

CALSAWS M&O BI-WEEKLY STATUS REPORT

Reporting Period: October 9, 2023 – October 22, 2023

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
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1.0 Executive Summary

1.1 CalSAWS Project Status Dashboard

Table 1.1-1 – Status Dashboard

Topic	CalSAWS System	Highlights
Availability		► The CalSAWS System did not experience any unplanned outages during this reporting period
Defects		► There are 262 active Production defects
Incidents		<p>► CALSAWS BROADCAST: Starting at 3:50 p.m. on October 12, 2023, Customers were not able to authenticate in Interactive Voice Response (IVR). As of 7:00 a.m. on October 13, 2023, this issue was resolved. Customers from the impacted Counties are now able to authenticate and access self-service options in the IVR. PRB0047560</p> <p>► CALSAWS BROADCAST: Starting at 7:00 a.m. on October 13, 2023, Customers from Kings, Merced, and San Joaquin Counties were not able to authenticate in IVR. As of 1:00 a.m. on October 14, 2023, this issue was resolved. Customers from the impacted Counties were able to authenticate and access self-service options in the IVR. PRB0047564</p>

Legend	
	On Track
	At Risk
	Not on track/Monitor

1.0 Highlights from the Reporting Period

- The CalSAWS team successfully deployed CalSAWS minor releases: 23.10.09, 23.10.11, 23.10.12, 23.10.13, 23.10.15, 23.10.17, 23.10.18, 23.10.19, 23.10.20, 23.10.21, and 23.10.22
- Planned Outages:
 - Scheduled CalSAWS Outages:
 - CalSAWS Production Maintenance:
 - On October 15, 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
 - CalSAWS Read-Only Policy, Review, and Training Environment (PRT) Maintenance:
 - On September 13, 2023, from 12:00 p.m. to 4:00 p.m., the CalSAWS Read-Only (PRT) environment was unavailable for users.
 - Learning Management System (LMS) Maintenance:

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- From 9:00 p.m. on October 20, 2023, until 2:00 a.m. on Saturday, October 21, 2023, Users were unable to access the CalSAWS Learning Management System (LMS)
- Adhoc Reporting Database Maintenance
 - On October 15, 2023, from 12:30 p.m. to 4:30 p.m., the Adhoc Reporting database was unavailable for Apex, Enhanced Data Reporting (EDR), and Adhoc reports Users
- BenefitsCal Maintenance/Limited Access:
 - On October 19, 2023, from 8:00 p.m. to 9:30 p.m., the BenefitsCal application was unavailable
 - On October 15, 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 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
- Fidelity Information Services (FIS) Maintenance
 - On October 17, 2023, from 2:00 a.m. to 4:00 a.m., Electronic Benefits Transfer (EBT) related information was not available in BenefitsCal. EBT cardholders and merchants experienced intermittent issues when performing EBT transactions. County Users experienced intermittent connectivity issues while performing EBT related transactions in CalSAWS

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"> M&O Service Plan Annual Updates Group 2 are underway

[1] **Status: Green:** On schedule, performing as planned; **Amber:** Potential delay/monitor with no material schedule impact; **Red:** Behind schedule and requires escalation

2.2 Highlights from the Reporting Period

Table 2.2-1 – Project Management Status Agenda Topic

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Project Deliverables Summary	<ul style="list-style-type: none"> None for the reporting period

- ▶ Continued Project administration, facility management, office management support, and financial management tasks
- ▶ Continued performing contract management activities:
 - Change Notice 30 (November JPA) is in development.
 - Premise Items: California Automated Response and Engagement System (CARES), Welfare Data Tracking Implementation Project (WDTIP), California Food Assistance Program (CFAP) Expansion, CalWORKs Work Requirements (AB 2300), BenefitsCal CalFresh Parity Work
 - County Purchase Orders
 - Production Monthly Second Cut Database
 - Enablement Effort and Procurement for Department of Health Care Services (DHCS)/ California Department of Social Services via California Department (CDSS) of Technology (CDT)
- ▶ 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 Communication Status

- The following table outlines CalSAWS Information Transmittals (CITs) for the reporting period ending October 22, 2023

Table 2.3-1 – CITs

CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0343-23	CalSAWS Virtual Assistant Workgroup Disbanding	Informational	September 28, 2023	Lucy Her	Connie Buzbee
0345-23	CalSAWS Project County Reallocations SFY 2023-24 v2	Informational	October 4, 2023	Britt Carlsen	Girish Uppal
0346-23	CAPI – ISM case listing	Informational	October 4, 2023	Adelaide Mendoza	Dennis Kong
0347-23	CA-265684 EDBC Incorrectly subtracting days for ARC month of 18th Birthday/Lists provided	Informational	October 5, 2023	Ignacio Lazaro	Laura Ould
0348-23	Wave 6C Cutover Weekend Calendar Infographic – System Downtime	Informational	October 5, 2023	Anand Kulkarni	Lesley Pevny
0349-23	Scheduled Downtime Notification – 10/15/2023	Informational	October 5, 2023	Anand Kulkarni	Pete Quijada
0351-23	BenefitsCal Medi-Cal Renewal and Document Upload Fact Sheet	Informational	October 10, 2023	Marsale Eramya	Carlos Zepeda
0352-23	CalSAWS American Recovery Plan Act (ARPA) County Technology Enhancements Revised Claim Form and Instructions SFY 2023-24	Informational	October 11, 2023	Fue Kue	Melissa Gates
0353-23	CalSAWS Reports/Dashboards & Enhanced Data Reporting Availability Post Wave 6B Cutover Go-Live	Informational	October 11, 2023	Claudia Pinto	Ravneet Bhatia
0354-23	CalSAWS Imaging – Revised Instructions for Requesting New Office Queues	Informational	October 11, 2023	Rhiannon Chin	Inez Finnigan
0355-23	General Assistance / General Relief Automated Solution CalWIN Exstream Correspondence Cut Over to CalSAWS Exstream Correspondence	Informational	October 12, 2023	Frederick Gains	Nisma Gurung
0356-23	Updated Customer Reporting and Document Uploads through the SSP Fact Sheet	Informational	October 13, 2023	Dymas Pena	Rhiannon Chin
0357-23	List for CA-269013 Other Program Benefits Not Counted in CalFresh Budget	Informational	October 16, 2023	Caroline Bui	Committee CalWORKs CalFresh Facilitator

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CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0362-23	CalSAWS SFY 22-23 Fourth Quarter County Share Adjustment	Informational	October 17, 2023	Britt Carlsen, and Stacey Drohan	
0363-23	Update to Medi-Cal Redetermination Packet Name when Uploaded to BenefitsCal	Informational	October 18, 2023	Marsale Eramya	Jerry Hernandez
0364-23	CalSAWS Reports, Enhanced Data Reporting (EDR) and Dashboards Availability Post Wave 6C Cutover Go-Live	Informational	October 19, 2023	Claudia Pinto	Cathryn Van Namen
0365-23	CalSAWS Handbook	Informational	October 19, 2023	Lenecia Miles	

- The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending on October 22, 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	Closed	August 11, 2023	Melanie Gines, and Lloyd Rankine
23-113	EBT Account Activity File	September 6, 2023	Closed	September 26, 2023	Sheryl Eppler
23-116	SSP14 Form – Field GR Code	September 29, 2023	Open	October 13, 2023	Adelaide Mendoza
23-117	2024 Holiday and Payroll Calendar Request	October 11, 2023	Open	October 30, 2023	Marlene Rangel, and Claudia Pinto
23-118	Wave 6 - Request for Counties to Identify Point of Contact for CBO Support	October 12, 2023	Open	October 27, 2023	Marsale Eramya

Table 2.3-3 – Overdue CRFIs

- The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending October 22, 2023

CRFI ID	Subject	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
23-116	SSP14 Form – Field GR Code		Mono, Sutter, and Yuba Counties		Inyo, and Mariposa Counties	Santa Barbara, and Ventura Counties	

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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
Assigned	13
Completed	1023
In Review	4
Duplicate	18
Withdrawn	37
Pending clarification	1
Total	1099

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

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

ID	Description	Status	Due Date	Response Received Date	Notes
SIRFRA 3904	3904- EBT Replacement Expungements	Withdrawn	September 1, 2023	No response	
SCERFRA 23-500	23-500 - CalFresh Parity List	In review	October 6, 2023	No response	
SCERFRA 23-567	23-567- Increasing the CalWORKs IRT to 200%	Withdrawn	N/A	No response	
SIRFRA 3928	SIRFRA 3928 - CalWORKs Stage One Child Care	Completed	October 20, 2023	October 20	
SIRFRA 1313	SIRFRA 1313 - Family Size for LTC HCBS	Completed	October 20, 2023	October 20, 2023	
SIRFRA 1311	SIRFRA 1311 - Unwinding Data - Failure to Complete Sep 2023	Completed	October 20, 2023	No response	
SIRFRA 3933	3933 - CalFresh Standard Medical Deduction	Assigned	October 24, 2023	No response	
SIRFRA 1312	1312 - End of CCR Renewal Data Request - RE Month Dec'23	In review	October 25, 2023	No response	
SCERFRA 23-569	23-569 - CalWORKS Child Care Reimbursement Report (CCP 2145)	Assigned	October 27, 2023	No response	

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ID	Description	Status	Due Date	Response Received Date	Notes
SIRFRA 1319	1319 - C-IV Population Erroneously Identified as Undocumented	Assigned	October 27, 2023	No response	
SIRFRA 1315	1315 - Non-MAGI Notices	Assigned	October 30, 2023	No response	
SIRFRA 1316	1316 - Mailed Out Generated Renewal Forms Page Misnumbering	Assigned	October 30, 2023	No response	
SIRFRA 1318	1318 - Estimating Impacts of CMS' Final Rule	Assigned	October 30, 2023	No response	
SIRFRA 3935	3935 - CAPI Data Request	Assigned	October 31, 2023	No response	
SIRFRA 3938	3938 - Monthly CalWORKs Stage One Child Care Payment Data (January 2024 - June 2025)	New	November 1, 2023	No response	
SCERFRA 23-565	23-565 CalFresh Minimum Nutrition Benefit Pilot Program	Assigned	November 1, 2023	No response	
SIRFRA 3939	3939 - CalFresh Restaurant Meals Program Point in Time Count	New	November 2, 2023	No response	
SIRFRA 3936	3936 - Orientation Attendance Rate	New	November 3, 2023	No response	
SIRFRA 3937	3937 - Education and Skills development Utilization Rate	Assigned	November 3, 2023	No response	
SIRFRA 1309	1309 - PHE Renewal and Demographics Data Report	Assigned	November 3, 2023	No response	
SIRFRA 1310	1310 - Pending Applications - October 2023	Assigned	November 3, 2023	No response	
SIRFRA 1314	1314 - Unwinding Period Data - Failure to Complete October 2023	Assigned	November 10, 2023	No response	

2.5 Deviation from Plan/Adjustments

- None for the reporting period

3.0 Maintenance and Operations

3.1 Highlights from the Reporting Period

Table 3.1-1 – Maintenance and Operations Status Agenda Topic

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
3.1.3 CalSAWS Help Desk Metrics	<ul style="list-style-type: none"> The current compliance for October Month to Date (MTD) is 98.7%

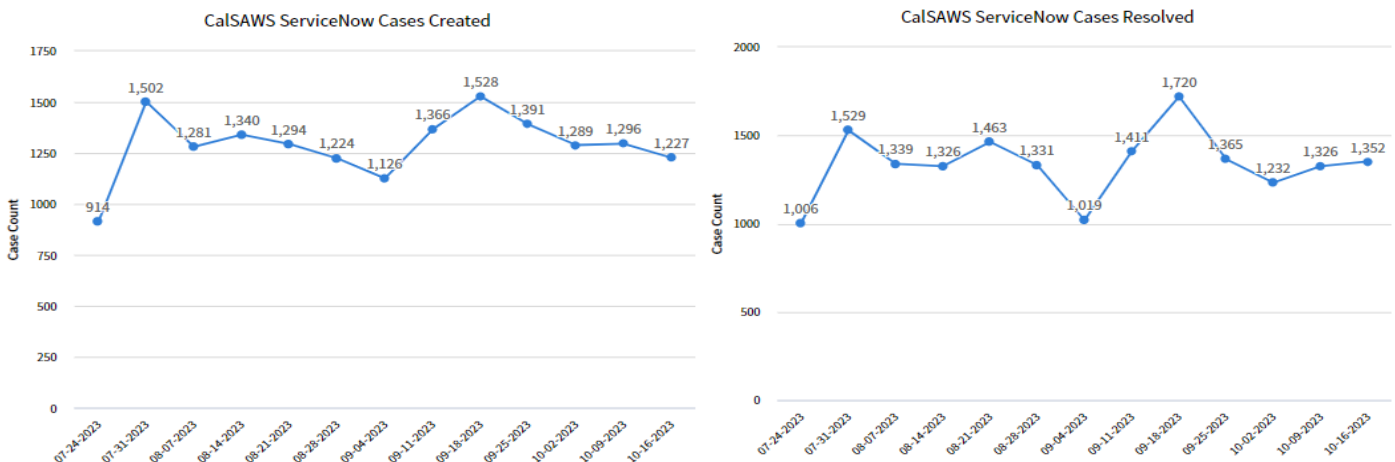
3.1.1 Service Management

3.1.2 Overview

- ▶ Implemented CHG0043458 on October 7, 2023, for the ServiceNow Security Patch to install Tokyo Patch 10 Hot Fix 1 to ServiceNow Development Environment
- ▶ Implemented CHG0043459 on October 7, 2023, for the ServiceNow Security Patch to install Tokyo Patch 10 Hot Fix 1 to ServiceNow Test Environment
- ▶ Implemented CHG0043461 on October 7, 2023, for the ServiceNow Security Patch to install Tokyo Patch 9 Hot Fix 2b to ServiceNow Training Environment
- ▶ Implemented CHG0043462 on October 14, 2023, for the ServiceNow Security Patch to install Tokyo Patch 10 Hot Fix 1 to ServiceNow Production Environment

