



CalSAWS Quality Assurance Weekly Status Report

Reporting Period: April 10, 2023, to April 16, 2023

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1.0 Quality Assurance

1.1 CalSAWS Weekly Status Agenda Topics

Table 1-1 – CalSAWS Quality Assurance Status Agenda Topics

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
QA PMO	<ul style="list-style-type: none"> • Participated in Wave 2 and Wave 3A Post-Implementation Calls • Participated in Pre Green-Light: Wave 3 Go-Live • Participated in Region 6 Management Site Visit • Presented QA updates at CalSAWS JPA Board Meeting • Prepare Wave 2 Retrospective update for JPA, PSC, and Quarterly Stakeholder meeting • Partner with BenefitsCal to develop Collaboration Model products
QA Technical	<ul style="list-style-type: none"> • Completed review of Accenture's Performance Report • Continued review of BenefitsCal Application Transaction issues • Participated in Change Advisory Board (CAB) and Ticket Review • Participated in Imaging and OCAT Monthly SLA Data Reviews • Recommended update to Accenture's System Security CoPlan review schedule
QA Conversion	<ul style="list-style-type: none"> • Participated in the Wave 3B Cutover table read and County Prep • Participated in Conversion Stage Gate report reviews • Continued to monitor defects for post Wave 1 - 2 and Wave 3 • Conducted Wave 4 County Data Validation (CDV) Kick off and connectivity validation
QA Functional/Test	<ul style="list-style-type: none"> • Reviewed 78 design documents to prepare for SCRB/CCB reviews • BenefitsCal Release 23.05 test execution in progress with a 100% execution rate, 91% pass rate, and 9% fail/block rate • CalSAWS Release 23.05 test execution in progress with a 72% execution rate, 64% pass rate, 2% in-progress rate, and 6% fail/block rate
QA Implementation	<ul style="list-style-type: none"> • Submitted comments for CalWIN ISS FDEL Master Training Plan Update • Supported the Santa Clara Retrospective on ISS Workstreams • Participated in Change Discussion Guide Reviews for San Francisco and San Luis Obispo • Completed Video for Wave 3 Green Light Go-Live Event • Provided virtual support in Contra Costa, Santa Clara, and Tulare

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1.2 Deliverables Management

Table 1-2 – Overall Summary of CalSAWS DD&I Deliverable Status










DEL #	DELIVERABLE NAME		STATUS
3.46	QA Monthly Status Report – April 2023		<ul style="list-style-type: none"> • Submit FDEL by May 5, 2023
4.46	QA Work Plan – April 2023		<ul style="list-style-type: none"> • Submit FDEL by May 5, 2023
7.46	QA Test Monthly Report – April 2023		<ul style="list-style-type: none"> • Submit FDEL by May 5, 2023
12.46	Assessment of CalSAWS Migration Work Plan Update – April 2023		<ul style="list-style-type: none"> • Submit FDEL by April 19, 2023
49	Assessment of CalSAWS Deployment Complete Report - CalWIN Wave 2		<ul style="list-style-type: none"> • Submit DDEL by May 1, 2023
55	Assessment of CalSAWS Migration Project Control Document Update		<ul style="list-style-type: none"> • Submit DDEL by April 25, 2023
71.17	ClearBest Performance Report		<ul style="list-style-type: none"> • Submit FDEL by May 15, 2023

Table 1-3 – Overall Summary of OCAT Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
WP-1.2	OCAT – Systems Security Plan 2023 Annual Update		<ul style="list-style-type: none"> • FDEL schedule is under review
WP-11.2	OCAT - System Documentation - 2023 Annual Update		<ul style="list-style-type: none"> • Submit DDEL comments by May 4, 2023

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

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Table 1-4 – Overall Summary of BenefitsCal Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
WP-26.17	BenefitsCal – CX Monthly Report – February/March 2023		<ul style="list-style-type: none"> Submit DDEL comments by April 17, 2023
WP-27.14	BenefitsCal – Monthly M&O Report - March 2023		<ul style="list-style-type: none"> Submit FDEL comments by April 24, 2023
WP-28.13	BenefitsCal – Work Plan Monthly Updates – April 2023		<ul style="list-style-type: none"> Submit FDEL comments by May 12, 2023
WP-29.12	BenefitsCal – Monthly Status Report – March 2023		<ul style="list-style-type: none"> Submitted FDEL comments on April 12, 2023
WP-32.04	BenefitsCal – BOM Review and License Renewal		<ul style="list-style-type: none"> Submitted FDEL comments on April 14, 2023
WP-33.04	BenefitsCal – Certificate Review		<ul style="list-style-type: none"> Submitted FDEL comments on April 14, 2023




Table 1-5 – Overall Summary of CalWIN Implementation Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
WP-2.13	CalWIN Implementation - County Change Guide - Alameda W5		<ul style="list-style-type: none"> Submitted DDEL comments on April 11, 2023
WP-2.14	CalWIN Implementation - County Change Guide - Fresno W5		<ul style="list-style-type: none"> Submitted DDEL comments on April 11, 2023
WP-2.15	CalWIN Implementation - County Change Guide - Sonoma W5		<ul style="list-style-type: none"> Submitted DDEL comments on April 11, 2023
WP-3.02	CalWIN Implementation - CalWIN County Implementation Completion Report - Contra Costa, Santa Clara, and Tulare W2		<ul style="list-style-type: none"> Submit DDEL comments by April 21, 2023

