

CalSAWS | Bi-Weekly Status Meeting

Date: September 11, 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 Dray, Julia Erdkamp, Julie Conwell, Justin Stephenson, Karen Rapponoffi, 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, Mufaddal Tinmaker, 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, Greg Fitzgerald

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 Diagnosis Metric	<ul style="list-style-type: none"> The final compliance for August was (MTD) is 98.8%. The compliance for September (MTD) is 98.4%
Application Development and Test	4.4.1 Release Test Summary	<ul style="list-style-type: none"> Continued test execution for the 24.09 baseline release. Week 5 of 7 completed. Team is on schedule with a 95% pass rate against a target of 71%
	4.6 Reports	<ul style="list-style-type: none"> Held Management Reports Quarterly Committee Meeting Met with Riverside County on August 28, 2024, to discuss CS0232833/INC0143956 - Trying to print EBT Report Held CalSAWS State and Fiscal Reports Bi-Weekly meeting Met with Alameda County on September 04, 2024, to discuss CF 296 Report Met with CDSS several times in last two weeks to discuss Design Requirements for SCR CA-252984 CalFresh (CF) 296 and Expedited Service
	4.8 Training	<ul style="list-style-type: none"> Training Production Refresh completed on September 6-8, 2024
	4.9	<ul style="list-style-type: none"> Foster Care Eligibility Determination (FCED)/California Automated Response and Engagement System (CARES) Update



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	4.2	Upcoming BenefitsCal Monthly Release 24.08.29 on 08/29/24
	August Enhancements (Release 24.08.29)	<ul style="list-style-type: none"> • Six (6) enhancements were 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. ○ Two (2) Technical Enhancements: <ul style="list-style-type: none"> ▪ CSPM-71737: Technical improvement to limit the data available in a browser session. ▪ CSPM-74664: Runtime upgrade of python lambdas from 3.8.
	September Enhancements (Release 24.09.26)	<ul style="list-style-type: none"> • Fifteen (15) enhancements will be delivered to Production in September 2024 Release: <ul style="list-style-type: none"> ○ Two (2) Collaboration Model Enhancements: <ul style="list-style-type: none"> ▪ CSPM-67761: Collaboration Model: Update Application and RE/SAR7 Status Tracker. ▪ Collaboration Model: Link to YouTube Videos on Customer Dashboard for MFA & Log-In. ○ Two (2) Production Priority Enhancements: <ul style="list-style-type: none"> ▪ CSPM-74599: Updates to See If I Qualify Chatbot: Style of Selected Choice. ▪ CSPM-74503: Chatbot-See If I Qualify-Update CalFresh Income Limits for 2024/25. ○ Three (3) Technical Enhancements: <ul style="list-style-type: none"> ▪ CSPM-67940: Restrict BenefitsCal API from Uploading Documents until the Application has been submitted.

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		<ul style="list-style-type: none"> ▪ CSPM-74880: Technical: Do not send Read status (RE) to CS for messages initiated by BenefitsCal. ▪ CSPM-75193: Technical: Enhance EBT2259 Flow to Support Batch API Calls for Full Transaction History Retrieval. ○ One (1) Security Enhancement: <ul style="list-style-type: none"> ▪ CSPM-71750: Enhance Login MFA Process to Allow customers more login options (Phase III). ○ Seven (7) GCF Parity #20 SSA Enhancements: <ul style="list-style-type: none"> ▪ CSPM-74199: Remove the On Strike Questions from the SSA Flow ▪ CSPM-74203: Citizenship Screen: Remove the last paragraph from the screen. ▪ CSPM-74204: Update text for the Unearned Income screen. ▪ CSPM-74206: Remove Rights and Responsibilities section from the Signature Screen ▪ CSPM-74210: Your information – “Do you want to authorize someone to help you with your CalFresh case?” – Remove Text. ▪ CSPM-74214: Text Update for “Do you have court-ordered spousal support or alimony expenses?” ▪ CSPM-74215: “Now, let's go over medical costs and situations”: Text Update.
	GCF (GetCalFresh) Parity Items	<ul style="list-style-type: none"> • Premise approved and planning continued for the below Parity items: <ul style="list-style-type: none"> ○ #22, 44: Immigrant specific help and FAQs <ul style="list-style-type: none"> ▪ CDSS (California Department of Social Services) CF (CalFresh) provided written confirmation on 06/12/24 stating that BenefitsCal recommendations will meet the gap, also provided 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 provided written confirmation on 08/08/24 stating

