

CalSAWS Quality Assurance Bi-Weekly Status Report

Reporting Period: April 22, 2024, to May 5, 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
<p>QA PMO</p>	<ul style="list-style-type: none"> • Participated in Region 6 Management Site Visit • Participated in CalSAWS Migration Final Acceptance reviews • Participated in CalWIN Implementation Services – Reports Support and Final Acceptance reviews • Participated in BenefitsCal Training Environment Communications review • Participated in CalSAWS Code Scanning Process Review • Participated in OCAT Operations and Release Management meeting • Finalized Assignments for Project Control Document Annual Update • Facilitated Contract Management/Negotiations Retrospective • Continued updates for CalSAWS Post Implementation Evaluation Report (PIER) • Continue facilitating CalSAWS Key Performance Indicator (KPI) sessions • Continued engagement in SCR Training Coordination, CRFI/CIT evolution and CalSAWS KPIs
<p>QA Technical</p>	<ul style="list-style-type: none"> • Participated in CalSAWS Contact Center meetings • Participated in BenefitsCal/CalSAWS Case Linking reviews • Participated in Production Operations reviews • Participated in Fresno Generative AI Call Summary meeting • Participated in CalSAWS Architecture reviews • Continued review of CalSAWS Change Advisory Board (CAB) tickets • Collaborating on resuming Accenture System Security Plan (SSP) reviews
<p>QA Functional/Test</p>	<ul style="list-style-type: none"> • Continued CalSAWS Release 24.05.17 Web Based Training (WBT) validation • Continued CalSAWS Release 24.05 Job Aid/Online Help validation • Continued CalSAWS Release 24.05 Test Execution with 93% Execution Rate, 87% Pass Rate, and 6% Fail/Block Rate • Continued BenefitsCal Release 24.05.19 Test Execution • Continued CalSAWS Client Correspondence Test Activities • Participated in CalSAWS State/Fiscal Report Support Activities • Monitored FCED Integrated Test Execution and defects • Participated in WDTIP Planning and Sprint review Activities

1.2 Deliverables Management

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









DEL #	DELIVERABLE NAME		STATUS
56	Assessment of CalSAWS Migration Final Acceptance Certification		• Submitted FDEL on May 3, 2024
65.03	QA Monthly Status Report – April 2024		• Submitted FDEL on May 7, 2024
WP-4.06	QA Work Plan – April 2024		• Submitted FDEL on May 7, 2024
66.03	QA Test Monthly Report – April 2024		• Submitted FDEL on May 7, 2024
68.03	SLA and Performance Review Report – April 2024		• Submit FDEL by May 15, 2024
75	Project Control Document Update #5		• Submit DDEL comments by May 13, 2024

Table 1-3 – Overall Summary of OCAT Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
69.03	OCAT – Monthly Status Report – April 2024		• Submitted FDEL on May 7, 2024
WP-11.3	OCAT - System Documentation - 2024 Annual Updates		• Submit FDEL comments by May 17, 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-26.24	BenefitsCal - CX Monthly Report -Apr/May 2024		<ul style="list-style-type: none">• Submit DDEL comments by June 20, 2024
WP-27.27	BenefitsCal – Monthly M&O Report - April 2024		<ul style="list-style-type: none">• Submit DDEL comments by May 16, 2024
WP-28.25	BenefitsCal – Work Plan Monthly Updates – April 2024		<ul style="list-style-type: none">• Submit FDEL comments by May 14, 2024
WP-29.25	BenefitsCal – Monthly Status Report – April 2024		<ul style="list-style-type: none">• Submit FDEL comments by May 14, 2024

