

CALSAWS M&O BI-WEEKLY STATUS REPORT

Reporting Period: August 15, 2022 – August 28, 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 during this period.
Defects		<ul style="list-style-type: none"> ▶ There are 123 active Production defects
Incidents		<ul style="list-style-type: none"> ▶ CALSAWS BROADCAST: Starting at 8:35 a.m. on August 15, 2022, the CalSAWS Adhoc Reporting Database was unavailable which prevented Users from being able to access. As of 10:05 a.m. on August 15, 2022, the issue was resolved. Users were able to access the Adhoc Reporting Database. PRB0044104 (CalSAWS RCA – 162) ▶ CALSAWS BROADCAST: Starting at 12:10 p.m. on August 15, 2022, the FIS (EBT vendor) was experiencing issues causing EBT transactions in CalSAWS and BenefitsCal to timeout and fail. As a result, Users were unable perform EBT related transactions in CalSAWS and could not see EBT balances in BenefitsCal. As of 2:04 p.m. on August 15, 2022, this issue was resolved by the FIS (EBT vendor). Users were able to perform EBT related transactions in CalSAWS and BenefitsCal. CalWIN Users were also impacted by this issue. PRB0044110 ▶ CALSAWS BROADCAST: Starting at 11:00 a.m. on August 15, 2022, some Users some users had reported slowness with screen-to-screen navigation or while performing transactions in CalSAWS. As of August 16, 2022, this issue was resolved. The project team monitored CalSAWS for the week prior to August 23, 2022 and confirmed that the performance remained within normal operating ranges. The project team will continue to actively monitor the system performance. PRB0044105 ▶ CALSAWS BROADCAST: Starting at 10:30 a.m. on August 18, 2022, Users were experiencing longer than normal Optical Character Recognition (OCR) imaging processing times. Documents that utilize OCR were delayed. This issue did not affect barcoded documents, documents submitted through the BenefitsCal portal, documents with the 'OCRByPass' flag set to true during capture, and Inter-County Transfer (ICT) transfers. As of 1:02 p.m. on August 19, 2022, this issue was resolved by the Imaging Vendor. All backlogged documents have been processed. The Project team continues to monitor the OCR processing queue. PRB0044140 (RCA in progress)

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Topic	CalSAWS System	Highlights
		<ul style="list-style-type: none"> ▶ CALSAWS BROADCAST: Starting at 11:21 a.m. on August 22, 2022, some Users from Los Angeles County reported experiencing slowness while navigating through or performing transactions in CalSAWS. AT&T service interruption was reported in some areas of Los Angeles County. As of 12:15 p.m. on August 23, 2022, this issue was resolved. TelePacific (TPx) worked with AT&T to remediate the service interruption. Impacted LA County Users were able to navigate through and perform transactions in CalSAWS at normal operating speed. PRB0044151 ▶ CALSAWS BROADCAST: Starting at 5:00 p.m. on August 22, 2022, San Bernardino County Users at the 860 Brier Dr, San Bernardino site were unable to access the CalSAWS application due to a local internet outage. As of 10:30 a.m. on August 23, 2022, this issue was resolved. The Internet Service Provider repaired the damaged cable which restored internet connectivity to the impacted site. Users were able to access the internet and the CalSAWS application. PRB0044156 ▶ CALSAWS BROADCAST: Starting at 12:01 p.m. on August 26, 2022, Sierra County Users at the 22 Maiden Ln Downieville site were unable to access their workstation(s) and CalSAWS due to a local power outage. Power at the impacted site was restored at 1:30 p.m. on August 28, 2022. Impacted Users at the 22 Maiden Lane Downieville site were able to access their workstation(s). PRB0044191

Legend	
	On Track
	At Risk
	Not on track/Monitor

1.2 Highlights from the Reporting Period

- ▶ The CalSAWS team successfully deployed CalSAWS minor releases 22.08.18, 22.08.22, 22.08.23, and 22.08.25
- ▶ Planned Outages:
 - Scheduled CalSAWS Outages:
 - CalSAWS Learning Management System (LMS) Maintenance — From August 19, 2022, at 9:00 p.m. until August 20, 2022, at 2:00 a.m., the CalSAWS Learning Management System (LMS) was down. Users were unable to access the LMS.
 - CalSAWS Production Outage – On August 21, 2022, from 4:00 p.m. until 9:30 p.m., Users were redirected to a “Read Only” version of the CalSAWS application. On August 28, 2022, from 8:00 a.m. until 2:00 p.m., Users were redirected to a “Read

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- Only" version of the CalSAWS application
- CalSAWS Adhoc Reporting Database Maintenance — On August 21, 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. In addition, on August 28, 2022, from 2:00 p.m. until 6:00 p.m., the CalSAWS Adhoc Reporting database was not available to Apex, EDR, and Adhoc reports Users.
- o Scheduled External Application Outages:
 - BenefitsCal Maintenance/Limited Access — On August 21, 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 EBT balances and case information from BenefitsCal. On August 28, 2022, from 8:00 a.m. until 2:00 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 EBT balance and case information from BenefitsCal. On August 25, 2022, from 8:00 p.m. until 9:30 p.m., the BenefitsCal application was unavailable

2.0 Project Management

2.1 Project Deliverables Summary

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

DEL #	DELIVERABLE NAME	TEAM	STATUS [1]	STATUS
N/A	M&O Services Plan	PMO, Technical, Application Development		<ul style="list-style-type: none"> • The following DDELS were submitted to Consortium/QA for review with comments due back September 1, 2022: <ul style="list-style-type: none"> o Appendix E - Quality Management Plan o Appendix F - Risk & Issue Management Plan • The following FDELS were submitted to Consortium/QA for review with comments due back as follows: <ul style="list-style-type: none"> o Appendix G – Staff Management Plan. Comments due August 25, 2022 o 3.0 Change Management Plan. Comments due August 25, 2022 10.0 Project Office Plan. Comments due August 29, 2022 • The following Deliverables are being reviewed by Accenture teams to address Consortium DDEL comments: <ul style="list-style-type: none"> • CalSAWS M&E Services Plan • 1.0 Business Continuity & Disaster

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DEL #	DELIVERABLE NAME	TEAM	STATUS [1]	STATUS
				<p>Recovery Plan</p> <ul style="list-style-type: none"> • 2.0 Capacity Management Plan • 4.0 Configuration Management Plan • 6.0 Network Management Plan • 9.0 Network Management Plan • 11.0 Remote Maintenance Operations Plan <ul style="list-style-type: none"> • The following Deliverables are being finalized by Accenture teams for DDEL submission: <ul style="list-style-type: none"> • PCD Main • Appendix A - Communications Management Plan • Appendix D - Deliverable Management Plan • 0.0 CalSAWS M&O Services Plan Executive Summary • 5.0 Helpdesk Services Plan • 7.0 Operations Management Plan • 8.0 Performance Management Plan • 12.0 Security Management Plan • 13.0 County Site Plan (including non CalWIN County OWDs) DDEL was returned with no comments and closed off as an FDEL; associated WAC was sent on August 12, 2022, and awaiting Consortium approval

[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"> • The following DDELs were submitted to Consortium/QA for review with comments due back September 1, 2022: <ul style="list-style-type: none"> o Appendix E - Quality Management Plan o Appendix F - Risk & Issue Management Plan • The following FDELs were submitted to Consortium/QA for review with comments due back as follows: <ul style="list-style-type: none"> o Appendix G – Staff Management Plan. Comments due August 25, 2022 o 3.0 Change Management Plan. Comments due August 25, 2022 o 10.0 Project Office Plan. Comments due August 29, 2022 • Revised Deliverables Calendar for remaining outstanding deliverables is being finalized and will be shared with Consortium PMO this week • 13.0 County Site Plan (including non CalWIN County OWDs) DDEL was returned with no comments and closed off as an FDEL; associated WAC was sent on August 12, 2022 and awaiting Consortium approval

- ▶ Continued Project administration, facility management, office management support, and financial management tasks
- ▶ Continued preparation for the update of M&O and M&E Services Plan Deliverables to include updates necessary for the CalWIN Counties migration
 - o Held meetings with Deliverable Owners on status of Deliverables update cycle and calendar
- ▶ Continued performing contract management activities:
 - o Change Notice No. 21 is in development and will include following:
 - Additional M&E hours for BenefitsCal Portal Support for the SFY 22/23
 - Premise item: CalFRESH Notice of Denial or Pending Status
 - Department of Health Care Services (DHCS) Statement of Work (SOW)
 - California Department of Social Services (CDSS) SOW
 - VA scaling duplication removal
 - 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 County Purchase Orders
 - Continued planning the implementation of requirements from the DHCS and CDSS Privacy and Security Agreements (PSAs) that were approved by the Joint Powers Authority (JPA) Board of Directors on April 16, 2021
 - o Tracking of County Purchases:
 - Reference Appendix B for detailed tracking of County Purchases

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2.3 CRFI/CIT Communications Status

- ▶ The following table outlines CalSAWS Information Transmittals (CITs) for the reporting period ending August 28, 2022

Table 2.3-1 – CITs

CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0234-22	CalSAWS Administrative Budget Year End Statement FY21/22	Informational	August 17, 2022	Stephanie Aragon	Chia Thao
0235-22	FY22/23 Administrative Invoices for the CalSAWS JPA Administrative Budget	Informational	August 17, 2022	Stephanie Aragon	Chia Thao
0236-22	CalSAWS Power of 58 and BenefitsCal Online Stores Open	Informational	August 17, 2022 Updated August 18, 2022	CPMO	N/A
0237-22	August CalSAWS Table Talk Invitation	Informational	August 17, 2022	Chazny Nunes	Aymon Sukkar
0238-22	CA-247907 CalFresh Emergency Allotments for July 2022 List Posted	Informational	August 18, 2022	Caroline Bui	N/A
0239-22	CalSAWS API Summary Information	Informational	August 19, 2022	Logan Pratt	Avinda Bandaranayake
0240-22	CA-242909- Foster Care/Kin-GAP CNI Lists & CA-242912- AAP CNI Lists	Informational	August 22, 2022	Ignacio Lazaro	Laura Ould, and Michelle Ramos
0242-22	CalSAWS Power of 58 and BenefitsCal Online Stores Now Open	Informational	August 25, 2022	CPMO	N/A
0244-22	Scheduled Downtime Notification	Informational	August 26, 2022	Mike Tombakian, and Anand Kulkarni	Grady Howe, and Art Robles

