

CALSAWS M&O BI-WEEKLY STATUS REPORT

Reporting Period: February 27, 2023 – March 12, 2023

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
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1.0 Executive Summary

1.1 CalSAWS Project Status Dashboard

Table 1.1-1 – Status Dashboard

Topic	CalSAWS System	Highlights
Availability		<ul style="list-style-type: none"> ▶ The CalSAWS System did not experience any unplanned outages during this period.
Defects		<ul style="list-style-type: none"> ▶ There are 135 active Production defects
Incidents		<ul style="list-style-type: none"> ▶ 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. As of 8:15 a.m. on February 27, 2023, this issue was resolved. Telecommunication provider worked with the County and restored network connectivity at the impacted site. PRB0045323 ▶ CALSAWS BROADCAST: Starting at 9:05 a.m. on February 27, 2023, Mariposa County Users at the 5362 Lemee Lane site were not able to access CalSAWS and associated systems. As of 10:06 a.m. on February 28, 2023, this issue was resolved. PRB0045411 ▶ CALSAWS BROADCAST: Starting at 3:09 p.m. on February 27, 2023, Merced County Users at the 1920 Customer Care Way, Atwater site may not be able to access CalSAWS and associated systems due to a power outage. As of 7:30 a.m. on February 28, 2023, this issue was resolved. Power at the Merced County site at 1920 Customer Care Way, Atwater site has been restored. PRB0045419 ▶ CALSAWS BROADCAST: Starting at 12:00 p.m. on February 28, 2023, Sierra County Users at the 22 Maiden Lane, Downieville site were not able to access CalSAWS and associated systems due to a power outage. The CalSAWS Project team is actively monitoring updates from the utility provider and will provide an update when the issue is resolved. PRB0045428 ▶ CALSAWS BROADCAST: Starting at 7:30 a.m. on February 28, 2023, Mono County Users at the 37 Emigrant Drive, Bridgeport site were not able to access CalSAWS and associated systems due to a power outage. As of 10:48 a.m. on February 28, 2023, this issue was resolved. PRB0045423 ▶ CALSAWS BROADCAST: Starting at 2:30 p.m. on March 2, 2023, Placer County Users were not able to access CalSAWS and associated systems. As of 1:52 p.m. on March 3, 2023, this issue was resolved. Placer County Users were able to access CalSAWS and associated systems. PRB0045459 ▶ CALSAWS BROADCAST: Starting at 10:00 a.m. on March 3, 2023,

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Topic	CalSAWS System	Highlights
		<p>some Kern County Users were not able to access CalSAWS and associated systems. Until the issue was resolved, Users were able to access CalSAWS in the Chrome browser directly using the URL web.calsaws.net. As of 1:12 p.m. on March 3, 2023, this issue was resolved. PRB0045474</p> <ul style="list-style-type: none">▶ CALSAWS BROADCAST: Starting at 9:45 a.m. on March 3, 2023, Users encountered a UEID error while rescinding a program in CalSAWS. As of 12:06 p.m. on March 3, 2023, this issue was resolved. PRB0045472▶ CALSAWS BROADCAST: Starting at 11:51 a.m. on March 6, 2023, Mono County Users at the 37 Emigrant Drive, Bridgeport site were not able to access CalSAWS and associated systems due to a power outage. As of 8:00 a.m. on March 7, 2023, this issue was resolved. PRB0045491▶ CALSAWS BROADCAST: Starting at 7:00 a.m. on March 8, 2023, the Historical Task Management dashboard had not been refreshed which prevented Users from being able to view latest data. As of 6:00 a.m. on March 9, 2023, this issue was resolved. The Historical Task Management dashboard has been refreshed with the latest data and is available for Users. PRB0045511▶ CALSAWS BROADCAST: Starting at 7:50 a.m. on March 8, 2023, San Bernardino County Users at the 2740 Little Mountain Drive site were not able to access CalSAWS and associated systems due to a power outage. As of 8:55 a.m. on March 8, 2023, this issue was resolved. PRB0045512▶ CALSAWS BROADCAST: Starting at 7:30 a.m. on March 10, 2023, Trinity County Users at the 51 Industrial Parkway Building #1, 11 Court Street, Weaverville and 6641 State Highway 3, Hayfork sites were not able to access CalSAWS and associated systems due to a power outage. PRB0045538▶ CALSAWS BROADCAST: Starting at 7:30 a.m. on March 10, 2023, Sierra County Users at the 202 Front St, Loyalton site were experiencing intermittent slowness while navigating or performing transactions in CalSAWS. As of 10:30 a.m. on March 10, 2023, this issue was resolved. Users at the Loyalton site were able to navigate through and perform transactions in CalSAWS at normal operating speeds. The CalSAWS Project team continues to monitor system performance. PRB0045539▶ CALSAWS BROADCAST: Starting at 10:10 a.m. on March 10, 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. PRB0045541

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Legend	
	On Track
	At Risk
	Not on track/Monitor

1.2 Highlights from the Reporting Period


- ▶ The CalSAWS team successfully deployed CalSAWS minor releases: 23.02.27, 23.02.28, 23.03.01, 23.03.02, 23.03.03, 23.03.05, 23.03.06, 23.03.07, 23.03.08, and 23.03.09
- ▶ Planned Outages:
 - Scheduled CalSAWS Outages:
 - CalSAWS Production Maintenance:
 - From 8:00 p.m. on March 10, 2023, until 6:00 a.m. on March 13, 2023, the CalSAWS application was unavailable for Users. CalSAWS Users were redirected to a read-only version of the CalSAWS application
 - On March 4, 2023, from 2:00 p.m. to 5:00 p.m., Los Angeles County Users experienced intermittent connectivity issues accessing CalSAWS and associated systems. If logged out of the system, Users were recommended to reattempt to login after waiting for 10 minutes
 - On March 5, 2023, from 8:00 a.m. to 2:00 p.m., the CalSAWS application was unavailable for Users. CalSAWS Users were redirected to a read-only version of the CalSAWS application
 - CalSAWS Training Production Maintenance:
 - On March 5, 2023, from 10:30 a.m. to 12:30 p.m., Users were unable to login to the Training Production environment
 - On March 3, 2023, from 5:00 p.m. to 6:30 p.m., Users were unable to login to the Training Production environment
 - CalSAWS Learning Management System (LMS) Maintenance:
 - From 9:00 PM on March 17, 2023, until 2:00 AM on March 18, 2023, Users will be unable to access the CalSAWS Learning Management System (LMS)
 - 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 March 5, 2023, from 2:00 p.m. to 6:00 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:
 - On March 10, 2023, from 8:00 p.m. to 11:00 p.m., the BenefitsCal application was unavailable
 - From 11:00 p.m. on March 10, 2023, until 6:00 a.m. on March 13, 2023, BenefitsCal was available for participants but the transactions from BenefitsCal were queued and released for processing upon completion of maintenance activities. Electronic Benefits Transfers (EBT) balance and case information was not available to be viewed from BenefitsCal. E-applications submitted from BenefitsCal were routed to the office

- selected by the participant instead of the default County office
- On March 19, 2023, from 6:00 a.m. to 3:00 p.m., BenefitsCal will still be available for participants but the transactions from BenefitsCal will be queued and released for processing upon completion of maintenance activities. EBT balance and case information will not be available to view from BenefitsCal. E-applications submitted from BenefitsCal will be routed to the office selected by the participant instead of the default County office
- On March 5, 2023, from 8:00 a.m. to 2:00 p.m. the BenefitsCal application was available for participants but the transactions from BenefitsCal were queued and released for processing upon completion of maintenance activities. EBT balance and case information was not available to be viewed from BenefitsCal. E-applications submitted from BenefitsCal were routed to the office selected by the participant instead of the default County office
- From 8:00 p.m. on March 10, 2023, until 6:00 a.m. on March 13, 2023, this period, BenefitsCal will be available for participants but the transactions from BenefitsCal will be queued and released for processing upon completion of maintenance activities. EBT balance and case information will not be available to view from BenefitsCal. E-applications submitted from BenefitsCal will be routed to the office selected by the participant instead of the default County office

2.0 Project Management

2.1 Project Deliverables Summary

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

DEL #	DELIVERABLE NAME	TEAM	STATUS [1]	STATUS
N/A	M&O Services Plan	PMO, Technical, Application Development		<ul style="list-style-type: none"> 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 were submitted to Consortium for review on February 28, 2023. Comments are due back March 14, 2023. Draft Deliverables (DDEL) for Wave 5 13.0 County Site Plans was submitted to Consortium for review on March 2, 2023. Comments are due back March 10, 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	<ul style="list-style-type: none"> 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 Plans were submitted to Consortium for review on February 28, 2023. Comments are due back March 14, 2023 Draft Deliverable (DDEL) updates to Wave 5 13.0 County Site Plans were submitted to Consortium for review on March 2, 2023. Comments are due back March 10, 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
 - Held discussions with Deliverable Owners, Reviewers, and Consortium in preparation of Wave 6 Counties as part of 13.0 County Site Plans
 - Submitted Wave 5 Draft Deliverable (DDEL) as part of 13.0 County Site Plans on February 28, 2023. Comments are due back March 14, 2023
 - Continued working on Wave 6 Draft Deliverables (DDEL) as part of 13.0 County Site Plans
- ▶ Continued performing contract management activities:
 - Change Notice 26 (April JPA) is in development and content is TBD.
 - Amendment 31 (Aug JPA) is in development and content is TBD.
 - Continued planning the implementation of requirements from the DHCS and CDSS Privacy and Security Agreements (PSAs) that were approved by the JPA Board of Directors on April 16, 2021

2.3 CRFI/CIT Communications Status

- ▶ The following table outlines CalSAWS Information Transmittals (CITs) for the reporting period ending March 12, 2023

Table 2.3-1 – CITs

CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0068-23	Updated Change Control Board (CCB) Agenda Template	Informational	February 27, 2023	Janet Mitri	Corey Morris
0071-23	Recruitment of CalSAWS Project Staff Closing on March 31, 2023	Informational	February 28, 2023 revised March 2,	Jennifer Smith	Holly Murphy