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		<p>they agree with the BenefitsCal recommendations.</p> <ul style="list-style-type: none"> ○ #30, 32: Release of Information (ROI) <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 06/12/24 stating that the 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 and the recommendations to CDSS. ▪ CDSS confirmed the recommendations would meet the gap in the GCF Parity meeting held on 07/10/24. ○ #52: Update utilities options for CalFresh applicants in BenefitsCal <ul style="list-style-type: none"> ▪ Assumptions confirmed by CDSS CF on 10/03/23. ○ #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 10/03/23.
	<p>User Centered Design (UCD) Activities</p>	<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"> ○ Conducted customer generative research sessions for Orange Banner [CSPM-71552]. ○ Recruited CBOs for Orange Banner [CSPM-71552] ○ Conducted CBO generative research sessions for Orange Banner [CSPM-71552]. ○ Recruited customers for 'Take it to the lab' items [CSPM-71947]. ○ Conducted generative research sessions for 'Take it to the lab' items [CSPM-71947]. • Enhancements



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		<ul style="list-style-type: none"> ○ Continued designs for ABAWD. ○ Finalized designs for Update styling of selected answers in Chatbot [CSPM-74599]. ○ Conducted generative research sessions for 'Take it to the lab' items [CSPM-71947]. ○ Planned and prepared for Medi-Cal Renewal Tracker [CSPM-74232]. • Advocate Engagement <ul style="list-style-type: none"> ○ Prepared for September UCD monthly meeting with Advocates. ○ Reviewed comment log August UCD monthly meeting.

CalSAWS Central Print Bi-Weekly Status

Geoff Cosner
Dawn Wilder

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1.1	N/A	<ul style="list-style-type: none"> • Continued processing of print for all 58 CalSAWS counties. • Continued Return Mail processing for 10 counties. • Will begin Return Mail processing for Merced County on 9/3/24.

OCAT Project Bi-Weekly Status

Kibby Stahl

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	N/A	<ul style="list-style-type: none"> • None to note for the reporting period



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	<p>QA PMO</p>	<ul style="list-style-type: none"> • Participated in Region 3 and 6 Management Site Visits • Participated in Region 5 Management Site Visit Planning • Participated in M&E Transition-In Master Plan DED Walkthrough • Participated in Infrastructure Test & Validation Plan DEL Walkthrough • Participated in BenefitsCal Architecture review • Participated in OCAT Ops and Release Management meeting • Submitted the CalSAWS Post Implementation Evaluation Report (PIER) on August 30, 2024 • Facilitated CalSAWS Committee Meeting Strike Team Leadership Session(s) • Facilitated September System Change Request (SCR) training presenter preparation • Facilitated sponsor discussion on SCR training soft skills focus areas
	<p>QA Technical</p>	<ul style="list-style-type: none"> • Reviewed Release 24.09 performance plan and results • Attended onsite visit for Los Angeles Contact Center • Participated in CalSAWS Imaging status and performance meetings • Participated in CalSAWS production service interruption meetings • Participated in CalSAWS Contact Center and Fresno Gen AI meetings • Continued review of CalSAWS Change Advisory Board (CAB) tickets • Continued review of partner System Security Plans (SSPs)
	<p>QA Functional/Test</p>	<ul style="list-style-type: none"> • Continued Release 24.09 test execution and review of SCRs and defects • Continued Release 24.09 validation of Training Job Aids and Online Help • Continued validation of Web-based Training (WBT) and CalSAWS Functional Presentation (CFP) SCRs • Continued Client Correspondence validation • Participated in CalSAWS State/Fiscal Report support • Monitored FCED test execution, requirements, and test plan • Participated in WDTIP Sprint design and data conversion discussions

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:
 - 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			

