

# CalSAWS Quality Assurance Weekly Status Report

**Reporting Period: November 20, 2023, to November  
26, 2023**

**CalSAWS – California Statewide Automated Welfare System**

CalSAWS Quality Assurance

Weekly Status Report Period: November 20, 2023, to November 26, 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.....9
- 1.5 Deviations from Plan/Adjustments ..... 11

**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 .....7

Table 1-7 – Priority Release/RWR Issues Completed for QA Review/Test .....8

## 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 6 Project and County Support calls</li> <li>• Participated in Conversion Defect Status review</li> <li>• Participated in CalSAWS 23.11 Post-Release Checkpoints</li> <li>• Facilitated Contact Center and OCM Wave 6 retrospective sessions</li> <li>• Facilitated Collaboration Model presenter preparation session</li> <li>• Facilitated BenefitsCal Collaboration Model Quarterly meeting</li> <li>• Continued to support planning for January 2024 Conference and JPA General Representative Membership meeting</li> </ul>
<p><b>QA Technical</b></p>	<ul style="list-style-type: none"> <li>• Provided onsite support for Los Angeles Contact Center Office #7</li> <li>• Participated in CalSAWS Production Operations meetings</li> <li>• Continued supporting Sacramento County Contact Center</li> <li>• Reviewed CalSAWS Robot Process Automation (RPA) updates</li> <li>• Participated in Welcome Bot and Authorization Bot change reviews</li> </ul>
<p><b>QA Conversion</b></p>	<ul style="list-style-type: none"> <li>• Monitored status of outstanding Migration defects priorities and SCRs</li> </ul>
<p><b>QA Functional/Test</b></p>	<ul style="list-style-type: none"> <li>• Reviewed 87 designs in preparation for SCRB/CCB</li> <li>• CalSAWS 24.01 Test Preparation Activities in progress</li> <li>• CalSAWS Priority Release/RWR Test Activities in progress</li> <li>• Completed BenefitsCal 23.11.30 Test Activities</li> </ul>
<p><b>QA Implementation</b></p>	<ul style="list-style-type: none"> <li>• Provided onsite and virtual support for Wave 6 counties: Sacramento, San Francisco, and San Luis Obispo</li> <li>• Conducted Wave 6 Training Management Retrospective session</li> </ul>

## CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: November 20, 2023, to November 26, 2023

### 1.2 Deliverables Management

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










DEL #	DELIVERABLE NAME		STATUS
3.53	QA Monthly Status Report – November 2023		<ul style="list-style-type: none"> <li>Submit FDEL by December 5, 2023</li> </ul>
4.53	QA Work Plan – November 2023		<ul style="list-style-type: none"> <li>Submit FDEL by December 5, 2023</li> </ul>
7.53	QA Test Monthly Report – November 2023		<ul style="list-style-type: none"> <li>Submit FDEL by December 5, 2023</li> </ul>
12.52	Assessment of CalSAWS Migration Work Plan Update – November 2023		<ul style="list-style-type: none"> <li>Submit FDEL by December 8, 2023</li> </ul>
53	Assessment of CalSAWS Deployment Complete Milestone/Report - CalWIN Wave 6		<ul style="list-style-type: none"> <li>Submit DDEL comments by December 5, 2023</li> </ul>
54	Assessment of CalSAWS Deployment Complete Report - CalWIN Wave 1 - 6		<ul style="list-style-type: none"> <li>Submit DDEL comments by December 27, 2023</li> </ul>
71.24	ClearBest Performance Report – November 2023		<ul style="list-style-type: none"> <li>Submit FDEL by December 15, 2023</li> </ul>

Table 1-3 – Overall Summary of OCAT Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
14.36	<b>OCAT</b> – Monthly Status Report – October 2023		<ul style="list-style-type: none"> <li>Submit FDEL by December 5, 2023</li> </ul>
WP-5.3	<b>OCAT</b> – General Design - 2023 Annual Update		<ul style="list-style-type: none"> <li>Submit DDEL comments by December 15, 2023</li> </ul>

