

# CalSAWS Quality Assurance Weekly Status Report

**Reporting Period: August 14, 2023, to August 20,  
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
<b>QA PMO</b>	<ul style="list-style-type: none"> <li>• Participated in Wave 4 and 5A Support calls</li> <li>• Participated in CalSAWS Conversion Defect Status Review</li> <li>• Participated in CalSAWS Project Steering Committee</li> <li>• Participated in OCAT Monthly SLA Review and Release meetings</li> <li>• Participated in IV&amp;V Wave 5 Go-Live Readiness Report Review</li> <li>• Facilitated Wave 4 retrospectives for Imaging &amp; Lobby Management</li> <li>• Facilitated Collaboration Model Quarterly meeting preparation</li> <li>• Facilitated Collaboration Model enhancement request process flow working session</li> </ul>
<b>QA Technical</b>	<ul style="list-style-type: none"> <li>• Continued assisting with CalSAWS Contact Center Model Office</li> <li>• Continued monitoring CalSAWS Production Operations</li> <li>• Continued review of BenefitsCal AWS Dashboards, defects, and technical changes</li> <li>• Continued review of partner System Security Plans</li> </ul>
<b>QA Conversion</b>	<ul style="list-style-type: none"> <li>• Participated in the Wave 6 County Data Validation (CDV)</li> <li>• Participated Wave 4 Support and Wave 5 County Preparation calls</li> <li>• Continued Monitoring Wave 4 and 5 Defect priorities and status</li> </ul>
<b>QA Functional/Test</b>	<ul style="list-style-type: none"> <li>• Participated in SPG Resumption planning and preparation activities</li> <li>• Participated in ROI Workgroup Kickoff</li> <li>• Participated in WDTIP Implementation Planning meetings</li> <li>• Reviewed 101 designs in preparation for SCRB/CCB</li> <li>• Continued BenefitsCal Release 23.08.24 Test Execution</li> <li>• Continued CalSAWS Release 23.09 Test Execution with a 64% Execution Rate, 45% Pass Rate, and 19% Fail/Block Rate</li> </ul>
<b>QA Implementation</b>	<ul style="list-style-type: none"> <li>• Provided Post-Implementation virtual support in San Diego, Santa Cruz, San Mateo, and Solano Counties</li> <li>• Completed updates to Alameda Trip Book</li> <li>• Completed ISS County Retrospective with San Mateo County</li> <li>• Supported IPOC/TOSS meetings for Alameda, Fresno, and Sonoma</li> </ul>

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### 1.2 Deliverables Management

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








DEL #	DELIVERABLE NAME		STATUS
3.50	QA Monthly Status Report – August 2023		<ul style="list-style-type: none"> <li>• Submit FDEL by September 5, 2023</li> </ul>
4.40	QA Work Plan – August 2023		<ul style="list-style-type: none"> <li>• Submit FDEL by September 5, 2023</li> </ul>
7.50	QA Test Monthly Report – August 2023		<ul style="list-style-type: none"> <li>• Submit FDEL by September 5, 2023</li> </ul>
10.12	Quarterly QA Security Report		<ul style="list-style-type: none"> <li>• Submit DDEL by September 29, 2023</li> </ul>
51	Assessment of CalSAWS Deployment Complete Report - CalWIN Wave 4		<ul style="list-style-type: none"> <li>• Submitted DDEL comments on August 18, 2023</li> </ul>
71.21	ClearBest Performance Report – August 2023		<ul style="list-style-type: none"> <li>• Submit FDEL by September 15, 2023</li> </ul>

Table 1-3 – Overall Summary of OCAT Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
14.34	<b>OCAT</b> – Monthly Status Report		<ul style="list-style-type: none"> <li>• Submit FDEL by September 5, 2023</li> </ul>

