CALSAWS M&O BI-WEEKLY STATUS REPORT

Reporting Period: February 13, 2023 – February 26, 2023

Table of Contents

1.0 Executive Summary

1.1 CalSAWS Project Status Dashboard

Table 1.1-1 – Status Dashboard

Topic	CalSAWS System	Highlights
Availability	🟢	► The CalSAWS System did not experience any unplanned outages during this period.
Defects	🟢	► There are 101 active Production defects
Incidents		► CALSAWS BROADCAST: Starting at 7:00 a.m. on February 6, 2023, the Application Processing dashboard for Saturday, February 4, 2023, had not been generated in Production. As of 6:00 a.m. on February 14, 2023, the Application Processing dashboard has been refreshed with the latest data and is available for Users. PRB0045256 ► CALSAWS BROADCAST: Starting at 8:03 a.m. on February 13, 2023, Mono County Users at the 107384 Highway 395, Coleville site were not able to access CalSAWS and associated systems due to a local power outage at the site. As of 2:46 p.m. on February 13, 2023, this issue was resolved. PRB0045310 ► CALSAWS BROADCAST: Starting at 8:03 a.m. on February 13, 2023, Users were experiencing longer than normal Optical Character Recognition (OCR) imaging processing times. As a result, documents that utilize OCR had been delayed. This issue did not affect barcoded documents, documents submitted through the BenefitsCal portal, documents with the 'OCRBypass' flag set to true during capture, and ICT transfers. As of 11:38 a.m. on February 13, 2023, this issue was resolved by the imaging vendor. PRB0045311 ► CALSAWS BROADCAST: Starting at 3:28 p.m. on February 14, 2023, Mono County Users at the 107384 Highway 395, Coleville site were not able to access CalSAWS and associated systems due to a local power outage at the site. As of 5:00 p.m. this evening, TPx restored connectivity to the secondary circuit with limited connectivity. Connectivity to CalSAWS is pending confirmation from the local County contact. PRB0045310 ► CALSAWS BROADCAST: Notice for Expiration of Certification (NEC) Notice of Actions (NOAs) for CalFresh cases that have a Redetermination (RE) due in March-2023 were not sent to participants on February 4, 2023, for the following languages: Spanish, Cambodian, and Farsi. In addition, the NA 960X SAR forms were not sent to participants on February 13, 2023, for

Topic	CalSAWS System	Highlights
		the above listed three languages. The fix for the Defect CA-256651 was deployed to CalSAWS on the night of February 14, 2023. As of 6:00 a.m. on February 16, 2023, this issue was resolved. The generated NEC NOAs and NA 960X forms have been sent to Central Print for mailing. PRB0045315 ► CALSAWS BROADCAST: CalWORKs/CalFresh Redetermination (RE) cover and appointment letters in English for March-2023 RE were not sent to Los Angeles County participants. The fix for defect CA-256651 was deployed to CalSAWS Production on the night of February 14, 2023. In addition, the RE cover letters/appointment letters were generated in English for March-2023 RE and are viewable in the CalSAWS application. As of 6:00 a.m. on February 16, 2023, this issue was resolved. PRB0045315 ► CALSAWS BROADCAST: Starting at 2:08 p.m. on February 22, 2023, San Bernardino County Users at the following sites were unable to access CalSAWS and associated systems: '15010 Palmdale Rd, Building A, Victorville', '9655 9th Avenue, Hesperia', '1895 Del Rosa Dr, San Bernardino', '2740 N Little Mountain Dr, San Bernardino', '1900 West Valley Blvd, Colton', and '1175 W Foothill Blvd, Rialto'. As of 4:20 p.m. on February 22, 2023, this issue was resolved. PRB0045383 ► CALSAWS BROADCAST: Starting at 7:00 a.m. on February 22, 2023, San Bernardino County Users at the 295 E. Caroline Street, Suite C, San Bernardino site were not able to access CalSAWS and associated systems due to a power outage. As of 12:35 p.m. on February 22, 2023, this issue was resolved. PRB0045366 ► CALSAWS BROADCAST: Starting at 12:18 p.m. on February 23, 2023, Users were experiencing longer than normal OCR (Optical Character Recognition) imaging processing times. This issue does not affect barcoded documents, documents submitted through the BenefitsCal portal, documents with the 'OCRBypass' flag set to true during capture, and ICT transfers. As of 1:05 p.m. on February 23, 2023, this issue was resolved by the imaging vendor. PRB0045392 ► CALSAWS BROADCAST: The Rush Benefit Issuance Warrant Register Report for February 22, 2023, had not been generated in Production which prevented Users from being able to view the latest version. Defect CA-257122 has been created to resolve the issue. As of 7:00 p.m. on February 23, 2023, this issue was resolved. PRB0045385 ► CALSAWS BROADCAST: Starting at 2:40 p.m. on February 23, 2023, Los Angeles County Users at the San Fernando Valley office were unable to check in using the reception log and

Topic	CalSAWS System	Highlights
		lobby devices. As of 5:04 p.m. on February 23, 2023, Los Angeles County customers at the San Fernando Valley office were able to check-in using lobby devices. Defect CA-257166 has been created to fix the issue that Los Angeles County Users are experiencing at San Fernando Valley office when creating a record on the Reception Log page. PRB0045394 ► CALSAWS BROADCAST: Starting at 10:40 a.m. February 22, 2023, Contact Center agents were unable to access Custom Call Control Panel (CCP) and Enhanced CCP. However, County Users were able access the Default CCP in the interim. The inbound IVR was also impacted. As of 2:50 p.m. on February 22, 2023, this issue was resolved. PRB0045379 ► CALSAWS BROADCAST: Starting at 7:00 a.m. on February 24, 2023, the Valuable Inventory Report for February 23, 2023, had not been generated in Production which prevented Users from being able to view the latest version. Defect CA-257191 has been created to resolve the issue. An update will be provided when the Valuable Inventory Report is generated. PRB0045395 ► CALSAWS BROADCAST: Starting at 7:00 a.m. on February 22, 2023, a subset of Fiscal reports and dashboards were delayed which prevented Users from being able to view the latest versions. As of 9:22 a.m. on February 22, 2023, this issue was resolved. PRB0045367

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

1.2 Highlights from the Reporting Period

► The CalSAWS team successfully deployed CalSAWS minor releases: 23,02.13, 23.02.14, 23.02.15, 23.02.16, 23.02.17, 23.02.18, 23.02.20, 23.02.22, and 23.02.23
► Planned Outages:
  o Scheduled CalSAWS Outages:
    ▪ CalSAWS Production Maintenance:
      • From 10:00 p.m. on February 17, 2023, until 1:00 a.m. on February 18, 2023, the CalSAWS application will be unavailable for Users. CalSAWS Users were redirected to a read-only version of the CalSAWS application
      • On February 19, 2023, from 4:00 p.m. to 8:00 p.m., the CalSAWS application was unavailable for Users. CalSAWS Users were redirected to a read-only version of the CalSAWS application

- From 3:00 p.m. on February 24, 2023, until 7:30 a.m. on February 27, 2023, the CalSAWS application was unavailable for Users. CalSAWS Users were redirected to a read-only version of the CalSAWS application
  - CalSAWS Learning Management System (LMS) Maintenance:
    - On March 3, 2023, from 7:00 p.m. to 9:00 p.m., Users were unable to access the CalSAWS Learning Management System (LMS)
  - Ad hoc Reporting Database Maintenance
    - On February 19, 2023, from 8:00 a.m. to 2:00 p.m., the Adhoc Reporting Database was unavailable for Apex, Enhanced Data Reporting (EDR), and Ad hoc reports Users
- External System Outages:
  - BenefitsCal Maintenance/Limited Access:
    - From 3:00 p.m. on February 24, 2023, until 7:30 a.m. on February 27, 2023, 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 8:00 p.m. on February 26, 2023, until 7:30 a.m. on February 27, 2023, the BenefitsCal application was unavailable for Users and participants
    - On February 16, 2023, from 8:00 p.m. to 9:30 p.m., the BenefitsCal application was unavailable
    - On February 19, 2023, from 4:00 p.m. to 8:00 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 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
  - Online CalWORKs Appraisal Tool (OCAT) Maintenance
    - From 10:00 p.m. on February 17, 2023, until 1:00 a.m. on February 18, 2023, Users were unable to login to the OCAT application
  - Fidelity Information Services (FIS) Maintenance
    - On February 19, 2023, from 2:00 a.m. to 5:00 a.m., EBT related information was not available in BenefitsCal. EBT cardholders and merchants may experience intermittent issues when performing EBT transactions. County Users experienced intermittent connectivity issues while performing EBT related transactions in CalSAWS

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	🟢	• Draft Deliverable (DDEL) updates to System Security Plan (SSP), 8.0 Performance Management Plan, 9.0 Procurement and Assets Management Plan, and 13.0 County Site Plan are confirmed to be due to Consortium for review on February 28, 2023 • Draft Deliverables (DDEL) for Wave 5 13.0 County Site Plans due to Consortium for review on March 3, 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	• Draft Deliverable (DDEL) updates to System Security Plan (SSP), 8.0 Performance Management Plan, 9.0 Procurement and Assets Management Plan, and 13.0 County Site Plan are confirmed to be due to Consortium for review on February 28, 2023

► 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 in preparation of Wave 6 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:
  Change Notice No. 25 (March JPA) is in development and may include:
    ▪ BenefitsCal AT5 and STG3 Environments
    ▪ CalWIN Training Laptops Imaging
    ▪ Correspondence - Additional Application Maintenance
    ▪ Premise: New Required Notices and STAT 47 Report Modification
    ▪ Security - Endpoint Detection Response (EDR) Qualys, Tech Arch, NIST
    ▪ ForgeRock IAM

- Remove Central Print and Innovation lab
- Shift from CalHEERS M&E to Base M&E for SFY 22/23 only
   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 February 26, 2023

Table 2.3-1 – CITs

CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0050-23	Wave 2 Cutover Weekend Calendar Infographic: Contra Costa, Tulare, and Santa Clara County Go-Live Event	Informational	February 14, 2023 revised February 21, 2023	Anand Kulkarni	Cathryn VanNamen
0051-23	February CalSAWS Table Talk Invitation	Informational	February 15, 2023	Chazny Nunes	Aymon Sukkar
0052-23	SCR# CA-256329 - Update April 2023 Main Payroll for CalSAWS (except Riverside)	Informational	February 15, 2023	Sheryl Eppler	Claudia Pinto-Castro
0053-23	CalSAWS BUZZ Volume 5 Issue 1	Informational	February 16, 2023	June Hutchison	Lenecia Miles
0055-23	CA-255135 List of Cases with Expense Records but Do Not Have Verification Record	Informational	February 17, 2023	Maggie Orozco-Vega, and Caroline Bui	Nina Butler, and Committee of CalWORKs CalFresh Facilitator
0056-23	CalSAWS Reports, Enhanced Data Reporting and Dashboards Availability Post Wave 2B Cutover Go-Live	Informational	February 21, 2023	Claudia Pinto-Castro	Cathryn VanNamen
0057-23	SCR CA-254865 EBT Accounts on Cases Linked to a Different Case from Another County	Informational	February 21, 2023	Claudia Pinto-Castro	Sheryl Eppler
0058-23	Posted Lists for CA-242755 2023 Federal Poverty Level (FPL) COLA Batch	Informational	February 21, 2023	Maggie Orozco-Vega	Nina Butler
0059-23	CA-255766 List of RCA/TCVAP Cases Active 8 Months or More	Informational	February 21, 2023	Sarah Cox	Committee of CalWORKs CalFresh

CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
					Facilitator

► The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending February 26, 2023

