

# CalSAWS | Weekly Status Meeting

Date: January 11, 2023	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, 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	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"> <li>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</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>Began Wave 3 IPT execution on January 4, 2023. 31 Consortium, State, and County interfaces in scope</li> </ul>
Conversion	5.1.1 CalWIN	<ul style="list-style-type: none"> <li>Supported Wave 1 Placer and Yolo Counties post Go-Live</li> </ul>

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	Conversion	<ul style="list-style-type: none"> <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>Completed Transformations for Golden Data Set (GDS)#10</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>Continued providing support for Independent Testing and UAT team for Release 5.0 Support Request.</li> </ul>
	Release of Information (ROI) Enhancement	<ul style="list-style-type: none"> <li>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.</li> <li>Received comments on 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</li> </ul>
	Collaboration Model	<ul style="list-style-type: none"> <li>Participated in Quarterly Collaboration Model meeting (01/06/23)</li> </ul>
	Training Environment	<ul style="list-style-type: none"> <li>Working session for the Support Model is conducted on 01/06/23 for the Training Environment. Another working session is scheduled for 01/10/23</li> </ul>
	CalWIN ISS Support	<p>Wave 2</p> <ul style="list-style-type: none"> <li>Received TIER 1 training session participant list for wave 2 counties with CRFI 22-128</li> <li>Training sessions have been scheduled with the participants <ul style="list-style-type: none"> <li>01/17/23 – Contra Costa</li> <li>01/19/23 – Tulare</li> <li>01/24/23 – Santa Clara</li> </ul> </li> </ul> <p>Wave 3</p> <ul style="list-style-type: none"> <li>CBO information extracted for wave 3 and uploaded to the respective web portal folder location for county review and feedback</li> </ul>
	Screenshare Enhancement	<ul style="list-style-type: none"> <li>Conducted a session to determine next steps on delivery of FN-89.3 Screenshare requirement with the Consortium Security, CalSAWS Contact Center, and QA teams on 12/16/22. and a follow-up meeting conducted on 12/21/22</li> </ul>

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> <li>A working session is scheduled for 01/13/23 with the Consortium, CalSAWS Contact Center, and Consortium Security teams</li> </ul>

**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)	<ul style="list-style-type: none"> <li>Scheduled Wave 3 weekly touchpoints for the three (3) counties.</li> <li>Conducted the first weekly touchpoints for Orange and Ventura Counties to review scenarios and plan next steps</li> <li>Shared the scenarios and detailed process simulation plan with Orange and Ventura Counties</li> <li>Conducted Configuration Verification Session with Orange County</li> <li>Prepared Wave 4 Kickoff materials</li> </ul>
Organizational Change Management (OCM)	Organizational Change Management (OCM)	<ul style="list-style-type: none"> <li>Prepared to conduct Wave 4 Group 1 CDG Prep Sessions. Santa Barbara County is planning to complete change discussions by 02/27/23. Orange County is determining the date by which they plan to complete change discussions, will likely target 02/27/23. Ventura County is planning to complete change discussions in January (they are determining the exact date)</li> <li>Prepared to conduct Wave 4 Group 1 CDG Prep Sessions starting on 01/10/23</li> <li>Received DWP comments from the Wave 4 Group 2 Counties on 01/06/23</li> <li>Conducted the Prep Session Kickoff with Santa Cruz on 01/05/23</li> <li>Continued to develop the CDGs for the Wave 5 Counties</li> <li>Analyzed the Wave 1 T+6 Survey results, developed the presentations for the surveys, and reviewed the decks with the Consortium</li> <li>Sent out the Wave 4 T-6 surveys CITs to the Wave 4 Counties on 01/03/23</li> <li>Sent out the CNC Wave 2 CNC materials to Wave 2 Counties on 01/04/23</li> <li>Developed the materials for the Wave 2, Wave 3, and Wave 4 CNC Sessions</li> <li>Sent the developed presentation for Wave 5 and Wave 6 CNC Session to the Consortium for review</li> </ul>
Training	Training	<ul style="list-style-type: none"> <li>Continued Wave 2 Counties' Web Based Training for all staff</li> </ul>

