CALSAWS M&O BI-WEEKLY STATUS REPORT

Reporting Period: September 20, 2021 – October 3, 2021

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3.0 Executive Summary

3.1 CalSAWS Project Status Dashboard

Table 1.1-1 – Status Dashboard

Topic	CalSAWS System	Highlights
Availability	🟢	► The CalSAWS System did not experience any unplanned outages
Defects	🟢	► There are 124 active Production defects
Incidents	🟡	► Beginning at 6:00 a.m. on September 20, 2021, users were unable to access the links to YBN Dashboards (Application Processing and Applications Received). Defect CA-233605 was created to address this issue and was deployed to production with the 21.09.21 priority release. ► Beginning at 8:42 a.m. on September 21, 2021, users encountered errors while accessing case information in the CalSAWS Application. The issue was resolved as of 9:30 a.m. on September 21, 2021 ► Beginning at 10:30 a.m. on September 23, 2021, users were encountering errors while printing Forms/Correspondence through the Template Repository by clicking "Print Centrally" or "Print Locally" buttons. The issue was resolved by 11:39 a.m. on September 23, 2021, and users are able to print Forms/Correspondence successfully through the Template Repository ► Beginning at 6:00 a.m. on September 27, 2021, the EBT interface transactions between CalSAWS and BenefitsCal included both inactive and active EBT cards. Participants who have had at least one replacement EBT card may have seen an incorrect EBT balance, or no EBT balance, on the Case Details screen within BenefitsCal. Defect CA-233868 was created to address the issue and was deployed with the 21.09.28 priority release. ► Beginning at 7:23 a.m. on September 27, 2021, users were experiencing issues when accessing the CalSAWS application from Managed Workstations in certain County sites. San Bernardino and Merced County have reported this issue. As of 8:28 a.m. on September 27, 2021, users from San Bernardino and Merced Counties are able to successfully login to

Topic	CalSAWS System	Highlights
		the CalSAWS application from Managed Workstations
		► Beginning at 7:32 a.m. on September 27, 2021, the CalSAWS application was experiencing performance issues, causing slowness. Users experienced slower than normal response time while navigating through or performing transactions in the CalSAWS application. The CalSAWS application performance issue has been resolved as of 3:30 p.m. on September 29, 2021 and the system is back to its normal function. The Project team continues to actively monitor the system
		► Beginning at 8:30 a.m. on September 27, 2021, users were experiencing intermittent issues when accessing YBN and the DPSS Mobile App. In addition, users encountered a "504" error message when accessing YBN or the DPSS Mobile App. The issue was resolved as of 2:15 p.m. on September 27, 2021
		► Beginning at 6:00 a.m. on September 27, 2021, users were experiencing database slowness when pulling images in Hyland from the CalSAWS application. Clicking on CalSAWS Images buttons resulted in a timeout within the Hyland Solution. The issue has been resolved. Defect CA-233857 was created to address the issue and was deployed with the 21.09.28 priority release. The Imaging team optimized the Imaging System call behind the CalSAWS Images buttons, which allows results to return before reaching a database timeout
		► Beginning at 8:28 a.m. on September 27, 2021, users intermittently receive a 502 error or blank page while navigating within CalSAWS Imaging, and while clicking on CalSAWS Images buttons from the CalSAWS Application. After the Project team investigated the issue, it was determined that the 502 and blank page are two separate issues and two defects have been created: ○ CA-233876 was created to track the progress of the 502 error. Configuration updates were made for more balanced handling of requests. Since these changes were made, we have not seen the 502 error. This defect has been resolved.

Topic	CalSAWS System	Highlights
		o CA-233920 was created to track the blank page timeout issue. This issue has been resolved by adjusting timeout thresholds. ► Beginning at 11:53 a.m. on September 27, 2021, users were not able to update the Status on some customer reporting types on the Customer Reporting Detail page. This issue has been resolved. Defect CA-233943 was created to address this issue and was deployed with the 21.09.29 priority release. ► The AN_CURATION_REPORTS_CASELOAD_HISTORY_SWEEP Report was not available in Production until 9:04 a.m. on October 1, 2020 ► Beginning 9:03 a.m. on September 29, 2021, users experienced issues when accessing the Imaging system. Users experienced slowness and a variety of errors when attempting to login to the system, opening documents, clicking on the Images button within CalSAWS, scanning documents, uploading documents to a Lobby kiosk, etc. The Project team is actively investigating the issue. ► The WPR (Work Participation Rate) dashboard was scheduled to be available by October 1, 2021 (refer to CIT 0266-21). This dashboard is now scheduled to be available on October 4, 2021. An update to CIT 0266-21 will be sent with the new availability date for the dashboard

Legend	
🟢	On Track
🟡	At Risk
🔴	Not on track/Monitor

3.2 Highlights from the Reporting Period

► CalSAWS:
  o The CalSAWS Team did not deploy any CalSAWS Major Releases to CalSAWS Production
  o The CalSAWS Team successfully deployed CalSAWS Minor Releases 21.09.21, 21.09.22, 21.09.27, 21.09.28, 21.09.29, 21.09.30, 21.10.01, and 21.10.02 to CalSAWS Production
  o The CalSAWS Team successfully deployed C-IV Minor Release(s) 21.09.20, 21.09.21, 21.09.22, 21.09.23 and 21.09.24 to C-IV Production
► Planned Outages:
  o Scheduled CalSAWS Outage:
    ▪ CalSAWS Production Outage – from September 24, 2021 at 6:00 p.m. until September 27, 2021 at 6:00 a.m.

- Scheduled External System Outage:
  - YBN in Offline Mode – from September 24, 2021 at 6:00 p.m. until September 27, 2021 at 6:00 a.m.
  - MEDS System Maintenance – from September 23, 2021 at 7:00 p.m. until September 24, 2021 at 4:00 a.m.
  - OCAT Maintenance – from September 23, 2021 at 6:00 p.m. until September 24, 2021 at 6:00 a.m.

4.0 Project Management

4.1 Project Deliverables Summary

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

Del #	Deliverable Name	Team	Status [1]	Status
15.1.1	Ongoing Specialized Training Reports Q3 (2021)	PMO, Technical, Application Development	🟢	DDEL to be submitted to Consortium on October 4, 2021. Consortium review and comments will be due October 8, 2021

4.2 Highlights for the Reporting Period

► Continued Project administration, facility management, office management support, and financial management tasks

► Continued supporting the SOC 1 audit for the State Fiscal Year 2020/21 review period

► Continued performing contract management activities:
- Finalized the documents for Change Notice No. 11 on September 30, 2021. This Change Notice will be submitted to the CalSAWS JPA Board of Directors for approval on October 8, 2021 and include the use of funds from the base agreement's R&A Change Budget Services allocation for additional enhancements related to the CalWORKs Time Clock, CalWORKs Child Support Passthrough to Families program, Elderly Simplified Application Project, Pandemic Emergency Assistance Fund, Stage One Continuous Eligibility, CalFresh Public Assistance Definition Alignment, and an extension of M&O for the ForgeRock IAM Enterprise Enablement solution
- Began development of the documents for Change Notice No. 12 which is planned to be submitted to the CalSAWS JPA Board of Directors for approval in November 2021 and include the use of funds from the base agreement's R&A Change Budget Services allocation for CDSS reports support
- Continued contract management transition activities in preparation of the start of CalSAWS M&O post C-IV cutover and retirement of the C-IV contract:
  - For certain C-IV subcontracts with services applicable to the CalSAWS M&O Project, completed the transition of those subcontracts to the CalSAWS Exhibit X (CalSAWS M&O Extension)
  - 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 B for detailed tracking of County Purchases

4.3   CRFI/CIT Communications Status

► The following table outlines CalSAWS Information Transmittals (CITs) sent for the reporting period ending October 3, 2021

Table 2.3-1 – CITs

CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0273-21	WINS Job Aid	Informational	September 20, 2021	Caroline Bui	Binh Tran
0275-21	BenefitsCal Customer/CBO Go Live Communications	Informational	September 20, 2021	Matthew Spurrier	Jennifer Hobbs
0280-21	Manual Update for Get CalFresh Application Date	Informational	September 23, 2021	Iadira Morales	Laura Ould
0281-21	CA-233644: Update Treatment of Residency in eHIT	Informational	September 23, 2021	Nina Butler	Maggie Orozco-Vega
0282-21	LMS Guide for Los Angeles County Imaging Training	Informational	September 23, 2021	Ashley Arnold	Rachel Cousineau
0283-21	EDBC Mismatch Guidance Regarding Gets Duplicate Aid Check and Mandatory Verifications for Medi-Cal (MC)	Informational	September 23, 2021	Elisa Miller	Maggie Orozco-Vega
0285-21	SCR CIV 109450 End Date Pregnancy Special Need Records and Provide a List	Informational	September 27, 2021	Sarah Cox	Binh Tran
0286-21	Adding an Individual Who Has Applied for a Social Security Number	Informational	September 27, 2021	Caroline Bui, Sarah Cox, and Nina Butler	Binh Tran
0289-21	Separate Case & Issuance for CAPI Couple Case – C-IV Counties Only	Informational	September 29, 2021	Adelaide Mendoza	Dennis Kong
0290-21	VITA Appointment Request/Tasks from BenefitsCal	Informational	September 30, 2021	Dymas Pena	Laura Ould

