

# CalSAWS Quality Assurance Bi-Weekly Status Report

**Reporting Period: July 29, 2024, to August 11, 2024**

**CalSAWS – California Statewide Automated Welfare System**

CalSAWS Quality Assurance

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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>• Participated in Release 24.07 Post-Release Checkpoints</li><li>• Facilitated Consortium Transition Manager and QA Overview</li><li>• Participated in OCAT Operations and Release Management meeting</li><li>• Facilitated planning activities for the Committee Meeting Strike Team</li><li>• Facilitated August SCR Training presenter preparation and finalize materials</li><li>• Conducted August SCR Training session and release post session survey</li></ul>
QA Technical	<ul style="list-style-type: none"><li>• Participated in CalSAWS Production service interruption meetings</li><li>• Attended Riverside Contact Center Onsite meeting</li><li>• Participated in CalSAWS Contact Center and Fresno GENAI meetings</li><li>• Continued review of CalSAWS Change Advisory Board (CAB) tickets</li><li>• Continued reviews of Partner System Security Plans (SSPs)</li><li>• Participated in Ping Identity Session Management meetings</li></ul>
QA Functional/Test	<ul style="list-style-type: none"><li>• Completed Release 24.09 test preparation activities</li><li>• Began Release 24.09 test execution and review of high impact SCRs</li><li>• Began Release 24.09 validation of Training Job Aids and Online Help</li><li>• Continued validation Web-based Training/CalSAWS Functional Presentation (CFP) SCRs</li><li>• Continued Client Correspondence validation</li><li>• Participated in CalSAWS State/Fiscal Report support</li><li>• Monitored FCED design, test execution, and new requirement discussions</li><li>• Participated in WDTIP Sprint reviews and converted data discussions</li></ul>









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### 1.2 Deliverables Management

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

DEL #	DELIVERABLE NAME		STATUS
65.06	QA Monthly Status Report – July 2024		<ul style="list-style-type: none"> <li>Submitted FDEL on August 7, 2024</li> </ul>
WP-4.09	QA Work Plan – July 2024		<ul style="list-style-type: none"> <li>Submitted FDEL on August 7, 2024</li> </ul>
66.06	QA Test Monthly Report – July 2024		<ul style="list-style-type: none"> <li>Submitted FDEL on August 7, 2024</li> </ul>
68.06	SLA and Performance Review Report - July 2024		<ul style="list-style-type: none"> <li>Submit FDEL by August 15, 2024</li> </ul>
WP-76.7	Capacity Management Plan		<ul style="list-style-type: none"> <li>Submit DDEL comments by August 13, 2024</li> </ul>
WP-76.8	Change Management Plan		<ul style="list-style-type: none"> <li>Submit DDEL comments by August 13, 2024</li> </ul>
WP-76.9	Network Management Plan		<ul style="list-style-type: none"> <li>Submit DDEL comments by August 13, 2024</li> </ul>
WP-76.10	Operations Management Plan		<ul style="list-style-type: none"> <li>Submit DDEL comments by August 13, 2024</li> </ul>
WP-76.11	Performance Management Plan		<ul style="list-style-type: none"> <li>Submit DDEL comments by August 13, 2024</li> </ul>
WP-76.12	Procurement and Assets Management Plan		<ul style="list-style-type: none"> <li>Submit DDEL comments by August 13, 2024</li> </ul>
WP-76.13	Project Office Plan		<ul style="list-style-type: none"> <li>Submit DDEL comments by August 13, 2024</li> </ul>
WP-76.14	County Site Plan		<ul style="list-style-type: none"> <li>Submit DDEL comments by August 13, 2024</li> </ul>
WP-76.15	Consortium Procedures Plan		<ul style="list-style-type: none"> <li>Submit FDEL comments by August 13, 2024</li> </ul>

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Table 1-3 – Overall Summary of Gainwell M&O Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
	None to report for this period		

Table 1-4 -- Transition Readiness








DEL #	DELIVERABLE NAME		STATUS
D01	Assessment of Infrastructure Transition-In Master Plan		<ul style="list-style-type: none"> <li>Submitted FDED comments on August 12, 2024</li> </ul>
D03	Assessment of Infrastructure Transition-In Work Schedule		<ul style="list-style-type: none"> <li>Submitted FDED comments on August 12, 2024</li> </ul>
D04	Assessment of Infrastructure Transition-In Test & Validation Plan		<ul style="list-style-type: none"> <li>Submitted FDED comments on August 12, 2024</li> </ul>

