

CALSAWS M&O BI-WEEKLY STATUS REPORT

Reporting Period: June 5, 2023 – June 18, 2023

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1.0 Executive Summary

1.1 CalSAWS Project Status Dashboard

Table 1.1-1 – Status Dashboard

Topic	CalSAWS System	Highlights
Availability		<ul style="list-style-type: none"> ▶ The CalSAWS System was unavailable for Users from 1:00 p.m. to 2:00 p.m. on June 7, 2023, due to a database issue. Services became stable from 2:00 p.m. to 8:00 p.m. then the CalSAWS System experienced a reoccurrence of the database issue impacting User access. A decision was made to switch over to the high availability CalSAWS backup where the system remained stable and performant since. On June 19, 2023, the change was made to switch back to the primary database from the standby database
Defects		<ul style="list-style-type: none"> ▶ There are 165 active Production defects
Incidents		<ul style="list-style-type: none"> ▶ CALSAWS BROADCAST: Starting at 9:25 a.m. on June 5, 2023, Users were encountering an error (UEID) when updating the Citizenship page. As of 9:35 a.m. on June 5, 2023, this issue was resolved. Users were able to update the Citizenship page without experiencing the UEID error. PRB0046399 ▶ CALSAWS BROADCAST: Starting at 7:00 a.m. on June 6, 2023, the Service Payment Manual Issuance Register report had been delayed in Production. As of 7:43 a.m. on June 6, 2023, this issue was resolved. PRB0046417 ▶ CALSAWS BROADCAST: Starting at 8:30 a.m. on June 6, 2023, Some County Users were experiencing intermittent slowness while navigating through and performing transactions in CalSAWS. The CalSAWS Project team continues to monitor and troubleshoot the intermittent slowness issue. PRB0046420 ▶ CALSAWS BROADCAST: Starting at 1:00 p.m. on June 7, 2023, County Users were unable to access CalSAWS due to a Production outage. CalSAWS Policy, Review and Training Environment (PRT) continued to be available in read-only mode for Production Users. As of 2:00 p.m. on June 7, 2023, all CalSAWS services became available and remained stable until about 8:00 p.m. At 8:10 p.m. on June 7, 2023, the CalSAWS application experienced a reoccurrence of the database issue. As a result, a decision was made to switch over to the high availability CalSAWS backup. The CalSAWS application and BenefitsCal were brought back online as of 12:50 a.m. on June 8, 2023. In accordance with recommendations from Amazon Web Services and Oracle, the CalSAWS Project team modified the database audit log storage method on June 14,

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Topic	CalSAWS System	Highlights
		<p>2023, as a mitigating solution. The Project team also transitioned from the secondary database to the primary database on Sunday, June 18, 2023, during the 2:00 p.m. to 8:00 p.m. scheduled Production maintenance</p> <ul style="list-style-type: none"> ▶ CALSAWS BROADCAST: Starting at 11:35 a.m. on June 8, 2023, Non-Contact Center staff were unable to complete telephonic signatures in the CalSAWS application. In addition, Users were not able to listen, download, and save telephonic signature recordings in the CalSAWS application. This did not impact telephonic signatures completed through the Enhanced Call Control Panel (eCCP). As of 4:56 p.m. on June 8, 2023, this issue was resolved. PRB0046454 ▶ CALSAWS BROADCAST: Starting at 7:00 a.m. on June 8, 2023, the four reports were not generated in Production. As of 7:45 a.m. on June 8, 2023, this issue was resolved. PRB0046447 ▶ CALSAWS BROADCAST: Starting at 11:40 a.m. On June 12, 2023, Users were encountering an error (UEID) when attempting to generate an Absent Parent Form (CW 2.1Q). Defect CA-263104 has been created to investigate the issue. As of 9:00 p.m. on June 13, 2023, the issue was resolved. PRB0046477 ▶ CALSAWS BROADCAST: Starting at 7:00 a.m. on June 13, 2023, Sierra County Users at the 202 Front Street, Loyalton site were not able to access CalSAWS and associated systems due to a power outage. As of 10:14 a.m. on June 13, 2023, this issue was resolved. PRB0046490 ▶ CALSAWS BROADCAST: Starting at 5:10 p.m. on June 13, 2023, Mono County Users at the 107384 Highway 395, Coleville site were not able to access CalSAWS and associated systems due to a power outage. As of 11:45 a.m. on June 14, 2023, this issue was resolved. PRB0046497 ▶ CALSAWS BROADCAST: Starting at 12:30 p.m. on June 14, 2023, Mono County Users at the 107384 Highway 395, Coleville site were not able to access CalSAWS and associated systems. As of 2:30 p.m. on June 14, 2023, the issue was resolved. The faulty network devices have been rebooted. PRB0046507 ▶ CALSAWS BROADCAST: Starting at 7:00 a.m. on June 15, 2023, Enhanced Data Reporting (EDR) Users experienced a “wallet error” which prevented them from being able to run the daily Extract Transform Load (ETL) jobs. As of 9:40 a.m. on June 15, 2023, this issue was resolved. PRB0046520

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Legend	
	On Track
	At Risk
	Not on track/Monitor

1.2 Highlights from the Reporting Period


- ▶ The CalSAWS team successfully deployed CalSAWS minor releases: 23.06.05, 23.06.06, 23.06.07, 23.06.09, 23.06.10, 23.06.11, 23.06.12, 23.06.13, 23.06.14, 23.06.15, 23.06.16, 23.06.17, and 23.06.18
- ▶ Planned Outages:
 - Scheduled CalSAWS Outages:
 - CalSAWS Production Maintenance:
 - On June 11, 2023, from 8:00 a.m. to 2:00 p.m., the CalSAWS application was unavailable. Users were redirected to a read-only version of the CalSAWS application
 - On, June 14, 2023, from 8:00 p.m. to 9:00 p.m., the CalSAWS application was unavailable. Users were redirected to a read-only version of the CalSAWS application
 - On June 18, 2023, from 2:00 p.m. to 8:00 p.m., the CalSAWS application was unavailable. Users were redirected to a read-only version of the CalSAWS application
 - Adhoc Reporting Database Maintenance
 - On June 11, 2023, from 2:00 p.m. to 6:00 p.m., the Adhoc Reporting database was unavailable
 - Learning Management System (LMS) Maintenance:
 - From 9:00 p.m. on June 16, 2023, until 2:00 a.m. on June 17, 2023, Users were unable to access the CalSAWS Learning Management System (LMS)
 - BenefitsCal Maintenance/Limited Access:
 - On June 11, 2023, from 8:00 a.m. to 2:00 p.m., the BenefitsCal application was unavailable
 - On June 14, 2023, from 8:00 p.m. to 9:00 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
 - On June 18, 2023, from 2:00 p.m. to 8:00 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

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. Accenture submitted comment responses on June 16, 2023. FDEL Review period is from June 20th through June 26th

[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 (July JPA) is in development and may include:
 - Premise Items: CF Discontinuance of Gambling Wins, CalFresh Notices of Actions (NOAs) Updates, CF Public Assistance Definition Alignment, Cal-OAR Modifications & Cal-OAR Client Satisfaction Survey, CalWORKs Work Requirements (AB 2300), Healthy Futures for Foster Youth, STAT 47 Report, NOA Back Nine Revisions, Prepopulated Medi-Cal Redetermination Forms, Resume Pre-Pandemic Medi-Cal Operations (PHE), SB 726 CalWORKs Overpayments, Transitional Housing Supplement, Transitional Nutrition Benefits Recertification Hold (Auto), Full Scope Medi-Cal Expansion.
 - 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

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- 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 June 18, 2023

Table 2.3-1 – CITs

CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0209-23	Recruitment of CalSAWS Project Staff Closing on July 5, 2023	Informational	June 6, 2023	Jennifer Smith	Holly Murphy
0211-23	CalSAWS Additional Funding Mass Notice – End of CalFresh Emergency Allotments County Allocations SFY 2022-23	Informational	June 7, 2023	Melissa Gates	Tina Weinmeister
0212-23	New How-to Videos Posted to BenefitsCal	Informational	June 7, 2023	Marsale Eramya	Carlos Zepeda
0213-23	CalSAWS County Cost Summary – June 2023 Update	Informational	June 7, 2023	Britt Carlsen	Tracy Berhel, and Melissa Gates
0214-23	Appointment Scheduling and Wave 4 Cutover	Informational	6/8/2023 Revised	Frederick Gains	Dymas Pena

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CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
	Activities		6/8/2023		
0215-23	CalSAWS Prepopulated Medi-Cal Redetermination Forms County Reallocations SFY 2022-23 v4	Informational	June 8, 2023	Britt Carlsen	Melissa Gates
0219-23	Technical Contact List for CBO Support	Informational	June 14, 2023	Marsale Eramya	Carlos Zepeda
0221-23	CalSAWS Prepopulated Medi-Cal Redetermination Forms County Allocations SFY 2023-24	Informational	June 15, 2023	Britt Carlsen	Melissa Gates

► The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending June 18, 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	Closed	June 16, 2023	Lloyd Rankine
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	Closed	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
23-086	County Preferences Requested for Automated EBT Replacement	June 16, 2023	Open	June 30, 2023	Danielle Benoit

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Table 2.3-3 – Overdue CRFIs

- ▶ The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending June 18, 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	
23-080	Opt-In to CW CF RE Regular or Flexible Auto-Scheduling Batch Jobs for Migration Counties	San Mateo County	Alpine, Calaveras, Mono, Placer, and Yuba Counties		Inyo, Kings, Mariposa, and Merced Counties	Ventura County	

2.4 SIRFRA/SARRA Information

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

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

Status	Total
New	1
Done	1
Assigned	15
Completed	919
Duplicate	17
In Review	2
Withdrawn	33
Pending clarification	2
Total	990

Note: SCIRFRA/SCERFRA/SIRFRA/SARRA requests from November 2018 through the end of the reporting period

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Table 2.4-2 – Details of SCIRFRA/SCERFRA/SIRFRA/SARRA Data Received

ID	Description	Status	Due Date	Response Received Date	Notes
SCERFRA 23-530	23-530 - CalSAWS API to National Verifier Eligibility Data	Assigned	April 17, 2023	No response	
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	Completed	May 18, 2023	June 8, 2023	
SIRFRA 3868	3868 - Data Generation for CA 237 HA	Completed	May 26, 2023	May 26, 2023	
SIRFRA 1263	1263 - Race and Ethnicity Data	Assigned	June 2, 2023	No response	
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	Completed	June 5, 2023	June 5, 2023	
SCERFRA 23-536	23-536 - AB 1514 - Public Social Services: Student Eligibility	Completed	June 6, 2023	June 14, 2023	
SIRFRA 3878	3878 - ABAWD Population Estimates	Assigned	June 20, 2023	No response	
SCERFRA 23-545	23-545 - Removal of the Unrelated Adult Male Policy	Completed	June 7, 2023	June 8, 2023	
SCERFRA 23-548	23-548 - ABAWD Automation Cost Estimates	Completed	June 9, 2023	June 12, 2023	
SIRFRA 3875	3875 - LOC and ISFC Information	Assigned	June 16, 2023	No response	
SCERFRA 23-546	23-546 - Senate Proposal SNB and TNB Parity	Assigned	June 9, 2023	June 12, 2023	
SCERFRA 23-547	23-547 - Senate Proposal - Extend the CalFresh Safe Drinking Water Pilot	Assigned	June 9, 2023	June 9, 2023	
SIRFRA 1264	1264 - PHE Renewal Data Request	Completed	June 12, 2023	June 8, 2023	
SIRFRA 1265	1265 - Pending Application (PHE Dashboard Slides) May 2023	Completed	June 12, 2023	June 8, 2023	