- ▶ The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending August 14, 2022

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Table 2.3-2 – CRFIs

CRFI ID	Subject	Distribution Date	Status	Response Due Date	CalSAWS Contact
22-056	Child Care Administrator Portal Expansion Workgroup Recruitment	July 8, 2022	Closed	August 8, 2022	Gingko Luna
22-062	CalWIN Readiness Prerequisites for IPT	July 25, 2022	Open	September 16, 2022	Melanie Gines, and Lloyd Rankine
22-063	CalSAWS ServiceNow User Assessment and County Helpdesk Tools	August 1, 2022	Open	August 15, 2022	Mike Tombakian
22-069	CalSAWS Web Portal County Focus Group Participant Recruitment	August 18, 2022	Open	September 1, 2022	Daisy Villasenor

Table 2.3-3 – Overdue CRFIs

- ▶ The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending August 14, 2022

CRFI ID	Subject	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
22-063	CalSAWS ServiceNow User Assessment and County Helpdesk Tools		Alpine, Amador, Sierra, and Yuba Counties				

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
Done	1
Assigned	7
Completed	723
Duplicate	17
Withdrawn	24
Total	776

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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 1204	1204 – Accelerated Enrollment in SAWS	Completed	August 5, 2022	August 17, 2022	
SCERFRA 22-548	22-548 – Extension of CalFresh Water Pilot – Due August 17, 2022 – Urgency Level 2	Completed	August 17, 2022	August 29, 2022	
SIRFRA 1199	1199 – 26-Year-Old Aging Out	Completed	August 19, 2022	August 26, 2022	
SIRFRA 3783	3783 – Stage One Child Care Home Provider Data – July	Completed	August 21, 2022	August 23, 2022	
SIRFRA 3781	3781 – CalWORKs Home Visiting Program (HVP)	Completed	August 26, 2022	August 19, 2022	
SCERFRA 22-550	22-550 – CalWORKS Current Child Support Pass-Through – CalWORKs	Assigned	August 29, 2022	No response	
OTHER	Los Angeles County – Update GA/GR to SAR and Reporting	Assigned	September 5, 2022	No response	
SCERFRA 22-542	22-542 – Addition of IRT Language and Budget to CalFRESH NOAs	Assigned	September 5, 2022	No response	
SIRFRA 3784	3784 – CFAP Expansion Data Elements	Assigned	September 7, 2022	No response	
SIRFRA 1205	1205 – PHE Renewal Data Request	Assigned	September 13, 2022	No response	
SCERFRA 22-551	22-551 – Cost Estimate to Implement the Prepopulated SAR 7 Form and SAR 7A Notice	Assigned	September 23, 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 Service Level Agreement (SLA) metric added to status reporting. The current August Monthly Help Desk Diagnosis SLA compliance is 95.8% • New trend graph added that shows the number of open incidents that missed the SLA on a monthly basis • New trend graph added that shows the number of closed incidents that missed the SLA on a monthly basis

3.1.1 Service Management

3.1.2 Overview

- ▶ Scheduled Change **CHG0036551**- ServiceNow Release 22.09.01 Update Security POA&M Application targeted for Sep 01, 2022
- ▶ Scheduled Change **CHG0036613** - ServiceNow new Gainwell Benefits Cal and Routing targeted for Sep 07, 2022.
- ▶ Scheduled Change **CHG0036562, CHG0036563, CHG0036564** - Security Patch: Install Rome Patch 9b on SNC Instance on Dev, Test & Training Instance.
- ▶ Sent CRFI 22-072 Wave 2 CalWIN Counties ServiceNow Fulfillers and View-Only Users

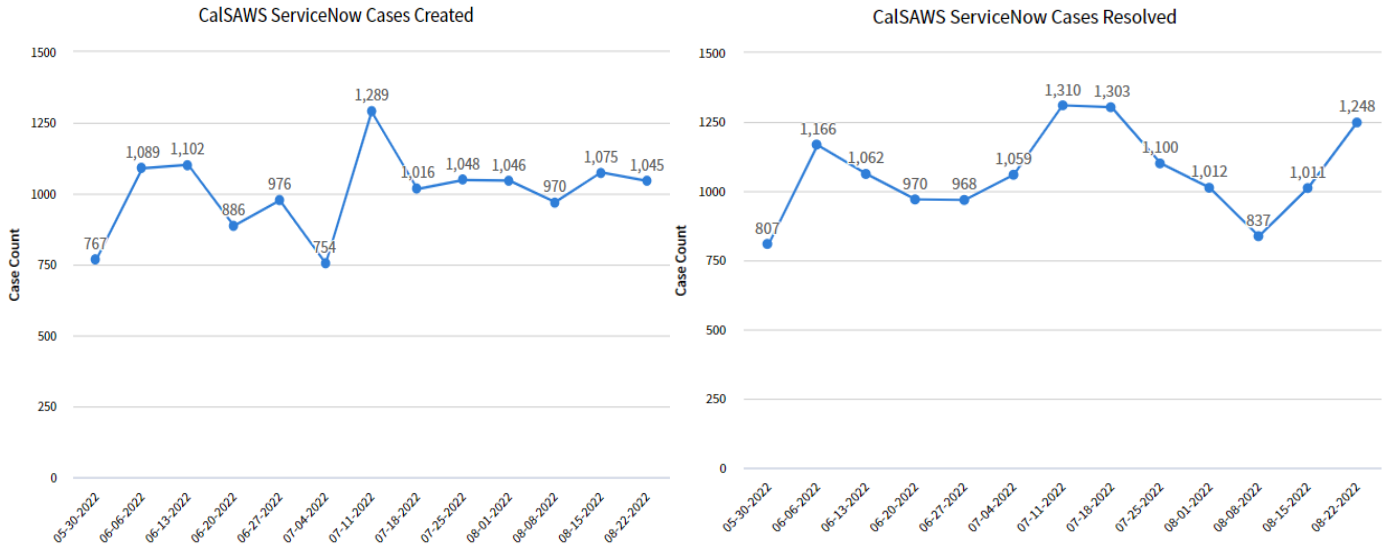
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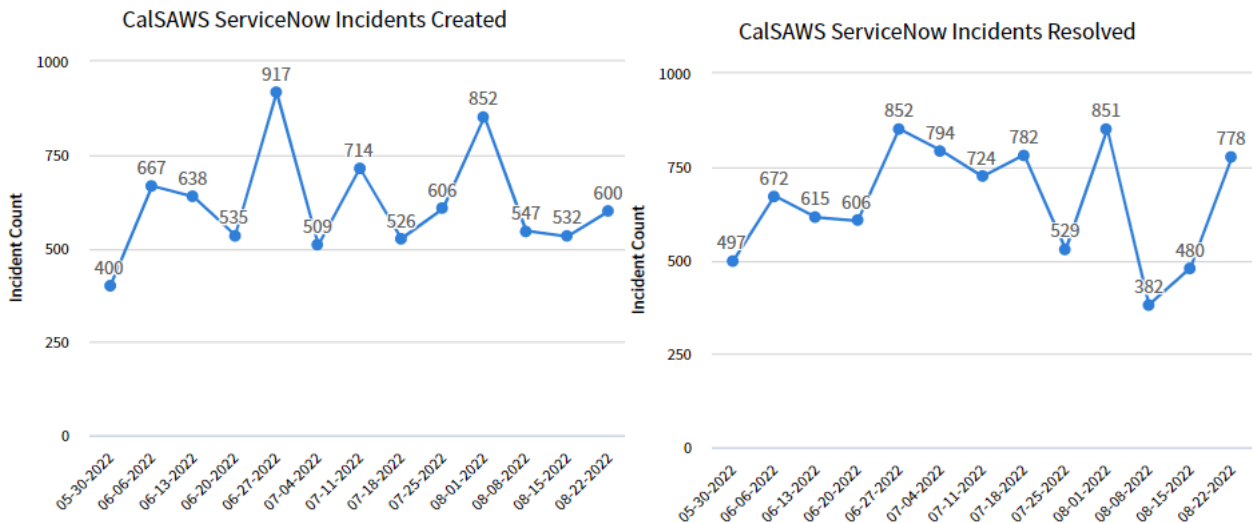
3.1.3 CalSAWS Help Desk Metrics

Figures 3.1.3-1 and 3.1.3-2 – CalSAWS ServiceNow Cases per Week



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

Figures 3.1.3-3 and 3.1.3-4 – CalSAWS ServiceNow Incidents



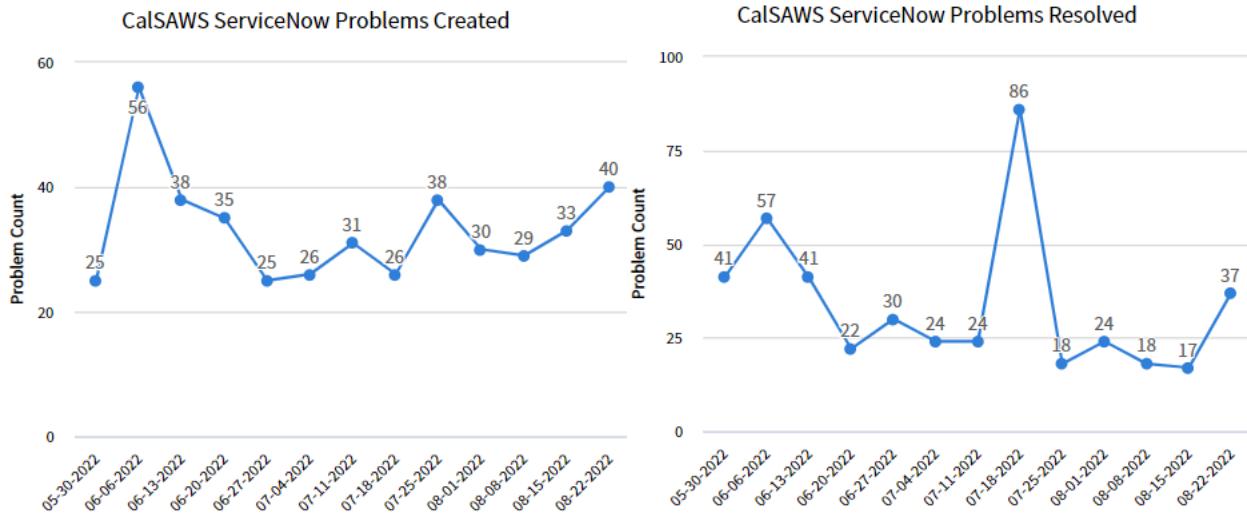
Note: The graphs represent the ServiceNow Incidents associated to all 40 Counties. Incidents are escalations derived from case attempts to triage the issue. The dates in x-axis represent the start of a week

