

CalSAWS | Bi-Weekly Status Meeting

Date: July 3, 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 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, 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), Rob Trojan (DOF)

Topic	Lead
Commence Meeting	Arnold Malvick
Announcements	Arnold Malvick

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	3.1.2 CalSAWS Help Desk Metrics	<ul style="list-style-type: none"> The final compliance for June was 98.8%
Application Development and Test	4.4.1 Release Test Summary	<ul style="list-style-type: none"> Continued test execution for the 24.07 baseline release. Week 5 of 8 completed. Team is on schedule with a 93% pass rate against a target of 63%
	4.6 Reports	<ul style="list-style-type: none"> Target Report Session on Management Report – Expedited CalFresh Management Report Bi-Weekly State and Fiscal Reports meeting CalSAWS/State Fiscal Reports Committee Meeting Target Report Session on State Report – CA 237 FC
	4.10	<ul style="list-style-type: none"> CARES/FCED update

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	3.5.1 Release Communications	<ul style="list-style-type: none"> BenefitsCal Monthly Release 24.06.27 on 06/27/24 BenefitsCal Priority Release 24.06.30 on 06/30/24
	4.2 Monthly Release Summary	<ul style="list-style-type: none"> Upcoming BenefitsCal Priority Release 24.07.07 on 07/07/24 Upcoming BenefitsCal Monthly Release 24.07.25 on 07/25/24
	June Enhancements (Release 24.06.27)	<ul style="list-style-type: none"> Eight (8) enhancements delivered to Production in June 2024 across multiple releases: <ul style="list-style-type: none"> One (1) Technical Enhancement: <ul style="list-style-type: none"> CSPM-74274: Adding Annotation and a logger for analyzing the documents stuck in VSS status in production. One (1) Collaboration Model Enhancement: <ul style="list-style-type: none"> CSPM-68269: Collaboration Model: Display Race Options in Alphabetical Order.

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> ○ One (1) Partner Support Enhancement: <ul style="list-style-type: none"> ▪ CSPM-73249: Technical: Update Person Level Flag for Highlighted Documents to “No.” ○ Two (2) Policy Enhancements: <ul style="list-style-type: none"> ▪ CSPM-71517: Add the CF 385 (Application for Disaster CalFresh) to Forms API. ▪ CSPM-72205: Allow customers to submit SAR 7 in BenefitsCal as soon as it's generated instead of first of the next month. ○ Three (3) Production Priority Enhancements: <ul style="list-style-type: none"> ▪ CSPM-69823: Chatbot – Reenable See IF I qualify – Delivered with the 06/30/24 Priority Release. ▪ CSPM-73717: Update the YouTube MCRE How To video to remove Asset section. ● CSPM-74020: BenefitsCal Form Repository Update – This enhancement syncs BenefitsCal Forms Repository in the Help Center with the latest list of Forms in CalSAWS (along with translated versions of the Forms PDF).CSPM-67651: Implementation of SSA Assisted Apps in BenefitsCal – Deployed with 24.05.19 Release. ● CSPM-73247: Add SSA User Guide for SSA Applications flow. ● CSPM-73689: SSA Web Page for SSA Metrics. ● CSPM-74060: Update the CW 42 form to download from BenefitsCal to the new 09/23 version ACL 23-83. ● Three (3) Testing Only Enhancements ● CSPM-71667: Add the Special Circumstance Icon to the e-Application Summary page. ● CSPM-73696: Configurable Task Categories for Task Management. ● CSPM-73697: Test Only: Update Medi-Cal RE Packets Variable Population Logic.
	<p style="text-align: center;">July Enhancements (Release 24.07.25)</p>	<ul style="list-style-type: none"> ● Four (4) enhancements will be delivered to Production in July 2024 across multiple releases: <ul style="list-style-type: none"> ○ One (1) Technical Enhancement: <ul style="list-style-type: none"> ▪ CSPM-71734: Change Integration Points for all ForgeRock APIs. ○ Two (2) Partner Support Enhancements: <ul style="list-style-type: none"> ▪ CSPM-69825: Update Student Info Mapping in App Transfer.

