

CalSAWS | Weekly Status Meeting

Date: August 2, 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, Sreshtha 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 (OTSI), Neha Dhawan (OTSI), Manroop Mahal (OTSI), Stephen Zaretsky (OSI), Lourdes Chang (OTSI), Caralee Mann (OTSI) 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	Mandy Batt
Announcements	Mandy Batt
CalSAWS M&O Bi-Weekly Status	Mandy Batt

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 98.5%
	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 CIT 0263-23 Scheduled CalSAWS Maintenance – System Outage Windows – Year 2023 has been distributed to counties providing a link to access the calendar on web portal

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Application Development and Test	4.4.1 Release Test Summary	<ul style="list-style-type: none"> Deployed the 23.07 baseline release to production. Continued Test preparation for the 23.09 baseline release.

CalSAWS BenefitsCal Portal/Mobile M&O Weekly Status

Jerry Nielson

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 23.07.27 on 07/27/23 BenefitsCal Emergency Release 23.07.31 on 07/27/31
Application Development	4.2 Monthly Release Summary	<ul style="list-style-type: none"> Upcoming BenefitsCal Monthly Release 23.08.24 on 08/24/23

CalSAWS Central Print Weekly Status

Geoff Cosner
Dawn Wilder

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 Central Print Portal Training – Wave 5 Counties. Submitted CRFI 23-098 – CalWIN Wave 6 Counties – Central Print Portal Users.

CalSAWS DD&I Weekly Status

Mandy Batt

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"> County is on track to provide the UAT custom import of MyBCW by August 2, 2023. Sacramento County will remain on Amber status as they finalize the timing for Delta 2 on September 1, 2023.
Customer Service Center (CSC)	Highlights of the Reporting Period	<ul style="list-style-type: none"> Wave 5 Model Office scheduled to begin next week
Application Development and Test	4.1.1-2 CalSAWS System Change Request (SCR) Test Status - 23.07	<ul style="list-style-type: none"> Deployed the 23.07 baseline release to production. Continued 23.09 test script preparation. Note there are no functional DD&I changes in the 23.09 release.

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	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 Continued Wave 6 Mock activities <ul style="list-style-type: none"> 5C/6A Mock rescheduled for August 3, 2023
	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

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	July Enhancements	<ul style="list-style-type: none"> Release 23.07 deployed to production as planned and on-schedule on 07/27/23: Eight (8) enhancements will be delivered with the 23.07.27 release.
	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 is complete, <ul style="list-style-type: none"> Sonoma + Supported Counties: 07/25/23, 9 am – 11 am PS BenefitsCal CBO awareness training sessions is complete, <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.

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	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 07/24/23. • Onboarding and setting up of the CX Pod; internally share findings. • Submitted the Quarterly BenefitsCal Report. <p>User Engagement</p> <ul style="list-style-type: none"> • Finalized time clocks usability testing prep (script and prototype). • Conducted three (3) usability testing sessions for Timeclocks. • Designed and facilitated a focus group session for the Chatbot expansion. • Completed recruitment and development of the focus group protocol for SSA during the week of 07/24/23. • Scheduled discovery research sessions with SSA assisters to learn about their experience with the SSA application for 07/31/23 and 08/01/23 <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"> • Facilitated the UCD Monthly meeting on 07/26/23. • Sent back Homepage/Announcements and Non-Aided PA comment logs to Advocates and State Partners • Sent out time clocks comment log to Advocates after the UCD Monthly Meeting
	Communication and Marketing Campaign Phase 2	<ul style="list-style-type: none"> • Continued to resolve comments received for DWP 33.01: Marketing and Communications Materials. • Making final content revisions on BenefitsCal work materials. • Updated trifold brochure, promo card and toolkit awareness poster and video storyboard, as well as all other content as comments were resolved.



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		<ul style="list-style-type: none"> Held weekly BenefitsCal Communications and Marketing Plan meeting with the Consortium on 07/27/23. Prepared for two DWP walkthrough meetings with Stakeholders 07/31/23. Preparing English email templates for delivery August 1 and
	Collaboration Model	<ul style="list-style-type: none"> New enhancement requests are being collected for the upcoming September Quarterly Meeting. CSPM-64320: Create a global search bar on BenefitsCal (CM enhancement) 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)	<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 100% Process Simulation execution for Fresno County on 07/27/23. Completed 100% Process Simulation execution for Fresno County on 07/26/23. Supported additional GA/GR validation with Fresno and Sonoma County on 07/28/23 and 07/27/23. <p>Wave 6</p> <ul style="list-style-type: none"> The Configuration team conducted Process Simulation preparation meetings for Sacramento and San Luis Obispo Counties on 07/26/23. Initiated documentation of Configurations required for Process Simulation for

