

# CALSAWS M&O BI-WEEKLY STATUS REPORT

**Reporting Period: September 11, 2023 – September 24,  
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
<b>Availability</b>		<ul style="list-style-type: none"> <li>▶ The CalSAWS System experienced access issues on Monday, September 19, 2023, for 2 hours and 37 minutes from 10:49 a.m. – 1:26 p.m. due to an Amazon Web Services (AWS) widespread outage. The issue was resolved by AWS.</li> </ul>
<b>Defects</b>		<ul style="list-style-type: none"> <li>▶ There are 232 active Production defects</li> </ul>
<b>Incidents</b>		<ul style="list-style-type: none"> <li>▶ CALSAWS BROADCAST: Starting at 7:00 a.m. on September 11, 2023, Imperial County Users at the 8027 Highway 111, Niland site were unable to access CalSAWS and associated systems. The CalSAWS Project team is actively working with the local County contact for updates and will provide an update as additional information becomes available. PRB0047253</li> <li>▶ CALSAWS BROADCAST: Starting at 8:45 a.m. on September 11, 2023, some Users were encountering "Error creating the User profile" when attempting to login to CalSAWS. As of 12:38 p.m. on September 11, 2023, the issue was resolved. PRB0047254</li> <li>▶ CALSAWS BROADCAST: Starting at 1:15 p.m. on September 11, 2023, some customers were receiving a busy signal when attempting to dial into the Fresno County Contact Center public facing phone numbers. The Project team is actively investigating the issue with the Fresno County Information Technology (IT) team. An update will be provided as additional information becomes available. PRB0047263</li> <li>▶ CALSAWS BROADCAST: Starting at 5:00 p.m. on September 12, 2023, Redetermination (RE) Date Report was showing an incorrect total number of CalFresh RE Due cases since September 7, 2023. Defect CA-267773 was created to resolve the issue. An update will be provided when the issue is resolved. PRB0047276</li> <li>▶ CALSAWS BROADCAST: Starting at 10:40 a.m. on September 13, 2023, some Counties were reporting slowness when running Extract (ETL) jobs against Enhanced Data Reporting (EDR), and while executing queries in Apex Workshop, or while running and/or downloading Apex reports. The Project team is actively investigating the issue and an update will be provided when the issue is resolved. PRB0047283</li> <li>▶ CALSAWS BROADCAST: Starting at 8:40 a.m. on September 14, 2023, Kern County Contact Center Users at the 3049 Wilson</li> </ul>

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Topic	CalSAWS System	Highlights
		<p>Road, Bakersfield site were unable to hear callers on custom Call Control Panel (CCP). As of 8:20 p.m. on September 18, 2023, the issue was resolved. PRB0047292</p> <ul style="list-style-type: none"> <li>▶ CALSAWS BROADCAST: Starting at 7:30 a.m. on September 18, 2023, some customers received a busy signal when attempting to contact the Marin County Contact Center. As of 8:30 a.m. on September 18, 2023, the issue was resolved. PRB0047310</li> <li>▶ CALSAWS BROADCAST: Starting at 10:49 a.m. on September 18, 2023, users were not able to access CalSAWS and associated systems. As of 1:26 p.m. on September 18, 2023, the issue was resolved. Amazon Web Services (AWS) has remediated the widespread issue impacting CalSAWS and other AWS customers. PRB0047311</li> <li>▶ CALSAWS BROADCAST: Starting at 3:30 p.m. on September 18, 2023, Some Contact Center agents were experiencing intermittent login issues and slowness logging into Enhanced Call Control Panel (eCCP). As of 8:05 p.m. on September 18, 2023, the issue was resolved by Amazon Web Services (AWS). PRB0047318</li> <li>▶ CALSAWS BROADCAST: Starting at 11:40 a.m. on September 20, 2023, San Bernardino County users were experiencing slowness while navigating through or performing transactions in CalSAWS. The Project team identified the issue is impacting San Bernardino County Users at the 2740 N. Little Mountain Drive site. The Project team continues to troubleshoot the issue. PRB0047339</li> <li>▶ CALSAWS BROADCAST: Starting at 4:00 p.m. on September 20, 2023, Trinity County Users were unable to receive emails from the CalSAWS.org domain. The Project team is working with the Trinity County IT staff to remediate the issue. An update will be provided when the issue is resolved. PRB0047354</li> <li>▶ CALSAWS BROADCAST: Starting at 8:00 a.m. on September 21, 2023, Five San Bernardino County sites were experiencing slowness due to Frontier (network provider) links being down because of a fiber cut in the area. As of 8:40 a.m. on September 21, 2023, the issue was resolved. PRB0047356</li> <li>▶ CALSAWS BROADCAST: Starting at 2:00 p.m. on September 22, 2023, Plumas County Users at the 270 County Hospital Road, Quincy site were unable to access CalSAWS and associated systems due to a local internet outage. The County IT team worked with AT&amp;T to restore connectivity. PRB0047370</li> </ul>

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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: 23.09.11, 23.09.12, 23.09.13, 23.09.14, 23.09.15, 23.09.17, 23.09.18, 23.09.19, and 23.09.20, 23.09.21, 23.09.22, 23.09.23
- ▶ The CalSAWS team successfully deployed CalSAWS major release 23.09
- ▶ Planned Outages:
  - Scheduled CalSAWS Outages:
    - CalSAWS Production Maintenance:
      - From 8:00 p.m. on Friday, September 15, 2023, until 6:00 a.m. on Monday, September 18, 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 24, 2023, from 6:00 a.m. to 3:00 p.m., the CalSAWS application was unavailable for Users. CalSAWS Users were redirected to a read-only version of the CalSAWS application
    - CalSAWS Read-Only Policy, Review, Training Environment (PRT) Maintenance
      - On September 15, 2023, from 12:00 p.m. to 4:00 p.m., the CalSAWS PRT environment was not available for Users
    - BenefitsCal Maintenance/Limited Access:
      - From 8:00 p.m. on Friday, September 15, 2023, to 6:00 a.m. on Monday, September 18, 2023, the BenefitsCal application was available for customer and Community Based Organization (CBO) Users for submitting applications, renewals, and Semi-Annual Reports (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), Community Based Organizations (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 24, 2023, from 6:00 a.m. to 8:00 a.m., the BenefitsCal application was unavailable
      - On September 24, 2023, from 6:00 a.m. to 3:00 p.m., 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

## 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>Submitted the Final Deliverable (FDEL) for Group 1 Annual Updates</li> <li>Approval of the FDEL is due October 2, 2023</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:
  - 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
- ▶ 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 24, 2023

**Table 2.3-1 – CITs**

CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0328-23	Sched28uled CalSAWS Maintenance - System Downtime Notification – 9/24/2023	Informational	September 12, 2023	Anand Kulkarni	Pete Quijada
0329-23	BenefitsCal Communication and Marketing Materials-Awareness Toolkit 2023	Informational	September 12, 2023	Carlos Zepeda	Marsale Eramya
0330-23	CalSAWS Reports, Enhanced Data Reporting (EDR) and Dashboards Availability Post Wave 5C/6A Cutover Go-Live	Informational	September 12, 2023	Claudia Pinto	Cathryn Van Named
0332-23	General Assistance / General Relief Automated Solution (GAGR AS) – Exstream Correspondence - CSN 05 Approval of Benefit Replacement NOA – Update	Informational	September 18, 2023	Frederick Gains	Deanna Rotert
0333-23	CalSAWS Project County Reallocations SFY 2022-23 v6	Informational	September 19, 2023	Britt Carlsen	Girish Uppal
0334-23	Recruitment of CalSAWS Project Staff Closing on October 20, 2023	Informational	September 20, 2023	Jennifer Smith	Holly Murphy
0336-23	CalSAWS Prepopulated Medi-Cal Redetermination Forms County Reallocations SFY 2022-23 v5	Informational	September 21, 2023	Britt Carlsen	Melissa Gates

► The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending September 24, 2023

**Table 2.3-2 – CRFIs**

CRFI ID	Subject	Distribution Date	Status	Response Due Date	CalSAWS Contact
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	Closed	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	Closed	September 13, 2023	Sheryl Eppler
23-112	FCED User Group Recruitment	August 29, 2023	Closed	September 15, 2023	Ignacio Lazaro
23-113	EBT Account Activity File	September 6, 2023	Open	September 26, 2023	Sheryl Eppler
23-114	Disposal of Equipment (End-of-life equipment available to Counties for non-CalSAWS use)	September 13, 2023	Open	September 29, 2023	Pete Quijada

**Table 2.3-3 – Overdue CRFIs**

- ▶ The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending September 24, 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	1
Assigned	9
Completed	990
In Review	2
Duplicate	18
Withdrawn	34
Pending clarification	2
<b>Total</b>	<b>1060</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 3904	3904- EBT Replacement Expungements	Pending Clarification	September 1, 2023	No response	
SIRFRA 3910	3910 – Expectant Parent Payment (EPP) Data	Completed	September 11, 2023	September 13, 2023	
SIRFRA 3912	3912 - Indigent Exception Annual Renewal	Completed	September 14, 2023	September 15, 2023	
SCERFRA 23-558	23-558 - CalFresh Notice of Approval/Termination from the CalFresh Restaurant Meals Program	Completed	September 14, 2023	September 14, 2023	
SIRFRA 3907	3907 - Diaper Assistance Automation in CalSAWS	Completed	September 15, 2023	September 15, 2023	
SIRFRA 3913	3913 - CFAP - CF Sanction Data	Completed	September 18, 2023	September 20, 2023	
SIRFRA 3898	3898 - Medi-Cal Client Detail Snapshot	Completed	September 22, 2023	No response	
SIRFRA 1300	300 - CalSAWS June 2023 OIG Request	Assigned	September 25, 2023	No response	
SIRFRA 3919	3919 - CW/CF Budgeting Mid-Period Changes	Assigned	September 26, 2023	No response	
SIRFRA 3920	3920 – Infant Supplemental Data Pull Request	Assigned	September 26, 2023	No response	
SCERFRA 23- 562	23-562 - Automation to Change CalWORKs IRT Functionality	Assigned	September 27, 2023	No response	
SCERFRA 23-563	23-563 - CalWORKs Rebranding	Assigned	September 27, 2023	No response	
SIRFRA 1302	1302 - Population Estimate for Asset Elimination Mailer	Assigned	October 3, 2023	No response	
SIRFRA 3921	3921 - CalWORKs Stage One Child Care Data for April 2023 - Centers	Assigned	October 4, 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	
SIRFRA 1303	1303 - Medi-Cal Renewal Envelopes	Assigned	October 6, 2023	No response	
SCERFRA 23-500	23-500 - CalFresh Parity List	Assigned	October 6, 2023	No response	
SCERFRA 23-564	23-564 - Enable CAPI Designated Forms Request	New	October 6, 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"><li>• The current compliance for September Month to Date (MTD) is 99.0%</li></ul>

