

CALSAWS M&O BI-WEEKLY STATUS REPORT

Reporting Period: May 22, 2023 – June 4, 2023

Table of Contents

1.0	Executive Summary	4
1.1	CalSAWS Project Status Dashboard	4
1.2	Highlights from the Reporting Period	6
2.0	Project Management	7
2.1	Project Deliverables Summary	7
2.2	Highlights from the Reporting Period	7
2.3	CRFI/CIT Communications Status	8
2.5	SCIRFRA/SCERFRA/SIRFRA/SARRA Information	10
2.5	Deviation from Plan/Adjustments.....	12
3.0	Maintenance and Operations	12
3.1	Highlights from the Reporting Period	12
3.1.1	Service Management.....	12
3.1.2	Overview	12
3.1.3	CalSAWS Help Desk Metrics	13
3.2	Technology Operations	20
3.2.1	CalSAWS Management and Operations.....	20
3.2.2	Service Level Agreement (SLA) Outcomes (Met/Missed) (CalSAWS).....	21
3.3	Production Defect Backlog	21
3.3.1	Release Schedule Production Defect Fix	21
3.4	Production Operations	22
3.4.1	Release Communications	22
3.4.2	Root Cause Analysis (RCA)	23
3.4.3	Batch Operations	24
3.4.4	Production Performance	26
3.5	ForgeRock	28
3.5.1	Highlights of the Reporting Period	28
3.6	Innovation Lab	29
3.7	Imaging.....	30
3.8	Customer Service Center (CSC)	30
3.9	Lobby Management.....	30
3.10	Additional Projects.....	32
3.11	Deviation from Plan/Adjustments.....	32
4.0	Application Development	32
4.1	Highlights from the Reporting Period	32

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: May 22, 2023 – June 4, 2023



Contractor Project Executive: Arnold Malvick

4.4.1	Release Test Summary	32
4.2	Priority Release Summary	33
4.3	Application Development Status	34
4.4	Release Management.....	35
4.4.1	Release Test Summary	35
4.4.2	Automated Regression Test (ART) Coverage	36
4.5	General Assistance/ General Relief (GA/GR)	37
4.6	Training Materials Update	38
4.7	Deviation from Plan/Adjustments.....	39
5.0	Regional Updates	39
6.0	Appendices.....	39

1.0 Executive Summary

1.1 CalSAWS Project Status Dashboard

Table 1.1-1 – Status Dashboard




Topic	CalSAWS System	Highlights
Availability		<ul style="list-style-type: none"> ▶ The CalSAWS System did not experience any unplanned outages during this period
Defects		<ul style="list-style-type: none"> ▶ There are 168 active Production defects
Incidents		<ul style="list-style-type: none"> ▶ CALSAWS BROADCAST: Starting at 10:06 a.m. on May 22, 2023, Users were encountering an error (UEID) when accessing the Incoming Inter County Transfer (ICT) search page. As of 8:00 p.m. on May 23, 2023, this issue was resolved. Defect CA-262087 has been deployed to Production. PRB0046257 ▶ CALSAWS BROADCAST: Starting at 7:00 a.m. on May 23, 2023, San Bernardino County Users at the 1900 East Main Street, Barstow site were not able to access CalSAWS and associated systems due to network connectivity issue after a power outage. As of 9:39 a.m. on May 23, 2023, this issue was resolved. PRB0046266 ▶ CALSAWS BROADCAST: Starting at 4:38 p.m. on May 24, 2023, some Users were experiencing issues with receiving Modified Adjusted Gross Income (MAGI) responses from CalHEERS. As of 7:10 p.m. on May 24, 2023, this issue was resolved. PRB0046286 ▶ CALSAWS BROADCAST: Starting at 7:00 a.m. on May 25, 2023, the Homeless Management Information System (HMIS) Exception Details Report had not been generated in Production. As of 11:00 a.m. on June 2, 2023, this issue was resolved. PRB0046290 ▶ CALSAWS BROADCAST: Starting at 12:32 p.m. on May 26, 2023, Contra Costa County Users were unable to access the read-only version of the CalWIN application. As of 2:35 p.m. on May 26, 2023, this issue was resolved by CalWIN. PRB0046316 ▶ CALSAWS BROADCAST: Starting at 8:41 a.m. on May 26, 2023, some Merced County Users at the 1920 Customer Care Way, Atwater site were not able to access CalSAWS and associated systems due to 1 of 15 access network switches experiencing an issue. As of 10:40 a.m. on May 26, 2023, this issue was resolved. Network switch at the Atwater site was rebooted and access to CalSAWS and associated systems has been confirmed. PRB0046307 ▶ CALSAWS BROADCAST: Starting at 10:00 a.m. on May 30, 2023, some Contra Costa County Contact Center agents were

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: May 22, 2023 – June 4, 2023

Contractor Project Executive: Arnold Malvick

Topic	CalSAWS System	Highlights
		<p>unable to access Enhanced Call Control Panel CCP (eCCP). Contra Costa County staff resolved the issue, continue to monitor the issue, and research its root cause. PRB0046331</p> <ul style="list-style-type: none">▶ CALSAWS BROADCAST: Starting at 3:30 p.m. on May 31, 2023, Users that logged into BenefitsCal were receiving the following error, "Sorry we are not able to show your case details at this time. Please come back later." when trying to view case details. Defect CA-262566 was created to fix the problem. The fix for the issue was deployed on May 31, 2023. PRB0046353▶ CALSAWS BROADCAST: Starting at 7:30 a.m. on June 1, 2023, San Bernardino and Santa Barbara County Users were not able to access CalSAWS and associated systems due to network device failures. The issue was resolved as of 9:47 AM on June 1, 2023, for San Bernardino, and 10:58 a.m. on June 1, 2023, for Santa Barbara. PRB0046366▶ CALSAWS BROADCAST: Starting at 7:00 a.m. on June 1, 2023, the Newly Approved Aided Persons dashboard was delayed in Production. Defect CA-262600 was deployed on June 1, 2023 and the dashboard was generated by June 2, 2023. PRB0046362▶ CALSAWS BROADCAST: Starting at 8:20 a.m. on June 2, 2023, Users were not able to access CalSAWS Non-Production environments including User Acceptance Test (UAT) and Training Staging. As of 11:04 a.m. on June 2, 2023, the issue was resolved. PRB0046383▶ CALSAWS BROADCAST: Starting at 8:30 a.m. on June 2, 2023, the CalSAWS Helpdesk main telephone line (866-828-3054) was unavailable. Callers were receiving the following error "The call could not be completed due to technical difficulties". As of 9:00 a.m. on June 2, 2023, this issue was resolved. PRB0046374▶ CALSAWS BROADCAST: Starting at 10:45 a.m. on June 2, 2023, an issue was identified for some Medi-Cal programs that skipped from August 2023 Batch MAGI Renewal due to a Technical Error exception. Fix for defect CA-262720 was deployed on June 2, 2023, to void erroneous tasks. As of 11:00 p.m. on June 3, 2023, the issue was resolved with deployment of fix for defect CA-262688. PRB0046384▶ CALSAWS BROADCAST: Starting at 2:00 p.m. on June 2, 2023, CalSAWS navigation slowness was reported at the 2995 S. 4th Street, El Centro site for Imperial County, 2740 N. Little Mountain Drive site for San Bernardino County, and 2115 West Wardrobe Ave site for Merced County. The issue was resolved on June 5, 2023, for each of the sites. PRB0046391

Legend	
	On Track
	At Risk
	Not on track/Monitor

1.2 Highlights from the Reporting Period


- ▶ The CalSAWS team successfully deployed CalSAWS minor releases: 23.05.22, 23.05.23, 23.05.26, 23.05.30, 23.05.31, and 23.06.0
- ▶ The CalSAWS team successfully deployed CalSAWS Major Release 23.05
- ▶ Planned Outages:
 - Scheduled CalSAWS Outages:
 - CalSAWS Production Maintenance:
 - On May 28, 2023, from 6:00 a.m. to 3:00 p.m., the CalSAWS application was unavailable for Users
 - From 10:00 p.m. on June 2, 2023, until 1:00 a.m. on June 3, 2023, the CalSAWS application was unavailable. There was not a read-only version of the CalSAWS application
 - On June 4, 2023, from 4:00 p.m. to 8:30 p.m., the CalSAWS application was unavailable. Users were redirected to a read-only version of the CalSAWS application
 - CalSAWS Training Production/Training Staging Maintenance
 - From 6:00 p.m. on May 26, 2023, until 6:00 p.m. on, May 29, 2023, Users were unable to access the Training Production and Training Staging environments
 - Learning Management System (LMS) Maintenance:
 - On May 26, 2023, from 7:00 p.m. to 9:00 p.m., Users were unable to access the CalSAWS Learning Management System (LMS)
 - Online CalWORKs Appraisal Tool (OCAT) Maintenance:
 - From 10:00 p.m. on June 2, 2023, until 1:00 a.m. on June 3, 2023, the OCAT application was unavailable
 - BenefitsCal Maintenance/Limited Access:
 - On May 28, 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 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 10:00 p.m. on June 2, 2023, until 1:00 a.m. on June 3, 2023, the BenefitsCal application was unavailable
 - On June 4, 2023, from 4:00 p.m. to 8:30 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 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

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		<ul style="list-style-type: none"> June POAM Deliverable Review Cycle is underway. In Consortium/QA DDEL Review from June 2nd to June 8th 14 POAMs have been approved for the July POAM Deliverable Review Cycle

[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"> None for this reporting period

- ▶ Continued Project administration, facility management, office management support, and financial management tasks
- ▶ Continued performing contract management activities:
 - Change Notice 26 (June JPA) (Placeholder) is in development and content is to be determined
 - 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

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: May 22, 2023 – June 4, 2023

Contractor Project Executive: Arnold Malvick

- 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 June 4, 2023

Table 2.3-1 – CITs

CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0192-23	CalSAWS CA261928 Journal, Task and Announcements for CalHEERS Project Defect Impacted Population	Informational	May 23, 2023	Maureen Votta	Sharon Teramura
0193-23	CalSAWS Imaging – Viewing Images Uploaded Through BenefitsCal	Informational	May 23, 2023	Rhiannon Chin	Inez Finnigan
0196-23	CalSAWS RCM and SME Quarterly Orientation	Informational	May 25, 2023	Joe Mendoza	Regional Managers
0197-23	List for CA 261928 Journal, Task, and Announcements for CalHEERS Project Defect Impact Population	Informational	May 26, 2023	Maureen Votta	Sharon Teramura
0203-23	Lists for CA-252970: 2023 Medicare Catastrophic Coverage Act Spousal Impoverishment Caps	Informational	May 31, 2032	Nina Butler	Maggie Orozco-Vega
0204-23	Posted List for SCR CA-216131	Informational	June 1, 2023	Nina Butler	Maggie Orozco-Vega

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: May 22, 2023 – June 4, 2023

