

# CALSAWS M&O BI-WEEKLY STATUS REPORT

**Reporting Period: April 19, 2021 – May 2, 2021**

## Table of Contents

<b>1.0</b>	<b>Executive Summary</b>	<b>5</b>
1.1	CalSAWS Project Status Dashboard	5
1.2	Highlights from the Reporting Period	6
<b>2.0</b>	<b>Project Management</b>	<b>7</b>
2.1	Project Deliverables Summary	7
2.2	Highlights for the Reporting Period	7
2.3		8
2.4	CRFI/CIT Communications Status	8
2.5	SCIRFRA/SCERFRA/SIRFRA/SARRA Information	9
2.6	Deviation from Plan/Adjustments	10
<b>3.0</b>	<b>Management and Operations (M&amp;O)</b>	<b>11</b>
3.1	Service Management	11
3.1.1	Help Desk Metrics	13
3.2	Production Defects Backlog	14
3.2.1	Production Defect Fix – Release Schedule Production Defect Fix – Release Schedule	15
3.3	Technology Operations	16
3.3.1	SLA Outcomes (Met/Missed) (C-IV/CalSAWS)	17
3.4	IVR Bots Enhancements Pilot for San Bernardino County	18
3.5	Deviation from Plan/Adjustments	18
<b>4.0</b>	<b>Application Development</b>	<b>19</b>
4.1	Priority Release Summary	19
4.2	Design Status	21
4.3	Build Status	21
4.4	Release Management	22
4.4.1	Release Test Summary	22
4.4.2	Automated Regression Test (ART) Coverage	24
4.5	Training Material Updates	24
4.6	Deviation from Plan/Adjustments	25
<b>5.0</b>	<b>Quality Assurance</b>	<b>26</b>
5.1	Key Activities	26
5.2	Ongoing QA Activities	27
5.3	Deviation from Plan/Adjustments	28
<b>6.0</b>	<b>Regional Updates</b>	<b>29</b>

**CalSAWS – California Statewide Automated Welfare System**

M&O Bi-Weekly Status Report Period: April 19, 2021 – May 2, 2021

Contractor Project Director: Seth Richman

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**7.0 Appendices.....35**

**CalSAWS – California Statewide Automated Welfare System**

M&O Bi-Weekly Status Report Period: April 19, 2021 – May 2, 2021

Contractor Project Director: Seth Richman

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**CalSAWS – California Statewide Automated Welfare System**







M&O Bi-Weekly Status Report Period: April 19, 2021 – May 2, 2021

Contractor Project Director: Seth Richman

**1.0 Executive Summary**

**1.1 CalSAWS Project Status Dashboard**

**Table 1.1-1 – Status Dashboard**




TOPIC	C-IV SYSTEM	CalSAWS System	Highlights
<b>Availability</b>			<p><u>C-IV System:</u> The C-IV System did not experience any unplanned outages</p> <p><u>CalSAWS System:</u> The CalSAWS System experienced an unplanned outage on Friday, April 30, 2021 for 1 hour and 15 minutes starting at 4:45 p.m. to 6:00 p.m. Root cause was related to an approved change CHG0033767 for blocking known IoCs (Indicators of Compromise) in AWS Network Production F5s. RCA is being created by the Network team</p>
<b>Defects</b>			<p><u>C-IV System:</u> There are 27 active Production defects</p> <p><u>CalSAWS System:</u> There are 84 active Production defects</p>
<b>Incidents</b>			<p><u>C-IV System:</u></p> <ul style="list-style-type: none"> <li>• On April 19, 2021, Users were unable to access Images for some person records. As part of implementation of the Data Retention process, access to some image files was erroneously removed for individuals associated to a case identified for removal even if the person also existed on a case NOT identified for removal. Access to these images were 100% recovered and restored on April 22, 2021</li> <li>• On April 26, 2021, main payroll processing for all counties other than Riverside was delayed. This was caused by one case where the user had re-pended a program on a case that was actively being processed by the Data Retention process. When the data retention batch job processed this case at the same time as main payroll, it caused the main payroll job to fail. This was</li> </ul>

## CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Report Period: April 19, 2021 – May 2, 2021

Contractor Project Director: Seth Richman

TOPIC	C-IV SYSTEM	CalSAWS System	Highlights
			<p>corrected and main payroll successfully completed the night of April 27, 2021</p> <p><u>CalSAWS System:</u></p> <ul style="list-style-type: none"> <li>Refer to the Availability section above for details on the CalSAWS Application access issue that occurred on April 30, 2021</li> </ul>

Legend	
	On Track
	At Risk
	Not on track/Monitor






### 1.2 Highlights from the Reporting Period

- ▶ C-IV System:
  - The CalSAWS Team did not deploy any C-IV Major Releases to C-IV Production
  - The CalSAWS Team successfully deployed C-IV Minor Release(s) 21.04.22, 21.04.23, 21.04.27, 21.04.28, and 21.04.29 to C-IV Production
- ▶ CalSAWS System:
  - The CalSAWS Team did not deploy any CalSAWS Major Release to CalSAWS Production
  - The CalSAWS Team successfully deployed CalSAWS Minor Releases 21.04.19, 21.04.22, 21.04.27 and 21.04.29 to CalSAWS Production
- ▶ Planned Outages:
  - Scheduled C-IV System Outage:
    - None
  - Scheduled CalSAWS System Outage:
    - CalSAWS Production Outage – from April 30, 2021 at 11:00 p.m. until May 1, 2021 at 1:00 a.m.
  - Scheduled External System Outage:
    - MEDS System Maintenance – from April 26, 2021 at 7:00 p.m. until April 27, 2021 at 4:00 a.m.
    - OCAT Outage – from April 30, 2021 at 11:00 p.m. until May 1, 2021 at 1:00 a.m.

## 2.0 Project Management

### 2.1 Project Deliverables Summary

**Table 2.1-1 – Overall Summary of Deliverable Status for Current Reporting Period**

Del #	Deliverable Name	Team	Status [1]	Status
1.2.1	M&O Services Plan - Security Management Plan	Technical		Open items in the SSP are being addressed with Consortium. This plan will be submitted on a separate schedule from the rest of DEL 1.2.1
1.2.1	M&O Services Plan	PMO, Technical, Application Development		Deliverable owners continue to make updates for plans. The FDEL for the 10.0 Project Office Plan was submitted to the Consortium on April 28, 2021.
1.2.2	M&E Services Plan	PMO, Application Development, Training		Deliverable owners are making updates in preparation for submission in May 2021
14.2	Transition Plan Update (2021)	PMO, Technical, Production Operations		Planning for the 14.2 Transition Plan Update (2021) Deliverable update will occur in parallel with the Gainwell Master Implementation Plan. Deliverable submission is in June 2021. Transition kickoff meeting planned for May 5, 2021
15.1.1	Ongoing Specialized Training Reports Q1 (2021)	Training		Approved by Consortium on April 26, 2021.

### 2.2 Highlights for the Reporting Period

- ▶ Continued Project administration, facility management, office management support, and financial management tasks
- ▶ Continued performing contract management activities for the C-IV and LRS Amended Restated and Revised LRS Agreement
  - Contract management transition activities in preparation of the start of CalSAWS M&O post C-IV cutover and retirement of the C-IV contract:
    - Submitted LRS Amendment No. 26 to the Consortium for review on April 28, 2021 and continued to address questions and comments regarding the Amendment. LRS Amendment No. 26 updates CalSAWS Exhibit X to incorporate Proquire as a party, to support the Consortium's purchase of equipment and software for CalSAWS M&O. This contract amendment is targeted for approval by the JPA Board of Directors in May or June 2021

## CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Report Period: April 19, 2021 – May 2, 2021

Contractor Project Director: Seth Richman

- Continued developing changes to CalSAWS Exhibit X to remove scope associated with central print services. This contract amendment is targeted for approval by the JPA Board of Directors in May or June 2021
- Continued assessing C-IV subcontracts to transition applicable services to CalSAWS Exhibit X
- Continued ongoing transitioning new performance requirements for CalSAWS M&O into the existing performance management process for monitoring and reporting
- Tracking of County Purchases:
  - Reference Appendix C for detailed tracking of County Purchases

### 2.4 CRFI/CIT Communications Status

► The following table outlines CalSAWS Information Transmittals (CITs) sent for the reporting period

**Table 2.3-1 – CITs**

CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0095-21	CA-226328 CIV-108752 List of CW Denial Cases Fail for Applicant Test	Informational	April 15, 2021 Revised April 19, 2021 Revised April 22, 2021	Binh Tran	Sarah Cox
0098-21	CA-225817/CIV-108690 CalFresh Emergency Allotments for March List Posted	Informational	April 19, 2021	Caroline Bui	Binh Tran
0099-21	LA County Imaging Infographics	Informational	April 20, 2021	Helen Cruz	Araceli Gallardo
0104-21	CIV-108948 Case Purge is incorrectly retaining IEVS Recipient information	Informational	April 28, 2021	Joel Acevedo	Carlos Zepeda
0105-21	CalSAWS ServiceNow Migration Go-live	Informational	April 29, 2021	Haikaz "Mike" Tombakian	John Hill
0106-21	County Process Impacts Due to Removal of PA 2494-IEVS Applicant/Participant Contact Letter	Informational	April 29, 2021	Carlos Zepeda	N/A
0107-21	SCR CIV 107763; Create Case Data Removal Functionality – Update 1	Informational	April 29, 2021	Henry Arcangel	Nichole Nava

► CITs for the reporting period ending May 2, 2021

The following tables outline CalSAWS Requests for Information (CRFIs) sent for the reporting period

**Table 2.3-2 – CRFIs**

CRFI ID	Subject	Distribution Date	Status	Response Due Date	CalSAWS Contact
21-020	CA-213675 DDID 347 - Migrate Rush Warrant Functionality and Warrant Print Stocks to CalSAWS - Phase 2	March 26, 2021	Closed	April 23, 2021	Sheryl Eppler



