

CALSAWS M&O BI-WEEKLY STATUS REPORT

Reporting Period: June 6, 2022 – June 19, 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 138 active Production defects
Incidents		<ul style="list-style-type: none"> ▶ CALSAWS BROADCAST: Starting at 8:00 a.m. on June 9, 2022, some Users reported slowness while downloading scheduled reports in CalSAWS. As of 6:00 a.m. on June 17, 2022, the issue was resolved. Defect CA-246517 was deployed to CalSAWS Production on the night of June 16, 2022. Users no longer experienced slowness while downloading scheduled reports in CalSAWS. PRB0043716 ▶ CALSAWS BROADCAST: Starting at the morning of June 9, 2022, a subset of primarily fiscal related CalSAWS reports were not generated in Production which prevented Users from being able to view them. As of 12:30 p.m. on June 9, 2022, all the pending reports were generated in Production. PRB0043693 ▶ CALSAWS BROADCAST: Starting at 9:00 a.m. on June 13, 2022, CalSAWS Users experienced an issue receiving the response from CalHEERS for the Modified Adjusted Gross Income (MAGI) determination requests between 9:00 a.m. and 11:00 a.m. As of 11:00 a.m. on June 13, 2022, the CalHEERS team confirmed that the issue was resolved, and the MAGI responses were being sent. The Project team confirmed that the inbound transactions were received from CalHEERS. PRB0043736 ▶ CALSAWS BROADCAST: Starting at 1:00 p.m. on June 13, 2022, a small number of Kern County calls to the CalSAWS Helpdesk (866-828-3054) were experiencing static on the caller's end. Impacted Users who experienced this issue were advised to call the CalSAWS Helpdesk directly via 866-828-3054, preferably using another telephone, or send an email to HelpDesk@CalSAWS.org excluding any Personally Identifiable Information (PII) until the issue was resolved. PRB0043758 ▶ CALSAWS BROADCAST: Starting at 7:00 a.m. on June 15, 2022, the Rush Childcare Warrant Register Report was not generated in Production which prevented Users from being able to view the latest version. The Project team is actively

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Topic	CalSAWS System	Highlights
		<p>investigating the issue. Defect CA-246710 has been created to resolve the issue. An update will be sent when the issue is resolved. PRB0043754</p> <ul style="list-style-type: none"> ▶ CALSAWS BROADCAST: Starting at 1:04 p.m. on June 15, 2022, a subset of Kern County Users reported that they were unable to access the CalSAWS application. As of 1:30 p.m. on June 15, 2022, the issue was resolved. Impacted Users from Kern County were able to access the CalSAWS application. PRB0043758 ▶ CALSAWS BROADCAST: Starting at 8:30 a.m. on June 17, 2022, Mono County Users at the 107384 US Highway 395, Coleville, CA site were unable to access their workstations due to a local power outage. Power was restored at the impacted site at 9:30 a.m. on June 17, 2022, and Users have been able to access their workstations and CalSAWS application since then. PRB0043774 ▶ CALSAWS BROADCAST: Starting at 7:56 a.m. on June 18, 2022, CalSAWS was experiencing connectivity issues with the Medic-Cal Eligibility Data System (MEDS) application. Users experienced slowness or errors while performing transactions and the Client Index Number (CIN) search did not work. As of 1:45 p.m. on June 18, 2022, the issue was resolved. Conversion Defect Testing (CDT) confirmed their services had been restored. The Project team confirmed MEDS connectivity with CalSAWS is working as expected. Users were able to perform transactions and CIN search without any issues. PRB0043782

Legend	
	On Track
	At Risk
	Not on track/Monitor

1.2 Highlights from the Reporting Period

- ▶ The CalSAWS team successfully deployed CalSAWS minor releases 22.06.07, 22.06.08, 22.06.09, 22.06.14, 22.06.16, and 22.06.17
- ▶ The CalSAWS team successfully deployed CalSAWS release 22.06
- ▶ Planned Outages:
 - Scheduled CalSAWS Outages:
 - CalSAWS Production Outage – On June 12, 2022, from 4:00 p.m. until 8:00 p.m., Users were redirected to a “Read Only” version of the CalSAWS application
 - CalSAWS Adhoc Database Maintenance – On June 12, 2022, from 8:00 a.m. until 12:00 p.m., the CalSAWS Adhoc reporting database was not available to Apex, Endpoint Detection Response (EDR) and Adhoc reports Users

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- CalSAWS Learning Management System (LMS) Maintenance – On June 17, 2022, from 9:00 p.m. until 2:00 a.m., the CalSAWS Learning Management System (LMS) was down. Users were unable to access the LMS
- Scheduled External Application Outages:
 - BenefitsCal Maintenance/Limited Access – On June 12, 2022, from 4:00 p.m. until 8:00 p.m. BenefitsCal was still available for participants, but transactions were queued and processed upon completion of the maintenance activities. Participants were not able to view Electronic Benefits Transfer (EBT) balances and case information from BenefitsCal

2.0 Project Management

2.1 Project Deliverables Summary

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

DEL #	DELIVERABLE NAME	TEAM	STATUS [1]	STATUS
N/A	M&O Services Plan	PMO, Technical, Application Development		<ul style="list-style-type: none"> • Final Deliverable (FDEL) OWDs for Wave 1 County Sites (Placer and Yolo) were submitted to Consortium/QA on June 16, 2022. Consortium approval is due by June 23, 2022.

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

2.2 Highlights from the Reporting Period

Table 2.2-1 – Project Management Status Agenda Topic

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Project Deliverables Summary	<ul style="list-style-type: none"> • Draft Deliverable (DDEL) OWDs for Wave 1 County Sites (Placer and Yolo) were accepted with no comments. Final Deliverable (FDEL) OWDs were submitted to Consortium/QA for review on June 16, 2022. Approval is due by June 23, 2022

- ▶ Continued Project administration, facility management, office management support, and financial management tasks
- ▶ Continued to participate in meetings and gather documentation/artifacts for the SOC 2 audit
- ▶ Continued preparation for the update of M&O and M&E Services Plan Deliverables to

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- include updates necessary for the CalWIN Counties migration
- o Held meetings with Deliverable Owners and Consortium PMO on the next Deliverables update cycle and calendar
- o Submitted the Draft Deliverable (DDEL) OWDs for Wave 1 Counties (Yolo and Placer) as part of 13.0 County Sites Plan for review by Consortium/QA on June 7, 2022. DDEL review completed on June 14, 2022 with no comments. Final Deliverable (FDEL) was submitted to Consortium/QA for review on June 16, 2022. Approval expected by June 23, 2022
- ▶ Continued performing contract management activities:
 - o Continued development of contract Change Notice No. 19, which is planned to be submitted to the CalSAWS JPA Board of Directors for approval on July 22, 2022, and may include use of the contract's R&A Change Budget Services allocation for:
 - An extension of CalWIN Functional Support through October 2023
 - Additional CalSAWS enhancements during State Fiscal Year (SFY) 2022/23 related to CalFresh over-issuances, the Transitional Housing Supplement, removal of the Homeless Assistance asset limit, CalFresh Simplifications, and Medi-Cal redetermination forms,
 - Technical updates to shift funds from SFY 2021/22 to 2022/23 for enhancements related to the Elderly Simplified Application Project (ESAP), Stage One Continuous Eligibility, and the CalFresh Public Assistance Definition Alignment
 - o Continued planning the implementation of requirements from the DHCS and CDSS Privacy and Security Agreements (PSAs) that were approved by the JPA Board of Directors on April 16, 2021
 - o Tracking of County Purchases:
 - Reference Appendix B for detailed tracking of County Purchases

