CALSAWS M&O BI-WEEKLY STATUS REPORT

Reporting Period: December 13, 2021 – January 2, 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 200 active Production defects
Incidents	🟢	► CALSAWS BROADCAST: Starting at 11:00 a.m. on December 10, 2021, some Los Angeles County Users were unable to process EBT cards. As of 11:00 a.m. on December 13, 2021, the FIS EBT vendor had resolved the issue. Los Angeles County Users were able to print EBT cards. Note: This issue only impacted some Los Angeles County Users ► CALSAWS BROADCAST: Starting at 2:20 p.m. on December 14, 2021, San Bernardino County Users may have experienced slowness and page timeouts while performing transactions in CalSAWS. The County Technical team confirmed that the issue was due to the local internet breakout for the County. As of 7:55 p.m. on December 14, 2021, the issue has been resolved by the San Bernardino County internet service provider. PRB0042363 ► CALSAWS BROADCAST: Starting at 12:00 p.m. on December 15, 2021, Users were experiencing issues when logging into Your Benefits Now (YBN). As of 6:00 p.m. on December 15, 2021, the issue was resolved ► CALSAWS BROADCAST: Starting at 7:55 a.m. on December 15, 2021, some Users were experiencing issues while logging into the CalSAWS application. As of 8:28 a.m. on December 15, 2021, the issue has been resolved by the Amazon Web Service (AWS) team. The Project team continues to monitor the system. PRB0042372 ► CALSAWS BROADCAST: As of 6:00 a.m. on December 16, 2021, the WPR (Work Participation Report) Dashboard was not refreshed with the latest data. As of 7:15 a.m. on December 16, 2021, the WPR Dashboard was refreshed with the latest data ► CALSAWS BROADCAST: Starting at 6:00 a.m. on December 18, 2021, a large subset of report and

Topic	CalSAWS System	Highlights
		dashboard jobs were delayed, and a large subset of reports and dashboard jobs were unavailable until later that day. As of 11:00 a.m. on December 18, 2021, all report and dashboard jobs, except the WPR (Work Participation Program) dashboard job were completed and were available for Users. As of 12:41 p.m. on December 18, 2021, the WPR dashboard was refreshed with the latest data and was available for Users ► CALSAWS BROADCAST: Starting at 11:40 a.m. on December 17, 2021, some Users from Los Angeles County were experiencing issues logging into the CalSAWS application. As of 12:20 p.m. on December 17, 2021, the issue was resolved ► CALSAWS BROADCAST: Starting at 4:00 p.m. on December 17, 2021, connectivity to the CalSAWS application was interrupted. The Project team was actively investigating the issue. Note: CalSAWS AppStream Users were not impacted by this issue. As of 9:40 p.m. on December 17, 2021, the issue has been resolved. The CalSAWS application is back to its normal function. PRB0042417 ► CALSAWS BROADCAST: Starting at 6:00 a.m. on December 18, 2021, the WPR (Work Participation Report) and the Task Management dashboards were not refreshed with the latest data. In addition, at 11:00 a.m. on December 18, 2021, all report and dashboard jobs except WPR (Work Participation Program) dashboard job completed and were available for Users. Users were not able to view latest data on the WPR and the Task Management dashboards. As of 12:41 p.m. on December 18, 2021, the WPR dashboard was refreshed with the latest data and was available for Users ► CALSAWS BROADCAST: Starting at 6:00 a.m. on December 29, 2021, the Los Angeles County MEDS outbound file from December 28, 2021, was not transferred to the Medi-Cal Eligibility Data System (MEDS) interface partner via nightly batch processing due to the File Transfer Protocol (FTP) connectivity issue with MEDS. The latest updates relating to Medi-Cal benefits made by Los Angeles County Users in CalSAWS were unavailable in MEDS. As of 10:00 a.m. on December 30, 2021, the issue has been resolved. The Los Angeles County MEDS

Topic	CalSAWS System	Highlights
		outbound file from December 29, 2021, and December 30, 2021, have been transferred to the MEDS interface partner

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

1.2　Highlights from the Reporting Period

► The CalSAWS team successfully deployed CalSAWS minor releases 21.12.14, 21.12.16, 21.12.20, 21.12.21, 21.12.22, 21.12.28, and 21.12.30
► Planned Outages:
o Scheduled CalSAWS Outages:
  ▪ CalSAWS Standby Adhoc Database – on December 19, 2021, from 6:00 a.m. until 8:00 a.m. - During this period, the Standby Adhoc Database was not available to Apex, EDR and Adhoc Reports Users
  ▪ CalSAWS Production Outage – from December 17, 2021, at 11:00 p.m. until 1:00 a.m. on December 18, 2021 - During this period, Users were unable to login to the CalSAWS application
  ▪ CalSAWS Production Outage – on December 19, 2021, from 8:00 a.m. until 2:00 p.m. - During this period, Users had access to CalSAWS in a READ-ONLY mode
  ▪ CalSAWS Training Staging Environment Maintenance – on December 29, 2021, from 6:00 p.m. until 8:00 p.m. - During this period, Users were unable to login to the CalSAWS Training Staging Environment
  ▪ CalSAWS Training Production, CT, PRT, and Sandbox Environments Maintenance – on December 30, 2021, from 6:00 p.m. until 8:00 p.m. - During this period, Users were unable to login to the CalSAWS Training Production, CT, PRT, and Sandbox Environments
  ▪ CalSAWS Production Outage – on January 2, 2022, from 4:00 p.m. until 8:00 p.m. - During this period, Users did not have access to CalSAWS in a READ-ONLY mode
  ▪ CalSAWS Standby Adhoc Database – on January 2, 2022, from 6:00 a.m. until 10:00 a.m. - During this period, the Standby Adhoc Database was not available to Apex, EDR and Adhoc Reports Users
o Scheduled External System Outage:
  ▪ CalSAWS Imaging Solution (Hyland) Outage – from December 17, 2021, at 10:00 p.m. until 2:00 a.m. on December 18, 2021 - During this period, CalSAWS Imaging services were down. Users were unable to access the imaging system. CalSAWS Batch and BenefitsCal was also unable to access Imaging services. There was no impact to Los Angeles County
  ▪ OCAT Outage – From December 17, 2021, at 11:00 p.m. until 1:00 a.m. on December 18, 2021 - During this period, Users were unable to login to the OCAT Application
  ▪ Your Benefits Now (YBN) and BenefitsCal in Offline Mode – on December 19, 2021, from 8:00 a.m. until 12:00 p.m. - During this period, YBN and BenefitsCal was placed

in offline mode. Transactions were queued and processed upon completion of maintenance activities. EBT balance and case information was not available to view from YBN or from BenefitsCal

- YBN and BenefitsCal in Offline Mode – on January 2, 2022, from 4:00 p.m. until 8:00 p.m. - During this period, YBN and BenefitsCal will be placed in offline mode. Transactions were queued and processed upon completion of maintenance activities. EBT balance and case information was not available to view from YBN or from BenefitsCal

2.0   Project Management

2.1   Project Deliverables Summary

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

DEL #	DELIVERABLE NAME	TEAM	STATUS [1]	STATUS

[1] Status: **Green:** On schedule, performing as planned; **Amber:** Potential delay/monitor with no material schedule impact; **Red:** Behind schedule and requires escalation

