CALSAWS M&O BI-WEEKLY STATUS REPORT

Reporting Period: January 29, 2024 – February 11, 2024

Table of Contents

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: January 29, 2024 – February 11, 2024
Contractor Project Executive: Arnold Malvick

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 183 active Production defects
Incidents		► CALSAWS BROADCAST: Starting at 9:00 a.m. on February 1, 2024, Lobby Kiosks were showing a blank screen. As of 11:26 a.m. on February 2, 2024, this issue was resolved. The fix was deployed for managed Counties and the team coordinated with non-managed Counties to remediate the issue on lobby kiosks. PRB0048382

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
  o Twelve priority releases that included 32 System Change Requests (SCRs) and 116 defects, a total of 148 items.

Table 1.2-1 Priority Releases

Minor version (Release date)	Issue Type		Grand Total
Team Responsible	**Defect**	**SCR**	
24.01.24 (January 24, 2024)	**1**	**0**	**1**
Fiscal	1	0	1
24.01.25 (January 25, 2024)	**3**	**2**	**5**
BenefitsCal	0	1	1
Conversion	0	1	1
Fiscal	1	0	1
Tech Ops	2	0	2
24.01.26 (January 26, 2024)	**1**	**2**	**3**

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: January 29, 2024 – February 11, 2024
Contractor Project Executive: Arnold Malvick

Minor version (Release date)	Issue Type		Grand Total
Team Responsible	Defect	SCR	
Tech Forge Rock	1	2	3
24.01.28 (January 28, 2024)	**0**	**1**	**1**
Tech Ops	0	1	1
24.01.29 (January 29, 2024)	**1**	**0**	**1**
Network	1	0	1
24.01.30 (January 30, 2024)	**13**	**0**	**13**
Batch Operations	2	0	2
Batch/Interfaces	1	0	1
CalHEERS	1	0	1
Contact Center	1	0	1
Eligibility	2	0	2
Fiscal	3	0	3
Imaging	1	0	1
Online	2	0	2
24.01.31 (January 31, 2024)	**36**	**7**	**43**
Batch/Interfaces	3	0	3
Client Correspondence	25	7	32
Eligibility	3	0	3
Fiscal	1	0	1
Online	3	0	3
Voice Bots / RPA	1	0	1
24.02.01 (February 01, 2024)	**33**	**6**	**39**
Analytics	4	0	4
Batch Operations	0	2	2
Batch/Interfaces	0	1	1
BenefitsCal	1	0	1
CalHEERS	2	0	2
Client Correspondence	7	0	7
Contact Center	1	0	1
Conversion	3	1	4
Fiscal	6	1	7
Imaging	2	0	2
Online	2	0	2
Reports	3	0	3
Task Management	1	0	1
Tech Ops	0	1	1
Voice Bots / RPA	1	0	1
24.02.02 (February 02, 2024)	**1**	**2**	**3**
Fiscal	0	1	1

Minor version (Release date)	Issue Type		Grand Total
Team Responsible	Defect	SCR	
Reports	1	0	1
Tech Forge Rock	0	1	1
24.02.04 (February 04, 2024)	**2**	**1**	**3**
CalHEERS	1	1	2
Eligibility	1	0	1
24.02.06 (February 06, 2024)	**4**	**0**	**4**
CalHEERS	2	0	2
Fiscal	1	0	1
Online	1	0	1
24.02.08 (February 08, 2024)	**21**	**11**	**32**
Batch Operations	1	2	3
Batch/Interfaces	1	2	3
BenefitsCal	2	0	2
CalHEERS	0	1	1
Client Correspondence	1	0	1
Contact Center	8	2	10
Eligibility	2	0	2
Fiscal	1	0	1
Online	0	1	1
Reports	1	0	1
Task Management	1	0	1
Voice Bots / RPA	3	3	6
Grand Total	**116**	**32**	**148**

► Planned Outages:
  o Scheduled CalSAWS Outages:
    ▪ CalSAWS Production Maintenance:
      • On February 10, 2024, from 5:00 p.m. until 6:00 a.m. on Monday, February 12, 2024, Users were not able to receive Mass Adjusted Gross Income (MAGI) responses from CalHEERS. MAGI requests submitted during this period were processed and MAGI responses were sent by CalHEERS after the maintenance was completed.
      • On February 18, 2024, from 4:00 p.m. to 8:00 p.m., the CalSAWS application will be unavailable. CalSAWS Users will be redirected to a read-only version of the CalSAWS application.
      • On February 23, 2024, from 10:00 p.m. until 1:00 a.m. on February 24, 2024, the CalSAWS and BenefitsCal applications will be unavailable. The read-only version of the CalSAWS application Policy, Review and Training Environment (PRT) will be unavailable.
    ▪ Learning Management System (LMS) Maintenance
      • On February 2, 2024, from 7:00 PM to 9:00 p.m., Users were unable to

access the CalSAWS Learning Management System (LMS)
- CalSAWS Adhoc Reporting Database Maintenance
  - On February 18, 2024, from 12:30 p.m. to 4:00 p.m., the Adhoc database will be unavailable for Apex and Enhanced Data Reporting (EDR) Users
- BenefitsCal Maintenance/Limited Access:
  - On, February 18, 2024, from 4:00 p.m. to 8:00 p.m., the BenefitsCal application will be available for customer 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.
  - On February 23, 2024, from 10:00 p.m. until 1:00 a.m. on February 24, 2024, the BenefitsCal application will be unavailable

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	🟢	• Change Notice 31 is on track for February JPA

[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
	• 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:

- o Continue to work with risk and issue owners to monitor risks and update risk mitigation plans for CalSAWS DD&I Project risks and issues
► Continue activities to support Project staff working remotely
  - o Continued developing Project communications, as needed
► Content preparation is completed for Joint Powers Authority and Project Steering Committee
► Content is in progress for the All Staff meeting on February 21, 2024
► Continued performing contract management activities:
  - o Change Notice 31 (February Joint Powers Authority [JPA]) has been finalized. It will include:
    - ▪ Premise Items
      - • CalWORKs Child Support Pass-through to Families
      - • Housing Assistance Payments (HAP) Eviction (SB 1083)
    - ▪ County Purchase Orders (CPOs)
    - ▪ Contract and R&A rebaseline
    - ▪ WAN Circuit/Router Updates (KR-01-2023 and HM-02-2023)
    - ▪ WAN Annual Capacity Assessment
► 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:
  - o Continued to gather key communication milestones from the Project teams
► CalSAWS Enhanced Communications Strategy
  - o Continued oversight and management of Power of 58 materials
► CalSAWS External Website (www.calsaws.org)
  - o 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
Fixed Email Campaigns Issue	February 8, 2024	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	13%
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 February 11, 2024

Table 2.4-1 – CITs

CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0011-24	HCBS Spousal Impoverishment and Institutional Deeming Functionality	Informational	January 29, 2024	Nina Butler	Maggie Orozco-Vega
0012-24	Recruitment of CalSAWS Executive Director Closing on Feb 29, 2024	Informational	January 30, 2024	Kay Randolph-Pollard	Holly Murphy
0013-24	Medi-Cal Renewal Text Messaging and Fact Sheet	Informational	January 31, 2024	Maggie Orozco-Vega	Nina Butler
0014-24	Scheduled CalSAWS Maintenance - System Downtime Notification – 2/18/2024	Informational	January 31, 2024	Anand Kulkarni	Pete Quijada
0015-24	Scheduled CalSAWS Maintenance - System Downtime Notification – 2/23/2024	Informational	February 2, 2024	Anand Kulkarni	Pete Quijada
0016-24	Recruitment of CalSAWS Project Staff Closing on March 1, 2024	Informational	February 5, 2024	Jennifer Smith	Holly Murphy
0017-24	FY2024-25 CalSAWS JPA Administrative Budget	Informational	February 6, 2024	Stephanie Aragon	Chia Thao
0018-24	2024 Federal Poverty Level (FPL) Cost of Living Adjustment (COLA) Batch Memorandum	Informational	February 7, 2024	Maggie Orozco-Vega	Nina Butler

► The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending on February 11, 2024

Table 2.4-2 – CRFIs

CRFI ID	Subject	Distribution Date	Status	Response Due Date	CalSAWS Contact
24-003	Citizenship Section Codes for GA/GR	January 24, 2024	Closed	February 5, 2024	Adelaide Mendoza
24-004	GA/GR Income type for Paid Family Leave	January 31, 2024	Open	February 15, 2024	Adelaide Mendoza

CRFI ID	Subject	Distribution Date	Status	Response Due Date	CalSAWS Contact
24-005	GA/GR Automated Solution Property Limit Budget	January 31, 2024	Open	February 16, 2024	Adelaide Mendoza
24-006	2024 Visual Inspection of Consortium Assets – Validation of County Coordinator(s)/Contacts	February 8, 2024	Open	February 26, 2024	Dheepa Jayaramakrishnan

Table 2.4-3 – Overdue CRFI

► The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending February 11, 2024

CRFI ID	Subject	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
None							

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
New	5
Reopened	1
Assigned	26
Completed	1080
Duplicate	20
Withdrawn	42
Pending clarification	3
Total	**1175**

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
SCERFRA 23-575	SCERFRA 23-575 - CalFresh Water Pilot	Assigned	January 16, 2024	No response	
SIRFRA 1336	SIRFRA 1336 - Alternate Formats In SAWS	Pending Clarification	January 22, 2024	No response	

Cal**SAWS** – **California Statewide Automated Welfare System**

M&O Bi-Weekly Status Reporting Period: January 29, 2024 – February 11, 2024
Contractor Project Executive: Arnold Malvick

ID	Description	Status	Due Date	Response Received Date	Notes
SIRFRA 3947	SIRFRA 3947 - Secondary Education	Assigned	February 15, 2024	No response	
SIRFRA 1340	SIRFRA 1340 - End of CCR Renewal Data Request - RE Month March 2024	Completed	February 5, 2024	January 30, 2024	
SIRFRA 1337	SIRFRA 1337 - PHE Renewal and Demographics Data Request - Jan 24	Completed	February 5, 2024	February 7, 2024	
SIRFRA 1338	SIRFRA 1338 - Pending Applications and renewal Data	Completed	February 5, 2024	February 7, 2024	
SIRFRA 1339	SIRFRA 1339 - Unwinding Period Data - Failure to Complete - Jan 24	Assigned	February 9, 2024	No response	
SCERFRA 24-503	SCERFRA 24-503 - Child Support Passthrough	Assigned	February 20, 2024	No response	
SIRFRA 1350	SIRFRA 1350 - Impact of AB 2241	Assigned	February 27, 2024	No response	
SIRFRA 1349	SIRFRA 1349 - Unwinding Period Data - Failure to Complete Feb '24	Assigned	March 5, 2024	No response	

2.6   Culture Transformation

► Culture Ambassadors Network (CAN)
  o Wellness Wednesday
    ▪ Distributed content for February Wellness Wednesday – Celebrating You
  o Upcoming activities and events
    ▪ 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
  o CalSAWS "We Are One" SharePoint Site
    ▪ Continued to update the "We Are One" website tab
  o 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
  o CalSAWS Table Talks
    ▪ Continued planning logistics of next Table Talk
  o Buddy Program

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: January 29, 2024 – February 11, 2024
Contractor Project Executive: Arnold Malvick

- ▪ Buddies announced for Round 5 of the Buddy Program. Employee Resource Groups (ERGs) Kick-off planned
- ▪ Continued to manage and support Employee Resource Groups (ERGs) council
- ▪ Reviewed Menti Survey to analyze results to encourage more ERG participation
  - o CalSAWS Joint Powers of Authority (JPA) IDEA Breakout session
    - ▪ Great Place to Work (GPTW) restructuring of CalSAWS Employee Recognition Program
    - ▪ BERG Black History Month Series Presents IDEA Table Talk: Advocacy in the Arts February 8, 2024
    - ▪ BERG Black History Month Series of African American's in the Arts: Hosted the Origins of Break Dance February 12, 2024
    - ▪ Implemented the JPA IDEA Breakout Session
    - ▪ Completed video material for CalSAWS IDEA update during JPA Conference
    - ▪ Presentation of IDEA's impact with panel discussion
    - ▪ Session to present to Section Directors
- ► General
  - o Continued working with CalSAWS staff to create and present Inspiration Stations during monthly virtual CalSAWS Project All Staff Meetings
  - o Continued conversations with volunteer organization to provide volunteer opportunities for CalSAWS members
  - o Continued to partner with the CalSAWS Connect team to provide content for the CalSAWS monthly newsletter
  - o 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	• The current compliance for February Month to Date (MTD) is 98.2%

3.1.1 Service Management Overview

- ► Scheduled CHG0045260 on February 2024, to push missing update sets for Project Obstacles & Milestones (POA&M) application in ServiceNow
- ► Scheduled CHG0045829 on February 9, 2024, to remove temporary passwords found in work notes, comments and resolution notes in cases and incidents
- ► Scheduled CHG0045326 on February 9, 2024, for POA&M process defect fixes

