

# CalSAWS Quality Assurance Weekly Status Report

**Reporting Period: September 11, 2023, to  
September 17, 2023**

**CalSAWS – California Statewide Automated Welfare System**

CalSAWS Quality Assurance

Weekly Status Report Period: September 11, 2023, to September 17, 2023

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**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 .....7
- 1.4 Activities for the Next Reporting Period.....12
- 1.5 Deviations from Plan/Adjustments .....16

**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 .....5

Table 1-4 – Overall Summary of BenefitsCal Deliverable Status .....6

Table 1-5 – Overall Summary of CalWIN Implementation Deliverable Status .....6

Table 1-6 – Weekly M&O System Change Request (SCR) Updates .....10

Table 1-7 – CalSAWS 23.09 Independent Test Progress .....11

## 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
<p><b>QA PMO</b></p>	<ul style="list-style-type: none"> <li>• Participated in Wave 5B Support calls</li> <li>• Participated in Wave 6A/5C Green-Light and weekend cutover reviews</li> <li>• Participated in Monthly SLA Reviews for OCAT and Imaging</li> <li>• Participated in 23.09 Project Integrated Readiness for T-2</li> <li>• Participated in CalSAWS Conversion Defect Status Review</li> <li>• Participated in CalSAWS JPA Board Meeting</li> </ul>
<p><b>QA Technical</b></p>	<ul style="list-style-type: none"> <li>• Reviewed Release 23.09 performance testing</li> <li>• Participated in CalSAWS Architecture reviews</li> <li>• Monitored Production Operations</li> <li>• Participated in Wave 6A/5C Cutover activities</li> <li>• Continued review of BenefitsCal Dashboards and technical changes</li> </ul>
<p><b>QA Conversion</b></p>	<ul style="list-style-type: none"> <li>• Participated in the Wave 6A/5C cutover activities</li> <li>• Monitored Wave 6 County Data Validation (CDV) Findings and Migration defects</li> <li>• Monitored status of Migration Defect priorities and Wave 5 and 6 SCRs</li> <li>• Prepared for the Conversion retrospective</li> </ul>
<p><b>QA Functional/Test</b></p>	<ul style="list-style-type: none"> <li>• Reviewed 136 designs in preparation for SCRB/CCB</li> <li>• Participated in ROI Workgroup Discussions</li> <li>• Completed QA Test Verification Activities for BenefitsCal Release 23.09.24</li> <li>• Completed CalSAWS Release 23.09 Test Execution with a 100% Execution Rate and 100% Pass Rate</li> <li>• Continued QA Test Verification Activities for BenefitsCal Release 23.09.28</li> </ul>
<p><b>QA Implementation</b></p>	<ul style="list-style-type: none"> <li>• Provided onsite support for Alameda, Fresno, and Sonoma Counties</li> <li>• Participated in Wave 6 Post-Implementation Support Coordination with Regional Managers</li> <li>• Completed celebration video for Wave 6A Green Light Meeting</li> <li>• Submitted comments for Wave 4 Implementation Completion Report</li> <li>• Prepared for the 23.09 T-2 Integrated Readiness Status Meeting</li> </ul>

## CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: September 11, 2023, to September 17, 2023

### 1.2 Deliverables Management

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

DEL #	DELIVERABLE NAME		STATUS
3.51	QA Monthly Status Report – September 2023		<ul style="list-style-type: none"> <li>• Submit FDEL by October 5, 2023</li> </ul>
4.51	QA Work Plan – September 2023		<ul style="list-style-type: none"> <li>• Submit FDEL by October 5, 2023</li> </ul>
7.51	QA Test Monthly Report – September 2023		<ul style="list-style-type: none"> <li>• Submit FDEL by October 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 FDEL on September 15, 2023</li> </ul>
71.21	ClearBest Performance Report – August 2023		<ul style="list-style-type: none"> <li>• Submitted FDEL on September 15, 2023</li> </ul>
WP-73.15	0.0 Executive Summary – CalSAWS M&O Services Plan (Annual Update)		<ul style="list-style-type: none"> <li>• Submit FDEL comments by October 2, 2023</li> </ul>
WP-73.16	1.0 Business Continuity & Disaster Recovery Plan (Annual Update)		<ul style="list-style-type: none"> <li>• Submit FDEL comments by October 2, 2023</li> </ul>
WP-73.17	03.0 – Change Management Plan (Annual Update)		<ul style="list-style-type: none"> <li>• Submit FDEL comments by October 2, 2023</li> </ul>
WP-73.18	04.0 – Configuration Management Plan (Annual Update)		<ul style="list-style-type: none"> <li>• Submit FDEL comments by October 2, 2023</li> </ul>
WP-73.19	05.0 – Helpdesk Services Plan (Annual Update)		<ul style="list-style-type: none"> <li>• Submit FDEL comments by October 2, 2023</li> </ul>
WP-73.20	11.0 - Remote Maintenance Operations Plan (Annual Update)		<ul style="list-style-type: none"> <li>• Submit FDEL comments by October 2, 2023</li> </ul>


# CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: September 11, 2023, to September 17, 2023

---

Table 1-3 – Overall Summary of OCAT Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
14.35	OCAT – Monthly Status Report – October 2023		• Submit FDEL by October 5, 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: September 11, 2023, to September 17, 2023

Table 1-4 – Overall Summary of BenefitsCal Deliverable Status










DEL #	DELIVERABLE NAME		STATUS
WP-26.20	<b>BenefitsCal</b> – CX Monthly Report – August/September 2023		<ul style="list-style-type: none"> <li>• Submit DDEL comments by October 16, 2023</li> </ul>
WP-27.19	<b>BenefitsCal</b> – Monthly M&O Report - August 2023		<ul style="list-style-type: none"> <li>• Submitted DDEL comments on September 18, 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 22, 2023</li> </ul>
WP-29.17	<b>BenefitsCal</b> – Monthly Status Report – August 2023		<ul style="list-style-type: none"> <li>• Submitted FDEL comments on September 15, 2023</li> </ul>
WP-32.06	<b>BenefitsCal</b> – BOM Review and License Renewal		<ul style="list-style-type: none"> <li>• Submit FDEL comments by October 13, 2023</li> </ul>
WP-33.06	<b>BenefitsCal</b> – Certificate Review		<ul style="list-style-type: none"> <li>• Submit FDEL comments by October 13, 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>• Submitted FDEL comments on September 13, 2023</li> </ul>
WP-58.10	<b>CalWIN Implementation</b> - Support Vendor CalWIN Requirements Traceability Matrix - Q10		<ul style="list-style-type: none"> <li>• Submitted FDEL comments on September 12, 2023</li> </ul>
59.33	<b>CalWIN Implementation</b> – Assessment of CalWIN Implementation Migration Work Plan Update – September 2023		<ul style="list-style-type: none"> <li>• Submit FDEL by October 12, 2023</li> </ul>

## 1.3 Highlights for the Reporting Period

### 1.3.1 Project Management

- ▶ Participated in Wave 5 Project and County Operations Support calls
- ▶ Participated in OCAT Monthly SLA Review on September 11, 2023
- ▶ Participated in Conversion Defect Status Review on September 11, 2023
- ▶ Participated in 23.09 Project Integrated Readiness for T-2 on September 11, 2023
- ▶ Participated in CalSAWS Section Directors' meeting on September 12, 2023
- ▶ Participated in Imaging Migration review on September 12, 2023
- ▶ Participated in Imaging Monthly SLA Review on September 12, 2023
- ▶ Participated in CalSAWS PMO Status meeting on September 12, 2023
- ▶ Participated in Wave 5 to Wave 6 migration meeting on September 12, 2023
- ▶ Presented QA Status Update at Monthly CalSAWS IT Report on September 13, 2023
- ▶ Participated in Green-Light for Wave 6 County Prep on September 13, 2023
- ▶ Participated in CalSAWS Batch Weekly Review on September 14, 2023
- ▶ Participated in CalSAWS JPA Board Meeting on September 15, 2023
- ▶ Participated in Wave 6A/5C CalSAWS Cutover Reviews September 15 – 17, 2023
- ▶ Strike Teams, Retrospectives & Collaboration Model
  - Presented Wave 4 Retrospective JPA slides on September 15, 2023
  - Continued preparation and facilitation for Quarterly Collaboration Model and Retrospective sessions

