

## CalSAWS | Bi-Weekly Status Meeting

Date: June 5, 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 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 Dray, Julia Erdkamp, Julie Conwell, Justin Stephenson, Karen Rapponoffi, 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
<b>Commence Meeting</b>	Arnold Malvick
<b>Announcements</b>	Arnold Malvick

**CalSAWS M&O Bi-Weekly Status**

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	3.1.2 CalSAWS Help Desk Metrics	<ul style="list-style-type: none"> <li>The final compliance for May was 98.9%. The current compliance for June Month to Date (MTD) is 97.9%</li> </ul>
Application Development and Test	4.4.1 Release Test Summary	<ul style="list-style-type: none"> <li>Began test execution for the 24.07 baseline release. Week 1 of 8 completed. Team is on schedule with a 26% pass rate against a target of 13%</li> </ul>
	4.6 Reports	<ul style="list-style-type: none"> <li>Bi-Weekly State and Fiscal Reports meeting</li> <li>Management Reports Quarterly Committee meeting</li> <li>Completed Design Walkthrough for SCR CA-246946 CA 812</li> </ul>
	4.10	<ul style="list-style-type: none"> <li>CARES/FCED update</li> </ul>

**CalSAWS BenefitsCal Portal/Mobile M&O Bi-Weekly Status**

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	3.5.1 Release Communications	<ul style="list-style-type: none"> <li>BenefitsCal Monthly Release 24.04.25 on 04/25/24</li> </ul>
	4.2 Monthly Release Summary	<ul style="list-style-type: none"> <li>Upcoming BenefitsCal Priority Release 24.05.19 on 05/19/24</li> <li>Upcoming BenefitsCal Monthly Release 24.05.30 on 05/30/24</li> </ul>
	May Enhancements (Release 24.05.30)	<ul style="list-style-type: none"> <li>Ten (10) enhancements were deployed to Production across multiple releases in May 2024 including:                             <ul style="list-style-type: none"> <li>One (1) Collaboration Model Enhancement                                     <ul style="list-style-type: none"> <li>CSPM-68111: Collaboration Model: Display Help Text for Customers when Case does NOT link automatically.</li> </ul> </li> <li>Two (2) Security Enhancements                                     <ul style="list-style-type: none"> <li>CSPM-71920: Additional improvements for Case Linking functionality.</li> <li>CSPM-73623: Add/Update Login FAQs to the Help Center.</li> </ul> </li> <li>Four (4) Policy Enhancements</li> </ul> </li> </ul>

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> <li>▪ CSPM-67651: Implementation of SSA Assisted Apps in BenefitsCal – Deployed with 24.05.19 Release.</li> <li>▪ CSPM-73247: Add SSA User Guide for SSA Applications flow.</li> <li>▪ CSPM-73689: SSA Web Page for SSA Metrics.</li> <li>▪ CSPM-74060: Update the CW 42 form to download from BenefitsCal to the new 09/23 version ACL 23-83.</li> <li>○ Three (3) Testing Only Enhancements <ul style="list-style-type: none"> <li>▪ CSPM-71667: Add the Special Circumstance Icon to the e-Application Summary page.</li> <li>▪ CSPM-73696: Configurable Task Categories for Task Management.</li> <li>▪ CSPM-73697: Test Only: Update Medi-Cal RE Packets Variable Population Logic.</li> </ul> </li> </ul>
	<p style="text-align: center;">June Enhancements (Release 24.06.27)</p>	<ul style="list-style-type: none"> <li>• Seven (7) enhancements will be delivered to Production in June 2024 across multiple releases: <ul style="list-style-type: none"> <li>○ One (1) Security Enhancement: <ul style="list-style-type: none"> <li>▪ CSPM-71734: Change Integration Points for all ForgeRock APIs – Will be delivered with a Priority Release on 06/13/24.</li> </ul> </li> <li>○ One (1) Collaboration Model Enhancement: <ul style="list-style-type: none"> <li>▪ CSPM-68269: Collaboration Model: Display Race Options in Alphabetical Order.</li> </ul> </li> <li>○ One (1) Partner Support Enhancement: <ul style="list-style-type: none"> <li>▪ CSPM-73249: Technical: Update Person Level Flag for Highlighted Documents to “No.”</li> </ul> </li> <li>○ Two (2) Policy Enhancements: <ul style="list-style-type: none"> <li>▪ CSPM-71517: Add the CF 385 (Application for Disaster CalFresh) to Forms API.</li> <li>▪ CSPM-72205: Allow customers to submit SAR 7 in BenefitsCal as soon as it's generated instead of first of the next month.</li> </ul> </li> <li>○ Two (2) Production Priority Enhancements: <ul style="list-style-type: none"> <li>▪ CSPM-69823: Chatbot – Reenable See IF I qualify.</li> <li>▪ CSPM-73717: Update the YouTube MCRE How To video to remove Asset section.</li> </ul> </li> </ul> </li> </ul>



STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	OCM Activities to Case Linking MFA functionality with SMS channel	<ul style="list-style-type: none"> <li>• Hypercare Support <ul style="list-style-type: none"> <li>○ Daily Calls with Counties after implementation (05/31/24 – 06/06/24).</li> </ul> </li> <li>• Recorded Training sessions with Counties and CBOs. <ul style="list-style-type: none"> <li>○ Case link MFA – County Staff Training (05/20/24).</li> <li>○ Case link MFA – CBO Awareness Webinar (05/21/24).</li> </ul> </li> <li>• Completed the below items for the 05/30/24 implementation: <ul style="list-style-type: none"> <li>○ Website updates to support customer communication. <ul style="list-style-type: none"> <li>▪ FAQs for Case link MFA feature – (BenefitsCal.com)</li> <li>▪ New YouTube Video – (BenefitsCal YT Channel).</li> <li>▪ Announcement (BenefitsCal.com)</li> </ul> </li> <li>○ Communication tools for Counties, CBOs, and Customers <ul style="list-style-type: none"> <li>▪ Informational Flyer (CalSAWS.org/BenefitsCal)</li> <li>▪ FACT Sheet (CIT 0081-24)</li> <li>▪ Quick Reference Guide (CalSAWS.org/BenefitsCal)</li> <li>▪ Job Aid (CIT 0078-24)</li> </ul> </li> <li>○ Twitter Message (CalSAWS.org/BenefitsCal)</li> </ul> </li> </ul>
	User Centered Design (UCD) Activities	<ul style="list-style-type: none"> <li>• Customer Experience (CX) Measurements Data <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>○ Analyzed data from Always-on survey for the month of April.</li> <li>○ User Engagement</li> <li>○ Conducted generative research sessions with CBOs for CBO Support Assistance [CSPM-71551].</li> <li>○ Conducted usability testing sessions with customers for Case Link Verification II [CSPM-71920].</li> <li>○ Recruited county workers for ABAWD ACL [CSPM-73600].</li> </ul> </li> <li>• Enhancements <ul style="list-style-type: none"> <li>○ Conducted generative research sessions for CBO Support Assistance [CSPM-71551].</li> </ul> </li> </ul>

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> <li>○ Conducted usability testing sessions for MFA case linking [CSPM-68189].</li> <li>○ Planned and prepped for ABAWD ACL [CSPM-73600].</li> <li>○ Designed CM Enhancement-YT video [CSPM-68266].</li> <li>○ Designed Language updates for SAR 7 due month [CSPM-72205].</li> <li>○ Started design on CF 685 updates [CSPM-71517].</li> <li>○ Finished design for Add FAQ to the Login Section of the help center [CSPM-73623].</li> <li>● Advocate Engagement <ul style="list-style-type: none"> <li>○ Planned and prepped for May UCDM Monthly comment log.</li> </ul> </li> </ul>

**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 7 counties</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	<ul style="list-style-type: none"> <li>• Participated in IV&amp;V Final Status Report review</li> <li>• Participated in CalSAWS 20.05 Post-Release Checkpoint meetings</li> <li>• Participated in CalWIN Implementation Support (ISS) - Reports reviews</li> <li>• Special Projects - Supported content development for SCR training sessions</li> </ul>
	QA Technical	<ul style="list-style-type: none"> <li>• Reviewed CalSAWS Production Operations Service Interruption activities</li> <li>• Participated in Imaging Optical Character Recognition (OCR) reviews</li> <li>• Participated in CalSAWS Code Scanning Inventory review</li> <li>• Participated in Fresno Generative AI Call Summary meetings</li> <li>• Participated in CalSAWS Contact Center reviews</li> <li>• Participated in CalSAWS Architecture reviews</li> <li>• Continued review of CalSAWS Change Advisory Board (CAB) tickets</li> <li>• Continued reviews of Partner System Security Plans (SSPs)</li> </ul>
	QA Functional/Test	<ul style="list-style-type: none"> <li>• Started Release 24.07 Job Aid/Online Help SCRs validation</li> <li>• Started CalSAWS 24.07 test execution and QA Reviews</li> <li>• Continued CalSAWS Client Correspondence Test</li> <li>• Participated in CalSAWS State/Fiscal Report Support</li> <li>• Monitored FCED Integrated Test Execution and defects</li> <li>• Participated in WDTIP Planning and Sprint review</li> <li>• Participated in CalWIN ISS – Reports documentation reviews</li> </ul>

**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:

- 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
2	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. <ul style="list-style-type: none"><li>- Request from R4 to keep it open until the end of the month</li></ul>	John Dray	6/5/2024	Completed

#	Decision Made	Who Made the Decision	Date
1			

