Cal**SAWS** | Weekly Status Meeting

Date:	August 23, 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, Luz Esparza, Alan Hernandez, Lulu Fou, Tom Hartman, Jennifer Hobbs, Arnold Malvick, Umair Khan, Ricardo Miranda, Peggy Macias, Joe Mendoza, Lenecia Miles, Lorena Montes, Holly Murphy, Nichole Nava, 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 (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), William Laney (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 DD&I Weekly Status	Arnold Malvick

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC

Imaging	Appendix E	• Sacramento County:
		   ○ Sacramento is currently reviewing the manifest file. They're focusing on finishing the review of the Delta 1 manifest and making sure import counts match export counts. They plan to complete this by August 28, 2023
		   ○ 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	• Continued Wave 5 Model Office
Application	4.1.3	• Continued execution activities for Wave 6 IPT.

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Development	State and CalWIN Wave 6 County Interface Partner File Exchange Test (IPT)	19 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 Conversion Code Frozen
		• Completed 6 Mock activities
		   o Completed 6B Mock
		   o Completed 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: o 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
		• Email (2) campaign launch was completed on 08/16/23.
		   o Total e-mails delivered: 28,287
		• SMS (1) campaign launch was completed on 08/17/23.
		   o Total SMS delivered: 11,601
		• Production cutover checklist and roll back checklist submitted to the consortium.
		• Email (3), SMS (2) campaign launch prep is in progress
		• Production extract of CBO user conversion list is complete, final listing review is in progress.
		Wave 6
		• Wave 6 Counties enabled in UAT2 for process simulation activities
		• 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 08/14/23.

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		- Conducted security discussions regarding the CX Pod. Met with the onshore/offshore teams to align on the effort to pull and obfuscate data on 08/17/23. Scheduled a follow up during the week of 08/21/23. - Met with the CX team on a plan forward for the manual quarterly data pull as well as on a plan on how to best automate the biweekly data pull. - Met with the functional team on 08/16/23 to gain a deeper understanding of user journeys and flows pertaining to multiple processes. - Understood the presented problem themes by going through the user journeys and getting additional context from the functional team. - Analyzed the available data provided through the June-July excel that you shared to summarize our observations, formulate potential hypothesis and shared queries with the functional team to get additional context. User Engagement - Completed development of the usability testing protocol for Chatbot during the week of 08/14/23. - Complete recruitment and development of the usability testing protocol for Chatbot during the week of 08/14/23. - Facilitated two (2) Chatbot usability testing sessions during the week of 08/14/23. - Assist in planning of the meeting on 08/21 with SSA stakeholders to host a design session with SSA to review changes to the dashboard and to conduct a comparison between GCF and BC to capture preferences and what works well in both flows to incorporate into BC. Enhancements - Reviews the list of CM requested enhancements with the functional and client team and continued to review the replies from the client for 2023-Q3 CM Enhancement requests during the week of 08/14/23. - Reviewed and refined CM Enhancement request process with the Consortium. - Submitted content and copy for the chatbot enhancement. - Synthesized qualitative data for SSA. - Completed the Chatbot design draft per feedback received.

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		• Updated Time Clocks designs for FDEL submission during the week of 08/14/23. • Updated the "apply for benefits" flow for SSA during the week of 08/14/23. Advocate Engagement • Prepared and facilitated the CWDA weekly check-in meeting on 08/14/23. • SSA debrief to CWDA on 08/14/23. • SSA debrief to CDSS on 08/17/23. • Conducted the Prep for the UCD Monthly Meeting on 08/14/23. • Conducted the UCD Monthly Meeting with Advocates on 08/16/23. • Met with stakeholders to plan for the CM – September session on 08/17/23.
	Communication and Marketing Campaign Phase 2	• Additional revisions have been made on the animation video based on the feedback received from the Stakeholders. • Email Templates in 20 languages have been prepared for setup (ongoing). • All translated materials have been received. • The brochure, letter, promo card, poster have been uploaded in the 20 threshold languages to the Awareness Toolkit 2023 for counties. • The Awareness Poster (English) has been uploaded to the Awareness Toolkit 2023. • The brochure, letter, promo card, have been uploaded in the 20 threshold languages to the Awareness Toolkit 2023 for counties. • The video will be uploaded next week when the revisions are completed. • 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 09/05/23. • Marketing site landing pages for translated emails have been prepared (ongoing). • The BenefitsCal Team continues to work through comments.

	Collaboration Model	• New enhancement requests are being collected for the upcoming September Quarterly Meeting.
		• The following CM enhancements will be delivered with the August 2023 Release (23.08):
		   o CSPM-35858: Add help text for ineligible primary applicants.
		   o CSPM-66157: Redesign the BenefitsCal announcements.
		• CSPM-66213: Redesign the BenefitsCal homepage to create additional points of access for existing and new users.CSPM-66213: Redesign the BenefitsCal homepage

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		to create additional points of access for existing and new users

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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)	Wave 4 • Provided Configuration support for Go-live activities. Wave 5 • Provided Configuration support for County Prep activities. Wave 6 • Facilitated Configuration Set Up for Process Simulation with San Luis Obispo County 08/16/23. • Facilitated Configuration Set Up for Process Simulation with Sacramento County 08/17/23. • Scheduled Configuration Set Up for Process Simulation with San Francisco County for 08/28/23. • Completed Process Simulation preparation in person session for San Francisco County on 08/17/23. • Finalized process sim execution plan for San Francisco County on 08/17/23. • Finalized process sim execution for Sacramento County on 08/18/23.
Organizational Change Management (OCM)	Organizational Change Management (OCM)	• Conducted the Wave 4 CNC session on 08/17/23. • Distributed the Wave 4 CNC session materials to the Wave 4 Counties on 08/18/23. • Closed the Wave 4 T+6 Change Readiness Survey on 08/18/23. • Tested and finalized the Wave 6 T-3 Change Readiness Survey with San Francisco County the week of 08/14/23. • Distributed the August Wave 5 and 6 infographic packets to the Wave 5 and 6 Counties on 08/14/23.
Training	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.

