CALSAWS M&O BI-WEEKLY STATUS REPORT

Reporting Period: January 16, 2022 – January 29, 2023

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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	🟡	► CalSAWS Users experienced issues accessing CalSAWS and associated systems on January 20, 2023, from 10:20 a.m. to 11:45 a.m.
Defects	🟢	► There are 99 active Production defects
Incidents		► CALSAWS BROADCAST: The San Bernardino County Daily Warrant Print file for January 9, 2023, was received on January 10, 2023, and had been incorrectly processed in CalSAWS. As of 12:10 p.m. on January 20, 2023, this issue was resolved with the fix for defect CA-255380. San Bernardino County warrant payments for the impacted file were claimed and reports were generated. PRB0045143 ► 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. The TPx technician reached the site by 4:00 p.m. on January 10, 2023, to troubleshoot the issue. The cause of the issue was identified as a faulty battery backup device at the site. As of the morning on January 11, 2023, the faulty battery backup device had been replaced and network devices had been turned on; however, Users were still unable to access internet at this site. As of 1:25 p.m. on January 17, 2023, access to CalSAWS from the impacted site was still unavailable due to a County internet connectivity issue. As of 10:31 a.m. on January 19, 2023, this issue was resolved. PRB0045095 ► 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. As of 11:50 a.m. on January 17, 2023, the issue was resolved. PRB0045101 ► CALSAWS BROADCAST: Starting at 9:00 p.m. on January 19, 2023, Shasta County Users were not able to log into the Enhanced Call Control Panel (eCCP). As of 7:35 a.m. on January 20, 2023, this issue was resolved. Impacted Shasta County users were able to access the Enhanced Call Control Panel (eCCP) for Contact Center Agents. PRB0045151

Topic	CalSAWS System	Highlights
		► CALSAWS BROADCAST: Starting at 2:40 p.m. on January 19, 2023, Kern County Users at the 115 Central Valley Hwy, Shafter site were not able to access CalSAWS and associated systems due to a Kern County request to power down network devices to avoid water damage. The CalSAWS Project team is actively monitoring updates from the local contact at the site and will provide an update when the issue is resolved. PRB0045145 ► CALSAWS BROADCAST: Starting at 7:00 a.m. on January 20, 2023, two dashboards were delayed in Production. As of 9:15 a.m. on January 20, 2023, this issue was resolved. PRB0045149 ► CALSAWS BROADCAST: Starting at 10:20 a.m. on January 20, 2023, Users were experiencing issues accessing CalSAWS, BenefitsCal, Online CalWorks Appraisal Tool (OCAT), and associated systems. As of 11:45 a.m. on January 20, 2023, Users were able to access CalSAWS, BenefitsCal, and associated systems. The team had temporarily paused updates of security profile changes associated with analytics reports and dashboards in the CalSAWS core application only. PRB0045155 ► CALSAWS BROADCAST: Starting at 7:48 a.m. on January 23, 2023, Los Angeles County Users were experiencing "500 error message" when using the lobby devices and reception login. As of 9:45 a.m. on January 23, 2023, this issue was resolved. PRB0045166 ► CALSAWS BROADCAST: Starting at 7:24 a.m. on January 24, 2023, Riverside County Users at the 48113 Jackson Street, Indio site were not able to access CalSAWS and associated systems due to a power outage. As of 9:49 a.m. on January 24, 2023, the power issue was resolved. PRB0045174 ► CALSAWS BROADCAST: Starting at 10:00 a.m. on January 26, 2023, Riverside County Users at the 901 E Ramsay St, Banning site were not able to access CalSAWS and associated systems due to a power outage. As of 10:38 a.m. on January 26, 2023, this issue was resolved. PRB0045200 ► CALSAWS BROADCAST: Starting at 8:50 a.m. on January 26, 2023, Riverside County Users at the 63 S 4th St, Banning site were not able to access CalSAWS and associated systems due to a power outage. As of 8:45 a.m. on January 27, 2023, this issue was resolved. PRB0045197 ► CALSAWS BROADCAST: Starting at 8:57 a.m. on January 27, 2023, Users were encountering an error (UEID) when attempting to link e-application to a case in CalSAWS. The fix for this issue was deployed between 12:30 p.m. - 1:00 p.m. on January 27, 2023. During this time, Users may have been

Topic	CalSAWS System	Highlights
		automatically logged out of the system and needed to log back into CalSAWS. As of 1:00 p.m. on January 27, 2023, this issue was resolved with the deployment of Defect CA-255782 to CalSAWS Production. PRB0045208

Legend	
🟢	On Track
🟡	At Risk
🔴	Not on track/Monitor

1.2 Highlights from the Reporting Period

► The CalSAWS team successfully deployed CalSAWS minor releases: 23.01.17, 23.01.19, 23.01.20, 23.01.24, and 23.01.25
► The CalSAWS team successfully deployed CalSAWS major release 23.01
► Planned Outages:
   o Scheduled CalSAWS Outages:
      ▪ CalSAWS Production Maintenance:
         • On January 29, 2023, from 3:00 p.m. to 11:59 p.m., the CalSAWS application was unavailable for Users. Users were redirected to a "Read-Only" version of the CalSAWS application
         • On January 20, 2023, at 10:00 p.m. until January 21, 2023, at 1:00 a.m., Users were unable to login to the CalSAWS application. The "Read Only" version of the CalSAWS application was not available for Users
         • On January 22, 2023, from 6:00 a.m. to 3:00 p.m., the CalSAWS application was unavailable for Users. Users were redirected to a "Read-Only" version of the CalSAWS application
      ▪ CalSAWS Learning Management System (LMS) Maintenance:
         • On January 27, 2023, from 7:00 p.m. to 9:00 p.m., Users were unable to access the CalSAWS Learning Management System (LMS)
   o External System Outages:
      ▪ BenefitsCal Maintenance/Limited Access:
         • On January 26, 2023, from 8:00 p.m. to 9:30 p.m., the BenefitsCal application was unavailable
         • On January 29, 2023, from 3:00 p.m. to 11:59 p.m., BenefitsCal was still available for participants but the transactions from BenefitsCal were queued and released for processing upon completion of maintenance activities. Electronic Benefits Transfer (EBT) balance and case information was not available to view 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 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 view from BenefitsCal. E-applications submitted from BenefitsCal were routed to the office selected by the participant instead of the default County office

- On January 22, 2023, from 6:00 a.m. to 3:00 p.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 were not available to view from BenefitsCal. E-applications submitted from BenefitsCal were 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., Users were unable to login to OCAT application
- Ad hoc Reporting Database Maintenance:
  - On Sunday, January 29, 2023, from 8:00 a.m. to 2:00 p.m., the Adhoc Reporting Database was unavailable for Apex, Endpoint Detection Response (EDR), and Ad hoc reports 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	🟢	• Final Deliverables (FDELs) for 13.0 County Site Plans, Wave 4 Counties, were completed as of January 25, 2023

[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	• No updates for the reporting period

► 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
- o Held discussions with Deliverable Owners, Reviewers, and Consortium on close out of Wave 4 Counties as part of 13.0 County Site Plans
- o Continued working on Wave 5 and Wave 6 Draft Deliverables (DDEL) as part of 13.0 County Site Plans
► Continued performing contract management activities:
- o Change Notice No. 25 (February JPA) is in development and content is TBD
- o 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
- 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

2.3 CRFI/CIT Communications Status

► The following table outlines CalSAWS Information Transmittals (CITs) for the reporting period ending January 29, 2023

Table 2.3-1 – CITs

CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0017-23	Defect CA-253487-Benefits Skip with Reason of "Incorrect authorized amount on the authorization record" For Wave 1 counties	Informational	January 18, 2023	Claudia Pinto	N/A
0018-23	CA-253221 Additional Lists for 2023 SSA COLA Data Changes	Informational	January 23, 2023	Maggie Orozco-Vega, Caroline Bui, Sarah Rich, Ignacio Lázaro, and Adelaide Mendoza	Nina Butler, Laura Ould, Caroline Bui, Dennis Kong, and Committee of CalWORKs CalFresh Facilitator
0019-23	SCR CA-254865 EBT Accounts and cards are not in sync with FIS from the outage on 12/20 - 12/21	Informational	January 24, 2023	Claudia Pinto	N/A
0021-23	Interim Process for eICT Homeless Permanent Processing	Informational	January 25, 2023	Sarah Cox	Committee of CalWORKs CalFresh Facilitator

► The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending January 29, 2023

Table 2.3-2 – CRFIs

CRFI ID	Subject	Distribution Date	Status	Response Due Date	CalSAWS Contact
22-116	CalWIN Wave 2 Pre-Migration Regression Testing	December 5, 2022	Closed	January 16, 2023	Lloyd Rankine
23-003	CalWIN Readiness Prerequisites for IPT	January 6, 2023	Open	February 3, 2023	Melanie Gines, and Lloyd Rankine
23-005	Request for Counties to Identify Point of Contact for CBO Support	January 9, 2023	Open	February 3, 2023	Carrie White
23-013	Opt-In or Opt-Out of Batch for Foster Care Clothing Allowance Batch	January 26, 2023	Open	February 8, 2023	Sheryl Eppler
23-018	Wave 2 - Request for Counties to Identify Point of Contact for CBO Support	January 27, 2023	Open	February 10, 2023	Carrie White

Table 2.3-3 – Overdue CRFIs

► The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending January 29, 2023

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

2.4 SCIRFRA/SCERFRA/SIRFRA/SARRA Information

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

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

Status	Total
New	1
Done	1
Assigned	16
Completed	798
Duplicate	17
In Review	2

Status	Total
Withdrawn	28
Total	**863**

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	
CWDA	CWDA – CCPU Information Request	Assigned	January 13, 2023	No response	
SIRFRA 3831	3831 – Automated/Mass Replacement Waiver Data Request	Completed	January 18, 2023	January 18, 2023	
SIRFRA 3824	3824 – Cases in CalFresh, CAPI, SSP-SSI with Child Support Income	Completed	January 18, 2023	January 31, 2023	
SCERFRA 23-501	23-501 – New CF 485 – ESAP Application	Completed	January 19, 2023	January 19, 2023	
SIRFRA 3826	3826 - Eligibility Determination and Benefits Calculation Batch Sweep Job	Completed	January 20, 2023	January 20, 2023	
SIRFRA 3715	3715 – Unrelated Adult Males	Completed	January 21, 2023	January 24, 2023	
SIRFRA 1230	1230 – Annual RV Tax Filer Info	Completed	January 24, 2023	January 31, 2023	
SIRFRA 3830	3830 – OCAT Appraisals and Recommendations	Completed	January 25, 2023	January 19, 2023	
SIRFRA 1213	1213 – Save File Layout v37.1 Updates	Completed	January 27, 2023	January 30, 2023	
SCERFRA 23-504	504 – CalFRESH ARPA FFY 2023 Investments	Assigned	January 27, 2023	No response	
SCERFA 22-564	22-564 - CalFresh/CalWORKs Recertification Packets	Assigned	January 31, 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 3832	3832 - CalFresh Rebase Population Information Request	Assigned	February 2, 2023	No response	
SIRFRA 1229	1229 - CMS State Report - Prioritizing and Distribution Renewals	Assigned	February 6, 2023	No response	
SIRFRA 1189	1189 -SAWS Policy Guidance RE PHE	Assigned	February 7, 2023	No response	

