



# CALSAWS M&O BI-WEEKLY STATUS REPORT

**Reporting Period: February 14, 2022 – February 27, 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"> <li>▶ The CalSAWS System did not experience any unplanned outages</li> </ul>
Defects		<ul style="list-style-type: none"> <li>▶ There are 139 active Production defects</li> </ul>
Incidents		<ul style="list-style-type: none"> <li>▶ CALSAWS BROADCAST: Starting at 6:00 a.m. on February 16, 2022, County FACT Tablets (Lobby Devices) from a few Counties were unable to connect to the wireless network at the County site due to an expired password. The impacted Counties are Humboldt County, Imperial County, Kings County, San Bernardino County, and Yuba County. Additional Counties may encounter a similar issue until the problem is resolved. PRB0042819</li> <li>▶ CALSAWS BROADCAST: Starting at 12:00 p.m. on February 16, 2022, some County Kiosks and Lobby Monitors were unable to auto-login to their respective windows accounts. The following Counties may be impacted by this issue: Imperial County, Kern County, Kings County, Merced County, Monterey County, Napa County, Riverside County, San Bernardino County, Stanislaus County, and Tuolumne County. Note: Not all devices in these Counties are experiencing this issue. Counties are recommended to email Lobby.Support@CalSAWS.org and provide the County, office, and type of device affected If they have a Kiosk or Lobby Monitor workstation in their office that is failing to login after a reboot. Team has been receiving emails from the impacted Counties and a workaround solution has been provided to resolve the auto-login issue to those impacted Counties. On the night of February 24, 2022, the Project team started pushing out the Windows 10 21H2 update to all impacted Kiosks and lobby monitor workstations. 19 out of 25 Kiosks and 16 out of 20 impacted Lobby monitors update are completed. An update will be sent when updates are pushed to all devices. Auto login for the devices that have the latest updates are functioning as expected. PRB0042826</li> <li>▶ CALSAWS BROADCAST: Starting at 6:00 a.m. on February 17, 2022, CalFresh (CF) RE packets (due in March 2022) were not generated for Elderly Simplified Application Project (ESAP) households. ESAP households did not receive the CalFresh RE</li> </ul>

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Topic	CalSAWS System	Highlights
		<p>packets until the issue was resolved. As of 6:00 a.m. on February 24, 2022, the issue was resolved. The batch job which ran on the night of February 23, 2022, generated the previously missing 7,727 CalFresh RE packets for ESAP households which were sent to Central Print for mailing. There was no worker action required. All Counties except Los Angeles County were impacted. PRB0042878</p> <ul style="list-style-type: none"> <li>▶ CALSAWS BROADCAST: Starting at 7:30 a.m. on February 18, 2022, Users were experiencing issues logging into the Your Benefits Now (YBN) application and Department of Public Social Services (DPSS) Mobile Application. Users that were already logged in experienced intermittent slowness. Users were also experiencing issues scanning and viewing documents due to intermittent interface issues with CalSAWS. The Call Center Interactive Voice Response (IVR) interface was also impacted. YBN was placed in offline mode. Transactions were queued up and processed after the issue was resolved. As of 9:05 a.m. on February 18, 2022, this issue was resolved. Users were able to log into the YBN application and DPSS Mobile application. Users no longer experienced issues scanning and viewing documents and the IVR is operational. PRB0042840</li> <li>▶ CALSAWS BROADCAST: Starting at 8:10 a.m. on February 22, 2022, Contact Centers and workers in some Counties were not able to make outbound calls or receive inbound calls. In addition, starting at 7:30 a.m. on February 22, 2022, Users in Butte, Humboldt, Kern, Kings, Merced, Monterey, Riverside, San Bernardino, San Joaquin, Shasta, Stanislaus, Sutter, and Yuba Counties were unable to login and handle calls from the contact center sites. If Users were already logged in, calls failed to deliver to the agent. As a workaround solution, Users were able to take calls from home using the default CCP. As of 9:27 a.m. on February 22, 2022, an update was made to the network and resolved the issue. Workers were able to login and handle calls once again. PRB0042861</li> <li>▶ CALSAWS BROADCAST: Starting at 6:00 a.m. on February 23, 2022, the following reports were not generated in production: CalFresh Electronic Benefit Transfer (EBT) Repayment Report (Daily), Child Care Manual Issuance Register, Daily Voucher Activity Report, Department of Children and Family Services (DCFS) Leader Replacement System (LRS) Daily Warrant Report, DCFS Skipped Issuance Report, Daily Excess Recoupment Report, Integrated Child Care Service Payment Detail Claiming Report (Daily), LIHEAP/SUAS Benefit Issuance Register (Daily), Medi-Cal Renewals Listing Report - MC1,</li> </ul>

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Topic	CalSAWS System	Highlights
		<p>Nutrition Benefit EBT Production Reconciliation Report, Nutrition Benefit Supplemental Issuance Register Report, Rush Benefit Issuance Warrant Register, San Bernardino Warrant Production Reconciliation Report, Service Payment Manual EBT Issuance Register, Service Payment Manual Issuance Register, Supplemental Benefit Issuance Warrant Register, Supplemental Benefit Manual Direct Deposit Issuance Register, and Supplemental Benefit Issuance Direct Deposit Register. Users were not able to view the listed reports for the report date of February 22, 2022. As of 11:34 a.m. on February 23, 2022, all reports were generated in production and became available for Users. PRB0042875</p> <ul style="list-style-type: none"> <li>▶ CALSAWS BROADCAST: Starting at 9:56 a.m. on February 23, 2022, Users experienced an error and were unable to login to the CalSAWS Imaging System. As of 10:37 a.m. on February 23, 2022, the issue was resolved, and Users were able to login to the CalSAWS Imaging System. PRB0042871</li> <li>▶ CALSAWS BROADCAST: Starting at 1:28 p.m. on February 24, 2022, Kern County Users reported an issue regarding not having received the CalSAWS One-Time-Password (OTP) email for Multi-Factor Authentication (MFA) which prevented those Users from being able to login to the CalSAWS Application. As of 1:50 p.m. on February 24, 2022, Users were able to receive the OTP email and login to the CalSAWS application. Kern County confirmed that the issue was with the County Office 365 software that delayed sending emails to the mailbox of the User. PRB0042886</li> </ul>

Legend	
	On Track
	At Risk
	Not on track/Monitor

**1.2 Highlights from the Reporting Period**

- ▶ The CalSAWS team successfully deployed CalSAWS minor releases 22.02.14, 22.02.15, 22.02.16, 22.02.17, 22.02.18, 22.02.22, 22.02.23, and 22.02.24. The CalSAWS team also successfully deployed CalSAWS major release 22.02 on February 19, 2022
- ▶ Planned Outages:
  - Scheduled CalSAWS Outages:
    - CalSAWS Production Outage – On February 19, 2022, from 6:00 a.m. until 5:00 p.m., Users were unable to access the CalSAWS application. Users were redirected to the CalSAWS “Read Only” version. In addition, on February 21, 2022, from 12:00 p.m. to 5:00 p.m., the CalSAWS Application was scheduled for maintenance.

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During this period, Users experienced network slowness while performing transactions or navigating through the application. If users were logged out of the system, they were recommended to have logged back in. If Users faced any connectivity issues post completion of this change, they were recommended to follow the standard procedure of contacting the County Helpdesk to log a ServiceNow case. On February 25, 2022, from 11:00 p.m. to 1:00 a.m. on February 26, 2022, the CalSAWS Identity Access and Management Solution was scheduled for maintenance. During this period, Users were unable to login to the CalSAWS application

- CalSAWS Imaging Solution (Hyland) Outage – On February 25, 2022, from 8:00 p.m. through 11:00 p.m., the CalSAWS Imaging solution (Hyland) was scheduled to be down for maintenance. During this period, CalSAWS Imaging services were down. Users were unable to access the imaging system. CalSAWS Batch and BenefitsCal were also unable to access Imaging services. There was no impact to Los Angeles County
- CalSAWS Standby Adhoc Database Maintenance – On March 6, 2022, from 8:00 a.m. to 4:00 p.m., the CalSAWS AdHoc database is scheduled to be down for maintenance. During this period, the CalSAWS AdHoc database will not be available to Apex, Endpoint Detection Response (EDR), and AdHoc Reports Users
- o Scheduled External System Outage:
  - Your Benefits Now (YBN) and BenefitsCal Outage – On February 19, 2022, from 6:00 a.m. to 5:00 p.m., BenefitsCal was placed in offline mode and Users were not able to access YBN. Transactions were queued and processed upon completion of maintenance activities and participants were not able to view EBT balances and case information
  - BenefitsCal Maintenance – On February 24, 2022, from 7:00 p.m. to 8:30 p.m., the BenefitsCal application was scheduled for maintenance. During this period, the BenefitsCal application was unavailable
  - OCAT outage – On February 25, 2022, from 11:00 p.m. to 1:00 a.m. on February 26, 2022, Users were unable to login to the OCAT application

