



# CALSAWS M&O BI-WEEKLY STATUS REPORT

**Reporting Period: January 2, 2022 – January 15, 2023**

**Table of Contents**

- 1.0 Executive Summary ..... 4**
  - 1.1 CalSAWS Project Status Dashboard ..... 4
  - 1.2 Highlights from the Reporting Period ..... 5
- 2.0 Project Management ..... 7**
  - 2.1 Project Deliverables Summary ..... 7
  - 2.2 Highlights from the Reporting Period ..... 7
  - 2.3 CRFI/CIT Communications Status ..... 8
  - 2.4 SCIRFRA/SCERFRA/SIRFRA/SARRA Information ..... 9
  - 2.5 Deviation from Plan/Adjustments ..... 11
- 3.0 Maintenance and Operations ..... 11**
  - 3.1 Highlights from the Reporting Period ..... 11
    - 3.1.1 Service Management ..... 12
    - 3.1.2 Overview ..... 12
    - 3.1.3 CalSAWS Help Desk Metrics ..... 12
  - 3.2 Technology Operations ..... 19
    - 3.2.1 CalSAWS Management and Operations ..... 19
    - 3.2.2 Service Level Agreement (SLA) Outcomes (Met/Missed) (CalSAWS) ..... 20
  - 3.3 Production Defect Backlog ..... 20
    - 3.3.1 Release Schedule Production Defect Fix ..... 20
  - 3.4 Production Operations ..... 21
    - 3.4.1 Release Communications ..... 21
    - 3.4.2 Root Cause Analysis (RCA) ..... 22
    - 3.4.3 Batch Operations ..... 22
    - 3.4.4 Production Performance ..... 25
  - 3.5 ForgeRock ..... 26
    - 3.5.1 Highlights of the Reporting Period ..... 26
  - 3.6 Innovation Lab ..... 28
  - 3.7 Imaging ..... 28
  - 3.8 Customer Service Center (CSC) ..... 28
  - 3.9 Additional Projects ..... 29
  - 3.10 Deviation from Plan/Adjustments ..... 29
- 4.0 Application Development ..... 30**
  - 4.1 Highlights from the Reporting Period ..... 30
  - 4.2 Priority Release Summary ..... 30

**CalSAWS – California Statewide Automated Welfare System**

M&O Weekly Status Report Period: January 2, 2022 – January 15, 2023

Contractor Project Executive: Arnold Malvick



---

- 4.3 Application Development Status ..... 32
- 4.4 Release Management..... 33
  - 4.4.1 Release Test Summary ..... 33
  - 4.4.2 Automated Regression Test (ART) Coverage..... 34
- 4.5 General Assistance/ General Relief (GA/GR) ..... 34
- 4.6 Training Materials Update ..... 35
- 4.7 Deviation from Plan/Adjustments ..... 36
- 5.0 Regional Updates ..... 36**
- 6.0 Appendices ..... 37**

## 1.0 Executive Summary

### 1.1 CalSAWS Project Status Dashboard

**Table 1.1-1 – Status Dashboard**




Topic	CalSAWS System	Highlights
<b>Availability</b>		<ul style="list-style-type: none"> <li>▶ The CalSAWS System did not experience any unplanned outages during this period</li> </ul>
<b>Defects</b>		<ul style="list-style-type: none"> <li>▶ There are 94 active Production defects</li> </ul>
<b>Incidents</b>		<ul style="list-style-type: none"> <li>▶ CALSAWS BROADCAST: Due to the no batch run on January 2, 2023 (for the New Year's holiday), the analytics reports and dashboards were being generated for multiple days. As a result, a subset of fiscal reports and dashboards had been delayed. As of 1:00 p.m. on January 4, 2023, issue was resolved. PRB0045064</li> <li>▶ CALSAWS BROADCAST: Starting at 7:00 a.m. on January 3, 2023, Users were unable to access the C-IV "Read-Only" environment. As of 12:20 p.m. on January 3, 2023, the issue was resolved. PRB0045060</li> <li>▶ CALSAWS BROADCAST: Starting at 10:57 a.m. on January 3, 2023, Mono County Users at the 107384 Highway 395, Coleville site were not able to access CalSAWS and associated systems due to a power outage at the site. As of 1:00 p.m. on January 3, 2023, this issue was resolved. PRB0045059</li> <li>▶ CALSAWS BROADCAST: Starting at 7:11 p.m. on January 4, 2023, Trinity County Users at the 51 Industrial Parkway Building #1, 11 Court Street, Weaverville and 6641 State Highway 3, Hayfork sites were not able to access CalSAWS and associated systems due to a power outage. As of 4:36 p.m. on January 5, 2023, this issue was resolved. PRB0045076</li> <li>▶ CALSAWS BROADCAST: Starting at 10:26 a.m. on January 6, 2023, Trinity County Users at the 6641 State Highway 3, Hayfork site were not able to access CalSAWS and associated systems due to a power outage. As of 11:45 a.m. this morning, this issue was resolved. PRB0045082</li> <li>▶ CALSAWS BROADCAST: Starting at 1:43 p.m. on January 6, 2023, the several December 2022 monthly reports and dashboards were not available in CalSAWS. Defects have been logged for the impacted reports and dashboards to address the issue. An update will be provided when the issue is resolved. PRB0045085</li> <li>▶ CALSAWS BROADCAST: Starting at 7:27 a.m. on January 10, 2023, San Benito County Users at the 351 Felice Drive, Hollister site were not able to access CalSAWS and associated systems. A faulty battery backup device was replaced at the site which</li> </ul>

**CalSAWS – California Statewide Automated Welfare System**

M&O Weekly Status Report Period: January 2, 2022 – January 15, 2023

Contractor Project Executive: Arnold Malvick

Topic	CalSAWS System	Highlights
		<p>restored power to the network devices. Access to CalSAWS and associated systems is pending confirmation from a local contact. PRB0045095</p> <ul style="list-style-type: none"> <li>▶ CALSAWS BROADCAST: Starting at 10:00 a.m. on January 11, 2023, Mono County users were not able to access CalSAWS and associated systems due to a local internet outage. The internet service provider had determined that a device needed to be replaced to restore internet services at the impacted site, which was planned for January 12, 2023. The CalSAWS Project team is actively monitoring updates from the internet provider and will provide an update when the issue is resolved. PRB0045101</li> <li>▶ CALSAWS BROADCAST: Starting at 7:30 p.m. on January 11, 2023, customers were experiencing EBT slowness and issues accessing EBT related information from BenefitsCal. Transaction response time was running higher than normal. As of 12:35 p.m. on January 12, 2023, CalSAWS users were experiencing normal response time for EBT related transactions. However, BenefitsCal customers were still experiencing issues accessing EBT information in BenefitsCal. As of 4:45 p.m. on January 12, 2023, the issue was resolved. PRB0045108</li> <li>▶ CALSAWS BROADCAST: Starting at 9:30 a.m. on January 13, 2023, Users were unable to use lobby kiosks during the impacted period. As of 10:00 a.m. on January 13, 2023, this issue was resolved. PRB0045117</li> <li>▶ CALSAWS BROADCAST: Starting at 1:40 p.m. on January 13, 2023, multiple Counties were experiencing audio issues with lobby monitors. As of 2:13 p.m. on January 13, 2023, the Lobby monitor audio issues were resolved. PRB0045122</li> </ul>

Legend	
	On Track
	At Risk
	Not on track/Monitor

**1.2 Highlights from the Reporting Period**

- ▶ The CalSAWS team successfully deployed CalSAWS minor releases: 23.01.01, 23.01.03, 23.01.06, 23.01.07, 23.01.10, 23.01.12. and 23.01.13
- ▶ Planned Outages:
  - Scheduled CalSAWS Outages:
    - CalSAWS Production Maintenance:
      - On January 8, 2023, from 10:00 a.m. to 11:59 p.m., the CalSAWS application was unavailable for Users. Users were redirected to a “Read-

## CalSAWS – California Statewide Automated Welfare System

M&O Weekly Status Report Period: January 2, 2022 – January 15, 2023

Contractor Project Executive: Arnold Malvick


---

- Only" version of the CalSAWS application
- On January 14, 2023, at 6:00 p.m. to January 16, 2023, at 6:00 a.m., the CalSAWS application was unavailable for Users. Users were redirected to a "Read-Only" version of the CalSAWS application
- From January 20, 2023, at 10:00 p.m. until January 21, 2023, at 1:00 a.m., Users will be unable to login to the CalSAWS application. The "Read Only" version of the CalSAWS application will not be available for Users
- From January 22, 2023, from 6:00 a.m. to 3:00 p.m., the CalSAWS application will be unavailable for Users. Users will be redirected to a "Read-Only" version of the CalSAWS application
- o Scheduled External Application Outages:
  - BenefitsCal Maintenance/Limited Access:
    - On January 8, 2023, from 10:00 a.m. to 11:59 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. E-applications submitted from BenefitsCal were routed to the office selected by the participant instead of the default County office
    - On January 14, 2023, at 6:00 p.m. until January 16, 2023, at 6:00 a.m., BenefitsCal was still available for participants but the transactions from BenefitsCal were queued and released for processing upon completion of maintenance activities. EBT balance and case information was not available to be viewed from BenefitsCal. E-applications submitted from BenefitsCal were routed to the office selected by the participant instead of the default County office
    - From January 20, 2023, at 10:00 p.m. until January 21, 2023, at 1:00 a.m., BenefitsCal will still be available for participants but the transactions from BenefitsCal were queued and released for processing upon completion of maintenance activities. EBT balance and case information will not be available to view from BenefitsCal. E-applications submitted from BenefitsCal will be routed to the office selected by the participant instead of the default County office
    - From January 22, 2023, from 6:00 a.m. to 3:00 p.m., BenefitsCal will still be available for participants but the transactions from BenefitsCal will be queued and released for processing upon completion of maintenance activities. EBT balance and case information will not be available to view from BenefitsCal. E-applications submitted from BenefitsCal will be routed to the office selected by the participant instead of the default County office
  - Online CalWORKs Appraisal Tool (OCAT) Maintenance
    - From January 20, 2023, at 10:00 p.m. until January 21, 2023, at 1:00 a.m., the OCAT application will be unavailable for Users
  - Apex Maintenance
    - On January 11, 2023, from 7:00 p.m. to 10:00 p.m., the Apex application was not available for Users

## 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"> <li>Final Deliverables (FDELs) for 13.0 County Site Plans, Wave 4 Counties, were submitted for Consortium review and approval on January 12, 2023. Comments are due back on January 20, 2023</li> <li>Work Acceptance Certificate (WAC) for the System Security Plan (SSP) was approved on January 11, 2023.</li> </ul>

[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"> <li>No updates for the reporting period</li> </ul>

