

CalSAWS Quality Assurance Bi-Weekly Status Report

**Reporting Period: August 26, 2024, to September 8,
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
<p>QA PMO</p>	<ul style="list-style-type: none"> • Participated in Region 3 and 6 Management Site Visits • Participated in Region 5 Management Site Visit Planning • Participated in M&E Transition-In Master Plan DED Walkthrough • Participated in Infrastructure Test & Validation Plan DEL Walkthrough • Participated in BenefitsCal Architecture review • Participated in OCAT Ops and Release Management meeting • Submitted the CalSAWS Post Implementation Evaluation Report (PIER) • Facilitated CalSAWS Committee Meeting Strike Team Leadership Session(s) • Facilitated September System Change Request (SCR) training preparation • Facilitated sponsor discussion on SCR training soft skills focus areas
<p>QA Technical</p>	<ul style="list-style-type: none"> • Reviewed Release 24.09 performance plan and results • Attended onsite visit for Los Angeles Contact Center • Participated in CalSAWS Imaging status and performance meetings • Participated in CalSAWS production service interruption meetings • Participated in CalSAWS Contact Center and Fresno Gen AI meetings • Continued review of CalSAWS Change Advisory Board (CAB) tickets • Continued review of partner System Security Plans (SSPs)
<p>QA Functional/Test</p>	<ul style="list-style-type: none"> • Continued Release 24.09 test execution and review of SCRs and defects • Continued Release 24.09 validation of Training Job Aids and Online Help • Continued validation of Web-based Training (WBT) and CalSAWS Functional Presentation (CFP) SCRs • Continued Client Correspondence validation • Participated in CalSAWS State/Fiscal Report support • Monitored FCED test execution, requirements, and test plan • Participated in WDTIP Sprint design and data conversion discussions






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1.2 Deliverables Management

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

DEL #	DELIVERABLE NAME		STATUS
65.07	QA Monthly Status Report – August 2024		<ul style="list-style-type: none"> Submitted FDEL on September 9, 2024
WP-4.10	QA Work Plan – August 2024		<ul style="list-style-type: none"> Submitted FDEL on September 9, 2024
66.07	QA Test Monthly Report – August 2024		<ul style="list-style-type: none"> Submitted FDEL on September 9, 2024
67.03	Quarterly QA Security Report		<ul style="list-style-type: none"> Submit DDEL by September 27, 2024
68.07	SLA and Performance Review Report - August 2024		<ul style="list-style-type: none"> Submit FDEL by September 16, 2024
WP-76.7	Capacity Management Plan		<ul style="list-style-type: none"> Submit FDEL comments by September 11, 2024
WP-76.8	Change Management Plan		<ul style="list-style-type: none"> Submit FDEL comments by September 11, 2024
WP-76.9	Network Management Plan		<ul style="list-style-type: none"> Submit FDEL comments by September 11, 2024
WP-76.10	Operations Management Plan		<ul style="list-style-type: none"> Submit FDEL comments by September 11, 2024
WP-76.11	Performance Management Plan		<ul style="list-style-type: none"> Submit FDEL comments by September 11, 2024
WP-76.12	Procurement and Assets Management Plan		<ul style="list-style-type: none"> Submit FDEL comments by September 11, 2024
WP-76.13	Project Office Plan		<ul style="list-style-type: none"> Submit FDEL comments by September 11, 2024
WP-76.14	County Site Plan		<ul style="list-style-type: none"> Submit FDEL comments by September 11, 2024

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DEL #	DELIVERABLE NAME		STATUS
WP-76.16	Security Management Plan		<ul style="list-style-type: none"> • Submit FDEL comments by September 11, 2024
78	CalSAWS PCD Appendix A - Communications Management Plan		<ul style="list-style-type: none"> • Submit FDEL comments by September 11, 2024

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
ME-D01	Assessment of Infrastructure Transition-In Master Plan		<ul style="list-style-type: none"> • Submit DDED comments by September 13, 2024
I-D04	Assessment of Infrastructure Transition-In Test & Validation Plan		<ul style="list-style-type: none"> • Submitted DDEL comments on September 10, 2024

Table 1-5 – Overall Summary of OCAT Deliverable Status





DEL #	DELIVERABLE NAME		STATUS
69.07	OCAT – Monthly Status Report – August 2024		<ul style="list-style-type: none"> • Submitted FDEL on September 9, 2024



