

CalSAWS | Weekly Status Meeting

Date: August 9, 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 Villaseñor, 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 (OTSI), Neha Dhawan (OTSI), Manroop Mahal (OTSI), Stephen Zaretsky (OTSI), 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 Kandya (IV&V), Aftab Mohammed (IV&V), Rob Trojan (DOF)

Topic	Lead
Commence Meeting	Mandy Batt
Announcements	Mandy Batt

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"> The results of the UAT testing for the MyBCW processed without issue. Sacramento County will remain on Amber status as they finalize the timing for Delta 2 on September 1, 2023.
Customer Service Center	Highlights of the Reporting Period	<ul style="list-style-type: none"> Began Wave 5 Model Office
Application Development	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. 13 of 36 Consortium, State, and County interfaces have successfully passed validation

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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"> Completed 5C/6A Mock Began 6B Mock
	5.1.3 Gainwell Technologies	<ul style="list-style-type: none"> County Refactoring Overview Alameda County Refactoring Status
Technical Infrastructure	7.1 Highlights of the Reporting Period	<ul style="list-style-type: none"> This project is now fully completed

CalSAWS BenefitsCal Portal/Mobile DD&I Weekly Status

Onur Senman

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	August Enhancements	<ul style="list-style-type: none"> Release 23.08 will be deployed to production as planned on 07/27/23: <ul style="list-style-type: none"> Twelve (12) enhancements will be delivered with the 23.08.24 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 launch complete Email (2), SMS (1) campaign launch prep is in progress. Production extract of CBO user conversion list is in progress <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 complete CBO user conversion list hand off to ForgeRock for mock run execution is complete. CBO user conversion mock-run 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 07/31/23. Conduct security discussions regarding the CX Pod. <p>User Engagement</p> <ul style="list-style-type: none"> Conducted three (3) usability testing sessions for Timeclocks. Conducted two (2) discovery research

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		<p>sessions with SSA assisters to learn about their experience with the SSA application for 07/31/23 and 08/01/23.</p> <ul style="list-style-type: none"> Completed recruitment and development of the focus group protocol for SSA county workers during the week of 07/31/23. <p>Enhancements</p> <ul style="list-style-type: none"> Submitted enhancement request for the Collaboration Model based off UCD research and insights. Wrote content and copy for the chatbot enhancement FAQ section. Designed September enhancements. <p>Advocate Engagement</p> <ul style="list-style-type: none"> Prepared and facilitated the CWDA weekly check-in meeting on 07/31/23. Sent September enhancement designs to the Advocates for review.
	Communication and Marketing Campaign Phase 2	<ul style="list-style-type: none"> Email Templates (English) are being prepared for setup- 8/3/23 All email campaigns have been sent for translations – 8/4/23 Email Translations prepared and sent to development team - 8/4/23 Video script, promo cards, and brochure sent for translation – 8/4/23 BenefitsCal Team and BenefitsCal Consortium to resolve comments – 8/2/23 Additional revisions made to all deliverables per the comments log and meeting with LA County 8/3/23 Scheduled Advocate FWP review for 8/10/23 – 8/3/23 Scheduled Stakeholder FWP review for 8/10/23 – 8/3/23 Fact sheet approved by ISS and is ready to be uploaded to Training/Fact Sheet folder on Sharepoint site for Go Live Packets distributed on or before 9/4 – 8/4/23 Counties opt in / out list campaigns due from BenefitsCal Consortium by 8/10/23 FWP to be completed by 8/10/23
	Collaboration Model	<ul style="list-style-type: none"> New enhancement requests are being collected for the upcoming September Quarterly Meeting. 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

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		<p>access for existing and new usersCSPM-35858: Add help text for ineligible primary applicants</p> <ul style="list-style-type: none"> • 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 100% Process Simulation finding disposition for wave 5 counties on 08/1/23. <p>Wave 6</p> <ul style="list-style-type: none"> • Facilitated Configuration Verification session with San Francisco County 08/02/23 through 08/03/23. • Continued documentation of Configurations required for Process Simulation for Sacramento and San Luis Obispo Counties 07/31/23 – 08/04/23. • Completed Process Simulation preparation in person session for San Luis Obispo County on 08/4/23. • Finalized process sim scenarios and data request for SAN LUIS OBISPO county on 8/4/23. • Continued wave 6 preparations for Sacramento and San Francisco County
Organizational Change Management (OCM)	Organizational Change Management (OCM)	<ul style="list-style-type: none"> • Prepared for the Wave 5 and 6 CNC session with the Consortium. • Continued to review the Wave 4 CNC session materials. • Tested and finalized the Wave 4 T+6 Change Readiness Survey with the Wave 4 Counties the week of 07/31/23. • Sent the Wave 6 T-3 Change Readiness Survey CIT to the CIT/CRFI Review Group for review the week of 07/31/23. • Distributed the Wave 4 Post-Go-Live Special Edition Newsletter to all Waves on 07/31/23.

