CalSAWS | Weekly Status Meeting

Date:	January 4, 2023	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, Ricardo Miranda, Peggy Macias, Joe Mendoza, Lenecia Miles, Lorena Montes, Holly Murphy, Nichole Nava, Amanda Batt, 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	• CalSAWS System Incident highlights
Maintenance and Operations	3.2.2 CalSAWS Help Desk Metrics	• The final December Monthly Help Desk Diagnosis Service Level Agreement (SLA) compliance was 98.7%
	3.5.1 ForgeRock	• The next ForgeRock Production release is tentatively scheduled for the end of January 2023 and is targeted to have the ServiceNow integration in that release with a successful User Acceptance Test (UAT)
Application Development and Test	4.4.1 Release Test Summary	• 23.01 System Testing on schedule. Week 5 of 8 completed. 84% pass rate on a 63% 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	• BenefitsCal Emergency Release 4.5.2 on 12/20/22 • BenefitsCal Emergency Release 4.5.3 on 12/21/22
Application Development	4.2 Monthly Release Summary	• Upcoming BenefitsCal Monthly/Major Release 5.0 on 01/26/23

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

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 on 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
Application Development and Test	4.1.3 State and CalWIN Wave 1 County Interface Partner File Exchange Test (IPT)	• Wave 2 IPT has completed. 35 of the 35 Consortium, State, and County interfaces have successfully passed validation. • Continue preparation activities for Wave 3 IPT execution starting on January 4, 2023. 31 Consortium, State, and County interfaces in scope
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 Initial 2 Mock Cutover C • Began Golden Data Set (GDS)#10 • 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 complete for the Support Request functionality - Conducted Support Request design demo for the Advocate CBO community on 12/19/22 - Conducted support request demo for the UAT team on 12/19/22 - Independent Testing started for the Support Request - Supported UAT team for Release 5.0 Support Request preparation
	Release of Information (ROI) Enhancement	- Submitted the Draft Deliverable (DDEL) of design documentation 05.09 for Release 23.05.25 – Release of Information (ROI) functionality, including 04.11: Requirements Traceability Matrix. - Conducted a walkthrough session with CalSAWS for ROI Forms API discussion and element identification on 12/20/22. - Participated in the ROI Subcommittee policy discussions on 12/20/22
	Collaboration Model	Participated in Collaboration Model meeting (01/06/23) content finalization working sessions during the week of 12/19/22
	Training Environment	An update call for RMs conducted on 12/20/21 for the Training Environment
	CalWIN ISS Support	- Wave 1 – Closed out the following support activities successfully for Yolo and Placer. - Command Center Support - Health metrics generation - Wave 2 – Worked with counties to incorporate Mock run feedback - Wave 2 – CRFI 22-128 Wave 2 Counties - BenefitsCal Features Training has been sent to collect the participant details for TIER1 help desk training
	Screenshare Enhancement	- Conducted a session to determine next steps on delivery of FN-89.3 Screenshare requirement with Consortium Security, CalSAWS Contact Center, and QA teams on 12/16/22 - Another meeting is conducted on 12/21/22 with Consortium, CalSAWS Contact Center, and Consortium Security teams on 12/21/22

