CALSAWS M&O BI-WEEKLY STATUS REPORT

Reporting Period: May 8, 2023 – May 21, 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	🟢	► The CalSAWS System did not experience any unplanned outages during this period
Defects	🟢	► There are 158 active Production defects
Incidents		► CALSAWS BROADCAST: Starting at 9:50 a.m. on May 9, 2023, some Users were experiencing issues with sending Modified Adjusted Gross Income (MAGI) requests to CalHEERS. As of 1:45 p.m. on May 9, 2023, this issue was resolved. Users were able to send MAGI requests to CalHEERS. Users were advised to reinitiate the MAGI request if a response has not yet been received from CalHEERS. PRB0046147 ► CALSAWS BROADCAST: Starting at 7:00 a.m. on May 11, 2023, the Caseload History dashboard was delayed in Production which prevented Users from being able to view the latest version. As of 8:10 a.m. on May 11, 2023, this issue was resolved. The Caseload History dashboard has been refreshed with the latest data and is available for Users. PRB0046170 ► CALSAWS BROADCAST: Starting at 7:00 a.m. on May 11, 2023, Sierra County Users at the 202 Front Street, Loyalton site were not able to access CalSAWS and associated systems due to a local power outage. As of 8:54 a.m. on May 11, 2023, this issue was resolved. Power at the Loyalton site was restored and Users were able to access CalSAWS and associated systems. PRB0046169 ► CALSAWS BROADCAST: Starting at 7:30 a.m. on May 12, 2023, Shasta, Yolo, and Placer County Contact Center agents were unable to access Enhanced CCP (eCCP). Users were able to use the default CCP in the interim. As of 8:19 a.m. on May 12, 2023, this issue was resolved. Shasta, Ventura, and Placer County Contact Center agents were able to access eCCP. PRB0046181 ► CALSAWS BROADCAST: Starting at 1:05 p.m. on May 15, 2023, San Bernadino County Users at the 73629 Sun Valley Dr, Twentynine Palms site experienced slowness due to a local internet issue. An update will be provided when the issue is resolved. PRB0046206 ► CALSAWS BROADCAST: Starting at 8:30 a.m. on May 15, 2023, after entering a One Time Passcode to login to the CalSAWS

Topic	CalSAWS System	Highlights
		application, Solano County Users were not redirected to the CalSAWS home page. After experiencing the login issue, Users could add https:// at the beginning of the URL on the browser to login. Alternatively, Users were able to enter the CalSAWS login URL "https://web.calsaws.net" on a separate tab of the browser to login. As of 9:20 a.m. on May 15, 2023, this issue was resolved by the County Information Technology (IT) staff. Users were now being redirected to the CalSAWS home page after entering an OTP to login. PRB0046196 ► CALSAWS BROADCAST: Starting at 9:10 a.m. on May 15, 2023, Kern County Users at the 3711 Columbus Street, Bakersfield site were not able to access CalSAWS and associated systems. As of 11:00 p.m. on May 15, 2023, this issue was resolved. A faulty network device at the Bakersfield site was replaced and Users were able to access CalSAWS and associated systems. PRB0046199 ► CALSAWS BROADCAST: Starting at 8:26 a.m. on May 19, 2023, some County Users in six counties were not able to access CalSAWS and associated systems. As of 8:46 AM on May 19, 2023, this issue was resolved. Impacted County Users were now able to access CalSAWS and associated systems. PRB0046243 ► CALSAWS BROADCAST: Starting at 7:00 AM on May 19, 2023, the Medi-Cal Dashboard was not refreshed which prevented users from viewing the latest data. As of 8:45 AM on May 19, 2023, this issue was resolved. The Medi-Cal Dashboard was refreshed with the latest data and is available for users. PRB0046242

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

1.2   Highlights from the Reporting Period

► The CalSAWS team successfully deployed CalSAWS minor releases: 23.05.08, 23.05.09, 23.05.10, 23.05.11, 23.05.12, 23.05.15, 23.05.16, 23.05.17, 23.05.18, and 23.05.19
► Planned Outages:
  o Scheduled CalSAWS Outages:
    ▪ CalSAWS Production Maintenance:
      • From 8:00 p.m. on May 12, 2023, until 6:00 a.m. on May 15, 2023, the CalSAWS application and Interactive Voice Response (IVR) was unavailable. Users were redirected to a read-only version of the CalSAWS application

- On May 21, 2023, from 6:00 a.m. to 3:00 p.m., the CalSAWS application was unavailable. Users were redirected to a read-only version of the CalSAWS application
- On May 10, 2023, from 12:00 p.m. to 12:45 p.m., CalSAWS and associated systems were unavailable for Users at the 2751 Napa Valley Corp Way site.
- From 8:00 p.m. on May 19, 2023, until 6:00 a.m. on May 22, 2023, the CalSAWS application and IVR was unavailable. Users were redirected to a read-only version of the CalSAWS application

- Learning Management System (LMS) Maintenance:
  - From 9:00 p.m. on May 19, 2023, until 2:00 a.m. on May 20, 2023, Users were unable to access the CalSAWS Learning Management System (LMS)

- BenefitsCal Maintenance/Limited Access:
  - On May 9, 2023, from 8:00 p.m. until 9:30 p.m., the BenefitsCal application was unavailable
  - On May 21, 2023, from 6:00 a.m. to 3:00 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 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
  - From 8:00 p.m. on May 12, 2023, until 6:00 a.m. on May 15, 2023, the BenefitsCal application 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 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
  - From 8:00 p.m. on Friday, May 19, 2023, until 6:00 a.m. on, May 22, 2023, BenefitsCal application was available for anonymous Users, known Users, and Community Based Organizations (CBO) Users for submitting applications but the transactions from BenefitsCal will be 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 will not be available via BenefitsCal. E-applications submitted from BenefitsCal will be routed to the office selected by the participant instead of the default County office

2.0   Project Management

2.1   Project Deliverables Summary

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

DEL #	DELIVERABLE NAME	TEAM	STATUS [1]	STATUS
N/A	M&O Services Plan	PMO, Technical, Application Development, Security	🟢	• 8 POAMs assigned to the June POAM Deliverable Review Cycle • Consortium/QA conducting FDEL Review and due on May 22, 2023, for Wave 6 13.0 County Site Plans. WAC submission targeted for May 22, 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	• Amendment 31 (Aug JPA) has been completed. In review with State partners.

► Continued Project administration, facility management, office management support, and financial management tasks
► Continued preparation for the update of M&O Services Plan Deliverables to include updates necessary for the CalWIN Counties migration
  o Consortium/QA conducting FDEL Review due on May 22, 2023
  o WAC submission targeted for May 22, 2023
  o WAC approval targeted for May 25, 2023
► Continued performing contract management activities:
  o Change Notice 26 (June JPA) (Placeholder) is in development and content is to be determined
  o Amendment 31 (Aug JPA) has been completed. In review with State partners. Includes the following items:
    ▪ BenefitsCal AT5 and STG3 Environments
    ▪ Functional Support W2-W6
    ▪ Correspondence - Additional Application Maintenance
    ▪ Lobby Management Production Operations
    ▪ BenefitsCal Technical Help Desk
    ▪ Welcome and Authentication Bots Scaling
    ▪ CDSS Reports Support
    ▪ DHCS Reports Support
    ▪ County Task Management Enhancements (formerly County Data API

Enhancements)
  - Virtual Assistant
  - 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
  - Facility - Removal of Suite 130
  - 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 May 21, 2023

Table 2.3-1 – CITs

CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0174-23	Scheduled Downtime Notification	Informational	May 8, 2023	Anand Kulkarni	Pete Quijada
0177-23	CA-258281 CalFresh Emergency Allotments for Catch Up Month of February 2023 List Posted	Informational	May 9, 2023	Caroline Bui	Committee CalWorks_CalFresh Facilitator
0178-23	Informational Notice: Termination of unused circuits at county sites	Informational	May 9, 2023	Uzair Naveed	N/A
0179-23	CA261014 DRAFT Updated JA for MC CH MAGI Verifications	Informational	May 10, 2023	Maureen Votta	Connie Buzbee
0182-23	CalSAWS Project County Reallocations SFY 2022-23 v4	Informational	May 11, 2032	Britt Carlsen	Girish Uppal
0183-23	Medi-Cal Renewal Discontinuances Fact Sheets	Informational	May 15, 2023	Maggie Orozco-Vega	Nina Butler
0184-23	BenefitsCal CalSAWS Features Status for Counties	Informational	May 15, 2023	Marsale Eramya	Carlos Zepeda
0185-23	Wave 3C Cutover Weekend Calendar Infographic	Informational	May 17, 2023	Anand Kulkarni	Cathryn Van Namen
0186-23	CalSAWS Reports, Enhanced Data Reporting (EDR) and Dashboards Availability Post Wave 3C Cutover Go-Live	Informational	May 17, 2023	Claudia Pinto	Cathryn Van Namen

► The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending May 21, 2023

Table 2.3-2 – CRFIs

CRFI ID	Subject	Distribution Date	Status	Response Due Date	CalSAWS Contact
23-057	CalWIN Wave 4 Counties: Project-Maintained Worker IDs	April 11, 2023	Closed	May 12, 2023	Darcy Alexander
23-067	CalWIN Wave 5 Pre-Migration Regression Testing	April 21, 2023	Closed	May 19, 2023	Lloyd Rankine
23-071	CalWIN Wave 6 Pre-Migration Regression Testing	May 15, 2023	Open	June 16, 2023	Lloyd Rankine
23-072	CalWIN Wave 5 Counties - Central Print Portal Users	May 16, 2023	Open	June 2, 2023	Julie Holmes
23-073	CalWIN Wave 5 Counties: Project-Maintained Worker IDs	May 17, 2023	Open	June 1, 2023	Darcy Alexander
23-074	GAGR Eligibility for Parolees-Less Than 1 Year	May 19, 2023	Open	May 31, 2023	Caroline Bui

Table 2.3-3 – Overdue CRFIs

► The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending May 21, 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
Done	1
Assigned	16
Completed	900
Duplicate	17
In Review	2
Withdrawn	33

Status	Total
Pending clarification	3
Total	**971**

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
SCERFRA 23-528	23-528 - AB 843 - Electronic Benefits Transfer System	Assigned	May 26, 2023	No response	
SCERFRA 23-536	23-536 - AB 1514 - Public Social Services: Student Eligibility	Pending Clarification	April 19, 2023	No response	
SCERFRA 23-518	23-518 - AB-605 California Fruit and Vegetable Supplemental Benefits Expansion Program	Completed	May 12, 2023	May 18, 2023	
SCERFRA 23-540	23-540 - Stage One Child Care Provider Dues Deduction	Assigned	May 12, 2023	No response	
SIRFRA 3858	3858 - CalFresh Client Income Snapshot	Completed	May 12, 2023	May 22, 2023	
SIRFRA 3835	3835 - Engagement Rate Projected Hours	Completed	May 16, 2023	May 23, 2023	
SIRFRA 3866	3866 - Expectant Parent Payment (EPP) Data	Completed	May 16, 2023	May 16, 2023	
SIRFRA 1263	1263 - Race and Ethnicity Data	Assigned	May 24, 2023	No response	
SIRFRA 1257	1257 - PHE Renewal Data Request - April 2023	Completed	May 15, 2023	May 16, 2023	
SIRFRA 3868	3868 - Data Generation for CA 237 HA	Assigned	May 26, 2023	No response	
SCERFRA 23-515	23-515 - CAPI Application Flow in CalSAWS/BenefitsCal	Completed	May 19, 2023	May 19, 2023	
SIRFRA 1261	1261 - Share of Cost Notices of Action	Completed	May 22, 2023	May 18, 2023	
SIRFRA 3870	3870 - CAPI Program Languages	Completed	May 22, 2023	May 23, 2023	
SCERFRA 23-543	23-543 - BenefitsCal Accepting Homeless Assistance Requests (CW 42)	In Review	May 24, 2023	No response	
OTHER	CalSAWS Enhancement of Appointments | Lobby Management	Assigned	May 24, 2023	No response	
SIRFRA 1262	1262 - End of Continuous Coverage Requirement Renewal Data Request	Assigned	Ma 25, 2023	No response	
SIRFRA 3871	3871 - Cal-OAR Phase 2 HVP and HSP Performance	Assigned	May 31, 2023	No response	

ID	Description	Status	Due Date	Response Received Date	Notes
	Measure Programming				

2.5 Deviation from Plan/Adjustments

► None for the reporting period

3.0 Maintenance and Operations

3.1 Highlights from the Reporting Period

Table 3.1-1 – Maintenance and Operations Status Agenda Topic

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
3.1.3 CalSAWS Help Desk Metrics	• The current compliance for May Month to Date (MTD) is 98.7%