3.1.3 CalSAWS Help Desk Metrics

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



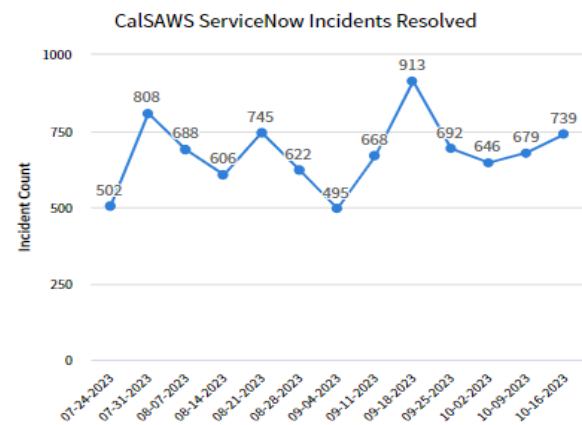
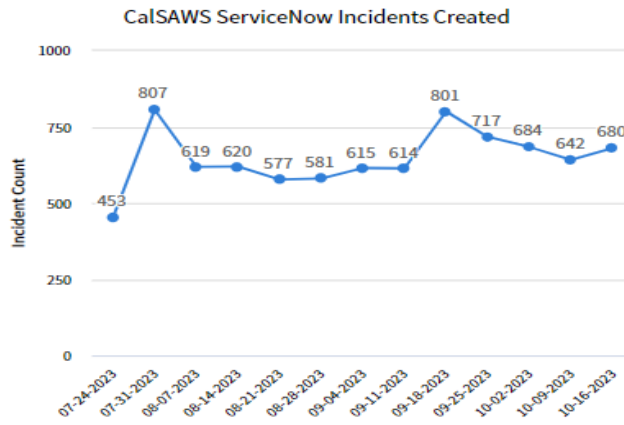
Note: The graphs represent the ServiceNow cases associated to all 55 Counties. Cases represent the first level of ticketing that enters the ServiceNow system. The dates in x-axis represent the start of a week

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

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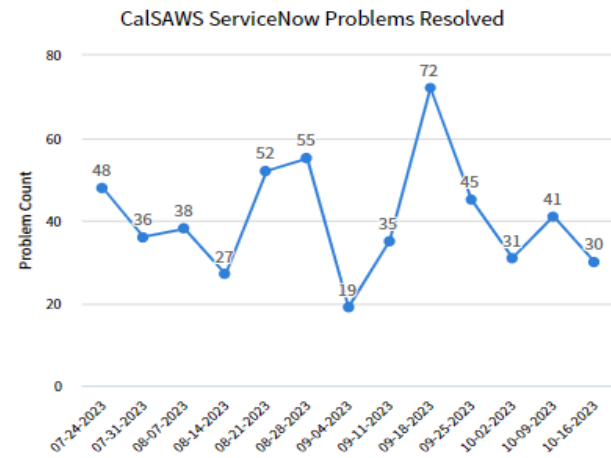
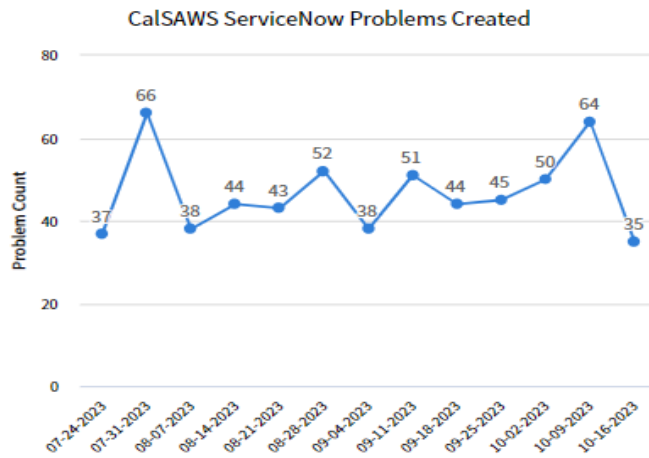
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Note: The graphs represent the ServiceNow Incidents associated to all 55 Counties. Incidents are escalations derived from case attempts to triage the issue. The dates in x-axis represent the start of a week

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	2	72	19	10	12	6	15	8	144
In progress	0	87	60	32	31	32	77	84	403
On hold	0	64	58	81	183	209	314	151	1,060
Resolved	0	200	280	532	379	101	64	42	1,598
Closed	5	1	3	23,146	50,173	11,369	7,265	2,142	94,104
Problem in diagnosis	0	1	0	1	0	1	0	2	5
Total	7	425	420	23,802	50,778	11,718	7,735	2,429	97,314

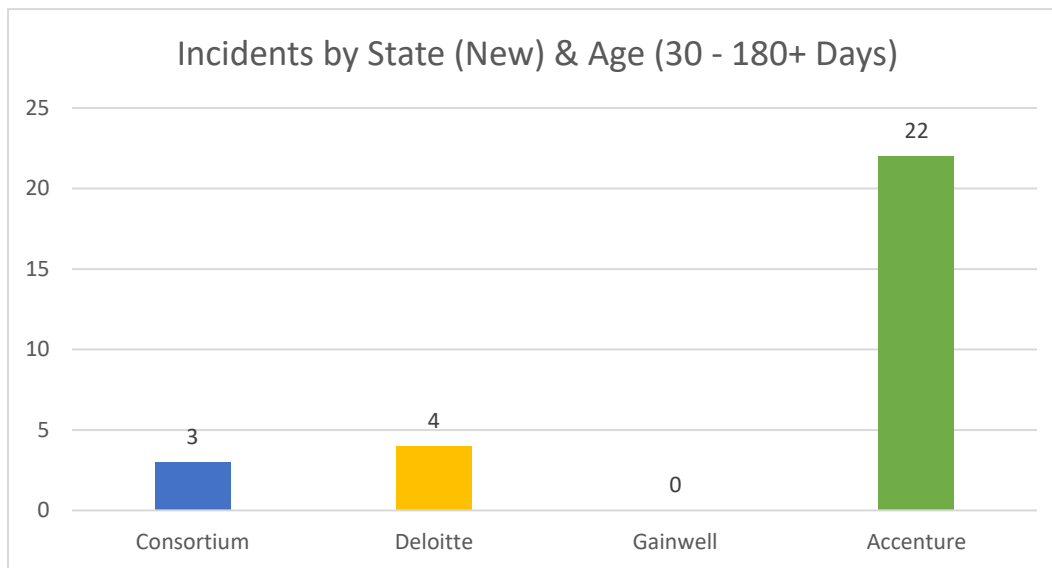
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- **New:** State of an incident when assigned to field is empty
- **In Progress:** State of an incident once the Assigned to is working on the incident
- **On Hold**
 - **Pending Problem Fix:** State of an incident that is linked to a problem record that is in Fix in Progress state
 - **Pending Additional Information:** State of an incident that requires additional information to resolve the issue (e.g information from Affected End User or Tier 1)
 - **Pending Change Request:** State of an incident that is associated to a technical ServiceNow change request
 - **Pending Consortium Review:** State of an incident that requires information/action from a consortium group to resolve the issue. If the consortium group can't be selected in the Assigned to field, update the state to On Hold/Pending Consortium Review
 - **Pending External Partner Action:** State of an incident that requires information/action from an external partner (e.g CalHEERS, EBT vendor) in order to resolve issue
- **Problem in Diagnosis:** State of an incident that is linked to a problem record that is still being investigated (problem state is one of the following: New Assess, Root Cause Analysis)
- **Resolved:** State of an incident once the issue has been resolved. Linked case will be automatically set to resolved
- **Closed:** State of an incident that has been resolved for 15 calendar days and has not been reopened. ServiceNow automatically updates state from Resolved to Closed

Table 3.1.3-2 – CalSAWS ServiceNow Incidents by State (New) and Age (30 – 180+ Days)



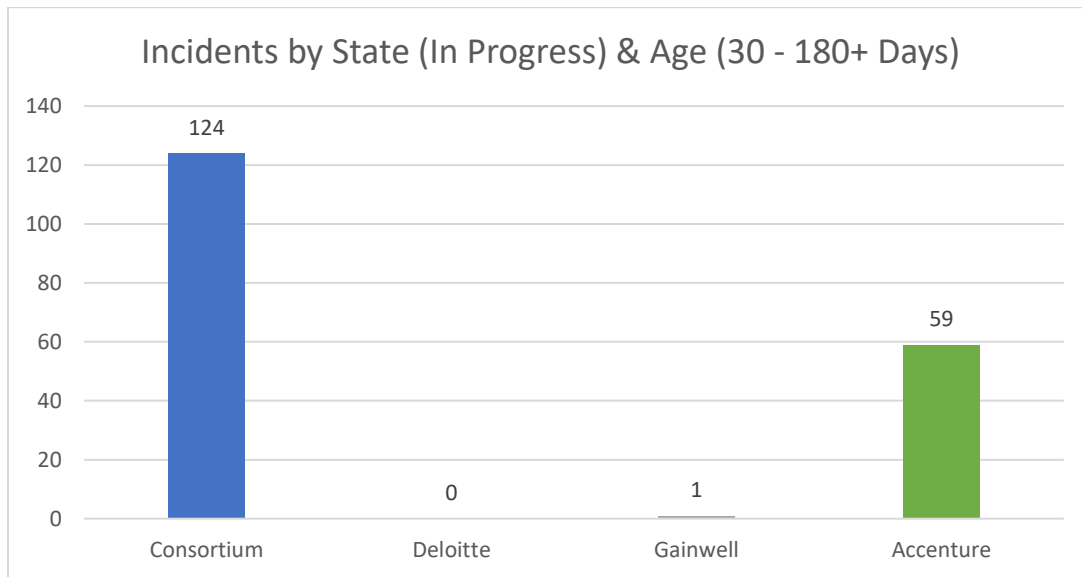
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	Helpdesk Incidents	Infrastructure Incidents	Total
Consortium	3	0	3
Deloitte	4	0	4
Gainwell	0	0	0
Accenture	1	21	22

Table 3.1.3-3 – CalSAWS ServiceNow Incidents by State (In Progress) and Age (30 – 180+ Days)

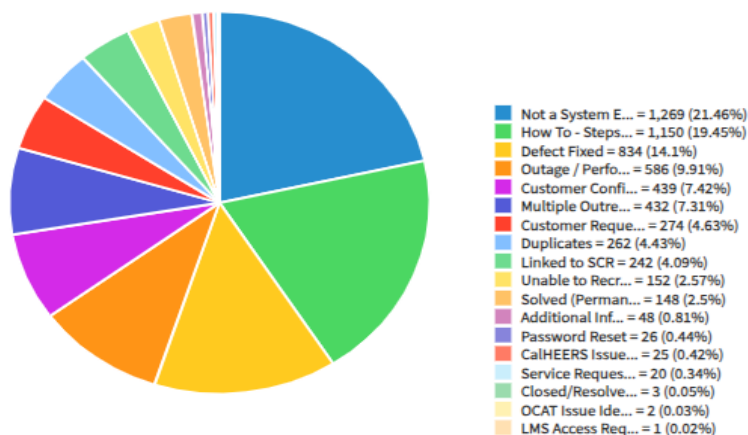


	Helpdesk Incidents	Infrastructure Incidents	Total
Consortium	123	1	124
Deloitte	0	0	0
Gainwell	0	1	1
Accenture	32	27	59

