

# CalSAWS Quality Assurance Bi-Weekly Status Report

**Reporting Period: June 3, 2024, to June 16, 2024**

**CalSAWS – California Statewide Automated Welfare System**

CalSAWS Quality Assurance

Bi-Weekly Status Report Period: June 3, 2024, to June 16, 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"> <li>• Participate in IV&amp;V Governance Assessment Report review</li> <li>• Participate in Monthly Hyland Imaging SLA review</li> <li>• Participate in Monthly OCAT SLA review</li> <li>• Finalize June SCR/Time Management training materials and co-facilitate training session on June 27<sup>th</sup></li> </ul>
QA Technical	<ul style="list-style-type: none"> <li>• Reviewed CalSAWS production service issues</li> <li>• Participated in Fresno Generative AI Call summary meetings</li> <li>• Participated in CalSAWS Contact Center meetings</li> <li>• Participated in CalSAWS Architecture reviews</li> <li>• Monitored Imaging Optical Character Recognition (OCR) implementation</li> <li>• Continued review of CalSAWS Change Advisory Board (CAB) tickets</li> <li>• Continued reviews of Partner System Security Plans (SSPs)</li> <li>• Reviewed Release 24.06 performance test plans</li> </ul>
QA Functional/Test	<ul style="list-style-type: none"> <li>• Completed Release 24.06.13 and 24.06.14 Web Based Training validation</li> <li>• Continued Release 24.07 Job Aid/Online Help validation</li> <li>• Continued CalSAWS 24.07 test execution and QA reviews</li> <li>• Continued CalSAWS Client Correspondence validation</li> <li>• Participated in CalSAWS State/Fiscal Report support</li> <li>• Monitored FCED Integrated Test Execution and defects</li> <li>• Participated in WDTIP Planning and Sprint review</li> </ul>

## 1.2 Deliverables Management

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


DEL #	DELIVERABLE NAME		STATUS
65.05	QA Monthly Status Report – June 2024		<ul style="list-style-type: none"> <li>• Submit FDEL by July 8, 2024</li> </ul>
WP-4.08	QA Work Plan – June 2024		<ul style="list-style-type: none"> <li>• Submit FDEL by July 8, 2024</li> </ul>
66.05	QA Test Monthly Report – June 2024		<ul style="list-style-type: none"> <li>• Submit FDEL by July 8, 2024</li> </ul>
67.02	Quarterly QA Security Report		<ul style="list-style-type: none"> <li>• Submit DDEL by June 28, 2024</li> </ul>
68.04	SLA and Performance Review Report – May 2024		<ul style="list-style-type: none"> <li>• Submitted FDEL on June 14, 2024</li> </ul>
75	Project Control Document Update #5		<ul style="list-style-type: none"> <li>• Submitted FDEL on June 7, 2024</li> </ul>
WP-76.1	M&E Services Plan		<ul style="list-style-type: none"> <li>• Submit DDEL comments by July 1, 2024</li> </ul>
WP-76.2	0.0 CalSAWS M&O Services Plan Executive Summary		<ul style="list-style-type: none"> <li>• Submit DDEL comments by July 1, 2024</li> </ul>
WP-76.3	1.0 Business Continuity & Disaster Recovery Plan		<ul style="list-style-type: none"> <li>• Submit DDEL comments by July 1, 2024</li> </ul>
WP-76.4	4.0 Configuration Management Plan		<ul style="list-style-type: none"> <li>• Submit DDEL comments by July 1, 2024</li> </ul>
WP-76.5	5.0 Helpdesk Services Plan		<ul style="list-style-type: none"> <li>• Submit DDEL comments by July 1, 2024</li> </ul>
WP-76.6	11.0 Remote Maintenance Operations Plan		<ul style="list-style-type: none"> <li>• Submit DDEL comments by July 1, 2024</li> </ul>

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Table 1-3 – Overall Summary of OCAT Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
69.05	<b>OCAT</b> – Monthly Status Report – June 2024		<ul style="list-style-type: none"> <li>• Submit FDEL by July 8, 2024</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