Table 2.3-2 – CRFIs

CRFI ID	Subject	Distribution Date	Status	Response Due Date	CalSAWS Contact
23-003	CalWIN Readiness Prerequisites for IPT	January 6, 2023	Open	March 3, 2023	Melanie Gines, and Lloyd Rankine
23-021	2023 Visual Inspection of Consortium Assets – Validation of County Coordinator(s)/Contacts	February 7, 2023	Open	February 27, 2023	Dheepa Jayaramakrishnan
23-023	CalWIN Wave 3 Counties: Project-Maintained Worker IDs	February 7, 2023	Closed	February 21, 2023	Darcy Alexander
23-025	Opt-In or Opt-Out of batch production of M16-705 (EBT Adjustment Denial)	February 9, 2023	Open	February 28, 2023	Sheryl Eppler
23-026	CalWIN Wave 3 Pre-Migration Regression Testing	February 9, 2023	Open	March 10, 2023	Lloyd Rankine
23-031	Technical Questionnaire for CalSAWS Enablement	February 21, 2023	Open	March 17, 2023	Melanie Gines

Table 2.3-3 – Overdue CRFIs

► The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending February 26, 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
Done	1
Assigned	21
Completed	818
Duplicate	17
Withdrawn	30
Pending Clarification	1
Total	**888**

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	
SCERFRA 22-564	22-564 - CalFresh/CalWORKs Recertification Packets	Completed	January 31, 2023	February 17, 2023	
SIRFRA 3832	3832 - CalFresh Rebase Population Information Request	Assigned	February 2, 2023	No response	
SIRFRA 1229	1229 - CMS State Report - Prioritizing and Distribution Renewals	Completed	February 22, 2023	February 16, 2023	
SIRFRA 1189	1189 -SAWS Policy Guidance RE PHE	Completed	February 7, 2023	February 17, 2023	
SCERFRA TBD	TBD Family Reunification AB 135	Completed	February 10, 2023	January 24, 2023	
SIRFRA 1238	1238 – Asset Limit Increase Monthly Enrollment Data	Completed	February 15, 2023	January 22, 2023	
SCERFRA 23-507	23-507 - Consolidated Appropriations Act - Automation Cost	Completed	February 17, 2023	February 22, 2023	
SIRFRA 1241	1241 – Cost Analysis for AB 503	Completed	February 17, 2023	February 17, 2023	
SIRFRA 1225	1225 – MC 007	Completed	February 22, 2023	February 21, 2023	
SIRFRA 1242	1242 - Incarceration Tracking and Reporting	Assigned	February 27, 2023	No response	

ID	Description	Status	Due Date	Response Received Date	Notes
SIRFRA 1243	1243 – Medicare Part A Buy In	Assigned	February 27, 2023	No response	
SCERFRA 23-506	23-506 - Rebranding the CalWORKs Program	Assigned	February 28, 2023	No response	
SIRFRA 3835	3835 - Engagement Rate Projected Hours	Assigned	February 28, 2023	No response	
SIRFRA 3840	3840 – CalFRESH Rebase Population Information 24-Motnh Certification	Assigned	February 28, 2023	No response	
SIRFRA 3836	3836 - CalWORKs Home Visiting Program (HVP)	Assigned	March 1, 2023	No response	
SCERFRA 23-500	23-500 – CalFRESH Parity List	Assigned	March 3, 2023	No response	
SCERFRA 23-508	23-508 - Prepopulated SAR 7 Domestic Abuse Question Redaction	Assigned	March 2, 2023	No response	
SCERFRA 23-509	23-509 – AB 274 – CalWORKs: CalFresh: Eligibility: Income Exclusions	Assigned	March 3, 2023	No response	
SIRFRA 3843	3843 - Elderly Simplified Application Project - CalFresh Household by Certification Period and by County	Assigned	March 7, 2023	No response	
SIRFRA 1245	1245 – Impact of AB 991 on SAWS	Assigned	March 8, 2023	No response	
SCERFRA 23-511	23-512 - AB 1112 – Foster Youth	Assigned	March 8, 2023	No response	
SCERFRA 23-512	23-512 - CalFresh Application "Joint Processing" by Social Security Administration and County Welfare Departments in BenefitsCal	Assigned	March 9, 2023	No response	
SIRFRA 1239	1239 - SAWS Pending Applications (PHE) Data Dashboard Slides)	Assigned	March 10, 2023	No response	
SIRFRA 1240	1240 – PHE Renewal Data Request	Assigned	March 10, 2023	No response	
SIRFRA 3834	3834 - Cal-OAR Phase 2A Programming Logic Changes for Family Stabilization Transition to WTW Engagement Rate and Home Visiting Transitions to WTW Engagement Rate	Assigned	March 31, 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 February (MTD) Monthly Help Desk Diagnosis Service Level Agreement (SLA) compliance is 98.2%
3.5.1 ForgeRock	• The next ForgeRock Production release is tentatively scheduled for the end of March 2023 and is targeted to have the ServiceNow integration in that release with a successful User Acceptance Test (UAT)
3.6 Innovation Lab	• Worker-Facing Virtual Assistant (VA) o We're live! We successfully launched the virtual assistant on February 20, 2023

3.1.1 Service Management

3.1.2 Overview

► Facilitated Wave 3 Refresher training for CalSAWS ServiceNow February 23, 2023
► Scheduled CHG0039121 for adding a Risk Designation field to the Roster table
► Scheduled CHG0039222 for updating the info message trigger when Modify ServiceNow Assignment Group Membership service requests are created
► Scheduled CHG0039223 for adding a filter condition to the TPX inbound email actions
► Implemented CHG0037534 for deactivating C-IV Read Only environment helpdesk ticket categories in ServiceNow on February 16, 2023
► Implemented CHG0039143 for adding a field to the Helpdesk Case fulfiller view February 16, 2023
► Implemented CHG0039142 for updating a step in the JIRA integration to resolve Problems once System Change Request (SCR)/Defect goes into Production on February 16, 2023
► Implemented CHG0039306 for adding a new category for Virtual Assistant (SCR CA-250886) on February 16, 2023

3.1.3 CalSAWS Help Desk Metrics

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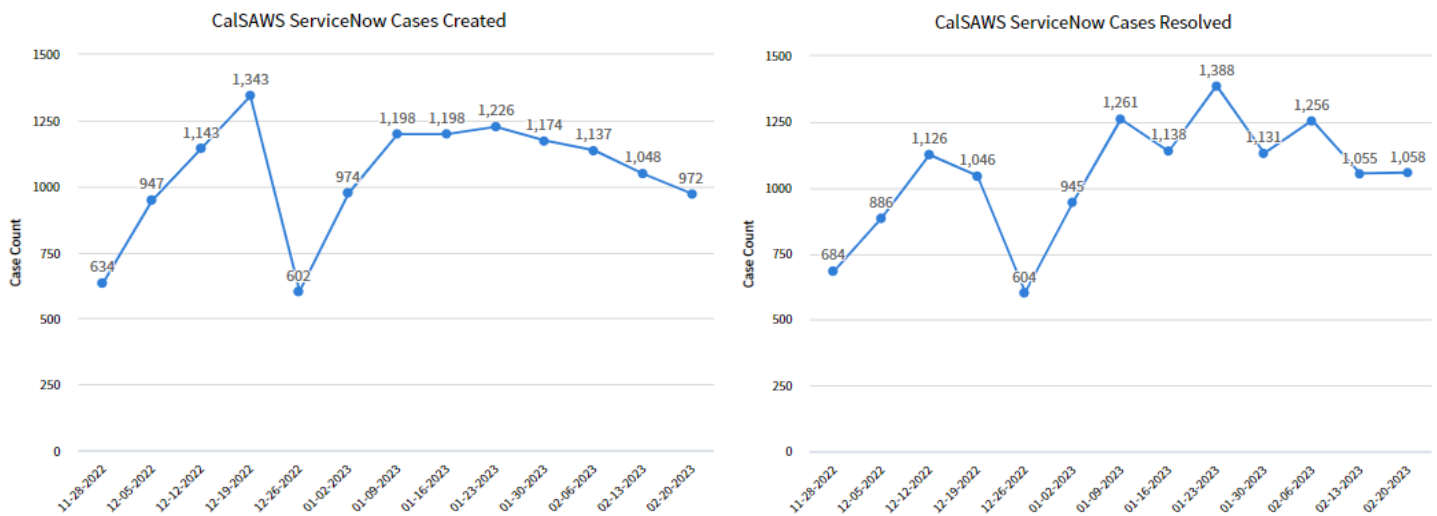
Note: The graphs represent the ServiceNow cases associated to all 42 Counties. Cases represent the first level of ticketing that enters the ServiceNow system. The dates in x-axis represent the start of a week

► Created 2,020 cases of which 204 are cases created from CalWIN Wave 1 Counties:
  o Placer County: 31
  o Yolo County: 173
► Resolved 2,113 cases of which 189 are cases resolved from CalWIN Wave 1 Counties:
  o Placer County: 41
  o Yolo County: 148

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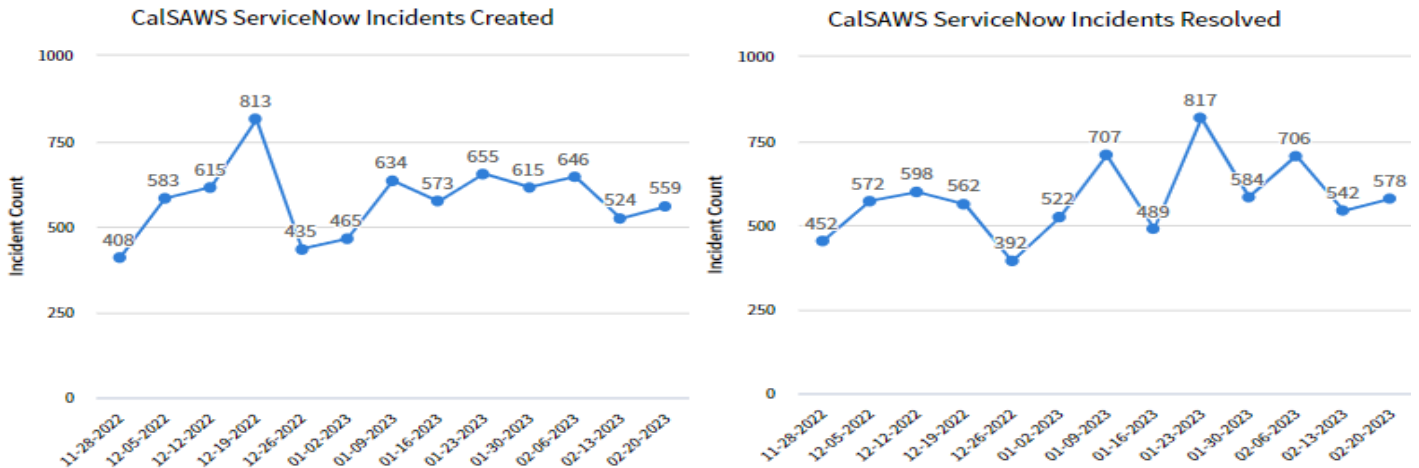
Note: The graphs represent the ServiceNow Incidents associated to all 42 Counties. Incidents are escalations derived from case attempts to triage the issue. The dates in x-axis represent the start of a week

- ► Created 1,083 incidents of which 59 are incidents created from CalWIN Wave 1 Counties:
    - o Placer County: 26
    - o Yolo County: 33
- ► Resolved 1,120 incidents of which 59 are incidents resolved from CalWIN Wave 1 Counties:
    - o Placer County: 34
    - o Yolo County: 25

