

# CalSAWS | Weekly Status Meeting

Date: October 18, 2023	Location: Microsoft Teams Meeting
Time: 9:00 a.m. – 10:20 a.m.	Meeting Called by: CalSAWS Management

Attendees: Alan Hernandez, Amanda Batt, Arnold Malvick, Ashley Arnold, Ayana Alvarez, Belinda Ramirez, Cathryn VanNamen (CalWIN Implementation Support), Chris Van Vlack, Christine Hendren, Cristina Contreras, Daisy Villasenor, Dan Dean, Dawn Wilder, Deanna Rotert, Diane Alexander, Don Coffey, Duncan Gilliam (CalWIN Implementation Support), Emmeil Davis, Eric Capati (CalWIN Implementation Support), Greg Postulka, Henry Arcangel, Holly Murphy, Ingrid Mock, Jennifer Hobbs, Jennifer Smith, Jo Anne Osborne, Joe Mendoza, Joel Acevedo, John Boule, John Dray, Julie Conwell, Justin Stephenson, Karen Rapponotti, Kevin Wilson (OCAT Project), Kibby Stahl (OCAT Project), Laura Chavez, Lenecia Miles, Lesley Pevny, Lisa Salas, Lorena Montes, Lulu Fou, Luz Esparza, Lynn Bridwell, Mara Jennings, Mary Sabillo, Matt Coffin, Matthew Vandereyck, Michael A. Johnson, Michele Peterson, Nichole Nava, Onur Senman (BenefitsCal Project), Peggy Macias, Rachel Frey (BenefitsCal Project), Raul Gonzalez, Ricardo Miranda, Rodain Soto, Roger Perez, Sean Swift, Sharon Caldwell, Sharon Teramura, Sreshta Wickramasinghe (CalWIN Implementation Support), Tom Hartman, Umair Khan, Veronica Lara, Wendy Battermann, Yolanda Banuelos, Yong Vangbliayang

**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), Martha Esparza (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	<ul style="list-style-type: none"> <li>Sacramento County:               <ul style="list-style-type: none"> <li>Hyland regenerated Sacramento County Initial Bulk Load manifest and their Delta 2 manifest, waiting on county confirmation that all files are accounted for</li> </ul> </li> </ul>
Customer Service Center	Highlights of the Reporting Period	<ul style="list-style-type: none"> <li>Continued supporting Model office Wave 6</li> </ul>
Application Development	4.1.3 State and CalWIN Wave 6 County Interface Partner File Exchange Test (IPT)	<ul style="list-style-type: none"> <li>Continued implementation of the remaining 23.09 DD&amp;I priority release System Change Requests (SCRs).</li> </ul>
Conversion	5.1.1 CalWIN Conversion	<ul style="list-style-type: none"> <li>Supported Wave 1, Wave 2, Wave 3, Wave 4, and Wave 5 Counties post Go-Live</li> <li>Continuing Wave 6B development and fittest</li> </ul>

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		<ul style="list-style-type: none"> <li>activities</li> <li>• Conversion ETL and DCR development and testing</li> <li>• Completed 6B Fittest activities (September CalWIN Wave 6 data (with NoHo))</li> <li>• Began 6C Fittest pre activities (September CalWIN Wave 6 data (with NoHo))</li> </ul>
	5.1.3 Gainwell Technologies	<ul style="list-style-type: none"> <li>• County Refactoring Overview</li> <li>• Alameda County Refactoring Status</li> <li>• Wave 6 Refactoring Update</li> </ul>