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CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
			2023		
0073-23	CalSAWS Worker Facing Virtual Assistant	Informational	March 1, 2023	Lucy Her	Connie Buzbee
0077-23	CalSAWS Reports, Enhanced Data Reporting (EDR) and Dashboards Availability Post Wave 2C Cutover Go-Live	Informational	March 2, 2023	Claudia Pinto	Cathryn VanNamen
0079-23	Wave 2C-3A Cutover Weekend Calendar Infographic	Informational	March 3, 2023	Anand Kulkarni	Cathryn VanNamen
0082-23	CalSAWS Project County Reallocations SFY 2022-23 v3	Informational	March 7, 2023	Britt Carlsen	Girish Uppal
0085-23	CalSAWS Prepopulated Medi-Cal Redetermination Forms County Reallocations SFY 2022-23 v3	Informational	March 8, 2023	Britt Carlsen	Melissa Gates
0086-23	Reports for Medi-Cal Renewals	Informational	March 9, 2023	Maggie Orozco-Vega	Dennis Kong
0087-23	Technical Contact List for CBO Support	Informational	March 9, 2023	Marsale Eramya	Carrie White
0089-23	Scheduled Downtime Notification	Informational	March 9, 2023	Anand Kulkarni	Pete Quijada
0090-23	County set EBT Issuance Control Numbers for Manual Issuances	Informational	March 10, 2023	Sheryl Eppler	Claudia Pinto
0091-23	CalSAWS Mass Notice – End of CalFresh Emergency Allotments County Allocations SFY 2022-23	Informational	March 10, 2023	Melissa Gates	Britt Carlsen
0092-23	CalSAWS Mass Notice – End of CalFresh Emergency Allotments Claim Form and Instructions SFY 2022-23	Informational	March 10, 2023	Tina Weinmeister	Melissa Gates
0093-23	CalSAWS American Recovery Plan Act (ARPA) County Technology Enhancements Claim Form and Instructions SFY 2022-23	Informational	March 10, 2023	Tina Weinmeister	Melissa Gates

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- The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending March 12, 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 24, 2023	Melanie Gines, and Lloyd Rankine
23-021	2023 Visual Inspection of Consortium Assets – Validation of County Coordinator(s)/Contacts	February 7, 2023	Closed	February 27, 2023	Dheepa Jayaramakrishnan
23-025	Opt-In or Opt-Out of batch production of M16-705 (EBT Adjustment Denial)	February 9, 2023	Closed	February 28, 2023	Sheryl Eppler
23-026	CalWIN Wave 3 Pre-Migration Regression Testing	February 9, 2023	Closed	March 10, 2023	Lloyd Rankine
23-031	Technical Questionnaire for CalSAWS Enablement	February 21, 2023	Open	March 17, 2023	Melanie Gines
23-036	Connectivity to CalSAWS Amazon Connect using Call Control Panel (CCP)	February 27, 2023	Open	March 10, 2023	Dheeraj Muralidara, and Pramod Ramesh
23-040	CalWIN Readiness Prerequisites for IPT & Contact Center	March 7, 2023	Open	April 3, 2023	Melanie Gines, and Lloyd Rankine

Table 2.3-3 – Overdue CRFIs

- The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending March 12, 2023

CRFI ID	Subject	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
23-036	Connectivity to CalSAWS Amazon Connect using Call Control Panel (CCP)	Contra Costa, and Santa Cruz Counties			Fresno, and Tulare Counties	San Diego, and Santa Barbara Counties	

2.4 SCIRFRA/SCERFRA/SIRFRA/SARRA Information

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

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

Status	Total
Done	1
Assigned	26
Completed	830
Duplicate	17
In Review	3
Withdrawn	32
Pending Clarification	1
Total	910

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	
SIRFRA 3832	3832 - CalFresh Rebase Population Information Request	Pending Clarification	February 2, 2023	No response	
SIRFRA 1242	1242 - Incarceration Tracking and Reporting	Completed	March 8, 2023	March 9, 2023	
SIRFRA 1243	1243 – Medicare Part A Buy In	Assigned	February 27, 2023	February 13, 2023	
SCERFRA 23-506	23-506 - Rebranding the CalWORKs Program	Completed	February 28, 2023	March 8, 2023	
SIRFRA 3835	3835 - Engagement Rate Projected Hours	Completed	February 28, 2023	March 3, 2023	
SIRFRA 3840	3840 – CalFRESH Rebase Population Information 24-Month Certification	Completed	February 28, 2023	March 1, 2023	
SIRFRA 3836	3836 - CalWORKs Home Visiting Program (HVP)	Completed	March 1, 2023	No February 27, 2023	
SCERFRA 23-500	23-500 – CalFRESH Parity List	In Review	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	Completed	March 3, 2023	March 14, 2023	
SIRFRA 3843	3843 - Elderly Simplified Application Project - CalFresh Household by Certification Period and by County	Completed	March 7, 2023	March 9, 2023	

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ID	Description	Status	Due Date	Response Received Date	Notes
SIRFRA 1245	1245 – Impact of AB 991 on SAWS	Assigned	March 8, 2023	No response	
SCERFRA 23-511	23-512 - AB 1112 – Foster Youth	Completed	March 8, 2023	March 10, 2023	
SCERFRA 23-512	23-512 - CalFresh Application "Joint Processing" by Social Security Administration and County Welfare Departments in BenefitsCal	Assigned	March 17, 2023	No response	
SIRFRA 1239	1239 - SAWS Pending Applications (PHE) Data Dashboard Slides)	Completed	March 10, 2023	March 7, 2023	
SIRFRA 1240	1240 – PHE Renewal Data Request	Completed	March 10, 2023	March 7, 2023	
SIRFRA 3850	Expedite: SIRFRA 3850 - Automated-Mass Replacement Waiver Data Request	Assigned	March 15, 2023	No response	
SIRFRA 3849	3849 - County-Level Client Aid Data for Refugee Programs	Assigned	March 21, 2023	No response	
SCERFRA 23-520	23-520 - SB 348 – Pupil Meals	Assigned	March 21, 2023	No response	
SCERFRA 23-521	23-521 - SB 600 - California CalFresh Minimum Benefit Adequacy Act of 2023	Assigned	March 22, 2023	No response	
SCERFRA 23-522	SCERFRA 23-522 - SB 242 - California Hope, Opportunity, Perseverance, and Empowerment (HOPE) for Children Trust Account Program	Assigned	March 22, 2023	No response	
SCERFRA 23-523	23-523 - AB 525 - Foster Youth: Supervised Independent Living Placement Housing Supplement	Assigned	March 23, 2023	No response	
SIRFRA 1250	1250 – ISO Standards	Assigned	March 24, 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	In Review	March 31, 2023	No response	
SIRFRA 1248	1248 – PHE Renewal Data Request	Assigned	April 10, 2023	No response	
SIRFRA 1249	1249 – Pending Applications (PHE Data Dashboard Slides) - March 2023	Assigned	April 24, 2023	No response	

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ID	Description	Status	Due Date	Response Received Date	Notes
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	<ul style="list-style-type: none">The February Monthly Help Desk Diagnosis Service Level Agreement (SLA) compliance was 98.2%. The current compliance for March Month to Date (MTD) is 97.9%
3.5.1 ForgeRock	<ul style="list-style-type: none">The next ForgeRock Production release is tentatively scheduled for the end of April 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

- ▶ Scheduled CHG0039222 for updating the info message trigger when Modify ServiceNow Assignment Group Membership service requests are created
- ▶ Implemented CHG0039223 for adding a filter condition to the TPX inbound email actions on March 9, 2023
- ▶ Implemented CHG0039627 for updating the Modify Delegated Admin Request catalog item workflow on March 9, 2023

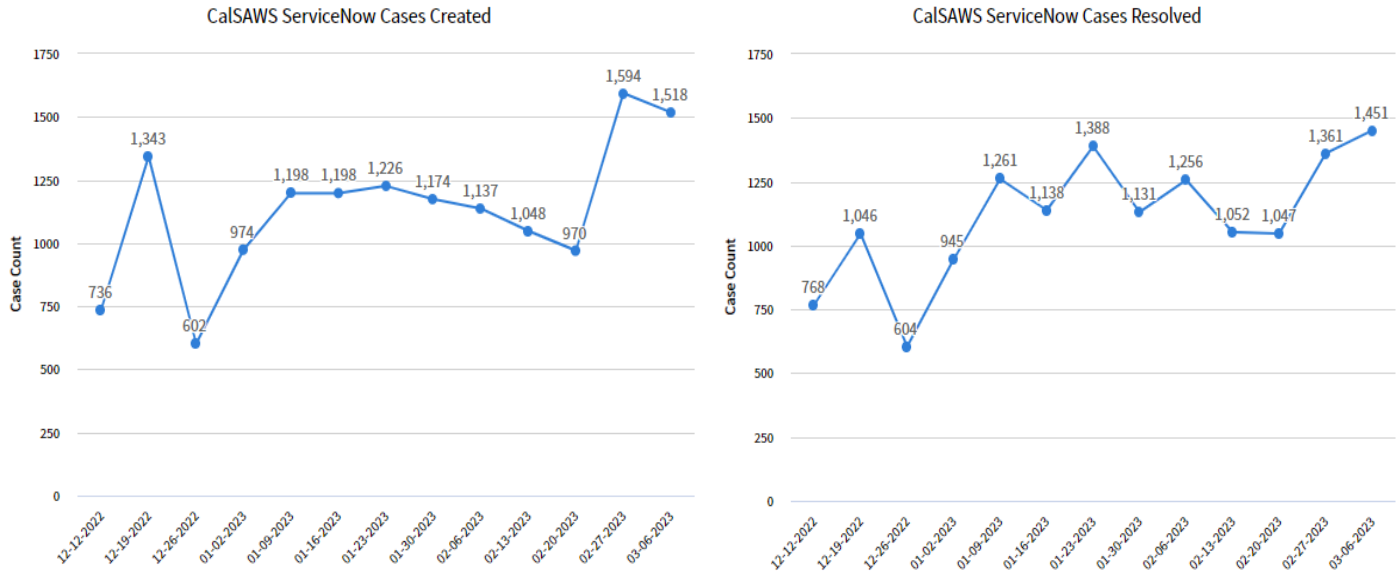
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3.1.3 CalSAWS Help Desk Metrics

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



Note: The graphs represent the ServiceNow cases associated to all 45 Counties. Cases represent the first level of ticketing that enters the ServiceNow system. The dates in x-axis represent the start of a week

