CalSAWS
California Statewide Automated Welfare System

Bi-Weekly Status Report
ClearBest Quality Assurance

Reporting Period: May 5, 2025 – May 18, 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	- Facilitated CalSAWS Release 25.05 Greenlight meeting - Participated in M&E Requirements Tracking Discussion - Participated in March Production Network Outage Reviews - Participated in Imaging SLA Data Review with Hyland - Facilitated ITIL Project Management Practice Reviews - Participated in CalSAWS JPA Board and PSC meetings - Continued support for CalSAWS Conference planning - Continued support for CalSAWS Team Building sessions - Continued facilitating Executive Sponsor discussions and creating materials to support Committee Evolution - Submitted the Operational Reports Workbook (ORW) to DHCS and CMS and created draft Conditions for Enhanced Funding (CEF) template
QA Technical	- Reviewed CalSAWS Change Advisory Board (CAB) tickets - Participated in Contact Center and ForgeRock transition meetings - Participated in Roadmap Meetings for Contact Center - Participated in CalSAWS Release 25.05 Performance Reviews - Participated in M&E OCAT Transition Final Review meeting
QA Functional/Test	- Continued CalSAWS Release 25.07 test preparation activities - Completed CalSAWS Release 25.05 test execution with 100% Passed - Completed CalSAWS Release 25.05.16 WBT/CFP SCR validations - Completed WDTIP/SCATL Independent Test activities with 100% Executed, 86% Passed and 14% Failed (deferred to future releases) - Participated in WDTIP/SCATL Production Conversion and Deployment review - Participated in FCED-CARES County Extended User Scenario Testing (EUST) Phase 2 retrospective - Participated in FCED enhancement discussions

1.1 Deliverable Summary

Table 2 - CalSAWS M&O Deliverable Summary

DEL #	DELIVERABLE NAME	STATUS	NEXT DEADLINE
65.16	QA Monthly Status Report – May 2025	On Time	FDEL due on 6/6/25
WP-4.18	QA Work Plan – May 2025	On Time	FDEL due on 6/6/25
66.16	QA Test Monthly Report – May 2025	On Time	FDEL due on 6/6/25
68.16	SLA and Performance Review Report - May 2025	On Time	FDEL due on 6/16/25
69.16	OCAT Monthly Status – May 2025	On Time	FDEL due on 6/6/25

Table 3 - Transition Readiness Deliverable Summary

DEL #	DELIVERABLE NAME	STATUS	NEXT DEADLINE
80.02	Assessment of Infrastructure Transition-In Work Schedule - June 2025	On Time	FDEL comments due on 6/17/25
85.04	Assessment of Infrastructure Managed Hardware and Software Inventory – Monthly Update - April 2025	On Time	DDEL due on 6/2/25
90.04	Assessment of Infrastructure Monthly Operations Report – April 2025	On Time	FDEL comments due on 6/13/25
95.03	Assessment of M&E Work Schedule - May 2025	On Time	FDEL due on 6/20/25
98.01	Assessment of ME-D02 M&E Services Plan and Operational Working Documents (OWDs) – Group 0	On Time	FDEL due on 5/28/25
104	Assessment of System Application Recovery Plan (ME-D16)	On Time	DDED due on 5/28/25
114.04	QA M&E Monthly Status Report - May 2025	On Time	FDEL due on 6/6/25
115.04	QA In-Flight Projects Transition efforts - May 2025	On Time	FDEL due on 6/6/25
116.04	QA Assessment of Contact Center Transition - May 2025	On Time	FDEL due on 6/6/25
117.04	QA Assessment of Imaging Transition - May 2025	On Time	FDEL due on 6/6/25

Table 4 - BenefitsCal Deliverable Summary

DEL #	DELIVERABLE NAME	STATUS	NEXT DEADLINE
WP-26.30	CX Monthly Report – Apr/May 2025	On Time	DDEL comments due on 6/13/25
WP-27.40	Monthly M&O Report - May 2025	On Time	FDEL comments due on 6/13/25
WP-28.38	Monthly Workplan Updates – May 2025	On Time	FDEL comments due on 6/13/25
WP-35	BenefitsCal OWD 01 BenefitsCal Security Management Plan	On Time	DDEL comments due on 5/19/25
WP-36	BenefitsCal OWD 02 BenefitsCal Identification and Access Control Procedures	On Time	DDEL comments due on 5/19/25

