

CalSAWS Quality Assurance Weekly Status Report

Reporting Period: July 24, 2023, to July 30, 2023

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: July 24, 2023, to July 30, 2023

1.0 Quality Assurance.....3

1.1 CalSAWS Weekly Status Agenda Topics 3

1.2 Deliverables Management 4

1.3 Highlights for the Reporting Period 6

1.4 Activities for the Next Reporting Period..... 11

1.5 Deviations from Plan/Adjustments 15

Table of Tables

Table 1-1 – CalSAWS Quality Assurance Status Agenda Topics 3

Table 1-2 – Overall Summary of CalSAWS DD&I Deliverable Status 4

Table 1-3 – Overall Summary of OCAT Deliverable Status 4

Table 1-4 – Overall Summary of BenefitsCal Deliverable Status 5

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

Table 1-6 – Weekly M&O System Change Request (SCR) Updates 8

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 4 and 5A Support calls • Participated in CalSAWS 23.07 Post-release checkpoints • Continued participating in OCAT System Security Plan (SSP) Reviews • Participated in Wave 5 County Leadership Meetings • Facilitated Wave 4 retrospectives for BenefitsCal, Implementation Management, OCM, Lobby Management, Training, and Imaging. • Facilitated Collaboration Model enhancement request process flow working session
QA Technical	<ul style="list-style-type: none"> • Monitored CalSAWS Production Operations • Continued reviewing June Service Interruptions and prevention activities • Continued review of BenefitsCal defects and technical changes • Continued review of partner System Security Plans • Reviewed Change Advisory Board (CAB) tickets
QA Conversion	<ul style="list-style-type: none"> • Participated in the initial Mock 6A/5C run, rescheduled for Aug 3, 2023 • Participating in Child Care Warrant documentation for county use • Participated Wave 4 Post cutover and Wave 5 County Preparation calls • Continued to monitor Post Go-live Wave 4 Defects priorities and status • Prepare for Wave 6 County Data Validation (CDV) • Continued to monitor Wave 5 CDV defects and priorities
QA Functional/Test	<ul style="list-style-type: none"> • Participated in Partner Interface Testing RACI Meeting • Completed BenefitsCal Release 23.07.27 Test Execution activities • Continued CalSAWS Release 23.09 Test Preparation activities
QA Implementation	<ul style="list-style-type: none"> • Provided Post-Implementation virtual support in San Diego, Santa Cruz, San Mateo, and Solano Counties • Provided comments on Alameda's Ancillary Communications Plan • Conducted Wave 4 Retrospective Session for Implementation Management • Participated in Wave 5 County Leadership Meetings

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: July 24, 2023, to July 30, 2023

1.2 Deliverables Management

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






DEL #	DELIVERABLE NAME		STATUS
3.49	QA Monthly Status Report – July 2023		• Submit FDEL by August 4, 2023
4.49	QA Work Plan – July 2023		• Submit FDEL by August 4, 2023
7.49	QA Test Monthly Report – July 2023		• Submit FDEL by August 4, 2023
51	Assessment of CalSAWS Deployment Complete Report - CalWIN Wave 4		• Submit DDEL comments by August 18, 2023
71.20	ClearBest Performance Report – July 2023		• Submit FDEL by August 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		• Submit comment resolutions by August 1, 2023

[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: July 24, 2023, to July 30, 2023

Table 1-4 – Overall Summary of BenefitsCal Deliverable Status









DEL #	DELIVERABLE NAME		STATUS
WP-26.19	BenefitsCal – CX Monthly Report - June/July 2023		<ul style="list-style-type: none"> • Submit DDEL comments by August 18, 2023
WP-27.17	BenefitsCal – Monthly M&O Report - June 2023		<ul style="list-style-type: none"> • Submitted FDEL comments on July 26, 2023
WP-28.16	BenefitsCal – Work Plan Monthly Updates – July 2023		<ul style="list-style-type: none"> • Submit FDEL comments by August 14, 2023
WP-29.16	BenefitsCal – Monthly Status Report – July 2023		<ul style="list-style-type: none"> • Submit FDEL comments by August 14, 2023
WP-40	BenefitsCal - CalSAWS Marketing and Communications Materials 2023		<ul style="list-style-type: none"> • Submit FDEL comments by August 17, 2023
WP-41	BenefitsCal – General System Design Documentation for Time Clocks		<ul style="list-style-type: none"> • Submit DDEL comments by August 11, 2023