[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-26.19	<b>BenefitsCal</b> – CX Monthly Report - June/July 2023		<ul style="list-style-type: none"> <li>Submit FDEL comments by August 28, 2023</li> </ul>
WP-27.18	<b>BenefitsCal</b> – Monthly M&O Report - July 2023		<ul style="list-style-type: none"> <li>Submit FDEL comments by August 24, 2023</li> </ul>
WP-28.17	<b>BenefitsCal</b> – Work Plan Monthly Updates – August 2023		<ul style="list-style-type: none"> <li>Submit FDEL comments by September 12, 2023</li> </ul>
WP-29.17	<b>BenefitsCal</b> – Monthly Status Report – August 2023		<ul style="list-style-type: none"> <li>Submit FDEL comments by September 12, 2023</li> </ul>
WP-40	<b>BenefitsCal</b> - Marketing and Communications Materials 2023		<ul style="list-style-type: none"> <li>Submitted FDEL comments on August 17, 2023</li> </ul>
WP-41	<b>BenefitsCal</b> – General System Design Documentation for Time Clocks		<ul style="list-style-type: none"> <li>Submit FDEL comments by August 25, 2023</li> </ul>

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

DEL #	DELIVERABLE NAME		STATUS
WP-3.04	<b>CalWIN Implementation</b> – CalWIN County Implementation Completion Report – Wave 4		<ul style="list-style-type: none"> <li>Submit DDEL comments by August 29, 2023</li> </ul>
WP-58.10	<b>CalWIN Implementation</b> - Support Vendor CalWIN Requirements Traceability Matrix - Q10		<ul style="list-style-type: none"> <li>Submit FDEL comments by September 12, 2023</li> </ul>
59.32	<b>CalWIN Implementation</b> – Assessment of CalWIN Implementation Migration Work Plan Update – August 2023		<ul style="list-style-type: none"> <li>Submit FDEL by September 12, 2023</li> </ul>

## **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 OCAT Monthly SLA Report meeting on August 14, 2023
- ▶ Participated in Conversion Defect Status Review on August 14, 2023
- ▶ Participated in CalSAWS Section Directors' meeting on August 15, 2023
- ▶ Participated in CalSAWS PMO Status meeting on August 15, 2023
- ▶ Participated in Imaging Migration review on August 15, 2023
- ▶ Participated in CalSAWS Roseville Facility Open House on August 16, 2023
- ▶ Participated in OCAT Operations and Release meeting on August 16, 2023
- ▶ Participated in CalSAWS Project Steering Committee on August 17, 2023
- ▶ Participated in IV&V Wave 5 Go-Live Readiness Report Review on August 18, 2023
- ▶ Strike Teams, Retrospectives & Collaboration Model
  - Facilitated Wave 4 Regional Manager Retrospective on August 15, 2023
  - Drafted Quarterly Collaboration Model meeting materials August 16, 2023
  - Facilitated Quarterly Collaboration Model planning session August 17, 2023
  - Participated in CalSAWS Conference planning on August 17, 2023

### **1.3.2 Technical**

- ▶ Participated in CalSAWS Weekly Technical Sync meeting on August 14, 2023
- ▶ Reviewed Status for Collections, Fraud, & Task Management on August 14, 2023
- ▶ Participated in Release of Information (ROI) kickoff meeting on August 14, 2023
- ▶ Participated in July Performance Report Preview meeting on August 14, 2023
- ▶ Participated in CalSAWS/CARES Network Connectivity meeting on August 14, 2023
- ▶ Participated in Consortium FinOps meeting on August 15, 2023
- ▶ Participated in App Dev meeting on August 15, 2023
- ▶ Participated in DBCR/CTCR Review Meeting on August 15 and 17, 2023
- ▶ Participated in Section Directors Meeting on August 15, 2023
- ▶ Participated in ROI feedback meeting on August 15, 2023
- ▶ Participated in Monitoring meeting on August 15, 2023
- ▶ Participated in Weekly CalSAWS Leadership meeting on August 16, 2023
- ▶ Participated in Tech Change Advisory Board (CAB) meeting on August 16, 2023
- ▶ Participated in Weekly Meeting for Architecture discussion on August 17, 2023
- ▶ Participated in Bi-Weekly CalSAWS Meeting on August 17, 2023
- ▶ Participated in CalSAWS Project Steering Committee (PSC) on August 17, 2023
- ▶ Participated in CalSAWS Performance Report Meeting on August 18, 2023
- ▶ Participated in Wave 5 IV&V Go-Live Readiness Assessment Report Walkthrough meeting on August 18, 2023
- ▶ BenefitsCal
  - Participated in Scope Review of upcoming Releases on August 14, 2023
  - Participated in BenefitsCal Operation Review meeting on August 15, 2023
  - Participated in DD&I and M&O meeting on August 15 and 17, 2023
  - Participated in RCA review - CSPM-66819, CSPM-66796 meeting on August 16, 2023