#### 3.1.1 Service Management

#### 3.1.2 Overview

- ▶ Scheduled CHG0043418 on September 9, 2023, to deploy changes for EC2 Inventory report to Production. This report will be used to sunset the Master inventory sheet currently being used for inventory management
- ▶ 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

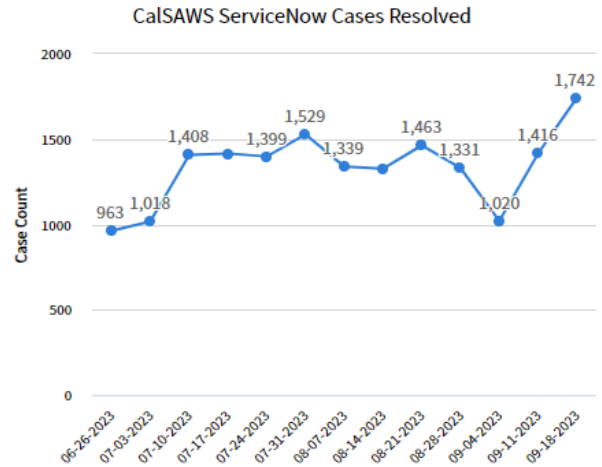
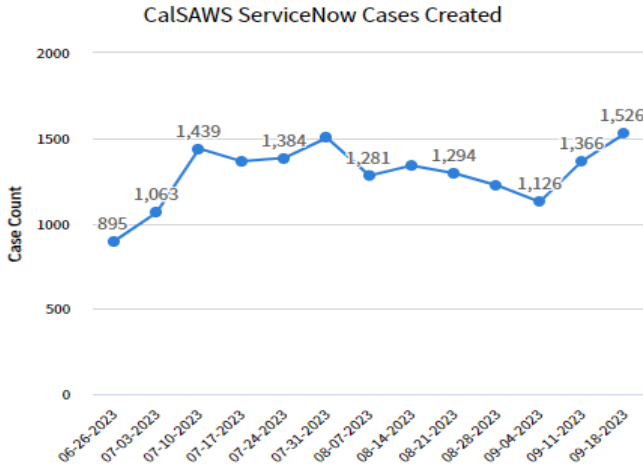
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## 3.1.3 CalSAWS Help Desk Metrics

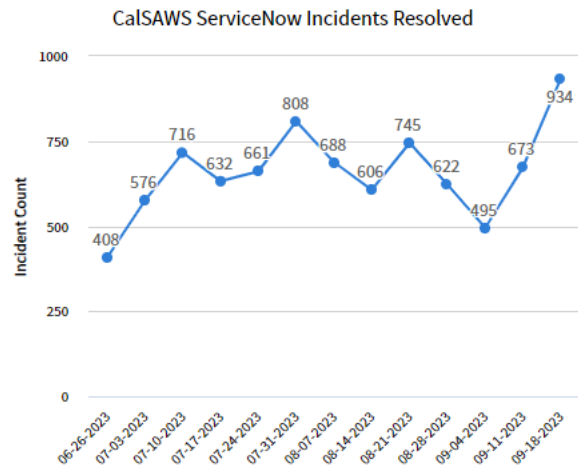
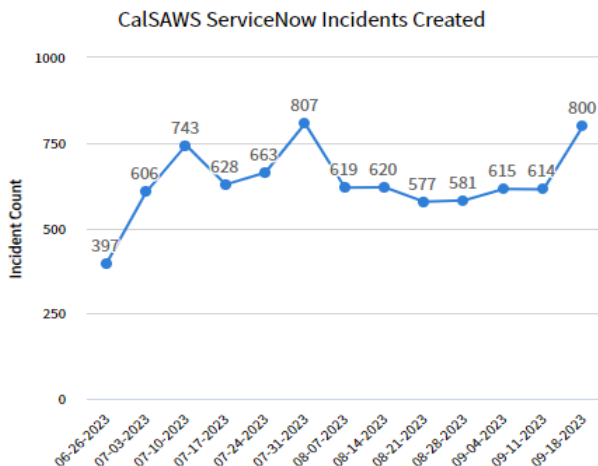
**Figures 3.1.3-1 and 3.1.3-2 – CalSAWS ServiceNow Cases per Week**



**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 2,892 cases of which 124 are cases created from CalWIN Wave 5 Counties:
  - Alameda County: 26 cases
  - Fresno County: 55 cases
  - Sonoma County: 43 cases
- ▶ Resolved 3,158 cases of which 87 are cases resolved from CalWIN Wave 5 Counties:
  - Alameda County: 26 cases
  - Fresno County: 23 cases
  - Sonoma County: 38 cases

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



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

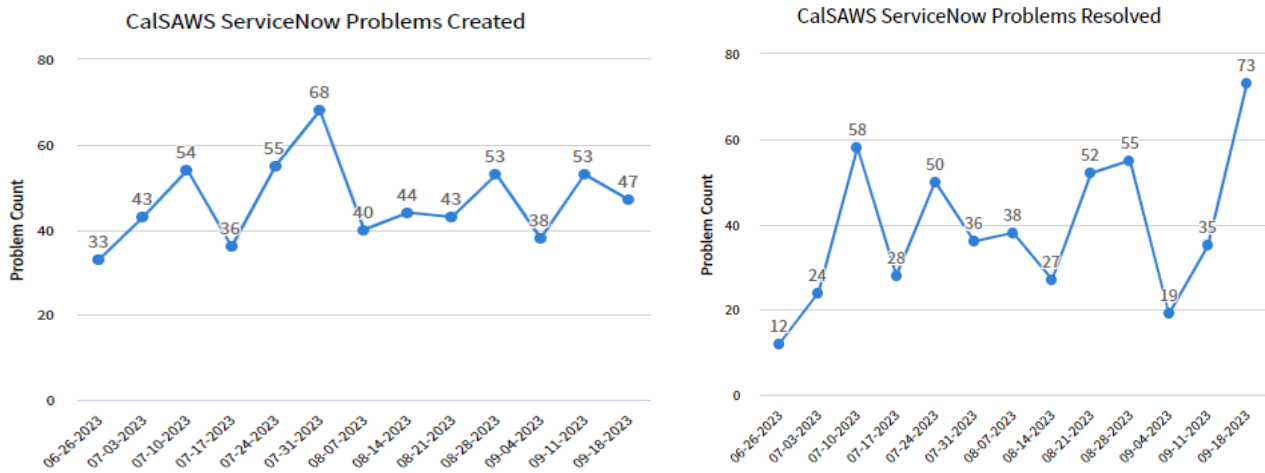
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- ▶ Created 1,414 incidents of which 119 are incidents created from CalWIN Wave 5 Counties:
  - Alameda County: 25 cases
  - Fresno County: 53 cases
  - Sonoma County: 41 cases
- ▶ Resolved 1,607 incidents of which 81 are incidents resolved from CalWIN Wave 5 Counties:
  - Alameda County: 26 cases
  - Fresno County: 22 cases
  - Sonoma County: 33 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

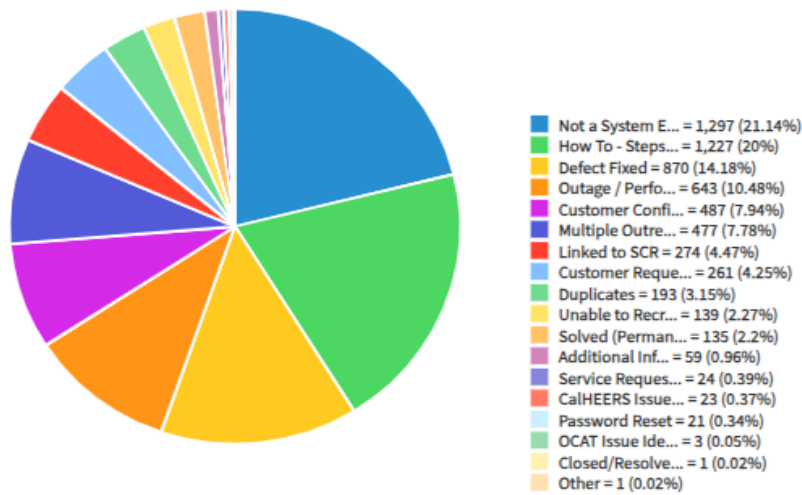
**Table 3.1.3-1 – CalSAWS ServiceNow Incidents by State and Age**

	<1 Day	1-5 Days	6-10 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	>180 Days	Total
New	47	92	35	7	9	15	18	13	<b>236</b>
In progress	20	97	61	35	45	50	91	96	<b>495</b>
On hold	8	51	43	66	129	179	281	121	<b>878</b>
Resolved	38	221	352	405	371	147	183	52	<b>1,769</b>
Closed	5	1	3	22,313	48,632	11,103	6,990	2,056	<b>91,103</b>
Problem in diagnosis	3	6	0	0	0	0	1	3	<b>13</b>
<b>Total</b>	<b>121</b>	<b>468</b>	<b>494</b>	<b>22,826</b>	<b>49,186</b>	<b>11,494</b>	<b>7,564</b>	<b>2,341</b>	<b>94,494</b>

**Figure 3.1.3-7 – CalSAWS ServiceNow Incidents by Resolution Code**

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

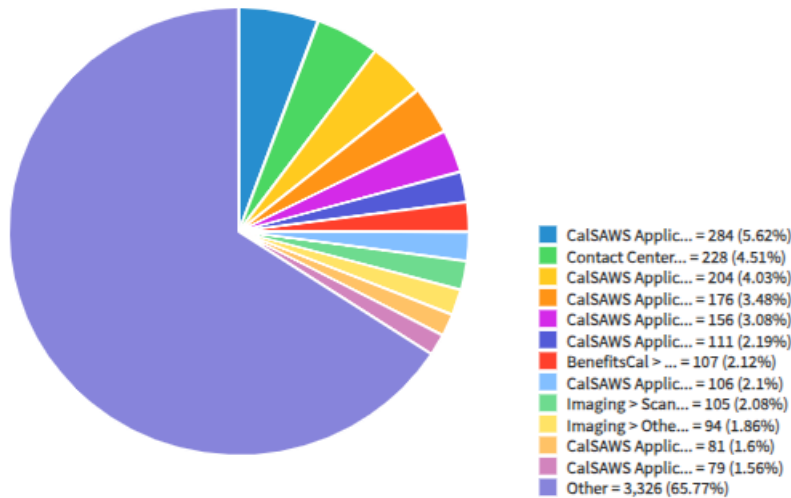
CalSAWS ServiceNow Incidents by Resolution Code