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

DEL #	DELIVERABLE NAME		STATUS
59.31	CalWIN Implementation – Assessment of CalWIN Implementation Migration Work Plan Update – July 2023		<ul style="list-style-type: none"> • Submit FDEL by August 11, 2023
WP-3.04	CalWIN Implementation – CalWIN County Implementation Completion Report – Wave 4		<ul style="list-style-type: none"> • Submit DDEL comments by August 29, 2023

1.3 Highlights for the Reporting Period

1.3.1 Project Management

- ▶ Participated in Wave 4 Project and County Operations Support calls
- ▶ Participated in Wave 5A County Prep Daily Debrief
- ▶ Participated in Alameda County Leadership meeting on July 24, 2023
- ▶ Participated in CalSAWS 23.07 Post-release checkpoints on July 24 - 26, 2023
- ▶ Participated in Sonoma County Leadership meeting on July 25, 2023
- ▶ Participated in CalSAWS Section Directors' meeting on July 25, 2023
- ▶ Participated in OCAT System Security Plan (SSP) reviews on July 25 and 27, 2023
- ▶ Participated in Fresno County Leadership meeting on July 26, 2023
- ▶ Strike Teams, Retrospectives & Collaboration Model
 - Facilitated Wave 4 Implementation Management Retrospective on July 25, 2023
 - Facilitated Wave 4 Contact Center Retrospective on July 26, 2023
 - Facilitated Wave 5 County Data Validation Retrospective on July 27, 2023
 - Facilitated Wave 4 Conversion Retrospective on July 27, 2023

1.3.2 Technical

- ▶ Participated in CalSAWS 23.07 Post-Release Checkpoint calls
- ▶ Participated in CalSAWS Weekly Technical Sync meeting on July 24, 2023
- ▶ Reviewed Status for Collections, Fraud, & Task Management on July 24, 2023
- ▶ Participated in Sprint Review 23.07.27 on July 24, 2023
- ▶ Participated in Consortium FinOps meeting on July 25, 2023
- ▶ Participated in App Dev meeting on July 25, 2023
- ▶ Participated in Section Directors Meeting on July 25, 2023
- ▶ Participated in Weekly CalSAWS Leadership meeting on July 26, 2023
- ▶ Participated in Tech Change Advisory Board (CAB) meeting on July 26, 2023
- ▶ Participated in Weekly Meeting for Architecture discussion on July 27, 2023
- ▶ Participated in Review Monthly Over 15 seconds Report Meeting on July 27, 2023
- ▶ BenefitsCal
 - Participated in BenefitsCal Operation Review meeting on July 25, 2023
 - Participated in DD&I and M&O meeting on July 25 and 27, 2023
 - Participated in Application Transfer meetings
 - Continued reviewing deliverables and release activities
- ▶ Batch
 - Participated in Batch Performance meeting on July 26, 2023
 - Participated in Batch Weekly Roundup on July 27, 2023
- ▶ CalWIN
 - Participated in Wave 4 County Prep Office Hours
 - Participated in Wave 4 Post-Implementation Status Calls
 - Participated in Wave 5 County Prep Phase meetings
 - Participated in 6A/5C Cutover meetings
 - Participated in Wave 6 Sacramento, San Francisco, and San Luis Obispo Interface Partner Test reviews on July 26, 2023
 - Participated in CalWIN Document Migration on July 26, 2023

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: July 24, 2023, to July 30, 2023

