

CALSAWS M&O BI-WEEKLY STATUS REPORT

Reporting Period: April 10, 2023 – April 23, 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. There were incidents on April 11, 2023, and April 17, 2023, that impacted Contact Center services. Also, there was an incident on April 10 that impacted Users from receiving One Time Password (OTP) emails for an hour.
Defects		<ul style="list-style-type: none"> ▶ There are 153 active Production defects
Incidents		<ul style="list-style-type: none"> ▶ CALSAWS BROADCAST: Starting at 5:45 p.m. on April 6, 2023, Amador County Users at the 10877 Conductor Blvd, Sutter Creek site were not able to access CalSAWS and associated system due to an AT&T widespread outage in the area. As of 3:54 p.m. on April 7, 2023, AT&T confirmed the restoration of services in the area. As of 7:11 a.m. on April 10, 2023, this issue was resolved. PRB0045828 ▶ CALSAWS BROADCAST: Starting at 7:00 a.m. on April 9, 2023, the Interim Assistance Recovery (IAR) Balance Report had not been generated for the April 8, 2023, report date (defect CA-259718). As of 11:00 a.m. on April 14, 2023, this issue was resolved. PRB0045846 ▶ CALSAWS BROADCAST: Starting at 7:15 a.m. on April 10, 2023, Contact Center agents were unable to access Custom Call Control Panel (CCP). However, Contact Center agents were able to access default Call Control Panel (CCP) to manage calls. As of 8:06 a.m. on April 10, 2023, this issue was resolved. Impacted Counties included San Joaquin, Merced, Butte, Sutter, Marin, Kern, Kings, Stanislaus, Riverside, Humboldt, Yuba, and Monterey Counties. PRB0045842 ▶ CALSAWS BROADCAST: Starting at 4:18 p.m. on April 10, 2023, Users were experiencing issues receiving One time Password (OTP) emails which prevented them from being able to login to CalSAWS and associated systems. As of 5:12 p.m. on April 10, 2023, this issue was resolved. PRB0045855 ▶ CALSAWS BROADCAST: Starting at 10:10 a.m. on April 11, 2023, Tuolumne County Users were unable to access CalSAWS due to County wide internet outage. As of 1:20 p.m. on April 11, 2023, this issue was resolved. PRB0045860 ▶ CALSAWS BROADCAST: Starting at 1:35 p.m. on April 11, 2023, afternoon, some Users were experiencing slowness while

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Topic	CalSAWS System	Highlights
		<p>navigating through or performing transactions in CalSAWS. As of 1:50 p.m. on April 11, 2023, this issue was resolved. PRB0045866</p> <ul style="list-style-type: none"> ▶ CALSAWS BROADCAST: Starting at 9:49 a.m. on April 12, 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 11:40 a.m. on April 13, 2023, this issue was resolved. PRB0045878 ▶ CALSAWS BROADCAST: Starting at 10:43 a.m. on April 17, 2023, some Users reported slowness while navigating through or performing transactions in CalSAWS. As of 2:45 p.m. on April 17, 2023, this issue was resolved. Users from Kern, Merced, Placer, San Bernardino, and Stanislaus Counties were impacted by this issue. PRB0045921 ▶ CALSAWS BROADCAST: Starting at 8:30 a.m. on April 17, 2023, San Bernardino Contact Center agents were unable to access the Default CCP and Enhanced Call Control Panel (eCCP) from the office. In addition, the workforce manager staff were unable to view data in eGain and Calabrio. As of 9:53 a.m. on April 17, 2023, this issue was resolved. PRB0045918

Legend	
	On Track
	At Risk
	Not on track/Monitor

1.2 Highlights from the Reporting Period

- ▶ The CalSAWS team successfully deployed CalSAWS minor releases: 23.04.11, 23.04.12, 23.04.13, 23.04.14, 23.04.15, 23.04.18, 23.04.17, 23.04.18, 23.04.19, 23.04.20, 23.04.21, 23.04.22, and 23.04.23
- ▶ Planned Outages:
 - Scheduled CalSAWS Outages:
 - CalSAWS Production Maintenance:
 - From 3:30 p.m. on April 21, 2023, until 7:30 a.m. on April 24, 2023, the CalSAWS application and IVR was unavailable for Users. Users were redirected to a “Read-Only” version of the CalSAWS application
 - On April 16, 2023, from 8:00 p.m. until 9:30 p.m., the CalSAWS application was unavailable for Users. “Read-Only” version of the CalSAWS application was not available
 - Learning Management System (LMS) Maintenance:
 - On April 7, 2023, from 9:00 p.m. on April 14, 2023, until 2:00 a.m. on April 15, 2023, Users were unable to access the CalSAWS LMS

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- From 9:00 p.m. on April 14, 2023, until 2:00 a.m. on April 15, 2023, Users were unable to access the CalSAWS Learning Management System (LMS)
- BenefitsCal Maintenance/Limited Access:
 - From 3:30 p.m. on April 21, 2023, until 5:00 a.m. on April 24, 2023, BenefitsCal was available for anonymous Users, known Users, and Community Based Organizations (CBO) Users for submitting applications but the transactions from BenefitsCal were queued and released for processing upon completion of CalSAWS maintenance activities. Benefits Management, case-linked activities such as Electronic Benefits Transfer (EBT) balance Inquiry, reporting a change, submission of Periodic Reports, and Renewals were not available via BenefitsCal. E-applications submitted from BenefitsCal were routed to the office selected by the participant instead of the default County office
 - On April 24, 2023, from 5:00 a.m. until 7:30 a.m., BenefitsCal was unavailable for customers and CBOs
 - On April 18, 2023, from 8:00 p.m. until 9:30 a.m., the BenefitsCal application was unavailable
 - On April 16, 2023, from 8:00 p.m. until 9:30 p.m., the BenefitsCal application was available for anonymous Users, known Users, and Community Based Organization (CBO) Users for submitting applications but the transactions from BenefitsCal were queued and released for processing upon completion of CalSAWS maintenance activities. Benefits Management, case-linked activities such as EBT balance Inquiry, reporting a change, submission of Periodic Reports, and Renewals were not available via BenefitsCal. E-applications submitted from BenefitsCal were 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"> • Accenture Security, Consortium Security, and QA met on April 21, 2023. Further discussions are required to stack hands on SSP and POAM approach. • Draft Deliverables (DDEL) for Wave 6 13.0 County Site Plans are due for Consortium review on April 28, 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 Deliverables (DDEL) for Wave 6 13.0 County Site Plans are due for Consortium review on April 28, 2023

- ▶ Continued Project administration, facility management, office management support, and financial management tasks
- ▶ Continued preparation for the update of M&O Services Plan Deliverables to include updates necessary for the CalWIN Counties migration
 - Continued working on Wave 6 Draft Deliverables (DDEL) as part of 13.0 County Site Plans. Expected to be submitted for Consortium review on April 28, 2023
- ▶ Continued performing contract management activities:
 - Change Notice 26 (June JPA) (Placeholder) is in development and content is TBD.
 - Amendment 31 (August JPA) is in development and will include:
 - BenefitsCal AT5 and STG3 Environments
 - Functional Support W2-W6
 - Correspondence - Additional Application Maintenance
 - Lobby Management Production Operations
 - BenefitsCal Technical Help Desk
 - Welcome & Auth Bots Scaling
 - CDSS Reports Support
 - DHCS Reports Support
 - County Task Management Enhancements (formerly County Data API Enhancements)
 - Virtual Assistant Shift/Cleanup
 - Exhibit X Agent Support Costs (includes LA and Sacramento County Production Operations Charges Related to CPOs and Contra Costa Shift)
 - Hardware/Software and Hardware/Software Support and shift from SFY 23/24 to SFY 22/23
 - ForgeRock IAM
 - CalSAWS HA and DR API Gateway over to DR East
 - CalSAWS Imaging Hyland Enhancements
 - BIC Scheduler Version Upgrade
 - Shift from CalHEERS M&E to Base M&E from SFY 23/24 and SFY 24/25
 - Extend Contract for an additional 3 months
- ▶ 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 April 23, 2023

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Table 2.3-1 – CITs

CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0137-23	CalSAWS SFY 22-23 Second Quarter County Share Adjustment	Informational	April 10, 2023	Tina Weinmeister, and Stacey Drohan	Britt Carlsen
0141-23	Year Ending June 2022 CalSAWS Single Audit Report, Financial Statements, and SAS 114 Letter	Informational	April 13, 2023	Girish Uppal	Stephanie Aragon, and Chia Thao
0142-23	Approved CBOs for ROI	Informational	April 14, 2023	Carlos Zepeda	Marsale Eramya
0143-23	CA-259695 List of Skipped Cases	Informational	April 17, 2023	Caroline Bui, Sarah Rich, and Adelaide Mendoza	Committee of CalWORKs CalFresh Facilitator
0146-23	CA-258280 CalFresh Emergency Allotments for Catch Up Month of January and February 2023 List Posted	Informational	April 18, 2023	Caroline Bui	Committee of CalWORKs CalFresh Facilitator

► The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending April 23, 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	Closed	March 24, 2023	Melanie Gines, and Lloyd Rankine
23-036	Connectivity to CalSAWS Amazon Connect using Call Control Panel (CCP)	February 27, 2023	Closed	April 4, 2023	Dheeraj Muralidara, and Pramod Ramesh
23-042	Wave 3 - Request for Counties to Identify Point of Contact for CBO Support	March 13, 2023	Closed	March 27, 2023	Marsale Eramya
23-045	CalWIN Wave 2 Pre-Migration Regression Testing	March 15, 2023	Closed	April 10, 2023	Lloyd Rankine
23-056	Request for Counties to Identify Approved List of CBOs for ROI	April 10, 2023	Open	April 21, 2023	Marsale Eramya
23-057	CalWIN Wave 4 Counties: Project-Maintained Worker IDs	April 11, 2023	Open	April 26, 2023	Darcy Alexander
23-062	CalSAWS Contact Center/IVR Closure Options for Wave 3 Cutover Weekend	April 13, 2023	Open	April 19, 2023	Danielle Benoit

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CRFI ID	Subject	Distribution Date	Status	Response Due Date	CalSAWS Contact
23-067	CalWIN Wave 5 Pre-Migration Regression Testing	April 21, 2023	Open	May 19, 2023	Lloyd Rankine

Table 2.3-3 – Overdue CRFIs

- ▶ The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending April 23, 2023

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

2.5 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	2
Reopened	1
Done	3
Assigned	23
Completed	869
Duplicate	17
In review	2
Withdrawn	32
Pending clarification	5
Total	954

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
SIRFRA 1192	1192 – Medi-Cal Renewal Printing	Assigned	March 16, 2023	No response	
SCERFRA 23-519	23-519 - Family Reunification Automation	Completed	March 17, 2023	April 13, 2023	

