

CalSAWS Quality Assurance Bi-Weekly Status Report

Reporting Period: July 1, 2024, to July 14, 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.....12
 1.5 Deviations from Plan/Adjustments.....16

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 Progress10

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 Release 24.07 Integrated Readiness Status meetings • Participated in Monthly Hyland Imaging SLA review • Participated in Monthly OCAT SLA review • Participated in OCAT Operations and Release Management meeting • Participated in CalSAWS JPA Board meeting • Finalized and distributed June SCR training session survey results • Facilitated July SCR training preparation sessions • Facilitated Fresno Contact Center Agent Assist (GenAI) retrospective and coordination of post session input
<p>QA Technical</p>	<ul style="list-style-type: none"> • Facilitated the Fresno GenAI retrospective • Participated in Fresno GenAI Post Go-Live support and performance review • Participated in CalSAWS Contact Center meetings • Participated in CalSAWS Production service interruption meetings • Participated in CalSAWS Architecture reviews • Continued review of CalSAWS Change Advisory Board (CAB) tickets • Participated in CalSAWS performance reviews • Continued reviews of Partner System Security Plans (SSPs)
<p>QA Functional/Test</p>	<ul style="list-style-type: none"> • Completed Release 24.07.06 Web Based Training validation • Completed Release 24.07 Job Aid/Online Help validation • Completed CalSAWS 24.07 test execution • Continued CalSAWS 24.07 SCR and Production Defect QA reviews • Began CalSAWS 24.09 test preparation activities • Continued CalSAWS Client Correspondence validation • Participated in CalSAWS State/Fiscal Report support • Monitored FCED Integrated design and test execution results • Participated in WDTIP Planning and Sprint review

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		• Submitted FDEL on July 8, 2024
WP-4.08	QA Work Plan – June 2024		• Submitted FDEL on July 8, 2024
66.05	QA Test Monthly Report – June 2024		• Submitted FDEL on July 8, 2024
67.02	Quarterly QA Security Report		• Submitted FDEL on July 10, 2024
68.05	SLA and Performance Review Report - June 2024		• Submitted FDEL on July 15, 2024
WP-76.1	M&E Services Plan		• Submit FDEL comments by July 25, 2024
WP-76.2	0.0 CalSAWS M&O Services Plan Executive Summary		• Submit FDEL comments by July 25, 2024
WP-76.3	1.0 Business Continuity & Disaster Recovery Plan		• Submit FDEL comments by July 25, 2024
WP-76.4	4.0 Configuration Management Plan		• Submit FDEL comments by July 25, 2024
WP-76.5	5.0 Helpdesk Services Plan		• Submit FDEL comments by July 25, 2024
WP-76.6	11.0 Remote Maintenance Operations Plan		• Submit FDEL comments by July 25, 2024
SSP-18	System Security Plan Annual Review for Central Print		• Submit FDEL comments by July 31, 2024

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance







Bi-Weekly Status Report Period: July 1, 2024, to July 14, 2024

Table 1-3 – Overall Summary of OCAT Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
69.05	OCAT – Monthly Status Report – June 2024		<ul style="list-style-type: none"> Submitted FDEL on July 8, 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-26.25	BenefitsCal - CX Monthly Report – June/July 2024		<ul style="list-style-type: none"> Submit DDEL comments by August 19, 2024
WP-27.29	BenefitsCal – Monthly M&O Report - June 2024		<ul style="list-style-type: none"> Submit DDEL comments by July 16, 2024
WP-28.28	BenefitsCal – Work Plan Monthly Updates – July 2024		<ul style="list-style-type: none"> Submit FDEL comments by August 14, 2024
WP-32.09	BenefitsCal – BOM Review and License Renewal		<ul style="list-style-type: none"> Submitted FDEL comments on July 12, 2024
WP-33.09	BenefitsCal – Certificate Review		<ul style="list-style-type: none"> Submitted FDEL comments on July 12, 2024
WP-42	BenefitsCal - System Security Plan Annual Review		<ul style="list-style-type: none"> Submit FDEL comments by July 31, 2024

