

CalSAWS | Weekly Status Meeting

Date: August 30, 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, Jeremy Grecian, Alan Hernandez, Lulu Fou, Monica Gonzalez, Tom Hartman, Jennifer Hobbs, 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), 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 M&O Bi-Weekly Status	Arnold Malvick

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
Project Management	Project Management	<ul style="list-style-type: none"> Amendment 31 and Change Notice 27 were approved in the August Joint Powers Authority (JPA)
Maintenance and Operations	3.1.3 CalSAWS Help Desk Metrics	<ul style="list-style-type: none"> The current compliance for August Month to Date (MTD) is 99.2%
	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

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		<ul style="list-style-type: none"> CalSAWS Information Transmittal (CIT) 0263-23 Scheduled CalSAWS Maintenance – System Outage Windows – Year 2023 has been distributed to Counties providing a link to access the calendar on the Web Portal 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	<ul style="list-style-type: none"> Continued 23.09 system testing. Week 4 of 8, 23.09 System Testing completed. 73% pass rate on a 50% 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	<ul style="list-style-type: none"> BenefitsCal Monthly Release 23.08.24 on 08/24/23
Application Development	4.2 Monthly Release Summary	<ul style="list-style-type: none"> Upcoming BenefitsCal Priority Release 23.09.04 on 09/04/23 Upcoming BenefitsCal Priority Release 23.09.24 on 09/24/23 Upcoming BenefitsCal Monthly Release 23.09.28 on 09/28/23

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. Met with Santa Clara and Riverside to discuss return mail processing

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Imaging	Appendix E	<ul style="list-style-type: none"> Sacramento County: <ul style="list-style-type: none"> Sacramento finished reviewing the manifest file. The CalSAWS project team and County will review the results together on August 30, 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"> Completed Wave 5 Model Office
Application Development and Test	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. 20 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 Conversion ETL and DCR development and testing Completed 6 Mock activities
	5.1.3 Gainwell Technologies	<ul style="list-style-type: none"> County Refactoring Overview Alameda County Refactoring Status Wave 6 Refactoring verbal update

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	August Enhancements	<ul style="list-style-type: none"> Release 23.08 deployed to production as planned on 08/24/23: <ul style="list-style-type: none"> Eleven (11) enhancements were 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"> Email (3) campaign launch was completed on 08/23/23. <ul style="list-style-type: none"> Total e-mails delivered: 13,522 SMS (2) campaign launch was completed on 08/24/23. <ul style="list-style-type: none"> Total SMS delivered: 13,685 Email (4) campaign launch prep is in progress

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		<ul style="list-style-type: none"> Production extract of CBO user conversion list is complete, final listing review is in progress. <p>Wave 6</p> <ul style="list-style-type: none"> Wave 6 Process Simulation support is in progress CBO user conversion mock-run is complete and exception report generated. No exceptions identified.
	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 08/21/23. <p>User Engagement</p> <ul style="list-style-type: none"> Completed development of the usability testing protocol for Chatbot during the week of 08/21/23. Facilitated four (4) Chatbot usability testing sessions during the week of 08/21/23. Finalized chatbot copy based on UT sessions, advocate/CWDA feedback, and internal review sessions. <p>Enhancements</p> <ul style="list-style-type: none"> Reviewed 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 08/21/23. Reviewed and refined CM Enhancement request process with the Consortium. Synthesize qualitative data collected from the Chatbot User Testing sessions. Finalize Chatbot designs during the week of 08/21/23. <p>Advocate Engagement</p> <ul style="list-style-type: none"> Met with stakeholders to plan for the CM – September session. Returned the September enhancements comment log responses to Advocates. Returned the time clocks comment log responses to Advocates and CWDA.
	Communication and Marketing Campaign Phase 2	<ul style="list-style-type: none"> Final revisions to the animated video were completed by the BenefitsCal Team and approved by BenefitsCal Consortium.



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		<ul style="list-style-type: none"> • Folders for final deliverables are being updated to include the revised video and updated email. • Email templates in 20 languages are completed. • Marketing site landing pages for translated emails have been completed. • Email campaign lists continue to be segmented by criteria for audience. • The BenefitsCal Team completed resolving comments from the QA and Consortium.
	Collaboration Model	<ul style="list-style-type: none"> • New enhancement requests are being collected for the upcoming September Quarterly Meeting. • The following CM enhancements are delivered with the 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. <p>Wave 6</p> <ul style="list-style-type: none"> • Finalized Configuration Setup for Process Simulation for San Francisco in preparation for load on 08/28/23. • Completed Process Simulation preparation for the Wave 6 Counties on 08/25/23. • Finalized the Process Simulation Execution Plan for the Wave 6 Counties on 08/25/23. • Execution scheduled for San Luis Obispo and Sacramento Counties on 08/24/23.
	Organizational Change Management	<ul style="list-style-type: none"> • Began developing the September Wave 5 and 6 CNC session materials.