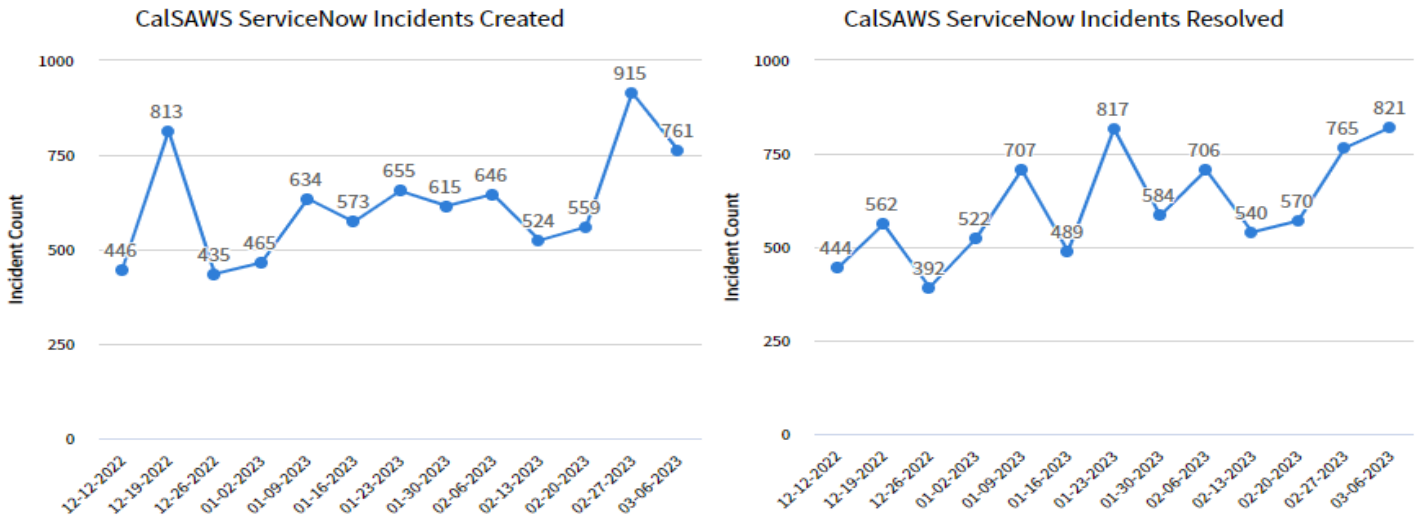
- ▶ Created 3,112 cases of which 728 are cases created from CalWIN Wave 1 Counties:
 - o Contra Costa County: 470
 - o Santa Clara County: 144
 - o Tulare County: 114
- ▶ Resolved 2,812 cases of which 409 are cases resolved from CalWIN Wave 1 Counties:
 - o Contra Costa County: 264
 - o Santa Clara County: 74
 - o Tulare County: 71

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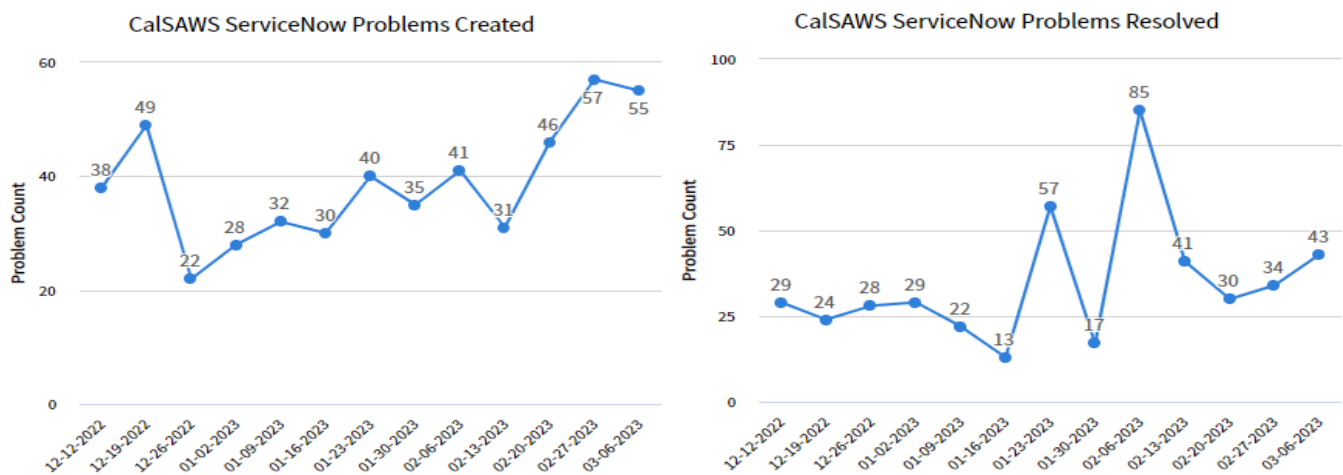
Figures 3.1.3-3 and 3.1.3-4 – CalSAWS ServiceNow Incidents



Note: The graphs represent the ServiceNow Incidents associated to all 45 Counties. Incidents are escalations derived from case attempts to triage the issue. The dates in x-axis represent the start of a week

- ▶ Created 1676 incidents of which 498 are incidents created from CalWIN Wave 1 Counties:
 - o Contra Costa County: 236
 - o Santa Clara County: 122
 - o Tulare County: 140
- ▶ Resolved 1,586 incidents of which 321 are incidents resolved from CalWIN Wave 1 Counties:
 - o Contra Costa County: 140
 - o Santa Clara County: 76
 - o Tulare County: 105

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



Note: The graph represents the ServiceNow problems associated to 45 Counties. Problems represent issues that can have a many to one relationship with incidents and the final step in escalation. The dates in x-axis represent the start of a week

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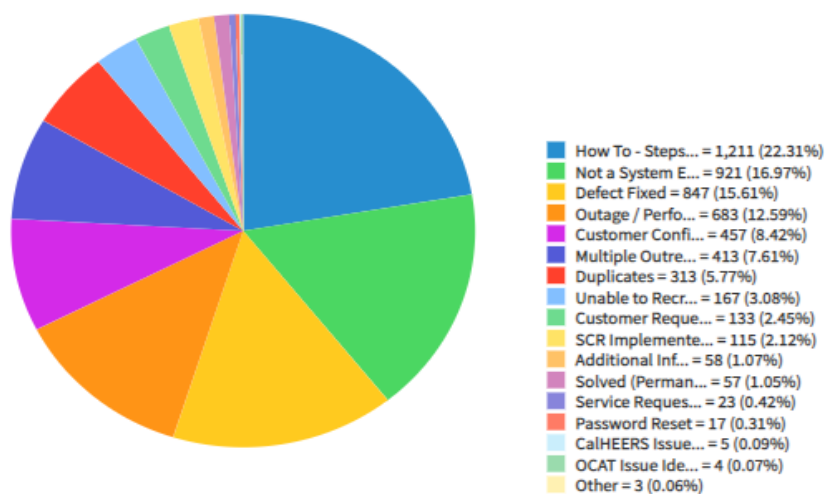
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Table 3.1.3-1 – CalSAWS ServiceNow Incidents by State and Age

	<1 Day	1-5 Days	6-10 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	>180 Days	Total
New	47	66	11	12	11	24	21	16	208
In progress	14	108	54	21	27	52	90	87	453
On hold	14	63	79	65	90	155	284	712	1,462
Resolved	15	262	450	551	245	107	48	33	1,711
Closed	4	1	3	16,459	37,049	9,149	5,733	996	69,394
Problem in diagnosis	2	0	0	0	0	1	1	0	4
Total	96	500	597	17,108	37,422	9,488	6,177	1,844	73,232

Figure 3.1.3-7 – CalSAWS ServiceNow Incidents by Resolution Code

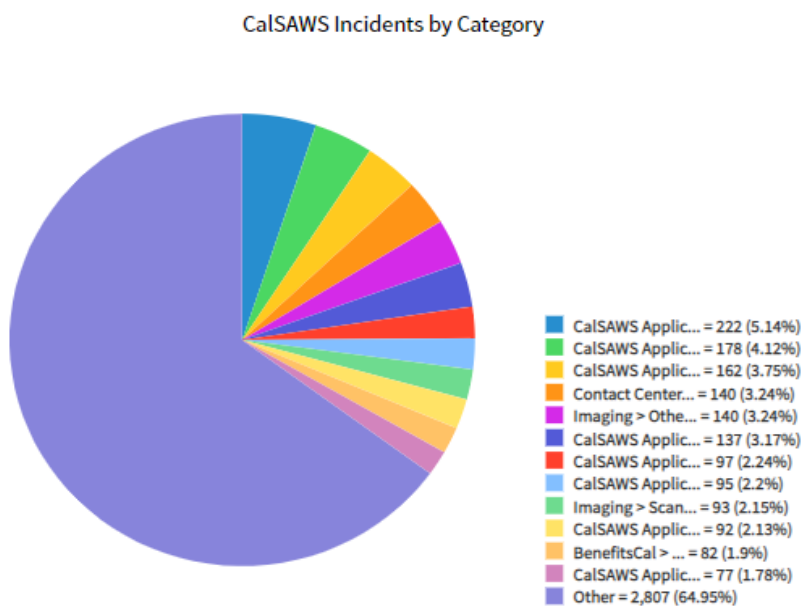
Note: The pie chart below represents Incidents resolved within the past two months
CalSAWS ServiceNow Incidents by Resolution Code



Resolution code	Incident Count	Percentage of Incidents
How To - Steps to Proceed Provided	1,211	22.31%
Not a System Error - With Explanation	921	16.97%
Defect Fixed	847	15.61%
Outage / Performance Degradation	683	12.59%
Customer Confirmed Issue is Resolved	457	8.42%
Multiple Outreach Attempts – No Response	413	7.61%
Duplicates	313	5.77%
Unable to Recreate Issue	167	3.08%
Customer Requested Closure	133	2.45%
SCR Implemented	115	2.12%
Additional Information Needed	58	1.07%
Solved (Permanently)	57	1.05%
Service Request Created - With Request Number	23	0.42%
Password Reset	17	0.31%
CalHEERS Issue Resolved	5	0.09%
OCAT Issue Identified	4	0.07%
Other	3	0.06%
Total	5,427	100%

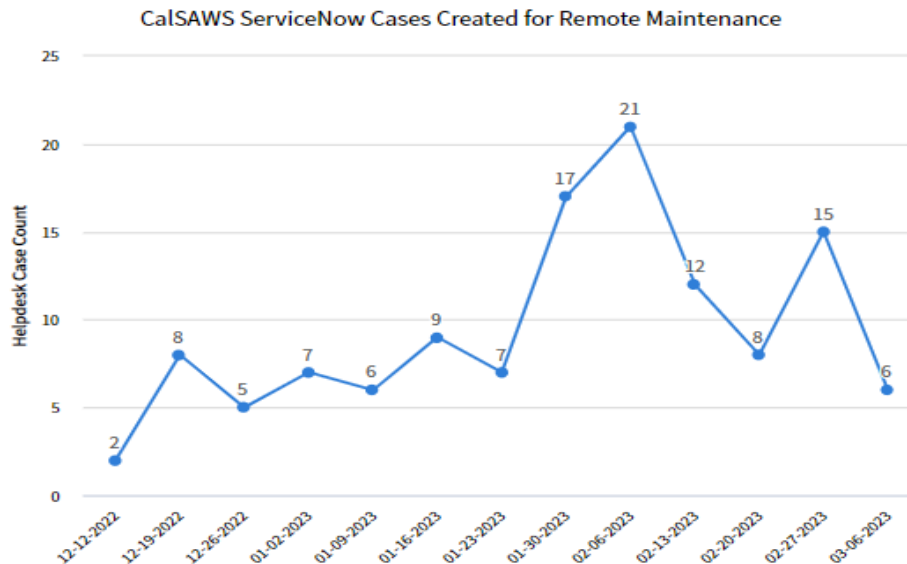
Figure 3.1.3-8 – CalSAWS ServiceNow Incidents Created by Category

