

CALSAWS M&O BI-WEEKLY STATUS REPORT

Reporting Period: August 23, 2021 – September 5, 2021

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Report Period: August 23, 2021 – September 5, 2021

Contractor Project Director: Seth Richman

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1.0 Executive Summary

1.1 CalSAWS Project Status Dashboard




Table 1.1-1 – Status Dashboard

TOPIC	C-IV SYSTEM	CalSAWS System	Highlights
Availability			<p><u>C-IV System:</u> The C-IV System did not experience any unplanned outages</p> <p><u>CalSAWS System:</u> The CalSAWS System did not experience any unplanned outages</p>
Defects			<p><u>C-IV System:</u> There are 28 active Production defects</p> <p><u>CalSAWS System:</u> There are 55 active Production defects</p>
Incidents			<p><u>C-IV System:</u></p> <ul style="list-style-type: none"> On August 31, 2021, from 11:48 a.m. until 12:37 p.m., users experienced slowness in the C-IV Imaging System. This was caused by two nodes that stopped processing. Once the nodes were restarted, performance returned to normal. This problem occurred again on September 1, 2021, from 9:35 a.m. until 10:14 a.m. The team is investigating root cause <p><u>CalSAWS System:</u></p> <ul style="list-style-type: none"> (CALSAWS BROADCAST #2021-188): Starting at 11:14 a.m. on August 31, 2021, Amazon Web Services (AWS) experienced a global issue that impacted services in one of their West availability zones. This issue caused users to experience intermittent connectivity issues when accessing YBN, DPSS Mobile App, OCAT, CalHEERS, and when using Adobe Form generation, Confluent Kafka, event streaming batch jobs, CalSAWS Identity Access and Management Services, and Texting service. The issue was resolved at 4:30 p.m. on August 31, 2021

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Legend	
	On Track
	At Risk
	Not on track/Monitor


1.2 Highlights from the Reporting Period

- ▶ C-IV System:
 - The CalSAWS Team successfully deployed C-IV Minor Release(s) 21.08.24, 21.08.26, 21.08.27, 21.09.04 to C-IV Production
- ▶ CalSAWS System:
 - The CalSAWS Team did not deploy any CalSAWS Major Releases to CalSAWS Production
 - The CalSAWS Team successfully deployed CalSAWS Minor Releases 21.08.24, 21.08.26, 21.08.27 to CalSAWS Production
- ▶ Planned Outages:
 - Scheduled C-IV System Outage:
 - August 28, 2021 – August 29, 2021 - Migrate/convert C-IV County Preparation data
 - September 11, 2021 – September 12, 2021 - Run batch EDBC for the CF COLA and CW Map Increase
 - September 23, 2021 – September 27, 2021 - Migrate/convert the C-IV Counties
 - Scheduled CalSAWS System Outage:
 - CalSAWS Production Outage – from August 28, 2021 at 6:00 p.m. until August 30, 2021 at 6:00 a.m.
 - CalSAWS Production Outage – from September 5, 2021 at 8:00 a.m. until September 6, 2021 at 6:00 a.m.
 - Scheduled External System Outage:
 - YBN Offline Mode – from August 28, 2021 at 6:00 p.m. until August 30, 2021 at 6:00 a.m.
 - YBN in Offline Mode – from September 5, 2021 at 8:00 a.m. until September 6, 2021 at 6:00 a.m.

2.0 Project Management

2.1 Project Deliverables Summary

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

Del #	Deliverable Name	Team	Status [1]	Status
1.2.1	M&O Services Plan	PMO, Technical, Application Development		<ul style="list-style-type: none"> • 0.0 Executive Summary FDEL approved • 1.0 Business Continuity & Disaster Recovery Plan FDEL Update submitted to Consortium on September 2, 2021. Consortium review and acceptance of comments in progress • 2.0 Capacity Management Plan FDEL Update

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Del #	Deliverable Name	Team	Status [1]	Status
				<p>submitted to Consortium on September 1, 2021. Consortium review and acceptance of comments in progress</p> <ul style="list-style-type: none"> • 4.0 Configuration Management Plan FDEL Update submitted to Consortium on September 1, 2021. Consortium review and acceptance of comments in progress • 6.0 Network Management Plan FDEL Update submitted to Consortium on September 2, 2021. Consortium review and acceptance of comments in progress • 7.0 Operations Management Plan resolution of FDEL comments in progress • 8.0 Performance Management Plan FDEL Update submitted to Consortium on September 1, 2021. Consortium review and acceptance of comments in progress • 9.0 Procurement & Asset Management Plan FDEL approved • 11.0 Remote Maintenance Operations Plan FDEL approved • 12.0 Security Management Plan resolution of FDEL comments in progress • 13.0 County Site Plans FDEL approved

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Del #	Deliverable Name	Team	Status [1]	Status
14.2	Transition Plan Update (2021)	PMO, Technical, Production Operations		FDEL was approved by Consortium on September 7, 2021

2.2 Highlights for the Reporting Period

- ▶ Continued Project administration, facility management, office management support, and financial management tasks
- ▶ Continued supporting the SOC 1 audit for the State Fiscal Year 2020/21 review period
- ▶ Continued performing contract management activities for the C-IV and LRS Amended Restated and Revised LRS Agreement
 - Finalized the documents for the following items which will be submitted to the CalSAWS JPA Board of Directors for approval on September 10, 2021:
 - C-IV Allocation Request No. 2 for the use of funds from the C-IV contract's allocations for additional enhancements related to the Pandemic Emergency Assistance Fund and County Purchases
 - C-IV Amendment No. 115 extends the term of the C-IV contract for data center decommissioning activities; no updates to the contract value
 - Continued development of the following items which are planned to be submitted to the CalSAWS JPA Board of Directors for approval on October 8, 2021:
 - LRS Change Notice No. 11 for the use of funds from the LRS contract's R&A Change Budget Services allocation for additional enhancements related to the CalWORKs Time Clock, CalWORKs Child Support Passthrough to Families program, Elderly Simplified Application Project, Pandemic Emergency Assistance Fund, and Stage One Continuous Eligibility
 - Contract management transition activities in preparation of the start of CalSAWS M&O post C-IV cutover and retirement of the C-IV contract:
 - Finalized the documents for LRS Amendment No. 28, which will be submitted to the CalSAWS JPA Board of Directors for approval on September 10, 2021. LRS Amendment No. 28 updates Schedule 1 to Exhibit X (Statement of Work for CalSAWS Maintenance and Operations Project) to remove charges for central print services, add charges for hardware and software, and apply technical adjustments to WAN administration/production operations charges.
 - Continued assessing C-IV subcontracts to transition applicable services to CalSAWS Exhibit X
 - Continued ongoing transitioning new performance requirements for CalSAWS M&O into the existing performance management process for monitoring and reporting
 - Tracking of County Purchases:
 - Reference Appendix C for detailed tracking of County Purchases

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2.3 CRFI/CIT Communications Status

- The following table outlines CalSAWS Information Transmittals (CITs) sent for the reporting period ending September 5, 2021

Table 2.3-1 – CITs

CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0223-21	CalSAWS SB 1341 Automation County Allocations SFY 2021-22 v1.1	Informational	August 23, 2021	Tracy Berhel	Girish Uppal
0225-21	C-IV/CalSAWS Downtime and Services Summary for County Prep Cutover (8/28 – 8/30) and C-IV Go Live (9/23 – 9/27)	Informational	August 23, 2021	Ted Anderson, and Keith Salas	Maria Saenz, and Paul Trisler
0227-21	CA-220109/CIV-108001 FFY 2022 CalFresh, Nutrition Benefits, CalWORKs MAP/IRT and Foster Care/Kin-GAP/AAP CNI Batch Memorandum	Informational	August 25, 2021	Caroline Bui, Sarah Cox, and Ignacio Lázaro	Binh Tran, Laura Ould, and Michelle Ramos
0228-21	CIV-109323 - Updated List of Persons with Duplicate Aid-Non-MC	Informational	August 25, 2021	Caroline Bui, Sarah Cox, Ignacio Lázaro, and Adelaide Mendoza	Binh Tran, Laura Ould, and Michelle Ramos
0229-21	BenefitsCal Customer/CBO Pre Go Live Communications YBN	Informational	August 25, 2021	Matthew Spurrier	Jennifer Hobbs
0230-21	SCR CA-216769 Reactivate RCA discontinuance sweep	Informational	August 25, 2021	Binh Tran	Sarah Cox
0232-21	CalSAWS Recommendation for SB 1232 Payments	Informational	August 27, 2021	Gingko Luna	Loan Vo
0234-21	CalACES M&O County Allocations SFY 2020-21	Informational	August 30, 2021	Britt Carlsen	Diana Lam
0236-21	CalWIN M&O County Claiming Instructions and REVISED Claim Form, SFY 2021-22	Informational	August 30, 2021	Stacey Drohan	Tracy Berhel
0243-21	CalSAWS Analytics Dashboards/Reports Replatform Project – Hard Launch #4	Informational	September 3, 2021	Carlos Camarena	Sanjay Naik

- CITs for the reporting period ending September 5, 2021

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

Table 2.3-2 – CRFIs

CRFI ID	Subject	Distribution Date	Status	Response Due Date	CalSAWS Contact
21-042	LA County Staff Participation in Post-Deployment On-Site Support	July 16, 2021	Open	July 26, 2021	Jeffrey Fuller
21-048	Identifying Post-Deployment Office-Level Support	August 10, 2021	Closed	August 24, 2021	Robin Avery

- ▶ CRFIs for the reporting period ending September 5, 2021

Table 2.3-3 – Overdue CRFIs

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

- ▶ Overdue CRFIs for the reporting period ending September 5, 2021

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	1
Assigned	6
Completed	502
Duplicate	16
Withdrawn	20
Pending Clarification	1
Total	548

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

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

ID	Description	Status	Due Date	Response Received Date	Notes
SIRFRA 3672	3672-Automated/Mass Replacement Waiver Data Request	Completed	August 24, 2021	August 25, 2021	
SIRFRA 1149	1149 - Prepopulated Annual Renewal Forms – threshold languages	Assigned	August 27, 2021	No Response	
SIRFRA 3660	3660 - Restaurant Meals Program Data Request	Completed	August 31, 2021	September 1, 2021	
SIRFRA 1150	1150 -Property Eligibility— Notices of Action Snippets	Assigned	September 2, 2021	No Response	
SCERFRA 21-538	21-538 -AB 135 Earned Income Disregard increase from \$90 to \$450	Assigned	September 7, 2021	No Response	
SIRFRA 1122	1122 - AB 470 Implementation Costs	Reopened	September 9, 2021	No Response	
SIRFRA 3648	3648 -College Student Data	Assigned	September 10, 2021	No Response	
SCERFRA 21-539	21-539 TCVAP Expansion for Afghan Humanitarian Parolee Arrivals	New	September 10, 2021	No Response	
SIRFRA 3674	3674 - PACF Breakout Request – August 2021	Assigned	September 16, 2021	No Response	
SIRFRA 3671	3671 - Stage One Child Care Home Provider August Data	Assigned	September 20, 2021	No Response	