ID	Description	Status	Due Date	Response Received Date	Notes
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	
SIRFRA 1235	1235 - Updated Renewals Master Request Template and Aid Code List v2.5	Assigned	February 10, 2023	No response	
SIRFRA 1236	1236 - CMSPI Aid Code Update	Assigned	February 10, 2023	No response	
SCERFRA TBD	TBD Family Reunification AB 135	Assigned	February 10, 2023	No response	
SCERFRA 23-505	23-505 - Provider Determination Notice	Assigned	February 13, 2023	No response	
SIRFRA 1233	1233 - End of Continuous Requirement Renewal Data Request - RE Month June 2023	Assigned	April 14, 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 is 99.1%
3.5.1 ForgeRock	• The next ForgeRock Production release is tentatively scheduled for the end of February 2023 and is targeted to have the ServiceNow integration in that release with a successful User Acceptance Test (UAT)

3.1.1 Service Management

3.1.2 Overview

- o Facilitated Optional Wave 2 Support Line for CalSAWS ServiceNow January 17, 2023, through January 27, 2023, from 9:00 a.m. – 12 :00 p.m.
- o Scheduled CHG0038777 for adding CalSAWS Training Staging Access Request as a new catalog item as well as updating the EDR (enhanced data reporting) request attachment
- o Implemented CHG0038568 for updates to TPX inbound action on January 26, 2023
- o Implemented CHG0038612 for categories configurable to allow auto escalation/routing, POA&M (Plan of Action & Milestones) Notification Updates, and LMS (Learning Management System) Request updates on January 19, 2023

3.1.3 CalSAWS Help Desk Metrics

Figures 3.1.3-1 and 3.1.3-2 – CalSAWS ServiceNow Cases per Week
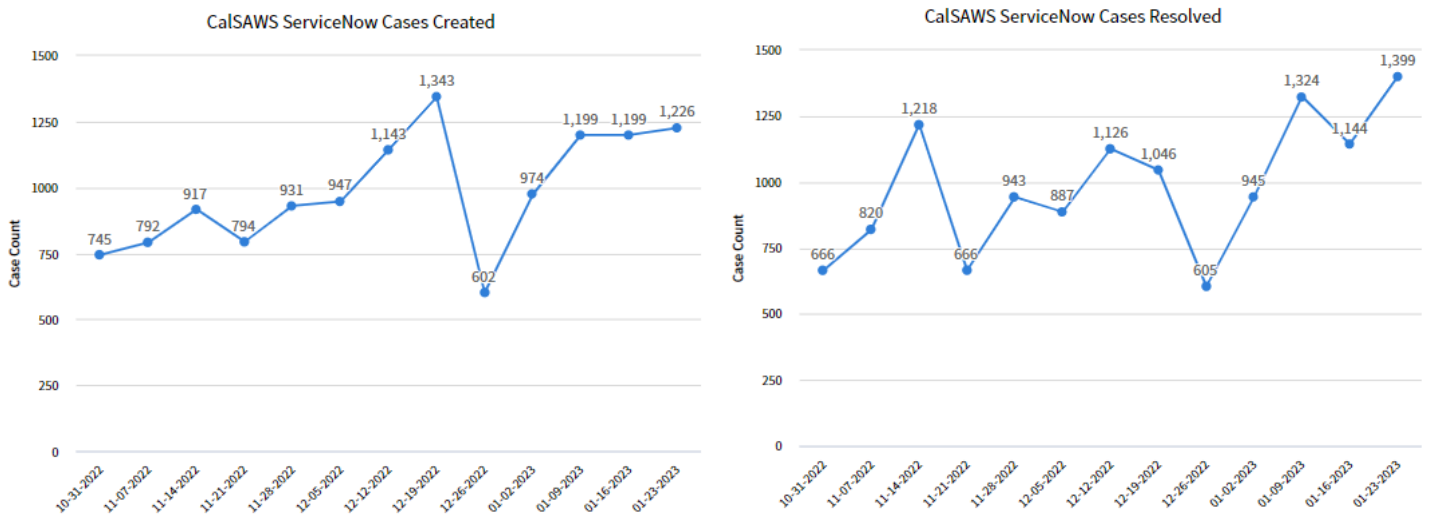
Note: The graphs represent the ServiceNow cases associated to all 42 Counties. Cases represent the first level of ticketing that enters the ServiceNow system. The dates in x-axis represent the start of a week

- ▶ Created 2,425 cases of which 239 are cases created from CalWIN Wave 1 Counties:
  - o Placer County: 45
  - o Yolo County: 194
- ▶ Resolved 2,544 cases of which 239 are cases resolved from CalWIN Wave 1 Counties:
  - o Placer County: 39
  - o Yolo County: 200

Figures 3.1.3-3 and 3.1.3-4 – CalSAWS ServiceNow Incidents
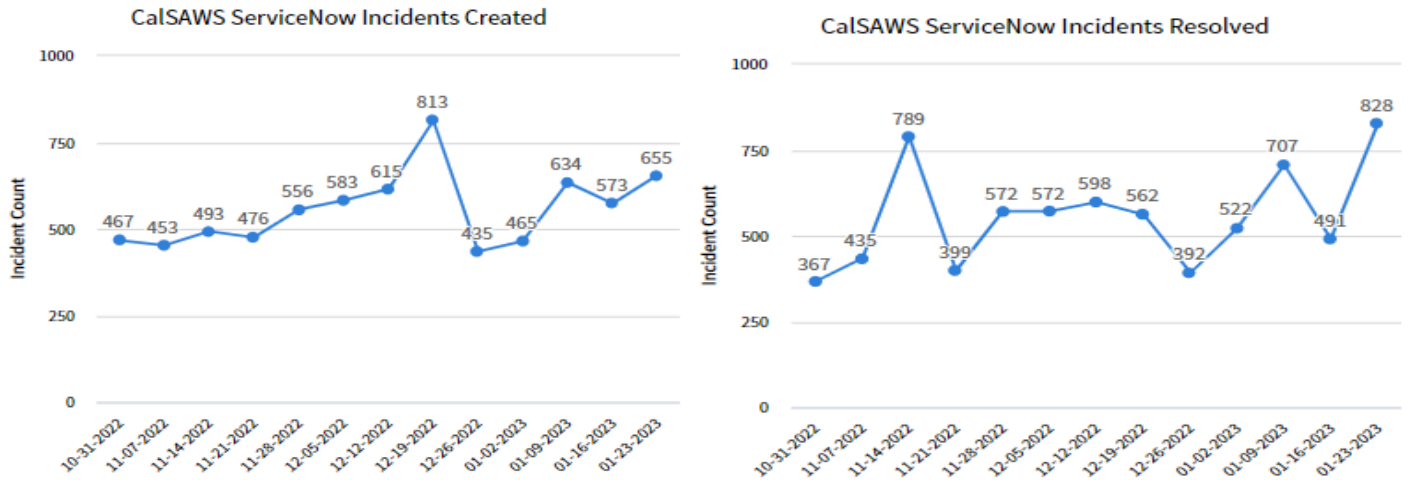
Note: The graphs represent the ServiceNow Incidents associated to all 42 Counties. Incidents are escalations derived from case attempts to triage the issue. The dates in x-axis represent the start of a week

- ► Created 1,229 incidents of which 80 are incidents created from CalWIN Wave 1 Counties:
    - o Placer County: 44
    - o Yolo County: 36
- ► Resolved 1,319 incidents of which 73 are incidents resolved from CalWIN Wave 1 Counties:
    - o Placer County: 38
    - o Yolo County: 35

Figures 3.1.3-5 and 3.1.3-6 – CalSAWS ServiceNow Problems
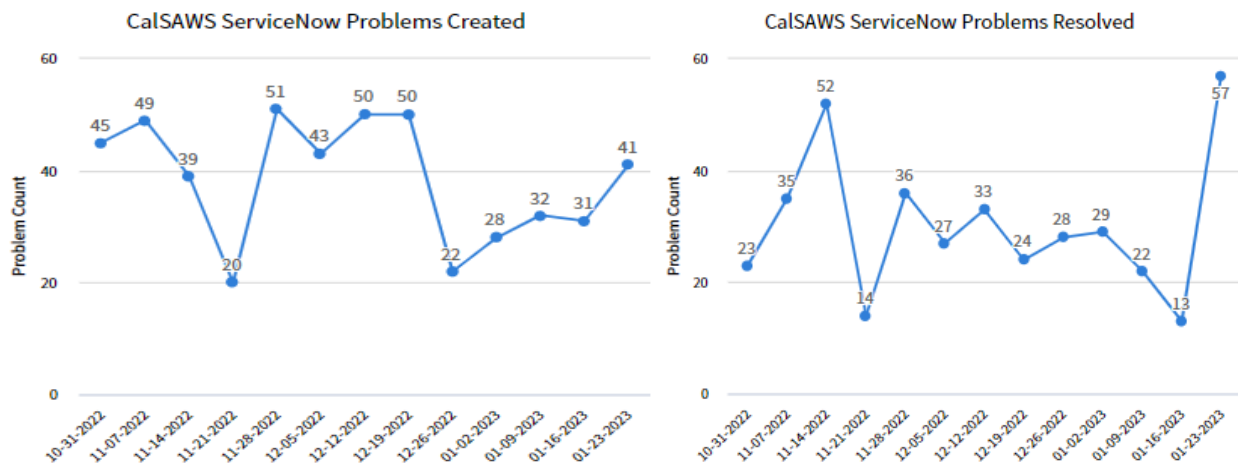
Note: The graph represents the ServiceNow problems associated to 42 Counties. Problems represent issues that can have a many to one relationship with incidents and the final step in escalation. The dates in x-axis represent the start of a week

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	26	46	11	2	6	6	24	10	131
In progress	7	111	46	22	22	46	82	74	410
On hold	1	38	60	69	137	175	351	656	1,487
Resolved	5	268	342	264	257	73	104	99	1,412
Closed	4	1	3	15,071	35,285	8,838	5,481	854	65,537
Problem in diagnosis	0	0	0	0	1	0	1	1	3
Total	43	464	462	15,428	35,708	9,138	6,043	1,694	68,980

