CalSAWS

California Statewide Automated Welfare System

Bi-Weekly Status Report
ClearBest Quality Assurance

Reporting Period: March 24, 2025 – April 6, 2025

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Bi-Weekly Status – ClearBest Quality Assurance

EXECUTIVE SUMMARY

1   Highlights of the Reporting Period

Table 1 - Bi-Weekly Status Agenda Topics

STATUS REPORT SECTION	STATUS AGENDA TOPIC
QA PMO	- Participated in CalSAWS Release 25.03 Support Checkpoints - Participated in IV&V, PMO, and QA Review - Participated in M&E DEL Walkthrough for Project Control Document and Work Schedule - Participated in OCAT Transition Readiness Review - Participated in Project Delivery Office and ITIL Assessment planning - Participated in Region 6 Management Site Visit planning - Continued to support CalSAWS Conference planning - Continued to support planning for CalSAWS Team Building sessions - Continued facilitating Executive Sponsor discussions and creating materials to support Committee Evolution.
QA Technical	- Reviewed Root Cause Analysis and provide comments - Participated in the Infrastructure Stability & Availability (ISA) migration and reviewed the results - Participated in Roadmap for Contact Center and Identity - Participated in Hyland Imaging SLA Data and Status reviews - Participated in CalSAWS Contact Center meetings - Reviewed CalSAWS Change Advisory Board (CAB) tickets - Participated in Contact Center and ForgeRock transition meetings
QA Functional/Test	- Completed CalSAWS Release 25.05 Test Preparation, and execution began with 13% Executed and 8% Passed - Started CalSAWS Release 25.06 QA Review activities - Participated in FCED Extended User Scenario Test (EUST) execution activities and County Office Hour support - Participated in FCED Issue 305 updates and mitigation - Participated in WDTIP Independent Test Execution and Mock conversion

1.1 Deliverable Summary

Table 2 - CalSAWS M&O Deliverable Summary

DEL #	DELIVERABLE NAME	STATUS	NEXT DEADLINE
65.14	QA Monthly Status Report – March 2025	On Time	FDEL due on 4/7/25
WP-4.17	QA Work Plan – March 2025	On Time	FDEL due on 4/7/25
66.14	QA Test Monthly Report – March 2025	On Time	FDEL due on 4/7/25
67.05	Quarterly QA Security Report - March 2025	On Time	FDEL due on 4/8/25
68.14	SLA and Performance Review Report - March 2025	On Time	FDEL due on 4/15/25
69.14	OCAT Monthly Status – March 2025	On Time	FDEL due on 4/7/25

Table 3 - Transition Readiness Deliverable Summary

DEL #	DELIVERABLE NAME	STATUS	NEXT DEADLINE
85.02	Assessment of Infrastructure Managed Hardware and Software Inventory – Monthly Update February 2025	On Time	DDEL due on 4/7/25
90.01	Assessment of Infrastructure Monthly Operations Report	On Time	FDEL due on 4/7/25
94	Assessment of M&E Project Control Document (ME-05)	On Time	DDEL due on 4/23/25
95.01	Assessment of M&E Work Schedule (ME-06)	On Time	DDEL due on 4/23/25
97	Assessment of M&E Transition-In Master Plan (ME-01)	On Time	FDEL due on 4/10/25
98.01	Assessment of ME-D02 M&E Services Plan and Operational Working Documents (OWDs) – Set 1	On Time	DDED due on 4/28/25
99	Assessment of M&E Transition-In Work Schedule (ME-03)	On Time	FDEL due on 4/10/25
104	Assessment of System Application Recovery Plan (ME-D16)	On Time	DDED comments due on 4/23/25
105	Assessment of M&E System Security Plan (ME-D17)	On Time	DDED comments due on 4/23/25
110	Assessment of CalSAWS Transition Readiness Plan (TRP)	On Time	FDEL due on 4/10/25
114.02	QA M&E Monthly Status Report - March 2025	On Time	FDEL due on 4/7/25
115.02	QA In-Flight Projects Transition efforts - March 2025	On Time	FDEL due on 4/7/25