3.1.1 Service Management

3.1.2 Overview

► Facilitated the CalSAWS ServiceNow Wave 4 Optional Support line the week of February 15, 2023
► Scheduled CHG0040812 for ServiceNow [CSM-PROD] Security Patch: Install Tokyo Patch 7a on SNC Instance – CalSAWS Production - ServiceNow Vendor Action for Friday May 26, 2023
► Scheduled CHG0041188 for ServiceNow role grant configuration change for Friday June 2, 2023
► Scheduled CHG0041232 for the following ServiceNow improvements for Tuesday June 6, 2023
  o NOW-1159 - Approval Notification for Change Requests has Greenwich Mean Time (GMT) time zone (instead of Pacific Standard Time) which is confusing for approvers who then need to do mental math to determine the time of the changes
  o NOW-1076 - Make "Impact" and "Urgency" mandatory on Infrastructure Incident so they are always populated
  o NOW-1158 - Activate 'SolarWinds Alert Integration' plugin to automate creation of infrastructure incidents for "Node is down" and "BGP Neighbor is Down" SolarWinds Alerts
  o NOW-1179 - Error message "no user found with sysID: xxxxx" should not appear when member of Leads-RO group submits Roll On request
  o NOW-1183 - "take me to the case" link in the AskCalSAWS Case Work Notes notification should direct the person to the correct AskCalSAWS case (it was linking to a RITM)
  o NOW-1118 - When Assignment Group on case changes, if the Assigned To person is not a member of that newly selected group, Assigned To field should automatically clear

3.1.3 CalSAWS Help Desk Metrics

Figures 3.1.3-1 and 3.1.3-2 – CalSAWS ServiceNow Cases per Week
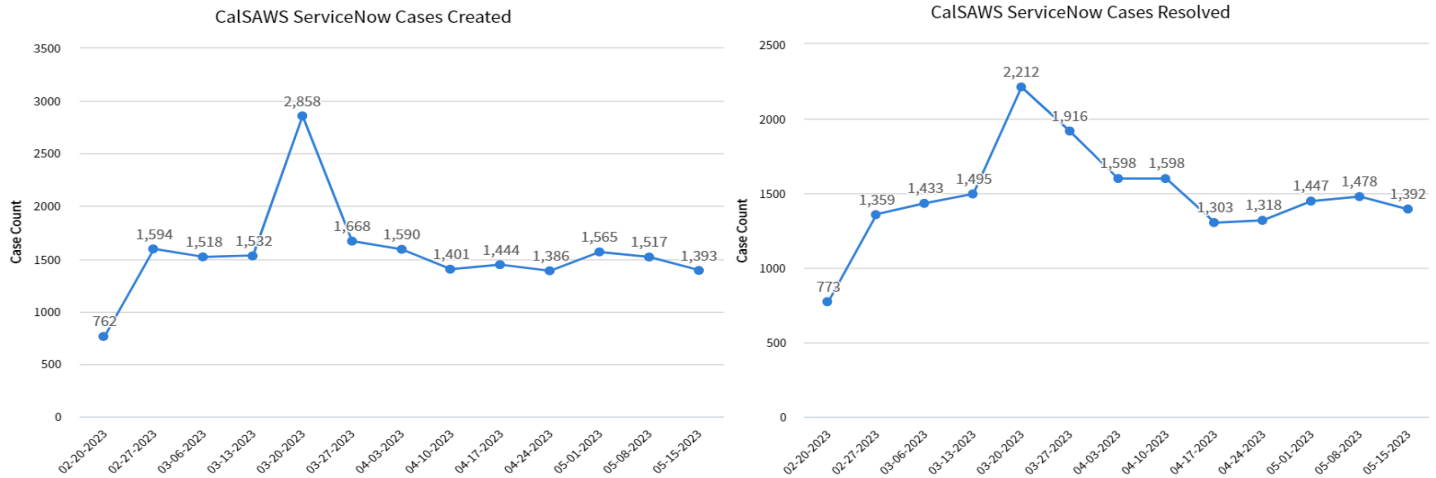
Note: The graphs represent the ServiceNow cases associated to all 48 Counties. Cases represent the first level of ticketing that enters the ServiceNow system. The dates in x-axis represent the start of a week

► Created 2,910 cases of which 141 are cases created from CalWIN Wave 3 Counties:
  o Orange County: 69 cases
  o Ventura County: 42 cases
  o Santa Barbara County: 33 cases

► Resolved 2,870 cases of which 144 are cases resolved from CalWIN Wave 3 Counties:
  o Orange County: 46 cases
  o Ventura County: 31 cases
  o Santa Barbara County: 30 cases

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

CalSAWS ServiceNow Incidents Created

CalSAWS ServiceNow Incidents Resolved
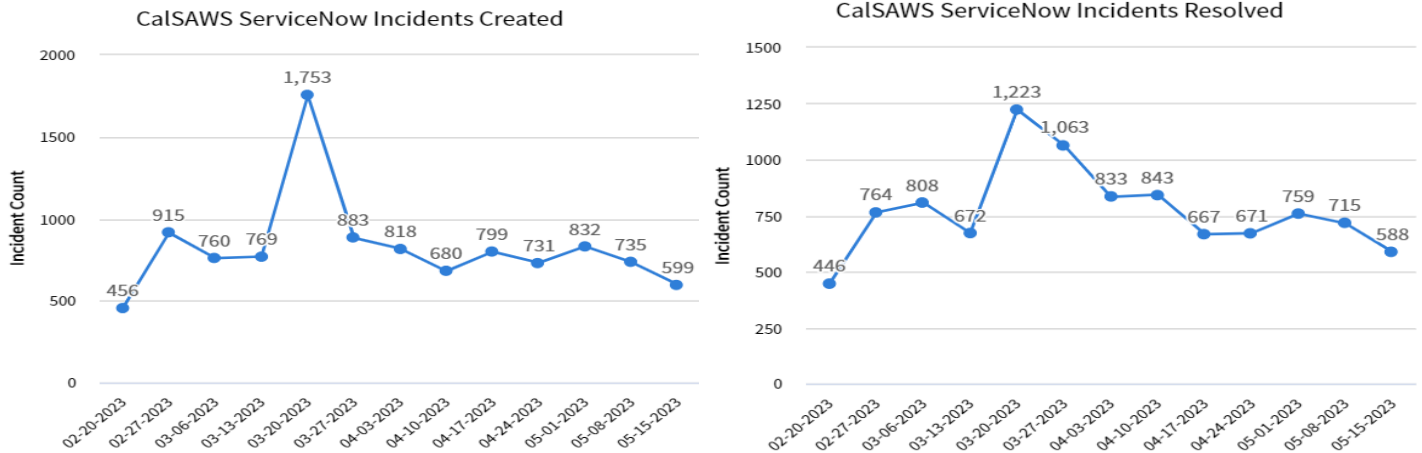
Note: The graphs represent the ServiceNow Incidents associated to all 48 Counties. Incidents are escalations derived from case attempts to triage the issue. The dates in x-axis represent the start of a week

- ► Created 1,334 incidents of which 143 are incidents created from CalWIN Wave 3 Counties:
  - o Orange County: 60 cases
  - o Ventura County: 36 cases
  - o Santa Barbara County: 47 cases
- ► Resolved 1,303 incidents of which 133 are incidents resolved from CalWIN Wave 3 Counties:
  - o Orange County: 61 cases
  - o Ventura County: 42 cases
  - o Santa Barbara County: 30 cases

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

CalSAWS ServiceNow Problems Created

CalSAWS ServiceNow Problems Resolved
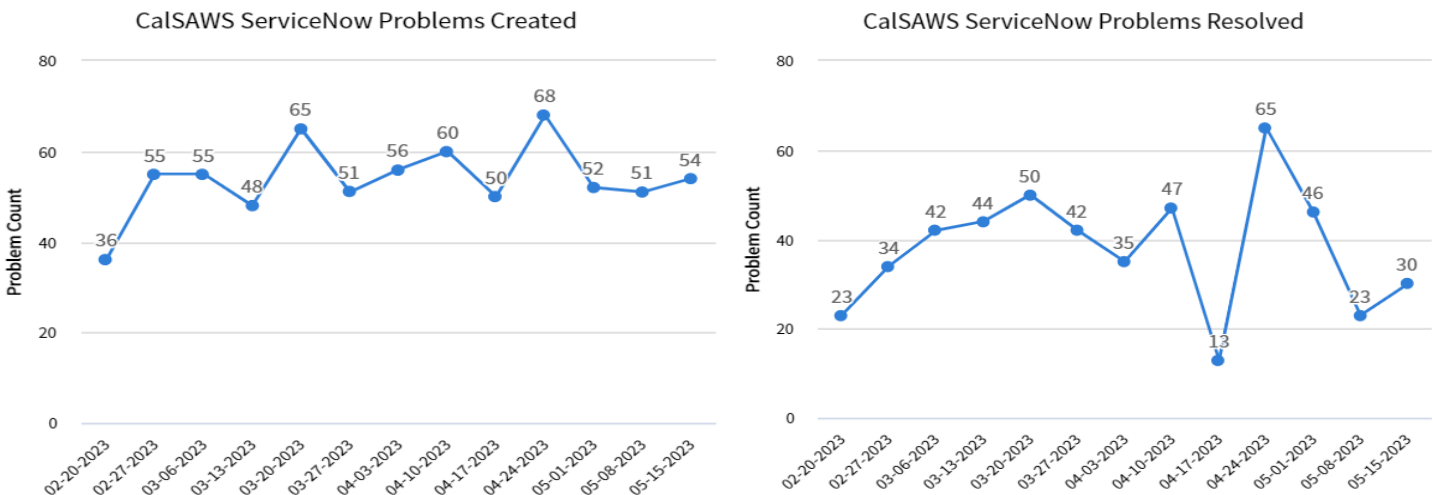
Note: The graph represents the ServiceNow problems associated to 48 Counties. Problems represent issues that can have a many to one relationship with incidents and the final step in escalation. The dates in x-axis represent the start of a week

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	33	51	20	12	14	22	47	17	216
In progress	20	110	49	37	38	56	141	118	569
On hold	6	35	55	93	223	305	419	774	1,910
Resolved	21	196	260	490	377	72	39	10	1,465
Closed	5	1	3	19,353	41,611	9,869	5,976	1,118	77,936
Problem in diagnosis	18	0	1	0	1	2	1	1	24
Total	103	393	388	19,985	42,264	10,326	6,623	2,038	82,120

Figure 3.1.3-7 – CalSAWS ServiceNow Incidents by Resolution Code

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

CalSAWS ServiceNow Incidents by Resolution Code

Legend:
- Defect Fixed = 1,380 (19.97%)
- How To - Steps... = 1,344 (19.45%)
- Not a System E... = 1,292 (18.7%)
- Outage / Perfo... = 650 (9.41%)
- Customer Confi... = 540 (7.81%)
- Multiple Outre... = 538 (7.79%)
- Solved (Perman... = 393 (5.69%)
- Customer Reque... = 264 (3.82%)
- Unable to Recr... = 167 (2.42%)
- Duplicates = 143 (2.07%)
- SCR Implemente... = 72 (1.04%)
- Additional Inf... = 64 (0.93%)
- Service Reques... = 26 (0.38%)
- Password Reset = 22 (0.32%)
- CalHEERS Issue... = 13 (0.19%)
- LMS Access Req... = 1 (0.01%)
- OCAT Issue Ide... = 1 (0.01%)

Resolution code	Incident Count	Percentage of Incidents
Defect Fixed	1,380	19.97%
How To - Steps to Proceed Provided	1,344	19.45%
Not a System Error - With Explanation	1,292	18.7%
Outage / Performance Degradation	650	9.41%
Customer Confirmed Issue is Resolved	540	7.81%
Multiple Outreach Attempts – No Response	538	7.79%
Solved (Permanently)	393	5.69%
Customer Requested Closure	264	3.82%
Unable to Recreate Issue	167	2.42%
Duplicates	143	2.07%
SCR Implemented	72	1.04%
Additional Information Needed	64	0.93%
Service Request Created - With Request Number	26	0.38%
Password Reset	22	0.32%
CalHEERS Issue Resolved	13	0.19%
LMS Access Request	1	0.01%
OCAT Issue Identified	1	0.01%
Total	**6,910**	**100%**

