

CALSAWS M&O BI-WEEKLY STATUS REPORT

Reporting Period: January 1, 2024 – January 14, 2024

Table of Contents

1.0	Executive Summary	4
1.1	CalSAWS Project Status Dashboard	4
1.2	Highlights from the Reporting Period	4
2.0	Project Management	7
2.1	Project Deliverables Summary	7
2.2	Highlights from the Reporting Period	8
2.3	Communications Management	8
2.4	CRFI/CIT Communication Status	9
2.5	SIRFRA/SARRA Information	12
2.6	Culture Transformation	13
2.7	Inclusion, Diversity and Equity Advancement (IDEA)	14
2.8	Deviation from Plan/Adjustments	14
3.0	Maintenance and Operations	15
3.1	Highlights from the Reporting Period	15
3.1.1	Service Management Overview	15
3.1.2	CalSAWS Help Desk Metrics	15
3.2	Technology Operations	24
3.2.1	CalSAWS Management and Operations	24
3.2.2	Service Level Agreement (SLA) Outcomes (Met/Missed) (CalSAWS)	25
3.2.3	CalSAWS Production Planned Outages Calendar	25
3.3	Production Defect Backlog	27
3.3.1	Release Schedule Production Defect Fix	28
3.4	Production Operations	28
3.4.1	Release Communications	28
3.4.2	Root Cause Analysis (RCA)	29
3.4.3	Batch Operations	30
3.4.4	Production Performance	31
3.5	ForgeRock	34
3.6	Innovation Lab	35
3.7	Imaging	35
3.8	Customer Service Center (CSC)	36
3.9	Lobby Management	36
3.9.1	Region 1 Counties	36

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: January 1, 2024 – January 14, 2024



Contractor Project Executive: Arnold Malvick




3.9.2	Region 2 Counties	37
3.9.3	Region 3 Counties	37
3.9.4	Region 4 Counties	38
3.9.5	Region 5 Counties	38
3.9.6	Region 6 County	38
3.10	Additional Projects	39
3.10.1	California Department of Social Services (CDSS) Report Support	39
3.10.2	Department of Health Care Services (DHCS) Report Support	39
3.10.3	Endpoint Detection and Response (EDR)	39
3.10.4	ForgeRock Hardening	39
3.11	Deviation from Plan/Adjustments	40
4.0	Application Development	40
4.1	Highlights from the Reporting Period	40
4.4.1	Release Test Summary	40
4.5	Reports	40
4.2	Priority Release Summary	40
4.3	Application Development Status	42
4.4	Release Management	43
4.4.1	Release Test Summary	43
4.4.2	Automated Regression Test (ART) Coverage	44
4.5	Reports	44
4.6	General Assistance/ General Relief (GA/GR)	47
4.7	Training Materials Update	48
4.8	Upcoming Performance Tests	49
4.9	Foster Care Eligibility Determination (FCED)/California Automated Response and Engagement System (CARES)	50
4.10	Additional Projects	51
4.10.1	Data Growth – Archive Phase 1 (Release 24.03)	51
4.10.2	Data Growth – Test Data Slicer (Release 24.05)	51
4.10.3	Data Growth – Archive Phase 2 (Release 24.05)	51
4.10.4	County Task Management Enhancements	52
4.11	Deviation from Plan/Adjustments	52
5.0	Regional Updates	52
6.0	Appendices	53

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 155 active Production defects
Incidents		<p>► CALSAWS BROADCAST: Starting at 11:30 a.m. on January 2, 2024, Users were unable to complete telephonic signature using the Enhanced Call Control Panel (eCCP). The Project team has successfully processed 918 of the 934 impacted signatures and continues to work on the remaining 16 signatures. PRB0048166</p> <p>► CALSAWS BROADCAST: Starting at 7:00 a.m. on January 3, 2024, multiple Analytics reports and dashboards were delayed in Production. The delays occurred on multiple days during the week. A fix for the performance issue was deployed on January 6, 2024. Since the fix, analytics reports and dashboards have been completing on time. PRB0048169</p>

Legend	
	On Track
	At Risk
	Not on track/Monitor

1.2 Highlights from the Reporting Period

- The CalSAWS team successfully deployed the following priority releases since the last reporting period
 - Ten priority releases that included 41 System Change Requests (SCRs) and 184 defects, a total of 225 items

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: January 1, 2024 – January 14, 2024

Contractor Project Executive: Arnold Malvick

Table 1.2-1 Priority Releases

- The CalSAWS team successfully deployed the following priority releases since the last reporting period

Minor version (Release date)	Issue Type		Grand Total
Team Responsible	Defect	SCR	
24.01.02 (January 02, 2024)	6	1	7
Batch Operations	1	0	1
Batch/Interfaces	0	1	1
CalHEERS	1	0	1
Contact Center	1	0	1
Conversion	2	0	2
Online	1	0	1
24.01.03 (January 03, 2024)	39	8	47
Batch/Interfaces	2	0	2
Client Correspondence	20	8	28
Eligibility	5	0	5
Fiscal	2	0	2
Online	8	0	8
Performance	2	0	2
24.01.04 (January 04, 2024)	19	5	24
Analytics	3	0	3
Batch/Interfaces	0	2	2
CalHEERS	3	1	4
Conversion	3	0	3
DBA	0	1	1
Minor version (Release date)	Issue Type		Grand Total
Team Responsible	Defect	SCR	
Eligibility	1	0	1
Fiscal	1	1	2
Online	3	0	3
Reports	5	0	5
24.01.05 (January 05, 2024)	29	2	31
Bots	4	1	5
Contact Center	23	1	24
Fiscal	1	0	1
Tech Forge Rock	1	0	1
24.01.06 (January 06, 2024)	1	1	2
Eligibility	1	1	2
24.01.07 (January 07, 2024)	12	1	13
Batch/Interfaces	1	0	1
Conversion	10	0	10

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: January 1, 2024 – January 14, 2024

Contractor Project Executive: Arnold Malvick

Minor version (Release date)	Issue Type		Grand Total
Team Responsible	Defect	SCR	
Fiscal	1	0	1
Training	0	1	1
24.01.09 (January 09, 2024)	11	4	15
Batch Operations	0	1	1
CalHEERS	3	0	3
Contact Center	0	1	1
Conversion	0	1	1
Fiscal	5	0	5
Imaging	1	1	2
Online	2	0	2
24.01.11 (January 11, 2024)	64	19	83
Analytics	1	0	1
Batch Operations	0	3	3
Batch/Interfaces	3	2	5
Bots	2	1	3
CalHEERS	5	4	9
Client Correspondence	3	0	3
Contact Center	32	1	33
Conversion	2	1	3
Eligibility	6	0	6
Fiscal	4	3	7
Imaging	0	1	1
Online	3	1	4
Reports	3	1	4
Tech Arch	0	1	1
24.01.12 (January 12, 2024)	1	0	1
Batch/Interfaces	1	0	1
Minor version (Release date)	Issue Type		Grand Total
Team Responsible	Defect	SCR	
24.01.14 (January 14, 2024)	2	0	2
Conversion	2	0	2
Grand Total	184	41	225

► Planned Outages:

○ Scheduled CalSAWS Outages:

▪ CalSAWS Production Maintenance:

- On January 7, 2024, from 1:00 p.m. to 9:00 p.m., the CalSAWS application was unavailable for Users. CalSAWS Users were redirected to a read-only version of the CalSAWS application
- On January 21, 2024, from 6:00 a.m. to 3:00 p.m., the CalSAWS application will be unavailable for Users. CalSAWS Users will be

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: January 1, 2024 – January 14, 2024


Contractor Project Executive: Arnold Malvick

- redirected to a read-only version of the CalSAWS application
- CalSAWS Training Production Maintenance:
 - From 6:00 p.m. on January 5, 2024, until 8:00 p.m. on January 7, 2024, the Training Production environment was unavailable
- BenefitsCal Maintenance/Limited Access:
 - On January 7, 2024, from 1:00 p.m. to 9:00 p.m., the BenefitsCal application was available for customers and Community Based Organization (CBO) Users for submitting applications, renewals, and System Access Requests (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 will be routed to the office selected by the participant instead of the default County office
 - On January 21, 2024, from 6:00 a.m. to 3:00 p.m., the BenefitsCal application will be available for customers and Community Based Organization (CBO) Users for submitting applications, renewals, and SARs; however, transactions from BenefitsCal will be queued and released for processing upon completion of CalSAWS maintenance activities. The following features will not be 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 will be 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">• None to note for the reporting period

[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
	<ul style="list-style-type: none"> • None to note for the reporting period

- ▶ Continued Project administration, office management support, and financial management tasks
- ▶ Continue CalSAWS Risks and Issues Management Group (RMG) activities, including:
 - Continue to work with risk and issue owners to monitor risks and update risk mitigation plans for CalSAWS DD&I Project risks and issues
 - Conducted Monthly Risk and Issues Management Group (RMG) meeting on January 3, 2024
- ▶ Continue activities to support Project staff working remotely
 - Continued developing Project communications, as needed
 - Completed developing material for All-Staff meeting scheduled for January 17, 2024
 - Completed developing materials for Monthly CalSAWS Connect and distributed on January 11, 2024
- ▶ Continued supporting materials development for the January CalSAWS Conference that is to be held on January 25-26, 2024
- ▶ Continued performing contract management activities:
 - Change Notice 31 (February Joint Powers Authority [JPA]) is in development. It may include:
 - Premise Items
 - CalWORKs Child Support Pass-through to Families
 - Family Reunification AB 135
 - Housing Assistance Payments (HAP) Eviction (SB 1083)
 - CalFRESH Notice of Denial or Pending Status
 - County Purchase Orders
 - Contract rebaseline
 - WAN Circuit/Router Updates (KR-01-2023)
- ▶ Continued planning the implementation of requirements from the DHCS and CDSS Privacy and Security Agreements (PSAs) that were approved by the JPA Board of Directors on April 16, 2021

2.3 Communications Management

- ▶ CalSAWS Communications Management activities including:
 - Continued to gather key communication milestones from the Project teams
- ▶ CalSAWS Enhanced Communications Strategy
 - Continued oversight and management of Power of 58 materials
- ▶ CalSAWS External Website (www.calsaws.org)
 - Continued the administration and support of the CalSAWS external website
 - See Table 2.3-1 for details on website support activities

Table 2.3-1 – Website Support Activities

TASK	DATE	TASK TYPE
Updated WordPress Plugins	December 21, 2023	Website Maintenance

Table 2.3-2 – CalSAWS.org Subscription Service Statistics

WEBPAGE	PERCENT OF SUBSCRIBERS
Latest News – CalSAWS Buzz Newsletter	19%
Latest News – News	14%
Other Updates – System Updates	15%
Other Updates – Careers	14%
CalSAWS Committees – CalWORKs/CalFresh	14%

Note: Due to the unavailability of Google Analytics, the 'CalSAWS.org Usage Statistics' table and the 'Overall CalSAWS.org Usage Trend' graph have been removed

2.4 CRFI/CIT Communication Status

- The following table outlines CalSAWS Information Transmittals (CITs) for the reporting period ending on January 14, 2024

Table 2.4-1 – CITs

CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0001-24	CalSAWS SFY 23-24 First Quarter County Share Adjustment	Informational	January 3, 2024	Britt Carlsen, and Stacey Drohan	N/A
0002-24	CA-257579 2024 CalFresh SSI COLA Batch Lists	Informational	January 8, 2024	Sarah Rich, and Caroline Bui	Committee CalWORKs CalFresh Facilitator
0003-24	CA-266913 2024 CalFresh SSI COLA Exception List	Informational	January 8, 2024	Caroline Bui	Committee CalWORKs CalFresh Facilitator
0004-24	CalSAWS Case Data Removal Schedule For 2024; Case Data Removal Identification Report	Informational	January 9, 2024	Frederick Gains	Henry Arcangel
0005-24	Scheduled CalSAWS Maintenance - System Downtime Notification – 1/21/2024	Informational	January 8, 2024	Anand Kulkarni	Pete Quijada

- The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending on January 14, 2024

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: January 1, 2024 – January 14, 2024

Contractor Project Executive: Arnold Malvick

Table 2.4-2 – CRFIs

CRFI ID	Subject	Distribution Date	Status	Response Due Date	CalSAWS Contact
23-126	CalSAWS Imaging – Updated Imaging Web Scan Toolkit	November 29, 2023, revised November 29, 2023	Closed	December 20, 2023	Rhiannon Chin
23-128	Recruitment for Workload Management Workgroup	December 6, 2023	Closed	December 20, 2023	Janet Mitri
23-129	Recruitment for CFAP Expansion Workgroup	December 9, 2023	Closed	January 4, 2024	Caroline Bui
23-131	GA/GR Automated Solution Property Limit for a 2 Household size	December 20, 2023	Open	January 3, 2024	Adelaide Mendoza
23-132	GA/GR Automated Solution In-Kind Charts	December 27, 2023	Open	January 9, 2024	Adelaide Mendoza
24-001	GA/GR County Primary Contact(s)	January 3, 2024	Open	January 11, 2024	Adelaide Mendoza
24-002	Request for Counties to Identify Participants for Reports Discovery Sessions	January 4, 2024	Open	January 19, 2024	Consortium Regional Managers

Table 2.4-3 – Overdue CRFI

- The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending January 14, 2024

CRFI ID	Subject	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
23-131	GA/GR Automated Solution Property Limit for a 2 Household size	Marin, Monterey, Napa, and San Benito Counties	Alpine, Amador, Calaveras, El Dorado, Mono, Nevada, Sierra, Sutter, Tuolumne, and Yuba Counties	Butte, Colusa, Del Norte, Glenn, Humboldt, Lake, Lassen, Mendocino, Modoc, Plumas, Shasta, Siskiyou, Tehama, and Trinity Counties	Inyo, Kern, Kings, Madera, Mariposa, Merced, San Joaquin, and Stanislaus Counties	Imperial, San Bernardino, and Riverside Counties	Los Angeles County

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: January 1, 2024 – January 14, 2024

