

# CalSAWS Quality Assurance Weekly Status Report

**Reporting Period: November 27, 2023, to  
December 3, 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
<b>QA PMO</b>	<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 Region 4 Virtual CalSAWS Management Site Visit</li> <li>• Facilitated Imaging and OCM Wave 6 retrospective sessions</li> <li>• Distributed Collaboration Model Q4 enhancement prioritization guidance, notification of Q1 enhancement request open period, and the current charter for member feedback.</li> <li>• Continued to support planning for January 2024 Conference and JPA General Representative Membership meeting</li> </ul>
<b>QA Technical</b>	<ul style="list-style-type: none"> <li>• Provided support for the Los Angeles Contact Center Migration</li> <li>• Participated in CalSAWS Production Operations meetings</li> <li>• Participated in FCED technical reviews</li> <li>• Reviewed CalSAWS Robot Process Automation (RPA) updates</li> <li>• Participated in Welcome Bot and Authorization Bot reviews</li> </ul>
<b>QA Conversion</b>	<ul style="list-style-type: none"> <li>• Monitored status of outstanding Migration defects and SCRs</li> </ul>
<b>QA Functional/Test</b>	<ul style="list-style-type: none"> <li>• Participated in FCED, WDTIP, and ROI Workgroup meetings</li> <li>• Started CalSAWS 24.01 Test execution with a 20% execution rate 12% pass rate, 1% fail/block rate, and 7% in progress rate</li> <li>• Continued CalSAWS Priority Release/RWR Test Activities</li> <li>• Continued BenefitsCal 23.12.07 Test Activities</li> </ul>
<b>QA Implementation</b>	<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>• Supported Wave 6 ISS Retrospective sessions</li> <li>• Conducted Wave 6 TOSS and Support Teams Retrospective session</li> </ul>

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### 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 15, 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>
56	Assessment of CalSAWS Migration Final Acceptance Certification		<ul style="list-style-type: none"> <li>• Submit DDED comments by December 7, 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
14.37	<b>OCAT</b> – Monthly Status Report – November 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

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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>• Submitted FDEL comments on 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 27, 2023
- ▶ Participated in CalSAWS PMO Status meeting on November 28, 2023
- ▶ Participated in Imaging Status Call on November 28, 2023
- ▶ Participated in CalSAWS Section Directors' meeting on November 28, 2023
- ▶ Participated in Region 4 Virtual CalSAWS Management Site Visit on November 29, 2023
- ▶ Strike Teams, Retrospectives & Collaboration Model
  - Participated in CalSAWS Supplemental Report status meetings on November 27, 29 and December 1, 2023
  - Contributed to CalSAWS Supplemental Report draft and editing November 27-December 1, 2023
  - Facilitated Collaboration Model presenter preparation sessions on November 29, 2023
  - Facilitated Wave 6 Contact Center retrospective session on November 29, 2023
  - Facilitated the Quarterly BenefitsCal Collaboration Model meeting on December 1, 2023

### **1.3.2 Technical**

- ▶ Participated in CalSAWS Weekly Technical meeting on November 27, 2023
- ▶ Participated in Section Directors meeting on November 28, 2023
- ▶ Participated in CalSAWS Weekly Status meeting on November 29, 2023
- ▶ Participated in Technical Change Advisory Board (CAB) on November 29, 2023
- ▶ Participated in Child Welfare Digital Services (CWDS) and CalSAWS Foster Care Eligibility Determination (FCED) Technical Workgroup meeting on November 30, 2023
- ▶ Participated in Monthly Over 15 Seconds Report Review on November 30, 2023
- ▶ Participated in Bi-Weekly CalSAWS meeting on November 30, 2023
- ▶ BenefitsCal
  - Participated in BenefitsCal Operation Review meeting on November 28, 2023
  - Participated in DD&I and M&O meetings on November 28 and 30, 2023
- ▶ Batch
  - Participated in Batch Weekly meeting on November 30, 2023
- ▶ 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
  - Participated in Voice Bots/RPA daily review meetings
  - Participated in RPA Release Planning meeting on November 27, 2023
  - Participated in San Bernardino and Sonoma County CSC Support meeting on November 28, 2023
  - Participated in Wave 6 Contact Center Retrospective on November 29, 2023
  - Participated in Contra Costa County CSC Support meeting on November 30, 2023