2.5 Deviation from Plan/Adjustments

- ▶ None for the reporting period

3.0 Management and Operations (M&O)

3.1 Service Management

Overview

- ▶ Configuration Management Database (CMDB) project development of proof of concept (POC) continues to determine the discovery footprint. Worked with Vendor on potential scripts for license evaluation
- ▶ A change in the scope of Child Care Portal integration project has been requested and the team has moved out the go-live time to September 27, 2021 in response to the new scope
- ▶ BenefitsCal portal integration project has been under development. Requirements for new Jira integration underway. Moving initial categorization and SLAs to Moving into Training environment Monday, September 13, 2021 for validation

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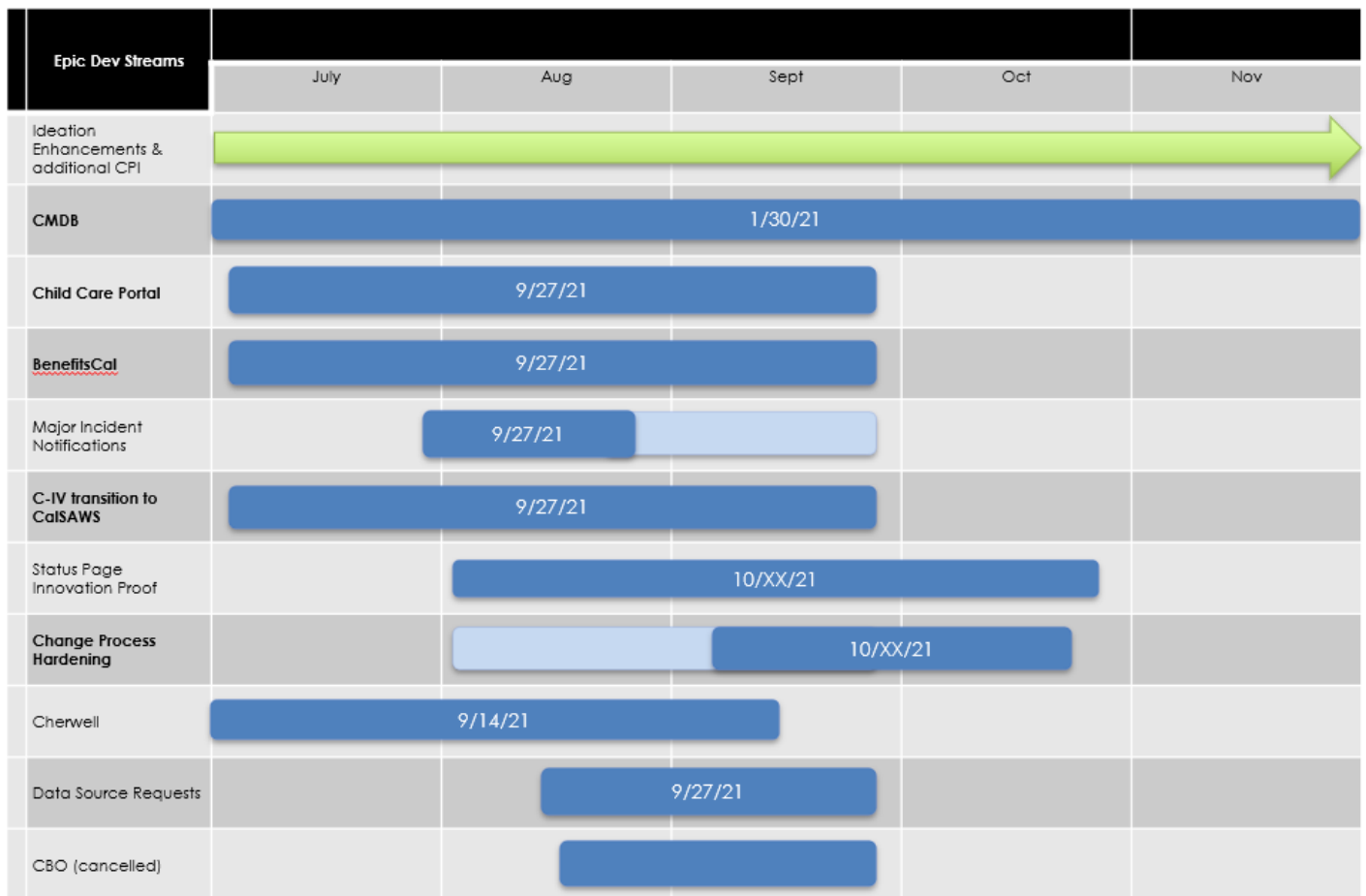
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- ▶ The C-IV cutover tasks have been developed for the cutover and development is underway for the revisions needed in ServiceNow for the cutover. Moving to Training environment Monday, September 13, 2021 for validation.
- ▶ The ServiceNow team has started multiple other initiatives:
 - Change hardening request from the security team to improve the validation of changes impact the core applications, awaiting field configurations, Date has been moved back due to requirements evaluation
 - Five new Service Catalog requests have been requested around data source access from the Consortium. Initial Service Catalog items have been completed and team is working with Consortium regarding workflow and timeline
 - CBO project has been cancelled and revisions to the AskCalSAWS page has been requested
 - Cherwell bidirectional integration development in its final stages, pushing to change control within coming weeks

Figure 3.1-1 ServiceNow Timeline

ServiceNow Migration Timeline



Legend

Original Timeline (light blue box) Current Timeline (dark blue box)

- ▶ Below Figure 3.1-2 is the burn down of active tickets associated to the LRS previous ticket system. The CalSAWS Incident Manager is working with the associated teams on the burn down of the

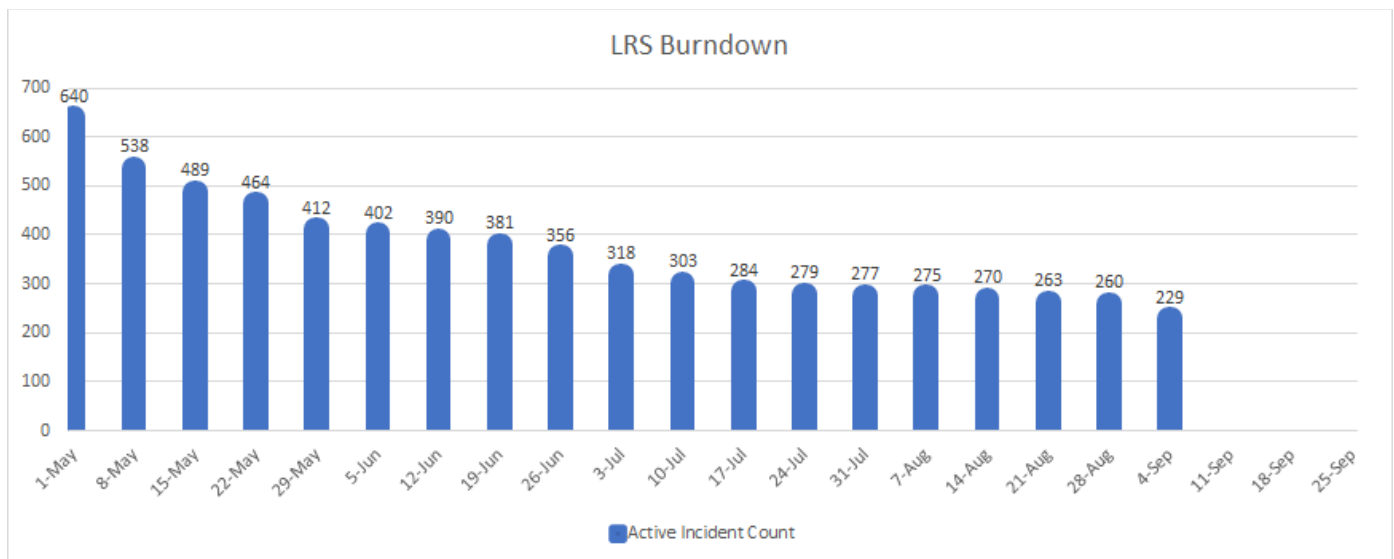
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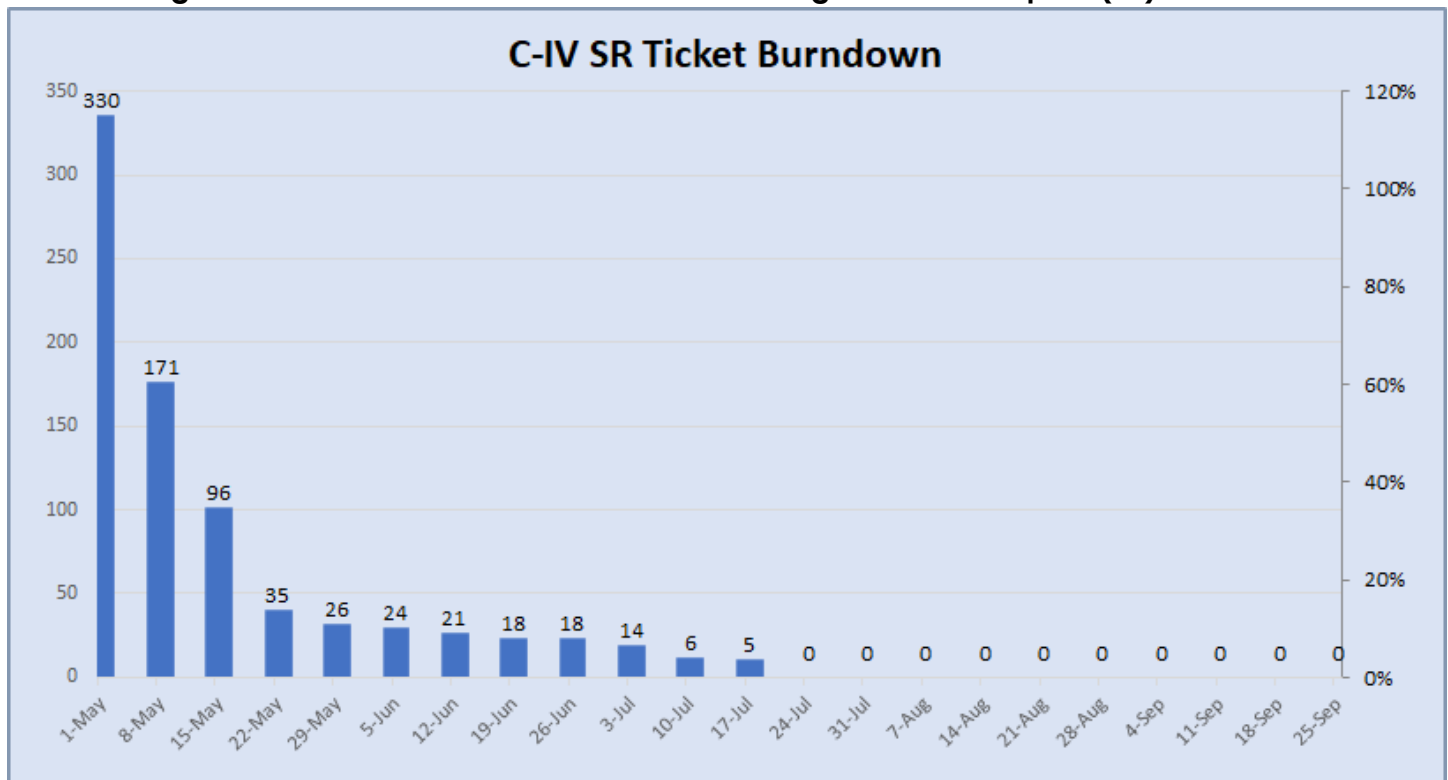
remaining tickets. Meetings were held last week between all ticket holders to progress the remaining tickets