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Figures 3.1.3-5 and 3.1.3-6 – CalSAWS ServiceNow Problems



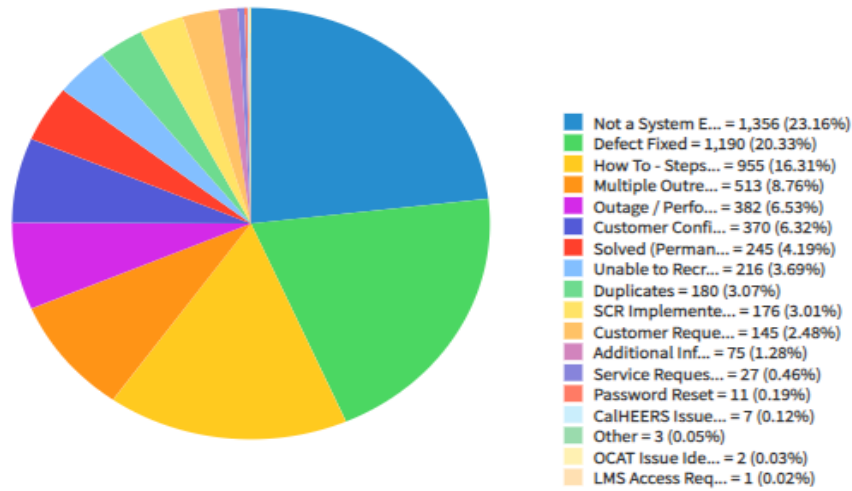
Note: The graphs represent the ServiceNow problems associated to 40 Counties. Problems represent issues that can have a many to one relationship with incidents and the final step in escalation. The dates in x-axis represent the start of a week

Table 3.1.3-1 – 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	32	32	5	7	7	11	14	1	109
In progress	23	83	25	19	18	19	63	36	286
On hold	26	74	68	83	228	230	415	674	1,798
Resolved	8	182	262	376	292	177	59	24	1,380
Closed	4	1	3	10,902	28,369	7,496	4,796	507	52,078
Problem in Diagnosis	17	9	1	0	0	1	0	0	28
Total	110	381	364	11,387	28,914	7,934	5,347	1,242	55,679

Figure 3.1.3-7 – CalSAWS ServiceNow Incidents by Resolution Code

Note: The pie chart below represents Incidents resolved within the past two months
 CalSAWS ServiceNow Incidents by Resolution Code



Resolution code	Incident Count	Percentage of Incidents
Not a System Error - With Explanation	1,356	23.16%
Defect Fixed	1,190	20.33%
How To - Steps to Proceed Provided	955	16.31%
Multiple Outreach Attempts – No Response	513	8.76%
Outage / Performance Degradation	382	6.53%
Customer Confirmed Issue is Resolved	370	6.32%
Solved (Permanently)	245	4.19%
Unable to Recreate Issue	216	3.69%
Duplicates	180	3.07%
SCR Implemented	176	3.01%
Customer Requested Closure	145	2.48%
Additional Information Needed	75	1.28%
Service Request Created - With Request Number	27	0.46%
Password Reset	11	0.19%
CalHEERS Issue Resolved	7	0.12%
Other	3	0.05%
OCAT Issue Identified	2	0.03%
LMS Access Request	1	0.02%
Total	5,854	100%

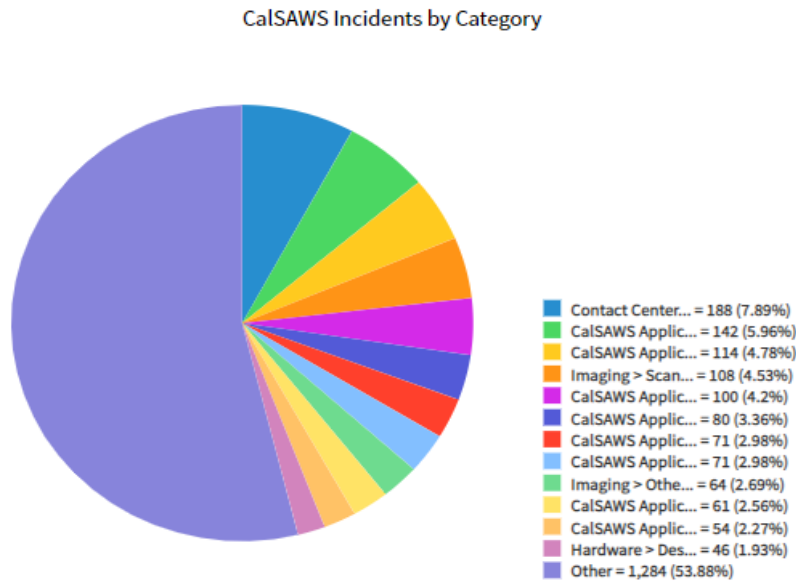
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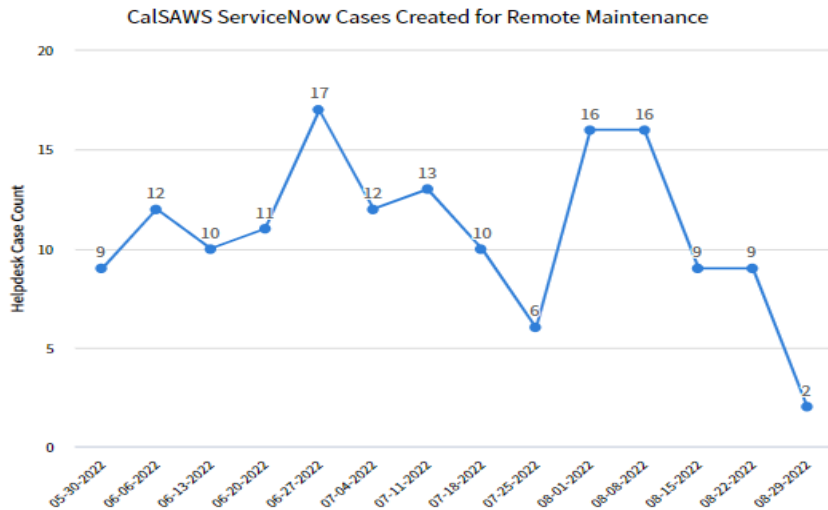
Figure 3.1.3-8 – CalSAWS ServiceNow Incidents Created by Category

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



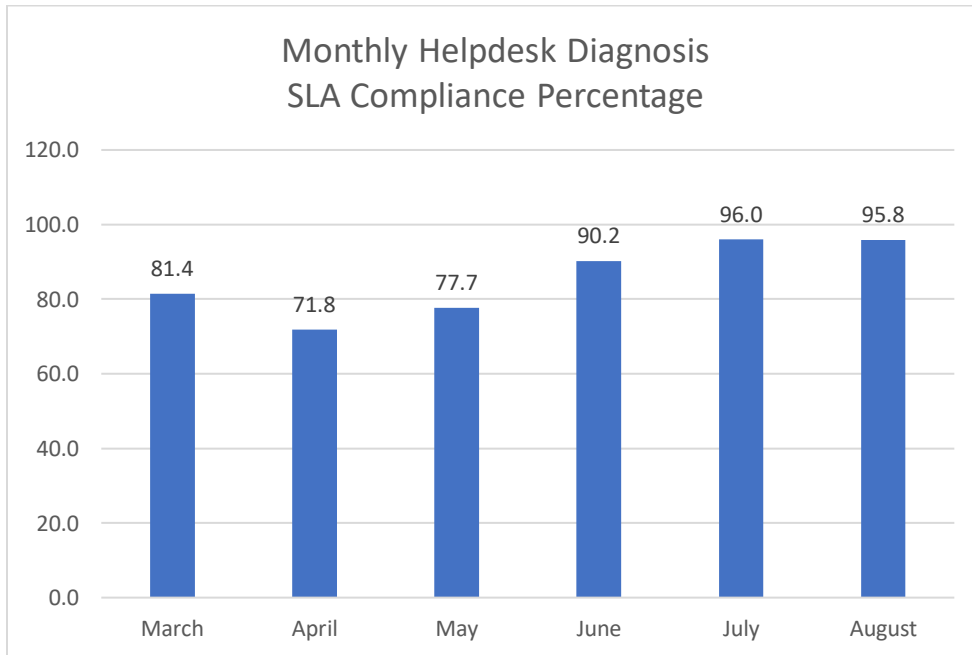
Category	Incident Count	Percentage of Incidents
Contact Center/IVR > CCP	188	7.89%
CalSAWS Application/Related Systems > Production > Performance > Slowness	142	5.96%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Other	114	4.78%
Imaging > Scanning Documents	108	4.53%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > Other	100	4.2%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Incorrect Eligibility Results	80	3.36%
CalSAWS Application/Related Systems > Production > Eligibility Determination	71	2.98%
CalSAWS Application/Related Systems > Production > Error Encountered > Updating/Saving System Page	71	2.98%
Imaging > Other	64	2.69%
CalSAWS Application/Related Systems > Production > Error Encountered > Running/Authorizing EDBC	61	2.56%
CalSAWS Application/Related Systems > Production > Client Correspondence > NOAs	54	2.27%
Hardware > Desktop	46	1.93%
Other	1,284	53.88%
Total	2,383	100%