## 2.0 Project Management

### 2.1 Project Deliverables Summary

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

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

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

### 2.2 Highlights from the Reporting Period

- ▶ Continued Project administration, facility management, office management support, and financial management tasks
- ▶ Continued performing contract management activities:
  - Submitted the following documents to the Consortium for review during the week of February 21, 2022, which are planned to be submitted to the CalSAWS Joint Powers Authority (JPA) Board of Directors for approval on March 11, 2022:
    - Contract Change Notice No. 15 is planned to include use of the contract's R&A Change Budget Services allocation for functional support for the CalWIN Counties' implementation; additional enhancements related to removal of the Homeless Assistance asset limit, the Transitional Housing Supplement, Cal-OAR, CalFresh Over-issuances; additional CalSAWS M&E Services; and approved County Purchases
    - Amendment No. 29 is planned to include updates to Exhibit X (CalSAWS M&O Extension), Schedule 1 (Statement of Work for CalSAWS M&O Project) to Exhibit X, and Schedule 4 (Work To Be Performed in GDN – Security, Access and Technology Requirements) to revise certain terms related to Accenture's GDN
  - 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
  - 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 February 27, 2022

**Table 2.3-1 – CITs**

CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0048-22	CA-222221 CalFresh SSA 2022 COLA Batch Lists	Informational	February 14, 2022	Caroline Bui	Binh Tran



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CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0050-22	MAGI Medi-Cal households with IHSS Caregiver Wages	Informational	February 14, 2022	Maggie Orozco-Vega	Nina Butler
0051-22	CA-230192 ESAP Batch Lists	Informational	February 14, 2022	Caroline Bui	Binh Tran
0052-22	2022 Federal Poverty Level (FPL) Cost of Living Adjustment (COLA) Batch Memorandum	Informational	February 16, 2022	Nina Butler	Maggie Orozco-Vega
0054-22	DRAFT Updated Medi-Cal CalHEERS Case Linkage Job Aid CA-235353	Informational	February 18, 2022	Maureen Votta	Connie Buzbee
0056-22	CalSAWS County Central Print Postage Credits for Duplicate Mailings	Informational	February 22, 2022	Geoff Cosner	Julie Holmes
0057-22	Defect: CA-241131 Child Support Disregard for Non-MAGI MC	Informational	February 24, 2022	Nina Butler	Maggie Orozco-Vega

- ▶ The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending February 27, 2022

**Table 2.3-2 – CRFIs**

CRFI ID	Subject	Distribution Date	Status	Response Due Date	CalSAWS Contact
22-009	2022 Visual Inspection of Consortium Assets – Validation of County Coordinator(s)/Contacts	February 10, 2022	Open	March 7, 2022	Pete Quijada
22-013	CalSAWS BenefitsCal Strategic Planning Session Group Recruitment	February 17, 2022	Closed	February 25, 2022	Joel Acevedo
22-014	CalSAWS CalWIN User Acceptance Test Execution Recruitment	February 22, 2022	Open	March 18, 2022	Peggy Macias
22-015	Technical Questionnaire for CalSAWS Enablement	February 24, 2022	Open	March 7, 2022	Melanie Gines

**Table 2.3-3 – Overdue CRFIs**

- ▶ The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending February 27, 2022

CRFI ID	Subject	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
None							

**2.4 SCIRFRA/SCERFRA/SIRFRA/SARRA Information**

- ▶ The following tables outline current CalSAWS SAWS Communication Information Request for Research and Analysis (SCIRFRA), SAWS Cost Estimation Request for Research and Analysis (SCERFRA), SAWS Information Request for Research and Analysis (SIRFRA), and SAWS Advocates Request for Research and Analysis (SARRA)

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

Status	Total
New	1
Rejected	1
Assigned	7
Completed	606
Duplicate	17
In Review	1
Withdrawn	21
Pending Clarification	1
<b>Total</b>	<b>654</b>

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
SCERFRA 22-500	22-500 CF 385 Revision	Completed	February 18, 2022	February 4, 2022	
SIRFRA 3725	3725 – CalWORKs Home Visiting Program	Completed	February 16, 2022	February 16, 2022	
SIRFRA 3728	3728 – Electronic Signature Requirements	Completed	February 17, 2022	February 18, 2022	
SIRFRA 3726	3726 – Stage One Child Care Home Provider Data	Completed	February 21, 2022	February 22, 2022	
SIRFRA 1155	1155 – PHE Unwinding Planning Activities	Completed	February 25, 2022	February 25, 2022	
SIRFRA 3729	3729 – SSI/SSP-Only CalFRESH Household by Certification Period and by County	Completed	February 24, 2022	February 25, 2022	
SIRFRA 3731	3731 – CalFRESH Household by Certification Period and by County	Completed	February 24, 2022	February 24, 2022	
SCERFRA 22-501	22-501 CalWORKs Stage One Notice to Providers	Completed	February 24, 2022	February 25, 2022	

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ID	Description	Status	Due Date	Response Received Date	Notes
SCERFRA 22-504	22-504 – CalFRESH ARPA FFY 2022 Investments	In review	March 1, 2022	No response	
SCERFRA 22-502	22-502 – Child Care and Development Alignment with State Preschool Policies	Assigned	March 1, 2022	No response	
SIRFRA 1175	1175 – PHE Renewal Data	Assigned	March 2, 2022	No response	
SCERFRA 22-503	22-503 – CalSAWS and SVH Concurrent Planning	Assigned	March 3, 2022	No response	
SIRFRA 1178	1178 – Cost Estimate for AB 2077	Assigned	March 3, 2022	No response	
SIRFRA 3732	3732 – LOC and ISFC Information from SAWS	Assigned	March 9, 2022	No response	
SCERFRA 22-506	22-506 – SSN Removal for Outgoing CDSS Forms and Notices	Pending clarification	March 9, 2022	No response	
SIRFRA 3735	3735 – Stage One Child Care Data: Time Basis of Care, FY 2020-2021	New	March 14, 2022	No response	
SIRFRA 1176	1176 – Full Scope Medi0Cal Expansion to Adults Ages 26 Through 49, Regardless of Immigration Status	Assigned	March 15, 2022	No response	

