

CalSAWS | Weekly Status Meeting

Date: September 28, 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 September 30, 2022: <ul style="list-style-type: none"> 12.0 Security Management Plan The following FDELs were submitted to Consortium/QA for review with comments due back September 29, 2022: <ul style="list-style-type: none"> PCD Main Appendix D Appendix E Appendix F 0.0 Executive Summary

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> o 6.0 Network Management Plan o 9.0 Procurement and Assets Management Plan o Revised Deliverables Calendar for 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	<ul style="list-style-type: none"> • 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 98.4% • New trend graph added that shows the number of incidents that missed the SLA in a given month • New trend graph added that shows the number of closed incidents that missed the SLA in a given month
Application Development and Test	4.4.1 Release Test Summary	<ul style="list-style-type: none"> • 22.07 release deployed to Production • Continued 22.09 release test preparation

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"> • BenefitsCal Monthly Release 4.1.5.1 on September 12, 2022
Application Development	4.2 Monthly Release Summary	<ul style="list-style-type: none"> • 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 • Central Print Portal training completed for CalWIN Wave 1 counties on September 21, 2022, and September 22, 2022 • DR connectivity test completed on September 22, 2022

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"> • Yolo County has completed its 'Suppl Delta 1' on September 21, 2022 • Contra Costa County have begun 'Validate Images in Production' on September 15, 2022 • Santa Clara County have begun 'Sample Testing (UAT)' on September 19, 2022 • Orange County have begun 'Pre-production Validation in UAT' on September 22, 2022 • Santa Cruz County has completed 'Pre-Production Validation in UAT' on September 19, 2022
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"> • Of the 39 Consortium, State, and County interfaces 38 have successfully passed validation. State IPT has Completed. There is one outstanding Placer County interface
Conversion	5.1.1 CalWIN Conversion	<ul style="list-style-type: none"> • GDS#9 (Wave 2) has been masked and loaded into UAT2 by October 3, 2022. Technical Operations is now completing the Build and Deployment activities in the UAT2 environment • Continued to 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 • Continued to support Wave 1 County Preparation

CalSAWS BenefitsCal Portal/Mobile DD&I Weekly Status

Onur Senman

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	January 2023 Release (Release 5.0)	<ul style="list-style-type: none"> • Submitted Draft Deliverable (DDEL) for 05.08: GSD – Release 5.0 Part II (Support Request) and the 04.10: Requirement Traceability Matrix on 09/19/22 • Submitted Final Deliverables (FDELs) for 05.07: GSD – Release 5.0 (CalWORKs 2.0) and 04.09: Requirement Traceability Matrix on 09/22/22
	Management Site Visit – Region 1	<ul style="list-style-type: none"> • Worked with the Consortium to plan for the upcoming Management Site Visit meeting (Region 1) planned for 09/26/22

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	Collaboration Model	<ul style="list-style-type: none"> September Quarterly Meeting is facilitated on 09/22/22 with participation from CM stakeholders
	GCF Gap List	<ul style="list-style-type: none"> Continued working with the California Department of Social Services (CDSS) through the bi-weekly working session to review the questions from CDSS for potential system changes and priority
	CalWIN ISS Support	<ul style="list-style-type: none"> Translation of email, SMS communications received from vendor for Wave 1. CDSS language services performed a proofread of the received translation and provided feedback for 15 of 19 threshold languages which will be used for email campaigns starting 09/27/22. Received the participants list from Gainwell for Email (1) for the Wave 1 CalWIN Counties Community Based Organization (CBO) awareness training session completed for Yolo and Placer Counties on 09/22/22. Participants also included CBOs who already have an account with BenefitsCal and who needed a refresher on BenefitsCal CBO feature. Three (3) Isolated PERF tests completed with limited 18 scripts and certified with Release 4.2 code base, primarily the new implementation on the Login In-transit changes. No additional integrated performance tests are planned for CalWIN Wave 1

CalWIN Implementation Support Weekly Status

Duncan Gilliam

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 Alameda and Fresno Counties (Wave 5) on 09/23/22 Conducted pre-meet with San Luis Obispo and San Francisco Counties (Wave 6) on 09/19/22 and 09/21/22 respectively to develop the BPR Closeout schedule collaboratively with County Collaborated with Santa Clara County (Wave 2) on 09/19/22 to confirm final configuration setup requirements for Process Simulation and complete creation of the detailed scenario packets