2.3 CRFI/CIT Communications Status

- ▶ The following table outlines CalSAWS Information Transmittals (CITs) for the reporting period ending June 19, 2022

Table 2.3-1 – CITs

CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0157-22	CA-245137 List of RCA/TCVAP Cases	Informational	June 7, 2022	Sarah Cox	Frederick Gains
0166-22	ACL 22-21 Interim Process to Issue Innovative Model of Care Rates	Informational	June 16, 2022	Ignacio Lazaro	Laura Ould
0167-22	Suppression of CSF 124	Informational	June 16, 2022	Gingko Luna	N/A
0168-22	CalSAWS BUZZ Volume 4 Issue 3	Informational	June 16, 2022	June Hutchison	Lenecia Miles
0169-22	July 2022 Postage Rate Changes	Informational	June 17, 2022	Geoff Cosner	Julie Holmes
0171-22	CalSAWS County	Informational	June 17,	Joe Mendoza	Nichole Nava

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CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
	Communication Infographic "Did you Know?"		2022		

- ▶ The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending June 19, 2022

Table 2.3-2 – CRFIs

CRFI ID	Subject	Distribution Date	Status	Response Due Date	CalSAWS Contact
22-035	BenefitsCal Two-Way Messaging Counties Opt-In	April 21, 2022	Closed	May 27, 2022	Joel Acevedo
22-047	CalSAWS Duplicate Person/ Client Index Number (CIN) Workgroup Recruitment	June 9, 2022	Open	June 24, 2022	Corey Morris

Table 2.3-3 – Overdue CRFIs

- ▶ The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending June 19, 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	3
Assigned	10
Completed	692
Duplicate	17
In Review	2
Withdrawn	23
Total	748

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

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

ID	Description	Status	Due Date	Response Received Date	Notes
SIRFRA 1176	1176 – Full Scope Medi-Cal Expansion to Adults Ages 26 Through 49, Regardless of Immigration Status	Completed	June 3, 2022	June 16, 2022	
SIRFRA 3748	3748 – Adding a Person to an Existing Case	In review	June 8, 2022	No response	
3769	3769 – New Foster Care Rate Structure	Completed	June 8, 2022	June 9, 2022	
3770	3770 – CalFRESH Sanctions (WTW) Non-Compliance	In review	June 8, 2022	No response	
SCERFRA 22-539	22-539 – CalFresh and CalWORKS Implementation of New Forms and CDSS Civil Rights Contact Info Update	Completed	June 9, 2022	June 9, 2022	
SIRFRA 1194	1194 – PHE Renewal Data Period 3/2020 – 5/2022	Completed	June 13, 2022	June 16, 2022	
SIRFRA 1195	1195 – Aid and Attendance Individuals	Completed	June 13, 2022	June 14, 2022	
SIRFRA 3771	3771 – PACF Breakout Request – May 2022	Completed	June 15, 2022	June 8, 2022	
SCERFRA 22-524	22-524 – BenefitsCal Release of Information	Completed	June 15, 2022	June 16, 2022	
SCERFRA 22-519	55-519 – AB 1965 – California Antihunger Response and Employment Training Act of 2022	Completed	June 16, 2022	June 16, 2022	
SCERFRA 22-540	22-540 – Pre-Release Enrollment Workarounds for Prisoners	Assigned	June 16, 2022	No response	
SCERFRA 22-541	22-541 – CalFRESH Recertification Waiver	Assigned	June 20, 2022	No response	
3743	3743 – Pre-Waiver Data Reporting for the Renewed ESAP Demonstration Project Implemented on October 1, 2021	Completed	June 20, 2022	June 21, 2022	
SIRFRA 3773	3773 – Stage One Child Care Home Provider Data – May Data	Completed	June 20, 2022	June 9, 2022	

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ID	Description	Status	Due Date	Response Received Date	Notes
SIRFRA 3774	3774 – CalFRESH Recertification	Completed	June 20, 2022	No response	
SIRFRA 3775	3775 – Potential Mid-Year Change to CAPI Payment Standards, Effective July 1, 2023	Assigned	June 21, 2022	No response	
SIRFRA 1181	1181 – APRA PPCE Suppress Renewal Packets for Postpartum Individuals	Assigned	June 22, 2022	No response	
SIRFRA 1197	1197 – LTC SOC NOAs	Assigned	June 22, 2022	No response	
SIRFRA 1189	1189 – SAWS Policy Guidance RE PHE	Assigned	June 24, 2022	No response	
SCERFRA 21-506	21-506 – Public Assistance CalFRESH Breakout Automation Changes	Assigned	July 1, 2022	No response	
SIRFRA 1196	1196 – 250% WDP Notices	Assigned	July 5, 2022	No response	
SIRFRA 1191	1191 – Property Eligibility	Assigned	July 12, 2022	No response	

2.5 Deviation from Plan/Adjustments

- ▶ None for the reporting period

3.0 Maintenance and Operations

3.1 Highlights from the Reporting Period

Table 3.1-1 – Maintenance and Operations Status Agenda Topic

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
3.2.2 CalSAWS Help Desk Metrics	<ul style="list-style-type: none"> New CalSAWS Accenture Monthly Help Desk Diagnosis SLA metric added to status reporting. Current Monthly HelpDesk Diagnosis SLA compliance is 90.3%

