CalSAWS | Bi-Weekly Status Meeting

Date:	July 17, 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 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, 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	Mandy Batt
Announcements	Mandy Batt

CalSAWS M&O Bi-Weekly Status   Mandy Batt

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 final compliance for July was 98.9%
Application Development and Test	4.4.1 Release Test Summary	• Continued test execution for the 24.07 baseline release. Week 7 of 8 completed. Team is on schedule with a 99% pass rate against a target of 88%
	4.6 Reports	• Bi-Weekly State and Fiscal Reports meeting • One-One meeting with Alameda County to discuss CF 296 State Report • Target Report Session on Business Intelligence Dashboards – Application Processing Timeliness (CF and MC)
	4.10	• CARES/FCED update

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

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	3.5.1 Release Communications	• BenefitsCal Priority Release 24.07.07 on 07/07/24
	4.2 Monthly Release Summary	• Upcoming BenefitsCal Monthly Release 24.07.25 on 07/25/24

	July Enhancements (Release 24.07.25)	• Eight (8) enhancements will be delivered to Production in July 2024 across multiple releases:
		  ○ Three (3) Technical Enhancements:
		    ▪ CSPM-71657: Update Mapping for CalFresh Recertification during Document Upload
		    ▪ CSPM-74853: Adding loggers for office scheduler for Production monitoring.
		    ▪ CSPM-74233: Aurora Postgres Major Version Upgrade from 12.17 to 15.6
		    ▪ CSPM-74166: Security Upgrade to improve the security, reliability, and operational performance on intel-based ElastiCache Redis and Memcached nodes.

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		○ Two (2) Production Priority Enhancements: ▪ CSPM-74568: Updates to See If I Qualify Chatbot: Household Size & Number of Earners ▪ CSPM-74020: BenefitsCal Form Repository Update – Delivered to PRD on 07/07/24. ○ Two (2) Partner Support Enhancements: ▪ CSPM-69825: Update Student Info Mapping in App Transfer. ▪ CSPM-69827: Medi-Cal Renewal Language Pre-Population Update. ○ One (1) Collaboration Model Enhancement: ▪ CSPM-72078: Update Document Type / Upload feature (Phase II) - Unique Confirmation Code.
	GCF Parity Items	- Ongoing funding discussions to implement the recommendations confirmed by CDSS #22, 44: Immigrant specific help and FAQs ○ CDSS CF provided written confirmation on 6/12/2024 stating that 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 ○ CDSS CF will provide their review of the recommendations by July 2024. #30, 32: Release of Information ○ Contingent on the ROI workgroup outcomes. #34: CDSS CF Prime Contractor Reports ○ CDSS CF provided written confirmation on 6/12/2024 stating that BenefitsCal Recommendations will meet the Gap. #46, 51: Automated reminder emails and text messages for customers ○ BenefitsCal provided the baseline used for providing the SCERFRA response & the recommendations to CDSS. ○ CDSS confirmed the recommendations would meet the gap in the GCF Parity meeting held on 7/10/2024. #52: Update utilities options for CalFresh applicants in BenefitsCal ○ 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

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		o Assumptions confirmed by CDSS CF on 10.03.2023. Awaiting Funding Confirmation by CDSS.
	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 June. • User Engagement o Recruited CBOs for ABAWD ACL [CSPM-73600]. o Recruited customers for ABAWD ACL [CSPM-73600]. • Enhancements o Continue designs for ABAWD. o Continue designs for Restrict the number transaction reported on EBT2259 to 129 [CSPM-74427]. o Continue design for Login MFA Phase 3 [CSPM-71750]. o Continue generative research for ABAWD ACL [CSPM-73600]. • Advocate Engagement o Responded to June UCD Monthly Meeting comment log. o Plan and prep for July UCD Monthly Meeting.

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 • Began Return Mail Processing for Orange and Sacramento. • 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	• 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	• Participated in Release 24.07 Integrated Readiness Status meetings • Participated in Monthly Hyland Imaging SLA review • Participated in Monthly OCAT SLA review • Participated in OCAT Operations and Release Management meeting • Participated in CalSAWS JPA Board meeting • Finalized and distributed June SCR training session survey results • Facilitated July SCR training preparation sessions • Facilitated Fresno Contact Center Agent Assist (GenAI) retrospective and coordination of post session input
	QA Technical	• Facilitated the Fresno GenAI retrospective • Participated in Fresno GenAI Post Go-Live support and performance review • Participated in CalSAWS Contact Center meetings • Participated in CalSAWS Production service interruption meetings • Participated in CalSAWS Architecture reviews • Continued review of CalSAWS Change Advisory Board (CAB) tickets • Participated in CalSAWS performance reviews • Continued reviews of Partner System Security Plans (SSPs)
	QA Functional/Test	• Completed Release 24.07.06 Web Based Training validation • Completed Release 24.07 Job Aid/Online Help validation • Completed CalSAWS 24.07 test execution • Continued CalSAWS 24.07 SCR and Production Defect QA reviews

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		- Began CalSAWS 24.09 test preparation activities - Continued CalSAWS Client Correspondence validation - Participated in CalSAWS State/Fiscal Report support - Monitored FCED Integrated design and test execution results - 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:

- 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			