Figure 3.1.3-7 – CalSAWS ServiceNow Incidents by Resolution Code

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

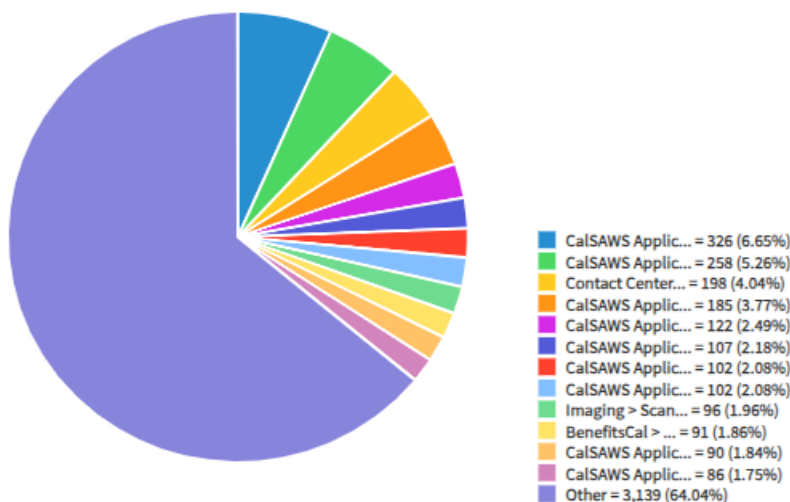
CalSAWS ServiceNow Incidents by Resolution Code



Resolution code	Incident Count	Percentage of Incidents
Not a System Error - With Explanation	1,269	21.46%
How To - Steps to Proceed Provided	1,150	19.45%
Defect Fixed	834	14.1%
Outage / Performance Degradation	586	9.91%
Customer Confirmed Issue is Resolved	439	7.42%
Multiple Outreach Attempts – No Response	432	7.31%
Customer Requested Closure	274	4.63%
Duplicates	262	4.43%
Linked to SCR	242	4.09%
Unable to Recreate Issue	152	2.57%
Solved (Permanently)	148	2.5%
Additional Information Needed	48	0.81%
Password Reset	26	0.44%
CalHEERS Issue Resolved	25	0.42%
Service Request Created - With Request Number	20	0.34%
Closed/Resolved by Caller	3	0.05%
OCAT Issue Identified	2	0.03%
LMS Access Request	1	0.02%
Total	5,913	100%

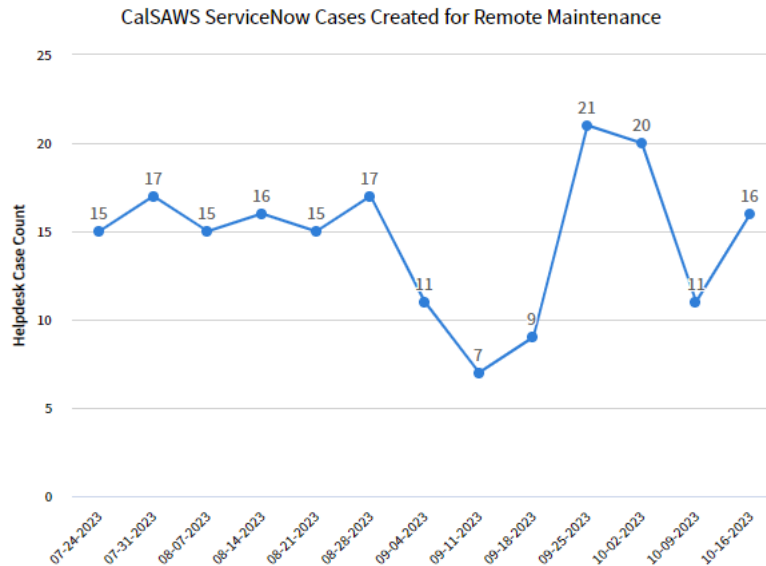
Figure 3.1.3-8 – CalSAWS ServiceNow Incidents Created by Category

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



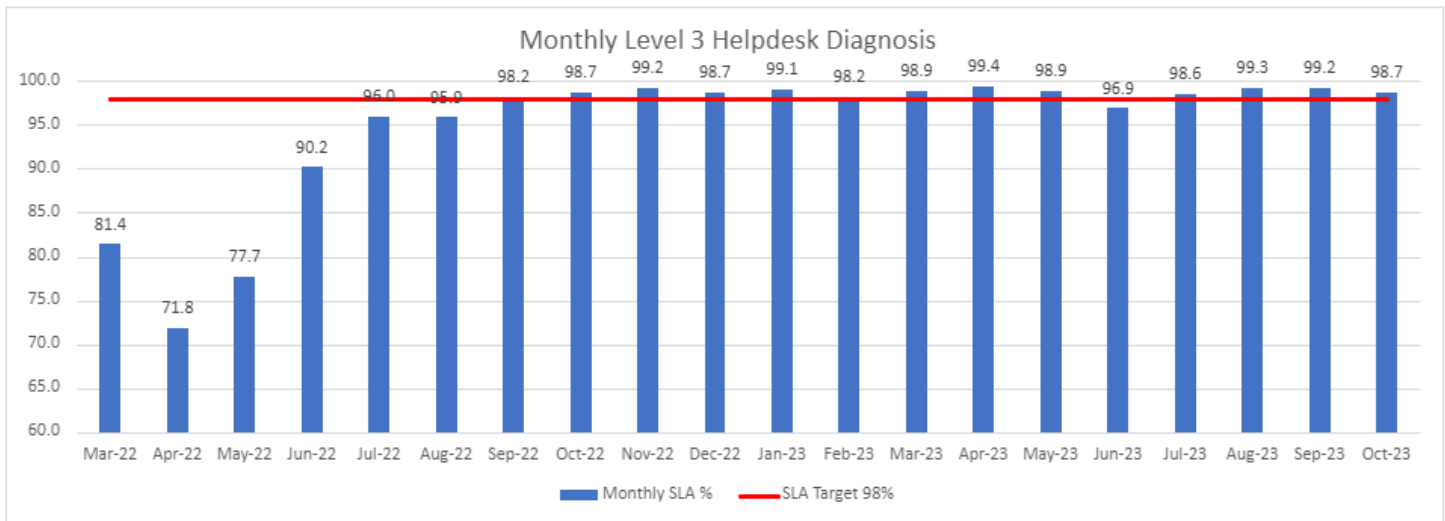
Category	Incident Count	Percentage of Incidents
CalSAWS Application/Related Systems > Production > Eligibility Determination > Incorrect Eligibility Results	326	6.65%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Other	258	5.26%
Contact Center/IVR > CCP	198	4.04%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > Other	185	3.77%
CalSAWS Application/Related Systems > Production > Client Correspondence > NOAs	122	2.49%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > Customer Reporting	107	2.18%
CalSAWS Application/Related Systems > Production > MAGI Eligibility > EDBC Results	102	2.08%
CalSAWS Application/Related Systems > Production > MAGI Eligibility > Other	102	2.08%
Imaging > Scanning Documents	96	1.96%
BenefitsCal > Access Issue > Customer	91	1.86%
CalSAWS Application/Related Systems > Production > Reports > Scheduled	90	1.84%
CalSAWS Application/Related Systems > Production > Performance > Other	86	1.75%
Other	3,139	64.04%
Total	4,902	100%

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



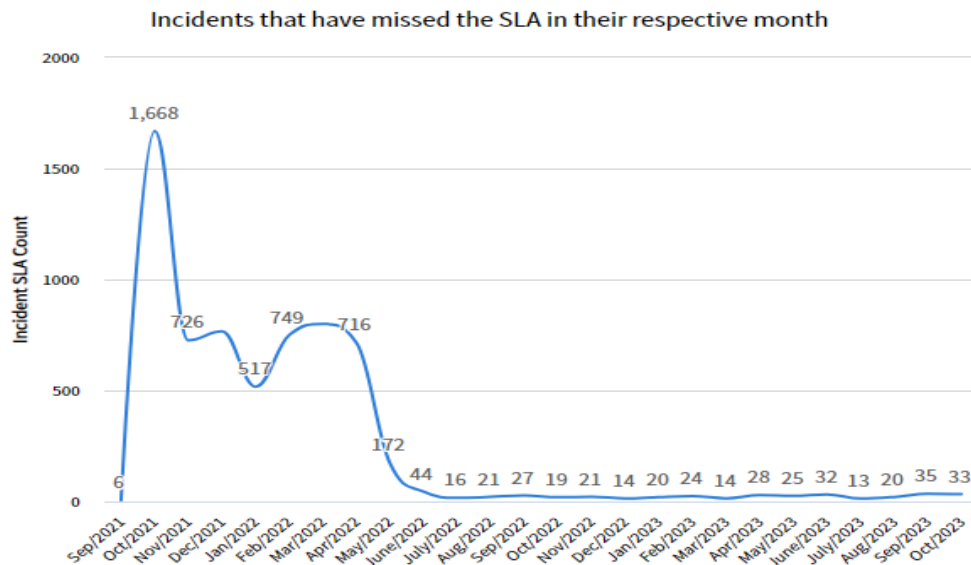
- The Monthly Level 3 Helpdesk Diagnosis Service Level Agreement (SLA) graph below represents the Level 3 Helpdesk compliance metric for closed incidents. The current compliance for October Month to Date (MTD) is 98.7%

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



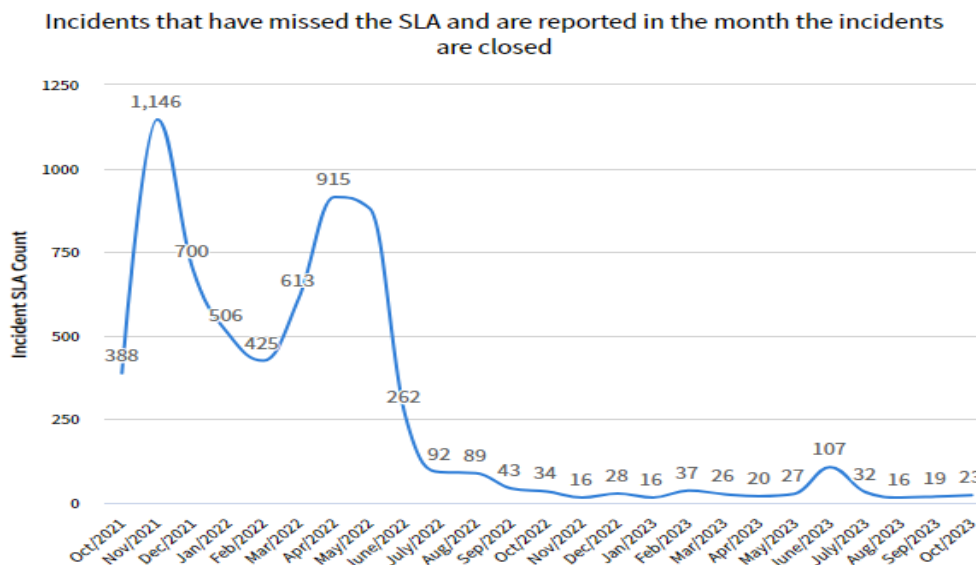
- The graph below represents the number of incidents that missed the Service Level Agreement (SLA) in each month. 33 incidents missed the SLA in October Month to Date (MTD)

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. 23 closed incidents missed the SLA in October Month to Date (MTD)

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



3.2 Technology Operations

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

3.2.1 CalSAWS Management and Operations

- ▶ Roseville (PSF) Build Phase 2 – October 31, 2023
 - Completed Phase 1 of Roseville buildout with a capacity of 50 User workstations
 - Phase 2 of Roseville build
 - Completed Firewall 2110 buildout
 - Completed network expansion (6 additional network switches)
 - Ongoing build and installation of wireless setup at Roseville
- ▶ Rancho Cordova and Norwalk decommission – October 31, 2023
 - Completed network shutdown at Norwalk and Rancho Cordova
- ▶ 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. Next meeting is scheduled for Nov 2, 2023
 - Procurement of circuits dependent on System Change Request ("SCR") approval
- ▶ Kern County – Site move
 - Continued developing County Purchase documentation
 - Updating Kern County Purchase documentation to reflect the request to no longer decommission the existing site
 - Met with County on October 19, 2023
 - Meeting with County on November 2, 2023
 - Completed installation of network infrastructure equipment at County site (switches)
 - Continued configuring domain controller server
 - Telecom vendor has provided estimated completion dates for construction to install new circuits
- ▶ Monterey County – Site move and Customer Service Center (CSC) network model change to PoP
 - Continued developing County Purchase documentation
 - Met with County on October 24, 2023
- ▶ San Joaquin County – Network model change from Managed to PoP
 - Project team conducted kick-off meeting with County on October 10, 2023
 - Will start development of County Purchase documentation soon
- ▶ 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
October 19 – 31, 2023	Production CalWIN to CalSAWS Migration Cutover (6B)
October 25, 2023	Open firewall for Colusa County for DE542 file
October 25, 2023	Upscale prod BICsuite job servers in analytics-production account
October 25 – November 13, 2023	Enable Qualys Endpoint Detection and Response Anti-Malware Protection on County workstations - County 15 - Kern - Wave 2 (Planned Change)
October 30 – November 3, 2023	contactcenter-production-humboldt - Deploy all standard changes for new county specific account (Planned Change)
October 30 – November 3, 2023	contactcenter-production-sanbernardino - Deploy all standard changes for new county specific account (Planned Change)
October 30 – November 3, 2023	contactcenter-production-yuba - Deploy all standard changes for new county specific account (Planned Change)
October 30 – November 3, 2023	contactcenter-production-monterey - Deploy all standard changes for new county specific account (Planned Change)
October 30 – November 5, 2023	Enable Qualys Endpoint Detection and Response Anti-Malware Protection on County workstations (Planned Change)
November 3 – 7, 2023	Create Elastic Map Reduce (EMR) Serverless applications for the CalSAWS Analytics Production environment in Analytics-production account
November 4 – 5, 2023	Instance Type Upgrade for Map and Online Instances in Coreapp-Production US-WEST-2

