

CalSAWS | Weekly Status Meeting

Date: July 5, 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 final compliance for June was 96.9%. The current compliance for July Month to Date (MTD) is 97.6%
Application Development and Test	4.4.1 Release Test Summary	<ul style="list-style-type: none"> Continued 23.07 system testing. Week 5 of 8, 23.07 System Testing completed. 92% pass rate on a 63% 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 Monthly Release 23.06.22 on 06/22/23
Application Development	4.2 Monthly Release Summary	<ul style="list-style-type: none"> Upcoming BenefitsCal Priority Release 23.07.03 on 07/03/23 Upcoming BenefitsCal Monthly Release 23.07.27 on 07/27/23

CalSAWS Central Print Weekly Status

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 Completed Wave 4 Implementation Execution activities. Completed Wave 4 Fulfillment Platform activities.

CalSAWS DD&I Weekly Status

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Imaging	Appendix E	<ul style="list-style-type: none"> Wave 4: <ul style="list-style-type: none"> Completed document migration
Customer Service Center (CSC)	Highlights of the Reporting Period	<ul style="list-style-type: none"> Wave 5 contact center builds are in System Test
Application Development and Test	4.1.1-2 CalSAWS System Change Request (SCR) Test Status - 23.05	<ul style="list-style-type: none"> Completed Week 5 of 8, 23.07 system testing. 3 DD&I SCRs in scope 96% pass rate on a 63% 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. 31 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 Executing the creation of GDS#13 Cutover 4B
	5.1.3 Gainwell Technologies	<ul style="list-style-type: none"> NoHo Update County Collections file County Refactoring Overview Orange County Refactoring Status San Diego County Refactoring Status

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> • Solano County Refactoring Status • San Mateo County Refactoring Status • Santa Cruz County Refactoring Status • Alameda County Refactoring Status

CalSAWS BenefitsCal Portal/Mobile DD&I Weekly Status

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STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	June Enhancements	<p>BenefitsCal has following M&E items planned for the month of July 2023:</p> <ul style="list-style-type: none"> • Enhancements with Deployment Dependency: Eight (8) enhancements will be delivered with 23.07.27 release. • Action Items: Four (4) Research Items will be concluded with a due date of 07/31/23.
	CalWIN ISS Support	<ul style="list-style-type: none"> • Wave 4 <ul style="list-style-type: none"> ○ Email (4) campaign launch preparations are in progress. Campaign will be launched on 07/03/23 post the cut-over. ○ Wave 4 roll out approvals received. ○ The final CBO conversion listing was handed over to FR for the cut-over conversion process. • Wave 5 <ul style="list-style-type: none"> ○ Community Based Organization (CBO) listing for the mock run cutover exception report review is complete.
	UCD Research Activities	<p>Customer Experience (CX) Measurements Data</p> <ul style="list-style-type: none"> • Responded to comments and submitted FWP 24.18 CX Report – June 2023 for approval on 06/28/23. <p>Customer Engagement</p> <ul style="list-style-type: none"> • Conducted two (2) usability testing sessions for the Homepage and Announcement design changes during the week of 06/26/23. <p>Advocate Engagement</p> <ul style="list-style-type: none"> • Facilitated a prep meeting with Consortium and State Partners for the UCD Monthly Meeting on 06/26/23. • Facilitated the UCD Monthly Meeting on 06/28/23. <p>Enhancements</p> <ul style="list-style-type: none"> • Sent Homepage and Announcements enhancements to the State Partners,

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		CWDA, and Advocates & CBO for review and feedback by 07/12/23.
	Communication and Marketing Campaign Phase 2	<ul style="list-style-type: none"> • Comments closed on Final Work Plan for Phase 2 (WP 32.01: Communications and Marketing Plan) on 06/19/23; two comments are being addressed by PMO (in progress). • Survey to internal stakeholders and advocate Co-Leads to prioritize campaign marketing activities closed on 06/27/23. • A survey report with all selections and stakeholder emails were sent to BenefitsCal Consortium on 06/29/23. • The BenefitsCal and BenefitsCal Consortium teams met on 06/27/23 to review results and finalize plan activities. • Communications and Marketing Campaign selections finalized 06/27/23. • Draft emails with Communications and Marketing Campaign selections and accompanying deck, provided to the BenefitsCal Consortium for review; plan is to distribute to stakeholders on 06/30/23. • Draft work product creation and production started on 06/29/23.
	Collaboration Model	<ul style="list-style-type: none"> • Collaboration meeting conducted on 06/23/23 with participation from stakeholders.

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 <ul style="list-style-type: none"> ○ Facilitated Configuration Set-Up for Process Simulation activity in UAT 2 with Fresno County 6/27/23. ○ Provided Configuration support for Sonoma County Process Simulation scenario review. ○ Scheduled Configuration Set-Up for Process Simulation activity with Sonoma County for 07/10/23.