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



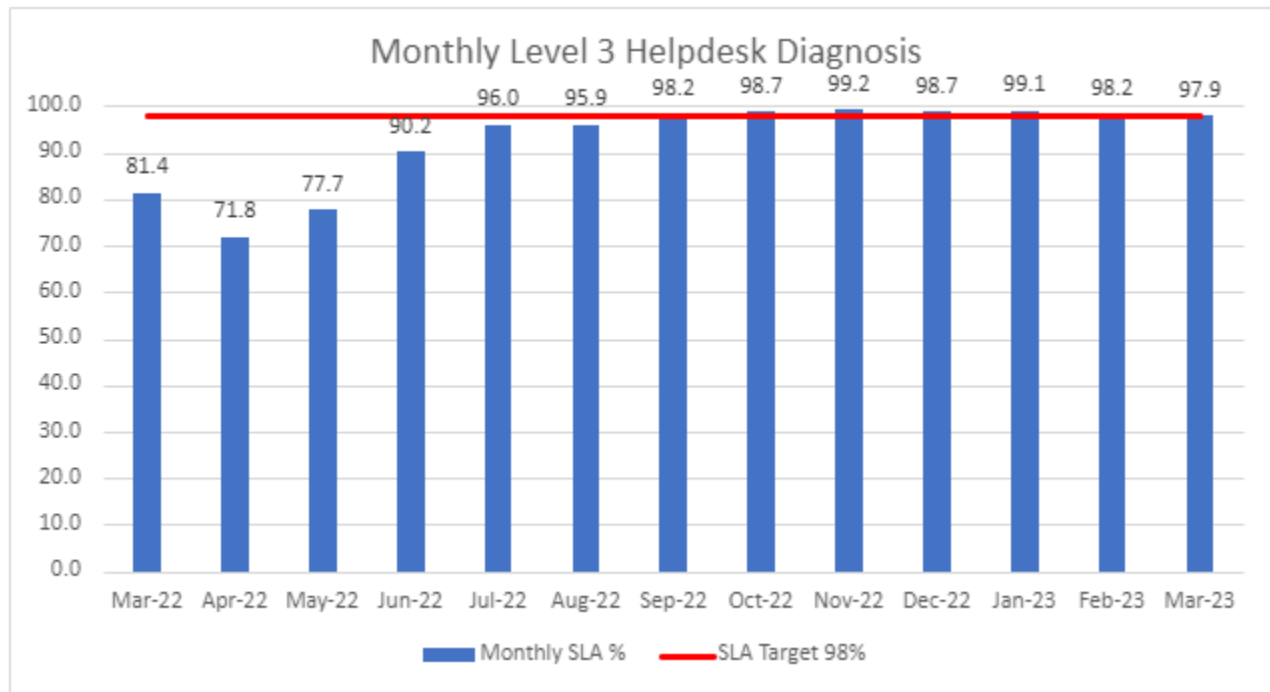
Category	Incident Count	Percentage of Incidents
CalSAWS Application/Related Systems > Production > Eligibility Determination > Other	222	5.14%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Incorrect Eligibility Results	178	4.12%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > Other	162	3.75%
Contact Center/IVR > CCP	140	3.24%
Imaging > Other	140	3.24%
CalSAWS Application/Related Systems > Production > Performance > Other	137	3.17%
CalSAWS Application/Related Systems > Production > Error Encountered > Running/Authorizing EDBC	97	2.24%
CalSAWS Application/Related Systems > Production > MAGI Eligibility	95	2.2%
Imaging > Scanning Documents	93	2.15%
CalSAWS Application/Related Systems > Production > Eligibility Determination	92	2.13%
BenefitsCal > Access Issue > Customer	82	1.9%
CalSAWS Application/Related Systems > Production > Benefits Issuance/Recovery > Other	77	1.78%
Other	2,807	64.95%
Total	4,322	100%

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



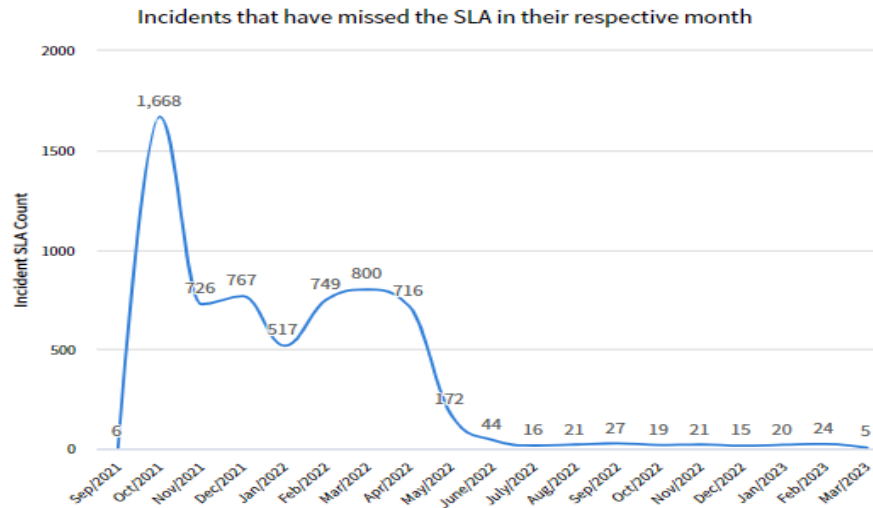
- The Monthly Level 3 Helpdesk Diagnosis Service Level Agreement (SLA) graph below represents the Level 3 Helpdesk compliance metric for closed incidents. The final compliance for February was 98.2%. The current compliance for March (MTD) is 97.9%

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



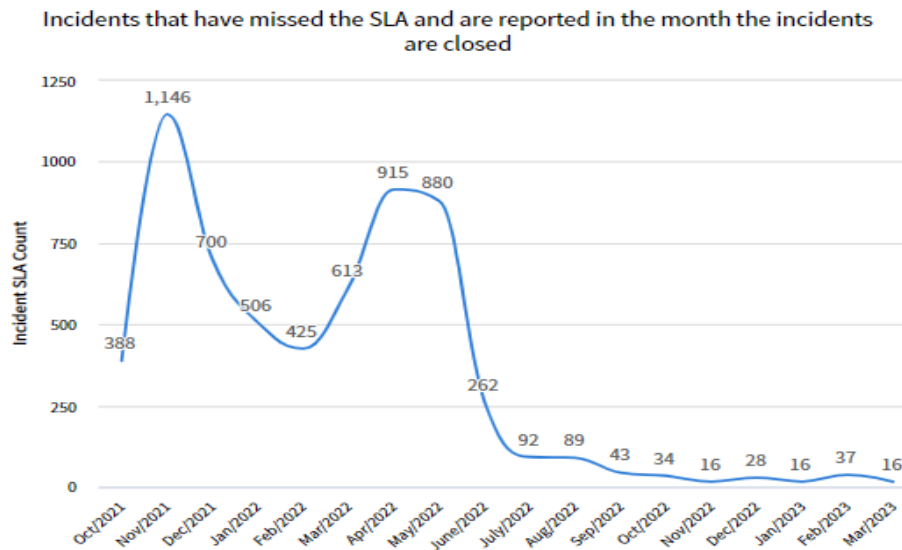
- The graph below represents the number of incidents that missed the Service Level Agreement (SLA) in each month. 5 incidents missed the SLA in March (MTD)

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



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

Figure 3.1.3-12 – Incidents that have missed the SLA and 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
 - SolarWinds integration with ServiceNow for automated ticket generation
 - Developed and under testing in lower environment
 - Change request to move to Production will be raised
- ▶ Site Migrations
 - Trinity and Humboldt sites have requested to be migrated to POP (Point of Presence) sites
 - Design and link ordering are in progress (Trinity)
 - County purchase in progress, waiting final SCR approval (Working with interim SCR) (Humboldt)

Table 3.2.1-1 – CalSAWS Upcoming Maintenance

Scheduled Date	Activity Description
March 17 – April 3, 2023	Internal Run of 3B CalWIN Cutover Exercise
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 18, 2023	CIS (Center for Internet Security): Configuring Routing Protocol authentication at SV1 for BGP (Border Gateway Protocol) neighbor with F5 and ASA (Adaptive Security Appliance) Firewall
March 23, 2023	Disaster Recovery (DR) first dry run March 23, 2023 (Planned Change)
March 24, 2023	Deploying critical CIS (Center of Internet Security) benchmark controls to comply with the CalSAWS security hardening standards
March 26, 2023	Failover from LA3 to SV1
March 30, 2023	Disaster Recovery (DR) second dry run March 30, 2023 (Planned Change)
April 2, 2023	Disaster Recovery (DR) test on April 2, 2023 (Planned Change)

Table 3.2.1-2 – CalSAWS Incident Follow-up Summary

Ticket ID	Description	Impact Date / Time	Impact	Resolution
None				

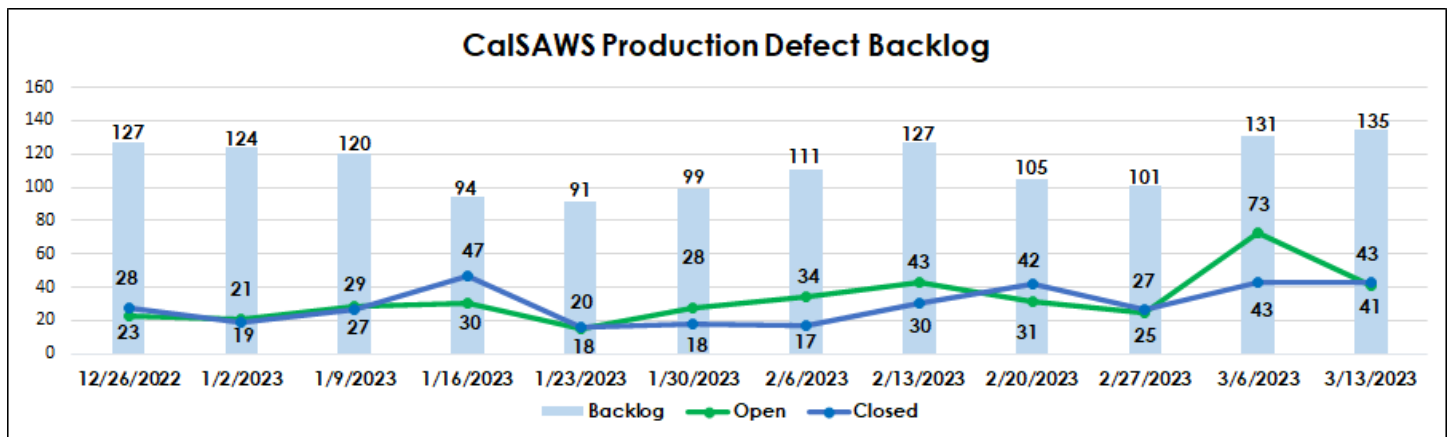
3.2.2 Service Level Agreement (SLA) Outcomes (Met/Missed) (CalSAWS)

