CALSAWS M&O BI-WEEKLY STATUS REPORT

Reporting Period: May 9, 2022 – May 22, 2022

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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	🟢	► The CalSAWS System did not experience any unplanned outages
Defects	🟢	► There are 128 active Production defects
Incidents		► CALSAWS BROADCAST: Starting at 11:50 a.m. on May 10, 2022, multiple Counties reported issues while accessing Audit Reports. As of 1:45 p.m. on May 10, 2022, the issue was resolved. Users were able to access the Audit Reports. PRB0043457
		► CALSAWS BROADCAST: Starting at 12:00 a.m. on May 12, 2022, Users from San Bernardino County at the site located at 7977 Sierra Ave, Fontana, were unable to access the CalSAWS application and services. As of 8:00 a.m. on May 12, 2022, the issue was resolved. Users at the impacted site were able to access the CalSAWS application and services. PRB0043474
		► CALSAWS BROADCAST: Starting at 11:00 a.m. on May 13, 2022, Riverside County Users at 541 N. San Jacinto St, Hemet, CA, 92543 were unable to access the CalSAWS application and services. The issue was resolved at 4:55 p.m. on May 13, 2022. Users at the impacted site were able to access the CalSAWS application and services. PRB0043506
		► CALSAWS BROADCAST: Starting at 9:35 a.m. on May 19, 2022, some Users from Madera, Tehama, and Yuba Counties reported that they did not receive their One Time Passcode (OTP) emails required for Multi-Factor Authentication (MFA) to access CalSAWS applications. As a result, those Users were unable to login to the CalSAWS applications. Madera and Tehama Counties resolved the issue by updating their local firewalls to avoid filtering the CalSAWS One Time Passcode emails. On the morning of May 20, 2022, Yuba County resolved the internet connectivity issue and Users were able to log into CalSAWS successfully. However, there are reports of some OTP emails getting delayed intermittently for Yuba County Users. An update will be provided once the issue has been resolved for Yuba County. PRB0043541
		► CALSAWS BROADCAST: Starting at 7:00 a.m. on May 21, 2022, the Medi-Cal Renewals Listing Report was not generated in Production which prevented Users from being able to access

Topic	CalSAWS System	Highlights
		the latest version. As of 7:28 a.m. on May 21, 2022, the Medi-Cal Renewals Listing Report was generated in Production and the latest version of the report is available for Users. PRB0043570 ► CALSAWS BROADCAST: Starting at 10:00 a.m. on May 21, 2022, the Imaging Solution was unable to perform inbound calls to CalSAWS. Documents were not creating tasks, and Customer Reporting was not being updated by the Imaging system due to an error authenticating calls to CalSAWS. As of 3:25 p.m. on May 21, 2022, the issue was resolved. Inbound calls from the Imaging Solution to CalSAWS are working as expected. Tasks are being created and Customer Reporting records are being updated in CalSAWS for the uploaded documents as expected. PRB0043567

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

1.2 Highlights from the Reporting Period

► The CalSAWS team successfully deployed CalSAWS minor releases 22.05.10, 22.05.11, 22.05.12, 22.05.13, and 22.05.17. In addition, the CalSAWS team successfully deployed CalSAWS major release 22.05

► Planned Outages:
o Scheduled CalSAWS Outages:
   ▪ CalSAWS Production Outage – On May 22, 2022, from 6:00 a.m. until 3:00 p.m., the CalSAWS application was under maintenance and Users were redirected to a "Read Only" version of the CalSAWS application. In addition, on May 21, 2022, from 10:00 p.m. until 1:00 a.m. on May 22, 2022, Users were unable to access the CalSAWS application
   ▪ CalSAWS Learning Management System (LMS) Maintenance – from May 20, 2022, at 9:00 p.m. until May 21, 2022, at 2:00 a.m., the CalSAWS Learning Management System (LMS) was down. Users were unable to access the LMS. On May 21, 2022, from 10:00 p.m. until 1:00 a.m. on May 22, 2022, Users were unable to access the CalSAWS Learning Management System (LMS) application
   ▪ CalSAWS Identity Access and Management Solution Maintenance – On May 21, 2022, from 10:00 p.m. until 1:00 a.m. on May 22, 2022, the CalSAWS Identity Access and Management Solution was scheduled for maintenance
   ▪ CalSAWS Imaging Solution - On May 21, 2022, from 10:00 p.m. until 1:00 a.m. on May 22, 2022, Users were unable to access the CalSAWS Imaging Solution
   ▪ CalSAWS Contact Center - On May 21, 2022, from 10:00 p.m. until 1:00 a.m. on May 22, 2022, Users were unable to access the Contact Center application

    o Scheduled External Application Outages:
- BenefitsCal Maintenance/Limited Access – On Sunday, May 22, 2022, from 6:00 a.m. until 3:00 p.m., BenefitsCal was available for participants but the transactions from BenefitsCal were queued and released for processing upon completion of maintenance activities. Electronic Benefits Transfer (EBT) balance and case information was not available to view from BenefitsCal. In addition, on May 11, 2022, from 8:00 p.m. until 9:30 p.m., BenefitsCal was unavailable. On May 21, 2022, from 10:00 p.m. until 1:00 a.m. on May 22, 2022, Users were unable to access the BenefitsCal application
- OCAT Outage - On May 21, 2022, from 10:00 p.m. until 1:00 a.m. on May 22, 2022, Users were unable to access the OCAT application
- ServiceNow Outage – On May 21, 2022, from 10:00 p.m. until 1:00 a.m. on May 22, 2022, Users were unable to access the ServiceNow application

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
	None for the reporting period			

[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 from the Reporting Period

Table 2.2-1 – Project Management Status Agenda Topic

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
N/A	• None to note for reporting period

► Continued Project administration, facility management, office management support, and financial management tasks
► Continued to participate in meetings and gather documentation/artifacts for the SOC 2 audit
► Continued preparation for the update of M&O and M&E Services Plan Deliverables to include updates necessary for the CalWIN Counties migration
► Continued performing contract management activities:
  o Received the CalSAWS JPA Board of Directors' approval for Change Notice No. 17 and Change Notice No. 18 on May 13, 2022. These Change Notices included use of the contract's R&A Change Budget Services allocation for additional enhancements related to ARPA (release of information) and virtual assistants, respectively
  o Continued planning the implementation of requirements from the DHCS and CDSS

Privacy and Security Agreements (PSAs) that were approved by the JPA Board of Directors on April 16, 2021
- o 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 May 22, 2022

Table 2.3-1 – CITs

CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0133-22	CA-244881 BenefitsCal – Case Link Request Page Enhancements – Phase 2	Informational	May 12, 2022	Dymas Pena	Laura Ould
0134-22	Recruitment of CalSAWS Project Staff Closing on Thursday, June 9, 2022	Informational	May 12, 2022	Jennifer Smith	Holly Murphy
0136-22	CA-243893 CalFresh Emergency Allotments for April 2022 List Posted	Informational	May 17, 2022	Caroline Bui	N/A
0137-22	CA-232078 Earned Income Disregard 2022 Batch Lists	Informational	May 18, 2022	Sarah Cox	N/A
0138-22	MFA Instruction for Logging into CalSAWS Applications	Informational	May 18, 2022	Mike Tombakian	Yogesh Patel
0139-22	May CalSAWS Table Talk Invitation	Informational	May 19, 2022	Casey Morris	Sydney Thompson
0140-22	CalSAWS SB 1341 Automation County Allocations SFY 2021-22 v2.1	Informational	May 20, 2022	Tracey Berhel	Girish Uppal

► The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending May 22, 2022

Table 2.3-2 – CRFIs

CRFI ID	Subject	Distribution Date	Status	Response Due Date	CalSAWS Contact
22-035	BenefitsCal Two-Way Messaging Counties Opt-In	April 21, 2022	Open	May 27, 2022	Joel Acevedo
22-038	Capacity Planning to right size CalWIN Bandwidth	April 27, 2022	Closed	May 6, 2022	Melanie Gines

Table 2.3-3 – Overdue CRFIs

► The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending May 22, 2022

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)

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

Status	Total
New	1
Reopened	1
Rejected	3
Assigned	9
Completed	675
Duplicate	17
In Review	3
Withdrawn	23
Pending Clarification	1
Total	**733**

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 1176	1176 – Full Scope Medi-Cal Expansion to Adults Ages 26 Through 49, Regardless of Immigration Status	Assigned	March 15, 2022	No response	
SIRFRA 1181	1181 – APRA PPCE Suppress Renewal Packets for Postpartum Individuals	In review	April 22, 2022	No response	