Table 1-4 – Overall Summary of BenefitsCal Deliverable Status

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

## **1.3 Highlights for the Reporting Period**

### **1.3.1 Project Management**

- ▶ Attended BenefitsCal Case Link MFA Support meetings on June 3 - 6, 2024
- ▶ Participated in Monthly Hyland Imaging SLA Review on June 4, 2024
- ▶ Participated in IV&V Governance Assessment Walkthrough on June 4, 2024
- ▶ Participated in CalSAWS PMO Status meetings on June 4 and 11, 2024
- ▶ Participated in CalSAWS Contact Center reviews on June 4, 5 and 12, 2024
- ▶ Reviewed ServiceNow New and In-Progress Trend Report on June 11, 2024
- ▶ Participated in Monthly OCAT SLA Review on June 10, 2024
- ▶ Participated in Imaging Status review on June 11, 2024
- ▶ Participated in CalSAWS Section Directors' meeting on June 12, 2024
- ▶ Participated in Region 5 Management Site Visit Agenda review on June 13, 2024
- ▶ Collaboration Model, Strike Teams, and Special Projects
  - Drafted June SCR master training session materials June 4, 2024
  - Facilitate Collaboration Model team touch point on June 5, 2024
  - Facilitated SCR Training preparation session on June 6 and 13, 2024
  - Revised June SCR master training session materials and live polling content on June 6, 2024
  - Facilitated session to draft Collaboration Model agenda and meeting materials on June 6, 2024
  - Finalized June SCR master training session materials and live polling content on June 14, 2024

### **1.3.2 Technical**

- ▶ Participated in CWDS and CalSAWS FCED Workgroups meetings
- ▶ Participated in CalSAWS Weekly Technical meeting on June 3 and 10, 2024
- ▶ Participated in Tech Change Advisory Board (CAB) on June 5 and 12, 2024
- ▶ Participated in Bi-Weekly CalSAWS meeting on June 5, 2024
- ▶ Participated in Cisco Routers Firewall Upgrade review on June 5, 2024
- ▶ Participated in eMite/Accenture/AWS Analytics Demo on June 6, 2024
- ▶ Participated in CalSAWS/AWS Delivery Sync meeting on June 12, 2024
- ▶ Participated in Operata Pilot review on June 12, 2024
- ▶ Participated in CalSAWS May Performance Report review on June 13, 2024
- ▶ Participated in Weekly Architecture discussion on June 13, 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 BenefitsCal Case Link MFA via Phone support on June 6, 2024
- ▶ Batch
  - Participated in CalSAWS Batch Weekly meeting on June 6 and 13, 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

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- Participated in Fresno GenAI Go-Live Discussions
- Participated in CalSAWS Contact Center Conference on June 3, 2024
- Participated in Contact Center 2.0 Touchpoint meeting on June 4, 2024
- Participated in Amazon Contact Lens Use demo on June 4, 2024
- Participated in Contact Center Weekly meeting on June 5 and 12, 2024
- Participated in LA eGain Reporting review meeting on June 5 and 12, 2024
- Participated in AWS Contact Center meetings on June 6 and 13, 2024
- Participated in Voice Bots and RPA Joint Status meeting on June 12, 2024
- ▶ Security
  - Discussed changes in targeted submission date for the Gainwell System Security Plan (SSP) on June 4, 2024.
  - Discussed review approach for the Deloitte SSP on June 5, 2024.
  - Participated in Deloitte CloudCheckr Security meeting on June 6, 2024
  - Participated in Accenture CloudCheckr Security meeting on June 6 and 13, 2024
  - Participated in EY and Gainwell CloudCheckr Security meeting on June 10, 2024
  - Participated in ForgeRock Operations Sync on June 12, 2024
  - Reviewed Deloitte and Gainwell SSP on June 12, 2024
  - Participated in Security Risk Management Group on June 13, 2024
- ▶ Central Print
  - Participated in Central Print weekly status meetings on June 3 and 10, 2024
- ▶ Lobby Management
  - Participated in CalSAWS Enhanced Lobby Support call on June 4, 2024
- ▶ Service Management
  - Participated in ServiceNow process improvement meeting on June 6, 2024
  - Participated in Helpdesk Operations meeting on June 6, 2024

### 1.3.3 Imaging

- ▶ Participated Monthly Data Review for CalSAWS meeting on June 4, 2024
- ▶ Participated in Weekly Imaging meeting on June 11, 2024