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

Legend:
- How To - Steps... = 1,264 (25.12%)
- Defect Fixed = 829 (16.47%)
- Not a System E... = 746 (14.83%)
- Outage / Perfo... = 528 (10.49%)
- Multiple Outre... = 445 (8.84%)
- Customer Confi... = 322 (6.4%)
- Duplicates = 234 (4.65%)
- SCR Implemente... = 164 (3.26%)
- Unable to Recr... = 161 (3.2%)
- Solved (Perman... = 145 (2.88%)
- Customer Reque... = 91 (1.81%)
- Additional Inf... = 59 (1.17%)
- Service Reques... = 26 (0.52%)
- CalHEERS Issue... = 6 (0.12%)
- Password Reset = 6 (0.12%)
- OCAT Issue Ide... = 5 (0.1%)
- Other = 1 (0.02%)
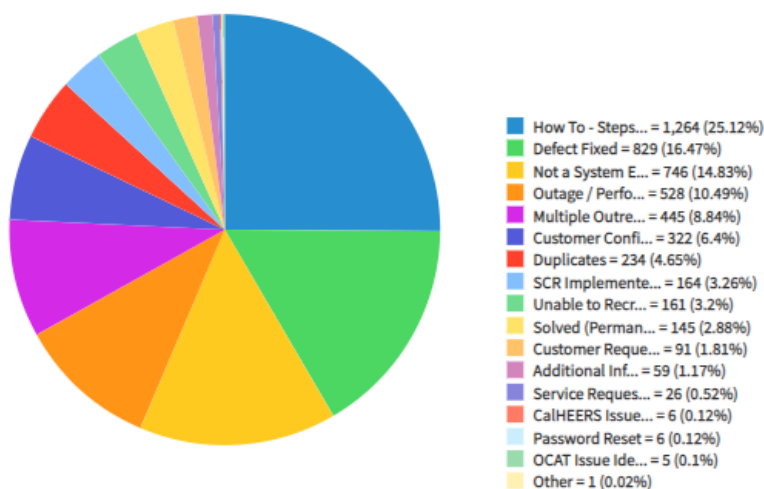
Resolution code	Incident Count	Percentage of Incidents
How To - Steps to Proceed Provided	1,264	25.12%
Defect Fixed	829	16.47%
Not a System Error - With Explanation	746	14.83%
Outage / Performance Degradation	528	10.49%
Multiple Outreach Attempts – No Response	445	8.84%
Customer Confirmed Issue is Resolved	322	6.4%
Duplicates	234	4.65%
SCR Implemented	164	3.26%
Unable to Recreate Issue	161	3.2%
Solved (Permanently)	145	2.88%
Customer Requested Closure	91	1.81%
Additional Information Needed	59	1.17%
Service Request Created - With Request Number	26	0.52%
CalHEERS Issue Resolved	6	0.12%
Password Reset	6	0.12%
OCAT Issue Identified	5	0.1%
Other	1	0.02%
Total	**5,032**	**100%**

## 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

CalSAWS Incidents by Category

- BenefitsCal > ... = 225 (5.23%)
- CalSAWS Applic... = 179 (4.16%)
- CalSAWS Applic... = 172 (4%)
- CalSAWS Applic... = 147 (3.42%)
- CalSAWS Applic... = 143 (3.32%)
- BenefitsCal > ... = 124 (2.88%)
- CalSAWS Applic... = 120 (2.79%)
- Contact Center... = 113 (2.63%)
- Imaging > Othe... = 106 (2.46%)
- CalSAWS Applic... = 90 (2.09%)
- BenefitsCal > ... = 89 (2.07%)
- Imaging > Unab... = 88 (2.05%)
- Other = 2,706 (62.9%)
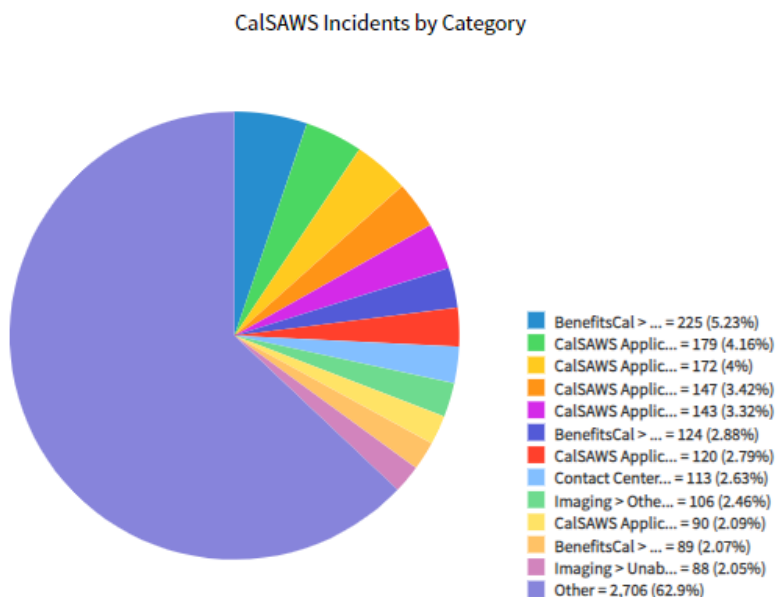
Category	Incident Count	Percentage of Incidents
BenefitsCal > Access Issue > Customer	225	5.23%
CalSAWS Application/Related Systems > Production > Benefits Issuance/Recovery > EBT Card	179	4.16%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Incorrect Eligibility Results	172	4%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Other	147	3.42%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > Other	143	3.32%
BenefitsCal > Document Upload	124	2.88%
CalSAWS Application/Related Systems > Production > Eligibility Determination	120	2.79%
Contact Center/IVR > CCP	113	2.63%
Imaging > Other	106	2.46%
CalSAWS Application/Related Systems > Production > Benefits Issuance/Recovery > Other	90	2.09%
BenefitsCal > Case Link Request	89	2.07%
Imaging > Unable to View Images	88	2.05%
Other	2,706	62.9%
Total	**4,302**	**100%**

Figure 3.1.3-9 – CalSAWS ServiceNow Cases Created for Remote Maintenance
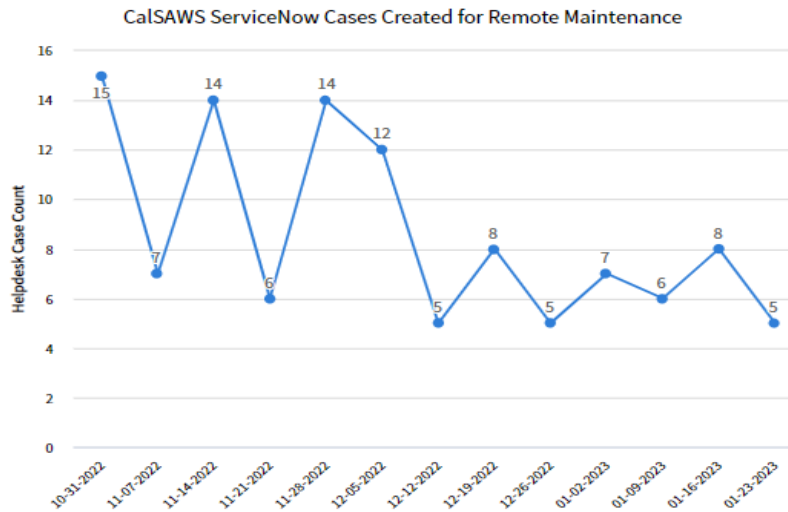
► The Monthly Level 3 Helpdesk Diagnosis Service Level Agreement (SLA) graph below represents the Level 3 Helpdesk compliance metric for closed incidents. The compliance for January (MTD) is 99.1%

Figure 3.1.3-10 – CalSAWS Accenture Monthly Level 3 Helpdesk Diagnosis Service Level Agreement (SLA) Compliance
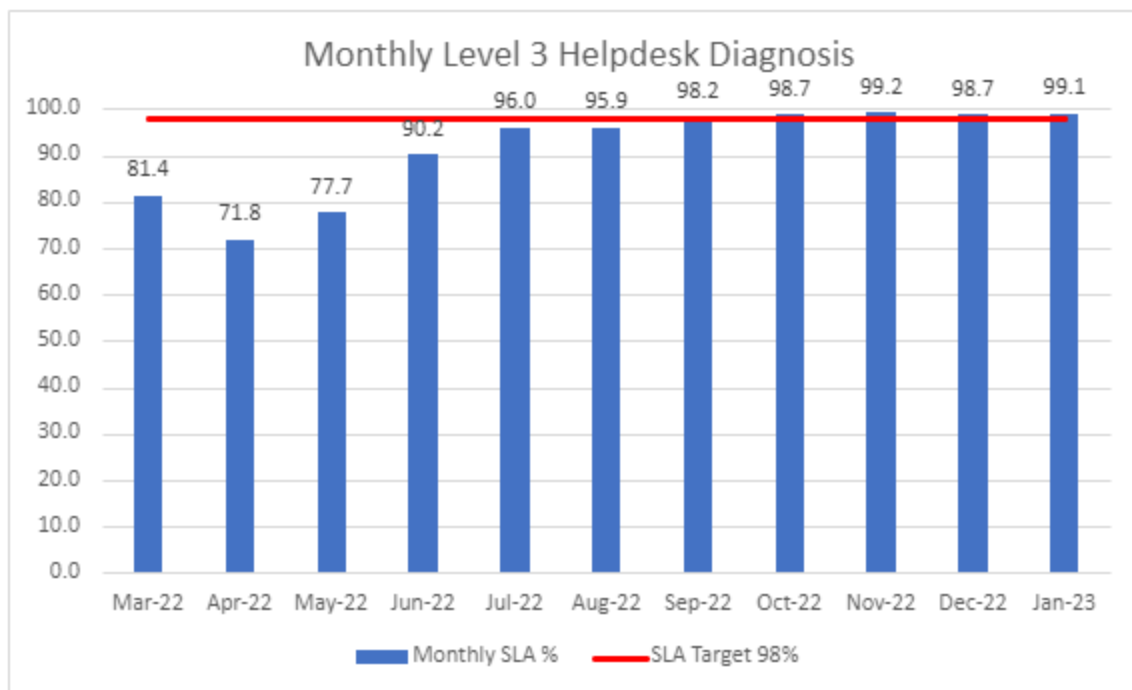
► The graph below represents the number of incidents that missed the Service Level Agreement (SLA) in each month. 17 incidents missed the SLA in January (MTD)

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

Incidents that have missed the SLA in their respective month
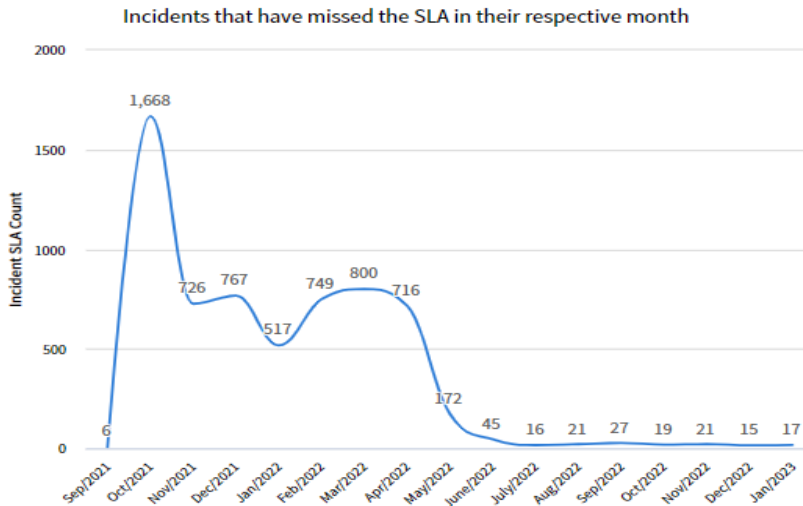
► The graph below represents the number of closed incidents that missed the Service Level Agreement (SLA) in each month. When an incident is resolved, the SLA is paused, which allows users to reopen if needed. After 15 calendar days, an incident will automatically close, and the SLA is complete. 16 closed 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

Incidents that have missed the SLA and are reported in the month the incidents are closed
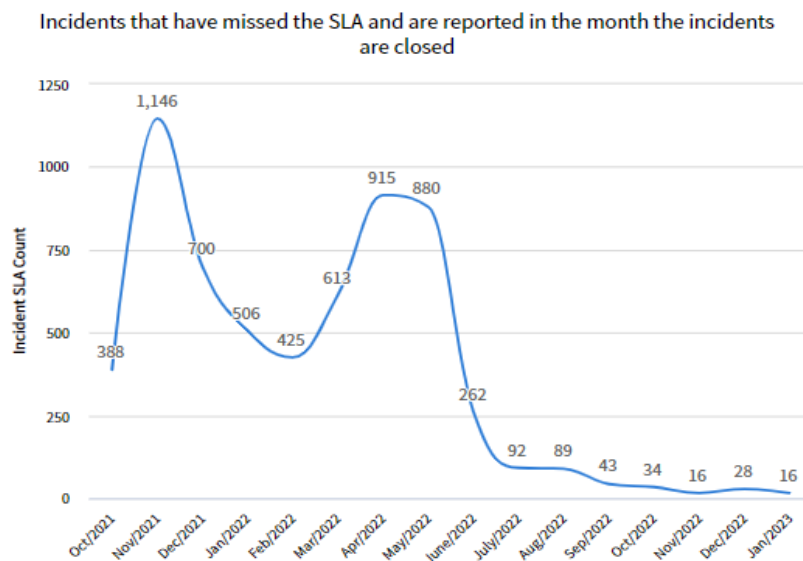
3.2   Technology Operations

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

► Network Management and Monitoring – Automated Alerting
  o 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
  o 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
February 1 - 3, 2023	Install and Configure Splunk Universal Forwarders on Equinix Proxy Servers (SV1 and LA3) (Planned Change)
February 1, 2023	AppStream Production Fleet Resizing Part 2 (Planned Change)
February 2, 2023	Scale up CON15 EC2 (Elastic Compute Cloud), CON17 EC2, CalWIN standby EC2 and storage (Planned Change)
February 2 - 11, 2023	Mock 3B CalWIN Cutover Exercise (Planned Change)
February 3 - 4, 2023	ForgeRock Security Production Release 23.02.03 (Planned Change)
February 11, 2023	Refresh of ADFRT001 (Impact to VPN connectivity)

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 met the Service Level Agreement (SLA)'s within the reporting period.

