



CalSAWS Quality Assurance Weekly Status Report

Reporting Period: April 3, 2023, to April 9, 2023

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

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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 Daily Wave 2 and Wave 3A Post-Implementation Calls • Participated in Dry Run for Pre Green-Light: Wave 3 Go-Live • Participated in IV&V Wave 3 Readiness Review • Facilitated in CalSAWS Release 23.03 Quality Review • Close out Wave 2 retrospective sessions and draft JPA content • Partner with BenefitsCal to develop Collaboration Model products
QA Technical	<ul style="list-style-type: none"> • Participated in the Wave 3 County Contact Center Model Office and assisted with scripts. Reviewed defects and resolution progress. • Continued review of BenefitsCal Application Transaction issues • Reviewed Change Advisory Board (CAB) tickets • Monitored Imaging performance test, migration, and risks. • Continued review of partner Security Plans
QA Conversion	<ul style="list-style-type: none"> • Participated in the Mock Conversion for Wave 4B • Participated in Wave 3 County Prep calls • Participated in the Conversion Defect Strike Team Review • Participated in Stage gate reviews • Continued to prepare for Wave 4 County Data Validation (CDV)
QA Functional/Test	<ul style="list-style-type: none"> • Presented recommendations for streamlining SCR Prioritization process • BenefitsCal Release 23.05 test execution activities are in progress with a 90% execution rate, 73% pass rate, and 15% fail/block rate • CalSAWS Release 23.05 test execution activities are in progress with a 56% execution rate, 42% pass rate, and 10% fail/block rate
QA Implementation	<ul style="list-style-type: none"> • Confirmed FDEL comment resolutions for Alameda County Training Plan • Participated in Post-Implementation Support Plan meetings with Orange, Santa Barbara, and Ventura • Conducted Retrospective Wrap-up session for Implementation Management and OCM • 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
3.45	QA Monthly Status Report – March 2023		<ul style="list-style-type: none"> Submitted FDEL on April 5, 2023
4.45	QA Work Plan – March 2023		<ul style="list-style-type: none"> Submitted FDEL on April 5, 2023
7.45	QA Test Monthly Report – March 2023		<ul style="list-style-type: none"> Submitted FDEL on April 5, 2023
10.10	Quarterly QA Security Report		<ul style="list-style-type: none"> Submitted FDEL on April 6, 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 comments by April 14, 2023
55	Assessment of CalSAWS Migration Project Control Document Update		<ul style="list-style-type: none"> Submit DDEL comments by April 11, 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"> Submit FDEL comments by April 14, 2023
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 DDEL comments by April 14, 2023
WP-29.12	BenefitsCal – Monthly Status Report – March 2023		<ul style="list-style-type: none"> • Submit FDEL comments by April 12, 2023
WP-32.04	BenefitsCal – BOM Review and License Renewal		<ul style="list-style-type: none"> • Submit FDEL comments by April 14, 2023
WP-33.04	BenefitsCal – Certificate Review		<ul style="list-style-type: none"> • Submit FDEL comments by 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"> • Submit DDEL comments by April 11, 2023
WP-2.14	CalWIN Implementation - County Change Guide - Fresno W5		<ul style="list-style-type: none"> • Submit DDEL comments by April 11, 2023
WP-2.15	CalWIN Implementation - County Change Guide - Sonoma W5		<ul style="list-style-type: none"> • Submit DDEL comments by 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">• Submit FDEL by April 12, 2023
WP-62.09	CalWIN Implementation – CalWIN Implementation Master Training Plan Monthly Update - 09		<ul style="list-style-type: none">• Submit FDEL comments by April 12, 2023
63.05	CalWIN Implementation – Assessment of CalWIN Implementation Training Plan for Wave 5 counties		<ul style="list-style-type: none">• Submit FDEL by April 14, 2023