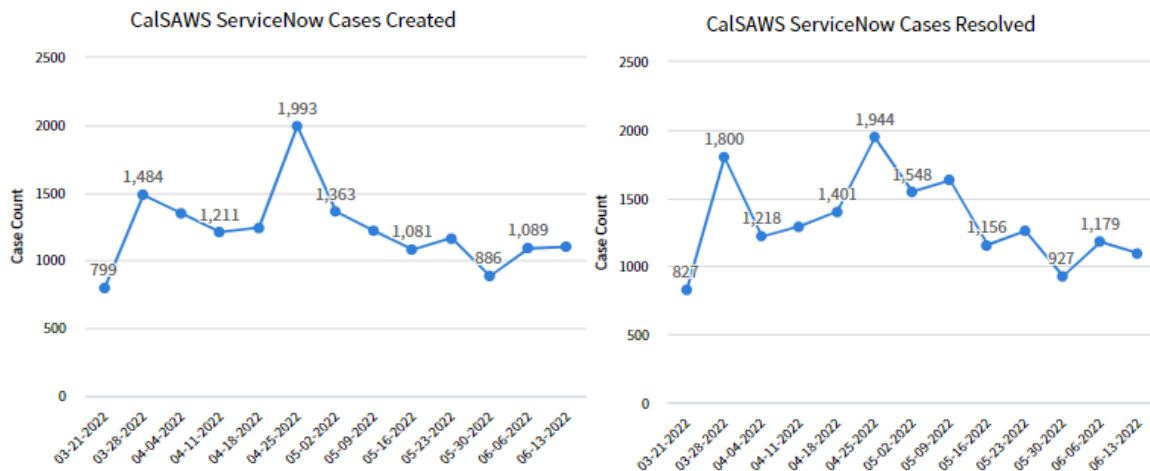
3.2 Service Management

3.2.1 Overview

- ▶ Implemented ServiceNow Release 22.06.16
 - Created an inbound email action in ServiceNow to automatically create an infrastructure incident when an alert email is sent from Oracle Enterprise Manager (OEM), STRY0019306 (IDA0001609)
 - The Supported By field on Configuration Files is now a required field
- ▶ Working on the CalSAWS Request for Information (CRFI) to be sent to all Counties (except Yolo and Placer) for ServiceNow License Evaluation by June 24, 2022
- ▶ Prepared training materials for CalWIN migration ServiceNow trainings
- ▶ Created Wave 1 Counties' groups in ServiceNow on June 16, 2022

3.2.2 CalSAWS Help Desk Metrics

Figures 3.2.2-1 and 3.2.2-2 – CalSAWS ServiceNow Cases per Week



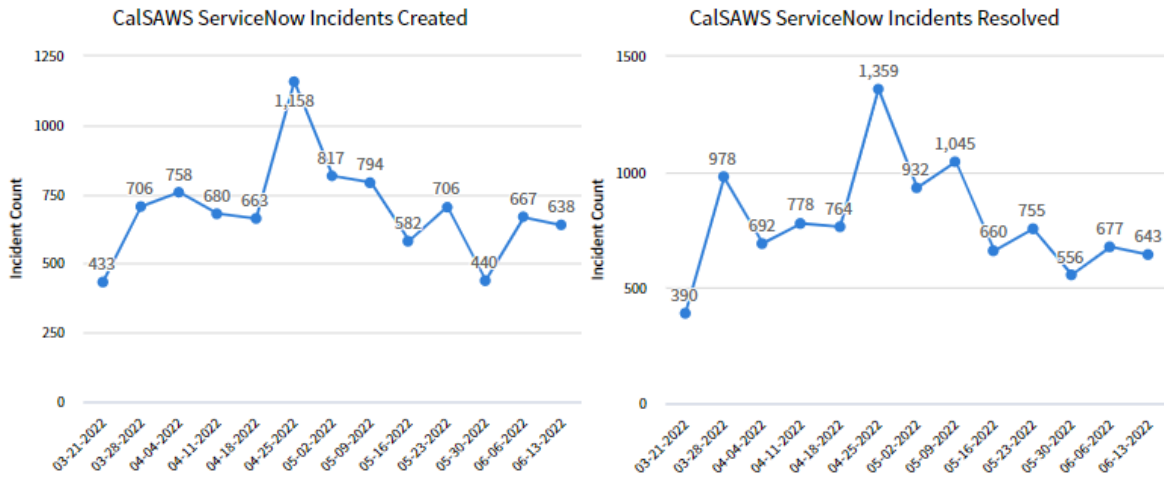
Note: The graphs represent the ServiceNow cases associated to all 40 Counties. Cases represent the first level of ticketing that enters the ServiceNow system. The dates in x-axis represent the start of week.

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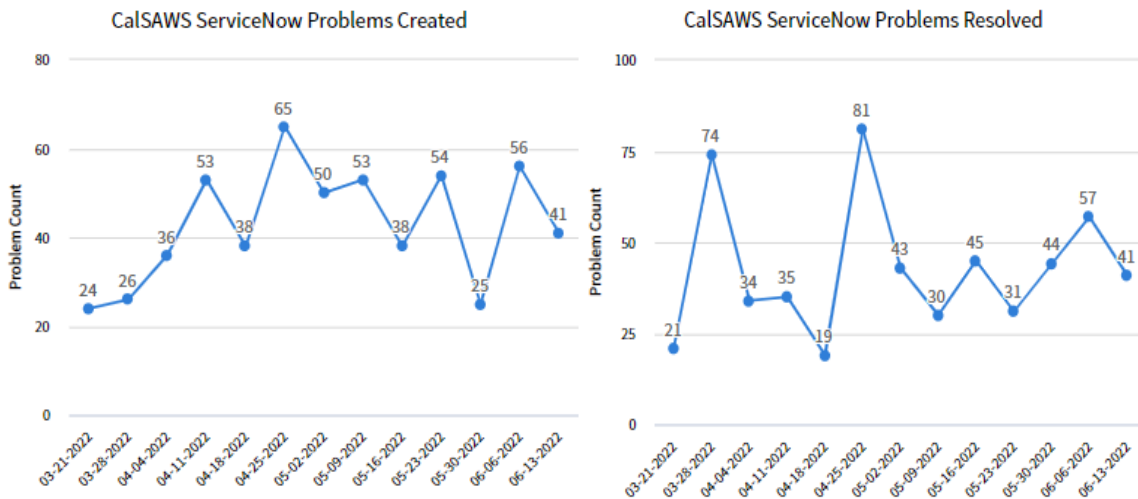
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Figures 3.2.2-3 and 3.2.2-4 – CalSAWS ServiceNow Incidents



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

Figures 3.2.2-5 and 3.2.2-6 – CalSAWS ServiceNow Problems



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

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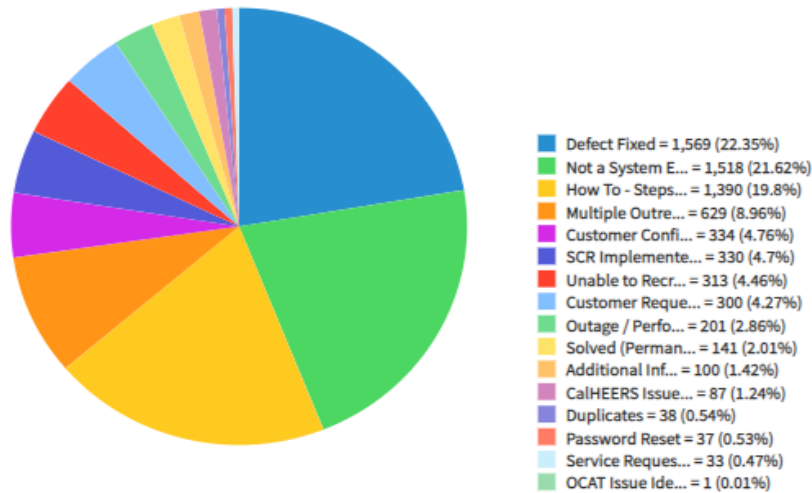
Table 3.2.2-1 – CalSAWS ServiceNow Incidents by State and Age