- Participated in CR 186317 CalWIN Conversion to CalSAWS Wave 5 Focus Group #1 on July 28, 2023
- Participated in Stage Gate Review Preparation and Priorities on July 28, 2023
- ▶ Central Print
 - Participated in CalSAWS Central Print Status meeting on July 24, 2023
- ▶ Contact Center
 - Participated in Fresno CalSAWS IVR - Contact Center Design on July 25, 2023
 - Participated in Sonoma CalSAWS IVR - Contact Center Design on July 25, 2023
 - Participated in CalSAWS VA Design Sessions on July 25, 2023
 - Participated in Alameda CalSAWS IVR - Contact Center Design on July 25, 2023
 - Participated in San Bernardino County CSC Support Meeting on July 25, 2023
 - Participated in CalSAWS Voice Bots/RPA Weekly Check-In on July 26, 2023
 - Participated in CalSAWS IVR/Contact Center Committee Meeting on July 26, 2023
 - Participated in Contact Center Retro Wave 4 on July 26, 2023
 - Participated in AWS/CalSAWS Contact Center Collaboration on July 27, 2023
 - Participated in Contra Costa County CSC Support Meeting on July 27, 2023
 - Participated in CalSAWS Fresno County Model Office Prep Day on July 27, 2023
- ▶ Security
 - Participated in discussion about non-prioritized Security Defect on July 24, 2023
 - Participated in Vulnerabilities review on July 26, 2023
- ▶ Service Management
 - Participated in Monthly Helpdesk Trends Meeting on July 27, 2023
- ▶ Lobby Management
 - Participated in Sonoma County Lobby Device Planning on July 24, 2023
 - Participated in Shasta Kiosk Printer Refresh on July 25, 2023
 - Participated in Lobby Management Touchpoint meeting on July 25, 2023
 - Participated in Lobby Management Planning/Consultation on July 26, 2023
 - Participated in Ventura County Lobby Management Configuration Prep Meeting on July 26, 2023
 - Participated in San Francisco Lobby Device Planning on July 26, 2023

1.3.3 Imaging

- ▶ Participated in Hyland Slowness, Exec Discussion on July 25, 2023
- ▶ Participated in Imaging Migration Standup Call on July 25, 2023

1.3.4 Conversion

- ▶ Participated in Daily Wave 4 Post-Implementation Project production calls
- ▶ Participated in Daily Wave 5 County Office prep daily calls
- ▶ Monitored and dispositioned Wave 5 County Data Validation (CDV) findings
- ▶ Monitored Wave 2 - 5 post-cutover defects and priorities
- ▶ Supported UAT2 security profile maintenance activities for CDV and other test efforts
- ▶ Participated in 6A5/C Table read on July 24, 2023
- ▶ Participated in CalSAWS Monthly County Conversion leads meeting on July 24, 2023
- ▶ Participated in Conversion, SCRs, and Requirement meeting on July 25, 2023
- ▶ Participated in Wave 6 CDV Access account readiness meeting on July 25, 2023
- ▶ Participated in Mock cutover 6A/5C stage gate starting July 26, 2023

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: July 24, 2023, to July 30, 2023

- ▶ Participated in CalWIN Document Migration meeting on July 26, 2023
- ▶ Participated in Review of Potential Fact sheet topics on July 26, 2023
- ▶ Participated in Recovery Account Transactions for Shell cases on July 26, 2023
- ▶ Participated in Wave 5 County Data Validation Retro on July 27, 2023
- ▶ Participated in Wave 4 Conversion Retro on July 27, 2023
- ▶ Participated in CalHEERS Wave 5 Conversion focus meeting on July 28, 2023
- ▶ Participated in Stage Gate Preparation and Priorities on July 28, 2023

1.3.5 Functional

- ▶ M&O
 - Participated in CalSAWS Test Daily Connect
 - Participated in MC SCR Touchpoint meeting on July 26, 2023
 - Participated in the following design meetings:
 - CR 178286 - Adding Data elements to eHIT
 - CR 185143 - Verify Lawful Presence Service Suite upgrade from SOAP to JSON
 - CR 214183 - Eligibility Results page
 - CR 218714 - Medi-Cal Renewal and Redetermination Verification Service
 - CR 218725 - New Ad-Hoc Print Vendor OSP
 - CR 220303 - BREfs 5 High Impact Business Validations
 - CR 231622 - Intelligent Document Processing
 - CR 238422 - SB644 - EDD Claimant & Employer Data
 - CR 243176 - MCAP Defect - MCAP Dual Eligible Protection
 - CR 247110 - Lawful Presence Updates
 - CR 247479 - Enroller Portal/Salesforce Enhancements for September 2023
 - Reviewed Sixty-six (66) 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
22.09	1
22.11	1
23.05	1
23.06	5
23.07	33
23.09	7
23.11	14
24.03	1
RWR	2
TBD	1
Grand Total	66