Figure 3.1.3-8 – CalSAWS ServiceNow Incidents Created by Category

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

CalSAWS Incidents by Category

- CalSAWS Applic... = 437 (7.25%)
- CalSAWS Applic... = 326 (5.41%)
- CalSAWS Applic... = 314 (5.21%)
- CalSAWS Applic... = 284 (4.71%)
- CalSAWS Applic... = 248 (4.12%)
- Contact Center... = 234 (3.88%)
- CalSAWS Applic... = 176 (2.92%)
- BenefitsCal > ... = 113 (1.88%)
- Imaging > Othe... = 101 (1.68%)
- Imaging > Scan... = 100 (1.66%)
- Hardware > Des... = 93 (1.54%)
- CalSAWS Applic... = 81 (1.34%)
- Other = 3,517 (58.38%)
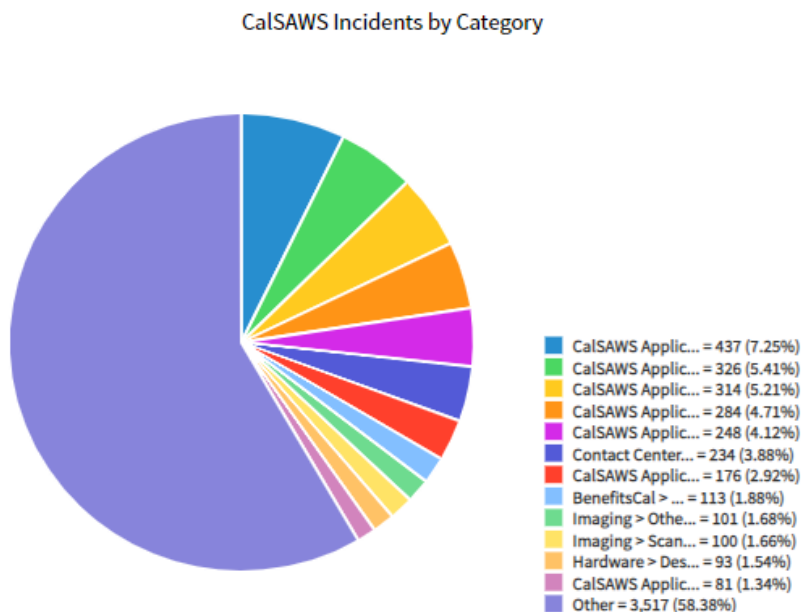
Category	Incident Count	Percentage of Incidents
CalSAWS Application/Related Systems > Production > Error Encountered > Updating/Saving System Page	437	7.25%
CalSAWS Application/Related Systems > Production > Client Correspondence > NOAs	326	5.41%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Incorrect Eligibility Results	314	5.21%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Other	284	4.71%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > Other	248	4.12%
Contact Center/IVR > CCP	234	3.88%
CalSAWS Application/Related Systems > Production > Error Encountered > Running/Authorizing EDBC	176	2.92%
BenefitsCal > Access Issue > Customer	113	1.88%
Imaging > Other	101	1.68%
Imaging > Scanning Documents	100	1.66%
Hardware > Desktop	93	1.54%
CalSAWS Application/Related Systems > Production > Error Encountered > Other	81	1.34%
Other	3,517	58.38%
Total	**6,024**	**100%**

**Figure 3.1.3-9 – CalSAWS ServiceNow Cases Created for Remote Maintenance**
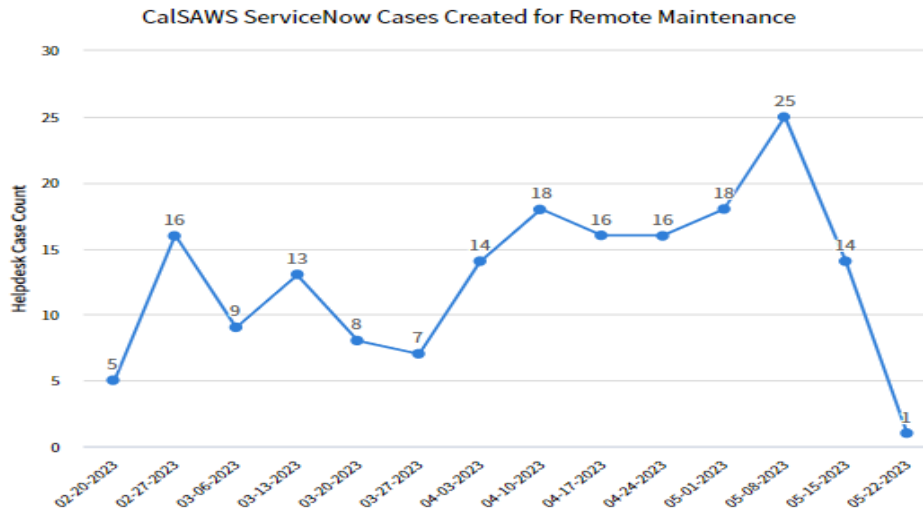
► The Monthly Level 3 Helpdesk Diagnosis Service Level Agreement (SLA) graph below represents the Level 3 Helpdesk compliance metric for closed incidents. The current compliance for May Month to Date (MTD) is 98.7%

Figure 3.1.3-10 – CalSAWS Accenture Monthly Level 3 Helpdesk Diagnosis Service Level Agreement (SLA) Compliance
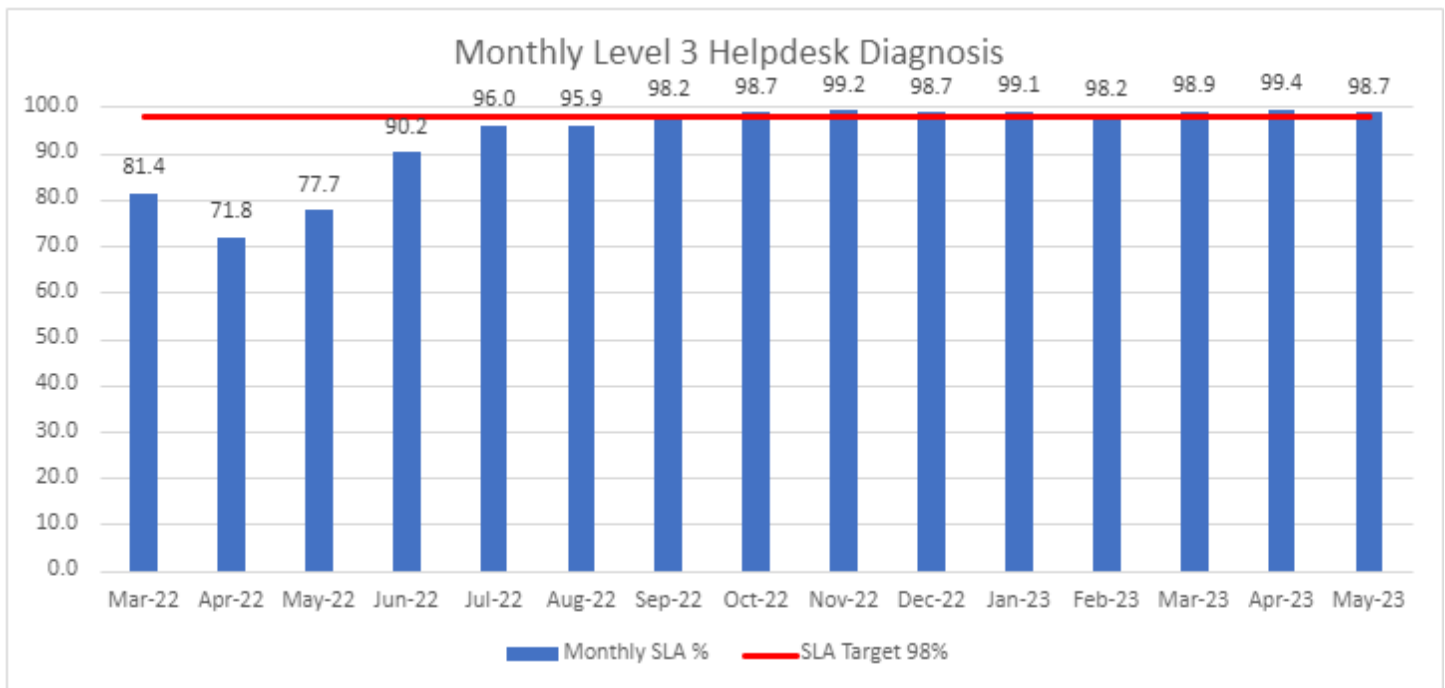
► The graph below represents the number of incidents that missed the Service Level Agreement (SLA) in each month. 19 incidents missed the SLA in May Month to Date (MTD)

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

Incidents that have missed the SLA in their respective month
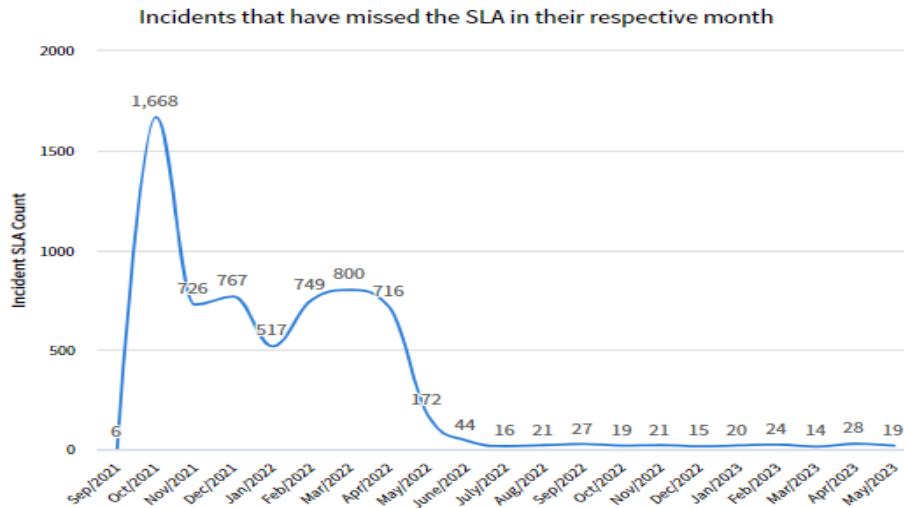
► The graph below represents the number of closed incidents that missed the Service Level Agreement (SLA) in each month. When an incident is resolved, the SLA is paused, which allows users to reopen if needed. After 15 calendar days, an incident will automatically close, and the SLA is completed. 21 closed incidents missed the SLA in May Month to Date (MTD)

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

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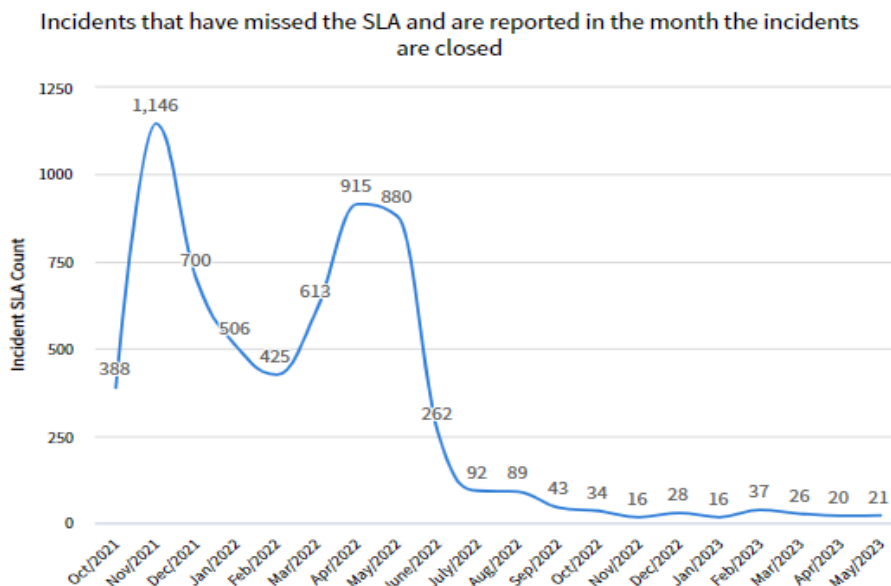
3.2   Technology Operations

The CalSAWS Technology team provides technical infrastructure support for the deployment of system changes and system maintenance activities in accordance with the CalSAWS Change Control Process (CCP). Technical infrastructure support activities include configuration and setup of development and non-Production environments for work items, infrastructure (middleware and database)/architecture changes, promotion of application builds through the development stages, and deployment of application builds into the CalSAWS Production environments.