Contractor Project Executive: Arnold Malvick

CRFI ID	Subject	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
23-132	GA/GR Automated Solution In-Kind Charts	Marin, Monterey, Napa, and San Benito Counties	Alpine, Amador, Calaveras, El Dorado, Mono, Nevada, Sierra, Sutter, Tuolumne, and Yuba Counties	Butte, Colusa, Del Norte, Glenn, Humboldt, Lake, Lassen, Mendocino, Modoc, Plumas, Shasta, Siskiyou, Tehama, and Trinity Counties	Inyo, Kern, Kings, Madera, Mariposa, Merced, San Joaquin, and Stanislaus Counties	Imperial, San Bernardino, and Riverside Counties	Los Angeles County
24-001	GA/GR County Primary Contact(s)	Marin County	Alpine, Amador, Mono, Sierra, Tuolumne, and Yuba Counties	Modoc, Siskiyou, and Trinity Counties	Inyo County	Santa Barbara County	

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: January 1, 2024 – January 14, 2024

Contractor Project Executive: Arnold Malvick

2.5 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 2.5-1 – Summary of SCIRFRA/SCERFRA/SIRFRA/SARRA Requests

Status	Total
Assigned	17
Completed	1068
Duplicate	19
Withdrawn	41
Pending clarification	2
Total	1147

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

Table 2.5-2 – Details of SCIRFRA/SCERFRA/SIRFRA/SARRA Data Received

ID	Description	Status	Due Date	Response Received Date	Notes
SIRFRA 1334	SIRFRA 1334 - CIT Requests for ICT and Dup App functions	Completed	December 26, 2024	January 4, 2023	
SIRFRA 1280	SIRFRA 1280: Missing Citizenship/Immigration Status Information in MEDS	Completed	December 28, 2023	January 10, 2024	
SIRFRA 3950	SIRFRA 3950 - Length of Domestic Abuse good Cause	Completed	January 4, 2024	January 8, 2023	
SCERFRA 23-574	SCERFRA 23-574 - Domestic Abuse Good Cause	Completed	January 10, 2024	January 10, 2024	
SIRFRA 1329	SIRFRA 1330 - Pending Applications and Renewal Data - Dec '23	Completed	January 4, 2024	January 8, 2024	
SIRFRA 1330	SIRFRA 1330 - Pending Applications and Renewal Data - Dec '23	Completed	January 4, 2024	January 9, 2024	
SIRFRA 1331	SIRFRA 1331 - Unwinding Period Data - Failure to complete Dec'23	Completed	January 10, 2024	January 11, 2024	
SIRFRA 1335	SIRFRA 1335 - Non-MAGI Property Eligibility - Denial Mailer Population	Assigned	January 16, 2023	No response	
SCERFRA 23-563	SCERFRA 23-563 - CalWORKs Rebranding	Assigned	January 17, 2024	No response	
SCERFRA 23-569	SCERFRA 23-569 - CalWORKs Childcare Reimbursement	Assigned	January 17, 2024	No response	

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: January 1, 2024 – January 14, 2024

Contractor Project Executive: Arnold Malvick

ID	Description	Status	Due Date	Response Received Date	Notes
	Report (CCP 2145)				
SIRFRA 1254	SIRFRA 1254 - Cost analysis for AB 1163	Assigned	January 17, 2024	No response	
SCERFRA 23-575	SCERFRA 23-575 - CalFresh Water Pilot	Assigned	January 18, 2023	No response	
SIRFRA 1341	SIRFRA 1341 - RV Disc Analysis	Assigned	January 19, 2024	No response	
SCERFRA 23-565	SCERFRA 23-565 CalFresh Minimum Nutrition Benefit Pilot Program	Assigned	January 19, 2024	No response	
SIRFRA 1336	SIRFRA 1336 - Alternate Formats In SAWS	Assigned	January 22, 2024	No response	
SIRFRA 3953	SIRFRA 3953 - Dual Agency Rates for Children in Foster Care for State FY 2021-2022	Assigned	January 22, 2024	No response	
SIRFRA 3954	SIRFRA 3954 - CalFresh Benefit Replacement	Assigned	January 25, 2024	No response	
SIRFRA 1340	SIRFRA 1340 - End of CCR Renewal Data Request - RE Month March 2024	Assigned	January 26, 2024	No response	
SCERFRA 23-576	SCERFRA 23-576 - National Accuracy Clearinghouse (NAC)	Assigned	January 29, 2024	No response	
SIRFRA 3947	SIRFRA 3947 - Secondary Education	Assigned	February 1, 2024	No response	
SIRFRA 1337	SIRFRA 1337 - PHE Renewal and Demographics Data Request - Jan 24	Assigned	February 5, 2024	No response	
SIRFRA 1338	SIRFRA 1338 - Pending Applications and renewal Data	Assigned	February 5, 2024	No response	
SIRFRA 1339	SIRFRA 1339 - Unwinding Period Data - Failure to Complete - Jan 24	Assigned	February 9, 2024	No response	

2.6 Culture Transformation

- Culture Ambassadors Network (CAN)
 - All Staff
 - Wellness Wednesday
 - Distributed content for January Wellness Wednesday
 - Upcoming activities and events
 - February - Celebrating you
 - Best vacation 2023
 - SAWS memorabilia
 - National Poetry Month and CalSAWS Poetry Contest – April 2024
 - National Pet Month – May 2024

- Annual Art Tour

2.7 Inclusion, Diversity and Equity Advancement (IDEA)

- ▶ Co-Create Phase
 - CalSAWS "We Are One" SharePoint Site
 - Continued to update the "We Are One" website tab
 - Pulse Survey
 - Continued researching evidence-based psychological constructs predictive of successful Diversity, Inclusion, Equity (DEI) programs
 - Prepared for redesigning the pulse survey to measure inclusive leadership
 - CalSAWS Table Talks
 - Continued planning logistics of next Table Talk
 - Buddy Program
 - Buddies announced for Round 5 of the Buddy Program. Employee Resource Groups (ERGs)
 - Continued to manage and support Employee Resource Groups (ERGs) council
 - Continued All Project Book Club advertising "Why Simple Wins"
 - Reviewed Menti Survey to analyze results to encourage more ERG participation
 - Began ERG Holiday Social presentation
 - Began December All Project Book Club
 - CalSAWS Joint Powers of Authority (JPA) IDEA Breakout session
 - Completed for JPA IDEA Breakout Session
 - Drafting video material for CalSAWS IDEA update during JPA conference
 - Planned presentation of IDEA's impact with panel discussion
 - Planned session to present to Section Directors
- ▶ General
 - Continued working with CalSAWS staff to create and present Inspiration Stations during monthly virtual CalSAWS Project All Staff Meetings
 - Continued conversations with volunteer organization to provide volunteer opportunities for CalSAWS members
 - Continued to partner with the CalSAWS Connect team to provide content for the CalSAWS monthly newsletter
 - Continued to engage the Employee Resource Groups (ERGs) to assist with events or ideas to represent their members across the CalSAWS Project

2.8 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

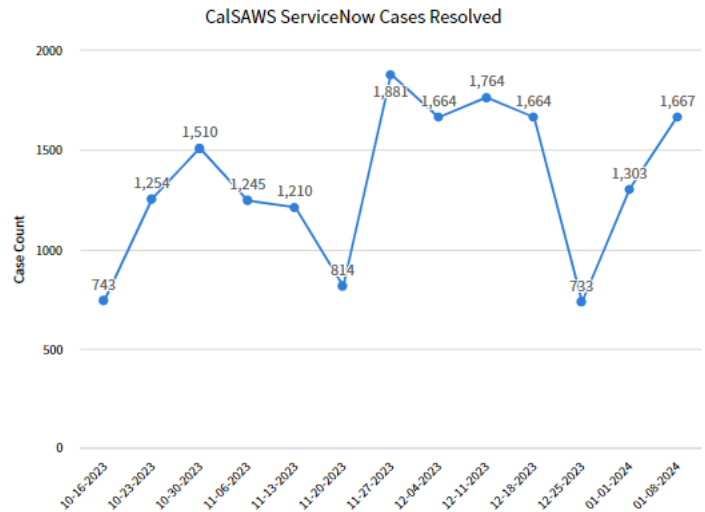
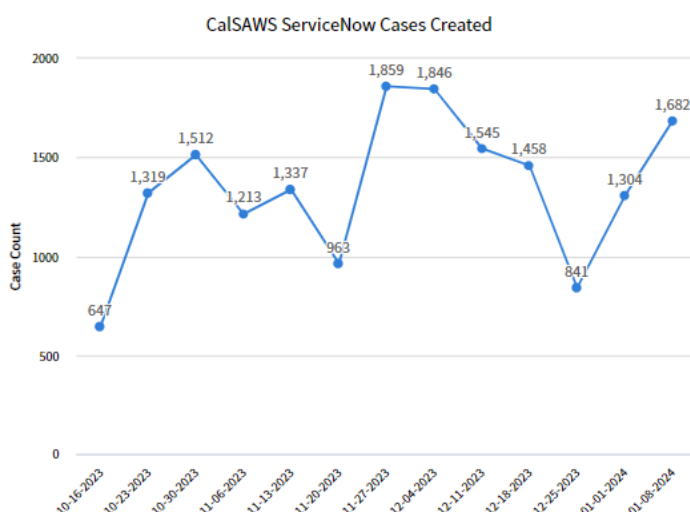
STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
3.1.3 CalSAWS Help Desk Metrics	<ul style="list-style-type: none"> The current compliance for January Month to Date (MTD) is 97.8%

3.1.1 Service Management Overview

- Implemented CHG0044960 on January 6, 2024, for the ServiceNow Security Patch to install Tokyo Patch 10 Hot Fix 2b to ServiceNow Development Environment
- Implemented CHG0044961 on January 6, 2024, for the ServiceNow Security Patch to install Tokyo Patch 10 Hot Fix 2b to ServiceNow Test Environment
- Implemented CHG0044963 on January 6, 2024, for the ServiceNow Security Patch to install Tokyo Patch 10 Hot Fix 2b to ServiceNow Training Environment
- Scheduled CHG0044964 on January 13, 2024, for the ServiceNow Security Patch to install Tokyo Patch 10 Hot Fix 2b to ServiceNow Production Environment
- Scheduled CHG0045326 on January 18, 2024, for ServiceNow Jira Integration refactor related support scripts
- Scheduled CHG0045260 on January 18, 2024, for push missing update sets for POAM application in ServiceNow
 - Scheduled CHG0045182 on January 19, 2024, for ServiceNow category and group updates

3.1.2 CalSAWS Help Desk Metrics

Figures 3.1.2-1 and 3.1.2-2 – CalSAWS ServiceNow Cases per Week



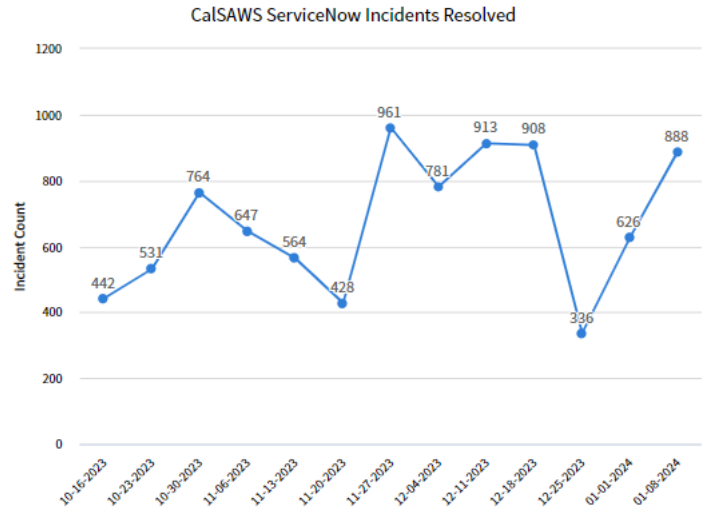
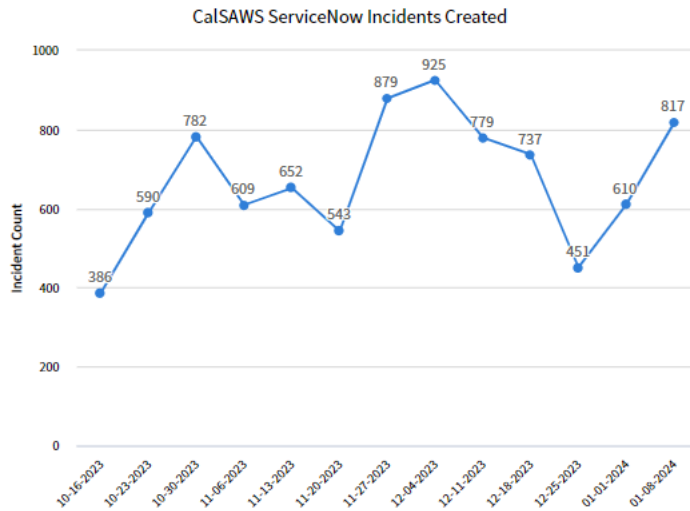
CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: January 1, 2024 – January 14, 2024

Contractor Project Executive: Arnold Malvick

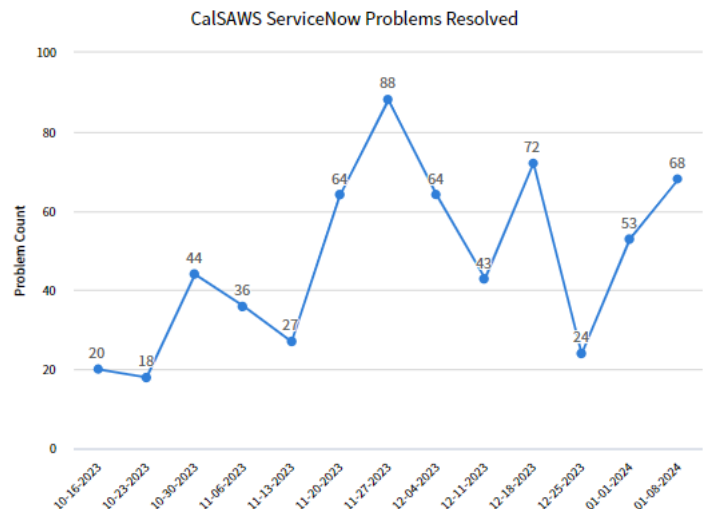
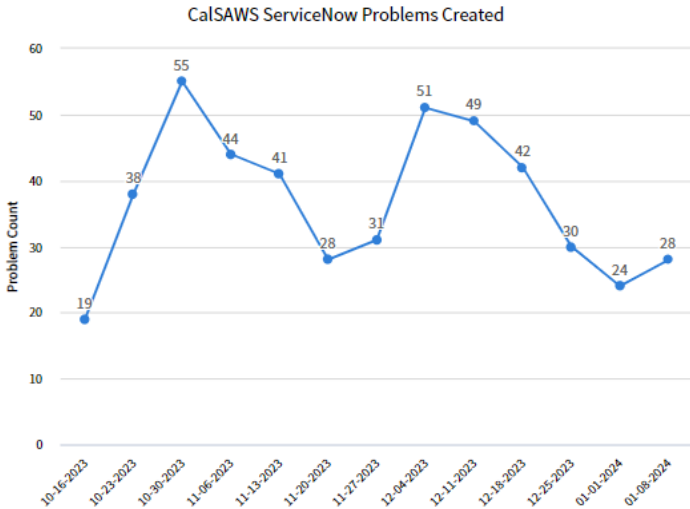
Note: The graphs represent the ServiceNow cases associated to all 58 Counties. Cases represent the first level of ticketing that enters the ServiceNow system. The dates in x-axis represent the start of a week