DEL #	DELIVERABLE NAME	STATUS	NEXT DEADLINE
116.02	QA Assessment of Contact Center Transition - March 2025	On Time	FDEL due on 4/7/25
117.02	QA Assessment of Imaging Transition - March 2025	On Time	FDEL due on 4/7/25

Table 4 - BenefitsCal Deliverable Summary

DEL #	DELIVERABLE NAME	STATUS	NEXT DEADLINE
WP-26.29	CX Monthly Report – Feb/Mar 2025	On Time	FDEL comments due on 4/18/25
WP-27.38	Monthly M&O Report - March 2025	On Time	DDEL comments due on 4/14/25
WP-28.36	Monthly Workplan Updates – March 2025	On Time	FDEL comments due on 4/14/25

HIGHLIGHTS FOR THE REPORTING PERIOD

1.2 Project Management

- Participated in CalSAWS Release 25.03 Support Checkpoints March 24 - 26, 2025
- Participated in CalSAWS PMO Status reviews on March 25 and April 1, 2025
- Participated in M&E Transition Touchpoints on March 25 and April 1, 2025
- Participated in Project Delivery Office and ITIL Assessment planning on March 25 and April 3, 2025
- Participated in OCAT Monthly SLA Review on March 26, 2025
- Reviewed OCAT Transition Readiness Data on March 26, 2025
- Participated in AWS Meet & Greet with CalSAWS Leadership on March 26, 2025
- Participated in IV&V, PMO, and QA Touchpoint on March 27, 2025
- Participated in M&E DEL Walkthrough for Project Control Document and Work Schedule on March 27, 2025
- Participated in CalSAWS Batch Weekly review on March 27 and April 3, 2025
- Participated in OCAT Transition Readiness Review on March 27, 2025
- Participated in Imaging Status Review on April 1, 2025
- Participated in Region 6 Management Site Visit planning on April 1, 2025
- Participated in CalSAWS Section Directors meeting on April 2, 2025
- Participated in CalSAWS Contact Center review on April 2, 2025
- Completed CalSAWS Team Building Interview on April 4, 2025
- Collaboration Model, Strike Teams, and Special Projects
  - Continued planning for Team Building session with facilitators on March 25 and March 31, 2025
  - Facilitated discussions with OTSI and DHCS regarding the Streamlined Modular Certification (SMC) Workbook submission on March 27 - 28, 2025

- Continued to support CalSAWS Conference planning, including meeting with presenters, creating materials, and meeting with the planning group
- Continued to support Committee Evolution Strike Team, including conducting meetings and training preparations

1.3 Technical

- Participated in Release 25.03 Project Integrated Readiness Reviews
- Participated in Electronic Benefit Transfer (EBT) Card issue meetings
- Participated in Infrastructure Performance Requirements Reviews
- Participated in Infrastructure Technical Sync meeting on March 24 and 31, 2025
- Participated in Service Desk challenges review meetings on April 1, 2025
- Participated in Disaster Recovery review meeting on April 3, 2025
- Participated in CalSAWS Bi-Weekly Status meeting on March 26, 2025
- Participated in Tech Change Advisory Board (CAB) on March 26 and April 2, 2025
- Participated in CalSAWS Performance Requirement review on March 31, 2025
- Participated in Weekly Architecture discussion on April 3, 2025
- Participated in Infrastructure Performance Report meeting April 3, 2025
- Participated in Environment Integration Management Review on April 3, 2025
- Participated in CalSAWS Section Director's Meeting on April 2, 2025
- Participated in the Infrastructure Stability & Availability (ISA) migration meetings on April 5 and 6, 2025
- BenefitsCal
  - Participated in DD&I and M&O Review meetings
- Batch
  - Participated in CalSAWS Batch review on March 27 and April 3, 2025
- Contact Center
  - Participated in reoccurring Bots meetings
  - Participated in Fresno Gen AI meetings
  - Participated in CSC Support meetings
  - Participated in eGain Dashboard and Reporting meetings
  - Participated in Calabrio review meetings
  - Participated in Los Angeles eGain Reporting review meetings
  - Participated in Contact Center Roadmap reviews
  - Participated in Contact Center review on March 27 and April 3, 2025
  - Participated in Bi-Weekly Contact Center status on March 19, 2025
- Security
  - Participated in CalSAWS Infrastructure Security & Privacy Operations Reporting meeting on March 27 and April 12, 2025
  - Participated in Deloitte/Gainwell CloudCheckr meeting on March 27 and April 3, 2025
  - Participated in ForgeRock Operations Bi-Weekly review on April 2, 2025
- Central Print
  - Participated in Central Print weekly status on March 31, 2025
- Lobby Management