► The following tables outline CalSAWS Requests for Information (CRFIs) sent for the reporting period ending October 3, 2021

Table 2.3-2 – CRFIs

CRFI ID	Subject	Distribution Date	Status	Response Due Date	CalSAWS Contact
21-042	LA County Staff Participation in Post-Deployment On-Site Support	July 16, 2021	Open	July 26, 2021	Jeffrey Fuller
21-051	CalWIN Counties to Opt-In or Opt-Out of CalFresh Denial PB00E472 Batch Job	September 13, 2021	Open	November 5, 2021	Caroline Bui
21-052	CA-216551 Migrate CalWIN County Batch RE Appointment Scheduling Job for CW/CF	September 15, 2021	Open	October 12, 2021	Caroline Bui

CRFI ID	Subject	Distribution Date	Status	Response Due Date	CalSAWS Contact
21-054	County Option for Recovery Account Workload Assignment	September 22, 2021	Open	October 14, 2021	Sheryl Eppler
21-055	CalWIN Opt-in for CSF 144 (Collections Billing Statement)	September 23, 2021	Open	November 5, 2021	Sheryl Eppler
21-056	Update Batch jobs for Foster Care program when NMD turns 21	September 23, 2021	Open	November 5, 2021	Ignacio Lázaro
21-057	WTW Sanction Batch Jobs CalWIN County Opt-In/Opt-Out	September 24, 2021	Open	November 5, 2021	Gingko Luna
21-058	CalWIN Counties to Opt-In or Opt-Out of PB00R1903 and PB00R1915 Batch Jobs to generate Important Information about Your Baby Notices	September 24, 2021	Open	November 5, 2021	Virginia Bernal

Table 2.3-3 – Overdue CRFIs

► The following table outlines Overdue CRFIs for the reporting period ending October 3, 2021

CRFI ID	Subject	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
21-042	LA County Staff Participation in Post-Deployment On-Site Support						Los Angeles County

4.4   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
Rejected	1
Assigned	7
Completed	516
Duplicate	16
Withdrawn	20
Pending Clarification	2
Total	**562**

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

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

ID	Description	Status	Due Date	Response Received Date	Notes
SIRFRA 1153	1153 - Property Eligibility	Completed	September 17, 2021	September 24, 2021	
SCERFRA 21-540	21-540 - Noticing Requirement - CF ET Final Rule Consolidated Notice	Completed	September 24, 2021	September 28, 2021	
SCERFRA 21-541	SCERFRA 21-541 - Potential IPV OP/OI Type	Completed	September 27, 2021	September 29, 2021	
SIRFRA 1149	1149 - Prepopulated Annual Renewal Forms – threshold languages	Completed	September 29, 2021	September 24, 2021	
SIRFRA 3679	3679 - Prepopulated CalFresh Applications for Medi-Cal Beneficiaries	Completed	September 29, 2021	September 29, 2021	
SIRFRA 1154	1154 - Data request for Non-MAGI ABD Medi-Cal beneficiaries	Pending clarification	September 29, 2021	No response	
SIRFRA 3677	3677 - CalWORKs Home Visiting Program (HVP)	Assigned	October 5, 2021	No response	
SIRFRA 1155	1155 – PHE Unwinding Planning Activities	Assigned	October 6, 2021	No response	
SIRFRA 3581	3681 - CalFresh Household by Certification Period and by County	Assigned	October 8, 2021	No response	
SIRFRA 1156	1156 Accounting of notices mailed with full SSN	Assigned	October 8, 2021	No response	
SIRFRA 3680	3680 - List of Citizenship Document Types-Section Codes	Assigned	October 14, 2021	No response	
SIRFRA 1152	1152- Medi-Cal application denials	Pending clarification	October 15, 2021	No response	
SIRFRA 3682	3682 - PACF Breakout Request September 2021	Assigned	October 15, 2021	No response	
SIRFRA 3676	3676 - Stage One Child Care Home Provider Data	Assigned	October 20, 2021	No response	

4.5   Deviation from Plan/Adjustments

► None for the reporting period

5.0 Management and Operations (M&O)

5.1 Service Management

5.1.1 Overview

► ServiceNow has completed all tasks associated to the Cutover. No major defects have been found and 4 minor defects were found that will be resolved in the next two weekly releases
  o In addition to the Cutover activities, the ServiceNow team completed:
    ▪ Child Care Portal Categorization, team establishment, and training
    ▪ BenefitsCal Portal Categorization, team establishment, and training
    ▪ Data Source Request form standup
► Configuration Management Database (CMDB) project development of proof of concept (POC) continues to determine the discovery footprint. The mid-tier polling agent has been established in Amazon Web Services (AWS) development and the team is working towards the first scans of the development environment
► The ServiceNow team continues with multiple other initiatives:
  o BenefitsCal Jira integration continues post cutover
  o Consortium Security team has a request for Change Process Hardening. This initiative is awaiting requirements
  o Innovation hub's application status page has been moved into the development environment and is ready for internal process evaluation
  o Cherwell integration has been completed and is waiting for an approved window to deploy
  o The Data Source requests second phase will be the creation of workflows for each of the requests to automatically handle distribution to teams
  o Consortium Security would like to handle all POAM work in ServiceNow and evaluate the OOTB capabilities against the request as well as pipeline initiatives
  o Consortium Tech has requested that the ServiceNow teams next major initiative be further integration between ServiceNow and ForgeRock

Figure 3.1-1 ServiceNow Timeline

Figure 3.1-1 ServiceNow Timeline
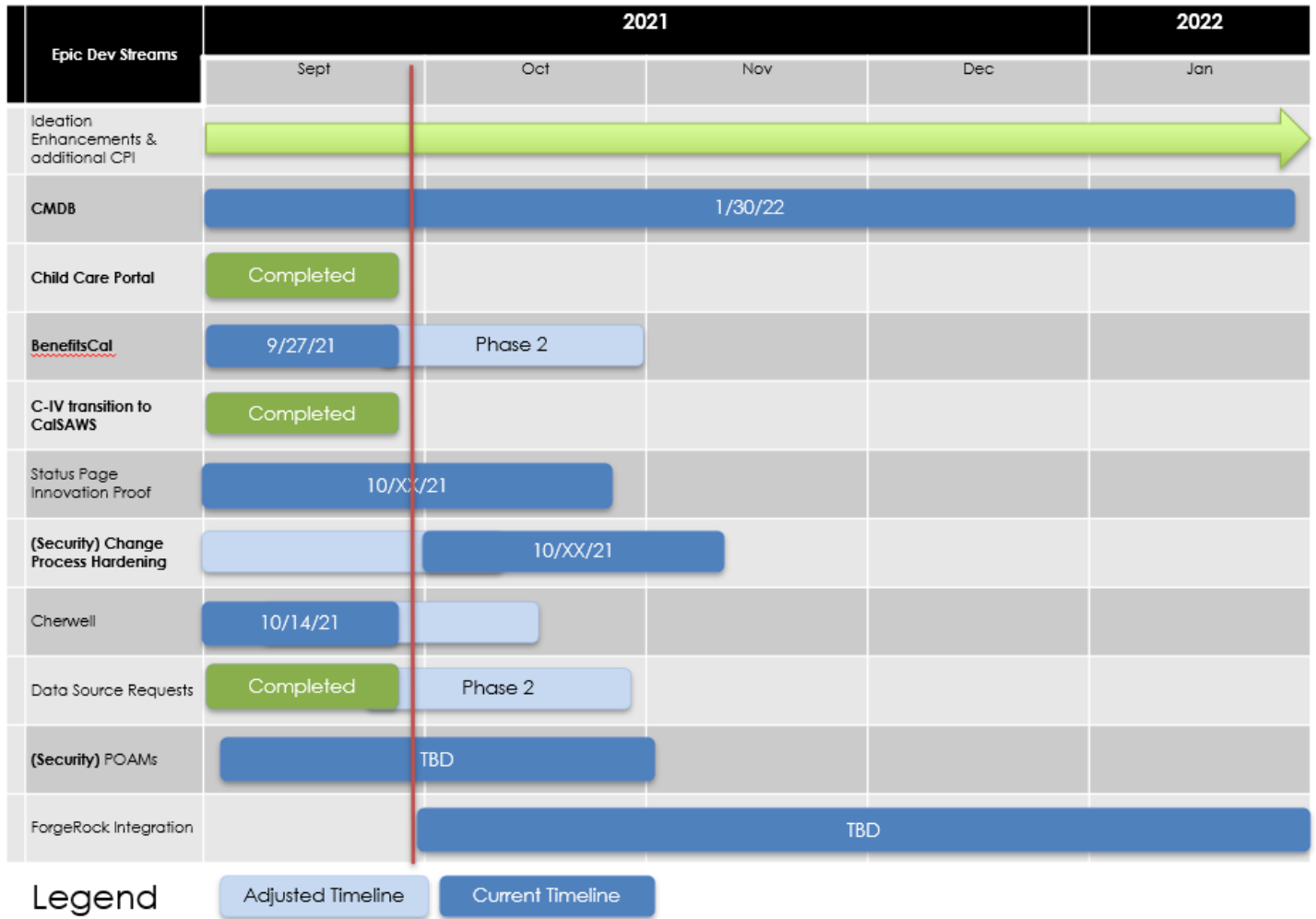
CalSAWS Help Desk Metrics

