

CalSAWS | Weekly Status Meeting

Date: September 27, 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, Mara Jennings, Raul Gonzalez, 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), 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	Lulu Fou
Announcements	Lulu Fou
CalSAWS M&O Bi-Weekly Status	Lulu Fou

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 September Month to Date (MTD) is 99.0%
Application Development and Test	4.4.1 Release Test Summary	<ul style="list-style-type: none"> Completed 23.09 system testing. Deployed the 23.09 baseline release to production on Sunday, September 25, 2023 Continued test preparation for the 23.11 baseline release Deployed 12 Priority/Release when Ready (RWR) releases containing 163 work items

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 Priority Release 23.09.24 on 09/24/23
Application Development	4.2 Monthly Release Summary	<ul style="list-style-type: none"> • 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 Orange to discuss return mail processing.

CalSAWS DD&I Weekly Status

Lulu Fou

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Imaging	Appendix E	<ul style="list-style-type: none"> • Fresno County: <ul style="list-style-type: none"> ○ Fresno County resolved the issue in their FileNet Export tool that resulted in the export of "multi-Page TIFs" only exporting the first page. ○ The re-import of the impacted documents has been completed as of September 25, 2023 • Sacramento County: <ul style="list-style-type: none"> ○ Hyland is in the process of reconciling the manifests.
Customer Service Center (CSC)	Highlights of the Reporting Period	<ul style="list-style-type: none"> • Preparing for Phase 3 of Former C-IV Counties migration to eCCP
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"> • Completed Wave 6 IPT. 36 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, and Wave 5 Counties post Go-Live • Continuing Wave 6B development and fittest activities • Conversion ETL and DCR development and testing

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	5.1.3 Gainwell Technologies	<ul style="list-style-type: none"> Document Migration County Refactoring Overview Alameda County Refactoring Status Wave 6 Refactoring Update

CalSAWS BenefitsCal Portal/Mobile DD&I Weekly Status

Onur Senman

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	September Enhancements	<ul style="list-style-type: none"> One (1) enhancement was delivered with the 23.09.24 Release (Aligned with CalSAWS Baseline Release 23.09): <ul style="list-style-type: none"> One (1) Partner Support Enhancement (CSPM-61588) Six (6) enhancements will be delivered with the 23.09.28 Release (Regular BenefitsCal Release): <ul style="list-style-type: none"> Four (4) Production Priority Enhancements Two (2) Policy Enhancements
	CalWIN ISS Support	<p>Wave 5</p> <ul style="list-style-type: none"> Maintenance & Operations (M&O) service management is in progress. Health Metrics generation is in progress. <p>Wave 6</p> <ul style="list-style-type: none"> Email-1 campaign distribution preparation is in progress. <ul style="list-style-type: none"> Distribution date: 09/28/2023. Tier-1 staff training completed for the following: <ul style="list-style-type: none"> Sacramento County + 55 supported counties completed on 09/19/23 San Francisco County + 55 supported counties completed on 09/21/23 The following Tier-1 staff training and CBO awareness training are scheduled, <ul style="list-style-type: none"> San Luis Obispo County + 55 supported counties: 09/26/23 CBO awareness training scheduled: 09/28/23 The CBO user conversion mock-run is complete, and the exception report has been generated. No exceptions were identified.
	UCD Research Activities	<p>Customer Experience (CX) Measurements Data</p> <ul style="list-style-type: none"> Modified bimonthly report template to enhance spacing and visual appeal.

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> • Created repository of monthly and quarterly data sources from latest report values. • Updated master data tracker with new file naming convention, slide mapping, data pull owners, etc. • Created index of data reports and data sources required for bi-monthly report creation. • Monitored the CX Measurements data from Medallia, Amplitude, and BenefitsCal on a day-to-day basis to identify and address potential usability issues. • Collaborate with the M&O team to prepare for the upcoming Quarterly Report due in October. • Modified bi-monthly report template to enhance spacing and visual appeal. • Created repository of monthly and quarterly data sources from latest report values. • Updated master data tracker with new file naming convention, slide mapping, data pull owners, etc. • Created an index of data reports and data sources required for the bimonthly report creation. <p>User Enhancements</p> <ul style="list-style-type: none"> • Facilitated five (5) customer Generative Research and Usability Testing sessions application/RE/SAR 7 Tracker. • Conducted research customer interview sessions for the document type enhancement. • Conducted research customer interview for the application status tracker enhancement. • Conducted research focus group sessions for county staff for the application status tracker. <p>Enhancements</p> <ul style="list-style-type: none"> • Began updates to CSPM-67119 (Anon Doc Upload) based on Advocate feedback and customer UT feedback but paused pending updates from Consortium Security next week. • Synthesized insights for the research and usability testing sessions for Document-related items. • Finalized designs for CSPM-43163 (RE/SAR 7 Tracker).



