

CalSAWS Quality Assurance Bi-Weekly Status Report

**Reporting Period: February 12, 2024, to February 25,
2024**

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1.0 Quality Assurance

1.1 CalSAWS Bi-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">• Facilitated Requirements Reconciliation with delivery partners across Central Print, Implementation Support, and Core CalSAWS• Facilitated Final Acceptance topic for PSC and JPA Board• Participated in Conversion Defect Weekly Status reviews• Participated in OCAT Monthly SLA Report review• Participated in Hyland Monthly Imaging SLA review• Participated in CalSAWS PMO Status reviews• Participated in Region 5 Site Visit Materials Review• Facilitated CalSAWS Key Performance Indicator (KPI) Executive Overview• Facilitated Quarterly Collaboration Model material and presenter preparation• Finalized revised CRFI process documentation draft and initiated reviewer pilot
QA Technical	<ul style="list-style-type: none">• Participated in CalSAWS Contact Center meetings• Participated in CalSAWS Architecture reviews• Participated in CalSAWS/BenefitsCal Security meetings• Reviewed System Security Plan Comments with delivery partners• Continued review of CalSAWS Change Advisory Board (CAB) tickets• Continued CalSAWS Imaging reviews
QA Conversion	<ul style="list-style-type: none">• Continued to monitor status of final remaining conversion related defect
QA Functional/Test	<ul style="list-style-type: none">• Participated in CalSAWS Reports meetings• Continued BenefitsCal Release 24.02.29 Test execution activities• CalSAWS Release 24.03 Independent Test activities in progress with 97% Execution Rate, 77% Pass Rate and 20% Fail/Block Rate• Continued validation of Release 24.03 Training SCRs

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1.2 Deliverables Management

Table 1-2 – Overall Summary of CalSAWS M&O Deliverable Status







DEL #	DELIVERABLE NAME		STATUS
65.01	QA Monthly Status Report – February 2024		• Submit FDEL by March 7, 2024
WP-4.04	QA Work Plan – February 2024		• Submit FDEL by March 7, 2024
66.01	QA Test Monthly Report – February 2024		• Submit FDEL by March 7, 2024
56	Assessment of CalSAWS Migration Final Acceptance Certification		• Submit DDEL comments by March 21, 2024
68.01	ClearBest Performance Report – February 2024		• Submit FDEL by March 15, 2024

Table 1-3 – Overall Summary of OCAT Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
69.01	OCAT – Monthly Status Report – February 2024		• Submit FDEL by March 7, 2024
WP-6.3	OCAT - Technical Design - 2024 Annual Update		• Submit DDEL comments by March 5, 2024

[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-26.22	BenefitsCal – CX Monthly Report Dec/Jan 2024		<ul style="list-style-type: none">• Submit FDEL comments by March 7, 2024
WP-27.25	BenefitsCal – Monthly M&O Report - February 2024		<ul style="list-style-type: none">• Submit DDEL comments by March 18, 2024
WP-28.23	BenefitsCal – Work Plan Monthly Updates – February 2024		<ul style="list-style-type: none">• Submit FDEL comments by March 14, 2024
WP-29.23	BenefitsCal – Monthly Status Report – February 2024		<ul style="list-style-type: none">• Submit FDEL comments by March 14, 2024
WP-32.08	BenefitsCal - BOM Review and License Renewal (Quarterly) January - March 2024		<ul style="list-style-type: none">• Submit FDEL comments by April 12, 2024
WP-33.08	BenefitsCal - Certificate Review (Quarterly) January - March 2024		<ul style="list-style-type: none">• Submit FDEL comments by April 12, 2024

Table 1-5 - Overall Summary of Gainwell Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
WP-4	Gainwell – Notices Post Implementation Report (GA/GR)		<ul style="list-style-type: none">• Submit FDEL comments by March 1, 2024