Figures 3.1.2-3 and 3.1.2-4 – CalSAWS ServiceNow Incidents



Note: The graphs represent the ServiceNow Incidents associated to all 58 Counties. Incidents are escalations derived from case attempts to triage the issue. The dates in x-axis represent the start of a week

Figures 3.1.2-5 and 3.1.2-6 – CalSAWS ServiceNow Problems



Note: The graph represents the ServiceNow problems associated to 58 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 3.1.2-7 – 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	0	95	88	9	10	5	17	14	238
In progress	0	64	67	21	29	52	87	91	411
On hold	0	45	61	101	135	245	199	101	887
Resolved	1	205	305	406	432	173	140	27	1,689
Closed	5	1	3	25,181	55,056	12,158	7,810	2,357	102,571
Problem in diagnosis	0	1	1	0	0	0	0	1	3
Total	6	411	525	25,718	55,662	12,633	8,253	2,591	105,799

- ▶ 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
 - 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 cannot 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, Electronic Benefit Transfer (EBT vendor) 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 3.1.2-8 – CalSAWS ServiceNow Incidents by State (New) and Age (30 – 180+ Days)

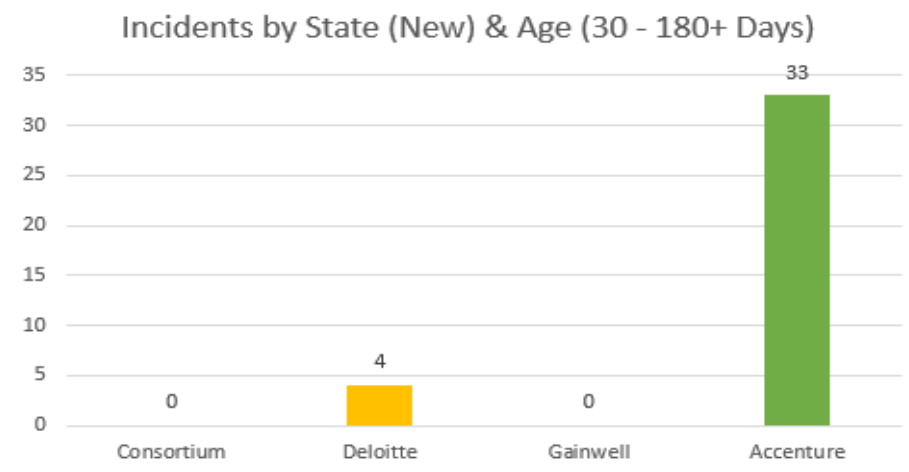
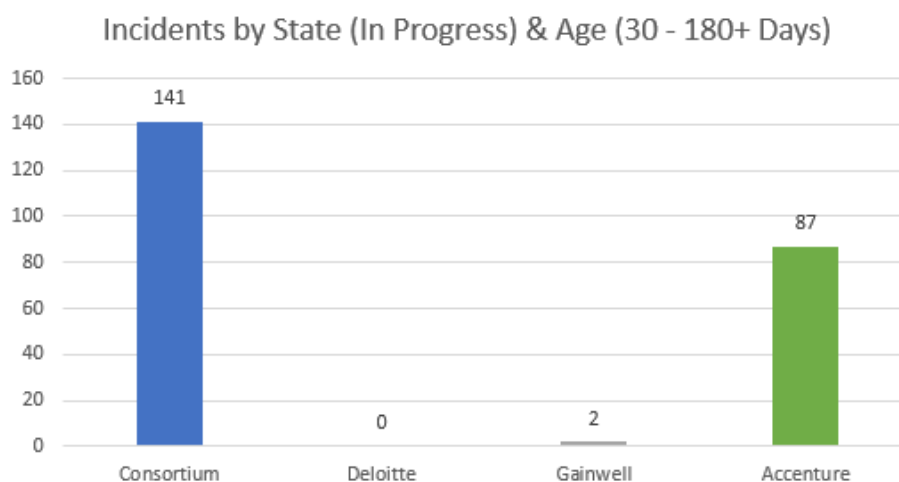


Table 3.1.2-9 – CalSAWS ServiceNow Incidents by State (New) and Category

Organization	Helpdesk Incidents	Infrastructure Incidents	Total Incidents
Consortium	0	0	0
Deloitte	4	0	4
Gainwell	0	0	0
Accenture	6	27	33

Table 3.1.2-10 – CalSAWS ServiceNow Incidents by State (In Progress) and Age (30 – 180+ Days)



CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: January 1, 2024 – January 14, 2024

Contractor Project Executive: Arnold Malvick

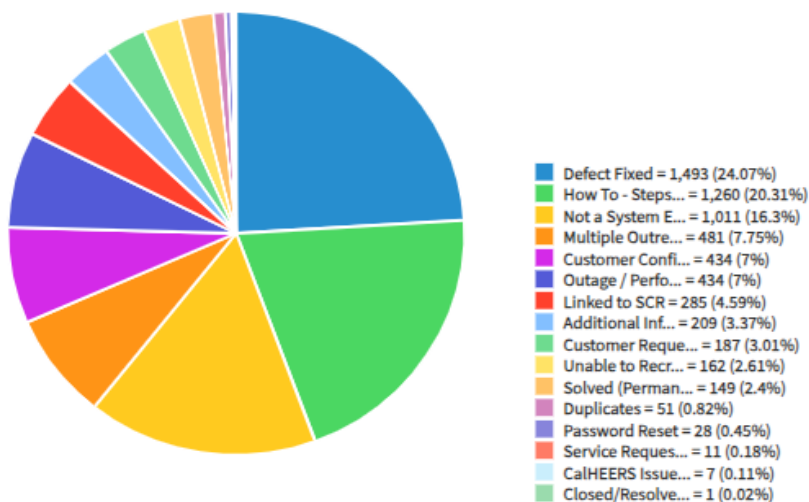
Table 3.1.2-11 – CalSAWS ServiceNow Incidents by State (In Progress) and Category

Organization	Helpdesk Incidents	Infrastructure Incidents	Total
Consortium	141	0	141
Deloitte	0	0	0
Gainwell	2	0	2
Accenture	43	44	87

Figure 3.1.2-12 – CalSAWS ServiceNow Incidents by Resolution Code

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

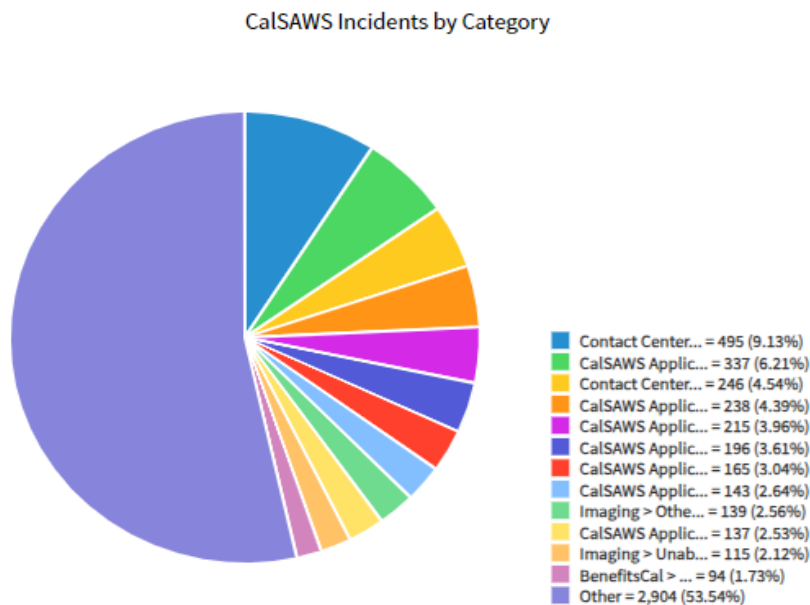
CalSAWS ServiceNow Incidents by Resolution Code



Resolution code	Incident Count	Percentage of Incidents
Defect Fixed	1,493	24.07%
How To - Steps to Proceed Provided	1,260	20.31%
Not a System Error - With Explanation	1,011	16.3%
Multiple Outreach Attempts – No Response	481	7.75%
Customer Confirmed Issue is Resolved	434	7%
Outage / Performance Degradation	434	7%
Linked to SCR	285	4.59%
Additional Information Needed	209	3.37%
Customer Requested Closure	187	3.01%
Unable to Recreate Issue	162	2.61%
Solved (Permanently)	149	2.4%
Duplicates	51	0.82%
Password Reset	28	0.45%
Service Request Created - With Request Number	11	0.18%
CalHEERS Issue Resolved	7	0.11%
Closed/Resolved by Caller	1	0.02%
Total	6,203	100%

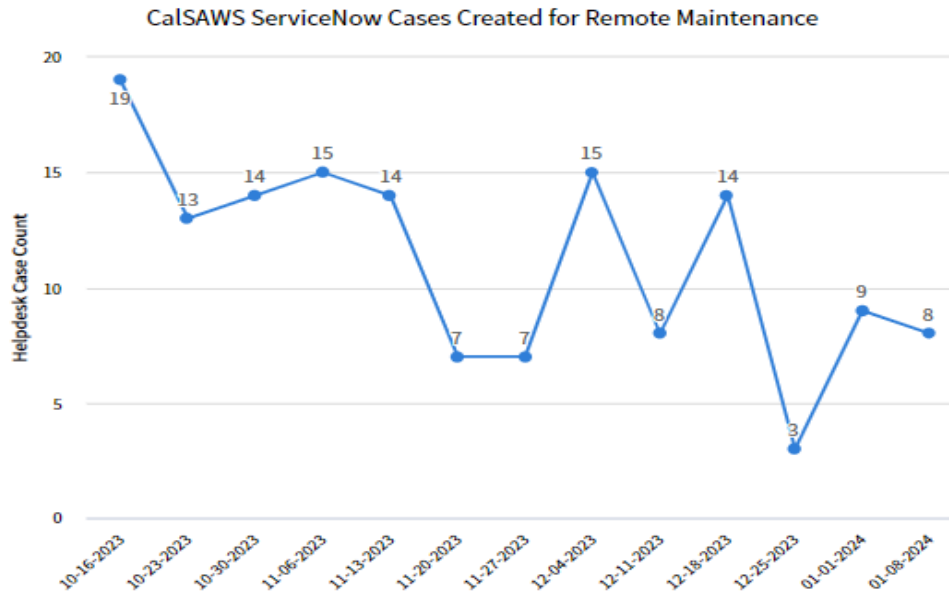
Figure 3.1.2-13 – CalSAWS ServiceNow Incidents Created by Category

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



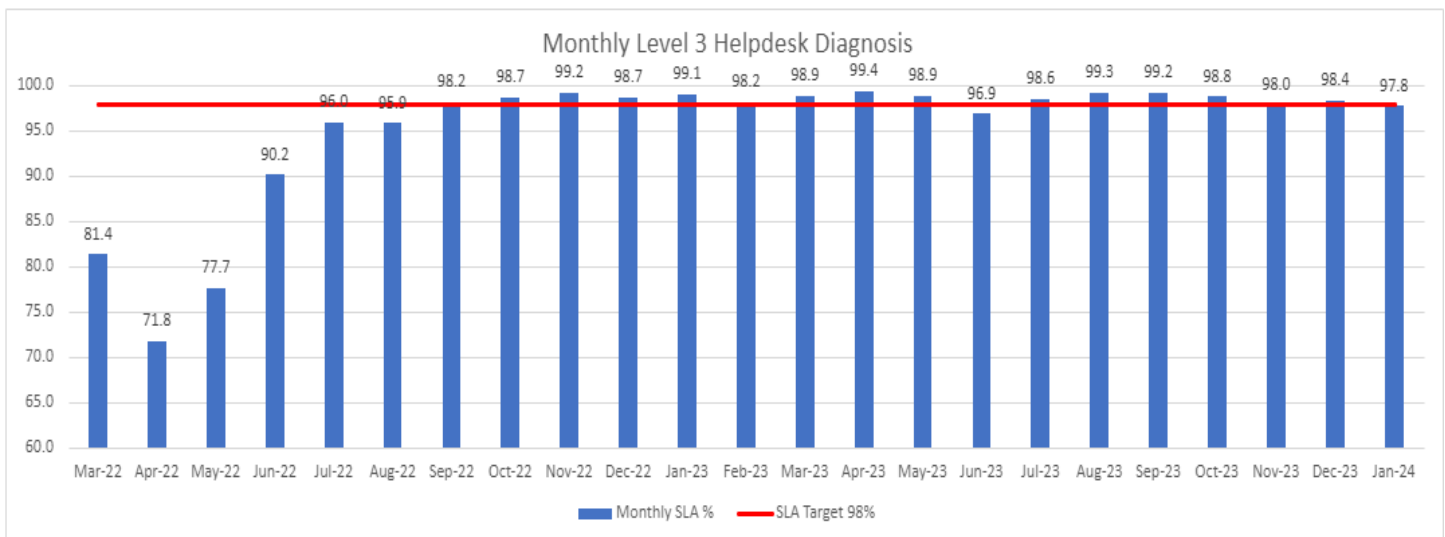
Category	Incident Count	Percentage of Incidents
Contact Center/IVR > CCP	495	9.13%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Incorrect Eligibility Results	337	6.21%
Contact Center/IVR > Other	246	4.54%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Other	238	4.39%
CalSAWS Application/Related Systems > Production > Client Correspondence > eSignature	215	3.96%
CalSAWS Application/Related Systems > Production > MAGI Eligibility > EDBC Results	196	3.61%
CalSAWS Application/Related Systems > Production > Client Correspondence > NOAs	165	3.04%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > Other	143	2.64%
Imaging > Other	139	2.56%
CalSAWS Application/Related Systems > Production > MAGI Eligibility > Other	137	2.53%
Imaging > Unable to View Images	115	2.12%
BenefitsCal > Access Issue > Customer	94	1.73%
Other	2,904	53.54%
Total	5,424	100%