	<1 Day	1-5 Days	6-10 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	>180 Days	Total
New	33	23	2	2	7	4	15	9	95
In progress	7	71	28	17	21	36	68	42	290
On hold	1	91	98	149	166	397	662	593	2,157
Resolved	10	245	266	414	232	128	120	62	1,477
Closed	1	1	3	8,753	24,933	6,390	4,001	240	44,862
Problem in Diagnosis	0	1	0	0	1	1	1	0	4
Total	52	432	397	9,335	25,360	7,496	4,867	946	48,885

Figure 3.2.2-7 – CalSAWS ServiceNow Incidents by Resolution Code

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

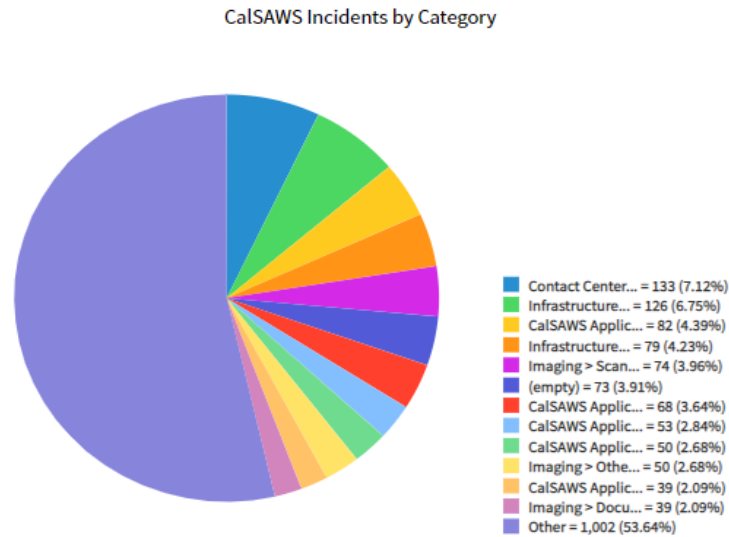
CalSAWS ServiceNow Incidents by Resolution Code



Resolution code	Incident Count	Percentage of Incidents
Defect Fixed	1,569	22.35%
Not a System Error - With Explanation	1,518	21.62%
How To - Steps to Proceed Provided	1,390	19.8%
Multiple Outreach Attempts - No Response	629	8.96%
Customer Confirmed Issue is Resolved	334	4.76%
SCR Implemented	330	4.7%
Unable to Recreate Issue	313	4.46%
Customer Requested Closure	300	4.27%
Outage / Performance Degradation	201	2.86%
Solved (Permanently)	141	2.01%
Additional Information Needed	100	1.42%
CalHEERS Issue Resolved	87	1.24%
Duplicates	38	0.54%
Password Reset	37	0.53%
Service Request Created - With Request Number	33	0.47%
OCAT Issue Identified	1	0.01%
Total	7,021	100%

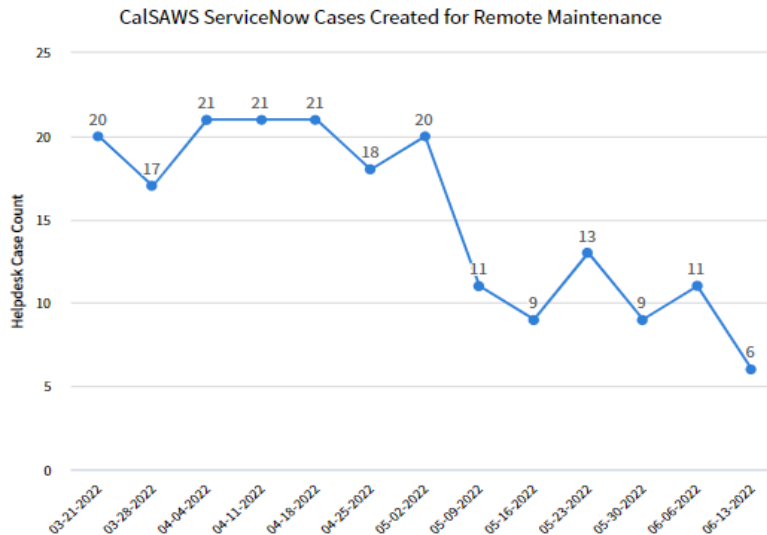
Figure 3.2.2-8 – CalSAWS ServiceNow Incidents Created by Category

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



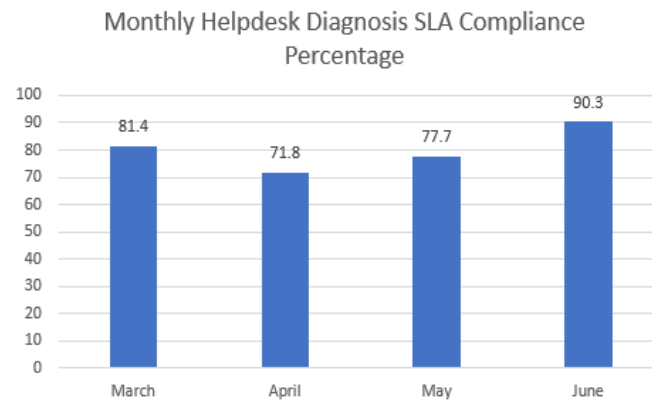
Category	Incident Count	Percentage of Incidents
Contact Center/IVR > CCP	133	7.12%
Infrastructure > Database > Oracle	126	6.75%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Incorrect Eligibility Results	82	4.39%
Infrastructure > Network > Telecommunications > Telco/Network Issue	79	4.23%
Imaging > Scanning Documents	74	3.96%
(empty)	73	3.91%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Other	68	3.64%
CalSAWS Application/Related Systems > Production > Client Correspondence > NOAs	53	2.84%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > Other	50	2.68%
Imaging > Other	50	2.68%
CalSAWS Application/Related Systems > Production > Error Encountered > Running/Authorizing EDBC	39	2.09%
Imaging > Document Routing	39	2.09%
Other	1,002	53.64%
Total	1,868	100%

Figure 3.2.2-9 – CalSAWS ServiceNow Cases Created for Remote Maintenance



Figures 3.2.2-10 – CalSAWS Accenture Monthly Helpdesk Diagnosis SLA Compliance

The current Monthly Helpdesk Diagnosis SLA compliance is 90.3%.



