

## CalSAWS | Weekly Status Meeting

Date: April 12, 2023	Location: Microsoft Teams Meeting
Time: <b>9:00 a.m. – 11:00 a.m.</b>	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, 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), 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	Mandy Batt
Announcements	Mandy Batt
CalSAWS M&O Bi-Weekly Status	Mandy Batt

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
CalSAWS Project Status Dashboard	Status Dashboard	<ul style="list-style-type: none"> <li>CalSAWS System Incident highlights</li> </ul>
Project Management	Project Deliverables Summary	<ul style="list-style-type: none"> <li>Final Deliverable (FDEL) updates to 8.0 Performance Management Plan, 9.0 Procurement and Assets Management Plan, and 13.0 County Site Plan were approved by Consortium on March 30, 2023.</li> <li>Final Deliverables (FDEL) for Wave 5 13.0 County Site Plans were approved on March 29, 2023.</li> </ul>
Maintenance and Operations	3.2.2 CalSAWS Help Desk Metrics	<ul style="list-style-type: none"> <li>The current compliance for April Month to Date (MTD) is 99.3%</li> </ul>

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	3.5.1 ForgeRock	<ul style="list-style-type: none"> <li>The next ForgeRock Production release is tentatively scheduled for the end of May 2023 and is targeted to have the ServiceNow integration in that release with a successful User Acceptance Test (UAT)</li> </ul>
Application Development and Test	4.4.1 Release Test Summary	<ul style="list-style-type: none"> <li>23.05 System Testing on schedule. Week 2 of 8 completed. 37% pass rate on 25% target</li> </ul>

## 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"> <li>BenefitsCal Monthly Release 23.03.30 on 03/30/23</li> <li>BenefitsCal Emergency Release 23.04.07 on 04/07/23</li> </ul>
Application Development	4.2 Monthly Release Summary	<ul style="list-style-type: none"> <li>Upcoming BenefitsCal Monthly Release 23.04.18 on 04/18/23</li> <li>Upcoming BenefitsCal Monthly Release 23.04.24 on 04/24/23</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>

## CalSAWS DD&I Weekly Status

Mandy Batt

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Imaging	Appendix E	<ul style="list-style-type: none"> <li>Santa Barbara County: <ul style="list-style-type: none"> <li>During Santa Barbara County's export process, older DocStart documents weren't properly extracted by their vendor's tool, resulting in missing pages in the exported documents. The team is currently working with the county to resolve the issue</li> </ul> </li> <li>Sonoma County: <ul style="list-style-type: none"> <li>Bulk Export planned to complete on April 14, 2023</li> </ul> </li> <li>San Francisco County:</li> </ul>

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> <li>o Bulk Export planned to complete on April 14, 2023</li> <li>• San Luis Obispo County: <ul style="list-style-type: none"> <li>o Bulk Import began on April 7, 2023</li> </ul> </li> <li>• Sacramento County: <ul style="list-style-type: none"> <li>o Pre-Production Validation in UAT planned to complete on April 12, 2023</li> </ul> </li> </ul>
Application Development and Test	4.1.1-2 CalSAWS System Change Request (SCR) Test Status - 23.05	<ul style="list-style-type: none"> <li>• Week 2 of 8, 23.05 system testing completed. 2 DD&amp;I SCRs in scope 40% pass rate on a 25% target</li> </ul>
	4.1.3 State and CalWIN Wave 1 County Interface Partner File Exchange Test (IPT)	<ul style="list-style-type: none"> <li>• 16 of 43 Consortium, State, and County interfaces have successfully passed validation</li> </ul>
Conversion	5.1.1 CalWIN Conversion	<ul style="list-style-type: none"> <li>• Supported Wave 1, Wave 2, Wave 3A Counties post Go-Live</li> <li>• Continued to triage, assess, and resolve CalWIN Wave 1, Wave 2, Wave 3A Post Go-Live Issues</li> <li>• Continued Wave 4B Mock activities (on schedule to begin April 8, 2023)</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> <li>• Santa Barbara County Refactoring Status</li> </ul>
Technical Infrastructure		<ul style="list-style-type: none"> <li>• Updated Risk 283 for Fresno County circuit delivery</li> <li>• Updated Risk 288 for San Francisco County circuit delivery</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>• Cycle 2 of System Testing is completed.</li> <li>• Preparation activities for the County Validation testing in progress, on schedule for a 04/17/23 start.</li> <li>• Continued providing support to independent testing which started during the week of 03/20/23.</li> <li>• Target Production release 23.05 (based on draft ACL, and design). Will review the final ACL for potential downstream design implications</li> </ul>

