

CalSAWS | Bi-Weekly Status Meeting

Date: February 14, 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	3.1.3 CalSAWS Help Desk Metrics	<ul style="list-style-type: none"> The current compliance for February Month to Date (MTD) is 98.2%
Application Development and Test	4.4.1 Release Test Summary	<ul style="list-style-type: none"> Deployed the 24.02 baseline release to Production on Sunday, February 11, 2024 Began test execution for the 24.03 baseline release on January 29, 2024
	4.5 Reports	<ul style="list-style-type: none"> Bi-Weekly State and Fiscal Reports meeting Reports Discovery Sessions

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> Meeting with Orange County on GR 237 State Report First Targeted Reports Focused Session

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"> None to note for the reporting period
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. Began Return Mail processing for 2 more counties – 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
	<p>February Enhancements (Release 24.02.29)</p>	<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
	<p>March Enhancements (24.03)</p>	<ul style="list-style-type: none"> • Two (2) Policy enhancements on schedule for the March Baseline Release 24.03 including: <ul style="list-style-type: none"> ◦ CSPM-65744: Digitize Form EBT2259 ◦ CSPM-36812: Digitize Form CF303 (GCF Parity #31)
	<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. • 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 usability testing with customers for Document Upload [CSPM-67785]. • Conducted usability testing with county workers for Document Upload [CSPM-67785]. • Conducted customer recruitment for customer dashboard [CSPM-68213] • Conducted county staff member recruitment for Keep your Records [CSPM-68112] <p>Enhancements</p> <ul style="list-style-type: none"> • Conducted usability sessions for Document Upload [CSPM-67785]. • Finish design draft for Document Upload [CSPM-67785]. • Finalized discussion guide for Customer Dashboard [CSPM-68213]

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> Finalized discussion guide for Keep your Records [CSPM-68112] Finished synthesis for Disability Accommodations [CSPM-68213] Advocate Engagement <ul style="list-style-type: none"> Conducted February UCD monthly meeting. Sent back comment log feedback from January UCD monthly meeting.
	GetCalFresh (GCF) Parity List	<ul style="list-style-type: none"> Parity items #9, #19 and #63 implemented and deployed to production with 24.01 release. Item #31 is on schedule for March 24.03 release. Working session conducted on 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 on final disposition and before proceeding forward for estimation. Premise planning discussions continues with CDSS, Consortium and CWDA for the five (5) parity items (numbers 22, 38, 44, 52, and 55) – on 11/17/23 (where the BenefitsCal and CalSAWS teams provided the revised version of the estimates in November 2023)

CalWIN Implementation Support Weekly Status

Eric Capati

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	N/A	<ul style="list-style-type: none"> Update on closeout of Implementation Final Acceptance Completion Report

OCAAT 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"> • Participated in Conversion Defect Status reviews • Participated in Region 6 Management Site Visit • Participated in OCAT Operations and Release meetings • Facilitated Final Acceptance JPA/PSC Draft slide updates with delivery partners for Central Print, Implementation Support, and CalSAWS • Facilitated March 2024 Collaboration Model preparation activities • Reinitiated Communication and Web Portal Strike Team planning
QA Technical	N/A	<ul style="list-style-type: none"> • Participated in CalSAWS Contact Center meeting and ticket reviews with Consortium, Accenture, and AWS • Participated in CalSAWS Architecture reviews • Reviewed System Security Plan Comments with delivery partners • Continued Review of CalSAWS Change Advisory Board (CAB) tickets • Continued CalSAWS Imaging collaboration 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"> • Participated in Targeted Report Session • Continued BenefitsCal Release 24.02.29 Test execution activities • CalSAWS Release 24.03 Independent Test activities in progress with 47% Execution Rate, 30% Pass Rate and 17% Fail/Block Rate • Started Release 24.03 Training SCRs validation activities
QA Implementation	N/A	<ul style="list-style-type: none"> • Worked with Deloitte and Consortium to resolve open comments on CalWIN Migration Final Acceptance Completion Report • Completed review and confirmed resolutions applied in CalWIN Migration Final Acceptance Completion Report



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
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#	Decision Made	Who Made the Decision	Date
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