1.3 Highlights for the Reporting Period

1.3.1 Project Management

- ▶ Participated in Daily Wave 2 Post-Implementation County and Project Status Calls
- ▶ Participated in Daily Wave 3A Debrief Calls
- ▶ Facilitated in CalSAWS Release 23.03 Quality Review on April 3, 2023
- ▶ Participated in CalSAWS PMO Status meeting on April 4, 2023
- ▶ Participated in Bi-Weekly CalSAWS Meeting with Los Angeles on April 4, 2023
- ▶ Participated in the Imaging Migration Status meeting on April 4, 2023
- ▶ Participated in CalSAWS Section Directors' meeting on April 4, 2023
- ▶ Participated in Dry Run for Pre Green-Light: Wave 3 Go-Live on April 5, 2023
- ▶ Participated in Batch Performance Checkpoint review on April 5, 2023
- ▶ Participated in IV&V Wave 3 Readiness Review on April 7, 2023
- ▶ Strike Teams, Retrospectives & Collaboration Model (CM)
 - Facilitated the Implementation Management Retrospective on April 4, 2023
 - Facilitated the Conversion Retrospective on April 5, 2023
 - Facilitated the BenefitsCal Communications Retrospective on April 6, 2023
 - Facilitated the CM Backlog Management meeting on April 6, 2023
 - Facilitated Implementation OCM Retrospective on April 6, 2023
 - Facilitated the Imaging Retrospective on April 7, 2023

1.3.2 Technical

- ▶ Participated in CalSAWS Weekly Tech Sync Meeting on April 3, 2023
- ▶ Participated in Collections, Fraud, & Task Management Review on April 3, 2023
- ▶ Participated in Conversion Defect priorities review meeting on April 3, 2023
- ▶ Participated in Performance Test Smoke Test on April 3, 4 and 6, 2023
- ▶ Participated in Section Directors Meeting on April 4, 2023
- ▶ Participated in Consortium FinOps meeting on April 4, 2023
- ▶ Participated in App Dev meeting on April 4, 2023
- ▶ Participated in Bi-Weekly CalSAWS Meeting on April 4, 2023
- ▶ Participated in SCRB Meeting on April 4, 2023
- ▶ Participated in DBCR/CTCR Review meetings on April 4 and 6, 2023
- ▶ Participated in CalSAWS Weekly Status Meeting on April 5, 2023
- ▶ Participated in Tech Change Advisory Board (CAB) meeting on April 5, 2023
- ▶ Participated in RE/SAR7 and other defects meeting on April 7, 2023
- ▶ BenefitsCal
 - Participated in Scope Review of upcoming Releases meeting on April 3, 2023
 - Participated in BenefitsCal ROI Demo on April 3, 2023
 - Participated in the BenefitsCal Operations meeting on April 4, 2023
 - Participated in BenefitsCal DD&I / M&O review on April 4 and 6, 2023
 - Participated in review and clarification of comments on April 5, 2023
 - Participated in Application Transfer meetings
 - Continued reviewing BenefitsCal deliverables and release activities
- ▶ Batch
 - Participated in Batch Performance meeting on April 5, 2023

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- Participated in Fiscal interfaces and testing meeting on April 5, 2023
- Participated in CalSAWS Batch – Weekly Roundup meeting on April 6, 2023
- ▶ CalWIN
 - Participated in Review Go/No-Go Criteria and Assess for 3C Go-Live and 4A County Preparation on April 3, 2023
 - Participated in Mock Cutover (3C/4A) Go-Live Stage Gate Review on April 3, 2023
 - Participated in Wave 5 Fresno County Initial Test Planning on April 3, 2023
 - Participated in Wave 5 Alameda County Initial Test Planning on April 3, 2023
 - Participated in CalWIN Wave 4 TPOC meeting on April 4, 2023
 - Participated in Worker Facing Virtual Assistant (VA) Design on April 4 and 6, 2023
 - Participated in CalWIN Wave 6 TPOC meeting on April 5, 2023
 - Participated in Wave 4 Solano County Functional File Processing on April 5, 2023
 - Participated in Wave 4 San Mateo Functional File Processing on April 5, 2023
 - Participated in Wave 4 San Diego Functional File Processing on April 5, 2023
 - Participated in Wave 4 Santa Cruz Functional File Processing on April 5, 2023
 - Participated in Stage Gate Review meeting on April 7, 2023
 - Participated in Wave 3 Go-Live Readiness Walkthrough on April 7, 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 3, 2023
- ▶ Contact Center
 - Participated in daily in Santa Barbara County Model Office
 - Participated in daily in Orange County Model Office
 - Participated in daily in Ventura County Model Office
 - Participated in eGAIN Follow-up meeting in LA on April 3, 2023
 - Participated in Contact Center Management Conference Call on April 3, 2023
 - Participated in Yolo Support Call on April 4, 2023
 - Participated in San Bernardino CSC Support Meeting on April 4, 2023
 - Participated in Worker Facing VA Design Sessions on April 4 and 6, 2023
 - Participated in IVR/Contact Center Committee Meeting on April 5, 2023
 - Participated in Monterey Call Flow Changes on April 5, 2023
 - Participated in CalSAWS Contact Center Review on April 5, 2023
 - Participated in Placer CSC Support Meeting on April 5, 2023
 - Participated in AWS/CalSAWS Contact Center meeting on April 6, 2023
 - Participated in CalSAWS VA Team Weekly Check-In on April 6, 2023
 - Participated in CalSAWS Voice Bots/RPA Weekly Check-In on April 6, 2023
 - Participated in Contact Center Team meeting on April 7, 2023
- ▶ General Assistance/General Relief (GA/GR)
 - Participated in scheduled meetings
- ▶ Security
 - Participated in CalSAWS / ForgeRock CSOM sync meeting on April 5, 2023
- ▶ Service Management
 - Participated in ServiceNow Management Meetings as scheduled
- ▶ Lobby Management