2.2   Highlights from the Reporting Period

- ► Continued Project administration, facility management, office management support, and financial management tasks
- ► Continued performing contract management activities:
  - o Received the CalSAWS JPA Board of Directors' approval for Change Notice No. 13 December 17, 2021. Change Notice No. 13 included the following:
    - Use of the contract's R&A Change Budget Services allocation for CDSS reports support, enhancements related to CalSAWS correspondence, and additional CalSAWS Modifications and Enhancements (M&E) hours for State Fiscal Year 2021/22
    - Technical updates to Schedule 2 to Exhibit X, the Statement of Work for the CalSAWS DD&I Project, to reflect the final approved deployment schedule for Non-State Forms
    - Technical updates to Schedule 15 to Exhibit X, the Statement of Work for the CalSAWS Customer Service Center Project, to reflect the current approved schedule for design activities
  - 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 January 2, 2022

Table 2.3-1 – CITs

CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0362-21	CA-219831 ACIN I-64-21- 2022 State Minimum Wage Run Batch Lists	Informational	December 13, 2021	Caroline Bui	Binh Tran
0363-21	CA-233837 Posted Lists for 2022 SSA COLA Batch	Informational	December 13, 2021	Maggie Orozco-Vega, Caroline Bui, Sarah Cox, and Ignacio Lázaro	Nina Butler, Binh Tran, and Laura Ould
0364-21	CalSAWS Imaging Post Go-Live Infographic	Informational	December 13, 2021	Helen Cruz	Araceli Gallardo
0365-21	CalSAWS County Cost Summary – December 2021 Update	Informational	December 13, 2021	Britt Carlsen	Diana Lam, and Tracy Berhel
0366-21	CalSAWS Project County Allocations SFY 2021-22 v3	Informational	December 13, 2021	Britt Carlsen	Diana Lam
0367-21	CA-233171 ACIN I-92-21 2022 CAPI COLA - Batch EDBC	Informational	December 16, 2021	Adelaide Mendoza	N/A
0368-21	LA County Imaging Infographic	Informational	December 16, 2021	Helen Cruz	Araceli Gallardo
0369-21	Instructions for Logging into CalSAWS Jira	Informational	December 17, 2021	Mike Tombakian	Yul McGrath
0370-21	SCR CA-229302 Implement CalSAWS Case Data Removal Functionality Sprint 2; LIST POSTED	Informational	December 17, 2021	Henry Arcangel	Nichole Nava
0371-21	LRS ServiceNow ITSM Decommission	Informational	December 20, 2021	Mike Tombakian	Pete Quijada
0372-21	Completing the Vital Statistics page for an individual with 2Z SSA Confirmed Citizenship and/or Identity	Informational	December 20, 2021	Nina Butler	Maggie Orozco-Vega
0373-21	Skipped Issuances Due to Vendor Not Approved for County Use	Informational	December 22, 2021	Sheryl Eppler	Claudia Pinto
0374-21	CalSAWS Ad-Hoc Report Request Process	Informational	December 22, 2021	Marc Petta	Sanjay Naik
0375-21	MFA Instructions for Logging into CalSAWS Applications Development Environments	Informational	December 29, 2021	Mike Tombakian	Yul McGrath

► The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending January 2, 2022

Table 2.3-2 – CRFIs

CRFI ID	Subject	Distribution Date	Status	Response Due Date	CalSAWS Contact
21-068	1099 Interface Schedule Option	November 23, 2021	Open	January 7, 2022	Sheryl Eppler
21-069	CalWIN Implementation Point of Contact (IPOC) Identification	December 3, 2021	Closed	December 13, 2021	Melanie Wolfley
21-070	Change Network Champion (CNC) Identification for Wave 1 and 2 Counties	December 6, 2021	Closed	December 17, 2021	Helen Cruz
21-075	CalSAWS CALWIN User Acceptance Test Scenario and Script Development	December 17, 2021	Open	January 7, 2022	Peggy Macias
21-076	CalSAWS Consortium County Validation Regional Workgroup Recruitment	December 20, 2021	Open	January 5, 2022	Justin Stephenson
21-077	BenefitsCal JIRA Licenses	December 20, 2021	Open	January 5, 2022	Jennifer Hobbs
21-079	Identifying LA County Imaging Post-Deployment Office-Level Support	December 29, 2021	Open	January 21, 2022	Danielle Benoit

Table 2.3-3 – Overdue CRFIs

► The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending January 2, 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
Rejected	1

Status	Total
Assigned	13
Completed	560
Duplicate	17
In review	1
Withdrawn	20
Pending clarification	2
Total	**615**

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
21-546	21-546 MEDS Modifications	Pending Clarification	November 18, 2021	No response	
SIRFRA 3704	3704 – CalFresh SSI Queries 1 & 2	Assigned	December 10, 2021	No response	
SIRFRA 3706	3706 – Revised CCP 2145	Completed	December 13, 2021	December 13, 2021	
SIRFRA 3713	3713 – Kin-GAP Payments March 2020 Through June 2021	Completed	December 15, 2021	December 16, 2021	
SIRFRA 3708	3708 – Adoption of IRT and Budget on Approval and Denial on Restoration NOAs	Completed	December 17, 2021	December 14, 2021	
SIRFRA 1162	1162 – CMS PI May 2021 Data	Completed	December 20, 2021	December 15, 2021	
SIRFRA 1155	1155 PHE Unwinding Panning Activities	New		No response	
SIRFRA 3699	3699 – Stage One Child Care Home Provider Data	Completed	December 20, 2021	December 20, 2021	
SIRFRA 3705	3705 – Voluntary Contribution	Completed	December 22, 2021	December 21, 2021	
SIRFRA 3710	3710 – CalFresh Confirm Data Pull	Completed	December 23, 2021	December 20, 2021	
SIRFRA 3712	3712 – Direct Outreach Project for CDSS Clients	Completed	January 3, 2022	December 14, 2021	
SIRFRA 3714	3714 – OCAT Appraisals by Month for FY 2020-21	Assigned/In Review	January 3, 2022	No response	

ID	Description	Status	Due Date	Response Received Date	Notes
SIRFRA 3716	3716 – Automated Mass Replacement Waiver Data Request	Assigned	January 5, 2022	No response	
SIRFRA 3707	3707 – PACF Breakout Request – November 2021	Assigned	January 6, 2021	No response	
SIRFRA 1165	1165 – ARPA Current Mailing Information – Due 12/31/21	Assigned	January 7, 2022	No response	
SIRFRA 3648	3648 – College Student Data	Assigned	January 10, 2022	No response	
SIRFRA 1166	1166 – RMR Other Discontinuances	Assigned	January 11, 2022	No response	
21-537	21-537 – Add Existing Variable Field to All CalOAR 19 Files	Assigned	January 12, 2022	No response	
SIRFRA 1159	1159 – NOAs for ICTs within CalSAWS and CalWIN	Assigned	January 13, 2022	No response	
SIRFRA 1153	1153 – Property Eligibility	Assigned	January 13, 2022	No response	
SIRFRA 3715	3715 – Unrelated Adult Males	Assigned	January 14, 2022	No response	
SCERFRA 21-548	21-548 – CalSAWS Student Data Input	New	January 19, 2022	No response	
CWDA	CWDA – New Disaster Benefit for CalWORKs	Assigned	January 20, 2022	No response	
CWDA	CWDA – Expansion Options/Pros/Cons	Assigned	January 27, 2022	No response	

2.5   Deviation from Plan/Adjustments

► None for the reporting period

3.0   Maintenance and Operations

3.1   Service Management

3.1.1   Overview

- ► Executed Configuration Management Database (CMDB) project
  - o Working with Network Team on determining location of Management, Instrument and Discovery (MID) server for discovery to be completed
- ► Planning to schedule meeting with Consortium Security team for requirements for Change Process Hardening for Technical Change Management
- ► Resolved Cherwell integration issues. Fixes deployed to Production on December 30, 2021

