

# CalSAWS | Weekly Status Meeting

Date: December 7, 2022	Location: Microsoft Teams Meeting
Time: <b>9:00 a.m. – 11:00 a.m.</b>	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"> <li>CalSAWS System Incident highlights</li> </ul>
Maintenance and Operations	3.2.2 CalSAWS Help Desk Metrics	<ul style="list-style-type: none"> <li>The final November Monthly Help Desk Diagnosis Service Level Agreement (SLA) compliance was 99.2%. The current December Monthly Help Desk Diagnosis SLA compliance is 97.4%</li> </ul>
	3.5.1 ForgeRock	<ul style="list-style-type: none"> <li>The next ForgeRock Production release is tentatively scheduled for the end of January 2023 and should have the ServiceNow integration in that release with a successful User Acceptance Test (UAT)</li> </ul>

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"> <li>23.01 System Testing on schedule. Week 1 of 8 completed. 24% pass rate on a 13% target</li> </ul>

### 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"> <li>BenefitsCal Monthly Release 4.4 on November 30, 2022</li> <li>BenefitsCal Emergency Release 4.4.1 on December 2, 2022</li> </ul>
Application Development	4.2 Monthly Release Summary	<ul style="list-style-type: none"> <li>Upcoming BenefitsCal Monthly Release 4.5 on December 12, 2022</li> </ul>

### 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"> <li>Continued discussions with CalWIN Counties</li> <li>Conducted first Configuration meetings with Wave 6 Counties</li> </ul>

### 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"> <li>San Diego County is targeting to complete their Bulk Export around March 31, 2023. Due to Peraton's (export vendor) internal database work, CSV files will be available January 2023. Imaging's validation efforts will be delayed until such time as the CSVs are available.</li> <li>Sacramento County has proposed pushing the timeline by four months. Originally scheduled for October 15, 2022 Sacramento's document mapping has been postponed until December 31, 2022. The testing phase, originally scheduled to end on January 20, 2023, has been extended to April 28, 2023 due to the County still developing a process to add file extensions. The County will be on the critical path with this proposed timeline.</li> </ul>

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		Imaging is working with the County and Region Managers to bring some of the proposed dates closer to the original schedule. The County will remain on Amber status until more information is available
Customer Service Center (CSC)	3.1 Highlights of the Reporting Period	<ul style="list-style-type: none"> <li>Executed first Contact Center performance test</li> </ul>
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"> <li>23 of the 35 Consortium, State, and County interfaces have successfully passed validation</li> </ul>
Conversion	5.1.1 CalWIN Conversion	<ul style="list-style-type: none"> <li>Supported Wave 1 Placer and Yolo Counties post Go-Live</li> <li>Continued to Triage, Assess, and Resolve CalWIN Wave 1 Post Go-Live Issues</li> <li>Continued Development for post Wave 1 Epics</li> <li>Started Wave 2 Mock Cutover B</li> <li>Continued the Conversion Run for 58-county dataset (for Performance Test)</li> </ul>

### 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"> <li>Development activities are in-progress for the Support Request functionality</li> </ul>
	Voter Registration Enhancement	<ul style="list-style-type: none"> <li>Voter Registration Enhancement CSPM-16979 deployed to production on 11/30/22 (November 2022 Release)</li> </ul>
	Release of Information (ROI) Enhancement	<ul style="list-style-type: none"> <li>Continued developing Release of Information (ROI) General System Design (GSD) documentation.</li> <li>Prepared for 12/06/22 Self-Service Portal Committee Meeting and 12/07/22 Advocate and CBO design walkthrough of Release of Information (ROI) designs</li> </ul>
	No change SAR 7 Enhancement	<ul style="list-style-type: none"> <li>System improvement (CSPM-55057) 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, deployed to production on 11/30/22</li> </ul>
	Screenshare Enhancement	<ul style="list-style-type: none"> <li>BenefitsCal updated architecture diagram and business flows were shared on 12/02/22. Follow up on the technical</li> </ul>

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		architecture of the design is planned for the week of 12/05/22
	CalWIN ISS Support	<ul style="list-style-type: none"> <li>Wave 1 – Health metrics continue to be generated for Yolo and Placer Counties.</li> <li>Wave 2 – CBO User files for the upcoming Wave 2 Mock Run have been shared with ForgeRock team on 12/02/22</li> </ul>

**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"> <li>Executed Process Simulation scenarios with Contra Costa County participants (Wave 2) from 11/28/22 to 12/09/22</li> </ul>
	Organizational Change Management (OCM)	<ul style="list-style-type: none"> <li>Monitored and reported status of the Wave 2 change discussions.</li> <li>Additional 33 Change Discussions were completed by Tulare County as of 11/30/22</li> <li>Continued to conduct the Change Discussion Guide (CDG) Prep Sessions with the Wave 3 Counties (last session happening on 12/06/22)</li> <li>Resolved final comments received for the County Change Guide/Change Discussion Guide (CCG/CDG) Final Work Products (FWPs) for the Wave 4, Group 1 Counties (San Mateo and Solano Counties)</li> <li>Received sign-off for the Solano County CCG/CDG FWP on 12/02/22</li> <li>Made the final preparations to begin the Working Sessions for Wave 4, Group 2 on 12/05/22</li> <li>Continued to develop the CCG/CDGs Work Products for the Wave 5 Counties</li> <li>Opened the Wave 6 T-12 Survey on 11/28/22</li> <li>Analyzed and prepared the results presentation for the Wave 2 T-3 Survey and reviewed the results with the Consortium on 12/01/2.</li> <li>Conducted testing and QA review of the Wave 1 T+6 Weeks Survey which opens on 12/05/22</li> <li>Distributed the Wave 1 and Wave 2 Infographics to the Counties on 11/28/22</li> <li>Distributed for the Wave 4 Newsletter #2 and Wave 5 Newsletter #1 on 11/29/22</li> </ul>