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- Participated in Integrated Lobby Management Touchpoint on April 4, 2023
- Participated in Ventura Lobby Management Configuration Review on April 5, 2023
- Participated in Contra Costa Kiosks and Tablet meeting on April 6, 2023
- Participated in Santa Clara Lobby Kiosks Deployment Review on April 7, 2023

1.3.3 Imaging

- ▶ Participated in Performance Testing Integration Imaging April 3, 4, and 6, 2023
- ▶ Participated in San Diego Document Migration Check-In on April 4, 2023
- ▶ Participated in Imaging Migration Standup Call on April 4, 2023
- ▶ Participated in Imaging Retrospective for Wave 2 on April 7, 2023
- ▶ Participated in Portal OCR Test Data Discussion on April 7, 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 Mock 4A - 3C Click through on April 3, 2023
- ▶ Participated in the Conversion SCRs – Requirement Review on April 4, 2023
- ▶ Participated in the Strike Team for W2 GLP meeting on April 4 and 6, 2023
- ▶ Participated in the CalWIN Conversion for Wave 3 with CalHEERS on April 5, 2023
- ▶ Participated in the document migration meeting on April 5, 2023
- ▶ Participated in the Dry run for Pre Green-Light Wave 3 on April 5, 2023
- ▶ Participated in the Draft Del #77 CalSAWS Deployment milestone report-CalWIN Wave 2 walk thru on April 6, 2023
- ▶ Participated in the Stage Gate reports meeting on April 7, 2023
- ▶ Participated in the Wave 3 Go-Live Readiness Assessment Report on April 7, 2023
- ▶ Participated in the Automated CalSAWS County Security Role Wave 4 - 6 discussion on April 7, 2023
- ▶ Participated in the weekly Defect Strike team on April 7, 2023
- ▶ Monitored Wave 2 post-cutover county defects and priorities
- ▶ Monitored Wave 3 CDV findings
- ▶ Prepared for Mock 4B cutover
- ▶ Prepared for Wave 4 CDV Execution
- ▶ Monitored and support UAT2 security profile maintenance activities

1.3.4 Functional

- ▶ M&O
 - Participated in SAWS Test Daily Connect meetings
 - Participated in CalHEERS SAWS Integration Weekly Meeting on April 4, 2023
 - Participated in AppDev Meeting on April 4, 2023
 - Participated in Consortium Leads Meeting on April 5, 2023
 - Participated in the following design meetings:
 - CR 185068 - IFSV, ESI, Non-ESI Upgrade
 - CR 213539 - BPM Workflow Improvements II
 - CR 216356 - Accelerated Enrollment for SAWS

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- CR 218155 - 12 Month Postpartum Batch Run
- CR 218714 - Medi-Cal Renewal and Redetermination Verification Service
- CR 224268 - AB2530 Subsidies for Strike/Lockout Workers
- CR 223830 - Reconciliation Enhancements
- CR 239636 - Admin Edit Functionality Enhancements
- Reviewed twenty-three (23) 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
22.11	1
23.02	4
23.03	6
23.05	4
23.07	4
23.09	1
TBD	1
RWR	2
Grand Total	23

- ▶ General Assistance/General Relief (GA/GR)
 - Monitored GA/GR SCRs
 - Participated in the GA/GR Correspondence Web Services discussion
- ▶ BenefitsCal
 - Participated in the Scope Review and Coordination for upcoming BenefitsCal releases meeting on April 3, 2023
 - Participated in the BenefitsCal ROI Demo meeting on April 3, 2023
 - Participated in the Self-Service Portal Committee Meeting on April 4, 2023
 - Participated in the DD&I and M&O reviews on April 4 and 6, 2023
 - Participated in the Monthly M&O Report meeting on April 5, 2023
 - Participated in the BenefitsCal Weekly PM Standup meeting on April 5, 2023
 - Participated in the Get CalFresh Parity List Bi-Monthly Meeting (CDSS/CalSAWS/CWDA) meeting on April 5, 2023
 - Participated in the Daily Transaction Failure meeting
 - Reviewed and confirmed agreement with comment resolutions for the Monthly M&O Report for February 2023