3.1.2   CalSAWS Help Desk Metrics

Figures 3.1.2-1 and 3.1.2-2 – CalSAWS ServiceNow Cases per Week
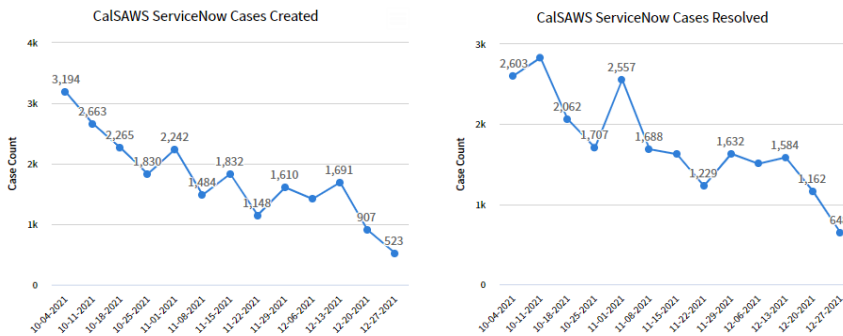
Note: The graphs represent the ServiceNow cases associated to all 40 Counties. Cases represent the first level of ticketing that enters the ServiceNow system. The dates in x-axis represent the start of week

Figures 3.1.2-3 and 3.1.2-4 – CalSAWS ServiceNow Incidents
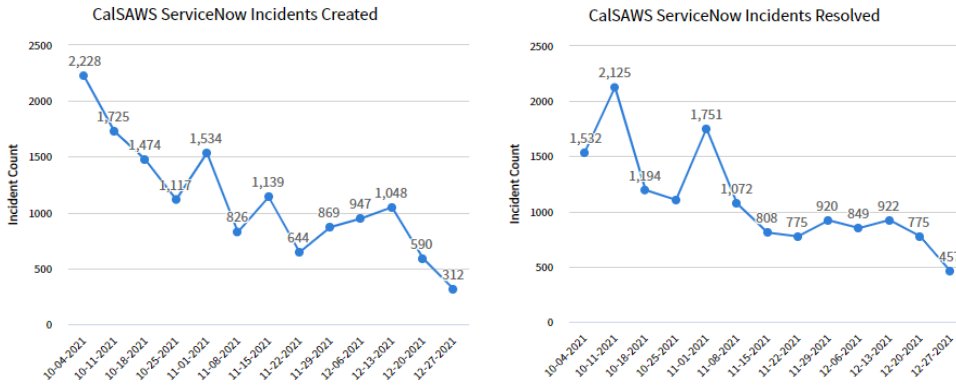
Note: The graphs represent the ServiceNow Incidents associated to all 40 Counties. Incidents are escalations derived from case attempts to triage the issue. The dates in x-axis represent the start of a week.

Figures 3.1.2-5 and 3.1.2-6 – CalSAWS ServiceNow Problems
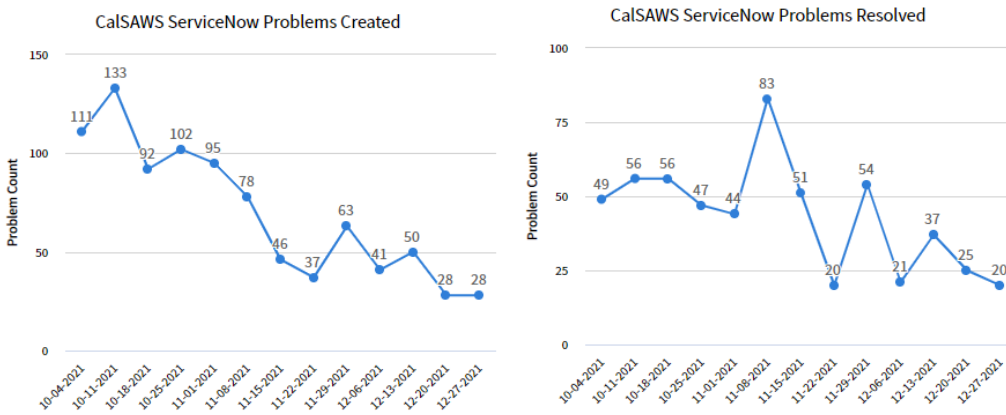
Note: The graphs represent the ServiceNow problems associated to 40 Counties. Problems represent issues that can have a many to one relationship with incidents and the final step in escalation. The dates in x-axis represent the start of a week

Figure 3.1.2-7 – 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	24	47	24	22	28	11	4	0	160
In progress	4	59	44	107	196	214	101	0	725
On hold	2	38	36	155	430	544	719	126	2050
Resolved	1	49	52	340	573	199	110	1	1325
Closed	0	1	3	5,478	14,648	4,016	1,211	7	25364
Problem in diagnosis	0	0	2	3	8	6	3	0	22
Total	31	194	161	6,105	15,883	4,990	2,148	134	29646

Figure 3.1.2-8 – 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

- Not a System E... = 2,081 (27.63%)
- Defect Fixed = 1,611 (21.39%)
- How To - Steps... = 1,331 (17.67%)
- Unable to Recr... = 821 (10.9%)
- Customer Reque... = 649 (8.62%)
- Additional Inf.... = 259 (3.44%)
- Outage / Perfo... = 232 (3.08%)
- SCR Implemente... = 182 (2.42%)
- Customer Confi... = 178 (2.36%)
- Solved (Perman... = 78 (1.04%)
- Service Reques... = 59 (0.78%)
- Duplicates = 25 (0.33%)
- Password Reset = 13 (0.17%)
- CalHEERS Issue... = 6 (0.08%)
- LMS Access Req... = 4 (0.05%)
- OCAT Issue Ide... = 2 (0.03%)
- Other = 2 (0.03%)
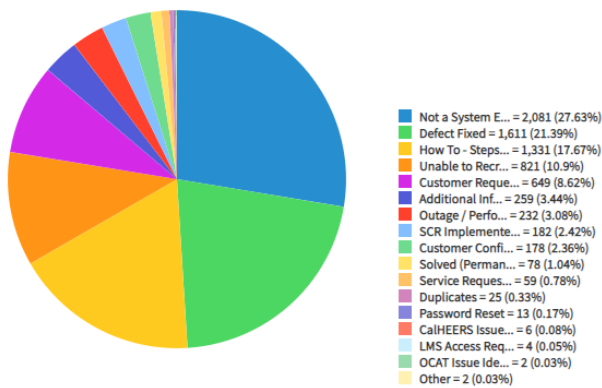
Resolution code	Incident Count	Percentage of Incidents
Not a System Error - With Explanation	2,081	27.63%
Defect Fixed	1,611	21.39%
How To - Steps to Proceed Provided	1,331	17.67%
Unable to Recreate Issue	821	10.9%
Customer Requested Closure	649	8.62%
Additional Information Needed	259	3.44%
Outage / Performance Degradation	232	3.08%
SCR Implemented	182	2.42%
Customer Confirmed Issue is Resolved	178	2.36%
Solved (Permanently)	78	1.04%
Service Request Created - With Request Number	59	0.78%
Duplicates	25	0.33%
Password Reset	13	0.17%
CalHEERS Issue Resolved	6	0.08%
LMS Access Request	4	0.05%
OCAT Issue Identified	2	0.03%
Other	2	0.03%
Total	**7,533**	**100%**