3.2.1 CalSAWS Management and Operations

► Network Management and Monitoring – Automated Alerting
  o SolarWinds integration with ServiceNow for automated ticket generation
    ▪ ServiceNow team working on moving code to Production
► Site Migrations
  o Trinity County – Network Model Change to Point of Presence ("PoP")
    ▪ Disconnect of circuits for Managed model was completed May 6, 2023
    ▪ Continued coordinating equipment recovery with technical team and County
  o Humboldt County – Site Move
    ▪ Completed site move
    ▪ Network traffic was successfully moved off the 215 4th Street location and on to the network at Koster Street
      • Recovered central network infrastructure equipment from 215 4th Street
      • Disconnected circuits at 215 4th Street
  o Kern County – Site Move
    ▪ Met with County May 18, 2023, to continue requirements gathering and preparing the County Purchase documentation
  o San Diego County – Site Move for County's Point of Presence ("PoP") Connection Point
    ▪ Continued working on County site move
    ▪ Completed circuit delivery, pending activation
    ▪ Circuit extensions to be completed by May 30, 2023
    ▪ Network integration to be scheduled first week of June

Table 3.2.1-1 – CalSAWS Upcoming Maintenance

Scheduled Date	Activity Description
May 25, 2023	Prepare CalWIN Conversion Mock environment for GoldenGate Proof of Concept (POC)4
May 26, 2023	Production: Update Application license file (Pitney Bowes Spectrum Universal Addressing Module (UAM) Data Set (CalSAWS))
May 26 - 27, 2023	ForgeRock Security Production Release 23.05.26 (Planned Change)
May 26 – 28, 2023	Rotate application credentials – PRT (Read Only), CT (County Preview), Sandbox and Training environments - coreapp-Production and coreapp-Production-tools - May
May 28, 2023	Update BenefitsCal Endpoint in Coreapp-Production (Planned Change)
May 30, 2023	ForgeRock Security Disaster Recovery Production Release 23.05.30

Scheduled Date	Activity Description
	(Planned Change)
June 1, 2023	Production Database Conversion Servers Linux Operating System Monthly Patching to patch baseline May 2023 (Planned Change)
June 2, 2023	Conversion: Upgrade Java (Online + Batch) and January 2023 WebLogic Server (WLS) Patches (Online) - coreapp-production
June 3, 2023	CT (County Preview), Sandbox, Sandbox2 (SBX2), PRT (Read Only), Prod Training: Upgrade Java (Online + Batch) and January 2023 WebLogic Server (WLS) Patches (Online) – coreapp - Production
June 4, 2023	Sonardb upgrade from PostgreSQL version 10.21 to 14.4 in coreapp-Production-tools
June 4 – 5, 2023	Production, Disaster Recovery (DR), Production APEX: Upgrade Java (Online + Batch) and January 2023 WebLogic Server Patches (Online) - coreapp-production
June 4, 2023	Amazon Web Services (AWS) Production Database Linux Servers Operating System Monthly Patching to patch baseline May 2023 (Planned Change)

Table 3.2.1-2 – CalSAWS Incident Follow-up Summary

Ticket ID	Description	Impact Date / Time	Impact	Resolution
None				

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

► The CalSAWS System met the Service Level Agreement (SLA)'s within the reporting period

3.3 Production Defect Backlog

The Production defect backlog bar-chart depicts the balance of open (unresolved Production defects) and closed defects, week-over-week. Defects are closed upon system test validation and release deployment to Production

Figure 3.3-1 – Production Defects Backlog Weekly Trend
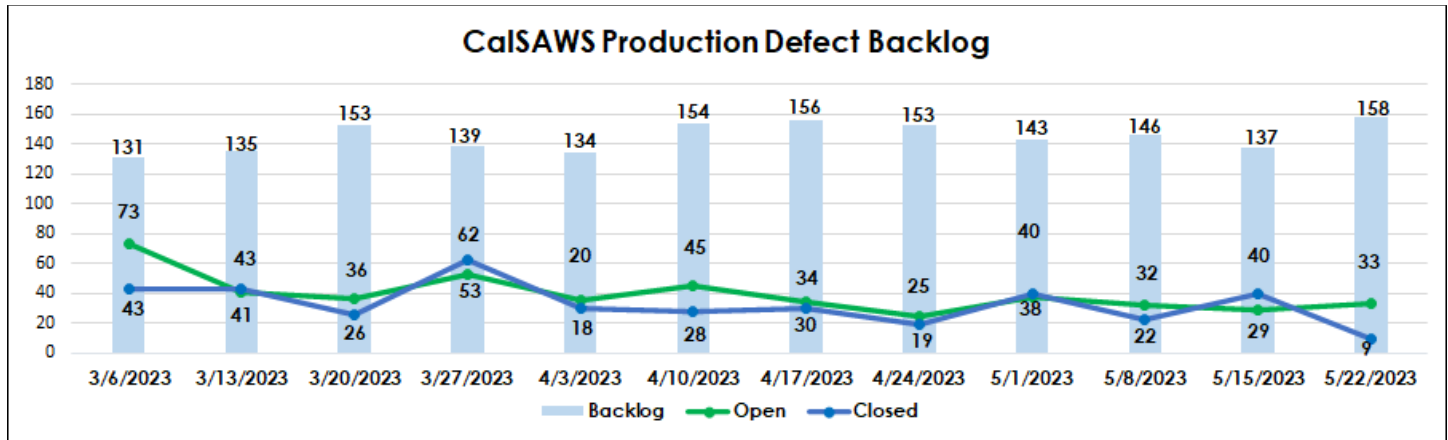
3.3.1   Release Schedule Production Defect Fix

► The Production Defect fix – Release Schedule reflects the number of defects planned in alignment to each monthly release (22.01, 22.02, etc.). The status of the defect in the fix and re-test pipeline is also reflected for each of the defect severity categories to establish the number of defects remaining to be fixed, re-tested, and closed for each of the releases

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**	**23.06**	**23.07**	**23.09**	**TBD**	**Grand Total**
2-Normal/Medium	**153**	**56**	**1**	**33**	**2**	**44**	**289**
New	1	8		11	2	24	46
In Progress	4	27	1	22	0	16	70
Closed	148	21	0	0	0	4	173
3-Normal/Low	**46**	**26**	**3**	**6**	**0**	**10**	**91**
New	1	0	0	0	0	4	5
In Progress	3	14	3	6	0	3	29
Closed	42	12	0	0	0	3	57
4-Cosmetic	**13**	**6**	**2**	**2**	**0**	**0**	**23**
New	0	2	0	1	0	0	3
In Progress	1	1	2	1	0	0	5
Closed	12	3	0	0	0	0	15
Grand Total	**212**	**88**	**6**	**41**	**2**	**54**	**403**

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 23.07 Communications:
  o See table 3.4.1-1 for details

Table 3.4.1-1 – CalSAWS Release 23.07 Communication Activities

TASK	DATE (S)	OWNER
Send draft Release Notes file to Consortium for review	June 12, 2023	Production Operations
Send draft Release Notes file to select County Staff and Consortium for review	June 26, 2023	Production Operations
Send draft Release Notes file to select County Staff and Consortium for final review	July 10, 2023	Production Operations
Webcast on CalSAWS Release 23.07	July 11, 2023	Production Operations / Consortium Policy and Design
Send summary of changes in CalSAWS Release 23.07 in CalSAWS Health Report	July 17, 2023	Production Operations
23.07 CalSAWS Application Development and Training Release Notes Broadcast	July 18, 2023	Production Operations
CalSAWS Release 23.07 Greenlight Meeting	July 19, 2023	Release Management/Quality Assurance
CalSAWS 23.07 Post-Release Checkpoint Call	July 24, 2023 - July 26 2023	Production Operations

3.4.2 Root Cause Analysis (RCA)

► Root Cause Analysis (RCA) – 220 – Shafter Site Uninterruptable Power Supply (UPS) Battery Issue – PRB0045767
  o On March 31, 2023, at 3:24 p.m., the Network Operation Center (NOC) team reported an outage at the Shafter site in Kern County, and the Production Operations team promptly initiated a troubleshooting bridge call and notified the Network team. The team also validated that the utility agencies had not reported any region wide power outage. The NOC team created a ticket (CS0462661) for the Telecommunication provider (TPx). A technician dispatch was also scheduled for on-site support and troubleshooting. At approximately 4:00 p.m., a TPx technician arrived at the site and

identified an issue with the UPS batteries, causing a power interruption to the network devices and resulting in network connectivity problems for Users. The TPx technician resolved the issue by switching the power source from the UPS to an alternate device, restoring power to the affected network devices. Once network connectivity was reestablished, Users regained access to CalSAWS and associated systems. Additionally, the Network team took the initiative to order a replacement UPS device, which was shipped to the Shafter site on April 3, 2023. NOC scheduled another technician dispatch to the site to replace the UPS device. The technician collaborated with a local contact at the site to replace the batteries, and subsequently, all network devices were reconnected to the UPS power source. The local County contact confirmed the restored connectivity to CalSAWS

► Root Cause Analysis (RCA) – 222 – One Time Passcode (OTP) Email Issue – PRB0045855
  o On April 10, 2023, at approximately 4:18 p.m., the Project team received incidents from multiple Counties that they were unable to receive One Time Passcode (OTP) emails needed to login to CalSAWS. A bridge call was setup to troubleshoot the issue. The Project team confirmed that already logged in Users are not impacted by this issue and a broadcast was sent to Counties and interface partners. Also, the team confirmed that Application authentications and Text message OTP authentications were not impacted. A ticket #12467652981 was created with Amazon Web Services (AWS) and an engineer from AWS had joined the troubleshooting session. The AWS team analyzed the issue and confirmed that the daily limit for outgoing OTP emails had exceeded the assigned quota (150,000 emails in 24 hours). As a result, no new emails were being delivered. The ForgeRock team identified that OTP emails were being generated and sent to Secure File Transfer Protocol (SFTP) server for delivery but due to the quota limit being exceeded these emails were not delivered to Users' inbox. The BenefitsCal team informed the team that a BenefitsCal-CalSAWS endurance test for creating customer accounts that involved generating OTP emails in bulk was conducted and confirmed that as the root cause of the issue. The average OTP emails is at 65,000 in 24 hours. Due to the performance test scheduled on April 10, 2023, number of outgoing emails reached 165,000 resulting into blockage of new OTP emails. The Technical Operations team immediately submitted case # 12467652981 for AWS to increase the daily outgoing email quota to 300,000 in 24 hours to resolve the issue. The AWS team increased the quota limit as requested and the Project team confirmed receiving OTP emails for login

► Root Cause Analysis (RCA) – 223 – Intermittent Slowness for four CalSAWS Counties – PRB0045921
  o Approximately at 10:43 a.m. on Monday, April 17, 2023, the Project team received incidents from multiple Counties for Users reportedly experiencing slowness while navigating or performing transactions in CalSAWS. Reported issues were intermittent in nature. A bridge call was initiated with the technical teams and the Project team reached out to few impacted Users and confirmed that the Users were experiencing overall slowness across the application, but no error messages were encountered. Users were able to perform transactions, but normal County operations were impacted due to overall application slowness. A ticket created with TPx CS0494999 to investigate any carrier wide issues. TPX investigated a potential AT&T issue and confirmed no known issue impacting specified Counties. A ticket was created with Equinix 1-225911738526. Network team ruled out any ongoing impact or maintenance activities. Equinix Direct

Connect utilization at LA3 was at 60% usage and health check indicated no known issues. AWS ticket# 12526330491 was created to investigate issues with AWS. AWS investigated the underlying hardware and confirmed no issues. The Database Administration (DBA) team confirmed no load/contention on database. Performance team identified that screen to screen navigation response time was good but overall response time was trending high at 11 a.m. At 11:41 a.m., the Network team received multiple alerts from SolarWinds indicating that Counties were exceeding the response time thresholds and started investigating the nature of the problem as a central issue. Initial investigation showed Central Processing Unit (CPU) utilization on LA3 F5 intermittently peaked to 100% with average being around 75%. It was identified that one of the processes was causing two of the eight virtual CPU Cores getting maxed out. This caused other service modules in F5 to have insufficient resources, resulting in network traffic slowness. The Network team verified the security event log and ruled out any security threats being the cause of this behavior. The team created a P1 Ticket with F5 (00391860) for further analysis. As a remediation step, the Network team determined that the best course of action is to restart this overutilized process and failover to the backup F5 in LA3 Data Center. After receiving approval from Consortium leadership, the process was restarted. After the restarting the process and triggering failover, CPU peak utilization dropped to 54%. Production Operations team received confirmation from Users at the impacted Counties that services were responding as expected. Users were able to navigate and perform transactions are normal speeds. SolarWinds alerts also cleared and indicated normal response times. F5 Support observed that the Management module which governs all other F5 modules was experiencing resource starvation. It was determined that the management module needs to have memory increased from default to 4 gigabytes (K26427018). The memory starvation was intermittently experienced since the last 1 week which coincides with the implementation of zone-based security the previous week (CHG0040112). Emergency Change CHG0040518 was approved and implemented after business hours in accordance with F5's recommendation. Enhanced monitoring was organized to watch out for any further CPU spikes. F5 Support was able to recreate the scenario in their lab environment using the device snapshot and QKV files. It was determined that the inspection engine module consumed more resources due all 4x zones invoking a single global inspection policy with 32000 backend objects as compared to each zone having its own policy. F5 recommended re-grouping the objects and VIP's and having a policy per zone to prevent bottleneck. Network team determined regrouping of objects requires significant assessment and will be taken up as a change post CalWIN migration change freeze. F5 also determined that in addition to the device transmitting logs to Syslog and Splunk, F5 retained last 7 days of transactional logs in memory. The quantity of these transactional logs had increased (granular monitoring) since the zone-based enhancement which consumed more disk space and device cache being consumed. Network team determines that as logs are being directed to Syslog, retention of logs on F5 for 9 days is redundant and reducing this to 1-3 days will save space and memory. Finally, F5 also indicated that the monitoring dashboard had several widgets set to auto poling interval of 1 second, which created a load on inspection process as transactions ramped up. F5 recommended disabling unused widgets and increasing default polling interval to 10-15 seconds. The option to toggle to real time should only be used during active troubleshooting. SolarWinds alert thresholds

were also tweaked from 80% warning to 75% warning temporarily for increased CPU utilization to alert teams for early investigations and mitigation of issues in future.

