

# CalSAWS | Weekly Status Meeting

Date: June 28, 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, Alan Hernandez, 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, Lesley Pevny, Lisa Salas, Jennifer Smith, Rodain Soto, Sean Swift, Sharon Teramura, Don Coffey, 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), 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 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>Alameda County:                             <ul style="list-style-type: none"> <li>Validation of Images in Production target date has been re-extended to June 30, 2023</li> </ul> </li> <li>Sacramento County:                             <ul style="list-style-type: none"> <li>Pending finalization of cutover plan</li> </ul> </li> </ul>
Customer Service Center	Highlights of the Reporting Period	<ul style="list-style-type: none"> <li>Completed Wave 4 model office</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>Completed Week 4 of 8, 23.07 system testing. 3 DD&amp;I SCRs in scope 79% pass rate on a 50% target</li> </ul>
	4.1.2 State and CalWIN Wave 5 County	<ul style="list-style-type: none"> <li>Continued execution activities for Wave 5 IPT. 24 of 37 Consortium, State, and County interfaces have successfully passed validation</li> </ul>

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	Interface Partner File Exchange Test (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 Mock 5B, which began on June 17, 2023</li> <li>Continued GDS#13 preparation activities</li> <li>Began Cutover 4B pre 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> <li>Alameda 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	<ul style="list-style-type: none"> <li>Release 23.06 are on track for deployment to Production on 06/22/23 as per the plan: <ul style="list-style-type: none"> <li>Release 23.06.22: Nineteen (19) Enhancements will be deployed to Production on 06/22/23.</li> </ul> </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 (3) and SMS (2) campaign was launched successfully on 06/19/23 and 06/20/23, respectively. <ul style="list-style-type: none"> <li>Total number of emails delivered:16,345</li> <li>Total number of messages delivered (English + Spanish): 30,981</li> </ul> </li> <li>BenefitsCal cut over checklist creation is complete and submitted to the Consortium.</li> <li>The final listing is generated for the CBO conversion. The list will be shared with the ForgeRock team by 06/29/23 for the final cut over.</li> <li>Email (4) campaign launch preparations are in progress.</li> </ul> </li> <li>Wave 5 <ul style="list-style-type: none"> <li>Community Based Organization (CBO) listing for the mock run was successful and exception report review is in progress.</li> </ul> </li> </ul>
	UCD Research Activities	<ul style="list-style-type: none"> <li>Customer Experience (CX) Measurements Data</li> </ul>

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		<ul style="list-style-type: none"> <li>• Responded to comments and submit FWP 24.18 CX Report – April/May 2023 for approval on 06/21/23.</li> <li>• Customer Engagement <ul style="list-style-type: none"> <li>• Met with two (2) CBO points of contact to plan for customer focus groups to learn more about the experience of customers who want a BenefitsCal account but do not use email on 06/22/23.</li> </ul> </li> <li>• Advocate Engagement <ul style="list-style-type: none"> <li>• Prepared materials for UCD Monthly Meeting on 06/28/23.</li> </ul> </li> </ul>
	Communication and Marketing Campaign Phase 2	<ul style="list-style-type: none"> <li>• Comments closed on Final Work Plan for Phase 2 (WP 32.01: Communications and Marketing Plan) on 06/19/23 and were addressed by 06/22/23.</li> <li>• Kickoff meeting with internal stakeholders was held 06/21/23.</li> <li>• Kickoff meeting with Advocate Co-Leads was held 06/22/23.</li> <li>• Survey sent to internal stakeholders and advocate Co-Leads to prioritize campaign marketing activities on 06/21/23 and 06/22/23.</li> <li>• The BenefitsCal and BenefitsCal Consortium teams to meet on 06/27/23 to review results and finalize plan activities (survey closes at EOD</li> </ul>
	GetCalFresh (GCF) Parity List Items	<ul style="list-style-type: none"> <li>• Bi-weekly meeting held on 06/21/23.</li> <li>• The California Department of Social Services (CDSS) continued mapping the components planned for decommissioning to the parity list items.</li> </ul>
	Collaboration Model	<ul style="list-style-type: none"> <li>• Collaboration meeting conducted on 06/23/23 with participation from stakeholders.</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)	<ul style="list-style-type: none"> <li>• Wave 4 <ul style="list-style-type: none"> <li>• Provided Configuration support for County Prep activities.</li> </ul> </li> <li>• Wave 5 <ul style="list-style-type: none"> <li>• Facilitated a Configuration working session with Sonoma County 06/19/23 through 06/23/23.</li> <li>• Provided Configuration support for Process Simulation scenario review for Alameda County and Fresno County.</li> </ul> </li> </ul>