Resolution code	Incident Count	Percentage of Incidents
Not a System Error - With Explanation	1,297	21.14%
How To - Steps to Proceed Provided	1,227	20%
Defect Fixed	870	14.18%
Outage / Performance Degradation	643	10.48%
Customer Confirmed Issue is Resolved	487	7.94%
Multiple Outreach Attempts – No Response	477	7.78%
Linked to SCR	274	4.47%
Customer Requested Closure	261	4.25%
Duplicates	193	3.15%
Unable to Recreate Issue	139	2.27%
Solved (Permanently)	135	2.2%
Additional Information Needed	59	0.96%
Service Request Created - With Request Number	24	0.39%
CalHEERS Issue Resolved	23	0.37%
Password Reset	21	0.34%
OCAT Issue Identified	3	0.05%
Closed/Resolved by Caller	1	0.02%
Other	1	0.02%
<b>Total</b>	<b>6,135</b>	<b>100%</b>

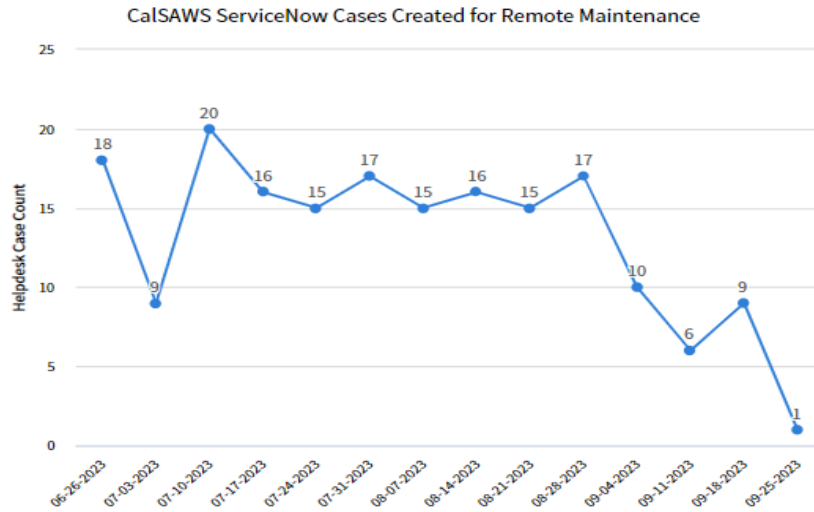
**Figure 3.1.3-8 – CalSAWS ServiceNow Incidents Created by Category**

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



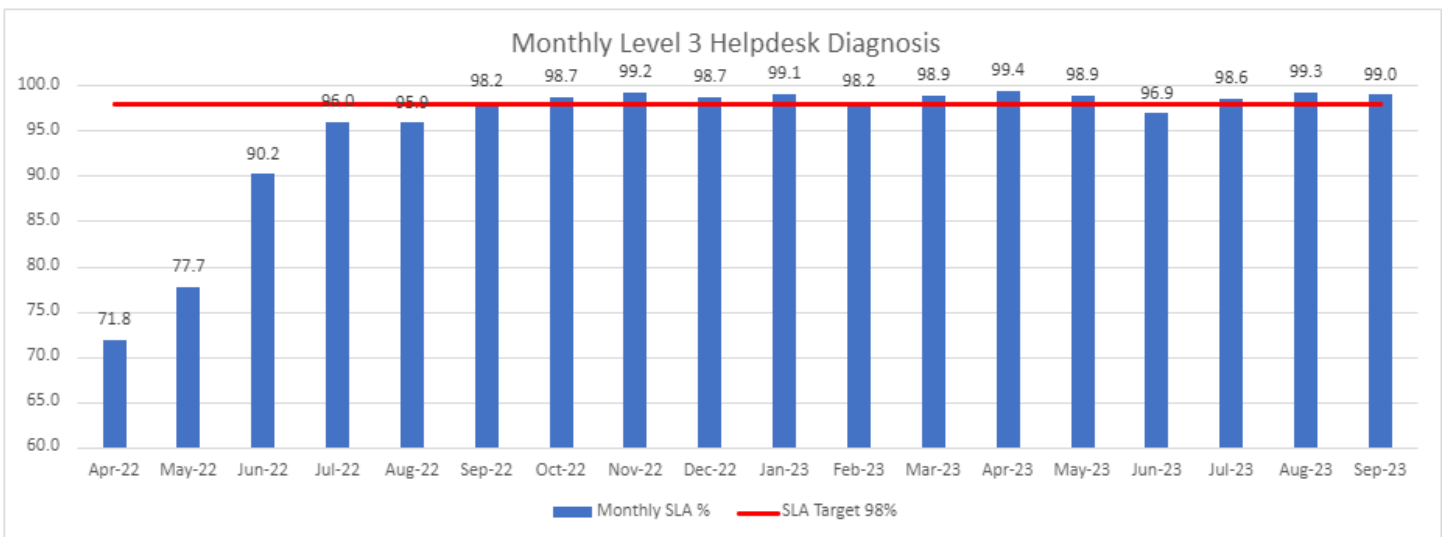
Category	Incident Count	Percentage of Incidents
CalSAWS Application/Related Systems > Production > Eligibility Determination > Incorrect Eligibility Results	284	5.62%
Contact Center/IVR > CCP	228	4.51%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Other	204	4.03%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > Other	176	3.48%
CalSAWS Application/Related Systems > Production > Client Correspondence > NOAs	156	3.08%
CalSAWS Application/Related Systems > Production > MAGI Eligibility > Other	111	2.19%
BenefitsCal > Access Issue > Customer	107	2.12%
CalSAWS Application/Related Systems > Production > MAGI Eligibility > EDBC Results	106	2.1%
Imaging > Scanning Documents	105	2.08%
Imaging > Other	94	1.86%
CalSAWS Application/Related Systems > Production > Reports > Scheduled	81	1.6%
CalSAWS Application/Related Systems > Production > Performance > Other	79	1.56%
Other	3,326	65.77%
<b>Total</b>	<b>5,057</b>	<b>100%</b>

**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 99.0%

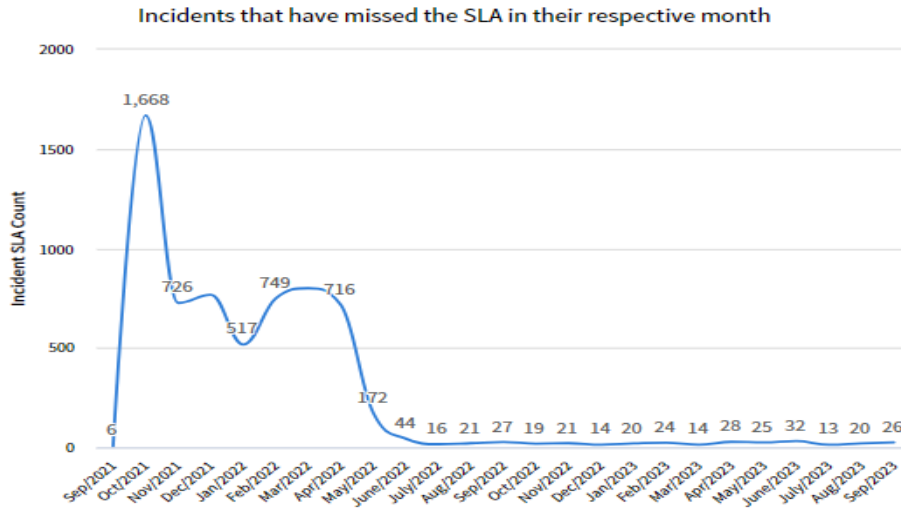
**Figure 3.1.3-10 – CalSAWS Accenture Monthly Level 3 Helpdesk Diagnosis Service Level Agreement (SLA) Compliance**





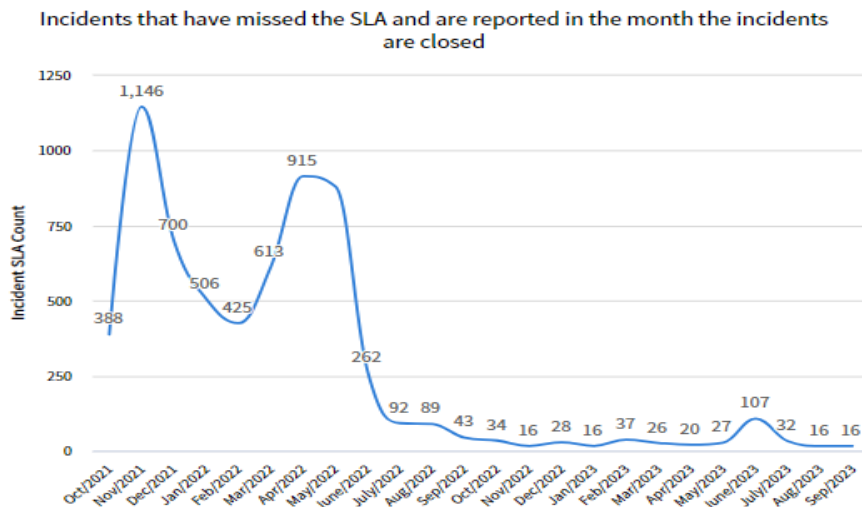
- ▶ The graph below represents the number of incidents that missed the Service Level Agreement (SLA) in each month. 26 incidents missed the SLA in September Month to Date (MTD)

**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 September 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**

- ▶ Roseville (PSF) Build Phase 2 – October 31, 2023
  - Completed Phase 1 of Roseville build out with a capacity of 50 user workstations
  - Ongoing Phase 2 of Roseville build
    - Firewall 2110 build out
    - Network expansion (6 additional network switches)
    - Wireless changes/moves
- ▶ Rancho Cordova and Norwalk decommission – October 31, 2023
  - Network shutdown at Norwalk and Rancho Cordova scheduled
- ▶ County Site Migrations
  - Humboldt County – Site move and Customer Service Center (“CSC”) network model change to Point of Presence (PoP)
    - County Purchase documentation approval in progress
  - 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
    - 1 of 2 Circuit upgrade completed to support Enhanced Data Reporting (EDR)  
Delivered

