

CALSAWS M&O WEEKLY STATUS REPORT

Reporting Period: October 25, 2021 – October 31, 2021

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1.0 Executive Summary

1.1 CalSAWS Project Status Dashboard

Table 1.1-1 – Status Dashboard




Topic	CalSAWS System	Highlights
Availability		<ul style="list-style-type: none"> ▶ The CalSAWS System did not experience any unplanned outages
Defects		<ul style="list-style-type: none"> ▶ There are 150 active Production defects
Incidents		<ul style="list-style-type: none"> ▶ Starting at 8:30 p.m. on October 11, 2021, some documents were missing from the QA and Indexing queues. When a worker captures a document, it is initially sent to the QA and Indexing queue until it has been reviewed and linked to a case. Users that did not previously complete their initial QA may need to recapture the document. The Project team is distributing a CIT with details regarding the issue and its resolution. <ul style="list-style-type: none"> ○ Note: This issue does not impact Los Angeles County users ▶ Starting at 8:30 a.m. on October 26, 2021, Merced County users may have intermittently experienced slower than normal response times while navigating through or performing transactions in the CalSAWS application. The network issue was resolved as of 6:00 a.m. on October 29, 2021. Merced County users can navigate and perform transactions in the CalSAWS application with a normal response time ▶ Starting at 12:00 p.m. on October 28, 2021, some counties reported intermittent connectivity issues with the OCAT application. Transactions from the CalSAWS application to the OCAT application may have resulted in an error, causing some referrals to not be sent to OCAT. The connectivity issue has been resolved as of 6:30 p.m. on October 28, 2021. Referrals are successfully being sent from CalSAWS to OCAT ▶ Starting at 4:45 p.m. on October 30, 2021, login and Application Programming Interface (API) issues were detected for the CalSAWS Imaging System. Users were unable to access the CalSAWS Imaging

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Topic	CalSAWS System	Highlights
		System. The Application Programming Interfaces (API) endpoints were not accepting connections. This affected BenefitsCal and the CalSAWS batch process. The issue was resolved as of 2:00 a.m. on October 31, 2021 when the Imaging vendor completed work with Amazon Web Service (AWS) to restore services

Legend	
	On Track
	At Risk
	Not on track/Monitor

1.2 Highlights from the Reporting Period

- ▶ The CalSAWS team successfully deployed CalSAWS minor releases 21.10.25, 21.10.26, 21.10.27, 21.10.28, and 21.10.29 to CalSAWS production
- ▶ Planned Outages:
 - Scheduled CalSAWS Outages:
 - CalSAWS Production Outage – from October 29, 2021, at 11:00 p.m. until 1:00 a.m. on October 30, 2021
 - CalSAWS Production Outage – on October 31, 2021, from 6:00 p.m. until 9:00 p.m.
 - Scheduled External System Outage:
 - MEDS System Maintenance – from October 25, 2021, at 7:00 p.m. until October 26, 2021 at 4:00 a.m.
 - OCAT Outage – from October 29, 2021, at 11:00 p.m. until 1:00 a.m. on October 30, 2021
 - YBN and BenefitsCal in Offline Mode – on October 31, 2021 from 6:00 p.m. until 9:00 p.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] Status: **Green:** On schedule, performing as planned; **Amber:** Potential delay/monitor with no material schedule impact; **Red:** Behind schedule and requires escalation

2.2 Highlights for the Reporting Period

- ▶ Continued Project administration, facility management, office management support, and

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financial management tasks

- ▶ Continued supporting the SOC 1 audit for the State Fiscal Year 2020/21 review period
- ▶ Continued performing contract management activities:
 - Continued updating the documents for Change Notice No. 12 to address feedback and comments received from the Consortium. Change Notice No. 12 is planned to be submitted to the CalSAWS JPA Board of Directors for approval on November 19, 2021, and will include the following:
 - Use of funds from the base agreement's R&A Change Budget Services allocation for CDSS reports support and CalHEERS Maintenance
 - Administrative updates to shift a number of M&E hours from Schedule 1 (Statement of Work for CalSAWS M&O Project) of Exhibit X to Schedule C (Application Software Modifications and/or Enhancements) of Schedule 3 to Exhibit X
 - Tracking of County Purchases:
 - Reference Appendix B for detailed tracking of County Purchases

2.3 CRFI/CIT Communications Status

- ▶ The following table outlines CalSAWS Information Transmittals (CITs) for the reporting period ending October 31, 2021

Table 2.3-1 – CITs

CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0312-21	Processing Late Periodic Report and Redetermination	Informational	October 21, 2021 Revised October 25, 2021	Binh Tran	Caroline Bui, and Diana Lam
0314-21	Recovery Account Refund Transactions needing to be re-entered	Informational	October 25, 2021	Sheryl Eppler	Kapil Santosh
0315-21	CalSAWS NHR August 2021 File Update	Informational	October 26, 2021	Carlos Zepeda	N/A
0316-21	CA-232857 CalFresh Emergency Allotments for September 2021 List Posted	Informational	October 26, 2021	Caroline Bui	Binh Tran
0317-21	Instructions on How to Manually Discontinue TNB when TNB REs are on Pause	Informational	October 27, 2021	Caroline Bui	Binh Tran
0318-21	Update to EBT Claiming schedule for Monthly Payroll	Informational	October 27, 2021	Sheryl Eppler	Naresh Baragade
0321-21	REVISED CalACES M&O County Claim Form for SFY 2021-22	Informational	October 29, 2021	Tina Weinmeister	Britt Carlsen

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- ▶ The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending October 31, 2021

Table 2.3-2 – CRFIs

CRFI ID	Subject	Distribution Date	Status	Response Due Date	CalSAWS Contact
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
21-055	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
21-060	2022 Holiday Calendar Request	October 26, 2021	Open	November 8, 2021	Sheryl Eppler

Table 2.3-3 – Overdue CRFIs

- ▶ The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending October 31, 2021

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

2.4 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)

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

Status	Total
New	1
Reopened	1
Rejected	1
Assigned	7
Completed	534
Duplicate	16
Withdrawn	20
In Review	1
Total	581

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 1159	1159 – NOAs for ICTs within CalSAWS and CalWIN	Completed	October 14, 2021	October 27, 2021	
SIRFRA 1158	1158- Redetermination	Completed	October 22, 2021	October 26, 2021	
SIRFRA 3683	3683 -Data Dictionary for non-English characters	Completed	October 25, 2021	October 26, 2021	
SIRFRA 3687	3687 – Cal-OAR Client Satisfaction Survey Contact Info	Completed	October 26, 2021	October 27, 2021	
SIRFRA 3688	3688 – Direct Outreach for Emergency Rental Assistance Program	Assigned	October 26, 2021	No response	
SIRFRA 1154	1154 - Data request for Non-MAGI ABD Medi-Cal beneficiaries	Assigned	October 27, 2021	No response	
SIRFRA 3689	3689 – CalWORKS Welfare-to-Work 24-MTC	Completed	October 27, 2021	October 28, 2021	
SIRFRA 1152	1152- Medi-Cal application denials	Completed	October 28, 2021	October 28, 2021	
SIRFRA 3695	3695 – Automated/Mass Replacement Waiver Data Request	New	November 2, 2021	No response	
SIRFRA 3686	3686 - CalFresh Standard Medical Deduction (SMD) Annual Report	Assigned	November 4, 2021	No response	