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		<ul style="list-style-type: none"> • Sent the Wave 5 Newsletter #4 to the CIT/CRFI Review Group for review the week of 07/31/23. • Sent the August Wave 5 and 6 infographic packets to the Consortium for review the week of 07/31/23.
Training	Training	<ul style="list-style-type: none"> • Continued the Wave 4 Counties' Web Based Training for all staff. • Started Instructor Led Training all staff in San Diego County. • Continued the Wave 5 Counties' Web Based Training for all staff. • Started tailoring Instructor Led Training materials for the Wave 6 Counties. • Hosted Training Touchpoints with San Francisco County, Fresno County, Alameda County, San Mateo County, Santa Cruz County, and Sacramento County.
Implementation	Implementation	<p>Wave 4</p> <ul style="list-style-type: none"> • Completed fifth 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. • Conducted Fact Sheet Working Group and developed new Fact Sheets. • Participated in Wave 4 TOSS and Onsite Support Retrospective. • Worked with Alameda County and the Consortium on the County's ancillary systems communication plan on 7/31/23, 8/1/23. • Began weekly meetings with SFO Support Services to coordinate activities and resources. • Continued updating and tracking checklist items to track each county's approach to Lobby Management and Contact Center <p>Wave 5</p> <ul style="list-style-type: none"> • Provided specialized onsite support in fiscal and reports to county offices requesting extended support. • Conducted Wave 5 Post Implementation support activities. <p>Go-Live Packet (GLP)</p> <ul style="list-style-type: none"> • The Strike Team completed review of the Wave-5 GLP on 07/31/23. • Incorporated all feedback and sent the GLP out for CIT review on 07/31/23.

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		<ul style="list-style-type: none"> The packet was sent out for distribution on 08/04/23 <p>Future Waves</p> <ul style="list-style-type: none"> Consolidated all SFO concerns with TOSS meetings and met with consortium on 8/2/23 Worked with CalWIN and CalSAWS SMEs, RMs, and other consortium members on 08/04/23 to finalize a deck and messaging for Wave-5 counties to help with Medi-Cal discontinuance issues. Reviewed Wave 5 Onsite Resource allocations for post-Imp on 8/1/23. Reviewed Wave 5 County Onsite Resource decks with Consortium leaders. Conducted Wave 5 County Prep Office hours and Daily Debriefs. Wave 6 County Prep materials distributed to Wave 6 Counties on 08/02/23. Distributed Readiness Dashboards and Packet for Wave 5 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.

OCAT Project Weekly Status

Kibby Stahl
Kevin Wilson

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OCAT		<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 and 5A Support calls Continued participating in OCAT System Security Plan (SSP) Reviews Participated in OCAT Ops and Release Management meeting

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		<ul style="list-style-type: none"> Facilitate Wave 4 retrospective sessions for Lobby Management, Imaging and BenefitsCal. Facilitate Collaboration Model enhancement request process flow working session Initiate Collaboration Model Quarterly meeting preparation
QA Technical	N/A	<ul style="list-style-type: none"> Monitored CalSAWS Production Operations and reviewed Root Cause Analysis documents 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 Mock 6A/5C and 6B conversion run Participated Wave 4 Support and Wave 5 County Preparation calls Continued Monitoring Wave 4 and 5 Defect priorities and status Prepare for Wave 6 County Data Validation (CDV)
QA Functional/Test	N/A	<ul style="list-style-type: none"> Reviewed 138 designs in preparation for SCRB/CCB Completed QA Test Activities for BenefitsCal Priority Release 23.08.02 Started QA Test Activities for BenefitsCal Release 23.08.24 Started CalSAWS Release 23.09 Test Execution with a 5% Execution Rate, 4% Pass Rate, and 1% Fail/Block Rate
QA Implementation	N/A	<ul style="list-style-type: none"> Provided Post-Implementation support for San Diego, Santa Cruz, San Mateo, and Solano Counties Completed Wave 4 Retrospective Sessions for Implementation Management, OCM, Training, and TOSS & Support Teams Participated in Sacramento and San Francisco Onsite Support Visits to Prepare for Wave 6 Onsite Support

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	IV&V Project Oversight	<ul style="list-style-type: none">• Attended the table read for 6B mock conversion, tracked progress on 6A/5C and 6B mock conversions.• Participated in various TOSS/IPOC meetings – Wave 5 and 6.• Continued monitoring the Wave 4 Post Implementation support activities, Wave 5 County prep activities

Risk Management

- Risk 284 recommendation to retire
- Risk 281.4 recommendation to retire

Mandy Batt

(Optional Items)

#	Action Item	Who	Due	Status
1	•			

#	Decision Made	Who Made the Decision	Date