1.3 Highlights for the Reporting Period

1.3.1 Project Management

- ▶ Participated in Region 6 Management Site Visit on April 23, 2024
- ▶ Participated in CalSAWS PMO Status reviews on April 23 and 30, 2024
- ▶ Participated in Imaging Statement of Work reviews on April 23 and 24, 2024
- ▶ Participated in CalSAWS Contact Center reviews on April 23 and May 1, 2024
- ▶ Participated in CalSAWS Migration Final Acceptance reviews on April 24 and May 1, 2024
- ▶ Participated in CalSAWS M&O Transition Planning on April 24, 2024
- ▶ Participated in CalSAWS Batch Weekly Review on April 25 and May 2, 2024
- ▶ Participated in CalWIN Implementation Services – Reports Support and Final Acceptance updates on April 26, 29 and May 1, 2024
- ▶ Participated in BenefitsCal Training Environment review on April 29, 2024
- ▶ Facilitated QA Team Meet & Greet/Scope Overview on April 30, 2024
- ▶ Facilitated Review of CalSAWS Code Scanning Process on April 30 and May 1, 2024
- ▶ Participated in Imaging Status review on April 30, 2024
- ▶ Participated in Gainwell SSP Questions review on April 30, 2024
- ▶ Participated in CalSAWS Section Directors' meeting on May 1, 2024
- ▶ Participated in OCAT Operations and Release Management meeting on May 1, 2024
- ▶ Reviewed Assignments for Project Control Document Annual Update on May 2, 2024
- ▶ Continued updates for the CalSAWS Post Implementation Evaluation Report (PIER)
 - Facilitated Contract Management/Negotiations Retrospective on April 29, 2024
 - Continued updates for in all sections in collaboration with teams
- ▶ Collaboration Model, Strike Teams & Special Projects
 - Continued revisions on evolved CIT/CRFI process documentation on April 22, 2024
 - Delivered approach for SCR training for exec sponsor approval on April 22, 2024
 - Prepared presenters for first segment of SCR training on April 24, 2024
 - Developed SCR presenter outline and scheduled weekly reviews on April 29, 2024
 - Reviewed executive KPI input and drafted recommendations on April 29, 2024
 - Drafted SCR training announcement for executive distribution on April 29, 2024
 - Facilitated presenter preparation for first segment of SCR training on May 2, 2024
 - Facilitated weekly SCR training presenter preparation on May 2, 2024
 - Finalized CRFI and CIT process and template revisions for Strike Team member review on May 2, 2024

1.3.2 Technical

- ▶ Participated in CWDS and CalSAWS FCED Workgroups meetings
- ▶ Participated in LA County system performance reviews
- ▶ Participated in Bi-Weekly FCED meeting on April 22, 2024
- ▶ Participated in CalSAWS Weekly Technical meeting on April 22 and 29, 2024
- ▶ Participated in CalSAWS Performance Report Meeting on April 23, 2024
- ▶ Participated in Region 6 Management Site Visit meeting on April 23, 2024
- ▶ Participated in Tech Change Advisory Board (CAB) on April 24 and May 1, 2024
- ▶ Participated in Bi-Weekly CalSAWS Meeting on April 24, 2024
- ▶ Participated in Weekly Architecture discussion on April 25, 2024

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- ▶ Participated in Monthly Over 15 Seconds Report Review Meeting on April 25, 2024
- ▶ Participated in CalSAWS Section Directors Meeting on May 1, 2024
- ▶ BenefitsCal
 - Participated in BenefitsCal Operation Review meetings
 - Participated in DD&I and M&O meetings
 - Participated in BenefitsCal User Account Security Update meetings
- ▶ Batch
 - Participated in CalSAWS Batch Weekly meeting on April 25 and May 2, 2024
- ▶ Contact Center
 - Participated in reoccurring Bots meetings
 - Participated in Fresno Generative AI Call Summary meetings
 - Participated in eGain Dashboard and Reporting meetings
 - Participated in LA-01-2024 (CCB and Afterhours IVR) Design Sessions
 - Participated in Contact Center 2.0 Touchpoint meeting on April 23, 2024
 - Participated in Fresno GenAI Testing Review meeting on April 23, 2024
 - Participated in Contact Center Disaster Recovery Planning on April 23, 24 and May 1, 2024
 - Participated in LA eGain Reporting review meeting on April 24 and May 1, 2024
 - Participated in Voice Bots and RPA Joint Status on April 24 and May 1, 2024
 - Participated in Marin CSC Support meeting on April 25, 2024
 - Participated in AWS Contact Center meetings on April 25 and May 2, 2024
 - Participated in Contact Center CER Review meeting on April 25, 2024
 - Participated in Contact Center Weekly Meeting on May 1, 2024
 - Participated in Contact Center Reporting Solutions Review on May 2, 2024
 - Participated in San Bernardino CSC Support Meeting on May 2, 2024
 - Participated in Amazon Connect Callback Update Meeting on May 3, 2024
- ▶ Security
 - Participated in BenefitsCal Payload Processing Redesign on April 24, 2024
 - Participated in Deloitte and Gainwell System Security Plan (SSP) Kickoff Meetings on April 24, 2024
 - Participated in Security Risk Management Group Discussion on April 25, 2024
 - Participated in Accenture Security Status Meeting on April 26, 2024
 - Participated in Gainwell CloudCheckr Security Meeting on April 29, 2024
 - Participated in Deloitte CloudCheckr Security Meeting on April 29, 2024
 - Addressed Gainwell's Questions for the SSP Process on April 30, 2024
 - Participated in Application Vulnerabilities review on May 1, 2024
 - Participated in ForgeRock Operations Bi-Weekly Sync on May 1, 2024
 - Participated in Accenture CloudCheckr Security Meeting on May 2, 2024
- ▶ Central Print
 - Participated in Central Print weekly status meetings on April 22 and 29, 2024
- ▶ Lobby Management
 - Participated in Contact Center Lobby Kiosk meeting on April 23, 2024
 - Participated in San Joaquin Lobby Mgt meeting on April 23, 2024
- ▶ Service Management
 - Participated in IT Operations Management review meeting on April 30, 2024