Table 1-6 – Overall Summary of BenefitsCal Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
WP-26.26	BenefitsCal - CX Monthly Report – Aug/Sep 2024		<ul style="list-style-type: none"> • Submit DDEL comments by October 17, 2024
WP-27.31	BenefitsCal – Monthly M&O Report - August 2024		<ul style="list-style-type: none"> • Submit DDEL comments by September 16, 2024
WP-28.29	BenefitsCal – Work Plan Monthly Updates – August 2024		<ul style="list-style-type: none"> • Submit FDEL comments by September 16, 2024

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WP-32.10	BenefitsCal - BOM Review and License Renewal Jul - Sep 2024		<ul style="list-style-type: none">• Submit FDEL comments by October 11, 2024
WP-33.10	BenefitsCal – Certificate Review Jul – Sep 2024		<ul style="list-style-type: none">• Submit FDEL comments by October 11, 2024

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

1.3 Highlights for the Reporting Period

1.3.1 Project Management

- ▶ Participated in BenefitsCal Architecture review on August 26 and 28, 2024
- ▶ Participate in Region 3 Management Site Visit on August 27, 2024
- ▶ Participate in CalSAWS PMO Status reviews on August 27 and September 3, 2024
- ▶ Participate in Contact Center reviews on August 27, 28, and September 4, 2024
- ▶ Participate in Region 5 Management Site Visit Planning on August 28, 2024
- ▶ Participate in M&E Transition-In Master Plan DED Walkthrough on August 28, 2024
- ▶ Participate in CalSAWS Chief Technology Officer (CTO) applicant interviews on August 29 - 30, 2024
- ▶ Participate in Region 6 Management Site Visit on August 29, 2024
- ▶ Participate in CalSAWS Imaging Review on September 3, 2024
- ▶ Participate in Infrastructure Test & Validation Plan DEL Walkthrough on August 3, 2024
- ▶ Participate in CalSAWS Section Directors' meeting on September 4, 2024
- ▶ Participate in OCAT Ops and Release Management meeting on September 4, 2024
- ▶ Continue Transition Planning support
- ▶ Submitted CalSAWS Post Implementation Evaluation Report (PIER) on August 30, 2024
- ▶ Created CalSAWS templates and presentation content for All Staff Meeting to be held September 11, 2024
- ▶ Collaboration Model, Strike Teams, and Special Projects
 - Facilitated September SCR Training preparation session on August 26, 2024
 - Closed August SCR Training poll and distributed results on August 27, 2024
 - Finalized list of Committee Meeting Strike Team members on August 27, 2024
 - Drafted Committee Meeting Strike Team kickoff agenda on August 30, 2024
 - Facilitated Exec Sponsor Committee Meeting Strike Team kickoff plan on September 4, 2024
 - Revised Committee Meeting Strike Team materials and incremental strategy on September 5, 2024
 - Facilitated SCR training Exec Sponsor soft skills focus area discussion on September 5, 2024

1.3.2 Technical

- ▶ Participated in eGain and Calabrio Single Sign-On (SSO) review meetings
- ▶ Participated in Release 24.09 Project Integrated Readiness Status meetings

