

CalSAWS Quality Assurance Weekly Status Report

**Reporting Period: November 8, 2021 to November
14, 2021**

Table of Contents

1.0	Quality Assurance.....	3
1.1	Deliverables Management	3
1.2	Highlights for the Reporting Period	5
1.3	Activities for the Next Reporting Period.....	10
1.4	SCR Updates	14
1.5	Deviations from Plan/Adjustments.....	14

Table of Tables

Table 1-1 - Overall Summary of CalSAWS DD&I Deliverable Status.....	3
Table 1-2 – Overall Summary of OCAT Deliverable Status	3
Table 1-3 – Overall Summary of BenefitsCal Deliverable Status	4
Table 1-4 – Overall Summary of CalWIN Implementation Deliverable Status	4
Table 1-5 - Overall Summary of Central Print Deliverable Status	4
Table 1-6 – Independent Test Progress	7
Table 1-7 – Independent Test Progress	8
Table 1-8 – Weekly SCR Updates.....	14

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CalSAWS Quality Assurance

Weekly Status Report Period: November 8, 2021 to November 14, 2021

1.0 Quality Assurance

1.1 Deliverables Management

Table 1-1 - Overall Summary of CalSAWS DD&I Deliverable Status










DEL #	DELIVERABLE NAME		STATUS
3.29	QA Monthly Status Report – November 2021		• Submit FDEL by December 3, 2021
4.29	QA Work Plan - November 2021		• Submit FDEL by December 3, 2021
7.29	QA Test Monthly Report – November 2021		• Submit FDEL by December 3, 2021
10.05	Quarterly QA Security Report		• Submit DDEL by December 30, 2021
12.29	Assessment of CalSAWS Migration Work Plan Update – November 2021		• Submit FDEL by November 19, 2021
44	Assessment of CalSAWS Requirements Traceability Matrix - Update 9		• Submit DDEL by February 23, 2022
45	Assessment of CalSAWS Deployment Complete Milestone/Report - C-IV		• Submit DDEL by December 7, 2021
70	Assessment of CalWIN/CalSAWS Master Conversion Plan - Update 2		• Submit DDEL by November 17, 2021

Table 1-2 – Overall Summary of OCAT Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
14.13	OCAT - QA Monthly Status Report (OCAT) - November 2021		• Submit FDEL by December 3, 2021

[1] Status: **Red**: Behind schedule and requires escalation; **Amber**: Potential delay/monitor with no material schedule impact; **Green**: On schedule, performing as planned

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: November 8, 2021 to November 14, 2021

Table 1-3 – Overall Summary of BenefitsCal Deliverable Status



DEL #	DELIVERABLE NAME		STATUS
3.14	BenefitsCal – Assessment of Portal/Mobile App Work Plan Update – October 2021		<ul style="list-style-type: none">Submitted FDEL on November 15, 2021
4.04	BenefitsCal – Assessment of Portal/Mobile App Requirements Traceability Matrix: Updates – Following Final Acceptance		<ul style="list-style-type: none">Submit DDEL by February 11, 2022

Table 1-4 – Overall Summary of CalWIN Implementation Deliverable Status







DEL #	DELIVERABLE NAME		STATUS
59.10	CalWIN Implementation – Assessment of CalWIN Implementation Migration Work Plan Update – October 2021		<ul style="list-style-type: none">Submitted FDEL on November 15, 2021
60	CalWIN Implementation – Assessment of CalWIN Business Process Reengineering (BPR) Plan		<ul style="list-style-type: none">Submit comments for Wave 1 BPR Plans by December 13, 2021
61	CalWIN Implementation – Assessment of CalWIN Implementation Support Vendor Organizational Change Management (OCM) Plan		<ul style="list-style-type: none">Submit FDEL by November 16, 2021Approval expected by November 22, 2021
62	CalWIN Implementation – Assessment of CalWIN Master Training Plan and Monthly Updates		<ul style="list-style-type: none">Submitted DDED on November 12, 2021Submit FDED by November 24, 2021
63	CalWIN Implementation – Assessment of County-Specific Training Plans		<ul style="list-style-type: none">Submitted DDED on November 12, 2021Submit FDED by November 24, 2021

Table 1-5 - Overall Summary of Central Print Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
OWD	Central Print - System Security Plan		<ul style="list-style-type: none">Review in progress; pending final submission date

