CalSAWS | Weekly Status Meeting

Date:	December 14, 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, Jo Anne Osborne, 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), Duncan Gilliam (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 • CalSAWS Status Meeting: The meeting occurring on Wednesday, December 28, 2022 will be <u>cancelled</u>. The Status meetings will resume their regular schedule beginning Wednesday, January 4, 2023 • There will be no DD&I Status Report submission on Tuesday, December 27, 2022. The DD&I Status Report (covering Monday, December 19, 2022 – Sunday, December 25, 2022) will be combined with the DD&I Status Report covering Monday, December 26, 2022 – Sunday, January 1, 2023. This report will be submitted on Tuesday, January 3, 2023	Arnold Malvick

CalSAWS DD&I Weekly Status   Arnold Malvick

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Imaging	Appendix E	• 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 validation efforts will be delayed until the CSVs are available • Sacramento County has mitigated the risk of missing critical path with the recent timeline adjustment. The County is now back to green status
Customer Service Center (CSC)	3.3 Upcoming Performance Tests	• Rescheduling final performance test date
Application Development and Test	4.1.3 State and CalWIN Wave 1 County Interface Partner File Exchange Test (IPT)	• 28 of the 35 Consortium, State, and County interfaces have successfully passed validation
Conversion	5.1.1 CalWIN Conversion	• 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 Epics • Completed 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

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	January 2023 Release (Release 5.0)	• Development activities are in-progress for the Support Request functionality • Finalized responses to Release 5.0 Support Request Advocate Design Review Comments and sent them out to the Advocate Co-Leads on 12/07/22
	Release of Information (ROI) Enhancement	• Continued developing Release of Information (ROI) General System Design (GSD) documentation • Conducted an end-to-end BenefitsCal ROI Design Walkthrough at the Self-Service Portal (SSP) Committee on 12/06/22 • Conducted a BenefitsCal ROI Design Review with Advocates and CBOs on 12/07/22
	Screenshare	• BenefitsCal updated architecture diagram and business flows were shared

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	Enhancement	on 12/02/22. Awaiting confirmation of the technical architecture from CalSAWS before involving the security team
	CalWIN ISS Support	• Wave 1 – Health metrics continue to be generated for Yolo and Placer Counties. • Wave 2 – Wave 2 CBO conversion Mock-Run in-progress 　o CBO user load complete in ForgeRock sandbox environment and exception list generated 　o Exceptions will be reviewed with the respective counties to update the CBO load file

CalWIN Implementation Support Weekly Status   Duncan Gilliam

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Business Process Reengineering (BPR)	Business Process Reengineering (BPR)	• Executed Process Simulation scenarios with Contra Costa County participants (Wave 2) from 11/28/22 to 12/09/22
Organizational Change Management (OCM)	Organizational Change Management (OCM)	• Monitored and reported status of the Wave 2 change discussions. • Finished conducting the CDG Prep Sessions with the Wave 3 Counties. • Began CDG Office Hours for Wave 3 Counties starting on 12/05/22. • Submitted Wave 3 CCG/CDG Final Deliverables (FDEL) to the Consortium. • Began the Working Sessions for Wave 4, Group 2 on 12/05/22 and conducted the Weekly Wrap-Up with PPOCs of Wave 4, Group 2. • Submitted Wave 4, Group 1 (Solano County) CCG/CDG Draft Deliverable (DDEL) to the Consortium on 12/08/22. • Continued to develop the CDGs for the Wave 5 Counties. • Monitored the Wave 6 T-12 Survey, sent reminders to the Counties to complete the surveys, and closed out the survey on 12/09/22 for San Luis Obispo County and Sacramento County. San Francisco County was given an extension to 12/13/22 due to low response rates. • Presented the Wave 2 T-3 results to Tulare County on 12/05/22. • Opened the Wave 1 T+6 Weeks Survey on 12/06/22
Training	Training	• Continued Wave 2 Counties' Web Based Training (WBT) for Early Training and Train the Trainer participants, and for all staff.

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		• Delivered Week 2 Wave 2 Early Training and Train the Trainer Instructor Led Training. • Hosted Training Touchpoints with San Diego, Santa Clara, and Orange Counties
Implementation	Implementation	• Distributed Readiness Dashboards and Packets to Wave 2, 3, and 4 Counties. • Distributed the Wave 2 County Prep Phase CIT and supporting materials to counties. • Command Center (CC) completed the sixth week of post-Implementation support. • Continued analysis of the Wave 2 Post-Implementation model to accurately align resources to Wave 2 County-specific needs. • Conducted initial planning for Wave 3 Post-Implementation support. • Reviewed virtual and CC support channels for issues/trends and developed one 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

CalSAWS Central Print Weekly Status   Dawn Wilder

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
1.1	N/A	• Continued discussions with CalWIN Counties • Received forms from Contra Costa to be added to RE packets

OCAT Project Weekly Status   Kevin Wilson

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	N/A	• 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	• Participated in Wave 2 Implementation Support Resources review • Participate in OCAT Operations and

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		Release meeting • Provided Requirements Traceability update for BenefitsCal • Facilitate CalSAWS Broadcast Notification retro session • Collaboration Model Quarterly (January) meeting preparation
QA Technical	N/A	• Reviewed Los Angeles Contact Center performance testing • Continued participation in Wave 2 Mock Cutover activities • Continued review of CalSAWS Contact Center ServiceNow tickets • Participated in Hyland Imaging Monthly Performance review
QA Functional	N/A	• Participated in Mock Conversion 2B starting December 3, 2022 • Monitoring resolution of defects in the data validation reports that postponed Stage Gate 3 approval • Reviewed the Conversion "C" and "B" approach and discussed scenarios for Independent Testing • Met with Accenture to discuss defect priority validations • Confirmed BenefitsCal outstanding baseline requirements
QA Test	N/A	• CalSAWS Release 23.01 test execution is in progress • BenefitsCal Testing o Release 4.5 scope was finalized, and test execution continued • Release 5.0 test preparation activities continued
QA Implementation	N/A	• Participated in Wave 2 Post Implementation Support Services (ISS) discussions, including the support model, county needs and resources • Refined content on Wave 2 T-3 Month Change Readiness Survey Results • Conducted three Retrospective sessions for Implementation Management, OCM, and Training • Supported the Placer County Retrospective on ISS Workstreams

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	• Monitored Wave 1 Post Implementation Meetings • Attended the Global IPOC and the Get CalFresh Gap List Meetings • Monitored Process Simulation for Contra Costa

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Risk Management Group   Mandy Batt

(Optional Items)

#	Action Item	Who	Due	Status
1	•			

#	Decision Made	Who Made the Decision	Date