

CalSAWS Quality Assurance Weekly Status Report

**Reporting Period: August 21, 2023, to August 27,
2023**

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: August 21, 2023, to August 27, 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 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 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 9

Table 1-7 – CalSAWS 23.09 Independent Test Progress 10

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 style="text-align: center;">QA PMO</p>	<ul style="list-style-type: none"> • Participated in Wave 4 and 5A Support calls • Participated in CalSAWS Conversion Defect Status Review • Participated in Pre-Green Light for Wave 5 Go-Live • Participated in CalSAWS JPA Board meeting • Coordinate Collaboration Model September Quarterly meeting material development and presenter preparation activities • Initiate Wave 5 Retrospective planning
<p style="text-align: center;">QA Technical</p>	<ul style="list-style-type: none"> • Participated in Contact Center readiness review with Alameda • Continued monitoring of CalSAWS Production Operations • Continued review of BenefitsCal AWS Dashboards, defects, and technical changes • Continued review of partner System Security Plans • Continued assisting with Contact enter Model Office
<p style="text-align: center;">QA Conversion</p>	<ul style="list-style-type: none"> • Completed Wave 6 County Data Validation (CDV) • Prepared for Wave 5B cutover activities • Participated Wave 4 Support and Wave 5 County Preparation calls • Continued Monitoring Wave 4 and 5 Defect priorities and status • Monitored Wave 5 Migration SCRs priority and status
<p style="text-align: center;">QA Functional/Test</p>	<ul style="list-style-type: none"> • Completed BenefitsCal Release 23.08.24 Test Activities • Continued BenefitsCal Release 23.09.04 Test Activities • Continued CalSAWS Release 23.09 Test Execution with a 98% Execution Rate, 72% Pass Rate, and 26% Fail/Block Rate
<p style="text-align: center;">QA Implementation</p>	<ul style="list-style-type: none"> • Participated in Alameda User Readiness discussions • Completed QA Seals for Green Light for Wave 5 Go-Live metrics • Completed Training Validations for Release 23.09 • Completed 24 Web Based Training (WBT) System Change Request (SCR) module reviews

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: August 21, 2023, to August 27, 2023

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		• Submit FDEL by September 5, 2023
4.40	QA Work Plan – August 2023		• Submit FDEL by September 5, 2023
7.50	QA Test Monthly Report – August 2023		• Submit FDEL by September 5, 2023
10.12	Quarterly QA Security Report		• Submit DDEL by September 29, 2023
51	Assessment of CalSAWS Deployment Complete Report - CalWIN Wave 4		• Submit DDEL by September 5, 2023
71.21	ClearBest Performance Report – August 2023		• Submit FDEL by September 15, 2023

Table 1-3 – Overall Summary of OCAT Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
14.34	OCAT – Monthly Status Report		• Submit FDEL by September 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: August 21, 2023, to August 27, 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 FDEL comments by August 29, 2023
WP-27.18	BenefitsCal – Monthly M&O Report - July 2023		<ul style="list-style-type: none"> • Submitted FDEL comments on August 24, 2023
WP-28.17	BenefitsCal – Work Plan Monthly Updates – August 2023		<ul style="list-style-type: none"> • Submit FDEL comments by September 12, 2023
WP-29.17	BenefitsCal – Monthly Status Report – August 2023		<ul style="list-style-type: none"> • Submit FDEL comments by September 12, 2023
WP-41	BenefitsCal – General System Design Documentation for Time Clocks		<ul style="list-style-type: none"> • Submitted FDEL comments on August 25, 2023

