

CALSAWS M&O BI-WEEKLY STATUS REPORT

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

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1.0 Executive Summary

1.1 CalSAWS Project Status Dashboard

Table 1.1-1 – Status Dashboard

Topic	CalSAWS System	Highlights
Availability		<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 139 active Production defects
Incidents		<ul style="list-style-type: none"> ▶ CALSAWS BROADCAST: Starting at 12:00 p.m. on February 28, 2023, Sierra County Users at the 22 Maiden Lane, Downieville location were not able to access CalSAWS and associated systems due to a power outage. As of 9:16 a.m. on March 13, 2023, this issue was resolved. PRB0045428 ▶ 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. As of 11:30 a.m. on March 14, 2023, this issue was resolved. PRB0045538 ▶ 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. As of 10:00 a.m. on March 13, 2023, this issue was resolved. PRB0045541 ▶ CALSAWS BROADCAST: Starting at 11:30 a.m. on March 13, 2023, some Users from Stanislaus and Merced Counties experienced issues accessing CalSAWS and associated systems. As of 3:30 p.m. on March 13, 2023, this issue was resolved. PRB0045557 ▶ CALSAWS BROADCAST: The Welfare to Work (WTW) Unassigned Pool Dashboard was not refreshed with the latest data by 7:00 a.m. on March 15, 2023. Defect CA-258339 had been created for this issue. As of 9:10 a.m. on March 15, 2023, this issue was resolved. PRB0045578 ▶ CALSAWS BROADCAST: Between 11:30 a.m. and 11:45 a.m. on March 15, 2023, San Bernardino County Users at the 1175 W. Foothill Blvd, Rialto site experienced intermittent connectivity issues. The issue has been resolved and Users were able to access CalSAWS and associated systems. PRB0045580 ▶ CALSAWS BROADCAST: As of 7:00 a.m. on March 16, 2023, the following dashboards were not refreshed with the latest data. As of 8:36 a.m. on March 16, 2023, this issue was resolved. PRB0045592

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Topic	CalSAWS System	Highlights
		<ul style="list-style-type: none"> <li data-bbox="545 310 1490 556">▶ CALSAWS BROADCAST: Starting at 10:25 a.m. on March 20, 2023, Users were encountering a UEID error while accessing Business Intelligence reports in CalSAWS from the home page. As a workaround, Users could access Business Intelligence link via 'Reports' global navigation. Defect CA-258570 had been deployed on March 20, 2023, and the issue has been resolved. PRB0045623 <li data-bbox="545 562 1490 842">▶ CALSAWS BROADCAST: Starting at 8:15 a.m. on March 20, 2023, some Users reported slowness while navigating through or performing transactions in CalSAWS. To remediate the issue, the CalSAWS application was under emergency maintenance between 9:25 a.m. and 10:00 a.m. As of 10:07 a.m. on March 20, 2023, this issue was resolved. Users were able to navigate through and perform transactions in CalSAWS at normal speeds. PRB0045610 <li data-bbox="545 848 1490 1192">▶ CALSAWS BROADCAST: Starting at 6:00 a.m. on March 21, 2023, the client correspondence files for March 20, 2023, were not sent to Central Print for San Bernardino County. Defect CA-258610 had been created to resolve the issue. 19,245 client correspondence documents for March 20, 2023, were sent to Central Print and on March 21, 2023. As of 6:00 a.m. on March 22, 2023, this issue was resolved. The remaining 1,404 documents were processed and sent to the Central Print vendor during the batch processing on March 21, 2023. PRB0045638 <li data-bbox="545 1199 1490 1520">▶ CALSAWS BROADCAST: Starting at 6:00 a.m. on March 21, 2023, the client correspondences for March 20, 2023, had not been sent to Central Print for Los Angeles County. Defect CA-258610 was created to resolve the issue. 34,949 client correspondence documents for March 20, 2023, were sent to Central Print and mailed on March 21, 2023. As of 6:00 a.m. on March 22, 2023, this issue was resolved. The remaining documents were processed and sent to the Central Print vendor during the batch processing on March 21, 2023. PRB0045638 <li data-bbox="545 1526 1490 1625">▶ CALSAWS BROADCAST: Starting at 7:00 a.m. on March 21, 2023, two dashboards were not refreshed with the latest data. As of 7:40 a.m. on March 21, 2023, this issue was resolved. PRB0045636 <li data-bbox="545 1631 1490 1915">▶ CALSAWS BROADCAST: Starting at 6:00 a.m. on March 21, 2023, Warrant Print files for the following Counties had not been generated: Placer, Yolo, Santa Clara, Contra Costa, and Tulare Counties. As a workaround solution, the Counties could search warrants in 'Ready for Issuance' status on the 'Issuance Search' page and navigate to the 'Issuance Detail' page to rush the impacted benefits. Defect CA-258673 had been created to fix the issue and was deployed on March 23, 2023. Warrant Print

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Topic	CalSAWS System	Highlights
		<p>files were expected to be generated during the nightly batch processing on March 23, 2023. An update will be provided when Warrant Print files are generated and sent to the impacted Counties. PRB0045663</p> <ul style="list-style-type: none"> ▶ CALSAWS BROADCAST: Starting at 8:15 a.m. on March 22, 2023, Merced County reported an issue with Users who were unable to access CalSAWS and associated systems due a network connectivity issue. As of 8:47 a.m. on March 22, 2023, Merced County Information Technology (IT) resolved the connectivity issue. PRB0045658 ▶ CALSAWS BROADCAST: Starting at 7:00 a.m. on March 23, 2023, two dashboards were not refreshed with the latest data. As of 7:40 a.m. on March 23, 2023, this issue was resolved. PRB0045677 ▶ CALSAWS BROADCAST: Starting at 7:00 a.m. on March 22, 2023, the Medi-Cal Renewals Listing Report had not been generated. Defect CA-258699 had been created to address the issue. As of 10:00 a.m. on March 23, 2023, this issue was resolved. PRB0045657 ▶ CALSAWS BROADCAST: Starting at 7:05 a.m. on March 25, 2023, four dashboards were not refreshed with the latest data. As of 8:48 a.m. on March 25, 2023, this issue was resolved. PRB0045706

Legend	
	On Track
	At Risk
	Not on track/Monitor

1.2 Highlights from the Reporting Period

- ▶ The CalSAWS team successfully deployed CalSAWS minor releases: 23.03.22, 23.03.20, 23.03.19, 23.03.16, 23.03.15, 23.03.14, 23.03.13
- ▶ The CalSAWS team successfully deployed CalSAWS Major Release 23.03
- ▶ Planned Outages:
 - Scheduled CalSAWS Outages:
 - CalSAWS Production Maintenance:
 - On Sunday, March 26, 2023, from 4:00 p.m. to 11:59 p.m., the CalSAWS application was unavailable for Users. CalSAWS Users were redirected to a read-only version of the CalSAWS application
 - On Sunday, March 19, 2023, from 6:00 a.m. to 3:00 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 Saturday, March 25, 2023, from 6:00 a.m. to 6:00 p.m., Users were unable to access the Training Production environment

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- From 12:00 p.m. on Sunday, March 19, 2023, until 6:00 p.m. on Monday, March 20, 2023, Users were unable to access the Training Production environment
- CalSAWS Training Staging Maintenance:
 - On Friday, March 17, 2023, from 5:00 p.m. to 6:30 p.m., Users were unable to access the Training Staging environment
 - From 12:00 p.m. on Sunday, March 19, 2023, until 6:00 p.m. on Monday, March 20, 2023, Users were unable to access the Training Staging environment
 - On Friday, March 24, 2023, from 5:00 p.m. to 6:30 p.m., Users were unable to access the Training Staging environment
 - On Saturday, March 25, 2023, from 6:00 a.m. to 6:00 p.m., Users were unable to access the Training Staging environment
- Ad hoc Reporting Database Maintenance:
 - On Sunday, March 26, 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
- Learning Management System (LMS) Maintenance:
 - From 9:00 p.m. on Friday, March 17, 2023, until 2:00 a.m. on Saturday, March 18, 2023, Users were unable to access the CalSAWS Learning Management System (LMS)
- BenefitsCal Maintenance/Limited Access:
 - On Sunday, March 19, 2023, from 6:00 a.m. to 3:00 p.m., BenefitsCal was still available for participants but the transactions from BenefitsCal was 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 was routed to the office selected by the participant instead of the default County office
 - On Sunday, March 26, 2023, from 4:00 p.m. to 11:59 p.m., The CalSAWS application was unavailable for Users. CalSAWS Users were redirected to a read-only version of the CalSAWS application. BenefitsCal was still available for participants but the transactions from BenefitsCal was queued and released for processing upon completion of maintenance activities. Electronic Benefits Transfer (EBT) balance and case information was available to view from BenefitsCal. E-applications submitted from BenefitsCal was 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	STATUS
N/A	M&O Services	PMO,		• Consortium comments for Draft Deliverable

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DEL #	DELIVERABLE NAME	TEAM	STATUS [1]	STATUS
	Plan	Technical, Application Development		(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 received back on March 14, 2023. <ul style="list-style-type: none"> Final Deliverable (FDEL) 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 March 22, 2023. Comments are due back March 29, 2023. Consortium comments for Draft Deliverables (DDEL) for Wave 5 13.0 County Site Plans were received on March 14, 2023. Comments are due back March 10, 2023 Final Deliverables (FDEL) for Wave 5 13.0 County Site Plans was submitted to Consortium for review on March 20, 2023. Comments are due back March 27, 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"> Final Deliverable (FDEL) 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 March 22, 2023. Comments are due back March 29, 2023 Final Deliverables (FDEL) for Wave 5 13.0 County Site Plans was submitted to Consortium for review on March 20, 2023. Comments are due back March 27, 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 Final Deliverable (FDEL) as part of 13.0 County Site Plans on March

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20, 2023. Comments are due back March 27, 2023

- o Continued working on Wave 6 Draft Deliverables (DDEL) as part of 13.0 County Site Plans
- ▶ Continued performing contract management activities:
 - o Change Notice 26 (April JPA) (Placeholder) is in development and content is TBD
 - o Amendment 31 (August JPA) is in development and content is TBD
 - o Continued planning the implementation of requirements from the DHCS and CDSS Privacy and Security Agreements (PSAs) that were approved by the JPA Board of Directors on April 16, 2021

2.3 CRFI/CIT Communications Status

- ▶ The following table outlines CalSAWS Information Transmittals (CITs) for the reporting period ending March 26, 2023

Table 2.3-1 – CITs

CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0096-23	CalSAWS Project Draft County Allocations for SFY 2023-24	Informational	March 13, 2023	Britt Carlsen	Girish Uppal
0098-23	CalSAWS County Cost Summary – March 2023 Update	Informational	March 13, 2023	Britt Carlsen	Tracy Berhel, and Melissa Gates
0100-23	Appointment Scheduling and Wave 3 Cutover Activities	Informational	March 14, 2023	Fred Gains	Dymas Pena
0101-23	CalSAWS Applicant IEVS No File Received March 2023	Informational	March 15, 2023, revised March 17, 2023	John Pratt	N/A
0102-23	Scheduled Downtime Notification	Informational	March 16, 2023	Anand Kulkarni	Pete Quijada
0104-23	CA-250200 List of Cases with Advanced RE Due Months fixed by DCR	Informational	March 17, 2023	Caroline Bui, Sarah Rich, and Adelaide Mendoza	Committee of CalWORKs CalFresh Facilitator
0105-23	Continuous Coverage Unwinding-Medi-Cal Renewal Packet Insert	Informational	March 17, 2023	Nina Butler	Maggie Orozco-Vega
0106-23	CA-257824 Updated Job Aid Self-Service Portal (SSP)- e-Applications	Informational	March 20, 2023	Dymas Pena	Laura Ould
0109-23	INC0083515 List of CF Cases that were not Processed in CalWIN	Informational	March 20, 2023	Caroline Bui	Committee of CalWORKs CalFresh Facilitator
0110-23	CA-255586-DRAFT Job Aid for Community-Based Organization ROI for BenefitsCal	Informational	March 21, 2023	Dymas Pena	Laura Ould