[1] Status: **Red**: Behind schedule and requires escalation; **Amber**: Potential delay/monitor with no material schedule impact; **Green**: On schedule, performing as planned

1.2 Highlights for the Reporting Period

1.2.1 Project Management

- ▶ Continued support of Operational Readiness Review (ORR) response
- ▶ Participated in Executive CalSAWS Post-Deployment Checkpoints
- ▶ Attended Region 4 - Virtual CalSAWS Management meeting on November 8, 2021
- ▶ Participated in Release 21.11 Integrated Readiness T-2 meeting on November 8, 2021
- ▶ Co-Facilitated CalSAWS Consortium County Validation Framework (CCCVF) Strike Team Joint Session on November 10, 2021
- ▶ Presented QA status at the monthly CalSAWS IT Report meeting on November 10, 2021
- ▶ Collaborated with Accenture and Hyland on the presentation of Imaging issues and future testing and deployment best practices for the CalSAWS Executive meeting on November 10, 2021
- ▶ Prepared Retrospective Outcomes presentation for CalSAWS Executive meeting on November 10, 2021

1.2.2 Technical

- ▶ Participated in daily Purge Standup meetings on November 8 – 12, 2021
- ▶ Participated in Project Readiness Integrated meetings on November 8 and 10, 2021
- ▶ Participated in weekly CloudCheckr meeting on November 8, 2021
- ▶ Participated in weekly CalSAWS Tech meeting on November 8, 2021
- ▶ Participated in Project Readiness Integrated T-2 status meeting on November 8, 2021
- ▶ Participated in DBCR/CTCR Review meetings on November 9, 2021
- ▶ Participated in CalSAWS Financial Operations meeting on November 9, 2021
- ▶ Participated in monthly CalSAWS IT Report meeting on November 10, 2021
- ▶ Participated in Technical CAB meeting on November 10, 2021
- ▶ Participated in Security Operations meeting on November 12, 2021
- ▶ BenefitsCal
 - Participated in Application Transfer meetings on November 8 - 12, 2021
 - Participated in daily Operations and M&O calls on November 8 - 12, 2021
- ▶ Batch
 - Participated in Batch inventory : Core and Non-Core categorization on November 8, 2021
 - Participated in Batch Performance Checkpoint meeting on November 10, 2021
- ▶ Central Print -
 - Participated in status meeting on November 8, 2021
 - Participated in Central Print Transition meeting on November 10, 2021
- ▶ Contact Center - Participated in CalSAWS Contact Center Status meeting on November 10, 2021
- ▶ Analytics
 - Participated in Analytics Dashboard meeting on November 8 and 10, 2021
 - Facilitated Analytics Metrics Discussion on November 9, 2021
- ▶ Service Desk - Participated in the monthly CEM/RM Team meeting on November 10, 2021

1.2.3 Imaging

- ▶ Reviewed and provided content for PSC and JPA material
- ▶ Participated in LA Imaging - Conversion into Production meeting on November 9, 2021
- ▶ Participated in Imaging Migration Standup calls on November 8, 2021
- ▶ Participated in weekly LA Document Migration meeting on November 9, 2021

1.2.4 Functional

- ▶ M&O
 - Attended weekly Application Development Leads meeting
 - Attended Committee meetings
 - Conducted SCR reviews
- ▶ Conversion
 - Supported targeted CalWIN Mapping discussions on income and resources
 - Attended CalWIN Conversion and Change Management meeting on Tuesday November 9, 2021
 - Reviewed conversion related sections in the DDEL #66 CalSAWS Deployment Complete Milestones/Report – C-IV
- ▶ General Assistance/General Relief (GA/GR)
 - Reviewed SCR Design documents and updates
 - Attended the weekly GA/GR status meeting
 - Monitored Gainwell and Accenture testing activities
- ▶ Task Management
 - Reviewed SCR Design documents
- ▶ Contact Center
 - Attended the weekly status meeting
 - Discussed testing approach for future releases
- ▶ Case Purge
 - Attended daily Stand-Up calls

