Cal**SAWS** | Weekly Status Meeting

Date:	March 29, 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), 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	Lulu Fou
Announcements	Lulu Fou
CalSAWS M&O Bi-Weekly Status	Lulu Fou

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
CalSAWS Project Status Dashboard	Status Dashboard	• CalSAWS System Incident highlights
Project Management	Project Deliverables Summary	• Final Deliverable (FDEL) updates to System Security Plan (SSP), 8.0 Performance Management Plan, 9.0 Procurement and Assets Management Plan, and 13.0 County Site Plan were submitted to Consortium for review on March 22, 2023. Comments are due back March 29, 2023 • Final Deliverables (FDEL) for Wave 5 13.0 County Site Plans was submitted to Consortium for review on March 20, 2023. Comments are due back March 27, 2023

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Maintenance and Operations	3.2.2 CalSAWS Help Desk Metrics	• The current compliance for March Month to Date (MTD) is 98.7%
	3.5.1 ForgeRock	• The next ForgeRock Production release is tentatively scheduled for the end of April 2023 and is targeted to have the ServiceNow integration in that release with a successful User Acceptance Test (UAT)
Application Development and Test	4.4.1 Release Test Summary	• Deployed the 23.03 baseline release to Production • Continued 23.05 test preparation

CalSAWS BenefitsCal Portal/Mobile M&O Weekly Status   Jerry Nielson

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Application Development	4.2 Monthly Release Summary	• Upcoming BenefitsCal Monthly Release 23.03.30 on 03/30/23 • Upcoming BenefitsCal Monthly Release 23.04.18 on 04/18/23 • Upcoming BenefitsCal Monthly Release 23.04.24 on 04/24/23

CalSAWS Central Print Weekly Status   Dawn Wilder

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
1.1	N/A	• Continued discussions with CalWIN Counties

CalSAWS DD&I Weekly Status   Lulu Fou

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC

Imaging	Appendix E	• San Diego County:
		   o Import phase is in progress
		• Sacramento County:
		   o Sacramento County is on Amber status due to the lack of progress and undetermined start date for their pre-production validation in UAT
		• Fresno County:
		   o Fresno County was able to speed up their export transfer rate and are on track to complete Bulk Export by the target date of March 31, 2023

Application	4.1.1-2	• Monitored the 23.03 baseline release

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Development and Test	CalSAWS System Change Request (SCR) Test Status - 23.05	• Continued 23.05 test script preparation. 3 DD&I System Change Requests (SCRs) in scope
	4.1.3 State and CalWIN Wave 1 County Interface Partner File Exchange Test (IPT)	• 4 of 43 Consortium, State, and County interfaces have successfully passed validation
Conversion	5.1.1 CalWIN Conversion	• 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 (on schedule to begin April 1, 2023)
	5.1.3 Gainwell Technologies	• 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		• Wave 3 Open Defects Strike Team
Technical Infrastructure		• Created Risk 288 for San Francisco County circuit delivery

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	• Development is completed, based on the current State policy and design. Cycle 2 of the SIT is in progress. • Provided support to independent testing which started during the week of 03/20/23. • Target Production implementation date is 05/26/23.
	Continuous Coverage Unwind (CCU) Enhancements	• Incorporated Advocate/CBO suggestions and finalize designs of the Continuous Coverage Unwind enhancements targeted for the March 2023 and April 2023 releases. • Continued working on the Continuous Coverage Unwind (CCU) enhancements targeted for the March 2023 (1 enhancement) and April 2023 releases (13 enhancements).
	March Enhancements	• The enhancements (11) and technical POCs (2) targeted for the March Release are

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		scheduled for Production deployment on 3/30.

	CalWIN ISS Support	• Wave 3
		  o Tier-1 Training complete as follows,
		    ▪ Orange (plus 45 counties): 03/21/23.
		    ▪ Santa Barbara (plus 45 counties): 03/23/23.
		  o Customer communication - email (1) campaign launched successfully.
		    ▪ Email (1) distribution date: 03/22/23.
		    ▪ Total emails delivered across: 59, 744.
		  o Conversion:
		    ▪ Conversion mock run completed, and CBO user data validated with the counties in preparation for final production listing.
		    ▪ MyBCW CBO user information prod extract to compare against the current listing is in progress.
		• Wave 4
		  o County PPOC review of MyBCW CBO user information for wave 4 counties in-progress

	Collaboration Model	• Quarterly Collaboration Meeting is conducted on 3/24/23 with participation from Stakeholder groups
	GetCalFresh (GCF) Parity List Items	• Pending direction from CDSS on the SCERFRA response provided with estimates for GCF parity list items. • CDSS will map the components planned for decommissioning to parity list items

CalWIN Implementation Support Weekly Status   Duncan Gilliam

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC

	Business Process Reengineering (BPR)	• Wave 2
		  o Provided support to Wave 2 Counties for Go-Live Configurations.
		  o Provided support to Santa Clara County related to Task Management.
		• Wave 3
		  o Provided Configuration support to Wave 3 Counties during County Prep Office Hours.
		  o Provided support to Santa Barbara County for reports validations.
		• Wave 4