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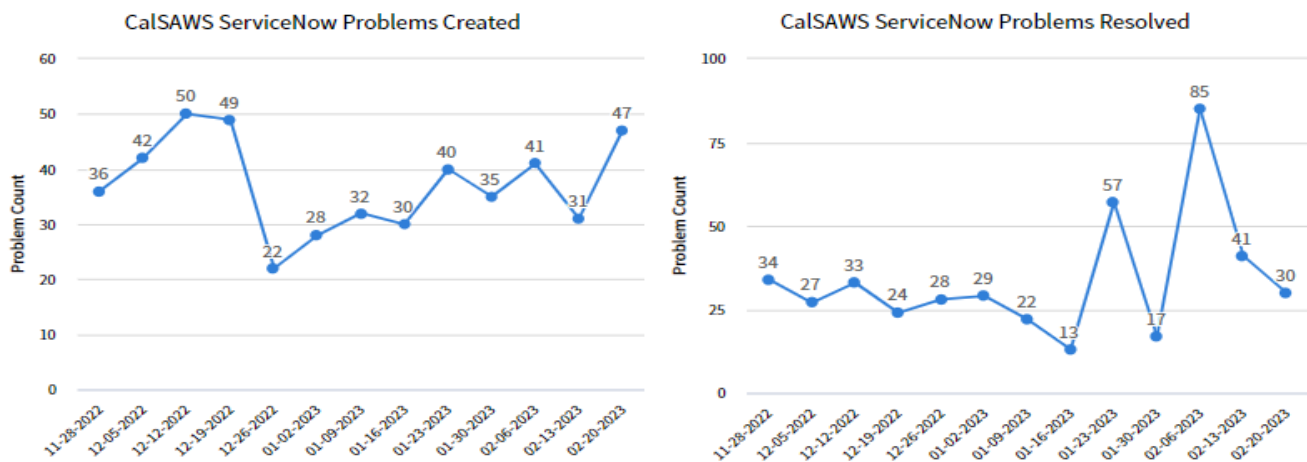
Note: The graph represents the ServiceNow problems associated to 42 Counties. Problems represent issues that can have a many to one relationship with incidents and the final step in escalation. The dates in x-axis represent the start of a week

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	18	42	5	8	23	9	18	15	138
In progress	17	83	33	28	67	45	88	83	444
On hold	15	31	30	55	131	131	323	705	1,421
Resolved	18	347	186	292	225	84	49	26	1,227
Closed	4	1	3	15,959	36,576	9,047	5,681	969	68,240
Problem in diagnosis	0	0	0	0	0	1	1	0	2
Total	72	504	257	16,342	37,022	9,317	6,160	1,798	71,472

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

- How To - Steps... = 1,333 (25.06%)
- Not a System E... = 802 (15.08%)
- Defect Fixed = 781 (14.68%)
- Outage / Perfo... = 597 (11.22%)
- Customer Confi... = 435 (8.18%)
- Multiple Outre... = 425 (7.99%)
- Duplicates = 275 (5.17%)
- Unable to Recr... = 175 (3.29%)
- Solved (Perman... = 161 (3.03%)
- Customer Reque... = 115 (2.16%)
- SCR Implemente... = 115 (2.16%)
- Additional Inf... = 55 (1.03%)
- Service Reques... = 25 (0.47%)
- Password Reset = 16 (0.3%)
- CalHEERS Issue... = 5 (0.09%)
- OCAT Issue Ide... = 3 (0.06%)
- Other = 1 (0.02%)
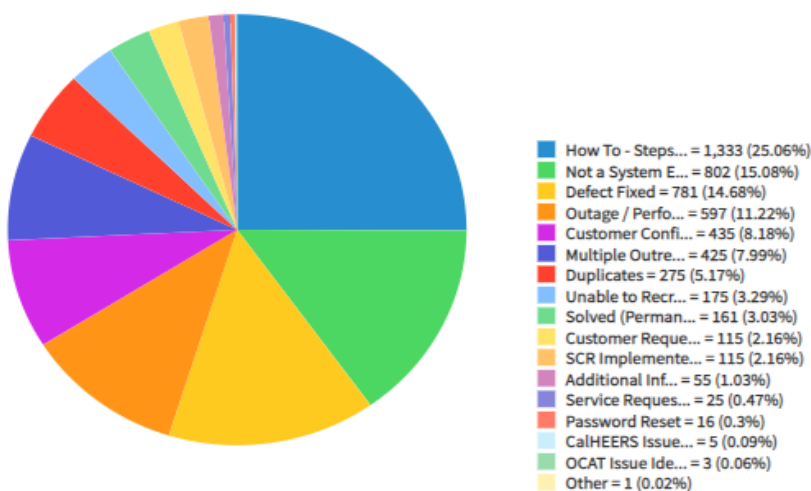
| Resolution code	Incident Count	Percentage of Incidents
How To - Steps to Proceed Provided	1,333	25.06%
Not a System Error - With Explanation	802	15.08%
Defect Fixed	781	14.68%
Outage / Performance Degradation	597	11.22%
Customer Confirmed Issue is Resolved	435	8.18%
Multiple Outreach Attempts – No Response	425	7.99%
Duplicates	275	5.17%
Unable to Recreate Issue	175	3.29%
Solved (Permanently)	161	3.03%
Customer Requested Closure	115	2.16%
SCR Implemented	115	2.16%
Additional Information Needed	55	1.03%
Service Request Created - With Request Number	25	0.47%
Password Reset	16	0.3%
CalHEERS Issue Resolved	5	0.09%
OCAT Issue Identified	3	0.06%
Other	1	0.02%
Total	**5,319**	**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 > ... = 192 (4.6%)
- ■ CalSAWS Applic... = 189 (4.52%)
- ■ CalSAWS Applic... = 181 (4.33%)
- ■ Contact Center... = 139 (3.33%)
- ■ CalSAWS Applic... = 138 (3.3%)
- ■ CalSAWS Applic... = 138 (3.3%)
- ■ Imaging > Othe... = 124 (2.97%)
- ■ BenefitsCal > ... = 101 (2.42%)
- ■ CalSAWS Applic... = 85 (2.03%)
- ■ Imaging > Scan... = 83 (1.99%)
- ■ BenefitsCal > ... = 78 (1.87%)
- ■ CalSAWS Applic... = 78 (1.87%)
- ■ Other = 2,652 (63.48%)
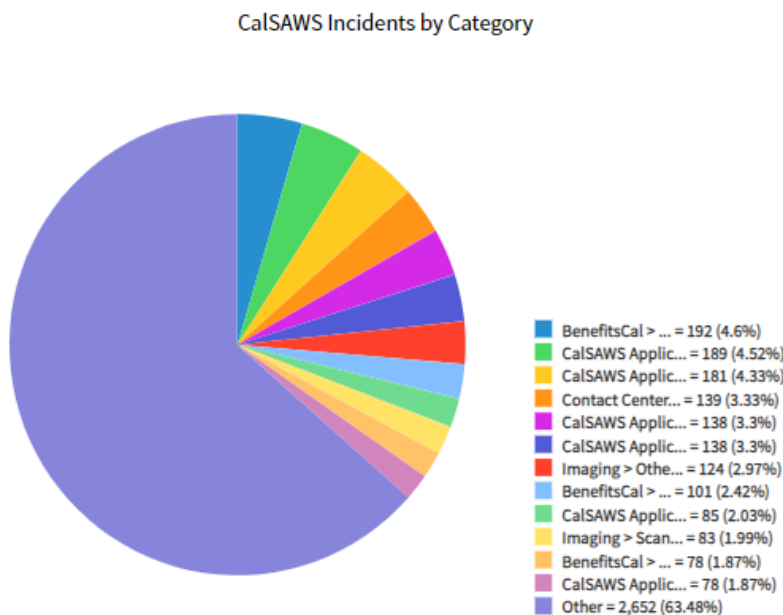
Category	Incident Count	Percentage of Incidents
BenefitsCal > Access Issue > Customer	192	4.6%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Incorrect Eligibility Results	189	4.52%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Other	181	4.33%
Contact Center/IVR > CCP	139	3.33%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > Other	138	3.3%
CalSAWS Application/Related Systems > Production > Performance > Other	138	3.3%
Imaging > Other	124	2.97%
BenefitsCal > Document Upload	101	2.42%
CalSAWS Application/Related Systems > Production > Eligibility Determination	85	2.03%
Imaging > Scanning Documents	83	1.99%
BenefitsCal > Case Link Request	78	1.87%
CalSAWS Application/Related Systems > Production > Benefits Issuance/Recovery > Other	78	1.87%
Other	2,652	63.48%
Total	**4,178**	**100%**

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

CalSAWS ServiceNow Cases Created for Remote Maintenance
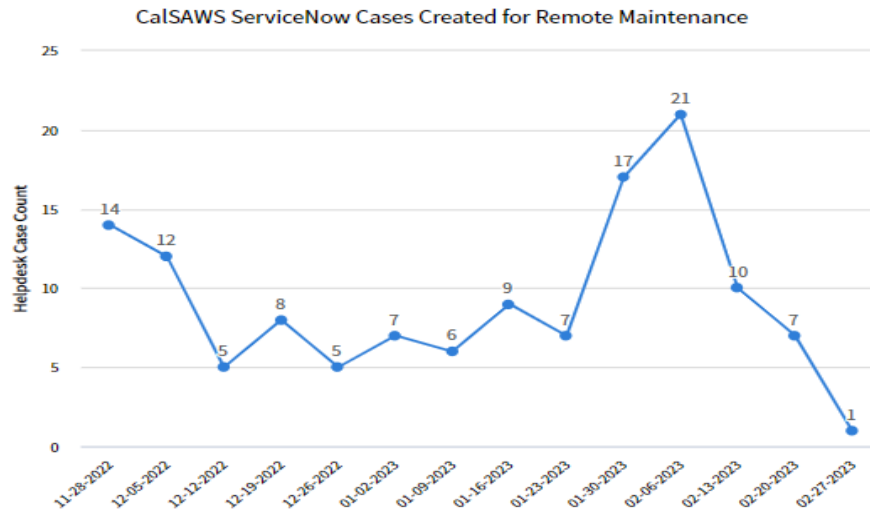
► The Monthly Level 3 Helpdesk Diagnosis Service Level Agreement (SLA) graph below represents the Level 3 Helpdesk compliance metric for closed incidents. The compliance for February (MTD) is 98.2%

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


Monthly Level 3 Helpdesk Diagnosis
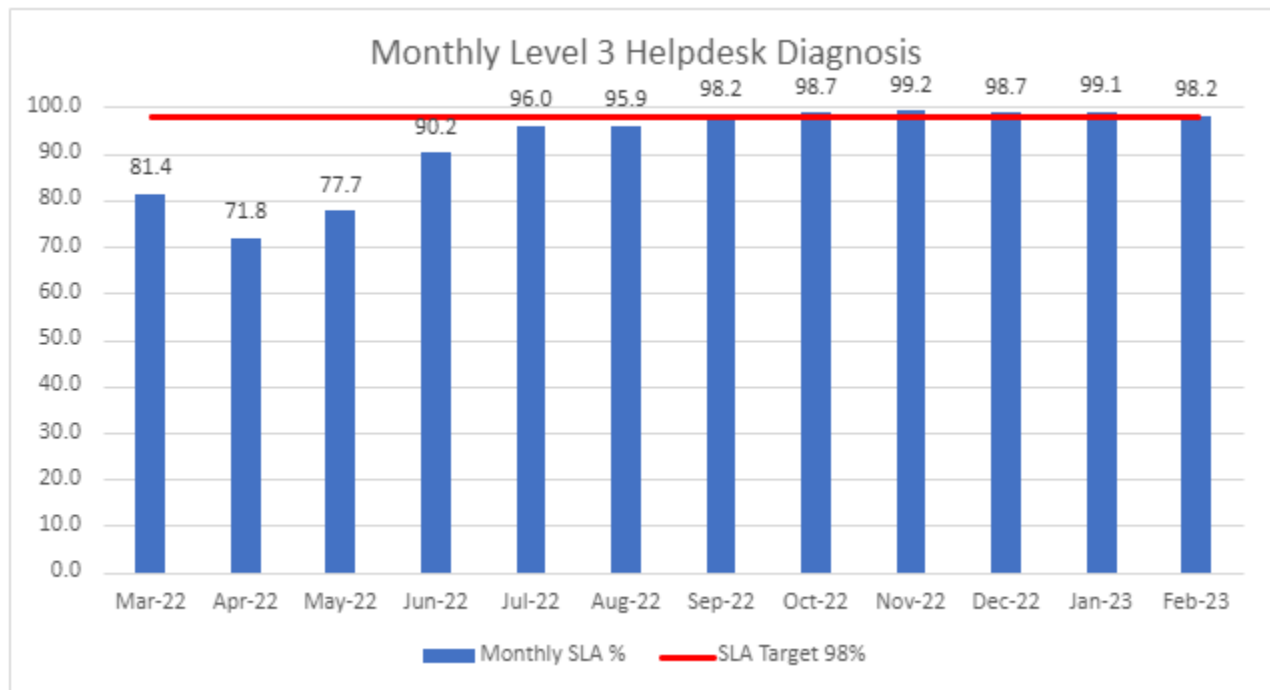
► The graph below represents the number of incidents that missed the Service Level Agreement (SLA) in each month. 24 incidents missed the SLA in February (MTD)