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> ▪ CSPM-69827: Medi-Cal Renewal Language Pre-Population Update. ○ One (1) Collaboration Model Enhancement: <ul style="list-style-type: none"> ▪ CSPM-72078: Update Document Type / Upload feature (Phase II) - Unique Confirmation Code.
	GCF Parity Items	<ul style="list-style-type: none"> • #22, 44: Immigrant specific help and FAQs <ul style="list-style-type: none"> ○ CDSS CF Confirmed BenefitsCal Recommendations will meet the Gap, also provided with the links to be added for Immigrants in the Help Center. • #24: Update CalFresh Application Flow to reduce questions <ul style="list-style-type: none"> ○ CDSS CF will provide their review of the recommendations by July 2024. • #30, 32: Release of Information <ul style="list-style-type: none"> ○ Contingent on the ROI workgroup outcomes. • #34: CDSS CF Prime Contractor Reports <ul style="list-style-type: none"> ○ CDSS CF Confirmed BenefitsCal Recommendations will meet the gap. • #46, 51: Automated reminder emails and text messages for customers <ul style="list-style-type: none"> ○ CDSS CF to provide Recommendations to BenefitsCal, if any. ○ BenefitsCal to take it back and provide the baseline used for providing the SCERFRA response. • #52: Update utilities options for CalFresh applicants in BenefitsCal <ul style="list-style-type: none"> ○ Assumptions confirmed by CDSS CF on 10.03.2023. Awaiting Funding Confirmation by CDSS. • #55: Suggest SAR 7 documents to be uploaded by the customers in BenefitsCal <ul style="list-style-type: none"> ○ Assumptions confirmed by CDSS CF on 10.03.2023. Awaiting Funding Confirmation by CDSS.
	User Centered Design (UCD) Activities	<ul style="list-style-type: none"> • Customer Experience (CX) Measurements Data <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 data from Always-on survey for the month of June. • User Engagement



STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> ○ Recruited customers for Application/ RE/ SAR 7 tracker [CSPM:67761]. ○ Recruited county workers for ABAWD ACL [CSPM-73600]. ○ Recruited customers for ABAWD ACL [CSPM-73600]. • Enhancements <ul style="list-style-type: none"> ○ Designed Application/ RE/ SAR 7 tracker [CSPM:67761]. ○ Finalized designs for Technical: Update Student Indo Mapping in App Transfer [CSPM-69825]. ○ Finalized designs for Medi-Cal Renewal Language Pre-population [CSPM:69827]. ○ Continued designs for ABAWD. ○ Began design for Login MFA Phase 3 [CSPM: 71750]. ○ Continued generative research for ABAWD ACL [CSPM-73600]. ○ Conducted usability testing sessions for Application/ RE/ SAR 7 tracker [CSPM:67761]. • Advocate Engagement <ul style="list-style-type: none"> ○ Responded to June UCD Monthly Meeting comment log.

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 7 counties

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

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	QA PMO	<ul style="list-style-type: none"> • Participated in IV&V Governance Assessment Report review • Participated in Monthly Hyland Imaging SLA review • Participated in Monthly OCAT SLA review • Finalize and distribute June SCR training session survey results • Coordinate and conduct Fresno GenAI retrospective • Facilitate July SCR training preparation sessions
	QA Technical	<ul style="list-style-type: none"> • Participated in Fresno GenAI Go-Live and Onsite • Participated in CalSAWS Contact Center meetings • Participated in CalSAWS Architecture reviews • Continued review of CalSAWS Change Advisory Board (CAB) tickets • Continued reviews of Partner System Security Plans (SSPs) • Participated in CalSAWS performance reviews • Participate in CalSAWS production interruptions
	QA Functional/Test	<ul style="list-style-type: none"> • Completed Release 24.06.18 Web Based Training validation • Continued Release 24.07 Job Aid/Online Help validation • Continued CalSAWS 24.07 test execution and QA reviews • Continued CalSAWS Client Correspondence validation • Participated in CalSAWS State/Fiscal Report support • Monitored FCED Integrated Test Execution and defects • Participated in WDTIP Planning and Sprint review



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:
 - 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				

#	Decision Made	Who Made the Decision	Date
1			