1.3 Highlights for the Reporting Period

1.3.1 Project Management

- ▶ Facilitated Requirements Reconciliation with delivery partners across Central Print, Implementation Support, and Core CalSAWS on February 12 – 14, 2024
- ▶ Participated in Conversion Defect Status reviews on February 12 and 20, 2024
- ▶ Participated in JPA/PSC Slide Contact Center slide review on February 12, 2024
- ▶ Participated in OCAT Monthly SLA Report review on February 12, 2024
- ▶ Participated in Hyland Imaging review on February 13, 2024
- ▶ Participated in CalSAWS Contact Center reviews on February 14 and 21, 2024
- ▶ Facilitated Final Acceptance topic for PSC and JPA Board meetings on February 15 and 16, 2024
- ▶ Participated in AWS / CalSAWS Contact Center reviews on February 15, 2024
- ▶ Participated in CalSAWS PMO Status review on February 20, 2024
- ▶ Participated in Imaging Status review on February 20, 2024
- ▶ Participated in Region 5 Site Visit Materials Review on February 20, 2024
- ▶ Participated in CalSAWS Section Directors Meeting on February 21, 2024
- ▶ Participated in OCAT Operations and Release meeting on February 21, 2024
- ▶ Collaboration Model, Strike Teams & Special Projects
 - Participated in Web Portal Project Overview on February 12, 2024
 - Facilitated Retrospective Best Practices Overview on February 12, 2024
 - Facilitated CalSAWS KPI Executive session on February 13, 2024
 - Finalized Revised CRFI Process and Template drafts on February 14, 2024
 - Reviewed Q1 Enhancement Request dispositions and refined March Collaboration Model meeting materials on February 15, 2024
 - Provided Overview of Collaboration Model Framework for new Region 6 representative on February 16, 2024
 - Facilitated internal March Collaboration Model session outline and materials review session on February 20, 2024
 - Initiated CRFI reviewer pilot on February 22, 2024
 - Distributed guidance for next steps on CalSAWS KPI initiative on February 21, 2024

1.3.2 Technical

- ▶ Participated in CalSAWS Technical meeting on February 12 and 19, 2024
- ▶ Participated in Bi-Weekly CalSAWS Meeting on February 14, 2024
- ▶ Participated in Technical Change Advisory Board (CAB) on February 14 and 22, 2024
- ▶ Participated in FCED Retroactive Changes on February 14, 2024
- ▶ Participated in FCED, LA County Process on February 14, 2024
- ▶ Participated in WDTIP Group (CalSAWS and State) on February 14 and 20, 2024
- ▶ Participated in Weekly Architectural Discussion on February 15 and 22, 2024
- ▶ Participated in CWDS CalSAWS FCED Workgroups on February 15, 2024
- ▶ Participated in CalSAWS Performance Report Meeting on February 22, 2024
- ▶ BenefitsCal
 - Participated in BenefitsCal Operation Review on February 13 and 22, 2024
- ▶ Batch
 - Participated in Batch Monthly Performance Checkpoint on February 14, 2024

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- Participated in Batch Weekly meetings on February 15 and 22, 2024
- ▶ Contact Center
 - Participated in reoccurring Bots meetings
 - Participated in Placer Emergency Message meeting on February 13, 2024
 - Participated in CalSAWS Telephonic Signature meeting on February 13, 2024
 - Participated in Contact Center Disaster Recovery meetings on February 14 and 21, 2024
 - Participated in Los Angeles County Support on February 14, 2024
 - Participated in CalSAWS Contact Center review on February 14 and 21, 2024
 - Participated in AWS Contact Center meetings on February 15 and 22, 2024
 - Participated in Contact Center County Enhancement Request (CER) review on February 22, 2024
- ▶ Security
 - Continued reviewing Accenture System Security Plan (SSP)
 - Participated in BenefitsCal User Account Security Update meetings
 - Participated in Application Vulnerability Findings meeting on February 14
 - Participated in Accenture Security Status Meeting on February 16, 2024
 - Participated in ForgeRock Operations Bi-Weekly Sync on February 21, 2024
- ▶ Lobby Management
 - Participated in Santa Clara Lobby Management meeting on February 14, 2024
 - Participated in Lobby Management support on February 15 and 22, 2024
- ▶ Service Management
 - Participated in ServiceNow weekly meeting on February 15, 2024
 - Participated in Monthly Helpdesk Trends Meeting on February 22, 2024