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- Participated in CA-270778 Remove Transcription from Telephonic Signature Review meeting on November 30, 2023
- Participated in San Diego County eGAIN Interval Report Request meeting on December 1, 2023
- ▶ Security
  - Participated in Application Vulnerability Findings meeting on November 29, 2023
  - Participated in Inventory Reconciliation meeting on November 30, 2023
  - Participated in Security Status meeting on December 1, 2023
- ▶ Service Management
  - Participated in Service Management meetings as scheduled
- ▶ Lobby Management
  - Participated in Lobby Management support meeting on November 30, 2023

### 1.3.3 Imaging

- ▶ Participated in Imaging Status meeting on November 28, 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 San Francisco on-site support for GA/GR
- ▶ Participated in Migration Defects status on November 27, 2023
- ▶ Participated in the Document Migration meeting on November 29, 2023
- ▶ Provided On-site support for San Francisco GA/GR unit
- ▶ Provided User Access support

### 1.3.5 Functional

- ▶ M&O
  - Participated in CalHEERS CalSAWS Test Daily Connect
  - Participated in CalHEERS SAWS Integration Weekly meeting on November 28, 2023
  - Participated in AppDev meeting on November 28, 2023
  - Participated in FCED User Group meeting on November 28, 2023
  - Participated in GA/GR Correspondence meeting on November 29, 2023
  - Participated in MC SCR Touchpoint meeting on November 29, 2023
  - Participated in FCED Workgroup Business meeting on November 30, 2023
  - Participated in CWDS CalSAWS FCED Technical Workgroup on November 30, 2023
  - Participated in FCED Governance Committee meeting on December 1, 2023
  - Participated 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 Réconciliation 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

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- CR 258405 - Cal-OAR Client Satisfaction Survey Incentives
- Completed November 28 SCRB review cycle
- Completed December 27 CCB review cycle
- Completed November 27 – December 1 SPG Scorecard review cycle
- Reviewed twenty-five (25) 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
23.09	1
23.11	10
24.01	2
24.03	1
24.05	3
RWR	6
TBD	2
<b>Grand Total</b>	<b>25</b>

- ▶ General Assistance/General Relief (GA/GR)
  - Monitored GA/GR SCRs
  - Participated in weekly GA/GR Correspondence Web Services discussion
- ▶ BenefitsCal
  - Reviewed scope for upcoming BenefitsCal releases on November 27, 2023
  - Participated in DD&I and M&O reviews on November 28 and 30, 2023
  - Participated in BenefitsCal - UCD Monthly meeting on November 29, 2023
  - Participated in BenefitsCal Collaboration Model Quarterly meeting on December 1, 2023

### 1.3.6 Test

- ▶ CalSAWS Release 24.01
  - Continued QA Review of System Test scenarios for high impact SCRs
  - Began test execution

