

CalSAWS | Weekly Status Meeting

Date: December 20, 2023	Location: Microsoft Teams Meeting
Time: 9:00 a.m. – 11:00 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, 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	Lulu Fou
Announcements	Lulu Fou
CalSAWS M&O Bi-Weekly Status	Lulu Fou

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"> Continued test execution for the 24.01 baseline release. Week 3 of 8 completed. 58% pass rate on 38% target
	4.5 Reports	<ul style="list-style-type: none"> Bi-Weekly State and Fiscal Reports meeting Wave 6 – Fiscal/State Reports Support Meeting with Sacramento, Alameda, and Solano Counties

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

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	<ul style="list-style-type: none"> BenefitsCal Monthly Release 23.12.17 on 11/30/23
Application Development	4.2 Monthly Release Summary	<ul style="list-style-type: none"> BenefitsCal Emergency Release 23.12.11 on 12/11/23 Upcoming BenefitsCal Monthly Release 23.12.19 on 12/19/23

CalSAWS Central Print 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. Met with Mariposa, San Luis Obispo and Merced to discuss Return Mail.

CalSAWS DD&I Weekly Status

Lulu Fou

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"> County Refactoring Overview Alameda County Refactoring Status Wave 6 Refactoring Update

CalSAWS BenefitsCal Portal/Mobile DD&I Weekly Status

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STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	December Enhancements	<ul style="list-style-type: none"> One (1) Production Priority enhancement was deployed to

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<p>Production with Priority Release 23.12.07.</p> <ul style="list-style-type: none"> • One (1) Partner Support enhancement was deployed to Production with Priority Release 23.12.11. • Four (4) enhancements are planned to be delivered to Production with the December Monthly Release 23.12.19: <ul style="list-style-type: none"> ○ Two (2) Partner Support Enhancements ○ Two (2) Policy Enhancements
	<p>CalWIN Implementation Support Services (ISS) Support</p>	<p>Wave 6</p> <ul style="list-style-type: none"> • Maintenance & Operations (M&O) service management is in progress • Health Metrics generation is in progress
	<p>User Centered Design (UCD) Research Activities</p>	<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. • 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 <p>User Engagement</p> <ul style="list-style-type: none"> • Conducted generative research with the customers as a part of Usability testing sessions for EBT 2259 and CF 303. <p>Enhancements</p> <ul style="list-style-type: none"> • 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." <p>Advocate Engagement</p> <ul style="list-style-type: none"> • Reviewed advocate comments on the EBT 2259 / CF 303.
	<p>GetCalFresh (GCF) Parity List</p>	<ul style="list-style-type: none"> • A working session was held with CDSS, CFA, CWDA, CalSAWS, and BenefitsCal on 12/06/23. • Four (4) items are pending discussions with CDSS and CFA before proceeding forward.

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> 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.

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"> All BPR activities are complete.
	Organizational Change Management (OCM)	<ul style="list-style-type: none"> Completed Readiness Check in with San Luis Obispo County.
	Training	<ul style="list-style-type: none"> All Training activities are complete.
	Implementation	<p>Wave 6</p> <ul style="list-style-type: none"> Completed the seventh 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.

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"> 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"> • Participated in Wave 6 Project and County Support calls • Participated in OCAT and Hyland Imaging Monthly SLA reviews • Participated in Conversion Defect Status review • Facilitated Final Acceptance introduction for CalSAWS PSC • Facilitated Wave 6 Regional Manager Retrospective Session • Closed Collaboration Model Q4 member prioritization survey and finalized meeting notes • Supported CM Quarterly enhancement disposition and material review process evolution • Continued support for the January JPA Conference
QA Technical	N/A	<ul style="list-style-type: none"> • Participated in CalSAWS Production Operations reviews • Participated in FCED interface, technical, and Business reviews • Continued support for Los Angeles and Sacramento Contact Centers • Participated in reviews of CalSAWS Contact Center, Lobby Management and Bots reviews and meetings
QA Conversion	N/A	<ul style="list-style-type: none"> • Continued to monitor status of outstanding Migration defects and SCRs • Participate in the development and review of the CalSAWS Conference Slides for Reporting
QA Functional/Test	N/A	<ul style="list-style-type: none"> • Continued CalSAWS 24.01 Test execution with 76% execution rate, 68% pass rate and 8% fail/block rate • Completed BenefitsCal 23.12.19 Test Activities
QA Implementation	N/A	<ul style="list-style-type: none"> • Provided onsite and virtual support for Wave 6 counties: Sacramento, San Francisco, and San Luis Obispo • Completed review of RTM 11 for CalWIN Implementation Support



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">• Attended the following meetings: ROI Workgroup, State/Fiscal Reports, Batch Performance, Imaging Migration, CalSAWS Project Steering Committee and other CalSAWS Project meetings.• Tracked Open Conversion Defects, Wave 6 Post implementation findings and issues from State/Fiscal Reports• Reviewed various Project deliverables.

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
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">a. Schedule meeting with San Francisco County to discuss the current status and determine if the change can be escalated/accelerated for deliveryb. Schedule a meeting to review this and the other Jira items for San Francisco County with San Francisco County leadership	Sean Swift	12/22/23	In progress
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
#	Decision Made	Who Made the Decision	Date	