1.3.6 Test

- ▶ CalSAWS Release 23.05
 - Continued QA review test activities
 - Continued Independent Testing

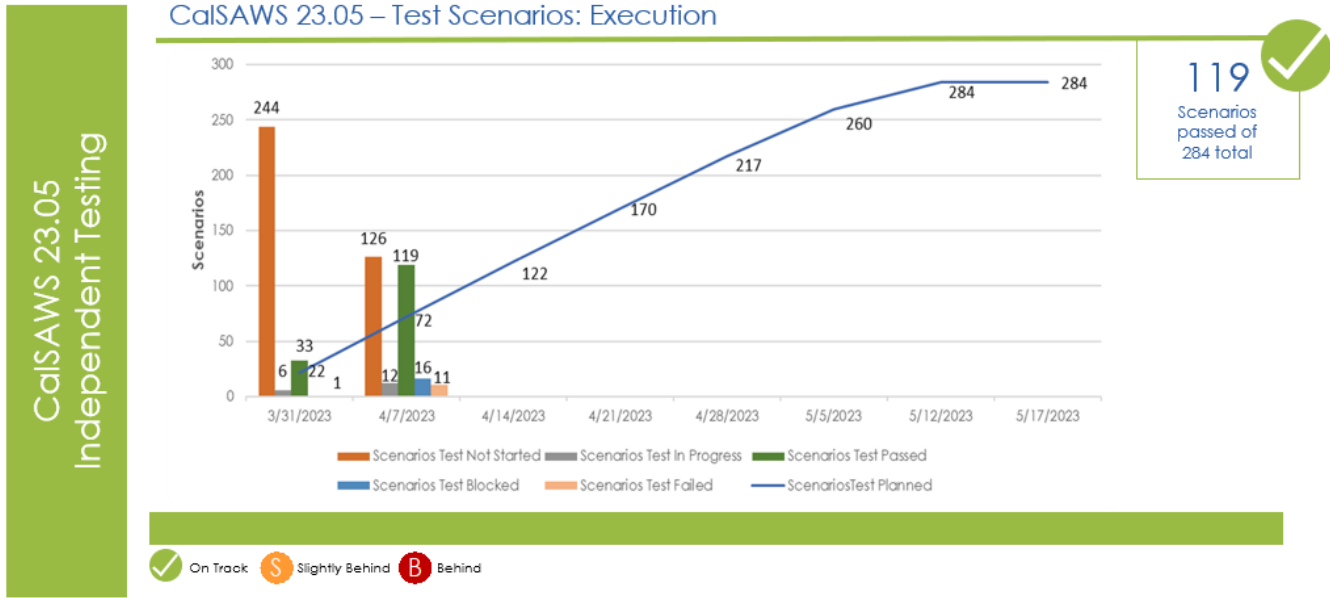
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Table 1-7 – CalSAWS 23.05 Independent Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Passed	Failed	Blocked
CalSAWS 23.05 - ClearBest QA Independent Test Results	284	44% (126)	4% (12)	42% (119)	4% (11)	6% (16)



► **BenefitsCal Activities**

- Started 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
- Continued Independent Test execution on BenefitsCal 23.05 Major Release
- Monitored Independent Test execution progress for BenefitsCal 23.05 Major Release