Figure 3.1.3-9 – CalSAWS ServiceNow Cases Created for Remote Maintenance



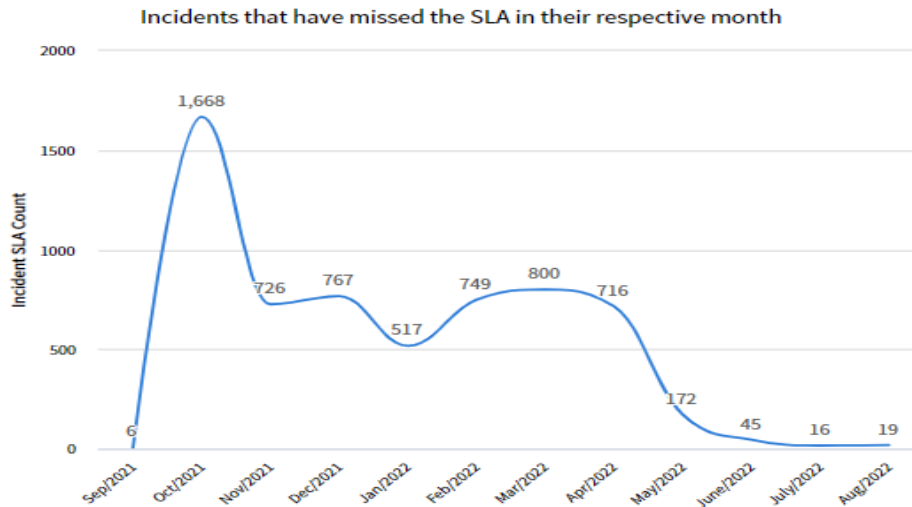
Figures 3.1.3-10 – CalSAWS Accenture Monthly Helpdesk Diagnosis Service Level Agreement (SLA) Compliance

► Monthly Helpdesk Diagnosis SLA compliance to date for August is 95.8%



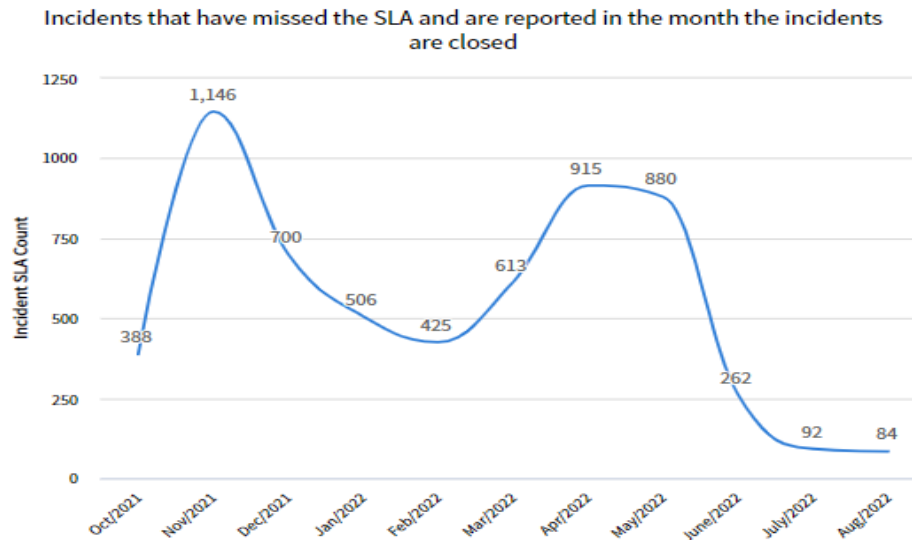
Figures 3.1.3-11 – Incidents that have missed the SLA in their respective month

► The graph shows the number of open incidents that missed the SLA monthly



Figures 3.1.3-12 – Incidents that have missed the SLA and reported in the month incidents are closed

► The graph shows the number of closed incidents that missed the SLA monthly



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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

- ▶ ZScaler Remote Access
 - Timeline for adopting Zscaler Internet Access (ZIA) being developed
- ▶ ZScaler Discover System Change Request (SCR) – San Bernardino County
 - CalSAWS Request for Information (CRFI) to San Bernardino County (CRFI - ZScaler Discovery SCR CA-243209)
 - Requirement Analysis ongoing along with feasibility ranking being calculated
 - Architectural options being evaluated to meet requirements
- ▶ Network Management and Monitoring – Automated Alerting
 - SolarWinds automated notification over Email and Teams channel setup completed
 - SolarWinds integration with ServiceNow for automated ticket generation being developed

Table 3.2.1-1 – CalSAWS Upcoming Maintenance

Scheduled Date	Activity Description
August 29, 2022	AWS coreapp-production Conversion Databases to the August 1, 2022 Patch Baseline
September 1 – 2, 2022	Update TLS (Transport Layer Security) version to 1.2 on CalSAWS devices
September 2 – 4, 2022	Enable DNSSEC (Domain Name System Security Extensions) on DNS Public Zone calsaws.net, c-iv.net, calsaws.org
September 5, 2022	Failover from SV1 Exchange Site to LA3 Exchange Site
September 5, 2022	Configuring Routing Protocol authentication at LA3 and SV1 for BGP (Border Gateway Protocol) neighbor with TPx
September 10 – 14, 2022	July 2022 patching on Production OEM (Oracle Enterprise Manager) and agents
September 11, 2022	Upgrade Java and Apply WLS (WebLogic Server) July 2022 Patches to Online and Webserver

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Table 3.2.1-2 – CalSAWS Incident Follow-up Summary

Ticket ID	Description	Impact Date / Time	Impact	Resolution
None				

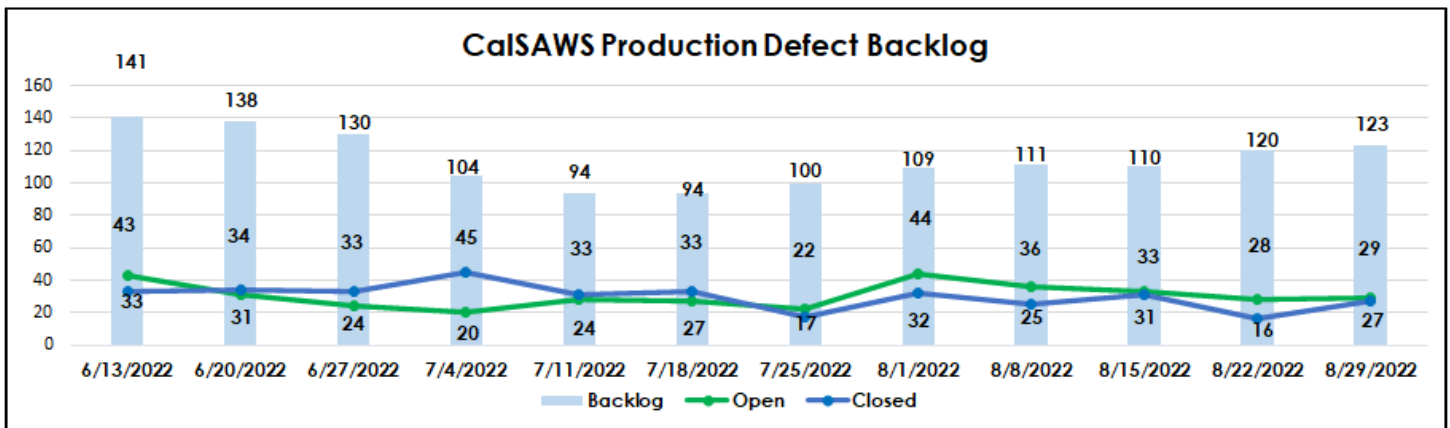
3.2.2 Service Level Agreement (SLA) Outcomes (Met/Missed) (CalSAWS)

- ▶ The CalSAWS System did not meet the Service Level Agreement (SLA)'s within the reporting period on the following date:
 - Monday, August 22, 2022 - Off-Prime EDBC was below SLA. 18 out of 205 transactions were > 5 sec, yielding 91.22%.

3.3 Production Defect Backlog

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

Figure 3.3-1 – Production Defects Backlog Weekly Trend



3.3.1 Release Schedule Production Defect Fix

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

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Table 3.3.1-1 – Production Defect Fix – Release Schedule

CalSAWS Production Defect Count by Release					
Count of Defects	Release				Grand Total
Severity	22.07	22.09	22.11	TBD	
2-Normal/Medium	76	48	4	12	140
New	4	6		6	16
In Progress	20	32	4	5	61
Closed	52	10		1	63
3-Normal/Low	79	17	1	13	110
New	1	4		6	11
In Progress	13	7	1	2	23
Closed	65	6		5	76
4-Cosmetic	8	5		1	14
New				1	1
In Progress	5	4			9
Closed	3	1			4
Grand Total	163	70	5	26	264

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

3.4 Production Operations

3.4.1 Release Communications

- ▶ CalSAWS Release 22.09 Communications:
 - See table 3.4.1-1 for details

Table 3.4.1-1 – CalSAWS Release 22.09 Communication Activities

TASK	DATE (S)	OWNER
Sent Release 22.09 Major Upcoming Changes (MUC) documentation	August 10, 2022	Training
Distributed the updated MUC and request for Webcast list from Counties	TBD	Training
Sent draft Release Notes file to Regional Managers and Consortium Staff for review	September 20, 2022	Production Operations
Send summary of changes in CalSAWS Release 22.09 in CalSAWS Health Report	TBD	Production Operations
Webcast on CalSAWS Release 22.09	September 20, 2022	Production Operations/ Consortium Policy and Design
22.09 CalSAWS Application Development and Training Release Notes Broadcast	September 20, 2022	Production Operations

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TASK	DATE (S)	OWNER
CalSAWS Release 22.09 Greenlight Meeting	September 21, 2022	Release Management/ Production Operations
CalSAWS 22.09 Post-Release Checkpoint Call	September 26, 2022 – September 30, 2022	Production Operations