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CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0111-23	List for SCR CA-209184 of Non-MAGI Individuals that are Potentially Eligible to the Working Disabled Program	Informational	March 22, 2023	Nina Butler	Maggie Orozco-Vega
0113-23	INC0084515 List of Discontinued Foster Care Cases Converted as Active in CalWIN	Informational	March 22, 2023	Ignacio Lazaro	Laura Ould

- ▶ The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending March 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 24, 2023	Melanie Gines, and Lloyd Rankine
23-031	Technical Questionnaire for CalSAWS Enablement	February 21, 2023	Closed	March 17, 2023	Melanie Gines
23-036	Connectivity to CalSAWS Amazon Connect using Call Control Panel (CCP)	February 27, 2023	Open	April 4, 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
23-042	Wave 3 - Request for Counties to Identify Point of Contact for CBO Support	March 13, 2023	Open	March 27, 2023	Marsale Eramya
23-045	CalWIN Wave 2 Pre-Migration Regression Testing	March 15, 2023	Open	April 10, 2023	Lloyd Rankine

Table 2.3-3 – Overdue CRFIs

- ▶ The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending March 26, 2023

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CRFI ID	Subject	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
23-003	CalWIN Readiness Prerequisites for IPT				Fresno County		

2.4 SCIRFRA/SCERFRA/SIRFRA/SARRA Information

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

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

Status	Total
New	1
Done	1
Assigned	28
Completed	841
Duplicate	17
In review	1
Withdrawn	32
Pending clarification	5
Total	926

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	Withdrawn	December 2, 2022	No response	

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ID	Description	Status	Due Date	Response Received Date	Notes
SIRFRA 3832	3832 - CalFresh Rebase Population Information Request	Completed	February 2, 2023	January 18, 2023	
SIRFRA 1243	1243 – Medicare Part A Buy In	Completed	February 27, 2023	March 20, 2023	
SCERFRA 23-508	23-508 - Prepopulated SAR 7 Domestic Abuse Question Redaction	In review	March 2, 2023	No response	
SCERFRA 23-500	23-500 – CalFRESH Parity List	Completed	March 3, 2023	March 15, 2023	
SIRFRA 1245	1245 – Impact of AB 991 on SAWS	Pending clarification	March 8, 2023	No response	
SIRFRA 3850	Expedite: SIRFRA 3850 - Automated-Mass Replacement Waiver Data Request	Completed	March 15, 2023	March 15, 2023	
SCERFRA 23-512	23-512 - CalFresh Application "Joint Processing" by Social Security Administration and County Welfare Departments in BenefitsCal	Completed	March 17, 2023	March 20, 2023	
SIRFRA 1192	1192 – Medi-Cal Renewal Printing	Assigned	March 16, 2023	No response	
SCERFRA 23-519	23-519 - Family Reunification Automation	Assigned	March 17, 2023	No response	
SCERFRA 23-520	23-520 - SB 348 – Pupil Meals	Pending clarification	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 1252	1252 - Human Services Noncitizen Victims	Assigned	March 30, 2023	No response	
SIRFRA 1189	1189 – SAWS Policy Guidance RE PHE	Assigned	March 31, 2023	No response	
SIRFRA 3849	3849 - County-Level Client Aid Data for Refugee Programs	Assigned	March 31, 2023	No response	
SCERFRA	23-518 - AB-605 California Fruit	Assigned	March 31, 2023	No response	

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ID	Description	Status	Due Date	Response Received Date	Notes
23-518	and Vegetable Supplemental Benefits Expansion Program				
SIRFRA 1241	1241 - Cost analysis for AB 503	Assigned	April 4, 2023	No response	
SIRFRA 1253	1253 - 250 Working Disabled program Premiums	Assigned	April 4, 2023	No response	
SCERFRA 23-525	23-525 - SB 435 - State Agencies: Collection of Demographic Data	Assigned	April 5, 2023	No response	
SCERFRA 23-526	23-526 - AB 435 - Public Social Services: Automated Application Process	Assigned	April 5, 2023	No response	
SCERFRA 23-527	23-527 - SB 521 - CalWORKs: Pregnancy or Parenting	Assigned	April 6, 2023	No response	
SCERFRA 23-528	23-528 - AB 843 - Electronic Benefits Transfer System	Assigned	April 6, 2023	No response	
SCERFRA 23-529	23-529 - SB 773 - CalWORKs: Homeless Assistance	Assigned	April 7, 2023	No response	
SCERFRA 23-530	23-530 - CalSAWS API to National Verifier Eligibility Data	Assigned	April 7, 2023	No response	
SCERFRA 23-531	23-531 – AB 1536 – Cash Assistance Program for Aged, Blind, and Disabled Immigrants	Assigned	April 7, 2023	No response	
SIRFRA 1238	1238 - Asset Limit Increase Monthly enrollment Data	Assigned	April 7, 2023	No response	
SIRFRA 1248	1248 – PHE Renewal Data Request	Assigned	April 10, 2023	No response	
SIRFRA 1233	1233 - End of Continuous Requirement Renewal Data Request - RE Month June 2023	Assigned	April 14, 2023	No response	
SIRFRA 1249	1249 – Pending Applications (PHE Data Dashboard Slides) - March 2023	Assigned	April 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	Pending clarification	April 30, 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 current compliance for March Month to Date (MTD) is 98.7%
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
- ▶ Working on Sprint NOW 23.03.2 items, including but not limited to
 - NOW-1088 – Incident state field (backend field) and state field on incident not always remaining in sync
 - NOW-1147 – Some Submitters not able to read alm_asset table
 - NOW-1004 – Cherwell Cases: make "Correlation ID" field read only
 - NOW-1099 – Category is misspelled "BenefitsCal > CBO Dashboard"
 - NOW-1162 – Add a field on Normal Change form to track if an associated update to Disaster Recovery (DR) is needed for Production changes
 - NOW-1091 – Group Add Request - Workflow granting access without approval for some requests
- ▶ Drafted requirements for ServiceNow updates related to POAM0001137 (NOW-1167, NOW-1166)

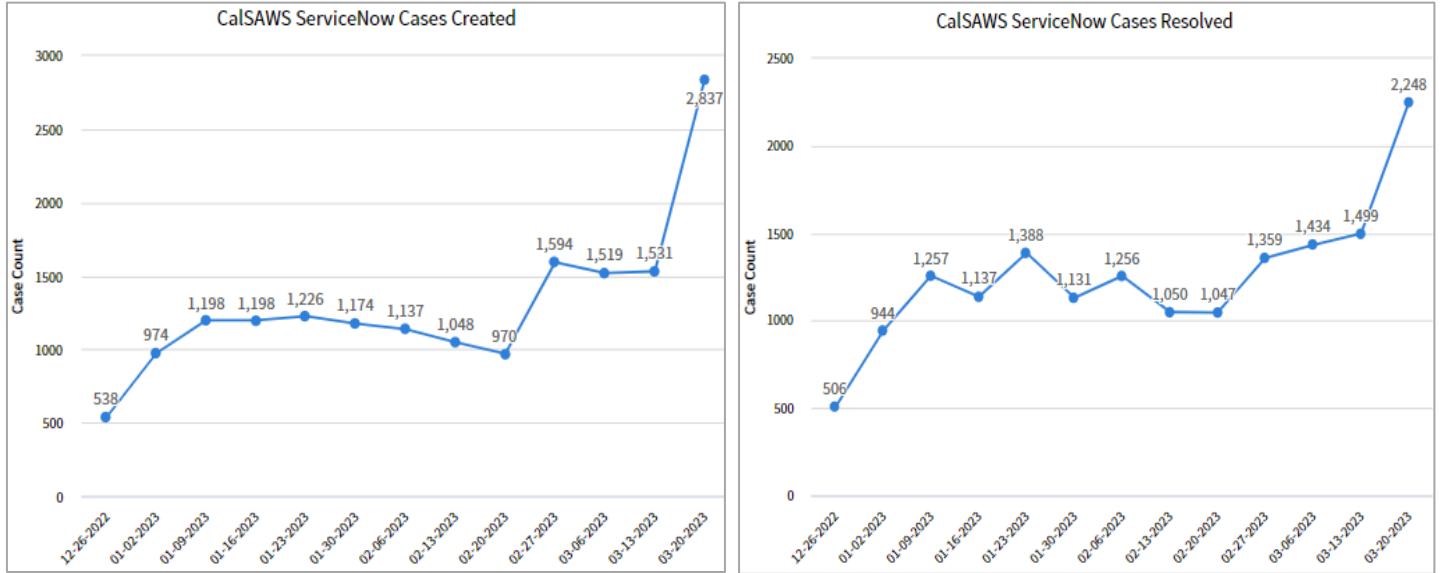
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3.1.3 CalSAWS Help Desk Metrics

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

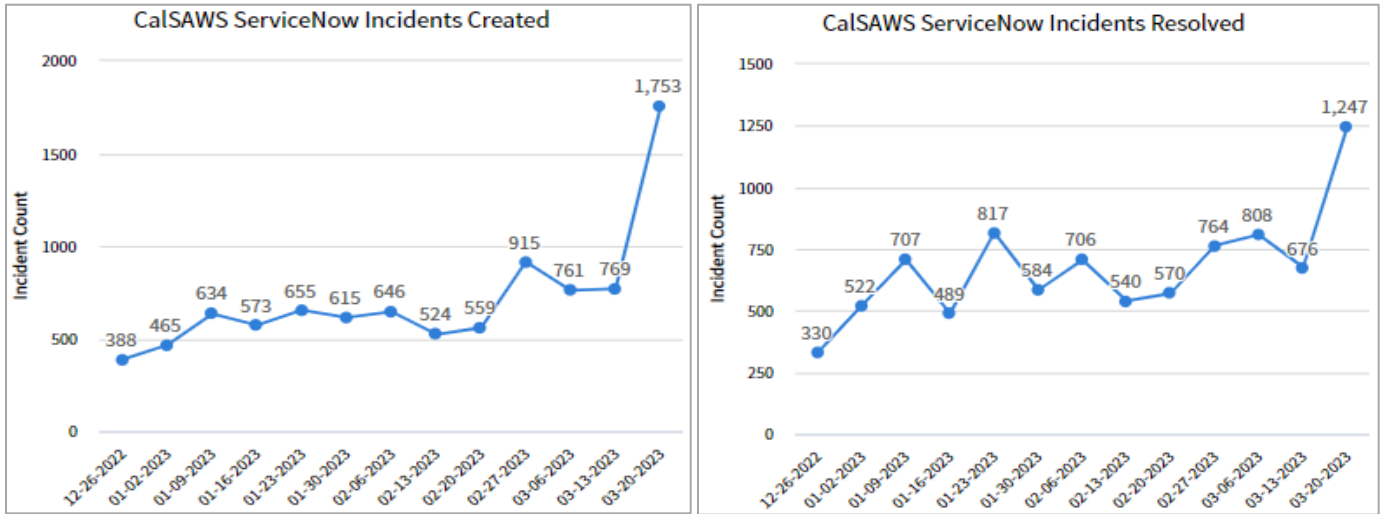
- ▶ Created 4,368 cases of which 616 are cases created from CalWIN Wave 1 Counties:
 - Contra Costa County: 423 cases
 - Santa Clara County: 92 cases
 - Tulare County: 101 cases
- ▶ Resolved 3,747 cases of which 550 are cases resolved from CalWIN Wave 1 Counties:
 - Contra Costa County: 378 cases
 - Santa Clara County: 79 cases
 - Tulare County: 93 cases

