CALSAWS M&O BI-WEEKLY STATUS REPORT

Reporting Period: June 20, 2022 – July 3, 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 104 active Production defects
Incidents		► CALSAWS BROADCAST: Starting at 1:00 p.m. on June 13, 2022, a small number of Kern County inbound calls to the CalSAWS Helpdesk were being received with static on the caller's end. Impacted Users from Kern County were not able to clearly communicate with the CalSAWS helpdesk team when calling. As of 5:00 p.m. on June 16, 2022, the issue was resolved and inbound calls from Kern County to the CalSAWS helpdesk have not experienced static since June 16, 2022 PRB0043768 ► CALSAWS BROADCAST: Starting at 8:00 a.m. on June 20, 2022, documents submitted to Optical Character Recognition (OCR) were becoming stalled in processing queues, which resulted in processing/task generation delays of documents requiring OCR processing. This did not impact documents submitted via BenefitsCal or Inter-County Transfer (ICT). By 1:10 p.m. on June 20, 2022, the root cause of the issue was identified, and the issue was resolved by Hyland. However, during the period the issue existed, imaging documents were queued for processing. On the night of June 20, 2022, Hyland tracked the processing of the documents in the OCR queue and identified that a large volume of documents was routed to the Counties' exception queues per the existing routing rules. To mitigate the impact of larger than normal exception queues on Counties, CalSAWS is working with Hyland to mass route documents to OCR processing queues. As of 10:00 a.m. on June 24, 2022, this issue was resolved. Mass routing of all impacted documents from Counties' exception queues to OCR processing queue was completed successfully June 30, 2022 following the deployment of the fix for defect CA-246964 All documents from the OCR processing queue have been successfully processed. PRB0043784 (RCA #151) ► CALSAWS BROADCAST: Starting at 8:00 a.m. on June 22, 2022, Lassen County Users at the 220 S Lassen Street Susanville, CA 96130 site were unable to access their

Topic	CalSAWS System	Highlights
		workstations due to a local power outage. As of 12:30 p.m. on June 22, 2022, the issue was resolved. Power was restored at the impacted site and Users were able to access their workstations PRB0043799 ► CALSAWS BROADCAST: e-applications submitted from BenefitsCal on the June 20, 2022, Juneteenth holiday were created with an e-application date of June 20, 2022, instead of June 21, 2022. This issue impacted Napa, Los Angeles, Imperial, and San Bernardino Counties. This issue was resolved with the deployment of the defect CA-244750 to Production on June 23, 2022 PRB0043805 ► CALSAWS BROADCAST: Starting at 6:15 p.m. on June 22, 2022, Sierra County Users at the 22 Maiden Lane Downieville, CA 95936 site were unable to access their workstation due to a local power outage. As of 8:45 p.m. on June 22, 2022, the issue was resolved. Power was restored at the impacted site and Users were able to access their workstation(s) PRB0043806 ► CALSAWS BROADCAST: Starting at 6:00 a.m. on June 24, 2022, appointment information was not being displayed on BenefitsCal portal during the impacted period. Participants were unable to view, cancel, or reschedule appointments on the BenefitsCal portal. As of 10:40 a.m. on June 24, 2022, this issue was resolved. Participants can view, cancel, or reschedule appointments on the BenefitsCal portal PRB0043821 (RCA in progress) ► CALSAWS BROADCAST: Starting at 7:00 a.m. on June 24, 2022, the Imaging - Initial Quality Assurance (QA) Report was not generated in Production which prevented Users from being able to access the latest version. This issue was resolved with the deployment of defect CA-247086. The Imaging – Initial QA Report is available for Users. PRB0043817 ► CALSAWS BROADCAST: Starting at 11:00 a.m. on June 27, 2022, Users from Marin County reported that they did not receive the One Time Passcode emails required for Multi-Factor Authentication (MFA) to access the CalSAWS application. As of 3:45 p.m. on June 27, 2022, the issue was resolved. Marin County IT confirmed that they updated the email server settings to allow the CalSAWS OTP emails delivered to the Users. Impacted Users from Marin County are able to receive OTP emails and are able successfully to login to the CalSAWS application PRB0043827 ► CALSAWS BROADCAST: Starting at 6:01 p.m. on June 28, 2022, Sierra County Users at the 22 Maiden Lane Downieville, CA 95936 site were unable to access their workstation due to

Topic	CalSAWS System	Highlights
		a local power outage. As of 9:00 a.m. on June 29, 2022, the issue was resolved. Power was restored at the impacted site and Users were able to access their workstation(s) PRB0043837 ► CALSAWS BROADCAST: Starting at 3:55 p.m. on June 29, 2022, Sierra County Users at the 22 Maiden Lane Downieville, CA 95936 site were unable to access their workstation due to a local power outage. As of 7:50 p.m. on June 29, 2022, the issue was resolved. Power was restored at the impacted site and Users were able to access their workstations. PRB0043844 ► CALSAWS BROADCAST: Starting at 3:00 p.m. on July 1, 2022, Sierra County Users at the 22 Maiden Lane Downieville, CA 95936 site were unable to access their workstation due to a local power outage. The Project team is actively working with Sierra County. An update will be provided when the issue is resolved PRB0043862

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

1.2   Highlights from the Reporting Period

► The CalSAWS team successfully deployed CalSAWS minor releases 22.06.21, 22.06.23, 22.06.24, and 22.06.30
► Planned Outages:
o Scheduled CalSAWS Outages:
   ▪ CalSAWS Production Outage – From June 24, 2022, at 11:00 p.m. until June 25, 2022, at 1:00 a.m., Users were unable to access the CalSAWS application. On July 10, 2022, from 8:00 a.m. until 12:00 p.m., Users will be redirected to a "Read Only" version of the CalSAWS application
   ▪ CalSAWS Training Production Maintenance — from July 1, 2022, at 6:00 p.m. until July 3, 2022, at 6:00 p.m., all Users will be unable to login to the Training Production environment
   ▪ CalSAWS Learning Management System (LMS) Maintenance – On July 1, 2022, from 7:00 a.m. until 9:00 p.m., the CalSAWS Learning Management System (LMS) will be down. Users will be unable to access the LMS
o Scheduled External Application Outages:
   ▪ BenefitsCal Maintenance/Limited Access – On June 23, 2022, from 8:00 p.m. until 9:30 p.m., the BenefitsCal application was unavailable. In addition, from June 24, 2022, at 11:00 p.m. until June 25, 2022, at 1:00 a.m., Users were unable to access the BenefitsCal application. On June 30, 2022, from 8:00 p.m. until 9:00 p.m., the BenefitsCal application was unavailable. On July 10, 2022, from 8:00 a.m. until

12:00 p.m., BenefitsCal will still be available for participants but the transactions from BenefitsCal will be queued and released for processing upon completion of maintenance activities. Electronic Benefits Transfer (EBT) balance and case information will not be available to view from BenefitsCal. An announcement will be added on the BenefitsCal homepage indicating the unavailability of EBT balance and case information

- Online CalWORKs Appraisal Tool (OCAT) Outage – From June 24, 2022, at 11:00 p.m. until June 25, 2022, at 1:00 a.m., Users were unable to access the OCAT application
- Qlik Sense Maintenance — On June 26, 2022, from 4:00 p.m. until 8:00 p.m., Users were unable to access reports and dashboards on Qlik Sense

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
N/A	M&O Services Plan	PMO, Technical, Application Development	🟢	• Final Deliverable (FDEL) OWDs for Wave 1 County Sites (Placer and Yolo) were submitted to Consortium/QA on June 16, 2022. Consortium approval provided on June 23, 2022. WAC for Yolo and Placer OWDs will be sent on July 7, 2022

[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
Project Deliverables Summary	• Deliverable (FDEL) OWDs were submitted to Consortium/QA for review on June 16, 2022. Approval was provided by June 23, 2022. WAC for Yolo and Placer OWDs will be sent on July 7, 2022

► Continued Project administration, facility management, office management support, and financial management tasks
► Continued preparation for the update of M&O and M&E Services Plan Deliverables to include updates necessary for the CalWIN Counties migration
  o Held meetings with Deliverable Owners and Consortium PMO on the next Deliverables update cycle and calendar
  o Submitted the Final Deliverable (FDEL) OWDs for Wave 1 Counties (Yolo and Placer) as part of 13.0 County Sites Plan for review by Consortium/QA on June 16, 2022. Approval provided on June 23, 2022. WAC for Yolo and Placer OWDs will be sent on July 7, 2022
► Continued performing contract management activities:
  o Submitted contract Change Notice No. 19 to the Consortium for review on June 30, 2022. Change Notice No. 19 is planned to be submitted to the CalSAWS JPA Board of Directors for approval on July 22, 2022 and may include use of the contract's R&A Change Budget Services allocation for:
    ▪ An extension of CalWIN Functional Support through October 2023
  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 July 3, 2022