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
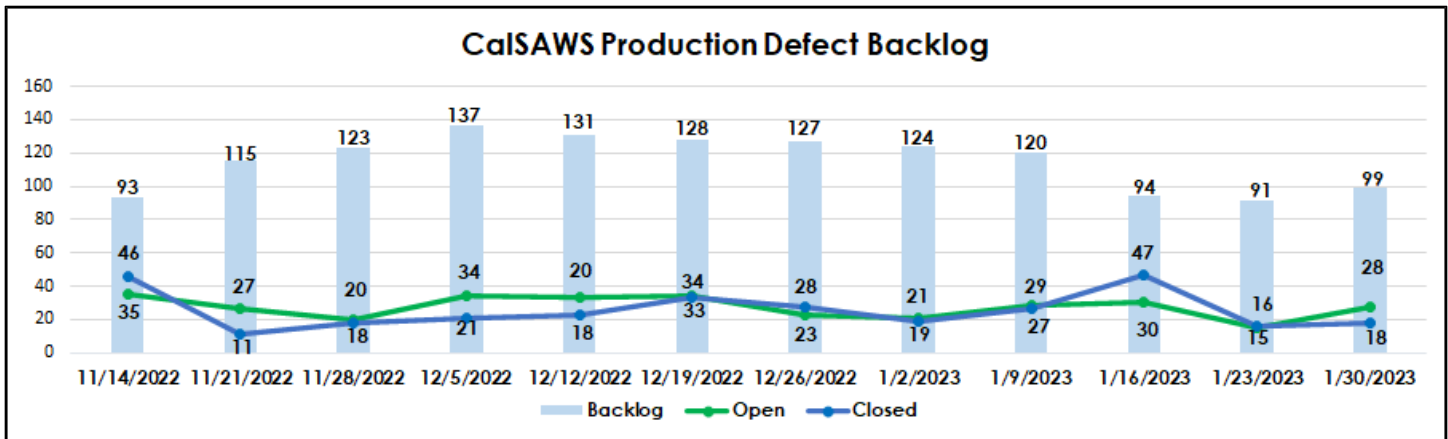
3.3.1   Release Schedule Production Defect Fix

► 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

Table 3.3.1-1 – Production Defect Fix – Release Schedule

CalSAWS Production Defect Count by Release										
Count of Defects	**Release**									
Severity	**23.01**	**23.02**	**23.03**	**23.05**	**23.06**	**23.07**	**23.09**	**24.03**	**TBD**	**Grand Total**
2-Normal/Medium	**94**	**9**	**15**	**3**	**1**	**4**	**4**	**1**	**19**	**150**
New	7		4	1		1	1		3	17
In Progress	20	9	11	2	1	3	3	1	11	61
Closed	67								5	72
3-Normal/Low	**24**	**1**	**2**						**7**	**34**
New	1								1	2
In Progress	7	1	2						3	13
Closed	16								3	19
4-Cosmetic	**11**		**1**							**12**
New	1		1							2
In Progress	3									3
Closed	7									7

CalSAWS Production Defect Count by Release										
Grand Total	129	10	18	3	1	4	4	1	26	196

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 23.03 Communications:
  o See table 3.4.1-1 for details

Table 3.4.1-1 – CalSAWS Release 23.03 Communication Activities

TASK	DATE (S)	OWNER
Send draft Release Notes file to Consortium for review	February 6, 2023	Production Operations
Send draft Release Notes file to select County Staff and Consortium for review	February 20, 2023	Production Operations
Send draft Release Notes file to select County Staff and Consortium for final review	March 6, 2023	Production Operations
Webcast on CalSAWS Release 23.03	March 7, 2023,	Production Operations / Consortium Policy & Design
Send summary of changes in CalSAWS Release 23.01 in CalSAWS Health Report	March 13, 2023	Production Operations
23.03 CalSAWS Application Development and Training Release Notes Broadcast	March 13, 2023	Production Operations
CalSAWS Release 23.03 Greenlight Meeting	March 25, 2023	Release Management/Quality Assurance
CalSAWS 23.013Post-Release Checkpoint Call	March 20, 2023 – March 22, 2023	Production Operations

3.4.2 Root Cause Analysis (RCA)

► Root Cause Analysis (RCA) – 188 – CalSAWS Imaging Solution Access Issue for Los Angeles County – RB0044903
  o On Saturday, December 10, 2022, approximately at 2:30 p.m., Los Angeles County Users reported that the Hyland cloud was not accessible from the Los Angeles County offices.

A ServiceNow ticket was escalated to the CalSAWS technical teams for investigations. The CalSAWS Network Security (NetSec) team worked with the Technical Operations and Imaging team on a troubleshooting call. The NetSec team identified that the pool for claws-cs.hylandcloud.com was down, but the virtual server (VIP) was showing up. The NetSec team removed and re-added the pool to Fully Qualified Domain Name (FQDN) member, but this did not resolve the issue. As a temporary workaround solution, the NetSec team manually added the IPs of the pool member, and the Domain name system (DNS) record was auto resolved. The Project team confirmed that the Los Angeles County Users were able to access the CalSAWS imaging solution and a resolved broadcast was sent to Los Angeles County. Case# 00328270 was created for F5 (Network vendor) to investigate the cause of the issue. The root cause of the issue was still being determined by F5 and a similar issue was reported by Los Angeles County Users on Monday, December 12, 2022. Los Angeles County Users were unable to access the Adhoc reporting database. The NetSec team investigated the issue and identified a similar nature of the issue that occurred on December 10, 2022. The issue was then escalated to F5. The root cause of the issue was identified by F5. The issue was due to a wrong DNS server being configured on the F5 devices. The NetSec team worked with the Technical Operations team and identified that a wrong IP (10.80.96.2) was configured as a DNS server in F5. During the troubleshooting call on December 12, 2022, Consortium Operations team approved removing the wrong IP from the F5 DNS list. The issue was resolved by removing the wrong IP and documented with a retroactive change CHG0038388

► Root Cause Analysis (RCA) – 191 – Network Connectivity Issue – PRB0044994
  o On December 21, 2022, the CalSAWS Network team received a call from Kern County reporting some Users were unable to access the network on their workstation(s). A bridge call was initiated with the CalSAWS technical teams to investigate the issue. After some time, the Production Operations team observed that a few other Counties were also reporting incidents for network connectivity issue. A problem ticket was created in ServiceNow, and all reported incidents were tagged to PRB004499. The Production Operations team reached out to the impacted Counties and confirmed that most of the Users were able to access CalSAWS and associated systems. Only a subset of Users from each of the impacted Counties were unable to connect to the network. The Network team identified the root cause as the change CHG0038071, that was implemented on the previous night for 27 Counties to disable the Dynamic Host Configuration Protocol (DHCP) service on network devices. Workstations whose DHCP IP lease was expired or the workstations that were restarted on that day were impacted by this issue. To test the fix for the issue, the Network team removed the command from Kern County devices and confirmed with the impacted County Users that they were able to connect to the network and access CalSAWS and associated systems. Consortium Operations approved the rollback of the change CHG0038071 for all impacted Counties to remediate the issue. The Network team completed the rollback of the change CHG0038071 for all Counties to resolve the issue. The change CHG0038071 was implemented for 27 Counties to address the CIS (Center for Internet Security) recommendation with Control ID: 8356. As the recommended fix by CIS caused an outage, the Network team notified the CIS and sought an exemption for the vulnerability. The network team contacted Cisco via SR 694803591 for further investigations. As per Cisco's recommendation, the commands to implement the

change CHG0038071 will disable the ability to get the IP from the DHCP server to the attached workstations, thus preventing workstations connecting to the network.

► Root Cause Analysis (RCA) – 192 – On Request Reports and Dashboards Availability Issue – CHG0038182

    o Due to the planned Emergency Allotments (EA) payments special batch run on December 7, 2022, the Analytics jobs were planned to complete later than normal on Sunday, December 18, 2022. Since there was scheduled maintenance on Sunday, the Batch Operations team put the batch on hold Sunday morning to allow the maintenance activities to be performed. The CalSAWS maintenance operations were complete by 8:00 p.m. During the post maintenance application validations, the validation team identified that the 'On Request' reports and dashboards were not available in Production. However, scheduled reports were available and accessible. A Bridge call was opened with the technical teams to troubleshoot the issue. In addition, AWS ticket 11558719891 was created for further investigations from AWS. During the troubleshooting call, the Technical Architecture team identified that the Network Interface Cards (NIC) were not showing as connected to the domain network on the domain controllers for the AD.CalSAWS.org domain. To remediate the issue, the Technical Architecture team performed a restart of the network location service which reestablished the connectivity of the NICs with the domain network. Later, the team rebooted the Qlik EC2 servers and confirmed that the 'On Request' reports and dashboards were accessible in CalSAWS. Windows Network Location Awareness (NLA) service may occasionally load on the incorrect network profile. In this case, it connected on the private profile, instead of the domain network profile. While the reboot fixed the issue, Technical Support and AWS support continued to validate the server and services that could be contributing to the behavior. This is a known behavior in Windows/Windows server and is not considered a defect. As of 9:30 p.m., services were restored. After the issue was resolved, the Batch Operations team resumed the batch processing and allowed pending jobs from previous night to complete

► Root Cause Analysis (RCA) – 193 – VPN Issue Impacting Access to CalSAWS – CHG0038341

    o On December 16, 2022, the Technical Operations (Tech Ops) team experienced issues accessing the CalSAWS application after they had completed the priority release deployment. While validating the availability of the application, the team ran into issues accessing CalSAWS. The issue was escalated to the Production Operations team and a bridge call was setup with CalSAWS technical teams. During the investigations, the Technical Architecture team identified that a scheduled change (CHG0038032) for the Network team was initiated that stopped the SV1 DNS server. There was an assumption that the LA3 DNS would takeover but, they were not resolved until updates on SV1 were complete, and SV1 returned to service. This is because the CalACES domain and LA3 internal DNS were not configured for external resolution from LA3. To prevent the recurrence of the issue, the technical team created a change request CHG0038341and implemented on January 8, 2023. As part of the CR implementation, the technical team configured the CalACES domain DNS to forward external resolutions to LA3. In addition, LA3 internal DNS was configured to forward external resolutions to LA3 DNS