Figure 3.1-2 - LRS ServiceNow Burndown



- ▶ Below Figures 3.1.-3, and 3.1-4 are the burn down of active tickets associated to the C-IV previous ticket system. **The C-IV application tickets have been completely resolved.** Great job to all teams involved in the triage and closure of these tickets

Figure 3.1-3 and 3.1-4 - CA Service Desk Manager Service Request (SR) Burndown



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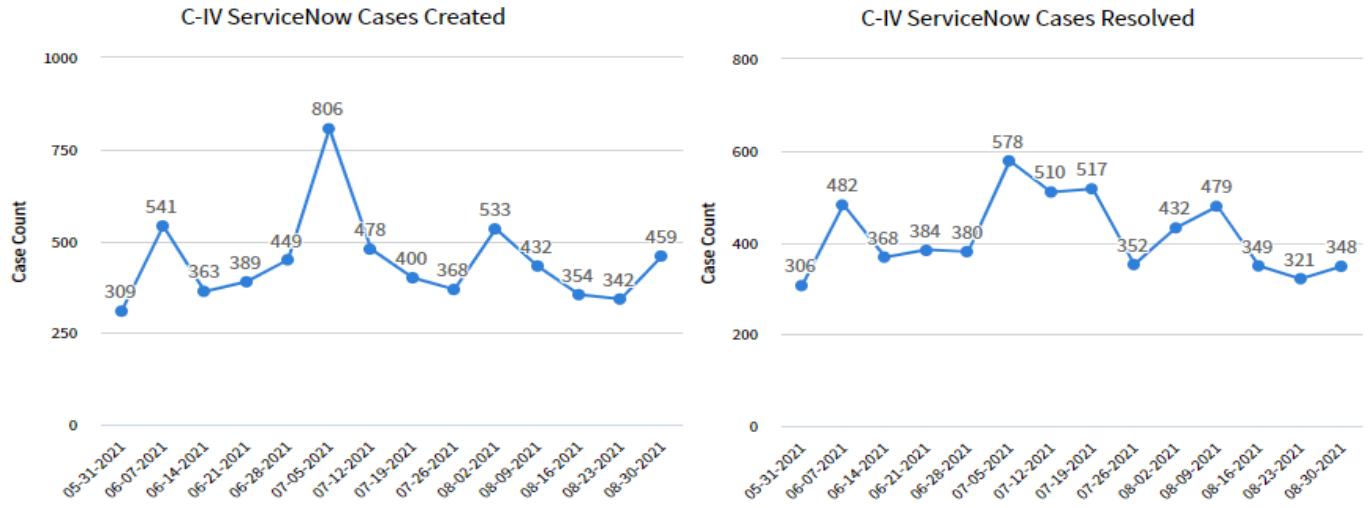
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C-IV Help Desk Metrics

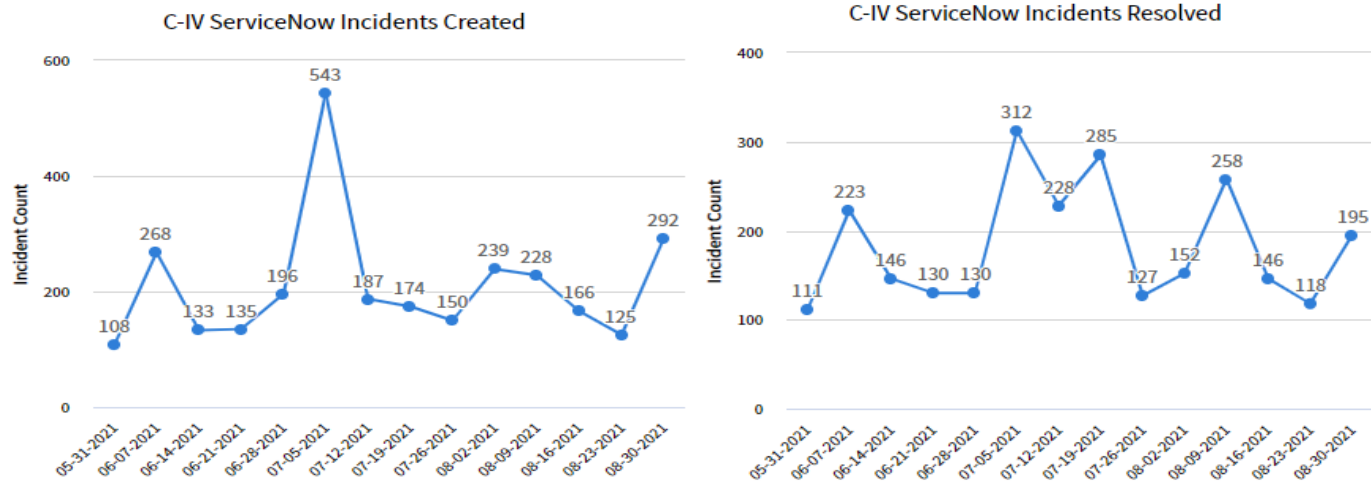
Figures 3.1-5 and 3.1-6 – C-IV ServiceNow Cases

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



Figures 3.1-7 and 3.1-8 – C-IV ServiceNow Incidents

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



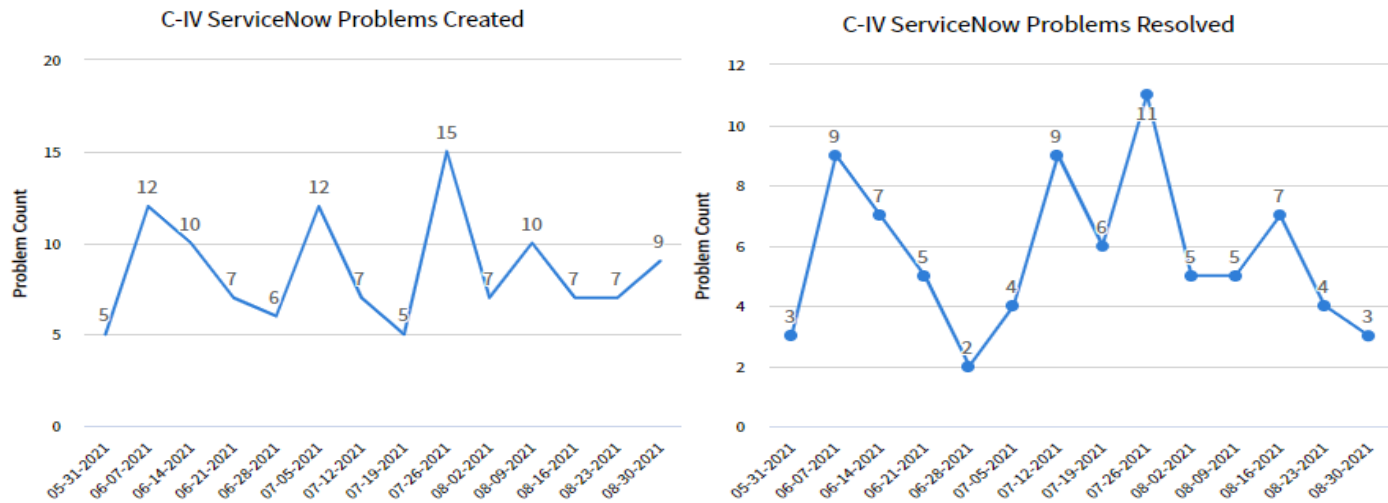
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Figures 3.1-9 and 3.1-10 – C-IV ServiceNow Problems

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



► There are 62 C-IV Problems linked to defects

Table 3.1-11 – C-IV ServiceNow Cases by State and Age

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

C-IV ServiceNow Cases by State and Age

State Label (Current)	Aging Category							Total
	1-5 Days	6-10 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	(empty)	
Awaiting External Partner	0	1	0	2	1	0	0	4
Awaiting Info	0	2	1	1	2	0	0	6
Diagnosed	3	1	2	5	21	15	0	47
Dispatched	0	0	0	0	0	1	0	1
New	9	3	1	6	7	4	5	35
Open	24	2	1	8	6	7	4	52
Pending	126	47	16	77	130	61	3	460
Work in Progress	1	1	2	2	1	0	0	7
Total	163	57	23	101	168	88	12	612

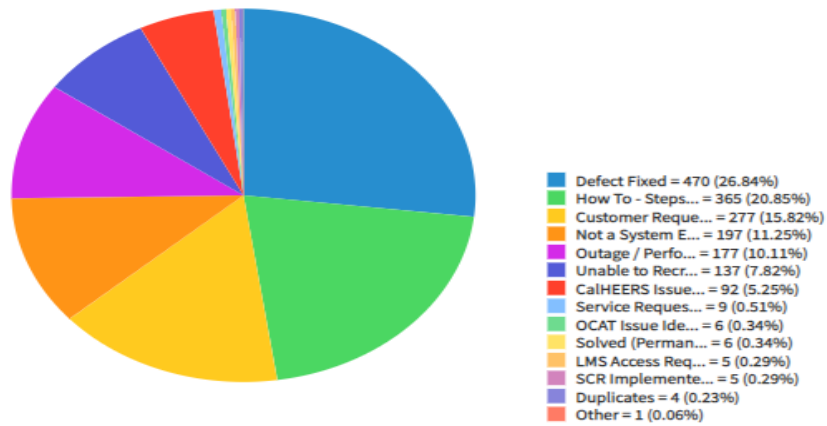
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Table 3.1-12 – C-IV ServiceNow Cases by Resolution Code

