

# CalSAWS | Weekly Status Meeting

Date: March 8, 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"> <li>San Diego County:               <ul style="list-style-type: none"> <li>Export and import continue, and the project continues to validate</li> </ul> </li> <li>Sacramento County:               <ul style="list-style-type: none"> <li>Testing phase is targeted to be complete on March 10, 2023</li> </ul> </li> </ul>
Customer Service Center (CSC)	N/A	<ul style="list-style-type: none"> <li>None to note for this reporting period</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>Week 5 of 7, 23.03 system testing completed. 2 SCRs in scope. 86% pass rate on a 71% target</li> <li>Continued Wave 3 IPT execution. Wave 3 State and Consortium IPT completed. 15 of 19 County interfaces have successfully passed validation</li> </ul>

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Conversion	5.1.1 CalWIN Conversion	<ul style="list-style-type: none"> <li>Supported Wave 1 and Wave 2 Counties post Go-Live</li> <li>Continued to triage, assess, and resolve CalWIN Wave 1 and Wave 2 Post Go-Live Issues</li> <li>Began cutover 2C/3A pre-cutover activities</li> </ul>
	5.1.3 Gainwell Technologies	<ul style="list-style-type: none"> <li>County Refactoring Overview</li> <li>Contra Costa County Refactoring Status</li> <li>Santa Clara County Refactoring Status</li> <li>Orange County Refactoring Status</li> </ul>
Technical Infrastructure	7.3 Deviations from Plan/Adjustments	<ul style="list-style-type: none"> <li>Santa Cruz County technical enablement for IPT readiness at risk due to delays in detailed design and technical integration</li> </ul>

**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"> <li>Development continued and on-schedule based on the current State policy and design</li> <li>Met with County Validation team on the timeline and RACI planning</li> <li>Shared draft ROI usability report for State Partner and CWDA review during the week of 02/27/23.</li> <li>Target Production implementation date is 05/26/23.</li> </ul>
	CalWIN ISS Support	<ul style="list-style-type: none"> <li>Wave 3 <ul style="list-style-type: none"> <li>Wave 3 training prep in-progress.</li> <li>Training sessions scheduled.</li> </ul> </li> </ul>
	CW Timeclocks Design	<ul style="list-style-type: none"> <li>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.</li> <li>Conducted a Requirement Discovery Activity with the Time Limit Committee on 02/21/23.</li> <li>Met with CalSAWS to discuss revised the Time Clocks Requirements scope and assumptions on 03/02/23.</li> </ul>
	Continuous Coverage Unwind (CCU) Enhancements	<ul style="list-style-type: none"> <li>Continued working on the Continuous Coverage Unwind (CCU) enhancements targeted for the March 2023 and April 2023 releases</li> </ul>
	GetCalFresh (GCF) Parity List Items	<ul style="list-style-type: none"> <li>Provided responses to the California Department of Social Services (CDSS) SAWS Cost Estimation Request For Research &amp; 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.</li> </ul>

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> <li>The CDSS to provide SCERFRA for the Social Security Administration (SSA) flow.</li> <li>Pending direction from CDSS on the SCERFRA response provided with estimates for GCF parity list items</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>Wave 2 <ul style="list-style-type: none"> <li>Provided support to Wave 2 Counties for County Prep Configurations.</li> <li>More support provided to Contra costa for environment access and security roles update for their internal testing activities on UAT2</li> </ul> </li> <li>Wave 3 <ul style="list-style-type: none"> <li>Orange County completed 100% of process simulation execution.</li> <li>Ventura County completed 60% of Process Simulation execution.</li> <li>Santa Barbara completed 46% of Process Simulation execution</li> </ul> </li> <li>Wave 4 <ul style="list-style-type: none"> <li>Continued Process Simulation prep with San Diego County, Santa Cruz County, and San Mateo County.</li> <li>Continued planning for Kickoff meetings.</li> <li>Location planning for on-site Configuration Sessions</li> </ul> </li> </ul>
Organizational Change Management (OCM)	Organizational Change Management (OCM)	<ul style="list-style-type: none"> <li>Wave 4 <ul style="list-style-type: none"> <li>Continued to monitor the change discussions taking place in Wave 4 Group 1 Counties. San Mateo County reported the Change Discussion completion rate at 95% and aims to close out by 03/07/23. Solano County reported the following: Terminology – 82%, Navigation – 79%, and Change Impacts – 51% and aims to close out on 03/10/23.</li> <li>Conducted the PPOC Weekly Touchpoints with Santa Cruz County from 02/16/23 to 03/16/23 and continue to monitor the change discussions</li> </ul> </li> <li>Wave 5 <ul style="list-style-type: none"> <li>Reviewed the CDG Prep Deck slides with Consortium on 02/28/23.</li> <li>Finalized the CDG Prep Deck by 02/28/23.</li> <li>Scheduled the CDG Prep Rehearsal with Consortium on 03/07/23</li> </ul> </li> <li>Wave 6 <ul style="list-style-type: none"> <li>Continued to develop the CDGs for the</li> </ul> </li> </ul>