1.3.3 Imaging

- ▶ Participated in Weekly Imaging meeting on April 30, 2024

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1.3.4 Functional

- ▶ Supported April 22 – May 3, 2024, SPG Scorecard review cycle
- ▶ Participated in SPG meeting on April 25, 2024
- ▶ Supported April 30, 2024, SCRB review cycle
- ▶ CFAP
 - Participated in Daily scrum standup meetings
 - Participated in CFAP Expansion Automation meeting with CDSS on April 23, 2024
 - Participated in CFAP Expansion Workgroup meeting on April 25 and May 2, 2024
- ▶ FCED
 - Participated in daily Test Execution meetings
 - Participated in FCED Schedule Sync meeting on April 22, 2024
 - Participated in FCED Kin-GAP scenario LA county focus meeting on April 22, 2024
 - Participated in FCED User Group meeting on April 23, 2024
 - Participated in FCED County Design review on April 23 and 30, 2024
 - Participated in Data Elements workgroup meeting on April 24, 2024
 - Participated in CARES/CalSAWS Test meeting on April 25 and May 2, 2024
 - Participated in FCED Business Workgroup on April 25 and May 2, 2024
- ▶ General Assistance/General Relief (GA/GR)
 - Participated in GA/GR Correspondence discussion on April 24 and May 1, 2024
- ▶ Lobby Management
 - Participated in Santa Clara Lobby Device Planning on April 24 and May 1, 2024
 - Participated in Santa Cruz Lobby Device Planning on April 25, 2024
- ▶ Medi-Cal/CMSP
 - Participated in CalHEERS CalSAWS Test Daily Connect
 - Participated in CalHEERS SAWS Integration meeting on April 23 and 30, 2024
 - Participated in Medi-Cal Correspondence SCRs status meeting on April 24, 2024
 - Participated in CWDA CalHEERS meeting on April 25 and May 2, 2024
 - Participated in the following JAD Sessions:
 - CR 220303: BREFS High Impact Business Validations
 - CR 224645: Replace MPLS network between CalHEERS with Internet/VPN
 - CR 229850: 2025 Renewals
 - CR 250042: Enhancements to State-Level Cost Sharing Reduction (CSR)
 - CR 253304: Verification Documents sent to CalHEERS from CalSAWS
 - CR 257849: Zero Dollar Reasonable Compatibility
 - CR 258400: Enhance time-sensitive annual batches
 - CR 264028: Retain the MAGI Medi-Cal valid discontinuance during the Continuous Coverage Period
 - CR 262775: R24.9 UI Enhancements
 - CR 273150: Disposition Processing
- ▶ Reports
 - Participated in State Reports internal meeting on April 23 and 30, 2024
 - Participated in CF 296 Reports draft materials review on April 23 and 30, 2024
 - Participated in Integrated Reports documentation review on April 23, 2024
 - Participated in State/Fiscal Reports Committee meeting on April 24, 2024
 - Participated in CF 296 Targeted Reports session on May 2, 2024
- ▶ Training
 - Continued release 24.05 Job Aid/Online Help SCRs validation activities