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ID	Description	Status	Due Date	Response Received Date	Notes
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	Pending Clarification	June 16, 2023	No response	
OTHER	CalSAWS Enhancement of Appointments Lobby Management	Assigned	June 27, 2023	No response	
SIRFRA 3881	3881 - Number of Counties Providing Clothing Allowance	Assigned	June 20, 2023	No response	
SCERFRA 23-551	23-551 – Non-minor Dependent Population	Assigned	June 23, 2023	No response	
SCERFRA 23-550	23-550 - California Food Assistance Program Expansion	Assigned	June 23, 2023	No response	
SIRFRA 1272	1272- End of CCR Renewal Data - RE Month August	Assigned	June 26, 2023	No response	
SIRFRA 1275	SIRFRA 1275: Renewal Notices	New	July 3, 2023	No response	
SIRFRA 1273	1273 - PHE Renewal Data Request	Assigned	July 7, 2023	No response	
23-552	Expedite: SCERFRA 23-552 - FCC Ruling – CalSAWS Text Messaging Capabilities	Assigned	July 8, 2023	No response	
SIRFRA 1274	1274 - Pending Apps for PHE Data Dashboard - June 2023	Assigned	July 10, 2023	No response	

2.5 Deviation from Plan/Adjustments

- ▶ None for the reporting period

3.0 Maintenance and Operations

3.1 Highlights from the Reporting Period

Table 3.1-1 – Maintenance and Operations Status Agenda Topic

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
3.1.3 CalSAWS Help Desk Metrics	<ul style="list-style-type: none"> The current compliance for June Month to Date (MTD) is 95.9%

3.1.1 Service Management

3.1.2 Overview

- ▶ Facilitated the CalSAWS ServiceNow Fulfiller Training sessions for Wave 6 from June 6 – June 8, 2023
- ▶ Implemented 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
 - NOW-1076 - Make "Impact" and "Urgency" mandatory on Infrastructure Incident so they are always populated
 - NOW-1158 - Activate 'SolarWinds Alert Integration' plugin to automate creation of infrastructure incidents for "Node is down" and "BGP Neighbor is Down" SolarWinds Alerts
 - NOW-1179 - Error message "no user found with sysID: xxxx" should not appear when member of Leads-RO group submits Roll On request
 - 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)
 - 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

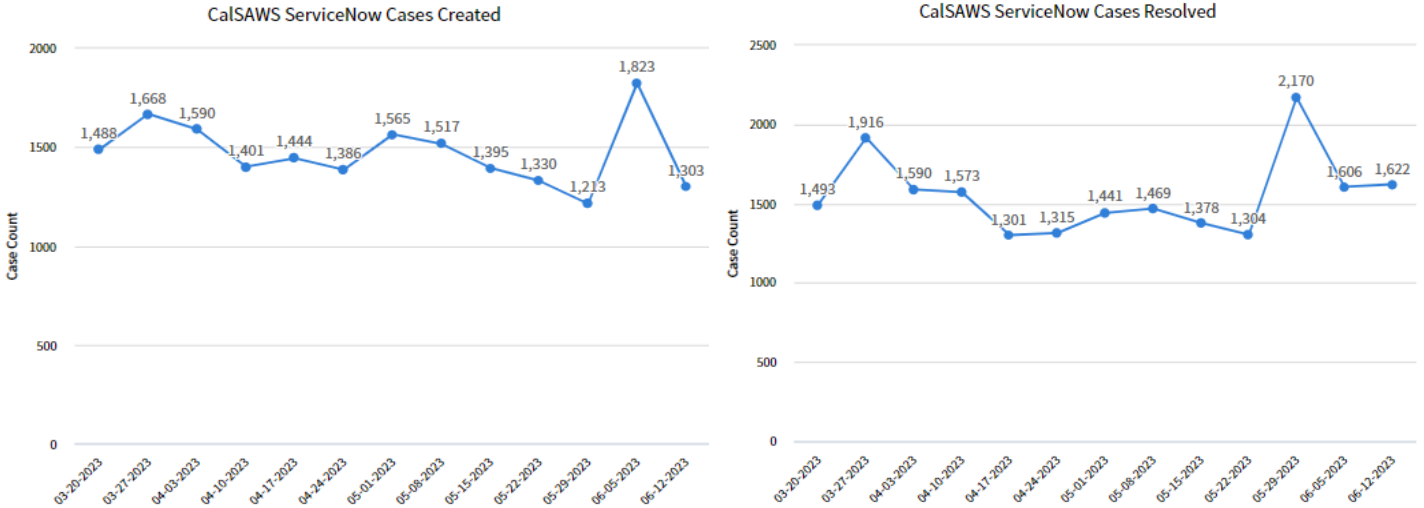
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3.1.3 CalSAWS Help Desk Metrics

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



Note: The graphs represent the ServiceNow cases associated to all 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 3,126 cases of which 120 are cases created from CalWIN Wave 3 Counties:
 - Orange County: 56 cases
 - Ventura County: 38 cases
 - Santa Barbara County: 26 cases

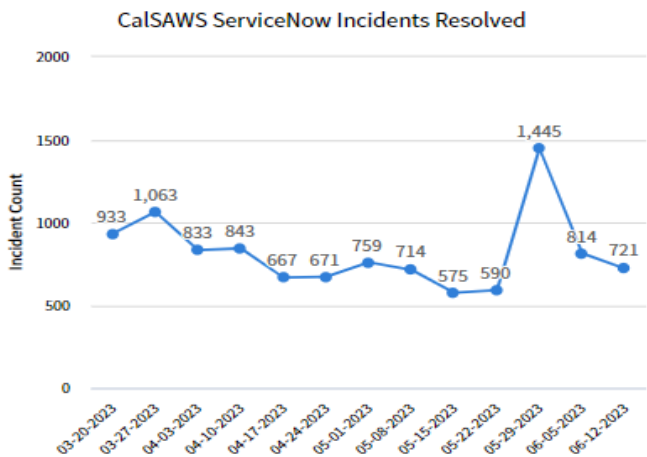
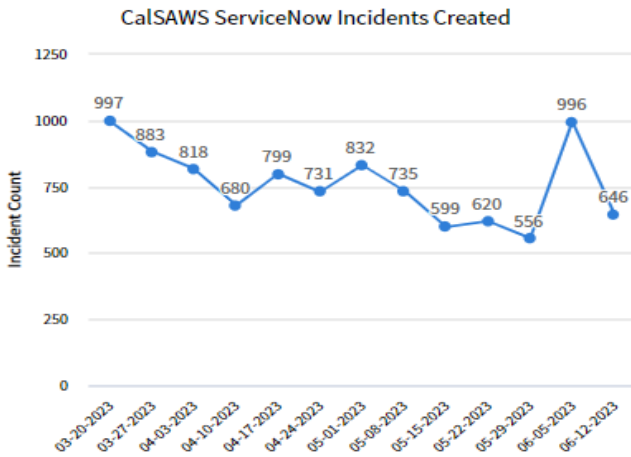
- ▶ Resolved 3,228 cases of which 97 are cases resolved from CalWIN Wave 3 Counties:
 - Orange County: 38 cases
 - Ventura County: 34 cases
 - Santa Barbara County: 25 cases

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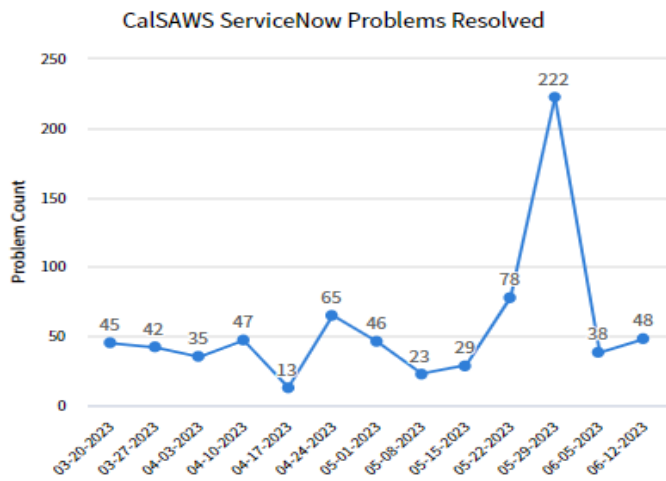
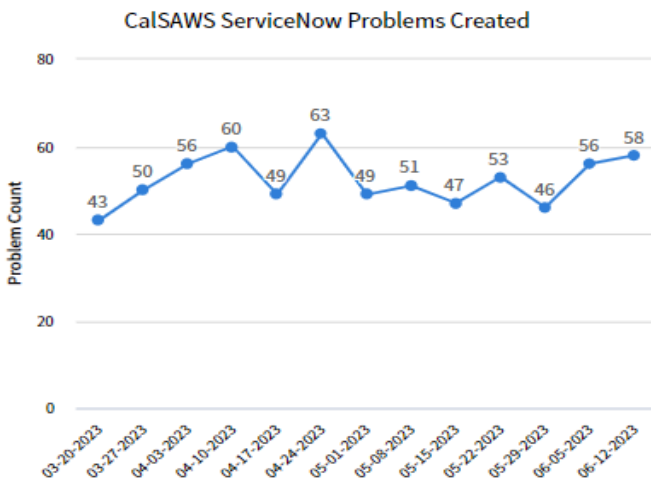
Figures 3.1.3-3 and 3.1.3-4 – CalSAWS ServiceNow Incidents



Note: The graphs represent the ServiceNow Incidents associated to all 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 1,642 incidents of which 110 are incidents created from CalWIN Wave 3 Counties:
 - Orange County: 49 cases
 - Ventura County: 36 cases
 - Santa Barbara County: 25 cases
- ▶ Resolved 1,534 incidents of which 91 are incidents resolved from CalWIN Wave 3 Counties:
 - Orange County: 35 cases
 - Ventura County: 31 cases
 - Santa Barbara County: 25 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

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dates in x-axis represent the start of a week

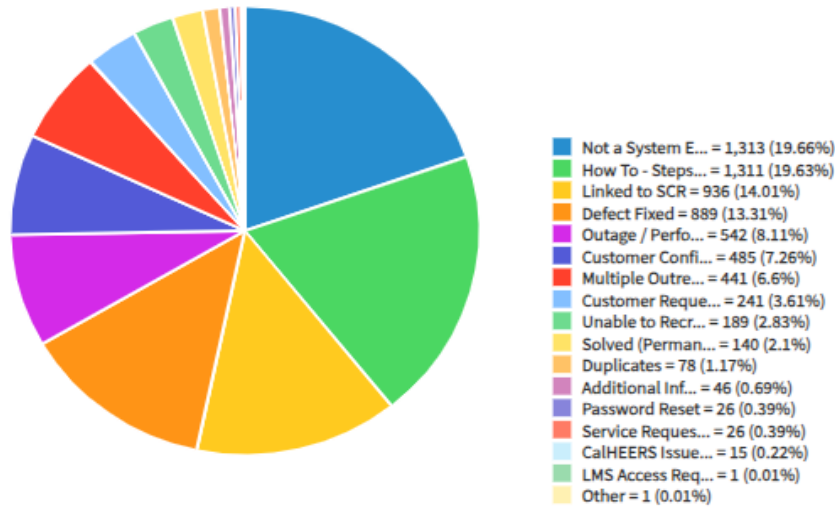
Table 3.1.3-1 – CalSAWS ServiceNow Incidents by State and Age

