

CalSAWS | Weekly Status Meeting

Date: June 21, 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, 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
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
Maintenance and Operations	3.2.2 CalSAWS Help Desk Metrics	<ul style="list-style-type: none"> The current compliance for June Month to Date (MTD) is 95.9%
Application Development and Test	4.4.1 Release Test Summary	<ul style="list-style-type: none"> Continued 23.07 system testing. Week 3 of 8, 23.07 system testing completed. 65% pass rate on a 38% target.

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Maintenance and Operations	3.5.1 Release Communications	<ul style="list-style-type: none"> BenefitsCal Monthly Release 23.06.22 on 06/22/23
Application Development	4.2 Monthly Release Summary	<ul style="list-style-type: none"> Upcoming BenefitsCal Monthly Release 23.07.03 on 07/03/23

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"> Alameda County: <ul style="list-style-type: none"> Validation of Images in Production target date has been extended to June 23, 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 3 of 8, 23.07 system testing completed. 3 DD&I SCRs in scope 75% pass rate on a 38% target
	4.1.2 State and CalWIN Wave 1 County Interface Partner File Exchange Test (IPT)	<ul style="list-style-type: none"> Continued execution activities for Wave 5 IPT. 22 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 Began Mock 5B, which began on June 17, 2023 Began GDS#13 preparation 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

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	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"> Release 23.06.22: Nineteen (19) Enhancements will be deployed to Production on 06/22/23.
	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"> BenefitsCal Email (3) and SMS (2) campaign launch preparations are in progress Wave 4 Email (2) campaign was launched successfully on 06/12/23 <ul style="list-style-type: none"> Total number of emails delivered: 38,868 Wave 4 SMS 1) campaign was launch successfully on 06/13/23, <ul style="list-style-type: none"> Total number of messages delivered (English + Spanish): 23,940 BenefitsCal cut over checklist creation is complete and submitted to the Consortium. CDSS users to be included in the production final listing. Validation and inclusion to final listing is in-progress. Wave 5 <ul style="list-style-type: none"> Community Based Organization (CBO) listing for the mock run is finalized and the list was provided to the ForgeRock team on 06/13/23.
	UCD Research Activities	<ul style="list-style-type: none"> Performed and began research for July and August enhancements determining if/what primary or secondary research is needed. <ul style="list-style-type: none"> Assess whether more stakeholder research and clarification is required for CSPM-32596 and/or connect with the correct group that specializes in serving people with disabilities to collect information on how to meet the customer accessibility needs.

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		<ul style="list-style-type: none"> Performed Global Search usability testing sessions to test the proposed enhancement. UT guide, reward tracking and scheduling was performed and completed. <ul style="list-style-type: none"> Insights gathered and synthesized. Planning for customer focus groups to learn more about the experience of customers who want a BenefitsCal account but do not use email. Complete the categorization and evaluation of suggestions for the Help Center sent from Advocates. Get clarification where needed.
	Communication and Marketing Campaign Phase 2	<ul style="list-style-type: none"> Weekly Status Meetings with the Consortium held 06/15/23 Comments closed on Final Work Plan for Phase 2 (WP 32.01: Communications and Marketing Plan) on 06/19/23. Kick Off meeting with internal stakeholders scheduled for 06/21/23. Kick Off meeting with advocate Co-Leads scheduled for 06/22/23.
	GetCalFresh (GCF) Parity List Items	<ul style="list-style-type: none"> Next bi-weekly meeting is scheduled for 06/21/23. 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"> Conducted a webinar on 06/14/23 for CBO users based on the latest extract from the ForgeRock PROD instance and Advocate Partners. The environment access URL, code and pre-approved usernames has been shared with CBOs
	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 4 <ul style="list-style-type: none"> Provided Configuration support for County Prep activities Wave 5

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> ○ Facilitated a Configuration Verification Session with Sonoma County 06/14/23 through 06/15/23. ○ Provided Configuration support for Process Simulation scenario review for Alameda County and Fresno County. ○ Conducted the Wave 5 Process Simulation preparation session with Alameda County on 06/13/23 and 06/18/23. ○ Conducted in-person Wave 5 Process Simulation preparation for Fresno County from 06/13/23 to 06/15/23. ○ Finalized and updated Process Simulation scenarios for Alameda County and Fresno County • Wave 6 <ul style="list-style-type: none"> ○ Facilitated CalSAWS Configuration Kickoff meeting with San Luis Obispo County on 06/12/23. ○ Facilitated CalSAWS Configuration Kickoff meetings with Sacramento County and San Francisco County on 06/13/23. ○ Kicked off the Wave 6 Process Simulation schedule and planning efforts.
	Organizational Change Management (OCM)	<ul style="list-style-type: none"> • Wave 5 Change Discussion Guides <ul style="list-style-type: none"> ○ Closed out the Feedback Form and completed the Change Discussions for Alameda County on 06/09/23. • Wave 6 Change Discussion Guides <ul style="list-style-type: none"> ○ Continued to conduct the Change Discussion Office Hours with Wave 6 Counties through the week of 06/15/23. ○ Continued to conduct the Weekly PPOC Touchpoints with the Wave 6 Counties. • Change Network Champions <ul style="list-style-type: none"> ○ Conducted the Waves 5 and Wave 6 CNC Session on 06/13/23. ○ Conducted the Wave 4 CNC Session on 06/15/23. ○ Started to prepare to send the Waves 4, Wave 5, and Wave 6 CNC Session Materials to the counties. • Change Readiness Surveys <ul style="list-style-type: none"> ○ Closed the Wave 3 T+6 Change Readiness Survey on 06/12/23 and begin to analyze the survey.