1.3.3 Imaging

- ▶ Participated in Monthly Data Review meeting on February 13, 2024
- ▶ Participated in Weekly Imaging meeting on February 20, 2024

1.3.4 Conversion

- ▶ Monitored Wave 2 through 6 Open Defects and fix releases
- ▶ Participated in conversion defect status meeting on January 12 and 20, 2024
- ▶ Participated in Incident meetings regarding converted Admin and Client Correspondence role records on January 13 - 20, 2024

1.3.5 Functional

- ▶ Supported February 12 – 23, 2024 SPG Scorecard review cycle
- ▶ Supported February 20, 2024, SCRB review cycle
- ▶ Cal-OAR
 - Participated in Phase 2 CDSS/CalSAWS Development on February 13, 2024
 - Participated in Cal-OAR File County Preview design on February 13, 2024
- ▶ CFAP
 - Participated in Expansion Automation meeting on February 13, 2024
 - Participated in Expansion Workgroup on February 15 and 22, 2024
- ▶ Client Correspondence
 - Participated in Design review session on February 14, 2024
 - Participated in Correspondence Committee meeting on February 22, 2024
- ▶ FCED

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- Participated in Schedule Sync meeting on February 12, 2024
- Participated in Core Constituent Design review on February 13 and 20, 2024
- Participated in Pre and Post Conversion Options on February 13, 2024
- Participated in Retroactive discussion session on February 14, 2024
- Participated in LA County review on February 14 and 21, 2024
- Participated in Technical Workgroup on February 15 and 22, 2024
- Participated in Business Workgroup on February 15 and 22, 2024
- ▶ General Assistance/General Relief (GA/GR)
 - Monitored GA/GR SCRs
 - Participated in weekly GA/GR Correspondence Web Services discussion
- ▶ Lobby Management
 - Participated in Santa Clara Lobby Device Planning on February 14, 2024
 - Participated in Santa Cruz Lobby Device Planning on February 15, 2024
 - Participated in Lassen Lobby Device Planning on February 21, 2024
 - Participated in Lobby Support Management Updates on February 22, 2024
 - Participated in Kern Lobby Device Planning on February 22, 2024
- ▶ Medi-Cal/CMSP
 - Participated in CalHEERS CalSAWS Test Daily Connect
 - Participated in CalHEERS CalSAWS Integration meeting on February 13, 2024
 - Participated in CWDA CalHEERS meeting on February 15 and 22, 2024
 - Participated in Medi-Cal Correspondence Committee on February 22, 2024
 - Participated in SOGI Enhancements to Collect Intersexuality review
- ▶ Reports
 - Participated in Management Reports Committee on February 13, 2024
 - Participated in CA 237 CW Report Retrospective on February 13, 2024
 - Participated in Reports Discovery Sessions on February 14, 16 and 21, 2024
 - Participated in State/Fiscal Reports meeting on February 15 and 22, 2024
 - Participated in the Targeted reports Session 1 - CA-237 CW, CA 253, CA 255 on February 22, 2024
- ▶ Training
 - Participated in Reports Overview online help page updates process standardization meeting on February 12, 2024
 - Continued Release 24.03 SCR validations
- ▶ WDTIP
 - Participated in Workgroup meeting on February 13, 2024
 - Participated in Group meeting on February 14 and 21, 2024
 - Participated in Technical meeting on February 15, 21, and 22, 2024
- ▶ Others
 - Participated in AppDev meeting on February 20, 2024
 - Participated in Virtual Assistant review on February 13, 15, 20 and 22, 2024
 - Participated in Duplicate Person Automation workgroup on February 13 and 20, 2024
 - Participated in Time Limits Committee meeting on February 13, 2024
 - Participated in CF/CW Eligibility review session on February 14 and 21, 2024
 - Participated in Task Management review on February 15 and 22, 2024
 - Participated in RCM roles and CER Process Updates on February 21, 2024
 - Participated in SPG meeting on February 22, 2024

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- Reviewed Eighty-Six (86) 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
RWR	13
23.11	7
24.01	9
24.02	9
24.03	19
24.05	17
24.07	2
24.09	3
TBD	7
Grand Total	86

