

CalSAWS Quality Assurance Weekly Status Report

**Reporting Period: October 23, 2023, to October 29,
2023**

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

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1.0 Quality Assurance

1.1 CalSAWS Weekly Status Agenda Topics

Table 1-1 – CalSAWS Quality Assurance Status Agenda Topics

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
QA PMO	<ul style="list-style-type: none">• Participated in CalSAWS Wave 5 and 6A Support calls• Participated in Conversion Defect Status Review• Participated in CalSAWS Wave 6 Green Light meeting• Participated in OCAT Operations and Release meeting• Facilitated Collaboration Model enhancement process flow review• Continued Listen, Examine, Act and Partner (LEAP) initiative planning• Continued to support planning for January 2024 Conference and JPA General Representative Membership meeting
QA Technical	<ul style="list-style-type: none">• Participated in Wave 6 Cutover• Participated in Contact Center Model Office for LA and Wave 6 counties• Reviewed CalSAWS Robot Automation Process (RPA) communications• Participated in Welcome Bot and Authorization Bot testing• Continued Production Operations monitoring for CalSAWS and BenefitsCal
QA Conversion	<ul style="list-style-type: none">• Participated in Wave 6 Cutover and Stage Gate reviews• Participate in San Francisco Routine and Rush Warrant meetings• Monitored status of Wave 5 and 6 defects priorities and SCRs
QA Functional/Test	<ul style="list-style-type: none">• Reviewed 84 SCRs in preparation for SCRB/CCB• CalSAWS 23.11 Test Execution is in progress with a 96% Execution Rate, 73% Pass Rate, and 23% Fail/Block Rate
QA Implementation	<ul style="list-style-type: none">• Provided virtual support for Alameda, Fresno, and Sonoma Counties• Participated in LEAP planning• Completed Wave 6 Green Light for Go-Live Event video• Prepared for Wave 6 onsite support

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1.2 Deliverables Management

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








DEL #	DELIVERABLE NAME		STATUS
3.52	QA Monthly Status Report – October 2023		• Submit FDEL by November 6, 2023
4.52	QA Work Plan – October 2023		• Submit FDEL by November 6, 2023
7.52	QA Test Monthly Report – October 2023		• Submit FDEL by November 6, 2023
12.51	Assessment of CalSAWS Migration Work Plan Update – October 2023		• Submit FDEL by November 9, 2023
52	Assessment of CalSAWS Deployment Complete Report - CalWIN Wave 5		• Submit DDEL by November 6, 2023
54	Assessment of CalSAWS Deployment Complete Report - CalWIN Wave 1-6		• Submit DDED comments by November 9, 2023
71.23	ClearBest Performance Report – October 2023		• Submit FDEL by November 15, 2023

Table 1-3 – Overall Summary of OCAT Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
14.36	OCAT – Monthly Status Report – October 2023		• Submit FDEL by November 6, 2023

[1] Status: **Red**: Behind schedule and requires escalation; **Amber**: Potential delay/monitor with no material schedule impact; **Green**: On schedule, performing as planned

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Table 1-4 – Overall Summary of BenefitsCal Deliverable Status







DEL #	DELIVERABLE NAME		STATUS
WP-26.20	BenefitsCal – CX Monthly Report – August/September 2023		<ul style="list-style-type: none">Submitted FDEL comments on October 27, 2023
WP-27.20	BenefitsCal – Monthly M&O Report - September 2023		<ul style="list-style-type: none">Submitted FDEL comments on October 24, 2023
WP-28.19	BenefitsCal – Work Plan Monthly Updates – October 2023		<ul style="list-style-type: none">Submit FDEL comments by November 14, 2023
WP-29.19	BenefitsCal – Monthly Status Report – October 2023		<ul style="list-style-type: none">Submit FDEL comments by November 14, 2023

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

DEL #	DELIVERABLE NAME		STATUS
WP-3.05	CalWIN Implementation – CalWIN County Implementation Completion Report – Wave 5		<ul style="list-style-type: none">Submitted DDEL comments on October 30, 2023
59.34	CalWIN Implementation – Assessment of CalWIN Implementation Migration Work Plan Update – October 2023		<ul style="list-style-type: none">Submit FDEL by November 13, 2023

