

CALSAWS M&O BI-WEEKLY STATUS REPORT

Reporting Period: January 17, 2022 – January 30, 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 |  | <ul style="list-style-type: none"> ▶ The CalSAWS System did not experience any unplanned outages |
| Defects |  | <ul style="list-style-type: none"> ▶ There are 183 active Production defects |
| Incidents |  | <ul style="list-style-type: none"> ▶ CALSAWS BROADCAST: Starting at 6:00 a.m. on November 22, 2021, the CalFresh program statuses in Medi-Cal Eligibility Data System (MEDS) for select cases in Monterey County were showing as 'Discontinued' even though the program was active in CalSAWS. Workers saw an incorrect 'Discontinued' status in MEDS for certain CalFresh cases in Monterey County even though the CalFresh program was active. The CalFresh program status on these cases was 'Discontinued' in MEDS even though the program was 'Active' in CalSAWS. This issue did not impact benefits to CalFresh recipients. This issue only impacted Monterey County. On January 21, 2022, the defect CA-239323 had been created to address this issue. PRB0042543. Defect is targeted for February 3, 2022 ▶ CALSAWS BROADCAST: Starting at 6:00 a.m. on November 22, 2022, Eligibility Determination and Benefit Calculation (EDBC) run on select cases was not processed when the SAR7 packet status was 'Received – No Change'. Also, when SAR7 status received from Imaging/YBN 'Received- No Change', batch EDBC was not triggered to flip the SAR7 status to Complete. Users saw few cases in the skipped EDBC report that have the SAR7 packet in 'Received – No Change' status. System Change Request (SCR) CA-235422 and defect CA-239931 were created to address this issue. As of 6:00 a.m. on January 28, 2022, the issue has been resolved. Defect CA-239931 was deployed to production and EDBC processing was completed successfully on the impacted cases. Previously skipped EDBC's were processed successfully and the SAR7 status was updated to 'Complete'. PRB0042651 |

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| Topic | CalSAWS System | Highlights |
|-------|----------------|--|
| | | <ul style="list-style-type: none">▶ CalSAWS BROADCAST: On January 10, 2022, Los Angeles County users received a CalSAWS Information Transmittal (CIT) "0005-22 Updated Los Angeles County Login Procedures" informing end users of a planned update to the login page. This update was originally scheduled for January 14, 2022, and was postponed to a later date. Login page updates for the Los Angeles County users were scheduled to be implemented on January 21, 2022. Please refer to the "CIT 0005-22 Updated Los Angeles County Login Procedures" for the user impact due to these login updates.▶ CALSAWS BROADCAST: Starting at 10:00 a.m. on January 11, 2022, users that accessed the Learning Management System (LMS) noticed that job aids, Web-Based Trainings (WBTs) and Fact Sheets were no longer available. Users logged into the LMS and saw missing training materials. As of 12:00 p.m. on January 19, 2022, the Project team has worked with the LMS Vendor and resolved the issue. All training materials have been restored and were available in the Learning Management System (LMS). Starting at 1:00 p.m. on January 27, 2022, users have been experiencing login issues or extreme slowness with the Learning Management System (LMS). Users were unable to login the LMS, or if able to login, experienced extreme slowness. PRB0042680▶ CALSAWS BROADCAST: Starting at 6:00 a.m. on January 16, 2022, a delay in generation of some County reports has occurred between January 16, 2022, and January 19, 2022. Some County reports were unavailable for users. For details on the specific reports that were unavailable, please refer to the Reports Generation Delayed List that was available on the CalSAWS Web Portal. Backlogged County reports from January 16, 2022, to January 19, 2022, have been generated and were available for users in production. Starting at 6:00 a.m. on January 27, 2022, several reports were not generated in production. As of 8:10 a.m. on January 27, 2022, the issue has been resolved and the reports were generated in production. Starting at 6:00 a.m. on January 25, 2022, the 'Collections Receipt Daily Report' was not generated in Production. Users were not able to view the |

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| Topic | CalSAWS System | Highlights |
|-------|----------------|---|
| | | <p>'Collections Receipt Daily report' for the report date of January 24, 2022. Defect CA-239915 has been created to resolve the issue. As of 11:41 a.m. on January 25, 2022, the 'Collections Receipt Daily Report' for the report date of January 24, 2022, has been generated and was available for users.</p> <ul style="list-style-type: none">► CALSAWS BROADCAST: Starting at 8:00 a.m. on January 24, 2022, users were experiencing connectivity issues with FIS (Electronic Benefits Transfer (EBT) Vendor) which caused EBT transactions to timeout and fail. Users were unable to print EBT cards or perform EBT related transactions. Note: Both CalSAWS and CalWIN Counties were impacted by this issue. The FIS (EBT Vendor) team planned to make a change between 2:00 a.m. and 5:00 a.m. on January 24, 2022, to address this issue. As of 4:30 a.m. on January 25, 2022, the issue has been resolved. The Project team had observed stable connectivity between CalSAWS and FIS. Users were able to perform EBT related transactions in CalSAWS. PRB0042623► CALSAWS BROADCAST: Starting at 7:00 a.m. on January 22, 2022, users were unable to submit documents from initial Quality Assurance (QA) after making review changes. This did not impact externally submitted documents (from Kiosk or BenefitsCal). This did not impact documents already stored on cases, or documents that were already in workflow linked to cases. On January 21, 2022, the impacted code introduced with CA-233089 had caused the issue to be rolled back at 9:00 a.m. on of January 24, 2022, and a defect was being opened to track. If a user was still experiencing issues, they needed to restart their browsers or clear cache. Note: This issue did not impact Los Angeles County users► CALSAWS BROADCAST: Starting at 10:00 a.m. on January 25, 2022, users from San Bernardino, Merced, Kern, Riverside and Napa Counties reported performance slowness while navigating through the CalSAWS application and performing transactions. Users were experiencing slowness performing transactions in CalSAWS. As of 10:30 a.m. on January 26, 2022, the issue has been resolved |

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| Topic | CalSAWS System | Highlights |
|-------|----------------|--|
| | | <ul style="list-style-type: none">▶ CALSAWS BROADCAST Starting at 6:15 a.m. on January 26, 2022, CalSAWS was experiencing connectivity issues with MEDS system. Users were experiencing slowness performing transactions. CIN search did not work. As of 9:55 a.m. on January 26, 2022, the issue was resolved. CIN search functionality was working as expected. PRB0042652▶ CALSAWS BROADCAST: Starting at 8:00 a.m. on January 26, 2022, users have been unable to access the Training Production environment. As of 11:40 a.m. on January 26, 2022, the Project team has resolved the issue. All users were able to login the Training Production environment. PRB0042656 |

| Legend | |
|---|----------------------|
|  | On Track |
|  | At Risk |
|  | Not on track/Monitor |

1.2 Highlights from the Reporting Period

- ▶ The CalSAWS team successfully deployed CalSAWS minor releases 22.01.20, 22.01.21, 22.01.25, 22.01.27, 22.01.28, 22.01.29, and 22.01.30. CalSAWS major release 22.01 was deployed as well.
- ▶ Planned Outages:
 - Scheduled CalSAWS Outages:
 - CalSAWS Scheduled Maintenance - On January 23, 2022, from 6:00 a.m. to 3:00 p.m., the CalSAWS Application was scheduled for maintenance. In addition, the CalSAWS Application was scheduled for maintenance on January 30, 2022, from 4:00 p.m. to 8:00 p.m. During these periods, users were redirected to a "Read Only" version of the CalSAWS application. The CalSAWS application is scheduled for maintenance on February 6, 2022, from 6:00 a.m. to 11:00 p.m.
 - Training Staging and Training Production Environments Outage – On January 24, 2022, from 8:00 a.m. to 7:00 p.m., the 22.01 code deployment for the Training Staging and Training Production environments took place. During this period: All users were to login to the Training Staging and Training Production environments
 - CalSAWS Standby Adhoc Database Maintenance – On January 23, 2022, from 6:00 a.m. to 4:00 p.m., the CalSAWS Standby Adhoc Database Maintenance was scheduled to be down for maintenance. In addition, on January 30, 2022, from 10:00 a.m. to 12:00 p.m. the CalSAWS Standby Adhoc Database was not available to Apex, EDR and Adhoc reports users. The CalSAWS Adhoc database is scheduled for maintenance on February 6, 2022, from 6:00 a.m. to 11:00 p.m.
 - CalSAWS Identity Access and Management Solution - The CalSAWS Identity Access and Management Solution was scheduled for maintenance on January

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28, 2022, from 11:00 p.m. until 1:00 a.m. on January 29, 2022. During this period, users were unable to login to the CalSAWS application

o Scheduled External System Outage:

- Your Benefits Now (YBN) and BenefitsCal Outage – on January 23, 2022, from 6:00 a.m. until 3:00 p.m. and from 4:00 p.m. to 8:00 p.m. on January 30, 2022, users were unable to access YBN. BenefitsCal was placed in Offline Mode and transactions were queued and processed upon completion of maintenance activities. Participants were not able to view EBT balances and case information. On February 6, 2022, from 6:00 a.m. to 11:00 p.m., BenefitsCal will be placed in offline mode and users won't be able to access YBN
- Online CalSAWS Appraisal Tool (OCAT) Application - The CalSAWS Identity Access and Management Solution was scheduled for maintenance on January 28, 2022, from 11:00 p.m. until 1:00 a.m. on January 29, 2022. During this period, were unable to login to the OCAT applications
- BenefitsCal Maintenance - The BenefitsCal application was scheduled for maintenance on January 27, 2022, from 7:00 p.m. to 9:30 p.m. During this period the BenefitsCal application was unavailable