- Participated in Lobby Management meetings as scheduled
- Service Management
  - Participated in ServiceNow Process Improvement review on March 27, 2025

1.4 Imaging

- Participated in Imaging Status review meeting on March 25 and April 1, 2025

1.5 Functional

- Continued supporting SPG Scorecard reviews and completed the March 25 SCRB Review cycle, containing 69 Total SCRs: 62 Approved.
- Client Correspondence
  - Participated in Weekly Correspondence Design Status meetings
  - Participated in the CA-235957 Design meeting on March 26, 2025
- Foster Care Eligibility Determination (FCED)
  - Participated in Daily Scrum standup meetings
  - Participated in Daily CARES-FCED Interface Testing sessions
  - Participated in Daily Participated in Virtual Worker Training for CWS-CARES
  - Participated in Weekly CARES Technical Sync discussions
  - Participated in Weekly CARES/CalSAWS Testing meetings
  - Participated in Weekly FCED Business Workgroup meetings
  - Participated in Weekly FCED All Team standup meetings
  - Participated in Weekly CARES-FCED Interface Testing Sessions
  - Participated in Bi-Weekly FCED User Group meeting
  - Participated in Bi-Weekly CARES FCED Executive meeting
  - Participated in Weekly FCED PM Sync meeting
  - Participated in CARES/CalSAWS EUST 2 Project Tues/Thurs Check-ins
  - Supported EUST 2 activities and daily and weekly EUST office hours
  - Supported CARES Training team for EUST 2 data set up activities
  - Participated in EUST 2 How-to-Test meeting on March 24, 2025
  - Participated in FCED Communication and Change Control on March 24, 2025
  - Participated in a CalSAWS STG6 environment and Home Removal API status meeting on March 24 and 27, 2025
  - Participated in FCED Governance meeting on March 26, 2025
  - Participated in FCED Case Link Demo on March 28, 2025
  - Participated in Placement Authority API meeting on March 31, 2025
  - Participated in CalSAWS/CARES LOV mapping meeting on April 1, 2025
  - Participated in FCED Joint 25.05 and 25.06 Sprint planning on April 1,2025
  - Participated in CARES/CalSAWS Vendor meeting on April 2, 2025
  - Participated in CARES/CalSAWS automation meeting on April 2, 2025
  - Participated in CWS-CARES Core Demonstration for Eligibility on April 3, 2025
  - Participated in one-on-one EUST 2 support sessions with Orange County, Riverside, Sacramento and Lake on April 4, 2025
- General Assistance/General Relief (GA/GR)
  - Participated in Weekly GA/GR meetings with Accenture and Gainwell
  - Participated in Weekly GA/GR Correspondence Web-Service discussions
  - Participated in CA-286679 Design meeting on April 2, 2025