Figure 3.1.2-9 – CalSAWS ServiceNow Incidents Created by Category

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

CalSAWS Incidents Created by Category
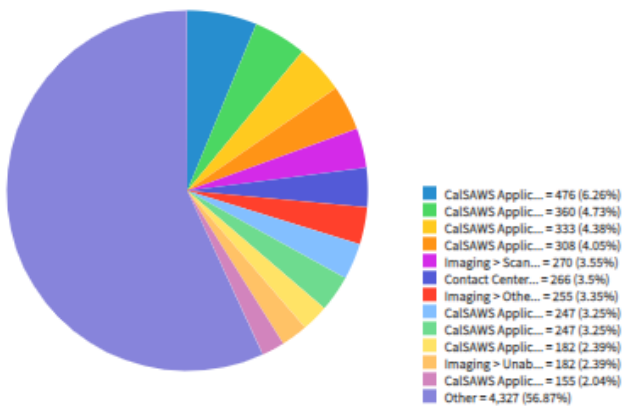
Category	Incident Count	Percentage of Incidents
CalSAWS Application/Related Systems > Production > Eligibility Determination > Other	476	6.26%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Incorrect Eligibility Results	360	4.73%
CalSAWS Application/Related Systems > Production > Eligibility Determination	333	4.38%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > Other	308	4.05%
Imaging > Scanning Documents	270	3.55%
Contact Center/IVR > CCP	266	3.5%
Imaging > Other	255	3.35%
CalSAWS Application/Related Systems > Production > Client Correspondence > NOAs	247	3.25%
CalSAWS Application/Related Systems > Production > Performance > Other	247	3.25%
CalSAWS Application/Related Systems > Production > Benefits Issuance/Recovery > EBT Card	182	2.39%
Imaging > Unable to View Images	182	2.39%
CalSAWS Application/Related Systems > Production > Error Encountered > Running/Authorizing EDBC	155	2.04%
Other	4,327	56.87%
Total	**7,608**	**100%**

Figures 3.1.2-10 – CalSAWS ServiceNow Cases Created for Remote Maintenance
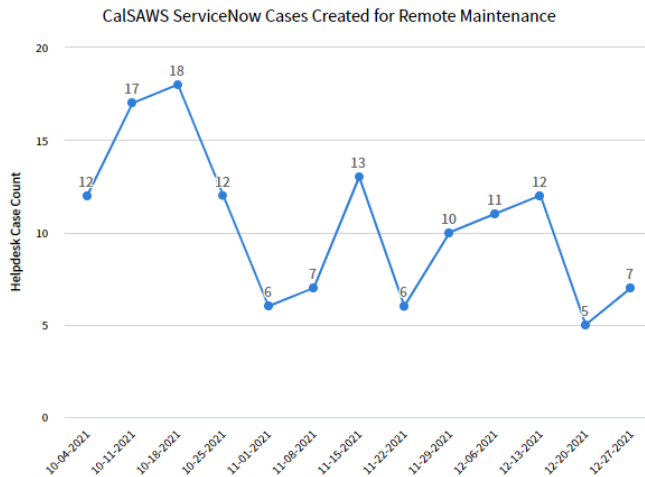
3.2   Technology Operations

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

3.2.1   CalSAWS Management and Operations

- ► Switch Automation
  - o Completed switch refresh with 71% of total devices completed across the sites (416 of 582 switches)
  - o Prepared three-month schedule for remaining sites (to be confirmed with affected Counties)
- ► Multi-Factor Authentication (MFA) Rollout
  - o Office 365 (O365)
    - ▪ Implemented to Accenture and Accenture Subcontractors on December 27, 2021
    - ▪ Consortium and Consortium Subcontractors test group in progress
    - ▪ Scheduled full Consortium and Consortium Subcontractors rollout in two groups (January 10 and January 17, 2022)
  - o ForgeRock Multi factor Authentication (MFA)
    - ▪ Completed roll out to Assembly Test environments
    - ▪ Scheduled Development environment rollout for January 4, 2022. This rollout includes

County Pilot Users from Regions 1-4
- Scheduled Production implementation for Regions 1-4 for January 14, 2022
- Scheduled remaining County Pilot Users for January 21, 2022
- Scheduled remaining County Production Users for January 28, 2022
► C-IV Data Center Decommissioning
  o Completed Production Data Center Decommission on December 30, 2021
  o One remaining drive at Xerox print center remains to be shredded

Table 3.2.1-1 – CalSAWS Upcoming Maintenance

Scheduled Date	Activity Description
January 2, 2022	Production Database Amazon Web Service (AWS) Linux Operating System (OS) Patches December 1, 2021, Patch Baseline (CalSAWS Outage needed from 4:00 p.m. – 8:00 p.m.)
January 5, 2022	Non-Production: Update December 2021 Pitney Bowes Spectrum Enterprise Geocode Module (EGM) Data Set (Planned Change)
January 6, 2022	Sandbox Amazon Web Service (AWS) Linux Operating System (OS) Patches January 1, 2022, Patch Baseline (Planned Change)
January 8-9, 2022	Production: Update December 2021 Pitney Bowes Spectrum Enterprise Geocode Module (EGM) Data Set (Planned Change)
January 9, 2022	Development Amazon Web Service (AWS) Linux Operating System (OS) Patches January 1, 2022, Patch Baseline (Planned Change)
January 11, 2022	Imperial County Site (13001) Switches Upgrade (Planned Change)
January 12, 2022	San Joaquin County Site (39002) Switches Upgrade (Planned Change)
January 14, 2022	ForgeRock Priority Production Release 22.01.14 (Planned Change)
January 16, 2022	Production Amazon Web Service (AWS) Linux Operating System (OS) Patches January 1, 2022, Patch Baseline (Planned Change)
January 30, 2022	Production Database Amazon Web Service (AWS) Linux Operating System (OS) Patches January 1, 2022, Patch Baseline (Planned Change) (CalSAWS Outage needed from 4:00 p.m. – 8:00 p.m.)

Table 3.2.1-2 – CalSAWS Incident Follow-up Summary

Ticket ID	Description	Impact Date / Time	Impact	Resolution
None				

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

► The CalSAWS System did not meet the Service Level Agreements (SLAs) within the reporting period for the following date:
  o December 30, 2021 – Off Prime Eligibility Determination and Benefit Calculation (EDBC) was below SLA. 8 out of 153 transactions were > 5 sec, yielding 94.77%.