- BenefitsCal
 - Reviewed scope for upcoming BenefitsCal releases on February 12, 2024
 - Participated in Program Manager meeting on February 14 and 21, 2024
 - Participated in Collaboration Model Q1 2024 Internal Team Advocate Follow-up Communication meeting on February 15, 2024
 - Participated in Daily Transaction Failures meetings
- Customer Engagement
 - Provided Wave 6 counties support on Foster Care, Adoption Assistance Program and KinGap support adhoc question and answers

1.3.6 Test

- CalSAWS Release 24.03
 - Continued QA Review of System Test scenarios for high impact SCRs
 - Continued test execution

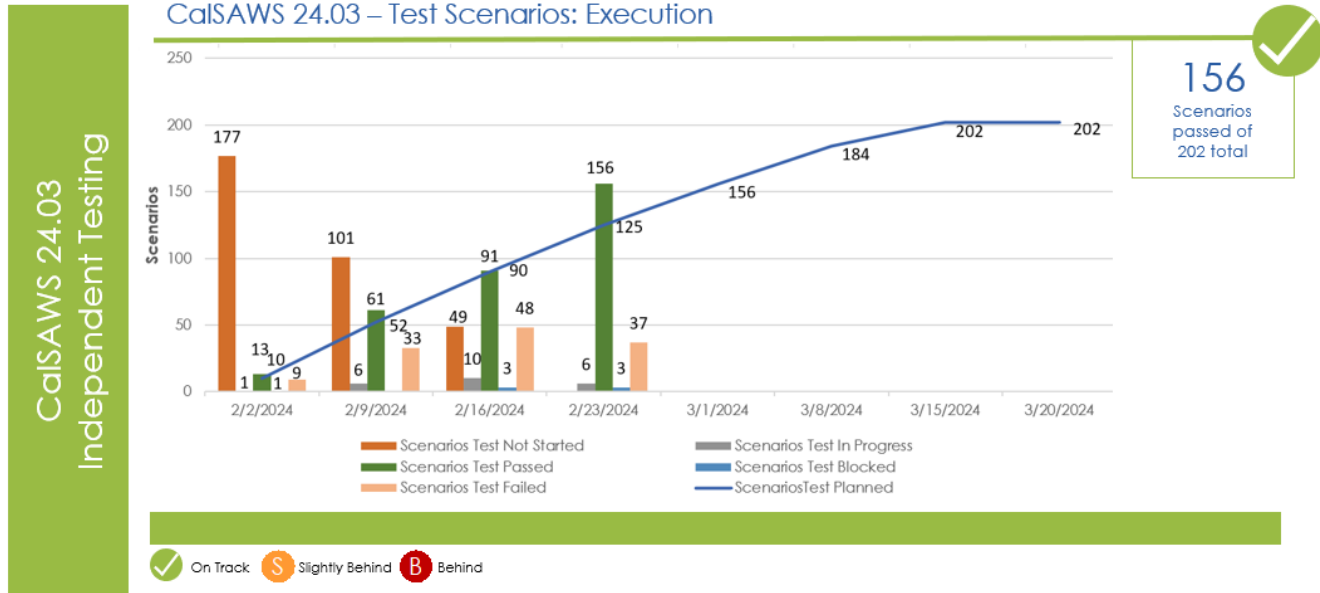
Table 1-7 – CalSAWS 24.03 Independent Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Passed	Failed	Blocked
CalSAWS 24.03 - ClearBest QA Independent Test Results	202	0% (0)	3% (6)	77% (156)	18% (37)	2% (3)

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- BenefitsCal Activities
 - Monitored 24.02.29 Monthly Release for M&O and M&E updates
 - Continued QA verification of 24.02.29 Monthly Release
 - Continued QA verification of 24.03.25 Major Release
 - Monitored 24.03.25 Release for System Integration Testing (SIT) defects
- Priority Release/RWR Activities
 - Monitored priority releases/RWR defects and SCR test activities
 - Completed test activities on the following SCR/Defects:

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

Defect/SCR #	Scheduled Release	Type of Testing
CA-240242 Update the System Functionality that Generates the CW 5	RWR 24.01.x2	QA Review
CA-254641 Add NOA Fragments in Threshold Languages for Medi-Cal NOA Generation (MC 239 TMC-2)	RWR 24.01.x2	QA Review
CA-258864 Add Threshold Languages for CF NOA Reason of 'Lottery or Gambling Winnings'	RWR 24.01.x2	QA Review
CA-250345 Add Available Translations for CW 103 to CalSAWS	RWR 24.01.x2	QA Review
CA-269983 ACWDL 22-25 - Update the MC fragments to no longer reference Property changes	24.02.15	QA Review
CA-271635 Create Generic February Failed to Complete RE NOAs	24.02.15	QA Review
CA-272064 Virtual Assistant Expansion - Release 24.02.22 (Release 17)	24.02.22	QA Review
CA-253470 Add Change NOA Fragments in Threshold Languages for NOA Fragment Generation (TNB 2)	RWR 24.01.x3	QA Review
CA-273295 Add MC 372 in 6 additional languages	RWR 24.01.x3	QA Review
CA-271530 Add Threshold Language versions of the CF 377.11D	RWR 24.01.x3	QA Review

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CA-252840 Add NOA Fragments in Threshold Languages for CalWORKs NOA Generation (M42-101B & M42-101C)	RWR 24.01.x3	QA Review
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- Conducting test activities on the following SCRs/Defects:

Table 1-9 – Priority Release/RWR Issues In Progress for QA Review/Test

Defect/SCR #	Scheduled Release	Type of Testing
CA-250274 Add Available Translations for DFA 377.7E to CalSAWS.	RWR 24.01.x3	QA Review
CA-247547 Add Threshold languages for M16-705	RWR 24.01.x3	QA Review
CA-217782 ACL 18-107/ACL 18-108 Update Threshold Language versions of SNB5	RWR 24.01.x3	QA Review
CA-246444 Update MC RE Packet Forms and Add BenefitsCal QR Code	RWR 24.01.x3	QA Review

- ▶ Other Consortium Support Test Activities
 - Monitored test support for priority releases
 - Participated in Integrated Test Team meeting on February 13 and 20, 2024
 - Participated in Test Touchpoint meeting on February 14 and 21, 2024
 - Participated in Virtual Assistant System Test Connect meeting on February 15, 2024
 - Participated In Q&A Discussion for Archive Phase 1 on February 15, 2024

1.3.8 OCAT

- ▶ Resolved all QA comments for the General Design Document 2023 Annual Update
- ▶ Began reviewing and submitting comments on the Technical Design Document (TDD) 2024 Annual Update
- ▶ Participated in Monthly SLA Reporting on February 12, 2024
- ▶ Participated in Operations and Release meeting on February 21, 2024

1.4 Activities for the Next Reporting Period

1.4.1 Project Management

- ▶ Participate in Region 5 Site Management Visit on February 26, 2024
- ▶ Participate in Conversion Defect Status reviews on February 26 and March 4, 2024
- ▶ Participate in CalSAWS PMO Status reviews on February 27 and March 5, 2024
- ▶ Participate in Region 1 Site Management Visit Planning on February 28, 2024
- ▶ Participate in CalSAWS Contact Center reviews on February 28 and March 6, 2024
- ▶ Participate in CalSAWS Batch Weekly review on February 29 and March 7, 2024
- ▶ Participate in OCAT Monthly SLA Report review on February 12, 2024
- ▶ Participate in Hyland Imaging SLA review on March 5, 2024
- ▶ Participate in CalSAWS Imaging status review on March 5, 2024
- ▶ Participate in CalSAWS Section Directors' meeting on March 6, 2024
- ▶ Participate in CalSAWS KPI review with delivery partners on March 6, 2024
- ▶ Participate in OCAT Operations and Release meeting on March 6, 2024
- ▶ Collaboration Model, Strike Teams & Special Projects
 - Finalize Collaboration Model enhancement request Quarterly meeting slide content on February 26, 2024
 - Review/consolidate KPI inventory content on February 27, 2023
 - Facilitate KPI focus group session on February 28, 2024
 - Facilitate Collaboration Model final meeting material review session on March 4, 2023
 - Draft CIT/CRFI reviewer survey on March 4, 2024
 - Facilitate executive KPI session on March 6, 2024