### 1.3.4 Functional

- ▶ Supported June SPG and SCRB Scorecard review cycles
- ▶ Client Correspondence
  - Participated in Correspondence Design reviews on June 4 and 11, 2024
- ▶ FCED
  - Participated in Daily Scrum standup meetings
  - Participated in Daily Test Execution meetings
  - Participated in FCED Demo Prep meetings
  - Participated in FCED Interface Integration test scenarios reviews
  - Participated in FCED Schedule Sync meeting on June 3, 2024
  - Participated in FCED User Group meeting on June 4, 2024
  - Participated in Case Eligibility demonstration on June 6, 2024
  - Participated in CARES/CalSAWS Test meeting on June 6 and 13, 2024
  - Participated in FCED Business Workgroup on June 6 and 13, 2024
  - Participated in FCED Demo planning session on June 11, 2024
- ▶ General Assistance/General Relief (GA/GR)
  - Participated in SCR CA-276128 Design review on June 4, 2024
  - Participated in SCR CA-278309 Design review on June 4, 2024

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- Participated in GA/GR Correspondence discussion on June 5 and 12, 2024
- Participated in Placer County GR Time Limit batch meeting on June 6, 2024
- Participated in Monterey GA/GR Automation Design review on June 11, 2024
- ▶ Lobby Management
  - Participated in Santa Cruz Lobby Device meeting on June 6, 2024
  - Participated in Lobby Management Status review on June 11, 2024
  - Participated in Santa Clara Lobby Device meeting on June 12, 2024
  - Participated in Siskiyou Lobby Device meeting on June 12, 2024
- ▶ Medi-Cal/CMSP
  - Participated in CalHEERS CalSAWS Test Daily Connect
  - Participated in Correspondence SCRs Design status meetings
  - Participated in CalHEERS SAWS Integration meeting on June 4 and 11, 2024
  - Participated in Medi-Cal/CMSP Committee on June 5, 2024
  - Participated in CWDA CalHEERS meetings on June 6 and 13, 2024
  - Participated 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
  - Facilitated review of Management Reports Targeted Session 2 deliverables
  - Facilitated review of State/Fiscal Reports Targeted Session 4 deliverables
  - Participated in State Reports internal meetings on June 4 and 11, 2024
  - Participated in State/Fiscal Reports pre-meetings on June 6 and 13, 2024
  - Participated in State/Fiscal Reports meeting on June 6, 2024
  - Participated in targeted report CA-237 FC review on June 12, 2024
  - Participated in Automation Guidelines for Reports meeting on June 13, 2024
- ▶ Training
  - Reviewed Job Aid and Online Help SCR validation process on June 3, 2024
  - Continued Release 24.07 Job Aid/Online Help SCRs validation
  - Completed Release 24.06.13 and 24.06.14 WBT/CFP SCRs validation
- ▶ WDTIP
  - Participated in Daily Scrum standup meetings
  - Participated in WDTIP Group meetings with State
  - Participated in EDD Technical meetings
- ▶ Others
  - Participated in Design Managers Status meeting on June 4 and 11, 2024
  - Participated in AppDev Leads meeting on June 4 and 11, 2024
  - Participated in Duplicate Person Automation workgroup meeting on June 5, 2024
  - Participated in CW/CF Eligibility Status meeting on June 5, 2024
  - Participated in Usability Committee meeting on June 6, 2024
  - Participated in Task Management SCRs status meeting on June 6, 2024
  - Participated in CalSAWS OPAC meeting on June 11, 2024

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- Participated in Cal-OAR Phase 2 CDSS/CalSAWS session on June 11, 2024
- Participated in Security Access support meetings June 11, 13 and 14
- Participated in CW/CF Committee meeting on June 12, 2024
- Participated in Security Committee meeting on June 13, 2024
- ▶ Participated in Virtual Assistant Design review sessions
- ▶ Reviewed 100 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	5
24.03	2
24.05	27
24.06	6
24.07	10
24.09	17
24.11	7
25.07	1
TBD	25
<b>Grand Total</b>	<b>100</b>

- ▶ BenefitsCal
  - Participated in Daily Transaction Failures meetings
  - Participated in Bi-Weekly Enhancement and M&O meetings
  - Reviewed upcoming BenefitsCal release scope on June 3 and 10, 2024
  - Participated in BenefitsCal Case Link Identity Verification via Text HyperCare meetings on June 3 to 6, 2024
  - Participated in Self-Service Portal Committee meeting on June 4, 2024
  - Participated in Collaboration Model Team Touch Point meeting on June 5, 2024
  - Participated in Program Manager meeting on June 5 and 12, 2024
  - Participated in GetCalFresh Parity List meeting on June 5, 2024
  - Co-facilitated the Disaster CalFresh Coordination between CalSAWS/BenefitsCal meeting on June 10, 2024
- ▶ Customer Engagement
  - Reviewed Skipped Issuance Fact Sheet
  - Participated in OCM Documentation Review meeting on June 6 and 13, 2024