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- Participated in Application Transfer meetings
- Continued reviewing deliverables and release activities
- ▶ Batch
  - Continued to monitor the production batch and operational activities
  - Participated in Batch Weekly Roundup on August 17, 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 Mock 6C Cutover meetings
  - Participated in Wave 6 San Francisco, Sacramento, and San Luis Obispo Interface Partner Test (IPT) reviews on August 16, 2023
  - Participated in Conversion Strike Team meeting on August 18, 2023
- ▶ Central Print
  - Participated in CalSAWS Central Print Status meeting on August 14, 2023
- ▶ Contact Center
  - Participated in Daily CalSAWS Alameda Model Office Meetings
  - Participated in Daily CalSAWS Sonoma Model Office Meetings
  - Participated in Daily CalSAWS Fresno Model Office Meetings
  - Participated in CalSAWS VA Design Sessions on August 15, 2023
  - Participated in Santa Barbara CSC Support Meeting on August 16, 2023
  - Participated in CalSAWS Contact Center Review on August 16, 2023
  - Participated in Santa Clara CSC Support Meeting on August 17, 2023
  - Participated in CalSAWS VA Weekly Check-in on August 17, 2023
  - Participated in Contact Center Team Meeting on August 18, 2023
- ▶ Security
  - Participated in Application Vulnerabilities Findings review on August 16, 2023
  - Participated in Security Review and Process Improvement on August 17, 2023
  - Participated in Security Status meeting on August 18, 2023
- ▶ Service Management
  - Participated in CalSAWS Helpdesk Committee on August 16, 2023
- ▶ Lobby Management
  - Participated in Sonoma County Lobby Device Planning on August 14, 2023
  - Participated in Integrated Lobby Management Touchpoint on August 15, 2023
  - Participated in San Luis Obispo Lobby Management Review on August 16, 2023
  - Participated in Orange County Lobby Device Planning on August 17, 2023
  - Participated in Lobby Support Management Updates on August 17, 2023

### 1.3.3 Imaging

- ▶ Participated in Imaging Migration Standup Call on August 15, 2023
- ▶ Participated in CalSAWS Imaging Committee Meeting on August 17, 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
- ▶ Participated in Daily Wave 6 County Data validation Office hours and Triage

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- ▶ Monitored Wave 2 through 5 Open Defects and Priorities
- ▶ Supported UAT2 security profile maintenance activities for CDV and other test efforts
- ▶ Participated in Wave 6 County Data validation Office hours and Triage meetings.
- ▶ Participated in weekly Conversion defects status meeting on August 14, 2023
- ▶ Participated in the Wave 5 Go-Live Packet (GLP) Orientation on August 14, 2023
- ▶ Reviewed for Collections, Fraud and Task Management on August 15, 2023
- ▶ Participated in the Mock Cutover Wave 6C Stage gate August 15, 2023
- ▶ Participated in the Mock Cutover Clickthrough and Go/No Go on August 15, 2023
- ▶ Participated in Sacramento Child Care converted data discussion on August 15, 2023
- ▶ Participated in Strike Team for Wave 5 GLP on August 15 and 17, 2023
- ▶ Participated in Review of Potential Fact sheet topics on August 16, 2023
- ▶ Reviewed CalSAWS Deployment Complete Milestones on August 16, 2023
- ▶ Participated in a County Prep Packet Review meeting on August 18, 2023
- ▶ Participated in the Conversion Strike team meeting on August 18, 2023
- ▶ Participated in State Gate Review and Priorities meeting on August 18, 2023