**CalSAWS – California Statewide Automated Welfare System**

M&O Bi-Weekly Status Report Period: April 19, 2021 – May 2, 2021

Contractor Project Director: Seth Richman

CRFI ID	Subject	Distribution Date	Status	Response Due Date	CalSAWS Contact
21-023	SCR CA-222369 Update Batch jobs for Foster Care program when NMD turns 21	April 7, 2021	Closed	April 22, 2021	Ignacio Lázaro
21-026	Connectivity Test Participant Identification	April 20, 2021	Open	May 5, 2021	Mara Jennings

► CRFIs for the reporting period ending May 2, 2021

**Table 2.3-3 – Overdue CRFIs**

CRFI ID	Subject	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
None							

► No Overdue CRFIs for the reporting period ending May 2, 2021

**2.5 SCIRFRA/SCERFRA/SIRFRA/SARRA Information**

► The following tables outline current CalSAWS SAWS Communication Information Request for Research and Analysis (SCIRFRA), SAWS Cost Estimation Request for Research and Analysis (SCERFRA), SAWS Information Request for Research and Analysis (SIRFRA), and SAWS Advocates Request for Research and Analysis (SARRA)

**Table 2.4-1 – Summary of SCIRFRA/SCERFRA/SIRFRA/SARRA Requests**

Status	Total
Reopened	1
Rejected	1
Assigned	8
Completed	434
Duplicate	15
Withdrawn	19
Pending Clarification	3
<b>Total</b>	<b>481</b>

Note: SCIRFRA/SCERFRA/SIRFRA/SARRA requests from November 2018 through the end of the reporting period

**CalSAWS – California Statewide Automated Welfare System**

M&O Bi-Weekly Status Report Period: April 19, 2021 – May 2, 2021

Contractor Project Director: Seth Richman

**Table 2.4-2 – Details of SCIRFRA/SCERFRA/SIRFRA/SARRA Data Received**

ID	Description	Status	Due Date	Response Received Date	Notes
SIRFRA 3628	3628-CalFresh Confirm Query	Reopened	March 22, 2021	No Response	
SIRFRA 3639	3639 - CAPI Recipient Information for GSG Implementation	Completed	April 16, 2021	April 19, 2021	
SIRFRA 1122	1122 - AB 470 Implementation Costs	Completed	April 23, 2021	April 27, 2021	
SIRFRA 3635	3635 - Restaurant Meals Program Data Request	Completed	April 23, 2021	April 26, 2021	
SCERFRA 21-515	21-515 - SB 464 - California Food Assistance Program: Eligibility	Pending Clarification	April 30, 2021	No Response	
SIRFRA 1134	1134 - RMR Data Quality	Assigned	April 30, 2021	No Response	
SIRFRA 1135	1135 - 90-Day Cure Period- New CMS Guidance	Assigned	May 3, 2021	No Response	
SIRFRA 3101	3101- SNAP Application Data Request October – December 2020 Data	Assigned	May 3, 2021	No Response	
CWDA	CWDA TNB RE Timeframe Change	Assigned	May 3, 2021	No Response	
SIRFRA 1136	1136 - Change in Circumstance Form Programming Costs and Timelines	Assigned	May 4, 2021	No Response	
SCERFRA 21-522	21-522 -SB 364 - Pupil Meals: Free School Meals for All Act of 2021	Pending Clarification	May 5, 2021	No Response	
SIRFRA 3640	3640 - Tax ID and Contact Information for childcare providers	Assigned	May 12, 2021	No Response	
SIRFRA 3637	3637 -Stage One Child Care Home Provider Data	Assigned	May 20, 2021	No Response	
SIRFRA 1137	1137 - Authorized Representative Functionality	Assigned	May 20, 2021	No Response	

**2.6 Deviation from Plan/Adjustments**

- ▶ None for the reporting period

### 3.0 Management and Operations (M&O)

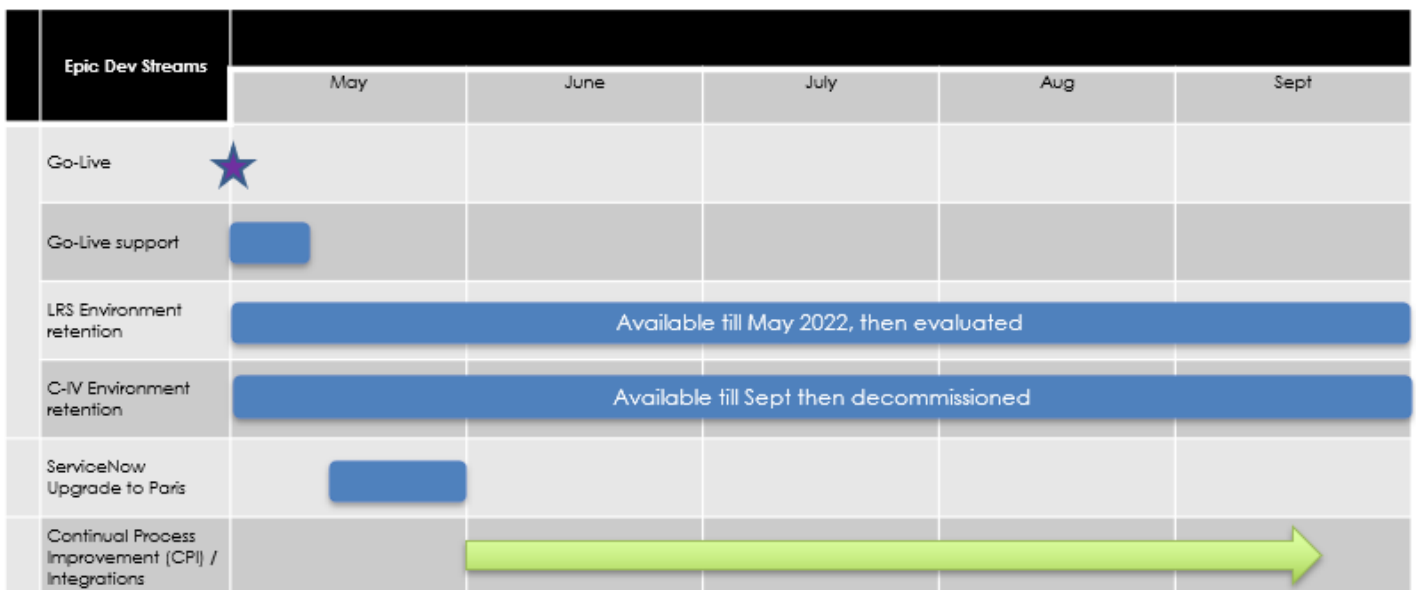
#### 3.1 Service Management

The ServiceNow timeline below is showing the status of ServiceNow implementation Go live which was completed at 1:00 a.m. on May 1, 2021. A notification was sent to the stakeholder’s group and PPOCs letting them know the status. After completion of the Go-live, three minor defects existed in the system. Of the three defects from go-live only one persists

- ▶ **Defect** = White page on first login. Only the very first attempt to login is responded to with a white page, all other attempts with any medium responds with the correct access
  - **Workaround** = Refresh page
  - **Status** = Which we are working with ServiceNow vendor support and our ForgeRock team on

During the go-live Validation testing was done by the ServiceNow Migration team and the LRS Cherwell team (associated to the Cherwell integration). No major defects were encountered during the testing. Post go-live the ServiceNow Migration team provided a support call on Saturday, which uncovered no defects, but helped the user base with any process questions encountered. The ServiceNow team continues to run sessions through the end of the week, all issues will be provided in the Ideation

**Figure 3.1-1 ServiceNow Timeline**



#### Migration Burndown

The two-axis burndown chart below represents the amount of current total hours associated to all new and remaining stories associated to the ServiceNow migration and each of the remaining weeks before the go-live date. The **Ideal Burndown Projection** is based on a percentage of hours completed per week while the **Due Date Projection** is based on what is associated to the sprints

A few minor stories remain open post go-live. Some reporting stories continue as we assist teams in generating their specific localized reports and some documentation is still underway for the

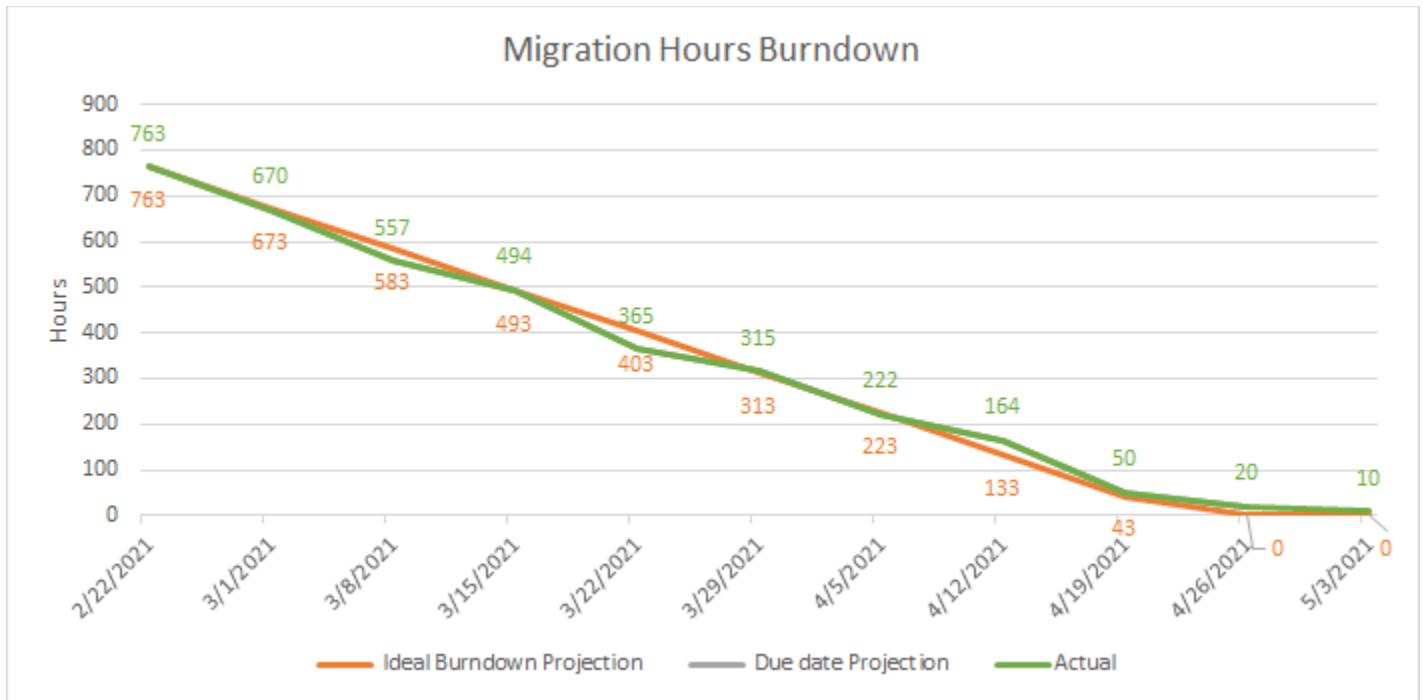
**CalSAWS – California Statewide Automated Welfare System**

