

CalSAWS Quality Assurance Bi-Weekly Status Report

Reporting Period: May 20, 2024, to June 2, 2024

1.0 Quality Assurance.....3

1.1 CalSAWS Bi-Weekly Status Agenda Topics.....3

1.2 Deliverables Management4

1.3 Highlights for the Reporting Period6

1.4 Activities for the Next Reporting Period.....11

1.5 Deviations from Plan/Adjustments.....15

Table of Tables

Table 1-1 – CalSAWS Quality Assurance Status Agenda Topics3

Table 1-2 – Overall Summary of CalSAWS M&O Deliverable Status.....4

Table 1-3 – Overall Summary of OCAT Deliverable Status5

Table 1-4 – Overall Summary of BenefitsCal Deliverable Status5

Table 1-5 – Weekly M&O System Change Request (SCR) Updates9

Table 1-6 – CalSAWS 24.07 Independent Test Progress9

Table 1-7 – Priority Release/RWR Issues Completed for QA Review/Test10

Table 1-8 – Priority Release/RWR Issues In Progress for QA Review/Test11

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"> • Participated in IV&V Final Status Report review • Participated in CalSAWS 20.05 Post-Release Checkpoint meetings • Participated in CalWIN Implementation Support (ISS) - Reports reviews • Special Projects - Supported content development for SCR training sessions
QA Technical	<ul style="list-style-type: none"> • Reviewed CalSAWS Production Operations Service Interruption activities • Participated in Imaging Optical Character Recognition (OCR) reviews • Participated in CalSAWS Code Scanning Inventory review • Participated in Fresno Generative AI Call Summary meetings • Participated in CalSAWS Contact Center reviews • Participated in CalSAWS Architecture reviews • Continued review of CalSAWS Change Advisory Board (CAB) tickets • Continued reviews of Partner System Security Plans (SSPs)
QA Functional/Test	<ul style="list-style-type: none"> • Started Release 24.07 Job Aid/Online Help SCRs validation • Started CalSAWS 24.07 test execution and QA Reviews • Continued CalSAWS Client Correspondence Test • Participated in CalSAWS State/Fiscal Report Support • Monitored FCED Integrated Test Execution and defects • Participated in WDTIP Planning and Sprint review • Participated in CalWIN ISS – Reports documentation reviews

1.2 Deliverables Management

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


DEL #	DELIVERABLE NAME		STATUS
65.04	QA Monthly Status Report – May 2024		<ul style="list-style-type: none"> Submitted FDEL on June 3, 2024
WP-4.07	QA Work Plan – May 2024		<ul style="list-style-type: none"> Submitted FDEL on June 3, 2024
66.04	QA Test Monthly Report – May 2024		<ul style="list-style-type: none"> Submitted FDEL on June 3, 2024
67.02	Quarterly QA Security Report		<ul style="list-style-type: none"> Submit DDEL by June 28, 2024
68.04	SLA and Performance Review Report – May 2024		<ul style="list-style-type: none"> Submit FDEL by June 17, 2024
75	Project Control Document Update #5		<ul style="list-style-type: none"> Submitted DDEL on May 28, 2024 Submit FDEL by June 7, 2024
WP-76.1	M&E Services Plan		<ul style="list-style-type: none"> Submit DDEL comments by July 1, 2024
WP-76.2	0.0 CalSAWS M&O Services Plan Executive Summary		<ul style="list-style-type: none"> Submit DDEL comments by July 1, 2024
WP-76.3	1.0 Business Continuity & Disaster Recovery Plan		<ul style="list-style-type: none"> Submit DDEL comments by July 1, 2024
WP-76.4	4.0 Configuration Management Plan		<ul style="list-style-type: none"> Submit DDEL comments by July 1, 2024
WP-76.5	5.0 Helpdesk Services Plan		<ul style="list-style-type: none"> Submit DDEL comments by July 1, 2024
WP-76.6	11.0 Remote Maintenance Operations Plan		<ul style="list-style-type: none"> Submit DDEL comments by July 1, 2024