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> <li>• Completed Process Simulation scenario and assignment finalization for Alameda County on 06/21/23.</li> <li>• Completed Process Simulation scenario and assignment finalization for Alameda County on 06/19/23.</li> <li>• Wave 6 <ul style="list-style-type: none"> <li>• Scheduled the kickoff session for the Wave 6 San Francisco County Process Simulation for 06/28/23.</li> </ul> </li> </ul>
Organizational Change Management (OCM)	Organizational Change Management (OCM)	<ul style="list-style-type: none"> <li>• Wave 6 Change Discussion Guides <ul style="list-style-type: none"> <li>• Continued to conduct the Weekly PPOC Touchpoints with the Wave 6 Counties.</li> <li>• Sent the Change Discussion Feedback Form to San Francisco County and San Luis Obispo County the week of 06/19/23.</li> <li>• Monitored the Feedback Form Responses with San Francisco County and San Luis Obispo County.</li> </ul> </li> <li>• Change Network Champions <ul style="list-style-type: none"> <li>• Sent the Wave 4, Wave 5, and Wave 6 CNC Session materials to the counties.</li> <li>• Started developing the July CNC Session materials.</li> </ul> </li> <li>• Change Readiness Surveys <ul style="list-style-type: none"> <li>• Analyzed the Wave 5 T-3 Readiness Surveys and started developing the presentation materials.</li> <li>• Analyzed the Wave 3 T+6 Readiness Surveys and started developing the presentation materials.</li> <li>• Reviewed the Wave 6 T-6 Readiness Surveys with the Consortium the week of 06/19/23.</li> </ul> </li> <li>• Newsletter/Infographics <ul style="list-style-type: none"> <li>• Sent the June Infographics Packet for Wave 4, Wave 5, and Wave 6 to the CIT/CRFI Review Group on 06/27/23.</li> <li>• Sent the Wave 6 Newsletter #3 to the CIT/CRFI Review Group for a review the week of 06/19/23.</li> </ul> </li> </ul>
Training	Training	<ul style="list-style-type: none"> <li>• 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 the Wave 4 Counties.</li> <li>• Continued the Wave 5 Counties' Web Based Training for all staff.</li> <li>• Continued 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 all staff.</li> </ul> </li> </ul>



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		<ul style="list-style-type: none"> <li>• Continued tailoring Instructor Led Training materials for the Wave 6 Counties.</li> <li>• Hosted ILT Walkthroughs with San Luis Obispo County.</li> <li>• Hosted Training touchpoints with San Luis Obispo County, San Diego County, Solano County, Sonoma County, San Mateo County, Santa Cruz County, and Fresno County.</li> </ul>
Implementation	Implementation	<ul style="list-style-type: none"> <li>• Wave 3 <ul style="list-style-type: none"> <li>• Completed the ninth 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 Fact Sheet Working Group to develop new Fact Sheets.</li> </ul> </li> <li>• Go-Live Packet (GLP) <ul style="list-style-type: none"> <li>• The Wave 4 GLP strike team completed their second/final review of changes on 06/08/23, 06/13/23, and 06/15/23, with additional feedback requested/received via email through 06/22/23.</li> <li>• The updated GLP was sent out for internal review on 06/22/23.</li> </ul> </li> <li>• Future Waves <ul style="list-style-type: none"> <li>• Supported Model Office activities for Wave 4 and Wave 5 Counties.</li> <li>• Continued updating and tracking checklist items to track each county's approach to Lobby Management and Contact Center.</li> <li>• Started drafting customer/county process flows for Alameda County ancillary systems, tracking to complete and distribute to county/project by 06/26/23 for initial review.</li> <li>• Conducted the Wave 4 County Prep Office hours and Daily Debrief, including metrics review on 06/22/23.</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 Wave 5 and Wave 6 Counties.</li> <li>• Distributed ICT Conversion CIT to Wave 5 Counties.</li> <li>• Prepared CIT for review for applicable Wave 4 Fact Sheets at Go-Live.</li> <li>• Distributed Wave 4 Virtual Support Zoom invites and Virtual Infographics.</li> <li>• Distributed Wave 4 Trip Books to onsite post-implementation county teams.</li> </ul> </li> </ul>