	<1 Day	1-5 Days	6-10 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	>180 Days	Total
New	4	46	39	13	15	31	54	24	226
In progress	6	109	51	24	39	61	156	126	572
On hold	3	72	70	183	126	246	263	182	1,145
Resolved	3	141	299	654	366	135	76	10	1,684
Closed	5	1	3	20,011	43,103	10,113	6,324	1,766	81,326
Problem in diagnosis	0	1	1	0	0	1	3	2	8
Total	21	370	463	20,885	43,649	10,587	6,876	2,110	84,961

Figure 3.1.3-7 – CalSAWS ServiceNow Incidents by Resolution Code

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

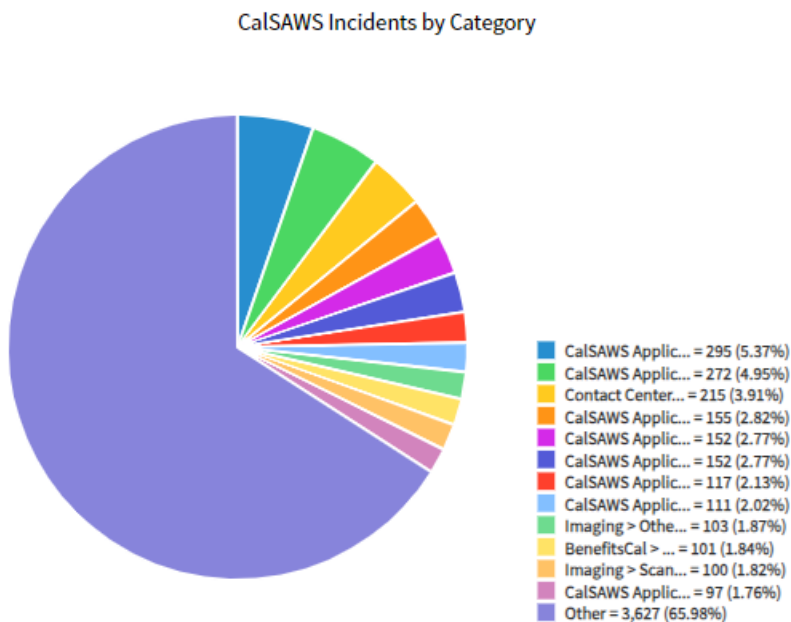
CalSAWS ServiceNow Incidents by Resolution Code



Resolution code	Incident Count	Percentage of Incidents
Not a System Error - With Explanation	1,313	19.66%
How To - Steps to Proceed Provided	1,311	19.63%
Linked to SCR	936	14.01%
Defect Fixed	889	13.31%
Outage / Performance Degradation	542	8.11%
Customer Confirmed Issue is Resolved	485	7.26%
Multiple Outreach Attempts – No Response	441	6.6%
Customer Requested Closure	241	3.61%
Unable to Recreate Issue	189	2.83%
Solved (Permanently)	140	2.1%
Duplicates	78	1.17%
Additional Information Needed	46	0.69%
Password Reset	26	0.39%
Service Request Created - With Request Number	26	0.39%
CalHEERS Issue Resolved	15	0.22%
LMS Access Request	1	0.01%
Other	1	0.01%
Total	6,680	100%

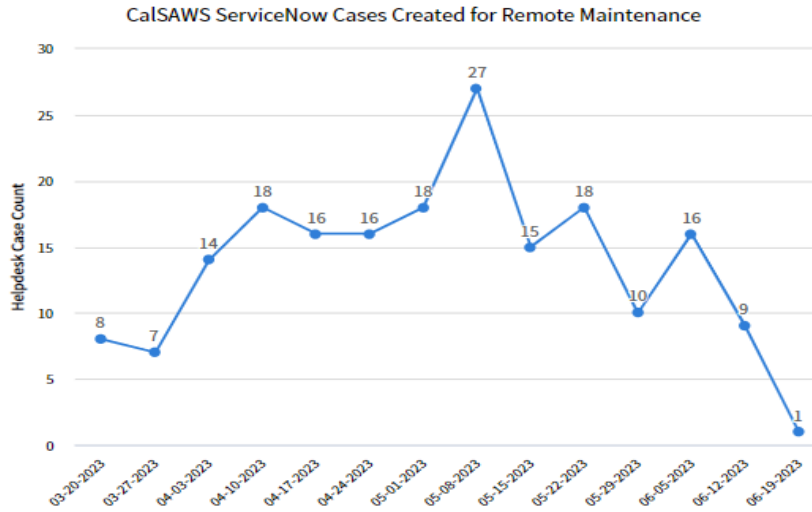
Figure 3.1.3-8 – CalSAWS ServiceNow Incidents Created by Category

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



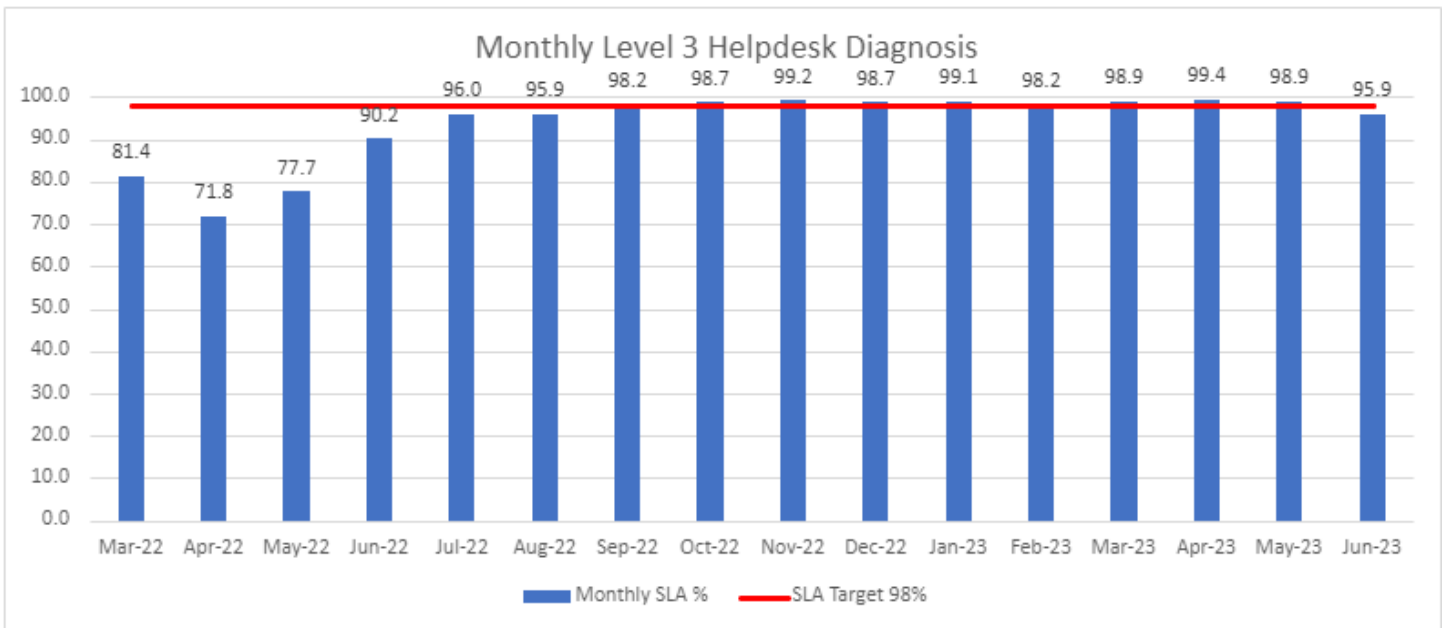
Category	Incident Count	Percentage of Incidents
CalSAWS Application/Related Systems > Production > Eligibility Determination > Incorrect Eligibility Results	295	5.37%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Other	272	4.95%
Contact Center/IVR > CCP	215	3.91%
CalSAWS Application/Related Systems > Production > Error Encountered > Running/Authorizing EDBC	155	2.82%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > Other	152	2.77%
CalSAWS Application/Related Systems > Production > Client Correspondence > NOAs	152	2.77%
CalSAWS Application/Related Systems > Production > Error Encountered > Updating/Saving System Page	117	2.13%
CalSAWS Application/Related Systems > Production > Performance > Slowness	111	2.02%
Imaging > Other	103	1.87%
BenefitsCal > Access Issue > Customer	101	1.84%
Imaging > Scanning Documents	100	1.82%
CalSAWS Application/Related Systems > Production > Reports > Fiscal	97	1.76%
Other	3,627	65.98%
Total	5,497	100%

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



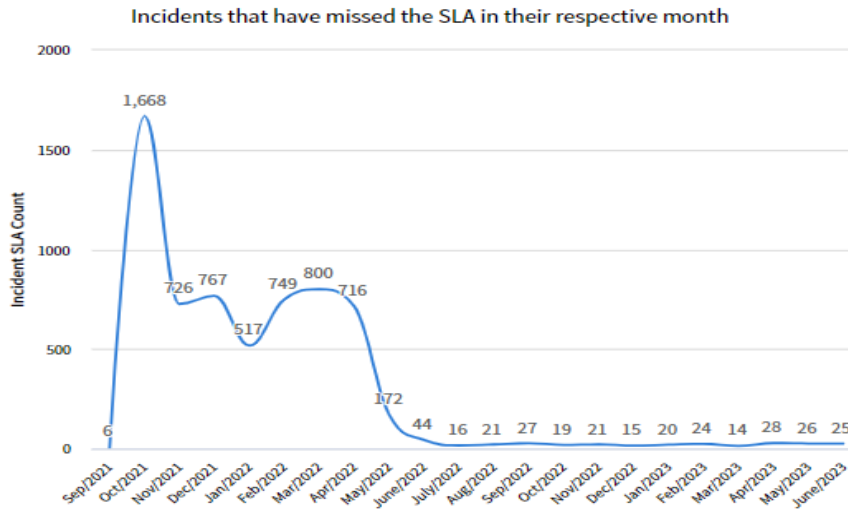
- ▶ The Monthly Level 3 Helpdesk Diagnosis Service Level Agreement (SLA) graph below represents the Level 3 Helpdesk compliance metric for closed incidents. The current compliance for June Month to Date (MTD) is 95.9%

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



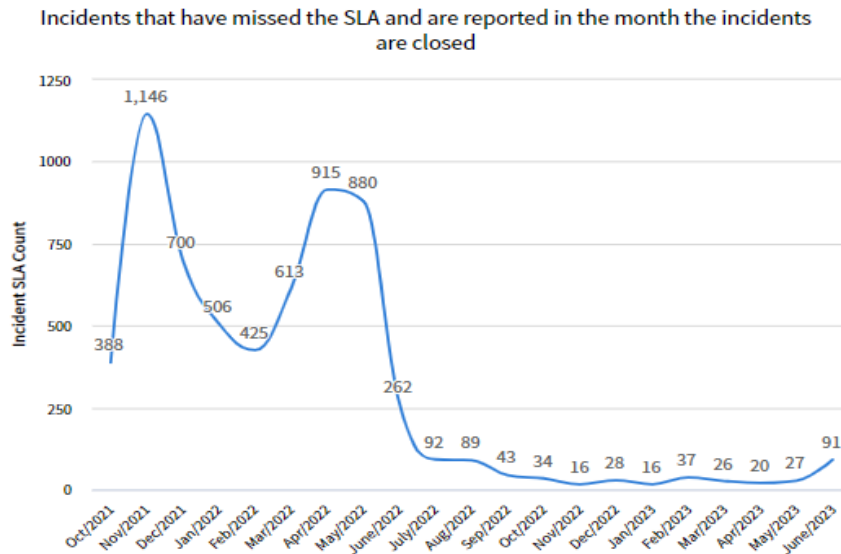
- ▶ The graph below represents the number of incidents that missed the Service Level Agreement (SLA) in each month. 25 incidents missed the SLA in June Month to Date (MTD)

