

CalSAWS | Weekly Status Meeting

Date: March 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), 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"> San Diego County: <ul style="list-style-type: none"> Import phase is in progress Sacramento County: <ul style="list-style-type: none"> Pre-Production Validation in UAT was supposed to begin on March 13, 2023. The new start date is TBD. Based on multiple missed target dates, Imaging recommends moving status to Amber. Fresno County: <ul style="list-style-type: none"> Due to the improbability of achieving the export transfer rate required to meet the target date of March 31, 2023, Imaging recommends moving status to Amber
Customer Service Center (CSC)	N/A	<ul style="list-style-type: none"> Contact Center team members are meeting with Wave 3 Counties onsite to assist them with their model office training
Application	4.1.1-2	<ul style="list-style-type: none"> Deployed the 23.03 baseline release to

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Development and Test	CalSAWS System Change Request (SCR) Test Status - 23.05	<ul style="list-style-type: none"> production. Continued 23.05 test script preparation. 4 DD&I System Change Requests (SCRs) in scope
	4.1.2 State and CalWIN Wave 4 County Interface Partner File Exchange Test (IPT)	<ul style="list-style-type: none"> Began Wave 4 IPT execution on March 15, 2023. 2 of 43 Consortium, State, and County interfaces have successfully passed validation
Conversion	5.1.1 CalWIN Conversion	<ul style="list-style-type: none"> Supported Wave 1, Wave 2, Wave 3A Counties post Go-Live Continued to triage, assess, and resolve CalWIN Wave 1, Wave 2, Wave 3A Post Go-Live Issues Prepping for Wave 4 Mock activities (3B Not a Mock (NAM))
	5.1.3 Gainwell Technologies	<ul style="list-style-type: none"> County Refactoring Overview Contra Costa County Refactoring Status Santa Clara County Refactoring Status Orange County Refactoring Status Santa Barbara County Refactoring Status
CalWIN Functional Support	N/A	<ul style="list-style-type: none"> Wave 3 Open Defects Strike Team
Technical Infrastructure	7.3 Deviations from Plan/Adjustments	<ul style="list-style-type: none"> Risk 283 for Fresno County circuit delivery remains an ongoing risk after 2 failed attempts by Carriers

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 based on the current State policy and design. SIT is also in progress. Independent testing is planned to start during the week of 03/20/23. Target Production implementation date is 05/26/23
	Continuous Coverage Unwind (CCU) Enhancements	<ul style="list-style-type: none"> Conducted a Design Review during the UCD Monthly Meeting with State and Advocate partners to discuss BenefitsCal enhancements related to the Medi-Cal Continuous Coverage Unwinding on 03/16/23. Continued working on the Continuous Coverage Unwind (CCU) enhancements targeted for the March 2023 (1 enhancement) and April 2023 releases (13 enhancements).

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	March Enhancements	<ul style="list-style-type: none"> Continued working on the 12 enhancements and 2 technical POCs targeted for the March Release
	Training Environment	<ul style="list-style-type: none"> Teams continued setting up the environment. Technical activities including Batch Server and cron scheduler, building deployment pipeline, and redirecting URL and FR authorizers are complete. Task to enable APIs is targeted for 03/24/23 by the Network/TechOps. Connectivity testing is going to follow that task
	CalWIN ISS Support	<ul style="list-style-type: none"> Wave 3 <ul style="list-style-type: none"> Tier-1 training prep complete. Tier-1 Training dates as follows <ul style="list-style-type: none"> Orange (plus 45 counties): 03/21/23. Santa Barbara (plus 45 counties): 03/23/23. Ventura (plus 45 counties): 03/28/23 CBO training prep in progress. CBO training date: 03/29/23. Customer communication - email (1) distribution template readiness complete. <ul style="list-style-type: none"> Email (1) distribution date: 03/22/23. Awaiting email (1) CalWIN extract from Gainwell. ETA: 03/20/23. Conversion: <ul style="list-style-type: none"> Mock run feedback resolution complete with the counties for the CBO converted data. Prod extract of CBO user information in progress Wave 4 <ul style="list-style-type: none"> MyBCW CBO user information extract provided for wave 4 county review. County review in-progress. Training materials update in progress. Conversion mock run completed, and CBO user data validated with the counties in preparation for final production listing Wave 4 <ul style="list-style-type: none"> CBO User information extracted from MyBCW for the Wave 4 Counties. CBO user information extract is provided to the respective county PPOC for review. Wave 3 training prep in-progress. Training sessions scheduled.
	CW Timeclocks Design	<ul style="list-style-type: none"> Met with CalSAWS to discuss revised the Time Clocks Requirements scope and assumptions on 03/02/23.

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		<ul style="list-style-type: none"> Conducted a meeting with Consortium Finance, Consortium and CalSAWS on 03/14/23 to review the timeline and options
	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. Pending direction from CDSS on the SCERFRA response provided with estimates for GCF parity list items Met with CDSS, CWDA and Consortium on 03/15/23 re GCF parity list items. CDSS presented planned timeline for the functionalities to be decommissioned until 2025

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"> Wave 2 <ul style="list-style-type: none"> Provided support to Wave 2 Counties for Go-Live Configurations. Provided support to Contra Costa County related to Task Management. Wave 3 <ul style="list-style-type: none"> Provided Configuration support to Wave 3 Counties during County Prep Office Hours. Completed finding disposition for Ventura County, Santa Barbara County, and Orange County. Wave 4 <ul style="list-style-type: none"> Facilitated Configuration Kickoff meeting with Santa Cruz County and San Mateo County. Facilitated Configuration Verification Session with San Diego County. Scheduled Process Simulation prep sessions for Solano County and San Mateo County.
Organizational Change Management (OCM)	Organizational Change Management (OCM)	<ul style="list-style-type: none"> Wave 4 <ul style="list-style-type: none"> Continued to monitor the change discussions taking place in Wave 4 Group 1 Counties. Solano County reported the change discussion has been completed on 03/17/23. San Mateo County reported the change discussion has been completed on 03/10/23. Conducted the PPOC Weekly Touchpoints with Santa Cruz County from

