

CalSAWS | Weekly Status Meeting

Date: November 9, 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, Niranjana 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"> 17 out of 21 (81%) Service Plans and PCDs have been completed to date Final Deliverables (FDELs) for 13.0 County Site Plans, Wave 2 and Wave 3 Counties, are being prepared for submission to Consortium
Maintenance and Operations	3.2.2 CalSAWS Help Desk Metrics	<ul style="list-style-type: none"> The final October Monthly Help Desk Diagnosis SLA compliance was 98.7%. The current November Monthly Help Desk Diagnosis SLA compliance is 99.4%
	3.5.1 ForgeRock	<ul style="list-style-type: none"> The next ForgeRock Production release is tentatively scheduled for December 2,

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		2022 and should have the ServiceNow integration in that release with a successful UAT
Application Development and Test	4.4.1 Release Test Summary	<ul style="list-style-type: none"> 22.11 System Testing on schedule. Week 5 of 8 completed. 96% pass rate on a 71% 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 Priority Release 4.3.1 on October 30, 2022 BenefitsCal Emergency Release 4.3.2 on November 3, 2022
Application Development	4.2 Monthly Release Summary	<ul style="list-style-type: none"> Upcoming BenefitsCal Priority Release 4.3.3 on November 17, 2022 Upcoming BenefitsCal Monthly Release 4.4 on November 20, 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 Began ongoing operations for Wave 1 counties Wave 6 kickoff meeting conducted on November 2, 2022

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 communicated that they will be complete by March 23, 2023 and are implementing the plan. We will continue monitoring status Santa Clara County completed and signed-off on their Sample Testing on November 4, 2022 and are on track to begin their Bulk Export on November 14, 2022

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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"> 11 of the 35 Consortium, State, and County interfaces have successfully passed validation
Conversion	5.1.1 CalWIN Conversion	<ul style="list-style-type: none"> Supported Wave 1 Placer and Yolo Counties post Go-Live Triaged, Assessed, and Resolved CalWIN Wave 1 Post Go-Live Issues Began Development for post Wave 1 Epics Prepared and planned for Wave 2 Mock Cutover

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"> Development activities are in-progress and on-track for Support Request functionality Reached out to 15 customers to schedule usability session for Release 5.0 Support Request functionality. 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"> Development is in-progress for Voter Registration Enhancement CSPM-16979. The enhancement is on track for November 2022 Release
	Release of Information (ROI) Enhancement	<ul style="list-style-type: none"> Facilitated an ROI Requirement Clarification session with the State Partners on 10/31/22. An end-to-end ROI Design Session with CalSAWS, State Partners, CWDA, SSP Committee Members, Consortium, QA, OSI, and IV&V scheduled on 11/07/22
	CalWIN ISS Support	<ul style="list-style-type: none"> Wave 1 – Cutover to BenefitsCal completed successfully for Yolo and Placer Counties on 10/30/22. Wave 1 – Health metrics are being generated for Yolo and Placer counties starting 10/31/22 Wave 1 – Defect CSPM-61467 related to default office routing for Placer County was successfully deployed to production on 11/01/2022

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		<ul style="list-style-type: none"> Wave 2 – CBO User information extract uploaded into Web Portal for wave 2 counties review

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"> Continued readiness and execution preparation activities for Contra Costa and Tulare County participants (Wave 2), Updated configuration templates for Santa Clara County (Wave 2) to include all identified security roles.
	Organizational Change Management (OCM)	<ul style="list-style-type: none"> Conducted the final Wave 2 Counties PPOC Meeting on 11/03/22. Reviewed the Wave 2 Prep Session lessons learned with the Consortium and QA teams. Addressed the comments received for the Wave 3 CCG/CDG DWP and submitted the Final Work Products (FWPs). Reviewed the Wave 3 Prep Sessions with the Consortium and QA teams. Conducted the Wave 4 CDG Working Sessions for the Group 1 Counties. Submitted the DWP for the Wave 4 Group 1 Counties (.). Sent out reminders to Wave 3 Counties to complete the Wave 3 T-6 Readiness survey and monitored the survey until closeout date on 11/04/22. Analyzed and reviewed the results of Wave 4 T-9 Surveys with Consortium. Drafted the November Waves 3 and 4 CNC presentation and reviewed with the Consortium and QA teams. Incorporated feedback from the Consortium on the November Infographics for Wave 3, Wave 4, Wave 5, and Wave 6. Drafted the content and outline for the Wave 4 Newsletter 2 and Wave 5 Newsletter 1 and reviewed with Consortium & QA on 11/07/22
	Training	<ul style="list-style-type: none"> Continued Wave 2 Counties' WBT for Early Training and Train the Trainer participants, and for all staff. Completed second week of Wave 3 County ILT Walkthroughs.