3.3 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 3.3-1 – Production Defects Backlog Weekly Trend
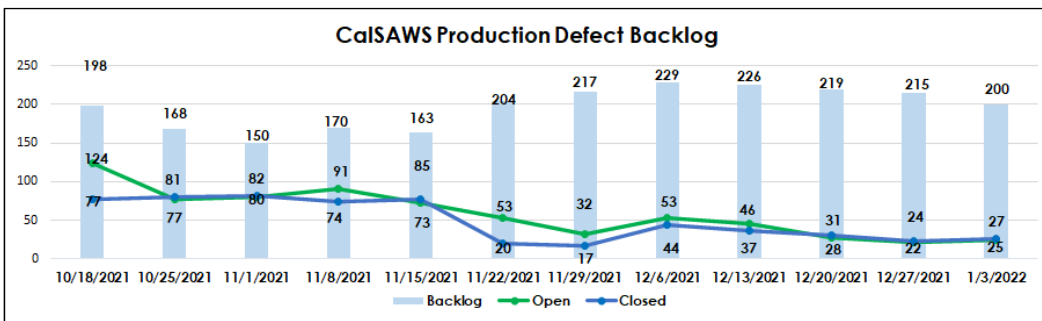
3.3.1 Release Schedule Production Defect Fix

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 3.3.1-1 – Production Defect Fix – Release Schedule

CalSAWS Production Defect Count by Release						
Count of Defects	**Release**					
Severity	**21.11**	**22.01**	**22.02**	**22.03**	**TBD**	**Grand Total**
2-Normal/Medium	**21**	**4**		**7**	**2**	**34**
New	2			3	1	6
In progress	5	2		4		11
Closed	14	2			1	17
3-Normal/Low	**157**	**55**	**2**	**103**	**23**	**340**
New	4			41	15	60
In progress	13	34		62	7	116
Closed	140	21	2		1	164
4-Cosmetic	**4**	**5**		**2**		**11**
New				1		1
In progress	1	4		1		6
Closed	3	1				4
Grand Total	**182**	**64**	**2**	**112**	**25**	**385**

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

3.4   Production Operations

3.4.1 Release Communications
► CalSAWS Release 22.01 Communications:
   o   See table 3.4.1-1 for details

Table 3.4.1-1 – CalSAWS Release 22.01 Communication Activities

TASK	DATE(S)	OWNER
Sent Release 22.02 Major Upcoming Changes (MUC) documentation	November 29, 2021	Training
Distribute the updated MUC and request for Webcast list from Counties	December 13, 2021	Training
Send draft Release Notes file to Regional Managers and Consortium Staff for review	December 27, 2021	Production Operations
Send summary of changes in CalSAWS Release 22.01 in CalSAWS Health Report	January 17, 2022 – January 21, 2022	Production Operations
Webcast on CalSAWS Release 22.01	TBD	Production Operations/ Consortium Policy and Design

TASK	DATE(S)	OWNER
22.01 CalSAWS Application Development and Training Release Notes Broadcast	January 18, 2022	Production Operations
CalSAWS Release 22.01 Greenlight Meeting	January 19, 2020	Release Management/Production Operations
CalSAWS 22.01 Post-Release Checkpoint Call	January 24, 2022 – January 26, 2022	Production Operations

3.4.2 Root Cause Analysis (RCA)

► CalSAWS RCA - 135 - Intermittent Connectivity and Performance Issues.
  o CalSAWS users experienced intermittent connectivity issues between November 19, 2021 and December 8, 2021, due to MAC address flaps issue and BGP Routing table issues. CalSAWS network team worked with F5 and Cisco teams and resolved the issue by 4:24 p.m. on December 8, 2021

3.4.3 Batch Operations

► Implemented updates to the 2021 December holiday batch schedules
► Created and implemented the 2022 batch schedules with holidays, main payroll, 10-day cut-off, MEDS recon dates, etc.
► Partnered with the Counties to confirm and process warrant/positive pay files in line with holiday calendars
► Coordinated with Application Development/Database Administration/Technical teams and testing batch performance for Oracle 19C
► Supported nightly batch operations and coordinated with 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 Batch System Change Requests (BSCRs)
► Updated BIC Suite Scheduler to include core/core-off prime/non-core categorizations and updated the Batch Execution report to display the designation
► Conducted knowledge transfer session for offshore team on monitoring nightly batch operations

3.5   ForgeRock

3.5.1 Highlights of the Reporting Period

► Distributed multi-factor authentication (MFA) Instructions for Logging into CalSAWS Applications Development Environments County Information Transmittal (CIT)
► Distributed MFA Requirement for CalSAWS Login [Development Environment] Action Required Alert
► Submitted change request for ForgeRock 22.01.14 Priority Production Release
► Continued development work on onboarding existing applications outlined in Statement of Work (SOW)

Table 3.5-1 – ForgeRock Milestones

MILESTONES	PROD DEPLOYMENT DATE	STATUS
ForgeRock 21.12 Production Deployment	21.12.17	Completed
Removed Delegated Administrator Entries for Non-Accessible User/Roles	21.12.17	Completed
Applied Multi-Lingual Knowledge-Based Authentication (KBA) Patch for BenefitsCal defect	21.12.17	Completed
ForgeRock Los Angeles County Federated Authentication	21.12.17	Completed
CalSAWS Jira & Bitbucket Single Sign On Login with ForgeRock	21.12.18	Incomplete
ForgeRock 22.01.14 Priority Production Release	22.01.14	Not started
Enable ForgeRock Multi-Factor Authentication (MFA) capabilities for Project Users and County Pilot User group	22.01.14	In progress
Deploy Los Angeles County Production Clients	22.01.14	In progress
Provide Delegated Admin Access to Customer Users	22.01.14	In progress
ForgeRock Application Onboarding: Adobe Experiences Production clients	22.01.28	In progress
ForgeRock 22.01.14 Priority Production Release	22.01.14	Not started
Enable Lifecycle Management for ServiceNow Accounts	22.01.28	In progress
ForgeRock Application Onboarding: ZScaler Production clients	22.01.28	In progress
ForgeRock Application Onboarding: Consortium AWS Production clients	22.01.28	In progress
Enable Lifecycle Management for ServiceNow Accounts	22.01.28	In progress
CalSAWS Jira Team decided to roll back change due to an access issue for offshore users. ForgeRock Production clients are deployed, final integration will take place at the CalSAWS Jira team's discretion	22.01.28	In progress

3.6   Innovation Lab

► Continued Innovation Lab activities
- o Streamlined CalSAWS Lobby Application (Describe Phase)
  - ▪ Continued requirements for lobby application enhancements
- o System Status for End Users (Co-Create Phase)
  - ▪ Continued prototype project management timeline and activities
- o CalSAWS Production Calendar (Discovery Phrase)
  - ▪ Continued prototype project management timeline and activities
- o Cybersecurity Awareness Program (Describe Phase)
  - ▪ Received approval on pilot scope and received guidance to continue Technical Budget Change Request process in January

3.7   Imaging

► Deployed CA-235625 – Adding Date Column Breakdown for the Imaging Exception Queue Report
► Continued to work with Counties and project on improving County exception queues

3.8   Customer Service Center (CSC)

► Continued designs for the following:
  o SCR CA-234540 – Update Call Control Panel (CCP) Security and Database connection
    ▪ This will ensure agents are able to still login to the Call Control Panel (CCP) and handle calls if there are database issues and implement seamless failover to the standby database if needed. Still in progress
► Delivered to Production the following:
  o CA-237144 - Outbound Interactive Voice Response (IVR) for Electronic Benefit Transfer (EBT) Scam Notification
    ▪ The 2.7 million calls are still being processed
    ▪ Calls will be completed January 4, 2022
► Partnered with Security team to identify and resolve any issues found from static code scans

3.9   IVR Bot Enhancement Pilot for San Bernardino County

► Welcome Bot
  o Welcome Bot continues to successfully route approximately 80% of callers that interact with the bot
  o Push Notification is successfully deflecting approximately 13% of callers from needing to speak to a worker
  o Welcome Bot and Push Notification combined successfully deflect approximately one-third of all callers
► Authentication Bot
  o Authentication rate remains high. Bot is authenticating on average 89% of callers that interact with the bot
► Moving beyond production pilot, taking inventory of future enhancements, upgrades, and customer requests for both Bots. Upcoming meeting with San Bernardino to prioritize, plan, and enable this effort