1.3 Highlights for the Reporting Period

1.3.1 Project Management

- ▶ Participated in Release 24.07 Integrated Readiness T-3 Status meeting on July 1, 2024
- ▶ Participated in CalSAWS Imaging SLA Data Review with Hyland on July 2, 2024
- ▶ Participated in CalSAWS PMO Status reviews on July 2 and 9, 2024
- ▶ Participated in Imaging Status reviews on July 2 and 9, 2024
- ▶ Participated in CalSAWS Contact Center reviews on July 2, 3 and 10, 2024
- ▶ Participated in Release 24.07 Integrated Readiness T-2 Status meeting on July 8, 2024
- ▶ Participated in Monthly OCAT SLA Review on July 8, 2024
- ▶ Participated in Monthly Imaging SLA Review on July 8, 2024
- ▶ Participated in Region 5 Management Site Visit Materials review on July 9, 2024
- ▶ Participated in CalSAWS Section Directors' meeting on July 10, 2024
- ▶ Participated in OCAT Ops and Release Management meeting on July 10, 2024
- ▶ Consolidated Performance SLAs and Onshore/Offshore metrics and created new summary format for JPA and PSC presentations
- ▶ Participated in CalSAWS JPA Board meeting on July 12, 2024
- ▶ Continued supporting Transition Planning
- ▶ Collaboration Model, Strike Teams, and Special Projects
 - Continued preparation of CWDA 2024 Conference and CalSAWS templates
 - Supported CWDA 2024 Conference Planning sessions with San Diego, Fresno, and Shasta on July 8, 9, and 11, 2024, respectively
 - Closed SCR training survey and distributed results to presenters on July 3, 2024
 - Developed retrospective board and prepared for Contact Center Agent Assist (GenAI) session on July 3, 2024
 - Facilitated Fresno Contact Center Agent Assist (GenAI) retrospective session on July 8, 2024

1.3.2 Technical

- ▶ Participated in CWDS and CalSAWS FCED meetings
- ▶ Participated in CalSAWS Weekly Technical meeting on July 1 and 8, 2024
- ▶ Participated in Local Repair Process review meeting on July 1 and 9, 2024
- ▶ Participated in 24.07 Project Integrated Readiness Status meetings
- ▶ Participated in Tech Change Advisory Board (CAB) on July 3 and 10, 2024
- ▶ Participated in Monthly Over 15 seconds Report Review meeting on July 3, 2024
- ▶ Participated in discussion on Timing of 5/24 Incident on July 8, 2024
- ▶ Participated in CalSAWS Section Directors meeting on July 10, 2024, 2024
- ▶ Participated in CalSAWS/AWS Delivery Sync meeting on July 10, 2024
- ▶ Participated in Identification & Authentication kickoff meeting on July 10, 2024
- ▶ Participated in CA-269035 Kick Off & Overview meeting on July 10, 2024
- ▶ Participated in review of SCR CA-264044 to monitor contractors with access to CalSAWS System on July 10, 2024
- ▶ Participated in Weekly Architecture discussion on July 11, 2024
- ▶ Participated in Environment Integration Management Review on July 12, 2024
- ▶ BenefitsCal
 - Participated in BenefitsCal Operation Review meetings

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Bi-Weekly Status Report Period: July 1, 2024, to July 14, 2024

- Participated in DD&I and M&O meetings
- Participated in BenefitsCal User Account Security Update meetings
- ▶ Batch
 - Participated in CalSAWS Batch Weekly meeting on July 11, 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 Discussions
 - Participated in Los Angeles Telephonic Signature meetings
 - Participated in Los Angeles eGain Reporting review meetings
 - Participated in Contact Center Management meeting on July 1, 2024
 - Participated in Contact Center 2.0 Touchpoint meeting on July 2, 2024
 - Participated in San Bernardino County Contact Center Site Visit on July 2, 2024
 - Participated in Orange County Contact Center Site Visit on July 3, 2024
 - Participated in CalSAWS Contact Center status on July 3 and 10, 2024
 - Participated in Fresno GenAI Phase 2 Go/No-Go decision meeting on July 8, 2024
 - Participated in Voice Bots and RPA Joint Status meeting on July 10, 2024
 - Participated in CalSAWS/AWS Delivery Sync meeting on July 11, 2024
 - Participated in Contact Center Post Release Checkpoint meeting on July 12, 2024
- ▶ Security
 - Continued review of Gainwell System Security Plan (SSP)
 - Continued review of Deloitte System Security Plan (SSP)
 - Participated in Deloitte SSP review discussions on July 2 and 10, 2024
 - Participated in Ernst & Young CloudCheckr Security meeting on July 8, 2024
 - Participated in ForgeRock Operations Sync on July 10, 2024
 - Participated in Gainwell SSP review discussion on July 10, 2024
 - Participated in Accenture CloudCheckr Security meeting on July 11, 2024
 - Participated in Accenture Security Status meeting on July 12, 2024
- ▶ Central Print
 - Participated in Central Print weekly status meetings on July 1 and 8, 2024
- ▶ Lobby Management
 - Participated in Lobby Management meetings as scheduled
- ▶ Service Management
 - Participated in ServiceNow July Sprint Planning on July 10, 2024

