ul style="list-style-type: none"> Planned for Pre-Greenlight Dry Run for Wave 1 County Prep Supported Wave 4 IPOC/TOSS Kickoff and Workplan Review Completed Go-Live Packet review and submitted comments Conducted Foster Care training session Participated in Wave 1 T-3 Survey Results Review Participated in planning session for Change Discussion Guides Waves 4-6

CalSAWS DD&I IV&V Project Weekly Status

Brian Nagy

Apoorva Kandya

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	IV&V Project Oversight	<ul style="list-style-type: none"> Attended UAT retest checkpoint meetings and CalWIN Implementation Readiness Leadership Meetings Attended Post Implementation Support Planning Session - Placer County Reviewed the Weekly UAT report

Risk Management Group

Mandy Batt

(Optional Items)

#	Action Item	Who	Due	Status
1	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	Joel Acevedo	8/17/2022	Completed
2	Add daily Case Copy functionality from Prod to Stage/Training health check status to the daily Prod Ops Report	Umair Khan	8/15/2022	Completed
3	Provide ability to have Counties save work on Training and reapply after region refreshes occur {TR Prod environment has been reviewed in governance meeting and estimates are being collected}	Lynnel Silva	8/24/2022	In progress
4	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 {Upcoming Performance Test Schedule for the areas above has been added to the DD&I weekly status and will be in the M&O weekly status starting next week}	Jason Horton, Toby Barnes, Jared Kuester, Sumeet Patil, Mohammed Amir	8/31/2022	In progress
5	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 – on track for 9/29; CSPM TBD - There is a BenefitsCal logic change required for the scenario where a document is received in the context of a LA SAR 7 but sent to a non-LA county, so no task is created (Target date TBD); CA-238684: Task System Change – not yet prioritized by the Task Management Committee}	Christopher Vasquez, Justin Dobbs	8/31/2022	In progress

Decision Made Who Made the Decision Date

