

CalSAWS | Weekly Status Meeting

Date: February 22, 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, 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), Cathryn VanNamen (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"> • Tulare County: <ul style="list-style-type: none"> ○ Second weekly transfer has been validated and imported, Daily transfer is scheduled for February 21, 2023 • Contra Costa County: <ul style="list-style-type: none"> ○ Supplemental Delta 2 transfer has started on February 20, 2023 • Santa Clara County: <ul style="list-style-type: none"> ○ Supplemental Delta 2 transfer is scheduled for February 21, 2023 • San Diego County: <ul style="list-style-type: none"> • Export has resumed and as San Diego is now behind schedule, they are working on achieving the adjusted March 31, 2023 target date
Customer Service	N/A	<ul style="list-style-type: none"> • None to note for this reporting period

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Center (CSC)		
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"> • Week 3 of 7, 23.03 system testing completed. 2 SCRs in scope. 61% pass rate on a 43% target • Continued Wave 3 IPT execution. 20 of 30 Consortium, State, and County interfaces have successfully passed validation
Conversion	5.1.1 CalWIN Conversion	<ul style="list-style-type: none"> • Supported Wave 1 Placer and Yolo Counties post Go-Live • Supported Wave 2A – County Preparation Cutover post Go-Live • Continued to triage, assess, and resolve CalWIN Wave 1 and Wave 2A Post Go-Live Issues • Completed assessing Wave 2C/3A and 3B Mock Cutover Results
	5.1.3 Gainwell Technologies	<ul style="list-style-type: none"> • County Refactoring Overview • Contra Costa County Refactoring Status • Santa Clara County Refactoring Status
Technical Infrastructure	7.3 Deviations from Plan/Adjustments	<ul style="list-style-type: none"> • Santa Cruz County technical enablement for IPT readiness at risk due to delays in detailed design and technical integration

CalSAWS BenefitsCal Portal/Mobile DD&I Weekly Status

Onur Senman

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	Release of Information (ROI) Enhancement	<ul style="list-style-type: none"> • Development continued and on-schedule based on the current State policy and the design • Met with CalSAWS and ForgeRock partners on 02/14/23 to discuss the Community Based Organization (CBO) Application Programming Interface (API) and how to confirm customers and caseworkers select the correct organization as part of the Release of Information (ROI). • Reviewed the Release of Information (ROI) ACL to provide comments to the State. • Target Production implementation date is 05/26/23.
	CalWIN ISS Support	<p>Wave 2</p> <ul style="list-style-type: none"> • Email3 (nudge for unsubmitted applications) campaign was launched successfully on 02/14/23. <ul style="list-style-type: none"> ◦ Total emails delivered across the three Wave 2 Counties: 8,088 (distinct email IDs) • SMS2 campaign was successfully launched on 02/15/23.

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> ○ Total SMS messages delivered across the three Wave 2 Counties: 49,356 (unique phone numbers) • Wave 2 CBO list finalized for production load <p>Wave 3</p> <ul style="list-style-type: none"> • CBO load mock run exception report review complete. No issues identified
	February (23.02.16) Release	<ul style="list-style-type: none"> • Release deployed to production on 02/16/23 with seven (7) system improvements including Admin feature improvements for announcements, opt-in/out feature management and Amplitude changes to track more granular data.
	GetCalFresh (GCF) Parity List Items	<ul style="list-style-type: none"> • Provided responses to the California Department of Social Services (CDSS) SAWS Cost Estimation Request For Research & Analysis (SCERFRA) with estimates for GCF parity list items. CDSS to review and provide confirmation on the SCERFRA and priorities to establish a roadmap. • CDSS to provide SCERFRA for the Social Security Administration (SSA) flow.
	CW Timeclocks Design	<ul style="list-style-type: none"> • Conducted a Requirement Discovery Activity with Advocate/CBO to collect their feedback for time clock requirements (FN-135 and FN-105.1) during UCD Monthly Meeting on 2/16/23
	Disaster CalFresh (D-CalFresh) Meetings	<ul style="list-style-type: none"> • Continued participating in DCF touchpoint meetings to share production observations and accommodate requests

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"> • Kicked off Wave 3 Process Simulation with Orange County on 02/14/23. • Orange County accomplished 36% execution completion. • Started Process Simulation Wave 4 prep with San Diego County, Santa Cruz County, and San Mateo County. • Continued to coordinate with the Wave 4 Solano County Regional Managers (RMs) and Primary Points of Contacts (PPOCs) to schedule their Process Simulation Kickoff and preparation plan. • Continued data identification for Santa Barbara County and Ventura County.