### 1.3.2 Technical

- ▶ Participated in CalSAWS Weekly Status Meeting on September 11, 2023
- ▶ Participated in the CalSAWS Disaster Recovery discussion on September 11, 2023
- ▶ Participated in CalSAWS Release 23.09 meetings on September 11 and 12, 2023
- ▶ Participated in Root Cause Analysis process discussion on September 12, 2023
- ▶ Participated in Consortium FinOps Meeting on September 12, 2023
- ▶ Participated in App Dev Meeting on September 12, 2023
- ▶ Participated in Section Directors Meeting on September 12, 2023
- ▶ Participated in Tech Change Advisory Board (CAB) on September 13, 2023
- ▶ Participated in Weekly meeting for Architecture discussion on September 14, 2023
- ▶ Participated in Environment Integration Meeting on September 14, 2023
- ▶ Participated in FCED Technical Workgroup on September 14, 2023
- ▶ Participated in CalSAWS JPA Meeting on September 15, 2023
- ▶ BenefitsCal
  - Participated in BenefitsCal Operation Review Meeting on September 12, 2023
  - Participated in DD&I and M&O meetings on September 12 and 14, 2023
  - Participated in Application Transfer meetings
  - Continued reviewing deliverables and release activities
  - Participated in an Amplitude access discussion on September 14, 2023
- ▶ Batch
  - Participated in CalSAWS Batch Monthly Performance Checkpoint meeting on September 13, 2023
  - Participated in CalSAWS Batch Weekly Review on September 14, 2023

## CalSAWS – California Statewide Automated Welfare System

### CalSAWS Quality Assurance

Weekly Status Report Period: September 11, 2023, to September 17, 2023

---

- ▶ CalWIN
  - Participated in the CalWIN conversion Meeting on September 11, 2023
  - Participated in 6A/5C Cutover - Table Read on September 12, 2023
  - Participated in Conversion Strike team meeting on September 15, 2023
  - Wave 5 Post-Implementation Operations Calls
- ▶ Central Print
  - Participated in Central Print weekly meeting on September 11, 2023
- ▶ Contact Center
  - Participated in Sacramento County CalSAWS IVR Contact Center Weekly Design Sessions on September 11, 2023
  - Participated in Contact Center Conference Call on September 11, 2023
  - Participated in CalSAWS VA Design Session on September 12, 2023
  - Participated in Los Angeles Contact Center Review on September 12, 2023
  - Participated in Solano CSC Support Meeting on September 13, 2023
  - Participated in Santa Barbara IVR BOT discussion on September 13, 2023
  - Participated in Santa Cruz CSC Support Meeting on September 13, 2023
  - Participated in CalSAWS Contact Center Review on September 13, 2023
  - Participated in San Diego CSC Support Meeting on September 14, 2023
  - Participated in CalSAWS VA Weekly Check-In on September 14, 2023
  - Participated in San Francisco Contact Center Reviews on September 14, 2023
  - Participated in CalSAWS Voice Bots/RPA Review on September 14, 2023
  - Participated in AWS/CalSAWS Contact Center Review on September 14, 2023
  - Participated in San Luis Obispo Contact Center Reviews on September 14, 2023
  - Participated in San Mateo CSC Support on September 14, 2023
- ▶ Security
  - Participated in Security Static Scanning Process Improvement Meeting on September 12, 2023
  - Participated in Security Status Meeting on September 15, 2023
- ▶ Service Management
  - Participated in ServiceNow Process Improvement on September 14, 2023
- ▶ Lobby Management
  - Participated in Sonoma County Lobby Device Planning on September 11, 2023
  - Participated in Integrated Lobby Management Review on September 12, 2023
  - Participated in San Luis Obispo Lobby Device Planning on September 13, 2023
  - Participated in Orange County Lobby Device Planning on September 14, 2023
  - Participated in Lobby Support Management Updates on September 14, 2023
  - Participated in San Francisco Lobby Device Planning on September 14, 2023

### 1.3.3 Imaging

- ▶ Participated in Weekly Imaging status meeting on September 12, 2023
- ▶ Participated in Hyland Monthly Performance review on September 12, 2023

### 1.3.4 Conversion

- ▶ Participated in Daily Wave 5 Post-Implementation Project production calls
- ▶ Monitored Wave 2 through 5 Open Defects and Priorities
- ▶ Supported UAT2 security profile maintenance activities for CDV and other test efforts
- ▶ Participated in weekly Migration-Conversion weekly meeting on September 11, 2023



## CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: September 11, 2023, to September 17, 2023

---

- ▶ Participated in Project Status meeting for Collections, Fraud and Tasks Management on September 11, 2023
- ▶ Facilitated Wave 6 CDV Action items on September 11, 2023
- ▶ Participated in 6A/5C Cutover Table Read on September 12, 2023
- ▶ Participated in Wave 5 to Wave 6 Migration meeting on September 12, 2023
- ▶ Participated in Conversion SCRs Design review on September 12, 2023
- ▶ Participated in the ISS Team Leads meeting on September 12, 2023
- ▶ Participated in the Wave 6A County Prep and Optional 5C Clickthrough on September 12, 2023
- ▶ Participated in ISS Wave 6 GA/GR discussion on September 12 and 13, 2023
- ▶ Participated in CalSAWS County Prep Phase Green-Light meeting - Wave 6 on September 13, 2023
- ▶ Participated in Sacramento Toss Pre-Meet on September 13, 2023
- ▶ Participated in San Francisco GA/GR Payee working session on September 12, 13 and 14, 2023
- ▶ Participated in Wave 6 Monthly IPOC meeting on September 14, 2023
- ▶ Participated in Sacramento TOSS/IPOC meeting on September 14, 2023
- ▶ Participated in the Wave 6A/5C Preflight check list meeting on September 14, 2023
- ▶ Participated in CalSAWS JPA meeting on September 15, 2023
- ▶ Participated in Wave 6A/5C cutover activities

### 1.3.5 Functional

- ▶ M&O
  - Participated in CalSAWS Test Daily Connect
  - Participated in ROI Workgroup Meeting on September 11, 2023
  - Participated in Medi-Cal Reports SCR Review Meeting on September 12, 2023
  - Participated in Medi-Cal SCR Touchpoint on September 13, 2023
  - Participated in Pre-Meet for State/Fiscal Reports meetings on September 14, 2023
  - Participated in Wave 5 State/Fiscal Reports Meeting on September 14, 2023
  - Participated in Reports SCR Prioritization Meeting on September 14, 2023
  - Participated in CWDS and CalSAWS FCED Technical Workgroup Meeting on September 14, 2023
  - Participated in FCED Workgroup Business Meeting on September 14, 2023
  - Participated in Reports Planning Meeting with CalWIN on September 15, 2023
  - Participated in FCED Eligibility/CM Meeting on September 15, 2023
  - Participated in the following design meetings:
    - CR 203445 - Tax Credit Eligibility Assessment
    - CR 219978 - Admin Override and Enrollment & Shopping Enhancements
    - CR 221896 - SOAP to REST API - Finalize Options Paper
    - CR 228956 - Federal Rule Change for Exchange Programs
    - CR 228977 - Notices Updates for R24.2
    - CR 238225 - Periodic Verifications - Deceased response from PVC Batch
    - CR 240417 - Accelerated Enrollment Review for CalHEERS Applicants who are not assigned a CIN
    - CR 241140 - Issuer Portal Enhancements

## CalSAWS – California Statewide Automated Welfare System

### CalSAWS Quality Assurance

Weekly Status Report Period: September 11, 2023, to September 17, 2023

---

- Reviewed One hundred thirty-six (136) 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
21.01	1
21.02	1
21.07	23
21.11	1
22.01	19
22.02	2
22.03	2
22.06	1
22.07	1
23.06	1
23.07	38
23.09	13
23.11	7
24.01	6
24.05	1
TBD	6
RWR	13
<b>Grand Total</b>	<b>136</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 September 11, 2023
  - Participated in BenefitsCal Operation Review on September 12, 2023
  - Participated in BenefitsCal UCD Monthly Meeting on September 12, 2023
  - Participated in DD&I and M&O reviews on September 12 and 14, 2023
  - Participated in Daily Transaction Failures meetings

### 1.3.6 Test

- ▶ CalSAWS Release 23.11
  - Began test preparation activities
- ▶ CalSAWS Release 23.09
  - Completed test execution on the remaining 2 test cases that were waiting to review SCR changes to Automated Regression Test scripts
  - Completed defect retesting
  - Completed review/ad-hoc testing of a subset of Production defects in the release