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance







Bi-Weekly Status Report Period: May 20, 2024, to June 2, 2024

Table 1-3 – Overall Summary of OCAT Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
69.04	OCAT – Monthly Status Report – May 2024		<ul style="list-style-type: none"> Submitted FDEL on June 3, 2024

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

Table 1-4 – Overall Summary of BenefitsCal Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
WP-26.24	BenefitsCal - CX Monthly Report -Apr/May 2024		<ul style="list-style-type: none"> Submit DDEL comments by June 20, 2024
WP-27.28	BenefitsCal – Monthly M&O Report - May 2024		<ul style="list-style-type: none"> Submit DDEL comments by June 18, 2024
WP-28.26	BenefitsCal – Work Plan Monthly Updates – May 2024		<ul style="list-style-type: none"> Submit FDEL comments by June 14, 2024
WP-29.26	BenefitsCal – Monthly Status Report – May 2024		<ul style="list-style-type: none"> Submit FDEL comments by June 14, 2024
WP-32.09	BenefitsCal – BOM Review and License Renewal		<ul style="list-style-type: none"> Submit FDEL comments by July 12, 2024
WP-33.09	BenefitsCal – Certificate Review		<ul style="list-style-type: none"> Submit FDEL comments by July 12, 2024

1.3 Highlights for the Reporting Period

1.3.1 Project Management

- ▶ Participated in IV&V Final Status Report review on May 20, 2024
- ▶ Participated in CalSAWS 20.05 Post-Release Checkpoints on May 20 - 22, 2024
- ▶ Participated in CalSAWS PMO Status reviews on May 21 and 28, 2024
- ▶ Participated in CalSAWS Contact Center reviews on May 21 and 29, 2024
- ▶ Participated in CalSAWS Code Scanning Inventory review on May 22, 2024
- ▶ Participated in Imaging Status review on May 28, 2024
- ▶ Attended Region 4 Management Site Visit on May 29, 2024
- ▶ Participated in CalWIN ISS OCM Support meetings on May 29 and 31, 2024
- ▶ Continued preparing Post Implementation Evaluation Report (PIER)
- ▶ Continued response for CalHHS Business Capability Case Management survey
- ▶ Collaboration Model, Strike Teams, and Special Projects
 - Facilitated SCR training preparation session May 23 and 30, 2024
 - Developed main SCR training session deck on May 24, 2024
 - Developed SCR training polling questions on May 29, 2024
 - Scheduled June SCR training on May 30, 2024
 - Supported content development for SCR training video on May 30, 2024

1.3.2 Technical

- ▶ Participated in CWDS and CalSAWS FCED Workgroups meetings
- ▶ Participated in LA County system performance reviews
- ▶ Participated in CalSAWS Weekly Technical meeting on May 20, 2024
- ▶ Participated in Tech Change Advisory Board (CAB) on May 20 and 29, 2024
- ▶ Participated in Bi-Weekly CalSAWS meeting on May 22, 2024
- ▶ Participated in CalSAWS Performance Report Review meeting on May 24, 2024
- ▶ Participated in CalSAWS/AWS Delivery Sync meeting on May 29, 2024
- ▶ Participated in Non-Prod Environment Management meeting on May 29, 2024
- ▶ Participated in Monthly over 15 seconds Report Review meeting on May 30, 2024
- ▶ Participated in Weekly Architecture discussion on May 23 and 30, 2024
- ▶ BenefitsCal
 - Participated in BenefitsCal Operation Review meetings
 - Participated in DD&I and M&O meetings
 - Participated in BenefitsCal User Account Security Update meetings
 - Participated in ForgeRock APIs for BenefitsCal review on May 21 and 28, 2024
- ▶ Batch
 - Participated in CalSAWS Batch Weekly meeting on May 23 and 30, 2024
- ▶ Contact Center
 - Participated in reoccurring Bots meetings
 - Participated in CSC Support meetings
 - Participated in Fresno Generative AI Call Summary meetings
 - Participated in eGain Dashboard and Reporting meetings
 - Participated in Fresno GenAI Go-Live Discussion on May 20, 2024
 - Participated in Contact Center 2.0 Touchpoint meeting on May 21, 2024
 - Participated in AWS Contact Center meetings on May 23 and 30, 2024
 - Participated in Contact Center Weekly meeting on May 22 and 29, 2024