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> <li>Started Wave 2 Counties' Instructor Led Training for all staff</li> <li>Continued Wave 3 Counties' Web Based Training for all staff</li> <li>Completed County-specific updates to ILT materials in preparation for Walkthroughs</li> <li>Hosted Training Touchpoints with Solano, Santa Clara, San Diego, Santa Cruz, and Orange Counties</li> </ul>
Implementation	Implementation	<ul style="list-style-type: none"> <li>Conducted the first Wave IPOC meeting for Wave 2 on 01/04/23.</li> <li>Completed Post-Implementation support for Wave 1 and transitioning the project Command Center and Virtual Support resources to Wave 2 prep activities.</li> <li>Confirming Wave 2 Post-Implementation model across counties and adjusting any planning needs for shift to virtual-only model.</li> <li>Continued planning for Wave 3 Post-Implementation support.</li> <li>Confirmed Contra Costa County staff for virtual Wave 2 County site visits.</li> <li>Consolidated final metrics report for Wave 1 Post-Implementation using ServiceNow tickets, Interaction Tracker, and Zoom utilization data.</li> <li>Reviewed Wave 1 Post Go-Live survey results with OCM/Training to enhance support for future communications, quick guides, and instructions.</li> <li>Continued Wave 2 Go-Live Packet Strike team meetings to identify additions or removal of items from the Wave 1 Packet.</li> <li>Confirmed dates/times for scheduling W2 Orientation Refresher sessions.</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> </ul>

**OCAT 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>• Reviewed Wave 2 Open Defects Reporting with Accenture</li> <li>• Participated in OCAT Operations and Release meeting</li> <li>• Participate in Release 23.01 T-2 Readiness Status on January 9</li> <li>• Participate in Wave 2A County Prep Green Light on January 11</li> <li>• Facilitated Contact Center retrospective session</li> <li>• Facilitated Quarterly Collaboration Model meeting</li> <li>• Manage Collaboration Model enhancement prioritization activity</li> <li>• Facilitate Web Portal Strike Team draft Quick Reference Guide review</li> </ul>
QA Technical	N/A	<ul style="list-style-type: none"> <li>• Reviewed Wave 2 Open Defects Reporting with Accenture</li> <li>• Participated in OCAT Operations and Release meeting</li> <li>• Participate in Release 23.01 T-2 Readiness Status on January 9</li> <li>• Participate in Wave 2A County Prep Green Light on January 11</li> <li>• Facilitated Contact Center retrospective session</li> <li>• Facilitated Quarterly Collaboration Model meeting</li> <li>• Manage Collaboration Model enhancement prioritization activity</li> <li>• Facilitate Web Portal Strike Team draft Quick Reference Guide review</li> </ul>
QA Conversion	N/A	<ul style="list-style-type: none"> <li>• Monitored Conversion defect status and priorities in Jira and related risk 280: Unresolved Go-Live Dependent defects</li> <li>• Monitored resolution of defects from Mock Cutover 2B and related risk 258: CalWIN Conversion Cutover Window</li> <li>• Prepared materials for Wave 3 Converted Data Validation (CDV) Execution</li> <li>• Conducted Wave 3 CDV Application Kick-Off</li> </ul>
QA Functional/Test	N/A	<ul style="list-style-type: none"> <li>• Completed QA design reviews for SCRIB</li> <li>• Completed review of BenefitsCal Release of Information (ROI) General System Design</li> <li>• CalSAWS Release 23.01 test execution is in progress with a 100% execution rate, 93% pass rate, and 6% fail/block rate</li> <li>• BenefitsCal Release 5.0 test execution is in progress with a 64% execution rate, 54% pass rate, and 3% fail/block rate</li> </ul>

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QA Implementation	N/A	<ul style="list-style-type: none"> <li>Conducted Retrospective Wrap-up Sessions for OCM, Training, and Wave 1 TOSS &amp; Support Teams</li> <li>Formulated Wave 1 Retrospective Summary for Executives</li> <li>Participated in Wave 2 Support Orientation planning</li> <li>Continued Web Based Training (WBT) System Change Request (SCR) Reviews for Release 23.01</li> </ul>

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**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	<ul style="list-style-type: none"> <li>Attended the Wave 2 Monthly IPOC Meeting, various TOSS meetings and Pre-Green Light Meeting for Wave 2 County Prep Phase</li> <li>Reviewed the T-3 Survey Results for Wave 2</li> <li>Submitted the December IV&amp;V Monthly Status Report</li> </ul>

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**Risk Management Group**

Mandy Batt

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(Optional Items)

#	Action Item	Who	Due	Status
1	•			

#	Decision Made	Who Made the Decision	Date

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