HIGHLIGHTS FOR THE REPORTING PERIOD

1.2 Project Management

- Participated in M&E Requirements Tracking Discussion on May 5, 2025
- Participated in Release 25.05 T-2 Integrated Readiness Status on May 5, 2025
- Participated in Imaging SLA Data Review with Hyland on May 6, 2025
- Participated in Region 4 Management Site Visit Planning on May 6, 2025
- Participated in March Network Outage Reviews on May 6 and 12, 2025
- Facilitated ITIL Assessment Team meetings on May 6 and 13, 2025
- Participated in CalSAWS PMO Status reviews on May 6 and 12, 2025
- Participated in CalSAWS Leadership Team Building Session 3 on May 7, 2025
- Participated in CalSAWS Batch Weekly review on May 8 and 15, 2025
- Participated in CalSAWS JPA Board meeting on May 9, 20205
- Participated in Release 25.05 T-1 Integrated Readiness Status on May 12, 2025
- Participated in M&E Transition - OCAT Final Review on May 13, 2025
- Participated in Imaging Status Review on May 13, 2025
- Facilitated Release 25.05 Greenlight meeting on May 14, 2025
- Facilitated ITIL Project Management Practice Reviews on May 14 and 15, 2025
- Participated in CalSAWS Section Directors meeting on May 14, 2025
- Participated in CalSAWS Contact Center review on May 14, 2025
- Participated in CalSAWS Project Steering Committee on May 15, 2025
- Collaboration Model, Strike Teams, and Special Projects
  - Continued planning for Team Building with facilitators on May 5, 12, and 16, 2025 and supported the Team Building Session #3 on May 7, 2025
  - Incorporated updates from CMS feedback, worked with DHCS to obtain 12 months of retroactive CMS Performance Indicator data

- Submitted the Operational Reports Workbook to DHCS and CMS on May 16, 2025, and created a draft of the CEF template for submission next reporting period
- Continued to support CalSAWS Conference planning with presenters, creating materials, and meeting with the planning group
- Facilitated Committee Evolution Strike Team planning and sessions on May 5, 6, 8, and 12, 2025

1.3 Technical

- Participated in March and April Performance Report reviews
- Participated in Release 25.05 Project Integrated Readiness review meetings
- Participated in Infrastructure Technical Sync meeting on May 5 and 12, 2025
- Participated in Tech Change Advisory Board on May 7 and 14, 2025
- Participated in CalSAWS Bi-Weekly Status meeting on May 7, 2025
- Participated in Environment Integration Management review on May 8, 2025
- Participated in ForgeRock Operations Bi-Weekly review on May 14, 2025
- Participated in Infrastructure Performance Report Review meeting on May 15, 2025
- BenefitsCal
  - Participated in DD&I and M&O Review meetings
  - Reviewed BenefitsCal System Changes and Defects
- Batch
  - Participated in CalSAWS Batch review on May 8 and 15, 2025
- Contact Center
  - Participated in recurring 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 Status Review on May 14, 2025
- Security
  - Participated in combined Deloitte/Gainwell Security reviews on May 8 and 15, 2025
- Central Print
  - Participated in Central Print weekly status meetings
- Lobby Management
  - Participated in Lobby Management meetings as scheduled
- Service Management
  - Participated in Helpdesk Operations Meeting on May 8, 2025
  - Participated in ServiceNow Process Improvement Review on May 8, 2025

1.4 Imaging

- Participated in Monthly Data Review for CalSAWS meeting on May 6, 2025
- Participated in Imaging Status meeting on May 13, 2025
- Participated in Monthly Customer Success for CalSAWS with Hyland meeting on May 13, 2025

