

# CalSAWS | Weekly Status Meeting

Date: January 18, 2023	Location: Microsoft Teams Meeting
Time: <b>9:00 a.m. – 10:20 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, 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, Sreshtha 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 Kandyia (IV&V), Aftab Mohammed (IV&V), Rob Trojan (DOF)

Topic	Lead
<b>Commence Meeting</b>	Arnold Malvick
<b>Announcements</b>	Arnold Malvick
<b>CalSAWS M&amp;O Bi-Weekly Status</b>	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 January (MTD) Monthly Help Desk Diagnosis Service Level Agreement (SLA) compliance was 98.9%</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 is targeted to have the ServiceNow integration in that release with a successful User Acceptance Test (UAT)</li> </ul>
Application Development and Test	4.4.1 Release Test Summary	<ul style="list-style-type: none"> <li>23.01 System Testing complete. Week 7 of 8 completed. 100% pass rate on an 88% target</li> </ul>

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	4.6 Training	<ul style="list-style-type: none"> <li>• Training Production data refresh completed January 6, 2023</li> </ul>

---

### CalSAWS BenefitsCal Portal/Mobile M&O Weekly Status

Jerry Nielson

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Application Development	4.2 Monthly Release Summary	<ul style="list-style-type: none"> <li>• Upcoming BenefitsCal Monthly/Major Release 5.0 on 01/26/23</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 meetings with San Francisco County and Santa Barbara County</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>• Tulare County: <ul style="list-style-type: none"> <li>○ Hyland imported the monthly Delta transfer for December 2022; on track to complete their January import by February 10, 2023</li> <li>○ Tulare County are looking into images that they inadvertently failed to map and transfer at the beginning of their transfer process; this is a work in progress</li> </ul> </li> <li>• Contra Costa County: <ul style="list-style-type: none"> <li>○ Initiated Supplemental Delta 1 transfer on January 13, 2023; on track to complete by January 31, 2023</li> <li>○ Signed change order to make modifications to documents already imported to CalSAWS and Contra Costa County Repository</li> </ul> </li> <li>• Santa Clara County: <ul style="list-style-type: none"> <li>○ Target to begin Supplemental Delta 1 Transfer on January 16, 2023; on track to complete by February 6, 2023</li> <li>○ Santa Clara County has chosen to move forward with the manual upload approach and leveraging the CalWIN read only depository after cutover</li> </ul> </li> </ul>

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> <li>San Diego County is targeting to complete Bulk Export on March 31, 2023. Due to export vendor Peraton's internal database work, CSV files will be available mid-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>Continued Wave 3 IPT execution. Currently, 1 of 31 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>Completed Wave 2A – County Preparation Cutover</li> <li>Continued to triage, assess, and resolve CalWIN Wave 1 Post Go-Live Issues</li> <li>Continued development for Wave 2 Epics</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. UAT is currently in-progress</li> <li>Submitted responses to Advocates for Release 5.0 Support Request design comments</li> </ul>
	Release of Information (ROI) Enhancement	<ul style="list-style-type: none"> <li>Addressed the comments on the design documentation 05.09 for Release 23.05.25 – Release of Information (ROI) functionality, including 04.11: Requirements Traceability Matrix and submitted the FDEL of design documentation and RTM.</li> <li>Finalized responses to Advocate feedback on Release of Information to provide details on changes made or clarifications as applicable and sent the response to Advocates on 01/13/23.</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 conducted on 01/10/23.</li> </ul>

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> <li>Met with Training committee on 01/11/23 on the support model and operational aspects of the TRN</li> </ul>
	CalWIN ISS Support	<ul style="list-style-type: none"> <li>Wave 2- 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> <li>Training notification distributed to RMs of the 42 supported counties so help desk staff can join the training as needed for a refresher.</li> <li>Wave 3 - Conversion: County review of CBO information in-progress. Awaiting county 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> <li>A working session conducted on 01/13/23 with the Consortium, CalSAWS Contact Center, and Consortium Security teams to talk through the different use cases.</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>Wave 3 weekly touchpoints are in progress for all counties</li> <li>Conducted the second weekly touchpoints for Orange County and Ventura County to review scenarios and plan next steps. Santa Barbara County sessions kicked off</li> <li>Shared the scenarios and detailed process simulation plan with all Wave 3 counties</li> <li>Provided support to contra costa for additional UAT2 access for GA/GR testing</li> <li>Facilitated Configuration Working Session with Orange County</li> <li>Prepared Kickoff materials for Wave 4 Counties</li> <li>Provided support to Wave 2 counties to finalize Max Caseload Split</li> </ul>
	Organizational Change	<ul style="list-style-type: none"> <li>Continued to monitor and report ongoing change discussions taking place in the</li> </ul>