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 following path:
 - o Resources\Calendar\CalSAWS Production Planned Outages Calendar folder

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Table 3.2.3-1 – CalSAWS Production Planned Outages Calendar

CalSAWS and BenefitsCal Production Planned Outages	
Activity	Planned Outage Window
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.
Table Last Validated:	October 22, 2023, 9:13 a.m.
Notes:	
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	

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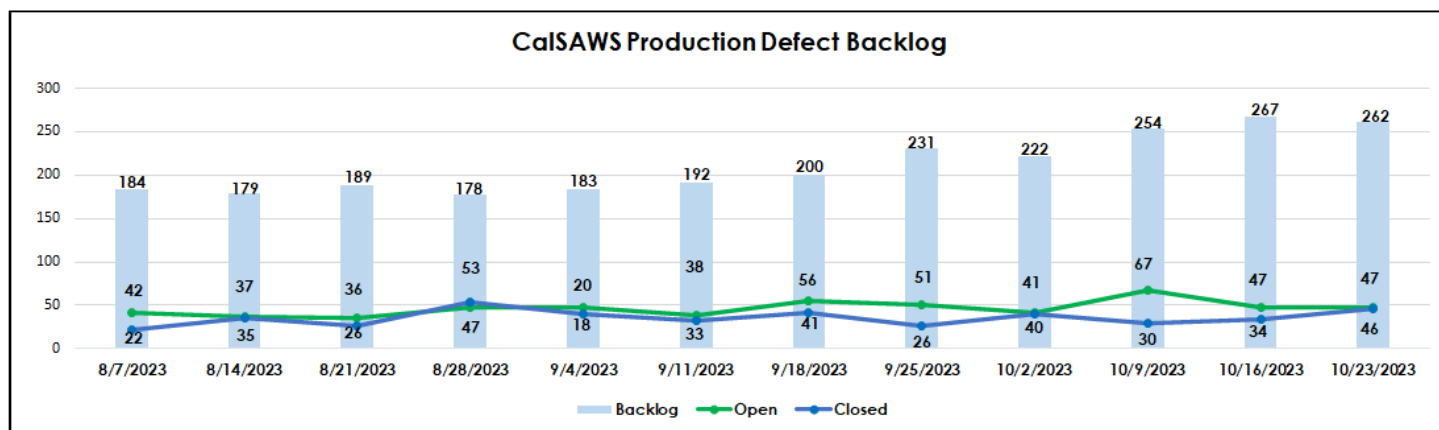
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3.3 Production Defect Backlog

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

Figure 3.3-1 – Production Defects Backlog Weekly Trend



3.3.1 Release Schedule Production Defect Fix

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

Table 3.3.1-1 – Production Defect Fix – Release Schedule

CalSAWS Production Defect Count by Release						
Count of Defects	Release					
Severity	23.09	23.11	24.01	24.03	TBD	Grand Total
2-Normal/Medium	63	17	1	0	35	116
New	0	1	1	0	14	16
In Progress	12	16	0	0	18	46
Closed	51	0	0	0	3	54
3-Normal/Low	197	56	1	1	73	328
New	39	9	1	0	31	80
In Progress	32	42	0	1	39	114
Closed	126	5	0	0	3	134
4-Cosmetic	8	4	0	0	1	13
New	1	1	0	0	1	3
In Progress	2	3	0	0	0	5
Closed	5	0	0	0	0	5

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CalSAWS Production Defect Count by Release						
Grand Total	268	77	2	1	109	457

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 23.11 Communications:
 - See table 3.4.1-1 for details

Table 3.4.1-1 – CalSAWS Release 23.11 Communication Activities

TASK	DATE (S)	OWNER
Send draft Release Notes file to Consortium for review	October 9, 2023	Production Operations
Send draft Release Notes file to select County Staff and Consortium for review	October 23, 2023	Production Operations
Send draft Release Notes file to select County Staff and Consortium for final review	November 6, 2023	Production Operations
Webcast on CalSAWS Release 23.11	November 7, 2023	Production Operations / Consortium Policy and Design
Send summary of changes in CalSAWS Release 23.11 in CalSAWS Health Report	November 13, 2023	Production Operations
23.11 CalSAWS Application Development and Training Release Notes Broadcast	November 14, 2023	Production Operations
CalSAWS Release 23.11 Greenlight Meeting	November 15, 2023	Release Management/Quality Assurance
CalSAWS 23.11 Post-Release Checkpoint Call	November 20 - November 22, 2023	Production Operations

3.4.2 Root Cause Analysis (RCA)

- ▶ Root Cause Analysis (RCA) – 259 – Lobby Monitor Audio Issue – PRB0047215
 - On September 5, 2023, at approximately 10:00 a.m., the Project team received multiple incidents from San Bernardino County as the sites were experiencing audio issues with lobby monitors. The Project team quickly investigated the issue and identified that the lobby monitors' audio functionality was impacted only at the San Bernardino County sites. In the interim, San Bernardino County sites managed the customers manually. Upon considering all relevant information of the issue and confirming no recent lobby changes performed by the Project team, the Lobby management team suspected the issue may have potentially been caused by a change by the County IT team. The San Bernardino County IT team joined the troubleshooting call and confirmed that updates were performed on the County's proxy servers. The Lobby Management team recommended to revert the recent proxy server changes. Once these changes were reverted by the County IT team, the issue was resolved, and audio announcements on the lobby devices began to function once again
- ▶ Root Cause Analysis (RCA) – 263 – CalSAWS Slowness Issue for Three Counties – PRB0047240
 - CalSAWS Helpdesk received a few tickets around 4:30 p.m. on September 7, 2023, for network slowness issues from three Counties (Kern, Imperial, and San Bernardino) accessing CalSAWS application. Upon Investigating the issue, team identified few factors that may potentially had caused network bandwidth capacity to overload: Qualys Endpoint and Detection Response (EDR) & Antimalware installation: This installation was part of the planned change (CHG0042961) to deploy Qualys Anti Malware replacing Trellix end point protection. Team also identified that Qualys anti malware signature updates were attempted to download which was also causing the network slowness. To remediate the issue, CalSAWS security team paused Qualys Anti Malware installation on workstations of the impacted Counties. The team confirmed the network bandwidth returned to normalcy after the signature updates download were completed
- ▶ Root Cause Analysis (RCA) – 264 – CalSAWS Intermittent Login Issue – PRB0047254
 - On September 11, 2023, some Users reported experiencing slowness when navigating through and perform transactions in CalSAWS. In addition, some Users encountered an error message "Error creating the User profile" when attempting to login to CalSAWS. Technical Operations team was engaged to investigate the issue over a bridge call. Technical Operations team validated Production health and started analyzing all the Production changes that were implemented over the weekend of September 10, 2023. Technical team analyzed the WebLogic patch that was deployed on Sunday, September 10, 2023, and determined it as a potential cause of the issue. Team immediately started testing rollback of the WebLogic patch updates in performance environment and confirmed normal response times after the rollback. Performance environment testing results were communicated to Consortium leadership over the bridge call. After Consortium approval, the Technical Operations team rolled back the WebLogic patch in both the clusters of the Production environment and the Production Operations team received confirmation from few impacted Users that the issue was resolved, and Users were able to login and perform transactions at normal speeds. Technical Operations team is working with Oracle support for the root cause of the issue (SR 3-3423608111)

3.4.3 Batch Operations

- ▶ Wave 6
 - Received batch support contacts from Wave 6 Counties
 - Scheduled batch file transfers validation meetings during Wave 6 cutover
 - Conducted preparation meeting with Wave 6 Counties for cutover validations
- ▶ Supported the request for 2024 holiday and payroll calendar CalSAWS Request for Information (CRFI) internal review
- ▶ Continued Batch Weekly Roundup session with Quality Assurance (QA), and Consortium team members
- ▶ 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 (October 9, 2023 – October 22, 2023)

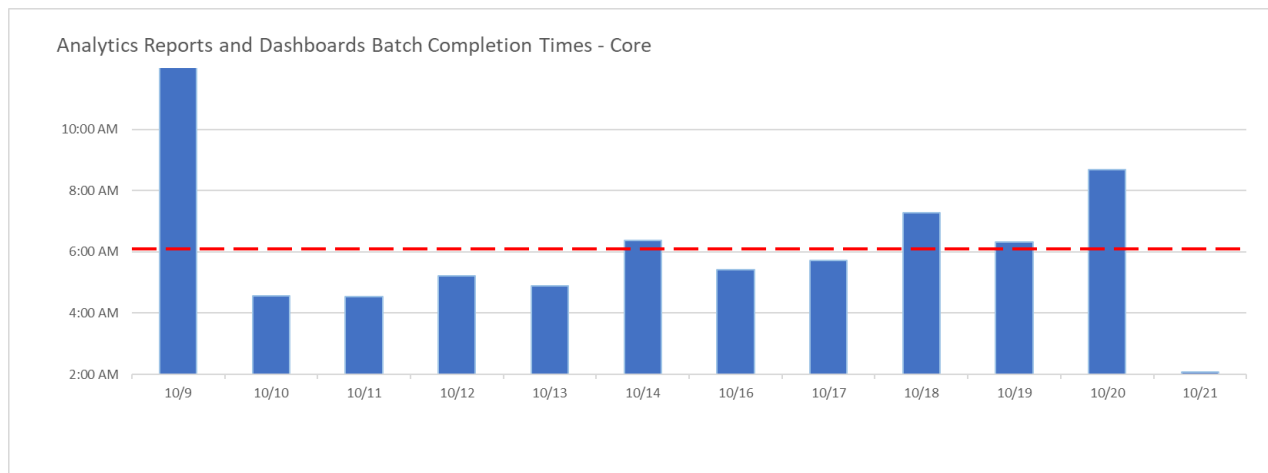


Table 3.4.3.1 - Details of Days When Analytics Reports and Dashboards Completed after 7 AM

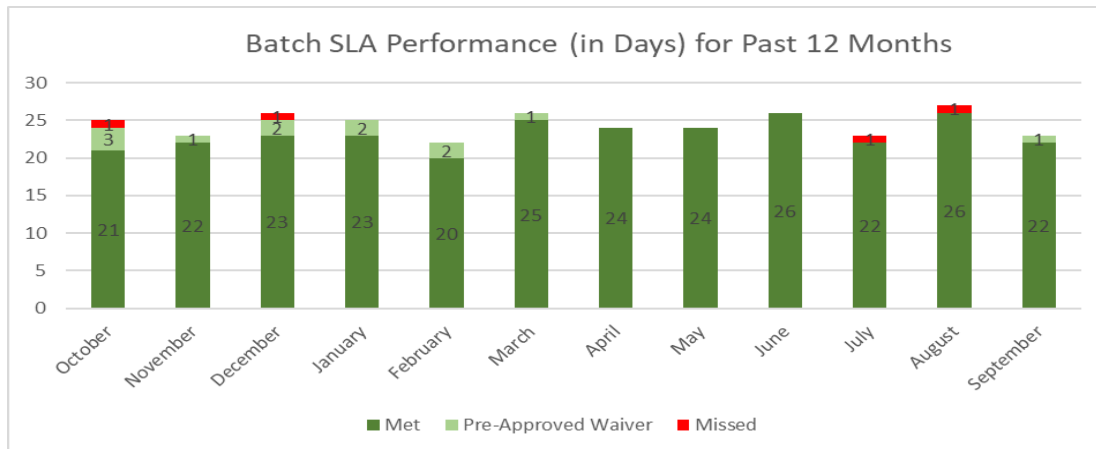
Batch Date	Issue	Communication	Status	Resolution
October 9, 2023	Two dashboards completed shortly after 7 am	Semi Annual Reporting Dashboard Delayed	Closed	Job completed
October 18, 2023	Two dashboards completed shortly after 7 am	Two Dashboards are Not Refreshed	Closed	Job completed
October 20, 2023	Analytics dashboards completed late due to upstream claiming jobs finishing later than normal. This was due to additional upstream processing on a combined 10-day cut-off and LA Payroll run on this date.	Two Dashboards are Not Refreshed	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

- o Online Service Level Agreement (SLA) Performance. Peak SLAs for screen to screen and Eligibility Determination Benefit Calculation (EDBC) met every day for the last 12 months