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. 91 closed incidents 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 Completed
- ▶ Site Migrations
 - Trinity County – Network Model Change to Point of Presence (“PoP”)
 - CalSAWS network infrastructure equipment recovery is complete
 - Network model change is complete
 - Humboldt County – Site Move & Contact Center Move to POP
 - Developed County Purchase documentation
 - Conducted meeting with County on June 15, 2023, to provide status on County Purchase documentation
 - Site survey conducted with County on June 12, 2023
 - Next scheduled meeting with County is June 29, 2023
 - Procurement of circuits dependent on System Change Request (“SCR”) approval
 - Kern County – Site Move
 - Met with County June 15, 2023, to provide status on County Purchase documentation
 - Next scheduled meeting with County is June 29, 2023
 - Procurement of circuits dependent on SCR approval
 - 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
 - County regression testing to follow until the end of July

Table 3.2.1-1 – CalSAWS Upcoming Maintenance

Scheduled Date	Activity Description
June 19, 2023	Upgrade Production Elastic MapReduce (EMR) Cluster to EMR version 6.10
June 19 – 22, 2023	Upscale and add bicsuite scheduler in Coreapp-Production Disaster Recovery (DR) region
June 22, 2023	Velocloud Firmware Upgrade 5.0.1.2 - Remaining Sites (Planned Change)

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Scheduled Date	Activity Description
June 22 – 26, 2023	Allow new subnets for San Bernardino County Enhanced Call Control Panel (ECCP)Users
June 25, 2023	Add new online servers to load balancer in Coreapp-Production
June 25, 2023	Update existing batch instance type in Coreapp-Production to support 58 County batch runs
June 25, 2023	Production database memory reservation increase (Planned Change)
June 25, 2023	Upgrade Nprinting Production to May 2022 Patch 4 Release (Planned Change)
June 26 – July 4, 2023	Production CalWIN to CalSAWS Migration Cutover (4B) (Planned Change)

Table 3.2.1-2 – CalSAWS Incident Follow-up Summary

Ticket ID	Description	Impact Date / Time	Impact	Resolution
None				

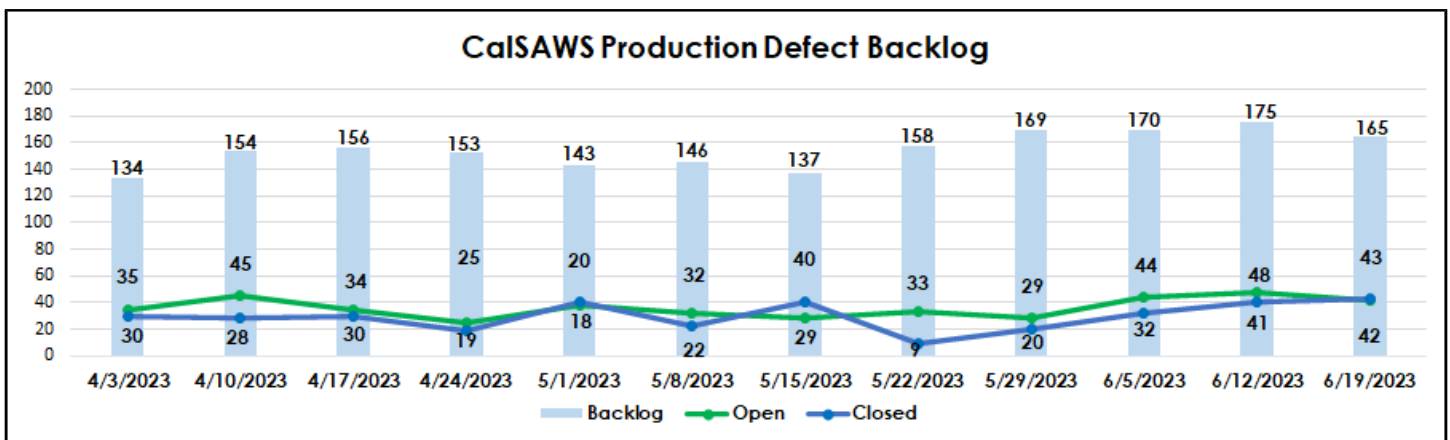
3.2.2 Service Level Agreement (SLA) Outcomes (Met/Missed) (CalSAWS)

- ▶ 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

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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	23.06	23.07	23.09	24.01	TBD	Grand Total
2-Normal/Medium	98	49	47	5	1	41	241
New	0	6	8	4	1	18	37
In Progress	1	37	36	1	0	19	94
Closed	97	6	3	0	0	4	110
3-Normal/Low	30	6	19	1	0	10	66
New	0	0	2	1	0	4	7
In Progress	0	6	13	0	0	3	22
Closed	30	0	4	0	0	3	37
4-Cosmetic	5	3	4	0	0	0	12
In Progress	0	2	3	0	0	0	5
Closed	5	1	1	0	0	0	7
Grand Total	133	58	70	6	1	51	319

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

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TASK	DATE (S)	OWNER
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

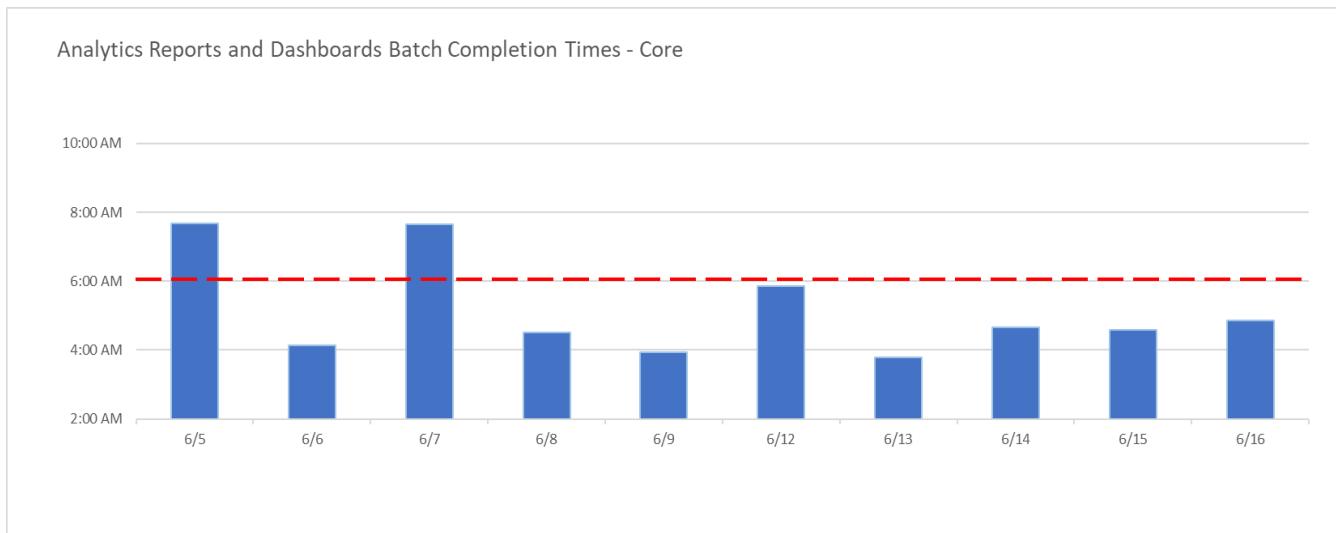
3.4.2 Root Cause Analysis (RCA)

- ▶ No new RCAs have been submitted to consortium/finalized between June 5, 2023 – June 18, 2023

3.4.3 Batch Operations

- ▶ Completed special Batch run for Eligibility Determination Benefits Calculation (EDBC) for Cost-of-Living Adjustment (COLA) for Income In-Kind (IIK) for 2023-2024 (CA-245770)
- ▶ Received Batch support contacts from Wave 4 Counties
- ▶ 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 (June 5, 2023 – June 18, 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

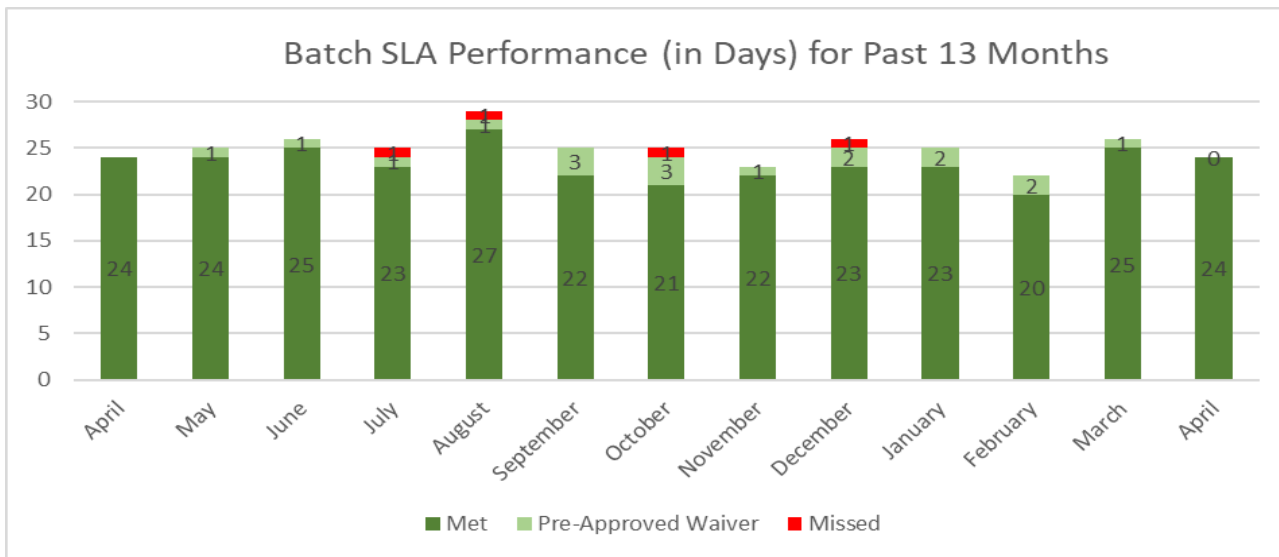
Table 3.4.3.1 - Details of Days When Analytics Reports and Dashboards Completed Late

Batch Date	Issue	Communication	Status	Resolution
June 5, 2023	Service Payment Manual Issuance Register Report was delayed	Service Payment Manual Issuance Register Report Delayed	Closed	Jobs completed
June 7, 2023	Multiple reports delayed because batch started late (11:00 p.m.) due to the CalSAWS Production database issue	Multiple communications were sent out for Production database issue and outages on June 7, 2023	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
 - None for the reporting period
- ▶ Core Online
 - Online Service Level Agreement (SLA) Performance. Peak SLAs for screen to screen and Eligibility Determination Benefit Calculation (EDBC) met every day for the last 12 months