Contractor Project Executive: Arnold Malvick

CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0205-23	CalSAWS ServiceNow cases resolved when linked to Jira SCRs	Informational	June 1, 2023	Karen Rapponotti	Lisa Salas
0207-23	Wave 4B Cutover Weekend Calendar Infographic	Informational	June 1, 2023	Art Robles	Lesley Pevny
0208-23	CalSAWS Reports/Dashboards & Enhanced Data Reporting Availability Post Wave 4B Cutover Go-Live	Informational	June 1, 2023	Claudia Pinto	Ravneet Bhatia

- The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending June 4, 2023

Table 2.3-2 – CRFIs

CRFI ID	Subject	Distribution Date	Status	Response Due Date	CalSAWS Contact
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	Closed	June 2, 2023	Julie Holmes
23-073	CalWIN Wave 5 Counties: Project-Maintained Worker IDs	May 17, 2023	Closed	June 1, 2023	Darcy Alexander
23-074	GAGR Eligibility for Parolees-Less Than 1 Year	May 19, 2023	Open	May 31, 2023	Caroline Bui
23-079	Wave 4 - Request for Counties to Identify Point of Contact for CBO Support	May 30, 2023	Open	June 13, 2023	Marsale Eramya
23-080	Opt-In to CW CF RE Regular or Flexible Auto-Scheduling Batch Jobs for Migration Counties	May 31, 2023	Open	June 16, 2023	Sarah Cox
23-082	Identification of Point of Contact (POC) and SFTP Server Details for New CalSAWS DE 542 Data File	June 2, 2023	Open	June 23, 2023	Prem Venugopalan

Table 2.3-3 – Overdue CRFIs

- The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending June 4, 2023

CRFI ID	Subject	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
23-074	GAGR Eligibility for Parolees-Less Than 1 Year	Contra Costa, and Santa Clara Counties			Tulare County	Santa Barbara County	

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	17
Completed	911
Duplicate	17
In Review	2
Withdrawn	33
Pending clarification	1
Total	980

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 3861	SIRFRA 3861 - CalFresh Regular and Emergency Allotments	Pending Clarification	April 20, 2023	No response	
SIRFRA 1260	1260 - SAVE 37.1 File Format Update	Assigned	May 18, 2023	No response	
SCERFRA	23-543 - BenefitsCal	Completed	May 24, 2023	May 24, 2023	

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: May 22, 2023 – June 4, 2023

Contractor Project Executive: Arnold Malvick

ID	Description	Status	Due Date	Response Received Date	Notes
23-543	Accepting Homeless Assistance Requests (CW 42)				
SIRFRA 1262	1262 - End of Continuous Coverage Requirement Renewal Data Request	Completed	May 25, 2023	May 26, 2023	
SCERFRA 23-528	23-528 - AB 843 - Electronic Benefits Transfer System	Completed	May 26, 2023	May 26, 2023	
SIRFRA 1263	1263 - Race and Ethnicity Data	Completed	May 26, 2023	May 26, 2023	
SIRFRA 3868	3868 - Data Generation for CA 237 HA	Assigned	May 26, 2023	No response	
SIRFRA 3871	3871 - Cal-OAR Phase 2 HVP and HSP Performance Measure Programming	Completed	May 31, 2023	May 24, 2023	
SCERFRA 23-540	23-540 - Stage One Child Care Provider Dues Deduction	Completed	June 2, 2023	June 2, 2023	
SCERFRA 23-531	23-531 - AB 1536 - Cash Assistance Program for Aged, Blind, and Disabled Immigrants	Assigned	June 2, 2023	No response	
SIRFRA 1267	1267: SSI Linked Medi-Cal Status Message in Portal Account	Assigned	June 5, 2023	No response	
SCERFRA 23-536	23-536 - AB 1514 - Public Social Services: Student Eligibility	Assigned	June 6, 2023	June 6, 2023	
SIRFRA 3878	3878 - ABAWD Population Estimates	Assigned	June 7, 2023	No response	
SCERFRA 23-545	23-545 - Removal of the Unrelated Adult Male Policy	Assigned	June 7, 2023	No response	
SCERFRA 23-548	23-548 - ABAWD Automation Cost Estimates	Assigned	June 7, 2023	No response	
SIRFRA 3875	3875 - LOC and ISFC Information	Assigned	June 8, 2023	No response	
SCERFRA 23-546	23-546 - Senate Proposal SNB and TNB Parity	Assigned	June 9, 2023	No response	
SCERFRA 23-547	23-547 - Senate Proposal - Extend the CalFresh Safe Drinking Water Pilot	Assigned	June 9, 2023	No response	
SIRFRA	1264 - PHE Renewal Data	Assigned	June 12, 2023	No response	

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: May 22, 2023 – June 4, 2023

Contractor Project Executive: Arnold Malvick

ID	Description	Status	Due Date	Response Received Date	Notes
1264	Request				
SIRFRA 1265	1265 - Pending Application (PHE Dashboard Slides) May 2023	Assigned	June 12, 2023	No response	
SCERFRA 23-549	23-549 - California Fruit and Vegetable TBL Proposal	Assigned	June 14, 2023	No response	
SIRFRA 3879	3879 - Active-Duty Military Population	Assigned	June 15, 2023	No response	
SIRFRA 1270	1270 - Expanding the Release of Information (ROI) Feature	Assigned	June 16, 2023	No response	
OTHER	CalSAWS Enhancement of Appointments Lobby Management	Assigned	June 17, 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 final compliance for May was 98.9%. The current compliance for June Month to Date (MTD) is 99.7%

3.1.1 Service Management

3.1.2 Overview

- Implemented CHG0041188 for ServiceNow role grant configuration change on Friday June 2, 2023
- Implemented CHG0040848 for auto-resolving Cases, Incidents, and Problems when linked to Jira SCRs on Friday June 2, 2023
- Scheduled CHG0041232 for the following ServiceNow improvements for Thursday June 8, 2023
 - 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

CalSAWS – California Statewide Automated Welfare System

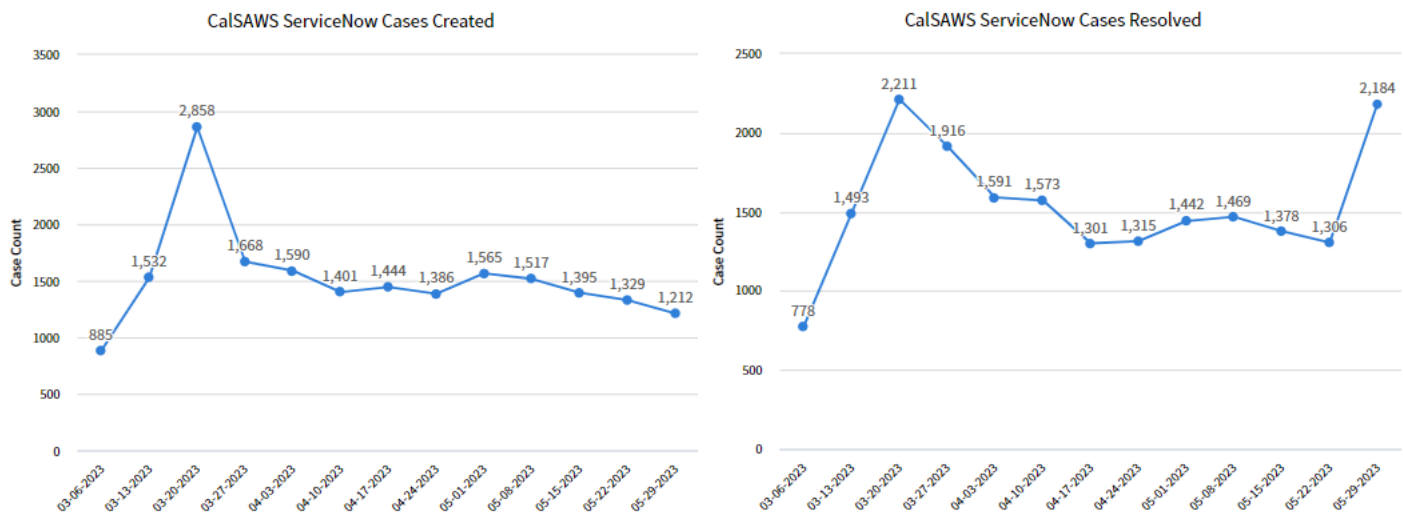
M&O Bi-Weekly Status Reporting Period: May 22, 2023 – June 4, 2023

Contractor Project Executive: Arnold Malvick

- 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

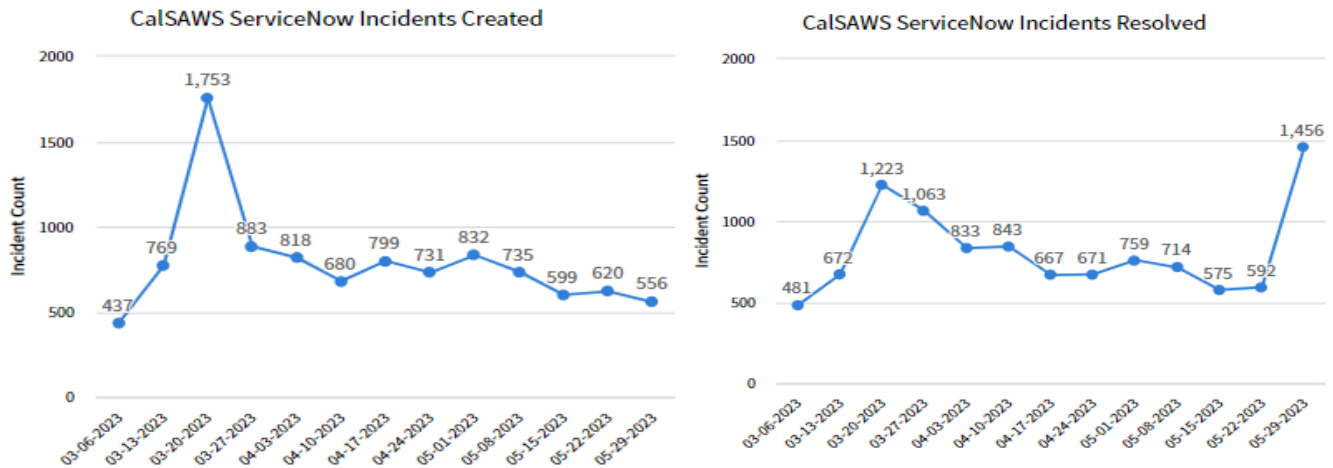
- Created 2,541 cases of which 122 are cases created from CalWIN Wave 3 Counties:
 - o Orange County: 41 cases
 - o Ventura County: 38 cases
 - o Santa Barbara County: 43 cases
- Resolved 3,490 cases of which 122 are cases resolved from CalWIN Wave 3 Counties:
 - o Orange County: 45 cases
 - o Ventura County: 41 cases
 - o Santa Barbara County: 36 cases

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: May 22, 2023 – June 4, 2023