### 2.5 Deviation from Plan/Adjustments

- ▶ None for the reporting period

### 3.0 Maintenance and Operations

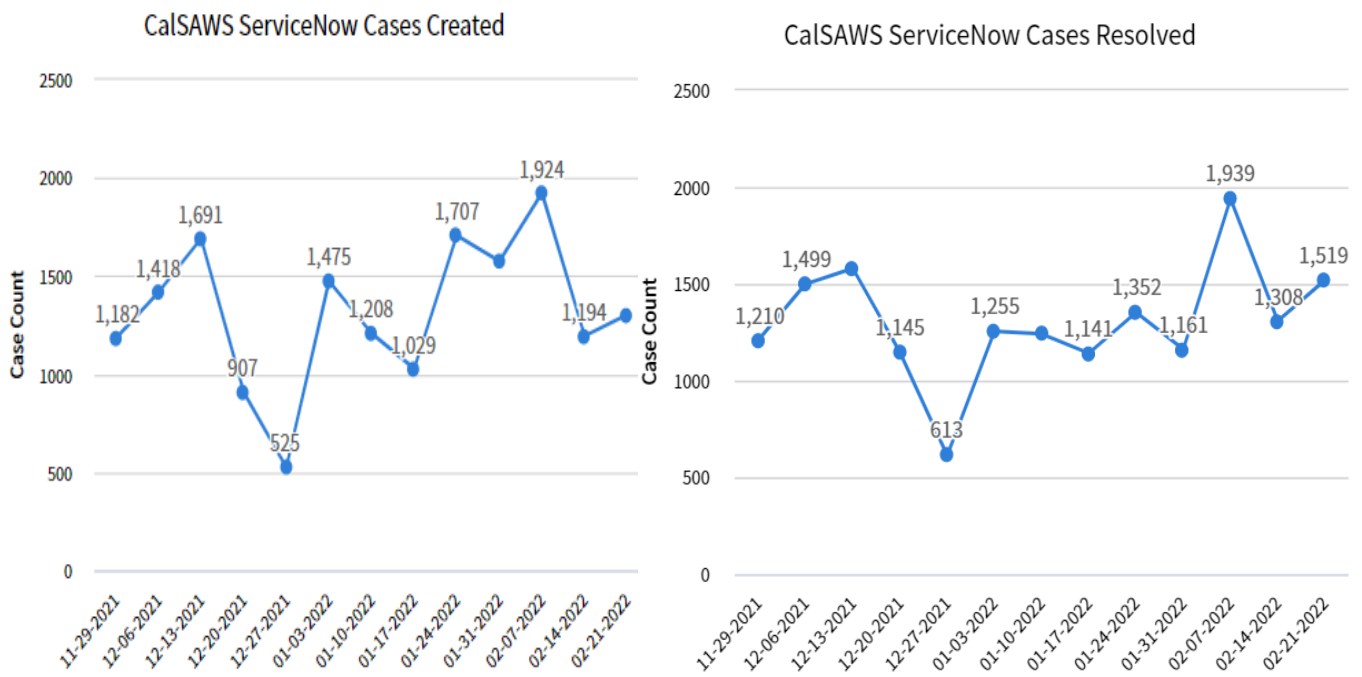
#### 3.1 Service Management

##### 3.1.1 Overview

- ▶ Implemented ServiceNow Release 22.02.24 in Production.
  - Highlight: Added features to helpdesk case and incident forms to make it easier to identify when they are associated to a CalSAWS Defect or System Change Request (SCR)
- ▶ Hosted follow up demonstration of "Change Calendar Proof of Concept" to Idea owner. Continuing development for final updates in preparation for submitting request for change
- ▶ Met with Accenture PMO, Consortium Helpdesk, and Deloitte Implementation Lead to discuss CalWIN Helpdesk migration efforts and continuing to prepare project plan
- ▶ Began development of approved ideas IDA0001373, IDA0001523, IDA0001513, IDA0001425, IDA0001495
- ▶ Completed review of 13 ideas

##### 3.1.2 CalSAWS Help Desk Metrics

**Figures 3.1.2-1 and 3.1.2-2 – CalSAWS ServiceNow Cases per Week**



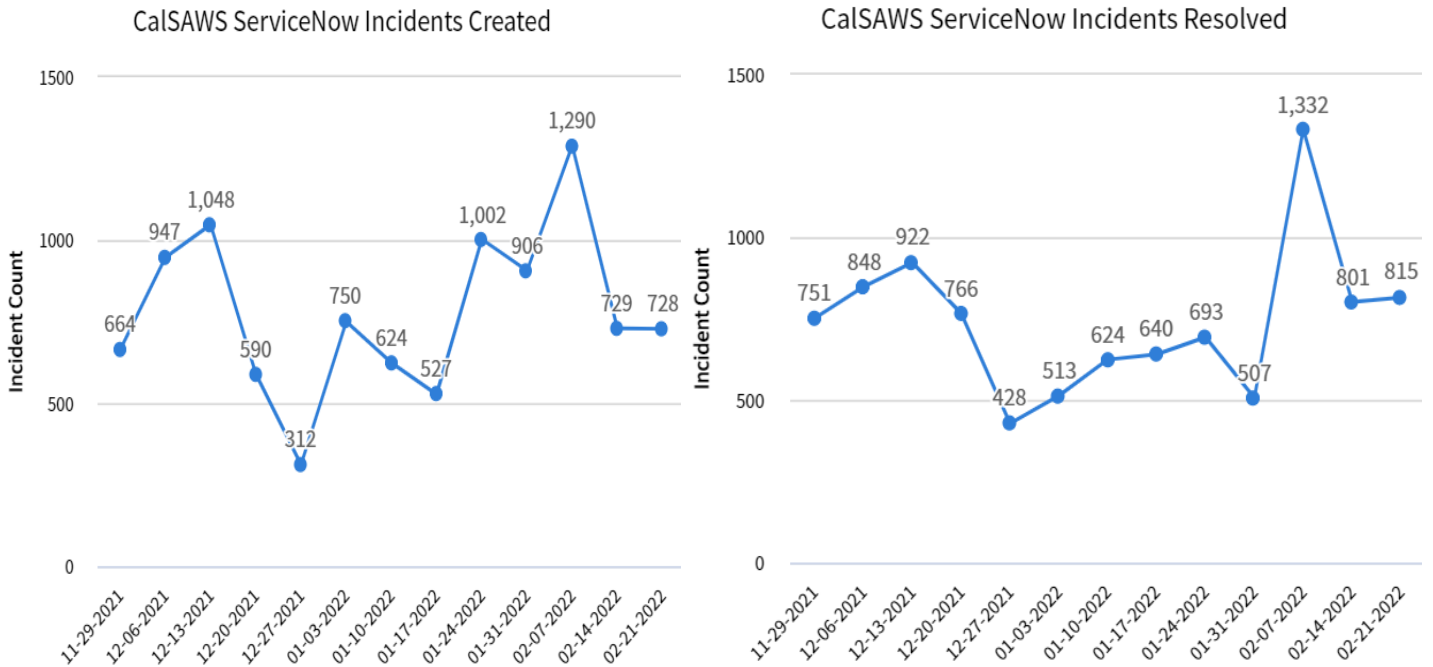
Note: The graphs represent the ServiceNow cases associated to all 40 Counties. Cases represent the first level of ticketing that enters the ServiceNow system. The dates in x-axis represent the start of week

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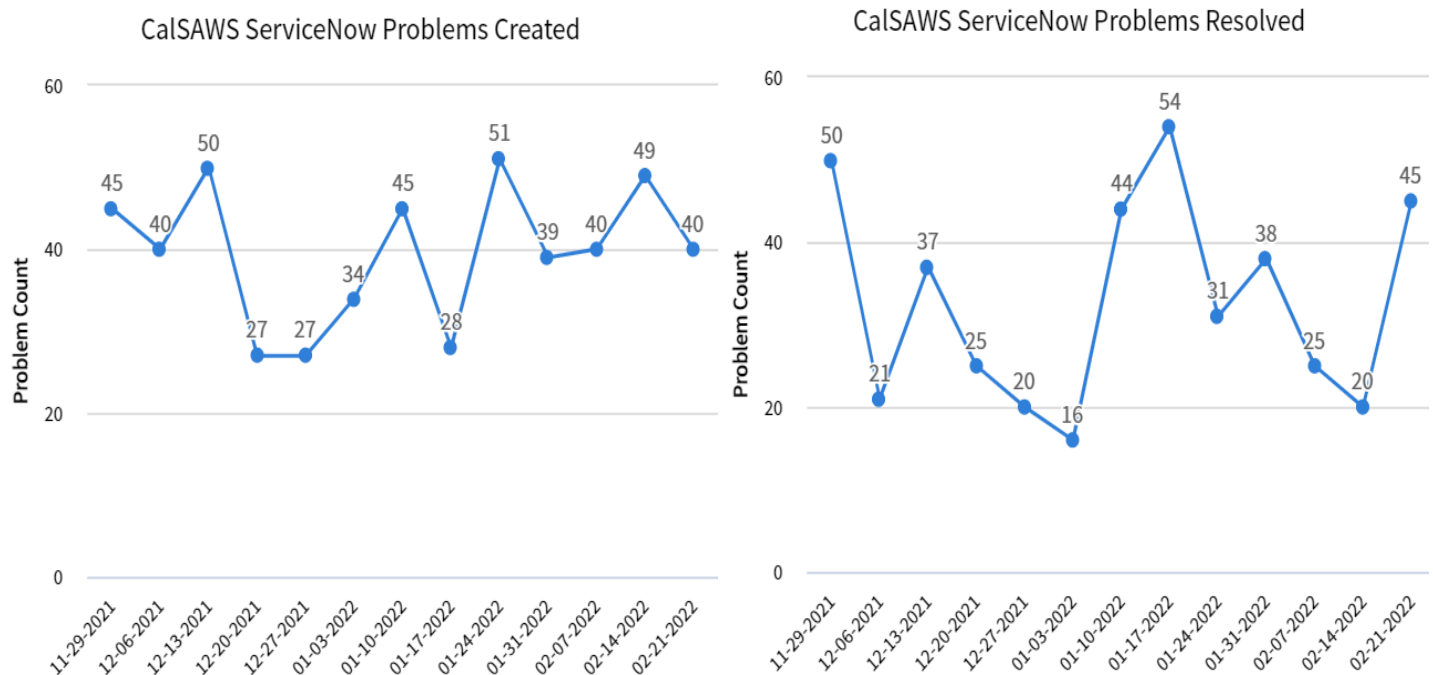
Contractor Project Executive: Greg Elston