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		- Facilitated Configuration Working Session with San Diego County. - Scheduled Process Simulation prep sessions for Solano County, San Diego County, San Mateo County, & Santa Cruz County. - Facilitated process simulation prep sessions with Santa Cruz County and Solano County.
	Organizational Change Management (OCM)	- Wave 4 - Continued to monitor the change discussions taking place in Wave 4 Counties. - Wave 5 - Obtained Wave 5 CDG FWP County sign-off the week of 03/20/23. - Conducted the Wave 5 CDG Prep Sessions with Alameda County and Sonoma County on the week of 03/20/23. - Wave 6 - Confirmed the CDG Working Sessions Schedule with San Francisco County and San Luis Obispo County. - Reviewed the Wave 6 T-9 surveys results with San Francisco County and Sacramento County on 03/20/23 and 03/24/23, respectively. - Distributed the CIT for Wave 4 T-3 to the Wave 4 Counties on 03/20/23. - Opened the Wave 5 T-6 to Wave 5 Counties on 03/20/23. - Distributed the CIT for Wave 2 T+6 to the Wave 2 Counties on 03/20/23. - Sent the Wave 3 & 4 infographics to the CIT/CRFI Review Group on 03/20/23. - Sent the Wave 5 & 6 infographics to the CIT/CRFI Review Group on 03/23/23. - Sent the Newsletter for Wave 3 and Wave 6 to the CIT/CRFI Review Group on 03/22/23.
	Training	- 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. - Continued the Wave 5 Counties' Web Based Training for Early Training and Train the Trainer participants.

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		• Completed room set-up and connectivity testing for San Mateo County and Solano County Early Training and Train the Trainer. • Hosted Training Touchpoints with Fresno County, San Luis Obispo County, Ventura County, Orange County, Sonoma County, San Mateo County, Santa Cruz County, Santa Barbara County, and Sacramento County.

	Implementation	• Wave 3
		   o Completed all planned strike team meetings on 03/23/23.
		   o Completed review of 68 conversion defects –17 will be added to GLP.
		   o Completed review of 49 production defects – 0 will be added to GLP.
		   o Completed review of 8 CDV defects – 4 will be added to GLP.
		   o Drafted GLP updates for wave-3 and sent to strike team for review.
		   o Met with Wave 3 Counties to review Yellow Banner and discrepant data workload.
		• Continued working with counties on their CWA user access needs.
		• Facilitated SAC meeting with Conversion team on their Application user security-caseload questions
		• Distributed Readiness Dashboard to Wave 5.
		• Conducted the Wave 3 County Prep Office Hours and Debriefs, including individual progress review sessions and presenting metrics on 03/23/23.
		• Conducted TOSS IPOC meetings for Alameda County, San Francisco County, and Fresno County.
		• Completed fourth 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 conducted virtual consolidation plan to better serve counties.
		• Reviewed W5 county profiles with Alameda County and Fresno County

OCAT Project Weekly Status   Kevin Wilson

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	N/A	• 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	• Participate in Daily Wave 2 and Wave 3A Post Implementation County and Project Status Calls • Participated in CalSAWS 23.03 Post Release Checkpoints • Participated in OCAT UAT Review for Profile Matching Logic • Participated in IV&V / PMO & QA Bi-weekly meeting • Facilitated Quarterly Collaboration Model Meeting • Facilitated Wave 2 Retrospective Sessions
QA Technical	N/A	• Continued review of BenefitsCal Application Transaction failures • Continued review of CalSAWS Contact Center and Virtual Assistant (VA) defects and changes • Monitored Production Operations, Imaging, and ForgeRock activities • Continued review of partner Security Plans • Assisted partners with alignment of performance schedule
QA Conversion	N/A	• Participated in Wave 4 County Data Validation (CDV) preparation activities • Evaluated Post Wave 1 and 2 open defects and change management defects for the Go Live Packet (GLP) • Participated in Stage gate reviews
QA Functional/Test	N/A	• Monitored CalSAWS Release 23.03 Post-Implementation feedback • Continued BenefitsCal Release 23.03.30 test execution activities • BenefitsCal Release 23.05 test execution activities are in progress with a 33% execution rate, 28% pass rate, and 5% fail/block rate • Continued CalSAWS Release 23.05 test preparation activities
QA Implementation	N/A	• Provided Post Implementation virtual support in Contra Costa, Santa Clara, and Tulare • Conducted Wave 2 Implementation, OCM, and TOSS/Support team retrospectives

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		• Participated in Wave 6 T-9M Survey Results meetings • Participated in Wave 3 Leadership meetings

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	• Tracked Post Implementation issues for Wave 2. • Attended OPAC, TOSS and IPOC meeting for Wave 3-6, Stage Gate Review Prep and priorities

State Policy Updates

Sherice Sterling (CDSS)
Cecilia Rolon (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	• On March 17th, 2023, CalWIN completed the EA Mass Mailer • On March 19th, 2023, CalWIN completed the BI and CIS Oracle 19c Upgrades
	2.0-2	• On March 25th, 2023, CalWIN ran CF Max Allotments, began implementation March Off-cycle Release (completed March 27, 2023), and initiated Tulsa Firewall Refresh activities

Risk Management Group

Mandy Batt

(Optional Items)

#	Action Item	Who	Due	Status
1				

#	Decision Made	Who Made the Decision	Date