### 1.3.5 Functional

- ▶ M&O
  - Participated in CalSAWS Test Daily Connect
  - Participated in State Report Analysis – Progress Update meeting on August 15, 2023
  - Participated in Resume SPG Meeting on August 15, 2023
  - Participated in MC SCR Touchpoint Meeting on August 16, 2023
  - Participated in Pre-Meet for State/Fiscal Reports meeting on August 17, 2023
  - Participated in Wave 4 State/Fiscal Reports meeting on August 17, 2023
  - Participated in the following design meetings:
    - CR 178286 - Adding Data elements to eHIT
    - CR 185143 - Verify Lawful Presence Service Suite upgrade to JSON
    - CR 219978 - Admin Override and Enrollment & Shopping Enhancements
    - CR 234868 - DHCS Logo Change
    - CR 237063 - Reasonable Compatibility BOT
    - CR 238810 - Delegation Not Updating After Primary Contact Change
    - CR 243177 - MCAP HX12 End of Postpartum Update in MEDS
    - CR 247474 - Enroller Portal/Salesforce Enhancements for October 2023
    - CR 252129 - Threat Detection and Response - Modernization & Automation
  - Reviewed One hundred and one (101) design documents, targeting Critical and High priority designs for review and other SCRs at the Consortium's direction



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

Release	SCRs in QA Review
22.03	1
22.07	1
23.02	4
23.03	2
23.05	2
23.06	4
23.07	41
23.09	19
23.11	8
24.01	5
24.05	1
RWR	9
TBD	4
<b>Grand Total</b>	<b>101</b>

- ▶ General Assistance/General Relief (GA/GR)
  - Monitored GA/GR SCRs
  - Participated in weekly GA/GR Correspondence Web Services discussion
- ▶ BenefitsCal
  - Reviewed scope for upcoming BenefitsCal releases on August 14, 2023
  - Participated in Restricting RAC on BenefitsCal meeting on August 14, 2023
  - Participated in BenefitsCal Operation Review weekly meeting on August 15, 2023
  - Participated in DD&I and M&O reviews on August 15 and 17, 2023
  - Reviewed BenefitsCal RCA CSPM-66819 and CSPM-66796 on August 16, 2023
  - Participated in BenefitsCal - UCD Monthly Meeting on August 16, 2023
  - Reviewed CA-261398 New BenefitsCal API to Support Unlink on August 16, 2023
  - Participated in Daily Transaction Failures meetings

### 1.3.6 Test

- ▶ CalSAWS Release 23.09
  - Continued test execution
  - Began review/ad-hoc testing of a subset of Production defects in the release

