

CalSAWS Quality Assurance Weekly Status Report

**Reporting Period: October 30, 2023, to November
5, 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 6 Support calls• Participated in Reports M&O Status and Enhanced Communication review• Continue Collaboration Model December meeting preparation activities• 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">• Provided Sacramento Contact Center triage and support• Participated in LA Contact Center Model Office and Executive meetings• Reviewed CalSAWS Robot Process Automation (RPA) defects• Participated in Welcome Bot and Authorization Bot change reviews• Continued Production Operations monitoring for CalSAWS and BenefitsCal
QA Conversion	<ul style="list-style-type: none">• Provided On-site support for San Francisco• Monitored status of Wave 5 and 6 defects priorities and SCRs• Prepare for 6C cutover
QA Functional/Test	<ul style="list-style-type: none">• BenefitsCal 23.11.09 and 23.11.30 Test activities are in progress• CalSAWS 23.11 Test Execution is in progress with a 97% Execution Rate, 87% Pass Rate, and 10% Fail/Block Rate
QA Implementation	<ul style="list-style-type: none">• Submitted comments for Wave 5 Implementation Complete Report• Participated in review of Wave 5 T+6 Week Post Go-Live Survey Results• Provided onsite support for Wave 6 counties of Sacramento, San Francisco, and San Luis Obispo

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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		• Submitted FDEL on November 6, 2023
4.52	QA Work Plan – October 2023		• Submitted FDEL on November 6, 2023
7.52	QA Test Monthly Report – October 2023		• Submitted FDEL on 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		• Submitted DDEL on November 6, 2023
53	Assessment of CalSAWS Deployment Complete Milestone/Report - CalWIN Wave 6		• Submit DDEL comments by December 5, 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		• Submitted FDEL on November 6, 2023
WP-5.3	OCAT – General Design - 2023 Annual Update		• Submit DDEL comments by December 15, 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-26.21	BenefitsCal – CX Monthly Report – October/November 2023		<ul style="list-style-type: none">• Submit DDEL comments by December 14, 2023
WP-27.21	BenefitsCal – Monthly M&O Report - October 2023		<ul style="list-style-type: none">• Submit DDEL comments by November 16, 2023
WP-28.19	BenefitsCal – Work Plan Monthly Updates – October 2023		<ul style="list-style-type: none">• Submit FDEL comments by November 15, 2023
WP-29.19	BenefitsCal – Monthly Status Report – October 2023		<ul style="list-style-type: none">• Submit FDEL comments by November 15, 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">• Submit FDEL comments by November 13, 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 Waves 5 and 6 Post Implementation Project and County Support calls
- ▶ Participated in CalSAWS Section Directors' meeting on October 31, 2023
- ▶ Participated in CalSAWS PMO Status meeting on October 31, 2023
- ▶ Participated in CalSAWS OPAC Touchpoint meeting on November 1, 2023
- ▶ Participated in CalWIN ISS Final Acceptance Report meeting on November 2, 2023
- ▶ Participated in M&O Deliverable Process Review on November 2, 2023
- ▶ Participated in Reports M&O Status and Enhanced Communication meeting on November 3, 2023
- ▶ Strike Teams, Retrospectives & Collaboration Model
 - Participated in Collaboration Model enhancement request review on October 31, 2023
 - Participated in Enhancement Request process flow documentation session on November 1, 2023
 - Drafted Collaboration Model Q4 meeting materials on November 1, 2023
 - Participated in LEAP planning session on November 2, 2023
 - Participated in supplemental report letter preparation on November 2 and 3, 2023
 - Support survey for CalSAWS January JPA conference November 3, 2023