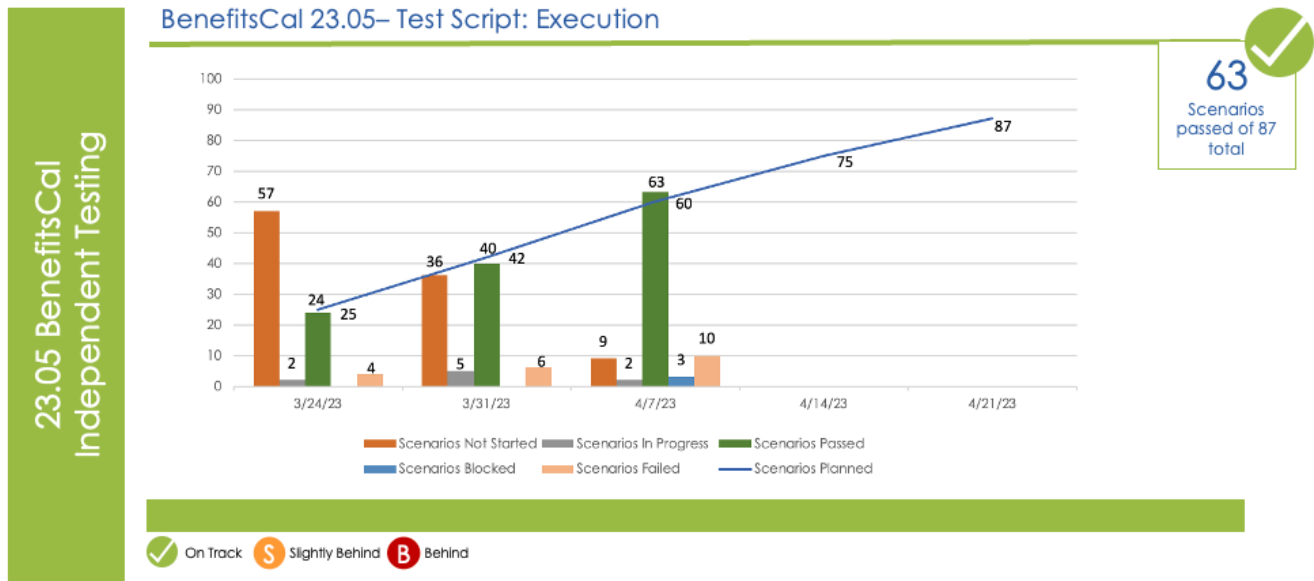
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Table 1-8 – BenefitsCal 23.05 Independent Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Passed	Failed	Blocked
BenefitsCal 23.05 - ClearBest QA Independent Test Results	87	10% (9)	2% (2)	73% (63)	12% (10)	3% (3)



- ▶ 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 SCR CA-252135 Testing Strike Team activities
 - Participated in Integrated Test Team meeting on April 4, 2023
 - Participated in Test Touchpoint meeting on April 5, 2023
 - Participated in Wave 2 State/Fiscal Reports meeting on April 6, 2023
 - Participated in Interface Team Weekly Touchpoint/RACI Meeting on April 6, 2023

1.3.7 Implementation

- ▶ CalSAWS Maintenance and Operations (M&O)
 - Participated in weekly Training Touchpoint meeting on April 4, 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 3 - 7, 2023
 - Participated in Weekly ISS Implementation Manager Touchpoint on April 3, 2023
 - Participated in Weekly Implementation Team meeting on April 3, 2023
 - Confirmed FDEL comment resolutions for Alameda Training Plan on April 3, 2023
 - Conducted Implementation QA Team meeting on April 3, 2023

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- Participated in Santa Cruz Configuration working sessions on April 3 - 7, 2023
- Participated in Wave 6 Change Discussion Guide Working Sessions for Sacramento, San Francisco, and San Luis Obispo on April 3 - 7, 2023
- Participated in Customer Engagement Executive Check-In on April 4, 2023
- Participated in Wave 3 and 4 Change Network meeting on April 4, 2023
- Participated in Weekly ISS Team Leads Tuesday Standup meeting on April 4, 2023
- Participated in Customer Engagement leadership review on April 4, 2023
- Participated in TOSS & IPOC Meeting: Santa Barbara County to review their Post-Implementation Support Plan on April 4, 2023
- Conducted Retrospective for Implementation Management on April 4, 2023
- Participated in Sacramento Process Map Strategy discussion on April 4, 2023
- Participated in TOSS & IPOC Meeting: Orange County to review their Post-Implementation Support Plan on April 5, 2023
- Participated in TOSS & IPOC Meeting: Ventura County to review their Post-Implementation Support Plan on April 5, 2023
- Participated in Dry Run for Pre Green-Light: Wave 3 Go-Live on April 5, 2023
- Participated in Post-Implementation Full Orientation Session on April 6, 2023
- Participated in OCM Leads Meeting on April 6, 2023
- Participated in OCM Executive Team meeting on April 6, 2023
- Conducted Retrospective Wrap-up session for OCM on April 6, 2023
- Participated in TOSS & IPOC Meeting: Sacramento County on April 6, 2023
- Participated in San Francisco County CDG Working Session Weekly Wrap Up on April 6, 2023
- Participated in San Luis Obispo County CDG Working Session Weekly Wrap Up on April 6, 2023
- Conducted 2nd Implementation QA Team meeting on April 7, 2023
- Participated in Weekly Risk Review meeting on April 7, 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