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		<p>02/16/23 to 03/16/23 and continued to monitor the change discussions.</p> <ul style="list-style-type: none"> • Wave 5 <ul style="list-style-type: none"> • Completed the Wave 5 CDG FWP comments and reviewed by 03/17/23 • Wave 6 <ul style="list-style-type: none"> • Conducted the Wave 6 Working Session Kickoff on 03/16/22 for all Wave 6 Counties. • Sent the CDG Working Sessions Schedule to Wave 6 Counties. • Sent the recording and materials from the Wave 6 Working Session Kickoff • Reviewed the Wave 6 T-9 surveys results with Consortium. • Sent the CIT for Wave 4 T-3 to CIT/CRFI Review Group on 03/13/23. • Sent the CIT for Wave 2 T+6 to CIT/CRFI Review Group on 03/15/23. • Conducted the CNC Session Waves 3–6 on 03/14/23 and 03/16/23. • Sent the Newsletter for Wave 3 and Wave 6 to the Consortium
Training	Training	<ul style="list-style-type: none"> • Continued the Wave 3 Counties' Web Based Training for all staff. • Continued the Wave 3 Counties' Instructor Led Training for all staff. • Continued the Wave 4 Counties' Web Based Training for all staff. • Continued the Wave 4 Counties' Instructor Led Training for Early Training and Train the Trainer. • Started the Wave 5 Counties' Web Based Training for Early Training and Train the Trainer participants. • Hosted Training Touchpoints with Ventura County, Santa Barbara County, Orange County, San Diego County, San Francisco County, San Mateo County, and Solano County.
Implementation	Implementation	<ul style="list-style-type: none"> • Wave 3 <ul style="list-style-type: none"> • Completed 4 of 6 planned strike team meetings on 03/14/23 and 03/16/23 • Completed review of 68 conversion defects – 17 will be added to GLP • Continue working with counties on their CWA user access needs. • Distributed Readiness Dashboards to Wave 3. • Conducted the Wave 3 County Prep Office Hours and Debriefs, including individual progress review sessions and presenting metrics on 03/16/23. • Conducted TOSS IPOC meetings for San Luis Obispo County, Orange County, and Ventura

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		<p>County on 03/15/23 and Wave IPOC meetings for Wave 3 on 03/15/23.</p> <ul style="list-style-type: none"> Completed third week of Wave 2 Post-Implementation support. Distributed 3x Fact Sheets for common user questions relevant to Go-Live. Conducted daily business metrics review and standing internal team calls. Managed onsite resource tracker and provided daily resourcing needs. Reported Zoom utilization metrics for Santa Clara County, Contra Costa County and Tulare County and proposed virtual support consolidation plan to better serve counties.

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

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QA PMO	N/A	<ul style="list-style-type: none"> Participate in Daily Wave 2 and Wave 3A Post Implementation County and Project Status Calls Facilitated CalSAWS Go-Live Green Light for Release 23.03 Participated in Region 1 Pre-Meet for Management Site Visit Participated in CalSAWS Project Steering Committee Participated in OCAT Monthly SLA Review and the OCAT Ops and Release Management meeting Facilitate Quarterly Collaboration Model Meeting Facilitate Wave 2 Retrospective Sessions

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QA Technical	N/A	<ul style="list-style-type: none"> Participated in Service Level meetings and reviews Continued review of BenefitsCal Release of Information (ROI) and Application Transaction details Continued review of CalSAWS Contact Center Enhanced Call Control Panel and Virtual Assistant Monitored Production Operations, Imaging, and ForgeRock activities Continued review of partner Security Plans
QA Conversion	N/A	<ul style="list-style-type: none"> Completed Wave 3 County Data Validation (CDV) findings Scheduled Wave 4 CDV preparation meetings Monitored Post Wave 1 and 2 defects and priorities and evaluated open defects for the Go Live Packet (GLP) Participated in Stage gate reviews
QA Functional/Test	N/A	<ul style="list-style-type: none"> Continued CalSAWS Release 23.05 test preparation activities Continued BenefitsCal Release 23.05 ROI test preparation Continued BenefitsCal Release 23.03.30 test execution activities
QA Implementation	N/A	<ul style="list-style-type: none"> Provided Wave 2 Post Implementation onsite floor support in Contra Costa, Santa Clara, and Tulare Participated in resource coordination and communication for Wave 2 Planned for Wave 2 Implementation, OCM, and Training retrospectives Submitted comments on slides for March OPAC meeting Submitted comments on Wave 5 County Training Plans for Alameda, Fresno, and Sonoma

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"> Monitored Wave 2 Post Implementation support meetings and analyzed the findings Reviewed CalWIN OCM Monthly Status Report and Work Plan Monthly Updates Attended VIRTUAL - Green Light - Release 23.03, CDV Closeout session for Wave 3 and State and Fiscal Reports meetings in addition to the TOSS/IPOC and CNC meetings for various counties.

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		<ul style="list-style-type: none"> Met with OSI as part of our bi-weekly check-in meetings and discussed projects updates

Risk Management Group

Mandy Batt

(Optional Items)

#	Action Item	Who	Due	Status
1	<ul style="list-style-type: none"> 			

#	Decision Made	Who Made the Decision	Date

