

## CalSAWS | Weekly Status Meeting

Date: April 26, 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
<b>Commence Meeting</b>	Arnold Malvick
<b>Announcements</b>	Mandy Batt
<b>CalSAWS M&amp;O Bi-Weekly Status</b>	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>Draft Deliverables (DDEL) for Wave 6 13.0 County Site Plans are due for Consortium review on April 28, 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 99.5%</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 4 of 8 completed. 77% pass rate on 50% target.</li> </ul>

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 23.04.18 on 04/18/23</li> <li>BenefitsCal Emergency Release 23.04.24 on 04/24/23</li> </ul>
Application Development	4.2 Monthly Release Summary	<ul style="list-style-type: none"> <li>Upcoming BenefitsCal Monthly Release 23.05.25 on 05/25/23</li> </ul>

CalSAWS Central Print Weekly Status

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> <li>Completed Wave 3 Implementation Execution tasks</li> </ul>

CalSAWS DD&I Weekly Status

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Imaging	Appendix E	<ul style="list-style-type: none"> <li>CalWIN Counties - Wave 3 migration was successfully completed</li> </ul>
Customer Service Center (CSC)	Highlights of the Reporting Period	<ul style="list-style-type: none"> <li>Completed Wave 3 cutover</li> <li>Beginning Wave 4 contact centers to System Test</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 4 of 8, 23.05 system testing completed. 2 DD&amp;I SCRs in scope 80% pass rate on a 50% 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>27 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>Completed Cutover 3B cutover activities</li> </ul>
	5.1.3 Gainwell Technologies	<ul style="list-style-type: none"> <li>County Refactoring Overview</li> <li>Orange County Refactoring Status</li> <li>Santa Barbara County Refactoring Status</li> </ul>

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	Release of Information (ROI) Enhancement	<ul style="list-style-type: none"> <li>• Continued supporting County Validation testing for the ROI functionality.</li> <li>• County Validation period 04/10/23–04/21/23.</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>
	Continuous Coverage Unwind (CCU) Enhancements	<ul style="list-style-type: none"> <li>• Deployed the Continuous Coverage Unwind (CCU) enhancements to production on 04/18/23 (13 enhancements).</li> </ul>
	Training Environment	<ul style="list-style-type: none"> <li>• End-to-end Functional testing continued during the week of 04/17/23.</li> <li>• Continued working on communication logistics.                             <ul style="list-style-type: none"> <li>◦ Extracting the active CBO Managers from FR is complete</li> <li>◦ Creation of pre-approved accounts for CBOs in ForgeRock is complete.</li> </ul> </li> </ul>
	CalWIN ISS Support	<ul style="list-style-type: none"> <li>• Wave 3</li> <li>• Wave 3 Counties cutover to BenefitsCal is complete. Counties enabled: Orange, Santa Barbara, and Ventura.</li> <li>• Completed Wave 3 Email-4 customer communication campaigns on 04/24/23.                             <ul style="list-style-type: none"> <li>◦ Total emails delivered across the three (3) Wave 3 Counties: 58,220 (unique email IDs).</li> </ul> </li> <li>• CBO account conversion complete in the production environment:                             <ul style="list-style-type: none"> <li>◦ Number of CBO organizations converted: 83</li> <li>◦ Number of CBO accounts converted: 557</li> </ul> </li> <li>• Wave 4</li> <li>• Enabled the Wave 4 Counties (San Diego, San Mateo, Santa Cruz, are Solano) in the lower environment in preparation for Process Simulation.</li> <li>• The mock run was completed successfully, and the exception report</li> </ul>

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		was reviewed. The team will work with the counties to address feedback from the exception report and prepare for production load
	Collaboration Model	<ul style="list-style-type: none"> <li>• Deployed the Collaboration Model prioritized enhancements to production on 04/18/23. <ul style="list-style-type: none"> <li>○ CSPM-64321: Collaboration Model: Prompt customers to upload relevant documents after they submit RAC.</li> <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> </li> </ul>
	Monthly UCD Meeting	<ul style="list-style-type: none"> <li>• Monthly UCD meeting is scheduled for 04/26/23.</li> </ul>
	GetCalFresh (GCF) Parity List Items	<ul style="list-style-type: none"> <li>• Participated to b-weekly meeting is scheduled on 04/19/23.</li> <li>• 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>○ 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 San Mateo County.</li> </ul> </li> </ul>