1.3.3 Imaging

- ▶ Participated Monthly Data Review for CalSAWS meeting on July 2, 2024
- ▶ Participated in Monthly CalSAWS Review with Hyland on July 9, 2024
- ▶ Participated in Imaging Status Call on July 9, 2024

1.3.4 Functional

- ▶ Continued to support July SCRB and SPG Scorecard review cycles
- ▶ FCED
 - Participated in Daily Scrum standup meetings
 - Participated in the weekly FCED All Team Stand-Up
 - Participated in Daily Test Execution meetings

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Bi-Weekly Status Report Period: July 1, 2024, to July 14, 2024

- Participated in Core Constituent Design review meetings
- Participated in CARES/CalSAWS Technical sync meetings
- Participated in Interface Integration test scenarios reviews
- Participated in FCED Schedule sync meetings
- Participated in FCED User Group meeting on July 2, 2024
- Participated in Race/Ethnicity mapping meeting on July 2, 2024
- Participated in the Kin-GAP summary API meeting on July 3, 2024
- Participated in CARES/CalSAWS Test meeting on July 11, 2024
- Participated in FCED Business Workgroup on July 11, 2024
- ▶ General Assistance/General Relief (GA/GR)
 - Participated in GA/GR Correspondence web-service discussions
- ▶ Lobby Management
 - Participated in Enhanced Lobby Support meeting on July 2, 2024
 - Participated in Lobby Management status meeting on July 9, 2024
 - Participated in Siskiyou Lobby Device Planning on July 10, 2024
 - Participated in Lassen Lobby Device Planning on July 10, 2024
 - Participated in Kern Lobby Device Planning on July 11, 2024
- ▶ Medi-Cal/CMSP
 - Participated in CalHEERS CalSAWS Test Daily Connect
 - Participated in Correspondence SCRs Design status meetings
 - Participated in Production eHIT Disposition processing issues meetings
 - Participated in CalHEERS SAWS Integration meeting on July 2 and 9, 2024
 - Participated in CWDA CalHEERS meetings on July 11, 2024
 - Participated in the following JAD Sessions
 - CR 216717: BREfS Initiative #7 - Carry Forward Enhancements
 - CR 233034: Inclusion of Reasonable Explanation
 - CR 251910: Modifications to the Admin Search Results Page
 - CR 253663: Enhancements to Awaiting Review and Disposition Functionality
 - CR 262000: Update Medi-Cal Eligibility Confirmation Letter
 - CR 266495: Enroller Portal/Salesforce Enhancements for 25.02
 - CR 272413: Alternative Formats Phase 2
 - CR 274416: CCA Chatbot Retrieving Tax Forms
 - CR 279527: Update Plan Benefits Display and Estimated Total Cost Attributes
- ▶ Reports
 - Facilitated review of Management Reports Targeted Session #3 materials
 - Participated in Reports Automation guidelines discussion on July 2, 2024
 - Participated in State/Fiscal Reports meeting on July 3, 2024
 - Participated in Management Reports Targeted Session #3 on July 9, 2024
- ▶ Telephone Consumer Protection Act
 - Participated in SCR Requirements meeting on July 8 and 10, 2024
- ▶ Training
 - Completed R24.07 Job Aid/Online Help SCRs validation activities
 - Completed R24.07.05 WBT/CFP SCRs validation activities
 - Participated in Training Committee meeting on July 10, 2024
- ▶ WDTIP
 - Participated in Daily Scrum standup meetings
 - Participated in WDTIP Workgroup meetings with State
 - Participated in EDD Technical meetings

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Bi-Weekly Status Report Period: July 1, 2024, to July 14, 2024