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
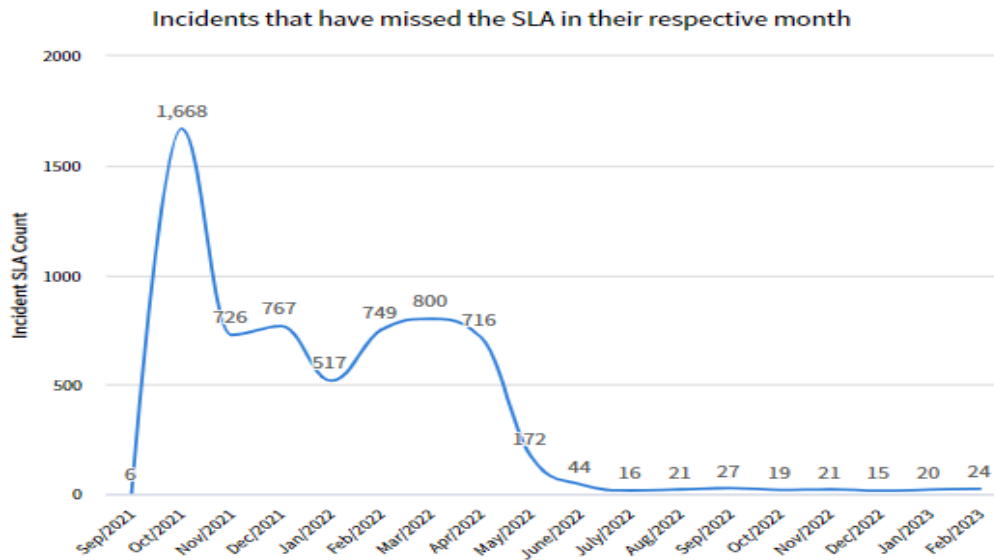
► The graph below represents the number of closed incidents that missed the Service Level Agreement (SLA) in each month. When an incident is resolved, the SLA is paused, which allows users to reopen if needed. After 15 calendar days, an incident will automatically close, and the SLA is complete. 37 closed incidents missed the SLA in February (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
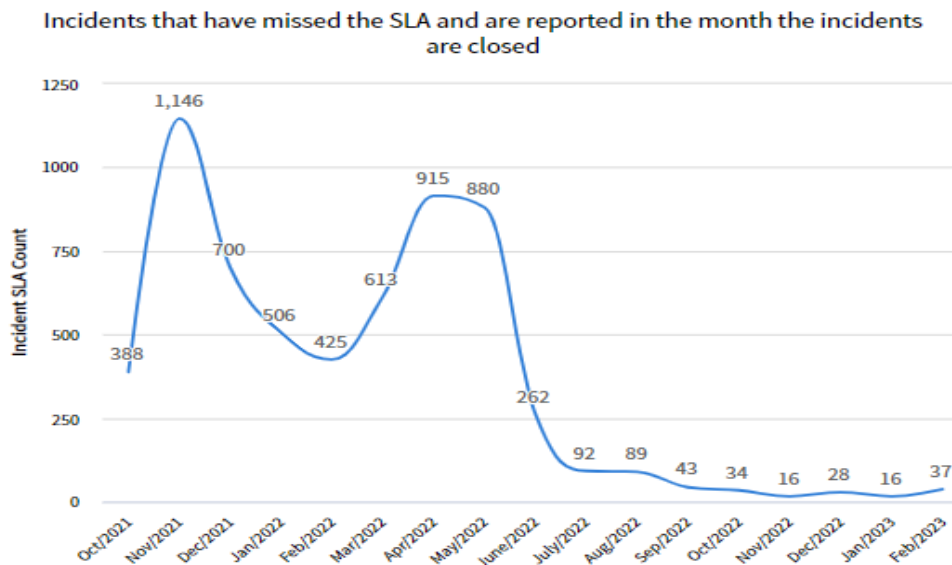
3.2   Technology Operations

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
March 3, 2023	Bulk Load Wave 5 CalWIN Users into ForgeRock Production - Support Access to LMS (Learning Management System)
March 5, 2023	January 2023 Database patching - Production, PRT (Simulation), CT (County Preview), Training Databases
March 5, 2023	Los Angeles POP (Point of Presence) Sites Failover from Primary to Secondary (Planned Change)
March 5, 2023	LA3F5001/LA3F5002 F5 Software Upgrade from version 15.1.6.1 to 15.1.8.1
March 18, 2023	SV1 Redundancy Build: Perform Physical Cabling connectivity to the SV1FW001 (Planned Change)
March 18, 2023	SV1 Redundancy Build: Internet (Planned Change)
March 18, 2023	SV1 Redundancy Build: Distribution Switch (SVSW100 and 101) (Planned Change)
March 18, 2023	SV1 Redundancy Build: Firewall High Availability Install, setup and Configuration (Planned Change)
March 25, 2023	Failover from LA3 to SV1

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
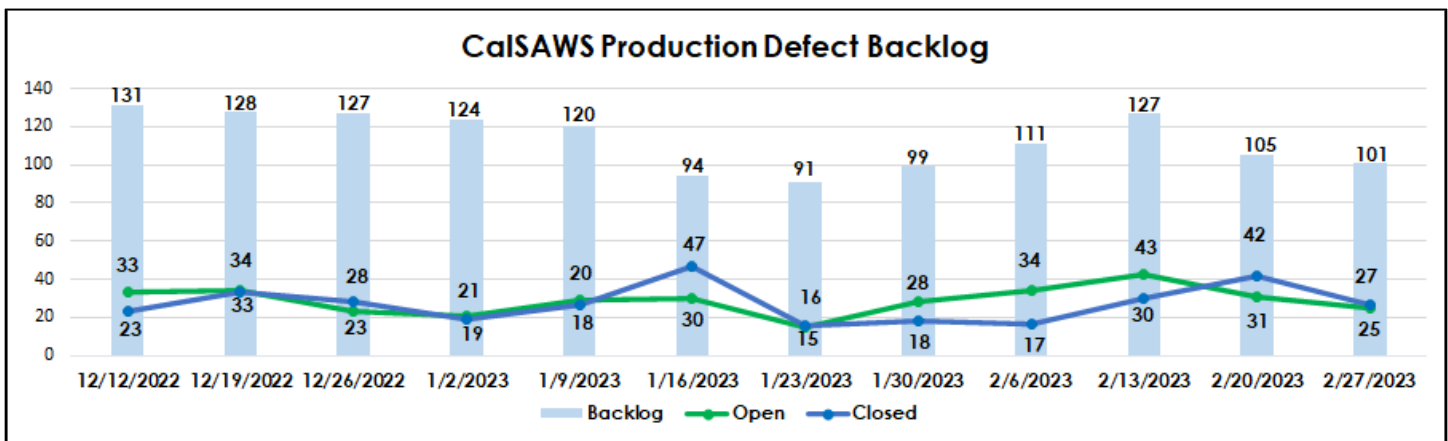
3.3.1 Release Schedule Production Defect Fix

► 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	**23.02**	**23.03**	**23.05**	**23.07**	**23.09**	**24.03**	**TBD**	**Grand Total**
2-Normal/Medium	**31**	**28**	**8**	**2**	**2**	**1**	**27**	**99**
New		3	3	1	1		13	21
In progress	14	17	5	1	1	1	10	49
Closed	17	8					4	29
3-Normal/Low	**19**	**12**	**2**				**10**	**43**
New			1				2	3
In progress	6	11	1				5	23
Closed	13	1					3	17

CalSAWS Production Defect Count by Release								
4-Cosmetic	**2**	**3**	**3**					**8**
In progress		2	3					5
Closed	2	1						3
Grand Total	**52**	**43**	**13**	**2**	**2**	**1**	**37**	**150**

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) – 199 – Shasta County eCCP Access Issue – PRB0045151
   o On January 19, 2023, the CalSAWS Contact Center team implemented a fix for defect in CalSAWS using CA-254429 to update an Identity and Access Management (IAM) role and validated the fix. On January 20, 2023, at approximately 7:00 a.m., while performing daily health checks for Contact Centers, the CalSAWS Contact Center team identified that the Shasta County C45 eCCP was inaccessible. The team identified the root cause as previous night's defect fix that impacted access to the Amazon Relational Database Service (RDS). As a result, login to eCCP was failing. The issue was quickly escalated to the Project team and the Contact Center team rolled back the configuration update for CA-254429 before the Shasta County call center opened at 7:45 a.m. and a broadcast email was sent to Shasta County to inform them of the issue and resolution

► Root Cause Analysis (RCA) – 202 – UEID Error Linking e-application to Case – PRB0045208
   o On January 27, 2023, incidents were logged by impacted Users that they were receiving a UEID error when linking some e-applications to cases in CalSAWS. The issue was occurring when Users attempted to link an e-application to a new person that does not exist in CalSAWS. E-applications that were pending in Users' queue for linking were increasing in numbers. To avoid large number of pending e-applications, Consortium leadership approved a mid-day release as an immediate solution to the issue. The CalSAWS BenefitsCal team identified that the issue was caused by a defect fix for CA-253096 (Refactor the case linking code to log or throw exception to avoid SonarQube quality gate failure issues), which was deployed the previous night, January 26, 2023, through a priority release deployment. The CalSAWS BenefitsCal Application Development (AppDev) team logged a defect CA- 255782 and reverted the code that caused the UEID. A mid-day release deployment was completed during the lunch hour and at 1:00 p.m. the Counties were able to link all the pending e-applications in their queue

3.4.3 Batch Operations

► Executed Wave 2 Pre-Cutover and Cutover activities:
   o Met with Wave 2 Counties to preview batch operations communications and get County contacts
   o Met with the four same-day Counties for daily warrant print to align on cutover batch timings
   o Conducted interface partner and Wave 2 counties file transfer validations calls during cutover
   o Reviewed Batch forecast for Wave 2 cutover weekend to identify which jobs need to be moved up for earlier processing due to no batch on Saturday, February 25, 2023. Submitted SCR CA-256030 for rescheduling of the impacted jobs
► Executed special batch run for Cost-of-Living Adjustment (COLA) run on Saturday, February 18, 2023
► Worked with Consortium and Fiscal team to submit SCR CA-256329 - Update April 2023 Main Payroll for CalSAWS (except Riverside) to adjust the payroll dates for LA and the other Counties in preparation for CalWIN Wave 3