Table 2.3-1 – CITs

CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0172-22	ACL 22-39 Batch Memorandum for Income In-Kind COLA	Informational	June 20, 2022	Sarah Cox	N/A
0174-22	CA-245152 CalFresh Emergency Allotments for May 2022 List Posted	Informational	June 23, 2022	Caroline Bui	N/A
0175-22	CA-245485: Update ARPA Postpartum Care Extension rules for Pregnancy	Informational	June 23, 2022	Nina Butler	Maggie Orozco-Vega
0177-22	CalSAWS Project County Allocations SFY 2021-22 v6	Informational	June 28, 2022	Britt Carlsen	Girish Uppal
0178-22	CalSAWS Scheduled Downtime Notification	Informational	June 29, 2022	Mike Tombakian, and Anand Kulkarni	Grady Howe, and Tiffany Cheung

► The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending July 3, 2022

Table 2.3-2 – CRFIs

CRFI ID	Subject	Distribution Date	Status	Response Due Date	CalSAWS Contact
22-047	CalSAWS Duplicate Person/ Client Index Number (CIN) Workgroup Recruitment	June 9, 2022	Closed	June 24, 2022	Corey Morris
22-050	Opt-In/Out of FFY Auto -Test Worker Reassignment for SCR CA-48513	June 20, 2022	Open	July 7, 2022	Nina Butler
22-051	Opt-In/Out of Batch Job Batch Jobs Associated with SCR CA-	June 23, 2022	Open	July 7, 2022	Caroline Bui

CRFI ID	Subject	Distribution Date	Status	Response Due Date	CalSAWS Contact
	50776 CalFresh WTW Eligibility Non-Compliance Updates				

Table 2.3-3 – Overdue CRFIs

► The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending July 3, 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	2
Reopened	3
Rejected	3
Assigned	4
Completed	700
Duplicate	17
Withdrawn	23
Total	753

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 3748	3748 – Adding a Person to an Existing Case	Completed	June 8, 2022	June 16, 2022	
SIRFRA 3770	3770 – CalFRESH Sanctions (WTW) Non-Compliance	Completed	June 8, 2022	June 22, 2022	
SIRFRA	1194 – PHE Renewal Data	Reopened	June 13, 2022	No response	

ID	Description	Status	Due Date	Response Received Date	Notes
1194	Period 03/2020 – 05/2022				
SCERFRA 22-540	22-540 – Pre-Release Enrollment Workarounds for Prisoners	Assigned	June 16, 2022	June 24, 2022	
SCERFRA 22-541	22-541 – CalFRESH Recertification Waiver	Completed	June 20, 2022	June 22, 2022	
SIRFRA 3775	3775 – Potential Mid-Year Change to CAPI Payment Standards, Effective July 1, 2023	Completed	June 21, 2022	June 21, 2022	
SIRFRA 1181	1181 – APRA PPCE Suppress Renewal Packets for Postpartum Individuals	Completed	June 22, 2022	June 28, 2022	
SIRFRA 1197	1197 – LTC SOC NOAs	Completed	June 22, 2022	June 24, 2022	
SIRFRA 1189	1189 – SAWS Policy Guidance RE PHE	Completed	June 24, 2022	June 24, 2022	
SCERFRA 21-506	21-506 – Public Assistance CalFRESH Breakout Automation Changes	Completed	July 1, 2022	June 30, 2022	
SIRFRA 1196	1196 – 250% WDP Notices	Completed	July 5, 2022	June 24, 2022	
SIRFRA 1195	1195 – Aid and Attendance Individuals	Reopened	July 8, 2022	No response	
SCERFRA 22-543	22-543 - CalFresh Notice of Disqualification (CF 377.10)	Assigned	July 6, 2022	No response	
SIRFRA 1194	1194 – PHE Renewal Data Period 03/2020 – 06/2022	Assigned	July 11, 2022	No response	
SIRFRA 1191	1191 – Property Eligibility	Assigned	July 12, 2022	No response	
SCERFRA 22-507	22-507 – AB 2230 – CalWORKs: Temporary Shelter and Permanent Housing Benefits	Reopened	July 13, 2022	No response	
SIRFRA 1187	1187 – Reoccurring SIRFRA – CMS State Report on Plans for Prioritizing and Distribution Renewals	Assigned	July 15, 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
3.2.2 CalSAWS Help Desk Metrics	• New CalSAWS Accenture Monthly Help Desk Diagnosis SLA metric added to status reporting. The June Monthly HelpDesk Diagnosis SLA compliance is 90.2%

3.2   Service Management

3.2.1 Overview

► Implemented ServiceNow Release Notes 22.06.30
   o CalSAWS Production Calendar has been published in Production. It will be viewable only to Project staff with ServiceNow Fulfiller license or view only and approver license (pending Procurement) in ServiceNow
   o Working on identifying the calendar owner and group managers
► Sent invitations for CalWIN Wave 1 Fulfillers Training sessions
   o Scheduled session A for July 26, 2022

3.2.2   CalSAWS Help Desk Metrics

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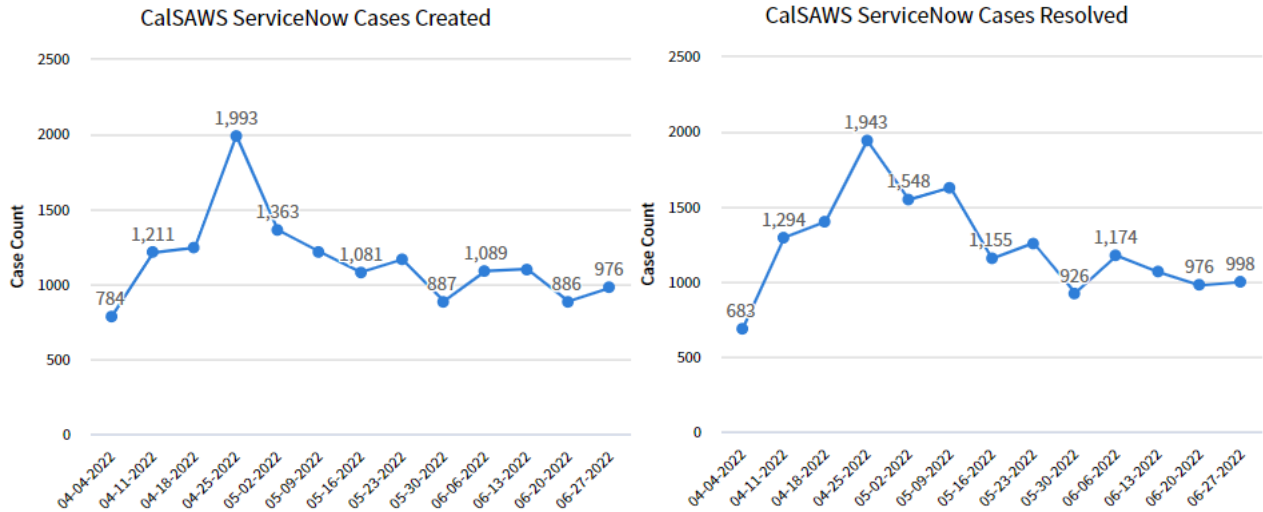
Note: The graphs represent the ServiceNow cases associated to all 40 Counties. Cases represent the first level of ticketing that enters the ServiceNow system. The dates in x-axis represent the start of week