► Root Cause Analysis (RCA) – 194 – Appointments Scheduled on County Holidays CalSAWS – PRB0045046

    o Consortium distributes a CalACES Request for Information (CRFI) every year requesting

Counties to provide their County holidays necessary for Interface/batch scheduling and for individual County business day calculation (such as for BenefitsCal application dating). To receive an input from Counties on the scheduled County holidays for 2023, a CRFI "22-104 2023 Holiday and Payroll Calendar Request" was sent to the Counties on October 17, 2022, with a response due date of November 7, 2022. Also, SCR# CA-251310 was logged on October 12, 2022, for implementing the 2023 holiday and payroll scheduling in BIC-Suite (batch processing tool). At the start of December 2022, six Counties were yet to respond to the CRFI with the holiday and payroll information. Another reminder was sent by Consortium on December 2, 2022, and, finally, response from all 58 Counties was received by December 6, 2022. The Batch Operations team implemented the 2023 holiday and payroll calendar on December 16, 2022, using the SCR CA-251310. On December 28, 2022, Los Angeles County escalated an issue for Redetermination (RE) appointments being created on holidays (e.g., January 16, 2023, the Martin Luther King Day). A ServiceNow incident (INC0077907) was created for this issue. The Project team started investigating the issue and found that the Redetermination batch jobs were run on December 5, 2022, and December 6, 2022, which scheduled appointments for January 2023, including holidays due to the missing holiday schedule in CalSAWS and the Bic-Suite batch scheduler. The Batch and Interface (B&I) team identified that approximately 2,940 appointments were scheduled on holidays (2,496 on January 16, 2023, 377 on February 13, 2023, 34 on February 20, 2023, and 36 on March 31, 2023) across Counties by batch and workers. Defect CA-254511 was created to resolve the issue. On December 29, 2022, a broadcast email was sent to Counties informing them of the issue. The B&I team determined that automated rescheduling of appointments is not possible and the way to resolve the issue was to provide a list of impacted cases to Counties and have workers reschedule those appointments that were scheduled on holidays. The B&I team provided a list of impacted cases to Consortium for review and distribution to Counties for workers' action. On January 3, 2023, a CIT "0003-23 CA-254511 - Appointments for 2023 were Generated and Scheduled on Holidays" was distributed to Counties that included a list of impacted cases and instructions for counties to reschedule appointments that were erroneously scheduled on county holidays

3.4.3 Batch Operations

► Completed execution of CalFresh Mass Mailer run with Friday night's batch on January 27, 2023 (SCR CA-251253)
► Completed execution and generation of the Los Angeles County Quarterly Medi-Cal Eligibility Data System (MEDS) reconciliation file on January 28, 2023
► Supported execution of batch activities during CalWIN Wave 3A/2C mock run on the weekend of January 27 – January 29, 2023
► Encountered Decryption File Failures Post 23.01 Release, with 5 inbound decryption jobs impacted. Fix was deployed on January 24, 2023, with Defect CA-255578 and the impacted files were processed
► 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 16, 2023 – January 29, 2023)
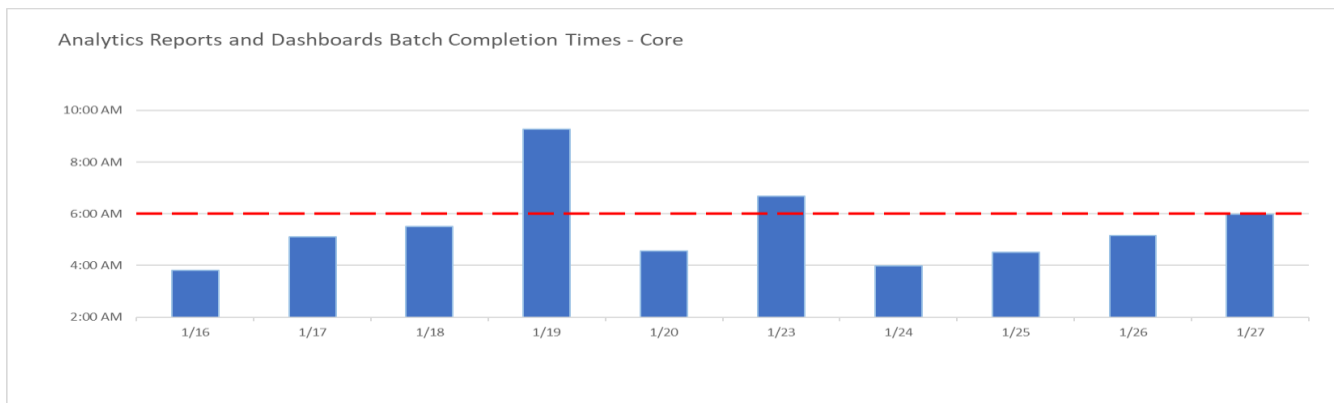
*Note: Saturday night batch runs are generally special batch runs (e.g., Emergency Allotment payments, Cost of Living Adjustment (COLA), Release deployments, Maintenance activities), which involve additional processing steps, volumes, or dependencies on Interface Partners or technical activities, and 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 19, 2023	Multiple dashboards completed after 6:00 a.m. due to upstream jobs completing later than normal (higher EDBC volumes)	Dashboards are Delayed in Production	Closed	Dashboards generation completed
January 23, 2023	Two reports completed after 6:00 a.m.	Jobs completed before planned communication	Closed	Reports generation completed

3.4.4 Production Performance

► Batch
  o 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

Batch SLA Performance (in Days) 2022

Legend: ■ Met ■ Pre-Approved Waiver ■ Missed
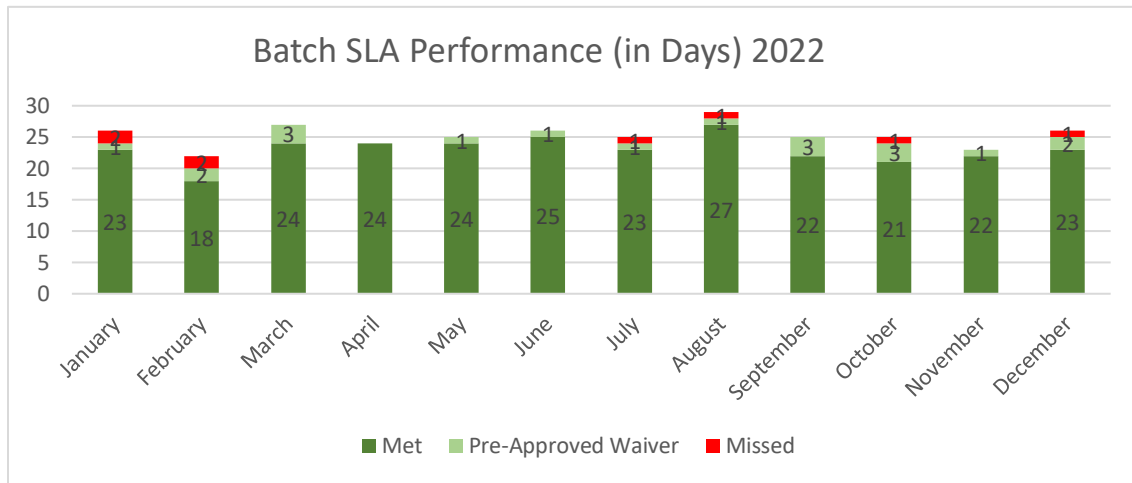
► Imaging
  o None for the reporting period
► Contact Center
  o None for the reporting period
► ForgeRock
  o Technical ForgeRock Operations Team is conducting a production build on February 3, 2023
► Core Online
  o Online Service Level Agreement (SLA) Performance. Peak SLAs for screen to screen and Eligibility Determination Benefit Calculation (EDBC) met every day for the last 12 months

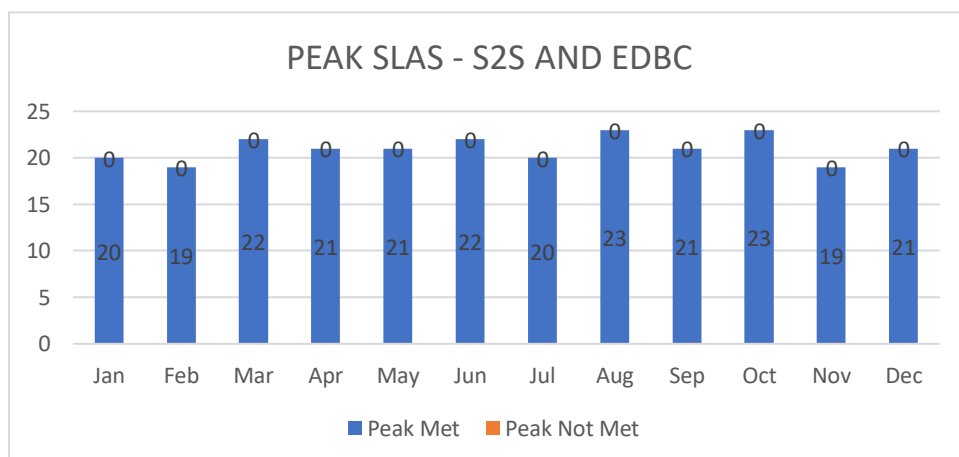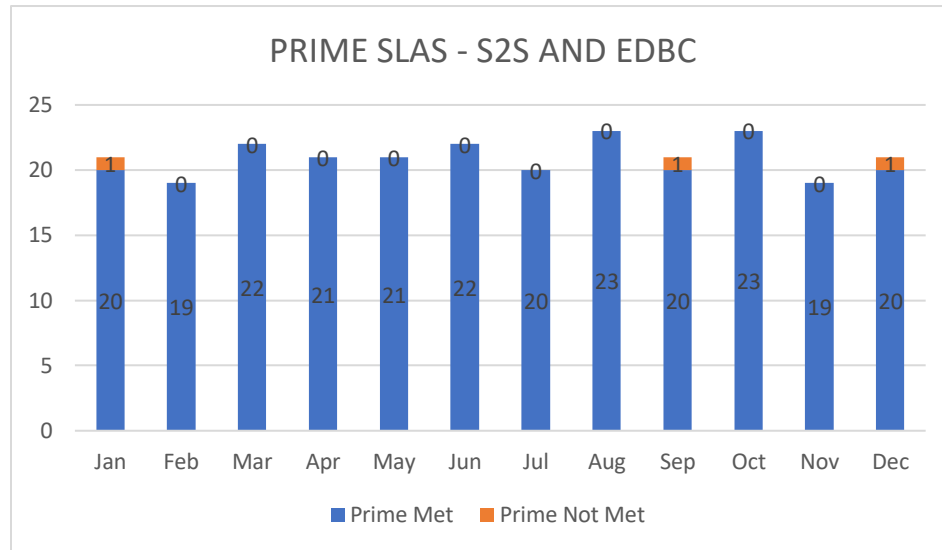**Table 3.4.4-2 – Peak SLAs - S2S and Eligibility Determination Benefit Calculation (EDBC)**