1.4 Activities for the Next Reporting Period

1.4.1 Project Management

- ▶ Participate in Daily Wave 2 Post-Implementation County and Project Status Calls
- ▶ Participate in Daily Wave 3A Debrief Calls
- ▶ Participate in Monthly Imaging SLA Review with Hyland on April 10, 2023
- ▶ Participate in OCAT Monthly SLA Reporting Meeting on April 10, 2023
- ▶ Participate in CalSAWS PMO Status meeting on April 11, 2023
- ▶ Participate in the Imaging Migration Status meeting on April 11, 2023
- ▶ Participate in CalSAWS Section Directors' meeting on April 11, 2023
- ▶ Participate in Pre Green-Light: Wave 3 Go-Live on April 12, 2023
- ▶ Participate in Region 6 Management Site Visit on April 12, 2023
- ▶ Participate in OCAT Operation & Release Management Meeting on April 12, 2023

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- ▶ Participate in Wave 3B Requirements Matrix Review on April 12, 2023
- ▶ Participate in CalSAWS Batch review on April 13, 2023
- ▶ Participate in CalSAWS JPA Board Meeting on April 14, 2023
- ▶ Strike Teams, Retrospectives & Collaboration Model
 - Facilitate BenefitsCal Communications & Resources Retro April 10, 2023
 - Facilitate the 23.03 Release Security Change Retro on April 12, 2023

1.4.2 Technical

- ▶ Participate in CalSAWS Weekly Technical Meeting on April 10, 2023
- ▶ Participate in Collections, Fraud, & Task Management Review on April 10, 2023
- ▶ Participate in Performance Endurance Test meeting on April 10, 2023
- ▶ Participate in App/Dev meeting on April 11, 2023
- ▶ Participate in Section Directors Meeting on April 11, 2023
- ▶ Participate in Consortium Financial Operations meeting on April 11, 2023
- ▶ Participate in Technical Committee Agenda and Meeting - 2nd Quarter 2023 on April 11, 2023
- ▶ Participate in Performance Stress Test meeting on April 11, 2023
- ▶ Participate in Performance Test Contingency Test meeting on April 11, 2023
- ▶ Participate in DBCR/CTCR Review meetings on April 11 and 13, 2023
- ▶ Participate in Weekly CalSAWS Leadership meeting on April 12, 2023
- ▶ Participate in Tech Change Advisory Board (CAB) meeting on April 12, 2023
- ▶ Participate in Monthly CalSAWS IT Report Meeting Series on April 12, 2023
- ▶ Participate in Region 6 CalSAWS Management Site Visit on April 12, 2023
- ▶ Participate in CalSAWS Architectural Standards Review Series on April 13, 2023
- ▶ Participate in CalSAWS Voice Bots/RPA Weekly Check-In on April 13, 2023
- ▶ Participate in CalSAWS Los Angeles County Revaluation Discussion on April 13, 2023
- ▶ Participate in Serverless EMR technical and cost discussion on April 13, 2023
- ▶ Participate in Environment Integration/Management Review on April 14, 2023
- ▶ Participate in CalSAWS JPA Board of Directors Meeting on April 14, 2023
- ▶ BenefitsCal
 - Participate in Scope Review of upcoming Releases on April 10, 2023
 - Participate in the BenefitsCal Operations meeting on April 11, 2023
 - Participate in BenefitsCal meetings on April 11 and 13, 2023
 - Participate in Application Transfer meetings
 - Continue reviewing BenefitsCal deliverables and release activities
- ▶ Batch
 - Participate in Batch Performance meeting on April 12, 2023
 - Participate in Fiscal Interfaces and testing plan's Kick off meeting on April 12, 2023
 - Participate in Batch Weekly Roundup on April 13, 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 10, 2023
 - Participate in CalWIN Conversion Week Look Ahead on April 10, 2023