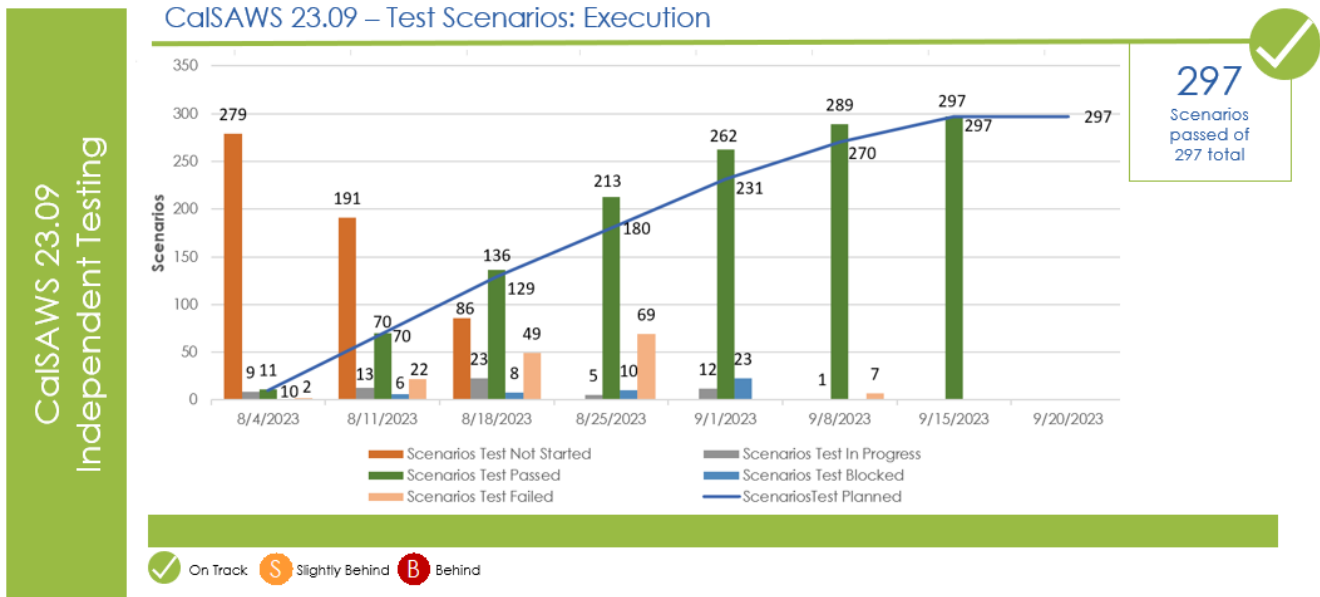
# CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: September 11, 2023, to September 17, 2023

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	297	0% (0)	0% (0)	100% (297)	0% (0)	0% (0)



► **BenefitsCal Activities**

- Continued QA verification of 23.09.24 Priority Release
- Monitored 23.09.24 Priority Release for M&O and M&E updates
- Reviewed draft 23.09.24 Release Notes
- Continued QA verification of 23.09.28 Monthly Release
- Monitored 23.09.28 Monthly Release for M&O and M&E updates

► **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 the 23.09 Project Integrated Readiness Areas T-2 Integrated Readiness Status meeting on September 11, 2023
- Participated in Integrated Test Team Meeting on September 12, 2023
- Participated in Test Touchpoint Meeting on September 13, 2023

**1.3.7 Implementation**

► **CalSAWS Maintenance and Operations (M&O)**

- Participated in Weekly Training Touchpoint meeting on September 12, 2023

► **CalWIN Implementation Support Services (ISS)**

- Provided onsite support for Alameda, Fresno, and Sonoma Counties
- Participated in Wave 5 Post-Implementation Project Production Calls
- Participated in Wave 5 Post-Implementation Internal Status Calls
- Participated in Wave 5 Post-Implementation County Operations Calls