Figures 3.1-2 and 3.1-3 – CalSAWS ServiceNow Cases

Note: The graphs represent the ServiceNow cases associated to all 40 counties. Cases represent the first level of ticketing that enters the ServiceNow system. Date in x-axis represents start of week

CalSAWS ServiceNow Cases Created

CalSAWS ServiceNow Cases Resolved
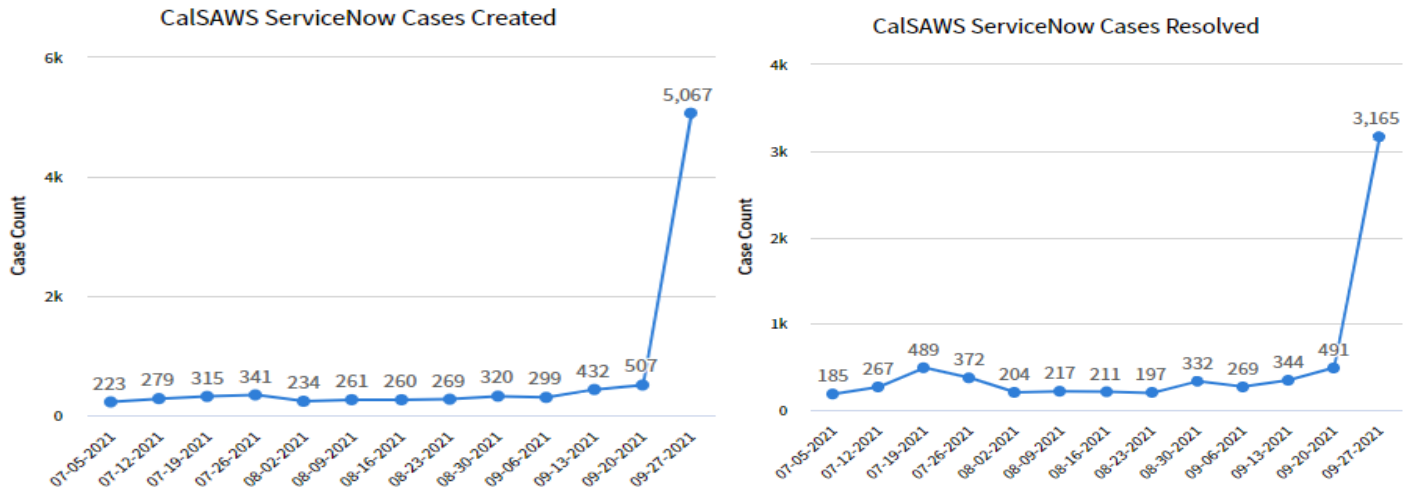
Figures 3.1- 4 and 3.1-5 – CalSAWS ServiceNow Incidents

Note: The graphs represent the ServiceNow Incidents associated to all 40 counties. Incidents are escalations derived from case attempts to triage the issue. Date in x-axis represents start of week
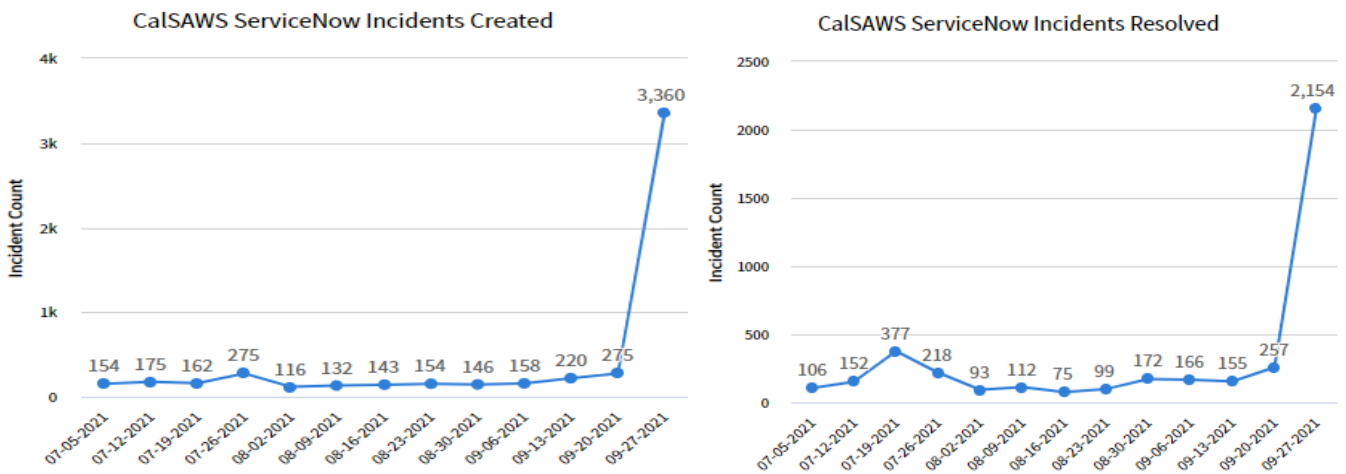
CalSAWS ServiceNow Incidents Created

CalSAWS ServiceNow Incidents Resolved

Figures 3.1-6 and 3.1-7 – CalSAWS ServiceNow Problems

Note: The graphs represent the ServiceNow Problems associated to all 40 counties. Problems represent issues that can have a many to one relationship with incidents and the final step in escalation. Date in x-axis represents start of week

CalSAWS ServiceNow Problems Created

CalSAWS ServiceNow Problems Resolved
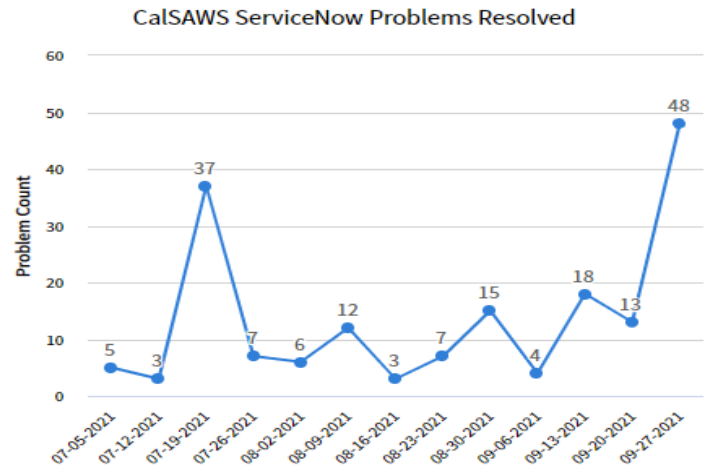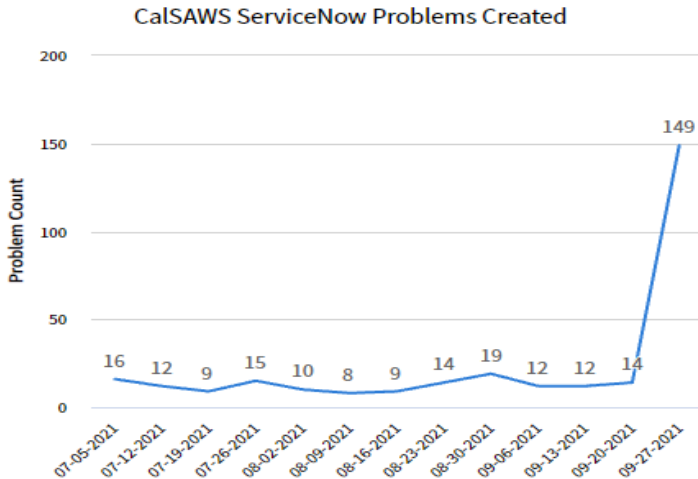
► There are 359 CalSAWS Problems linked to defects

