

CalSAWS | Weekly Status Meeting

Date: May 10, 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, 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	Arnold Malvick
Announcements	Arnold Malvick
CalSAWS M&O Bi-Weekly Status	Arnold Malvick

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
CalSAWS Project Status Dashboard	Status Dashboard	<ul style="list-style-type: none"> CalSAWS System Incident highlights
Project Management	Project Deliverables Summary	<ul style="list-style-type: none"> Consortium will provide DDEL comments on May 8, 2023 for Wave 6 13.0 County Site Plans
Maintenance and Operations	3.2.2 CalSAWS Help Desk Metrics	<ul style="list-style-type: none"> The final compliance for April was 99.4%. The current compliance for May Month to Date (MTD) is 99.0%
Application Development and Test	4.4.1 Release Test Summary	<ul style="list-style-type: none"> 23.05 System Testing on schedule. Week 6 of 8 completed. 99% pass rate on 75% target

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Maintenance and Operations	3.5.1 Release Communications	<ul style="list-style-type: none"> BenefitsCal Priority Release 23.04.24 on 04/24/23
Application Development	4.2 Monthly Release Summary	<ul style="list-style-type: none"> Upcoming Priority Release 23.05.09 on 05/09/2023 Upcoming Priority Release 23.05.21 on 05/21/2023 Upcoming BenefitsCal Monthly Release 23.05.25 on 05/25/23

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

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"> Sacramento County: <ul style="list-style-type: none"> Bulk Export has started on May 5, 2023
Customer Service Center (CSC)	Highlights of the Reporting Period	<ul style="list-style-type: none"> None to note for this reporting period
Application Development and Test	4.1.1-2 CalSAWS System Change Request (SCR) Test Status - 23.05	<ul style="list-style-type: none"> Week 5 of 8, 23.05 system testing completed. 2 DD&I SCRs in scope 100% pass rate on a 75% target
	4.1.3 State and CalWIN Wave 1 County Interface Partner File Exchange Test (IPT)	<ul style="list-style-type: none"> 41 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 preparation for Cutover 3C/4A activities
	5.1.3 Gainwell Technologies	<ul style="list-style-type: none"> County Refactoring Overview Orange County Refactoring Status San Diego County Refactoring Status Solano County Refactoring Status San Mateo County Refactoring Status Santa Cruz County Refactoring Status

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	Release of Information (ROI) Enhancement	<ul style="list-style-type: none"> County Validation defect retest phase is in-progress State Partner and Advocate validation period 4/24 - 05/05 Target Production release 23.05 (based on draft ACL, and design). Will review the final ACL for potential downstream design implications
	CalWIN ISS Support	<ul style="list-style-type: none"> Wave 3 <ul style="list-style-type: none"> Health metrics generation and M&O service management support are in-progress. Wave 4 <ul style="list-style-type: none"> Monitor and validate for new CBOs added post the mock conversion run. BenefitsCal Tier-1 training preparations are in progress. Wave 5 <ul style="list-style-type: none"> CBO User information extract from MyBCW is complete. CBO listing uploaded for the county (Alameda, Sonoma and Fresno) review.
	UCD Research Activities	<ul style="list-style-type: none"> Continued UCD research for Collaboration Prioritized enhancements: <ul style="list-style-type: none"> CSPM-64316 Use/function of Announcements CSPM-64318 Add information/menu/point of access for non-app features CSPM-35858: Program Selection CSPM-64320: Global Search
	GetCalFresh (GCF) Parity List Items	<ul style="list-style-type: none"> Participated in bi-weekly meeting on 05/03/23. CDSS informed the group about the funding confirmation for SCERFRA 23-512 and CF 303 components. There is a follow up meeting on 5/9/23 for the plan CDSS continued the mapping of the components planned for decommissioning to parity list items
	Training Environment	<ul style="list-style-type: none"> End-to-end Functional testing continued

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> Participated Training committee meeting on 5/3/23 for the communication logistics for the counties. The Training Committee gave direction to send access logistics to RMs and Training Committee members
	Collaboration Model	<ul style="list-style-type: none"> Continued working on next collaboration meeting agenda prep, which is scheduled for June 2023.

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"> Wave 2 <ul style="list-style-type: none"> Provided support to Wave 2 Counties for Go-Live Configurations. Wave 3 <ul style="list-style-type: none"> Provided support to Wave 3 Counties for Go-Live Configurations. Wave 4 <ul style="list-style-type: none"> Facilitated Configuration Working Session with Solano County. Scheduled Configuration Load for Process Simulation for Solano County. Facilitated execution sessions for Process Simulation with Santa Cruz County and San Diego County. Completed Process Simulation 50% execution with Santa Cruz County and San Diego County. Performed data identification for Solano and San Mateo County as part of execution prep for process simulation activity. Wave 5 <ul style="list-style-type: none"> Scheduled Configuration Kickoff meeting with Sonoma County. Finalized Wave 4 Process Simulation prep session schedule with wave Fresno and Alameda County
	Organizational Change Management (OCM)	<ul style="list-style-type: none"> Wave 4 Change Discussion Guides <ul style="list-style-type: none"> Santa Cruz plans to complete the change discussions on 05/08/23. Wave 5 Change Discussion Guides <ul style="list-style-type: none"> Monitor the change discussion taking place in Wave 5 Counties till 05/26/23. Report the Feedback Form responses to Alameda County till 05/26/23. Wave 6 Change Discussion Guides

