

CalSAWS | Weekly Status Meeting

Date: January 17, 2024	Location: Microsoft Teams Meeting
Time: 9:00 a.m. – 10:20 a.m.	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, Sreshtha 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"> CalSAWS System Incident highlights
Maintenance and Operations	3.1.3 CalSAWS Help Desk Metrics	<ul style="list-style-type: none"> The current compliance for December Month to Date (MTD) is 97.8%
Application Development and Test	4.4.1 Release Test Summary	<ul style="list-style-type: none"> Completed test execution for the 24.01 baseline release. Week 7 of 8 completed. 100% pass rate on 88% target
	4.5 Reports	<ul style="list-style-type: none"> Bi-Weekly State and Fiscal Reports meeting Meeting with Regional Managers Resolved Analytics Batch Delay Issues

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"> BenefitsCal Emergency Release 24.01.11 on 01/11/24
Application Development	4.2 Monthly Release Summary	<ul style="list-style-type: none"> Upcoming BenefitsCal Monthly Release 24.01.25 on 01/25/24

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"> Continued processing of print for all 58 CalSAWS counties. Began Return Mail processing services for Solano County on 1/2/24.

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"> Supported Wave 1-6 Counties post Go-Live Continued Conversion Data Change Requests (DCRs) development and testing
	4.1.2 Gainwell Technologies	<ul style="list-style-type: none"> Sacramento County Refactoring Update

CalSAWS BenefitsCal Portal/Mobile DD&I Bi-Weekly Status

Onur Senman

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	January Enhancements	<ul style="list-style-type: none"> Seven (7) enhancements on schedule for the January Monthly Release 24.01.25 including: <ul style="list-style-type: none"> CSPM-68183 – Document upload – New conditions will be added to display RE/SAR7 forms in “Document Type” dropdown. CSPM-67784 - Update Dropdown list for document upload to include additional forms and display RE/SAR 7 categories on the top during

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		Review Period. <ul style="list-style-type: none"> ○ Three (3) GCF Parity Items, #9, #19, #63.
	March Enhancements (24.03)	<ul style="list-style-type: none"> • Continued working on CalWORKs Timeclocks (EBT 2259 and CF 303) enhancements for the March 24.03 release.
	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. • Analyzed December Always On survey data. • Reviewed and updated the bimonthly report based on feedback from reviewers. <p>User Engagement</p> <ul style="list-style-type: none"> • Sent recruitment emails to 100 customers for combo sessions [CSPM-68272, CSPM-68269, and CSPM-68110]. • Sent recruitment emails to 10 County Staff Members for Card Replacement Tracker [CSPM-68110]. • Conducted combo sessions [CSPM-68272, CSPM-68269, and CSPM-68110] with six (6) customers. • Started recruitment for CSPM-68109 [Disability Accommodation]. <p>Enhancements</p> <ul style="list-style-type: none"> • Planned and prepped for generative research sessions for CSPM-68110 [Card Replacement Tracker]. • Planned and prepped for usability testing research sessions for CSPM-68272 [adding a link to CalHOPE on the BenefitsCal homepage]. • Planned and prepped for usability testing research sessions for CSPM-68269 [displaying race options in alphabetical order]. • Conducted combo sessions [CSPM-68272, CSPM-68269, and CSPM-68110] with six (6) customers. • Started planning and recruitment for CSPM-68109 [Disability Accommodation]. <p>Advocate Engagement</p> <ul style="list-style-type: none"> • Planned and prepped for January's UCD Monthly Meeting
	GetCalFresh	<ul style="list-style-type: none"> • A working session was conducted with

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	(GCF) Parity List	<p>the CDSS (California Department of Social Services), CFA (Code for America), the CWDA (County Welfare Directors Association of California), CalSAWS, and BenefitsCal on 01/10/24.</p> <ul style="list-style-type: none"> • Four (4) items are pending discussions with the CDSS and before proceeding forward. • The BenefitsCal and CalSAWS teams provided the revised version of the estimates for SCERFRA 23-500 – the five (5) parity items (numbers 22, 38, 44, 52, and 55) – on 11/17/23.

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"> • All BPR activities are complete.
	Organizational Change Management (OCM)	<ul style="list-style-type: none"> • Shared Wave 6 survey results with the Consortium.
	Training	<ul style="list-style-type: none"> • All Training activities are complete.
	Implementation	<ul style="list-style-type: none"> • Submitted the Draft Work Product 12.00: CalWIN Final Acceptance Completion Report on 01/10/24. • Obtained approval for FDEL 11.06: CalWIN OCM County Implementation Completion Report – Wave 6 on 01/05/24 – ahead of schedule. Continued working with the CalSAWS Counties for onsite and virtual support for Wave 6 Counties.

OCAT 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"> • None to note for the reporting period

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
QA PMO	N/A	<ul style="list-style-type: none"> Continued Conversion Defect Backlog Status reviews Participated in OCAT and Hyland Imaging Monthly SLA Reviews Participated in Release 24.01 T-2 Readiness Review Participated in January 2024 Conference Presentation reviews Participated in CalSAWS AWS QA review on January 9, 2024 Participated in Review of the M&O, M&E, and Premise Workplan Supported final edits for supplemental report submission Continue to support January JPA conference planning
QA Technical	N/A	<ul style="list-style-type: none"> Participated in CalSAWS Contact Center support meetings for Fresno, Sacramento, Yolo, Humbolt, and Los Angeles. Participated in ForgeRock Operations reviews Reviewed Change Advisory Board (CAB) tickets Participated in CalSAWS and Imaging Performance reviews Participated in CalSAWS Production Ops and RCA reviews.
QA Conversion	N/A	<ul style="list-style-type: none"> Continued to monitor status of outstanding Migration defects and SCRs
QA Functional/Test	N/A	<ul style="list-style-type: none"> Completed CalSAWS 24.01 Independent Test execution with 100% execution rate and 100% pass rate Completed CalSAWS 24.01 County-identified Training defect validation Started BenefitsCal 24.01.25 Test execution activities
QA Implementation	N/A	<ul style="list-style-type: none"> Completed review of DEL 11.06 – Wave Implementation Complete Report Reviewed Final CalWIN ISS Requirements Traceability Matrix (RTM) Reviewed CalWIN ISS Project Final Acceptance Completion Report

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 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">No activities outside of decommissioning to report for this period

Risk Management Group

Mandy Batt

(Optional Items)

#	Action Item	Who	Due	Status
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#	Decision Made	Who Made the Decision	Date
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