3.3 Technology Operations

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

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3.3.1 CalSAWS Management and Operations

- ▶ ZScaler Remote Access
 - ZScaler Compliance findings being worked upon
 - Assessment for using ZIA + Endpoint Security ongoing
- ▶ ZScaler Discover System Change Request (SCR) – San Bernardino
 - ZScaler discovery session kick off call scheduled for July 6, 2022
 - CalACES Request for Information (CRFI) to support discovery session in Draft state with target distribution by July 1, 2022
 - ZScaler licenses for San Bernardino purchased

Table 3.3.1-1 – CalSAWS Upcoming Maintenance

Scheduled Date	Activity Description
June 20 - 22, 2022	Replace External Load Balancers in Application-Production Account with Internal Load Balancers to support Apigee to Application Programming Interface (API) gateway transition
June 21 - 30, 2022	CalSAWS Interface Partner Connectivity - Batch and File Transfer. Network Production
June 22, 2022	CalWIN Wave 1 - Yolo County - Install second Cisco router and connect to SD WAN Velocloud equipment
June 23 – 30, 2022	CalWIN Wave 2 - Tulare - Staging: Rack, rack and Installation of Velocloud Routers and Adtran switches (TPX SD WAN hardware) (Planned Change)
June 23 – 30, 2022	CalWIN Wave 2 - Santa Clara - Staging: Rack, rack and Installation of Velocloud Routers and Adtran switches (TPX SD WAN hardware.) (Planned Change)
June 24 – 25, 2022	ForgeRock Priority Production Release 22.06.24
June 26, 2022	Amazon Web Services (AWS) coreapp-production AWS Linux Operating System (OS) patching to June 1, 2022 Patch Baseline
June 26, 2022	Install DynaTrace OneAgent on UCDV (Online Server and Web Apache Server) in coreapp-staging Environment Account (Planned Change)
June 26, 2022	Install DynaTrace OneAgent on Training (Online Server and Web Apache Server) in coreapp-production Environment Account (Planned Change)
June 26, 2022	Complete monthly web service transaction re-name maintenance activity (last Sunday of the month) – June (Planned Change)
June 27, 2022	ForgeRock Disaster Recovery (DR) Priority Production Release 22.06.27
June 29, 2022	Upgrade latest June Amazon Machine Image (AMI) on Springboots - Application Production Account (Planned Change)
June 30, 2022	Upgrade latest June Amazon Machine Image (AMI) on Springboots - Application Production Account (CT) (Planned Change)
July 2, 2022	Upgrade latest June Amazon Machine Image (AMI) on Springboots - Application Production Account (Prod) (Planned Change)

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Table 3.3.1-2 – CalSAWS Incident Follow-up Summary

Ticket ID	Description	Impact Date / Time	Impact	Resolution
None				

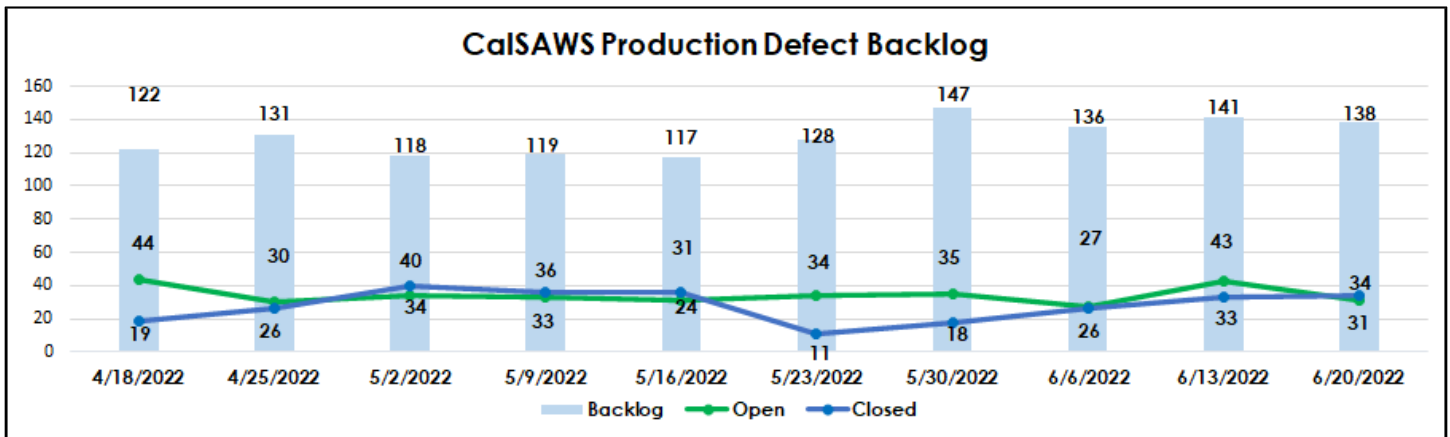
3.3.2 Service Level Agreement (SLA) Outcomes (Met/Missed) (CalSAWS)

- ▶ The CalSAWS System did not meet the following Service Level Agreements (SLAs) within the reporting period on the following date:
 - June 14, 2022, Off-Prime Eligibility Determination and Benefit Calculation (EDBC) was below SLA. 8 out of 106 transactions were > 5 sec, yielding 92.45%

3.4 Production Defect Backlog

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

Figure 3.4-1 – Production Defects Backlog Weekly Trend



3.4.1 Release Schedule Production Defect Fix

The Production Defect fix – Release Schedule reflects the number of defects planned in alignment to each monthly release (21.01, 21.02, etc.). The status of the defect in the fix and re-test pipeline is also reflected for each of the defect severity categories to establish the number of defects remaining to be fixed, re-tested, and closed for each of the releases

Table 3.4.1-1 – Production Defect Fix – Release Schedule

CalSAWS Production Defect Count by Release						
Count of Defects	Release					
Severity	22.05	22.06	22.07	22.09	TBD	Grand Total
2-Normal/Medium	27		12		6	45
New	1				4	5
In Progress	3		12		1	16
Closed	23				1	24
3-Normal/Low	151	3	63	2	30	249
New	6		3		15	24
In Progress	23	2	49		11	85
Closed	122	1	11	2	4	140
4-Cosmetic	8				1	9
In Progress	4				1	5
Closed	4					4
Grand Total	186	3	75	2	37	303

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

3.5 Production Operations

3.5.1 Release Communications

- ▶ CalSAWS Release 22.07 Communications:
 - See table 3.5.1-1 for details

Table 3.5.1-1 – CalSAWS Release 22.07 Communication Activities

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

CalSAWS – California Statewide Automated Welfare System

M&O Weekly Status Report Period: June 6, 2022 – June 19, 2022

Contractor Project Executive: Arnold Malvick

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

3.5.2 Root Cause Analysis (RCA)

- ▶ New RCAs still being reviewed

3.5.3 Batch Operations

- ▶ Completed special batch run for Batch Eligibility Determination and Benefit Calculation (EDBC) for Cost-of-Living Adjustment (COLA) for Income In-Kind (IIK) for 2022-2023 (SCR CA-245693) on Thursday, June 16, 2022
- ▶ Completed batch processing for May 2022 Emergency Allotment payments run with nightly batch processing on June 11, 2022 (SCR CA-245152)
- ▶ Sent Enhanced Communication for the subset of Emergency Allotment payments (~2.2k out of 1.6M) that were incorrectly skipped with the June 11, 2022, EA payment run. The skipped EA payments were processed with the nightly batch on Friday, June 17, 2022
- ▶ Confirmed Counties' holiday calendar with Regional Managers for the Juneteenth Holiday on Monday, June 20, 2022
- ▶ Executed batch activities for CalWIN Mock Cutover 1B
- ▶ Continued Batch Weekly Roundup session with Quality Assurance (QA), (ClearBest) and Consortium team members
- ▶ Continued support and updates to the Batch Performance activities roadmap, including the calculation of the 40-County batch completion times and estimation of the 58-County batch completion times
- ▶ Continued to review and utilize the Batch Operations Dashboards for generation of the daily batch summary emails
- ▶ Supported nightly batch operations and coordinated with the Application Development, Database Administration, and technical teams to resolve issues and performance tune batch jobs
- ▶ Supported execution of cyclic/high frequency/event streaming jobs
- ▶ Implemented and validated Production Batch System Change Requests (BSCRs), and started reviews and implementation of CalWIN release BSCRs in Batch Performance environment
- ▶ Continued support for execution of Batch Regression testing for CalWIN releases
- ▶ Updated Batch Scheduler to include additional core/core-off prime/non-core categorizations