1.5 Functional

- Continued supporting SPG Scorecard reviews and completed the May 06 SCRB Review cycle containing 66 Total SCRs: all 66 were approved. Additionally, we reviewed 46 SCRs and submitted 22 comments for the May 20 SCRB cycle packet.
- Client Correspondence
    - Participated in Weekly Correspondence Design Status meetings
    - Participated in CA-240701 Design meeting on May 06, 2025
    - Participated in CalSAWS M&E SCR Job Shadow session: CA-274859 on May 14
- 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 Daily EUST 2 CARES and CalSAWS facilitated Office Hours
    - Participated in CARES/CalSAWS EUST 2 Project Check-ins
    - Participated in Daily EUST 2 support debriefs
    - Participated in Daily Platform As a Service (PAAS) SIT E2E Test Execution & Test Review meetings
    - Supported CARES Training EUST 2 data setup activities
    - Participated in System Test Execution planning meeting
    - Participated in CARES/CalSAWS EUST 2 Lessons Learned on May 5, 2025
    - Participated in Vendor/Resource Demo for CARES on May 5, 2025
    - Participated in CARES/FCED Automated Regression meeting on May 6, 2025
    - Participated in CAREC conversion meeting on May 8, 2025
    - Participated in CalSAWS/CARES AAP API data discussion on May 12 and 16, 2025
    - Participated in EUST 3 Test Script Review on May 14, 2025
    - Participated in CWS-CARES Core Constituent Demo on May 14, 2025
    - Facilitated WBT Process Review on May 15, 2025
- General Assistance/General Relief (GA/GR)
    - Participated in Daily San Bernardino Automated GA Daily Validation Touchpoints
    - Participated in Weekly GA/GR meetings with Accenture and Gainwell
    - Participated in Weekly GA/GR Correspondence Web Service discussions
    - Participated in CA-274857 Design meeting on May 06, 2025
    - Participated in M&E SCR Knowledge Transfer for GA/GR on May 13, 2025

- Participated in CA-240552 Design meeting on May 13, 2025
- Lobby Management
  - Participated in Weekly Lobby Support Team meetings
  - Participated in Weekly Design meetings for CA-213363 TLM - Lobby Management Modernization
  - Participated in TLM-39 RACI discussion on May 6 and 13, 2025
  - Participated in Lobby Management CA-213363 discussion on May 6, 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 SCR CA-274857 Design meeting on May 6, 2025
  - Participated in SCR CA-256291 Design meeting on May 7, 2025
  - Participated in Single Streamline Application discussion on May 7, 2025
  - Participated in Address Begin Date Issue discussion on May 8, 2025
  - Participated in SCR CA-277820 Design meeting on May 12, 2025
  - Participated in the following JAD sessions:
    - CR 252595: 2026 Renewals
    - CR 273150: Address Downstream Impacts of Disposition Transactions
    - CR 304049: Add California Residency Verification Requirement
    - CR 289599: Modifications to Enhanced Look-Back Logic
- Reports
  - Participated in Weekly State/Fiscal Reports and Defect status meetings
  - Participated in Monthly State/Fiscal Reports Pre-Meeting on May 7, 2025
  - Participated in Monthly State/Fiscal Reports support meeting on May 8, 2025
  - Participated in CA-246797 Design meeting on May 8, 2025
  - Participated in CalSAWS M&E SCR Job Shadow session: CA-246797 on May 14
  - Participated in CA-249686 Design meeting on May 14, 2025
- Statewide Cash Aid Time Limit (SCATL)
  - Participated in Daily Scrum standup 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 SCATL Design document review
  - Participated in County Validation Touchpoint meetings
  - Participated in Final WDTIP/SCATL Mock Conversion on May 5, 2025
  - Participated in SCATL Release Cutover Communication on May 6, 2025
  - Participated in Assembly Test Review for SCATL WBT CA-283416 on May 12, 2025
  - Participated in WDTIP Conversion and Deployment review on May 15, 2025
  - Participated in Production Access Validation for SCATL on May 20, 2025
- Others
  - Participated in Bi-weekly SCRB Meeting
  - Participated in Weekly AppDev Leads meeting

- Participated in Weekly CalSAWS Release Coordination 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 CalWORKs/CalFresh Monthly Committee meeting on May 7
- Participated in Fiscal CA-279705 Design meeting on May 12, 2025
- Reviewed forty-eight (48) 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

