Cal**SAWS** | Weekly Status Meeting

Date:	September 14, 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	• CalSAWS System Incident highlights

Project Management	Project Deliverables Summary	• The following DDELs were submitted to Consortium/QA for review with comments due back September 16, 2022:
		  o 5.0 Helpdesk Services Plan
		  o 8.0 Performance Management Plan
		• The following FDELs were submitted to Consortium/QA for review with comments due back as follows:
		  o M&E Services Plan (CalWIN Cutover). Comments due September 14, 2022
		  o Revised Deliverables Calendar for

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		remaining outstanding deliverables is being finalized and will be shared with Consortium PMO this week
Maintenance and Operations	3.2.2 CalSAWS Help Desk Metrics	• New CalSAWS Accenture Monthly Help Desk Diagnosis Service Level Agreement (SLA) metric added to status reporting. The current September Monthly Help Desk Diagnosis SLA compliance is 97.8% • 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	• 22.09 System Testing on schedule. Week 6 of 8 completed. 99% pass rate on a 75% 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	• BenefitsCal Priority Release 4.1.0.1 on August 30, 2022. • BenefitsCal Priority Release 4.1.1 on September 6, 2022. • BenefitsCal Monthly Release 4.1.5 on September 9, 2022.
Application Development	4.2 Monthly Release Summary	• Upcoming BenefitsCal Priority Release 4.1.6 on September 12, 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	• Continued discussions with CalWIN Counties. • Configuration meetings with San Mateo, Santa Cruz, and Santa Clara Counties • Kickoff Meeting for CalWIN Wave 5.

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Imaging	N/A	• Placer County has completed 'Validate Images in Production' on September 9, 2022 • Yolo County has completed 'Validate Images in Production' on September 9, 2022 • Tulare County has started 'Initial Import' on September 7, 2022 • Orange County has completed 'Initial Export' on September 8, 2022 • San Diego County has completed 'Data Sync Validation Testing in UAT' on September 8, 2022 • Solano County has completed 'Conversion Environment Setup' on September 9, 2022 • User Acceptance Test (UAT) Exit Criteria has been successfully achieved
Customer Service Center (CSC)	N/A	• 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), and Scheduled Callback (CA-229573)
Application Development and Test	4.1.3 State and CalWIN Wave 1 County Interface Partner File Exchange Test (IPT)	• 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	• GDS#9 (Wave 2) is currently being Masked for delivery/load into UAT2 by October 3, 2022 • Continued to present and communicate Business Mitigation Options to address the Risk 258 Waves 2 thru 6 - 84 Cutover Window • Continued Golden Data Set 10 Wave 1 Go-Live Epic • Prepared for Wave 1 (A) County Preparation Cutover on-schedule for September 19, 2022

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

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	Release: ARPA (September 2022)	• Release deployed to Prod on 09/09/22 as planned with Student Based Applications and CBO Referral Code system improvements • For the Communications and Marketing campaign, communications are sent out September 7, 2022, and September 8, 2022, for distribution.
	January 2023 Release (Release 5.0)	• Conducted a meeting with Consortium and CalSAWS to prepare for the Self-Service Portal/Welfare-to-Work Committee Design Review of Support Requests on September 6, 2022 • Addressed comments for Draft Deliverable 05.07 GSD – Release 5.0 DDEL and the Draft 04.09 Requirement Traceability Matrix.
	May 20213 Release (ROI)	• Attended a Joint Requirement Assumptions Session with CalSAWS, Consortium and QA for Release of Information (ROI) based on SCERFRA 22-524 on September 6, 2022, and September 8, 2022.
	Collaboration Model	• Met with Consortium leadership to finalize the agenda of next quarterly meeting scheduled for September 22, 2022.
	CalWIN ISS Support	• Translation of communications for Wave 1 completed. CDSS language services are performing a proofread of the received translation • Training artifacts review and updates completed. • Wave 1 training sessions scheduled for 09/13/22 and 09/15/22 for CSC and Helpdesk staff • Finalized content to address county questions for 09/12/22 "CalWIN Implementation Support Services" meeting

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CalWIN Implementation Support Weekly Status   Sreshta Wickramasinghe

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	Business Process Reengineering (BPR)	• Conducted Week-2 of BPR Closeout Sessions for Solano and San Mateo