► 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 (February 13, 2023 – February 26, 2023)
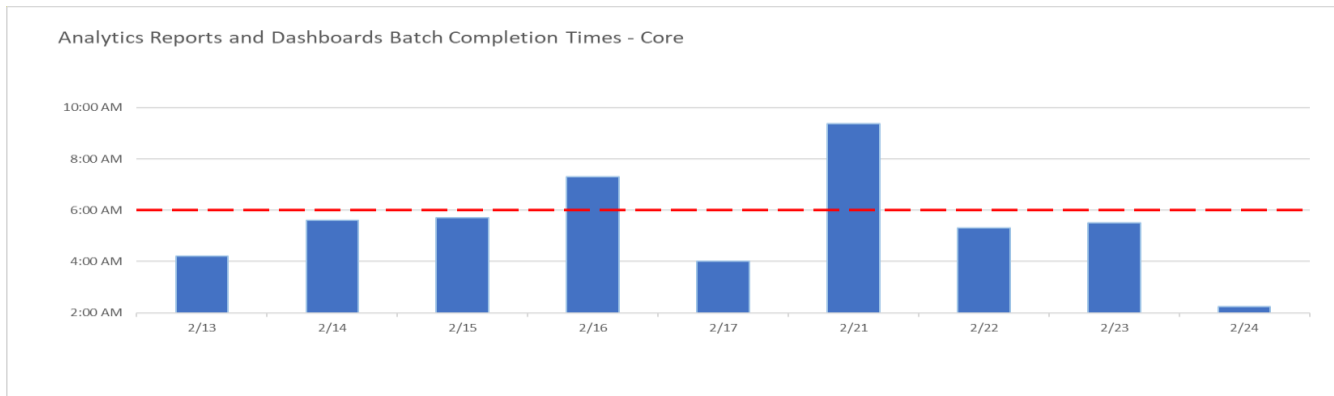
*Note: Saturday night batch runs are generally special batch runs (e.g., Emergency Allotment payments, Cost of Living Adjustment (COLA), Release deployments, Maintenance activities), which involve additional processing steps, volumes, or dependencies on Interface Partners or technical activities, and 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
February 16, 2023	Several analytics jobs completed shortly after 7:00 AM	Jobs completed before planned communication	Closed	Dashboards and Reports generation completed
February 21, 2023	Multiple dashboards and reports completed after 6:00 AM due to an analytics EMR issue	Some Fiscal Reports/Dashboards Generation Delayed in Production	Closed	Dashboards and 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) 2022-2023
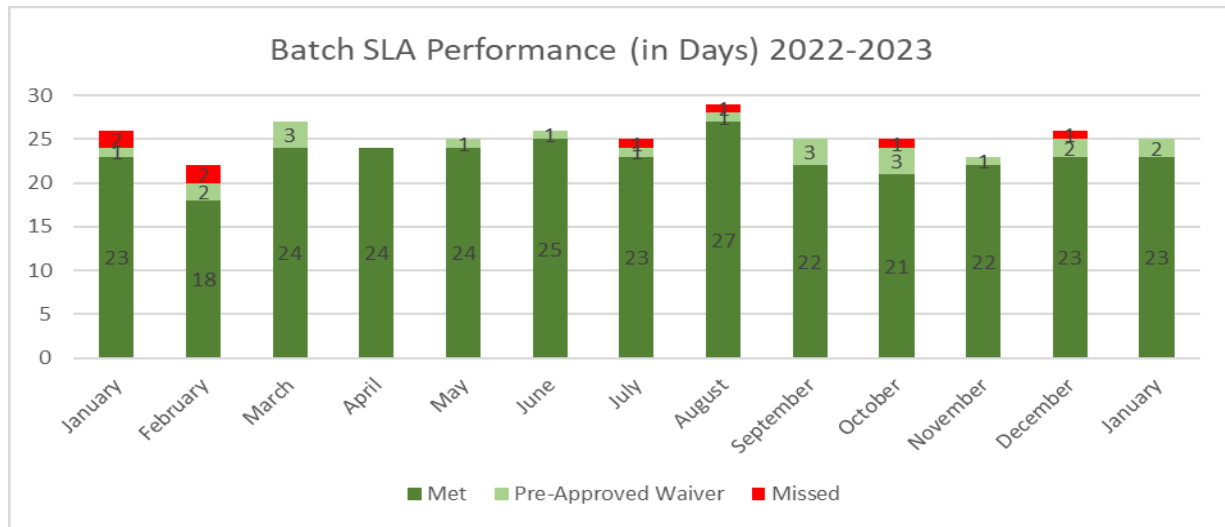
► Imaging
  o None for the reporting period
► Contact Center
  o Performance Test tentatively scheduled for July 11, 2023
► ForgeRock
  o None for the reporting period
► Core Online
  o Online Service Level Agreement (SLA) Performance. Peak SLAs for screen to screen and Eligibility Determination Benefit Calculation (EDBC) met every day for the last 12 months

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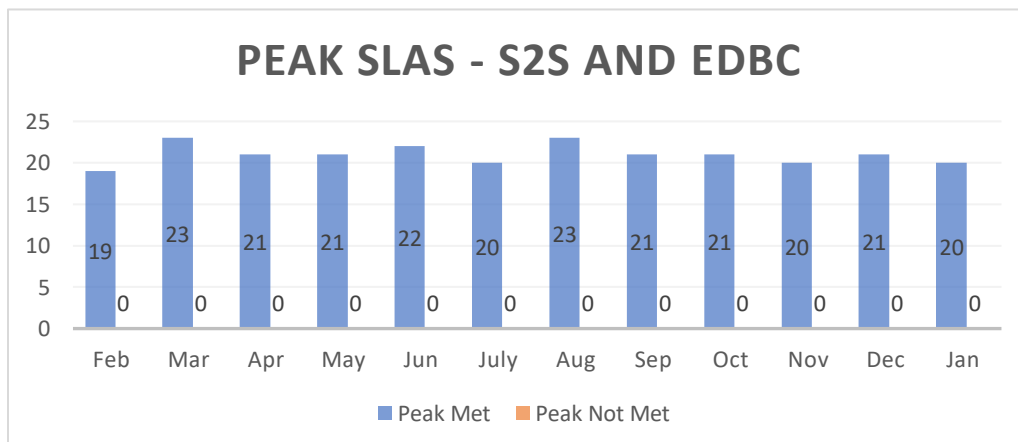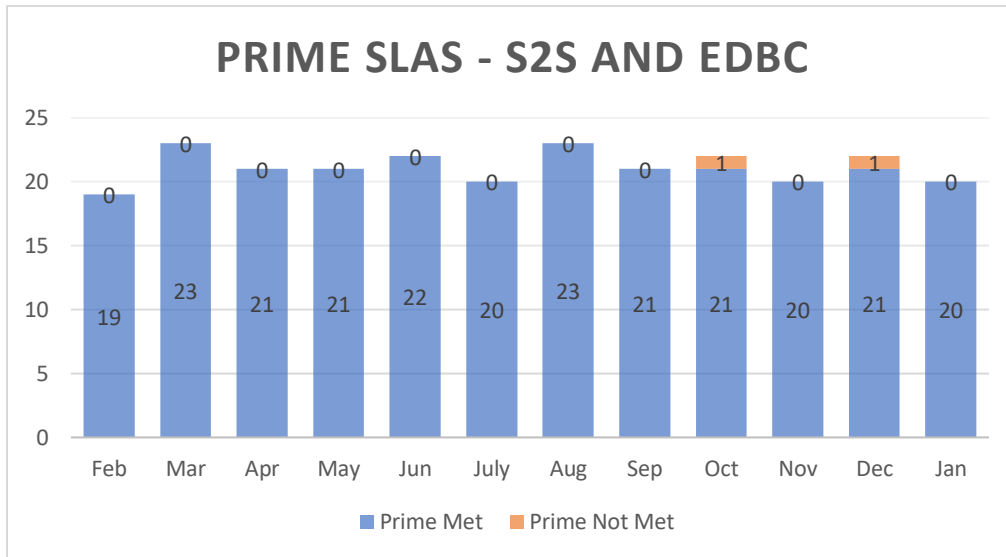

PEAK SLAS - S2S AND EDBC

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

► Production Disaster Recovery release was completed on February 21, 2023
► The ForgeRock team is onboarding two new resources as part of a Shadow Program that will last 6 weeks to train in ForgeRock
► The Team has begun a new process for creating Change Requests for the Non-Production environment changes
    o Weeklong Change Requests (CRs) for Sandbox Testing
    o Weekly Change Request for all AT/Development releases
    o All CRs for the following week needs to be completed on the Thursday Prior
► Held the follow-up meeting for Multi Factor Authentication (MFA) enhancements demonstration and design
► Knowledge Transfer sessions scheduled and held for new ForgeRock delivery leads
► Approved SCRs for County API creation in the Production environment
► ForgeRock team working with ForgeRock support on resolving ServiceNow connector performance issues
► Testing a patch for a ForgeRock critical vulnerability in non-Production environments
► Configured ForgeRock Sandbox servers to be enabled for automated patching

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	March 3, 2023	In progress

MILESTONES	PRODUCTION DEPLOYMENT DATE	STATUS
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	Release When Ready	In progress
Production ForgeRock API clients for Santa Clara County	February 17, 2023	In Production
Component Level Monitoring and Failure Scenarios	Release When Ready	In progress
ForgeRock-ServiceNow integration	Release When Ready	In progress
ForgeRock: Multi Factor Authentication Policy Enhancement – Design and Proof of Concept (POC) only	Release When Ready	In progress
Implement MFA delivery choice at Login Journey - Design and POC ONLY	Release When Ready	In progress

3.6 Innovation Lab

- ► Worker-Facing Virtual Assistant (VA)
  - o We're live! We successfully launched the virtual assistant on February 20, 2023
    - ▪ Added a new CalSAWS announcement, and working on additional ways to promote the VA, including updating CalSAWS Functional Presentations (CFPs) and creating demonstration videos in All Staff and webcast for County Users
  - o Completing the build for Release 2 this week with County Validation happening next week. Target to deploy on March 16, 2023
  - o The Release 3 design was approved in the February 23, 2023, County workgroup. Target to deploy on March 30, 2023
    - ▪ We will be submitting on February 28, 2023, to go through the System Change Request Board (SCRB)/Change Control Board (CCB) cycle
  - o Analyzing incoming VA data to see common questions from Users and using that to generate new Use Cases for the VA in County workgroups
- ► Voice Bots (Welcome/Authentication Bots)
  - o Completed development of enhancements in assembly test environment
  - o Received approval on Change Requests (CRs) to deploy into system test environment, targeted to be completed by March 3, 2023
  - o Non-Production Technical Budget Change Request (TBCR) for San Bernardino County was submitted on February 21, 2023
  - o Confirming design of Spanish reports
- ► Electronic Benefit Transfer (EBT) Card Replacement - Robotic Process Automation (RPA)
  - o Received approval for Non-Production Technical Budget Change Request (TBCR) on February 14, 2023
  - o Finalizing design document for System Change Request (SCR) to be submitted to the IVR/Contact Center Committee for review on February 28, 2023. Committee will have two weeks to review and approve
  - o Received feedback from Non-Production Change Request (CR) submission on February 15, 2023, for the RPA Environment at the Change Acceptance Board (CAB) meeting
    - ▪ Planning to resubmit after all feedback has been incorporated for CAB approval on March 15, 2023

3.7 Imaging

- ► Completed Defects
  - o CA-256388 - External Agency - EMA Load Balance Configurations for 58 County Load
  - o CA-255599 - External Agency - Ignore Barcode documents routing to Barcode Verification
- ► Completed System Change Requests (SCRs)
  - o CA-252411 - When a CalWIN document with a 2D barcode is scanned into the Imaging Solution, the complete barcode number lookup.

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 Lobby Management

► **Region 1** (Alameda, Contra Costa, Marin, Monterey, Napa, San Benito, San Mateo, San Francisco, Santa Clara, Santa Cruz, Solano, Sonoma)
  o Contra Costa County
    ▪ CC-02-2021 – Revision 1
      • County Purchase documentation with County for approval
      • Continued working with the County on deployment
  o San Mateo County
    ▪ SM-01-2023
      • County Purchase documentation with County for approval
  o Santa Clara County
    ▪ SC-01-2022
      • Equipment in build and transit
      • Continued working with the County on deployment
  o Solano County
    ▪ SL-01-2022
      • County Purchase documentation with County for approval
  o Sonoma County
    ▪ SO-01-2022
      • Equipment in build and transit

► **Region 2** (Alpine, Amador, Calaveras, El Dorado, Mono, Nevada, Placer, Sacramento, Sierra, Sutter, Tuolumne, Yolo, Yuba)
  o Placer County
    ▪ PR-01-2022
      • Kiosk delivered and setup. Waiting for network communications update.
  o Yuba County
    ▪ YB-01-2022
      • Continued working with County on shipping of FACT equipment to CalSAWS Remote Depot for configuration

► **Region 3** (Butte, Colusa, Del Norte, Glenn, Humboldt, Lake, Lassen, Mendocino, Modoc, Plumas, Shasta, Siskiyou, Tehama, Trinity)
  o No updates for the reporting period

► **Region 4** (Fresno, Inyo, Kern, Kings, Madera, Mariposa, Merced, San Joaquin, San Luis Obispo, Stanislaus, Tulare)
  o Fresno County
    ▪ FR-01-2023
      • County Purchase documentation with County for approval
  o Kern County
    ▪ KR-01-2022 Revision 1
      • Imaging completed, coordination to begin with County
  o Mariposa County
    ▪ MP-01-2022
      • County Purchase documentation with County for approval

- o San Luis Obispo County
  - ▪ SP-01-2023
    - County Purchase documentation with County for approval
- o Tulare County
  - ▪ TL-01-2023 & TL-02-2023
    - County Purchase documentation had been sent to County for approval; County responded back with a request to split the County Purchase Order due to Board approval requirements, with FACTs on a separate Cunty Purchase Order than the purchase of the Kiosks. Updates in progress.

