CalSAWS | Bi-Weekly Status Meeting

Date:	March 13, 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, 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, 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

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	• CalSAWS System Incident highlights
Maintenance and Operations	3.1.3 CalSAWS Help Desk Metrics	• The current compliance for February Month to Date (MTD) is 98.8%
	Trends for Tickets Created	• The spike in tickets created was due to the BenefitsCal account reactivation trend (PRB0048462)
Application Development and Test	4.4.1 Release Test Summary	• Continued test execution for the 24.03 baseline release. Week 6 of 8 completed. 93% pass rate on 75% target
	4.5 Reports	• Bi-Weekly State and Fiscal Reports meeting • Targeted Session with Alameda on Claiming Reports • Met with San Francisco County to discuss their concerns on Fiscal Reports • Provided ad hoc list of Issuances for February month with County of Residence to San Mateo County • Deployed High Priority SCR CA-265294 (E-HIT Summary Dashboard Updates)

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	• BenefitsCal Monthly Release 24.02.29 on 02/29/24 • BenefitsCal Emergency Release 24.03.07 on 03/07/24
Application Development	4.2 Monthly Release Summary	• Upcoming BenefitsCal Priority Release 24.03.21 on 03/21/24 • Upcoming BenefitsCal Major Release 24.03.25 on 03/25/24

CalSAWS Central Print Bi-Weekly Status   Geoff Cosner
                                                            Dawn Wilder

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
1.1	N/A	• Continued processing of print for all 58 CalSAWS counties. • Continued Return Mail processing for 5 counties.

CalSAWS DD&I Bi-Weekly Status   Arnold Malvick

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Conversion	4.1.1 CalWIN Conversion	• Supported Wave 1-6 Counties post Go-Live • Continued Conversion Data Change Requests (DCRs) development and testing

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

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC

	February Enhancements (Release 24.02.29)	• Two (3) enhancements on schedule for the February Monthly Release 24.02.29 including:
		  o *One (1) Policy Enhancement: CSPM-69605 – Add EBT 2259A (11/21/23 version) in English and Spanish as downloadable form in BenefitsCal.*
		  o *One (1) Collaboration Model Enhancement*: CSPM-68272 – Add link to CalHOPE on BC Homepage.
		  o *One (1) Security Enhancement:* CSPM-71929 – Hide the Blue Banner about Case Linking on the Customer Dashboard.

	March Enhancements (Release 24.03)	• Four (4) enhancements on schedule for the March Baseline Release 24.03 including:
		  o Three (3) Policy enhancements
		    ▪ CSPM-65744: Digitize Form EBT 2259.
		    ▪ CSPM-36812: Digitize Form CF 303 (*GCF Parity #31*).
		    ▪ CSPM-66525: Implement the time limits feature in Production (with flag turned off)
		  o One (1) Security enhancement:
		    ▪ CSPM-71735 – Enable Multi-Factor Authentication (MFA) for Login in BenefitsCal to allow customers to select MFA preferences.

	User Centered Design (UCD) Research Activities	Customer Experience (CX) Measurements Data

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		• Monitored the CX Measurements data from Medallia, Amplitude, and BenefitsCal on a day-to-day basis to identify and address potential usability issues. • Reviewed and updated FWP (Final Work Product) 24.22: CX Report (December 2023/January 2024) report based on comment log feedback. • Analyzed February data for the Always-on survey. User Engagement • Conducted generative research sessions with customers for Customer Dashboard [CSPM-68213]. • Conducted generative research sessions with county staff members for Customer Dashboard [CSPM-68213]. • Conducted a usability testing session with customers for Case Linking [CSPM-68111]. • Conducted a usability testing session with customers for MFA language test. Enhancements • Conducted generative research sessions for Customer Dashboard [CSPM-68213]. • Finished synthesis for Keep your Records [CSPM-68112]. • Finished the design for Doc type/upload [CSPM-67785]. • Began research for Email Notification [CSPM-67104]. • Began designs for MFA case linking [CSPM-68189]. • Continued usability testing for MFA language test. • Conducted usability testing sessions for Case linking help text [CSPM-68111]. Advocate Engagement • Responded to comment log responses to feedback for the February UCD monthly meeting. • Prepped for the March UCD monthly meeting.
	GetCalFresh (GCF) Parity List	• A working session was conducted on 03/06/24 with the CDSS, Consortium, and CWDA on Premise funding and open items. • Parity items #9, #19 and #63 implemented and deployed to production with the 24.01 release.

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		• Item #31 is on schedule for the March 24.03 release. • Item #20 is on schedule for the May 24.05 release. • Premise planning discussions continued with the CDSS, Consortium, and CWDA for the four (4) parity items #22, #34, #44, #52, and #55 (where the BenefitsCal and CalSAWS teams provided the revised version of the estimates in November 2023). • The CDSS suggested closure and requested BenefitsCal recommendations on three (3) parity items #24, #46, and #51. The Consortium is working with the CWDA to finalize the recommendations for these. • Provided estimates to the CDSS for one (1) parity item #34 in March 2024.

OCAT Project Bi-Weekly Status   Kibby Stahl
                                                                        Kevin Wilson

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	N/A	• 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	• Participated in Region 5 Management Site Visit (MSV) and Region 1 MSV Planning • Participated in Conversion Defect Weekly Status reviews • Completed review of GA/GR Notices Post Implementation Report • Participated in Deloitte CalSAWS Reports Discovery/Support meeting • Participated in OCAT Operations and Release meeting • Facilitated CalSAWS Key Performance Indicator (KPI) Sessions • Facilitated Quarterly Collaboration Model Meeting • Released Web Portal Quick Reference Guide

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		CIT • Conducted CIT/CRFI revamped process reviewer poll • Initiated work on the CalSAWS Post Implementation Evaluation Report (PIER
QA Technical	N/A	• Continued advising on Multifactor Authentication (MFA) activities • Participated in CalSAWS Contact Center meetings • Participated in CalSAWS Architecture reviews • Collaborating on resuming review on Accenture System Security Plan • Continued review of CalSAWS Change Advisory Board (CAB) tickets • Continued CalSAWS Hyland Imaging SLA reviews
QA Conversion	N/A	• Confirmed final open defect was deployed to production
QA Functional/Test	N/A	• Completed Release 24.03 Training SCRs validation activities • Continued BenefitsCal Release 24.03.25 Test execution activities • CalSAWS Release 24.03 Independent Test activities in progress with 99% Execution Rate, 94% Pass Rate and 5% Fail/Block Rate • Participated in FCED Schedule and Test Planning Activities • Participated in Report Planning and Support Activities • Facilitated SCR Prioritization discussion

State Policy Updates

Sherice Sterling (CDSS)
Cecilia Rolon (CDSS)
Katie Mead (DHCS)
Sherry Chen (DHCS)
Neha Dhawan (OTSI)
Patrice Yang (OTSI)

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
1	Regarding CalSAWS M&O Aging Incidents Backlog – Request to review the number of current incidents, what should be the actual number be? Develop a plan of action to decrease to a reasonable number [Update 3/12: Overall number has decreased to 39 and continuing to lower the number]	Karen Rapponotti		Open

#	Decision Made	Who Made the Decision	Date