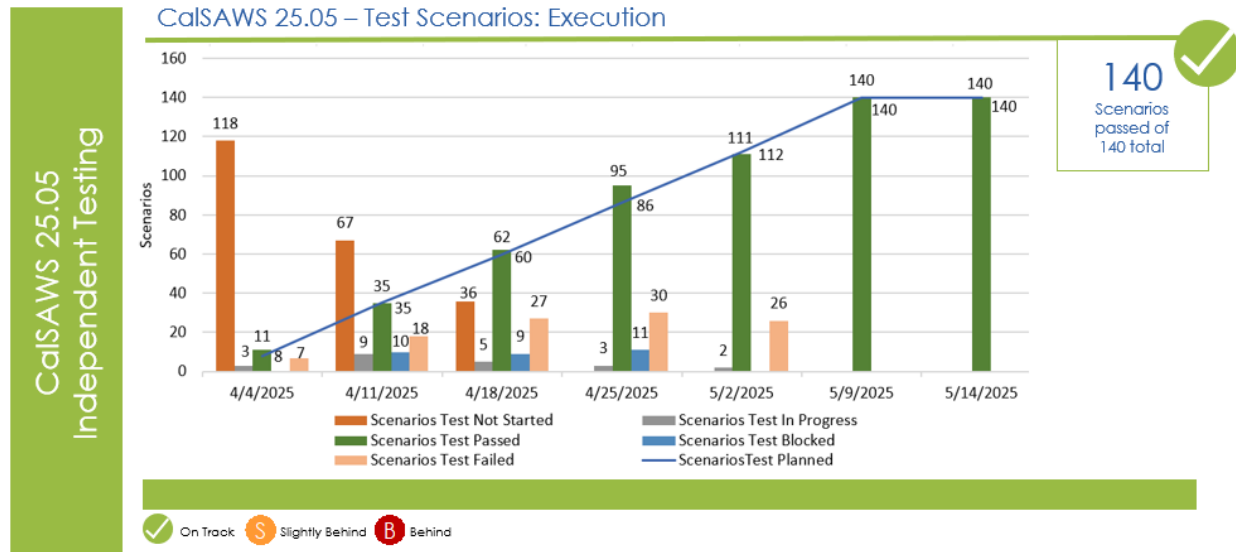| Release	SCRs in QA Review
RWR	4
24.07	0
25.03	10
25.05	5
25.06	0
25.07	9
25.09	10
TBD	5
25.11	4
26.03	1
Grand Total	**48**

- BenefitsCal
  - Participated in Daily Transaction Failures meetings
  - Participated in Bi-Weekly Enhancement and M&O meetings
  - Participated in BenefitsCal Scope Review on May 5 and 12, 2025
  - Participated in BenefitsCal Integrated Readiness on May 5 and 12, 2025
  - Participated in BenefitsCal Scrum meeting on May 7, 2025
  - Participated in Program Manager meeting on May 7, 2025
  - Facilitated Deployment Schedule meeting on May 8 and 15, 2025
  - Facilitated BenefitsCal Usage Metrics Reports Review on May 9, 2025

1.6 Test

- CalSAWS Release 25.07
  - Continue Test Preparation activities
- CalSAWS Release 25.06
  - Completed QA Review of System Test scripts for 3 high impact SCRs
- CalSAWS Release 25.05
  - Completed Test execution
  - Completed QA Review of System Test scripts for high impact SCRs
  - Completed QA Review of high impact Production Defects

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	140	0% (0)	0% (0)	100% (140)	0% (0)	0% (0)

- Foster Care Eligibility Determination (FCED)
  - Prepared for EUST 3 testing activities starting May 26, 2025
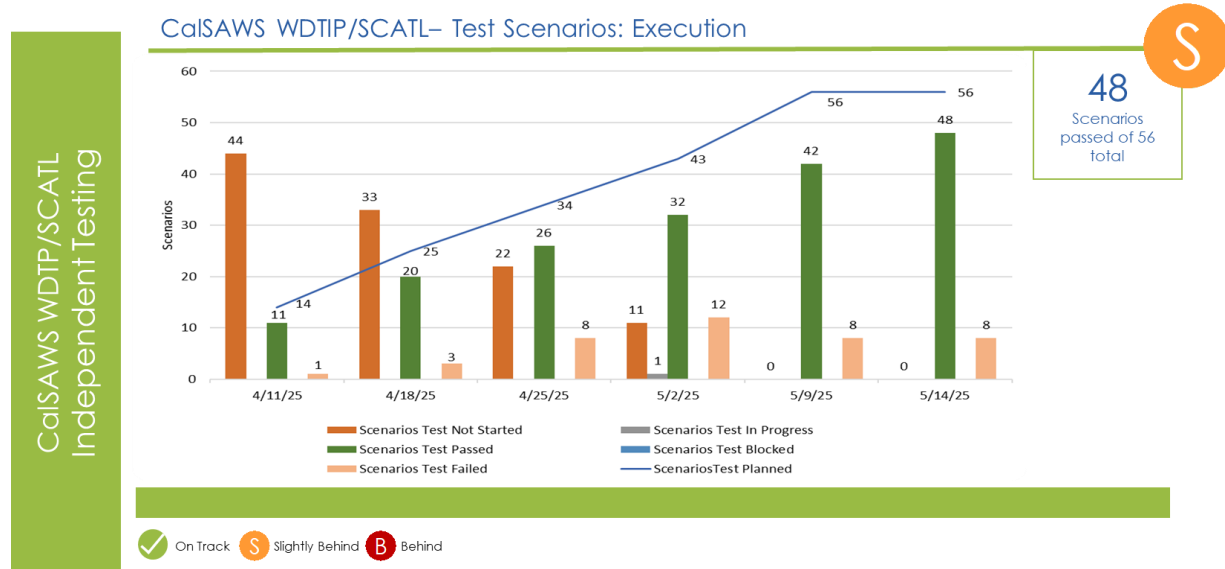 - Participated in Bi-weekly EUST status meetings with CARES

