

CalSAWS | Weekly Status Meeting

Date: November 15, 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
Project Management	1.2	<ul style="list-style-type: none"> Project wide items currently reported under DD&I status such as Communications Management, Cultural Transformation, and IDEA will be moved to the M&O Bi-Weekly status report starting next period
Imaging		<ul style="list-style-type: none"> Completed Cutover 6C on the weekend of November 11, 2023
Customer Service Center	3.1	<ul style="list-style-type: none"> Began preparing for Los Angeles County Go Live
Application Development Summary	4.1.1	<ul style="list-style-type: none"> Implemented the last remaining 23.09 DD&I priority release System Change Requests (SCRs). With the completion of this activity all application development and Testing DD&I activities have now concluded and so section 4.0 of this status report will be removed in future weekly status updates.

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
CalWIN Conversion	5.1.1	<ul style="list-style-type: none"> Supported Wave 1-6 Counties post Go-Live Continued Conversion DCR development and testing Completed Wave 6C cutover on schedule
Gainwell Technologies	5.1.3 Gainwell Technologies	<ul style="list-style-type: none"> Data Retention additional document migration County Refactoring Overview Alameda County Refactoring Status Wave 6 Refactoring Update

CalSAWS BenefitsCal Portal/Mobile DD&I Weekly Status

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STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	November Enhancements	<ul style="list-style-type: none"> Four (4) enhancements will be delivered to Production with the November Release 23.11.30: <ul style="list-style-type: none"> One (1) Collaboration Enhancement One (1) Partner Support Enhancement One (1) Production Priority Enhancements One (1) Technical Enhancements
	CalWIN Implementation Support Services (ISS) Support	<p>Wave 6</p> <ul style="list-style-type: none"> Maintenance & Operations (M&O) service management is in progress Health Metrics generation is in progress
	User Centered Design (UCD) 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. <p>User Engagement</p> <ul style="list-style-type: none"> Sent 60 recruitment emails to customers for <i>Time clock Usability testing sessions</i>. Sent 9 recruitment emails to county staff members for <i>Research Email Notifications</i>. Conducted 3 focus groups with customers for <i>Research Email Notifications</i>. <p>Enhancements</p> <ul style="list-style-type: none"> Finished research sessions with six (6) customers for <i>Research Email Notifications</i>. Planned and prepared for the evaluative research sessions for <i>Time clock Usability testing sessions</i>. Continued designs for the EBT2259/CF303 enhancement.

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		Advocate Engagement <ul style="list-style-type: none"> • Shared offline review to advocates for December enhancements (CSPM-66846 and CSPM-67993).
	GetCalFresh (GCF) Parity List	<ul style="list-style-type: none"> • Participated in sessions facilitated by CDSS on 11/01/23, with participation from CWDA, Consortium and BenefitsCal for parity list. 3 items are closed, 4 items clarification provided to BenefitsCal team to estimate. There are 4 items remaining where CDSS and CFA to provide confirmation to finalize.
	Collaboration Model (CM)	<ul style="list-style-type: none"> • Next Collaboration Model meeting is scheduled for 12/01/23. • The following CM Enhancements/Research activities are being performed in the month of November: <ul style="list-style-type: none"> ○ CSPM-67119: Collaboration Model – Document Upload for Users with No Account ○ CSPM-67189: Research for CM Enhancement: Display Primary Applicant Status on a Case ○ CSPM-67104: Research for CM Enhancement: Research E-mail Notifications to be sent from BenefitsCal



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Business Process Reengineering (BPR)		<ul style="list-style-type: none"> All BPR activities are complete
Organizational Change Management (OCM)		<ul style="list-style-type: none"> Reviewed the Wave 6 CNC session deck presentation with the Consortium Conducted Sacramento County's post-Go-Live CNC Check-in on 11/08/23 Reviewed the Wave 5 T+6 Change Readiness Survey Results presentations with the Counties on 11/06/23 and 11/07/23 Drafted the Wave 6 Special Edition Scoop Newsletter
Training		<ul style="list-style-type: none"> All Training activities are complete
Implementation		<p>Wave 6</p> <ul style="list-style-type: none"> Completed the second week of Wave 6 post-Implementation support (onsite, virtual, and communications). Continued to provide resource alignment communications daily for Wave 6. Continued to facilitate post-Implementation project meetings and collecting/reporting for Wave 6 virtual support interactions and business metrics. Continued working with the CalSAWS Counties for onsite and virtual support for Wave 6 Counties Continued to create and distribute Fact Sheets to Wave 6 Counties Updated and worked with the CalSAWS Counties, Regional Managers, and Project Team members for the Wave 6 post-Implementation support resource alignment Worked with project teams on creation of a new Family Stabilization cleanup report for Sacramento County Hosted office hours and working sessions for San Francisco County regarding Money Management vendor configuration following Go-Live

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	1.1	<ul style="list-style-type: none"> Continued processing of print for all 58 CalSAWS counties. Submitted CIT 0376-23 for January 2024 Postage Rate Changes.

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"> No Updates

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 6 Project and County Support calls Participated in Releases 23.11 T-2 Integrated Readiness meeting Participated in Walkthrough of CalSAWS Wave 1-6 Deployment Complete Milestone/Report Participated in OCCAT Operations and Release meeting Participated in CalSAWS Project Steering Committee (PSC) Initiate Wave 6 retrospective sessions Continue Collaboration Model December meeting preparation Continued to support planning for January 2024 Conference and JPA General Representative Membership meeting
QA Technical	N/A	<ul style="list-style-type: none"> Continued supporting Sacramento County Contact Center Reviewed Release 23.11 Performance Plan and Results Participated in Los Angeles County Contact Center meetings Reviewed CalSAWS Robot Process Automation (RPA) updates Participated in Welcome Bot and Authorization Bot change reviews Continued Production Operations monitoring for CalSAWS and BenefitsCal
QA Conversion	N/A	<ul style="list-style-type: none"> Participated in the Wave 6C Cutover Continued to provide On-site support for San Francisco Monitored status of outstanding Migration defects priorities and SCRs
QA Functional/Test	N/A	<ul style="list-style-type: none"> Reviewed 75 design documents in preparation for SCRB/CCB Completed CalSAWS 23.11 Test Execution activities with a 100% Execution Rate and 100% pass rate

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QA Implementation	N/A	<ul style="list-style-type: none"> Confirmed comment resolutions for CalWIN ISS Wave 5 Implementation Complete Report Provided onsite support for Sacramento, San Francisco, and San Luis Obispo

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"> Tracked progress on 6C Conversion cutover activities. Monitored Post Implementation Support activities for Wave 6. Reviewed the OCM County Implementation Completion Report - Wave 5 Monthly Status Reports for QA, QA Test, BenefitsCal.

Risk Management

Mandy Batt

(Optional Items)

#	Action Item	Who	Due	Status
1	•			

#	Decision Made	Who Made the Decision	Date
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