

CalSAWS | Weekly Status Meeting

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| Date: July 19, 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, 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), 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 | 3.1.3 CalSAWS Help Desk Metrics | <ul style="list-style-type: none"> The current compliance for July Month to Date (MTD) is 98.2% |
| | 3.2.3 CalSAWS Production Planned Outages calendar | <ul style="list-style-type: none"> CalSAWS Production Planned Outages calendar notifies Counties of upcoming scheduled downtimes for CalSAWS Production in 2023 due to Releases, Cutovers, and planned maintenance windows |
| Application Development and Test | 4.4.1 Release Test Summary | <ul style="list-style-type: none"> Continued 23.07 system testing. Week 7 of 8, 23.07 System Testing completed. 100% pass rate on an 88% target |

| STATUS REPORT SECTION | STATUS REPORT SUB-SECTION | STATUS AGENDA TOPIC |
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| Maintenance and Operations | 3.5.1 Release Communications | <ul style="list-style-type: none"> BenefitsCal Monthly Release 23.07.03 on 07/03/23 |
| Application Development | 4.2 Monthly Release Summary | <ul style="list-style-type: none"> BenefitsCal Monthly Release 23.07.03 on 07/03/23 |

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. Conducted configuration meeting with Sacramento County on 7/14/23. Met with San Diego County to discuss the Return Mail process on 7/13/23. |

CalSAWS DD&I Weekly Status

| STATUS REPORT SECTION | STATUS REPORT SUB-SECTION | STATUS AGENDA TOPIC |
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| Imaging | Appendix E | <ul style="list-style-type: none"> Sacramento County: <ul style="list-style-type: none"> The County will stay on Amber status as they finalize the timing for Delta 2 on September 1, 2023. They are also testing the custom import of MyBCW images, and the results will be available on August 2, 2023. We will keep the risk level as Amber until the Delta 2 timing and MyBCW import process are confirmed. |
| Customer Service Center (CSC) | 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 7 of 8, 23.07 system testing. 3 DD&I SCRs in scope 100% pass rate on an 88% 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. 36 of 37 Consortium, State, and County interfaces have successfully passed validation. |
| | 4.1.3 State and CalWIN | <ul style="list-style-type: none"> Began blank file exchange execution activities for Wave 6 IPT. |

| STATUS REPORT SECTION | STATUS REPORT SUB-SECTION | STATUS AGENDA TOPIC |
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| | Wave 6 County Interface Partner File Exchange Test (IPT) | |
| Conversion | 5.1.1 CalWIN Conversion | <ul style="list-style-type: none"> Wave 5 DCR and ETL defects Completed 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

| STATUS REPORT SECTION | STATUS REPORT SUB-SECTION | STATUS AGENDA TOPIC |
|-----------------------|---------------------------|---|
| | July Enhancements | <ul style="list-style-type: none"> The following M&E items are planned and on-schedule for the month of July 2023 23.07.27: <ul style="list-style-type: none"> Enhancements with Deployment Dependency: Eight (8) enhancements will be delivered with 23.07.27 release. Four (4) Research Items are in-progress will be concluded with a due date of 07/31/23. |
| | CalWIN ISS Support | <p>Wave 4</p> <ul style="list-style-type: none"> 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. Email (1) campaign readiness is in progress. 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 |

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| | | <ul style="list-style-type: none"> • Sonoma + Supported Counties: 07/25/23, 9 am – 11 am PST <p>Wave 6</p> <ul style="list-style-type: none"> ○ County review of CBO user information extract from MyBCW for Wave 6 Counties to perform Mock Run 1 is in progress. |
| | UCD Research Activities | <p>User Engagement</p> <ul style="list-style-type: none"> • Conducted one (1) usability testing sessions for the Homepage and Announcement design changes on 07/12/23. <p>Enhancements</p> <ul style="list-style-type: none"> • Integrate feedback from customer usability testing and feedback from CWDA, State Partners and Advocates into the design for the homepage and Announcement Enhancements by 07/14/23. • Sent non-aided primary applicant enhancement to CWDA, State Partners, and Advocates to review and provide feedback by 07/20/23. |
| | Communication and Marketing Campaign Phase 2 | <ul style="list-style-type: none"> • BenefitsCal design team has begun work for trifold brochure, promo card and toolkit awareness poster 07/12/23. • Draft content creation completed for the 12 activities (DWP 33.01: BenefitsCal Communications and Marketing Materials) on 07/11/23. • The Benefits call team met the translation vendor on 07/11/23 to discuss upcoming translations and informed them about the timelines. • The BenefitsCal creative team presented the draft storyboard for the BenefitsCal animated video to the Consortium and revised script based upon feedback on 07/14/23. • DWP 33.01 submitted to all the stakeholders on 07/13/23 for their feedback and comments through 07/21/23. • An Email Segmentation meeting will be scheduled with respective team members for 07/17/23 • Scheduled DWP walkthrough meetings with Advocate Co-Leads for 07/31/23. • Scheduled DWP walkthrough meeting with Stakeholders for 07/31/23. |

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| | Collaboration Model | <ul style="list-style-type: none"> The post-Quarterly (Collaboration model) meeting survey for June has been sent out to stakeholders for prioritization. New enhancement requests are being collected for the upcoming meeting as well. |