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	Continuous Coverage Unwind (CCU) Enhancements	<ul style="list-style-type: none"> <li>Continued working on the Continuous Coverage Unwind (CCU) enhancements targeted for April 2023 releases (13 enhancements)</li> </ul>
	Training Environment	<ul style="list-style-type: none"> <li>Connectivity testing continued between ForgeRock, CalSAWS and BenefitsCal during the week of 04/07/23.</li> <li>Continued working on communication logistics. Received the list of active CBO Managers. Creation of pre-approved accounts for CBOs in ForgeRock is in-progress.</li> </ul>
	CalWIN ISS Support	<ul style="list-style-type: none"> <li>Wave 3</li> <li>Following Customer Communication Campaigns completed:</li> <li>Wave3 e-mail2 campaign was launched successfully on 04/05/23 <ul style="list-style-type: none"> <li>Total emails delivered across the three wave-3 counties: 58,302 (unique email IDs)</li> </ul> </li> <li>Wave3-SMS1 campaign was launched successfully on 04/06/23 <ul style="list-style-type: none"> <li>Total messages delivered across the three Wave 3 Counties: 21,140 (unique phone numbers).</li> </ul> </li> <li>The prod CBO conversion extract has been placed in respective county folders for review. Following county review, the final list will be generated for wave3 and used in the upcoming prod. cutover.</li> <li>Executed two tests on the March release codebase with 100% statewide rollout volume, and the results (w.r.t Avg. Response time and errors) were comparable with the baseline.</li> <li>BenefitsCal cut-over plan approved by the consortium. Shared with the cutover planning team to integrate with 3B-Master-checklist.</li> <li>Wave 4</li> <li>Mock CBO files were handed off to the ForgeRock team as of 04/07/23 to be used for the mock cutover.</li> </ul>
	Collaboration Model	<ul style="list-style-type: none"> <li>Continued working on the Collaboration Model prioritized enhancements for the April release. <ul style="list-style-type: none"> <li>CSPM-64321: Collaboration Model: Prompt customers to</li> </ul> </li> </ul>

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<p>upload relevant documents after they submit RAC.</p> <ul style="list-style-type: none"> <li>○ CSPM-64319: Collaboration Model: Add direct links to alternate options to apply for assistance on the outage page in BenefitsCal.</li> <li>○ CSPM-64317: Collaboration Model: Modify YouTube videos to address modified or new changes to BenefitsCal.</li> <li>○ CSPM-41222: Replace word "application" with "renewal" in the document upload pop-up to align with the report the user is completing.</li> </ul>
	GetCalFresh (GCF) Parity List Items	<ul style="list-style-type: none"> <li>• Attended a meeting with the California Department of Social Services (CDSS), the Consortium, and the County Welfare Directors Association of California (CWDA) on 04/05/23.</li> <li>• The CDSS will confirm the mapping of the components planned for decommissioning to parity list items and confirm the funding to establish a roadmap.</li> </ul>

## 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"> <li>• Wave 2 <ul style="list-style-type: none"> <li>○ Provided support to Wave 2 Counties for Go-Live Configurations.</li> </ul> </li> <li>• Wave 3 <ul style="list-style-type: none"> <li>○ Closed open GA.GR questions for Wave 3 Counties</li> <li>○ Provided Configuration support to Wave 3 Counties during County Prep Office Hours.</li> </ul> </li> <li>• Wave 4 <ul style="list-style-type: none"> <li>○ Facilitated Configuration Working Session with Santa Cruz County.</li> <li>○ Facilitated third weekly process simulation prep session with Santa Cruz County and Solano County.</li> <li>○ Completed 3 day in person process simulation sessions with San Mateo County.</li> </ul> </li> <li>• Wave 5</li> </ul>