1.3 Highlights for the Reporting Period

1.3.1 Project Management

- ▶ Participated in Wave 5 Project and County Operations Daily Support calls
- ▶ Participated in Wave 6A County Prep Daily Debrief calls
- ▶ Participated in Conversion Defect Status Review on October 23, 2023
- ▶ Participated in Regions 5 and 4 Management Site Visit (MSV) Planning meetings on October 23, 2023
- ▶ Participated in CalSAWS Section Directors' meeting on October 24, 2023
- ▶ Participated in Imaging Migration review on October 24, 2023
- ▶ Participated in CalSAWS PMO Status meeting on October 24, 2023
- ▶ Participated in CalSAWS Wave 6 Green Light meeting on October 25, 2023
- ▶ Participated in OCAT Operations and Release meeting on October 25, 2023
- ▶ Strike Teams, Retrospectives & Collaboration Model
 - Facilitated Contact Center retrospective session October 23, 2023
 - Participated in LEAP planning session on October 23, 2023
 - Facilitated supplemental letter response discussion October 24, 2023
 - Participated in CalSAWS Conference Small Group Planning on October 26, 2023
 - Participated in supplemental letter review session on October 26, 2023

1.3.2 Technical

- ▶ Participated in CalSAWS Weekly Tech Sync meeting on October 23, 2023
- ▶ Participated in CalWIN/CalSAWS Functional Gaps meeting on October 23, 2023
- ▶ Participated in Consortium FinOps Meeting on October 24, 2023
- ▶ Participated in Weekly Meeting for Architecture discussion on October 24, 2023
- ▶ Participated in Tech Change Advisory Board (CAB) Meeting on October 25, 2023
- ▶ Participated in CalSAWS Weekly Status Meeting on October 25, 2023
- ▶ Participated in Weekly CalSAWS/AWS meeting on October 25, 2023
- ▶ Participated in Child Welfare Digital Services (CWDS) and CalSAWS Foster Care Eligibility Determination (FCED) Technical meeting on October 26, 2023
- ▶ Participated in FCED Workgroup Business Meeting on October 26, 2023
- ▶ BenefitsCal
 - Participated in BenefitsCal Operation Review Meeting on October 24, 2023
 - Participated in BenefitsCal OCR deployment discussion on October 24, 2023
 - Participated in DD&I and M&O meetings on October 24 and 26, 2023
 - Participated in Application Transfer meetings
- ▶ Batch
 - Participated in CalSAWS Batch Weekly Round Up Meeting on October 26, 2023
- ▶ CalWIN
 - Participated in Wave 5 Post-Implementation Operations Calls
 - Participated in the Wave 6 County Prep Office Hours on October 23 - 25, 2023
 - Participated in Wave 6 Go-Live Green Light meeting on October 25, 2023
 - Participated in CalWIN Document Migration Meeting on October 25, 2023
 - Participated in Wave 6 Conversion meetings
- ▶ Contact Center
 - Participated in Los Angeles Daily Model Office Support Meetings

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- Participated in Contact Center Retrospective Wave 5 wrap-up meeting on October 23, 2023
- Participated in Sacramento County CalSAWS IVR Contact Center Weekly Design Sessions on October 23, 2023
- Participated in CalSAWS Contact Center Review on October 25, 2023
- Participated in San Francisco Contact Center Review on October 26, 2023
- Participated in CalSAWS Voice Bots/RPA Weekly Check-In on October 26, 2023
- Participated in AWS/CalSAWS Contact Center Collaboration on October 26, 2023
- Participated in Contra Costa CSC Support Meeting on October 26, 2023
- ▶ Security
 - Participated in Security Status meeting on October 27, 2023
- ▶ Lobby Management
 - Participated in Fresno Device Planning Meeting on October 23, 2023
 - Participated in Mariposa County Lobby Device Planning on October 25, 2023
 - Participated in Marin County Lobby Device Planning on October 25, 2023
 - Participated in San Luis Obispo Lobby Device Planning on October 25, 2023
 - Participated in Lobby Support Management Updates on October 26, 2023

