

CalSAWS | Weekly Status Meeting

Date: October 25, 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	<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 October Month to Date (MTD) is 98.7%
Application Development and Test	4.4.1 Release Test Summary	<ul style="list-style-type: none">Continued 23.11 system testing. System Testing Week 3 of 7 completed. 51% pass rate on a 43% target.Deployed 11 Priority/Release when Ready (RWR) releases containing 174 work items

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 23.10.19 on 10/19/23
Application Development	4.2 Monthly Release Summary	<ul style="list-style-type: none"> Upcoming BenefitsCal Monthly Release 23.10.30 on 10/30/23 Upcoming BenefitsCal Priority Release 23.11.30 on 11/30/23

CalSAWS Central Print Weekly Status

Geoff Cosner
Dawn Wilder

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
1.1	N/A	<ul style="list-style-type: none"> Continued discussions with CalWIN Counties.

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"> Sacramento County: <ul style="list-style-type: none"> Hyland regenerated Sacramento County Initial Bulk Load manifest and their Delta 2 manifest; all files are accounted for.
Customer Service Center (CSC)	Highlights of the Reporting Period	<ul style="list-style-type: none"> Continued supporting Model Office Wave 6
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 implementation of the remaining 23.09 DD&I priority release System Change Requests (SCRs).
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 Completed Wave 6B development and fittest activities Conversion ETL and DCR development and testing Completed 6C Fittest activities (September CalWIN Wave 6 data (with NoHo) Began 6C cutover pre activities Working on DCRs to improve match rate for Wave 6 CAPI and GA/GR cases
	5.1.3 Gainwell Technologies	<ul style="list-style-type: none"> County Refactoring Overview Alameda County Refactoring Status Wave 6 Refactoring Update

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	October Enhancements	<ul style="list-style-type: none"> Nine (9) enhancements will be delivered with the October Release 23.10.19: <ul style="list-style-type: none"> 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	<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-3 campaign was launched on 10/19/23. <ul style="list-style-type: none"> Total emails delivered: 12,506 <ul style="list-style-type: none"> Sacramento: 9,059 San Francisco: 2,743 San Luis Obispo: 704 SMS-2 campaign was launched on 10/20/23. <ul style="list-style-type: none"> Total SMS delivered: 58,098 <ul style="list-style-type: none"> Sacramento: 42,332 San Francisco: 15,373 San Luis Obispo: 393 Email-4 campaign launch preparation is in progress. QA and Consortium review of the production ticket is complete, and approval received. The Community Based Organization (CBO) user conversion mock-run is complete, and the exception report has been generated. No exceptions were identified. Production CBO conversion listing is finalized after county review.
	User Centered Design (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.

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		<ul style="list-style-type: none"> Continued working on the upcoming Quarterly Report due in October. <p>User Engagement</p> <ul style="list-style-type: none"> Facilitated one (1) County Staff focus group for Authorized Representative. Synthesized over 100+ quantitative data points for Authorized Representative research. Finalized the discussion guide for the YouTube video links. Finalized the discussion guide for chatbot language review. Sent out over 30 recruitment emails to customers for YouTube video links and chatbot language review. <p>Enhancements</p> <ul style="list-style-type: none"> Synthesized research findings for Authorized Representative (CSPM-67150). Synthesized generative research for Authorized Representative. Finished design development on Chatbot Expansion (CSPM-66583). Planned and started recruitment for YouTube video links. Planned and started recruitment for chatbot language review. <p>Advocate Engagement</p> <ul style="list-style-type: none"> Reviewed deck for UCD Monthly Meeting (Chatbot Expansion and Time Clocks) with CWDA, DHCS, CDSS. Facilitated UCD monthly meeting. Sent out materials for review for Chatbot Expansion enhancement.
	GetCalFresh (GCF) Parity List	<ul style="list-style-type: none"> Next GCF parity list meeting is scheduled for 11/01/23. During the recent working session facilitated on 10/04/23 with participation from the CWDA, the Consortium, BenefitsCal, and CalSAWS, one (1) item was resolved, and eight (8) items remain where the CDSS and CFA are to provide confirmation to finalize.
	Collaboration Model	<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 October:

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		<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) - Delivered to PRD on 10/19/23. ○ CSPM-67150: Identify user journeys and research Authorized representative user type in BenefitsCal – In Progress; ETA: 10/31/23 ○ CSPM-67600: Update location of where YouTube videos are located – In Progress; ETA: 10/31/23