M&O Bi-Weekly Status Report Period: April 19, 2021 – May 2, 2021

Contractor Project Director: Seth Richman

knowledge base regarding the creation of knowledge articles and other navigation aspects. The ServiceNow Migration Team will continue to work with the knowledge base and develop additional content for the pages moving past the go-live as a CPI

**Figure 3.1-3 ServiceNow Burndown Chart**



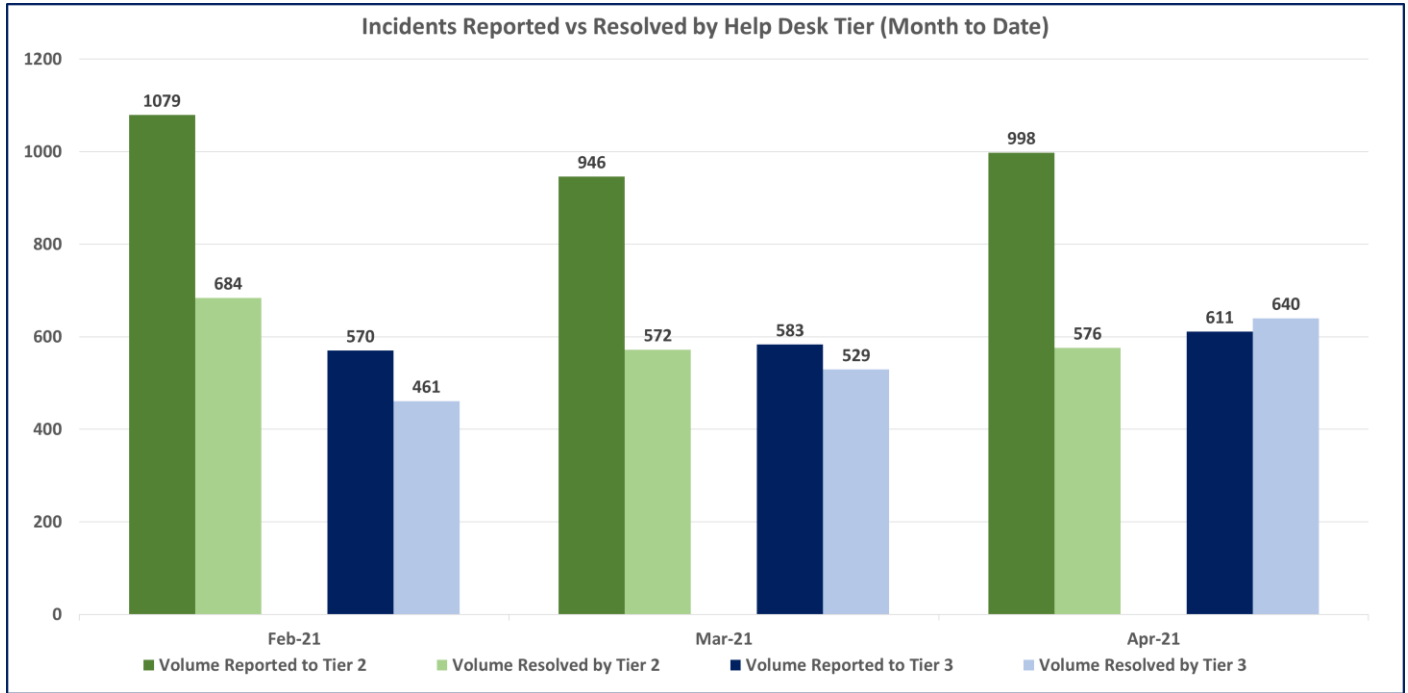
The Service Management team was notified that Riverside County and San Bernardino County had questions regarding process coverage. The ServiceNow team created multiple Q&A sessions to respond to questions that any groups may have about processes associated to the work. The sessions were recorded, and the attendance and questions will be made available within the Knowledge base. Riverside County and San Bernardino County had specific representation and had questions addressed

All Q&A sessions completed prior to go-live and were well received

Training Session	Date	Time
County Q&A	April 14, 2021	10 a.m. – 12 p.m.
County Q&A	April 15, 2021	10 a.m. – 12 p.m.
County Q&A	April 16, 2021	10 a.m. – 12 p.m.
Gainwell and Tier 3	April 14, 2021	2 p.m. – 4 p.m.
Project wide	April 15, 2021	4 p.m. – 5 p.m.
Consortium Q&A	April 20, 2021	10 a.m. – 11 a.m.
Consortium Q&A	April 22, 2021	10 a.m. – 11 a.m.
Gainwell Q&A	April 8, 2021	11 a.m. – 12 p.m.
Tier 3 Q&A	April 19, 2021	3 p.m. – 4:30 p.m.
Tier 3 Q&A	April 21, 2021	3 p.m. – 4:30 p.m.

3.1.1 Help Desk Metrics

Figure 3.1-3 – Incidents Reported vs. Resolved by Help Desk Tier (CalSAWS)



Note: Data presents cumulative Incidents as “Month-to-Date”

Table 3.1-4 – Incidents by Status Reason and Age

Status-Status Reason	1 - 5 Days	6 - 10 Days	11 - 15 Days	16 - 30 Days	1 - 2 Months	2 - 6 Months	6+ Months	# of Incidents
Tier 2 - Pending Diagnosis & Diagnosed	26	22	18	36	41	68	39	250
<b>Tier 3 - Pending Diagnosis</b>								
New	0	0	0	0	0	0	0	0
In Progress	11	7	0	0	0	0	0	18
	11	7	0	0	0	0	0	18
<b>Tier 3 - Diagnosed</b>								
Pending System Change Request	1	0	1	1	3	4	105	115
Pending Defect Fix	7	11	10	12	28	33	7	108
Pending Client Action Required	0	2	3	4	3	2	17	31
Pending External Agency Ticket	0	0	0	0	0	0	0	0
	8	13	14	17	34	39	129	254
<b>Tier 3 - Resolved or Closed</b>								
Resolved	41	55	62	48	12	5	0	223
Closed	0	0	0	183	470	1841	21758	24252
	41	55	62	231	482	1846	21758	24475
<b>Total Incident Count (Tier 2 + Tier 3)</b>	<b>86</b>	<b>97</b>	<b>94</b>	<b>284</b>	<b>557</b>	<b>1953</b>	<b>21926</b>	<b>24997</b>

► There are 83 defects related to On-Hold – Pending Defect Fix Incidents

## CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Report Period: April 19, 2021 – May 2, 2021

Contractor Project Director: Seth Richman

**Table 3.1-5 – Status Reason Definitions**

Status	Definition
New	The starting status for all Incidents
In Progress	The Incident is being actively investigated
On Hold – Pending Client Action Required	The Incident requires additional details from the Incident Initiator
On Hold – Pending External Agency Ticket	The Incident requires support from an agency external to project (e.g., CalHEERS System/Project or interface partner)
On Hold – Pending Defect Fix	The Incident is pending deployment of a Defect Fix to Production prior to resolution
On Hold – Pending System Change Request	The Incident is pending deployment of a SCR to Production prior to resolution

**Table 3.1-6 – Resolved Incidents by Resolution Category (Three-Month Rolling Average)**

Resolution Category	Incident Count	% of Total
How To - Steps to Proceed Provided	907	27%
Not a System Error - With Explanation	781	23%
CalHEERS Issue Resolved	649	19%
Unable to Recreate Issue	387	11%
Defect Fixed	254	8%
LMS Access Request	175	5%
Duplicate Incident	54	2%
Answer Provided	45	1%
Issue Resolved	45	1%
Customer Requested Closure	30	1%
Other	49	1%
<b>Total</b>	<b>3376</b>	<b>100%</b>