**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.

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dates in x-axis represent the start of a week

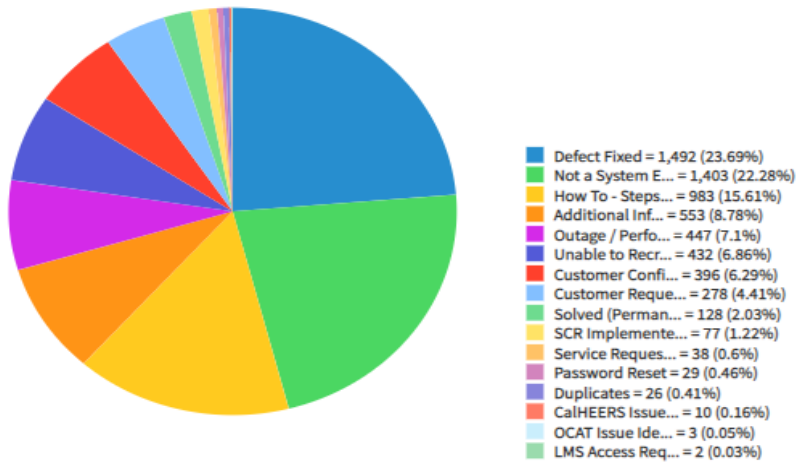
**Table 3.1.2-1 – CalSAWS ServiceNow Incidents by State and Age**

	<b>&lt;1 Day</b>	<b>1-5 Days</b>	<b>6-10 Days</b>	<b>11-15 Days</b>	<b>16-30 Days</b>	<b>30-60 Days</b>	<b>60-180 Days</b>	<b>&gt;180 Days</b>	<b>Total</b>
<b>New</b>	16	144	40	52	126	52	17	0	447
<b>In progress</b>	10	138	64	62	162	141	180	2	759
<b>On hold</b>	6	102	52	125	273	388	1,220	135	2,301
<b>Resolved</b>	1	172	234	382	486	289	272	1	1,837
<b>Closed</b>	1	1	3	6,565	17,991	4,801	1,866	17	31,245
<b>Problem in diagnosis</b>	0	54	1	2	5	22	23	0	107
<b>Total</b>	<b>34</b>	<b>611</b>	<b>394</b>	<b>7,188</b>	<b>19,043</b>	<b>5,693</b>	<b>3,578</b>	<b>155</b>	<b>36,696</b>

**Figure 3.1.2-7 – CalSAWS ServiceNow Incidents by Resolution Code**

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

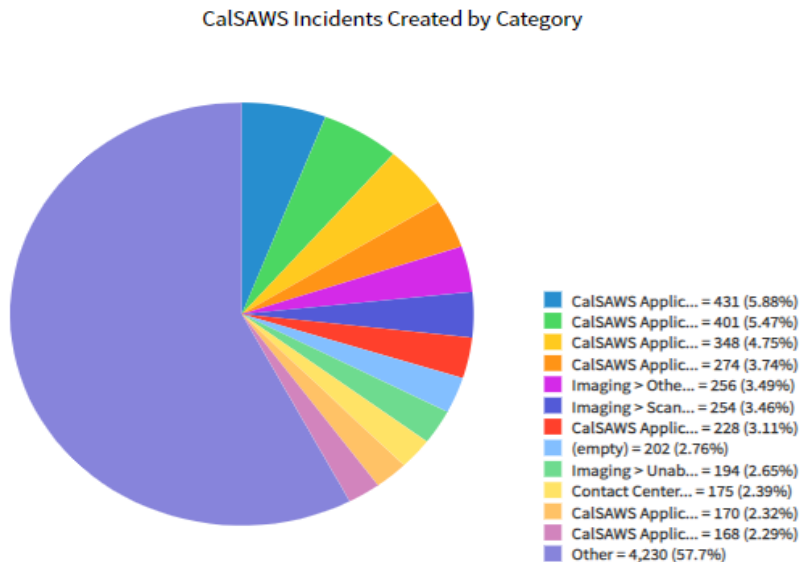
CalSAWS ServiceNow Incidents by Resolution Code



Resolution code	Incident Count	Percentage of Incidents
Defect Fixed	1,492	23.69%
Not a System Error - With Explanation	1,403	22.28%
How To - Steps to Proceed Provided	983	15.61%
Additional Information Needed	553	8.78%
Outage / Performance Degradation	447	7.1%
Unable to Recreate Issue	432	6.86%
Customer Confirmed Issue is Resolved	396	6.29%
Customer Requested Closure	278	4.41%
Solved (Permanently)	128	2.03%
SCR Implemented	77	1.22%
Service Request Created - With Request Number	38	0.6%
Password Reset	29	0.46%
Duplicates	26	0.41%
CalHEERS Issue Resolved	10	0.16%
OCAT Issue Identified	3	0.05%
LMS Access Request	2	0.03%
<b>Total</b>	<b>6,297</b>	<b>100%</b>

**Figure 3.1.2-8 – CalSAWS ServiceNow Incidents Created by Category**

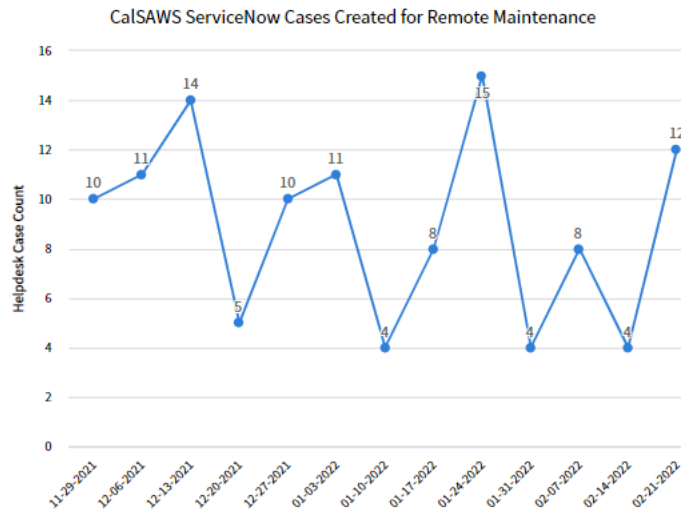
Note: The pie chart below represents Incidents by Category created within the past two months



Category	Incident Count	Percentage of Incidents
CalSAWS Application/Related Systems > Production > Eligibility Determination > Other	431	5.88%
CalSAWS Application/Related Systems > Production > Error Encountered > Running/Authorizing EDBC	401	5.47%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Incorrect Eligibility Results	348	4.75%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > Other	274	3.74%
Imaging > Other	256	3.49%
Imaging > Scanning Documents	254	3.46%
CalSAWS Application/Related Systems > Production > Eligibility Determination	228	3.11%
(empty)	202	2.76%
Imaging > Unable to View Images	194	2.65%
Contact Center/IVR > CCP	175	2.39%
CalSAWS Application/Related Systems > Production > Error Encountered > Other	170	2.32%
CalSAWS Application/Related Systems > Production > Client Correspondence > NOAs	168	2.29%
Other	4,230	57.7%
<b>Total</b>	<b>7,331</b>	<b>100%</b>



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 (CCP). Technical infrastructure support activities include configuration and setup of development and non-Production environments for work items, infrastructure (middleware and database)/architecture changes, promotion of application builds through the development stages, and deployment of application builds into the CalSAWS Production environments

#### 3.2.1 CalSAWS Management and Operations

- ▶ Switch Automation
  - Completed 86% of total devices across all sites (475 of 581 switches)
  - Switch refresh rollout partially disrupted for two reasons:
    - County rescheduling
    - Additional cabling requirement causing site refresh to be on hold
  - Switch refresh schedule for March rolled out to all Counties
- ▶ Your Benefits Now (YBN) Decommission
  - Will be turned off for Users on at 7:00 p.m. on March 11, 2022
  - Planned termination of services by end of April 2022

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**Table 3.2.1-1 – CalSAWS Upcoming Maintenance**

Scheduled Date	Activity Description
March 2 - 31, 2022	Resolve the county audio quality issues identified by Amazon Connect Service (Planned Change)
March 4 – 6, 2022	Jan 2022 Database patching on System Test and Performance Test databases
March 6, 2022	Upgrade Oracle Databases ADHOCDB1 and PAPXSAWS to oracle 19c
March 6, 2022	Development AWS Linux Operating System patches March 1, 2022, Patch Baseline
March 12 – 13, 2022	Your Benefits Now (YBN) Domain in Registrar.com record update redirect to BenefitsCal.org (Planned Change)
March 27, 2022	January 2022 Database patching on Production databases
April 1 – 3, 2022	January 2022 Database patching on PRT, County Preview, Training and Sandbox databases
April 3, 2022	Production Database AWS Linux OS patches March 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
  - February 11, 2022 - Off-Prime Eligibility Determination and Benefit Calculation (EDBC) was below SLA. 5 out of 93 transactions were > 5 sec, yielding 94.62%