C-IV ServiceNow Cases by Resolution Code



Resolution code	Case Count	Percentage of Cases
Defect Fixed	470	26.84%
How To - Steps to Proceed Provided	365	20.85%
Customer Requested Closure	277	15.82%
Not a System Error - With Explanation	197	11.25%
Outage / Performance Degradation	177	10.11%
Unable to Recreate Issue	137	7.82%
CalHEERS Issue Resolved	92	5.25%
Service Request Created - With Request Number	9	0.51%
OCAT Issue Identified	6	0.34%
Solved (Permanently)	6	0.34%
LMS Access Request	5	0.29%
SCR Implemented	5	0.29%
Duplicates	4	0.23%
Other	1	0.06%
Total	1,751	100%

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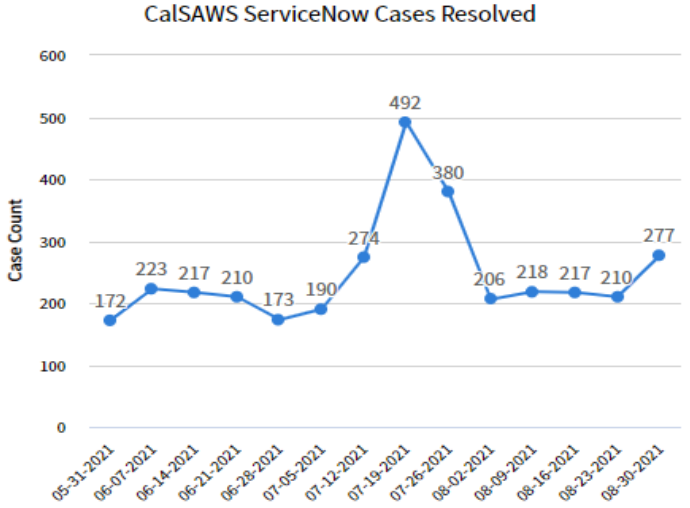
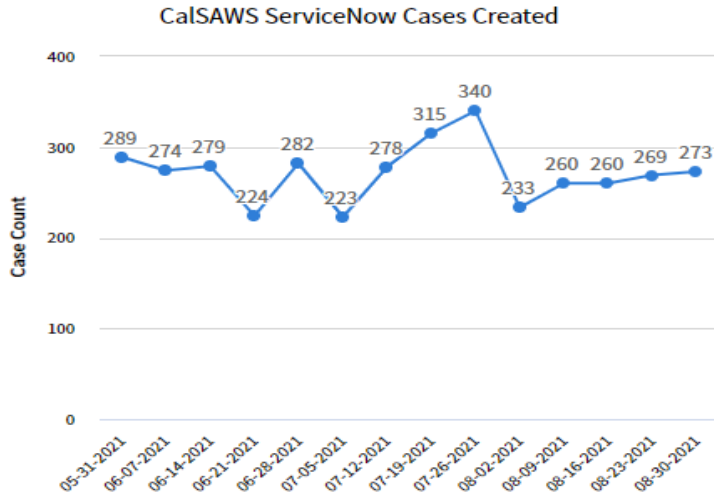
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CalSAWS Help Desk Metrics

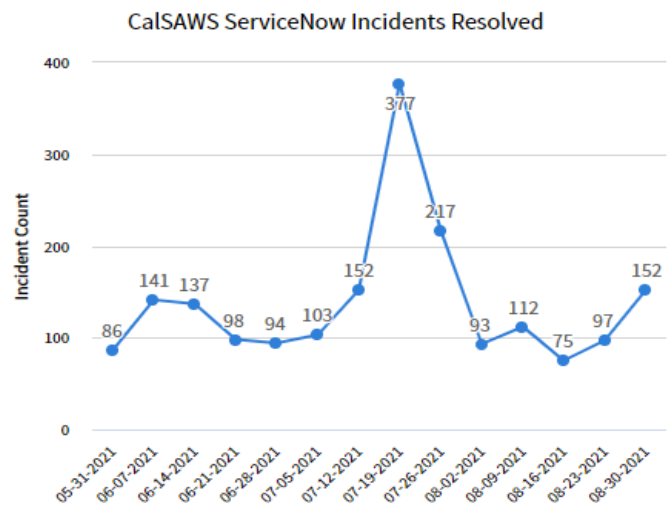
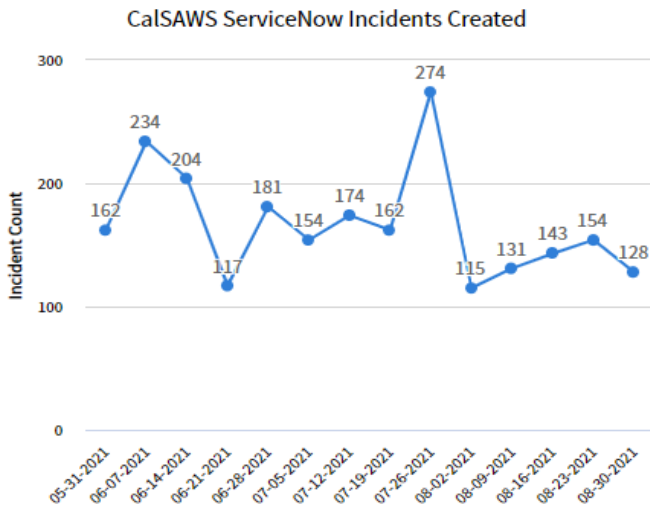
Figures 3.1-13 and 3.1-14 – CalSAWS ServiceNow Cases

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



Figures 3.1-15 and 3.1-16 – CalSAWS ServiceNow Incidents

Note: The graphs represent the ServiceNow Incidents associated to Los Angeles County. Incidents are escalations derived from case attempts to triage the issue. Date in x-axis represents start of week



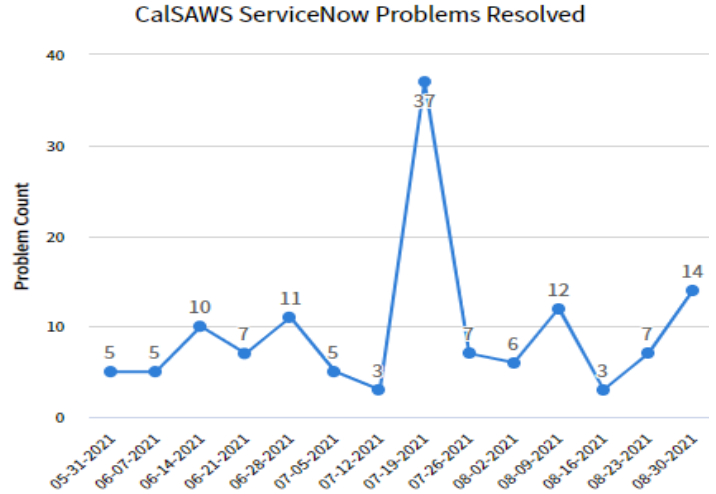
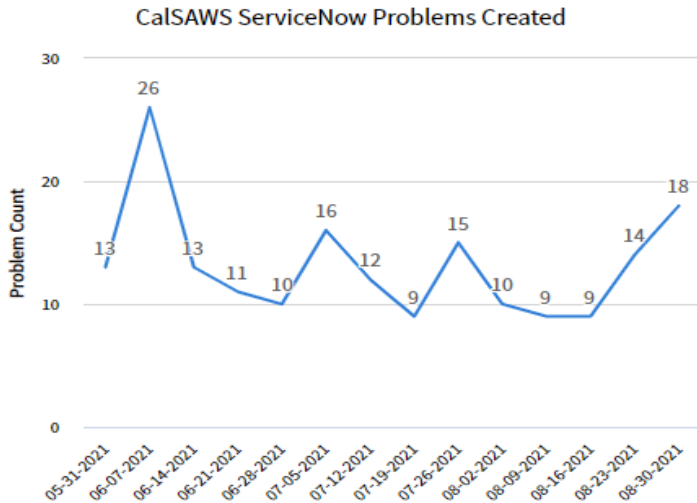
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Figures 3.1-17 and 3.1-18 – CalSAWS ServiceNow Problems

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



► There are 212 CalSAWS Problems linked to defects

Table 3.1-19 – CalSAWS ServiceNow Cases by State and Age

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

CalSAWS ServiceNow Cases by State and Age

State	Aging Category							Total
	1-5 Days	6-10 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	(empty)	
Pending	60	49	31	89	143	191	6	569
New	3	3	0	0	1	1	0	8
Open	33	1	2	9	0	0	4	49
Awaiting Info	9	6	6	6	4	11	0	42
Diagnosed	0	0	0	0	2	3	1	6
Awaiting External Partner	6	6	8	34	19	23	1	97
Total	111	65	47	138	169	229	12	771

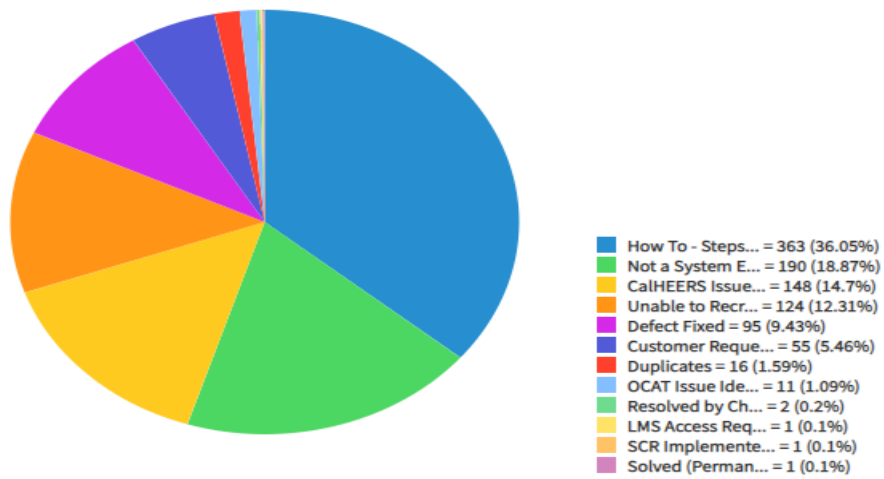
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Table 3.1-20 – CalSAWS ServiceNow Cases by Resolution Code