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	(OCM)	<ul style="list-style-type: none"> Began developing the Wave 4 T+6 Change Readiness Survey presentations. Opened the Wave 6 T-3 Change Readiness Survey with San Francisco County on 08/21/23. Began developing the September Wave 6 infographic packet.
	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. Continued Instructor-Led Training (ILTs) for Early Training and Train the Trainer in the Wave 6 Counties. Hosted Training Touchpoints with Sacramento, San Francisco, Alameda, Sonoma, and Fresno Counties.
	Implementation	<p>Wave 4</p> <ul style="list-style-type: none"> Completed the eighth week of Wave 4 post-Implementation support (onsite, virtual, and communications). Conducted a 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. <p>Wave 5</p> <ul style="list-style-type: none"> 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. Conducted a Meet and Greet to brief the Wave 5 Counties on implementation support models. Scheduled Alameda County Protocol meetings with project and county support. Communicated onsite support staff list to the Wave 5 Counties for badging and logistics. Conducted the Wave 5 Pre-Green light meeting on 08/23/23. <p>Go-Live Packet (GLP)</p> <ul style="list-style-type: none"> The strike team completed review of conversion, contact center, and operations defects for the Go-Live version of the packet.

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		<p>Seven (7) additional items were added to the packet.</p> <ul style="list-style-type: none"> The packet was sent for internal review. <p>Other Implementation Support</p> <ul style="list-style-type: none"> Organized meeting on 08/23/23 for the Wave 6 Counties with CalWIN and CalSAWS SMEs, RMs, and other Consortium members to present options to address the Medi-Cal discontinuance issues. Continued updating and tracking the San Francisco County checklist items and impact on county internal checklists. Continued updating and tracking checklist items to track each county's approach to Lobby Management and Contact Center. Distributed Wave 6 ICT Conversion plan CIT to the Wave 6 Counties.

OCCAT 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"> 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 Participated in CalSAWS Conversion Defect Status Review Participated in Pre-Green Light for Wave 5 Go-Live Participated in CalSAWS JPA Board meeting Coordinate Collaboration Model September Quarterly meeting material development and presenter preparation activities Initiate Wave 5 Retrospective planning
QA Technical	N/A	<ul style="list-style-type: none"> Participated in Contact Center readiness review with Alameda Continued monitoring of CalSAWS Production Operations Continued review of BenefitsCal AWS Dashboards, defects, and technical changes Continued review of partner System Security Plans

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		<ul style="list-style-type: none"> Continued assisting with Contact enter Model Office
QA Conversion	N/A	<ul style="list-style-type: none"> Completed Wave 6 County Data Validation (CDV) Prepared for Wave 5B cutover activities Participated Wave 4 Support and Wave 5 County Preparation calls Continued Monitoring Wave 4 and 5 Defect priorities and status Monitored Wave 5 Migration SCRs priority and status
QA Functional/Test	N/A	<ul style="list-style-type: none"> Completed BenefitsCal Release 23.08.24 Test Activities Continued BenefitsCal Release 23.09.04 Test Activities Continued CalSAWS Release 23.09 Test Execution with a 98% Execution Rate, 72% Pass Rate, and 26% Fail/Block Rate
QA Implementation	N/A	<ul style="list-style-type: none"> Participated in Alameda User Readiness discussions Completed QA Seals for Green Light for Wave 5 Go-Live metrics Completed Training Validations for Release 23.09 Completed 24 Web Based Training (WBT) System Change Request (SCR) module reviews

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"> Participated in the Pre-Green Light: Wave 5 and JPA Meeting Provided a walkthrough of the IV&V Go-Live readiness assessment report for Wave 5 to the Implementation Team, Regional Managers and State Partners Tracked progress on the County Data Validation effort for Wave 6



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 August 14th, 2023, CalWIN implemented the August Monthly ReleaseOn August 19th, 2023, CalWIN ran the CalWORKs MAP COLAOn August 20th, 2023, CalWIN ran the CalFresh COLA and completed the CalWORKs COLA Mass Mailer
	2.0-2	<ul style="list-style-type: none">On August 25th, 2023, CalWIN ran Mass Replacements for FresnoOn August 26th, 2023, CalWIN ran Mass Caseload Transfer for FresnoOn August 27th, 2023, CalWIN ran Data Retention for Wave 5

Risk Management Group

- Risk 293.5 recommended for closure

Mandy Batt

(Optional Items)

#	Action Item	Who	Due	Status
1				

#	Decision Made	Who Made the Decision	Date
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