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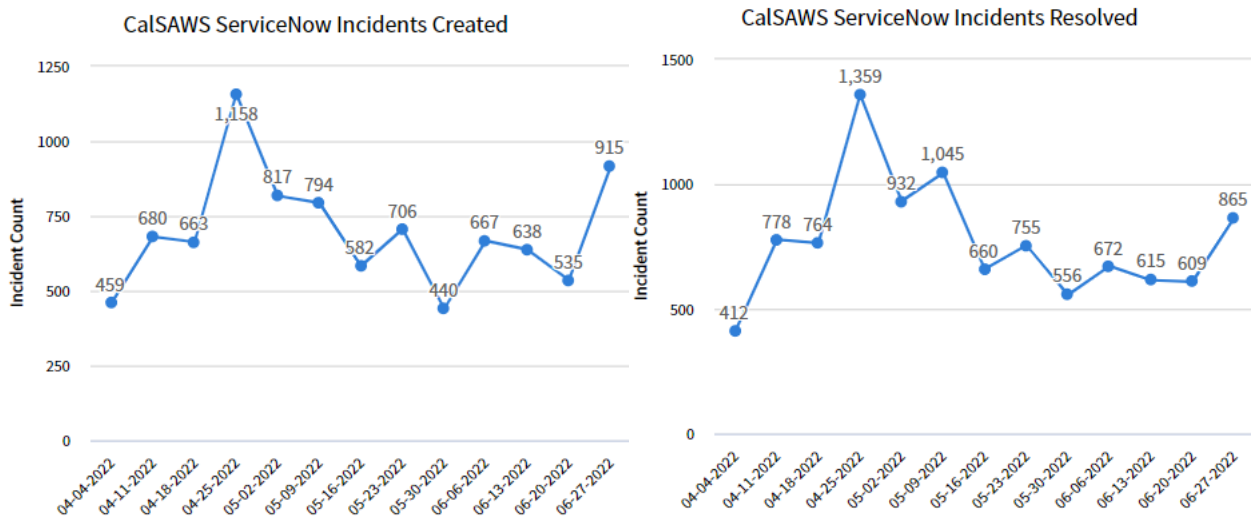
Note: The graphs represent the ServiceNow Incidents associated to all 40 Counties. Incidents are escalations derived from case attempts to triage the issue. The dates in x-axis represent the start of a week

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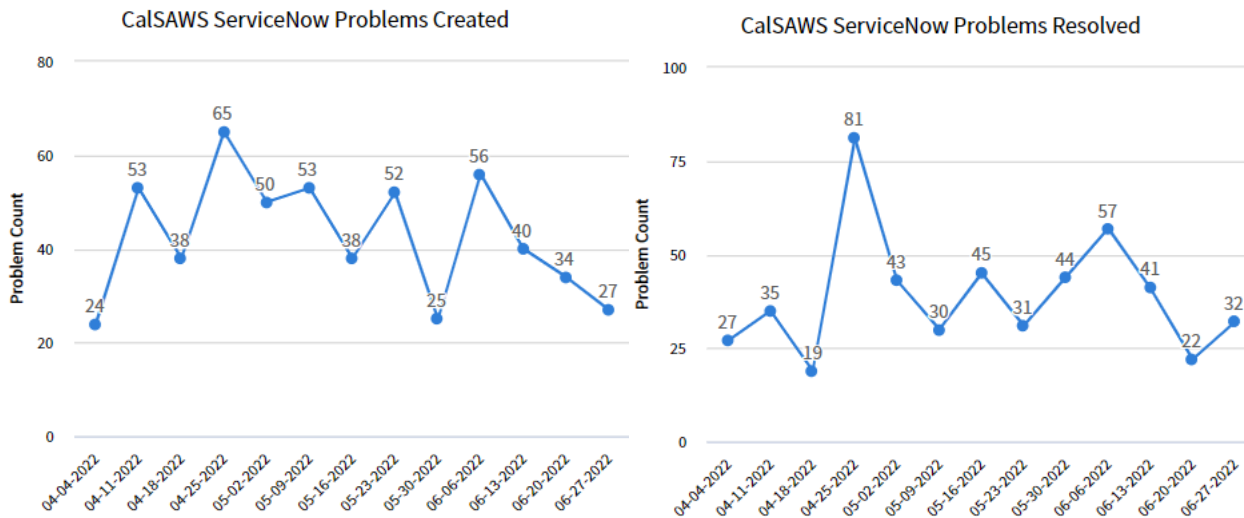
Note: The graphs represent the ServiceNow problems associated to 40 Counties. Problems represent issues that can have a many to one relationship with incidents and the final step in escalation. The dates in x-axis represent the start of a week

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	9	36	4	9	5	5	8	9	**85**
In progress	0	64	22	12	23	27	79	26	**250**
On hold	0	59	73	60	224	295	788	610	**2,109**
Resolved	9	526	266	430	271	82	74	33	**1,691**
Closed	1	1	3	9,154	25,596	7,072	4,131	301	**46,259**
Problem in Diagnosis	0	1	1	1	1	0	0	0	**4**
Total	**687**	**369**	**9,666**	**26,120**	**7,481**	**5,077**	**979**	**19**	**50,398**

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

Legend:
- Not a System E... = 1,463 (23.07%)
- How To - Steps... = 1,225 (19.32%)
- Defect Fixed = 1,052 (16.59%)
- Multiple Outre... = 596 (9.4%)
- Outage / Perfo... = 414 (6.53%)
- SCR Implemente... = 307 (4.84%)
- Customer Confi... = 298 (4.7%)
- Customer Reque... = 269 (4.24%)
- Unable to Recr... = 251 (3.96%)
- Duplicates = 170 (2.68%)
- Solved (Perman... = 123 (1.94%)
- Additional Inf... = 101 (1.59%)
- Password Reset = 31 (0.49%)
- Service Reques... = 22 (0.35%)
- CalHEERS Issue... = 18 (0.28%)
- OCAT Issue Ide... = 1 (0.02%)
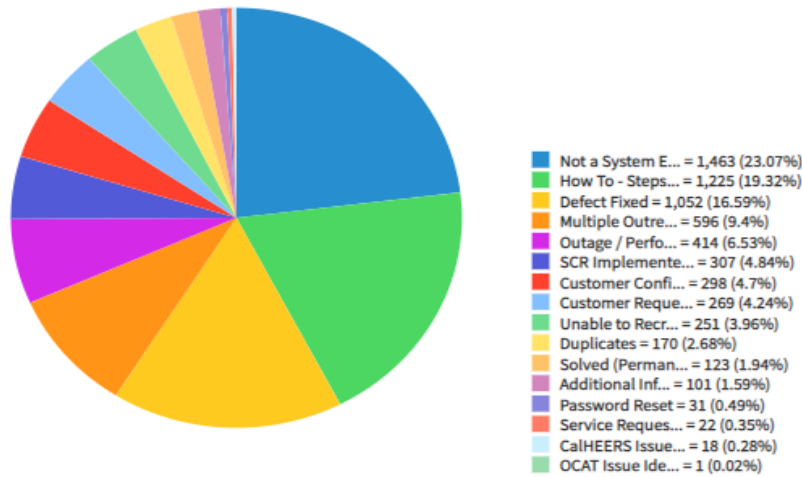
Resolution code	Incident Count	Percentage of Incidents
Not a System Error - With Explanation	1,463	23.07%
How To - Steps to Proceed Provided	1,225	19.32%
Defect Fixed	1,052	16.59%
Multiple Outreach Attempts – No Response	596	9.4%
Outage / Performance Degradation	414	6.53%
SCR Implemented	307	4.84%
Customer Confirmed Issue is Resolved	298	4.7%
Customer Requested Closure	269	4.24%
Unable to Recreate Issue	251	3.96%
Duplicates	170	2.68%
Solved (Permanently)	123	1.94%
Additional Information Needed	101	1.59%
Password Reset	31	0.49%
Service Request Created - With Request Number	22	0.35%
CalHEERS Issue Resolved	18	0.28%
OCAT Issue Identified	1	0.02%
Total	**6,341**	**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