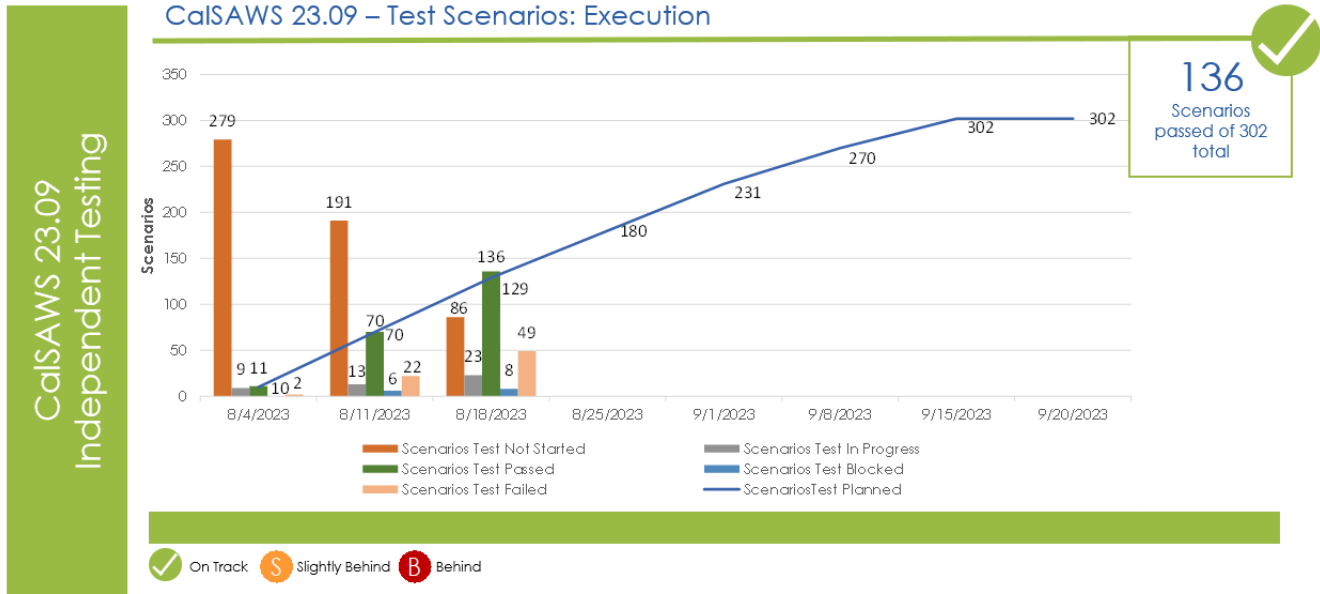
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Table 1-7 – CalSAWS 23.09 Independent Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Passed	Failed	Blocked
CalSAWS 23.09 - ClearBest QA Independent Test Results	302	28% (86)	8% (23)	45% (136)	16% (49)	3% (8)



- ▶ **BenefitsCal Activities**
  - Continued QA verification of 23.08.24 Monthly Release items
  - Monitored 23.08.24 Monthly Release for M&O and M&E updates
  - Started QA verification of 23.09.24 Priority Release items
  - Monitored 23.09.24 Priority Release for M&O and M&E updates
  - Planned for QA verification of 23.09.04
  - Started review of 23.08.24 Monthly Release notes
- ▶ **Priority Release / RWR Activities**
  - Monitored priority releases/RWR defects and SCR test activities
  - Conducted QA Review activities on the following SCR:

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

Defect/SCR #	Scheduled Release	Type of Testing
CA-243002 – 2023-2024 CalFresh COLA updates	23.08.17	QA Review

- ▶ **Other Consortium Support Test Activities**
  - Monitored test support for priority releases
  - Participated in Integrated Test Team Meeting on August 15, 2023
  - Participated in Test Touchpoint meeting on August 16, 2023
  - Participated in Security Committee Meeting 23.09 Release on August 17, 2023

**1.3.7 Implementation**

- ▶ CalSAWS Maintenance and Operations (M&O)

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- Participated in Weekly Training Touchpoint meeting on August 15, 2023
- ▶ CalWIN Implementation Support Services (ISS)
  - Provided Post-Implementation virtual support for 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 August 14, 2023
  - Prepared for IV&V meeting on Implementation, Training, OCM on August 14, 2023
  - Participated in Wave-5 Go-Live Packet (GLP) Orientation on August 14 - 17, 2023
  - Participated in Weekly Implementation Team meeting on August 14, 2023
  - Updated Alameda Trip Book for safety precautions on August 14, 2023
  - Participated in weekly ISS Team Leads Meeting on August 15, 2023
  - Participated in IV&V Meeting with ISS, OCM and Training team on August 15, 2023
  - Participated in TOSS & IPOC Meeting for Sonoma County on August 15, 2023
  - Participated in TOSS & IPOC Meeting for Alameda County on August 15, 2023
  - Completed ISS County Retrospective with San Mateo County on August 15, 2023
  - Participated in weekly ISS OCM Leads Meeting on August 16, 2023
  - Participated in Wave 5 IPOC Meeting on August 16, 2023
  - Participated in TOSS & IPOC Meeting for Fresno County on August 16, 2023
  - Reviewed Potential Fact Sheet Topics on August 16, 2023
  - Participated in CalSAWS Wave 4 CNC PowerPoint Review on August 16, 2023
  - Participated in Wave 6 County Prep Kickoff on August 17 - 18, 2023
  - Participated in Wave 4 Change Network meeting on August 17, 2023
  - Participated in OCM Executive Check in meeting on August 17, 2023
  - Conducted QA Implementation Team meeting on August 18, 2023
- ▶ Release Management
  - Conducted Training Validations for Release 23.09