Table 1-5 – Overall Summary of OCAT Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
69.06	<b>OCAT</b> – Monthly Status Report – July 2024		<ul style="list-style-type: none"> <li>Submitted FDEL on August 7, 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 1-6 – Overall Summary of BenefitsCal Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
WP-26.25	<b>BenefitsCal</b> - CX Monthly Report – June/July 2024		<ul style="list-style-type: none"> <li>Submit DDEL comments by August 19, 2024</li> </ul>
WP-27.30	<b>BenefitsCal</b> – Monthly M&O Report - July 2024		<ul style="list-style-type: none"> <li>Submit DDEL comments by August 16, 2024</li> </ul>
WP-28.28	<b>BenefitsCal</b> – Work Plan Monthly Updates – July 2024		<ul style="list-style-type: none"> <li>Submit FDEL comments by August 14, 2024</li> </ul>

## 1.3 Highlights for the Reporting Period

### 1.3.1 Project Management

- ▶ Participated in Release 24.07 Post-Release Checkpoints on July 29 – August 2, 2024
- ▶ Participated in CalSAWS PMO Status reviews on July 30 and August 6, 2024
- ▶ Participated in CalSAWS Contact Center reviews on July 30 and 31, 2024
- ▶ Participated in Accenture System Security Plan (SSP) Connection on July 31, 2024
- ▶ Participated in Region 3 Management Site Visit planning on August 1, 2024
- ▶ Facilitate Consortium Transition Manager and QA Overview on August 1, 2024
- ▶ Participated in CalSAWS Imaging Review on August 6, 2024
- ▶ Participated in CalSAWS Section Directors' meeting on August 7, 2024
- ▶ Participated in OCAT Ops and Release Management meeting on August 7, 2024
- ▶ Continued supporting Transition Planning
- ▶ Completed CalSAWS project templates and provide Template Tips and Tricks session
- ▶ Collaboration Model, Strike Teams, and Special Projects
  - Facilitated August SCR training preparation session on July 30, 2024
  - Finalized and distributed July SCR training survey results on July 31, 2024
  - Updated August SCR training materials on July 31, 2024
  - Facilitated new SCR training presenter preparation session on August 1, 2024
  - Facilitated Executive Sponsor discussion on new Committee Meeting Strike Team request on August 5, 2024
  - Facilitated August SCR training preparation session on August 6, 2024
  - Participated in Section Director update on Committee Meeting Strike Team and next steps on August 7, 2024

### 1.3.2 Technical

- ▶ Participated in Release 24.07 Post Release Checkpoint meetings
- ▶ Participated in CalSAWS Weekly Technical meeting on July 29 and August 5, 2024
- ▶ Participated in eGain and Calabrio SSO Effort Updates meeting on July 29, 2024
- ▶ Participated in Tech Change Advisory Board (CAB) on July 31 and August 7, 2024
- ▶ Participated in CalSAWS Bi-Weekly meeting on July 31, 2024
- ▶ Participated in Weekly Architecture discussion on August 1 and 8, 2024
- ▶ Participated in San Bernardino eCCP Access Issue meeting on August 6, 2024
- ▶ Participated in CSAC-26 Enhanced Email Design Doc Review on August 6, 2024
- ▶ Participated in Contact Center Data Lake and Qlik integration on August 7, 2024
- ▶ Participated in Microsoft Purview Design Review on August 7, 2024
- ▶ Participated in CalSAWS Section Directors meeting on August 7, 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 August 1 and 8, 2024
- ▶ Contact Center
  - Participated in reoccurring Bots meetings
  - Participated in CSC Support meetings
  - Participated in Fresno Generative AI Call Summary meetings