- o outgoing email quota to 300,000 in 24 hours to resolve the issue. The AWS team increased the quota limit as requested and the Project team confirmed receiving OTP emails for login

► Root Cause Analysis (RCA) 226 – CalSAWS Imaging Slowness – PRB0045978

- o Imaging Users reported slowness to Accenture which was then reported to the Imaging solution vendor (Hyland). While investigating the issue, Hyland observed database contention and locking of tables from 9:43 a.m. to 10:12 a.m. (29 minutes). Configuration between External Message Agent (EMA) and Workflow Agent (WFA) caused database contention resulting in solution slowness. EMA and WFA both have been configured to execute the same iScripts responsible for routing documents through the automated solution queues. EMA is the desired process to route documents; however, WFA is responsible for executing documents that are manually routed into automated queues and can execute on documents if EMA does not process them before a configured delay for WFA expires. When the automation routes documents into these system queues, messages are published to EMA to do further iScript actions/routing on a per document basis. WFA also has a within-queue action configured to execute the same iScript on documents in these queues after a configurable delay – 10 minutes at time of incident. Ideally, EMA will execute on documents in these queues prior to the configured delay expiring, meaning the WFA automation will not execute in the cases where EMA will be doing the work. As the load increased the morning of April 24, 2023, EMA became backlogged and times for a published message waiting to be processed increased to the point the WFA within-queue delay was surpassed, and WFA was acting on many of the documents waiting for processing. If EMA and WFA execute on a document at the exact same time, this can cause database records to become locked and cause processes to become locked, queueing up and waiting for the lead blocker to resolve. As a result of the blocking, the Perceptive Content Server application tier became pegged out at 100% CPU utilization with threads queued up and waiting for DB operations to complete. The application tier being pegged out on CPU during this period created the slowness experienced by end users. The lead blocker on the database cleared and was back to a stable state by 10:12 a.m. PDT, allowing blocked queries to process. EMA MSG_TYPES were redistributed across the different EMA tiers to help the overall EMA process catch up. Hyland then adjusted the solution configuration by adding another EMA node to one of the tiers, allowing a more even distribution of message types and processing capacity across the different tiers. Hyland will continue to monitor EMA message load and throughput as load changes to ensure proper tuning. Hyland Professional Services is working with Hyland Cloud Platform Engineering (CPE) to implement additional monitoring of the EMA process. In addition, performance testing scheduled to occur in May will help remedy solution configuration required for full 58-county load

3.4.3 Batch Operations

► Wave 3C and 4A Activities:
  o Supported cutover batch run for the Wave 3C and 4A cutovers on May 12, 2023, and May 19, 2023, batch runs
  o Notified interface partners regarding no batch on May 13, 2023, and May 20, 2023
  o Executed Wave 3C cutover activities during the cutover
  o Implemented batch schedule change requests (BSCRs) to move batch jobs reschedule for cutover weekend
  o Completed execution of catch-up files from Fidelity National Information Services (FIS) and other interface partners for interface files intentionally held over cutover weekend
  o Received approval from Department of Health Care Services (DHCS) to submit Medi-Cal Eligibility Determination (MEDS) Reconciliation file for the former C-IV Counties on May 30, 2023, instead of May 23, 2023
► Identified issue with CCSAS Batch job being disabled since the Wave 3B cutover
  o Defect CA-261721 logged to track the issue
  o Batch Operations worked with Interface Partner and completed catch-up processing of backlog files
► 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 (May 8, 2023 – May 21, 2023)
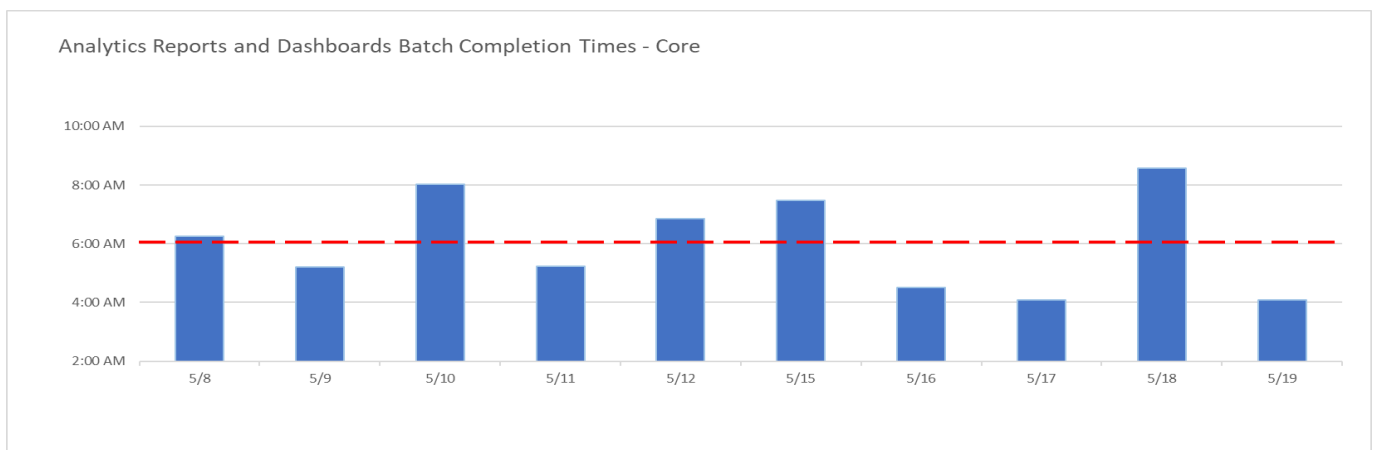
Note: *Saturday night batch runs are generally special batch runs (e.g., Emergency Allotment payments, Cost of Living Adjustment (COLA), Release deployments, Maintenance activities), which involve additional processing steps, volumes, or dependencies on Interface Partners or technical activities, and 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
May 10, 2023	1 Analytics dashboard completed after 7:00 a.m.	Caseload History Dashboard Delayed – May 11, 2023	Closed	Job completed
May 12, 2023	Multiple analytics dashboards completed after 6:00 a.m.	N/A – Cutover batch run, and Users were not in the application	Closed	Jobs completed
May 15, 2023	Multiple analytics dashboards completed after 6:00 a.m.	N/A – Planned multi-day batch run after cutover, which was expected to run longer	Closed	Jobs completed
May 18, 2023	1 Analytics dashboard completed after 7:00 a.m.	Medi-Cal Dashboard Not Refreshed	Closed	Jobs completed

3.4.4 Production Performance

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

Table 3.4.4-1 – Batch SLA Performance
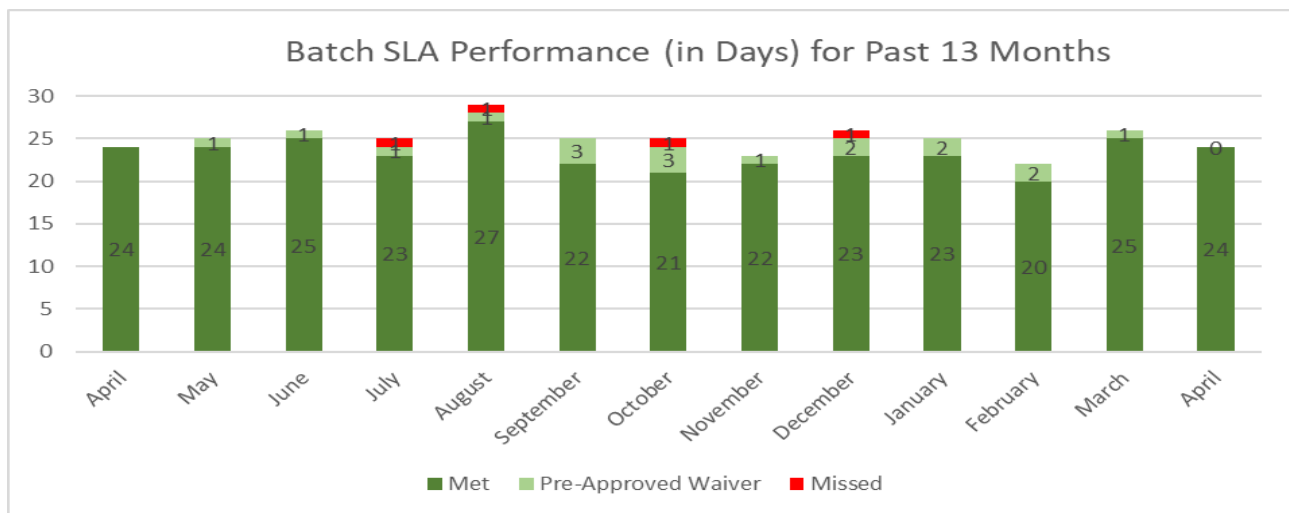
► Imaging
  o None for the reporting period
► Contact Center
 o Performance Test tentatively scheduled for July 11, 2023
► ForgeRock
  o Tech ForgeRock will be performing a PROD Build on May 26, 2023, and Production Disaster Recovery on May 30, 2023
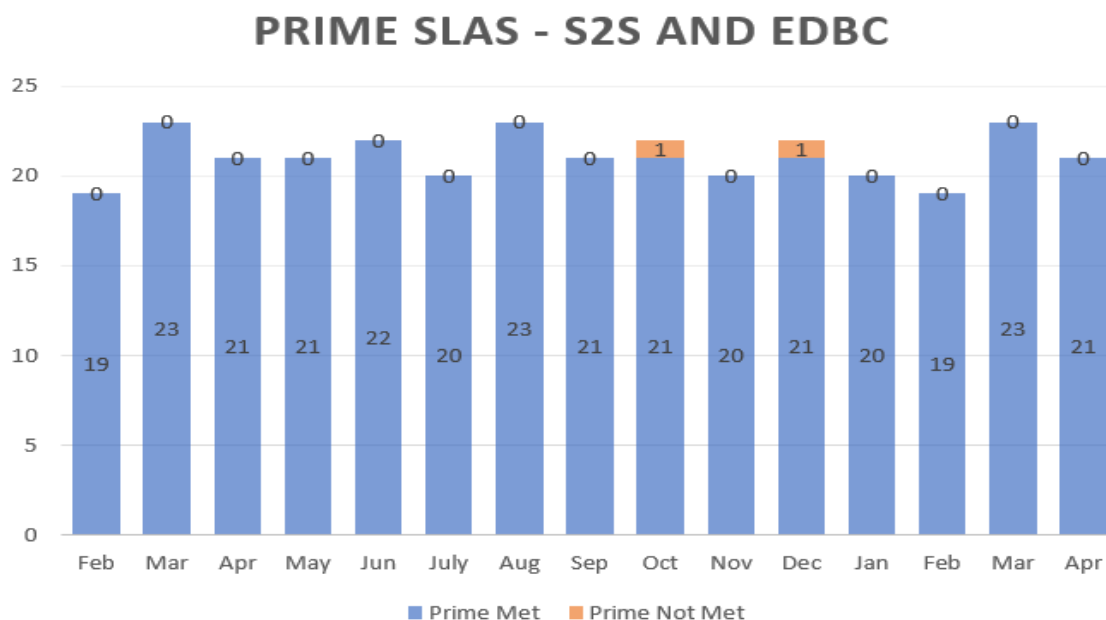
► Core Online
  o Online Service Level Agreement (SLA) Performance. Peak SLAs for screen to screen and Eligibility Determination Benefit Calculation (EDBC) met every day for the last 12 month

Table 3.4.4-2 – Peak SLAs - S2S and Eligibility Determination Benefit Calculation (EDBC)
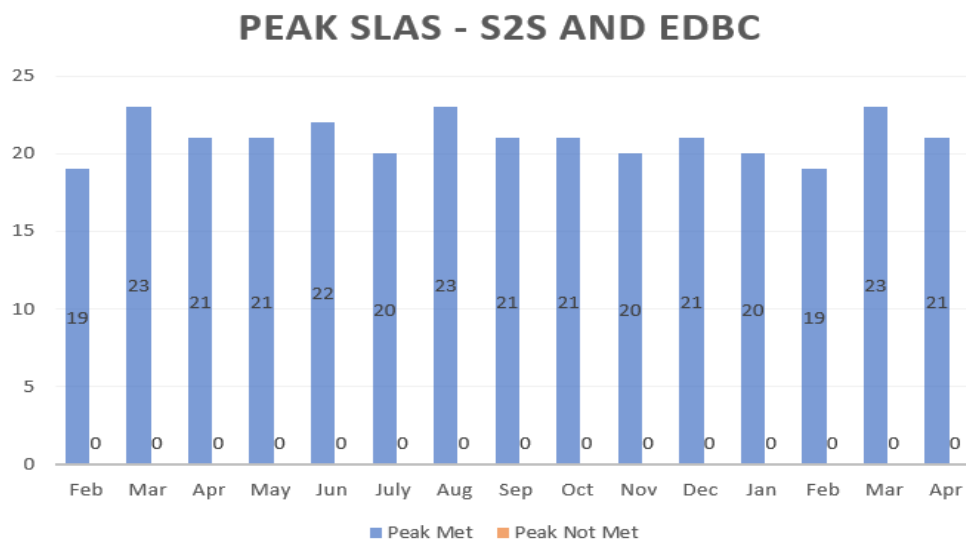
Table 3.4.4-3 – Prime SLAs -S2S and Eligibility Determination Benefit Calculation (EDBC)