#### 1.3.8 OCAT

- ▶ Continued review of OCAT SSP 2023 Annual Update with Consortium Security and Ernst & Young
- ▶ Participated in OCAT Monthly SLA Reporting meeting on August 14, 2023
- ▶ Participated in OCAT Operations and Release meeting on August 16, 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 Conversion Defect Status Review on August 21, 2023
- ▶ Participate in CalSAWS Section Directors' meeting on August 22, 2023
- ▶ Participate in CalSAWS PMO Status meeting on August 22, 2023
- ▶ Participate in Imaging Migration review on August 22, 2023

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- ▶ Participate in Pre-Green Light for Wave 5 Go-Live on August 23, 2023
- ▶ Participate in CalSAWS Batch Performance Review on August 23, 2023
- ▶ Participate in CalSAWS JPA Board meeting on August 25, 2023
- ▶ Strike Teams, Retrospectives & Collaboration Model
  - Facilitate Imaging Wave 4 retrospective #2 on August 21, 2023
  - Facilitate Collaboration Model Quarterly meeting preparation on August 21 and 24, 2023
  - Facilitate Collaboration Model enhancement request process flow working session on August 21, 2023
  - Facilitate Lobby Management Wave 4 retrospective #2 on August 23, 2023

### 1.4.2 Technical

- ▶ Participate in CalSAWS Weekly Technical Sync meeting on August 21, 2023
- ▶ Review Status of Collections, Fraud, & Task Management on August 21, 2023
- ▶ Participate in Performance Goal #5 - Dispatch misses review on August 21, 2023
- ▶ Participate in Large File Size, Licensing meeting on August 21, 2023
- ▶ Participate in Consortium FinOps meeting on August 22, 2023
- ▶ Participate in App Dev meeting on August 22, 2023
- ▶ Participate in Section Directors Meeting on August 22, 2023
- ▶ Participate in CalACES Joint DBCR/CTCR Review Meeting on August 22 and 24, 2023
- ▶ Participate in CalSAWS Weekly Status Meeting on August 23, 2023
- ▶ Participate in Tech Change Advisory Board (CAB) meeting on August 23, 2023
- ▶ Participate in Weekly Meeting for Architecture discussion on August 24, 2023
- ▶ Participate in Environment Integration/Management meeting on August 24, 2023
- ▶ Participate in CalSAWS Architectural Standards Review - CloudTrail Data Events Enablement meeting on August 24, 2023
- ▶ Participate in JPA Board of Directors meeting on August 25, 2023
- ▶ BenefitsCal
  - Participate in Scope Review of upcoming Releases on August 21, 2023
  - Participate in DD&I and M&O meetings on August 22 and 24, 2023
  - Participate in BenefitsCal Operation Review meeting on August 22, 2023
  - Participate in Application Transfer meetings
  - Continue reviewing deliverables and release activities
- ▶ Batch
  - Continue to monitor the production batch and operational activities
  - Participate in Batch Performance Checkpoint meeting on August 23, 2023
  - Participate in CalSAWS Batch - Weekly Round Up meeting on August 24, 2023
- ▶ CalWIN
  - Participate in Wave 5 County Prep Office Hours
  - Participate in Wave 4 Post-Implementation Operations Calls
  - Participate in CalWIN Conversion Week Look Ahead meeting on August 21, 2023
  - Participate in CalWIN Document Migration meeting on August 23, 2023
  - Participate in Pre-Green Light Wave 5 Go-Live meeting on August 23, 2023
  - Participate in Stage Gate Review Preparation meeting on August 25, 2023
- ▶ Central Print
  - Participate in CalSAWS Central Print Status meeting on August 21, 2023