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- Continued release 24.05.17 WBT/CFP SCRs validation activities
- ▶ WDTIP
 - Participated in Daily scrum standup meetings
 - Participated in WDTIP Workgroup meeting on April 23, 2024
 - Participated in WDTIP Group meetings with State April 23 – May 1, 2024
 - Participated in EDD Technical meetings April 24 – May 2, 2024
 - Participated in WDTIP File Transfer meeting on May 3, 2024
- ▶ Others
 - Participated in Usability Committee meeting on April 23, 2024
 - Participated in AppDev Leads meeting on April 23 and 30, 2024
 - Participated in Virtual Assistant Design review sessions April 23 – May 2, 2024
 - Participated in Correspondence Design reviews on April 23 and 30, 2024
 - Participated in Release Notes review process discussion on April 24, 2024
 - Participated in CW/CF Eligibility review on April 24 and May 1, 2024
 - Participated in SCR CA-271116 EBT 2259 User Group meeting on April 24, 2024
 - Participated in Task Management review on April 25 and May 2, 2024
 - Participated in Client Correspondence Committee meeting on April 25, 2024
 - Participated in Design Managers Status meeting on April 30, 2024
 - Participated in Consortium/Subcontractor/County User Access process and documentation working sessions on May 2 and 3, 2024
- ▶ Reviewed Fifty-Six (56) 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	13
24.03	13
24.05	8
24.07	12
24.09	4
24.11	2
25.03	1
TBD	3
Grand Total	56

- ▶ BenefitsCal
 - Participated in Daily Transaction Failures meetings
 - Participated in Bi-Weekly Enhancement and M&O Meetings
 - Reviewed upcoming BenefitsCal release scope on April 22 and 29, 2024
 - Participated in CA-274518 Case Linking with Text Identity Verification meeting on April 24, 2024
 - Participated in Program Manager meetings on April 24 and May 1, 2024
 - Participated in BenefitsCal Case Link Email Identity Verification meetings on April 26 to May 2, 2024
 - Participated in GetCalFresh Parity List Meeting on May 1, 2024
- ▶ Customer Engagement

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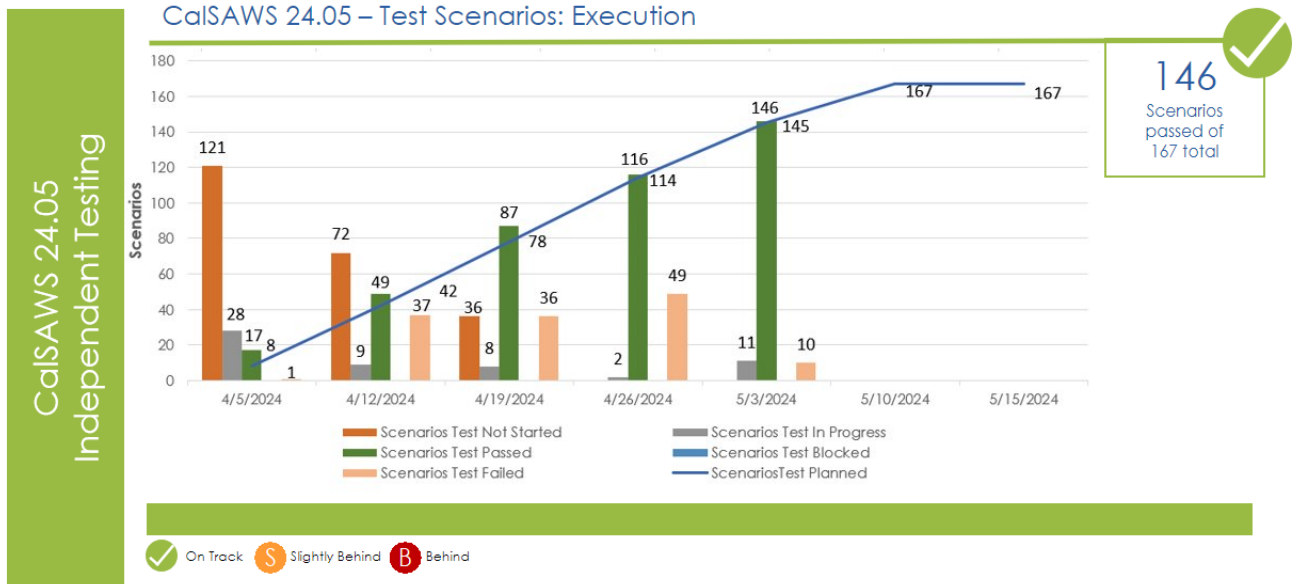
- Participated in CalSAWS SCR Lifecycle M&E Dry-Run on April 24, 2024
- Participated in the ISS/OCM Additional reporting documentation status discussion April 30, 2024
- Participated in CalSAWS M & E Roadshow #4 - Release Management & CalSAWS Consortium County Validation (CCCV) slides review session on May 2, 2024
- Participated in the review of the twelve ISS/OCM updated documents

