

CalSAWS | Weekly Status Meeting

Date: April 10, 2023	Location: Microsoft Teams Meeting
Time: 9:00 a.m. – 10:20 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), 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"> Performance Test Update: <ul style="list-style-type: none"> Wave 3 performance test complete; we will continue to plan for additional 58-County testing. Santa Barbara County: <ul style="list-style-type: none"> The required batches of missing pages were submitted and validated on April 17, 2023. Sonoma County: <ul style="list-style-type: none"> Bulk Export completion target date was moved to May 1, 2023, initially April 14, 2023. San Francisco County: <ul style="list-style-type: none"> Bulk Export completion target date was moved to May 12, 2023. Initially April 14, 2023 Sacramento County:



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		<ul style="list-style-type: none"> Pre-Production Validation in UAT completed on April 14, 2023
Customer Service Center	Highlights of the Reporting Period	<ul style="list-style-type: none"> Completed pre-prod validation of Wave 3 Prod accounts. Validated county user accounts against FR to ensure they match. Continuing to work with Wave 3 counties to confirm that all users have successfully logged into Production.
Application Development and Test	4.1.1-2 CalSAWS System Change Request (SCR) Test Status - 23.05	<ul style="list-style-type: none"> Week 3 of 8, 23.05 system testing completed. 2 DD&I SCRs in scope 40% pass rate on a 38% target
	4.1.2 State and CalWIN Wave 4 County Interface Partner File Exchange Test (IPT)	<ul style="list-style-type: none"> 23 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 Completed Wave 4B Mock activities (on schedule to begin April 8, 2023) Began Cutover 3B pre cutover activities
	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
Technical Infrastructure	7.3 Deviations from Plan/Adjustments	<ul style="list-style-type: none"> Updated Risk 283 for Fresno County circuit delivery Updated 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	<ul style="list-style-type: none"> Cycle 2 of System Testing is completed. Started supporting County Validation prep. ROI functionality demonstration was done for the County Validation staff on April 4th County Validation period 04/10/23–04/21/23. Continued providing support to independent testing which started during the week of 03/20/23.

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		<ul style="list-style-type: none"> Target Production release 23.05 (based on draft ACL, and design). Will review the final ACL for potential downstream design implications
	Continuous Coverage Unwind (CCU) Enhancements	<ul style="list-style-type: none"> Continued working on the Continuous Coverage Unwind (CCU) enhancements targeted for the April 18, 2023 releases (13 enhancements).
	Training Environment	<ul style="list-style-type: none"> Completed connectivity testing between ForgeRock, CalSAWS and BenefitsCal during the week of 04/07/23. End-to-end Functional testing continued during the week of 4/10. Continued working on communication logistics. <ul style="list-style-type: none"> Extracting the active CBO Managers from FR is complete Creation of pre-approved accounts for CBOs in ForgeRock is complete.
	CalWIN ISS Support	<ul style="list-style-type: none"> Wave 3 Following Customer Communication Campaigns completed: <ul style="list-style-type: none"> Wave3 e-mail3 campaign was launched successfully on 04/12/23. <ul style="list-style-type: none"> Total emails delivered across the three wave-3 counties: 12,026 (unique email IDs). Wave3-SMS2 campaign was launched successfully on 04/13/23. <ul style="list-style-type: none"> Total messages delivered across the three Wave 3 Counties: 28,171 (unique phone numbers). The prod CBO conversion extract review has been placed in respective county folders for review. Following county review, the final list will be generated for wave-3 and used in the upcoming production cutover. BenefitsCal cut-over plan and roll-back plan updates are complete. Wave 4 <ul style="list-style-type: none"> The mock run was completed successfully, and the exception report was reviewed. The team will work with the counties to address feedback from the exception report and prepare for production load.
	R6 MSV Presentation	<ul style="list-style-type: none"> Attended Region 6, Management Site Visit meeting on 04/12/23.
	Collaboration Model	<ul style="list-style-type: none"> Continued working on Collaboration Model prioritized enhancements for the April 18, 2023 release <ul style="list-style-type: none"> CSPM-64321: Collaboration Model: Prompt customers to upload relevant documents after they submit RAC.

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		<ul style="list-style-type: none"> • CSPM-64319: Collaboration Model: Add direct links to alternate options to apply for assistance on the outage page in BenefitsCal. • CSPM-64317: Collaboration Model: Modify YouTube videos to address modified or new changes to BenefitsCal. • CSPM-41222: Replace word “application” with “renewal” in the document upload pop-up to align with the report the user is completing.
	GetCalFresh (GCF) Parity List Items	<ul style="list-style-type: none"> • Next b-weekly meeting is scheduled on 04/19/23. CDSS will confirm the mapping of the components planned for decommissioning to parity list items and confirm the funding to establish a roadmap.

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 for Go-Live Configurations. • Wave 3 <ul style="list-style-type: none"> • Provided Configuration support for County Prep. • Wave 4 <ul style="list-style-type: none"> • Facilitated Configuration Verification Session with San Mateo County. • Facilitated fourth weekly process simulation prep session with Santa Cruz County and Solano County. • Completed process simulation prep sessions with San Diego County and Santa Cruz County. • Wave 5 <ul style="list-style-type: none"> • Initiated process simulation prep schedule discussion with Alameda County, Fresno County, and Sonoma County. • Planning started for Configuration Kickoff meetings.
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 Counties. • Wave 5 <ul style="list-style-type: none"> • Conducted the PPOC Weekly Touchpoints with the Wave 5 Counties. • Conducted the Change Discussion Office Hours with all Wave 5 Counties. • Sent the CDG DDEL to the Wave 5 Counties for signoff.