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> <li>○ Documented Configuration requirements for Process Simulation for San Diego County and Santa Cruz County.</li> <li>○ Facilitated the final weekly Process Simulation prep sessions with Santa Cruz County and Solano County, respectively.</li> <li>○ Completed Process Simulation prep sessions with San Diego County.</li> <li>○ Kicked off data identification for Wave 4 Counties</li> <li>● Wave 5 <ul style="list-style-type: none"> <li>○ Scheduled the Process Simulation Kickoff Session discussion with Fresno County for 05/15/23.</li> <li>○ Continued the planning for Configuration Kickoff meetings. Scheduled meetings for Alameda County (04/22/23) and Fresno County (05/10/23).</li> </ul> </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>○ Conducted the Primary Points of Contact (PPOC) Weekly Touchpoints with the Wave 5 Counties.</li> <li>○ Conducted Change Discussion Office Hours with the Wave 5 Counties.</li> <li>○ Submitted the Wave 5 County Change Guide/Change Discussion Guide (CCG/CDG) Draft Deliverables (DDELs) on 04/18/23.</li> </ul> </li> <li>● Wave 6 Change Discussion Guides <ul style="list-style-type: none"> <li>○ Continued to conduct the Sacramento County Working Sessions and address any comments/action items from the Working Sessions.</li> <li>○ Continued to conduct the Sacramento County Weekly Wrap-ups.</li> <li>○ Reviewed the CRFI responses from the Wave 6 CDG Prep and prepared to send Wave 6 CDG Prep Session invites.</li> </ul> </li> <li>● Analyzed the Wave 4 T-3 Readiness Surveys results and developed the survey decks to present to Consortium.</li> <li>● Presented the Wave 5 T-6 Surveys results to the Counties on 04/17/23 to 04/20/23.</li> <li>● Continued to monitor the Wave 2 T+6 Readiness Surveys for Contra Costa County</li> </ul>

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		<p>and Tulare County and closed the survey on 04/21/23.</p> <ul style="list-style-type: none"> <li>• Monitored the Wave 2 T+6 Readiness Survey for Santa Clara County.</li> <li>• Sent the CNC Session materials to Waves 3–6.</li> <li>• Sent the Waves 5 &amp; 6 to the CIT/CRFI Review Group for review on 04/14/23.</li> <li>• Sent the Wave 4 Infographics to the CIT/CRFI Review Group on 04/20/23.</li> <li>• Distributed the Wave 3 Infographics to the Wave 3 Counties on 04/19/23.</li> <li>• Distributed the Waves 5 &amp; 6 Infographics to the Waves 5 &amp; 6 Counties on 04/21/23.</li> </ul>
	Training	<ul style="list-style-type: none"> <li>• Completed the Wave 3 Counties' training.</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 all staff.</li> <li>• Hosted Training Touchpoints with San Mateo, Ventura, Santa Barbara, San Francisco, Alameda, and Santa Cruz Counties</li> </ul>
	Implementation	<ul style="list-style-type: none"> <li>• Wave 3 <ul style="list-style-type: none"> <li>◦ The Go-Live Packet (GLP) Strike Team completed a review of all defects for the final Wave 3 GLP.</li> <li>◦ Completed table-top exercise to validate availability of all reports and folder access for all reporting teams.</li> <li>◦ Drafted and distributed update CIT for GLP.</li> <li>◦ Collaborated with the Consortium teams to create FAQ on User Security, caseload mapping, and CBO access.</li> <li>◦ Tracked Postage payment task through completion for all Wave 3 Counties.</li> </ul> </li> <li>• Future Waves <ul style="list-style-type: none"> <li>◦ Added checklist items to follow up on county approach for Postage initial payment setup.</li> <li>◦ Added checklist items and improved communication materials to track county approach for CBO access.</li> <li>◦ Proposed checklist items to track county approach for Lobby Management.</li> <li>◦ Proposed checklist items to track county approach for Contact Center.</li> <li>◦ Proposed plan to follow up on supporting Sacramento's requests.</li> </ul> </li> </ul>