Contractor Project Executive: Arnold Malvick

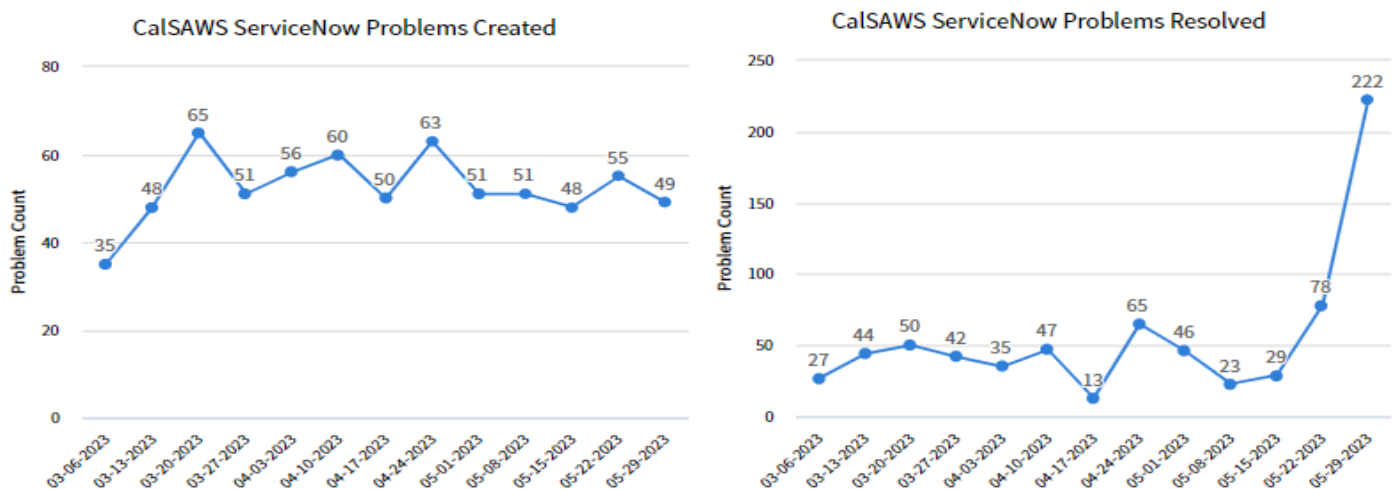
Figures 3.1.3-3 and 3.1.3-4 – CalSAWS ServiceNow Incidents



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 1,176 incidents of which 115 are incidents created from CalWIN Wave 3 Counties:
 - Orange County: 36 cases
 - Ventura County: 35 cases
 - Santa Barbara County: 44 cases
- ▶ Resolved 2,048 incidents of which 112 are incidents resolved from CalWIN Wave 3 Counties:
 - Orange County: 42 cases
 - Ventura County: 35 cases
 - Santa Barbara County: 35 cases

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



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

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: May 22, 2023 – June 4, 2023

Contractor Project Executive: Arnold Malvick

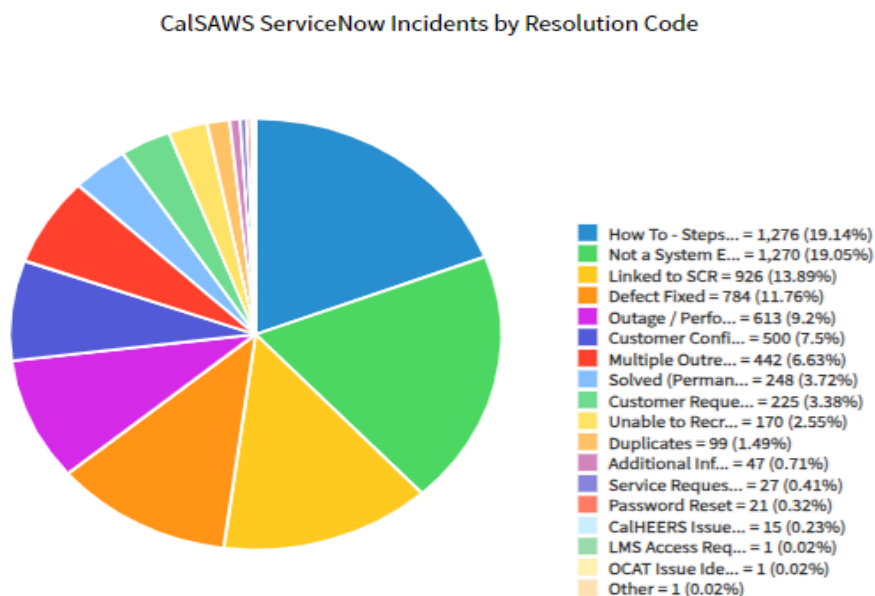
dates in x-axis represent the start of a week

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	48	50	16	15	25	25	44	23	246
In progress	41	112	30	36	48	56	153	122	598
On hold	31	94	38	57	135	256	257	168	1,036
Resolved	63	182	175	416	327	158	299	629	2,249
Closed	5	1	3	19,745	42,431	9,963	6,015	1,128	79,291
Problem in diagnosis	0	1	0	0	2	0	3	1	7
Total	188	440	262	20,269	42,968	10,458	6,771	2,071	83,427

Figure 3.1.3-7 – CalSAWS ServiceNow Incidents by Resolution Code

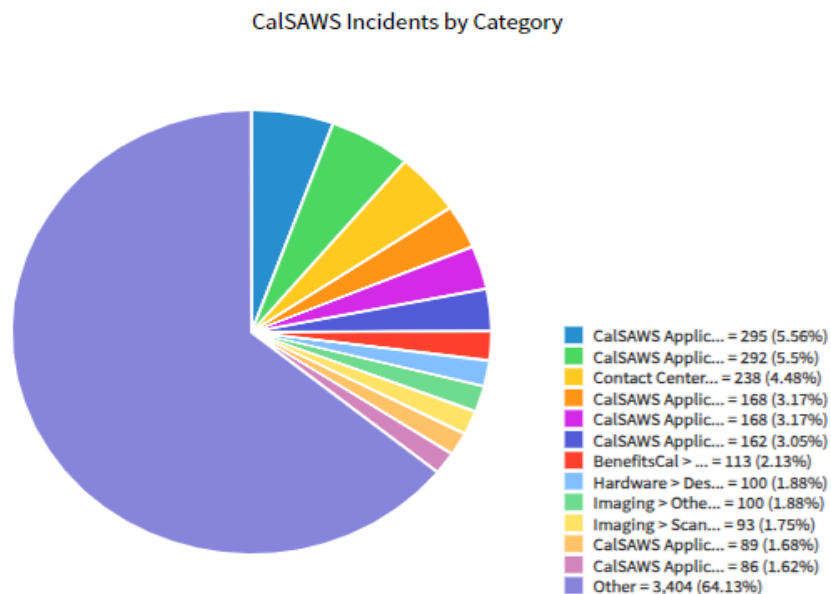
Note: The pie chart below represents Incidents resolved within the past two months



Resolution code	Incident Count	Percentage of Incidents
How To - Steps to Proceed Provided	1,276	19.14%
Not a System Error - With Explanation	1,270	19.05%
Linked to SCR	926	13.89%
Defect Fixed	784	11.76%
Outage / Performance Degradation	613	9.2%
Customer Confirmed Issue is Resolved	500	7.5%
Multiple Outreach Attempts – No Response	442	6.63%
Solved (Permanently)	248	3.72%
Customer Requested Closure	225	3.38%
Unable to Recreate Issue	170	2.55%
Duplicates	99	1.49%
Additional Information Needed	47	0.71%
Service Request Created - With Request Number	27	0.41%
Password Reset	21	0.32%
CalHEERS Issue Resolved	15	0.23%
LMS Access Request	1	0.02%
OCAT Issue Identified	1	0.02%
Other	1	0.02%
Total	6,666	100%

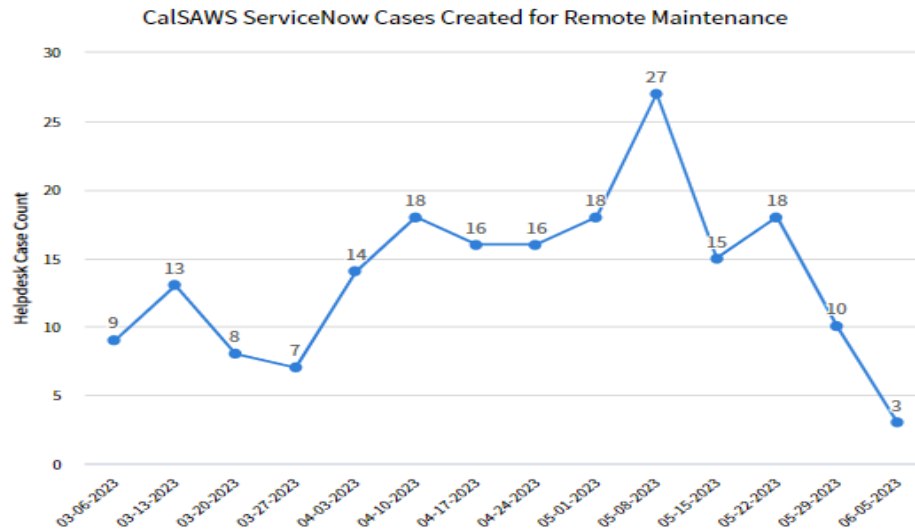
Figure 3.1.3-8 – CalSAWS ServiceNow Incidents Created by Category