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ID	Description	Status	Due Date	Response Received Date	Notes
SIRFRA 3691	3691 – Fourth Annual Data Reporting for the ESAP Demonstration Project	Assigned	November 5, 2021	No response	
CWDA	CWDA – Eliminate MC Premiums for Kids and Pregnant People	Assigned	November 9, 2021	No response	
SIRFRA 3694	3694 – CalFresh Confirm Data Pull – November 2021	Assigned	November 15, 2021	No response	
SIRFRA 3685	3685 -Stage One Child Care Home Provider Data	Assigned	November 19, 2021	No response	

2.5 Deviation from Plan/Adjustments

- ▶ None for the reporting period

3.0 Maintenance and Operations

3.1 Service Management

3.1.1 Overview

- ▶ 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 for data analysis
- ▶ Consortium Security team has a request for Change Process Hardening for the Technical Change Management. Development is on hold awaiting requirements associated to fielding
- ▶ Consortium Security team has requested Plan of Action and Milestones (POA&M) Data and Process handling. Initial requirements gathering for the Plan of Action and Milestones (POA&M) process is nearing completion and development has started for the project
- ▶ Innovation hub's application status page has been moved into the development environment and is ready for internal process evaluation. Building out data collection processes for automated status selection
- ▶ Cherwell bi-directional integration has been pushed back due to issues with the Virtual Private Network (VPN) tunnel validation. Accenture, ServiceNow and Los Angeles County are triaging the issue
- ▶ The Data Source requested second phase will be the creation of workflows for each of the requests to automatically handle distribution to teams. Working with the teams on requirements associated to workflows

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- ▶ Consortium Technical team has requested that the ServiceNow team's next major initiative be further integration between ServiceNow and ForgeRock, Initial discussions of requirements underway

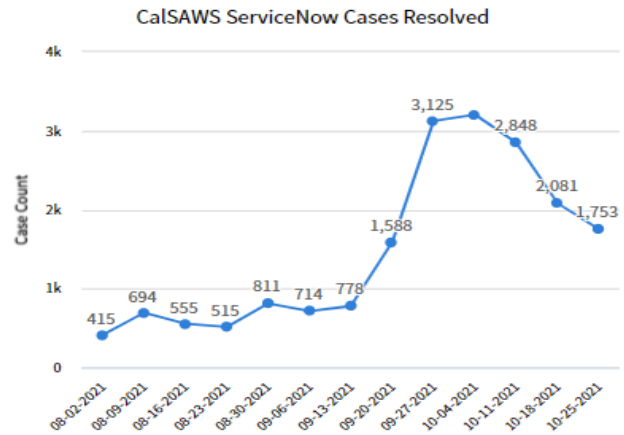
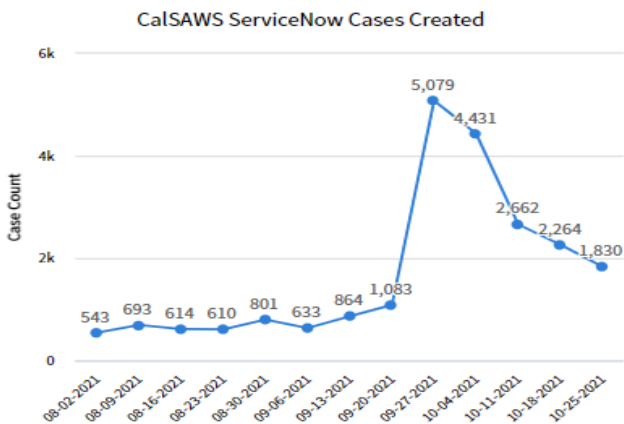
Figure 3.1-1 ServiceNow Timeline

Epic Dev Streams	2022			
	Oct	Nov	Dec	Jan
Ideation Enhancements & additional CPI	[Green arrow spanning Oct to Jan]			
CMDB	[Blue bar: 1/30/22]			
Status Page Innovation POC	[Blue bar: 11/30/21]			
Change Calendar	[Blue bar: TBD – awaiting requirements]			
(Security) Change Process Hardening	[Blue bar: TBD – awaiting requirements]			
Cherwell	[Blue bar: Delayed due to defect]			
Data Source Requests	[Blue bar: TBD – awaiting requirements]			
(Security) POA&Ms	[Blue bar: 11/30/21]			
ForgeRock Integration	[Blue bar: Building requirements for Timeline]			

3.1.2 CalSAWS Help Desk Metrics

Figures 3.1.2-1 and 3.1.2-2 – CalSAWS ServiceNow Cases per Week

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



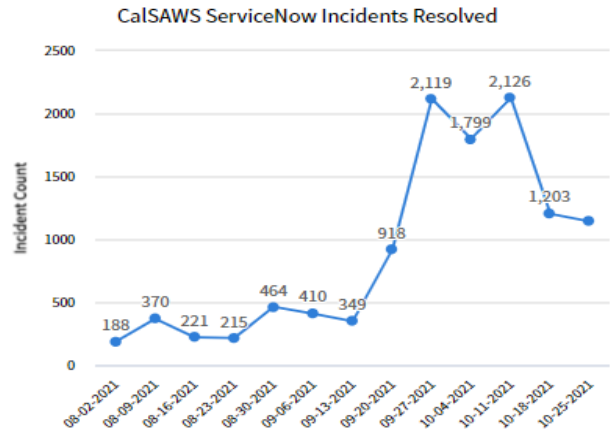
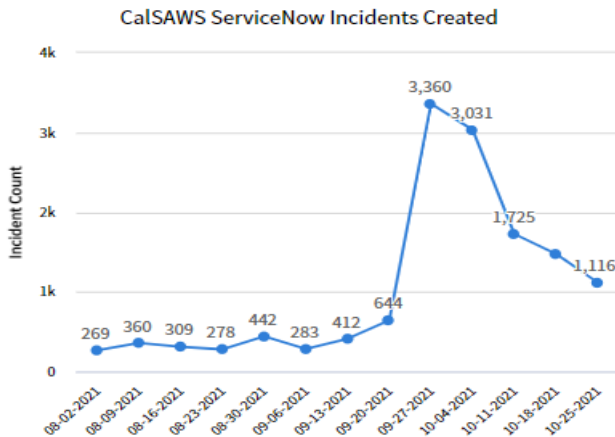
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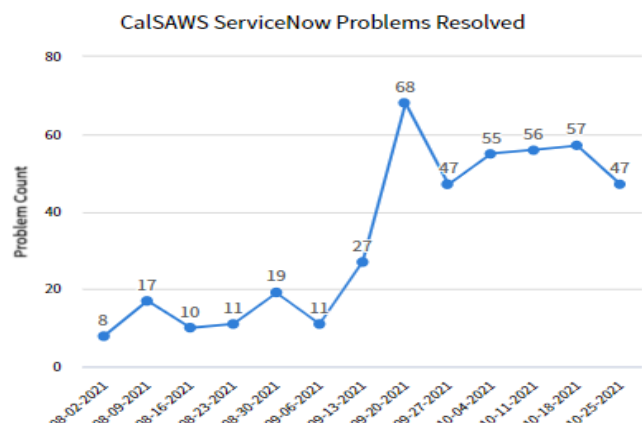
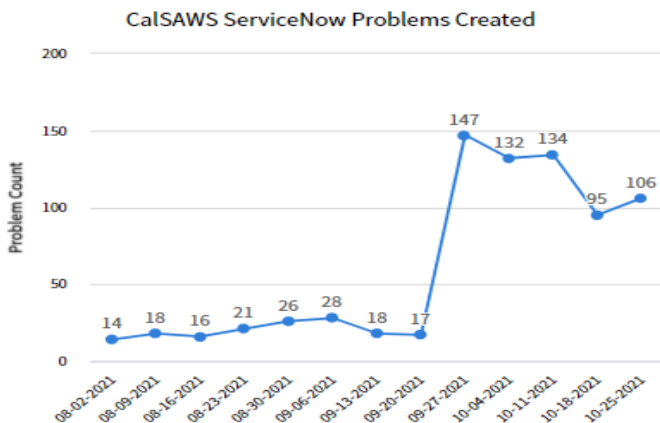
Figures 3.1.2-3 and 3.1.2-4 – CalSAWS ServiceNow Incidents

