CalSAWS | Bi-Weekly Status Meeting

Date:	May 8, 2024	Location:	Microsoft Teams Meeting
Time:	**9:00 a.m. – 10:20 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	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	3.1.2 CalSAWS Help Desk Metrics	• The current compliance for May Month to Date (MTD) is 99.6%
Application Development and Test	4.4.1 Release Test Summary	• Continued 24.05 baseline release test execution. Week 5 of 7 completed. Team is on schedule with a 92% pass rate against a target of 71%.
	4.5 Reports	• Met with State and Fiscal Reports Committee to discuss CERs • Bi-Weekly State and Fiscal Reports meeting • Target Reports Session on State Report CF 296 • Met with Santa Clara in 1:1 Session to discuss GR 237 Report • Provided State 47 ad-hoc dataset to Sacramento County for October 2023 – December 2023 Report Quarter

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 24.04.25 on 04/25/24
Application Development	4.2 Monthly Release Summary	• Upcoming BenefitsCal Priority Release 24.05.19 on 05/19/24 • Upcoming BenefitsCal Monthly Release 24.05.30 on 05/30/24

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 6 counties. • Began Return Mail processing for Butte County. • Submitted CIT 0066-24 for July 2024 Postage Rate Changes.

CalSAWS DD&I Bi-Weekly Status   Arnold Malvick

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
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

	May Enhancements (Release 24.05)	• Eight (8) enhancements will be deployed to production across multiple releases in May 2024 including:
		  o One (1) Collaboration Model Enhancement
		    ▪ CSPM-68111: Collaboration Model: Display Help Text for Customers when Case does NOT link automatically.
		  o Two (2) Security Enhancements
		    ▪ CSPM-71920: Additional improvements for Case Linking functionality.
		    ▪ CSPM-71734: Change FR Integration Points.
		  o Three (3) Policy Enhancements
		    ▪ 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.
		  o Two (2) Testing Only Enhancements
		    ▪ CSPM-71667: Add the Special Circumstance Icon to the e-Application Summary page.
		    ▪ CSPM-73696: Configurable Task Categories for Task Management.

	OCM Activities to Enable Case Linking functionality	• Hypercare Support
		  o Conducted Daily Calls with Counties after implementation (04/26/24 – 05/02/24)
		• Recorded Training sessions with Counties and CBOs.
		  o Case link MFA – County Staff Training (04/16/24).
		  o Case link MFA – CBO Awareness Webinar (04/17/24).

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC

		• Completed the below items for the 04/25/24 implementation:
		  o Website updates to support customer communication.
		    ▪ FAQs for Case link MFA feature – (BenefitsCal.com).
		    ▪ New YouTube Video – (BenefitsCal YT Channel).
		    ▪ Announcement (BenefitsCal.com).
		  o Communication tools for Counties, CBOs, and Customers
		    ▪ Informational Flyer (CalSAWS.org/BenefitsCal) – 04/24/24.
		    ▪ FACT Sheet (CIT 0065-24) – 04/25/24.
		    ▪ Quick Reference Guide (CalSAWS.org/BenefitsCal).
		    ▪ Job Aid (CIT 0063-24) – 04/22/24.
		  o Twitter Message (CalSAWS.org/BenefitsCal).

	User Centered Design (UCD) Activities	• Customer Experience (CX) Measurements Data
		  o Monitored the CX Measurements data from Medallia, Amplitude, and BenefitsCal on a day-to-day basis to identify and address potential usability issues.
		  o Analyzed data from Always-on survey for the month of April.
		• User Engagement
		  o Conducted generative research sessions with CBOs for CBO Support Assistance [CSPM-71551].
		  o Conducted usability testing sessions with customers for Case Link Verification II [CSPM-71920].
		  o Recruited county workers for ABAWD ACL [CSPM-73600].
		• Enhancements
		  o Conducted generative research sessions for CBO Support Assistance [CSPM-71551].
		  o Conducted usability testing sessions for MFA case linking [CSPM-68189].
		  o Planned and prepped for ABAWD ACL [CSPM-73600].
		  o Designed CM Enhancement-YT video [CSPM-68266].
		  o Designed Language updates for SAR7 due month [CSPM-72205].

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		- o Started design on CF 685 updates [CSPM-71517]. - o Finished design for Add FAQ to the Login Section of the help center [CSPM-73623]. - Advocate Engagement - o Planned and prepped for May UCDM Monthly comment log.
	GetCalFresh (GCF) Parity List	- The most recent session was conducted on 05/01/24 with the CDSS, Consortium, and CWDA on Premise funding and open items. - CDSS confirmed funding will be provided for items #22, #34, #44, #52. For #55, CDSS will confirm whether the pre-populated SAR 7 funds can be utilized or not. - Discussions will continue for the closure of remaining (3) parity items #24, #46, and #51. - 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 May 24.05 baseline release (Development completed; SIT Completed, UAT, and County Validation is In Progress).