- ▶ Continued Project administration, facility management, office management support, and financial management tasks
- ▶ Continued preparation for the update of M&O Services Plan Deliverables to include updates necessary for the CalWIN Counties migration
  - Held meetings with Deliverable Owners, Reviewers, and Consortium on status of comments log remediation
- ▶ Continued performing contract management activities:
  - Change Notice No. 24 (January JPA) is currently in review and will include following:
    - Exhibit X – Additional M&E Hours
    - ARPA
  - Change Notice No. 25 (February JPA) is in development and content is TBD
  - Continued planning the implementation of requirements from the Department of Health Care Services (DHCS) and CDSS Privacy and Security Agreements (PSAs) that were approved by the JPA Board of Directors on April 16, 2021
  - 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
  - Tracking of County Purchases:

**CalSAWS – California Statewide Automated Welfare System**

M&O Weekly Status Report Period: January 2, 2022 – January 15, 2023

Contractor Project Executive: Arnold Malvick

- Reference Appendix B for detailed tracking of County Purchases

**2.3 CRFI/CIT Communications Status**

- ▶ The following table outlines CalSAWS Information Transmittals (CITs) for the reporting period ending January 15, 2023

**Table 2.3-1 – CITs**

CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0001-23	Scheduled Downtime Notification	Informational	January 3, 2023	Grady Howe, and Anand Kulkarni	Pete Quijada, and Art Robles
0008-23	CalSAWS SFY 22-23 First Quarter County Share Adjustment	Informational	January 6, 2023	Tina Weinmeister, and Stacey Drohan	Britt Carlsen
0009-23	CA-253714 CalFresh Emergency Allotments for December 2022 List Posted	Informational	January 9, 2023	Caroline Bui	Committee of CalWORKs CalFresh Facilitator
0010-23	CA-253596 2023 CalFresh SSI COLA Batch Lists	Informational	January 9, 2023	Caroline Bui, and Sarah Rich	Committee of CalWORKs CalFresh Facilitator
0012-23	Scheduled Downtime Notification	Informational	January 11, 2023	Grady Howe, and Anand Kulkarni	Pete Quijada, and Art Robles

- ▶ The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending January 15, 2023

**Table 2.3-2 – CRFIs**

CRFI ID	Subject	Distribution Date	Status	Response Due Date	CalSAWS Contact
22-101	Permit New CalSAWS API (capi.calsaws.net) URL over Internet	October 14, 2022	Closed	October 20, 2022	Melanie Gines, and Lloyd Rankine
22-107	CA-247003 Opt In/Out of the GRCAPI Recovery Batch Job	October 25, 2022	Closed	November 16, 2022	Caroline Bui
22-116	CalWIN Wave 2 Pre-Migration Regression Testing	December 5, 2022	Open	January 16, 2023	Lloyd Rankine
22-003	CalWIN Readiness Prerequisites for IPT	January 6, 2023	Open	February 3, 2023	Melanie Gines, and Lloyd Rankine
22-005	Request for Counties to Identify Point of Contact for CBO Support	January 9, 2023	Open	January 20, 2023	Carrie White



**CalSAWS – California Statewide Automated Welfare System**

M&O Weekly Status Report Period: January 2, 2022 – January 15, 2023

Contractor Project Executive: Arnold Malvick

**Table 2.3-3 – Overdue CRFIs**

- ▶ The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending January 15, 2023

CRFI ID	Subject	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
22-116	CalWIN Wave 2 Pre-Migration Regression Testing	Santa Clara County					

**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
Done	1
Assigned	20
Completed	789
Duplicate	17
Withdrawn	28
<b>Total</b>	<b>855</b>

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

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

ID	Description	Status	Due Date	Response Received Date	Notes
OTHER	CalFresh Program to Person Level Aid Code Change	Assigned	December 2, 2022	No response	
(Expedite) SIRFRA 3825	3825 - Direct Outreach Project for CalFresh Emergency Allotment Ending	Completed	January 4, 2023	January 4, 2023	
SCERFRA 22-560	SCERFRA 22-560 - Cash Benefit Deliver	Completed	January 5, 2023	January 4, 2023	
SCERFRA 22-564	22-564 - CalFresh/CalWORKs Recertification Packets	Completed	January 5, 2023	January 4, 2023	
OTHER	LA County - GROW Program name changed to START	Assigned	January 20, 2023	No response	
SIRFRA 1176	1176 - Full Scope Medi-Cal Expansion to adults ages 26 through 49, regardless of	Completed	January 10, 2023	January 13, 2023	

**CalSAWS – California Statewide Automated Welfare System**

M&O Weekly Status Report Period: January 2, 2022 – January 15, 2023

Contractor Project Executive: Arnold Malvick

ID	Description	Status	Due Date	Response Received Date	Notes
	immigration status				
SIRFRA 3822	3822 - CalFresh Restaurant Meals Program Eligibility Determination	Completed	January 11, 2023	January 9, 2023	
SIRFRA 1226	1226 - SAWS Reporting for Pending Applications	Completed	January 13, 2023	January 13, 2023	
SIRFRA 1227	1227 – PHE Renewal Data Request	Completed	January 13, 2023	January 13, 2023	
SIRFRA 1228	1228 - CMS PHE Baseline Report	Completed	January 13, 2023	January 12, 2023	
CWDA	CWDA – CCPU Request	Assigned	January 13, 2023	No response	
SIRFRA 3831	3831 – Automated/Mass Replacement Waiver Data Request	Assigned	January 18, 2023	No response	
SIRFRA 3824	3824 – Cases in CalFresh, CAPI, SSP-SSI with Child Support Income	Assigned	January 18, 2023	No response	
SCERFRA 23-501	23-501 – New CF 485 – ESAP Application	Assigned	January 19, 2023	No response	
SIRFRA 3826	3826 - Eligibility Determination and Benefits Calculation Batch Sweep Job	Assigned	January 20, 2023	No response	
SIRFRA 3715	3715 – Unrelated Adult Males	Assigned	January 21, 2023	No response	
SIRFRA 1230	1230 – Annual RV Tax Filer Info	Assigned	January 24, 2023	No response	
SIRFRA 3830	3830 – OCAT Appraisals and Recommendations	Assigned	January 25, 2023	No response	
SCERFRA 22-502	22-502 – CalFRESH Expedited Service Denial Reason	Assigned	January 25, 2023	No response	
SCERFRA 23-503	23-503 - Update M44-352H	Assigned	January 25, 2023	No response	
SCERFRA 23-504	23-504 – CalFresh ARPA FFY 2023 Investments	Assigned	January 27, 2023	No response	
SIRFRA 1213	1213 – Save File Layout v37.1 Updates	Assigned	January 27, 2023	No response	
SCERFRA 23-500	23-500 – CalFRESH Parity List	Assigned	February 1, 2023	No response	
SIRFRA 1220	1220 – System Readiness Artifacts	Assigned	February 1, 2023	No response	
SIRFRA 1229	1229 - CMS State Report - Prioritizing and Distribution Renewals	Assigned	February 6, 2023	No response	
SIRFRA 1231	1231 – SAWS Pending Applications (PHE Data Dashboard Slides)	Assigned	February 10, 2023	No response	
SIRFRA 1232	1232 – PHE Renewal Data Request	Assigned	February 10, 2023	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
3.1.3 CalSAWS Help Desk Metrics	▶ The January (MTD) Monthly Help Desk Diagnosis Service Level Agreement (SLA) compliance was 98.9%
3.5.1 ForgeRock	▶ The next ForgeRock Production release is tentatively scheduled for the end of January 2023 and is targeted to have the ServiceNow integration in that release with a successful User Acceptance Test (UAT)

# CalSAWS – California Statewide Automated Welfare System

M&O Weekly Status Report Period: January 2, 2022 – January 15, 2023

Contractor Project Executive: Arnold Malvick

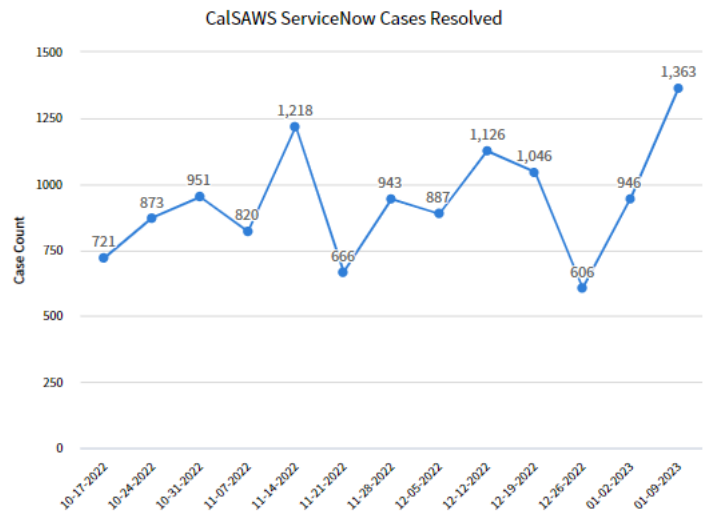
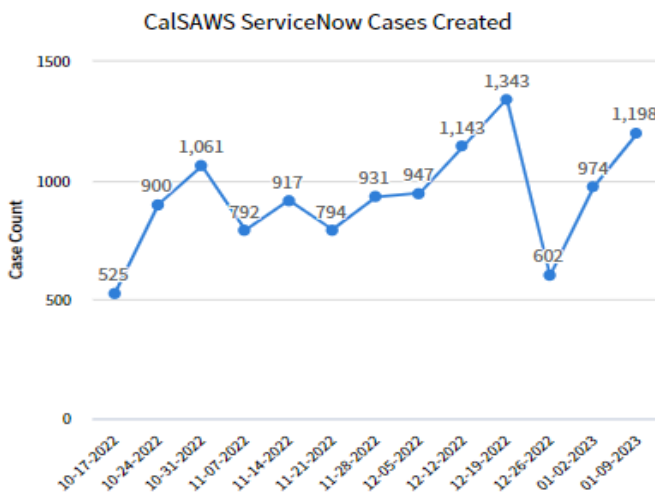
## 3.1.1 Service Management

### 3.1.2 Overview

- o Facilitated Delegated Admin training for Wave 4 on January 5, 2023
- o Facilitated Q&A Session for CalSAWS Helpdesk/CalSAWS ServiceNow for Wave 2 on January 10, 2023
- o Scheduled CHG0038568 for updates to TPX inbound action and category
- o Scheduled CHG0038612 for categories configurable to allow auto escalation/routing, POA&M (Plan of Action & Milestones) Notification Updates, and LMS (Learning Management System) Request updates

### 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 42 Counties. Cases represent the first level of ticketing that enters the ServiceNow system. The dates in x-axis represent the start of a week