Note: The graphs represent the ServiceNow Incidents associated to all 40 Counties. Incidents are escalations derived from case attempts to triage the issue. The dates in x-axis represent the start of a week.



Figures 3.1.2-5 and 3.1.2-6 – 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. The dates in x-axis represent the start of a week.



► There are 740 CalSAWS problems linked to defects

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Figure 3.1.2-7 – CalSAWS ServiceNow Incidents by State and Age

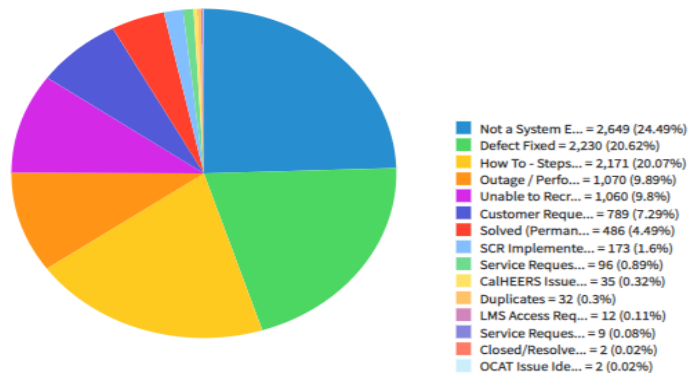
Note: In the pivot table below, the (empty) aging category represents tickets less than a day old.

State	Aging Category							(empty)	Total
	1-5 Days	6-10 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	>180 Days		
New	113	55	94	47	1	0	0	52	362
In Progress	186	142	157	257	45	10	0	21	818
On Hold	210	194	364	685	276	54	120	43	1,946
Resolved	198	333	852	1,113	288	32	0	5	2,821
Closed	1	1	4,116	9,247	1,293	909	0	0	15,567
Problem in Diagnosis	25	44	55	51	4	0	0	0	179
Total	733	769	5,638	11,400	1,907	1,005	120	121	21,693

Figure 3.1.2-8 – CalSAWS ServiceNow Incidents by Resolution Code

Note: The pie chart below represents Incidents resolved within the past 2 months.

CalSAWS ServiceNow Incidents by Resolution Code



Resolution code	Incident Count	Percentage of Incidents
Not a System Error - With Explanation	2,649	24.49%
Defect Fixed	2,230	20.62%
How To - Steps to Proceed Provided	2,171	20.07%
Outage / Performance Degradation	1,070	9.89%
Unable to Recreate Issue	1,060	9.8%
Customer Requested Closure	789	7.29%
Solved (Permanently)	486	4.49%
SCR Implemented	173	1.6%
Service Request Created - With Request Number	96	0.89%
CalHEERS Issue Resolved	35	0.32%
Duplicates	32	0.3%
LMS Access Request	12	0.11%
Service Request Created - With Request N	9	0.08%
Closed/Resolved by Caller	2	0.02%
OCAT Issue Identified	2	0.02%
Total	10,816	100%

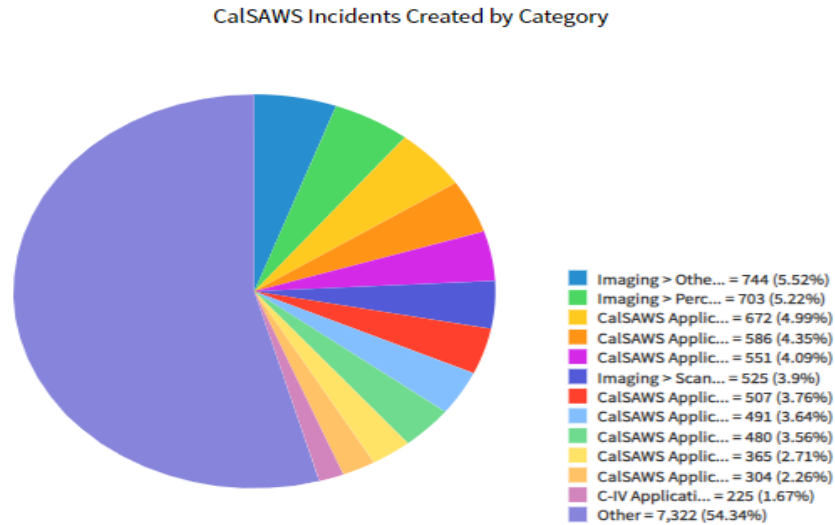
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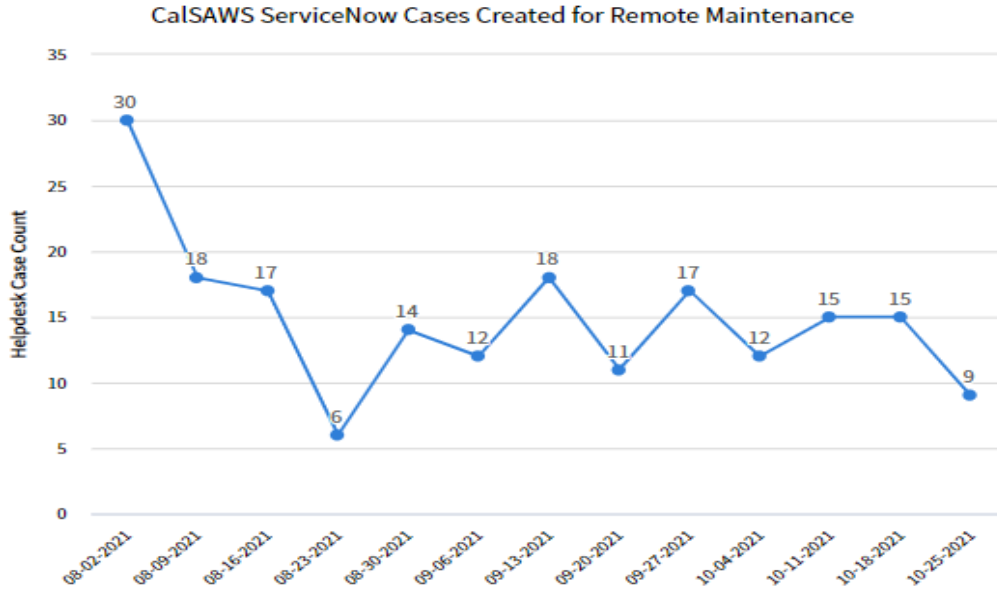
Figure 3.1.2-9 – CalSAWS ServiceNow Incidents Created by Category

Note: The pie chart below represents Incidents by Category created within the past 2 months.