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- Participate in Wave 5 Sonoma County Initial Test Planning on April 10, 2023
- Participate in 3B Go Live Cutover - Table Read on April 11, 2023
- Participate in Wave 6 San Francisco County Initial Test Planning on April 11, 2023
- Participate in Wave 4 San Mateo Functional File Processing on April 12, 2023
- Participate in Wave 4 Solano County Functional File Processing on April 12, 2023
- Participate in Wave 4 San Diego County Functional File Processing on April 12, 2023
- Participate in Wave 4 Santa Cruz Functional File Processing on April 12, 2023
- Participate in CalWIN Wave 3 - TPOC meeting on April 12, 2023
- Participate in Pre Green-Light: Wave 3 Go-Live on April 12, 2023
- Participate in Wave 3B - RTM Summary updates on April 13, 2023
- Participate in Wave 6 San Luis Obispo County Initial Test Planning on April 13, 2023
- Participate in Wave 6 Sacramento County Initial Test Planning on April 13, 2023
- Participate in CalWIN Wave 5 - TPOC meetings on April 13, 2023
- Participate in Stage Gate Review Preparation meeting on April 14, 2023
- ▶ Central Print
 - Participate in CalSAWS Central Print status meeting on April 10, 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 Tulare CSC Support Meeting on April 11, 2023
 - Participate in CalSAWS/Los Angeles Contact Center Discussions on April 11, 2023
 - Participate in Fresno County CalSAWS IVR-Contact Center Weekly Design Sessions on April 11, 2023
 - Participate in Worker Facing VA Design Sessions on April 11 and 13, 2023
 - Participate in Solano County CalSAWS IVR-Contact Center Design on April 12, 2023
 - Participate in Santa Cruz CalSAWS IVR-Contact Center Design on April 12, 2023
 - Participate in CalSAWS Contact Center Review on April 12, 2023
 - Participate in CalSAWS Voice Bots/RPA Weekly Check-In on April 13, 2023
 - Participate in AWS/CalSAWS Contact Center meeting on April 13, 2023
 - Participate in CalSAWS VA Team Weekly Check-In on April 13, 2023
 - Participate in Ventura Contact Center IVR Discovery Sessions on April 13, 2023
 - Participate in Los Angeles County Re-Evaluation Line Discussion on April 13, 2023
 - Participate in Contact Center Team meeting on April 14, 2023
- ▶ General Assistance/General Relief (GA/GR)
 - Participate in GA/GR meetings
- ▶ Security
 - Participate in 23.05 Release Security Committee Meeting on April 10, 2023
 - Participate in 23.03 Baseline Release Encryption/Decryption Security Change Retro Session on April 12, 2023
 - Participate in Application Security Findings meeting on April 12, 2023
 - Participate in Security Committee Meeting 23.05 Release on April 13, 2023
 - Participate in Security Status Meeting on April 14, 2023
 - Continue to review Partner System Security Plans
- ▶ Service Management
 - Participate in ServiceNow Process Improvement Meeting on April 13, 2023

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: April 3, 2023, to April 9, 2023

▶ Lobby Management

- Participate in Integrated Lobby Management Touchpoint on April 11, 2023
- Participate in Lobby Management Planning/Consultation with Clarissa Nantes on April 11, 2023
- Participate in Contra Costa Kiosk & Lobby Tablet Flow Design on April 12, 2023
- Participate in Ventura Lobby Management Configuration Review on April 12, 2023
- Participate in Contra Costa: CalSAWS Kiosks and Tablets on April 13, 2023
- Participate in Santa Clara Lobby Kiosks Deployment/Go-Live working session on April 13, 2023

1.4.3 Imaging

- ▶ Participate in Monthly Data Review for CalSAWS on April 10, 2023
- ▶ Participate in the Imaging Migration Status meeting on April 11, 2023
- ▶ Participate in San Diego Document Migration Check-In on April 11, 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
- ▶ Participate in the Pre Green-Light: Wave 3 Go-Live
- ▶ Monitor Wave 2 post-cutover county defects and priorities
- ▶ Monitor Wave 3 CDV findings
- ▶ Prepare for Wave 4 CDV Execution
- ▶ Monitor and support UAT2 security profile maintenance activities
- ▶ Participate in the Mock 4B Clickthrough on April 10, 2023
- ▶ Participate in the SME Team for Wave 3 GLP Orientation on April 10, 2023
- ▶ Participate in the ISS Stand up meeting on April 10, 2023
- ▶ Conduct a CDV Wave 3 Retro output review with Consortium on April 10, 2023
- ▶ Participate in the CDV Wave 4 Execution Kick-Off on April 10, 2023
- ▶ Participate in the 3B cutover table read on April 11, 2023
- ▶ Participate in the Strike Team for W2 GLP meeting on April 11 and 13, 2023
- ▶ Participate in the Conversion SCRs – Requirement Review on April 11, 2023
- ▶ Participate in the CDV SME expectations and training on April 13, 2023
- ▶ Participate on Retro next steps discussions on April 13, 2023
- ▶ Participate in the Stage Gate reports meeting on April 14, 2023
- ▶ Participate in the weekly Defect Strike team on April 14, 2023