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> <li>Conducted Wave 5 site visit to Alameda County to assess post-Implementation support from 06/21/23 – 06/22/23.</li> </ul>

**CalSAWS Central Print Weekly Status**

Dawn Wilder

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	N/A	<ul style="list-style-type: none"> <li>Continued discussions with CalWIN Counties.</li> <li>Completed testing of metadata changes for CalSAWS and GAGR.</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 4 County Prep Debrief Calls</li> <li>Continued participating in OCAT System Security Plan (SSP) Reviews</li> <li>Participated in Wave 4 IV&amp;V Go-Live Assessment Report Walkthrough</li> <li>Participate in Conversion Defect Review</li> <li>Facilitated Stakeholder Migration Retrospective session</li> <li>Facilitated BenefitsCal Quarterly Collaboration Model meeting</li> <li>Distribute Collaboration Model prioritization survey and materials</li> <li>Co-Present Wave 3 retrospective JPA update</li> <li>Finalize Wave 4 retrospective scheduling</li> </ul>
QA Technical	N/A	<ul style="list-style-type: none"> <li>Continue review of Batch Performance (ETA completion 6/30)</li> <li>Participation in Service Interruptions and reviews</li> <li>Continued monitoring of CalSAWS production operations</li> </ul>



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		<ul style="list-style-type: none"> <li>Completed ClearBest Quarterly Security Report</li> <li>Continued review of BenefitsCal Application Transactions</li> <li>Continued review 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>Prepared for the 4B Cutover</li> <li>Participated in Wave 4 County Prep Office hours</li> <li>Monitored Wave 4 Defects priorities and status</li> <li>Helped Manage Wave 5 County Data Validation (CDV) Daily Office hours and Triage support meetings</li> </ul>
QA Functional/Test	N/A	<ul style="list-style-type: none"> <li>Reviewed 175 design documents in preparation for SCRB/CCB</li> <li>Completed BenefitsCal Release 23.06.22 Test activities</li> <li>CalSAWS Release 23.07 Test Execution is in progress with a 94% Execution Rate, 66% Pass Rate, and 28% Fail/Block Rate</li> </ul>
QA Implementation	N/A	<ul style="list-style-type: none"> <li>Provided virtual support in Orange, Santa Barbara, and Ventura</li> <li>Prepared "Wheel of CalSAWS" presentation for June JPA meeting</li> <li>Completed QA seals for Pre-Green Light for Wave 4 Go-Live meeting</li> <li>Confirmed comment resolutions on Wave 2 Implementation Completion Report – Part 2</li> <li>Participated in Alameda County Onsite Support Site Visit</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 final Go-Live Packet for Wave 4.</li> <li>Attended the pre-greenlight meeting for Wave 4, OPAC, Table Read for 4B and various TOSS/IPOC meetings for Waves 4 – 6, Batch Performance Checkpoint</li> <li>Provided a walkthrough of the IV&amp;V Go-Live Readiness Assessment report for Wave 4 to OSI, CDSS and DHCS.</li> <li>Tracked the county prep phase activities for Wave 4 and Post Implementation support for Wave 3.</li> </ul>

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**Risk Management**

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Mandy Batt

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(Optional Items)

#	Action Item	Who	Due	Status
1	•			

#	Decision Made	Who Made the Decision	Date
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