

# CalSAWS | Weekly Status Meeting

Date: January 3, 2024	Location: Microsoft Teams Meeting
Time: <b>9:00 a.m. – 11:00 a.m.</b>	Meeting Called by: CalSAWS Management

**Attendees:** Alan Hernandez, Ana White, Amanda Batt, Arin Shahgholi, Arnold Malvick, Ashley Arnold, Ashraf Elsalaymeh, 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, Jerry Nielson, 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 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"> <li>CalSAWS System Incident highlights</li> </ul>
Maintenance and Operations	3.1.3 CalSAWS Help Desk Metrics	<ul style="list-style-type: none"> <li>The current compliance for December Month to Date (MTD) is 98.4%</li> </ul>
Application Development and Test	4.4.1 Release Test Summary	<ul style="list-style-type: none"> <li>Continued test execution for the 24.01 baseline release. Week 5 of 8 completed. 90% pass rate on 63% target</li> </ul>
	4.5 Reports	<ul style="list-style-type: none"> <li>Bi-Weekly State and Fiscal Reports meeting</li> <li>Wave 6 – Fiscal/State Reports Support</li> </ul>

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	4.7 Training	<ul style="list-style-type: none"> <li>Training Production refresh is scheduled to begin on January 5, 2024 at 6:00 p.m. and will be available January 8, 2024</li> </ul>

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### CalSAWS BenefitsCal Portal/Mobile M&O Bi-Weekly Status

Jerry Nielson

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Maintenance and Operations	3.5.1 Release Communications	<ul style="list-style-type: none"> <li>BenefitsCal Monthly Release <b>23.12.19</b> on <b>12/19/23</b></li> </ul>
Application Development	4.2 Monthly Release Summary	<ul style="list-style-type: none"> <li>Upcoming BenefitsCal Monthly Release <b>24.01.25</b> on <b>01/25/24</b></li> </ul>

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### CalSAWS Central Print Bi-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"> <li>Continued processing of print for all 58 CalSAWS counties.</li> <li>Met with Alameda on 12/19/23 to discuss adding flyers to packets.</li> <li>Met with Solano on 12/21/23 to discuss Return Mail.</li> </ul>

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### CalSAWS DD&I Bi-Weekly Status

Arnold Malvick

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Conversion	4.1.1 CalWIN Conversion	<ul style="list-style-type: none"> <li>Supported Wave 1-6 Counties post Go-Live</li> <li>Continued Conversion Data Change Requests (DCRs) development and testing</li> </ul>
	4.1.2 Gainwell Technologies	<ul style="list-style-type: none"> <li>County Refactoring Overview</li> <li>Wave 6 Refactoring Update</li> </ul>

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	December Enhancements	<ul style="list-style-type: none"> <li>• One (1) Production Priority enhancement was deployed to Production with Priority Release 23.12.07.</li> <li>• One (1) Partner Support enhancement was deployed to Production with Priority Release 23.12.11.</li> <li>• Four (4) enhancements are planned to be delivered to Production with the December Monthly Release 23.12.19:                             <ul style="list-style-type: none"> <li>○ Two (2) Partner Support Enhancements</li> <li>○ Two (2) Policy 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 continued</li> </ul>
	User Centered Design (UCD) Research 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>• Addressed comments for bi-monthly report</li> <li>• Analyzed December Always-on survey data</li> </ul> User Engagement <ul style="list-style-type: none"> <li>• Conducted generative research with the customers as a part of Usability testing sessions for EBT (Electronic Benefits Transfer) 2259 and CF 303.</li> </ul> Enhancements <ul style="list-style-type: none"> <li>• Continued design for EBT 2259 and CF 303.</li> <li>• Reviewed discussion guides and recruitment emails for January research items.</li> <li>• Continued to clarify details of January Enhancements (CSPM-67784, CSPM-67657, CSPM-67656, and CSPM-67746).</li> </ul> Advocate Engagement <ul style="list-style-type: none"> <li>• Resolved advocate comments on the EBT 2259 / CF 303.</li> </ul>
	GetCalFresh (GCF) Parity List	<ul style="list-style-type: none"> <li>• Four (4) items are pending discussions with the CDSS (California Department of Social Services) and CFA (Code for America) before proceeding forward.</li> </ul>