- ► **Region 5** (Imperial, Orange, Riverside, San Bernardino, San Diego, Santa Barbara, Ventura)
  - o Orange County
    - ▪ OR-01-2022
      - Kiosks are waiting to be imaged
      - Waiting for all equipment to be delivered
  - o San Bernardino County
    - ▪ SB-01-2022
      - Kiosks being prepared
      - To begin working with County on deployment
  - o Ventura County
    - ▪ VN-01-2022
      - Waiting on build and shipping

- ► **Region 6** (Los Angeles)
  - o No updates for the reporting period

3.10 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 work on SIRFRA 3838 - Homeless Assistance Denial Reasons - Due: February 8, 2023
  - o Completed work on SIRFRA 3836 - CalWORKs Home Visiting Program (HVP) - Due: March 1, 2023
  - o Started work on SIRFRA 3824 - Cases in CalFresh, CAPI, SSP-SSI with Child Support Income - Due: March 9, 2023 (Revised SIRFRA)
  - o Started work on SIRFRA 3840 - CalFresh Rebase Population Information 24-Month Certification - Due: February 28, 2023
  - o Started work on SIRFRA 3843 - Elderly Simplified Application Project - CalFresh Household by Certification Period and by County – Due March 7, 2023
  - o Completed work on SIRFRA 3842 - Automated/Mass Replacement Waiver Data Request - Due: February 24, 2023

► Department of Health Care Services (DHCS) Report Support
  o Completed work on SIRFRA 1231 - SAWS Pending Applications (PHE Data Dashboard Slides) January 2023 - Due February 10, 2023
  o Completed work on SIRFRA 1232 – Public Health Emergency (PHE) Renewal Data Request January 2023 - Due February 10, 2023
  o Continued work on SIRFRA 1233 - End of Continuous Requirement Renewal Data Request - Due April 14, 2023
  o Completed work on SIRFRA 1238 - Asset Limit Increase Monthly Enrollment Data - Due: February 15, 2023
  o Started work on SIRFRA 1240- PHE Renewal Data Request February 2023 - Due: March 10, 2023
  o Started work on SIRFRA 1239- SAWS Pending Applications (PHE Data Dashboard Slides) February 2023 - Due: March 10, 2023

3.11 Deviation from Plan/Adjustments

► None for this reporting period

4.0 Application Development

4.1 Highlights from the Reporting Period

Table 4.1-1 – Application Development Status Agenda Topic

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
4.4.1 Release Test Summary	• 23.03 System Testing on schedule. Week 4 of 7 completed. 80% pass rate on a 57% target.

4.2 Priority Release Summary

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

► The CalSAWS System had nine priority releases:
  o The CalSAWS 23.02.13 Minor Release was successfully deployed on February 13, 2023
    ▪ One System Change Request (SCR) was deployed in the area of the Batch Interface team
  o The CalSAWS 23.02.14 Minor Release was successfully deployed on February 14, 2023
    ▪ Forty-three defects were deployed in the areas of Batch Interfaces, Batch Operations, BenefitsCal, Client Correspondence, CalHEERs , Eligibility, Fiscal, Online and Reports teams
    ▪ Fourteen System Change Requests (SCRs) were deployed in the areas of Batch Interfaces, Batch Operations, Client Correspondence, Eligibility, Fiscal and Online teams
  o The CalSAWS 23.02.15 Minor Release was successfully deployed on February 15, 2023
    ▪ One System Change Requests (SCRs) was deployed in the areas of the Online

team

- o The CalSAWS 23.02.17 Minor Release was successfully deployed on February 17, 2023
  - ▪ Three defects were deployed in the areas of Online and Reports teams
  - ▪ Five System Change Requests (SCRs) were deployed in the areas Online, Fiscal, and Automated test teams
- o The CalSAWS 23.02.18 Minor Release was successfully deployed on February 18, 2023
  - ▪ One System Change Requests (SCRs) was deployed in the areas of the CalHEERs team
- o The CalSAWS 23.02.22 Minor Release was successfully deployed on February 22, 2023
  - ▪ Three System Change Requests (SCRs) were deployed in the areas of Batch Interfaces, Client Correspondence and Online teams
- o The CalSAWS 23.02.23 Minor Release was successfully deployed on February 23, 2023
  - ▪ Three System Change Requests (SCRs) was deployed in the areas of Batch Operations and Client Correspondence teams
- o The CalSAWS 23.02.25 Minor Release was successfully deployed on February 25, 2023
  - ▪ One System Change Requests (SCRs) was deployed in the areas of Batch Operations team
- o The CalSAWS 23.02.26 Minor Release was successfully deployed on February 26, 2023
  - ▪ Nine System Change Requests (SCRs) were deployed in the areas of Batch Interfaces, BenefitsCal, CalHEERs, Conversion, Eligibility, Imaging, and Online teams

Table 4.2-1 – CalSAWS Upcoming Release

Release	Summary
23.02.27	► Wave 2 Counties User Acceptance Test (UAT)2 APEX Access Enable ► Inyo County CalSAWS Production EDR Access Request ► Santa Clara County CalSAWS User Acceptance Test (UAT)/Production EDR Access Request ► Contra Costa CalSAWS UAT/Production EDR Access Request ► Tulare County CalSAWS UAT/ Production EDR Access Request ► Schedule batch job to convert Unsolicited CalWIN DERs into CalSAWS - WAVE 2 ► Wave 2 Counties Production APEX Access Enable ► Update Diaper allowance process for Wave 2 Counties for February and March 2023 ► Update Santa Clara County Collections Interface to not run at migration ► Operational Data changes for day1 Batch run post CalWIN Wave 2 cutover
23.02.28	► CalWIN Training Laptop Imaging - Waves 2-6 ► Direct Certification- Add More Zip Codes for El Rancho Unified School District
23.03.01	► Turn off February Foster Care Main Payroll run (CSPMTF) for March 1, 2023 for Contra Costa and Tulare Counties (Wave 2) ► CalWIN - Create Foster Care Monthly Direct Deposit file
23.03.02	► San Bernardino County Voice Bots Enhancements ► Update Valuable Voucher Type for CalWIN Wave 2
23.03.03	► Request for ForgeRock Production Load for Wave 5 CalWIN Counties Prior to the Start of CalSAWS Training

Release	Summary
	► Create a BPCR and network connection to setup E2Lite for Ventura County ► CalWIN State Interface Exchange Testing Support SCR Wave 3 ► School Lunch Interface CalWIN County Interface Exchange Testing Support SCR Wave 3 ► DDID 1979: CalWIN County Interface Exchange Testing Support SCR Wave 3
23.03.06	► ODM Rule Changes for JAVA and Weblogic Upgrade ► Upgrade JAVA and Weblogic for CalSAWS Application
23.03.09	► Update Office ID Assignment Logic ► Hide Reset Password button for CalWIN Counties ► Add new Eligibility Statement codes 368 and 369 on SAVE Detail page ► Update Fresno County to receive School Lunch Interface monthly instead of annually ► Update CalSAWS to set CalFresh Aid Code for Non-Public Assisted Households ► Allow "CalSAWS" Announce Type to be Available for Announcements other than Release Notes
23.03.15	► Automated Regression Test - Execution and Maintenance - 23.01 Release Cycle ► ART: Priority Defect Backlog (2022) - Phase 1
23.03.16	► CalSAWS Virtual Assistant Expansion - Release 2 ► DDID 2731 FDS: Update the eCCP to support 6 way calling ► DDID 2284 FDS CSC: Scheduled Callback
23.03	► Total System Change Requests (SCRs): 55 approved ► Release Webcast date: March 7,2023
23.05	► Total System Change Requests (SCRs): 56 approved ► Release Webcast date: TBD
23.06	► Total System Change Requests (SCRs): 16 approved ► Release Webcast date: TBD

4.3   Application Development Status

► Continued design on:
  o CA-202054 Access Control Log (ACL)-18-07 Suspend/Discontinue/Reinstate for Cash Assistance Program for Immigrants (CAPI) case
  o CA-205388 Update the CAPI Change Notice of Actions (NOAs) per newest state version of NA 692
  o CA-208537 ACIN I-25-19 Treatment on In-Kind Support and Maintenance in the Cash Assistance Program for Immigrants (CAPI)
  o CA-208423 to Updated Medi-Cal Income and Deductions Chart
  o CA-214024 Phase I - Add Common NOA Fragments for Threshold Generation - Medi-Cal
  o CA-222827 ACL 20-132 CalFresh Eligible Rules and Reporting on Substantial Lottery or Gambling Winnings
  o CA-229043 Enable CalSAWS Capability for Counties to Mail Documents with Customized Contents to Clients
  o CA-232609 Restart TNB Recertifications
  o CA-238291 Add Print Centrally and Print Locally buttons to MC 219
  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 1, 2022)
  o CA-248014 CAPI - Update CA 1037 Report for San Mateo and Sacramento Counties
  o CA-248901 Add CalFRESH 285, CalFRESH 285A, PUB 520, and CalFRESH 285A Application Packet Threshold Languages to Template Repository
  o CA-249570 Automate Discontinuance of Medi-Cal for Individuals Active in Child Welfare Services Programs
  o CA-251209 Add NOA Fragments in Threshold Languages for Medi-Cal NOA Generation (MC-MAGI-T)
  o CA-251212 Add NOA Fragments in Threshold Languages for Medi-Cal NOA Generation (MC MAGI-D)
  o CA-251213 Add NOA Fragments in Threshold Languages for Medi-Cal NOA Generation (MC 239 A)
  o CA-251214 Add NOA Fragments in Threshold Languages for Medi-Cal NOA Generation (MC 239)
  o CA-251562 Adult Expansion for Medi-Cal
  o CA-253124 Validate E-mail Addresses Added into CalSAWS
  o CA-255013 CalSAWS Virtual Assistant Expansion - Release 2
  o CA-49396 ACL 15-96 - Add and update ARC NOAs and Forms
  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-256810 Advance MediCal Redetermination Due Date for Cases with Incarcerated Individuals
  o CA-256140 CalSAWS 58 County Batch performance test execution & support
► Continued build on:
  o Build for priority releases and 23.05 approved System Change Requests (SCRs)
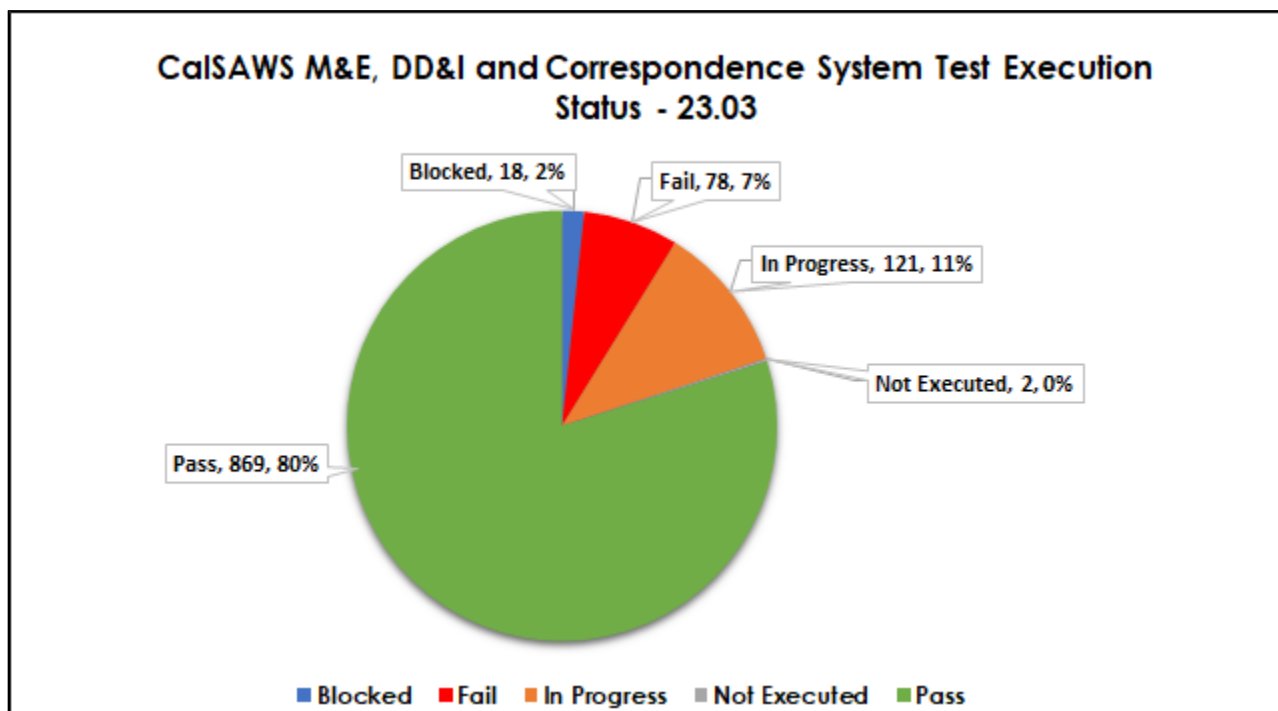
4.4   Release Management

