

# CALSAWS M&O BI-WEEKLY STATUS REPORT

**Reporting Period: August 28, 2023 – September 10, 2023**

## CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: August 28, 2023 – September 10, 2023

Contractor Project Executive: Arnold Malvick

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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"><li>▶ The CalSAWS System did not experience any unplanned outages during this reporting period</li></ul>
Defects		<ul style="list-style-type: none"><li>▶ There are 192 active Production defects</li></ul>
Incidents		<ul style="list-style-type: none"><li>▶ CALSAWS BROADCAST: The Caseload Inventory Report had not been generated for August 25, 2023. Defect CA-266937 was created to resolve the issue. As of 7:00 a.m. on August 30, 2023, the issue has been resolved. PRB0047142</li><li>▶ CALSAWS BROADCAST: Participant eligibility update transactions from CalSAWS were not sent to MEDS System between 1:15 PM on Saturday, August 19, 2023, and Sunday, August 20, 2023, at 2:21 AM. The MEDS transaction processing jobs were not resumed as planned after the scheduled maintenance activities on Saturday, August 19, 2023, due to an operational error, which caused the transactions not to be sent to MEDS. The project team is actively investigating the issue and a defect CA-267171 has been created to address the issue. An update will be provided as additional information becomes available.</li><li>▶ CALSAWS BROADCAST: Starting at 10:31 p.m. on August 31, 2023, San Bernardino County Users at the 7977 Sierra Avenue, Fontana site were unable to access CalSAWS and associated systems due to a power outage. As of 9:20 a.m. on September 1, 2023, the issue was resolved. PRB0047199</li><li>▶ CALSAWS BROADCAST: Starting at 2:30 p.m. on August 31, 2023, San Bernardino County Users at the 1175 W Foothill Blvd, Rialto site were unable to access CalSAWS and associated systems due to a power outage. As of 9:30 a.m. on September 1, 2023, the issue was resolved. PRB0047193</li><li>▶ CALSAWS BROADCAST: Starting at 4:30 p.m. on August 31, 2023, Riverside County Users at the 11060 Magnolia Ave, Riverside site were unable to access CalSAWS and associated systems due to a power outage. As of 11:30 a.m. on September 1, 2023, the issue was resolved. PRB0047197</li><li>▶ CALSAWS BROADCAST: Starting at 7:30 a.m. on August 31, 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 9:35 a.m. on August 31, 2023, the issue was</li></ul>

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Topic	CalSAWS System	Highlights
		<p>resolved. PRB0047185</p> <ul style="list-style-type: none"><li>▶ CALSAWS BROADCAST: Starting at 5:30 p.m. on September 1, 2023, Riverside County Users at the 48-113 Jackson Street, Indio site were unable to access CalSAWS and associated systems due to a power outage. The CalSAWS Project team is actively monitoring updates from the utility provider and will update when the issue is resolved. PRB0047208</li><li>▶ CALSAWS BROADCAST: Starting at 4:39 p.m. on September 1, 2023, Imperial County Users at the 8027 Highway 111, Niland site were unable to access CalSAWS and associated systems due to a power outage. The CalSAWS Project team is actively monitoring updates from the utility provider and will provide an update when the issue is resolved. PRB0047207</li><li>▶ CALSAWS BROADCAST RESOLVED: Starting at 6:58 a.m. on September 5, 2023, Riverside County Users at the 11060 Magnolia Ave, Riverside site were unable to access CalSAWS and associated systems due to a power outage. As of 12:24 p.m. on September 5, 2023, the issue was resolved. PRB0047212</li><li>▶ CALSAWS BROADCAST: Starting at 10:00 a.m. on September 5, 2023, multiple San Bernardino sites were experiencing audio issues with lobby monitors. As of 11:20 a.m. on September 5, 2023, the lobby monitor audio issues have been resolved. PRB0047215</li><li>▶ CALSAWS BROADCAST: Starting at 11:30 a.m. on September 5, 2023, Alameda and Sonoma County Users were experiencing issues printing Electronic Benefits Transfer (EBT) cards. EBT vendor (FIS) confirmed that EBT Edge/Web-Administration experienced an issue between 9:40 a.m. and 12:10 p.m., which resulted in intermittent connectivity issues with EBT print services. As of 12:10 p.m. on September 5, 2023, Fidelity Information Services (FIS) had confirmed that the issue was resolved. PRB0047218</li><li>▶ CALSAWS BROADCAST: Starting at 2:15 p.m. on September 5, 2023, some San Bernardino County Contact Center agents were unable to access Enhanced Call Control Panel (eCCP). As of 3:00 p.m. on September 5, 2023, the issue was resolved. PRB0047219</li><li>▶ CALSAWS BROADCAST: Starting at 7:30 a.m. on September 6, 2023, Shasta County Users were unable to access CalSAWS and associated systems due to a local internet outage. As of 8:00 a.m. on September 6, 2023, this issue was resolved by the local internet provider. PRB0047222</li><li>▶ CALSAWS BROADCAST: Starting 8:06 a.m. on September 6, 2023, San Benito County Users at the 351 Felice Drive, Hollister site were unable to access CalSAWS and associated systems. As of 9:47 a.m. on September 6, 2023, this issue was resolved.</li></ul>

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Topic	CalSAWS System	Highlights
		<p>PRB0047213</p> <ul style="list-style-type: none"><li>▶ CALSAWS BROADCAST: Starting at 11:10 a.m. on September 6, 2023, some customers were receiving a busy signal when attempting to dial into the Fresno County Contact Center public facing phone numbers. As of 1:50 p.m. on September 6, 2023, the issue was resolved by the Fresno County Information Technology (IT) team. PRB0047226</li><li>▶ CALSAWS BROADCAST: Starting at 1:25 p.m. on September 7, 2023, Signatures captured through the Enhanced Call Control Panel (eCCP) for Fresno and Alameda Counties were not being processed and posted on the eSign page in CalSAWS. Defect CA-267539 was created to address this issue. As of 8:30 p.m. on September 7, 2023, this issue was resolved. Fix for the defect CA-267539 was implemented in Production on the night of September 6, 2023. Fresno and Alameda County Users were able to see Signatures on the eSign page that are captured through eCCP. PRB0047236</li><li>▶ CALSAWS BROADCAST: Starting at 3:15 p.m. on September 7, 2023, CalHEERS was experiencing slowness in responding to Modified Adjusted Gross Income (MAGI) requests. The CalHEERS Project team actively worked to resolve the issue. As of 6:00 p.m. on September 7, 2023, this issue was resolved by the CalHEERS Project team. Users will now receive MAGI responses from CalHEERS. PRB0047238</li></ul>

Legend	
	On Track
	At Risk
	Not on track/Monitor

### 1.2 Highlights from the Reporting Period

- ▶ The CalSAWS team successfully deployed CalSAWS minor releases: 23.08.29, 23.08.30, 23.08.31, 23.09.01, 23.09.03, 23.09.04, 23.09.05, 23.09.06, 23.09.07, 23.09.08, 23.09.09, and 23.09.10
- ▶ Planned Outages:
  - o Scheduled CalSAWS Outages:
    - CalSAWS Production Maintenance:
      - On September 1, 2023, until 6:00 a.m. on Monday, September 4, 2023, the CalSAWS application and Interactive Voice Response (IVR) were unavailable for Users. CalSAWS Users were redirected to a read-only version of the CalSAWS application
      - On September 10, 2023, from 4:00 p.m. to 8:00 p.m., the CalSAWS application was unavailable for Users. CalSAWS Users were redirected to a read-only version of the CalSAWS application

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- CalSAWS Read-Only Policy, Review, Training Environment (PRT) Maintenance
  - On September 1, 2023, from 12:00 p.m. to 4:00 p.m., the CalSAWS PRT environment was not available for Users
- Adhoc Reporting Database Maintenance
  - On September 10, 2023, from 12:30 p.m. to 4:00 p.m., the Adhoc Reporting database was unavailable for Apex, Enhanced Data Reporting (EDR), and Adhoc reports Users
- BenefitsCal Maintenance/Limited Access:
  - From 8:00 p.m. on Friday, September 1, 2023, to 6:00 a.m. on Monday, September 4, 2023, the BenefitsCal application was available for customer and Community Based Organization (CBO) Users for submitting applications, renewals, and SARs; however, transactions from BenefitsCal were queued and released for processing upon completion of CalSAWS maintenance activities. The following features were not available in BenefitsCal: Message Center (notices, messaging, actions, 2-way messaging), appointments, verification of benefits (VOB), CBO account creation, case-link, communication preference updates, and support requests. E-applications submitted from BenefitsCal were routed to the office selected by the participant instead of the default County office
  - On September 4, 2023, from 3:00 a.m. to 6:00 a.m., the BenefitsCal application was unavailable for customers and Community Based Organizations (CBOs)
  - On September 10, 2023, from 4:00 p.m. to 8:00 p.m., the BenefitsCal application was available for customer and Community Based Organization (CBO) Users for submitting applications, renewals, and Semi-Annual Reports (SAR); however, transactions from BenefitsCal were queued and released for processing upon completion of CalSAWS maintenance activities. The following features were not available in BenefitsCal: Message Center (notices, messaging, actions, 2-way messaging), appointments, verification of benefits (VOB), CBO account creation, case-link, communication preference updates, and support requests. E-applications submitted from BenefitsCal were routed to the office selected by the participant instead of the default County office

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## 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"><li>WAC has been approved for Group 4 POAMs<ul style="list-style-type: none"><li>9 POAMS closed</li></ul></li></ul>

[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"><li>None to note for this reporting period</li></ul>