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ID	Description	Status	Due Date	Response Received Date	Notes
SCERFRA 23-520	23-520 - SB 348 – Pupil Meals	Pending clarification	March 21, 2023	No response	
SIRFRA 1241	1241 - Cost analysis for AB 503	Completed	April 4, 2023	April 17, 2023	
SCERFRA 23-526	23-526 - AB 435 - Public Social Services: Automated Application Process	Assigned	April 5, 2023	No response	
SIRFRA 1251	1251 Older Adult Expansion	Assigned	April 7, 2023	No response	
SIRFRA 1238	1238 - Asset Limit Increase Monthly Enrollment Data	Completed	April 7, 2023	April 12, 2023	
SIRFRA 1248	1248 – PHE Renewal Data Request	Completed	April 10, 2023	April 12, 2023	
SIRFRA 1254	1254 - Cost analysis for AB 1163	Completed	April 10, 2023	No response	
SCERFRA 23-533	23-533 - AB 1163 - State Forms: Gender Identity	Completed	April 10, 2023	April 13, 2023	
SCERFRA 23-521	23-521 - SB 600 - California CalFresh Minimum Benefit Adequacy Act of 2023	Completed	April 12, 2023	April 14, 2023	
SIRFRA 3687	Revised SIRFRA 3687 - Cal-OAR Client Satisfaction Survey Contact Info	Completed	April 12, 2023	April 17, 2023	
SIRFRA 3854	3854 - 36 Month Interim Report for Combined Reminder Notice	Completed	April 12, 2023	April 17, 2023	
SIRFRA 1252	1252 - Human Services Noncitizen Victims	Completed	April 12, 2023	April 12, 2023	
SCERFRA 23-538	23-538 - SB 36 - Out-of-state Criminal Charges: Prosecution Related to Abortion and Gender-affirming Care	Completed	April 13, 2023	April 17, 2023	
SCERFRA 23-525	23-525 - SB 435 - State Agencies: Collection of Demographic Data	Assigned	April 14, 2023	No response	
SCERFRA 23-524	23-524 – EBTEdge Mobile Application	Completed	April 14, 2023	No response	
SCERFRA 23-528	23-528 - AB 843 - Electronic Benefits Transfer System	Assigned	April 14, 2023	No response	
SIRFRA 1220	1220 - System Readiness Artifacts	Completed	April 14, 2023	April 13, 2023	
SCERFRA 23-531	23-531 – AB 1536 – Cash Assistance Program for Aged, Blind, and Disabled Immigrants	In review	April 14, 2023	No response	
SIRFRA 1233	1233 - End of Continuous Requirement Renewal Data Request - RE Month June 2023	Completed	April 14, 2023	April 17, 2023	

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ID	Description	Status	Due Date	Response Received Date	Notes
SCERFRA 23-530	23-530 - CalSAWS API to National Verifier Eligibility Data	Completed	April 17, 2023	April 17, 2023	
SCERFRA 23-536	23-536 - AB 1514 - Public Social Services: Student Eligibility	Pending Clarification	April 19, 2023	No response	
SIRFRA 1256	SIRFRA 1256 - Medicare Part A Start Date	Completed	April 19, 2023	April 20, 2023	
SCERFRA 23-539	23-539 CalFresh Eligibility Disqualifications for Certain Convicted Felons	Assigned	April 21, 2023	No response	
SCERFRA 23-529	23-529 - SB 773 - CalWORKs: Homeless Assistance	Completed	April 21, 2023	April 24, 2023	
SCERFRA 23-527	23-527 - SB 521 - CalWORKs: Pregnancy or Parenting	Completed	April 21, 2023	April 24, 2023	
SCERFRA 23-518	23-518 - AB-605 California Fruit and Vegetable Supplemental Benefits Expansion Program	Assigned	April 21, 2023	No response	
SIRFRA 1255	1255- Health insurance premiums and Medicare deduction for community spouse	Assigned	April 21, 2023	No response	
SIRFRA 1176	1176- Full Scope Medi-Cal Expansion to adults ages 26 through 49, regardless of immigration status	Assigned	April 21, 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 21, 2023	No response	
SIRFRA 1245	1245 – Impact of AB 991 on SAWS	Assigned	April 28, 2023	No response	
SCERFRA 23-532	23-532 - AB 1344 – Surviving Child Benefits	Assigned	April 28, 2023	No response	
SCERFRA 23-537	23-537 - AB 310 - CalWORKs	Assigned	April 28, 2023	No response	
OTHER	CalSAWS Enhancement of Appointments Lobby Management	Assigned	May 24, 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 April Month to Date (MTD) is 99.5%

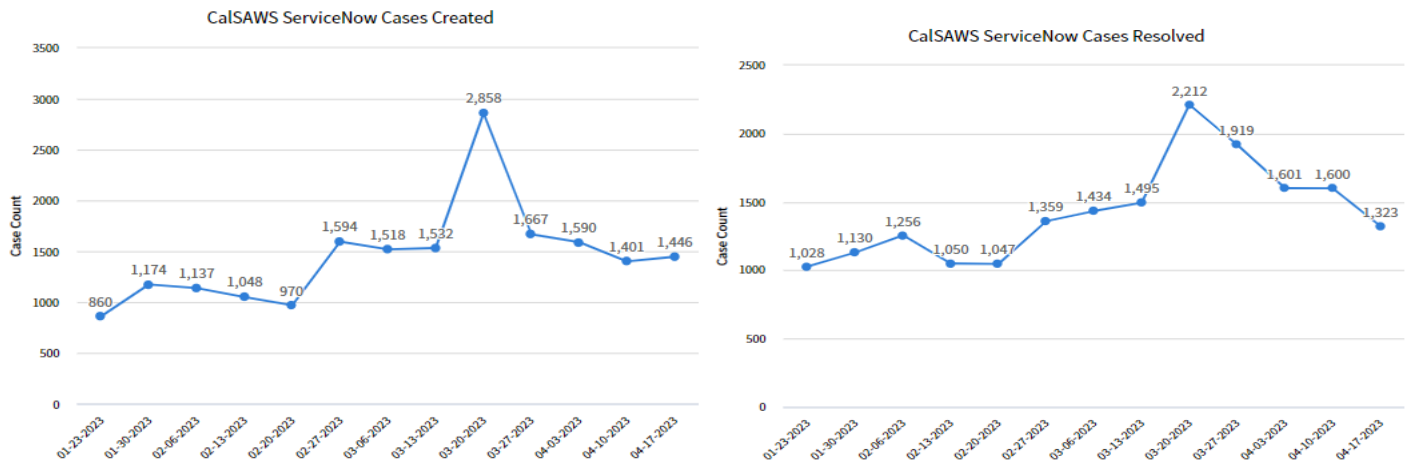
3.1.1 Service Management

3.1.2 Overview

- ▶ Facilitated the Wave 6 ServiceNow Delegated Admin Training on April 18, 2023
- ▶ Facilitated the Wave 4 ServiceNow Refresher Delegated Administrator/Fulfiller Training on April 20, 2023
- ▶ Implemented ServiceNow Change CHG0040214 on Saturday April 22, 2023, for upgrading the Production environment from Rome to Tokyo release. CHG0040213 for upgrading the Training environment is targeted for April 26, 2023

3.1.3 CalSAWS Help Desk Metrics

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



Note: The graphs represent the ServiceNow cases associated to all 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 2,847 cases of which 310 are cases created from CalWIN Wave 2 Counties:
 - o Contra Costa County: 205 cases
 - o Santa Clara County: 59 cases
 - o Tulare County: 46 cases

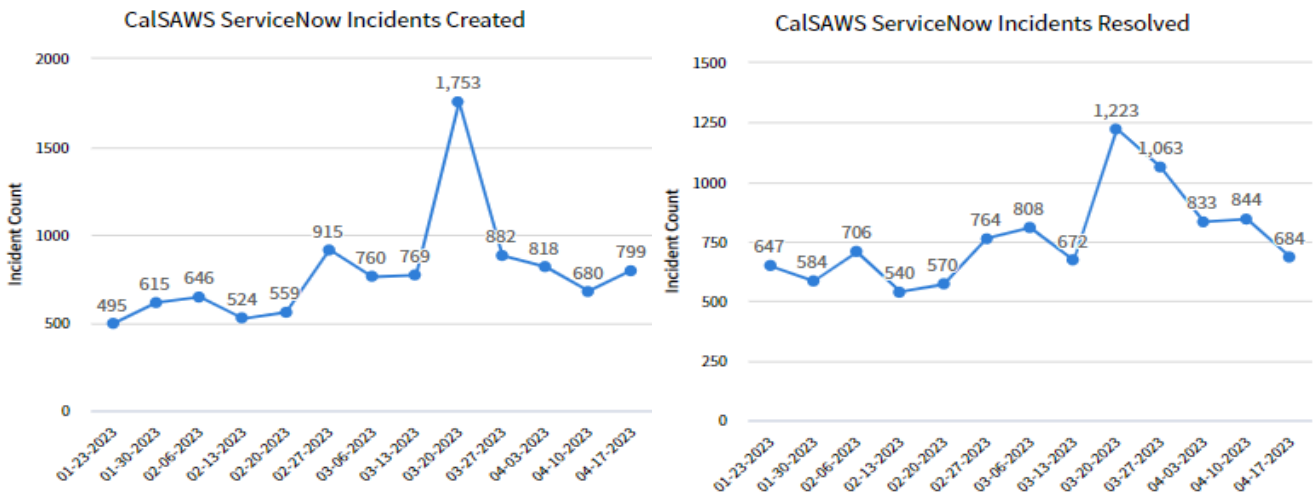
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- ▶ Resolved 2,923 cases of which 311 are cases resolved from CalWIN Wave 2 Counties:
 - Contra Costa County: 237 cases
 - Santa Clara County: 36 cases
 - Tulare County: 38 cases

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

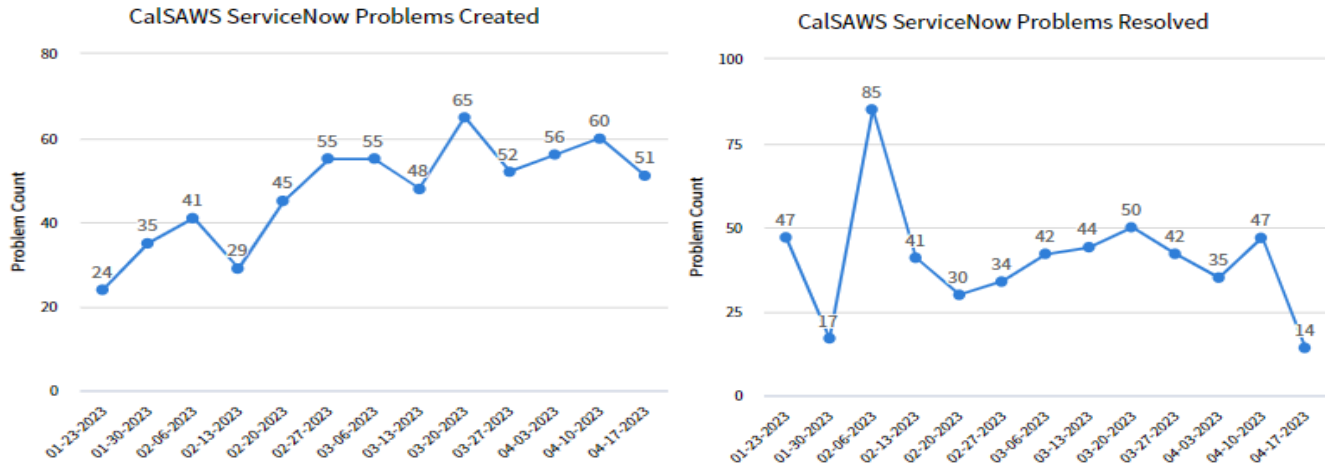
- ▶ Created 1,479 incidents of which 185 are incidents created from CalWIN Wave 2 Counties:
 - Contra Costa County: 75 cases
 - Santa Clara County: 61 cases
 - Tulare County: 49 cases
- ▶ Resolved 1,528 incidents of which 162 are incidents resolved from CalWIN Wave 2 Counties:
 - Contra Costa County: 84 cases
 - Santa Clara County: 38 cases
 - Tulare County: 40 cases

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



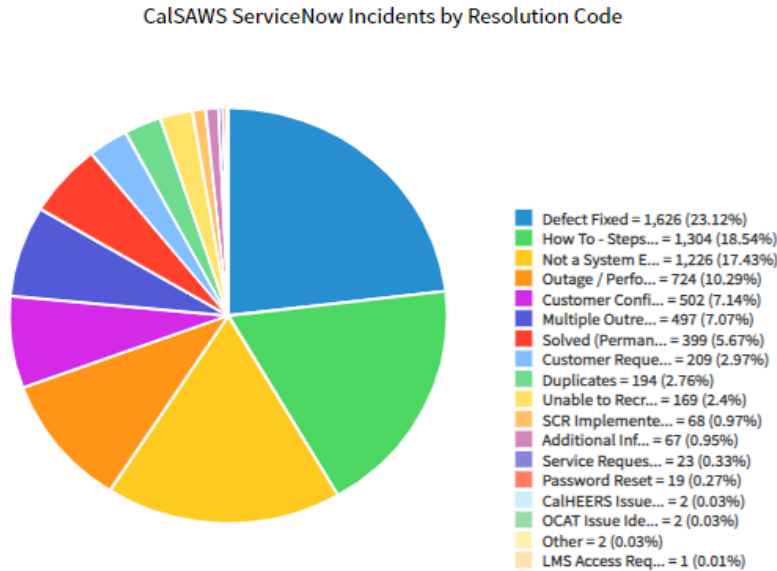
Note: The graph represents the ServiceNow problems associated to 45 Counties. Problems represent issues that can have a many to one relationship with incidents and the final step in escalation. The dates in x-axis represent the start of a week