Table 7 - FCED EUST 3 Test Activities

TEST CYCLE	TOTAL SCENARIOS	NOT EXECUTED	IN PROGRESS	PASSED	FAILED	BLOCKED
CalSAWS CARES-FCED ClearBest QA Independent Test Results	21	21	100% (21)	0% (0)	0% (0)	0% (0)

- WDTIP/Statewide Cash Aid Time Limit (SCATL) Activities
  - Completed test execution activities
  - Completed monitoring of CCCV activities

Table 8 - CalSAWS WDTIP-SCATL for Independent Test

TEST CYCLE	TOTAL SCENARIOS	NOT EXECUTED	IN PROGRESS	PASSED	FAILED	BLOCKED
CalSAWS WDTIP/SCATL Independent Test Results	Premise	56	0% (0)	86% (48)	14% (8)	0% (0)

CalSAWS WDTIP/SCATL– Test Scenarios: Execution

- Consortium approved enhanced functionality and remaining defects be deployed in future release
- CA-290902 When clicked on Name hyperlink with clock.png icon in New Person Search Result page in CalSAWS, SCATL CIN Summary page should open however takes user back to takes Person Search window pop up
  - Work around user access SCATL CIN Summary page directly
- CA-20903 SCATL Aid Issued Field Not Populating with County of the User When Add Reason Is Manual
  - Work around user manually selects county

- BenefitsCal Activities
  - Began BenefitsCal 25.05.29 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 9 - Priority Release/RWR Issues Completed for QA Review/Test

DEFECT/SCR #	RELEASE	RELEASE TYPE	TYPE OF TESTING
CA-280639 Add Family Reunification NOAs and Forms in Threshold Languages	25.03.x2	RWR	QA Review

DEFECT/SCR #	RELEASE	RELEASE TYPE	TYPE OF TESTING
CA-290259 Wave 2 - RPA Bots for BenefitsCal EBT Card/BIC Requests	25.05.08	Priority Release	QA Review

- Conducted test activities on the following SCRs/Defects:

Table 10 - Priority Release/RWR Issues In Progress for QA Review/Test

DEFECT/SCR #	RELEASE	RELEASE TYPE	TYPE OF TESTING
CA-290261 Wave 3 - RPA Bots for BenefitsCal EBT Card/BIC Requests	25.05.15	Priority Release	QA Review
CA-270511 Update the DHCS CMS PI Report	25.05.22	Priority Release	QA Review
CA-267445 Migrate WDTIP Data and online screens to CalSAWS	25.05.25	Priority Release	QA Review

- Training
  - Completed Release 25.05 and 25.05.09 OLH/Job Aid SCR validation activities
  - Competed validation of Release 25.05.16 WBT/CFP Training SCRs
- Other Consortium Support Test Activities
  - Participated in Release 25.05 Project Integrated Readiness Status T-1 and T-2 meetings on May 5 and 12, 2025
  - Participated in Integrated Test meetings on May 6 and 13, 2025
  - Participated in Test Touchpoint meetings on May 7 and 14, 2025
  - Participated in CalSAWS Greenlight Release 25.05 meeting on May 14, 2025