ID	Description	Status	Due Date	Response Received Date	Notes
SIRFRA 3748	3748 – Adding a Person to an Existing Case	Pending clarification	April 22, 2022	No response	
SCERFRA 22-534	22-534 – Emergency Allotments Extension	Completed	May 8, 2022	May 12, 2022	
SIRFRA 1189	1189 – Saws Policy Guidance RE PHE	Completed	May 9, 2022	May 10, 2022	
SIRFRA 1190	1190 – CMS PI 1-3 Call Centers	Completed	May 10, 2022	May 12, 2022	
SIRFRA 1188	1188 – PHE Renewal Data Period 03/2020 – 5/2022	Completed	May 11, 2022	May 12, 2022	
SCERFRA 22-531	22-531 – CalWORKs Full Child Support Pass-Through	Completed	May 4, 2022	May 5, 2022	
SIRFRA 3762	3762 – Stage One Child Care Home Provider Data – March Data	Completed	May 11, 2022	May 12, 2022	
SCERFRA 22-532	22-532 – SB 1140 – Public Social Services – Electronic Benefits Transfer Cards	Assigned	May 13, 2022	No response	
SIRFRA 1185	1185 – Unwinding Eligibility and Enrollment Data – Baseline Report Measure 1	Completed	May 16, 2022	May 17, 2022	
SIRFRA 1187	1187 – Reoccurring SIRFRA – CMS State Report on Plans for Prioritizing and Distribution Renewals	Assigned	May 16, 2022	No response	
SIRFRA 3764	3764 – PACF Breakout Request – April 2022	Completed	May 17, 2022	May 18, 2022	
SCERFRA 22-535	22-535 – CF 388 and CF 389 Revision	Completed	May 18, 2022	May 18, 2022	
SIRFRA 3766	3766 – CalFRESH Benefit Replacement – Ortega c. Johnson	Assigned	May 20, 2022	No response	
SIRFRA 1192	1192 – Medi-Cal Renewal Printing	New	May 24, 2022	No response	
SIRFRA 3763	3763 – Stage One Child Care Home Provider Data – April Data	Assigned	May 23, 2022	No response	
SCERFRA 22-533	22-533 – Elimination of SAR 72 for CalFRESH ESAP Households	Completed	May 25, 2022	May 12, 2022	
SCERFRA 22-536	22-536 – California Food Assistance Program Benefit Type	Completed	May 25, 2022	May 10, 2022	

ID	Description	Status	Due Date	Response Received Date	Notes
SIRFRA 1193	1193 – LTC NOAs	Assigned	May 30, 2022	No response	
SCERFRA 22-537	22-537 – CF 385 Revision	Assigned	May 30, 2022	No response	
SCERFRA 22-538	22-538 – Revisions to M40-195 A and M40-195B NOA	Assigned	May 31, 2022	No response	
SIRFRA 3768	3768 – K1/3F Child Support Data	Assigned	June 2, 2022	No response	
SIRFRA 3767	3767 – CalFRESH Recertifications	Assigned	June 6, 2022	No response	
SIRFRA 1191	1191 – Property Eligibility	Assigned	July 12, 2022	No response	

2.5   Deviation from Plan/Adjustments

► None for the reporting period

3.0   Maintenance and Operations

3.1   Highlights from the Reporting Period

Table 3.1-1 – Maintenance and Operations Status Agenda Topic

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
N/A	• None for the reporting period

3.2   Service Management

3.2.1   Overview

► Conducted Helpdesk Delegated Administration Training early for CalWIN Learning Management System (LMS) Users on May 17, 2022
► Attended follow up working sessions with Yolo County (CalWIN Wave1 County)" to understand the Helpdesk processes and gather requirements to assist with migration on May 12, 2022
► Prepared and Scheduled Status page Go-Live for June 2, 2022
► Implemented change CHG0034816 - Production Change Calendar on May 23, 2022
► Implemented change CHG0035150 ServiceNow Release 22.05.19 - POA&Ms Updates
► Implemented change CHG0035032 ServiceNow Release 22.05.12 - Automate ticket creation from TPX.Critical.Alert, TPX.High.Alert emails and assigned to Tier 3 Tech – Network Operations Center (NOC) group for resolution

3.2.2   CalSAWS Help Desk Metrics

Figures 3.2.2-1 and 3.2.2-2 – CalSAWS ServiceNow Cases per Week
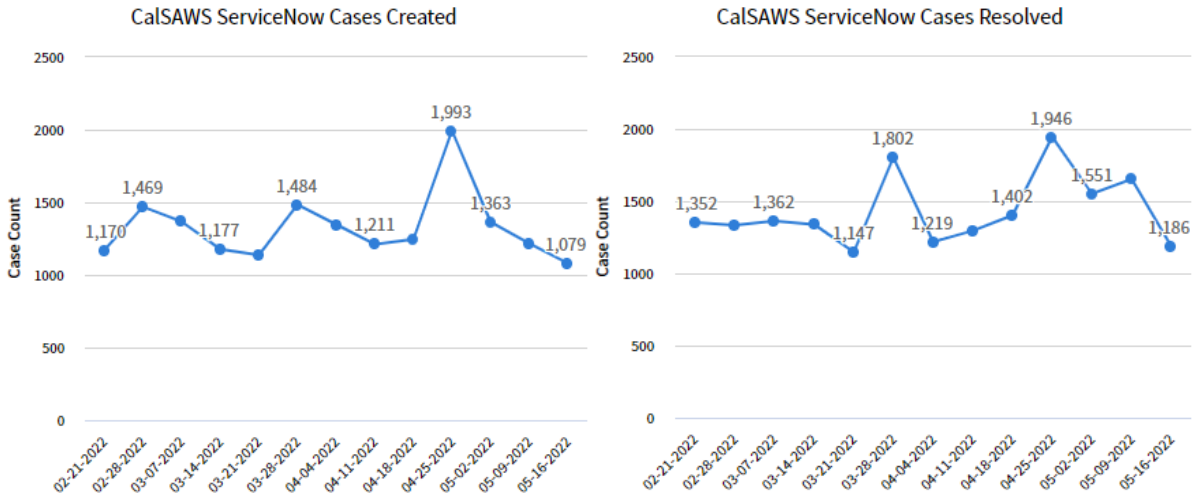
Note: The graphs represent the ServiceNow cases associated to all 40 Counties. Cases represent the first level of ticketing that enters the ServiceNow system. The dates in x-axis represent the start of week

Figures 3.2.2-3 and 3.2.2-4 – CalSAWS ServiceNow Incidents
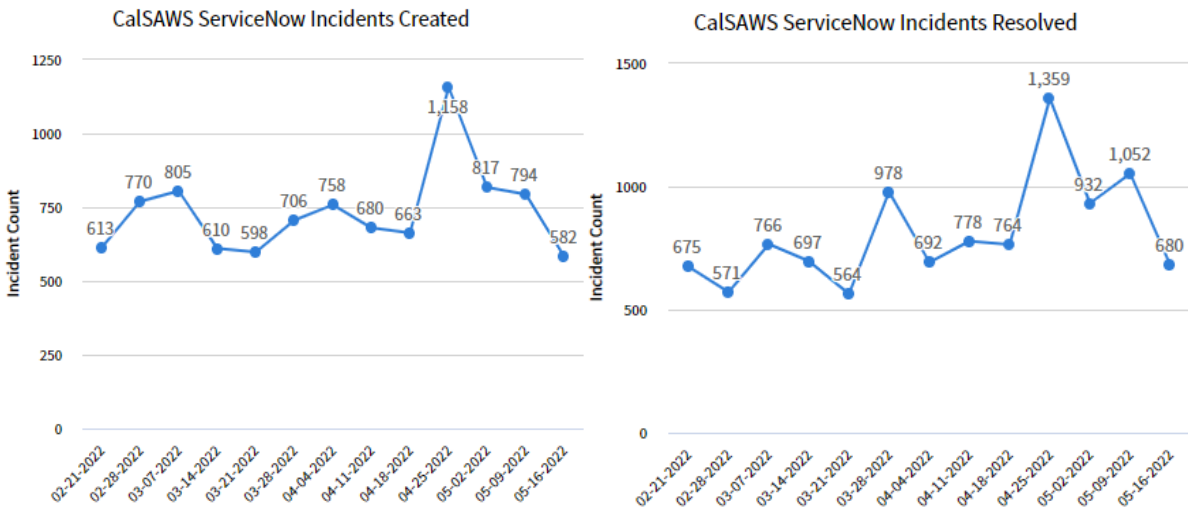
Note: The graphs represent the ServiceNow Incidents associated to all 40 Counties. Incidents are escalations derived from case attempts to triage the issue. The dates in x-axis represent the start of a week.