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		• Counties (Wave 4) from September 5, 2022 – September 9, 2022 • Conducted pre-meet with Sonoma County (Wave 5) September 6, 2022 and finalized BPR Closeout schedule collaboratively with County. • Conducted Process Simulation kickoff meeting for Santa Clara County (Wave 2) on September 6, 2022. • Conducted Security Configuration kickoff meeting for Wave 1 (Placer and Yolo Counties) on September 6, 2022. • Delivered Configuration Working Sessions with Santa Clara County (Wave 2) on September 7, 2022.and September 8, 2022.to define Core, Task and Additional Configurations to assist with County Prep phase.
	Organizational Change Management (OCM)	• Coordinated with Santa Clara and Contra Costa to get FWP signed off by September 9, 2022. • Conducted the Wave 3 orientation kickoff with all three counties and shared feedbacks, screenshots, topics that will be covered during the CDGs and sent the overall schedule to the counties and future sessions schedules. • Finalized results decks for Wave 1 T-minus 3 Change Readiness Surveys and reviewed the decks with Consortium and ISS team. • The Wave 2 T-minus 6 Change Readiness Surveys were closed on September 9, 2022. • Finished the edits and finalized CNC slides with the Consortium for Wave 3 and 4. • Continued developing slides for Wave 1 and 2 CNC Meeting and reviewed with Consortium. • Reviewed the Group Infographic for the CalSAWS Information Transmittal (CIT)/CalSAWS Request for Information (CRFI) for Waves 1 and 2 Notice of Action (NOA) and Caseload and Wave 3 and 4 e-Applications and Imaging.
	Training	• Began ILT training delivery for all end Users in Placer and Yolo Counties. • Conducted Wave 1 training webinars. • Continued Wave 1 Counties Web Based Trainings (WBTs) in the CalSAWS LMS. • Continued ILT Walkthrough Reviews with Santa Clara County.

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		• Completed Wave 1 classroom setup and testing.
	Implementation	• Go-Live Packet (GLP) – 179/186 comments addressed. Conducted a GLP review and survey results. Sessions planned to finalize structural changes. • Presented County Readiness Checklists and discussed outstanding items with the Yolo, Orange, Ventura, Solano and San Diego Counties' Targeted On-Site Support/Implementation Points of Contact (TOSS/IPOC). • Distributed Readiness Dashboard and Packet to Wave 1 Counties. • Conducted Pre-Green Light meeting for Wave 1 on September 8, 2022.

OCAT Project Weekly Status   Kevin Wilson

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	N/A	• None

CalSAWS QA Weekly Status   Dan Dean

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
QA PMO	N/A	• Participated in CalSAWS 3x Weekly Leadership Meetings for CalWIN Implementation • Finalizing agenda and materials for the quarterly Collaboration Model meeting • Delivered results from the State and Fiscal Reports survey • Conducted the Web Portal Strike Team County Focus Group Session
QA Technical	N/A	• Continued CalSAWS M&O deliverable reviews and comment resolutions • Continued Performance review for CalSAWS and Hyland • Met with Counties to discuss Contact Center preparedness • Assisted with the CalWIN Wave 1a Go-Live presentation
QA Functional	N/A	• Reviewed Risk 258 mitigation strategies for Waves 2 – 6 in preparation for the September 12, 2022, meeting with OPAC members

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		• Reviewed progress on the Data Validation Reports used during Conversion Stage Gate reviews • Conducted Wave 2 Converted Data Validation planning • Monitoring R5 Design completion and Support Request review with the Self-Service Portal committee
QA Test	N/A	• CalSAWS Release 22.09 execution is in progress with 100% execution rate, 98% pass rate, and 2% fail/block rate • Monitoring BenefitsCal R4.5.1 and conducting R4.2 test activities • Performing UAT closeout activities
QA Implementation	N/A	• Prepared for Wave 3 CDG Orientation • Participated in Santa Clara Change Discussion Guide Next Steps Discussion • Reviewed Wave 1 T-3M Survey Results with the OCM team • Completed requirements traceability for Master Change Discussion Guide document • Submitted Master CDG review comments • Prepared for and support Pre-Green Light: Wave 1 County Prep Phase meeting

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	IV&V Project Oversight	• Attended UAT Exit Criteria Meeting, CalWIN Implementation Readiness Leadership Meetings and JPA • Reviewed the draft Go-Live Packet, BenefitsCal Rel 5.0 - General Systems Design • Submitted our August Monthly Status Report and T-3 IV&V Release 22.09 Verification Checklist

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

Ashraf Elsalaymeh

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
2.0 Recent Activities	2.0-1 Recent Activities	• On September 3, 2022, CalWIN ran the CalWORKs MAP COLA o Of 105,331 cases, 98,993 were authorized successfully • On September 4, 2022, CalWIN ran a SMT GA COLA, SFO CAAP COLA and the SDG GA/GR COL
	2.0-2 Recent Activities	• On September 9, 2022, CalWIN ran Max Allotments • On September 10, 2022, CalWIN ran the CalFRESH COLA o Out of 1,095,157 cases a total of 980,599 cases were successfully authorized

Risk Management Group   Mandy Batt

(Optional Items)

#	Action Item	Who	Due	Status
1	Provide ability to have Counties save work on Training and reapply after region refreshes occur {TR Prod environment has been reviewed in governance meeting. Estimates have been mostly collected and being internally reviewed before bringing them back to the governance meeting}	Lynnel Silva	8/24/2022	In progress
2	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: • 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 the performance snapshot for the M&O weekly status starting this week. This action item is now completed}	Jason Horton, Toby Barnes, Jared Kuester, Sumeet Patil, Mohammed Amir	9/14/2022	Complete
3	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	9/30/2022	In progress

#	Decision Made	Who Made the Decision	Date