Figure 3.1.2-14 – CalSAWS ServiceNow Cases Created for Remote Maintenance



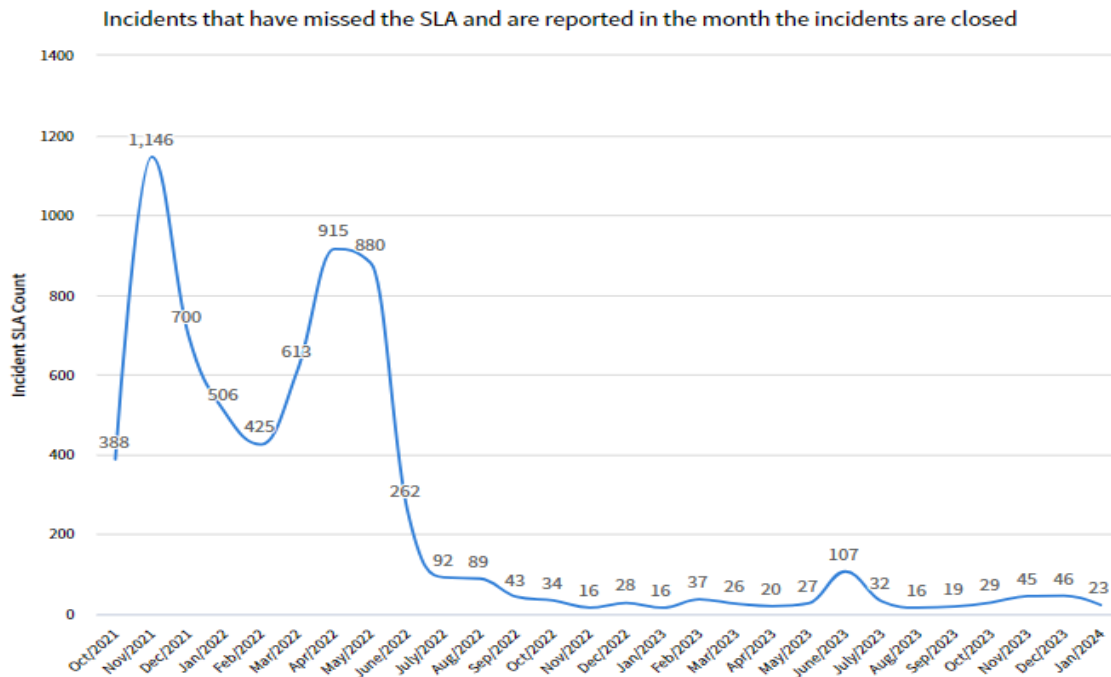
- The Monthly Level 3 Helpdesk Diagnosis Service Level Agreement (SLA) graph below represents the Level 3 Helpdesk compliance metric for closed incidents. The current compliance for January Month to Date (MTD) is 97.8%

Figure 3.1.2-15 – CalSAWS Accenture Monthly Level 3 Helpdesk Diagnosis Service Level Agreement (SLA) Compliance



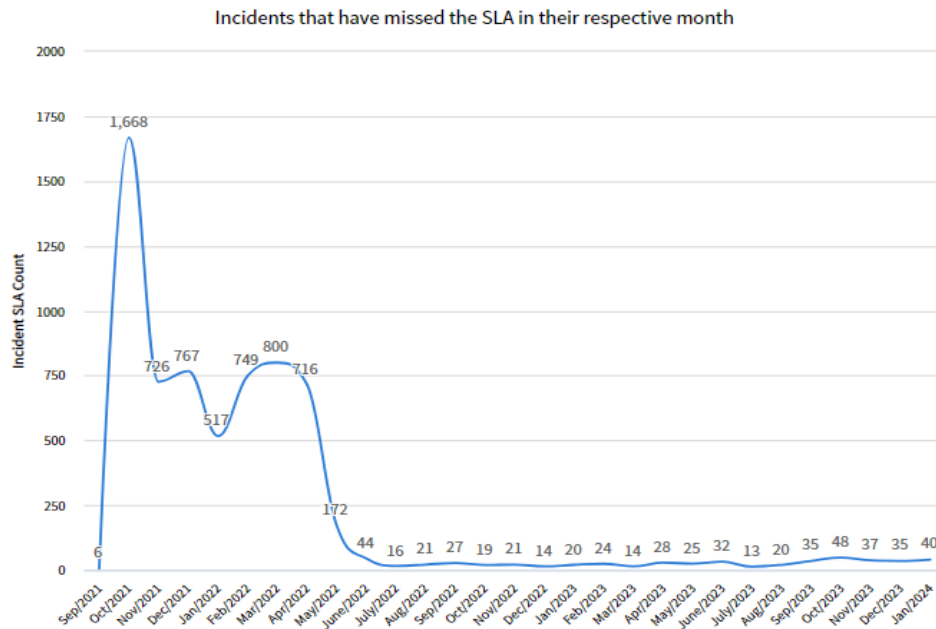
- The graph below represents the number of incidents that missed the Service Level Agreement (SLA) in each month. Twenty-three (23) incidents missed the SLA in January Month to Date (MTD)

Figure 3.1.2-16 – 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. Forty (40) closed incidents missed the SLA in December Month to Date (MTD)

Figure 3.1.2-17 – 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 3 of Roseville build is in progress
 - None for the reporting period
- ▶ Remote Connectivity
 - None for the reporting period
- ▶ State Data Center Build
 - None for the reporting period
- ▶ County Site Migrations
 - Humboldt County – Site move, and Customer Service Center (“CSC”) network model change to Point of Presence (“PoP”)
 - County Purchase documentation with County for approval
 - Kern County – New site
 - County Purchase documentation with County for approval
 - Monterey County – Site move and Customer Service Center (“CSC”) network model

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: January 1, 2024 – January 14, 2024

Contractor Project Executive: Arnold Malvick

- change to PoP
 - None for the reporting period
- o San Joaquin County – Network model change from Managed to PoP
 - None for the reporting period
- o Riverside County Circuit Upgrades
 - None for the reporting period

Table 3.2.1-1 – CalSAWS Upcoming Maintenance

Scheduled Date	Activity Description
January 17 – 18, 2024	prodamp-cluster copy upgrade from Aurora MySQL version 5.7 to 8.0 in coreapp-production
January 21, 2024	Need to update the Childcare portal production to new domain name (Planned Change)
January 21, 2024	County Preview (CT), Simulation Policy, Review, and Training Environment (PRT), Production Training (PTrain), Conversion Data Change Request (DCR) (CONDCR): Upgrade Java (Online + Batch) and October 2023 WLS Patches (Online) - coreapp-production (Planned Change)
January 21, 2024	CalSAWS Release 24.01 (Planned Change)
January 29 – 31, 2024	Internetwork Operating System (IOS) Upgrade for the SV1 Exchange Routers from 17.06.03 to 17.06.05
February 5 – 7, 2024	Internetwork Operating System (IOS) Upgrade for the LA3 Exchange Routers from 17.06.03 to 17.06.05

Table 3.2.1-2 – CalSAWS Incident Follow-up Summary

Ticket ID	Description	Impact Date / Time	Impact	Resolution
None				

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

- The CalSAWS System met the Service Level Agreement (SLA)'s within the reporting period

3.2.3 CalSAWS Production Planned Outages Calendar

- The CalSAWS Production Planned Outages Calendar provided in Table 3.2.3-1 (CalSAWS Production Planned Outage Calendar) below, notifies Counties of upcoming scheduled downtimes for CalSAWS Production in 2024 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\2024 folder

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: January 1, 2024 – January 14, 2024

Contractor Project Executive: Arnold Malvick

Table 3.2.3-1 – CalSAWS Production Planned Outages Calendar

CalSAWS and BenefitsCal Production Planned Outages	
Activity	Planned Outage Window
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. – 9:30 p.m.
Production Maintenance	January 26, 2024, 10:00 p.m. – January 27, 2024, 1:00 a.m.
Production Maintenance	January 28, 2024, 4:00 p.m. – 8:00 p.m.
Production Maintenance	February 23, 2024, 10:00 p.m. – February 24, 2024, 1:00 a.m.
BenefitsCal Release 24.02.29	February 29, 2024, 8:00 p.m. – 9:30 p.m.
CalSAWS Release 24.03	March 24, 2024, 6:00 a.m. – 3:00 p.m.
BenefitsCal Release 24.03.28	March 28, 2024, 8:00 p.m. – 9:30 p.m.
Production Maintenance	March 31, 2024, 4:00 p.m. – 8:00 p.m.
Production Maintenance	April 7, 2024, 6:00 a.m. – 10:00 p.m.
BenefitsCal Release 24.04.25	April 25, 2024, 8:00 p.m. – 9:30 p.m.
Production Maintenance	April 26, 2024, 10:00 p.m. – April 27, 2024, 1:00 a.m.
Production Maintenance	April 28, 2024, 4:00 p.m. – 8:00 p.m.
Production Maintenance	May 12, 2024, 4:00 p.m. – 8:00 p.m.
CalSAWS Release 24.05	May 19, 2024, 6:00 a.m. – 3:00 p.m.
Production Maintenance	May 24, 2024, 10:00 p.m. – May 25, 2024, 1:00 a.m.
BenefitsCal Release 24.05.30	May 30, 2024, 8:00 p.m. – 9:30 p.m.
Production Maintenance	June 2, 2024, 8:00 p.m. – 2:00 p.m.
BenefitsCal Release 24.06.27	June 27, 2024, 8:00 p.m. – 9:30 p.m.
Production Maintenance	June 28, 2024, 10:00 p.m. – June 29, 2024, 1:00 a.m.
Production Maintenance	June 30, 2024, 4:00 p.m. – 8:00 p.m.
Production Maintenance	July 14, 2024, 4:00 p.m. – 8:00 p.m.
CalSAWS Release 24.07	July 19, 2024, 6:00 a.m. – 3:00 p.m.
BenefitsCal Release 24.07.25	July 25, 2024, 8:00 p.m. – 9:30 p.m.
Production Maintenance	July 26, 2024, 10:00 p.m. – July 27, 2024, 1:00 a.m.
Production Maintenance	August 18, 2024, 4:00 p.m. – 8:00 p.m.
BenefitsCal Release 24.08.29	August 29, 2024, 8:00 p.m. – 9:30 p.m.
Production Maintenance	August 30, 2024, 10:00 p.m. – August 31, 2024, 1:00 a.m.
Production Maintenance	September 8, 2024, 8:00 a.m. – 2:00 p.m.
CalSAWS Release 24.09	September 22, 2024, 6:00 a.m. – 3:00 p.m.
BenefitsCal Release 24.09.26	September 26, 2024, 8:00 p.m. – 9:30 p.m.

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: January 1, 2024 – January 14, 2024

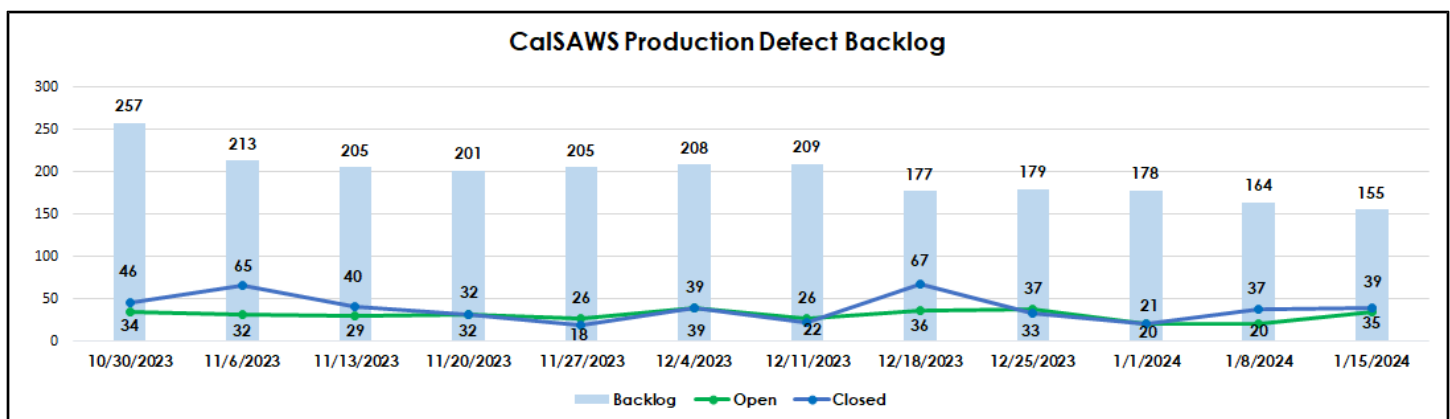
Contractor Project Executive: Arnold Malvick

CalSAWS and BenefitsCal Production Planned Outages	
Production Maintenance	September 27, 2024, 10:00 p.m. – September 28, 2024, 1:00 a.m.
Production Maintenance	September 29, 2024, 4:00 p.m. – 8:00 p.m.
Production Maintenance	October 6, 2024, 6:00 a.m. – 10:00 p.m.
Production Maintenance	October 20, 2024, 4:00 p.m. – 8:00 p.m.
Production Maintenance	October 25, 2024, 10:00 p.m. – October 26, 2024, 1:00 a.m.
BenefitsCal Release 24.10.31	October 31, 2024, 8:00 p.m. – 9:30 p.m.
BenefitsCal Release 24.11.20	November 20, 2024, 8:00 p.m. – 9:30 p.m.
CalSAWS Release 24.11	November 24, 2024, 6:00 a.m. – 3:00 p.m.
Production Maintenance	December 6, 2024, 10:00 p.m. – December 7, 2024, 1:00 a.m.
Production Maintenance	December 8, 2024, 4:00 p.m. – 8:00 p.m.
Production Maintenance	December 15, 2024, 8:00 a.m. – 2:00 p.m.
BenefitsCal Release 24.12.19	December 19, 2024, 8:00 p.m. – 9:30 p.m.
CalSAWS Release 25.01	January 26, 2025, 6:00 a.m. – 3:00 p.m.
BenefitsCal Release 25.01.30	January 30, 2025, 8:00 p.m. – 9:30 p.m.
Table Last Updated:	January 14, 2024, 7:18 p.m.
Table Last Validated:	January 14, 2024, 7:18 p.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	