### 3.3 Production Defect Backlog

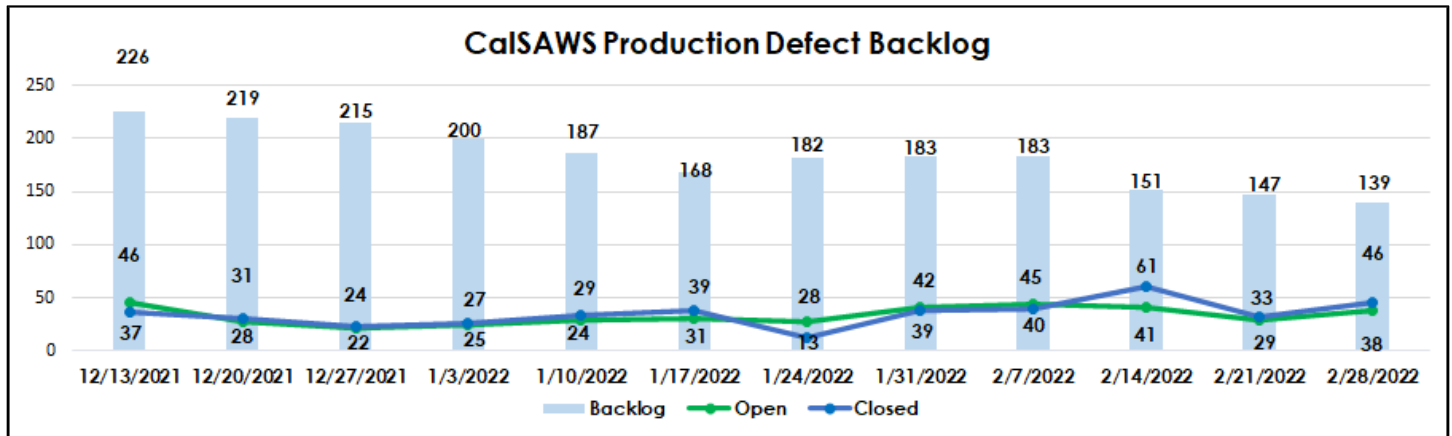
The Production defect backlog bar-chart depicts the balance of open (unresolved Production defects) and closed defects, week-over-week. Defects are closed upon system test validation and release deployment to Production

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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	Releases				
Severity	22.02	22.03	22.05	TBD	Grand total
<b>2-Normal/Medium</b>	<b>1</b>	<b>5</b>		<b>5</b>	<b>11</b>
New				1	1
In progress		3		3	6
Closed	1	2		1	4
<b>3-Normal/Low</b>	<b>16</b>	<b>88</b>	<b>1</b>	<b>28</b>	<b>133</b>
New	1	17		13	31
In progress	10	62	1	14	87
Closed	5	9		1	15
<b>4-Cosmetic</b>	<b>3</b>	<b>1</b>		<b>1</b>	<b>5</b>
New		1			1
In progress	1			1	2
Closed	2				2
<b>Grand total</b>	<b>20</b>	<b>94</b>	<b>1</b>	<b>34</b>	<b>149</b>

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

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### 3.4 Production Operations

#### 3.4.1 Release Communications

- ▶ CalSAWS Release 22.03 Communications:
  - See table 3.4.1-1 for details

**Table 3.4.1-1 – CalSAWS Release 22.03 Communication Activities**

Task	Date(s)	Owner
Sent Release 22.03 Major Upcoming Changes (MUC) documentation	January 28, 2022	Training
Distribute the updated MUC and request for Webcast list from Counties	February 14, 2022	Training
Send draft Release Notes file to Regional Managers and Consortium Staff for review	March 7, 2022	Production Operations
Send summary of changes in CalSAWS Release 22.03 in CalSAWS Health Report	March 14, 2022 – March 18, 2022	Production Operations
Webcast on CalSAWS Release 22.03	March 15, 2022	Production Operations/ Consortium Policy and Design
22.03 CalSAWS Application Development and Training Release Notes Broadcast	March 15, 2022	Production Operations
CalSAWS Release 22.03 Greenlight Meeting	March 16, 2022	Release Management/ Production Operations
CalSAWS 22.03 Post-Release Checkpoint Call	March 21, 2022 – March 23, 2022	Production Operations

#### 3.4.2 Root Cause Analysis (RCA)

- ▶ CalSAWS RCA 139 – Starting at 08:00 a.m. on February 7, 2022, several incidents were logged in ServiceNow reporting multiple Users encountering UEID errors while performing transactions or while navigating through the CalSAWS application. Investigations revealed that all the UEIDs were coming from servers 2 to 8 from the cluster2 Online WebLogic domain. To fix the issue, rolling restarts of the impacted servers was performed by 09:03 a.m. on February 7, 2022  
While performing the root cause analysis, the team identified that the tmp/cache/stage folders were not cleared on the servers 2 to 8 after the deployments to cluster2. Necessary updates were made to the Jenkins/Ansible scripts which run during the deployment to clear the tmp/cache/stage folders. The script was rerun to clear these folders

**3.4.3 Batch Operations**

- ▶ Completed the January 2022 - HR 6201 Emergency Allotments batch run for February 27, 2022
- ▶ Supported updates to the Batch Performance activities roadmap, including the deployment of the super triggers rebalancing changes (CA-239394), and streamlining the encryption of print bundles (CA-234765) on February 24, 2022
- ▶ Drafted Root Cause Analysis (RCA) write-up for batch scheduler issue encountered on February 3, 2022
- ▶ 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 production Batch System Change Requests (BSCRs), and started reviews and implementation of CalWIN release BSCRs in Batch Performance environment
- ▶ Updated Batch Scheduler to include additional core/core-off prime/non-core categorizations

**3.5 ForgeRock**

**3.5.1 Highlights of the Reporting Period**

- ▶ ForgeRock 22.02.25 Production Release
  - Confirmed application integration validators for 22.02.25 Production release
  - Distributed 22.02.25 PROD release communication
- ▶ Continued Daily Knowledge Transfer and Review Sessions for the ForgeRock Operations Team
- ▶ Prepared the Los Angeles Release for Community Based Organizations (CBO) Users
- ▶ Designed the Future Release of BenefitsCal Collaborators and Confirming Future Work
- ▶ Completed Your Benefits Now (YBN) Collaborator Data Structure Change for BenefitsCal YBN Conversion of CBO Users
- ▶ Continued Work on CalWIN Conversion Proof of Concept (POC) with Conversion Team

**Table 3.5-1 – ForgeRock Milestones**

MILESTONES	PRODUCTION DEPLOYMENT DATE	STATUS
ForgeRock   CalSAWS Jira/ BitBucket Single Sign On (SSO) Integration	TBD	Postponed
ForgeRock 22.02.25 Priority Production Release	22.02.25	In progress
Enable Lifecycle Management for ServiceNow Accounts	22.03.25	In progress
Automate Log Collection Process	22.02.25	In progress
ForgeRock: Session Management Integration for Integrated Applications	RWR	New
ForgeRock: Multi Factor Authentication Policy Enhancement	RWR	New

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ForgeRock Application Onboarding: ZScaler Production Instance	TBD	In progress
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### 3.6 Innovation Lab

- ▶ Continued Innovation Lab activities
  - System Status for End Users (Co-Create Phase)
    - Continued prototype project management timeline and activities. Began preparing for presentation to leadership
  - CalSAWS Production Calendar (Co-Create Phase)
    - Continued prototype project management timeline and activities. Began preparing for production roll-out
  - Cybersecurity Awareness Program (Co-Create Phase)
    - Continued finalization of prototype activities to launch into production

### 3.7 Imaging

- ▶ Completed Defect/System Change Requests (SCRs)
  - CA-239493 External Agency – Retro Active fix to documents impacted by CA-235161; deployed February 16, 2022
  - CA-237631 External Agency – System Queue Times seen taking up to 4-hours to process items; deployed February 18, 2022
  - CA-233988 External Agency – CSRF Param Token; deployed February 22, 2022
  - CA-241470 External Agency – folderID param is an invalid type error when routing/reindexing - Day Forward Fix; deployed February 22, 2022
  - CA-241554 External Agency – Retro-active fix to documents in "Folder Remove - Need to check" queue; deployed February 24, 2022
  - CA-241657 External Agency – Deploy required changes discovered during performance testing; deployed February 25, 2022

