

CalSAWS | Weekly Status Meeting

Date: March 1, 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, 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"> CalSAWS System Incident highlights
Project Management	Project Deliverables Summary	<ul style="list-style-type: none"> Draft Deliverable (DDEL) updates to System Security Plan (SSP), 8.0 Performance Management Plan, 9.0 Procurement and Assets Management Plan, and 13.0 County Site Plan are confirmed to be due to Consortium for review on February 28, 2023
Maintenance and Operations	3.2.2 CalSAWS Help Desk Metrics	<ul style="list-style-type: none"> The February (MTD) Monthly Help Desk Diagnosis Service Level Agreement (SLA) compliance is 98.2%
	3.5.1 ForgeRock	<ul style="list-style-type: none"> The next ForgeRock Production release is tentatively scheduled for the end of March 2023 and is targeted to have the ServiceNow

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		integration in that release with a successful User Acceptance Test (UAT)
	3.6 Innovation Lab	<ul style="list-style-type: none"> Worker-Facing Virtual Assistant (VA) We're live! We successfully launched the virtual assistant on February 20, 2023
Application Development and Test	4.4.1 Release Test Summary	<ul style="list-style-type: none"> 23.03 System Testing on schedule. Week 4 of 7 completed. 80% pass rate on a 57% 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	<ul style="list-style-type: none"> BenefitsCal Monthly Release 23.02.16 on 02/03/23 BenefitsCal Priority Release 23.02.26 on 02/08/23
Application Development	4.2 Monthly Release Summary	<ul style="list-style-type: none"> Upcoming BenefitsCal Monthly Release 23.03.30 on 03/30/23

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

CalSAWS DD&I Weekly Status

Arnold Malvick

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Imaging	Appendix E	<ul style="list-style-type: none"> CalWIN Counties - Wave 2 migration was successfully completed San Diego County: <ul style="list-style-type: none"> Export continues and the project continues to validate and work with them on missing images
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 4 of 7, 23.03 system testing completed. 2 SCRs in scope. 79% pass rate on a 57% target Continued Wave 3 IPT execution. 24 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 and Wave 2 Counties post Go-Live Continued to triage, assess, and resolve CalWIN Wave 1 and Wave 2 Post Go-Live Issues Completed Wave 2B Cutover
	5.1.3 Gainwell	<ul style="list-style-type: none"> County Refactoring Overview

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	Technologies	<ul style="list-style-type: none"> Contra Costa County Refactoring Status Santa Clara County Refactoring Status
Technical Infrastructure		<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 design Met with CalSAWS, the Consortium, the CalSAWS Security team, and the BenefitsCal Security team to discuss the Community-Based Organization (CBO) accounts for the Release of Information (ROI) functionality on 02/23/23. Shared a draft ROI Usability Report for Consortium review during the week of 02/20/23. Target Production implementation date is 05/26/23.
	CalWIN ISS Support	<ul style="list-style-type: none"> Wave 2- <ul style="list-style-type: none"> Email4 (Welcome email) campaign was launched successfully on 02/27/23. Total emails delivered across the three Wave 2 Counties: 31,358 (distinct email IDs). Wave 2 cutover to BenefitsCal complete Wave 3 – <ul style="list-style-type: none"> CBO load mock run exception report review complete. No issues identified. Wave 3 training prep in-progress.
	Screenshare Enhancement	<ul style="list-style-type: none"> Conducted a meeting on 02/22/23 with invitees from the Self Service Portal Committee, Help Desk, QA, Consortium, Contact Center, and Technical Help Desk to discuss the use cases and the path forward.
	CW Timeclocks Design	<ul style="list-style-type: none"> Conducted a Requirement Discovery Activity with Advocates and CBOs to collect their feedback for timeclock requirements (FN-135 and FN-105.1) during the UCD Monthly Meeting on 02/16/23. Conducted a Requirement Discovery Activity with the Time Limit Committee on 02/21/23
	Continuous Coverage Unwind	<ul style="list-style-type: none"> Started the Continuous Coverage Unwind (CCU) enhancements targeted for the March

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	(CCU) Enhancements	2023 and April 2023 releases.
	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. The CDSS to review and provide confirmation on the SCERFRA and priorities to establish a roadmap. • The CDSS to provide SCERFRA for the Social Security Administration (SSA) flow