Figures 3.2.2-5 and 3.2.2-6 – CalSAWS ServiceNow Problems
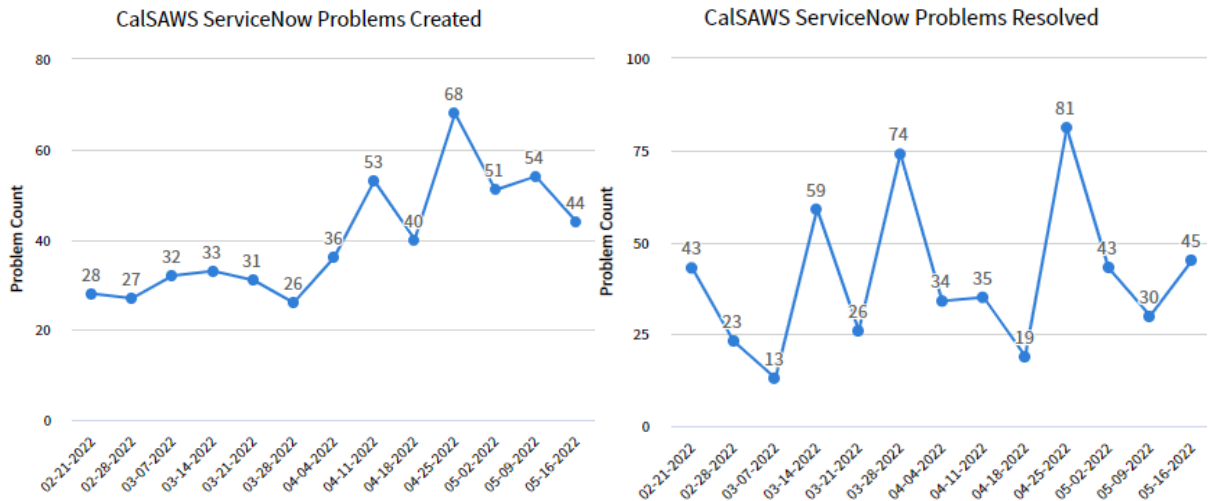
Note: The graphs represent the ServiceNow problems associated to 40 Counties. Problems represent issues that can have a many to one relationship with incidents and the final step in escalation. The dates in x-axis represent the start of a week.

Table 3.2.2-1 – CalSAWS ServiceNow Incidents by State and Age

	<1 Day	1-5 Days	6-10 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	>180 Days	Total
New	27	55	10	5	3	9	24	0	133
In progress	14	115	36	31	34	41	77	22	370
On hold	3	83	70	124	312	386	709	503	2,190
Resolved	5	144	216	558	495	166	236	45	1,865
Closed	1	1	3	8,172	23,140	6,564	3,645	177	41,703
Problem in Diagnosis	0	3	1	1	1	1	2	6	15
Total	50	401	336	8,891	23,985	7,167	4,693	753	46,276

Figure 3.2.2-7 – CalSAWS ServiceNow Incidents by Resolution Code

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

CalSAWS ServiceNow Incidents by Resolution Code
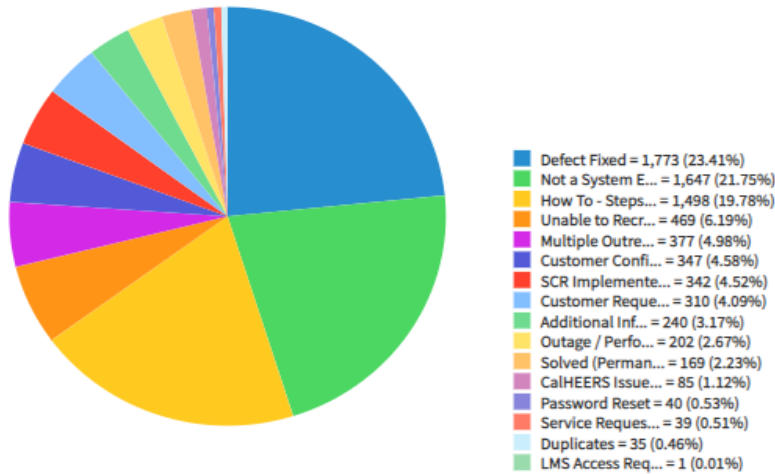
Resolution code	Incident Count	Percentage of Incidents
Defect Fixed	1,773	23.41%
Not a System Error - With Explanation	1,647	21.75%
How To - Steps to Proceed Provided	1,498	19.78%
Unable to Recreate Issue	469	6.19%
Multiple Outreach Attempts – No Response	377	4.98%
Customer Confirmed Issue is Resolved	347	4.58%
SCR Implemented	342	4.52%
Customer Requested Closure	310	4.09%
Additional Information Needed	240	3.17%
Outage / Performance Degradation	202	2.67%
Solved (Permanently)	169	2.23%
CalHEERS Issue Resolved	85	1.12%
Password Reset	40	0.53%
Service Request Created - With Request Number	39	0.51%
Duplicates	35	0.46%
LMS Access Request	1	0.01%
Total	**7,574**	**100%**

Figure 3.2.2-8 – CalSAWS ServiceNow Incidents Created by Category

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

CalSAWS Incidents by Category

- CalSAWS Applic... = 226 (6.78%)
- CalSAWS Applic... = 183 (5.49%)
- CalSAWS Applic... = 150 (4.5%)
- CalSAWS Applic... = 136 (4.08%)
- CalSAWS Applic... = 118 (3.54%)
- Imaging > Scan... = 114 (3.42%)
- CalSAWS Applic... = 102 (3.06%)
- CalSAWS Applic... = 98 (2.94%)
- Imaging > Othe... = 92 (2.76%)
- CalSAWS Applic... = 90 (2.7%)
- Contact Center... = 79 (2.37%)
- Imaging > Docu... = 70 (2.1%)
- Other = 1,874 (56.24%)
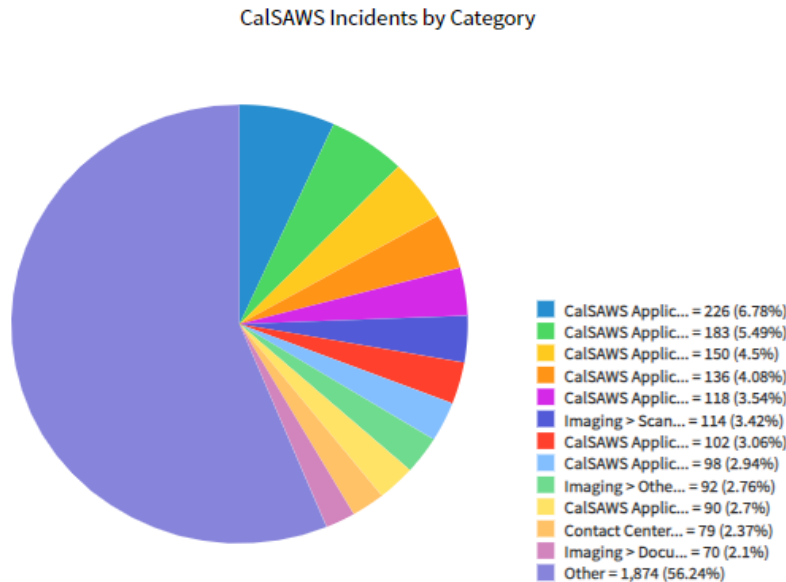
Category	Incident Count	Percentage of Incidents
CalSAWS Application/Related Systems > Production > Client Correspondence > Forms	226	6.78%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Other	183	5.49%
CalSAWS Application/Related Systems > Production > Client Correspondence > NOAs	150	4.5%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Incorrect Eligibility Results	136	4.08%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > Other	118	3.54%
Imaging > Scanning Documents	114	3.42%
CalSAWS Application/Related Systems > Production > Error Encountered > Running/Authorizing EDBC	102	3.06%
CalSAWS Application/Related Systems > Production > Eligibility Determination	98	2.94%
Imaging > Other	92	2.76%
CalSAWS Application/Related Systems > Learning Management System (LMS) > Access Issue > Other	90	2.7%
Contact Center/IVR > CCP	79	2.37%
Imaging > Document Routing	70	2.1%
Other	1,874	56.24%
Total	**3,332**	**100%**

