

CalSAWS | Weekly Status Meeting

Date: May 24, 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, 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	Lulu Fou
Announcements	Lulu Fou
CalSAWS M&O Bi-Weekly Status	Lulu Fou

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
Maintenance and Operations	3.2.2 CalSAWS Help Desk Metrics	<ul style="list-style-type: none"> The current compliance for May Month to Date (MTD) is 98.7%
Application Development and Test	4.4.1 Release Test Summary	<ul style="list-style-type: none"> 23.05 System Testing on schedule. Week 8 of 8 completed. 99% pass rate on 100% 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 23.05.09 on 05/09/23
Application Development	4.2 Monthly Release Summary	<ul style="list-style-type: none"> 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 Submitted CRFI 23-072 CalWIN Wave 5 Counties – Central Print Portal Users Conducted validation meeting with Sonoma County

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 completed on May 19, 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 8 of 8, 23.05 system testing completed. 2 DD&I SCRs in scope 100% pass rate on a 100% target
	4.1.3 State and CalWIN Wave 1 County Interface Partner File Exchange Test (IPT)	<ul style="list-style-type: none"> Began execution activities for Wave 5 IPT on May 17, 2023. 4 of 37 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 3 Counties post Go-Live Completed Cutover 3C activities Began 4B Perf Run (Including Golden Gate setup as part of Wave 5A/4C mock 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

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> Santa Cruz 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	<ul style="list-style-type: none"> During the Joint Powers Authorities (JPA) meeting on 05/11/23, the board provided the direction to hold the release. A workgroup will be formed to review the final policy and operational clarifications required for the next steps.
	May Enhancements	<ul style="list-style-type: none"> The team worked on 23 Enhancements/Action Items in May 2023 with the following breakup: <ul style="list-style-type: none"> Priority Release 23.05.09: One (1) Enhancement was deployed to Production on 05/09/23. Release 23.05.25: Eighteen (18) Enhancements will be deployed to Production on 05/25/23. Action Items: Worked on Four (4) Research Items for Collaboration Model Enhancements
	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 BenefitsCal Email (1) campaign preparations are complete. Wave 4 training sessions are in progress: <ul style="list-style-type: none"> Tier-1 training for staff in San Diego and San Mateo Counties is complete on 05/18/23. Tier-1 training for staff in Santa Cruz and Solano Counties is scheduled for 05/23/23. CBO Awareness Training is scheduled for 05/25/23. Wave 5 Community Based Organization (CBO) User information extract from MyBCW is complete. County review of CBO listing is in progress.

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	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 05/17/23. Worked with the California Welfare Directors Association (CWDA) and the Consortium and provided line-item level analysis for a Legislative request on 05/19/23. The California Department of Social Services (CDSS) continued mapping the components planned for decommissioning to the parity list items.
	Training Environment	<ul style="list-style-type: none"> Access URL and code will be shared with County users during the week of 05/22/23. A webinar is being scheduled for CBO users based on the latest extract from the ForgeRock PROD instance.
	Collaboration Model	<ul style="list-style-type: none"> Continued working on next collaboration meeting agenda prep, which is scheduled for June 23, 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 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"> Provided Configuration support for Process Simulation execution for San Mateo County and Solano County. Provided Configuration support for County Prep activities. Completed 54% of the Process Simulation execution sessions with San Mateo County. Completed 59% of the Process Simulation execution sessions with Solano County. Wave 5

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		<ul style="list-style-type: none"> Facilitated a Configuration Verification Session with Alameda County. Conducted the Wave 5 Process Simulation kickoff with Fresno County on 05/15/23. Conducted the Wave 5 Process Simulation preparation session with Alameda County and Sonoma County.
	Organizational Change Management (OCM)	<ul style="list-style-type: none"> Wave 5 Change Discussion Guides <ul style="list-style-type: none"> Continue to monitor the change discussion taking place in Wave 5 Counties till 05/26/23. Continue to report the Feedback Form responses to Alameda County till 05/26/23. Wave 6 Change Discussion Guides <ul style="list-style-type: none"> Received the last County signoff for the Wave 6 County Change Guide/Change Discussion Guide (CCG/CDG) FWP (San Francisco County) on 05/18/23. Conducted the Change Discussion Prep sessions with Sacramento County from 05/16/23 to 05/19/23. Sent the Change Discussion Prep session material to Sacramento County on 05/16/23. Sent the CDG Prep session feedback survey to Sacramento County on 05/19/23. Presented the Wave 2 T+6 Readiness Surveys results decks to the Consortium the week of 05/15/23. Validated the stakeholder list of the Wave 6 Counties T-6 Change Readiness Survey. Sent the Wave 3 T+6 Readiness Survey CIT to the Counties the week of 05/15/23. Sent the Wave 5 T-3 Readiness Survey CIT to the CIT/CRFI Review Group the week of 05/15/23. Conducted the May CNC session for Wave 3 and Wave 4 on 05/18/23. Sent the May CNC session materials to Wave 3 and Wave 4 the week of 05/15/23. Prepared the May CNC Session materials to send to Wave 5 and Wave 6. Distributed the May Infographics for the Wave 5 and 6 packets to the