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- ▶ Participated in CalSAWS Weekly Technical meeting on August 26, 2024
- ▶ Participated in CalSAWS Performance Report Meeting on August 27, 2024
- ▶ Participated in Tech Change Advisory Board (CAB) on August 28 and September 4, 2024
- ▶ Participated in CalSAWS Bi-Weekly meeting on August 28, 2024
- ▶ Participated in Code Standards and Security Defects review on August 29, 2024
- ▶ Participated in Monthly Over 15 Seconds Report Review meeting on August 29, 2024
- ▶ Participated in Weekly Architecture discussion on August 29 and September 5, 2024
- ▶ Participated in Environment Integration Management Review on August 29, 2024
- ▶ Participated in ServiceNow/ForgeRock Integration meeting on September 3, 2024
- ▶ Participated in ForgeRock Max Session Limit Review meeting on September 4, 2024
- ▶ Participated in CalSAWS Section Directors meeting on September 4, 2024
- ▶ Participated in Weekly CalSAWS/CARES Technical meeting on September 4, 2024
- ▶ Participated in CA-270693 Time Limits API Review on September 5, 2024
- ▶ BenefitsCal
 - Participated in BenefitsCal Operation Review meetings
 - Participated in DD&I and M&O meetings
- ▶ Batch
 - Participated in CalSAWS Batch review on August 29 and September 5, 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 Los Angeles Telephonic Signature meetings
 - Participated in Los Angeles eGain Reporting review meetings
 - Participated in Contact Center 2.0 Touchpoint meeting on August 27, 2024
 - Participated in Amazon Connect-Language Support Implementation Review meeting on August 27 and September 3, 2024
 - Participated in CalSAWS Contact Center status on August 28 and September 4, 2024
 - Participated in Voice Bots and RPA Joint Status meeting on September 4, 2024
- ▶ Security
 - Participated in ForgeRock Operations Sync meeting
 - Continued review of Deloitte and Gainwell System Security Plans (SSPs)
 - Participated in Gainwell CloudCheckr Security meeting on August 26, 2024
 - Participated in Ernst & Young CloudCheckr Security meeting on August 26 and September 3, 2024
 - Reviewed Deloitte and Gainwell SSP on August 28 and September 4, 2024
 - Participated in Accenture Security Status meeting on August 29, 2024
 - Participated in Deloitte CloudCheckr Security meeting on August 29, 2024
 - Participated in Accenture CloudCheckr Security meeting on August 29, 2024
 - Participated in Security Risk Management Group on August 29, 2024
- ▶ Central Print
 - Participated in Central Print weekly status meetings on August 26, 2024
- ▶ Lobby Management
 - Participated in Lobby Management Modernization Review on August 21, 2024
- ▶ Service Management

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- Participated in Configuration Management Plan review on August 26, 2024
- Participated in Helpdesk Operations Meeting on August 28, 2024
- Participated in Monthly Helpdesk Committee meeting on August 29, 2024
- Participated in ServiceNow Process Improvement review on August 29, 2024

1.3.3 Imaging

- ▶ Participated in Imaging Status call on September 3, 2024
- ▶ Participated in Monthly Hyland Imaging SLA Data Review on September 5, 2024

1.3.4 Functional

- ▶ Supported September SCRB and SPG Scorecard review cycles
- ▶ Client Correspondence
 - Participated in weekly Correspondence Design review meetings
- ▶ FCED
 - Participated in Daily Scrum standup meetings
 - Participated in 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 UAT Schedule meeting on August 27, 2024
 - Participated in CARES/CalSAWS Test meeting on August 29 and September 5, 2024
 - Participated in CalSAWS CARES Placement meeting on August 29, 2024
 - Participated in FCED Business Workgroup on August 29 and September 5, 2024
- ▶ General Assistance/General Relief (GA/GR)
 - Participated in GA/GR Correspondence web-service discussions
- ▶ Lobby Management
 - Participated in Tehama Lobby Device Planning on August 27, 2024
 - Participated in weekly Lobby Modernization Design discussion sessions
- ▶ Medi-Cal/CMSP
 - Participated in CalHEERS CalSAWS Test Daily Connect
 - Participated in Medi-Cal Correspondence SCRs Design status meetings
 - Participated in weekly CalHEERS SAWS Integration review meetings
 - Participated in CWDA CalHEERS meetings on August 29, 2024
 - Participated in the following JAD Sessions
 - CR 230703: 2024 1095/3895 Interface Changes
 - CR 252582: Notices Update for Release 25.02
 - CR 252587: Design Change Request (DCR) for Release 25.06
 - CR 265866: Modify Verify Current Income (VCI) Call Rate
 - CR 266495: Enroller Portal/Salesforce Enhancements for Release 25.02
 - CR 274413: Identity Processing (IDP) Phase 2 Enhancements
 - CR 274416: Covered California (CCA) Chatbot Retrieving Tax Forms
 - CR 278587: Accelerated Enrollment Enhancement
 - CR 280659: Adopt A/B testing tool to provide detailed usage analytics
 - CR 280660: Family Planning, Access, Care, and Treatment Phase 2 Enhancements
 - CR 285410: Lawful presence Bot updates for DACA individuals