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- Participated in eGain Dashboard and Reporting meetings
- Participated in Los Angeles Telephonic Signature meetings
- Participated in Los Angeles eGain Reporting review meetings
- Participated in CalSAWS Contact Center Open Items review on July 29 and August 5, 2024
- Participated in CPO process with Contact Center discussion on July 31, 2024
- Participated in CalSAWS Contact Center status on July 31, 2024
- Participated in Voice Bots and RPA Joint Status meeting on July 31, 2024
- Participated in CalSAWS/AWS Delivery Sync meeting on August 1, 2024
- Participated in Contact Center Management Conference on August 5, 2024
- ▶ Security
  - Continued review of Gainwell System Security Plan (SSP)
  - Continued review of Deloitte SSP
  - Participated in Deloitte SSP review discussions on July 31 and August 7, 2024
  - Participated in Gainwell SSP review discussions on July 31 and August 7, 2024
  - Participated in Deloitte CloudCheckr Security meeting on August 1, 2024
  - Participated in Accenture CloudCheckr Security meeting on August 1 and 8, 2024
  - Participated in Accenture Security Status meeting on August 2, 2024
  - Participated in Ernst & Young CloudCheckr Security meeting on August 5, 2024
  - Participated in Gainwell CloudCheckr Security meeting on August 5, 2024
  - Participated in ForgeRock Operations Sync on August 7, 2024
- ▶ Central Print
  - Participated in Central Print weekly status meetings on July 29 and August 5, 2024
- ▶ Lobby Management
  - Participated in Lobby Management meetings as scheduled
- ▶ Service Management
  - Participated in ServiceNow Process Improvement review on August 1, 2024

### 1.3.3 Imaging

- ▶ Participated in Imaging Status Call on August 6, 2024
- ▶ Participated in Monthly Data Review for CalSAWS meeting on August 6, 2024

### 1.3.4 Functional

- ▶ Supported August SCRB and SPG Scorecard review cycles
- ▶ Client Correspondence
  - Participated in Correspondence Design reviews on August 6, 2024
- ▶ FCED
  - Participated in Daily Scrum standup meetings
  - Participated in the weekly FCED All Team Stand-Up
  - Participated in Daily Test Execution meetings
  - 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 CARES/CalSAWS Test meeting on August 1 and 8, 2024
  - Participated in FCED Business Workgroup sessions on August 1 and 8, 2024
- ▶ General Assistance/General Relief (GA/GR)
  - Participated in GA/GR Correspondence web-service discussions

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- Participated in Shasta GA/GR automated solution requirements gathering
- ▶ Lobby Management
  - Participated in Santa Clara Lobby Device Planning on July 31, 2024
  - Participated in Tehama Lobby Device Planning on July 31, 2024
  - Participated in Santa Cruz Lobby Device Planning on August 1, 2024
  - Participated in CA-213363 Lobby Modernization Design on August 7, 2024
  - Participated in Lassen Lobby Device Planning on August 7, 2024
- ▶ Medi-Cal/CMSP
  - Participated in CalHEERS CalSAWS Test Daily Connect
  - Participated in Medi-Cal Correspondence SCRs Design status meetings
  - Participated in Production eHIT Disposition processing issues meetings
  - Participated in CalHEERS SAWS Integration meeting on July 30 and August 6, 2024
  - Participated in CWDA CalHEERS meetings on August 1, 2024
  - Participated in Medi-Cal/CMSP Committee meeting on August 7, 2024
  - Participated 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 Release 24.12
    - CR 233034: Inclusion of Reasonable Explanation
    - CR 249764: Consumers moving out of region
    - CR 252587: Design Change Request (DCR) for Release 25.06
    - CR 253663: Enhancements to Awaiting Review and Disposition Functionality
    - CR 255968: Enrollment UI Enhancements
    - CR 257485: MEDS Enhancements to Improve Data Integrity
    - CR 262000: Update Medi-Cal Eligibility Confirmation Letter
    - CR 280659: Adopt a A/B testing tool
    - CR 282633: Lawful Presence Updates
- ▶ Reports
  - Participated in State/Fiscal Reports planning meeting on August 1 and 8, 2024
  - Participated in State/Fiscal Reports meeting on August 1 and 8, 2024
- ▶ Telephone Consumer Protection Act
  - Participated in CA-279688 (Phase 1) design review on July 31 and August 7, 2024
- ▶ WDTIP
  - Participated in Daily Scrum standup meetings
  - Participated in WDTIP Weekly Workgroup meetings with State
  - Participated in WDTIP Workgroup Wednesday and Thursday meetings
  - Participated in Weekly EDD Technical meetings
- ▶ Others
  - Participated in the following CalSAWS Design Discussion meetings
    - CA-232876: Create GIS shape data for 58 Counties
    - CA-233160: ACL 23-94 - Family Reunification Funding
  - Participated in Virtual Assistant Design review sessions
  - Participated in Design Manager's Status meeting on July 30 and August 6, 2024
  - Participated in AppDev Leads meeting on July 30 and August 6, 2024
  - Participated in CW/CF Eligibility Status meeting on July 31 and August 7, 2024
  - Participated in Task Management SCRs status meeting on August 1, 2024
  - Participated in MEDS Committee meeting on August 6, 2024
  - Participated in CalWORKs/CalFresh Committee meeting on August 7, 2024



