

CalSAWS | Weekly Status Meeting

Date: October 26, 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 Villaseñor, 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"> 16 out of 21 (76%) Service Plans and PCDs have been completed to date
Maintenance and Operations	3.2.2 CalSAWS Help Desk Metrics	<ul style="list-style-type: none"> The current October Monthly Help Desk Diagnosis SLA compliance is 98.5%
	3.5.1 ForgeRock	<ul style="list-style-type: none"> The next ForgeRock Prod release is tentatively scheduled for November 25, 2022 and should have the ServiceNow integration in that release if UAT goes well

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Application Development and Test	4.4.1 Release Test Summary	<ul style="list-style-type: none"> 22.11 System Testing on schedule. Week 3 of 8 completed. 67% pass rate on a 43% 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"> BenefitsCal Monthly Release 4.3 on October 20, 2022
Application Development	4.2 Monthly Release Summary	<ul style="list-style-type: none"> Upcoming BenefitsCal Priority Release 4.3.1 on 10/30/22 Upcoming BenefitsCal Priority Release 4.3.2 on 11/03/22 Upcoming BenefitsCal Monthly Release 4.4 on 11/20/22

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 Received updated requirements for Placer County Conducted configuration meeting with Sonoma County

CalSAWS DD&I Weekly Status

Arnold Malvick

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Imaging	Appendix E	<ul style="list-style-type: none"> San Diego County is still finalizing their new export completion date. Their decryption solution is the current bottleneck and they have proposed procuring only two additional servers whereas the County Director has proposed twelve. The County is now at risk of trending from Amber to Red status based on the continued lack of progress and no new target date Santa Clara County made last minute changes leading to the delay of Sample

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		Testing by two weeks. It is now trending towards amber status
Customer Service Center (CSC)	N/A	<ul style="list-style-type: none"> Partnered with Los Angeles County to identify and prioritized the items complete prior to go live Placer and Yolo Counties' Call Centers are ready for Monday October 31, 2022 Go-Live
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"> Began Wave 2 Interface Partner Testing (IPT) execution. Blank interface file exchange testing has completed and Interface files with transactional data have been sent to partners. 3 of the 35 Consortium, State, and County interfaces have successfully passed validation
Conversion	5.1.1 CalWIN Conversion	<ul style="list-style-type: none"> Continued development and testing of Golden Data Set (GDS) 10 Wave 1 Go-Live Epic Continued to address Wave 1 Go-Live dependent defects Continued to support Wave 1 County preparation Continued to prepare for Wave 1 Go-Live Cutover plans

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"> Responded to and closed comments for 05.08 GSD Release 5.0 Part II (Support Requests). Met with the Consortium, the County Welfare Directors Association of California (CWDA), and State Partners to prepare for the Support Request Design Review Session with Advocates and Community Based Organizations (CBOs) on 10/20/22. CalWORKs 2.0 activities are paused based on the direction/decision given during the Section Directors meeting on 10/11/22.
	Voter Registration Enhancement	<ul style="list-style-type: none"> Continued working on the design changes for the Voter Registration enhancement CSPM-16979.
	Release of Information (ROI) Enhancement	<ul style="list-style-type: none"> Facilitated a Release of Information ROI Requirement Clarification session with the State Partners on 10/19/22. The follow-up ROI Requirement Clarification session with

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		the State Partners is scheduled on 10/24/22.
	CalWIN ISS Support	<ul style="list-style-type: none"> Wave 1 – Email (3) communications for unsubmitted apps launched on 10/19/22. The email was distributed to 1,735 customers across Yolo and Placer Counties. The BenefitsCal email communication plan is 75% complete. Wave 1 – SMS campaign was launched on 10/20/22 as per the Communications Plan. A total of 8,514 messages were delivered in English and Spanish for Yolo and Placer Counties. SMS campaign for Wave 1 is 100% complete. Wave 2 – Email initiated with Gainwell to extract CBO User information from MyBCW for Wave 2 Counties.

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"> Conducted BPR Closeout sessions for Sacramento County (Wave 6) from 10/17/22 – 10/21/22. Executed Process Simulation scenarios with Santa Clara County participants (Wave 2) from 10/17/22 – 10/21/22. Delivered Configuration Working Sessions with Contra Costa County (Wave 2) from 10/17/22 – 10/21/22 to define Core, Task and Additional Configurations to assist with County Prep phase.
	Organizational Change Management (OCM)	<ul style="list-style-type: none"> Continued to conduct Tulare and Contra Costa Counties CDG Office hours to answer any questions regarding the CDGs. Continued to conduct the Wave 2 Counties PPOC Meeting is on 10/20/22. Addressed any comments received for the Wave 3 CCG/CDG DWP and submitted the Final Work Product (FWP). Continued to conduct the Wave 4 CDG Working Sessions for the Group 1 Counties. Opened and monitored the Wave 4 T-9 Readiness Surveys. Reviewed the survey responses for the Wave 5 T-12 Readiness Surveys with the Consortium on 10/20/22 and present the results to the Counties by 10/25/22.

