Cal**SAWS** | **Weekly Status Meeting**

Date:	August 16, 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 (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 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	• CalSAWS System Incident highlights
Maintenance and Operations	3.1.3 CalSAWS Help Desk Metrics	• The current compliance for August Month to Date (MTD) is 99.7%
	3.2.3 CalSAWS Production Planned Outages calendar	• 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
		• CalSAWS information Transmittals (CIT) 0273-23 Scheduled CalSAWS Maintenance - System Outage - 8132023 • CIT 0291-23 Scheduled CalSAWS Maintenance - System Outage – 8272023 • CIT 0252-23 Wave 5B Cutover Weekend Calendar Infographic
Application Development and Test	4.4.1 Release Test Summary	• Continued 23.09 system testing. Week 2 of 8, 23.09 System Testing completed. 40% pass rate on a 25% target

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	• BenefitsCal Emergency Release 23.07.31 on 07/31/23 • BenefitsCal Emergency Release 23.08.02 on 08/02/23
Application Development	4.2 Monthly Release Summary	• 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	• Continued discussions with CalWIN Counties. • Met with San Diego County to discuss the Return Mail options.

CalSAWS DD&I Weekly Status   Mandy Batt

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC

Imaging	Appendix E	• Sacramento County:
		  o Delta 1 import was completed by Hyland; timings and the manifest file were provided to the county for reconciliation. Additionally, the validation of images in production and the review of the manifest file for the bulk import are currently in progress.
		  o Sacramento County will remain on Amber status as they finalize the

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		timing for Delta 2 on September 1, 2023.
Customer Service Center (CSC)	Highlights of the Reporting Period	• Continued Wave 5 Model Office
Application Development and Test	4.1.3 State and CalWIN Wave 6 County Interface Partner File Exchange Test (IPT)	• Continued execution activities for Wave 6 IPT. 17 of 36 Consortium, State, and County interfaces have successfully passed validation.

Conversion	5.1.1 CalWIN Conversion	• Supported Wave 1, Wave 2, Wave 3, Wave 4, Counties post Go-Live
		• Wave 5 DCR and ETL defects
		• Continued Wave 6 Mock activities
		  o Completed 6B Mock
		  o Began 6C Mock

	5.1.3 Gainwell Technologies	• County Refactoring Overview • Alameda County Refactoring Status • Wave 6 Refactoring verbal update

CalSAWS BenefitsCal Portal/Mobile DD&I Weekly Status   Onur Senman

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	August Enhancements	• Release 23.08 will be deployed to production as planned on 07/27/23: • Twelve (12) enhancements will be delivered with the 23.08.24 release.
	CalWIN ISS Support	Wave 4 • M&O service management is in progress. • Health Metrics generation is in progress. Wave 5 • Process Simulation Support is in progress. • Email (2), SMS (1) campaign prep is in progress. • Production cutover checklist review is in progress. • Production extract of CBO user conversion list is complete, final listing review is in progress. Wave 6 • County enablement in UAT2 environment for process simulation is in progress.

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		• CBO user conversion mock-run is complete and exception report generated. No exceptions identified.
	UCD Research Activities	Customer Experience (CX) Measurements Data • 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 08/07/23. • Connect with our Amplitude vendor on a monthly cadence. • Responded to comments and submit DWP 24.10 CX Report – June - July 2023 for submission on 08/11/23. • Conduct security discussions regarding the CX Pod. Scheduled an onshore/offshore meet and greet/data pull communication to include security, for 08/17/23. • CX Pod reviewed data from June and July to make a comparative analysis of current trends in relation to the previous report from April to May. User Engagement • Drafted recruitment outreach and completed development of the usability testing protocol for Chatbot during the week of 08/08/23. • Conducted two (2) discovery research sessions with SSA county workers to learn about their experience with the SSA application on 08/08/23 and 08/09/23. Enhancements • Work on enhancement planning with the functional team. • Attended three (3) Chatbot planning and debrief sessions. • Attended two (2) SSA planning and debrief sessions to include the county worker focus groups. • Attended Timeclocks design review session. • Reviewed and refined CM Enhancement request process with the Consortium. • Reviewed content and copy for the chatbot enhancement. • Synthesized qualitative data for the Time Clocks user sessions.

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		• Synthesized qualitative data for the Always on Survey. Advocate Engagement • Prepared and facilitated the CWDA weekly check-in meeting on 08/07/23. • Confirmed change in the August UCD Monthly Meeting to 08/16/23. • Drafted UCD Monthly materials for review on 08/14/23

	Communication and Marketing Campaign Phase 2	• Email Templates (English) are being prepared for setup.
		• All email campaigns have been sent for translations.
		• BenefitsCal Team and BenefitsCal Consortium to resolve comments for WP 33.01: Marketing and Communications Materials:
		    ○ Conducted Advocate FWP review on 08/10/23.
		    ○ Facilitated Stakeholder FWP review on 08/10/23.
		• 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 09/04/23
		• Counties opt in/out list campaigns due from BenefitsCal Consortium by 08/10/23.
		• FWP to be completed by 08/11/23.