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- ▶ Reviewed ninety-two (92) design documents, targeting Critical and High priority designs for review and other SCRs at the Consortium's direction.

Table 1-7 – Weekly M&O System Change Request (SCR) Updates

Release	SCRs in QA Review
RWR	10
23.03	2
24.06	10
24.07	39
24.09	15
24.11	7
25.01	3
25.03	1
TBD	5
<b>Grand Total</b>	<b>92</b>

- ▶ BenefitsCal
  - Participated in Daily Transaction Failures meetings
  - Participated in Bi-Weekly Enhancement and M&O meetings
  - Reviewed upcoming BenefitsCal release scope on July 29 and August 5, 2024
  - Participated in BenefitsCal Qlik Report Approach meeting on July 30, 2024
  - Participated in Program Manager meeting on July 31 and August 8, 2024
  - Participated in CalSAWS BenefitsCal SCRUM meeting on July 31 and August 7, 2024
  - Participated in BenefitsCal Two-Way Messaging Research on August 1, 2024
  - Participated in BenefitsCal and CalSAWS SSA Expense review on August 5, 2024
  - Participated in Self-Service Portal Committee meeting on August 6, 2024
  - Participated in CBO Organization Data meeting on August 7, 2024
  - Participated in BenefitsCal ABAWD Review with Advocates on August 7, 2024
  - Participated in BenefitsCal SSA Expense review with CDSS on August 8, 2024
- ▶ Customer Engagement
  - Monitored Yellow Banner processing status

### 1.3.5 Test

- ▶ CalSAWS Release 24.09
  - Completed test preparation activities
  - Began QA Review of System Test scripts for high impact SCRs
  - Began test execution activities
- ▶ Test preparation and testing activities were delayed one (1) week due to re-validation activities for 24.07 and the impact that had on CalSAWS 24.09 SCR delivery and test environment availability. Test execution began on Monday August 5, 2024, when SCRs were delivered, and test environments were available.

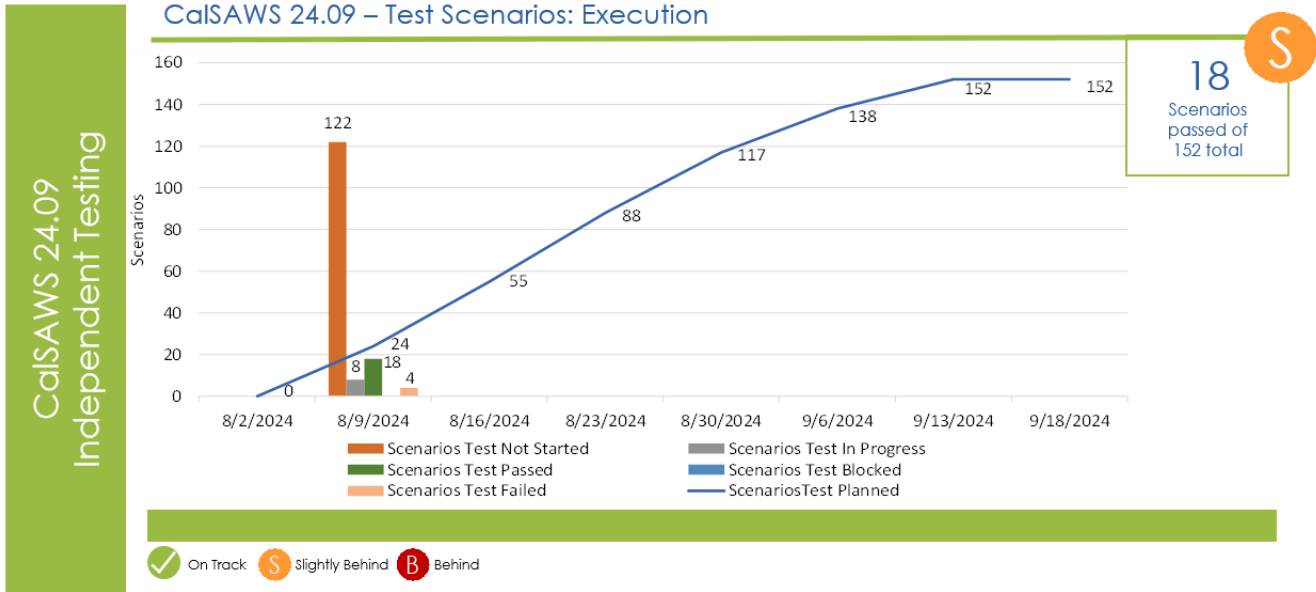
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Table 1-8 – CalSAWS 24.09 Independent Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Passed	Failed	Blocked
CalSAWS 24.09 - ClearBest QA Independent Test Results	152	80% (122)	5% (8)	12% (18)	3% (4)	0% (0)