1.3.5 Test

- ▶ CalSAWS Release 24.07
 - Submitted scorecard to Consortium for approval
- ▶ CalSAWS Release 24.05
 - Completed QA Review of System Test scripts for high impact SCRs
 - Continued QA Review of System Test execution for high impact SCRs
 - Continued defect retesting
 - Continued Production defect reviews for a subset of high impact defects

Table 1-6 – CalSAWS 24.05 Independent Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Passed	Failed	Blocked
CalSAWS 24.05 - ClearBest QA Independent Test Results	167	0% (0)	7% (11)	87% (146)	6% (10)	0% (0)



- ▶ BenefitsCal Activities
 - Monitored 24.04.25 and 24.05.19 releases M&O and M&E updates
 - Completed 24.04.25 Monthly Release test activities
 - Reviewed 24.04.25 release notes
 - Began 24.05.19 Baseline Release test activities
- ▶ Priority Release/RWR Activities
 - Monitored priority releases/RWR defects and SCR test activities
 - Completed test activities on the following SCRs/Defects:

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

Defect/SCR #	Scheduled Release	Type of Testing
CA-271470 Update EBT 2259 Transactions Section to be Dynamic - Phase 1	24.04.25	QA Review
CA-254610 Add NOA Fragments in Threshold Languages for Medi-Cal NOA Generation (MC-MAGI-A)	RWR 24.03.x3	QA Review
CA-50783 Add Generation to SOC 813 form	RWR 24.03.x3	QA Review
CA-252749 Add NOA Fragments in Threshold Languages for CalWORKS NOA Generation (M40-171D)	RWR 24.03.x3	QA Review
CA-252985 Add NOA Fragments in Threshold Languages for CalWORKS NOA Generation (M82-832H)	RWR 24.03.x3	QA Review
CA-254642 Add NOA Fragments in Threshold Languages for Medi-Cal NOA Generation (MC 239 TMC-1)	RWR 24.03.x3	QA Review
CA-273853 Update Document Parameters for EBT Replacement NOAs	RWR 24.03.x3	QA Review
CA-254611 Add NOA Fragments in Threshold Languages for Medi-Cal NOA Generation (MC-MAGI-C)	RWR 24.03.x3	QA Review
CA-267689 Add E-Signature to LA County WTW & GA Forms	RWR 24.03.x3	QA Review
CA-252841 Add NOA Fragments in Threshold Languages for Homeless NOAs Generation (M44-211D)	RWR 24.03.x3	QA Review
CA-267396 ACL 22-71-Add ICT M40-195B State available threshold languages	RWR 24.03.x3	QA Review

- o 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-264923 Enable E-Signature Functionality for Non-State Forms	RWR 24.03.x4	QA Review
CA-254637 Add NOA Fragments in Threshold Languages for Medi-Cal NOA Generation (MC 239 MSP-A)	RWR 24.03.x4	QA Review
CA-268402 Add Threshold Languages for CF NOA Reason of 'Lottery or Gambling Winnings'	RWR 24.03.x4	QA Review
CA-248782 ACL 22-62 Update form number from TEMP NA 1232 to EBT 1232	RWR 24.03.x4	QA Review
CA-273831 ACL 20-18 - Add ABAWD Forms CF 377.11D Batch Sweep	RWR 24.03.x4	QA Review
CA-253468 Add Change NOA Fragments in Threshold Languages for CalWORKs NOA Fragment Generation (TM44-315N)	RWR 24.03.x4	QA Review
CA-272999 Update CCP 2145 Mailing options to allow mailing to either Primary Applicant or Provider	RWR 24.03.x4	QA Review
CA-273949 Add Threshold Languages for M40-181G	RWR 24.03.x4	QA Review
CA-259733 TEMP NA 1238 Form Updates for Armenian Language	RWR 24.03.x4	QA Review
CA-264678 Updates to variable population on overpayment packets	RWR 24.03.x4	QA Review

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CA-262224 ACL 23-107 - Add/Update ABAWD Forms CF 377.11E, Update CF 377.11B Batch Sweep	RWR 24.03.x4	QA Review
CA-275229 Add Farsi Translation for the Non-MAGI Informing Notice.	RWR 24.03.x4	QA Review
CA-264923 Enable E-Signature Functionality for Non-State Forms	RWR 24.03.x4	QA Review