- Lobby Management
  - Participated in Weekly Lobby Support Team meetings
  - Participated in Weekly Design meetings for CA-213363 TLM - Lobby Management Modernization
  - Participated in Bi-Weekly San Joaquin Lobby Device Planning meetings
  - Participated in CA-213363 Design Review meeting on March 27, 2025
  - Participated in Device Register Process Flow & Design meeting on April 3, 2025
- Medi-Cal/CMSP
  - Participated in Daily CalHEERS CalSAWS Test Connect meetings
  - Participated in Weekly CalHEERS SAWS Integration meetings
  - Participated in Weekly SCR Touchpoint meetings
  - Participated in Weekly CWDA/SAWS CalHEERS meeting
  - Participated in Weekly Director's Meeting with CalHEERS
  - Participated in Weekly Test Touchpoint meetings for CalHEERS
  - Participated in CalSAWS Medi-Cal CMSP Committee meeting on April 2, 2025
  - Participated in the following Design meetings:
    - CA-286074: Update Medi-Cal RE Date logic for newly opened MC programs
    - CA-274671: Medicare Savings Program (MSP) Notices Analyst Review
    - CA-283798: 2025 Updates to the Single Streamlined Application (SSApp)
  - Participated in CR 287211 JAD Session - Release 25.9 User Interface (UI) Enhancements
- Reports
  - Participated in Weekly State/Fiscal Reports and Defect status meetings
  - Participated in Bi-Weekly State/Fiscal Pre-Meet discussions
  - Participated in Bi-Weekly State/Fiscal Report County Support Meeting
  - Participated in State/Fiscal Reports Committee meeting on March 26, 2025
  - Participated in CA-252984 State/Fiscal Design meetings
- WDTIP/SCATL
  - Participated in Daily Scrum standup meetings
  - Participated in Release 25.03 County Validation Touchpoints meetings
  - Participated in Weekly WDTIP Workgroup Status meetings
  - Participated in Weekly EDD Technical Sync meetings
  - Participated in Weekly WDTIP Replacement/EDD Touchpoint meetings
  - Participated in Bi-Weekly WDTIP Group with CalSAWS and State representatives
  - Participated in Statewide Cash Aid Time Limit (SCATL) design document review
  - Participated in daily County Validation touchpoints
  - Participated in WDTIP Workgroup Meeting on March 25, 2025
  - Participated in WDTIP Mock Conversion Go-No-Go on April 4,2025
- Others
  - Participated in 25.05 Release Notes Reviews
  - Participated in Weekly AppDev Leads meeting
  - Participated in Weekly CalSAWS Design Manager's Status meeting
  - Participated in Weekly CalWORKs/CalFresh Eligibility Status meeting
  - Participated in Weekly Task Management Check-In meeting
  - Participated in Bi-Weekly Virtual Assistant Design review session
  - Participated in Fiscal Committee meeting on March 26, 2025
  - Participated in Eligibility CA-280894 Design meeting on March 27, 2025

- Participated in Task Management Committee meeting on March 27, 2025
- Participated in SCERFRA CalFresh Fruit and Vegetable Discussion on April 1, 2025

Reviewed Fifty-one (51) Design documents, targeting Critical and High priority designs for review and other SCRs at the Consortium's direction

Table 5 - Weekly M&O System Change Request (SCR) Updates

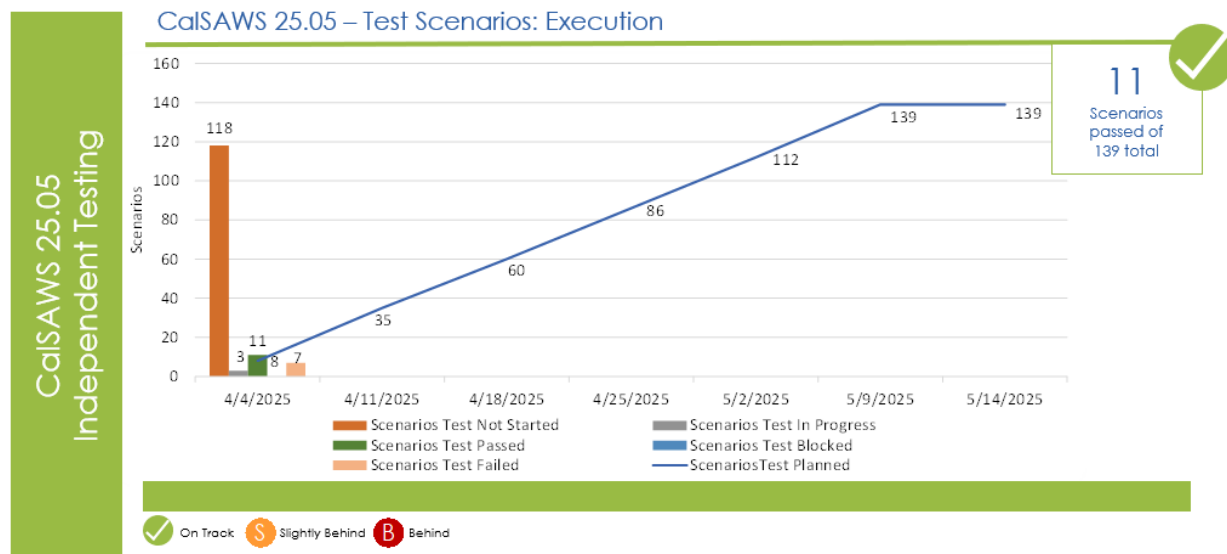| Release	SCRs in QA Review
RWR	4
25.01	0
25.02	2
25.03	12
25.05	13
25.06	2
25.07	9
25.09	3
TBD	6
Grand Total	**51**