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	49	58	8	11	10	22	36	15	209
In progress	26	125	82	22	40	73	113	102	583
On hold	9	59	66	79	149	343	292	752	1,749
Resolved	20	274	284	457	301	258	34	8	1,636
Closed	5	1	3	18,394	40,054	9,479	5,893	1,071	74,900
Problem in diagnosis	6	5	1	0	3	0	2	0	17
Total	115	522	444	18,963	40,557	10,175	6,370	1,948	79,094

Figure 3.1.3-7 – CalSAWS ServiceNow Incidents by Resolution Code

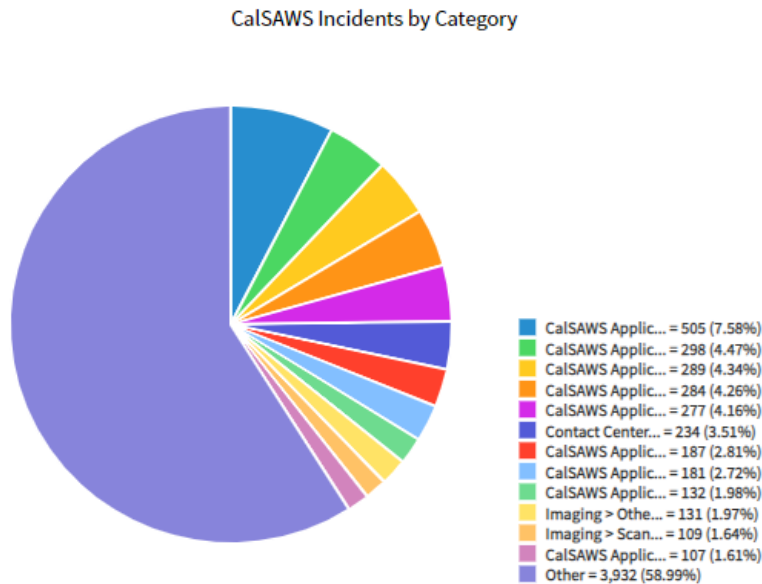
Note: The pie chart below represents Incidents resolved within the past two months



Resolution code	Incident Count	Percentage of Incidents
Defect Fixed	1,626	23.12%
How To - Steps to Proceed Provided	1,304	18.54%
Not a System Error - With Explanation	1,226	17.43%
Outage / Performance Degradation	724	10.29%
Customer Confirmed Issue is Resolved	502	7.14%
Multiple Outreach Attempts – No Response	497	7.07%
Solved (Permanently)	399	5.67%
Customer Requested Closure	209	2.97%
Duplicates	194	2.76%
Unable to Recreate Issue	169	2.4%
SCR Implemented	68	0.97%
Additional Information Needed	67	0.95%
Service Request Created - With Request Number	23	0.33%
Password Reset	19	0.27%
CalHEERS Issue Resolved	2	0.03%
OCAT Issue Identified	2	0.03%
Other	2	0.03%
LMS Access Request	1	0.01%
Total	7,034	100%

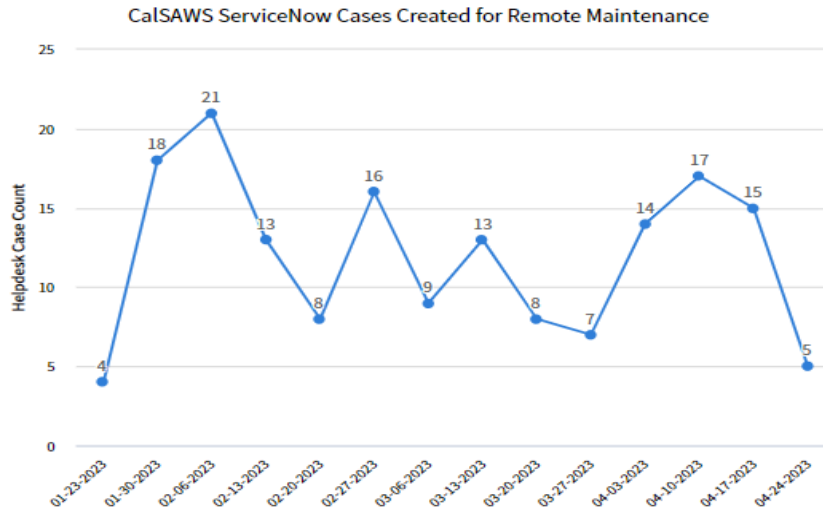
Figure 3.1.3-8 – CalSAWS ServiceNow Incidents Created by Category

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



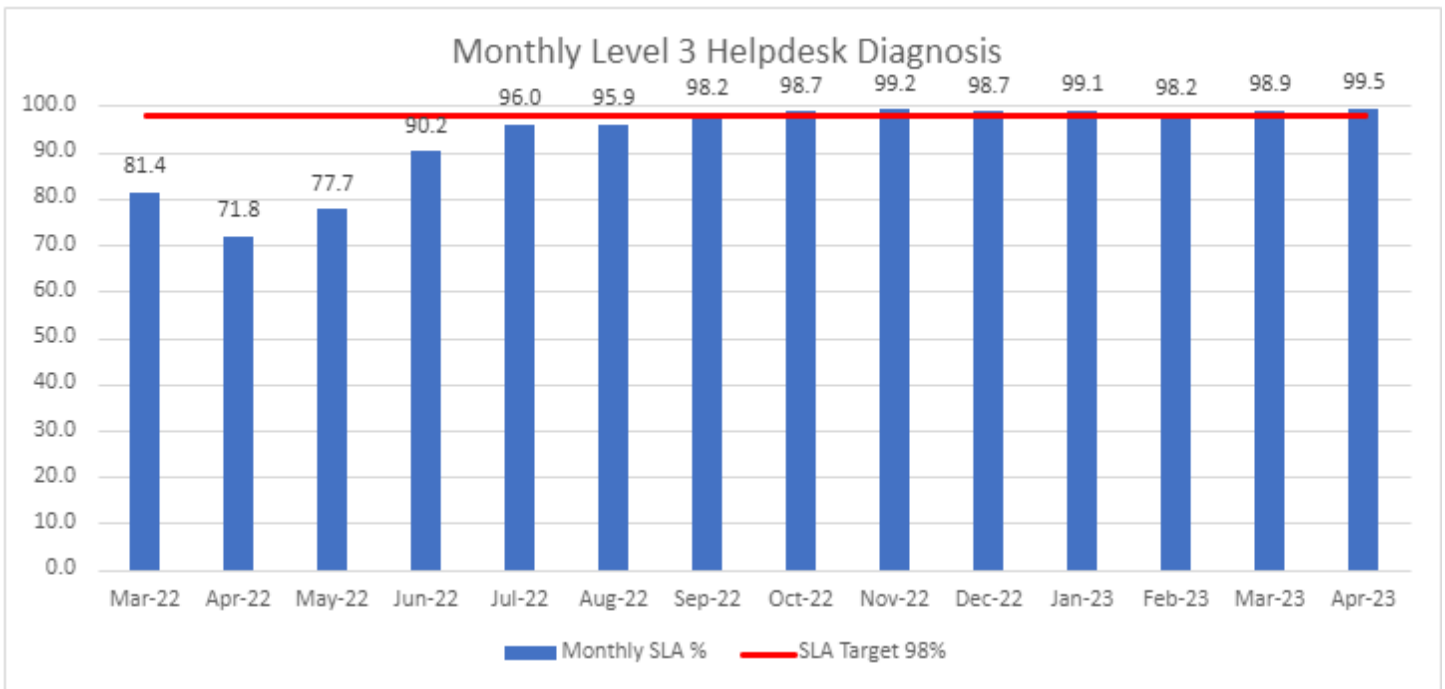
Category	Incident Count	Percentage of Incidents
CalSAWS Application/Related Systems > Production > Error Encountered > Updating/Saving System Page	505	7.58%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > Other	298	4.47%
CalSAWS Application/Related Systems > Production > Client Correspondence > NOAs	289	4.34%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Other	284	4.26%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Incorrect Eligibility Results	277	4.16%
Contact Center/IVR > CCP	234	3.51%
CalSAWS Application/Related Systems > Production > Error Encountered > Other	187	2.81%
CalSAWS Application/Related Systems > Production > Error Encountered > Running/Authorizing EDBC	181	2.72%
CalSAWS Application/Related Systems > Production > MAGI Eligibility	132	1.98%
Imaging > Other	131	1.97%
Imaging > Scanning Documents	109	1.64%
CalSAWS Application/Related Systems > Production > Eligibility Determination	107	1.61%
Other	3,932	58.99%
Total	6,666	100%

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



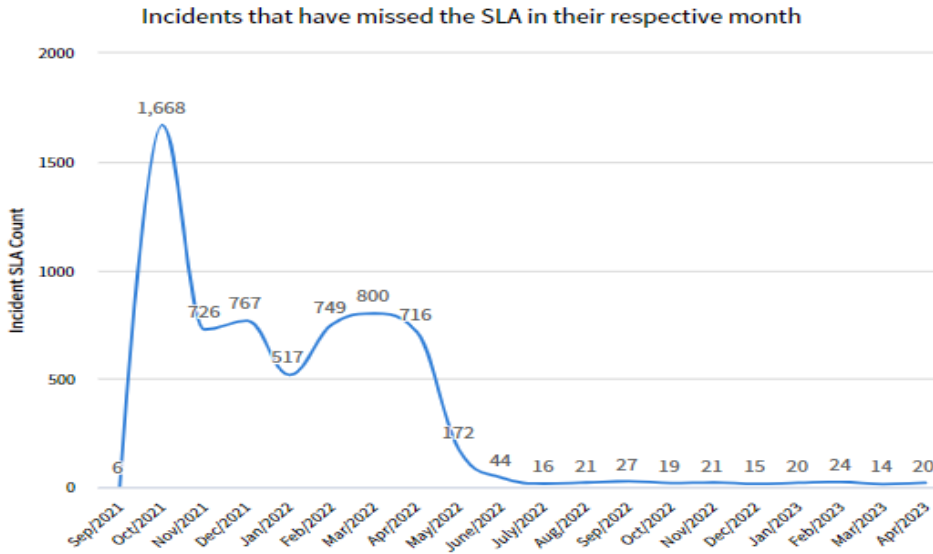
► The Monthly Level 3 Helpdesk Diagnosis Service Level Agreement (SLA) graph below represents the Level 3 Helpdesk compliance metric for closed incidents. The final compliance for March was 98.9%. The current compliance for April Month to Date (MTD) is 99.5%

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



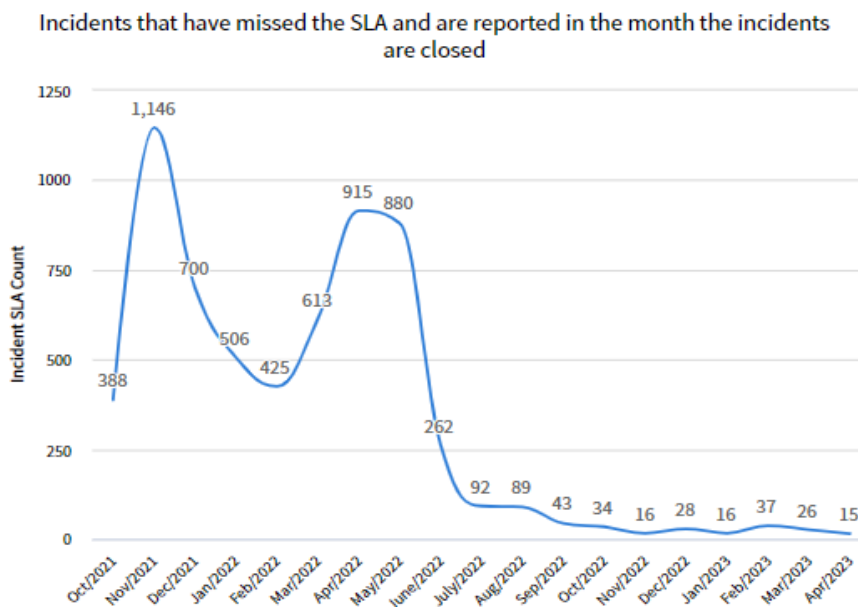
- ▶ The graph below represents the number of incidents that missed the Service Level Agreement (SLA) in each month. 20 incidents missed the SLA in April Month to Date (MTD)