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DEL #	DELIVERABLE NAME		STATUS
59.27	CalWIN Implementation – Assessment of CalWIN Implementation Migration Work Plan Update – March 2023		<ul style="list-style-type: none">Submitted FDEL on April 12, 2023
WP-62.09	CalWIN Implementation – CalWIN Implementation Master Training Plan Monthly Update - 09		<ul style="list-style-type: none">Submitted FDEL comments on April 12, 2023
63.05	CalWIN Implementation – Assessment of CalWIN Implementation Training Plan for Wave 5 counties		<ul style="list-style-type: none">Submitted FDEL on April 14, 2023

1.3 Highlights for the Reporting Period

1.3.1 Project Management

- ▶ Participated in Wave 2 and Wave 3A Post-Implementation Calls
- ▶ Participated in Monthly Imaging SLA Data Review with Hyland on April 10, 2023
- ▶ Participated in OCAT Monthly SLA Reporting Meeting on April 10, 2023
- ▶ Participated in CalSAWS PMO Status meeting on April 11, 2023
- ▶ Participated in the Imaging Migration Status meeting on April 11, 2023
- ▶ Participated in CalSAWS Section Directors' meeting on April 11, 2023
- ▶ Presented QA Status at Monthly CalSAWS IT Report Meeting on April 12, 2023
- ▶ Participated in Pre Green-Light: Wave 3 Go-Live on April 12, 2023
- ▶ Participated in Region 6 Management Site Visit on April 12, 2023
- ▶ Participated in OCAT Ops and Release Management Meeting on April 12, 2023
- ▶ Participated in CalSAWS Batch Performance review on April 12, 2023
- ▶ Facilitated Wave 3B Requirements Matrix Review on April 13, 2023
- ▶ Presented QA updates at CalSAWS JPA Board Meeting on April 14, 2023
- ▶ Strike Teams, Retrospectives & Collaboration Model (CM)
 - Facilitated the BenefitsCal Communications & Resources Retro on April 10, 2023
 - Facilitated the 23.03 Encryption/Decryption Security Retro on April 12, 2023
 - Participated in the CEM/RM meeting on April 13, 2023

1.3.2 Technical

- ▶ Participated in CalSAWS Weekly Tech Sync Meeting on April 10, 2023
- ▶ Participated in Collections, Fraud, & Task Management Review on April 10, 2023
- ▶ Participated in EMR Serverless Technical Solution Overview meeting on April 10, 2023
- ▶ Participated in Performance Test meetings on April 10 - 13, 2023
- ▶ Participated in OTP Email issue meetings on April 10 and 11, 2023
- ▶ Participated in Technical Committee Agenda and Meeting on April 11, 2023
- ▶ Participated in Section Directors Meeting on April 11, 2023
- ▶ Participated in Consortium FinOps meeting on April 11, 2023
- ▶ Participated in App Dev meeting on April 11, 2023
- ▶ Participated in Monthly SLA review for CalSAWS Meeting on April 11, 2023
- ▶ Participated in DBCR/CTCR Review meetings on April 11 and 13, 2023
- ▶ Participated in CalSAWS Weekly Status Meeting on April 12, 2023
- ▶ Participated in Tech Change Advisory Board (CAB) meeting on April 12, 2023
- ▶ Participated in Monthly CalSAWS IT Report Meeting Series on April 12, 2023
- ▶ Participated in Serverless EMR technical and cost discussion on April 13, 2023
- ▶ Participated in CalSAWS JPA Board of Directors Meeting on April 14, 2023
- ▶ BenefitsCal
 - Participated in Transactions Failures Meeting on April 11 and 13, 2023
 - Participated in the BenefitsCal Operations meeting on April 11, 2023
 - Participated in BenefitsCal DD&I / M&O review on April 11 and 13, 2023
 - Participated in review and clarification of comments on April 12, 2023
 - Participated in Application Transfer meetings
 - Continued reviewing BenefitsCal deliverables and release activities