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

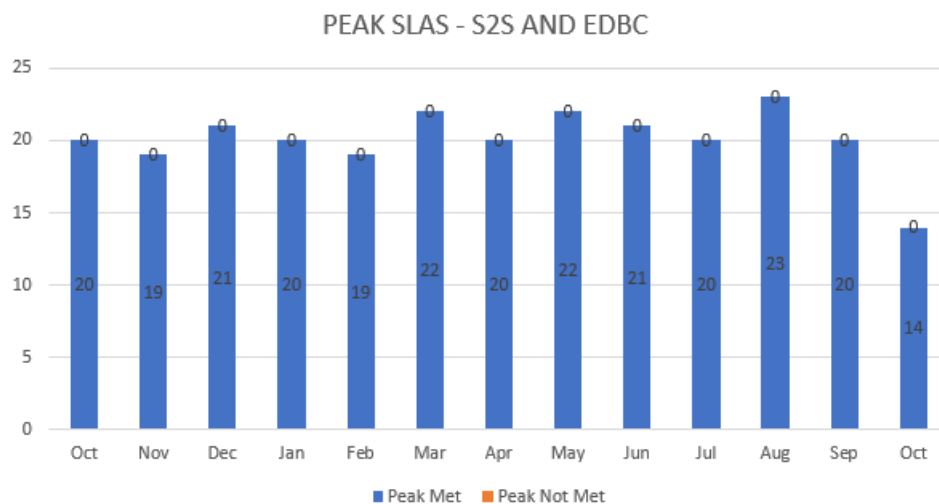
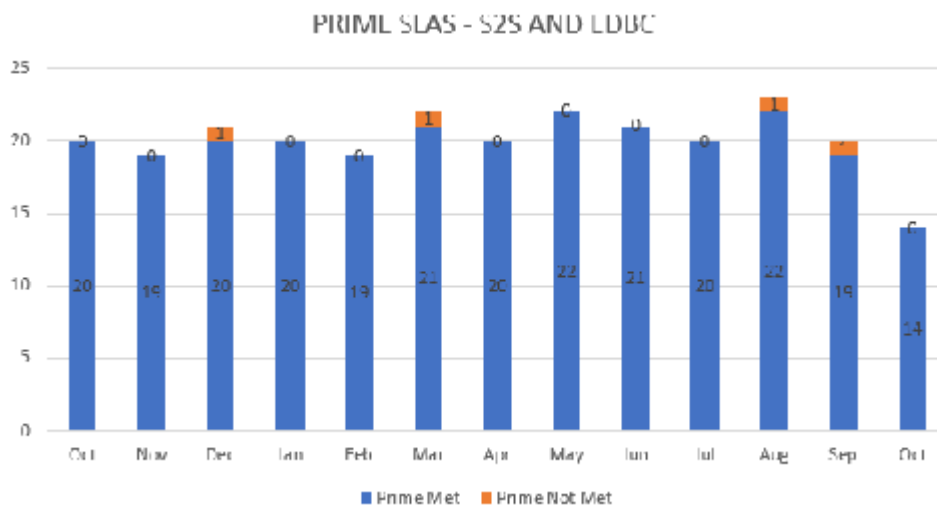


Table 3.4.4-3 – Prime SLAs -S2S and Eligibility Determination Benefit Calculation (EDBC)



3.5 ForgeRock

3.5.1 Highlights of the Reporting Period

- ▶ Project Plan for New Architecture pending milestone items, blocks, and next steps in progress. Latest deck has been shared for initial review with Accenture Leadership and ForgeRock
- ▶ Multi-Factor Authentication (MFA) Login Journey Design being reviewed for additional design requirements with Consortium Leadership
- ▶ New Client Application Processing Interface (API) onboarding for Development Client IDs for CalHEERS submitted by Logan Pratt and will be deployed to Development on October 25, 2023, through the Change Request Process - Funding approved for System Change Request (SCR)
- ▶ Technical Board Change Request (TBCR) #1194 for additional ForgeRock hours for Professional Services approved on October 17, 2023
- ▶ ForgeRock Team will complete the Dynatrace Proof of Concept (POC) in Assembly Test on October 19, 2023
- ▶ ForgeRock Leads completed the initial pass on the Implementation Advance Planning Document Update (IAPDU). Review of items are underway
- ▶ ForgeRock Leads working on all open Root Cause Analysis (RCA) Preventative Actions in New JIRA Reporting Board
- ▶ Reviewed the Security Exception slide (Jenkins AL1 High security vulnerability) with Accenture Security (Ryan Lawrence) and received feedback. Will review the risk with Security Risks Management Committee to seek approval for acceptance
- ▶ Technical ForgeRock continues to work on open ServiceNow tickets
- ▶ ForgeRock members gathered in Roseville on the week of October 16, 2023, to work on hardening efforts

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 31, 2023	In progress
Identity Management, Directory Services, and Access Management	December 1, 2023	In progress

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MILESTONES	PRODUCTION DEPLOYMENT DATE	STATUS
Upgrade to 7.3		

3.6 Innovation Lab

- ▶ Worker-Facing Virtual Assistant (VA)
 - Release 13 - successfully deployed on October 19, 2023
 - One minor aesthetic defect was found, which will be fixed with Release 14
 - Release 14 - target to deploy on November 20, 2023
 - Finalized design. Getting System Change Request (SCR) ready for System Change Request Board (SCRB) and Change Control Board (CCB) approvals
 - Release 15 - target to deploy on December 21, 2023
 - Will start design the week of October 23, 2023
- ▶ Voice Bots (Welcome/Authentication Bots)
 - Welcome Bots Update:
 - Welcome Bots queue defect deployment went live for Placer County on October 19, 2023; The next queue defect release is set for October 25, 2023, for Orange and Contra Costa County
 - The remaining live Welcome Bot Counties will receive the queue defect release on November 6, 2023
 - Restructuring the end-to-end testing for Welcome and Authentication Bots prior to November 3, 2023, to continue to enhance the customer experience
 - Authentication Bots Update:
 - Sprint 5 [Fresno, Sonoma, Alameda, Stanislaus, Kings, Kern, Riverside, and San Diego Counties]:
 - Planned go live is set for November 3, 2023; Freeze dates may impact this go live, we are working with the release management team to confirm and finalize the go live date
 - Sprint 6A [San Francisco, Sacramento, and San Luis Obispo Counties]
 - Authentication Bots went live in Model Office on October 12, 2023
 - The team presented a demonstration of the Authentication Bots to the three Wave 6 Counties to answer all questions
- ▶ Electronic Benefit Transfer (EBT) Card Replacement - Robotic Process Automation (RPA)
 - Continuing to build the RPA infrastructure in the non-Production environment
 - Robot initial test scripts successful
 - Simple Mail Transfer Protocol (SMTP) configuration for emails and alerts in progress
 - Beginning EBT automation system testing in 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 SMTP configuration on October 20, 2023. Change Advisory Board (CAB) review expected on October 25, 2023

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3.7 Imaging

- ▶ Completed Defects
 - CA-265112 External Agency - Documents "send to other county" remain visible in the sending county
 - CA-269317 External Agency - Technical Only - Send ICT documents directly to archive
 - CA-259321 External Agency - Larger documents scanned through Virtual Print are not accurately capturing all pages
 - CA-257865 External Agency - User unable to click the gear icon on the Hyland Add Pages pop up
- ▶ CalSAWS Imaging Hyland Enhancements
 - CA-254215 Update session timeouts – further Single Sign-On (SSO) session integration with CalSAWS
 - Hyland is targeting the 23.12.14 release
 - CA-264873 Enable Form Number lookups in workflow – adding ability to lookup by Form Number (currently only available by Form Name)
 - Hyland is targeting the 23.12.14 release
- ▶ 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
 - Kiosks in process of shipment. Working with County on preparatory items.
- ▶ San Francisco County
 - Otis St. location has received kiosks. Other locations had kiosks delivered between October 17-18, 2023, and at the County's request. Otis St. location will be going live on October 30, 2023.
- ▶ San Mateo County
 - Fully deployed all devices October 10, 2023
- ▶ Santa Clara County
 - County Purchase SC-02-2023 (3 kiosks, 3 tablets)
 - Equipment received at CalSAWS warehouse. Preparing equipment for shipment.
- ▶ Santa Cruz County
 - County provided signed County Purchase; waiting on Advance Planning Document ("APD") approval to proceed with the order
 - Weekly meeting with County
 - Flow creation has begun

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- ▶ Solano County
 - Equipment received at CalSAWS warehouse
 - Weekly meeting with County
 - Kiosks expected to be physically installed in November by County contractors
- ▶ 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, meeting with County to prepare for deployment
- ▶ Nevada County
 - Equipment received at CalSAWS warehouse, working with County to schedule meeting to facilitate deployment
- ▶ Placer County
 - Fully deployed all kiosks
- ▶ Yuba County
 - Working with County to deploy tablets

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

- ▶ Lassen County
 - Equipment received at CalSAWS warehouse, working with County to complete preparations
- ▶ Siskiyou County
 - Equipment received at CalSAWS warehouse, working with County to complete preparations
- ▶ Tehama County
 - Equipment received at CalSAWS warehouse, working with County to complete preparations

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

- ▶ Fresno County
 - Equipment received at CalSAWS warehouse
 - Working with County to complete flows. County wants to complete major networking project prior to deployment, targeted for December timeframe.
- ▶ 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

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- ▶ San Joaquin County
 - County Purchase documentation with County for approval
- ▶ San Luis Obispo County
 - County is completing milestones. All kiosks are functional, in place, and ready for production.
 - Kiosk flows complete
- ▶ 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
 - Fully deployed all devices
- ▶ San Bernardino County
 - No updates for the reporting period
- ▶ Ventura County
 - Fully deployed all devices

Region 6 (Los Angeles County)

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

3.10 Additional Projects

3.10.1 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 SIRFRA 3923 - Tracking Eligibility/Determination of Over issuance Compromises - Due: October 13, 2023
- ▶ Completed work on Revised SIRFRA 3917 - Summer Electronic Benefits Transfer (EBT) Estimates - Due: October 13, 2023
- ▶ Completed work on SIRFRA 3925 - Second Annual Data Reporting for the Elderly Simplified Application Project (ESAP) Demonstration Project - Due October 18, 2023
- ▶ Completed work on SIRFRA 3926 - Post-Waiver Data Reporting for the Renewed Elderly Simplified Application Project (ESAP) Demonstration Project – Due: October 18, 2023
- ▶ Completed work on Mass Replacement Confirmation Issuances Ad Hoc – Due: October 18, 2023
- ▶ Completed work on SIRFRA 3929 - CalFresh Standard Medical Deduction (SMD) Annual Report and Innovation Evaluation 2024 – Due: October 20, 2023
- ▶ Completed work on SIRFRA 3928 - CalWORKs Stage One Child Care - Due: October 20, 2023
- ▶ Started work on SIRFRA 3933 - CalFresh Standard Medical Deduction - Due: October 24, 2023
- ▶ Started work on SIRFRA 3935 – Cash Assistance Program for Immigrants (CAPI) Data Request - Due: November 2, 2023

3.10.2 Department of Health Care Services (DHCS) Report Support

- ▶ Continued work on SIRFRA 1311 - Unwinding Data - Failure to Complete September 2023 – Due: October 24, 2023

- ▶ Continued work on SIRFRA 1312 - End of CCR Renewal Data Request - Renewal Month December 2023 – Due: October 27, 2023
- ▶ Continued work on SIRFRA 1310 - Pending Applications - October 2023 – Due: November 7, 2023
- ▶ Continued work on SIRFRA 1309 - PHE Renewal and Demographics Data Report – Due: November 7, 2023
- ▶ Started work on SIRFRA 1314 - Unwinding Period Data - Failure to Complete October 2023 – Due: November 10, 2023

3.10.3 Endpoint Detection & Response (EDR)

- ▶ The deployment of EDR is on track to completing on schedule with the following results:
 - 5048 systems have been deployed with Qualys EDR and the Anti-malware software
 - Trellix has been decommissioned from 7633 systems
- ▶ Security Operations has acquired two more counties installed with Qualys EDR and Anti-malware
- ▶ The team is finalizing Kern, Merced, Riverside, and San Bernardino next
- ▶ Qualys is currently being installed to the CalSAWS project laptops
- ▶ The training laptops utilized by Deloitte are being finalized with their deployments
 - These are the CalWIN training laptops

3.10.4 CalSAWS DR Failover Test (Oct 2023)

- ▶ The failover test exercise was completed end to end in 13 hours and 15 minutes
- ▶ Connectivity Test with Hyland, Central print, BenefitsCal and Online CalSAWS Appraisal Tool (OCAT) completed during Dry Runs
- ▶ Successfully completed running a sample Batch through Batch Scheduler during Dry Run 2
- ▶ CalSAWS Application with Electronic Benefit Transfer (EBT) host to host validated through CalSAWS Application
- ▶ BenefitsCal successfully applied, validated case data in CalSAWS database
- ▶ BenefitsCal successfully validated Office Mapping
- ▶ Texting and Email service successfully validated through postman and BenefitsCal
- ▶ General Assistance (GA)/General Relief (GR) and OCAT application validated end to end
- ▶ Hyland identified an issue with server licensing in their East Region during the DR Failover

3.10.5 ForgeRock Hardening

This is a Maintenance and Operations initiative to re-architect ForgeRock stack using Terraform cloud to make it more resilient and highly available across AWS availability zone or region. Proof of Concept (POC) is in-progress in the sandbox account.