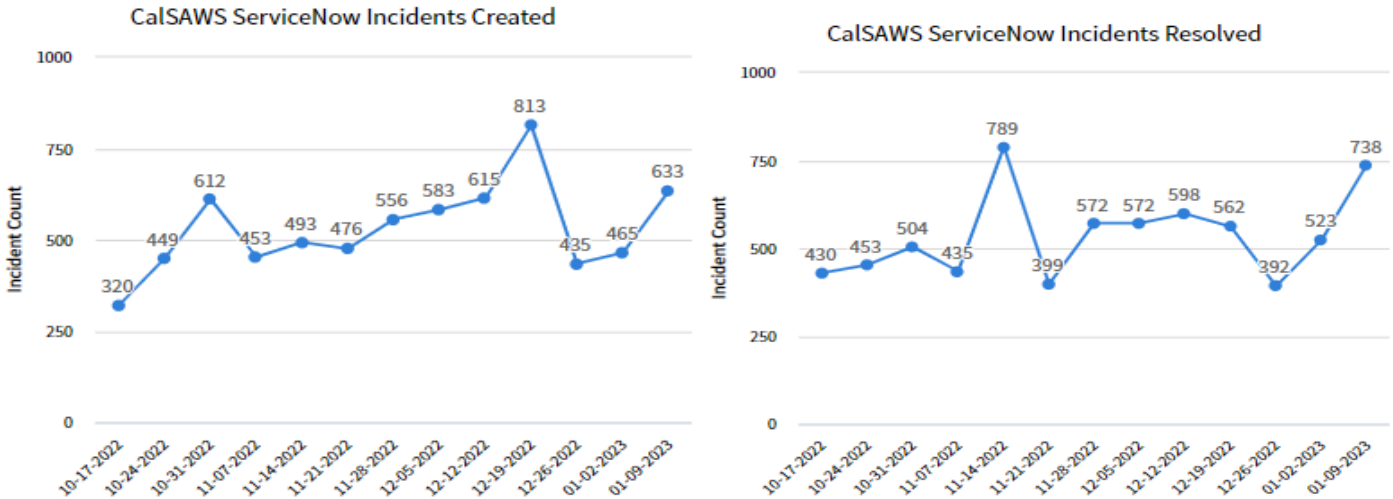
- ▶ Created 2,172 cases of which 265 are cases created from CalWIN Wave 1 Counties:
  - o Placer County: 61
  - o Yolo County: 204
- ▶ Resolved 2,309 cases of which 253 are cases resolved from CalWIN Wave 1 Counties:
  - o Placer County: 45
  - o Yolo County: 208

**CalSAWS – California Statewide Automated Welfare System**

M&O Weekly Status Report Period: January 2, 2022 – January 15, 2023

Contractor Project Executive: Arnold Malvick

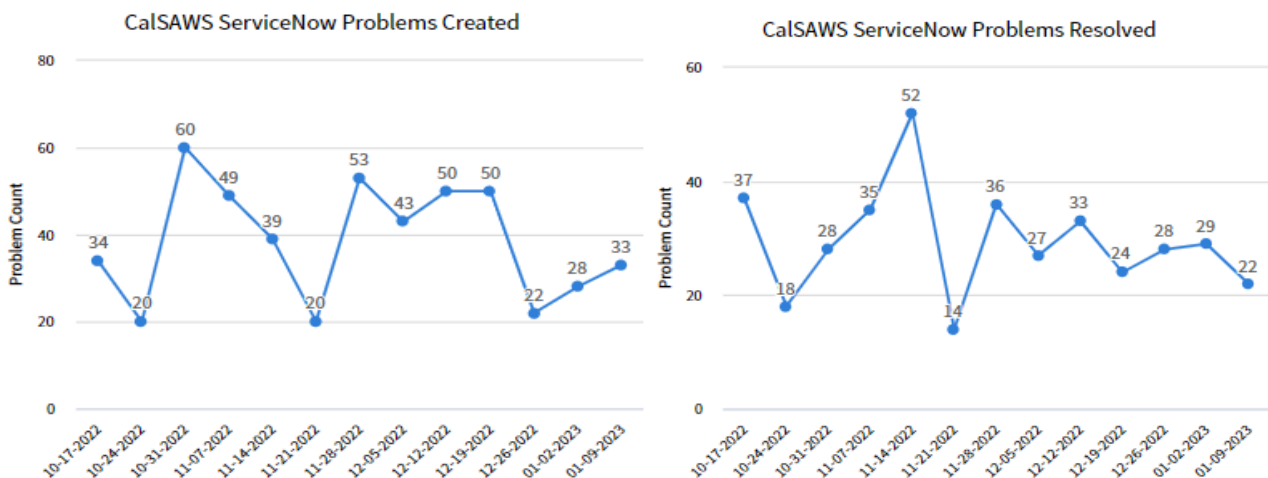
**Figures 3.1.3-3 and 3.1.3-4 – CalSAWS ServiceNow Incidents**



**Note:** The graphs represent the ServiceNow Incidents associated to all 42 Counties. Incidents are escalations derived from case attempts to triage the issue. The dates in x-axis represent the start of a week

- ▶ Created 1,098 incidents of which 84 are incidents created from CalWIN Wave 1 Counties:
  - Placer County: 55
  - Yolo County: 29
- ▶ Resolved 1,261 incidents of which 68 are incidents resolved from CalWIN Wave 1 Counties:
  - Placer County: 39
  - Yolo County: 29

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



**Note:** The graph represents the ServiceNow problems associated to 42 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

**CalSAWS – California Statewide Automated Welfare System**

M&O Weekly Status Report Period: January 2, 2022 – January 15, 2023

Contractor Project Executive: Arnold Malvick

---

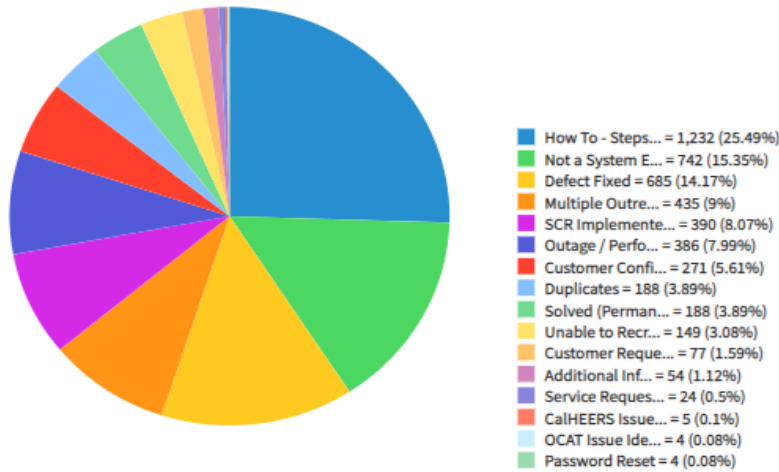
**Table 3.1.3-1 – CalSAWS ServiceNow Incidents by State and Age**

	<b>&lt;1 Day</b>	<b>1-5 Days</b>	<b>6-10 Days</b>	<b>11-15 Days</b>	<b>16-30 Days</b>	<b>30-60 Days</b>	<b>60-180 Days</b>	<b>&gt;180 Days</b>	<b>Total</b>
New	1	72	4	4	12	13	19	7	132
In progress	1	97	29	14	29	39	79	78	366
On hold	0	81	48	38	106	163	438	708	1,582
Resolved	1	223	231	310	406	111	31	5	1,318
Closed	4	1	3	14,699	34,631	8,638	5,448	849	64,273
Problem in diagnosis	0	0	0	0	1	1	0	0	2
<b>Total</b>	<b>7</b>	<b>474</b>	<b>315</b>	<b>15,065</b>	<b>35,185</b>	<b>8,965</b>	<b>6,015</b>	<b>1,647</b>	<b>67,673</b>

**Figure 3.1.3-7 – CalSAWS ServiceNow Incidents by Resolution Code**

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

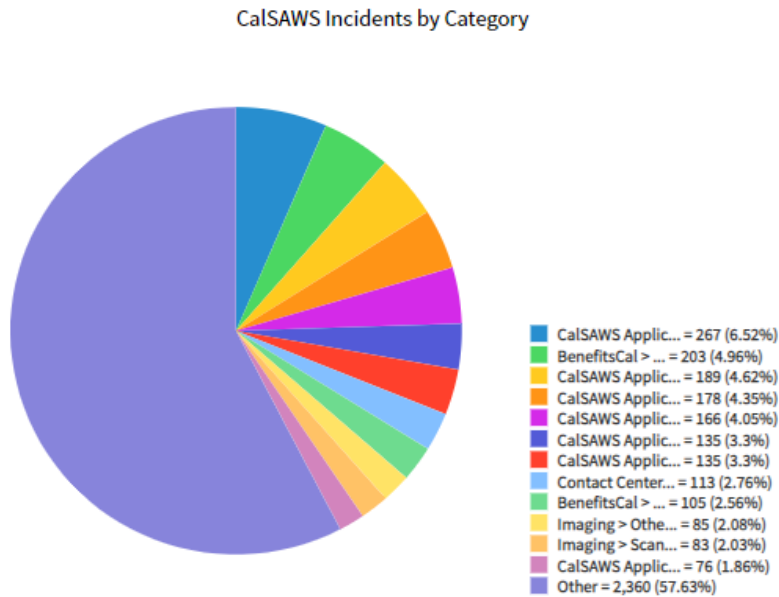
CalSAWS ServiceNow Incidents by Resolution Code



Resolution code	Incident Count	Percentage of Incidents
How To - Steps to Proceed Provided	1,232	25.49%
Not a System Error - With Explanation	742	15.35%
Defect Fixed	685	14.17%
Multiple Outreach Attempts – No Response	435	9%
SCR Implemented	390	8.07%
Outage / Performance Degradation	386	7.99%
Customer Confirmed Issue is Resolved	271	5.61%
Duplicates	188	3.89%
Solved (Permanently)	188	3.89%
Unable to Recreate Issue	149	3.08%
Customer Requested Closure	77	1.59%
Additional Information Needed	54	1.12%
Service Request Created - With Request Number	24	0.5%
CalHEERS Issue Resolved	5	0.1%
OCAT Issue Identified	4	0.08%
Password Reset	4	0.08%
<b>Total</b>	<b>4,834</b>	<b>100%</b>