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. 15 closed incidents missed the SLA in April Month to Date (MTD)

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



CalSAWS – California Statewide Automated Welfare System

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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
 - 5G installed T-Mobile link
 - County to confirm migration date and shutting down of all Managed Sites
 - Humboldt County site move
 - New site 12002 cutover completed
 - County Purchase Order (CPO) for Project 2 and 3 are ongoing
 - Kern County site move
 - RITM request to complete site move by May 2023 not feasible
 - Consortium notified
 - System Change Request (SCR) submitted for Kern migration
 - County Purchase Order in Draft state
 - San Diego County new Data Center (DC) move
 - Circuit delivery completed, pending activation
 - Site will be ready for use by May 21, 2023 (delay of 4 weeks)
 - San Diego migration date set for August 4, 2023

Table 3.2.1-1 – CalSAWS Upcoming Maintenance

Scheduled Date	Activity Description
April 26, 2023	CalWIN enablement for batch and file transfer for Sacramento County on AWS network firewall – IP (Internet Protocol) update (Planned Change)
April 28, 2023	Grant PTrain environment access to the Production Email Service API (application programming interface) (774917615573) (Planned Change)
April 28 – 29, 2023	ForgeRock Security Production Release 23.04.28 (Planned Change)
April 30, 2023	AWS Production Database Linux OS (Operating System) Monthly Patching to the April 30, 2023, Patch Baseline for Security and Linux Operating System (OS) bug fixes (Planned Change)
May 1, 2023	Bulk Load Wave 6 CalWIN Users into ForgeRock Production - Support Access to Learning Management System (LMS)
May 1, 2023	ForgeRock Security DR (Disaster Recovery) Production Release 23.05.01 (Planned Change)

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Scheduled Date	Activity Description
May 1 – 2, 2023	IOS (Internetworking Operating System) Upgrade of Application Development Facility (ADF) Cisco devices from IOS current version 17.06.03 to Latest gold star 17.06.05
May 3, 2023	Failover from LA3 to SV1
May 5, 2023	Upgrade Production EMR (Elastic MapReduce) Cluster to 4.04.2023 AMI (Amazon Machine Image) (Planned Change)

Table 3.2.1-2 – CalSAWS Incident Follow-up Summary

Ticket ID	Description	Impact Date / Time	Impact	Resolution
None				

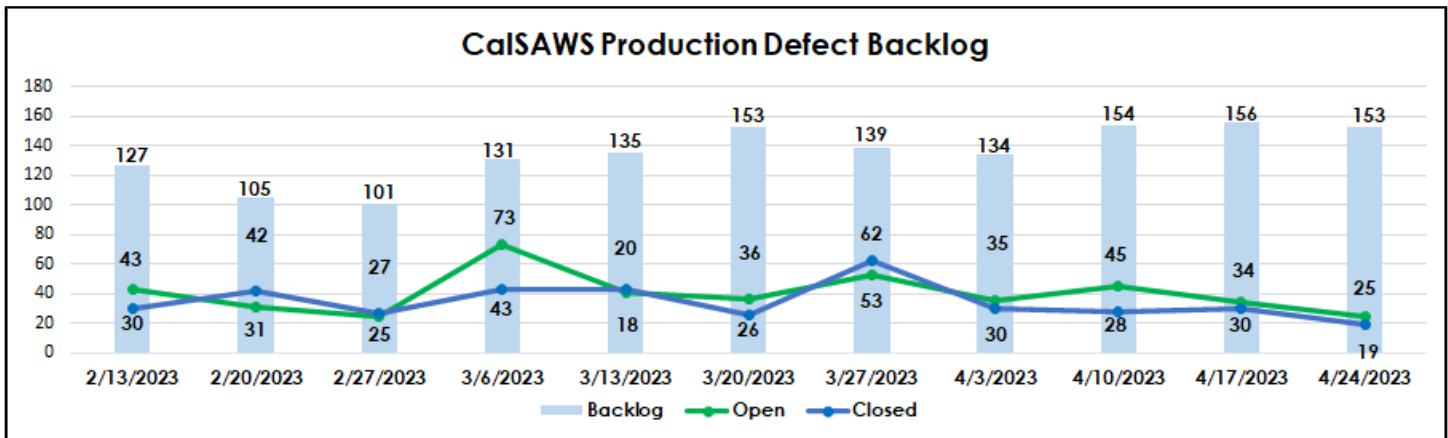
3.2.2 Service Level Agreement (SLA) Outcomes (Met/Missed) (CalSAWS)

- ▶ 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	TBD	Grand Total
2-Normal/Medium	135	43	5	2	1	36	222
New	2	7	3	2	0	14	28
In Progress	21	34	2	0	1	18	76
Closed	112	2	0	0	0	4	118
3-Normal/Low	46	26	0	0	0	10	82
New	3	0	0	0	0	3	6
In Progress	11	21	0	0	0	4	36
Closed	32	5	0	0	0	3	40
4-Cosmetic	17	2	1	0	0	0	20
New	1	0	0	0	0	0	1
In Progress	5	1	1	0	0	0	7
Closed	11	1	0	0	0	0	12
Grand Total	198	71	6	2	1	46	324

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	May 8, 2023	Production Operations

CalSAWS – California Statewide Automated Welfare System

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Contractor Project Executive: Arnold Malvick

TASK	DATE (S)	OWNER
County Staff and Consortium for final review		
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) – 207 – E-Applications Routed to Default Office – PRB0045309
 - On Sunday, February 12, 2023, the BenefitsCal team identified that many office mapping Application programming interfaces (APIs) failed with a 500-error response code. The BenefitsCal team quickly alerted the Project team via Production Alerts chat group. A bridge call was initiated with technical teams to investigate the issue. During the investigations, the Technical Operations team identified that the office APIs were down after restart of the services post maintenance on Saturday, February 11, 2023. The CIS Patching team had implemented weekly patching activity on February 11, 2023, using CHG0039050. The Technical Operations team reviewed the configurations deployed and identified that Spectrum service configurations were removed from Spectrum servers during the patching activity Spectrum service configurations are essential for the Spectrum APIs and needed to be re-added to the Spectrum servers to resolve the issue. BenefitsCal team confirmed that the Office API calls through the Spectrum services were impacted and identified 1600 e-applications were routed to default office between 8:35 p.m. on Saturday February 11, 2023, and 9:18 p.m. on Sunday February 12, 2023. The Technical Operations team added the Spectrum service configurations and restarted the Spectrum server, which enabled the office API services. Technical Operations confirmed with the BenefitsCal team that the issue was resolved, and office API calls were successful. A resolved broadcast was sent the next day to Counties informing them of the issue and they were recommended to follow the existing procedures for processing applications assigned to default offices
- ▶ Root Cause Analysis (RCA) – 213 – CalSAWS Slowness - Los Angeles County – PRB0045295
 - CalSAWS slowness issue for Los Angeles County Users was escalated to the Project team by the Los Angeles County line staff at approximately at 3:30 p.m. on February 9, 2023.

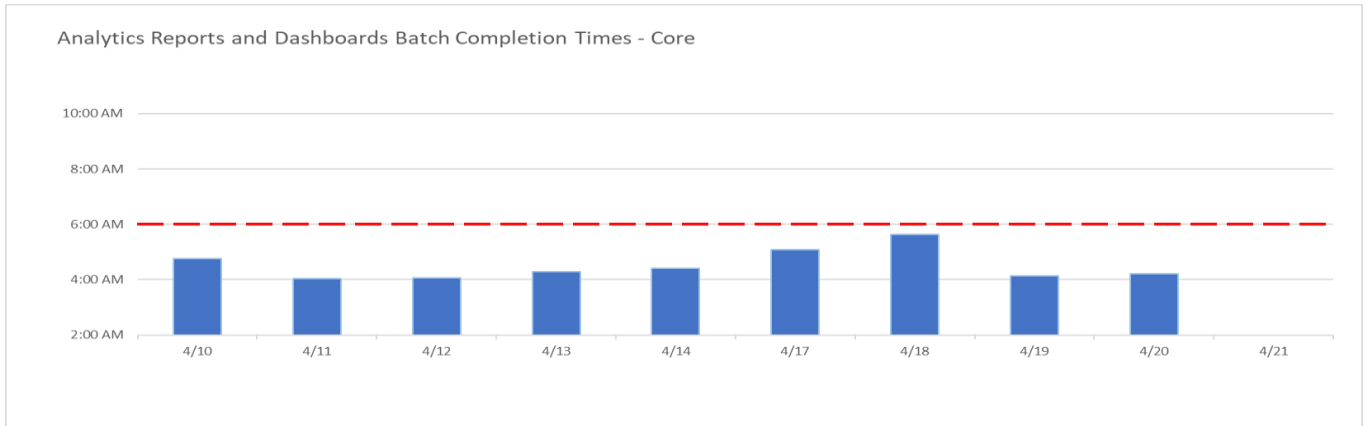
The Production Operations team scheduled a bridge call with the technical teams to troubleshoot the issue. The Network team identified degradation of the circuit connectivity at the Primary site (Nash) for Los Angeles and informed TPx via ticket 748514. TPx was engaged during the troubleshooting call with CalSAWS technical teams and Los Angeles County Department of Public Social Services (DPSS) and Internal Services Department (ISD) staff. Multiple offices at the Los Angeles County were impacted by this issue. To restore services for Los Angeles County, the Network team proposed failing over the network traffic to Eastern (Backup site for Los Angeles). After receiving Consortium leadership approvals, the Network team completed network traffic failover to the Eastern location. The issue was resolved, and the Project team confirmed that Los Angeles County Users were able to perform transactions at normal speeds. The Network team continued to work with TPx for root cause of the issue through ticket updates and email exchanges. TPx escalated the issue with the Internet Service Provider (ISP) at the location to identify the cause of the network disruption at Nash site. Spectrum (Internet provider) confirmed connectivity disruption on February 9, 2023, at the Nash site, which resulted in packet loss. A technician was dispatched to the Nash site on February 16, 2023, to troubleshoot the circuit issue but no issues were identified with the circuits and confirmed readiness of the circuits to failback the traffic to the Nash site. The Network team confirmed readiness to failback the network traffic to Los Angeles Primary (Nash) on March 4, 2023, at 2:30 p.m. and scheduled a change request for the same. On March 4, 2023, Los Angeles network traffic was failed back to Nash site successfully and the connectivity was tested by Los Angeles County staff

- ▶ Root Cause Analysis (RCA) – 215 – Imaging Processing Slowness Issue – PRB0045963
 - The Accenture Imaging team identified a backlog of images in the Optical Character Recognition (OCR) processing queue on February 13, 2023, awaiting import queue of the CalSAWS solution and contacted the imaging vendor, Hyland, for assistance. Hyland identified a single query against the dbo.loggedinuser table that was the cause of the incident. This single query caused memory to behave in an inconsistent state and Microsoft SQL prevented access to the table to preserve data integrity. Hyland made the decision to fail over the database to the secondary node where the memory was in a healthy state. Once the Brainware solution was confirmed to be in a good state, the previous primary database server was rebooted to release the memory's cache and bring the memory into a good state. The database server's MS SQL Service created a set of SQL Dump files when it captured the inconsistent state in memory that caused the issue; Hyland has requested Microsoft to review the files to identify root cause. Hyland also performed an integrity check against the Brainware database and confirmed that there were no data integrity issues because of this incident. To build custom alerting around this unique event, Hyland is reviewing the error that was presented in the logs at the time of the event within our database monitoring platform, SQLSentry by SolarWinds. Hyland has also created troubleshooting documentation that will assist Hyland's Database Administration (DBA) team to identify and fail over the server in the event this happens again