- BenefitsCal
  - Participated in Daily Transaction Failures meetings
  - Participated in Bi-Weekly Enhancement and M&O meetings
  - Participated in BenefitsCal Scope Review on March 24 and 31, 2025
  - Participated in BenefitsCal Integrated Readiness on March 24 and 31, 2025
  - Participated in Program Manager meeting on March 26 and April 2, 2025
  - Participated in BenefitsCal Scrum meeting on March 26 and April 2, 2025
  - Facilitated BenefitsCal 2025 Usage Metrics Report meeting on March 26, 2025
  - Participated in Get CalFresh to BenefitsCal Transition Meeting on March 26, 2025
  - Participated in BenefitsCal 25.03.27 Sprint Review on March 27, 2025
  - Participated in BenefitsCal Renewal Status discussion on March 27, 2025
  - Participated in ROI Findings meeting on March 31, 2025
  - Participated in Self-Service Portal Committee Meeting on April 1, 2025

1.6 Test

- CalSAWS Release 25.06
  - Began QA Review of System Test scripts for 3 high impact SCRs
- CalSAWS Release 25.05
  - Completed Test preparation activities
  - Began Test execution activities
  - Began QA Review of System Test scripts for high impact SCRs

Table 6 - CalSAWS Release 25.05 Independent Test Progress

TEST CYCLE	TOTAL SCENARIOS	NOT EXECUTED	IN PROGRESS	PASSED	FAILED	BLOCKED
CalSAWS Release 25.05 - ClearBest QA Independent Test Results	139	85% (118)	2% (3)	8% (11)	5% (7)	0% (0)

- Foster Care Eligibility Determination (FCED)
    - Participate in weekly test status meeting with CARES
    - Participate in Extended User Scenario Testing (EUST) execution activities
    - Participate in EUST office hours
    - Participate in Bi-weekly EUST status meetings with CARES
- Statewide Cash Aid Time Limit (SCATL) Activities
    - Completed test preparation activities
    - Conducted test execution activities
    - Application Development team is actively triaging defects for resolution

Table 7: CalSAWS WDTIP-CARES for Independent Test

TEST CYCLE	TOTAL SCENARIOS	NOT EXECUTED	IN PROGRESS	PASSED	FAILED	BLOCKED
CalSAWS WDTIP/SCATL Independent Test Results	Premise	38	11% (4)	3% (1)	53% (20)	33% (13)

- BenefitsCal Activities
    - Completed BenefitsCal 25.03.27 Monthly Release test activities
    - Reviewed BenefitsCal 25.03.27 release notes
    - Facilitated QA and Consortium Scope Coverage meeting for BenefitsCal 25.04.14 Priority and 25.04.24 Monthly Release
    - Begin BenefitsCal 25.04.14 Priority and 25.04.24 Monthly Release test activities

- Monitored BenefitsCal M&O and M&E Release updates
- Priority Release/RWR Activities
  - Monitored priority releases/RWR defects and SCR test activities
  - Completed test activities on the following SCRs/Defects:

Table 8 - Priority Release/RWR Issues Completed for QA Review/Test

DEFECT/SCR #	RELEASE	RELEASE TYPE	TYPE OF TESTING
CA-287623 CSF 163 New Worker Letter is generating in Individual Spoken Language instead of Written Language through Workload Reassignment Detail	25.03.x1	RWR	QA Review
CA-284788 Add Family Reunification NOA in Threshold Language	25.03.x1	RWR	QA Review
CA-284538 Virtual Assistant Expansion- Release 25.03.27 (Release 27)	25.03.27	Priority Release	QA Review
CA-249474 Add Time Limit NOA in threshold languages	25.03.x1	RWR	QA Review
CA-283427 Discontinuance Notice - Deceased Persons did not generate for Medi-Cal Case	25.03.x1	RWR	QA Review

- Training
  - Completed One (1) Quick Guide review
- Other Consortium Support Test Activities
  - Participated in CalSAWS 25.03 Post-Release Checkpoint on March 24, 25 and 26, 2025
  - Participated in Integrated Test meetings on March 25 and April 1, 2025
  - Participated in Test Touchpoint meeting on March 26 and April 2, 2025

1.7 Transition

- Infrastructure
  - Provided feedback on Gainwell's Infrastructure WSR updates
  - Provided feedback on Gainwell's Weekly Transition-In Work Schedule updates
  - Participated in Knowledge Sharing (KS) sessions for the Contact Center and ForgeRock workstreams
  - Participated in Job Shadowing (JS) sessions for the Contact Center workstream
  - Participated in Reverse Shadowing (RS) sessions for the Imaging workstream
  - Facilitated M&O Services Plan to Infrastructure Services Plan mapping discussion on March 25, 2025
- M&E
  - Provided feedback on Deloitte's M&E WSR updates
  - Participated in Weekly M&E Transition Checkpoint meetings
  - Participated in Knowledge Sharing sessions for the following workstreams:
    - Architecture/Innovation
    - Production Operations
    - SCR
    - Security

- ✖ Support Services
- Participated in Job Shadowing (JS) and Reverse Shadowing (RS) sessions for OCAT workstream
- Participated in OCAT Readiness Review preparation meeting on March 26, 2025
- Participated in OCAT Readiness Review meeting on March 27, 2025
- Participated in ME-D05 Project Control Document and ME-D06 Work Schedule DDEL walkthrough session on March 27, 2025
- Participated in ME-D05 Project Control Document and ME-D06 Work Schedule DDEL review office hours session on April 3, 2025

1.8 OCAT

Participated in OCAT Monthly SLA Performance meeting on March 26, 2025

ACTIVITIES FOR THE NEXT REPORTING PERIOD

2   Project Management

- Participate in CalSAWS PMO Status reviews on April 8 and 15, 2025
- Participate in M&E Transition Touchpoints on April 8 and 15, 2025
- Participate in Monthly Imaging Data review with Hyland on April 8, 2025
- Participate in CalSAWS Leadership Team Building on April 9, 2025
- Participate in Project Delivery Office planning on April 10 and 17, 2025
- Participate in CalSAWS Batch Weekly review on April 10 and 17, 2025
- Participate in CalSAWS JPA Board meeting on April 11, 2025
- Participate in OCAT Monthly SLA Review on April 14, 2025
- Participate in CalSAWS Infrastructure Readiness Review on April 14, 2025
- Participate in Region 6 Management Site Visit Planning on April 15, 2025
- Participate in Imaging Status Review on April 15, 2025
- Participate in CalSAWS Section Directors meeting on April 16, 2025
- Participate in CalSAWS Contact Center review on April 16, 2025
- Collaboration Model, Strike Teams, and Special Projects

  - Continue to support the CalSAWS Committee Evolution discussions
  - Continue to support discussions with OTSI and DHCS regarding the SMC Operational Reports Workbook submission
  - Continue to support the Team Building planning with facilitators
  - Continue to support the planning of the June 2025 CalSAWS conference