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- CR 285589: Release 25.02 UI Enhancements
- ▶ Reports
 - Participated in Management Reports Committee meeting on August 27, 2024
 - Participated in State/Fiscal Reports planning on August 29 and September 5, 2024
 - Participated in State/Fiscal Reports meeting on August 29, 2024
- ▶ Telephone Consumer Protection Act
 - Participated in SCR design reviews on August 28 and September 4, 2024
 - Participated in CalSAWS Outbound Customer Campaigns Workgroup Bi-Monthly Meeting on September 3, 2024
- ▶ WDTIP
 - Participated in Daily Scrum standup meetings
 - Participated in WDTIP Weekly Workgroup meetings with State representatives
 - Participated in WDTIP Workgroup status meetings
 - Participated in Weekly EDD Technical meetings
 - Participated in WDTIP Sprint retrospective on August 28, 2024
- ▶ Others
 - Participated in SCR CA-233160 Family Reunification Funding Design Discussion
 - Participated in Virtual Assistant Design review sessions
 - Participated in Design Managers Status meeting on August 27, 2024
 - Participated in Tax Intercept Committee meeting on August 28, 2024
 - Participated in Collections Committee meeting on August 28, 2024
 - Participated in weekly CW/CF Eligibility Status meetings
 - Participated in weekly Task Management SCR review meetings
- ▶ Reviewed sixty-two (62) 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	16
24.07	16
24.09	10
24.11	8
25.01	6
25.03	2
25.05	1
25.07	1
TBD	2
Grand Total	62

- ▶ BenefitsCal
 - Participated in Daily Transaction Failures meetings
 - Participated in Bi-Weekly Enhancement and M&O meetings
 - Participated in Program Manager meeting on August 28, 2024
 - Participated in CalSAWS BenefitsCal Scrum on August 28 and September 4, 2024
 - Participated in GetCalFresh Parity List meeting on August 28, 2024

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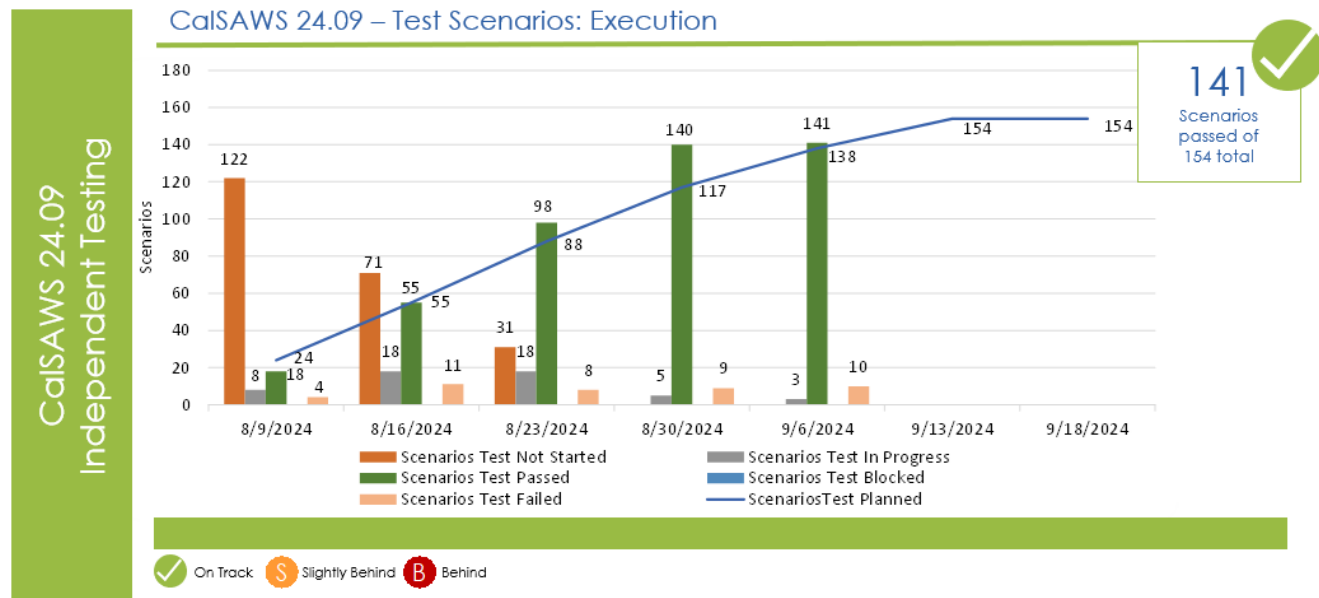
- Participated in BenefitsCal ABAWD Time Limits API Swagger reviews on August 29 and September 3, 2024
- Participated in CBO ROI discussion with ForgeRock on September 4, 2024
- Participated in Journal for Cancelled Appointments review on September 4, 2024
- Participated in Update Application Status API design review on September 5, 2024
- ▶ Customer Engagement
 - Continued to monitor Yellow Banner processing status

