

CalSAWS | Bi-Weekly Status Meeting

Date: April 24, 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, Julia Erdkamp, 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), Caralee Mann (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	Mandy Batt
Announcements	Mandy Batt

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 98.2%
Application Development and Test	4.4.1 Release Test Summary	<ul style="list-style-type: none"> Continued 24.05 baseline release test execution. Week 3 of 7 completed. Team is on schedule with a 56% pass rate against a target of 43%.
	4.5 Reports	<ul style="list-style-type: none"> Met with Management Reports Committee Met with Alameda County to discuss Income and Eligibility Verification System (IEVS) Reports Bi-Weekly State and Fiscal Reports meeting Met with Section directors to discuss plan and timeline for Functional Design Documents Met with State and Fiscal Reports Committee to share Design for SCR CA 251869 Provided ABCD 350 July 2023 CalWORKs ad-hoc dataset for the Wave 4 counties. Continue to meet with Consortium and Quality Assurance (QA) to review Design Document and other material for CF 296
	4.7 Training	<ul style="list-style-type: none"> Training Production Refresh (May 3-5, 2024)

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 Priority Release 24.04.11 on 04/11/24
Application Development	4.2 Monthly Release Summary	<ul style="list-style-type: none"> Upcoming BenefitsCal Monthly Release 24.04.25 on 4/25/24



CalSAWS Central Print Bi-Weekly Status

Geoff Cosner
Dawn Wilder

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
1.1	N/A	<ul style="list-style-type: none"> Continued processing of print for all 58 CalSAWS counties. Continued Return Mail processing for 6 counties.

CalSAWS DD&I Bi-Weekly Status

Mandy Batt

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

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

Onur Senman

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	April Enhancements (Release 24.04)	<ul style="list-style-type: none"> Three (3) 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 One (1) Security Enhancement <ul style="list-style-type: none"> CSPM-68189: Enable Case Linking functionality One (1) Testing Only Enhancement <ul style="list-style-type: none"> CSPM-73245: Track the End-to-End Testing for EBT2259 transactions dynamic
	OCM Activities to Enable Case Linking functionality	<ul style="list-style-type: none"> Conducted Training calls with Counties and CBOs <ul style="list-style-type: none"> Case link MFA – County Staff Training (04/16/24). Case link MFA - CBO Awareness Webinar (04/17/24). Following activities are on-schedule for the 4/25 implementation: <ul style="list-style-type: none"> Website updates to support

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> customer communication <ul style="list-style-type: none"> ▪ FAQs for Case link MFA feature ▪ New YouTube Video ▪ Announcement ○ Communication tools for Counties, CBOs, and Customers <ul style="list-style-type: none"> ▪ Printable Flyer ▪ FACT Sheet ▪ Quick Reference Guide (QRGs) ▪ Job Aid ○ Twitter Message • Hypercare Support • Scheduled Daily Calls with Counties after implementation (04/26/24 – 05/02/24).
	<p style="text-align: center;">May Enhancements (Release 24.05)</p>	<ul style="list-style-type: none"> • Seven (7) enhancements will be deployed to production across multiple releases in May 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. ○ Two (2) Security Enhancements <ul style="list-style-type: none"> ▪ CSPM-71920: Additional improvements for Case Linking functionality. ▪ CSPM-71734: Change FR Integration Points. ○ Three (3) 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. ▪ CSPM-73689: SSA Web Page for SSA Metrics. ○ One (1) Testing Only Enhancement <ul style="list-style-type: none"> ▪ CSPM-71667: Add the Special Circumstance Icon to the e-Application Summary page



STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	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. <p>User Enhancement</p> <ul style="list-style-type: none"> Conducted generative research sessions with customers for Duplicate Application [CSPM-65131]. Conducted generative research sessions with CBOs for CBO Support Assistance [CSPM-71551]. Conducted usability testing sessions with customers for Chatbot updates. Conducted usability testing sessions with customers for MFA case linking [CSPM-68189]. <p>Enhancements</p> <ul style="list-style-type: none"> Conducted generative research sessions for Duplicate Application [CSPM-65131]. Conducted generative research sessions for CBO Support Assistance [CSPM-71551]. Conducted usability testing sessions for MFA case linking [CSPM-68189]. Finished Chatbot Updates Finished design for MFA case linking [CSPM-68189]. Finished design for deactivated account message for customers. Started design on Case Link Verification Phase II [CSPM-71920]. Started design on Login MFA III [CSPM-71750]. Started design on Language updates for SAR7 due month [CSPM-72205]. Started design on CM Enhancement-YT video [CSPM-68266]. <p>Advocate Engagement</p> <ul style="list-style-type: none"> Facilitated April UCDM Monthly Meeting. Responded to April UCDM Monthly comment log.
	GetCalFresh (GCF) Parity List	<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.



STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> 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 May 24.05 baseline release (Development completed; SIT, UAT, and County Validation is in progress). Premise planning discussions continued with the CDSS, Consortium, and CWDA for the four (4) parity items #22, #34, #44, #52, and #55. The CDSS suggested closure on three (3) parity items #24, #46, and #51. BenefitsCal recommendations are shared with CDSS. CDSS is working on the final decision on these.

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 New Risk Reviews for CalSAWS Contact Center Configuration and BenefitsCal Case Linking Digital ID Verification Participated in OCAT Monthly SLA review Participated in Hyland Imaging Monthly SLA review Participated in Implementation Support Services (ISS) Reports Documentation Status review Facilitated Retrospectives for Release Management, Governance and Sponsorship, and Resource Management Continued updates for the CalSAWS Post Implementation Evaluation Report (PIER). Retrospective summaries will be included in the PIER Closed out March Collaboration Model prioritization poll and distributing notes

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> Continued revisions on evolved CIT/CRFI process document and template Facilitated SCR training approach and presenter preparation sessions Continue facilitating CalSAWS Key Performance Indicator (KPI) sessions
QA Technical	N/A	<ul style="list-style-type: none"> Participated in Hyland and Accenture Imaging Monthly SLA review Participated in CalSAWS Architecture reviews 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"> Continued CalSAWS Release 24.05.17 WBT SCRs validation Continued CalSAWS Release 24.05 Job Aid/Online Help SCRs validation Continued CalSAWS Release 24.05 Test Execution with 74% Execution Rate, 52% Pass Rate, and 22% Fail/Block Rate Started BenefitsCal Release 24.05.19 Test Execution Continued CalSAWS RWR Client Correspondence Test Activities Participated in CalSAWS State/Fiscal Report Activities Participated in FCED Integrated Test Plan Activities Participated in WDTIP Planning and Sprint review Activities Participated in WDTIP Planning and Sprint review Document review Activities

State Policy Updates

Sherice Sterling (CDSS)
 Cecilia Rolon (CDSS)
 Katie Mead (DHCS)
 Robin Grandpre (DHCS)
 Caralee Mann (OTSI)
 Manroop Mahal (OTSI)



- 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:
 - 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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