

CalSAWS | Weekly Status Meeting

Date: November 30, 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
Imaging	Appendix E	<ul style="list-style-type: none"> San Diego County is targeting to complete their Bulk Export around March 31, 2023. Due to their internal database work, they will be unable to send CSV until January 2023. This means no validations will be possible until then
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"> 20 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 Continued to Triage, Assess, and Resolve CalWIN Wave 1 Post Go-Live Issues Continued Development for post Wave 1

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		<p>Epics</p> <ul style="list-style-type: none"> Completed Conversion Runs A/B/C with a Contra Costa County data set Executed Wave 2 Mock Cutover A Continued to prepare and plan for Wave 2 Mock Cutover B Continued the Conversion Run for 58-county dataset (for Performance Test)

CalSAWS BenefitsCal Portal/Mobile DD&I Weekly Status

Onur Senman

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	January 2023 Release (Release 5.0)	<ul style="list-style-type: none"> Development activities are in-progress for the Support Request functionality Conducted one (1) usability testing session for the Release 5.0 Support Request functionality on 11/21/22. Completed analysis of the usability testing data to inform changes to the Support Request functionality and/or screen design 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"> Voter Registration Enhancement CSPM-16979 is on track for November 2022 Release. Received all translations from the Secretary of State for this Enhancement as well
	Release of Information (ROI) Enhancement	<ul style="list-style-type: none"> Facilitated an end-to-end ROI Design Session with CalSAWS, the State Partners, the California Welfare Directors Association (CWDA), the Self-Service Portal Committee Members, the Consortium, QA, OSI, and IV&V on 11/22/22
	No change SAR 7 Enhancement	<ul style="list-style-type: none"> System improvement (CSPM-55057) is validated in the UAT environment by the QA Team and is on-track for the November monthly release to differentiate for L.A. and non-L.A. and pass the information over to Hyland Imaging when a customer uploads a paper SAR 7
	Screenshare Enhancement	<ul style="list-style-type: none"> Conducted technical sessions for screenshare to discuss the AWS chime screenshare solutions with QA, CalSAWS contact center and the Consortium on 11/15/22 and 11/18/22. Follow up on the technical architecture of the design is planned for the week of 12/05/22

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	CalWIN ISS Support	<ul style="list-style-type: none"> Wave 1 – Health metrics continue to be generated for Yolo and Placer Counties. Wave 2 – Preparation for Wave 2 communications has started

CalWIN Implementation Support Weekly Status

Duncan Gilliam

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Business Process Reengineering (BPR)	Business Process Reengineering (BPR)	<ul style="list-style-type: none"> Continued readiness and execution preparation activities for Contra Costa County and Tulare County participants (Wave 2) Loaded documented Configuration settings for Tulare County's (Wave 2) Process Simulation activities on 11/22/22. Updated Configuration Guide for the County Prep packet Updated Security Role configuration documents. Provided information related to Wave 2 County offices for post-Implementation support Facilitated creation of Fact Sheet for Two Party Warrants for Yolo County (Wave 1). Met with Yolo County regarding Document Routing Rule and resulting tasks
Organizational Change Management (OCM)	Organizational Change Management (OCM)	<ul style="list-style-type: none"> Addressed comments received for the County Change Guide/Change Discussion Guide (CCG/CDG) Draft Work Products (DWPs) for San Mateo County and Solano County on 11/21/22. Submitted the CCG/CDG Final Work Products (FWPs) for San Mateo County on 11/22/22 and Solano County on 11/23/22. Prepared for Wave 4 Group 2 Working Sessions starting on 12/05/22. Continued to develop the CDGs for the Wave 5 Counties. Conducted a Wave 3 T-6 Survey Review with Santa Barbara County. Closed the Wave 2 T-3 survey on 11/21/22. Started analyzing survey results and preparing the results presentation. Sent the Wave 3 and Wave 4 Change Network Champions (CNC) meeting materials to Counties (CNC presentation and minutes) on 11/21/22. Conducted the Wave 1 and Wave 2 CNC Meeting on 11/22/22. Sent the updated Waves 3–6 November Infographics to the Consortium and the Wave 3–6 Counties.

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		<ul style="list-style-type: none"> • Reviewed and updated content for the Wave 4 Newsletter #2 and Wave 5 Newsletter #1. • Distributed the Special Edition Newsletter to all CalWIN Counties on 11/22/22.
Training	Training	<ul style="list-style-type: none"> • Continued Wave 2 Counties' Web Based Training (WBT) for Early Training and Train the Trainer participants, and for all staff. • Finalized preparations for the Wave 2 Early Training and Train the Trainer Instructor Led Training. • Hosted Training Touchpoint with Santa Barbara County
Implementation	Implementation	<ul style="list-style-type: none"> • Submitted the Wave 4 Readiness Dashboard and Packet CalSAWS Information Transmittal (CIT) for internal review. • Submitted the Wave 2 County Prep Phase CIT for internal review. • Command Center (CC) completed the fourth week of post-Implementation support. • Conducted additional analysis of the Wave 2 Post-Implementation model to accurately align resources to County-specific needs. • Reviewed virtual and CC support channels for issues/trends and distributed two (2) Fact Sheets through the established review process. • Collected, analyzed, and reported on metrics for Wave 1 Post-Implementation utilizing ServiceNow tickets, Interaction Tracker, and Zoom utilization data. • Shared topics and trends observed from Post-Implementation with OCM for future communications, quick guides, and trainings. • Provided weekly report out of onsite personnel by location to County leaders

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 • Continued ongoing operations for Wave 1 Counties • Configuration meetings begin this week with Wave 6 Counties

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	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 Week 4 of Daily Wave 1 Post-Implementation Calls for Project, County Operations, and Executive Status updates • Participated in Region 4 Virtual CalSAWS Management site visit • Facilitate Collaboration Model, County Data Validation and Conversion retrospective sessions
QA Technical	N/A	<ul style="list-style-type: none"> • Participated in BenefitsCal Request for Information (ROI) design reviews • Continued review of Wave 1 County Helpdesk tickets • Continued review of CalSAWS Contact Center eCCP ServiceNow • Continued review of M&O Plan and Security deliverables comments
QA Functional	N/A	<ul style="list-style-type: none"> • Participated in CalWIN Wave 2 Mock Cutover review • Reviewed the Conversion "C" and "B" approach and plans • Reviewing post Conversion "B" to confirm no impact • Participated in Mock Conversion 2A starting November 26, 2022
QA Test	N/A	<ul style="list-style-type: none"> • CalSAWS Release 23.01 test preparation activities are in progress • BenefitsCal Release 4.4 test execution and Release 5.0 test preparation activities are in progress
QA Implementation	N/A	<ul style="list-style-type: none"> • Continued review of potential Fact Sheets list • Transitioned Fact Sheet Process to ISS team • Conducted discussion on Solano Change Discussion Guide observations

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	IV&V Project Oversight	<ul style="list-style-type: none"> Attended the CalSAWS CNC Meeting for Waves 1&2 and Wave 1 Post Implementation Meetings Reviewed the BenefitsCal Monthly reports and CDG for Santa Barbara

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 pending confirmation from BenefitsCal Team} 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