	Collaboration Model	• New enhancement requests are being collected for the upcoming September Quarterly Meeting.
		• Following CM enhancements will be delivered with August 2023 Release (23.08):
		    ○ 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

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	Business Process Reengineering (BPR)	Wave 4 • Provided Configuration support for Go-Live activities. Wave 5 • Provided Configuration support for County Prep activities. Wave 6 • Facilitated Configuration Working session with San Francisco County 08/07/23 through 08/11/23. • Continued documentation of Configurations required for Process Simulation for Sacramento and San Luis Obispo Counties 08/07/23 – 08/11/23. • Completed Process Simulation preparation in person session for Sacramento County on 08/10/23. • Finalized process sim execution plan for Sacramento County on 8/10/23. • Continued Wave 6 preparations for Sacramento and San Francisco County.
	Organizational Change Management (OCM)	• Conducted the Wave 5 and 6 CNC session on 08/08/23. • Sent the Wave 5 and 6 CNC session materials to the Counties on 08/11/23. • Prepared for the Wave 4 CNC session with the Consortium. • Opened the Wave 4 T+6 Change Readiness Survey on 08/07/23. • Conducted the T+6-week check-in with San Diego County on 08/08/23. • Distributed the Wave 6 T-3 Change Readiness Survey CIT to San Francisco County on 08/07/23. • Validated stakeholder lists with San Francisco County for Wave 6 T-3 Change Readiness Survey. • Distributed the Wave 5 Newsletter #4 to the Wave 5 Counties on 08/07/23. • Sent the August Wave 5 and 6 infographic packets to the CIT/CRFI Review Group for review the week of 08/07/23.
	Training	• 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. • Continued Instructor-Let Training (ILTs) for Early Training and Train the Trainer in the Wave 6 Counties. • Hosted Webinars for the Wave 5 Counties.

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		• Hosted Training Touchpoints with Sacramento, San Francisco, Alameda, Sonoma, and Fresno Counties..
	Implementation	• Wave 4 • Completed sixth week of Wave 4 post-Implementation support. • Conducted Fact Sheet Working Group and developed new Fact Sheets. • Conducted the Wave 4 County Retrospectives for San Diego, Santa Cruz, Solano, and San Mateo. • Continued updating and tracking checklist items to track each county's approach to Lobby Management and Contact Center. • Wave 5 • Hosted meeting with all Wave-5 counties with CalWIN and CalSAWS SMEs, RMs, and other consortium members on 08/07/23, and 08/09/23 to present Wave-5 counties with options to address Medi-Cal discontinuance issues. • Collected Alameda's requirements for loading over 100 external users into CalSAWS after cutover-A and explored automation options with Consortium • Joined Alameda County ancillary applications discussion on 08/10/23, discussing next steps regarding three newly identified public-facing ancillary applications. • Continued working with the CalSAWS Counties for onsite and virtual support for Wave 5 Counties; continued to update the master tracker and associated documentation. • Conducted Wave 5 Post Implementation support activities, including the first of two Post Implementation Support Orientation Sessions on 08/10/23. • Go-Live Packet (GLP) • Reviewed open Conversion, Production, and Contact Center defects to share with Strike Team on 08/15/23, 08/17/23, 08/22/23, and 08/24/23. • Presented overview of Wave 5 GLP to CNCs on 08/08/23. • Presented overview of Wave 5 GLP to the Post Implementation Support Teams on 08/08/23. • Future Waves • Reviewed additional SFO concerns with TOSS meetings and met with consortium on 08/10/23 to plan for 08/11/23 meeting with SFO.

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		- Joined the DHCS stakeholder meeting focusing on PHE unwinding data dashboard on 08/07/23. - Continued weekly meetings with SFO Support Services to coordinate activities and resources. - Conducted Wave 5 County Prep Office hours and Daily Debriefs. - Submitted Wave 6 OCAT and ICT Conversion plan CITs for review.

OCAT Project Weekly Status

Kibby Stahl
Kevin Wilson

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	N/A	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	- Participated in Wave 4 and 5A Support calls - Participated in Conversion Defect Status Review - Participated in Imaging Monthly SLA Review - Facilitated Wave 4 Retrospectives for Regional Managers and Lobby Management - Developing Wave 4 Summary Materials for JPA/PSC Presentation - Facilitated Collaboration Model Quarterly meeting planning session
QA Technical	N/A	- Assisted with CalSAWS Contact Center Model Office - Reviewed Imaging performance and provided comments - Continued monitoring CalSAWS Production Operations and reviewing Root Cause Analysis documents - Continued review of BenefitsCal AWS Dashboards, defects, and technical changes - Continued review of partner System Security Plans
QA Conversion	N/A	- Participated in the Mock 6B cutover activities - Participated in the Wave 6 County Data Validation (CDV) Kick-Off

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		• Participated Wave 4 Support and Wave 5 County Preparation calls • Continued Monitoring Wave 4 and 5 Defect priorities and status • Prepare for Wave 6 CDV Daily office hours and Triage meetings
QA Functional/Test	N/A	• Continued BenefitsCal Release 23.08.24 Test Execution • Continued CalSAWS Release 23.09 Test Execution with a 33% Execution Rate, 24% Pass Rate, and 9% Fail/Block Rate
QA Implementation	N/A	• Provided Post-Implementation virtual support in San Diego, Santa Cruz, San Mateo, and Solano counties • Completed Wave 4 County Retrospective Sessions for San Diego, San Mateo, Santa Cruz, and Solano counties • Participated in San Luis Obispo County Onsite Office Visit to Prepare for Wave 6 Go-Live

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	• Reviewed the QA and OCM Monthly Status Reports for July • Participated in the CMS IT Monthly Meeting • Continued tracking progress on post-implementation issues for Wave 4 and readiness for Waves 5 and 6

State Policy Updates

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

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
2.0 Recent Activities	2.0-1	• On August 5th, 2023, CalWIN participated in the 6-B Mock Conversion & ran the FC Clothing Allowance COLA • On August 6th, 2023, CalWIN participated in the 6-C Mock Conversion (Extraction Only)
	2.0-2	• On August 12th, 2023, CalWIN began implementation of the August Monthly Release

Risk Management Group   Mandy Batt

(Optional Items)

#	Action Item	Who	Due	Status
1				

#	Decision Made	Who Made the Decision	Date