Category	Incident Count	Percentage of Incidents
Imaging > Other	744	5.52%
Imaging > Perceptive Experience	703	5.22%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > Other	672	4.99%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Other	586	4.35%
CalSAWS Application/Related Systems > Production > Client Correspondence > NOAs	551	4.09%
Imaging > Scanning Documents	525	3.9%
CalSAWS Application/Related Systems > Production > Eligibility Determination	507	3.76%
CalSAWS Application/Related Systems > Production > Error Encountered > Other	491	3.64%
CalSAWS Application/Related Systems > Production > Performance > Other	480	3.56%
CalSAWS Application/Related Systems > Production > Client Correspondence > Forms	365	2.71%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Incorrect Eligibility Results	304	2.26%
C-IV Application/Related Systems > Production > Performance > Slowness	225	1.67%
Other	7,322	54.34%
Total	13,475	100%

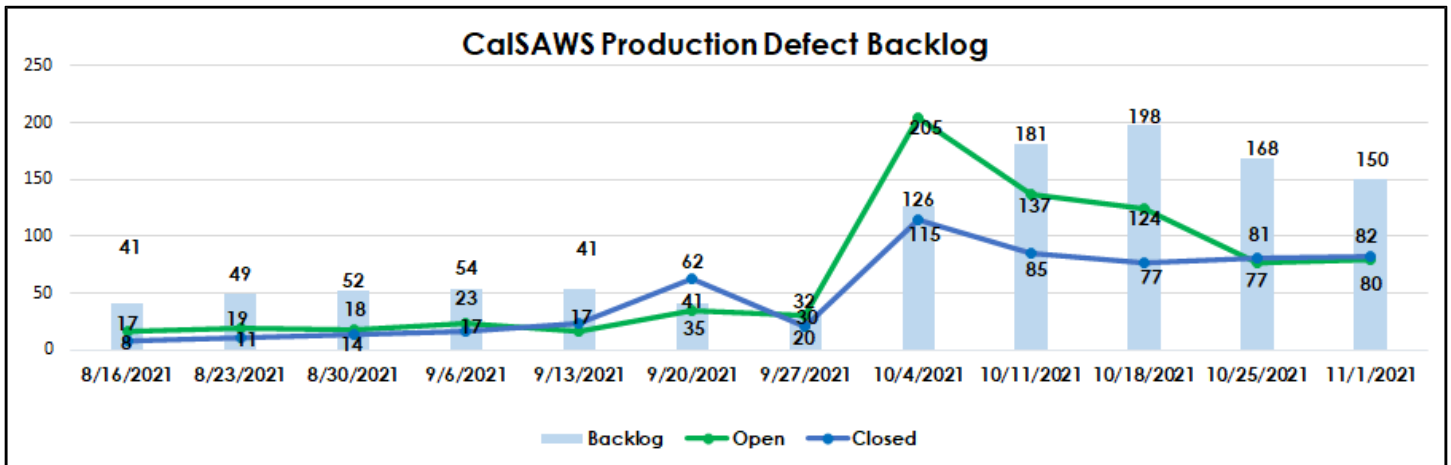
Figures 3.1.2-11 – CalSAWS ServiceNow Cases Created for Remote Maintenance



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

Figure 3.2-1 – Production Defects Backlog Weekly Trend



3.2.1 Release Schedule Production Defect Fix

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 3.2.1-1 – Production Defect Fix – Release Schedule

CalSAWS Production Defect Count by Release							
Count of Defects	Release						
Severity	21.07	21.11	22.01	22.02	22.03	TBD	Grand Total
2-Normal/Medium	89	1	1			1	92
New	6						6
In progress	10		1				11
Closed	73	1				1	75
3-Normal/Low	511	38	10	1		2	562
New	29	2	2			1	34
In progress	75	9	8	1			93
Closed	407	27				1	435
4-Cosmetic	21	3	3		1		28
New			1		1		2
In progress	2	1	2				5
Closed	19	2					21
Grand Total	621	42	14	1	1	3	682

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 CalSAWS Production environments

3.3.1 CalSAWS Management and Operations

- ▶ Switch Automation
 - Switch Refresh completed for 71% of sites, with 67% of total devices completed across the sites (391 of 582 switches)

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- Refresh planned for Imperial and Merced Counties for November 6, 2021
- Completed asset tagging of 100 switches received as part of third wave procurement
- 150 additional switches expected to arrive 1st week of November
- Switch refresh effort to progress at a slow pace until the completion of C-IV Data Center decommissioning and Equinix Data Center buildout
- ▶ Remote Connectivity
 - ZScaler
 - ZScaler Kickoff to start on November 15, 2021
 - Equinix Virtual Private Network (VPN)
 - CalSAWS Project staff migrated to the new Virtual Private Network (VPN) on October 28, 2021. This has been pushed to all project laptops/workstations. Development Data Center Virtual Private Network (VPN) has been decommissioned
 - County staff planned to be migrated to new Virtual Private Network (VPN) by November 20, 2021. This is when Production Data Center Virtual Private Network (VPN) will be decommissioned
- ▶ C-IV Data Center Decommissioning
 - Equinix Data Center Expansion and Re-Architecture
 - Equinix Data Center Expansion low level design and Configuration scripts in progress
 - Operating System upgrades and Staging of Equipment in progress (Switches, Firewalls)
 - Racking and Device power on planned for November 6, 2021
 - Service Migration
 - Change Orders to migrate the below services for County sites approved:
 - Syslog Server expansion in Amazon Web Services (AWS) Cloud with new SyslogNG to replace legacy Syslog service
 - Permit County un-managed access towards CalSAWS
 - Dynamic Host Configuration Protocol (DHCP), Domain Name System (DNS), Network Time Protocol (NTP)
 - Syslog, Simple Network Management Protocol (SNMP)
 - Wireless LAN Controller (WLC)
 - Device Authentication via ForgeRock
 - On-premise C-IV Policy, Review, and Training (PRT) (read only) to be replaced by C-IV Read-Only in Amazon Web Services (AWS) on November 8, 2021. Preparing CalSAWS Informational Transmittal (CIT) for County communication
 - Legacy Data Solution (LDS) servers will be decommissioned week of November 1, 2021. CalSAWS Informational Transmittal (CIT) 0319-21 sent on October 28, 2021.