Note: Due to rounding, the above "Percent of Total" may not equal 100%

### 3.2 Production Defects Backlog

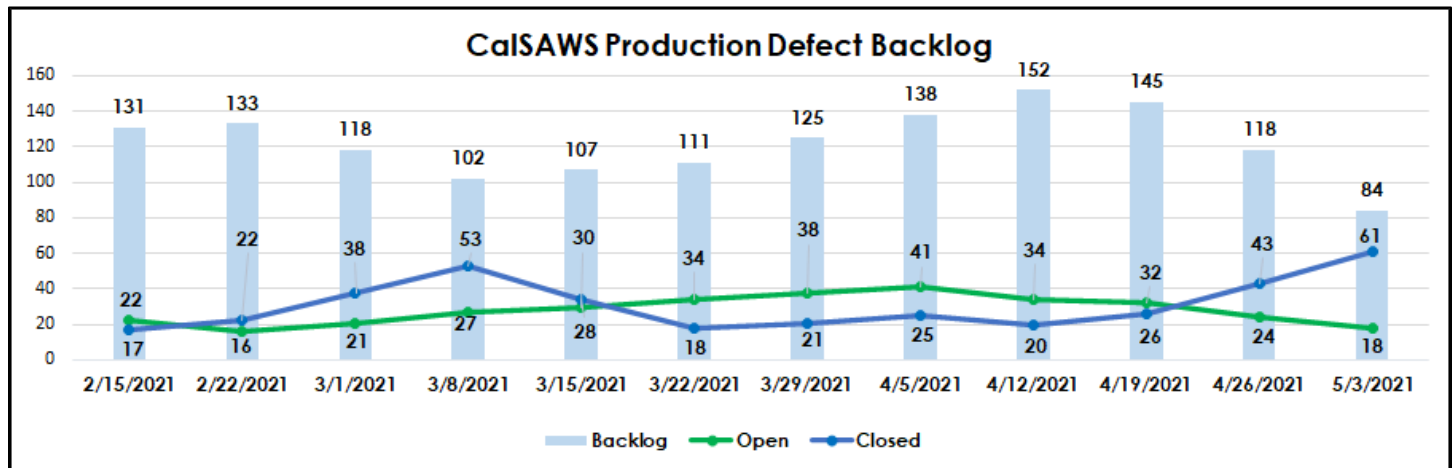
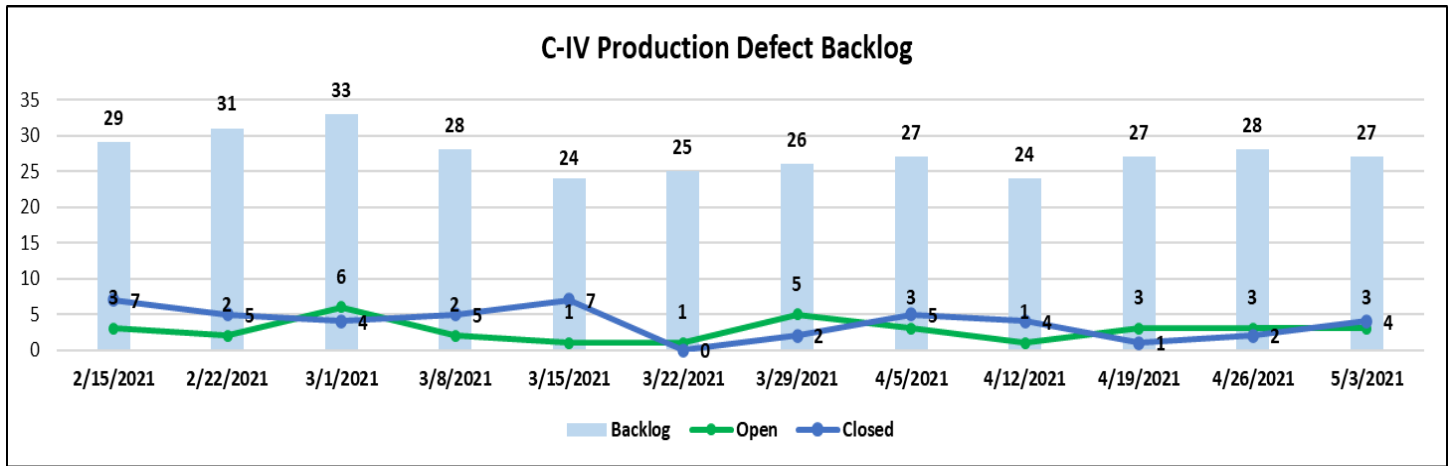
The Production defect backlog bar-chart depicts the balance of open (unresolved Production defects) and closed defects, week-over-week. Defects are closed upon system test validation and release deployment to Production

**CalSAWS – California Statewide Automated Welfare System**

M&O Bi-Weekly Status Report Period: April 19, 2021 – May 2, 2021

Contractor Project Director: Seth Richman

**Figure 3.2-1 – Production Defects Backlog Weekly Trend**



**3.2.1 Production Defect Fix – Release Schedule Production Defect Fix – Release Schedule**

The Production Defect fix – Release Schedule reflects the number of defects planned in alignment to each monthly release (20.01, 20.02, etc.). The status of the defect in the fix and re-test pipeline is also reflected for each of the defect severity categories to establish the number of defects remaining to be fixed, re-tested, and closed for each of the releases

**Table 3.2-2 – Production Defect Fix – Release Schedule**

C-IV Production Defect Count by Release					
Count of Defects	Release				
Priority/Status	21.03	21.05	21.07	TBD	Grand Total
High	2	1			3
In Progress		1			1
Closed	2				2
Medium	13	5	3	13	34
New				6	6
In Progress		1	3	7	11

## CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Report Period: April 19, 2021 – May 2, 2021

Contractor Project Director: Seth Richman

C-IV Production Defect Count by Release					
Count of Defects	Release				
Priority/Status	21.03	21.05	21.07	TBD	Grand Total
Closed	13	4			17
Low	2			7	9
New				4	4
In Progress				3	3
Closed	2				2
Critical	2				2
Closed	2				2
<b>Grand Total</b>	<b>19</b>	<b>6</b>	<b>3</b>	<b>20</b>	<b>48</b>

CalSAWS Production Defect Count by Release						
Count of Defects	Release					
Severity	21.03	21.05	21.06	21.07	TBD	Grand Total
2-Normal/Medium	33	14			3	50
New					1	1
In Progress	6	5			1	12
Closed	27	9			1	37
3-Normal/Low	129	131	1	3	3	267
New		2		1	1	4
In Progress	3	56	1	2	2	64
Closed	126	73				199
4-Cosmetic	8	7				15
In Progress		3				3
Closed	8	4				12
<b>Grand Total</b>	<b>170</b>	<b>152</b>	<b>1</b>	<b>3</b>	<b>6</b>	<b>332</b>

Note: Data Change Requests (DCRs) have been excluded from the above reporting because they follow a separate deployment process

### 3.3 Technology Operations

The CalSAWS Technology team provides technical infrastructure support for the deployment of system changes and system maintenance activities in accordance with the CalSAWS Change Control Process. Technical infrastructure support activities include configuration and setup of development and non-Production environments for work items, infrastructure (middleware and database)/architecture changes, promotion of application builds through the development stages, and deployment of application builds into the C-IV and CalSAWS Production environments

#### C-IV Management and Operations

- ▶ Extranet Enablement
  - Overall progress of 96% (122 of 128) sites successfully piloted with Extranet
  - PoP Sites dependent on County IT Staff: Reminded Counties during latest TPOC meeting
- ▶ Switch Automation



## CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Report Period: April 19, 2021 – May 2, 2021

Contractor Project Director: Seth Richman

- Switch Refresh completed for 52% of sites (256 of 582 switches)
  - 65 of 121 sites fully migrated to new infrastructure
  - 33 sites partially migrated (Core switch refresh only)
- Completed first batch of switch procurement (100 Switches)
- Second batch of switch hardware procurement in progress (250 Switches)

**Table 3.3-2 – C-IV Upcoming Maintenance**

Scheduled Date	Activity Description
None	

**Table 3.3-3 – C-IV Incident Follow-up Summary**

Ticket ID	Description	Impact Date/ Time	Impact	Resolution
None				

### CalSAWS Management and Operations

- ▶ Continued to monitor video conferencing solution infrastructure

**Table 3.3-4 – CalSAWS Upcoming Maintenance**

Scheduled Date	Activity Description
May 3, 2021	Mock #1 1A County Prep Exercise
May 3 – 7, 2021	Rename Built-in Guest Account and local Administrator account on Desktop Workstations and Laptops
May 30, 2021	Disable TLS 1.1 - All Servers

**Table 3.3-5 – CalSAWS Incident Follow-up Summary**

Ticket ID	Description	Impact Date / Time	Impact	Resolution
None				

### 3.3.1 SLA Outcomes (Met/Missed) (C-IV/CalSAWS)

- ▶ The C-IV System met all SLAs within the reporting period
- ▶ The CalSAWS System did not meet SLA for:
  - Off Prime EDBC of 95% on the following dates:
    - April 19, 2021 – 10 out 171 transactions were > 5 sec, yielding 94.15%
    - April 23, 2021 – 3 out of 54 transactions were > 5 sec, yielding 94.44%
  - Daily Prime Availability on April 30, 2021 was 92% and the Target is 97%

## CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Report Period: April 19, 2021 – May 2, 2021

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### 3.4 IVR Bots Enhancements Pilot for San Bernardino County

- ▶ Welcome Bot
  - Developed implementation timeline
  - Created infrastructure and cloud services design
  - Documented required intents, utterances, and push notifications
  - Began modeling the call flow and possible test scripts
  - Submitted TCBR request for Sandbox
- ▶ Authentication Bot
  - Modified and reviewed changes to the Bot speech parameters based on testing feedback
  - Created new timeline to address fixes and enhancements requested
  - Continuing to work with vendors and outside SMEs on more difficult issues
  - Completed Lambda warm-up functionality to keep multiple copies of a single lambda function warm.