Figures 3.2.2-9 – CalSAWS ServiceNow Cases Created for Remote Maintenance
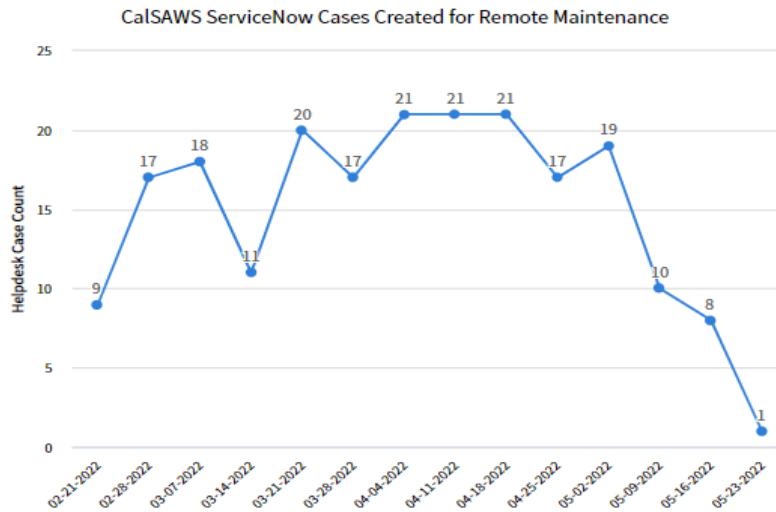
3.3   Technology Operations

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 (CCP). 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
o   Completed 100% of total devices across all sites (524 of 524 switches)
► ZScaler Remote Access
o   Pilot project covering approximately 100 project staff ongoing
o   Compliance and Security validation in progress prior to moving into production.
► Your Benefits Now (YBN) Decommission
o   YBN turned off for Users on April 22, 2022
o   YBN decommission preparation in progress (FinOps and Tech CAB documentation)
o   Planned termination of services by May 30, 2022

Table 3.3.1-1 – CalSAWS Upcoming Maintenance

Scheduled Date	Activity Description
May 23, 2022	22.05 Code Deployment for Training Staging and Training Production Environment
May 23, 2022	ForgeRock Disaster Recovery (East Region) Production Release 22.05.23
May 23, 2022	Load CalWIN Users into the ForgeRock Development – UAT2 Wave 1 Only
May 23 – June 20, 2022	CalWIN Wave 1 – Yolo – Integration of CalSAWS with Yolo County network
May 23 – June 20, 2022	CalWIN Wave 1 – Placer – Integration of CalSAWS with Placer County network
May 23 – June 17, 2022	CalWIN Wave 2 (Contra Costa County only) - Interface Partner Connectivity over Extranet for CalSAWS SSH File Transfer Protocol (SFTP) Servers, Batch File, and Interface Partner Testing (IPT) Readiness)
May 23 – June 17, 2022	CalWIN Wave 1 - County Connectivity to CalSAWS Database over Extranet (For Eligibility Determination Request (EDR), Apex and Java Database Connectivity (JDBC)
May 25, 2022	Upgrade latest May Amazon Machine Image (AMI) on Spring boots Application Production (DR)
May 25, 2022	Upgrade latest May AMI on Spring boots Application Production (Training)
May 25, 2022	Upgrade latest May AMI on Spring boots Application Production County Preview (CT)
May 28, 2022	Upgrade latest May AMI on Spring boots Application Production (Production)
May 29, 2022	Production Database Amazon Web Services (AWS) Linux Operating System (OS) patches May 1, 2022, Patch Baseline (Planned Change)
May 30 – June 8, 2022	Mock #1 1A CalWIN Cutover Exercise (Planned Change)
June 5, 2022	April 2022 Database Patching on Production Databases

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 did not meet the Service Level Agreements (SLAs) within the reporting period for the following date
   o May 13, 2022, Off-Prime Eligibility Determination and Benefit Calculation (EDBC) was below SLA. 4 out of 66 transactions were greater than 5 sec, yielding 93.94%

3.4   Production Defect 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 3.4-1 – Production Defects Backlog Weekly Trend
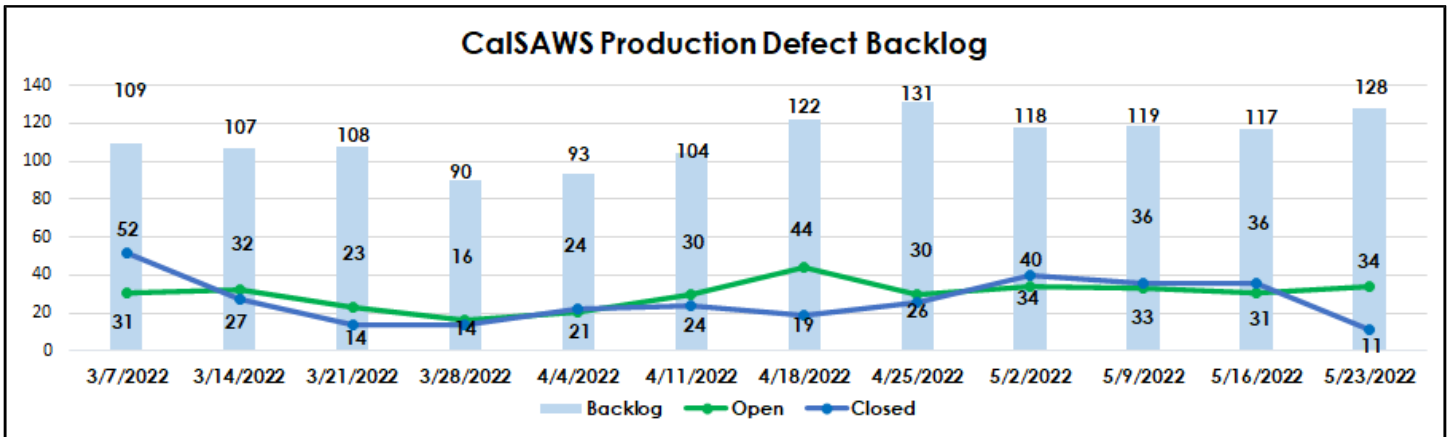
3.4.1   Release Schedule Production Defect Fix

The Production Defect fix – Release Schedule reflects the number of defects planned in alignment to each monthly release (21.01, 21.02, 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 3.4.1-1 – Production Defect Fix – Release Schedule

CalSAWS Production Defect Count by Release						
Count of Defects	Release					
Severity	22.05	22.06	22.07	22.09	TBD	Grand Total
2-Normal/Medium	**10**		**5**		**6**	**21**
New	1				2	3
In Progress	3		5		3	11
Closed	6				1	7
3-Normal/Low	**76**	**5**	**31**	**2**	**32**	**146**
New			1		19	20
In Progress	28	4	30		9	71
Closed	48	1		2	4	55
4-Cosmetic	**6**				**1**	**7**
In Progress	4				1	5
Closed	2					2

Grand Total	92	5	36	2	39	174

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

3.5   Production Operations

3.5.1 Release Communications

► CalSAWS Release 22.05 Communications:
  o See table 3.5.1-1 for details

Table 3.5.1-1 – CalSAWS Release 22.05 Communication Activities

Task	Date(s)	Owner
Sent Release 22.05 Major Upcoming Changes (MUC) documentation	March 25, 2022	Training
Distribute the updated MUC and request for Webcast list from Counties	April 11, 2022	Training
Send draft Release Notes file to Regional Managers and Consortium Staff for review	May 9, 2022	Production Operations
Send summary of changes in CalSAWS Release 22.05 in CalSAWS Health Report	May 16, 2022 – May 20, 2022	Production Operations
Webcast on CalSAWS Release 22.05	May 17, 2022	Production Operations/ Consortium Policy and Design
22.05 CalSAWS Application Development and Training Release Notes Broadcast	May 17, 2022	Production Operations
CalSAWS Release 22.05 Greenlight Meeting	May 18, 2022	Release Management/ Production Operations
CalSAWS 22.05 Post-Release Checkpoint Call	May 23, 2022 – May 25, 2022	Production Operations