CalSAWS ServiceNow Cases by Resolution Code



Resolution code	Case Count	Percentage of Cases
How To - Steps to Proceed Provided	363	36.05%
Not a System Error - With Explanation	190	18.87%
CalHEERS Issue Resolved	148	14.7%
Unable to Recreate Issue	124	12.31%
Defect Fixed	95	9.43%
Customer Requested Closure	55	5.46%
Duplicates	16	1.59%
OCAT Issue Identified	11	1.09%
Resolved by Cherwell	2	0.2%
LMS Access Request	1	0.1%
SCR Implemented	1	0.1%
Solved (Permanently)	1	0.1%
Total	1,007	100%

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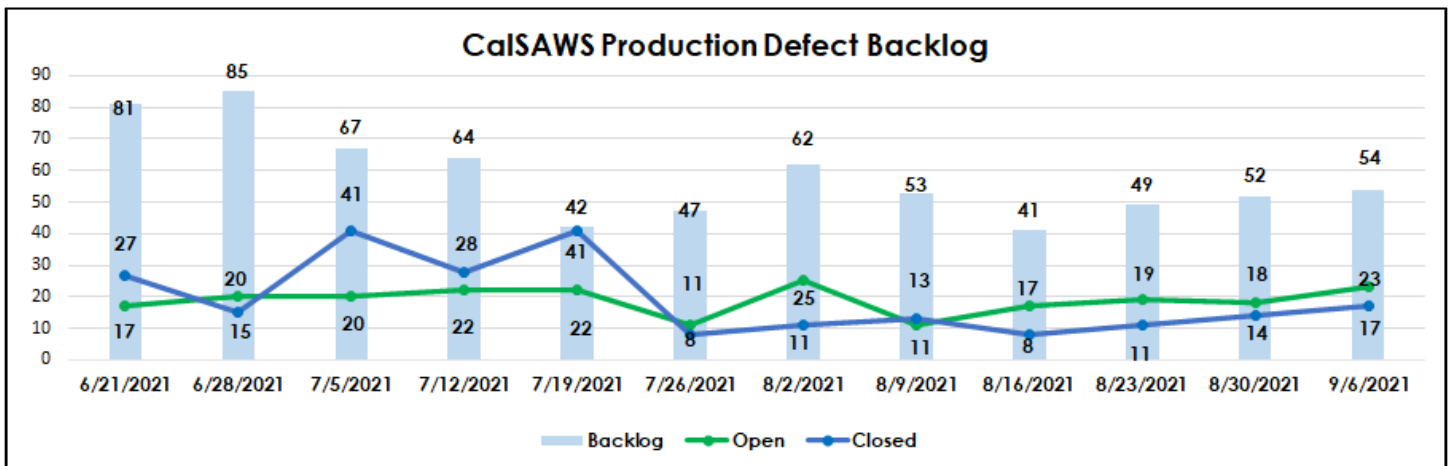
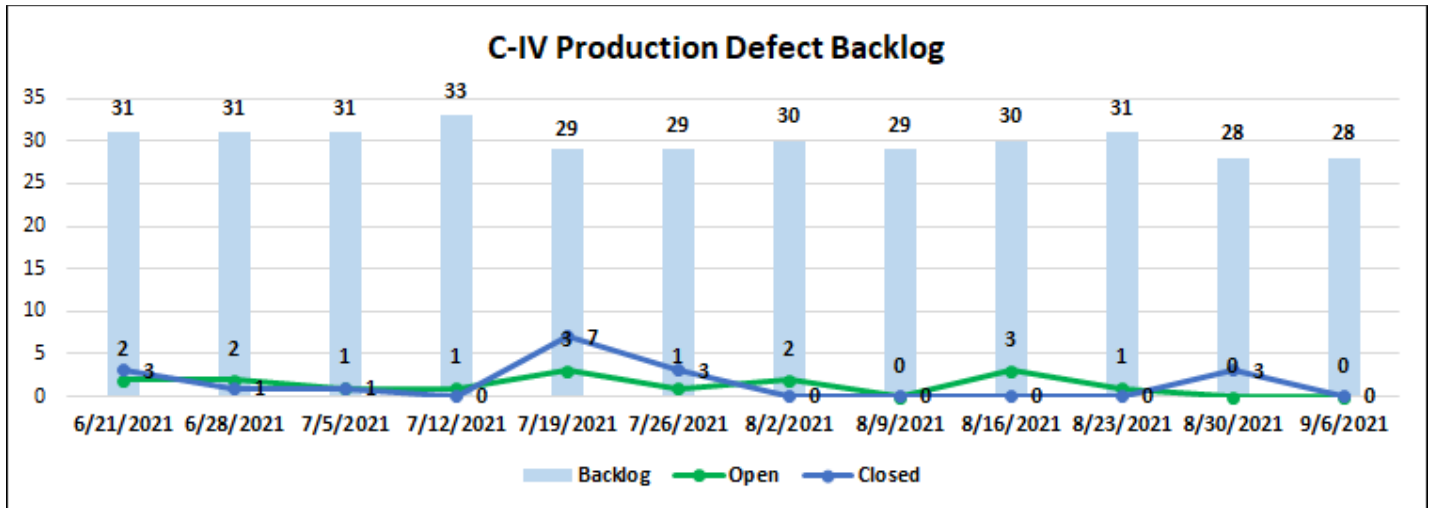
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3.2 Production Defects Backlog

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

Figure 3.2-1 – Production Defects Backlog Weekly Trend



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

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

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Table 3.2-2 – Production Defect Fix – Release Schedule

C-IV Production Defect Count by Release				
Count of Defects	Release			
Priority/Status	21.06	RWR	TBD	Grand Total
High	1			1
Closed	1			1
Medium	4	1	18	23
New		1	9	10
In Progress			9	9
Closed	4			4
Low	1		8	9
New			5	5
In Progress	1		3	4
Grand Total	6	1	26	33

LRS Production Defect Count by Release				
Count of Defect	Release			
Severity	21.07	21.11	TBD	Grand Total
2-Normal/Medium	14	2	6	22
New			2	2
In Progress	4	2	1	7
Closed	10		3	13
3-Normal/Low	132	19	6	157
New	3	1	1	5
In Progress	15	18	4	37
Closed	114		1	115
4-Cosmetic	7	3		10
In Progress		3		3
Closed	7			7
Grand Total	153	24	12	189

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

3.3 Technology Operations

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

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C-IV Management and Operations

- ▶ Switch Automation
 - Switch Refresh completed for 71% of sites (391 of 582 switches)
 - Third wave of switch hardware procurement (250 Switches). Hardware expected to start arriving mid to late October. Further switch migration on hold until new hardware arrives
- ▶ Remote Connectivity – ZScaler Pilot
 - Equinix VPN build out for Operational Priority completed; UAT underway until 9/17 to flush out defect
 - Project submitted order to procure 1500 licenses for Project Use
 - Cost analysis to be completed for ZScaler County use

Table 3.3-2 – C-IV Upcoming Maintenance

Scheduled Date	Activity Description
September 5, 2021	Reconfigure Server SSH service to use 2048 bit minimum key sizes (PDC). No impact to users
September 5, 2021	Convert PDCCMSZ01:/alfresco/store2020 share to use 7420 replica instead of the 7320 share
September 5, 2021	Upgrade C-IV RSA Infrastructure (appliances, Web Tier) to latest version (8.5 Patch 5)
September 7, 2021	Velocloud Firmware Upgrade (Wave 1) (Impact to ADF and PMO)
September 8, 2021	Velocloud Firmware Upgrade - Managed & POP County Sites (Wave 2)
September 9, 2021	Velocloud Firmware Upgrade- Contact Centers (Wave 3)
September 11, 2021	Velocloud Firmware Upgrade - Data Centers (Wave 4); Impact to CalSAWS Production, PDC, DDC, LA3, SV1 targeted from 4am – 6am (Planned Change not approved yet)
September 12, 2021	Oracle to perform platinum patching of the C-IV DDC SuperCluster on Sep. 12, 2021 (Oracle SR 3-26592895281)
October 10, 2021	Patch PDC environment for September Patch cycle (Outage needed)

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

Ticket ID	Description	Impact Date/ Time	Impact	Resolution
None				

CalSAWS Management and Operations

- ▶ Continued to monitor video conferencing solution infrastructure

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Table 3.3-4 – CalSAWS Upcoming Maintenance

Scheduled Date	Activity Description
September 3, 2021	Deploy ForgeRock OAuth2 Agents for Production (Planned Change)
September 5, 2021	BenefitsCal Release 21.09.05
September 5 – 6, 2021	Production Database AWS Linux OS patches 08/01/2021 Patch Baseline (CalSAWS outage requested)
September 5, 2021	Scaling Prod environment - Application Production Account
September 5, 2021	Production DB and Standby DBs EC2 type upgrade for supporting 40 county database operations after C-IV migration (Planned Change – Full CalSAWS Outage Needed)
September 5, 2021	Storage addition for supporting 40 County data on CalSAWS primary database and its standbys (Planned Change – Full CalSAWS Outage Needed)
September 9, 2021	AWS Network Firewall: routing change for NAT Gateway (Planned Change not approved yet – Prod and Non-Prod impact)
September 10, 2021	ForgeRock Production Release 21.09.10
September 10 - 12, 2021	July 2021 DB patching on System Test and Performance Test databases
September 12, 2021	Production PRD-PG-A, B, C, D, and E, TLS-PG-A Linux AWS OS patches 08/01/2021 Patch Baseline (Planned Change – Not approved yet)
September 12, 2021	Troubleshoot Cloud F5 failover
October 10, 2021	July 2021 DB patching on Production databases (CalSAWS Outage Needed)
October 15 – 17, 2021	July 2021 DB patching on PRT, County Test and Sandbox databases

Table 3.3-5 – CalSAWS Incident Follow-up Summary

Ticket ID	Description	Impact Date / Time	Impact	Resolution
None				

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

- ▶ The C-IV System met all SLAs within the reporting period
- ▶ The CalSAWS System did not meet the following SLA within the reporting period
 - Thursday September 2, Off-Prime EDBC was below SLA. 8 out of 101 transactions were > 5 sec, yielding 92.08%

3.4 IVR Bot Enhancement Pilot for San Bernardino County

- ▶ Welcome Bot
 - Welcome Bot deployed to production the evening of 8/26
 - Met with county stakeholders daily following go-live and no issues reported.
 - Welcome Bot is performing at roughly an 80% success rate
 - Between Welcome Bot and Push Notification change, the IVR is now deflecting up to 30% of callers by giving callers the information they need without speaking to a worker.
- ▶ Authentication Bot

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- Preparing for changes scheduled at the end of month (and after Welcome Bot deployment) intended to improve Authentication Bot performance and format changes to Case Number
- Assessing timeline and impact of Case Number change to determine when AWS enhancements must be implemented
- Preparing to begin internal DLID testing to identify possible defects