3.6 ForgeRock

3.6.1 Highlights of the Reporting Period

- ▶ Leadership approval for additional 4 resources for the ForgeRock Operations Team
- ▶ Submission of Change Order for ForgeRock Maintenance & Operations Contract
- ▶ Started Change Order Conversations to proceed forward
- ▶ Confirmed backfill for Yul McGrath. Welcoming Hamed Hajibeik to the team
- ▶ Emailed application integration validators for June 24, 2022, ForgeRock Production Release
- ▶ Reviewed and secured approval of ForgeRock June 24, 2022, Priority Release with Cloud Security Team
- ▶ Reviewed and secured approval of ForgeRock June 24, 2022, Priority Release with Accenture Security Team
- ▶ Sessions confirmed and invited for upcoming onsite knowledge transfer sessions with ForgeRock Leadership
- ▶ Completion of Community Based Organizations (CBO) Users for Los Angeles and BenefitsCal Your Benefits Now (YBN) Conversion of CBO users
- ▶ Enhancements completed for BenefitsCal Delegated Administration (DA) portal for Customers

Table 3.6-1 – ForgeRock Milestones

MILESTONES	PRODUCTION DEPLOYMENT DATE	STATUS
ForgeRock CalSAWS Jira/ BitBucket Single Sign On (SSO) Integration	TBD	Postponed
Terraform Cloud ForgeRock SSO Enablement	June 24, 2022	In Progress
ForgeRock: Application Onboarding - Ansible Enterprise	RWR (Release When Ready)	In Progress
Los Angeles County Delegated Admin (DA) Staff need to authenticate using ForgeRock Credentials	RWR (Release When Ready)	Pending approval
JIRA and BitBucket JIT Provisioning	RWR (Release When Ready)	Pending approval
ForgeRock: Session Management Integration for Integrated Applications	RWR (Release When Ready)	In Progress
ForgeRock: Multi Factor Authentication Policy Enhancement	RWR (Release When Ready)	In Progress
ForgeRock CalSAWS Jira/ BitBucket Single Sign On (SSO) Integration	TBD (To Be Determined)	Postponed

3.7 Innovation Lab

- ▶ Continued Innovation Lab activities
 - System Status for End Users (Co-Create Phase)
 - All tasks for Innovation Team are completed
 - CalSAWS Production Calendar (Co-Create Phase)
 - Implementing ServiceNow role changes for Production Calendar targeted for June 23, 2022, pending operational process discussions during the week of June 20, 2022
 - All tasks for Innovation Team are completed
 - Cybersecurity Awareness Program (Scale)
 - Final transition and documentation of LMS resources completed June 8, 2022
 - All tasks for Innovation Team are completed

3.8 Imaging

- ▶ Completed Defect
 - CA-245588 – Documents not Merging after Re-indexing with Matching Keys
 - CA-245153 – Documents in RC Copy Hold Queue with no Original
 - CA-245583 – Batches Intermittently Stalling During Processing
 - CA-242520 – Users Cannot Route Deprecated/Inactive Forms via Workflow
 - CA-243413 – Other County Documents does Logic to Remove Documents from Folders
- ▶ Completed System Change Requests (SCRs)
 - CA-245812 – Update Images Button Case Summary
 - CA-237220 – Update the Imaging API for Document Store

3.9 Customer Service Center (CSC)

- ▶ Sent to System Test:
 - CA-228236 – Send SAR7 instead of 960X
 - When a customer selects to resend their missing document from an outbound Interactive Voice Response (IVR) phone call, this change will ensure the SAR7 is sent to the customer and not the 960X

3.10 IVR Bot Enhancement Pilot for San Bernardino County

- ▶ Welcome Bot
 - Welcome Bot continues to successfully route approximately 75% of callers that interact with the bot
 - Push Notification is successfully deflecting approximately 15% 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

- ▶ SCR to upgrade LEX version 2 has been opened and is being designed.
 - CA-245963 was opened for the upgrade

3.11 Deviation from Plan/Adjustments

- ▶ None for this reporting period

4.0 Application Development

4.1 Highlights from the Reporting Period

Table 4.1-1 – Application Development Status Agenda Topic

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
4.4.1 Release Test Summary	<ul style="list-style-type: none"> • 22.07 System Testing on schedule. Week 3 of 8 completed. 55% pass rate on a 38% target

4.2 Priority Release Summary

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

- ▶ The CalSAWS System had four priority releases:
 - The CalSAWS 22.06.07 Minor Release was successfully deployed on June 07, 2022
 - Sixteen defects were deployed in the area of Client Correspondence, Contact Center, DBA, Eligibility, Online, Fiscal and Technical Operations teams
 - Seven System Change Request (SCRs) were deployed in the areas of Batch and Interfaces, Client Correspondence, Contact Center and Fiscal teams
 - The CalSAWS 22.06.09 Minor Release was successfully deployed on June 09, 2022
 - Eight defects were deployed in the areas of Eligibility, Fiscal, Release Communication and Reports teams
 - Four System Change Request (SCRs) were deployed in the areas of Fiscal and Reports teams
 - The CalSAWS 22.06.11 Minor Release was successfully deployed on June 11, 2022
 - One System Change Request (SCR) was deployed in the area of Fiscal.
 - The CalSAWS 22.06.14 Minor Release was successfully deployed on June 14, 2022
 - Six defects were deployed in the area of Batch and Interfaces, Eligibility, Fiscal and Technical Architecture teams
 - Ten System Change Request (SCRs) were deployed in the areas of Batch Operations, Client Correspondence, Eligibility, Fiscal, Online, Performance and Technical Architecture teams.