- ▶ Continued Project administration, facility management, office management support, and financial management tasks
- ▶ Continued performing contract management activities:
  - o Change Notice 29 (October JPA) is in development and may include:
    - Premise Items: Cal-OAR Modifications & Client Satisfaction Survey, Extend Medi-Cal Suspension for Incarcerated Adults
    - Approved County Purchase Orders
  - o Change Notice 28 (September JPA) includes:
    - Premise Items: Reimbursement for Food Benefit Theft Automation, Stage One Continuous Eligibility – Automation, Work Registration CalFresh Disqualification Notice Update, CARES Development Environment Funding
    - Updates to Data Growth SOW
    - Updates to NIST Rev5 Uplift SOW
    - Updates to Schedule 1 to Exhibit X (Statement of Work for the CalSAWS M&O Project) and its Attachment 2 (CalSAWS M&O Pricing Schedule), to reflect the closure of the Northern Location and Southern Location and the network upgrade support for the Roseville Location
    - Approved County Purchase Orders
- ▶ 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

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### 2.3 CRFI/CIT Communications Status

- The following table outlines CalSAWS Information Transmittals (CITs) for the reporting period ending September 10, 2023

**Table 2.3-1 – CITs**

CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0315-23	CalSAWS Major Upcoming Changes Materials Update	Informational	August 24, 2023	Michele Peterson	Nour Bibars
0317-23	CalSAWS Enhancement Request (CER) Form Revised	Informational	August 31, 2023	CalSAWS Enhancement Request Team	N/A
0318-23	CalSAWS BUZZ Volume 5 Issue 4	Informational	August 31, 2023	Peggy Macias	Lenecia Miles
0319-23	CA-243001 CalWORKs/CalFresh FFY 2024 COLA Lists	Informational	September 1, 2023	Caroline Bui, Norma Meza, and Ignacio Lázaro	Laura Ould, and Committee CalWORKs_CalFresh. Facilitator
0321-23	Update to BenefitsCal Customer Rights and Responsibilities Acceptance	Informational	September 5, 2023	Carlos Zepeda	Marsale Eramya
0324-23	Technical Contact List for CBO Support	Informational	September 5, 2023	Carlos Zepeda	Marsale Eramya
0325-23	Wave 6B Cutover Weekend Calendar Infographic	Informational	September 7, 2023	Anand Kulkarni	Lesley Pevny
0326-23	CalSAWS System Change Request (SCR) Prioritization Process	Informational	September 7, 2023	Frederick Gains	Janet Mitri
0327-23	CalSAWS County Cost Summary – September 2023 Update	Informational	September 7, 2023	Britt Carlsen	Tracy Berhel, and Melissa Gates

- The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending September 10, 2023

**Table 2.3-2 – CRFIs**

CRFI ID	Subject	Distribution Date	Status	Response Due Date	CalSAWS Contact
23-086	County Preferences Requested for Automated EBT Replacement	June 16, 2023	Closed	July 12, 2023	Danielle Benoit
23-101	Changes to accessing APEX URL for CalSAWS Ad-Hoc	July 28, 2023	Open	August 11, 2023	Melanie Gines, and Lloyd Rankine
23-105	CalSAWS Automation of Duplicate Person Process Workgroup Recruitment	August 18, 2023	Open	September 13, 2023	Dymas Pena

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CRFI ID	Subject	Distribution Date	Status	Response Due Date	CalSAWS Contact
23-111	Recovery Account Auto-Activation Batch update	August 25, 2023	Open	September 13, 2023	Sheryl Eppler
23-112	FCED User Group Recruitment	August 29, 2023	Open	September 15, 2023	Ignacio Lazaro
23-113	EBT Account Activity File	September 6, 2023	Open	September 26, 2023	Sheryl Eppler

**Table 2.3-3 – Overdue CRFIs**

- The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending September 10, 2023

CRFI ID	Subject	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
23-101	Changes to accessing APEX URL for CalSAWS Ad-Hoc			Trinity 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	3
Done	1
Assigned	9
Completed	983
Duplicate	18
Withdrawn	34
Pending clarification	2
<b>Total</b>	<b>1050</b>

**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
SIRFRA 3887	SIRFRA 3887 - CalFresh Population Information Request	Completed	August 27, 2023	August 30, 2023	
SIRFRA 1217	1217 - RCA/RMA Extension	Completed	September 1, 2023	September 1, 2023	
SIRFRA 1293	1293 - End of CCR Renewal Data Request	Completed	September 1, 2023	September 5, 2023	
SIRFRA 3898	3898 - Medi-Cal Client Detail Snapshot	Assigned	September 8, 2023	No response	
SIRFRA 3909	3909 – Automated/Mass Replacement Waiver Data Request	Completed	September 1, 2023	September 5, 2023	
SIRFRA 3904	3904- EBT Replacement Expungements	Pending Clarification	September 1, 2023	No response	
SIRFRA 1291	1291 - August 2023 PHE Renewal Data Request	Completed	September 7, 2023	September 8, 2023	
SIRFRA 1292	1292 - Pending Applications (PHE Dashboard Slides) August 2023	Completed	September 7, 2023	September 7, 2023	
SIRFRA 3898	SIRFRA 3898 - Medi-Cal Client Detail Snapshot	Assigned	September 8, 2023	No response	
SIRFRA 3910	3910 – Expectant Parent Payment (EPP) Data	Assigned	September 11, 2023	No response	
SIRFRA 3912	3912 - Indigent Exception Annual Renewal	Assigned	September 14, 2023	No response	
SCERFRA 23-558	CalFresh Notice of Approval/Termination from the CalFresh Restaurant Meals Program	Assigned	September 14, 2023	No response	
SIRFRA 3907	3907 - Diaper Assistance Automation in CalSAWS	Assigned	September 15, 2023	No response	
SIRFRA 3913	SIRFRA 3913 - CFAP - CF Sanction Data	Assigned	September 18, 2023	No response	
SIRFRA 1297	1297 - Pending Applications and Renewal Data - Sept 2023	Assigned	October 3, 2023	No response	
SIRFRA 1296	1296 - PHE Renewal and Demographics Data - September 2023	Assigned	October 6, 2023	No response	

**2.5 Deviation from Plan/Adjustments**

- None for the reporting period

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### 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"><li>The current compliance for September Month to Date (MTD) is 98.6%</li></ul>
3.2.3 CalSAWS Production Planned Outages calendar	<ul style="list-style-type: none"><li>CalSAWS Production Planned Outages calendar notifies Counties of upcoming scheduled downtimes for CalSAWS Production in 2023 due to Releases, Cutovers, and planned maintenance windows</li><li>CalSAWS Information Transmittal (CIT) 0263-23 Scheduled CalSAWS Maintenance – System Outage Windows – Year 2023 has been distributed to Counties providing a link to access the calendar on the Web Portal</li></ul>

##### 3.1.1 Service Management

##### 3.1.2 Overview

- Scheduled CHG0042909 on September 2, 2023, for the ServiceNow Security Patch to install Tokyo Patch 9 Hot Fix 2b to ServiceNow Development Environment
- Scheduled CHG0042912 on September 2, 2023, for the ServiceNow Security Patch to install Tokyo Patch 9 Hot Fix 2b to ServiceNow Test Environment
- Scheduled CHG0042916 on September 2, 2023, for the ServiceNow Security Patch to install Tokyo Patch 9 Hot Fix 2b to ServiceNow Training Environment
- Scheduled CHG0042917 on September 9, 2023, for the ServiceNow Security Patch to install Tokyo Patch 9 Hot Fix 2b to ServiceNow Production Environment

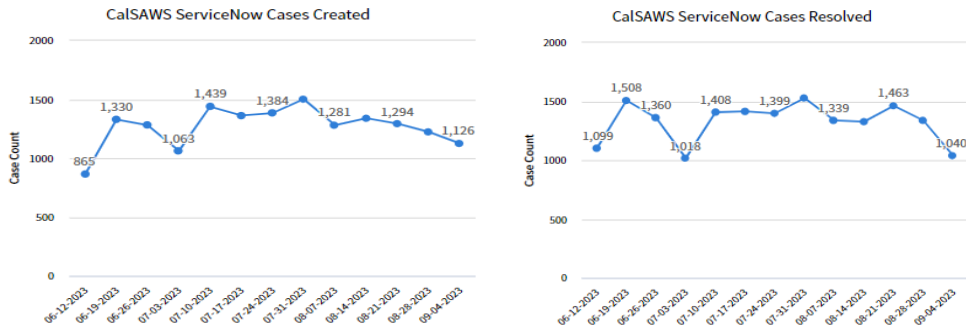
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### 3.1.3 CalSAWS Help Desk Metrics

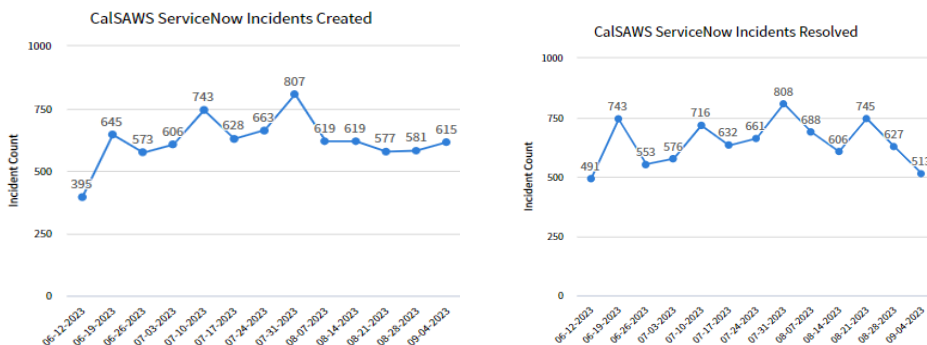
Figures 3.1.3-1 and 3.1.3-2 – CalSAWS ServiceNow Cases per Week



