CalSAWS | Weekly Status Meeting

Date:	May 3, 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), 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 DD&I Weekly Status	Lulu Fou

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Imaging	Appendix E	• Sacramento County: • Bulk Export is set to begin on May 5, 2023. The County has an amber status
Customer Service Center	Highlights of the Reporting Period	• None to note for the reporting period
Application Development and Test	4.1.1-2 CalSAWS System Change Request (SCR) Test Status - 23.05	• Week 5 of 8, 23.05 system testing completed. 2 DD&I SCRs in scope 100% pass rate on a 63% target
	4.1.2 State and CalWIN Wave 4 County Interface Partner File Exchange Test (IPT)	• 36 of 43 Consortium, State, and County interfaces have successfully passed validation

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Conversion	5.1.1 CalWIN Conversion	• Supported Wave 1, Wave 2, Wave 3A Counties post Go-Live • Continued preparation for Cutover 3C/4A activities
	5.1.3 Gainwell Technologies	• County Refactoring Overview • Orange County Refactoring Status • San Diego County Refactoring Status • Solano County Refactoring Status

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	• Continued supporting County Validation testing for the ROI functionality. • County Validation period 04/10/23–04/21/23. • Continued providing support to independent testing which started during the week of 03/20/23. • Target Production release 23.05 (based on draft ACL, and design). Will review the final ACL for potential downstream design implications

	CalWIN ISS Support	• Wave 3
		   • Health metrics generation and M&O service management support are in-progress.
		   • Provided site visits to Santa Barbara, Venture and Orange County
		• Wave 4
		   • Monitor and validate any new CBOs added post the mock conversion run.
		   • Customer communication campaign plan review with the consortium, and the Gainwell team is complete.
		   • BenefitsCal Tier-1 training preparations are in progress.

	Collaboration Model	• Started working on next collaboration meeting agenda prep, which is scheduled for June 2023.
	Monthly UCD Meeting	• Conducted Monthly UCD meeting on 04/26/23 and provided a ROI demo to stakeholders based on the current design
	Training Environment	• End-to-end Functional testing continued during the week of 04/24/23. • Will participate in next Training committee meeting for the communication logistics for the counties
	GetCalFresh (GCF) Parity List Items	• Next b-weekly meeting is scheduled on 05/03/23.

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		• CDSS will confirm the mapping of the components planned for decommissioning to parity list items, feedback on SCERFRA 23-512 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)	• Wave 2
		  • Provided support for Go-Live Configurations.
		• Wave 3
		  • Provided support for Go-Live Configurations.
		• Wave 4
		  • Facilitated Configuration Verification Session with Solano County.
		  • Facilitated Configuration Load for Process Simulation for San Diego County and Santa Cruz County.
		  • Scheduled Configuration Load for Process Simulation for San Mateo County.
		  • Facilitated working sessions for Process Simulation prep with Santa Cruz County, San Diego County, and Solano County.
		  • Completed Process Simulation prep sessions with San Mateo County and Solano County.
		  • Performed internal shakeout testing round 1 for San Diego County and Santa Cruz County.
		• Wave 5
		  • Facilitated Configuration Kickoff meeting with Alameda County.
		  • Scheduled Configuration Kickoff meeting with Fresno County.
		  • Scheduled Wave 4 Process Simulation Kickoff sessions.

Organizational Change Management (OCM)	Organizational Change Management (OCM)	• Wave 4
		  • Continued to monitor the change discussions taking place in Wave 4 Counties.
		• Wave 5
		  • Conducted the PPOC Weekly Touchpoints with the Wave 5 Counties.
		  • Conducted the Change Discussion Office Hours with all Wave 5 Counties.
		  • Submitted for Wave 5 County sign off the FDEL CCG/CDG and signed off on 04/27/23
		• Wave 6