- 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

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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	23.11	24.03	TBD	Grand Total
2-Normal/Medium	62	40	23	4	2	1	1	27	160
New		10	5	2	2			10	29
In progress	7	18	18	2		1	1	13	60
Closed	55	12						4	71
3-Normal/Low	29	17	12					8	66
New	1	5	2					3	11
In progress	6	5	10					2	23
Closed	22	7						3	32
4-Cosmetic	4	8	4						16
New		4							4
In progress	2	2	4						8
Closed	2	2							4
Grand Total	95	65	39	4	2	1	1	35	242

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 23.05 Communications:
 - See table 3.4.1-1 for details

Table 3.4.1-1 – CalSAWS Release 23.05 Communication Activities

TASK	DATE (S)	OWNER
Send draft Release Notes file to Consortium for review	April 10, 2023	Production Operations
Send draft Release Notes file to select County Staff and Consortium for review	April 24, 2023	Production Operations
Send draft Release Notes file to select County Staff and Consortium for final review	May 8, 2023	Production Operations
Webcast on CalSAWS Release 23.05	May 9, 2023	Production Operations / Consortium Policy & Design
Send summary of changes in CalSAWS Release 23.05 in CalSAWS Health Report	May 15, 2023	Production Operations

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TASK	DATE (S)	OWNER
23.05 CalSAWS Application Development and Training Release Notes Broadcast	May 16, 2023	Production Operations
CalSAWS Release 23.05 Greenlight Meeting	May 17, 2023	Release Management/Quality Assurance
CalSAWS 23.05 Post-Release Checkpoint Call	May 22, 2023 – May 24, 2023	Production Operations

3.4.2 Root Cause Analysis (RCA)

- ▶ Root Cause Analysis (RCA) – 201 – Lobby Check-in Issue – Los Angeles County – PRB0045166
 - On January 23, 2023, Los Angeles County participants were experiencing an error when attempting to check-in through the lobby application. The issue was escalated by the Los Angeles County helpdesk. A bridge call was initiated by Prod Ops with Tech Ops and LA County DPSS team to investigate the issue. In addition, a broadcast email was sent to Los Angeles County informing them of the issue. During the investigation, the Tech Ops team identified an issue with the application credentials for the Lobby Management Reservation System (LMRS) that were missing as part of the SCR CA-246472 implementation during the CalSAWS release 23.01. The Tech Ops team then received LMRS credentials from the LA County IT team and updated them on the server. The lobby services were then restarted. The LA County team confirmed that the participants were able to check-in through the lobby application. As context, on January 22, 2023, during post 23.01 release deployment, the LA County IT team was unable to complete testing of the SCR CA-246472 functionality due to additional coordination required with LA County ISD team for testing. On that day, DPSS/ISD and the project team agreed to test the LMRS functionality early morning on Monday, 1/23/2023. By the time the teams started testing on Monday, the issue was escalated as participants were unable to check-in through the lobby application. A bridge call was setup by the Prod Ops team and engaged DPSS team and the Tech Ops team to resolve the issue. The Tech Ops team identified that the lobby application secrets were required to be updated for LMRS post the deployment of changes for SCR CA-246472. The LA County DPSS team provided the credentials which were then updated in CalSAWS by the Tech Ops team and confirmed the issue resolution with the LA county staff.
- ▶ Root Cause Analysis (RCA) – 204 – Humboldt County CalSAWS Access Issue – PRB0045238
 - On February 2, 2023, the Network team received an incident that Humboldt County Users were unable to access CalSAWS. NetSec team immediately started investigating the issue and the potential cause. They were quickly able to correlate the issue with the change performed on the previous day, for the Humboldt County (CHG0038784). During the impacted period, there was no workaround available for the Humboldt County Users to access CalSAWS. However, Users were able to access internet. While troubleshooting the issue, the NetSec team noticed that the extranet subnet (100.64.12.0) assigned to the Humboldt County was not properly advertising to CalSAWS. The team identified that the required static route was not added as part of the CHG0038784 that was implemented the previous day February 1, 2023 and that caused the issue. As a quick resolution and approved by the Consortium Operations team during the troubleshooting call, the NetSec team added the missing static route for the Humboldt site, which restored the network connectivity at the site and Users were able to access CalSAWS.
- ▶ Root Cause Analysis (RCA) – 205 – Riverside County - Moreno Valley Site Outage – PRB0045246
 - On February 2, 2023, incidents INC0081039 and INC0081034 were created by Riverside County Users, indicating Users at the Moreno Valley site in Riverside County experienced issues connecting to CalSAWS. Users reported issues connecting to CalSAWS, but all internet hosted websites were accessible; Users at other sites in Riverside County were not impacted. The NetSec and Technical Operations teams

were engaged into a troubleshooting call with the Intel team. NetSec team validated the device health using monitoring tools and validated network configurations at the site. In addition, traffic flow was analyzed. It was identified that User traffic to CalSAWS was going out from the site, and the return or reply was not reaching the site. TPx was engaged [Customer Request Ticket #: 821429] to assist with troubleshooting where asymmetric routing was detected with traffic getting dropped at the network device which was in the standby state. TPx identified the issue and manually changed the path preference to force the active network device to receive traffic, which restored connectivity to the site. TPx is still investigating the cause of the issue and an update will be provided via ticket# 821429 when the root cause is identified. A broadcast was then sent to Riverside County, informing them of the issue resolution, after validating that access to CalSAWS had been restored.

- ▶ Root Cause Analysis (RCA) – 208 – LA CWCF Packets and NEC NOA Generation Issue – PRB0045315
 - o On February 9, 2023, an incident was logged by Monterey County Users that NEC Notice of Actions (NOAs) was not generated for some of the cases that had the CalFresh Redetermination (RE) due in March-2023. The CalSAWS Client Correspondence (CC) team identified that the issue was caused by SCR CA-240282 (Add State Versions of ESAP Packet Forms in Threshold Languages), which was deployed on January 25, 2023, through Release When Ready (RWR) release deployment. Defect CA-256651 was created to fix the issue and a broadcast was sent to Counties informing them of the issue and a plan to deploy the fix to Production on February 14, 2023, through a priority release deployment. After the release deployment on February 14, 2023, during the nightly batch operations, the CC team validated the Forms and found that the impacted forms and NOAs were not generated. The issue was escalated to the Technical Operations (Tech Ops) team for investigations. The Tech Ops team identified that the Forms code was incorrectly deployed to cluster2 servers instead of cluster1 servers (Adobe servers). As a result, impacted Forms and NOAs were not generated. The Tech Ops team redeployed the code to the right cluster (Cluster1 servers) and the Batch Operations team retriggered the Forms and NOA jobs. The CC team validated the then generated RE Forms, NA 960X Forms, NEC NOAs and confirmed the Batch Ops team to send these forms to Central Print for mailing. An updated broadcast was sent to counties informing them that, "the CalWORKs (CW)/CalFRESH (CF) English RE Packets for Los Angeles County and 'NEC NOAs and NA 960X Forms for all Counties' were generated in Spanish, Cambodian and Farsi languages." Forms were bundled and sent out to central print for mailing on the following day.

3.4.3 Batch Operations

- ▶ Executed Wave 2 Post Cutover activities:
 - o Met with key interface partners to coordinate the transfer of catch-up files
 - o Met with Wave 2 Counties to coordinate the transfer of first set of files
 - o Provided live monitoring and nightly batch updates to leadership on progress of batch for the first week
 - o Supported validation of Wave 2 batch jobs by Application Development teams
 - o Tracked completion of inbound and outbound interface files for Wave 2 Counties

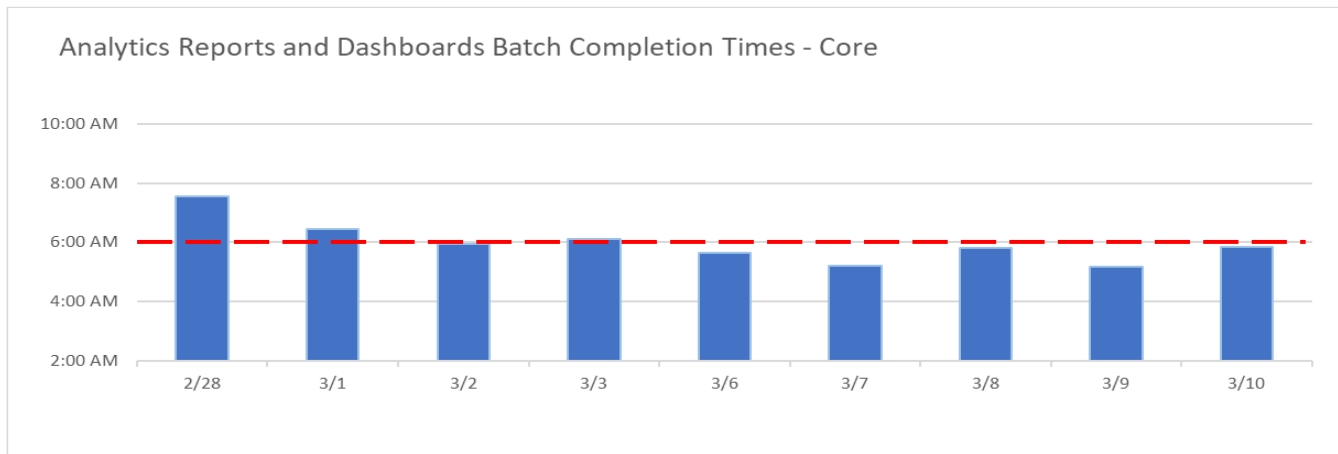
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- ▶ Supported batch preparation and execution of batch activities for Wave 3A/2C cutover activities
 - Notified partners and Counties of no batch on Saturday, March 11, 2023
 - Reviewed batch schedule for Saturday and moved up jobs to be run earlier in the week, as needed
 - Supported execution of Cutover batch
 - Supported execution of batch cutover activities
- ▶ 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 27, 2023 – March 12, 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

