

## CalSAWS | Weekly Status Meeting

Date: June 7, 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, Alan Hernandez, 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), Melissa Gray (OSI), Stephen Zaretsky (OSI), Lourdes Chang (OSI), Caralee Mann (OSI) Renee Mollow (DHCS), 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>	Arnold Malvick
<b>CalSAWS M&amp;O Bi-Weekly Status</b>	Arnold Malvick

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>
Maintenance and Operations	3.2.2 CalSAWS Help Desk Metrics	<ul style="list-style-type: none"> <li>The final compliance for May was 98.9%. The current compliance for June Month to Date (MTD) is 99.7%</li> </ul>
Application Development and Test	4.4.1 Release Test Summary	<ul style="list-style-type: none"> <li>Deployed the 23.05 baseline release to production.</li> <li>Began 23.07 system testing. Week 1 of 8, 23.07 system testing completed. 10% pass rate on a 13% target</li> </ul>

**CalSAWS BenefitsCal Portal/Mobile M&O Weekly Status**

Jerry Nielson

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 23.05.25 on 05/25/23</li> </ul>
Application Development	4.2 Monthly Release Summary	<ul style="list-style-type: none"> <li>Upcoming BenefitsCal Monthly Release 23.06.22 on 06/22/23</li> </ul>

**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 Verification meeting with San Diego County to discuss return mail processing</li> </ul>

**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>Began bulk import on May 31, 2023</li> <li>Project has identified an issue with file name length; working with Sacramento to address this going forward</li> <li>Project is also working with Hyland resources to find a way to mitigate impact to current import</li> </ul> </li> </ul>
Customer Service Center (CSC)	Highlights of the Reporting Period	<ul style="list-style-type: none"> <li>None to note for this 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>Week 1 of 8, 23.07 system testing completed. 3 DD&amp;I SCRs in scope 0% pass rate on a 13% target</li> </ul>
	4.1.2 State and CalWIN Wave 1 County Interface Partner File Exchange Test (IPT)	<ul style="list-style-type: none"> <li>Continued execution activities for Wave 5 IPT. 12 of 37 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 3 Counties post Go-Live</li> <li>Continued 4B Performance Runs</li> </ul>

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> <li>Reschedule Mock 5A/4C to begin on June 10, 2023 - Gainwell delivery 5A completed on June 3, 2023</li> <li>Reschedule Mock 5B to begin on June 17, 2023 – Gainwell delivery 5B data scheduled for June 10, 2023</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
	June Enhancements	<p>Release 23.06 will be deployed to Production on 06/22/23 as per the plan:</p> <ul style="list-style-type: none"> <li>Release 23.06.22: Nineteen (19) Enhancements will be deployed to Production on 06/22/23.</li> <li>No Deployment Dependency: Four (4) Enhancements will be delivered as a part of June release with no dependency to Production deployment</li> <li>Action Items: Will Research three (3) items for Collaboration Model &amp; other Enhancements</li> </ul>
	CalWIN ISS Support	<ul style="list-style-type: none"> <li>Wave 3 <ul style="list-style-type: none"> <li>Health metrics generation and M&amp;O service management support are in-progress.</li> </ul> </li> <li>Wave 4 <ul style="list-style-type: none"> <li>BenefitsCal Email (2) campaign preparations are in progress</li> <li>Received CDSS users to be included in the production final listing. Validation and inclusion to final listing is in-progress.</li> </ul> </li> <li>Wave 5 <ul style="list-style-type: none"> <li>Community Based Organization (CBO) listing for the mock run is finalized. The list will be provided to the ForgeRock team this week.</li> </ul> </li> </ul>
	UCD Research Activities	<ul style="list-style-type: none"> <li>Prepared Enhancement Request for Collaboration Model, based on CX data, by 05/31/23 for review at the June quarterly meeting.</li> </ul>