**Note:** The graphs represent the ServiceNow cases associated to all 55 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 2,350 cases of which 54 are cases created from CalWIN Wave 4 Counties:
  - o Alameda County: 16 cases
  - o Fresno County: 13 cases
  - o Sonoma County: 25 cases
- ▶ Resolved 2,378 cases of which 14 are cases resolved from CalWIN Wave 4 Counties:
  - o Alameda County: 3 cases
  - o Fresno County: 4 cases
  - o Sonoma County: 7 cases

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



**Note:** The graphs represent the ServiceNow Incidents associated to all 55 Counties. Incidents are escalations derived from case attempts to triage the issue. The dates in x-axis represent the start of a week

- ▶ Created 1,196 incidents of which 51 are incidents created from CalWIN Wave 4 Counties:

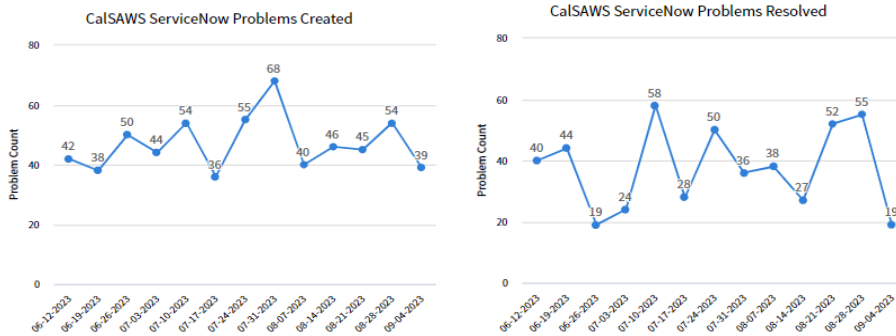
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- o Alameda County: 17 cases
- o Fresno County: 12 cases
- o Sonoma County: 22 cases
- Resolved 1,140 incidents of which 14 are incidents resolved from CalWIN Wave 4 Counties:
  - o Alameda County: 4 cases
  - o Fresno County: 4 cases
  - o Sonoma County: 6 cases

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



**Note:** The graph represents the ServiceNow problems associated to 55 Counties. Problems represent issues that can have a many to one relationship with incidents and the final step in escalation. The dates in x-axis represent the start of a week

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

	<1 Day	1-5 Days	6-10 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	>180 Days	Total
New	24	101	23	9	17	16	33	17	240
In progress	14	112	44	35	44	49	87	104	489
On hold	1	57	26	71	141	235	370	116	1,017
Resolved	12	207	158	374	305	96	69	37	1,258
Closed	5	1	3	22,012	48,004	10,994	6,911	2,021	89,951
Problem in diagnosis	55	4	10	0	0	0	1	2	72
Total	111	482	264	22,501	48,511	11,390	7,471	2,297	93,027

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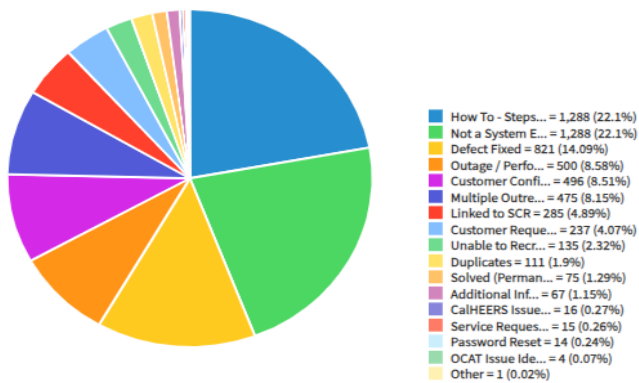
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Figure 3.1.3-7 – CalSAWS ServiceNow Incidents by Resolution Code

**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
How To - Steps to Proceed Provided	1,288	22.1%
Not a System Error - With Explanation	1,288	22.1%
Defect Fixed	821	14.09%
Outage / Performance Degradation	500	8.58%
Customer Confirmed Issue is Resolved	496	8.51%
Multiple Outreach Attempts - No Response	475	8.15%
Linked to SCR	285	4.89%
Customer Requested Closure	237	4.07%
Unable to Recreate Issue	135	2.32%
Duplicates	111	1.9%
Solved (Permanently)	75	1.29%
Additional Information Needed	67	1.15%
CalHEERS Issue Resolved	16	0.27%
Service Request Created - With Request Number	15	0.26%
Password Reset	14	0.24%
OCAT Issue Identified	4	0.07%
Other	1	0.02%
Total	5,828	100%

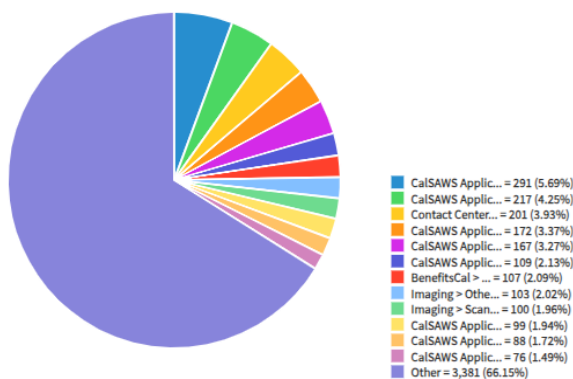
## CalSAWS – California Statewide Automated Welfare System

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**Figure 3.1.3-8 – CalSAWS ServiceNow Incidents Created by Category**

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



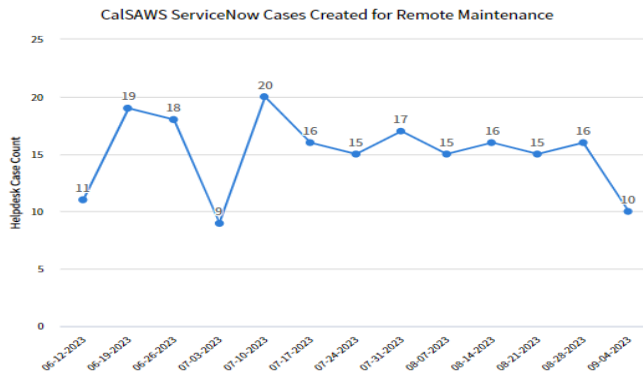
Category	Incident Count	Percentage of Incidents
CalSAWS Application/Related Systems > Production > Eligibility Determination > Incorrect Eligibility Results	291	5.69%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Other	217	4.25%
Contact Center/IVR > CCP	201	3.93%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > Other	172	3.37%
CalSAWS Application/Related Systems > Production > Client Correspondence > NOAs	167	3.27%
CalSAWS Application/Related Systems > Production > MAGI Eligibility > Other	109	2.13%
BenefitsCal > Access Issue > Customer	107	2.09%
Imaging > Other	103	2.02%
Imaging > Scanning Documents	100	1.96%
CalSAWS Application/Related Systems > Production > MAGI Eligibility > EDBC Results	99	1.94%
CalSAWS Application/Related Systems > Production > Reports > Scheduled	88	1.72%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > Employment Services	76	1.49%
Other	3,381	66.15%
<b>Total</b>	<b>5,111</b>	<b>100%</b>

**CalSAWS – California Statewide Automated Welfare System**

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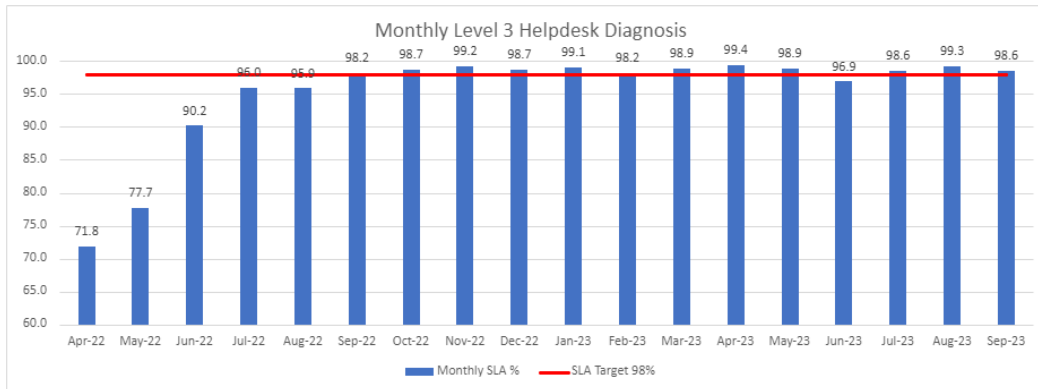
Contractor Project Executive: Arnold Malvick

**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 September Month to Date (MTD) is 98.6%

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



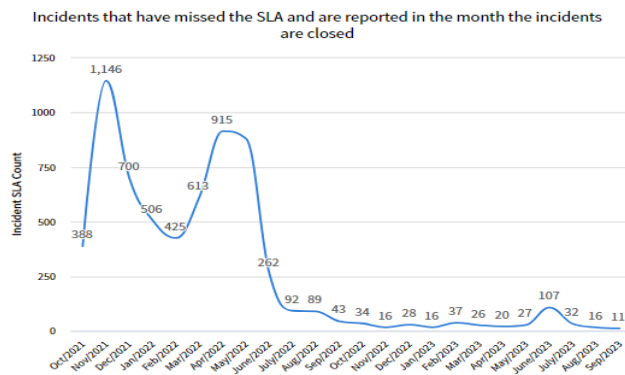
**CalSAWS – California Statewide Automated Welfare System**