- ▶ General Assistance/General Relief (GA/GR)
 - Monitored GA/GR SCRs

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: July 24, 2023, to July 30, 2023

- Participated in weekly GA/GR Correspondence Web Services discussion
- ▶ BenefitsCal
 - Participated in Daily Transaction Failures meetings
 - Participated in Weekly Scope Review meeting for upcoming BenefitsCal releases
 - Participated in BenefitsCal Support for CalSAWS 23.09 Baseline Enhancements on July 24, 2023
 - Participated in Sprint Review 23.07.27 on July 24, 2023
 - Participated in BenefitsCal Operation Review meeting on July 25, 2023
 - Participated in BenefitsCal User Centered Design (UCD) Monthly Meeting on July 26, 2023
 - Participated in Weekly Program Manager Standup meeting on July 26, 2023
 - Participated in Chatbot Expansion Session meeting on July 27, 2023

1.3.6 Test

- ▶ CalSAWS Release 23.09
 - Continued test preparation activities
- ▶ BenefitsCal Activities
 - Completed QA verification of 23.07.27 Monthly Release items in “UAT Deployed” status
 - Communicated QA verification final status of 23.07.27 Monthly Release
 - Monitored 23.07.27 Monthly Release for M&O and M&E updates
 - Monitored 23.08.24 Monthly Release for M&O and M&E additions
- ▶ Priority Release / RWR Activities
 - Monitored priority releases/RWR defects and SCR test activities
 - Conducted QA Review activities on the following SCRs:

Table 1-7 – Priority Release/RWR Issues for QA Review/Test

Defect/SCR #	Scheduled Release	Type of Testing
CA-243006 ACL 23-XX FC, KG CNI Rate Increase for Year 2023-2024	23.08.03	QA Review
CA- 243008 ACL 23-XX AAP CNI Rate Increase for Year 2023-2024	23.08.03	QA Review
CA-243010 ACL 23-XX AAP CNI Rate Increase for Year 2023-2024 - Batch EDBC	23.08.05	QA Review
CA-243007 ACL 23-XX FC, KG CNI Rate Increase for Year 2023-2024 - Batch EDBC	23.08.05	QA Review

- ▶ Other Consortium Support Test Activities
 - Monitored test support for priority releases
 - Participated in BenefitsCal Support for CalSAWS 23.09 Baseline Enhancements meeting on July 24, 2023
 - Participated in CalSAWS 23.07 Post-Release Checkpoint Meetings July 24 – 26, 2023
 - Participated in Integrated Test Team Meeting on July 25, 2023
 - Participated in RACI PIT Meeting with Fiscal & Batch Ops on July 26, 2023
 - Participated in Wave 4 State/Fiscal Reports meeting on July 27, 2023

1.3.7 Implementation

- ▶ CalSAWS Maintenance and Operations (M&O)
 - Participated in Weekly Training Touchpoint meeting on July 25, 2023
- ▶ CalWIN Implementation Support Services (ISS)
 - Provided Post-Implementation virtual support in San Diego, Santa Cruz, San Mateo, and Solano Counties
 - Participated in Wave 4 Post-Implementation Project Production Calls
 - Participated in Wave 4 Post-Implementation Internal Status Calls
 - Participated in Wave 4 Post-Implementation County Operations Calls
 - Participated in Wave 5 County Prep Office Hours & Daily Debrief Calls
 - Participated in Wave 5 County Prep Daily Debrief Calls
 - Participated in Weekly Implementation Manager Touchpoint on July 24, 2023
 - Participated in Weekly Implementation Team meeting on July 24, 2023
 - Participated in Alameda County Leadership meeting on July 24, 2023
 - Provided comments on Alameda Ancillary Communications Plan on July 24, 2023
 - Participated in Alameda Communications Plan for Ancillaries/BenefitsCal on July 24, 2023
 - Participated in Wave 5 IPOC Dry-Run on July 24, 2023
 - Participated in Sonoma County Leadership meeting on July 25, 2023
 - Participated in TOSS & IPOC Meeting for Sonoma County on July 25, 2023
 - Participated in TOSS & IPOC Meeting for Santa Cruz County on July 25, 2023
 - Conducted Wave 4 Retrospective Session for Implementation Management on July 25, 2023
 - Participated in Internal Help Desk and Command Center follow-up on July 25, 2023
 - Supported Wave 5 IPOC meeting on July 26, 2023
 - Participated in TOSS & IPOC Meeting for San Francisco County on July 26, 2023
 - Participated in Fresno County Leadership meeting on July 26, 2023
 - Reviewed Potential Fact Sheet Topics on July 26, 2023
 - Participated in OCM Team Leads meeting on July 26, 2023
 - Participated in OCM Team Executive Check-In on July 27, 2023
 - Conducted QA Implementation Team meeting on July 27, 2023
- ▶ Release Management
 - Participated in CalSAWS 23.07 Post-Release Checkpoints on July 24 - 26, 2023
 - Planned for Training Validations for Release 23.09