### 1.3.5 Test

- ▶ CalSAWS Release 24.07
  - Continued QA Review of System Test scenarios for high impact SCRs
  - Continued test execution activities
  - Began QA Review for a subset of High Impact Production Defects

Table 1-6 – CalSAWS 24.07 Independent Test Progress

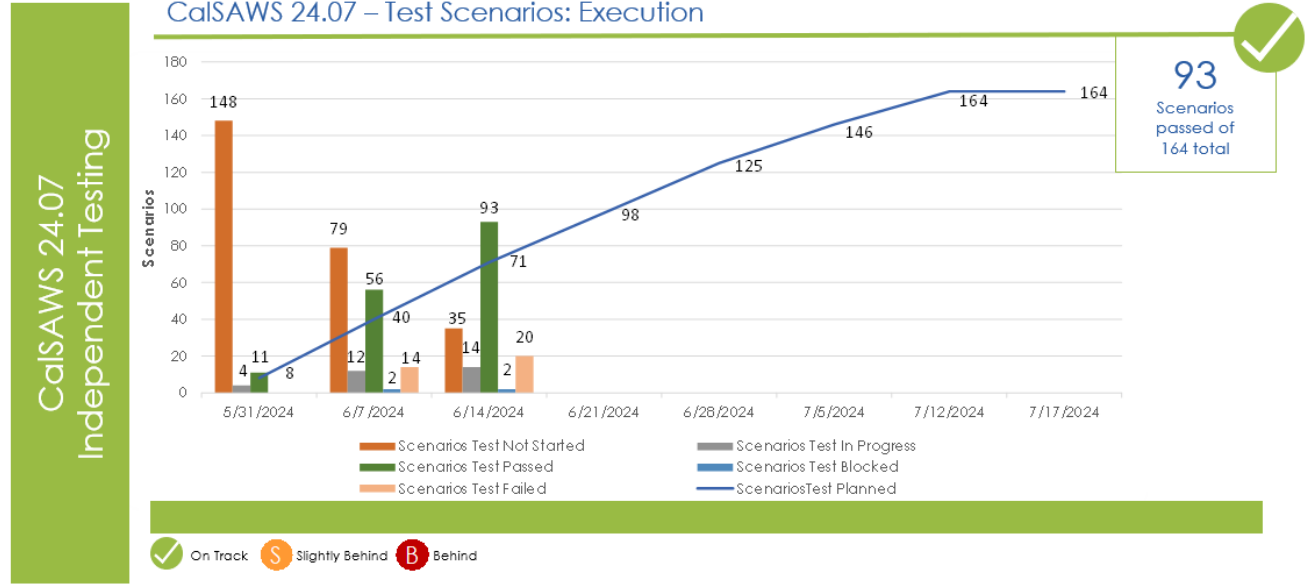
Test Cycle	Total Scenarios	Not Executed	In Progress	Passed	Failed	Blocked
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CalSAWS 24.07 - ClearBest QA Independent Test Results	164	21% (35)	9% (14)	57% (93)	12% (20)	1% (2)
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- ▶ **BenefitsCal Activities**
  - Monitored 24.06.27 and 24.06.30 releases M&O and M&E updates
  - Began 24.06.27 Monthly Release test activities
- ▶ **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-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
CA-277814 CF 377.11D form – Update Threshold language headers	RWR 24.05.x2	QA Review
CA-275949 MC LTC approval NOA updates	RWR 24.05.x2	QA Review
CA-277197 NA791 Form updates	RWR 24.05.x2	QA Review
CA-214330 Update AAP NOAs based on newest State version of NA 791	RWR 24.05.x2	QA Review
CA-262262 Update IVR Phone Number on forms	RWR 24.05.x2	QA Review
CA-275456 NA 840/NA Form updates	RWR 24.05.x2	QA Review
CA-251869 ACL 22-85 & 21-25 Update CalFresh Reports	24.06.13	QA Review
CA-276025 Update criteria for Suspending and Discharging of Recovery Accounts	24.06	QA Review

- Conducted test activities on the following SCRs/Defects:

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

Defect/SCR #	Scheduled Release	Type of Testing
CA-255556 Update LA County Address on CalSAWS WFP&I Forms and Letter's header w/new location	RWR 24.05.x3	QA Review
CA-269212 LA County - Add E-Signature Functionality to GAIN Forms	RWR 24.05.x3	QA Review
CA-246411 Update notification logic for Self-Service Portal Forms	RWR 24.05.x3	QA Review