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



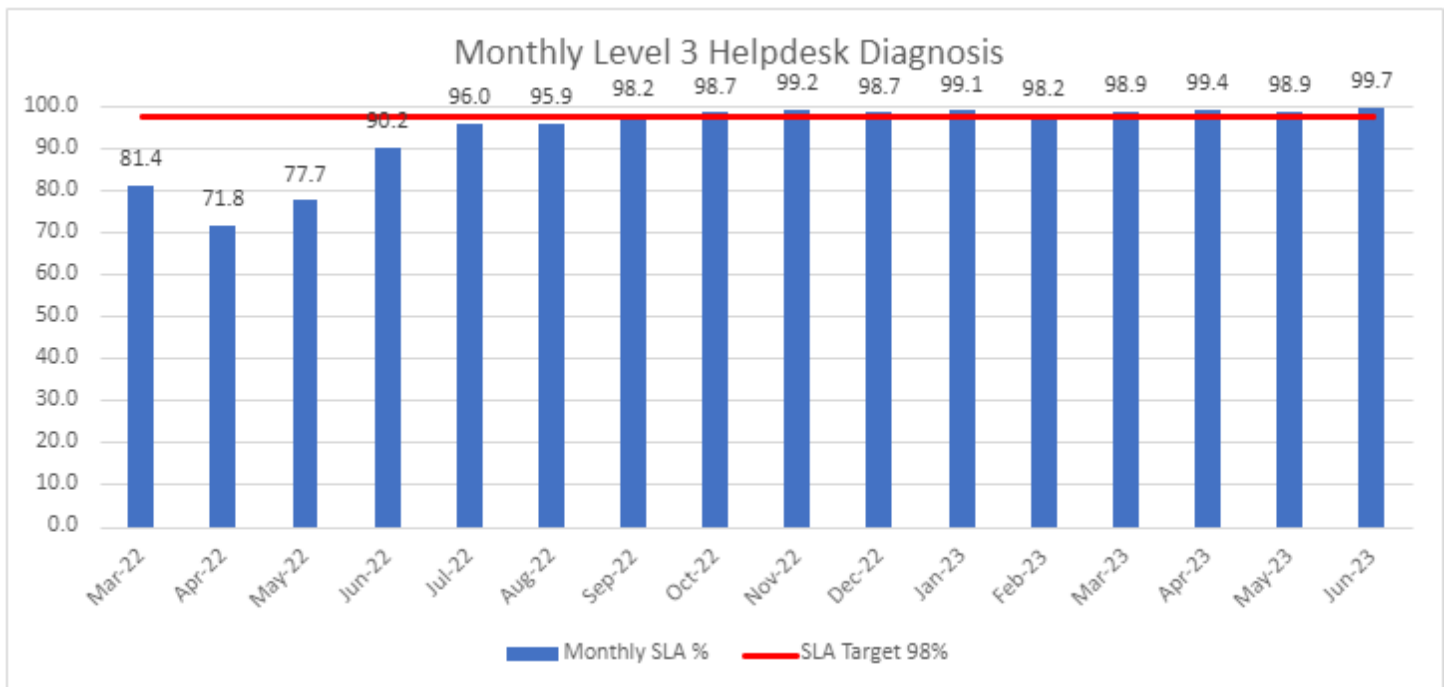
Category	Incident Count	Percentage of Incidents
CalSAWS Application/Related Systems > Production > Eligibility Determination > Incorrect Eligibility Results	295	5.56%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Other	292	5.5%
Contact Center/IVR > CCP	238	4.48%
CalSAWS Application/Related Systems > Production > Client Correspondence > NOAs	168	3.17%
CalSAWS Application/Related Systems > Production > Error Encountered > Running/Authorizing EDBC	168	3.17%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > Other	162	3.05%
BenefitsCal > Access Issue > Customer	113	2.13%
Hardware > Desktop	100	1.88%
Imaging > Other	100	1.88%
Imaging > Scanning Documents	93	1.75%
CalSAWS Application/Related Systems > Production > Error Encountered > Updating/Saving System Page	89	1.68%
CalSAWS Application/Related Systems > Production > MAGI Eligibility > Other	86	1.62%
Other	3,404	64.13%
Total	5,308	100%

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



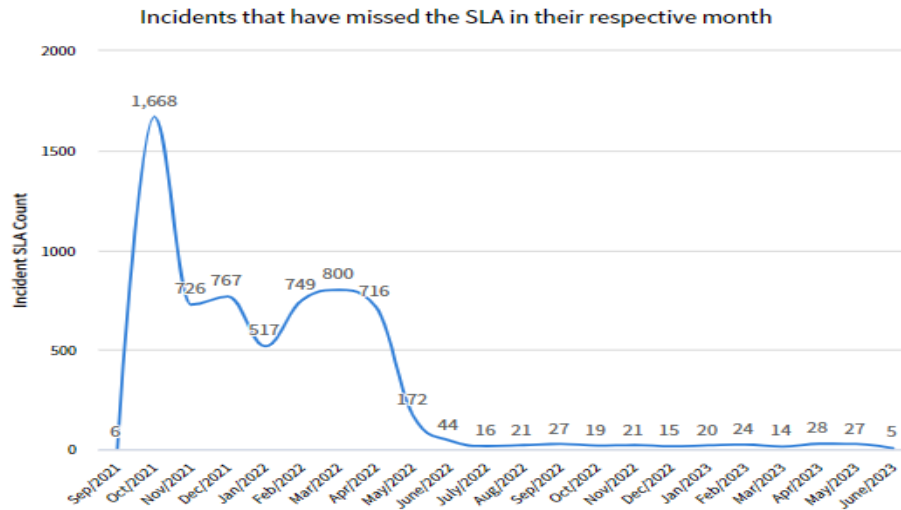
- The Monthly Level 3 Helpdesk Diagnosis Service Level Agreement (SLA) graph below represents the Level 3 Helpdesk compliance metric for closed incidents. The final compliance for May was 98.9%. The current compliance for June Month to Date (MTD) is 99.7%

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



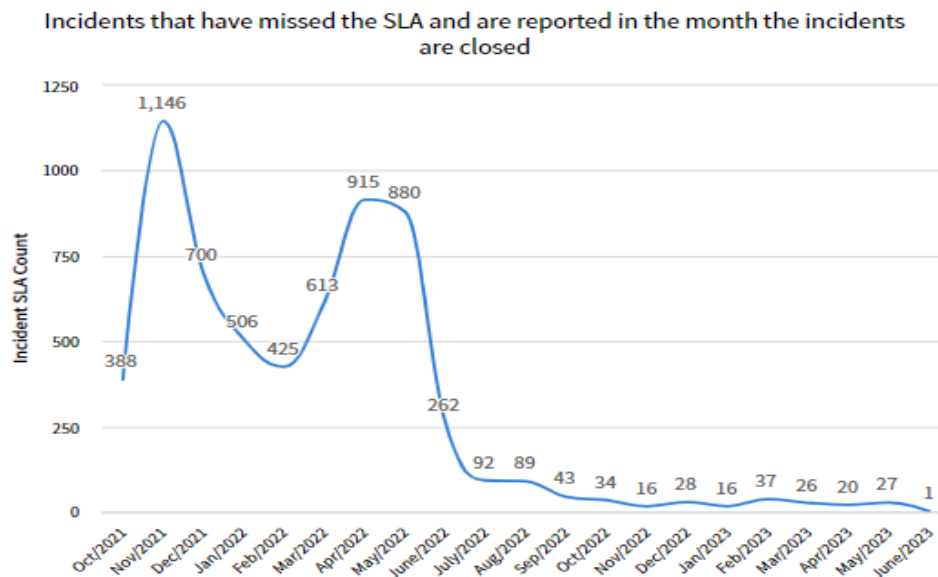
- The graph below represents the number of incidents that missed the Service Level Agreement (SLA) in each month. 5 incidents missed the SLA in June Month to Date (MTD)

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. 1 closed incident missed the SLA in June Month to Date (MTD)

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



3.2 Technology Operations

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

3.2.1 CalSAWS Management and Operations

- ▶ Network Management and Monitoring – Automated Alerting
 - SolarWinds integration with ServiceNow for automated ticket generation
 - ServiceNow team working on moving code to Production
- ▶ Site Migrations
 - Trinity County – 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
 - Humboldt County – Site Move & Contact Center Move to POP
 - County Purchase Document drafted.
 - Kern County – Site Move
 - Met with County May 18, 2023, to continue requirements gathering and preparing the County Purchase documentation
 - San Diego County – Site Move for County's Point of Presence ("PoP") Connection Point
 - Completed WAN enablement
 - Network integration to be scheduled for end of June 2023

Table 3.2.1-1 – CalSAWS Upcoming Maintenance

Scheduled Date	Activity Description
June 5, 2023	Replace Verizon wireless circuit with Unwired Broadband Fixed Wireless at site 22005
June 5, 2023	ForgeRock Security Disaster Recovery Production Release 23.06.05
June 8, 2023	Deploy Amazon Web Services (AWS) Service Control Policies (SCP) Updates to Production Organization Units (OUs)
June 8 – 9, 2023	F5 Pool Health Check Configuration
June 8 – 9, 2023	Deploy production infrastructure to support statewide rollout of Welcome & Authentication voice bots in Placer County [contactcenter-production-placer] (Planned Change)
June 8 – 12, 2023	Update existing batch instance size and add additional batch Instances and Maximum Aid Payment (MAP) instance in Coreapp-Production (Planned Change)
June 11, 2023	April 2023 Database patching - Production
June 11 - 21, 2023	LA3 F5 - Phase 2 - Application of Signatures at F5 Virtual IP (Intrusion Prevention System) (IPS)
June 12 – 15, 2023	F5 - Removal of Unused / Offline Virtual IP (VIP) and Pools

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: May 22, 2023 – June 4, 2023

Contractor Project Executive: Arnold Malvick

Scheduled Date	Activity Description
June 13, 2023	SV1 Equinix F5 - Increase Memory allocation (Management module)
June 13 – 25, 2023	LA3 F5 - Phase 1 - Application of Signatures at Virtual IP (Intrusion Detection System) (IDS)
June 14 – 27, 2023	Mock 5B CalWIN Cutover Exercise

Table 3.2.1-2 – CalSAWS Incident Follow-up Summary

Ticket ID	Description	Impact Date / Time	Impact	Resolution
None				

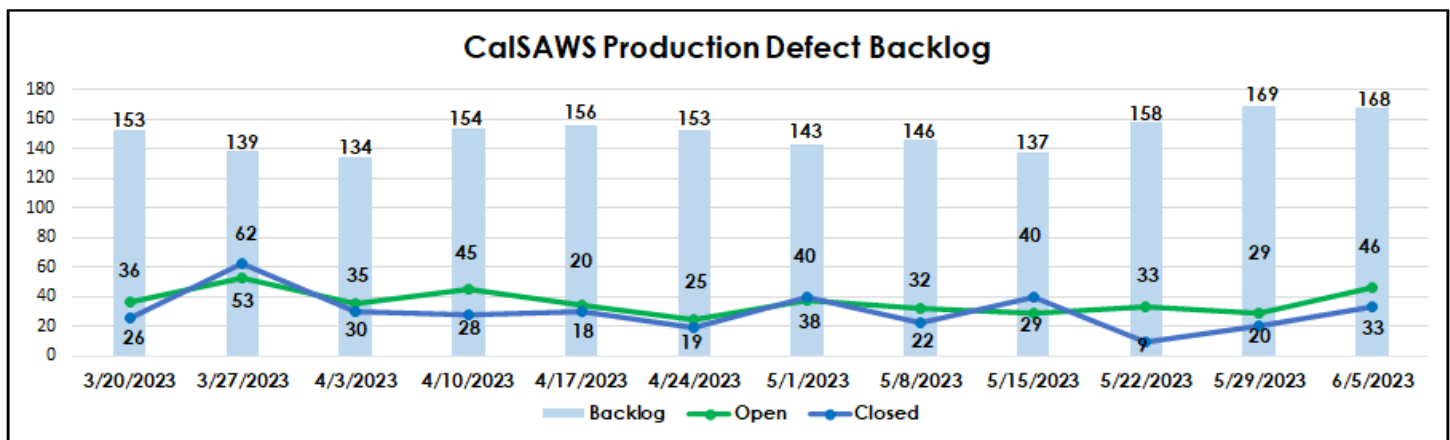
3.2.2 Service Level Agreement (SLA) Outcomes (Met/Missed) (CalSAWS)