### 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

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- ▶ 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

- ▶ Executed the one-time batch process for Postpartum Care Extension on February 25, 2022
- ▶ Executed the CF Emergency Allotment process for January 2022 on February 26, 2022. Over \$264M in benefits were issued
- ▶ The CalSAWS System had Seven priority releases:
  - The CalSAWS 22.02.14 Minor Release was successfully deployed on February 14, 2022
    - One defect was deployed in the area of Technical Architecture team
    - One System Change Requests (SCR) was deployed in the area of BenefitsCal team
  - The CalSAWS 22.02.15 Minor Release was successfully deployed on February 15, 2022
    - Five defects were deployed in the areas of Imaging, Batch Operations, Fiscal and Reports teams
    - One System Change Requests (SCR) was deployed in the area of BenefitsCal team
  - The CalSAWS 22.02.17 Minor Release was successfully deployed on February 17, 2022
    - One defect was deployed in the area of Eligibility team
    - Four System Change Requests (SCRs) were deployed in the areas of Batch Operations and Batch/Interfaces teams
  - The CalSAWS 22.02.18 Minor Release was successfully deployed on February 18, 2022
    - One System Change Requests (SCR) was deployed in the areas of Batch Operations team
  - The CalSAWS 22.02.24 Minor Release was successfully deployed on February 24, 2022
    - Twenty-Nine defects were deployed in the areas of Batch Operations, Batch/Interfaces, BenefitsCal, CalHEERS, Fiscal, Imaging, Online, Reports and Technical Architecture teams
    - Three System Change Requests (SCRs) were deployed in the areas of Batch/Interfaces, Online and Reports teams
  - The CalSAWS 22.02.25 Minor Release was successfully deployed on February 25, 2022
    - Three System Change Requests (SCRs) were deployed in the areas of Batch Operations, CalHEERS and technical ForgeRock teams
  - The CalSAWS 22.02.26 Minor Release was successfully deployed on February 26, 2022
    - Three System Change Requests (SCR) was deployed in the area of Fiscal team



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**Table 4.1-1 – CalSAWS Upcoming Release**

Release	Summary
<b>22.02.28</b>	▶ Identify the Safe Water Pilot population and Mass Mailer for CF 304B form
<b>22.03.03</b>	<ul style="list-style-type: none"> <li>▶ HTML5 - Application changes for forms rendering</li> <li>▶ Update Fiscal pages to display PDF when Generating Form</li> <li>▶ DDID 2219, 2268, 2716, 2717, 2718, 2728 FDS CSC: CalSAWS Outbound IVR</li> <li>▶ DDID 2718 FDS CSC: Task for Cancelling an Appointment in Outbound IVR</li> </ul>
<b>22.03.04</b>	<ul style="list-style-type: none"> <li>▶ Allow workers to update status from 'N/A' on the Customer Reporting page.</li> <li>▶ Update Batch Jobs to Align WTW/REP Active Status Begin Date with BDA of Primary Cash Aid Programs or Approval Date, whichever is later</li> <li>▶ ACL 20-145 Generate One Time Mailer CF 34 to CalFresh ESAP Households</li> </ul>
<b>22.03.05</b>	▶ Run Batch EDBC with 2022 FPL Values
<b>22.03.08</b>	▶ BenefitsCal - Texts to CalSAWS and YBN Users Who Opt-In to Receive Text
<b>22.03.10</b>	<ul style="list-style-type: none"> <li>▶ Welfare to Work (WTW) 2 Revision</li> <li>▶ Update System posted TOP Transactions to have Case ID and Program Code</li> <li>▶ BenefitsCal - Push Notification to YBN Users</li> <li>▶ Add Programs to Document Routing Rule Functionality</li> <li>▶ Update Imaging to Accept Invalid Barcodes</li> <li>▶ Fields not editable in Edit mode in Customer Activity Detail page</li> <li>▶ Update Address Population on MC RE Packets</li> </ul>
<b>22.03.11</b>	▶ Imaging DDID 119 - Phase 2 Deployment for 58 Counties
<b>22.03.13</b>	<ul style="list-style-type: none"> <li>▶ CV 22.03.14 BC_11.6.2-SAR 7 Update the Forms API to Populate Report and Submit Month for SAR 7</li> <li>▶ Update DNS to go from yourbenefitsnow.org to benefitcal.com</li> <li>▶ No Change SAR 7 for BenefitsCal</li> <li>▶ YBN - turn off YBN webservices &amp; batch jobs since LA County is migrating to BC</li> <li>▶ DCR for Los Angeles County Offices Accepts e-Apps indicator</li> <li>▶ BenefitsCal - GA/GR Spacial Files added to CalSAWS</li> <li>▶ Migrate Lobby Services from Apigee to AWS API Gateway</li> <li>▶ Update Forms to Replace References to Your Benefits Now (YBN) with BenefitsCal</li> <li>▶ Update TNB 4 Threshold Language forms to latest State version</li> <li>▶ BenefitsCal: CalSAWS updates for Los Angeles Migration to BenefitsCal</li> <li>▶ DDID 2306: Text Messaging Updates with Self-Service Portal</li> <li>▶ Modify Leader Replacement System (LRS) lobby applications to work with the new Self-Service Portal</li> <li>▶ Update Los Angeles County Emails for BenefitsCal</li> <li>▶ SAR 7 - Update Forms API to Display Form Header Information</li> </ul>
<b>22.03</b>	<ul style="list-style-type: none"> <li>▶ Total System Change Controls (SCRs): 60 approved</li> <li>▶ Release Webcast date: TBD</li> </ul>
<b>22.05</b>	<ul style="list-style-type: none"> <li>▶ Total System Change Controls (SCRs): 49 approved</li> <li>▶ Release Webcast date: TBD</li> </ul>
<b>22.07</b>	<ul style="list-style-type: none"> <li>▶ Total System Change Controls (SCRs): 13 approved</li> <li>▶ Release Webcast date: TBD</li> </ul>

## 4.2 Application Development Status

- ▶ 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-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-214024 to Add Common NOA Fragments for Threshold Generation - Medi-Cal
  
- ▶ Continued build on:
  - Build for priority releases and 22.03 approved System Change Requests (SCRs)

### 4.3 Release Management

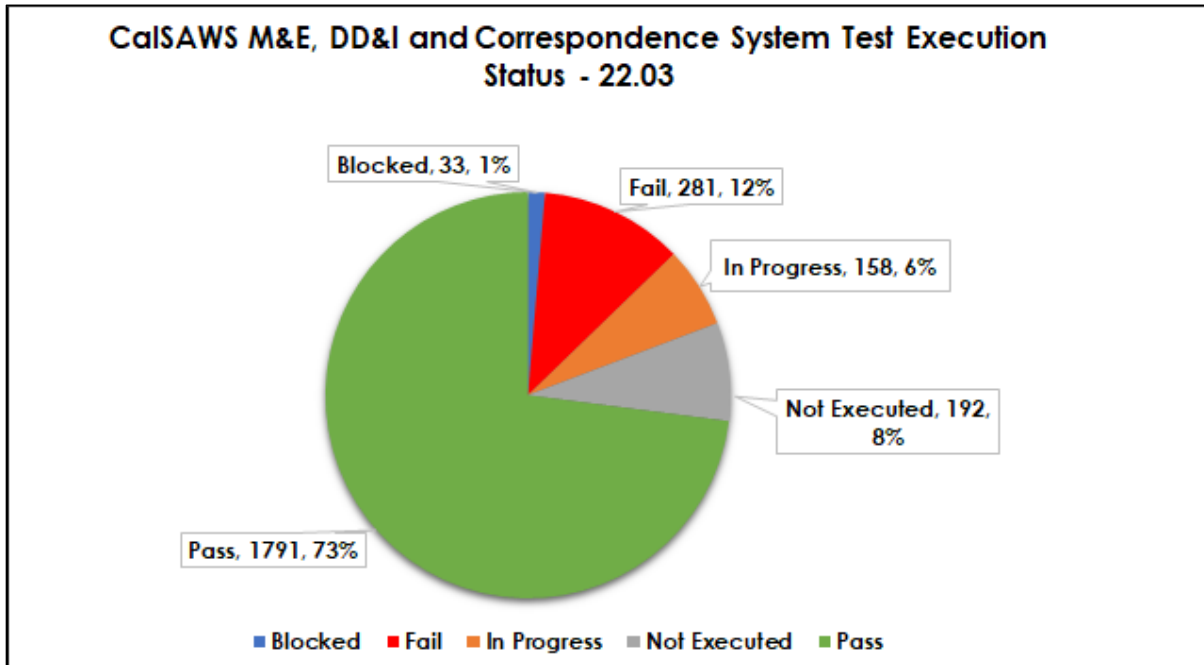
#### 4.3.1 Release Test Summary

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

Pass Rate Target as of February 11, 2022	<b>57%</b>
Pass Rate Actual as of February 11, 2022	<b>73%</b>
System Test Complete Date: March 16, 2022	