3.5 Deviation from Plan/Adjustments

- ▶ None for the reporting period

4.0 Application Development

4.1 Priority Release Summary

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

- ▶ The C-IV System had four priority releases:
 - The C-IV 21.08.24 Minor Release was successfully deployed on August 24, 2021
 - One SCR was deployed in the area of Eligibility
 - The C-IV 21.08.27 Minor Release was successfully deployed on August 27, 2021
 - Two SCRs were deployed in the area of Contact Center and CalHEERS
 - The C-IV 21.08.29 Minor Release was successfully deployed on August 29, 2021
 - Three SCRs were deployed in the area of Fiscal, CalHEERS and Client Correspondence.
 - The C-IV 21.09.04 Minor Release was successfully deployed on September 4, 2021
 - One SCR was deployed in the area of Fiscal
- ▶ The CalSAWS System had three priority releases:
 - The CalSAWS 21.08.24 Minor Release was successfully deployed on August 24, 2021
 - Four defects were deployed in the areas of Batch/Interfaces, Online and Fiscal
 - One SCR was deployed in the area of Batch/Interfaces
 - The CalSAWS 21.08.26 Minor Release was successfully deployed on August 26, 2021
 - Three defects were deployed in the areas of Batch Operations, Client correspondence and Fiscal
 - Two SCRs were deployed in the areas of Batch/Interfaces and Client correspondence
 - The CalSAWS 21.08.27 Minor Release was successfully deployed on August 27, 2021
 - Two defects were deployed in the areas of Client Correspondence and Reports
 - Thirteen SCRs were deployed in the areas of Batch/Interfaces, Client Correspondence, Eligibility, Online and Fiscal

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

Release	
21.09.04	<u>CalSAWS System:</u> <ul style="list-style-type: none"> ▶ Issue August 2021 Disaster Supplement in accordance to HR 6201 Emergency Allotments <u>C-IV System:</u> <ul style="list-style-type: none"> ▶ Issue August 2021 Disaster Supplement in accordance to HR 6201 Emergency Allotments
21.09.05	<u>CalSAWS System:</u> <ul style="list-style-type: none"> ▶ Integration of the BenefitsCal Self-Service Portal Release 2
21.09.07	<u>CalSAWS System:</u>

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Release	
	<ul style="list-style-type: none"> ▶ Modify the TTC Interface File ▶ TOPS Cycle Dates -Update Code Detail Table
21.09.08	<p><u>C-IV System:</u></p> <ul style="list-style-type: none"> ▶ BenefitsCal – Text to C4 & C4Y Users Who Opted-In to Receive Text <p><u>CalSAWS System:</u></p> <ul style="list-style-type: none"> ▶ DDID 1058 - Update Reports to remove System, County, or Agency references - Export Reports ▶ Add LA County Users to Qlik Fraud Dashboard ▶ DDID 34 FDS: Task Management - Dashboard Updates
21.09.09	<p><u>C-IV System:</u></p> <ul style="list-style-type: none"> ▶ Cutover Activity - Disable Email Type Esignatures in C-IV prior to Migrating C-IV Counties into CalSAWS ▶ ACL 21-XX Update SNB/TNB Benefit Tables ▶ ACIN I-XX-21 - FFY 2022 CalFresh COLA; ACL 21-XX Update CalWORKs (CW) MAP for 2021-2022 <p><u>CalSAWS System:</u></p> <ul style="list-style-type: none"> ▶ Copy Funding Code from 30/33 Aid Code to 3P/3R Aid Code - C-IV Counties ▶ Advance GR AA that are past due ▶ ACL 21-XX Update SNB/TNB Benefit Tables ▶ ACIN I-XX-21 - FFY 2022 CalFresh COLA; ACL 21-87 Update CalWORKs (CW) MAP for 2021-2022 ▶ Add decode for "Potentially Eligible" Non-MAGI MC Eligibility Status received in eHIT
21.09.11	<p><u>C-IV System:</u></p> <ul style="list-style-type: none"> ▶ ACIN I-XX-21- FFY 2022 CalFresh COLA; ACL 21-XX CW MAP - Run Batch EDBC ▶ ACL 21-76 FC, KG CNI Rate Increase for Year 2021 - Batch EDBC <p><u>CalSAWS System:</u></p> <ul style="list-style-type: none"> ▶ ACL 21-XX AAP CNI Rate Increase for Year 2021 - Batch EDBC ▶ ACL 21-76 FC, KG CNI Rate Increase for Year 2021 - Batch EDBC ▶ ACIN I-XX-21- FFY 2022 CalFresh COLA; ACL 21-87 CW MAP - Run Batch EDBC
21.09.14	<p><u>C-IV System:</u></p> <ul style="list-style-type: none"> ▶ Mass replacement of CF Benefit to select zip codes within 21 C-IV counties
21.09.16	<p><u>CalSAWS System:</u></p> <ul style="list-style-type: none"> ▶ DDID 1631: Update Mapping to Migrate C-IV Report FC1 - Continuum of Care Reform Facility Report ▶ Update worker assignment batch job PB00M102 to assign WTW programs for the Migration Counties ▶ Migrate Click to Call/Chat functionality ▶ Update the Journal Entry for the Non-MAGI and MAGI RE Packet ▶ Duplicate Journal Templates in CalSAWS for migrated counties ▶ Update the duplicate aid check for Medi-Cal ▶ Update LA County's Print Exception Report ▶ Update Text Message wording for phone appointments ▶ Migration Merge LRS and C-IV IEV 417 Files ▶ Migrate Authentication BOT to CalSAWS

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Release	
	<ul style="list-style-type: none"> ▶ Update IVR Callflow for CSF 142 ▶ Generate the SAR 72 and SAR 73 when the SAR 7 generates for the Migration Counties ▶ Add office phone number for CF 377.7C and CF 377.7E1 for C-IV migration counties ▶ Update IVR phone number for Lobby promotions ▶ Document Routing Rule Page Updates ▶ DDID 2663: Update PA 6049 to not generate for migration counties ▶ Read Only EDBC for SAR7 or RE Due Month within 10-day Negative Action ▶ ACL 21-100 - Update Restaurant Meals Program Participation for All Counties ▶ Determine SNB/TNB When Prior EDBC is Converted ▶ DDID 1631: DDCR 5068: Update the RE Date Report to Include Additional Information
21.11	<p><u>CalSAWS System:</u></p> <ul style="list-style-type: none"> ▶ Total SCRs: 90 Approved ▶ Release Webcast Date: TBD
22.01	<p><u>CalSAWS System:</u></p> <ul style="list-style-type: none"> ▶ Total SCRs: 19 Approved ▶ Release Webcast Date: TBD
22.03	<p><u>CalSAWS System:</u></p> <ul style="list-style-type: none"> ▶ Total SCRs: 6 Approved ▶ Release Webcast Date: TBD

4.2 Design Status

- ▶ Continued design on SCR CA-209184 for Processing Eligibility Determinations for the 250% Working Disabled Program
- ▶ Continued design on SCR CA-209721 to Add NOAs and Forms for Electronic Theft
- ▶ Continued design on SCR CA-56887 for Phase III-B- Change CalFresh NOAs to include the name of the individuals on change and denial NOAs
- ▶ Continued design on SCR CA-217944 for ACL 20-113 / 20-120 - CW 60 MTC and WTW 24 MTC
- ▶ Continued design on SCR CA-204494 for SB 1341 All County Solution Phase 4 - Letter Format Mixed Non-MAGI/MAGI NOAs
- ▶ Continued design on SCR CA-220188 for Foster Care to Generate Appropriate NOA for all End Placement reasons and all Placement types
- ▶ Completed design on SCR CA- 222133 to Create preview functionality for CalSAWS Lobby Kiosk and CalSAWS Lobby Tablet

4.3 Build Status

- ▶ Continued build for 21.07 priority releases and 21.11 approved SCRs

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

Release	Highlights
21.11	Continued development activities for 21.11 code changes

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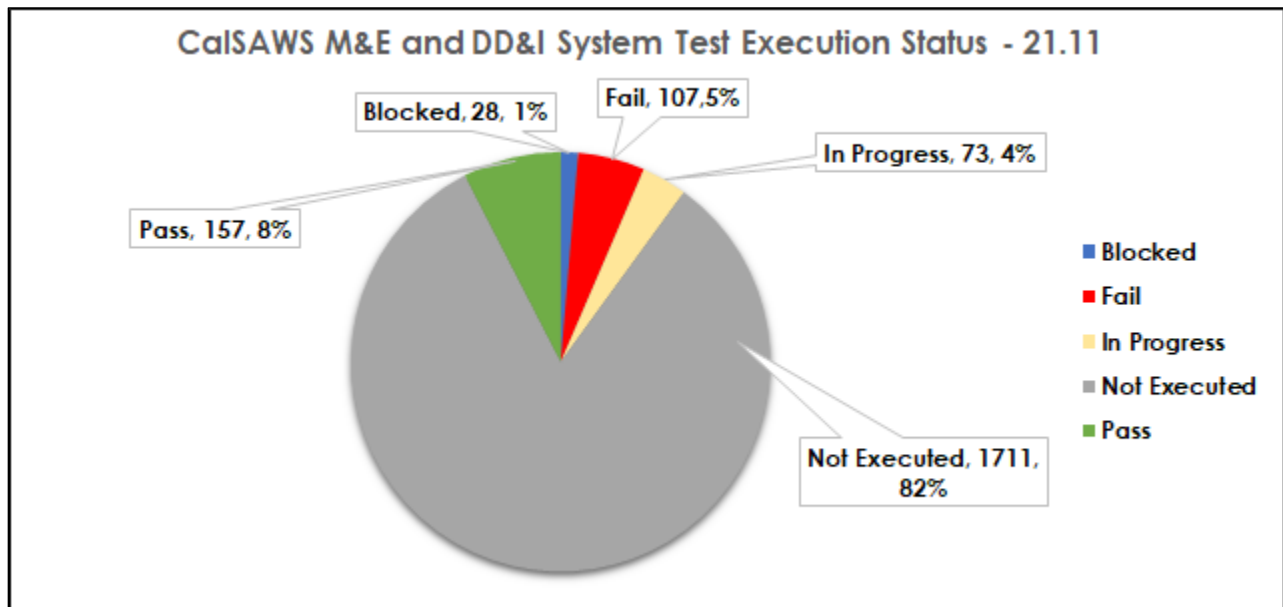
4.4 Release Management

4.4.1 Release Test Summary

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

Table 4.4-4 – CalSAWS System SCR Test Status

Pass Rate Target as of September 3, 2021	8%
Pass Rate Actual as of September 3, 2021	8%
System Test Complete Date: November 19, 2021	



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

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

4.4.2 Automated Regression Test (ART) Coverage

Table 4.4-3 – CalSAWS ART Coverage

Production Transactions				ART Coverage by Production Volume	
Tier	Distinct	Volume	% Vol.	Distinct	% Coverage
1	15	44,990,653	48.48%	15	100.00%
2	85	29,203,605	31.47%	80	93.06%
3	102	9,315,459	10.04%	95	94.10%
4	280	7,016,728	7.56%	190	73.56%
5	2290	2,274,425	2.45%	406	32.25%

Note: Transaction volume and coverage metrics are based on CalSAWS monthly production performance data and ART coverage data as of August 31, 2021. Each tier is distinct from prior tier(s). For example, tier 2 includes all transactions that make up the top 80% of production volume except

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for the fifteen tier 1 transactions. Coverage statistics are updated with each major release as new automated regression scripts are developed. To date, there are 521 end-to-end Automated Regression Test scripts.