- ▶ **BenefitsCal Activities**
  - Began and Completed 24.08.11 Priority Release test activities
  - Began 24.08.29 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 1-8 -- Priority Release/RWR Issues Completed 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-277308 Add M44-211B (10/21) NOA to the template Repository	24.07.x1	QA Review
CA-277307 Add Homeless Assistance NOA M44-211A (12/2019) to Template Repository	24.07.x1	QA Review
CA-271404 Add NA 200 in threshold languages to NA 840 and NA 845	24.07.x1	QA Review
CA-249992 Add Available Translations for WTW 10 to CalSAWS.	24.07.x1	QA Review
CA-277313 Add M82-812-Family Reunification/Zero Grant Change NOA	24.07.x1	QA Review
CA-275855 Consolidate the Integrated Payroll Summary Report	24.08.08	QA Review

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- Conducted test activities on the following SCRs/Defects:

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

Defect/SCR #	Scheduled Release	Type of Testing
CA-240844 Update DFA 478 to CF 478	24.07.x2	QA Review
CA-272698 ACL 18-43 - Add M40-107C1 and M40-107D Time Limit NOAs in Threshold Languages	24.07.x2	QA Review
CA-277320 Add MC 239 A& D NOAs to Template Repository	24.07.x2	QA Review
CA-214131 Fair Credit Reporting Act Notice of Action Guidance	24.07.x2	QA Review

- ▶ Training
  - Began Release 24.08.16 WBT validation activities: 2 SCRs completed
  - Began Release 24.08.23 WBT validation activities: 1 SCR completed
  - Began Release 24.09 Job Aid/Online Help SCR validation activities
- ▶ Other Consortium Support Test Activities
  - Monitored test support for priority releases
  - Participated in Release 24.07 Checkpoints on July 29, 30, 31 and August 2, 2024
  - Participated in Integrated Test Team meetings on July 30 and August 6, 2024
  - Participated in Test Touchpoint meeting on July 31 and August 7, 2024

### 1.3.6 OCAT

- ▶ Participated in OCAT/ForgeRock Duplicate Profile Findings and Sync on July 31, 2024
- ▶ Participated in OCAT Operations and Release meeting on August 7, 2024
- ▶ Participated in OCAT POAM Check-in on August 8, 2024