2.0 Project Management

2.1 Project Deliverables Summary

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

| DEL # | DELIVERABLE NAME | TEAM | STATUS [1] | STATUS |
|-------|-------------------------------|------|------------|--------|
| | None for the reporting period | | | |

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

2.2 Highlights from the Reporting Period

- ▶ Continued Project administration, facility management, office management support, and financial management tasks
- ▶ Continued performing contract management activities:
 - Received the CalSAWS Joint Powers Authority (JPA) Board of Directors' approval for Change Notice No. 14 on January 27, 2022. Change Notice No. 14 included use of the contract's R&A Change Budget Services allocation for accessibility testing for the CalSAWS application
 - Continued planning the implementation of requirements from the DHCS and CDSS Privacy and Security Agreements (PSAs) that were approved by the JPA Board of Directors on April 16, 2021
 - Began working with the Project teams to review the Assembly Bill Questions (ABQ) request received on January 25, 2022
 - 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 30, 2022

Table 2.3-1 – CITs

| CIT ID | Subject | Category | Distribution Date | Primary CalSAWS Contact | Backup CalSAWS Contact |
|---------|---|---------------|-------------------|-------------------------|------------------------|
| 0012-22 | General Training for LA County Imaging Implementation | Informational | January 18, 2022 | Ashley Arnold | Rachel Cousineau |
| 0013-22 | CA-237325 CalFresh Emergency Allotments for December 2021 List Posted | Informational | January 18, 2022 | Caroline Bui | Binh Tran |
| 0014-22 | MFA Instructions for Logging into CalSAWS Applications-Development Environments | Informational | January 18, 2022 | Mike Tombakian | Yul McGrath |

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| CIT ID | Subject | Category | Distribution Date | Primary CalSAWS Contact | Backup CalSAWS Contact |
|---------|--|---------------|-------------------|-----------------------------|--------------------------------|
| 0015-22 | C-IV Jira Decommission & Archive | Informational | January 18, 2022 | Francis Paran | Lynnel Silva |
| 0016-22 | CA-238991 Job Aid Medi-Cal CalHEERS – BREFS Application Life Cycle | Informational | January 19, 2022 | Maureen Votta | Connie Buzbee |
| 0017-22 | CA-236810 Update Job Aid Medi-Cal CalHEERS MAGI Verifications | Informational | January 19, 2022 | Maureen Votta | Connie Buzbee |
| 0018-21 | Expectant Parent Payment | Informational | January 21, 2022 | Ignacio Lázaro | Laura Ould |
| 0019-22 | CalSAWS BUZZ Volume 4 Issue 1 | Informational | January 25, 2022 | June Hutchison | Lenecia Miles |
| 0020-22 | MFA Instructions for Logging into CalSAWS Applications- ALL County Users | Informational | January 25, 2022 | Mike Tombakian | Yul McGrath |
| 0021-22 | MFA for Logging into CalSAWS Applications Support Bridge | Informational | January 25, 2022 | Mike Tombakian | Yul McGrath |
| 0022-22 | August 2021 and Future Postage Rate Changes | Informational | January 25, 2022 | Geoff Cosner | Julie Holmes |
| 0024-22 | CalSAWS AWS SSO/Appstream Migration To CalSAWS Login Credentials | Informational | January 26, 2022 | Mike Tombakian | Yul McGrath, and Brian Rodgers |
| 0025-22 | New RCM and SME Orientation Presentation | Informational | January 26, 2022 | Matthew Vandereyck | Regional Managers |
| 0026-22 | CalSAWS Imaging – Documents Restored Between 12/29/21 and 01/04/22 | Informational | January 27, 2022 | Toby Barnes | Rhiannon Chin |
| 0027-22 | CA-236997 Retro Month EDBC on Converted Cases | Informational | January 27, 2022 | Caroline Bui, and Sarah Cox | Binh Tran |
| 0028-22 | Los Angeles Imaging Migration - CalSAWS Imaging Solution URLs | Informational | January 28, 2022 | Chris Vasquez | Rhiannon Chin |
| 0029-22 | Los Angeles County T-3 Weeks Imaging Change Readiness Assessment | Informational | January 28, 2022 | Helen Cruz | Araceli Gallardo |

- The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending January 30, 2022

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Table 2.3-2 – CRFIs

| CRFI ID | Subject | Distribution Date | Status | Response Due Date | CalSAWS Contact |
|---------|--|-------------------|--------|-------------------|-----------------|
| 21-079 | Identifying Los Angeles County Imaging Post-Deployment Office-Level Support | December 29, 2021 | Closed | January 21, 2022 | Danielle Benoit |
| 22-001 | CalSAWS Imaging – Cleanup of Workflow Queue Backlog | January 4, 2022 | Closed | January 18, 2022 | Rhiannon Chin |
| 22-004 | Request for Imaging Train-the-SME (ITTSME) Refresher Participants for Los Angeles County | January 10, 2022 | Closed | January 21, 2022 | Ashley Arnold |

Table 2.3-3 – Overdue CRFIs

- The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending January 30, 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 |
|-----------------------|------------|
| Rejected | 1 |
| Assigned | 7 |
| Completed | 587 |
| Duplicate | 17 |
| In Review | 2 |
| Withdrawn | 20 |
| Pending clarification | 1 |
| Total | 634 |

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 |
|----------------|---|-----------|-------------------|------------------------|-------|
| 21-546 | 21-546 MEDS Modifications | Completed | November 18, 2021 | November 4, 2021 | |
| SIRFRA 3648 | 3648 – College Student Data | Assigned | January 10, 2022 | No response | |
| SIRFRA 1166 | 1166 – RMR Other Discontinuances | Completed | January 11, 2022 | January 31, 2022 | |
| SIRFRA 1153 | 1153 – Property Eligibility | Completed | January 13, 2022 | January 24, 2022 | |
| SIRFRA 3715 | 3715 – Unrelated Adult Males | Completed | January 14, 2022 | January 24, 2022 | |
| SIRFRA 3717 | 3717 – PACF Breakout Request – December 2021 | Completed | January 18, 2022 | January 3, 2022 | |
| SCERFRA 21-548 | 21-548 – CalSAWS Student Data Input | Completed | January 19, 2022 | January 21, 2022 | |
| SIRFRA 1169 | 1169 – Fiscal Impact Implementation Estimate of AB 1604 | Completed | January 19, 2022 | January 21, 2022 | |
| SIRFRA 3725 | 3725 – CalWORKS Home Visiting Program (HVP) | Assigned | January 19, 2022 | No response | |
| SIRFRA 3718 | 3718 – Stage One Child Care Home Provider Data | Completed | January 20, 2022 | January 20, 2022 | |
| CWDA | CWDA – Sample NOAs Children Health Insurance Programs and 250% FPL Working Disabled | Completed | January 21, 2022 | January 18, 2022 | |
| SIRFRA 1153 | 1153 – Property Eligibility | Completed | January 21, 2022 | January 24, 2022 | |
| SIRFRA 1171 | 1171 – PHE Additional Contact Attempt | Completed | January 21, 2022 | January 27, 2022 | |
| SIRFRA 1168 | 1168 – 10% Increase of Reasonable Compatibility Threshold | Completed | January 24, 2022 | January 25, 2022 | |
| SIRFRA 1167 | 1167 – Reasonable Explanation | Completed | January 24, 2022 | January 27, 2022 | |
| SCERFRA 21-549 | 21-549 – CCP 2145 Form Cost and Time Estimate | Completed | January 24, 2022 | January 21, 2022 | |
| CWDA | CWDA – Expansion Options/Pros/Cons | Assigned | January 27, 2022 | No response | |
| SIRFRA 1173 | 1173 – Timeline for AB 499 Compliance | Assigned | January 28, 2022 | No response | |

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| ID | Description | Status | Due Date | Response Received Date | Notes |
|-------------|--|-----------|-------------------|------------------------|-------|
| SIRFRA 3719 | 3719 – Dual Agency Rates for Children in Foster Care June 2021 | Assigned | January 31, 2022 | No response | |
| SIRFRA 3720 | 3720 – CalFRESH Confirm Data Pull – January 2022 | In Review | January 31, 2022 | No response | |
| SIRFRA 3719 | 3719 – Dual Agency Rates for Children in Foster Care June 2021 | Assigned | January 31, 2022 | No response | |
| SIRFRA 1174 | 1174 – Non-Binary Identification | Assigned | January 31, 2022 | No response | |
| SIRFRA 3618 | 3618 – CalFRESH Water Pilot – Part Two | Assigned | February 2, 2022 | No response | |
| SIRFRA 3722 | 3722 – Out of State TOA NOAs | Assigned | February 14, 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

- ▶ Met with Configuration Management Database (CMDB) stakeholders on January 18, 2022, and presented updated Project timeline
- ▶ Scheduling IT Operations Management (ITOM) Process alignment workshop with stakeholders for week of February 6, 2022
- ▶ Resolved Cherwell timeout issue in Development. Changes are targeted to be pushed to Production on February 3, 2022, pending Change Advisory Board (CAB) approval
- ▶ Held meeting with Jira Stakeholders to gather requirements around Bi-Directional Jira-ServiceNow Integration Proof of Concept (POC)
- ▶ Continued development of Change Calendar POC
- ▶ Review under progress of backlog of Ideas (126). 38 are in planned state; pending meeting schedule with stakeholders to prioritize and get approval