4.4.1   Release Test Summary

► Continued 23.03 test execution

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

Pass Rate Target as of February 24, 2023	**57%**
Pass Rate Actual as of February 24, 2023	**80%**
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	106,649,484	46.60%	14	98.24%
2	104	76,287,863	33.33%	96	90.96%
3	122	23,029,504	10.06%	109	90.89%
4	524	19,718,212	8.62%	285	63.56%
5	2811	3,168,835	1.38%	483	28.08%

Note: Transaction volume and coverage metrics are based on CalSAWS monthly Production performance data and Automated Regression Test (ART) coverage data as of January 31, 2022. Each tier is distinct from prior tier(s). For example, tier 2 includes all transactions that make up the top 80% of production volume except for the fifteen tier 1 transactions. Production statistics are updated each month, and coverage statistics are updated with each major release as new automated regression scripts are developed. To date, there are 774 end-to-end Automated Regression Test (ART) scripts:

► 678 targeting the core CalSAWS application

► 6 targeting the inbound BenefitsCal API service (*Portal Service*)

► 90 targeting the other 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 February 15, 2023, and February 22, 2023
  o System Change Requests (SCRs) in Design Phase
    ▪ CA-220019 CalWIN GA GR Solution Changes - Wave 4
  o SCRs in Development 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 System Test Phase
    ▪ CA-249961 Update the GAGR income multiplier for all CalWIN Counties Except Alameda, San Diego and San Mateo Counties
    ▪ CA-220018 CalWIN GA GR Solution Changes - Wave 3
  o SCRs Released to Production
    ▪ CA-254289 Update Benefit amount calculation for Tulare County [23.02.14]
    ▪ CA-254290 Update Benefit amount calculation for Contra Costa County [23.02.14]
    ▪ CA-252089 Synchronization of CalSAWS and GA/GR Correspondence service databases (Wave 2) [23.02.22]
  o Defects Released to Production
    ▪ CA-256021 CA-226398: GAGR Batch Sync Job PB00R6805 Exception [23.02.14]
    ▪ CA-256800 Missing index and foreign keys on PERS_SUPPT_DETL table [23.02.17]

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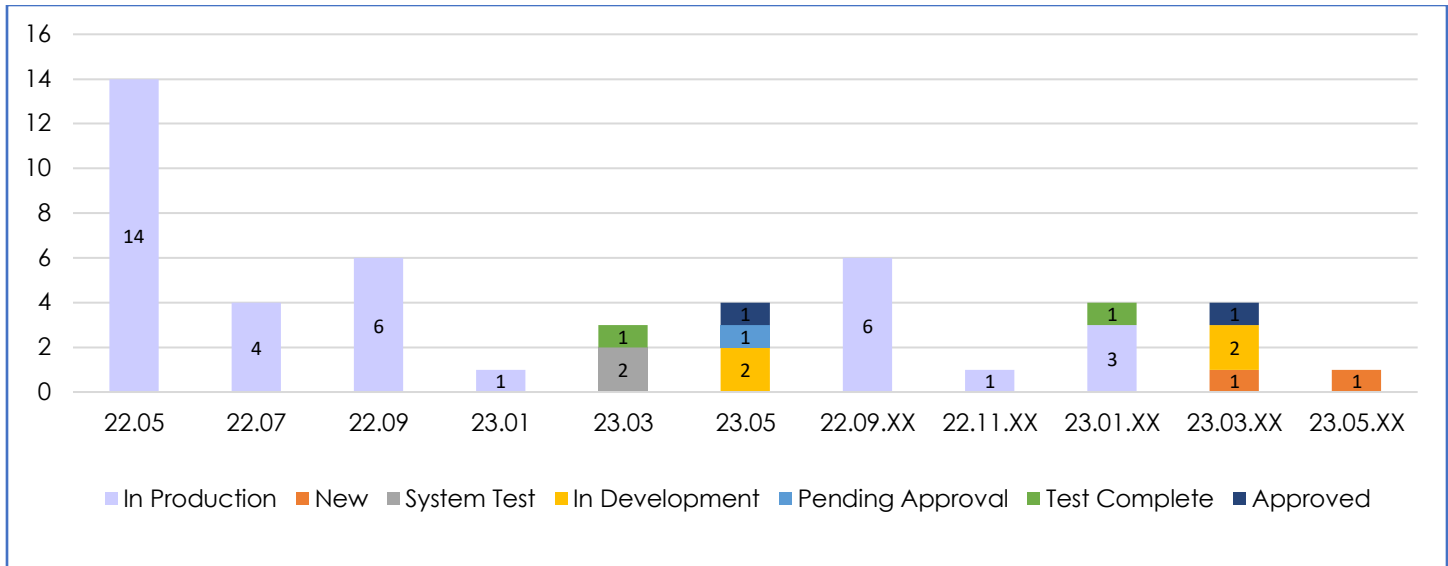
4.6   Training Materials Update

► 23.03 Online Help (OLH) System Change Requests (SCRs):
  o Test Complete: 4
  o Rejected: 1
► 23.05 Online Help (OLH SCRs):
  o Approved: 1
  o New: 2
  o In Development: 1
► 23.03.03 (previously 23.02.24) Priority Release Web Based Training (WBT) and Functional Presentations (CFPs) SCRs):
  o System Test: 1
  o Test Complete: 8
► 23.03.17 Priority Release Web Based Training (WBT and Functional Presentations (CFPs) SCRs):
  o Approved: 5
  o In Development: 2
► 23.04.14 Priority Release Web Based Training (WBT and Functional Presentations (CFPs) SCRs):
  o New: 2
  o Approved: 1
► 23.05.19 Priority Release Web Based Training (WBT and Functional Presentations (CFPs) SCRs):
  o New: 4
  o Approved: 4
► Training Environments
  o Continued to work cross-team to troubleshoot CalSAWS Training Staging and Training Production environment tickets
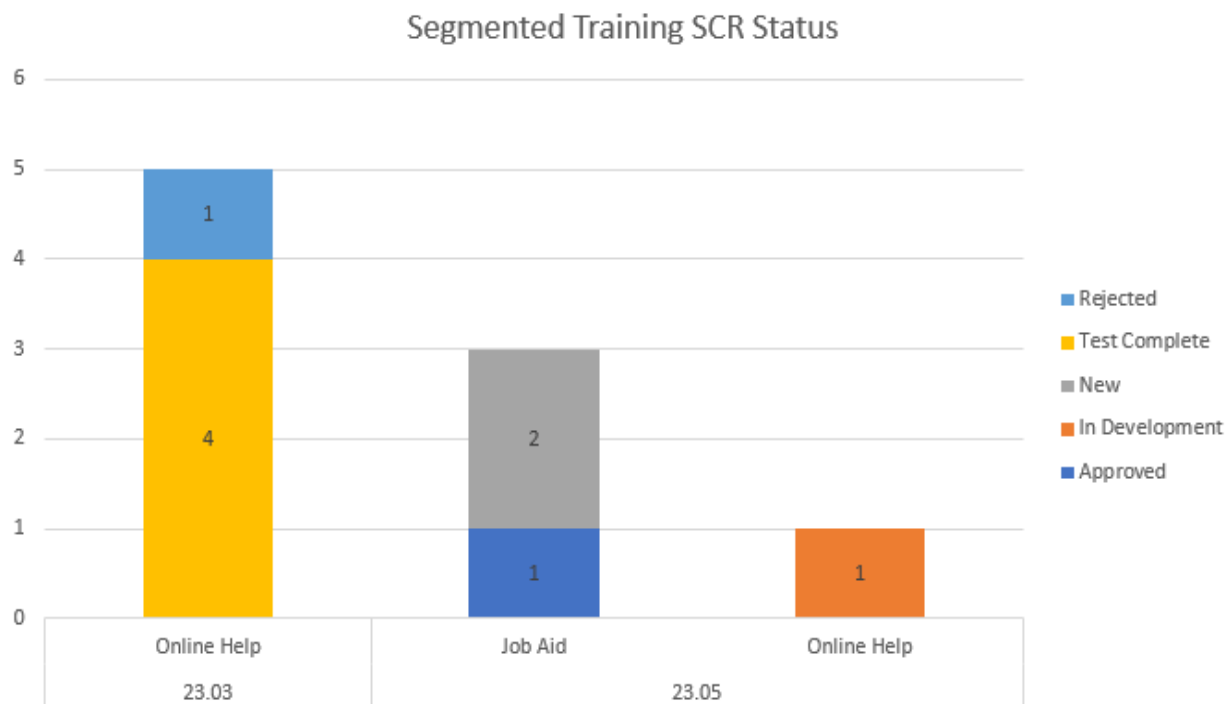
Figure 4.6-1 – Bi-Weekly Training SCR Status Report

Table 4.6-1 – Upcoming Training Activities

Training Activity	Date
None for the reporting period	None for the reporting period

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 Francisco, San Mateo, Santa Clara, Santa Cruz, Solano, and Sonoma Counties)

► Alameda County
  o San Bernardino County Site Visit – Four (4) Alameda County staff members visited San Bernardino County's Lobby Management and Call Center
  o Alameda County CalSAWS IVR Contact Center Weekly Design Session – Pending delivery of Call Flow from Darcy and her team for review and approval
  o Ad Hoc/Reports Refactoring – Second BSM meeting was held with Gainwell on February 16, 2023, in which Alameda County provided Gainwell with the total number of reports that need to be refactored along with the priority of each report. In this meeting, Alameda County learned that MR Extracts and Reports will not be refactored,

as a result a meeting was scheduled with CalSAWS to discuss Alameda County's Data and Report needs. In the meantime, Gainwell will complete an analysis of the list provided and return with any questions. The County will meet with Gainwell again the first week of March 2023

- o Change Discussion Guide (CDG) Working Sessions - The CDG Working Sessions began on January 30, 2023 thru February 9, 2023. Next steps include review of List of Action Items and County Draft Work Product
- o T-9 Survey Results - The CalSAWS OCM team met with the County on February 6, 2023, to discuss T-9 Survey Results. It had a 60% response rate this time