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Table 3.3.1-1 – CalSAWS Upcoming Maintenance

Scheduled Date	Activity Description
November 1 – 10, 2021	C-IV Dev Data Center (DDC) Physical Decommission
November 1 – December 24, 2021	C-IV Data Center Decom: Pointing all County Sites to the new Syslog Server
November 1 – December 24, 2021	C-IV Data Center Decom: Pointing all County Site devices to use ForgeRock for Authentication instead of Terminal Access Controller Access Control System (TACACS)
November 1 – December 24, 2021	C-IV Data Center Decom: Modifying all County Site devices to allow communication to the CalSAWS Server Segment in Equinix
November 1 – December 24, 2021	C-IV Data Center Decom: Pointing all County Site devices to the migrated DNS, DHCP, NTP and SNMP Servers in Equinix
November 1 – December 24, 2021	C-IV Data Center Decommission: Pointing all County Sites to the new Syslog Server
November 2, 2021	Build Domain Controllers at SV1 for County Domains
November 3, 2021	BenefitsCAL Priority Release 1.2.02
November 4, 2021	Block Known Threat Actors IPs in AWS Network Production F5s
November 7, 2021	Development Amazon Web Service (AWS) Linux Operating System (OS) patches November 1, 2021 Patch Baseline
November 14, 2021	Production Amazon Web Service (AWS) Linux Operating System (OS) patches November 1, 2021 Patch Baseline
December 5, 2021	Production Database Amazon Web Service (AWS) Linux Operating System (OS) Patches November 1, 2021 Patch Baseline (Planned Change – CalSAWS Outage needed from 4:00 p.m. – 8:00 p.m.)

Table 3.3.1-2 – CalSAWS Incident Follow-up Summary

Ticket ID	Description	Impact Date / Time	Impact	Resolution
None				

3.3.2 Service Level Agreement (SLA) Outcomes (Met/Missed) (CalSAWS)

- ▶ The CalSAWS System met all Service Level Agreements (SLAs) within the reporting period

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3.4 ForgeRock

- ▶ ForgeRock 21.10.29 Production Release (successfully deployed)
 - Confirmed application integration validators for 21.10.29 Production release, all validations successfully confirmed
 - Distributed 21.10.29 Production release communication
- ▶ Successfully performed YBN Community Based Organizations (CBO) Mock bulk upload in ForgeRock sandbox environment
- ▶ Continued development work on Multifactor Authentication (MFA) feature enablement for project users
- ▶ Continued design conversations with Consortium for enabling lifecycle management for ServiceNow accounts
- ▶ Continued design conversations and development work on onboarding existing applications outlined in Statement of Work (SOW)
 - ZScaler
 - Consortium Amazon Web Services (AWS)
 - CalSAWS Jira

Table 3.4-1 – ForgeRock Milestones

MILESTONES	PRODUCTION DEPLOYMENT DATE	STATUS
Allow AD Users to Login to BenefitsCal	21.10.29	In progress
Enable McAfee Logs in Splunk	21.10.29	In progress
ForgeRock 21.10 Production Deployment	21.10.29	Not started
Enable ForgeRock MFA capabilities	21.11.19	In progress
Enable Lifecycle Management for ServiceNow Accounts	21.11.19	In progress
ForgeRock Application Onboarding: Consortium AWS Production clients	21.11.19	In progress
Los Angeles County Federated Authentication	21.11.19	In progress
ForgeRock Application Onboarding: Adobe Experiences Production clients	TBD	Complete
ForgeRock Application Onboarding: ZScaler Production clients	TBD	In progress

3.5 Innovation Lab

- ▶ Continued Innovation Lab activities
 - Streamlined CalSAWS Lobby Application (Describe Phase)
 - Continued assessment to understand level of effort to complete enhancements
 - System Status for End Users (Co-Create Phase)
 - Continued prototype project management timeline and activities
 - CalSAWS Production Calendar (Discovery Phrase)
 - Continued prototype project management timeline and activities

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- Cybersecurity Awareness Program (Discovery Phase)
 - Set up discussion with Security team and Initiative leads to discuss business case and potential approach for a cybersecurity and phishing awareness program

3.6 Imaging

- ▶ Continued to troubleshoot performance and scanning issues
- ▶ Continue to compress large files that add to rendering times (Hyland)
- ▶ Adjusted cache size in the SaaS solution to tune performance (Hyland)
- ▶ Attended daily CalSAWS Post-Deployment County Stakeholder calls

3.7 Customer Service Center (CSC)

- ▶ Continued designs for the following:
 - SCR CA-234540 – Update Call Control Panel (CCP) Security and Database connection
 - This will ensure agents are able to still login to the Call Control Panel (CCP) and handle calls if there are database issues and implement seamless failover to the standby database if needed
 - SCR CA-234575 - Automate Max Queue Depth, and Predictive Handling Report
 - This will automate reports that are currently being run manually
- ▶ Deployed the following:
 - SCR CA-232816 - Update Custom Call Control Panel (CCP) Application Programming Interfaces (APIs) to integrate with ForgeRock
 - This will implement authentication with ForgeRock for Call Control Panel (CCP) Application Programming Interfaces (APIs) calls
- ▶ Working with Security team to identify and resolve any issues found from static code scans

3.8 IVR Bot Enhancement Pilot for San Bernardino County

- ▶ Welcome Bot
 - Welcome Bot continues to successfully route approximately 80% of callers that interact with the bot
 - Push Notification is successfully deflecting approximately 13% of callers from needing to speak to a worker
 - Welcome Bot and Push Notification combined successfully deflect approximately 32% of callers
 - Preparing to update synonyms for utterances based on unknown utterances report
- ▶ Authentication Bot
 - Authentication rate remains high. Bot is authenticating on average 89% of callers that interact with the bot
 - Preparing for changes intended to improve Authentication Bot performance
 - Driver's license / State ID changes made minor improvements to the effectiveness of the bot
- ▶ Updates to bots are now being targeted for early November 2021

3.9 Deviation from Plan/Adjustments

- ▶ None for the reporting period

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 CalSAWS System had seven priority releases:
 - The CalSAWS 21.10.25 Minor Release was successfully deployed on October 25, 2021
 - Ten defects were deployed in the areas of Batch/Interfaces, Client Correspondence, Fiscal, Imaging and Reports teams
 - Three System Change Requests (SCRs) were deployed in the areas of Batch/Interfaces, Client Correspondence and Technical Architecture teams
 - The CalSAWS 21.10.26 Minor Release was successfully deployed on October 26, 2021
 - Three defects were deployed in the areas of Batch/Interfaces and Fiscal teams
 - The CalSAWS 21.10.27 Minor Release was successfully deployed on October 27, 2021
 - Nine defects were deployed in the areas of Batch/Interfaces, Conversion, Fiscal, Eligibility, Online, Reports and Technical Architecture teams
 - One System Change Request (SCR) was deployed in the area of Fiscal
 - The CalSAWS 21.10.28 Minor Release was successfully deployed on October 28, 2021
 - Fifteen defects were deployed in the areas of Batch/Interfaces, Contact Center Conversion, Eligibility, Fiscal, Online and Reports teams
 - One System Change Request (SCR) was deployed in the area of Eligibility
 - The CalSAWS 21.10.29 Minor Release was successfully deployed on October 29, 2021
 - Eleven defects were deployed in the areas of Batch/Interfaces, Conversion, Fiscal, Online, Reports Technical Forge Rock teams
 - Fifteen System Change Requests (SCRs) were deployed in the areas of Technical Architecture and Tech Forge Rock teams
 - The CalSAWS 21.10.30 Minor Release was successfully deployed on October 30, 2021
 - Two System Change Requests (SCRs) were deployed in the area of the CalHEERS team
 - The CalSAWS 21.10.31 Minor Release was successfully deployed on October 31, 2021
 - Two defects were deployed in the areas of Conversion and DBA teams
 - Two System Change Requests (SCRs) were deployed in the areas of the Technical Architecture team