Legend:
- Infrastructure... = 642 (19.16%)
- Contact Center... = 170 (5.07%)
- (empty) = 133 (3.97%)
- Imaging > Scan... = 128 (3.82%)
- CalSAWS Applic... = 121 (3.61%)
- CalSAWS Applic... = 104 (3.1%)
- Infrastructure... = 101 (3.01%)
- CalSAWS Applic... = 90 (2.69%)
- Imaging > Othe... = 85 (2.54%)
- CalSAWS Applic... = 80 (2.39%)
- CalSAWS Applic... = 74 (2.21%)
- CalSAWS Applic... = 69 (2.06%)
- Other = 1,554 (46.37%)
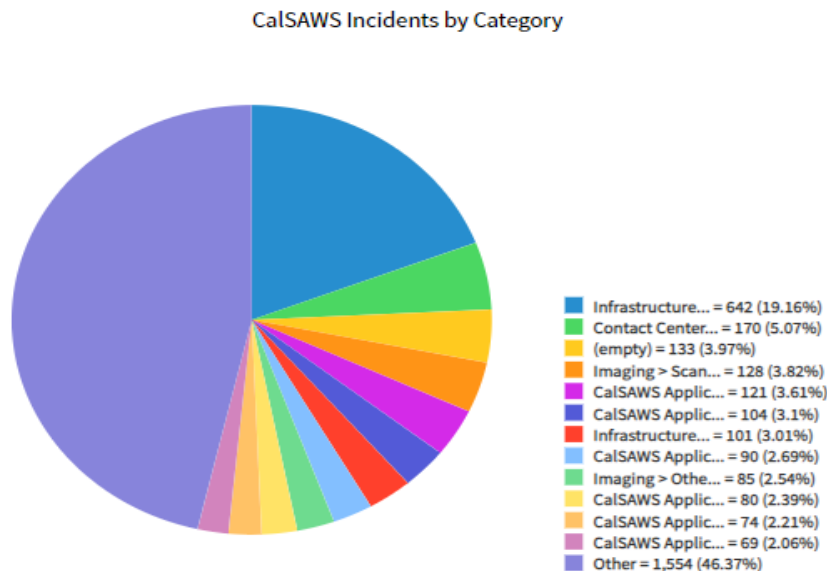
Category	Incident Count	Percentage of Incidents
Infrastructure > Database > Oracle	642	19.16%
Contact Center/IVR > CCP	170	5.07%
(empty)	133	3.97%
Imaging > Scanning Documents	128	3.82%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Other	121	3.61%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Incorrect Eligibility Results	104	3.1%
Infrastructure > Network > Telecommunications > Telco/Network Issue	101	3.01%
CalSAWS Application/Related Systems > Production > Client Correspondence > NOAs	90	2.69%
Imaging > Other	85	2.54%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > Other	80	2.39%
CalSAWS Application/Related Systems > Production > Eligibility Determination	74	2.21%
CalSAWS Application/Related Systems > Production > Error Encountered > Running/Authorizing EDBC	69	2.06%
Other	1,554	46.37%
Total	**3,351**	**100%**

Figure 3.2.2-9 – CalSAWS ServiceNow Cases Created for Remote Maintenance
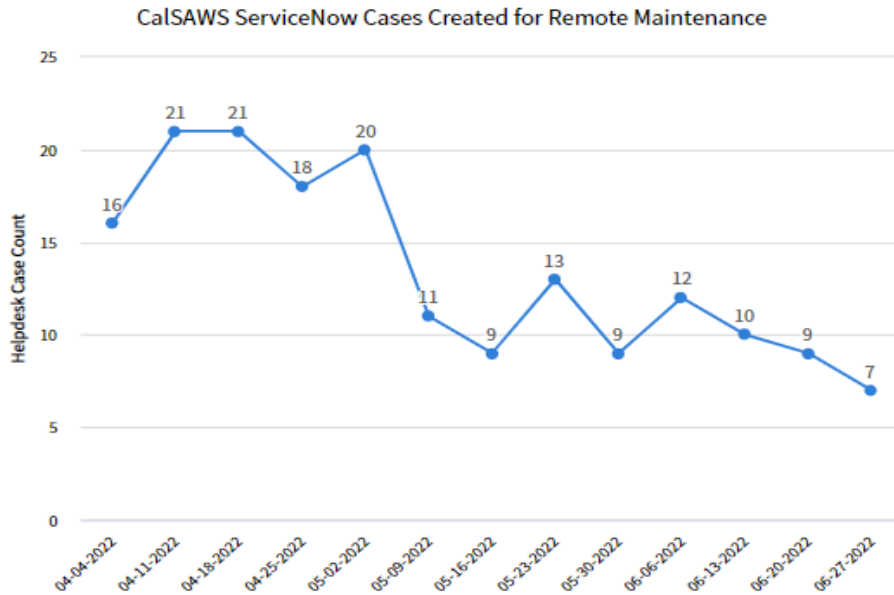
Figures 3.2.2-10 – CalSAWS Accenture Monthly Helpdesk Diagnosis SLA Compliance

► Monthly Helpdesk Diagnosis SLA compliance for June is 90.2%
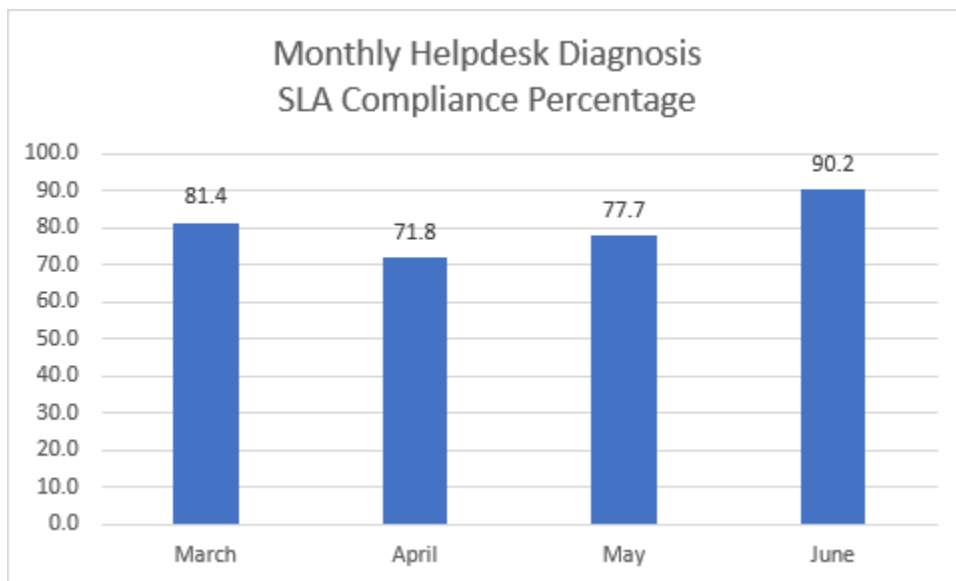
3.3   Technology Operations

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

- ► ZScaler Remote Access
  - o   Continued ZScaler Compliance findings
  - o   Continued Assessment for using ZIA plus Endpoint Security
- ► ZScaler Discover System Change Request (SCR) – San Bernardino County
  - o   Scheduled ZScaler discovery session kick-off call for July 6, 2022
  - o   Sent CalSAWS Request for Information (CRFI) to San Bernardino County (CRFI - ZScaler Discovery SCR CA-243209)
  - o   Purchased ZScaler licenses for San Bernardino County
- ► Completed ZScaler Web-Access Proof of Concept (POC) in non-Production
- ► Completed and validated testing of Central Authentication for ZScaler administrator user

Table 3.3.1-1 – CalSAWS Upcoming Maintenance

Scheduled Date	Activity Description
July 2, 2022	Upgrade Production Jira to 8.22.2
July 2, 2022	Upgrade latest June Amazon Machine Image (AMI) on Springboots - Application Production Account (Production)
July 7 – 22, 2022	CalWIN W2 - Orange County install Cisco routers and connect to SD WAN Velocloud equipment (Planned Change)
July 7 – 22, 2022	CalWIN W3 - Ventura - Staging: Rack, Stack, and Installation of Velocloud Routers (Planned Change)
July 7 – 22, 2022	CalWIN W3 - Santa Barbara - Staging: Rack, Stack, and Installation of Velocloud Routers (Planned Change)
July 7 – 22, 2022	CalWIN W2 - Ventura County install Cisco routers and connect to SD WAN Velocloud equipment (Planned Change)
July 7 – 22, 2022	CalWIN W2 - Santa Barbara County install Cisco routers and connect to SD WAN Velocloud equipment (Planned Change)
July 7 – 22, 2022	CalWIN W3 - Orange - Staging: Rack, Stack, and Installation of Velocloud Routers (Planned Change)
July 10, 2022	Upgrade Production AMP RDS in coreapp production account (CalSAWS Production Outage 8:00 a.m. – 12:00 p.m.)
July 10, 2022	Upgrade Production AUDIT RDS in coreapp production account (CalSAWS Production Outage 8:00 a.m. – 12:00 p.m.)
July 10, 2022	Upgrade Production MISC RDS in coreapp production account (CalSAWS Production Outage 8:00 a.m. – 12:00 p.m.)