1.3.8 OCAT

- ▶ Continued review of OCAT SSP 2023 Annual Updates with Consortium Security and Ernst & Young (EY)
- ▶ Reviewed and approved all responses to QA comments on OCAT Phase 2 Transition Plan – 2023 Annual Update
- ▶ Participated in OCAT System Security Plan (SSP) Reviews on July 25, 26, and 27, 2023

1.4 Activities for the Next Reporting Period

1.4.1 Project Management

- ▶ Participate in Wave 4 Project and County Operations Support calls
- ▶ Participate in Wave 5A County Prep Daily Debrief
- ▶ Participate in CalSAWS Section Directors' meeting on August 1, 2023
- ▶ Participate in CalSAWS PMO Status meeting on August 1, 2023
- ▶ Participate in Imaging Migration review on August 1, 2023
- ▶ Participate in OCAT Ops and Release Management meeting on August 2, 2023
- ▶ Participate in Monthly Data Review for CalSAWS Imaging on August 3, 2023
- ▶ Strike Teams, Retrospectives & Collaboration Model
 - Facilitate BenefitsCal Communications and Resources Retrospective on July 31, 2023
 - Facilitate Collaboration Model Enhancement Request process flow working session on July 31, 2023
 - Facilitate Wave 4 Implementation retrospective session #2 on August 1, 2023
 - Facilitate Wave 5 OCM retrospective session on August 1, 2023
 - Facilitate Wave 4 Lobby Management retrospective session on August 1, 2023
 - Facilitate Wave 4 Training retrospective session on August 2, 2023
 - Facilitate Wave 4 Imaging retrospective session on August 2, 2023

1.4.2 Technical

- ▶ Participate in CalSAWS Weekly Technical Sync meeting on July 31, 2023
- ▶ Review Status of Collections, Fraud, & Task Management on July 31, 2023
- ▶ Participate in Consortium FinOps meeting on August 1, 2023
- ▶ Participate in App Dev meeting on August 1, 2023
- ▶ Participate in Tech Change Advisory Board (CAB) meeting on August 2, 2023
- ▶ Participate in Bi-Weekly CalSAWS Meeting on August 3, 2023
- ▶ Participate in Weekly Meeting for Architecture discussion on August 3, 2023
- ▶ Participate in Environment Integration/Management meeting on August 3, 2023
- ▶ BenefitsCal
 - Participate in Scope Review of upcoming Releases on July 31, 2023
 - Participate in DD&I and M&O meetings on August 1 and 3, 2023
 - Participate in Amplitude Walkthrough meeting on August 2, 2023
 - Participate in Application Transfer meetings
 - Continue reviewing deliverables and release activities
- ▶ Batch
 - Continue to monitor the production batch and operational activities
- ▶ CalWIN
 - Participate in Wave 5 County Prep Office Hours
 - Participate in Wave 4 Post-Implementation Operations Calls
 - Participate in 6A/5C Mock Cutover meetings
 - Participate in 6B Mock Cutover Table Read on August 1, 2023
 - Participate in CalWIN Conversion Week Look Ahead on July 31, 2023
 - Participate in CalWIN Wave 5 TPOC meeting on August 3, 2023
 - Participate in Stage Gate Review Preparation meeting on August 4, 2023

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: July 24, 2023, to July 30, 2023