► Others

- Participated in CA-273276: Worker Schedule API Updates design discussion with Sacramento on July 1, 2024
- Participated in CA-200820: Update ICT Detail Page design discussion on July 2, 2024
- Participated in Design Managers Status meeting on July 2 and 9, 2024
- Participated in AppDev Leads meeting on July 2 and 9, 2024
- Facilitated DCF Consortium process documentation discussion on July 3, 2024
- Participated in Cal-OAR Phase 2 Development discussion with CDSS on July 9, 2024
- Participated in CW/CF Eligibility Status meeting on July 10, 2024
- Participated in CW/CF Committee meeting on July 10, 2024
- Participated in Time Limits Committee meeting on July 11, 2024
- Participated in CAPI Committee meeting on July 11, 2024
- Participated in Task Management SCRs status meeting on July 11, 2024
- Participated in Virtual Assistant Design review sessions

- Reviewed 74 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	10
23.01	2
23.03	6
23.09	4
23.11	1
24.03	1
24.05	4
24.06	15
24.07	8
24.09	10
24.11	7
TBD	6
Grand Total	74

► BenefitsCal

- Participated in Daily Transaction Failures meetings
- Participated in Bi-Weekly Enhancement and M&O meetings
- Reviewed upcoming BenefitsCal release scope on July 1 and 8, 2024
- Participated in CA-239537 - Capture Student Enrolled Status from BenefitsCal in the Application Transfer API Design Overview meeting on July 2, 2024
- Participated in Program Manager meeting on July 10, 2024
- Participated in CalSAWS BenefitsCal SCRUM meeting on July 10, 2024

► Customer Engagement

- Participated in Release Readiness and County Validation review on July 8 and 9, 2024

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Bi-Weekly Status Report Period: July 1, 2024, to July 14, 2024

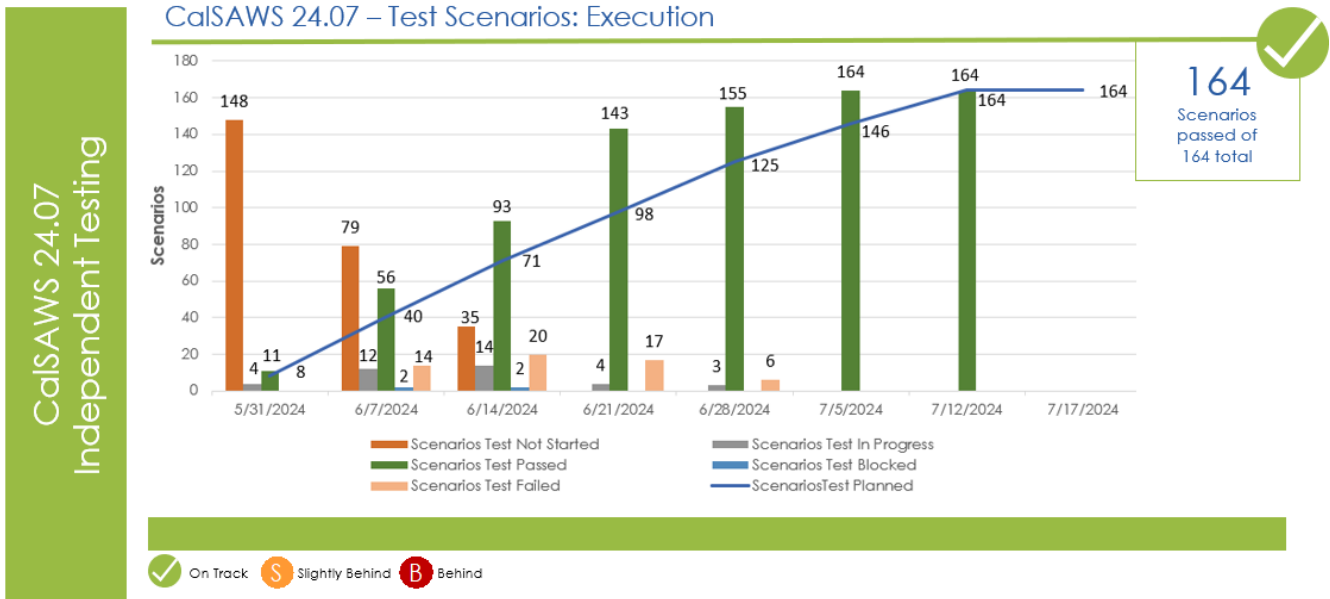
1.3.5 Test

- ▶ CalSAWS Release 24.09
 - Scorecard approved by Consortium on July 3, 2024
 - Began Test preparation activities
- ▶ CalSAWS Release 24.07
 - Continued QA Review of System Test scenarios for high impact SCRs
 - Continued QA Review for a subset of High Impact Production Defects
 - Completed test execution