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> <li>○ Initiated process simulation prep schedule discussion with Alameda County and Sonoma County.</li> </ul>
	Organizational Change Management (OCM)	<ul style="list-style-type: none"> <li>• Wave 4 Change Discussion Guides               <ul style="list-style-type: none"> <li>○ Continued to monitor the change discussions taking place in Wave 4 Counties.</li> </ul> </li> <li>• Wave 5 Change Discussion Guides               <ul style="list-style-type: none"> <li>○ Scheduled the Primary Points of Contact (PPOC) Weekly Touchpoints with the Wave 5 Counties.</li> </ul> </li> <li>• Wave 6 Change Discussion Guides               <ul style="list-style-type: none"> <li>○ Conducted the Wave 6 Working Sessions with the Wave 6 Counties.</li> <li>○ Conducted the Wave 6 Weekly Wrap-ups with the Wave 6 Counties.</li> </ul> </li> <li>• Opened the Wave 4 T-3 Readiness Surveys on 04/03/23.</li> <li>• Began to develop the Wave 5 T-6 Surveys on the week of the 04/03/23.</li> <li>• Opened the Wave 2 T+6 Readiness Surveys for Contra Costa and Tulare on 04/03/23.</li> <li>• Finalized the presentation and prepared to facilitate the Change Network Champions (CNC) Sessions for Waves 3 &amp; 4 and Waves 5 &amp; 6 on the week of 04/10/23.</li> <li>• Began to develop April infographics for Wave 3-6.</li> <li>• Sent the Wave 5 and 6 April infographics to Consortium for review on 04/03/23.</li> <li>• Distributed the Newsletter Wave 2 Post-Go-Live to Wave 2 Counties on 04/03/23.</li> </ul>
	Training	<ul style="list-style-type: none"> <li>• Continued the Wave 3 Counties' Web Based Training for all staff.</li> <li>• Continued 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>• Continued the Wave 4 Counties' Instructor Led Training for Early Training and Train the Trainer.</li> <li>• Continued the Wave 5 Counties' Web Based Training for Early Training and Train the Trainer participants.</li> <li>• Started the Wave 5 Counties' Web Based Training for all staff.</li> <li>• Conducted training site visit in Orange County.</li> <li>• Hosted Training Touchpoints with San Luis Obispo, Solano, Santa Barbara, San Francisco, Sacramento, Orange, Alameda,</li> </ul>

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		Sonoma, San Mateo, and Santa Cruz Counties.
	Implementation	<ul style="list-style-type: none"> <li>• Wave 3 <ul style="list-style-type: none"> <li>◦ GLP for Wave 3 reviewed and distributed.</li> <li>◦ Scheduled Go-Live Packet (GLP) orientation for Wave 3 Counties.</li> </ul> </li> <li>• Continued working with the counties on their CWA user access needs.</li> <li>• Reviewed current state and recommended process changes for Central Print – Postage payment process.</li> <li>• Continued meeting with Wave 5 and 6 Counties for CWA User migration to CalSAWS.</li> <li>• Created a presentation which clarifies conversion requirements for Caseload ID.</li> <li>• Continued working with the Lobby Management and Contact Center teams.</li> <li>• Drafted recommendation for aligning Lobby Management with TOSS.</li> <li>• Drafted Wave 6 County Profiles for Sacramento County, San Francisco County, and San Luis Obispo County.</li> <li>• Facilitated Potential Fact Sheet Topic Review meeting and consolidated topics on Fact Sheet tracker.</li> <li>• Distributed Readiness Dashboard to Wave 3 and Wave 4.</li> <li>• Conducted the Wave 3 County Prep Office Hours and Debriefs, including individual progress review sessions and presenting metrics on 04/06/23.</li> <li>• Completed the sixth week of Wave 2 post-Implementation support.</li> <li>• Conducted daily business metrics review and standing internal team calls.</li> <li>• Managed onsite resource tracker and provided daily resourcing needs.</li> <li>• Finalized onsite resource allocations for Orange County, Santa Barbara County, and Ventura Counties and updated Gap Analysis to close gaps.</li> <li>• Created post-Implementation Kickoff presentation for the Wave 3 Counties IPOC/TOSS meetings.</li> <li>• Delivered Wave 3 virtual orientation session Option 1 for county volunteers.</li> <li>• Presented the post-Implementation Kickoff presentation for the Wave 3 Counties IPOC/TOSS meetings and confirmed county</li> </ul>

