CalSAWS | Weekly Status Meeting

Date:	November 8, 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 final compliance for October was 98.8%. The current compliance for November Month to Date (MTD) is 98.6%
Application Development and Test	4.4.1 Release Test Summary	• Continued 23.11 system testing. System Testing Week 5 of 7 completed. 91% pass rate on a 71% target.
	4.5 Reports	• Bi-Weekly State and Fiscal Reports • Wave 6 – Fiscal/State Reports Support • Meeting with San Mateo

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 **23.10.19** on **10/19/23**
Application Development	4.2 Monthly Release Summary	• Upcoming BenefitsCal Priority Release **23.10.30** on **10/30/23** • Upcoming BenefitsCal Monthly 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	• Began processing of print for all 58 CalSAWS counties.

CalSAWS DD&I Weekly Status — Arnold Malvick

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Imaging	Appendix E	• None to note for the reporting period
Customer Service Center (CSC)	Highlights of the Reporting Period	• 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)	• Continued implementation of the remaining 23.09 DD&I priority release System Change Requests (SCRs).
Conversion	5.1.1 CalWIN Conversion	• Supported Wave 1-6 Counties post Go-Live • Continued Conversion DCR development and testing • Continued 6C cutover pre activities, 6C cutover on schedule to begin Thursday 11/10
	5.1.3 Gainwell Technologies	• Data Retention additional 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

	November Enhancements	• Four (4) enhancements will be delivered with the November Release 23.11.30:
		  o One (1) Collaboration Enhancement
		  o One (1) Partner Support Enhancement
		  o One (1) Production Priority Enhancements
		  o One (1) Technical Enhancements

	CalWIN ISS Support	Wave 5
		• Maintenance & Operations (M&O) service management completed
		• Health Metrics generation completed.
		Wave 6
		• The CalWIN Wave 6 roll-out was successful.
		  o Total # of Organizations created: 108
		  o Total # of CBO users created: 496
		• Email-4 campaign was launched on 10/30/23.
		  o Total emails delivered: 56,929
		    ▪ Sacramento: 40,948
		    ▪ San Francisco: 15,420
		    ▪ San Luis Obispo: 561
		• Maintenance & Operations (M&O) service management is in progress.
		• Health Metrics generation 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. • Published the Quarterly Report due in October. User Engagement • Sent 40 recruitment emails to customers for Research Email Notifications (CSPM-67104). Enhancements • Finished synthesis for five (5) generative research sessions for YouTube video links. • Plan and prepare for generative research sessions for Research Email Notifications.

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		• Finished the design for chatbot expansion enhancement (CSPM-66583) based on Advocate and customer feedback. • Created designs for the EBT 2259/CF 303 enhancement. • Created the design for updating the messaging time to inform users the updated time in which the RE or SAR 7 link will be available (CSPM-66846Synthesized generative research for Authorized Representative. Advocate Engagement • Drafted comment log responses for Chatbot Expansion enhancement (CSPM-66583).
	GetCalFresh (GCF) Parity List	• 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 ro BenefitsCal team to estimate. There are 4 items remaining where CDSS and CFA to provide confirmation to finalize.

	Collaboration Model	• Next Collaboration Model meeting is scheduled for 12/01/23.
		• The following CM Enhancements/Research activities are being performed in the month of November:
		   ○ 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

CalWIN Implementation Support Weekly Status   Duncan Gilliam

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	Business Process Reengineering (BPR)	• All BPR activities are complete.
	Organizational Change Management (OCM)	• Prepared for the Wave 6 Change Network Champions (CNC) Session for November. • Prepared for San Luis Obispo County's post-Go-Live check-in in November.

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		• Reviewed the Wave 5 T+6 Change Readiness Survey Results presentations with the Consortium on 10/31/23. • Drafted the Wave 6 Special Edition Scoop Newsletter.
	Training	• Completed classroom deinstallation in all Wave 6 Counties.
	Implementation	Waves 5 and 6 • Completed the ninth and final week of Wave 5 post-Implementation support (onsite, virtual, and communications). • Completed the first week of Wave 6 post-Implementation support (onsite, virtual, and communications). • Continued to provide resource alignment communications daily for Wave 6 and weekly for Wave 5. • Continued to facilitate post-Implementation project meetings and collecting/reporting on Wave 5 and 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 CalSAWS Counties, Regional Managers, and Project Team members for Wave 6 post-Implementation support resource alignment. • Worked with project teams on creation of new Family Stabilization cleanup report for Sacramento County. Go-Live Packet (GLP) • The final version of the Wave 6 GLP was distributed to counties via CIT 0344-23 on 10/30/23. • The post-migration case lists and the GLP Navigator were prepared and distributed to counties on 10/30/23.

OCAT Project Weekly Status   Kibby Stahl
                                                                         Kevin Wilson

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	N/A	• No Updates

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 6 Support calls • Participated in Reports M&O Status and Enhanced Communication review • Continue Collaboration Model December meeting preparation activities • Continued Listen, Examine, Act and Partner (LEAP) initiative planning • Continued to support planning for January 2024 Conference and JPA General Representative Membership meeting
QA Technical	N/A	• Provided Sacramento Contact Center triage and support • Participated in LA Contact Center Model Office and Executive meetings • Reviewed CalSAWS Robot Process Automation (RPA) defects • Participated in Welcome Bot and Authorization Bot change reviews • Continued Production Operations monitoring for CalSAWS and BenefitsCal
QA Conversion	N/A	• Provided On-site support for San Francisco • Monitored status of Wave 5 and 6 defects priorities and SCRs • Prepare for 6C cutover
QA Functional/Test	N/A	• BenefitsCal 23.11.09 and 23.11.30 Test activities are in progress • CalSAWS 23.11 Test Execution is in progress with a 97% Execution Rate, 87% Pass Rate, and 10% Fail/Block Rate
QA Implementation	N/A	• Submitted comments for Wave 5 Implementation Complete Report • Participated in review of Wave 5 T+6 Week Post Go-Live Survey Results • Provided onsite support for Wave 6 counties of 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	• Tracked progress on the Wave 6 Post Implementation Support. • Attended the Follow-up Discussion on the Reports Discovery Plan. • Met with OTSI, CDSS & DHCS to discuss project updates.

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	• On October 26th, 2023, CalWIN began Wave 6-B cutover activities. • On October 29th, 2023, CalWIN extracted Wave 6-C and delivered to the conversion team • On October 30th, 2023, CalWIN deployed Read-Only for all former CalWIN Counties

Risk Management Group

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Mandy Batt

(Optional Items)

#	Action Item	Who	Due	Status

#	Decision Made	Who Made the Decision	Date