

# CalSAWS | Weekly Status Meeting

Date: February 1, 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, Jeremy Grecian, 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	<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 99.1%</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 February 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 baseline release was deployed to production on January 23, 2023</li> <li>Continued 23.03 test preparation</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/Major Release 5.0 on 01/26/23</li> </ul>
Application Development	4.2 Monthly Release Summary	<ul style="list-style-type: none"> <li>Upcoming BenefitsCal Priority Release 23.02.05 on 02/05/23</li> <li>Upcoming BenefitsCal Monthly Release 23.02.16 on 02/16/23</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 validation meetings with San Mateo County and Orange County</li> <li>Conducted configuration meeting with Solano 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> </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> </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> </ul> </li> <li>San Diego County:                             <ul style="list-style-type: none"> <li>Targeting to complete Bulk Export on March 31, 2023 due to export vendor Peraton's internal database work. San Diego County is working on resolving the missing file issue. We have requested an earlier export begin date than the requested date of February 10, 2023</li> </ul> </li> </ul>
Customer Service Center (CSC)	Customer Service Center (CSC)	<ul style="list-style-type: none"> <li>Wave 2 Model office begins February 1, 2023</li> </ul>

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
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, 6 of 30 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>Supported Wave 2A – County Preparation Cutover post Go-Live</li> <li>Continued to triage, assess, and resolve CalWIN Wave 1 and Wave 2A Post Go-Live Issues</li> <li>Continued development for Wave 2B Epics</li> <li>Continued the Conversion run for 58-County dataset (for Performance Test)</li> <li>Began executing Wave 2C/3A Mock Cutover</li> <li>Prepared for Wave 3B Mock Cutover</li> </ul>
CalWIN Functional Support	CalWIN Functional Support	<ul style="list-style-type: none"> <li>Open Defects Strike Team Metrics</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>Deployed Release 5.0 to Production on 01/26/23 including Support Request and other planned enhancements</li> </ul>
	Release of Information (ROI) Enhancement	<ul style="list-style-type: none"> <li>Resolved all comments for Final Deliverable (FDEL) of design documentation 05.09 for Release 23.05.25 – Release of Information (ROI) functionality, including 04.11: Requirements Traceability Matrix</li> <li>Facilitated UCD Monthly Meeting on 01/24/23 and walked through Stakeholder feedback for the design</li> <li>Development started and on-schedule based on the current design.</li> <li>Target Production implementation date is 05/26/23</li> </ul>
	Training Environment	<ul style="list-style-type: none"> <li>Presented the overall Support Model and timeline for the Training Environment during the January JPA Membership meeting</li> </ul>
	CalWIN ISS Support	<ul style="list-style-type: none"> <li>Wave 2- The following training sessions are complete               <ul style="list-style-type: none"> <li>1/24/23 – Santa Clara (+42 counties willing to join)</li> </ul> </li> </ul>

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> <li>o 1/26/23 – CBO awareness (+42 counties CBO willing to join)</li> <li>• Email campaign 1 launch complete for customers from Santa Clara, Tulare, and Contra Costa</li> <li>• Wave 3 –</li> <li>• Counties enabled UAT environment in preparation for process simulation.</li> <li>• Preparation for the mock conversion run in-progress</li> <li>• County review and validation of shared CBO user list in-progress</li> </ul>
	Homeless Assistance Requirements	<ul style="list-style-type: none"> <li>• Met with CDSS Housing Unit and CalSAWS Consortium on 01/25/23 on Homeless Assistance Requirements in BenefitsCal</li> </ul>
	Disaster CalFresh (D-CalFresh) Meetings	<ul style="list-style-type: none"> <li>• Participated in D-CalFresh meetings and captured the BenefitsCal requests brought up during the meeting</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>• Conducted week 4 touchpoints for Orange County and Ventura County to review scenarios and execution plan. Santa Barbara County completed their second touchpoint.</li> <li>• Process Sim kickoff for wave 4 San Diego County scheduled for March 2023</li> <li>• Working with the Wave 4 County Regional Managers (RMs) and Primary Points of Contacts (PPOCs) to schedule process simulation kickoff and preparation plan.</li> <li>• Facilitated Configuration Working Session with Ventura County.</li> <li>• Provided support to Wave 3 Counties for County Prep Configurations.</li> </ul>
	Organizational Change Management (OCM)	<ul style="list-style-type: none"> <li>• Continued to monitor and report ongoing change discussions taking place in the Wave 3 Counties.</li> <li>• Conducted the Wave 4 Group 1 Office Hours on 01/23/23 for both Solano County and San Mateo County.</li> <li>• Monitored the change discussions taking place in Wave 4 Group 1 Counties.</li> <li>• Submitted DDEL for Santa Cruz County and San Diego County on 01/26/23.</li> <li>• Conducted the Wave 5 Working Session Kickoff on 01/26/23.</li> <li>• Distributed invites for Wave 5 Working Sessions to the Wave 5 Counties.</li> </ul>