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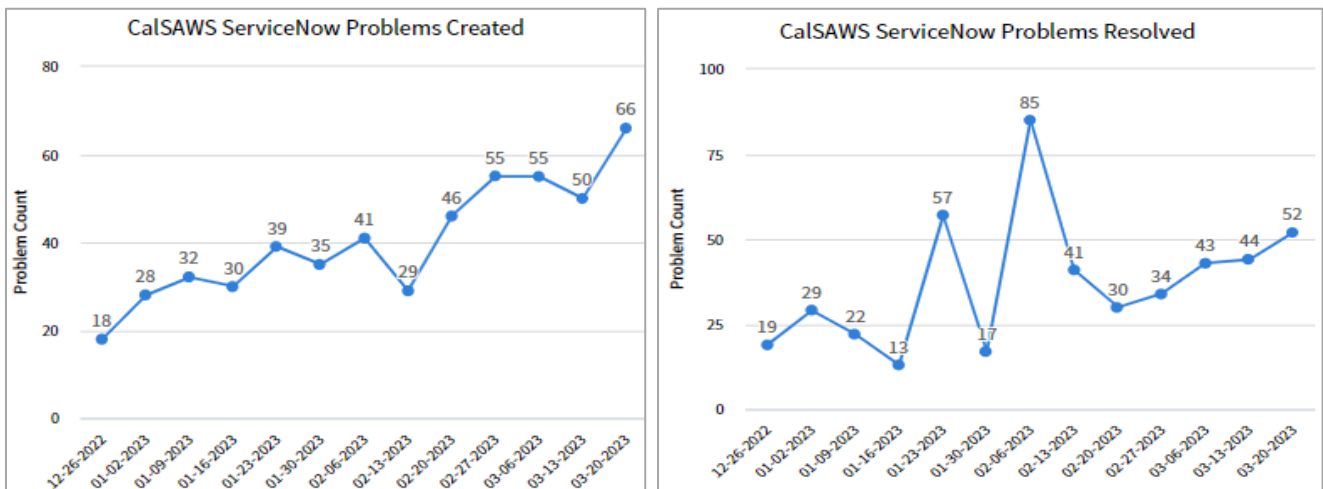
Figures 3.1.3-3 and 3.1.3-4 – CalSAWS ServiceNow Incidents



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 3,291 incidents of which 562 are incidents created from CalWIN Wave 1 Counties:
 - Contra Costa County: 260 cases
 - Santa Clara County: 130 cases
 - Tulare County: 172 cases
- ▶ Resolved 1,922 incidents of which 339 are incidents resolved from CalWIN Wave 1 Counties:
 - Contra Costa County: 167 cases
 - Santa Clara County: 75 cases
 - Tulare County: 97 cases

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

CalSAWS – California Statewide Automated Welfare System

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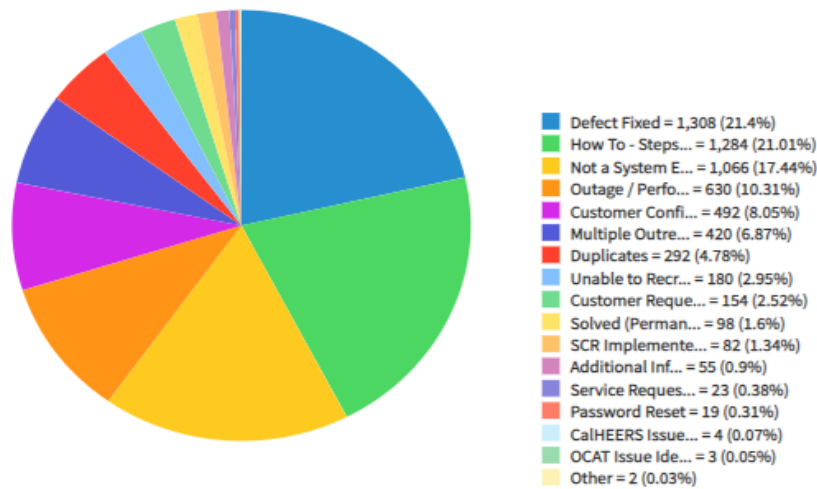
Table 3.1.3-1 – CalSAWS ServiceNow Incidents by State and Age

	<1 Day	1-5 Days	6-10 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	>180 Days	Total
New	14	33	9	10	18	25	21	15	145
In progress	19	152	86	36	56	46	102	85	582
On hold	15	263	276	111	140	153	285	705	1,948
Resolved	6	386	721	489	327	54	43	38	2,064
Closed	4	1	3	17,155	37,743	9,297	5,789	1,030	71,022
Problem in diagnosis	0	1	3	1	0	0	2	0	7
Total	58	836	1,098	17,802	38,284	9,575	6,242	1,873	75,768

Figure 3.1.3-7 – CalSAWS ServiceNow Incidents by Resolution Code

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

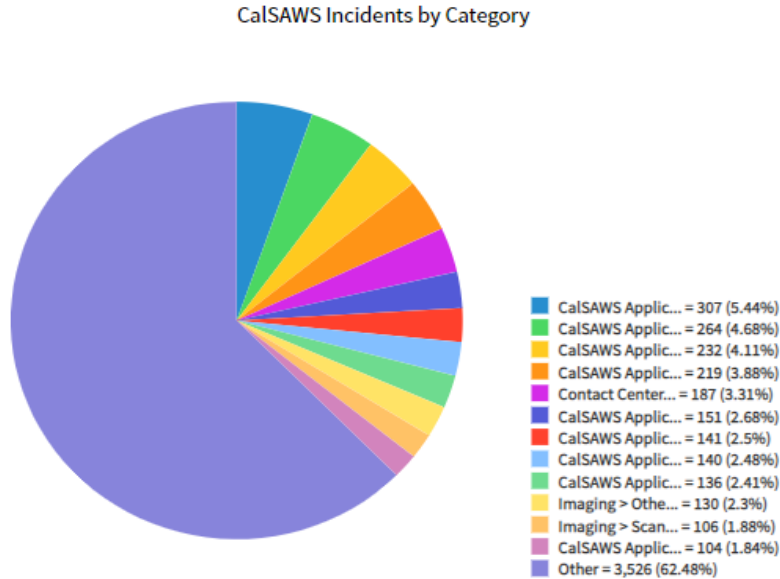
CalSAWS ServiceNow Incidents by Resolution Code



Resolution code	Incident Count	Percentage of Incidents
Defect Fixed	1,308	21.4%
How To - Steps to Proceed Provided	1,284	21.01%
Not a System Error - With Explanation	1,066	17.44%
Outage / Performance Degradation	630	10.31%
Customer Confirmed Issue is Resolved	492	8.05%
Multiple Outreach Attempts – No Response	420	6.87%
Duplicates	292	4.78%
Unable to Recreate Issue	180	2.95%
Customer Requested Closure	154	2.52%
Solved (Permanently)	98	1.6%
SCR Implemented	82	1.34%
Additional Information Needed	55	0.9%
Service Request Created - With Request Number	23	0.38%
Password Reset	19	0.31%
CalHEERS Issue Resolved	4	0.07%
OCAT Issue Identified	3	0.05%
Other	2	0.03%
Total	6,112	100%

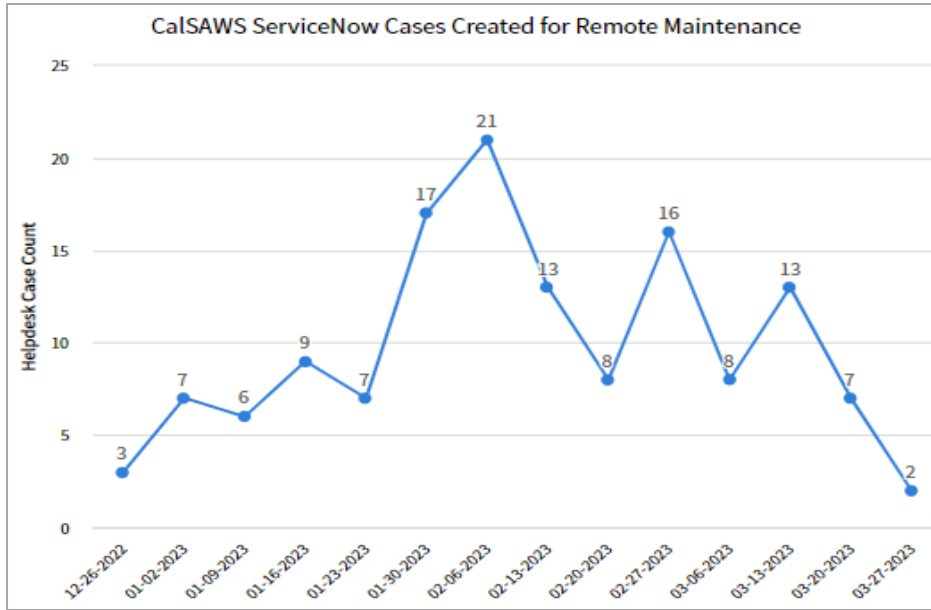
Figure 3.1.3-8 – CalSAWS ServiceNow Incidents Created by Category

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



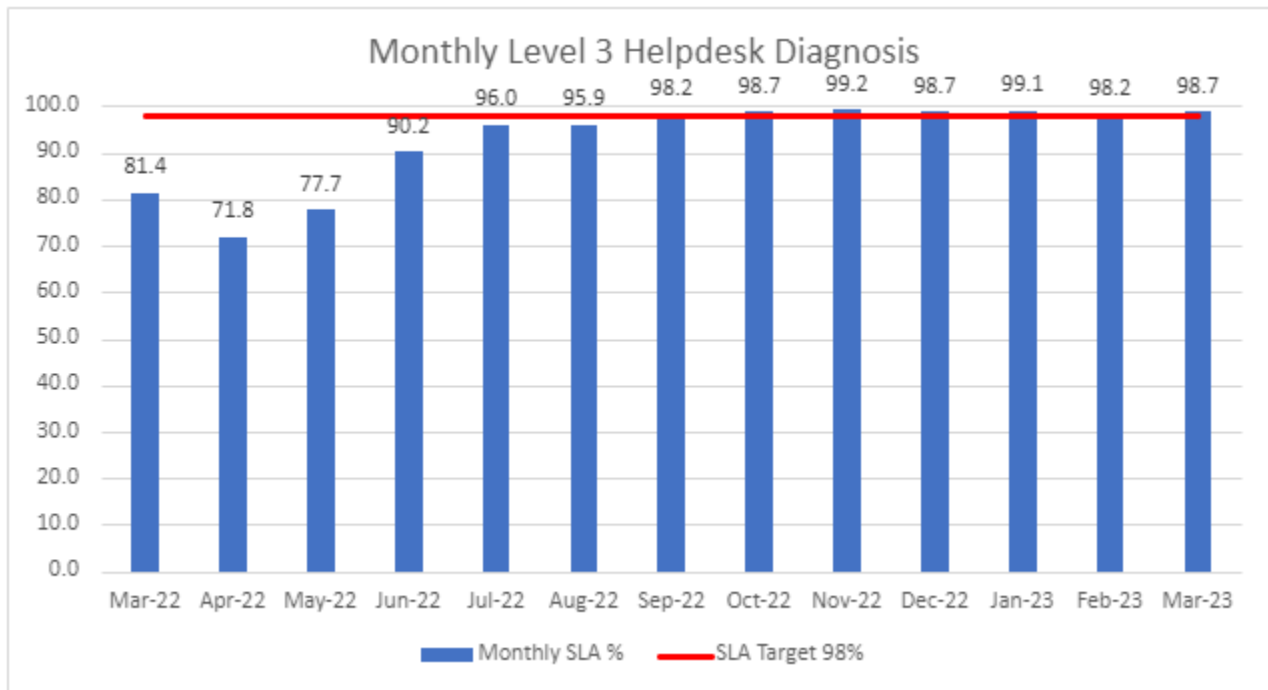
Category	Incident Count	Percentage of Incidents
CalSAWS Application/Related Systems > Production > Error Encountered > Updating/Saving System Page	307	5.44%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > Other	264	4.68%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Other	232	4.11%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Incorrect Eligibility Results	219	3.88%
Contact Center/IVR > CCP	187	3.31%
CalSAWS Application/Related Systems > Production > Performance > Other	151	2.68%
CalSAWS Application/Related Systems > Production > MAGI Eligibility	141	2.5%
CalSAWS Application/Related Systems > Production > Error Encountered > Running/Authorizing EDBC	140	2.48%
CalSAWS Application/Related Systems > Production > Error Encountered > Other	136	2.41%
Imaging > Other	130	2.3%
Imaging > Scanning Documents	106	1.88%
CalSAWS Application/Related Systems > Production > Eligibility Determination	104	1.84%
Other	3,526	62.48%
Total	5,643	100%