CalSAWS BenefitsCal Portal/Mobile DD&I Weekly Status

Onur Senman

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	October Enhancements	<ul style="list-style-type: none"> <li>• Nine (9) enhancements will be delivered with the October Release 23.10.19: <ul style="list-style-type: none"> <li>○ One (1) Collaboration Enhancement</li> <li>○ One (1) Partner Support Enhancement</li> <li>○ Two (2) Production Priority Enhancements</li> <li>○ Two (2) Policy Enhancement</li> <li>○ Three (3) Technical Enhancements</li> </ul> </li> </ul>
	CalWIN ISS Support	<p>Wave 5</p> <ul style="list-style-type: none"> <li>• M&amp;O service management is in progress.</li> <li>• Health Metrics generation is in progress.</li> </ul> <p>Wave 6</p> <ul style="list-style-type: none"> <li>• Email-2 campaign was launched on 10/12/23. <ul style="list-style-type: none"> <li>○ Total emails distributed: 57,177 <ul style="list-style-type: none"> <li>▪ Sacramento: 41,107</li> <li>▪ San Francisco: 15,501</li> <li>▪ San Luis Obispo: 569</li> </ul> </li> </ul> </li> <li>• SMS-1 campaign was launched on 10/13/23. <ul style="list-style-type: none"> <li>○ Total emails distributed: 57,507 <ul style="list-style-type: none"> <li>▪ Sacramento: 41,925</li> <li>▪ San Francisco: 15,190</li> <li>▪ San Luis Obispo: 392</li> </ul> </li> </ul> </li> <li>• Email-3 and SMS-2 campaign launch preparation is in progress.</li> <li>• The Community Based Organization (CBO) user conversion mock-run is complete, and the exception report has been generated. No exceptions were identified.</li> <li>• Production data extract for the CBOs is complete. County review is in progress.</li> </ul>
	UCD Research Activities	<p>Customer Experience (CX) Measurements Data</p> <ul style="list-style-type: none"> <li>• Monitored the CX Measurements data from Medallia, Amplitude, and BenefitsCal on a</li> </ul>

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		<p>day-to-day basis to identify and address potential usability issues.</p> <ul style="list-style-type: none"> <li>Continued working on the upcoming Quarterly Report due in October.</li> </ul> <p>User Engagement</p> <ul style="list-style-type: none"> <li>Facilitated one (1) County Staff focus group for Authorized Representative.</li> <li>Facilitate two (2) CBO focus groups for Authorized Representative.</li> <li>Sent out over 130 emails to customers from the list of Medallia volunteers.</li> <li>Conducted one (1) Customer Interview for Authorized Representative.</li> <li>Facilitated one (1) Eligibility SME interview for Authorized Representative research activity</li> </ul> <p>Enhancements</p> <ul style="list-style-type: none"> <li>Facilitated research for Authorized Representative research (CSPM-67150).</li> <li>Completed design development on next phase of Chatbot Expansion (CSPM-66583).</li> </ul> <p>Advocate Engagement</p> <ul style="list-style-type: none"> <li>UCD Month Meeting is scheduled on 10/18/23.</li> <li>Finalized deck for the next UCD Monthly Meeting (Chatbot expansion and Time Clocks).</li> </ul>
		<ul style="list-style-type: none"> <li>Next GCF Parity list meeting is scheduled on 11/01/23.</li> <li>BenefitsCal responses for parity list SCERFRA 23-500 for tracking IDs 9, 19, 20, 31, and 63 were provided to the CDSS on 09/22/23.</li> <li>Another working session is facilitated on 10/04/23 with participation from the CWDA, the Consortium, BenefitsCal, and CalSAWS. One (1) item is resolved, and eight (8) items are remaining where the CDSS and CFA are to provide confirmation to finalize.</li> </ul>
	Collaboration Model	<ul style="list-style-type: none"> <li>Next Collaboration Model meeting is scheduled for 12/01/23.</li> <li>The following CM Enhancements/Research activities will be performed in the month of October: <ul style="list-style-type: none"> <li>CSPM-43163: Collaboration Model: Restrict the user to create multiple Redeterminations and Periodic reports associated with particular case number (Part 2).</li> <li>CSPM-67150: Identify user journeys and research Authorized representative user type in BenefitsCal.</li> <li>CSPM-67600: Update location of where YouTube Videos are located.</li> </ul> </li> </ul>

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Business Process Reengineering (BPR)	Business Process Reengineering (BPR)	Wave 6 <ul style="list-style-type: none"> <li>• Provided Configuration support for County Prep activities</li> </ul>
Organizational Change Management (OCM)	Organizational Change Management (OCM)	<ul style="list-style-type: none"> <li>• Prepared for the Wave 5 and 6 CNC session for October.</li> <li>• The Wave 5 T+6 Change Readiness opened on 10/10/23.</li> <li>• Scheduled the Wave 5 T+6 Change Readiness Survey Walkthrough with the Consortium.</li> <li>• Distributed the Wave 5 Special Edition Scoop to all Counties.</li> <li>• Sent the Wave 6 October Infographics to CIT/CRFI review group.</li> </ul>
Training	Training	<ul style="list-style-type: none"> <li>• Continued the Wave 6 Counties' Web Based Training for all staff.</li> <li>• Continued Instructor-Led Training (ILTs) for all staff in the Wave 6 Counties.</li> <li>• Hosted Training Touchpoints Sacramento, San Francisco, and San Luis Obispo Counties.</li> <li>• Hosted Topic-Specific Webinars for Sacramento, San Francisco, and San Luis Obispo Counties.</li> </ul>
Implementation	Implementation	Wave 5 <ul style="list-style-type: none"> <li>• Completed the sixth week of Wave 5 post-Implementation support (onsite, virtual, and communications).</li> <li>• Continued to provide resource alignment communications weekly.</li> <li>• Continued to facilitate post-Implementation project meetings and collecting/reporting on Wave 5 virtual support interactions and business metrics.</li> <li>• Continued working with the CalSAWS Counties for onsite and virtual support for Wave 5 Counties.</li> <li>• Met with the Regional Manager to coordinate alignment of resources to county based on need.</li> <li>• Customized reports for Alameda County, where possible.</li> <li>• Continued to facilitate Fact Sheet meetings to discuss Fact Sheet updates, creation, and distribution.</li> </ul> Wave 6 <ul style="list-style-type: none"> <li>• Updated and worked with CalSAWS Counties, Regional Managers, and Project Team members for Wave 6 post-Implementation support resource alignment.</li> </ul>