3.4.2 Root Cause Analysis (RCA)

- ▶ Root Cause Analysis (RCA) – 160 – CalSAWS Outage Communication Issues – PRB0043926
 - On August 15, 2022, Some CalSAWS Users of the ForgeRock platform were experiencing intermittent login issues on the morning of July 15, 2022. The root cause of the actual login issue is captured in “RCA - 158 - ForgeRock Platform Intermittent Login Issues 07152022”. This root cause document focuses on the communication issues experienced during the troubleshooting and resolution of the issue. CalSAWS Production Operations team started a bridge call at 7:45 a.m. with CalSAWS technical teams and Consortium to investigate the issue and work on a resolution. During the bridge call, it was identified that about 20% of CalSAWS Users were impacted by the issue. At 8:17 a.m., an initial broadcast was sent to County helpdesks to inform them that some Users were experiencing issues logging into CalSAWS and OCAT applications. At 10:01 a.m., as the issue was still being investigated, an initial Enhanced Communication (EC) was sent to County Executives to inform them of the issue. As the technical teams worked on the resolution steps, a decision was made on the troubleshooting bridge call with Consortium to take an emergency outage during the lunch window. At 11:41 a.m., a broadcast was sent to Counties for an emergency maintenance from 12:00 p.m. to 12:30 p.m. As the broadcast was being prepared, there was miscommunication between the Productions Operations team and Technical Operations team, and the broadcast message incorrectly stated that the read-only version of CalSAWS was going to be available during the outage period. Since this emergency maintenance was to redeploy the ForgeRock servers and not the CalSAWS application servers, the read-only version of the CalSAWS was not available during the outage period. This caused confusion and inconvenience to users. In parallel with the broadcast, an updated Enhanced Communication to County Executives was also prepared with the updated details and emergency maintenance information and was sent at 11:57 a.m. During the emergency outage, the ForgeRock team encountered additional issues, which resulted in the need to extend the outage. An updated emergency maintenance broadcast was prepared and sent to Consortium for review. Per approval from the Consortium broadcast reviewer, an updated broadcast was sent at 12:47 p.m., indicating the outage was extended to 1:30 p.m. The reference to the read-only version of CalSAWS was removed from the updated broadcast, but there was no clarification provided for the removal in the broadcast. During this time, there was miscommunication within the Consortium team about the duration of the outage extension, whether it should have been 1 p.m. or 1:30 p.m. As the outage continued, Accenture and Consortium Leadership met to get the latest status on the issue and path to resolution. As an outcome from the meeting, a third Enhanced Communication was requested, which was drafted, reviewed, and approved and then sent at 1:38 p.m. Following the Enhanced Communication, an updated emergency maintenance

broadcast was sent at 1:44 p.m. to extend the outage window until 2:30 p.m. In this broadcast, an explicit clarification was added to indicate that the read-only version of CalSAWS was not available during this time. As the Production Operations team was focused on the broadcasts and the enhanced communications, it missed sending a ServiceNow text alert to CalSAWS Leadership for the emergency outage. This was pointed out to the Production Operations team by the Consortium. The first text alert through ServiceNow was sent at 2:13 p.m. with an update on the outage. As the issue was being resolved and 2:30 p.m. was approaching, the Production Operations team worked with the Accenture and Consortium teams on the call to review the prepared broadcast and enhanced communication to be sent once the outage was completed. Both communications were approved by the Consortium team on the call. Once the issue was resolved, the resolved broadcast was sent at 2:31 p.m. However, right before 2:30 p.m., another review of the enhanced communication was requested by the Consortium, and the resolved Enhanced Communication to County Executives was eventually sent at 2:47 p.m. At 2:48 p.m., a ServiceNow text alert was also sent to Leadership with the issue resolution notification

- Root Cause Analysis (RCA) – 161 – MEDS Daily Transaction File Issue – PRB0044020
 - o During nightly batch processing on July 26, 2022, the Batch Operations (Batch Ops) team observed event streaming jobs that were running longer than expected. The team identified that there were 2.5 million events to be processed to determine the Medi-Cal Eligibility Data System (MEDS) transactions to be sent over in the MEDS outbound file. This large volume of events was resulting in the longer run of the event stream jobs. The Batch Operations team executed the standard operational processes for long running event streaming jobs. This is a manual execution of additional event streaming connectors outside of the main batch run to increase processing speed. While executing these pre-defined steps, the Batch Operator on-duty missed placing a hold on the successor jobs that run after the MEDS event streaming jobs are complete. As a result, successor jobs ran after the main batch event streaming jobs were complete without waiting for the manually kicked-off connectors that were processing remaining MEDS transactions at the same time. As a result, the MEDS outbound file was sent through batch to MEDS via FTP without the impacted FX40 transactions for discontinuance of some CalFresh and Nutritional Benefits (NB) cases. On July 27, 2022, the Batch Operations team informed the Batch and Interface (B&I) team of the operational issue to assist assessing impact
 - o By 5:00 p.m. on July 27, 2022, the teams confirmed that FX40 transactions (from July 26, 2022) were not processed and missed in the Daily MEDS outbound file. The next morning, the Batch Operations team alerted Consortium of this issue and a broadcast was sent by Production Operations to the Counties. The Consortium received confirmation from the Department of Health Care Services (DHCS) that their programming team would be able to generate FX40 transactions and apply them as a one-time file-fix in MEDS if a list of the impacted CalFresh and NB cases was provided from CalSAWS. The CalSAWS Project team started investigating the impacted cases and prepared a list. An acceptable file format was generated by CalSAWS and securely transferred to DHCS by 3:00 p.m. on August 1, 2022. DHCS processed the file on August 5, 2022 and confirmed impacted case information was updated in MEDS. Authorized Consortium resources logged in to MEDS and validated the results. A resolution broadcast was sent to counties informing them of the availability of the

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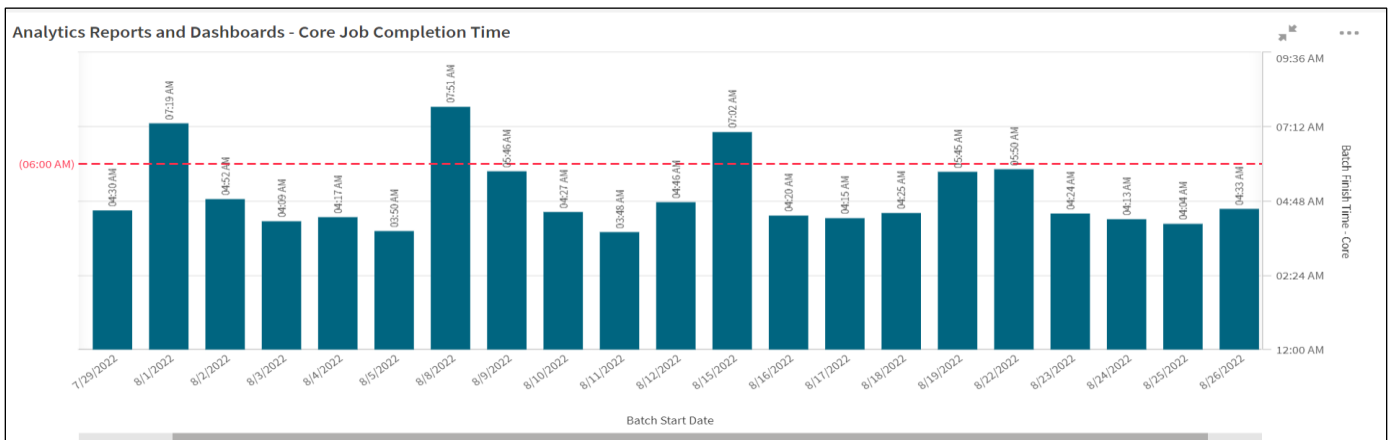
impacted cases in MEDS. In addition to the missed FX40 transactions, the long running MEDS event stream jobs also impacted CalSAWS ability to send the July 27, 2022, daily MEDS file to DHCS on July 28, 2022. Since the generation of the file could not be completed in time to be sent to DHCS, the Batch Operations team confirmed with Consortium and DHCS to send the data for July 27, 2022, and July 28, 2022, in one file. The outbound MEDS file was generated and sent to DHCS on July 29, 2022, and was successfully processed by DHCS

- Root Cause Analysis (RCA) – 162 – Oracle APEX Application Unavailable – PRB0044104
 - On August 15, 2022, some Users reported that they were unable to access the APEX application for Adhoc reporting. At 10:05 a.m., the Technical Operations (Tech Ops) team was notified, and they started to investigate the issue. The Technical Operations team quickly restored the services by manually starting the APEX application. At 10:15 a.m., the Production Operations team sent a broadcast to counties that the issue had been resolved and users are able to access the APEX application. Following the restoration of services, the Technical Operations team did further analysis and determined that on August 14, 2022, the APEX application virtual machines were brought down for Linux patching. Oracle APEX application servers were not configured to automatically start APEX services when OS patching is completed, and virtual machines are started. The Technical Operations team has implemented alerts when APEX goes down. In addition, a change request has been created to enable Oracle APEX application servers to be started automatically when virtual machines are started after OS patching
- Root Cause Analysis (RCA) – 163 – CalSAWS ForgeRock issues Failing over to DR – PRB0043926
 - After the replacement of the US-East F5 with the AWS Firewall on April 6, 2022 (CHG0034435), the CalSAWS ForgeRock team reported connectivity issues from the Disaster Recovery (DR) Jenkin server to the Jenkin public domain over internet due to domains and permissions being blocked on the new AWS firewall. The team was able to triage through the issues listed below to stabilize the environment and restore access over the internet. The 'code.calsaws.net' domain was not working in SBX East but was working in AT and Dev 'environments.status.hashicorp.com' (443, 7990, 7999) and 'forgerock-ops-calsaws.git' (443) preventing Terraform scripts from being executed. However, following the ForgeRock deployment of the Production Release 22.05.23 to US-East on June 2, 2022, the ForgeRock team reported new connectivity issues where Jenkins updates were getting blocked from the ForgeRock Sandbox (SBX) and Production instances in the East. This impacted ForgeRock's ability to build and deploy to US-East instance (DR). CalSAWS teams triaged through the issues and identified a new domain osuosl.org that was required to be permitted on the firewall. As this was a new domain, a standard Change CHG0036010 was created on July 13, 2022, scheduled to be implemented on July 20, 2022. When the ForgeRock intermittent login issue and outage occurred in US-West on July 15, 2022, the team worked on expediting CHG0036010 as an Emergency Change and its implementation restored the connectivity to US-East (DR). On July 29, 2022, ForgeRock had simulated failover testing and confirmed DR is functional