Table 4.1-1 – CalSAWS Upcoming Release

Release	
21.11.03	▶ Update Message Center Notification when trigger from Call Log Detail
21.11.04	▶ Mass Replacement CalFresh Benefits for October 2021 due to Power Outage
21.11.05	▶ ACIN I-64-21- 2022 State Minimum Wage Code Table Change Request ▶ Remove 'Gets IHSS' logic for Medi-Cal ▶ Update Investigation Result Detail page
21.11	▶ Total System Change Controls (SCRs): 87 Approved ▶ Release Webcast Date: TBD
22.01	▶ Total System Change Controls (SCRs): 68 Approved ▶ Release Webcast Date: TBD
22.02	▶ Total System Change Controls (SCRs): 9 Approved ▶ Release Webcast Date: TBD

4.2 Application Development Status

- ▶ Continued design on:
 - SCR CA-209184 for Processing Eligibility Determinations for the 250% Working Disabled Program
 - SCR CA-209721 to Add Notice of Actions (NOAs) and Forms for Electronic Theft
 - SCR CA-56887 for Phase III-B- Change CalFresh Notice of Actions (NOAs) to include the name of the individuals on change and denial Notice of Actions (NOAs)
 - SCR CA-204494 for SB 1341 All County Solution Phase 4 - Letter Format Mixed Non-MAGI/MAGI Notice of Actions (NOAs)
 - SCR CA-220188 for Foster Care to Generate Appropriate Notice of Action (NOA) for all End Placement reasons and all Placement types
 - SCR CA-229461 for Customer Non-Benefit Issuance Category (Phase II)
 - SCR CA-200863 for ACL 19-10 CalFresh Recertification Delayed Processing
 - SCR CA-228997 for Asset Verification at Application and Special Case Searches
 - SCR CA-48513 to Update Eligibility Determination and Benefit Calculation (EDBC) Logic to Auto-Test for 4M when Youth 18 years or Older Exits Foster Care
 - SCR CA-58963 for Revisions to the Medicare Savings Programs (MSP) Notice of Actions (NOAs)
 - SCR CA-50776 for CalFresh WTW Eligibility Non-Compliance Updates
- ▶ Continued build on:
 - Build for priority releases and 22.01 approved System Change Requests (SCRs)
 - Supporting 21.11 System Test

4.3 Release Management

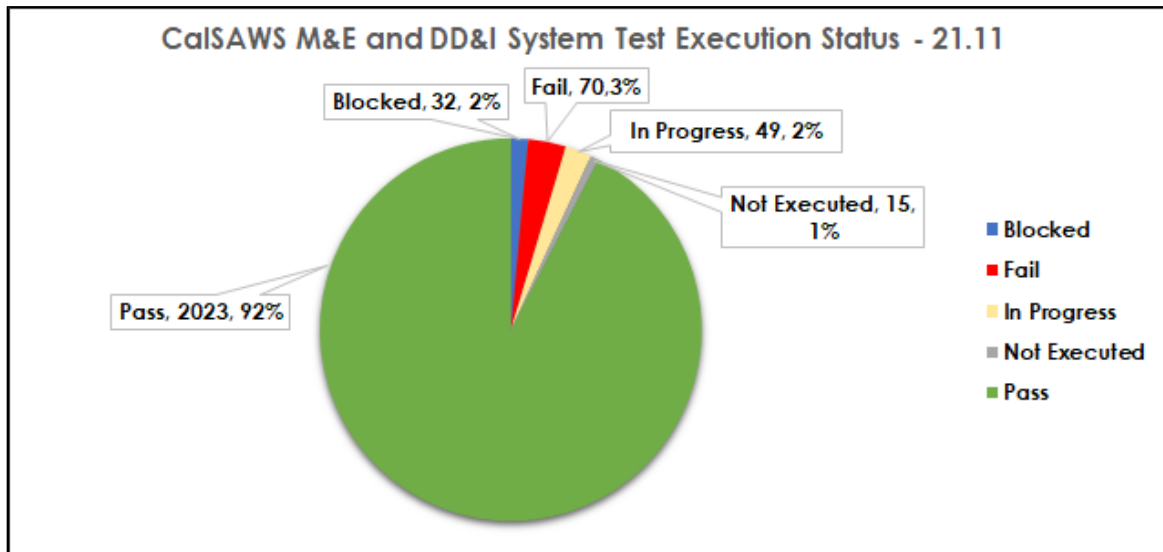
4.3.1 Release Test Summary

- ▶ Continued 21.11 Test execution with targeted completion date of November 17, 2021

Table 4.3-1 – CalSAWS System Change Request (SCR) Test Status

Pass Rate Target as of October 29, 2021	75%
Pass Rate Actual as of October 29, 2021	92%
System Test Complete Date: November 17, 2021	

Figure 4.3-1 – CalSAWS System Change Request (SCR) Test Status



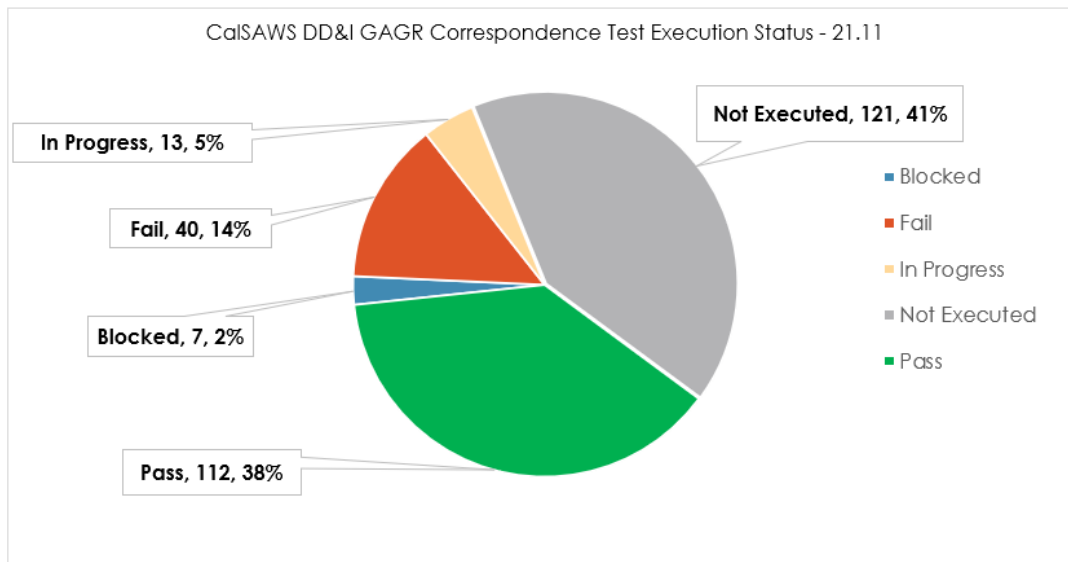
Note: Test script counts are subject to change as test scripts are added or removed throughout the execution phase