1.2.5 BenefitsCal

- ▶ Continued testing support for Release 2.0 and Release 1.2 Priority Release(s)
- ▶ Participated in daily Release 1.2 API Triage meetings
- ▶ Attended the Post-Deployment Project Stakeholder calls
- ▶ Participated in daily CalSAWS/BenefitsCal Interface Test Connect meetings
- ▶ Attended the Self-Service Portal Sub-Committee meeting on November 9, 2021
- ▶ Attended the Weekly BenefitsCal/GetCalFresh meeting on November 10, 2021
- ▶ Participated the CalSAWS BenefitsCal SCRUM meeting on November 10, 2021
- ▶ Participated in the weekly status meeting on November 10, 2021
- ▶ Reviewed M&O Workplan comment resolutions
- ▶ Reviewed the BenefitsCal CX Monthly Report
- ▶ Reviewed BenefitsCal Release 3 General System Design (GSD)
- ▶ Provide comments on the CalSAWS/BenefitsCal Integrated 2022 Release Plan
- ▶ Provided pre-review comments on the BenefitsCal M&O Weekly Status Report format.
- ▶ Provided pre-review comments on the BenefitsCal M&O Monthly Status Report DED.
- ▶ GetCalFresh (GCF):
 - Collaborated with BenefitsCal and CalSAWS teams for App Status API error
 - Collaborated with BenefitsCal and CalSAWS teams for CBO Document Upload using Application Number functionality

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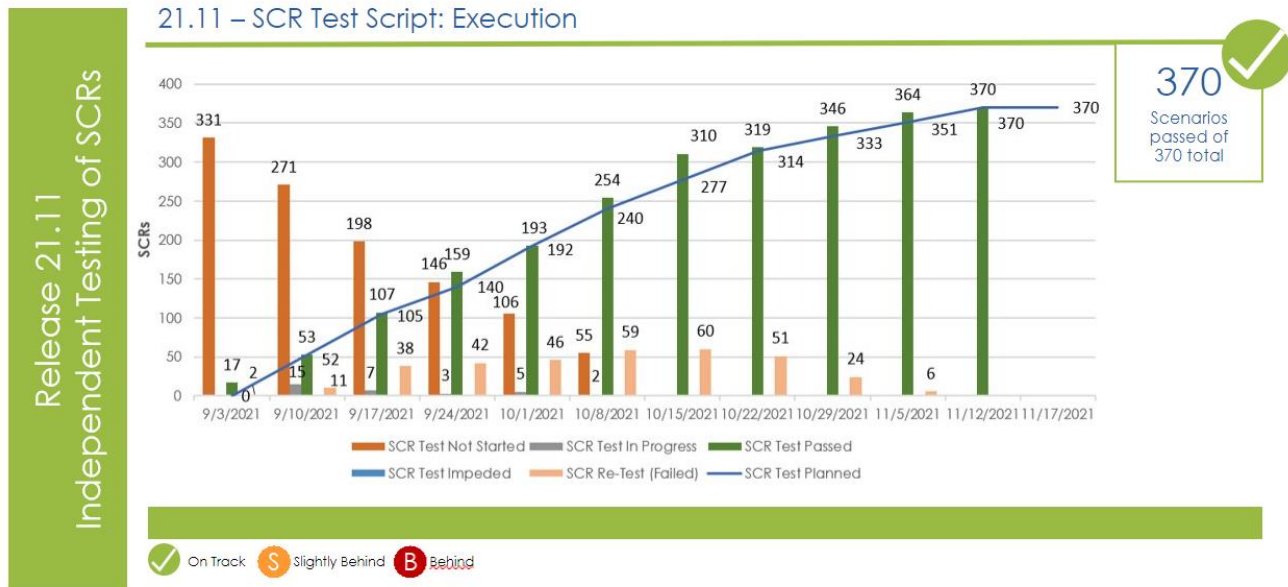
Weekly Status Report Period: November 8, 2021 to November 14, 2021

1.2.6 Test

- ▶ CalSAWS Release 21.11
 - Identified Release 21.11 Independent Testing scope as follows:
 - Eleven (11) SCR's for Independent Testing
 - Fifteen (15) SCR's for QA Review of System Test results
 - Completed test execution for high-impact 21.11 SCR's
 - Completed SCR QA review of System Test execution results
 - Participated in the Project Integrated Readiness for T-2 on November 8, 2021
 - Participated in the Integrated Test meeting on November 9, 2021
 - Attended the GA GR Weekly Testing Review meeting on November 9 and 10, 2021
 - As of Week 11, in the 12-week testing cycle, Release 21.11 status is as follows:
 - CalSAWS is currently 100% executed and 100% passed