- ▶ Foundational infrastructure for deployment sandbox accounts has been deployed using Terraform Cloud in a way that can be re-used for other environments.
- ▶ Terraform Code has been written to support the infrastructure needs of all 5 ForgeRock components.
- ▶ Team is actively refining their Amazon Machine Image (AMI) baking scripts using Amazon Web Services (AWS) Image Builder managed by Terraform Cloud.
- ▶ Once base AMI for all ForgeRock components is baked, plan is to move forward with development and testing of infrastructure components and code to support the ForgeRock application life cycle

- First draft of ForgeRock stack scheduled to be ready by end of November

3.11 Deviation from Plan/Adjustments

- None for this reporting period

4.0 Application Development

4.1 Highlights from the Reporting Period

Table 4.1-1 – Application Development Status Agenda Topic

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
4.4.1 Release Test Summary	<ul style="list-style-type: none"> Continued 23.11 system testing. System Testing Week 3 of 7 completed. 51% pass rate on a 43% target. Deployed 11 Priority/Release when Ready (RWR) releases containing 174 work items

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 eleven priority releases:

Minor version (Release date)	Issue Type		
Team Responsible	Defect	SCR	Grand Total
23.10.09 (October 09, 2023)	2	1	3
Imaging	1		1
Online	1	1	2
23.10.10 (October 10, 2023)	12	3	15
Batch/Interfaces	3		3
BenefitsCal		1	1
CalHEERS	2	1	3
Conversion	1		1
Eligibility	1		1
Fiscal	2	1	3
Online	2		2
Tech Ops	1		1
23.10.11 (October 11, 2023)	10	1	11
Batch Operations	1	1	2
Eligibility	8		8
Tech Forge Rock	1		1
23.10.12 (October 12, 2023)	18	7	25

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Minor version (Release date)	Issue Type		
Analytics	1		1
Batch Operations	1		1
Batch/Interfaces	7	2	9
BenefitsCal	0	1	1
CalHEERS	2	1	3
Client Correspondence	1	3	4
Conversion	2	0	2
Eligibility	2	0	2
Fiscal	1	0	1
Reports	1	0	1
23.10.13 (October 13, 2023)	34	17	51
Batch/Interfaces	3	0	3
Client Correspondence	20	9	29
Eligibility	3	0	3
Fiscal	1	0	1
Online	5	0	5
Performance	1	0	1
System Test	0	1	1
Tech Forge Rock	0	6	6
Tech Ops	1	0	1
Training	0	1	1
23.10.15 (October 15, 2023)	3	0	3
Conversion	3	0	3
23.10.16 (October 16, 2023)	2	1	3
Batch/Interfaces	1	0	1
Network	0	1	1
Technical Forge Rock	1	0	1
23.10.17 (October 17, 2023)	3	0	3
Batch/Interfaces	1	0	1
Conversion	2	0	2
23.10.18 (October 18, 2023)	3	0	3
Batch Operations	1	0	1
Batch/Interfaces	1	0	1
Fiscal	1	0	1
23.10.19 (October 19, 2023)	36	17	53
Batch Operations	0	1	1
Batch/Interfaces	3	3	6
BenefitsCal	3	0	3
CalHEERS	4	0	4
Client Correspondence	3	3	6
Conversion	2	0	2
Eligibility	5	2	7

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Minor version (Release date)	Issue Type		
Fiscal	3	3	6
Imaging	3	0	3
Online	7	5	12
Reports	1	0	1
Tech Arch	2	0	2
23.10.22 (October 22, 2023)	4	0	4
Conversion	1	0	1
Eligibility	1	0	1
Fiscal	1	0	1
Imaging	1	0	1
Grand Total	127	47	174

Table 4.2-1 – CalSAWS Upcoming Releases

Release	Summary
23.10.24	<ul style="list-style-type: none"> ▶ Generate a one-time list of LA (Los Angeles) GR (General Relief) hearing Appointments created during the CalSAWS Wave 6 Outage Period ▶ List of cases meeting the Stable Income Waiver criteria for October and November 2023 Redetermination (RE) ▶ Update San Francisco School lunch interface to Monthly
23.10.27	<ul style="list-style-type: none"> ▶ CalWIN: Migrate/Enable all CalWIN wave 6 batch jobs to Production BICSuite ▶ Reschedule non-daily batch jobs for CalWIN wave 6 cutover weekend to keep the Production Batch run light before the Cutover
23.10.29	<ul style="list-style-type: none"> ▶ CalWIN Wave 6: Create new activities record for CalWIN historical data ▶ CalWIN Wave 6: Purge the Disposition Transactions generated through Benefit Match process ▶ CalWIN to/from CalSAWS Inter County Transfer (ICT) Records in Progress - Data change request (DCR) (Wave 6) ▶ Code Table Updates for CalWIN Conversion (Wave 6) ▶ Create Interactive Voice Response (IVR) Personal Identification Number (PIN) for Wave 6 CalWIN County Customers that do not have IVR pin assigned to them ▶ Cutover Activity for CalWIN Conversion Eligibility Data Benefits Calculation (EDBC) Benefit Match (Wave 6) ▶ Operational DCR - Inactivate/Activate Benefit Match Automated Action - CalWIN Wave 6 ▶ Run generic Post Append DCRs during 6B cutover go live window ▶ Set Use Office Address switch (USE_DISTR_OFFICE_ADDR_IND) to Y for Sacramento County change
23.10.30	<ul style="list-style-type: none"> ▶ Create a Batch Process Change Request (BPCR) and network connection to setup E2Lite for CalWIN Counties Wave 2 through 6 ▶ Decommission CalWIN Electronic Intra County Transfer (EICT) Interface job post migration Wave 6 ▶ Operational Data changes for Day One Batch run post CalWIN Wave 6B

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Release	Summary
	<ul style="list-style-type: none"> cutover ► Provide list of Legacy Account Claim Numbers and other Fields for Collections Outbound File to Sacramento ► Purge October Foster Care Main Payroll run (CSPMTF) for November 1, 2023, for San Francisco and San Luis Obispo Counties (Wave 6) ► Sacramento County User Acceptance Test (UAT)/ Production Eligibility Determination request (EDR) Request Access ► San Francisco County CalSAWS UAT/Production EDR Access Request ► San Luis Obispo County CalSAWS UAT/Production EDR (Eligibility Determination request) Access Request ► Schedule batch job to import Unsolicited CalWIN Determination Eligibility response (DER) into CalSAWS - Wave 6 ► Update Diaper allowance process for Wave 6 Counties for October and November 2023 ► Wave 6 - Perform a Data Change to link Unsolicited DER to the CalSAWS Case ► Wave 6 - Re-set the Last Success Date for Information Update job ► Wave 6 Counties Production Application Express (APEX) Access Enable ► Wave 6 Counties UAT APEX Access Enable ► Wave 6- Import in the sensitive CH_VERIF records for Converted CalWIN DERs
23.10.31	<ul style="list-style-type: none"> ► Automate Delegated Administration process workflow- ForgeRock and Service Now - Design ► Centralizing Identity and access management (IAM) Authorizations (Access Request/Removal Workflows) - Design ► Changing Cookie Names in different Environments ► Implement (MFA) Multi factor authentication delivery choice at Login Journey - Design ► Platform Architecture Enhancements - Design ► Rebuild Jenkins Servers from AL1 to AL2 ► Restrictive service account for the ForgeRock Identity Manager (IDM) component ► Set alerts on Directory Services (DS) Index thresholds
23.11.01	<ul style="list-style-type: none"> ► System Change Request (SCR): Kern Site 15005 Move to Stobaugh Street
23.11.02	<ul style="list-style-type: none"> ► All County Information Notices (ACIN) I-55-23 FFY 2024 Disaster CalFresh Cost of Living Adjustment (COLA) ► Non-Modified Adjusted Gross Income (MAGI) and Mixed Medi-Cal Redetermination (RE) Packet updates for Elimination of Assets ► Update several MAGI ► Update the Department of Health Care Services (DHCS) Centers for Medicare & Medicaid Services (CMS) Performance Indicators Master Data Request Report to V.2.4
23.11.04	<ul style="list-style-type: none"> ► CalWIN Wave 6 Counties to/from CalSAWS Inter County Transfer (ICT) Records in Progress-Follow Up Case Lists ► GA/GR COLA Eligibility Determination and Benefit Calculation (EDBC) Batch Run for San Diego County – October, 2023
23.11	<ul style="list-style-type: none"> ► Total System Change Requests (SCRs): 55 approved

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Release	Summary
	► Release Webcast date: To be determined
24.01	► Total System Change Requests (SCRs): 39 approved ► Release Webcast date: To be determined
24.03	► Total System Change Requests (SCRs): 5 approved ► Release Webcast date: To be determined

4.3 Application Development Status

- Continued design on:
 - CA-202054 - ACL-18-07 Suspend/Discontinue/Reinstate for CAPI case
 - CA-204905 - Modify the Disabled (EDBC determined) Exemption Batch Job
 - CA-205388 - Add Threshold Languages for CAPI Change, Suspension, and Discontinuance NOAs (from NA 692)
 - CA-208406 - Identify SSA Assisted e-Applications from Self-Service Portal
 - CA-209344 - Apply SSP Only OPA for Specific Programs
 - CA-216801 - Request to Add Standard Header to forms for Central Print Purposes
 - CA-217940 - Suspension of MC Benefits for Incarcerated Beneficiaries
 - CA-235880 - Update Auto Journal Creation for Individuals
 - CA-240701 - Generate CF 377.10 for Failure to meet the CalFresh Work Rules
 - CA-242677 - Update and add missing Threshold forms in CW & CW/CF 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-250025 - Capture the PR/RE Ingestion Source/type
 - CA-253124 - Validate E-mail Addresses Added into CalSAWS
 - CA-253426 - ACL 23-13 Update EBT 2259 - Revised Electronic Benefit Theft Replacement Form and Policy
 - CA-256607 - COLA Automation Phase-3
 - CA-263119 - ACL 21-123 Expectant Parent Payment (Automation Piece)
 - CA-264306 - Update FNS 209 and Other Collections Reports
 - CA-264631 - CW Household Members Eligible to TCF - FTP and Multiple Person Statuses
 - CA-264911 - Updates to the Medi-Cal Renewals Listing Report
 - CA-265294 - E-HIT Summary Dashboard Updates
 - CA-265393 - Update IEVS Assignments
 - CA-266312 - ACL 23-80 - Increase ABAWD Age Limit and Add Exemptions for Homeless, Veterans, and Individuals in Foster Care
 - CA-266824 - CAPI claimant who resides with an ineligible spouse
 - CA-268344 - BenefitsCal API to support Anonymous Image Upload
 - CA-269066 - Upgrade Python in EMR Clusters, Applications and BIC Instances
 - CA-269477 - SCR - CDSS/DHCS Connectivity through CDT
 - 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