## CalSAWS – California Statewide Automated Welfare System

### CalSAWS Quality Assurance

Weekly Status Report Period: September 11, 2023, to September 17, 2023

---

- Participated in Wave 5 County Prep Office Hours & Daily Debrief Calls
- Participated in Wave 5 Executive Status Calls
- Participated in Wave 6 Post-Implementation Support Coordination review with Regional Managers on September 11, 2023
- Participated in ISS Implementation Manager Touchpoint on September 11, 2023
- Participated in Weekly Implementation Team Meeting on September 11, 2023
- Participated in weekly ISS Team Leads Meeting on September 12, 2023
- Participated in Wave 6 IPOC Meeting Dry-Run on September 12, 2023
- Participated in CalSAWS 23.09 Release Webcast on September 12, 2023
- Completed celebration video for CalSAWS County Prep Phase Green Light Meeting - Wave 6 on September 12, 2023
- Participated in CalSAWS County Prep Phase Green Light Meeting - Wave 6 on September 13, 2023
- Submitted comments for CalWIN ISS County Wave Implementation Completion Report – Wave 4 on September 13, 2023
- Reviewed Potential Fact Sheet Topics on September 13, 2023
- Participated in Solano T+6 Change Readiness Survey Results on September 13, 2023
- Participated in weekly ISS OCM Leads Meeting on September 13, 2023
- Participated in San Mateo T+6 Change Readiness Review on September 14, 2023
- Participated in OCM Executive Check in meeting on September 14, 2023
- Supported Wave 6 IPOC Monthly meeting on September 14, 2023
- Participated in Santa Cruz T+6 Change Readiness Review on September 14, 2023
- Participated in OCM Advisor Touchpoint on September 15, 2023
- ▶ Release Management
  - Prepared for the 23.09 Project Integrated Readiness Areas - T-2 Integrated Readiness Status on September 11, 2023

### 1.3.8 OCAT

- ▶ Participated in review of OCAT Service Level Agreements on September 11, 2023
- ▶ Participated in biweekly review of OCAT Operations and Release Management plans on September 13, 2023

## 1.4 Activities for the Next Reporting Period

### 1.4.1 Project Management

- ▶ Participate in Wave 5 Project and County Operations Daily Support calls
- ▶ Participate in Wave 6A County Prep Daily Debrief calls
- ▶ Participate in Conversion Defect Status Review on September 18, 2023
- ▶ Participate in 23.09 Project Integrated Readiness for T-1 and Pre-Green Light meetings on September 18, 2023
- ▶ Participate in CalSAWS Section Directors' Meeting on September 19, 2023
- ▶ Participate in Imaging Migration review on September 19, 2023
- ▶ Participate in CalSAWS PMO Status Meeting on September 19, 2023
- ▶ Participate in CalSAWS Release 23.09 Green Light Meeting on September 20, 2023
- ▶ Participate in CalSAWS Project Steering Committee (PSC) on September 21, 2023
- ▶ Strike Teams, Retrospectives & Collaboration Model

## CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: September 11, 2023, to September 17, 2023

---

- Present Wave 4 Retrospective slides at PSC on September 21, 2023
- Continue preparation and facilitation for Quarterly Collaboration Model and Retrospective sessions

### 1.4.2 Technical

- ▶ Participate in CalSAWS Weekly Status Meeting on September 18, 2023
- ▶ Participate in Pre-performance testing of Workflow Indicator Integration on September 18 and 20, 2023
- ▶ Participate in CalSAWS Release 23.09 meetings on September 18 - 21, 2023
- ▶ Participate in Consortium FinOps Meeting on September 19, 2023
- ▶ Participate in App Dev meeting on September 19, 2023
- ▶ Participate in Section Directors Meeting on September 19, 2023
- ▶ Participate in CalSAWS 3<sup>rd</sup> Quarter Technical Committee on September 19, 2023
- ▶ Participate in LA Bi-Weekly Executive Meeting on September 20, 2023
- ▶ Participate in Tech Change Advisory Board (CAB) Meeting on September 20, 2023
- ▶ Participate in CalSAWS Project Steering Committee Meeting on September 21, 2023
- ▶ Participate in Weekly Meeting for Architecture discussion on September 21, 2023
- ▶ Participate in Environment Integration/Management Meeting on September 21, 2023
- ▶ Participate in the CARES CDI/PaaS discussion on September 21, 2023
- ▶ BenefitsCal
  - Participate in ROI Workgroup Meeting on September 18, 2023
  - Participate in BenefitsCal Operation Review Meeting on September 19, 2023
  - Participate in DD&I and M&O meetings on September 19 and 21, 2023
  - Participate in Application Transfer meetings
- ▶ Batch
  - Participate in CalSAWS Batch Weekly Round Up Meeting on September 21, 2023
- ▶ CalWIN
  - Participate in the CalWIN Wave 6 County Prep Office Hours meetings on September 18 - 21, 2023
  - Wave 5 Post-Implementation Operations Calls
- ▶ Central Print
  - Participate in Central Print weekly Meeting on September 1, 2023
- ▶ Contact Center
  - Participate in Sacramento County CalSAWS IVR-Contact Center Weekly Design Sessions on September 18, 2023
  - Participate in Tulare CSC Support Meeting on September 19, 2023
  - Participate in CalSAWS VA Design Session on September 19, 2023
  - Participate in San Bernardino CSC Support Meeting on September 19, 2023
  - Participate in Santa Barbara CSC Support Meeting on September 20, 2023
  - Participate in CalSAWS Contact Center Review on September 20, 2023
  - Participate in Santa Clara CSC Support Meeting on September 21, 2023
  - Participate in CalSAWS VA Weekly Check-In on September 21, 2023
  - Participate in CalSAWS Voice Bots/RPA Weekly Check-In on September 21, 2023
  - Participate in San Francisco Contact Center Reviews on September 21, 2023
  - Participate in AWS/CalSAWS Contact Center Collaboration on September 21, 2023
  - Participate in San Luis Obispo Contact Center Reviews on September 21, 2023