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

DEL #	DELIVERABLE NAME		STATUS
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
WP-58.10	CalWIN Implementation - Support Vendor CalWIN Requirements Traceability Matrix - Q10		<ul style="list-style-type: none"> • Submit FDEL comments by September 12, 2023
59.32	CalWIN Implementation – Assessment of CalWIN Implementation Migration Work Plan Update – August 2023		<ul style="list-style-type: none"> • Submit FDEL by September 12, 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 Conversion Defect Status Review on August 21, 2023
- ▶ Participated in CalSAWS Section Directors' meeting on August 22, 2023
- ▶ Participated in CalSAWS PMO Status meeting on August 22, 2023
- ▶ Participated in Imaging Migration review on August 22, 2023
- ▶ Participated in Pre-Green Light for Wave 5 Go-Live on August 23, 2023
- ▶ Participated in CalSAWS JPA Board meeting on August 25, 2023
- ▶ Strike Teams, Retrospectives & Collaboration Model
 - Facilitated Wave 4 Imaging Retrospective #2 on August 21, 2023
 - Facilitated Quarterly Collaboration Model planning session August 21, 2023
 - Facilitated Quarterly Collaboration Model Enhancement request process flow working session August 21, 2023
 - Facilitated Wave 4 Lobby Management Retrospective #2 on August 23, 2023

1.3.2 Technical

- ▶ Participated in CalSAWS Weekly Technical Sync meeting on August 21, 2023
- ▶ Reviewed Status for Collections, Fraud, & Task Management on August 21, 2023
- ▶ Participated in Large File Size, Licensing meeting on August 21, 2023
- ▶ Participated in Consortium FinOps meeting on August 22, 2023
- ▶ Participated in App Dev meeting on August 22, 2023
- ▶ Participated in DBCR/CTCR Review Meeting on August 22 and 24, 2023
- ▶ Participated in Section Directors Meeting on August 22, 2023
- ▶ Participated in review of Performance and Dispatch Misses on August 22, 2023
- ▶ Participated in October 2023 Disaster Recovery Test meeting on August 23, 2023
- ▶ Participated in Alameda User Readiness Follow-Up meeting on August 23, 2023
- ▶ Participated in Weekly CalSAWS Leadership meeting on August 23, 2023
- ▶ Participated in Tech Change Advisory Board (CAB) meeting on August 23, 2023
- ▶ Participated in Weekly Meeting for Architecture discussion on August 24, 2023
- ▶ Participated in CalSAWS Architectural Standards Review for CloudTrail Data Events Enablement meeting on August 24, 2023
- ▶ Participated in CalSAWS JPA Board meeting on August 25, 2023
- ▶ BenefitsCal
 - Participated in Scope Review of upcoming Releases on August 21, 2023
 - Participated in BenefitsCal Operation Review meeting on August 22, 2023
 - Participated in DD&I and M&O meeting on August 22 and 24, 2023
 - 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 23, 2023
 - Participated in Wave 5 cutover Interface Partner Batch Processing Plans meeting on August 24, 2023

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: August 21, 2023, to August 27, 2023

- Participated in CalSAWS Batch Weekly Round Up meeting on August 24, 2023
- Participated in Wave 5 Counties Batch Files Transfers Cutover Activities meeting on August 25, 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 Pre-Green Light Wave 5 Go-Live meeting on August 23, 2023
 - Participated in Wave 6 San Francisco, Sacramento, and San Luis Obispo Interface Partner Test (IPT) reviews on August 23, 2023
 - Participated in State Gate Review Priorities meeting on August 25, 2023
- ▶ Central Print
 - Participated in CalSAWS Central Print Status meeting on August 21, 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 Kings County eCCP Roll-out Date Kick-off on August 21, 2023
 - Participated in Orange County CSC Support Meeting on August 21, 2023
 - Participated in Sacramento County CalSAWS IVR-Contact Center Weekly Design Sessions on August 21, 2023
 - Participated in Kern County eCCP Roll-out Date Kick-off on August 21, 2023
 - Participated in CalSAWS VA Design Sessions on August 22, 2023
 - Participated in San Bernardino CSC Support Meeting on August 22, 2023
 - Participated in CalSAWS Contact Center Review on August 23, 2023
 - Participated in Riverside County eCCP Roll-out Date Kick-off on August 23, 2023
 - Participated in Stanislaus County eCCP Roll-out Date Kick-off on August 24, 2023
 - Participated in Voice Bots Statewide SCR Revision Review on August 24, 2023
 - Participated in AWS/CalSAWS Contact Center Collaboration on August 24, 2023
 - Participated in Contra Costa CSC Support Meeting on August 24, 2023
- ▶ Security
 - Participated in Application Vulnerabilities Findings review on August 23, 2023
 - Participated in SSP Coordination meeting on August 24, 2023
- ▶ Service Management
 - Participated in ServiceNow Process Improvement Meeting on August 22, 2023
 - Participated in RBAC/ServiceNow Offshore Access meeting on August 25, 2023
- ▶ Lobby Management
 - Participated in Sonoma Lobby Device Planning on August 21, 2023
 - Participated in Integrated Lobby Management Touchpoint on August 22, 2023
 - Participated in Santa Cruz County Lobby Device Planning on August 22, 2023
 - Participated in San Francisco County Lobby Device Planning on August 22, 2023
 - Participated in Solano County Lobby Device Planning on August 23, 2023
 - Participated in Part 2 Lobby Management Retrospective for Placer, Santa Clara, Contra Costa, Ventura Counties on August 23, 2023
 - Participated in Lobby Support Management Updates on August 24, 2023
 - Participated in Orange County Lobby Device Planning on August 24, 2023