PEAK SLAS - S2S AND EDBC

Legend: ■ Peak Met ■ Peak Not Met

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

► Change Request: CHG0038772 created for the upcoming February 3, 2023, Production Build
► Submitted the Production Stability Plan and Future State Platform and Deployment Architecture to leadership
► Root Cause Analysis (RCA) initial draft submitted for Intermittent Login Issues
► New resources to be joining the Technical ForgeRock Operations Team started January 23, 2023
► Interview of potential candidates continues – initial plan to onboard 2 new resources for the Technical ForgeRock Operations Team
► System Change Request (SCR) created for additional API Onboarding confirmed funding source through leadership
► ForgeRock Operations Team working on hot-hot architecture and deployment architecture revamp – upcoming schedule to come week of February 6, 2023
► Component level monitoring deployed to AT and Development this week – Demonstration to follow week of February 6, 2023
► ForgeRock team working with ForgeRock support on resolving ServiceNow connector performance issues

Table 3.5-1 – ForgeRock Milestones

MILESTONES	PRODUCTION DEPLOYMENT DATE	STATUS
Request for ForgeRock Production Load for Wave 5 CalWIN Counties Prior to the Start of CalSAWS Training	February 27, 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	RWR	In progress
Development ForgeRock API Client	January 20, 2023	In Production
Production ForgeRock API Client	January 20, 2023	In Production
Development ForgeRock API client for Fresno County Department of Social Services (DSS) PASS	RWR	System test
Development ForgeRock API client for Ventura County OPEX	RWR	System test
Production ForgeRock API clients for Santa Clara County	RWR	System test
Component Level Monitoring and Failure Scenarios	February 3, 2023	In progress
ForgeRock-ServiceNow integration	February 3, 2023	In progress
ForgeRock: Multi Factor Authentication Policy Enhancement – Design and Proof of Concept (POC) ONLY	February 3, 2023	In Progress

3.6 Innovation Lab

► Worker-Facing Virtual Assistant
  o Increased Release 1 scope and received approval from workgroup
    ▪ Working on System Change Request (SCR) content revision, which will go through the next System Change Request Board (SCRB)/Change Control Board (CCB) cycle
  o Targeting Release 1 to deploy February 20, 2023. Current risks we are tracking:
    ▪ Working through remaining security requirements and receiving approvals
    ▪ Integrating with ForgeRock by February 10, 2023, ahead of their February 17, 2023, release
  o Working through new Release 2 Design
  o Reviewing data from Yolo and Placer County to generate new Use Cases for the VA
► Voice Bots (Welcome/Auth Bots)
  o Completed design document for Voice Bots enhancements [CA-245963]
  o Presenting SCR to San Bernardino committee on January 31, 2023, to seek design approval
  o Request for expedited build was approved; team to begin development early in the week of January 30, 2023
► EBT Card Replacement - Robotic Process Automation (RPA)
  o Continued progress on Technical Budget Change Request (TBCR) development and approval. Current risk we are tracking:
    ▪ If we miss the final updates for TBCR scheduled for January 31, 2023, we will have to move to the week of February 7, 2023, for TCBR approval. No current scheduling impacts
  o Reviewed the design and SCR with the IVR/Contact Center Committee on January 25, 2023
  o Working on developing new SCR for ForgeRock integration

3.7 Imaging

► Completed Defects
  o N/A
► Completed System Change Requests (SCRs)
  o N/A

3.8 Customer Service Center (CSC)

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

3.9 Additional Projects

► California Department of Social Services (CDSS) Report Support
  o Continued working on restructuring Public Assistance CalFresh (PACF) ad hoc query for CDSS Research Automation and Data Division (RADD) Team
  o Continued working on restructuring Social Security Income (SSI) ad hoc query for CDSS RADD Team
  o Continued working on reviewing Placer and Yolo County converted data with CDSS
  o Completed 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 which was due January 16, 2023
  o Completed work on SIRFRA 3831 - Automated/Mass Replacement Waiver Data Request which was due January 18, 2023
  o Started work on SIRFRA 3832 - CalFresh Rebase Population Information Request - Due February 2, 2023
► Department of Health Care Services (DHCS) Report Support
  o Continued work on SIRFRA 1231 - SAWS Pending Applications (PHE Data Dashboard Slides) January 2023 - Due February 10, 2023
  o Continued work on SIRFRA 1232 - PHE Renewal Data Request January 2023 - Due February 10, 2023
  o Started work on SIRFRA 1233 - End of Continuous Requirement Renewal Data Request - Due April 14, 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	• 23.01 baseline release was deployed to production on January 23, 2023 • Continued 23.03 test preparation

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 six priority releases:
  o The CalSAWS 23.01.17 Minor Release was successfully deployed on January 17, 2023
    ▪ Three System Change Requests (SCRs) were deployed in the Batch Operations, BenefitsCal and Fiscal teams

- o The CalSAWS 23.01.20 Minor Release was successfully deployed on January 20, 2023
  - Three System Change Requests (SCRs) were deployed in the CalHEERs and ForgeRock teams
- o The CalSAWS 23.01.23 Minor Release was successfully deployed on January 23, 2023
  - One defect was deployed in the Technical Operations team
- o The CalSAWS 23.01.24 Minor Release was successfully deployed on January 24, 2023
  - One System Change Requests (SCRs) was deployed in the Reports team
  - One defect was deployed in the Technical Architecture team
- o The CalSAWS 23.01.26 Minor Release was successfully deployed on January 26, 2023
  - Six System Change Requests (SCRs) were deployed in the Batch Operations, Benefits Cal, Client Correspondence, and Fiscal teams
  - Ran the mass replacement for December CalFRESH benefits for 34 zip codes in Humboldt, Mendocino, and Trinity Counties
  - Twenty-six defects were deployed in the area of Batch Operations, Batch/Interfaces, BenefitsCal, Contact Center, Conversion, Fiscal, Online, Reports and Technical Architecture teams
- o The CalSAWS 23.01.27 Minor Release was successfully deployed on January 27, 2023
  - Four System Change Requests (SCRs) were deployed in the Batch Operations, BenefitsCal, CalHEERS and Technical Architecture teams
  - One defect was deployed in the area of BenefitsCal team

Table 4.2-1 – CalSAWS Upcoming Release

Release	Summary
23.02.02	► Enhance Imaging to complete CalWIN barcode lookups at the point of scan ► Remove Page Validation that Prevents Linking MAGI Case to the Same CalSAWS Case ► Update FTP file names for MEDS Recon, IFDS Quarterly, and QCIS for CalWIN Counties ► CER 255388 - Update Tulare County Email Address ► DCR to update worker schedule and home page with outage Information ► DDID 2701, 2706 FDS CSC: Voice Authentication: All Languages
23.02.03	► ForgeRock-ServiceNow integration ► Component Level Monitoring and Failure Scenarios ► DEV ForgeRock API client for Fresno County DSSPASS ► Production ForgeRock API clients for Santa Clara County ► DEV ForgeRock API client for Ventura County OPEX ► ForgeRock: Multi Factor Authentication Policy Enhancement - Design and POC ONLY ► Implement MFA delivery choice at Login Journey - Design and POC ONLY ► Santa Clara County Contact Center ► Tulare County Contact Center ► Contra Costa County Contact Center
23.02.04	► Issue January 2023 Disaster Supplement in accordance to HR 6201 Emergency Allotments

Release	Summary
23.02.05	► Synchronization of CalSAWS and GA/GR Correspondence service databases (Wave 2)
23.02.09	► DDID 2731 FDS: Update the eCCP to support 6 way calling ► Adjust Yolo County office hours every 3rd Tuesday of the month ► 2023 Federal Poverty Levels for Medi-Cal ► Online Validation to prevent creating Appointments during Outage
23.01.12	► DDID 2219, 2716, 2717, 2728, 2258 FDS CSC: CalSAWS Outbound IVR ► DDID 2718 FDS CSC: Task for Cancelling an Appointment in Outbound IVR
23.02	► Total System Change Requests (SCRs): 1 approved ► Release Webcast date: TBD
23.03	► Total System Change Requests (SCRs): 60 approved ► Release Webcast date: TBD
23.05	► Total System Change Requests (SCRs): 26 approved ► Release Webcast date: TBD

4.3   Application Development Status

► Continued design on:
  o CA-202054 - All County Letter (ACL)-18-07 Suspend/Discontinue/Reinstate for CAPI case
  o CA-205388 - Update the CAPI Change Notice of Actions (NOAs) per newest state version of NA 692
  o CA-208423 - to Updated Medi-Cal Income and Deductions Chart
  o CA-208537 - All County Information Notice (ACIN) I-25-19 Treatment on In-Kind Support and Maintenance in the Cash Assistance Program for Immigrants (CAPI)
  o CA-214024 - Add Common NOA Fragments for Threshold Generation - Medi-Cal
  o CA-216862 - Add Threshold languages for ACL 11-80 - CalWORKs New & Revised Overpayment Notice of Action Messages
  o CA-221914 - Add Threshold languages for the Revised Notices & Forms per ACL 19-76EII
  o CA-222827 - ACL 20-132 CalFresh Eligible Rules and Reporting on Substantial Lottery or Gambling Winnings
  o CA-232056 - to Prevent Benefit Reduction Without 10-Day Notice for late Semi-Annual Reporting (SAR) 7 and CalWORKs RD, Allow CalFresh Benefit Reduction
  o CA-232609 - Restart TNB Recertifications
  o CA-237040 - ACL 21-140 - Changes in CalWORKs Pregnancy Verification and End the PSN Payment when Result with No Live Birth
  o CA-238291 - Add Print Centrally and Print Locally buttons to MediCal 219
  o CA-245109 - Turn on Batch Jobs for Medi-Cal Continuous Coverage Unwinding
  o CA-245148 - Lists for Resuming Normal Business Operations for Continuous Coverage Unwinding
  o CA-246136 - Expand the Child Care Administrator Portal to work for other Providers/Community Based Organizations (CBO's) to display information other Referrals/Needs
  o CA-246484 - Creation of Banked Caseload Capability
  o CA-246603 - Update GEN 102 To Current Version (January 22, 2023)
  o CA-248901 - Add CalFRESH 285 Threshold Languages to Template Repository
  o CA-249684 - Add CAPI Split Payment Functionality for Reimbursing General Assistance (GA)/General Relief (GR) Benefits to Another County
  o CA-250461 - Update the current version and add Available Translations for MediCal 223 C to CalSAWS
  o CA-251209 - Add NOAs Fragments in Threshold Languages for Medi-Cal NOA Generation (MediCal-MAGI-T)
  o CA-251212 - Add NOA Fragments in Threshold Languages for Medi-Cal NOA Generation (MediCal MAGI-D)
  o CA-251213 - Add NOA Fragments in Threshold Languages for Medi-Cal NOA Generation (MediCal 239 A)
  o CA-251214 - Add NOA Fragments in Threshold Languages for Medi-Cal NOA Generation (MediCal 239)
  o CA-251562 - Adult Expansion for Medi-Cal
  o CA-253124 - Validate E-mail Addresses Added into CalSAWS
  o CA-253787 - Update Batch Schedule and Reports Calendar for 2023
  o CA-254169 - CalSAWS Virtual Assistant Expansion - Release 2
  o CA-48379 - Update AAP3 Form Generation

      o   CA-49396 - ACL 15-96 - Add and update ARC NOAs and Forms
► Continued build on:
      o   Build for priority releases and 23.05 approved System Change Requests (SCRs)

