

CalSAWS | Weekly Status Meeting

Date: July 26, 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 Kandyia (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"> Sacramento County: <ul style="list-style-type: none"> CalSAWS Project team met with Sacramento County last week and were informed that Sacramento County have begun activities associated with the August 2, 2023 and September 1, 2023 commitments. Sacramento 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 2nd. We will keep the risk level as Amber until the Delta 2 timing and MyBCW import process are confirmed.
Customer Service	Highlights of the Reporting Period	<ul style="list-style-type: none"> Performance test of the system completed successfully

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Center		
Application Development and Test	4.1.1-2 CalSAWS System Change Request (SCR) Test Status - 23.05	<ul style="list-style-type: none"> Deployed the 23.07 baseline release to production. Continued 23.09 test script preparation.
	4.1.2 State and CalWIN Wave 5 County Interface Partner File Exchange Test (IPT)	<ul style="list-style-type: none"> Wave 5 IPT State, Consortium, and County IPT completed. 37 of 37 interfaces have successfully passed validation.
	4.1.3 State and CalWIN Wave 6 County Interface Partner File Exchange Test (IPT)	<ul style="list-style-type: none"> Continued execution activities for Wave 6 IPT. 5 of 36 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 Wave 5 DCR and ETL defects Began Wave 6 Mock pre activities (5B performance)
	5.1.3 Gainwell Technologies	<ul style="list-style-type: none"> County Refactoring Overview San Diego County Refactoring Status Solano County Refactoring Status San Mateo 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 (23.07.27):</p> <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 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 launch readiness is in progress. BenefitsCal Tier-1 helpdesk staff training sessions completed, <ul style="list-style-type: none"> Alameda + Supported Counties: 07/18/23, 9 am – 11 am PST

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		<ul style="list-style-type: none"> ▪ Fresno + Supported Counties: 07/20/23, 9 am – 11 am PST • BenefitsCal Tier-1 helpdesk staff training sessions scheduled, <ul style="list-style-type: none"> ▪ Sonoma + Supported Counties: 07/25/23, 9 am – 11 am PST • BenefitsCal CBO awareness training sessions scheduled, <ul style="list-style-type: none"> ▪ CBO awareness: 07/27/23, 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>Customer Experience (CX) Measurements Data</p> <ul style="list-style-type: none"> • Monitored the CX Measurements data from Medallia, Amplitude, and BenefitsCal on a day-to-day basis to identify and address potential usability issues during the week of 07/17/23. • Continued working on the Quarterly BenefitsCal Report for submission by 07/28/23. <p>Customer Engagement</p> <ul style="list-style-type: none"> • Began recruitment for usability testing sessions for Timeclocks. • Began recruitment for discovery research sessions with SSA assisters to learn about their experience with the SSA application. • Conducted a focus group session with native Spanish-speaking customers who do not use email. <p>Enhancements</p> <ul style="list-style-type: none"> • Integrated feedback from CWDA, State Partners and Advocates into the non-aided primary applicant enhancement. <p>Advocate Engagement</p> <ul style="list-style-type: none"> • Drafted UCD Monthly materials for review on 07/24/23.
	Communication and Marketing Campaign Phase 2	<ul style="list-style-type: none"> • BenefitsCal design team has completed work for trifold brochure, promo card and toolkit awareness poster and video storyboard. • Held weekly BenefitsCal Communications and Marketing Plan meeting with the Consortium on 07/20/23. • Received feedback on the DWP 33.01 through the PMO on 07/21/23. • Received feedback on the DWP 33.01 from CWDA and the Advocates Co-Leads on 07/21/23. • Preparing for DWP walkthrough meetings with Advocate Co-Leads for 07/31/23.

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		<ul style="list-style-type: none"> Preparing for DWP walkthrough meetings with Stakeholders for 07/31/23.
	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 September Quarterly Meeting. CSPM-64320: Create a global search bar on BenefitsCal (CM enhancement) will be delivered with July 2023 Release (23.07) Following CM enhancements will be delivered with August 2023 Release (23.08): <ul style="list-style-type: none"> CSPM-35858: Add help text for ineligible primary applicants CSPM-66157: Redesign the BenefitsCal announcements CSPM-66213: Redesign the BenefitsCal homepage to create additional points of access for existing and new users

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)	<p>Wave 4</p> <ul style="list-style-type: none"> Provided Configuration support for Go-live activities. <p>Wave 5</p> <ul style="list-style-type: none"> Provided Configuration support for County Prep activities. Completed 50% Process Simulation execution for Fresno County on 07/23/23. Completed 62% Process Simulation execution for Fresno County on 07/23/23 <p>Wave 6</p> <ul style="list-style-type: none"> Facilitated Configuration Working sessions with San Luis Obispo County 07/17/23 through 07/21/23. Continued wave 6 preparation activities for Sacramento, San Francisco, and San Luis Obispo County from 07/17/23 to 07/23/23.
Organizational Change Management (OCM)	Organizational Change Management (OCM)	<p>Wave 6 Change Discussion Guides</p> <ul style="list-style-type: none"> Continued to monitor the Feedback Form Responses from San Luis Obispo County. Continued to send the Feedback Form reminder emails to San Luis Obispo County