► Scheduled CHG0045827 on February 15, 2024, to fix defects and make improvement in ServiceNow
► Facilitate ServiceNow Refresher training for Regional Managers on February 13, 2024
► Facilitate ServiceNow Refresher training for Sacramento County on February 15, 2024

3.1.2   CalSAWS Help Desk Metrics

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

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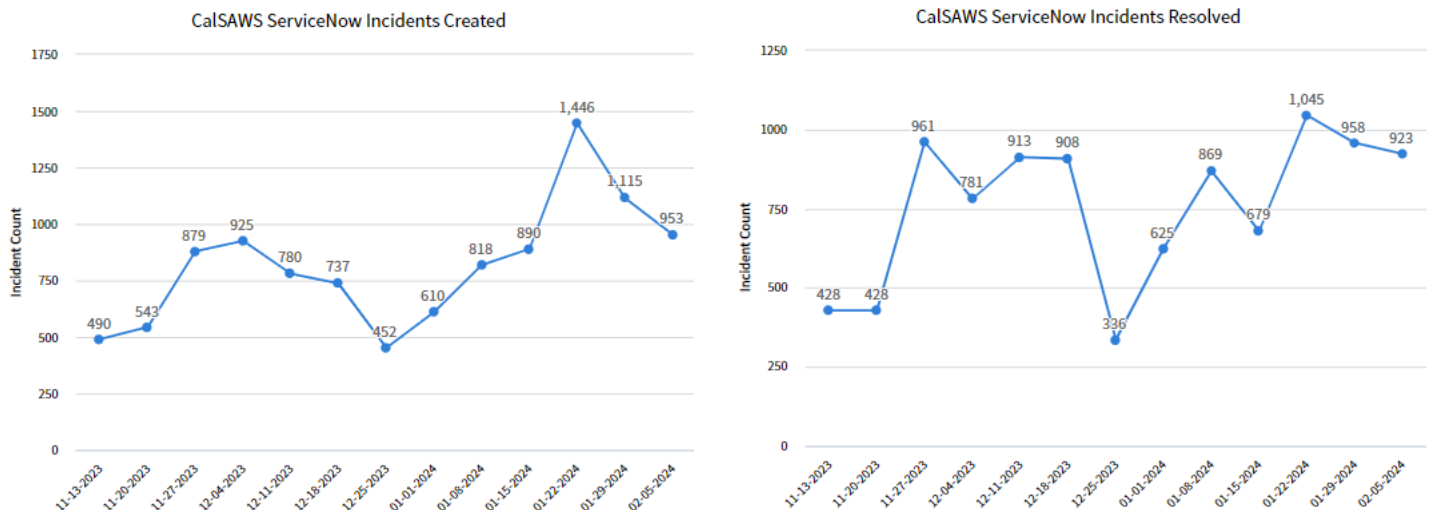
Note: The graphs represent the ServiceNow Incidents associated to all 58 Counties. Incidents are escalations derived from case attempts to triage the issue. The dates in x-axis represent the start of a week

CalSAWS **– California Statewide Automated Welfare System**

M&O Bi-Weekly Status Reporting Period: January 29, 2024 – February 11, 2024
Contractor Project Executive: Arnold Malvick

Figures 3.1.2-5 and 3.1.2-6 – CalSAWS ServiceNow Problems
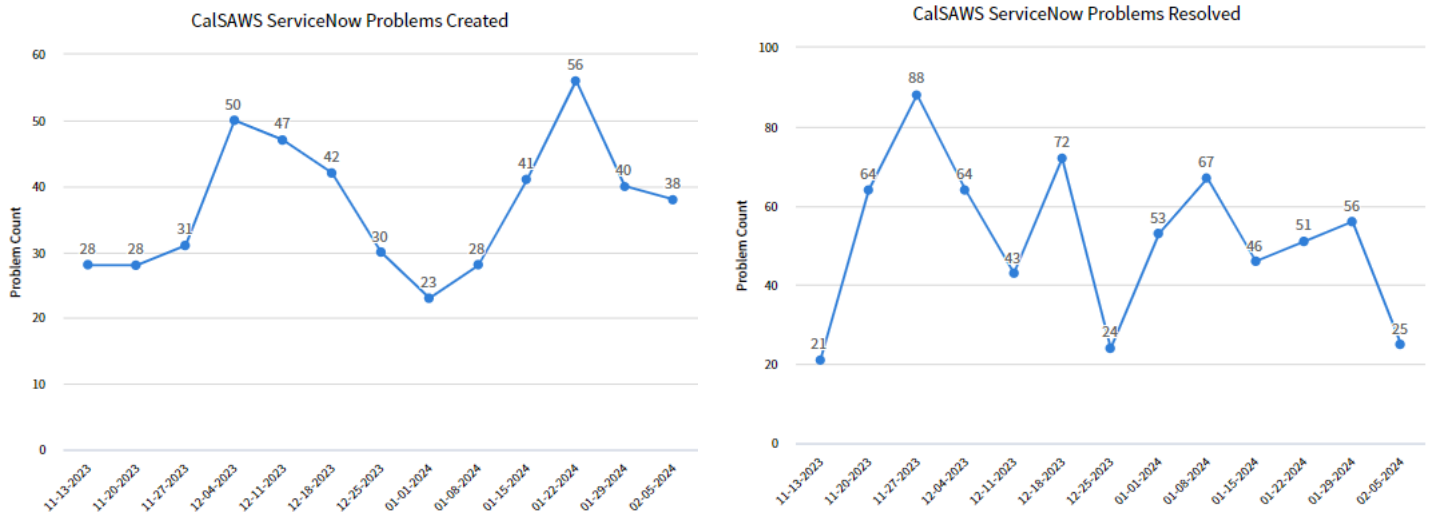
Note: The graph represents the ServiceNow problems associated to 58 Counties. Problems represent issues that can have a many to one relationship with incidents and the final step in escalation. The dates in x-axis represent the start of a week

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	111	137	27	1	9	3	2	2	**292**
In progress	14	151	55	14	54	62	73	72	**495**
On hold	18	136	276	173	496	272	197	94	**1,662**
Resolved	26	388	615	535	447	72	84	53	**2,220**
Closed	5	1	3	25,984	56,678	12,458	8,047	2,413	**105,589**
Problem in diagnosis	0	0	0	0	0	0	0	0	**0**
Total	**174**	**812**	**977**	**26,707**	**57,684**	**12,867**	**8,403**	**2,634**	**110,258**

► 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
  o Pending Problem Fix: State of an incident that is linked to a problem record that is in fix in progress
  o 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)
  o Pending Change Request: State of an incident that is associated to a technical ServiceNow change request
  o 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
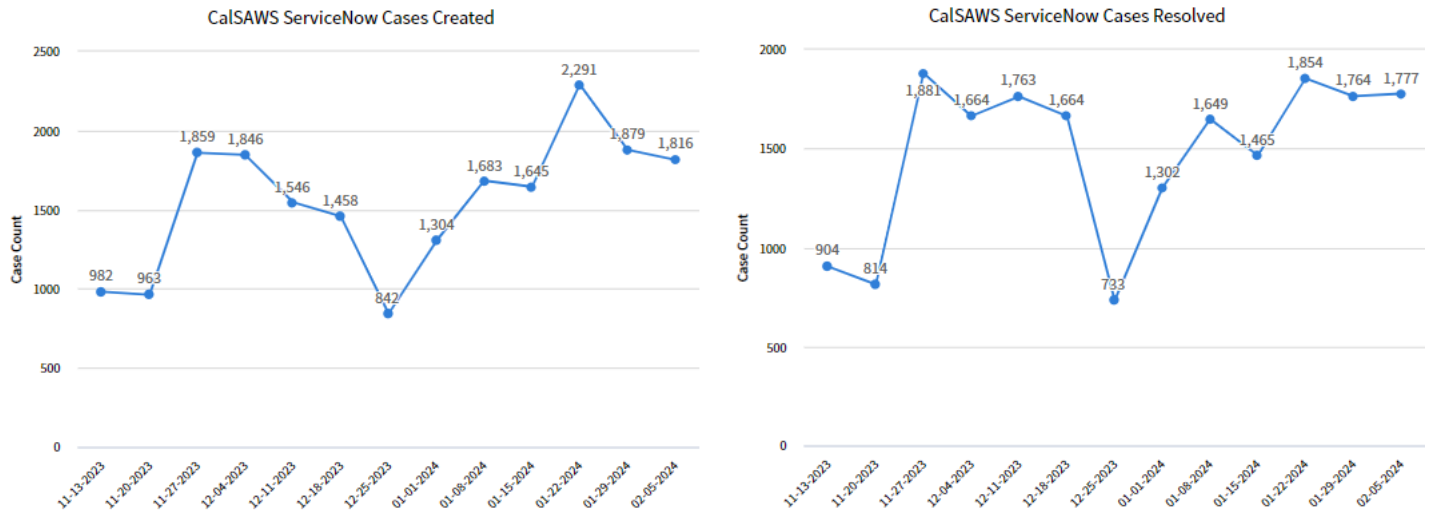
CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: January 29, 2024 – February 11, 2024
Contractor Project Executive: Arnold Malvick

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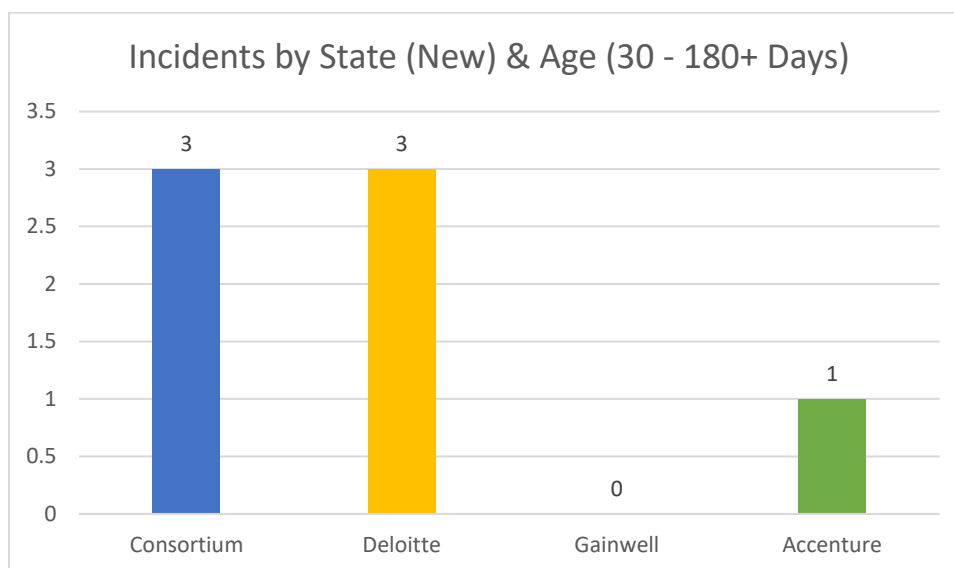
Table 3.1.2-9 – CalSAWS ServiceNow Incidents by State (New) and Category

Organization	Helpdesk Incidents	Infrastructure Incidents	Total Incidents
Consortium	3	0	**3**
Deloitte	3	0	**3**
Gainwell	0	0	**0**
Accenture	1	0	**1**
Total	**7**	**0**	**7**

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: January 29, 2024 – February 11, 2024
Contractor Project Executive: Arnold Malvick

Table 3.1.2-10 – CalSAWS ServiceNow Incidents by State (In Progress) and Age (30 – 180+ Days)
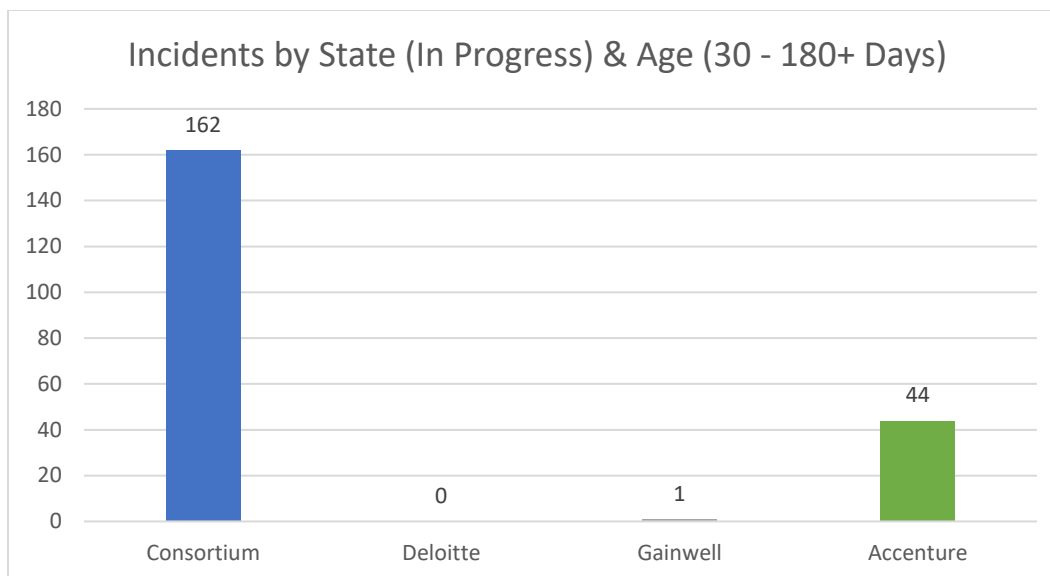
Table 3.1.2-11 – CalSAWS ServiceNow Incidents by State (In Progress) and Category