### 3.5 Deviation from Plan/Adjustments

- ▶ None for the reporting period

## CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Report Period: April 19, 2021 – May 2, 2021

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### 4.0 Application Development

#### 4.1 Priority Release Summary

This section outlines the scope of defect fixes included in each Ad-Hoc priority release deployed in this reporting period

- ▶ The C-IV System had five priority releases:
  - The C-IV 21.04.22 Minor Release was successfully deployed on April 22, 2021
    - Two SCRs and two defects were deployed in the areas of Eligibility, Fiscal, Tech Arch, and Training
  - The C-IV 21.04.23 Minor Release was successfully deployed on April 23, 2021
    - One SCR was deployed in Fiscal
  - The C-IV 21.04.27 Minor Release was successfully deployed on April 27, 2021
    - One defect was deployed in Tech Arch
  - The C-IV 21.04.28 Minor Release was successfully deployed on April 28, 2021
    - One defect was deployed in Tech Arch
  - The C-IV 21.04.29 Minor Release was successfully deployed on April 29, 2021
    - Two defects were deployed in the areas of Contact Center and Tech Arch
- ▶ The CalSAWS System had nine priority releases:
  - The CalSAWS 21.04.19 Minor Release was successfully deployed on April 19, 2021
    - Eight defects were deployed in Analytics
  - The CalSAWS 21.04.20 Minor Release was successfully deployed on April 20, 2021
    - Two Defects were deployed in the area Batch and Interfaces
    - Three defects were deployed in Analytics
  - The CalSAWS 21.04.21 Minor Release was successfully deployed on April 21, 2021
    - Seven defects were deployed in Analytics
  - The CalSAWS 21.04.22 Minor Release was successfully deployed on April 22, 2021
    - Four defects were deployed in Analytics
    - Eight Defects were deployed in the areas of Batch and Interfaces, CalHEERs and Eligibility.
    - Three SCRs were deployed in the areas of Batch Operations, Fiscal and Online
  - The CalSAWS 21.04.23 Minor Release was successfully deployed on April 23, 2021
    - Four defects were deployed in Analytics
  - The CalSAWS 21.04.26 Minor Release was successfully deployed on April 26, 2021
    - One defect was deployed in Analytics
  - The CalSAWS 21.04.28 Minor Release was successfully deployed on April 28, 2021
    - Three SCRs were deployed in the areas of Batch Operations
    - Three defects were deployed in Analytics
  - The CalSAWS 21.04.29 Minor Release was successfully deployed on April 29, 2021
    - Four SCRs were deployed in the areas Batch Operations and Batch and Interfaces
    - Fourteen Defects were deployed in the areas of Fiscal, Batch and Interfaces and Reports
    - Four defects were deployed in Analytics
  - The CalSAWS 21.04.30 Minor Release was successfully deployed on April 30, 2021
    - One SCR was deployed in the areas Batch/Interfaces
    - Two defects were deployed in Analytics

**Table 4.1-1 – C-IV & CalSAWS Upcoming Release**

Release	Highlights
21.05.07	<u>C-IV System:</u> <ul style="list-style-type: none"><li>▶ Update El Dorado Warrant Numbers, Claiming and Reports</li></ul>

## CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Report Period: April 19, 2021 – May 2, 2021

Contractor Project Director: Seth Richman

Release	Highlights
	<p><u>CalSAWS System:</u></p> <ul style="list-style-type: none"><li>▶ None</li></ul>
<b>21.05.08</b>	<p><u>C-IV System:</u></p> <ul style="list-style-type: none"><li>▶ ACL-19-76: Batch EDBC Run to Apply 2021 Earned Income Disregard. System downtime starts at 5pm Saturday, May 8</li></ul> <p><u>CalSAWS System:</u></p> <ul style="list-style-type: none"><li>▶ ACL 19-76: Batch EDBC Run to Apply 2021 Earned Income Disregard and Reevaluate IRT Tier 2</li></ul>
<b>21.05.13</b>	<p><u>C-IV System:</u></p> <ul style="list-style-type: none"><li>▶ None</li></ul> <p><u>CalSAWS System:</u></p> <ul style="list-style-type: none"><li>▶ MEDS: Incorrect Effective Date on EW20 when individual turns 65 during annual FPL run updated to deliver in 21.05.06 priority release</li><li>▶ Eligibility Performance Refactor Phase III</li><li>▶ MEDS: Incorrect Effective Date on EW20 when individual turns 65 during annual FPL run updated to deliver in 21.05.06 priority release</li></ul>
<b>21.05.15</b>	<p><u>C-IV System:</u></p> <ul style="list-style-type: none"><li>▶ Issue April 2021 Disaster Supplement in accordance with HR 6201 Emergency Allotments</li><li>▶ SB 80 -Changes to Vehicle Limits</li></ul> <p><u>CalSAWS System:</u></p> <ul style="list-style-type: none"><li>▶ Issue April 2021 Disaster Supplement in accordance with HR 6201 Emergency Allotments</li><li>▶ SB 80 - Changes to Vehicle Limits</li></ul>
<b>21.05</b>	<ul style="list-style-type: none"><li>▶ Release Date: May 24, 2021</li></ul> <p><u>C-IV System:</u></p> <ul style="list-style-type: none"><li>▶ Total SCRs: 3 Approved</li><li>▶ Release Webcast Date: None</li></ul> <p><u>CalSAWS System:</u></p> <ul style="list-style-type: none"><li>▶ Total SCRs: 97 Approved</li><li>▶ Release Webcast Date: May 18, 2021</li></ul>
<b>21.05.29</b>	<p><u>C-IV System:</u></p> <ul style="list-style-type: none"><li>▶ One-time Change to Advance Overdue Medi-Cal REs</li></ul> <p><u>CalSAWS System:</u></p> <ul style="list-style-type: none"><li>▶ One-time Change to Advance Overdue Medi-Cal REs</li></ul>
<b>21.07</b>	<ul style="list-style-type: none"><li>▶ Release Date: July 26, 2021</li></ul> <p><u>C-IV System:</u></p> <ul style="list-style-type: none"><li>▶ Total SCRs: 2 Approved</li><li>▶ Release Webcast Date: TBD</li></ul> <p><u>CalSAWS System:</u></p>

## CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Report Period: April 19, 2021 – May 2, 2021

Contractor Project Director: Seth Richman

Release	Highlights
	<ul style="list-style-type: none"> <li>▶ Total SCRs: 63 Approved</li> <li>▶ Release Webcast Date: TBD</li> </ul>
<b>21.11</b>	<ul style="list-style-type: none"> <li>▶ Release Date: November 22, 2021</li> </ul> <p><u>CalSAWS System:</u></p> <ul style="list-style-type: none"> <li>▶ Total SCRs: 12 Approved</li> <li>▶ Release Webcast Date: TBD</li> </ul>

### 4.2 Design Status

- ▶ Continued design on SCR CA-48513 to Change EDBC logic to auto-test for 4M when youth 18 years or older exits FC
- ▶ Continued design on SCR CA-209184 for Processing Eligibility Determinations for the 250% Working Disabled Program
- ▶ Continued design on SCR CA-217062 for Enhancements to Revised Medi-Cal Hierarchy in MAGI-only mode and Negative Action
- ▶ Continued design on SCR CA-209721 to Add NOAs and Forms for Electronic Theft
- ▶ Continued design on SCR CA-214165 for Phase 3 of ACL 11-80 to add CalWORKs new and revised Overpayment Notice of Action Messages
- ▶ Continued design on SCR CA-217869 to Modify CalSAWS lobby applications to work with the new Self-Service Portal
- ▶ Continued design on SCR CA-56887 for Phase III-B- Change CalFresh NOAs to include the name of the individuals on change and denial NOAs
- ▶ Continued design on SCR CA-211719 for ACL 20-97 Safe Drinking Water Pilot
- ▶ Continued design on SCR CA-226064 for Additional CalSAWS Automated Tasks (Outside of DDID 1629 inventory)
- ▶ Began design on SCR CA-217944 for ACL 20-113 / 20-120 - CW 60 MTC and WTW 24 MTC
- ▶ Began design on SCR CA-203208 to Send MEDS Non-Extended Aid Codes For Foster Care & Kin-GAP Infants

### 4.3 Build Status

- ▶ Continued build for 21.01 and 21.02 priority releases, 21.03 and 21.05 approved SCRs

**Table 4.3-1 – C-IV & CalSAWS Build Status**

Release	Highlights
<b>21.04.19</b>	<p>Deployed CA-215056 - DDID 2611 FDS: Non-State Forms - Add New Form CSF 179 based on Sacramento CDS 713</p> <p>Deployed CA-215060 - DDID 2613 FDS: Non-State Forms - Add New Form based on San Luis Obispo DSS MC 432</p> <p>Deployed CA-215050 - DDID 2608 FDS: Non-State Forms - Add New Form Board and Care Statement</p> <p>Deployed CA-215046 - DDID 2606 FDS: Non-State Forms - Add New Form based on CSF 80</p>

## CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Report Period: April 19, 2021 – May 2, 2021

Contractor Project Director: Seth Richman

Release	Highlights
	Deployed CA-215054 - DDID 2610 FDS: Non-State Forms - Add New Form based on Placer ALL 1377 - CSF 178 Deployed CA-215106 - DDID 2636 FDS: Non-State Forms - Add New Form based on CSF 23 Deployed CA-215044 - DDID 2605 FDS: Non-State Forms - Add New Form based on CSC 55 Deployed CA-215048 - DDID 2607 FDS: Non-State Forms - Add New Form based on Orange 742A Deployed CA-215751 - DDID 2348 FDS: API - Journal API Deployed CA-215760 - DDID 2357 FDS: API - Worker Schedule API Deployed CA-215058 - DDID 2612 FDS: Non-State Forms - Add New Form based on Santa Cruz WEL 5063 Deployed CA-226639 - Moving Mail Out Date for CW/CF RD Packets
<b>21.04.22</b>	Deployed CA-226000 - DDID 34 FDS: Task Mgt - Legacy Task Category Deployed CA-225592 - Update Recovery Account Detail page to allow all Recovery Account Reasons regardless of Program Deployed CA-226984 - Update FTP credentials for CHDP Interface Deployed CIV-108714 - County List: Active Cases with Deemed Sponsor Property
<b>21.04.23</b>	Deployed CIV-107315 - Update Welfare Intercept System batch to resume sending Establishment, Reactivate records
<b>21.04.25</b>	Deployed CA-220357/CIV-108057 - Quarterly release testing for EBT vendor FIS - April 2021
<b>21.04.27</b>	Deployed CA-215136 - DDID 2651 FDS: Non-State Forms - Add New Form based on CSC 28 Deployed CA-215052 - DDID 2609 FDS: Non-State Forms - Add New Form based on Placer ALL 1377 - CSF 177 Deployed CA-215122 - DDID 2644 FDS: Non-State Forms - Add New State Form CR 6181 Deployed CA-216540 - Migrate NA 200 Notice of Action-Multipurpose-Include Budget
<b>21.04.28</b>	Deployed CA-228110 - Update FTP Credentials for CalHEERs Outbound Image Job
<b>21.04.29</b>	Deployed CA-227877 - Update FTP Password for Interfaces - (QCIS, IEVS, Horizontal Int, CDSS, CalOAR, and SED) Deployed CA-227184 - Event Streaming: Enabling Event Streaming implementation for MEDS FX60 Transactions Deployed CA-227183 - Event Streaming: Enabling Event Streaming implementation for MEDS FX40 Transactions Deployed CA-227191 - Event Streaming: Enabling Event Streaming implementation for MEDS HA20 Transactions
<b>21.04.30</b>	Deployed CA-227193 - Event Streaming: Enabling Event Streaming implementation for MEDS AP34 Transactions
<b>21.05</b>	Continued development activities for 21.05 code changes
<b>21.07</b>	Continued development activities for 21.07 code changes

### 4.4 Release Management

#### 4.4.1 Release Test Summary

- ▶ Continued test execution for Release 21.05

**CalSAWS – California Statewide Automated Welfare System**

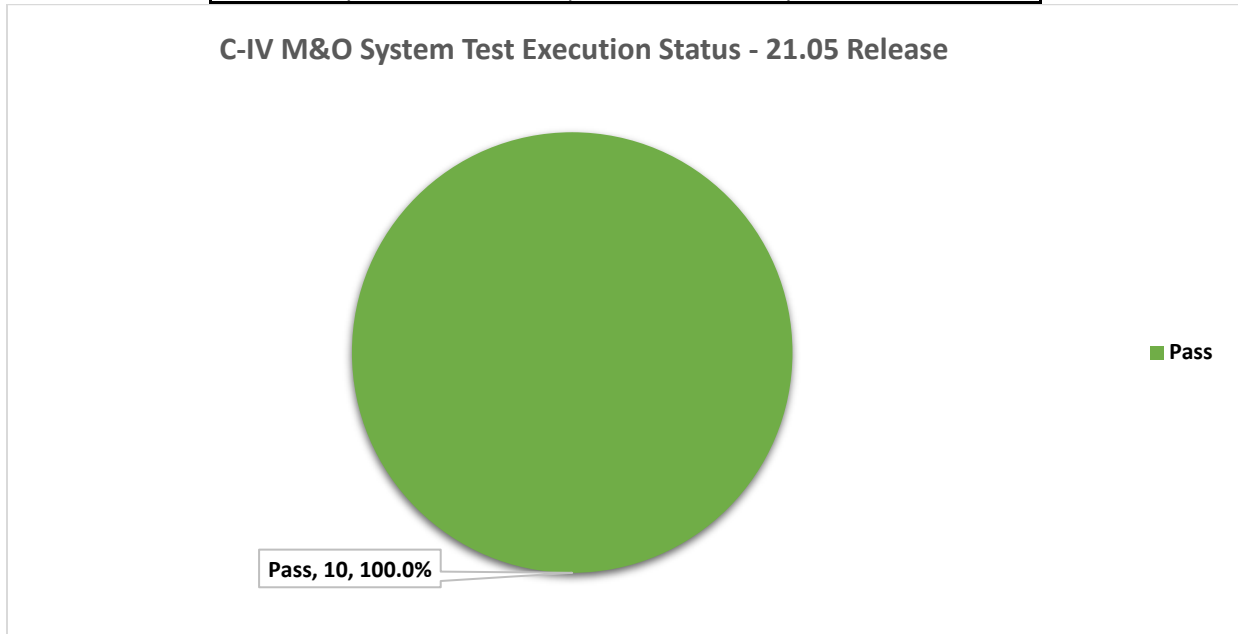
M&O Bi-Weekly Status Report Period: April 19, 2021 – May 2, 2021

Contractor Project Director: Seth Richman

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**Table 4.4-2 – C-IV System SCR Test Status**

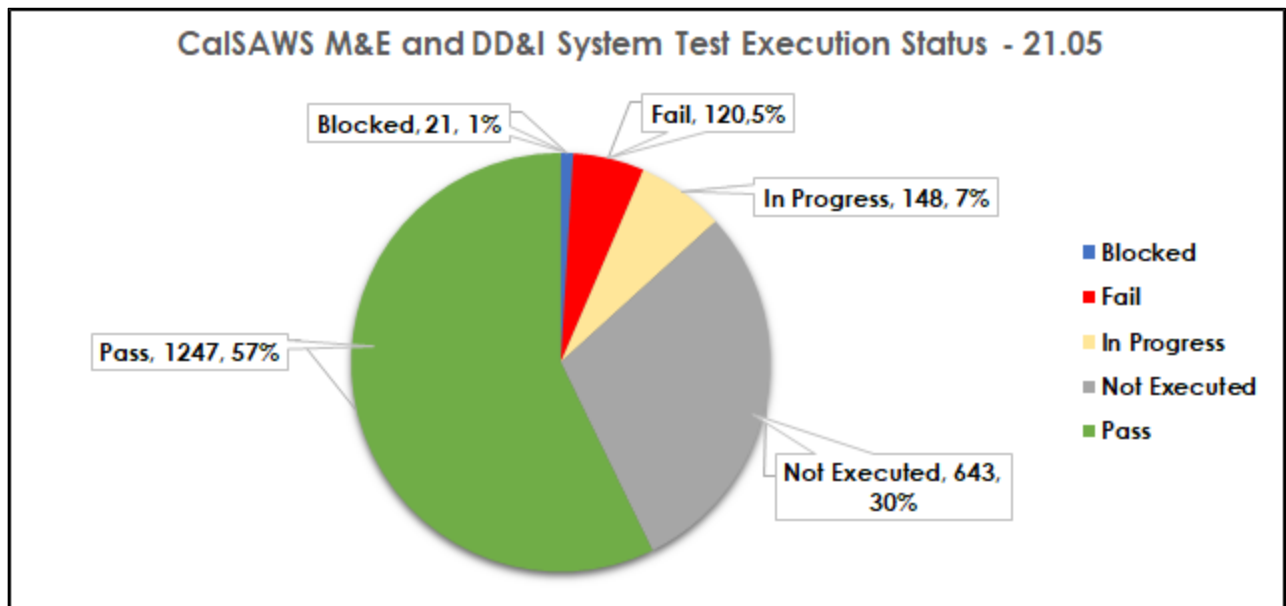
Pass Rate Target as of April 30, 2021	<b>63%</b>
Pass Rate Actual as of April 30, 2021	<b>100%</b>
System Test Complete Date: May 19, 2021	



**Note:** Test Script counts are subject to change as test scripts are added or removed throughout the execution phase

**Table 4.4-4 – CalSAWS System SCR Test Status**

Pass Rate Target as of April 30, 2021	<b>63%</b>
Pass Rate Actual as of April 30, 2021	<b>89%</b>
System Test Complete Date: May 19, 2021	



## CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Report Period: April 19, 2021 – May 2, 2021

Contractor Project Director: Seth Richman

Note: Test script counts are subject to change as test scripts are added or removed throughout the execution phase

► The above chart is cumulative of CalSAWS M&E and CalSAWS DD&I SCRs System Test Execution

### 4.4.2 Automated Regression Test (ART) Coverage

Table 4.4-3 – CalSAWS ART Coverage

Production Transactions				ART Coverage by Production Volume	
Tier	Distinct	Volume	% Vol.	Distinct	% Coverage
1	15	51,181,727	51.24%	15	100.00%
2	76	28,707,588	28.74%	73	94.74%
3	94	9,982,568	9.99%	83	89.10%
4	303	7,762,486	7.77%	202	74.66%
5	2198	2,246,126	2.25%	383	31.54%

**Note:** Transaction volume and coverage metrics are based on CalSAWS monthly production performance data as of March 30, 2021. Each tier is distinct from prior tier(s). For example, tier 2 includes all transactions that make up the top 80% of production volume except for the fifteen tier 1 transactions. Coverage statistics are updated with each major release as new automated regression scripts are developed. To date, there are 520 end-to-end Automated Regression Test scripts

**Note:** The ART coverage statistics for March 2021 did not contain the MAGI-specific transactions that are triggered during integrated testing with the CalHEERS. No integrated testing with the CalHEERS system occurred during the month of March 2021: Integrated testing of the 21.02 release completed prior to February 12, 2021, and integrated testing of the 21.06 release commenced on April 19, 2021

### 4.5 Training Material Updates

► R21.05 Training SCRs are currently in System Test



**CalSAWS – California Statewide Automated Welfare System**

M&O Bi-Weekly Status Report Period: April 19, 2021 – May 2, 2021

Contractor Project Director: Seth Richman

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**Table 4.5-1 – Upcoming Training Activities**

Training Activity	Date
21.03 LMS Lite Deployment	March 22, 2021-Completed
21.03 CalSAWS Training Environment Deployment	March 26, 2021-Completed