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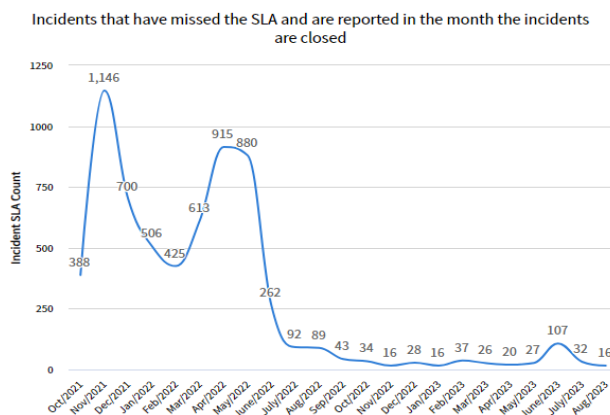
- The graph below represents the number of incidents that missed the Service Level Agreement (SLA) in each month. 11 incidents missed the SLA in September Month to Date (MTD)

**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. 16 closed incidents missed the SLA in August Month to Date (MTD)

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



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### 3.2 Technology Operations

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

#### 3.2.1 CalSAWS Management and Operations

- ▶ Roseville (PSF) Build Phase 1 – August 31, 2023
  - Completed procurement request and paperwork for circuits at Roseville
  - 2130 Firewalls delivered
  - PSF phase-1 build and test completed
    - 25 ports activated for soft launch completed
    - Installation of 2 Switches completed
  - PSF phase-1 build in progress
- ▶ Rancho Cordova and Norwalk Decommission – October 31, 2023
  - Wireless services shut down at Norwalk
  - Change orders to shut down services at Rancho Cordova scheduled
    - Rancho Cordova Network shutdown scheduled for week of October 9, 2023
    - Norwalk Network shutdown scheduled for week of September 22, 2023
- ▶ County Site Migrations
  - Humboldt County – Site move and Customer Service Center ("CSC") network model change to Point of Presence (PoP)
    - County Purchase documentation in development
    - Met with County on August 24, 2023
    - Procurement of circuits dependent on System Change Request ("SCR") approval
  - Kern County – Site move
    - Continued developing County Purchase documentation
    - Met with County on September 7, 2023
    - TPx installed equipment at new site, including a 5G wireless network cradlepoint to test network infrastructure equipment
  - Monterey County – Site move and Customer Service Center (CSC) network model change to PoP
    - Continued developing County Purchase documentation
    - Scheduled follow-up meeting series per County's request
      - Targeted for September 26, 2023
  - San Joaquin County – Network model change from Managed to PoP
    - Project team working on scheduling kick off meeting with County
    - Pending Project authorization to start technical build and implementation
  - Riverside County Circuit Upgrades
    - Circuits at Site 33011 are being upgraded to support Enhanced Data Reporting (EDR)
    - Circuit installation completed at site. Waiting for Velo device upgradation to

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perform the circuit upgradation

**Table 3.2.1-1 – CalSAWS Upcoming Maintenance**

Scheduled Date	Activity Description
September 11 – 14, 2023	contactcenter-nonproduction-sanbernardino - Deploy all standard changes for new county specific account
September 11 – 14, 2023	contactcenter-nonproduction-humboldt - Deploy all standard changes for new county specific account
September 11 – 14, 2023	contactcenter-nonproduction-yuba - Deploy all standard changes for new county specific account
September 11 – 14, 2023	contactcenter-nonproduction-monterey - Deploy all standard changes for new county specific account
September 13, 2023	Oracle production APEX: Increase Database Connection Limit to 300 (Planned Change)
September 13 – 19, 2023	Production CalWIN to CalSAWS Migration Cutover (6A/5C) (Planned Change)
September 19 – 25, 2023	LEX BOTS: contactcenter-production-alameda - Deploy all standard infrastructure for voice bots state-wide rollout (Planned Change)
September 19 – 25, 2023	LEX BOTS: contactcenter-production-sandiego - Deploy all standard infrastructure for Welcome Bot state-wide rollout (Planned Change)
September 19 – 25, 2023	LEX BOTS: contactcenter-production-sonoma - Deploy all standard infrastructure for voice bots state-wide rollout (Planned Change)
September 19 – 25, 2023	LEX BOTS: contactcenter-production-fresno - Deploy all standard infrastructure for voice bots state-wide rollout (Planned Change)
October 2 – 5, 2023	NXOS Upgrade of SV1 Cisco devices from version 9.3(10) to 9.3(12)
October 9 – 12, 2023	NXOS Upgrade of LA3 Cisco devices from version 9.3(10) to 9.3(12)
October 16 – 18, 2023	IOS Upgrade of devices in Conversion Defect Testing (CDT) (Vacaville and GoldCamp) Routers & Switches from IOS 17.03.04a to 17.06.05

**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

### 3.2.3 CalSAWS Production Planned Outages Calendar

- The CalSAWS Production Planned Outages Calendar provided in Table 3.2.3-1 (CalSAWS Production Planned Outage Calendar) below, notifies Counties of upcoming scheduled downtimes for CalSAWS Production in 2023 due to Releases, Cutovers, and planned maintenance windows. The calendar is available on the CalSAWS Web Portal under the

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following path:

- o Resources\Calendar\CalSAWS Production Planned Outages Calendar folder

**Table 3.2.3-1 – CalSAWS Production Planned Outages Calendar**

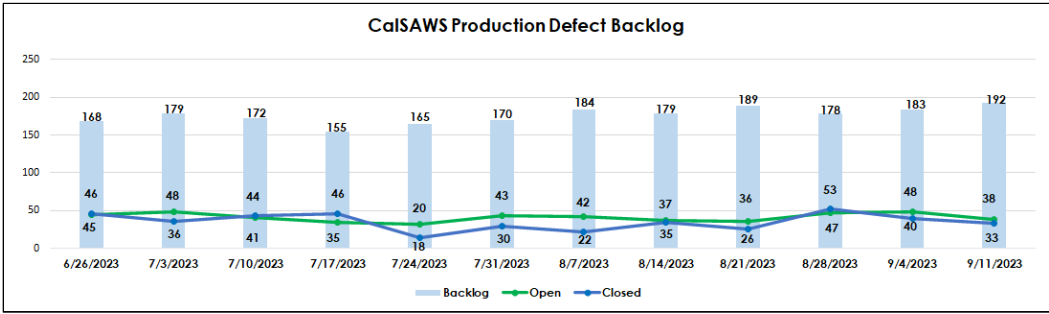
<b>CalSAWS and BenefitsCal Production Planned Outages</b>	
<b>Activity</b>	<b>Planned Outage Window</b>
Production Maintenance	August 4, 2023, 10:00 p.m. – August 5, 2023, 1:00 a.m.
BenefitsCal Production Maintenance	August 4, 2023, 10:00 p.m. – August 5, 2023, 1:00 a.m.
Production Maintenance	August 13, 2023, 4:00 p.m. – 8:00 p.m.
BenefitsCal Release 23.08.24	August 24, 2023, 8:00 p.m. – 10:00 p.m.
Production Maintenance	August 27, 2023, 8:00 a.m. – 2:00 p.m.
Cutover 5B	September 1, 2023, 8:00 p.m. – September 4, 2023, 6:00 a.m.*
BenefitsCal Cutover 5B	September 4, 2023, 3:00 a.m. – 6:00 a.m.
Production Maintenance	September 10, 2023, 4:00 p.m. – 8:00 p.m.
Cutover 5C/6A	September 15, 2023, 8:00 p.m. – September 18, 2023, 6:00 a.m.**
CalSAWS Release 23.09	September 24, 2023, 6:00 a.m. – 3:00 p.m.
BenefitsCal Release 23.09.28	September 28, 2023, 8:00 p.m. – 10:00 p.m.
Production Maintenance	October 8, 2023, 6:00 a.m. – 10:00 p.m.
BenefitsCal Production Maintenance	October 19, 2023, 8:00 p.m. – 10:00 p.m.
Production maintenance	October 22, 2023, 4:00 p.m. – 8:00 p.m.
BenefitsCal Production Maintenance	October 22, 2023, 4:00 p.m. – 8:00 p.m.
Cutover 6B	October 27, 2023, 8:00 p.m. – October 30, 2023, 6:00 a.m.**
BenefitsCal Cutover 6B	October 30, 2023, 3:00 a.m. – 6:00 a.m.
Cutover 6C	November 10, 2023, 8:00 p.m. – November 13, 2023, 6:00 a.m.**
CalSAWS Release 23.11	November 19, 2023, 6:00 a.m. – 3:00 p.m.
Production Maintenance	November 26, 2023, 4:00 p.m. – 8:00 p.m.
BenefitsCal Release 23.11.30	November 30, 2023, 8:00 p.m. – 10:00 p.m.
Production Maintenance	December 3, 2023, 8:00 a.m. – 2:00 p.m.
Production <maintenance	December 17, 2023, 6:00 a.m. – 10:00 p.m.
BenefitsCal Release 23.12.21	December 21, 2023, 8:00 pm. – 10:00 p.m.
CalSAWS Release 24.01	January 21, 2024, 6:00 a.m. – 3:00 p.m.
BenefitsCal Release 24.01.24	January 24, 2024, 8:00 p.m. – 10:00 p.m.
Table Last Updated:	August 1, 2023, 10:54 a.m.
<b>Notes:</b>	
1. The above table contains the known planned dates and timing is subject to change	
2. Additional maintenance windows may be added to address emergent events	

CalSAWS and BenefitsCal Production Planned Outages
3. **Proposed timings, pending approval

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

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**Table 3.3.1-1 – Production Defect Fix – Release Schedule**