1.4.4 Functional

- ▶ M&O
 - Participate in SAWS Test Daily Connect meetings
 - Participate in SCR Touchpoint Meeting on April 12, 2023
 - Participate 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

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: April 3, 2023, to April 9, 2023

- 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
- ▶ General Assistance/General Relief (GA/GR)
 - Monitor GA/GR SCRs
 - Participate in weekly GA/GR Correspondence Web Services discussion
- ▶ BenefitsCal
 - Participate in the BenefitsCal Weekly PM Standup meeting on April 12, 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 23.04.18 Monthly Release items set to "UAT Deployed" status
 - Monitor BenefitsCal 23.04.18 Monthly Release scope, for M&O and M&E updates
 - Review BenefitsCal 23.04.18 Monthly Release notes
 - Start QA verification of BenefitsCal 23.04.24 Monthly 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 Major Release
 - Monitor Independent Test execution progress for BenefitsCal 23.05 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 11, 2023
 - Participate in PIT RACI meeting on April 11, 2023
 - Participate in Test Touchpoint meeting on April 12, 2023
 - Participate in Wave 2 State/Fiscal Reports meeting on April 13, 2023

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: April 3, 2023, to April 9, 2023

- Participate in Interface Team Weekly Touchpoint meeting on April 13, 2023
- Participated in CalSAWS State and Fiscal Reports meeting on April 13, 2023

1.4.7 Implementation

- ▶ CalSAWS Maintenance and Operations (M&O)
 - Participate in weekly Training Touchpoint meeting on April 11, 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 and debriefs
 - Provide virtual support in Contra Costa, Santa Clara, and Tulare
 - Participate in Wave 5 & 6 Change Network meeting walkthrough on April 10, 2023
 - Participate in Wave 3 & 4 Change Network dry-run on April 10, 2023
 - Participate in Wave 3 Go-Live Packet Orientation on April 10, 2023
 - Participate in CalWIN ISS Standup Meeting on April 10, 2023
 - Participate in Change Discussion Guide Working Sessions: San Francisco and San Luis Obispo County on April 10 - 13, 2023
 - Participate in Weekly ISS Implementation Manager Touchpoint on April 10, 2023
 - Participate in Weekly Implementation Team meeting on April 10, 2023
 - Prepare for Wave 4 and 6 IPOC meetings on April 11, 2023
 - Participate in Weekly ISS Team Leads Tuesday Standup meeting on April 11, 2023
 - Support the Santa Clara County Retrospective on ISS Workstreams on April 11, 2023
 - Support Wave 3 and 4 Change Network meeting on April 11, 2023
 - Support Wave 5 and 6 Change Network meeting on April 11, 2023
 - Participate in TOSS & IPOC Meeting: Santa Barbara County on April 11, 2023
 - Participate in San Mateo Configuration Verification Session on April 12 - 13, 2023
 - Participate in TOSS & IPOC Meeting: Orange County on April 12, 2023
 - Participate in Post-Implementation Full Orientation Session on April 12, 2023
 - Participate in Wave 4 Monthly IPOC meeting on April 12, 2023
 - Participate in TOSS & IPOC Meeting: Ventura County on April 12, 2023
 - Participate in OCM Leads Meeting on April 12, 2023
 - Participate in OCM Executive Team meeting on April 12, 2023
 - Participate in TOSS & IPOC Meeting: Solano County on April 13, 2023
 - Participate in Wave 6 Monthly IPOC meeting on April 13, 2023
 - Participate in Wave 5 Weekly PPOC Change Discussion on April 13, 2023
 - Participate in Wave 3B - RTM Summary updates meeting on April 13, 2023
 - Conduct Implementation QA Team meeting on April 14, 2023
 - Participate in Weekly Risk Review meeting on April 14, 2023
- ▶ Release Management
 - Conduct SCR reviews for the 23.05 Release

1.4.8 OCAT

- ▶ Participate in OCAT Monthly SLA Reporting Meeting on April 10, 2023
- ▶ Participate in OCAT Operation & Release Management Meeting on April 12, 2023
- ▶ Continue reviewing the OCAT System Security Plan (SSP) 2023 Annual Update

1.5 Deviations from Plan/Adjustments

- ▶ None