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

- ▶ Continued 22.03 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, Implementation (DD&I) and Correspondence (GAGR Client Correspondence) 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**

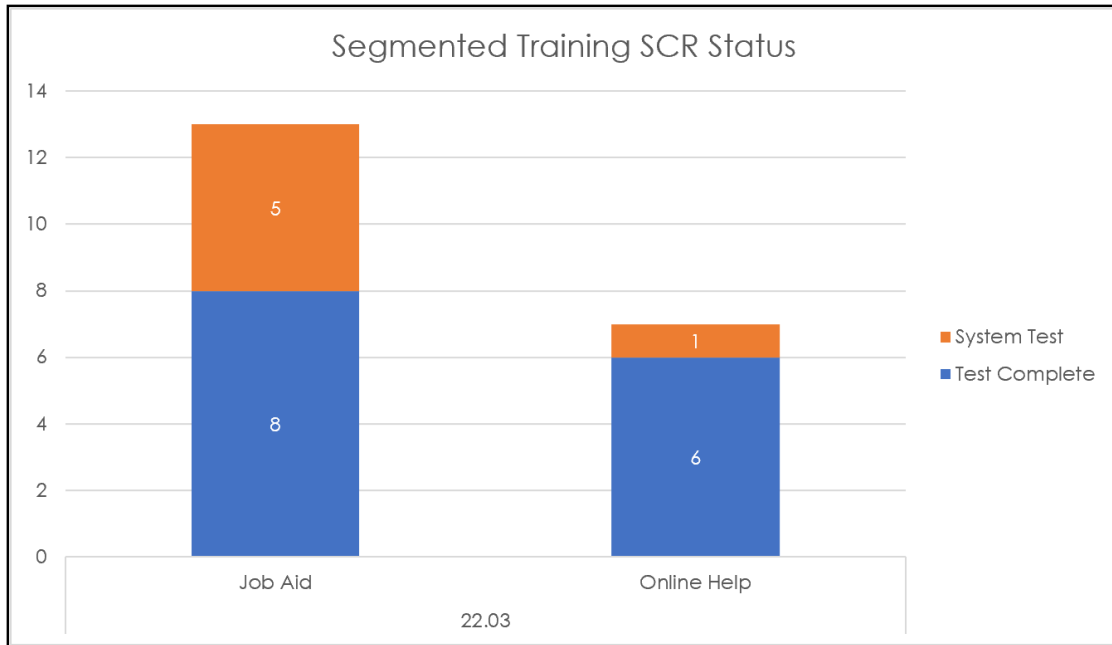
Production Transactions				ART Coverage by Production Volume	
Tier	Distinct	Volume	Percent Volume	Distinct	Percent Coverage
1	15	84,295,616	45.55%	14	97.74%
2	104	63,588,896	34.36%	101	96.54%
3	122	18,604,195	10.05%	106	88.82%
4	467	15,756,224	8.51%	261	65.27%
5	2678	2,836,986	1.53%	410	26.38%

- ▶ Note: Transaction volume and coverage metrics are based on CalSAWS monthly production performance data and Automated Regression Test (ART) coverage data as of January 31, 2022. Each tier is distinct from prior tier(s). For example, tier 2 includes all transactions that make up the top 80% of production volume except for the fifteen tier 1 transactions. Production statistics are updated each month, and coverage statistics are updated with each major release as new automated regression scripts are developed. To date, there are 549 end-to-end Automated Regression Test (ART) scripts

### 4.4 Training Materials Update

- ▶ Continued 22.03 Online Help System (OLH) Change Requests
  - 6 SCRs are in System Test status
  - 14 SCRs are Test Completed
- ▶ 21.11 Impact Analysis for Web Based Training (WBT) updates completed, SCRs created and scheduled for 22.05 baseline, 22.07.22 priority release
- ▶ 22.05 Impact Analysis for OLH SCRs is complete, SCRs currently being created
- ▶ Web Based Training (WBT) System Change Requests (SCRs) for 21.01-21.07. SCRs for priority release 22.03.18 and 22.05.20 are in progress
- ▶ 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
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 Francisco, San Mateo, Santa Clara, Santa Cruz, Solano, Sonoma Counties)

- ▶ Alameda County
  - Met with Alameda Leadership team in regard to their upcoming BPR To Be Sessions. Goal of these sessions is to ensure we capture and follow their vision of the sessions and direction of the organization
  - Implemented a Virtual Kiosk. This allows customers to go to the Alameda County website and access an online portal to submit documents, order EBT or BIC cards. It mirrors the County waiting room kiosks and has the exact same functionality, only it can be accessed from the web. When periodic reports are received it will mark as received and release in CalWIN. It also routes documents to the correct worker. It is currently only for their Workforce and Benefits Administration (WBA) department (CalWORKS, CalFRESH, MediCal cases) but they are working with other departments to roll out something similar for them as well
- ▶ Contra Costa County
  - No updates during this reporting period
- ▶ Marin County
  - No updates during this reporting period
- ▶ Monterey County
  - No updates during this reporting period
- ▶ Napa County
  - No updates during this reporting period
- ▶ San Benito County
  - No updates during this reporting period
- ▶ San Francisco County
  - In response to the Omicron surge, staff (wherever possible) reverted to a 100% telecommuting schedule in late December 2021. The plan was to return to a hybrid model of 2 days a week in office on February 14, 2022. That has been pushed to March 2022
- ▶ San Mateo County
  - Wrapping up the To Be Sessions this week. Great amount of participation from staff
- ▶ Santa Clara County
  - No updates during this reporting period
- ▶ Santa Cruz
  - Completed their Business Process Reengineering (BPR) To Be Sessions and have submitted their feedback on the completed process maps. Now with the Implementation Support Services (ISS) team to respond and make any updates based on feedback
  - Met with Deloitte to go over training logistics and continue to meet internally to work through details of possible locations and how to structure to ensure have adequate coverage at the office
- ▶ Solano County
  - Completed their Business Process Reengineering (BPR) To Be Sessions and have submitted their feedback on the completed process maps. Now with the

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Implementation Support Services (ISS) team to respond and make any updates based on feedback

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

- ▶ Alpine County
  - Recently hired a new Deputy Director
  - Recruiting for Social Workers to work with Child Protective Services
  - Masks are still mandated in the building and doors are locked to control access to the lobby
- ▶ Amador County
  - Almost fully staffed and back filling positions
- ▶ Calaveras County
  - Calaveras has hired 7 Eligibility Specialists. Induction Training started February 22, 2022
  - Masks are still mandated, vaccinated or not. Lobby doors are open with no face-to-face interviews currently. Customers who need an interview will call the lobby phone prior to coming into the office
- ▶ El Dorado County
  - No updates during this reporting period
- ▶ Mono County
  - No updates during this reporting period
- ▶ Nevada County
  - Indicated an interest in being a "Buddy County" for CalWIN Counties
- ▶ Placer County
  - Placer County has promoted a new member to fill the Assistant Director role
  - Many staff are still working remotely, but for staff within the office they have received word that mask will no longer be required in office for staff with vaccination attestation
  - Placer County is currently cross training more staff for MediCal/CalFRESH combination work and have another training class that started in February for newly hired eligibility staff
- ▶ Sacramento County
  - Project Steering Committee (PSC) Representative for Region 2 will be stepping down as the after March 17, 2022, due to competing priorities, and a new Deputy Director will be taking over the PSC role
- ▶ Sierra County
  - No updates during this reporting period
- ▶ Sutter County
  - Sutter County currently has a training group of 9 members that they hope to have out on the floor early April 2022 and are currently working on recruiting their next training class
  - Staff continue to remote work a couple days a week
  - The Health and Human Services Director has retired, and a new member will be the Interim Health and Human Services Director
- ▶ Tuolumne County
  - Currently short staffed and are working on getting the interview process going to get