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> Facilitated daily office hours with Wave 1 (Placer and Yolo Counties) from 09/19/22 – 09/23/22 on County Prep activities, including security Developed Go-Live metrics for business and system health reports for Wave 1 (Placer and Yolo Counties)
	Organizational Change Management (OCM)	<ul style="list-style-type: none"> Updated the Change Discussion Guides (CDGs) for the upcoming Change Discussion Prep sessions which begin on 09/26/22 for Contra Costa County and 09/29/22 for Tulare County Scheduled CDG Office Hours for Contra Costa and Tulare counties from 10/11/22 – 10/21/22 Conducted the first week of the Wave 3 working sessions with the Counties to review the County Change Guide/Change Discussion Guide (CCG/CDG) Work Products. Reviewed the Wave 2 T-6 survey results with the Consortium and Regional Managers Prepared to send out the Wave 5 T-12 Readiness Surveys to the Wave 5 Counties on 09/26/22 Posted the Change Network Champions (CNC) Meeting materials from Waves 3 and 4 to the Web Portal Sent a CalSAWS Information Transmittal (CIT) regarding Wave 5 and 6 CNC Selection to the CIT/CRFI Review Group for review
	Training	<ul style="list-style-type: none"> Completed week 3 of Instructor Led Training (ILT) delivery for Placer and Yolo Counties Continued Wave 1 Counties Web Based Trainings (WBTs) in the CalSAWS Learning Management Software (LMS) Completed County-specific content updates to Wave 2 County ILTs Met with Orange County and Santa Barbara County to discuss their County-Specific Training Plans
	Implementation	<ul style="list-style-type: none"> Go-Live Packet (GLP) – Restructured GLP provided for review. Review Calendar Shared. P3/P4 items being assessed for inclusion in GLP. Strike team formed to review impacts for items classified as other than yellow banner cases Presented County Readiness Checklists and discussed outstanding items with the

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		<p>Orange County Targeted On-Site Support/Implementation Points of Contact (TOSS/IPOC)</p> <ul style="list-style-type: none"> • Conducted County Prep Daily Office Hours and Debriefs for Wave 1 Counties. • Presented the Post-Implementation Plan to the CalSAWS Leadership Alignment Working Group Session on 09/21/22 • Submitted the Draft Deliverable Expectation Document (DDED) for Del-11 County Wave Implementation Completion Report on 09/22/22

OCAT Project Weekly Status

Kevin Wilson

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	N/A	<ul style="list-style-type: none"> • 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"> • Facilitated Release 22.09 – Green Light Review • Participate in Release 22.09 Checkpoint meetings September 26-28 • Participated in Region 5 Management Site Visit Walk Through Participated in IV&V / PMO & QA Meeting • Consolidated findings from the County Web Portal Focus Group • Drafted Web Portal Quick Win infographic to announce increase in County access licenses
QA Technical	N/A	<ul style="list-style-type: none"> • Provided review and comments for Batch change requests • Continued Accenture CalSAWS M&O deliverable reviews • Participated in Los Angeles County Contact Center Model Office and performance tracking activities • Continued Performance reviews for CalSAWS
QA Functional	N/A	<ul style="list-style-type: none"> • Participated in Wave 1A County Prep Phase cutover and provided a Go recommendation • Reviewed the Risk 258 Conversion Window mitigation with OPAC

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> Prepared for CalWIN Wave 2 Converted Data Validation execution starting 10/3/22 Review BenefitsCal Release 5 Designs
QA Test	N/A	<ul style="list-style-type: none"> Continued CalSAWS Release 22.11 Independent Test planning Continued BenefitsCal Release 4.2 test activities Completed CalWIN UAT closeout activities
QA Implementation	N/A	<ul style="list-style-type: none"> Participated in Orange, Santa Barbara, and Ventura County Change Discussion Guide working sessions Submitted comments for Deloitte DEL 11 – Wave 1 Implementation Complete Report - DDED Finished confirming comment resolutions for DDEL 7.01 – County Change Guide (CDG) – Contra Costa Prepared for Change Discussion Prep Sessions with Contra Costa and Tulare Counties

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	<ul style="list-style-type: none"> Attended the CalWIN Implementation Readiness Leadership Alignment Meeting, Virtual Green Light meeting for CalSAWS release 22.09 and OPAC Provided walkthrough and gained feedback on the IV&V Go-Live Readiness Assessment report to PMO and QA team Met with OSI and State Partners to provide them updates on project activities and Implementation Readiness.

State Policy Updates

Brittney Blake (CDSS)
Sherice Sterling (CDSS)
Katie Mead (DHCS)
Sherry Chen (DHCS)
Katie Ouyang (OSI)
Neha Dhawan (OSI)



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 September 17th, 2022, CalWIN completed the Wave 1A Cutover activities related to CalWIN On September 17th, 2022, CalWIN began the production deployment of Release 70B, which went live on September 19th, 2022
	2.0-2 Recent Activities	<ul style="list-style-type: none"> On September 24th, 2022, CalWIN implemented a September Off cycle Release <ul style="list-style-type: none"> On September 25th, 2022, CalWIN completed a memory upgrade to the CWIS server

(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 collected and a meeting is set for 10/4 to review it with the Consortium}	Lynnel Silva	8/24/2022	In progress



2	<p>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</p> <p>{CA-245231: SAR 7 Logic Change – on track for 9/29; CSPM 58249 - 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. Discussions in progress to see if this can be implemented in CalSAWS instead (Target date TBD); CA-238684: Task System Change – not yet prioritized by the Task Management Committee}</p>	Christopher Vasquez, Justin Dobbs	9/30/2022	In progress
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#	Decision Made	Who Made the Decision	Date
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