3.4.3 Batch Operations

- ▶ Wave 3 Activities:
 - Received batch support contacts from Wave 3 Counties
 - Sent invites to Wave 3 Counties and Interface Partners and Wave 3 Counties for Cutover activities
 - Notified Interface Partners of potential for CalSAWS outbound files to be sent later than usual due to planned post-cutover validations
 - Sent CalSAWS Information Transmittals (CIT) to CalSAWS Counties of potential for CalSAWS outbound files to be sent later than usual due to planned post-cutover activities
 - Ran an earlier main payroll run for all CalSAWS Counties (except Riverside County) to support Wave 3 cutover activities
 - Executed early batch run on Friday, April 21, 2023, starting at 3:30 p.m. to cutover activities. Completed non-Analytics batch at 10:45 p.m., about 3 hours earlier than planned
 - Loaded and validated the Wave 3 batch jobs in the BIC Scheduler
 - Performed Wave 3 cutover activities (e.g., Eligibility Determination and Benefit Calculation (EDBC) Match, etc.)
 - Performed test file transfers with Wave 3 Counties to test connectivity and secure file transfer protocol (SFTP) setup
 - Schedule additional support from Application Development and Technical Support scheduled for post-cutover batch runs
- ▶ 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 (April 10, 2023 – April 23, 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

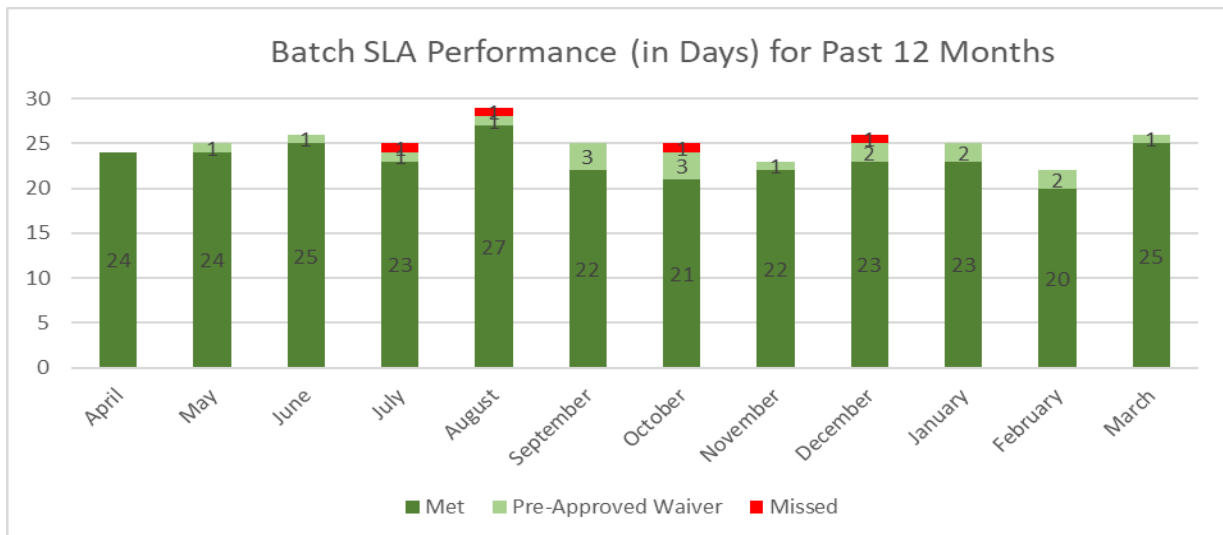
Batch Date	Issue	Communication	Status	Resolution
None	N/A	N/A	N/A	N/A

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



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- ▶ 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)

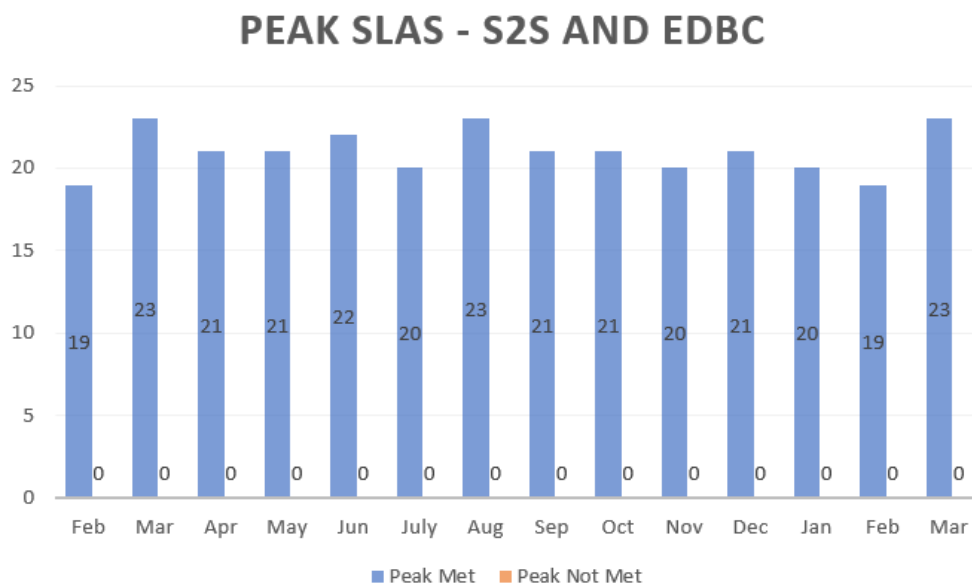
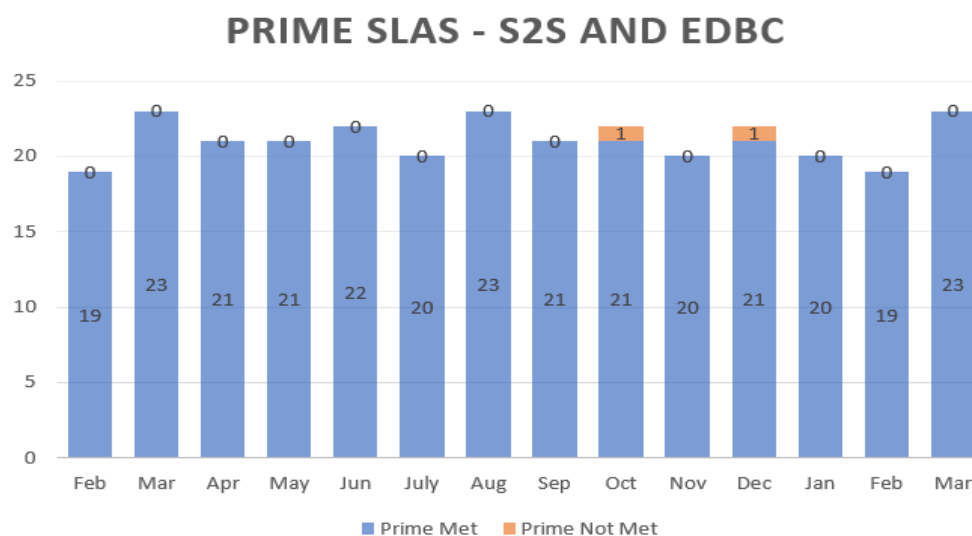


Table 3.4.4-3 – Prime SLAs -S2S and Eligibility Determination Benefit Calculation (EDBC)



3.5 ForgeRock

3.5.1 Highlights of the Reporting Period

- ▶ Change Request pending approval for CalWIN Wave 6 Learning Management System (LMS) Bulkload occurring on May 1, 2023
- ▶ LMS User Bulkload file sent from Yogesh this week – Megan and Dean to test the file in Sandbox before the official load occurs
- ▶ API Production Client for Ventura County created on April 20, 2023 – Emergency Change Request approved
- ▶ All M&E System Change Requests (SCRs) placed on hold due to funding constraints with M&E – Next Steps to be discussed next week (week of April 24)
- ▶ Change Requests for this week Assembly Test (AT) and Development Builds approved – April 20-21, 2023 (Both West and East Non-Production Environments)
- ▶ Change Requests created and pending approval for next week AT/Development Builds
- ▶ CalWIN Cutover Code Freeze has begun on Friday April 21 and will continue to April 28, 2023
- ▶ Upcoming April Production Release for Technical ForgeRock underway – Change Request created and pending review
- ▶ Technical ForgeRock leadership to review of ServiceNow Incident Tickets to reduce the volume of tickets coming in
- ▶ 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	In progress
Component Level Monitoring and Failure Scenarios	Release When Ready	In progress
Secrets Manager Implementation	Release When Ready	In progress
Implement Multifactor Authentication (MFA) delivery choice at Login Journey - Design and Proof of Concept (POC) only	Release When Ready	On hold

3.6 Innovation Lab

- ▶ Worker-Facing Virtual Assistant (VA)
 - Successfully deployed Release 3 on March 30, 2023
 - Successfully deployed Release 4 on April 13, 2023
 - Finishing County Validation on the week of April 24, 2023, for Release 5. Target to deploy on April 27, 2023
 - Approving Release 5 Content Revision and Release 6 System Change Request (SCR) in Change Control Board (CCB) on April 27, 2023
 - Starting to build Release 6, target to deploy on May 15, 2023
 - Designing Release 7, target to deploy on May 25, 2023
- ▶ Voice Bots (Welcome/Authentication Bots)
 - Voice Bots for San Bernardino County: System Change Request (SCR) is still pending final approval from San Bernardino County
 - Voice Bots Statewide System Change Request (SCR) received approval from Interactive Voice Response (IVR)/Contact Center (CC) Committee on April 17, 2023
 - Voice Bots Statewide system test planned to begin the week of April 24, 2023
 - Non-Production Change Request (CR) for sprint 2 [Yolo/Placer/Shasta Counties] was approved during the April 12, 2023, Change Advisory Board (CAB)
 - Non-Production Technical Budget Change Request (TBCR) for sprint 2 was approved during the April 11, 2023, FinOps meeting
- ▶ Electronic Benefit Transfer (EBT) Card Replacement - Robotic Process Automation (RPA)
 - Began building the RPA infrastructure in the non-prod environment
 - Change Requests (CRs):
 - Received CR approval for Lambda work in Sandbox on April 12, 2023
 - Received Emergency CR approval for Non-Prod Security Permissions on April 14, 2023
 - Technical Budget Change Requests (TBCRs):
 - Received TBCR approval for Production environment RPA components on April 11, 2023
 - Received TBCR approval for Sandbox environment Lambda components on April 11, 2023

3.7 Imaging

- ▶ Completed Defects
 - CA-258053 - Images aren't appearing in Case Summary until they're pushed through indexing
 - CA-259097 – Script not cleaning up temp copies of documents
 - CA-259098 – Batch Processing – Batches are intermittently not being processed
- ▶ Completed System Change Requests (SCRs)
 - N/A

3.8 Customer Service Center (CSC)

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

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- Reviewing CalSAWS Enhancement Request (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, new Go-Live date: June 1, 2023
- ▶ Marin County
 - Signed and ordered
- ▶ San Francisco County
 - Signed and ordered
- ▶ San Mateo County
 - Signed and ordered
- ▶ Santa Clara County
 - Kiosks delivered April 14, 2023, Go-Live currently scheduled for May 15, 2023
- ▶ Solano County
 - Signed and ordered
- ▶ Sonoma County
 - Equipment in build and transit. No current estimated time of arrival (ETA)

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

- ▶ Placer County
 - Go-Live completed April 21, 2023
- ▶ Nevada County
 - County submitted procurement request and Justification letter has been sent
- ▶ Yuba County
 - Currently imaging tablets; estimated time of completion (ETC) April 30, 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 8, 2023, waiting for County to respond

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 March 21, 2023
- ▶ Kern County
 - Sent remote tech to assist with tablet connectivity. Tablets were locked-up and unavailable. Will reschedule another visit when tablets are available. Working directly with County
- ▶ Kings County
 - County submitted procurement request and Justification letter has been sent