- ▶ Other Consortium Support Test Activities
  - Monitored test support for priority releases
  - Facilitated 24.03 & 24.05 QA Findings meeting on June 3, 2024
  - Participated in Integrated Test Team meetings on June 4 and 11, 2024
  - Participated in Test Touchpoint meetings on June 5 and 12, 2024
  - Participated in Test Data Slicer meeting on June 5, 2024

### 1.3.6 OCAT

- ▶ Participated in OCAT Monthly SLA Reporting meeting on June 10, 2024
- ▶ Participated in OCAT Operations and Release meeting on June 12, 2024
- ▶ Participated in OCAT POAM Check-in on June 13, 2024
- ▶ Resolved all 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 CalSAWS PMO Status reviews on June 18 and 25, 2024
- ▶ Participate in CalSAWS Contact Center reviews on June 18, 19 and 26, 2024
- ▶ Facilitate Release 24.07 T-4 Project Integrated Readiness review on June 24, 2024
- ▶ Participate in Imaging Status review on June 25, 2024
- ▶ Participate in CalSAWS Section Directors' meeting on June 26, 2024
- ▶ Participate in OCAT Ops and Release Management meeting on June 26, 2024
- ▶ Participate in CalSAWS JPA Board and Project Steering Committee meetings on June 27, 2024
- ▶ Collaboration Model, Strike Teams & Special Projects
  - Draft SCR June training post session survey on June 17, 2024
  - Conduct final SCR June training presenter preparation session on June 20, 2024
  - Facilitate SCR June training session on June 27, 2024

### 1.4.2 Technical

- ▶ Participate in CalSAWS CWDS and FCED meetings
- ▶ Participate in CalSAWS Weekly Technical meetings on June 17 and 24, 2024
- ▶ Participate in Tech Change Advisory Board (CAB) on June 19 and 26, 2024
- ▶ Participate in Weekly Architecture discussions on June 20 and 27, 2024
- ▶ Participate in CalSAWS/AWS Delivery Sync meeting on June 26, 2024

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- ▶ Participate in CalSAWS Section Directors Meeting on June 26, 2024
- ▶ Participate in Review Monthly Over 15 seconds report review on June 27, 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 20 and 27, 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 20 and 27, 2024
  - Participate in Contact Center weekly meetings on June 19 and 26, 2024
- ▶ Security
  - Participate in Deloitte and Gainwell System Security Plan (SSP) Reviews on June 19 and 26, 2024
  - Participate in Accenture CloudCheckr Security meetings on June 20 and 27, 2024
  - Participate in EY and Gainwell CloudCheckr Security meetings on June 24, 2024
  - Participate in Deloitte CloudCheckr Security meeting on June 20, 2024
- ▶ Service Management
  - Participate in ServiceNow Process Improvement review on June 20, 2024
  - Participate in Monthly Helpdesk Operations meeting on June 27, 2024
- ▶ Central Print
  - Participate in Central Print Weekly meetings on June 17 and 24, 2024
- ▶ Lobby Management
  - Participate in Lobby Support meetings as scheduled

### 1.4.3 Imaging

- ▶ Participate in Monthly Hyland Imaging SLA Review on June 25, 2024
- ▶ Participate in Imaging Status meeting on June 25, 2024

### 1.4.4 Functional

- ▶ Continue to support June SPG and SCRB Scorecard review cycles
- ▶ Client Correspondence
  - Participate in Correspondence Design reviews on June 18 and 25, 2024
  - Participate in Correspondence committee meeting on June 27, 2024
- ▶ FCED
  - Participate in Daily Scrum standup meetings
  - Participate in Daily Test Execution meetings
  - Participate in Core Constituent Design review meetings
  - Participate in CARES/CalSAWS Technical sync meetings