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- ▶ Batch
 - Participated in Batch Performance meeting on April 12, 2023
 - Participated in discussion about 3B cutover Batch on April 12, 2023
 - Participated in CalSAWS Batch – Weekly Roundup meeting on April 13, 2023
- ▶ CalWIN
 - Participated in Mock Cutover Wave 4B from April 8 - 12, 2023
 - Participated in CalWIN Implementation Support Services - Stand-up Meeting on April 10, 2023
 - Participated in Wave 6 San Francisco County Initial Test Planning on April 10, 2023
 - Participated in Wave 5 Sonoma County Initial Test Planning on April 10, 2023
 - Participated in 3B Cutover Go-Live – Table Read meeting on April 11, 2023
 - Participated in CalWIN Wave 3 TPOC meeting on April 12, 2023
 - Participated in Pre-Green Light: Wave 3 Go-Live on April 12, 2023
 - Participated in Region 6 CalSAWS Management Site Visit on April 12, 2023
 - Participated in Wave 4 Solano County Functional File Processing on April 12, 2023
 - Participated in Wave 4 San Mateo Functional File Processing on April 12, 2023
 - Participated in Wave 4 San Diego Functional File Processing on April 12, 2023
 - Participated in Wave 4 Santa Cruz Functional File Processing on April 12, 2023
 - Participated in Wave 3B - RTM Summary updates on April 13, 2023
 - Participated in Wave 2 Retros - Next Steps meeting on April 13, 2023
 - Participated in Wave 6 San Luis Obispo County Initial Test Planning on April 13, 2023
 - Participated in Wave 6 Sacramento County Initial Test Planning on April 13, 2023
 - Participated in CalWIN Wave 5 TPOC meeting on April 13, 2023
 - Participated in Stage Gate Review meeting on April 14, 2023
 - Participated in Wave 2 Post-Implementation County and project Operations Calls
 - Participated in Daily Debrief for Wave 3 County Prep Phase
 - Participated in Wave 3 County Prep Office Hours
- ▶ Central Print
 - Continued to review the Gainwell System Security Plan
 - Participated in CalSAWS Central Print Status Meeting on April 10, 2023
- ▶ Contact Center
 - Participated daily in Santa Barbara County Model Office
 - Participated daily in Orange County Model Office
 - Participated daily in Ventura County Model Office
 - Helped Santa Barbara with Model Office test scripts on April 10, 2023
 - Participated in Tulare CSC Support Meeting on April 11, 2023
 - Participated in CalSAWS/Los Angeles Contact Center Discussions on April 11, 2023
 - Participated in Worker Facing VA Design Sessions on April 11 and 13, 2023
 - Participated in Solano CalSAWS IVR-Contact Center Design on April 12, 2023
 - Participated in Santa Cruz CalSAWS IVR-Contact Center Design on April 12, 2023
 - Participated in CalSAWS County Purchase LA-02-2022 Addition of RE Line IVR System on April 13, 2023
 - Participated in CalSAWS Voice Bots/RPA Weekly Check-In on April 13, 2023
 - Participated in AWS/CalSAWS Contact Center meeting on April 13, 2023
 - Participated in Los Angeles County RE Line Discussion on April 13, 2023
 - Participated in CalSAWS VA Team Weekly Check-In on April 13, 2023
 - Participated in Contact Center Team meeting on April 14, 2023

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- ▶ General Assistance/General Relief (GA/GR)
 - Participated in scheduled meetings
- ▶ Security
 - Participated in 23.05 Release Security Committee Meeting on April 10, 2023
 - Participated in Application Security Findings meeting on April 12, 2023
 - Participated in System Security Plan (SSP) Process Meetings on April 12 – 14, 2023
 - Participated in Security Status Meeting on April 14, 2023
- ▶ Service Management
 - Participated in ServiceNow Process Improvement Review on April 13, 2023
- ▶ Lobby Management
 - Participated in Integrated Lobby Management Touchpoint on April 11, 2023
 - Participated in Lobby Management Planning for San Francisco on April 11, 2023
 - Participated in Contra Costa Kiosk & Lobby Tablet Flow Design on April 12, 2023
 - Participated in Ventura Lobby Management Review on April 12, 2023
 - Participated in Contra Costa CalSAWS Kiosks and Tablets on April 13, 2023

1.3.3 Imaging

- ▶ Participated in Monthly Data Review for CalSAWS on April 10, 2023
- ▶ Participated in the Imaging Migration Status meeting on April 11, 2023
- ▶ Participated in San Diego Document Migration Check-In on April 11, 2023

1.3.4 Conversion

- ▶ Participated in Daily Wave 2 Post-Implementation Project production calls
- ▶ Participated in Daily Wave 3 County Prep office hours calls
- ▶ Participated in Daily Wave 3 County Prep Daily debrief calls
- ▶ Participated in the Pre Green-Light: Wave 3 Go-Live
- ▶ Monitored Wave 2 post-cutover county defects and priorities
- ▶ Monitored Wave 3 CDV findings
- ▶ Prepared for Wave 4 CDV Execution
- ▶ Monitored and support UAT2 security profile maintenance activities
- ▶ Participated in the Mock 4B Clickthrough on April 10, 2023
- ▶ Participated in the SME Team for Wave 3 GLP Orientation on April 10, 2023
- ▶ Participated in the ISS Stand up meeting on April 10, 2023
- ▶ Conducted a CDV Wave 3 Retro output review with Consortium on April 10, 2023
- ▶ Participated in the CDV Wave 4 Execution Kick-Off on April 10, 2023
- ▶ Participated in the 3B cutover table read on April 11, 2023
- ▶ Participated in the Strike Team for W2 GLP meeting on April 11 and 13, 2023
- ▶ Participated in the Conversion SCRs – Requirement Review on April 11, 2023
- ▶ Participated in the CDV Wave 4SME expectations and training on April 13, 2023
- ▶ Participated in the CDV Wave 4Connectivity office hours on April 13 and 14, 2023
- ▶ Participated on Retro next steps discussions on April 13, 2023
- ▶ Participated in the Stage Gate reports meeting on April 14, 2023
- ▶ Participated in the weekly Defect Strike team on April 14, 2023