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: August 21, 2023, to August 27, 2023

1.3.3 Imaging

- ▶ Participated in Imaging Retro Wave 4 Session 2 on August 21, 2023
- ▶ Participated in Imaging Migration Standup Call on August 22, 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 meetings.
- ▶ Monitored Wave 2 through 5 Open Defects and Priorities
- ▶ Supported UAT2 security profile maintenance activities for CDV and other test efforts
- ▶ Participated in Daily Wave 6 County Data validation Office hours and Triage meetings.
- ▶ Participated in weekly Conversion defects status meeting on August 21, 2023
- ▶ Reviewed Collections, Fraud and Task Management on August 21, 2023
- ▶ Participated in San Mateo defect CA-266902 discussion on August 21, 2023
- ▶ Participated Conversion SCRs Requirement and Design meeting on August 22, 2023
- ▶ Participated in Strike Team for Wave 5 Go-Live Packet (GLP) on August 22 and 24, 2023
- ▶ Participated in Wave 5 IPOC meeting on August 23, 2023
- ▶ Participated in Document Migration meeting on August 23, 2023
- ▶ Participated in the County Prep packet review on August 23, 2023
- ▶ Participated in Pre-Green light Wave 5 Go-Live meeting on August 23, 2023
- ▶ Participated in Review of Potential Fact sheet topics on August 23, 2023
- ▶ Participated in CDV Sacramento Child Care (NoHo) status meeting on August 23, 2023
- ▶ Participated in Conversion Strike team meeting on August 25, 2023

1.3.5 Functional

- ▶ M&O
 - Participated in CalSAWS Test Daily Connect
 - Participated in State Report Analysis – Progress Update meeting on August 22, 2023
 - Participated in MC SCR Touchpoint Meeting on August 23, 2023
 - Participated in Pre-Meet for State/Fiscal Reports meeting on August 24, 2023
 - Participated in Wave 5 – State/Fiscal Reports meeting on August 24, 2023
 - Participated 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

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: August 21, 2023, to August 27, 2023

- 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
- Reviewed Twenty (20) 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
22.03	1
23.02	3
23.06	2
23.07	4
23.09	1
23.11	3
24.01	2
24.02	2
24.05	1
TBD	1
Grand Total	20

- ▶ 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 21, 2023
 - Participated in Collaboration Enhancement Request Process Flow - Working Session meeting on August 21, 2023
 - Participated in BenefitsCal Operation Review weekly meeting on August 22, 2023
 - Participated in DD&I and M&O reviews on August 22 and 24, 2023
 - Participated in Daily Transaction Failures meetings