3.10   Deviation from Plan/Adjustments
  ► None for the reporting period

4.0 Application Development

4.1 Priority Release Summary

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

- ► The CalSAWS System had Twelve priority releases:
  - o The CalSAWS 21.12.10 Minor Release was successfully deployed on December 10, 2021
    - Three defects were deployed in the areas of Batch Operations, Batch/Interfaces and Client Correspondence teams.
    - Two System Change Requests (SCRs) were deployed in the areas of Batch Operations teams
  - o The CalSAWS 21.12.11 Minor Release was successfully deployed on December 11, 2021
    - Three System Change Requests (SCRs) were deployed in the areas of CalHEERS and Eligibility teams
  - o The CalSAWS 21.12.13 Minor Release was successfully deployed on December 13, 2021
    - Two defects were deployed in the areas of Imaging and Technical Operations teams
  - o The CalSAWS 21.12.14 Minor Release was successfully deployed on December 14, 2021
    - One defect was deployed in the area of Technical Architecture teams
    - One System Change Requests (SCRs) were deployed in the area of Reports
  - o The CalSAWS 21.12.15 Minor Release was successfully deployed on December 15, 2021
    - Three defects were deployed in the areas of Batch Operations and Imaging teams
  - o The CalSAWS 21.12.16 Minor Release was successfully deployed on December 16, 2021
    - Fifteen defects were deployed in the areas of Batch Operations, Batch/Interfaces, BenefitsCal, Online, Reports and Technical Architecture teams
    - Eight System Change Requests (SCRs) were deployed in the areas of Batch Operations, Fiscal , Online and Technical Architecture teams
  - o The CalSAWS 21.12.17 Minor Release was successfully deployed on December 17, 2021
    - Three defects were deployed in the areas of Tech Forge Rock team
    - Six System Change Requests (SCRs) were deployed in the areas of Eligibility, Fiscal and Technical Forge Rock teams
  - o The CalSAWS 21.12.21 Minor Release was successfully deployed on December 21, 2021
    - One System Change Requests (SCRs) was deployed in the area of Batch Operations team
  - o The CalSAWS 21.12.22 Minor Release was successfully deployed on December 22, 2021
    - One defect was deployed in the area of Technical Architecture team
    - Two System Change Requests (SCRs) were deployed in the area of Batch Operations and Release Communication teams
  - o The CalSAWS 21.12.28 Minor Release was successfully deployed on December 28, 2021
    - Eighteen defects were deployed in the areas of Batch/Interfaces, BenefitsCal, Client Correspondence, Contact Center, Fiscal, Online, Reports and Technical Architecture teams
    - Six System Change Requests (SCRs) were deployed in the areas of Batch Operations, Batch/Interfaces, Client Correspondence and Fiscal teams

o The CalSAWS 21.12.29 Minor Release was successfully deployed on December 29, 2021
  ▪ Two defects were deployed in the areas of Batch Operations team
o The CalSAWS 21.12.30 Minor Release was successfully deployed on December 30, 2021
  ▪ Three defects were deployed in the areas of Batch/Interfaces, CalHEERS, Fiscal, Online and Reports teams
  ▪ Two System Change Requests (SCRs) were deployed in the areas of Batch Interface and Reports teams

Table 4.1-1 – CalSAWS Upcoming Release

Release	Summary
22.01.04	► Provide case list of Active Foster Care NMD cases where youth is over 21 years of age ► Rename "Other County Barcode" route to "Barcode Handling" route
22.01.05	► DDID 1631: Other Person Count, and Other Person Amounts are Not Represented in the CalSAWS Report Template
22.01.06	► Update eICT image outbound to CalWIN ► Remove EBT Printer, Job Order Status and SFIS EFDP Edit security groups from the View Only System Maintained roles ► CA-235654 Update the Electronic Countywide Accounting and Purchasing System (eCAPS) VCC1 Logic – Los Angeles County only ► Implement CalSAWS Case Data Removal Functionality Sprint 3
22.01.08	► Upgrade Spectrum/Pitney Bowes to the latest 20.1 version ► IVR PIN Reset Add Last Changed Date
22.01.11	► Add Clothing Allowance NOA
22.01.13	► Address location for Form ABP 23A ► Update Reissue functionality for Mailing Address on the Issuance Detail Page
22.01.14	► ForgeRock - Provide Delegated Admin Access to Customer Users ► ForgeRock: Enable MFA for Project Users
22.01.15	► Issue December 2021 Disaster Supplement in accordance with HR 6201 Emergency Allotments
22.01	► Total System Change Controls (SCRs): 62 Approved ► Release Webcast date: TBD
22.02	► Total System Change Controls (SCRs): 8 Approved ► Release Webcast date: TBD
22.03	► Total System Change Controls (SCRs): 42 Approved ► Release Webcast date: TBD

4.2 Application Development Status

► Continued design on:
  o SCR CA-235841for BenefitsCal - API for IRT
  o SCR CA-209184 for Processing Eligibility Determinations for the 250% Working Disabled Program
  o SCR CA-209721 to Add Notice of Actions (NOAs) and Forms for Electronic Theft
  o SCR CA-56887 for Phase III-B- Change CalFresh Notice of Actions (NOAs) to include the name of the individuals on change and denial Notice of Actions (NOAs)
  o SCR CA-204494 for SB 1341 All County Solution Phase 4 - Letter Format Mixed Non-MAGI/MAGI Notice of Actions (NOAs)
  o SCR CA-220188 for Foster Care to Generate Appropriate Notice of Action (NOA) for all End Placement reasons and all Placement types
  o SCR CA-200863 for ACL 19-10 CalFresh Recertification Delayed Processing
  o SCR CA-228997 for Asset Verification at Application and Special Case Searches
  o SCR CA-48513 to Update Eligibility Determination and Benefit Calculation (EDBC) Logic to Auto-Test for 4M when Youth 18 years or Older Exits Foster Care
  o SCR CA-58963 for Revisions to the Medicare Savings Programs (MSP) Notice of Actions (NOAs)
  o SCR CA-50776 for CalFresh Welfare to Work (WTW) Eligibility Non-Compliance Updates
  o SCR CA-201813 to Display Important County Dates Phase I
  o CA-235433 for Form Header and Body variables need to be editable in CalSAWS - Phase II
  o CA-228897 for Add CL NC Reason and update 'Cal-Learn $50 Sanction' NOA
  o CA-56913 for ACL 14-64: Add CalWORKs Family Stabilization (FS) Program Quarterly Status Report - FSP 14 (dependent on SCR CA-57298: Creating Family Stabilization Pages)
► Continued build on:
  o Build for priority releases and 22.01approved System Change Requests (SCRs)
  o Supporting 22.01 System Test
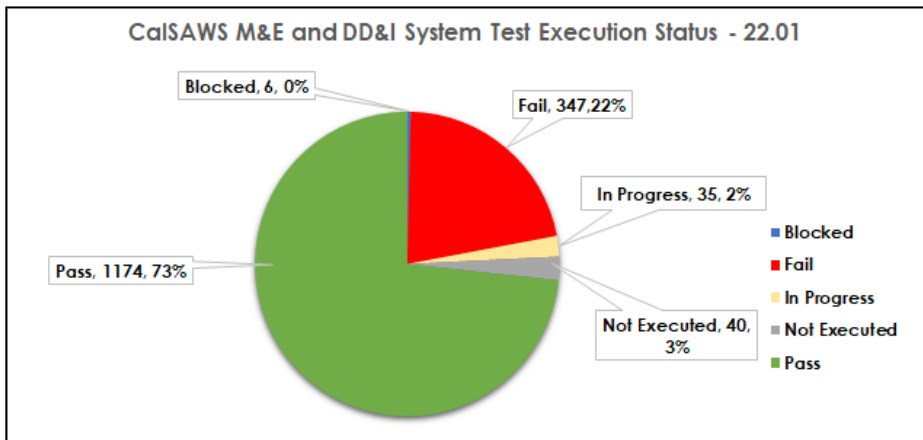
4.3 Release Management