Scheduled Date	Activity Description
July 23, 2022	Upgrade latest July Amazon Machine Image (AMI) on Springboots - Application Production Account (Production) (Planned Change)

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 the Service Level Agreements (SLAs) within the reporting period

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
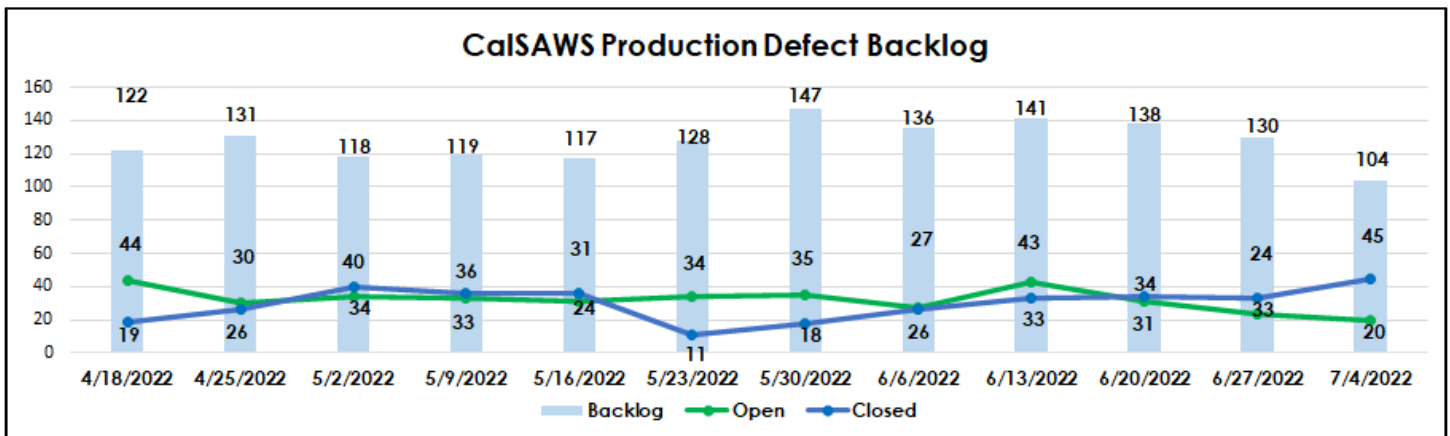
3.4.1 Release Schedule Production Defect Fix

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 Fix Defects	**Release**					
Severity	**22.06**	**22.07**	**22.09**	**22.11**	**TBD**	**Grand Total**
2-Normal/Medium	**15**	**15**	**3**	**1**	**7**	**41**
New	4			1	5	10
In Progress	6	12	3		1	22
Closed	5	3			1	9
3-Normal/Low	**34**	**63**	**2**	**2**	**15**	**116**
New					8	8
In Progress	19	35		2	3	59
Closed	15	28	2		4	49
4-Cosmetic	**4**	**2**				**6**
In Progress	3	1				4
Closed	1	1				2
Grand Total	**53**	**80**	**5**	**3**	**22**	**163**

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 22.07 Communications:
  o See table 3.5.1-1 for details

Table 3.5.1-1 – CalSAWS Release 22.07 Communication Activities

Task	Date(s)	Owner
Sent Release 22.07 Major Upcoming Changes (MUC) documentation	May 27, 2022	Training
Distribute the updated MUC and request for Webcast list from Counties	July 11, 2022	Training
Send draft Release Notes file to Regional Managers and Consortium Staff for review	TBD	Production Operations
Send summary of changes in CalSAWS Release 22.07 in CalSAWS Health Report	TBD	Production Operations
Webcast on CalSAWS Release 22.07	July 19, 2022	Production Operations/ Consortium Policy and

Task	Date(s)	Owner
		Design
22.07 CalSAWS Application Development and Training Release Notes Broadcast	July 19, 2022	Production Operations
CalSAWS Release 22.07 Greenlight Meeting	July 20, 2022	Release Management/ Production Operations
CalSAWS 22.07 Post-Release Checkpoint Call	July 27, 2022 – July 29, 2022	Production Operations

3.5.2 Root Cause Analysis (RCA)

► Root Cause Analysis (RCA) – CalSAWS Imaging Issue – PRB0043567
  o Starting at 10:00 a.m. on May 21, 2022, authentication calls from the Hyland Imaging Solution to CalSAWS were failing intermittently with an "Invalid Grant" error in Production. As a result, inbound transactions from the Imaging Solution to CalSAWS were failing intermittently. The CalSAWS Imaging Team identified that the issue impacted 10% of the submitted transactions to CalSAWS. Task generation and reporting were delayed for those failed transactions from the Imaging Solution. During the investigations, the ForgeRock Team identified that one of the ForgeRock directory servers was impacted due to replication issues caused by bad IDs generation. The CalSAWS Imaging Team resubmitted those failed transactions for reprocessing until the issue was resolved. The ForgeRock Team worked with the ForgeRock third party vendor to get the patch for the Bad ID Generation fix on the Directory Server. Fix was tested in the lower environments and then applied to Production to resolve the issue. As of 3:25 p.m. on May 21, 2022, the issue was resolved. Inbound calls from the Imaging Solution to CalSAWS were working as expected. Tasks were being created and Customer Reporting records were being updated in CalSAWS for the inbound transactions from the Imaging Solution
► Root Cause Analysis (RCA) – Unable to Access the CalSAWS Application - Hemet CA – PRB0043506
  o Starting at 11:00 a.m. on May 13, 2022, Riverside County Users at the site 541 North San Jacinto Street, Hemet, CA, 92543 were unable to access their workstations due to a local power outage. Power at the site was restored by 12:30 p.m., but the network devices at the site remained unresponsive. Since the Managed SD-WAN circuits were down at the site, a case (CS0126067) was opened with the TPx vendor for further investigation and a remote technician dispatch was requested with the Service Desk. At 2:05 p.m., Gainwell confirmed that a remote technician was dispatched to the site, but due to an unexpected traffic congestion en-route, the technician arrived at the site late at 4:15 p.m. During the issue investigation, the technician found that the UPS device was faulty and required a replacement. All the equipment was then plugged to the County provided power supply and the technician confirmed that the network circuits were operational. As a result, network connectivity was restored, and the technician confirmed with the Users that they were able to login to their workstations and access the CalSAWS application. The faulty UPS at the impacted site was replaced on May 16, 2022

3.5.3 Batch Operations

► Sent broadcast to Counties help desks and notification to interface partners regarding no scheduled batch on July 4, 2022 due to the holiday. Added confirmation of County holidays topic to the July 13, 2022, Regional Managers meeting
► Started discussions with Analytics and Fiscal teams regarding updates to notification emails for missed/late files from Counties. Notifications will be updated to include impacts to reports
► Completed analysis of data related to warrant print files outbound from CalSAWS and warrant print files inbound to CalSAWS from Counties for batch runs during the month of May 2022. Working on analysis of batch runs from April and June 2022 data for follow-up with the four same-day Counties
► 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

► Started Change Order conversations to proceed forward for ForgeRock team
► Pending Change Order approval to extend Technical ForgeRock team to end of July
► Pending confirmation for July production release
► Completed enhancements 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
Terraform Cloud ForgeRock SSO Enablement	June 24, 2022	In Production
ForgeRock: Application Onboarding - Ansible Enterprise	RWR (Release When Ready)	In Progress
Los Angeles County Delegated Admin (DA) Staff need to authenticate using ForgeRock Credentials	RWR (Release When Ready)	Pending approval
Secrets Manager Implementation	RWR (Release When Ready)	Design/Review
ForgeRock CalWIN Reconcilitation bypassing Policy Validation on Managed Objects	RWR (Release When Ready)	In Progress
ForgeRock CalWIN Reconciliation Reporting/Logging	RWR (Release When Ready)	In Progress
ForgeRock: Session Management Integration for Integrated Applications	RWR (Release When Ready)	In Progress
ForgeRock: Multi Factor Authentication Policy Enhancement	RWR (Release When Ready)	In Progress

3.7   Innovation Lab
► Continued Innovation Lab activities
  ○ System Status for End Users (Co-Create Phase)
    ▪ Completed all tasks for Innovation team
  ○ CalSAWS Production Calendar (Co-Create Phase)
    ▪ Scheduled meetings with Consortium to discuss operational processes, with ServiceNow role change targeted tentatively for June 30, 2022
    ▪ Completed all tasks for Innovation team

3.8   Imaging
► Completed Defect
  ○ CA-245589 – (Technical Only) Documents Captured Reports Creating Additional Lines
  ○ CA-246164 – Documents in Brainware "Zero K Docs" Queue from CA-243671
  ○ CA-246964 - Mass Route Documents Impacted by PRB0043784
► Completed System Change Requests (SCRs)
  ○ CA-245364 – Add Guard Rails to Prevent Users from Interrupting the Capture Sequence
  ○ CA-245279 – Add Next Document Indicator in Workflow grid
  ○ CA-233083 – Hyland to Increase Database Limit on BI Audits Data