1.4.2 Technical

- ▶ Participate in CalSAWS Weekly Technical meeting on February 26 and March 4, 2024
- ▶ Participate in WDTIP review meeting on February 28, 2024
- ▶ Participate in CalSAWS Bi-Weekly Status meeting on February 28, 2024
- ▶ Participate in Tech Change Advisory Board (CAB) on February 28 and March 6, 2024
- ▶ Participate in Weekly Architecture discussion on February 29 and March 7, 2024
- ▶ Participate in CalSAWS FCED Technical Workgroup on February 29 and March 7, 2024
- ▶ Participate in FCED Workgroup Business Meeting on February 29 and March 7, 2024
- ▶ Participate in Review Monthly Over 15 Seconds Report on February 29, 2024
- ▶ BenefitsCal
 - Participate in M&O review meetings on February 27 and March 5, 2024
 - Participate in BenefitsCal User Account Security Update meetings
- ▶ Batch
 - Participate in CalSAWS Batch Weekly meeting on February 29 and March 7, 2024
- ▶ Contact Center
 - Participate in RPA Daily review meetings
 - Participate in reoccurring Bots meetings
 - Participate in ongoing CalSAWS Contact Center reviews
 - Participate in Los Angeles County support meeting on February 27, 2024
 - Participate in AWS Contact Center reviews on February 29 and March 7, 2024
 - Participate in Contact Center CER Review on February 29 and March 7, 2024

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- Participate in CalSAWS VA Weekly Reviews on February 29 and March 7, 2024
- Participate in Yolo and San Bernardino CSC Support Meeting on March 5, 2024
- ▶ Security
 - Participate in Application Vulnerabilities review on February 28 and March 6, 2024
 - Participate in Accenture Security Status Meeting on March 1, 2024
 - Participate in ForgeRock Operations Bi-Weekly Sync on March 6, 2024
- ▶ Service Management
 - Participate in ServiceNow Process Improvement review on February 29, 2024
 - Participate in Monthly Helpdesk Trends meeting on February 29, 2024
- ▶ Lobby Management
 - Participate in Lobby Support meeting on February 29 and March 7, 2024
 - Participate in Lassen, Santa Clara, Mariposa, and Tulare Lobby Device Planning on March 6, 2024

1.4.3 Imaging

- ▶ Participate in Monthly Data Review for CalSAWS - Hyland & ClearBest meeting on March 5, 2024
- ▶ Participate in Imaging Status Meeting on March 5, 2024

1.4.4 Conversion

- ▶ Monitor Wave 2 through 6 Open Defects and fix releases
- ▶ Participate in conversion defect status meeting on February 26, 2024
- ▶ Continue to review and assist in reports related converted data research needs

1.4.5 Functional

- ▶ Support February 26 – March 8, 2024, SPG Scorecard review cycle
- ▶ Support March 5, 2024, SCRB review cycle
- ▶ CFAP
 - Participate in CFAP Expansion Workgroup on February 29, 2024
- ▶ Client Correspondence
 - Participate in Correspondence Design review on February 27 and March 5, 2024
- ▶ FCED
 - Participate in FCED Schedule Sync meeting on February 26, 2024
 - Participate in Core Constituent Design review on February 27 and March 5, 2024
 - Participate in FCED LA County review on February 28 and March 6, 2024
 - Participate in FCED Technical Workgroup on February 29 and March 7, 2024
 - Participate in CARES/CalSAWS Test Planning meeting on February 29 and March 7, 2024
 - Participate in FCED Business Workgroup on February 29 and March 7, 2024
- ▶ General Assistance/General Relief (GA/GR)
 - Monitor GA/GR SCRs
 - Participate in weekly GA/GR Correspondence Web Services discussion
 - Participate in Monterey County opting into the GA/GR Automated Solution discussion on February 28, 2024
- ▶ Lobby Management
 - Participate in San Bernardino Tablet Connectivity Support session on February 29 and March 7, 2024
 - Participate in Yuba Lobby Tablets review on February 29 and March 7, 2024