## **1.4 Activities for the Next Reporting Period**

### **1.4.1 Project Management**

- ▶ Participate in OCAT Monthly SLA Review on August 12, 2024
- ▶ Participate in Hyland Imaging Monthly SLA Review on August 12, 2024
- ▶ Participate in Region 1 Management Site Visit planning on August 13, 2024
- ▶ Participate in CalSAWS PMO Status reviews on August 13 and 20, 2024
- ▶ Participate in CalSAWS Contact Center reviews on August 13, 14, and 21, 2024
- ▶ Participate in CalSAWS Project Steering Committee on August 15, 2024
- ▶ Participate in CalSAWS JPA Board meeting on August 16, 2024
- ▶ Participate in CalSAWS Imaging Review on August 20, 2024
- ▶ Participate in CalSAWS Section Directors' meeting on August 21, 2024
- ▶ Participate in OCAT Ops and Release Management meeting on August 21, 2024
- ▶ Continue supporting Transition Planning
- ▶ Collaboration Model, Strike Teams
  - Facilitate Exec Sponsor Committee Meeting Strike Team plan on August 12, 2024
  - Facilitate August SCR Training preparation session on August 13, 2024
  - Finalize August SCR Training session materials on August 16, 2024
  - Facilitate August SCR Training session dry-run on August 19, 2024
  - Participate in Section Director update on the Committee Meeting Strike Team and request for participants on August 21, 2024
  - Conduct August SCR Training session on August 22, 2024
  - Issue August SCR Training post session survey on August 23, 2024

### **1.4.2 Technical**

- ▶ Participate in Calabrio SSO Effort Updates meetings
- ▶ Participate in eGain SSO Effort status meetings
- ▶ Participate in CalSAWS Weekly Technical meetings on August 12 and 19, 2024
- ▶ Participate in EIS Workstream Kickoff meeting on August 13, 2024
- ▶ Participate in Purview Design Review meeting on August 13, 2024
- ▶ Participate in Tech Change Advisory Board (CAB) on August 14 and 21, 2024
- ▶ Participate in CalSAWS Bi-Weekly Status meeting on August 14, 2024
- ▶ Participate in CARES/CalSAWS testing meeting on August 15, 2024
- ▶ Participate in CalSAWS PSC Meeting on August 15, 2024
- ▶ Participate in Weekly Architecture discussions on August 15 and 22, 2024
- ▶ Participate in Environment Integration Management review on August 15, 2024
- ▶ Participate in CalSAWS Section Directors Meeting on August 21, 2024
- ▶ Participate in SCR CA-273252 discussions
- ▶ 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 - August UCD Monthly Meeting on August 21, 2024
- ▶ Batch
  - Participate in CalSAWS Batch Weekly meetings on August 15 and 22, 2024
- ▶ Contact Center
  - Participate in Fresno GenAI Call Summary meetings

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- 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 Contact Center Open Items review on August 12 and 19, 2024
- Participate in Contact Center weekly meetings on August 14 and 21, 2024
- Participate in AWS Contact Center meetings on August 15 and 22, 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 on August 14 and 21, 2024
  - Participate in Security Risk Management Group on August 15, 2024
  - Participate in Deloitte CloudCheckr Security review on August 15, 2024
  - Participate in Accenture CloudCheckr Security review on August 15 and 22, 2024
  - Participate in Accenture Security Status meeting on August 16, 2024
  - Participate in EY and Gainwell CloudCheckr Security review on August 19, 2024
  - Participate in ForgeRock Operations Bi-Weekly meeting on August 21, 2024
- ▶ Service Management
  - Participate in CalSAWS Helpdesk Committee meeting on August 14, 2024
  - Participate in ServiceNow Process Improvement review on August 15, 2024
  - Participate in Monthly Helpdesk Trends Meeting on August 22, 2024
- ▶ Central Print
  - Participate in Central Print Weekly meetings on August 12 and 19, 2024
- ▶ Lobby Management
  - Participate in Lobby Device Planning meetings

### 1.4.3 Imaging

- ▶ Participate in CalSAWS Hyland Imaging SLA data review August 13, 2024
- ▶ Participate in Imaging Status meeting on August 20, 2024

### 1.4.4 Functional

- ▶ Support August SCRB and SPG Scorecard review cycles
- ▶ Client Correspondence
  - Participate in Correspondence Design reviews on August 13 and 20, 2024
  - Participate in Correspondence Committee meeting on August 22, 2024
- ▶ FCED
  - Participate in Daily Scrum standup meetings
  - Participate in 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 CARES/CalSAWS Test meeting on August 15 and 22, 2024