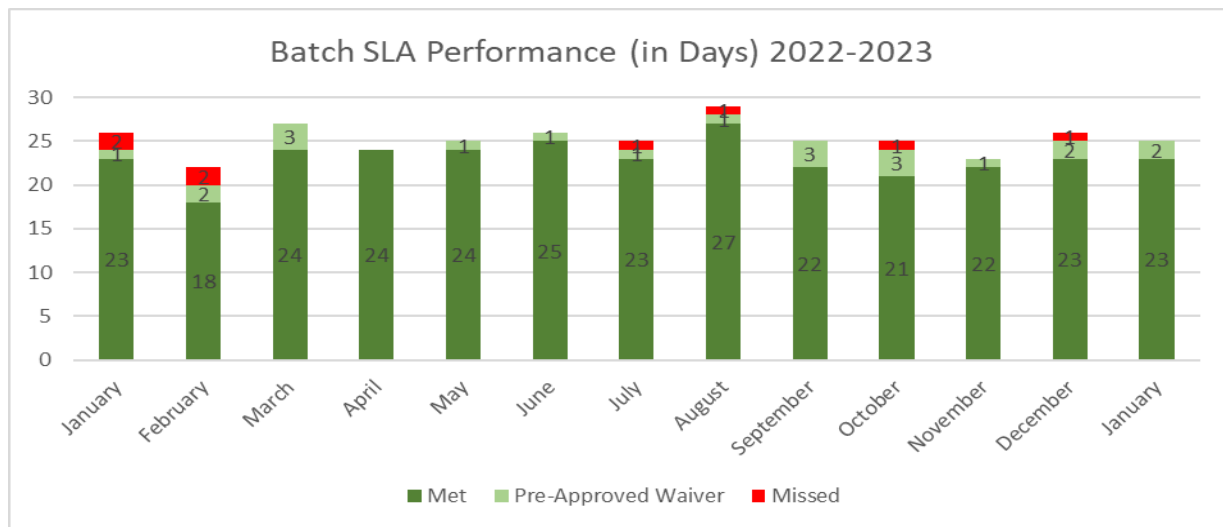
Batch Date	Issue	Communication	Status	Resolution
February 28, 2023	Planned catch-up run of Analytics after Wave 2 cutover was expected to run past 7 AM	N/A – Planned catch-up run	Closed	Dashboards and Reports generation completed
March 1, 2023	Several analytics jobs completed after 6 AM due to planned validations of upstream Fiscal jobs	Jobs completed before the planned broadcast was sent	Closed	Dashboards and Reports generation completed

3.4.4 Production Performance

► Batch

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

Table 3.4.4-1 – Batch SLA Performance



► Imaging

- None for the reporting period

► Contact Center

- Performance Test tentatively scheduled for July 11, 2023

► ForgeRock

- None for the reporting period

► Core Online

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

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

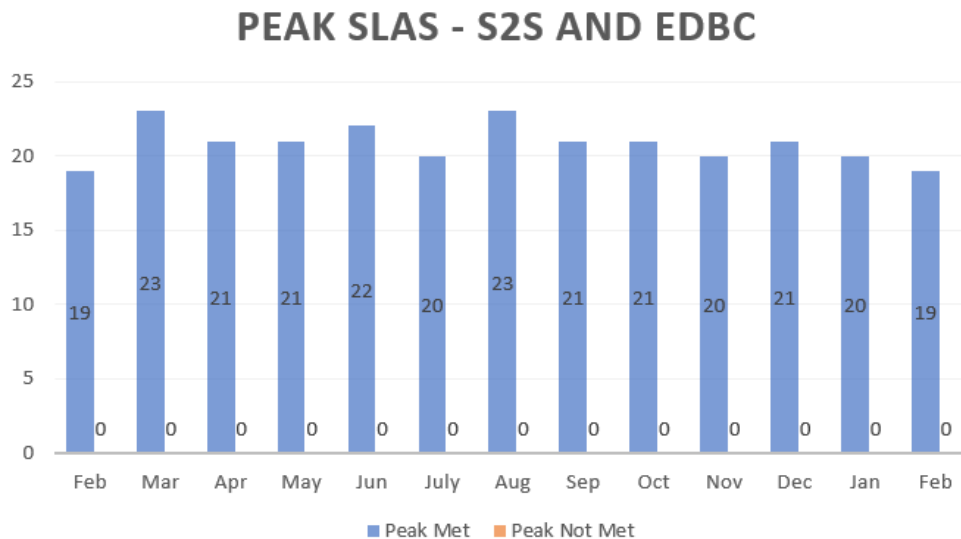
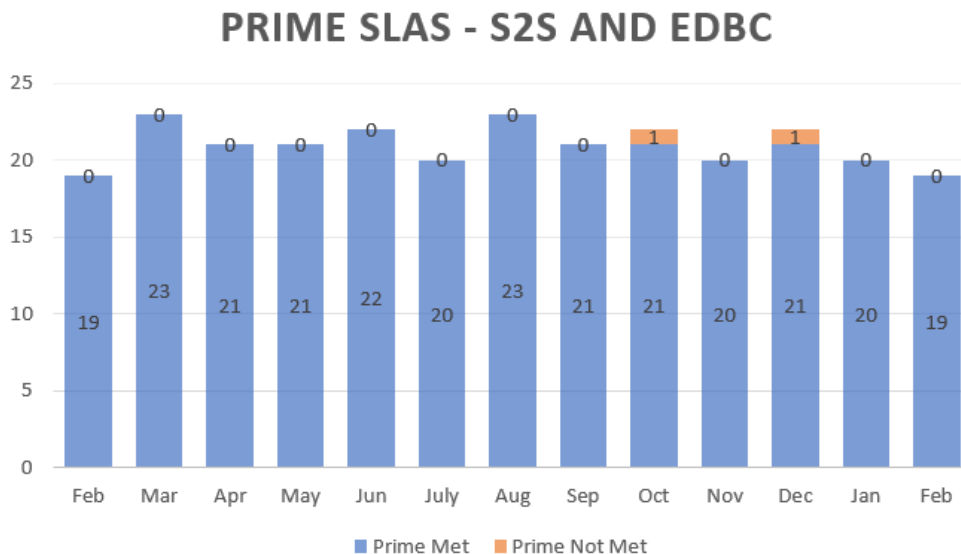


Table 3.4.4-3 – Prime SLAs -S2S and Eligibility Determination Benefit Calculation (EDBC)



3.5 ForgeRock

3.5.1 Highlights of the Reporting Period

- ▶ Technical ForgeRock Team transitioning from JIRA to Teams by Planner for Internal tracking
- ▶ ForgeRock team implemented AWS EC2 tagging updates for automated patching in SBX. Working on testing this week
- ▶ Change Requests (CR) created and approved for AT/Dev Builds for this week (March 10, 2023) and Disaster Recovery (DR) will occur on Monday (March 13, 2023)

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- Change Requests created for next week's AT/Dev Builds for March 16, 2023 and March 17, 2023
- Technical ForgeRock Operations Team working on the Emergency CR for CalWIN Wave 2 Incident Ticket regarding 263 accounts username and email not matching – This occurred on Friday (March 10, 2023)
- Technical ForgeRock leadership to discuss the memory optimization for all ForgeRock Servers
- Technical ForgeRock Operations Team working on CalWIN Wave 3A Cutover this week
- Requested tickets created for 3 new joiner leads for CalSAWS access for applications and email
- KT sessions provided for new joiners on AT and Dev Build Environments
- SCRs for County Application Onboardings in Non-Production scheduled to go to AT and Development this week
- 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	March 3, 2023	In Production
Request for ForgeRock Production Load for Wave 6 CalWIN Counties prior to the start of CalSAWS Training	May 1, 2023	Not started
Component Level Monitoring and Failure Scenarios	Release When Ready	
Secrets Manager Implementation	Release When Ready	In progress
ForgeRock: Multi Factor Authentication Policy Enhancement – Design and Proof of Concept ONLY	Release When Ready	Rejected
Implement MFA delivery choice at Login Journey - Design and POC ONLY	Release When Ready	In progress
DEV ForgeRock API Client for Santa Barbara County EQUAL	March 10, 2023	In progress
DEV ForgeRock API Client for San Francisco County COSTS	March 10, 2023	In progress
ForgeRock: Application Onboarding - CARS VRU - UAT2	March 10, 2023	In progress
ForgeRock: Application Onboarding - Kern County - UAT2	March 10, 2023	In progress
ForgeRock: Application Onboarding - Tulare County - Stage 1 Child Care - UAT2	March 10, 2023	In progress
ForgeRock: Application Onboarding Kern County PROD	March 31, 2023	In progress

3.6 Innovation Lab

- ▶ Worker-Facing Virtual Assistant (VA)
 - Analyzing data since go-live (Feb 20) to see commonly asked questions to make new content and check the accuracy of the Virtual Assistant
 - Conducting County Validation this week for Release 2. Target to deploy on March 20, 2023
 - Approving Release 3 System Change Request (SCR) in CCB this week. Target to deploy on March 30, 2023
 - Finalized Release 4 content last week, getting SCR ready for System Change Request Board (SCRB) and Change Control Board (CCB)
 - Starting Release 5 design this week
- ▶ Voice Bots (Welcome/Authentication Bots)
 - Completed assembly testing. Beginning system testing; team to use test scripts created last week
 - Received approval for Non-Production Technical Budget Change Request (TBCR) for San Bernardino County
 - Responding to feedback from San Bernardino on the Voice Bots System Change Request (SCR)
- ▶ Electronic Benefit Transfer (EBT) Card Replacement - Robotic Process Automation (RPA)
 - System Change Request (SCR) unapproved with 50% vote. Addressing fraud and opt in/out concerns for resubmittal to IVR Contact Center Committee on March 23, 2023.
 - Received feedback from Non-Production Change Request (CR) submission on February 15, 2023, for the RPA Environment at the Change Acceptance Board (CAB) meeting. Change Request (CR) submission is now targeted for March 23, 2023

3.7 Imaging

- ▶ Completed Defects
 - CA-257308 - Wave 2 workers cannot view confidential images
- ▶ Completed System Change Requests (SCRs)
 - N/A

3.8 Customer Service Center (CSC)

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

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3.9 Lobby Management

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

Contra Costa	Kiosk delivery in progress. Estimated time of arrival (ETA) March 23, 2023
Marin	County Purchase Order (CPO) for 2 Kiosks submitted to County for review and signature; requested due date is April 1, 2023
San Francisco	County Purchase Order (CPO) for Kiosks and FACTS being developed and will be submitted to County for review and signature
San Mateo	Received County approval February 28, 2023, waiting on Advance Planning Document (APD) approval
Santa Clara	Equipment in build and transit. Estimated time of arrival March 15, 2023
Solano	Signed by county, waiting for Consortium PMO signature to place order
Sonoma	Equipment in build and transit. No estimated time of arrival (ETA) at this time

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

Placer	Waiting for Network communications update. No estimated time of arrival (ETA) at this time
Yuba	Currently imaging tablets; estimated time of completion (ETC) March 24, 2023

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

Siskiyou	Waiting for county to submit procurement request
Tehama	Estimate sent February 7, 2023

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

Fresno	County Purchase Order (CPO) sent to County February 2, 2023
Kern	Meeting set for March 23, 2023, with county to discuss next steps

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Mariposa	County Purchase Order (CPO) signed; waiting for Consortium counter signature before placing order
San Joaquin	County Purchase Order (CPO) submitted to County on March 9, 2023, for review and signature; requested due date is April 7, 2023
San Luis Obispo	County Purchase Order (CPO) signed, and order placed March 10, 2023
Tulare	Splitting County Purchase Order (CPO) into two CPOs at request of county; changes in final review

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

Orange	Equipment still arriving from vendor; Kiosk workstations to be imaged. No estimated time of arrival (ETA) at this time
San Bernardino	Kiosks being delivered March 28, 2023
Ventura	Equipment still arriving from vendor. Workstation imaging has been completed. No estimated time of arrival (ETA) at this time

► **Region 6** (Los Angeles)

Los Angeles	No update at this time
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3.10 Additional Projects