Figures 3.1.1-1 – CalSAWS ServiceNow Ideas

| State | Count |
|----------------------------|-------|
| Planned | 38 |
| Under review | 28 |
| Gathering more information | 17 |
| Duplicated | 13 |
| Approved / In progress | 30 |

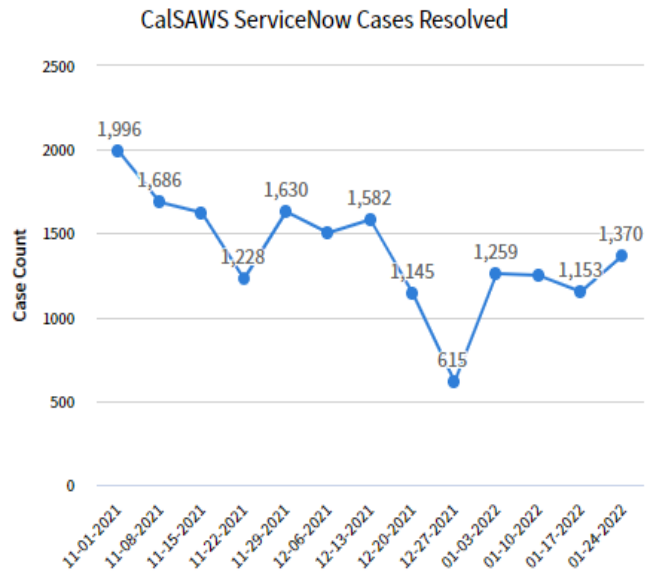
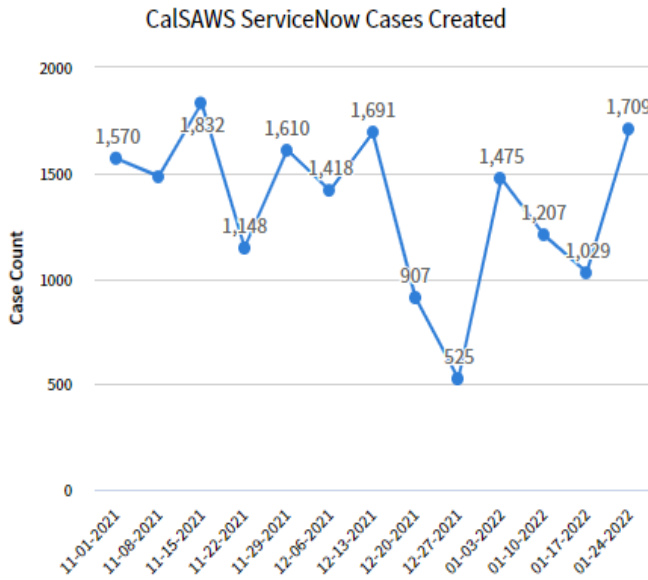
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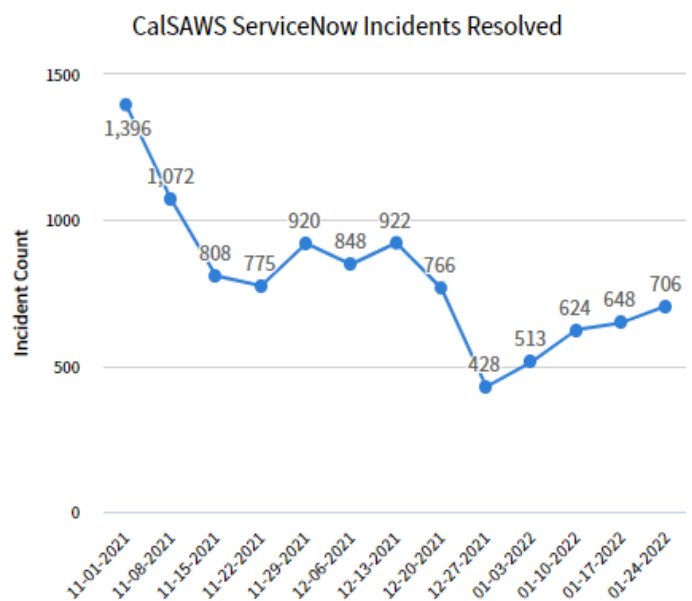
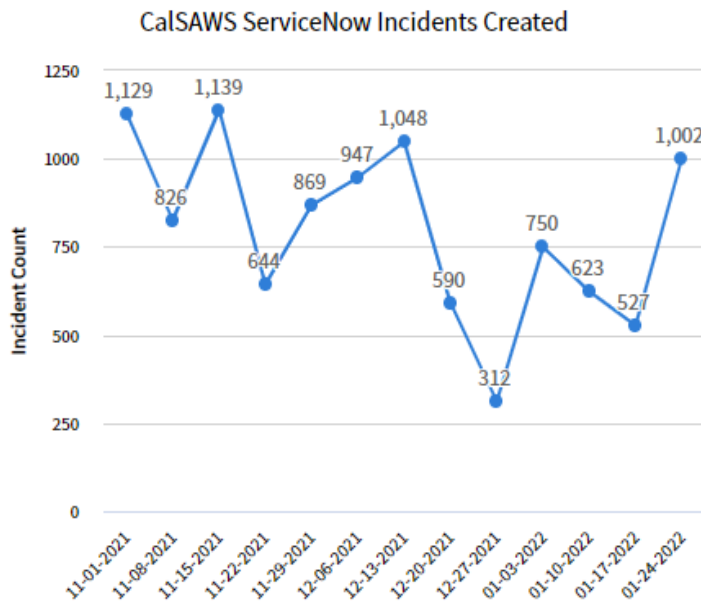
3.1.2 CalSAWS Help Desk Metrics

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



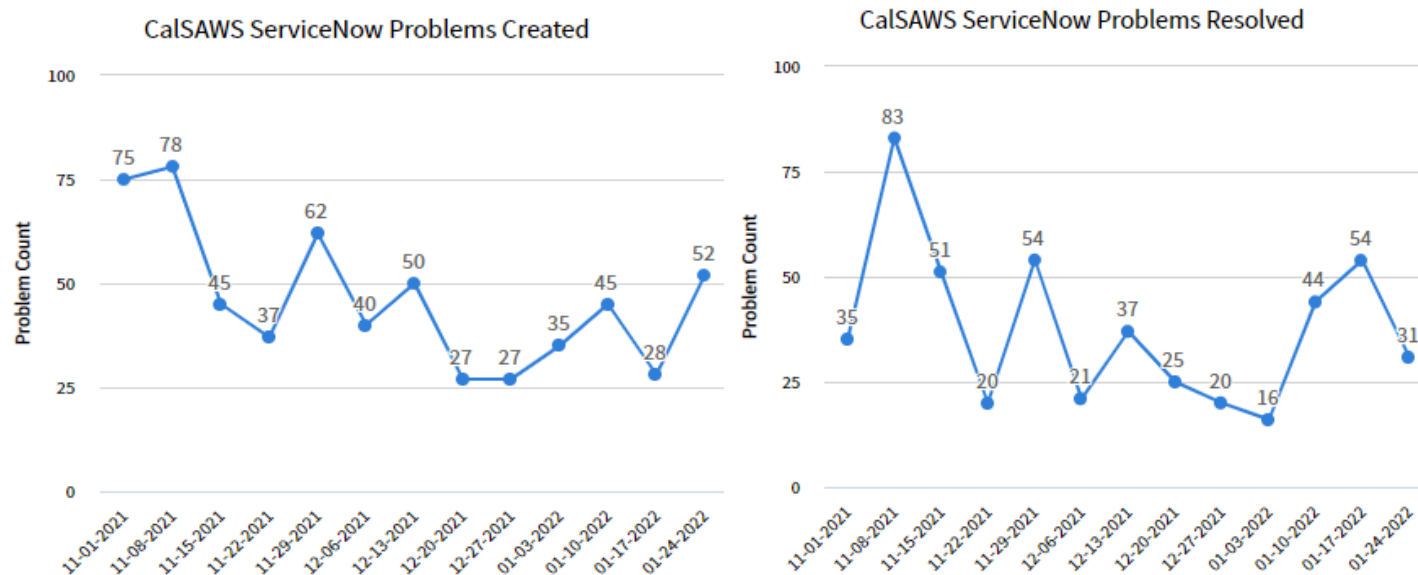
Note: The graphs represent the ServiceNow Incidents associated to all 40 Counties. Incidents are escalations derived from case attempts to triage the issue. The dates in x-axis represent the start of a week.