Table 4.2-1 – CalSAWS Upcoming Release

CalSAWS – California Statewide Automated Welfare System

M&O Weekly Status Report Period: June 6, 2022 – June 19, 2022

Contractor Project Executive: Arnold Malvick

Release	Summary
22.06.23	<ul style="list-style-type: none">▶ Update C-IV School Lunch Interface to run for CalWIN Counties▶ DDID 2700 FDS CSC: Migrate Shasta County to new AWS account, and deploy eCCP▶ Migrate Imaging API from APIGEE to AWS API Gateway▶ Upgrade Lobby Services Spring Boot and Spring framework▶ BenefitsCal - Case Link Request Page Enhancements - Phase 2
22.06.24	<ul style="list-style-type: none">▶ Add next document indicator in workflow grid
22.06.25	<ul style="list-style-type: none">▶ ACIN I-29-22 AB 79 WTW Reengagement Mass Informing Notice
22.06.30	<ul style="list-style-type: none">▶ ACL 20-99 Update ABCD 350 Detail
22.07.06	<ul style="list-style-type: none">▶ Reduce Premiums for 250% Working Disabled Program
22.07.07	<ul style="list-style-type: none">▶ SB 1065 - Update Homeless Assistance
22.07.14	<ul style="list-style-type: none">▶ DDID 2687, 2688, 2689, 2690, 2691, 2692, 2693, 2694, 2695, 2696, 2222, 2702, 2721, 2169, 2284, 2722 FDS CSC: Administration Page for Contact Center▶ Update CA 237 HA and Integrated Payroll Benefit Issuance Detail Claiming Report for Homeless Temporary Future Benefits▶ Update RS 51 and RS 50 Reporting Period to 6 Months▶ Add CalFresh CBO Application Report in CalSAWS▶ ACL 20-96- Revise Annual CF 358F and CF 358 S
22.07.16	<ul style="list-style-type: none">▶ Update Duplicate Medi-Cal EDBC Batch Job Schedule to Monthly▶ ACL 22-32 Additional Pandemic Emergency Assistance Fund (PEAF) payments▶ Mass mailer for PEAFF II▶ Issue June 2022 Disaster Supplement in accordance to HR 6201 Emergency Allotments
22.07	<ul style="list-style-type: none">▶ Total System Change Controls (SCRs): 57 approved▶ Release Webcast date: TBD
22.09	<ul style="list-style-type: none">▶ Total System Change Controls (SCRs): 46 approved▶ Release Webcast date: TBD
22.11	<ul style="list-style-type: none">▶ Total System Change Controls (SCRs): 11 approved▶ Release Webcast date: TBD

4.3 Application Development Status

- ▶ Continued design on:
 - CA-209184 for Processing Eligibility Determinations for the 250% Working Disabled Program
 - CA-209721 to Add Notice of Actions (NOAs) and Forms for Electronic Theft
 - CA-56887 for Phase III-B- Change CalFresh Notice of Actions (NOAs) to include the name of the individuals on change and denial Notice of Actions (NOAs)
 - CA-204494 for SB 1341 All County Solution Phase 4 - Letter Format Mixed Non- Modified Adjusted Gross Income (MAGI)/MAGI Notice of Actions (NOAs)

CalSAWS – California Statewide Automated Welfare System

M&O Weekly Status Report Period: June 6, 2022 – June 19, 2022

Contractor Project Executive: Arnold Malvick

- CA-50776 for CalFresh Welfare to Work (WTW) Eligibility Non-Compliance Updates
 - 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-239421 for Performance: Convert current Batch Able Bodied Adults Without Dependents (ABAWD) process to continuous processing
 - CA-237111 to Add Threshold Languages for MAGI Older Adult Expansion NOAs
 - CA-214024 to Add Common NOA Fragments for Threshold Generation - Medi-Cal
 - CA-220693 for Enhancements to Child Care Administrator Portal
 - CA-228876 to Add Common NOA Fragments for Threshold Generation - CalFresh
 - CA-228877 to Add Common NOA Fragments for Threshold Generation - CalWORKs/CalLearn
 - CA-228806 for Senate Bill (SB) 1065 - Update Homeless Assistance
 - CA-229814 to Update Lobby Device Management
 - CA-242597 for Performance: Convert Current Child Care (CC) Batch Sweep Jobs Process
 - CA-245084 for Time Extension of Refugee Cash Assistance (RCA)/ECA/TCVAP Programs
 - CA-241253 for BenefitsCal – Community Based Organizations (CBO) task
 - CA-225996 for All County Letter (ACL) 21-52 Update CF 285, Add CF 285A, Cover Letter and Pre-Populated Application Source
 - CA-244864 for ACL XX-XX Agricultural Improvement Act of 2018 (Farm Bill) Update CalFresh Expungement Timeframe
 - CA-244070 for Mass mailer for PEA II
 - CA-244068 to Add Journal Entry in CalSAWS for C4Y e-Application E-Signature Information
 - CA-242010 for Increase to the Asset Limits for Medically Needy (MN) Sneed Non-MAGI Medi-Cal Programs
 - CA-241413 for One-time batch for Reduced Premiums for 250% WDP
 - CA-239721 for CFL 21/22-61- reimbursement instructions for replacement of CalFresh food benefits due to electronic theft
 - CA-238993 for All County Information Notice (ACIN) I-72-21 SB 1232 Mass Informing Notice
 - CA-238042 to Add missing Foster Care NOAs that existed in C-IV Phase 2
 - CA-237111 to Add Threshold Languages for MAGI Older Adult Expansion NOAs
 - CA-214453 to Update Medi-Cal Batch Protection for PHE to prepare for PHE Lift
 - CA-245147 to Add Newest State versions of WI 10072A, WI 10072B, and EBT 2259
- ▶ Continued build on:
- Build for priority releases and 22.09 approved System Change Requests (SCRs)