3.9   Customer Service Center (CSC)

► Sent to System Test:
- 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   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	• 22.07 System Testing on schedule. Week 5 of 8 completed. 87% pass rate on a 63% target
4.5 Training	• Training Production Third Quarter Refresh scheduled for July 1 – July 3, 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:
  - ○ The CalSAWS 22.06.16 Minor Release was successfully deployed on June 16, 2022
    - ▪ One System Change Request (SCRs) was deployed in the area of Eligibility team
  - ○ The CalSAWS 22.06.17 Minor Release was successfully deployed on June 17, 2022
    - ▪ One defect was deployed in the area of Fiscal team
    - ▪ One System Change Request (SCRs) was deployed in the area of Client Correspondence team
  - ○ The CalSAWS 22.06.23 Minor Release was successfully deployed on June 23, 2022
    - ▪ Seven System Change Request (SCR) was deployed in the areas of Batch Operations, Batch and Interfaces, Fiscal and Technical Architecture teams
  - ○ The CalSAWS 22.06.25 Minor Release was successfully deployed on June 25, 2022
    - ▪ One defect was deployed in the area of Client Correspondence team
    - ▪ Two System Change Request (SCRs) were deployed in the areas of Client Correspondence and Fiscal teams

Table 4.2-1 – CalSAWS Upcoming Release

Release	Summary
22.07.06	► Reduce Premiums for 250% Working Disabled Program
22.07.07	► Enable Valuable Category of 'Gift Certificate' for Placer County ► Batch Clothing Allowance Opt-In: Humboldt Co Only ► SB 1065 - Update Homeless Assistance ► BenefitsCal - Case Link Request Page Enhancements - Phase 2
22.07.10	► Disable TLSv1.0/TLSv1.1 and upgrade to TLSv1.2 on RDS
22.07.14	► DDID 2687, 2688, 2689, 2690, 2691, 2692, 2693, 2694, 2695, 2696, 2222, 2702, 2721,

Release	Summary
	2169, 2284, 2722 FDS CSC: Administration Page for Contact Center
	► Update CA 237 HA and Integrated Payroll Benefit Issuance Detail Claiming Report for Homeless Temporary Future Benefits
	► Update RS 51 and RS 50 Reporting Period to 6 Months
	► Add CalFresh CBO Application Report in CalSAWS
	► ACL 20-96- Revise Annual CF 358F and CF 358 S
22.07.16	► Update Duplicate Medi-Cal EDBC Batch Job Schedule to Monthly
	► ACL 22-32 Additional Pandemic Emergency Assistance Fund (PEAF) payments
	► Mass mailer for PEAF II
	► Issue June 2022 Disaster Supplement in accordance to HR 6201 Emergency Allotments
22.07	► Total System Change Controls (SCRs): 57 approved
	► Release Webcast date: TBD
22.09	► Total System Change Controls (SCRs): 45 approved
	► Release Webcast date: TBD
22.11	► Total System Change Controls (SCRs): 21 approved
	► Release Webcast date: TBD

4.3   Application Development Status

► Continued design on:
  ○ CA-209184 for Processing Eligibility Determinations for the 250% Working Disabled Program
  ○ CA-209721 to Add Notice of Actions (NOAs) and Forms for Electronic Theft
  ○ 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)
  ○ CA-204494 for SB 1341 All County Solution Phase 4 - Letter Format Mixed Non- Modified Adjusted Gross Income (MAGI)/MAGI Notice of Actions (NOAs)
  ○ CA-201813 to Display Important County Dates Phase I
  ○ CA-228897 for Add CL NC Reason and update 'Cal-Learn $50 Sanction NOA
  ○ 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)
  ○ CA-237111 to Add Threshold Languages for MAGI Older Adult Expansion NOAs
  ○ CA-214024 to Add Common NOA Fragments for Threshold Generation - Medi-Cal
  ○ CA-220693 for Enhancements to Child Care Administrator Portal
  ○ CA-242597 for Performance: Convert Current Child Care (CC) Batch Sweep Jobs Process
  ○ CA-245084 for Time Extension of Refugee Cash Assistance (RCA)/ECA/TCVAP Programs
  ○ CA-241253 for BenefitsCal – Community Based Organizations (CBO) task
  ○ CA-225996 for All County Letter (ACL) 21-52 Update CF 285, Add CF 285A, Cover Letter and Pre-Populated Application Source
  ○ CA-244068 to Add Journal Entry in CalSAWS for C4Y e-Application E-Signature Information
  ○ CA-242010 for Increase to the Asset Limits for Medically Needy (MN) Sneede Non-MAGI

      Medi-Cal Programs
- o CA-239721 for CFL 21/22-61- reimbursement instructions for replacement of CalFresh food benefits due to electronic theft
- 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-245147 to Add Newest State versions of WI 10072A, WI 10072B, and EBT 2259
- ► Completed Design on:
- o CA-50776 for CalFresh Welfare to Work (WTW) Eligibility Non-Compliance Updates
- o CA-239421 for Performance: Convert current Batch Able Bodied Adults Without Dependents (ABAWD) process to continuous processing
- 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-229814 to Update Lobby Device Management
- 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-241413 for One-time batch for Reduced Premiums for 250% WDP
- o CA-238993 for All County Information Notice (ACIN) I-72-21 SB 1232 Mass Informing Notice
- 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 22.09 approved System Change Requests (SCRs)

4.4 Release Management

4.4.1 Release Test Summary

- ► Continued 22.07 test execution

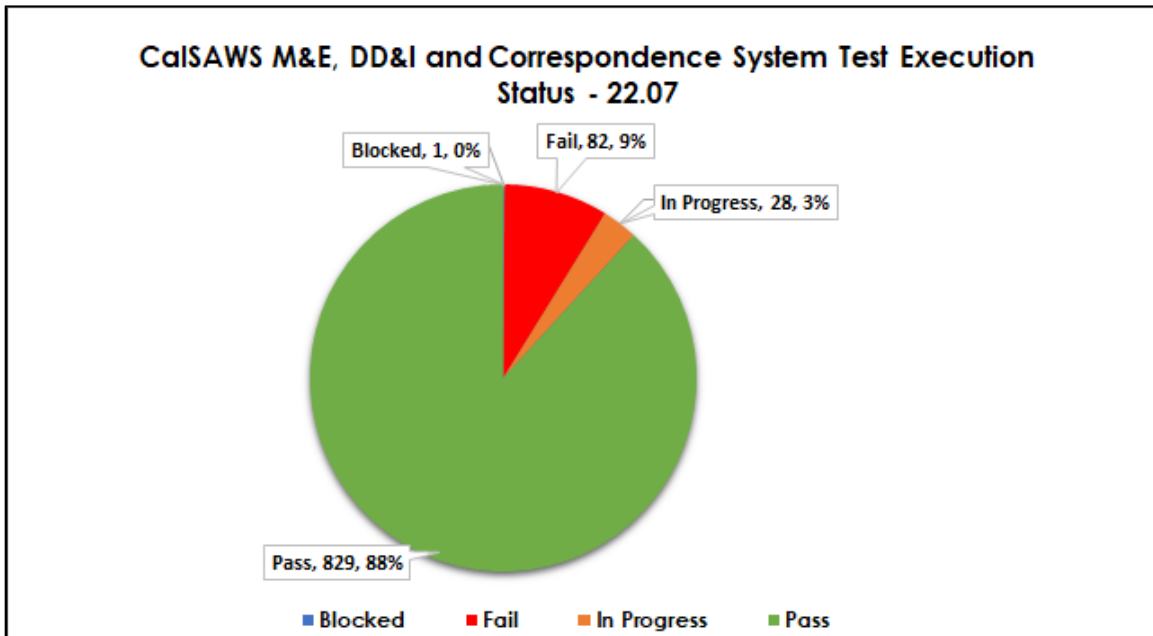**Table 4.4.1-1 – CalSAWS System Change Request (SCR) Test Status**

Pass Rate Target as of July 1, 2022	**63%**
Pass Rate Actual as of July 1, 2022	**88%**
System Test Complete Date: July 20, 2022	

Figure 4.4.1-1 – CalSAWS M&E, DD&I and Correspondence System Test Execution Status – 22.07

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	96,571,545	47.70%	14	97.76%
2	99	65,395,957	32.30%	93	91.22%
3	121	20,190,938	9.97%	106	89.06%
4	489	17,317,560	8.55%	288	68.45%
5	2722	2,997,698	1.48%	518	30.35%