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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

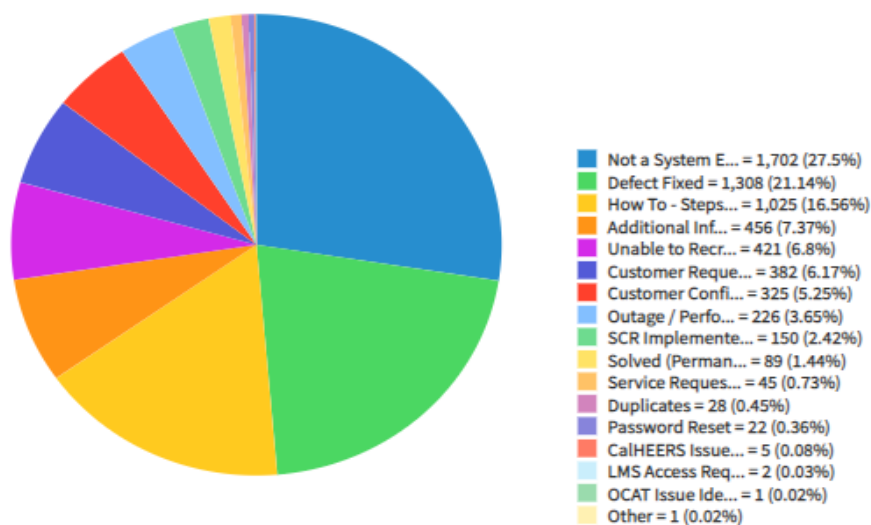
Table 3.1.2-1 – CalSAWS ServiceNow Incidents by State and Age

| | <1 Day | 1-5 Days | 6-10 Days | 11-15 Days | 16-30 Days | 30-60 Days | 60-180 Days | >180 Days | Total |
|----------------------|-----------|------------|------------|--------------|---------------|--------------|--------------|------------|---------------|
| New | 40 | 237 | 75 | 45 | 48 | 27 | 5 | 0 | 477 |
| In progress | 10 | 109 | 81 | 30 | 135 | 196 | 168 | 1 | 730 |
| On hold | 4 | 75 | 94 | 89 | 259 | 544 | 968 | 125 | 2,158 |
| Resolved | 0 | 188 | 342 | 240 | 333 | 193 | 204 | 7 | 1,507 |
| Closed | 0 | 1 | 3 | 5,817 | 16,119 | 4,440 | 1,470 | 10 | 27,860 |
| Problem in Diagnosis | 0 | 10 | 0 | 2 | 1 | 7 | 4 | 0 | 24 |
| Total | 54 | 620 | 595 | 6,223 | 16,895 | 5,407 | 2,819 | 143 | 32,756 |

Figure 3.1.2-7 – CalSAWS ServiceNow Incidents by Resolution Code

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

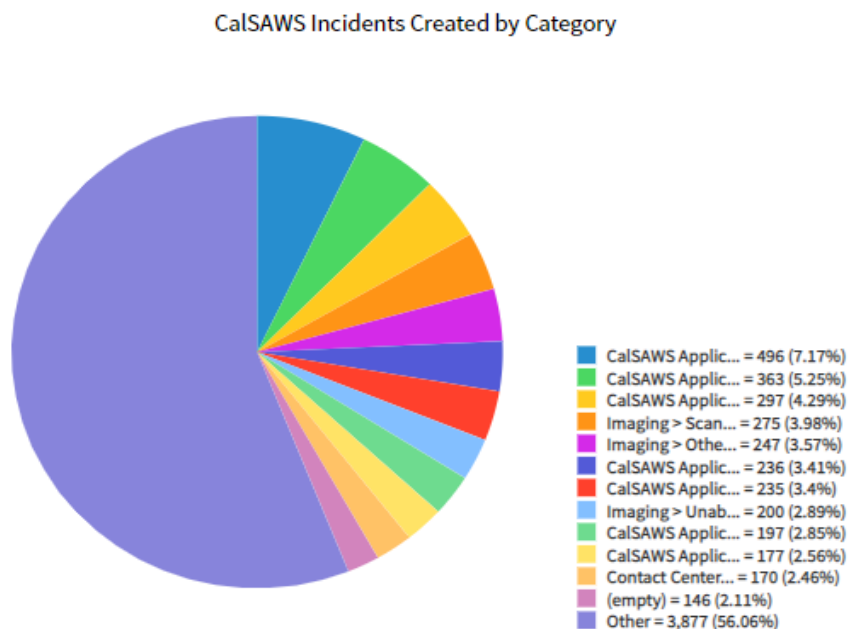
CalSAWS ServiceNow Incidents by Resolution Code



| Resolution code | Incident Count | Percentage of Incidents |
|---|----------------|-------------------------|
| Not a System Error - With Explanation | 1,702 | 27.5% |
| Defect Fixed | 1,308 | 21.14% |
| How To - Steps to Proceed Provided | 1,025 | 16.56% |
| Additional Information Needed | 456 | 7.37% |
| Unable to Recreate Issue | 421 | 6.8% |
| Customer Requested Closure | 382 | 6.17% |
| Customer Confirmed Issue is Resolved | 325 | 5.25% |
| Outage / Performance Degradation | 226 | 3.65% |
| SCR Implemented | 150 | 2.42% |
| Solved (Permanently) | 89 | 1.44% |
| Service Request Created - With Request Number | 45 | 0.73% |
| Duplicates | 28 | 0.45% |
| Password Reset | 22 | 0.36% |
| CalHEERS Issue Resolved | 5 | 0.08% |
| LMS Access Request | 2 | 0.03% |
| OCAT Issue Identified | 1 | 0.02% |
| Other | 1 | 0.02% |
| Total | 6,188 | 100% |

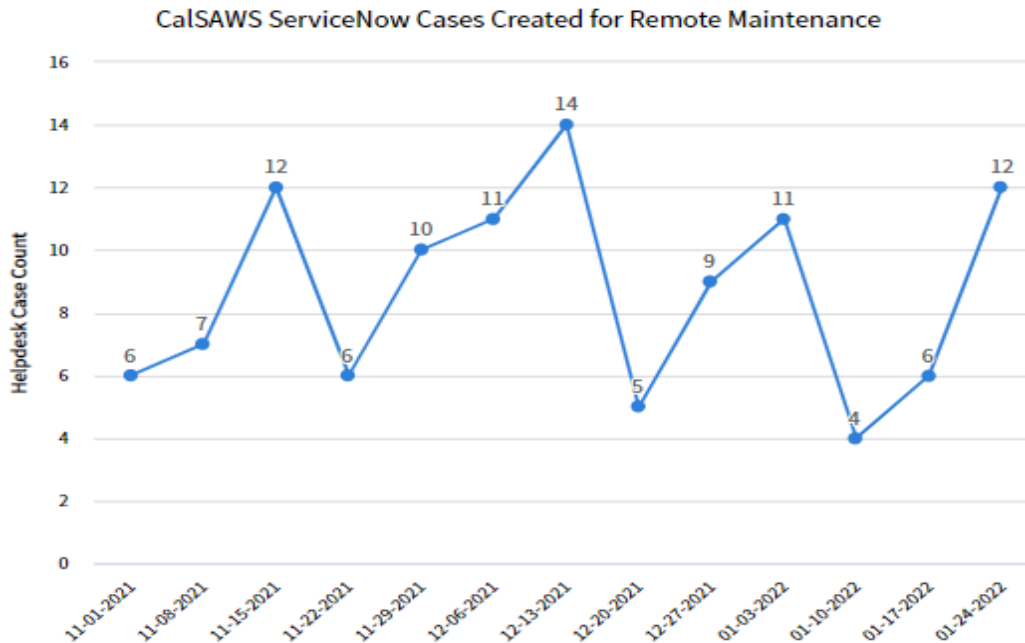
Figure 3.1.2-8 – CalSAWS ServiceNow Incidents Created by Category

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



| Category | Incident Count | Percentage of Incidents |
|--|----------------|-------------------------|
| CalSAWS Application/Related Systems > Production > Eligibility Determination > Other | 496 | 7.17% |
| CalSAWS Application/Related Systems > Production > Eligibility Determination > Incorrect Eligibility Results | 363 | 5.25% |
| CalSAWS Application/Related Systems > Production > Eligibility Determination | 297 | 4.29% |
| Imaging > Scanning Documents | 275 | 3.98% |
| Imaging > Other | 247 | 3.57% |
| CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > Other | 236 | 3.41% |
| CalSAWS Application/Related Systems > Production > Performance > Other | 235 | 3.4% |
| Imaging > Unable to View Images | 200 | 2.89% |
| CalSAWS Application/Related Systems > Production > Error Encountered > Running/Authorizing EDBC | 197 | 2.85% |
| CalSAWS Application/Related Systems > Production > Client Correspondence > NOAs | 177 | 2.56% |
| Contact Center/IVR > CCP | 170 | 2.46% |
| (empty) | 146 | 2.11% |
| Other | 3,877 | 56.06% |
| Total | 6,916 | 100% |

Figures 3.1.2-9 – 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
 - Completed 84% of total devices across all sites (456 of 582 switches)
 - Switch refresh scheduled for February rolled out to all Counties
- ▶ Multi-Factor Authentication (MFA) Rollout
 - Completed roll out of ForgeRock Multi-factor Authentication (MFA) on January 28, 2022. Now live for all County Production users

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Table 3.2.1-1 – CalSAWS Upcoming Maintenance

| Scheduled Date | Activity Description |
|----------------------|---|
| February 3, 2022 | Sandbox Amazon Web Service (AWS) Linux Operating System (OS) Patches February 1, 2022, Patch Baseline |
| February 3 – 7, 2022 | Failover from LA3 to SV1 (Planned Change) |
| February 6, 2022 | Development Amazon Web Service (AWS) Linux Operating System (OS) Patches February 1, 2022, Patch Baseline |
| February 6, 2022 | Upgrade Oracle Grid Infrastructure and Database Production and all standbys to 19c |
| February 13, 2022 | Upgrade Delphix virtualization engines to 6.0.11 |
| February 13, 2022 | Upgrade Production NPrinting to May 2021 Release (Planned Change) |
| February 13, 2022 | Production Amazon Web Service (AWS) Database Linux Operating System (OS) Patches February 1, 2022, Patch Baseline |
| February 20, 2022 | CalSAWS Release 22.02 (Planned Change) |
| February 27, 2022 | Production Amazon Web Service (AWS) Linux Operating System (OS) Patches January 1, 2022, Patch Baseline |