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- Participate in Interface Integration test scenarios reviews
- Participate in FCED Demo Prep meetings
- Participate in FCED User Group meeting on June 18, 2024
- participate in FCED Demo planning session #3 June 20, 2024
- Participate in CARES/CalSAWS Test meeting on June 20 and 27, 2024
- Participate in FCED Business Workgroup on June 20 and 27, 2024
- Participate in CWS-CARES Stakeholders webinar and demo on June 26, 2024
- Participate in FCED Governance committee meeting on June 28, 2024
- ▶ General Assistance/General Relief (GA/GR)
  - Participate in GA/GR Correspondence web-service discussions
- ▶ Lobby Management
  - Participate in Tehama Lobby Device Planning on June 18, 2024
  - Participate in Santa Clara Lobby Device Planning on June 19 and 26, 2024
  - Participate in Santa Cruz Lobby Device Planning on June 20, 2024
  - Participate in Siskiyou Lobby Device Planning on June 26, 2024
  - Participate in Fresno Lobby Device Planning on June 26, 2024
  - Participate in Lassen Lobby Device Planning on June 26, 2024
  - Participate in Kern Lobby Device Planning on June 27, 2024
  - Participate in Lobby Management committee meeting on June 27, 2024
- ▶ Medi-Cal/CMSP
  - Participate in CalHEERS CalSAWS Test Daily Connect
  - Participate in Correspondence SCRs Design status meetings
  - Participate in Production eHIT Disposition processing issues meetings
  - Participate in CalHEERS SAWS Integration meeting on June 18 and 25, 2024
  - Participate in CWDA CalHEERS meetings on June 20 and 27, 2024
  - Participate in Medi-Cal Correspondence Committee meeting on June 27, 2024
  - Participate in the following JAD Sessions
    - CR 230703: 2024 1095/3895 Interface Changes
    - CR 250226: Consumer Take Away Pages
    - CR 252582: Notices Update for 25.02
    - CR 253304: Verification Documents sent to CalHEERS from CalSAWS
    - CR 255968: Enrollment UI Enhancements
    - CR 256174: Enhance processing of 1095 and 3895 Architecture
    - CR 262000: Update Medi-Cal Eligibility Confirmation Letter
    - CR 265866: Modify Verify Current Income (VCI) Call Rate
    - CR 266494: Enroller Portal/Salesforce Enhancements for 24.12
    - CR 272413: Alternative Formats Phase 2
- ▶ Reports
  - Facilitate review of State/Fiscal Reports Targeted Session 4 deliverables
  - Participate in Automation Guidelines for Reports meeting on June 17, 2024
  - Participate in Management Reports Targeted Session 2 on June 18, 2024
  - Participate in State/Fiscal Reports meeting on June 20, 2024
  - Participate in State/Fiscal Reports committee meeting on June 26, 2024
  - Participate in State/Fiscal Reports Targeted Session 4 on June 27, 2024
- ▶ Training
  - Continue R24.07 Job Aid/Online Help SCRs validation activities
  - Commence R24.06.21 WBT/CFP SCRs validation activities
- ▶ WDTIP

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- 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 18 and 25, 2024
  - Participate in AppDev Leads meeting on June 18 and 25, 2024
  - Participate in CW/CF Eligibility Status meeting on June 19, 2024
  - Participate in Task Management SCRs status meeting on June 20, 2024
  - Participate in Virtual Assistant Design review sessions
  - Participate in Security Access support process documentation reviews
- ▶ 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
  - Co-facilitate the Disaster CalFresh Coordination between CalSAWS/BenefitsCal meeting on June 18, 2024
  - Participate in Program Manager meeting on June 19 and 26, 2024
  - Participate in CalSAWS/CDSS Request for Feedback meeting on June 26, 2024
  - Participate in BenefitsCal Collaboration Model Quarterly Meeting on June 28, 2024
- ▶ Customer Engagement
  - Reviewed Skipped Issuance Fact Sheet
  - Participated in OCM Documentation Review meeting on June 18, 2024
  - Participate in Skipped Issuance webinar Dry Run on June 19, 2024
  - Participate in Skipped Issuance webinar on June 25 and 26, 2024

### 1.4.5 Test

- ▶ CalSAWS Release 24.07
  - Continue test execution and defect retesting
  - Continue QA Review of System test scripts for high impact SCRs
  - Continue QA Review for a subset of High Impact Production Defects
- ▶ BenefitsCal Activities
  - Continue 24.06.27 Monthly Release test activities
  - Continue 24.06.30 Priority Release test activities
  - Review 24.06.27 and 24.06.30 release notes
  - Identify 24.07.25 Monthly Release QA Verification Scope
  - 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 18 and 25, 2024
  - Participate in Test Touchpoint meeting on June 19 and 26, 2024

### 1.4.6 OCAT

- ▶ Participate in OCAT Operations and Release meeting on June 26, 2024
- ▶ Participate in OCAT POAM Check-in on June 27, 2024

**1.5 Deviations from Plan/Adjustments**

- ▶ None