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Bi-Weekly Status Report Period: May 20, 2024, to June 2, 2024

- Participated in LA eGain Reporting review meeting on May 22 and 29, 2024
- Participated in Voice Bots and RPA Joint Status meeting on May 29, 2024
- ▶ Security
 - Participated in Repo Scanning Inventory review on May 22, 2024
 - Participated in ForgeRock Operations Sync on May 22 and 29, 2024
 - Reviewed Deloitte and Gainwell System Security Plan (SSP) on May 22 and 29, 2024
 - Participated in Security Risk Management Group on May 23, 2024
 - Participated in Accenture CloudCheckr Security meeting on May 23 and 30, 2024
 - Participated in Accenture Security Status meeting on May 24, 2024
 - Participated in EY CloudCheckr Security meeting on May 28, 2024
 - Participated in Deloitte CloudCheckr Security meeting on May 28, 2024
- ▶ Central Print
 - Participated in Central Print weekly status meetings on May 20, 2024
- ▶ Lobby Management
 - Participated in Lobby Management meetings as scheduled
- ▶ Service Management
 - Participated in ServiceNow process improvement meeting on May 23, 2024
 - Participated in ForgeRock and ServiceNow integration for Childcare Portal users meeting on May 21, 2024

1.3.3 Imaging

- ▶ Participated in Weekly Imaging meeting on May 28, 2024
- ▶ Participated in OCR Deep Dive Review meeting on May 30, 2024
- ▶ Participated in Hyland Performance Test Metrics Review meeting on May 30, 2024

1.3.4 Functional

- ▶ Supported May SPG and SCRB Scorecard review cycles
- ▶ Participated in SPG meeting on May 23, 2024
- ▶ Client Correspondence
 - Participated in Correspondence Design reviews on May 21 and 28, 2024
- ▶ FCED
 - Participated in Daily scrum standup meetings
 - Participated in Daily Test Execution meetings
 - Participated in FCED Interface Integration test scenarios reviews
 - Participated in FCED Schedule Sync meeting on May 20, 2024
 - Participated in FCED User Group meeting on May 21, 2024
 - Participated in FCED Core Constituent Design Review meeting on May 21, 2024
 - Participated in FCED Weekly Technical Sync meeting on May 22 and 29, 2024
 - Participated in CARES/CalSAWS Test meeting on May 23 and 30, 2024
 - Participated in FCED Business Workgroup on May 23 and 30, 2024
- ▶ General Assistance/General Relief (GA/GR)
 - Participated in Kern County Opt-in meeting on May 20, 2024
 - Participated in GA/GR Correspondence discussion on May 22 and 29, 2024
- ▶ Lobby Management
 - Participated in Santa Clara Lobby Device Planning on May 22, 2024
 - Participated in Fresno Lobby Device Planning meeting on May 29, 2024
 - Participated in Kern Lobby Device Planning meeting on May 30, 2024
- ▶ Medi-Cal/CMSP

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Bi-Weekly Status Report Period: May 20, 2024, to June 2, 2024

