

CalSAWS | Weekly Status Meeting

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| Date: July 12, 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, 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), 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 |

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| Imaging | Appendix E | <ul style="list-style-type: none"> • Sacramento County: <ul style="list-style-type: none"> ○ Project is attempting to mitigate the risk surrounding cutover window: <ul style="list-style-type: none"> ▪ Sacramento County was unable to provide the Delta 1 timing details required for cutover planning on June 30, 2023 and have now provided a new target date of September 1, 2023. <ul style="list-style-type: none"> • This increases the risk of having insufficient time to modify the cutover approach. |

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| | | <ul style="list-style-type: none"> o Sacramento County is developing a custom MyBCW import for cutover weekend. |
| Customer Service Center | Highlights of the Reporting Period | <ul style="list-style-type: none"> • None to note 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"> • Completed Week 6 of 8, 23.07 system testing. 3 DD&I SCRs in scope 100% pass rate on a 75% target |
| | 4.1.2 State and CalWIN Wave 5 County Interface Partner File Exchange Test (IPT) | <ul style="list-style-type: none"> • Continued execution activities for Wave 5 IPT. 34 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, Wave 4, Counties post Go-Live • Executing the creation of GDS#13 • Cutover 4C/5A |
| | 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 • 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

Onur Senman

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| | July Enhancements | <p>The 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. <ul style="list-style-type: none"> o Four (4) Research Items will be concluded with a due date of 07/31/23. |
| | CalWIN ISS Support | <p>Wave 4</p> <ul style="list-style-type: none"> • Cut over completed successfully for Wave 4 Counties. • CBO conversion completed successfully for Wave 4 Counties. <ul style="list-style-type: none"> o Total number of CBO users converted: 871 o Total number of Orgs converted: 146 |

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| | | <ul style="list-style-type: none"> • As per the communication plan, Wave-4 Email (4) campaign was launched successfully on 07/03/23. <ul style="list-style-type: none"> ◦ Total number of emails delivered: 39,784 • M&O service management is in progress. • Health Metrics generation is in progress. <p>Wave 5</p> <ul style="list-style-type: none"> • Process Simulation Support is in progress. • Communication campaign plan review is completed. • BenefitsCal Tier-1 helpdesk staff training sessions scheduled, and CIT sent out for county staff participation. <ul style="list-style-type: none"> ◦ Training dates: <ul style="list-style-type: none"> ▪ Alameda + Supported Counties: 07/18/23, 9 am – 11 am PST ▪ Fresno + Supported Counties: 07/20/23, 9 am – 11 am PST ▪ Sonoma + Supported Counties: 07/25/23, 9 am – 11 am PST <p>Wave 6</p> <ul style="list-style-type: none"> • CBO user information extract from MyBCW for Wave 6 Counties to perform Mock Run 1 is complete. |
| | UCD Research Activities | <ul style="list-style-type: none"> • Customer Experience (CX) Measurements Data <ul style="list-style-type: none"> • Conducted one (1) usability testing sessions for the Homepage and Announcement design changes on 07/06/23. • Planned for discovery research to learn more about the Assister experience for SSA applications. • Prepared and sent a customer engagement forecast to CDSS to help create a budget for customer compensation. • Customer Engagement <ul style="list-style-type: none"> • Collaborated with the Design/Functional team to create mockups for August enhancements. |
| | Communication and Marketing Campaign Phase 2 | <ul style="list-style-type: none"> • Survey results with final Communications and Marketing Campaign selections were sent to all stakeholders. • Additional stakeholders have been added (SSP) and a separate email sent from the Consortium to the new group to share the survey and campaign selections; in the future, the SSPs will be included in the |



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| | | <p>stakeholder meetings and communications, and DWP/FWP reviews.</p> <ul style="list-style-type: none"> Meeting with translation services vendor has been scheduled for 07/11/23. Weekly collaboration meeting with BenefitsCal Consortium has been scheduled for 07/13/23 to discuss progress and next steps. |
| | Collaboration Model | <ul style="list-style-type: none"> Collaboration meeting conducted on 06/23/23 with participation from stakeholders. Survey for enhancement prioritization's been sent out to stakeholders. |

CalWIN Implementation Support Weekly Status

Duncan Gilliam

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| Business Process Reengineering (BPR) | Business Process Reengineering (BPR) | <ul style="list-style-type: none"> Wave 4 <ul style="list-style-type: none"> Provided Configuration support for Go-live activities. Wave 5 <ul style="list-style-type: none"> Provided Configuration support for County Prep activities. Completed Process Simulation execution plan and assignment finalization for Fresno County on 07/05/23. Facilitated Alameda County Process Simulation execution sessions from 07/06/23 through 07/07/23. Wave 6 <ul style="list-style-type: none"> Facilitated Configuration Verification sessions with Sacramento County 07/06/23 through 07/07/23. Finalized the Wave 6 Process Simulation preparation schedule. |
| Organizational Change Management (OCM) | Organizational Change Management (OCM) | <ul style="list-style-type: none"> Wave 6 Change Discussion Guides <ul style="list-style-type: none"> 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. Prepared for the July CNC session for Waves 5&6. Sent the Wave 5 T-3 Readiness Survey results to the Consortium for review. Finalized the Wave 3 T+6 Readiness Surveys results with the Consortium. Drafted the Wave 4 T+6 Readiness Survey CIT. Began to develop the Wave 4 Post Go-Live Special Edition Newsletter. |