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



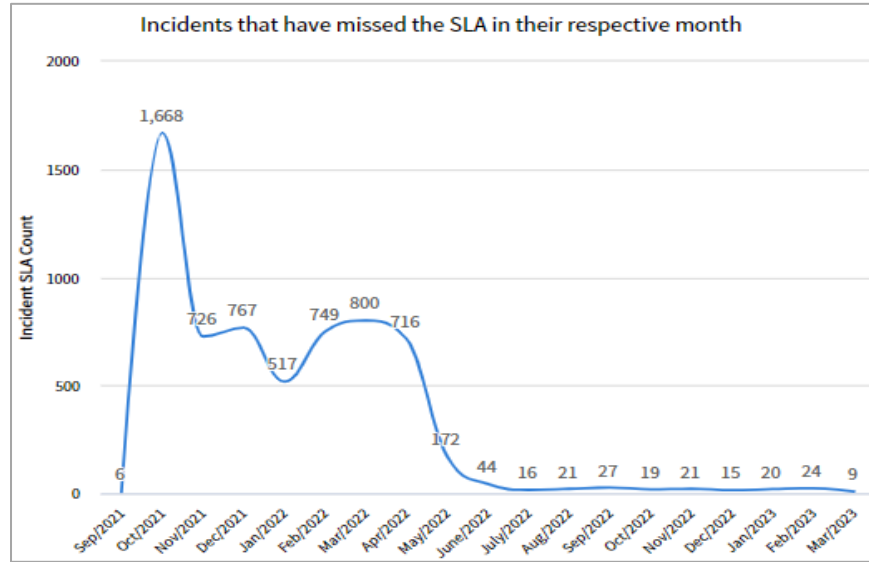
- The Monthly Level 3 Helpdesk Diagnosis Service Level Agreement (SLA) graph below represents the Level 3 Helpdesk compliance metric for closed incidents. The current compliance for March (MTD) is 98.7%

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



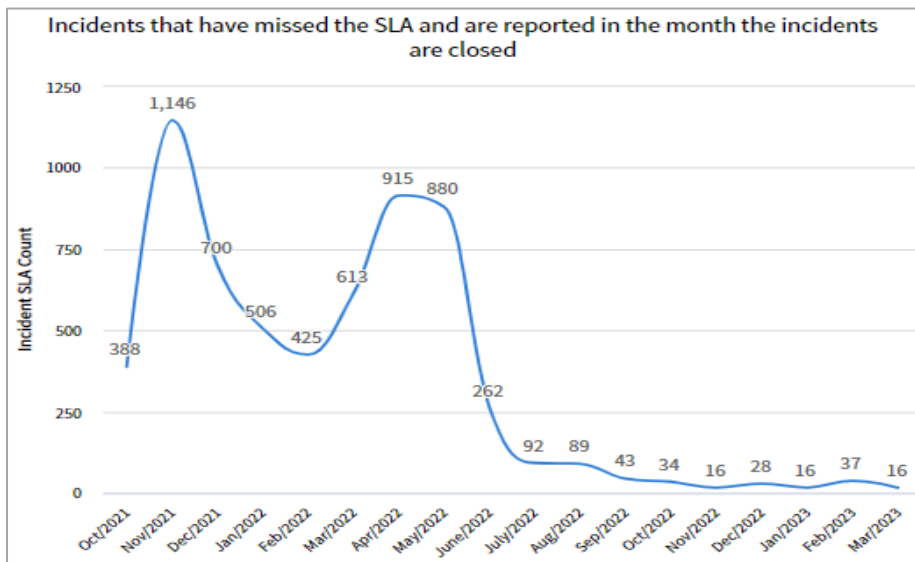
- ▶ The graph below represents the number of incidents that missed the Service Level Agreement (SLA) in each month. 9 incidents missed the SLA in March (MTD)

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 completed. 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 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
 - ServiceNow team working on moving code to Production
- ▶ Site Migrations
 - Trinity County site move
 - Due to delays in second circuit delivery, option to replace second fixed line circuit with 5G taken up. (ETC – April 3, 2023)
 - Completed County testing
 - Pending County scheduling a cutover date
 - Humboldt County site move
 - Humboldt County Purchase Order signed
 - Technical changes completed by CalSAWS
 - County Cutover scheduled for March 30, 2023 (County holiday)
 - Testing and post change support organized
 - Kern County site move
 - RITM request to complete site move by May 2023 not feasible
 - Consortium notified
 - San Diego County new Data Center (DC) move
 - Circuit delivery in progress
 - Site will be ready for use only by April 15, 2023
 - Updated Risk 281.4

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Table 3.2.1-1 – CalSAWS Upcoming Maintenance

Scheduled Date	Activity Description
March 28, 2023	Migrate SV1/LA3 Virtual Private Networks (VPNs) authentication from LDAP to encrypted LDAP
March 29 – April 7, 2023	Mock 4A/3C CalWIN Cutover Exercise
March 30, 2023	Disaster Recovery (DR) second dry run March 30, 2023
March 31, 2023	ForgeRock Security Production Release 23.03.31 (Planned Change)
April 1, 2023	Tools Production: Upgrade Jenkins from 2.346.3 to 2.387.1 on Tools Prod-Jenkins (Automatic Regression Testing)
April 2, 2023	Disaster Recovery (DR) test on April 2, 2023
April 3, 2023	ForgeRock Security Disaster Recovery (DR) Production Release 23.04.03 (Planned Change)
April 6 – 15, 2023	Mock 4B CalWIN Cutover Exercise (Planned Change)

Table 3.2.1-2 – CalSAWS Incident Follow-up Summary

Ticket ID	Description	Impact Date / Time	Impact	Resolution
None				

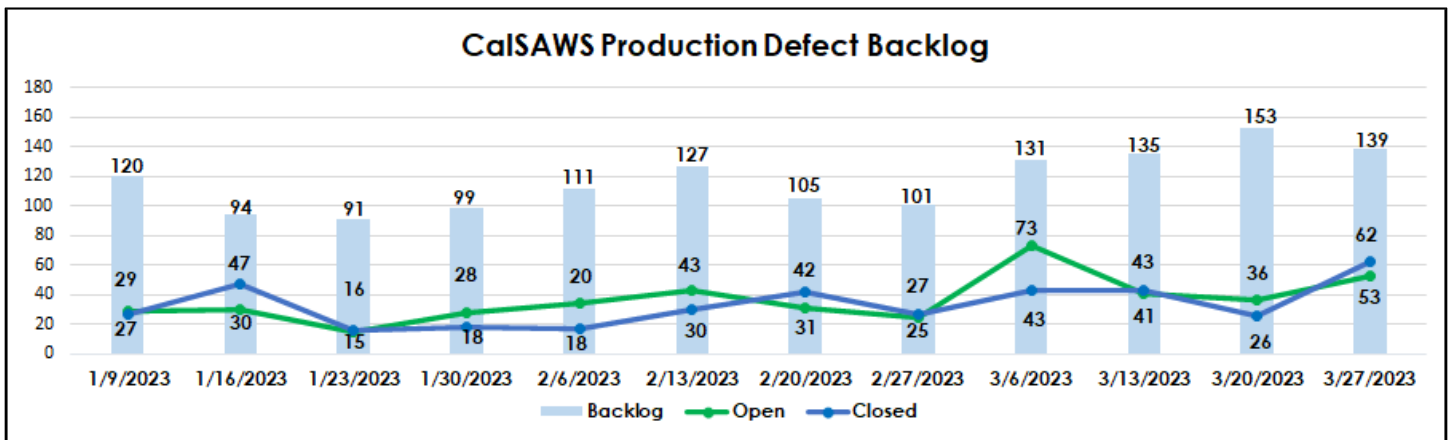
3.2.2 Service Level Agreement (SLA) Outcomes (Met/Missed) (CalSAWS)

- ▶ 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



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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	23.03	23.05	23.07	23.09	23.11	24.03	TBD	Grand Total
2-Normal/Medium	78	25	4	2	1	1	24	135
New	9	7	2	2	0	0	14	34
In progress	22	18	2	0	1	1	6	50
Closed	47	0	0	0	0	0	4	51
3-Normal/Low	34	16	0	0	0	0	7	57
New	6	4	0	0	0	0	2	12
In progress	15	12	0	0	0	0	2	29
Closed	13		0	0	0	0	3	16
4-Cosmetic	16	3	0	0	0	0	1	20
New	3		0	0	0	0	1	4
In progress	7	3	0	0	0	0		10
Closed	6		0	0	0	0		6
Grand total	128	44	4	2	1	1	32	212

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 and Design
Send summary of changes in CalSAWS Release 23.05 in CalSAWS Health Report	May 15, 2023	Production Operations
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) – 197 – CalSAWS Performance Slowness on December 5, 2022 – PRB0044858
 - During the early business hours on December 5, 2022, CalSAWS Users experienced performance slowness while navigating through or performing transactions in CalSAWS. Application pages were being unresponsive intermittently. The Project team received alerts for high response time and started investigating the issue. The CalSAWS Technical Operations (Tech Ops) team observed high server response times and a bridge call was started to troubleshoot the issue. An Amazon Web Services (AWS) ticket #11451856951 was created for further investigations. AWS team acknowledged that an AWS infrastructure maintenance event occurred at the time that may have impacted CalSAWS performance. The Production Operations team requested an RCA from the AWS team. On January 10, 2023, the AWS team confirmed that there were no events identified on AWS during the impacted period. CalSAWS technical teams started to analyze logs and perform historical health check to see if there are any other events that may have impacted the CalSAWS performance