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> • Documented Configuration Requirements for Process Simulation scenarios. • Facilitated Configuration Setup Meetings with Santa Barbara and Ventura Counties for Process Simulation. • Provided support to Wave 2 Counties for County Prep Configurations. • Reviewed and updated the Configuration Materials to prepare for Wave 4 Counties.
Organizational Change Management (OCM)	Organizational Change Management (OCM)	<ul style="list-style-type: none"> • Continued to monitor ongoing change discussions taking place in the Wave 3 Counties and the Wave 4, Group 1 Counties. • Conducted the Wave 4 Group 2 Office Hours for Santa Cruz County from 02/14/23 to 02/23/23. • Conducted the PPOC Weekly Touchpoints with Santa Cruz County from 02/16/23 to 03/16/23. • Prepared to conduct the CCG/CDG Prep Session Kickoff for the three Wave 5 Counties. • Continued to develop the CCGs/CDGs for the Wave 6 Counties. • Reviewed the Wave 3 T-3 surveys results with the Consortium and RMs. • Reviewed the Wave 4 T-6 surveys results with the Counties on 02/14/23 – 02/16/23. • Conducted the Change Network Champions (CNC) Sessions for Wave 5 and Wave 6 on 02/14/23 and for Wave 3 and Wave 4 on 02/16/23. • Prepared to send the CNC Session materials from the Wave 2 CNC Meeting on 02/14/23 to the Wave 2 Counties. • Sent the February Infographics for Waves 2–6 to be reviewed by the Consortium on 02/14/23. • Sent the Newsletter for Wave 5 Newsletter #2 and Wave 4 Newsletter #3 to be reviewed by the Consortium on 02/14/23.
Training	Training	<ul style="list-style-type: none"> • Continued the Wave 2 Counties' Web Based Training for all staff. • Continued the Wave 2 Counties' Instructor Led Training for all staff. • Continued the Wave 3 Counties' Web Based Training for all staff. • Continued the Wave 3 Counties' Instructor Led Training for Train the Trainer and Early Training. • Continued the Wave 4 Counties' Web Based Training for all staff. • Hosted Topic-specific Webinars for the Wave 2 Counties. • Hosted Training Touchpoints with Santa

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		Clara, San Diego, Alameda, Solano, Sacramento, and Orange Counties.
Implementation	Implementation	<ul style="list-style-type: none"> Conducted the Implementation Points of Contact (IPOC) meeting for Wave 3 on 02/15/23. Distributed Wave 2 and Wave 3 Readiness Dashboards on 02/13/23. Conducted Wave 2 County Prep Phase Office Hours and Daily Debrief. Conducted Wave 3 County Prep Kickoff on 02/14/23. Delivered second orientation sessions for onsite, virtual, extended, and full orientation for post-Implementation support from 02/14/23 – 02/16/23. Prepared CIT for distribution for Wave 2 Fact Sheet and submitted for review/comment. Distributed CRFI #23-030 for Wave 3 Post-Implementation volunteers. Distributed County Virtual Zoom Links to PPOCs for Post-Imp team support. Conducted Wave 2 Onsite Meet & Greet sessions and prepared CalSAWS Books.

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"> Continued discussions with CalWIN Counties

OCAT Project Weekly Status

Kevin Wilson

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	N/A	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Participated in Wave 2 Conversion and Green Light Readiness reviews Participated in IV&V Wave 2 Go Live Readiness Assessment Reviewed OCAT Monthly SLAs and Release Management Plans

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> • Participated in CalSAWS JPA Board and PSC meetings • Presented at CalSAWS All Staff Meeting
QA Technical	N/A	<ul style="list-style-type: none"> • Monitored the Virtual Assistance changes and release • Continued monitoring of Production Operations, Batch Operations, Contact Center, Imaging, and Forge Rock activities • Participated in CalWIN Wave 2 and 3 Cutover activities • Created SLA Performance slide deck for Consortium Executives • Continued review of partner Security Plans
QA Conversion	N/A	<ul style="list-style-type: none"> • Conducted Wave 3 County Data Validation (CDV) for Ancillary • Monitored and triaged Wave 3 CDV findings • Participated in Wave 2 Strike Team Go-Live packet and defect reviews
QA Functional/Test	N/A	<ul style="list-style-type: none"> • Reviewed 93 System Change Requests in preparation for SCRB/CCB • CalSAWS Release 23.03 test execution is in progress with a 75% execution rate, 51% pass rate, and 22% fail/block rate • Completed BenefitsCal Release 23.02.16 test execution
QA Implementation	N/A	<ul style="list-style-type: none"> • Drafted new Risk 285 – Operationalizing CalSAWS in CalWIN Counties • Provided feedback on the preliminary Wave 3 Post Implementation Resources Gap Analysis • Participated in Wave 4 T-6 Survey Results Review with Santa Cruz, Solano, and San Mateo • Completed Web Based Training (WBT) SCRB Reviews



STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	IV&V Project Oversight	<ul style="list-style-type: none"> • Provided walkthroughs of IV&V Go-Live Readiness Assessment Report for Wave 2 to Implementation Team, Regional Managers, PMO, QA, OSI, CDSS and DHCS • Attended JPA and PSC meetings, targeted Sessions on Wave 2 Post Implementation Support and Go-Live Packet Orientation sessions • Started monitoring Process Simulation for Wave 3 - Orange County

(Optional Items)

#	Action Item	Who	Due	Status
1	<ul style="list-style-type: none"> • Enhance status report to include kiosk/tablet status [Status update to next M&O status report] 	J.Flanagan, M.Batt, L.Esparza	2/22/2023	Completed

#	Decision Made	Who Made the Decision	Date

