

CalSAWS | Bi-Weekly Status Meeting

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| Date: January 31, 2024 | 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, 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), Melissa Owens (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 | 3.1.2-1 through 3.1.2-4 CalSAWS Help Desk Metrics | <ul style="list-style-type: none"> For the cases and incidents created/resolved charts, there was a spike in tickets last week for eCCP issues (PRB0048283) and CalSAWS Access and Slowness issues (PRB0048337) |
| | 3.1.3 CalSAWS Help Desk Metrics | <ul style="list-style-type: none"> The current compliance for January Month to Date (MTD) is 97.7% |
| Application Development | 4.4.1 Release Test | <ul style="list-style-type: none"> Deployed the 24.01 baseline release to production on Sunday, January 21, 2024 |

| STATUS REPORT SECTION | STATUS REPORT SUB-SECTION | STATUS AGENDA TOPIC |
|-----------------------|---------------------------|--|
| and Test | Summary | <ul style="list-style-type: none"> Continued test preparation for the 24.03 baseline release with test execution start date of January 29, 2024 |
| | 4.5 Reports | <ul style="list-style-type: none"> Bi-Weekly State and Fiscal Reports meeting Meeting with Wave 6 on Quarterly Reports Meeting with Regional Managers Provided updates on Analytics Batch in R3 Regional Meeting Management Reports Committee Meeting |

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 Monthly Release 24.01.25 on 01/25/24 |
| Application Development | 4.2 Monthly Release Summary | <ul style="list-style-type: none"> Upcoming BenefitsCal Monthly Release 24.02.29 on 02/29/24 |

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. Prepared for Return Mail processing for 3 more counties – Butte, Placer and San Luis Obispo |

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 |

| STATUS REPORT SECTION | STATUS REPORT SUB-SECTION | STATUS AGENDA TOPIC |
|-----------------------|--|---|
| | January Enhancements | <ul style="list-style-type: none"> • Seven (7) enhancements were deployed to Production for the January Monthly Release 24.01.25 including: <ul style="list-style-type: none"> ○ Three (3) Production Priority Enhancements: <ul style="list-style-type: none"> ▪ CSPM-68183 – Document upload – New conditions will be added to display RE/SAR 7 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 Review Period. ▪ CSPM-67746 – Do not display the future RE/PR due date in BCAL if the program is denied or discontinued. ○ One (1) Technical Enhancement. ○ Three (3) GCF Parity Items, #9, #19, #63. |
| | February Enhancements (Release 24.02.29) | <ul style="list-style-type: none"> • Two (2) enhancements on schedule for the February Monthly Release 24.02.29 including: <ul style="list-style-type: none"> ○ One (1) Policy Enhancement: CSPM-69605 – Add EBT 2259A (11/21/23 version) in English and Spanish as downloadable form in BenefitsCal. ○ One (1) Collaboration Model Enhancement: CSPM-68272 - Add link to CalHOPE on BC Homepage |
| | March Enhancements (24.03) | <ul style="list-style-type: none"> • Three (3) Policy enhancements on schedule for the March Baseline Release 24.03 including: <ul style="list-style-type: none"> ○ CSPM-66525: CalWORKs Timeclocks ○ CSPM-65744: Digitize Form EBT2259 ○ CSPM-36812: Digitize Form CF303 (GCF Parity #31) |
| | 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. |

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| | | <ul style="list-style-type: none"> • Analyzed January Always On survey data. • Reviewed and updated bi-monthly report based on comment log. <p>User Engagement</p> <ul style="list-style-type: none"> • Conducted generative research focus groups with county workers for Card Replacement Tracker [CSPM-68110]. • Conducted generative research focus groups with county workers for CSPM-68109 [Disability Accommodation]. • Conducted generative research focus groups with CBOs for CSPM-68109 [Disability Accommodation]. <p>Enhancements</p> <ul style="list-style-type: none"> • Conducted and synthesized generative research sessions for CSPM-68110 [Card Replacement Tracker]. • Designed CSPM-68272 [add a link to CalHOPE on the BenefitsCal homepage] based on usability testing research. • Synthesized combo sessions [CSPM-68272, CSPM-68269, and CSPM-68110] with six (6) customers. • Conducted generative research sessions for CSPM-68109 [Disability Accommodation]. • Started design on CSPM-67785 (Document type/Upload). <p>Advocate Engagement</p> <ul style="list-style-type: none"> • Started on advocate feedback comment log. • Sent out February UCD meeting invite. |
| | <p>GetCalFresh (GCF) Parity List</p> | <ul style="list-style-type: none"> • Next working session is scheduled for 02/07/2024 with the CDSS (California Department of Social Services), CFA (Code for America), the CWDA (County Welfare Directors Association of California), CalSAWS, and BenefitsCal. • Four (4) items are pending discussions with the CDSS and before proceeding forward for estimation. • 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. |



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 |

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"> • Completed comment review with Deloitte for CalWIN Implementation Support Services (ISS) Implementation Complete Report (ICR) • Facilitated Release 24.01 Green Light Reviews • Participated in Release 24.01 Post-Release Checkpoints • Participated in OCAT Operations and Release meetings • Drafted March Collaboration Model agenda and meeting materials • Facilitated Web Portal Strike Team Executive Sponsor planning session • Facilitated Lobby Management retrospective session • Completed support for January 2024 JPA Conference |
| QA Technical | N/A | <ul style="list-style-type: none"> • Participated in CalSAWS Contact Center reviews • Participated in CalSAWS Architecture and Security reviews • Continued Review of CalSAWS Change Advisory Board (CAB) tickets • Continued CalSAWS Imaging collaboration and Performance reviews • Participated in FCED/Cares meetings and 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"> • Supported Collaboration Model prioritization • Completed BenefitsCal 24.01.25 Test execution activities • Continued 24.03 Test preparation activities |
| QA Implementation | N/A | <ul style="list-style-type: none"> • Completed review of Deloitte Requirements Traceability Matrix (RTM) for ISS Project Completion • Submitted comments on CalWIN ISS Project Final Acceptance ICR |

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

- o To align with Bi-Weekly Status, the RMG will now take place on the first Wednesday Bi-Weekly Status of the month. Current schedule is as follows:
 - February 14, 2024
 - March 13, 2024
 - April 10, 2024
 - May 8, 2024
 - June 5, 2024
 - July 3, 2024
 - August 14, 2024
 - September 11, 2024
 - October 9, 2024
 - November 6, 2024
 - December 4, 2024



(Optional Items)

| # | Action Item | Who | Due | Status |
|---|-------------|-----|-----|--------|
|---|-------------|-----|-----|--------|

| # | Decision Made | Who Made the Decision | Date |
|---|---------------|-----------------------|------|
|---|---------------|-----------------------|------|