1.7 Transition

- Infrastructure
  - Reviewed Gainwell's Infrastructure status updates
  - Reviewed Gainwell's Weekly Transition-In Work Schedule updates
  - Participated in Knowledge Transfer sessions for the Robotic Process Automation (RPA) workstream
  - Participated in Job Shadowing sessions for the following workstreams:
    - Contact Center
    - ForgeRock
  - Participated in Reverse Shadowing sessions for the following workstreams:
    - ForgeRock
    - Imaging
- M&E
  - Reviewed and provided feedback on Deloitte's M&E WSR updates
  - Reviewed Deloitte's Weekly Transition-In Work Schedule updates
  - Participated in Knowledge Transfer sessions for the following workstreams:

- ✖ Production Operations
- ✖ SCR
- Participated in Job Shadowing and Reverse Shadowing sessions for the Release 25.09 SCRs delivery activities
- Participated in ME-D08 Requirements Traceability Matrix (RTM) discussion on May 5, 2025
- Participated in the OCAT Workstream Final Review meeting on May 13, 2025

1.8 OCAT

- Participated in OCAT Monthly SLA Performance meeting on May 12, 2025
- Participated in OCAT Working Session on Technical Backlog Items on May 15, 2025

ACTIVITIES FOR THE NEXT REPORTING PERIOD

1.9 Project Management

- Participate in CalSAWS 25.05 Post-Release Checkpoints on May 19 – 21, 2025
- Participate in OCAT Monthly SLA Review on May 19, 2025
- Facilitate ITIL Assessment Team meetings on May 20 and 27, 2025
- Participate in OCAT Technical Backlog Review on May 20, 2025
- Participate in CalSAWS Ping Business and Technical Overview on May 20, 2025
- Participate in CalSAWS PMO Status reviews on May 20 and 26, 2025
- Participate in CalSAWS Leadership Team Building Session 4 on May 21, 2025
- Facilitate ITIL Service Validation and Testing Practice Review on May 21 and 22, 2025
- Participate in IV&V, PMO and QA Review on May 22, 2025
- Participate in CalSAWS Batch Weekly review on May 22 and 29, 2025
- Participate in Imaging Status Review on May 27, 2025
- Participate in OCAT Operations and Release Management on May 27, 2025
- Participate in CalSAWS Section Directors meeting on May 28, 2025
- Participate in CalSAWS Contact Center review on May 28, 2025
- Participate in Region 5 Management Site Visit Planning on May 28, 2025
- Collaboration Model, Strike Teams, and Special Projects

  - Continue to support the CalSAWS Committee Evolution discussions
  - Support submission of the CEF template to DHCS and CMS
  - Complete Team Building activities
  - Continue to support planning for the June 2025 CalSAWS conference

1.10 Technical

- Participate in Infrastructure Technical Sync meeting on May 19 and 26, 2025
- Participate in Infrastructure Monthly Performance Report Review on May 20, 2025
- Participate in Tech Change Advisory Board on May 21 and 28, 2025
- Participate in CalSAWS Bi-Weekly Status meeting on May 21, 2025
- Participate in Environment Integration Management review on May 22, 2025

- Participate in Monthly over 15 seconds Report Review Meeting on May 29, 2025
- BenefitsCal
  - Participate in DD&I and M&O meetings
- Batch
  - Participate in CalSAWS Batch reviews on May 22 and 29, 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 May 28, 2025
- Security
  - Participate in CalSAWS Infrastructure Security & Privacy Operations Reporting meeting on May 21, 2025
  - Participate in Deloitte/Gainwell Security review on May 22 and 29, 2025
- Central Print
  - Participate in Central Print Weekly meetings on May 19 and 26, 2025
- Lobby Management
  - Participate in CalSAWS Lobby Management meetings as scheduled
- Service Management
  - Participate in ServiceNow Process Improvement review meeting on May 22, 2025
  - Participate in Monthly Helpdesk Trends meeting on May 22, 2025