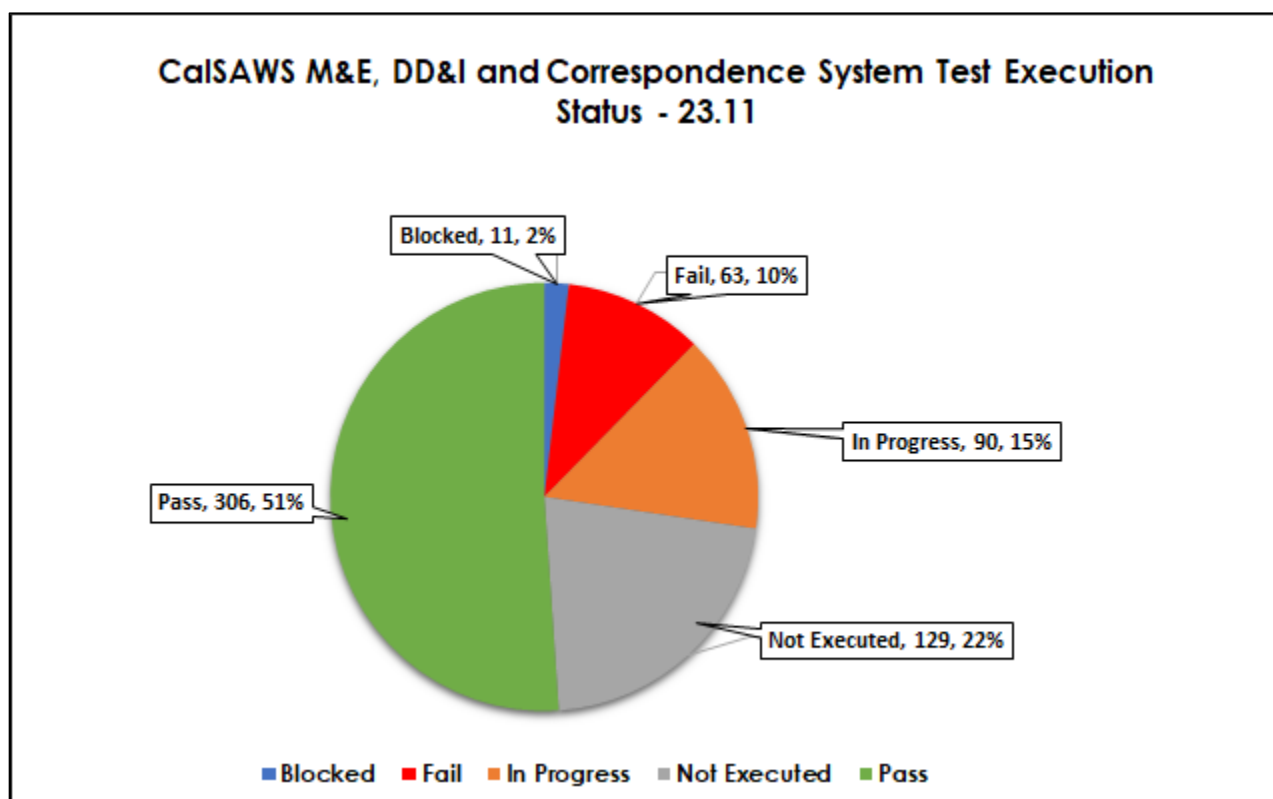
4.4.1 Release Test Summary

- Continued test execution for 23.11 SCR

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

Pass Rate Target as of October 20, 2023	43%
Pass Rate Actual as of October 20, 2023	51%
System Test complete Date: November 15, 2023	

Figure 4.4.1-1 – 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	165,984,170	46.18%	15	100.00%
2	108	121,150,561	33.71%	108	100.00%
3	132	36,310,412	10.10%	127	96.69%
4	669	32,352,585	9.00%	476	83.91%
5	2848	3,637,618	1.01%	573	34.53%

Note: Transaction volume and coverage metrics are based on CalSAWS monthly Production performance data and Automated Regression Test (ART) coverage data as of September 30, 2023. Each tier is distinct from prior tier(s). For example, tier 2 includes all transactions that make up the top 80% of production volume except for the fifteen tier 1 transactions. Production statistics are updated each month, and coverage statistics are updated with each major release as new automated regression scripts are developed. To date, there are 1,014 end-to-end Automated Regression Test (ART) scripts:

- ▶ 870 Targeting the core CalSAWS application
- ▶ 33 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 October 11, 2023, and October 18, 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
 - SCRs in Development Phase
 - CA-227568 - Los Angeles County GR Cases Terming for Whereabout Unknown
 - 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

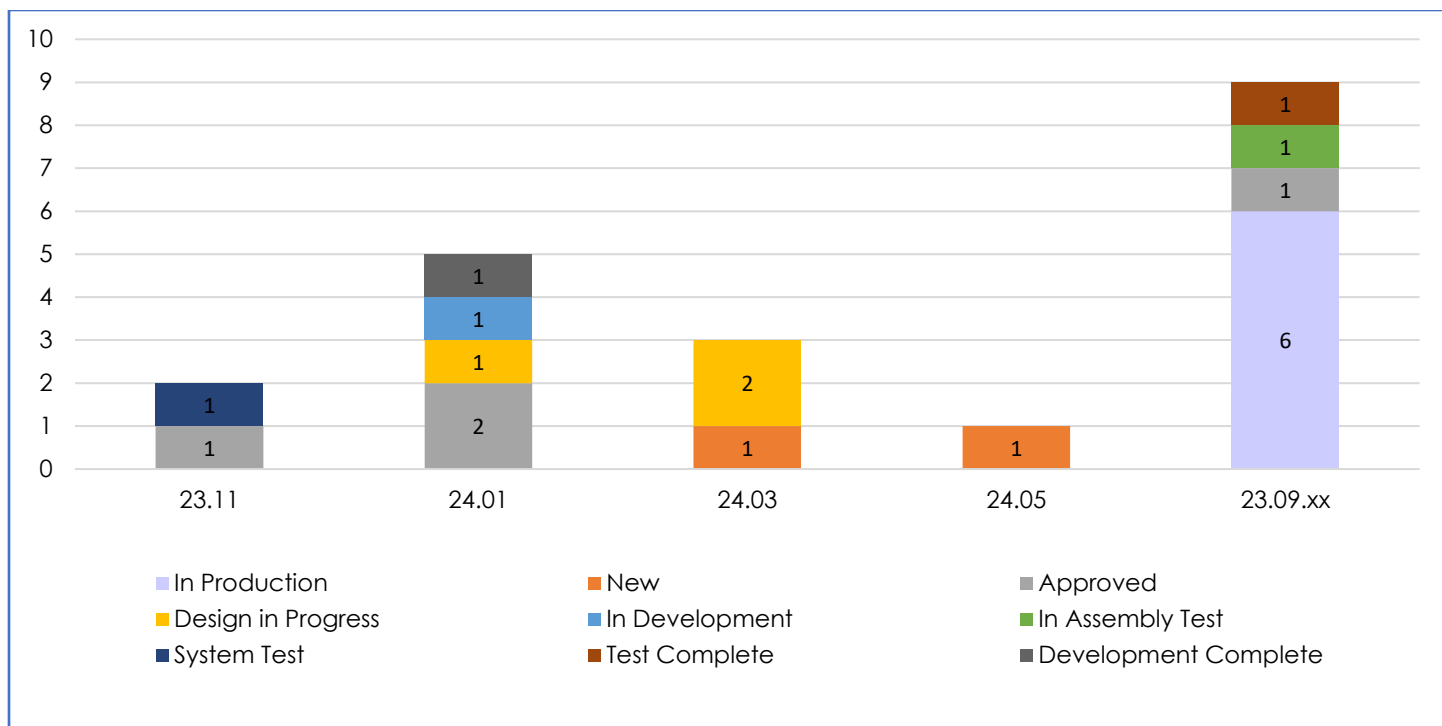
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- CA-263690 - Update ABP 1463, Skills and Training to Achieve Readiness for Tomorrow (START) Activity Agreement
- CA-264733 - Create a macro enabled spreadsheet to allow Counties to provide input on Code Table and database table parameters for GA/GR functionality when they Opt-In to the GA/GR Automated Solution program
- CA-265870 - GA/GR Cost of Living Adjustment (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 System Test Phase
 - CA-248219 - Populate Contact Information on the GAGR NA Back 9
 - CA-258009 - Generate a one-time list of Los Angeles County GR hearing Appointments created during the CalSAWS Wave 6 Outage Period
- o Priority System Change Requests (SCRs) deployed to Production
 - CA-253157 - Synchronization of CalSAWS and GA/GR Correspondence service databases (Wave 6) [23.10.19]
 - CA-262611 - GA/GR Cost of Living Adjustment (COLA) for San Mateo County – 2023 [23.10.19]
 - CA-265606 - GA/GR Cost of Living Adjustment (COLA) for San Diego County – October 2023 [23.10.19]
 - CA-266544 - Add GA/GR Automated Solution specific Money Management Type to Money Management Resource pages [23.10.19]
- o Defects released to Production
 - CA-267976 - GA/GR Automated solution program setting non-Reporting as reporting type incorrectly. [23.10.10]
 - CA-269013 - CalFresh not pulling Other Program benefits into Unearned Budget [23.10.12]
 - CA-267381 - GA Manual EDBC not populating Ineligible Program/Person Status [23.10.13]
 - CA-268700 - Shared Housing Amount should not be Rounded for Sacramento County [23.10.19]
 - CA-268712 - Defect to fix wrong appointment issue for GAGR Notice of Actions (NOAs) [23.10.19]
 - CA-268779 - Cleanup of reporting type for GA/GR Automated solution programs [23.10.19]
 - CA-269315 - Defect to fix issue for CSF 67 generation failure through event streaming [23.10.19]
 - CA-269480 - Re-Run batch EDBC for CalFresh program where Cash grant is not counted as unearned income between October 5, 2023, to October 12, 2023 [23.10.19]
 - CA-269575 - Create list of CalFresh cases that were run and saved while Cash Benefit amounts were not being counted correctly. [23.10.19]

Figure 4.5.-1 – GA/GR SCRs



4.6 Training Materials Update

- ▶ 23.11 Online Help System Change Requests (OLH SCRs):
 - System Test: 5
 - Test Complete: 4
- ▶ 24.01 Online Help (OLH SCRs):
 - New: 2
 - Design in Progress: 4
 - In Development: 1
- ▶ 23.11.17 Priority Release Web Based Training (WBT) and CalSAWS Functional Presentations (CFP) (SCRs):
 - Design in Progress: 1
 - In Development: 2
 - In Assembly Test: 1
- ▶ Training Environments
 - Continued to work cross-team to troubleshoot CalSAWS Training Staging and Training Production environment tickets

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

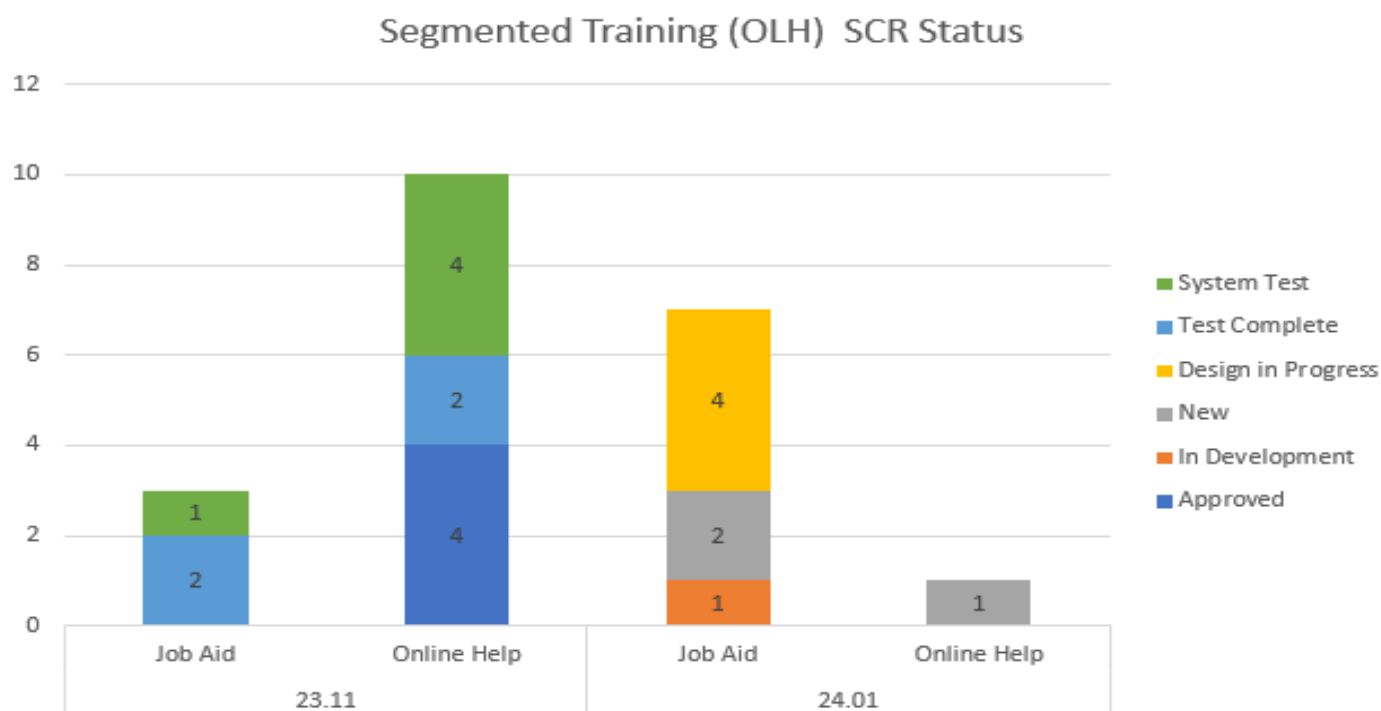


Table 4.6-1 – Upcoming Training Activities

Training Activity	Date	Status
Request for one additional Contact Center Training Production Login for Sacramento County for Change Acceptance Board (CAB) (Approval Change CHG0043622)	October 11, 2023	Completed
Update Training Committee approved 2024 Training Production Refresh Schedule	October 9, 2023	Completed