3.5 ForgeRock

3.5.1 Highlights of the Reporting Period

► CalWIN Wave 4 Create Staging/Generic Logins in ForgeRock Change Request (CR) approved and completed on May 18, 2023

► Change Requests approved for Password Rotation and Cutover Testing in Assembly Test (AT) and Development – Was completed this past weekend for AT on May 20, 2023. Development was cancelled due to further actions needing to be resolved

► Internal Review of Draft Operational Working Document (OWD) completed and is being reviewed internally within the Technical ForgeRock leads this week

► Technical ForgeRock created Change Requests for Production and Production Disaster Recovery occurring next week (May 26, 2023)

► Implementation of Multi-Factor Authentication (MFA) Login Journey in review with Accenture Security and Internal Technical ForgeRock Leads

► Upgrade of existing applications to version 7.3 currently deployed in sandbox and under testing before it is fully configured

► 4 Design System Change Requests approved through the System Change Request Board (SCRB) and pending for Change Control Board (CCB) approval

► Change Requests created and pending approval for next week AT/Development Builds – May 24-25, 2023

► 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
IDM, DS, and AM Upgrade to 7.3	June 30, 2023	In progress
Centralizing Identity Access Management (IAM) Authorizations (Access Request/Removal Workflows) - Design	June 30, 2023	In progress
Platform Architecture Enhancements - Design	June 30, 2023	In progress
Automate Delegated Admin process workflow- ForgeRock and Service Now - Design	June 30, 2023	In progress
ForgeRock-ServiceNow integration	June 30, 2023	In progress
Implement Multi-Factor Authentication delivery choice at Login Journey - Design and Proof of	June 30, 2023	In progress

MILESTONES	PRODUCTION DEPLOYMENT DATE	STATUS
Concept ONLY		

3.6 Innovation Lab

► Worker-Facing Virtual Assistant (VA)
  o Successfully deployed Release 6 on May 15, 2023
  o Finishing County Validation, the week of May 22, 2023, for Release 7, target to deploy on May 25, 2023
  o Finalized Release 8 design on May 18, 2023 - prepping the SCR (System Change Request) for approvals, target to deploy on June 8, 2023
  o Starting Release 9 design on May 23, 2023
► Voice Bots (Welcome/Authentication Bots)
  o Closed out County validation activities with San Bernardino on May 10, 2023
  o Sprint 1 [San Bernardino County] went live on May 15, 2023. Rolled back Sprint 1 due to post go-live findings; Currently working on fixes with targeted completion and re-deployment by end of day, May 26, 2023
  o System testing for sprint 2 counties [Yolo/Placer/Shasta] is in progress; target to complete by May 31, 2023
► Electronic Benefit Transfer (EBT) Card Replacement - Robotic Process Automation (RPA)
  o Continuing to build the RPA infrastructure in the non-production environment
  o Continuing deployment of Contact Center lambdas and database components to the non-Production environments for Yolo, Placer, and Shasta Counties
  o Updated County Request for Information (CRFI) document with client feedback; targeting to send out to the CRFI review group on the week of May 22, 2023
  o Change Requests (CRs) planned for the May 31, 2023, CAB review:
    ▪ Submitting networking CR for non-production shared functions account
    ▪ Submitting CR for continued lambda development (dependent on above CR)

3.7 Imaging

► Completed Defects
  o CA-261407 - External Agency - OCR Corrections for No-Split Classification and SSA
  o CA-260085 - Tulare 2C Case not linked correctly
  o CA-260943 - Santa Barbara Periodic Reporting records not exported to CalSAWS
► Completed System Change Requests (SCRs)
  o N/A

3.8 Customer Service Center (CSC)

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

3.9   Lobby Management

Region 1 (Alameda, Contra Costa, Marin, Monterey, Napa, San Benito, San Francisco, San Mateo, Santa Clara, Santa Cruz, Solano, Sonoma)
- ► Contra Costa County
  - o Kiosks delivered March 23, 2023, new go-live date: June 5, 2023, meeting with County weekly.
- ► Marin County
  - o County Purchase signed and order placed
- ► San Francisco County
  - o County Purchase signed and order placed
- ► San Mateo County
  - o County Purchase signed and order placed
- ► Santa Clara County
  - o Kiosks delivered April 14, 2023, go-live began May 15, 2023 and is currently still in progress. Anticipated to complete by May 23, 2023.
- ► Solano County
  - o County Purchase signed and order placed
- ► Sonoma County
  - o Equipment has arrived and is the process of being shipped. Estimated time of arrival: June 23, 2023.

Region 2 (Alpine, Amador, Calaveras, El Dorado, Mono, Nevada, Placer, Sacramento, Sierra, Sutter, Tuolumne, Yolo, Yuba)
- ► El Dorado County
  - o County Purchase documentation with County for approval
- ► Nevada County
  - o County Purchase documentation with County for approval
- ► Placer County
  - o No updates for the reporting period
- ► Yuba County
  - o Continued imaging tablets: estimated time of completion ("ETC") is May 30, 2023

Region 3 (Butte, Colusa, Del Norte, Glenn, Humboldt, Lake, Lassen, Mendocino, Modoc, Plumas, Shasta, Siskiyou, Tehama, Trinity)
- ► Lassen County
  - o County Purchase documentation with County for approval
- ► Siskiyou County
  - o County Purchase documentation with County for approval
- ► Tehama County
  - o County Purchase documentation with County for approval

Region 4 (Fresno, Inyo, Kern, Kings, Madera, Mariposa, Merced, San Joaquin, San Luis Obispo, Stanislaus, Tulare)
- ► Fresno County
  - o County Purchase documentation with County for approval
- ► Kern County

- o Sent Remote Technician to assist with tablet connectivity. Tablets were locked-up and unavailable. Will work with County to reschedule another visit when tablets are available. One tablet is connected; Project team is currently troubleshooting connectivity as of May 9, 2023. As of May 20, 2023, still working with County to connect tablets.
  - o County Purchase documentation with County for approval
- ► Kings County
  - o County Purchase documentation with County for approval
- ► Mariposa County
  - o County Purchase signed and order placed
- ► San Joaquin County
  - o County Purchase documentation with County for approval
- ► San Luis Obispo County
  - o County Purchase signed and order placed
- ► Tulare County
  - o County Purchase documentation with County for approval

Region 5 (Imperial, Orange, Riverside, San Bernardino, San Diego, Santa Barbara, Ventura)
- ► Orange County
  - o Tentative kiosk delivery date has been scheduled for June 9, 2023
- ► San Bernardino County
  - o No updates for the reporting period
- ► Ventura County
  - o All equipment has been received at the warehouse and is in process of being prepared for shipping. Estimated time of arrival is June 16, 2023.

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

3.10 Additional Projects

- ► California Department of Social Services (CDSS) Report Support
  - o Completed work on Supplemental Nutrition Assistance Program (SNAP)/Temporary Assistance for Needy Families (TANF)
  - o Continued to work on TANF data for Office of Inspector General audit
  - o Continued work on restructuring Social Security Income (SSI) ad hoc query for California Department of Social Services (CDSS) RADD Team
  - o Continued work on reviewing Placer and Yolo County converted data with CDSS
  - o Completed work on revised SIRFRA 3858 - CalFresh Client Income Snapshot - Due: May 12, 2023
  - o Completed work on SIRFRA 3864 – Abled Body Adults Without Dependents (ABAWD) Population Estimates - Due May 3, 2023
  - o Completed work on SIRFRA 3866 - Expectant Parent Payment (EPP) Data - Due May 16, 2023
  - o Completed work on SIRFRA 3869 - 36 Month Interim Report for Combined Reminder Notice - Due: May 18, 2023
  - o Started work on SIRFRA 3870 – Cash Assistance Program for Immigrants Program

Languages - Due: May 22, 2023
  o Started work on SIRFRA 3872 - CalFresh $50 Minimum Benefit (SB 600) - Due: May 22, 2023
  o Started work on SIRFRA 3875 – Level of Care (LOC) and Intensive Services Foster Care (ISFC) Information - Due: June 8, 2023
► Department of Health Care Services (DHCS) Report Support
  o Started work on SIRFRA 1262 - End of Continuous Coverage Requirement Renewal Data Request July 2023 - Due May 25, 2023
  o Completed work on AMENDED v1: SIRFRA 1257 – Public Health Emergency (PHE) Renewal Data Request - April 2023 - Due: May 15, 2023
  o Started work on SIRFRA 1264 - PHE Renewal Data Request - May 2023 - Due June 8, 2023
  o Started work on SIRFRA 1265 - Pending Applications (PHE Dashboard Slides) May 2023 - Due June 8, 2023

3.11   Deviation from Plan/Adjustments

► None for this reporting period

4.0   Application Development

4.1   Highlights from the Reporting Period

Table 4.1-1 – Application Development Status Agenda Topic

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
4.4.1 Release Test Summary	• 23.05 System Testing on schedule. Week 8 of 8 completed. 99% pass rate on 100% 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 five priority releases:
  o The CalSAWS 23.05.11 Minor Release was successfully deployed on May 11, 2023
    ▪ Thirteen defects were deployed in the areas of BenefitsCal, Client Correspondence, Eligibility, Online, Performance, and Reports teams
    ▪ Twelve System Change Requests (SCRs) were deployed in the areas of Batch/Interfaces, CalHEERs, Fiscal, Online, Performance, and Reports teams
  o The CalSAWS 23.05.15 Minor Release was successfully deployed on May 15, 2023
    ▪ One defect was deployed in Fiscal team
  o The CalSAWS 23.05.16 Minor Release was successfully deployed on May 16, 2023
    ▪ One defect was deployed in Analytics team
    ▪ One System Change Requests (SCRs) was deployed in the CalHEERs team
  o The CalSAWS 23.05.18 Minor Release was successfully deployed on May 18, 2023

- One defect was deployed around Client Correspondence team
- Four System Change Requests (SCRs) were deployed in BenefitsCal, CalHEERs, DBA and Fiscal team
  - o The CalSAWS 23.05.19 Minor Release was successfully deployed on May 19, 2023
    - One System Change Requests (SCRs) was deployed in Batch Operations

Table 4.2-1 – CalSAWS Upcoming Release

Release	Summary
23.05.23	► Create Incarceration Living Arrangement records based on Medical Eligibility Determination System Export ► Move June 2023 Main Payroll run date for Del Norte, Imperial, Inyo, Riverside and Siskiyou
23.05.25	► Union Bank is to U.S. Bank Transition - Update Bank information for Alameda, Del Norte, Imperial, Plumas, Riverside, San Luis Obispo, and Siskiyou Counties ► Journal, Task and Announcement for CalHEERS Project Defect Impacted Population ► Task Management: Update Dashboard for Task Management - Part 1
23.05.30	► Include aid code 38 cases in Auto-Disc Batch ► Voice Bots Statewide Rollout: Placer County ► Voice Bots Statewide Rollout: Shasta County ► Voice Bots Statewide Rollout: Yolo County ► Turn on Pay Code 87 for Orange County ► Test Support Hours for BenefitsCal E-App Enhancement ► Update BenefitsCal Contact Application Programming Interface (API) Texting Opt-In ► Reissued warrant for a converted issuance not picked by writer job ► Update Case Details to send Redetermination Due Date for MediCal program ► Update the Hearing Detail page to allow user to save for missing assigned worker ► Replace the Existing Staff Classifications for Sacramento County ► Update BenefitsCal API (Application Programming Interface) to use the new Holiday table ► Foster Care Voucher Inbound and Outbound Filename Format Modification ► Voice Bots Statewide Rollout: Phase 1 ► Advance MediCal Redetermination Due Date for Cases with Incarcerated Individuals ► Advance the Certification End Date for County Medical Services Program (CMSP) individuals to Begin Continuous Coverage Unwinding (CCU) ► ECCP single log off button
23.06.01	► DDID 2700 FDS CSC: Solano County Contact Center ► DDID 2700 FDS CSC: San Diego County Contact Center ► Restrict RCC Workers to only Live Counties ► DDID 2700 FDS CSC: Santa Cruz County Contact Center ► DDID 2700 FDS CSC: San Mateo County Contact Center ► System Changes for CalHEERS Project Defect Impacted Population