Table 3.1-2 – CalSAWS ServiceNow Cases by State and Age

Note: In the pivot the (empty) aging category represents tickets less than a day old

CalSAWS ServiceNow Cases by State and Age

| State	Aging Category							
	1-5 Days	6-10 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	(empty)	Total
Pending	767	210	61	54	62	97	175	1,426
New	88	31	18	10	2	2	81	232
Work in Progress	58	16	0	0	0	0	2	76
Open	487	192	23	42	22	39	100	905
Awaiting Info	27	23	3	2	18	19	6	98
Dispatched	2	0	0	0	1	0	0	3
Diagnosed	150	86	3	5	5	3	7	259
Awaiting External Partner	4	2	7	8	32	37	1	91
Total	1,583	560	115	121	142	197	372	3,090

Figure 3.1-8 – CalSAWS ServiceNow Cases by Resolution Code

CalSAWS ServiceNow Cases by Resolution Code

- How To - Steps... = 1,103 (24.41%)
- Defect Fixed = 1,084 (23.99%)
- Not a System E... = 957 (21.18%)
- Unable to Recr... = 469 (10.38%)
- Customer Reque... = 351 (7.77%)
- Solved (Perman... = 213 (4.71%)
- CalHEERS Issue... = 156 (3.45%)
- Outage / Perfo... = 106 (2.35%)
- Duplicates = 33 (0.73%)
- LMS Access Req... = 19 (0.42%)
- SCR Implemente... = 16 (0.35%)
- Service Reques... = 5 (0.11%)
- Service Reques... = 3 (0.07%)
- OCAT Issue Ide... = 2 (0.04%)
- Closed/Resolve... = 1 (0.02%)
- Resolved by Ch... = 1 (0.02%)
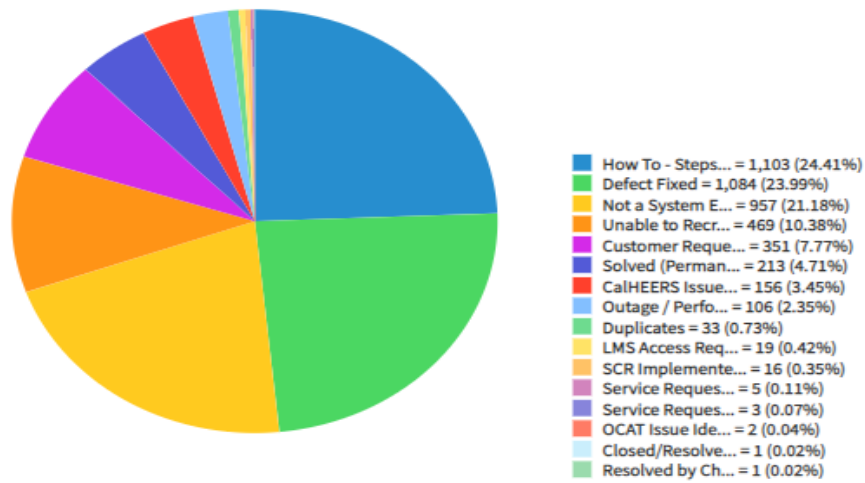
Resolution code	Case Count	Percentage of Cases
How To - Steps to Proceed Provided	1,103	24.41%
Defect Fixed	1,084	23.99%
Not a System Error - With Explanation	957	21.18%
Unable to Recreate Issue	469	10.38%
Customer Requested Closure	351	7.77%
Solved (Permanently)	213	4.71%
CalHEERS Issue Resolved	156	3.45%
Outage / Performance Degradation	106	2.35%
Duplicates	33	0.73%
LMS Access Request	19	0.42%
SCR Implemented	16	0.35%
Service Request Created - With Request Number	5	0.11%
Service Request Created - With Request N	3	0.07%
OCAT Issue Identified	2	0.04%
Closed/Resolved by Caller	1	0.02%
Resolved by Cherwell	1	0.02%
Total	**4,519**	**100%**

5.2   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

Figure 3.2-1 – Production Defects Backlog Weekly Trend
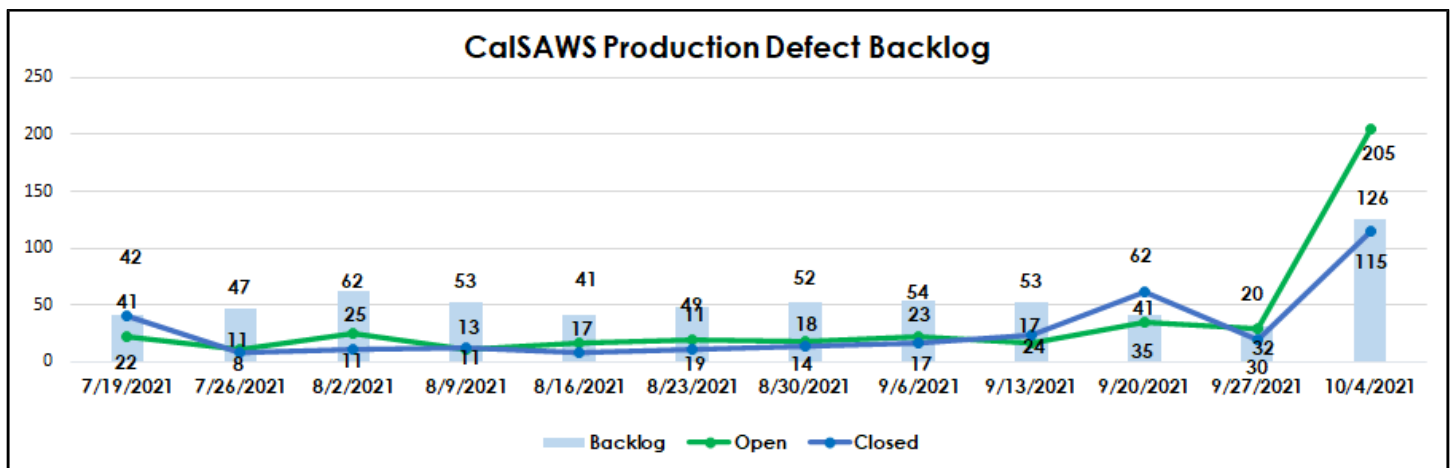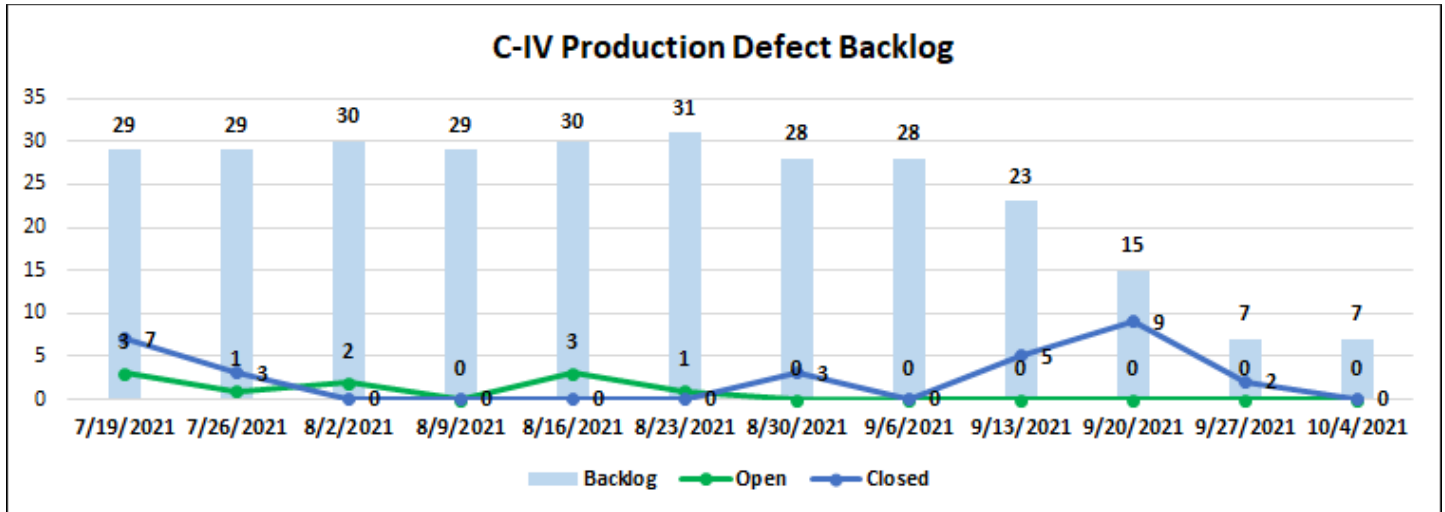
5.2.1   Production Defect Fix – Release Schedule Production Defect Fix – Release Schedule