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- ▶ Contact Center
  - Participate in Daily CalSAWS Alameda Model Office Meetings
  - Participate in Daily CalSAWS Sonoma Model Office Meetings
  - Participate in Daily CalSAWS Fresno Model Office Meetings
  - Participate in Kings County eCCP Roll-out Date Kick-off on August 21, 2023
  - Participate in Orange County CSC Support Meeting on August 21, 2023
  - Participate in Kern County eCCP Roll-out Date Kick-off on August 21, 2023
  - Participate in IVR Contact Center Weekly Design Sessions on August 21, 2023
  - Participate in CalSAWS VA Design Sessions on August 22, 2023
  - Participate in San Bernardino CSC Support Meeting on August 22, 2023
  - Participate in CalSAWS Contact Center Review on August 23, 2023
  - Participate in Riverside County eCCP Roll-out Date Kick-off on August 23, 2023
  - Participate in Stanislaus County eCCP Roll-out Date Kick-off on August 24, 2023
  - Participate in CalSAWS VA Weekly Check-in on August 24, 2023
  - Participate in CalSAWS Voice Bots/RPA Weekly Check-In on August 24, 2023
  - Participate in AWS/CalSAWS Contact Center Collaboration on August 24, 2023
  - Participate in Contra Costa CSC Support Meeting on August 24, 2023
  - Participate in Contact Center Team Meeting on August 25, 2023
- ▶ Security
  - Participate in Application Vulnerabilities Review on August 23, 2023
- ▶ Service Management
  - Participate in ServiceNow Process Improvement Stakeholders Meeting on August 22, 2023
- ▶ Lobby Management
  - Participate in Sonoma Lobby Device Planning on August 21, 2023
  - Participate in Integrated Lobby Management Touchpoint on August 22, 2023
  - Participate in Santa Cruz County Lobby Device Planning on August 22, 2023
  - Participate in San Francisco County Lobby Device Planning on August 22, 2023
  - Participate in Solano County Lobby Device Planning on August 23, 2023
  - Participate in Part 2 Lobby Management Retrospective for Placer, Santa Clara, Contra Costa, Ventura counties on August 23, 2023
  - Participate in Lobby Support Management Updates on August 24, 2023
  - Participate in Orange County Lobby Device Planning on August 24, 2023

#### 1.4.3 Imaging

- ▶ Participate in Part 2 - Wave 4 Imaging Retrospective on August 21, 2023
- ▶ Participate in Weekly Imaging status meeting on August 22, 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
- ▶ Participate in Daily Wave 6 County Data validation Office hours and Triage meetings.
- ▶ Monitor Wave 2 through 5 Open Defects and Priorities
- ▶ Support UAT2 security profile maintenance activities for CDV and other test efforts
- ▶ Participate in Daily Wave 6 County Data validation Office hours and Triage meetings.
- ▶ Participate in weekly Conversion defects status meeting on August 21, 2023

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- ▶ Review Collections, Fraud and Task Management on August 21, 2023
- ▶ Participate in San Mateo defect CA-266902 discussion on August 21, 2023
- ▶ Participate Conversion SCRs Requirement and Design meeting on August 22, 2023
- ▶ Participate in Strike Team for Wave 5 Go-Live Packet (GLP) on August 22 and 24, 2023
- ▶ Participate in Wave 5 IPC meeting on August 23, 2023
- ▶ Participate in Document Migration meeting on August 23, 2023
- ▶ Participate in Pre-Green light Wave 5 Go-Live meeting on August 23, 2023
- ▶ Participate in Review of Potential Fact sheet topics on August 23, 2023
- ▶ Participate in Conversion Strike team meeting on August 25, 2023