- 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	23.05	23.07	23.09	23.11	TBD	Grand Total
2-Normal/Medium	34	5	2	1	43	85
New	8	3	2	0	19	32
In Progress	25	2	0	1	20	48
Closed	1	0	0	0	4	5
3-Normal/Low	24	0	0	0	10	34
New	3	0	0	0	5	8
In Progress	19	0	0	0	2	21
Closed	2	0	0	0	3	5
4-Cosmetic	4	0	0	0	0	4
In Progress	4	0	0	0	0	4
Grand Total	62	5	2	1	53	123

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:
 - 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

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: May 22, 2023 – June 4, 2023

Contractor Project Executive: Arnold Malvick

TASK	DATE (S)	OWNER
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) – 227 – BenefitsCal Account Creation Issue – PRB0046002
 - On April 24, 2023, at 11:05 a.m., the BenefitsCal Technical Service Desk team notified the ForgeRock Operations team that it had assigned 4 incident tickets related to BenefitsCal Users unable to create new accounts. The assigned incidents tickets were Priority 5 (lowest). On the same day at 4:45 p.m., the ForgeRock team joined a troubleshooting call with an impacted User and the BenefitsCal Technical Service Desk team, to observe the issue in real time. On April 25, at 9:30 a.m., the ForgeRock team started troubleshooting the issue by reviewing the logs associated with the tickets and took steps to recreate the issue. The ForgeRock team determined that BenefitsCal customer registration flow was failing for requests routed to Availability Zone C in the Production Environment; however, Availability Zones A and B were working as expected. No root cause was able to be determined. The ForgeRock team speculates that a momentary environment issue occurring at around the time that the emergency change was performed in the morning of April 20, 2023, at 2:00 a.m. (CHG0040623) may have caused this issue. Errors were noted in the logs starting at 6:59 a.m. on April 20, 2023, after the Emergency Change Request (ECR) was performed. The ForgeRock team removed Availability Zone C from the load balancer target group to stop traffic to Availability Zone C, which stopped further errors. The team submitted emergency change request CHG0040758 which was approved. The team restarted the Access Management (AM) and Identity Management (IDM) in Availability Zone C and re-added Availability Zone C to the target group. This action corrected the issue and full redundancy, and capacity was restored.
- ▶ Root Cause Analysis (RCA) – 229 – CalSAWS Wave 3C Conversion Delay – (No PRB#)
 - The 3C transformation was executed with incorrect Oracle Data Integrator (ODI) code. For the 3C/4A cutover, 3C and 4A are executed on different conversion “code”. Conversion “code” is made up of two separate but interrelated components: ODI and “DC scripts”. ODI code is the orchestration (containing tier hierarchy, final data load, etc.) DC Scripts contains the actual SQL scripts that manipulate/transform the data. Cutover 3B was executed with 2023.04.01 code and 2023.4.18 DC Scripts. Cutover 3C should have been executed with the same. Instead, during cutover 3C/4A pre-cutover activities, the 2023.04.06 ODI code was loaded into the conversion transformation environment. When tier 0 “pre-group” was executed, the 2023.04.06 code referenced an incorrect Scenario in the steps hierarchy, thus 8 pre-group scripts for Eligibility

Determination Benefits Calculation (EDBC) were not executed. Later in the cutover window during Tier 4, the EDBC group was executed. This group references temporary tables created in tier 0. During the execution of this tier, an error on load of EDBC was encountered, and Foreign Key errors were experienced when executing SERV (Server) group. The EDBC error was identified as a column incorrectly named, the column name was corrected and EDBC was re-executed (seemingly) successfully. The SERV errors required additional investigation and were identified as needing previously converted (3B) data in COLLAB_CONTRACT. Application development teams were engaged as initial tirage indicated this was a new data condition. Once the COLLAB_CONTRACT was loaded the group was re-executed. On re-execution data was successfully converted. Both EDBC and SERV were loaded with data and errors did not re-occur. The temporary tables for EDBC did not have any cutover C data in them due to earlier scripts (tier 0) not running, however there was a single case that was in both Cutover B and Cutover C. That case had data in the cutover B temporary tables. The tier 4 EDBC group picked up EDBC's of that case. With regards to Conversion, there were "early warning" technical validations that had been done in order to check to ensure no groups have an unexpected 0 record result, thus did not alert the Conversion team. During tier 5 additional errors were experienced with tables associated to SERV. The Conversion team re-executed SERV, and the tier 5 issues did not re-occur. At the completion of ODI execution, the conversion team performed a full table/row count comparison against the development run on May 2 and a discrepancy was identified affecting EDBC and EDBC related tables. Approximately 1.3 million expected EDBC's were not converted. The cutover was halted while the conversion began investigating the missing records. At this point in time, the cause of the issue was not known. A decision was made to postpone the 3C cutover and proceed with the 4A cutover.

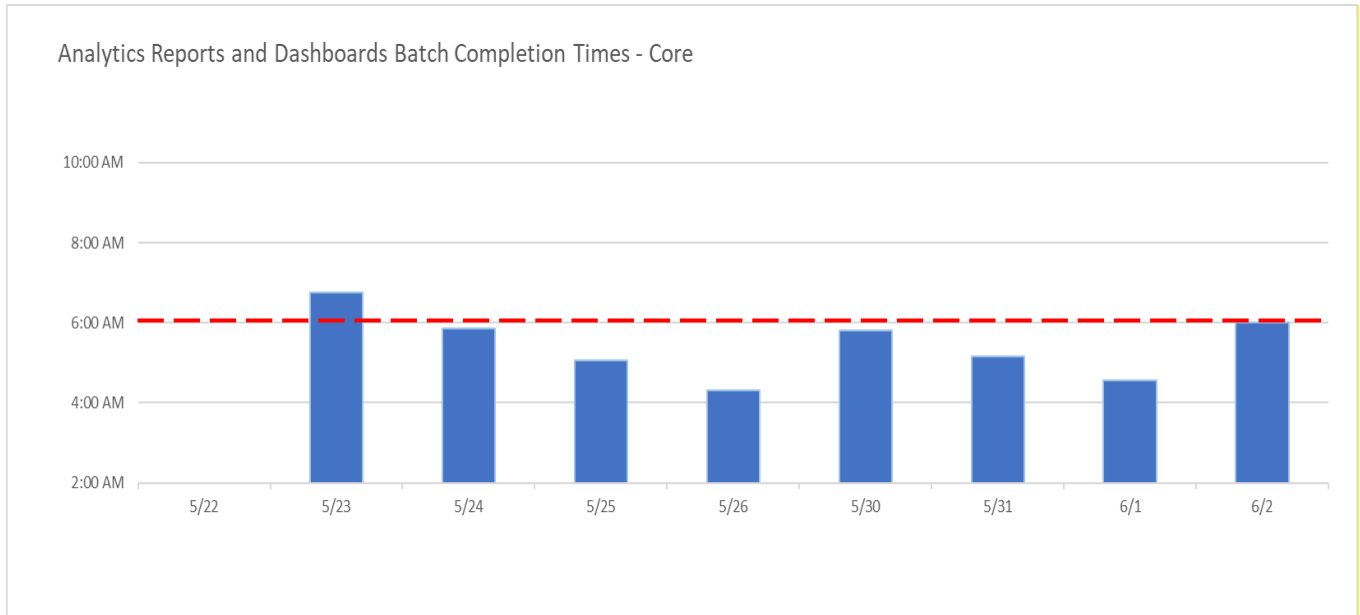
3.4.3 Batch Operations

- ▶ Wave 3C Activities:
 - Supported cutover batch run for the Wave 3C cutover on May 19, 2023, batch run
 - Completed execution of catch-up files from Fidelity National Information Services (FIS) and other interface partners for interface files intentionally held over cutover weekend
 - 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. Successfully generated and transferred the files
- ▶ Conducted batch operations communications and contacts session with Wave 4 counties on June 1, 2023
- ▶ Supported re-execution of skipped August Modified Adjusted Gross Income (MAGI) / Mixed MAGI Medi-Cal Renewals, resulting from defect CA-262688
- ▶ 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 22, 2023 – June 3, 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

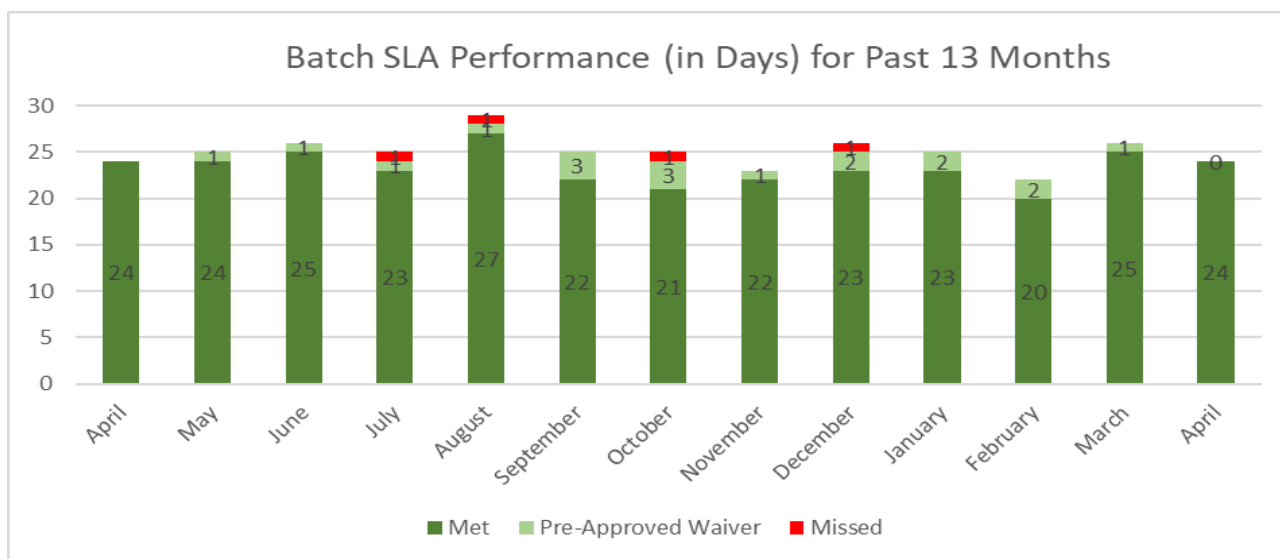
Table 3.4.3.1 - Details of Days When Analytics Reports and Dashboards Completed Late

Batch Date	Issue	Communication	Status	Resolution
May 22, 2023	N/A	No Analytics batch planned due to post 3C cutover activities	N/A	N/A
May 23, 2023	Planned catch-up run of Analytics post 3C cutover	Batch was expected to run past 6 AM and completed ahead of planned target of Wednesday end of day	Closed	Jobs completed

3.4.4 Production Performance

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

Table 3.4.4-1 – Batch SLA Performance



- ▶ Imaging
 - None for the reporting period
- ▶ Contact Center
 - Performance Test tentatively scheduled for July 11, 2023
- ▶ ForgeRock
 - Tech ForgeRock will be performing a PROD Build on June 2, 2023, and Production Disaster Recovery on June 5, 2023
- ▶ Core Online
 - Online Service Level Agreement (SLA) Performance. Peak SLAs for screen to screen and Eligibility Determination Benefit Calculation (EDBC) met every day for the last 12 months