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

**CalSAWS – California Statewide Automated Welfare System**

CalSAWS Quality Assurance

Weekly Status Report Period: November 20, 2023, to November 26, 2023

Table 1-4 – Overall Summary of BenefitsCal Deliverable Status








DEL #	DELIVERABLE NAME		STATUS
WP-26.21	<b>BenefitsCal</b> – CX Monthly Report – October/November 2023		<ul style="list-style-type: none"> <li>• Submit DDEL comments by December 14, 2023</li> </ul>
WP-27.21	<b>BenefitsCal</b> – Monthly M&O Report - October 2023		<ul style="list-style-type: none"> <li>• Submit FDEL comments by November 28, 2023</li> </ul>
WP-28.20	<b>BenefitsCal</b> – Work Plan Monthly Updates – November 2023		<ul style="list-style-type: none"> <li>• Submit FDEL comments by December 14, 2023</li> </ul>
WP-29.20	<b>BenefitsCal</b> – Monthly Status Report – November 2023		<ul style="list-style-type: none"> <li>• Submit FDEL comments by December 14, 2023</li> </ul>

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

DEL #	DELIVERABLE NAME		STATUS
WP-3.06	<b>CalWIN Implementation</b> – CalWIN County Implementation Completion Report – Wave 6		<ul style="list-style-type: none"> <li>• Submit DDEL comments by January 2, 2024</li> </ul>
WP-58.11	<b>CalWIN Implementation</b> - Requirements Traceability Matrix - Q11		<ul style="list-style-type: none"> <li>• Submit FDEL comments by December 12, 2023</li> </ul>
59.35	<b>CalWIN Implementation</b> – Assessment of CalWIN Implementation Migration Work Plan Update – November 2023		<ul style="list-style-type: none"> <li>• Submit FDEL by December 12, 2023</li> </ul>

## 1.3 Highlights for the Reporting Period

### 1.3.1 Project Management

- ▶ Participated in Wave 6 Post-Implementation Project and County Support calls
- ▶ Participated in Conversion Defect Status review on November 20, 2023
- ▶ Participated in CalSAWS Section Directors' meeting on November 21, 2023
- ▶ Participated in CalSAWS 23.11 Post-Release Checkpoints on November 20 - 23, 2023
- ▶ Strike Teams, Retrospectives & Collaboration Model
  - Developed individual survey result reports for JPA Conference session leads on November 20, 2023
  - Facilitated Training Wave 6 retrospective session on November 21, 2023
  - Continued evolving supplemental report narrative November 20 - 22, 2023
  - Facilitate Collaboration Model enhancement review on November 22, 2023

### 1.3.2 Technical

- ▶ Provided onsite support for Los Angeles Contact Service Center #7
- ▶ Participated in CalSAWS Weekly Technical meeting on November 20, 2023
- ▶ Participated in Section Directors Meeting on November 21, 2023
- ▶ Participated in October Performance Report Preview Meeting on November 21, 2023
- ▶ Participated in Consortium FinOps meeting on November 21, 2023
- ▶ Participated in Technical Change Advisory Board (CAB) on November 22, 2023
- ▶ BenefitsCal
  - Participated in BenefitsCal Operation Review Meeting on November 21, 2023
  - Participated in DD&I and M&O meetings on November 21, 2023
- ▶ Batch
  - Participated in CalSAWS Batch Meetings as scheduled
- ▶ CalWIN
  - Participated in Wave 6 Post-Implementation Operations Calls
- ▶ Contact Center
  - Participated in Los Angeles End-of-Day calls
  - Participated in daily Sacramento Contact Center meetings
  - Participated in Los Angeles County Contact Center support meetings
- ▶ Security
  - Participated in Security meetings as scheduled
- ▶ Service Management
  - Participated in Service Management meetings as scheduled
- ▶ Lobby Management
  - Participated in Lobby Management meetings as scheduled