1.3.4 Functional

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► M&O

- Participated in SAWS Test Daily Connect meetings
- Participated in SCR Touchpoint Meeting on April 12, 2023
- Participated in the following design meetings:
 - CR 82920 - BREFS Initiative 9 - Separation of Verifications by Source
 - CR 96957 - Update CalHEERS when an Individual is removed from a case
 - CR 171877 - Inbound EDI 834 Processing Failure Notification
 - CR 185068 - IFSV, ESI, Non-ESI Upgrade
 - CR 185143 - VLP Upgrade from SOAP to JSON Service
 - CR 200353 - Notices Updates for R23.9
 - CR 216356 - Accelerated Enrollment for SAWS
 - CR 218714 - Medi-Cal Renewal and Redetermination Verification Service
 - CR 223819 - Consider prior months for annual subsidy determination
 - CR 228956 - Federal Rule Changes for Exchange programs
 - CR 224268 - AB2530 Subsidies for Strike/Lockout Workers
 - CR 223830 - Reconciliation Enhancements
 - CR 238225 - Periodic Verifications - Deceased Response from PVC Batch
- Reviewed seventy-eight (78) design documents, targeting Critical and High priority designs for review and other SCRs at the Consortium's direction

Table 1-6 – Weekly M&O System Change Request (SCR) Updates

Release	SCRs in QA Review
23.02	2
23.03	30
23.05	16
23.06	6
23.07	13
23.09	3
24.01	1
RWR	7
Grand Total	78

► General Assistance/General Relief (GA/GR)

- Monitored GA/GR SCRs
- Participated in the GA/GR Correspondence Web Services discussion

► BenefitsCal

- Participated in the BenefitsCal Operation Review meeting on April 11, 2023
- Participated in the DD&I and M&O reviews on April 11 and 13, 2023
- Participated in the Daily Transaction Failure meeting

1.3.6 Test

► CalSAWS Release 23.05

- Continued QA review test activities
- Continued Independent Testing

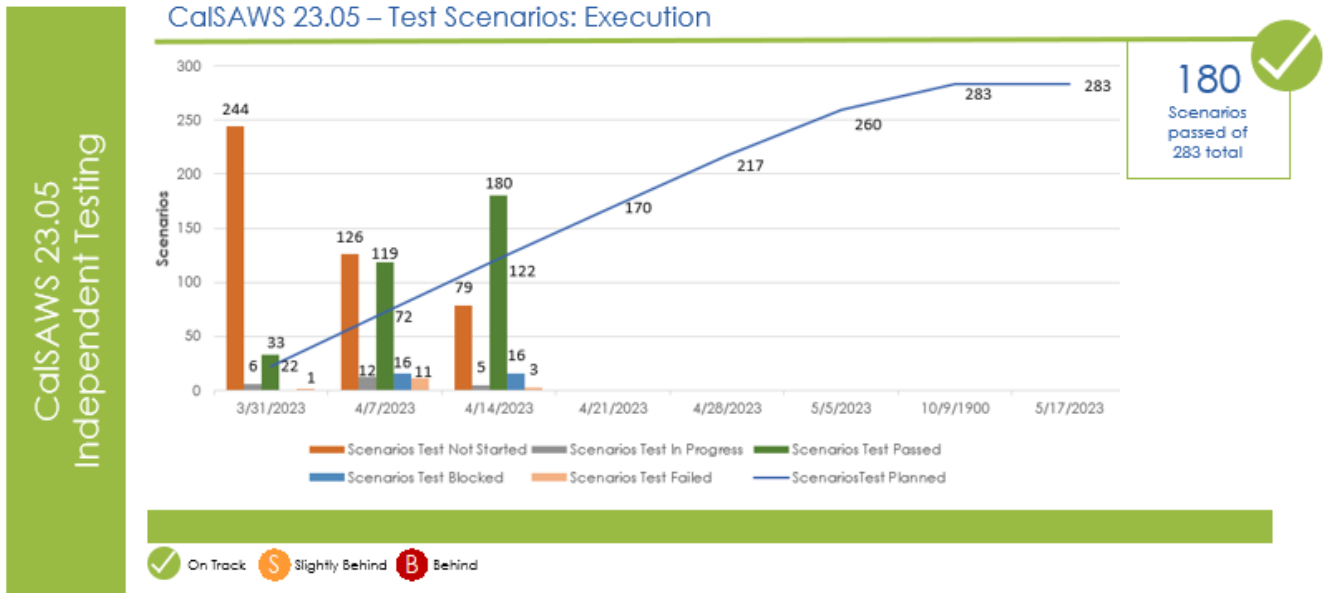
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Table 1-7 – CalSAWS 23.05 Independent Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Passed	Failed	Blocked
CalSAWS 23.05 - ClearBest QA Independent Test Results	283	28% (79)	2% (5)	64% (180)	1% (3)	5% (16)



► **BenefitsCal Activities**

- Completed QA verification of BenefitsCal 23.04.18 Monthly Release items set to "UAT Deployed" status
- Monitored BenefitsCal 23.04.18 Monthly Release scope, for M&O and M&E updates
- Reviewed and confirmed agreement with comment resolutions for the BenefitsCal R23.04.18 Monthly Release notes
- Communicated QA Verification status for BenefitsCal R23.04.18 Monthly Release
- Started QA verification of BenefitsCal 23.04.24 Priority Release
- Continued Independent Test execution on BenefitsCal 23.05 Major Release
- Monitored Independent Test execution progress for BenefitsCal 23.05 Major Release