- ▶ Central Print
 - Participate in CalSAWS Central Print Status meeting on July 31, 2023
- ▶ Contact Center
 - Participate in Sonoma County One-Day In-Person Model Office Preparation Meeting on August 1, 2023
 - Participate in Yolo Support Call on August 1, 2023
 - Participate in Alameda CalSAWS IVR/Contact Center Design on August 1, 2023
 - Participate in CalSAWS VA Design Sessions on August 1, 2023
 - Participate in Fresno CalSAWS IVR/Contact Center Design on August 1, 2023
 - Participate in Placer County CSC Support Meeting on August 2, 2023
 - Participate in CalSAWS Contact Center Review on August 2, 2023
 - Participate in Alameda County Model Office In-Person Meeting on August 3, 2023
 - Participate in CalSAWS VA Weekly Check-In on August 3, 2023
 - Participate in CalSAWS Voice Bots/RPA Weekly Check-In on August 3, 2023
 - Participate in AWS/CalSAWS Contact Center Collaboration on August 3, 2023
 - Participate in Alameda County Model Office In-Person Meeting on August 3, 2023
 - Participate in Contact Center Team Meeting on August 4, 2023
- ▶ Security
 - Participate in AWS Infrastructure Security CloudCheckr meeting on July 31, 2023
 - Participate in Application Vulnerabilities Review on August 2, 2023
 - Participate in Security Risk Management Group meeting on August 3, 2023
 - Participate in Security Status meeting on August 4, 2023
- ▶ Service Management
 - Participate in ServiceNow Management Meetings as scheduled
- ▶ Lobby Management
 - Participate in Sonoma County Lobby Device Planning on July 31, 2023
 - Participate in Integrated Lobby Management Touchpoint on August 1, 2023
 - Participate in Lobby Management Retro - County installation for Kiosks and/or Tablets (Placer, Santa Clara, Contra Costa) on August 1, 2023
 - Participate in Solano County Lobby Device Planning on August 2, 2023
 - Participate in Ventura County Lobby Management Configuration Prep Meeting on August 2, 2023
 - Participate in Orange County Lobby Device Planning on August 3, 2023
 - Participate in Lobby Support Management Updates on August 3, 2023

1.4.3 Imaging

- ▶ Participate in weekly Imaging status meeting on August 1, 2023
- ▶ Participate in Imaging Retro Wave 4 on August 2, 2023
- ▶ Participate in CalSAWS Monthly Data Review on August 3, 2023
- ▶ Participate in Wave 4 Imaging Retro on August 2, 2023

1.4.4 Conversion

- ▶ Participate in Daily Wave 4 Post-Implementation Project production calls
- ▶ Participate in Daily Wave 5 County Office prep daily calls
- ▶ Monitor and disposition Wave 5 County Data Validation (CDV) findings
- ▶ Monitor Wave 2 - 5 post-cutover defects and priorities

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: July 24, 2023, to July 30, 2023

- ▶ Support UAT2 security profile maintenance activities for CDV and other test efforts
- ▶ Participate in Project Status Meeting for Collections, Fraud and Task Management on July 31, 2023
- ▶ Facilitate a Child Care Warrants discussion on July 31, 2023
- ▶ Participate in Child Care provider conversion discussion on August 1, 2023
- ▶ Participate in 6B Mock Cutover table read on August 1, 2023
- ▶ Participate in Conversion, SCRs, and Requirement meeting on August 1, 2023
- ▶ Participate in Review of Potential Fact sheet topics on August 1, 2023
- ▶ Participate in E2lite environment discussion on August 1, 2023
- ▶ Participate in rerun of the Mock 6A/5C cutover activities starting August 3, 2023