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"> • Wave 2 <ul style="list-style-type: none"> ○ Provided support to Wave 2 Counties for County Prep Configurations. • Wave 3 <ul style="list-style-type: none"> ○ Orange County completed 70% of process simulation execution. ○ Continued data identification and process simulation execution for Santa Barbara County and Ventura County. ○ Facilitated Configuration Setup Meetings with Santa Barbara and Ventura Counties for Process Simulation • Wave 4 <ul style="list-style-type: none"> ○ Continued Process Simulation prep with San Diego County, Santa Cruz County, and San Mateo County. ○ Reviewed and updated the Configuration Materials to prepare for Wave 4 Counties. • Documented Wave 3 Configuration Requirements for Process Simulation scenarios
	Organizational Change Management (OCM)	<ul style="list-style-type: none"> • Wave 3 <ul style="list-style-type: none"> ○ Reviewed the T-3 surveys results with the Consortium and Regional Managers on 02/15/23 to 02/22/23. • Wave 4 <ul style="list-style-type: none"> ○ Conducted Group 2 Office Hours for Santa Cruz on 02/14/23 to 02/23/23. ○ Monitored the change discussions taking place in Group 1 Counties. ○ Conducted the PPOC Weekly Touchpoints with Santa Cruz from 02/16/23 to 03/16/23. ○ Sent Newsletter #3 to the CIT Review Group the week of 02/20/23. • Wave 5 <ul style="list-style-type: none"> ○ Conducted CDG Prep Session Kickoff

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		<ul style="list-style-type: none"> for all three Counties. <ul style="list-style-type: none"> o Submitted the CCG/CDG Draft Work Products (DWP) to the following Counties on 02/20/23: Sonoma, Alameda, and Fresno. o Sent the CDG Kickoff Prep materials to all Counties. o Sent Newsletter #2 to the CIT Review Group the week of 02/20/23. • Wave 6 <ul style="list-style-type: none"> o Continued to develop the CDGs. o Monitored the T-9 survey results and closed the survey on 02/24/23. • Sent the CNC Session materials for the month of February for Waves 2 to 6. • Sent the February Infographics for Waves 2 to 6 to the CIT Review Group the week of 02/20/23
	Training	<ul style="list-style-type: none"> • Completed the Wave 2 Counties' training. • 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 Training Touchpoints with Santa Clara, San Mateo, Santa Cruz, and Sonoma Counties
	Implementation	<ul style="list-style-type: none"> • Wave 2 <ul style="list-style-type: none"> o Concluded County Prep Phase Office Hours and Daily Debrief. o Distributed CIT for Wave 2 Fact Sheets and attached all materials relevant for Go-Live. • Wave 5 <ul style="list-style-type: none"> o Conducted the Implementation Points of Contact (IPOC) meeting on 02/22/23. o Distributed Readiness Dashboards. • Completed Wave 2 Trip Books for onsite teams, providing updated office contact info. • Distributed CalSAWS Books for faces, names and specialties of onsite teams. • Distributed final resource assignments to Wave 2 Counties for post-Implementation support



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 CalSAWS Wave 2B Post Go-Live Defect Delivery review Participated in CalSAWS Go-Live Green Light: Wave 2B Participated in CalSAWS Go-Live Green Light: Wave 3A Dry Run Completed review of OCAT System Security Plan annual update Continued review of OCAT Technical Design annual update Continued supporting Strike Teams, Retrospectives, and Collaboration Model
QA Technical	N/A	<ul style="list-style-type: none"> Participated in Wave 2B Cutover Migration weekend activities Continued monitoring Virtual Assistance post go live Continued monitoring of Production Operations, Batch Operations, Contact Center, Imaging, and Forge Rock activities Continued review of partner Security Plans
QA Conversion	N/A	<ul style="list-style-type: none"> Participated in Wave 2B Cutover activities Concluded Wave 3 County Data Validation (CDV) Monitored and triaged Wave 3 CDV findings Monitored Wave 1-2 defects and priorities
QA Functional/Test	N/A	<ul style="list-style-type: none"> CalSAWS Release 23.03 test execution is in progress with a 100% execution rate, 84% pass rate, and 16% fail/block rate Monitoring CalSAWS Priority Releases test activities Completed BenefitsCal Release 23.02.26 test activities
QA Implementation	N/A	<ul style="list-style-type: none"> Reviewed Draft Wave 5 County Change Discussion Guides Participated in OCM Retrospective Action Plan discussions Completed Web Based Training (WBT) Reviews for Release 23.03 Completed initial OCM Action Plan Tracker

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IV&V Project Oversight	IV&V Project Oversight	<ul style="list-style-type: none"> Reviewed the Change Discussion Guides for Wave 4 Attended the OPAC meeting, presented IV&V readiness observations in Green Light Meeting for Wave 2. Tracked Process Simulation Activities for Wave 3- Ventura County Finalized & submitted the Go-Live Readiness Assessment Report for Wave 2 Monitored the progress on Wave 2 conversion cutover activities over the weekend, attended all four Stage Gate Review meetings as well as the Go/No-Go meeting

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"> On February 13th, 2023, CalWIN implemented the February Monthly Release On February 19th, 2023, CalWIN completed running the FPL COLA for all counties
	2.0-2	<ul style="list-style-type: none"> On February 20th, 2023, CalWIN ran Data Retention for Wave 2 and extracted Wave 4-B & 4-C and delivered to the conversion team On February 23rd, 2023, CalWIN began Wave 2-B cutover activities On February 26th, 2023, CalWIN extracted Wave 2-C and delivered to the conversion team

(Optional Items)

#	Action Item	Who	Due	Status
1				

#	Decision Made	Who Made the Decision	Date
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