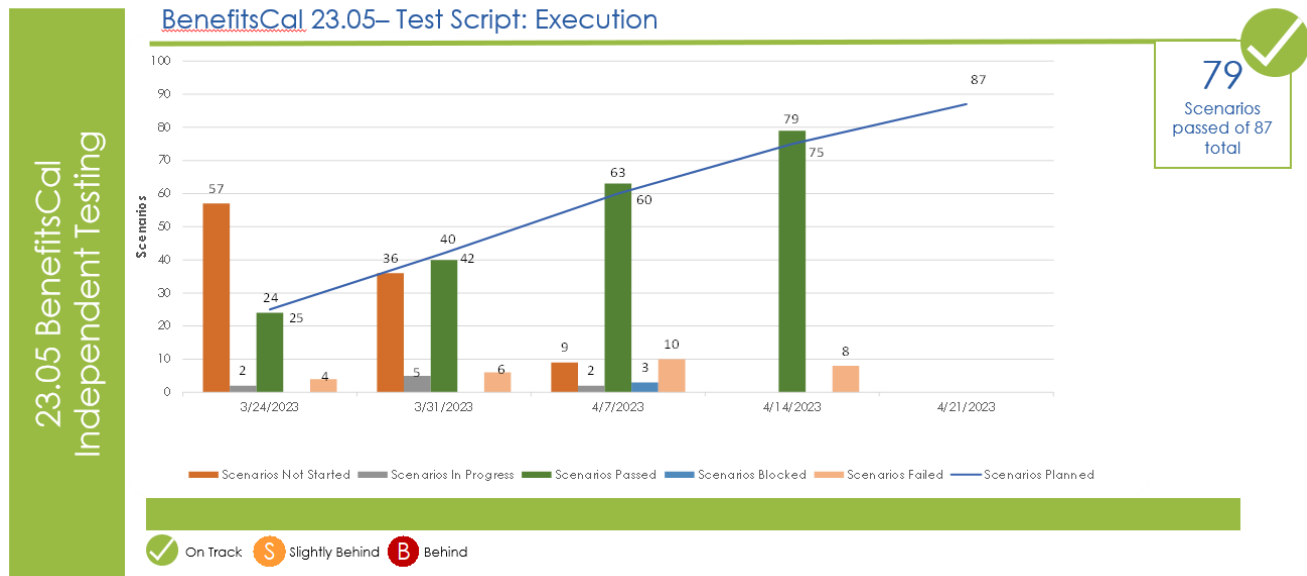
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Table 1-8 – BenefitsCal 23.05 Independent Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Passed	Failed	Blocked
BenefitsCal 23.05 - ClearBest QA Independent Test Results	87	0% (0)	0% (0)	91% (79)	9% (8)	0% (0)



- ▶ Priority Release / RWR Activities
 - Monitored priority releases/RWR defects and SCR test activities
- ▶ Other Consortium Support Test Activities
 - Monitored test support for priority releases
 - Participated in Integrated Test Team meeting on April 11, 2023
 - Participated in Interface Team Weekly Touchpoint/RACI Meeting on April 11, 2023
 - Participated in Test Touchpoint meeting on April 12, 2023
 - Participated in Wave 2 State/Fiscal Reports meeting on April 13, 2023
 - Participated in Wave 3 State/Fiscal Reports meeting on April 13, 2023
 - Participated in CalSAWS – State and Fiscal Reports meeting on April 13, 2023

1.3.7 Implementation

- ▶ CalSAWS Maintenance and Operations (M&O)
 - Participated in weekly Training Touchpoint meeting on April 11, 2023
- ▶ CalWIN Implementation Support Services (ISS)
 - Participated in Wave 2 Post-Implementation Project Production Calls
 - Participated in Wave 2 Post-Implementation Internal Status Calls
 - Participated in Wave 2 Post-Implementation County Operations Calls
 - Participated in daily Wave 3 County Prep Office hours
 - Participated in daily Wave 3 County Prep Debriefs
 - Provided Post-Implementation virtual support in Contra Costa, Santa Clara, and Tulare on March April 10 - 14, 2023
 - Participated in Wave 5 & 6 Change Network meeting walkthrough on April 10, 2023
 - Participated in Wave 3 & 4 Change Network dry-run on April 10, 2023