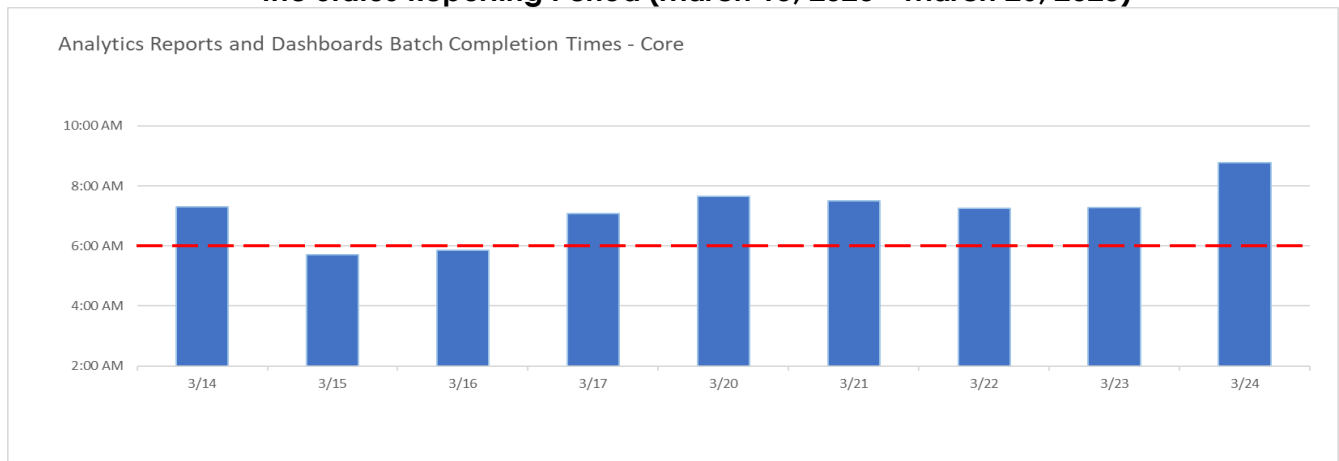
- ▶ Root Cause Analysis (RCA) – 198 – Lobby Kiosks Access Issue – PRB0045117
 - On January 13, 2023, the Network Operations Center (NOC) team received alerts for Lobby services and alerted the technical teams of the issue. Technical teams were engaged in a troubleshooting call and identified that the Lobby services were unresponsive. As a result, customers were unable to access Lobby kiosks for check-in. As an immediate solution to the issue, the Technical Operations (Tech Ops) team restarted the Lobby service EC2 instances, which restored the access to Lobby kiosks. Later, during the day, the Security team identified that Trellix (formerly McAfee) scans on the Lobby servers caused increased CPU utilization on Lobby EC2 instances using about 35% of the memory space that increased the response time for Lobby requests resulting into the Lobby kiosks screens freezing for longer. After the EC2 instances were restarted, the issue was resolved. A ticket 4- 2356904621 1 was raised with Trellix for further investigations on the root cause of the issue. Issue logs were shared with Trellix for further analysis. As a preventive measure, the Trellix team added a new kernel module release to support the kernel 5.10.157-139.675.amzn2.x86_64 that is in use in the CalSAWS environment for lobby services. The update package version is 10.7.14.1149
- ▶ Root Cause Analysis (RCA) – 210 – Modified Adjusted Gross Income (MAGI), Requests Not Sent to CalHEERS – PRB0045350
 - On February 17, 2023, approximately at 1:00 p.m., team received incidents for Users reportedly experiencing issues sending MAGI requests to CalHEERS. The Prod Ops team started a bridge call with Tech Ops and Batch Ops teams to investigate the issue. The CalHEERS Project team confirmed that MAGI requests were not received by CalHEERS since 12:45 p.m. on February 17, 2023. The Batch Operations team identified that CalHEERS queues were paused inadvertently by executing a script to pause cyclical jobs and event streaming jobs to allow weekly patching scheduled between 1:00 p.m. and 3:00 p.m. Tech Ops team confirmed that CalHEERS queues were not required to be paused during weekly patching activities. The Batch Ops team then released hold on the CalHEERS eHIT queues and enabled the flow of Modified Adjusted Gross Income (MAGI) transactions. CalHEERS team confirmed that MAGI requests were being received and processed in CalHEERS and MAGI response were sent to CalSAWS successfully. The Bath Operations team updated the script to pause only the Cyclical jobs and Event streaming jobs during maintenance activities. CalHEERS queues will be paused manually as needed during CalSAWS maintenance windows.

3.4.3 Batch Operations

- ▶ Supported batch preparation and execution of batch activities for Wave 3A/2C cutover activities:
 - Supported execution of Cutover batch
 - Supported execution of batch cutover activities
- ▶ Setup meeting with Wave 3 Counties to go over batch contacts and batch communications for week of March 28, 2023
- ▶ Performed Emergency Allotments payments special batch run on March 25, 2023
 - Defect CA-258985 has been logged to track an issue with MEDS event streaming job running long
- ▶ 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 releases
- ▶ 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 (March 13, 2023 – March 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
March 14, 2023	Planned catch-up run of Analytics after Wave 3A/2C cutover was expected to run past 7 AM	N/A – Planned catch-up run	Closed	Dashboards and Reports generation completed
March 17, 2023	Six analytics jobs completed after 6 AM	Jobs completed before the planned broadcast was sent	Closed	Dashboards and Reports generation completed
March 20, 2023	Two dashboard jobs completed after 7 AM	Two Dashboards are Not Refreshed	Closed	Dashboards generation completed
March 21, 2023	Medi-Cal Renewals Listing Report Not Generated due to a defect	Medi-Cal Renewals Listing Report Not Generated	Closed	Reports generation completed
March 22,	Two dashboard jobs	Two Dashboards are Not	Closed	Dashboards

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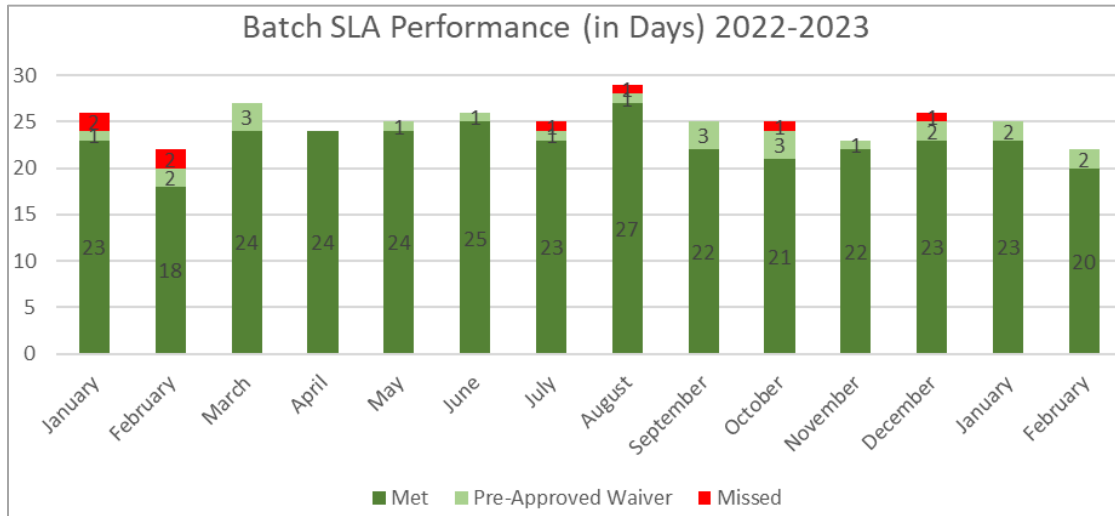
Batch Date	Issue	Communication	Status	Resolution
2023	completed after 7 AM	Refreshed		generation completed
March 23, 2023	Medi-Cal Dashboard Not Refreshed by 7 AM	Medi-Cal Dashboard Not Refreshed	Closed	Dashboards generation completed
March 24, 2023	Four Dashboards not completed by 7 AM	Four Dashboards are Not Refreshed	Closed	Dashboards 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

- Production Build scheduled for March 31, 2023

▶ 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)

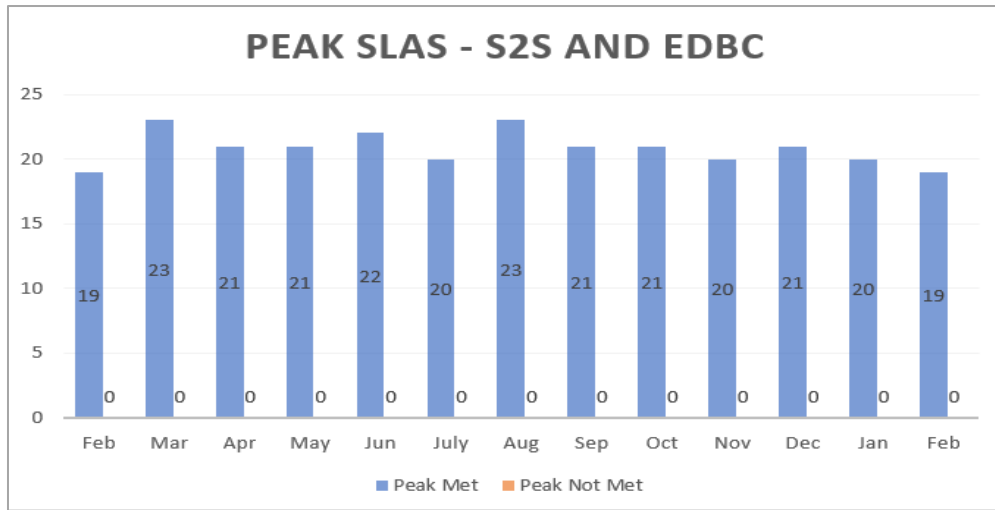
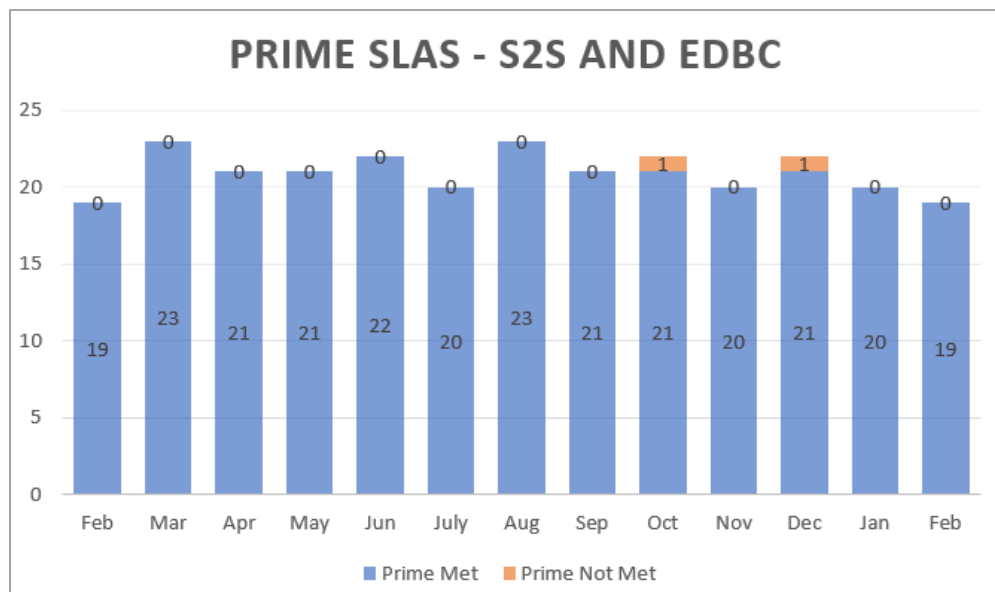


Table 3.4.4-3 – Prime SLAs -S2S and Eligibility Determination Benefit Calculation (EDBC)



3.5 ForgeRock

3.5.1 Highlights of the Reporting Period

- ▶ Technical ForgeRock team fully transitioned to the Tasks by Planner on Microsoft Teams
- ▶ Knowledge transfer session for Technical ForgeRock Operations Lead to completed by March 31, 2023
- ▶ Change Requests created and pending approval for next week AT/Development (Development) Builds
- ▶ Completion of Assembly Test (AT) West and East Builds by Technical ForgeRock Operations
- ▶ Change Request created and pending approval for Production Deployment on March 31, 2023
- ▶ Template for future AT, Development, and Sandbox Change Requests drafted and under internal review with the Technical ForgeRock Leads
- ▶ Funding approval for Changing Cookie Names and Increase Jenkins Production Server specifications to handle additional load
- ▶ Technical ForgeRock leadership to review of ServiceNow Incident Tickets to reduce the volume of tickets coming in
- ▶ System Change Request (SCR) for Application Onboardings for San Diego County deploying to AT and Development on March 28, 2023
- ▶ ForgeRock team working with ForgeRock support on resolving ServiceNow connector performance issues