1.3.3 Imaging

- ▶ Participated in Weekly Imaging status Meeting on October 25, 2023
- ▶ Participated in Imaging Migration Cutover Activities on October 27, 2023

1.3.4 Conversion

- ▶ Participated in Daily Wave 5 Post-Implementation project production calls
- ▶ Participated in Daily Wave 6 County Prep Office hours and Debrief calls
- ▶ Monitored Wave 2 through 5 Open Defects and Priorities
- ▶ Supported UAT2 security profile maintenance activities for CDV and other test efforts
- ▶ Participated in Migration Conversion weekly meeting on October 23, 2023
- ▶ Participated in Rush Warrant print template meeting on October 23, 2023
- ▶ Participated in Status meeting for Collections, Fraud and Tasks on October 23, 2023
- ▶ Participated in CalSAWS Deployment Complete Milestone Report DDED Overview for Waves 1-6 on October 24, 2023
- ▶ Participated in Wave 6 San Francisco Vendor payments review on October 23, 2023
- ▶ Participated in CalWIN/CalSAWS Functional Disposition Plan on October 25, 2023
- ▶ Participated in San Francisco General Assistance/General Relief defect status meetings October 25 to 27, 2023
- ▶ Participated in CalSAWS Wave 6 Green Light meeting on October 25, 2023
- ▶ Participated in Wave 6B Pre-Flight checklist meeting on October 26, 2023
- ▶ Participated in Conv Strike Team weekly status meeting on October 27, 2023
- ▶ Participated in Wave 6 Cutover starting October 26, 2023
- ▶ Reviewed and provided inputs Fact sheets for Work Registration, Overriding EDBC and Providers and the Resource Database setup results

1.3.5 Functional

- ▶ M&O
 - Participated in CalSAWS Test Daily Connect
 - Participated in Bi-Weekly FCED Schedule Sync Meeting on October 23, 2023
 - Participated in ROI Workgroup Meeting on October 23, 2023

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- Participated in Medi-Cal Reports SCR Review Meeting on October 24, 2023
- Participated in Reports SCR Prioritization Meeting on October 24, 2023
- Participated in GA/GR Correspondence Meeting on October 25, 2023
- Participated in Medi-Cal SCR Touchpoint Meeting on October 25, 2023
- Participated in SPG Planning Meeting on October 26, 2023
- Participated in CWDS and CalSAWS FCED Workgroup on October 26, 2023
- Participated in Bi-Weekly State/Fiscal Reports Meeting on October 26, 2023
- Participated in Waves 6 State/Fiscal Reports Meeting on October 26, 2023
- Participated in Medi-Cal Reports User Group Meeting on October 26, 2023
- Participated in FCED Workgroup Business Meeting on October 26, 2023
- Participated in the following design meetings:
 - CR 173678 - Medicare Coverage Dates
 - CR 178286 - Adding Data elements to eHIT
 - CR 199832 - Eligibility Determinations after APS (SB 260)
 - CR 228979 - Notices Updates for R24.6
 - CR 231622 - Intelligent Document Processing (IDP) System
 - CR 232582 - SCR Read-Only role in CalHEERS and Update the Security Matrix
 - CR 239149 - Salesforce Integration Scope Development & Planning
 - CR 243176 - MCAP Defect Dual Eligible Protection
 - CR 248888 - State-Level Test Only
 - CR 253360 - VLP Upgrade from SOAP to REST Phase II
- Reviewed Eighty-four (84) 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
21.07	1
21.11	1
22.07	1
22.11	1
23.03	1
23.05	1
23.06	4
23.07	9
23.09	26
23.11	15
24.01	7
24.03	5
24.05	1
RWR	8
TBD	3
Grand Total	84

- General Assistance/General Relief (GA/GR)