23.06	► Total System Change Requests (SCRs): 6 approved ► Release Webcast date: To be determined
23.07	► Total System Change Requests (SCRs): 45 approved ► Release Webcast date: To be determined

4.3   Application Development Status

► Continued design on:
  o CA-202054 - ACL-18-07 Suspend/Discontinue/Reinstate for CAPI case
  o CA-205112 - ACL 18-82 / ACL 20-109 - SB 380 - Phase III
  o CA-205388 - Add Threshold Languages for CAPI Change, Suspension, and Discontinuance NOAs (from NA 692)
  o CA-220057 - Informational Materials Required at MC Auto Ex-Parte Renewal
  o CA-232609 - ACL 21-131 Restart TNB Recertifications
  o CA-235210 - Homeless Temp AU Size Based on CalWORKs AU Size
  o CA-237974 - Auto Post FTB Tax Intercept transactions to Recovery Account
  o CA-239420 - Add MC RE Packets in Punjabi and Thai languages
  o CA-246136 - Expand the Child Care Administrator Portal to work for other Providers/CBO's 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 (1/22)
  o CA-251562 - Adult Expansion for Medi-Cal
  o CA-252364 - Non-MAGI and Mixed Medi-Cal RE Packet updates for Elimination of Assets
  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-254796 - Automated EBT Replacement Implementation
  o CA-260246 - Add MC RE Packets in Hindi and Japanese languages
  o CA-260247 - Add MC RE Packets in Mien and Ukrainian languages
  o CA-49396 - ACL 15-96 - Add and update 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 May 17, 2023	**100%**
Pass Rate Actual as of May 17, 2023	**99%**
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

CalSAWS M&E, DD&I and Correspondence System Test Execution Status - 23.05
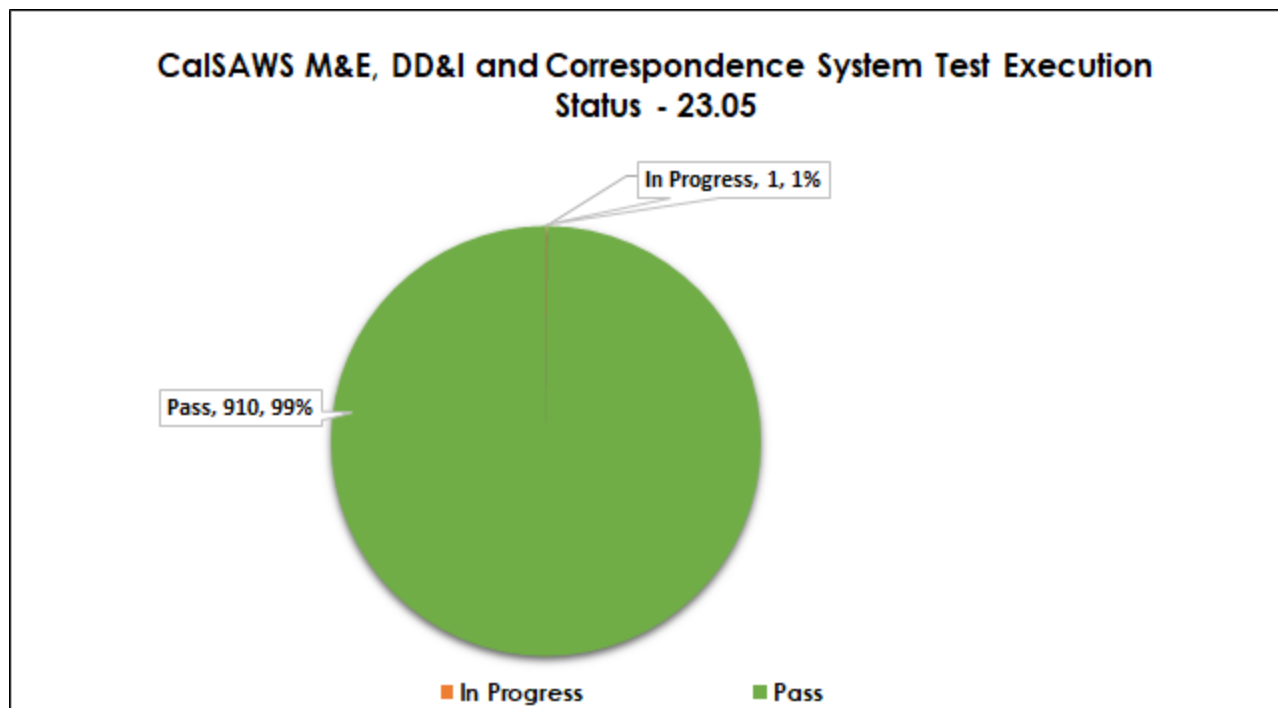
4.4.2 Automated Regression Test (ART) Coverage

Table 4.4.2-1 – CalSAWS Automated Regression Test (ART) Coverage

Tier	Production Transactions			ART Coverage by Production Volume	
	Distinct	Volume	Percent Volume	Distinct	Percent Coverage
1	15	115,118,788	46.85%	15	100.00%
2	105	81,390,766	33.13%	101	95.62%
3	128	24,616,507	10.02%	118	92.25%
4	565	21,195,710	8.63%	306	62.75%
5	2879	3,379,690	1.38%	484	27.53%

Note: Transaction volume and coverage metrics are based on CalSAWS monthly Production performance data and Automated Regression Test (ART) coverage data as of April 30, 2023. 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 833 end-to-end Automated Regression Test (ART) scripts:

► 739 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:
  o Discussed the General Assistance/General Relief (GA/GR) Correspondence web service design and web service clarifications on May 10, 2023, and May 17, 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-248219 Populate Contact Information on the GAGR NA Back 9
    ▪ 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 Los Angeles County GA/GR batched data change that advances the RE period, and completes the Annual Agreement packet
  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-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
    ▪ CA-259187 Online Help: New GAGR Online Help pages (GAGR-345)
  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 Defects Released to Production
    ▪ CA-260959 GA/GR automated solution double counting days against the timeclock [23.05.11]
    ▪ CA-261159 Motor Vehicles incorrectly excluded from GA/GR Automated Solution budgeting for some counties. [23.05.11]
    ▪ CA-261445 SAR 7 – GR Customer Reporting sweep (PB54R6808) failed with single - row sub query [23.05.11]

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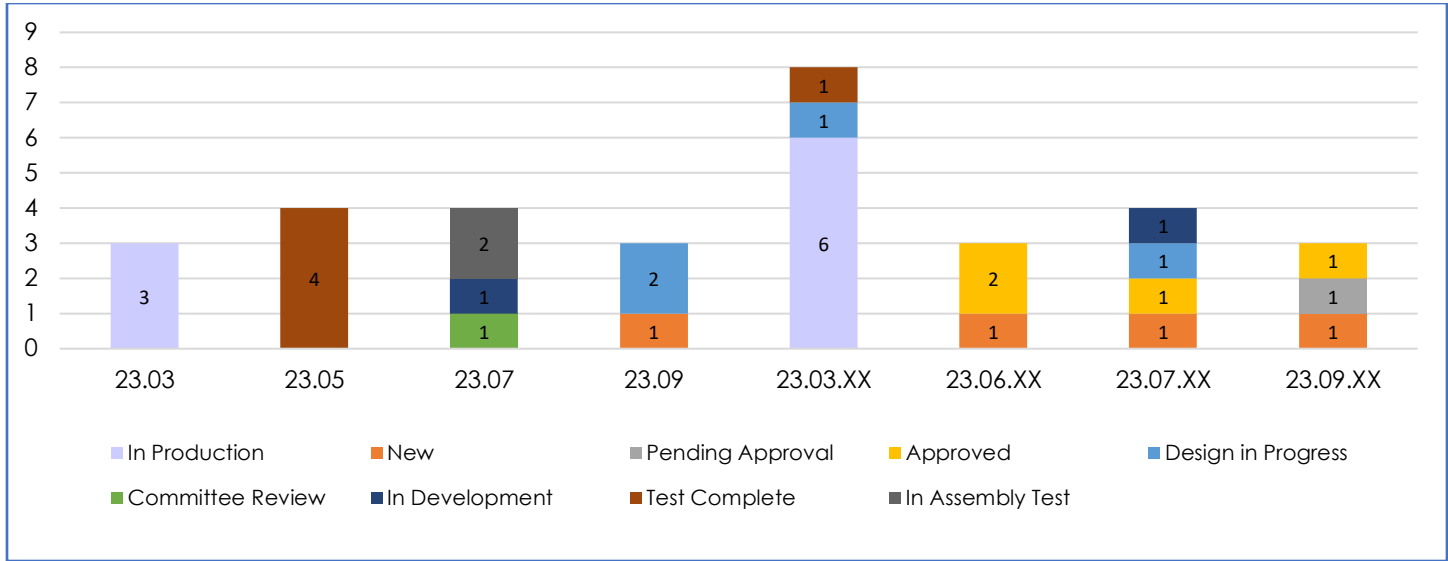
4.6   Training Materials Update

► 23.07 Online Help (OLH SCRs):
  o Pending Approval: 2
  o In Development: 12
► 23.05.19 Priority Release Web Based Training (WBT and Functional Presentations (CFPs) SCRs):
  o Test Complete: 9
  o Rejected: 2
► 23.07.21 Priority Release Web Based Training (WBT) and Functional Presentations (CFPs) (SCRs):
  o New: 2
  o Approved: 5
  o In Assembly Test: 3
► Training Environments
  o Continued to work cross-team to troubleshoot CalSAWS Training Staging and Training Production environment tickets

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

Segmented Training (OLH) SCR Status
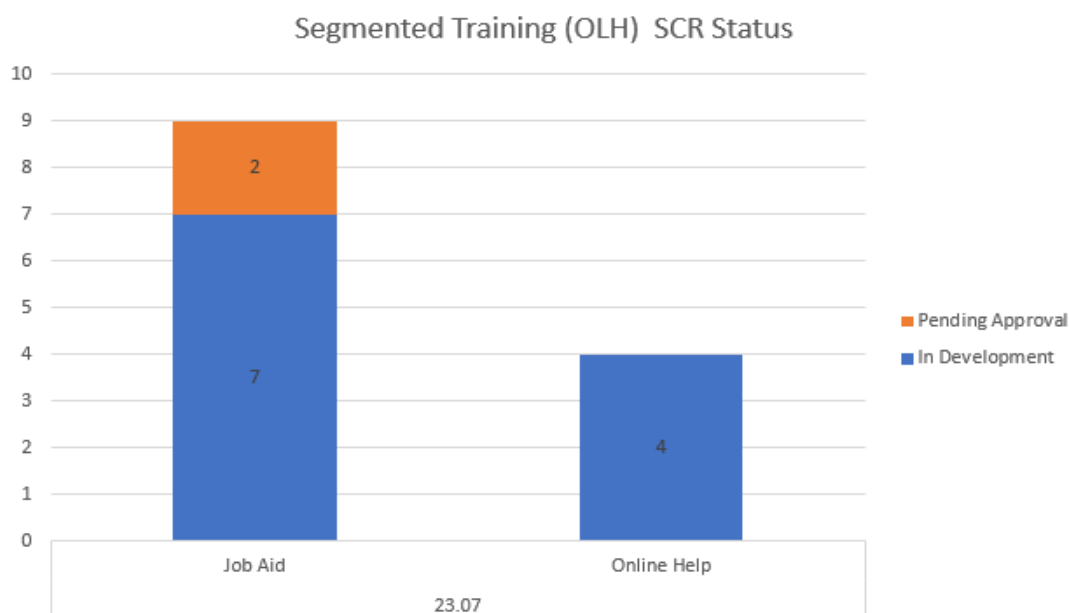
Table 4.6-1 – Upcoming Training Activities

Training Activity	Date	Status
WAVE 4 Generic and Training Staging logins for Training Staging 2 (TR2) and Training Production (TRN) environments	May 18, 2023	In progress. Scheduled for completion Tuesday May 23
Contact Center Generic logins for C-IV Counties	May 18, 2023	In progress. Scheduled for completion Tuesday May 23
23.05 Code Deployment for Training Staging and Training Production Environments	May 28, 2023	Not Started