Table 3.5-1 – ForgeRock Milestones

MILESTONES	PRODUCTION DEPLOYMENT DATE	STATUS
Request for ForgeRock Production Load for Wave 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
Implement MFA delivery choice at Login Journey - Design and Proof of Concept (POC) only	Release When Ready	In progress
Dev ForgeRock API Client for San Diego County IMAGE application	March 24, 2023	In Production
ForgeRock: Application Onboarding Kern County Production	March 31, 2023	In progress

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3.6 Innovation Lab

- ▶ Worker-Facing Virtual Assistant (VA)
 - Successfully Deployed Release 2 on March 20, 2023
 - Conducting County Validation this week for Release 3. Target to deploy on March 30, 2023
 - Approving Release 4 System Change Request (SCR) in Change Control Board (CCB) this week. Target to deploy on March 30, 2023
 - Finalized Release 5 design last week, getting System Change Request (SCR) ready for System Change Request Board (SCRB) and Change Control Board (CCB)
 - Begin Release 6 design week of March 20, 2023
- ▶ Voice Bots (Welcome/Authentication Bots)
 - Currently in system testing
 - Received approval for Production Technical Budget Change Request (TBCR) for San Bernardino County
 - Responding to feedback from San Bernardino County 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. The team will present the updated design document and SCR to the IVR/Contact Center Committee on April 5, 2023
 - Submitted three Change Requests (CR) for RPA to begin building the RPA infrastructure, which will be reviewed at CAB on March 29, 2023

3.7 Imaging

- ▶ Completed Defects
 - CA-257955 - All Hyland File Upload Profiles Should Support Color
- ▶ Completed System Change Requests (SCRs)
 - CA-248409 - Make Returned Mail a selectable form name in workflow
 - CA-250516 - Update how OCR handles case context mismatch
 - CA-247940 - Set Queue Retention Period for Person Selection Queue

3.8 Customer Service Center (CSC)

- ▶ In Design:
 - 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 Counties)

- ▶ Contra Costa County
 - Kiosks delivered March 23, 2023
- ▶ Marin County
 - County Purchase Order (CPO) for 2 Kiosks submitted to County for review and signature; requested due date is April 1, 2023
- ▶ San Francisco County
 - County Purchase Order (CPO) signed March 27, 2023
- ▶ San Mateo County
 - Signed and ordered
- ▶ Santa Clara County
 - Equipment being prepared for delivery ETA April 14, 2023
- ▶ Solano County
 - Signed and ordered
- ▶ Sonoma County
 - Equipment in build and transit. No estimated time of arrival (ETA) currently

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

- ▶ Placer County
 - Waiting for Network communications update. No estimated time of arrival (ETA) currently
- ▶ Yuba County
 - Currently imaging tablets; estimated time of completion (ETC) March 31, 2023

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

- ▶ Siskiyou County
 - Waiting for County to submit procurement request
- ▶ Tehama County
 - Sent estimate February 7, 2023

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

- ▶ Fresno County
 - County Purchase Order (CPO) sent to County February 2, 2023
- ▶ Kern County
 - Found path forward with county during March 23, 2023 meeting. County to connect Tablets to network and will work with Lobby equipment team to test with recurring meeting
- ▶ Mariposa County
 - County Purchase Order (CPO) signed; equipment ordered
- ▶ San Joaquin County
 - County Purchase Order (CPO) submitted to County on March 9, 2023, for review and

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signature; requested due date is April 7, 2023

- ▶ San Luis Obispo County
 - County Purchase Order (CPO) signed, and order placed March 10, 2023
- ▶ Tulare County
 - Split County Purchase Order (CPO) into two CPOs at request of county and submitted on March 15, 2023 for signature; requested due dates are April 7, 2023 and April 30, 2023

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

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

Region 6 (Los Angeles County)

- ▶ Los Angeles County
 - None to note for this reporting period

3.10 Additional Projects

- ▶ California Department of Social Services (CDSS) Report Support
 - Continued work on restructuring Public Assistance CalFresh (PACF) ad hoc query for California Department of Social Services (CDSS) Research Automation and Data Division (RADD) Team
 - Continued work on restructuring Social Security Income (SSI) ad hoc query for CDSS RADD Team
 - Continued work on reviewing Placer and Yolo County converted data with CDSS
 - Completed work on SIRFRA 3844 - Stage One Child Care Data: Time Basis of Care, Calendar Year 2022 - Due: March 13, 2023
 - Completed work on SIRFRA 3850 - Automated-Mass Replacement Waiver Data Request - Due: March 15, 2023
 - Began work on SIRFRA 3849 - County-Level Client Aid Data for Refugee Programs - Due: March 31, 2023
 - Began work on SIRFRA 3853 - Automated Mass Replacement Waiver Data Request - Due March 30, 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
 - Began work on (revised) SIRFRA 1238--Asset Limit Increase Monthly Enrollment Data – Due: April 7, 2023
 - Began work on SIRFRA 1251 Older Adult Expansion - Due: March 27, 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"> • Deployed the 23.03 baseline release to Production • Continued 23.05 test preparation.

4.2 Priority Release Summary

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

- ▶ The CalSAWS System had seven priority releases:
 - The CalSAWS 23.03.16 Minor Release was successfully deployed on March 16, 2023
 - Two System Change Requests (SCRs) were deployed in the areas of Client Correspondence and Online teams
 - The CalSAWS 23.02.19 Minor Release was successfully deployed on March 19, 2023
 - Three defects were deployed in the area of the Online team
 - The CalSAWS 23.03.20 Minor Release was successfully deployed on March 20, 2023
 - Five defects were deployed in the areas of Batch Operations, CalHEERs and Online teams
 - The CalSAWS 23.03.21 Minor Release was successfully deployed on March 21, 2023
 - Seven defects were deployed in the areas of Client Correspondence, Fiscal, and Online teams
 - The CalSAWS 23.03.22 Minor Release was successfully deployed on March 22, 2023
 - Two defects were deployed in the areas of BenefitsCal and Online teams
 - The CalSAWS 23.03.23 Minor Release was successfully deployed on March 23, 2023
 - Forty-four defects were deployed in the areas of Batch/Interfaces, CalHEERs, Client Correspondence, Contact Center, Eligibility, Fiscal, Online, Reports, and Technical Architecture teams
 - Seven System Change Requests (SCRs) were deployed in the areas of CalHEERs, Batch/Interface, Eligibility, Fiscal, and Online teams
 - The CalSAWS 23.03.24 Minor Release was successfully deployed on March 24, 2023
 - Two defects were deployed in the area of the Online team

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Table 4.2-1 – CalSAWS Upcoming Release

Release	Summary
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 MediCal and Foster Care/Kin-Gap/Adoption Assistance Program ▶ Enhance Monthly Process to Complete and Reset Overdue MediCal Redeterminations due to Public Health Emergency ▶ ForgeRock: Application Onboarding Kern County PROD ▶ CalFresh Emergency Allotment Replacements are not Claimed ▶ Send 'Hide Contact Info' to CalHEERS for Individuals in a Child Welfare Service program ▶ Begin Medi-Cal Continuous Coverage Unwinding ▶ Advance the Medi-Cal RE Due date for Individuals Aged or will Age out of Young Adult Expansion (YAE) ▶ Update WDTIP RP02 Exceeding clock file reader jobs for all counties to not process inbound file ▶ Add ability to search the ForgeRock User directory when adding a user in CalSAWS ▶ Update Colusa County Direct Deposit file Company Identification Number
23.04.01	<ul style="list-style-type: none"> ▶ Automated Electronic Benefit Transfer Replacement Implementation ▶ CalWIN Training Laptop Imaging - Waves 2-6
23.04.06	<ul style="list-style-type: none"> ▶ Adjust Yolo County office hours every 3rd Tuesday of the month ▶ Clean up duplicate Income and Eligibility Verification System (IEVS) New Hire Registry (NHR) and Payment Verification System (PVS) files that were received on 03/03
23.04.07	<ul style="list-style-type: none"> ▶ Ventura County Contact Center ▶ Santa Barbara County Contact Center ▶ Orange County Contact Center
23.04.13	<ul style="list-style-type: none"> ▶ Advance the Certification End Date for County Medical Services Program (CMPS) individuals to Begin Continuous Coverage Unwinding (CCU) ▶ Enhance Text Messaging Functionality for MediCal Redetermination Packets ▶ Send updated Terms & Conditions Text for Converted CalWIN Cases (Wave 3) ▶ Automate CalSAWS Security Role Updates to Staff Accounts - Wave 3 Counties ▶ Restrict Wave 3 - 6 down days from San Bernardino Appt. Reschedule function ▶ Update Run EDBC Validation Message for CalWIN Conversion Months ▶ Provide List of Drug/Fleeing Felons on CalFresh ▶ New DT35 Error Code in Electronic Benefit Transfer Reader ▶ Update Bank information for San Mateo County ▶ CalSAWS Virtual Assistant Expansion - Release 4
23.05	<ul style="list-style-type: none"> ▶ Total System Change Requests (SCRs): 65 approved ▶ Release Webcast date: TBD
23.06	<ul style="list-style-type: none"> ▶ Total System Change Requests (SCRs): 2 approved ▶ Release Webcast date: TBD

Release	Summary
23.07	<ul style="list-style-type: none"> ▶ Total System Change Requests (SCRs): 19 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-202054 All County Letter (ACL) 18-07 Suspend/Discontinue/Reinstate for Cash Assistance Program for Immigrants (CAPI) case
 - CA-202054 ACL-18-07 Suspend/Discontinue/Reinstate for CAPI case
 - CA-205388 Add Threshold Languages for CAPI Change, Suspension, and Discontinuance NOAs (from NA 692)
 - CA-208423 to Updated Medi-Cal Income and Deductions Chart
 - CA-208537 ACIN I-25-19 Treatment on In-Kind Support and Maintenance in the Cash Assistance Program for Immigrants (CAPI)
 - CA-222827 ACL 20-132 CalFresh Eligible Rules and Reporting on Substantial Lottery or Gambling Winnings
 - CA-223763 ACL 21-25 New Definition of Public Assistance CalFresh (PACF)
 - CA-232056 to Prevent Benefit Reduction Without 10-Day Notice for late SAR 7 and CW RD, Allow CalFresh Benefit Reduction
 - CA-232609 Restart TNB Recertifications
 - CA-237974 Auto Post FTB Tax Intercept transactions to Recovery Account
 - CA-245109 Turn on Batch Jobs for Medi-Cal Continuous Coverage Unwinding
 - CA-245148 Lists for Resuming Normal Business Operations for Continuous Coverage Unwinding
 - CA-246136 Expand the Child Care Administrator Portal to work for other Providers/CBO's 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-248901 Add CF 285, CF 285A, PUB 520, and CF 285A Application Packet Threshold Languages to Template Repository
 - 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 LA County
 - CA-251562 Adult Expansion for Medi-Cal

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- o CA-253124 Validate E-mail Addresses Added into CalSAWS
 - o CA-253605 Task Management: Update Dashboard for Task Management - Part 2
 - o CA-255247 Add the M40-105E Form in Template Repository and Chronic Truant NOA
 - o CA-256810 Advance MC RE Due Date for Cases with Incarcerated Individuals
 - o CA-256840 CalSAWS Virtual Assistant Expansion - Release 3
 - o CA-256969 Qlik Sense and NPrinting Major Version Upgrade
 - o CA-257759 CalSAWS Virtual Assistant Expansion - Release 4
 - o CA-49396 ACL 15-96 - Add and update ARC NOAs and Forms
- ▶ Continued build on:
- o Build for priority releases and 23.05 approved System Change Requests (SCRs)

