

## CalSAWS | Bi-Weekly Status Meeting

Date: February 28, 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 Villaseñor, Dawn Wilder, Deanna Rotert, Duncan Gilliam (CalWIN Implementation Support), Eric Capati (CalWIN Implementation Support), Geoff Cosner, Gopal Vedula, Greg Postulka, Haikaz (Mike) Tombakian, Henry Arcangel, Holly Murphy, 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, Lisa Salas, Lorena Montes, Lulu Fou, Luz Esparza, Lynn Bridwell, Mara Jennings, 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

**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"> <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 February Month to Date (MTD) is 97.8%</li> </ul>
Application Development and Test	4.4.1 Release Test Summary	<ul style="list-style-type: none"> <li>Continued test execution for the 24.03 baseline release. Week 4 of 8 completed. 77% pass rate on 50% target</li> </ul>
	4.5 Reports	<ul style="list-style-type: none"> <li>Bi-Weekly State and Fiscal Reports meeting</li> <li>Reports Discovery Sessions</li> <li>Targeted Reports Focused Session</li> </ul>

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> <li>• Provided ad hoc list of CalFresh EBT Expungements for December 2023 and January 2024 months</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 Emergency Release 24.02.13 on 02/12/24</li> <li>• BenefitsCal Priority Release 24.02.15 on 02/15/24</li> </ul>
Application Development	4.2 Monthly Release Summary	<ul style="list-style-type: none"> <li>• Upcoming BenefitsCal Monthly Release 24.02.29 on 02/29/24</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>• Continued Return Mail processing for 5 counties.</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>

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	February Enhancements (Release 24.02.29)	<ul style="list-style-type: none"> <li>Two (2) enhancements on schedule for the February Monthly Release 24.02.29 including:               <ul style="list-style-type: none"> <li>One (1) Policy Enhancement: CSPM-69605 – Add EBT 2259A (11/21/23 version) in English and Spanish as downloadable form in BenefitsCal.</li> <li>One (1) Collaboration Model Enhancement: CSPM-68272 – Add link to CalHOPE on BC Homepage.</li> </ul> </li> </ul>
	March Enhancements (24.03)	<ul style="list-style-type: none"> <li>Two (2) Policy enhancements on schedule for the March Baseline Release 24.03 including:               <ul style="list-style-type: none"> <li>CSPM-65744: Digitize Form EBT2259.</li> <li>CSPM-36812: Digitize Form CF303 (GCF Parity #31).</li> </ul> </li> </ul>
	User Centered Design (UCD) Research Activities	<p>Customer Experience (CX) Measurements Data</p> <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>Reviewed and updated bi-monthly report based on comment log.</li> </ul> <p>User Engagement</p> <ul style="list-style-type: none"> <li>Conducted generative research sessions with customers for Customer Dashboard [CSPM-68213].</li> <li>Conducted generative research sessions with county staff members for Customer Dashboard [CSPM-68213].</li> <li>Conducted generative research sessions with county staff members for Keep your Records [CSPM-68112].</li> <li>Conducted a usability testing session with customer for Document Type/ Upload [CSPM-67785].</li> </ul> <p>Enhancements</p> <ul style="list-style-type: none"> <li>Conducted generative research sessions for Customer Dashboard [CSPM-68213].</li> <li>Conducted generative research sessions for Keep your Records [CSPM-68112].</li> <li>Began synthesis on Keep your Records [CSPM-68112].</li> </ul>

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> <li>Planned and prepped for Email Notification [CSPM-67104].</li> <li>Started design for Case linking help text [CSPM-68111].</li> </ul> <p>Advocate Engagement</p> <ul style="list-style-type: none"> <li>Worked on comment log responses from February UCD monthly meeting.</li> <li>Scheduled March UCD monthly meeting.</li> <li>Worked on Chatbot language based on advocate feedback.</li> </ul>
	GetCalFresh (GCF) Parity List	<ul style="list-style-type: none"> <li>Parity items #9, #19 and #63 implemented and deployed to production with 24.01 release.</li> <li>Item #31 is on schedule for March 24.03 release.</li> <li>Item #20 is on schedule for May 24.05 release.</li> <li>Premise planning discussions continues with CDSS, Consortium and CWDA for the four (4) parity items # 22, 44, 52, and 55 (where the BenefitsCal and CalSAWS teams provided the revised version of the estimates in November 2023).</li> <li>CDSS suggested closure and requested BenefitsCal recommendations on three (3) parity items #24, 46 and 51. Consortium is working with CWDA to finalize the recommendations for these.</li> <li>One (1) parity item #34, estimates have been provided to the Consortium via SCERFRA. Consortium is awaiting CalSAWS estimates before sending those to CDSS.</li> </ul>

## 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"> <li>None to note for the reporting period</li> </ul>

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
QA PMO	N/A	<ul style="list-style-type: none"> <li>Facilitated Requirements Reconciliation with delivery partners across Central Print, Implementation Support, and Core CalSAWS</li> <li>Facilitated Final Acceptance topic for PSC and JPA Board</li> <li>Participated in Conversion Defect Weekly Status reviews</li> <li>Participated in OCAT Monthly SLA Report review</li> <li>Participated in Hyland Monthly Imaging SLA review</li> <li>Participated in CalSAWS PMO Status reviews</li> <li>Participated in Region 5 Site Visit Materials Review</li> <li>Facilitated CalSAWS Key Performance Indicator (KPI) Executive Overview</li> <li>Facilitated Quarterly Collaboration Model material and presenter preparation</li> <li>Finalized revised CRFI process documentation draft and initiated reviewer pilot</li> </ul>
QA Technical	N/A	<ul style="list-style-type: none"> <li>Participated in CalSAWS Contact Center meetings</li> <li>Participated in CalSAWS Architecture reviews</li> <li>Participated in CalSAWS/BenefitsCal Security meetings</li> <li>Reviewed System Security Plan Comments with delivery partners</li> <li>Continued review of CalSAWS Change Advisory Board (CAB) tickets</li> <li>Continued CalSAWS Imaging reviews</li> </ul>
QA Conversion	N/A	<ul style="list-style-type: none"> <li>Continued to monitor status of final remaining conversion related defect</li> </ul>
QA Functional/Test	N/A	<ul style="list-style-type: none"> <li>Participated in CalSAWS Reports meetings</li> <li>Continued BenefitsCal Release 24.02.29 Test execution activities</li> <li>CalSAWS Release 24.03 Independent Test activities in progress with 97% Execution Rate, 77% Pass Rate and 20% Fail/Block Rate</li> <li>Continued validation of Release 24.03 Training SCRs</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

Ashraf Elsalaymeh  
Michael A Johnson

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
2.0 Recent Activities	2.0	<ul style="list-style-type: none"><li>Item's pertaining to CalWIN M&amp;O have completed with no outstanding concerns. The CalWIN M&amp;O team will no longer continue to submit bi-weekly reports.</li></ul>

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## 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:
  - 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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