- California Department of Social Services (CDSS) Report Support
 - Continued working on restructuring Public Assistance CalFresh (PACF) ad hoc query for California Department of Social Services (CDSS) Research Automation and Data Division (RADD) Team
 - Continued working on restructuring Social Security Income (SSI) ad hoc query for CDSS RADD Team
 - Continued working on reviewing Placer and Yolo County converted data with CDSS
 - Completed work on SIRFRA 3824 - Cases in CalFresh, CAPI, SSP-SSI with Child Support Income - Due: March 9, 2023 (Revised SIRFRA)
 - Completed work on SIRFRA 3840 - CalFresh Rebase Population Information 24-Month Certification - Due: February 28, 2023
 - Completed work on SIRFRA 3843 - Elderly Simplified Application Project - CalFresh Household by Certification Period and by County – Due March 7, 2023
 - Completed work on SIRFRA 3845 - Direct Outreach Project for CalFresh Emergency Allotment Ending - Due: March 3, 2023
 - Started work on SIRFRA 3844 - Stage One Child Care Data: Time Basis of Care, Calendar Year 2022 - Due: March 13, 2023
 - Started work on SIRFRA 3850 - Automated-Mass Replacement Waiver Data Request -

Due: March 15, 2023

- ▶ Department of Health Care Services (DHCS) Report Support
 - Continued work on SIRFRA 1233 - End of Continuous Requirement Renewal Data Request - Due April 14, 2023
 - Completed work on SIRFRA 1240- PHE Renewal Data Request February 2023 - Due: March 10, 2023
 - Completed 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	<ul style="list-style-type: none">• 23.03 System Testing on schedule. Week 6 of 7 completed. 99.90% pass rate on an 86% target
4.6 Training Summary	<ul style="list-style-type: none">• 23.03 Code Deployment for Training Staging and Training Production environments targeted for this weekend, March 18-19, 2023

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 ten priority releases:
 - The CalSAWS 23.02.27 Minor Release was successfully deployed on February 27, 2023
 - Thirty defects were deployed in the areas of Batch Interfaces, CalHEERs, Eligibility, Fiscal, Online, and Imaging teams
 - Eight System Change Requests (SCRs) were deployed in the areas of Batch Operations, Database Administration (DBA), Fiscal, and Online teams
 - The CalSAWS 23.02.28 Minor Release was successfully deployed on February 28, 2023
 - Nine defects were deployed in the areas of Batch Interfaces, Client Correspondence, Eligibility, and Reports teams
 - Two System Change Requests (SCRs) were deployed in the areas of Batch Interfaces and DBA teams
 - The CalSAWS 23.03.01 Minor Release was successfully deployed on March 1, 2023
 - Six defects were deployed in the areas of Analytics, CalHEERs, Client Correspondence, Contact Center, and Online teams

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- Three System Change Requests (SCRs) were deployed in the areas of the Batch Operations and Fiscal teams
- The CalSAWS 23.03.02 Minor Release was successfully deployed on March 2, 2023
 - Twenty-three defects were deployed in the areas of Batch Interfaces, CalHEERs, Client Correspondence, Contact Center, Eligibility, Fiscal, Online, and Reports teams
 - Three System Change Requests (SCRs) were deployed in the areas of Batch Operations, Fiscal, and Technical Architecture teams
- The CalSAWS 23.03.03 Minor Release was successfully deployed on March 03, 2023
 - Nine defects were deployed in the areas of Batch Operations, DBA, Eligibility, Fiscal, and Online teams
 - Four System Change Requests (SCRs) were deployed in the areas of the Batch Interfaces, Online, Reports, and Technical Forge Rock teams.
- The CalSAWS 23.03.05 Minor Release was successfully deployed on March 5, 2023
 - Sixteen defects were deployed in the areas of CalHEERs, Client Correspondence, DBA, Eligibility, Fiscal and Online teams
- The CalSAWS 23.03.06 Minor Release was successfully deployed on March 06, 2023
 - Three defects were deployed in the areas of Batch/Interfaces, Client Correspondence, and Online teams
- The CalSAWS 23.03.08 Minor Release was successfully deployed on March 8, 2023
 - Eleven defects were deployed in the areas of Batch/Interfaces, Client Correspondence, Conversion, Eligibility, Fiscal, and Online teams
- The CalSAWS 23.03.09 Minor Release was successfully deployed on March 9, 2023
 - Thirty-five defects were deployed in the areas of Analytics, Batch Interfaces, CalHEERs, Client Correspondence, Conversion, Eligibility, Fiscal, Online, and Reports teams
 - Eight System Change Requests (SCRs) were deployed in the areas of Batch Operations, Batch/Interfaces, Eligibility, and Online teams
- The CalSAWS 23.03.10 Minor Release was successfully deployed on March 10, 2023
 - Eleven defects were deployed in the area of Conversion team

Table 4.2-1 – CalSAWS Upcoming Release

Release	Summary
23.03.14	► DDID 1979: CalWIN County Interface Exchange Testing Support System Change Request (SCR) Wave 3
23.03.16	► CalSAWS Virtual Assistant (VA) Expansion - Release 2
23.03	► Total System Change Requests (SCRs): 55 approved ► Release Webcast date: March 7, 2023
23.03.23	► Inyo County CalSAWS Production Enhanced Data Reporting (EDR) Access Request ► Create Daily Data Change Request (DCR) to Correct UEID at run Eligibility Determination Benefits Calculation (EDBC): PGM_EDBC_AGGR_PGM_FK Violated Child Record Found ► Automated Actions for Expedited Service and Immediate Need ► Disable Edit Mode on the Security Assignment Page Until a Username is Added

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Release	Summary
	► San Bernardino County - Update Warrant Print Logic to Exclude Manually Issued Status
23.03.25	► Issue February 2023 Disaster Supplement in accordance with HR 6201 Emergency Allotments
23.03.30	► CalSAWS Virtual Assistant Expansion - Release 3
23.03.31	<ul style="list-style-type: none">► Design and Implement Geofencing for Amazon Web Services (AWS) Console Logins► Bi-Weekly List for CalHEERS of individuals in Medi-Cal (MC) and Foster Care/KinGap/Adoptions Assistance Program► Advance the Medi-Cal Redetermination (RE) Due date for Individuals Aged or will Age out of Young Adult Expansion (YAE)► ForgeRock: Application Onboarding Kern County Production► Update Welfare Data Tracking Implementation Project (WDTIP) RP02 Exceeding clock file reader jobs for all Counties to not process inbound file► CalFresh EA Replacements are not Claimed► Begin Medi-Cal Continuous Coverage Unwinding► Enhance Monthly Process to Complete and Reset Overdue Medi-Cal REs due to Public Health Emergency► Add ability to search the ForgeRock User directory when adding a User in CalSAWS► Send 'Hide Contact Info' to CalHEERS for Individuals in a Child Welfare Services (CWS) program
23.05	<ul style="list-style-type: none">► Total System Change Requests (SCRs): 60 approved► Release Webcast date: TBD
23.06	<ul style="list-style-type: none">► Total System Change Requests (SCRs): 2 approved► Release Webcast date: TBD

4.3 Application Development Status

► Continued design on:

- CA-202054 All County Letter (ACL) 18-07 Suspend/Discontinue/Reinstate for Cash Assistance Program for Immigrants (CAPI) case
- CA-205388 Add Threshold Languages for CAPI Change, Suspension, and Discontinuance Notice of Actions (NOAs) (from NA 692)
- CA-208537 All County Information Notice (ACIN) I-25-19 Treatment on In-Kind Support and Maintenance in the CAPI
- CA-208423 to Updated Medi-Cal Income and Deductions Chart
- CA-222827 ACL 20-132 CalFresh Eligible Rules and Reporting on Substantial Lottery or Gambling Winnings
- CA-232056 to Prevent Benefit Reduction Without 10-Day Notice for late Semi-Annual Reporting (SAR) 7 and CalWORKs RD, Allow CalFresh Benefit Reduction
- CA-223763 ACL 21-25 New Definition of Public Assistance CalFresh (PACF)
- CA-232609 Restart TNB Recertifications
- CA-237974 Auto Post Franchise Tax Board (FTB) Tax Intercept transactions to Recovery Account
- CA-246136 Expand the Child Care Administrator Portal to work for other Providers/Community Based Organizations (CBOs) to display information other Referrals/Needs
- CA-246484 Creation of Banked Caseload Capability
- CA-246603 Add Flexible Appointment Scheduling Option and Update GEN 102 To Current Version (1/22)
- CA-248014 CAPI - Update CA 1037 Report for San Mateo and Sacramento Counties
- CA-249570 Automate Discontinuance of Medi-Cal for Individuals Active in Child Welfare Services Programs
- CA-251209 Add NOA Fragments in Threshold Languages for Medi-Cal NOA Generation (MC-MAGI-T)
- CA-251212 Add NOA Fragments in Threshold Languages for Medi-Cal NOA Generation (MC MAGI-D)
- CA-251213 Add NOA Fragments in Threshold Languages for Medi-Cal NOA Generation (MC 239 A)
- CA-251214 Add NOA Fragments in Threshold Languages for Medi-Cal NOA Generation (MC 239)
- CA-251447 Modify the Use of the GA Annual Agreement for Los Angeles County
- CA-251562 Adult Expansion for Medi-Cal
- CA-253124 Validate E-mail Addresses Added into CalSAWS
- CA-255247 Add the M40-105E Form in Template Repository and Chronic Truant NOA
- CA-256140 CalSAWS 58 county Batch performance test execution & support
- CA-256840 CalSAWS Virtual Assistant Expansion - Release 3
- CA-256969 Qlik Sense and Printing Major Version Upgrade
- CA-257759 CalSAWS Virtual Assistant Expansion - Release 4
- CA-49396 ACL 15-96 - Add and update Approved Relative Caregiver (ARC) NOAs and Forms
- CA-245109 Turn on Batch Jobs for Medi-Cal Continuous Coverage Unwinding
- CA-245148 Lists for Resuming Normal Business Operations for Continuous Coverage

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Unwinding

- o CA-256810 Advance Medi-Cal Redeterminations (RE) Due Date for Cases with Incarcerated Individuals

► Continued build on:

- o Build for priority releases and 23.05 approved System Change Requests (SCRs)