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

LRS Production Defect Count by Release					
Count Of Defects	**Release**				
Severity	**21.07**	**21.1**	**22**	**TBD**	**Grand Total**
2-Normal/Medium	**57**			**3**	**60**
New	7			1	8
In Progress	6			1	7
Closed	44			1	45
3-Normal/Low	**328**	**20**		**6**	**354**
New	24	3		3	30
In Progress	58	15		2	75
Closed	246	2		1	249
4-Cosmetic	**15**	**2**	**1**		**18**
New			1		1
In Progress	2	2			4
Closed	13				13
Grand Total	**400**	**22**	**1**	**9**	**432**

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

5.3   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 CalSAWS Production environments

5.3.1   CalSAWS Management and Operations

► Switch Automation
  o Switch Refresh completed for 71% of sites (391 of 582 switches)
  o Third wave of switch hardware procurement (250 Switches). Hardware expected to start arriving mid to late October. Further switch migration on hold until new hardware arrives
► Remote Connectivity – ZScaler Pilot
  o Continued UAT (Target completion October 17, 2021)
  o Project submitted order to procure 1500 licenses for Project use

Table 3.3-1 – CalSAWS Upcoming Maintenance

Scheduled Date	Activity Description
October 4 – 20, 2021	MEDS movement to CalSAWS Phase-1 (Configuration at Exchange location)
October 4 – 20, 2021	MEDS movement to CalSAWS Phase 2 (Disabling existing Configuration at DDC)
October 6, 2021	BenefitsCal Priority Release 1.0.0.3 (Planned Change)
October 7, 2021	Block Known Threat Actors IPs in AWS Network Prod F5s
October 7, 2021	Sandbox-SBX-PG-A, SBX-PG-B, and SBX-DB-A AWS- Linux OS patches 10/01/2021 Patch Baseline (Planned Change)
October 10, 2021	July 2021 DB patching on Production databases (CalSAWS Outage Needed)
October 10, 2021	DEVELOPMENT-DEV-PG-A, DEV-PG-B, DEV-PG-C, DEV-DBA-B AWS Linux OS patches 10/01/2021 Patch Baseline (Planned Change)
October 10, 2021	BenefitsCal Scheduled Release 1.1 (Planned Change)
October 11, 2021	Making Gold Camp as Primary for LRS connectivity to State/CDT (Planned Change)
October 15 – 17, 2021	July 2021 DB patching on PRT, County Test and Sandbox databases
October 17, 2021	Production Database AWS Linux OS patches 10/01/2021 Patch Baseline (Planned Change – CalSAWS Outage Needed)
October 24, 2021	Production PRD-PG-A, B, C, D, and E, TLS-PG-A, DR PG-A Linux AWS OS patches 10/01/2021 Patch Baseline (Planned Change – no CalSAWS outage needed)

Table 3.3-2 – CalSAWS Incident Follow-up Summary

Ticket ID	Description	Impact Date / Time	Impact	Resolution
None				

5.3.2 SLA Outcomes (Met/Missed) (CalSAWS)

► The CalSAWS System did not meet all SLAs within the reporting period
  o September 20, 2021 - Off-Prime EDBC was below SLA. 109 out of 1857 transactions were > 3 sec, yielding 94.13%.
  o September 21, 2021 - Off-Prime EDBC was below SLA. 25,804 out of 3,202,375 transactions were > 10 sec, yielding 99.19%.
  o September 21, 2021 – Prime Screen to Screen was below SLA at 99.2%
  o September 27, 2021 – Peak Screen to Screen was below SLA at 81.9%
  o September 27, 2021 – Peak EDBC was below SLA at 80%
  o September 27, 2021 – Prime Screen to Screen was below SLA at 94.4%
  o September 27, 2021 – Prime EDBC was below SLA at 96.5%
  o September 27, 2021 – Unbounded Search Response was below SLA at 92%
  o September 28, 2021 – Peak Screen to Screen was below SLA at 95.7%
  o September 28, 2021 – Peak EDBC was below SLA at 92.8%
  o Septpeber 28, 2021 – Prime Screen to Screen was below SLA at 99.6%
  o September 28, 2021 – Prime EDBC was below SLA at 99.7%

　　　o　September 28, 2021 – Off-Prime EDBC was below SLA at 90.4%

5.4　ForgeRock

► Continued development work on ForgeRock multi-factor authentication (MFA) feature enablement
► Resolved BenefitsCal CBO Welcome Email Link defect in production environment
► Continued design conversations and development work on onboarding existing applications outlined in the statement of work (SOW)
　　o　Adobe Experiences
　　o　ZScaler
　　o　CalSAWS Jira
　　o　Consortium Amazon Web Services (AWS)
　　o　Code4America
► Continued to provide Consortium post- go-live hypercare support

Table 3.4-1 – ForgeRock Milestones

Milestones	Due Date	Status
ForgeRock: CBO Welcome Email template Fix in Production	21.09.27	Complete
ForgeRock: Enable ForgeRock MFA	21.10.29	In progress
ForgeRock Application Onboarding: Adobe Experiences	21.10.29	In progress
ForgeRock Application Onboarding: CalSAWS Jira	21.10.29	In progress
ForgeRock Application Onboarding: ZScaler	21.10.29	In progress
ForgeRock Application Onboarding: Consortium AWS	21.10.29	In progress
ForgeRock 21.10 Production Deployment	21.10.29	Not started
Los Angeles County Federated Authentication	21.11.19	In progress

5.5　Innovation Lab

► Continued Innovation Lab activities
　　o　Deployed Operational Decision Making (ODM) Rules (Describe Phase)
　　　　▪ Continued progress on analysis of CalSAWS monolithic application
　　o　Streamlined CalSAWS Lobby Application (Describe Phase)
　　　　▪ Scheduled discussion to continue assessment to understand level of effort to complete enhancements
　　o　System Status for End Users (Co-Create Phase)
　　　　▪ Continued prototype project management timeline and activities
　　o　CalSAWS Production Calendar (Discovery Phrase)
　　　　▪ Continued prototype project management timeline and activities
　　o　Cybersecurity Awareness Program (Discovery Phase)
　　　　▪ Completed discussion with Initiative leads to discuss business case and potential

approach for a cybersecurity and phishing awareness program
► Completed Cloud Enablement scope for CalSAWS Exhibit W. Status updates regarding activities for the ForgeRock IAM solution and Innovation Lab will be captured under the CalSAWS M&O status report going forward

5.6   Imaging

► Completed successful migration of C-IV counties to CalSAWS Imaging System
► Troubleshot performance and scanning issues
► Deployed Patch to Address Slow Search Queries (Hyland)
► Upgraded the Servers and I/O Throughput on the EC2 Instances (Hyland)
► Updated CalSAWS Images button logic for increased efficiencies
► Attended daily CalSAWS Post-Deployment County Stakeholder Call

5.7   Customer Service Center (CSC)

► Conducted Migration activities from C-IV to CalSAWS
► Continued progress of Telephonic Signature with Application Development team
► External Party Access IVR SCR is under committee review and awaiting approval
► Continued to plan and prepare for build phase
► Deployed base copy of the Enhanced CCP to Sandbox Account

Figure 3.7-1 – CalSAWS Customer Service Center – Requirements Burndown

Table 3.7-1 – Customer Service Center Milestones

Milestones	Design Due Date	Status	Tentative Release Dates
Outbound IVR - Core Tech Design (CA-226207)	March 24, 2021	Approved	22.01
WFM/QA/QM Reporting (CA-226209)	March 24, 2021	Approved	22.01
Post-Call Survey (CA-228023)	April 28, 2021	Approved	22.05
WebChat/Click-to-Call (CA-227063)	April 28, 2021	Approved	22.05
Voice Authentication: All Languages - Core Tech Design (CA-226843)	April 28, 2021	Approved	22.03
Enhanced CCP (CA-226844)	May 12, 2021	Approved	22.03
Work-from-home Modifications (CA-227064)	May 12, 2021	Approved	22.03
Admin Page - Core Tech Design (CA-226672)	May 26, 2021	Approved	22.05
Inbound IVR (CA-226837)	June 9, 2021	Approved	22.05
Scheduled Callback (CA-229573)	July 7, 2021	Approved	22.05
Outbound IVR – Batch (CA-228699)	July 28, 2021	Approved	21.11
Outbound IVR - App Dev (CA-231234)	August 18, 2021	Approved	22.01
External Party Access IVR - Core Tech and App Dev Design (CA-226839)	September 8, 2021	Committee review	22.03
Telephonic Signature - Core Tech and App Dev Design (CA-226838)	October 27, 2021	Draft in progress	22.03