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people on board

- ▶ Yolo County
  - Yolo Service Center Branch Director will be filling in as the Agency Director for 2-3 months until a permanent recruitment is conducted. In the interim, our Deputy Branch Director will be filling in as the Service Center Branch Director
  - Yolo County continues to have various shifts within their department including promotions, staff leaving to other departments for other opportunities, current recruitment to backfill our Senior ASA position which will also be a Primary Point of Contact (PPOC) for Yolo County
  - Yolo County has updated their mask guidance to align with State and local guidance which indicates masks are recommended but will no longer be required in most indoor settings if the individual has been fully vaccinated, with the exception of a few buildings that are designated as health care settings. For those exceptions, masks are required at all times for all people
- ▶ Yuba County
  - No updates during this reporting period

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

- ▶ Butte County
  - No updates for this reporting period
- ▶ Colusa County
  - Attempting to recruit for the following positions: Case Manager, Eligibility Specialist, and bilingual OA
- ▶ Del Norte County
  - Del Norte County continues to experience staffing issues from Staff Services Manager, Integrated Caseworkers, Employment and Training Workers and Eligibility Specialist
  - Staff are experiencing COVID -19 exposures on a weekly basis and being isolated or quarantined at home depending on exposure and symptoms. It is difficult to maintain work schedules with exposure uncertainties
  - As of February 23, 2022, our DHHS Director position is vacant - flyer has been active all month with a final application date of February 25, 2022. The Assistant Director is currently the Interim Director
- ▶ Glenn County
  - Continue to recruit for Employment and Training Workers
  - Continue recruiting for Eligibility Workers
- ▶ Humboldt County
  - The Deputy Director retired on February 28, 2022, after 27 years. There will be an interim Deputy Director
  - We have an Eligibility Specialist class starting in March
- ▶ Lake County
  - No updates during this reporting period
- ▶ Lassen County
  - Lassen County is currently down 33% of their staff with 4 (out of 12) Integrated Case Worker vacancies
- ▶ Mendocino County



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- Mendocino County has a new class of 5 Eligibility Workers that started on February 6, 2022. There is an open recruitment for clerical. Continuous recruitment for Eligibility Workers
- ▶ Modoc County
  - Modoc County is down Eligibility Workers and Clerical Staff and are not getting applications for the open positions
- ▶ Plumas County
  - No updates during this reporting period
- ▶ Shasta County
  - Shasta County just wrapped up a 2 ½ day workgroup on Eligibility Worker recruitment and retention through Lean 6 Sigma. The group addressed: "How do we get people to apply? How do we get our name out to the public? Once we hire staff, how do we keep them?"
- ▶ Siskiyou County
  - No updates during this reporting period
- ▶ Tehama County
  - No updates during this reporting period
- ▶ Trinity County
  - Trinity County had the Workload Productivity Report (WPR) audit the week of February 21, 2022
  - Had the Point in Time (PIT) Count the week of February 21, 2022
  - The remodel is still occurring

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

- ▶ Fresno County
  - Fresno County participated in a demonstration on Child Care by CalSAWS on February 15, 2022, and have begun reviewing scenarios for Child Care
  - Fresno Department of Social Services (DSS) is working with their Subject Matter Experts (SMEs) to prepare for the upcoming Business Process Reengineering (BPR) To-Be sessions
- ▶ Inyo County
  - No updates during this reporting period
- ▶ Kern County
  - We will be receiving our recommendations from the Change Innovation A (CIA) consultant very soon on how to streamline and better serve our customers
  - We have an Eligibility Training class that will graduate on March 18, 2022, and another class set to graduate April 22, 2022
  - Kern County is preparing for the ME review in March 2022
- ▶ Kings County
  - No updates during this reporting period
- ▶ Madera County
  - New training class starting in April 2022 with 10 new Eligibility Worker trainees that are coming on board. Madera County's Civil Rights review/audit coming up in March 2022
- ▶ Mariposa County
  - A new member has been appointed as the interim Director for Health and Human

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### Services Agency (HHS)

- o All staff and many community members have attended a series of trainings around the Systems of Care approach to include an Introduction, Trauma-informed Care and Critical Conversations
- o This month's continuing education training for Eligibility staff is on Intake Processing – A Guide to the Intake Flow
- o Continue to recruit for a System Support Analyst (SSA), to fill the vacancy on the Help Desk team
- o Mariposa County has openings for an Eligibility Specialist I/II and an Eligibility Specialist III
- o The current PPOC and Program Manager for Eligibility is retiring on June 1, 2022, after 23 years of service. We received approval to over-fill this position and have begun the recruitment process
- o In regard to COVID-19 the following changes were recently announced:
  - All County offices and services are to be open to the public on February 28, 2022
  - Individual requirements to wear a mask or wear a face covering will revert to those mandates or guidelines issued by the State of California. Those guidelines currently allow individuals who have received vaccination and booster shots to remove their mask indoors. Individuals who are partially vaccinated or unvaccinated are still required to wear a mask (or other face covering, if exempt from wearing a mask) indoors. If you are required to continue wearing a mask, if you have higher risks associated with infection, or if you're just more comfortable wearing a mask, please continue to do so
  - All employees are still required to test for COVID-19 on a weekly basis
- o Eligibility has brought their teleworkers back into the office effective February 14, 2022. Those that have returned to the office have expressed and demonstrated how much more productive they can be while in the office utilizing dual monitors and decreased system limitations such as the ability to print, image and have multiple applications open at once. In short, staff are happy to be back in the office
- ▶ Merced County
  - o ETB Branch:
    - New training – There is a workgroup of employees who are very good at engagement - come together and discuss how to re-engage the good cause of the Welfare to Work (WTW) population. Out of this workgroup came the recommendation for a Peer-to-Peer training where members of the workgroup shared best practices with their colleagues. These trainings occurred earlier this month and were well received
  - o FSB Branch:
    - The Deputy Director is retiring in March, after 38 years of services with Merced County
- ▶ Merced County began teleworking again using a Track A/Track B schedule
- ▶ San Joaquin County
  - o No updates during this reporting period
- ▶ San Luis Obispo County
  - o Participant Services: the branch is in their 3rd month of reviewing business processes, moving towards more consistency in service delivery across all 6 offices. Target date of March/April to finalize changes, in order to better positioned for our CalSAWS To Be

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sessions in May/June

- o Adult Services: Board of Supervisors approved funding for Adult Services Home Safe program, including a new Social Worker position for case management. Also looking to further expand staffing for Adult Services due to a 28% case increase over past few years primarily driven by housing needs and more complex cases
- ▶ Stanislaus County
  - o Two classes of Family Services Specialist trainees started on February 14, 2022, 14 staff are designated for intake and 15 are designated for the Customer Benefit Center (continuing)
- ▶ Tulare County
  - o No updates during this reporting period

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

- ▶ Imperial County
  - o Most staff have returned to in office work starting on February 28 2022
- ▶ Orange County
  - o Orange County is working on its internal implementation planning for CalSAWS go live and are expected to have the starting draft by end of March
- ▶ Riverside County
  - o Business process reengineering plans are in full swing. There are two pilot offices that have started new processes
  - o Continue to hire Eligibility Technicians (ETs), they are hoping to hire another 100 ETs in March
- ▶ San Bernardino County
  - o Has an additional induction class of Welfare to Work (WTW) workers beginning the last week in May 2022
- ▶ San Diego County
  - o Continues work on their Business Process Reengineering (BPR) To-Be Processes
- ▶ Santa Barbara County
  - o No Updates during this reporting period
- ▶ Ventura County
  - o No Updates during this reporting period

### **Region 6** (Los Angeles County)

- ▶ County Validation for Release 22.03 was completed February 25, 2022
- ▶ CSS Release Team will continue to retest fixes until March 4, 2022
- ▶ Regional Managers scheduled the CalSAWS Liaison Meeting for March 10, 2022. The purpose of the meeting is to provide an overview and highlights of the CalSAWS Guide for release 22.03 and to remind Users about Imaging and BenefitsCal go-live on March 14, 2022
- ▶ The CalSAWS Guide for Release 22.03 is scheduled to be published March 15, 2022
- ▶ Continues to prepare for the deployment of BenefitsCal and Imaging. Marketing materials such as posters, banners and buttons have been ordered to promote BenefitsCal internally and with customers
- ▶ BenefitsCal and Imaging End-to-End validation continues and has been extended until March 11, 2022

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- ▶ All communications to customers and Community Based Organizations (CBO) announcing BenefitsCal are on hold until further notice
- ▶ General staff training for BenefitsCal is currently on going and will be completed March 4, 2022, and for Imaging on March 11, 2022. As of February 24, 2022, 6,734 staff from Customer Service Centers and offices have completed the BenefitsCal training and 2,111 have completed the Imaging training

## **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