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> <li>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.</li> <li>A working session is scheduled with CDSS, CFA, CWDA (County Welfare Directors Association of California), CalSAWS, and BenefitsCal on 01/10/24.</li> </ul>

**CalWIN Implementation Support Bi-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>Completed Readiness Check in with Sacramento County.</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 eighth week of Wave 6 post-Implementation support (onsite, virtual, and communications).</li> <li>Continued to provide resource alignment communications 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> <li>Completed the CalWIN Final Acceptance Completion Report and incorporate QA feedback.</li> </ul>



## OCCAT Project Bi-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>

## CalSAWS QA Bi-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>Continued Conversion Defect Backlog Status reviews</li> <li>Participated in CalSAWS Deployment Complete Report Reviews</li> <li>Participated in OCCAT Operations and Release meeting</li> <li>Facilitated Collaboration Model quarterly enhancement process refinement sessions</li> <li>Facilitated RM Wave 6 retrospective session #2</li> <li>Continue to support January JPA conference planning activities</li> </ul>
QA Technical	N/A	<ul style="list-style-type: none"> <li>Participated in CalSAWS Production Operations reviews</li> <li>Participated in ForgeRock Operations reviews</li> <li>Reviewed Change Advisory Board (CAB) tickets</li> <li>Participated in reviews of CalSAWS Contact Center, Lobby Management and Bots reviews and meetings</li> </ul>
QA Conversion	N/A	<ul style="list-style-type: none"> <li>Continued to monitor status of outstanding Migration defects and SCRs</li> <li>Participated in final Wave 6 Post-Implementation project production calls</li> </ul>
QA Functional/Test	N/A	<ul style="list-style-type: none"> <li>Completed 24.01 Training SCRs Test execution</li> <li>Continued triage and validation of Release 24.01 County-identified Training defects</li> <li>Continued CalSAWS 24.01 Independent Test execution with 100% execution rate, 97% pass rate and 3% fail/block rate</li> <li>Started BenefitsCal 24.01.25 Test execution activities</li> </ul>
QA Implementation	N/A	<ul style="list-style-type: none"> <li>Provided onsite and virtual support for Wave 6 counties: Sacramento, San Francisco, and San Luis Obispo</li> <li>Reviewed DEL 11.06 – Wave Implementation Complete Report</li> </ul>

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**State Policy Updates**

Sherice Sterling (CDSS)  
Cecilia Rolon (CDSS)  
Katie Mead (DHCS)  
Sherry Chen (DHCS)  
Neha Dhawan (OTSI)  
Patrice Yang (OTSI)

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**CalWIN M&O Bi-Weekly Status**

Michael A Johnson  
Ashraf Elsalaymeh

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
2.0 Recent Activities	2.0	<ul style="list-style-type: none"><li>No activities outside of decommissioning to report for this period</li></ul>

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**Risk Management Group**

Elizabeth Lammers

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(Optional Items)

#	Action Item	Who	Due	Status
1	Issue 56 on the Wave 6 issue log (Batching and printing warrants at specific offices for pickup by vendors) <ul style="list-style-type: none"><li>a. Schedule meeting with San Francisco County to discuss the current status and determine if the change can be escalated/accelerated for delivery</li><li>b. Schedule a meeting to review this and the other JIRA items for San Francisco County with</li></ul>	Sean Swift	12/22/23	In progress

San Francisco County  
leadership

2	For remaining 17 CalWIN Counties, summarize the critical open defects and implementation dates, host a meeting with County leadership to review status of the defects and those that have been escalated due to impact and targeted implementation date. Include the process guide for monitoring/escalating defects in JIRA	Duncan Gilliam	12/22/2023	In progress
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#	Decision Made	Who Made the Decision	Date
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