► Note: Transaction volume and coverage metrics are based on CalSAWS monthly Production performance data and Automated Regression Test (ART) coverage data as of May 31, 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 603 end-to-end Automated Regression Test (ART) scripts

4.5   Training Materials Update

► 22.07 Online Help (OLH) System Change Requests (SCRs):
  o 10 SCRs are Test Completed
► 22.01 and 22.03 Web Based Training (WBT) updates: All but four SCRs have been completed for the 22.05.27 release. These SCRs have been rescheduled for the 22.07.22 release, since new updates were requested during Consortium Review and did not make the deadline for May 27, 2022
  o CA-241789
  o CA-237149
  o CA-237088
  o CA-236975
► 22.05 and 22.07 Web Based Training (WBTs):
  o 5 SCRs are Approved (all are Task Management WBTs/CFPs, Content Revision to push to 22.07.22 priority release)
  o 1 SCR is Design in Progress (Possible Rejection)
  o 1 SCR is In Development
  o 5 SCRs are Test Completed
► 22.09 Impact Analysis for OLH, Job Aids and Web Based Training (WBTs) – Online Help SCRs have been created (total 10), WBTs in progress
► Training Environments
  o Continued to work cross-team to troubleshoot CalSAWS Training Staging and Training Production environment tickets

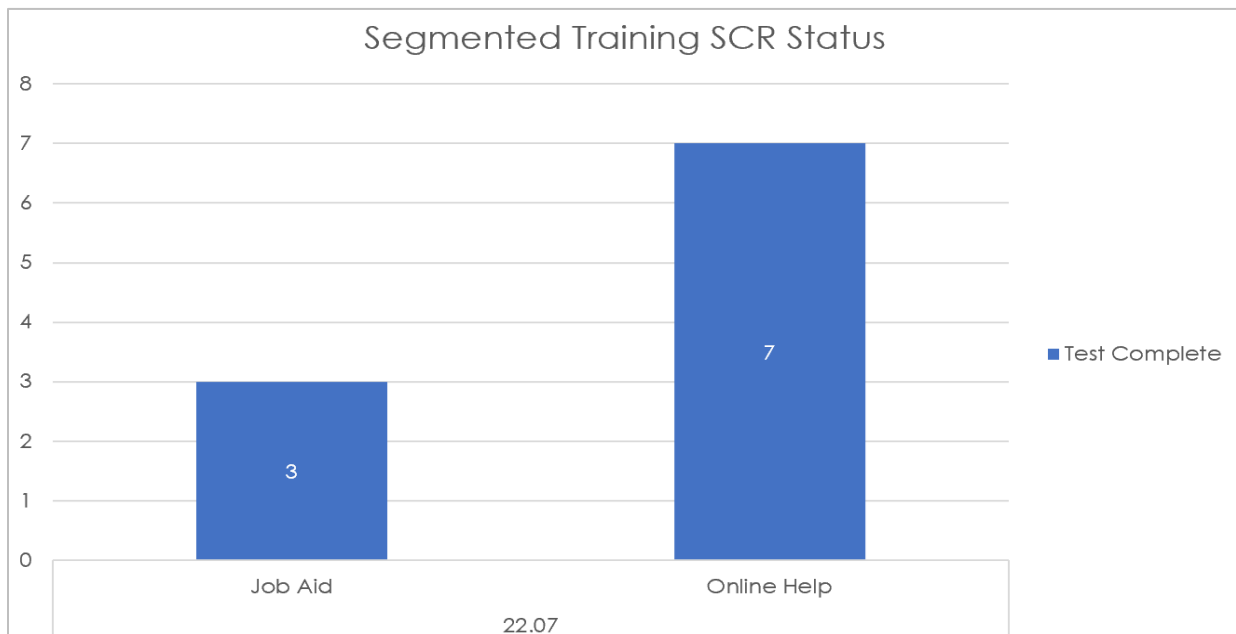**Figure 4.5-1 – Weekly Training SCR Status Report**

Table 4.5-1 – Upcoming Training Activities

Training Activity	Date
Training Production Third Quarter Refresh	July 1 - July 3, 2022 Scheduled
Generic Logins for Wave 1 CalWIN Migration (Trainers and Learners)	July 1 - July 3, 2022 Scheduled with Training Production Refresh
GA/GR Functionality for Training Production Environment	July 1 - July 3, 2022 Scheduled with Training Production Refresh
GA/GR Functionality for Training Staging Environment	July 1 - July 3, 2022 Scheduled

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 No updates during this reporting period
► Contra Costa County
  o No updates during this reporting period
► Marin County
  o No updates during this reporting period
► Monterey County
  o Completed the CalFresh Management Evaluation (ME) mid-June 2022 and is now working through the findings
  o The County is gearing up for a General Assistance internal audit which is expected to run through the majority of July 2022. Review of findings and discussions with individual workers/supervisors will take place in August 2022
  o Like most other Counties, Monterey County is busy getting back to their new normal
    ▪ The County continues to follow the CalOSHA protocols for COVID-19 outbreaks in their district offices
    ▪ Staff continue to work hybrid schedules. Each branch varies on how many days staff are either in office or working from home
    ▪ Ongoing efforts to fill vacancies in all departments
► Napa County
  o No updates during this reporting period
► San Benito County
  o No updates during this reporting period
► San Mateo County
  o No updates during this reporting period
► San Francisco County
  o No updates during this reporting period
► Santa Clara County
  o No updates during this reporting period
► Santa Cruz County
  o Santa Cruz is actively engaged in:
    ▪ Ad Hoc Reports County Sessions
    ▪ Contact Center County Discussions
    ▪ Monthly Data Cleansing- we continue to pull the 3 lists monthly from the Data Cleansing Report Tool for data cleansing. Waiting on additional info and Q&A for the additional 2 lists, Longitude/Latitude and Section Codes
    ▪ Preparing for internal coordination of renaming county forms for CalSAWS Imaging purposes
    ▪ Messaging to staff and prepping for BPR Closeout sessions
► Solano County
  o Document Migration
    ▪ The County's contract with Hyland for document migration was approved by the Board of Supervisors
    ▪ Beginning document mapping promptly

- o Ad Hoc Reports Discovery Sessions Outcomes:
    - ▪ Identified 293 ad hoc reports being used
    - ▪ +/- 183 that were directly mapped to a report in CalSAWS
    - ▪ +/- 110 reports they must look through and map the data to fill the data needs that these reports are fulfilling
- o Change Network Champions (CNC) Proposal
    - ▪ CNCs have been identified, notified, and have accepted their role
    - ▪ Everyone who volunteered was accepted and those who were not were given the option to opt-out of the request to participate and none did
- o Contact Center
    - ▪ Met with CalSAWS team and Subject Matter Experts (SMEs) within the County to plan and prepare for migration to the CalSAWS Call Center
    - ▪ This will include 6 of the 7 Call Centers that they have within the division but will not include the Help Desk
- o User Acceptance Testing
    - ▪ 14 UAT Testers have begun testing scripts in the CalSAWS environment
    - ▪ Training was required prior to beginning testing but they had some challenges getting testers to take that training, but they are getting there
- o CalSAWS Sandbox
    - ▪ They have received sandbox stats and they show that they are underusing the sandbox environment in Solano County
    - ▪ So far, the County has had minimal interest from staff for using the environment and those who have had interest and have checked out a login have used it very sparingly
    - ▪ The County is developing a communication plan to encourage people to check out a login and go and utilize sandbox
    - ▪ The County is also exploring different ways to use it like holding targeted topic demonstrations and other ideas
- o CalSAWS Readiness survey
    - ▪ Preparing for T-12 Readiness Survey and hoping to get a high response rate
    - ▪ The County plans to utilize their CNCs, supervisors, and put out multiple notifications and reminders so they get as many staff to take the survey as possible
- ► Sonoma County
    - o None for the reporting period

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

- ► Alpine County
    - o No updates during this reporting period
- ► Amador County
    - o two staff members attended the CalSAWS Annual Conference held June 23, 2022 and they really enjoyed the event
- ► Calaveras County
    - o Currently hiring and holding interviews
    - o Reclassified their Fraud position to a Program Specialist III, and will be posting soon