2.1 Technical

- Participate in Infrastructure Technical Sync meeting on April 7 and 14, 2025
- Participate in Tech Change Advisory Board on April 9 and 16, 2025
- Participate in CalSAWS Bi-Weekly Status meeting on April 9, 2025
- Participate in Environment Integration Management review on April 17, 2025
- Participate in CARES/CalSAWS testing meetings on April 10 and 17, 2025
- Participate in CalSAWS Section Directors meeting on April 16, 2025
- Participate in Weekly Architecture discussion on April 10 and 17, 2025
- BenefitsCal
  - Participate in DD&I and M&O meetings
- Batch
  - Participate in CalSAWS Batch reviews on April 10 and April 17, 2025
- Contact Center
  - Participate in Fresno GenAI Call Summary meetings
  - Participate in Calabrio and eGain SSO Effort Updates meetings
  - 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 Status Review on April 9 and 16, 2025
- Security

- Participate in CalSAWS Infrastructure Security & Privacy Operations Reporting meeting on April 9, 2025
- Participate in Combined Deloitte/Gainwell CloudCheckr Security review on April 10 and 17, 2025
- Service Management
  - Participate in ServiceNow Process Improvement review on April 9, 2025
  - Participate in Monthly Helpdesk Trends meeting on April 10, 2025
- Central Print
  - Participate in Central Print Weekly meetings on April 7 and 14, 2025
- Lobby Management
  - Participate in CalSAWS Lobby Management meetings as scheduled

2.2 Imaging

- Participate in Imaging Status meeting on April 8, 2025
- Participate in Monthly Data Review for CalSAWS meeting on April 8, 2025

2.3 Functional

- Support March SCRB and SPG Scorecard review cycles
- Client Correspondence
  - Participate in Weekly Correspondence Design Status meetings
- Foster Care Eligibility Determination (FCED)
  - Participate in Daily Scrum standup meetings
  - Participate in Daily CARES-FCED Interface Testing sessions
  - Participate in Weekly PM Sync meeting
  - Participate in Weekly CARES Technical Sync discussions
  - Participate in Weekly CARES/CalSAWS Testing meetings
  - Participate in Weekly FCED Business Workgroup meetings
  - Participate in Weekly FCED All Team standup meetings
  - Participate in Weekly CARES-FCED Interface Testing Sessions
  - Participate in Bi-Weekly FCED User Group meeting
  - Participate in Bi-Weekly CARES FCED Executive meeting
  - Participate in Weekly FCED PM Sync meeting
  - Participate in CARES Data Conversion & CalSAWS Technical Team Discussions
  - Continue to support EUST 2 activities and EUST office hours
  - Participate in CARES/CalSAWS EUST 2 Project Tues/Thurs Check-ins
  - Participate in FCED Presentation planning for Self-Sufficiency on April 7, 2025
  - Participate in CalSAWS/CARES AAP data discussion on April 7, 2025
  - Participate in in CalSAWS/CARES List of Values (LOV) on April 7, 2025
  - Participate in weekly Tuesday EUST 2 CalSAWS Findings Triage on April 8, 2025
- General Assistance/General Relief (GA/GR)
  - Participate in Weekly GA/GR meetings with Accenture and Gainwell
  - Participate in Weekly GA/GR Correspondence Web-Service discussions
- Lobby Management
  - Participate in Weekly Lobby Team meetings