4.7 Deviation from Plan/Adjustments

- ▶ None for the reporting period

4.8 Upcoming Performance Tests

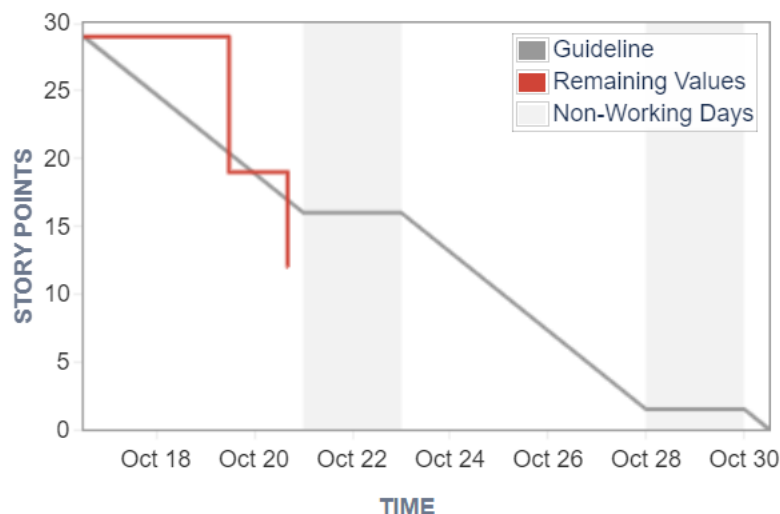
- ▶ Online Service Level Agreement (SLA) Performance. Peak SLAs for screen to screen and Eligibility Determination Benefit Calculation (EDBC) met every day for the last 12 months
- ▶ Batch Performance conducted testing of the Wave 6 cutover activities
 - CCSAS, EDBC Match, Interactive Voice Response (IVR) Batch, MV Refresh – within expected time

4.9 FCED/CARES

- ▶ Completed Tasks
 - Completed the creation of design documents for two Application Programming Interfaces (APIs) – “Case Worker API” & “Document API”
 - Reviewed and obtained approvals for the design documents of “Case Worker API”, “Case Link API”, and “Individual Demographics API”
 - Confirmed AT6 environment can be utilized for CARES development
- ▶ In Progress Tasks
 - Reviewing and obtaining approvals for the design document of “Document API”
 - Creating the design documents for “RFI Communication API” and “Imaging API”
- ▶ Upcoming Tasks
 - Review and obtain approvals for “RFI Communication API” and “Imaging API” design documents
 - Create the design documents for “Eligibility Results API” and “Placement API”
- ▶ Interface Partner Integration
 - Continue coordination with CARES team for schedule alignment and interface element alignment

Figure 4.9-1 Current Sprint Burndown Chart

SPRINT: CF Sprint 4



4.10 Additional Projects

4.10.1 Data Growth – Archive Phase 1

- ▶ Completed Tasks
 - Confirmed target release as 24.03
 - Approval received from the Consortium for the Architecture design and approach
 - Secondary data base design and created Relational Database Service (RDS) database
 - Repurposed BRG1 environment for development, testing
 - Impact to other functional areas
- ▶ In Progress Tasks
 - Create service to support retrieval of archived data from secondary RDS database to Oracle Primary
 - Create parent group data archive logic for eligibility, fiscal and client correspondence
 - Create table to keep inventory of tables to be archivable, and data groups
 - Update Fiscal search screens to support archive criteria
 - Complete the Database Change Request (DBCR) script to deployment process
- ▶ Upcoming Tasks
 - Create/Update deployment script to start the code deployment in BRG1
 - Deploy code in BRG1 & start AT testing for completed use stories
 - Update Eligibility related pages
 - Create component to retrieve data using the retrieve service
 - Create child group data archive for eligibility, fiscal and client correspondence

4.10.2 Data Growth – Test Data Slicer

- ▶ Completed Tasks
 - Confirmed target release as 24.05
 - Identify, document current release data refresh process
 - Create Transactional table for stage cases requested to copy
 - Repurposed BRG1 environment for development and testing
- ▶ In Progress Tasks
 - Create Transactional table for stage cases requested to copy
 - Online screen to request/initiate the case copy
 - Create component to copy the case level data
- ▶ Upcoming Tasks
 - Initiate interaction with the Consortium Test team for the user story discussion/approval
 - Seek approval from System Test team for the design
 - Identify static tables, and work with Database Administration (DBA) team to come-up with a copy process
 - Identify transaction tables to copy

4.10.3 Data Growth – Archive Phase 2

- ▶ Completed Tasks
 - Confirmed target release as 24.05
 - Repurposed BRG1 environment for development, testing
- ▶ In Progress Tasks
 - Initiate meeting between Application Development and Technical teams
 - Document the detailed requirements
- ▶ Upcoming Tasks
 - Create JIRA dashboard
 - Identify user stories for each team and plan sprints
 - Initiate interaction with the consortium test team for the user story discussion/approval

4.10.4 County Task Management Enhancements

- ▶ Completed Tasks
 - Delivered 23.11 enhancements CA-255762 (Task Management: Enhancements to Task Time Processing) and CA-261531 (Task Management: Enhance Clearance Tasks to Indicate Additional Information) for validation
 - Confirmed a release of 24.05 for all remaining enhancements
- ▶ In Progress Tasks
 - Completed draft design document of enhancement CA-257327 (Turn off Worklist Pages)
- ▶ Upcoming Tasks
 - Request internal review/approval of enhancement CA-257327 (Turn off Worklist Pages)

5.0 Regional Updates

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

- ▶ Alameda County
 - No updates during this reporting period
- ▶ Contra Costa County
 - No updates during this reporting period
- ▶ Marin County
 - No updates during this reporting period
- ▶ Monterey County
 - Two new Departmental Information Systems Coordinators (aka Help Desk) staff have been hired and will join the team on October 23, 2023
 - One of the Supervising Departmental Information Systems Coordinators who had been on loan to the Department of Emergency Management returned to the unit after 6-month assignment working on the Pajaro Disaster

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- o The BenefitsCal Technical Support Desk went live for on September 25, 2023
 - o CalFRESH/Medi-Cal Induction class of 18 Specialist started with an expected end date of December 15, 2023
- ▶ Napa County
 - o No updates during this reporting period
- ▶ San Benito County
 - o No updates during this reporting period
- ▶ San Mateo
 - o San Mateo received CalSAWS kiosks and participated in Kiosk and Tablet trainings
 - o Currently San Mateo has two CalSAWS New Worker Training units
- ▶ San Francisco County
 - o No updates during this reporting period
- ▶ Santa Clara County
 - o No updates during this reporting period
- ▶ Santa Cruz County
 - o Currently training a class of 24 eligibility workers
 - o Ongoing weekly communication to staff regarding CalSAWS/material
 - o Actively engaged in Lobby Device Planning
 - o Looking forward to the small group discovery sessions related to reporting concerns
- ▶ Solano County
 - o Currently training a class of 19 new Eligibility Benefit Specialists.
 - o Ongoing weekly communication to staff regarding CalSAWS information in the Solano CalSAWS Scoop
 - o Bi-weekly CalSAWS Corner meetings with staff to provide CalSAWS information and address questions/concerns
 - o Actively engaged in Lobby Device planning
 - o Due to CalSAWS reporting concerns we are actively investigating our ad hoc options to meet our county reporting needs
 - o Reviewing staffing needs due to increased workload while learning CalSAWS functionality
- ▶ Sonoma County
 - o No updates during this reporting period

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

- ▶ Alpine County
 - o No updates during this reporting period
- ▶ Amador County
 - o Working on Medi-Cal (MC) and getting staff up to speed on processing MC Redeterminations (REs)
- ▶ Calaveras County
 - o No updates during this reporting period
- ▶ El Dorado County
 - o Currently working on hiring a Director
- ▶ Mono County
 - o Board of Supervisors has approved a reorganization that combines Public Health and

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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
 - Getting ready for Go Live!!
- ▶ 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
- ▶ Yuba County
 - No updates during this reporting period

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

- ▶ Butte County
 - 14 Medi-Cal/CalFresh staff graduating from induction next week and then hiring four more for CalWORKs
- ▶ Colusa County
 - Just finished interviews for eligibility workers and will be hiring for the six vacancies
- ▶ Del Norte County
 - No updates during this reporting period
- ▶ Glenn County
 - No updates during this reporting period
- ▶ Humboldt County
 - No updates during this reporting period
- ▶ Lake County
 - Lake County is 100% compliant with CalAIM pre-release requirements
 - Continuing to process Medi-Cal Renewals as much as possible and the County was told it was above the State average on completing EX Parte reviews
 - The County has about a 17% vacancy rate in eligibility and continues struggling to obtain and retain staff
- ▶ Lassen County
 - The County hired five new Integrated Case Workers. One is starting next week. There are still have some vacancies. There is a need for five clerical positions to be filled
 - Pending its kiosk delivery date
 - Received new County-wide telephone system
- ▶ Mendocino County
 - There is currently an induction class, and the County just opened for Eligibility Specialist in the beginning of the month, but only received 12 applications

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- Recruiting for Employment & Training Workers
 - CalOAR peer review today with Humboldt
- ▶ Modoc County
 - Currently has two new eligibility trainees
- ▶ Plumas County
 - No updates during this reporting period
- ▶ Shasta County
 - No updates during this reporting period
- ▶ Siskiyou County
 - Three eligibility staff are supposed to start in November
 - Still have vacancies in eligibility, clerical and supervisory
 - Just started Siskiyou Strong: Staff recognition program
 - CalOAR peer review with Lassen County just completed
- ▶ Tehama County
 - Down over 50% in eligibility. Last recruitment there was only one person
 - Pending kiosk delivery
- ▶ Trinity County
 - Trying to maintain status quo. The County is beginning to feel some workload relief
 - Actively recruiting staff members

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

- ▶ Fresno County
 - Fresno County continues to navigate life after migration to CalSAWS and is well prepared for the conclusion of their post implementation support at the beginning of November 2023
- ▶ Inyo County
 - No updates during this reporting period
- ▶ Kern County
 - No updates during this reporting period
- ▶ Kings County
 - Kings County has started discussions with the Project to implement the return mail process discussed in Joint Powers Authority (JPA)
- ▶ Madera County
 - No updates during this reporting period
- ▶ Mariposa County
 - Currently working through Lobby Device Planning, setting up flows and prepping to launch Kiosks
- ▶ Merced County
 - Merced County is rolling out managed laptops to a subset of Users with plans to expand in the future
- ▶ San Joaquin County
 - San Joaquin County recently submitted a request to move from a managed County to a Point of Presence (PoP) County and look forward to our continued partnership with CalSAWS in navigating this change
- ▶ San Luis Obispo County

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- 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
 - Hired a new Manager IV to oversee Intake, Clerical and Community offices effective October 23, 2023
- ▶ Tulare County
 - Tulare County has started discussions with the project to implement the return mail process discussed in JPA

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

- ▶ Imperial County
 - No updates during this reporting period
- ▶ Orange County
 - No updates during this reporting period
- ▶ Riverside County
 - Riverside County's PSC Member and CalSAWS Regional Manager are going on to visit Riverside's district offices as part of a CalSAWS Roadshow. The objectives are to update staff on exciting future enhancements and provide a forum for CalSAWS Users to ask questions and share their experience in using CalSAWS
- ▶ San Bernardino County
 - No updates during this reporting period
- ▶ San Diego County
 - No updates during this reporting period
- ▶ Santa Barbara County
 - Has a new Eligibility Worker class starting on October 30, 2023, with 41 new hires
 - This week, Santa Barbara County is undergoing their first CalFresh Management Evaluation since joining CalSAWS
- ▶ Ventura County
 - The hiring event from last month yielded 70 new CBS workers (eligibility workers), of which 57 are beginning induction training at the end of October 2023
 - This has triggered staff movement and a need for CalFresh Training for Medi-Cal only staff so it can leverage them at intake and other ongoing areas
 - The Community Services Department is hiring additional Managers and Analysts to support key areas, including the Policy and Training teams
 - The Executive team continues to conduct in person on site visits and virtual town halls to hear directly from staff

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 Department of Social Services (DPSS) and three from Department of Children and Family Services (DCFS)) from October 30, 2023, through December 29, 2023. Additionally, there will be

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- two volunteers from DCFS providing on-site support
- o During the next Welfare to Work (WTW) Committee meeting scheduled for November 16, 2023, Los Angeles County will present a demonstration /overview of the Refugee Employment Program (REP)
- o The 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
- o 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 and will go through November 10, 2023
- o The CSS Release Teams is actively participating in Release 23.11 County Validation activities
- o The first review of the 23.11 CalSAWS Guide with the Core Liaisons is scheduled for October 25, 2023
- o CalSAWS FCED Workgroup kicked off on October 17, 2023

6.0 Appendices

Appendix A – M&E Requests and SCR Status

Appendix B – County Purchases Status Report

Appendix C – CalSAWS System IVR Report