### 1.3.3 Imaging

- ▶ Participated in Imaging meetings as scheduled

### 1.3.4 Conversion

- ▶ Participated in Daily Wave 6 Post-Implementation project production calls
- ▶ Monitored Wave 2 through 6 Open Defects and Priorities
- ▶ Provided San Francisco on-site support for GA/GR
- ▶ Participate in Migration Defects status on November 20, 2023

## CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: November 20, 2023, to November 26, 2023

---

### 1.3.5 Functional

#### ► M&O

- Participated in CalSAWS Test Daily Connect
- Participated in Bi-Weekly FCED Schedule Sync Meeting on November 20, 2023
- Participated in AppDev Meeting on November 21, 2023
- Participated in FCED User Group Meeting on November 21, 2023
- Participated in Medi-Cal Reports SCR Review Meeting on November 21, 2023
- Participated in GA/GR Correspondence Meeting on November 22, 2023
- Participated in the following design meetings:
  - CR 173678 - Medicare Coverage Dates
  - CA 207051 - Increase the threshold for CalWORKs Overpayments Phase II
  - CR 227922 - Verification Caching Phase IV
  - CR 235745 - Reinstatement Enrollment Bot
  - CR 242023 - Continuity of Coverage
  - CR 242463 - CalHEERS MEDS Reconciliation File Modification
  - CR 243177 - HX12 End of Postpartum Update in MEDS
  - CR 243514 - Medi-Cal Renewals with Document Upload
  - CR 255205 - SB 260 Inbound EDI batch processing gaps
  - CR 257111 - Add DHCS Logo to Medi-Cal Eligibility Confirmation Letter
  - CA-263291 - Archive Phase1 - Implement Case Data Archive
- Reviewed Eighty-seven (87) 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
23.01	3
23.09	25
23.11	25
24.01	10
24.02	2
24.03	7
24.05	1
RWR	7
TBD	6
<b>Grand Total</b>	<b>87</b>

#### ► General Assistance/General Relief (GA/GR)

- Monitored GA/GR SCRs
- Participated in weekly GA/GR Correspondence Web Services discussion

#### ► BenefitsCal

- Participated in DD&I and M&O review on November 21, 2023
- Participated in the CB Enhancement Request Process Flow - Q4 Reflection & Process Updates meeting on November 22, 2023

## CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: November 20, 2023, to November 26, 2023

---

- Participated in Weekly Program Manager Standup Meeting on November 22, 2023

### 1.3.6 Test

- ▶ CalSAWS Release 24.01
  - Continued test preparation activities
  - Began QA Review of System Test scenarios for high impact SCRs
- ▶ CalSAWS Release 23.11
  - Participated in CalSAWS 23.11 Post-Release Checkpoint meetings November 20 - 21, 2023
- ▶ BenefitsCal Activities
  - Continued 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
  - Completed Independent Test activities on the following SCR:

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

Defect/SCR #	Scheduled Release	Type of Testing
CA-251569 Adult Expansion - NOA changes	23.11.22	QA Review
CA-251565 One-time Batches to Transition Adults (ages 26-49) from Restricted to Full Scope Medi-Cal	23.11.21	QA Review
CA-270330 Address Detail: Encrypted values display on validation error	23.11.x1	QA Review

- ▶ Other Consortium Support Test Activities
  - Monitored test support for priority releases
  - Participated in Integrated Test Team Meeting on November 21, 2023