CalSAWS Production Defect Count by Release						
Count of Defects	Release					
Severity	23.07	23.09	23.11	24.01	TBD	Grand Total
<b>2-Normal/Medium</b>	<b>143</b>	<b>39</b>	<b>4</b>	<b>1</b>	<b>42</b>	<b>229</b>
New	2	3	1	1	10	17
In Progress	13	16	3	0	28	60
Closed	128	20	0	0	4	152
<b>3-Normal/Low</b>	<b>95</b>	<b>38</b>	<b>11</b>	<b>0</b>	<b>73</b>	<b>217</b>
New	1	3	4	0	33	41
In Progress	9	15	7	0	38	69
Closed	85	20	0	0	2	107
<b>4-Cosmetic</b>	<b>6</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>13</b>
New	0	0	2	0	1	3
In Progress	0	1	1	0	0	2
Closed	6	2	0	0	0	8
<b>Grand Total</b>	<b>244</b>	<b>80</b>	<b>18</b>	<b>1</b>	<b>116</b>	<b>459</b>

**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 23.09 Communications:
  - See table 3.4.1-1 for details

**Table 3.4.1-1 – CalSAWS Release 23.09 Communication Activities**

TASK	DATE (\$)	OWNER
Send draft Release Notes file to Consortium for review	August 14, 2023	Production Operations
Send draft Release Notes file to select County Staff and Consortium for review	August 28, 2023	Production Operations
Send draft Release Notes file to select County Staff and Consortium for final review	September 11, 2023	Production Operations
Webcast on CalSAWS Release 23.09	September 12, 2023	Production Operations / Consortium Policy and Design

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TASK	DATE (S)	OWNER
Send summary of changes in CalSAWS Release 23.09 in CalSAWS Health Report	September 18, 2023	Production Operations
23.09 CalSAWS Application Development and Training Release Notes Broadcast	September 19, 2023	Production Operations
CalSAWS Release 23.09 Greenlight Meeting	September 20, 2023	Release Management/Quality Assurance
CalSAWS 23.09 Post-Release Checkpoint Call	September 25 - September 27, 2023	Production Operations

### 3.4.2 Root Cause Analysis (RCA)

- ▶ Root Cause Analysis (RCA) – 251 – On Request Reports and Dashboards Slowness – PRB0046949
  - On August 3, 2023, CalSAWS received incidents where Users were experiencing intermittent slowness in the Production Qlik Sense environment when accessing dashboards and On Request reports. Initial troubleshooting call began at 9:15 a.m. CloudWatch metrics confirmed high [Central Processing Unit \(CPU\)](#) and memory usage, which was confirmed as the cause of the slowness. Users on the affected nodes viewing large or medium sized reports and dashboards were impacted by this issue. As part of the troubleshooting strategy, team restarted services on the affected nodes of the Qlik server and restarted EC2 instance, but the CPU and memory usage spiked shortly after the restart. Technical Operations team upscaled the affected Qlik server which immediately resolved the memory contention and returned the node to normal operation. The nodes remained stable, however, automated engine restarts on scheduler nodes were observed the following evening. After further investigation, the Technical Operations team identified Qualys security scans as the potential cause of the issue. Qualys security scan was disabled on the nodes, and there have not been additional engine restarts since then. Qualys Enhanced Detection and Response (EDR), increased load on the server, and large Qlik application visualizations have increased the demand for memory in the environment beyond what is currently allocated. Environments with Qualys enabled have shown increased CPU and [Random Access Memory \(RAM\)](#) usage since mid-July. Qlik logs show there are errors commonly associated with antivirus scanning. Qlik has also confirmed that antivirus/real-time scanners (CrowdStrike, etc.) even accessing (not blocking) the Engine.exe during operation will drastically slow down the entire system and can result in high utilization across CPU, RAM, both or either, depending on what is bottlenecking. Concurrent Users have also increased 60% to-date from May 2023 levels. Some dashboards are extremely large, and the increased concurrency is impacting the available environment resources. An application can expand into memory 4x under normal operation, plus 2% for each concurrent User, and extra-large applications will be more than that. Technical Operations team has reconfigured alerts to lower thresholds to catch these and other states prior to escalation

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- ▶ Root Cause Analysis (RCA) – 254 – Stockton Site Outage – PRB0047031
  - On August 11, 2023, the CalSAWS Network Operations Center (NOC) team received alerts for Stockton site from San Joaquin County that it was down. NOC team sent an email to the local County contact as per the normal operational procedures and waited for a response. The Local County contact confirmed that Users were not able to access CalSAWS and associated systems, causing disruption for all Users in the County except those in the call center. The NOC team notified the NetSec team and an incident INC0102617 was created to investigate the issue. The NetSec team identified a Wide Area Network (WAN) link outage in the Velo cloud orchestrator and escalated the incident to TPx using case, CS00000730082, to troubleshoot and determine the root of the outage. The TPx engineer undertook a thorough troubleshooting process, involving analysis of logs and the AT&T circuit. The engineer deduced that the problem necessitated a closer inspection of AT&T connections that require the assistance of an AT&T technician. The TPx engineer created an A&T ticket, FE21123, to initiate the assignment of a technician to assist with resolving the outage. AT&T identified the issue was caused by a fiber cable cut that connects to the site and remediated the issue by 9:43 a.m. The NOC team confirmed that circuits were showing healthy, and a local County contact confirmed that users were able to access CalSAWS and associated systems. TPx is following up with AT&T to gather additional details as AT&T has not released the cause of the fiber cut (construction, vandalism, etc.).

### 3.4.3 Batch Operations

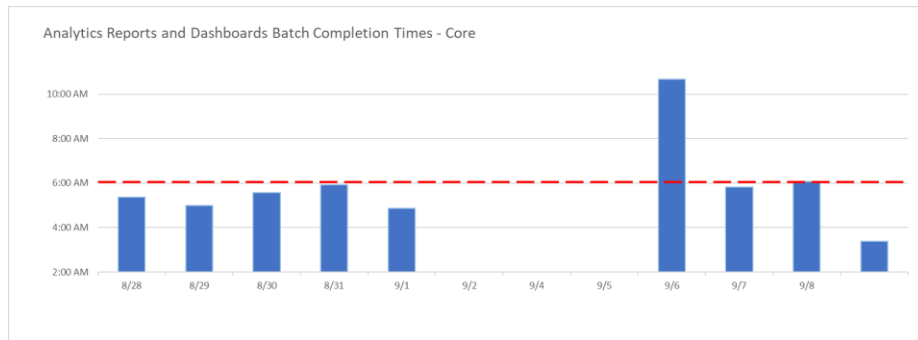
- ▶ Wave 5 Activities
  - Performed Wave 5 Batch Cutover activities, including setup and validation of the Wave 5 Counties batch jobs
  - Conducted test file transfers with each of the Wave 5 counties during cutover
  - Conducted post-cutover production file transfer meeting with the Wave 5 Counties
  - Supported catch-up file processing from state partners
  - Completed catch-up run of Analytics reports and dashboards
  - Supported nightly batch post cutover
- ▶ Started execution of CalWORKs and CalFresh Cost of Living Adjustment (COLA) run on Saturday, August 26, 2023:
  - Completed processing of all 52 Counties by August 30, 2023
- ▶ 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

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**Figure 3.4.3-1 - Analytics Reports and Dashboards – Monday – Saturday Nightly Batch Runs for the Status Reporting Period (August 28, 2023 – September 10, 2023)**



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

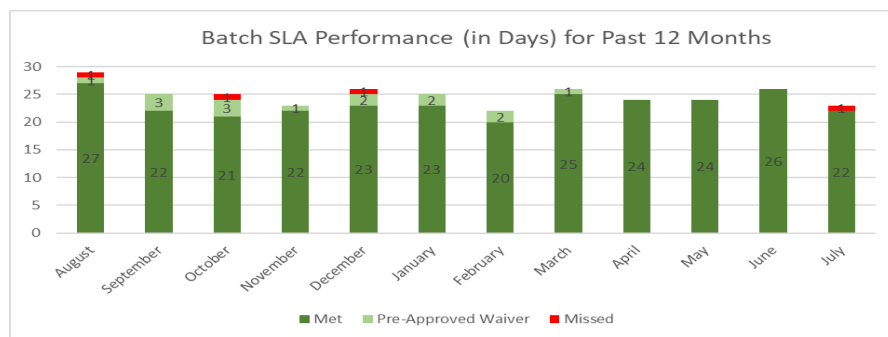
Batch Date	Issue	Communication	Status	Resolution
September 6, 2023	Planned catch-up run after Wave 5 cutover. Expected to run past 6:00 a.m.	N/A – Planned run and CIT was sent before cutover	Closed	Job completed

### 3.4.4 Production Performance

#### ► Batch

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

**Table 3.4.4-1 – Batch SLA Performance**



#### ► Imaging

- o None for the reporting period

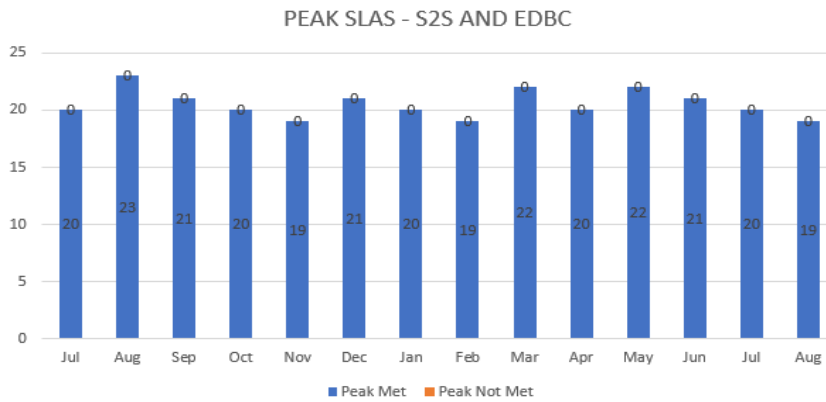
**CalSAWS – California Statewide Automated Welfare System**