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

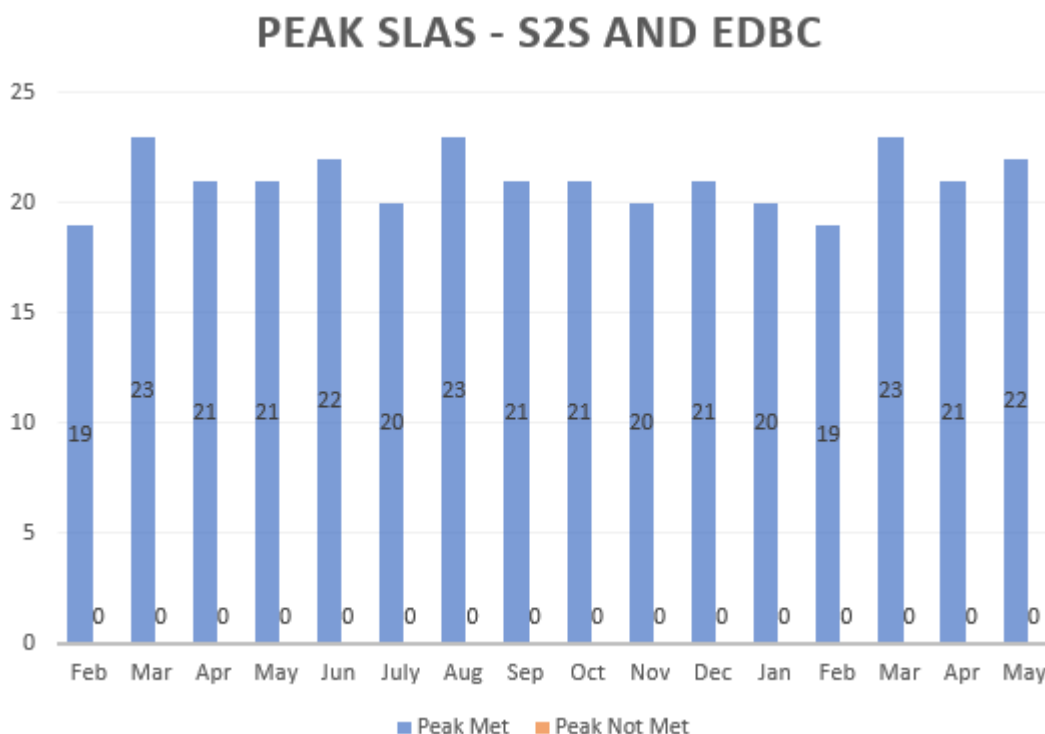
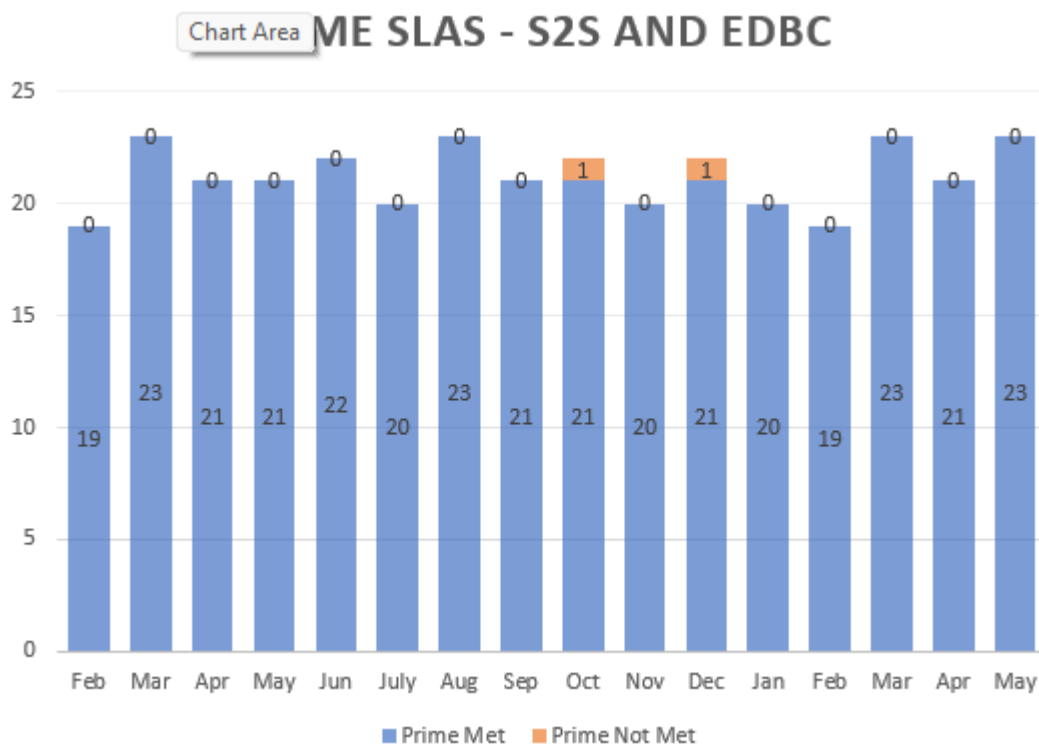


Table 3.4.4-3 – Prime SLAs -S2S and Eligibility Determination Benefit Calculation (EDBC)



3.5 ForgeRock

3.5.1 Highlights of the Reporting Period

- ▶ 3 new Application Programming Interface (API) requests came in on Friday June 2, 2023 – Technical ForgeRock will work on approvals next week (Week of June 5, 2023)
- ▶ Technical ForgeRock restored non-Production Environments (AT and Development) on June 2, 2023
- ▶ Root Cause Analysis (RCA) on non-Production environment failure timeline and write up draft being worked on
- ▶ Change Requests for AT and Dev this week cancelled – No incoming Pull Requests
- ▶ Production Change Requests approved for June 2, 2023, and Production Disaster Recovery for June 5, 2023
- ▶ Reviewed and secured approval of ForgeRock June 2, 2023, Priority Release with Cloud Security Team
- ▶ Reviewed and secured approval of ForgeRock June 2, 2023, Priority Release with Accenture Security Team
- ▶ Team working on the merge of Teams to CalSAWS SharePoint for Process Documentation
- ▶ Technical ForgeRock working with Consortium for customizations to the CalSAWS JIRA for System Change Request (SCR) and Defect progress
- ▶ Internal Review of Draft Operational Working Document (OWD) completed and being reviewed internally within the Technical ForgeRock leads
- ▶ Technical ForgeRock created Change Requests for Assembly Test, Development, Sandbox Builds for June 8, 2023, and June 9, 2023
- ▶ Automated Delegated Administration Process Workflow M&E SCR under review from Accenture Security
- ▶ Upgrade of 7.3 configured in Sandbox and list of all open tickets and defects tested to see if the upgrade will fix the issues
- ▶ Technical ForgeRock continuing to work on open ServiceNow tickets
- ▶ ForgeRock team working with ForgeRock support on resolving ServiceNow connector performance issues

Table 3.5-1 – ForgeRock Milestones

MILESTONES	PRODUCTION DEPLOYMENT DATE	STATUS
Identity Management, Directory Services, and Access Management 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	June 30, 2023	In progress

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: May 22, 2023 – June 4, 2023

Contractor Project Executive: Arnold Malvick

MILESTONES	PRODUCTION DEPLOYMENT DATE	STATUS
Now - Design		
ForgeRock-ServiceNow integration	June 30, 2023	In progress
Implement Multi-Factor Authentication delivery choice at Login Journey - Design and Proof of Concept ONLY	June 30, 2023	In progress

3.6 Innovation Lab

- ▶ Worker-Facing Virtual Assistant (VA)
 - o Successfully deployed Release 7 on May 25, 2023
 - o Finishing County Validation, the week of June 5, 2023, for Release 8, target to deploy on June 8, 2023
 - o Finalized Release 9 design on June 1, 2023 - prepping the SCR (System Change Request) for approvals, target to deploy on June 22, 2023
 - o Starting Release 10 design on June 8, 2023
- ▶ Voice Bots (Welcome/Authentication Bots)
 - o San Bernardino County voice bots went live on May 30, 2023. The bots were originally rolled back post go-live due to a reporting issue which has since been resolved and is operating as expected
 - o System testing for sprint 2 Counties [Yolo/Placer/Shasta] is in progress; target to complete by June 7, 2023
 - o Submitted the Production Change Request (CR) and Technical Budget Change Request (TBCR) for sprint 2 Counties [Yolo/Placer/Shasta] on the week of May 29, 2023; Targeting to receive approval on the week of June 5, 2023
 - o Received approval on the Non-Production Change Request (CR) and Technical Budget Change Request (TBCR) for sprint 3 Counties [Tulare, Santa Clara, Contra Costa, Orange, Ventura, and Santa Barbara] on the week of May 29, 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 final review by June 9, 2023
 - o Change Requests (CRs):
 - Received approval on the CR for continued lambda development on May 31, 2023
 - Received approval on the networking Emergency CR for non-Production shared functions account on June 2, 2023

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: May 22, 2023 – June 4, 2023

Contractor Project Executive: Arnold Malvick

3.7 Imaging

- ▶ Completed Defects
 - CA-261421 - External Agency - Imaging from Medi-Cal (MC) 373 not available in Hyland
- ▶ Completed System Change Requests (SCRs)
 - CA-248099 - Remove case sensitivity in the case number lookup fields; Teams involved: Batch Interfaces, Imaging, and Hyland
 - CA-239907 - BenefitsCal Release of Information Community Based Organizations (CBO) Access

3.8 Customer Service Center (CSC)

- ▶ In Design:
 - 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
 - Lobby devices have been fully deployed and are all in production. Lobby team will be onsite the weeks of June 5, 2023, and June 12, 2023, for training and support.
- ▶ Marin County
 - County Purchase signed, and order placed
- ▶ San Francisco County
 - County Purchase signed, and order placed
- ▶ San Mateo County
 - County Purchase signed, and order placed
- ▶ Santa Clara County
 - All devices have been fully deployed and training has been completed
- ▶ Solano County
 - County Purchase signed, and order placed
- ▶ Sonoma County
 - 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
 - County Purchase documentation with County for approval
- ▶ Nevada County
 - County purchase order signed, and order placed
- ▶ Placer County
 - No updates for the reporting period
- ▶ Yuba County

- Continued imaging tablets: estimated time of completion ("ETC") is June 30, 2023