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- Participated in Wave 3 Go-Live Packet Orientation on April 10, 2023
- Participated in CalWIN ISS Standup Meeting on April 10, 2023
- Participated in Change Discussion Guide Working Session: San Francisco County on April 10 - 13, 2023
- Participated in Change Discussion Guide Working Session: San Luis Obispo County on April 10 - 13, 2023
- Participated in Weekly ISS Implementation Manager Touchpoint on April 10, 2023
- Participated in Weekly Implementation Team meeting on April 10, 2023
- Prepared for Wave 4 and 6 IPOC meetings on April 11, 2023
- Completed Wave 3 Green Light Go-Live Celebration Video on April 11, 2023
- Participate in Weekly ISS Team Leads Tuesday Standup meeting on April 11, 2023
- Supported the Santa Clara Retrospective on ISS Workstreams on April 11, 2023
- Supported Wave 3 and 4 Change Network meeting on April 11, 2023
- Supported Wave 5 and 6 Change Network meeting on April 11, 2023
- Participated in TOSS & IPOC Meeting: Santa Barbara County on April 11, 2023
- Submitted comments for CalWIN ISS FDEL 08.09: Master Training Plan Monthly Update on April 11, 2023
- Participated in San Mateo Configuration Verification Session on April 12 - 13, 2023
- Participated in TOSS & IPOC Meeting: Orange County on April 12, 2023
- Participated in Post-Implementation Full Orientation Session on April 12, 2023
- Participated in Wave 4 Monthly IPOC meeting on April 12, 2023
- Participated in Pre-Green Light: Wave 3 Go-Live on April 12, 2023
- Participated in TOSS & IPOC Meeting: Ventura County on April 12, 2023
- Participated in OCM Leads Meeting on April 12, 2023
- Participated in OCM Executive Team meeting on April 12, 2023
- Participated in TOSS & IPOC Meeting: Solano County on April 13, 2023
- Participated in Wave 6 Monthly IPOC meeting on April 13, 2023
- Participated in Wave 5 Weekly PPOC Change Discussion on April 13, 2023
- Participated in Wave 3B - RTM Summary updates meeting on April 13, 2023
- Conducted Implementation QA Team meeting on April 14, 2023
- ▶ Release Management
 - Conducted SCR reviews for the 23.05 Release

1.3.8 OCAT

- ▶ Continued reviewing the OCAT System Security Plan (SSP) 2023 Annual Update
- ▶ Participated in OCAT Monthly SLA Reporting Meeting on April 10, 2023
- ▶ Participated in ForgeRock/CalSAWS/OCAT Accounts Meeting on April 12, 2023
- ▶ Participated in OCAT Operation & Release Management Meeting on April 12, 2023

1.4 Activities for the Next Reporting Period

1.4.1 Project Management

- ▶ Participate in Wave 2 and Wave 3A Post-Implementation Calls
- ▶ Participate in CalSAWS PMO Status meeting on April 18, 2023
- ▶ Participate in the Imaging Migration Status meeting on April 18, 2023
- ▶ Participate in CalSAWS Section Directors' meeting on April 18, 2023

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- ▶ Participate in Green-Light: Wave 3 Go-Live on April 19, 2023
- ▶ Participate in CalSAWS Batch Performance review on April 19, 2023
- ▶ Participate in CalSAWS Project Steering Committee on April 20, 2023
- ▶ Participate in IV&V / PMO & QA Biweekly meeting on April 21, 2023
- ▶ Strike Teams, Retrospectives & Collaboration Model
 - Facilitate the Wave 2 Review for Contact Center, Lobby Management & Imaging on April 17, 2023
 - Facilitate the BenefitsCal Wave 2 Review April 18, 2023
 - Facilitate the 23.03 Encryption/Decryption Security Retro on April 20, 2023

1.4.2 Technical

- ▶ Participate in CalSAWS Weekly Technical Meeting on April 17, 2023
- ▶ Participate in Collections, Fraud, & Task Management Review on April 17, 2023
- ▶ Participate in App/Dev meeting on April 18, 2023
- ▶ Participate in Section Directors Meeting on April 18, 2023
- ▶ Participate in Consortium Financial Operations meeting on April 18, 2023
- ▶ Participate in QA Pre-Performance Report Review Meeting on April 18, 2023
- ▶ Participate in SCRB Meeting on April 18, 2023
- ▶ Participate in DBCR/CTCR Review meetings on April 18 and 20, 2023
- ▶ Participate in Weekly CalSAWS Leadership meeting on April 19, 2023
- ▶ Participate in Tech Change Advisory Board (CAB) meeting on April 19, 2023
- ▶ Participate in 23.03 Baseline Release Encryption/Decryption Security Change Retro Session - Part 2 on April 20, 2023
- ▶ Participate in Environment Integration/Management Review on April 20, 2023
- ▶ Participate in CalSAWS Project Steering Committee (PSC) Meeting on April 20, 2023
- ▶ Participate in IV&V / PMO & QA Bi-Weekly Meeting on April 21, 2023
- ▶ BenefitsCal
 - Participate in Scope Review of upcoming Releases on April 17, 2023
 - Participate in the BenefitsCal Operations meeting on April 18, 2023
 - Participate in BenefitsCal meetings on April 18 and 20, 2023
 - Participate in Application Transfer meetings
 - Continue reviewing BenefitsCal deliverables and release activities
- ▶ Batch
 - Participate in Batch Performance meeting on April 19, 2023
 - Participate in Fiscal Interfaces and testing meeting on April 19, 2023
 - Participate in Confirm Resources for Wave 3 Counties Batch Files Transfers Cutover Activities Call on April 19, 2023
 - Participate in CX Measurement Monthly Meeting on April 19, 2023
 - Participate in Batch Weekly Roundup on April 20, 2023
- ▶ CalWIN
 - Participate in Wave 2 Post-Implementation Project and County Operations Call
 - Participate in Mock Conversion Wave 4A/3C CalWIN County Prep
 - Participate in Wave 3 County Prep Office hours
 - Participate in Wave 3 Daily Debrief - County Prep Phase
 - Participate in CalWIN Implementation Support Services Meeting on April 17, 2023
 - Participate in CalWIN Conversion Week Look Ahead on April 17, 2023

