

CalSAWS | Bi-Weekly Status Meeting

Date: September 25, 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, 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 compliance for September (MTD) is 99.1%
Application Development and Test	4.4.1 Release Test Summary	<ul style="list-style-type: none"> Deployed the 24.09 baseline release to production on Sunday, September 22, 2024. Began test preparation for the 24.11 baseline release.
	4.6 Reports	<ul style="list-style-type: none"> Held CalSAWS State and Fiscal Reports Bi-Weekly meeting Met with QA and Consortium to discuss plan to retire Reports Risks 296 and 297 Deployed 24.09 Release in Production
	4.8 Training	<ul style="list-style-type: none"> Migration of Training Staging environment to new account scheduled for September 27-29, 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	<ul style="list-style-type: none"> • Upcoming BenefitsCal Monthly Release 24.09.26 on 09/26/24
	September Enhancements (Release 24.09.26)	<ul style="list-style-type: none"> • Fourteen (14) 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 and Login. ○ Three (3) Technical Enhancements: <ul style="list-style-type: none"> ▪ CSPM-67940: Restrict BenefitsCal API from Uploading Documents until the Application has been submitted. ▪ 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. ○ 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.

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		<ul style="list-style-type: none"> ○ 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.
	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. ▪ Planned closure date December 2024 ○ #24: Update CalFresh Application Flow to reduce questions. <ul style="list-style-type: none"> ▪ CDSS CF provided written confirmation on 08/08/24 stating they agree with the BenefitsCal recommendations. ▪ Planned closure date April 2024 ○ #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. ▪ Planned closure date January 2025 ○ #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.

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
		<ul style="list-style-type: none"> ▪ Planned closure date March 2025 ○ #52: Update utilities options for CalFresh applicants in BenefitsCal <ul style="list-style-type: none"> ▪ Assumptions confirmed by CDSS CF on 10/03/23. ▪ Planned closure date April 2025 ○ #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. ▪ Planned closure date February 2025
	<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. ○ Analyzed Always on survey data for August. • User Engagement <ul style="list-style-type: none"> ○ Conducted customer generative research sessions for “Take it to the lab” items [CSPM-71947]. ○ Recruited customers for MC renewal tracker [CSPM-74232]. ○ Conducted usability testing sessions for ABAWD designs [CSPM-67652]. • Enhancements <ul style="list-style-type: none"> ○ Conducted usability testing sessions for ABAWD designs [CSPM-67652]. ○ Finalized designs for Update styling of selected answers in Chatbot [CSPM-74599]. ○ Continue design on GCF Parity items (#22, #44). ○ Conducted generative research sessions for “Take it to the lab” items [CSPM-71947]. ○ Conducted generative research session for Medi-Cal Renewal Tracker [CSPM-74232]. • Advocate Engagement <ul style="list-style-type: none"> ○ Facilitated September UCD monthly meeting with Advocates. ○ Returned comment log from the August UCD monthly meeting.

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		<ul style="list-style-type: none"> o Sent comment log for September 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	<ul style="list-style-type: none"> • Continued processing of print for all 58 CalSAWS counties. • Completed mailing of CW/CF COLA correspondence. • Continued Return Mail processing for 11 counties. • Begin Return Mail processing for San Francisco County.

OCCAT Project Bi-Weekly Status

Kibby Stahl

STATUS REPORT SECTION	STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
N/A	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"> Facilitated Release 24.09 Green Light Review Participated in Review of GA/GR Estimate for Shasta County Participated in Hyland Imaging SLA Reviews Participated in OCAT Ops and Release Management meeting Participated in OCAT Monthly SLA Review Continued supporting Transition Planning Participated in Region 1 and 5 Management Site Visit Planning Continued to support CalSAWS Committee Strike Team Leadership Session(s)
	QA Technical	<ul style="list-style-type: none"> Completed Release 24.09 performance test results review 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)
	QA Functional/Test	<ul style="list-style-type: none"> Completed Release 24.09 test execution and review of SCRs and defects Completed 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 Began Release 24.11 test preparation Participated in CalSAWS State/Fiscal Report support Monitored FCED test execution, and prepare for Independent Testing 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:

- 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			