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<p>escalation processes and virtual support approach.</p> <ul style="list-style-type: none"> <li>Distributed by-name resource assignments for onsite/virtual to Orange County, Santa Barbara County, and Ventura County.</li> <li>Completed Tulare County's transition from onsite support to self-sufficiency.</li> </ul>

## OCAT Project Weekly Status

Kibby Stahl  
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 2 and Wave 3A Post-Implementation Calls</li> <li>Participated in Dry Run for Pre Green-Light: Wave 3 Go-Live</li> <li>Participated in IV&amp;V Wave 3 Readiness Review</li> <li>Facilitated in CalSAWS Release 23.03 Quality Review</li> <li>Close out Wave 2 retrospective sessions and draft JPA content</li> <li>Partner with BenefitsCal to develop Collaboration Model products</li> </ul>
QA Technical	N/A	<ul style="list-style-type: none"> <li>Participated in the Wave 3 County Contact Center Model Office and assisted with scripts. Reviewed defects and resolution progress.</li> <li>Continued review of BenefitsCal Application Transaction issues</li> <li>Reviewed Change Advisory Board (CAB) tickets</li> <li>Monitored Imaging performance test, migration, and risks.</li> <li>Continued review of partner Security Plans</li> </ul>
QA Conversion	N/A	<ul style="list-style-type: none"> <li>Participated in the Mock Conversion for Wave 4B</li> <li>Participated in Wave 3 County Prep calls</li> </ul>



STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> <li>Participated in the Conversion Defect Strike Team Review</li> <li>Participated in Stage gate reviews</li> <li>Continued to prepare for Wave 4 County Data Validation (CDV)</li> </ul>
QA Functional/Test	N/A	<ul style="list-style-type: none"> <li>Presented recommendations for streamlining SCR Prioritization process</li> <li>BenefitsCal Release 23.05 test execution activities are in progress with a 90% execution rate, 73% pass rate, and 15% fail/block rate</li> <li>CalSAWS Release 23.05 test execution activities are in progress with a 56% execution rate, 42% pass rate, and 10% fail/block rate</li> </ul>
QA Implementation	N/A	<ul style="list-style-type: none"> <li>Confirmed FDEL comment resolutions for Alameda County Training Plan</li> <li>Participated in Post-Implementation Support Plan meetings with Orange, Santa Barbara, and Ventura</li> <li>Conducted Retrospective Wrap-up session for Implementation Management and OCM</li> <li>Provided virtual support in Contra Costa, Santa Clara, and Tulare</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	IV&V Project Oversight	<ul style="list-style-type: none"> <li>Continued to track County Prep Phase activities for Wave 3, Post Implementation Support for Wave 2</li> <li>Participated in the Wave 2 Conversion retro session, Dry run for Pre-Green Light meeting for Wave 3, various TOSS/IPOC meetings for Waves 3-6</li> <li>Reviewed the Training Plan for Wave 5 (Fresno), Print Services MSR</li> <li>Provided the walkthrough for IV&amp;V Go-Live Readiness Assessment Report – Wave 3 to QA team.</li> </ul>

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## State Policy Updates

Sherice Sterling (CDSS)  
Cecilia Rolon (CDSS)  
Katie Mead (DHCS)  
Sherry Chen (DHCS)  
Katie Ouyang (OSI)  
Neha Dhawan (OSI)

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## 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"><li>On March 27<sup>th</sup>, 2023, CalWIN implemented the March Off-Cycle Release</li><li>On April 1<sup>st</sup>, 2023, CalWIN participated in the 4-A Mock Conversion</li><li>On April 2<sup>nd</sup>, 2023, CalWIN ran Data Retention for Wave 4 and extracted Wave 5-A and delivered to the conversion team</li></ul>
	2.0-2	<ul style="list-style-type: none"><li>On April 8<sup>th</sup>, 2023, CalWIN participated in the 4-B Mock Conversion</li><li>On April 9<sup>th</sup>, 2023, CalWIN completed Phase 2 of the CIS Oracle 19c Upgrade</li></ul>

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## Risk Management Group

Mandy Batt

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(Optional Items)

#	Action Item	Who	Due	Status
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#	Decision Made	Who Made the Decision	Date
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