- Participate in Weekly Design meetings for CA-213363 TLM - Lobby Management Modernization
  - Participate in Bi-Weekly San Joaquin Lobby Device Planning meetings
- Medi-Cal/CMSP
  - Participate in Daily CalHEERS CalSAWS Test Connect meetings
  - Participate in Weekly CalHEERS SAWS Integration meetings
  - Participate in Weekly SCR Touchpoint meetings
  - Participate in Weekly CWDA CalHEERS meetings
  - Participate in Weekly Medi-Cal/CMSP/CalHEERS Touchpoint meetings
  - Participate in Bi-Weekly CalHEERS Test Touchpoint meetings
  - Participate in Weekly Test Touchpoint meetings for CalHEERS
  - Participate in the following JAD Sessions:
    - CR 266497: Enroller Portal/Salesforce Enhancements for Release 25.9
    - CR 292807: Bot - Dual Enrollment Population
    - CR 252584: Notices Update for Release 25.9
    - CR 299324: NOD01T AB Testing
    - CR 296422: Minimal Essential Coverage (MEC) Table Enhancements
- Reports
  - Participate in Weekly State/Fiscal Reports Defect status meetings
  - Participate in Bi-Weekly State/Fiscal Pre-Meet discussions
  - Participate in Bi-Weekly State/Fiscal Report County Support meeting
  - Participate in CA-252984 Design Walkthrough
- WDTIP/SCATL
  - Participate in Daily Scrum standup meetings
  - Participate in Weekly WDTIP Workgroup Status meetings
  - Participate in Weekly EDD Technical Sync meetings
  - Participate in Weekly WDTIP Replacement/EDD Touchpoint meetings
  - Participate in Bi-Weekly WDTIP Group with CalSAWS and State representatives
  - Participate in daily County Validation touchpoints
- Others
  - Participate in Weekly AppDev Leads meetings
  - Participate in Weekly Release Coordination meetings
  - Participate in Weekly CalWORKs/CalFresh Eligibility Status meetings
  - Participate in Weekly Task Management Check-In meetings
  - Participate in Weekly Consortium Touchpoint meetings
  - Participate in Bi-Weekly 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 Weekly Scope Review for Partner Coordination
  - Participate in BenefitsCal Integrated Readiness on April 7 and 14, 2025
  - Participate in Program Manager meeting on April 9 and 16, 2025
  - Participate in BenefitsCal Scrum meeting on April 9 and 16, 2025

2.4 Test

- CalSAWS Release 25.06

- Continue QA Review of System Test scripts for 3 high impact SCRs
- CalSAWS Release 25.05
  - Continue QA Review of System Test scripts for high impact SCRs
  - Continue Test Execution activities
- FCED
  - Continue to participate in weekly test status meeting with CARES
  - Continue to participate in Extended User Scenario Testing (EUST) execution activities
  - Continue to participate in EUST office hours
  - Continue to participate in Bi-weekly EUST status meetings with CARES
- Welfare Data Tracking Implementation Project (WDTIP) Statewide Cash Aid Time Limit (SCATL) Activities
  - Conduct test execution activities
  - Participate in daily stand ups
- BenefitsCal
  - Complete BenefitsCal 25.04.14 Priority Release test activities
  - Review BenefitsCal 25.04.14 Release Notes
  - Continue BenefitsCal 25.04.24 Monthly Release test activities
- Priority Release/RWR Activities
  - Monitor priority releases/RWR defects and SCR test activities
- Training
  - Continue WBT/CFP SCR validation activities
  - Begin Release 25.05 OLH/Job Aid SCR validation activities
- Other Consortium Support Test Activities
  - Participate in Integrated Test meetings on April 8 and 15, 2025
  - Participate in Test Touchpoint meetings on April 9 and 16, 2025

2.5 Transition

- Infrastructure
  - Review Gainwell's Infrastructure WSR updates
  - Review Gainwell's Weekly Transition-In Work Schedule updates
  - Participate in Knowledge Sharing (KS) sessions for the Contact Center and ForgeRock workstreams
  - Participate in Job Shadowing (JS) sessions for the Contact Center and ForgeRock workstreams
  - Participate in Reverse Shadowing (RS) sessions for the Imaging workstream
  - Facilitate I-D08 (Infrastructure Hardware and Software Inventory) FDEL artifacts submission timelines discussion on April 7, 2025
  - Participate in Infrastructure Final Readiness Review on April 14, 2025
- M&E
  - Review and provide feedback on Deloitte's M&E WSR updates
  - Participate in Weekly M&E Transition Checkpoint meetings
  - Participate in Knowledge Sharing sessions for the following workstreams:
    - Architecture/Innovation

- ✖ Production Operations
  - ✖ SCR
  - ✖ Security
- Participate in ME-D05 Project Control Document and ME-D06 Work Schedule DDEL review office hours session on April 7, 2025

2.6 OCAT

- Participate in OCAT Monthly SLA Performance meeting on April 14, 2025

DEVIATIONS FROM PLAN/ADJUSTMENTS

- None