3.3 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– CalSAWS Production Defect Count by Release

CalSAWS Production Defect Count by Release							
Count of Defects	Release						
Severity	23.11	24.01	24.02	24.03	24.05	TBD	Grand Total
2-Normal/Medium	52	13	0	10	1	16	92
New	0	0	0	4	1	1	6
In Progress	0	4	0	5	0	13	22
Closed	52	9	0	1	0	2	64
3-Normal/Low	182	71	9	11	1	54	328
New	0	12	8	4	1	25	50
In Progress	8	26	1	7	0	26	68
Closed	174	33	0	0	0	3	210
4-Cosmetic	11	5	0	0	0	3	19
New	0	2	0	0	0	2	4
In Progress	2	2	0	0	0	1	5
Closed	9	1	0	0	0	0	10
Grand Total	245	89	9	21	2	73	439

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 24.01 Communications:
 - See table 3.4.1-1 CalSAWS Release 24.01 Communication Activities for details

Table 3.4.1-1 – CalSAWS Release 24.01 Communication Activities

TASK	DATE (\$)	OWNER
Send draft Release Notes file to Consortium for review	December 11, 2023	Production Operations
Send draft Release Notes file to select County Staff and Consortium for review	December 26, 2023	Production Operations
Webcast on CalSAWS Release 24.01	January 4, 2024	Production Operations / Consortium Policy and

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: January 1, 2024 – January 14, 2024

Contractor Project Executive: Arnold Malvick

TASK	DATE (S)	OWNER
		Design
Send draft Release Notes file to select County Staff and Consortium for final review	January 8, 2024	Production Operations
Send summary of changes in CalSAWS Release 24.01 in CalSAWS Health Report	January 15, 2024	Production Operations
24.01 CalSAWS Application Development and Training Release Notes Broadcast	January 16, 2024	Production Operations
CalSAWS Release 24.01 Greenlight Meeting	January 17, 2024	Release Management/Quality Assurance
CalSAWS 24.01 Post-Release Checkpoint Call	January 22, 2024 – January 24, 2024	Production Operations

3.4.2 Root Cause Analysis (RCA)

- ▶ Root Cause Analysis (RCA) – 277 – Lobby Kiosk – Unable to Scan Documents – PRB0047697
 - From October 30, 2023, to November 6, 2023, the Lobby Kiosks were showing an error when customers tried to scan a document. This was caused by Qualys blocking the kiosks from reaching out to Asprise IP address. This issue impacted scanning functionality on Lobby Kiosks in San Bernardino and San Luis Obispo Counties. Users encountered an error message "Could not Identify your document. Please scan again or take it to the receptionist." upon scanning documents. An Emergency Change Request (CHG0044127) was logged to add the IP address to the list of Traffic Scan Exclusions to the anti-malware profile for Lobby Kiosks in Qualys. Qualys vendor removed the indicator on their side, so that this will no longer be flagged as malicious. Qualys identified that Kiosk devices were communicating to a known bad IP Address. The IP address was belonged to one of our vendors, "Asprise." This application is used for OCR Barcode functionality on the kiosk devices. The URL call is a license check that is performed by the application. This IP address was compromised in 2020 but has since then been remediated by the vendor. The detection in Qualys was a false positive due to old Threat Intel hits. Qualys team has reached out to the vendor, Asprise, who have confirmed that the IP has been repaired of all issues
- ▶ Root Cause Analysis (RCA) – 288 – CalSAWS Production Audit Application Outage
 - Approximately at 9:35 a.m., on December 1, 2023, the team received alerts for Audit application as the audit server inadvertently stopped responding resulting in an outage of the Audit application. The Database team identified large number of errors piling up at around 9:35 a.m. in the audit database resulting into memory issues. Users were not able to access Audit pages and generate Audit reports during this time. To resolve the issue, monthly partitions after December 2023 were added to the AUDIT_INFO table until December 2026, 2023
- ▶ Root Cause Analysis (RCA) – 290 – CalSAWS Virtual Private Network (VPN) Issue
 - Starting at 11:40 a.m. on December 7, 2023, Project staff attempting to establish a new connection to the CalSAWS VPN began receiving an error "Authentication failed due to unexpected error". Staff who had already established a VPN

connection prior to the start of the issue, were not affected by this issue. The cause of the issue was due to the LDAP.ASA account being moved to a different container (OU) within active directory. The need to move the account was to get it out of an OU that is syncing account to Office 365 as this account is not needed to be synced to Office 365. There are very few accounts used in external systems where they are mapped by the container (OU) they reside in. This happens to be one of them and there was not a note on that account stating so. Other accounts that are mapped to a specific OU have a note saying to not move them. The LDAP.ASA account was updated with that note after this incident. The issue was resolved by updating the ldap-login-dn attribute for the LDAP.ASA account on the ASA network device

3.4.3 Batch Operations

- ▶ Continued to work with Amazon Web Services (AWS) and Analytics and Database Teams on tuning of the AWS Relational Database Service (RDS) impacting the performance of the Analytics RDS batch jobs. Performance fix from AWS implemented on January 6, 2024. Since the fix was implemented, Analytics reports and dashboards recommendations have completed before 6 a.m. daily. Ongoing performance tuning efforts in progress
- ▶ Executed the CalFresh Social Security Income (SSI) Cost of Living Adjustment (COLA) batch run on January 6, 2024
- ▶ Implemented the Batch 10-day 2024 calendar in Production and the batch scheduler and published the 2024 batch calendar
- ▶ Continued to live-support batch monitoring and work directly with Counties on file submission and transfers
- ▶ 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)
- ▶ 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

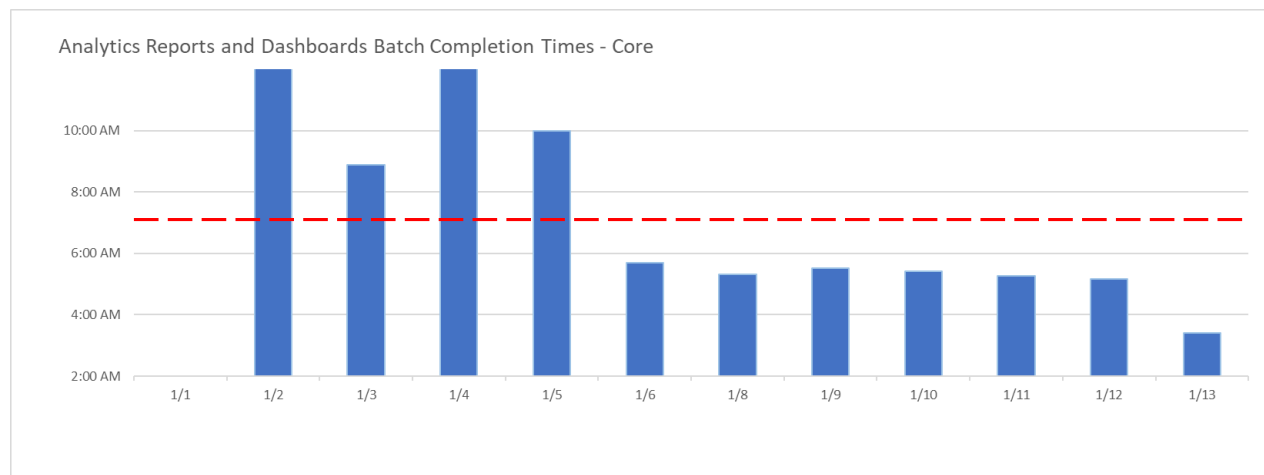


Table 3.4.3.2 - Details of Days When Analytics Reports and Dashboards Completed after 7:00 a.m.

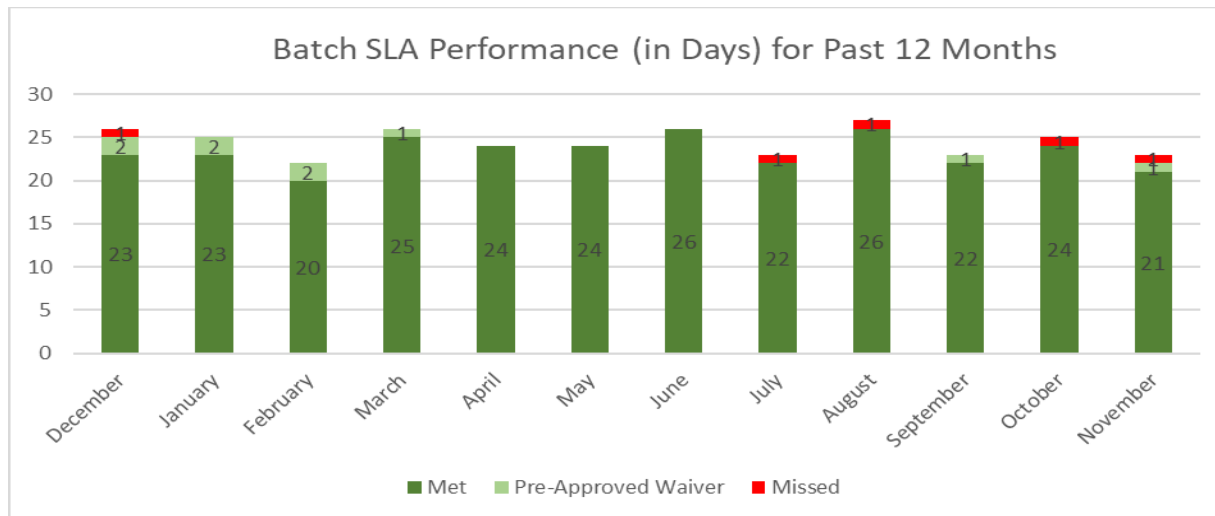
Batch Date	Issue	Communication	Status	Resolution
January 2, 2024	An Analytics database performance issue resulted in multiple dashboards and reports being delayed. Performance fix was deployed on January 6, 2024	A Subset of Fiscal Reports and Dashboards Delayed	Closed	Completed
January 3, 2024	Four dashboards completed after 7:00 a.m.	Four Dashboards Delayed	Closed	Completed
January 4, 2024	Multiple dashboards and reports completed after 7:00 a.m.	A Subset of Analytic Reports and Dashboards Delayed	Closed	Completed
January 5, 2024	Five dashboards completed after 7:00 a.m.	Five Dashboards Delayed	Closed	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 Service Level Agreement (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)

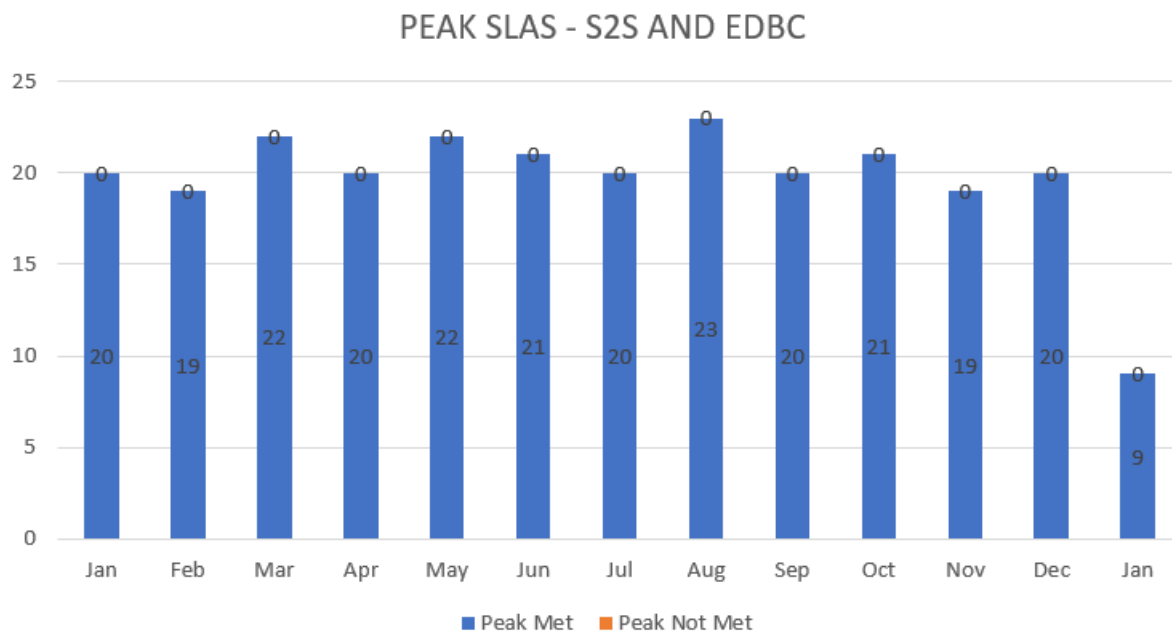
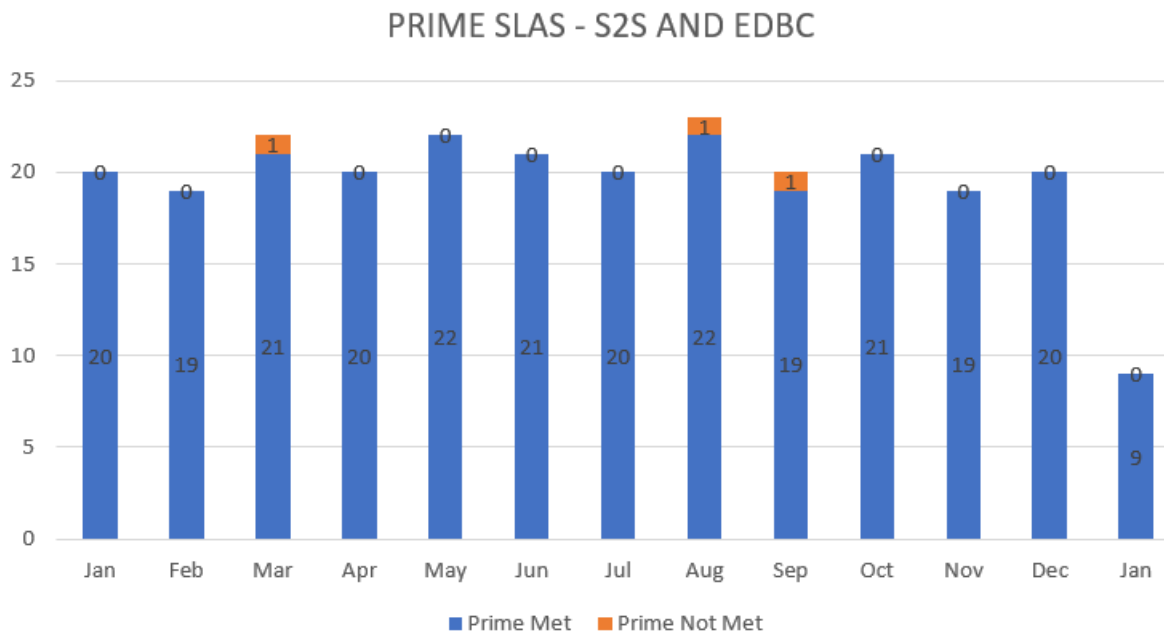