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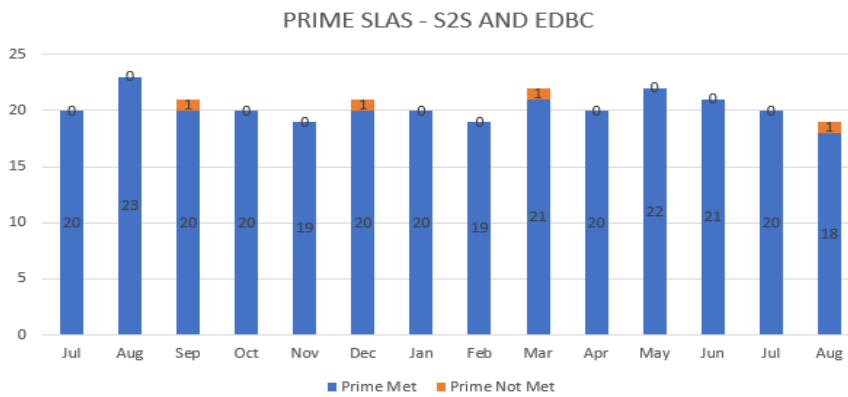
Contractor Project Executive: Arnold Malvick

- ▶ Contact Center
  - None for the reporting period
- ▶ 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)**



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### 3.5 ForgeRock

#### 3.5.1 Highlights of the Reporting Period

- o New System Change Requests (SCRs) for Development and Build of the Platform Architecture and Proof of Concept (POC) and Implementation are pending funding approval - Design document is being drafted by the ForgeRock team
- o Pull Requests New Client Application Programming Interface (API) onboardings will be deployed to Production on September 15, 2023
- o ForgeRock team will be in Sacramento next week (September 12-14, 2023)
- o Pull Requests created for the OpenID Connect (OIDC) and Security Assertion Markup Language (SAML) accounts for Wave 4 Training and Production accounts - will be deployed to Production on September 15, 2023
- o ForgeRock Leads working on all open Root Cause Analysis (RCA) Preventative Actions in New JIRA Reporting Board
- o ForgeRock team completed CalWIN activities - Wave 5 Load on September 4, 2023
- o Decommission the unused with OAuth Clients in non-Production ForgeRock environment, collaborating with Technical Operations team to deploy to Assembly Test (AT) and Development on September 6-7, 2023
- o Two RCAs submitted to Consortium: Accidental Unindexed Search and Lock Out of BenefitsCal User Accounts under Accenture Review
- o Technical ForgeRock team working on SCR clean up, adding in requirements, and approvals for funding - 75% completed
- o CalSAWS JIRA board enhancements for new board underway - working with Sierra and Bala on ForgeRock dashboard
- o Technical ForgeRock continuing to work on open ServiceNow tickets
- o Technical ForgeRock confirmed license renewal so performance testing schedule can continue for ServiceNow Connector to occur every Monday weekly

Commented [AH1]: @Kiran D Singh - can you check with owner if they can rewrite for more clarity?

Table 3.5-1 – ForgeRock Milestones

MILESTONES	PRODUCTION DEPLOYMENT DATE	STATUS
ForgeRock-ServiceNow integration	Release When Ready	In progress
Centralizing Identity Access Management (IAM) Authorizations (Access Request/Removal Workflows) - Design	To Be Determined	In progress
Platform Architecture Enhancements - Design	October 31, 2023	In progress
Automate Delegated Administration process workflow - ForgeRock and Service Now - Design	September 15, 2023	In progress
Implement Multi-Factor Authentication delivery choice at Login Journey - Design and Proof of Concept (POC) Only	September 15, 2023	In progress

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MILESTONES	PRODUCTION DEPLOYMENT DATE	STATUS
Identity Management, Directory Services, and Access Management Upgrade to 7.3	September 30, 2023	In progress

### 3.6 Innovation Lab

- ▶ Worker-Facing Virtual Assistant (VA)
  - Release 12 - target to deploy on September 25, 2023
    - System Change Request (SCR) is going through System Change Request Board (SCRB)/Change Control Board (CCB) approvals
    - Internal Testing is in progress
  - Release 13 - target to deploy on October 19, 2023
    - Working through design with VA Workgroup
- ▶ Voice Bots (Welcome/Authentication Bots)
  - Sprint 5 [Fresno, Sonoma, Alameda, Stanislaus, Kings, Kern, Riverside, Los Angeles Model Office, San Diego Counties]:
    - Los Angeles County system testing was completed, and the bots were deployed to the training account on August 21, 2023
      - Model Office to start on September 22, 2023
    - System testing was completed for Fresno, Sonoma, and Alameda Counties on August 25, 2023, and San Diego County on September 1, 2023
      - Submitted a Production Change Request (CR) and Technical Budget Change Request (TBCR) for the above Counties on the week of September 4, 2023; Target approval on the week of September 11, 2023
    - System testing for the remaining Counties is in progress
  - Sprint 6A [San Francisco, Sacramento, San Luis Obispo Counties]
    - Non-Production deployments to San Francisco, Sacramento, and San Luis Obispo Counties have been completed as of August 31, 2023
    - System testing to start on September 11, 2023
- ▶ Electronic Benefit Transfer (EBT) Card Replacement - Robotic Process Automation (RPA)
  - Continuing to build the RPA infrastructure in the non-Production environment
  - Continuing development of Contact Center lambdas and database components to the non-Production environments for Yolo, Placer, Shasta, and Los Angeles Counties
  - Change Requests (CRs):
    - Received approval on the CR for root certificate revocation list implementation on August 23, 2023; completed on August 30, 2023
    - Received approval on the CR to update security group permissions in core application development to allow RPA access to CalSAWS STG5 and CC1 environments; Change was implemented on August 31, 2023
    - Submitted a CR to allow access to UiPath orchestrator via Virtual Private Network (VPN) on September 6, 2023
    - Submitted a CR to allow authentication to UiPath orchestrator via Azure Active Directory (AD) on September 8, 2023

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### 3.7 Imaging

- ▶ Completed Defects
  - None to note for the reporting period
- ▶ Completed System Change Requests (SCRs)
  - None to note for the reporting period

### 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
  - Fully deployed all devices
- ▶ Marin County
  - Equipment received at CalSAWS warehouse
- ▶ San Francisco County
  - Equipment received at CalSAWS warehouse
  - Meeting with County bi-weekly
- ▶ San Mateo County
  - Equipment received at CalSAWS warehouse
  - Meeting with County weekly
- ▶ Santa Clara County
  - County Purchase SC-01-2022 (6 kiosks)
    - Fully deployed all devices
  - County Purchase SC-02-2023 (3 kiosks, 3 tablets)
    - Equipment received at CalSAWS warehouse
- ▶ Santa Cruz County
  - County provided signed County Purchase; waiting on Advance Planning Document ("APD") approval to proceed with the order
- ▶ Solano County
  - Equipment received at CalSAWS warehouse
  - Meeting with County weekly
- ▶ Sonoma County
  - County Purchase SO-01-2022 (6 kiosks, 5 tablets)
    - Fully deployed all devices

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

- ▶ El Dorado County
  - Equipment received at CalSAWS warehouse
- ▶ Nevada County
  - Equipment received at CalSAWS warehouse
- ▶ Placer County
  - Fully deployed all kiosks
- ▶ Yuba County
  - Completed imaging of tablets. Tablets were shipped back to County, estimated to arrive on August 31, 2023

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

- ▶ Lassen County
  - Equipment received at CalSAWS warehouse
- ▶ Siskiyou County
  - Equipment received at CalSAWS warehouse
- ▶ Tehama County
  - Equipment received at CalSAWS warehouse

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

- ▶ Fresno County
  - Equipment received at CalSAWS warehouse
  - Team to begin recurring meetings with County
- ▶ Kern County
  - Tablet troubleshooting has been completed and tablets appear to be fully functional at this time. Monitoring for full analysis.
  - County Purchase KR-02-2023
    - Equipment received at CalSAWS warehouse
- ▶ Mariposa County
  - Equipment received at CalSAWS warehouse
- ▶ San Joaquin County
  - County Purchase documentation with County for approval
- ▶ San Luis Obispo County
  - Team has started recurring meetings with the County
- ▶ Tulare County
  - County Purchase TL-01-2023
    - County Purchase signed and order placed

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

- ▶ Orange County
  - Delivered kiosks to County; County is in the process of connecting the kiosks for testing
  - County has requested to delay original deployment from August 14, 2023, to September 18, 2023
    - The County needs additional time to setup a separate network subnet to attach

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the Lobby devices to since the County Security team will not allow the devices on the existing network unless they are County-Managed

- County is making considerable progress preparing for new go-live date
- Meeting with County on a weekly basis
- As of August 24, 2023, testing is in process and has been successful
- Completed tablet testing

► San Bernardino County

- o County beginning process to refresh kiosk printers. County Purchase documentation in development
- o County Purchase SB-01-2022
  - Arrowhead Regional Medical Center ("ARMC") issue with kiosks has been resolved. County reporting kiosks functioning as expected

► Ventura County

- o Fully deployed all devices

### 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 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 Continued work on Office of Inspector General (OIG) Audit. This is a continuation of the Office of the Inspector General Audit from May 2023. There are follow up questions on the data that was provided
- o Continued work on SIRFRA 3898 - Medi-Cal Client Detail Snapshot – Previous due date: August 8, 2023
  - Awaiting approval of Mutual of Understanding between CDSS and Department of Health Care Services (DHCS)
- o Completed work on SIRFRA 3904 – Electronic Benefits Transfer (EBT) Replacement Expungements - Due: August 21, 2023
  - Note: This SIRFRA has been reassigned to the Analytics Team
- o Completed work on SIRFRA 3909 - Automated/Mass Replacement Waiver Data Request
  - Due: September 1, 2023
- o Completed work on SIRFRA 3911 - Automated/Mass Replacement Waiver Data Request
  - Due: September 6, 2023
- o Started work on pulling Adoption Assistance Program information for CDSS
- o Started work on SIRFRA 3910 - Expectant Parent Payment (EPP) Data - Due: September 11, 2023
- o Started work on SIRFRA 3915 - Automated/Mass Replacement Waiver Data Request - Due September 11, 2023
- o Started work on SIRFRA 3912 - Indigent Exception Annual Renewal - Due: September 14, 2023
- o Started work on SIRFRA 3913 – California Food Assistance Program - CalFresh Sanction