3.4.3 Batch Operations

- ▶ Completed special batch run of Mass Mailer for TEMP 2250 Informing Notice (SCR CA-247994) on August 25,2022
- ▶ Reviewed the sample batch holiday calendar shared by the CalWIN team. Follow-up discussion to be scheduled for next week to discuss CalSAWS version
- ▶ Completed analysis of data from April, May, and June 2022 for warrant print files outbound from CalSAWS and warrant print files inbound to CalSAWS from Counties. Next step is to review the data with Consortium and confirm plans for discussions with Regional Managers and the four same-day Counties
- ▶ Continued Batch Weekly Roundup session with Quality Assurance (QA), 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

Figure 3.4.3-1 - Analytics Reports and Dashboards – Monday – Friday* Nightly Batch Runs for Past 30 Days (July 27, 2022 – August 28, 2022)



*Note: Saturday night batch runs are generally special batch runs (e.g., Emergency Allotment payments, Cost of Living Adjustment (COLA), Release deployments, Maintenance activities), which involve additional processing steps, volumes, or dependencies on Interface Partners or technical activities, and are therefore not included in the above graph for now. The team will review incorporating this detail into future versions of the dashboard, as possible

Table 3.4.3.1 - Details of Days When Analytics Reports and Dashboards Completed Late

Batch Date	Issue	Communication	Status	Resolution
August 15, 2022	Back to school jobs held for post-run validations, resulting in claiming jobs finishing by 12:30 AM, about an hour later than regular trend, but still before the expected time of 1 AM; 8 report jobs ran past 6 AM	N/A – jobs completed before planned broadcast was sent	Closed	The reports were generated through batch and completed at 7:02 a.m.
August 8, 2022	Inbound warrant print file received at 2:30 a.m. from a County (versus 12:30 a.m. expected time) due to the large # of warrants from the COLA run, resulting in delayed finish of claiming, which impacted reports. File was sent to the County at 11:01 p.m.	Broadcast sent with subject: Some Reports Not Generated in Production	Closed	The reports were generated through batch and completed at 7:51 a.m.
August 1, 2022	Inbound Daily Warrant Print file from a County was received late at 1:11 a.m. (versus 12:30 a.m. expected time), resulting in delayed completion of fiscal claiming jobs, and as result, delayed completion of some Analytics reports. File was sent to County at 10:58 p.m.	Broadcast sent with subject: Some Reports Not Generated in Production	Closed	The reports were generated through batch and completed at 7:19 a.m.

3.5 ForgeRock

3.5.1 Highlights of the Reporting Period

- ▶ ForgeRock Team working on Autoscaling RCA
- ▶ Creation of additional new SCRs for Component Level Monitoring and Failure Scenarios as well as Apex-ForgeRock Integration
- ▶ Successful Production August Build last Friday August 19, 2022
- ▶ Operation Lead to conduct interviews for new additional operations resources (1 additional operation resources)
- ▶ System Change Requests (SCRs) for August and September Extension created and pending expedited approval from Laura Chavez
- ▶ Working through SCR and CCB approval for all open SCRs

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Table 3.5-1 – ForgeRock Milestones

MILESTONES	PRODUCTION DEPLOYMENT DATE	STATUS
Request for ForgeRock Production Load for Wave 2 CalWIN Counties Prior to the Start of CalSAWS Training	RWR (Release When Ready)	In progress
Request for ForgeRock Production Load for Wave 3 CalWIN Counties Prior to the Start of CalSAWS Training	RWR (Release When Ready)	In progress
Request for ForgeRock Production Load for Wave 4 CalWIN Counties Prior to the Start of CalSAWS Training	RWR (Release When Ready)	In progress
Request for ForgeRock Production Load for Wave 5 CalWIN Counties Prior to the Start of CalSAWS Training	RWR (Release When Ready)	In progress
Request for ForgeRock Production Load for Wave 6 CalWIN Counties Prior to the Start of CalSAWS Training	RWR (Release When Ready)	In progress
Tech ForgeRock Team Allocation for August and September	September 30, 2022	In progress
Secrets Manager Implementation	September 30, 2022	Design/Review
ForgeRock CalWIN Reconciliation bypassing Policy Validation on Managed Objects	RWR (Release When Ready)	In progress
ForgeRock CalWIN Reconciliation Reporting/Logging	RWR (Release When Ready)	Production/Completed
ForgeRock: Session Management Integration for Integrated Applications	RWR (Release When Ready)	In progress
ForgeRock: Multi Factor Authentication Policy Enhancement	September 30, 2022	In progress

3.6 Innovation Lab

- ▶ None for the reporting period

3.7 Imaging

- ▶ Completed Defects
 - Not Applicable
- ▶ Completed System Change Requests (SCRs)
 - CA-247964 - Pass the Confidential flag to Imaging when clicking on Capture from Case Summary

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3.8 Customer Service Center (CSC)

- ▶ Design In Progress:
 - CA-245005 – Yuba County Call Flow Changes
 - Yuba county has requested an update to their call flow, and will modify their General Menu once change goes live

3.9 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	• 22.09 System Testing on schedule. Week 4 of 8 completed. 79% pass rate on a 50% 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 three priority releases:
 - The CalSAWS 22.08.18 Minor Release was successfully deployed on August 18, 2022
 - Twelve defects were deployed in the areas of Batch/Interfaces, Client Correspondence, Contact Center, Eligibility, Fiscal and Technical Architecture teams
 - Four System Change Request (SCRs) were deployed in the areas of Batch/Interfaces, Contact Center, Fiscal and Online teams
 - The CalSAWS 22.08.23 Minor Release was successfully deployed on August 23, 2022
 - Eleven defects were deployed in the areas of Client Correspondence and Online teams
 - Two System Change Request (SCRs) were deployed in the areas of Client Correspondence and Eligibility teams
 - The CalSAWS 22.08.25 Minor Release was successfully deployed on August 25, 2022
 - Fourteen defects were deployed in the areas of Batch Operations, Contact Center, Benefits Cal, Client Correspondence, Online, Reports and Technical Architecture teams
 - Seven System Change Request (SCRs) were deployed in the areas of Benefits Cal, Online, Client Correspondence, Reports, Training and Technical Architecture teams

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Table 4.2-1 – CalSAWS Upcoming Release

Release	Summary
22.08.30	<ul style="list-style-type: none"> ▶ Update CalSAWS to use the Primary Email Address as the User login name for CalWIN Counties ▶ Update CF IRT logic to include 'Semi-Annual Reporting - No Report' households ▶ Add CalWIN counties into Interface batch property - wave 1 ▶ Add a Link to the Systems Status Dashboard to the CalSAWS System
22.09.01	<ul style="list-style-type: none"> ▶ Export C-IV C4Y Tables into CalSAWS database ▶ Remove Household Member Address Population from MC RE Packets
22.09.02	<ul style="list-style-type: none"> ▶ CalWIN CalHEERS Interface Partner Exchange Testing Support for Wave 1 ▶ DDID 2704 FDS CSC: Post-call Survey
22.09.03	<ul style="list-style-type: none"> ▶ Issue August 2022 Disaster Supplement in accordance with HR 6201 Emergency Allotments
22.09.06	<ul style="list-style-type: none"> ▶ Create Conversion and RCC Staff and Unit for CalWIN Migration Counties
22.09.08	<ul style="list-style-type: none"> ▶ Update GEN 201 to Populate BenefitsCal Portal ▶ Expand the GA/GR Programs Included in the EBT End of Day Report ▶ Report Updates to Expand the GA/GR Program Codes ▶ ACIN I-XX-22 CalFresh COLA; ACL 22-60 Update CalWORKs (CW) MAP for 2022-2023; ACL 22-53 Update CalWORKs (CW) IRT Levels for 2022-2023
22.09.09	<ul style="list-style-type: none"> ▶ Switch DB name resolution from OID to tnsnames ▶ DDID 2726 FDS CSC: Environments for Existing Contact Center Counties
22.09.10	<ul style="list-style-type: none"> ▶ Upgrade SonarQube to 8.9.8 LTS ▶ Upgrade Jenkins to 2.346.1 ▶ ACIN I-XX-22- FFY 2023 CalFresh COLA; ACL 22-60 CW MAP - Run Batch EDBC
22.09.11	<ul style="list-style-type: none"> ▶ Rebuild Production DB and Standbys to prepare for CalWIN migration
22.09	<ul style="list-style-type: none"> ▶ Total System Change Controls (SCRs): 58 approved ▶ Release Webcast date: TBD
22.11	<ul style="list-style-type: none"> ▶ Total System Change Controls (SCRs): 52 approved ▶ Release Webcast date: TBD
23.01	<ul style="list-style-type: none"> ▶ Total System Change Controls (SCRs): 23 approved ▶ Release Webcast date: TBD

4.3 Application Development Status

- ▶ Continued design on:
 - 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)
 - CA-201813 to Display Important County Dates Phase I
 - CA-228897 for Add CalLEARN NC Reason and update 'Cal-Learn \$50 Sanction NOA
 - 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-241253 for BenefitsCal – Community Based Organizations (CBO) task
 - CA-239721 for CFL 21/22-61- reimbursement instructions for replacement of CalFresh food benefits due to electronic theft
 - CA-238042 to Add missing Foster Care NOAs that existed in C-IV Phase 2
 - CA-245147 to Add Newest State versions of WI 10072A, WI 10072B, and EBT 2259
 - CA-246484 for Creation of Banked Caseload Capability
 - CA-204193 to Update CAPI Denial NOAs per newest version of NA 691
 - CA-202054 for ACL-18-07 Suspend/Discontinue/Reinstate for CAPI case
 - CA-48379 to Update AAP3 Form
 - CA-233816 to Add threshold languages for CW/WTW Time Limit Forms
 - CA-246150 to Add Threshold Languages to CF 377.4 SAR (6/13)
 - CA-246157 to Add Threshold Languages to CF 377.1 (5/20)
 - CA-246212 to Add Threshold Languages for the DFA 377.1A (3/02)
 - CA-245084 for Time Extension of RCA/TCVAP Programs
 - CA-235011 to Add additional NOAs for Negative Actions
 - CA-219462 for ARC-FC, KG, and AAP Overrides
 - CA-216862 to Add Threshold languages for ACL 11-80 - CalWORKs New & Revised Overpayment Notice of Action Messages
 - CA-209492 to Refactor: Medi-Cal NOA Regulations and Form Names
 - CA-204087 for Generation of Forms/Correspondence to Authorized Representatives
 - CA-56678 for Phase III - ACL 15-62 changes: NA 841, NA 845, NA 818, WTW 29, and WTW 32 with the latest versions in all threshold languages
 - CA-247608 to Add the NOA M40-107 Addendum 1 & 2 and NOA M40-107A (04/21) Version to the template Repository and add the Threshold Languages