3.5.2 Root Cause Analysis (RCA)

► Root Cause Analysis (RCA) – 147 – Unable to Add a New Person to a Case – PRB0043332
  o Starting at 8:00 a.m. on April 27, 2022, multiple Users reported experiencing UEID errors while adding a new person to a case from e-application and inter-county transfer (ICT) linking flow or while performing a Client Index Number (CIN) search. The Application Development team started investigating the issue and found that the issue was caused due to the previous night's priority release deployment of the defect CA-242105. The CalSAWS team reached out to the Medi-Cal Eligibility Data System (MEDS) team and confirmed that there were no issues on the MEDS side related to CIN search functionality. The Application Development team was able to recreate the UEID issue

caused by the deployment of the defect CA-242105. As an immediate solution to the issue, the Application Development team decided to revert the code changes that were deployed as part of CA-242105. Consortium approved the change for the immediate deployment. Both development and testing were completed in the staging environments by 4:40 p.m. As of 5:00 p.m. on April 27, 2022, the updated broadcast was sent to the Counties to confirm the deployment window to be between 5:00 p.m. and 6:00 p.m. and alerted Users that they may be logged out of the system during this period. If Users were logged out of the system, they were advised to log back in. The deployment of the fix to production was completed by 5:28 p.m. and all the servers were up and running. The Project team confirmed that the issue was resolved, and Users were able to add a new person to a case from e-application and ICT linking flow. Also, the CIN search functionality was working as expected

3.5.3 Batch Operations

► Completed April 2022 Emergency Allotments payments batch run during the nightly batch on May 13, 2022
► Supported Release 22.05 deployment activities by starting batch early on May 21, 2022, and pausing non-core jobs during deployment activities
► A broadcast was sent on May 21, 2022, for delayed completion of the Medi-Cal Renewals Listing Report (report completed by 7:30 a.m.). The delay was caused by an upstream job running longer due to higher volume of data for Los Angeles County main payroll run. he long running job had an existing performance defect (CA-241454) for the high-volume main payroll days. The job has been tuned and the performance fix was deployed as part of the 22.05 Release
► Continued Batch Weekly Roundup session with Quality Assurance (QA), (ClearBest) and Consortium team members
► Continued support and updates to the Batch Performance activities roadmap, including the calculation of the 40-County batch completion times and estimation of the 58-County batch completion times
► Continued to review and utilize the Batch Operations Dashboards for generation of the daily batch summary emails
► Supported nightly batch operations and coordinated with the Application Development, Database Administration, and Technical teams to resolve issues and performance tune batch jobs
► Supported execution of cyclic/high frequency/event streaming jobs
► Implemented and validated Production Batch System Change Requests (BSCRs), and started reviews and implementation of CalWIN release BSCRS in Batch Performance environment
► Continued support for execution of Batch Regression testing for CalWIN releases
► Updated Batch Scheduler to include additional core/core-off prime/non-core categorizations

3.6   ForgeRock

3.6.1   Highlights of the Reporting Period

► ForgeRock May 20, 2022, Production Deployment completed on May 20, 2022
► Reviewed and secured approval of ForgeRock May 20, 2022 Priority Release
► Completion of draft Change Order for ForgeRock Maintenance and Operations Contract
► Presented on proposal for additional resources for ForgeRock Team to Consortium Team
► Added internal training for all Project and County Users for Short Message Service (SMS) Multi Factor Authentication (MFA) guidance
► Completion of Community Based Organizations (CBO) Users for Los Angeles and BenefitsCal Your Benefits Now (YBN) Conversion of CBO users
► Enhancements completed for BenefitsCal Delegated Administration (DA) portal for Customers

Table 3.6-1 – ForgeRock Milestones

MILESTONES	PRODUCTION DEPLOYMENT DATE	STATUS
ForgeRock | CalSAWS Jira/ BitBucket Single Sign On (SSO) Integration	TBD	Postponed
Enable Lifecycle Management for ServiceNow Accounts	May 20, 2022	Development deployed
Implement SMS for Multi Factor Authentication	May 20, 2022	Development deployed
ForgeRock: Application Onboarding - Ansible Enterprise	Release When Ready (RWR)	In progress
Los Angeles County Delegated Admin (DA) Staff need to authenticate using ForgeRock Credentials	Release When Ready (RWR)	Pending approval
Update ForgeRock message to customers who create an account to include 3 new languages	May 20, 2022	Development deployed
Update the ForgeRock CBO Activation message to remove help@benefitscal.org email address	May 20, 2022	Development deployed
Create a Report for BenefitsCal users and CBOs broken out by County	Release When Ready (RWR)	In progress
JIRA and BitBucket JIT Provisioning	Release When Ready (RWR)	Pending approval
ForgeRock: Session Management Integration for Integrated Applications	Release When Ready (RWR)	In progress
ForgeRock: Multi Factor Authentication Policy Enhancement	Release When Ready (RWR)	In progress

3.7   Innovation Lab

► Continued Innovation Lab activities
  o System Status for End Users (Co-Create Phase)
    ▪ The System Status page is targeted for go-live on June 2, 2022
  o CalSAWS Production Calendar (Co-Create Phase)
    ▪ Received approval for the Production calendar the week of May 16, 2022 in Change Advisory Board (CAB) to implement the calendar in Production on May 23, 2022
  o Cybersecurity Awareness Program (Scale)
    ▪ Defined scope to Cofense Learning Management System (LMS) training
    ▪ Submitted System Change Request to support the setup of the LMS

3.8   Imaging

► Completed Defect
  o CA-245327 – Person Drawer Missing Linking Info
  o CA-245471 – SIU/Case Drawer Missing Linking Info
  o CA-242792 – Welfare to Work (WTW) 2 Legacy Form Name
  o CA-234519 – Color Mode
  o CA-239904 – Imaging Audit
  o CA-242498 – Empty Folders Processed by Routing Script
  o CA-242793 – Brainware Import Failures
► Completed System Change Requests (SCRs)
  o CA-245190 – High Profile/High Risk Confidentiality Record Cases
  o CA-245201 – Remove the High Profile/High Risk Confidential Record for Los Angeles Converted Cases

3.9   Customer Service Center (CSC)

► Continued build on:
  o CA-228236 – Send SAR7 instead of 960X
    ▪ When a customer selects to resend their missing document from an outbound Interactive Voice Response (IVR) phone call, this change will ensure the SAR7 is sent to the customer and not the 960X

3.10   IVR Bot Enhancement Pilot for San Bernardino County

► Welcome Bot
  o Welcome Bot continues to successfully route approximately 80% of callers that interact with the bot
  o Push Notification is successfully deflecting approximately 13% of callers from needing to speak to a worker
  o Welcome Bot and Push Notification combined successfully deflect approximately one-third of all callers
► Authentication Bot
  o Authentication rate remains high. Bot is authenticating on average 89% of callers that interact with the bot

► Met with San Bernardino County to discuss upgrade plans to version 2 of the Authentication and Welcome Bots

3.11 Deviation from Plan/Adjustments

► None for this reporting period

4.0 Application Development

4.1 Highlights from the Reporting Period

Table 4.1-1 – Application Development Status Agenda Topic

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
4.4.1 Release Test Summary	• Completed 22.05 System Testing. 22.05 was successfully deployed to production on May 22, 2022; available to Counties on May 23, 2022

4.2 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 Four priority releases:
  o The CalSAWS 22.05.09 Minor Release was successfully deployed on May 9, 2022
    ▪ One System Change Requests (SCR) was deployed in the area of Fiscal team
  o The CalSAWS 22.05.12 Minor Release was successfully deployed on May 12, 2022
    ▪ Thirteen defects were deployed in the areas of Batch and Interfaces, BenefitsCal, Fiscal, Imaging, Online, and Reports teams
    ▪ Two System Change Request (SCRs) were deployed in the areas of Eligibility and Technical Architecture teams.
  o The CalSAWS 22.05.14 Minor Release was successfully deployed on May 14, 2022
    ▪ Two System Change Request (SCRs) were deployed in the areas of Eligibility and Fiscal teams.
  o The CalSAWS 22.05.18 Minor Release was successfully deployed on May 18, 2022
    ▪ One System Change Request (SCR) was deployed in the areas of Batch and Interfaces team