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		<p>Wave 6 Counties.</p> <ul style="list-style-type: none"> <li>• Sent the CDG Working Session Kickoff emails to Wave 6 Counties.</li> <li>• Developed the CDG Working Session Schedule for Wave 6 Counties</li> <li>• Reviewed the Wave 3 T-3 surveys results with Wave 3 Counties from 02/28/23 to 03/07/23.</li> <li>• Began to develop the Wave 6 T-9 survey results deck and scheduled time to review with Consortia and Regional Managers.</li> <li>• Sent the CIT for Wave 5 T-6 to the CIT Review Group on 02/27/23.</li> <li>• Began to develop the CNC Session decks for Waves 2–6</li> </ul>
Training	Training	<ul style="list-style-type: none"> <li>• Continued the Wave 3 Counties' Web Based Training for all staff.</li> <li>• Completed the Wave 3 Counties' Instructor Led Training for Train the Trainer and Early Training.</li> <li>• Started the Wave 3 Counties' Instructor Led Training for all staff.</li> <li>• Continued the Wave 4 Counties' Web Based Training for all staff.</li> <li>• Started room set-up and connectivity testing for the Wave 4 Counties' Instructor Led Training for Early Training and Train the Trainer.</li> <li>• Hosted Training Touchpoints with Fresno, Solano, Ventura, Santa Barbara, Orange, San Francisco, and San Diego Counties.</li> </ul>
Implementation	Implementation	<ul style="list-style-type: none"> <li>• Wave 2 <ul style="list-style-type: none"> <li>• Collected all post conversion discrepancy reports and with Yellow Banner report created the Go-Live Navigator and distributed all reports and navigator on 02/27/23</li> <li>• Updated Wave-2 GLP with links to Navigator and discrepancy reports and published on 02/28/23</li> </ul> </li> <li>• Wave 5 <ul style="list-style-type: none"> <li>• Conducted the Implementation Points of Contact (IPOC) meeting on 02/22/23.</li> <li>• Distributed Readiness Dashboards</li> </ul> </li> <li>• Completed first week of Wave 2 Post-Implementation support.</li> <li>• Distributed 8x Fact Sheets for common user questions relevant to Go Live.</li> <li>• Conducted daily business metrics review &amp; standing internal team calls.</li> <li>• Managed onsite resource tracker and provided daily resourcing needs.</li> <li>• Reviewed Wave 4 County Profile for San Diego County and planned for Wave 3 orientation session sequencing.</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>

**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 Daily Wave 2B Post-Implementation County, Project, and Executive Status Calls</li> <li>Participated in CalSAWS Go-Live Pre-Green Light: Wave 3A</li> <li>Reviewed Offshore Quality Metrics JPA Presentation with Accenture</li> <li>Reviewed TOSS Resource needs with Consortium PMO</li> <li>Participated on OCAT Ops and Release Management meeting</li> <li>Facilitated Collaboration Model Quarterly meeting material review</li> <li>Facilitated Communications Strike Team CRFI review session</li> <li>Facilitated County Data Validation (CDV) Retrospective session</li> </ul>
QA Technical	N/A	<ul style="list-style-type: none"> <li>Participated in Wave 2 Migration activities</li> <li>Continued Review of CalSAWS Contact Center Enhanced Call Control Panel and Virtual Assistant</li> <li>Continued monitoring of Production Operations, Imaging, and ForgeRock activities</li> <li>Continued review of partner Security Plans</li> </ul>
QA Conversion	N/A	<ul style="list-style-type: none"> <li>Prepared for Wave 3A/2C Cutover activities</li> <li>Dispositioned Wave 3 CDV findings</li> <li>Monitored Post Wave 2B defects and priorities</li> </ul>
QA Functional/Test	N/A	<ul style="list-style-type: none"> <li>Sixty-nine SCRs reviewed in preparation for SCRB/CCB</li> </ul>

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		<ul style="list-style-type: none"> <li>CalSAWS Release 23.03 test execution is in progress with a 100% execution rate, 96% pass rate, 1% In Progress Rate, and 3% fail/block rate</li> <li>Documented County Validation RACI in preparation for 23.05</li> <li>Preparing BenefitsCal Release 23.03.30 test activities</li> </ul>
QA Implementation	N/A	<ul style="list-style-type: none"> <li>Reviewed Draft Wave 5 County Change Discussion Guides</li> <li>Provided Post Implementation onsite support in Contra Costa, Santa Clara, and Tulare</li> <li>Participated in OCM Retrospective Action Plan discussions</li> <li>Prepared for the Pre-Green Light: Wave 3 County Prep Phase</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	<ul style="list-style-type: none"> <li>Monitored the Post Implementation Support Meetings for Wave 2 and Process Simulation for Wave 3</li> <li>Presented IV&amp;V observations in the Pre-Green Light meeting for Wave 3 County Prep Phase</li> <li>Attended State and Fiscal reports support meeting for Wave 2 and various other TOSS and IPOC meetings</li> </ul>

**Risk Management Group**

Mandy Batt

(Optional Items)

#	Action Item	Who	Due	Status
1	•			

#	Decision Made	Who Made the Decision	Date
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