1.3.6 Test

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

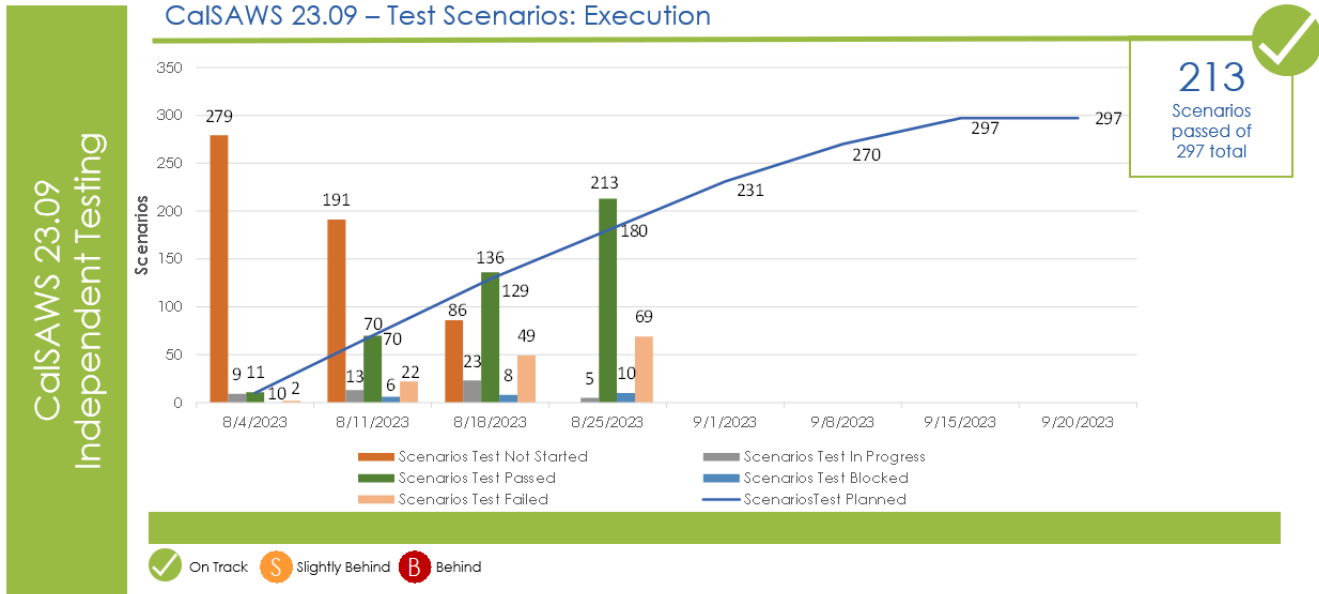
CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: August 21, 2023, to August 27, 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)	2% (5)	72% (213)	23% (69)	3% (10)



- ▶ **BenefitsCal Activities**
 - Monitored 23.08.24 Monthly Release for M&O and M&E updates
 - Completed QA verification of 23.08.24 Monthly Release items
 - Completed review of 23.08.24 Monthly Release notes
 - Monitored 23.09.04 and 23.09.24 Priority Releases for M&O and M&E updates
 - Started QA verification of 23.09.04 Priority Release items
 - Continued QA verification of 23.09.24 Priority Release items
- ▶ **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-243001 -2023-2024 CalFresh COLA Batch EDBC Updates	23.08.26	QA Review

- ▶ **Other Consortium Support Test Activities**
 - Monitored test support for priority releases
 - Participated in Integrated Test Team Meeting on August 22, 2023
 - Participated in Test Touchpoint meeting on August 23, 2023