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> ○ Reviewed Wave 6 CDG Prep Kickoff deck with Consortium on 05/01/23. ○ Reviewed Wave 6 CDG Prep deck with Consortium on 05/02/23. ○ Present the Wave 4 T-3 Readiness Surveys results to Solano and Santa Cruz from 05/10/23 to 05/11/23. ○ Present the Wave 2 T+6 Readiness Surveys results decks to Consortium on the week of 05/08/23. ○ Distribute the Wave 6 T-6 Readiness Survey to Wave 6 Counties on 05/08/23. ○ Send the Wave 3 T+6 Readiness Survey CIT to the CIT/CRFI Review Group for review on the 05/08/23. ○ Conduct the May CNC session for Wave 5 & 6 on 05/09/23. ○ Send the May CNC Session materials to Wave 5 & 6 on 05/12/23. ○ Prepare to conduct the dry run and May CNC session for Wave 3 & 4. ○ Send the May Infographics for Waves 5 & 6 packet to the CIT/CRFI Review Group for review the week of 05/08/23. ○ Send the May Newsletter (Waves 4 and 5) to Consortium on the week of 05/08/23.
	Training	<ul style="list-style-type: none"> • Continued the Wave 4 Counties' Web Based Training for all staff. • Started Instructor Led Training all staff in San Diego County. • Continued the Wave 5 Counties' Web Based Training for all staff. • Started tailoring Instructor Led Training materials for the Wave 6 Counties. • Hosted Training Touchpoints with San Francisco County, Fresno County, Alameda County, San Mateo County, Santa Cruz County, and Sacramento County.
	Implementation	<ul style="list-style-type: none"> • Wave 3 <ul style="list-style-type: none"> ○ Distributed FAQ on User Security, caseload mapping, and CBO access in collaboration with Consortium SMEs. ○ Worked with Consortium and Accenture on identifying and communicating issues with the YB Case Review report. ○ Continued activities in support of Sacramento's asks • Future Waves

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> ○ 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 Sacramento County. • Conducted the Wave 4A/3C Pre Green light meeting on 05/03/23. • Finalized and Distributed Readiness Dashboards and Packets for waves 4, 5 and 6 counties. • 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. • Reviewed W4 Resource Baseline assessment with Implementation Managers. • Released two (2) new Fact Sheets and one (1) revised Fact Sheet. • Tracked potential Fact Sheet topics and initiated the development process for two (2) future Fact sheets.

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 3 Post-Implementation Support Calls

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> • Participated in Monthly Hyland Imaging SLA Data Review • Participated in Pre-Green Light: Wave 4 County Prep Phase • Reviewed Quarterly Quality Metrics with Accenture for JPA Review • Coordinated JPA Wave 2 retrospective presenter preparation • Finalized Wave 2 retrospective PSC agenda and slide updates • Developed Stakeholder retrospective session scope outline • Participated in BenefitsCal Collaboration Model Clarification session
QA Technical	N/A	<ul style="list-style-type: none"> • Participated in Contact Center Onsite support for Orange County • Participated in BenefitsCal Application Transaction meeting • Participated in Lobby Management meeting and activities • Continued reviews of partner System Security Plans • Participated in Change Advisory Board (CAB) and Ticket Review • Continued monitoring of CalSAWS production operations
QA Conversion	N/A	<ul style="list-style-type: none"> • Participated Wave 3 Post-Implementation calls • Monitored defects for Waves 1 through 3 • Dispositioned Wave 4 County Data Validation (CDV) findings • Monitored Golden Gate Proof of Concept (POC) progress
QA Functional/Test	N/A	<ul style="list-style-type: none"> • BenefitsCal Release 23.05 test execution is complete with a 100% execution rate and 100% pass rate • CalSAWS Release 23.05 test execution in progress with a 100% execution rate, 99% pass rate, and 1% fail/block rate
QA Implementation	N/A	<ul style="list-style-type: none"> • Provided onsite floor support in Orange, Santa Barbara, and Ventura • Confirmed resolutions for CalWIN ISS Implementation Complete Report • Reviewed JPA Retrospective and Wave 4 T-3 Survey Results • Reviewed Risk 262.4 County Readiness with ISS and Regional Managers

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
IV&V Project Oversight	IV&V Project Oversight	<ul style="list-style-type: none"> Tracked the Post Implementation Support findings for Wave 3, Process Simulation for Wave 4 Met with OSI, CDSS and DHCS to keep them apprised on project updates Reviewed and provided recommendations on CalSAWS Deployment Complete Milestone Report CalWIN Wave 2, CalWIN OCM County Implementation Completion Report - Wave 2, Wave 5 CDGs

State Policy Updates

Sherice Sterling (CDSS)
Cecilia Rolon (CDSS)
Katie Mead (DHCS)
Sherry Chen (DHCS)
Neha Dhawan (OSI)
Patrice Yang (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	<ul style="list-style-type: none"> On April 24th, 2023, CalWIN Implemented the April Off-Cycle Release On April 30th, 2023, CalWIN completed the 1st Phase (Webhosting) of the Tulsa Firewall Refresh
	2.0-2	<ul style="list-style-type: none"> On May 6th, 2023, CalWIN completed the BI Oracle 19c Upgrade On May 7th, 2023, CalWIN ran the Quarterly Data Retention

(Optional Items)

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