1.3.5 Test

- ▶ CalSAWS Release 24.11
 - Received Consortium approval for scorecard on September 5, 2024.
- ▶ CalSAWS Release 24.09
 - Continued QA Review of System Test scripts for high impact SCR's
 - Continued test execution and defect retesting activities
 - Continued QA Review for a subset of High Impact Production Defects

Table 1-8 – CalSAWS Release 24.09 Independent Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Passed	Failed	Blocked
CalSAWS Release 24.09 - ClearBest QA Independent Test Results	154	0% (0)	2% (3)	92% (141)	6% (10)	0% (0)



- ▶ BenefitsCal Activities
 - Completed Release 24.08.29 test activities
 - Reviewed Release 24.08.29 Release notes
 - Completed Priority Release 24.08.30 test activities
 - Began Priority Release 24.09.19 test activities
 - Began Monthly Release 24.09.26 test activities
 - Monitored BenefitsCal releases M&O and M&E updates

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- ▶ Priority Release/RWR Activities
 - Monitored priority releases/RWR defects and SCR test activities
 - Completed test activities on the following SCRs/Defects:

Table 1-9 -- Priority Release/RWR Issues Completed for QA Review/Test

Defect/SCR #	Scheduled Release	Type of Testing
CA-275549 ACL 23-92 - Update EBT 2259 Transactions Section to be Dynamic - Phase 2	24.08.29	QA Review
CA-279576 Add Pregnancy and the Pregnancy special Needs (PSN) Payment NOAs to Template Repository	24.07.x3	QA Review
CA-265030 Revision Updates for the MC 221 LA and MC 222 LA in the Template Repository	24.07.x3	QA Review
CA-279181 Add NA 692 to Template Repository	24.07.x3	QA Review
CA-277672 Add MC 239 TMC-1 and MC 239 TMC -2 to the Template Repository	24.07.x3	QA Review

- ▶ Training
 - Completed Release 24.08.30 WBT validation activities: 2 SCRs completed
 - Began Release 24.09.06 WBT validation activities: 1 SCR in progress
 - Continued Release 24.09 Job Aid/Online Help SCR validation activities
- ▶ Other Consortium Support Test Activities
 - Monitored test support for priority releases
 - Participated in Integrated Test Team meeting on August 27 and September 3, 2024
 - Participated in Test Touchpoint meeting on August 28 and September 4, 2024
 - Participated in Code Standardization/Security Defects meeting on August 29, 2024

1.3.6 OCAT

- ▶ Participated in OCAT/ForgeRock Profile Sync Issue meeting on September 3, 2024
- ▶ Participated in OCAT Operations and Release meeting on September 4, 2024

1.4 Activities for the Next Reporting Period

1.4.1 Project Management

- ▶ Participate in Release 24.09 T-2 Readiness Review on September 9, 2024
- ▶ Participate in CalSAWS PMO Status reviews on September 10 and 17, 2024
- ▶ Participate in Contact Center reviews on September 10, 11, and September 18, 2024
- ▶ Participate in Monthly Highland Imaging SLA Review on September 10, 2024
- ▶ Participate in Release 24.09 T-1 Readiness Review on September 16, 2024
- ▶ Participate in CalSAWS Imaging Review on September 17, 2024
- ▶ Participate in CalSAWS Section Directors' meeting on September 18, 2024
- ▶ Participate in Release 24.09 Green Light Review on September 18, 2024
- ▶ Participate in OCAT Ops and Release Management meeting on September 18, 2024
- ▶ Participate in CalSAWS Project Steering Committee on September 19, 2024
- ▶ Continue supporting Transition Planning
- ▶ Present new CalSAWS templates at All Staff Meeting and create help videos to support staff in overall use of templates, style sheets, colors, and samples

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- ▶ Collaboration Model, Strike Teams
 - Facilitate September SCR Training preparation session on September 9, 2024
 - Facilitate executive review of Committee Meeting Strike Team Leadership Strategy session materials on September 10, 2024
 - Facilitate Committee Meeting Strike Team Leadership Strategy session on September 12, 2024