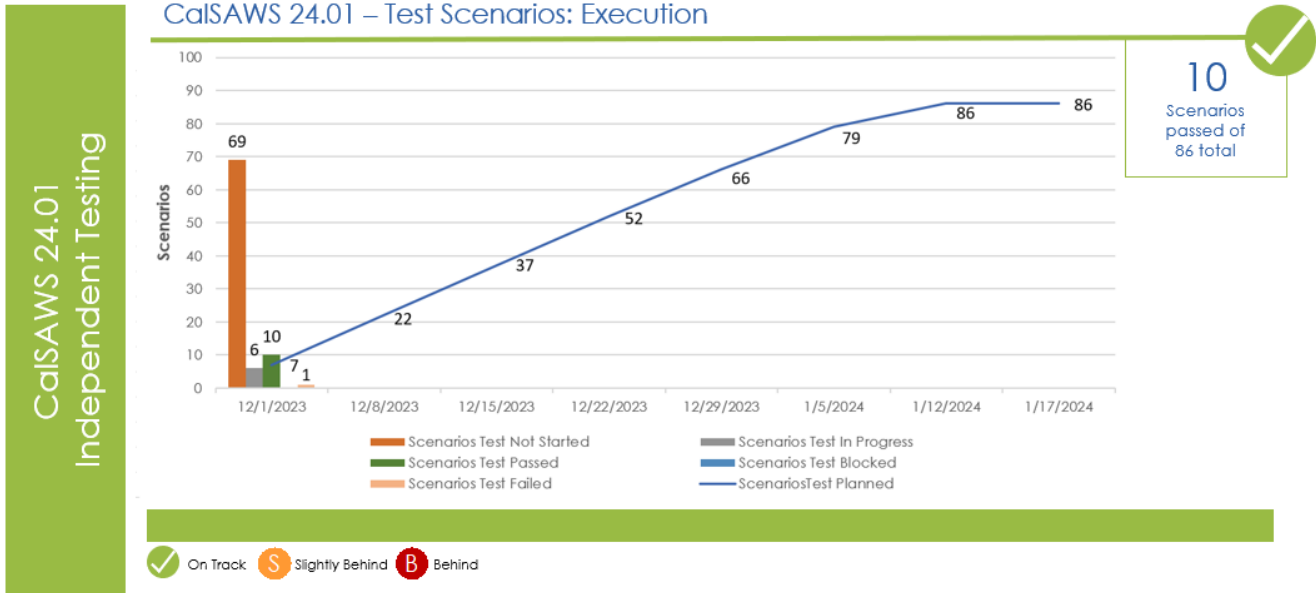
Table 1-7 – CalSAWS 24.01 Independent Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Passed	Failed	Blocked
CalSAWS 24.01 - ClearBest QA Independent Test Results	86	80% (69)	7% (6)	12% (10)	1% (1)	0% (0)

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- ▶ **BenefitsCal Activities**
  - Reviewed 23.11.30 release notes
  - Completed QA verification of 23.11.30 Monthly Release
  - Sent QA final verification status for 23.11.30 Monthly Release to the Consortium
  - Monitored 23.11.30 Monthly Release for M&O and M&E updates
  - Sent QA verification plan for 23.12.07 Priority Release and 23.12.19 Monthly Release to the Consortium
- ▶ **Priority Release / RWR Activities**
  - Monitored priority releases/RWR defects and SCR test activities
  - Completed Independent Test activities on the following SCR and defect:

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

Defect/SCR #	Scheduled Release	Type of Testing
CA-270698 ACL 23-13 Update EBT 2259 in Template Repository	23.11.30	QA Review
CA-265305 [Fiscal] Supplemental Benefit Issuance EBT Register Reconciliation Issue	23.12.07	QA Review

- ▶ **Other Consortium Support Test Activities**
  - Monitored test support for priority releases
  - Participated in Integrated Test Team meeting on November 28, 2023
  - Participated in Test Touchpoint meeting on November 29, 2023

**1.3.7 Implementation**

- ▶ **CalSAWS Maintenance and Operations (M&O)**
  - Participated in Weekly Training Touchpoint meeting on November 28, 2023
- ▶ **CalWIN Implementation Support Services (ISS)**
  - Provided onsite and virtual support for Wave 6 counties of Sacramento, San Francisco, and San Luis Obispo

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- Participated in Wave 6 Post-Implementation Production Calls
- Conducted Wave 6 San Luis Obispo County Retrospective on November 27, 2023
- Analyzed Fact Sheets for potential content in new or existing Job Aids on November 27 – 30, 2023
- Conducted Wave 6 San Francisco County Retrospective on November 28, 2023
- Conducted Wave 6 Sacramento County Retrospective on November 29, 2023
- Conducted Wave 6 OCM Retrospective session on November 30, 2023
- Conducted Wave 6 TOSS and Support Teams Retrospective on December 1, 2023
- Conducted Weekly Implementation QA team meeting on December 1, 2023