1.3.7 Implementation

- ▶ CalSAWS Maintenance and Operations (M&O)
 - Participated in Weekly Training Touchpoint meeting on August 22, 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 21, 2023
 - Prepared for Wave 5 IPOC Meeting on August 21, 2023
 - Participated in Weekly Implementation Team meeting on August 21, 2023
 - Participated in TOSS & IPOC Meeting for Santa Cruz County on August 22, 2023
 - Participated in TOSS & IPOC Meeting for Sonoma County on August 22, 2023
 - Participated in Alameda User Readiness discussions on August 22 - 23, 2023
 - Participated in weekly ISS Team Leads Meeting on August 22, 2023
 - Participated in San Luis Obispo IPOC/TOSS Meetings on August 22, 2023
 - Completed QA Seals for Green Light for Wave 5 Go-Live metrics on August 22, 2023
 - Participated in TOSS & IPOC Meeting for San Francisco County on August 23, 2023
 - Participated in Pre-Green Light for Wave 5 Go-Live on August 23, 2023
 - Participated in TOSS & IPOC Meeting for Fresno County on August 23, 2023
 - Participated in weekly ISS OCM Leads Meeting on August 23, 2023
 - Participated in Wave 5 IPOC Meeting on August 23, 2023
 - Reviewed Potential Fact Sheet Topics on August 23, 2023
 - Participated in OCM Executive Check in meeting on August 24, 2023
 - Conducted QA Implementation Team meeting on August 24, 2023
- ▶ Release Management
 - Completed Training Validations for Release 23.09
 - Completed 14 Web Based Training (WBT) System Change Request (SCR) reviews
 - Completed 10 System Change Request Board (SCRB) reviews

1.3.8 OCAT

- ▶ Continued review of OCAT SSP 2023 Annual Update with Consortium Security and Ernst & Young

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 28, 2023
- ▶ Participate in CalSAWS Section Directors' meeting on August 29, 2023
- ▶ Participate in CalSAWS PMO Status meeting on August 29, 2023
- ▶ Participate in Imaging Migration review on August 29, 2023
- ▶ Participate in CalSAWS Green Light for Wave 5 Go-Live on August 30, 2023

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: August 21, 2023, to August 27, 2023

- ▶ Participate in Region 6 Management Virtual Site Visit on August 30, 2023
- ▶ Strike Teams, Retrospectives & Collaboration Model
 - Finalizing draft Collaboration Model Quarterly meeting materials August 28, 2023
 - Create and distribute Wave 5 Retrospective boards August 28, 2023
 - Facilitate Collaboration Model Quarterly meeting material and presenter preparation session on August 29, 2023
 - Draft Wave 4 Retrospective JPA/PSC slides on August 30, 2023

1.4.2 Technical

- ▶ Participate in CalSAWS Weekly Technical Sync meeting on August 28, 2023
- ▶ Review Status of Collections, Fraud, & Task Management on August 28, 2023
- ▶ Participate in Scope Finalization meeting for the October 2023 Disaster Recovery Failover Test on August 29, 2023
- ▶ Participate in Consortium FinOps meeting on August 29, 2023
- ▶ Participate in App Dev meeting on August 29, 2023
- ▶ Participate in Section Directors Meeting on August 29, 2023
- ▶ Participate in CalACES Joint DBCR/CTCR Review Meeting on August 29 and 31, 2023
- ▶ Participate in Wave 5 CalSAWS Go-Live Green Light Meeting on August 30, 2023
- ▶ Participate in CalSAWS Weekly Status Meeting on August 30, 2023
- ▶ Participate in Tech Change Advisory Board (CAB) meeting on August 30, 2023
- ▶ Participate in Weekly Meeting for Architecture discussion on August 31, 2023
- ▶ Participate in Environment Integration/Management meeting on August 31, 2023
- ▶ Participate in Review Monthly Over 15 seconds Report meeting on August 31, 2023
- ▶ Participate in Bi-Weekly CalSAWS Meeting on August 31, 2023
- ▶ Participate in Generative AI Ignite Discussion and Demos on September 1, 2023
- ▶ BenefitsCal
 - Participate in Scope Review of upcoming Releases on August 28, 2023
 - Participate in DD&I and M&O meetings on August 29 and 31, 2023
 - Participate in BenefitsCal Operation Review meeting on August 29, 2023
 - Participate in BenefitsCal User Experience meeting on August 31, 2023
 - Participate in Application Transfer meetings
 - Continue reviewing deliverables and release activities
- ▶ Batch
 - Continue to monitor the production batch and operational activities
 - Participate in CalSAWS Batch - Weekly Round Up meeting on August 31, 2023
 - Participate in Wave 5 State Interface Partners File Transfers Cutover Activities meeting on August 29, 2023
- ▶ CalWIN
 - Participate in Wave 5 County Prep Office Hours
 - Participate in Wave 4 Post-Implementation Operations Calls
 - Participate in 5B Cutover meetings
 - Participate in CalWIN Conversion Week Look Ahead meeting on August 28, 2023
 - Participate in Stage Gate Review meetings
- ▶ Central Print
 - Participate in CalSAWS Central Print Status meeting on August 28, 2023
- ▶ Contact Center