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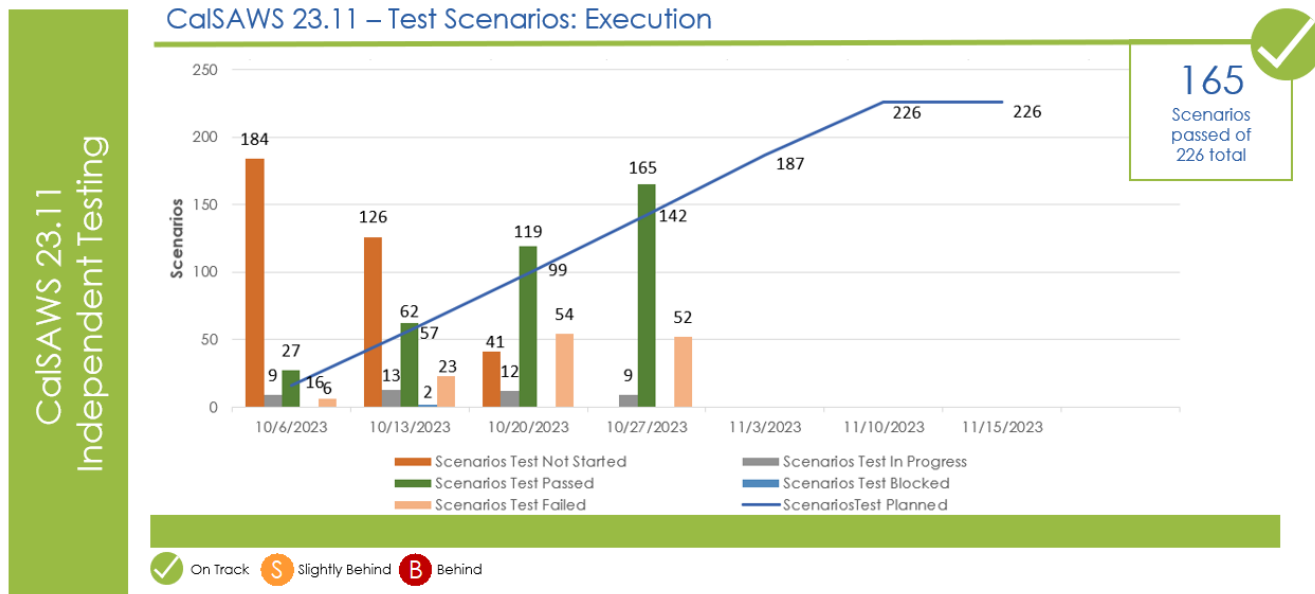
- Monitored GA/GR SCRs
- Participated in weekly GA/GR Correspondence Web Services discussion
- BenefitsCal
 - Reviewed and confirmed acceptance of comment resolutions for the following work products:
 - FWP CX Monthly Report - June/July 2023
 - FWP Monthly Status Report - September 2023
 - Participated in DD&I and M&O reviews on October 24 and 26, 2023
 - Participated in Daily Transaction Failures meetings

1.3.6 Test

- CalSAWS Release 23.11
 - Continued QA Review of System Test scripts for high impact SCRs
 - Continued test execution
 - Began QA Review/ad-hoc testing for a subset of production defects in this release

Table 1-7 – CalSAWS 23.11 Independent Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Passed	Failed	Blocked
CalSAWS 23.11 - ClearBest QA Independent Test Results	226	0% (0)	4% (9)	73% (165)	23% (52)	0% (0)



- BenefitsCal Activities
 - Reviewed 23.10.30 release notes
 - Started QA verification of 23.11.30 Monthly Release
 - Monitored 23.11.30 Monthly Release for M&O and M&E updates
- Priority Release / RWR Activities
 - Monitored priority releases/RWR defects and SCR test activities
 - Conducted Independent Test activities on the following SCR:

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

Defect/SCR #	Scheduled Release	Type of Testing
CA-265289 Update Several MAGI Reports	23.11.02	QA Review

- ▶ Other Consortium Support Test Activities
 - Monitored test support for priority releases
 - Participated in Integrated Test Team Meeting on October 24, 2023
 - Participated in Test Touchpoint Meeting on October 25, 2023
 - Participated in CalSAWS Virtual Assistant Weekly Check-In meeting on October 26, 2023

