

CalSAWS | Bi-Weekly Status Meeting

Date: April 10, 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, Quinn Hawkinson, Rachel Frey (BenefitsCal Project), Raul Gonzalez, Ricardo Miranda, Rodain Soto, Roger Perez, Sean Swift, Sharon Caldwell, Sharon Teramura, Sreshta Wickramasinghe (CalWIN Implementation Support), Timothy Hopson, 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	Lulu Fou
Announcements	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 April Month to Date (MTD) is 98.8%
Application Development and Test	4.4.1 Release Test Summary	<ul style="list-style-type: none"> Began 24.05 baseline release test execution. Week 1 of 7 completed. Team is on schedule with a 20% pass rate against a target of 14%.
	4.5 Reports	<ul style="list-style-type: none"> Phase 4, Outcomes and Recommendations discussion with Section Directors after Reports Survey Met with Management Reports Committee Bi-Weekly State and Fiscal Reports meeting Targeted Report Session on Foster Care Integrated Reports Deployed State and Fiscal Reports 24.03 Priority Defects in Production

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Maintenance and Operations	3.5.1 Release Communications	<ul style="list-style-type: none"> BenefitsCal Priority Release 24.03.25 on 03/25/24 BenefitsCal Monthly Release 24.03.28 on 3/28/24 BenefitsCal Priority Release 24.03.29 on 03/29/24
Application Development	4.2 Monthly Release Summary	<ul style="list-style-type: none"> Upcoming BenefitsCal Priority Release 24.04.11 on 04/11/24 Upcoming BenefitsCal Monthly Release 24.04.25 on 4/25/24

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1.1	N/A	<ul style="list-style-type: none"> Continued processing of print for all 58 CalSAWS counties. Continued Return Mail processing for 5 counties.

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
None		<ul style="list-style-type: none"> None to note for the reporting period

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	<p>April Enhancements (Release 24.04)</p>	<ul style="list-style-type: none"> Four (4) enhancements will be deployed to production across multiple releases in April 2024 including: <ul style="list-style-type: none"> One (1) Collaboration Model Enhancement <ul style="list-style-type: none"> CSPM-67785: Update Document Type/ Upload feature Three (3) Security Enhancements <ul style="list-style-type: none"> CSPM-68189: Enable Case Linking functionality CSPM-71739: Redacted App Summary PDF for Customers CSPM-71737: Encode all BenefitsCal API calls with Base64 Encoding
	<p>May Enhancements (Release 24.05)</p>	<ul style="list-style-type: none"> Nine (9) enhancements will be deployed to production across multiple releases in April 2024 including: <ul style="list-style-type: none"> One (1) Collaboration Model Enhancements <ul style="list-style-type: none"> CSPM-68111: Collaboration Model: Display Help Text for Customers when Case does NOT link automatically Three (3) Security Enhancements <ul style="list-style-type: none"> CSPM-71920: Additional improvements for Case Linking functionality CSPM-71734: Change FR Integration Points CSPM-71736: Enable Google Captcha to prevent Bot Attacks

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		<ul style="list-style-type: none"> ○ Two (2) Technical Enhancements <ul style="list-style-type: none"> ▪ CSPM-66508: Modify the page architecture of the Help Center FAQs so each category has its own unique page URL. ▪ CSPM-73249: Update Person Level Flag for Highlighted Documents to "No" ○ Two (2) Policy Enhancements <ul style="list-style-type: none"> ▪ CSPM-67651: Implementation of SSA Assisted Apps in BenefitsCal ▪ CSPM-73247: Add SSA User Guide for SSA Applications flow ○ One (1) Testing Only Enhancement <ul style="list-style-type: none"> ▪ CSPM-71667: Add the Special Circumstance Icon to the e-Application Summary page
	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. • Analyzed March Always-on data. <p>User Engagement</p> <ul style="list-style-type: none"> • Conducted generative research sessions with customers for Duplicate Application [CSPM-65131]. • Conducted generative research sessions with customers and CBOs for HH Medical Renewal [CSPM-68213]. • Conducted county staff focus groups for HH Medical Renewal [CSPM-68213]. • Conducted generative research sessions with county staff members from Shasta, Tulare, Orange for Duplicate Application [CSPM-65131]. • Conducted usability testing sessions with customers for MFA case linking [CSPM-68189] • Conducted usability testing session with customers for Deactivated Account Message for Customers [CSPM-73248]

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		<p>Enhancements</p> <ul style="list-style-type: none"> • Conducted generative research sessions for HH Medical Renewal [CSPM-68213]. • Conducted generative research sessions for Duplicate Application [CSPM-65131]. • Conducted usability testing sessions with customers for MFA case linking [CSPM-68189] • Conducted usability testing session with customers for Deactivated Account Message for Customers [CSPM-73248] • Finalize synthesis for Household Section on Medical Renewal [CSPM-71943]. • Design updates on Chatbot <p>Advocate Engagement</p> <ul style="list-style-type: none"> • Planned and prepped for April UCD monthly meeting.
	<p>GetCalFresh (GCF) Parity List</p>	<ul style="list-style-type: none"> • The most recent 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. • Item #31 (CF-303) is delivered with the March 24.03 baseline release. • Item #20 (SSA Assisted Apps) is on schedule to be delivered with the the May 24.05 baseline release (Development Completed; SIT In Progress) • 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	<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"> Participated in Post Release 24.03 Checkpoints Participated in Draft 24.03 Defect Executive Letter review Participated in Code Scanning Inventory review Participated in OCAT Operations and Release Management review Participated in Hyland Imaging Monthly SLA review Continued work on the CalSAWS Post Implementation Evaluation Report (PIER) Continued Facilitating CalSAWS Key Performance Indicator (KPI) Sessions Closed out March Collaboration Model prioritization poll and distributed notes
QA Technical	N/A	<ul style="list-style-type: none"> Participated in CalSAWS Architecture reviews Participated in Accenture Imaging Monthly SLA review Participated in Fresno Generative AI Call Summary meeting Participated in CalSAWS Contact Center meetings Participated in BenefitsCal / CalSAWS Case Linking reviews Continued review of CalSAWS Change Advisory Board (CAB) tickets Collaborating on resuming Accenture System Security Plan (SSP) updates
QA Functional/Test	N/A	<ul style="list-style-type: none"> Completed CalSAWS Release 24.04.05 WBT SCRs validation Commenced CalSAWS Release 24.05 Job Aid/Online Help SCRs validation Started CalSAWS Release 24.05 Test Execution with 11% Execution Rate, 10% Pass Rate, and 1% Fail/Block Rate Continued CalSAWS RWR Client Correspondence Test Activities

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		<ul style="list-style-type: none"> • Participated in CalSAWS State/Fiscal Report Activities • Participated in FCED Integrated Schedule and Test Plan Activities • Participated in Customer Engagement Activities

State Policy Updates

Sherice Sterling (CDSS)
 Cecilia Rolon (CDSS)
 Katie Mead (DHCS)
 Robin Grandpre (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:
 - 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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