- ▶ Continued build on:
 - Build for priority releases and 22.11 approved System Change Requests (SCRs)

4.4 Release Management

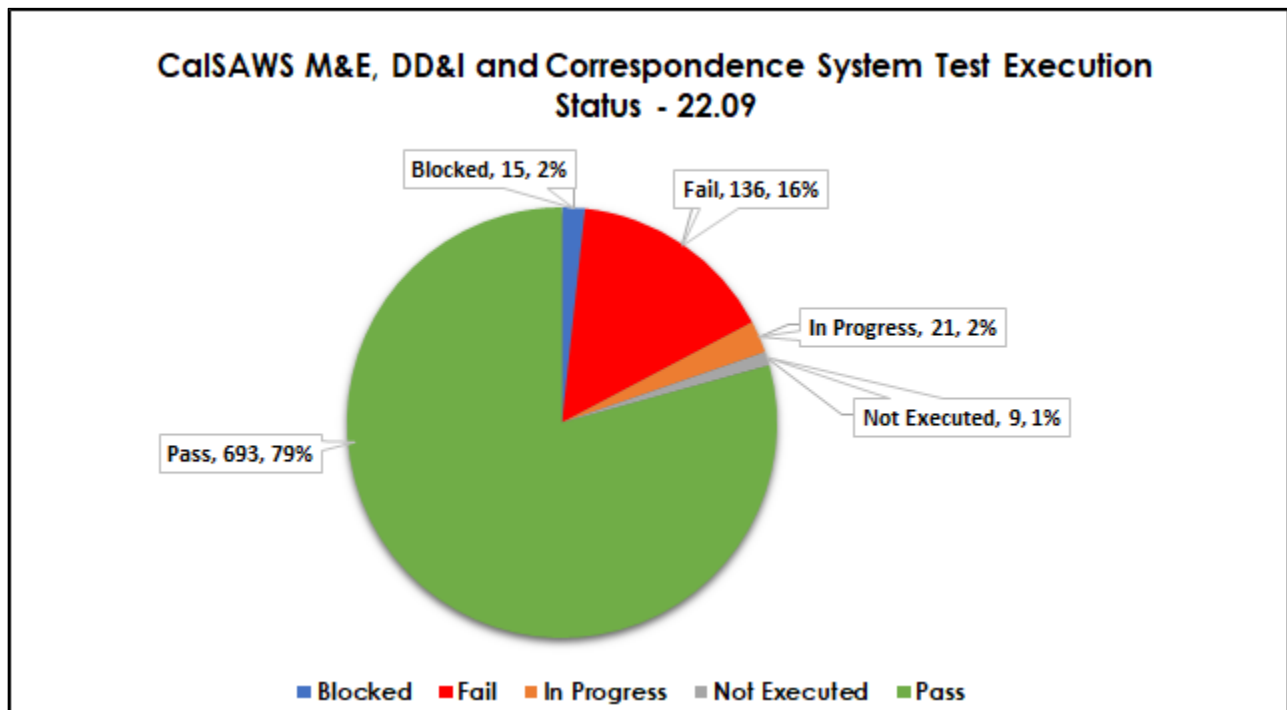
4.4.1 Release Test Summary

- ▶ Continued 22.09 test execution

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

Pass Rate Target as of August 12, 2022	50%
Pass Rate Actual as of August 12, 2022	79%
System Test Complete Date: September 21, 2022	

Figure 4.4.1-1 – CalSAWS M&E, DD&I and Correspondence System Test Execution Status – 22.09



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	94,545,146	47.51%	15	100.00%
2	100	64,526,442	32.42%	93	90.93%
3	119	19,994,367	10.05%	107	90.64%

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Production Transactions				ART Coverage by Production Volume	
4	484	16,981,600	8.53%	291	68.67%
5	2713	2,971,563	1.49%	529	31.15%

► Note: Transaction volume and coverage metrics are based on CalSAWS monthly Production performance data and Automated Regression Test (ART) coverage data as of July 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 604 end-to-end Automated Regression Test (ART) scripts

4.5 Training Materials Update

- 22.09 Online Help (OLH System Change Requests (SCRs):
 - In Development: 1
 - System Test: 4
 - Test Complete: 7
- 22.09.23 Priority Release Web Based Training (WBTs):
 - Design In Progress: 1
 - In Development: 4
 - System Test: 1
 - Test Complete: 1
- Training Environments
 - Continued to work cross-team to troubleshoot CalSAWS Training Staging and Training Production environment tickets

Figure 4.5-1 – Bi-Weekly Training SCR Status Report

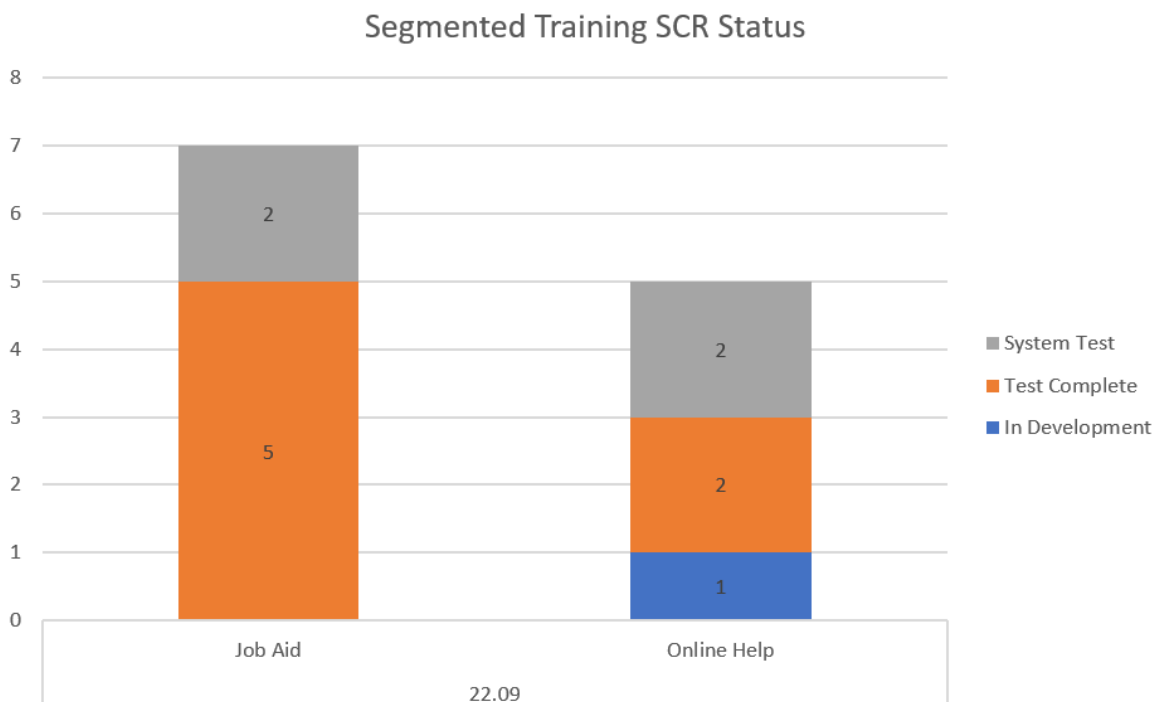


Table 4.5-1 – Upcoming Training Activities

Training Activity	Date
None for the reporting period	

4.6 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)

- ▶ Alameda County
 - No updates during this reporting period
- ▶ Contra Costa County
 - No updates during this reporting period
- ▶ Marin County
 - No updates during this reporting period
- ▶ Monterey County
 - Winter planning is in full force with Monterey County eligibility branch. The County will shift staff from continuing/ongoing units to intake units every year to ensure that applications received during the winter timeframe are processed timely
 - Monterey County met with the CalSAWS Project Staff to alleviate/remedy County concerns with the existing CalSAWS functionality. The meeting was extremely helpful and there will be an Imaging Site visit and a Notice of Missed Interview Notice of Action (NOMI NOA)/Process focused Zoom session
 - Monterey County has a Senior Departmental Information Coordinator (Sr DISC) and a Business Technology Analyst III (BTAIII) position vacant; interviews for both positions will be scheduled for September
- ▶ Napa County
 - No updates during this reporting period
- ▶ San Benito County
 - No updates during this reporting period
- ▶ San Francisco County
 - No updates during this reporting period
- ▶ San Mateo County
 - Reviewing Business Process Reengineering (BPR) Flows and Automated actions in preparation for BPR Closeout
 - Kicked off a Change Network Champion (CNC) Subcommittee focused on internal collaborative efforts between our CNCs and Communication Committee
 - San Mateo County has been working with the CalSAWS Contact Center team on the Contact Center Redesign
 - In the process of wrapping up on the Document Type mapping for CalSAWS Document Migration
 - Completed the Hyland Imaging Kickoff for the Document Migration Project and will be working with Hyland regularly to advance this effort

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- Started CalSAWS Caseloads and Task Banks' mapping activities with the various functional areas such as Regional Offices, Contact Center, Intake Processing Center, and Continuing Case Management
- Participating in the Central Print Configuration activities and validating county automated inserts and county specific central print requests
- ▶ Santa Clara County
 - No updates during this reporting period
- ▶ Santa Cruz County
 - Finalizing To-Be Business
 - Attending the CalSAWS Training Preview sessions
 - Finishing up with CalSAWS User Acceptance Testing (UAT) efforts
 - Participating in County Sharing Events
 - Attending Q&A sessions
 - Continuously working on data clean-up efforts and communications staff
 - In addition, the Staff Development Program Manager has started connecting with a few department leads to begin discussions on training
- ▶ Solano County
 - Central Print Kick-off meeting complete with follow-up meeting scheduled; working on reviewing their County-specific inserts with our subject matter experts (SMEs)
 - Ongoing CalSAWS IVR-Contact Center Design Sessions; finished call flow design, pending executive review
 - Business Process Reengineering (BPR) Close Out sessions start week of August 29th
 - CalSAWS Training Previews were attended by Trainers, Help Desk, and Program Specialists
 - T-12 Change Readiness Survey finished, and Results Review completed
 - Implementation Point of Contact (IPOC)/Targeted on Site Support (TOSS) Kickoff & Workplan Review week of August 30th
 - Document Migration extraction contract is complete, initiating Discovery Sessions
 - Beginning kiosk procurement
 - Continued discussions with CalSAWS and Deloitte regarding housing payments outside of CalSAWS
 - Ad Hoc Meetings for county-specific reporting needs are ongoing; reviewing our current reports and locating equivalent reports available in CalSAWS
 - Union negotiations are in progress across the county
- ▶ Sonoma County
 - No updates during this reporting period