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 on the following date
 - Prime Eligibility Determination and Benefit Calculation (EDBC) SLA - 1627 out of 607,242 transactions were > 20 seconds = 99.7%

3.3 Production Defect Backlog

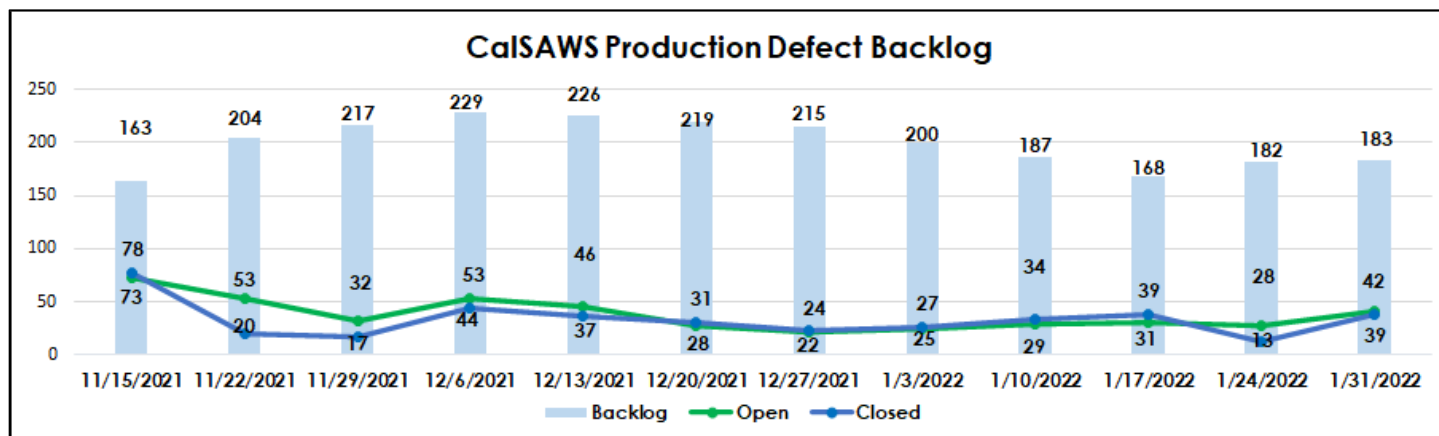
The Production defect backlog bar-chart depicts the balance of open (unresolved Production defects) and closed defects, week-over-week. Defects are closed upon system test validation and release deployment to Production

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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 | 22.01 | 22.02 | 22.03 | 22.05 | TBD | Grand Total |
| 2-Normal/Medium | 8 | | 4 | | 5 | 17 |
| New | | | | | 1 | 1 |
| In Progress | 2 | | 4 | | 3 | 9 |
| Closed | 6 | | | | 1 | 7 |
| 3-Normal/Low | 98 | 8 | 106 | 1 | 24 | 237 |
| New | 11 | 4 | 33 | 1 | 13 | 62 |
| In Progress | 19 | 1 | 73 | | 10 | 103 |
| Closed | 68 | 3 | | | 1 | 72 |
| 4-Cosmetic | 4 | 2 | | | 1 | 7 |
| In Progress | 1 | 1 | | | 1 | 3 |
| Closed | 3 | 1 | | | | 4 |
| Grand Total | 110 | 10 | 110 | 1 | 30 | 261 |

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:
 - 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 | January 18, 2022 | Production Operations/ Consortium Policy and Design |
| 22.01 CalSAWS Application Development and Training Release Notes Broadcast | January 18, 2022 | Production Operations |
| CalSAWS Release 22.01 Greenlight Meeting | January 19, 2022 | 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 136 – Los Angeles County Login Issue

3.4.3 Batch Operations

- ▶ Supported updates to the Batch Performance activities roadmap, including testing of Central Print encryption updates
- ▶ Coordinated with Application Development, Database Administration, and technical teams to test 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), and started reviews and implementation of CalWIN release BSCRs in Batch Performance environment
- ▶ Implemented BSCRs for 22.01 Release and Analytics soft launch of Release J

- ▶ Updated BIC Suite Scheduler to include additional core/core-off prime/non-core categorizations
- ▶ Continued knowledge transfer sessions for offshore team on monitoring nightly batch operations

3.5 ForgeRock

3.5.1 Highlights of the Reporting Period

- ▶ Confirmed application integration validators for 22.01.28 ForgeRock Production Release
- ▶ ForgeRock 22.01.28 Production Deployment (22.01.28)
- ▶ Drafted and sent the Production Operations Communications for the 22.01.28 ForgeRock Production Release
- ▶ Enabled ForgeRock Multi-Factor Authentication (MFA) capabilities for existing County Users
- ▶ Enabled Application Onboarding for VSAS, SSI Advocacy, SMART, MES_HHS, InDoc Manage, DPSS_SF, IEVS, DUPP, CIP, CATR_ECA, CATR, AWS API Gateway, HITS API Client, HOMs API Client, Track Advisory API, Code4America, Consortium AWS, Adobe Experiences

Table 3.5-1 – ForgeRock Milestones

| MILESTONES | PRODUCTION DEPLOYMENT DATE | STATUS |
|--|----------------------------|-------------|
| ForgeRock 22.01.28 Priority Production Release | 22.01.28 | In progress |
| Deploy Los Angeles County Production SAML Client | 22.01.21 | Completed |
| ForgeRock CalSAWS Jira/ BitBucket Single Sign On (SSO) Integration | TBD | Postponed |
| DCR for the Los Angeles County Mismatch Email | 22.01.28 | In progress |
| Enable Lifecycle Management for ServiceNow Accounts | 22.02.25 | In progress |
| ForgeRock Application Onboarding: Adobe Experiences Production clients | 22.01.28 | Completed |
| ForgeRock: Application Onboarding - VSAS Production Clients | 22.01.28 | Completed |
| ForgeRock: Application Onboarding - SSI Advocacy Production Clients | 22.01.28 | Completed |
| ForgeRock: Application Onboarding – SMART Production Clients | 22.01.28 | Completed |
| ForgeRock: Application Onboarding - MEDS_HHS PROD Client | 22.01.28 | Completed |
| ForgeRock: Application Onboarding – InDocManage PROD Client | 22.01.28 | Completed |
| ForgeRock: Application Onboarding - DPSS_SF Production Client | 22.01.28 | Completed |
| ForgeRock: Application Onboarding – IEVS Production Client | 22.01.28 | Completed |
| ForgeRock: Application Onboarding – DUPP Production Client | 22.01.28 | Completed |
| ForgeRock: Application Onboarding – CIP Production Client | 22.01.28 | Completed |
| ForgeRock: Application Onboarding - CATR_ECA Production Client | 22.01.28 | Completed |

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| | | |
|--|----------|-------------|
| ForgeRock: Application Onboarding – CATR Production Client | 22.01.28 | Completed |
| ForgeRock: Application Onboarding - HITS API Production Client | 22.01.28 | Completed |
| ForgeRock: Application Onboarding - HOMS API Production Client | 22.01.28 | Completed |
| ForgeRock: Application Onboarding - Track Advisory API Production Client | 22.01.28 | Completed |
| ForgeRock: Application Onboarding - Code4America Production Client | 22.01.28 | Completed |
| ForgeRock Application Onboarding: ZScaler Production clients | TBD | In progress |
| ForgeRock Application Onboarding: Consortium AWS Production clients | 22.01.28 | In progress |

3.6 Innovation Lab

- ▶ Continued Innovation Lab activities
 - Streamlined CalSAWS Lobby Application (Describe Phase)
 - Continued requirements for lobby application enhancements
 - System Status for End Users (Co-Create Phase)
 - Continued prototype project management timeline and activities
 - CalSAWS Production Calendar (Co-Create Phase)
 - Continued prototype project management timeline and activities
 - Cybersecurity Awareness Program (Co-Create Phase)
 - Continued implementation and prototype activities

3.7 Imaging

- ▶ Continued to work with Counties and project on improving County exception queues

3.8 Customer Service Center (CSC)

- ▶ Continued designs for the following:
 - SCR CA-234540 – Update Call Control Panel (CCP) Security and Database connection
 - This will ensure agents are able to still login to the Call Control Panel (CCP) and handle calls if there are database issues and implement seamless failover to the standby database if needed. Still in progress
- ▶ 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
 - Welcome Bot continues to successfully route approximately 80% of callers that interact with the bot
 - Push Notification is successfully deflecting approximately 13% of callers from needing to speak to a worker
 - Welcome Bot and Push Notification combined successfully deflect approximately one-third of all callers
- ▶ Authentication Bot
 - 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 County 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 Six priority releases:
 - The CalSAWS 22.01.20 Minor Release was successfully deployed on January 20, 2022
 - Two System Change Requests (SCRs) were deployed in the areas of BenefitsCal and Technical Architecture teams
 - The CalSAWS 22.01.21 Minor Release was successfully deployed on January 21, 2022
 - Three System Change Requests (SCRs) were deployed in the areas of Imaging, Batch Operations and Technical Forge Rock teams
 - The CalSAWS 22.01.25 Minor Release was successfully deployed on January 25, 2022
 - Three defects were deployed in the areas of Batch/Interfaces, Client Correspondence and Technical Architecture teams
 - The CalSAWS 22.01.27 Minor Release was successfully deployed on January 27, 2022
 - Eight defects were deployed in the areas of Batch/Interfaces, BenefitsCal, Fiscal, Performance, Reports and Technical Architecture teams
 - Four System Change Requests (SCRs) were deployed in the areas of Batch/Interfaces, Fiscal and Technical Architecture teams
 - The CalSAWS 22.01.29 Minor Release was successfully deployed on January 29, 2022
 - One System Change Requests (SCRs) was deployed in the area of Client Correspondence team
 - The CalSAWS 22.01.30 Minor Release was successfully deployed on January 30, 2022
 - One defect was deployed in the area of Reports team