- Participated in CalHEERS CalSAWS Test Daily Connect
- Participated in CalHEERS SAWS Integration meeting on May 21 and 28, 2024
- Participated in Correspondence SCRs Design meeting on May 22 and 29, 2024
- Participated in CWDA CalHEERS meeting on May 23 and 30, 2024
- Participated in the following JAD Sessions
 - CR 220303: BREFS High Impact Business Validations
 - CR 255968: Enrollment UI Enhancements
 - CR 228982: Notices Update for Release 24.12
 - CR 249764: Consumers moving out of region
 - CR 252575: CalHEERS SAWS EHIT Interface Schema Update v21 for 25.02
 - CR 252582: Notices Update for Release 25.02
 - CR 253304: Verification Documents sent to CalHEERS from CalSAWS
 - CR 266494: Enroller Portal/Salesforce Enhancements for 24.12
 - CR 273150: Disposition Processing
- ▶ Reports
 - Reviewed Management Reports Targeted Session #1 materials
 - Participated in State Reports internal meetings on May 21 and 28, 2024
 - Participated in State Reports Focused Session on May 22, 2024
 - Participated in State/Fiscal Reports meeting on May 23, 2024
 - Participated in Management Reports Committee meeting on May 28, 2024
 - Participated in CA-246946, CA-812 report reviews on May 28, 2024
 - Facilitated a Reports Focused Survey results summary overview on May 30, 2024
 - Co-facilitated a planning targeted report session for CA-237 FC on May 31, 2024
- ▶ WDTIP
 - Participated in Daily scrum standup meetings
 - Participated in WDTIP Group meetings with State
 - Participated in EDD Technical meetings
 - Participated in Test file transfer discussion on May 23, 2024
- ▶ Others
 - Participated in Design Managers Status meetings on May 21 and 28, 2024
 - Participated in County Release Readiness Sessions on May 21 and 28, 2024
 - Participated in AppDev Leads meetings on May 21 and 28, 2024
 - Participated in the following Design discussion sessions
 - CA-273214: CalSAWS Administrator Portal Enhancement
 - CA-275335: Add Negative Action reason for Disaster CalFresh
 - CA-276504: Cal-OAR - SIRFRA #3963 - Update the main CW population to include IPV and Immunization Penalties
 - CA-274174: Cal-OAR - Update criteria for SCH_NACT per SIRFRA 3949
 - CA-274939: Cal-OAR - Update logic for FS_WTW (Variable #31)
 - CA-274175: Cal-OAR - Update criteria for PAR_ACT per SIRFRA 3951
 - CA-274173: Cal-OAR - Update criteria for WTW_ATT per SIRFRA 3936
 - CA-265301: Cal-OAR File County Preview
 - Participated in Virtual Assistant Design review sessions
 - Participated in Task Management SCRs status meeting on May 23, 2024
 - Participated in Task Management Committee meeting on May 23, 2024
 - Participated in Foster Care Programs Committee meeting on May 28, 2024
 - Participated in Non-production environment review on May 29, 2024
 - Co-facilitated a lower environment access meeting #5 on May 29, 2024

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Bi-Weekly Status Report Period: May 20, 2024, to June 2, 2024

- ▶ Reviewed Sixty-Two (62) design documents, targeting Critical and High priority designs for review and other SCRs at the Consortium's direction.

Table 1-5 – Weekly M&O System Change Request (SCR) Updates

Release	SCRs in QA Review
RWR	7
24.03	6
24.05	16
24.07	14
24.09	9
25.01	1
TBD	9
Grand Total	62