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> <li>Began the draft of DWP 24.18 CX Report – June 2023 for submission on 06/09/23.</li> <li>Started planning for customer focus groups to learn more about the experience of customers who want a BenefitsCal account but do not use email.</li> </ul>
	Communication and Marketing Campaign Phase 2	<ul style="list-style-type: none"> <li>Submitted the Work Plan for Phase 2 as a WP 32.01: Communications and Marketing Plan for review on 05/31/23</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 access URL and code shared with County users through RMs and Training Committee</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 next collaboration meeting agenda prep, which is scheduled for June 23, 2023.</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 4 <ul style="list-style-type: none"> <li>Provided support to Wave 3 Counties for Go-Live Configurations.</li> <li>Completed findings triage for San Mateo County and Solano County.</li> <li>Provided additional support to wave 4 counties for internal testing.</li> </ul> </li> <li>Wave 5 <ul style="list-style-type: none"> <li>Facilitated Configuration Verification session with Fresno County 05/31/23 through 06/01/23.</li> <li>Conducted the Wave 5 Process Simulation- configuration preparation session with Alameda County on 5/30/23.</li> <li>Conducted the Wave 5 Process Simulation preparation session with Sonoma County on 05/30/23.</li> </ul> </li> </ul>

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> <li>• Wave 6               <ul style="list-style-type: none"> <li>◦ Scheduled Configuration Kickoff meeting with San Francisco County for 06/12/23.</li> </ul> </li> </ul>
	Organizational Change Management (OCM)	<ul style="list-style-type: none"> <li>• Wave 5 Change Discussion Guides               <ul style="list-style-type: none"> <li>◦ Continued to monitor the Wave 5 Counties on their completion of change discussions.</li> <li>◦ Continued to monitor and report the Feedback Form responses to Alameda County through 06/09/23.</li> </ul> </li> <li>• Wave 6 Change Discussion Guides               <ul style="list-style-type: none"> <li>◦ Conducted the Change Discussion Prep sessions with San Luis Obispo County on 05/31/23.</li> <li>◦ Sent the feedback session survey to San Francisco County on 05/30/23.</li> <li>◦ Sent the Change Discussion Prep session material to San Luis Obispo County on 05/31/23.</li> <li>◦ Sent the Wave 5 &amp; 6 CNC deck to Consortium for a review on 05/30/23.</li> <li>◦ Opened the Wave 3 T+6 Change Readiness Survey on 05/30/23.</li> <li>◦ Monitored the Wave 6 T-6 Change Readiness Survey on 05/30/23.</li> <li>◦ Validated the list of Wave 5 T-3 Readiness Surveys the week of 05/30/23.</li> <li>◦ Sent the May Infographics Packet for Wave 4 to the Counties the week of 05/30/23.</li> </ul> </li> </ul>
	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>• Started Instructor Lead Training for Early Training and Train the Trainer participants in the Wave 5 Counties.</li> <li>• Continued the Wave 6 Counties' Web Based Training for Early Training and Train the Trainer Participants.</li> <li>• Completed LMS load and WBT curriculum assignments for Wave 6 Counties' end users.</li> <li>• Continued tailoring Instructor Led Training materials for the Wave 6 Counties.</li> <li>• Hosted Training touchpoints with San Francisco County, San Diego County, Solano County, San Mateo County, Alameda</li> </ul>



STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		County, Sonoma County, Santa Cruz County, and Sacramento County.
	Implementation	<ul style="list-style-type: none"> <li>• Wave 3 <ul style="list-style-type: none"> <li>○ Completed the sixth 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>○ Conducted a Fact Sheet Working Group to develop new Fact Sheets.</li> <li>○ Submitted DEL-11 for review and comment from Consortium reviewers.</li> </ul> </li> <li>• Go-Live Packet <ul style="list-style-type: none"> <li>○ The Wave 4 Go-Live Packet (GLP) was distributed on 05/31/23.</li> <li>○ To assist counties with localizing content and the SMEs contributing to it, we have additional content in the package – an appendix listing all URLs used, and a label for each defect in JIRA identifying it is in the GLP.</li> </ul> </li> <li>• Future Waves <ul style="list-style-type: none"> <li>○ Continued activities in support of Sacramento County’s asks – wrapped up discussions to address their RDB questions.</li> <li>○ Continue updating and tracking 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 06/02/23.</li> <li>○ Continued updates to the Readiness Dashboards and Packets for Wave 4, Wave 5, and Wave 6 Counties.</li> <li>○ Conducted Wave 4 County Site Visit to Santa Cruz County on 05/30/23.</li> <li>○ Completed the Wave 4 resource assignments with project &amp; county staff.</li> <li>○ Updated Wave 4 Orientation Session materials and added new invitees.</li> <li>○ Conducted Wave 4 Onsite Resource review meetings with TOSS/IPOC for San Diego County, San Mateo County, and Solano County from 05/31/23–06/01/23 to confirm office programs and resource plan alignment / synchronization.</li> </ul> </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>