1.3.2 Technical

- ▶ Participated in CalSAWS Weekly Tech Sync meeting on October 30, 2023
- ▶ Participated in Scope Review of upcoming Releases meeting on October 30, 2023
- ▶ Participated in Section Directors Meeting on October 31, 2023
- ▶ Participated in Bi-Weekly CalSAWS Meeting on November 1, 2023
- ▶ Participated in Tech Change Advisory Board (CAB) Meeting on November 1, 2023
- ▶ Participated in CalSAWS Weekly Status Meeting on November 1, 2023
- ▶ Participated in Weekly CalSAWS/AWS meeting on November 1, 2023
- ▶ Participated in Child Welfare Digital Services (CWDS) and CalSAWS Foster Care Eligibility Determination (FCED) Technical meeting on November 2, 2023
- ▶ Participated in Weekly Meeting for Architecture discussion on November 2, 2023
- ▶ Participated in FCED Workgroup Business Meeting on November 2, 2023
- ▶ Participated in M&O Deliverable Process review meeting on November 2, 2023
- ▶ BenefitsCal
 - Participated in BenefitsCal Operation Review Meeting on October 31, 2023
 - Participated in App Dev meeting on October 31, 2023
 - Participated in DD&I and M&O meetings on October 31 and November 2, 2023
 - Participated in Application Transfer meetings
- ▶ Batch
 - Participated in Wave 6 counties follow-up meeting with Batch Operations for catchup production files on October 30, 2023
 - Participated in CalSAWS Batch Weekly Round-Up Meeting on November 2, 2023
- ▶ CalWIN
 - Participated in Wave 5 Post-Implementation Operations Calls
 - Participated in the Wave 6 County Prep Office Hours

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- Participated in Wave 6B Cutover Stage Gate Review meetings
- Participated in Wave 6 CalWIN Go-Live Cutover meeting on October 26 - 30, 2023
- Participated in CalWIN Document Migration Meeting on November 1, 2023
- ▶ Contact Center
 - Participated in LA Executive End of Day calls
 - Participated in Los Angeles Daily Model Office Support Meetings
 - Participated in daily Sacramento Contact Center meetings
 - Participated in CalSAWS Voice Bots/RPA Weekly Meeting on November 2, 2023
 - Participated in AWS/CalSAWS Contact Center Collaboration on November 2, 2023
- ▶ Security
 - Participated in Application Vulnerabilities Review on November 1, 2023
- ▶ Service Management
 - Participated in Configuration Management Database (CMDB) discussion on October 30, 2023
 - Participated in October/November Helpdesk Meeting on November 2, 2023
- ▶ Lobby Management
 - Participated in Mariposa County Lobby Device Planning on November 1, 2023
 - Participated in Marin County Lobby Device Planning on November 1, 2023
 - Participated in Lobby Support Management Updates on November 2, 2023

1.3.3 Imaging

- ▶ Participated in Imaging Migration Cutover Activities on October 27 - 30, 2023
- ▶ Participated in Weekly Imaging status Meeting on October 31, 2023

1.3.4 Conversion

- ▶ Participated in Daily Wave 6 Post-Implementation project production calls
- ▶ Monitored Wave 2 through 6 Open Defects and Priorities
- ▶ Provided support to San Francisco for converted Vendor Payments
- ▶ Participated in Conversion SCRs status meeting on October 30, 2023
- ▶ Participated in CalWIN Document Migration status meeting November 1, 2023
- ▶ Participated in Reports Discovery Plan status on November 2, 2023
- ▶ Participated in the Stage Gate Review meeting on November 3, 2023

1.3.5 Functional

- ▶ M&O
 - Participated in CalSAWS Test Daily Connect
 - Participated in CalHEERS SAWS Integration Meeting on October 31, 2023
 - Participated in Medi-Cal Reports SCR Review Meeting on October 31, 2023
 - Participated in GA/GR Correspondence Meeting on November 1, 2023
 - Participated in Medi-Cal SCR Touchpoint Meeting on November 1, 2023
 - Participated in Report Discovery Planning Meeting on November 2, 2023
 - Participated in CWDS and CalSAWS FCED Technical Workgroup on November 2, 2023
 - Participated in Wave 6 State/Fiscal Reports Meeting on November 2, 2023
 - Participated in Reports SCR Prioritization Meeting on November 2, 2023
 - Participated in Medi-Cal Reports User Group Meeting on November 2, 2023
 - Participated in FCED Workgroup Business Meeting on November 2, 2023
 - Participated in Reports Status and Communication Meeting on November 3, 2023

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- Participated 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
- Reviewed Thirty (30) 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
23.06	1
23.07	2
23.09	7
23.11	2
24.01	1
24.03	6
24.05	2
24.07	1
24.09	1
RWR	1
TBD	5
Grand Total	30

- ▶ 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 October 30, 2023
 - Participated in the Enhancement Request Master Log Review with Consortium and Deloitte meeting on October 31, 2023
 - Participated in the Enhancement Request Master Log Revision meeting on November 1, 2023
 - Participated in Collaboration Model Enhancement Request Process Flow Review meeting on November 1, 2023
 - Participated in GetCalFresh Parity List Meeting on November 1, 2023
 - Reviewed and confirmed acceptance of comment resolutions for the following work products:
 - FWP CX Monthly Report - August/September 2023
 - FWP Monthly M&O Report - September 2023
 - FWP Work Plan Updates - September 2023