Organization	Helpdesk Incidents	Infrastructure Incidents	Total
Consortium	162	0	162
Deloitte	0	0	0
Gainwell	1	0	1
Accenture	29	15	44
Total	192	15	207

Plan of Action for Aging Incidents:

The Service Management and Consortium Helpdesk teams are working collectively with Project teams to burndown the backlog of aging incidents that are not linked to a Defect or Change Request. Weekly reports are sent with ageing tickets to action along with ticket handling guidance. The chart below shows bi-weekly stats per vendor for incidents in a New or In Progress state with ageing category of 30+ days:

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: January 29, 2024 – February 11, 2024
Contractor Project Executive: Arnold Malvick

3.1.2-12 – Aging Incident Backlog

Aging Incident Backlog (New & In Progress State for 30+ Days)

	14-Jan	28-Jan	11-Feb
Consortium	141	151	165
Deloitte	4	4	3
Gainwell	2	2	1
Accenture	120	122	45

Consortium Deloitte Gainwell Accenture

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: January 29, 2024 – February 11, 2024
Contractor Project Executive: Arnold Malvick

Figure 3.1.2-13 – 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
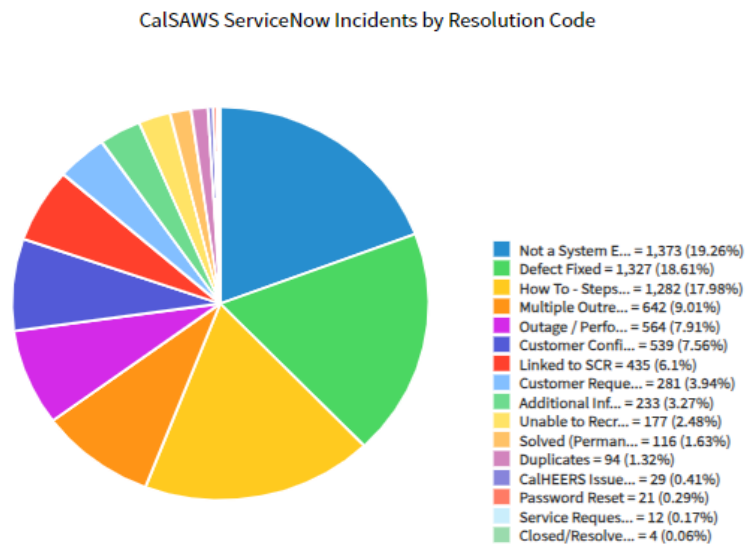
Resolution code	Incident Count	Percentage of Incidents
Not a System Error - With Explanation	1,373	19.26%
Defect Fixed	1,327	18.61%
How To - Steps to Proceed Provided	1,282	17.98%
Multiple Outreach Attempts – No Response	642	9.01%
Outage / Performance Degradation	564	7.91%
Customer Confirmed Issue is Resolved	539	7.56%
Linked to SCR	435	6.1%
Customer Requested Closure	281	3.94%
Additional Information Needed	233	3.27%
Unable to Recreate Issue	177	2.48%
Solved (Permanently)	116	1.63%
Duplicates	94	1.32%
CalHEERS Issue Resolved	29	0.41%
Password Reset	21	0.29%
Service Request Created - With Request Number	12	0.17%
Closed/Resolved by Caller	4	0.06%
Total	**7,129**	**100%**

Figure 3.1.2-14 – 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

Legend:
- Contact Center... = 1,058 (16.08%)
- Contact Center... = 533 (8.1%)
- CalSAWS Applic... = 275 (4.18%)
- CalSAWS Applic... = 268 (4.07%)
- CalSAWS Applic... = 235 (3.57%)
- CalSAWS Applic... = 155 (2.36%)
- Imaging > Othe... = 151 (2.3%)
- CalSAWS Applic... = 146 (2.22%)
- Lobby Device S... = 142 (2.16%)
- CalSAWS Applic... = 133 (2.02%)
- CalSAWS Applic... = 132 (2.01%)
- CalSAWS Applic... = 124 (1.89%)
- Other = 3,226 (49.04%)
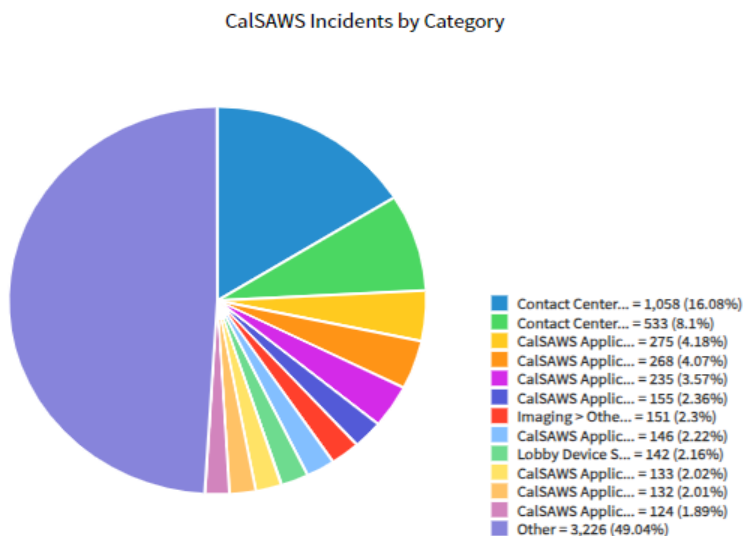
Category	Incident Count	Percentage of Incidents
Contact Center/IVR > CCP	1,058	16.08%
Contact Center/IVR > Other	533	8.1%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Other	275	4.18%
CalSAWS Application/Related Systems > Production > Client Correspondence > NOAs	268	4.07%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Incorrect Eligibility Results	235	3.57%
CalSAWS Application/Related Systems > Production > Medi-Cal Eligibility Determination > EDBC Results	155	2.36%
Imaging > Other	151	2.3%
CalSAWS Application/Related Systems > Production > Medi-Cal Eligibility Determination > Other	146	2.22%
Lobby Device Support > Kiosk	142	2.16%
CalSAWS Application/Related Systems > Production > Error Encountered > Running/Authorizing EDBC	133	2.02%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > Other	132	2.01%
CalSAWS Application/Related Systems > Production > Performance > Other	124	1.89%
Other	3,226	49.04%
Total	**6,578**	**100%**

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: January 29, 2024 – February 11, 2024
Contractor Project Executive: Arnold Malvick

Figure 3.1.2-15 – CalSAWS ServiceNow Cases Created for Remote Maintenance

CalSAWS ServiceNow Cases Created for Remote Maintenance
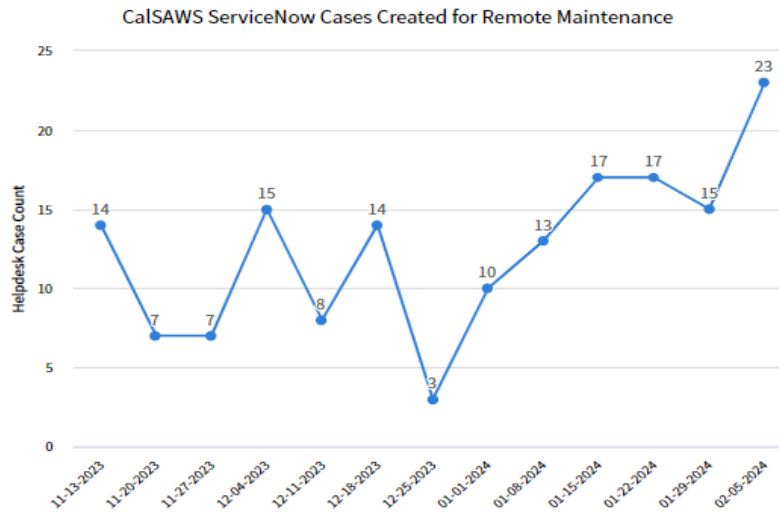
► The Monthly Level 3 Helpdesk Diagnosis Service Level Agreement (SLA) graph below represents the Level 3 Helpdesk compliance metric for closed incidents. The current compliance for February Month to Date (MTD) is 98.2%

Figure 3.1.2-16 – CalSAWS Accenture Monthly Level 3 Helpdesk Diagnosis Service Level Agreement (SLA) Compliance

Monthly Level 3 Helpdesk Diagnosis
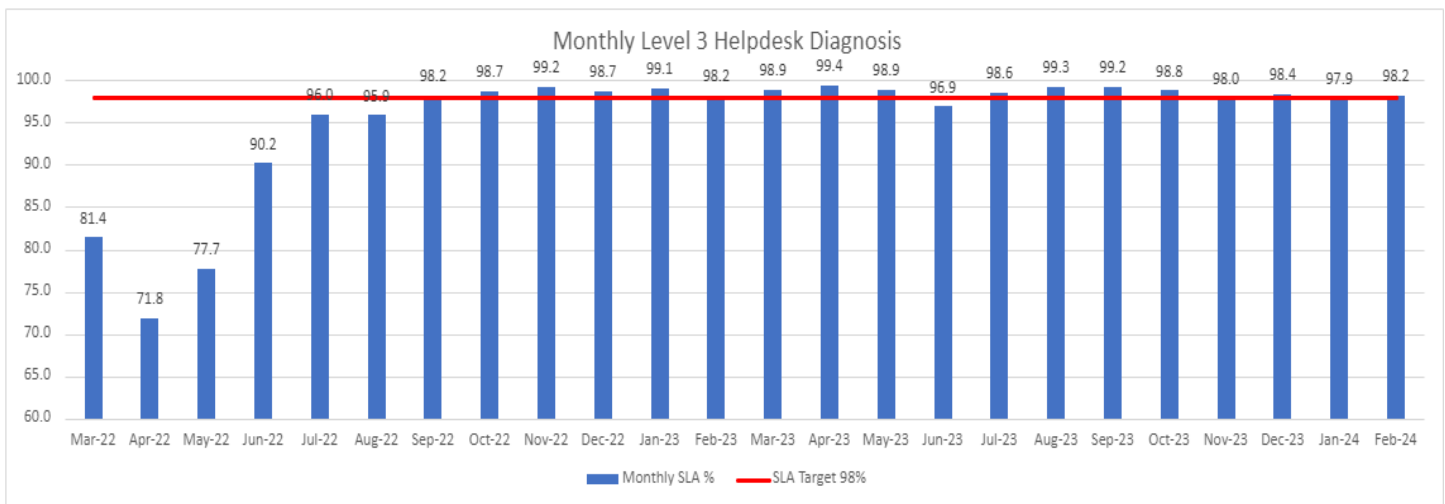
► The graph below represents the number of incidents that missed the Service Level Agreement (SLA) in each month. Twelve (12) incidents missed the SLA in February Month to Date (MTD)

Figure 3.1.2-17 – Incidents that have missed the Service Level Agreement (SLA) in their respective month

Incidents that have missed the 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. Twenty-two (22) closed incidents missed the SLA in February Month to Date (MTD)

Figure 3.1.2-18 – Incidents that have missed the SLA and reported in the month incidents are closed

Incidents that have missed the SLA and are reported in the month the incidents are closed
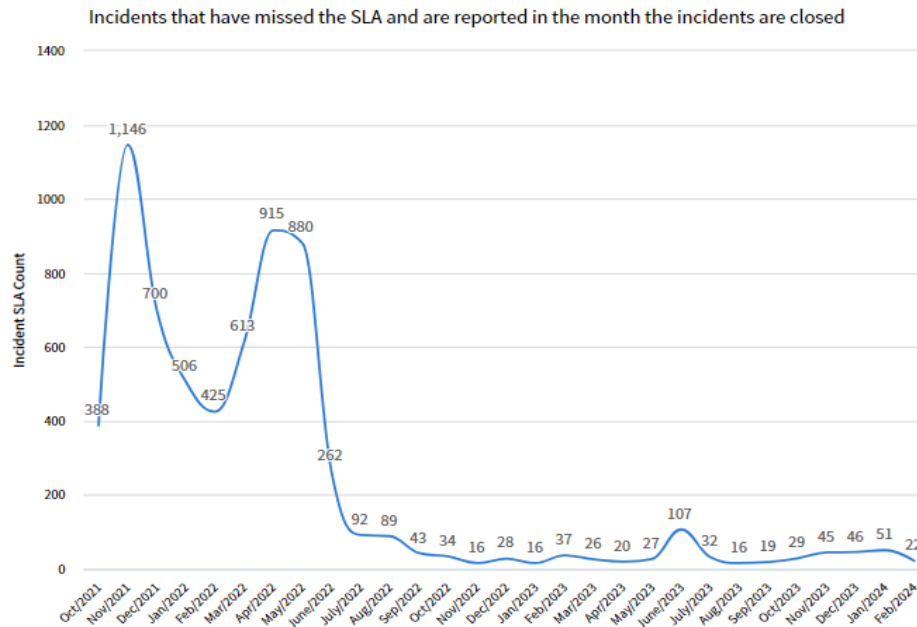
3.2 Technology Operations