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- ▶ Mariposa County
 - County Purchase Order (CPO) signed; equipment ordered
- ▶ San Joaquin County
 - County Purchase Order (CPO) in final review
- ▶ 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. With the County for approval

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

- ▶ Orange County
 - All equipment has been received. Tentative Go-Live date has been set for June 5, 2023
- ▶ San Bernardino County
 - Kiosk delivered and installed and in Production
- ▶ Ventura County
 - Equipment still arriving from vendor. Workstation imaging has been completed. ETA for equipment to arrive May 15, 2023

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
 - Completed work on SIRFRA 3854 - 36 Month Interim Report for Combined Reminder Notice - Due April 12, 2023
 - Completed work on Revised SIRFRA 3687 - Cal-OAR Client Satisfaction Survey Contact Info - Due April 12, 2023
 - Completed work on SIRFRA 3856 - Case Numbers for the Elderly Simplified Application Project (ESAP) (36-month certification) February 2023 cases with denial or terminated actions by county - Due April 21, 2023
 - Continued work on Supplemental Nutrition Assistance Program (SNAP)/Temporary Assistance for Needy Families (TANF)
 - TANF data for Office of Inspector General audit; SIRFRA to be sent out later
 - 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
 - Completed work on SIRFRA 3854 - 36 Month Interim Report for Combined Reminder Notice - Due: April 12, 2023
 - Continued work on restructuring Social Security Income (SSI) ad hoc query for California Department of Social Services (CDSS) RADD Team
 - Continued work on reviewing Placer and Yolo County converted data with CDSS.
 - Started work on revised SIRFRA 3858 - CalFresh Client Income Snapshot - Due: May 1, 2023

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- ▶ Department of Health Care Services (DHCS) Report Support
 - Completed work on SIRFRA 1233 - End of Continuous Requirement Renewal Data Request - Due April 14, 2023
 - Completed work on SIRFRA 1248 - PHE Renewals (March data) - Due April 10, 2023
 - Completed work on SIRFRA 1249 - PHE Pending Apps & Redeterminations (March data) - Due April 10, 2023
 - Continued work on SIRFRA 1251 - Older Adult Expansion - Due April 14, 2023
 - Another extension was requested for April 28, 2023.
 - Started work on SIRFRA 1257 - PHE Renewal Data Request April 2023 - Due May 10, 2023
 - Started work on SIRFRA 1258 - Pending Applications April 2023 - Due May 10, 2023
 - Started work on SIRFRA 1259 - DACA Data Request - Due April 28, 2023
 - Started work on amended SIRFRA 1176 - Full Scope Expansion Ages 26 through 48 - Due April 28, 2023
- ▶ Other Ad Hoc work
 - Continued work on BenefitsCal query used for CalWIN migration metrics

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">• 23.05 System Testing on schedule. Week 4 of 8 completed. 77% pass rate on 50% target.

4.2 Priority Release Summary

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

- ▶ The CalSAWS System had eight priority releases:
 - The CalSAWS 23.04.13 Minor Release was successfully deployed on April 13, 2023
 - Forty-six defects were deployed in the areas of Analytics, Batch Operations, Batch/Interfaces, BenefitsCal, Client Correspondence, Contact Center, Eligibility, Fiscal, Imaging, Online, Reports, and Technical Architecture teams
 - Twenty System Change Requests (SCRs) were deployed in the areas of Batch Operations, Batch/Interfaces, CalHEERS, Client Correspondence, Contact Center, Eligibility, Fiscal, Online, Reports, and Technical Operations teams
 - The CalSAWS 23.04.14 Minor Release was successfully deployed on April 14, 2023
 - Two System Change Requests (SCRs) were deployed in the area Client

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- Correspondence team
- o The CalSAWS 23.04.15 Minor Release was successfully deployed on April 15, 2023
 - Two System Change Requests (SCRs) were deployed in the area of Fiscal and Online teams
- o The CalSAWS 23.04.17 Minor Release was successfully deployed on April 17, 2023
 - Four defects were deployed in the areas of Batch/Interfaces and Contact Center teams
 - One System Change Requests (SCR) was deployed in the area of Online team
- o The CalSAWS 23.04.19 Minor Release was successfully deployed on April 19, 2023
 - One defect was deployed in the area of Contact Center team
 - Three System Change Requests (SCRs) were deployed in the areas of Client Correspondence, Eligibility, and Fiscal teams
- o The CalSAWS 23.04.21 Minor Release was successfully deployed on April 21, 2023
 - One defect was deployed in the area of Fiscal team
 - Three System Change Requests (SCRs) were deployed in the areas of Online, Batch Operations, and Fiscal teams
- o The CalSAWS 23.04.22 Minor Release was successfully deployed on April 22, 2023
 - One System Change Requests (SCRs) was deployed in the area of the Batch Operations team
- o The CalSAWS 23.04.23 Minor Release was successfully deployed on April 23, 2023
 - Three defects were deployed in the areas of Fiscal and Conversion teams
 - Eight System Change Requests (SCRs) were deployed in the areas of Online, Batch/Interface, CalHEERs, Conversion, Eligibility, and Online teams

Table 4.2-1 – CalSAWS Upcoming Release

Release	Summary
23.04.24	<ul style="list-style-type: none"> ▶ Wave 3 Counties Production APEX (Oracle Application Express) Access Enable ▶ Schedule batch job to convert Unsolicited CalWIN Determination Eligibility Requests (DERs) into CalSAWS - WAVE 3 ▶ CA-256621 CA-212363/DDID 1360 / CRFI 21-004 - Ventura Opt Out ▶ CalWIN Migration UAT2 Reports Support-Wave 3 ▶ Operational Data changes for Day 1 Batch run post CalWIN Wave 3 cutover ▶ Update Diaper allowance process for Wave 3 counties for April and May 2023 ▶ Santa Barbara CalSAWS Enhanced Data Reporting (EDR) Access Request ▶ Orange County CalSAWS Enhanced Data Reporting (EDR) Access Request ▶ Ventura CalSAWS UAT/PROD Enhanced Data Reporting (EDR) Access Request
23.04.25	<ul style="list-style-type: none"> ▶ Wave 2 Santa Clara- Correct Defaults for CUST_ACTIV Category (ct54) and Type (CT56) ▶ CalWIN Wave 3 create new activities record for CalWIN historical data ▶ Wave 2 Tulare- Correct Defaults for CUST_ACTIV Category (ct54) and Type (CT56)
23.04.27	<ul style="list-style-type: none"> ▶ CalSAWS Virtual Assistant Expansion - Release 5 ▶ Integrated Performance Testing ▶ San Bernardino Voice Bots Enhancements ▶ Update - Turn on Contra Costa State Date batch ▶ Update Valuable Voucher Type for CalWIN Waves 3, 4, 5 and 6

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Release	Summary
	▶ OCAT - Upgrade Node.js Lambda functions to latest Node.js version
23.04.28	▶ Production ForgeRock Application Programming Interface (API) client for Production support ▶ Add mock data to UAT2 for CalWIN counties
23.04.30	▶ Opt-In and Update Text Message Status in CalSAWS
23.05.01	▶ Purge April Foster Care Main Payroll run for May2023 for Orange and Ventura (Wave 3) ▶ Request for ForgeRock Production Load for Wave 6 CalWIN Counties Prior to the Start of CalSAWS Training
23.05.04	▶ MEDIL I 22-01 Federal COVID-19 PHE Additional Contact Requirement ▶ Identify Room and Board situation for GA/GR Automations Solution program participant in Santa Clara County ▶ Update worker schedule status for wave 4 CalWIN outage period ▶ Change Yolo County's set number of days for State Dated Warrants ▶ Foster Care interface Outbound File Modification (ALA/SAC)
23.05.05	▶ Create a Batch Property Change Request (BPCR) and network connection to setup E2Lite for Solano County ▶ School Lunch Interface CalWIN County Interface Exchange Testing Support SCR Wave 4 ▶ DDID 1979: CalWIN County Interface Exchange Testing Support System Change Request (SCR) Wave 4 ▶ CalWIN State Interface Exchange Testing Support SCR Wave 4
23.05.06	▶ Issue Catch Up 2 Disaster Supplement in accordance with HR 6201 Emergency Allotments ▶ Upgrade JAVA and Weblogic for CalSAWS Application ▶ Operational Decision Manager Rule Changes for JAVA and Weblogic Upgrade
23.05	▶ Total System Change Requests (SCRs): 66 approved ▶ Release Webcast date: May 9, 2023
23.06	▶ Total System Change Requests (SCRs): 3 approved ▶ Release Webcast date: TBD
23.07	▶ Total System Change Requests (SCRs): 35 approved ▶ Release Webcast date: TBD

4.3 Application Development Status

- ▶ Continued design on:
 - CA-202054 All County Letter (ACL)-18-07 Suspend/Discontinue/Reinstate 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-222827 ACL 20-132 CalFresh Eligible Rules and Reporting on Substantial Lottery or Gambling Winnings
 - CA-232609 ACL 21-131 Restart TNB (Transitional Nutrition Benefits) Recertifications
 - CA-237974 Auto Post Franchise Tax Board (FTB) Tax Intercept transactions to Recovery

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Account

- o CA-246136 Expand the Child Care Administrator Portal to work for other Providers/ Community Based Organization (CBOs) to display information other Referrals/Needs
- o CA-246484 Creation of Banked Caseload Capability
- o CA-246603 Add Flexible Appointment Scheduling Option and Update GEN 102 To Current Version (January 22, 2023)
- o CA-248014 CAPI - Update CA 1037 Report for San Mateo and Sacramento Counties
- o CA-249570 Automate Discontinuance of Medi-Cal for Individuals Active in Child Welfare Services Programs
- o CA-251213 Add Notice of Actions (NOA) Fragments in Threshold Languages for Medi-Cal NOA Generation (Medi-Cal 239 A)
- o CA-251214 Add NOA Fragments in Threshold Languages for Medi-Cal NOA Generation (MC 239)
- o CA-251562 Adult Expansion for Medi-Cal
- o CA-253124 Validate E-mail Addresses Added into CalSAWS
- o CA-253574 Bulk Data Extraction from S3 Data Lake to San Diego County
- o CA-257203 Phase II - Add Common NOA Fragments for Threshold Generation - Medi-Cal
- o CA-49396 ACL 15-96 - Add and update Approved Relative Caregiver (ARC) NOAs and Forms

▶ Continued build on:

- o Build for priority releases and 23.07 approved System Change Requests (SCRs)

4.4 Release Management

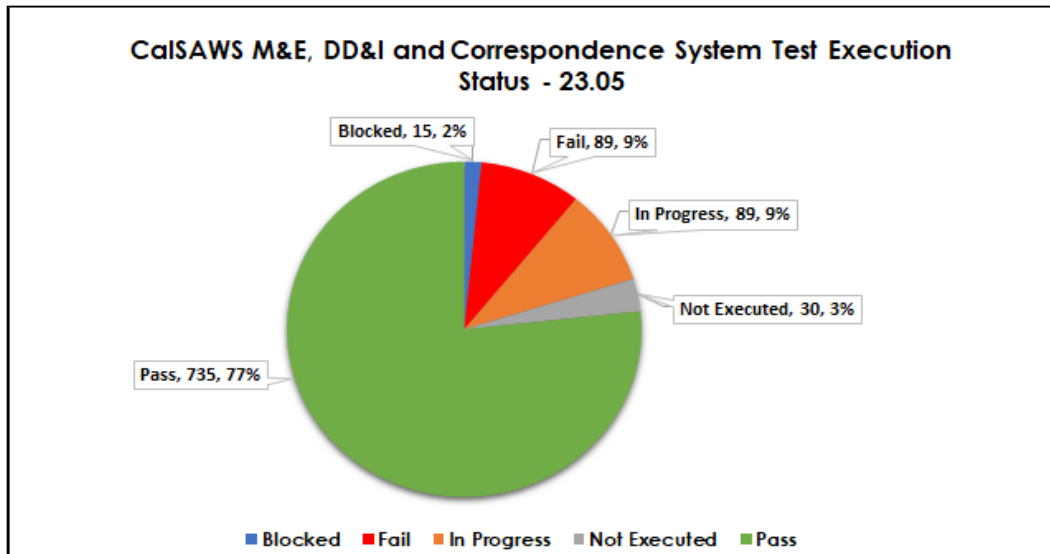
4.4.1 Release Test Summary

▶ Continued 23.05 test execution

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

Pass Rate Target as of April 21, 2023	50%
Pass Rate Actual as of April 21, 2023	77%
System Test complete Date: May 17, 2023	