## CalSAWS – California Statewide Automated Welfare System

### CalSAWS Quality Assurance

Weekly Status Report Period: September 11, 2023, to September 17, 2023

---

- Participate in Contact Center Team Meeting on September 22, 2023
- ▶ Security
  - Participate in Application Vulnerabilities Review on September 20, 2023
- ▶ Service Management
  - Participate in ServiceNow meetings as scheduled
- ▶ Lobby Management
  - Participate in Sonoma County Lobby Device Planning on September 18, 2023
  - Participate in Integrated Lobby Management Review on September 19, 2023
  - Participate in San Francisco Lobby Device Planning on September 19, 2023
  - Participate in Solano County Lobby Device Planning on September 20, 2023
  - Participate in Marin County Lobby Device Planning on September 20, 2023
  - Participate in Lobby Support Management Updates on September 21, 2023
  - Participate in San Mateo Lobby Device Planning on September 22, 2023

#### 1.4.3 Imaging

- ▶ Participate in Weekly Imaging status Meeting on September 18, 2023
- ▶ Participate in Hyland Monthly Performance review Meeting on September 18, 2023
- ▶ Participate in CalSAWS Imaging Committee Meeting on September 21, 2023

#### 1.4.4 Conversion

- ▶ Participate in Daily Wave 5 Post-Implementation Project production calls
- ▶ Participate in the Daily Wave 6 County Prep Office hours and Debrief calls
- ▶ Monitor Wave 2 through 5 Open Defects and Priorities
- ▶ Support UAT2 security profile maintenance activities for CDV and other test efforts
- ▶ Participate and completed Wave 6A/5C Cutover activities
- ▶ Participate in Operational/Management/Ad Hoc Report Discovery with CalWIN Counties on September 18, 2023
- ▶ Participate in Migration-Conversion weekly meeting on September 18, 2023
- ▶ Participate in the Project Status meeting for Collections, Fraud and Tasks Management on September 18, 2023
- ▶ Facilitate the Migration-Conversion meeting with Consortium on September 19, 2023
- ▶ Participate in the Conversion SCRs Design review on September 19, 2023
- ▶ Participate in the Review of Fact Sheets on September 19, 2023
- ▶ Participate in the CalWIN Document Migration on September 20, 2023
- ▶ Participate the Wave 5 Conversion Retro on September 22, 2023

#### 1.4.5 Functional

- ▶ M&O
  - Participate in CalSAWS Test Daily Connect
  - Participate in ROI Workgroup Meeting on September 18, 2023
  - Participate in Medi-Cal Reports SCR Review Meeting on September 19, 2023
  - Participate in Medi-Cal SCR Touchpoint on September 20, 2023
  - Participate in Pre-Meet for State/Fiscal Reports Meetings on September 21, 2023
  - Participate in Wave 5 State/Fiscal Reports meeting on September 21, 2023
  - Participate in Reports SCR Prioritization Meeting on September 21, 2023

## CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: September 11, 2023, to September 17, 2023

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- Participate in CWDS and CalSAWS FCED Technical Workgroup Meeting on September 21, 2023
- Participate in FCED Workgroup Business Meeting on September 21, 2023
- Participate in the following design meetings:
  - CR 173135 - Enhance eHIT to Transmit Verification Documents Uploaded in CalHEERS to SAWS
  - CR 189273 - Family PACT OCM Solutioning
  - CR 213355 - Manual Trigger of APS
  - CR 228956 - Federal Rule Change for Exchange Programs
  - CR 228977 - Notices Updates for R24.2
  - CR 230828 - Affordable ESI Changes
  - CR 232582 - SCR Read-Only role in CalHEERS and Update the Security Role Matrix
  - CR 238225 - Periodic Verifications - Deceased response from PVC Batch
  - CR 239149 - Salesforce Integration Scope Development & Planning
  - CR 240417 - Accelerated Enrollment Review for CalHEERS Applicants who are not assigned a CIN
  - CR 241140 - Issuer Portal Enhancements
  - CR 247478 - Enroller Portal/Salesforce Enhancements for December 2023
- ▶ General Assistance/General Relief (GA/GR)
  - Monitor GA/GR SCRs
  - Participate in weekly GA/GR Correspondence Web Services discussion
- ▶ BenefitsCal
  - 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
  - Monitor development progress for CalWORKs Time Clocks functionality
  - Monitor GROW/WTW Collaborator requirement status
  - Participate in Weekly Program Manager Standup Meeting on September 20, 2023
  - Participate in CB Enhancement Request Process Flow Working Session on September 21, 2023
  - Participate in BenefitsCal Collaboration Model Meeting on September 22, 2023

### 1.4.6 Test

- ▶ CalSAWS Release 23.11
  - Continued test preparation activities
- ▶ CalSAWS Release 23.09
  - Monitor completion of testing activities in preparation for T-1 and Greenlight meetings
- ▶ BenefitsCal Activities
  - Complete QA verification of 23.09.24 Priority Release
  - Send QA final verification status of 23.09.24 Priority Release
  - Review final 23.09.24 Release Notes
  - Continue QA verification of 23.09.28 Monthly Release
  - Monitor BenefitsCal Monthly and Priority Releases for M&O and M&E updates
- ▶ Priority Release/RWR Activities
  - Monitor priority releases/RWR defects and SCR test activities

## CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

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- ▶ Other Consortium Support Test Activities
  - Participate in Integrated Test Team meeting on September 19, 2023
  - Participate in Test Touchpoint meeting on September 20, 2023

### 1.4.7 Implementation

- ▶ CalSAWS Maintenance and Operations (M&O)
  - Participate in Weekly Training Touchpoint Meeting on September 17, 2023
- ▶ CalWIN Implementation Support Services (ISS)
  - Provide virtual support for Alameda, Fresno, and Sonoma Counties
  - Participate in Wave 5 Post-Implementation Project Production Calls
  - Participate in Wave 5 Post-Implementation Internal Status Calls
  - Participate in Wave 5 Post-Implementation County Operations Calls
  - Participate in Wave 5 Executive Status Calls
  - Participate in Wave 6 County Prep Office Hours & Daily Debrief Calls
  - Participate in San Francisco IPOC/TOSS Prep Meeting on September 18, 2023
  - Participate in San Francisco T-3M Change Readiness Walkthrough Meeting on September 18, 2023
  - Participate in ISS Implementation Manager Touchpoint on September 18, 2023
  - Participate in Weekly Implementation Team Meeting on September 18, 2023
  - Participate in San Francisco T-3M Change Readiness Walkthrough Meeting on September 19, 2023
  - Participate in San Luis Obispo County IPOC/TOSS Meetings on September 19, 2023
  - Participate in LEAP Planning on September 20, 2023
  - Participate Training Advisory Committee Meeting on September 20, 2023
  - Participate in weekly ISS OCM Leads Meeting on September 20, 2023
  - Participate in San Francisco - Weekly IPOC/TOSS Meeting on September 20, 2023
  - Review Potential Fact Sheet Topics on September 20, 2023
  - Participate in OCM Executive Check in Meeting on September 21, 2023
  - Conduct Implementation QA Team Meeting on September 21, 2023
- ▶ Release Management
  - Participate in 23.09 Project Integrated Readiness Areas - T-1 Integrated Readiness Status on September 18, 2023
  - Participate in Green Light - Release 23.09 on September 20, 2023

### 1.4.8 OCAT

- ▶ Monitor ongoing OCAT Maintenance and Operations

## 1.5 Deviations from Plan/Adjustments

- ▶ None