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	Business Process Reengineering (BPR)	• Executed Process Simulation scenarios with Tulare County participants (Wave 2) from 12/12/22 to 12/16/22
	Organizational Change Management (OCM)	• Conducted the first Wave 3 Weekly PPOC Meeting to discuss the status of the Wave 3 change discussions – Ventura County has completed the majority of change discussions but will complete them in January; Orange County has begun change discussions; and Santa Barbara has begun change discussions and plans to be complete by 02/27/23. • Conducted the Solano and San Mateo County Change Discussion Kickoffs on 12/22/22. • Submitted the Change Discussion Guide/County Change Guide (CDG/CCG) Draft Work Products (DWPs) to the Wave 4, Group 2 Counties (San Diego and Santa Cruz Counties) on 12/19/22. • Continued to develop the CDGs for the Wave 5 Counties. • Met with San Francisco and San Luis Obispo Counties on 12/22/22 to review their Wave 6 T-12 survey results. • Conducted the Wave 2 Change Network Champions (CNC) Meeting on 12/20/22. • Distributed the December Infographics (Wave 3–6) to the Counties on 12/20/22. • Distributed the December Newsletter to the Counties on 12/22/22
	Training	• Continued Wave 2 Counties' Web Based Training for all staff. • Continued Wave 3 Counties' Web Based Training for Early Training and Train the Trainer participants. • Started Wave 3 Counties' Web Based Training for all staff. • Hosted Training Touchpoints with Santa Clara, Solano, San Diego, Orange, and San Mateo Counties
	Implementation	• Distributed the Readiness Dashboard and Packet for Wave 2 Counties. • Conducted the Wave 2 County Prep Kickoff on 12/20/22. • Command Center (CC) completed the eighth and ninth weeks of post-Implementation support.

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		• Continued development of the Wave 2 Post-Implementation model to align resources to Wave 2 County-specific needs. • Continued planning for Wave 3 Post-Implementation support. • Reviewed virtual and CC support channels for issues/trends and distributed four Fact Sheets through the established review process. • Conducted planning and resourcing for W2 county site visits. • Collected, analyzed, and reported on metrics for Wave 1 Post Implementation using ServiceNow tickets, Interaction Tracker, and Zoom utilization data. Participated in Wave 1 Lesson Learned Retrospective. • Shared topics and trends observed from Post-Implementation with OCM/Training for future communications, quick guides, and instruction. • Provided weekly report out of onsite personnel by location to Counties. • Participated in QA assessment of the Wave 2 Support Staffing Model. • Initiated Wave 2 Go-Live Packet Strike team meetings to identify additions or removal of items from the Wave 1 Packet. • Initiated activities for Wave 2 Post Go-live workload discussion with the Counties.

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	• Facilitated Implementation Management, OCM and Training retrospective wrap up sessions • Facilitate Contact Center Wave 1 retrospective session

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		• Facilitate Quarterly Collaboration Model meeting
QA Technical	N/A	• Participated in CalWIN Wave 2 Cutover planning activities • Continued evaluation of Contact Center Performance and Scalability • Continued review of ServiceNow and Technical Change requests • Continued review of partner Security Plans
QA Functional	N/A	• Reviewed Conversion defect status and priorities in Jira and related risk 280: Unresolved Go-Live Dependent defects • Monitored resolution of defects from Mock Cutover 2B and related risk 258: CalWIN Conversion Cutover Window • Prepared materials for Wave 3 Converted Data Validation (CDV) • Conducted review of BenefitsCal Release of Information (ROI) General System Design
QA Test	N/A	• CalSAWS Release 23.01 test execution is in progress with a 100% execution rate, 72% pass rate, and 27% fail/block rate • BenefitsCal Release 5.0 test execution is in progress with a 53% execution rate, 47% pass rate, and 6% fail/block rate
QA Implementation	N/A	• Participated in Dry Run for Wave 2 County Prep Green Light • Completed Retrospective for ISS Implementation Management • Conducted Web-based Training Enhancement (SCR) reviews

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	• PCG was off last week, and we do not have any updates to share for the previous week • For this week, IV&V team will be o Participating in the Pre-Green light meeting for Wave 2 County Prep Phase, and various TOSS meetings • Working on our December Monthly Status report and T-3 IV&V Release Verification Checklist for Release 23.01

Brittney Blake (CDSS)

State Policy Updates   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
		• None to note for the reporting period

Risk Management Group   Mandy Batt

None to note for the reporting period. Next RMG meeting is January 11, 2022

(Optional Items)

#	Action Item	Who	Due	Status

#	Decision Made	Who Made the Decision	Date