

# CalSAWS | Weekly Status Meeting

|                              |                                       |
|------------------------------|---------------------------------------|
| Date: May 31, 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           | 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"> <li>Sacramento County:                             <ul style="list-style-type: none"> <li>Established additional target dates to mitigate Sacramento's Export Cutover Timeline</li> </ul> </li> </ul> |
| Customer Service Center          | Highlights of the Reporting Period  | <ul style="list-style-type: none"> <li>None to note for the reporting period</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>Deployed the 23.05 baseline release to production.</li> <li>Continued 23.07 test script preparation. 3 DD&amp;I SCRs in scope.</li> </ul>   |
|                                  | 4.1.2 State and CalWIN Wave 4 County Interface Partner File Exchange Test | <ul style="list-style-type: none"> <li>Continued execution activities for Wave 5 IPT. 6 of 37 Consortium, State, and County interfaces have successfully passed validation</li> </ul>  |

| STATUS REPORT SECTION | STATUS REPORT SUB-SECTION   | STATUS AGENDA TOPIC   |
|-----------------------|-----------------------------|---|
|                       | (IPT)                       |   |
| Conversion            | 5.1.1 CalWIN Conversion     | <ul style="list-style-type: none"> <li>Supported Wave 1, Wave 2, Wave 3 Counties post Go-Live</li> <li>Completed Cutover 3C activities</li> <li>Continued 4B Performance Run (Including Golden Gate setup as part of Wave 5A/4C mock 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>San Diego County Refactoring Status</li> <li>Solano County Refactoring Status</li> <li>San Mateo County Refactoring Status</li> <li>Santa Cruz County Refactoring Status</li> </ul> |

**CalSAWS BenefitsCal Portal/Mobile DD&I Weekly Status**

Onur Senman

| STATUS REPORT SECTION | STATUS REPORT SUB-SECTION | STATUS AGENDA TOPIC   |
|-----------------------|---------------------------|---|
|                       | May Enhancements          | <p>Release 23.05 is deployed to production on 05/25/23 as planned.</p> <ul style="list-style-type: none"> <li>Release 23.05.25: Eighteen (18) Enhancements deployed to Production on 05/25/23.</li> <li>Priority Release 23.05.09: One (1) Enhancement was deployed to Production on 05/09/23.</li> <li>Action Items: Researched four (4) items for Collaboration Model Enhancements.</li> </ul>  |
|                       | CalWIN ISS Support        | <p>Wave 3</p> <ul style="list-style-type: none"> <li>Health metrics generation and M&amp;O service management support are in-progress.</li> </ul> <p>Wave 4</p> <ul style="list-style-type: none"> <li>BenefitsCal Email (1) campaign launch is complete. <ul style="list-style-type: none"> <li>Total emails delivered: 38,005</li> </ul> </li> <li>Wave 4 training sessions are complete. <ul style="list-style-type: none"> <li>Tier-1 training for staff in Santa Cruz and Solano Counties was completed on 05/23/23.</li> <li>CBO Awareness Training was completed on 05/25/23.</li> </ul> </li> </ul> <p>Wave 5</p> <ul style="list-style-type: none"> <li>Finalization of Community Based Organization (CBO) listing for the mock run is in progress.</li> </ul> |
|                       | Monthly UCD Meeting       | <ul style="list-style-type: none"> <li>Facilitated the UCD Monthly Meeting on 05/24/23.</li> <li>Analyzed and drafted responses to the Advocate and CBO comments on June enhancements to send by 06/02/23.</li> <li>Performed research synthesis for the</li> </ul>   |

| STATUS REPORT SECTION | STATUS REPORT SUB-SECTION           | STATUS AGENDA TOPIC   |
|-----------------------|-------------------------------------|---|
|                       |                                     | <p>following Collaboration Prioritized enhancements:</p> <ul style="list-style-type: none"> <li>○ CSPM-64316: Use/function of Announcements</li> <li>○ CSPM-64318: Add information/menu/point of access for non-app features</li> <li>○ CSPM-35858: Program Selection</li> <li>○ CSPM-64320: Global Search</li> </ul> |
|                       | Cash Assistance Program for         | <ul style="list-style-type: none"> <li>• Participated in the meeting on 05/23/23 for the draft All County Letter (ACL) Intent to Automate CAPI Application Discussion.</li> </ul>   |
|                       | Immigrants (CAPI) Enhancement       | <ul style="list-style-type: none"> <li>•</li> </ul>   |
|                       | Region 1 Monthly Regional Meeting   | <ul style="list-style-type: none"> <li>• Participated in Region 1 Monthly Regional Meeting and provided updates on the Request for Information (ROI) and previous Marketing Campaigns.</li> </ul>   |
|                       | GetCalFresh (GCF) Parity List Items | <ul style="list-style-type: none"> <li>• Next bi-weekly meeting is scheduled for 06/07/23.</li> <li>• The California Department of Social Services (CDSS) continued mapping the components planned for decommissioning to the parity list items.</li> </ul>   |
|                       | Training Environment                | <ul style="list-style-type: none"> <li>• The environment is updated with the latest code from production.</li> <li>• Access URL and code is ready to be shared with County users.</li> <li>• A webinar is being scheduled for CBO users based on the latest extract from the ForgeRock PROD instance.</li> </ul>      |
|                       | Collaboration Model                 | <ul style="list-style-type: none"> <li>• Continued working on the next collaboration meeting agenda prep, which is scheduled for 06/23/23.</li> </ul>   |