1.4.2 Technical

- ▶ Participate in Calabrio SSO Effort Updates meetings
- ▶ Participate in eGain SSO Effort status meetings
- ▶ Participate in Release 24.09 Project Integrated Readiness Status meetings
- ▶ Participate in Bi-Weekly FCED Review meeting on September 9, 2024
- ▶ Participate in CalSAWS Weekly Technical meeting on September 9 and 16, 2024
- ▶ Participate in ServiceNow/ForgeRock Integration review on September 10, 2024
- ▶ Participate in Tech CAB on September 11 and 18, 2024
- ▶ Participate in CalSAWS Bi-Weekly Status meeting on September 11, 2024
- ▶ Participate in Weekly Architecture discussions on September 12 and 19, 2024
- ▶ Participate in Environment Integration Management review on September 12, 2024
- ▶ Participate in CalSAWS Section Directors Meeting on September 18, 2024
- ▶ Participate in CalSAWS Architectural Standards Review on September 18, 2024
- ▶ Participate in CalSAWS PSC Meeting on September 19, 2024
- ▶ Participate in CARES/CalSAWS testing meeting on September 19, 2024
- ▶ Participate in October Disaster Recovery test meeting on September 19, 2024
- ▶ BenefitsCal
 - Participate in BenefitsCal Operations Review meetings
 - Participate in DD&I and M&O review meetings
- ▶ Batch
 - Participate in CalSAWS Batch review on September 5 and 12, 2024
- ▶ Contact Center
 - Participate in Fresno GenAI Call Summary meetings
 - Participate in Robotic Process Automation (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 CalSAWS Bi-Weekly Amazon Connect-Language Support Implementation Review meetings
 - Participate in Contact Center Management review on September 9, 2024
 - Participate in Contact Center Status Meeting on September 11 and 18, 2024
 - Participate in Voice Bots & RPA Joint Status meeting on September 18, 2024
- ▶ Security
 - Continue Deloitte and Gainwell SSP reviews
 - Participate in Deloitte and Gainwell SSP review on September 11 and 18, 2024
 - Participate in Deloitte CloudCheckr Security review on September 12, 2024

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- Participate in Accenture CloudCheckr Security review on September 12 and 19, 2024
- Participate in Accenture Security Status meeting on September 12, 2024
- Participate in Ernst & Young CloudCheckr Security meeting on September 16, 2024
- Participate in Gainwell CloudCheckr Security meeting on September 16, 2024
- Participate in ForgeRock Operations Bi-Weekly meeting on September 18, 2024
- ▶ Service Management
 - Participate in ServiceNow Process Improvement review on September 12, 2024
- ▶ Central Print
 - Participate in Central Print Weekly meetings on September 9 and 16, 2024
- ▶ Lobby Management
 - Participate in Lobby Device Planning meetings

1.4.3 Imaging

- ▶ Participate in Monthly Customer Success for CalSAWS with Hyland meeting on September 10, 2024
- ▶ Participate in Imaging Status meeting on September 17, 2024
- ▶ Participate in CalSAWS Imaging Committee meeting on September 19, 2024

1.4.4 Functional

- ▶ Continue supporting September SCRB and SPG Scorecard review cycles
- ▶ Client Correspondence
 - Participate in Weekly Correspondence Design review meetings
- ▶ FCED
 - Participate in Daily Scrum standup meetings
 - Participate in Weekly FCED All Team standup meetings
 - Participate in Daily Test Execution meetings
 - Participate in Weekly Core Constituent Design review meetings
 - Participate in Weekly CARES/CalSAWS Technical sync meetings
 - Participate in Weekly Interface Integration test scenarios review meetings
 - Participate in Bi-Weekly FCED Schedule sync meetings
 - Participate in Bi-Weekly FCED User Group meetings
 - Participate in Weekly CARES/CalSAWS Test meetings
 - Participate in Weekly FCED Business Workgroup meetings
 - Participate in CARES Data Conversion discussion on September 19, 2024
 - Participate in FCED Governance Committee meeting on September 20, 2024
- ▶ General Assistance/General Relief (GA/GR)
 - Participate in Weekly GA/GR Correspondence web-service discussions
 - Participate in SCR CA-262963 Updating GROW Orientation Attendance Design discussion meeting on September 12, 2024
- ▶ Lobby Management
 - Participate in Weekly SCR CA-213363 Lobby Modernization Design discussions
 - Participate in Siskiyou Lobby Device Planning meeting on September 10, 2024
 - Participate in Lobby Management Status meeting on September 10, 2024
- ▶ Medi-Cal/CMSP
 - Participate in Daily CalHEERS CalSAWS Test Connect meetings
 - Participate in Weekly Medi-Cal Correspondence SCRs Design status meetings
 - Participate in Bi-Weekly CalHEERS SAWS Integration review meetings