### 1.3.7 Implementation

- ▶ CalSAWS Maintenance and Operations (M&O)
  - Participated in Weekly Training Touchpoint meeting on November 21, 2023
- ▶ CalWIN Implementation Support Services (ISS)
  - Provided onsite and virtual support for Wave 6 counties of Sacramento, San Francisco, and San Luis Obispo
  - Participated in Wave 6 Post-Implementation Project Production Calls
  - Participated in Wave 6 Post-Implementation Internal Status Calls
  - Participated in Wave 6 Post-Implementation County Operations Calls
  - Participated in Weekly Implementation Manager Touchpoint on November 20, 2023
  - Conducted Wave 6 Training Retrospective session on November 21, 2023

### 1.3.8 OCAT

- ▶ Continued review of release plans and maintenance activities



## **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 Conversion Defect Status review on November 27, 2023
- ▶ Participate in CalSAWS PMO Status meeting on November 28, 2023
- ▶ Participate in Imaging Status Call on November 28, 2023
- ▶ Participate in CalSAWS Section Directors' meeting on November 28, 2023
- ▶ Participate in CalSAWS AWS QA / ClearBest Follow Up meeting on November 28, 2023
- ▶ Participate in Region 4 Management Site Visit on November 29, 2023
- ▶ Strike Teams, Retrospectives & Collaboration Model
  - Continue evolving supplemental report narrative November 27 – Dec 1, 2023
  - Participate in supplemental report review session on November 29, 2023
  - Facilitate Collaboration Model presenter preparation on November 29, 2023
  - Facilitate Contact Center Wave 6 retrospective session on November 29, 2023
  - Facilitate OCM Wave 6 retrospective session on November 30, 2023
  - Participate in JPA Conference small group planning session on November 30, 2023
  - Facilitate BenefitsCal Collaboration Model Quarterly meeting on December 1, 2023

### **1.4.2 Technical**

- ▶ Participate in CalSAWS Weekly Technical meeting on November 27, 2023
- ▶ Participate in Weekly Technical meeting on November 27, 2023
- ▶ Participate in Section Directors Meeting on November 28, 2023
- ▶ Participate in Consortium FinOps meeting on November 28, 2023
- ▶ Participate in Meridian Training Monthly Status Meeting on November 28, 2023
- ▶ Participate in CalSAWS Weekly Status Meeting on November 29, 2023
- ▶ Participate in Tech Change Advisory Board (CAB) Meeting on November 29, 2023
- ▶ Participate in AWS/CalSAWS meeting on November 29, 2023
- ▶ Participate in Weekly Architecture discussion on November 30, 2023
- ▶ Participate in Review Monthly Over 15 Seconds Report on November 30, 2023
- ▶ Participate in Child Welfare Digital Services (CWDS) and CalSAWS Foster Care Eligibility Determination (FCED) Technical Workgroup meeting on November 30, 2023
- ▶ BenefitsCal
  - Participate in BenefitsCal Operation Review Meeting on November 28, 2023
  - Participate in DD&I and M&O meeting on November 28 and 30, 2023
- ▶ Batch
  - Participate in CalSAWS Batch Weekly Meeting on November 30, 2023
- ▶ CalWIN
  - Participate in Wave 6 Post-Implementation Operation Calls
  - Participate in CalWIN Document Migration on November 29, 2023
- ▶ Contact Center
  - Participate in Los Angeles County Amazon Connect Post-Cutover Operations Call
  - Participate in RPA Daily review meeting
  - Participate in San Bernardino County CSC Support Meeting on November 28, 2023
  - Participate in CalSAWS Contact Center Meeting on November 29, 2023
  - Participate in CalSAWS VA Weekly Check-In meeting on November 30, 2023
- ▶ Security

## CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: November 20, 2023, to November 26, 2023

---

- Participate in Inventory Reconciliation/Next Steps meeting on November 28, 2023
- Participate in Application Vulnerabilities Findings meeting on November 29, 2023
- ▶ Service Management
  - Participate in Service Management Meetings as scheduled
- ▶ Lobby Management
  - Participate in Lobby Support Management Meeting on November 30, 2023