## 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) | <p>Wave 3</p> <ul style="list-style-type: none"> <li>• Provided support for Go-Live Configurations.</li> </ul> <p>Wave 4</p> <ul style="list-style-type: none"> <li>• Provided Configuration support for Process Simulation execution for San Mateo County and Solano County.</li> <li>• Provided Configuration support for County Prep activities.</li> <li>• Completed 100% of the Process Simulation execution sessions with San Mateo</li> </ul> |

| STATUS REPORT SECTION                  | STATUS REPORT SUB-SECTION              | STATUS AGENDA TOPIC   |
|--|--|---|
|  |  | <p>County.</p> <ul style="list-style-type: none"> <li>Completed 100% of the Process Simulation execution sessions with Solano County.</li> </ul> <p>Wave 5</p> <ul style="list-style-type: none"> <li>Facilitated Configuration Working session with Alameda County 05/22/23 through 05/26/23.</li> <li>Conducted the Wave 5 Process Simulation preparation session with Alameda County on 05/23/23, 05/24/23 and 05/25/23.</li> <li>Conducted the Wave 5 Process Simulation preparation session with Sonoma County on 05/22/23.</li> </ul> <p>Wave 6</p> <ul style="list-style-type: none"> <li>Scheduled Configuration Kickoff meeting with San Luis Obispo County for 06/12/23.</li> <li>Initiated communication with Sacramento County and San Francisco County to schedule Configuration Kickoff meetings.</li> </ul>  |
| Organizational Change Management (OCM) | Organizational Change Management (OCM) | <p>Wave 5 Change Discussion Guides</p> <ul style="list-style-type: none"> <li>Completed the change discussions in Fresno County and Sonoma County.</li> <li>Continue to monitor and report the Feedback Form responses through 06/09/23 to Alameda County.</li> </ul> <p>Wave 6 Change Discussion Guides</p> <ul style="list-style-type: none"> <li>Conducted the Change Discussion Prep sessions with San Francisco County from 05/22/23 to 05/23/23.</li> <li>Sent the feedback session survey to Sacramento County on 05/25/23.</li> <li>Sent the Change Discussion Prep session material to San Francisco County on 05/22/23.</li> <li>Validated the stakeholder list of the Wave 3 T+6 Change Readiness Survey.</li> <li>Opened the Wave 6 T-6 Change Readiness Survey on 05/22/23.</li> <li>Sent the Wave 5 T-3 Readiness Survey CIT to the Counties the week of 05/22/23.</li> <li>Sent the May CNC session materials to Wave 3 and Wave 4 the week of 05/22/23.</li> <li>Sent the May Infographics Packet for Wave 4 to the CIT/CRFI Review Group on the week of 05/22/23.</li> </ul> |
| Training                               | Training                               | <ul style="list-style-type: none"> <li>Continued the Wave 4 Counties' Web Based Training for all staff.</li> <li>Continued Instructor Led Training in all Wave 4 Counties.</li> <li>Continued the Wave 5 Counties' Web Based Training for all staff.</li> <li>Continued the Wave 6 Counties' Web Based</li> </ul>   |