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		<p>Wave 5 and Wave 6 Counties the week of 05/15/23.</p> <ul style="list-style-type: none"> ○ Sent the May Infographics Packet for Wave 4 to the Consortium on the week of 05/15/23.
	Training	<ul style="list-style-type: none"> • Continued the Wave 4 Counties' Web Based Training for all staff. • Continued instructor Led Training all staff in San Diego County. • Continued the Wave 5 Counties' Web Based Training for all staff. • Started the Wave 6 Counties' Web Based Training for Early Training and Train the Trainer Participants. • Continued tailoring Instructor Led Training materials for the Wave 6 Counties. • Hosted Training touchpoints with Solano County, San Francisco County, Alameda County, Sonoma County, San Mateo County, Santa Cruz County, and San Mateo County.
	Implementation	<ul style="list-style-type: none"> • Wave 3 <ul style="list-style-type: none"> ○ Completed the fourth week of Wave 3 Post-Implementation support. ○ Conducted daily business metrics review and Implementation Team calls. ○ Managed onsite resource tracker and provided daily resourcing needs. • Future Waves <ul style="list-style-type: none"> ○ The GLP Strike Team completed reviewing material for the Wave 4 Go-Live Packet (GLP) that is now going through editorial review. ○ Met with Santa Cruz County and reviewed estimated YB and discrepant data and strategies for tackling them – 05/16/23. ○ Working with the Regional Managers to create invites for San Mateo and San Diego Counties to review the post-Go-live workload planning. ○ Continued activities in support of Sacramento County's asks. ○ Reviewed checklist items to track the county approach for Lobby Management and Contact Center. ○ Conducted the Wave 4 County Prep Office hours and Daily Debrief, including metrics review on 05/18/23. ○ Continued updates to the Readiness Dashboards and Packets for Waves 4, Wave 5, and Wave 6 Counties. ○ Finalized Wave 4 Resource Baseline with CalSAWS County volunteers.

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		<ul style="list-style-type: none"> Conducted Wave 4 County Leadership Touchpoint meetings with Santa Cruz County, Solano County, and San Diego County for Post-Implementation support. Prepared for the Wave 4 County site visits to San Diego County and Santa Cruz County. Conducted site visits to San Mateo County and Solano County. Provided lessons learned and feedback to Implementation Management Retro Session. Conducted Fact Sheet Working Group and released one new Fact Sheet. Conducted a Wave 6 County Profile walkthrough with San Luis Obispo County.

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 Project and County Calls Participated in Daily Debrief for Wave 4 County Prep Phase Presented Wave 2 retrospective session recap at Region 1 Regional Meeting Conduct Wave 3 retrospective sessions: <ul style="list-style-type: none"> Lobby Management Contact Center Conversion Wave 3 retrospective session Implementation Training
QA Technical	N/A	<ul style="list-style-type: none"> Participated in the Wave 3C Cutover activities Continued reviews of Contact Center, BenefitsCal Application Transactions, and Lobby Management Continued reviews of partner System Security Plans

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		<ul style="list-style-type: none"> 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 in the Wave 3C Cutover activities Participated in Wave 4 County Preparation calls Monitored defects for Waves 1 through 3 Finalized Wave 4 County Data Validation (CDV) findings Continued to monitor Golden Gate Proof of Concept (POC) progress
QA Functional/Test	N/A	<ul style="list-style-type: none"> Facilitated 23.05 Greenlight Meeting Continued BenefitsCal Release 23.05.25 Test Activities
QA Implementation	N/A	<ul style="list-style-type: none"> Provided virtual support in Orange, Santa Barbara, and Ventura Participated in San Mateo County Site Visit to prepare for Post-Implementation Support Participated in Wave 3 Implementation Management Retrospective Submitted comments on Wave 6 Training Plans for Sacramento, San Francisco, and San Luis Obispo

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"> Reviewed the IV&V Training Plans for Wave 6 and Go-Live Packet for Wave 4 Monitored progress on 4A cutover, 3C cutover, Post Implementation for Wave 3, and County Prep Phase for Wave 4 Participated in the Stage Gate review meetings, Process Simulation, Virtual - Green Light Release 23.05

State Policy Updates

Sherice Sterling (CDSS)
Cecilia Rolon (CDSS)
Katie Mead (DHCS)
Sherry Chen (DHCS)

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 ReleaseOn 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 UpgradeOn May 7th, 2023, CalWIN ran the Quarterly Data Retention

Risk Management Group

Mandy Batt

(Optional Items)

#	Action Item	Who	Due	Status
1				

#	Decision Made	Who Made the Decision	Date
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