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- Participate in FCED Business Workgroup sessions on August 15 and 22, 2024
- ▶ General Assistance/General Relief (GA/GR)
  - Participate in GA/GR Correspondence web-service discussions
- ▶ Lobby Management
  - Participate in Tehama Lobby Device Planning on August 13, 2024
  - Participate in Lobby Management Status meeting on August 13, 2024
  - Participate in CA-213363 Lobby Modernization Design on August 14, 2024
  - Participate in Siskiyou Lobby Device Planning on August 20, 2024
  - Participate in Santa Clara Lobby Device Planning on August 20, 2024
  - Participate in Fresno Lobby Device Planning on August 20, 2024
  - Participate in Lassen Lobby Device Planning on August 20, 2024
  - Participate in Kern Lobby Device Planning on August 22, 2024
- ▶ Medi-Cal/CMSP
  - Participate in CalHEERS CalSAWS Test Daily Connect
  - Participate in Medi-Cal Correspondence SCRs Design status meetings
  - Participate in CalHEERS SAWS Integration meeting on August 13 and 20, 2024
  - Participate in CWDA CalHEERS meetings on August 15, 2024
  - Participate in the following JAD Sessions
    - CR 227501: Modernize Notices Generation tool
    - 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 25.2
    - CR 255968: Enrollment UI Enhancements
    - CR 274413: Identity Processing (IDP) Phase 2
    - CR 278587: Accelerated Enrollment Enhancement
    - CR 280659: Adopt a A/B testing tool to provide detailed usage analytics
- ▶ Reports
  - Participate in Management Reports Committee meeting on August 13, 2024
  - Participate in State/Fiscal Reports planning meeting on August 15 and 22, 2024
  - Participate in State/Fiscal Reports meeting on August 15 and 22, 2024
- ▶ Telephone Consumer Protection Act
  - Participate in CA-279688 (Phase 1) design review on August 14 and 21, 2024
- ▶ WDTIP
  - Participate in Daily Scrum standup meetings
  - Participate in WDTIP Weekly Workgroup meetings with State
  - Participate in WDTIP Workgroup status meetings
  - Participate in Weekly EDD Technical meetings
- ▶ Others
  - Participate in the following CalSAWS Design Discussion meeting
    - CA-233160: ACL 23-94 - Family Reunification Funding
  - Participate in Virtual Assistant Design review sessions
  - Participate in Design Manager's Status meeting on August 13 and 20, 2024
  - Participate in AppDev Leads meeting on August 13 and August 20, 2024
  - Participate in CW/CF Eligibility Status meeting on August 14 and 21, 2024
  - Participate in Task Management SCRs status meeting on August 15 and 22, 2024
  - Participate in County Release Readiness Discovery session on August 22, 2024
  - Participate in SCR Planning Group (SPG) meeting on August 22, 2024

## CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Bi-Weekly Status Report Period: July 29, 2024, to August 11, 2024

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- ▶ BenefitsCal
  - Participate in Daily Transaction Failures meetings
  - Participate in Bi-Weekly Enhancement and M&O check-in meetings
  - Participate in Weekly Scope Review for upcoming BenefitsCal releases
  - Monitor GROW/WTW collaborator requirement status
  - Participate in Program Manager meeting on August 14 and 21, 2024
  - Participate in CalSAWS BenefitsCal SCRUM meeting on August 14 and 21, 2024
  - Participate in BenefitsCal User-Centered Design review on August 21, 2024
- ▶ Customer Engagement
  - Monitor Yellow Banner processing statistics

### 1.4.5 Test

- ▶ CalSAWS Release 24.09
  - Continue QA Review of System Test scripts for high impact SCRs
  - Continue test execution activities
- ▶ BenefitsCal Activities
  - Continue 24.08.29 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
- ▶ Training
  - Continue Release 24.08.16 WBT/CFP SCR validation activities
  - Continue Release 24.08.23 WBT/CFP SCR validation activities
  - Continue Release 24.09 Job Aid/Online Help SCR validation activities
- ▶ Other Consortium Support Test Activities
  - Participate in Integrated Test Team meeting on August 13 and 20, 2024
  - Participate in Test Touchpoint meeting on August 14 and 21, 2024

### 1.4.6 OCAT

- ▶ Participate in OCAT Monthly SLA Review on August 12, 2024
- ▶ Participate in OCAT Operations and Release meeting on August 21, 2024
- ▶ Participate in OCAT POAM Check-in on August 22, 2024

## 1.5 Deviations from Plan/Adjustments

- ▶ None