Table 4.1-1 – CalSAWS Upcoming Release

| Release | Summary |
|-----------------|---|
| 22.02.03 | <ul style="list-style-type: none">▶ Update Population Logic for Forms for Migration Counties - Phase 2▶ Expand the logic used by the Kiosk Application to identify Barcoded Documents▶ Retro Month Eligibility Determination and Benefit Calculation (EDBC) on Converted Cases▶ Add Medicare Savings Program Failed to Complete Redetermination Notice of Actions (NOAs)▶ Ability to adjust Security for Project Staff through the Non-County Staff page▶ Modify the Los Angeles County Redetermination CalSAWS batch appointment logic▶ Update Butte County Direct Deposit National Automated Clearing House Association (NACHA) file▶ Update Tax Intercept files with correct Treasury Offset Program Cycle Number▶ Outbound Email/Text – Electronic Benefit Transfer (EBT) Scam Notification February 2022▶ Update electronic Inter County Transfer (eICT) image outbound to CalWIN |
| 22.02.06 | <ul style="list-style-type: none">▶ Upgrade CalSAWS database to Oracle release 19c |

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| Release | Summary |
|-------------------------------|---|
| 22.02.10 | <ul style="list-style-type: none">▶ 2022 Federal Poverty Levels for Medi-Cal▶ DDID 1631: Other Person Count, and Other Person Amounts are Not Represented in the CalSAWS Report Template▶ DDID 2718 Functional Design Session (FDS) Customer Service Center (CSC): Task for Cancelling an Appointment in Outbound IVR |
| 22.02.12 | <ul style="list-style-type: none">▶ Run Batch EDBC for CalFresh Social Security Administration (SSA) Cost of Living Adjustments (COLA) effective March 2022▶ ACL 20-145, 20-126 Run Batch EDBC to Eliminate Elderly Simplified Application Project (ESAP) Semi Annual Reporting (SAR) 7 Requirement |
| 22.02 (02/20/2021) | <ul style="list-style-type: none">▶ Total System Change Controls (SCRs): 8 approved |
| 22.02.28 | <ul style="list-style-type: none">▶ Send approval NOAs for Safe Drinking Water Pilot |
| 22.03 | <ul style="list-style-type: none">▶ Total System Change Controls (SCRs): 61 approved▶ Release Webcast date: TBD |
| 22.05 | <ul style="list-style-type: none">▶ Total System Change Controls (SCRs): 31 approved▶ Release Webcast date: TBD |

4.2 Application Development Status

- ▶ Generated the Safe Drinking Water Pilot informing notice for eligible recipients in designated zip codes in Kern County on January 24, 2022
- ▶ Mass replacement ran on January 27, 2022, to replace December 2021 benefits for the impacted zip codes in 14 counties due to December power outages. Over \$1.2 million benefits were replaced
- ▶ Continued design on:
 - SCR CA-209184 for Processing Eligibility Determinations for the 250% Working Disabled Program
 - SCR CA-209721 to Add Notice of Actions (NOAs) and Forms for Electronic Theft
 - SCR CA-56887 for Phase III-B- Change CalFresh Notice of Actions (NOAs) to include the name of the individuals on change and denial Notice of Actions (NOAs)
 - SCR CA-204494 for SB 1341 All County Solution Phase 4 - Letter Format Mixed Non-MAGI/MAGI Notice of Actions (NOAs)
 - SCR CA-200863 for ACL 19-10 CalFresh Recertification Delayed Processing
 - SCR CA-48513 to Update Eligibility Determination and Benefit Calculation (EDBC) Logic to Auto-Test for 4 million when Youth 18 years or Older Exits Foster Care
 - SCR CA-58963 for Revisions to the Medicare Savings Programs (MSP) Notice of Actions (NOAs)
 - SCR CA-50776 for CalFresh Welfare to Work (WTW) Eligibility Non-Compliance Updates
 - SCR CA-201813 to Display Important County Dates Phase I
 - CA-235433 for Form Header and Body variables need to be editable in CalSAWS - Phase II
 - CA-228897 for Add CL NC Reason and update 'Cal-Learn \$50 Sanction' NOA
 - CA-56913 for ACL 14-64: Add CalWORKs Family Stabilization (FS) Program Quarterly Status Report - FSP 14 (dependent on SCR CA-57298: Creating Family Stabilization Pages)
 - CA-221945 for ACL 19-13 - AB 2030 - Add a page to Track Special Circumstances Details and Update Special Circumstance Indicator
 - CA-239421 for Performance: Convert current Batch ABAWD process to continuous processing
 - CA-239294 for Performance: Convert current CC process to event streaming architecture
 - CA-232998 to Add Threshold languages for Non-MAGI RE Packet
 - CA-216900 to Add CF RE, CW RE, and CW/CF RE packets in threshold languages.
 - CA-235934 to Run Batch Eligibility Determination and Benefit Calculation (EDBC) with 2022 FPL Values
 - CA-235932 for 2022 Federal Poverty Levels for Medi-Cal
 - CA-237111 to Add Threshold Languages for MAGI Older Adult Expansion NOAs
 - CA-235841 for BenefitsCal - API for IRT
 - CA-224992 to Add the Ability to Print the SAWS 2 PLUS, CF 285, CF 37, GEN 202 and CW 61 Centrally
- ▶ Continued build on:
 - Build for priority releases and 22.03 approved System Change Requests (SCRs)

4.3 Release Management

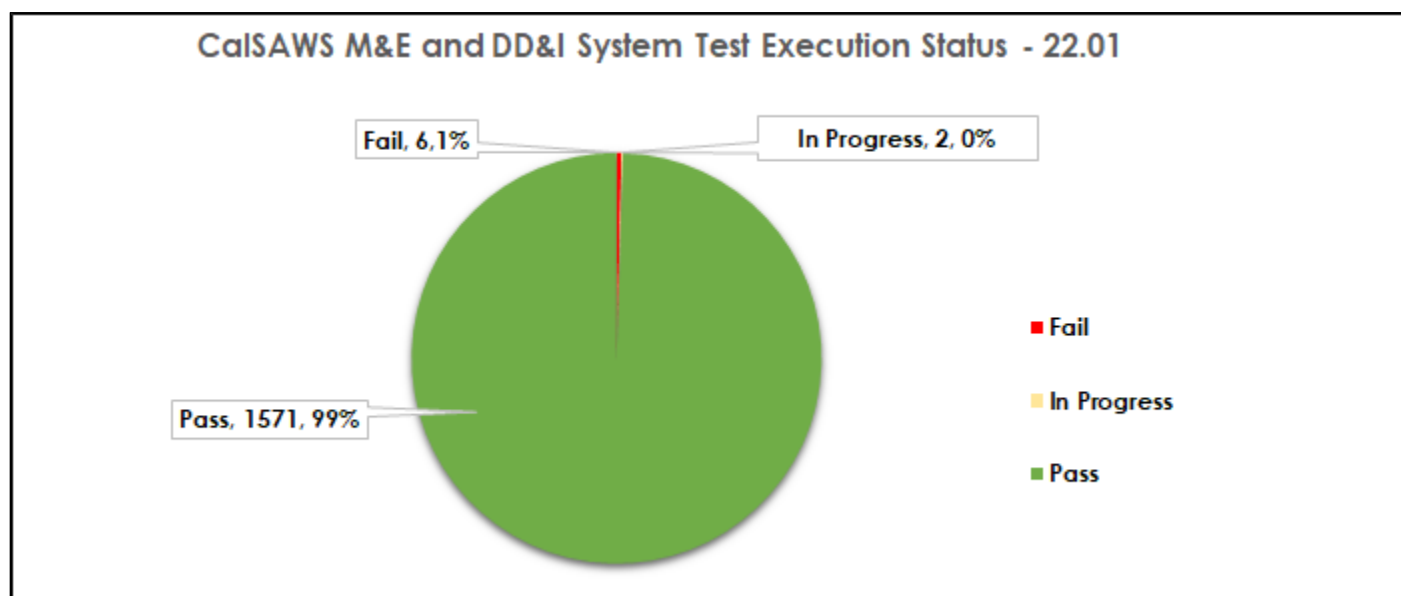
4.3.1 Release Test Summary

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

| | |
|---|------------|
| Pass Rate Target as of January 14, 2022 | 88% |
| Pass Rate Actual as of January 14, 2022 | 99% |
| System Test Complete Date: January 17, 2022 | |