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		<ul style="list-style-type: none"> <li>• Released five (5) revised Fact Sheets and one (1) new Fact Sheet.</li> <li>• Distributed a CIT for the Wave 3 Fact Sheets which will be applicable at cutover/Go-Live on 04/19/23.</li> <li>• Distributed Trip Books for Orange County, Santa Barbara County, and Ventura County on 04/19/23.</li> <li>• Distributed CalSAWS Books on 04/20/23 with Orange County, Santa Barbara County, and Ventura County office support resource information.</li> <li>• Conducted the final Wave 3 County Prep Office Hours and Debriefs on 04/20/23, including individual progress review sessions and presenting metrics.</li> <li>• Distributed Wave 3 revised County Prep Materials and CIT on 04/17/23.</li> <li>• Distributed Readiness Dashboards and Packets to Wave 3, Wave 4, and Wave 5 counties.</li> <li>• Completed the eighth week of Wave 2 post-Implementation support.</li> <li>• Delivered the final Wave 3 IPOC Meeting for post-Implementation support on 04/19/23.</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>• Conducted Wave 3 Help Desk Meet &amp; Greet sessions for virtual coordinators.</li> <li>• Distributed final resource assignments for onsite/virtual/extended to Orange County, Santa Barbara County, and Ventura County for Weeks 1-9.</li> <li>• Distributed Wave 3 Fact Sheets for Go-Live CIT on 04/19/23.</li> <li>• Distributed Wave 3 Trip Books for Onsite Teams on 04/19/23.</li> <li>• Distributed CalSAWS Books for Onsite Teams to the Wave 3 County PPOCs.</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>



STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
QA PMO	N/A	<ul style="list-style-type: none"> <li>Presented QA updates to CalSAWS Project Steering Committee</li> <li>Participated in Wave 2 and Wave 3A Post-Implementation Calls</li> <li>Participated in Green-Light: Wave 3 Go-Live</li> <li>Participated in IV&amp;V / PMO &amp; QA Biweekly meeting</li> <li>Completed the 23.03 Encryption/Decryption Security Retrospective</li> <li>Coordinate Wave 2 Retrospective updates for JPA, PSC, and Quarterly Stakeholder meeting</li> <li>Partner with BenefitsCal team on June Quarterly meeting preparation</li> </ul>
QA Technical	N/A	<ul style="list-style-type: none"> <li>Prepared for Contact Center Orange County Onsite support</li> <li>Advised on partner System Security Plan reviews and delivery</li> <li>Continued review of BenefitsCal Application Transaction issues Participated in Change Advisory Board (CAB) and Ticket Review</li> </ul>
QA Conversion	N/A	<ul style="list-style-type: none"> <li>Participated in cutover for Wave 3B</li> <li>Participated in Conversion defect strike team for Wave 3 and 4</li> <li>Participated Wave 3 Go Live Packet review and final updates</li> <li>Continued to monitor defects for post Wave 1 - 3</li> <li>Conducted Week 1 Wave 4 County Data Validation (CDV) Execution</li> </ul>
QA Functional/Test	N/A	<ul style="list-style-type: none"> <li>BenefitsCal Release 23.05 test execution in progress with a 100% execution rate, 92% pass rate, and 8% fail/block rate</li> <li>CalSAWS Release 23.05 test execution in progress with a 98% execution rate, 94% pass rate, and 4% fail/block rate</li> </ul>
QA Implementation	N/A	<ul style="list-style-type: none"> <li>Submitted comments for CalWIN ISS Implementation Complete Report</li> <li>Reviewed Wave 6 County Change Discussion Guides: San Francisco and San Luis Obispo</li> <li>Completed drafts of ISS Retrospective themes and next steps slides</li> <li>Provided virtual support in Contra Costa, Santa Clara, and Tulare</li> </ul>



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**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>• Participated in the PSC Meeting and Wave 3 Green Light Meeting</li><li>• Tracked Wave 3 Readiness Activities including County Prep Phase, Conversion cutover 3B</li><li>• Reviewed the Change Discussion Guides for Wave 5, Go-Live Packet, CalWIN OCM County Implementation Completion Report and CalSAWS Deployment Complete Milestone Report CalWIN Wave 2</li></ul>

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**State Policy Updates**Sherice Sterling (CDSS)  
Cecilia Rolon (CDSS)  
Katie Mead (DHCS)  
Sherry Chen (DHCS)  
Neha Dhawan (OSI)  
Patrice Yang (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 April 12<sup>th</sup>, 2023, CalWIN participated in the 4-C Mock Conversion</li><li>• On April 15<sup>th</sup>, 2023, CalWIN ran CalFRESH Max Allotments</li><li>• On April 16<sup>th</sup>, 2023, CalWIN ran Data Retention for Wave 3 and extracted Wave 5-B &amp; 5-C and delivered to the conversion team</li></ul>
	2.0-2	<ul style="list-style-type: none"><li>• On April 20<sup>th</sup>, 2023, CalWIN began Wave 3-B cutover activities</li><li>• On April 23<sup>rd</sup>, 2023, CalWIN extracted Wave 3-C and delivered to the conversion team</li></ul>

(Optional Items)

#	Action Item	Who	Due	Status
1				

#	Decision Made	Who Made the Decision	Date
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