1.11 Imaging

- Participate in Imaging Status meeting on May 27, 2025

1.12 Functional

- Support May 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 CARES Technical Sync discussions
  - Participate in Weekly CARES/CalSAWS Testing meetings
  - Participate in Weekly FCED Business and User Workgroup meetings
  - Participate in Weekly CARES-FCED Interface Testing Sessions
  - Participate in Bi-Weekly CARES FCED Executive meeting
  - Participate in CARES Data Conversion & CalSAWS Technical Team Discussions
  - Participate in Daily SIT E2E Test planning and execution meetings
  - Participate in E2E QA Test Execution Meetings
  - Participate in Entry Criteria readiness slide desk on May 19, 2025
  - Participate in E2E QA EUST 3 execution readiness meeting on May 19, 2025

- General Assistance/General Relief (GA/GR)
  - Participate in Daily San Bernardino Automated GA Daily Validation Touchpoints
  - 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
- 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 SCR CA-277820 Design session on May 19, 2025
  - Participate in the following JAD Sessions:
    - CR 293183: Release 25.12 User Interface (UI) Enhancements
    - CR 304166: Medi-Cal Confirmation Letter Enhancements
    - CR 304049: Add California Residency Verification Requirement
    - CR 273150: Enhancements for Addressing Downstream Impacts of Disposition Transactions
- 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
- WDTIP/SCATL
  - Participate in Daily Scrum standup meetings
  - Participate in Weekly WDTIP Workgroup Status meetings
  - Participate in Weekly WDTIP Replacement/EDD Touchpoint meetings
  - Participate in Bi-Weekly WDTIP Group with CalSAWS and State representatives
  - Participate in WDTIP go-live on May 24, 2025
- 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 May 19, 2025
  - Facilitate PDO BenefitsCal Deployment Schedule meeting on May 20, 2025

- Participate in BenefitsCal NA 1273 e-Notification meeting on May 20, 2025
- Participate in Program Manager meeting on May 21 and 28, 2025
- Participate in BenefitsCal Scrum meeting on May 21 and 28, 2025
- Participate in BenefitsCal User Centered Design meeting on May 21, 2025
- Participate in GetCalFresh to BenefitsCal Transition meeting on May 28, 2025

1.13 Test

- CalSAWS Release 25.07
  - Continue Test Preparation activities
  - Begin Test Execution activities
- FCED
  - Participate in weekly test status meeting with CARES
  - Participate in E2E SIT and QA test planning activities
  - Participate in daily SIT Test planning and execution meetings
- Statewide Cash Aid Time Limit (SCATL) Activities
  - Participate in Daily standup meetings
  - Conduct test execution activities
  - Monitor County Validation execution activities
- BenefitsCal
  - Continue and complete BenefitsCal 25.05.29 Monthly Release test activities
  - Review BenefitsCal 25.05.29 Release Notes
  - Facilitate QA and Consortium Scope Coverage meeting for BenefitsCal 25.06.26 Monthly Release
- Priority Release/RWR Activities
  - Monitor priority releases/RWR defects and SCR test activities
- Training
  - Continue WBT/CFP SCR validation activities
  - Begin Release 25.07 OLH/Job Aid SCR validation activities
- Other Consortium Support Test Activities
  - Participate in 25.05 Post-Release Checkpoint meetings on May 19 - 21, 2025
  - Participate in Integrated Test meetings on May 20 and 27, 2025
  - Participate in Test Touchpoint meetings on May 21 and 28, 2025

1.14 Transition

- Infrastructure
  - Review Gainwell's Infrastructure WSR updates
  - Review Gainwell's Weekly Transition-In Work Schedule updates
  - Participate in Knowledge Transfer sessions for the RPA workstream
  - Participate in Job Shadowing sessions for the Fresno GenAI Call Summary workstream
  - Participate in Reverse Shadowing sessions for the ForgeRock workstream
- M&E
  - Review Deloitte's M&E WSR updates
  - Review Deloitte's Weekly Transition-In Work Schedule updates

- Participate in Knowledge Transfer sessions for the following workstreams:
  - Architecture/Innovation
  - Production Operations
- Participate in Job Shadowing/Reverse Job Shadowing sessions for the following workstreams:
  - Production Operations
  - SCR
  - Security
- Participate in Job Shadowing and Reverse Shadowing sessions for the Release 25.09 SCRs delivery activities

1.15 OCAT

- Participate in OCAT Working Session on Technical Backlog Items on May 20, 2025
- Participate in OCAT Operations and Release Management Meeting on May 27, 2025

DEVIATIONS FROM PLAN/ADJUSTMENTS

- None