5.8   IVR Bot Enhancement Pilot for San Bernardino County

► Welcome Bot
  o Welcome Bot continues to successfully route ~80% of callers that interact with the bot
  o Push Notification is successfully deflecting 17% of callers from needing to speak to a worker
    ▪ This is a significant cut to amount of time customers wait to speak to a worker
  o Welcome Bot and Push Notification combined successfully deflect ~34% of callers
    ▪ This is a < 30% reduction in callers needing to wait in queue to speak to a worker
► Authentication Bot
  o Authentication rate remains high. Bot is authenticating on average 89% of callers that interact with the bot
  o Prepare for changes scheduled at the end of month (and after Welcome Bot deployment) intended to improve Authentication Bot performance
    ▪ Changes to Bot Performance are targeted for October 21, 2021
  o DL/ID changes made minor improvements to the effectiveness of the bot

5.9   Deviation from Plan/Adjustments

► None for the reporting period

6.0 Application Development

6.1   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:
  o The C-IV 21.09.20 Minor Release was successfully deployed on September 20, 2021
    ▪ Two SCRs were deployed in the areas of Automated Test, and Online
  o The C-IV 21.09.21 Minor Release was successfully deployed on September 21, 2021
    ▪ One SCR was deployed in the area of Batch Operations
  o The C-IV 21.09.22 Minor Release was successfully deployed on September 22, 2021
    ▪ Two SCRs were deployed in the areas of Client Correspondence and Batch Operations
  o The C-IV 21.09.23 Minor Release was successfully deployed on September 23, 2021
    ▪ Six SCRs and Two Defects were deployed in the areas of Batch Operations, Imaging, Online, CalHEERS, Fiscal, Reports, Tech Arch and Online
  o The C-IV 21.09.24 Minor Release was successfully deployed on September 24, 2021
    ▪ One SCR was deployed in the area of Online
► The CalSAWS System had twelve priority releases:
  o The CalSAWS 21.09.20 Minor Release was successfully deployed on September 20, 2021
    ▪ One SCR was deployed in the area of Online
  o The CalSAWS 21.09.21 Minor Release was successfully deployed on September 21, 2021
    ▪ Three defects were deployed in the areas of Reports and Batch/Interfaces
    ▪ Two SCRs were deployed in the area of online
  o The CalSAWS 21.09.22 Minor Release was successfully deployed on September 22, 2021
    ▪ Four defects were deployed in the area of Tech Ops, Batch/Interfaces and Online
    ▪ Two SCRs were deployed in the area of Online and Client Correspondence
  o The CalSAWS 21.09.23 Minor Release was successfully deployed on September 23, 2021
    ▪ Three defects were deployed in the areas of Batch/Interfaces and Online
    ▪ One SCR was deployed in the area of Batch/Interfaces
  o The CalSAWS 21.09.24 Minor Release was successfully deployed on September 24, 2021
    ▪ One SCR was deployed in the area of Batch Operations
  o The CalSAWS 21.09.25 Minor Release was successfully deployed on September 25, 2021
    ▪ Three defects were deployed in the areas Batch/Interfaces
    ▪ Eight SCRs were deployed in the area of Batch/Interfaces, Imaging, CalHEERs , Batch Operations, Tech Arch and Online
  o The CalSAWS 21.09.26 Minor Release was successfully deployed on September 26, 2021
    ▪ One defect was deployed in the area of Online
    ▪ Five SCRs were deployed in the areas of Online, Fiscal and Eligibility
  o The CalSAWS 21.09.27 Minor Release was successfully deployed on September 27, 2021
    ▪ Eight defects were deployed in the areas of Batch/Interfaces, Imaging, Tech Forge Rock and Online
    ▪ Two SCRs were deployed in the areas of Batch Operations and Release communication
  o The CalSAWS 21.09.28 Minor Release was successfully deployed on September 28, 2021
    ▪ Twenty-Three defects were deployed in the areas of Batch Operations, Batch/Interfaces, CalHEERs, Client Correspondence, Conversion, Eligibility, Fiscal,

Imaging and Online
- One SCR was deployed in the areas of Batch/Interfaces
  o The CalSAWS 21.09.29 Minor Release was successfully deployed on September 29, 2021
    - Eleven defects were deployed in the areas of Batch/Interfaces, Client Correspondence, Fiscal, Imaging and Online
  o The CalSAWS 21.09.30 Minor Release was successfully deployed on September 30, 2021
    - Twenty- Six defects were deployed in the areas of Batch/Interfaces, Client Correspondence, Conversion, Eligibility, Fiscal, Reports, Tech Arch and Online
    - Four SCRs were deployed in the areas of CalHEERs and DBA
  o The CalSAWS 21.10.01 Minor Release was successfully deployed on October 01, 2021
    - Seventeen defects were deployed in the areas of Batch Operations, Client Correspondence, Contact Center, Conversion, Fiscal, Reports, Tech Arch and Online
    - Four SCRs were deployed in the areas of CalHEERs and Batch/Interfaces

Table 4.1-1 – CalSAWS Upcoming Release

Release	
21.10.04	CalSAWS System: ► Update EDBC source code from 'CO' to 'MA for Foster Care EDBCs that were manual in C-IV ► BenefitsCal: Move Office ZZ Applications to Default County Office
21.10.05	CalSAWS System: ► Update E-Signature Texting Functionality ► Update YBN E-App Linking functionality for cases with a Converted Person
21.10.08	CalSAWS System: ► Switch FR SMTP to SES ► Implement LDS Case Data Load into CalSAWS Sprint 2 ► Implement LDS Case Data Load into CalSAWS Sprint 1 ► Suspend TNB REs: Stop Generating RE Packets ► Migrate Roles during Merge Process in onUpdate Script
21.10.09	CalSAWS System: ► BenefitsCal - Release 1.1 and 1.2 Updates
21.11	CalSAWS System: ► Total SCRs: 86 Approved ► Release Webcast Date: TBD
22.01	CalSAWS System: ► Total SCRs: 47 Approved ► Release Webcast Date: TBD
22.02	CalSAWS System: ► Total SCRs: 8 Approved ► Release Webcast Date: TBD

6.2   Application Development Status

► Continued design on:
  o SCR CA-209184 for Processing Eligibility Determinations for the 250% Working Disabled Program
  o SCR CA-209721 to Add NOAs and Forms for Electronic Theft
  o SCR CA-56887 for Phase III-B- Change CalFresh NOAs to include the name of the individuals on change and denial NOAs
  o SCR CA-217944 for ACL 20-113 / 20-120 - CW 60 MTC and WTW 24 MTC
  o SCR CA-204494 for SB 1341 All County Solution Phase 4 - Letter Format Mixed Non-MAGI/MAGI NOAs
  o SCR CA-220188 for Foster Care to Generate Appropriate NOA for all End Placement reasons and all Placement types
  o SCR CA-231692 for the Older Adult Expansion to Add Full/Restricted Scope verbiage for MAGI/NonMagi NOAs
  o SCR CA-229461 for Customer Non-Benefit Issuance Category (Phase II)
► Continued build on:
  o build for priority releases and 22.01 approved SCRs
  o supporting 21.11 system test

6.3   Release Management

6.3.1   Release Test Summary

► 21.11 Test execution started with targeted completion date of November 17, 2021

Table 4.3-1 – CalSAWS System SCR Test Status

Pass Rate Target as of October 1, 2021	**42%**
Pass Rate Actual as of October 1, 2021	**45%**
System Test Complete Date: November 17, 2021	