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	164	0% (0)	0% (0)	100% (164)	0% (0)	0% (0)

CalSAWS 24.07 – Test Scenarios: Execution



- ▶ BenefitsCal Activities
 - Facilitated Release 24.07.07 Consortium & QA review on July 1 and 2, 2024
 - Completed 24.07.07 Priority Release test activities
 - Reviewed 24.07.07 release notes
 - Began 24.07.27 Monthly Release test activities
- ▶ Priority Release/RWR Activities
 - Monitored priority releases/RWR defects and SCR test activities

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Bi-Weekly Status Report Period: July 1, 2024, to July 14, 2024

- Completed test activities on the following SCR/Defects:

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

Defect/SCR #	Scheduled Release	Type of Testing
CA-277309 Add E-Signature Functionality to Existing Forms	24.05.x4	QA Review
CA-250219 Add NA 824 Translations to CalSAWS	24.05.x4	QA Review
CA-277890 Opening the form with Editable as an option	24.05.x4	QA Review
CA-249452 Add Threshold Languages to Auto-Generated TNB 6 and SNB 2	24.05.x4	QA Review
CA-248781 Update the DPA 19 to the 6/22 version in English and Threshold Languages	24.05.x4	QA Review
CA-250224 Add NA 844 Translations to CalSAWS	24.05.x4	QA Review
CA-279036 Child Age Rule NOA updates	24.05.x4	QA Review
CA-279484 CalFresh IHE packet updates	24.05.x4	QA Review
CA-246946 ACL 22-49/49E - Revisions to the CA-812 Quarterly Report	24.07.11	QA Review

- Conducted test activities on the following SCR/Defects:

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

Defect/SCR #	Scheduled Release	Type of Testing
CA-278003 Add Threshold Languages to M44-316D SAR	24.07.x1	QA Review
CA-277307 Add Homeless Assistance NOA M44-211A (12/2019) to Template Repository	24.07.x1	QA Review
CA-277313 Add M82-812-Family Reunification/Zero Grant Change NOA	24.07.x1	QA Review

- ▶ Other Consortium Support Test Activities
 - Monitored test support for priority releases
 - Participated in Integrated Test Team meetings on July 2 and 9, 2024
 - Participated in Test Touchpoint meeting on July 3 and 10, 2024

1.3.6 OCAT

- ▶ Participated in OCAT Monthly SLA Reporting meeting on July 8, 2024
- ▶ Participated in OCAT Operations and Release meeting on July 10, 2024
- ▶ Participated in OCAT POAM Check-in on July 11, 2024

1.4 Activities for the Next Reporting Period

1.4.1 Project Management

- ▶ Participate in Region 5 Site Management Visit on July 15, 2024
- ▶ Participate in Release 24.07 Integrated Readiness T-1 Status meeting on July 15, 2024
- ▶ Facilitate Release 24.07 Pre-Green Light Review on July 15, 2024
- ▶ Participate in CalSAWS PMO Status reviews on July 16 and 23, 2024
- ▶ Participate in CalSAWS Contact Center reviews on July 16, 17 and 24, 2024
- ▶ Facilitate Release 24.07 Green Light Review on July 17, 2024
- ▶ Participate in CalSAWS Project Steering Committee on July 18, 2024
- ▶ Participate in CalSAWS Imaging Review on July 23, 2024
- ▶ Participate in CalSAWS Section Directors' meeting on July 24, 2024
- ▶ Participate in OCAT Ops and Release Management meeting on July 24, 2024
- ▶ Continue supporting Transition Planning
- ▶ Complete CWDA 2024 Conference and CalSAWS project templates
- ▶ Collaboration Model, Strike Teams & Special Projects
 - Draft July SCR training session materials on July 16, 2024
 - Facilitate July SCR training session dry-run on July 18, 2024
 - Extract input provided during Fresno Contact Center Agent Assist (GenAI) retrospective session on July 18, 2024