► 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
  o Phase 3 of Roseville build is in progress
    ▪ None for the reporting period
► Remote Connectivity
  o None for the reporting period
► State Data Center Build
    ▪ None for the reporting period
► County Site Migrations
  o Humboldt County – Site move, and Customer Service Center ('CSC') network model change to Point of Presence ('PoP')
    ▪ County Purchase documentation with County for approval
  o Kern County – New site
    ▪ County Purchase documentation with County for approval
  o Monterey County – Site move and CSC network model change to PoP
    ▪ County Purchase documentation with County for approval

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: January 29, 2024 – February 11, 2024
Contractor Project Executive: Arnold Malvick

- 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
February 12, 2024	awswestf5001/awswestf5002 F5 Software Upgrade from version 15.1.10.2 to 15.1.10.3
February 12 – 14, 2024	Network Operating System (NXOS) Upgrade of SV1 Cisco devices from version 9.3(12) to 10.2(6)(M)
February 13, 2024	awswestf5001/awswestf5002 F5 Software Upgrade from version 15.1.10.2 to 15.1.10.3
February 14, 2024	Update all County Enhanced Call Control Panel (ECCP) Web Application Firewall (WAF) With County Egress Internet Protocols – Production (Planned Change)
February 14, 2024	TPX 100M Circuit Upgrade at Conversion Defect Testing (CDT) Vacaville (1020 Vaquero Cir Vacaville, CA 95688) (Planned Change)
February 14 – 19, 2024	Center for Internet Security (CIS): Hardening of Network Time Protocol (NTP) Configuration on Network Routers and Switches - Phase 2
February 15, 2024	Deploy Contact Center Webchat to contactcenter-production-sharedfunctions account (Planned Change)
February 15 – 22, 2024	Deploy Scheduled Call Back Solution to multiple Contact Center Production environments (Planned Change)
February 18, 2024	Rotate application credentials - Production environments - coreapp-production – February 2024
February 18, 2024	Production Database and Conversion Monthly Linux Operating System (OS) Patching (Planned Change)
February 19 – 21, 2024	Network Operating System (NXOS) Upgrade of LA3 Cisco devices from version 9.3(12) to 10.2(6)(M)
March 24, 2024	Update BenefitsCal Portal Application Programming Interface (API) Endpoints in Coreapp-Production US-WEST-2 (Planned Change)
March 24, 2024	Update BenefitsCal Portal Application Programming Interface (API) Endpoints in Coreapp-Production US-EAST-1 (Planned Change)

Table 3.2.1-2 – CalSAWS Incident Follow-up Summary

Ticket ID	Description	Impact Date / Time	Impact	Resolution
None				

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

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

3.2.3 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 and planned maintenance windows. The calendar is available on the CalSAWS Web Portal under the following path including additional details on legends used:
  o Resources\Calendar\CalSAWS Production Planned Outages Calendar\2024 folder.

Table 3.2.3-1 – CalSAWS Production Planned Outages Calendar

CalSAWS and BenefitsCal Production Planned Maintenance

Legend:
Green = Available
Yellow = Reduced Capability
Red = Outage

System columns (left to right): CalSAWS Core, BenefitsCal, Imaging, Contact Center, ADHOC / APEX, ForgeRock, CalHeers, OCAT, Central Print

| Activity Description	Start Date	Start Time	End Date	End Time	Commnications	Date Sent
CalSAWS Release 24.01	01/21/24	6:00 AM	01/21/24	3:00 PM	CIT / Broadcast Email	1/09/2024 / 1/16/2024
BenefitsCal Release 24.01.25	01/25/25	8:00 PM	01/25/24	9:30 PM	Broadcast Email	1/24/2024
ForgeRock Maintenance	01/26/24	10:00 PM	01/27/24	1:00 AM	Broadcast Email	1/19/2024
Production Maintenance	01/28/24	1:00 PM	01/28/24	8:00 PM	Broadcast Email	1/19/2024
Production Maintenance	02/18/24	4:00 PM	02/18/24	8:00 PM	CIT / Broadcast Email	1/31/2024 / 2/7/2024
ForgeRock Maintenance	02/23/24	10:00 PM	02/24/24	1:00 AM	CIT / Broadcast Email	2/2/2024 / 2/12/2024
BenefitsCal Release 24.02.29	02/29/24	8:00 PM	02/29/24	9:30 PM		
CalSAWS Release 24.03	03/24/24	6:00 AM	03/24/24	3:00 PM		
BenefitsCal Release 24.03.28	03/28/24	8:00 PM	03/28/24	9:30 PM		
Production Maintenance	03/31/24	4:00 PM	03/31/24	8:00 PM		
Production Maintenance	04/07/24	6:00 AM	04/07/24	10:00 PM		
BenefitsCal Release 24.04.25	04/25/24	8:00 PM	04/25/24	9:30 PM		
Production Maintenance	04/26/24	10:00 PM	04/27/24	1:00 AM		
Production Maintenance	04/28/24	4:00 PM	04/28/24	8:00 PM		
Production Maintenance	05/12/24	4:00 PM	05/12/24	4:00 PM		
CalSAWS Release 24.05	05/19/24	6:00 AM	05/19/24	3:00 PM		
Production Maintenance	05/24/24	10:00 PM	05/25/24	1:00 AM		
BenefitsCal Release 24.05.30	05/30/24	8:00 PM	05/30/24	9:30 PM		
Production Maintenance	06/02/24	8:00 AM	06/02/24	2:00 PM		
BenefitsCal Release 24.06.27	06/27/24	8:00 PM	06/27/24	9:30 PM		
Production Maintenance	06/28/24	10:00 PM	06/29/24	1:00 AM		
Production Maintenance	06/30/24	4:00 PM	06/30/24	8:00 PM		
Production Maintenance	07/14/24	4:00 PM	07/14/24	8:00 PM		
CalSAWS Release 24.07	07/19/24	6:00 AM	07/19/24	3:00 PM		
BenefitsCal Release 24.07.25	07/25/24	8:00 PM	07/25/24	9:30 PM		
Production Maintenance	07/26/24	10:00 PM	07/27/24	1:00 AM		
Production Maintenance	08/18/24	4:00 PM	08/18/24	8:00 PM		
BenefitsCal Release 24.08.29	08/29/24	8:00 PM	08/29/24	9:30 PM		
Production Maintenance	08/30/24	10:00 PM	08/31/24	1:00 AM		
Production Maintenance	09/08/24	8:00 AM	09/08/24	2:00 PM		
CalSAWS Release 24.09	09/22/24	6:00 AM	09/22/24	3:00 PM		
BenefitsCal Release 24.09.26	09/26/24	8:00 PM	09/26/24	9:30 PM		
Production Maintenance	09/27/24	10:00 PM	09/28/24	1:00 AM		
Production Maintenance	09/29/24	4:00 PM	09/29/24	8:00 PM		
Production Maintenance	10/06/24	6:00 AM	10/06/24	10:00 PM		
Production Maintenance	10/20/24	4:00 PM	10/20/24	8:00 PM		
Production Maintenance	10/25/24	10:00 PM	10/26/24	1:00 AM		
BenefitsCal Release 24.10.31	10/31/24	8:00 PM	10/31/24	9:30 PM		
BenefitsCal Release 24.11.20	11/20/24	8:00 PM	11/20/24	9:30 PM		
CalSAWS Release 24.11	11/24/24	6:00 AM	11/24/24	3:00 PM		
Production Maintenance	12/06/24	10:00 PM	12/07/24	1:00 AM		
Production Maintenance	12/08/24	4:00 PM	12/08/24	8:00 PM		
Production Maintenance	12/15/24	8:00 AM	12/15/24	2:00 PM		
BenefitsCal Release 24.12.19	12/19/24	8:00 PM	12/19/24	9:30 PM		
CalSAWS Release 25.01	01/26/25	6:00 AM	01/26/25	3:00 PM		
BenefitsCal Release 25.01.30	01/30/25	8:00 PM	01/30/25	9:30 PM		

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
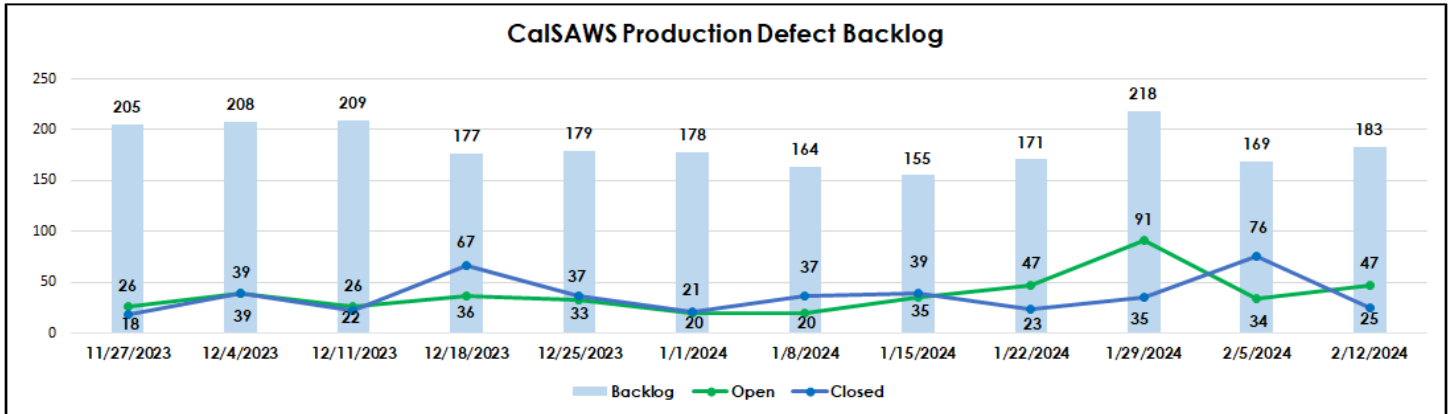
3.3.1   Release Schedule Production Defect Fix

► The Production Defect fix – Release Schedule reflects the number of defects planned in alignment to each monthly release (24.01, 24.02, 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	**24.02**	**24.03**	**24.05**	**TBD**	**Grand Total**
2-Normal/Medium	**7**	**18**	**1**	**10**	**36**
New	1	6	1	3	11
In Progress	5	10	0	6	21
Closed	1	2	0	1	4
3-Normal/Low	**44**	**45**	**1**	**58**	**148**
New	14	7	1	36	58
In Progress	26	36	0	22	84
Closed	4	2	0		6
4-Cosmetic	**2**	**1**	**0**	**4**	**7**
New	1	0	0	3	4

CalSAWS Production Defect Count by Release					
In Progress	1	1	0	1	3
Grand Total	53	64	2	72	191

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 24.03 Communications:
  o See table 3.4.1-1 CalSAWS Release 24.03 Communication Activities for details

Table 3.4.1-1 – CalSAWS Release 24.03 Communication Activities

TASK	DATE (S)	OWNER
Send draft Release Notes file to Consortium for review	February 12, 2024	Production Operations
Send draft Release Notes file to select County Staff and Consortium for review	February 26, 2024	Production Operations
Webcast on CalSAWS Release 24.03	March 5, 2024	Production Operations / Consortium Policy and Design
Send draft Release Notes file to select County Staff and Consortium for final review	March 11, 2024	Production Operations
Send summary of changes in CalSAWS Release 24.03 in CalSAWS Health Report	March 18, 2024	Production Operations
24.03 CalSAWS Application Development and Training Release Notes Broadcast	March 19, 2024	Production Operations
CalSAWS Release 24.03 Greenlight Meeting	Mach 20, 2024	Release Management/Quality Assurance
CalSAWS 24.03 Post-Release Checkpoint Call	March 25 – March 27, 2024	Production Operations

3.4.2   Root Cause Analysis (RCA)

► Root Cause Analysis (RCA) – 281 – Riverside County Interactive Voice Response (IVR) Authentication Issue – PRB0047783
  o On November 8, 2023, the Project team received reports from Riverside County that customers were unable to authenticate in IVR. The Contact center team escalated the issue to Amazon Web Services (AWS) via ticket # 14033717471. A bridge call was initiated, and AWS identified the root cause: The Project team had created a request for AWS to migrate Riverside County 877 toll-free number from IVR legacy account to a new AWS account for Riverside County. AWS migrated the phone number, to the wrong AWS account. AWS support pulled the initial instance number to work on the