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

- ▶ Alpine County
 - No updates during this reporting period
- ▶ Amador County
 - No updates during this reporting period
- ▶ Calaveras County
 - No updates during this reporting period
- ▶ El Dorado County
 - Has hired a new Director-Evelyn Schaeffer

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- ▶ Mono County
 - Starting to hold in person meetings and staff are getting back to the office
 - Currently working on restructuring staff, but have hired some new staff to assist with caseloads
- ▶ Nevada County
 - Now has a new public facing website that is more user friendly-
<https://nevadacountyca.gov//>
- ▶ Placer County
 - Have been busy with User Acceptance Testing (UAT), Learning Management Systems (LMS), and early training
 - Currently hiring but not training new staff until after Go-Live
- ▶ Sacramento County
 - Sacramento County will be launching a new model for CalWORKs cases that follows the Service Center model used currently for CalFRESH/Medi-CAL
 - Working on hiring and training new staff
- ▶ Sierra County
 - No updates during this reporting period
- ▶ Sutter County
 - No updates during this reporting period
- ▶ Tuolumne County
 - Currently recruiting for Integrated Case Workers
- ▶ Yolo County
 - Looking to hire a new Deputy Director for the Service Center
 - Possibly going to hire more Program Coordinators to assist with Business Process Review (BPR) development for migration
- ▶ Yuba County
 - Have two training classes currently going
 - Working with the CIA (Change Innovation Agency) on their workload management system
 - Recently hired a new Project Manager to assist the current Project Manager with various changes and County changes

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

- ▶ Butte County
 - No updates during this reporting period
- ▶ Colusa County
 - The County has been working on their 3-month plan for September through November CalFresh and CalWORKs Renewals as the COVID-19 Renewal Extensions in 2020 have impacted their workload in those months significantly
- ▶ Del Norte County
 - The County had 2 resignations and 1 retirement within the last two weeks. It is still recruiting for Integrated Case Workers
 - The County will be recruiting for a Special Investigations Unit Investigator soon. That position has moved back to Social Services from the local Sheriff's Department
- ▶ Glenn County
 - Glenn County has been experiencing turn-over in its workforce. It has been losing staff

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to the private sector as it cannot compete with the wages and sign on bonuses that are available. The County is constantly recruiting.

- ▶ Humboldt County
 - The County had a new training class start on August 22, 2022 that has 3 Eligibility Specialist Trainees and 1 Integrated Case Worker. It is still training all new staff on CalFresh only
 - The Call Center staff has relocated to the Main Office due to short staffing in both offices. Having all staff together has increased worker morale
- ▶ Lake County
 - Lake County hired 6 Eligibility Specialist Trainees on August 22, 2022. It currently has a shortage of 16% within the Eligibility Specialist classification, equal to 14 positions
 - The County has two more rounds of hiring in 2022. 23 are on the eligible list for the next round of interviews, with a October 25, 2022 hire date goal
 - The County will have 2 new analysts soon. One for MEDS and one that will be a direct report to Management and assist in CalWORKs Quality Control, Management Reports, etc.
 - CalAIM Justice is on the radar, and the County is working with the Sheriff's Department on a procedure
 - The County is also working on CalFresh College collaboration mandates
- ▶ Lassen County
 - The County is currently preparing the emergency shelters for any fires that may occur. The County is preparing now so it does not have to pull line staff for shelter coverage, as Red Cross will take over if an even occurs
 - The Minimum-Security State Prison will close next year. While it is an impact to the community, they have seen an increase in applications for employment in their County positions
 - The Primary Point of Contact (PPOC) is retiring next month. She has been the PPOC for the County for years
- ▶ Mendocino County
 - The County completed induction training for 4 new Employment and Training Workers
 - Induction for 6 new Eligibility Specialists begins on September 6, 2022
 - The County completed filming 2 informational videos at the end of August. One for Social Services overview, and one for CalWORKs. The County is currently editing and will share once completed
- ▶ Modoc County
 - No updates during this reporting period
- ▶ Plumas County
 - No updates during this reporting period
- ▶ Shasta County
 - The County is currently having a training class of 8 Eligibility Workers, with another class starting on August 29, 2022, and another starting in October
 - The County is working on a desktop and scanner refresh to allow it to transition from Windows 0 to Window 11. This refresh doesn't have to be completed until October 2025, but it is starting now due to equipment availability and to spread the cost over multiple Fiscal Years
 - The County was approved overtime for CalFresh for the recertifications in September through November. It is "all hands-on deck" to complete the increased renewals timely

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- ▶ Siskiyou County
 - The County is still trying to recruit Eligibility Workers. The recruitment is open and continuous
 - We just finalized a contract to conduct our investigations through the DAs Office.
- ▶ Tehama County
 - Still looking to hire more staff in Eligibility, Clerical, Fiscal and Analysts
 - Tehama County has changed the way the training class operates where it has a small rotation where staff are either in CalSAWS functionality training, CalFresh Training, Medi-Cal Training, or out on the floor
 - The County just finished a Class Compensation Study, and it is waiting on the results
- ▶ Trinity County
 - Still actively recruiting for many positions
 - The County is also preparing for the increased renewals in September through November. The supervisors will also be conducting interviews
 - Trinity County is looking to expand its services to same day processing and have two eligibility staff placed in the front office to provide workload relief to line staff

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

- ▶ Region 4 held its first in person Regional Meeting since the PHE started.
- ▶ Fresno County
 - The County is looking to schedule their Business Process Review (BPR) closeout sessions in early September. They are reviewing their Process Change Inventory now and looking to make final decisions on whether to retain some ancillary systems
- ▶ Inyo County
 - No updates during this reporting period
- ▶ Kern County
 - A Regional Manager is taking over the role of Primary Point of Contact (PPOC) for Kern County. She has been heavily involved in various committees and workgroups and brings a wealth of knowledge to the role. The backup PPOC will remain the same
- ▶ Kings County
 - No updates during this reporting period
- ▶ Madera County
 - No updates during this reporting period
- ▶ Mariposa County
 - Mariposa County has been working hard to fill a number of vacancies across the department. Their new help desk analyst was recently rolled on and was able to attend the Region 4 Regional Meeting
- ▶ Merced County
 - The County Newly promoted a resource as the Program Manager in the Family Services Branch and they will be relinquishing their Primary Point of Contact (PPOC) duties to another colleague
- ▶ San Joaquin County
 - No updates during this reporting period
- ▶ San Luis Obispo County
 - The County recently began their ad-hoc discovery sessions with the CalSAWS project. The re-occurring sessions will occur roughly every 2 weeks and are expected to

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conclude in December

- ▶ Stanislaus County
 - The County promoted a staff member as a Manager over Training position within the County. The County is hoping to fill her back up PPOC spot very soon
- ▶ Tulare County
 - The change discussion guides were reviewed by the County and are now going through the Project review. The Project will be meeting with the County to discuss any additions or changes that occurred because of that review
 - Planning is well underway for Tulare County's end User training. The schedule has been reviewed with the County and it is making any kind of updates that they see fit in to the plan

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

- ▶ Imperial County
 - No updates during this reporting period
- ▶ Orange County
 - No updates during this reporting period
- ▶ Riverside County
 - No Updates during this reporting period
- ▶ San Bernardino County
 - No Updates during this reporting period
- ▶ San Diego County
 - No Updates during this reporting period
- ▶ Santa Barbara County
 - CalSAWS Project Team was recognized by Santa Barbara County Board of Supervisors as Employees of the Month for August
 - The County assigned a staff member as the Interim Director for the Public Health Department while recruitment for a new Public Health Director is underway. He remains the director while taking on this additional assignment
- ▶ Ventura County
 - New IPOC identified due to promotion of current Implementation Point of Contact (IPOC)
 - Staff continue to work on CalSAWS User Acceptance Testing (UAT)
 - Business Process Review (BPR) Closeout sessions were complete with Deloitte
 - T-9 Survey was sent to internal and external end Users and completed. Overall response rate was 68.7% and 77% for agency staff
 - Lots of work ahead since the County is T-8 months away from CalSAWS Go-Live
 - Change Network Champions (CNCs) have been deployed. The CNC team will receive early exposure to CalSAWS through Learning Management Systems (LMS) and training preview sessions
 - The County is looking forward to attending the County Sharing Events to learn more about best practices in migrated Counties

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Region 6

- ▶ Los Angeles County
 - Los Angeles County continues working with the Project on the new Contact Center Solution. The Go-live date has been rescheduled for November 18, 2022
 - Data Retention nightly batches continue in Los Angeles County. The entire process is estimated to take 45 days to get through the case load
 - County Validation for Release 22.09 began August 15, 2022 – August 26, 2022
 - Quarterly Primary Point of Contacts (PPOC), RCMs, and Subject Matter Experts (SMEs) forum was held August 22, 2022, with more than 100 attendees
 - CalSAWS Core Liaison to review the CalSAWS Guide for Release 22.09 has been scheduled for August 30, 2022
 - The CalSAWS Liaison meeting, with all Liaison from all offices, has been scheduled for September 8, 2022, to provide an overview of the upcoming Release 22.09 changes
 - The County's CalSAWS Management Site Visit was rescheduled for September 29, 2022

6.0 Appendices

Appendix A – M&E Requests and SCR Status

Appendix B – County Purchases Status Report

Appendix C – CalSAWS System IVR Report

Appendix D – COVID SCRs