| STATUS REPORT SECTION | STATUS REPORT SUB-SECTION | STATUS AGENDA TOPIC   |
|-----------------------|---------------------------|---|
|                       |                           | <p>Training for Early Training and Train the Trainer Participants.</p> <ul style="list-style-type: none"> <li>Continued tailoring Instructor Led Training materials for the Wave 6 Counties.</li> <li>Hosted Training touchpoints with Fresno County, San Luis Obispo County, San Diego County, Solano County, San Mateo County, and Santa Cruz County.</li> </ul>  |
| Implementation        | Implementation            | <p>Wave 3</p> <ul style="list-style-type: none"> <li>Completed the fifth week of Wave 3 post-Implementation support.</li> <li>Conducted daily business metrics review and Implementation Team calls.</li> <li>Managed onsite resource tracker and provided daily resourcing needs.</li> <li>Participated in the Wave 3 Retro sessions for Implementation support on 05/22/23 and 05/23/23.</li> </ul> <p>Go-Live Packet (GLP)</p> <ul style="list-style-type: none"> <li>Created and reviewed the Wave 4 Go-Live Packet (GLP).</li> <li>Submitted the associated CIT for editorial review.</li> </ul> <p>Future Waves</p> <ul style="list-style-type: none"> <li>Met with all Wave 4 Counties and reviewed the estimated Yellow Banner and discrepant data workload and strategies for tackling it. Met with Santa Cruz County on 05/16/23, Solana County on 05/19/23, and San Mateo County and San Diego County on 05/23/23.</li> <li>Continued activities in support of Sacramento County's asks.</li> <li>Reviewed checklist items to track each county's approach to Lobby Management and Contact Center.</li> <li>Conducted the Wave 4 County Prep Office hours and Daily Debrief, including metrics review on 05/25/23.</li> <li>Continued updates to the Readiness Dashboards and Packets for Wave 4, Wave 5, and Wave 6 Counties.</li> <li>Distributed Readiness Dashboard and Packet to the Wave 4 Counties on 05/24/23.</li> <li>Completed the Wave 4 resource assignments with project and county staff.</li> <li>Conducted a Wave 4 county site visit to San Diego County and confirmed office information and support approach.</li> <li>Developed plan and timeline for Waves 5–6 resource assignments.</li> <li>Conducted Fact Sheet Working Group and released one new Fact Sheet.</li> </ul> |

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**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"><li>Continued discussions with CalWIN Counties.</li><li>Conducted Central Print Portal training for CalWIN Wave 4 Counties.</li></ul> |

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**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> |

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**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"><li>Participated in Wave 3 Post-Implementation Calls and Wave 4 County Prep Debrief Calls</li><li>Participated in OCAT Operations and Release Management meeting</li><li>Reviewed Wave 5 Data Forecast with Gainwell</li><li>Facilitated Collaboration Model Quarterly meeting plan</li><li>Coordinating Stakeholder Retrospective planned for June 21</li><li>Conduct Wave 3 Retrospectives for OCM, BenefitsCal, County Data Validation (CDV) County Session, Conversion, Imaging</li></ul> |
| QA Technical          | N/A                       | <ul style="list-style-type: none"><li>Continued reviews of Contact Center, BenefitsCal Application Transactions, and Lobby Management</li><li>Continued monitoring of CalSAWS production operations</li><li>Assisted in Wave 4 Cutover activities</li><li>Continued reviews of partner System Security Plans</li><li>Participated in Change Advisory Board (CAB) and Ticket Review</li></ul>  |
| QA Conversion         | N/A                       | <ul style="list-style-type: none"><li>Participated in GoldenGate Proof of Concept (POC) overviews</li><li>Participated in the Wave 3 Conversion Retrospective</li><li>Monitored and Analyzed Wave 4 Defects</li></ul>   |

| STATUS REPORT SECTION | STATUS REPORT SUB-SECTION | STATUS AGENDA TOPIC  |
|-----------------------|---------------------------|--|
|                       |                           | <ul style="list-style-type: none"> <li>Prepared for Wave 5 County Data Validation (CDV)</li> </ul>   |
| QA Functional/Test    | N/A                       | <ul style="list-style-type: none"> <li>Reviewed 53 SCRs in preparation for SCRB and CCB</li> <li>Completed review of BenefitsCal 23.05.25 Release Items</li> </ul>   |
| QA Implementation     | N/A                       | <ul style="list-style-type: none"> <li>Supported Wave 3 ISS Retrospectives in Orange, Santa Barbara, and Ventura counties</li> <li>Confirmed comment resolutions on Wave 6 Training Plans for Sacramento, San Francisco, and San Luis Obispo</li> <li>Reviewed Implementation Completion Reports for Wave 3 (Part 1)</li> <li>Completed two Wave 3 Retrospective Sessions for ISS Training and TOSS/Support Teams</li> </ul> |

**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"> <li>Reviewed the W4 Go-Live packet and provided feedback.</li> <li>Participated in the Wave 3 Conversion Retro meeting, TOSS/IPOC meetings for Waves 4-6.</li> <li>Monitored progress on Wave 3 Post Implementation Support and Wave 4 Process Simulation and County-Prep Phase.</li> </ul> |

**Risk Management**

Mandy Batt

(Optional Items)

| # | Action Item | Who | Due | Status |
|---|-------------|-----|-----|--------|
| 1 | •           |     |     |        |

| # | Decision Made | Who Made the Decision | Date |
|---|---------------|-----------------------|------|
|   |               |                       |      |