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

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	QA PMO	• Participated in Region 6 Management Site Visit • Participated in CalSAWS Migration Final Acceptance reviews • Participated in CalWIN Implementation Services – Reports Support and Final Acceptance reviews • Participated in BenefitsCal Training Environment Communications review • Participated in CalSAWS Code Scanning Process Review • Participated in OCAT Operations and Release Management meeting • Finalized Assignments for Project Control Document Annual Update • Facilitated Contract Management/Negotiations Retrospective • Continued updates for CalSAWS Post Implementation Evaluation Report (PIER) • Continue facilitating CalSAWS Key Performance Indicator (KPI) sessions • Continued engagement in SCR Training Coordination, CRFI/CIT evolution and CalSAWS KPIs
	QA Technical	• Participated in CalSAWS Contact Center meetings • Participated in BenefitsCal/CalSAWS Case Linking reviews • Participated in Production Operations reviews • Participated in Fresno Generative AI Call Summary meeting • Participated in CalSAWS Architecture reviews • Continued review of CalSAWS Change Advisory Board (CAB) tickets • Collaborating on resuming Accenture System Security Plan (SSP) reviews
	QA Functional/Test	• Continued CalSAWS Release 24.05.17 Web Based Training (WBT) validation • Continued CalSAWS Release 24.05 Job Aid/Online Help validation • Continued CalSAWS Release 24.05 Test Execution with 93% Execution Rate, 87% Pass Rate, and 6% Fail/Block Rate • Continued BenefitsCal Release 24.05.19 Test Execution • Continued CalSAWS Client Correspondence Test Activities • Participated in CalSAWS State/Fiscal Report Support Activities

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		• Monitored FCED Integrated Test Execution and defects • Participated in WDTIP Planning and Sprint review Activities

State Policy Updates   Sherice Sterling (CDSS)
                                                                        Cecilia Rolon (CDSS)
                                                                        Katie Mead (DHCS)
                                                                        Robin Grandpre (DHCS)
                                                                        Caralee Mann (OTSI)
                                                                        Manroop Mahal (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:
- 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	Are communications to Counties/Public following standard process across all applications. Do we need a risk on this? - Risk 303 created	Technical Arch, QA, BenefitsCal (Jerry)	5/8/2024	Completed
2	CalSAWS M&O on-hold tickets in the 60-90 days category shows a large spike (Chart 3.1.2.7; pg. 16). What makes up that? Additionally, the category chart (Figure 3.1.2-14 pie chart) shows a large percentage of "other" can we get that broken down? - Confirmed the spike on 3.1.2.7 was due contact center telephonic signature - New categories for Chart 3.1.2-14 are in progress. Target to have the updated chart in the next bi-weekly status on 5/22/2024	Tech (Jeremy G.)	5/22/2024	In Progress
3	BenefitsCal YouTube Analytics Request on videos: provide how many in the US (to remove spam views) and average view time (to see how long they are actually watching, or if they are abandoning). - Analytics sent directly to Julia	BenefitsCal (Onur)	5/8/2024	Completed
4	For closing out Risk 298, Customer Engagement team and RMs to confirm with counties they are in agreement with retiring the risk. Dray to add RMs to discussions with counties on turning bots back on. - Request from R4 to keep it open until the end of the month	John Dray	6/5/2024	In Progress
5	Add RMs to the security management process on county managed workstations/laptops when security scans identify a concern. This will help close the loop on county response (example. Riverside workstation) - Security worked with Ricardo on the process. Documentation in process and on target to be reviewed by RMs next week.	Belinda R., Ricardo M., Alex H.	5/22/2024	In Progress
6	Discuss if Status Materials could be sent out earlier - Starting next bi-weekly status (5/22) PMO will be sending the status package by Tuesday at Noon	All Vendor PMO teams, CPMO	5/22/2024	In Progress

#	Action Item	Who	Due	Status
7	Provide a broader communication to counties regarding VA updates so that counties can pass that info along with to their staff. The release had some great new additions, so can we add these someplace else to ensure we increase use/adoption? Lisa noted they can talk to Amy and make sure these are a part of the Release Readiness sessions. - This is part of the release readiness sessions. First session was today, May 7, 2024. We are discussing putting it in the CalSAWS buzz.	Lisa Salas	5/22/2024	In Progress

8	In response to - How did we let the counties know the BC new functionality fliers were there for customers/CBOs?
	Last time we did it as a broadcast notification and we had it on the SS portal and the CalSAWS.org site. The materials will get posted today and the counties will get notified today. BenefitsCal team to confirm their process steps adhere to standard release notification processes and explore how else to share info.
	- **The supplemental OCM materials below for the Case Link MFA shared via following channels:**
	- Updates on materials preparation shared with Counties during Tuesday/Thursday Security call. RMs were part of the material review cycle. Once translations of the final versions of the English content is complete, materials are shared before the deployment, as planned.
	   o **BCAL FACT Sheet:** CIT 0065-24 BenefitsCal Fact Sheet for Case Linking and MFA Case Linking Verification (Sent on 4/25/2024)
	   o **Job Aid:** CIT 0063-24 CA-276107 Update JA - Self-Service Portal (SSP) - Case Link Requests Due to CA-261398 (Sent on 4/22/2024)
	   o **Information flyer:** Broadcast message (Sent on 4/24/2024).
	   o **Announcements:** Posted on the BenefitsCal website (With go-live on 4/25/2024)
	   o **Twitter:** Posted on calsaws.org.
	   o **QRG:** Posted on calsaws.org.
	   o **YouTube video:** Available on the channel and BenefitsCal
		BenefitsCal (Onur)	5/8/2024	In Progress

#	Action Item	Who	Due	Status
	website - Standard release notes/notification process was followed for all other items being delivered with the Release 24.04			

#	Decision Made	Who Made the Decision	Date
1			