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

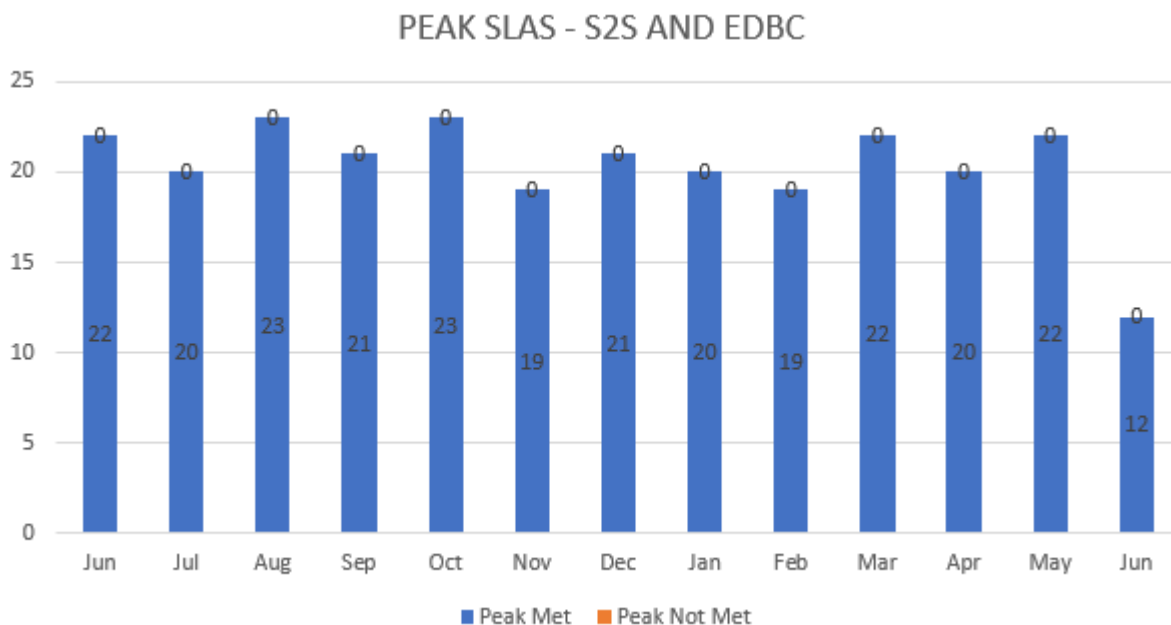
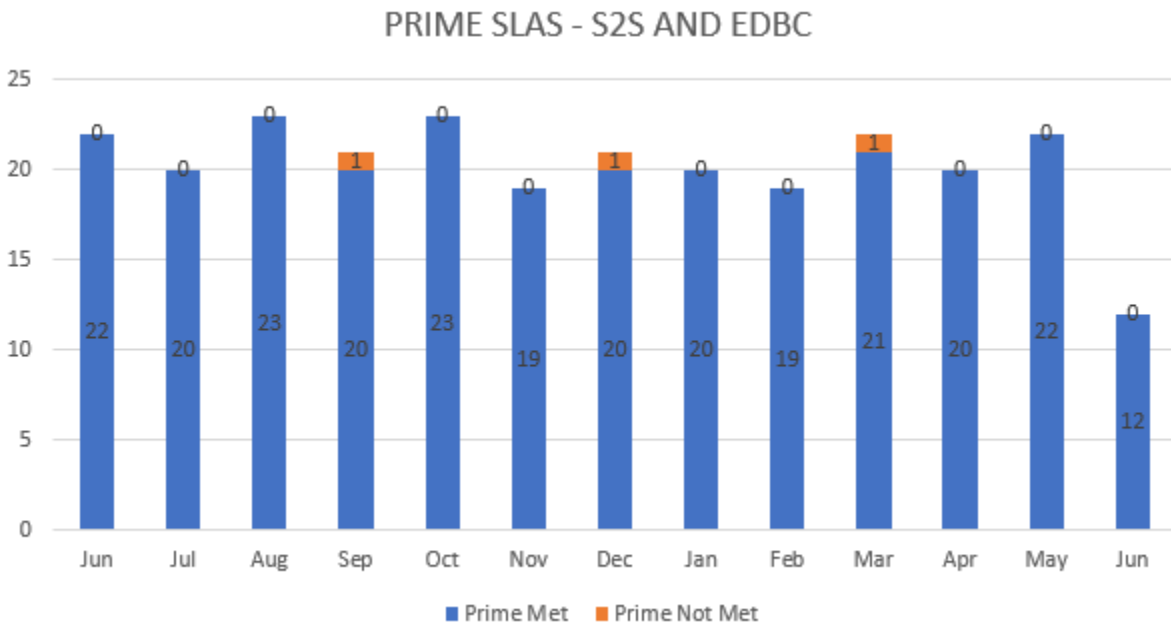


Table 3.4.4-3 – Prime SLAs -S2S and Eligibility Determination Benefit Calculation (EDBC)



3.5 ForgeRock

3.5.1 Highlights of the Reporting Period

- ▶ 3 Application Programming Interface (API) Requests for San Francisco and Monterey County Development deployed on Friday (June 9, 2023)
- ▶ Duplicate entries in Development and Production completed last week (June 16, 2023) – Yogesh approved
- ▶ Assembly Test (AT) and Development Builds for the week of June 18, 2023, are cancelled due to no Pull Requests received
- ▶ Technical Budget Change Request (TBCR) and Change Request created for Jenkins Instance with Terraform – will be presented to TBCR approvals on Tuesday (June 20, 2023) and Change Advisory Board on Wednesday (June 21, 2023) of this week
- ▶ Team working on the merge of Teams to CalSAWS SharePoint for Process Documentation – Initial draft of Epics completed
- ▶ Technical ForgeRock working with Consortium for customizations to the CalSAWS JIRAs for System Change Request (SCR) and Defect progress
- ▶ Internal Review of Draft Operational Working Document (OWD) completed and reviewed internally within the Technical ForgeRock leads
- ▶ Technical ForgeRock created Change Requests for AT, Dev, Sandbox Builds for June 22, 2023, and June 23, 2023
- ▶ Tentative date for upcoming July Production scheduled for July 7, 2023, confirmed no conflicts with CalWIN activities
- ▶ Dry Runs for Multifactor Authentication (MFA) Login Journey and Automate Delegated Administration scheduled for next week - Consortium presentation will occur the week of June 26, 2023.
- ▶ 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	July 29, 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 Administration process workflow- ForgeRock and	June 30, 2023	In progress

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MILESTONES	PRODUCTION DEPLOYMENT DATE	STATUS
Service Now - Design		
ForgeRock-ServiceNow integration	July 29, 2023	In progress
Implement Multi-Factor Authentication delivery choice at Login Journey - Design and Proof of Concept (POC) ONLY	June 30, 2023	In progress

3.6 Innovation Lab

- ▶ Worker-Facing Virtual Assistant (VA)
 - Successfully deployed Release 8 on June 8, 2023
 - Finishing County Validation, the week of June 19, 2023, for Release 9, target to deploy on June 22, 2023
 - Working through Release 10 design, target to deploy on July 27, 2023
- ▶ Voice Bots (Welcome/Authentication Bots)
 - System testing for sprint 2 Counties [Yolo/Placer/Shasta] is in progress; target to complete by July 7, 2023
 - Testing has been delayed due to a new push notifications defect found in sys2. The team has submitted a Change Request (CR) to fix the issue. As we await CR approval, we will move forward with Sprint 3 to avoid delaying timelines further
 - Received approval on the Production Change Request (CR) and Technical Budget Change Request (TBCR) for sprint 2 Counties on the week of June 5, 2023
 - A new CR will need to be submitted to address the changes in timeline to Sprint 2
 - Finished deploying to the Sprint 3 Counties [Tulare, Santa Clara, Contra Costa, Orange, Ventura, and Santa Barbara] non-production environment on June 14, 2023
 - System testing for Sprint 3 Counties [Tulare, Santa Clara, Contra Costa, Orange, Ventura, and Santa Barbara] is in progress; target to complete by June 26, 2023
- ▶ Electronic Benefit Transfer (EBT) Card Replacement - Robotic Process Automation (RPA)
 - Continuing to build the RPA infrastructure in the non-Production environment
 - Continuing deployment of Contact Center lambdas and database components to the non-Production environments for Yolo, Placer, and Shasta Counties
 - County Request for Information (CRFI) was reviewed by the client and sent out to the CRFI Review Team on June 13, 2023
 - Change Requests (CRs):
 - Received approval on the CR extension for continued lambda development on June 15, 2023
 - Received approval on the CR for a Secure Socket Layer (SSL) Certificate on June 14, 2023.
 - The SSL License was issued on June 15, 2023
 - Received approval on the CR for an additional S3 bucket role on June 14, 2023.
 - Discovered the role is missing some necessary permissions. To resolve the issue, an extension to a previous CR was submitted and approved on June 16, 2023

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3.7 Imaging

- ▶ Completed Defects
 - CA-257817 - External Agency – Origin field is set to blank when documents routed to other County Documents
 - CA-262275 - Workload Inventory Call Should not trigger for e-apps
 - CA-250503 - External Agency - Documents in the Document Removal Queue are not clearing after 30 days
 - CA-263014 - External Agency - False Positive Error Message Workload Inventory Call
 - CA-262713 - External Agency - June Performance Findings
 - CA-261102 - External Agency | Empty folders Exception and Barcode Verification queues do not clear out in nightly batch
- ▶ Completed System Change Requests (SCRs)
 - N/A

3.8 Customer Service Center (CSC)

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

- ▶ Contra Costa County
 - Lobby devices have been fully deployed and are in production. Deployment completed on June 15, 2023.
- ▶ 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 at the warehouse and in the process of being shipped. County has indicated they are not prepared to receive these devices yet. Waiting for County to indicate they are ready for acceptance.