4.4 Release Management

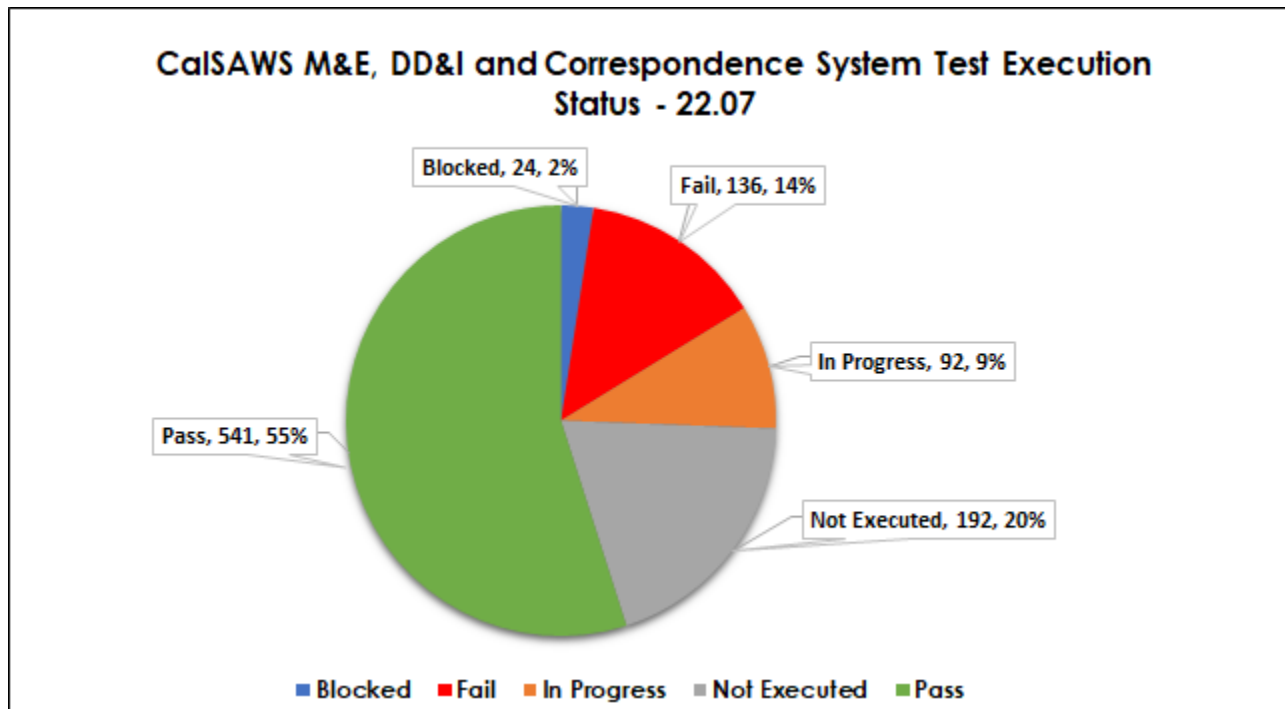
4.4.1 Release Test Summary

- ▶ Continued 22.07 test execution

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

Pass Rate Target as of June 17, 2022	38%
Pass Rate Actual as of June 17, 2022	55%
System Test Complete Date: May 18, 2022	

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



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

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

4.4.2 Automated Regression Test (ART) Coverage

Table 4.4.2-1 – CalSAWS Automated Regression Test (ART) Coverage

Production Transactions				ART Coverage by Production Volume	
Tier	Distinct	Volume	Percent Volume	Distinct	Percent Coverage
1	15	96,571,545	47.70%	14	97.76%
2	99	65,395,957	32.30%	93	91.22%
3	121	20,190,938	9.97%	106	89.06%
4	489	17,317,560	8.55%	288	68.45%
5	2722	2,997,698	1.48%	518	30.35%

- ▶ Note: Transaction volume and coverage metrics are based on CalSAWS monthly Production performance data and Automated Regression Test (ART) coverage data as of May 31, 2022. Each tier is distinct from prior tier(s). For example, tier 2 includes all transactions that make up the top 80% of production volume except for the fifteen tier 1 transactions. Production statistics are updated each month, and coverage statistics are updated with each major release as new automated regression scripts are developed. To date, there are 603 end-to-end Automated Regression Test (ART) scripts

4.5 Training Materials Update

- ▶ 22.07 Online Help (OLH) SCRs:
 - 10 SCRs are Test Completed
 - 1 SCR is Rejected
- ▶ 22.01 and 22.03 Web Based Training (WBT) updates: All but four SCRs have been completed for the 22.05.27 release. These SCRs have been rescheduled for the 22.07.22 release, since new updates were requested during Consortium Review and did not make the deadline for May 27, 2022
 - CA-241789
 - CA-237149
 - CA-237088
 - CA-236975
- ▶ 22.05 and 22.07 Web Based Training (WBT) updates: 6 SCRs are In Development
- ▶ 22.09 Impact Analysis for OLH, Job Aids and WBTs – Completed. Online Help SCRs have been created (total 10), WBTs in progress.
- ▶ Training Environments
 - Continued to work cross-team to troubleshoot CalSAWS Training Staging and Training Production environment tickets

Figure 4.5-1 – Weekly Training SCR Status Report

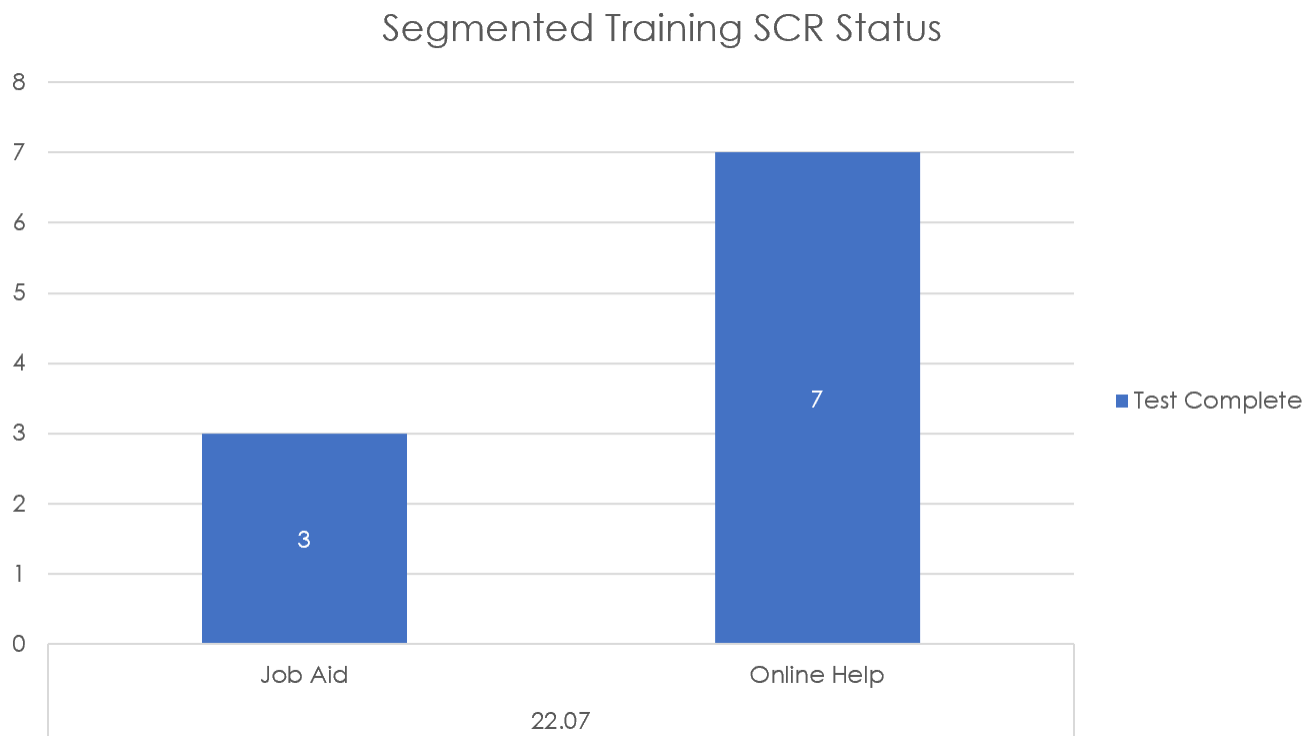


Table 4.5-1 – Upcoming Training Activities

Training Activity	Date
Decommission LMS Lite	Friday, June 10, 2022 - Completed
Generic Logins for Wave 1 CalWIN Migration (Trainers)	(tentative) June 3, 2022 – On hold until further notice

4.6 Deviation from Plan/Adjustments

- ▶ None for the reporting period

5.0 Regional Updates

- ▶ None for the reporting period

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