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- Participated in DD&I and M&O reviews on October 31, 2023, and November 2, 2023
- Participated in Daily Transaction Failures meetings

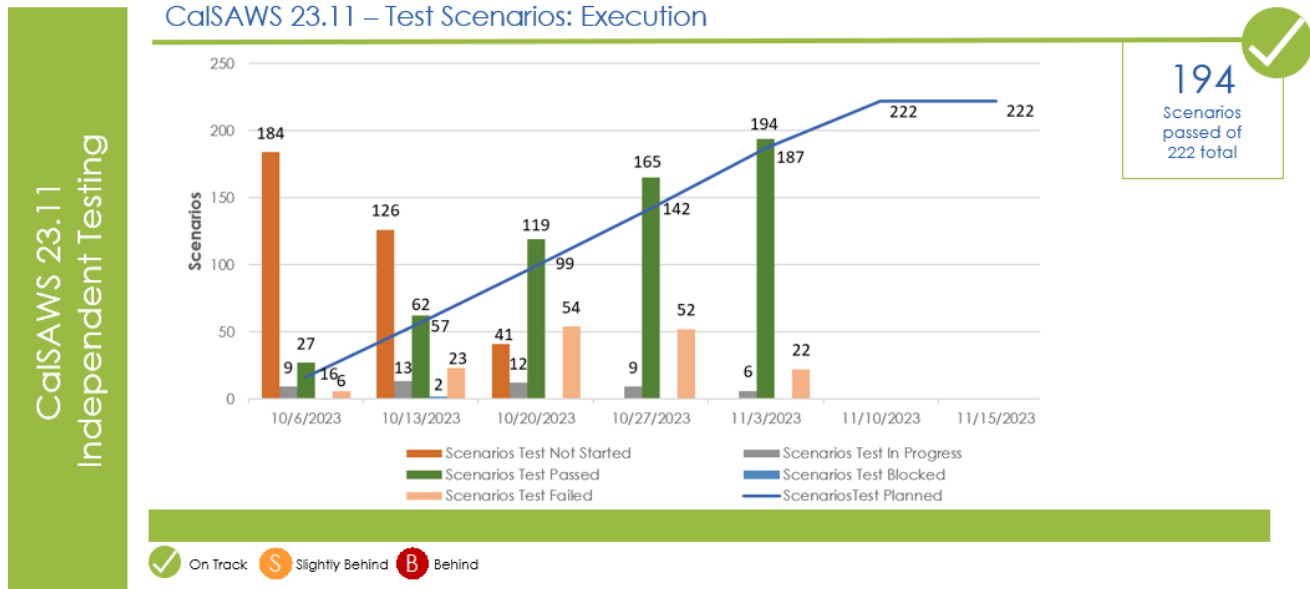
1.3.6 Test

- CalSAWS Release 24.01
 - Submitted scorecard to Consortium and received approval on November 1, 2023
- CalSAWS Release 23.11
 - Continued QA Review of System Test scripts for high impact SCRs
 - Continued test execution and defect retesting
 - Continued 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	222	0% (0)	3% (6)	87% (194)	10% (22)	0% (0)

CalSAWS 23.11 – Test Scenarios: Execution



- BenefitsCal Activities
 - Sent QA verification plan for 23.11.09 Priority Release to the Consortium
 - Started and completed QA verification of November 2023 Non-Deployment Dependency, Testing Only item
 - Continued QA verification of 23.11.30 Monthly Release
 - Monitored 23.11.09 Priority Release and 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
 - Completed Independent Test activities on the following SCR:

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

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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 31, 2023
 - Participated in Test Touchpoint Meeting on November 1, 2023
 - Participated in CalSAWS Virtual Assistant meeting on November 2, 2023
 - Participated in 23.11 County Validation Defect Retest/Close out meetings October 31 – November 2, 2023

1.3.7 Implementation

- ▶ CalSAWS Maintenance and Operations (M&O)
 - Participated in Weekly Training Touchpoint meeting on October 31, 2023
- ▶ CalWIN Implementation Support Services (ISS)
 - Provided onsite support for Wave 6 counties of Sacramento, San Francisco, and San Luis Obispo
 - Participated in Wave 6 Post-Implementation Project Calls
 - Submitted comments for CalWIN ISS 11.05 for County Wave Implementation Completion Report – Wave 5 on October 30, 2023
 - Coordinated on onsite support resources for Wave 6 counties on October 30 – November 3, 2023
 - Participated in Weekly ISS Manager Meeting on October 30, 2023
 - Participated in Implementation Team meeting on October 30, 2023
 - Participated in ISS Team Leads Tuesday Standup meeting on October 31, 2023
 - Participated in Wave 5 T+6 Change Readiness Survey Results Walkthrough on October 31, 2023
 - Participated in Weekly ISS OCM Leads Meeting on November 1, 2023
 - Participated in OCM Executive Check in meeting on November 2, 2023