4.4　Release Management

4.4.1　Release Test Summary

► Continued 23.03 test preparation
► 23.03 Test execution is going to begin on January 30, 2023

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

Pass Rate Target as of January 27, 2022	**0%**
Pass Rate Actual as of January 27, 2022	**0%**
System Test Complete Date: March 15, 2023	

Figure 4.4.1-1 – CalSAWS M&E, DD&I and Correspondence System Test Execution Status – 23.03
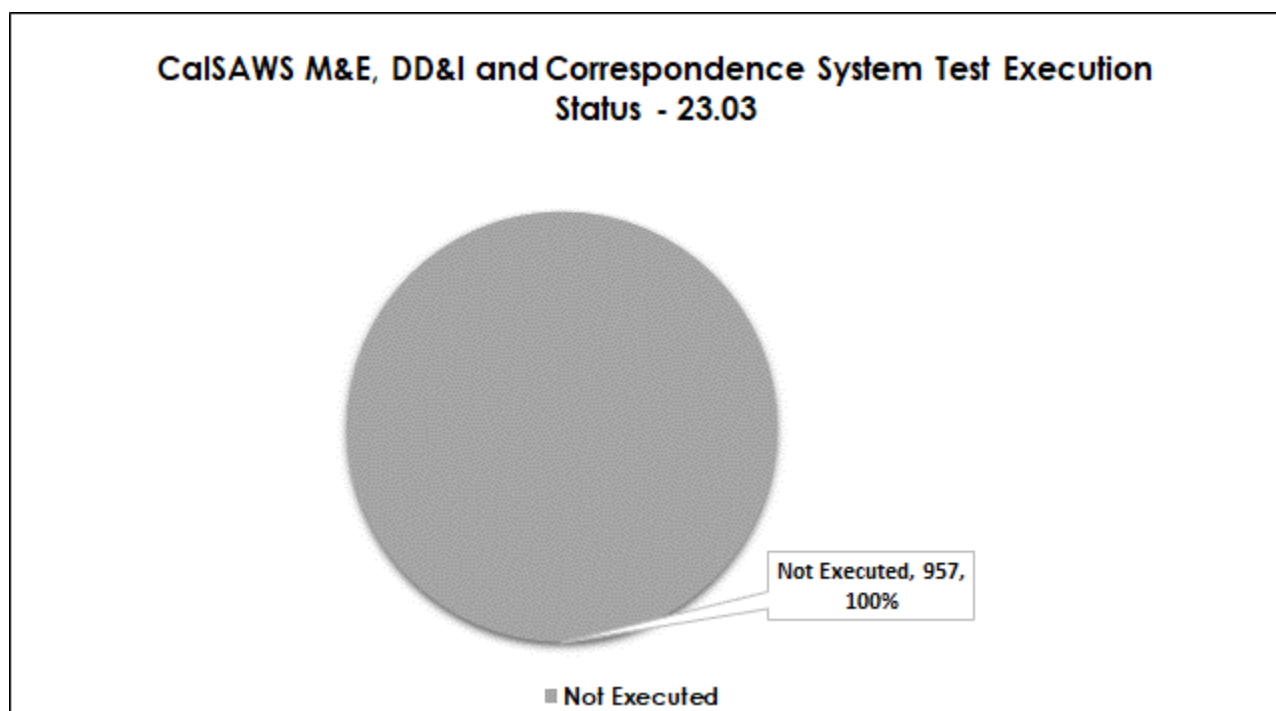
4.4.2 Automated Regression Test (ART) Coverage

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 756 end-to-end Automated Regression Test (ART) scripts:

► 667 targeting the core CalSAWS application
► 89 targeting the external CalSAWS API services (*Activities, Appointment, CalSAWS, Imaging, Journal, Task Service*)

4.5 General Assistance/ General Relief (GA/GR)

► General:
  o Discussed the General Assistance/General Relief (GA/GR) Correspondence web service design and web service clarifications on January 18, 2023, and January 25, 2023
  o System Change Requests (SCRs) in Design Phase
    ▪ 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
  o 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
  o Defects released to Production
    ▪ CA-254652 (23.01.25) CA-215684: GR Batch EDBC Sweeps - PP mode PGM_LIST - 'CF' should be 'FS'
    ▪ CA-254654 (23.01.25) GAGR program is failing even BDA is 15 days after the County arrival date for Contra Costa County

Figure 4.5.-1 – GA/GR SCRs
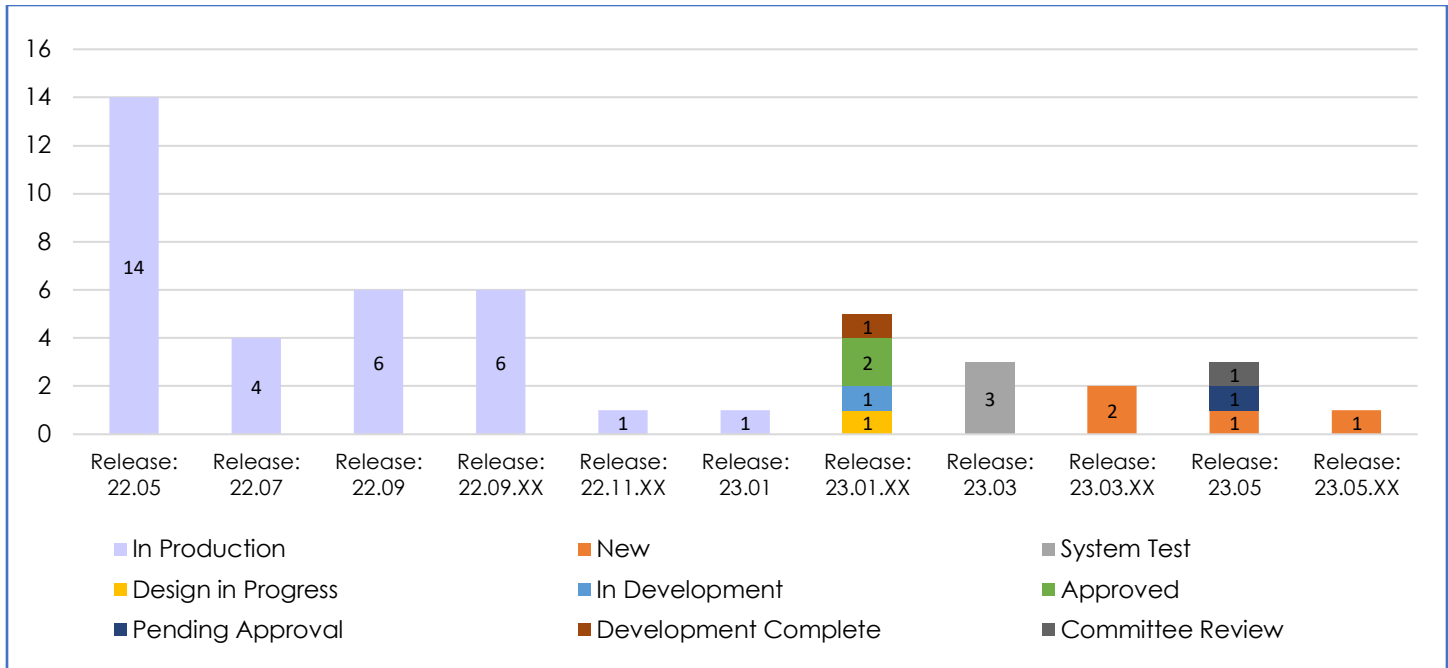
4.6   Training Materials Update

► 23.03 Online Help (OLH) System Change Requests (SCRs):
  o Design In Progress: 1
  o System Test: 3
  o Rejected: 1
► 23.05 Online Help (OLH SCRs):
  o New: 2
  o In Development: 1
► 23.01.20 Priority Release Web Based Training (WBT and Functional Presentations (CFPs) SCRs):
  o Test Completed: 20
  o Rejected: 1
► 23.02.24 Priority Release Web Based Training (WBT and Functional Presentations (CFPs) SCRs):
  o New: 2
  o Approved: 2
  o In Development: 3
  o In Assembly Test: 2
  o Test Complete: 1
  o Rejected: 1
► 23.03.24 Priority Release Web Based Training (WBT and Functional Presentations (CFPs) SCRs):
  o New: 1
► Training Environments
  o Continued to work cross-team to troubleshoot CalSAWS Training Staging and Training Production environment tickets

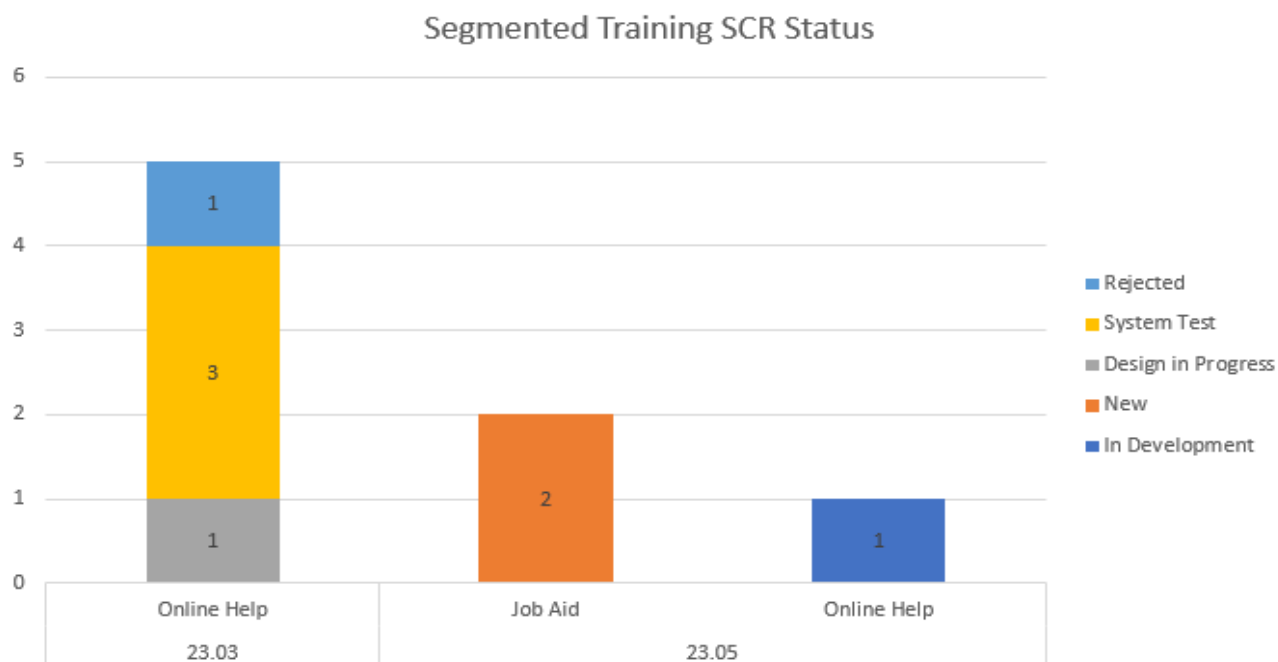**Figure 4.6-1 – Bi-Weekly Training SCR Status Report**

Table 4.6-1 – Upcoming Training Activities

Training Activity	Date
Creation of Wave 2 Training Staging and Training Production Logins	January 19 through January 21, 2023, COMPLETED