4.3.1 Release Test Summary

Table 4.3.1-1 – CalSAWS System Change Request (SCR) Test Status

Pass Rate Target as of December 30, 2021	**63%**
Pass Rate Actual as of December 30, 2021	**73%**
System Test Complete Date: January 17, 2022	

Figure 4.3.1-1 – CalSAWS System Change Request (SCR) Test Status

► Continued 22.01 test execution

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, and Implementation (DD&I) System Change Requests (SCRs) System Test Execution

Table 4.3.1-2 – CalSAWS GA/GR Correspondence System Test System Change Request (SCR) Test Status

Pass Rate Target as of January 02, 2022	**65%**
Pass Rate Actual as of January 02, 2022	**47%**
System Test Complete Date: January 19, 2022	

Figure 4.3.1-2 – CalSAWS GA/GR Correspondence System Change Request (SCR) Test Status
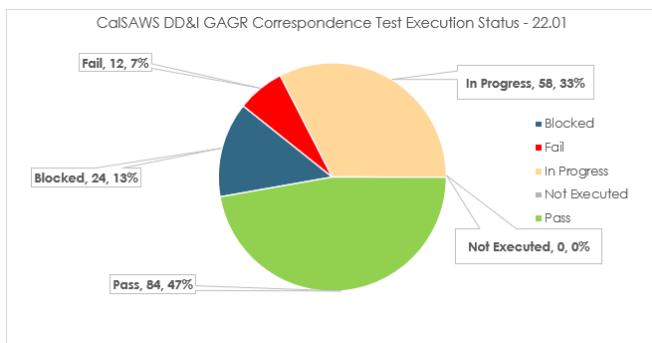
► Gainwell Technologies GAGR Correspondence Service
  o 84 Scripts have passed to date, 100% of scripts have a begun or completed execution

4.3.2 Automated Regression Test (ART) Coverage

Table 4.3.2-1 – CalSAWS Automated Regression Test (ART) Coverage

Production Transactions				ART Coverage by Production Volume	
Tier	Distinct	Volume	% Vol.	Distinct	% Coverage
1	15	79,792,847	45.01%	14	97.93%
2	105	61,952,754	34.95%	101	96.12%
3	121	17,791,644	10.04%	108	91.51%
4	455	14,899,223	8.40%	247	62.56%
5	2686	2,845,279	1.60%	404	27.15%

► Note: Transaction volume and coverage metrics are based on CalSAWS monthly production performance data as of November 30, 2021, and Automated Regression Test (ART) coverage data as of September 30, 2021. Each tier is distinct from prior tier(s). For example, tier 2 includes all transactions that make up the top 80% of production volume except for the fifteen tier 1 transactions. Production statistics are updated each month, and coverage statistics are updated with each major release as new automated regression scripts are developed. To

date, there are 538 end-to-end Automated Regression Test (ART) scripts
► Note: Production transaction volumes and patterns were expected to fluctuate as the former C-IV Counties transitioned into CalSAWS and stabilize in November. Production usage data from November is reflected above. Automated Regression Test (ART) coverage data is not available for October and November

4.4   Training Materials Update

► Online Help System Change Requests (SCRs) for 22.01 are in System Test
► 22.03 Impact Analysis completed for Online Help (OLH) updates
► 21.11 Impact Analysis for Web Based Training (WBT) updates are in progress
► Web Based Training (WBT) System Change Requests (SCRs) for 21.01-21.07 currently in process
► Training Environments
    o Continued to work cross-team to troubleshoot CalSAWS Training Staging and Training Production environment tickets

Figure 4.4-1 – Weekly Training SCR Status Report
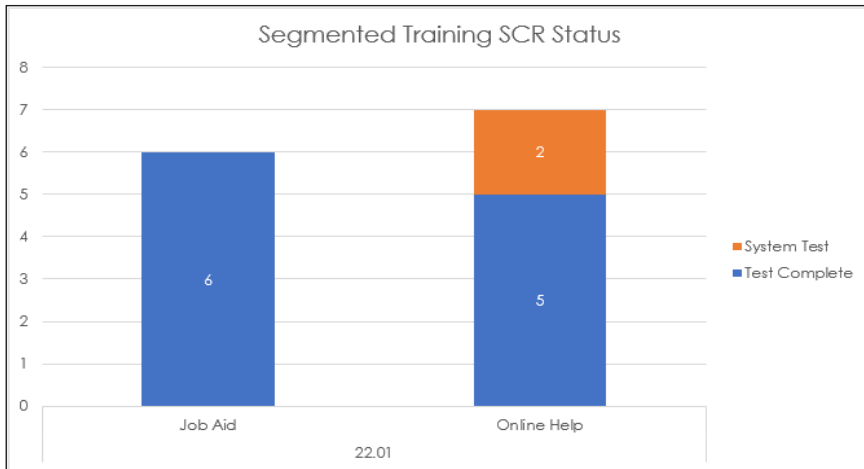
Table 4.4-1 – Upcoming Training Activities

Training Activity	Date
Training Committee Meeting	January 5, 2022
Refresh Scheduled for Training Production Environment	January 7, 2022

4.5   Deviation from Plan/Adjustments

► None for the reporting period

5.0   Regional Updates

► **Region 1** (Alameda, Contra Costa, Marin, Monterey, Napa, San Benito, San Francisco, San Mateo, Santa Clara, Santa Cruz, Solano, Sonoma Counties)
  o Alameda County
      ▪ None for the reporting period
  o Contra Costa County
      ▪ None for the reporting period
  o Marin County
      ▪ None for the reporting period
  o Monterey County
      ▪ None for the reporting period
  o Napa County
      ▪ County was selected to participate in a pilot project working with the Change and Innovation Agency (CIA) to work through Business Process Redesign for our CW/CF/MC programs. Its main purpose was to improve timeliness and effectiveness in CalFRESH (CF) but also to look at CalWIN/MediCAL (CW/MC) as well. This process will look at the County processes as well as what is available in CalSAWS to determine how we can more effectively serve our clients with as few contacts and as quickly as possible. This will continue through the Spring
  o San Benito County
      ▪ Current work efforts to improve in delivery of services, specific to the CF ME review the County will have in February 2022, but also looking at other areas where improvement is needed
  o San Francisco County
      ▪ None for the reporting period
  o San Mateo County
      ▪ None for the reporting period
  o Santa Clara County
      ▪ County is starting their internal BPR workgroups to update their County Handbooks
      ▪ Preparing to conduct a CalSAWS Roadshow for each of their District offices which will include a CalSAWS Demonstration
  o Santa Cruz County
      ▪ Focus is BPR currently
      ▪ Working on scheduling staff to participate and ensure they are ready for the BPR sessions
      ▪ Staff Development is also working on identifying Training Tracks for their County staff
  o Solano County
      ▪ In process of selecting their BPR To-Be SMEs and organizing the preparation materials
      ▪ Restarting overtime on Saturdays to work on data cleansing efforts, specifically Address Long/Latitude lists, and Client Correspondence
      ▪ Sharing TAC training materials for review with Staff Development supervisors for comment and feedback
      ▪ Held their second Steering Committee meeting, highlighting the various timelines

for the CalSAWS Project and requesting feedback regarding communication
- o Sonoma County
  - None for the reporting period