Figure 4.4.1-1 – 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	129,044,360	46.56%	15	100.00%
2	106	92,435,817	33.35%	101	95.16%
3	129	27,902,270	10.07%	114	89.56%
4	595	24,341,175	8.78%	304	60.25%
5	2893	3,458,629	1.25%	457	27.33%

Note: Transaction volume and coverage metrics are based on CalSAWS monthly Production performance data and Automated Regression Test (ART) coverage data as of March 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 812 end-to-end Automated Regression Test (ART) scripts:

- ▶ 718 targeting the core CalSAWS application
- ▶ 3 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:
 - Discussed the General Assistance/General Relief (GA/GR) Correspondence web service design and web service clarifications on April 12, 2023, and April 19, 2023
 - 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

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- CA-253157 Synchronization of CalSAWS and GA/GR Correspondence service databases (Wave 6)
- CA-254387 Insert CSC IV and CSC V in DOC_DATA
- CA-256939 End LA county GA/GR batched data change that advances the RE period, and completes the Annual Agreement packet
- CA-258006 Generate a one-time list of LA GR hearing Appointments created during the CalSAWS Wave 4 Outage Period
- CA-258007 Generate a one-time list of LA GR hearing Appointments created during the CalSAWS Wave 5 Outage Period
- CA-258009 Generate a one-time list of LA GR hearing Appointments created during the CalSAWS Wave 6 Outage Period
- o SCRs in Development Phase
 - CA-211528 Update CBEST Appt batch job for Participants with Temp U and Temp NSA Status
 - CA-251447 Modify the Use of the GA Annual Agreement for Los Angeles County
 - CA-253155 Synchronization of CalSAWS and GA/GR Correspondence service databases (Wave 4)
 - CA-253156 Synchronization of CalSAWS and GA/GR Correspondence service databases (Wave 5)
 - CA-259131 Training: Upload GAGR Job aids and Reference Guides to the LMS GAGR-257, GAGR-258, GAGR-259
 - CA-259187 Online Help: New GAGR Online Help pages (GAGR-345)
 - CA-260310 Identify Room and Board situation for GA/GR Automations Solution program participant in Santa Clara County
- 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
- o SCRs Released to Production
 - CA-258005 Generate a one-time list of LA GR hearing Appointments created during the CalSAWS Wave 3 Outage Period [23.04.19]
 - CA-258063 For Orange County, Housing Needs Amount will be provided for Homeless participants with/without shelter expenses [23.04.13]
 - CA-253154 Synchronization of CalSAWS and GA/GR Correspondence service databases (Wave 3) [23.04.14]
- o Defects Released to Production
 - CA-258661 Benefit Amount is not matching with Chart Amounts - Orange County [23.04.11]
 - CA-259084 Customer reporting entries are not created for form 'SAR 7 - GR (SAR 7A/SAR 7)' for Tulare County [23.04.11]
 - CA-259032 Reporting Type is not populated when manual EDBC ran for GAGR program. [23.04.11]
 - CA-259928 GA/GR automated solution program grant showing as \$0 [23.04.13]

- CA-259949 SCR 258063 - For Orange County, Housing Needs Amount will be provided for Homeless participants with/without shelter expenses [23.04.13]

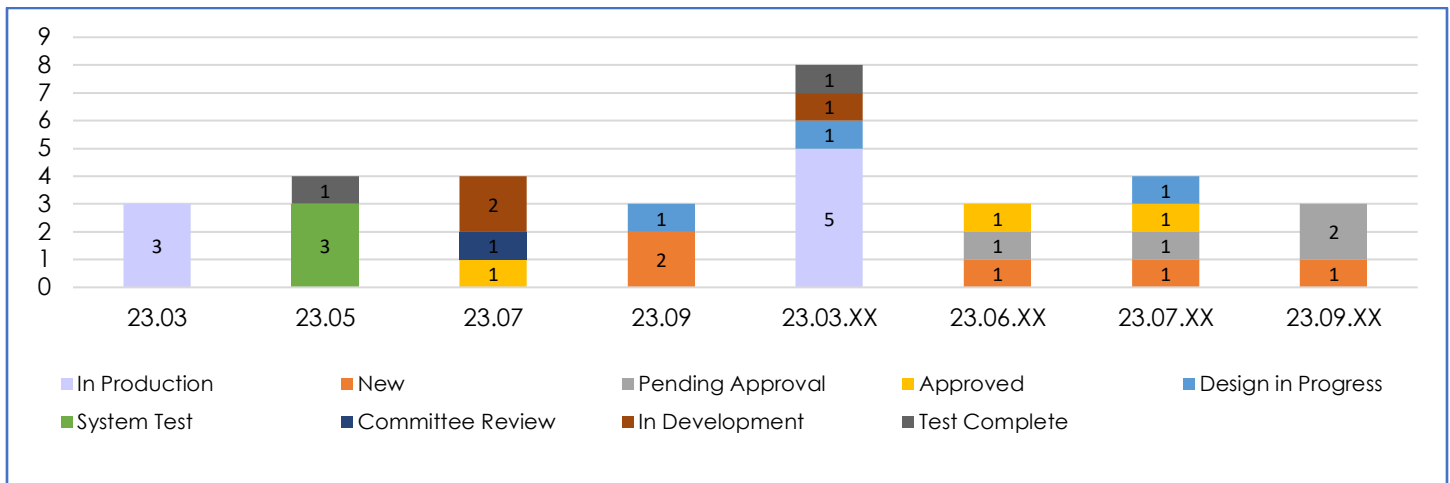


Figure 4.5.-1 – GA/GR SCRs

4.6 Training Materials Update

- ▶ 23.05 Online Help (OLH SCRs):
 - Test Completed: 4
 - Rejected: 1
- ▶ 23.07 Online Help (OLH SCRs):
 - In Development: 4
- ▶ 23.04.14 Priority Release Web Based Training (WBT and Functional Presentations (CFPs) SCRs):
 - Test Complete: 4
 - Rejected: 2
- ▶ 23.04.27 Priority Release Web Based Training (WBT and Functional Presentations (CFPs) SCRs):
 - New: 1
- ▶ 23.05.19 Priority Release Web Based Training (WBT and Functional Presentations (CFPs) SCRs):
 - Approved: 1
 - In Development: 4
 - In Assembly Test: 5
 - Test Complete: 1
 - Rejected: 2
- ▶ 23.07.21 Priority Release Web Based Training (WBT and Functional Presentations (CFPs) SCRs):
 - Approved: 1
- ▶ 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
Segmented Training (OLH) SCR Status

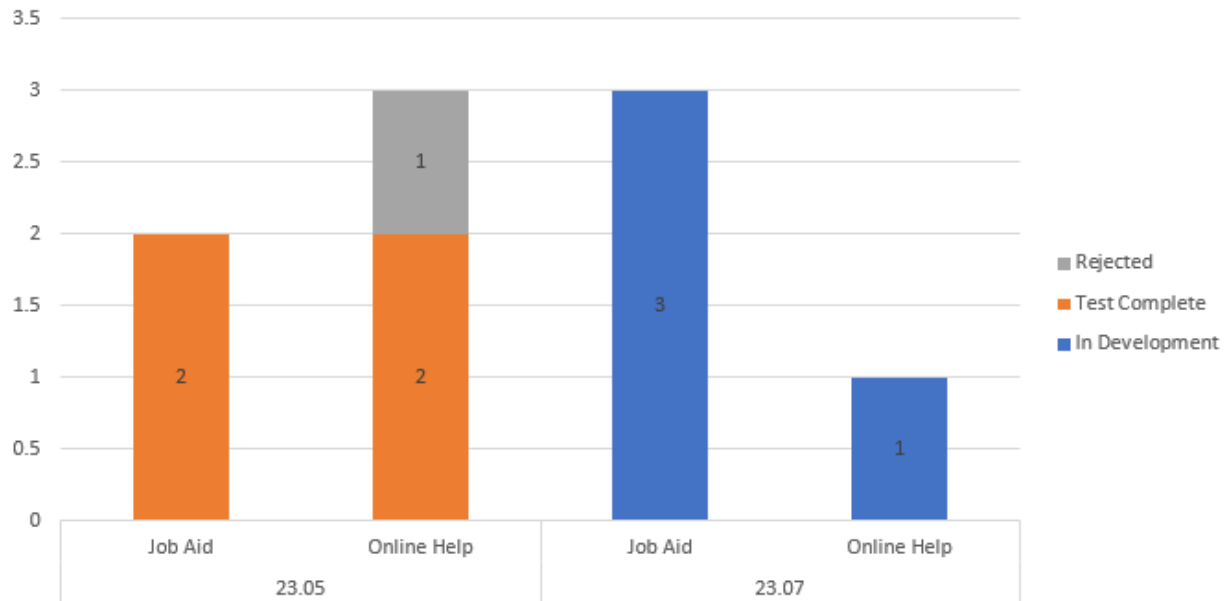


Table 4.6-1 – Upcoming Training Activities

Training Activity	Date	Status
Training Production Refresh	April 26, 2023 (CAB Meeting)	In progress, to be implemented the weekend of May 5, 2023

4.7 Deviation from Plan/Adjustments

- ▶ None for the reporting period

5.0 Regional Updates

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

- ▶ Alameda County
 - Completed T-6 Readiness with a 74% completion rate
 - Training: Delivery – started Web Based Trainings (WBTs) and preliminary Instructor Led Training (ILT) set – waiting on training to contract with training sites
 - Refactored Reports identified and prioritized – waiting on Gainwell to provide proposal on the work
 - Enhanced Data Reporting (EDR): Circuit Upgrade Completed
 - Began CalSAWS ILT Walkthroughs
 - Approved CalSAWS Interactive Voice Response (IVR) Call Flow
 - Completed Change Discussion Prep Sessions
 - Completed CalSAWS Tier 1 Fulfiller SNOW training
 - Participating in Change Discussion Office Hours
 - Web Based Training for all staff
- ▶ Contra Costa County
 - No updates during this reporting period
- ▶ Marin County
 - No updates during this reporting period
- ▶ Monterey County
 - The County continued to staff the Santa Cruz County Fairgrounds Shelter with a total of 7 assigned Managers providing support to approximately 348 Monterey County residents
 - The County's Community Benefits Branch deployed an eligibility team which includes borrowed experts from the Department of Social Services (DSS) Information Technology (IT) to aid key district offices with the expected high numbers of Disaster CalFRESH applications. Applications began April 17, 2023
 - The County filled its vacant Business Technology Analyst II position; The new member is assigned to the Business Analytics Team
 - The DSS IT Operations has a vacant Sr. Departmental Information Systems Coordinator position - Recruitment to fill has started
 - The County's Community Benefits Branch continues to fill Eligibility vacancies. It currently has a Medi-Cal Only induction class in session and continues to provide Public Health Emergency (PHE) unwinding trainings for the online staff
- ▶ Napa County
 - Napa County has scheduled about 51 outreach events between April-September and plan to be more visible in the community as part of its continuous coverage unwinding plan
 - The County has contracted with a Community Based Organization (CBO) to outreach to all Medi-Cal (MC) renewal households to verify addresses; ensure they get their Redetermination (RE) packet and assist in getting the packet submitted
- ▶ San Benito County
 - No updates during this reporting period
- ▶ San Francisco County