4.7   Deviation from Plan/Adjustments

► None for the reporting period

5.0   Regional Updates

Region 1 (Alameda, Contra Costa, Marin, Monterey, Napa, San Benito, San Mateo, San Francisco, Santa Clara, Santa Cruz, Solano, and Sonoma Counties)

► Alameda County
  o Assistance Agency Director for the Department of Workforce & Benefits Administration (WBA) has been provisionally appointed
  o New Induction class, Eligibility staff (98)
  o T-9 Survey completion rate of 60%
  o Addition of CalSAWS Project Manager
► Contra Costa County
  o No updates during this reporting period

► Marin County
  o No updates during this reporting period
► Monterey County
  o Department of Social Services (DSS) IT recruited for 2 vacant help desk and 1 vacant Business Technology II positions. These positions should be filled in February 2023
  o DSS IT and Contact Service Center (CSC) relit the effort to convert the CSC from a CalSAWS network to a County network. It should finalize in August 2023 pending testing
  o Eligibility started Medi-Cal refresh sessions for all staff (Renewals and Transitional Medi-Cal). Sessions will continue from February to June 2023
  o Eligibility hired approximately 35 Eligibility Specialists to start a Medi-Cal Only Induction in March 2023
► Napa County
  o No updates during this reporting period
► San Benito County
  o No updates during this reporting period
► San Mateo County
  o Working on assessing the Bank Merger Impact internally and with CalWIN and CalSAWS
  o San Mateo County has started Early Training/Train The Trainer Web-Based Training phase in the Training Timeline
  o Help Desk has been busy with ForgeRock and CalSAWS Learning Management Systems (LMS) Support
  o Will begin the Imaging Sample Testing on January 30, 2023, with Hyland
  o Completed the Instructor-Led Training (ILT) Walkthrough Session and in the process of finalizing the ILT guides
  o Implemented a Forest Theme as the San Mateo County CalSAWS Theme which introduced a few new concepts:
    ▪ Change Notice Champions (CNCs)/Supervisors/Managers = Camp Counselors
    ▪ Trainers = Park Rangers
    ▪ ILTs = Hiking the camp trails
    ▪ Practice Labs = Solo Hike
    ▪ CalSAWS Meeting = Stargazing
► San Francisco County
  o No updates during this reporting period
► Santa Clara County
  o No updates during this reporting period
► Santa Cruz County
  o No updates during this reporting period
► Solano County
  o T-6 survey emailed to staff
  o Conducting ILT Walkthroughs the week of January 30, 2023 – February 3, 2023
  o Early Trainers and Train the Trainers have begun their Web Based Trainings (WBTs) in the LMS; all staff will receive WBT access on February 6, 2023
  o CalSAWS Central Print - Configuration Meetings ongoing and finalizing recent action items
  o The County has completed Sample Document Extraction and Conversion testing with 97% success rate
  o Change Control Guide (CDG) Preparation Sessions completed, and office hours/review

sessions are currently ongoing
- ► Sonoma County
  - o No updates during this reporting period

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

- ► Alpine County
  - o No updates during this reporting period
- ► Amador County
  - o Hiring new Welfare to Work (WTW) workers
- ► Calaveras County
  - o No updates during this reporting period
- ► El Dorado County
  - o Looking into possibly going to an automated General Assistance (GA)/General Relief (GR) solution
- ► Mono County
  - o Addressing power outages due to weather
- ► Nevada County
  - o Received Board approval to hire 4 new eligibility workers and a supervisor
- ► Placer County
  - o Starting a new induction class soon
- ► Sacramento County
  - o Currently starting a class of 100 new eligibility staff
  - o Completing their Contact Center flows
  - o Had their training site walk through on January 26, 2023
- ► Sierra County
  - o No updates during this reporting period
- ► Sutter County
  - o Working on moving their Contact Center to a Telework solution
- ► Tuolumne County
  - o No updates during this reporting period
- ► Yolo County
  - o Have a class of 14 eligibility staff starting soon
- ► Yuba County
  - o Working on expanding their Contact Center across all County Users
  - o Cross training staff so that they will be able to assist customers when they call in regardless of the need
  - o Started a new class of 5 trainees

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

- ► Butte County
  - o The County is working diligently to retain staff but despite hiring resources, staff shortages continue
  - o Began Medi-Cal unwinding training this week based on the material from the

Department of Health Care Services (DHCS). The County has broken the trainings down into modules

► Colusa County
  o No updates during this reporting period
► Del Norte
  o The County continue to be extremely busy due to staff shortages. It has a 27% vacancy rate within eligibility staffing and a 50% vacancy rate in within reception staffing. The caseloads are larger than they have been in over 20 years in the County
  o Currently working on the plans and implementation of CalAIM and the Medi-Cal enrollment of those incarcerated in the local jail as well as the juvenile justice system and preparing for the end of the Public Health Emergency and the effect of reinstating the Medi-Cal recertifications
  o The County has been scheduling staff to work 4 Saturdays during January & February to work on the current backlog
  o Some of the staff played a key role in the 2023 Point-In-Time event taking place in the County
► Glenn County
  o Working to address some of the staffing shortages
  o Promoted 3 new managers, and 2 of their former positions will need to be filled
► Humboldt County
  o Class of 15 Eligibility Worker Trainees graduated January 20, 2023, and a new class of 5 started January 23, 2023
  o Had to temporarily stop the continuous recruitment for Eligibility Specialist Trainee
  o Currently in the the process of moving Call Center location and will also change from a managed network to Point of Presence (PoP)
► Lake County
  o Currently in the process of staff movement
  o The County has hired a new Deputy Director
  o The County has created Program Manager position, and a new outreach unit for expedite and homeless assistance
► Lassen County
  o The County has increased the number of social worker positions available
  o The County is experiencing staff shortages across different departments including clerical
  o The current Director of Lassen County has left, and someone will be filling the position in the interim until a new Director can be apologized
  o The homeless Point-In-Time count is January 25, 2023
► Mendocino County
  o Medi-Cal Program Manager vacancy is available
  o Currently organizing the Eligibility Units to form 1 unit focused solely on Medi-Cal. They will take on a lot of the Medi-Cal Renewal activities
  o Induction Training class getting ready to move to units and the next class will start in early March
  o The County has been experiencing grief within the division, as it lost a staff member during the recent storms, and another who had just retired
► Modoc County
  o Modoc County staff is gearing up for Medi-Cal Unwinding and CalFresh emergency

allotments to end
  o Getting caught up on Cal-OAR and everything else that has been on pause for the last 3 years
  o The homeless Point-In-Time count is January 25, 2023
► Plumas County
  o The County is struggling to retain staff. It just began a new hiring process and will report on the results soon
► Shasta County
  o Looking at a title change for Eligibility Worker to Eligibility Specialist. It is also looking at a hybrid position between and Eligibility Worker and Office Assistant
  o The County elected all new Senior Management positions, so it is streamlining and reorganizing its divisions, including the housing programs
  o The County is focusing on the Medi-Cal unwinding and will begin training staff in March. Most of the staff doesn't know what a Medi-Cal Renewal is
► Siskiyou County
  o The County has a new Deputy Director and a new Program Manager starting within the next month. It has done some restructuring as it now has 2 Deputy Directors. One deputy will manage the Adult, Children and Housing Programs, and the other will manage Eligibility Programs
  o Still short staffed for supervisors and currently hiring
  o Just hired a new Analyst/Trainer
  o Our homeless Point-In-Time count is January 25, 2023
► Tehama County
  o The County still can't get enough Eligibility Specialists hired. It is in constant recruitment
  o Gearing up for Medi-Cal unwinding. It recently held a UC Davis training. The County has another training in March scheduled for staff as most of the line staff has not been there pre-COVID
► Trinity County
  o The County is at a 50% vacancy rate right now and last month it was almost fully staffed. Management is experiencing disappointment with the staffing situation
  o The County is seeing a huge uptick with Electronic Benefit Transfers (EBT) skimming and scamming

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

► Fresno County
  o At the end of December, Fresno County moved into the next phase of their document migration process
  o Began bulk export process for images on December 16, 2022
  o Currently looking into utilizing Data Sync for future document submissions to enhance overall transfer rates
  o On January 20, 2023, RMs visited Kings County to review their imaging processes. They shared their overall experience and lessons learned. The visit was very informative
  o CalSAWS form numbers are currently being added to the County specific forms for automated document recognition in the Hyland solution
► Inyo County

- o No updates during this reporting period
- ► Kern County
    - o Continuing to meet with Health Care partners to coordinate the efforts of the PHE unwinding and ensuring Medi-Cal continues for eligible families
    - o The Call Center staff hosted an in-person presentation and demonstration on the operations for Tulare County as they prepare for the migration to CalSAWS
    - o The Central Imaging Staff assisted Orange County in preparation for their transition to Hyland by answering questions on our current central mail processes of imaging and indexing documents
    - o The Shafter District Office is temporarily closed due to rain and water damage. Customers in that community have been assisted by other local offices or self-service options
    - o Kern County will be presenting at the next County Sharing for Training
    - o Preparing to train Staff based on our CalFresh Management Evaluation Review
    - o Continue meeting to expand the Business Process redesign to implement 2nd and 3rd phase of plan
    - o Kern County was selected by the California Department of Social Services (CDSS) to be a part of the Training to Counties using ARPA Funds
- ► Kings County
    - o No updates during this reporting period
- ► Madera County
    - o No updates during this reporting period
- ► Mariposa County
    - o No updates during this reporting period
- ► Merced County
    - o Merced County was included in a Presidential Major Disaster Declaration due to the storms that rolled through California at the beginning of January. The Staff have been "repurposed" and continue to provide support and staffing to the emergency evacuation shelters located throughout the County, as well as the local flood assistance hotline
- ► San Joaquin County
    - o No updates during this reporting period
- ► San Luis Obispo County
    - o On January 17, 2023, the Major Disaster Declaration for the State of California (FEMA-4683-DR) for severe winter storms was amended to include the County of San Luis Obispo for individual assistance, debris removal, and emergency protective measures. This also includes Disaster Cal-Fresh
- ► Stanislaus County
    - o No updates during this reporting period
- ► Tulare County
    - o No updates during this reporting period

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

- ► Imperial County
    - o No updates for this reporting period

- ► Orange County
    - o No updates for this reporting period
- ► Riverside County
    - o No updates for this reporting period
- ► San Bernardino County
    - o During the month of February San Bernardino will be hosting Sonoma, Alameda, and Orange Counties with an on- site County Sharing opportunity. They will be visiting the Call Center, Lobby Management and Task Management
- ► San Diego County
    - o No updates for this reporting period
- ► Santa Barbara County
    - o No updates for this reporting period
- ► Ventura County
    - o No updates for this reporting period

Region 6 (Los Angeles County)

- ► Los Angeles County
    - o BenefitsCal Technical Service Desk went live in Los Angeles County on December 19, 2022. BenefitsCal TSD team has been holding checkpoint meetings with Los Angeles County management to review issues and trends. BenefitsCal TSD is also providing weekly statistics on calls received and tickets opened
    - o For Wave 2, Los Angeles County recruited 32 volunteers (28 from DPSS and 4 from DCFS) to provide post-migration virtual support
    - o Los Angeles County continues working with the CalSAWS Project on the new Contact Center Solution. First round of Model Office testing began January 9, 2023, and will be completed on February 3, 2023
    - o The Region 6 Management Site Visit was held on January 18, 2023
    - o The CSS Release Team is recruiting staff to participate in County Validation for Release 23.03 that will start February 13, 2023, and will go through February 28, 2023

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