#### 1.4.5 Functional

- ▶ M&O
  - Participate in CalSAWS Test Daily Connect
  - Participate in State Report Analysis – Progress Update meeting on August 22, 2023
  - Participate in MC SCR Touchpoint Meeting on August 23, 2023
  - Participate in Pre-Meet for State/Fiscal Reports meeting on August 24, 2023
  - Participate in Wave 5 – State/Fiscal Reports meeting on August 24, 2023
  - Participate in the following design meetings:
    - CR 173135 - Enhance eHIT to Transmit Verification Documents Uploaded in CalHEERS to SAWS
    - CR 200348 - 2023 1095/3895 Interface Changes
    - CR 214183 - Eligibility Results page
    - CR 218714 - Medi-Cal Renewal and Redetermination Verification Service
    - CR 219978 - Admin Override and Enrollment & Shopping Enhancements
    - CR 228956 - Federal Rule Change for Exchange Programs
    - CR 237063 - Reasonable Compatibility BOT
    - CR 238810 - Delegation Not Updating After Primary Contact Change
    - CR 241140 - Issuer Portal Enhancements
    - CR 243177 - MCAP HX12 End of Postpartum Update in MEDS
    - CR 247474 - Enroller Portal/Salesforce Enhancements for October 2023
    - CR 247478 - Enroller Portal/Salesforce Enhancements for December 2023 Release
- ▶ General Assistance/General Relief (GA/GR)
  - Monitor GA/GR SCRs
  - Participate in weekly GA/GR Correspondence Web Services discussion
- ▶ BenefitsCal
  - Participate in Collaboration Enhancement Request Process Flow - Working Session meeting on August 21, 2023
  - Participate in RAC failure due to no worker/bank for BenefitsCal Supported Program meeting on August 22, 2023
  - Participate in Weekly Program Manager Standup meeting on August 23, 2023
  - Participate in Collaboration Model - Quarterly Meeting Preparation Session meeting on August 24, 2023
  - Monitor development progress for CalWORKs Time Clocks functions
  - Monitor GROW/WTW Collaborator requirement status



## CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: August 14, 2023, to August 20, 2023

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- 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
  - Continue test execution
  - Continue review/ad-hoc test of a subset of Production defects in this release
- ▶ BenefitsCal Activities
  - Continue and complete QA verification of 23.08.24 Monthly Release items
  - Monitor 23.08.24 Monthly Release for M&O and M&E updates
  - Send QA final verification status of 23.08.24 to the Consortium
  - Complete review of 23.08.27 Monthly Release notes
  - Continue QA verification of 23.09.24 Priority Release Items
  - Start QA verification of 23.09.04 Priority Release Items
  - Monitor 23.09.04 and 23.09.24 Priority Releases for M&O and M&E updates
- ▶ 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 22, 2023
  - Participate in Test Touchpoint meeting on August 23, 2023

### 1.4.7 Implementation

- ▶ CalSAWS Maintenance and Operations (M&O)
  - Participate in Weekly Training Touchpoint meeting on August 22, 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 August 21, 2023
  - Participate in Weekly Implementation Team meeting on August 21, 2023
  - Participate in TOSS & IPOC Meeting for Santa Cruz County on August 22, 2023
  - Participate in TOSS & IPOC Meeting for Sonoma County on August 22, 2023
  - Participate in weekly ISS Team Leads Meeting on August 22, 2023
  - Participate in August 2023 San Luis Obispo IPOC/TOSS Meetings on August 22, 2023
  - Participate in TOSS & IPOC Meeting for San Francisco County on August 23, 2023
  - Participate in Pre-Green Light for Wave 5 Go-Live on August 23, 2023
  - Participate in TOSS & IPOC Meeting for Fresno County on August 23, 2023
  - Participate in weekly ISS OCM Leads Meeting on August 23, 2023
  - Participate in Wave 5 IPOC Meeting on August 23, 2023
  - Review Potential Fact Sheet Topics on August 23, 2023
  - Participate in OCM Executive Check-In meeting on August 24, 2023

## CalSAWS – California Statewide Automated Welfare System

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- Conduct QA Implementation Team meeting on August 24, 2023
- ▶ Release Management
  - Conduct Training Validations for Release 23.09

### 1.4.8 OCAT

- ▶ Continue to collaborate with Consortium Security and Ernst & Young on the OCAT SSP 2023 Annual Update

## 1.5 Deviations from Plan/Adjustments

- ▶ None