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: January 29, 2024 – February 11, 2024
Contractor Project Executive: Arnold Malvick

changes which was incorrect and resulted in the phone number being migrated to an incorrect instance of Amazon Resource Name (ARN). To resolve the issue, AWS migrated the 877 toll-free number to a correct instance of ARN. After the changes were performed, the Project team confirmed with Riverside County that customers were able to authenticate in IVR

► Root Cause Analysis (RCA) – 282 – Riverside IVR Authentication Issue – PRB0047783
  o On October 7, 2023, the IVR aggregate refresh batch job (PB00V499) failed during the nightly batch processing due to an issue with the converted address table records. The Batch and Interface (B&I) team identified that some address records were overlapping for some of the cases, which resulted in an exception resulting which led to a batch failure. Defect CA-269031 was created to address this issue. In addition, defect CC-5415 was created for the Conversion team to address all converted overlapping address records. The batch job PB00V499 populates data into an IVR table that is required for IVR authentication. Since the batch job had failed, customers were unable to authenticate in IVR. A broadcast was sent to Counties and the team started actively working to resolve the issue. After investigating the issue, the B&I team identified that the overlapping address existed only for non-IVR counties and determined to run the batch job by overriding the batch properties command to run batch only for the IVR Counties. Batch Scheduling Change Request (BSCR) CA-269165 was created to resolve the issue. The Batch Ops team successfully updated the run parameters of the batch job and the rerun of the batch job was successful. The IVR aggregate table was populated with the data necessary for authentication. The Contact Center team confirmed that IVR authentication for Counties was successful. On October 11, 2023, Kings, Merced, and San Joaquin Counties reported that the issue still exists for them. Upon investigations, the Contact Center team identified that the overriding batch properties command was missing for these three Counties. The team updated the batch properties command to include these missing County codes using Batch System Change Request (BSCR) CA-269291 and the batch job was rerun during the nightly batch processing on October 12, 2023. The Project team received confirmation from the IVR Counties that customers were able to successfully authenticate in IVR and a resolved broadcast was sent to all IVR Counties

► Root Cause Analysis (RCA) – 284 – Riverside IVR Authentication Issue – PRB0047824
  o On November 14, 2023, the contact center team identified an issue during Los Angeles (LA) County pre-migration testing, wherein Users were unable to authenticate in the Interactive Voice Response (IVR) system using their unique voice prints. Alternate authentication methods, such as Account and PIN, were available to Users. Investigation showed that the issue was not limited only to Los Angeles County but to all other Contact Center counties. At 9:30 a.m., the Major Incident Management team initiated a call involving all technical teams to address and troubleshoot the problem. The Contact center team shared an error log indicating a loss of connectivity between the Amazon Web Services (AWS) hosted Contact Center Accounts and the Nuance Servers located in Equinix. Based on the timing of the error log, the Network team was able to correlate this break in service to implementation of a change CHG0043480 on October 13, 2023. This change was part of the Roseville build and configuration hardening to remove Classless Inter-Domain Routing (CIDR's) related to ADF and PMO sites. When the PMO subnet

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: January 29, 2024 – February 11, 2024
Contractor Project Executive: Arnold Malvick

(10.0.0.0/8) was replaced with the unique CIDR from Roseville, communication to AWS Contact Center accounts which was part of the same 10.0.x.0 IP block got restricted due to the denial by default rule. To resolve the authentication issue, the team obtained authorization from Consortium to proceed with the fix and retroactively document the change. An F5 security policy was configured to explicitly permit all Contact Center Production CIDRs that needed access to the Nuance Servers in LA3 and SV1 datacenter locations. Additional Transit Gateway routing policies were also identified to be missing that had to be permitted. Following the change, testing confirmed that the error message had stopped, and LA county Users were able to get the voice prompt through which they were able to authenticate themselves. Due to the availability of alternate authentication methods for end customers, this was not reported as an incident by any County. The CalSAWS staff were unable to identify this break in feature during their daily functional validation due to inability to mimic an authenticated end User and functionally test this feature in Production. Monitoring health checks did not report any disruption in system health, which resulted in the issue not being discovered for the impacted duration

► Root Cause Analysis (RCA) – 291 – Imaging Users Unable to Open Batches in Workflow – PRB0048056
   o On December 15, 2023, the CalSAWS imaging team observed that documents were unavailable through the CalSAWS imaging exception queues. Team escalated the issue to Hyland and engaged them in a troubleshooting call. During the investigation, the Hyland team identified that a change for Capture, Content and View Endpoints version 3.4.20 was deployed on the previous night (12/14/2023) in Production at 9:30 p.m. by Hyland. During this update, a custom header HTML file was not copied into the new version of Capture and Content. This caused documents in most workflows to not be viewable by Users. The Hyland team copied over the updated header files to resolve the issue. After changes were completed, the Project team confirmed that documents can be accessed in workflow through the CalSAWS imaging exception queues

► Root Cause Analysis (RCA) – 295 – eCCP Accept Call (Green Button) Issue – PRB0048126
   o On December 27,2023, some Counties reported tickets where Contact Center agents were not able to accept calls due to the accept call function (green button) was missing. While troubleshooting the issue, the Contact Center team identified that the issue was impacting Counties that use eCCP, was intermittent, and workers were able to answer inbound calls by logging out and logging back in. The issue was sporadic. In addition, when a call is unanswered by an agent, the call gets auto transferred to the next available agent. The project team scheduled a live troubleshooting session with one of the impacted users and the Contact Center team gathered browser, network, and eCCP logs while an agent was encountering the issue for further diagnosis. The Contact Center team identified a scenario that causes this issue: "If an agent makes an outbound call from a "Ready" agent status and receives an inbound call at the same time, this will disable the accept call function (green button)." To avoid this scenario, the agents were advised to place themselves in the "Not Ready – Outbound Call" status prior to placing an outbound call. Inbound calls can only be received when in the "Ready" agent status. A Defect CA-272240 was created to gather and consolidate different scenarios that may lead

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: January 29, 2024 – February 11, 2024
Contractor Project Executive: Arnold Malvick

to this issue. After working with the impacted counties, the team consolidated scenarios and targeted a fix to be deployed with 24.01.11 release. This defect addressed all known issues based on logs from incidents and several troubleshooting sessions with the impacted counties. The root cause of the issue is due to how the code handles the setting of the outbound flag for the agent's session. When an outbound call is made, it will set the outbound flag to "true". There were some scenarios where the outbound flag will remain as "true" such as if an outbound call is ended by the customer and the worker is not able to click the red "end button" to end the call and initiate the post-call survey.

► Root Cause Analysis (RCA) – 297 – Issue – CA-273057

   o   After the CalSAWS 24.01 major release deployment on Sunday, January 21, 2024, the CalSAWS technical teams received alerts related to Client Index Number (CIN) search. While investigating the issue, team identified a unique error identification (UEID) error on the CIN search page when requesting a new CIN. The CalSAWS Application Development and Technical teams identified that the issue was caused by the code that was delivered in 24.01 release using CA-271994, and the problematic code was reverted. Testing was completed after the code was reverted and CIN Search functionality was restored by 3 am on Monday, January 22, 2024. During the 24.01 release test cycle, the CIN UEID was not identified as the lower test environments utilize a CIN simulator that was not impacted by the change. However, on Monday, January 15th, as part of the normal process to prepare for Production deployment, the Automated Regression Test Team attempted to do their final regression test run against the 24.01 build in a staging environment which utilizes a live connection to a MEDS test environment for CIN functionality. During this regression test run, the team encountered several UEID errors through the online pages, inclusive of the CIN issue which prevented the regression test suite from successfully completing. It was concluded that the majority of the UEIDs being experienced in staging environment were attributed to slow environment performance caused by a long running conversion script being executed in the Unit Test environment and a reports ingestion job that had been kicked off during business hours. The CIN UEID issue was incorrectly diagnosed as an environment issue as the other lower environments had not experienced the same issue, the staging environment is configured differently (clustered environment), and similar behavior had been previously experienced in October 2023, in some lower environments which did not impact Production. The Technical team recommended changing the service in staging environment to the CIN simulator and for the system test team to coordinate with all other teams to pause any high environment usage activities so that the Automated Regression Test (ART) suite could be executed. On January 18, 2024, the automated regression test suite was re-executed against the staging environment and the updated configuration to point to the CIN simulator. All scripts successfully passed

3.4.3 Batch Operations

► Continued to monitor the Analytics Reports and Dashboards after the implementation of the performance fix for Amazon Web Services (AWS) Relational Database Service (RDS) on January 6, 2024. Since the fix was implemented, Analytics reports and dashboards recommendations have continued to complete on time

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: January 29, 2024 – February 11, 2024
Contractor Project Executive: Arnold Malvick

► Continued planning activities for the BIC Scheduler upgrade, currently planned for implementation in May 2024. Reviewed initial plan with Consortium, Application Development, and Technical Operations leads
► Completed execution of monthly foster care payroll batch runs for the 58 counties
► 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
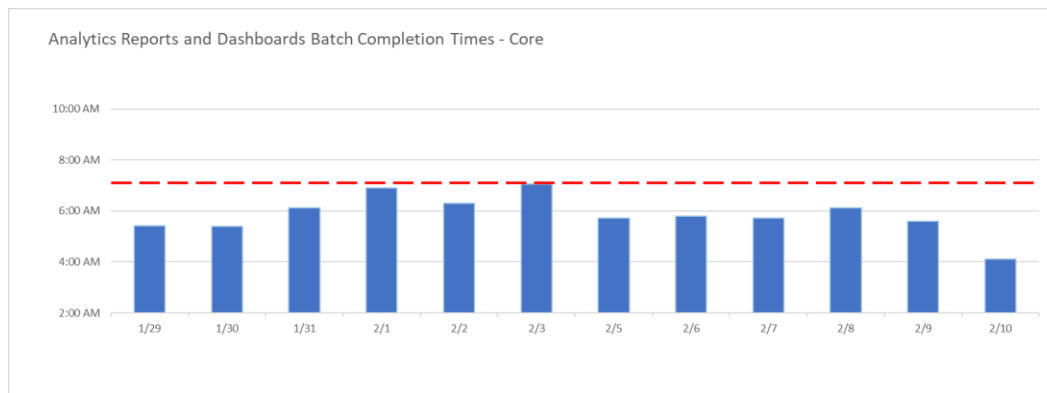
Table 3.4.3.2 - Details of Days When Analytics Reports and Dashboards Completed after 7:00 a.m.

Batch Date	Issue	Communication	Status	Resolution
February 3, 2024	1 weekly report completed shortly after 7:00 a.m.	Job completed before planned broadcast was sent	Closed	Completed

3.4.4 Production Performance

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

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: January 29, 2024 – February 11, 2024
Contractor Project Executive: Arnold Malvick

Table 3.4.4-1 – Batch Service Level Agreement (SLA) Performance

Batch SLA Performance (in Days) for Past 12 Months
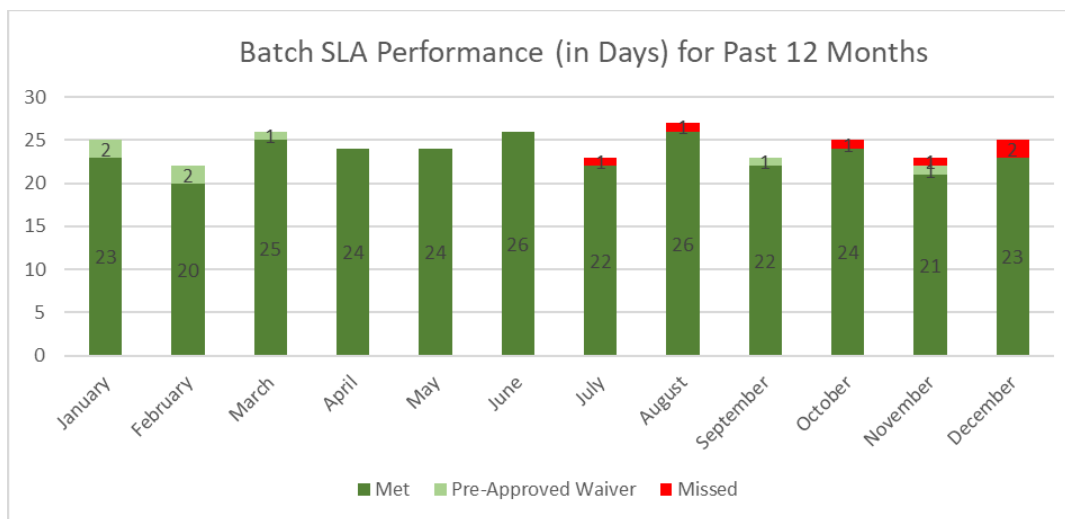
► Imaging
   o   None for the reporting period
► Contact Center
   o   None for the reporting period
► ForgeRock
   o   None for the reporting period
► Core Online
   o   Online Service Level Agreement (SLA) Performance. Peak SLAs for screen to screen and Eligibility Determination Benefit Calculation (EDBC) met every day for the last 12 months