CalWIN Implementation Support Weekly Status

Duncan Gilliam

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	Business Process Reengineering (BPR)	Wave 6 <ul style="list-style-type: none"> • Provided Configuration support for County Prep activities.
	Organizational Change Management (OCM)	<ul style="list-style-type: none"> • Conducted the Wave 6 CNC session walkthrough with Consortium and Regional Managers on 10/16/23. • Conducted the Wave 6 CNC meeting on 10/17/23. • Scheduled the Wave 5 T+6 Change Readiness Survey results presentation with the Wave 5 Counties. • Conducted the Alameda post Go-Live Check-In with their CNCs. • Distributed the Wave 6 October Infographics to the Wave 6 Counties.
	Training	<ul style="list-style-type: none"> • Continued the Wave 6 Counties' Web Based Training for all staff. • Completed Instructor-Led Training (ILTs) for all staff in the Wave 6 Counties. • Hosted Training Advisory Council (TAC) meeting on 10/17/23. • Hosted Training Touchpoints Sacramento, San Francisco, and San Luis Obispo Counties. • Hosted Topic-Specific Webinars for Sacramento, San Francisco, and San Luis Obispo Counties.
	Implementation	Wave 5 <ul style="list-style-type: none"> • Completed the seventh week of Wave 5 post-Implementation support (onsite, virtual, and communications).

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		<ul style="list-style-type: none"> 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. Continued providing updates to Alameda leadership on GA and Kiosk issues and to a summary for their Board of Supervisors meetings. Continued to facilitate Fact Sheet meetings to discuss Fact Sheet updates, creation, and distribution. <p>Wave 6</p> <ul style="list-style-type: none"> Updated and worked with CalSAWS Counties, Regional Managers, and Project Team members for Wave 6 post-Implementation support resource alignment. Distributed Wave 6 Virtual Support invites. Worked with San Francisco County, QA, and project teams to test recommendations for setting up payment processing for money management vendors in IPT and print Routine Vendor Warrants. Met with project teams to finalize approach to SFO's Rush Warrant template changes and testing. Worked with project teams and SAC on creation of new Family Stabilization cleanup report. Finalize approach to CAPI cleanup and communicated to Sacramento. Conducted Wave 6 County Prep activities and reporting. <p>Go-Live Packet (GLP)</p> <ul style="list-style-type: none"> The final version of the Wave 6 GLP sent to Communications for distribution on 10/30/23.

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"> Successfully transitioned OCAT Chatbot to EY Azure on 10/22/23 Preparing for Wave 6 CalWIN migration

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QA PMO	N/A	<ul style="list-style-type: none"> Participated in CalSAWS Wave 5 and 6A Support calls Participated in Conversion Defect Status Review Participated in Wave 6 IV&V Go-Live Readiness Review Participated in Pre-Green Light Wave 6 Go-Live meeting Participated in CalSAWS Project Steering Committee Participated in CalSAWS JPA Board meeting Facilitate Wave 5 Retrospectives for Contact Center and Regional Managers Distribute Collaboration Model Q3 voting results and meeting notes Manage Collaboration Model Q4 enhancement request period deadline Continue Listen, Examine, Act and Partner (LEAP) initiative planning Continue to support planning for January 2024 Conference and JPA General Representative Membership meeting
QA Technical	N/A	<ul style="list-style-type: none"> Participated in Contact Center Model Office for LA and Wave 6 counties Reviewed CalSAWS Robot Automation Process (RPA) communications Participated in Welcome Bot and Authorization Bot testing and validation Continued Production Operations monitoring for CalSAWS and BenefitsCal
QA Conversion	N/A	<ul style="list-style-type: none"> Participated in Daily Wave 6 County Prep Office hours Participated in Wave 6 Go-Live readiness meetings Participated in Wave 6 Table Read and 6B Fit test outcome meetings Participate in San Francisco Routine and Rush Warrant meetings Participated in Wave 6 CAPI and Yellow banner meetings Monitored status of Wave 5 and 6 defects priorities and SCRs
QA Functional/Test	N/A	<ul style="list-style-type: none"> Participated in Fiscal/State Report Meetings Participated in FCED and ROI Meetings

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		<ul style="list-style-type: none"> Completed BenefitsCal 23.10.19 and 23.10.30 Test Activities CalSAWS 23.11 Test Execution is in progress with a 77% Execution Rate, 53% Pass Rate, and 24% Fail/Block Rate
QA Implementation	N/A	<ul style="list-style-type: none"> Provided virtual support for Alameda, Fresno, and Sonoma Counties Completed QA seals in Pre-Green Light for Wave 6 Go-Live Event Completed draft Wave 6 Green Light for Go-Live Event video

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"> 6B Cutover preparation activities Provided a walkthrough of the Wave 6 IV&V Go-Live Readiness Status Report to various project teams: PMO, QA, Implementation, Regional Managers and State Partners Participated in JPA, PSC and Pre-Greenlight meeting 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 October 14th, 2023, CalWIN implemented an October off-cycle release for Read-Only CalWIN On October 15th, 2023, CalWIN ran the Quarterly Data Retention

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	2.0-2	<ul style="list-style-type: none"> On October 22nd, 2023, CalWIN ran Data Retention for Wave 6

Risk Management Group

- Mandy Batt
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(Optional Items)

#	Action Item	Who	Due	Status
1				

#	Decision Made	Who Made the Decision	Date
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