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		• Submitted the CCG/CDG DWP to Sacramento County on 04/24/23. • Sent the Wave 6 CDG Prep Session and Office Hours invites to the Wave 6 Counties. • Prepared the Wave 4 T-3 Readiness Surveys results to present to the Consortium. • Analyzed the Wave 2 T+6 Readiness Surveys results decks for Contra Costa County and Tulare County. • Closed the Wave 2 T+6 Readiness Survey for Santa Clara County on 04/26/23. • Sent the Wave 6 T-6 Readiness Survey CIT to the Consortium for their review on 04/24/23. • Developed the slide content for May CNC Sessions for Wave 3–6. • Sent the May Infographics outlines to the Consortium the week of 04/24/23. • Sent the May Newsletter outlines to the Consortium the week of 04/24/23.
Training	Training	• Continued the Wave 4 Counties' Web Based Training for all staff. • Completed 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, San Luis Obispo County, Sacramento County, and Sonoma County.

Implementation	• Implementation	• Wave 3
		  • Go-Live Packet (GLP) updates for Wave-3 published on 04/25/23.
		  • Multiple conversion teams helped generate 25 discrepant data reports, which was aggregated into a Navigator and distributed on go-live day – 04/24/23.
		  • Finalized FAQ on User Security, caseload mapping, and CBO access in collaboration with Consortium SMEs and shared at OPAC. Reviewed CIT for its distribution
		• Future Waves
		  • Reviewing checklist items to track county approach for Lobby Management.
		  • Reviewing checklist items to track county approach for Contact Center.
		  • Reviewing plan to follow up on supporting Sacramento County's requests.
		• Conducted Wave 6 County Profile draft walkthrough with San Francisco County.
		• Conducted the final Wave 4 County Prep Kickoff on 04/25/23.

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		• Concluded Onsite and Virtual Support for Wave 2 post-implementation. • Completed the second week of Wave 3 post-Implementation support. • Conducted daily business metrics review and standing internal team calls. • Managed onsite resource tracker and provided daily resourcing needs. • Released one (1) new Fact Sheet and initiated the revision process for (2) two existing Fact Sheets. • Facilitated Fact Sheet Review meeting and tracked new potential Fact Sheet topics.

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. • Conducted configuration meeting with Solano County. • Conducted validation meeting with San Mateo County.

OCAT Project Weekly Status   Kibby Stahl
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	• Participated in Wave 2 and 3 Post-Implementation Support Calls • Participated in OCAT Ops & Release Management Meeting • Submitted comments for CalSAWS Deployment Complete Report for CalWIN Wave 2

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		• Participate in Pre-Green Light: Wave 4 County Prep Phase on May 3 • Finalize JPA Wave 2 Retrospective slides and presenter preparation • Begin planning for Stakeholder Retrospective sessions • Continue planning for June Collaboration Model meeting
QA Technical	N/A	• Participate in Contact Center Onsite support for Orange County • Participated in Lobby Management meeting and activities • Advised on partner System Security Plan reviews • Participated in Change Advisory Board (CAB) and Ticket Review • Continued monitoring of CalSAWS production operations
QA Conversion	N/A	• Participated Wave 3 Post-Implementation calls • Continued to monitor defects for Waves 1 through 3 • Monitored defect resolution meetings for Wave 1 through 3 • Continued Wave 4 County Data Validation (CDV) and monitored findings
QA Functional/Test	N/A	• Reviewed 81 SCRs in preparation for SCRB/CCB • BenefitsCal Release 23.05 test execution in progress with a 100% execution rate, 99% pass rate, and 1% fail/block rate • CalSAWS Release 23.05 test execution in progress with a 99% execution rate, 97% pass rate, and 2% fail/block rate
QA Implementation	N/A	• Provided onsite support in Orange, Santa Barbara, and Ventura • Refined Wave 2 ISS Retros for Implementation, OCM, and Training • Submitted comments for Wave 6 County Change Discussion Guides for Sacramento, San Francisco, and San Luis Obispo counties • Prepared for Wave 3 ISS Retrospectives

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	• Tracked the Post Implementation Support findings for Wave 2 and 3 and CDV for Wave 4

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		• Reviewed and provided feedback on Wave 5 CDGs and CalSAWS Deployment Complete Milestone Report CalWIN Wave 2.

Risk Management   Mandy Batt

(Optional Items)

#	Action Item	Who	Due	Status
1	•			

#	Decision Made	Who Made the Decision	Date