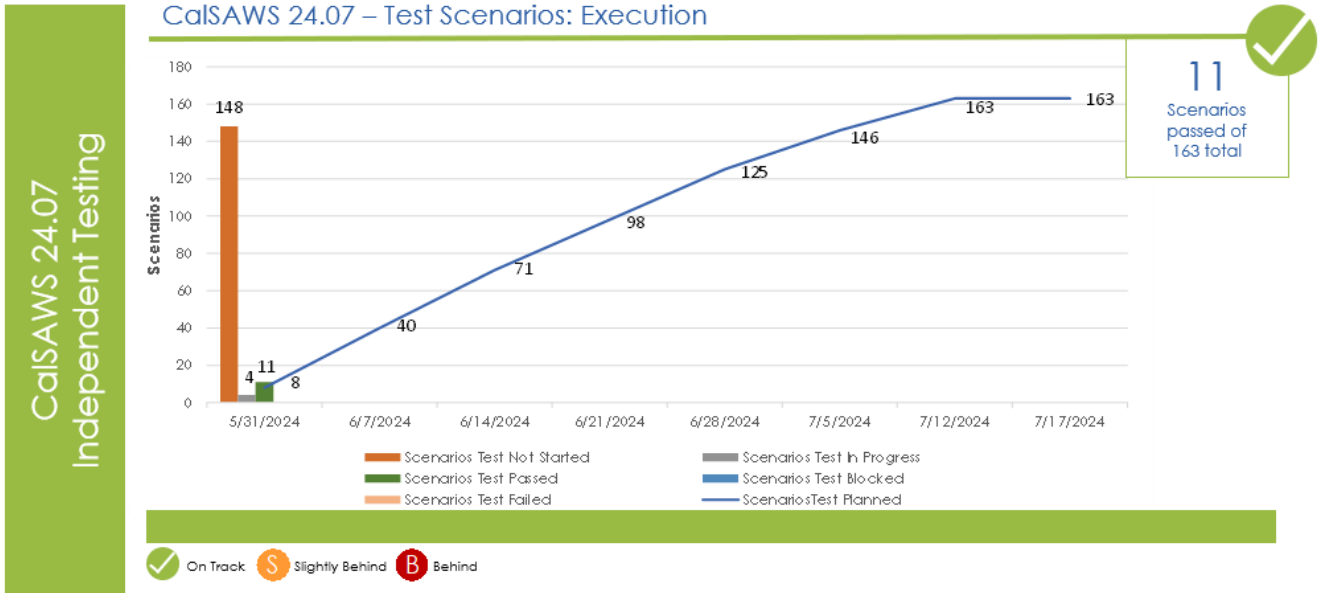
- ▶ BenefitsCal
 - Participated in Daily Transaction Failures meetings
 - Participated in Bi-Weekly Enhancement and M&O meetings
 - Reviewed upcoming BenefitsCal release scope on May 20, 2024
 - Participated in ROI Workgroup meeting on May 20, 2024
 - Participated in Qlik Dashboard Overview on May 21, 2024
 - Participated in CalSAWS Release 24.05.30 Sprint Review meeting on May 29, 2024
 - Participated in Program Manager meeting on May 29, 2024
 - Participated in BenefitsCal Freeze Date meeting on May 30, 2024
 - Participated in BenefitsCal Bi-Monthly CX Report Comment review on May 31, 2024
 - Participated in BenefitsCal Case Link Identity Verification via Text HyperCare meeting on May 31, 2024
- ▶ Customer Engagement
 - Reviewed RCM/SME Orientation Materials
 - Participated in the County Release Readiness Discovery Session on May 28, 2024
 - Completed ISS/OCM Report champions documentation reviews

1.3.5 Test

- ▶ CalSAWS Release 24.07
 - Completed test preparation activities
 - Began QA Review of System Test scenarios for high impact SCRs
 - Began test execution activities

Table 1-6 – CalSAWS 24.07 Independent Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Passed	Failed	Blocked
CalSAWS 24.07 - ClearBest QA Independent Test Results	163	91% (148)	2% (4)	7% (11)	0% (0)	0% (0)



- ▶ CalSAWS Release 24.05
 - Participated in CalSAWS 24.05 Post release meetings
- ▶ BenefitsCal Activities
 - Monitored 24.05.21 and 24.05.30 releases M&O and M&E updates
 - Completed 24.05.21 Emergency Release test activities
 - Completed 24.05.30 Monthly Release test activities
 - Reviewed 24.05.30 release notes
 - Identified 24.06.27 Monthly Release QA Verification Scope
- ▶ Priority Release/RWR Activities
 - Monitored priority releases/RWR defects and SCR test activities
 - Completed test activities on the following SCRs/Defects:

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

Defect/SCR #	Scheduled Release	Type of Testing
CA-215801 Additional 5L aid Code Updates for FC NOAs	RWR 24.05.x1	QA Review
CA-264282 Foster Care - Implement SCI has started for Non-CCR (FC & KG)	RWR 24.05.x1	QA Review
CA-249747 Remove CCR and ISFC suppression from ARC NOAs	RWR 24.05.x1	QA Review
CA-277536 Update NOA M44-353 Discharge Notice of Overpayment to remove NA Back 9 and State Hearing	24.05.23	QA Review
CA-275717 Virtual Assistant Expansion- Release 24.05.30 (Release 20)	24.05.30	QA Review
CA-274832 VA - Tracking receipt of the EBT 2259/EBT 2259A	24.05.30	QA Review
CA-270709 Add EBT 2259 in Threshold Languages	RWR 24.05.x1	QA Review
CA-275480 FC KG AAP Accessibility page changes	RWR 24.05.x1	QA Review