### 1.4.3 Imaging

- ▶ Participate in Imaging Status Call on November 28, 2023

### 1.4.4 Conversion

- ▶ Participate in Daily Wave 6 Post-Implementation project production calls
- ▶ Monitor Wave 2 through 6 Open Defects and Priorities

### 1.4.5 Functional

- ▶ M&O
  - Participate in CalSAWS Test Daily Connect
  - Participate in CalHEERS SAWS Integration Weekly Meeting on November 28, 2023
  - Participate in AppDev Meeting on November 28, 2023
  - Participate in FCED User Group Meeting on November 28, 2023
  - Participate in GA/GR Correspondence Meeting on November 29, 2023
  - Participate in MC SCR Touchpoint Meeting on November 29, 2023
  - Participate in FCED Workgroup Business Meeting on November 30, 2023
  - Participate in CWDS CalSAWS FCED Technical Workgroup on November 30, 2023
  - Participate in FCED Governance Committee Meeting on December 1, 2023
  - Participate in the following design meetings:
    - CR 203445 - Tax Credit Eligibility Assessment
    - CR 214183 - Eligibility Results page
    - CR 224268 - Strike Lockout Full Solution
    - CR 227922 - Verification Caching Phase IV
    - CR 229850 - 2025 Renewals
    - CR 235745 - Reinstatement Enrollment Bot
    - CR 242023 - Continuity of Coverage
    - CR 242463 - CalHEERS MEDS Reconciliation File Modification
    - CR 243177 - HX12 End of Postpartum Update in MEDS
    - CR 243514 - Medi-Cal Renewals with Document Upload
    - CR 255205 - SB 260 Inbound EDI batch processing gaps
    - CR 258405 - Cal-OAR Client Satisfaction Survey Incentives
- ▶ 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

## CalSAWS – California Statewide Automated Welfare System

### CalSAWS Quality Assurance

Weekly Status Report Period: November 20, 2023, to November 26, 2023

---

- Participate in Weekly Program Manager Standup Meeting on November 29, 2023
- Participate in BenefitsCal - UCD Monthly Meeting on November 29, 2023
- Participate in BenefitsCal Collaboration Model Quarterly meeting on December 1, 2023

#### 1.4.6 Test

- ▶ CalSAWS Release 24.01
  - Begin test execution
  - Continue QA Review of System Test scenarios for high impact SCRs
- ▶ BenefitsCal Activities
  - Review 23.11.30 release notes
  - Complete QA verification of 23.11.30 Monthly Release
  - Send QA final verification status for 23.11.30 Monthly Release to the Consortium
  - Send QA verification plan for 23.12.19 Monthly Release to the Consortium
  - 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 28, 2023
  - Participate in Test Touchpoint Meeting on November 29, 2023
  - Participate in County Validation Training Meeting on November 30, 2023

#### 1.4.7 Implementation

- ▶ CalSAWS Maintenance and Operations (M&O)
  - Participate in Weekly Training Touchpoint meeting on November 28, 2023
- ▶ CalWIN Implementation Support Services (ISS)
  - Provide onsite and virtual support for Wave 6 counties: Sacramento, San Francisco, and San Luis Obispo
  - Participate in Wave 6 Post-Implementation Project Production Calls
  - Participate in Wave 6 Post-Implementation Internal Status Calls
  - Participate in Wave 6 Post-Implementation County Operations Calls
  - Conduct Wave 6 San Luis Obispo County Retrospective on November 27, 2023
  - Conduct Wave 6 San Francisco County Retrospective on November 28, 2023
  - Conduct Wave 6 Sacramento County Retrospective on November 29, 2023
  - Conduct Wave 6 Wave 6 OCM Retrospective on November 30, 2023
  - Conduct Wave 6 TOSS and Support Teams Retrospective on December 1, 2023

#### 1.4.8 OCAT

- ▶ Participate in OCAT Weekly POAM Check-in meeting on November 30, 2023

### 1.5 Deviations from Plan/Adjustments

- ▶ None