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

Scheduled Date	Activity Description
September 28, 2023	Disaster Recovery (DR) first dry run September 28, 2023
September 29 – October 3, 2023	Create Elastic Map Reduce (EMR) Serverless applications for the CalSAWS Analytics Stage2 environment in Analytics-Production account (Planned Change)
September 29 – 30, 2023	Roseville Firewall Cutover (Planned Change)
October 1, 2023	Upgrade Oracle Grid Infrastructure & install Oracle 19c database software on cProd-CompDB1 (prrepo) and cProd-CompDB2(srrepo) (Planned Change)
October 2, 2023	Conversion Defect Testing (CDT): Failover from Goldcamp to Vacaville (Planned Change)
October 2 – 3, 2023	Center for Internet Security (CIS): Hardening of Configuration on Network Routers and Switches - County
October 2 – 4, 2023	Los Angeles County Bulk Load Request for additional 400 Generic Logins to access Training Production (TRN) Environment (Planned Change)
October 2 – 4, 2023	Los Angeles County Bulk Load Request for additional 55 Contact Center Generic Logins to access Training Production (TRN) Environment (Planned Change)
October 2 – 6, 2023	IOS Upgrade for the SV1 Data Center devices from 17.6.3 to 17.6.5
October 2 – 5, 2023	NXOS Upgrade of SV1 Cisco devices from version 9.3(10) to 9.3(12)
October 4 – 5, 2023	Center for Internet Security (CIS) 4427   Hardening of Configuration on County Routers and Switches (Planned Change)
October 5, 2023	Disaster Recovery (DR) Second dry run October 5, 2023
October 8, 2023	Disaster Recovery (DR) test on October 8, 2023
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				

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**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 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.

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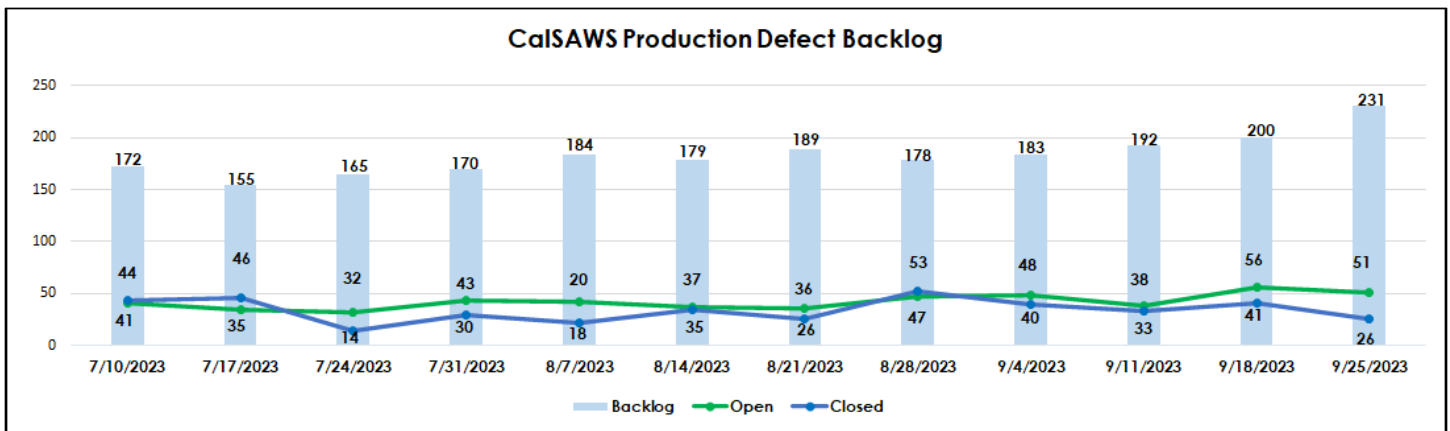
Contractor Project Executive: Arnold Malvick

<b>CalSAWS and BenefitsCal Production Planned Outages</b>	
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.
<b>Table Last Updated:</b> August 1, 2023, 10:54 a.m.	
<b>Table Last Validated:</b> September 26, 2023, 10:30 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	
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	23.09	23.11	24.01	TBD	Grand Total
<b>2-Normal/Medium</b>	<b>56</b>	<b>9</b>	<b>1</b>	<b>43</b>	<b>109</b>
New	5	1	1	12	19
In Progress	27	8	0	27	62
Closed	24	0	0	4	28
<b>3-Normal/Low</b>	<b>76</b>	<b>19</b>	<b>0</b>	<b>82</b>	<b>177</b>
New	14	3	0	39	56
In Progress	31	16	0	40	87
Closed	31	0	0	3	34
<b>4-Cosmetic</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>4</b>	<b>10</b>
New	0	2	0	4	6
In Progress	1	1	0	0	2
Closed	2	0	0	0	2
<b>Grand Total</b>	<b>135</b>	<b>31</b>	<b>1</b>	<b>129</b>	<b>296</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 (S)	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

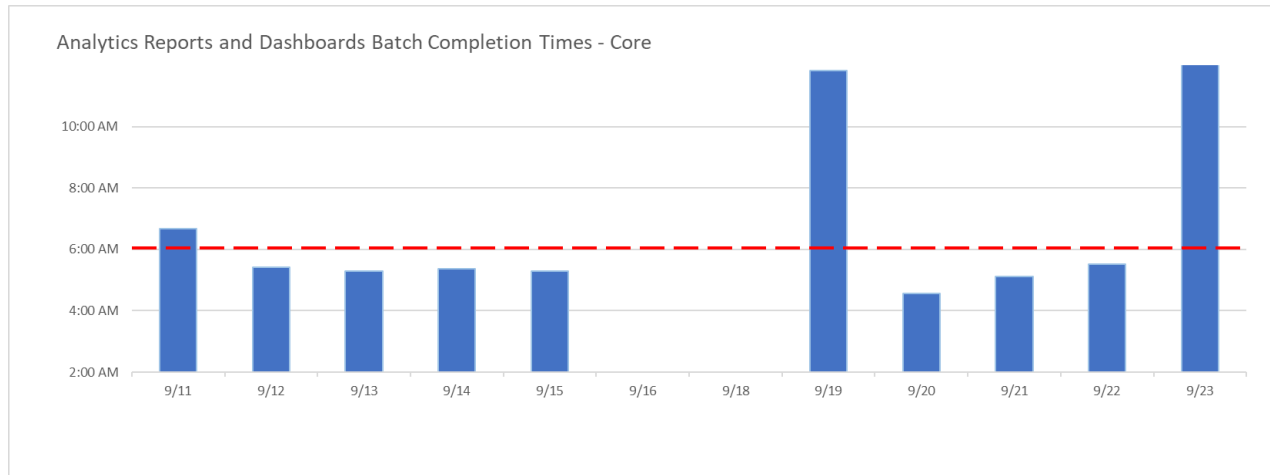
### 3.4.2 Root Cause Analysis (RCA)

- ▶ Root Cause Analysis (RCA) – N/A

### 3.4.3 Batch Operations

- ▶ Wave 5C/6A Cutover Activities
  - Completed batch execution and cutover activities for Wave 5C/6A Cutover
  - Completed catch-up run execution of interface files post-cutover
  - Completed catch-run of Analytics reports and dashboards batch following the cutover
- ▶ Wave 6
  - Scheduled meetings with Wave 6 counties to review the batch communication and batch support contacts process
- ▶ Completed main payroll run of batch for 54 Counties. Main payroll for the remaining County is scheduled to run, per plan, on Monday, September 25, 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

**Figure 3.4.3-1 - Analytics Reports and Dashboards – Monday – Saturday Nightly Batch Runs for the Status Reporting Period (September 11, 2023 – September 24, 2023)**



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

Batch Date	Issue	Communication	Status	Resolution
September 11, 2023	Multiple dashboards completed by 6:40 a.m. due to upstream Fiscal jobs completing later than normal	Jobs completed before planned communication	Closed	Job completed
September 19, 2023	Planned catch-up run after Wave 5C/6A cutover. Expected to run past 6:00 a.m.	N/A – Planned run and CalSAWS Information Transmittals (CIT) was sent before cutover	Closed	Job completed
September 23, 2023	1 dashboard completed late in the day due to planned release activities. Analytics jobs were held until after release activities were completed.	Analytics jobs were paused before 6:00 a.m. to allow planned 23.09 Release activities to start as planned at 6:00 a.m.	Closed	Job completed