4.4 Release Management

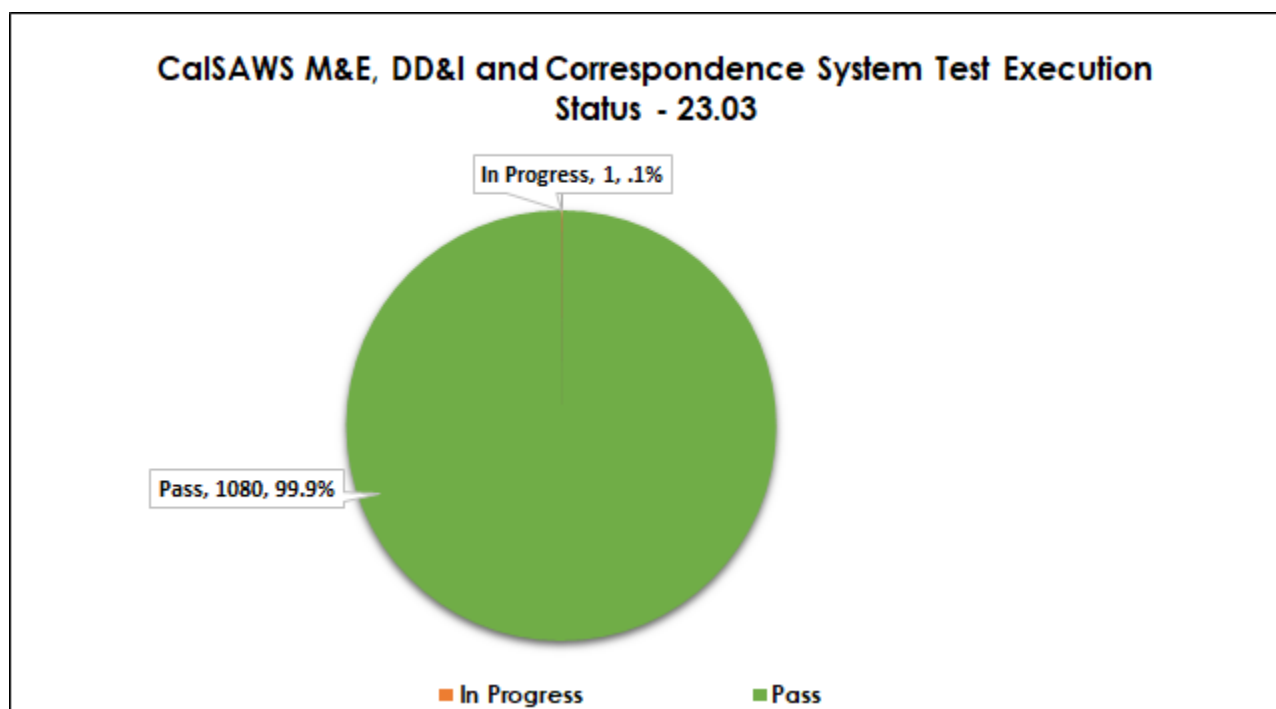
4.4.1 Release Test Summary

► 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	86%
Pass Rate Actual as of February 24, 2023	99.9%
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:
 - Discussed the General Assistance/General Relief (GA/GR) Correspondence web service design and web service clarifications on March 1, 2023, and March 8, 2023
 - System Change Requests (SCRs) in Design Phase
 - CA-210476 Update SSP 14 with County IA and County GA/GR Code
 - CA-251447 Modify the Use of the GA Annual Agreement for LA County
 - SCRs in Development Phase
 - CA- 201394 Modify Trigger Condition for Daily GROW Deregistration Batch job
 - CA-220019 CalWIN GA GR Solution Changes - Wave 4
 - 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-254387 Insert CSC IV and CSC V in DOC_DATA
 - CA-254744 Update Benefit amount calculation for Santa Clara County
 - 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
 - Defects Released to Production
 - CA-257410 Suppress the GR forms generated erroneously on 02/27 [23.02.28]
 - CA-257484 Turn on the GR Expunged 365 Days - Cash sweep batch [23.03.01]
 - CA-257314 Worker is unable to generate GA/GR Correspondence when there are no program details for an ICT case [23.03.09]

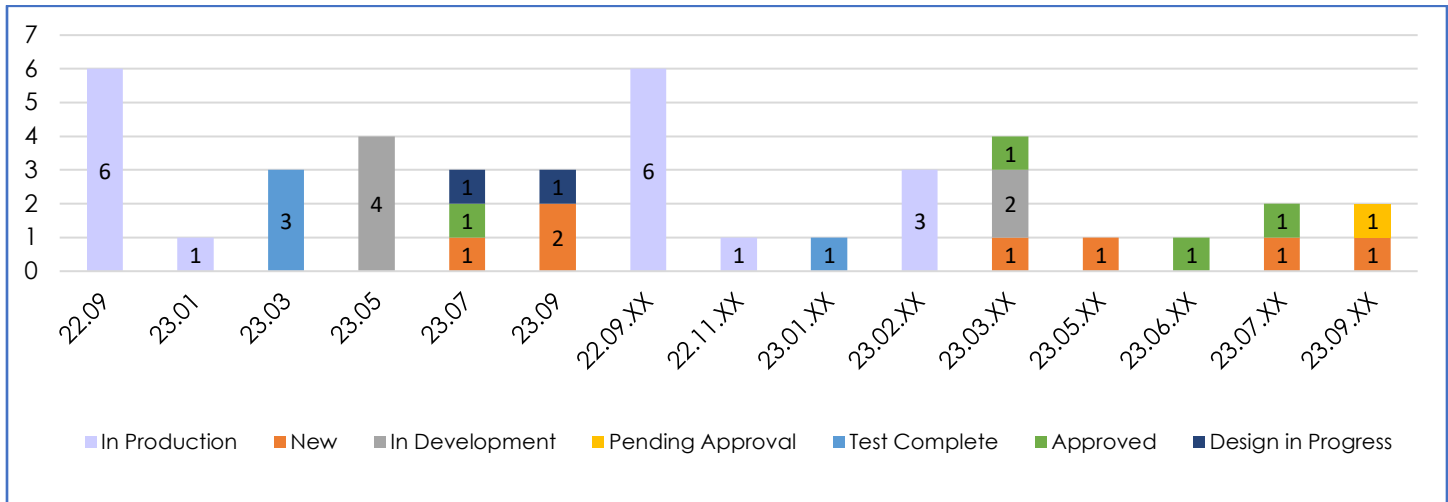
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- CA-257453 Modify Expunged 365 Days - Cash sweep batch to look at the latest program detail status [23.03.09]
- CA-256472 CA-252089: GA/GR Correspondence Service not displayed when trying to generate QR 7 (10/22) in Tulare - 555 error status [23.03.09]

Figure 4.5.-1 – GA/GR SCRs



4.6 Training Materials Update

- ▶ 23.05 Online Help (OLH SCRs):
 - Design in Progress: 6
 - Approved: 1
 - In Development: 1
- ▶ 23.03.03 (previously 23.02.24) Priority Release Web Based Training (WBT) and Functional Presentations (CFPs) SCRs):
 - Test Complete: 9
- ▶ 23.03.24 Priority Release Web Based Training (WBT and Functional Presentations (CFPs) SCRs):
 - Approved: 1
 - System Test: 1
- ▶ 23.04.14 Priority Release Web Based Training (WBT and Functional Presentations (CFPs) SCRs):
 - Pending Approval: 2
 - Approved: 1
- ▶ 23.05.19 Priority Release Web Based Training (WBT and Functional Presentations (CFPs) SCRs):
 - New: 4
 - Approved: 4
- ▶ Training Environments
 - Continued to work cross-team to troubleshoot CalSAWS Training Staging and Training Production environment tickets

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

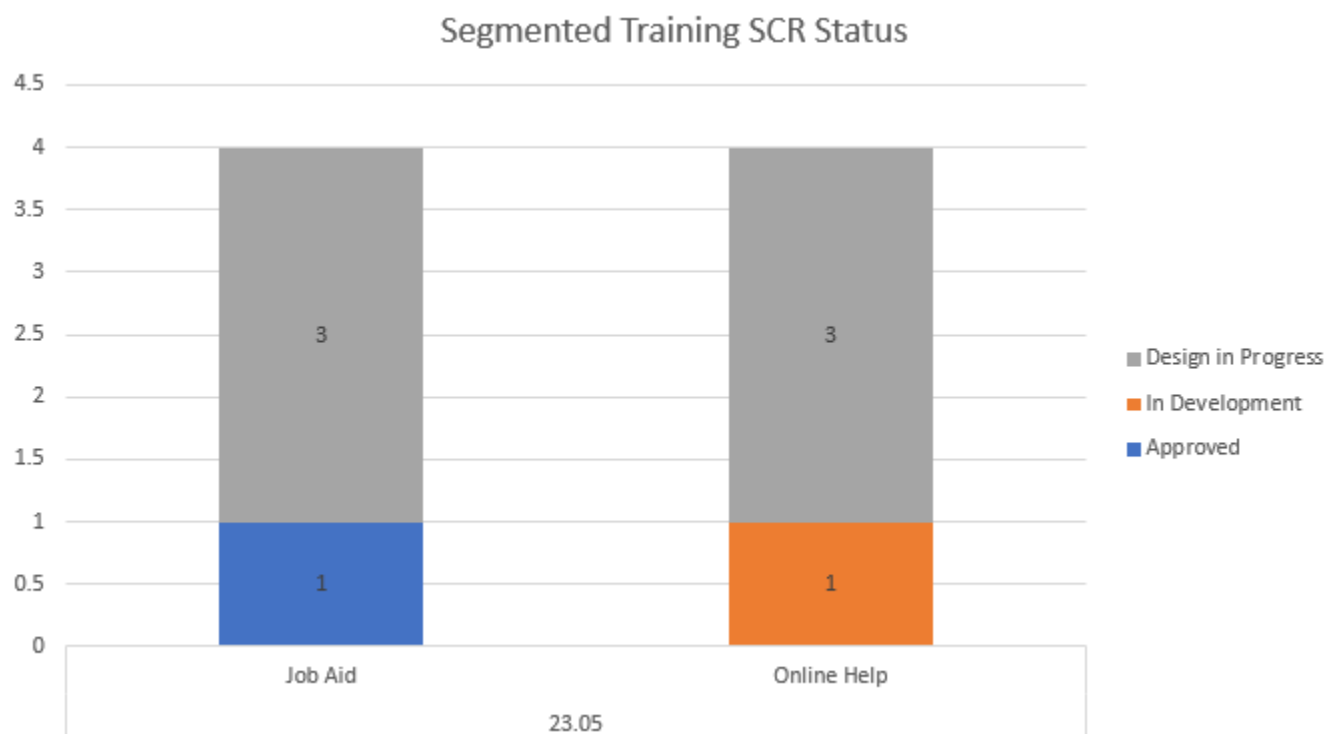


Table 4.6-1 – Upcoming Training Activities

Training Activity	Date
Create WAVE 3 Training Staging and Generic Logins for Training Staging and Training Production environments	March 14-15, 2023, Scheduled
Attend Training Environment Roadshows for WAVE 3	March 15-17, 2023, Scheduled
23.03 Code Deployment for Training Staging and Training Production environments	March 17-19, 2023, Scheduled
23.03 Code Deployment for TR1 environment	March 24, 2023, Scheduled

4.7 Deviation from Plan/Adjustments

- ▶ None for the reporting period

5.0 Regional Updates

- ▶ None for the reporting period

6.0 Appendices

Appendix A – M&E Requests and SCR Status

Appendix B – County Purchases Status Report

Appendix C – CalSAWS System IVR Report

Appendix D – COVID SCRs