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Data - Due: September 18, 2023

- ▶ Department of Health Care Services (DHCS) Report Support
  - o Completed work on SIRFRA 1289 - End of Continuous Coverage Requirement (CCR) Renewal Data – Redetermination (RE) Month October 2023 – Due: August 28, 2023
  - o Completed work on SIRFRA 1281: Asset Transfer Data Request - Response Due August 31, 2023
  - o Completed work on SIRFRA 1293 - End of Continual Care Reform Renewal Data Request Due: September 1, 2023
  - o Completed work on SIRFRA 1291 - August 2023 Public Health Emergency (PHE) Renewal Data Request – Due: September 7, 2023
  - o Completed work on SIRFRA 1292 - Pending Applications (Public Health Emergency (PHE) Dashboard Slides) August 2023 – Due: September 7, 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"><li>• Continued 23.09 system testing. Week 6 of 8, 23.09 System Testing completed. 98% pass rate on a 75% target</li></ul>

### 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

- ▶ CalSAWS had three priority releases:
  - o The CalSAWS 23.09.05 Minor Release was successfully deployed on September 5, 2023
    - Three defects were deployed in the areas of Batch/Interfaces and Reports teams
    - Fifteen System Change Requests (SCRs) were deployed in the areas of Batch Operations, Batch/Interfaces, CalHEERs, Database Administration (DBA), and Fiscal teams
  - o The CalSAWS 23.09.07 Minor Release was successfully deployed on September 7, 2023
    - Seven defects were deployed in the areas of Analytics, BenefitsCal, Batch/Interfaces, CalHEERs, Fiscal and Reports teams
    - Ten System Change Requests (SCRs) were deployed in the areas of Online, Eligibility, CalHEERs, Client Correspondence, and Fiscal teams
  - o The CalSAWS 23.09.08 Minor Release was successfully deployed on September 8, 2023
    - One System Change Request (SCR) was deployed in the Fiscal team

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**Table 4.2-1 – CalSAWS Upcoming Releases**

Release	Summary
23.09.12	<ul style="list-style-type: none"><li>▶ Create a Prototype Date Picker to replace the current Date Picker in CalSAWS</li><li>▶ Update CalHEERs (CH) Protect to no longer Protect June and July Redetermination (RE) Cases and send NA Enhanced Data Reporting (EDR) for October 2023 Discontinuance</li></ul>
23.09.14	<ul style="list-style-type: none"><li>▶ All County Letter (ACL) 23-70 Mass Mailer for Extension of Water Pilot Program until end of June 2025</li><li>▶ Asset Verification Program (AVP) Reports Conversion as New for all AVP in CalSAWS for San Mateo County</li><li>▶ Add new Special Need Type "Behavioral Health Consulting Services" for General Assistance (GA)/General Relief (GR) Automated Solution program</li><li>▶ INC0099723 Child Support Cooperation Conversion Information</li><li>▶ Mass Replacement CalFresh for August 2023 Power Outages</li><li>▶ One-time Batch Eligibility Data Benefits Calculation (EDBC) to Discontinue effective October 2023 for June and July Redetermination (RE) cases no longer protected in CH Protect</li><li>▶ Union Bank to U.S. Bank Transition - verbiage changes - Rush Warrant Print Testing Riverside County</li><li>▶ Update Document Received Texting Functionality to include Application Programming Interface (API) Received Documents</li><li>▶ Update List of Discontinue Individuals Requiring Review/Restoration to exclude New Applications and Renewed Programs</li><li>▶ Update POS (position) Record for Alameda Generic Worker</li><li>▶ Wave 6 - GA/GR Automated Solution – San Francisco Grant and In-kind Income limits Cost of Living Adjustment (COLA) for Fiscal Year (FY) 2023-24</li><li>▶ Wave 6 - GA/GR Automated Solution - San Luis Obispo and Sacramento Grant Amount updates</li></ul>
23.09.15	<ul style="list-style-type: none"><li>▶ Automate Delegated Administration process workflow- ForgeRock and Service Now - Design</li><li>▶ DDID 1979: CalWIN County Interface Exchange Testing Support SCR Wave 6</li><li>▶ Implement multi factor authentication (MFA) delivery choice at Login Journey - Design</li><li>▶ Reschedule non-daily batch jobs for CalWIN 6A/5C cutover weekend</li><li>▶ Special 'Failed to Respond' NOA for Late processing of June/July RE cases no longer in CH Protect</li><li>▶ Special Journal and List for One-time Auto-Disc for cases no longer in CH Protect</li></ul>
23.09.22	<ul style="list-style-type: none"><li>▶ Update POS (position) Records for Generic Workers to Support Wave 6 Counties Migrating from CalWIN</li></ul>
23.09.23	<ul style="list-style-type: none"><li>▶ Opt-In and Update Text Message Status in CalSAWS after Wave 5</li></ul>
23.09	<ul style="list-style-type: none"><li>▶ Total System Change Requests (SCRs): 42 approved</li><li>▶ Release Webcast date: To be determined</li></ul>
23.11	<ul style="list-style-type: none"><li>▶ Total System Change Requests (SCRs): 51 approved</li><li>▶ Release Webcast date: To be determined</li></ul>

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Release	Summary
24.01	<ul style="list-style-type: none"><li>▶ Total System Change Requests (SCRs): 16 approved</li><li>▶ Release Webcast date: To be determined</li></ul>

### 4.3 Application Development Status

- ▶ Continued design on:
  - o CA-202054 – All County Letter (ACL)-18-07 Suspend/Discontinue/Reinstate for CAPI case
  - o CA-205388 - Add Threshold Languages for CAPI Change, Suspension, and Discontinuance Notice of Actions (NOAs) (from NA 692)
  - o CA-209344 - Apply SSP Only Other Program Assistance for Specific Programs
  - o CA-216642 - Add MC 223 - Applicant's Supplemental Statement of Facts for Medi-Cal
  - o CA-220057 - Informational Materials Required at Medi-Cal (MC) Auto Ex-Parte Renewal
  - o CA-230740 - Update NA Back 9 version May 2022 and Update NA Back 9 Address Population
  - o CA-231812 - ACL 14-37 CalFRESH (CF) 28 and CF 28A in the Template Repository
  - o CA-235880 - Update Auto Journal Creation for Individuals
  - o CA-237974 - Auto Post Fiscal Tax Board (FTB) Tax Intercept transactions to Recovery Account
  - o CA-239577 - BenefitsCal - Time Clocks
  - o CA-242677 - Add Missing Threshold in CalWORKS (CW) & CW/CF Redetermination (RE) Packets
  - o CA-246484 - Creation of Banked Caseload Capability
  - o CA-246659 - ZScaler Production Rollout + ZIA + Deployment
  - o CA-246946 - ACL 22-49/49E - Revisions to the CA-812 Quarterly Report form
  - o CA-251167 - Add NOA Fragments in Threshold Languages for CalWORKS NOA Generation (M40-107J1)
  - o CA-251169 - Add NOA Fragments in Threshold Languages for CalWORKS NOA Generation (M44-207J & M44-207M)
  - o CA-251171 - Add NOA Fragments in Threshold Languages for CalWORKS NOA Generation (M40-107F1)
  - o CA-251569 - Adult Expansion - NOA changes
  - o CA-253124 - Validate E-mail Addresses Added into CalSAWS
  - o CA-253167 - Add Denial NOA Fragments in Threshold Languages for CalWORKS/Root Cause Analysis (RCA) NOA Fragment Generation (NA 290)
  - o CA-253426 - ACL 23-13 Update Electronic Benefits Transfer (EBT) 2259 - Revised Electronic Benefit Theft Replacement Form and Policy
  - o CA-253759 - ACL 23-30 PFL CalWORKs Time Limit Exemption
  - o CA-256607 – Cost of Living Adjustment (COLA) Automation Phase-3
  - o CA-257829 - Add variable population in Spanish and Threshold for MC Packets and CW 2200
  - o CA-258864 - Add Threshold Languages for CF NOA Reason of 'Lottery or Gambling Winnings'
  - o CA-262850 - Add Fillable Threshold Languages MC 216, MC 210RV and MC 217 Forms to the Template Repository
  - o CA-263119 - ACL 21-123 Expectant Parent Payment (Automation Piece)
  - o CA-264631 - CW Household Members Eligible to TCF - FTP and Multiple Person Statuses

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- o CA-264916 - Update the Department of Health Care Services (DHCS) Center for Medicare and Medicaid Services Performance Indicators Master Data Request Report to V.2.3
- o CA-265289 - Update Several MAGI Reports
- o CA-267103 - Add GAGR Automated Solution - closure notices
- o CA-48379 - Update AAP3 Form Generation
- o CA-49396 - ACL 15-96 - Add and update ARC NOAs and Forms
- Continued build on:
  - o Priority releases and Release 23.11 approved System Change Requests (SCRs)

## 4.4 Release Management

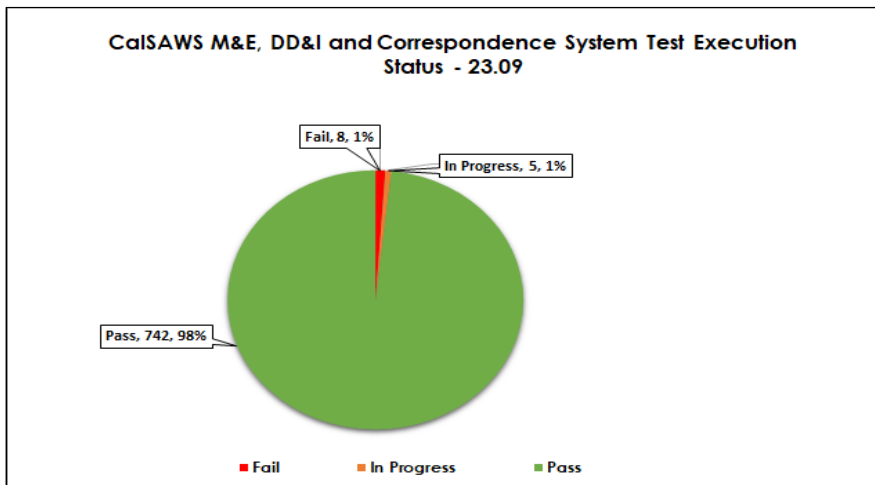
### 4.4.1 Release Test Summary

- Continued test execution for 23.09.