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Bi-Weekly Status Report Period: May 20, 2024, to June 2, 2024

CA-275278 Add EBT 2259A, M44-350K, WI 10072A & WI 10072B in Threshold Languages	RWR 24.05.x1	QA Review
CA-276489 Accessibility page changes	RWR 24.05.x1	QA Review
CA-275288 Add MC 14A in Hindi	RWR 24.05.x1	QA Review
CA-274970 ACL 23-20 Update the CF 385 Application for Disaster CalFresh - Threshold Languages	RWR 24.05.x1	QA Review
CA-263985 Adult Expansion Threshold Implementations	RWR 24.05.x1	QA Review

- Conducted test activities on the following SCRs/Defects:

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

Defect/SCR #	Scheduled Release	Type of Testing
CA-49396 ACL 15-96 - Add and update ARC NOAs and Forms	RWR 24.05.x1	QA Review
CA-256933 MC NOA Regulations for Threshold Languages	RWR 24.05.x1	QA Review

- ▶ Other Consortium Support Test Activities
 - Monitored test support for priority releases
 - Participated in Integrated Test Team meetings on May 21 and 28, 2024
 - Participated in Test Touchpoint meetings on May 22 and 29, 2024
 - Participated in Virtual Assistant System Test Connect on May 23, 2024

1.3.6 OCAT

- ▶ Participated in OCAT Operations and Release meeting on May 29, 2024
- ▶ Continued reviewing and working collaboratively with Ernst & Young to address QA comments on the FDEL OCAT System Documentation (SDD) 2024 Annual Update

1.4 Activities for the Next Reporting Period

1.4.1 Project Management

- ▶ Participate in BenefitsCal Case Link MFA via Phone Support meetings on June 3 - 6, 2024
- ▶ Participate in Monthly Hyland Imaging SLA Reviews on June 3 and 11, 2024
- ▶ Participate in IV&V Governance Assessment Walkthrough on June 3, 2024
- ▶ Participate in CalSAWS PMO Status reviews on June 4 and 11, 2024
- ▶ Participate in CalSAWS Contact Center reviews on June 4, 5 and 12, 2024
- ▶ Participate in Monthly Ernst Young OCAT SLA Review on June 10, 2024
- ▶ Participate in Imaging Status review on June 11, 2024
- ▶ Participate in CalSAWS Section Directors' meeting on June 12, 2024
- ▶ Participate in Region 5 Management Site Visit Agenda review on June 13, 2024
- ▶ Collaboration Model, Strike Teams & Special Projects
 - Facilitate Collaboration Model team touch point on June 5, 2024
 - Facilitate SCR Training preparation session on June 6 and 13, 2024
 - Finalize June Collaboration Model meeting materials on June 12, 2024
 - Distribute June Collaboration Model meeting materials on June 14, 2024

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Bi-Weekly Status Report Period: May 20, 2024, to June 2, 2024