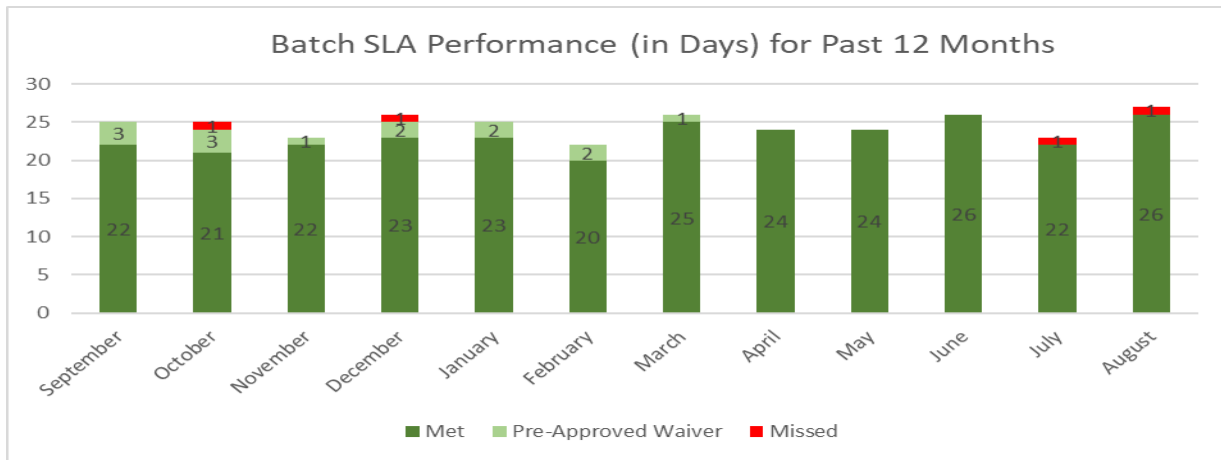


**3.4.4 Production Performance**

▶ 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

- None for the reporting period

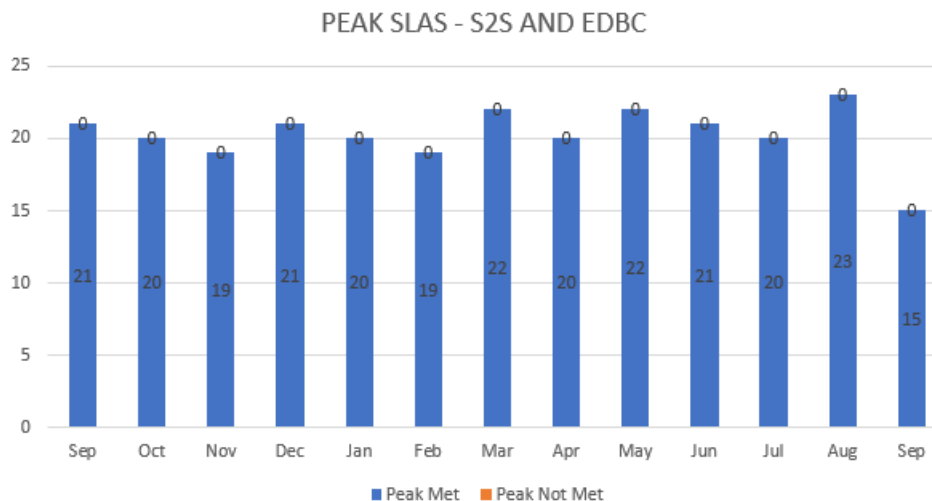
▶ ForgeRock

- None for the reporting period

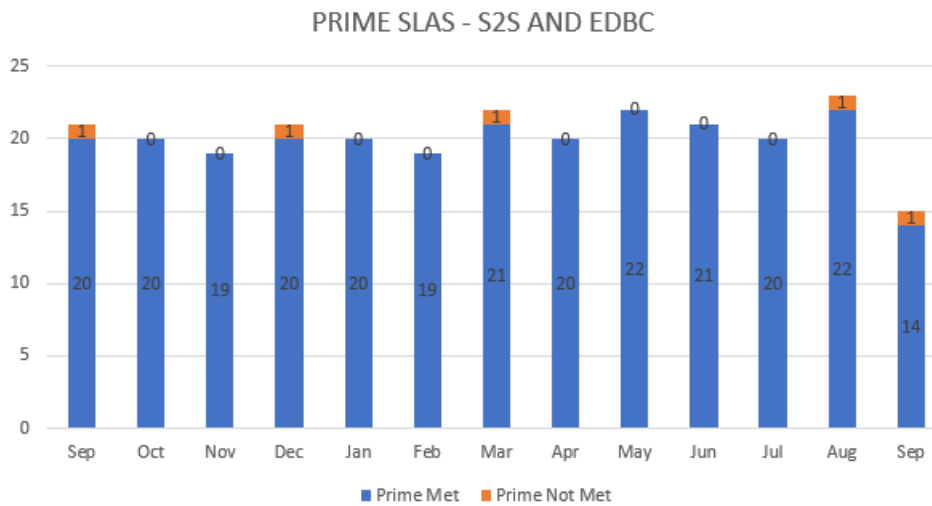
▶ Core Online

- 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)**



### 3.5 ForgeRock

#### 3.5.1 Highlights of the Reporting Period

- ▶ ForgeRock team shared the August User Access Review (UAR) with Consortium Helpdesk for review and approval – awaiting feedback
- ▶ ForgeRock team has taken our Availability Zone A ForgeRock component and added back in with approval from Consortium due to Amazon Web Services (AWS) issue on September 18, 2023 – team is creating retro Change Request (CR) to account for changes
- ▶ Received Accenture Security review and approval to deploy enhanced logging mechanism to Assembly Test (AT) and Development environments with the weekly deployment
- ▶ ForgeRock team has reviewed all internal ForgeRock roles permissions across Assembly Test, Development and Production environments. Will schedule a session with Consortium helpdesk for review – next week of September 25, 2023
- ▶ ForgeRock team has met with Consortium Helpdesk team to update Operations progress and discuss items for next 2 weeks (Week of October 2, 2023)
- ▶ ForgeRock Team finalized on design and pricing of new architecture – Technical Business Change Request was approved in Fin. Ops meeting on September 19, 2023
- ▶ ForgeRock Team continuing to work on Jenkins issues in Sandbox and Assembly Test Disaster Recovery (DR)
- ▶ ForgeRock Leads working on all open Root Cause Analysis (RCA) Preventative Actions in New JIRA (Software) Reporting Board
- ▶ CalSAWS JIRA board enhancements for new board underway - 100% merged. ForgeRock will be ready for Sprint 3. Additional tasks will be merged in that are for backlog future tasks
- ▶ Technical ForgeRock team is continuing work with Dynatrace team for Proof of Concept (POC)
- ▶ Technical ForgeRock continuing to work on open ServiceNow tickets

**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	October 31, 2023	In progress
Implement Multi-Factor Authentication delivery choice at Login Journey - Design and Proof of Concept (POC) Only	October 13, 2023	In progress
Identity Management, Directory Services, and Access Management Upgrade to 7.3	December 1, 2023	In progress

**3.6 Innovation Lab**

- ▶ Worker-Facing Virtual Assistant (VA)
  - Successfully deployed Release 12 on September 25, 2023
    - There was a minor defect found during smoke testing, which will be fixed on September 26, 2023
  - Release 13 - target to deploy on October 19, 2023
    - Finalized design with VA Workgroup - getting the System Change Request (SCR) ready for SCRIB and CCB
  - Release 14 - target to deploy on November 20, 2023
    - Beginning design on September 26, 2023
- ▶ Voice Bots (Welcome/Authentication Bots)
  - Los Angeles County - Welcome and Auth Bot deployed successfully into Los Angeles Model Office
  - Welcome Bot deployments for all new counties (Including Wave 6) are on hold while the team investigates feedback and the impacts to the customer
  - Sprint 5 [Fresno, Sonoma, Alameda, Stanislaus, Kings, Kern, Riverside, San Diego Counties]:
    - Authentication Bots will be retested for all sprint 5 counties and go live on October 12, 2023; Riverside will go live on October 10, 2023
    - Change Requests (CR) have been resubmitted to exclude Welcome Bot for each county
  - Sprint 6A [San Francisco, Sacramento, San Luis Obispo Counties]
    - Authentication Bots will be retested for all sprint 6A counties and go live in their training environments on October 12, 2023, to test during Model Office

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- ▶ 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):
    - Submitted a CR to allow access to UiPath orchestrator via Virtual Private Network (VPN) on September 6, 2023; Completed on September 14
    - Submitted a CR to allow authentication to UiPath orchestrator via Azure Active Directory (AD) on September 8, 2023, and approved on September 22, 2023; Implementation expected by September 26, 2023

### 3.7 Imaging

- ▶ Completed Defects
  - CA-246982 - External Agency – Documents Captured under SIU capture profile with barcode not indexing to SIU Drawer
  - CA-268092 - External Agency - Batch/QA Type Folders are being processed by Copy Cleanup Script - CalSAWS Change Management
- ▶ Completed System Change Requests (SCRs)
  - None 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

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- ▶ Santa Cruz County
  - County provided signed County Purchase; waiting on Advance Planning Document (APD) approval to proceed with the order
  - Meeting with county weekly
  - Flow creation begun
- ▶ 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

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

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- ▶ 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 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
  - Fully deployed all devices
- ▶ San Bernardino County
  - County beginning process to refresh kiosk printers. County Purchase documentation in development
  - County Purchase SB-01-2022
    - Arrowhead Regional Medical Center ("ARMC") issue with kiosks has been resolved. County reporting kiosks functioning as expected
- ▶ Ventura County
  - Fully deployed all devices

Region 6 (Los Angeles County)

- ▶ Los Angeles County
  - No updates for the reporting period

### 3.10 Additional Projects

- ▶ California Department of Social Services (CDSS) Report Support
  - Continued work on restructuring Social Security Income (SSI) ad-hoc query for California Department of Social Services (CDSS) Research, Automation, and Data Division (RADD) Team
  - Completed work on 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
  - Completed work on SIRFRA 3898 - Medi-Cal Client Detail Snapshot – Previous due date: August 8, 2023
  - Completed work on pulling Adoption Assistance Program information for CDSS
  - Completed work on SIRFRA 3910 - Expectant Parent Payment (EPP) Data - Due: September 11, 2023
  - Completed work on SIRFRA 3915 - Automated/Mass Replacement Waiver Data Request

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- Due September 11, 2023
- o Completed work on SIRFRA 3912 - Indigent Exception Annual Renewal - Due: September 14, 2023
- o Completed work on SIRFRA 3913 – California Food Assistance Program - CalFresh Sanction Data - Due: September 18, 2023
- o Completed work on SIRFRA 3917 - Summer EBT Estimates - Due: September 22, 2023
- o Started work on SIRFRA 3920 - Infant Supplement Data Pull Request - Due: September 26, 2023
- o Started work on SIRFRA 3921 - CalWORKs Stage One Child Care Data for April 2023 - Centers - Due: October 4, 2023
- ▶ Department of Health Care Services (DHCS) Report Support
  - o Started work on SIRFRA 1296 – Public Health Emergency (PHE) Renewal and Demographics Data - September 2023 - Due October 6, 2023
  - o Started work on SIRFRA 1297 - Pending Applications and Renewal Data - Sept 2023 Due: October 6, 2023
  - o Completed work on SIRFRA 1298 - Unwinding Data - Failure to Complete Aug 2023 - Due September 22, 2023
  - o Started work on SIRFRA 1299 - End of Continuous Coverage Renewal (CCR) Data Request Nov 2023 - Due September 28, 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>• Completed 23.09 system testing.</li> <li>• Deployed the 23.09 baseline release to production on Sunday, September 25, 2023</li> <li>• Continued test preparation for the 23.11 baseline release</li> <li>• Deployed 12 Priority/Release when Ready (RWR) releases containing 163 work items</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 seven priority releases:
  - o The CalSAWS 23.09.12 Minor Release was successfully deployed on September 12, 2023
    - Two defects were deployed in the areas of Batch/Interfaces and Reports teams