**Figure 3.1.3-8 – CalSAWS ServiceNow Incidents Created by Category**

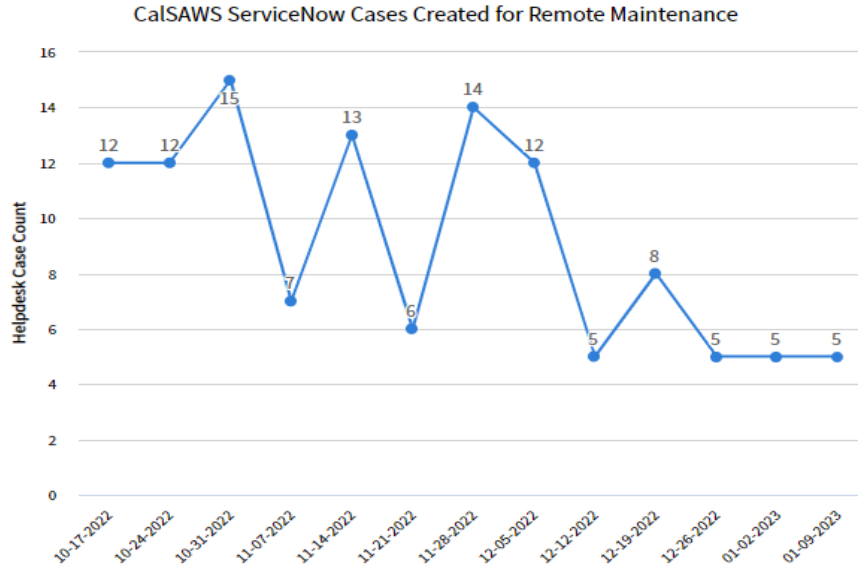
**Note:** The pie chart below represents Incidents by Category created within the past two months



Category	Incident Count	Percentage of Incidents
CalSAWS Application/Related Systems > Production > Error Encountered > Running/Authorizing EDBC	267	6.52%
BenefitsCal > Access Issue > Customer	203	4.96%
CalSAWS Application/Related Systems > Production > Eligibility Determination	189	4.62%
CalSAWS Application/Related Systems > Production > Benefits Issuance/Recovery > EBT Card	178	4.35%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Incorrect Eligibility Results	166	4.05%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > Other	135	3.3%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Other	135	3.3%
Contact Center/IVR > CCP	113	2.76%
BenefitsCal > Document Upload	105	2.56%
Imaging > Other	85	2.08%
Imaging > Scanning Documents	83	2.03%
CalSAWS Application/Related Systems > Production > MAGI Eligibility	76	1.86%
Other	2,360	57.63%
<b>Total</b>	<b>4,095</b>	<b>100%</b>

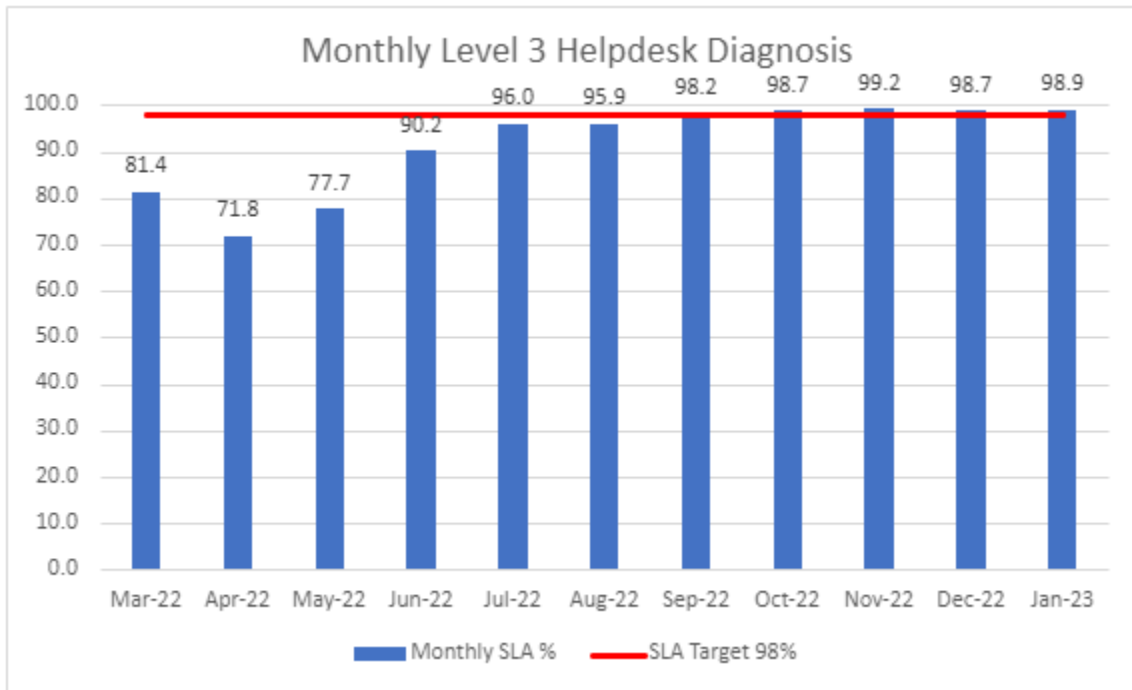


**Figure 3.1.3-9 – CalSAWS ServiceNow Cases Created for Remote Maintenance**



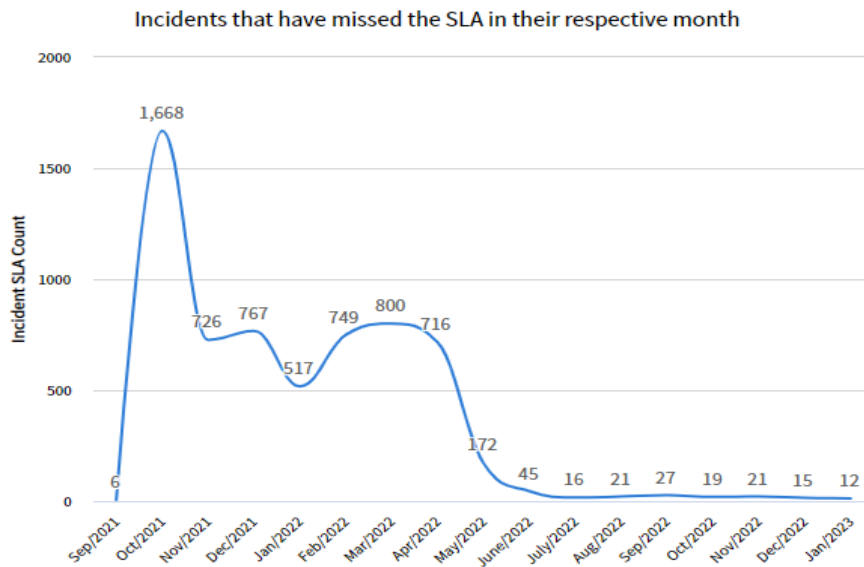
- The Monthly Level 3 Helpdesk Diagnosis Service Level Agreement (SLA) graph below represents the Level 3 Helpdesk compliance metric for closed incidents. The compliance for January (MTD) is 98.9%

**Figure 3.1.3-10 – CalSAWS Accenture Monthly Level 3 Helpdesk Diagnosis Service Level Agreement (SLA) Compliance**



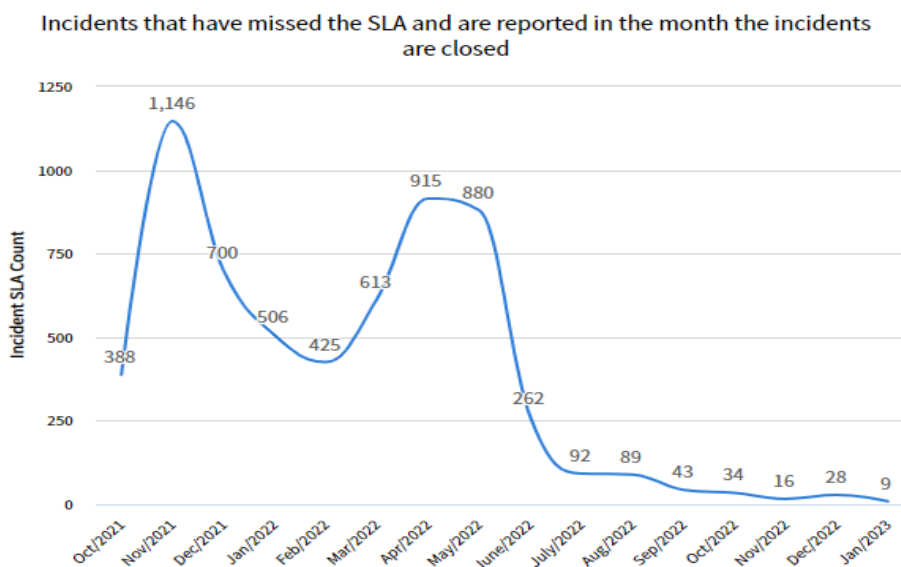
- ▶ The graph below represents the number of incidents that missed the Service Level Agreement (SLA) in each month. 12 incidents missed the SLA in January (MTD)

**Figure 3.1.3-11 – Incidents that have missed the Service Level Agreement (SLA) in their respective month**



- ▶ The graph below represents the number of closed incidents that missed the Service Level Agreement (SLA) in each month. When an incident is resolved, the SLA is paused, which allows users to reopen if needed. After 15 calendar days, an incident will automatically close, and the SLA is complete. 9 closed incidents missed the SLA in January (MTD)

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



## CalSAWS – California Statewide Automated Welfare System

M&O Weekly Status Report Period: January 2, 2022 – January 15, 2023

Contractor Project Executive: Arnold Malvick

### 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
  - SCR CA-246659 associated with migrating ZScaler ZPA to Production is On-Hold pending budgetary and Consortium Technical approval
- ▶ ZScaler Discover System Change Request (SCR) – San Bernardino and Kern Counties
  - SCR CA-243209 associated with gathering requirements for County connectivity is On-Hold pending budgetary and Consortium Technical approval
- ▶ Network Management and Monitoring – Automated Alerting
  - SolarWinds integration with ServiceNow for automated ticket generation
    - Developed and under testing in lower environment
    - Change request to move to Production will be raised
- ▶ Site Migrations
  - Trinity and Humboldt sites have requested to be migrated to POP (Point of Presence) sites
    - Design and link ordering are in progress.