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: August 21, 2023, to August 27, 2023

- Participate in Sacramento County CalSAWS IVR-Contact Center Weekly Design Sessions on August 28, 2023
- Participate in Sonoma County CalSAWS IVR-Contact Center Monthly Design Sessions on August 29, 2023
- Participate in Alameda County CalSAWS IVR-Contact Center Weekly Design Sessions on August 29, 2023
- Participate in Fresno County CalSAWS IVR-Contact Center Weekly Design Sessions on August 29, 2023
- Participate in CalSAWS VA Design Sessions on August 29, 2023
- Participate in CalSAWS Contact Center Review on August 30, 2023
- Participate in CalSAWS Voice Bots/RPA Weekly Check-In on August 31, 2023
- Participate in AWS/CalSAWS Contact Center Collaboration on August 31, 2023
- Participate in Contact Center Team Meeting on September 1, 2023
- ▶ Security
 - Participate in Security Process Improvements meeting on August 29, 2023
 - Participate in Application Vulnerabilities Review on August 30, 2023
 - Participate in Security Status meeting on September 1, 2023
- ▶ Service Management
 - Participate in August Helpdesk Operations Meeting on August 30, 2023
 - Participate in ServiceNow Process Improvement Meeting on August 31, 2023
- ▶ Lobby Management
 - Participate in Sonoma Lobby Device Planning on August 28, 2023
 - Participate in Integrated Lobby Management Touchpoint on August 29, 2023
 - Participate in San Luis Obispo County Lobby Device Planning on August 30, 2023
 - Participate in Mariposa County Lobby Device Planning on August 30, 2023
 - Participate in Solano County Lobby Device Planning on August 30, 2023
 - Participate in Lobby Support Management Updates on August 31, 2023
 - Participate in Orange County Lobby Device Planning on August 31, 2023

1.4.3 Imaging

- ▶ Participate in Weekly Imaging status meeting on August 28, 2023
- ▶ Participate in Fresno Imaging Cutover Bridge on August 31- September 1, 2023
- ▶ Participate in Sonoma Imaging Cutover Bridge on August 31- September 1, 2023
- ▶ Participate in Alameda Imaging Cutover Bridge on September 1 - 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
- ▶ 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 Fraud County Data validation Office hours August 28 and 29, 2023
- ▶ Participate in CDV Sacramento Child Care (NoHo) over the shoulder validation on August 28, 2023

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: August 21, 2023, to August 27, 2023

- ▶ Participate in weekly Conversion defects status meeting on August 28, 2023
- ▶ Review Collections, Fraud and Task Management on August 28, 2023
- ▶ Participate in the 5B Go Live Cutover Table read on August 29, 2023
- ▶ Participate in CalSAWS Go-Live Green Light Meeting Wave 5 on August 30, 2023
- ▶ Participate in 5B cutover pre-flight checklist on August 30, 2023
- ▶ Participate in Review of Potential Fact sheet topics on August 30, 2023
- ▶ Facilitate QA and Consortium weekly conversion touch point on August 30, 2023
- ▶ Participate in Wave 5 Activities starting August 31, 2023
- ▶ Participate in the Conversion strike team meeting on September 1, 2023