► Contra Costa County
  - o None for the reporting period
► Marin County
  - o None for the reporting period
► Monterey County
  - o DSS IT (County Help Desk) will welcome two new Departmental Information Systems Coordinator (DISC) starting on February 27, 2023
  - o Monterey County hosted the County Sharing Session on EDR. Attendees thanked and expressed appreciation for Monterey County Reports and Analytics Team for sharing EDR knowledge with them
  - o CalFresh Mass Replacements were completed on February 7, 2023, for approved zip codes
  - o Disaster CalFresh application period ended on February 15, 2023, and staff have been working hard to get them all processed
  - o Community Benefits will welcome 30-35 new Eligibility Specialists 1s in March 2023 for a Medi-Cal Only Induction
  - o Public Health Emergency (PHE) Unwinding trainings are underway and expected to end by June. February kicked off Determination Changes & Duplicate Referrals and March will move into Undeliverable Mail
► Napa County
  - o None for the reporting period
► San Benito County
  - o None for the reporting period
► San Francisco County
  - o None for the reporting period
► San Mateo County
  - o None for the reporting period
► Santa Clara County
  - o None for the reporting period
► Santa Cruz County
  - o None for the reporting period
► Solano County
  - o T-6 survey results were compiled and reviewed with County
  - o Instructor Led Training (ILT) walkthroughs were completed, and open questions were resolved
  - o Learning Management Systems (LMS) opened on February 6, 2023, for all staff to begin web-based training
  - o Change Discussion Guide reviews by Supervisors continued throughout the month.

   o Configuration Support – Kickoff Meeting scheduled.
   o Ad Hoc Report Refactoring activities ongoing
► Sonoma County
   o None for the reporting period

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

► Alpine County
   o None for the reporting period
► Amador County
   o Now fully staffed for Eligibility and Welfare to Work (WTW)
   o Currently hiring a Housing Support Program Manager
   o Using downtime to work on renewals for MediCal since most new staff have not processed Medi-Cal renewals yet
► Calaveras County
   o Calaveras will be conducting Eligibility Specialist interviews first week in March for 3 openings
   o The County's MediCal Unwinding Committee is actively working on procedures and mini trainings which will begin in March
► El Dorado County
   o The County has 5 new Eligibility Workers beginning around March 15, 2023
   o Currently working on hiring a Director
   o Preparing for Public Health Emergency (PHE) Unwinding
► Mono County
   o Dealing with weather issues with snow and power outages
► Nevada County
   o Currently planning to have their Board of Supervisors declare April 10, 2023 – April 14, 2023 "Eligibility and Employment Workers Appreciation Week" which will have a series of fun celebrations for staff, including a tea and cookies cart, root beer floats, and a canned food drive
► Placer County
   o None for the reporting period
► Sacramento County
   o Starting work on Technical Requirements and Reporting for Migration
   o Working through discussions with Gainwell and CalSAWS for Child Care
   o Attending weekly meetings with the Training Advisory Council (TAC) team to prepare for CalSAWS training
► Sierra County
   o None for the reporting period
► Sutter County
   o Working on staffing and vacancies
   o 6 new joiners will start training mid-March
   o Created a committee to train staff and work on Continuous Coverage Unwinding
► Tuolumne County
   o None for the reporting period

- ► Yolo County
  - o None for the reporting period
- ► Yuba County
  - o None for the reporting period

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

- ► Butte County
  - o Released 18 new Eligibility and Employment Specialists (EES) into their units. The County also just hired 3 new trainers and are in the process of hiring new lead workers. It just closed a recruitment for Supervisor, and is setting up interviews for a whole new round of EES'
  - o During the Wave 2 Cutover downtime, staff completed the Web-based Public Health Emergency (PHE) Unwinding trainings.
  - o The County has a large amount of CalFresh applications and is booking appointments at least 5 weeks out hoping to get new EES' up to date as quickly as possible
- ► Colusa County
  - o Colusa County is keeping steady at 60-75% staffing. On hold on hiring 6 vacancies due to space issues at the main office. Hopefully this will be resolved by the end of spring!
  - o The County is trying to come up with a plan for the Unwinding since the staff have never processed a Medi-Cal Renewal
- ► Del Norte
  - o Del Norte County is struggling to fill vacancies and is fully staffed for the Employment and Training Workers and only down one Office Assistant in Reception. For eligibility staff (Integrated Case Workers & Eligibility Specialists) there is a 30% vacancy rate. Of those that the County does have, 6 new employees in training and an additional 3 on extended leave of absences. The County has struggled with CalHR as the job postings for Del Norte County disappeared from the MERIT listings at the beginning of January. The Human Resources Department is working with CalHR to correct the issue, in the meantime the County is unable to get people to apply as there is no platform for them to apply on at the time
  - o The County is training the Office Assistants in Reception to take on the Screening responsibility, this will give the intake staff time to focus on processing the applications
  - o The County has an Interim Assistant Director
  - o The current focus has been on the Medi-Cal Continuous Coverage unwinding and CalAIM
- ► Glenn County
  - o None for the reporting period
- ► Humboldt County
  - o 5 Eligibility Specialist Trainees started on the floor the week of February 27, 2023
  - o Next training class of 16 Eligibility Specialist Trainees begins March 6, 2023
  - o Working on Medi-Cal Unwinding plan. Getting staff comfortable with renewals again
- ► Lake County
  - o Moving forward with CalOAR stakeholder review scheduled for the last week in March (Lake County is cohort 3)
  - o Welfare to Work (WTW) caseloads are higher than usual. The County is trying to balance

this out by hiring new staff
- o New Program Manager over Medi-Cal. These caseloads are combined CalFresh/Medi-Cal
- o Counter Service & Outreach Unit is launching March 1, 2023. Through the Program, part of their duties will be related to Medi-Cal Renewal assistance during the year post-continuous coverage. The County will be performing Eligibility duties related to onsite services, and program outreach primarily in Medi-Cal and CalFresh. Counter Service staff will provide onsite assistance to customers in the lobby, including assisting walk-in customers with Medi-Cal Recertification questions and paperwork over the next year, and covering scheduled in-person Medi-Cal and/or CalFresh interviews for telecommuting staff. Outreach staff will perform in-person Medi-Cal and CalFresh outreach in the community, taking applications and answering general questions at various outreach events

► Lassen County
- o New Integrated Case Worker hired
- o Board approved 10% pay raise for all staff. Hopefully will help with staff retention
- o Lassen County may be flying new Community Social Services Director to replace the current one

► Mendocino County
- o Class of 6 new staff out to the floor this month with a new class starting on March 6, 2023
- o University of California Davis training in early March for the unwinding
- o 43 Disaster CalFresh (DCF) applications submitted. Assigned specific workers just to DCF with 3 workers processing the applications

► Modoc County
- o None for the reporting period

► Plumas County
- o None for the reporting period

► Shasta County
- o Shasta County just had a class of 12 graduate. Class of 13 started on February 13, 2023. The County aims to keep up with the cycling of staff. Eventually it would like to be able to retain staff
- o Shasta County recently implemented a new screening process. The County designated an Eligibility Worker in every unit who screens the applications in order to reduce the backup of new applications. While this process has ensured the new applications have appointments rapidly scheduled, the staffing challenge has made it difficult to keep up on conducting those scheduled interviews
- o On March 2, 2023, the County will be closing the Call Center on Thursdays (through May) and those 8 Call Center units will be put on CalFresh application interviews on those days

► Siskiyou County
- o The County has a new Deputy Director who started on February 21, 2023

► Tehama County
- o None for the reporting period

► Trinity County
- o The County hasn't been able to open the Eligibility Worker Classification since December due to issues with the MERIT system

o   February is the CalFresh Management Evaluation

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

► Fresno County
  o   None for the reporting period
► Inyo County
  o   None for the reporting period
► Kern County
  o   Kern County is preparing to re-open its lobbies fully due to the ending of the Public Health Emergency in California and in preparation for the unwinding of the Continuous Coverage for Medi-Cal. In preparation for this, the County is reviewing its lobby and Kiosk flow to determine if a new flow is needed for improved efficiencies and services within the lobby. In conjunction with this, the County is also preparing to bring more staff back to the buildings from telework for the provision of more in-person services to its customers. Kern County continues to work through implementing task processes for the Business Process Redesign (BPR) effort
  o   Kern County has also completed the Medi-Cal County Readiness Toolkit and will be training and preparing its staff for the resumption of Medi-Cal renewal processing. With that, it has also been meeting with the largest Medi-Cal Health Plan provider and will be placing staff at their location to assist with address changes and processing of renewals for their members.
  o   The Shafter Office is still closed due to the damage caused by the most recent storms. Services are being provided remotely and in neighboring offices until the office can be safely re-opened for business
  o   The County is also preparing for the downtime due to the migration of Wave 2 Counties to CalSAWS and look forward to their successful migration. Kern County stands ready to assist the new Counties as needed
► Kings County
  o   None for the reporting period
► Madera County
  o   None for the reporting period
► Mariposa County
  o   None for the reporting period
► Merced County
  o   None for the reporting period
► San Joaquin County
  o   San Joaquin County was declared a "disaster County". It had Eligibility Staff manning a table at the County's Disaster Recovery Center, taking applications and answering questions. It also accepted Disaster CalFresh applications over a seven-day period and worked to get them processed timely
  o   Began preparations for the resumption of Medi-Cal Renewals. It has prepared handouts for the Community Based Organizations (CBOs) and has asked for their assistance with helping customers with the completion of renewal packets, as well as how to sign up for BenefitsCal. San Joaquin County will be moving eligibility staff to the Medi-Cal Only Banked Units, so it has the manpower to process monthly renewals

- o The County continues to hire new Eligibility Workers—It has a class of 39 that will be starting on February 27, 2023, and plans to hire another class of 30 to start in late May/early June
- ► San Luis Obispo County
  - o San Luis Obispo County is working to complete the County Purchase of lobby kiosks for each of its 6 public facing offices.
  - o Continued to work through the Contact Center design, which will be another change for the County
  - o The department-wide training Program Manager has been working with UC Davis to provide training for all staff. Recent trainings include:
    - Growth Mindset and Strength-focused Engagement
    - Advanced Coaching Skills
    - Anti-Racism Series
    - Case Management with Older Adults
- ► Stanislaus County
  - o On February 27, 2023, 28 new eligibility staff started induction training. These staff members will be trained in CalFresh and Medi-Cal only at this time
  - o Effective February the department implemented a permanent telecommuting policy which provides the opportunity for staff to telework up to two days a week. This was in the works for several months and staff are excited to have this implemented
- ► Tulare County
  - o None for the reporting period

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

- ► Imperial County
  - o None for the reporting period
- ► Orange County
  - o None for the reporting period
- ► Riverside County
  - o Riverside County hosted the R5 Management meeting in February in the Desert Hot Spring Self-Sufficiency office
  - o The County aims to hire more often for the Eligibility Technician position to reduce the class sizes. It has classes starting February 23, 2023, for both CalWORKs and Medi-Cal/CalFresh
- ► San Bernardino County
  - o VITA is in full swing and as of February 13, 2023, the staff have prepared 2,739 returns
- ► San Diego County
  - o Web Based Trainings (WBTs) have been issued to all staff
  - o Site visits to all identified training sites are in process to ensure space is adequate
  - o San Diego County will be hosting the CalFresh Round Table in April 2023
- ► Santa Barbara County
  - o Santa Barbara County has recently participated in Train the Trainers, completed their Configuration sessions, finalized their process simulation plans (roles and scenarios), and completed County Data Validation
  - o The County has begun their Model Office discussion and preparation

o Continued to work on their Change Network Champions (CNC) efforts and recently completed their T-3 survey
o The County's newly hired Project Manager is working through some obstacles as she navigates her new role
► Ventura County
o Train the Trainers Instructor Led Training is in progress with Web Based Trainings planned for completion later this month
o During County Data Validation there were several data fixes that the County can make in CalWIN today that will help with Conversion later
o County Configuration is about to begin this week and Process Simulation later this month
o Continuing to update business processes and continuity planning for Go Live

Region 6 (Los Angeles County)

► Los Angeles County
o For CalWIN migration Wave 2, Los Angeles County participated in the click-through activities on the weekend of February 25-26, 2023, to check for impacts to Los Angeles County
o There are 32 volunteers from Los Angeles County (28 from DPSS and 4 from DCFS) that are providing post-migration virtual support to the Wave 2 counties from February 27 – April 28, 2023
o For CalWIN migration Wave 3, Los Angeles County began recruitment efforts to provide virtual support to all three Counties and possibly onsite support for Orange County
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 was completed on February 3, 2023. The second round of Model Office testing is tentatively scheduled for September 2023
o The CSS Release Team is in the middle of County Validation for Release 23.03 that will be conducted 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