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

- ▶ Lassen County
 - County purchase order signed, and order placed
- ▶ Siskiyou County
 - County Purchase documentation with County for approval
- ▶ Tehama County
 - 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
 - County purchase order signed, and order placed
- ▶ Kern County
 - June 4, 2023, update – Additional troubleshooting has been performed. Next step, County to work with internal county network team to check firewall settings
 - County Purchase documentation with County for approval
- ▶ Kings County
 - County Purchase documentation with County for approval
- ▶ Mariposa County
 - County Purchase signed and order placed
- ▶ San Joaquin County
 - County Purchase documentation with County for approval
- ▶ San Luis Obispo County
 - County Purchase signed and order placed
- ▶ Tulare County
 - County Purchase documentation with County for approval

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

- ▶ Orange County
 - Tentative kiosk delivery date has been scheduled for June 9, 2023
- ▶ San Bernardino County
 - No updates for the reporting period
- ▶ Ventura County
 - 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
 - No updates for the reporting period

3.10 Additional Projects

- ▶ California Department of Social Services (CDSS) Report Support
 - Continued to work on Temporary Assistance for Needy Families (TANF) data for Office of Inspector General audit
 - Continued work on restructuring Social Security Income (SSI) ad hoc query for California Department of Social Services (CDSS) Research, Automation, and Data Division (RADD) Team
 - Completed work on reviewing Placer and Yolo County converted data with CDSS
 - Completed work on SIRFRA 3870 – Cash Assistance Program for Immigrants Program Languages - Due: May 22, 2023
 - Completed work on SIRFRA 3872 - CalFresh \$50 Minimum Benefit (SB 600) - Due: May 22, 2023
 - Continued work on SIRFRA 3875 – Level of Care (LOC) and Intensive Services Foster Care (ISFC) Information - Due: June 8, 2023
 - Completed work on SIRFRA 3876 - Direct Deposit Monthly Report - Due: June 1, 2023
 - Started work on SIRFRA 3878 – Able Body Adults Without Dependents (ABAWD) Population Estimates – Due: June 7, 2023
- ▶ Department of Health Care Services (DHCS) Report Support
 - Completed work on SIRFRA 1262 - End of Continuous Coverage Requirement Renewal Data Request July 2023 - Due May 25, 2023
 - Continued work on SIRFRA 1264 - PHE Renewal Data Request - May 2023 - Due June 8, 2023
 - Continued work on SIRFRA 1265 - Pending Applications (PHE Dashboard Slides) May 2023 - Due June 8, 2023
 - Completed work on SIRFRA 1268 - CalWORKs self-employment standard deduction cases - Due: May 31, 2023

3.11 Deviation from Plan/Adjustments

- ▶ None for this reporting period

4.0 Application Development

4.1 Highlights from the Reporting Period

Table 4.1-1 – Application Development Status Agenda Topic

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
4.4.1 Release Test Summary	<ul style="list-style-type: none">• Deployed the 23.05 baseline release to production.• Began 23.07 system testing. Week 1 of 8, 23.07 system testing completed. 10% pass rate on a 13% 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 seven priority releases:
 - The CalSAWS 23.05.23 Minor Release was successfully deployed on May 23, 2023
 - One System Change Requests (SCRs) was deployed in the Fiscal team
 - The CalSAWS 23.05.25 Minor Release was successfully deployed on May 25, 2023
 - Six defects were deployed in the areas of Contact Center and Reports team
 - Four System Change Requests (SCRs) were deployed in the areas of CalHEERs, Eligibility, Fiscal, and Reports teams
 - The CalSAWS 23.05.30 Minor Release was successfully deployed on May 30, 2023
 - Fourteen defects were deployed in areas of Batch Operations, Batch/Interfaces, BenefitsCal, Client Correspondence, Eligibility, and Online
 - Eleven System Change Requests (SCRs) were deployed in the areas of BenefitsCal, CalHEERs, Imaging, Fiscal and Online teams
 - The CalSAWS 23.05.31 Minor Release was successfully deployed on May 31, 2023
 - One defect was deployed in the areas of BenefitsCal team
 - The CalSAWS 23.06.01 Minor Release was successfully deployed on June 1, 2023
 - Five defects were deployed in areas of Client Correspondence, Reports, and Online team
 - Five System Change Requests (SCRs) were deployed in the areas of CalHEERs, Fiscal, and Online teams
 - The CalSAWS 23.06.02 Minor Release was successfully deployed on June 2, 2023
 - Two defects were deployed in the areas of Client Correspondence and Online team
 - One System Change Requests (SCRs) was deployed in the area of Online team
 - The CalSAWS 23.06.03 Minor Release was successfully deployed on June 3, 2023
 - One defect was deployed in the area of CalHEERs team

Table 4.2-1 – CalSAWS Upcoming Release

Release	Summary
23.06.05	<ul style="list-style-type: none"> ▶ Defer Running Medi-Cal Eligibility Data System (MEDS) Reconciliation for Wave 2 Counties (Contra Costa, Santa Clara, and Tulare) until next scheduled run for former CalWIN Counties on June 26, 2023
23.06.08	<ul style="list-style-type: none"> ▶ CER CA-250921 – Enhanced Call Control Panel (eCCP) single log off button ▶ Authorized CalFRESH Case Listing -Delayed Application Processing ▶ Data Change Kern County Warrants to Paid Status ▶ Update Valuable Voucher Type for Ventura County ▶ Update Santa Cruz County Warrant template mapping ▶ All County Letter (ACL) 23-48 Cost of Living Adjustment (COLA) Increase to the Minimum Basic Standards of Adequate Care (MBSAC) and Income in Kind (IIK) for 2023-2024 ▶ DDID 2699, 2210, 2705, 2706, 2707, 2708, 2709, 2710, 2711, 2712, 2713, 2714, 2715, 2719, 2720, 2721 FDS CSC: Inbound Interactive Voice Response (IVR)

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: May 22, 2023 – June 4, 2023

Contractor Project Executive: Arnold Malvick

23.06.09	<ul style="list-style-type: none">▶ Voice Bots Statewide Rollout: Placer County▶ Voice Bots Statewide Rollout: Yolo County▶ Voice Bots Statewide Rollout: Shasta County▶ Documentation: Update Functional Design Document (FDD) for Correspondence forms▶ Integrated Performance Testing
23.06.11	<ul style="list-style-type: none">▶ Operational Decision Manager (ODM) Rule Changes for JAVA and Weblogic Upgrade▶ Upgrade JAVA and Weblogic for CalSAWS Application
23.06.15	<ul style="list-style-type: none">▶ Provide list with current Medi-Cal eligibility to CalHEERS▶ Prevent Medi-Cal Auto-Discontinuance for Failure to Complete Redetermination (RE) if at least one Medi-Cal (MC) RE Packet is returned▶ Update Riverside County Paid Warrant file layout to US Bank▶ San Benito County requested to process E2lite backlog files since November 2021▶ Update Batch Eligibility Determination and Benefits Calculation (EDBC) Protection for Inter-County Transfer (ICT) Cases During the CCU▶ Turn on Batch Jobs for Medi-Cal Continuous Coverage Unwinding▶ Send updated Terms & Conditions Text for Converted CalWIN Cases (Wave 4)
23.06.17	<ul style="list-style-type: none">▶ All County Letter (ACL) 23-48 - Batch EDBC for Cost-of-Living Adjustment (COLA) for Income In-Kind (IIC) for 2023-2024
23.06	<ul style="list-style-type: none">▶ Total System Change Requests (SCRs): 6 approved▶ Release Webcast date: To be determined
23.07	<ul style="list-style-type: none">▶ Total System Change Requests (SCRs): 46 approved▶ Release Webcast date: To be determined
23.09	<ul style="list-style-type: none">▶ Total System Change Requests (SCRs): 27 approved▶ Release Webcast date: To be determined

4.3 Application Development Status

- ▶ Continued design on:
 - CA-202054 – All County Letter (ACL)-18-07 Suspend/Discontinue/Reinstate for Cash Assistance Program for Immigrants (CAPI) case
 - CA-205112 - ACL 18-82 / ACL 20-109 - SB 380 - Phase III
 - CA-205388 - Add Threshold Languages for CAPI Change, Suspension, and Discontinuance Notice of Action (NOAs) (from NA 692)
 - CA-207655 - Home and Community-Based Services and Spousal Impoverishment Provisions
 - CA-220057 - Informational Materials Required at MC Auto Ex-Parte Renewal
 - CA-226701 - Create Flexible CalWORKS (CW)/CalFRESH (CF) Redetermination (RE) Appointment Batch Job for Migration Counties
 - CA-237974 - Auto Post Franchise Tax Board (FTB) Tax Intercept transactions to Recovery Account
 - CA-243001 - ACIN I-XX-23- FFY 2023-2024 CalFresh COLA; ACL 23-XX CW MAP; ACL 23-XX CW IRT - Run Batch EDBC
 - CA-243007 - ACL 23-XX FC, KG CNI Rate Increase for Year 2023-2024 - Batch EDBC
 - CA-243010 - ACL 23-XX AAP CNI Rate Increase for Year 2023-2024 - Batch EDBC

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: May 22, 2023 – June 4, 2023

Contractor Project Executive: Arnold Malvick

- CA-245440 - Accelerated Enrollment (8E) from SAWS applications
- CA-246136 - Expand the Child Care Administrator Portal to work for other Providers/Community Based Organizations (CBOs) to display information other Referrals/Needs
- CA-246484 - Creation of Banked Caseload Capability
- CA-251562 - Adult Expansion for Medi-Cal
- CA-252364 - Non- Modified Adjusted Gross Income (MAGI) and Mixed Medi-Cal RE Packet updates for Elimination of Assets
- CA-253124 - Validate E-mail Addresses Added into CalSAWS
- CA-253574 - Bulk Data Extraction from S3 Data Lake to San Diego County
- CA-254796 - Automated Electronic Benefits Transfer (EBT) Replacement Implementation
- CA-260246 - Add MC RE Packets in Hindi and Japanese languages
- CA-260247 - Add MC RE Packets in Mien and Ukrainian languages
- CA-261758 - Accessibility - Update Pages in CalSAWS
- CA-49396 - ACL 15-96 - Add and update Approved Relative Caregiver (ARC) NOAs and Forms

- ▶ Continued build on:
 - Build for priority releases and 23.09 approved System Change Requests (SCRs)