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	Training	<ul style="list-style-type: none"> <li>Continued Wave 2 Counties' Web Based Training (WBT) for Early Training and Train the Trainer participants, and for all staff</li> <li>Delivered Week 1 Wave 2 Early Training and Train the Trainer Instructor Led Training</li> <li>Hosted Training Touchpoints with San Diego, San Mateo, Solano, and Santa Cruz Counties</li> </ul>
	Implementation	<ul style="list-style-type: none"> <li>Submitted the Wave 4 Readiness Dashboard and Packet CalSAWS Information Transmittal (CIT) for formal review</li> <li>Submitted the Wave 2 County Prep Phase CIT and supporting materials for formal review</li> <li>Command Center (CC) completed the fifth week of Post-Implementation support.</li> <li>Conducted additional analysis of the Wave 2 Post-Implementation model to accurately align resources to Wave 2 County-specific needs</li> <li>Reviewed virtual and CC support channels for issues/trends and distributed two (2) Fact Sheets through the established review process</li> <li>Collected, analyzed, and reported on metrics for Wave 1 Post-Implementation utilizing ServiceNow tickets, Interaction Tracker, and Zoom utilization data</li> <li>Shared topics and trends observed from Post-Implementation with OCM/Training for future communications, quick guides, and instruction</li> <li>Provided weekly report out of onsite personnel by location as well as future month projections to County leaders.</li> </ul>

**OCAAT Project Weekly Status**

Kevin Wilson

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	N/A	<ul style="list-style-type: none"> <li>None to note for the reporting period</li> </ul>



STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
QA PMO	N/A	<ul style="list-style-type: none"> <li>• Participated in Daily Wave 1 Post-Implementation Calls</li> <li>• Participated in Region 4 Management Site Visit</li> <li>• Participated in CalSAWS Brainware SLA review</li> <li>• Facilitating Implementation, OCM &amp; Training retro sessions</li> <li>• Assessing CalSAWS Request for Information (CRFI) automation options</li> <li>• Refining Web Portal Quick Reference Guide (Quick Win)</li> </ul>
QA Technical	N/A	<ul style="list-style-type: none"> <li>• Participated in BenefitsCal CX Reporting and Request for Information (ROI) discussions</li> <li>• Reviewed existing Contact Center experience in Santa Cruz County</li> <li>• Continue participation in Wave 2 Mock Cutover activities</li> <li>• Assisted Consortium with Service Level Agreement language for Hyland</li> <li>• Continued review of CalSAWS Contact Center eCCP ServiceNow</li> </ul>
QA Functional	N/A	<ul style="list-style-type: none"> <li>• Created Security Profile spreadsheet validation macro to identify data discrepancies prior to ingestion in ForgeRock</li> <li>• Participated in Mock Conversion 2B starting December 3, 2022</li> <li>• Reviewed the Conversion “C” and “B” approach and discussed scenarios for Independent Testing</li> <li>• Participated in Accenture’s demonstration of the testing tool for comparing Threshold Languages on forms</li> <li>• Participated in the BenefitsCal Strike Team meetings</li> </ul>
QA Test	N/A	<ul style="list-style-type: none"> <li>• CalSAWS Release 23.01 test preparation activities are completed and test execution has begun</li> <li>• BenefitsCal Testing                             <ul style="list-style-type: none"> <li>○ Release 4.4 test execution was completed</li> <li>○ Release 4.5 scope was determined</li> </ul> </li> <li>• Release 5.0 test preparation activities continued</li> </ul>
QA Implementation	N/A	<ul style="list-style-type: none"> <li>• Facilitated discussion on the approach to conducting the required Annual OCM Assessment</li> </ul>

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> <li>Prepared for Wave 2 County Profile meetings</li> <li>Submitted comments on Deloitte Wave 3 County Training Plans</li> <li>Participated in Wave 2 Post Implementation Support discussions</li> <li>Provided feedback on Wave 2 T-3 Month Change Readiness Survey</li> </ul>

**CalSAWS DD&I IV&V Project Weekly Status**

Apoorva Kandya  
Brian Nagy

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
IV&V Project Oversight	IV&V Project Oversight	<ul style="list-style-type: none"> <li>Monitored Wave 1 Post Implementation Meetings</li> <li>Attended the Wave 2 CDV Lessons Learned – Part 2 and the Internal Conversion Retro Session</li> <li>Reviewed the Wave 3 draft deliverables - CalWIN County Change Guide</li> </ul>

**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"> <li>On November 26, 2022, CalWIN completed Mock Conversion 2-A</li> <li>On November 26, 2022, CalWIN extracted wave 3-A and delivered to the conversion team</li> </ul>
	2.0-2 Recent Activities	<ul style="list-style-type: none"> <li>On December 3, 2022, CalWIN ran the SSA/CAPI COLA for all counties</li> <li>On December 3, 2022, CalWIN began Mock Conversion for Wave 2</li> </ul>

(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"> <li>CSPM 55057 (previously 58249)                             <ul style="list-style-type: none"> <li>- 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 {Deployed to production on November 30, 2022}</li> </ul> </li> <li>CA-238684: Task System Change {This change has been confirmed as unnecessary after CSPM-55057 above was implemented there have not been any SAR7 with the wrong form name}</li> </ul>	Christopher Vasquez, Justin Dobbs	10/31/2022	Completed

#	Decision Made	Who Made the Decision	Date
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