#### 1.3.8 OCAT

- ▶ Participated in OCAT Weekly POAM Check-in meeting on November 30, 2023
- ▶ Escalated request to update CalSAWS to prevent duplicate/inconsistent data in ForgeRock/OCAT
  - Proposed design eliminates rare situations where duplicate/inconsistent data prevents OCAT users from logging into OCAT without manual intervention

### 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 December 4, 2023
- ▶ Participate in CalSAWS PMO Status meeting on December 5, 2023
- ▶ Participate in Imaging Status Call on December 5, 2023
- ▶ Participate in CalSAWS Section Directors' meeting on December 5, 2023
- ▶ Participate in Region 2 Management prep meeting on December 6, 2023
- ▶ Participate in OCAT Operations and Release meeting on December 6, 2023
- ▶ Participate in CalSAWS Batch Weekly meeting on December 7, 2023
- ▶ Strike Teams, Retrospectives & Collaboration Model
  - Participate in CalSAWS Supplemental Report draft and refinement on December 2 - 3, 2023
  - Develop Collaboration Model Q4 prioritization materials and Q1 open enhancement request period communication and guidance on December 4, 2023
  - Distribute Q4 prioritization materials and Q1 open enhancement request period communication and guidance on December 5, 2023
  - Facilitate OCM Wave 6 retrospective session on December 5, 2023
  - Develop and distributed Collaboration Model charter and comment log for member input on December 6, 2023
  - Facilitate Imaging Wave 6 retrospective session on December 6, 2023
  - Distribute RM Wave 6 retrospective session schedule options on December 7, 2023

#### 1.4.2 Technical

- ▶ Participate in CalSAWS Weekly Technical meeting on December 4, 2023
- ▶ Participate in Section Directors meeting on December 5, 2023
- ▶ Participate in CalSAWS Weekly Status meeting on December 6, 2023
- ▶ Participate in Tech Change Advisory Board (CAB) meeting on December 6, 2023
- ▶ Participate in AWS/CalSAWS meeting on December 6, 2023
- ▶ Participate in Weekly Architecture discussion on December 7, 2023

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- ▶ Participate in Child Welfare Digital Services (CWDS) and CalSAWS Foster Care Eligibility Determination (FCED) Technical Workgroup meeting on December 7, 2023
- ▶ BenefitsCal
  - Participate in BenefitsCal Operation Review meeting on December 5, 2023
  - Participate in DD&I and M&O meeting on December 5 and 7, 2023
- ▶ Batch
  - Participate in CalSAWS Batch Weekly meeting on December 7, 2023
- ▶ CalWIN
  - Participate in Wave 6 Post-Implementation Operation Calls
- ▶ Contact Center
  - Participate in Los Angeles County Amazon Connect Post-Cutover Operations Call
  - Participate in RPA Daily review meeting
  - Participate in CalSAWS for Monterey County eCCP Roll-out Kick-off meeting on December 4, 2023
  - Participate in CalSAWS for Shasta County RPA EBT Bot Kick-off meeting on December 4, 2023
  - Participate in Sacramento Cradle Point meeting on December 6, 2023
  - Participate in CalSAWS Contact Center meeting on December 6, 2023
  - Participate in AWS/CalSAWS Contact Center meeting on December 7, 2023
  - Participate in CalSAWS for Yolo County RPA EBT Bot meeting on December 7, 2023
- ▶ Security
  - Participate in Application Vulnerabilities Findings meeting on December 6, 2023
  - Participate in Security Risk Management Group meeting on December 7, 2023
- ▶ Service Management
  - Participate in ServiceNow Process Improvement Stakeholders meeting on December 7, 2023
- ▶ Lobby Management
  - Participate in Lobby Support Management meeting on December 7, 2023