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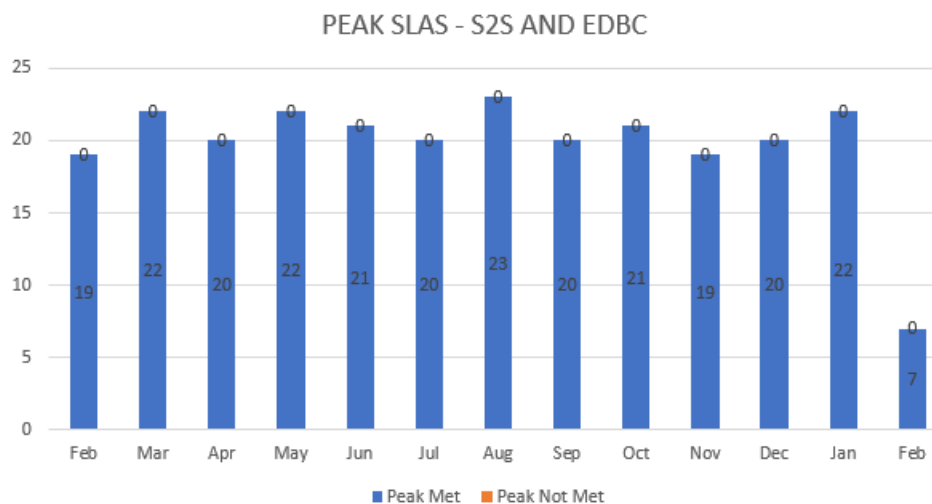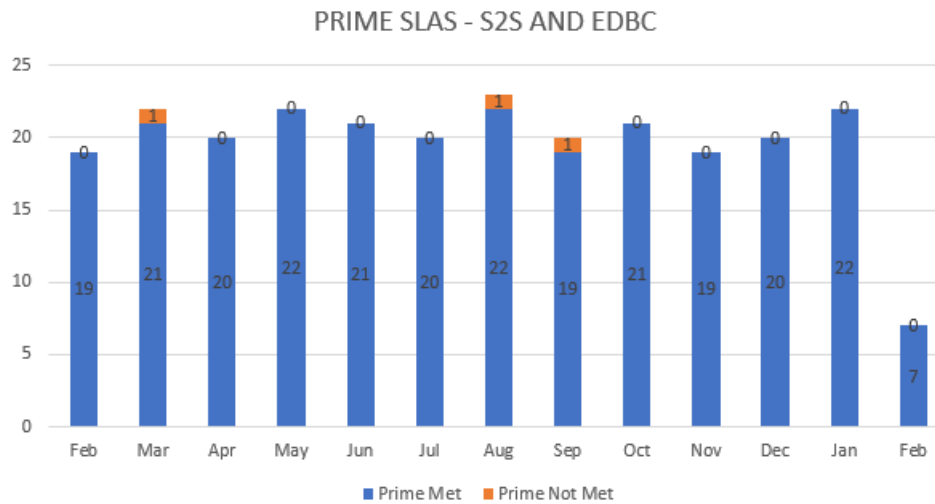

PEAK SLAS - S2S AND EDBC

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: January 29, 2024 – February 11, 2024
Contractor Project Executive: Arnold Malvick

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

PRIME SLAS - S2S AND EDBC

3.5   ForgeRock

► ForgeRock team members working on Environment Evolution gathered in Denver Office on the week of February 5 - 9, 2024 for continuation of work. Additional working sessions will be planned for the rest of month and what requirements are needed for future months ahead
► User Access Review (UAR) for January has been submitted for Consortium HelpDesk review on February 7, 2024
► ForgeRock team is working on gathering all requirements for Multi Factor Authentication Login Journey to ensure all design requirements are captured
► ForgeRock team is working on gathering all requirements for Reauthentication of Multi-Factor Authentication to ensure all design requirements are captured
► Draft of RCA 301 from the incident Jan 26, 2024, has been updated to include in the timeline for Feb 4, 2024, and preventative actions to improve our environments. Further review needed
► The team is working on Jenkins for the AL2 upgrade in Sandbox Environment - the instance is ready for package imports
► The ForgeRock team has met with Consortium Helpdesk, Production Operations and QA team for operational updates
► ForgeRock working on instance size changes: sizing will be applied to Assembly Test, Development, and Staging on February 8-9, 2024
► ForgeRock Evolution team working on Technical Change Board Request (TBCR) for Sandbox Extension and all environments until the end of the 2025 year
► ForgeRock Leads working on grouping the existing and past Root Cause Analysis (RCA) Preventative Actions to see what will be resolved with the Evolution work

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: January 29, 2024 – February 11, 2024
Contractor Project Executive: Arnold Malvick

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	February 23, 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)
   o Release 17 - target to deploy on February 22, 2024
      ▪ System Change Request (SCR) going through SCRB/CCB approvals
      ▪ Testing is in progress
   o Release 18 - target to deploy on March 28, 2024
      ▪ Design is in progress
► Voice Bots (Welcome/Authentication Bots)
   o Successfully deployed over 400 new utterances combined for English and Spanish for the Welcome Bot on January 31, 2024
   o The Voice Bots Team is working on prompt and timeout enhancements for the Welcome and Authentication Bots. The enhancements will be released to the Counties in phases
      ▪ The first counties to receive the updates will be Contra Costa, Placer, and Shasta Counties on February 22, 2024; Testing is in progress
► Electronic Benefit Transfer (EBT) Card Replacement - Robotic Process Automation (RPA)
   o Successfully migrated RPA EBT process from UiPath Cloud to AWS CalSAWS Cloud on February 1, 2024
   o Successfully went live with Tulare, Santa Barbara, and Ventura Counties on February 9, 2024
   o RPA EBT county testing meetings with Sprint 3 Counties [Stanislaus San Mateo, Kings, Santa Clara, and San Diego Counties] have been scheduled for the week of February 12, 2024
   o RPA kickoff meetings for Sprint 4 Counties [Kern, Monterey, Riverside, and Yuba Counties have been scheduled for the week of February 19, 2024

3.7   Imaging

► Completed Defects
  o CA-273423 - Add EBT 2259A and WI 10072A forms to Imaging system
  o CA-272226 - External Agency - Documents submitted with a valid barcode sometimes do not get form number
  o CA-272391 - External Agency - Brainware making Barcode info calls with no barcode

► Completed System Change Requests (SCRs)
  o No updates for the reporting period

3.8   Customer Service Center (CSC)

► In Design:
  o 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
  o No updates for the reporting period
► Contra Costa County
  o No updates for the reporting period
► Marin County
  o No updates for the reporting period
► Monterey County
  o No updates for the reporting period
► Napa County
  o No updates for the reporting period
► San Benito County
  o No updates for the reporting period
► San Francisco County
  o No updates for the reporting period
► San Mateo County
  o No updates for the reporting period
► Santa Clara County
  o County Purchase SC-02-2023 (three kiosks, three tablets)
    ▪ Equipment received at CalSAWS warehouse. Preparing equipment to ship to the County. Call setup for February 14, 2024.
► Santa Cruz County
  o County Purchase order signed, and order has been placed
  o Continued weekly meetings with County
  o County working on milestones

- ► Solano County
  - o No updates for the reporting period
- ► Sonoma County
  - o 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
  - o No updates for the reporting period
- ► Amador County
  - o No updates for the reporting period
- ► Calaveras County
  - o No updates for the reporting period
- ► El Dorado County
  - o No updates for this reporting period
- ► Mono County
  - o No updates for the reporting period
- ► Nevada County
  - o Delivered equipment to County, working with County on setting and completing milestones for go-live
- ► Placer County
  - o No updates for the reporting period
- ► Sacramento County
  - o No updates for the reporting period
- ► Sierra County
  - o No updates for the reporting period
- ► Sutter County
  - o No updates for the reporting period
- ► Tuolumne County
  - o No updates for the reporting period
- ► Yolo County
  - o No updates for the reporting period
- ► Yuba County
  - o 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
  - o Equipment received at CalSAWS warehouse, working with County to complete preparations
- ► Siskiyou County
  - o Equipment received at CalSAWS warehouse, working with County to complete

Cal**SAWS** – **California Statewide Automated Welfare System**

M&O Bi-Weekly Status Reporting Period: January 29, 2024 – February 11, 2024
Contractor Project Executive: Arnold Malvick

preparations
► Tehama County
  o 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
  o Equipment received at CalSAWS warehouse
  o Working with County to complete flows
  o Team conducted a site visit to observe County's current setup
  o All devices have been delivered. Working with County to restructure CalSAWS configuration and draft strategy to deploy CalSAWS reception log and kiosks.
► Kern County
  o County Purchase KR-02-2023
    ▪ Equipment delivered to County on February 12, 2024
► Mariposa County
  o Equipment has been delivered and County is working on final milestones. County is on track for a go-live date of February 27, 2024.
► San Joaquin County
  o County Purchase documentation with County for approval. No updates for the reporting period.
► San Luis Obispo County
  o No updates for the reporting period
► Tulare County
  o Tablets have been deployed successfully
  o 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
  o No updates for the reporting period
► San Bernardino County
  o No updates for the reporting period
► Ventura County
  o No updates for the reporting period

3.9.6 Region 6 County

► Los Angeles County
  o No updates for the reporting period

3.10 Additional Projects

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: January 29, 2024 – February 11, 2024
Contractor Project Executive: Arnold Malvick

3.10.1 California Department of Social Services (CDSS) Report Support

- ► CDSS Glossary:
    - o SIRFRA - SAWS Information Request for Research and Analysis
    - o FC – Foster Care
    - o AAP – Adoption Assistance Program
    - o ABAWD – Abled Bodied Adults Without Dependents
    - o CIDR – CDSS Internal Data Request
    - o CFAP – California Food Assistance Program
- ► Continued work on ad hoc for AAP in Group Homes and Wraparound payments
- ► Completed work on SIRFRA 3947 - Secondary Education
- ► Completed work on SIRFRA 3953 - Dual Agency Rates for Children in Foster Care for State Fiscal Year 2021-2022
- ► Completed work on SIRFRA 3955 - CalFresh Population Information Request
- ► Completed work on CIDR 9004 Summer EBT
- ► Continued work on CIDR 9005 - Performance Measured Counties
- ► Completed SIRFRA 3958 - Childcare Stage One Data
- ► Completed SIRFRA 3961 - CalWORKs Home Visiting Program (HVP)
- ► Completed SIRFRA 3957 - Timeframe For HA Application Disposition and Benefit Issuance
- ► Started work on CIDR 9006 - Summer EBT
- ► Started work on SIRFRA 3962 - CalFresh Population Information Request
- ► Started work on Rerunning CIDR 9003 - CalFresh Confirm ABAWD Enhancement
- ► Started work on CIDR 9007 - CFAP Disaster CalFresh
- ► Started work on CIDR 9008 - Automated Mass Replacement Waiver Data Request

3.10.2 Department of Health Care Services (DHCS) Report Support

- ► DHCS Glossary
    - o PHE – Public Health Emergency
    - o CCR – Continuing Care Reform
    - o MEDS – Medi-Cal Eligibility Data System
    - o RE - Redetermination
- ► Completed work on SIRFRA 1335 - Non-MAGI Property Eligibility - Denial Mailer Population
- ► Completed work on SIRFRA 1337 - PHE Renewal and Demographics Data Request - January 2024
- ► Completed work on SIRFRA 1338 - Pending Applications and Renewal Data – January 2024
- ► Completed work on SIRFRA 1339 - Unwinding Period Data - Failure to Complete - January 2024
- ► Completed work on SIRFRA 1340 - End of CCR Renewal Data Request - March 2024
- ► Started work on SIRFRA 1346 - End of CCR Renewal Data Request - RE Month April 2024
- ► Started work on SIRFRA 1349 - Unwinding Period Data - Failure to Complete February 2024
- ► Started work on SIRFRA 1345 - MEDS Alert Monitoring - February 2024
- ► Started work on SIRFRA 1347 - PHE Renewal and Demographics Data – February 2024
- ► Started work on SIRFRA 1348 - Pending Applications and Renewals Data Request

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: January 29, 2024 – February 11, 2024
Contractor Project Executive: Arnold Malvick

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
- ► ForgeRock servers – Encountering errors when attempting to install, but they are still protected with Sophos AV

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
- ► The team is working on revamping the deployment process for infrastructure and the ForgeRock application components
- ► The team is also working on finalizing the process of migrating existing configurations and automating credential rotations for system and accounts

3.11 Deviation from Plan/Adjustments

- ► No updates for the 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	- Deployed the 24.02 baseline release to Production on Sunday, February 11, 2024 - Began test execution for the 24.03 baseline release on January 29, 2024
4.5 Reports	- Bi-Weekly State and Fiscal Reports meeting - Reports Discovery Sessions - Meeting with Orange County on GR 237 State Report - First Targeted Reports Focused Session