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

- ▶ El Dorado County
 - County purchase order signed, and order placed
- ▶ Nevada County
 - County purchase order signed, and order placed
- ▶ Placer County
 - Kiosk has been deployed
- ▶ 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 order signed, and order placed
- ▶ Tehama County
 - County purchase order signed, and order placed

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
 - Additional troubleshooting has been performed. Next step, County to work with internal County network team to check firewall settings.
 - County Purchase KR-02-2023 signed and order placed
- ▶ 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 23, 2023
- ▶ San Bernardino County

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- o No updates for the reporting period
- ▶ Ventura County
 - o All equipment has been received at the warehouse and is being prepared for shipping. Estimated time of arrival is June 23, 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 Continued to work on Temporary Assistance for Needy Families (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) Research, Automation, and Data Division (RADD) Team
 - o Completed work on SIRFRA 3875 – Level of Care (LOC) and Intensive Services Foster Care (ISFC) Information - Due: June 8, 2023
 - o Continued work on SIRFRA 3878 – Able Body Adults Without Dependents (ABAWD) Population Estimates – Due: June 7, 2023
 - Note: This SIRFRA was revised, and the new due date is June 20, 2023
 - o Completed work on SIRFRA 3879 - Active-Duty Military Population - Due: June 15, 2023
- ▶ Department of Health Care Services (DHCS) Report Support
 - o Completed work on SIRFRA 1264 - PHE Renewal Data Request - May 2023 - Due June 8, 2023
 - o Completed work on SIRFRA 1265 - Pending Applications (PHE Dashboard Slides) May 2023 - Due June 8, 2023
 - o Started work on SIRFRA 1272 - Continuous Coverage Requirement RE August Due: June 26, 2023
 - o Started work on SIRFRA 1274 - Pending Apps for PHE Data Dashboard - June 2023 - Due July 10, 2023

3.11 Deviation from Plan/Adjustments

- ▶ None for this reporting period

4.0 Application Development

4.1 Highlights from the Reporting Period

Table 4.1-1 – Application Development Status Agenda Topic

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
4.4.1 Release Test Summary	<ul style="list-style-type: none"> • Continued 23.07 system testing. Week 3 of 8, 23.07 system testing completed. 65% pass rate on a 38% 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 nine priority releases:
 - The CalSAWS 23.06.05 Minor Release was successfully deployed on June 5, 2023
 - One System Change Requests (SCRs) was deployed in the Fiscal team
 - The CalSAWS 23.06.06 Minor Release was successfully deployed on June 6, 2023
 - One defect was deployed in the CalHEERs team
 - The CalSAWS 23.06.09 Minor Release was successfully deployed on June 9, 2023
 - Fifteen defects were deployed in the areas of Batch/Interfaces, CalHEERs, Client Correspondence, Fiscal, Reports, Virtual Assistance, Technical Architecture, and Online teams
 - Eleven System Change Requests (SCRs) were deployed in the areas of Batch Operations, Client Correspondence, Eligibility, Fiscal, System Test, Virtual Assistance and Online teams
 - The CalSAWS 23.06.11 Minor Release was successfully deployed on June 11, 2023
 - Four defects were deployed in the Eligibility team
 - Two System Change Requests (SCRs) were deployed in the Technical Architecture team
 - The CalSAWS 23.06.12 Minor Release was successfully deployed on June 12, 2023
 - One System Change Requests (SCRs) was deployed in the Batch Operations team
 - The CalSAWS 23.06.13 Minor Release was successfully deployed on June 13, 2023
 - Three defects were deployed in the areas of Client Correspondence, Fiscal, and BenefitsCal teams
 - Three System Change Requests (SCRs) were deployed in the areas of Client Correspondence, Fiscal, and Eligibility teams
 - The CalSAWS 23.06.15 Minor Release was successfully deployed on June 15, 2023
 - Twelve defects were deployed in the areas of Analytics, Batch/Interfaces, CalHEERs, Client Correspondence, Eligibility, Fiscal, Reports, Technical Architecture, and Technical ForgeRock teams
 - Eleven System Change Requests (SCRs) were deployed in the areas of Analytics, Batch/Interfaces, BenefitsCal, CalHEERs, Client Correspondence, and Fiscal teams
 - The CalSAWS 23.06.16 Minor Release was successfully deployed on June 16, 2023

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- One System Change Requests (SCRs) was deployed in the Fiscal team
- o The CalSAWS 23.06.17 Minor Release was successfully deployed on June 17, 2023
 - Two System Change Requests (SCRs) were deployed in the areas of Eligibility and CalHEERs team

Table 4.2-1 – CalSAWS Upcoming Release

Release	Summary
23.06.19	<ul style="list-style-type: none"> ▶ Turn on Disaster CalFresh (DCF) and DCF Reports (Humboldt Tribal - Wave 4.1) ▶ Lists for Continuous Coverage Unwinding ▶ Upgrade Elastic MapReduce (EMR) version to EMR 6.10
23.06.22	<ul style="list-style-type: none"> ▶ Voice Bots Statewide Rollout: Phase 2 ▶ Generate a one-time list of Los Angeles General Relief (GR) hearing Appointments created during the CalSAWS Wave 4 Outage Period ▶ Prevent Documents from Foster Care/Adoptions Assistance Program/Kin-GAP (FC/AAP/KG) Cases from being sent to BenefitsCal ▶ Task Management: Enhance Homepage to Include Additional Task Information ▶ Add Threshold Translations for Interim Assistance Reimbursement (IAR) Split Cash Assistance Programs for Immigrant (CAPI) Payment Reason and message ▶ BenefitsCal Support Case Details CalSAWS offline ▶ DDID 2222 Functional Design Sessions (FDS) CSC: Supervisor Email Notifications in Admin Page ▶ Update worker schedule status for wave 5 outage period ▶ Generate monthly Integrated reports for Aid Code 1V and GR aid codes ▶ Activate Payroll Reports for Aid Codes 4R & 4P per State CFL 19/20-21 ▶ Update the Approval Reason and message for Interim Assistance Reimbursement (IAR) Split Cash Assistance Programs for Immigrant (CAPI) Payment ▶ Kings County - opt out of Batch run to generate CSF 124 and CSF 125 ▶ Update Notice of Action (NA) 791 Post Adoption Services (PAS) Phone for San Diego ▶ Task Management: Update Dashboard for Task Management - Part 2 ▶ Update POS (position) Records for Generic Workers to Support Wave 4 Counties Migrating from CalWIN ▶ Create missing recovery account transactions associated to CalWIN shell cases for Waves 1-3 ▶ Update Recovery Account to use VACS Balance and Address for Orange County ▶ Update Office Mapping Application Programming Interface (API) Routing for Long-term Care (LTC) to Office 080 ▶ Add 'I need help with my Welfare-to-Work Plan' to Support Request ▶ Update Skip during Benefit Match ▶ Santa Cruz County - opt in to CalWORKS (CW)/CalFRESH (CF) Redetermination (RE) Appointment Batch Job ▶ Opt-Out Santa Clara County from Appointment E-mail Invitation to Outlook/GroupWise Calendar ▶ Batch Scheduling Updates for CalWIN Conversion (Wave 4)

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Release	Summary
	<ul style="list-style-type: none"> ▶ DDID 2700 FDS CSC: San Mateo County Contact Center ▶ DDID 2700 FDS CSC: San Diego County Contact Center ▶ DDID 2700 FDS CSC: Santa Cruz County Contact Center ▶ DDID 2700 FDS CSC: Solano County Contact Center ▶ Integrated Performance Testing ▶ Update Case Linking to Use Full Social Security Number ▶ Task Management: Get Next Prioritization Configurability ▶ Add a New Approval Reason and message for Interim Assistance Reimbursement (IAR) Split Cash Assistance Programs for Immigrant (CAPI) Payment ▶ Test Office IDs for Non-Centralized Counties in Wave 4 ▶ San Diego County - Add Auditor Signature to Rush Warrant Print Template
23.06.26	<ul style="list-style-type: none"> ▶ Wave 2 Sync EW40 Family Budget Unit (FBU) Values with MEDS After Recon ▶ Wave 3 Sync EW40 Family Budget Unit (FBU) Values with MEDS After Recon
23.06.28	<ul style="list-style-type: none"> ▶ Reschedule non-daily batch jobs for CalWIN wave 4 cutover weekend to keep the Production Batch run light before the Cutover
23.06.29	<ul style="list-style-type: none"> ▶ Update CalHEERS (CH) Protect Table records
23.06.30	<ul style="list-style-type: none"> ▶ Generate Weekly Cumulative List of Appointments Created During CalSAWS Outage Period for wave 4 ▶ Platform Architecture Enhancements - Design ▶ Centralizing Identity Access Management (IAM) Authorizations (Access Request/Removal Workflows) - Design ▶ Automate Delegated Admin process workflow- ForgeRock and Service Now - Design ▶ Implement Multi-Factor Authentication (MFA) delivery choice at Login Journey - Design
23.07.01	<ul style="list-style-type: none"> ▶ System Change Request (SCR): Kern Site 15005 Move to Stobaugh Street
23.07.02	<ul style="list-style-type: none"> ▶ CalWIN Wave 4: Purge the Disposition Transactions generated through Benefit Match process ▶ Operational Data Change Request (DCR) - Inactivate/Activate Benefit Match Automated Action - CalWIN Wave 4 ▶ CalWIN Wave 4 create new activities record for CalWIN historical data. ▶ Code Table Updates for CalWIN Conversion (Wave 4) ▶ DDID 119 - Phase 6 Deployment for 58 Counties ▶ Cutover Activity for CalWIN Conversion Eligibility Determination and Benefit Calculation (EDBC) Benefit Match (Wave 4) ▶ CalWIN: Migrate/Enable all CalWIN wave 4 batch jobs to PROD BICSuite ▶ CalWIN to/from CalSAWS ICT Records in Progress - Data Change Request (DCR) (Wave 4)
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): 38 approved ▶ Release Webcast date: To be determined
23.11	<ul style="list-style-type: none"> ▶ Total System Change Requests (SCRs): 9 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 Actions (NOAs) (from NA 692)
 - CA-205612 - ACL 18-133; AB 959; SB 179 Add form and generate CW 2223
 - CA-207655 - Home and Community-Based Services and Spousal Impoverishment Provisions
 - CA-220057 - Informational Materials Required at Medi-Cal (MC) Auto Ex-Parte Renewal
 - CA-237974 - Auto Post Franchise Tax Board (FTB) Tax Intercept transactions to Recovery Account
 - CA-239577 - BenefitsCal - Time Clocks
 - CA-243001 – All County Information Notice (ACIN) I-XX-23- FFY 2023-2024 CalFresh COLA (Cost-of-Living Adjustments); All County Letter (ACL) 23-XX CW(CalWORKs) MAP (Maximum Aid Payment); ACL (All County Letter) 23-XX CW IRT (Income Reporting Threshold) - Run Batch Eligibility Determination and Benefit Calculation (EDBC)
 - CA-243001 – All County Information Notice (ACIN) I-XX-23- FFY 2023-2024 CalFresh COLA; ACL 23-XX CW(CalWORKs) MAP (Maximum Aid Payment); ACL (All County Letter) 23-XX CW Income Reporting Threshold (IRT) - Run Batch EDBC
 - CA-243002 - 2023-2024 CalFresh Cost-of-Living Adjustments (COLA); All County Letter (ACL) 23-XX Update CalWORKs (CW) MAP (Maximum Aid Payment); for 2023-2024; ACL 23-XX Update CalWORKs (CW) IRT (Income Reporting Threshold) Levels for 2023-2024
 - CA-243006 - ACL 23-XX FC, KG CNI Rate Increase for Year 2023-2024
 - CA-243007 - ACL 23-XX FC, KG CNI Rate Increase for Year 2023-2024 - Batch EDBC
 - CA-243007 - ACL 23-XX FC, KG CNI Rate Increase for Year 2023-2024 - Batch EDBC
 - CA-243008 - ACL 23-XX AAP CNI Rate Increase for Year 2023-2024
 - CA-243010 - ACL 23-XX AAP CNI Rate Increase for Year 2023-2024 - Batch EDBC
 - CA-243010 - ACL 23-XX AAP CNI Rate Increase for Year 2023-2024 - Batch EDBC
 - CA-245440 - Accelerated Enrollment (8E) from SAWS applications
 - CA-246484 - Creation of Banked Caseload Capability
 - CA-246659 - ZScaler Production Rollout + ZIA + Deployment
 - CA-251146 - Add Notice of Action (NOA) Fragments in Threshold Languages for CalFresh NOA Generation (CF 377.4 SAR)
 - CA-251148 - Add NOA Fragments in Threshold Languages for CalFresh NOA Generation (CF 377.1A)
 - CA-251562 - Adult Expansion for Medi-Cal
 - CA-252364 - Non- Modified Adjusted Gross Income (MAGI) and Mixed Medi-Cal Redetermination (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-256607 - COLA Automation Phase-3
 - CA-259181 - ServiceNow CMDB Implementation
 - CA-260247 - Add MC Redetermination (RE) Packets in Mien and Ukrainian languages
 - CA-261758 - Accessibility - Update Pages in CalSAWS