Figure 4.3-1 – CalSAWS System SCR Test Status
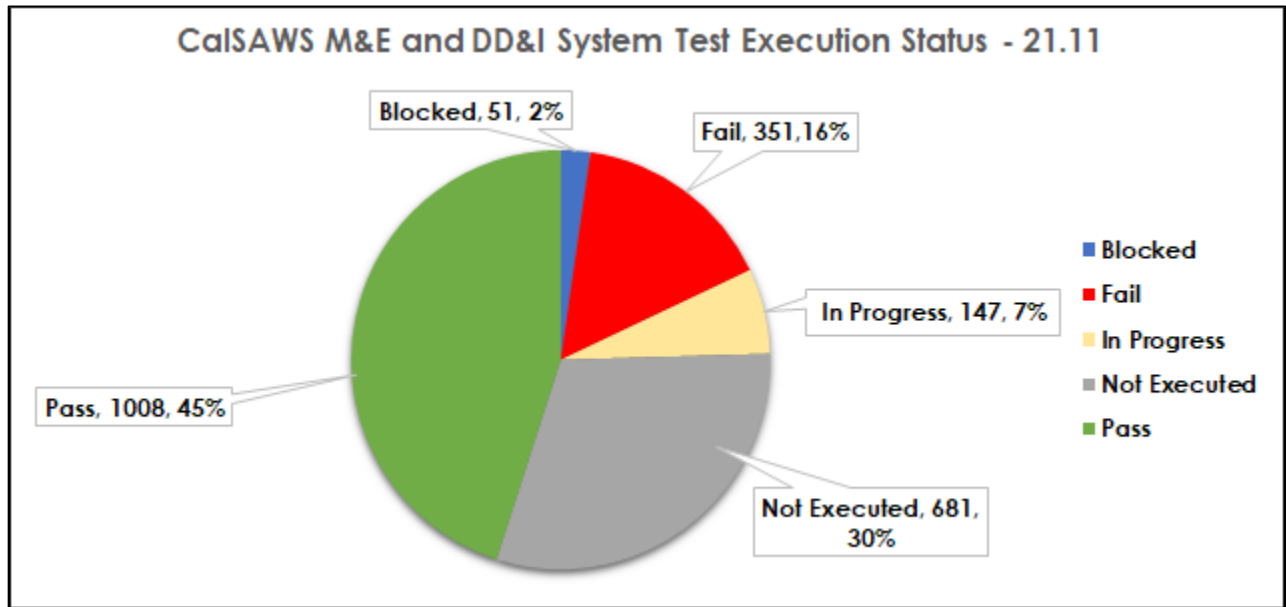
Note: Test script counts are subject to change as test scripts are added or removed throughout the execution phase

► The above chart is cumulative of CalSAWS M&E and CalSAWS DD&I SCRs System Test Execution
► GAGR Correspondence Service (Gainwell Technologies)

Figure 4.3-2 – CalWIN CalSAWS GA/GR Correspondence Testing
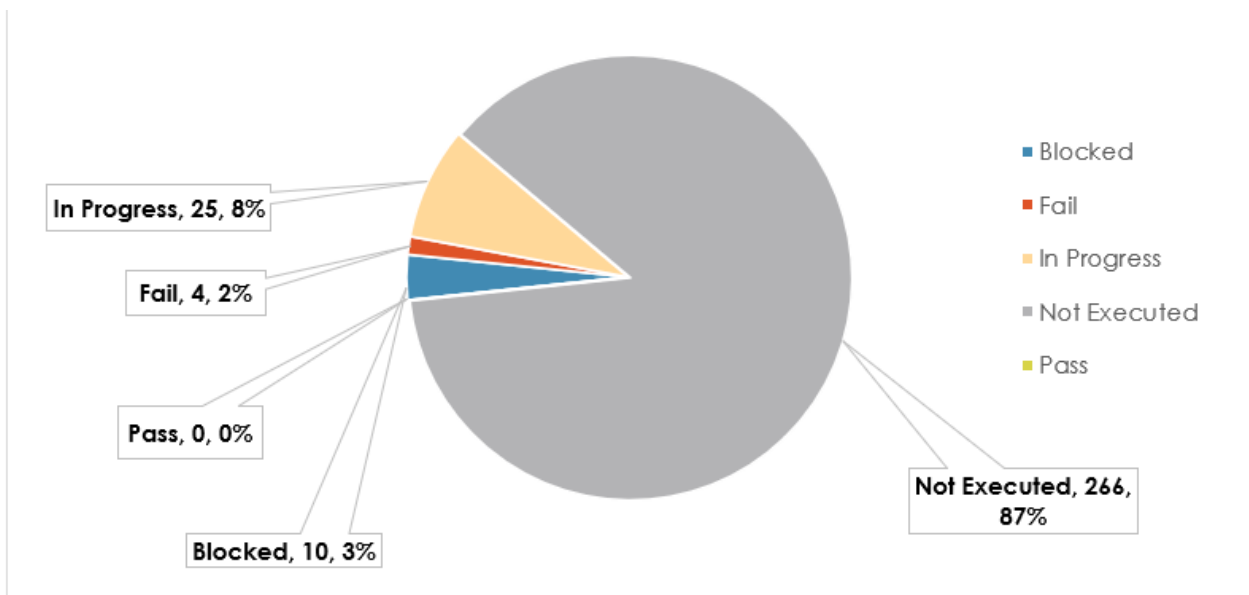
o System testing specific to the Correspondence service has kicked off
o Four test cases have failed subsequently blocking an additional 10 cases, as of October 3, 2021, a fix has been deployed and cases will be retested
o Twenty five test cases are currently in progress

6.3.2   Automated Regression Test (ART) Coverage

Table 4.3-2 – CalSAWS ART Coverage

Production Transactions				ART Coverage by Production Volume	
Tier	Distinct	Volume	% Vol.	Distinct	% Coverage
1	15	49,072,524	47.08%	15	100.00%
2	93	34,300,044	32.91%	87	91.99%
3	117	10,417,102	9.99%	110	94.55%
4	316	7,748,677	7.43%	199	68.95%
5	2799	2,686,662	2.58%	456	30.67%

► Note: Transaction volume and coverage metrics are based on CalSAWS monthly production performance data and ART coverage data as of September 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. Production statistics are updated each month, and coverage statistics are updated with each major release as new automated regression scripts are developed. To date, there are 530 end-to-end Automated Regression Test scripts.

► Note: We expect production transaction volumes and patterns to fluctuate as the C-IV Counties transition into CalSAWS over the next month. For example: Viewing and updating security roles and groups; reviewing and updating Office, Unit, and Worker data transactions are expected to be higher than normal. This will lead to inaccurate ART high usage volume transaction coverage reporting. We expect that in November the production usage pattern will stabilize allowing for more precise high usage volume transaction ART coverage reporting.

6.4   Training Material Updates

► R21.11 Impact Analysis and SCR creation completed and in System Test
► R22.01 Impact Analysis and SCR creation in progress

Table 4.4-1 – Upcoming Training Activities

Training Activity	Date
None for the period	

6.5   Deviation from Plan/Adjustments

► None for the reporting period

7.0 Quality Assurance

7.1 Key Activities

Table 5.1-1 – QA Activities (By Team)

QA Team	Description	Status	Project
Project Management	Collaborating with ClearBest to provide QA support for Release 21.11	Completed	CalSAWS
	Collaborating with ClearBest on transition activities	Completed	CalSAWS
	Submission of LRS Change Notice 4, which allocates funds for testing staff augmentation, to the Consortium for review	Completed	CalSAWS
Application Maintenance	Release 21.07 Minor Version Validation	Completed	CalSAWS Norwalk
	Release 21.11 Fix Version Validation	Transitioned	CalSAWS Norwalk
Technical	Participation in Ad Hoc Reporting Committee	Transitioned	CalSAWS
	Monitoring Consortium-wide switch replacement project	Transitioned	CalSAWS
	Monitoring Consortium / County Site relocations / Moves	Transitioned	CalSAWS
	Participated in the Service Now Process Improvement and Stakeholders Meetings	Transitioned	CalSAWS
	Participating in the DDC/PDC Service Now Meetings	Transitioned	CalSAWS
	Participate CSC Support Activities	Transitioned	CalSAWS
	Participate in IVR Deployment / Support Activities	Transitioned	CalSAWS
	Participate in the LDS Data Extraction Project	Transitioned	CalSAWS
	Participate in County Laptop Deployments Activities	Transitioned	CalSAWS
	Service Now / Root Cause Analysis integration	Transitioned	CalSAWS
	Participation in Root Cause Analysis Trend Analysis	Transitioned	CalSAWS
	Participate in all C-IV County ServiceNow Change reviews	Transitioned	CalSAWS
	Participate in Weekly CludChecker infrastructure security progress discussion for Accenture	Transitioned	CalSAWS
	Participate in CalSAWS Security Operations Discussion	Transitioned	CalSAWS
	Participate in Analytics Migration and Performance Improvement Discussions	Transitioned	CalSAWS
	Participate in weekly Batch Performance and Operations Improvement Progress Update	Transitioned	CalSAWS

QA Team	Description	Status	Project
	Participate in Batch Regression Status	Transitioned	CalSAWS

► QA Activities in "Transitioned" status were transitioned from First Data to ClearBest prior to the 9/27/21 Cutover. Status of all further QA activities will be solely reported by ClearBest within the QA Weekly Status Report beginning on 10/4/2021.