**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 Release 23.05 Post Release Checkpoints</li> <li>• Participated in IV&amp;V / PMO and QA Bi-weekly meeting</li> <li>• Participated in Mock 5A/4C Plan Review</li> <li>• Distribute Quarterly Collaboration Model meeting materials</li> <li>• Conduct Regional Manager Wave 1-3 Retrospective session</li> <li>• Draft Wave 3 JPA/PSC retrospective slides</li> <li>• Coordinate Stakeholder Retrospective plan with CDSS and distribute guidance to participants</li> </ul>
QA Technical	N/A	<ul style="list-style-type: none"> <li>• Reviewed CalSAWS Golden Gate Proof of Concept (POC) 4 plans</li> <li>• Supported San Diego, San Mateo, Solano, and Santa Cruz Contact Center Pre-Model Office (on-site and virtual)</li> <li>• Continued reviews of BenefitsCal Application Transactions</li> <li>• Continued monitoring CalSAWS production operations</li> <li>• Continued reviews of partner System Security Plans</li> <li>• Reviewed Change Advisory Board (CAB) tickets</li> </ul>
QA Conversion	N/A	<ul style="list-style-type: none"> <li>• Participated in Golden Gate POC 4</li> <li>• Participated in the Wave 4 Conversion Window and Timeline review</li> <li>• Participated in the Wave 4 County Prep Office hours</li> <li>• Monitored and Analyzed Wave 4 Defects</li> <li>• Participated in Conversion SCRs prioritization</li> <li>• Prepared for Wave 5 County Data Validation (CDV)</li> </ul>

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
QA Functional/Test	N/A	<ul style="list-style-type: none"> <li>Started CalSAWS Release 23.07 Test Execution with an 8% Execution Rate and 5% Pass Rate</li> <li>Continued BenefitsCal Release 23.06.22 QA Test Activities</li> </ul>
QA Implementation	N/A	<ul style="list-style-type: none"> <li>Provided virtual support for Orange, Santa Barbara, and Ventura</li> <li>Participated in Santa Cruz County Site Visit</li> <li>Completed the Wave 3 Retrospective Session for OCM</li> <li>Prepared for San Diego Change Readiness Check-In</li> <li>Submitted comments on Wave 3 Implementation Complete Report</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>Reviewed and provided feedback on the Wave 6 Training Plans.</li> <li>Met with the Golden Gate Team to discuss previous POC results and mitigation steps to be applied for future validations.</li> <li>Met with OSI, CDSS and DHCS as part of our regular bi-weekly check-in meetings.</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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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 May 22<sup>nd</sup>, 2023, CalWIN implemented the May Off-Cycle Release</li> </ul>
	2.0-2	<ul style="list-style-type: none"> <li>On June 3<sup>rd</sup>, 2023, CalWIN participated in the 5-A Mock Conversion</li> <li>On June 4<sup>th</sup>, 2023, CalWIN ran Data Retention for Wave 5</li> <li>On June 4<sup>th</sup>, 2023, CalWIN extracted Wave 6-A and delivered to the conversion team</li> <li>On June 4<sup>th</sup>, 2023, CalWIN completed the CC Master Oracle 19c Upgrade</li> </ul>

Risk Management Group

Mandy Batt

(Optional Items)

#	Action Item	Who	Due	Status
1				

#	Decision Made	Who Made the Decision	Date