1.4.2 Technical

- ▶ Participate in CalSAWS CWDS and FCED meetings
- ▶ Participate in CalSAWS Weekly Technical meetings on June 3 and 10, 2024
- ▶ Participate in Amazon Contact Lens Live Demo meeting on June 4, 2024
- ▶ Participate in Tech Change Advisory Board (CAB) on June 5 and 12, 2024
- ▶ Participate in CalSAWS Bi-Weekly Status meeting on June 5, 2024
- ▶ Participate in Weekly Architecture discussions on June 6 and 13, 2024
- ▶ Participate in CalSAWS/AWS Delivery Sync meeting on June 12, 2024
- ▶ BenefitsCal
 - Participate in BenefitsCal Operations Review meetings
 - Participate in DD&I and M&O review meetings
 - Participate in BenefitsCal User Account Security Update meetings
- ▶ Batch
 - Participate in CalSAWS Batch Weekly meetings on June 6 and 13, 2024
- ▶ Contact Center
 - Participate in Fresno GenAI Call Summary meetings
 - Participate in RPA Daily review meetings
 - Participate in reoccurring Bots meetings
 - Participate in CalSAWS Contact Center reviews
 - Participate in eGain meetings
 - Participate in Los Angeles County CCB and Afterhours IVR Design Sessions
 - Participate in CSC Support meetings
 - Participate in GenAI for Call Summary Assist meetings
 - Participate in CalSAWS Virtual Assistant (VA) Weekly Reviews
 - Participate in AWS Contact Center reviews on June 6 and 13, 2024
 - Participate in Contact Center weekly meetings on June 6 and 13, 2024
- ▶ Security
 - Participate in Deloitte and Gainwell System Security Plan (SSP) Reviews on June 5 and 12, 2024
 - Participate in Security Risk Management Group Discussion on June 6, 2024
 - Participate in Accenture CloudCheckr Security meetings on June 6 and 13, 2024
 - Participate in Accenture Security Status meeting on June 7, 2024
 - Participate in EY and Gainwell CloudCheckr Security meetings on June 10, 2024
 - Participate in Deloitte CloudCheckr Security meeting on June 10, 2024
- ▶ Service Management
 - Participate in ServiceNow Process Improvement review on June 6, 2024
 - Participate in Helpdesk Operations meeting on June 6, 2024
- ▶ Central Print
 - Participate in Central Print Weekly meetings on June 3 and 10, 2024
- ▶ Lobby Management
 - Participate in CalSAWS Enhanced Lobby Support meeting on June 4, 2024

1.4.3 Imaging

- ▶ Participate in Monthly Data Review for CalSAWS meeting on June 4, 2024
- ▶ Participate in Imaging Status meeting on June 11, 2024
- ▶ Participate in Monthly Customer Success for CalSAWS with Hyland on June 11, 2024

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Bi-Weekly Status Report Period: May 20, 2024, to June 2, 2024

1.4.4 Functional

- ▶ Support June SPG and SCRB Scorecard review cycles
- ▶ Client Correspondence
 - Participate in Correspondence Design reviews on June 4 and 11, 2024
- ▶ FCED
 - Participate in Daily scrum standup meetings
 - Participate in Daily Test Execution meetings
 - Participate in FCED Interface Integration test scenarios reviews
 - Participate in FCED Schedule Sync meeting on June 3, 2024
 - Participate in FCED User Group meeting on June 4, 2024
 - Participate in CPS Case Eligibility demonstration session on June 6, 2024
 - Participate in CARES/CalSAWS Test meeting on June 6 and 13, 2024
 - Participate in FCED Business Workgroup on June 6 and 13, 2024
- ▶ General Assistance/General Relief (GA/GR)
 - Participate in SCR CA-276128 Design review on June 4, 2024
 - Participate in SCR CA-278309 Design review on June 4, 2024
 - Participate in GA/GR Correspondence discussion on June 5 and 12, 2024
 - Participate in Placer County GR Time Limit batch meeting on June 6, 2024
 - Participate in Monterey GA/GR Automation Design review on June 11, 2024
- ▶ Lobby Management
 - Participate in Santa Clara Lobby Device Planning on June 5 and 12, 2024
 - Participate in Santa Cruz Lobby Device Planning on June 6, 2024
 - Participate in Lobby Management Committee on June 10, 2024
 - Participate in Lobby Management Status review on June 11, 2024
 - Participate in Siskiyou Lobby Device Planning on June 12, 2024
 - Participate in Lassen Lobby Device Planning on June 12, 2024
 - Participate in Kern Lobby Device Planning on June 13, 2024
- ▶ Medi-Cal/CMSP
 - Participate in CalHEERS CalSAWS Test Daily Connect
 - Participate in CalHEERS SAWS Integration meeting on June 4 and 11, 2024
 - Participate in Medi-Cal/CMSP Committee on June 5, 2024
 - Participate in Correspondence SCRs Design status meetings on June 5 and 12, 2024
 - Participate in CWDA CalHEERS meetings on June 6 and 13, 2024
 - Participate in the following JAD Sessions
 - CR 230703: 2024 1095/3895 Interface Changes
 - CR 249764: Consumers moving out of region
 - CR 250226: Consumer Take Away Pages
 - CR 252582: Notices Update for Release 25.02
 - CR 253304: Verification Documents sent to CalHEERS from CalSAWS
 - CR 255968: Enrollment UI Enhancements
 - CR 265866: Modify Verify Current Income (VCI) Call Rate
 - CR 272413: Alternative Formats Phase 2
 - CR 275662: Onboarding of new Print Vendor (DFS Mail)
- ▶ Reports
 - Facilitate review of Management Reports Targeted Session #2 deliverables
 - Facilitate review of State/Fiscal Reports Targeted Session #4 deliverables
 - Participate in State Reports internal meetings on June 4 and 11, 2024
 - Participate in State/Fiscal Reports pre-meetings on June 6 and 13, 2024