Table 1-6 – Independent Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Pass	Fail	Blocked
21.11 Release – ClearBest QA Independent Test Results	370	0% (0)	0% (0)	100% (370)	0% (0)	0% (0)



- ▶ CalSAWS Converted Data Testing – Functional Testing activities
 - Participated in the CalWIN CDT (Consortium, QA, Accenture Managers) weekly status meeting on November 9, 2021
 - Continued QA review of System Test scenarios
 - Continued development of test scenarios
- ▶ BenefitsCal Activities
 - Performed QA review on a subset of test artifacts for Priority Release 1.2.0.3
 - Participated in the Operations and M&O daily calls November 8 – 13, 2021
 - Participated in the R.x.x Defects and Activities daily calls November 8 – 13, 2021
 - Continued test execution activities for Release 2.0

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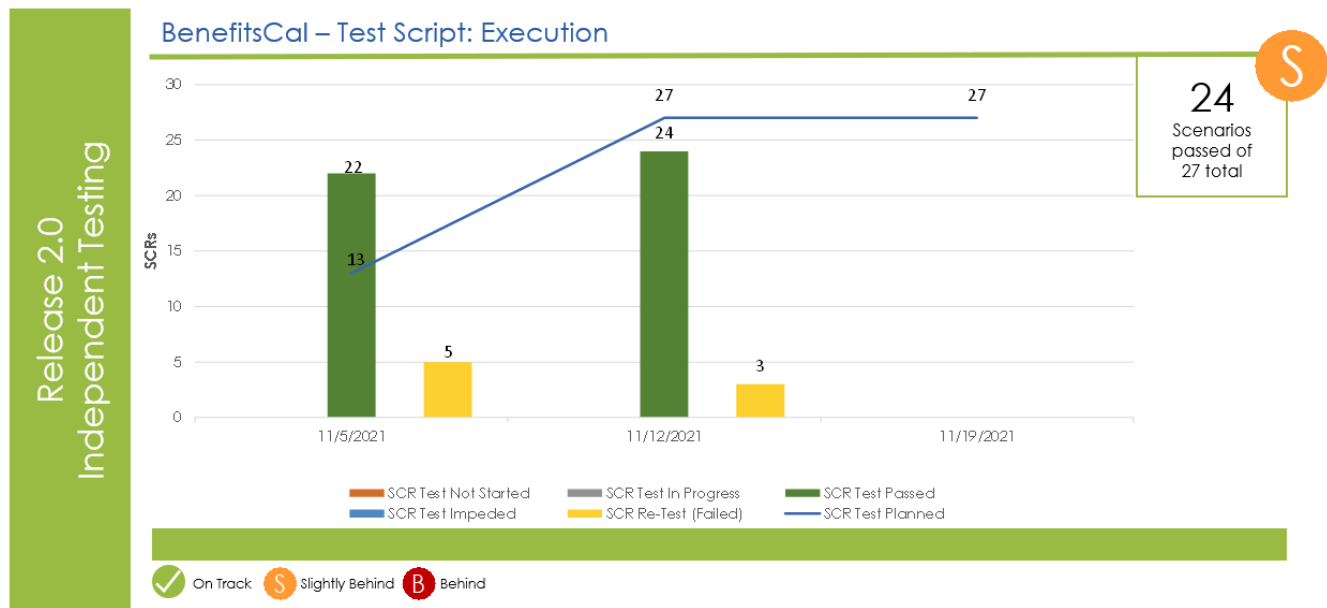
CalSAWS Quality Assurance

Weekly Status Report Period: November 8, 2021 to November 14, 2021

- BenefitsCal is currently 100% executed
- BenefitsCal is at 89% passed

Table 1-7 – Independent Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Pass	Fail	Blocked
BenefitsCal R2.0 - ClearBest QA Independent Test Results	27	0% (0)	0% (0)	89% (24)	11% (3)	0% (0)