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

- Completed 22.01 test execution



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

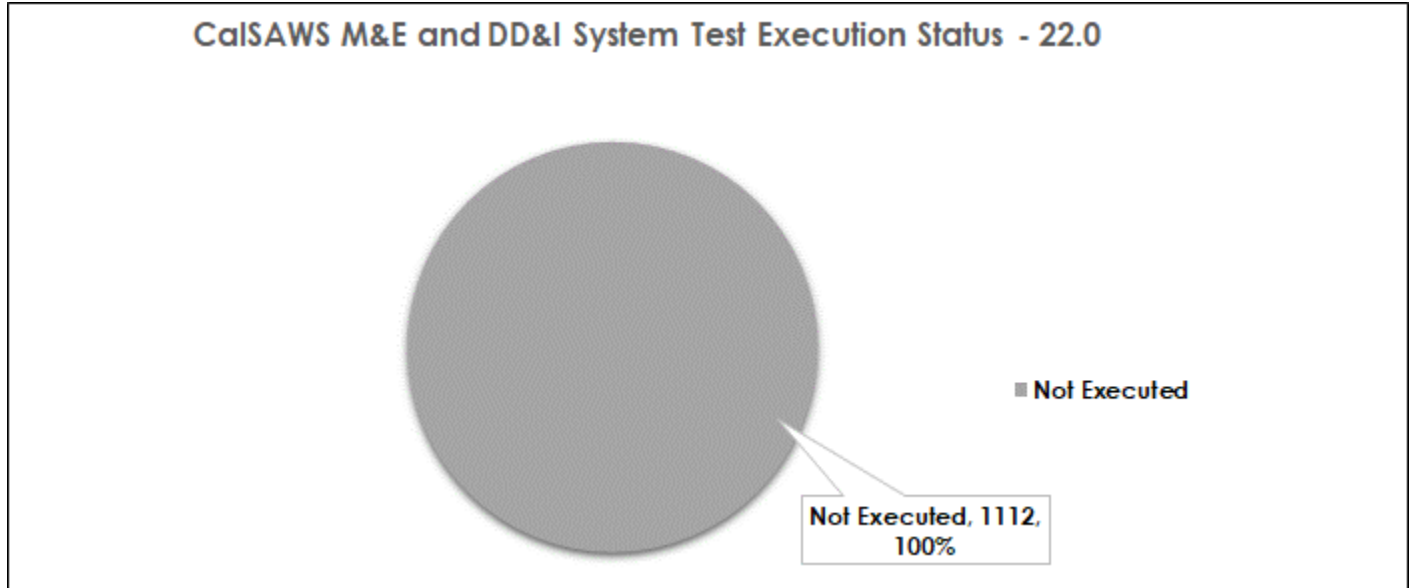
- The above chart is cumulative of CalSAWS Modifications and Enhancements (M&E) and CalSAWS Design, Development, and Implementation (DD&I) System Change Requests (SCRs) System Test Execution

Table 4.3.1-2 – CalSAWS System Change Request (SCR) Test Status

| | |
|---|-----------|
| Pass Rate Target as of January 28, 2022 | 0% |
| Pass Rate Actual as of January 28, 2022 | 0% |
| System Test Complete Date: March 16, 2022 | |

Figure 4.3.1-2 – CalSAWS System Change Request (SCR) Test Status

- Begin 22.03 test preparation



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

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 | Percent Volume | Distinct | Percent Coverage |
| 1 | 15 | 82,916,311 | 45.10% | 14 | 97.80% |
| 2 | 103 | 63,926,851 | 34.77% | 97 | 92.94% |
| 3 | 122 | 18,576,776 | 10.10% | 108 | 91.08% |
| 4 | 458 | 15,532,259 | 8.45% | 257 | 63.79% |
| 5 | 2691 | 2,914,691 | 1.59% | 406 | 27.32% |

- Note: Transaction volume and coverage metrics are based on CalSAWS monthly production performance data and Automated Regression Test (ART) coverage data as of December 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 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 547 end-to-end Automated Regression Test (ART) scripts

4.4 Training Materials Update

- ▶ Continued 22.03 Online Help System Change Requests
 - 9 SCRs are in System Test, others will be in System Test status by February 4, 2022
- ▶ Continued 21.11 Impact Analysis for Web Based Training (WBT) updates
- ▶ Continued Web Based Training (WBT) System Change Requests (SCRs) for 21.01-21.07. SCRs for priority release 22.01.21 are completed
- ▶ Training Environments
 - Continued to work cross-team to troubleshoot CalSAWS Training Staging and Training Production environment tickets

Figure 4.4-1 – Weekly Training SCR Status Report

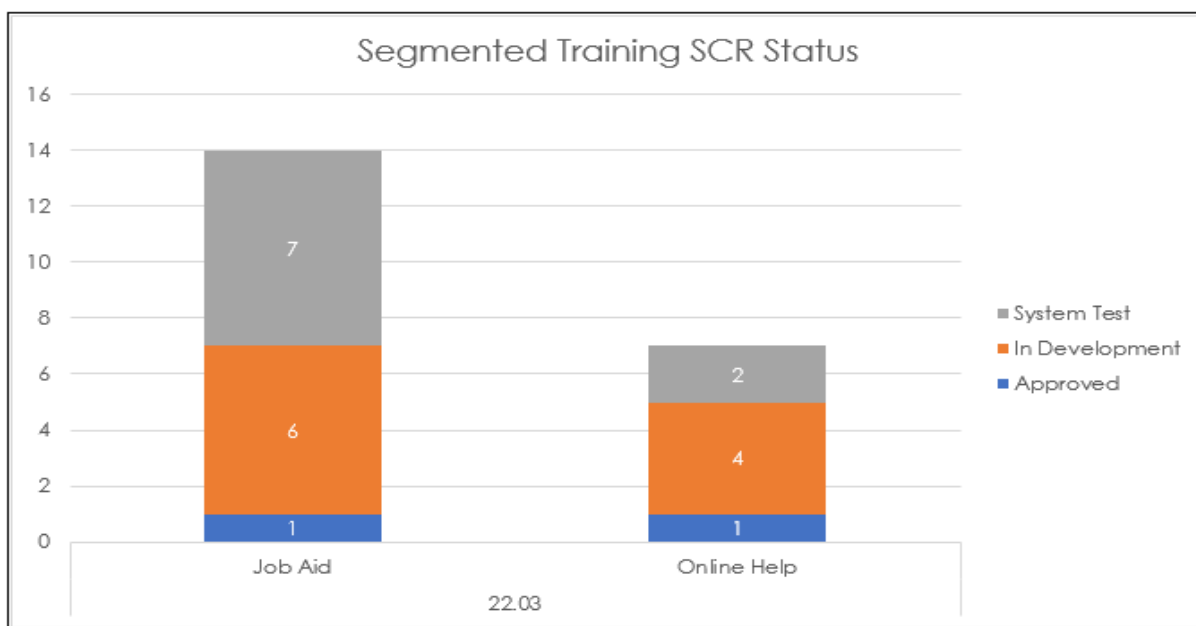


Table 4.4-1 – Upcoming Training Activities

| Training Activity | Date |
|--|------------------------------|
| 22.01 Code deployment for Training Staging and Training Production environments CHG0033484 | January 24, 2022 - Completed |
| Training Committee Meeting | March 2, 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 Mateo, San Francisco, Santa Clara, Santa Cruz, Solano, Sonoma Counties)

- ▶ Alameda County
 - Met with the ISS Training team to review and discuss the identified training roles for Alameda County. CalSAWS training and the draft training schedule for input and validation.
- ▶ Contra Costa County
 - Begin Implementation Point of Contact/Technical Point of Contact (IPOC/TPOC) monthly meetings on February 3, 2022
- ▶ Marin County
 - No updates during this reporting period
- ▶ Monterey County
 - County offices remain open to customers but encourage those that can, to call and schedule telephone interviews, use BenefitsCal to apply, and/or drop off verifications at the kiosks where they have reception staff available
 - Majority of staff work a hybrid work week which consists of four days' work from home and one day in office at least until COVID-19 numbers decrease. Some staff who do not work directly with the public work from home full time
- ▶ Napa County
 - Hosting seven CalWIN Counties in the month of February to demonstrate how they use the kiosk
- ▶ San Benito County
 - No updates during this reporting period
- ▶ San Mateo County
 - No updates during this reporting period
- ▶ San Francisco County
 - No updates during this reporting period
- ▶ Santa Clara County
 - No updates during this reporting period
- ▶ Santa Cruz County
 - Completing Business Process Reengineering (BPR) to be sessions
- ▶ Solano County
 - Completing Business Process Reengineering (BPR) to be sessions
- ▶ Sonoma County
 - No updates during this reporting period

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

- ▶ Alpine County
 - No updates during this reporting period

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- ▶ Amador County
 - Almost fully staffed and back-filling positions
- ▶ Calaveras County
 - Recently hired new Eligibility Workers and currently recruiting for Lead Eligibility Workers
- ▶ El Dorado County
 - Promoted a new Deputy Director
 - Currently hiring an Analyst and a Manager
- ▶ Mono County
 - Currently working on an induction training using Zoom or Microsoft Teams
 - Offices are open 50% of the time
- ▶ Nevada County
 - Reported interest in being a "Buddy County" for CalWIN Counties
- ▶ Placer County
 - Will be hosting two more induction trainings after the current one, and then will stop training until after Go-Live
- ▶ Sacramento County
 - Currently holding back-to-back induction trainings
 - In person hearings have begun again for Sacramento, and they have retrofitted rooms for the accommodation
- ▶ Sierra County
 - No updates during this reporting period
- ▶ Sutter County
 - Sutter has quite a few vacancies and has also been having back-to-back induction trainings
- ▶ Tuolumne County
 - Staff are still teleworking, but also working part-time in the office
- ▶ Yolo County
 - Currently working on a plan to allow customers to use interview rooms for virtual interviews if they are without phone capabilities; customer will be in the interview room, and the worker will be at their desk
 - Will soon be beginning another virtual induction training
- ▶ Yuba County
 - Hosting house "Boot Camps" for CalWORKS/CalFRESH/MediCal staff due to working with Change and Innovation Agency (CIA) to come up with a single model of service
 - Staff have recently transitioned back to teleworking due to increased COVID-19 numbers