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

Scheduled Date	Activity Description
January 17, 2023	Update McAfee Mvision SAML (Security Assertion Markup Language) Authentication to Trellix domain
January 19 – 20, 2023	CloudCheckr Remediation: NACL (Network Access Control List) Hardening effort - Analytics-Production (Planned Change)
January 20, 2023	Production: Update December 2022 Pitney Bowes Spectrum EGM (Enterprise Geocoding Module) Data Set (Planned Change)
January 20 – 21, 2023	ForgeRock Priority Production Release 23.01.20
January 23, 2023	ForgeRock Priority DR (Disaster Recovery) Production Release 23.01.23
January 24 – 25, 2023	IOS (Internetwork Operating System) Upgrade for the SV1 Exchange Routers from 17.03.05 to 17.06.03
January 24 – February 4, 2023	Mock 3A/2C CalWIN Cutover Exercise (Planned Change)
January 27 – 29, 2023	Implement Oracle database CIS (Center for Internet Security) standards - phase 3 - Coreapp-Production Environment (Planned Change)
January 29, 2023	AWS (Amazon Web Services) Coreapp-Production, Coreapp-Production-tools, Analytics-Production Linux Operating System (OS) patches January 2023 Patch Baseline

**CalSAWS – California Statewide Automated Welfare System**

M&O Weekly Status Report Period: January 2, 2022 – January 15, 2023

Contractor Project Executive: Arnold Malvick

Scheduled Date	Activity Description
January 29, 2023	Switch Production Database

**Table 3.2.1-2 – CalSAWS Incident Follow-up Summary**

Ticket ID	Description	Impact Date / Time	Impact	Resolution
None				

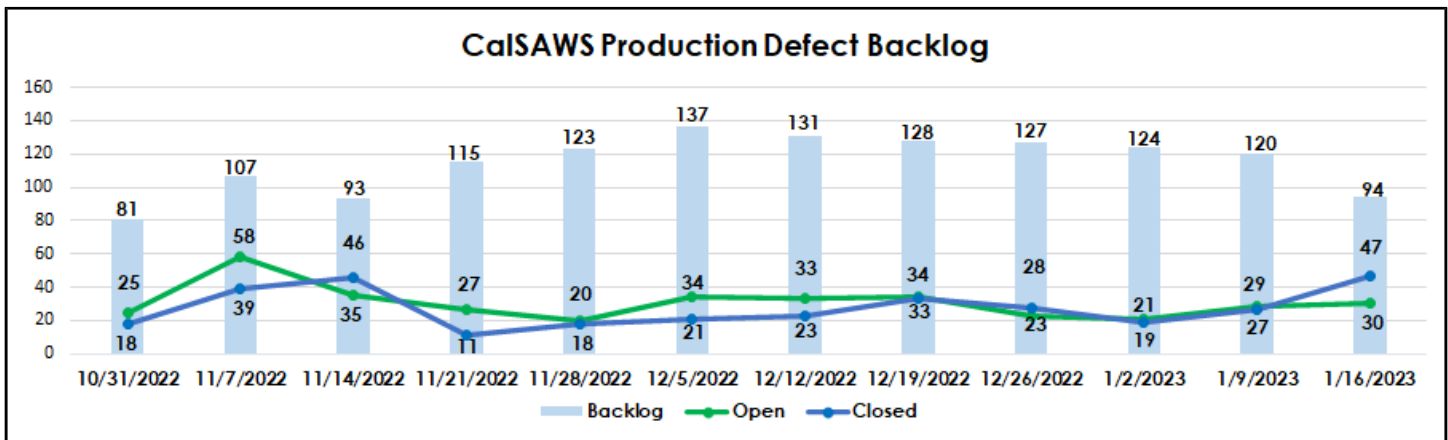
**3.2.2 Service Level Agreement (SLA) Outcomes (Met/Missed) (CalSAWS)**

- ▶ The CalSAWS System did not meet the Service Level Agreement (SLA)'s on the following dates within the reporting period.
  - January 3, 2023 - Off-Prime EDBC was below SLA. 12 out of 149 transactions were > 5 sec, yielding 91.95%

**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 (22.01, 22.02, 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

**CalSAWS – California Statewide Automated Welfare System**

M&O Weekly Status Report Period: January 2, 2022 – January 15, 2023

Contractor Project Executive: Arnold Malvick

**Table 3.3.1-1 – Production Defect Fix – Release Schedule**

CalSAWS Production Defect Count by Release											
Count of Defects	Release										
Severity	22.11	23.01	23.02	23.03	23.05	23.06	23.07	23.09	24.03	TBD	Grand Total
<b>2-Normal/Medium</b>	<b>87</b>	<b>76</b>	<b>7</b>	<b>11</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>21</b>	<b>209</b>
New		3	2	3	1	1	2	2		12	26
<b>In Progress</b>	<b>3</b>	<b>20</b>	<b>5</b>	<b>8</b>					<b>1</b>	<b>5</b>	<b>42</b>
Closed	84	53								4	141
<b>3-Normal/Low</b>	<b>18</b>	<b>20</b>		<b>2</b>						<b>6</b>	<b>46</b>
New		1								1	2
<b>In Progress</b>	<b>5</b>	<b>5</b>		<b>2</b>						<b>2</b>	<b>14</b>
Closed	13	14								3	30
<b>4-Cosmetic</b>	<b>4</b>	<b>11</b>	<b>1</b>	<b>2</b>							<b>18</b>
New		1		1							2
<b>In Progress</b>		<b>6</b>	<b>1</b>	<b>1</b>							<b>8</b>
Closed	4	4									8
<b>Grand Total</b>	<b>109</b>	<b>107</b>	<b>8</b>	<b>15</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>27</b>	<b>273</b>

**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 23.01 Communications:
  - See table 3.4.1-1 for details

**Table 3.4.1-1 – CalSAWS Release 23.01 Communication Activities**

TASK	DATE (S)	OWNER
Send draft Release Notes file to Consortium for review	December 12, 2022	Production Operations
Send draft Release Notes file to select County Staff and Consortium for review	December 26, 2022	Production Operations
Send draft Release Notes file to select County Staff and Consortium for final review	January 9, 2023	Production Operations

## CalSAWS – California Statewide Automated Welfare System

M&O Weekly Status Report Period: January 2, 2022 – January 15, 2023

Contractor Project Executive: Arnold Malvick

TASK	DATE (S)	OWNER
Webcast on CalSAWS Release 23.01	January 10, 2023	Production Operations / Consortium Policy & Design
Send summary of changes in CalSAWS Release 23.01 in CalSAWS Health Report	January 16, 2023	Production Operations
23.01 CalSAWS Application Development and Training Release Notes Broadcast	January 17, 2023	Production Operations
CalSAWS Release 23.01 Greenlight Meeting	January 18, 2023	Release Management/Quality Assurance
CalSAWS 23.01 Post-Release Checkpoint Call	January 23, 2023 – January 25, 2023	Production Operations

### 3.4.2 Root Cause Analysis (RCA)

- ▶ Root Cause Analysis (RCA) – 190 – Image Rendering Issue – PRB0044908
  - On December 12, 2022, the CalSAWS Imaging team received an incident for Users being unable to view images in CalSAWS. During the investigation process, the issue could not be reproduced. A ticket was opened with Hyland Support (00771241). Later during the day, the ForgeRock team received multiple tickets for the same issue. CalSAWS Imaging team escalated the issue to Hyland executives and received a confirmation that the team was actively investigating the issue. The Hyland team confirmed that Images were not rendering properly in the CalSAWS imaging solution, and it was caused by a drive that did not attach to one of the Hyland servers during the restart process. The impacted server was taken out of the service to resolve the issue. Other available servers continued to process the image rendering requests. Some Users may not have been able to view images in CalSAWS for the duration of the incident. After diagnostics were performed on the impacted server, it was added back to the pool to continue to process image rendering requests. Hyland team continued to monitor the CalSAWS imaging solution and saw it remain in a stable state through the close of the business day.

### 3.4.3 Batch Operations

- ▶ Supported execution of batch and cutover activities during CalWIN Wave 2A cutover on the weekend of January 14 – January 15, 2023
- ▶ Completed execution of December 2022 Emergency Allotment payments with special batch run on January 7, 2023
- ▶ Completed execution of Batch Eligibility Determination and Benefit Calculation (EDBC) for 2023 CalFresh Supplemental Security Income (SSI) Cost of Living Adjustment (COLA) with special batch run on January 7, 2023 (SCR CA-253596)

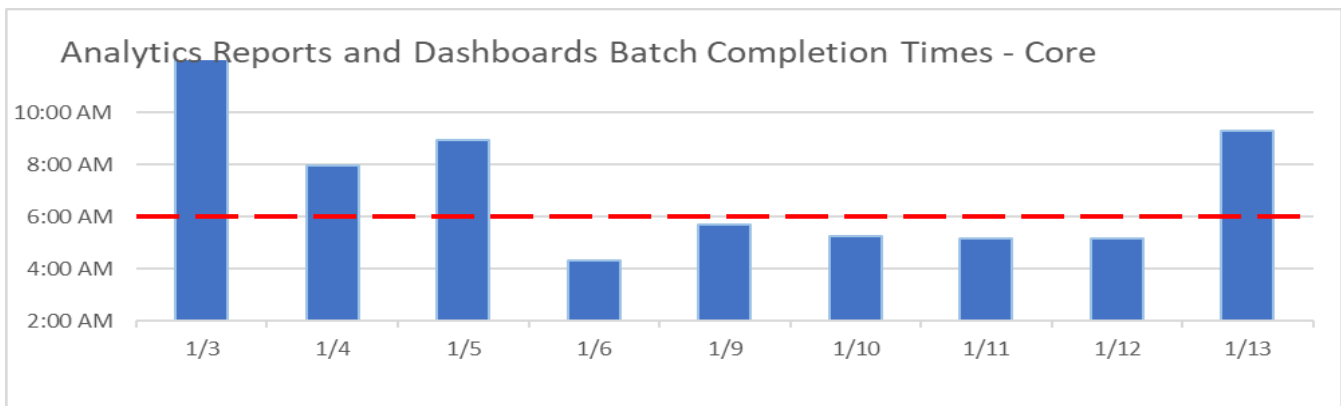
**CalSAWS – California Statewide Automated Welfare System**

M&O Weekly Status Report Period: January 2, 2022 – January 15, 2023

Contractor Project Executive: Arnold Malvick

- ▶ Reviewed Wave 2 Cutover Batch run options with the Consortium and Quality Assurance (QA) leads on January 5, 2023. Proposed a subset of jobs to be run for cutover to reduce the batch run time
- ▶ 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 batch performance testing for CalWIN Wave 2 release
- ▶ 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
- ▶ Updated batch scheduler to include additional core/core-off prime/non-core categorization

**Figure 3.4.3-1 - Analytics Reports and Dashboards – Monday – Friday\* Nightly Batch Runs for the Status Reporting Period (January 2, 2023 – January 15, 2023)**



**\*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.

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

Batch Date	Issue	Communication	Status	Resolution
January 13, 2023	Multiple dashboards and reports completed after 6:00 a.m. due to an issue with the Analytics memory clusters	Issue logged with AWS ticket (CASE 11763120851). Jobs completed after repurposing the cluster using a Memory Intensive instance	Closed	Dashboards and reports generation completed
January 5, 2023	10 dashboards and reports completed after 6:00 a.m.	Report and dashboards completed before communication was sent	Closed	Dashboards and reports generation completed