CalWIN Implementation Support Weekly Status

Duncan Gilliam

| STATUS REPORT SECTION | STATUS REPORT SUB-SECTION | STATUS AGENDA TOPIC |
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| | 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 for Alameda County on 07/14/23. Facilitated Fresno County access working session on 07/14/23. Completed preparation activities for Sonoma and Fresno County on 07/13/23. Wave 6 <ul style="list-style-type: none"> Facilitated Configuration Working sessions with Sacramento County 07/10/23 through 07/14/23. <ul style="list-style-type: none"> Kicked off wave 6 preparation activities for Sacramento, San Francisco, and San Luis Obispo county on 07/11/23. |
| | 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 San Francisco County and send the results to both counties PPOCs. Facilitated the July Change Network Champions (CNC) session for Waves 5 and 6 on 7/11/23. Sent the Wave 4 T+6 Readiness Survey CIT to the Consortium for review on the week of 07/10/23 and sent for CIT/CRFI Review Group review on 07/13/23. Reviewed the Wave 5 T-3 Readiness Survey Results with the Consortium on 07/11/23 and 07/13/23. Presented the Wave 3 T+6 Readiness Survey Results from 07/10/23 through 07/14/23. |

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| | | <ul style="list-style-type: none"> • Continued to develop the Wave 4 Post Go-Live Special Edition Newsletter. • Sent the July infographic packets for Waves 5 and 6 to the CIT/CRFI Review Group. |
| | Training | <ul style="list-style-type: none"> • Completed classroom deinstallation in San Mateo County. • Started classroom deinstallation in San Diego, Santa Cruz, and Solano Counties. • Continued the Wave 5 Counties' Web Based Training for all staff. • Started Instructor-Led Training (ILTs) for all staff in the Wave 5 Counties. • Continued the Wave 6 Counties' Web Based Training for all staff. • Started connectivity testing for Early Training and Train-the-Trainer ILTs in the Wave 6 Counties. • Completed LMS enrollment for Early Training and Train-the-Trainer ILTs in the Wave 6 Counties. • Hosted Webinars for the Wave 6 Counties. • Hosted Training Touchpoints with Fresno, San Francisco, Alameda, Sonoma, and Sacramento Counties. |
| | Implementation | <ul style="list-style-type: none"> • Wave 4 <ul style="list-style-type: none"> ○ Completed second week of Wave 4 post-Implementation support. ○ Tracked daily interactions and ServiceNow ticket reporting and led standing Implementation Team calls. ○ Observed and documented post-Implementation metric trends and issue resolutions. ○ Monitored virtual support usage and adjusted resources in real-time to minimize or eliminate waiting times and enhance customer experience. ○ Proposed virtual consolidation plan and justification for Santa Cruz and Solano Counties. ○ Conducted Fact Sheet Working Group and distributed two new Fact Sheets. • Go-Live Packet (GLP) <ul style="list-style-type: none"> ○ Updated GLP Strike Team membership by updating list of Regional Managers. ○ Defined cadence for Wave 5 GLP meetings and sent out invites for 07/18/23, 07/20/23, 07/25/23, 07/27/23, and 07/31/23. ○ Cataloged items to be removed or updated. • Future Waves |



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| | | <ul style="list-style-type: none"> ○ Met with Consortium and Accenture to review workload planning estimates for each county. ○ Met each of the Wave 5 Counties for the workload planning discussion on 07/11/23 (Alameda and Fresno), and 07/12/23 (Sonoma). ○ Continued updating and tracking checklist items to track each county's approach to Lobby Management and Contact Center. ○ Conducted Sonoma office site visits for post-imp support on 07/13/23. ○ Prepared materials for Wave 5 County Prep Office hours and Daily Debriefs. ○ Continued updates to the Readiness Dashboards and Packets for Wave 5 and Wave 6 Counties. |

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

| 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 cutover and support activities • Continued participating in OCAT System Security Plan (SSP) Reviews • Participated in Conversion Defects review on July 10, 2023 • Participated in CalSAWS Wave 5A County Prep Green Light • Participate in Region 5 Management Site Visit Prep meeting • Facilitate Collaboration Model Enhancement review • Facilitate Communication Strike Team CRFI Executive Sponsor overview • Facilitate Wave 4 Conversion Retrospective session |
| QA Technical | N/A | <ul style="list-style-type: none"> • Participated in Wave 5A/4C Conversion Cutover |

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| | | <ul style="list-style-type: none"> Continued monitoring CalSAWS Production Operations Participated in Root Cause Analysis reviews with partners 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 the 5A/4C conversion cutover Participated in Wave 4 Post-Implementation Production calls Monitored Wave 4 Defects priorities and status Prepare for Wave 6 County Data Validation (CDV) findings |
| QA Functional/Test | N/A | <ul style="list-style-type: none"> Continued QA verifications for BenefitsCal Release 23.07.27 CalSAWS Release 23.07 Test Execution is in progress with a 99% Execution Rate, 98% Pass Rate, and 1% 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 Support Calls Validated Training Enhancements for CalSAWS Release 23.07 |

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 Wave 5 County Prep phase Green Light meeting and CMS IT Monthly meeting Tracked progress on Wave 5 Process Simulation activities and Wave 4 Post-implementation issues Attended the 4C/5A conversion meetings, validated the stage gate review reports Reviewed the June CalWIN OCM Monthly Status Report |

State Policy Updates

Sherice Sterling (CDSS)
Cecilia Rolon (CDSS)
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 |
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| 2.0 Recent Activities | 2.0-1 | <ul style="list-style-type: none">On July 9th, 2023, CalWIN ran the FC/KinGAP CNI and AAP COLAsOn July 9th, 2023, CalWIN implemented Release 75M |
| | 2.0-2 | <ul style="list-style-type: none">On July 14th, 2023, CalWIN began Wave 5-A cutover activitiesOn July 14th, 2023, CalWIN completed Disaster CF for SLO |

Risk Management Group

Mandy Batt

(Optional Items)

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

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