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- o The CalSAWS 23.09.13 Minor Release was successfully deployed on September 13, 2023
  - One System Change Request (SCR) was deployed in the CalHEERS team
- o The CalSAWS 23.09.14 Minor Release was successfully deployed on September 14, 2023
  - Twenty-eight defects were deployed in the areas of Batch/Interfaces, CalHEERS, Client Correspondence, Conversion, Eligibility, Online, Fiscal, Imaging, BenefitsCal and Reports teams
  - Fifteen System Change Requests (SCRs) were deployed in the areas of Batch Operations, Batch/Interfaces, CalHEERS, Client Correspondence, Conversion, Eligibility, Online, Reports, and Fiscal teams
- o The CalSAWS 23.09.18 Minor Release was successfully deployed on September 18, 2023
  - One defect was deployed in the Technical Architecture team
- o The CalSAWS 23.09.19 Minor Release was successfully deployed on September 19, 2023
  - Three System Change Requests (SCRs) were deployed in the areas of Batch Operations, CalHEERS and Client Correspondence teams
- o The CalSAWS 23.09.20 Minor Release was successfully deployed on September 20, 2023
  - Three SCRs were deployed in the areas of Fiscal, Reports, and Client Correspondence teams. The CalSAWS 23.09.08 Minor Release was successfully deployed on September 8, 2023
- o The CalSAWS 23.09.22 Minor Release was successfully deployed on September 22, 2023
  - One System Change Request (SCR) was deployed in the Online team

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

Release	Summary
<b>23.09.26</b>	<ul style="list-style-type: none"> <li>▶ Load 2024 January and February Holiday calendar Prior to October 31, 2023</li> <li>▶ Mass Replacement CalFresh for August 2023 Power Outages</li> <li>▶ Provide List with Modified Adjusted Gross Income (MAGI) Discontinued /Denied Awaiting Review to CalHEERS</li> <li>▶ Provide List with MAGI Discontinued /Denied between Covered California timeframe to CalHEERS</li> <li>▶ Wave 4 Sync EW40 FBU (Federal Benefits Unit) Values with Medical Emergency Distribution System (MEDS) After Reconciliation</li> </ul>
<b>23.09.27</b>	<ul style="list-style-type: none"> <li>▶ Suppress MEDS Reconciliation Alerts for Wave 4 Counties (San Diego, San Mateo, Santa Cruz, and Solano Counties)</li> </ul>
<b>23.09.28</b>	<ul style="list-style-type: none"> <li>▶ Add Ukrainian in Language Dropdown</li> <li>▶ Opt Stanislaus County out of Two-Way Messaging</li> <li>▶ Refactor Cryptographic Hash</li> <li>▶ Sacramento (wave 6) County - Conduct Rush Warrant Testing</li> <li>▶ Update Kings County Rush Warrant Auditor Signature</li> <li>▶ Update imaging Application programming interface (API) for MediCal Redetermination Customer Reporting Logic when barcode is not available</li> <li>▶ Waves 1 to 5 - Cases Missing Second Parent Payee in organization table</li> </ul>
<b>23.09.29</b>	<ul style="list-style-type: none"> <li>▶ Create a Prototype Date Picker to replace the current Date Picker in CalSAWS</li> <li>▶ DDID 1979: CalWIN County Interface Exchange Testing Support SCR Wave 6</li> </ul>
<b>23.09.30</b>	<ul style="list-style-type: none"> <li>▶ CalWIN State Interface Exchange Testing Support SCR Wave 6</li> <li>▶ Centralizing Identity and access management (IAM) Authorizations (Access Request/Removal Workflows) - Design</li> </ul>



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Release	Summary
	<ul style="list-style-type: none"> <li>▶ Floating CalHEERS Release Integration Test Activity</li> </ul>
23.10.05	<ul style="list-style-type: none"> <li>▶ All County Letter (ACL) 21-131 Restart Transitional Nutritional Benefits Recertifications</li> <li>▶ Change Business Relationship Management (BRM) address for Mono County</li> <li>▶ Data Change Request (DCR) to Correct Confidentiality Indicator for Alameda County</li> <li>▶ Modify General Assistance (GA)/General Relief (GR) Grant Calculation to deduct the Bus pass Amount from the total Grant Amount</li> <li>▶ SCR - Discovery - New CDSS/DHCS Connectivity to CalSAWS</li> <li>▶ Update Business Relationship Management (BRM) Permit for CalWIN Counties and Riverside County</li> <li>▶ Update Case Inquiry API to Return Customer Reporting Status Date</li> <li>▶ Update Santa Cruz County Warrants with Control Numbers</li> <li>▶ Update the No Change Notice Of Action (NOAS) for MediCal when there exists secondary Medicare Savings Program (MSP)</li> </ul>
23.10.06	<ul style="list-style-type: none"> <li>▶ Wave 6 - Automate the updates of converted staff accounts with the County created roles during County Prep</li> </ul>
23.11	<ul style="list-style-type: none"> <li>▶ Total System Change Requests (SCRs): 55 approved</li> <li>▶ Release Webcast date: To be determined</li> </ul>
24.01	<ul style="list-style-type: none"> <li>▶ Total System Change Requests (SCRs): 19 approved</li> <li>▶ Release Webcast date: To be determined</li> </ul>
24.03	<ul style="list-style-type: none"> <li>▶ Total System Change Requests (SCRs): 3 approved</li> <li>▶ Release Webcast date: To be determined</li> </ul>

### 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-205388 - Add Threshold Languages for CAPI Change, Suspension, and Discontinuance Notice of Actions (NOAs) (from NA 692)
  - CA-209344 - Apply Supplemental Security Payment (SSP) Only Other Program Assistance (OPA) for Specific Programs
  - CA-220057 - Informational Materials Required at Medi-Cal (MC) Auto Ex-Parte Renewal
  - CA-230740 - Update NA Back 9 version May 2022, and Update NA Back 9 Address Population
  - CA-235880 - Update Auto Journal Creation for Individuals
  - CA-237974 - Auto Post Fiscal Tax Board (FTB) Tax Intercept transactions to Recovery Account
  - CA-239577 - BenefitsCal - Time Clocks
  - CA-242677 - Add Missing Threshold in CalWORKs (CW) & CW/CalFRESH (CF) Redetermination (RE) Packets
  - CA-246484 - Creation of Banked Caseload Capability
  - CA-246659 - ZScaler Production Rollout + ZIA + Deployment
  - CA-246946 - ACL 22-49/49E - Revisions to the CA-812 Quarterly Report form
  - CA-249896 - Update Office Mapping for CalSAWS downtime

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- CA-251169 - Add NOA Fragments in Threshold Languages for CalWORKS NOA Generation (M44-207J & M44-207M)
  - CA-251569 - Adult Expansion - NOA changes
  - CA-253124 - Validate E-mail Addresses Added into CalSAWS
  - CA-253426 - ACL 23-13 Update Electronic Benefit Transfer (EBT) 2259 - Revised Electronic Benefit Theft Replacement Form and Policy
  - CA-253759 - ACL 23-30 PFL CalWORKs Time Limit Exemption
  - CA-256607 – Cost of Living Adjustment (COLA) Automation Phase-3
  - CA-258864 - Add Threshold Languages for CalFresh NOA Reason of 'Lottery or Gambling Winnings'
  - CA-263119 - ACL 21-123 Expectant Parent Payment (Automation Piece)
  - CA-264631 - CalWORKs Household Members Eligible to Transitional CalFresh (TCF) – File Transfers Protocol (FTP) and Multiple Person Statuses
  - CA-264911 - Updates to the Medi-Cal Renewals Listing Report
  - CA-264916 - Update the Department of Health Care Services (DHCS) Centers of Medicare and Medicaid Services (CMS) Performance Indicators Master Data Request Report to V.2.4
  - CA-265289 - Update Several MAGI Reports
  - CA-265294 - E-HIT Summary Dashboard Updates
  - CA-267103 - Add GAGR Automated Solution - closure notices
  - CA-48379 - Update AAP3 Form Generation
  - CA-49396 - ACL 15-96 - Add and update ARC NOAs and Forms
- ▶ Continued build on:
- Priority releases and Release 24.01 approved System Change Requests (SCRs)

## 4.4 Release Management

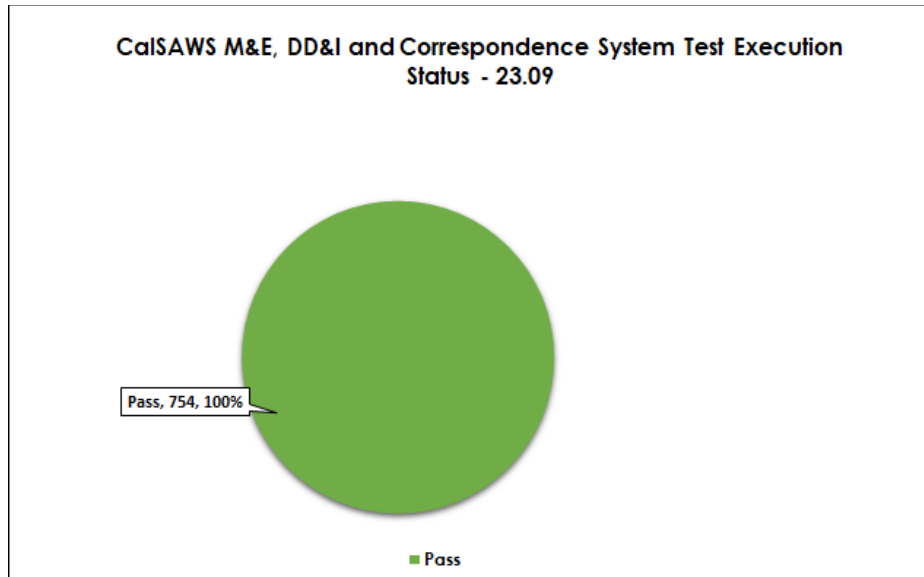
### 4.4.1 Release Test Summary

- ▶ Completed test execution for 23.09
- ▶ Continued test preparation for 23.11

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

Pass Rate Target as of September 20, 2023	<b>100%</b>
Pass Rate Actual as of September 20, 2023	<b>100%</b>
System Test complete Date: September 20, 2023	