1.3.7 Implementation

- ▶ CalSAWS Maintenance and Operations (M&O)
 - Participate in Weekly Training Touchpoint meeting on October 24, 2023
- ▶ CalWIN Implementation Support Services (ISS)
 - Provided virtual support for Alameda, Fresno, and Sonoma Counties
 - Participated in Wave 5 Post-Implementation Project Production Calls
 - Participated in Wave 6 County Prep Office Hours & Daily Debrief Calls
 - Participated in Weekly ISS Manager Meeting on October 23, 2023
 - Participated in Implementation Team meeting on October 23, 2023
 - Participated in LEAP planning on October 23, 2023
 - Completed Wave 6 Green Light for Go-Live Event video on October 23, 2023
 - Prepared for Wave 6 onsite support on October 23 - 25, 2023
 - Participated in ISS Team Leads Tuesday Standup meeting on October 24, 2023
 - Participated in Santa Cruz IPOC/TOSS meeting on October 24, 2023
 - Participated in San Luis Obispo IPOC/TOSS meeting on October 24, 2023
 - Participated in Wave 6 Green Light for Go-Live Event meeting on October 25, 2023
 - Participated in San Francisco IPOC/TOSS meeting on October 25, 2023
 - Participated in Weekly ISS OCM Leads Meeting on October 25, 2023
 - Participated in OCM Executive Check in meeting on October 26, 2023
 - Participated in OCM Advisor Check-In on October 27, 2023
 - Conducted Implementation QA Team meeting on October 27, 2023

1.3.8 OCAT

- ▶ Participated in OCAT Operations and Release meeting on October 25, 2023.

1.4 Activities for the Next Reporting Period

1.4.1 Project Management

- ▶ Participate in Wave 6 Project and County Operations Daily Support calls
- ▶ Participate in CalSAWS Section Directors' meeting on October 31, 2023
- ▶ Participate in Imaging Migration review on October 31, 2023
- ▶ Participate in CalSAWS PMO Status meeting on October 31, 2023
- ▶ Participate in CalSAWS OPAC Touchpoint meeting on November 1, 2023
- ▶ Strike Teams, Retrospectives & Collaboration Model
 - Facilitate Collaboration Model enhancement request process flow review

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- Participate in LEAP planning session on November 2, 2023
- Participate in CalSAWS Conference Small Group Planning on November 2, 2023
- Participate in supplemental report planning session November 2, 2023

1.4.2 Technical

- ▶ Participate in Wave 6 Go Live activities
- ▶ Participate in CalSAWS Weekly Tech Sync meeting on October 30, 2023
- ▶ Participate in Consortium FinOps Meeting on October 31, 2023
- ▶ Participate in Section Directors Meeting on November 1, 2023
- ▶ Participate in CalSAWS Weekly Status Meeting on November 1, 2023
- ▶ Participate in Tech Change Advisory Board (CAB) Meeting on November 1, 2023
- ▶ Participate in Weekly CalSAWS/AWS meeting on November 2, 2023
- ▶ Participate in Weekly Meeting for Architecture discussion on November 2, 2023
- ▶ BenefitsCal
 - Participate in BenefitsCal Operation Review Meeting on October 31, 2023
 - Participate in DD&I and M&O meetings on October 31 and November 2, 2023
- ▶ Batch
 - Participate in CalSAWS Batch Weekly Round Up Meeting on November 2, 2023
- ▶ CalWIN
 - Participate in Wave 6 Post-Implementation Operation Calls
- ▶ Contact Center
 - Participate in CalSAWS Contact Center Meeting on November 1, 2023
 - Participate in Placer CSC Support Meeting on November 1, 2023
 - Participate in AWS/CalSAWS Contact Center Collaboration on November 2, 2023
- ▶ Security
 - Participate in Application Vulnerabilities Review on November 1, 2023
 - Participate in Security Risk Management Group Discussion on November 2, 2023
- ▶ Service Management
 - Participate in meetings as scheduled
- ▶ Lobby Management
 - Participate in El Dorado County Device Planning Meeting on October 31, 2023
 - Participate in San Francisco County Lobby Device Meeting on October 31, 2023
 - Participate in Solano County Lobby Device Planning Meeting on November 1, 2023
 - Participate in Mariposa County Lobby Device Planning on November 1, 2023
 - Participate in Marin County Lobby Device Planning Meeting on November 1, 2023
 - Participate in San Luis Obispo Lobby Device Planning on November 1, 2023
 - Participate in Lobby Support Management Updates Meeting on November 2, 2023