4.5 Training Material Updates

- ▶ R21.09.16 Priority Release in System Test for OLH updates
- ▶ R21.11 Impact Analysis and SCR creation completed, R22.01 Impact Analysis and SCR creation in progress

Table 4.5-1 – Upcoming Training Activities

Training Activity	Date
Delta Load for Learning Management System (LMS)	August 27, 2021 - Completed

4.6 Deviation from Plan/Adjustments

- ▶ None for the reporting period

5.0 Quality Assurance

5.1 Key Activities

Table 5.1-1 – QA Activities (by Team)

QA Team	Description	Status	Project
Project Management	Collaborating with ClearBest to provide QA support for Release 21.11	In Progress	CalSAWS
	Collaborating with ClearBest on transition activities	In Progress	CalSAWS
Application Maintenance	Release 21.06 Minor Version Validation	In Progress	CalSAWS Rancho Cordova
	Release 21.07 Minor Version Validation	In Progress	CalSAWS Norwalk
Technical	Participation in Ad Hoc Reporting Committee	In Progress	CalSAWS
	Monitoring Consortium-wide switch replacement project	In Progress	CalSAWS
	Monitoring Consortium / County Site relocations / Moves	In Progress	CalSAWS
	Participated in the Service Now Process Improvement and Stakeholders Meetings	In Progress	CalSAWS
	Participating in the DDC/PDC Service Now Meetings	In Progress	CalSAWS
	Participate CSC Support Activities	In Progress	CalSAWS
	Participate in IVR Deployment / Support Activities	In Progress	CalSAWS
	Participate in the LDS Data Extraction Project	In Progress	CalSAWS
	Participate in County Laptop Deployments Activities	In Progress	CalSAWS
	Service Now / Root Cause Analysis integration	In Progress	CalSAWS

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QA Team	Description	Status	Project
	Participation in Root Cause Analysis Trend Analysis	In Progress	CalSAWS
	Participate in all C-IV County ServiceNow Change reviews	In Progress	CalSAWS
	Participate in Weekly CludChecker infrastructure security progress discussion for Accenture	In Progress	CalSAWS
	Participate in CalSAWS Security Operations Discussion	In Progress	CalSAWS
	Participate in Analytics Migration and Performance Improvement Discussions	In Progress	CalSAWS
	Participate in weekly Batch Performance and Operations Improvement Progress Update	In Progress	CalSAWS
	Participate in Batch Regression Status	In Progress	CalSAWS

5.2 Ongoing QA Activities

Table 5.2-1 – QA Review Statistics

North QA Release Management/Test Statistics																			
Release	Independent Test SCRs Completed		Independent Test SCRs In Progress		Independent Test SCRs Pending		Joint Test SCRs Completed		Joint Test SCRs In Progress		Joint Test SCRs Pending		*QA Review Only SCRs Completed		*QA Review Only SCRs In Progress		*QA Review Only SCRs Pending		# QA Defects
	# SCRs	# Test Cases	# SCRs	# Test Cases	# SCRs	# SCRs	# SCRs	# SCRs	# SCRs	# SCRs	# SCRs	# Test Cases	# SCRs	# Test Cases	# SCRs	# Test Cases	# SCRs		
21.06 Minor Version	0	0	0	0	0	0	0	0	0	0	0	20	129	0	0	1	0		
Total	0	0	0	0	0	0	0	0	0	0	0	20	129	0	0	1	0		

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

South QA Release Management/Test Statistics																			
Release	Independent Test SCRs Completed		Independent Test SCRs In Progress		Independent Test SCRs Pending		Joint Test SCRs Completed		Joint Test SCRs In Progress		Joint Test SCRs Pending		*QA Review Only SCRs Completed		*QA Review Only SCRs In Progress		*QA Review Only SCRs Pending		# QA Defects
	# SCRs	# Test Cases	# SCRs	# Test Cases	# SCRs	# SCRs	# SCRs	# SCRs	# SCRs	# SCRs	# SCRs	# Test Cases	# SCRs	# Test Cases	# SCRs	# Test Cases	# SCRs		
21.07 Minor Version	0	0	0	0	0	0	0	0	0	0	0	30	30	0	0	14	0		
Total	0	0	0	0	0	0	0	0	0	0	0	30	30	0	0	14	0		

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

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

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Table 5.2-2 – Recurring Activities

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

5.3 Deviation from Plan/Adjustments

- ▶ None for the reporting period

6.0 Regional Updates

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

- ▶ Alameda County
 - Focused on their ancillary system conversion
 - Focused on imaging migration as well
- ▶ Napa County
 - Focused on migration activities leading up to go live
 - Most users successfully logged in, working through a few issues

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- Have a plan and coverage in place for all users to complete training prior to go live
- Bringing on new staff starting on the September 7, 2021
- Will be the first to be trained only in CalSAWS
- During this time, they will work on imaging indexing
- General Training is going well with no big issues to report at this time
- ▶ Contra Costa County
 - Completed the To Be BPR Process Sessions
 - Staff are back in the office
 - Have been accepting visitors from CalSAWS and it has gone well
- ▶ Marin County
 - Focused on migration activities leading up to go live
 - It will be a busy month but are excited
 - On September 20, 2021 all staff will return to work 2 days a week
 - Had a good experience during the county click through
 - County System Support held mass sign in training sessions for all staff to walk them through the log on process
 - A few users were inspired by successfully logging in that they started training early
 - Marin County was able to troubleshoot common issues and resolve them during the trainings, saving them several dozen calls to System Support
- ▶ Sonoma County
 - Focused on conversion and data clean up
 - Identified a lot of data entry issues so they are tightening that up to ensure they have a smooth and successful conversion
 - Worked out some confusion related to the Delegated Admin Portal and how that differed from the OCAT Admin
 - Next month will start process reviews with CDSS and their vendor
 - Hoping to make process improvements in areas like application processing timeframes and “one and done” approach. This will also help prepare for their To Be BPR sessions as well
- ▶ Santa Cruz County
 - Creating a dashboard to address the various migration related tasks going on so they can track their status
 - Focused on BPR, data cleanup, ancillaries
 - Actively making updates to their CalSAWS Intranet page:
 - Uploaded demos
 - Videos
 - Toolbox items
 - Created an area in their staff newsletter called “CalSAWS Corner” where weekly updates are made and shared with their users. The weekly update is reviewed with users during meetings
- ▶ Solano County
 - Continuing with data cleansing activities and offering Saturday overtime to help with that effort
 - Have begun the Unit Meeting Tour, where 5-10 minutes are dedicated to updating units on CalSAWS related activities and allows for questions and answers
 - Held a division meeting where a presentation on CalSAWS was provided to staff
 - Focused on continuing their collections ancillary conversion
- ▶ Monterey County
 - Busy and excited for migration
 - Revisiting the County Preparation Packet of activities to ensure they are 100% prepared
 - Have finalized their security mappings
 - General training has kicked off and have worked through the bulk of their login issues

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- Both CB (Eligibility) and CWES (Employment Services) have an Early Training type plan for their staff
 - This is a schedule of when members will be going through their training which will be accompanied by live demos of functionality
 - CB has gone a little bit further because they have more staff, they have a weekly schedule rotating through the different units (ongoing to intake to clerical)
 - This plan continues through September 17, 2021. Make up sessions are in discussions as to where to fit in, but they will have them. They may be that last week prior to cutover
- Re-visiting their dark days process. Looking at a process to issue Temporary Homeless Assistance under the CalWORKs Housing Support Program and also plan to do new apps manually
- ▶ San Francisco County
 - Return to work for all county employees is November 1, 2021
 - At this time 90% of their employees are reporting being fully vaccinated
 - November 1, 2021 is the deadline for all county staff to be vaccinated
 - Have begun to include short blurbs in their monthly staff newsletter regarding CalSAWS
 - Developing an intranet SharePoint site for CalSAWS related items
 - Developed an ancillary systems workgroup that includes subject matter experts with a goal to identify gaps between the ancillaries and CalSAWS functionality which will ultimately produce a recommendation for San Francisco to decide which system to use
- ▶ San Mateo County
 - Increasing sandbox usage to support their To Be Process sessions
 - Planning and scheduling sandbox demos
 - Kicked off a communication committee to assist with OCM
 - Working on collections and task management conversion
 - Reconnecting with their SMEs to ensure they are supported especially with all the changes that have been made in that space
 - Revisiting the CalSAWS Data Retention Policy so they fully understand its impact as it is important in understanding what will be converted over
- ▶ San Benito County
 - Most staff have been able to successfully log in with the exception of 3 OCAT users – tickets submitted
 - They're looking forward to additional Training Coordinator communications as making changes to staff curriculum was not successful

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

- ▶ Alpine County
 - Alpine is still working through issues caused by the Tamarack Fire, and trying to restore connectivity, they have internet, but smoke issues have caused office closures
- ▶ Amador County
 - Working through the effects of the Caldor Fire and assisting with evacuation centers
 - Have experienced office closures due to smoke
- ▶ Calaveras County
 - Opened two evacuation centers for the Airola Fire that were able to close after 2 days
 - Getting ready for migration and working through LMS for training
 - Hired three new eligibility workers and still have an open recruitment
- ▶ El Dorado County
 - Currently dealing with the Caldor Fire and issues with evacuations and smoke

