

# CalSAWS | Weekly Status Meeting

Date: November 29, 2023	Location: Microsoft Teams Meeting
Time: <b>9:00 a.m. – 11:00 a.m.</b>	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
<b>Commence Meeting</b>	Arnold Malvick
<b>Announcements</b>	Arnold Malvick
<b>CalSAWS DD&amp;I Weekly Status</b>	Arnold Malvick

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Customer Service Center	3.1	<ul style="list-style-type: none"> <li>Los Angeles County went live on November 17, 2023</li> </ul>
CalWIN Conversion	4.1.1	<ul style="list-style-type: none"> <li>Supported Wave 1-6 Counties post Go-Live</li> <li>Continued Conversion DCR development and testing</li> </ul>
Gainwell Technologies	4.1.2 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>

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	November Enhancements	<ul style="list-style-type: none"> <li>• Four (5) enhancements will be delivered to Production with the November Release 23.11.30:                             <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>○ One (1) Technical Enhancements</li> </ul> </li> </ul>
	CalWIN Implementation Support Services (ISS) Support	Wave 6 <ul style="list-style-type: none"> <li>• Maintenance &amp; Operations (M&amp;O) service management is in progress</li> <li>• Health Metrics generation is in progress</li> </ul>
	User Centered Design (UCD) Activities	Customer Experience (CX) Measurements Data <ul style="list-style-type: none"> <li>• Monitored the CX Measurements data from Medallia, Amplitude, and BenefitsCal on a day-to-day basis to identify and address potential usability issues.</li> <li>• Analyzed always-on survey results for November.</li> </ul> User Engagement <ul style="list-style-type: none"> <li>• N/A</li> </ul> Enhancements <ul style="list-style-type: none"> <li>• Finalized Time Clock design edits based on the usability testing feedback.</li> <li>• Continued synthesis for Email notification generative research.</li> <li>• Conducted secondary research for Display Primary Applicant.</li> <li>• Synthesized SME interview for Authorized Representative.</li> <li>• Finalized design updates for CSPM-66846 and CSPM-67993 based on advocate feedback.</li> <li>• Finalized designs for the EBT2259/CF303 enhancement.</li> <li>• Collaborated with Consortium on 'Termination Reasons'</li> </ul> Advocate Engagement <ul style="list-style-type: none"> <li>• Planned and prepped for UCD Monthly Meeting (November).</li> </ul>
	GetCalFresh (GCF) Parity List	<ul style="list-style-type: none"> <li>• BenefitsCal and CalSAWS teams provided the revised version of the estimates for the SCERFRA 23-500 the 5 parity items (#'s 22, 38, 44, 52, 55) on 11/17/23.</li> <li>• 4 items are pending clarification from CDSS &amp; CFA before proceeding forward</li> </ul>
	Collaboration Model (CM)	<ul style="list-style-type: none"> <li>➤ Next Collaboration Model meeting is scheduled for 12/01/23.</li> </ul>

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> <li>➤ The following CM Enhancements/Research activities are being performed in the month of November:               <ul style="list-style-type: none"> <li>○ CSPM-67119: Collaboration Model – Document Upload for Users with No Account</li> <li>○ CSPM-67189: Research for CM Enhancement: Display Primary Applicant Status on a Case</li> <li>○ CSPM-67104: Research for CM Enhancement: Research E-mail Notifications to be sent from BenefitsCal</li> </ul> </li> </ul>

**CalWIN Implementation Support Weekly Status**

Duncan Gilliam

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Business Process Reengineering (BPR)		<ul style="list-style-type: none"> <li>• All BPR activities are complete</li> </ul>
Organizational Change Management (OCM)		<ul style="list-style-type: none"> <li>• Conducted the Wave 6 CNC Session for November.</li> <li>• Conducted the Wave 6 CNC Session for November.</li> <li>• Sent the Wave 6 Special Edition Scoop Newsletter to the Consortium for review.</li> </ul>
Training		<ul style="list-style-type: none"> <li>• All Training activities are complete</li> </ul>
Implementation		<p>Wave 6</p> <ul style="list-style-type: none"> <li>• Completed the fourth week of Wave 6 post-Implementation support (onsite, virtual, and communications).</li> <li>• Continued to provide resource alignment communications daily for Wave 6.</li> <li>• Continued to facilitate post-Implementation project meetings and collecting/reporting for Wave 6 virtual support interactions and business metrics.</li> <li>• Continued working with the CalSAWS Counties for onsite and virtual support for Wave 6 Counties.</li> <li>• Continued to create and distribute Fact Sheets to Wave 6 counties.</li> <li>• Updated and worked with the CalSAWS Counties, Regional Managers, and Project Team members for the Wave 6 post-Implementation support resource alignment.</li> </ul>

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**CalSAWS Central Print Weekly Status**

Dawn Wilder

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	1.1	<ul style="list-style-type: none"><li>Continued processing of print for all 58 CalSAWS counties.</li></ul>

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**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"><li>None to note for the reporting period</li></ul>

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**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 Wave 6 Project and County Support calls</li><li>Participated in Conversion Defect Status review</li><li>Participated in CalSAWS 23.11 Post-Release Checkpoints</li><li>Facilitated Contact Center and OCM Wave 6 retrospective sessions</li><li>Facilitated Collaboration Model presenter preparation session</li><li>Facilitated BenefitsCal Collaboration Model Quarterly meeting</li><li>Continued 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>Provided onsite support for Los Angeles Contact Center Office #7</li><li>Participated in CalSAWS Production Operations meetings</li><li>Continued supporting Sacramento County Contact Center</li><li>Reviewed CalSAWS Robot Process Automation (RPA) updates</li><li>Participated in Welcome Bot and Authorization Bot change reviews</li></ul>
QA Conversion	N/A	<ul style="list-style-type: none"><li>Monitored status of outstanding Migration defects priorities and SCRs</li></ul>
QA Functional/Test	N/A	<ul style="list-style-type: none"><li>Reviewed 87 designs in preparation for SCRB/CCB</li></ul>

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> <li>CalSAWS 24.01 Test Preparation Activities in progress</li> <li>CalSAWS Priority Release/RWR Test Activities in progress</li> <li>Completed BenefitsCal 23.11.30 Test Activities</li> </ul>
QA Implementation	N/A	<ul style="list-style-type: none"> <li>Reviewed 87 designs in preparation for SCRB/CCB</li> <li>CalSAWS 24.01 Test Preparation Activities in progress</li> <li>CalSAWS Priority Release/RWR Test Activities in progress</li> <li>Completed BenefitsCal 23.11.30 Test Activities</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	IV&V Project Oversight	<ul style="list-style-type: none"> <li>Attended 23.11 Post Release Checkpoint meeting and tracked related issues.</li> <li>Attended Post Implementation meetings for Wave 6 and tracked the Post Implementation findings.</li> <li>Reviewed Wave 5 T+6 Survey results for Alameda, Fresno, and Sonoma Counties.</li> </ul>

(Optional Items)

#	Action Item	Who	Due	Status
1	•			

#	Decision Made	Who Made the Decision	Date