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		- Continued Instructor-Let 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 San Luis Obispo, Alameda, Sonoma, and Fresno Counties. - Hosted Training Advisory Council meeting on 08/16/23.
Implementation	Implementation	Wave 4 - Completed seventh week of Wave 4 post-Implementation support (onsite, virtual, and communications). - Conducted Fact Sheet Working Group and developed new Fact Sheets. - Continued updating and tracking checklist items to track each county's approach to Lobby Management and Contact Center. - Scheduled and prepared for the Wave 4 issue tracker Jira dashboard meeting. Wave 5 - Continued working with Alameda County for their ancillary applications and communications plan. - Continued working with the CalSAWS Counties for onsite and virtual support for Wave 5 Counties. - Conducted Wave 5 Post Implementation support activities, including the second Post Implementation Support Orientation Sessions on 08/17/23. Modified the Post Implementation staff alignment based on County feedback and changes. Go-Live Packet (GLP) - Facilitated three (3) GLP Orientation Sessions on 08/14/23, 08/15/23, and 08/16/23 for the three Wave 5 Counties. - The strike team reconvened to review conversion, contact center, and operations defects. They met on 08/15/23 and 08/17/23 and reviewed 37 of 40 defects. Other Implementation Support - Communicated to the Wave 5 Counties the changes made to the CalWIN and CalFresh Cost-of-Living Adjustment (COLA) runs to mitigate their impact on migrating Wave 5 Counties. - Scheduled meetings with all Wave 6 Counties with CalWIN and CalSAWS SMEs, RMs, and other Consortium members on 08/23/23, and 08/25/23 to present options

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		to address Medi-Cal discontinuance issues. • Communicated options available to Alameda to bulk load an additional 100 external users into CalSAWS after Cutover-A • Met with San Francisco County for a high-level overview of their ancillary applications. • Continued updating and tracking checklist items to track each county's approach to Lobby Management and Contact Center. • Established weekly cadence for core group to track and work through San Francisco County's concerns with the Targeted Onsite Support (TOSS). • Distributed Wave 6 OCAT Conversion plan CIT to Wave 6 counties. • Distributed Waves 5 and 6 Readiness Dashboards and Packets to counties.

CalSAWS Central Print Weekly Status   Dawn Wilder

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	N/A	• Continued discussions with CalWIN Counties.

OCAT Project Weekly Status   Kibby Stahl
Kevin Wilson

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
OCAT		• 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 CalSAWS Conversion Defect Status Review • Participated in CalSAWS Project Steering Committee

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		• Participated in OCAT Monthly SLA Review and Release meetings • Participated in IV&V Wave 5 Go-Live Readiness Report Review • Facilitated Wave 4 retrospectives for Imaging & Lobby Management • Facilitated Collaboration Model Quarterly meeting preparation • Facilitated Collaboration Model enhancement request process flow working session
QA Technical	N/A	• Continued assisting with CalSAWS Contact Center Model Office • Continued monitoring CalSAWS Production Operations • Continued review of BenefitsCal AWS Dashboards, defects, and technical changes • Continued review of partner System Security Plans
QA Conversion	N/A	• Participated in the Wave 6 County Data Validation (CDV) • Participated Wave 4 Support and Wave 5 County Preparation calls • Continued Monitoring Wave 4 and 5 Defect priorities and status
QA Functional/Test	N/A	• Participated in SPG Resumption planning and preparation activities • Participated in ROI Workgroup Kickoff • Participated in WDTIP Implementation Planning meetings • Reviewed 101 designs in preparation for SCRB/CCB • Continued BenefitsCal Release 23.08.24 Test Execution • Continued CalSAWS Release 23.09 Test Execution with a 64% Execution Rate, 45% Pass Rate, and 19% Fail/Block Rate
QA Implementation	N/A	• Provided Post-Implementation virtual support in San Diego, Santa Cruz, San Mateo, and Solano Counties • Completed updates to Alameda Trip Book • Completed ISS County Retrospective with San Mateo County • Supported IPOC/TOSS meetings for Alameda, Fresno, and Sonoma

CalSAWS DD&I IV&V Project Weekly Status   Apoorva Kandya
                                                               Brian Nagy

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	IV&V Project Oversight	• Reviewed the CalSAWS Deployment Complete Milestone / Report – Wave 4. • Provided a walkthrough of the draft IV&V Go-Live Readiness Report – Wave 5 to PMO and QA team. • Participated in the PSC meeting, BenefitsCal UCD monthly meeting, GLP – Orientation session. • Tracked progress on the County Data Validation – Wave 6.

Risk Management
• Risk 293.5 reduced to low   Mandy Batt

(Optional Items)

#	Action Item	Who	Due	Status
1	•			

#	Decision Made	Who Made the Decision	Date