**CalSAWS – California Statewide Automated Welfare System**

M&O Weekly Status Report Period: January 2, 2022 – January 15, 2023

Contractor Project Executive: Arnold Malvick

---

<b>Batch Date</b>	<b>Issue</b>	<b>Communication</b>	<b>Status</b>	<b>Resolution</b>
January 4, 2023	10 dashboards and reports completed after 6:00 a.m.	Report and dashboards completed before communication was sent	Closed	Dashboards and reports generation completed
January 3, 2023	Multiple dashboards and reports completed after 6:00 a.m. due to batch run after a holiday weekend (no batch on January 2, 2023)	Fiscal Reports/Dashboards Generation Delayed in Production	Closed	Dashboards and reports generation completed

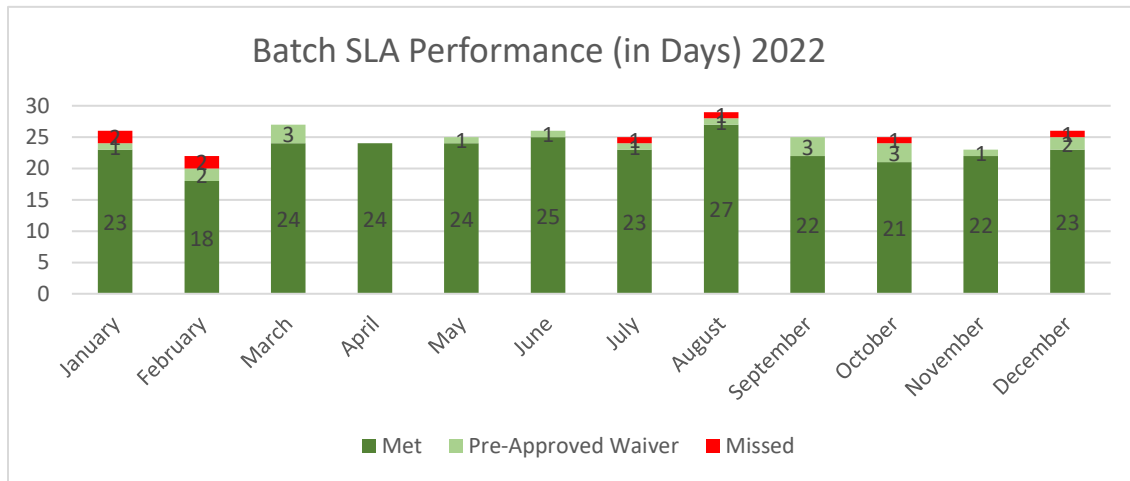


**3.4.4 Production Performance**

► Batch

- Batch Service Level Agreement (SLA) Performance (99% of core and core-off prime jobs completed on time every day)

**Table 3.4.4-1 – Batch SLA Performance**



► Imaging

- None for the reporting period

► Contact Center

- None for the reporting period

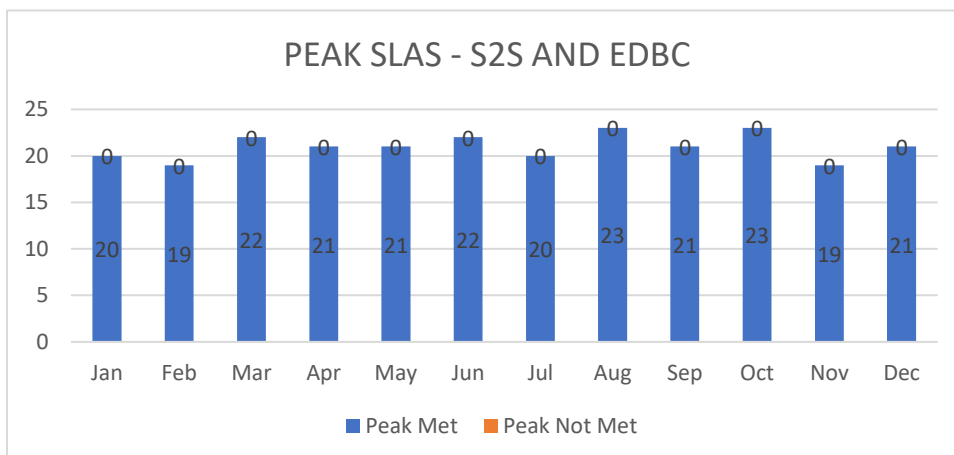
► ForgeRock

- Technical ForgeRock Operations Team working on closing out tickets related to BenefitsCal issues

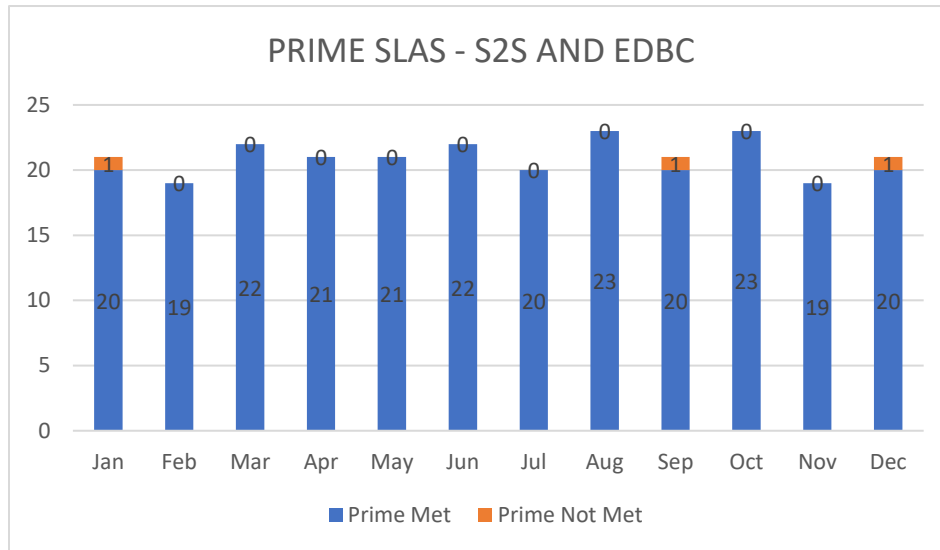
► Core Online

- Online Service Level Agreement (SLA) Performance. Peak SLAs for screen to screen and Eligibility Determination Benefit Calculation (EDBC) met every day for the last 12 months

**Table 3.4.4-2 – Peak SLAs - S2S and Eligibility Determination Benefit Calculation (EDBC)**



**Table 3.4.4-3 – Prime SLAs -S2S and Eligibility Determination Benefit Calculation (EDBC)**



### 3.5 ForgeRock

#### 3.5.1 Highlights of the Reporting Period

- ▶ Technical ForgeRock Operations scheduled to complete CalWIN Wave 2 Mock Cutover to validate connector set up and restart, if necessary, export/Import CalWIN Users into ForgeRock, and produce ForgeRock User load report
- ▶ Change Requests: CHG0038283 and CHG0038288 created for PROD East and West to occur on January 20, 2023, and January 23, 2023 – approvals pending
- ▶ RCA drafted for IG Memory Saturation that occurred on January 3, 2023
- ▶ RCA drafted for BCAL User deletion issue (~3000) on December 19, 2022
- ▶ New resource: Isha Patel to be joining the Technical ForgeRock Operations Team starting January 23, 2023
- ▶ Interview of potential candidates continue – initial plan to onboard 3 new resources for the Tech ForgeRock Operations Team
- ▶ SCR approved for expedited production deployment for API Onboardings and Redirects for ForgeRock Config Updates of Masked AWS Accounts
- ▶ ForgeRock Operations Team placing Single-node build pipeline in lower environments on hold – Sync with Internal Leadership pending
- ▶ ForgeRock Operations Team pending AWS approval for component level monitoring
- ▶ ForgeRock team working with ForgeRock support on resolving ServiceNow connector performance issues
- ▶ Continuing to work on ServiceNow connector deployment

**CalSAWS – California Statewide Automated Welfare System**

M&O Weekly Status Report Period: January 2, 2022 – January 15, 2023

Contractor Project Executive: Arnold Malvick

---

**Table 3.5-1 – ForgeRock Milestones**

<b>MILESTONES</b>	<b>PRODUCTION DEPLOYMENT DATE</b>	<b>STATUS</b>
Request for ForgeRock Production Load for Wave 4 CalWIN Counties prior to the start of CalSAWS Training	January 3, 2023	Completed
Request for ForgeRock Production Load for Wave 5 CalWIN Counties prior to the start of CalSAWS Training	February 23, 2023	Not started
Request for ForgeRock Production Load for Wave 6 CalWIN Counties prior to the start of CalSAWS Training	May 1, 2023	Not started
Secrets Manager Implementation	January 27, 2023	In progress
Component Level Monitoring and Failure Scenarios	January 27, 2023	In progress
ForgeRock-ServiceNow integration	January 27, 2023	In progress
ForgeRock: Multi Factor Authentication Policy Enhancement – Design and Proof of Concept (POC) ONLY	January 27, 2023	In Progress

## CalSAWS – California Statewide Automated Welfare System

M&O Weekly Status Report Period: January 2, 2022 – January 15, 2023

Contractor Project Executive: Arnold Malvick

---

### 3.6 Innovation Lab

- ▶ Worker-Facing Virtual Assistant
  - Release 1 System Change Request (SCR) was approved in System Change Requests Board (SCRB) & Change Control Board (CCB)
  - Received Amazon Web Services (AWS) access. Now starting Build & Test for Release 1
  - Targeting Release 1 to deploy February 20, 2023. Any risks will be tracked as they arise with that date as we continue coordination with the teams
  - Finalized Release 2 content design, getting SCR ready for SCRB & CCB
  - Starting Release 3 content design
- ▶ Voice Bots (Welcome/Auth Bots)
  - Workplan development complete
  - Continued planning for kick-off to the Counties at the January 2023 IVR/Contact Center Committee meeting
- ▶ EBT Card Replacement - Robotic Process Automation (RPA)
  - Continued workplan development
  - Continued planning for kick-off to the Counties at the January 2023 IVR/Contact Center Committee meeting.