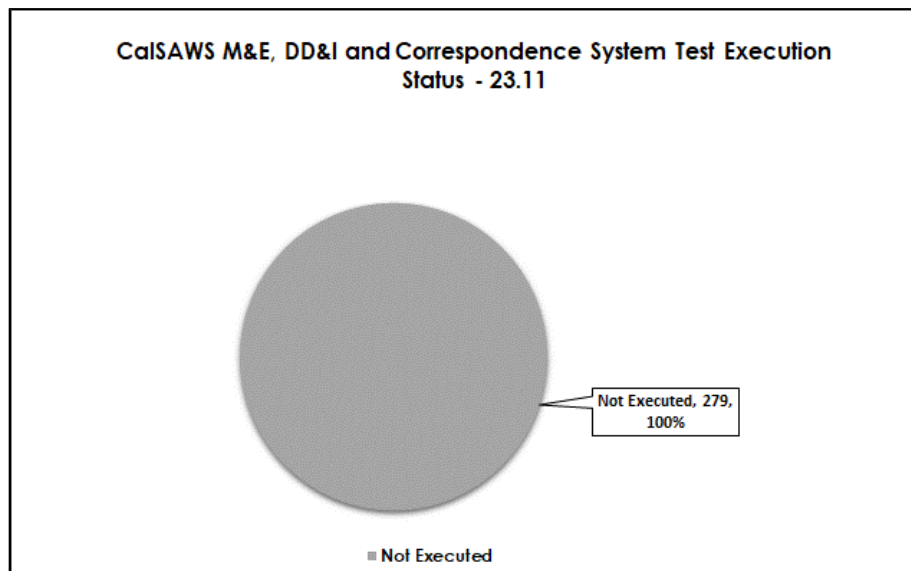
**Figure 4.4.1-1 – CalSAWS M&E, DD&I and Correspondence System Test Execution Status – 23.09**



**Table 4.4.1-2 – CalSAWS System Change Request (SCR) Test Status**

Pass Rate Target as of October 6, 2023	<b>14%</b>
Pass Rate Actual as of October 6, 2023	<b>TBD</b>
System Test complete Date: November 15, 2023	

**Figure 4.4.1-2 – CalSAWS M&E, DD&I and Correspondence System Test Execution Status – 23.11**



**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

**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	100.00%
3	130	39,099,396	10.08%	125	96.49%
4	684	35,222,336	9.08%	456	81.73%
5	2840	3,649,783	0.94%	527	32.96%

**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 1,018 end-to-end Automated Regression Test (ART) scripts:

- ▶ 876 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:
  - Discussed the General Assistance/General Relief (GA/GR) Correspondence web service design and web service clarifications on Sep 13, 2023, and Sep 20, 2023
  - System Change Requests (SCRs) in Design Phase
    - CA-210476 - Update Supplemental Security Income (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-249942 - San Mateo County GAGR Changes
    - CA-250818 - Update begin date validations when editing GA/GR administration rules and details
    - CA-258931 - Add administration checks to additional locations where GA/GR can be failed due a CalWORKS (CW) sanction
    - CA-259882 - GA/GR need to be denied in the application month if Client does not show for Intake Interview
    - 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

## CalSAWS – California Statewide Automated Welfare System

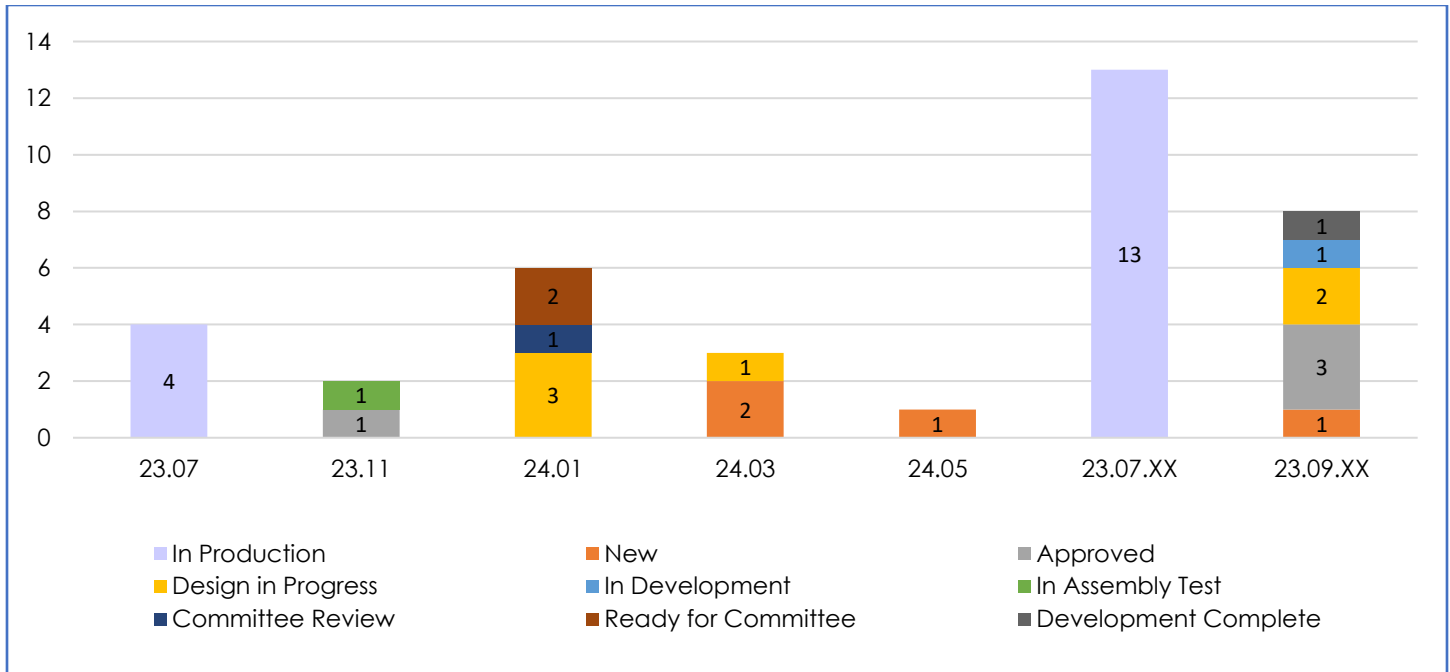
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- CA-265606 - GA/GR Cost of Living Adjustment (COLA) for San Diego County – October 2023
- CA-265870 - GA/GR COLA Eligibility Data Benefits Calculation (EDBC) Batch Run for San Diego County – October 2023
- CA-267103 - Add GAGR Automated Solution - 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)
  - CA-258009 - Generate a one-time list of Los Angeles County GR hearing Appointments created during the CalSAWS Wave 6 Outage Period
  - 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
- o Priority System Change Requests (SCRs) deployed to Production
  - 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 [23.09.14]
  - CA-266013 - Wave 6 - GA/GR Automated Solution - San Luis Obispo and Sacramento Counties Grant Amount updates [23.09.14]
  - CA-266815 - Add new Special Need Type "Behavioral Health Consulting Services" for GA/GR Automated Solution program [23.09.14]
- o Defects released to Production
  - CA-265921 - Update GAGR EDBC logic to set the reporting type to 'No Reporting' for 'Change Reporting' scenario. [23.09.11]
  - CA-267771 - Shelter Amount is wrongly calculated for Placer County. [23.09.11]

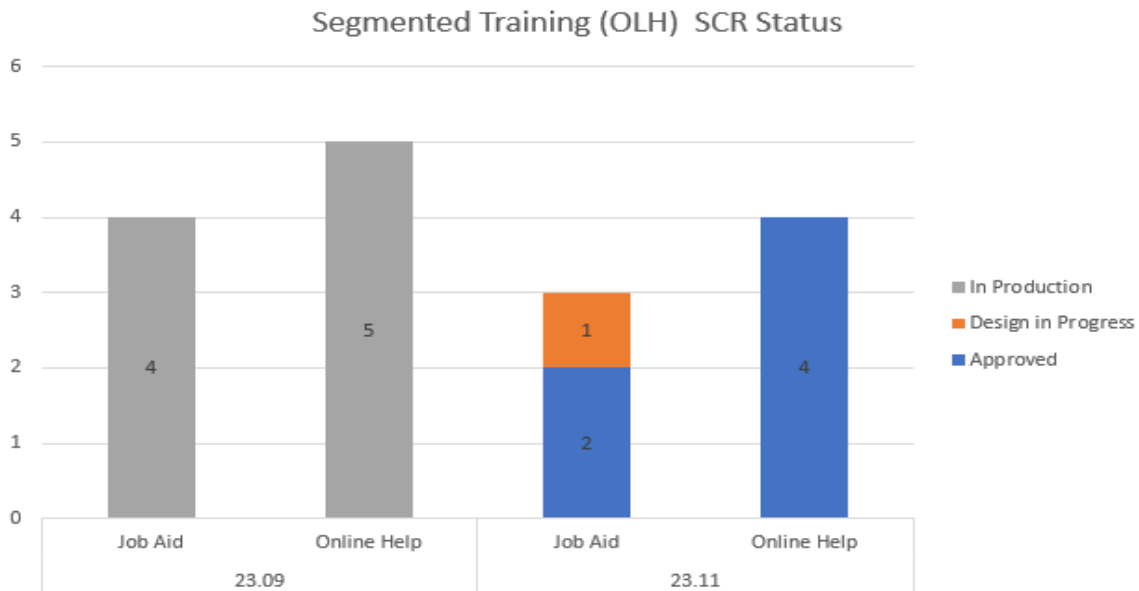
Figure 4.5.-1 – GA/GR SCRs



#### 4.6 Training Materials Update

- ▶ 23.09 Online Help System Change Requests (OLH SCRs):
  - In Production: 9
- ▶ 23.11 Online Help (OLH SCRs):
  - Approved: 6
  - Design in Progress: 1
- ▶ 23.09.22 Priority Release Web Based Training (WBT) and CalSAWS Functional Presentations (CFPs) (SCRs):
  - In Production: 13
- ▶ 23.11.17 Priority Release Web Based Training (WBT) and CalSAWS Functional Presentations (CFP) (SCRs):
  - New: 2
- ▶ 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
Created WAVE 6 Generic Logins for	September 20, 2023	Completed
Created WAVE 6 Training Staging Logins	September 20, 2023	Completed
23.09 Code Deployment for Training Staging and Training Production Environments	September 24, 2023	Completed
Prepare additional Contact Center Training Production Logins for Los Angeles County for Change Acceptance Board (CAB) (Approval CHG0043413)	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 (CHG0043417)	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
  - Batch (batperf2 environment)
    - Execute Data Change Requests (DCRs) planned for production release to get more accurate run times
    - Execute performance testing of Analytics EMR Cluster to Serverless change (CA-258929)
  - Core Online
    - 23.11 Release Performance testing planned from 23<sup>rd</sup> October to 15<sup>th</sup> November 2023.
  - Analytics
    - Continue work on System Change Request (SCR) CA-258929 - Upgrade Elastic Map Reduce (EMR) Clusters to EMR Serverless