Table 4.2-1 – CalSAWS Upcoming Release

Release	Summary
22.05.26	► External Agency - Updates to add support for drawer specific form names to Core Scan Modes ► Forms Batch Job run for Redeterminations (Res) previously sent to Your Benefits Now (YBN) ► Update NEC Batch Job PB00R509 to Run on the 4th Business Day of the Month ► SCR - Update the File Transfer Protocol (FTP) Credentials for the Medi-Cal Eligibility Data System (MEDS) Interface Batch Jobs for all 58 Counties.
22.06.02	► Update Trinity County Warrant template mapping ► DDID 2390 Fraud Detection Services (FDS): Task Mgt - Bulk Upload Updates for Task Creation Report ► Non-Compliance Updates to Handle Converted CalWIN Data ► Changes to scheduling 2nd cut of Reports ► Update State/Fiscal Reports Schedule Based on Batch Schedule Updates ► Update Reminder Detail page to remove Send as E-mail functionality ► List of Refugee Cash Assistance (RCA)/TCVAP Cases Effective October 1, 2021, or After
22.06.03	► SSO Integration of Cofense Learning Management System (LMS) for the CalSAWS Security Awareness Training Program
22.06.07	► All County Letter (ACL) 21-140 Pregnant Person Only (PPO) Notice of Action (NOA) Updates ► Implement Recovery Account Workload Assignment Options for CalWIN Counties ► NA 791 - Turn generation batch on, populating phone number ► Mendocino County Opt Out of DDID 85 ► Stanislaus County Opt out of DDID 85 ► DDID 2220 - Telephonic Signature from eCCP
22.06	► Total System Change Controls (SCRs): 2 approved ► Release Webcast date: TBD
22.07	► Total System Change Controls (SCRs): 57 approved ► Release Webcast date: TBD
22.09	► Total System Change Controls (SCRs): 31 approved ► Release Webcast date: TBD

4.3   Application Development Status

► Continued design on:
  o CA-209184 for Processing Eligibility Determinations for the 250% Working Disabled Program
  o CA-209721 to Add Notice of Actions (NOAs) and Forms for Electronic Theft
  o 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)
  o CA-204494 for SB 1341 All County Solution Phase 4 - Letter Format Mixed Non- Modified Adjusted Gross Income (MAGI)/MAGI Notice of Actions (NOAs)
  o CA-50776 for CalFresh Welfare to Work (WTW) Eligibility Non-Compliance Updates
  o CA-201813 to Display Important County Dates Phase I
  o CA-228897 for Add CL NC Reason and update 'Cal-Learn $50 Sanction' NOA
  o CA-56913 for ACL 14-64: Add CalWORKs Family Stabilization (FS) Program Quarterly Status Report - FSP 14 (dependent on SCR CA-57298: Creating Family Stabilization Pages)
  o CA-239421 for Performance: Convert current Batch Able Bodied Adults Without Dependents (ABAWD) process to continuous processing
  o CA-237111 to Add Threshold Languages for MAGI Older Adult Expansion NOAs
  o CA-214024 to Add Common NOA Fragments for Threshold Generation - Medi-Cal
  o CA-220693 for Enhancements to Child Care Administrator Portal
  o CA-228876 to Add Common NOA Fragments for Threshold Generation - CalFresh
  o CA-228877 to Add Common NOA Fragments for Threshold Generation - CalWORKs/CalLearn
  o CA-228806 for Senate Bill (SB) 1065 - Update Homeless Assistance
  o CA-241253 - BenefitsCal – Community Based Organization (CBO) task
  o CA-229814 to Update Lobby Device Management
  o CA-242597 for Performance: Convert Current Child Care (CC) Batch Sweep Jobs Process
  o CA-245084 for Time Extension of Refugee Cash Assistance (RCA)/ECA/TCVAP Programs
  o CA-241253 for BenefitsCal - CBO task
  o CA-235551 to Add Threshold Languages to NA 818, M16-120A and M16-120B Forms
  o CA-225996 for All County Letter (ACL) 21-52 Update CF 285, Add CF 285A, Cover Letter and Pre-Populated Application Source
  o CA-242913 for ACL 22-XX Cost of Living Adjustment (COLA) Increase to the Minimum Basic Standards of Adequate Care (MBSAC) and Income in Kind (IIK) for 2022-2023
  o CA-245693 for ACL 22-XX - Batch Eligibility Determination and Benefit Calculation (EDBC) for Cost-of-Living Adjustment (COLA) for Income In-Kind (IIK) for 2022-2023
  o CA-244864 for ACL XX-XX Agricultural Improvement Act of 2018 (Farm Bill) Update CalFresh Expungement Timeframe
  o CA-244070 for Mass mailer for PEAF II
  o CA-244068 to Add Journal Entry in CalSAWS for C4Y e-Application e-Signature Information
  o CA-242010 for Increase to the Asset Limits for Medically Needy (MN) Sneede Non-MAGI Medi-Cal Programs
  o CA-209184 for Processing Eligibility Determinations for the 250% Working Disabled

Program
- o CA-241413 for One-time batch for Reduced Premiums for 250% WDP
- o CA-239721 for CFL 21/22-61- reimbursement instructions for replacement of CalFresh food benefits due to electronic theft
- o CA-238993 for All County Information Notice (ACIN) I-72-21 SB 1232 Mass Informing Notice
- o CA-238042 to Add missing Foster Care NOAs that existed in C-IV Phase 2
- o CA-237111 to Add Threshold Languages for MAGI Older Adult Expansion NOAs
- o CA-214453 to Update Medi-Cal Batch Protection for PHE to prepare for PHE Lift
► Continued build on:
- o Build for priority releases and 22.07 approved System Change Requests (SCRs)
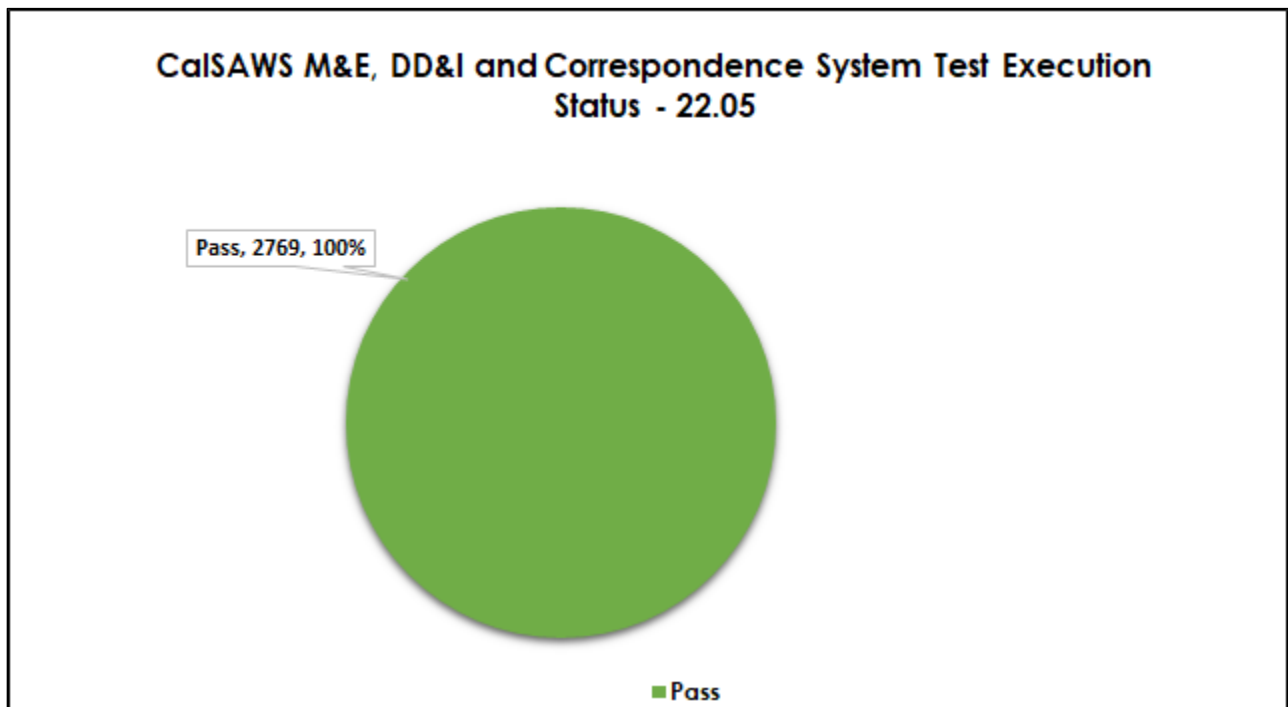
4.4   Release Management

4.4.1   Release Test Summary

► Completed 22.05 test execution

Table 4.4.1-1 – CalSAWS System Change Request (SCR) Test Status

Pass Rate Target as of May 18, 2022	**100%**
Pass Rate Actual as of May 18, 2022	**100%**
System Test Complete Date: May 18, 2022	

Figure 4.4.1-1 – CalSAWS M&E, DD&I and Correspondence System Test Execution Status – 22.05

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 and Enhancements (M&E) and CalSAWS Design, Development, Implementation (DD&I) and Correspondence (GAGR Client Correspondence) System Change Requests (SCRs) System Test Execution