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| | | <ul style="list-style-type: none"> Continued to develop the July infographic packets for Waves 5&6 |
| Training | Training | <ul style="list-style-type: none"> Continued the Wave 5 Counties' Web Based Training for all staff. Continued the Wave 6 Counties' Web Based Training for all staff. Completed connectivity testing for end-user Instructor Led Training in Alameda County. Finalized Instructor Led Training materials for the Wave 6 Counties. Updated Instructor Led Training materials for the Wave 4 Counties. Updated Instructor Led Training materials for the Wave 5 Counties. Hosted Training touchpoint with San Luis Obispo County. |
| Implementation | Implementation | <ul style="list-style-type: none"> Wave 4 <ul style="list-style-type: none"> Initiated the first week of Wave 4 post-Implementation support to county offices. Initiated tracking daily business metrics and standing Implementation calls. Worked with PPOCs to flexibly shift coverage from San Diego County to San Mateo County. Monitored virtual support usage and adjusted resources in real-time to minimize or eliminate waiting times and enhance customer experience. Conducted Fact Sheet Working Group to develop three new Fact Sheets. Go-Live Packet (GLP) <ul style="list-style-type: none"> Received post-Go-Live reports from the CalWIN Conversion team and the CalSAWS Conversion and Reporting teams and used these to craft the new <i>Wave-5 Go-Live Navigator</i> to aggregate all reports on 07/03/23. Published GLP with changes since initial version and updated links to the post-Go-Live reports on 07/05/23. Future Waves <ul style="list-style-type: none"> Drafted presentations for each Wave 5 County with the new workload schedule, constraints, and volumes analysis and reviewed with the Consortium on 07/07/23. Sent invites for meetings to each of the Wave 5 Counties for the workload planning discussion on 07/04/23. Continued updating and tracking checklist items to track each county's approach to Lobby Management and Contact Center. Scheduled Wave 5 County Prep Office hours and Daily Debriefs. |

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| | | <ul style="list-style-type: none"> Continued updates to the Readiness Dashboards and Packets for Wave 5 and Wave 6 Counties. |

CalSAWS Central Print Weekly Status

Dawn Wilder

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| | N/A | <ul style="list-style-type: none"> Continued discussions with CalWIN Counties. Conducted configuration meeting with Fresno County on 7/6/23. |

OCAT Project Weekly Status

Kibby Stahl
Kevin Wilson

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| | N/A | <ul style="list-style-type: none"> None to note for the reporting period |

CalSAWS QA Weekly Status

Dan Dean

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| QA PMO | N/A | <ul style="list-style-type: none"> Participated in Wave 4 Go-Live cutover and support activities Continued participating in OCAT System Security Plan (SSP) Reviews Participated in Environment Integration Management discussions Facilitate an internal Collaboration Model reflection session Distribute the Collaboration Model Quarterly meeting notes |
| QA Technical | N/A | <ul style="list-style-type: none"> Continued with onsite support for Wave 4 cutover Continued monitoring of CalSAWS production operations Continued Root Cause Analysis with partners Continued review of BenefitsCal Application Transactions Completed ClearBest Quarterly Security Report Continued review of partner System Security Plans |

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| | | <ul style="list-style-type: none"> Reviewed Change Advisory Board (CAB) tickets |
| QA Conversion | N/A | <ul style="list-style-type: none"> Participated in Wave 4 Post Implementation Production calls Monitored Wave 4 Defects priorities and status Monitored and dispositioned Wave 5 County Data Validation (CDV) findings Participated in Wave 5B Yellow banner review preparation meetings |
| QA Functional/Test | N/A | <ul style="list-style-type: none"> Reviewed 61 design documents in preparation for SCRB/CCB Continued QA verifications for BenefitsCal Release 23.07.27 CalSAWS Release 23.07 Test Execution is in progress with a 99% Execution Rate, 94% Pass Rate, and 5% Fail/Block Rate |
| QA Implementation | N/A | <ul style="list-style-type: none"> Provided Post-Implementation onsite support in San Diego, Santa Cruz, San Mateo, and Solano Counties Participated in Wave 4 Post Implementation Production Calls, Internal Status Call, County Operations, and Executive Calls Conducted Training System Change Request validations for the CalSAWS Release 23.07 |

CalSAWS DD&I IV&V Project Weekly Status

Apoorva Kandya
Brian Nagy

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| | IV&V Project Oversight | <ul style="list-style-type: none"> Tracked Wave 4 Post Implementation issues, Wave 5 Process Simulation. Participated in the Pre-Green Light meeting for Wave 5 County Prep Phase. Attended the State and Fiscal reports support sessions for Wave 4 and various readiness meetings for Waves 5 and 6. |

Risk Management

Mandy Batt

(Optional Items)

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

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