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		<p>and send the results to the County's PPOCs.</p> <ul style="list-style-type: none"> • Began to develop the August Change Network Champions (CNC) session for Waves 5 and 6. • Sent the Wave 4 T+6 Readiness Survey CIT to the Wave 4 Counties on 07/20/23. • Presented the Wave 5 T-3 Readiness Survey Results to the Wave 5 Counties from 07/18/23 – 07/20/23. • Sent the Wave 4 Post Go-Live Special Edition Newsletter to the Consortium for review the week of 07/17/23. • Distributed the July Infographics Packet for Waves 5-6 to the Counties on 07/17/23. • Developed the Wave 5 Newsletter #4.
Training	Training	<ul style="list-style-type: none"> • Completed classroom deinstallation in San Diego, Santa Cruz, and Solano Counties. • Continued the Wave 5 Counties' Web Based Training for all staff. • Continued Instructor-Led Training (ILTs) for all staff in the Wave 5 Counties. • Continued the Wave 6 Counties' Web Based Training for all staff. • Completed connectivity testing for Early Training and Train-the-Trainer ILTs Sacramento and San Luis Obispo Counties. • Hosted Webinars for the Wave 6 Counties. • Hosted Training Touchpoints with Fresno, San Luis Obispo, Alameda, and Sonoma Counties. • Hosted Training Advisory Council meeting on 07/19/23.
Implementation	Implementation	<p>Wave 4</p> <ul style="list-style-type: none"> • Completed third 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. • Implemented virtual consolidation plan for Santa Cruz and Solano Counties. • Conducted Fact Sheet Working Group and developed one Fact Sheet. • Coordinated interaction between Consortium Conversion and QA to author and distribute fact sheets requested • Continued updating and tracking checklist items to track each county's

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		<p>approach to Lobby Management and Contact Center.</p> <ul style="list-style-type: none"> Enhanced focus on ALA and FRS IPT testing completion - done Planning BPR of new ALA ancillary applications discovered <p>Go-Live Packet (GLP)</p> <ul style="list-style-type: none"> Reconfigured the membership and composition of the GLP Strike Team The team met on 07/18/23, 07/20/23 to review all open Conversion and Production defects. Reviewed all 27 open conversion defects. Updated GLP documents by removing items to be deleted, updating JIRA IDs, and adding a new sub-section reminding counties to review skipped issuances after go-live. <p>Future Waves</p> <ul style="list-style-type: none"> Conducted Fresno office site visits for post-Imp support on 07/20/23. Collected Wave 5 Onsite & Virtual Volunteer CRFI responses from counties. Conducted Wave 5 County Prep Office hours and Daily Debriefs. Finalized updates to the Readiness Dashboards and Packets for Wave 5 and Wave 6 Counties.

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"> Continued discussions with CalWIN Counties. Conducted configuration meeting with Alameda County on 7/17/23.

OCCAT Project Weekly Status

Kibby Stahl
Kevin Wilson

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
OCCAT	Overall Summary of Deliverable Status	<ul style="list-style-type: none"> Monthly Status Report – June 2023; FDEL WAC Approved: 7/21/23 Transition Plan – 2023 update; FDEL WAC Approved: 7/21/23

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QA PMO	N/A	<ul style="list-style-type: none"> • Participated in Wave 4 and 5A Support calls • Facilitated CalSAWS Release 23.07 Green Light meeting • Continued participating in OCAT System Security Plan (SSP) Reviews • Participated in Region 5 Management Site Visit • Presented QA Updates at CalSAWS Project Steering Committee and JPA Board meetings • Manage Collaboration Model quarterly enhancement requests • Facilitate Wave 4 retrospectives for Implementation Management, Contact Center, Wave 5 County Data Validation and Conversion
QA Technical	N/A	<ul style="list-style-type: none"> • Collaborated on June Service Interruptions and preventions activities • Monitored CalSAWS Production Operations • Continued review of BenefitsCal defects and technical changes • Continued review of partner System Security Plans • Reviewed Change Advisory Board (CAB) tickets
QA Conversion	N/A	<ul style="list-style-type: none"> • Participated Wave 4 Post cutover county support activities • Participated in the Wave 5 County Preparation calls • Monitored Post Go-live Wave 4 Defects priorities and status • Monitored Wave 5 CDV defects and priorities • Sent Wave 6 County Data Validation (CDV) communications
QA Functional/Test	N/A	<ul style="list-style-type: none"> • Reviewed 166 design documents in preparation for SCRB/CCB • Participated in Committee SCR Prioritization Implementation Planning • Continued BenefitsCal Release 23.07.27 Test Execution activities • Continued CalSAWS Release 23.09 Test Preparation activities
QA Implementation	N/A	<ul style="list-style-type: none"> • Provided virtual support in San Diego, Santa Cruz, San Mateo, and Solano Counties • Conducted system demos for San Diego County staff on 10 topics • Participated in Alameda Communication Planning for Ancillary Portals

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		<ul style="list-style-type: none"> Participated in Fresno Site Visit for Wave 5 Support

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 progress on the Post Implementation findings for Wave 4, Process Simulation and County prep Phase for Wave 5. Provided IV&V updates during JPA, PSC Meetings Attended the TAC meeting, various TOSS meetings, reviewed the BenefitsCal monthly reports

Risk Management

Mandy Batt

(Optional Items)

#	Action Item	Who	Due	Status
1	<ul style="list-style-type: none"> 			

#	Decision Made	Who Made the Decision	Date