## 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
  - None for the reporting period
- ▶ Contra Costa County
  - None for the reporting period
- ▶ Marin County
  - The County is working with the Lobby Management Team on deploying 2 Kiosks which are anticipated to be delivered in October 2023
  - Interested in the General Assistance (GA)/General Relief (GR) Automated Solution, County Enhancement Request (CER) submitted as well as current rules and regulations
  - Preparing to go live with the BenefitsCal Technical Help Dek this month
- ▶ Monterey
  - Preparing to go live with the BenefitsCal Technical Help Dek this month
  - Meeting with the Project on the Purpose-Built Data Sets and awaiting estimate.
  - Continuing to meet with the Procurement Team on the request to move their Contact Center (CSC) from Managed to POP network
- ▶ Napa County
  - None for the reporting period
- ▶ San Benito County
  - Preparing to go live with the BenefitsCal Technical Help Dek this month.
- ▶ San Mateo County
  - None for the reporting period
- ▶ San Francisco County
  - None for the reporting period
- ▶ Santa Clara County
  - None for the reporting period



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- ▶ Santa Cruz County
  - Made it through first CalSAWS Cost of Living Adjustment (COLA)
  - Getting footing using CalSAWS; Updates needed to security roles are now minimal
- ▶ Solano County
  - Completed the T+6 Change Readiness Survey and received results which are being shared with staff
  - Weekly collaboration meetings are taking place with Staff Development to identify and deliver additional needed CalSAWS training
  - Received 3 kiosks successfully
  - Discussing potential purchase of tablets
  - Participating in the E2Lite interface testing
- ▶ Sonoma County
  - None for the reporting period

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

- ▶ Alpine County
  - 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 new director
- ▶ Mono County
  - Board of Supervisors has approved a reorganization that combines Public Health and Social Services to make a Health and Human Services Agency
- ▶ Nevada County
  - No updates during this reporting period
- ▶ Placer County
  - Looking into using "Get Next" functionality and updating configuration settings
- ▶ Sacramento County
  - The Completed their Management Evaluation (ME)
  - Entered County Preparation phase
- ▶ Sierra County
  - No updates during this reporting period
- ▶ Sutter County
  - Working on plans to move towards Get Next functionality.
  - Have continuous induction classes
- ▶ Tuolumne County
  - No updates during this reporting period
- ▶ Yolo County
  - Service Center Director position is open and continuous

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- ▶ Yuba County
  - By September, the County will have all staff processing all programs for their “One Team, No Seam” Project

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

- ▶ Butte County
  - Butte County continues to experience staffing shortages, but it is working to make slight progress with its Employment and Eligibility staff. The County has 14 staff in training and 4 more to be expected on October 30, 2023. Open recruitment is now available
  - The County is working on its CalFresh applications since they have increased. There were approximately 1900 applications in August
- ▶ Colusa County
  - No updates
- ▶ Del Norte County
  - The County currently has 24 vacant positions (35%)
  - Issued over \$174,000,00 of replacement CalFresh benefits using individual claims (1003 claims) - plus CalSAWS issued mass replacement of 30% August benefits to CalFresh households due to the wildfire power outage they experienced in August
  - The County continues to experience Electronic Benefit Transfer (EBT) Theft
  - Met with staff from the Department of Health Care Services (DHCS) concerning the Medi-Cal unwinding process. They congratulated Del Norte County for processing 70% of its Medi-Cal recertifications that were due in July
  - The County has been working several Saturdays to try to keep up -regular ongoing caseloads are over 600 cases. The intake unit has 5 workers for CalWORKs CalFresh, Medi-Cal, and 1 worker for General Relief
- ▶ Glenn County
  - No updates during this reporting period
- ▶ Humboldt County
  - Class of 8 Eligibility Specialist Trainees starting on October 16, 2023
  - The Program Manager retires on September 29, 2023. It will not be backfilling his position at this time
- ▶ Lake County
  - Working on getting the purchase agreement completed to opt-in to utilize the Central Print Return Mail option offered by Gainwell
  - The County is hiring for Eligibility Specialist Trainee/I/II/III. Remote work will be available after passing induction and 3 months of satisfactory performance (must live within 2 hours of office to telecommute)
- ▶ Lassen County
  - Began interviewing for Integrated Case Workers and may be able to offer positions soon
- ▶ Mendocino County
  - The County has a class of 6 Eligibility Specialist Trainees that started this week of September 25, 2023
  - Currently recruiting for Screeners and Employment and Training Workers

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- ▶ Modoc County
  - No updates during this reporting period
- ▶ 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
  - The County's vacancy rate for Eligibility Workers is at 43%
  - Working with a consulting firm to assist with their business processes
  - Will be recruiting for Eligibility staff soon
- ▶ Trinity County
  - No updates during this reporting period

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

- ▶ Fresno County
  - No updates during this reporting period
- ▶ Inyo County
  - No updates during this reporting period
- ▶ Kern County
  - Kern County is having discussions and outlining a plan with its Special Investigations Unit (SIU) partners in combating Electronic Benefits Transfer (EBT) thefts
  - Kern County has expanded the capability of its Health Systems partner and made it more streamlined for them to assist the public with submitting their Medi-Cal (MC) Renewals
  - The County's Health Navigator partner at Clinica Sierra Vista expressed their appreciation of Kern Department of Health Services (DHS) with assisting customers in maintaining MC eligibility. They appreciate the communication and processes put in place in managing updates
  - The County continues to prepare for the upcoming Management Evaluation (ME). 3 of the offices have been identified to participate and the County is busy ensuring its offices are prepared for the review
  - Has incorporated the new BenefitsCal promotional materials and included the new video and materials at the County Fair Outreach booth
  - Reviewing the kiosk and reception processes utilizing CalSAWS tools with the plan to improve lobby processes. The County has plans to incorporate a document imaging room for the public utilizing new kiosks and are adding new service windows for improved customer service
  - Hired new Extra Help Eligibility Workers to assist in Task processing, including Screening of e-applications, and continues to have 3 ongoing new eligibility worker classes in process
  - Holding a new Supervisor University training module to provide enhanced training for supervisors

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- ▶ Kings County
  - No updates during this reporting period
- ▶ Madera County
  - The County has a new Deputy Director
  - The County has a new Fiscal Manager
- ▶ Mariposa County
  - Mariposa County recently hired 6 new Eligibility Specialists and began induction training
  - It had an Eligibility Specialist (ES) III retire and are working on publishing a recruitment to fill this position
  - The County anticipates 2 ES I/II vacancies by the end of September
  - Mariposa County recently celebrated its annual homecoming and County Fair. Health and Human Services Agency (HHSA) had a presence and the County enjoyed celebrating its accomplishments as a community
- ▶ Merced County
  - No updates during this reporting period
- ▶ San Joaquin County
  - Currently preparing for our Fiscal Year (FY) 2024 Management Evaluation (ME) Review scheduled for the first week of December 2023
  - Continues to work through the Medi-Cal Unwinding Process
  - The County has a touchpoint meeting with Department of Health Care Services (DHCS) in October 2023
  - Has a new class of 36 Eligibility Workers (EW) hired to start in November 2023
- ▶ San Luis Obispo County
  - San Luis Obispo County continues to complete migration activities and is on track for their Wave 6 go live on October 30, 2023
- ▶ Stanislaus County
  - No updates during this reporting period
- ▶ Tulare County
  - No updates during this reporting period

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

- ▶ Imperial County
  - No updates for this reporting period
- ▶ Orange County
  - Orange County went live with the CalSAWS Lobby Management the week of September 18, 2023
- ▶ Riverside County
  - In August, a new Managing Director was hired over Department of Public Social Services (DPSS). They will be responsible for the administration functions of their department, including oversight of day-to-day operations and ensuring a focus on their mission, strategy, and continuous quality improvement of programming
- ▶ San Bernardino County
  - No Updates for this reporting period
- ▶ San Diego County
  - San Diego County is currently going through their CalFresh Management Evaluation

## CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: September 11, 2023 – September 24, 2023

Contractor Project Executive: Arnold Malvick

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- ▶ Santa Barbara County
  - Santa Barbara County will be hosting an in-person meeting with Orange County, as Orange County is interested in learning Santa Barbara County's tasks configuration
- ▶ Ventura County
  - In July 2023, the local Area Agency on Aging became part of the Human Services Agency. This will create synergy and service integration between the departments that provide needed services for the adult, disabled and aging population in Ventura County
  - The County continues to have induction classes for new employees and cross training for existing staff
  - The County is also holding a day long hiring event this weekend and expect to interview over 100 candidates for the eligibility worker position. It will then provide induction training to those onboarded from this event. San Diego County provided helpful information on their hiring practices
  - Ventura County had the CalSAWS kiosks deployed, and the teams have collaborated to adjust the flow and business process to help improve the client experience in its lobbies

### Region 6 (Los Angeles County)

- ▶ Los Angeles County
  - Los Angeles County continues to provide virtual support to Wave 5 Counties through November 3, 2023
  - Recruited 15 volunteers to provide virtual support to Wave 6 (12 from DPSS and 3 from DCFS) from October 30, 2023, through December 29, 2023. Additionally, there will be two volunteers from Department of Children and Family Services (DCFS) providing on-site support
  - On September 20, Los Angeles County hosted a County Sharing Event focused on Welfare to Work (WTW). The session was attended by approximately 300 staff across all Counties. The recordings and additional materials have been posted on the Project's web portal
  - Los Angeles County continues working with the CalSAWS Project on the new Contact Center Solution. The second round of Model Office started September 21, 2023, and will go through November 10, 2023. Go-live is targeted for November 17, 2023
  - Training for 2,434 Contact Center staff scheduled from September 26, 2023, through November 9, 2023. Training for the 463 Renewal Line Staff began September 25, 2023, and will go through November 10, 2023
  - The Contact Service Center (CSS) Release Teams is preparing to test Release 23.11 County Validation activities

## **6.0 Appendices**

Appendix A – M&E Requests and SCR Status

Appendix B – County Purchases Status Report

Appendix C – CalSAWS System IVR Report