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		<p>Sacramento and San Luis Obispo Counties (07/24/23 – 07/28/23).</p> <ul style="list-style-type: none"> Continued Wave 6 preparation activities for Sacramento, San Francisco, and San Luis Obispo County from 07/26/23 to 07/28/23.
	Organizational Change Management (OCM)	<ul style="list-style-type: none"> Wave 6 Change Discussion Guides <ul style="list-style-type: none"> Completed tracking change discussions for San Luis Obispo on 07/21/23. Sent the Wave 5 and 6 CNC session materials to the Consortium for review on 07/25/23. Sent the Wave 4 CNC session materials to the Consortium for review on 07/25/23. Validated the stakeholder list for the Wave 4 T+6 Change Readiness Survey with the Wave 4 Counties. Sent the Wave 6 T-3 Change Readiness Survey CIT to the Consortium for review the week of 07/24/23. Sent the Wave 4 Post-Go-Live Special Edition Newsletter to the CIT/CRFI Review Group for review the week of 07/24/23. Sent the Wave 5 Newsletter #4 to the Consortium for review the week of 07/24/23.
	Training	<ul style="list-style-type: none"> 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. Started Instructor-Led Training (ILTs) for Early Training and Train the Trainer in the Wave 6 Counties. Hosted Webinars for the Wave 6 Counties. Hosted Training Touchpoints with Sacramento, Fresno, San Francisco, and Sonoma Counties.
	Implementation	<p>Wave 4</p> <ul style="list-style-type: none"> Completed fourth 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. Conducted Fact Sheet Working Group and developed three Fact Sheets.

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		<ul style="list-style-type: none"> • Participated in Wave 4 Implementation Retrospective. • Met with Alameda County Leadership to provide a readiness update on 07/24/23. • Initiated review of Checklist for enhanced support for Alameda County and to ensure counties were updating all Lobby/Online material to reference BenefitsCal. • Continued updating and tracking checklist items to track each county's approach to Lobby Management and Contact Center. <p>Go-Live Packet (GLP)</p> <ul style="list-style-type: none"> • The Strike Team met on 07/25/23 to complete the review of all Conversion defects and decided on changes to the GLP. • Updated GLP documents by removing/adding items to be deleted/added, updating JIRA IDs, and adding a new sub-section reminding counties to review skipped issuances after go-live. • The packet was sent out for internal review on 07/27/23 <p>Future Waves</p> <ul style="list-style-type: none"> • Revisited External User Access to discuss specific questions from San Francisco on 07/26/23. • Consolidated the Wave 5 CRFI responses and completed resourcing assessment. • Conducted Wave 5 Leadership Touchpoint meetings for post-Implementation from 07/24/23 – 07/26/23. • Conducted Wave 5 County Prep Office hours and Daily Debriefs. • Wave 6 County Prep materials completed and in review. • Distributed Readiness Dashboards and Packets for Wave 5 and Wave 6 Counties.

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"> • 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 • Participated in CalSAWS 23.07 Post-release checkpoints • Continued participating in OCAT System Security Plan (SSP) Reviews • Participated in Wave 5 County Leadership Meetings • Facilitated Wave 4 retrospectives for BenefitsCal, Implementation Management, OCM, Lobby Management, Training, and Imaging. • Facilitated Collaboration Model enhancement request process flow working session
QA Technical	N/A	<ul style="list-style-type: none"> • Monitored CalSAWS Production Operations • Continued reviewing June Service Interruptions and prevention activities • 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 in the initial Mock 6A/5C run, rescheduled for Aug 3, 2023 • Participating in Child Care Warrant documentation for county use • Participated Wave 4 Post cutover and Wave 5 County Preparation calls • Continued to monitor Post Go-live Wave 4 Defects priorities and status • Prepare for Wave 6 County Data Validation (CDV) • Continued to monitor Wave 5 CDV defects and priorities
QA Functional/Test	N/A	<ul style="list-style-type: none"> • Participated in Partner Interface Testing RACI Meeting • Completed 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 Post-Implementation virtual support in San Diego, Santa Cruz, San Mateo, and Solano Counties

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> • Provided comments on Alameda's Ancillary Communications Plan • Conducted Wave 4 Retrospective Session for Implementation Management • Participated in Wave 5 County Leadership Meetings

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"> • Reviewed the Wave 5 GLP. • Monitored progress and participated in the Stage Gate review meetings for the 5C/6A Mock Conversion. • Attended the BenefitsCal Chatbot Expansion Session. • Tracked progress on the Wave 5 Process Simulation, Wave 5 County Prep Phase, Wave 4 Post Implementation Phase.

State Policy Updates

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

CalWIN M&O Bi-Weekly Status

Michael Johnson
Ashraf Elsalaymeh

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
2.0 Recent Activities	2.0-1	<ul style="list-style-type: none"> • On July 18th, 2023, CalWIN participated in Wave 5-B & 5-C performance Test Run
	2.0-2	<ul style="list-style-type: none"> • On July 29th, 2023, CalWIN participated in Wave 6-A Mock Conversion • On July 30th, 2023, CalWIN ran Data Retention for all 6 counties

(Optional Items)

#	Action Item	Who	Due	Status
1				

#	Decision Made	Who Made the Decision	Date
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