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- Participate in Lobby Support Management Updates meeting on February 29 and March 7, 2024
- Participate in Santa Cruz Lobby Device Planning on February 29, 2024
- Participate in Enhanced Lobby Support meeting on March 5, 2024
- Participate in Siskiyou Lobby Device Planning on March 6, 2024
- Participate in Tulare Lobby Device Planning on March 6, 2024
- Participate in Lassen Lobby Device Planning on March 6, 2024
- Participate in Kern Lobby Device Planning on March 7, 2024
- ▶ Medi-Cal/CMSP
 - Participate in CalHEERS CalSAWS Test Daily Connect
 - Participate in CWDA CalHEERS meeting on February 19 and March 7, 2024
 - Participate in CalHEERS SAWS Integration meeting on February 27, 2024
 - Participate in the following JAD sessions:
 - CR 206195 Alternative Formats
 - CR 261911 County of Responsibility Enablement batch update
 - CR 261916 Moving SOGI questions in the Application flow
 - CR 229850 2025 Renewals
- ▶ Reports
 - Participate in Targeted Report Session #2 planning on February 26, 2024
 - Participate in State and Fiscal Reports internal pre-meeting on February 27, 29, March 5 and 7, 2024
 - Participate in State and Fiscal Reports meeting on February 29, 2024
 - Participate in Reports SCR Prioritization meeting on March 7, 2024
- ▶ Training
 - Participate in WBT validation process discussion on February 27, 2024
 - Participate in Reports Overview process updates on February 28, 2024
 - Participate in Training Committee meeting on March 6, 2024
 - Continue Release 24.03 Training SCR validations
- ▶ WDTIP
 - Participate in Group meeting on February 27, 28, March 5 and 6, 2024
 - Participate in Technical meeting on February 28, 29, March 6 and 7, 2024
- ▶ Others
 - Participate in AppDev meeting on February 27 and March 5, 2024
 - Participate in Virtual Assistant Content review session on February 27, 29, March 5 and 7, 2024
 - Participate in Duplicate Person Automation workgroup on February 27 and March 5, 2024
 - Reviewed SCR CA-270955 to Ensure the Case County Matches When Creating a Special Investigation Referral
 - Participate in Special Units Committee meeting on February 28, 2024
 - Participate in CF/CW Eligibility review on February 28 and March 6, 2024
 - Participate in Release Notes review session on February 28, 2024
 - Participate in Task Management review on February 29 and March 7, 2024
 - Participate in CA-253426 EBT 2259 Form update and EBT Theft pages walkthrough session on March 6, 2024
- ▶ BenefitsCal
 - Participate in Daily Transaction Failures meetings
 - Participate in M&O check-in meetings

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- Participate in Operation Review Weekly meeting
- Participate in Weekly Scope Review for upcoming BenefitsCal releases
- Monitor GROW/WTW collaborator requirement status
- Participate in Collaboration Model Process Review on February 27, 2027
- Participate in Program Manager meeting on February 28 and March 6, 2024
- ▶ Customer Engagement
 - ProvideWave 6 counties support on Foster Care, Adoption Assistance Program and KinGap support adhoc question and answers
 - Provide San Francisco Workforce reports support on analysis on escalated reporting needs and findings

1.4.6 Test

- ▶ CalSAWS Release 24.03
 - Continue QA Review of System Test scenarios for high impact SCRs
 - Continue test execution
 - Begin QA Review of a subset of high impact Production defects
- ▶ BenefitsCal Activities
 - Complete QA verification for 24.02.29 Monthly Release
 - Send QA verification final status for 24.02.29 Monthly Release to the Consortium
 - Review 24.02.29 release notes
 - Continue QA verification for 24.03.25 Major Release
 - Send QA verification plan for 24.03.28 Monthly Release to the Consortium
 - Monitor BenefitsCal Major, 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 February 27 and March 5, 2024
 - Participate in Test Touchpoint meeting on February 28 and March 6, 2024

1.4.7 OCAT

- ▶ Continue reviewing and providing comments on the OCAT Technical Design Document (TDD) 2024 Annual Update
- ▶ Participate in OCAT Weekly POAM review on February 29 and March 7, 2024
- ▶ Participate in OCAT Operations and Release meeting on March 6, 2024

1.5 Deviations from Plan/Adjustments

- ▶ None