- ▶ Other Consortium Support Test Activities
 - Monitored test support for priority releases
 - Participated in Integrated Test Team meeting on April 23 and 30, 2024
 - Participated in Test Touchpoint meeting on May 1, 2024
 - Participated in Central Print Testing meeting on May 2, 2024

1.3.6 OCAT

- ▶ Participated in OCAT POAM Check-in on April 22 and May 2, 2024
- ▶ Submitted comments on the DDEL OCAT System Documentation (SDD) 2024 Annual Update
- ▶ Participated in OCAT Operations and Release meeting on May 1, 2024

1.4 Activities for the Next Reporting Period

1.4.1 Project Management

- ▶ Finalize Quality Assurance updates for May JPA and PSC presentations
- ▶ Participate in CalWIN Implementation Services – Reports Support and Final Acceptance updates on May 6, 2024
- ▶ Participate in CalSAWS Project Control Document Update #5 Review on May 6, 2024
- ▶ Participate in CalSAWS and eGain review on May 6, 2024
- ▶ Facilitate CalSAWS Release 24.05 Readiness Reviews on May 6 and 13, 2024
- ▶ Participate in Review of CalSAWS Code Scanning Process on May 7, 2024
- ▶ Participate in Hyland Monthly Imaging SLA Review on May 7, 2024
- ▶ Participate in CalSAWS PMO Status reviews on May 7 and 14, 2024
- ▶ Participate in CalSAWS Contact Center reviews on May 7, 8 and 15, 2024
- ▶ Participate in CalSAWS Batch Performance review on May 8, 2024
- ▶ Participate in CalSAWS JPA Board Meeting on May 10, 2024
- ▶ Participate in OCAT Monthly SLA review on May 13, 2024
- ▶ Participate in Imaging Status review on May 14, 2024
- ▶ Participate in CalSAWS Release 24.05 Release Green Light on May 15, 2024
- ▶ Participate in CalSAWS Section Directors' meeting on May 15, 2024
- ▶ Participate in OCAT Ops and Release Management review on May 15, 2024
- ▶ Participate in CalSAWS Project Steering Committee on May 16, 2024
- ▶ Continue work on the CalSAWS Post Implementation Evaluation Report (PIER)
- ▶ Collaboration Model, Strike Teams & Special Projects
 - Continue revisions and review of evolved CIT/CRFI process documentation
 - Facilitate CRFI process and template review on May 6, 2024
 - Facilitate SCR training presenter preparation sessions on May 9 and 16, 2024

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- Continue facilitating CalSAWS KPI activities (ongoing)

1.4.2 Technical

- ▶ Participate in CalSAWS CWDS and FCED meetings
- ▶ Participate in 24.05 Green Light Review meetings
- ▶ Participate in 24.05 Release Executive Review Meeting
- ▶ Participate in CalSAWS Weekly Technical meeting on May 6 and 13, 2024
- ▶ Participate in CalSAWS 24.05 Release Webcast on May 7, 2024
- ▶ Participate in Tech Change Advisory Board (CAB) on May 8 and 15, 2024
- ▶ Participate in CalSAWS Bi-Weekly Status Meeting on May 8, 2024
- ▶ Participate in Weekly Architecture discussion on May 9 and 16, 2024
- ▶ Participate in CalSAWS Section Directors Meeting on May 15, 2024
- ▶ Participate in CalSAWS/AWS delivery sync meeting on May 15, 2024
- ▶ Participate in CalSAWS PSC Meeting on May 16, 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
 - Participate in BenefitsCal Case Link MFA meetings
- ▶ Batch
 - Participate in Batch Performance Checkpoint meeting on May 8, 2024
 - Participate in CalSAWS Batch Weekly meeting on May 9 and 16, 2024
- ▶ Contact Center
 - Participate in Fresno GenAI Call Summary meetings
 - Participate in RPA Daily review meetings
 - Participate in reoccurring Bots meetings
 - Participate in ongoing CalSAWS Contact Center reviews
 - Participate in ongoing eGain meetings
 - Participate in Los Angeles County CCB and Afterhours IVR Design Sessions
 - Participate in CalSAWS VA Weekly Reviews
 - Participate in Contact Center 2.0 Touchpoint meeting on May 7, 2024
 - Participate in AWS Contact Center reviews on May 9 and 16, 2024
 - Participate in Contact Center County Enhancement Request (CER) meeting on May 9 and 16, 2024
- ▶ Security
 - Participate in Accenture Security Findings Process Review on May 7, 2024
 - Participate in Application Vulnerabilities review on May 8 and 15, 2024
 - Participate in Deloitte System Security Plan (SSP) Reviews on May 8 and 15, 2024
 - Participate in Accenture CloudCheckr Security Meeting on May 9 and 16, 2024
 - Participate in Accenture Security Status Meeting on May 10, 2024
 - Participate in EY CloudCheckr Security Meeting on May 13, 2024
 - Participate in Gainwell CloudCheckr Security Meeting on May 13, 2024
 - Participate in ForgeRock Operations Bi-Weekly Sync on May 15, 2024
 - Participate in Gainwell System Security Plan (SSP) Review on May 15, 2024
- ▶ Service Management
 - Participate in ServiceNow Process Improvement review on May 9, 2024
- ▶ Central Print
 - Participate in Central Print Weekly meetings on May 13, 2024