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

Pass Rate Target as of September 8, 2023	<b>75%</b>
Pass Rate Actual as of September 8, 2023	<b>98%</b>
System Test complete Date: September 20, 2023	

**Figure 4.4.1-1 – CalSAWS M&E, DD&I and Correspondence System Test Execution Status – 23.09**



Note:

- Test Script counts are subject to change as test scripts are added or removed throughout the execution phase. Includes testing execution for all CalSAWS Test Scripts in the Release

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### 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	180,182,417	46.47%	15	100.00%
2	107	129,593,957	33.42%	107	99.51%
3	130	39,099,396	10.08%	121	93.95%
4	684	35,222,336	9.08%	389	69.20%
5	2840	3,649,783	0.94%	508	31.92%

**Note:** Transaction volume and coverage metrics are based on CalSAWS monthly Production performance data and Automated Regression Test (ART) coverage data as of August 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 992 end-to-end Automated Regression Test (ART) scripts:

- ▶ 850 targeting the core CalSAWS application
- ▶ 31 targeting the inbound BenefitsCal Application Processing Interface (API) service (*Portal Service*)
- ▶ 111 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 Aug 30, 2023, and Sep 6, 2023
  - o System Change Requests (SCRs) in Design Phase
    - CA-210476 - Update SSP 14 with County Interim Assistance (IA) and County GA/GR Code
    - CA-241184 - Update GAGR Pregnant Person Only (PPO) to Align with the New CalWORKs PPO Policy Changes
    - CA-260732 - GA/GR Homeless shelter Need not included in GA/GR amount counted in CalFresh Income
    - CA-263611 - Revise the General Relief Opportunities for Work (GROW) Job Search Assignment Form
    - CA-263690 - Update ABP 1463, Skills and Training to Achieve Readiness for Tomorrow (START) Activity Agreement
    - CA-267103 - Add GAGR Automated Solution - closure notices
  - o SCRs in Development Phase
    - 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)

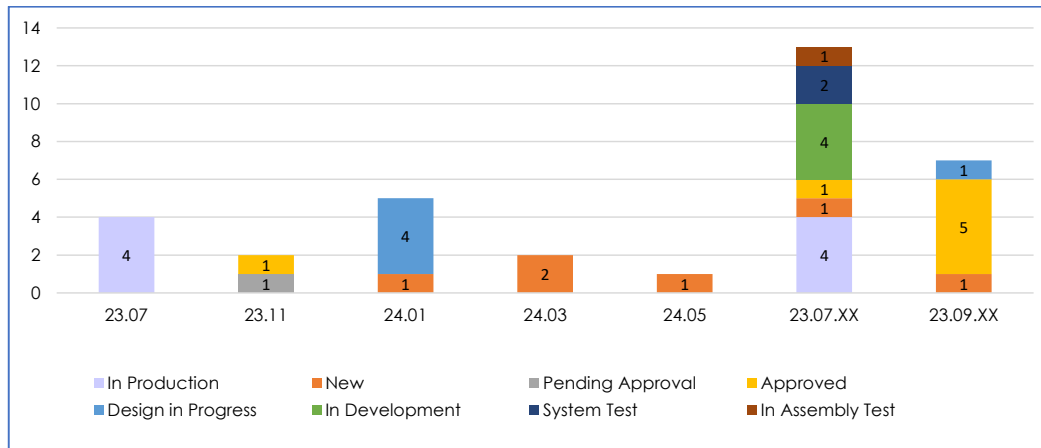
## CalSAWS – California Statewide Automated Welfare System

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- CA-258009 - Generate a one-time list of Los Angeles County GR hearing Appointments created during the CalSAWS Wave 6 Outage Period
- CA-262808 - Update to closure of GA/GR Automated solution clients who are receiving Supplemental Security Income (SSI)/State Supplementary Payment (SSP) benefits
- CA-264733 - Create a macro enabled spreadsheet to allow Counties to provide input on Code Table and database table parameters for GA/GR functionality when they Opt-In to the GA/GR Automated Solution program
- CA-266544 - Add GA/GR Automated Solution specific Money Management Type to Money Management Resource pages
- SCRs in System Test Status
  - CA-265104 - Wave 6 - GA/GR Automated Solution – San Francisco Grant and In-kind Income limits Cost of Living Adjustment (COLA) for FY 2023-24
  - CA-266013 - Wave 6 - GA/GR Automated Solution - San Luis Obispo and Sacramento Counties Grant Amount updates
  - CA-266815 - Add new Special Need Type "Behavioral Health Consulting Services" for GA/GR Automated Solution program
- Priority System Change Requests (SCRs) deployed to Production
  - CA-220021 - CalWIN GA GR Solution Changes - Wave 6 [23.09.07]
  - CA-256939 - End Los Angeles County GA/GR batched data change that advances the Redetermination (RE) period, and completes the Annual Agreement packet [23.09.07]
  - CA-262808 - Update to closure of GA/GR Automated solution clients who are receiving SSI/SSP benefits [23.09.07]
- Defects released to Production
  - CA-262942 - Wave 5 and 6 - Barcode not recognized in Client Correspondence for form CSF 35. indicates barcode does not exist in CalSAWS. [23.09.04]

**Figure 4.5.-1 – GA/GR SCRs**



## CalSAWS – California Statewide Automated Welfare System

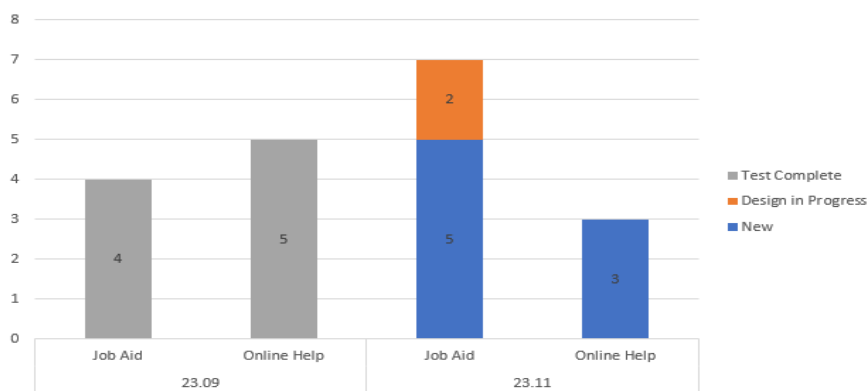
M&O Bi-Weekly Status Reporting Period: August 28, 2023 – September 10, 2023

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### 4.6 Training Materials Update

- ▶ 23.09 Online Help (OLH SCRs):
  - Test Completed: 9
- ▶ 23.11 Online Help (OLH SCRs):
  - New: 8
  - Design in Progress: 2
- ▶ 23.09.22 Priority Release Web Based Training (WBT) and Functional Presentations (CFPs) (SCRs):
  - In Development: 1
  - Development Complete: 1
  - In Assembly Test: 5
  - Test Completed: 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**  
Segmented Training (OLH) SCR Status



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**Table 4.6-1 – Upcoming Training Activities**

Training Activity	Date	Status
Prepare WAVE 6 Generic Logins for Change Acceptance Board (CAB) Approval	September 20, 2023	In progress
Prepare WAVE 6 Training Staging Logins for CAB Approval	September 20, 2023	In progress
Prepare additional Contact Center Training Production Logins for Los Angeles County for Change Acceptance Board (CAB) Approval	September 27, 2023	In progress
Prepare additional 400 Contact Center Training Production Logins for Los Angeles County (per request from County) for Change Acceptance Board (CAB) Approval	September 27, 2023	In progress

### 4.7 Deviation from Plan/Adjustments

- ▶ None for the reporting period

### 4.8 Upcoming Performance Tests

- ▶ Planned upcoming Performance tests for Batch, CalSAWS Core Batch, and Core Online
  - o Batch (batperf2 environment)
    - Environment refreshed with data set from Production – August 18, 2023
    - Execute performance testing of CalWORKs (CW)/ CalFRESH (CF) Cost of Living Adjustment (COLA) – Started on August 21, 2023
    - Environment refreshed with 5B data set from Conversion – Started on August 25, 2023
    - Execute Conversion activity performance testing (CCSAS and Eligibility Determination Benefit Calculation (EDBC) match) – planned to begin August 28, 2023
    - Execute Data Change Requests (DCRs) planned for production release to get more accurate run times
  - o Analytics
    - Continue work on System Change Request (SCR) CA-258929 - Upgrade Elastic Map Reduce (EMR) Clusters to EMR Serverless

## 5.0 Regional Updates

- ▶ None for the reporting period

## **6.0 Appendices**

Appendix A – M&E Requests and SCR Status

Appendix B – County Purchases Status Report

Appendix C – CalSAWS System IVR Report