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Bi-Weekly Status Report Period: May 20, 2024, to June 2, 2024

- Participate in State/Fiscal Reports meeting on June 6, 2024
- Participate in targeted report CA-237 FC review on June 12, 2024
- ▶ Training
 - Participate in JA/OLH SCRs validation process refinement meeting on June 3, 2024
 - Continue R24.07 Job Aid/Online Help SCRs validation activities
 - Continue R24.06.13 and R24.06.14 WBT/CFP SCRs validation activities
- ▶ WDTIP
 - Participate in Daily scrum standup meetings
 - Participate in WDTIP Group meetings with State
 - Participate in EDD Technical meetings
- ▶ Others
 - Participate in Design Managers Status meeting on June 4 and 11, 2024
 - Participate in AppDev Leads meeting on June 4 and 11, 2024
 - Participate in Duplicate Person Automation workgroup meeting on June 5, 2024
 - Participate in CW/CF Eligibility Status meeting on June 5, 2024
 - Participate in Usability Committee meeting on June 6, 2024
 - Participate in Task Management SCRs status meeting on June 6, 2024
 - Participate in Cal-OAR Phase 2 CDSS/CalSAWS session on June 11, 2024
 - Participate in CW/CF Committee meeting on June 12, 2024
 - Participate in Security Committee meeting on June 13, 2024
 - Participate in Virtual Assistant Design review sessions
- ▶ BenefitsCal
 - Participate in Daily Transaction Failures meetings
 - Participate in Bi-Weekly Enhancement and M&O check-in meetings
 - Participate in Operation Review Weekly meeting
 - Participate in Weekly Scope Review for upcoming BenefitsCal releases
 - Monitor GROW/WTW collaborator requirement status
 - Participate in BenefitsCal Case Link Identity Verification via Text HyperCare meetings on June 3 to 6, 2024
 - Participate in Self-Service Portal Committee meeting on June 4, 2024
 - Participate in Collaboration Model Team Touch Point meeting on June 5, 2024
 - Participate in Program Manager meeting on June 5 and 12, 2024
 - Co-facilitated a lower environment access meeting #6 on June 6, 2024
- ▶ Customer Engagement
 - Participate in ISS/OCM Skipped Issuance enhanced documentation and webinar preparation activities

1.4.5 Test

- ▶ CalSAWS Release 24.07
 - Continue test execution
 - Continue QA Review of System test scripts for high impact SCRs
- ▶ BenefitsCal Activities
 - Begin Release 24.06.27 Monthly test activities
 - Monitor BenefitsCal releases 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 June 4 and 11, 2024

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Bi-Weekly Status Report Period: May 20, 2024, to June 2, 2024

- Participate in Test Touchpoint meeting on June 5 and 12, 2024

1.4.6 OCAT

- ▶ Participate in OCAT Monthly SLA Performance Report meeting on June 10, 2024
- ▶ Participate in OCAT Operations and Release meeting on June 12, 2024
- ▶ Participate in OCAT POAM Check-in on June 13, 2024
- ▶ Continue reviewing and working collaboratively with Ernst & Young to address QA comments on the FDEL OCAT System Documentation (SDD) 2024 Annual Update

1.5 Deviations from Plan/Adjustments

- ▶ None