- Other Consortium Support Test Activities
 - Participated in the Post-Production deployment checkpoints, monitored, and provided test support for priority releases
 - Participated in the Release When Ready (RWR) meeting on November 8, 2021
 - Participated in CalSAWS Migration State and Fiscal Reports meeting on November 9, 2021
 - Attended the monthly CalSAWS IT Report meeting on November 10, 2021
 - Participated in the CalSAWS Consortium County Validation Framework (CCCVF) Strike Team Joint Session on November 10, 2021
- CalWIN UAT
 - Facilitated CalWIN UAT planning meetings with the Consortium UAT Managers on November 8 and 10, 2021
 - Facilitated bi-weekly touchpoint meeting with the Deloitte, Consortium and Training teams on November 12, 2021
 - Discussed the CalWIN Execution Tester and SME participation approach with Consortium UAT Managers on November 12, 2021
 - Co-Developed a UAT presentation with Consortium UAT Managers for discussion with Regional Managers on November 15, 2021

1.2.7 Implementation

- ▶ C-IV Migration
 - Supported Enhanced Post-Deployment Support County Stakeholder calls
 - Completed remaining Implementation support activities for C-IV counties, and updated the overall tracker and Action Plans with Consortium and Accenture
 - Participated in the weekly Training Touchpoint meeting
 - Conducted Targeted Onsite Support (TOSS) retrospective debrief with Consortium and Accenture Implementation management on November 8, 2021
 - Participated in T+3 Weeks Post Go-Live User Survey Results Walkthrough on November 10, 2021
- ▶ CalWIN Implementation Support Services (ISS)
 - Participated in twice-weekly CalWIN ISS Management meetings
 - Participated in weekly CalWIN ISS OCM Leads meeting
 - Participated in weekly CalWIN Conversion and Change Management meeting
 - Participated in monthly CalWIN ISS OCM POC meeting
 - Participated in monthly CalWIN ISS Stand-Up County meeting
 - Participated in biweekly CalWIN Project Updates meeting
 - Participated in Santa Barbara To-Be sessions on November 8 - 10, 2021
 - Planned for upcoming OCM activities with Deloitte and Consortium Change Management Leads on November 9, 2021
 - Analyzed and refined To-Be process change impacts with Consortium and Deloitte OCM Leads on November 9, 2021
 - Participated in Santa Barbara To-Be BPR debriefs on November 9 and 10, 2021
- ▶ Release Management
 - Completed review and QA comments for Training SCR CA-225346
 - Participated in T-2 Integrated Readiness Status meeting
- ▶ Special Projects - Supported the IDEA ERG (Black, LatinX, AAPI) Survey

1.2.8 OCAT

- ▶ Participated in monthly OCAT SLA Reporting Review meeting on November 8, 2021
- ▶ Participated in OCAT Operations and Release Management meeting on November 10, 2021

1.3 Activities for the Next Reporting Period

1.3.1 Project Management

- ▶ Continue support of Operational Readiness Review (ORR) response
- ▶ Participate in Executive CalSAWS Post-Deployment Checkpoints
- ▶ Participate in CalSAWS Release 21.11 Integrated Readiness - T-1 meeting on November 15, 2021
- ▶ Participate in CalSAWS Section Directors' meeting on November 16, 2021
- ▶ Participate in CalSAWS Release 21.11 and BenefitsCal 2.0 Pre-Green Light review on November 16, 2021
- ▶ Collaborate with Accenture and Hyland on final post-production presentation of Imaging issues and future testing and deployment best practices. The findings will be presented at the November PSC and JPA on November 17 and 19, 2021
- ▶ Present Retrospective Outcomes at the PSC and JPA meetings on November 17 and 19, 2021
- ▶ Participate in CalSAWS Green Light meeting on November 18, 2021
- ▶ Participate in CalSAWS IV&V/PMO meeting on November 19, 2021