1.3.8 OCAT

- ▶ Participated in OCAT POAM Check-in meeting on November 2, 2023
- ▶ Provided recommendations and information resources for security improvements

1.4 Activities for the Next Reporting Period

1.4.1 Project Management

- ▶ Participate in Wave 6 Post Implementation Project and County Support calls
- ▶ Participate in CalSAWS Section Directors' meeting on November 7, 2023
- ▶ Participate in CalSAWS PMO Status meeting on November 7, 2023
- ▶ Participate in Releases 23.11 T-2 Integrated Readiness meeting on November 7, 2023
- ▶ Present QA Status at Monthly CalSAWS IT Report meeting on November 8, 2023
- ▶ Participate in OCAT Operations and Release meeting on November 8, 2023
- ▶ Participate in CalSAWS Contact Center status meeting on November 8, 2023
- ▶ Participate in CalSAWS Project Steering Committee (PSC) on November 9, 2023
- ▶ Strike Teams, Retrospectives & Collaboration Model

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- Complete Q4 Collaboration Model meeting draft materials on November 6, 2023
- Participate in LEAP detailed plan update with RMs on November 6, 2023
- Draft content for Supplemental Report November 6 - 9, 2023
- Participate in Collaboration Model enhancement request review session on November 8, 2023
- Participate in CalSAWS conference small group planning on November 9, 2023
- Participate in LEAP planning session on November 9, 2023

1.4.2 Technical

- ▶ Participate in CalSAWS Weekly Tech Sync meeting on November 6, 2023
- ▶ Participate in Section Directors Meeting on November 7, 2023
- ▶ Participate in Consortium Financial Operations Meeting on November 7, 2023
- ▶ Participate in CalSAWS 23.11 Release Webcast on November 7, 2023
- ▶ Participate in CalSAWS Weekly Status Meeting on November 8, 2023
- ▶ Participate in Tech Change Advisory Board (CAB) Meeting on November 8, 2023
- ▶ Participate in Weekly CalSAWS/AWS meeting on November 8, 2023
- ▶ Participate in Monthly CalSAWS IT Report Meeting Series on November 8, 2023
- ▶ Participate in Weekly Meeting for Architecture discussion on November 9, 2023
- ▶ BenefitsCal
 - Participate in BenefitsCal Operation Review Meeting on November 7, 2023
 - Participate in DD&I and M&O meetings on November 7 and 9, 2023
 - Participate in App Dev meeting on November 7, 2023
- ▶ Batch
 - Participate in Batch Performance Checkpoint Meeting on November 8, 2023
 - Participate in CalSAWS Batch Weekly Round Up Meeting on November 9, 2023
- ▶ CalWIN
 - Participate in Wave 6 Post-Implementation Operation Calls
 - Participate in Wave 6C cutover meetings
 - Participate in 6C Cutover Table Read on November 7, 2023
- ▶ Contact Center
 - Participate in CalSAWS Contact Center Meeting on November 8, 2023
 - Participate in Solano CSC Support Meeting on November 8, 2023
 - Participate in Ventura CSC Support Meeting on November 9, 2023
 - Participate in San Diego CSC Support Meeting on November 9, 2023
 - Participate in AWS/CalSAWS Contact Center Collaboration on November 9, 2023
- ▶ Security
 - Participate in Application Vulnerabilities Review on November 8, 2023
- ▶ Service Management
 - Participate in ServiceNow Process Improvement Stakeholders Meeting on November 9, 2023
- ▶ Lobby Management
 - Participate in El Dorado County Device Planning Meeting on November 7, 2023
 - Participate in San Francisco County Lobby Device Meeting on November 7, 2023
 - Participate in Solano County Lobby Device Planning Meeting on November 8, 2023
 - Participate in Mariposa County Lobby Device Planning on November 8, 2023
 - Participate in Marin County Lobby Device Planning Meeting on November 8, 2023
 - Participate in Santa Cruz Lobby Device Planning on November 8, 2023