### 3.7 Imaging

- ▶ Completed Defects
  - CA-254379 - External Agency - Hyland Patch to ensure proper S3 storage of converted images
- ▶ Completed System Change Requests (SCRs)
  - N/A

### 3.8 Customer Service Center (CSC)

- ▶ In Design:
  - CA-206611 – Outbound Call Campaign for CalWORKs/CalFresh Redeterminations
    - Reviewing CER for design details

## CalSAWS – California Statewide Automated Welfare System

M&O Weekly Status Report Period: January 2, 2022 – January 15, 2023

Contractor Project Executive: Arnold Malvick

---

### 3.9 Additional Projects

- ▶ California Department of Social Services (CDSS) Report Support
  - Continued working on restructuring Public Assistance CalFresh (PACF) ad hoc query for CDSS Research Automation and Data Division (RADD) Team
  - Continued working on restructuring Social Security Income (SSI) ad hoc query for CDSS RADD Team
  - Continued working on reviewing Placer and Yolo County converted data with CDSS
  - Completed work on SIRFRA 3822 - CalFresh Restaurant Meals Program Eligibility Determination – Due January 11, 2023
  - Completed work on SIRFRA 3825 - Direct Outreach Project for CalFresh Emergency Allotment Ending – Due January 4, 2023
  - Continued working on SIRFRA 3824 - Cases in CalFresh, Case Assistance Program for Immigrants (CAPI), State Supplemental Payment – Social Security Income (SSP-SSI) with Child Support Income – Due January 16, 2023
  - Completed work on SIRFRA 3828 - Automated/Mass Replacement Waiver Data Request - Due January 11, 2023
  - Started work on SIRFRA 3831 - Automated/Mass Replacement Waiver Data Request - Due January 18, 2023
- ▶ Department of Health Care Services (DHCS) Report Support
  - Completed work on SIRFRA 1227 - Public Health Emergency (PHE) Renewal Data Request - Due January 13, 2023
  - Completed work on SIRFRA 1228 – Centers for Medicare Services (CMS) PHE Baseline Report - Due January 13, 2023
  - Completed work on SIRFRA 1226 – Statewide Automated Welfare Services (SAWS) Reporting for Pending Applications - Due January 13, 2023
  - Started work on SIRFRA 1231 - SAWS Pending Applications (PHE Data Dashboard Slides) January 2023 - Due: February 10, 2023
  - Started work on SIRFRA 1232 - PHE Renewal Data Request January 2023 - Due: February 10, 2023

### 3.10 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"> <li>23.01 System Testing complete. Week 7 of 8 completed. 100% pass rate on an 88% target</li> </ul>
4.6 Training	<ul style="list-style-type: none"> <li>Training Production data refresh completed January 6, 2023</li> </ul>

### 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 seven priority releases:
  - The CalSAWS 23.01.04 Minor Release was successfully deployed on January 4, 2023
    - One defect was deployed in the Batch Operations team
  - The CalSAWS 23.01.05 Minor Release was successfully deployed on January 5, 2023
    - Two System Change Requests (SCRs) were deployed in the Client Correspondence and Fiscal teams
  - The CalSAWS 23.01.07 Minor Release was successfully deployed on January 7, 2023
    - Two System Change Requests (SCRs) were deployed in the Eligibility and Fiscal teams
  - The CalSAWS 23.01.08 Minor Release was successfully deployed on January 8, 2023
    - One System Change Requests (SCRs) was deployed in the Database Administration (DBA) team
  - The CalSAWS 23.01.09 Minor Release was successfully deployed on January 9, 2023
    - One defect was deployed in the Technical Architecture team
  - The CalSAWS 23.01.12 Minor Release was successfully deployed on January 12, 2023
    - Seven defects were deployed in the areas of the Analytics, BenefitsCal, Online and Reports teams
    - Two System Change Requests (SCRs) were deployed in the Batch Interfaces and Online teams
  - The CalSAWS 23.01.13 Minor Release was successfully deployed on January 13, 2023
    - One defect was deployed in the area of Reports team
    - One System Change Request (SCR) was deployed in the Batch/Interfaces team

**CalSAWS – California Statewide Automated Welfare System**

M&O Weekly Status Report Period: January 2, 2022 – January 15, 2023

Contractor Project Executive: Arnold Malvick

**Table 4.2-1 – CalSAWS Upcoming Release**

Release	Summary
23.01.16	<ul style="list-style-type: none"> <li>▶ Electronic Benefit Transfer (EBT) accounts and cards are not in sync with FIS from the outage on December 20, 2022, to December 21, 2022</li> <li>▶ Update File Transfer Protocol (FTP) Password for Interfaces - (QCIS, IEVS, CDSS, and CalOAR) Jan 2023</li> </ul>
23.01.18	<ul style="list-style-type: none"> <li>▶ Enhance Automated Regression Test (ART) Suite to Assess Accessibility</li> <li>▶ Automated Regression Test - Execution and Maintenance - 22.11 Release Cycle</li> </ul>
23.01.19	<ul style="list-style-type: none"> <li>▶ Additional Lists for 2023 Social Security Administration (SSA) Cost of Living Adjustments (COLA)</li> <li>▶ DDID 2718 Functional Design Sessions (FDS) Contact Service Center (CSC): Task for Cancelling an Appointment in Outbound Interactive Voice Response (IVR)</li> <li>▶ DDID 2701, 2706 FDS CSC: Voice Authentication: All Languages</li> <li>▶ DDID 2219, 2716, 2717, 2728, 2258 FDS CSC: CalSAWS Outbound IVR</li> </ul>
23.01.20	<ul style="list-style-type: none"> <li>▶ DDID 1790: CalWIN Migration Phase-2 Batch Performance Test Execution &amp; Support System Change Request (SCR)</li> <li>▶ Design of Release of Information for Community Based Organizations (CBOs)</li> </ul>
23.01	<ul style="list-style-type: none"> <li>▶ Total System Change Requests (SCRs): 66 approved</li> <li>▶ Release Webcast date: Jan 10 2023</li> </ul>
23.01.24	<ul style="list-style-type: none"> <li>▶ 1099 Interface and Reconciliation Reports</li> </ul>
23.01.26	<ul style="list-style-type: none"> <li>▶ DCR for County Office for Office Detail/Office Mapping Wave 2 Counties</li> <li>▶ Update the County Holiday Calendar for 2023</li> <li>▶ CalFRESH 502 Mass Mailer via Batch</li> <li>▶ Add CalFRESH 502 to Template Repository</li> <li>▶ Self-Service Portal - Support Requests</li> </ul>
23.02	<ul style="list-style-type: none"> <li>▶ Total System Change Requests (SCRs): 7 approved</li> <li>▶ Release Webcast date: TBD</li> </ul>
23.03	<ul style="list-style-type: none"> <li>▶ Total System Change Requests (SCRs): 62 approved</li> <li>▶ Release Webcast date: TBD</li> </ul>

### 4.3 Application Development Status

- ▶ Continued design on:
  - CA-202054 - ACL-18-07 Suspend/Discontinue/Reinstate for Cash Assistance Program for Immigrant (CAPI) case
  - CA-205388 - Update the CAPI Change Notice of Actions (NOAs) per newest state version of NA 692
  - CA-208537 - ACIN I-25-19 Treatment on In-Kind Support and Maintenance in the Cash Assistance Program for Immigrants (CAPI)
  - CA-208423 - to Updated Medi-Cal Income and Deductions Chart
  - CA-214024 - Add Common NOA Fragments for Threshold Generation - Medi-Cal
  - CA-216862 - Add Threshold languages for All County Letter (ACL) 11-80 - CalWORKs New & Revised Overpayment Notice of Action Messages
  - CA-221914 - Add Threshold languages for the Revised Notices & Forms per ACL 19-76EII
  - CA-222827 - ACL 20-132 CalFresh Eligible Rules and Reporting on Substantial Lottery or Gambling Winnings
  - CA-232056 - to Prevent Benefit Reduction Without 10-Day Notice for late SAR 7 and CalWORKs RD, Allow CalFresh Benefit Reduction
  - CA-232609 - Restart TNB Recertifications
  - CA-233168 - ACL 21-137/ACL 21-137E Guaranteed Income Pilot Program
  - CA-237040 - ACL 21-140 - Changes in CalWORKs Pregnancy Verification and End the PSN Payment when Result with No Live Birth
  - CA-241311 - Add Missing Translations for CalFRESH 377.7A
  - CA-243684 - CAPI Sponsor Deeming Income and Resources Requirements
  - CA-246136 - Expand the Child Care Administrator Portal to work for other Providers/Community Based Organizations (CBO's) to display information other Referrals/Needs
  - CA-246157 - Update CF 377.1 NOAs to latest CDSS version
  - CA-246212 - Add Threshold Languages for the CF 377.1A (08/21)
  - CA-246484 - Creation of Banked Caseload Capability
  - CA-246603 - Update GEN 102 To Current Version (1/22)
  - CA-248361 - Add Threshold Languages for CF 285A
  - CA-249684 - Add CAPI Split Payment Functionality for Reimbursing GA/GR Benefits to Another County
  - CA-251562 - Adult Expansion for Medi-Cal
  - CA-253124 - Validate E-mail Addresses Added into CalSAWS
  - CA-253604 - Task Management: Update Dashboard for Task Management - Part 1
  - CA-253787 - Update Batch Schedule and Reports Calendar for 2023
  - CA-48379 - Update AAP3 Form Generation
  - CA-245109 - Turn on Batch Jobs for Medi-Cal Continuous Coverage Unwinding
  - CA-245148 - Lists for Resuming Normal Business Operations for Continuous Coverage Unwinding
  - CA-255195 - Begin Medi-Cal Continuous Coverage Unwinding
  - CA-250288 - Advance the Medi-Cal RE Due date for Individuals Aged or will Age out of YAE



## CalSAWS – California Statewide Automated Welfare System

M&O Weekly Status Report Period: January 2, 2022 – January 15, 2023

Contractor Project Executive: Arnold Malvick

---

- ▶ Continued build on:
  - Build for priority releases and 23.03 approved System Change Requests (SCRs)