1.4.5 Functional

- ▶ M&O
 - Participate in CalSAWS Test Daily Connect
 - Participate in Resume SPG Touchpoint on August 29, 2023
 - Participate in State Report Analysis – Progress Update meeting on August 29, 2023
 - Participate in MC SCR Touchpoint Meeting on August 30, 2023
 - Participate in Pre-Meet for State/Fiscal Reports meeting on August 31, 2023
 - Participate in Pre-Meet for Bi-Weekly State/Fiscal Reports meeting on August 31, 2023
 - Participate in Wave 5 – State/Fiscal Reports meeting on August 31, 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 200351 - Notices Updates for R23.12
 - CR 216695 - Enroller Delegate on MCT Dashboard
 - CR 228956 - Federal Rule Change for Exchange Programs
 - CR 238225 - Periodic Verifications - Deceased response from PVC Batch
 - CR 238810 - Delegation Not Updating After Primary Contact Change
 - CR 247478 - Enroller Portal/Salesforce Enhancements for December 2023
 - CR 250237 - PY 2024 New Carrier Microsite
- ▶ 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 Collaboration Model - Quarterly Meeting Preparation Session meeting on August 29, 2023
 - Participate in Weekly Program Manager Standup meeting on August 30, 2023

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: August 21, 2023, to August 27, 2023

1.4.6 Test

- ▶ CalSAWS Release 23.09
 - Continue test execution
 - Conduct defect retesting
 - Continue review/ad-hoc test of a subset of Production defects in this release
- ▶ BenefitsCal Activities
 - Complete QA verification of 23.09.04
 - Send QA final verification status of 23.09.04
 - Review 23.09.04 Release Notes
 - Continue QA verification of 23.09.24 Priority Release Items
 - Send QA verification plan of 23.09.28 to the Consortium
 - Start QA verification of 23.09.28 Monthly Release items
 - 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
- ▶ Other Consortium Support Test Activities
 - Participate in Integrated Test Team meeting on August 29, 2023
 - Participate in Test Touchpoint meeting on August 30, 2023

1.4.7 Implementation

- ▶ CalSAWS Maintenance and Operations (M&O)
 - Participate in Weekly Training Touchpoint meeting on August 29, 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 Weekly Implementation Manager Touchpoint on August 28, 2023
 - Participate in Sacramento Change Readiness Review on August 28, 2023
 - Participate in Weekly Implementation Team meeting on August 28, 2023
 - Participate in Wave 4 T+6 Week Survey Results Walkthrough on August 28, 2023
 - Participate in weekly ISS Team Leads Meeting on August 29, 2023
 - Participate in TOSS & IPOC Meeting for Sonoma County preparation meeting on August 29, 2023
 - Participate in TOSS & IPOC Meeting for Sonoma County on August 29, 2023
 - Participate in TOSS & IPOC Meeting for San Luis Obispo County preparation meeting on August 30, 2023
 - Participate in weekly ISS OCM Leads Meeting on August 30, 2023
 - Participate in Go-Live Event Green Light Meeting for Wave 5 on August 30, 2023
 - Support Alameda Onsite Support Protocols Review on August 30, 2023
 - Participate in TOSS & IPOC Meeting for Fresno County on August 30, 2023
 - Review Potential Fact Sheet Topics on August 30, 2023
 - Participate in OCM Executive Check in meeting on August 31, 2023
 - Participate in Wave 4 Issue Tracker for Jira Dashboard Overview on August 31, 2023

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: August 21, 2023, to August 27, 2023

- Participate in Wave 6 Sacramento Post Implementation Support and OCM Site Visit Coordination on August 31, 2023
- Participate in OCM Advisor Touchpoint on September 1, 2023
- Conduct QA Implementation Team meeting on September 1, 2023
- ▶ Release Management
 - Conduct Web-Based Training (WBT) Enhancement (SCRB) Reviews

1.4.8 OCAT

- ▶ Continue to collaborate with Consortium Security and Ernst & Young on the OCAT SSP 2023 Annual Update
- ▶ Participate in OCAT Operations and Release meeting on August 30, 2023

1.5 Deviations from Plan/Adjustments

- ▶ None