4.7   Deviation from Plan/Adjustments

► None for the reporting period

5.0   Regional Updates

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

- ► Alameda County
  - o Began County Configuration sessions on May 17, 2023, Hybrid (in-person/Virtual)
  - o Began Process Simulation Preparation Sessions on May 17, 2023 (Virtual)
  - o Early Training begins May 30, 2023, followed by Train the Trainer (TTT)
  - o End Users working on Web Based Training (WBTs)
- ► Contra Costa County
  - o None for the reporting period
- ► Marin County
  - o None for the reporting period
- ► Monterey County
  - o None for the reporting period
- ► Napa County
  - o None for the reporting period
- ► San Benito County
  - o None for the reporting period
- ► San Francisco County
  - o Hired new cohort of 44 eligibility workers
  - o Continued work on Public Health Emergency (PHE) unwinding activities
  - o Started working with Gainwell on refactoring County ad hoc reports
  - o Signed off on the Contact Center Interactive Voice Response (IVR) call flow design
  - o Web-based training began for the Train-the-Trainer and Early Adopter participants
  - o Preparing for Change Discussion Prep Sessions
- ► San Mateo County
  - o Met with the Targeted Onsite Support (TOSS) Team for On-site Visit
  - o Completed Configuration Sessions
  - o Completed the Cutover A Clickthrough
  - o Wrapping up County Data Validation
  - o Started End User Instructor Led Training (ILT)
  - o Started Process Simulation
  - o Began marketing of CalSAWS Roadshow with each office
  - o The CalSAWS Implementation Team started County Preparation and began configuration of CalSAWS Production
- ► Santa Clara County
  - o New Social Security Administration (SSA) agency director was hired
  - o There will be a new Eligibility class beginning in June
  - o Assistant Director is retiring in June
- ► Santa Cruz County
  - o Actively engaged in County Preparation configuring roles, positions, banked caseloads, automated actions, etc.
  - o Staff are in their 2nd week of ILTs – training is going well
  - o Help Desk and Staff Development have been dedicated to offering support in the ILTs
  - o Program Managers and Analysts are developing plans and strategies for the upcoming increase in workload with the CalSAWS conversion and PHE unwinding for Medi-Cal (MC)

- o Developing messaging for customers and County staff regarding BenefitsCal
- o The County is also working on post-implementation support plan for four locations
► Solano County
  - o T-3 survey complete
  - o ILTs for Train the Trainer and Early Training are complete. Staff ILTs have begun
  - o County Data Validation (CDV) activities are complete. Process Simulation has started
  - o Configuration Verification and Configuration Working Sessions are complete
  - o County Preparation phase started May 15, 2023
  - o Prepping for Model Office
  - o Ad Hoc Report Refactoring activities ongoing
  - o Ongoing CalSAWS Road Shows within offices and weekly office hours are ongoing to assist staff with questions and concerns
  - o Interface Partner Testing (IPT) testing complete
  - o Wave 4A click through complete
  - o Started Review of Yellow Banner Case Guides
► Sonoma County
  - o None for the reporting period

Region 2 (Alpine, Amador, Calaveras, El Dorado, Mono, Nevada, Placer, Sacramento, Sierra, Sutter, Tuolumne, Yolo, and Yuba Counties)
► Alpine County
  - o No updates during this reporting period
► Amador County
  - o No updates during this reporting period
► Calaveras County
  - o No updates during this reporting period
► El Dorado County
  - o Currently working on hiring a Director
  - o Preparing for Public Health Emergency (PHE) Unwinding
► Mono County
  - o Mono County has a couple disaster response updates. There are two FEMA Disaster Recovery Centers set up in Mono County. One in Mammoth Lakes, and one in Bridgeport
  - o The County is operating Disaster CalFresh this week. It has staff available in all offices as well as co-located at the Federal Emergency Management Agency (FEMA) Disaster Recovery Centers for Disaster CalFresh processing
  - o The County has some flood alerts coming in for the weekend of May 20, 2023 – May 21, 2023, and it expects they will increase as spring runoff continues with the melting historical snowpack
  - o Mono County Social Services and Public Health has combined under one department. Currently in the process of hiring an Integrated Case Worker III
► Nevada County
  - o No updates during this reporting period
► Placer County
  - o No updates during this reporting period
► Sacramento County
  - o Continued work on Technical Requirements and Reporting for Migration

- o Working through discussions with Gainwell and CalSAWS for Child Care
- o Attending weekly meetings with the Training Advisory Council (TAC) team to prepare for CalSAWS training
► Sierra County
- o No updates during this reporting period
► Sutter County
- o We are currently working on unwinding activities/training
- o We currently have an eligibility training group of eight
- o In the interview/hiring process for another eligibility training group to start
► Tuolumne County
- o Tuolumne County continues to struggle with staffing issues, it is currently down 1/3 of the eligibility staff
- o The County has finished up with Disaster CalFresh, and it ended up helping many more families than expected
- o The County is gearing up to staff two new County Resiliency Centers to help clients with any program questions/applications
- o The building is in the final stages of flood repair, staff are back in their own offices and the lunchroom is back open
► Yolo County
- o Brining on a new induction class for 21 New Medi-Cal (MC)/CalFRESH (CF) PAS' starting May 24, 2023
- o The County is recruiting to backfill an Analyst position
► Yuba County
- o No updates during this reporting period

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

► Butte County
- o The Oroville Lobby is in the process of being remodeled and is on track to be completed by the end of June
- o There are still positions for eligibility staff. A class of 11 will begin training on May 30, 2023. There are also vacancies in Help Desk and Training units
- o The County is ready for Medi-Cal Renewals
► Colusa County
- o The County brought on five new Eligibility Specialists, but then lost two. It is trying to recuperate on staffing
- o There is no desk space, due to expansion in other departments, so it is working on logistics once it has more staff
► Del Norte
- o No updates during this reporting period
► Glenn County
- o The County recently changed all its Office Assistants to Office Technicians to get them a raise
- o There will be a lot of upcoming movement in Eligibility. The County is down to two supervisors in Public Assistance and only 1 Manager who is retiring in July
- o Eligibility is ready for Medi-Cal Renewals

► Humboldt County
   o The County just had a class of 17 Eligibility Specialists graduate from training. Staffing is looking better than it has in a long time – with about a 30% vacancy rate. It is also going to start hiring Office Assistants
► Lake County
   o There is the new Program Manager over CalFresh (replacing the previous one) who was promoted to Deputy Director on May 1, 2023. She was previously the Office Services Supervisor
   o The County decided to bank all the Medi-Cal Only cases by unit. It seems to be going well so far and the units appear to be willing and are jumping in to work the cases from the bank without hesitation
► Lassen County
   o No updates during this reporting period.
► Mendocino County
   o Operated Disaster CalFresh from May 15, 2023 – May 19, 2023. Only received 15 applications
   o The County just had a class of ten graduate from induction – they had Medi-Cal only training and will go back in July for CalFresh training
► Modoc County
   o No updates during this reporting period.
► Plumas County
   o No updates during this reporting period.
► Shasta County
   o The County is experiencing space issues. One of the offices had to be closed due to a leak and another closed due to flooding. The County has six eligibility staff that started at the end of May, and 14 that started in the beginning of June. There were 15 in July. There will be a virtual training for a 2-week period as the classes overlap
   o Pulling staff to help with Medi-Cal Renewals if they have the training
   o Starting a pilot with Office Assistants to get CalFresh Expedite screened and scheduled faster
   o New Deputy Director
   o Working on MOUs for CalAIM with probation
   o Approved for ARPA funding for Laptops and Help Desk ticket system which will also host frequently asked questions and resources
► Siskiyou County
   o Just promoted the Deputy who will be starting on May 15, 2023
   o The County is still down 30% staffing in Eligibility
   o All Medi-Cal Only cases are in a banked caseload. The County is training the new staff in Medi-Cal first and assigning those Medi-Cal Renewals to them first
► Tehama County
   o The County has an eligibility class of two that starts on June 6, 2023. It has already completed interviews for the next class that will start soon
   o The current Program Manager will be moving to the new Adult Services Branch soon, and a new program manager is in the process of being hired
► Trinity County
   o The County still has a 60% vacancy rate
   o Currently working on the Medi-Cal Renewal rollout. The County has its Medi-Cal only

cases in a banked caseload, but they are transferred to workers two weeks before the renewal is due
- o The County had its CalFresh Management Evaluation at the beginning of May
- o There is a CalWORKs audit in June

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

- ► Fresno County
  - o Fresno County has completed their Interface Partner Testing (IPT) readiness activity which will begin on May 17, 2023
  - o Fresno County is also preparing for the configuration sessions which are planned to complete in the first week of June
- ► Inyo County
  - o No updates during this reporting period
- ► Kern County
  - o Kern County was approved for Disaster CalFresh, and specific training was provided to the County workers on the processing steps and reports. Daily reports were required to be provided
  - o The County continues to prepare for the possible flooding due to the snow melt with maps being updated for flood zones
  - o Continued to attend the webcasts in order to prepare for the Medi-Cal Unwinding, and have also established the process for Medi-Cal applications through the CalAIM initiative
  - o Working very closely with the local Health Plans and have co-located eligibility staff at their location to assist with case updates related to address changes, and renewal processing. The County has also received the Navigator funding from the Department of Health Care Services (DHCS), and is working closely with the contracted Community Based Organizations (CBOs) to provide outreach, enrollment and now redetermination services in the County
  - o Continued to experience loss of staff with 103 staff leaving since the beginning of the year, with a 28% vacancy rate among our eligibility staff. The County continues to recruit and hold ongoing eligibility classes to fill the need
- ► Kings County
  - o No updates during this reporting period
- ► Madera County
  - o No updates during this reporting period
- ► Mariposa County
  - o Updated business processes and moved away from a Task Based model. It is now following an individual caseload model. All eligibility staff (ES) now have approximately 350 cases each
  - o The County has opened a continuous recruitment for ES I/II and are anticipating a new ES I beginning June 1, 2023
  - o There is a new Division Director of Human Services
  - o The County continues to face slowness issues and is working with the technical team, Network team, and TPx to reach a resolution with the slowness
- ► Merced County

- o No updates during this reporting period
- ► San Joaquin County
  - o San Joaquin has a current Eligibility Training Class of 38 that started a few weeks ago — It will continue to hire training classes until it is fully staffed. The County plans to add an additional unit of Eligibility Workers (EW's) to Intake once this class graduates since the Application numbers have gone up over the past few years and it has been difficult to keep up. It will also be looking to add more staff to the Medi-Cal (MC) Only Banked Units as they handle adding programs and those have increased as well
  - o Staff are in the process of being trained on the Medi-Cal Renewal Process (there have been several training components over the past few months), and staff have begun to work their June Renewals
  - o San Joaquin County is working with Kern and Napa Counties on a special training project with the state—It will be covering the Expedited Services process
- ► San Luis Obispo County
  - o The County has completed and approved their IVR call center flows as they prepare for their migration in Wave 6
- ► Stanislaus County
  - o The department has been actively recruiting to fill several vacant positions to increase staffing including Family Services Specialist I induction training; Family Services Specialist III's, Family Services Specialist IV's, Supervisors and Manager department promotion
  - o The department has also been diligently implementing the Medi-Cal Unwinding activities. Refresher trainings have been provided to staff with additional trainings planned soon. 25 extra help Family Services Specialist I's have been hired and will be provided specialized training on processing Medi-Cal Recertification's
  - o May 12, 2023, Stanislaus County Workforce Development facilitated a job fair to recruit for open positions with Stanislaus County Departments. Over 500 people attended
  - o Stanislaus County maintains a state of emergency due to the high-water levels of the rivers, flooding and potential for more flooding
- ► Tulare County
  - o No updates during this reporting period

Region 5 (Imperial, Orange, Riverside, San Bernardino, San Diego, Santa Barbara, and Ventura Counties)
- ► Imperial County
  - o No updates during this reporting period
- ► Orange County
  - o No updates during this reporting period
- ► Riverside County
  - o No updates during this reporting period
- ► San Bernadino County
  - o No updates during this reporting period
- ► San Diego County
  - o San Diego County is getting ready for Go Live in just 47 days. The team has already begun to dive into County prep work getting everything configured so that staff are ready to sail into CalSAWS
- ► Santa Barbara County
  - Has successfully transitioned to CalSAWS. They are currently navigating their way

through the CalSAWS system
- ► Ventura County
  - o In their 4th week of post-implementation. Staff continue to show their learning progress across all departments
  - o Continuing to leverage resources and share lessons learned
    - ▪ Demonstrations for imaging and workload management are happening over the next two weeks
    - ▪ Hosting a visit with San Diego around Ventura County's centralized scanning process and how Ventura County has leveraged the Imaging API

Region 6 (Los Angeles County)
- ► Los Angeles County
  - o There are 29 volunteers from Los Angeles County (25 from the Department of Public Social Services (DPSS) and four from the Department of Children Family Services (DCFS) that are providing post-migration virtual support to the Wave 3 Counties from April 24 – June 23
  - o Los Angeles recruited 19 volunteers to provide virtual support to the Wave 4 Counties
  - o Los Angeles 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 CalSAWS Support Services (CSS) Release Teams is preparing for Release 23.07 County Validation activities
  - o The Regional Managers (RMs) hosted the Release 23.05 CalSAWS Liaison Meeting attended by more than 60 liaisons across offices. During the meeting, the Release 23.05 Guide was shared and selected upcoming changes were highlighted

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