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		<ul style="list-style-type: none"> • Synthesized insights for usability testing sessions for the RE/SAR 7 Tracker. • Finalized screen updates for TNB4 (CSPM-65407). • Finalized design updates the application status tracker. <p>Advocate Engagement</p> <ul style="list-style-type: none"> • Participated in the Collaboration Model Quarter Meeting for Stakeholders. • Participated in the Collaboration Model Quarter Meeting for Advocates. • Prepared and facilitated the CWDA weekly check-in meeting on 09/18/23.
	<p>Communication and Marketing Campaign Phase 2</p>	<ul style="list-style-type: none"> • Metrics reporting has begun and will continue • Prepared metrics report for BenefitsCal Team leadership and Consortium • Prepared zip files and uploaded to BenefitsCal Advocate web portal for Advocate Co Leads • Revised brochure with requested corrections • Coordinated brochure translations with vendor, and internal teams • Prepared emails for Consortium to share with stakeholder groups • Met with Consortium for weekly marketing team review (Lynn attended)
	<p>Collaboration Model</p>	<ul style="list-style-type: none"> • Participated in the September Quarterly Meeting. • The following CM Enhancements/Research activities will be performed in the month of October: <ul style="list-style-type: none"> ○ CSPM-43163: Collaboration Model: Restrict the user to create multiple Redeterminations and Periodic reports associated with particular case number (Part 2). ○ CSPM-67150: Identify user journeys and research Authorized representative user type in BenefitsCal. ○ CSPM-67600: Update location of where YouTube Videos are located.



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	Business Process Reengineering (BPR)	Wave 5 <ul style="list-style-type: none"> • Provided Configuration support for Go-Live activities. Wave 6 <ul style="list-style-type: none"> • Provided Configuration support for County Prep activities. • Provided Configuration support for Process Simulation activities. • Completed 100% Process Simulation preparation for San Francisco County on 09/22/23. • Provided added support to San Francisco County for requested configurations and scenarios.
	Organizational Change Management (OCM)	<ul style="list-style-type: none"> • Sent the Wave 6 T-3 Change Readiness Survey presentations to the Consortium for review the week of 09/18/23. • Conducted the Wave 6 T-3 Presentation for San Francisco on 09/18/23. • Sent the Wave 5 T+6 Weeks Change Readiness Survey CalSAWS Information Transmittal (CIT) to the CIT/CRFI Review Group for review the week of 09/18/23. • Sent the September Wave 6 infographic packet to the CIT/CRFI Review Group for review the week of 09/18/23. • Sent the September Wave 6 Newsletter #4 to the CIT/CRFI Review Group for review the week of 09/18/23.
	Training	<ul style="list-style-type: none"> • Continued the Wave 6 Counties' Web Based Training for all staff. • Continued Instructor-Led Training (ILTs) for all staff in the Wave 6 Counties. • Hosted Training Touchpoints Sacramento, San Francisco, and San Luis Obispo Counties.
	Implementation	Wave 5 <ul style="list-style-type: none"> • Completed the third week of Wave 5 post-Implementation support (onsite, virtual, and communications). • Continued updating and tracking checklist items to track each county's approach to Lobby Management and Contact Center. • Continued to provide resource alignment communications weekly. • Continued to facilitate post-Implementation project meetings and collecting/reporting on Wave 5 virtual support interactions and business metrics. • Continued working with the CalSAWS Counties for onsite and virtual support for Wave 5 Counties. Wave 6

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		<ul style="list-style-type: none"> • Conducted Post Implementation approach walkthrough with Sacramento and San Francisco Counties. • Continued updating and tracking the San Francisco County checklist items and impact on county internal checklists. • Working through County Adult Assistance Program (CAAP) payment process with all stakeholders. • Updated and worked with CalSAWS Counties, Regional Managers, and Project Team members for Wave 6 post implementation support resource alignment. • Conducted Wave 6 County Prep activities and reporting. • Distributed finalized Readiness Dashboard and Packet to Wave 6 counties. <p>Go-Live Packet (GLP)</p> <ul style="list-style-type: none"> • Conducted GLP Strike team meetings on 09/19/23. • GLP Orientation meetings scheduled.

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"> • 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 5 and 6A Support calls • Participated in CalSAWS Conversion Defect Status Review • Participated in CalSAWS Release 23.09 Green Light Meeting • Participated in CalSAWS Project Steering Committee (PSC) • Facilitated the Quarterly Collaboration Model meeting • Conducting Wave 5 Retrospective sessions • Continued to support LEAP initiative planning • Continued to support planning for January 2024 Conference and JPA General Representative Membership meeting

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		<ul style="list-style-type: none"> Continued to support CWDA Conference planning
QA Technical	N/A	<ul style="list-style-type: none"> Participated in Wave 6 Contact Center Model office Monitored Release 23.09 deployment and production operations Participated in CalSAWS Architecture reviews Continued review of BenefitsCal Dashboards and technical changes
QA Conversion	N/A	<ul style="list-style-type: none"> Participated in the Wave 6 County Prep meetings Participated in Strike Team for W6 Go Live Packet Monitored status of Wave 5 and 6 defects priorities and SCRs
QA Functional/Test	N/A	<ul style="list-style-type: none"> Continued BenefitsCal Release 23.09.28 Test Execution Activities Continued CalSAWS 23.11 Test Preparation Activities
QA Implementation	N/A	<ul style="list-style-type: none"> Provided virtual support for Alameda, Fresno, and Sonoma Counties Provided feedback on San Francisco T-3M Change Readiness Survey Completed storyboard for CWDA Conference LEAP video Completed 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 Project Steering Committee Meeting, Virtual Green Light Meeting for Release 23.09 Monitored progress on Wave 5 – Post Implementation findings Tracked the successful completion of Wave 6 Process Simulation

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 September 16th, 2023, CalWIN began Wave 6-A cutover activities
	2.0-2	<ul style="list-style-type: none">No major activities for this reporting period

Risk Management Group

- Slide 14, Risk 269.5 proposed for retirement

Mandy Batt

(Optional Items)

#	Action Item	Who	Due	Status
1				

#	Decision Made	Who Made the Decision	Date
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