#### 1.4.3 Imaging

- ▶ Participate in Monthly Data Review for CalSAWS - Hyland December 5, 2023
- ▶ Participate in Wave 6 County imaging Retrospective meeting on December 6, 2023

#### 1.4.4 Conversion

- ▶ Participate in Daily Wave 6 Post-Implementation project production calls
- ▶ Monitor Wave 2 through 6 Open Defects and Priorities
- ▶ Participated in Migration Defects status on December 4, 2023
- ▶ Participate in the Reports Discovery Session follow up discussion on December 6, 2023
- ▶ Participate in the review of Fact Sheets development and review

#### 1.4.5 Functional

- ▶ M&O
  - Participate in CalHEERS CalSAWS Test Daily Connect
  - Participate in FCED Schedule Sync meeting on December 4, 2023
  - Participate in ROI Workgroup meeting on December 4, 2023
  - Participate in Automation for Duplicate Person Process Workgroup meeting on December 4, 2023
  - Participate in Virtual Assistant Content Approval meeting on December 5, 2023

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- Participate in Self-Service Portal Committee meeting on December 5, 2023
- Participate in CalHEERS SAWS Integration Weekly meeting on December 5, 2023
- Participate in FCED User Group meeting on December 5, 2023
- Participate in Correspondence Design Status meeting on December 5, 2023
- Participate in Medi-Cal CMSP Committee meeting on December 5, 2023
- Participate in GA/GR Correspondence Web-Service review on December 6, 2023
- Participate in CWDS and CalSAWS FCED Technical Workgroup meeting on December 7, 2023
- Participate in FCED Workgroup Business meeting on December 7, 2023
- Participate in the following Design meetings:
  - CR 161141 - Transition provider directory from LexisNexis to Integrated Health Care Association (IHA)
  - CR 242023 - Continuity of Coverage
  - CR 203445 - Tax Credit Eligibility Assessment
  - CR 235745 - Reinstatement Bot the Enrollments
  - CR 229850 - 2025 Renewals
  - CR 224268 - Strike Lockout
  - CR 203445 - Tax Credit Eligibility Assessment
  - CR 214183 - Eligibility Results
  - CR 165890 - ROP Batch - Phase II
- Support December 12 SCRB review cycle
- Support December 4 – 8 SPG Scorecard review cycle
- ▶ 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 Self-Service Portal Committee meeting on December 5, 2023
  - Participate in Weekly Program Manager Standup meeting on December 6, 2023
  - Participate in Get CalFresh Parity List meeting on December 6, 2023

### 1.4.6 Test

- ▶ CalSAWS Release 24.01
  - Continue test execution
  - Continue QA Review of System Test scenarios for high impact SCRs
- ▶ BenefitsCal Activities
  - Start and complete QA verification of 23.12.07 Priority Release
  - Review 23.12.07 release notes
  - Send QA final verification status for 23.12.07 Priority Release to the Consortium
  - Start QA verification of 23.12.19 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

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- ▶ Other Consortium Support Test Activities
  - Participate in Integrated Test Team meeting on December 5, 2023
  - Participate in Test Touchpoint meeting on December 6, 2023
  - Participate in CalSAWS VA Weekly Check-in meeting December 7, 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 of Sacramento, San Francisco, and San Luis Obispo
  - Participate in Wave 6 Post-Implementation Production Calls
  - Conduct Weekly ISS Implementation Manager Touchpoint on December 4, 2023
  - Participate in OCM leads meeting on December 6, 2023
  - Complete slides for AAPI ERG Update for December All Staff on December 7, 2023
  - Participate in OCM Advisor Check-In on December 8, 2023

### 1.4.8 OCAT

- ▶ Participate in OCAT Operations and Release meeting on December 6, 2023
- ▶ Participate in OCAT Weekly POAM Check-in meeting on December 7, 2023

## 1.5 Deviations from Plan/Adjustments

- ▶ None