CalSAWS | Weekly Status Meeting

Date:	December 13, 2023	Location:	Microsoft Teams Meeting
Time:	**9:00 a.m. – 10:00 a.m.**	Meeting Called by:	CalSAWS Management

Attendees: Alan Hernandez, Ana White, Amanda Batt, Arin Shahgholi, Arnold Malvick, Ashley Arnold, Ayana Alvarez, Belinda Ramirez, Bobbi Wibbenhorst, Cathryn VanNamen (CalWIN Implementation Support), Chris Van Vlack, Christine Hendren, Cristina Contreras, Danielle Benoit, Daisy Villasenor, Dawn Wilder, Deanna Rotert, Diane Alexander, Duncan Gilliam (CalWIN Implementation Support), Eric Capati (CalWIN Implementation Support), Geoff Cosner, Gopal Vedula, Greg Postulka, Haikaz (Mike) Tombakian, 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, Matthew Vandereyck, Melissa Thomas, 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, Yolanda Banuelos, Yong Vangbliayang, Yvonne Medina

QA: Dan Dean, Wendy Battermann, Don Coffey, Emmeil Davis, Matt Coffin, Gretchen Williams, Rachel Hernandez, Abby Darrah

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
CalWIN Conversion	4.1.1	• Supported Wave 1-6 Counties post Go-Live • Continued Conversion Data Change Requests (DCRs) development and testing
Gainwell Technologies	4.1.2 Gainwell Technologies	• County Refactoring Overview • Alameda County Refactoring Status • Wave 6 Refactoring Update

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC

	December Enhancements	• Six (6) enhancements will be delivered to Production with the November Release 23.11.30:
		    o Three (3) Partner Support Enhancement
		    o One (1) Production Priority Enhancements
		    o Two (2) Policy Enhancements

	CalWIN Implementation Support Services (ISS) Support	Wave 6 • Maintenance & Operations (M&O) service management is in progress • Health Metrics generation is in progress
	User Centered Design (UCD) 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. • Conducted a deep-dive analysis on renewals and recertifications based on various data sources for the bimonthly report. • Updated bimonthly data analysis sheet with hard coded data for chart generation. • Analyzed always-on survey results for October and November. User Engagement • Conducted generative research with the customers as a part of Usability testing sessions for EBT 2259 and CF 303. Enhancements • Continued design for EBT 2259 and CF 303. • Continued to clarify details of January Enhancements (CSPM-67784, CSPM-67657, CSPM-67656, and CSPM-67746). • Provided BenefitsCal language recommendations for "Termination Reasons." Advocate Engagement • Reviewed advocate comments on the EBT 2259 / CF 303.
	GetCalFresh (GCF) Parity List	• A working session was held with CDSS, CFA, CWDA, CalSAWS and BenefitsCal on 12/06/23. • Four (4) items are pending clarification from CDSS and CFA before proceeding forward. • The BenefitsCal and CalSAWS teams provided the revised version of the estimates for the SCERFRA 23-500 the five (5) parity items (numbers 22, 38, 44, 52, and 55) on 11/17/23.

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Business Process Reengineering (BPR)		• All BPR activities are complete
Organizational Change Management (OCM)		• Completed Wave 6 OCM retro session.
Training		• All Training activities are complete

Implementation		Wave 6
		    ○ Completed the sixth week of Wave 6 post-Implementation support (onsite, virtual, and communications).
		    ○ Continued to provide resource alignment communications 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.
		• Continued to update the Draft CalWIN Final Acceptance Completion Report and incorporate QA feedback.
		• Worked with CPMO to define the submission deadline with a target of 01/10/24 and final CPMO approval on 01/31/24.
		    ○ The 01/10/24 date will provide the opportunity to include the final Monthly Status Report, Work Plan, Requirements Traceability Matrix (RTM), and Del 11 Wave 6 Completion report deliverables.
		• Developed and submitted content for the December PSC Meeting Materials with a summary of the CalWIN Final Acceptance Completion Report.

CalSAWS Central Print Weekly Status   Dawn Wilder

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	1.1	• Continued processing of print for all 58 CalSAWS counties. • Met with San Mateo County to discuss Return Mail.

OCAT Project Weekly Status   Kibby Stahl
Kevin Wilson

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	N/A	• None to note for the reporting period

CalSAWS QA Weekly Status   Dan Dean

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
QA PMO	N/A	• Participated in Wave 6 Project and County Support calls • Participated in Conversion Defect Status review • Participated in Region 2 Management prep meeting • Participated in OCAT Operations and Release meeting • Facilitated Lobby Management Retrospective • Facilitated Collaboration Model material review • Finalized Collaboration Model Q4 prioritization activity
QA Technical	N/A	• Provided support for the Los Angeles and Sacramento Contact Centers • Participated in CalSAWS Production Operations reviews • Participated in FCED interface reviews • Participated in reviews of CalSAWS Robotic Process Automation (RPA) and Welcome and Authorization Bots
QA Conversion	N/A	• Continued to monitor status of outstanding Migration defects and SCRs
QA Functional/Test	N/A	• Started CalSAWS 24.01 Test execution for Training SCRs • Continued CalSAWS 24.01 Test execution with 44% execution rate, 43% pass rate and 1% fail/block rate • Completed BenefitsCal 23.12.07 Test Activities

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
QA Implementation	N/A	• Provided onsite and virtual support for Wave 6 counties: Sacramento, San Francisco, and San Luis Obispo • Completed Wave 6 OCM Retrospective Session • Completed recommendations of Migration Fact Sheets for new or existing Job Aids

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	• Attended various CalSAWS Project meetings including, Get CalFresh Parity List meeting, Wave 6 – State/Fiscal Reports meeting, ROI Workgroup meeting and Wave 6-Post Implementation Support meeting. • Reviewed Project deliverables and published the IV&V Monthly Status Report. • Tracked release activities for CalSAWS release 24.01, BenefitsCal monthly release, open conversion defects and post implementation support findings.

(Optional Items)

#	Action Item	Who	Due	Status
1	•			

#	Decision Made	Who Made the Decision	Date