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- Participate in CalWIN Wave 4 - TPOC meetings on April 18, 2023
- Participate in Wave 3 CalSAWS Go-Live Event Green Light Meeting on April 19, 2023
- Participate in CalWIN Wave 6 - TPOC meeting on April 19, 2023
- Participate in Wave 3 CalWIN Ancillary Cutover meeting on April 21, 2023
- ▶ Central Print
 - Participate in CalSAWS Central Print status meeting on April 17, 2023
 - Continued to review the Gainwell System Security Plan
- ▶ Contact Center
 - Participate daily in Santa Barbara County Model Office
 - Participate daily in Orange County Model Office
 - Participate daily in Ventura County Model Office
 - Participate in Orange CalSAWS Contact Center Discussions on April 17, 2023
 - Participate in Sacramento County CalSAWS IVR-Contact Center Weekly Design Sessions on April 17, 2023
 - Participate in Sonoma County CalSAWS IVR-Contact Center Monthly Design Sessions on April 18, 2023
 - Participate in Alameda County CalSAWS IVR-Contact Center Weekly Design Sessions on April 18, 2023
 - Participate in CalSAWS/Los Angeles Contact Center Discussions on April 18, 2023
 - Participate in Worker Facing VA Design Sessions on April 18 and 20, 2023
 - Participate in San Bernardino CSC Support Meeting on April 18, 2023
 - Participate in Santa Barbara IVR Contact Center Design Sessions on April 19, 2023
 - Participate in CalSAWS Contact Center Internal Review on April 19, 2023
 - Participate in Marin Support Meeting on April 20, 2023
 - Participate in CalSAWS Voice Bots/RPA Weekly Check-In on April 20, 2023
 - Participate in AWS/CalSAWS Contact Center meeting on April 20, 2023
 - Participate in CalSAWS VA Team Weekly Check-In on April 20, 2023
 - Participate in Ventura Contact Center IVR Discovery Sessions on April 20, 2023
 - Participate in San Mateo Contact Center Design Sessions on April 20, 2023
 - Participate in Contact Center Team meeting on April 21, 2023
- ▶ General Assistance/General Relief (GA/GR)
 - Participate in GA/GR meetings
- ▶ Security
 - Participate in CalSAWS / ForgeRock CSOM sync meeting on April 19, 2023
 - Continue to review Partner System Security Plans
- ▶ Service Management
 - Participate in ServiceNow Management Meetings as scheduled
- ▶ Lobby Management
 - Participate in Integrated Lobby Management Touchpoint on April 18, 2023
 - Participate in Unmanaged County Lobby Equipment meeting on April 18, 2023
 - Participate in Contra Costa Kiosk & Lobby Tablet Flow Design on April 19, 2023
 - Participate in Ventura Lobby Management Configuration Review on April 19, 2023
 - Participate in Contra Costa CalSAWS Kiosks and Tablets on April 20, 2023
 - Participate in Santa Clara Lobby Kiosks Deployment/Go-Live working session on April 21, 2023

1.4.3 Imaging

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: April 10, 2023, to April 16, 2023

- ▶ Participate in Monthly Data Review for CalSAWS on April 17, 2023
- ▶ Participate in the Imaging Migration Status meeting on April 18, 2023
- ▶ Participate in San Diego Document Migration Check-In on April 18, 2023

1.4.4 Conversion

- ▶ Participate in Daily Wave 2 Post-Implementation Project production calls
- ▶ Participate in Daily Wave 3 County Prep office hours calls
- ▶ Participate in Daily Wave 3 County Prep Daily debrief calls
- ▶ Conduct CDV Wave 4 Execution
- ▶ Participate in the Daily CDV Wave 4 County Prep Office hours
- ▶ Participate in the Daily CDV Wave 4 Triage meeting
- ▶ Monitor Wave 2 post-cutover county defects and priorities
- ▶ Monitor Wave 3 CDV findings
- ▶ Monitor and support UAT2 security profile maintenance activities
- ▶ Participate in the Shell Cases PDFs purged in CalWIN meeting on April 17, 2023
- ▶ Participate in Defect Strike Team on April 17, 2023
- ▶ Participate in Wave 3 and 4 Conversion defects meeting on April 18, 2023
- ▶ Participate in the Strike Team for W2 GLP meeting on April 18 and 20, 2023
- ▶ Participate in the Potential Fact Sheets Topic Review on April 18, 2023
- ▶ Participate in the CalWIN Document Migration meeting on April 19, 2023
- ▶ Participate in the CalSAWS Go-live Green Light for Wave 3 on April 19, 2023
- ▶ Participate in CalWIN Ancillary cutover Wave 3 activities starting April 20, 2023
- ▶ Participate in the weekly Defect Strike team on April 21, 2023