► **Region 2** (Alpine, Amador, Calaveras, El Dorado, Mono, Nevada, Placer, Sacramento, Sierra, Sutter, Tuolumne, Yolo, Yuba Counties)
- o Alpine County
  - None for the reporting period
- o Amador County
  - None for the reporting period
- o Calaveras County
  - None for the reporting period
- o El Dorado County
  - None for the reporting period
- o Mono County
  - None for the reporting period
- o Nevada County
  - Nevada County is declaring a County Emergency due to the 20,000 residences without power as of December 30, 2021
  - All Three offices are now up and running
  - Launched a new online video for Welfare to Work (WTW) orientations
- o Placer County
  - Started their weekly Contact Center meetings with the CalSAWS Contact Center Team
  - Started to ramp up their preparation activities and getting ready for next steps with OCM (Organizational Change Management) and Training
- o Sacramento County
  - None for the reporting period
- o Sierra County
  - None for the reporting period
- o Sutter County
  - Started a new Eligibility training class of 13 trainees
  - Began learning the nuances of CalSAWS and the new Hyland Imaging system with staff guides and updates
- o Tuolumne County
  - None for the reporting period
- o Yolo County
  - Started their weekly Contact Center meetings with the CalSAWS Contact Center team
  - Looking for a new Primary Point of Contact (PPOC) as one has been promoted
- o Yuba County
  - None for the reporting period

► **Region 3** (Butte, Colusa, Del Norte, Glenn, Humboldt, Lake, Lassen, Mendocino, Modoc, Plumas, Shasta, Siskiyou, Tehama, Trinity Counties)
  o Butte County
    ▪ None for the reporting period
  o Colusa County
    ▪ None for the reporting period
  o Del Norte
    ▪ None for the reporting period
  o Glenn County
    ▪ Glenn County is looking for Active Recruitments for Eligibility Specialists
    ▪ Glenn County is looking for Active Recruitment for Employment and Training Workers
  o Humboldt County
    ▪ Humboldt has a class of 5 (3 Eligibility Specialists and 2 ICWs) graduating on December 30, 2021
    ▪ Started the process for a new class
    ▪ The Point-in-Time count will occur on January 26, 2022, and they are recruiting volunteers now
    ▪ Began working on streamlining the General Relief intake process to reduce the number of forms to be signed
  o Lake County
    ▪ None for the reporting period
  o Lassen County
    ▪ None for the reporting period
  o Mendocino County
    ▪ Tentatively planning a new Eligibility Specialist class to begin the week of January 24, 2022
  o Modoc County
    ▪ None for the reporting period
  o Plumas County
    ▪ None for the reporting period
  o Shasta County
    ▪ None for the reporting period
  o Siskiyou County
    ▪ None for the reporting period
  o Tehama County
    ▪ None for the reporting period
  o Trinity County
    ▪ We are still hiring for all positions- we're trying to get creative with our recruitment processes and incentives
    ▪ We are working with Behavioral Health to try to put together housing for our Indigent population, or at least warming areas for those that are homeless/need a warm place to go
    ▪ We are working on an MOU with our Probation Department for Medi-Cal
    ▪ We are still remodeling our main office; this is having no impact to infrastructure at this time

► **Region 4** (Fresno, Inyo, Kern, Kings, Madera, Mariposa, Merced, San Joaquin, San Luis Obispo, Stanislaus, Tulare Counties)
   o Fresno County
      ▪ **Non-Citizen Section Codes** - Fresno County DSS rolled out the Verifications & CalWIN Entries for Non-Citizens training on December 1, 2021, to all DSS Eligibility staff. The training is to refresh staff on the different types of verifications they may see, as well as a refresher on how to complete CalWIN entries for non-citizens due to the new section code field created in CalWIN on the Non-Citizen summary window in Release 62. Staff are now required to enter the section code information, update document types, and update invalid document numbers to limit the impacts to eligibility during the migration to CalSAWS in August 2023
      ▪ **DSS Interim Director** - Beginning December 13, 2021, a new interim Director was appointed to the role of the Department of Social Services
   o Inyo County
      ▪ None for the reporting period
   o Kern County
      ▪ Kern County is very close to returning Delano staff to the Delano office. It will have staff in the office effective January 3, 2022, but the lobby will remain closed to the public at this time.
      ▪ Kern County is moving forward after receiving two CF Outreach grants. It will be meeting in January with the Project to assist in the development of equipment that can be used out in the field.
   o Kings County
      ▪ None for the reporting period
   o Madera County
      • None for the reporting period
   o Mariposa County
      ▪ Mariposa County is in the process of revising its Agency's Strategic Plan. Work on this project has already begun and it anticipates the update will be released in the next couple of months. The updated plan will provide the Agency with an overarching mission, vision, and goals for the next five years and beyond
      ▪ The agency is also revisiting the Systems of Care approach by way of all staff training, highlighting collaboration efforts, and improving agency communication
      ▪ Continuing education for Eligibility Staff will be the focus in 2022, a training calendar for the new year has been created, first class is scheduled for January 27, 2022. In addition, targeted topic mini trainings will be provided during unit meetings to address error trends, process improvement techniques and to implement recommendations made during our recent CalFresh ME process
      ▪ Currently there is an open recruitment for an Eligibility Specialist I/II, which will be closing on December 31, 2021
      ▪ Our Help Desk Team is hoping to welcome a new System Support Analyst (SSA), after the first of the year, which will fill the vacancy left by the previous SSA
   o Merced County
      ▪ None for the reporting period
   o San Joaquin County
      ▪ None for the reporting period

- o San Luis Obispo County
  - None for the reporting period
- o Stanislaus County
  - None for the reporting period
- o Tulare County
  - None for the reporting period

► **Region 5** (Imperial, Orange, Riverside, San Bernardino, San Diego, Santa Barbara, Ventura Counties)
- o Imperial County
  - None for the reporting period
- o Orange County
  - None for the reporting period
- o Riverside County
  - Outreach vans have been created to help with various programs that Riverside services. The vans are equipped with Wi-Fi and EBT machines
  - Business process reengineering plans are in full swing. There are two pilot offices that have been selected to begin in February 2022
- o San Bernardino County
  - None for the reporting period
- o San Diego County
  - None for the reporting period
- o Santa Barbara County
  - None for the reporting period
- o Ventura County
  - None for the reporting period

► **Region 6** (Los Angeles County)
- o Los Angeles County
  - Los Angeles County Validation of 22.01 was completed December 27, 2021, and the CSS Release Team completed testing fixes on December 30, 2021
  - CalSAWS Guide for Release 22.01 is scheduled to be published January 18, 2022
  - Regional Managers will hold the CalSAWS Liaison Meeting on January 11, 2022, to provide Department staff in all sections an overview and highlights of the CalSAWS Guide for Release 22.01
  - The implementation of the CalSAWS Imaging Solution and BenefitsCal for Los Angeles County is scheduled for March 14, 2022, pending confirmation after the completion of performance testing
  - Refresher Imaging ITTSME sessions are tentatively scheduled to begin February 9, 2022
  - DPSS Communication Team resumed their marketing campaign for BenefitsCal and Imaging
  - Los Angeles County began recruitment efforts for post-deployment office support for Imaging
  - Los Angeles County open the registration for the 2022 Greater Los Angeles Homeless Count. It will take place January 25 – 27, 2022. The count increases community awareness of homeless issues, produces new data for planning, and

helps garner funding for homeless programs

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