1.3.2 Technical

- ▶ Participate in daily Purge Standup meetings on November 15 – 19, 2021
- ▶ Participate in Project Readiness Integrated meetings on November 15, 2021
- ▶ Participate in weekly CloudCheckr meetings on November 15, 2021
- ▶ Participate in CalSAWS Weekly Tech meeting on November 15, 2021
- ▶ Participate in LA County and CalSAWS ForgeRock SAML integration Touchpoint on November 15, 2021
- ▶ Participate in 21.11 & 2.0 Pre-Green light meeting on November 16, 2021
- ▶ Participate in DBCR/CTCR Review meetings on November 16 and 18, 2021
- ▶ Participate in CalSAWS Financial Operations meeting on November 16, 2021
- ▶ Participate in Technical CAB meeting on November 17, 2021
- ▶ Participate in Environment Management meeting on November 18, 2021
- ▶ Participate in Security Committee 22.01 Release Pre-Meet on November 18, 2021
- ▶ BenefitsCal
 - Participate in Application Transfer meetings on November 15 - 19, 2021
 - Participate in daily Operations and M&O calls on November 15 - 19, 2021
 - Participate in BenefitsCal: Release 3.0 IRT Interface (API) Specification Walkthrough on November 16, 2021
 - Participate in weekly CalSAWS and BenefitsCal Performance meeting on November 18, 2021
- ▶ Batch
 - Participate in Batch SLA Reporting meeting on November 17, 2021
 - Participate in Batch Performance Checkpoint meeting on November 17, 2021
- ▶ Central Print - Participate in meetings as scheduled
- ▶ Contact Center
 - Participate in CalSAWS: IVR/Contact Center Committee Meeting on November 17, 2021
 - Participate in CC/IVR External Party Access and Telephonic Signature on November 17, 2021

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: November 8, 2021 to November 14, 2021

- Participate in CalSAWS Contact Center Status meeting on November 17, 2021
- ▶ Analytics - Participate in weekly CalSAWS Analytics meeting on November 18, 2021
- ▶ Service Desk - Participate in meetings as scheduled

1.3.3 Imaging

- ▶ Participate in Hyland and CalSAWS October SLA review meeting on November 15, 2021
- ▶ Participate in Los Angeles County Offices Usage Patterns discussion on November 16, 2021
- ▶ Participate in CalSAWS Imaging Committee meeting on November 18, 2021
- ▶ Participate in LA Imaging - Image Conversion into Production meeting on November 18, 2021
- ▶ Participate in Imaging Migration Standup calls on November 16 and 18, 2021
- ▶ Participate in weekly LA Document Migration meeting on November 18, 2021

1.3.4 Functional

- ▶ Attend the Application Development Leads meeting
- ▶ Review SCR Design Documents
- ▶ Attend Committee meetings
- ▶ Conversion
 - Attend CalWIN Conversion meetings
 - Attend ongoing income and resource discussions
- ▶ General Assistance/General Relief (GA/GR)
 - Review SCR designs in progress
 - Attend the weekly GA/GR meeting
 - Monitor testing activities for Accenture and Gainwell
- ▶ Task Management
 - Review Design documents and attend scheduled meetings
- ▶ Contact Center
 - Review SCRs and attend scheduled meetings
- ▶ Case Purge
 - Attend daily stand-up meetings
 - Track CalSAWS Purge sprint activities

1.3.5 BenefitsCal

- ▶ Continue testing support for Release 2.0 and Release 1.2 Priority Release(s)
- ▶ Participate in daily Release 1.2 API Triage meetings
- ▶ Participate in daily Production and M&O meetings
- ▶ Participate in daily CalSAWS/BenefitsCal Interface Test Connect meetings
- ▶ Attend the Post-Deployment Project Stakeholder calls
- ▶ Attend the weekly BenefitsCal/GetCalFresh meeting on November 16, 2021
- ▶ Participate in the weekly status meeting on November 17, 2021
- ▶ Attend the CalSAWS/BenefitsCal Integrated 2022 Release Plan meeting on November 19, 2021
- ▶ Attend the GetCalFresh SAR7 discussion on November 19, 2021
- ▶ Review the BenefitsCal CX Monthly Report
- ▶ Review BenefitsCal Release 3 General System Design (GSD)

- ▶ Collaborate with BenefitsCal and Consortium to resolve M&O Plan and SLA OWD comments