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		<ul style="list-style-type: none"> <li>Distributed Wave 6 onsite and virtual support office alignment for preparation.</li> <li>Facilitated the second (of two) post-Implementation Support Orientation session for county volunteers on 10/19/23.</li> <li>Extended discussions with San Francisco County to recommend an appropriate model for setting up payment processing for all vendors and shared a testing solution end-to-end.</li> <li>Conducted Wave 6 County Prep activities and reporting.</li> </ul> <p>Go-Live Packet (GLP)</p> <ul style="list-style-type: none"> <li>Conducted GLP Orientations from 10/10/23 – 10/12/23.</li> <li>Submitted the second iteration of the Wave 6 GLP for internal review.</li> </ul>

### 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"> <li>Continued discussions with CalWIN Counties.</li> <li>Participated in CalSAWS Disaster Recovery test on 9/5 and 9/8.</li> </ul>

### OCCAT Project Weekly Status

Kibby Stahl  
Kevin Wilson

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
OCCAT		<ul style="list-style-type: none"> <li>None to note for the reporting period</li> </ul>

### 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"> <li>Participated in CalSAWS Wave 5 and 6A Support calls</li> <li>Participated in Conversion Defect Status Review</li> <li>Participated in OCCAT Monthly SLA and Operational Reviews</li> <li>Participated in Hyland Imaging Monthly SLA Review</li> <li>Finalize Collaboration Model Q3 voting results and meeting notes for member publication</li> </ul>

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		<ul style="list-style-type: none"> <li>Facilitate Collaboration Model enhancement request process documentation session</li> <li>Continue to support LEAP initiative planning</li> <li>Continue to support planning for January 2024 Conference and JPA General Representative Membership meeting</li> </ul>
QA Technical	N/A	<ul style="list-style-type: none"> <li>Participated in Contact Center Model Office for LA and Wave 6 counties</li> <li>Participated in CalSAWS Authorization and Welcome Bot testing</li> <li>Continued Production Operations monitoring</li> <li>Continued review of BenefitsCal Dashboards and technical changes</li> </ul>
QA Conversion	N/A	<ul style="list-style-type: none"> <li>Provided Alameda On-site support</li> <li>Participated in Daily Wave 6 County Prep Office hours</li> <li>Participate in Wave 6 Go-Live Packet (GLP) County Orientations</li> <li>Monitored status of Wave 5 and 6 defects priorities and SCRs</li> </ul>
QA Functional/Test	N/A	<ul style="list-style-type: none"> <li>BenefitsCal 23.10.18 Test Execution in progress</li> <li>CalSAWS 23.11 Test Execution is in progress with a 38% Execution Rate, 27% Pass Rate, and 11% Fail/Block Rate</li> </ul>
QA Implementation	N/A	<ul style="list-style-type: none"> <li>Provided virtual support for Alameda, Fresno, and Sonoma Counties</li> <li>Completed LEAP video for CWDA Annual Conference</li> </ul>

**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	<ul style="list-style-type: none"> <li>Reviewed the OCM and BC monthly Status Report.</li> <li>Met with OTSI, CDSS and DHCS to discuss project updates.</li> <li>Attended the Post-Implementation and GLP Orientation Sessions for Wave 6.</li> <li>Performed Go-Live Readiness on Wave 6 and created the draft report.</li> </ul>

**Risk Management**

Mandy Batt

(Optional Items)

#	Action Item	Who	Due	Status
1	•			

#	Decision Made	Who Made the Decision	Date
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