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- Completed cutover to a new bank
- Preparing for interface partner testing
- Completed Change Discussion Guide Review sessions
- Preparing for the start of web-based training for Early Adopters and Train-The-Trainers (TTT) in mid-May
- Finalizing IVR Call Flow design
- Finalizing scope of reports that need to be refactored
- Continuing to refine business processes
- ▶ San Mateo County
 - San Mateo completed TTT sessions last week and started Early Training on April 17, 2023
 - County Data Validation (CDV) started Monday, April 4, 2023. County participants are eager to access UAT2 environment
 - Completed Process Simulation Prep Sessions. Process Simulation working sessions are scheduled for May 15, 2023
 - Completed CalSAWS Configuration Verification sessions last week
 - Started CalSAWS Configuration Working Sessions this week
 - Interface Partner Testing (IPT) is in progress
 - Bank Merge happening on May 29, 2023, has added some delays to this Project to the needs of customers whose Medi-Cal cases discontinue starting July 1, 2023, for not completing their Medi-Cal Redetermination
 - Starting in May, the County will be dedicating Thursdays as a Medi-Cal processing day for most of its staff. The Offices will remain open on the processing days and adequate staffing will be in place to address the non-Medi-Cal needs of customers
- ▶ Santa Cruz County
 - Completed Process Simulation Prep meetings
 - Started Interface Partner Testing
 - Completed Instructor-Led Training for Early Adopters and Trainers
 - Worked through configuration working sessions
 - Completed our Ancillary Mock Cutover
 - Started County Data Validation
 - Continuous communications to our staff
 - Ongoing Change Discussions with staff utilizing the Change Discussion Guide
 - Web-Based Training for all staff
- ▶ Solano County
 - T-3 survey completed end of day April 14, 2023
 - ILT for Early Training is complete. Train the Trainer ILTs completed the first week. All staff ILTs have been scheduled/Web Based Trainings (WBTs) ongoing
 - Process Simulation and CDV activities have begun
 - Configuration Verification and Configuration Working Sessions have been scheduled – late April/early May
 - County Preparation Kick-Off meeting scheduled
 - Prepping for Model Office
 - Ad Hoc Report Refactoring activities ongoing
 - Core CalSAWS team visited Contra Costa post go-live for lessons learned
 - Kicked off road shows and provided weekly office hours as venues for staff to ask questions
 - IPT testing ongoing

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- ▶ Sonoma County
 - We are completing our review of ILT's, and we have distributed CDG's
 - We are now working on our WBTs!
 - We have started evaluating lobby layout and configuration for our CalSAWS kiosks
 - We are beginning to work on our communication strategies to address changes in our CBO system access with our migration to CalSAWS
 - We have decided not to convert any tasks from our ancillary system to CalSAWS
 - We continue to work on data clean up

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
 - Now fully staffed for Eligibility and Welfare to Work (WTW)
 - Currently hiring a Housing Support Program Manager
- ▶ Calaveras County
 - The County's Medi-Cal Unwinding Committee is actively working on procedures and mini trainings that began this month
- ▶ El Dorado County
 - Currently only have an interim Director, and have also posted an opening for an Assistant Director
 - Has submitted a County Enhancement Request (CER) to start using the General Assistance (GA) automated functionality in CalSAWS
 - The County is utilizing an internal Committee to work on Continuous Coverage Unwinding activities and trainings
- ▶ Mono County
 - Posting for 3 new Integrated Case Workers (ICWs)
 - Utilizing User Center Design (UCD) to train staff on renewals in advance of the Continuous Coverage Unwinding
 - Currently dealing with weather issues and power outages
- ▶ Nevada County
 - Nevada County's Board of Supervisors declared April 10-14, 2023, "Eligibility and Employment Workers Appreciation Week" which has boosted morale
- ▶ Placer County
 - The County is starting a new induction class soon
 - The County is working Yellow Banner cases ahead of the unwinding as much as possible to prevent them from not auto renewing
 - Created a workgroup to refine the Redetermination (RE) process to have a more successful RE rate
- ▶ Sacramento County
 - Currently working on the unwinding process and cleanup activities
 - Currently starting a class of 98 eligibility workers
 - Launched the new Service Center model on April 11, 2023
- ▶ Sierra County
 - No updates during this reporting period

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- ▶ Sutter County
 - Working on staffing and vacancies
 - Created a committee to train staff and work on Continuous Coverage Unwinding
- ▶ Tuolumne County
 - The County experienced flooding in one of their offices and are working on the cleanup process
 - Utilizing UCD to train staff on renewals in advance of the Continuous Coverage Unwinding
- ▶ Yolo County
 - The current Director will be retiring on April 17, 2023 and a new Deputy Director will be interim Director until the position is filled
 - Looking to hire 20 Public Assistance Specialists (PAS') to fill their unit rosters
- ▶ Yuba County
 - Currently hiring, and hired two new Supervisors
 - The County has had some Management changes and are reorganizing with reception and revenue recovery now with Special Investigations Unit (SIU)
 - Working on expanding their Contact Center across all County Users
 - The Board of Supervisors has approved a permanent Telework policy, and the County is working on processes

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

- ▶ Butte County
 - No updates during this reporting period
- ▶ Colusa County
 - No updates during this reporting period
- ▶ Del Norte
 - Del Norte continues to struggle with staff shortages. It currently has 16 vacancies between its Eligibility staff and Office Assistants in Reception. It is working through some issues getting job postings listed
 - The County is looking at ways to streamline its training processes so that it can move staff from the training unit into a Unit with a Mentor in shorter time frames than it has done in the past
 - Currently training reception staff to take on the Screener responsibilities. This will give the Eligibility staff in the Intake Unit time to focus on meeting application deadlines and to better serve Applicants
 - Continuing to collaborate with the Sheriff's Office and Probation Department to set up a process for making sure that the incarcerated population are screened for Medi-Cal eligibility following the CalAIM guidelines. It has applied for Round 2 funding and is awaiting the response from the State
- ▶ Glenn County
 - No updates during this reporting period
- ▶ Humboldt County
 - No updates during this reporting period
- ▶ Lake County
 - The Program Manager was promoted to Eligibility Deputy Director effective May 1,

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2023. The current Deputy Director is retiring

- The new Counter Service & Outreach unit is doing well. The County anticipates Counter Service will get busier in June. It is looking to add at least one more staff person. This unit is also handling all the CalAIM Justice Involved Pre-Release Medi-Cal, including jail and prison applications, Medi-Cal Inmate Eligibility Program (MCIEP), and Medi-Cal suspensions/un-suspensions as part of the outreach duties
- ▶ Lassen County
 - In the process of getting a Kiosk in the lobby that will hopefully assist timely case processing and ultimately enhancing practices to benefit clients
 - The County is also going to be purchasing new scanners for its department
- ▶ Mendocino County
 - Effective April 16, 2023, Mendocino County has a new Medi-Cal Program Manager
- ▶ Modoc County
 - Modoc County is continuing to focus on recruitment and retention of staff across the entire department
- ▶ Plumas County
 - No updates during this reporting period
- ▶ Shasta County
 - No updates during this reporting period
- ▶ Siskiyou County
 - The County is experiencing a 30% reduction in eligibility supervisors, 50% in eligibility line staff, and 30% in the training/analysis unit within the Deputy Director, Program Manager and Supervisor Positions
 - Continues to provide refresher trainings to staff for Medi-Cal renewal processing
 - Siskiyou County has recently started the process of putting the continuing cases into individual caseloads. Due to the low staffing, the process of monitoring task assignments has been challenging
 - The County is working on a lobby remodel, expected to start this year. In the last year it moved the Electronic Benefit Transfer (EBT)/BIC card pick up location to the lobby, and this remodel will assist with reducing wait times for individuals picking up those cards, streamline lobby processes with the addition of a new kiosk, and the benefit of added security for staff
- ▶ Tehama County
 - No updates during this reporting period
- ▶ Trinity County
 - No updates during this reporting period

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

- ▶ Fresno County
 - No updates during this reporting period
- ▶ Inyo County
 - No updates during this reporting period
- ▶ Kern County
 - Kern County has been working with its Emergency Operations Center and have had

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staff at shelters throughout the County in response to the flooding. In addition, it has recently been approved to issue Disaster CalFresh as of April 2023, and has developed its processes and procedures to be in place for this effort. This has included updating the Disaster CalFresh handbook and providing training for staff as well as updating the social media and signage to implement this in the County

- o The County is also busy implementing both the Unwinding for the Continuous Coverage Requirement as well as the CalAIM requirement for Medi-Cal cases. Training has been provided to staff in preparation of these changes. It has also re-opened the Shafter office after the water damage, and all offices are preparing for the unwinding and full re-opening to the public. Staffing continues to be a challenge; however, the County has worked closely with the managed care partners and Community Based Organizations (CBOs) to provide staff as liaisons to respond to case updates or renewal processing as needed
- o Now that the COVID restrictions have been relaxed, The County has begun to hold Job Fests in various communities throughout Kern County. This has been a successful tool in the past to encourage employment and self-sufficiency within the communities
- o The County recently underwent an in-person Income Eligibility Verification System (IEVS) review and are reviewing reports in CalSAWS and developing others to be utilized for improved case management
- o The County has also been approved for ARPA funding and have been meeting to develop the items for purchase through this special funding
- o The County is preparing for the downtime that will be occurring due to the migration of Wave 3 Counties and looks forward to another successful migration
- ▶ Kings County
 - o No updates during this reporting period
- ▶ Madera County
 - o No updates during this reporting period
- ▶ Mariposa County
 - o No updates during this reporting period
- ▶ Merced County
 - o No updates during this reporting period
- ▶ San Joaquin County
 - o No updates during this reporting period
- ▶ San Luis Obispo County
 - o CalSAWS Change Discussion Guide (CDG) Working Sessions wrapped up and it will begin reviewing the updated work product
 - o An eligibility worker induction class concluded on March 17, 2023, with a new class the following week on March 20, 2023
 - o A department wellness webpage was launched and includes topics such as:
 - Emotional/physical/career/intellectual health
 - Leadership tools
 - Local and national resources for staff
 - o Countywide Management Academy kicked off provided by the Center for Organizational Effectiveness.
- ▶ Stanislaus County
 - o No updates during this reporting period

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► Tulare County

- The County is seven weeks into its implementation. Staff remain positive. They are gaining more experience and becoming faster in navigating the system, and continue to work through the various processes
- Tulare County has not moved over to lobby management. It is targeting to move to lobby management in October 2023
- With the March winter storms, it currently has its Emergency Operations Center activated. It will still have one care and shelter open in Porterville. This shelter is being supported by ARC, City, County, and CDSS staff
- The County has opened a Disaster Recovery Center run by FEMA. It also has FEMA Disaster Survivor Assistant teams within its communities' going door to door to assist families impacted by the floods
- Hired a new Human Services Director who started March 27, 2023

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

► Imperial County

- No updates during this reporting period

► Orange County

- No updates during this reporting period

► Riverside County

- Riverside and San Bernardino County and Inland Empire Health Plan (IEHP) have been in collaboration to ensure that they shared best practices for marketing to inform their residents of the Medi-Cal Redeterminations (REs) requirements. There have been several methods of communication occurring from social media, posters, flyers, mailers, robocalls and press releases
- The County continues to hire consistently every other month classes of 30 to 68 for the various programs
- The Community Outreach Branch vans have been attending a variety of events every month to continue increase access throughout the communities

► San Bernardino County

- No updates during this reporting period

► San Diego County

- No updates during this reporting period

► Santa Barbara

- Finishing up final touches on reference material and resources for staff
- Conducting a specified task which entails staff verifying they have access to key windows in CalSAWS. This resulted in several security tickets

► Ventura County

- No updates during this reporting period

Region 6 (Los Angeles County)

► Los Angeles County

- There are 29 volunteers from Los Angeles County (25 from DPSS and 4 from DCFS) that are providing post-migration virtual support to the Wave 3 counties from April 24 – June

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23, 2023

- o Los Angeles County has 7 additional volunteers providing onsite support to Orange and Ventura Counties
- o The County continues working with the CalSAWS Project on the new Contact Center Solution. The second round of Model Office testing is tentatively scheduled for September 2023
- o The CSS Release Teams is wrapping up 23.05 county validation
- o Los Angeles County participated in the cutover activities for Wave 3 migration and had staff conduct the clickthrough to check for impacts in Production

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