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- ▶ Mono County
 - Put together Implementation Care Packages for Eligibility and Clerical/Fiscal Staff that have lots of snacks and Power of 58 swag (picture available)
- ▶ Nevada County
 - Nevada's Director Rachel Roos has accepted the position as Region 2's JPA replacing Amanda Sharp
- ▶ Placer County
 - No updates during this reporting period
- ▶ Sacramento County
 - No updates during this reporting period
- ▶ Sierra County
 - No updates during this reporting period
- ▶ Sutter County
 - In full swing for migration and have an internal Imaging Committee, Benefits Cal Committee, Change Management Committee, and a Communications Committee
 - Started a training class August 31, 2021
 - Finishing up County processes to train through the month of September
- ▶ Tuolumne County
 - Working on staff trainings in a classroom setting
 - Recovering from the fires in Sonora, and HHSA is helping the Disaster Assistance Center on Saturdays
- ▶ Yolo County
 - Has extended their return to office plan out to the end of September due to the Delta variant but expect it to be extended further
 - Came up with a new Migration slogan for their campaign which is "CalSAWS All 58, Working Great"
 - Currently they have 2 induction classes ongoing, one class of 4 finishing Welfare-to-Work induction, and one class of 17 that has finished CalFresh and begun Medi-Cal induction
- ▶ Yuba County
 - No updates during this reporting period

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

- ▶ Butte County
 - No updates during this reporting period.
- ▶ Colusa County
 - Working on County Prep Phase activities while simultaneously trying to keep up with applications/cases with low staff
 - Will have 6 new eligibility staff that will start around go live
- ▶ Del Norte
 - Del Norte's COVID-19 positive numbers have increased, and continue to follow the practice that all individuals are required to wear face masks and maintain 6' social distancing
 - Staff are encouraged to get vaccinated
 - Staff are assisting PHB as needed in COVID-19 investigations and contact tracing
- ▶ Glenn County
 - Working on training and preparation activities for migration
 - Staffing challenges remain a significant concern

CalSAWS – California Statewide Automated Welfare System

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Contractor Project Director: Seth Richman

- Significant increase in COVID-19 cases
- ▶ Humboldt County
 - Working on CalSAWS General Training
 - Last training class before migration just came out to the floor (3 EWs, 2 ICWs)
- ▶ Lake County
 - No updates during this reporting period
- ▶ Lassen County
 - No updates during this reporting period
- ▶ Mendocino County
 - No updates during this reporting period
- ▶ Modoc County
 - No updates during this reporting period
- ▶ Plumas County
 - No updates during this reporting period
- ▶ Shasta County
 - No updates during this reporting period
- ▶ Siskiyou County
 - No updates during this reporting period
- ▶ Tehama County
 - Busy working on LMS training and updating county business processes for migration
- ▶ Trinity County
 - Four fires are currently impacting Trinity County with staffing resources having to engage as Disaster Response Workers
 - Currently has a 30-day waiver for timely reporting
 - Main office is open to the public with a masking mandate
 - Currently has open recruitments for EWs and ETWs
 - CalSAWS migration is keeping everyone busy with testing and training. They are looking forward to Go Live!

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

- ▶ Fresno County
 - Work continues with the DSS IT team developing an internal CalSAWS Communications Portal where staff will have access to CalSAWS latest news, system demos, training videos, resource information, and much more. Launch date is on target for end of September 2021
 - Fresno County staff members are busy assisting with BenefitsCal UAT testing for R1.1 and R1.2, processing data clean-up lists such as Longitude and Latitude and the De-Duplication Report
 - CalSAWS Sandbox: A process has been implemented and shared with staff to grant access to the Sandbox. Have seen an increase in staff accessing the Sandbox
- ▶ Inyo County
 - No updates during this reporting period
- ▶ Kern County
 - Staff continue to work on logging in to the LMS and CalSAWS system in preparation for CalSAWS training. Have distributed Training handbooks to staff which include the Training Checklist, Helpful tips for the LMS, Migration Training Guide, Glossary of Terms and Acronyms and the CalSAWS Quick Guide
 - Staff are busy with the County Prep Phase 1 activities

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Contractor Project Director: Seth Richman

- Kern County experienced wildfires in the area which prompted evacuations in several mountain communities. Three separate shelters were set up to accommodate the residents of those communities. The local office was not impacted so services were able to continue to be provided
- Due to the surge in COVID-19 cases, staff have reverted back to hybrid work in office and through telework
- Concentrating on reviewing the project reports provided for county readiness
- ▶ Kings County
 - No updates during this reporting period
- ▶ Madera County
 - No updates during this reporting period
- ▶ Mariposa County
 - CalFresh Management Evaluation (ME) was a positive experience where they received significant praise from the State on how well CalFresh benefits are delivered in Mariposa County. They are very proud of the Team!!
 - All staff were recently introduced to the Culture of Safety model and attended Collaborative Safety training. Eligibility staff attended the Spousal Impoverishment Training provided by DHCS last week
 - Mitigation strategies have been reinstated due to the large number of positive COVID-19 cases the county is experiencing. Masks are required in all county offices regardless of vaccination status, telework is being encouraged, staff will be required to prove vaccination or submit to weekly COVID-19 testing, out of county travel is limited and health screenings are required prior to accessing a number of county offices including the main HHSA building
 - CalSAWS General Training is in full swing and staff are working through their assigned courses. Activities within the County Prep Phase are underway. Looking at starting a BenefitsCal campaign using the awareness toolbox that was shared. Continue to share with staff the high impact changes coming up and discussing process changes as a group
 - A Senior Office Assistant position is available that is designed to provide direct support to the Public Assistance Branch, as a whole. The recruitment has closed and interviews will be conducted this month.
- ▶ Merced County
 - No updates during this reporting period
- ▶ San Joaquin County
 - Working on updating necessary current C-IV security profiles in anticipation of the move to CalSAWS
 - General CalSAWS Training is in the process of being completed for all staff at this time
 - Meetings will be set up to go over the Imaging process with the Imaging Unit and Mail Room, and they plan to triage these areas on the September 27, 2021 and longer if needed
 - Will be providing "Cutover Cookies" to staff on the September 27, 2021 to celebrate their transition to CalSAWS
 - Came up with a "ditty" to help remind staff to check their tasks for images a couple of times a day, as this is a big change for them as they used to rely on an imaging queue:
 - "Looking for something new? Check your tasks at 10 and 2!"
- ▶ San Luis Obispo County
 - New class of Employment Resource Specialists (ERS) starts September 7, 2021 with 19 trainees
 - As part of preparation for CalSAWS, the Implementation Workgroup has begun a comprehensive review of department created forms, in an effort to reduce the use of non-State forms. This workgroup is primarily comprised of line staff, and they are enthusiastic and committed to streamlining processes in preparation for CalSAWS!

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Contractor Project Director: Seth Richman

- COVID-19 cases are surging in San Luis Obispo County and as a result, hospitals are facing extreme demands on their capacity to care for patients. To protect hospital capacity, the County of San Luis Obispo Public Health Officer announced on Tuesday, August 31, 2021 that face masks are required indoors, regardless of vaccination status. The order comes as COVID-19 cases have increased dramatically during the month of August, with 3,543 new cases, compared with 163 cases in June. Department's lobbies continue to remain open from 9:00 a.m. – 4:00 p.m.
- ▶ Stanislaus County
 - No updates during this reporting period
- ▶ Tulare County
 - Entering the final planning for BPR To-Be Wave 2 sessions that begin the week of September 6, 2021 and continues through the first week of October. Several planning meetings with Deloitte and CalSAWS Staff have already occurred and staff are preparing by reviewing the materials provided to acquaint themselves with CalSAWS system functionality
 - Tulare County is one of the counties participating with CDSS and the Change and Innovation team that is conducting a review of the process and procedures to look for opportunities to improve. The management team participated in a review of the initial recommendations. They are planning to incorporate the recommendations with the BPR To-Be process planning and utilize the results as part of the next step in the ongoing C&I process and implementation efforts
 - Completed interviews for three resources that will join the current CalWIN/CalSAWS team. Two are existing recently vacant positions and one is an additional position. They intend to add them to the team as soon as possible in the next 3-4 weeks. They are internal promotional positions so they will join the team with extensive knowledge and experience of the county process and procedures
 - The COVID-19 Delta variant positive case rate continues to increase. Offices remain open to the public, however they are encouraging appointments and use of alternative access points to minimize public contact. When employees test positive locations are temporarily closed for deep cleaning and then reopen, usually within 1-2 days. Multiple positive cases at one location may extend the closure period and are assessed based on specific circumstances
 - Tulare County congratulates the C-IV county partners on their upcoming go live and are looking forward to visiting with them and learning more about CalSAWS and best practices!

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

- ▶ Imperial County
 - No updates during this reporting period
- ▶ Orange County
 - Implementing DocuSign agency wide
 - Selected "Flying into CalSAWS" as their CalSAWS campaign theme
- ▶ Riverside County
 - No updates during this reporting period
- ▶ San Bernardino County
 - No updates during this reporting period
- ▶ San Diego County
 - Received an additional 7 Dedicated CalSAWS positions (1 Manager, 1 Secretary, 5 Program Specialists)
 - CalSAWS Kick-off planned for December 2021 to fully engage all county eligibility staff

CalSAWS – California Statewide Automated Welfare System

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Contractor Project Director: Seth Richman

- Guest speaker – Gilbert Ramos from San Bernardino to share their county experience with transition
- ▶ Santa Barbara County
 - No Updates during this reporting period
- ▶ Ventura County
 - No Updates during this reporting period

Region 6

- ▶ Los Angeles County
 - There is still no official date on reopening DPSS offices in LA County
 - The Customer Service Centers (CSCs) continue to serve as the single point of contact for all customers
 - The CSS Release Team is working on a special edition of the CalSAWS Guide (21.09) that will highlight changes LA County users will see once C-IV migrates to CalSAWS. The special edition of the guide is scheduled to be published September 14, 2021
 - The CSS Release Team is also preparing for the 21.11 release. Focus group sessions were held August 30, 2021 and August 31, 2021
 - DPSS' Communication Section began its BenefitsCal campaign to help raise awareness in preparation for go live in November. They have released a web slider on the DPSS website, electronic bulletin board slide to be displayed in offices, and an internal flyer to be posted in the offices
 - DPSS closed the survey to recruit volunteers to provide post-deployment onsite support to Riverside and San Bernardino county. The list of recruits is being finalized by HR
 - Over the past year, LA County -DPSS
 - Implemented the first Renewal Line
 - Transitioned into a First Contact Resolution model in just 4 ½ months
 - Converted district offices into intake call centers, and have added General Relief, and CalWORKs application processing
 - Brought onboard over 3,000 new hires including 2,299 Eligibility Workers and 378 Clerks
 - Rolled out 10,000 laptops during the pandemic

7.0 Appendices

Appendix A – ME Requests and SCR Status

Appendix B – CalSAWS Print Calendar

Appendix C – County Purchases Status Report

Appendix D – C-IV System IVR Report

Appendix E – COVID SCRs