7.2   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	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0

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	
21.07 Minor Version	0	0	0	0	0	0	0	0	42	42	0	0	0	0
21.11 Fix Version	0	0	0	0	0	0	0	0	2	2	3	3	0	0
Total	0	0	0	0	0	0	0	0	44	44	3	3	0	0

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
► QA Review Only SCRs In Progress have been transitioned from First Data to ClearBest prior to the September 27, 2021 Cutover. Status of all further In Progress SCRs will be solely reported by ClearBest within the QA Weekly Status Report beginning on October 4, 2021

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	CalSAWS

Recurring Activities/Work Products		
QA Team	**Description**	**Project**
	Weekly Batch Operation and Performance Improvement Status Update	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 Progress and Status Check	CalSAWS
	Analytics Performance and Weekly Round-up Status updates and Analysis	CalSAWS
	Weekly CludChecker infrastructure security progress review	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

7.3   Deviation from Plan/Adjustments

► None for the reporting period

8.0 Regional Updates

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

► All Region 1 Counties that migrated to CalSAWS are all hands on deck
► The majority CalWIN Counties are observing the C-IV Counties during the migration and are finding it to be very valuable
► CalWIN ISS, CCS has signed off on the To Be Documentation and Santa Clara is wrapping up on the To Be Sessions

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

- ► Alpine County
  - o No updates during this reporting period
- ► Amador County
  - o No updates during this reporting period
- ► Calaveras County
  - o No updates during this reporting period
- ► El Dorado County
  - o No updates during this reporting period
- ► Mono County
  - o No updates during this reporting period
- ► Nevada County
  - o No updates during this reporting period
- ► Placer County
  - o No updates during this reporting period
- ► Sacramento County
  - o No updates during this reporting period
- ► Sierra County
  - o No updates during this reporting period
- ► Sutter County
  - o No updates during this reporting period
- ► Tuolumne County
  - o No updates during this reporting period
- ► Yolo County
  - o No updates during this reporting period
- ► Yuba County
  - o No updates during this reporting period

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

- ► Butte County
  - o Started a new hire Eligibility class on September 20, 2021 of nine trainees in total
  - o Open recruitment for Eligibility Worker in progress
  - o Working through CalSAWS issues and Imaging issues
  - o Moved to PoP model
- ► Colusa County
  - o No updates during this reporting period
- ► Del Norte County
  - o No updates during this reporting period
- ► Glenn County
  - o No updates during this reporting period
- ► Humboldt County
  - o Humboldt County has a new Eligibility class starting next month
  - o County is busy working on post-implementation and updating County business processes where needed
- ► Lake County
  - o No updates during this reporting period
- ► Lassen County
  - o Lassen County has experienced an extremely busy disaster management season this year
  - o County cooperated with State OES and FEMA to provide a Local Assistance Center for victims of the Beckwourth Fire and a Disaster Recovery Center for victims of the Dixie

Fire

► Mendocino County
  o No updates during this reporting period
► Modoc County
  o Modoc County will be receiving on-site support staff assistance during migration
  o County is still recruiting for multiple positions
► Plumas County
  o No updates during this reporting period
► Shasta County
  o No updates during this reporting period
► Siskiyou County
  o No updates during this reporting period
► Tehama County
  o Tehama County is ramping up for D-SNAP
  o County is preparing to hire a new PM for Eligibility
  o County is working with teams to problem solve and work in CalSAWS
► Trinity County
  o The following fires are impacting Trinity County: Monument, McFarland, and River Complex. This is aiding the EOC, LAC manpower and financial responsibilities. Some County employees have lost homes.
  o For the CalSAWS go live, the County is working with the teams to keep up with the items needing clarification and/or fixing
  o County is continuing recruitment for ES Workers and Staff Services Analysts
  o County continued working from home, dealing with COVID-19 impact, and "normal" time off
  o Hayfork Office has been closed since evacuations. Will reopen when safe to do so.

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

► Fresno County
  o Fresno County DSS staff will travel to Merced County the second week post go-live (October 4, 2021 – October 8, 2021) to provide post deployment support and to serve as CalWIN Observers
  o The Fresno County DSS internal CalSAWS Communications Portal will go live on October 1, 2021. Staff will have access to CalWIN Implementation Support Services (ISS) and conversion updates, Web-Based-Trainings (WBTs), Sandbox Environment, CalSAWS Committee Meeting Representatives and meeting information, CalSAWS Buzz Newsletters, and so much more
► Inyo County
  o No updates during this reporting period
► Kern County
  o No updates during this reporting period
► Kings County
  o No updates during this reporting period
► Madera County
  o No updates during this reporting period
► Mariposa County
  o No updates during this reporting period
► Merced County
  o No updates during this reporting period
► San Joaquin County

- o No updates during this reporting period
► San Luis Obispo County
  - o Correction to last month's update: Lobbies are open 8:00 a.m. – 4:00 p.m., not 9:00 a.m. - 4:00 p.m.
  - o County is in the process of transitioning to a new statewide claiming system. County Expense Claim Reporting Information System ("CECRIS") will provide a single integrated system that supports end-to-end processing of the CEC and CA 800 processes. CECRIS is intended to be a flexible and expandable system to accommodate and comply with federal and state mandated modifications and reporting requirements.
  - o In September, Department-wide Strategic Planning Listening Sessions were held via Microsoft Teams. The Strategic Plan had a setback during the pandemic; the Listening Sessions solicited ideas on how to address previously identified areas that still need attention, such as efficient operations, workforce development and support, improving service delivery, improving collaboration with partner agencies, and enhancing the use of technology.
► Stanislaus County
  - o September 13, 2021 Stanislaus County welcomed a new Director
  - o September 27, 2021 Stanislaus County welcomed twenty-seven new hires to the Training Unit
  - o In preparation for migration this month, the County is focusing on the following activities:
    - ▪ Resolving LMS account issues
    - ▪ Completing CalSAWS training
    - ▪ Completing the prep-phase required activities
    - ▪ Updating the County website/links from C4Yourself to BenefitsCal
    - ▪ Creating an internal email box for BenefitsCal assistance with customer account issues
    - ▪ Developing a post-deployment Support Plan for County end users
    - ▪ Coordinating Project staff and CalWIN staff visits
    - ▪ Developing a Stanislaus County End User Go-Live Packet
    - ▪ Creating a CalSAWS site in Stanislaus County intranet
► Tulare County
  - o No updates during this reporting period

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

► Imperial County
  - o No updates during this reporting period
► Orange County
  - o No updates during this reporting period
► Riverside County
  - o No updates during this reporting period
► San Bernardino County
  - o No updates during this reporting period
► San Diego County
  - o No updates during this reporting period
► Santa Barbara County
  - o No updates during this reporting period
► Ventura County
  - o No updates during this reporting period

Region 6 (Los Angeles)

► Los Angeles County
  o Los Angeles County staff is currently providing on-site support to selected offices in San Bernardino and Riverside Counties
  o Los Angeles County is planning a soft opening of all offices on October 1, 2021. The staff currently teleworking will be requested to return to the offices
  o As more offices are restructured to a task management model, the Customer Service Centers continue to be the single point of contact for Los Angeles customers
  o A special edition of the CalSAWS Guide was released on September 14, 2021. All office liaisons also received a PowerPoint presentation highlighting system changes, which Los Angeles County users will see after migration to CalSAWS
  o Los Angeles County Release Team conducted the Release 21.11 Focus Group sessions on August 30, 2021 - August 31, 2021. During those sessions, Los Angeles County hosted members of the Strike team that attended to observe and get familiar with the current validation process
  o The Los Angeles County validation activities for Release 21.11 began on September 27, 2021
  o Los Angeles County continues to have an active participation in the 58-County validation planning meetings and agreed to continue performing the validation duties for 21.11 and 22.01 to allow C-IV Counties time to settle after migration
  o In preparation for the BenefitsCal go-live on November 22, 2021, the DPSS Communication section is developing communications to internal and external customers

9.0 Appendices

Appendix A – ME Requests and SCR Status
Appendix B – County Purchases Status Report
Appendix C – CalSAWS System IVR Report
Appendix D – COVID SCRs