

CalSAWS | Bi-Weekly Status Meeting

Date: July 28, 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 Villaseñor, 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	Lisa Salas
Announcements	Lisa Salas

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 compliance for July (MTD) is 98.5%
	Trend	<ul style="list-style-type: none"> There is a spike for Problems resolved due to problems linked to defects that were part of the 24.07 release
Application Development and Test	4.4.1 Release Test Summary	<ul style="list-style-type: none"> Deployed the 24.07 baseline release to Production on July 28, 2024 Continued test preparation for the 24.09 baseline release
	4.6 Reports	<ul style="list-style-type: none"> Bi-Weekly State and Fiscal Reports meeting Timeline and plan to implement Geo Coding for 57 counties Regenerated CF 256 State Reports for all 58 counties for May 2024 and June 2024 report months after priority fix on July 26, 2024 24.07 Baseline Release was deployed and validated in Production on July 28, 2024
	4.10	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> BenefitsCal Priority Release 24.07.25 on 07/25/24
	4.2 Monthly Release Summary	<ul style="list-style-type: none"> Upcoming BenefitsCal Monthly Release 24.08.29 on 08/29/24
	July Enhancements (Release 24.07.25)	<ul style="list-style-type: none"> Seven (7) enhancements were delivered to Production in July 2024: <ul style="list-style-type: none"> Three (3) Technical Enhancements: <ul style="list-style-type: none"> 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-

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<p>based ElastiCache Redis and Memcached nodes.</p> <ul style="list-style-type: none"> ○ Two (2) Production Priority Enhancements: <ul style="list-style-type: none"> ▪ 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. ○ One (1) Partner Support Enhancements: <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.
	August Enhancements	<ul style="list-style-type: none"> • Five (5) enhancements will be delivered to Production in August 2024 Monthly Release: <ul style="list-style-type: none"> ○ One (1) Policy Enhancement: <ul style="list-style-type: none"> ▪ CSPM-69828: Update link for Register to Vote on the Home page and Help page. ○ One (1) Collaboration Model Enhancement: <ul style="list-style-type: none"> ▪ CSPM-68266: Link to YouTube Videos on the dashboard and banner. ○ Two (2) Partner Support Enhancements: <ul style="list-style-type: none"> ▪ CSPM-69825: Update Student Info Mapping in App Transfer. ▪ CSPM-74427: Restrict the number transactions reported on EBT 2259 to 126. ○ One (1) Technical Enhancement: <ul style="list-style-type: none"> ▪ CSPM-71737: Technical improvement to limit the data available in a browser session
	GCF Parity Items	<ul style="list-style-type: none"> • Ongoing funding discussions to implement the recommendations confirmed by CDSS • #22, 44: Immigrant specific help and FAQs <ul style="list-style-type: none"> ○ 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 <ul style="list-style-type: none"> ○ CDSS CF will provide their review of the recommendations by July 2024. • #30, 32: Release of Information

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<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 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 <ul style="list-style-type: none"> ○ 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 <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. • User Engagement <ul style="list-style-type: none"> ○ Recruited CBOs for Document Upload: List of options [CSPM: 71544]. ○ Recruited CBOs for Document Upload: Multiple Docs [CSPM: 71543]. ○ Conducted Customer and county staff generative research sessions for document upload: List of options [CSPM: 71544]. ○ Conducted Customer and county staff generative research sessions for document upload: Multiple Docs [CSPM: 71543] ○ Recruited customers for usability testing for ABAWD ACL [CSPM-73600]. • Enhancements

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> Continued designs for ABAWD. Design language for CBO managers who don't have staff to view staff applications [CSPM: 74526]. Finalized designs for Restrict the number transaction reported on EBT2259 to 129 [CSPM-74427]. Finalized designs for Login MFA Phase 3 [CSPM-71750]. Conducted Customer and county staff generative research sessions for document upload: List of options [CSPM: 71544]. Conducted Customer and county staff generative research sessions for document upload: Multiple Docs [CSPM: 71543] Advocate Engagement <ul style="list-style-type: none"> Conducted July UCD Monthly Meeting. Responded to July 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 9 counties. Preparing for Return Mail processing for San Mateo County, starting 8/1/24.

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 Release 24.07 Release readiness reviews, code stream merge review, and daily code redelivery checkpoints Participated in CalSAWS Project Steering Committee Facilitated Release 24.07 Green Light Review Participated in Region 5 Management Site Visit Participated in Infrastructure Transition-In Approach review Participated in OCAT Operations and Release Management meeting Conducted July SCR training session Finalized and distributed June SCR training session survey results <p>Initiated August SCR training presenter preparation sessions and material development</p>
	QA Technical	<ul style="list-style-type: none"> Participated in Release 24.07 performance endurance test review Participated in CalSAWS Contact Center meetings Participated in Fresno GenAI Post Go-Live support and performance review Participated in CalSAWS Production service interruption meetings Continued review of CalSAWS Change Advisory Board (CAB) tickets <p>Continued reviews of Partner System Security Plans (SSPs)</p>
	QA Functional/Test	<ul style="list-style-type: none"> Completed review of Release 24.07 Job Aid/Online Help SCRs Completed CalSAWS Release 24.07 retest/ad-hoc testing activities Continued CalSAWS Release 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 and participated in initial data conversion discussions <p>Participated in WDTIP Planning and Sprint review</p>

State Policy Updates

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

Risk Management Group

Crystal Beck

- 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			