CalSAWS | Weekly Status Meeting

Date:	October 11, 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, 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	• CalSAWS System Incident highlights
Maintenance and Operations	3.1.3 CalSAWS Help Desk Metrics	• The current compliance for September Month to Date (MTD) is 98.8%
Application Development and Test	4.4.1 Release Test Summary	• Began test execution for the 23.11 baseline Release • Deployed 14 Priority/Release when Ready (RWR) releases containing 179 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	• BenefitsCal Monthly Release 23.09.28 on 09/28/23
Application Development	4.2 Monthly Release Summary	• Upcoming BenefitsCal Monthly Release 23.10.19 on 10/19/23 • Upcoming BenefitsCal Priority Release 23.10.30 on 10/30/23

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. • Participated in CalSAWS Disaster Recovery test on 9/5 and 9/8.

CalSAWS DD&I Weekly Status Arnold Malvick

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Imaging	Appendix E	• Sacramento County: o Sacramento County is working with Hyland to reconcile their manifest.
Customer Service Center (CSC)	Highlights of the Reporting Period	• Continued Model Office Wave 6
Application Development and Test	4.1.3 State and CalWIN Wave 6 County Interface Partner File Exchange Test (IPT)	• Continued implementation of the remaining 23.09 DD&I priority release System Change Requests (SCRs).
Conversion	5.1.1 CalWIN Conversion	• 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 • Began 6B Fittest activities (September CalWIN Wave 6 data (with NoHo)
	5.1.3 Gainwell Technologies	• County Refactoring Overview • Alameda County Refactoring Status • Wave 6 Refactoring Update

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC

	October Enhancements	• Nine (9) enhancements will be delivered with the October Release 23.10.19:
		   ○ One (1) Collaboration Enhancement
		   ○ One (1) Partner Support Enhancement
		   ○ Two (2) Production Priority Enhancements
		   ○ Two (2) Policy Enhancement
		   ○ Three (3) Technical Enhancements

	CalWIN ISS Support	Wave 5 • Maintenance & Operations (M&O) service management is in progress. • Health Metrics generation is in progress. Wave 6 • Email-2 campaign preparation is in progress. • Production cutover checklist is reviewed and approved by the Consortium. • The Community Based Organization (CBO) user conversion mock-run is complete, and the exception report has been generated. No exceptions were identified. • Production data extract for the CBOs is complete. County review is in progress.
	User Centered Design (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. • Continued working on the upcoming Quarterly Report due in October. User Engagement • Prepped for Authorized Representative research (CSPM-67150) • Recruited County Staff members, CBO assistors and BenefitsCal customers. Enhancements • Planned and recruited for Authorized Representative research (CSPM-67150). • Began design development on next phase of Chatbot Expansion (CSPM-66583). Advocate Engagement

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		• Finalized draft for the next UCD Monthly Meeting (Chatbot expansion and Time Clocks).
	GetCalFresh (GCF) Parity List	• Participated in sessions facilitated by the California Department of Social Services (CDSS) on 09/19/23, with participation from the County Welfare Directors Association of California (CWDA), the Consortium and BenefitsCal for parity list. • 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. • 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.

	Collaboration Model	• Next Collaboration Model meeting is scheduled for 12/01/23.
		• The following CM Enhancements/Research activities will be performed in the month of October:
		  o CSPM-43163: Collaboration Model: Restrict the user to create multiple Redeterminations and Periodic reports associated with particular case number (Part 2).
		  o CSPM-67150: Identify user journeys and research Authorized representative user type in BenefitsCal.
		  o CSPM-67600: Update location of where YouTube Videos are located.

CalWIN Implementation Support Weekly Status   Duncan Gilliam

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	Business Process Reengineering (BPR)	Wave 6 • Provided Configuration support for County Prep activities.

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	Organizational Change Management (OCM)	• Prepared for the Wave 5 and 6 Change Network Champions (CNC) session for October. • Sent a Test survey to all Wave 5 Counties for the T+6 Change Readiness Survey. • Sent the Wave 5 Special Edition Scoop to CIT/CRFI review group. • Sent the Wave 6 October Infographics to Consortium for review.
	Training	• 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. • Attended CalSAWS/San Luis Obispo County Leadership meeting on 10/02/23.
	Implementation	**Wave 5** • Completed the fifth week of Wave 5 post-Implementation support (onsite, virtual, and communications). • 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. • Meet with Regional Manager to coordinate alignment of resources to county based on need. • Supported Alameda County diagnose and mitigate impact of General Assistance (GA) defects. • Customized reports for Alameda County, where possible. • Continue to facilitate Fact Sheet meetings to discuss Fact Sheet updates, creation, and distribution. **Wave 6** • Updated and worked with CalSAWS Counties, Regional Managers, and Project Team members for Wave 6 post-Implementation support resource alignment. • Met with Wave 6 Counties and provide Implementation Support Resource information. • Facilitated the first post-Implementation Support Orientation session for county volunteers.

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		• Extended discussions with San Francisco County to recommend appropriate model for setting up payment processing for all vendors shared and testing solution end-to-end. • Conducted Wave 6 County Prep activities and reporting. Go-Live Packet (GLP) • Distributed the Wave 6 GLP on 10/02/23.

OCAT Project Weekly Status

Kibby Stahl
Kevin Wilson

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	N/A	• Participated in failover to disaster recovery site test on 10/8/2023; no significant issues identified for OCAT

CalSAWS QA Weekly Status

Dan Dean

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
QA PMO	N/A	• Participated in CalSAWS Wave 5 and 6A Support calls • Participated in Leadership Meeting with San Luis Obispo for Wave 6 • Participated in Alameda Executive Discussions for GA/GR • Facilitated Wave 5 retrospective for Lobby Management • Continued to support LEAP initiative planning • Continued to support planning for January 2024 Conference and JPA General Representative Membership meeting
QA Technical	N/A	• Participated in CalSAWS Welcome Bot testing • Reviewed CalSAWS Imaging performance report • Participated in CalSAWS Architecture reviews • Continued review of BenefitsCal Dashboards and technical changes • Participated in Wave 6 Contact Center Model office
QA Conversion	N/A	• Provided Alameda On-site support

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		• Participated in Daily Wave 6 County Prep Office hours • Participate in Ancillary Cutover Prep meetings • Monitored status of Wave 5 and 6 defects priorities and SCRs
QA Functional/Test	N/A	• Participated in ROI Workgroup meetings • Participated in FCED Workgroup meetings • CalSAWS 23.11 Test Execution is in progress with a 15% Execution Rate, 12% Pass Rate, and 3% Fail/Block Rate
QA Implementation	N/A	• Provided virtual support for Alameda, Fresno, and Sonoma Counties • Provided onsite support in Alameda lobbies and for GA/GR functions • Conducted Sonoma and Fresno County ISS Retrospectives • Completed Retrospective Session for Wave 5 TOSS and Support Teams • Completed LEAP introduction video for CWDA Conference

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 test results from the 6B fit test. • Attended the ROI Workgroup meeting, Get CalFresh Parity List Meeting, TOSS meetings for Wave 6 counties. • Monitored the post-implementation support activities for Wave 5.

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	• On October 1st, 2023, CalWIN extracted Wave 6-B/C and delivered to the conversion team
	2.0-2	• No major activities for this reporting period

Risk Management Group

                                                                   Mandy Batt
•

(Optional Items)

#	Action Item	Who	Due	Status
1				

#	Decision Made	Who Made the Decision	Date