1.4.2 Technical

- ▶ Participate in CalSAWS CWDS and FCED meetings
- ▶ Participate in CalSAWS Weekly Technical meetings on July 15 and 22, 2024
- ▶ Participate in Tech Change Advisory Board (CAB) on July 17 and 24, 2024
- ▶ Participate in Security Risk Management Group on July 18, 2024
- ▶ Participate in Weekly Architecture discussions on July 18 and 25, 2024
- ▶ Participate in Environment Integration Management Review meeting on July 19 and 26, 2024
- ▶ Participate in CalSAWS/AWS Delivery Sync meeting on July 24, 2024
- ▶ Participate in CalSAWS Section Directors Meeting on July 24, 2024
- ▶ Participate in July Release Sprint Review meeting on July 24, 2024
- ▶ Participate in 24.07 Project Integrated Readiness status meetings
- ▶ Participate in 24.07 Green Light meetings
- ▶ Participate in Monthly Over 15 seconds review meeting on July 25, 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 July 18 and 25, 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

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Bi-Weekly Status Report Period: July 1, 2024, to July 14, 2024

- 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 Contact Center 2.0 meeting on July 16, 2024
- Participate in Contact Center weekly meetings on July 17 and 24, 2024
- Participate in AWS Contact Center meetings on July 18 and 25, 2024
- Participate in CalSAWS IVR/Contact Center Committee Meeting on July 24, 2024
- ▶ Security
 - Continue review of Deloitte System Security Plan (SSP)
 - Continue review of Gainwell System Security Plan (SSP)
 - Participate in Deloitte and Gainwell SSP review discussions on July 17 and 24, 2024
 - Participate in Deloitte CloudCheckr Security meeting on July 18, 2024
 - Participate in Accenture CloudCheckr Security meetings on July 18 and 25, 2024
 - Participate in Accenture Security Status meeting on July 19, 2024
 - Participate in Ernst & Young and Gainwell CloudCheckr Security review on July 22, 2024
 - Participate in ForgeRock Operations Bi-Weekly meeting on July 24, 2024
- ▶ Service Management
 - Participate in CalSAWS Helpdesk Committee meeting on July 17, 2024
 - Participate in ServiceNow SLA Calculation discussions on July 17, 2024
 - Participate in ServiceNow Process Improvement review on July 18, 2024
 - Participate in Monthly Helpdesk Trends Meeting on July 25, 2024
- ▶ Central Print
 - Participate in Central Print Weekly meetings on July 15 and 22, 2024
- ▶ Lobby Management
 - Participate in Lobby Device Planning meetings

1.4.3 Imaging

- ▶ Participate in Imaging Status meeting on July 23, 2024
- ▶ Participate in Imaging Committee meeting on July 25, 2024

1.4.4 Functional

- ▶ Continue to support July SCRB and SPG Scorecard review cycles
- ▶ Client Correspondence
 - Participate in Correspondence Design reviews on July 16 and 23, 2024
- ▶ FCED
 - Participate in Daily Scrum standup meetings
 - Participate in the weekly FCED All Team Stand-Up
 - Participate in Daily Test Execution meetings
 - Participate in Core Constituent Design review meetings
 - Participate in CARES/CalSAWS Technical sync meetings
 - Participate in Interface Integration test scenarios reviews
 - Participate in FCED Schedule sync meetings
 - Participate in FCED Demo Prep meetings
 - Participate in FCED User Group meeting on July 18, 2024
 - Participate in CARES/CalSAWS Test meeting on July 18 and 25, 2024

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Bi-Weekly Status Report Period: July 1, 2024, to July 14, 2024