1.4.3 Imaging

- ▶ Participate in Weekly Imaging Status meeting on October 31, 2023

1.4.4 Conversion

- ▶ Participate in Daily Wave 6 Post-Implementation project production calls
- ▶ Monitor Wave 2 through 6 Open Defects and Priorities
- ▶ Participate in Conversion SCRs status meeting on October 30, 2023
- ▶ Participate in CalWIN Document Migration status meeting November 1, 2023

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- ▶ Participate Reports Discovery Plan status on November 2, 2023
- ▶ Provide support to San Francisco for converted Vendor Payments

1.4.5 Functional

- ▶ M&O
 - Participate in CalSAWS Test Daily Connect
 - Participate in CalHEERS SAWS Integration Meeting on October 31, 2023
 - Participate in Medi-Cal Reports SCR Review Meeting on October 31, 2023
 - Participate in GA/GR Correspondence Meeting on November 1, 2023
 - Participate in Medi-Cal SCR Touchpoint Meeting on November 1, 2023
 - Participate in Report Discovery Planning Meeting on November 2, 2023
 - Participate in CWDS and CalSAWS FCED Technical Workgroup on November 2, 2023
 - Participate in Wave 6 State/Fiscal Reports Meeting on November 2, 2023
 - Participate in Reports SCR Prioritization Meeting on November 2, 2023
 - Participate in Medi-Cal Reports User Group Meeting on November 2, 2023
 - Participate in FCED Workgroup Business Meeting on November 2, 2023
 - Participate in the following design meetings:
 - CR 173678 - Medicare Coverage Dates
 - CR 178286 - Adding Data elements to eHIT
 - CR 206195 - Alternative Formats
 - CR 213355 - Manual Trigger of APS
 - CR 239149 - Salesforce Integration Scope Development & Planning
 - CR 243177 - HX12 End of Postpartum Update in MEDS
 - CR 248898 - CalHEERS SAWS EHIT Interface Schema Update for 24.6
 - CR 253360 - VLP Upgrade from SOAP to REST Phase II
- ▶ 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 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 Enhancement Request Process Flow Review on November 1, 2023
 - Participate in Weekly Program Manager Standup Meeting on November 1, 2023
 - Participate in GetCalFresh Parity List Meeting on November 1, 2023

1.4.6 Test

- ▶ CalSAWS Release 24.01
 - Submit scorecard to Consortium for approval
- ▶ CalSAWS Release 23.11
 - Continue test execution and defect resting
 - Continue QA Review of System Test Scripts for high impact SCRs
 - Continue QA Review/ad-hoc testing for selected high impact production defects

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- ▶ BenefitsCal Activities
 - Continue QA verification of 23.11.30 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
- ▶ Other Consortium Support Test Activities
 - Participate in Integrated Test Team Meeting on October 31, 2023
 - Participate in Test Touchpoint Meeting on November 1, 2023
 - Participate in CalSAWS Virtual Assistant Review on November 2, 2023

1.4.7 Implementation

- ▶ CalSAWS Maintenance and Operations (M&O)
 - Participate in Weekly Training Touchpoint meeting on October 24, 2023
- ▶ CalWIN Implementation Support Services (ISS)
 - Provide onsite Wave 6 support for Sacramento, San Francisco, and San Luis Obispo
 - Participate in Wave 6 Post-Implementation Support Calls
 - Participate in Weekly ISS Manager Meeting on October 30, 2023
 - Participate in Implementation Team meeting on October 30, 2023
 - Participate in ISS Team Leads Tuesday Standup meeting on October 31, 2023
 - Participate in Wave 5 T+6 Change Readiness Review on October 31, 2023
 - Participate in Weekly ISS OCM Leads Meeting on November 1, 2023
 - Participate in LEAP planning on November 2, 2023
 - Participate in OCM Executive Check in meeting on November 2, 2023

1.4.8 OCAT

- ▶ Participate in OCAT meetings and discussions as requested.

1.5 Deviations from Plan/Adjustments

- ▶ None