4.4 Release Management

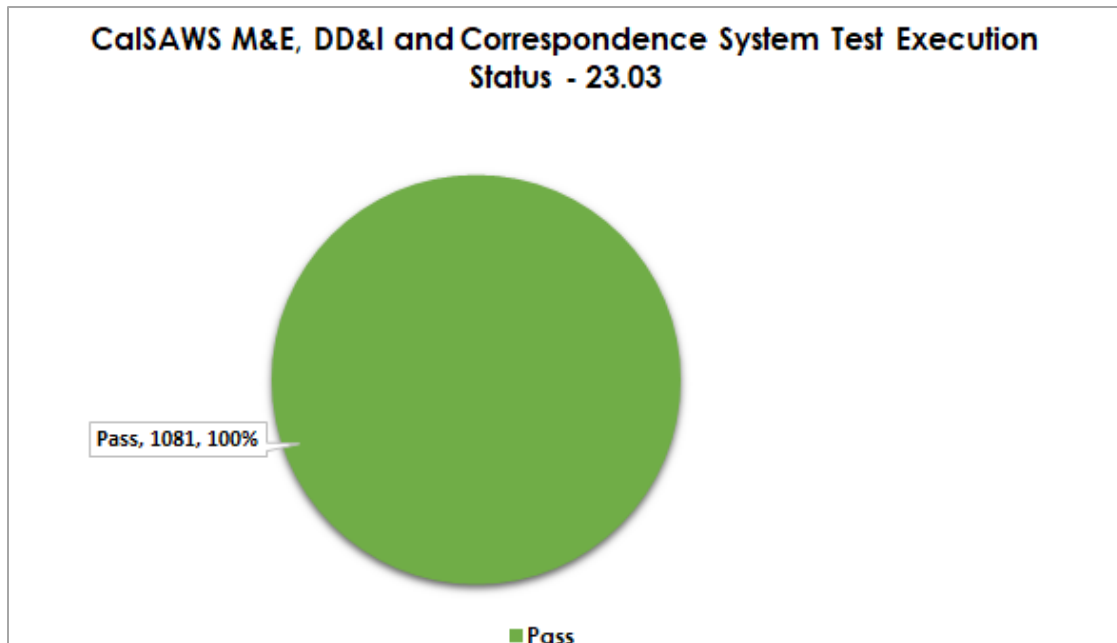
4.4.1 Release Test Summary

- ▶ Completed 23.03 test execution
- ▶ Continued 23.05 test preparation

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

Pass Rate Target as of March 15, 2023	100%
Pass Rate Actual as of March 15, 2023	100%
System Test completed date: March 15, 2023	

Figure 4.4.1-1 – CalSAWS M&E, DD&I and Correspondence System Test Execution Status – 23.03



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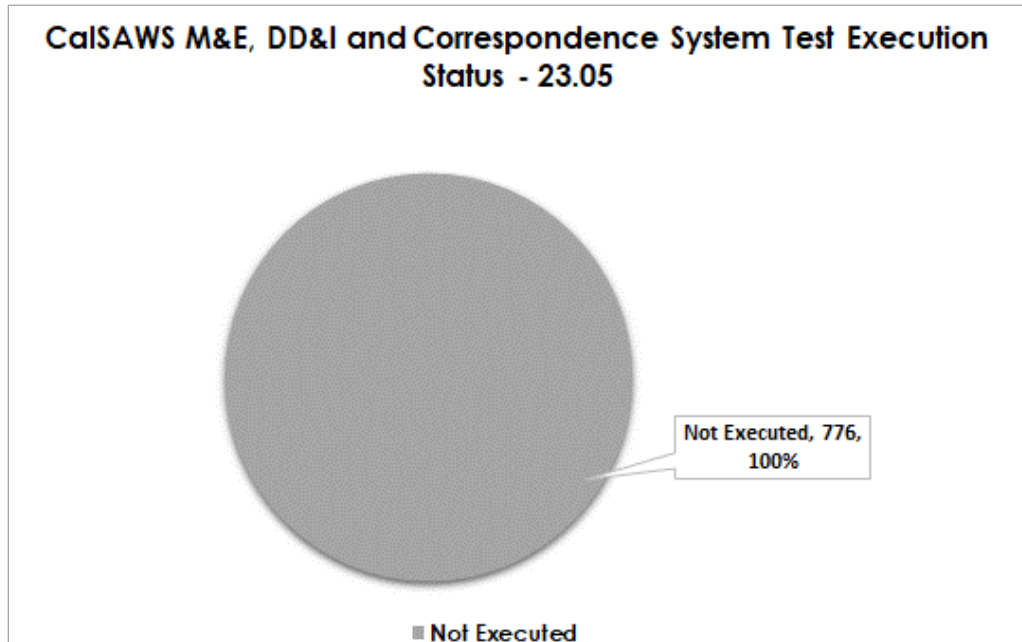
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Table 4.4.1-2 – CalSAWS System Change Request (SCR) Test Status

Pass Rate Target as of March 24, 2023	0%
Pass Rate Actual as of March 24, 2023	0%
System Test complete Date: May 17, 2023	

Figure 4.4.1-2 – CalSAWS M&E, DD&I and Correspondence System Test Execution Status – 23.05



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	100,439,490	46.70%	15	100.00%
2	104	71,358,229	33.18%	97	91.06%
3	124	21,699,603	10.09%	113	92.68%
4	512	18,387,618	8.55%	288	64.73%
5	2849	3,191,618	1.48%	474	29.50%

Note: Transaction volume and coverage metrics are based on CalSAWS monthly Production performance data and Automated Regression Test (ART) coverage data as of February 28, 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 798 end-to-end Automated Regression Test (ART) scripts:

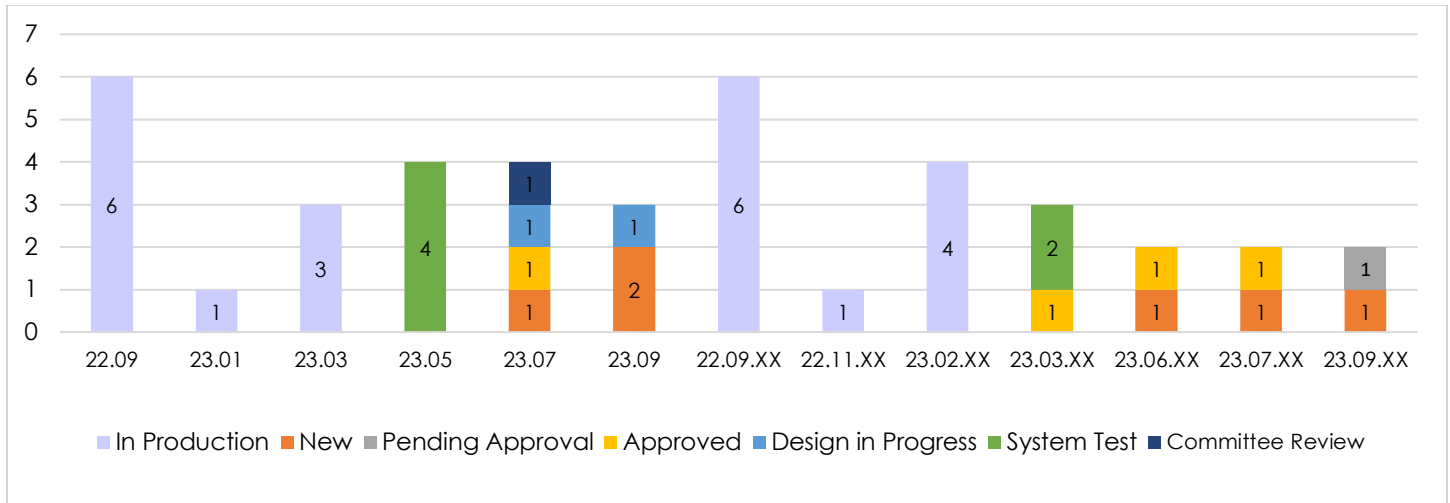
- ▶ 701 targeting the core CalSAWS application
- ▶ 6 targeting the inbound BenefitsCal API service (*Portal Service*)
- ▶ 91 targeting the other external CalSAWS API services (e.g., *Activities, Appointment, CalSAWS, Imaging, Journal, Task Service*)

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 March 15, 2023, and March 22, 2023
- o System Change Requests (SCRs) in Design Phase
 - CA-210476 Update SSP 14 with County IA and County GA/GR Code
 - CA-227568 Los Angeles County GR Cases Terming for Whereabout Unknown
 - CA-251447 Modify the Use of the GA Annual Agreement for Los Angeles County
 - CA-254387 Insert CSC IV and CSC V in DOC_DATA
- o SCRs in Development Phase
 - CA-211528 Update CBEST Appt batch job for Participants with Temp U and Temp NSA Status
- o SCRs in System Test 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-254744 Update Benefit amount calculation for Santa Clara County
- o Defects Released to Production
 - CA-258215 Records with sub-type code '672' failed in sys_transact - Add Batch Form Trigger for the Electronic Benefit Transfer (EBT) Card and PIN Responsibility Statemen [23.03.21]
 - CA-257869 GA 18A (0992) and Missing Mandatory Variables NOA have same alf_fms_num [23.03.21]
 - CA-258044 GR program failing for "CW time limit >= 48" Reason with no kids below 18. [23.03.23]
 - CA-257213 UEID - Living Arrangement Bean is Null, causing NPE [23.03.23]
 - CA-257456 Modify General Assistance Program - Vocational Services sweep batch to look at the latest program detail status [23.03.23]
 - CA-258680 Change the scheduling for GAGR SAR 7 PBXXR6807 [23.03.23]

Figure 4.5.-1 – GA/GR SCRs



4.6 Training Materials Update

- ▶ 23.05 Online Help (OLH SCRs):
 - In Development: 3
 - In Assembly Test: 2
 - System Test: 1
 - Rejected: 1
- ▶ 23.07 Online Help (OLH SCRs):
 - Approved: 1
- ▶ 23.03.24 Priority Release Web Based Training (WBT and Functional Presentations (CFPs) SCRs):
 - In Production: 1
- ▶ 23.04.14 Priority Release Web Based Training (WBT and Functional Presentations (CFPs) SCRs):
 - Approved: 1
 - In Development: 2
 - In Assembly Test: 1
 - Rejected: 1
- ▶ 23.05.19 Priority Release Web Based Training (WBT and Functional Presentations (CFPs) SCRs):
 - Approved: 8
- ▶ 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

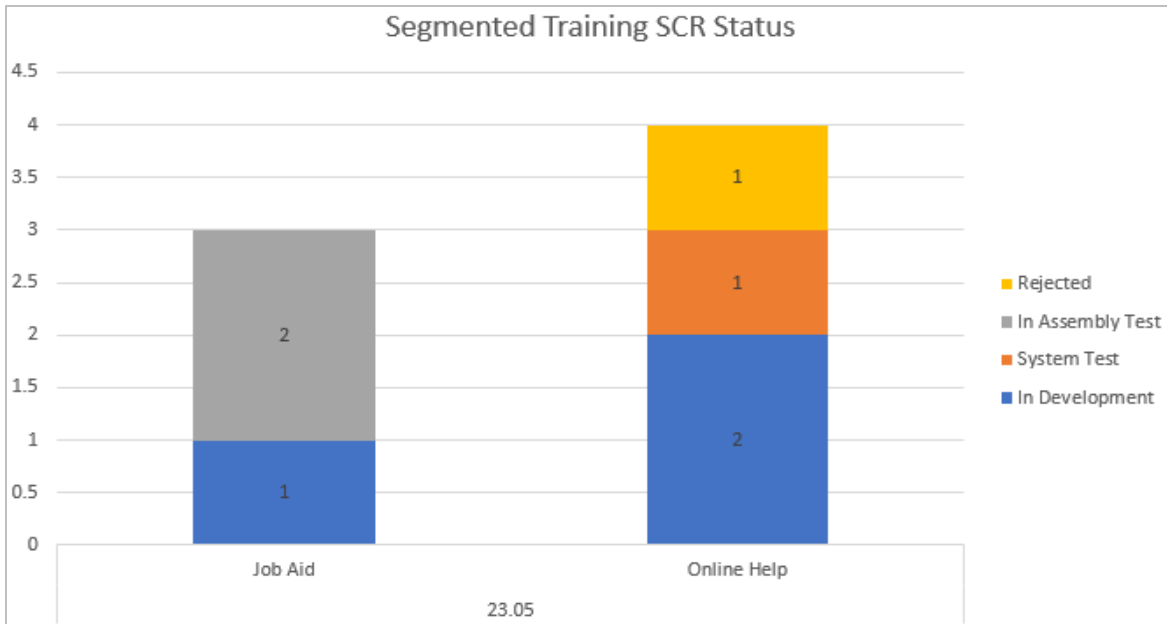


Table 4.6-1 – Upcoming Training Activities

Training Activity	Date	Status
Create Wave 3 Training Staging and Generic Logins for Training Staging and Training Production environments	March 14-15, 2023	Completed
Attend Training Environment Roadshows for Wave 3	March 15-17, March 21, 2023	Completed
23.03 Code Deployment for Training Staging and Training Production environments	March 17-19, 2023	Completed
23.03.23 Code Deployment for TR1 environment	March 24, 2023	Completed
23.03.23 Code Deployment for Training Staging and Training Production environments	March 24, 2023	Completed