1.4.4 Functional

- ▶ M&O
 - Participate in SAWS Test Daily Connect meetings
 - Participate in MC SCR Touchpoint Meeting on April 19, 2023
 - Participate in the following design meetings:
 - CR 82920 - BREfS Initiative 9 - Separation of Verifications by Source
 - CR 171877 - Inbound EDI 834 Processing Failure Notification
 - CR 180738 - 834 Enrollment and Delegation Data Alignment Feed
 - CR 185068 - IFSV, ESI, Non-ESI Upgrade
 - CR 185143 - VLP Upgrade from SOAP to JSON Service
 - CR 200353 - Notices Updates for R23.9
 - CR 223157 - Negative Actions - Updates to Exchange eligibility
 - CR 223819 - Consider prior months for annual subsidy determination
 - CR 228956 - Federal Rule Changes for Exchange programs
 - CR 224268 - AB2530 Subsidies for Strike/Lockout Workers
 - CR 239636 - Admin Edit Functionality Enhancements
- ▶ General Assistance/General Relief (GA/GR)
 - Monitor GA/GR SCRs
 - Participate in weekly GA/GR Correspondence Web Services discussion
- ▶ BenefitsCal

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: April 10, 2023, to April 16, 2023

- Participate in the Manual document upload and worker notification meeting on April 17, 2023
- Participate in the CX Measurement Monthly Meeting on April 19, 2023
- Participate in the BenefitsCal Weekly PM Standup meeting on April 19, 2023
- Monitor development progress for the CalWORKs Time Clocks function due to CalSAWS and ForgeRock dependencies
- Monitor GROW/WTW Collaborator requirement status
- Participate in the Daily Transaction Failures meeting
- Participate in the combined DD&I and M&O check-in meetings
- Participate in the BenefitsCal Operation Review weekly meeting
- Participate in the Weekly Scope Review and Coordination for upcoming BenefitsCal releases meeting

1.4.6 Test

- ▶ CalSAWS Release 23.05
 - Continue QA Review of System Test test-cases for high impact SCRs
 - Continue Independent Test execution
- ▶ BenefitsCal Activities
 - Continue QA verification of BenefitsCal 23.04.24 Priority Release items set to "UAT Deployed" status
 - Monitor BenefitsCal 23.04.24 Priority Release scope, for M&O and M&E updates
 - Continue Independent Test execution on BenefitsCal 23.05.21 Major Release
 - Monitor Independent Test execution progress for BenefitsCal 23.05.21 Major Release
 - Identify QA Verification scope for BenefitsCal 23.05.25 Monthly Release
- ▶ Priority Release / RWR Activities
 - Monitor priority releases/RWR defects and SCR test activities
- ▶ Other Consortium Support Test Activities
 - Participate in Integrated Test Team meeting on April 18, 2023
 - Participate in PIT RACI meeting on April 18, 2023
 - Participate in Test Touchpoint meeting on April 19, 2023
 - Participate in Wave 3 State/Fiscal Reports meeting on April 20, 2023
 - Participate in Interface Team Weekly Touchpoint meeting on April 20, 2023

1.4.7 Implementation

- ▶ CalSAWS Maintenance and Operations (M&O)
 - Participate in weekly Training Touchpoint meeting on April 18, 2023
- ▶ CalWIN Implementation Support Services (ISS)
 - Participate in Wave 2 Post-Implementation Project Production Calls
 - Participate in Wave 2 Post-Implementation Internal Status Calls
 - Participate in Wave 2 Post-Implementation County Operations Calls
 - Participate in daily Wave 3 County Prep Office hours
 - Participate in daily Wave 3 County Prep Debriefs
 - Participate in TOSS & IPOC Meeting: Santa Barbara County
 - Provide Post-Implementation virtual support in Contra Costa, Santa Clara, and Tulare on March April 17 - 21, 2023
 - Participate in Weekly ISS Implementation Manager Touchpoint on April 17, 2023
 - Participate in Weekly Implementation Team meeting on April 17, 2023

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: April 10, 2023, to April 16, 2023

- Participate in Fresno T-6W Change Readiness Survey meeting on April 17, 2023
- Participate in Sonoma T-6W Change Readiness Survey meeting on April 17, 2023
- Participate in OCM Team Check-In on April 17, 2023
- Participate in San Mateo Configuration Verification Session on April 17 - 19, 2023
- Participate in Weekly ISS Team Leads Tuesday Standup meeting on April 18, 2023
- Support the Santa Clara County Retrospective Wrap-up on April 18, 2023
- Participate in Change Discussion Guide Working Session: Sacramento County on April 18 - 20, 2023
- Participate in TOSS & IPOC Meeting: Alameda County on April 18, 2023
- Participate in TOSS & IPOC Meeting: Santa Barbara County on April 18, 2023
- Participate in Training Advisory Council meeting on April 18, 2023
- Participate in Wave 3 Monthly IPOC meeting on April 18, 2023
- Participate in Go-Live Event Green Light Meeting - Wave 3 on April 19, 2023
- Participate in OCM Leads Meeting on April 19, 2023
- Participate in TOSS & IPOC Meeting: Ventura County on April 19, 2023
- Participate in Alameda T-6 Change Readiness Survey Results on April 19, 2023
- Participate in Project Steering Committee meeting on April 19, 2023
- Participate in OCM Executive Team meeting on April 19, 2023
- Participate in Wave 5 Weekly PPOC Change Discussion on April 19, 2023
- Conduct Implementation QA Team meeting on April 19, 2023
- Participate in Weekly Risk Review meeting on April 19, 2023
- ▶ Release Management
 - Conduct SCR reviews for the 23.05 Release

1.4.8 OCAT

- ▶ Continue reviewing the OCAT System Security Plan (SSP) 2023 Annual Update

1.5 Deviations from Plan/Adjustments

- ▶ None