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		<ul style="list-style-type: none"> Submitted Final County Specific Training Plans for Wave 3
	Implementation	<ul style="list-style-type: none"> Published the Go-Live Packet (GLP) v2 on 11/01/22. Presented County Readiness Checklists and discussed outstanding items with the Tulare, Orange, Ventura, Contra Costa, Tulare, and San Diego Counties' Targeted On-Site Support/Implementation Points of Contacts (TOSS/IPOC). Command Center (CC) established and final setup for Go-Live readiness completed on 10/28/22. Tracking and reporting mechanism established for CC and Virtual Support. Implemented extended support channels to facilitate subject matter expert (SME) knowledge sharing. Planning SME targeted topics to increase functional awareness for end users. Collected, analyzed, and reported on post-Implementation metrics for Wave 1. Analyzed and distributed Fact Sheets to resolve common user errors/issues

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"> Participated in CalSAWS Daily Wave 1 Post-Implementation Calls for Project, County Operations, and Executive Status Participated in ForgeRock / OCAT Account Updates review Participated in IV&V / PMO & QA Bi-Weekly Meeting Facilitating retrospective sessions for Collaboration Model, Conversion, County Data Validation (CDV) Test, and Implementation Developing Web Portal Strike Team – Quick Reference Guides
QA Technical	N/A	<ul style="list-style-type: none"> Participated in CalSAWS Cutover Weekend activities

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> Continued review of Wave 1 County Helpdesk tickets and ServiceNow Dashboard Reviewed CalSAWS Contact Center eCCP defects and user experience Continued review of M&O Plan and Security deliverables comments with Accenture and Consortium PMO/Security
QA Functional	N/A	<ul style="list-style-type: none"> Participated in the Wave 1 CalWIN post Go Live triage and issue resolution Scheduled Converted Data Validation (CDV) Lessons Learned session with the W2 County participants for November 17, 2022
QA Test	N/A	<ul style="list-style-type: none"> CalSAWS Release 22.11 Independent Test is in progress with 97% execution rate, 93% pass rate, and a 4% fail/block rate BenefitsCal Release 4.3.3, 4.4, and 5.0 test preparation and execution activities in progress Participated in Release of Information (ROI) discussions for BenefitsCal
QA Implementation	N/A	<ul style="list-style-type: none"> Supported Wave 1 Post-Deployment Support meetings Provided in-county support to Placer and Yolo County Provided Foster Care extended support to Wave 1 counties Participated in discussion about timing of Annual OCM Assessment Planned for ISS retrospectives for Implementation, OCM, and Training

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"> Monitored Wave 1 Post Implementation Meetings Attended the Get CalFresh Gap List Bi-Monthly Meeting as well as the TOSS meetings for Orange, San Diego, and Tulare Reviewed the BenefitsCal Monthly Status Reports and worked on IV&V Monthly Status Report for this month

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 27, 2022, Yolo and Placer began migration activities from CalWIN to CalSAWSOn October 28, 2022, Yolo and Placer became "Read Only" in CalWIN
	2.0-2 Recent Activities	<ul style="list-style-type: none">On November 5, 2022, Began implementation of CalWIN ServiceNowOn November 6, 2022, CalWIN extracted wave 6

Risk Management Group

Mandy Batt

(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) - 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	10/31/2022	In progress

#	Decision Made	Who Made the Decision	Date
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