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- Participate in Lobby Support Management Updates Meeting on November 9, 2023

1.4.3 Imaging

- ▶ Participate in Monthly Data Review for CalSAWS - Hyland & ClearBest meeting on November 7, 2023
- ▶ Review Hyland Optical Character Recognition Performance Test results as provided

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 November 7, 2023
- ▶ Participate in 6C Cutover Table Read on November 7, 2023
- ▶ Participate in CalSAWS/CalWIN Implementation SFO Money Management support November 7 and 8, 2023
- ▶ Participate in 6C Cutover Stage Gate review on November 8, 2023
- ▶ Participate in 6C Pre-fight Checklist on November 8, 2023
- ▶ Review Draft DED for the CalSAWS Deployment Complete milestone-CalWIN Wave 1-6 on November 8, 2023
- ▶ Participate in Phase 1 – Reports Discovery Session with RMs November 8, 2023
- ▶ Participate Reports Discovery Plan status on November 9, 2023

1.4.5 Functional

- ▶ M&O
 - Participate in CalSAWS Test Daily Connect
 - Participate in Bi-Weekly FCED Schedule Sync Meeting on November 6, 2023
 - Participate in CARES/CalSAWS Gap Analysis Meeting on November 6, 2023
 - Participate in FCED User Group Meeting on November 7, 2023
 - Participate in FCED Data Element Joint Analysis on November 7, 2023
 - Participate in CalHEERS SAWS Integration Meeting on November 7, 2023
 - Participate in Medi-Cal Reports SCR Review Meeting on November 7, 2023
 - Participate in Reports Discovery Session Meeting on November 8, 2023
 - Participate in GA/GR Correspondence Meeting on November 8, 2023
 - Participate in Medi-Cal SCR Touchpoint Meeting on November 8, 2023
 - Participate in CWDS and CalSAWS FCED Technical Workgroup on November 9, 2023
 - Participate in SCERFRA Process Overview Meeting on November 9, 2023
 - Participate in Bi-Weekly CalSAWS State and Fiscal Reports Meeting on November 9, 2023
 - Participate in Wave 6 State/Fiscal Reports Meeting on November 9, 2023
 - Participate in FCED Workgroup Business Meeting on November 9, 2023
 - Participate in the following design meetings:
 - CR 173678 - Medicare Coverage Dates
 - CR 199832 - Eligibility Determinations after APS (SB 260)
 - CR 206195 - Alternative Formats
 - CR 227922 - Verification Caching Phase IV
 - CR 239149 - Salesforce Integration Scope Development & Planning
 - CR 243176 - MCAP Dual Eligible Protection
 - CR 243177 - HX12 End of Postpartum Update in MEDS

- ▶ 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 Weekly Program Manager Standup Meeting on November 8, 2023

1.4.6 Test

- ▶ CalSAWS Release 24.01
 - Begin test preparation activities
- ▶ CalSAWS Release 23.11
 - Continue test execution and defect retesting
 - Continue QA Review of System Test Scripts for high impact SCRs
 - Continue QA Review/ad-hoc testing for selected high impact production defects
- ▶ BenefitsCal Activities
 - Start and complete QA verification of 23.11.09 Priority Release
 - Review 23.11.09 release notes
 - Send QA final verification status for 23.11.09 Priority Release to the Consortium
 - 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 November 7, 2023
 - Participate in Test Touchpoint Meeting on November 8, 2023
 - Participate in CalSAWS Virtual Assistant Review on November 9, 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 support for Wave 6 counties of Sacramento, San Francisco, and San Luis Obispo
 - Participate in Wave 6 Post-Implementation Project Calls
 - Participate in Weekly ISS Manager Meeting on November 6, 2023
 - Participate in Implementation Team meeting on November 6, 2023
 - Participate in Weekly ISS OCM Leads Meeting on November 6, 2023
 - Participate in monthly touchpoint with Customer Engagement Section Director on November 7, 2023
 - Participate in Fresno T+6 Change Readiness Survey Results on November 7, 2023
 - Participate in ISS Team Leads Tuesday Standup meeting on November 7, 2023
 - Participate in Sacramento County OCM office visits on November 8, 2023
 - Participate in OCM Leads Meeting on November 8, 2023

- Participate in OCM Executive Check in meeting on November 10, 2023

1.4.8 OCAT

- ▶ Participate in OCAT Operations and Release meeting on November 8, 2023

1.5 Deviations from Plan/Adjustments

- ▶ None