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	Management (OCM)	<p>Wave 3 Counties. Ventura County is complete with change discussions, Orange County plans to complete the first round of change discussions by 02/27/23 and continue discussions through March. Santa Barbara County plans to complete change discussions by 02/27/23.</p> <ul style="list-style-type: none"> <li>• Conducted the Weekly PPOC Touchpoint with the Wave 3 Counties PPOCs on 01/12/23.</li> <li>• Conducted the Wave 4 Group 1 CDG Prep Sessions on 01/10/23, 01/11/23, and 01/12/23 with Solano County and San Mateo County.</li> <li>• Resolved DWP comments for Wave 4 Group 2 on 01/11/23.</li> <li>• Closed comments and final submission for the Wave 4, Group 1 CCG/CDG FDELs by 01/11/23.</li> <li>• Continued to develop the CDGs for the Wave 5 Counties.</li> <li>• Reviewed results of the Wave 1 Post Go-Live Survey with Consortium.</li> <li>• Opened the Wave 5 T-9 survey on 01/09/23.</li> <li>• Validated the stakeholder list and tested the survey for Wave 4 T-6 survey.</li> <li>• Conducted the CNC Session for Wave 5 and Wave 6 on 01/10/23</li> <li>• Sent the January Infographics for Waves 2–6 to Consortium for review.</li> </ul>
	Training	<ul style="list-style-type: none"> <li>• Continued Wave 2 Counties' Web Based Training for all staff.</li> <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>• Hosted ILT Walkthroughs with San Diego County.</li> <li>• Completed LMS Load and WBT curriculum assignments for Wave 4 Early Training and Train the Trainer</li> <li>• Hosted Training Touchpoints with Santa Clara, San Francisco, San Mateo, and Santa Cruz Counties.</li> </ul>
	Implementation	<ul style="list-style-type: none"> <li>• Conducted Wave IPOC meetings for Wave 4 on 01/11/23 and Wave 6 on 01/12/23.</li> <li>• Distributed Readiness Dashboards and Packets to Wave 2, Wave 3 and Wave 4 counties.</li> <li>• Completed Post-Implementation support for Wave 1 and transitioned the project</li> </ul>



STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<p>Command Center and Virtual Support resources to Wave 2 prep activities.</p> <ul style="list-style-type: none"> <li>• Confirmed 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>• Updated draft Del-11 Post-Implementation Wave Completion Report with final Wave 1 data</li> <li>• Distributed Fact Sheets: CalHEERS-CalSAWS Case Linkage and the second iteration of Running EDBC for Pre and Post Conversion</li> <li>• Contributed Post-Implementation support information to Wave 2 CalSAWS Scoop #4</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>• Conducted first Wave 2 County site visit on 01/10/23 got designated office locations</li> <li>• Scheduled Post Implementation County Profile Reviews with Wave 3 counties. Ventura County 01/17/23, Orange County 01/23/23 and Santa Barbara County 01/24/23.</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>

**CalSAWS QA Weekly Status**

Dan Dean

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
QA PMO	N/A	<ul style="list-style-type: none"> <li>• Participated in Wave 2 County Prep Phase Green Light</li> <li>• Participated in 23.01 T-2 Integrated Readiness Status</li> <li>• Reviewed Ocat Monthly SLA Results</li> <li>• Prepared Collaboration Model Enhancement prioritization results</li> <li>• Distributed Collaboration Model meeting notes and action items</li> </ul>



STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> <li>Initiated Collaboration Model Roadmap draft development</li> </ul>
QA Technical	N/A	<ul style="list-style-type: none"> <li>Participated in Forge Rock Architecture and RCA review</li> <li>Facilitated CalSAWS review of Hyland's Brainware SLA</li> <li>Reviewed Release 23.01 Performance</li> <li>Participated in CalWIN Wave 2 Mock cutover</li> <li>Reviewed CalWIN Interface Partner testing</li> <li>Continued review of partner Security Plans</li> </ul>
QA Conversion	N/A	<ul style="list-style-type: none"> <li>Participated in Wave 2 County Go live Activities</li> <li>Participated in the prioritization of Mock 2C stage gate reports findings</li> <li>Prepared Wave 3 Converted Data Validation (CDV) Execution script materials and findings log</li> <li>Participated in UAT 2 Wave 3 CDV data set</li> </ul>
QA Functional/Test	N/A	<ul style="list-style-type: none"> <li>Participated in CalSAWS/BenefitsCal alignment meetings</li> <li>CalSAWS Release 23.01 test execution is in progress with a 100% execution rate, 99% pass rate and 1% in progress rate</li> <li>BenefitsCal Release 5.0 test execution is in progress with a 100% execution rate, 91% pass rate, and 9% fail/block rate</li> </ul>
QA Implementation	N/A	<ul style="list-style-type: none"> <li>Participated discussion to prepare Wave 2 CNCs for Go-Live support</li> <li>Provided feedback in DEL 11 Wave 1 Completion Report</li> <li>Participated in T+6 Week Change Readiness Survey Results</li> <li>Refined presentation for Wave 1 Retrospective and Recommendations</li> <li>Completed Web Based Training (WBT) System Change Request (SCR) Reviews for the 23.01 Release</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>Attended the Stage Gate Review Preparation meeting in addition to the 23.01 Project Integrated Readiness Status meeting</li> </ul>

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> <li>Presented IV&amp;V's assessment on the Wave 2 County Prep Phase in the Green Light Meeting</li> <li>Attended the Wave 4 and 6 Monthly IPOC Meeting</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	<ul style="list-style-type: none"> <li>On January 7, 2023, CalWIN extracted wave 2-B and delivered to the conversion team</li> <li>On January 8, 2023, CalWIN ran the SSI/SSP COLA for all counties</li> </ul>
	2.0-2	<ul style="list-style-type: none"> <li>On January 13, 2023, CalWIN ran Max Allotments</li> <li>On January 14, 2023, CalWIN completed wave 2-A Cutover Activities</li> <li>On January 14, 2023, CalWIN began release activities for Release 72M which went live on January 16, 2023</li> </ul>

---

**Risk Management Group**

Mandy Batt

---





(Optional Items)

#	Action Item	Who	Due	Status
---	-------------	-----	-----	--------

#	Decision Made	Who Made the Decision	Date
---	---------------	-----------------------	------