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- ▶ Lobby Management
 - Participate in CalSAWS Enhanced Lobby Support meeting on May 7, 2024

1.4.3 Imaging

- ▶ Participate in Imaging Status Meeting on April 30, 2024
- ▶ Participate in Monthly Data Review for CalSAWS meeting on May 7, 2024
- ▶ Participate in CalSAWS Imaging Committee Meeting on May 16, 2024

1.4.4 Functional

- ▶ Support May SPG and SCRB Scorecard review cycles
- ▶ CFAP
 - Participate in Daily scrum standup meetings
 - Participate in Eligibility/Fiscal/Reports stand up on May 7 and 14, 2024
 - Participate in Online/Batch/Correspondence stand up on May 8 and 15, 2024
 - Participate in CFAP Expansion Workgroup meeting on May 9 and 16, 2024
 - Participate in CFAP Expansion Automation meeting on May 14, 2024
- ▶ Client Correspondence
 - Participate in CA-234917 CalFresh Supplement NOA meeting on May 7, 2024
 - Participate in Correspondence Design reviews on May 7 and 14, 2024
- ▶ FCED
 - Participate in daily Test Execution meetings
 - Participate in FCED Schedule Sync meeting on May 6, 2024
 - Participate in FCED Interface Integration test scenarios review May 6 – 16, 2024
 - Participate in FCED User Group meeting on May 7, 2024
 - Participate in CARES/CalSAWS Test meeting on May 9 and 16, 2024
 - Participate in FCED Business Workgroup on May 9 and 16, 2024
 - Participate in FCED Core Constituent Design Review meeting on May 14, 2024
 - Participate in CARES/CalSAWS in-person collaboration meeting on May 15, 2024
 - Participate in FCED Governance Committee meeting on May 17, 2024
- ▶ General Assistance/General Relief (GA/GR)
 - Participate in GA/GR Correspondence discussion on May 8 and 15, 2024
 - Participate in Kern County Opt-in meeting on May 9, 2024
 - Participate in GA/GR Opt-in Lessons Learned meeting on May 9, 2024
- ▶ Lobby Management
 - Participate in San Bernardino Microsoft Intune Pilot session on May 7, 2024
 - Participate in Riverside Lobby Device Planning meeting on May 8, 2024
 - Participate in Santa Cruz Lobby Device Planning meeting on May 9, 2024
 - Participate in Lobby Management Status meeting on May 14, 2024
 - Participate in Siskiyou Lobby Device Planning meeting on May 15, 2024
 - Participate in Santa Clara Lobby Device Planning meeting on May 15, 2024
 - Participate in Fresno Lobby Device Planning meeting on May 15, 2024
 - Participate in Lassen Lobby Device Planning meeting on May 15, 2024
 - Participate in Kern Lobby Device Planning meeting on May 16, 2024
- ▶ Medi-Cal/CMSP
 - Participate in CalHEERS CalSAWS Test Daily Connect
 - Participate in CalHEERS SAWS Integration meeting on May 7 and 14, 2024
 - Participate in Correspondence SCRs Design status meeting on May 8 and 15, 2024
 - Participate in CWDA CalHEERS meeting on May 9 and 16, 2024

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Bi-Weekly Status Report Period: April 22, 2024, to May 5, 2024