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		<ul style="list-style-type: none"> • Wave 6 <ul style="list-style-type: none"> • Continued to conduct the San Francisco County and San Luis Obispo County Working Sessions and address any comments or action items from the Working Sessions. • Continued to conduct the San Francisco County and San Luis Obispo County Weekly Wrap-ups. • Send the Wave 6 CDG Prep Kickoff invites to Wave 6 Counties. • Monitored and closed the Wave 4 T-3 Readiness Surveys on 04/14/23. • Reviewed the Wave 5 T-6 Surveys results with the Consortium on 04/13/23 to 04/14/23. • Monitored the Wave 2 T+6 Readiness Surveys for Contra Costa County and Tulare County. • Opened the Wave 2 T+6 Readiness Survey for Santa Clara County on 04/12/23. • Conducted the Wave 3 and 4 CNC Session on 04/11/23. • Conducted the Wave 5 and 6 CNC Session on 04/11/23. • Sent the Waves 3 and 4 to Consortium for review on 04/10/23
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. • Continued the Wave 5 Counties' Web Based Training for all staff. • Hosted Training Touchpoints with Fresno County, Solano County, Ventura County, Santa Barbara County, Orange County, and San Diego County.
Implementation	Implementation	<ul style="list-style-type: none"> • Wave 3 <ul style="list-style-type: none"> • The GLP Strike Team began reviewing 35 conversion defects for the final Wave 3 GLP. • Completed Go-Live Packet (GLP) orientation for Wave 3 Counties. • Provided Section Directors an update on counties' CalSAWS user access. • Continue to track Central Print – Postage payment status for Wave 3 Counties. • Working on FAQ which clarifies conversion requirements for Caseload ID. • Drafted recommendation for aligning Lobby Management with TOSS.

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		<ul style="list-style-type: none"> • Facilitated Potential Fact Sheet Topic Review meeting and consolidated topics on Fact Sheet tracker. • Drafted CIT - Fact Sheets Available at Wave 3 Go-Live and submitted for CRFI review. • Updated Fact Sheet Process flow diagram. • Assembled Trip Book for Santa Barbara County using new streamlined format. • Conducted introductory walkthrough of and Distributed Readiness Dashboard to Wave 6 Counties. • Conducted the Wave 3 County Prep Office Hours and Debriefs, including individual progress review sessions and presenting metrics on 04/13/23. • Distributed Wave 4 County Prep Materials and CIT on 04/10/23. • Completed the seventh week of Wave 2 post-Implementation support. • Conducted daily business metrics review and standing internal team calls. • Managed onsite resource tracker and provided daily resourcing needs. • Finalized onsite resource allocations for Orange County, Santa Barbara County, and Ventura County; solicited additional volunteers from Virtual for Onsite Support. • Delivered Wave 3 Full Orientation session Option 2 for county volunteers. • Conducted Wave 3 Meet & Greet sessions for onsite support team members. • Distributed by-name resource assignments for onsite/virtual/extended to Orange County, Santa Barbara County, and Ventura County. • Distributed Virtual Support Infographics and distributed Virtual Support link to County PPOCs.

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

Kibby Stahl
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 Wave 2 and Wave 3A Post-Implementation Calls Participated in Pre Green-Light: Wave 3 Go-Live Participated in Region 6 Management Site Visit Presented QA updates at CalSAWS JPA Board Meeting Prepare Wave 2 Retrospective update for JPA, PSC, and Quarterly Stakeholder meeting Partner with BenefitsCal to develop Collaboration Model products
QA Technical	N/A	<ul style="list-style-type: none"> Completed review of Accenture's Performance Report Continued review of BenefitsCal Application Transaction issues Participated in Change Advisory Board (CAB) and Ticket Review Participated in Imaging and OCAT Monthly SLA Data Reviews Recommended update to Accenture's System Security CoPlan review schedule
QA Conversion	N/A	<ul style="list-style-type: none"> Participated in the Wave 3B Cutover table read and County Prep Participated in Conversion Stage Gate report reviews Continued to monitor defects for post Wave 1 - 2 and Wave 3 Conducted Wave 4 County Data Validation (CDV) Kick off and connectivity validation
QA Functional/Test	N/A	<ul style="list-style-type: none"> Reviewed 78 design documents to prepare for SCR/CCB reviews BenefitsCal Release 23.05 test execution in progress with a 100% execution rate, 91% pass rate, and 9% fail/block rate CalSAWS Release 23.05 test execution in progress with a 72% execution rate, 64% pass rate, 2% in-progress rate, and 6% fail/block rate

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QA Implementation	N/A	<ul style="list-style-type: none"> Submitted comments for CalWIN ISS FDEL Master Training Plan Update Supported the Santa Clara Retrospective on ISS Workstreams Participated in Change Discussion Guide Reviews for San Francisco and San Luis Obispo Completed Video for Wave 3 Green Light Go-Live Event Provided virtual support in Contra Costa, Santa Clara, and Tulare

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"> Provided a walkthrough of the IV&V Go-Live Readiness assessment Report for Wave 3 to OSI, CDSS and DHCS Participated in JPA, Pre-Green Light for Wave 3 Go-Live Reviewed and provided feedback on Deployment Complete Milestone Report CalWIN Wave 2, Change Discussion Guides for Wave 5

(Optional Items)

#	Action Item	Who	Due	Status
1	•			

#	Decision Made	Who Made the Decision	Date
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