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

- ▶ Butte County
 - New training class starting February 7, 2022 – CalFRESH/MediCal/CalWORKS with eight Eligibility staff
 - Continue COVID-19 protocols with staff working remotely
 - Opened the new Paradise satellite office

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- o Staffing in the entire department is down 20% - the County has almost 50 vacancies for Eligibility workers
- ▶ Colusa County
 - o No updates during this reporting period
- ▶ Del Norte County
 - o No updates during this reporting period
- ▶ Glenn County
 - o No updates during this reporting period
- ▶ Humboldt County
 - o Our Point in Time (PIT) survey count is January 26, 2022
 - o New outstation "The Center" in McKinleyville construction is complete. Preparing to staff in March with ten new staff members
- ▶ Lake County
 - o Wrapping up a large induction class (17-18 Eligibility workers)
 - o Point in Time (PIT) survey count is January 27, 2022
 - o Recruiting for Staff Services Analysts
- ▶ Lassen County
 - o No updates during this reporting period
- ▶ Mendocino County
 - o Eligibility and Training Worker (ETW) class of three workers is currently in training
 - o Recruiting for Staff Assistant and Screener positions
- ▶ Modoc County
 - o No updates during this reporting period
- ▶ Plumas County
 - o Recruiting for Eligibility Workers
- ▶ Shasta County
 - o New Deputy Director with Eligibility background will begin in February
 - o 14 Eligibility Workers will begin training January 31, 2022
- ▶ Siskiyou County
 - o New Deputy in Fiscal
 - o Lots of vacancies
 - o Vacant analyst positions
 - o Hired Project Manager and Supervisor for Housing Program
 - o Point in Time (PIT) survey count is January 25, 2022
 - o Began a continuous Eligibility Worker recruitment
- ▶ Tehama County
 - o Low on staffing, working on a continuous Eligibility Worker recruitment
 - o Extremely low on clerical staffing which is impacting eligibility
 - o Celebrating Eligibility Worker appreciation week
 - o Hired a couple of Lead workers
- ▶ Trinity County
 - o Continue experiencing significant staff shortages
 - o Granted Housing and Disability Advocacy Program (HDAP) funding; will begin program soon
 - o Offices are open to the public with regular hours

CalSAWS – California Statewide Automated Welfare System

M&O Weekly Status Report Period: January 17, 2022 – January 30, 2022

Contractor Project Executive: Greg Elston

- o Experienced an increase in CalFresh applications

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

► Fresno County

- o CalSAWS Income and Eligibility Verification System (IEVS) Committee
 - Region 4 CalSAWS Income and Eligibility Verification System (IEVS) Regional Committee Member (RCM) will retire from Fresno County Department of Social Services (DSS) as of January 31, 2022, after being with Fresno County for 28+ years
- o CalFresh Program Specialist
 - Fresno County CalFresh Program Specialist vacancy was filled on January 10, 2022. New specialist has 31 years employed with Fresno County Department of Social Services (DSS). She has been designated as a Region 4 Subject Matter Expert (SME) on the following CalSAWS Committees: CalWORKs/CalFresh, Time Limits and Correspondence
- o Business Process Reengineering (BPR) Sessions
 - Preparing for the upcoming Business Process Reengineering (BPR) To-Be Sessions scheduled for March-April 2022

► Inyo County

- o No updates during this reporting period

► Kern County

- o No updates during this reporting period

► Kings County

- o No updates during this reporting period

► Madera County

- o No updates during this reporting period

► Mariposa County

- o Staff were notified last Friday that the Director has stepped down from her position effective immediately. At the upcoming Board of Supervisors meeting scheduled for, February 1, 2022, there is an item to appoint a new interim Director of Health and Human Services Agency (HHSA). As many of you know, He was previously the Assistant Director and then Director for Administration prior to moving to the County Administration Office and is very familiar with the Agency. Until such appointment, there will be another Public Health Officer who will be overseeing items that require input from the Agency Director
- o Work continues in regard to the Agency's Strategic Plan and Systems of Care approach in which training has begun for all staff
- o Eligibility Staff were provided a mini training on CalFresh waived interviews during one of the unit meetings and the first continuing education topic of the year, "Screening and Scheduling"
- o Scheduling interviews for the vacant Eligibility Specialist I/II position
- o Continue to recruit a candidate to fill the open System Support Analyst (SSA) position, on the help desk team. The second recruitment closed on January 25, 2022

CalSAWS – California Statewide Automated Welfare System

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- Lobby remains fully open to the public Monday through Friday 8:00 a.m. to 5:00 p.m. Telework continues for those staff members that are able. Staffing continues to be a challenge as many are affected by the rise in COVID-19 cases. The teams continue to support one another during these times, ensuring customer service remains top priority
- ▶ Merced County
 - No updates during this reporting period
- ▶ San Joaquin County
 - The County has been working through the issue of staff not being able to come into the office due to the COVID-19 Omicron variant sweeping through the County. The County is encouraging people to telecommute during their quarantine as much as possible so that they can continue to work and process eligibility
 - The County is also reviewing lobby practices so when they can fully reopen, they might be able to expand kiosk use—there is only one at this time, but the County would like to add two more, so that customers can upload documents and get a receipt without having to wait in line at a lobby window. The County has also started a work group to create information and outreach for both the Eligibility Staff and the customer regarding the BenefitsCal system and all of the features it provides. The County is hoping to reduce the lobby flow by encouraging the use of BenefitsCal
 - The County currently has 32 Eligibility Trainees in Staff Development. They have completed their classroom training and will begin case processing very shortly. They should be ready to go a few months from now. The County is planning another class of 35 in July 2022, as it continues to struggle with high caseloads.
- ▶ San Luis Obispo County
 - San Luis Obispo County has several efforts going on in preparation for migrating to CalSAWS to include cleaning up and mapping forms in the imaging system
 - 4 Workgroups are occurring to explore functionality not previously used in the County
 - Learning Community of staff gathering each week to explore the CalSAWS Sandbox
 - The Participant Services Division is restructuring based on the current needs and will include moving Staff Development from the Administrative division to Participant Services, adding an additional Division Manager, and expanding the role of the Employment Resources Specialist IV from Welfare to Work case manager to include greater staff mentoring and supervisor support. Additionally, all offices will be moving to integrated case management for consistency across the County
 - Eligibility Worker induction class of 14 has just graduated
- ▶ Stanislaus County
 - The department has implemented a temporary census reduction plan to reduce the number of staff in any of the buildings during the COVID-19 Omicron surge. This plan is a hybrid model to ensure adequate staff are in office to maintain quality service for those customers coming into the buildings for in person services
 - Continue to experience low staffing levels currently due to the COVID-19 Omicron variant and in response have continued to implement temporary changes to staff assignments and processes to meet customer needs and expected deadlines
 - Earlier in January, interviews were held to hire new trainees and as a result, 30 new trainees are scheduled to begin on February 14, 2022

CalSAWS – California Statewide Automated Welfare System

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- o Imaging users completed the CalSAWS Imaging Demonstration as a mandatory training
- o CalSAWS Troubleshooting Guide was created for Staff to have as reference prior to submitting a trouble ticket. The document is updated weekly and uploaded to the County's CalSAWS Intranet Page
- ▶ Tulare County
 - o The County continues to discuss and refine the CalSAWS "To-Be" process while simultaneously working with Change and Innovation (C!A)
 - o The County is preparing for the CalSAWS Contact Center BPR to start in February
 - o Tulare continues to be impacted by staffing issues due to COVID-19.
 - o One TulareWORKs office remains closed due to building and maintenance issues. Staff continue to be relocated to other offices until safety issues are resolved.
 - o The Agency continues to work with Intellegy, a third-party vendor, to finalize a new Telework policy

Region 6 (Los Angeles)

- ▶ Los Angeles County
 - o The CSS Release Team is working in preparing for Release 22.03
 - Completed recruitment of Department of Social Services (DPSS) County Validators
 - o Orientation meeting to onboard County Validators is scheduled for February 10, 2022
 - CSS Release team will begin validation on February 7, 2022
 - County Validation will begin February 14 – February 25, 2022
 - o Region 6 Management site visit is scheduled for February 10, 2022
 - o Los Angeles is getting ready for the deployment of BenefitsCal and Imaging on March 14, 2022
 - o Some of the preparation activities for go-live include:
 - BenefitsCal and Imaging End-to-End validation will go through February 25, 2022
 - All communication activities have resumed – announcing the new go live date and raising awareness of the transition from Your Benefits Now (YBN) to BenefitsCal and from Electronic Document Management System (EDMS) to the New Imaging Solution
 - Training sessions are being planned and scheduled to start on February 1 – March 4, 2022

6.0 Appendices

Appendix A – M&E Requests and SCR Status

Appendix B – County Purchases Status Report

Appendix C – CalSAWS System IVR Report

Appendix D – COVID SCRs