- ▶ The above chart is cumulative of CalSAWS Modifications & Enhancements (M&E) and CalSAWS Design, Development, and Implementation (DD&I) System Change Requests (SCRs) System Test Execution

Table 4.3-2 – CalSAWS GA/GR Correspondence System Test System Change Request (SCR) Test Status

Pass Rate Target as of October 29, 2021	43%
Pass Rate Actual as of October 29, 2021	38%
System Test Complete Date: November 17, 2021	

Figure 4.3-2 – CalSAWS GA/GR Correspondence System Change Request (SCR) Test Status



- ▶ Gainwell Technologies GAGR Correspondence Service
 - 112 cases have passed to date
 - 40 cases have failed subsequently blocking an additional 7 cases
 - 13 test cases are currently in progress, down from 34 last reporting period ending October 24, 2021

4.3.2 Automated Regression Test (ART) Coverage

Table 4.3-2 – CalSAWS Automated Regression Test (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

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production performance data and Automated Regression Test (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 536 end-to-end Automated Regression Test (ART) scripts

- ▶ Note: Production transaction volumes and patterns are expected to fluctuate as the former 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 Automated Regression Test (ART) high usage volume transaction coverage reporting. In November the production usage pattern is expected to stabilize, allowing for more precise high usage volume transaction Automated Regression Test (ART) coverage reporting

4.4 Training Materials Update

- ▶ Completed Release 21.11 Online Help System Change Requests (SCRs), all in Test Complete status
- ▶ Continued Release 22.01 Impact Analysis and System Change Request (SCR) creation for Online Help updates
- ▶ Continued Release 21.01- Release 21.11 Impact Analysis and System Change Request (SCR) creation for Web Based Training (WBT) updates

Table 4.4-1 – Upcoming Training Activities

Training Activity	Date
None for the reporting period	

4.5 Deviation from Plan/Adjustments

- ▶ None for the reporting period

5.0 Regional Updates

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

- ▶ Alameda County
 - No updates during this reporting period
- ▶ Contra Costa County
 - California Information Agency (CIA) is working with Contra Costa County on redesigning processes to increase capacity and eliminate unnecessary interactions. Depending on the approved design, this may have an impact on the CalSAWS business processes that we have completed
- ▶ Marin County
 - No updates during this reporting period

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- ▶ Monterey County
 - No updates during this reporting period
- ▶ Napa County
 - No updates during this reporting period
- ▶ San Benito County
 - No updates during this reporting period
- ▶ San Francisco County
 - San Francisco Human Services Agency (SFHSA) has appointed a new permanent Economic Support and Self-Sufficiency (ESSS) Deputy Director. The interim ESSS Deputy Director is still the Administration and Finance Deputy Director
 - Beginning November 1, 2021, staff will be working onsite at the offices at least two days a week
 - The San Francisco CalSAWS Project team is working on
 - A preparation approach for the To-Be sessions with Deloitte
 - Analysis of key ancillary and peripheral systems to guide decision whether to retain or adopt CalSAWS solution
 - Document index mapping and technical analysis and preparation for document migration
- ▶ San Mateo County
 - San Mateo County started doing some “Welcome to CalSAWS” roadshows to introduce CalSAWS on a high level to the various stakeholders who have been minimally exposed to the CalSAWS implementation efforts such as the Help Desk and Reporting teams
 - San Mateo County started the BPR To-Be Preparation with the Self-Education Phase with our To-Be Subject Matter Experts (SMEs)
 - Formed an internal Sandbox Support Team to assist the To-Be SMEs during this phase.
 - Continually working on making progress on our Document Migration Project and special thanks to Greg for the continued support in moving this effort forward.
 - Working diligently on the Ancillary Conversion in Collections and Task Management. Currently reviewing the Exception Reports and continuing to do uploads to verify the data clean-up efforts
 - With all the various data cleanup efforts coming down the pipeline like the Vehicle Switch and Area Code, San Mateo County has begun the planning stages and forming a workgroup to address and monitor all incoming data cleanup efforts
- ▶ Santa Clara County
 - No updates during this reporting period
- ▶ Santa Cruz County
 - No updates during this reporting period
- ▶ Solano County
 - No updates during this reporting period
- ▶ Sonoma County
 - No updates during this reporting period

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

- ▶ Alpine County
 - No updates during this reporting period

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- ▶ Amador County
 - No updates during this reporting period
- ▶ Calaveras County
 - No updates during this reporting period
- ▶ El Dorado County
 - No updates during this reporting period
- ▶ Mono County
 - No updates during this reporting period
- ▶ Nevada County
 - No updates during this reporting period
- ▶ Placer County
 - The County has held two rounds of interviews for the Director position, and currently has an acting Director
 - Working on exception reports for Ancillary Data Conversion
- ▶ 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
 - Working through migration with low staff numbers
- ▶ Yolo County
 - The County will be increasing in-person services effective November 1, 2021 by utilizing a "Metered Approach." These expanded in-person services will include application registration, document drop off, and case inquiries. The lobby doors will remain closed to the public; however, a greeter at the door will be checking in customers as they arrive and providing serving numbers. Customers will be let in one-by-one, and no customer will be waiting in the main lobby at any time
- ▶ Yuba County
 - Currently in hiring processes for one Social Worker and one Bilingual-Spanish Social Worker who administers and works with Welfare to Work (WTW) parents
 - Currently in hiring process for one Employment and Training Specialist assigned to YubaWORKs Job Preparation and Guidance Center for Job Club instruction along with other Welfare to Work (WTW) workshops and activities
 - TANF WINS WPR Review by CDSS in December 2021 Temporary Assistance for Needy Families (TANF) Work Incentive Nutritional Supplement (WINS) Work Participation Rate (WPR) Review by CDSS in December 2021
 - Selected Employment Services staff to attend the CalWORKs Training Academy in December 2021

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

- ▶ Butte County
 - Started a new training class on September 20, 2021. Additional five or six new hires starting on November 15, 2021. Already started a new recruitment as staff count is still low. The training has been challenging

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- In addition to Eligibility staff, the County is also understaffed on EEPS staff, which are Program Specialists that are part of the HD and Training unit; the County is also low on Lead workers and Supervisors
- ▶ Colusa County
 - The County has a training class going and plans to have six new Eligibility Specialists on the floor by early January
- ▶ Del Norte
 - No updates during this reporting period
- ▶ Glenn County
 - The County is working through several stages of recruitment efforts for both Eligibility and Employment Services
 - The County recently hired several candidates
- ▶ Humboldt County
 - The County had a new class start on October 18, 2021 with three Eligibility Specialists and two ICWs
 - The County hired a new Community Liaison Analyst and a new GR Analyst
- ▶ Lake County
 - Staff continue to telecommute
 - Employment Services is looking for a CalOAR analyst. Advertisement is working to review all "outside the system" processes to see where revisions can be made to utilize the system
- ▶ Lassen County
 - No updates during this reporting period
- ▶ Mendocino County
 - No updates during this reporting period
- ▶ Modoc County
 - Continuing to recruit multiple positions across the department
- ▶ Plumas County
 - Plumas County promoted a new Program Manager as well as an Eligibility Supervisor in October 2021. Experiencing shortage of staff but hoping to fill a few spots by the end of the year
- ▶ Shasta County
 - The County is still struggling to fill eligibility worker vacancies. The County has been in continuous recruitment for a year, often due to promotions or staff leaving the agency
 - The County has reorganized the team structure. Peri-Natal and Behavioral Health Therapists are now assigned to the WIC (Women, Infants, and Children) division which has been renamed to Family Health Division. All the housing programs are now under one manager and is working on finalizing a new division name. The County has split up the General Assistance functions and disbanded the unit. Staff within the Direct Services (intake) now do the applications so GA clients can go to any of our regional offices. Ongoing functions have been assigned to a continuing unit
 - The Shasta County director is retiring November 5, 2021
- ▶ Siskiyou County
 - No updates during this reporting period
- ▶ Tehama County
 - The County hired a Program Manager for Eligibility that is tentatively scheduled to begin November 15, 2021