**4.6 Deviation from Plan/Adjustments**

- ▶ None for the reporting period

**CalSAWS – California Statewide Automated Welfare System**

M&O Bi-Weekly Status Report Period: April 19, 2021 – May 2, 2021

Contractor Project Director: Seth Richman

**5.0 Quality Assurance**

**5.1 Key Activities**

**Table 5.1-1 – QA Activities (by Team)**

QA Team	Description	Status	Project
Project Management	Monitoring Consortium review of LRS Change Notice 3 to allocate funds for testing staff augmentation support	In Progress	CalSAWS
	Finalization and submission of C-IV and LRS amendments to meet Consortium Privacy and Security Agreement requirements for review and approval at the May 2021 JPA Board Meeting	Complete	CalSAWS
Application Maintenance	Release 21.03 Minor Version Validation and Independent Test	In Progress	CalSAWS Rancho Cordova
	Release 21.05 Fix Version Validation	In Progress	CalSAWS Rancho Cordova
	Release 21.05 Minor Version Validation	In Progress	CalSAWS Rancho Cordova
	Release 21.03 Minor Version Validation and Independent Test	In Progress	CalSAWS Norwalk
	Release 21.05 Fix Version Validation and Independent Test	In Progress	CalSAWS Norwalk
Technical	Participation in Ad Hoc Reporting Migration planning	In Progress	CalSAWS
	Monitoring Consortium-wide switch replacement project	In Progress	CalSAWS
	Monitoring Consortium-wide SD WAN implementation	In Progress	CalSAWS
	Monitoring Consortium / County Site relocations / Moves	In Progress	CalSAWS
	Participated in the Service Now Migration Meetings	In Progress	CalSAWS
	Participating in the DDC/PDC CO Meetings	In Progress	CalSAWS
	Participate in C-IV Security/Patching planning	In Progress	CalSAWS
	Participate CSC Support Activities	In Progress	CalSAWS
	Participate in IVR Deployment / Support Activities	In Progress	CalSAWS
	Participate in the LDS Data Extraction Project	In Progress	CalSAWS
	Participate in County Laptop Specifications and Selection	In Progress	CalSAWS
	Service Now / Root Cause Analysis integration	In Progress	CalSAWS
	Participation in Root Cause Analysis Trend Analysis	In Progress	CalSAWS
	Participate in all C-IV County CO reviews	In Progress	CalSAWS
	Participation in C-IV Security Remediation Efforts	In Progress	CalSAWS

# CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Report Period: April 19, 2021 – May 2, 2021

Contractor Project Director: Seth Richman

QA Team	Description	Status	Project
	Participate in CalSAWS Security Operations Discussion	In Progress	CalSAWS
	Participate in Analytics Migration	In Progress	CalSAWS
	Participate in Batch Regression Status	In Progress	CalSAWS

## 5.2 Ongoing QA Activities

**Table 5.2-1 – QA Review Statistics**

North QA Release Management/Test Statistics														
Release	Independent Test SCRs Completed		Independent Test SCRs In Progress		Independent Test SCRs Pending	Joint Test SCRs Completed	Joint Test SCRs In Progress	Joint Test SCRs Pending	*QA Review Only SCRs Completed		*QA Review Only SCRs In Progress		*QA Review Only SCRs Pending	# QA Defects
	# SCRs	# Test Cases	# SCRs	# Test Cases	# SCRs	# SCRs	# SCRs	# SCRs	# SCRs	# Test Cases	# SCRs	# Test Cases	# SCRs	
21.03 Minor Version	3	4	1	6	1	0	0	0	6	30	0	0	0	0
21.05 Fix Version	0	0	0	0	0	0	0	0	1	1	0	0	0	0
21.05 Minor Version	0	0	0	0	0	0	0	0	2	62	0	0	0	0
<b>Total</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>6</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>9</b>	<b>93</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Note: Previously reported # of Test Steps, now reporting # of Test Cases. Therefore, this change results in reporting a lower number of items. Joint Test case counts are not reported since Accenture reports statistics for all Joint Test SCRs

South QA Release Management/Test Statistics														
Release	Independent Test SCRs Completed		Independent Test SCRs In Progress		Independent Test SCRs Pending	Joint Test SCRs Completed	Joint Test SCRs In Progress	Joint Test SCRs Pending	*QA Review Only SCRs Completed		*QA Review Only SCRs In Progress		*QA Review Only SCRs Pending	# QA Defects
	# SCRs	# Test Cases	# SCRs	# Test Cases	# SCRs	# SCRs	# SCRs	# SCRs	# SCRs	# Test Cases	# SCRs	# Test Cases	# SCRs	
21.03 Minor Version	1	7	0	0	0	0	0	0	15	15	5	5	7	0
21.05 Fix Version	7	57	6	169	0	0	0	0	15	15	0	0	0	56
<b>Total</b>	<b>8</b>	<b>64</b>	<b>6</b>	<b>169</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>30</b>	<b>30</b>	<b>5</b>	<b>5</b>	<b>7</b>	<b>56</b>

Note: \*QA reviews include regression, training WBTs, and Job Aids

- ▶ Note: Any issues identified during the review of a Job Aid are updated directly in the Job Aid document stored in SharePoint and an email is sent to Job Aid Training developer informing them of the availability of the updated Job Aid
- ▶ Note: Any issues identified during the review of a WBT are recorded on a Comment Log and the log is sent to the WBT Training developer via email

**CalSAWS – California Statewide Automated Welfare System**

M&O Bi-Weekly Status Report Period: April 19, 2021 – May 2, 2021

Contractor Project Director: Seth Richman

**Table 5.2-2 – Recurring Activities**

Recurring Activities/Work Products		
QA Team	Description	Project
Project Management	QA Project Monthly Status Report	CalSAWS
Technical	Monthly Performance Report and Interactive Performance Charts	CalSAWS
	Bi-Monthly Project Integrated Readiness Meetings	CalSAWS
	Monthly Enhancement Warranty Assessment	CalSAWS
	Root Cause Analysis assessment and tracking	CalSAWS
	Monthly Review of SLA Compliance	CalSAWS
	Bi-Monthly review of technical maintenance activities	CalSAWS
	Batch Regression Status Check	CalSAWS
	Analytics Performance and Scalability	CalSAWS
	Analytics Weekly Roundup Status updates and Analysis	CalSAWS
	Bi-Monthly Review of Security Operations and activities	CalSAWS
Application Maintenance	Weekly review of DBCRs and CTCRs for production integrity	CalSAWS Rancho Cordova
	Bi-Weekly review of SCRs and Content Revisions for SCRB meeting, submit comments, and recommended updates in advance of the meeting	CalSAWS Rancho Cordova
	Participate in weekly test meetings	CalSAWS Rancho Cordova
	Participate in weekly test meetings	CalSAWS Norwalk
	Participate in weekly Defect meeting	CalSAWS Norwalk
	Execute Independent testing	CalSAWS Norwalk
	Validate Training Jobs Aids (JA) and Web Based Training (WBTs)	CalSAWS Norwalk

**5.3 Deviation from Plan/Adjustments**

- ▶ None for the reporting period

## CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Report Period: April 19, 2021 – May 2, 2021

Contractor Project Director: Seth Richman

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### 6.0 Regional Updates

**Region 1** (Alameda, Contra Costa, Marin, Monterey, Napa, San Benito, San Mateo, San Francisco, Santa Clara, Santa Cruz, Solano, Sonoma)

- ▶ Santa Cruz County
  - No updates during this reporting period
- ▶ Santa Clara County
  - Staff still working from home, working on plan to see what it is going to look like when return to office
  - Looking at making preliminary ancillary decisions
- ▶ San Francisco County
  - City looking at standards for telecommuting and what the new normal is for staff
  - Agency Deputy Director is leaving to lead the Department of Homelessness and Supportive Housing. Looking forward to having vacancy filled
  - They are having ancillary and peripheral system meetings with decision makers. Goal is to come up with preliminary recommendations for each
- ▶ San Benito County
  - New Deputy Director Lupe Rebalcava
- ▶ Napa County
  - Starting in May staff back 60% of the time. Opening reception to limited use.
  - Preparing mass mailer to customers notifying of change from C4Yourself to BenefitsCal
- ▶ Monterey County
  - Trying to fill vacancies across the branches
  - Deploying laptops to staff replacing desktops with docking stations
  - Staff continues to work from home and in the office. The process has begun for each branch to individually determine their return to office plan
- ▶ Solano County
  - Teleworking continues and letting limited number of staff in lobbies
  - Working on wrapping up the BPR sessions with Deloitte. Positive participation from participants. They are onboarding new PM
  - Continue to develop internal SharePoint and have quarterly presentations for staff
  - Doing data cleanup for conversion and offering Saturday overtime for staff
- ▶ San Mateo County
  - New staff brought on to help with getting sandbox usage increased
  - Started deduplication work and wrote a process
  - Working with Deloitte on BPR workflows
  - Looking at approach to document migration to identify best option
- ▶ Contra Costa County
  - No updates during this reporting period
- ▶ Alameda County
  - Planning on diving into the sandbox much more now
- ▶ Marin County
  - Continue to work through the interface partner testing. Making sure they have the right people looking at the interfaces and understanding the purpose of each
  - Busy with all the migration efforts particularly focusing on ramping up sandbox usage
- ▶ Sonoma County
  - Moving to opening lobbies to fulltime if possible. Close to open full time now. Doing combo of telework and in office

## CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Report Period: April 19, 2021 – May 2, 2021

Contractor Project Director: Seth Richman

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- Meeting with division management to go over what is CalSAWS and resource needs
- Building internal staff page with CalSAWS info and videos and internal team site to keep track of all the activities

**Region 2** (Alpine, Amador, Calaveras, El Dorado, Mono, Nevada, Placer, Sacramento, Sierra, Sutter, Tuolumne, Yolo, Yuba)