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		<ul style="list-style-type: none"> • Sent out a CIT for the Wave 2 T-3 Survey for review by the CIT/CRFI Review group. • Sent out a CRFI for the Wave 6 Readiness Survey Demographic Data Request. • Reviewed the CNC Session presentation for Waves 1 and 2 with the Consortium on 10/18/22. • Sent out CNC Kickoff Session invites for Waves 5 and 6. • Sent the Wave 2 Newsletter #3 for review by the CIT/CRFI Review group.
	Training	<ul style="list-style-type: none"> • Completed week 7 of Instructor Led Training (ILT) delivery for Placer and Yolo Counties. 1 week of Practice Labs remain. • Continued Wave 1 Counties' Web-based Training (WBTs) in the CalSAWS Learning Management Software (LMS). • Continued Wave 2 Counties' WBT for Early Training and Train the Trainer participants.
	Implementation	<ul style="list-style-type: none"> • Go-Live Packet (GLP) – Conducted Go-live Packet Orientation Sessions on 10/18/22, 10/19/22, 10/20/22. Conducted walkthrough of discrepant data/cases with W1 counties. • Presented County Readiness Checklists and discussed outstanding items with the Yolo, Orange, San Mateo, Placer, Alameda, and Tulare Counties' Targeted On-Site Support/Implementation Points of Contacts (TOSS/IPOC). • Conducted County Prep Daily Office Hours and Debriefs for Wave 1 Counties. • Conducted Virtual Orientation session on 10/18/22 and 10/20/22 for Post-Implementation Support. Conducted Onsite Orientation session 2 on 10/19/22 and Extended Orientation session 2 on 10/20/22 for personnel in assigned roles. • Conducted Pre-Green Light for Wave 1 on 10/19/22.

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

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QA PMO	N/A	<ul style="list-style-type: none"> Participated in Pre-Green Light for Wave 1 Go-Live Participated in CalSAWS Deployment Complete Report – CalWIN Walk-Through Participated in OCAT Monthly SLA Review Participated in CalSAWS PSC and JPA Board meetings Facilitated the CalSAWS Broadcast Notifications Retro session Coordinating Change Management meetings to discuss potential BenefitsCal system enhancements Working with the tech teams to explore options for automating components of the CRFI process
QA Technical	N/A	<ul style="list-style-type: none"> Participated in CalWIN Go Live preparation activities Participated in CalSAWS Contact Center migration activities for CalWIN and Los Angeles County Continued review of M&O Plan / Security deliverables comments and schedule with Accenture and Consortium PMO/Security
QA Functional	N/A	<ul style="list-style-type: none"> Continued discussions with the Conversion team to discuss Converted Data Validation (CDV) reports and findings resolutions Reviewed disposition of Wave 1 open defects with Strike Force team Met with the BenefitsCal and CalSAWS Teams to discuss alignment with development processes and release management
QA Test	N/A	<ul style="list-style-type: none"> CalSAWS Release 22.11 Independent Test is in progress with 72% execution rate, 52% pass rate, and a 17% fail/block rate QA review of CalSAWS Priority Release and Release When Ready (RWR) activities are in progress CalWIN CDT Independent Test execution completed with 100% execution rate and 100% pass rate BenefitsCal Release 4.3 Independent Test execution completed
QA Implementation	N/A	<ul style="list-style-type: none"> Confirmed completed activities and added QA seals in Green Light presentation for Wave 1 Go-Live Event Submitted comments for Orange, Santa Barbara, and Ventura Change Discussion Guide (CDG) Draft Work Products (DWPs) comments

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		<ul style="list-style-type: none"> Participated in Wave-1 Go-Live Packet Orientations Participated in Post-Implementation Orientation Sessions for Virtual, County, and Extended Support

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 1B Cutover "Go Live" - Table Read and TOSS & IPOC meeting for Tulare, Yolo and Placer Participated in the Pre-Go-Live for Wave 1, JPA and PSC meetings Reviewed the FDEL Portal General Systems Design - Release 5.0 Part II (Support Requests)

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	<ul style="list-style-type: none"> On October 14, 2022, CalWIN ran CalFRESH max allotments On October 15, 2022, completed Notice CalWIN to AWS, Phase 2 On October 16, 2022, CalWIN ran Data Retention for 18 Counties, 14 Counties completed, 4 will run October 23, 2022.
	2.0-2 Recent Activities	<ul style="list-style-type: none"> On October 23, 2022, CalWIN extracted Wave 5 On October 23, 2022, CalWIN completed Data Retention for the remaining 4 Counties

(Optional Items)

#	Action Item	Who	Due	Status
1	<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> <ul style="list-style-type: none">• CSPM 55057 (previously 58249)<ul style="list-style-type: none">- There is a BenefitsCal logic change required for the scenario where a document is received in the context of a Los Angeles SAR 7 but sent to a non- Los Angeles County, so no task is created {Targeted for November BenefitsCal Release}• CA-238684: Task System Change {This change might not be necessary after CSPM-55057 above is implemented. SCR will be assessed after implementation of CSPM-55057}	Christopher Vasquez, Justin Dobbs	10/30/2022	In progress
#	Decision Made	Who Made the Decision	Date	