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- Participate in Weekly CWDA CalHEERS meetings
- Participate in SCR CA-279244 Alternate Format Options Design discussion
- Participate in the following JAD Sessions
 - CR 199832: Automatic Plan Selection (SB 260) Phase 2
 - CR 216717: BREFS Initiative #7 - Carry Forward Enhancements
 - CR 250226: Enhance Consumer Take Away Pages
 - CR 253663: Enhancements to Awaiting Review and Disposition Functionality
 - CR 256174: Enhance processing of 1095 and 3895 architectures
 - CR 259588: Enhance Issuer Portal for Carrier onboarding
 - CR 265866: Modify Verify Current Income (VCI) Call Rate
 - CR 266495: Enroller Portal/Salesforce Enhancements for Release 25.02
 - CR 269494: Enhance User Access
 - CR 272295: CalHEERS Banner Messaging
 - CR 272413: Alternative Formats Phase 2 Enhancements
 - CR 273150: Disposition Enhancements Discovery
 - CR 274416: Covered California (CCA) Chatbot Retrieving Tax Forms
 - CR 278590: Noticing for Authorized Representatives
 - CR 283798: Data Extracts for SAS Viya
 - CR 283907: Masking Sensitive Data Elements
 - CR 285589: Release 25.02 UI Enhancements
- ▶ Reports
 - Participate in Weekly State/Fiscal Reports planning meetings
 - Participate in Reports risk update discussion on September 10, 2024
 - Participate in State/Fiscal Reports meeting on September 12, 2024
- ▶ Telephone Consumer Protection Act
 - Participate in SCR design discussion meetings on September 11 and 18, 2024
- ▶ WDTIP
 - Participate in Daily Scrum standup meetings
 - Participate in Weekly WDTIP Workgroup meetings with State representatives
 - Participate in Weekly EDD Technical meetings
 - Participate in Sprint Retrospective meeting on September 17, 2024
- ▶ Others
 - Participate in Weekly CA-233160 Family Reunification Design review sessions
 - Participate in Bi-Weekly Virtual Assistant Design review sessions
 - Participate in Weekly Design Managers Status meetings
 - Participate in Weekly AppDev Leads meetings
 - Participate in Weekly CalWORKs/CalFresh Eligibility Status meetings
 - Participate in Weekly Task Management SCR review meetings
 - Participate in CalWORKs/CalFresh Committee meeting on September 11, 2024
 - Participate in the Env Integration Review on September 12, 2024
 - Participate in Welfare-to-Work Committee meeting on September 19, 2024
- ▶ 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
 - Participate in Program Manager meeting on September 11 and 18, 2024
 - Participate in BenefitsCal Scrum meeting on September 11 and 18, 2024
 - Participate in BenefitsCal User-Centered Design meeting on September 18, 2024

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Bi-Weekly Status Report Period: August 26, 2024, to September 8, 2024

- ▶ Customer Engagement
 - Continue to monitor Yellow Banner processing statistics

1.4.5 Test

- ▶ CalSAWS Release 24.11
 - Begin test preparation activities
- ▶ CalSAWS Release 24.09
 - Continue QA Review of System Test scripts for high impact SCRs
 - Continue test execution activities
 - Continue QA Review for a subset of High Impact production defects
- ▶ BenefitsCal Activities
 - Complete Release 24.09.19 Priority Release test activities
 - Continue Release 24.09.26 Monthly Release test activities
 - Begin Release 24.09.30 Priority Release test activities
- ▶ Priority Release/RWR Activities
 - Monitor priority releases/RWR defects and SCR test activities
- ▶ Training
 - Continue 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 September 10 and 17, 2024
 - Participate in Test Touchpoint meeting on September 11 and 18, 2024

1.4.6 OCAT

- ▶ Participate in OCAT Monthly SLA Reporting meeting on September 9, 2024
- ▶ Participate in OCAT Operations and Release meeting on September 18, 2024

1.5 Deviations from Plan/Adjustments

- ▶ None