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> <li>• Published CIT/CRFI invites for Wave 5 Prep Sessions on 01/27/23.</li> <li>• Continued to develop the CDGs for the Wave 6 Counties.</li> <li>• Monitored the Wave 4 T-6 surveys responses and closed the survey on 02/03/23.</li> <li>• Analyzed the Wave 5 T-9 surveys results and began developing the presentation decks.</li> <li>• Sent the Wave 6 T-9 Survey CIT to CIT Review group.</li> <li>• Distributed the post session materials to Wave 3 and Wave 4 Counties on 01/26/23.</li> <li>• Conducted the CNC Session for Wave 2 on 01/24/23.</li> <li>• Sent the January Infographics for Waves 2 to the CIT Review Group.</li> <li>• Distributed the January Infographics for Waves 3 – 6.</li> <li>• Sent the Wave 2 Newsletter Wave #4 to CIT Review group</li> </ul>
	Training	<ul style="list-style-type: none"> <li>• Continued the Wave 2 Counties' Web Based Training for all staff.</li> <li>• Continued the Wave 2 Counties' Instructor Led Training for all staff.</li> <li>• Continued the Wave 3 Counties' Web Based Training for all staff.</li> <li>• Continued the Wave 3 Counties' Instructor Led Training for Train the Trainer and Early Training</li> <li>• Hosted the Instructor Led Training (ILT) Walkthroughs with Santa Cruz County.</li> <li>• Hosted Training Touchpoints with Fresno County, Santa Clara County, Contra Costa County, San Mateo County, Sonoma County, and Santa Cruz County</li> </ul>
	Implementation	<ul style="list-style-type: none"> <li>• Conducted the Wave 5 Implementation Points of Contact (IPOC) meeting for Wave 5 on 01/25/23.</li> <li>• Distributed Wave 2 Readiness Dashboard and Packet on 01/26/23.</li> <li>• Conducted Wave 2 County Prep Phase Office Hours and Daily Debrief.</li> <li>• Conducted County Profile Review with Orange County &amp; Santa Barbara County on 01/23/23 and 01/24/23.</li> <li>• Updated Wave 2 Post-Implementation model across counties and adjusted planning needs for shift to virtual-only model.</li> <li>• Prepared orientation session materials and reviewed content on 01/27/23.</li> </ul>



STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> <li>Prepared Wave 2 Monthly IPOC Meeting Kickoff for Wave 2 Post-Implementation.</li> <li>Continued planning for Wave 3 Post-Implementation support.</li> <li>Scheduled Fact Sheet working group session to review/retire Fact Sheets.</li> <li>Contributed information on Post-Implementation Support to OCM CNC presentation.</li> <li>Continued drafting Wave 4 County Profiles for Santa Cruz County, San Diego County, San Mateo County, and Solano County.</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 23.01 Post Release Checkpoint meetings</li> <li>Reviewed Reports Refactoring Chart updates with Gainwell</li> <li>Participated in New Brainware SLA Review</li> <li>Finalized Risk and Readiness slide updates for JPA with project partners</li> <li>Finalized Web Portal Quick Reference Guide for team review</li> </ul>
QA Technical	N/A	<ul style="list-style-type: none"> <li>Continued monitoring Batch Operations, Contact Center, Imaging, and Forge Rock activities</li> <li>Participated in CalWIN Wave 2 Cutover activities</li> <li>Continued review of partner Security Plans</li> </ul>
QA Conversion	N/A	<ul style="list-style-type: none"> <li>Participated in the Wave 3a and Wave 2c Mock Cutover</li> <li>Completed initial review of defects and priorities for Wave 2 Go Live Packet</li> <li>Co-facilitated the Wave 3 County Data Validation Kick Off</li> <li>Monitored progress of Stage gate reports, defects, and fixes</li> </ul>
QA Functional/Test	N/A	<ul style="list-style-type: none"> <li>CalSAWS Release 23.01 test preparation is in progress</li> <li>Completed BenefitsCal Release of Information Design Review</li> </ul>

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		<ul style="list-style-type: none"> <li>Completed BenefitsCal Release 5.0 test execution is in progress with a 100% execution rate and 100% pass rate</li> </ul>
QA Implementation	N/A	<ul style="list-style-type: none"> <li>Participated in Orange County Implementation Support Profile Review</li> <li>Submitted comments for Deloitte Wave 1 Implementation Complete Report</li> <li>Submitted comments for Deloitte County Specific Training Plans for San Diego, San Mateo, and Solano</li> <li>Reviewed resource coverage and support processes for Wave 2 Post Implementation Support</li> </ul>

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### 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 23.01 Post-Release meetings, JPA and TOSS/IPOC meetings for various Wave 2 - 6 counties</li> <li>Met with Consortium Implementation team and the Wave 2 Regional Managers to assess and discuss Wave 2 readiness</li> <li>Tracked the Wave 2 County Prep Phase activities and 2C/3A Mock Conversion Cutover</li> </ul>

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### State Policy Updates

Brittney Blake (CDSS)  
Sherice Sterling (CDSS)  
Katie Mead (DHCS)  
Sherry Chen (DHCS)  
Katie Ouyang (OSI)  
Neha Dhawan (OSI)

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
2.0 Recent Activities	2.0-1	<ul style="list-style-type: none"> <li>January 16, 2023, CalWIN deployed Release 72M</li> </ul>
	2.0-2	<ul style="list-style-type: none"> <li>January 28, 2023, CalWIN completed Mock Conversion 3-A</li> <li>January 29, 2023, CalWIN extracted wave 4-A and delivered to the conversion team</li> <li>January 29, 2023, CalWIN ran Quarterly Data Retention</li> </ul>

(Optional Items)

#	Action Item	Who	Due	Status
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#	Decision Made	Who Made the Decision	Date
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