Table 3.4.4-3 – Prime SLAs -S2S and Eligibility Determination Benefit Calculation (EDBC)



3.5 ForgeRock

- o ForgeRock team members working on Hardening gathered in Denver Office from January 8, 2024, to January 12, 2024, for continuation of hardening work. Additional working sessions will be planned for the rest of January and February
- o User Access Review (UAR) for October and November approved from Consortium HelpDesk Team and completed all changes that were required - delay due to the holiday season. Scheduled to be completed by January 5, 2024
- o ForgeRock team presenting the latest design proposal for the Multi Factor Authentication Login Journey for both email and SMS on Friday (January 12, 2024)
- o User Access Review (UAR) for December in progress and will be submitted to Consortium HelpDesk by end of week (January 12, 2024) for review
- o Change Requests created for Production OAuth2 Application Update for CT environment approved for Friday (January 12, 2024) after hours in PROD and Disaster Recovery Regions
- o The ForgeRock team met with the Consortium HelpDesk Team and Quality Assurance Team for the Bi-Weekly Sync on all items completed, in progress, and upcoming for the next two weeks (January 15-31, 2024)
- o The ForgeRock team is working with BenefitsCal and the Online team for testing of Trailing and Leading Spaces Defect
- o The ForgeRock team presented the Jenkins Kernel Vulnerability in the Risk Management meeting on January 11, 2024
- o TBCR extension for Hardening Sandbox has been approved in the Fin Ops meeting on December 27, 2023, for an extension till end of February 2024. Additional extension will be presented next month with a breakdown of cost and savings that will occur for the rest of 2024
- o ForgeRock Leads working on all open RCA Preventative Actions in New JIRA Reporting Board - 7 Items remaining

Table 3.5-1 – ForgeRock Milestones

MILESTONES	PRODUCTION DEPLOYMENT DATE	STATUS
ForgeRock-ServiceNow integration	Release When Ready	In progress
Implement Multi-Factor Authentication delivery choice at Login Journey - Design and Proof of Concept (POC) Only	January 12, 2024	In progress – Reviewed with Consortium. Further updates are needed
Automate Delegated Administration process workflow - ForgeRock and Service Now - Design	February 23, 2024	In progress
Platform Architecture Enhancements - Design	July 2024	In progress
Identity Management, Directory Services, and Access Management Upgrade to 7.3	July 2024	In progress

3.6 Innovation Lab

- ▶ Worker-Facing Virtual Assistant (VA)
 - Release 16 - target to deploy on January 25, 2024
 - System Change Request (SCR) approvals have been received
 - Finalized build on January 8, 2024
 - Testing is in progress
 - Release 17 - target to deploy on February 22, 2024
 - Design is in progress; target to complete by February 2, 2024
- ▶ Voice Bots (Welcome/Authentication Bots)
 - Welcome Bot Update:
 - Welcome Bot top unknown utterances will be released by the end of January 2024
 - Successfully deployed a defect fix to send callers with unsupported Welcome Bot languages to the general menu instead of Welcome Bot on January 11, 2024
 - Authentication Bot Update:
 - Authentication Bot and Push Notifications were successfully deployed to Humboldt County on January 5, 2024, and Monterey County on January 11, 2024
 - Yuba County's Authentication Bot and Push Notifications deployment is scheduled for January 15, 2024
 - Authentication Bot top unknown utterances will be released by the end of January 2024
 - The Customer Experience (CX) Team has completed their end-to-end review of the Interactive Voice Response (IVR) for Orange and Santa Clara Counties and have their final readout scheduled on January 19, 2024
- ▶ Electronic Benefit Transfer (EBT) Card Replacement - Robotic Process Automation (RPA)
 - Completed the RPA Infrastructure in the Production environment
 - Reporting is in progress
 - Completed Yolo County's call flow review and testing on the week of January 8, 2024; Go-live is scheduled for January 19, 2024
 - RPA kickoff sessions have been scheduled with Sprint 2 Counties [Tulare, Santa Barbara, Ventura, and Butte Counties] for the week of January 15, 2024
 - RPA kickoff sessions have been scheduled with Sprint 3 Counties [Santa Cruz, San Mateo, San Diego, Stanislaus, Riverside, Kings, and Kern Counties] for the week of January 22, 2024
 - RPA Benefits Identification Card (BIC) replacement request update: Submitted a Production Change Request (CR) for the migration of BIC from UiPath Cloud to CalSAWS Amazon Web Services (AWS) Cloud on January 11, 2024

3.7 Imaging

- ▶ Completed Defects
 - CA-272284 - External Agency - MarkRecieved calls are being made with no barcode
 - CA-272232 - External Agency - Imaging reports failing in Production from December 18, 2023 batch run

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: January 1, 2024 – January 14, 2024

Contractor Project Executive: Arnold Malvick

- ▶ Completed System Change Requests (SCRs)
 - CA-271219 - Display In Workflow column in Imaging documents view grid
 - CA-264873 - Enable Form Number Lookups in Workflow - Imaging Changes

3.8 Customer Service Center (CSC)

- ▶ In Design:
 - CA-206611 – Outbound Call Campaign for CalWORKs/CalFresh Redeterminations
 - Review CalSAWS Enhancement Request (CER) for design details

3.9 Lobby Management

3.9.1 Region 1 Counties

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

- ▶ Alameda County
 - No updates for the reporting period
- ▶ Contra Costa County
 - No updates for the reporting period
- ▶ Marin County
 - No updates for the reporting period
- ▶ Monterey County
 - No updates for the reporting period
- ▶ Napa County
 - No updates for the reporting period
- ▶ San Benito County
 - No updates for the reporting period
- ▶ San Francisco County
 - Fully deployed all devices. No updates for the reporting period
- ▶ San Mateo County
 - No updates for the reporting period
- ▶ Santa Clara County
 - County Purchase SC-02-2023 (three kiosks, three tablets)
 - Equipment received at CalSAWS warehouse. Preparing equipment to ship to the County. Still working to setup deployment call
- ▶ Santa Cruz County
 - County purchase order signed, and order has been placed
 - Continued weekly meetings with County
 - Began flow creation
- ▶ Solano County
 - All devices successfully deployed. No updates for the reporting period
- ▶ Sonoma County
 - Fully deployed all devices. No updates for the reporting period

3.9.2 Region 2 Counties

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

- ▶ Alpine County
 - No updates for the reporting period
- ▶ Amador County
 - No updates for the reporting period
- ▶ Calaveras County
 - No updates for the reporting period
- ▶ El Dorado County
 - Received equipment at CalSAWS warehouse
 - Meeting with County to prepare for delivery. Delivery was expected on December 21, 2023. Kiosks were delivered and are being tested. Go-live scheduled for January 17, 2024
- ▶ Mono County
 - No updates for the reporting period
- ▶ Nevada County
 - Delivered equipment to County, working with County on milestones for go-live
- ▶ Placer County
 - Fully deployed all devices. No updates for the reporting period
- ▶ Sacramento County
 - No updates for the reporting period
- ▶ Sierra County
 - No updates for the reporting period
- ▶ Sutter County
 - No updates for the reporting period
- ▶ Tuolumne County
 - No updates for the reporting period
- ▶ Yolo County
 - No updates for the reporting period
- ▶ Yuba County
 - Partnered with County to deploy tablet. County is working on segmenting the network to accommodate the new tablets

3.9.3 Region 3 Counties

(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. Planning a site visit in January
- ▶ 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

3.9.4 Region 4 Counties

(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
 - Team conducted a site visit to observe County's current setup
 - All devices have been delivered. Working with County to restructure CalSAWS configuration and draft strategy to deploy CalSAWS reception log and kiosks
- ▶ Kern County
 - County Purchase KR-02-2023
 - Equipment received at CalSAWS warehouse
- ▶ Mariposa County
 - Equipment has been delivered and County is working on final milestones. Will schedule go-live in the near future
- ▶ San Joaquin County
 - County Purchase documentation with County for approval. No updates for the reporting period
- ▶ San Luis Obispo County
 - Kiosks have been deployed and are in Production. No updates for the reporting period
- ▶ Tulare County
 - Working with the County to deploy tablet devices to their final locations. Soft launch will be February 1, 2024
 - County Purchase TL-02-2023
 - County Purchase documentation with the County for approval for kiosks

3.9.5 Region 5 Counties

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

- ▶ Orange County
 - Deployed all devices. No updates for the reporting period
- ▶ San Bernardino County
 - No updates for the reporting period
- ▶ Ventura County
 - Deployed all devices. No updates for the reporting period

3.9.6 Region 6 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 ad-hoc for-Adoption Assistance Program (AAP) in Group Homes and Wraparound payments
- ▶ Continued work on SAWS Information Request for Research and Analysis (SIRFRA) 3947 - Secondary Education
- ▶ Completed work on California Department of Social Services (CDSS) Internal Data Request (CIDR) 9000 CalFresh \$50 minimum Benefit (AB 120)
- ▶ Completed work on CalSAWS Internal Data Request (CIDR) 9001 Water Pilot Caseload Data
- ▶ Started work on CIDR 9003 - CalFresh Confirm Abled Bodied Adults Without Dependents (ABAWD) Enhancement
- ▶ Started work on SIRFRA 3953 - Dual Agency Rates for Children in Foster Care for State Fiscal Year 2021-2022
- ▶ Started work on SIRFRA 3954 - CalFresh Benefit Replacement

3.10.2 Department of Health Care Services (DHCS) Report Support

- ▶ Completed work on SIRFRA 1333 - Renewals in BenefitsCal
- ▶ Completed work on SIRFRA 1329 – Public Health Emergency (PHE) Renewal and Demographics Data Request - December 2023
- ▶ Completed work on SIRFRA 1330 - Pending Applications and Renewal Data - December 2023
- ▶ Started work on SIRFRA 1331 - Unwinding Period Data - Failure to Complete December 2023
- ▶ Started work on SIRFRA 1335 - Non-MAGI Property Eligibility - Denial Mailer Population
- ▶ Started work on SIRFRA 1337 - PHE Renewal and Demographics Data Request - January 2024
- ▶ Started work on SIRFRA 1338 - Pending Applications and Renewal Data – January 2024
- ▶ Started work on SIRFRA 1339 - Unwinding Period Data - Failure to Complete - January 24
- ▶ Started work on SIRFRA 1340 - End of Continuing Care Reform (CCR) Renewal Data Request - March 2024

3.10.3 Endpoint Detection and Response (EDR)

- ▶ The Qualys EDR deployment has been completed. Wrapping up the final cleanup deployments of the systems with Sophos Anti-Virus
- ▶ Springboot – Targeting completion of the deployment in the current change cycle
- ▶ ForgeRock servers – None for the reporting period

3.10.4 ForgeRock Hardening

- ▶ This is a Maintenance and Operations initiative to harden the ForgeRock stack using Terraform cloud to make it more resilient and highly available across AWS availability zone or region. Working on the implementation preparation work for Sandbox the week of January 15, 2024

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"> Completed test execution for the 24.01 baseline release. Week 7 of 8 completed. 100% pass rate on 88% target
4.5 Reports	<ul style="list-style-type: none"> Bi-Weekly State and Fiscal Reports meeting Meeting with Regional Managers Resolved Analytics Batch Delay Issues

4.2 Priority Release Summary

- ▶ This section outlines the scope of future defect fixes targeted for future priority releases

Table 4.2-1 – CalSAWS Upcoming Releases

Release	Summary
24.01.18	<ul style="list-style-type: none"> ▶ Automated Electronic Benefit Transfer (EBT) Replacement Implementation: Alameda County ▶ Automated EBT Replacement Implementation: Non-Customer Service Center (CSC) ▶ Automated EBT Replacement Implementation: San Bernardino County ▶ Automated EBT Replacement Implementation: San Francisco County ▶ Automated EBT Replacement Implementation: San Luis Obispo County ▶ Automated EBT Replacement Implementation: Stanislaus County ▶ Automated EBT Replacement Implementation: Yolo County ▶ Create Generic January Failed to Complete Redetermination RE Notice of Actions (NOAs)
24.01.19	<ul style="list-style-type: none"> ▶ Build Threshold Comparison Automation tool - Phase-I ▶ Training: Maintenance Update the Web based training (WBT) Page Mapping Tool results from CA-262425 ▶ Training: Maintenance of 003 Eligibility Supervisor WBTs based on CA-270479 ▶ Training: Remove Los Angeles County Specific information from the Childcare WBTs (Web based training) CA-267179 ▶ Training: Update the Virtual Assistant WBT to replace Virtual Assistance VA Icon CA-266527
24.01.25	<ul style="list-style-type: none"> ▶ Automated EBT Replacement Implementation: Santa Barbara County

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: January 1, 2024 – January 14, 2024