1.3.6 Test

- ▶ Release 21.11 Readiness
 - Participate in the Project Integrated Readiness for T-1 on November 15, 2021
 - Participate in the Integrated Test meeting on November 16, 2021
 - Attend the GA/GR Weekly Testing Review meeting on November 16, 2021
 - Participate in the Pre-Green Light Review meeting on November 16, 2021
 - Participate in the Test Touchpoint meeting on November 17, 2021
 - Attend the weekly System Test Status Call for GA/GR Project meetings on November 17 and 19, 2021
 - Participate in the Green Light meeting on November 18, 2021
- ▶ CalSAWS Converted Data Testing – Functional Testing activities
 - Participate in the CalWIN CDT weekly status meeting on November 16, 2021
 - Continue QA Review of System Test scenarios
 - Continue development of test scenarios
- ▶ BenefitsCal Activities
 - Participate in the Operations and M&O daily calls November 15 – 19, 2021
 - Participate in the R.x.x Defects and Activities daily calls November 5 – 19, 2021
 - Participate in the BenefitsCal Release 3.0 IRT Interface (API) Specification Walkthrough on November 16, 2021
 - Complete test execution activities for Release 2.0
- ▶ Other Consortium Support Test Activities
 - Monitor and provide test support for priority releases
 - Participate in the Release When Ready (RWR) meeting on November 15, 2021
 - Participate in CalSAWS Migration State and Fiscal Reports meetings on November 16 and November 18, 2021
 - Attend the Section Directors' meeting on November 16, 2021
 - Attend the CalSAWS Project Steering Committee (PSC) meeting on November 17, 2021
 - Attend the CalSAWS JPA Board of Directors meeting on November 19, 2021
- ▶ CalWIN UAT
 - Facilitate CalWIN UAT planning meetings with the Consortium UAT Managers on November 15 and 17, 2021
 - Participate in the CalWIN UAT Planning, Approach and Next Steps discussion with the RMs on November 15, 2021
 - Facilitate the Remote Access Discussion and Touchpoint meeting on November 18, 2021
 - Participate in the CalWIN UAT Planning discussion with Section Directors on November 18, 2021
 - Finalize the CalSAWS UAT for CalWIN schedule to include milestones for recruitment, test scenario development, and execution activities
 - Complete the Test Scenario and Script development strategy and management approach for the Consortium

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: November 8, 2021 to November 14, 2021

- Draft the CalSAWS UAT for CalWIN CIT and CRFI for Test Scenario and Script development recruitment

1.3.7 Implementation

- ▶ C-IV Migration
 - Support twice weekly Enhanced Post-Deployment Support County Stakeholder calls
 - Participate in weekly Training Touchpoint
 - Participate in Child Care Referral demonstration on November 16, 2021
- ▶ CalWIN Implementation Support Services (ISS)
 - Participate in twice-weekly CalWIN ISS Management meetings
 - Participate in weekly CalWIN ISS OCM Leads meeting
 - Participate in weekly CalWIN Conversion and Change Management meeting
 - Participate in monthly CalWIN ISS OCM POC meeting
 - Participate in monthly Training Advisory Council (TAC) meeting
 - Participate in Orange To-Be sessions on November 15 - 19, 2021
 - Participate in Ventura To-Be sessions on November 15 - 18, 2021
 - Participate in daily To-Be debriefs with Orange and Ventura on November 16 -18, 2021
 - Participate in Customer Engagement/CalWIN ISS Planning meeting on November 15 -16, 2021
 - Continue analyzing and refining To-Be process change impacts with Consortium and Deloitte OCM Leads
 - Participate in Santa Barbara To-Be BPR session debriefs
 - Prepare for C-IV Migration Implementation, Change, and Training Retrospective Debrief with CalWIN ISS Team
 - Participate in TAC Agenda/Slide Deck Review meeting on November 16, 2021
- ▶ Release Management
 - Participate in T-1 Integrated Readiness Status meeting
 - Participate in 21.11 and 2.0 Pre-Green Light Review
 - Participate in CalSAWS Green Light - Release 21.11
- ▶ Special Projects - Support the IDEA ERG (Black, LatinX, AAPI) Survey

1.3.8 OCAT

- ▶ Attend OCAT ForgeRock Error Handling discussion on November 16, 2021

1.4 SCR Updates

This section summarizes Functional and Technical SCRs in QA review for the reporting period. The QA Team targets all Critical and High priority designs for review and other SCRs at the Consortium's direction. QA review includes review of designs, content revision, SPG Scorecard content and validation of scope changes. Testing activities are reported in the testing sections above.

Table 1-8 – Weekly SCR Updates

Release	SCRs in QA Review
21.07	9
21.11	2
22.01	9
22.02	2
22.03	7
22.05	1
22.07	1
22.09	5
TBD	2
RWR	2
Grand Total	40

1.5 Deviations from Plan/Adjustments

- None for the reporting period