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- o CA-263212 - Expand the Child Care Administration portal to display referral information for external provider/agencies
- o CA-263213 - Update the Referral Portal (CalSAWS Admin Portal) to allow Users to update referral status
- o CA-49396 - ACL 15-96 - Add and update Approved Relative Caregiver (ARC) NOAs and Forms

▶ Continued build on:

- o Build for priority releases and 23.09 approved System Change Requests (SCRs)

4.4 Release Management

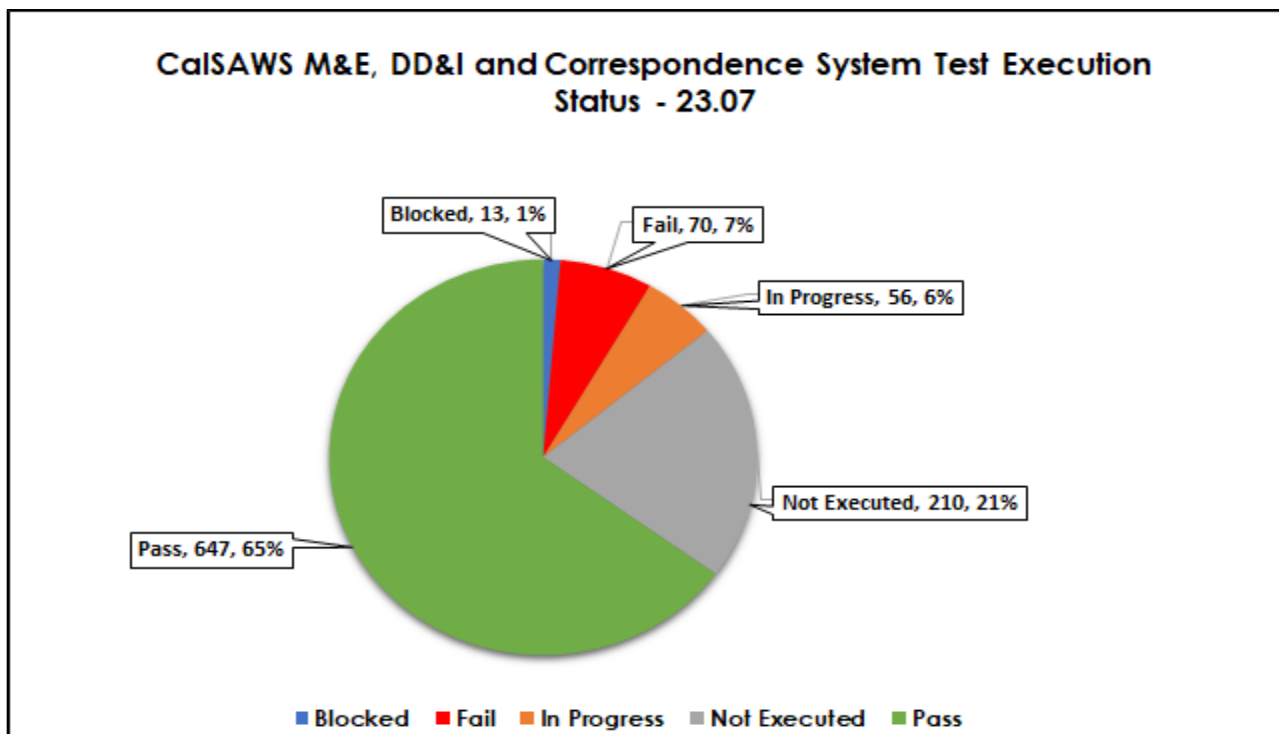
4.4.1 Release Test Summary

- ▶ Deployed the 23.05 baseline release to Production
- ▶ Began 23.07 system testing. Week 3 of 8, 23.07 system testing completed. 65% pass rate on a 38% target

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

Pass Rate Target as of June 16, 2023	38%
Pass Rate Actual as of June 16, 2023	65%
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 835 end-to-end Automated Regression Test (ART) scripts:

- ▶ 740 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:
 - Discussed the General Assistance/General Relief (GA/GR) Correspondence web service design and web service clarifications on June 7, 2023, and June 14, 2023
 - System Change Requests (SCRs) in Design Phase
 - CA-210476 Update State Program (SSP) 14 with County IA and County GA/GR Code
 - CA-220021 CalWIN GA GR Solution Changes - Wave 6
 - CA-227568 Los Angeles County GR Cases Termination 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-254387 Insert Customer Service Center (CSC) IV and CSC V in DOC_DATA
 - CA-257854 Add Vendor Payment Section to GA/GR Automated Solution Manual EDBC page
 - 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)

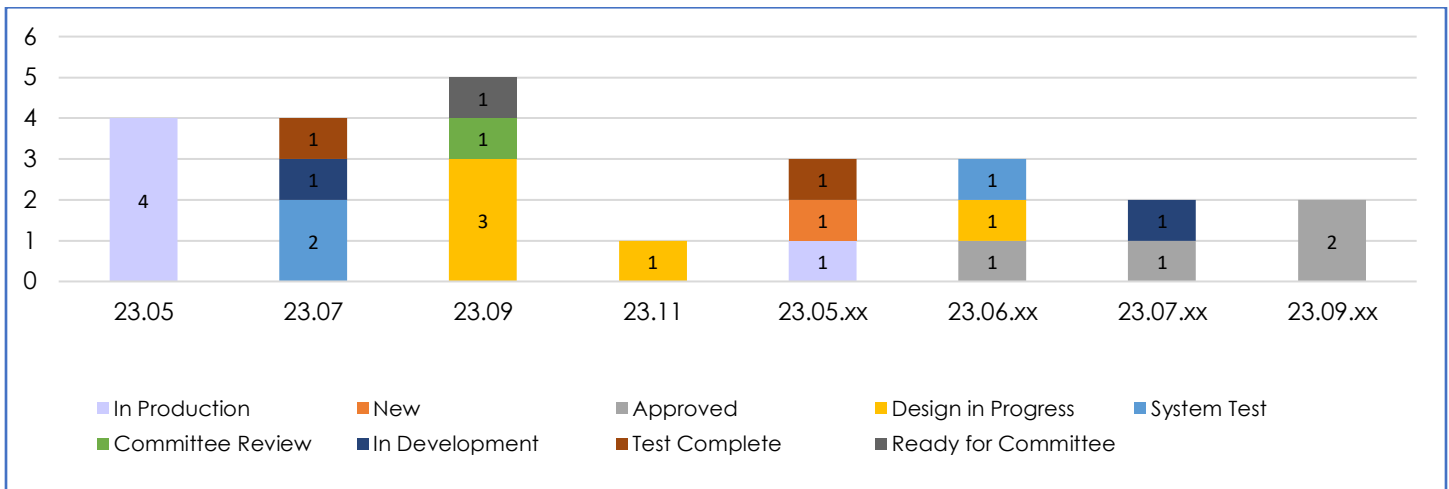
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- CA-253157 Synchronization of CalSAWS and GA/GR Correspondence service databases (Wave 6)
 - CA-258007 Generate a one-time list of Los Angeles GR hearing Appointments created during the CalSAWS Wave 5 Outage Period
 - CA-258009 Generate a one-time list of Los Angeles GR hearing Appointments created during the CalSAWS Wave 6 Outage Period
 - CA-263169 Online Help: Update the CAPI EDBC Summary page CA-249684
- 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-258006 Generate a one-time list of Los Angeles GR hearing Appointments created during the CalSAWS Wave 4 Outage Period
 - CA-259187 Online Help: New GA/GR Online Help pages (GAGR-345)
- Priority System Change Requests (SCRs) deployed to Production
 - CA-262182 Update Grant Amount Limits for Solano County for the year 2022 & 2023 [23.05.25]
- Defects Released to Production
 - CA-260873 GA/GR unemployed 19-year-old not having grant reduced due to shared housing [23.06.07]

Figure 4.5.-1 – GA/GR SCRs



4.6 Training Materials Update

- ▶ 23.07 Online Help (OLH SCRs):
 - In Development: 2
 - Test Complete: 1
- ▶ 23.07.21 Priority Release Web Based Training (WBT) and Functional Presentations (CFPs) (SCRs):
 - Approved: 5
 - In Development: 2
 - Development Complete: 1

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- In Assembly Test: 3
- System Test: 1
- Test Complete: 4
- Rejected: 1
- ▶ Training Environments
 - Continued to work cross-team to troubleshoot CalSAWS Training Staging and Training Production environment tickets

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

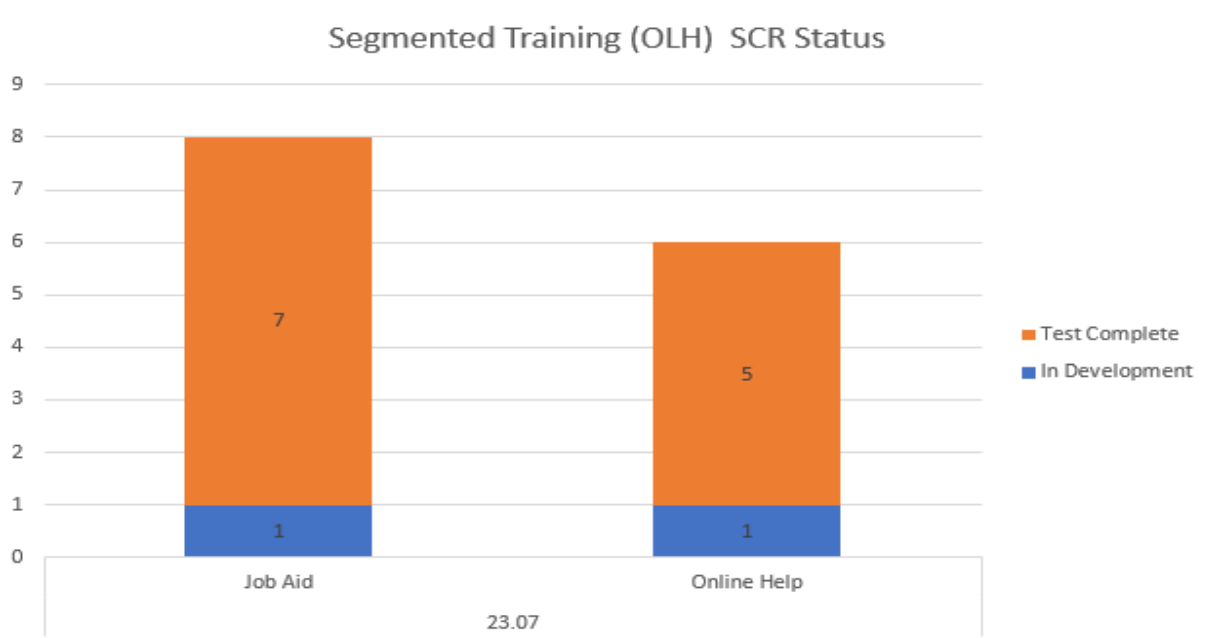


Table 4.6-1 – Upcoming Training Activities

Training Activity	Date	Status
Create WAVE5 Generic Logins	June 30, 2023	In Progress