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
24.02.15	► All County Welfare Directors Letters (ACWDL) 22-25 - Update the Medi-Cal (MC) fragments to no longer reference Property changes ► Add Validation to require Responsible Party when saving the Recovery Account Detail page in all page modes ► Create Generic February Failed to Complete Redetermination (RE) Notice of Actions (NOAs) ► Fresno County - Activate Billing Statements CSF 144 ► One Time County List for Department of Health Care Services (DHS)Cases closed by CalHEERS ► SAVE 37.1 File Format Update ► Support Merced County upgrade to auditing system OneSolution
24.02.17	► Add 'BROU – QR7 Exemption' to General Assistance (GA) Unemployable cases with Specific Case Flags
24.02.22	► Medi-Cal Eligibility Division Information Letters (MEDIL) I 23-24 - Add Additional Application Source Codes ► Prevent Non-County Staff from changing their Classification to 'Child Support Statewide'
24.02.23	► Change ForgeRock AuthID Storage from Server-Side to Client-Side ► ForgeRock-ServiceNow integration ► Implement Multi Factor Authentication (MFA) delivery choice at Login Journey - Design ► Improvements to Data Backups Processes for ForgeRock ► Move Token Clean Up Process ► Production and User Acceptance test (UAT) ForgeRock Application Programming Interface (API) Client for Alameda County ► Reauthentication after 20 minutes inactivity in MFA redesign - Design ► Restrictive service account for the ForgeRock Identity Manager (IDM) component ► Throttling
24.02.25	► Create Tax Household for Converted CalWIN Cases ► Quarterly release testing for Electronic Benefit Transfer (EBT) vendor FIS - February 2024 ► Update Overdue Medi-Cal Renewals with RE due: Prior to June 2023
24.03	► Total System Change Requests (SCRs): 57 approved ► Release Webcast date: To be determined
24.05	► Total System Change Requests (SCRs): 44 approved ► Release Webcast date: To be determined
24.06	► Total System Change Requests (SCRs):5 approved ► Release Webcast date: To be determined

Cal**SAWS** – **California Statewide Automated Welfare System**

M&O Bi-Weekly Status Reporting Period: January 29, 2024 – February 11, 2024
Contractor Project Executive: Arnold Malvick

4.3   Application Development Status

► Continued design on:
  o CA-202054 – All County Letter (ACL)-18-07 Suspend/Discontinue/Reinstate for Cash Assistance Program for Immigrants (CAPI) case
  o CA-204905 - Modify the Disabled (EDBC determined) Exemption Batch Job
  o CA-205388 - Add Threshold Languages for CAPI Change, Suspension, and Discontinuance Notice of Actions (NOAs) (from NA 692)
  o CA-207051 - ACL 19-19 & 19-102 Increase the threshold for CalWORKs Overpayments Phase II
  o CA-209344 - Apply State Supplementary Payment (SSP) Only Other Program Assistance (OPA) for Specific Programs
  o CA-214330 - Update Batch NA 791 to Dynamically Generation Sections
  o CA-229838 - Add new Foster Care Reasons to NOAs Phase 5
  o CA-235880 - Update Auto Journal Creation for Individuals
  o CA-240094 - Refactor: CalFresh NOA Regulations
  o CA-240701 - Generate CF 377.10 for Failure to meet the CalFresh Work Rules
  o CA-246484 - Creation of Banked Caseload Capability
  o CA-246946 - ACL 22-49/49E - Revisions to the CA-812 Quarterly Report form
  o CA-248713 - Conditional CAPI
  o CA-251869 - ACL 22-85 & 21-25 Update CalFresh Reports
  o CA-252985 - Add NOA Fragments in Threshold Languages for CalWORKS NOA Generation (M82-832H)
  o CA-253124 - Validate E-mail Addresses Added into CalSAWS
  o CA-253759 - ACL 23-30 - Paid Family Leave (PFL) CalWORKs Time Limit Exemption
  o CA-253843 - Additional Section Codes for Humanitarian Parolees from Afghanistan and Cubans, Haitians, Nicaraguans, and Venezuelan (CHNV) citizens and nationals
  o CA-256387 - ACL 23-20 Add BenefitsCal API for DCF Application
  o CA-256925 - Update eHIT service from SOAP (Simple Object Access Protocol) to REST (Representational State Transfer)
  o CA-262687 - ACL 22-61/22-61E: Update/Add Threshold of CF 377.7B, CF 377.7B1 and CF 377.7D3
  o CA-265524 - CalSAWS - LobbyKiosk/Fact-1.0 - Upgrade Kiosk and dependent libraries
  o CA-265986 - ADF Migration and Roseville Build-Out
  o CA-267396 - ACL 22-71-Add ICT M40-195B State available threshold languages
  o CA-268378 - Automate SOC 452A for CAPI
  o CA-268402 - Add Threshold Languages for CalFRESH (CF) NOA Reason of 'Lottery or Gambling Winnings'
  o CA-268444 - CalSAWS Batch Framework Change
  o CA-270709 - Add Electronic Benefit Transfer (EBT) 2259 in Threshold Languages
  o CA-271043 - CalSAWS Case Data Removal 2024 Run Scheduling
  o CA-272875 - Update Office Mapping and Office Detail to include Zip Codes to support Homeless Apps
  o CA-49396 - ACL 15-96 - Add and update ARC NOAs and Forms
  o CA-50783 - Add Generation to SOC 813 form

► Continued build on:
  o Priority releases and Release 24.05 approved System Change Requests (SCRs)

4.4   Release Management

4.4.1   Release Test Summary

► Began test execution for 24.03 System Change Requests (SCRs)

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

Pass Rate Target as of February 12, 2024	**25%**
Pass Rate Actual as of February 12, 2024	**38%**
System Test complete Date: March 22, 2024	

Figure 4.4.1-2 – CalSAWS M&E, DD&I and Correspondence System Test Execution Status – 24.03
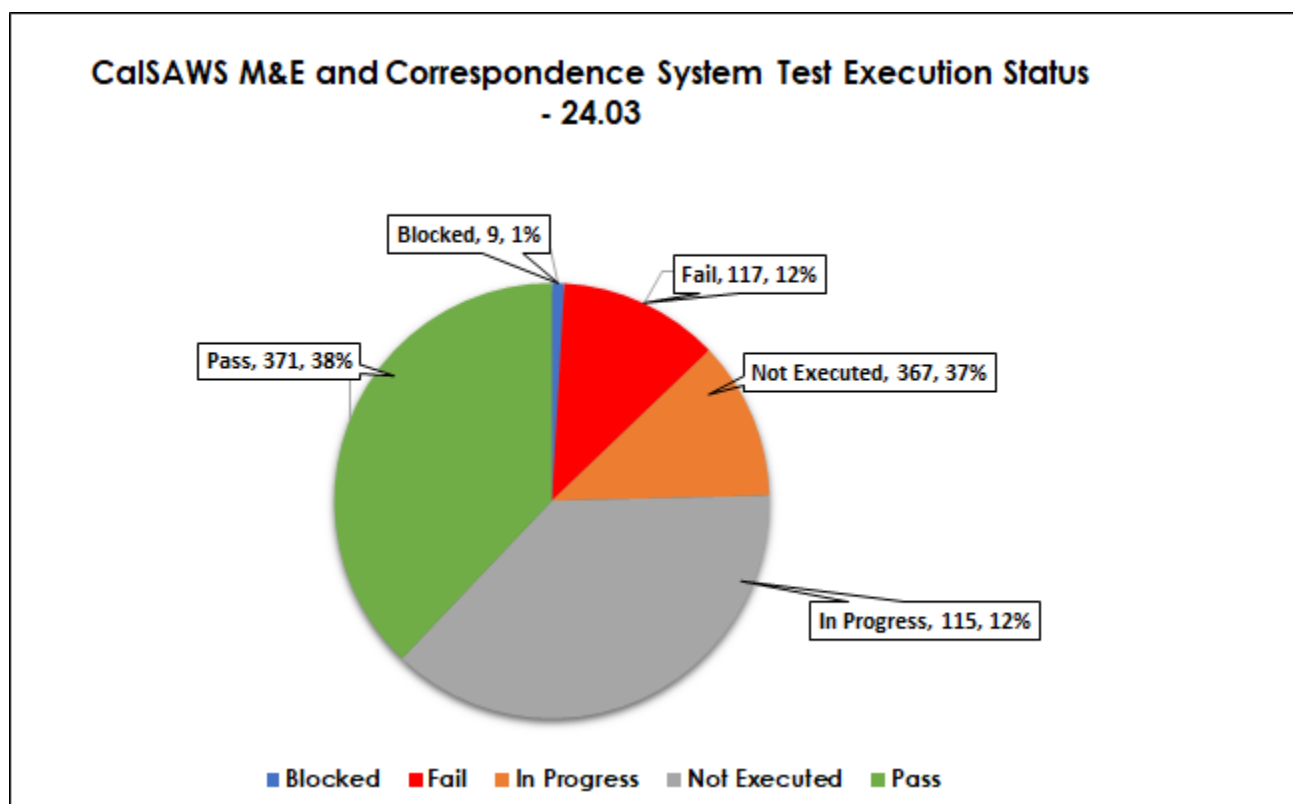
Note:
Test Script counts are subject to change as test scripts are added or removed throughout the execution phase. Includes testing execution for all CalSAWS Test Scripts in the Release

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: January 29, 2024 – February 11, 2024
Contractor Project Executive: Arnold Malvick

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	199,195,154	46.33%	15	100.00%
2	104	144,178,229	33.54%	105	100.00%
3	123	43,511,769	10.12%	120	98.03%
4	707	39,516,491	9.19%	575	90.55%
5	2804	3,529,326	0.82%	796	45.76%

Note: Transaction volume and coverage metrics are based on CalSAWS monthly Production performance data and Automated Regression Test (ART) coverage data as of January 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 1,142 end-to-end Automated Regression Test (ART) scripts:

► 933 Targeting the core CalSAWS application
► 48 Targeting the inbound BenefitsCal Application Processing Interface (API) service (Portal Service)
► 161 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:
  o CA-270636: Automated Regression Test - Execution and Maintenance - 24.03 Release Cycle
  o CA-272899: Automated Regression Test - Execution and Maintenance - 24.05 Release Cycle

4.5 Reports

► CalSAWS State and Fiscal Reports Bi-Weekly meeting's (held on Thursday, February 01, 2024) primary focus was on Fiscal and State Reports Defects. Going forward, this meeting has been extended to 90 minutes
► We have started our Reports Discovery Sessions after the Survey. These meetings are scheduled for 2 hours, three times in a week on Mondays, Wednesdays, and Fridays. So far, we have met with six Groups comprised of different Counties in a Group
► Met with Orange County on Monday, February 05, 2024, to discuss GR 237 State Report
► We had the first Targeted Reports Session with all the Counties on Thursday, February 08, 2024, to discuss CA 237 CW, CA 255 and CA 253 (Combo) Reports

Table 4.5-1 – Total Open Incidents by reporting period

Reporting Period End Date	Number Open Tickets
December 15, 2023	22
December 29, 2023	3

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: January 29, 2024 – February 11, 2024
Contractor Project Executive: Arnold Malvick

Reporting Period End Date	Number Open Tickets
January 12, 2024	25
January 26, 2024	25
February 09, 2024	26

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	0	1	0	1	2
Reopened	0	0	0	0	0
Assigned	3	0	2	0	5
In Development	6	7	1	5	19
Development completed	0	0	0	0	0
In Assembly Test	0	0	0	0	0
System Test	1	0	1	1	3
Test completed	0	2	0	1	3
Total Open Defects	**10**	**10**	**4**	**8**	**32**

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
2-Normal/Medium	2	1	1	1	5
3-Normal/Low	8	9	3	6	26
4-Cosmetic	0	0	0	1	1
Total Open Defects	**10**	**10**	**4**	**8**	**32**

Note: Data is as of current reporting period

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

State/Claiming Reports	Total	Defects As Prioritized	SCRs - Targeted Release				
			24.01	24.03	24.05	24.07	24.09
ABCD 350	1	0	0	0	0	1	0
CA 1037	1	0	0	0	0	1	0
CA 237 CW	1	1	0	0	0	0	0
CA 237 FC	2	2	0	0	0	0	0

		Defects	SCRs - Targeted Release				
CA 800 ARC	1	1	0	0	0	0	0
CA 812	2	1	0	0	0	0	1
CF 296	2	0	0	1	0	1	0
CMSP 237	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	2	1	1	0	0	0	0
FSP14	1	0	0	0	1	0	0
Integrated Claiming	2	1	0	0	0	1	0
SOC 808	1	0	0	0	0	0	1
STAT 45	2	2	0	0	0	0	0
STAT 47	2	1	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 31, 2024, and February 7, 2024
   o System Change Requests (SCRs) in Design Phase
      ▪ CA-267452 - GAGR AS - Alameda County - Add XAN 534
      ▪ CA-268072 - Solano County - General Assistance - Update Periodic Reporting Form
      ▪ CA-241184 - Update GAGR Pregnant Person Only (PPO) to Align with the New CalWORKs PPO Policy Changes
      ▪ CA-249895 - Generate GA/GR change Notice of Action (NOA) in additional situations
      ▪ CA-249942 - San Mateo County GAGR Changes
      ▪ CA-258931 - Add administration checks to additional locations where GA/GR can be failed due a CalWORKS (CW) sanction
      ▪ CA-267549 - GAGR AS - Update to Placer County's NOA 102-3
      ▪ CA-271707 - Enhance pickup location to be available for multiple payees under A program
      ▪ CA-205411 - PA 320 - Vendor Service Order and Invoice, Mailing Address Change