4.4 Release Management

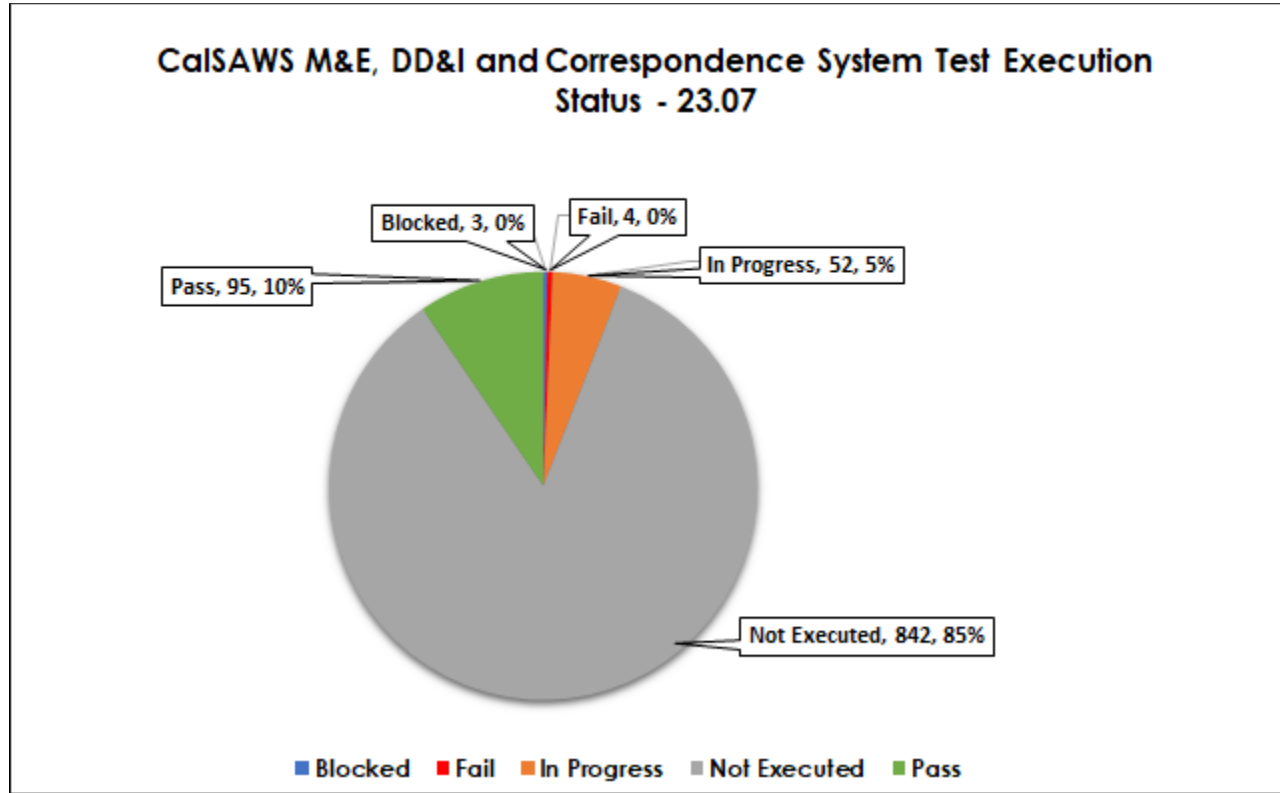
4.4.1 Release Test Summary

- ▶ Deployed the 23.05 baseline release to Production
- ▶ Began 23.07 system testing. Week 1 of 8, 23.07 system testing completed. 10% pass rate on a 13% target

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

Pass Rate Target as of June 2, 2023	13%
Pass Rate Actual as of June 2, 2023	10%
System Test complete Date: July 19, 2023	

Figure 4.4.1-1 – CalSAWS M&E, DD&I and Correspondence System Test Execution Status – 23.07



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	136,734,025	46.84%	15	100.00%
2	105	96,736,131	33.13%	100	95.17%
3	128	29,193,426	10.00%	119	94.13%
4	610	25,680,039	8.80%	327	62.62%
5	2891	3,602,419	1.23%	477	26.55%

Note: Transaction volume and coverage metrics are based on CalSAWS monthly Production performance data and Automated Regression Test (ART) coverage data as of May 31, 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 834 end-to-end Automated Regression Test (ART) scripts:

- ▶ 739 targeting the core CalSAWS application
- ▶ 4 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 24, 2023, and May 31, 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-247827 Modify GA/GR Grant Calculation to deduct the Bus pass Amount from the total Grant Amount
 - 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
 - CA-257854 Add Vendor Payment Section to GA/GR Automated Solution Manual EDBC page
- o SCRs in Development Phase
 - 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 Los Angeles GR hearing Appointments created during the CalSAWS Wave 4 Outage Period
 - CA-258007 Generate a one-time list of Los Angeles GR hearing Appointments created during the CalSAWS Wave 5 Outage Period
 - CA-258009 Generate a one-time list of Los Angeles GR hearing Appointments created during the CalSAWS Wave 6 Outage Period
- o SCRs in System Test 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-259187 Online Help: New GAGR Online Help pages (GAGR-345)
- o Priority SCRs deployed to Production
 - CA-262191 Re-baseline Santa Barbara GA/GR Automated Solution Admin Rules [23.05.25]
- o Defects Released to Production
 - CA-259111 SAR 7 – GR Customer Reporting sweep (PB54R6808) failed with single - row sub query [23.05.22]
 - CA-261644 Update LIVING_ARRGMT mapping to correct "Shared Housing with one other Individual" [23.05.25]
 - CA-259943 Manually generated Form-11-40 HHSA (7/21)-GR Employability Evaluation (GREE) Referral (Reason code-MF0001) is not showing up on the Distributed document page. [23.05.30]

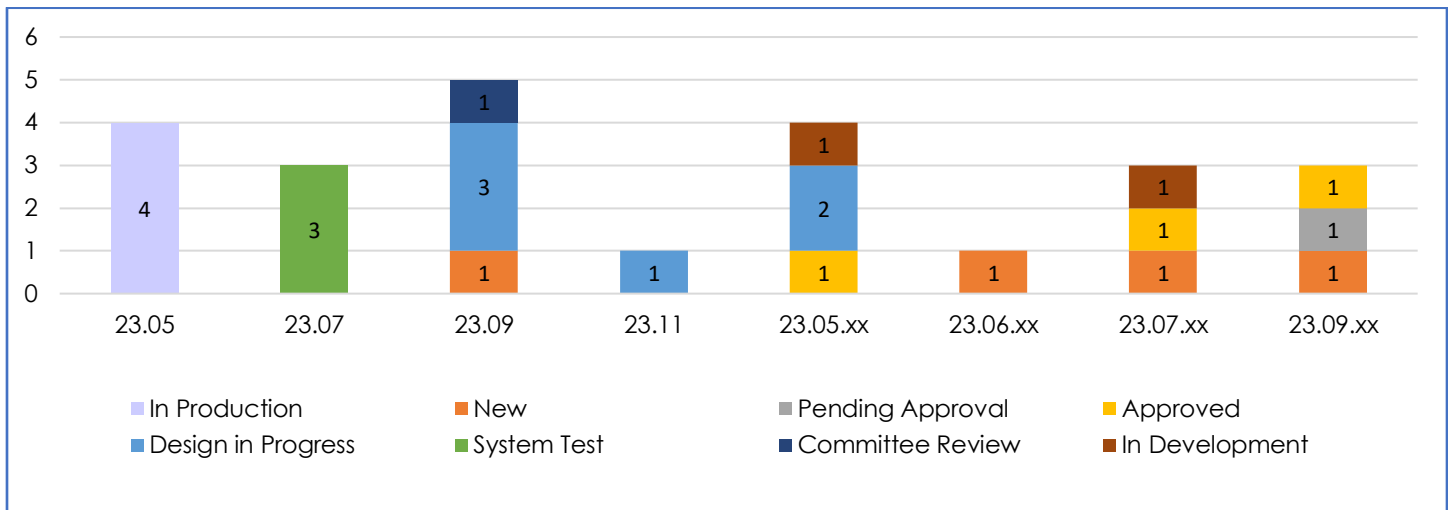
CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: May 22, 2023 – June 4, 2023

Contractor Project Executive: Arnold Malvick

- CA-260636 Contra Costa GA/GR determining employable client eligible to unemployable grant amount [23.05.30]
- CA-261087 GA/GR Disregard Applied to Unearned Income [23.05.30]
- CA-261103 GA/GR Automated Solution - Eligibility to Indigent Burial benefits not determined if client died within benefit month [23.05.30]
- CA-261925 GR Form F0912-26-74 (R08/15) Auto generated and printed centrally For Orange County [23.05.30]

Figure 4.5.-1 – GA/GR SCRs



4.6 Training Materials Update

- ▶ 23.07 Online Help (OLH SCRs):
 - System Test: 12
- ▶ 23.07.21 Priority Release Web Based Training (WBT) and Functional Presentations (CFPs) (SCRs):
 - New: 1
 - Approved: 2
 - In Development: 2
 - In Assembly Test: 6
- ▶ Training Environments
 - Continued to work cross-team to troubleshoot CalSAWS Training Staging and Training Production environment tickets

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

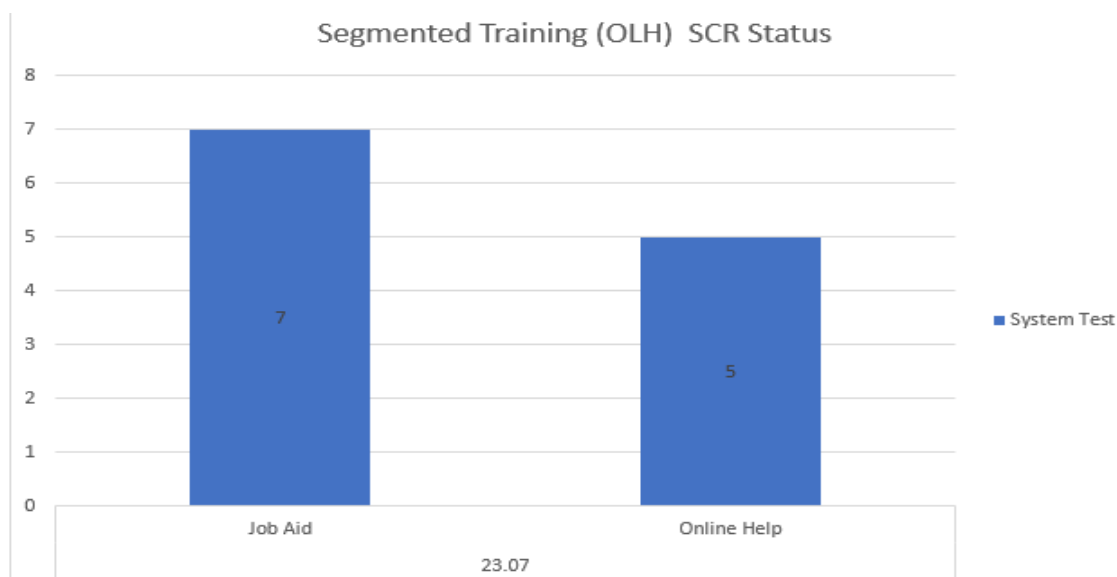


Table 4.6-1 – Upcoming Training Activities

Training Activity	Date	Status
23.05 Code Deployment for Training Staging and Training Production Environments	May 28, 2023	Completed
23.05 Code Deployment for TR1 Environment	June 2, 2023	Completed

4.7 Deviation from Plan/Adjustments

- ▶ None for the reporting period

5.0 Regional Updates

- ▶ None for the reporting period

6.0 Appendices

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: May 22, 2023 – June 4, 2023

Contractor Project Executive: Arnold Malvick

Appendix A – M&E Requests and SCR Status

Appendix B – County Purchases Status Report

Appendix C – CalSAWS System IVR Report

Appendix D – COVID SCRs