Contractor Project Executive: Arnold Malvick

Release	Summary
	<ul style="list-style-type: none">▶ Automated EBT Replacement Implementation: Santa Clara County▶ Automated EBT Replacement Implementation: Tulare County▶ Automated EBT Replacement Implementation: Ventura County▶ One-time County List of Overdue RE NOAs During Continuous Coverage Unwinding (CCU)▶ Update form CSF 142 Household Size Pre-population▶ Update RE (Redetermination) Batch job to pull SAR7s (Semi Annual Reporting) in a Print Centrally status for LA 7 Semi Annual Reporting (SAR)▶ Update Tulare County Recovery Account Workload Assignment to Alpha▶ Update the system to default General Relief (GR) benefits to be available on 1st of the month – San Francisco County
24.01.26	<ul style="list-style-type: none">▶ ForgeRock index size limit▶ Implement Multi-Factor Authentication (MFA) delivery choice at Login Journey - Design▶ Improvements to Data Backups Processes for ForgeRock▶ Restrictive service account for the ForgeRock Identity Manager (IDM) component
24.01.28	<ul style="list-style-type: none">▶ Configure CalWIN Read Only to Improve Performance▶ Retention of Historical Foster Care (FC) Adoption Assistance Program (AAP) Kin-Ga KG Overpayment OP and Over Issuance (OI) Client Correspondence for CalWIN Counties
24.01	<ul style="list-style-type: none">▶ Total System Change Requests (SCRs): 42 approved▶ Release Webcast date: January 4, 2024
24.02	<ul style="list-style-type: none">▶ Total System Change Requests (SCRs): 3 approved
24.03	<ul style="list-style-type: none">▶ Total System Change Requests (SCRs): 45 approved▶ Release Webcast date: To be determined

4.3 Application Development Status

- ▶ Continued design on:
 - CA-202054 – All County Letter (ACL)-18-07 Suspend/Discontinue/Reinstate for Cash Assistance Program for Immigrants (CAPI) case
 - CA-205388 - Add Threshold Languages for Cash Assistance Program for Immigrants (CAPI) Change, Suspension, and Discontinuance Notice of Actions (NOAs) (from NA 692)
 - CA-207051 - ACL 19-19 & 19-102 Increase the threshold for CalWORKs Overpayments Phase II
 - CA-209344 - Apply SSP Only OPA for Specific Programs
 - CA-214330 - Update Batch NA 791 to Dynamically Generation Sections
 - CA-216801 - Request to Add Standard Header to forms for Central Print Purposes
 - CA-220264 - Add Threshold Languages for Medi-Cal NOAs for Inmate Suspension of Benefits
 - CA-222070 - CCB 23-18 CCP 2145 Revision
 - CA-230837 - ACL 22-67 - System updates to support STAT 47 to match CalFresh E&T rule
 - CA-235880 - Update Auto Journal Creation for Individuals
 - CA-240701 - Generate CF 377.10 for Failure to meet the CalFresh Work Rules
 - 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-248713 - Conditional CAPI
 - CA-251869 - ACL 22-85 & 21-25 Update CalFresh Reports
 - CA-252841 - Add NOA Fragments in Threshold Languages for CalWORKs NOA Generation (M44-211B & M44-211D)
 - CA-253124 - Validate E-mail Addresses Added into CalSAWS
 - CA-253759 - ACL 23-30 - Paid Family Leave (PFL) CalWORKs Time Limit Exemption
 - CA-253843 - Additional Section Codes for Humanitarian Parolees from Afghanistan and Cubans, Haitians, Nicaraguans and Venezuelan (CHNV) citizens and nationals
 - CA-256387 - ACL 23-20 Add BenefitsCal API for DCF Application
 - CA-256925 - Update eHIT service from SOAP to REST
 - CA-257780 - Add data elements to eHIT
 - CA-262687 - ACL 22-61/22-61E: Update/Add Threshold of CF 377.7B, CF 377.7B1 and CF 377.7D3
 - CA-262845 - ACL 23-83 - SB 1083 Homeless Assistance Additional at-Risk Populations
 - CA-264616 - ACL 22-67 - STAT 47 updates to match CalFresh E&T rule (Reports Component)
 - CA-265202 - ACL 23-93 Child Support Pass-Through for Formerly Assisted (CalWORKs) Families
 - CA-267396 - ACL 22-71-Add ICT M40-195B State available threshold languages
 - CA-268378 - Automate SOC 452A for CAPI
 - CA-268444 - CalSAWS Batch Framework Change
 - CA-270709 - Add EBT 2259 in Threshold Languages
 - CA-271530 - Add Threshold Language versions of the CF 377.11D and CF 377.11E
 - CA-272707 - Add EBT Replacement NOA in Threshold Languages

- o CA-49396 - ACL 15-96 - Add and update ARC NOAs and Forms
- ▶ Continued build on:
 - o Priority releases and Release 24.03 approved System Change Requests (SCRs)

4.4 Release Management

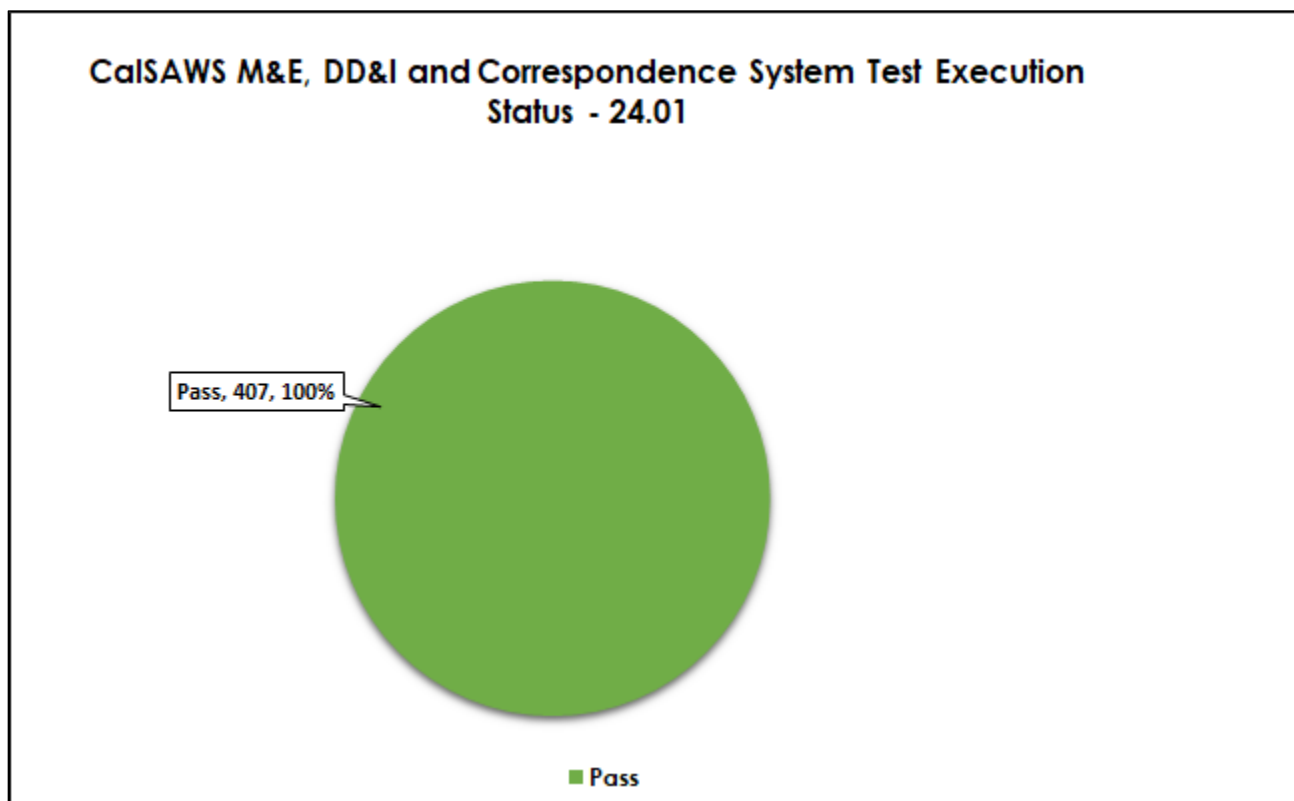
4.4.1 Release Test Summary

- ▶ Continue test execution for 24.01 System Change Requests (SCRs)

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

Pass Rate Target as of January 12, 2023	88%
Pass Rate Actual as of January 12, 2023	100%
System Test complete Date: January 17, 2024	

Figure 4.4.1-2 – CalSAWS M&E, DD&I and Correspondence System Test Execution Status – 24.01



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	176,684,861	46.12%	15	100.00%
2	106	129,684,076	33.85%	105	99.07%*
3	124	38,382,348	10.02%	122	98.45%
4	680	34,901,963	9.11%	488	85.27%
5	2823	3,441,373	0.90%	586	37.47%

***Note:** The non-covered Tier 2 transaction will be addressed by CA-266166 and updated once data from January 2024 is available in early February 2024.

Note: Transaction volume and coverage metrics are based on CalSAWS monthly Production performance data and Automated Regression Test (ART) coverage data as of December 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 1,084 end-to-end Automated Regression Test (ART) scripts:

- ▶ 924 Targeting the core CalSAWS application
- ▶ 48 Targeting the inbound BenefitsCal Application Processing Interface (API) service (Portal Service)
- ▶ 112 Targeting the other external CalSAWS API services (e.g., Activities, Appointment, CalSAWS, Imaging, Journal, Task Service)
- ▶ The following ongoing efforts target increasing coverage by functional area, including all outstanding Tier 3 transactions and those at the top of Tier 4:
 - CA-265255: Automated Regression Test - Execution and Maintenance - 23.11 Release Cycle
 - CA-266166: Automated Regression Test - Execution and Maintenance - 24.01 Release Cycle
 - CA-269542: Targeting Customer Information transactions
 - CA-269543: Targeting Case Registration transactions
 - CA-270848: Targeting Employment Services and Childcare transactions
 - CA-270849: Targeting Special Units and IEVS transactions

4.5 Reports

- ▶ CalSAWS State and Fiscal Reports Bi-Weekly meeting held on Thursday, January 4, 2024, primary focus was on Fiscal and State Reports Defects
- ▶ Met with Regional Managers on Wednesday, January 10, 2024, to discuss strategy and plan for Reports Focused Sessions
- ▶ There were two parameter changes identified (one for Amazon EMR and one for Aurora RDS database) which were expected to reduce the infrastructure demands and after thorough regression and performance testing, these parameter changes were implemented in Production on Saturday, January 6, 2024. The team is observing the improvements and the Analytics batch is now completing on time
- ▶ High Priority SCR CA-264911 - Updates to the Medi-Cal Renewals Listing Report were deployed to Production on Thursday, January 11, 2024

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: January 1, 2024 – January 14, 2024

Contractor Project Executive: Arnold Malvick

- ▶ Monthly Integrated Payroll Benefit Issuance Detail Claiming Report, Integrated Payroll Benefit Issuance Detail Claiming Report by Case and Integrated Payroll Summary Reports were regenerated for the month of December 2023 after Fiscal SCR CA 272563 was implemented on Thursday, January 11, 2024, which applied the date change to correct the dates on the expungements
- ▶ Foster Care Main Payroll, Integrated Payroll Claiming Reports for Foster Care and CA 800 State Reports were regenerated for Merced County after Fiscal Defect CA-272554 was implemented on Thursday, January 11, 2024 which applied a Data Change Request (DCR) to update the status date for the January 2, 2024 Merced FC main payroll issuances
- ▶ Compiling Survey Responses for Reports Discovery Sessions

Table 4.5-1 – Total Open Incidents by reporting period

Reporting Period End Date	# Open Tickets
November 17, 2023	16
December 01, 2023	11
December 15, 2023	22
December 29, 2023	3
January 12, 2024	25

Note: Total open incidents as of the current reporting period**Table 4.5-2 – Open Defects by Status and Functional Area**

Open Defects Status	State Reports	Fiscal Reports	Management Reports	Business Intelligence	Total
New	1	0	0	0	1
Reopened	0	0	0	0	0
Assigned	1	1	2	0	4
In Development	3	3	0	3	9
Development completed	0	0	0	0	0
In Assembly Test	0	0	0	0	0
System Test	2	1	1	1	5
Test completed	1	4	3	3	11
Total Open Defects	8	9	6	7	30

Note: Data is as of current reporting period**Table 4.5-3 – Open Defects by Priority and Functional Area**

Open Defects by Priority	State Reports	Fiscal Reports	Management Reports	Business Intelligence	Total
1-High/Non-Cosmetic	0	0	0	0	0

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: January 1, 2024 – January 14, 2024

Contractor Project Executive: Arnold Malvick

Open Defects by Priority	State Reports	Fiscal Reports	Management Reports	Business Intelligence	Total
2-Normal/Medium	1	3	2	1	7
3-Normal/Low	7	6	4	5	22
4-Cosmetic	0	0	0	1	1
Total Open Defects	8	9	6	7	30

Note: Data is as of current reporting period

Table 4.5-4 – State/Fiscal Reports Open Defects and SCRs

State/Claiming Reports	Total	Defects	SCRs - Targeted Release				
		As Prioritized	24.01	24.03	24.05	24.07	24.09
ABCD 350	2	1	0	0	0	1	0
CA 1037	1	0	0	0	0	1	0
CA 237 FC	1	1	0	0	0	0	0
CA 237 HA	1	1	0	0	0	0	0
CA 237 HA	1	1	0	0	0	0	0
CA 812	2	1	0	1	0	0	0
CF 296	2	0	0	1	0	1	0
CMSP 237	1	1	0	0	0	0	0
CW 115	1	1	0	0	0	0	0
DFA 256	1	0	0	1	0	0	0
DHCS RMR	1	0	0	1	0	0	0
DSS 466	1	0	0	0	1	0	0
FNS 209	1	0	1	0	0	0	0
FSP14	1	0	0	0	1	0	0
Integrated Claiming	1	0	0	0	0	1	0
SOC 808	2	1	0	0	0	0	1
STAT 45	1	1	0	0	0	0	0
STAT 47	1	0	0	0	1	0	0
TEMP 2035	1	0	0	1	0	0	0
TEMP 2313	1	0	0	1	0	0	0

Note: This table provides information on total number of defects and total SCRs by Fix Version on State Reports, Fiscal Integrated and Fiscal Main Payroll Reports

1. This table may not reconcile with defect table as one defect can impact multiple reports
2. If SCR is impacting more than one report, it will be counted more than one against each report impacted
3. This table will list only those reports where we have open defects and open SCRs
4. Details can be found in CalSAWS Reports Bi-Weekly Enhanced Communication

4.6 General Assistance/ General Relief (GA/GR)

► General:

- o Discussed the General Assistance/General Relief (GA/GR) Correspondence web service design and web service clarifications on January 10, 2024
- o System Change Requests (SCRs) in Design Phase
 - CA-269899 - Update GAGR Automated Solution Budgeting for San Francisco County
 - CA-270443 - Update GAGR Reporting Type Logic for San Francisco County
 - CA-241184 - Update GAGR Pregnant Person Only (PPO) to Align with the New CalWORKs PPO Policy Changes
 - CA-249895 - Generate GA/GR change NOA in additional situations
 - CA-249942 - San Mateo GAGR Changes
 - CA-258931 - Add admin checks to additional locations where GA/GR can be failed due a CW sanction
 - CA-262960 - LA County - Central Printing for GROW Forms
 - CA-267452 - GAGR AS - Alameda Co. - Add XAN 534
 - CA-267549 - GAGR AS - Update to Placer's NOA 102-3
 - CA-268072 - Solano County - General Assistance - Update Periodic Reporting Form
 - CA-271707 - Enhance Pickup Location To Be Available for Multiple payees Under A Program
 - CA-269212 - ADD ABP 4060 - General Relief and GROW Text Notification to CalSAWS and add e-signature functionality System Change Requests (SCRs) in Development Phase
 - CA-250818 - Update begin date validations when editing GA/GR admin rules and details.
 - CA-259882 - Update GAGR EDBC Logic for Intake Interview Appointment No Show Denial
 - CA-270867 - Add 'BROU – QR7 Exemption' to GA Unemployable cases with Specific Case Flags
 - CA-227568 - LA County GR Cases Terming for Whereabout Unknown
- o System Change Requests (SCRs) in System Test Phase
 - CA-271721 - Update the system to default GR benefits to be available on 1st of the month - SFO County
- o Priority System Change Requests (SCRs) deployed to Production
 - CA-270147 - Update GAGR program EDBC Sweeps to trigger EDBC for CF/NB
 - CA-263690 - Update ABP 1463, Skills and Training to Achieve Readiness for Tomorrow (START) Activity Agreement
 - CA-263611 - Revise the GROW Job Search Assignment Form
- o Defects released to Production
 - CA-271551 - GA/GR Auto Solution; Set Change Reporting type when Homeless and Native American Reservation living arrangement types and Migrant Seasonal Farm Workers
 - CA-272266 - GA/GR Auto Sol. Apply Program Actions button on EDBC summary is creating a duplicate GA/GR ES program
 - CA-271095 - UEID - GAGRFilterHelper breaks

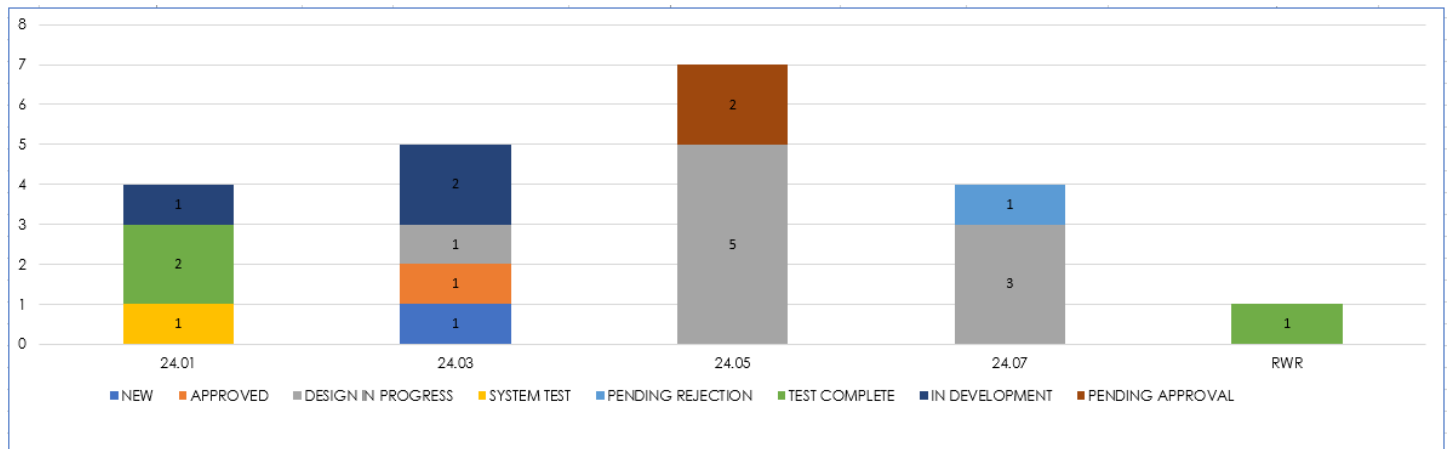
CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: January 1, 2024 – January 14, 2024

Contractor Project Executive: Arnold Malvick

- ProgramConfigurationOverrideList.jsp for old months.
- CA-266933 - Data Change: Multiple GAGR Employment Services Program Blocks
- CA-270654 - GA/GR Case Duplicating Property, Subtracting \$50 from each property
- GAGR-442 - Defect for NOA 131-A wrong appointment date and W-2 form has wrong appointment time
- CA-267279 - Unable to system trigger SAC TERM NOA CDS 233-0 (04/97) for Reason Codes XAN339, XAN340

Figure 4.6-1 – General Assistance/General Relief (GA/GR) System Change Requests (SCRs)



4.7 Training Materials Update

- ▶ 24.01 Online Help (OLH) System Change Requests (SCRs):
 - Test Complete: Six
- ▶ 24.03 Online Help (OLH) System Change Requests (SCRs):
 - New: Three
 - Design in Progress: One
 - Pending Approval: Two
 - Approved: One
 - In Development: One
- ▶ 24.01.19 Priority Release Web Based Training (WBT) and CalSAWS Functional Presentations (CFP) SCR:
 - In Development: Three
 - Development Complete: One
- ▶ 24.03.22 Priority Release Web Based Training (WBT) and CalSAWS Functional Presentations (CFP) SCR:
 - Approved: Five
 - In Development: One
- ▶ Training Environments
 - Continued to work cross-team to troubleshoot CalSAWS Training Staging and Training Production environment tickets

Figure 4.7-1 – Bi-Weekly Training SCR Status Report

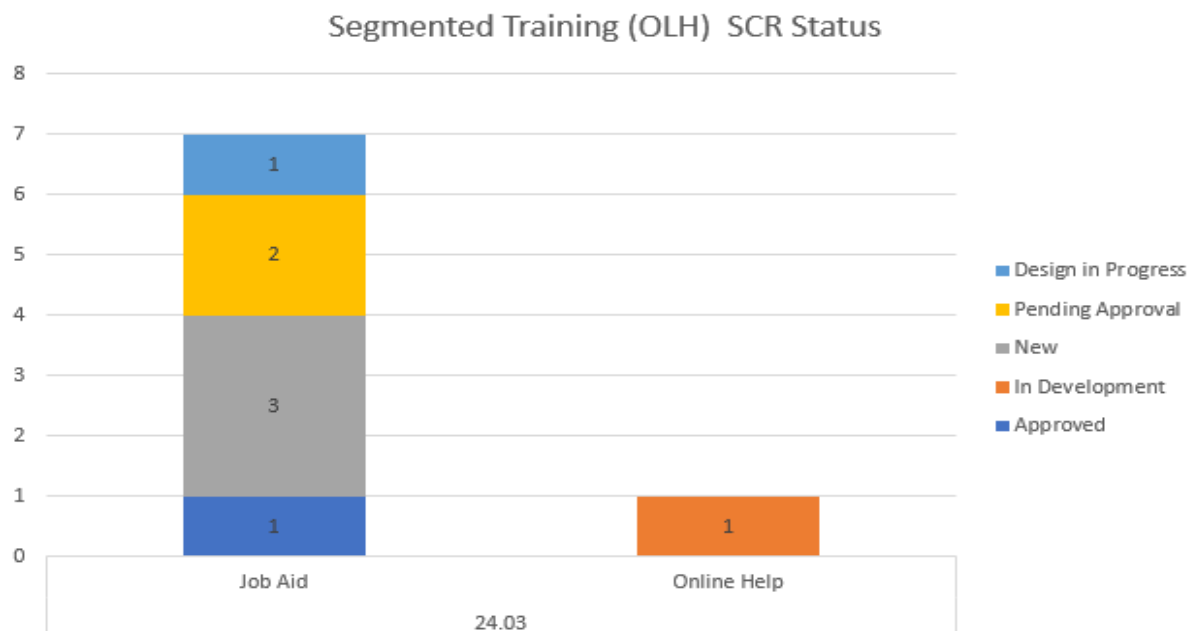


Table 4.7-2 – Upcoming Training Activities

Training Activity	Date	Status
Training Production Data Refresh	January 5, 2024 – January 7, 2024	Complete
24.01 Code Deployment for Training Staging and Training Production Environments	January 19, 2024 – January 22, 2024	Planned

4.8 Upcoming Performance Tests

- Planned upcoming Performance tests for Core Online

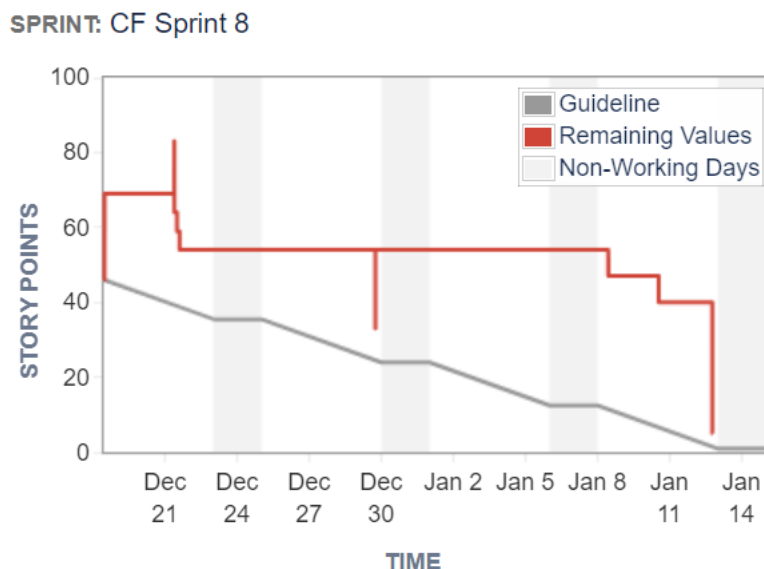
Table 4.8-1 – Core Online Upcoming Performance Cycle

Performance Cycle	Start Date	End Date	Status
24.01 Performance Testing	December 29, 2023	January 19, 2024	Complete
24.03 Performance Testing	February 18, 2024	March 12, 2024	Planned

4.9 Foster Care Eligibility Determination (FCED)/California Automated Response and Engagement System (CARES)

- ▶ Completed Tasks
 - Created the design document to include the CalSAWS design for “Court Information Application Programming Interface (API)”
 - Reviewed and obtained the Business Analyst (BA) approvals for the design document of “Court Information API”
 - Completed the development of CalSAWS “Case Link API – Lambda”, “Case Link API – Write Lambda”, “Case Link API – Read Lambda”, “Case Link API - CalSAWS Case Details Page” and “Case Link API - CalSAWS Case Search Page”
- ▶ In Progress Tasks
 - Discussing with California Automated Response and Engagement System (CARES) team potential merge of the “Child Support Referral API” into another API
 - Reviewing and obtaining the User Group’s approvals for the CalSAWS design in the design documents of “Court Information API”
 - Peer reviewing “Case Link API – Lambda”, “Case Link API – Write lambda” and “Case Link API – Read Lambda”
 - Developing CalSAWS Case Link API outbound transaction pages and requests
- ▶ Upcoming Tasks
 - Create the design document to include the CalSAWS design for “Home Removal API”
 - Add the California Automated Response and Engagement System (CARES) integration design to the API design document for “Home Removal API”
 - Perform integration testing of CARES Case Link API
- ▶ Interface Partner Integration
 - Continue coordination with CARES team for schedule alignment and interface element alignment

Figure 4.9-1 Current Sprint Burndown Chart



4.10 Additional Projects

4.10.1 Data Growth – Archive Phase 1 (Release 24.03)

- ▶ Completed Tasks
 - AT2 deployment complete
 - Update retrieval with trigger update logic
 - Update the deletion module
 - Add BPCRs for additional jobs
- ▶ In Progress Tasks
 - Perform Assembly test
 - Update retrieval with error handling
 - Update eligibility and client correspondence related pages
- ▶ Upcoming Tasks
 - Add alerts for retrieval completion
 - Code committee review

4.10.2 Data Growth – Test Data Slicer (Release 24.05)

- ▶ Completed Tasks
 - Perform sample testing for table subset
 - Identify list of tables which are copied, not copied, and not applicable for copy
- ▶ In Progress Tasks
 - Implement threading in all components
 - Creating component to delete records not requested for copy from staging
- ▶ Upcoming Tasks
 - Assembly test latest changes
 - Database scripts to add and drop temporary columns for copy in staging database only

4.10.3 Data Growth – Archive Phase 2 (Release 24.05)

- ▶ Completed Tasks
 - Update user stories in JIRA dashboard for Journal and MEDS
 - Perform design for reports/analytics journal data access
 - Journal and MEDS table draft ready
- ▶ In Progress Tasks
 - Draft design documents for Journal
 - Draft API specifications for both Journal and MEDS
 - Update Medi-Cal Eligibility Data System alert reader to write to new Medi-Cal Eligibility Data System database
 - Analyze table changes necessary to move Journal and MEDS tables to new database and apply them in test environments
 - Developer workspace setup
- ▶ Upcoming Tasks
 - Implement API gateway changes
 - Implement API operations

4.10.4 County Task Management Enhancements

- ▶ Completed Tasks
 - Received approval of CA-257327 (Sunset Worklist Pages) from the Task Management Committee
- ▶ In Progress Tasks
 - Continued development of CA-262395 (Task Reassignment Enhancements)
 - Continued design review of CA-263040 (Task Management: Admin Functionality for Mass Task Closure)
- ▶ Upcoming Tasks
 - Development completion of CA-262395 (Task Reassignment Enhancements)
 - Send CA-263040 (Task Management: Admin Functionality for Mass Task Closure) for Task Management Committee review

4.11 Deviation from Plan/Adjustments

- ▶ None for the reporting period

5.0 Regional Updates

- ▶ None for the reporting period

6.0 Appendices

Appendix A – M&E Requests and SCR Status

Appendix B – County Purchases Status Report

Appendix C – CalSAWS System IVR Report