4.4.2   Automated Regression Test (ART) Coverage

Table 4.4.2-1 – CalSAWS Automated Regression Test (ART) Coverage

Production Transactions				ART Coverage by Production Volume	
Tier	Distinct	Volume	Percent Volume	Distinct	Percent Coverage
1	15	94,522,976	47.06%	14	97.79%
2	113	65,899,668	32.81%	92	90.91%
3	121	20,297,805	10.11%	106	88.68%
4	486	17,175,253	8.55%	284	67.67%
5	2729	2,964,634	1.48%	517	32.42%

► Note: Transaction volume and coverage metrics are based on CalSAWS monthly production performance data and Automated Regression Test (ART) coverage data as of April 30, 2022. 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 597 end-to-end Automated Regression Test (ART) scripts

4.5   Training Materials Update

► 22.05 (Online Help (OLH) System Change Requests (SCR):
  o   All 16 SCRs are Test Completed
► 22.07 OLH SCRs:
  o   6 SCRs are in Development Completed
  o   3 SCRs are In Development
  o   2 SCRs are Design in Progress
  o   1 SCR is Rejected
► 22.01 and 22.03 Impact Analysis for Web Based Training (WBT) updates completed, System Change Requests (SCRs) completed, Completion is scheduled for the 22.05.27 priority release
► Web Based Training (WBT) System Change Requests (SCRs) for 21.01-21.07. They are completed for the 22.05.20 priority release
► 22.09 Impact Analysis for OLH, Job Aids and WBTs – In Progress
► Training Environments
  o   Continued to work cross-team to troubleshoot CalSAWS Training Staging and Training Production environment tickets
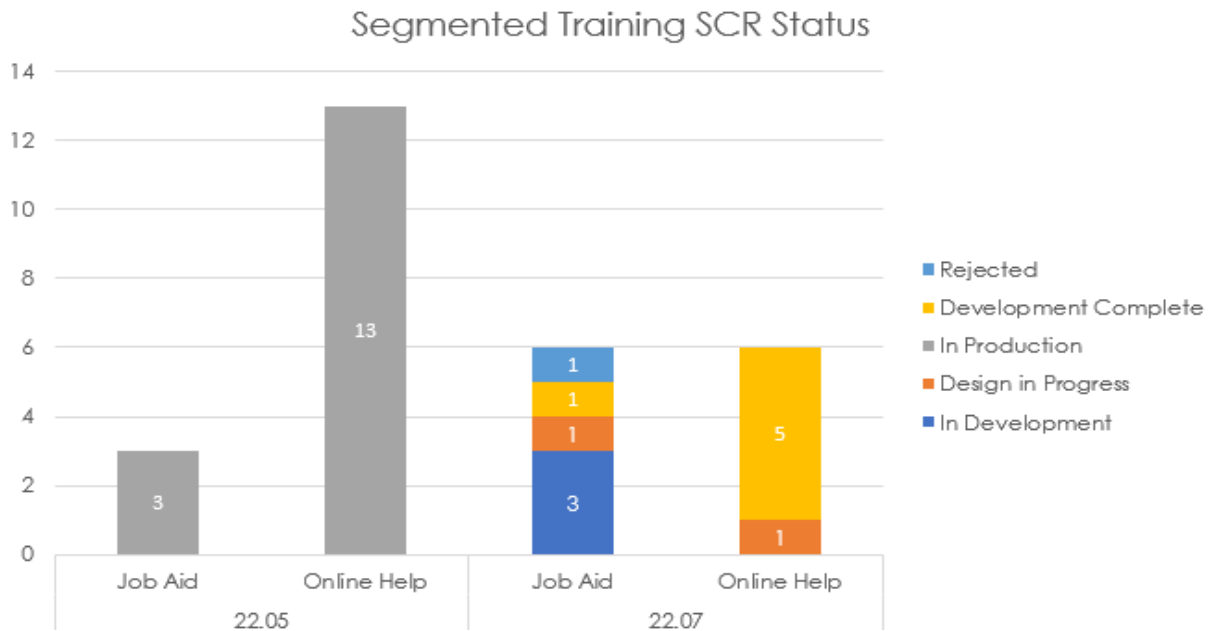
Figure 4.5-1 – Weekly Training SCR Status Report

Table 4.5-1 – Upcoming Training Activities

Training Activity	Date
22.05 Code Deployment for Training Staging and Training Production environments	Monday, May 23, 2022
22.05 Code Deployment for TR1 environment	Friday, May 27, 2022
Decommission LMS Lite	Friday, June 3, 2022
Generic Logins for Wave 1 CalWIN Migration (Trainers)	(tentative) June 3, 2022

4.6   Deviation from Plan/Adjustments

► None for the reporting period

5.0   Regional Updates

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

- ► Alameda County
    - o None for the reporting period
- ► Contra Costa County
    - o None for the reporting period
- ► Marin County
    - o Marin County is currently working on a project to process backlogged overdue Medi-Cal applications
    - o Dealing with a high level of turnover due to both internal promotions and external job opportunities
    - o Recruitment is open for Eligibility Workers
    - o Actively recruiting experienced bilingual and monolingual workers
    - o Providing on-going Imaging training for staff
- ► Monterey County
    - o Monterey County will have a CalFresh Management Evaluation (ME) conducted in June 2022
    - o Monterey County Social Services Departmental HR Manager, will bid farewell on May 13, 2022
    - o There are several vacancies including the most recent position Administrative Services Deputy Director
    - o Monterey County welcomes new Assistant Director of the Social Services Department
    - o Monterey County's Reports Team met with Alameda County in late April to review their ongoing report processes with the data provided by CalSAWS. This included Enhanced Data Reporting (EDR), the Data Lake, Purpose Built Datasets, and CalSAWS Application Programming Interfaces (APIs).
    - o Monterey County's Child Care Regional Committee Member (RCM) met with Santa Clara County in April to review CalSAWS Child Care functionality
    - o Monterey County is busy adjusting itself to the current circumstances
- ► Napa County
    - o Actively participating in the California Department of Social Services (CDSS) led Business Process Redesign (BPR) with an estimated date of changing their business process in mid-June. They are focusing on Intake first
    - o Working through some task-based solutions that CalSAWS has to offer. Most specifically looking at the Get Next Functionality
- ► San Benito County
    - o None for the reporting period
- ► San Mateo County
    - o None for the reporting period

► San Francisco County
  o None for the reporting period
► Santa Clara County
  o None for the reporting period
► Santa Cruz County
  o Conducting 2 internal CalSAWS presentations this month:
    ▪ One presentation is for their Community Based Organization (CBO) partner(s)
    ▪ The other is for their executive management
  o Preparing for their upcoming Ad Hoc Reports County Sessions
  o Preparing for their Contact Center County Discussions
  o Continuing to work on their Data Cleansing opportunities using the lists provided by the Data Cleansing Report Tool
► Solano
  o Welcoming one of their previous staff members to Solano County as their Deputy Director of Employment and Eligibility Services
  o Preparing for T-12 activities – Contact Center/Interactive Voice Response (IVR), Ad Hoc Reporting, Change Network Champion (CNC) recruitment
  o Defining work groups and leads for each group for County-specific details of various conversion activities and system configurations
  o Initiating the onboarding of User Acceptance Test (UAT) security admins and testers
  o Streamlining Sandbox onboarding/offboarding process to allow more Solano Users to interact with
► Sonoma County
  o None for the reporting period

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

► Alpine County
  o None for the reporting period
► Amador County
  o None for the reporting period
► Calaveras County
  o Recently hired 8 new Eligibility Workers (EWs) who are now in Induction Training
► El Dorado County
  o None for the reporting period
► Mono County
  o Currently working on an induction training using Zoom or Teams, and hiring Eligibility Workers
► Nevada County
  o Nevada County will be implementing a permanent telework policy, so most staff will be returning to the office at least a few days a week
  o Nevada County has launched a new website that is more updated and mobile-friendly
► Placer County
  o Placer County has recently had their Instructor Led Training (ILT) walkthroughs and are looking at scheduling. Additionally, they are having meetings with the CalSAWS Training Team to prepare for any unexpected issues with COVID-19 so that they are prepared

for virtual and in person training
- o Placer County is moving along through Contact Center Design and Document Imaging
- o Meetings will be occurring in the coming weeks for Process Simulation and Configuration efforts
► Sacramento County
- o Currently Sacramento County is experiencing an increase in CalFresh applications
- o Beginning to work on CalSAWS Migration prep and preparing for To Be Process Sessions
- o In the process of completing a mass hiring and training to fill some resource gaps they are currently are experiencing
► Sierra County
- o None for the reporting period
► Sutter County
- o Sutter County has quite a few vacancies and are currently holding an Induction Training for 5 staff members
► Tuolumne County
- o Also has quite a few vacancies, and are having low show rates for job interviews to fill the vacancies
► Yolo County
- o Recently hired two new Analysts to assist with CalWorks and Employment Services
- o Will soon have 10 new single program CalFresh PAS' graduating, and on the floor
► Yuba County
- o None for the reporting period