4.7 Deviation from Plan/Adjustments

- ▶ None for the reporting period

5.0 Regional Updates

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

- ▶ Alameda County
 - No updates during this reporting period
- ▶ Contra Costa County
 - No updates during this reporting period
- ▶ Marin County
 - No updates during this reporting period
- ▶ Monterey County
 - No updates during this reporting period
- ▶ Napa County
 - No updates during this reporting period
- ▶ San Benito County
 - No updates during this reporting period
- ▶ San Mateo County
 - No updates during this reporting period
- ▶ San Francisco County
 - Continue to discover and review the various CalSAWS data sources and working on an approach to fulfill the county's data needs
 - Plan retrofit of county's peripheral systems that will require a data feed from CalSAWS
 - Working on the "big CRFI" to identify all staff who need CalSAWS user training; map county staff to Security roles; and identify staff to support implementation activities
 - Continue work on contact center call flow design; lobby configuration planning; task type mapping; and prep of county forms for indexing purposes
 - Onboard a Communications Specialist who will support activities related to internal and external CalSAWS communications
- ▶ Santa Cruz County
 - No updates during this reporting period
- ▶ Santa Clara County
 - No updates during this reporting period
- ▶ Solano County
 - No updates during this reporting period
- ▶ Sonoma County
 - No updates during this reporting period

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

- ▶ Alpine County
 - No updates during this reporting period
- ▶ Amador County
 - Currently fully staffed for Eligibility and Welfare to Work (WTW)
 - Currently hiring a Housing Support Program Manager
 - Using downtime to work on renewals for Medi-Cal (MC) since most new staff have not

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processed MC renewals

- ▶ Calaveras County
 - The Medi-Cal (MC) Unwinding Committee is actively working on procedures and mini trainings which will begin in March
- ▶ El Dorado County
 - 5 new Eligibility Workers that began around March 15, 2023
 - The County is currently working on hiring a director
 - Preparing for the Public Health Emergencies (PHE) Unwinding
- ▶ Mono County
 - Dealing with weather issues with snow and power outages
- ▶ Nevada County
 - Currently planning to have their Board of Supervisors declare April 10 – 14, 2023 “Eligibility and Employment Workers Appreciation Week” which will have a series of fun celebrations for staff, including hosting a canned food drive
- ▶ Placer County
 - No updates during this reporting period
- ▶ Sacramento County
 - Began work on technical requirements and reporting for Migration
 - Working through discussions with Gainwell and CalSAWS for Child Care
 - Attending weekly meetings with the TAC team to prepare for CalSAWS training
- ▶ Sierra County
 - No updates during this reporting period
- ▶ Sutter County
 - Working on staffing and vacancies
 - Have 6 staff that will begin training mid-March
 - Created a committee to train staff and work on Continuous Coverage Unwinding
- ▶ Tuolumne County
 - No updates during this reporting period
- ▶ Yolo County
 - No updates during this reporting period
- ▶ Yuba County
 - No updates during this reporting period

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

- ▶ Butte County
 - Began remodeling the Lobby of our Orville office. It is planned to be completed by the end of June 2023
 - We recently hired 5 Eligibility and Employment Workers. This recruitment had 48 applicants. Of those 48, only 25 showed up for interviews. Of the 25, only 8 scored an 80% or higher on the test. Of the 8 offered positions, 5 accepted and 3 declined based on the wage
- ▶ Colusa County
 - Currently attempting to hire Eligibility staff. In our most recruitment we had 38 applicants. We normally have a high rate of applicants that do not show up for

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interviews. This time, we implemented a pre-interview process, which was successful. We have 24 of the 38 set up for interviews

- We are planning on going to our Board of Supervisors for approval to close our lobby once a month to give staff additional time to process Medi-Cal Renewals
- ▶ Del Norte
 - No updates during this reporting period
- ▶ Glenn County
 - Our Board of Supervisors just approved raises for our Eligibility Specialists. We are hopeful this will help us recruit and retain workers
 - We also received approval to use Integrated Case Worker classification.
 - We are trying to change our hiring process to move away from Merit Systems
- ▶ Humboldt County
 - Our Call Center had been closed on Wednesday's due to low staffing. Beginning on April 5, 2023 our Call Centers will be open again on Wednesdays
 - We are no longer using the Integrated Case Worker classification
- ▶ Lake County
 - No updates during this reporting period.
- ▶ Lassen County
 - We should have a new Community Social Services Director soon.
 - We just hired a new Staff Services Analyst who is also being trained to be our new PPOC
- ▶ Mendocino County
 - Our Medi-Cal Focus Unit is up and running! We created this unit of 4-5 staff to process cases due to the Continuous Coverage Unwinding
 - On March 24, 2023, two of our local grocery stores began participating in the California Fruit and Vegetable EBT Pilot Project. Customers that use their EBT card to purchase fruits and vegetables can receive up to \$60 in supplemental benefits!
 - We also just began a new eligibility training class of ten
- ▶ Modoc County
 - No updates during this reporting period
- ▶ Plumas County
 - No updates during this reporting period
- ▶ Shasta County
 - Shasta County's housing unit will be transitioning to the Health and Human Services Agency (HHSA). SSHA has acquired a new deputy director who will focus on the housing programs
 - We currently have an induction class of 9 eligibility staff, with an additional 16 staff starting in April. We are successful with hiring but struggling with retention
 - We are conducting Medi-Cal Renewal training. Our Health Care Analyst is traveling around to the different offices and units giving "road shows" to provide additional support.
- ▶ Siskiyou County
 - We have a new back-up PPOC
 - We received approval for a new Lobby Kiosk which we are hoping will assist with the lobby traffic
 - We recently promoted two Program Managers.
 - We still have a 40% vacancy rate and several Eligibility Supervisor vacancies
- ▶ Tehama County

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- We implemented new Document Routing Rules
- We are in the process of configuring to begin using CalSAWS Lobby Management and ordering devices.
- Our CalFresh Management Evaluation is in April
- We have a new induction class starting soon
- ▶ Trinity County
 - We are at a 50% vacancy rate and still stalled in the Merit Systems process.
 - We have conducted presentations at the Board of Supervisors meetings about the end of the Public Health Emergency and the impact on Medi-Cal Renewals and CalFresh allotments

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

- ▶ Fresno County
 - Fresno County has finalized Change Discussion Guides and preparing to meet with the OCM Project staff (in-person) the week of March 27, 2023
 - CalSAWS Train the Trainer (TTT) and Early Training is underway. Trainers and Change Network Champions are in the process of completing Web Based Trainings (WBTs) by March 31, 2023 to be prepared to support end Users who will start WBTs on April 3, 2023
 - Instructor Led Training Walkthrough Sessions were conducted the week of March 20th.
 - Planning is underway for end user Instructor Led Training scheduled to start July 10, 2023
 - Internal meetings continue to identify reports needing to be refactored
 - Continued efforts towards the migration to CalSAWS are in progress
- ▶ Inyo County
 - No updates during this reporting period
- ▶ Kern County
 - Kern County experienced flooding, mudslides, rockslides and road closures during the recent storms. Communities in Kern County were evacuated due to the high flood waters and our Emergency Operations Center was activated and shelters were set up in partnership with our Department and the Red Cross. One particular highway remains closed due to major rockslides and that community has experienced hardships due to the lack of transportation to nearby services. There were no office closures that were impacted
 - The Shafter Office has reopened as of Monday, March 13, 2023, after having been closed due to damage caused by earlier storms.
 - The County has implemented a new Telework Policy to one day a week so that most staff can return to the office to better serve their customers. It is still working on the full lobby re-opening plan
 - During the Wave 2 downtime, staff attended Medi-Cal Renewal refresher training to prepare for the resumption of Medi-Cal renewals. The County has established a new unit of workers who will focus directly on this task and have added additional staff to the Call Center to be ready to handle the potential for increased call volumes. It is also working closely with its Navigator Community Based Organizations (CBOs) and Health Plans to better facilitate renewal outreach
 - The County now has a new Primary Point of Contact (PPOC)

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- ▶ Kings County
 - No updates during this reporting period
- ▶ Madera County
 - No updates during this reporting period
- ▶ Mariposa County
 - Mariposa County currently has two Division Director vacancies, including Division Director for Human Services (overseeing most of its CalSAWS Users)
 - The County faced multiple closures at the end of February and beginning of March due to extreme weather and were successful in maintaining operations remotely
 - The County has two vacant Eligibility Specialist positions that it hopes to fill soon, the Merit test was completed on March 18, 2023, and is awaiting the results
 - The County has been in disaster mode processing CalFresh replacements and responding to community needs
- ▶ Merced County
 - No updates during this reporting period
- ▶ San Joaquin County
 - No updates during this reporting period
- ▶ San Luis Obispo County
 - No updates during this reporting period
- ▶ Stanislaus County
 - In response to the March winter storms and mandatory evacuations due to flooding and potential flooding, 2 Care and Shelter Evacuation Centers were opened. Staff from the Community Services Agency worked 6 -12 hours shifts providing 24-hour shelter management and care for shelter residents.
- ▶ Tulare County
 - No updates during this reporting period

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

- ▶ Imperial County
 - No updates for this reporting period
- ▶ Orange County
 - There is a new Social Services Agency Chief Deputy Director for Orange County that has been appointed and this be effective February 24, 2023
- ▶ Riverside County
 - Riverside County has continued to work on hiring eligibility staff. It will have classes starting every other month
 - Currently, the County is focused on Medi-Cal Redetermination refresher trainings for all the Medi-Cal/CalFresh staff to be ready for the MC REs in April
 - Hired a new Deputy Director who will have oversight of the CalWORKs & Child Care Programs
- ▶ San Bernardino County
 - No Updates this reporting period
- ▶ San Diego County
 - Train the Trainers (TTT) has begun
 - Configurations sessions has begun

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- ▶ Santa Barbara County
 - Santa Barbara County is steadily working on County Preparations, preparing for Model Office and building resources for staff. They also have a special project starting Monday to get their applications as current as possible to reduce manual work
- ▶ Ventura County
 - No updates this reporting period

Region 6 (Los Angeles County)

- ▶ Los Angeles County
 - Los Angeles County continues to provide virtual support to CalWIN Migration Wave 2 until April 14, 2023
 - 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
 - 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
 - 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
 - The CSS Release Teams are preparing for 23.05 county validation
 - DCFS has completed interviews for the Revenue Enhancement Division Chief position and a candidate will be selected soon
 - Finalized the agenda for the R6 Management Site visit that has been scheduled for April 12, 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