- Participate in FCED Business Workgroup on July 25, 2024
- ▶ General Assistance/General Relief (GA/GR)
 - Participate in GA/GR Correspondence web-service discussions
 - Participate in Shasta's GA/GR automated solution requirements gathering sessions
- ▶ Lobby Management
 - Participate in Tehama Lobby Device Planning on July 16, 2024
 - Participate in Santa Clara Lobby Device Planning on July 17 and 24, 2024
 - Participate in Santa Cruz Lobby Device Planning on July 18, 2024
 - Participate in Siskiyou Lobby Device Planning on July 24, 2024
 - Participate in Fresno Lobby Device Planning on July 24, 2024
 - Participate in Lassen Lobby Device Planning on July 24, 2024
 - Participate in Kern Lobby Device Planning on July 25, 2024
- ▶ Medi-Cal/CMSP
 - Participate in CalHEERS CalSAWS Test Daily Connect
 - Participate in Medi-Cal Correspondence SCRs Design status meetings
 - Participate in Production eHIT Disposition processing issues meetings
 - Participate in CalHEERS SAWS Integration meeting on July 16 and 23, 2024
 - Participate in CWDA CalHEERS meetings on July 25, 2024
 - Participate in the following JAD Sessions
 - CR 183100: Special Enrollment Period Dropdown Phase 2
 - CR 216717: BREfS Initiative #7 - Carry Forward Enhancements
 - CR 228982: Notices Update for 24.12
 - CR 233034: Inclusion of Reasonable Explanation
 - CR 251910: Modifications to the Admin Search Results Page
 - CR 252587: Design Change Request (DCR) for R25.06
 - CR 253663: Enhancements to Awaiting Review and Disposition Functionality
 - CR 257485: MEDS Enhancements to Improve Data Integrity
 - CR 262000: Update Medi-Cal Eligibility Confirmation Letter
 - CR 266495: Enroller Portal/Salesforce Enhancements for 25.02
 - CR 272413: Alternative Formats Phase 2
 - CR 277413: R24.12 UI enhancements
 - CR 278590: Noticing for Authorized Representative
 - CR 282633: Lawful Presence Updates
- ▶ Reports
 - Participate in State/Fiscal Reports planning meeting on July 18, 2024
 - Participate in State/Fiscal Reports meeting on July 18 and 23, 2024
 - Facilitate review of Management Reports Targeted Session #3 materials
- ▶ Telephone Consumer Protection Act
 - Participate in SCR design meeting on July 17 and 24, 2024
- ▶ WDTIP
 - Participate in Daily Scrum standup meetings
 - Participate in WDTIP Workgroup meetings with State
 - Participate in EDD Technical meetings
- ▶ Others
 - Participate in Usability Committee meeting on July 16, 2024
 - Participate in RDB Committee meeting on July 16, 2024
 - Participate in the following CalSAWS Design Discussion meetings
 - CA-200820: Update ICT to send Domestic Violence flagged cases

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Bi-Weekly Status Report Period: July 1, 2024, to July 14, 2024

- CA-233160: ACL 23-94 - Family Reunification Funding
- CA-275268: ACL 24-16 - Expansion of Income Disregards for RCA
- Participate in AppDev Leads meeting on July 16 and 23, 2024
- Facilitate DCF Consortium process documentation discussion on July 17, 2024
- Participate in CalSAWS Policy Implementation meeting with CDSS on July 17, 2024
- Participate in Welfare-to-Work Committee meeting on July 17, 2024
- Participate in CW/CF Eligibility Status meeting on July 17, 2024
- Participate in Task Management SCRs status meeting on July 18, 2024
- Participate in Foster Care Committee meeting on July 23, 2024
- Participate in Task Management Committee meeting on July 25, 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 Disaster CalFresh Documentation review on July 17, 2024
 - Participate in Program Manager meeting on July 17 and 24, 2024
 - Participate in CalSAWS BenefitsCal SCRUM meeting on July 17 and 24, 2024
 - Participate in Sprint Review - July Release Meeting on July 24, 2024
- ▶ Customer Engagement
 - Participated in enhanced Request for Access enhanced process overview with Regional Managers on July 17, 2024

1.4.5 Test

- ▶ CalSAWS Release 24.09
 - Continue test preparation activities
- ▶ CalSAWS Release 24.07
 - 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 24.07.25 Monthly Release test activities
 - Review 24.07.25 release notes
 - 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 July 16 and 23, 2024
 - Participate in Test Touchpoint meeting on July 17 and 24, 2024
- ▶ Training
 - Plan R24.09 JA/OLH SCR validation activities
 - Continue R24.07.19 WBT/CFP SCR validation activities

1.4.6 OCAT

- ▶ Participate in OCAT Operations and Release meeting on July 24, 2024
- ▶ Participate in OCAT POAM Check-in on July 25, 2024

1.5 Deviations from Plan/Adjustments

- ▶ None