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- Hiring for extra help
- Trinity County
- Trinity County Starting outreach in coordination with the local food bank in November
- Continuous recruitment for hiring Eligibility Worker

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

- ▶ Fresno County
 - Flexible interview block scheduling
 - On September 1, 2021, Fresno County DSS implemented interview block scheduling appointments at intake and recertification in an effort to increase access and reduce the number of missed interviews and churn
 - Emergency Rental Assistance Program (ERAP) in Fresno County
 - The Department of Social Services has partnered with RH Community Builders LP to provide emergency rental assistance to individuals who have not been able to pay rent due to the COVID-19 Pandemic
- ▶ Inyo County
 - No updates during this reporting period
- ▶ Kern County
 - The County has started the first class of 27 new hires to be trained on CalSAWS
 - The County continues to hold biweekly meetings with the CalSAWS Coaches to provide support on the CalSAWS migration issues
 - The County is holding Help Desk meetings on Mondays, Wednesdays, and Fridays to discuss new functionality and issues from CalSAWS migration
- ▶ Kings County
 - No updates during this reporting period
- ▶ Madera County
 - No updates during this reporting period
- ▶ Mariposa County
 - The Public Health and Vaccine team is preparing to take on a large lift with vaccine clinics. They are working to fit seven clinics into the month of November. Any clinics hosted at the Community Health Center will have to be by appointment only. In addition to the clinics at Community Health Center, they are scheduling mass clinics around the county that can accommodate walk-ins, however appointments are still recommended
 - Post-CalSAWS Go-Live activities continue by way of attending daily Region 4 Prep and All Stakeholder calls. Information obtained from these calls is then shared with CalSAWS users in a daily morning debrief. Questions or concerns gathered from staff during the debrief that cannot be answered by office support are taken to the Region 4 Virtual Bridge Line for discussion and resolution. The County continues to work through reported issues via an internal ticketing system, followed by troubleshooting and then refer to ServiceNow as appropriate. Currently, Imaging is one of the main concerns and greatest workload
 - Annual non-clinical HIPAA training was assigned to staff for the month of October
 - The Senior Office Assistant vacancy has been filled and this individual has begun providing direct support to the Public Assistance Branch as a whole

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- ▶ Merced County
 - No updates during this reporting period
- ▶ San Joaquin County
 - No updates during this reporting period
- ▶ San Luis Obispo County
 - Two staff had an opportunity to observe deployment in Marin, Napa, and Kings. The staff provided a written and verbal report to the CalSAWS Steering Committee
 - Virtual CalSAWS Roadshows will kick off at various office locations. Content will include interactive polls, a video featuring the local CalSAWS theme and leadership, as well as a raffle. This effort is intended to officially launch CalSAWS to eligibility staff and provide information
 - Workgroups on CalSAWS functionality (Task Management, Contact Center, Lobby Management, QA/QC) will begin and assist the County to better understand areas that have been identified as the largest changes for the County with the migration to CalSAWS. The workgroups will participate in self-education, seeking peer input, and conducting group discussions. Their recommendations will be provided to the CalSAWS Steering Committee to decide upon. Workgroup efforts align with the County's To-Be Business Process timeline and will prepare the County to cultivate subject matter experts in the various functionality
 - "Caught Ya Being CalSAWS" was spearheaded by one of the offices to encourage staff to explore CalSAWS Sandbox and posted content on the intranet.
- ▶ Stanislaus County
 - Currently working through the issues with the CalSAWS System to assist staff with issuing customer benefits. Continued to work in the new imaging solution to understand its functionality. Continued to work closely with the TOSS team and Regional Managers for High Impact Issues
 - The County has hired 27 new Family Services Specialists who started training on September 27, 2021
- ▶ Tulare County
 - Tulare completed the official CalSAWS BPR "To Be" session design review effort. Ongoing internal planning and design refinements will continue
 - Onboarded three additional resources to support the CalSAWS implementation effort
 - The County met with the Consortium Project Training team to review initial training needs and classroom location availability

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

- ▶ Imperial County
 - The final Community Chat (all staff meeting) was held to prepare teams for Migration
 - Amid finalizing approaches for Imaging Exception Queues, Task Management, and

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- Post-Migration activities
- ▶ Orange County
 - Orange County is implementing DocuSign agency wide
 - Orange County has selected "Flying into CalSAWS" as their CalSAWS campaign theme
- ▶ Riverside County
 - Initiated plans for fiscal approvals, imaging exception queues, and task management
 - Planning CalSAWS Townhalls to prepare all staff and provide a forum from Q&As
 - Planning a management event to prepare leadership teams for Go-Live
- ▶ San Bernardino County
 - Planning a final round of Migration Mixers and other events with Change Network Champions (CNCs), Managers, Supervisors, and all staff Q&As prior to migration
 - Has initiated plans for Imaging Exception Queues and Fiscal Approvals
- ▶ San Diego County
 - Received an additional seven Dedicated CalSAWS positions (one Manager, one Secretary, and five Program Specialists)
 - CalSAWS Kick-off planned for December 2021 to fully engage all county eligibility staff
 - Guest speaker –from San Bernardino to share County experience during transition
- ▶ Santa Barbara County
 - No Updates during this reporting period
- ▶ Ventura County
 - No Updates during this reporting period

Region 6

- ▶ Los Angeles County
 - Los Angeles County Validation of 21.11 was completed October 18, 2021, and the Community and Senior Services (CSS) Release team completed testing fixes on October 22, 2021
 - CalSAWS Guide for Release 21.11 is scheduled to be published November 15, 2021
 - Regional Managers will hold the CalSAWS Liaison Meeting on November 9, 2021, to provide department staff in all sections an overview and highlights of the CalSAWS Guide for Release 21.11
 - The implementation of the CalSAWS Imaging Solution and BenefitsCal for Los Angeles County has been delayed. New date is TBD
 - Imaging Train the Subject Matter Expert (ITTSME) sessions wrapped up on October 12, 2021. Refresher training(s) will be scheduled closer to Los Angeles's new Imaging go-live date
 - DPSS Communication team began to remove the November 22, 2021 date from the BenefitsCal/Imaging communication released via Flyer, Website, Lobby Monitors, and Social Media team flyer website. Lobby monitors social media

6.0 Appendices

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