- ► El Dorado County
  - o Currently working on filling the Director position
  - o Transitioning from Google to Microsoft in the coming weeks
- ► Mono County
  - o Hiring for Integrated Case Workers
- ► Nevada County
  - o Started a new "Task Force" model for CalFresh/Medi-Cal Trainees that gives them a structured environment to process brand new intake cases with the assistance of experienced staff
  - o Enacted a permanent telework plan with staff working in office 1-2 days, and at home the remainder of the week
- ► Placer County
  - o Completed their Configuration Discovery Sessions early
  - o Working on getting Users into the Learning Management System
  - o Completing the Fiscal Interface Testing
- ► Sacramento County
  - o In process with the To Be sessions for the next few weeks
- ► Sierra County
  - o No updates during this reporting period
- ► Sutter County
  - o Starting a new training class next month, and have been having ongoing sessions due to staff turn around
- ► Tuolumne County
  - o Reclassed all Eligibility Workers to Integrated Case Workers so they can assist with Employment Services and CF E&T
- ► Yolo County
  - o Finished their Configuration Discovery Sessions
  - o Switched their Early Training to 100% virtual due to rising COVID-19 numbers
  - o A resource has been permanently promoted as Agency Director for Yolo County Health and Human Services Agency, and the County is in process for replacing their Service Center Branch Director position
- ► Yuba County
  - o No updates during this reporting period

Region 3 (Butte, Colusa, Del Norte, Glenn, Humboldt, Lake, Lassen, Mendocino, Modoc, Plumas, Shasta, Siskiyou, Tehama, Trinity)
- ► Butte County
  - o The County is still experiencing staffing issues. As it moves new workers to the floor, more experienced workers leave, and the new hires are unable to make up for the workers who are leaving. There are 3 Eligibility and Employment Specialists who just finished training, 3 are in the middle of training, and a new group of 5 just started training. There is always continued training
  - o The Civil Rights Review began last week
  - o Currently working on telephonic signature procedures
- ► Colusa County
  - o Colusa County started a new "30-day Bootcamp" training method. Once the training is over, the new Eligibility Specialists start with a small caseload and increase from there. Four

staff have gone through that training and things seem to be going well
- o The County has two new Eligibility Specialists starting next week and now only have two Eligibility Specialist vacancies
► Del Norte
- o The County has an opening for an Integrated Case Worker Supervisor. It is fully staffed in the Staff Services Analyst positions
- o Currently looking at what other options there are for Fraud Investigators because the Sheriff's Department is short staffed and cannot assist the County
- o Increasing hotel prices are diminishing housing budgets
► Glenn County
- o No updates during this reporting period
► Humboldt County
- o No updates during this reporting period
► Lake County
- o Currently has the CalFresh Management Evaluation occurring
- o Currently down to two CalWORKs Eligibility Specialists and the CalFresh/Medi-Cal staff caseloads are at 800-1000 cases each
► Lassen County
- o No updates during this reporting period
► Mendocino County
- o Recently finished up an induction class of four new staff, including three bilingual workers
► Modoc County
- o Currently still experiencing staffing shortages
- o In the past 5 months of advertising for positions, the County has had only three applicants
► Plumas County
- o Recently Hired a new Eligibility Worker and promoted an Employment and Training Worker Supervisor
► Shasta County
- o Currently has one analyst vacancy for Health Care and have hired the two vacancies for analysts for Medi-Cal Eligibility Data System (MEDS) and Help Desk
- o The County has made modifications to the recruitment and hiring processes: The County has created a new exam for the Eligibility positions, has started ads on social media and radio, and is bringing on staff before the class start date so it does not lose them between hire and start dates
- o Currently working on advertisements for when CalFresh Emergency Allotments end
- o Had the CalFresh Management Evaluation
► Siskiyou County
- o Currently in the process of transitioning from individual to banked caseloads
  - ▪ Utilizing task management, banked tasks, pushing and pulling tasks
- o Trying to recruit for vacant supervisor positions. Still looking for more Eligibility Specialists and Clerical staff
- o Training staff on Medi-Cal for the PHE (Public Health Emergency) Lift
► Tehama County
- o A new class of four Eligibility Workers just started
- o Continuing trying to recruit for Clerical staff
► Trinity County
- o The County has restructured the administration staff and now has two Program Managers

- o Looking at ways to improve inductions training and include staff development trainings
- o Still hiring for many positions

Region 4 (Fresno, Inyo, Kern, Kings, Madera, Mariposa, Merced, San Joaquin, San Luis Obispo, Stanislaus, Tulare)
- ► Fresno County
- o Fresno County is currently participating in CalSAWS UAT efforts, which started in late May 2022. It also has two analysts who will be on-site for Imaging UAT. Internally, UAT Coordinators meet weekly to review the process and share information
- ► Inyo County
  - o No updates during this reporting period
- ► Kern County
  - o No updates during this reporting period
- ► Kings County
  - o No updates during this reporting period
- ► Madera County
  - o No updates during this reporting period
- ► Mariposa County
  - o New resource has officially assumed the Primary Point of Contact (PPOC) Role and is working through the information shared with them from the former PPOC
  - o The County has hired a new Eligibility Supervisor
  - o We are Currently recruiting for Eligibility Specialist III (2 positions – continuous recruitment), System Support Analyst (1 position, interviews are Friday 6/17/22), and the County has a continuous recruitment for ES I/II and have recently hired 2 who are now going through LMS and other induction trainings
  - o June is Eligibility Appreciation Month
- ► Merced County
  - o Merced has a new Program Manager over Eligibility
- ► San Joaquin County
  - o No updates during this reporting period
- ► San Luis Obispo County
  - o The County has started their BPR To Be processes this month and the sessions are going well. It had great participation from both the Project and the County and are on track to complete the sessions, as scheduled, in early July
  - o A new office in Atascadero is set to open in phases with Child Welfare and In-Home Supportive Services (IHSS) in July, and ending with Participant Services in August/September
- ► Stanislaus County
  - o Stanislaus County has a new Assistant Director (Erlinda Casiano) who has replaced the previous one (Delilah Vasquez)
- ► Tulare County
  - o Tulare has filled the vacancy left by Danny Rockholt with an additional/new PPOC, Mayra Cardenas, and will also serve as an OPAC representative moving forward.

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

- ► Imperial County

- o No updates during this reporting period
- ► Orange County
  - o No updates during this reporting period
- ► Riverside County
  - o Visited San Diego County's Document Processing Center to gather ideas on how Riverside can consolidate mail and imaging processes centrally
- ► San Bernardino County
  - o San Bernardino County has been selected to participate in the Sponsored Sessions at the ISM Conference & Exposition. The session entitled "Now We-re Talking- Enhancing the Call Center Experience Through Technology" has been selected for a sixty (60) minute session
- ► San Diego County
  - o No Updates during this reporting period
- ► Santa Barbara County
  - o 24 Eligibility Workers hired and started training on June 27, 2022
  - o The County is planning the next Eligibility Worker mass hire for September to try to stay ahead of vacancies as they move towards cutover to CalSAWS
  - o Currently in County specific sessions/weekly meetings for Ad Hoc reporting, Contact Center/IVR, and finalizing BPR decisions to update existing business processes and strategize how best to use the Change Discussion Guides
- ► Ventura County
  - o Kicking off their BPR wrap-up sessions and Central print configurations
  - o Wrapping up the Contact Center/IVR call trees
  - o Continuing to work through the Ad Hoc Reporting sessions and evaluate reports for refactoring
  - o Onboarding a new Primary Point of Contact (PPOC)

Region 6 (Los Angeles)

- ► Los Angeles County
  - o Los Angeles County Department of Public Social Services (DPSS) has a new Project Steering Committee (PSC) member, La Shonda Diggs, who will be replacing the previous PSC member, Luther Evans, who has been a PSC member since 2017
  - o Los Angeles County continues working with the Project on the new Contact Center Solution. The Call Flow has been approved, model office activities will begin approximately mid-July and staff training tentatively to begin by July 5, 2022. Go-live date is targeted for August 26, 2022
  - o Data Retention – Los Angeles County Bureaus/Divisions are working on identify cases that need be overridden from the removal process before the first Data removal scheduled August 12, 2022
  - o A County task force continues working on BenefitsCal manual case linking. As June 24, 2022, the task force has completed manually linking 14,128 cases to a BenefitsCal account
  - o County Validation for CalSAWS Release 22.07 was completed June 27, 2022. The CalSAWS Liaison Meeting will be held July 12, 2022. The purpose of the meeting is to provide an overview and highlights of the CalSAWS Guide for Release 22.07
  - o Los Angeles County started preparing for the quarterly CalSAWS Management Site Visit scheduled for August 31, 2022

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