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		<ul style="list-style-type: none"> Continued to develop the Wave 6 T-6 Change Readiness Survey presentation Monitored the Wave 5 T-3 Readiness Surveys and closed the survey on 06/16/23. Scheduled to review the Wave 6 T-6 Change Readiness Survey results with Consortium. Analyzed the Wave 3 T+6 Change Readiness Survey and began to develop the presentation deck. Newsletter/Infographics <ul style="list-style-type: none"> Sent the June Infographics Packet for Waves 4-6 to the CIT/CRFI Review Group on the week of 06/12/23. Sent the Wave 6 Newsletter #3 to the Consortium for a review on the week of 06/12/23.
	Training	<ul style="list-style-type: none"> Continued the Wave 4 Counties' Web Based Training for all staff. Continued Instructor Led Training in all Wave 4 Counties. Continued the Wave 5 Counties' Web Based Training for all staff. Continued Instructor Lead Training for Early Training and Train the Trainer participants in the Wave 5 Counties. Continued the Wave 6 Counties' Web Based Training all staff. Continued tailoring Instructor Led Training materials for the Wave 6 Counties. Hosted ILT Walkthroughs with San Francisco County. Hosted Training Advisory Council (TAC) meeting. Hosted Training touchpoints with San Francisco County, Solano 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"> Completed the eighth 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. Conducted Fact Sheet Working Group to develop new Fact Sheets. Go-Live Packet

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		<ul style="list-style-type: none"> Wave-4 GLP Orientation Sessions completed on 06/12/23, 06/15/23, and 06/16/23. Presented update on GLP at the CNC meeting on 06/14/23. Distributed updated CIT# 0200-23 to include new appendix with GLP links, and location of Orientation session recording. Restarted second round of GLP review sessions and completed 3 sessions reviewing 26 Conversion, 18 Contact Center, and over 60 operational defects Future Waves <ul style="list-style-type: none"> Supported Model Office activities for Wave 4 Counties. Continue updating and tracking checklist items to track each county's approach to Lobby Management and Contact Center. Internally reviewed presentation that aggregates all RDB documentation by audience for distribution to counties. Conducted the Wave 4 County Prep Office hours and Daily Debrief, including metrics review on 06/15/23. Continued updates to the Readiness Dashboards and Packets for Wave 4, Wave 5, and Wave 6 Counties. Distributed Readiness Dashboard and Packet to Wave 4 counties. Conducted W4 Full Orientation Option 2 for County Volunteers on 06/14/23. Updated Wave 4 onsite resource materials including CalSAWS/Trip Books. Facilitated Wave 5 command center overview discussion with leadership. Scheduled Wave 5 site visits to assess post-implementation requirements

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

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QA PMO	N/A	<ul style="list-style-type: none"> Participated in Wave 3 Post-Implementation Calls and Wave 4 County Prep Debrief Calls Participate in OCAT System Security Plan (SSP) Reviews Participate in Wave 4 IV&V Go-Live Assessment Report Walkthrough Participate in Conversion Defect Review Facilitate CalSAWS Migration Stakeholder Retrospective session Facilitate the BenefitsCal Collaboration Model Quarterly meeting
QA Technical	N/A	<ul style="list-style-type: none"> Supported Wave 4 Contact Center Model Office Continued review of Batch Performance Participated in the Wave 5B mock cutover activities Continued monitoring CalSAWS production operations Continued review of BenefitsCal Application Transactions Continued review of partner System Security Plans Reviewed Change Advisory Board (CAB) tickets
QA Conversion	N/A	<ul style="list-style-type: none"> Participated in Mock Conversion 5B Participated in the Wave 4 County Prep Office hours Monitored Wave 4 Defects priorities and status Participated in Wave 5 County Data Validation (CDV) Kick Off
QA Functional/Test	N/A	<ul style="list-style-type: none"> BenefitsCal Release 23.06.22 Test activities are in progress CalSAWS Release 23.07 Test Execution is in progress with a 56% Execution Rate, 49% Pass Rate, and 7% Fail/Block Rate
QA Implementation	N/A	<ul style="list-style-type: none"> Provided virtual support for Orange, Santa Barbara, and Ventura Prepared for Sacramento Change Readiness Check-in Participated in San Diego Change Management Readiness Review

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> Completed ISS requirements validation for Wave 4 Green Light Submitted comments on County Wave 3 Implementation Completion Report

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"> Worked on the IV&V Go-Live Readiness Assessment report for Wave 4 and provided a walkthrough to the PMO and QA team Reviewed the BenefitsCal Monthly reports for May Attended TAC, Table Read for 5B Mock cutover and TOSS/IPOC and CNC meetings for waves 4-6 Tracked progress on the 5B and 5C mock conversion cutovers

State Policy Updates

Sherice Sterling (CDSS)
Cecilia Rolon (CDSS)

- CDSS has no updates (unavailable due to Quarterly CalSAWS stakeholder meeting)

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 June 10th, 2023, CalWIN participated in the 5-B Mock Conversion On June 11th, 2023, CalWIN participated in the 5-C Mock Conversion
	2.0-2	<ul style="list-style-type: none"> On June 12th, 2023, CalWIN implemented the June Monthly Release

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> On June 18th, 2023, CalWIN extracted Wave 6-B & 6-C and delivered to the conversion team On June 18th, 2023, CalWIN completed CWIS Migration from Nimble to 3PAR

Risk Management Group

Mandy Batt

(Optional Items)

#	Action Item	Who	Due	Status
1				

#	Decision Made	Who Made the Decision	Date
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