Region 3 (Butte, Colusa, Del Norte, Glenn, Humboldt, Lake, Lassen, Mendocino, Modoc, Plumas, Shasta, Siskiyou, Tehama, Trinity)
► Butte County
- o Currently down over 50 staff and have recruitments for Analyst, Supervisor, Help Desk, Eligibility and Employment Specialists.
- o Preparing for fire season, on May 25, 2022. The administration team is having a Red Cross Mock Shelter training
► Colusa County
- o None for the reporting period
► Del Norte
- o New Director started on May 16, 2022
► Glenn County
- o None for the reporting period
► Humboldt County
- o Has a training class which just graduated induction training. The County has a new approach and are putting the whole class in 1 unit on the floor to process CalFresh applications to start
- o Has a new Social Services Deputy Director who started on May 16, 2022
► Lake County
- o Currently preparing for Fire Season
► Lassen County
- o Hired two new Eligibility Specialists

- ► Mendocino County
    - o Has 5 new Eligibility Specialists who graduate on June 1, 2022
    - o Has an open recruitment for Eligibility Specialist that closes on May 24, 2022
    - o Recently migrated from Groupwise to Office 365
- ► Modoc County
    - o Recently hired an Eligibility Specialist who came from Eligibility in SLO
    - o Still hiring for all positions: Office Assistants, Adult Protective Services, Child Protective Services, Eligibility Workers (EWs)
- ► Plumas County
    - o Hired an Office Assistant for the Front Desk
    - o Still have vacancies for Eligibility Workers
- ► Shasta County
    - o Currently have 3 analyst vacancies: Health Care, MEDS and Help Desk
    - o The County is looking at all the scanners because the Fujitsu 6130s cannot be made Windows 11 compliant, along with the PCs
    - o Eligibility Training Class started yesterday, May 23, 2022, and there is a continuous recruitment for Clerical as well as Eligibility
    - o Recently hired 4 Employment and Training Workers.
    - o Still have open analyst positions and are hosting meet and greets this week
- ► Siskiyou County
    - o Still recruiting for Eligibility Workers, Clerical, and Employment and Training Workers.
    - o New training group of 6 EWs right now
- ► Tehama County
    - o Interviewing for new Eligibility Specialists, hoping to start a class in June
- ► Trinity County
    - o Currently still trying to fill vacant positions and are participating in a career fair and hope to get applicant through it
    - o Actively hiring for positions
    - o Having first in-person All Staff meeting since COVID-19
    - o Working on Policies & Procedures to get out of crisis mode.

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

- ► Fresno County
    - o The Child Welfare Services department has begun their move from various locations to one centralized building within the main Clovis campus
    - o The CalSAWS To-Be sessions have concluded and the Subject Matter Experts (SMEs) are busy reviewing the new business process maps created during the sessions. These documented business processes are vital to a successful CalSAWS migration next year
    - o Gearing up to execute CalSAWS User Acceptance Test (UAT) activities. The recruited staff members will be testing their designated program and business areas and will be conducting UAT testing from June through August
- ► Inyo County
    - o None for the reporting period

- ► Kern County
  - o Continue to work through our SOP as recommended by Change Innovation Agency (C!A)
  - o Have an Eligibility Training class that will graduate on June 3, 2022, and one class set to graduate July 1, 2022
  - o Currently working towards implementing a pilot for task-based intake processes, utilizing the Task functionality in CalSAWS
- ► Kings County
  - o None for the reporting period
- ► Madera County
  - o None for the reporting period
- ► Mariposa County
  - o Recent Promote has been appointed to the position of Director of Health & Human Services effective May 3, 2022
  - o A new PPOC will be beginning on May 27, 2022. The outgoing Primary Point of Contact (PPOC) thanks the Project teams for the continued support throughout the years. The Regional Managers (RMs) have been a valuable resource
  - o Recruitments include Eligibility Supervisor – 1 position, Eligibility Specialist III – 1 position, Eligibility Specialist I/II - 2 positions, System Support Analyst on the Help Desk team – 1 position
  - o Active Shooter training was provided to all County staff
  - o Covid-19 cases are on the rise and staff are strongly encouraged to wear masks, continue to social distance, get tested if experiencing symptoms, and staying home when not feeling well
  - o Outreach events are at the highest level of operation. The County is sharing information at the local homeless encampment and have a Senior Health fair scheduled for Friday May 20, 2022
- ► Merced County
  - o None for the reporting period
- ► San Joaquin County
  - o None for the reporting period
- ► San Luis Obispo County
  - o The new Department-Wide Training Program Manager is working with UC Davis Professional Education to offer many new trainings for staff, including:
    - ▪ Supervisor Masterclass: Coaching for Resilience and Accountability
    - ▪ Trauma Informed Practices Training for non-CWS staff
    - ▪ Empowerment and Emotional Intelligence
    - ▪ Strength Focused Engagement and Effective Communication
    - ▪ Growth Mindset and Conflict Management
  - o ERS Induction Class started May 16, 2022 with 9 new trainees. Unfortunately, 2 candidates opted to take a different career path. The County will be opening a new recruitment in late May for the next Induction Class, tentatively beginning September 2022
  - o Preparing for many CalSAWS activities including:
    - ▪ Recommendations to our CalSAWS Steering Committee from our Task Management, QA/QC, and Lobby Management workgroups on opting into specific functionality

- ▪ To-Be sessions with Deloitte in June and July
    - o 12 staff participating in User Acceptance Testing
- ► Stanislaus County
    - o None for the reporting period
- ► Tulare County
    - o None for the reporting period

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

- ► Imperial County
    - o None for the reporting period
- ► Orange County
    - o Orange County is developing a CalSAWS Coach Training Plan to train nearly 300 Social Security Administration (SSA) staff across classifications to serve as coaches and support their peers during go-live
    - o The current Director will be retiring this August
    - o Deputy Director of CalSAWS & Systems Support's last day with Orange County will be June 16, 2022
- ► Riverside County
    - o Supported Los Angeles County with their Imaging and BenefitsCal Go-Live
    - o Hosted San Diego County to demonstrate the imaging processes
    - o Continues to market for Eligibility Technician positions on social media, radio, and a variety of in-person and virtual job fairs
    - o Participated in a couple of community events in Coachella and Perris hosted by the TODEC (Training Occupational Development Educating Communities) partners to celebrate the expansion of full scope Medi-Cal. The outreach van was utilized to take applications on the spot
- ► San Bernardino County
    - o San Bernardino County has volunteers on the ground in Los Angeles as a support to BenefitsCal and Imaging Go-Live
    - o San Bernardino County continues to hire and train Induction classes to curb the attrition rates
- ► San Diego County
    - o None for the reporting period
- ► Santa Barbara County
    - o The County is engaged with the Project for Ad-Hoc Discovery sessions and Contact Center/IVR planning
    - o The County is engaged in strategic planning with an emphasis on standardizing processes across their district offices to prepare for their cutover to CalSAWS
    - o Santa Barbara Count's existing business processes are being reviewed and prioritized for CalSAWS updates
- ► Ventura County
    - o No Updates during this reporting period

Region 6

► Los Angeles County
  o Los Angeles County is up and running with BenefitsCal and the CalSAWS Imaging Solution
  o Los Angeles County would like to acknowledge the 40 staff who volunteered from San Bernardino, Riverside and Orange County, and to the Project, Hyland, and Clear Best for providing onsite support to the Los Angeles offices
  o Los Angeles County would also like to acknowledge the Imaging Implementation team for the support they provided through the bridge line
  o There was communication released through social media informing Los Angeles County DPSS customers of the new email account BenefitsCalSupport@dpss.lacounty.gov created to assist them with BenefitsCal questions and concerns
  o Los Angeles County is conducting preparation activities for the implementation of the Contact Center. Tentatively scheduled for August 19, 2022
  o CSC Release Team is preparing for Release 22.07. The recruitment efforts and scenario write-up are underway
  o Orientation for the Los Angeles County validators is scheduled for June 9, 2022
  o Los Angeles County – The DPSS Director has stepped down and another resource will be working in the interim as Acting Director

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