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: January 29, 2024 – February 11, 2024
Contractor Project Executive: Arnold Malvick

- CA-262953 – Los Angeles County - General Relief Opportunities for Work (GROW) Activity Numbers
- CA-264995 - Update GA/GR Administration to include an additional link for Consortia correspondence administration
- CA-266985 - Add Fresno GA/GR grant amounts for households larger than 2 persons
- CA-267005 - Add GA/GR In-Kind Chart Amounts for San Mateo, Santa Cruz, and Solano Counties
- CA-269212 - LA County - GA Add ABP 4060 and add E-Signature Functionality to Some Forms
  - o System Change Requests (SCRs) in Development Phase
    - CA-269899 - Update GAGR Automated Solution Budgeting for San Francisco County
    - CA-270443 - San Francisco County - Update GAGR Reporting Type Logic
    - CA-227568 – Los Angeles County GR Cases Terming for Whereabout Unknown
    - CA-262960 – Los Angeles County - Central Printing for GROW Forms
  - o System Change Requests (SCRs) in System Test Phase
    - CA-250818 – Update - begin date validations when editing GA/GR administration rules and details
    - CA-259882 - Update GAGR Eligibility Determination and Benefits Calculation (EDBC) Logic for Intake Interview Appointment No Show Denial
    - CA-270867 - Add 'BROU – QR7 Exemption' to GA Unemployable cases with Specific Case Flags
  - o Priority System Change Requests (SCRs) deployed to Production
    - None
  - o Defects released to Production
    - CA-270274 - Modify GAGR Cyclic Day time Batch to avoid 504 Gateway Timeout Error

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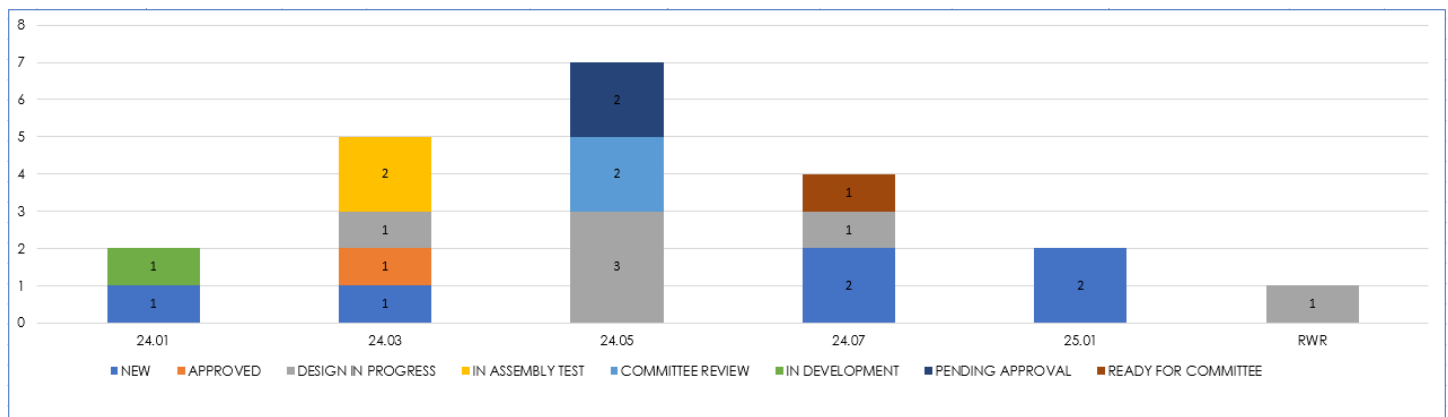
4.7   Training Materials Update

► 24.03 Online Help (OLH) System Change Requests (SCRs):
  o System Test: Six
  o Test Complete: Four
► 24.03.22 Priority Release Web Based Training (WBT) and CalSAWS Functional Presentations (CFP) SCRs:
  o Approved: Four
  o In development: Four
  o Development Complete: One
► Training Environments
  o Continued to work cross-team to troubleshoot CalSAWS Training Staging and Training Production environment tickets

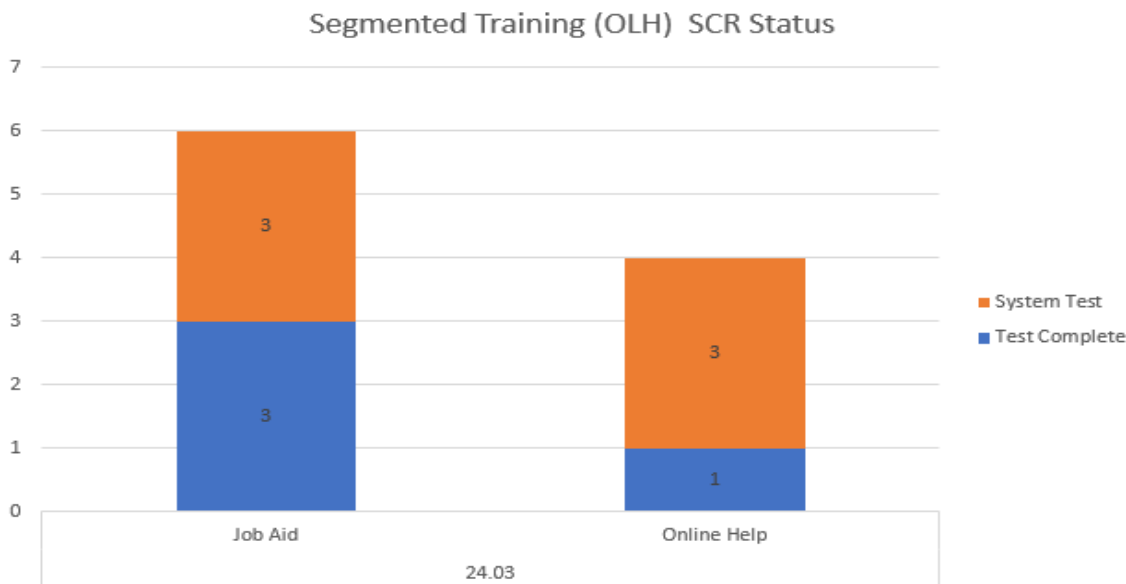**Figure 4.7-1 – Bi-Weekly Training SCR Status Report**

Table 4.7-2 – Upcoming Training Activities

Training Activity	Date	Status
CA-271658 (INC0121527) CTCR applied to Training Production for MEDS Renewal/Recon dates application	February 5, 2024	Completed

4.8   Upcoming Performance Tests

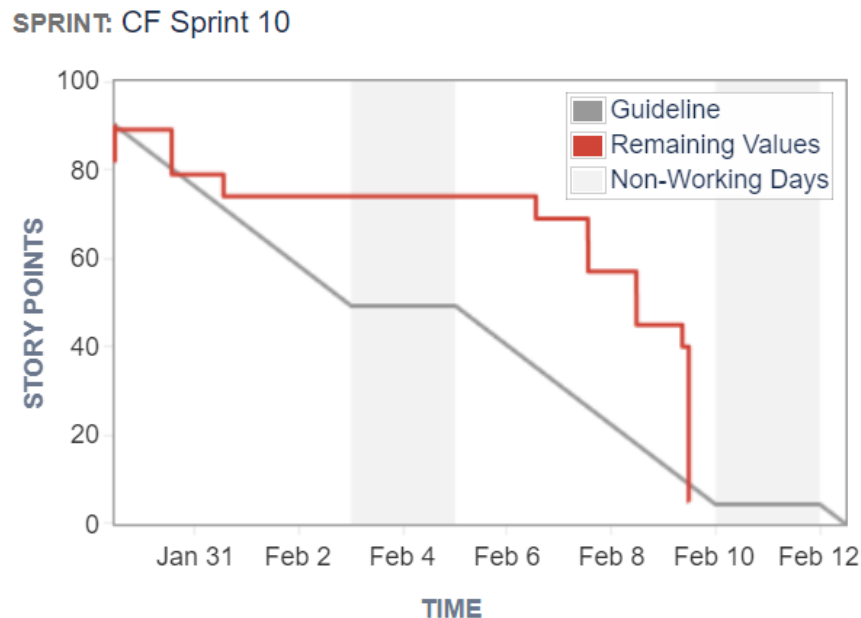►   Planned upcoming Performance tests for Core Online

Table 4.8-1 – Core Online Upcoming Performance Cycle

Performance Cycle	Start Date	End Date	Status
24.03 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
  o Reviewed and obtained the User Group's approvals for the CalSAWS design in the design documents of "Extended Foster Care Application Programming Interface (API)"
  o Completed the development of outbound "Case Link API"
► In Progress Tasks
  o Developing inbound and outbound "Individual Demographics API"
  o Developing inbound and outbound "Case Worker API"
  o Deploying and performing integration testing of "Case Link API"
  o Creating the design documents to include the CalSAWS design for "Home Removal API" and "Payment Instructions API"
  o Adding the California Automated Response and Engagement System (CARES) integration design to the API design documents for "Home Removal API" & "Payment Instructions API"
  o Working with California Automated Response and Engagement System (CARES) team on facilitating the integration testing of "Case Link API"
► Upcoming Tasks
  o Review and obtain the Business Analysts (BA) approvals for the CalSAWS design in the design documents of "Home Removal API" & "Payment Instructions API"
  o Review and obtain the User Group's approvals for the CalSAWS design in the design documents of "Home Removal API" & "Payment Instructions API"
  o Create the design document to include the CalSAWS design for "Income Assets API"
  o Add the California Automated Response and Engagement System (CARES) integration design to the API design document for "Income Assets API"
  o Develop "RFI Communication API" & "Eligibility Determination API" inbound and outbound
  o Test "Document & Imaging API"
► Interface Partner Integration
  o Continue coordination with CARES team for schedule alignment and interface element alignment

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: January 29, 2024 – February 11, 2024
Contractor Project Executive: Arnold Malvick

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
  o   Assembly Test (AT) in progress, resolved defects
  o   Setup performance environments
  o   Update threshold archive age to be parameterized
► In Progress Tasks
  o   Perform Assembly Test, resolve AT defects
  o   Update threading implementation
  o   Implement alerts on unarchive service
  o   Update logic for person level data
  o   Centralize DAOs to improve maintainability
  o   Start performance testing
► Upcoming Tasks
  o   Continue performance testing
  o   Draft data migration plan based on performance testing results
  o   Document archival on wiki, including Change Request impact analysis and development guide

4.10.2 Data Growth – Test Data Slicer (Release 24.05)

► Completed Tasks
  o   Assembly test in BR1 environment, resolving defects
  o   Database scripts to drop temporary columns for copy in Staging database
► In Progress Tasks

Cal**SAWS** – **California Statewide Automated Welfare System**

M&O Bi-Weekly Status Reporting Period: January 29, 2024 – February 11, 2024
Contractor Project Executive: Arnold Malvick

- o Continue assembly test
- o Complete remaining table mapping (i.e. 20 tables)
- o Complete email notification for alerting completion or error out of data slicing
- o Update database configuration files to handle multiple connections for multi/single case copy
- ► Upcoming Tasks
  - o Continue assembly testing
  - o Create Batch System Change Requests (BSCRs) for scheduling multi/single case copy jobs
  - o Document test data slicer on wiki

4.10.3 Data Growth – Archive Phase 2 (Release 24.05)

- ► Completed Tasks
  - o Update Medi-Cal Eligibility Data System alert reader to write to new Medi-Cal Eligibility Data System database
  - o Implement component to move data to new Journal and MEDS Alert database
- ► In Progress Tasks
  - o Draft design documents for Journal
  - o Setup connectivity between batch servers and new databases
  - o Implement initial MEDS Alert Application Programming Interface (API) operations
  - o Centralize online/batch job to access journal tables
  - o Implement API gateway changes
- ► Upcoming Tasks
  - o Implement queues for Journal API
  - o Update online/batch job to call MEDS Alert API/queue requests for Journal API

4.10.4 County Task Management Enhancements

- ► Completed Tasks
  - o Completed development of CA-262395 (Task Reassignment Enhancements)
  - o Completed design review of CA-263040 (Task Management: Administration Functionality for Mass Task Closure)
- ► In Progress Tasks
  - o Sent CA-263040 (Task Management: Admin Functionality for Mass Task Closure) to the Task Management Committee for Review/Approval
  - o Started development of CA-253667 (Task Management: Configurable Task Categories)
- ► Upcoming Tasks
  - o Gain approval and start development of CA-263040 (Task Management: Admin Functionality for Mass Task Closure)

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