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		<ul style="list-style-type: none"> ○ Completed Process Simulation execution plan and assignment finalization for Alameda County on 6/28/2023. ○ Alameda process simulation execution zoom sessions scheduled on 6/29/2023. ○ Completed Process Simulation execution plan and assignment finalization for Sonoma County on 6/29/2023. ● Wave 6 <ul style="list-style-type: none"> ○ Facilitated Configuration Verification session with San Luis Obispo County 06/28/23 through 06/29/23. ○ Facilitated process simulation kick off for Wave 6 counties on 6/28/2023 ○ Finalized Wave 6 process simulation in-person preparation session plan on 6/26/2023
	Organizational Change Management (OCM)	<ul style="list-style-type: none"> ● Wave 6 Change Discussion Guides <ul style="list-style-type: none"> ○ Completed the Weekly PPOC Touchpoints with the Wave 6 Counties. ○ Continued to monitor the Feedback Form Responses from San Francisco County and San Luis Obispo County. ○ Continued to send the Feedback Form reminder emails to both counties and send the results to both counties PPOCs. ● Reviewed the July CNC Session Deck for Waves 5 & Wave 6 with the Consortium. ● Continued to develop the Wave 5 T-3 Readiness Surveys. ● Reviewed the Wave 3 T+6 Readiness Surveys results with the Consortium on the week of 06/26/23. ● Presented the Wave 6 T-6 Readiness Surveys results to the Wave 6 Counties on the 06/28/23 and 06/30/23. ● Sent the June Infographics Packet for Waves 4, Wave 5, and Wave 6 to the Counties on the week of 06/26/23. ● Sent the Wave 6 Newsletter #3 to the Counties on the week of 06/26/23.
	Training	<ul style="list-style-type: none"> ● Completed the Wave 4 Counties' Web Based Training for all staff. ● Completed Instructor Led Training in the Wave 4 Counties. ● Continued the Wave 5 Counties' Web Based Training for all staff.



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		<ul style="list-style-type: none"> • Continued Instructor Led Training for Early Training and Train the Trainer participants in the Wave 5 Counties. • Continued the Wave 6 Counties' Web Based Training for all staff. • Completed connectivity testing for end-user Instructor Led Training in Fresno and Sonoma Counties. • Continued tailoring Instructor Led Training materials for the Wave 6 Counties. • Hosted Training touchpoints with San Diego County, San Francisco County, Solano County, Alameda County, San Mateo County, Santa Cruz County, and Sacramento County.
	Implementation	<ul style="list-style-type: none"> • Go-Live Packet (GLP) <ul style="list-style-type: none"> ○ The CIT review team completed the review of the Updated GLP, and all edits/suggestions were incorporated. ○ Met with the CalWIN Conversion team and the CalSAWS Conversion and Reporting teams to confirm post go-live report schedule and inventory. ○ Requested the Mock 5B, YB Case report from the CalSAWS team to compute workload numbers for each county. The team suggested we meet on 07/03/2023 to review the numbers with the Consortium. • Future Waves <ul style="list-style-type: none"> ○ Continued updating and tracking checklist items to track each county's approach to Lobby Management and Contact Center. ○ Drafted customer/county process flows for Alameda County ancillary systems, distributed and discussed with the Alameda County and Project team on 06/30/23. ○ Conducted the final week of the Wave 4 County Prep Office hours and Daily Debrief, including metrics review on 06/29/23. ○ Conducted the Wave 5 County Prep Phase Kickoff on 06/29/23. ○ Continued updates to the Readiness Dashboards and Packets for Wave 4, Wave 5, and Wave 6 Counties. ○ Distributed CIT for applicable Wave 4 Fact Sheets at Go-Live. ○ Distributed Wave 4 Virtual Support Team's support schedule and invite.



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		<ul style="list-style-type: none"> ○ Distributed Wave 4 Trip Books to onsite post-implementation county teams. ○ Distributed Wave 4 CalSAWS Books for all onsite teams in Wave 4 counties. ○ Conducted Wave 4 help desk meet and greets with virtual coordinators

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 4 Go-Live preparation and cutover activities • Continued participating in OCAT System Security Plan (SSP) Reviews • Participated in Conversion Defect Review activities • Finalize the Collaboration Model Q2 enhancement prioritization activity • Distribute the Collaboration Model Quarterly meeting notes
QA Technical	N/A	<ul style="list-style-type: none"> • Participated in Wave 4 CalWIN Go-Live Cutover activities • Continued monitoring of CalSAWS production operations • Continued review of BenefitsCal Application Transactions • Completed ClearBest Quarterly Security Report • 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 the 4B Cutover • Participated in Wave 4 County Prep Office hours • Monitored Wave 4 Defects priorities and status



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		<ul style="list-style-type: none"> Managed Wave 5 County Data Validation (CDV) Daily Office hours and Triage support meetings Monitored Wave 5 CDV Findings priorities and status
QA Functional/Test	N/A	<ul style="list-style-type: none"> Started QA verifications for BenefitsCal Release 23.07.22 CalSAWS Release 23.07 Test Execution is in progress with a 99% Execution Rate, 83% Pass Rate, and 16% Fail/Block Rate
QA Implementation	N/A	<ul style="list-style-type: none"> Prepared Wheel of CalSAWS Game Show for June JPA meeting Participated in Wave 3 T+6M Survey Results Internal Walkthrough Participated in San Francisco and San Luis Obispo T-6M Survey Results meeting Conducted Training System Change Request validations for the CalSAWS 23.07 Release

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"> Participated in the Green Light Meeting for Wave 4 and submitted the IV&V Go-Live Readiness Assessment report for Wave 4. Tracked County Data Validation for Wave 5 Tracked progress on the cutover activities for Conversion cutover 4B and participated in the Stage-Gate review meetings Reviewed the CalWIN OCM County Implementation Completion Report - Wave 3 (Part 2)

State Policy Updates

Sherice Sterling (CDSS)
Cecilia Rolon (CDSS)
Katie Mead (DHCS)
Sherry Chen (DHCS)
Neha Dhawan (OSI)
Patrice Yang (OSI)



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 25th, 2023, CalWIN ran Data Retention for Wave 4
	2.0-2	<ul style="list-style-type: none">On June 29th, 2023, CalWIN began Wave 4-B cutover activitiesOn July 1st, 2023, CalWIN extracted Wave 4-C and delivered to the conversion team

(Optional Items)

#	Action Item	Who	Due	Status
1				

#	Decision Made	Who Made the Decision	Date
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