4.7 Deviation from Plan/Adjustments

- ▶ None for the reporting period

5.0 Regional Updates

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

- ▶ Alameda County:
 - No updates during this reporting period
- ▶ Contra Costa
 - Just hired a new Workforce Services Director
 - Successfully implemented Kiosk
- ▶ Marin County:
 - No updates during this reporting period
- ▶ Monterey County:
 - No updates during this reporting period
- ▶ Napa County:
 - No updates during this reporting period
- ▶ San Benito County:
 - No updates during this reporting period
- ▶ San Mateo County:
 - No updates during this reporting period
- ▶ San Francisco County:
 - No updates during this reporting period
- ▶ Santa Clara County:
 - No updates during this reporting period
- ▶ Santa Cruz County:
 - Actively engaged in County Preparation configuring roles, positions, banked caseloads, automated actions, etc.
 - Staff are deep in Instructor Led Trainings (ILTs) – training is going well
 - Program Managers and Analysts are developing plans and strategies for the upcoming increase in workload with the CalSAWS conversion, Public Health Emergency (PHE) unwinding for Medi-Cal (MC), and Yellow Banner and Discrepant Case lists post Go-Live
 - Communications, both internal and external regarding BenefitsCal and changes in lobby and phone hours
 - Developing/Preparing the post-implementation support plan for four locations
 - Ongoing Operational Change Management (OCM) Communications to staff/supervisors/management
- ▶ Solano County
 - County Preparation phase began May 15, 2023, and the County is making significant progress
 - Production login status: 77% of all converted and new Users; 97% (minus known non-Users)
 - Security Profiles have been created, defined, and are being added in Production (many thanks to its partner-Counties for sharing theirs)
 - Desktop links and icons for Production and Enhanced Call Control Panel (eCCP) have been developed for deployment on June 30, 2023, to all end Users
 - Training:

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- End User Instructor Led Training (ILTs) are entering into the final week
- Practice Labs have been scheduled for all staff the last week of June
- Model Office environment training is scheduled and ongoing through cutover for Contact Center (CC)/Interactive Voice Response (IVR) Users
- County Data Validation (CDV) and Process Simulation activities are complete
 - Both were successful and County participation was substantial. Valuable feedback was also provided
- Profile configuration and process changes or recommendations will be re-simulated in User Acceptance Test (UAT)2 starting June 9, 2023
- Model Office is in progress through June 23, 2023. Scripts have been written and executed. CC/IVR configuration calibration and end user training is underway
- Ad Hoc Report Refactoring activities ongoing
- Ongoing CalSAWS Change Notice Champions (CNC) Road Shows in the offices and weekly office hours meetings held virtually are ongoing to assist staff with questions and concerns
- Targeted Onsite Support (TOSS) visit complete. Post Go-Live County Escalation Process has been developed, approved, and communicated with all staff and CalSAWS. Preparing County and non-County staff for post implementation support along with the Command Center
- ▶ Sonoma County:
 - No updates during this reporting period

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

- ▶ Alpine County
 - No updates during this reporting period
- ▶ Amador County
 - Working on Medi-Cal (MC) and getting staff up to speed on processing MC Redeterminations (REs)
- ▶ Calaveras County
 - No updates during this reporting period
- ▶ El Dorado County
 - Currently working on hiring a Director
 - Preparing for Public Health Emergency (PHE) Unwinding
- ▶ Mono County
 - Board of Supervisors has approved a re-organization that combines Public Health and Social Services
 - Still experiencing issues with flooding and Occupational Employment Statistics (OES) and FEMA are in the County for recovery efforts
 - Hiring an Integrated Case Worker (ICW3) Lead Worker
- ▶ Nevada County
 - Developing a Medi-Cal (MC) Training
 - Closely monitoring incoming applications to work on improving processing timeframes
 - Launched "Laptops for Life" which gives laptops to customers
- ▶ Placer County
 - Looking into using "Get Next" functionality and updating configuration settings

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- ▶ Sacramento County
 - Getting ready to start Web Based Trainings (WBTs)
 - Have 120 trainees and the next class will be in November/December
 - Service Center launch went well and is working well
- ▶ Sierra County
 - No updates during this reporting period
- ▶ Sutter County
 - Currently still recruiting, and have a class starting in July/August
- ▶ Tuolumne County
 - No updates during this reporting period
- ▶ Yolo County
 - Have 21 new staff starting Medi-Cal (MC)/ CalFRESH (CF) induction in May which will assist with filling current staffing gaps
 - Working on MC Redeterminations (REs) and reporting
- ▶ Yuba County
 - No updates during this reporting period

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

- ▶ Butte County
 - No updates for this reporting period
- ▶ Colusa County
 - No updates for this reporting period
- ▶ Del Norte
 - The County currently has 20 vacancies in the Public Assistance/Employment & Training Branch. It continues to look for more creative ways to shift staff to continue to offer services in the most expeditious way possible and meet the program requirements. It has trained the Office Assistants in screening resources and have them on a rotation so that Intake staff can focus on the intake applications. The County is restructuring its Training Unit - in preparation for if or when it hires more staff
 - Staff are experiencing ongoing caseloads of between 550-600 cases (with all programs). The County will be sponsoring a County Employment Job Fair in July to advertise/inform the public of the number of current County positions that are vacant and to hopefully garner some applicants
 - The County has a CalFresh Management Evaluation scheduled during the week of June 26, 2023
 - Submitted the draft CalOAR CSA plan and are awaiting their comments/suggestions before submitting the final
 - Preparing some minor corrections to the budget and documents for the CalAIM Round 2 funding application and preparing to submit for the Round 3 funding
- ▶ Glenn County
 - Glenn County is going from Employment and Training Workers back to Integrated Case Workers (ICWs). Staff will have to reapply for their jobs
 - The County will soon be recruiting for ICW Supervisors (current Eligibility Specialist Supervisors will have to reapply for their jobs)
 - The County will also be recruiting for a Program Manager in July

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- Submitted CSA draft for CalOAR draft a couple of weeks back
- ▶ Humboldt County
 - New class of 6 Eligibility Specialists started on June 12, 2023
 - Interviews to fill Eligibility Supervisor positions have started.
- ▶ Lake County
 - No updates during this reporting period.
- ▶ Lassen County
 - Lassen County's Community Social Services has a new Director
 - The County will be implementing a kiosk for the lobby
 - The County will getting new phones throughout the County, and received new scanners for all staff
 - Currently challenged due to the excessive vacancies and employee retention in the department, and looks forward to filling positions soon
- ▶ Mendocino County
 - Mendocino County has resumed Eligibility Specialist induction training for CalFresh. This should be completed by the end of June. We are hoping to start up another induction class in July 2023.
- ▶ Modoc County
 - Modoc County just submitted its first CSA draft last week for CalOAR and is looking forward to moving on to the peer review process
 - The County is in swing with processing Medi-Cal renewals
 - Continuing to focus on recruitment and retention of staff as it may still have many vacancies across the department
- ▶ Plumas County
 - No updates during this reporting period
- ▶ Shasta County
 - No updates during this reporting period
- ▶ Siskiyou County
 - No updates during this reporting period
- ▶ Tehama County
 - Continues to recruit for many positions here in Tehama County
 - Has created Document Routing Rules, new banks, and is looking to use the Flexible Automatic CalFRESH (CF) Renewal for the interview appointments
- ▶ Trinity County
 - No updates during this reporting period

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

- ▶ Fresno County
 - No updates during this reporting period
- ▶ Inyo County
 - No updates during this reporting period
- ▶ Kern County
 - The Count is working through the Medi-Cal continuous coverage unwinding process with staff and continues to attend webinars, review reports, etc. to ensure it is still on target. Kern County is working closely with the MCP's to facilitate communication with

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- its customers
- o The County is working with its partners on the CalAIM implementation roll-out of the Round 3 application
- o Completed the CalOAR CSA draft as well as the CFET plan which have been submitted to California Department of Social Services (CDSS)
- o Provided training to the Data Unit staff to assist with pulling data needed for reports from the CalSAWS system
- o Currently has 29 eligibility workers scheduled to come out of class in June and July with another 17 starting class this month
- o Will be planning for the downtime due to the migration of Wave 4 Counties
- ▶ Kings County
 - o No updates during this reporting period
- ▶ Madera County
 - o No updates during this reporting period
- ▶ Mariposa County
 - o No updates during this reporting period
- ▶ Merced County
 - o No updates during this reporting period
- ▶ San Joaquin County
 - o No updates during this reporting period
- ▶ San Luis Obispo County
 - o A new induction class of ten Employment Resource Specialists started on June 9, 2023. This will be a shortened 8-week CalFresh/ Modified Adjusted Gross Income (MAGI) Medi-Cal training, the last induction class before CalSAWS go-live
 - o As part of CalSAWS migration activities, web-based trainings started June 5, 2023, and the configuration kick-off was June 12, 2023
 - o In early June 7 staff visited Tulare County to see CalSAWS in action. It observed imaging, Employment Services, Contact Center, eICTs, tools, Foster Care, and much more. Hearing about their migration, the differences from CalWIN, and seeing how efficiently they are using the system was a valuable experience
- ▶ Stanislaus County
 - o The department continues to have several eligibility worker vacancies (FSS I/II, FSS III and FSS IV) and has established a hiring plan for filling these vacancies
 - o The department has also been diligently implementing the Medi-Cal Unwinding activities and staff are processing the first month of Medi-Cal (MC) Redetermination (RE's). 21 extra help Family Services Specialist I's started on June 5 2023, and are being trained on how to process Medi-Cal Recertification's. These staff will remain on staff through December 2023
 - o Stanislaus County maintains a state of emergency due to the high-water levels of the rivers, flooding, and potential for more flooding. Department staff continue to be on call in the event individuals need to evacuate or a temporary shelter need to be opened.
- ▶ Tulare County
 - o No updates during this reporting period

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

- ▶ Imperial County
 - No updates during this reporting period
- ▶ Orange County
 - No updates during this reporting period
- ▶ San Bernardino County
 - No updates during this reporting period
- ▶ San Diego County
 - No updates during this reporting period
- ▶ Santa Barbara County
 - No updates during this reporting period
- ▶ Ventura County
 - No updates during this reporting period

Region 6 (Los Angeles County)

- Los Angeles County is ready to participate in the Wave 4 Migration Click-through activities that will take place early Monday July 3, 2023. Six staff will participate to check for any migration impacts to the County
- On June 7, 2023, Los Angeles County held the Orientation for staff that will participate in County Validation for Release 23.07
- Recruited 19 volunteers (15 from Department of Public Social Services (DPSS) and 4 from Department of Children Services (DCFS)) to provide virtual support to the Wave 4 Counties from July 3, 2023, to September 1, 2023
- The Region 6 Regional Manager will be providing in person support for Wave 4 County San Diego for the week of July 10, 2023 – July 14, 2023
- 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
- The CSS Release Teams is currently participating in Release 23.07 County Validation activities that will go through June 26, 2023. The Core Liaison meeting to review the CalSAWS Release Guide has been scheduled for June 22, 2023
- The County submitted to the Project a list of System Change Requests (SCRs) that are part of Release 23.07, to be demonstrated in the Webcast
- Region 6 Regional Manager will be retiring after 28 years of County service on June 29, 2023
 - DCFS has filled 2 Division Chief positions. There is a new division chief for DCFS Revenue Enhancement (replacing the current one). Then there is the new division chief for DCFS BIS (replacing the current one)

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