1.4.5 Functional

- ▶ M&O
 - Participate in CalSAWS Test Daily Connect
 - Participate in Medi-Cal CMSP Committee Meeting on August 2, 2023
 - Participate in the following design meetings:
 - CR 178286 - Adding Data elements to eHIT
 - CR 183100 - SEP Dropdown and Workflow
 - CR 185143 - Verify Lawful Presence Service Suite upgrade from SOAP to JSON
 - CR 218714 - Medi-Cal Renewal and Redetermination Verification Service
 - CR 218725 - New Ad-Hoc Print Vendor OSP
 - CR 239149 - Salesforce Integration Scope Development & Planning
 - CR 243176 - MCAP Defect - MCAP Dual Eligible Protection
 - CR 246826 - Affordability Crosswalk Bot
- ▶ General Assistance/General Relief (GA/GR)
 - Monitor GA/GR SCRs
 - Participate in weekly GA/GR Correspondence Web Services discussion
- ▶ BenefitsCal
 - Participate in Self-Service Portal Committee Meeting on August 1, 2023
 - Participate in Get CalFresh Parity List Meeting on August 2, 2023
 - Participate in Weekly Program Manager Standup meeting on August 2, 2023
 - Monitor development progress for CalWORKS Time Clocks functions
 - Monitor GROW/WTW Collaborator requirement status
 - Participate in Daily Transaction Failures meetings
 - Participate in combined DD&I and M&O check-in meetings
 - Participate in BenefitsCal Operation Review weekly meeting
 - Participate in Weekly Scope Review for upcoming BenefitsCal releases

1.4.6 Test

- ▶ CalSAWS Release 23.09
 - Begin test execution
- ▶ BenefitsCal Activities
 - Start QA verification of 23.08.24 Monthly Release items in "UAT Deployed" status
 - Monitor 23.08.24 Monthly Release for M&O and M&E updates

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: July 24, 2023, to July 30, 2023

- ▶ 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 August 1, 2023
 - Participate in Test Touchpoint meeting on August 2, 2023
 - Participate in CalSAWS State and Fiscal Reports meeting on August 3, 2023
 - Participate in Wave 4 State and Fiscal Reports meeting on August 3, 2023

1.4.7 Implementation

- ▶ CalSAWS Maintenance and Operations (M&O)
 - Participate in Weekly Training Touchpoint meeting on July 25, 2023
- ▶ CalWIN Implementation Support Services (ISS)
 - Provide Post-Implementation virtual support for San Diego, Santa Cruz, San Mateo, and Solano Counties
 - Participate in Wave 4 Post-Implementation Project Production Calls
 - Participate in Wave 4 Post-Implementation Internal Status Calls
 - Participate in Wave 4 Post-Implementation County Operations Calls
 - Participate in Wave 5 County Prep Office Hours & Daily Debrief Calls
 - Participate in Wave 5 County Prep Daily Debrief Calls
 - Participate in Weekly Implementation Manager Touchpoint on July 31, 2023
 - Participate in Weekly Implementation Team meeting on July 31, 2023
 - Participate in ISS Leads Tuesday Standup meeting on July 31, 2023
 - Participate in touchpoint with Customer Engagement Manager on August 1, 2023
 - Conduct Retrospective Wrap-up for Wave 4 Implementation Management on August 1, 2023
 - Participate in TOSS & IPOC Meeting for Alameda County on August 1, 2023
 - Participate in TOSS & IPOC Meeting for Fresno County on August 1, 2023
 - Support Wave 4 Retrospective Session for OCM on August 1, 2023
 - Participate in San Francisco Configuration Working Session on August 2 - 4, 2023
 - Support Wave 4 Retrospective Session for Training on August 2, 2023
 - Participate in Alameda County Communications Plan for Ancillaries/BenefitsCal on August 2, 2023
 - Review Potential Fact Sheet Topics on August 2, 2023
 - Participate in TOSS & IPOC Meeting for Sacramento County on August 3, 2023
 - Participate in OCM Team Leads meeting on August 3, 2023
 - Participate in OCM Team Executive Check-In on August 3, 2023
 - Conduct QA Implementation Team meeting on August 3, 2023
 - Participate in San Francisco Onsite Support Visit on August 4, 2023
 - Participate in OCM Roles and Responsibilities Touchpoint on August 4, 2023
 - Conduct Wave 4 Retrospective Session for TOSS and Support on August 4, 2023
- ▶ Release Management
 - Conduct Training Validations for Release 23.09

1.4.8 OCAT

- ▶ Continue review with Consortium Security and Ernst & Young (EY) on the OCAT SSP 2023 Annual Update
- ▶ Participate in OCAT System Security Plan (SSP) Reviews as scheduled

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: July 24, 2023, to July 30, 2023

- ▶ Participate in the OCAT Operations and Release Management meeting on August 2, 2023

1.5 Deviations from Plan/Adjustments

- ▶ None