- ▶ Alpine County
  - No updates during this reporting period
- ▶ Amador County
  - Looking to reopen offices to the public in Mid-May
- ▶ Calaveras County
  - Hired a new Director from Tuolumne County that started April 26, 2021 named Cori Allen
- ▶ El Dorado County
  - Current PPOC has been promoted to Program Manager, so they will be hiring a new PPOC soon
- ▶ Mono County
  - Looking to reopen Mid-June with staff working in the office on a rotational basis
- ▶ Nevada County
  - In the early stages of returning to their "New Normal"
  - Working on roll out plans for the Sandbox for staff
- ▶ Placer County
  - In discussions about reopening
  - Signed off their As-Is process for ISS BPR
- ▶ Sacramento County
  - No updates during this reporting period
- ▶ Sierra County
  - No updates during this reporting period
- ▶ Sutter County
  - No updates during this reporting period
- ▶ Tuolumne County
  - In the process of interviewing and hiring Eligibility and Office staff
- ▶ Yolo County
  - Looking to open office potentially in Mid-June
  - Signed off their As-Is process for ISS BPR
- ▶ Yuba County
  - No updates during this reporting period

**Region 3** (Butte, Colusa, Del Norte, Glenn, Humboldt, Lake, Lassen, Mendocino, Modoc, Plumas, Shasta, Siskiyou, Tehama, Trinity)

- ▶ The Region 3 Virtual Regional meeting was held on Tuesday, April 27, 2021. This was a combined meeting hosted by Region 2
- ▶ Butte County
  - No updates during this reporting period
- ▶ Colusa County
  - The County is very short staffed. They were recently able to hire 5 Eligibility Specialists that are currently in induction training and should be ready to go out on the floor one month before Go-Live

## CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Report Period: April 19, 2021 – May 2, 2021

Contractor Project Director: Seth Richman

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- ▶ Del Norte
  - Del Norte County is gradually returning their staff to onsite fulltime. They hope to have everyone transitioned back fulltime by June 14, 2021
  - The county is very understaffed and have several vacancies within their Branch. This includes the following openings: 2 Eligibility Specialists, 3 Integrated Case Workers, 1 Employment & Training Worker, 1 Staff Services Analyst. Even with all of the vacancies, the county staff are involved in case management with the Home Key Project, Project Roomkey, as well as COVID Investigation and Contact Tracing
  - Supervisors also known as the Change Network Champions for Del Norte County, continue to share and distribute their gained knowledge and enthusiasm for the CalSAWS Migration to their staff
- ▶ Glenn County
  - Glenn has opened their doors to the public starting in April for 3-6 hours a day
  - The County was recently able to hire several Eligibility Specialist positions and are actively recruiting for additional staff persons due to promotions, departures and retirement
  - The County misses seeing persons face to face, but send their best wishes to everyone
- ▶ Humboldt County
  - The County is currently working on setting up subgroups for conversion activities which will include areas such as training and BPR
- ▶ Lake County
  - The County is moving towards a permanent telework plan that would most likely be a hybrid of onsite and telework, which would allow staff to come in and meet with clients on site, once COVID is behind us and the doors are open again
- ▶ Lassen County
  - Lassen County is facing the closure of one of their major employers, the California Correctional Center outside of Susanville. The facility employees over 1000 staff members, the majority of which live in Lassen County. Efforts continue to forestall the closure, but the current expected closure date is in June of 2022. Not only does this affect the staff of the institution, but the family members of the staff and the larger community. Without the former logging industry that supported the county during its early years, the county has relied heavily on our three local prisons to provide stable employment opportunities and economic stability
- ▶ Mendocino County
  - Mendocino had a training class start April 5, 2021 for Eligibility induction
  - They are moving forward with their reopening plans for 3 weeks after they are into the Yellow Tier or Mid-June (whichever comes first)
  - The county is working on a permanent Telework Procedure moving forward
- ▶ Modoc County
  - Modoc is planning to open their doors Mid-May, but are still in the planning stages
  - They are currently down Office Specialists so are rotating up front staff through various positions
- ▶ Plumas County
  - No updates during this reporting period
- ▶ Shasta County
  - No updates during this reporting period
- ▶ Siskiyou County
  - The County recently hired 12 new staff that start employment on May 3, 2021. They still have 7 vacancies across eligibility and clerical

## CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Report Period: April 19, 2021 – May 2, 2021

Contractor Project Director: Seth Richman

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- The County is gearing up for fire season as it swiftly approaches
- Siskiyou County is under discussions about reopening the office with a targeted date of mid-May to early June
- ▶ Tehama County
  - No updates during this reporting period
- ▶ Trinity County
  - No updates during this reporting period

### **Region 4** (Fresno, Inyo, Kern, Kings, Madera, Mariposa, Merced, San Joaquin, San Luis Obispo, Stanislaus, Tulare)

- ▶ Fresno County
  - The County of Fresno has been awarded approximately \$30 million from the United States Department of Treasury and the California Department of Housing and Community Development for the Emergency Rental Assistance Program for individuals affected by COVID-19. This program will assist renters who have been unable to pay their rent due to the financial impacts of COVID-19. The County is partnering with RH Community Builders to administer the program. Applications start to be accepted Monday, April 3, 2021
- ▶ Inyo County
  - No updates during this reporting period
- ▶ Kern County
  - We have adjusted our lobby hours to extend in-person services which are now 7:30 a.m. to 4:00 p.m. We continue to plan for the possible lift of the Public Health Emergency, and how this will impact the workload, particularly with the processing of Medi-Cal renewals
  - Our C-IV and IT Help Desk Staff have prepared for the upcoming migration to the new Service Now system by attending web events
  - We were encouraged by the recent CalSAWS survey where 57% of staff are excited about the transition to CalSAWS
  - We continue to have high participation in our internal CalSAWS committees and good attendance for the various migration presentations
  - Our UAT group has met several times and is getting prepared to move forward with the execution phase of UAT
  - We have recently added more staff to our De-Duplication report effort. We seem to finally be making some headway on this report
- ▶ Kings County
  - No updates during this reporting period
- ▶ Madera County
  - No updates during this reporting period
- ▶ Mariposa County
  - Outreach by our Eligibility Specialists continues weekly at our Covid-19 vaccine clinics
  - Our CalSAWS Migration SharePoint continues to be a great resource for our conversion team and C-IV users. The Homeless Assistance Targeted Topic Session was shared with all C-IV users earlier this month which included demonstrations within the Sandbox environment. Staff are very excited to see that THA can be issued by running EDBC as that is much easier than the current process within C-IV. Change Champions are attending meetings with the other units that will be converting to CalSAWS to generate excitement, answer questions and provide visual representation of our SharePoint and the Sandbox environment
  - UC Davis provided training to all Eligibility and PIU staff on - Income Eligibility Verification System – IEVS



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M&O Bi-Weekly Status Report Period: April 19, 2021 – May 2, 2021

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- We have recently filled a Senior Office Assistant position that is designed to provide direct support to the Public Assistance Branch
- We have 2 Eligibility Specialist I/II vacancies and have begun the recruitment process
- ▶ Merced County
  - We just finished up our MEQC review
  - The Family Services Branch hired 3 additional Family Services Representatives
  - The Family Services Branch just named Christine Johnson as a Program Manager
  - The Agency is beginning to work on a re-opening plan
- ▶ San Joaquin County
  - No updates during this reporting period
- ▶ San Luis Obispo County
  - We are streamlining our current electronic document system naming conventions as our first step in preparing for CalSAWS migration. Our next step for imaging clean-up will be to review and reduce our in-house forms
  - Our Welfare to Work case managers can now utilize Microsoft Teams as an option for monthly check-ins with participants
- ▶ Stanislaus County
  - Manager Promotions:
    - Leny Campos Manager III- Medi-Cal Program Coordinator and Customer Service Center
    - Theresa Villa Manager II- South Service Center Program Operations
    - Noemi Lomas Manager II- Special Projects
  - Our lobby continues to be open for drop-ins. We are trying to maintain the appointment-based scheduling. If customers came in and do not have an Immediate need, they are scheduled the next available appointment accordingly. If they present an immediate need, they are interviewed the same day
  - The goal is to have the customers utilized the drop box, kiosks to scan in documents to avoid the lines if possible. Customers are presented with multiple ways to apply for benefits but if they insist, we are serving them
  - Some Staff continue to telecommute and will continue until at least the end of June
- ▶ Tulare County
  - No updates during this reporting period

### **Region 5** (Imperial, Orange, Riverside, San Bernardino, San Diego, Santa Barbara, Ventura)

- ▶ Imperial County
  - No updates during this reporting period
- ▶ Orange County
  - Orange has hired CIA to review and modify its business processes both to improve overall operations and to work hand in hand with CalSAWS migration.
  - Identifying their “As-is” business process begins in May
- ▶ Riverside County
  - No updates during this reporting period
- ▶ San Bernardino County
  - No updates during this reporting period
- ▶ San Diego County
  - No updates during this reporting period
- ▶ Santa Barbara County
  - Our CalSAWS core project team currently consists of a Project Manager and Department Business Specialist; we will fill two Eligibility Worker III positions in May to round out the team

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- Our Document Imaging vendor is working on a tool to pull everything we need from DocSTAR with the indexing fields that are needed. The tool will keep track of what was downloaded and what was not so that we will be able to identify new documents added to DocSTAR for download and migration to CalSAWS
- ▶ Ventura County
  - No updates during this reporting period

### Region 6

- ▶ Los Angeles County
  - Los Angeles County is looking at reopening offices in June 2021
  - CSS Release Team will complete County Validation for 21.05 on May 7, 2021
  - Regional Managers are holding the CalSAWS Core Liaison Meeting on May 11, 2021
  - CalSAWS Guide for Release 21.05 is scheduled to be published May 18, 2021

## **CalSAWS – California Statewide Automated Welfare System**

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### **7.0 Appendices**

Appendix A – ME Requests and SCR Status

Appendix B – CalSAWS Print Calendar

Appendix C – County Purchases Status Report

Appendix D – C-IV System IVR Report

Appendix E – COVID SCRs