- Participate in the following JAD Sessions
 - CR 220303: BREFS High Impact Business Validations
 - CR 228982: Notices Update for R24.12
 - CR 229850: 2025 Renewals
 - CR 251910: Modifications to the Admin Search Results Page
 - CR 252575: CalHEERS SAWS EHIT Interface Schema Update v21 for 25.2
 - CR 252586: Design Change Request (DCR) for R25.2
 - CR 257849: Zero Dollar Reasonable Compatibility
 - CR 262000: Update to Medi-Cal Eligibility Confirmation Letter
 - CR 264674: Uniform Authentication Across All Channels
 - CR 266494: Enroller Portal/Salesforce Enhancements for 24.12
 - CR 270971: HBX/Salesforce Delegation Sync Bot
 - CR 271127: Plan Tile Position
 - CR 273150: Disposition Processing
 - CR 274025: MFA Enhancement for admin, privileged users, and sale users
- ▶ Reports
 - Facilitate Management Reports Targeted Session #1 presentation materials review on May 6 and 10, 2024
 - Participate in CA-251869 Update CalFresh Reports design review on May 6, 2024
 - Participate in CA-246946 Update CA 812 Report design review on May 6, 2024
 - Participate in State Reports internal meeting on May 7 and 14, 2024
 - Participate in Integrated Reports documentation review on May 7, 2024
 - Participate in State/Fiscal Reports pre-meeting on May 9 and 16, 2024
 - Participate in State/Fiscal Reports meeting on May 9, 2024
 - Participate in Management Reports Targeted Session #1 on May 14, 2024
- ▶ Training
 - Continue release 24.05 Job Aid/Online Help SCRs validation activities
 - Continue release 24.05.17 WBT/CFP SCRs validation activities
- ▶ WDTIP
 - Participate in Daily scrum standup meetings
 - Participate in WDTIP Group meetings with State May 7 – 15, 2024
 - Participate in EDD Technical meetings May 8 – 16, 2024
- ▶ Others
 - Participate in Design Managers Status meeting on May 7, 2024
 - Participate in County Release Readiness Discovery Sessions on May 7 and 14, 2024
 - Participate in AppDev Leads meeting on May 7 and 14, 2024
 - Participate in Virtual Assistant Design review sessions May 7 – 15, 2024
 - Participate in Release Notes review process discussion on May 8, 2024
 - Participate in CW/CF Eligibility review on May 8 and 15, 2024
 - Participate in CW/CF Committee meeting on May 8, 2024
 - Participated in Consortium/Subcontractor/county User Access process overview on May 10, 2024
 - Participate in Cal-OAR Phase 2 CDSS Development meeting on May 14, 2024
 - Participate in WtW Committee meeting on May 16, 2024
 - Participate in Task Management SCRs status meeting on May 16, 2024
- ▶ BenefitsCal
 - Participate in Daily Transaction Failures meetings
 - Participate in Bi-Weekly Enhancement and M&O check-in meetings

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Bi-Weekly Status Report Period: April 22, 2024, to May 5, 2024

- Participate in Operation Review Weekly meeting
- Participate in Weekly Scope Review for upcoming BenefitsCal releases
- Monitor GROW/WTW collaborator requirement status
- Participate in BenefitsCal UAT test environment email domain whitelist meeting on May 6, 2024
- Participate in Program Manager meeting on May 8 and 15, 2024
- ▶ Customer Engagement
 - Participate in the ISS/OCM Additional reporting documentation status discussion May 6, 2024
 - Participate in CalSAWS SCR Lifecycle M&E Roadshow on May 7 and 8, 2024

1.4.5 Test

- ▶ CalSAWS Release 24.07
 - Begin test preparation activities
- ▶ CalSAWS Release 24.05
 - Continue QA Review of System Test execution for high impact SCRs
 - Continue defect retesting
 - Continue QA Review of a subset of high impact Production defects
- ▶ BenefitsCal Activities
 - Continue 24.05.19 Baseline Release test activities
 - Begin 24.05.30 Monthly Release 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 May 7 and 14, 2024
 - Participate in Test Touchpoint meeting on May 8 and 15, 2024

1.4.6 OCAT

- ▶ Review and respond to OCAT responses to QA comments on the DDEL OCAT System Documentation (SDD) 2024 Annual Update
- ▶ Begin reviewing and submitting comments on the FDEL OCAT System Documentation (SDD) 2024 Annual Update
- ▶ Participate in Monthly SLA Reporting on May 13, 2024
- ▶ Participate in OCAT Operations and Release meeting on May 15, 2024
- ▶ Participate in OCAT POAM Check-in on May 16, 2024

1.5 Deviations from Plan/Adjustments

- ▶ None