### 4.4 Release Management

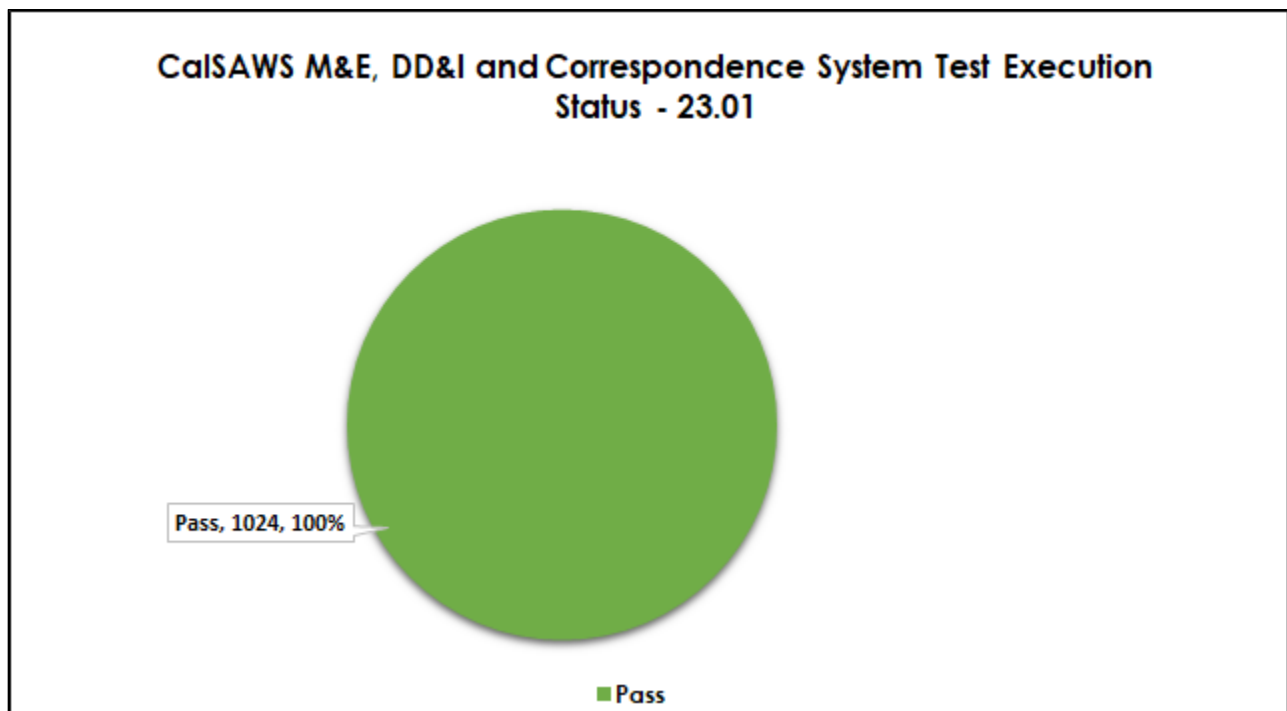
#### 4.4.1 Release Test Summary

- ▶ Completed 23.01 test execution

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

Pass Rate Target as of January 13, 2022	<b>88%</b>
Pass Rate Actual as of January 13, 2022	<b>100%</b>
System Test Complete Date: January 16, 2023	

**Figure 4.4.1-1 – CalSAWS M&E, DD&I and Correspondence System Test Execution Status – 23.01**



#### 4.4.2 Automated Regression Test (ART) Coverage

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

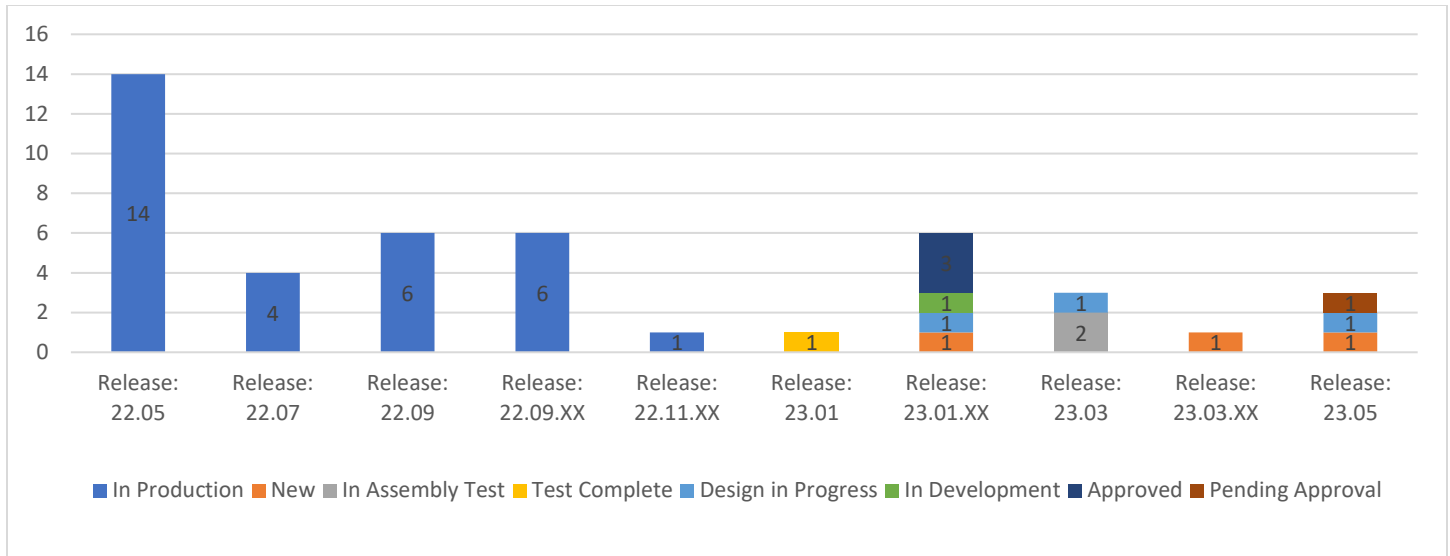
Production Transactions				ART Coverage by Production Volume	
Tier	Distinct	Volume	Percent Volume	Distinct	Percent Coverage
1	15	96,448,341	46.50%	14	98.07%
2	104	69,265,926	33.39%	98	94.76%
3	122	20,896,942	10.07%	110	91.78%
4	499	17,756,565	8.56%	279	64.50%
5	2781	3,050,706	1.47%	481	30.26%

**Note:** Transaction volume and coverage metrics are based on CalSAWS monthly Production performance data and Automated Regression Test (ART) coverage data as of December 31, 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 663 end-to-end Automated Regression Test (ART) scripts

#### 4.5 General Assistance/ General Relief (GA/GR)

- ▶ General:
  - Discussed the General Assistance/General Relief (GA/GR) Correspondence web service design and web service clarifications on January 4, 2023, and January 11, 2023
  - System Change Requests (SCRs) in Design Phase
    - CA-220018 CalWIN GA GR Solution Changes - Wave 3
    - CA-247003 GA/GR Auto Sol (GR), GA Managed (GM) and CAPI Recoverable Account Changes
    - CA-249684 Add Cash Assistance Program for Immigrant (CAPI) Split Payment Functionality for Reimbursing GA/GR Benefits to Another County
    - CA-254744 Update Benefit amount calculation for Santa Clara County
  - SCRs in Development Phase
    - CA-252089 Synchronization of CalSAWS and GA/GR Correspondence service databases (Wave 2)
    - CA-254289 Update Benefit amount calculation for Tulare County
    - CA-254290 Update Benefit amount calculation for Contra Costa County
    - CA-249518 Genericize the naming of the GA/GR status reason 'CalWORKs (CW) Time Limit >= 48'
    - CA-249961 Update the GAGR income multiplier for all CalWIN Counties Except Alameda, San Diego, and San Mateo Counties
  - Defects released to Production
    - CA-243017 (23.01.10) CalWIN - Con9 - Converted GAGR EDBC summary page missing aid code, claiming

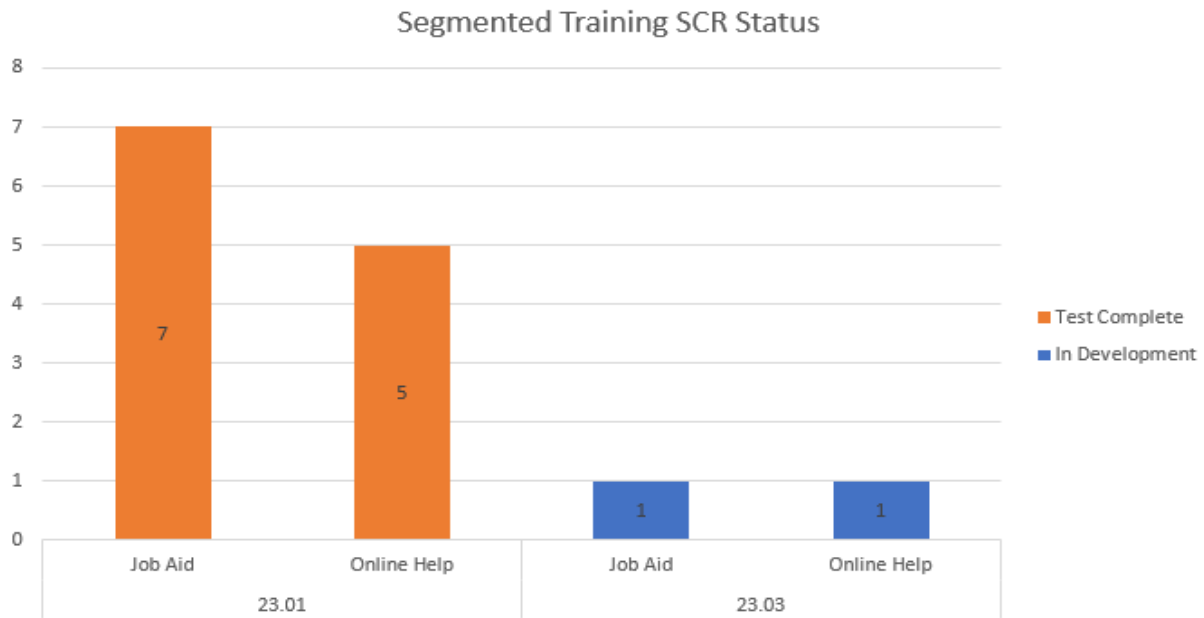
Figure 4.5.-1 – GA/GR SCRs



#### 4.6 Training Materials Update

- ▶ 23.01 Online Help (OLH) System Change Requests (SCRs):
  - Test Complete: 10
- ▶ 23.03 Online Help (OLH SCRs):
  - In Development: 2
- ▶ 23.01.20 Priority Release Web Based Training (WBT and Functional Presentations (CFPs) SCRs):
  - Approved: 1 (may be rejected)
  - In Development: 2
  - In Assembly Test: 4
  - System Test: 4
  - Test Completed: 12
  - Rejected: 1
- ▶ 23.02.XX (tentative 23.02.24)
  - New: 9
- ▶ 23.03.17 Priority Release Web Based Training (WBT and Functional Presentations (CFPs) SCRs):
  - New: 6
- ▶ Training Environments
  - Continued to work cross-team to troubleshoot CalSAWS Training Staging and Training Production environment tickets

**Figure 4.6-1 – Bi-Weekly Training SCR Status Report**



**Table 4.6-1 – Upcoming Training Activities**

Training Activity	Date
Training Production Environment Refresh (CHG0038374)	Weekend of January 6, 2023, COMPLETED
Creation of Wave 2 Training Staging and Training Production Logins	January 19 through January 21, 2023, SCHEDULED

**4.7 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