CALSAWS M&O BI-WEEKLY STATUS REPORT

Reporting Period: February 26, 2024 – March 10, 2024

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1.0   Executive Summary

1.1   CalSAWS Project Status Dashboard

Table 1.1-1 – Status Dashboard

Topic	CalSAWS System	Highlights
Availability	🟢	► The CalSAWS System did not experience any unplanned outages during this reporting period
Defects	🟢	► There are 172 active Production defects
Incidents		► CALSAWS BROADCAST: Starting at 4:15 p.m. on March 4, 2024, CalSAWS Reporting was inaccessible. As of 2:00 a.m. on March 5, 2024, this issue was resolved. CalSAWS Reporting is available, and Users were able to access On Request reports and dashboards (RCA 305). PRB0048597

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 Ten priority releases that included 45 System Change Requests (SCRs) and 146 defects, a total of 191 items

Table 1.2-1 Priority Releases

Minor version (Release date)	Issue Type		Grand Total
Team Responsible	**Defect**	**SCR**	
24.02.27 (February 27, 2024)	**5**	**4**	**9**
Batch Operations	1	0	1
Contact Center	1	1	2
Conversion	0	1	1
Fiscal	2	0	2
Network	0	1	1
Online	1	1	2
24.02.28 (February 28, 2024)	**3**	**1**	**4**

Minor version (Release date)	Issue Type		Grand Total
Team Responsible	**Defect**	**SCR**	
Analytics	1	0	1
Batch/Interfaces	1	0	1
Contact Center	1	1	2
24.02.29 (February 29, 2024)	**19**	**11**	**30**
Batch Operations	0	1	1
Batch/Interfaces	3	1	4
CalHEERS	1	1	2
Contact Center	0	1	1
Conversion	1	2	3
Eligibility	1	1	2
Fiscal	0	3	3
Online	4	0	4
Reports	9	0	9
Voice Bots / RPA	0	1	1
24.03.01 (March 1, 2024)	**0**	**1**	**1**
Contact Center	0	1	1
24.03.02 (March 2, 2024)	**0**	**1**	**1**
CalHEERS	0	1	1
24.03.03 (March 3, 2024)	**2**	**1**	**3**
Imaging	2	1	3
24.03.04 (March 4, 2024)	**1**	**2**	**3**
Contact Center	0	1	1
Imaging	1	0	1
Technical Forge Rock	0	1	1
24.03.05 (March 5, 2024)	**85**	**12**	**97**
Batch/Interfaces	2	0	2
CalHEERS	1	0	1
Client Correspondence	13	8	21
Contact Center	50	2	52
Eligibility	1	0	1
Fiscal	7	1	8
Online	10	1	11
Task Management	1	0	1
24.03.06 (March 6, 2024)	**0**	**1**	**1**
Contact Center	0	1	1
24.03.07 (March 7, 2024)	**31**	**11**	**42**
Batch Operations	2	2	4
Batch/Interfaces	0	1	1

Minor version (Release date)	Issue Type		Grand Total
Team Responsible	**Defect**	**SCR**	
CalHEERS	0	1	1
Client Correspondence	5	2	7
Contact Center	14	0	14
Eligibility	1	0	1
Fiscal	1	1	2
Online	2	1	3
Reports	4	2	6
Training	0	1	1
Voice Bots / RPA	2	0	2
Grand Total	**146**	**45**	**191**

► Planned Outages:
  o Scheduled CalSAWS Outages:
    ▪ CalSAWS Production Maintenance:
      • On March 10, 2024, from 8:00 a.m. to 2:00 p.m., the CalSAWS and BenefitsCal applications were unavailable. Users were redirected to a read only version of the CalSAWS application.
    ▪ CalSAWS Adhoc Reporting Database Maintenance
      • On March 10, 2024, from 2:00 p.m. to 6:00 p.m., the Adhoc Reporting database was unavailable for Apex, Enhanced Data Reporting (EDR), and Adhoc reports Users
    ▪ Learning Management System (LMS) Maintenance
      • On March 8, 2024, from 7:00 p.m. to 9:00 p.m., Users were unable to access the CalSAWS Learning Management System (LMS)
    ▪ BenefitsCal Maintenance/Limited Access:
      • On February 29, 2024, from 8:00 p.m. to 9:30 p.m., the BenefitsCal application was unavailable
      • On March 10, 2024, from 8:00 a.m. to 2:00 p.m., the BenefitsCal application was available for customer and Community Based Organization (CBO) Users for submitting applications, renewals, and Semi-Annual Reports (SARs); however, transactions from BenefitsCal were queued and released for processing upon completion of CalSAWS maintenance activities. The following features were not available in BenefitsCal: Message Center (notices, messaging, actions, 2-way messaging), appointments, verification of benefits (VOB), CBO account creation, case-link, communication preference updates, and support requests. E-applications submitted from BenefitsCal were routed to the office selected by the participant instead of the default County office.

2.0   Project Management

2.1   Project Deliverables Summary

Table 2.1-1 – Overall Summary of Deliverable Status for Current Reporting Period

DEL #	DELIVERABLE NAME	TEAM	STATUS [1]	STATUS
8.0	Performance Management Plan	PMO, Technical, Application Development, Security	🟢	• Work Acceptance Certificate was signed on March 7, 2024
10.0	Project Office Plan	PMO, Technical	🟢	• Work Acceptance Certificate was signed on March 4, 2024

[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
► Continued CalSAWS Risks and Issues Management Group (RMG) activities, including:
  o Continued to work with risk and issue owners to monitor risks and update risk mitigation plans for CalSAWS DD&I Project risks and issues
  o Prepared for monthly Risks and Issues Management Group (RMG) meeting to be held on March 13, 2024
► Continue activities to support Project staff working remotely
  o Continued developing Project communications, as needed
  o Began preparations for CalSAWS All Staff meeting on March 20, 2024
  o Began preparations for CalSAWS Connect to be distributed on March 14, 2024
► Continued performing contract management activities:
  o Change Notice 32 (March JPA) final package was submitted to the Consortium. It includes:
    ▪ Premise items:
      • CF Simplifications
      • Family Reunification AB 135
    ▪ Security/Other Items:
      • EDR NIST

- DCFS IVR Call Flow
- Integrate Cloudfront/WAF for CalSAWS APIs (Existing HTTP APIs)
- MS Tenant Configuration Settings Backup & Monitoring Process Development
- Intune Mobile and Modern Device Management
- Office 365 Services Backup Solution (Dell's APEX Backup for O365)
- Zero-trust Architecture
  - o Amendment 32 (May JPA) was submitted to State partners for review. It includes:
    - DB Partitioning
    - Security upgrades
    - NIST Rev 5 updates
    - Redesign CalSAWS Purge Components
- ► Continued planning the implementation of requirements from the Department of Health Care Services (DHCS) and California Department of Social Services (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
Updated CalSAWS website plugins / Themes	March 7, 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 March 10, 2024

Table 2.4-1 – CITs

CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0026-24	March 2024 RCM and SME Orientation Cancellation	Informational	February 26, 2024	Bobbi Wibbenhorst	Mara Jennings
0027-24	CalSAWS Imaging - Re-Enablement of Imaging OCR for BenefitsCal Document Uploads	Informational	February 26, 2024	Rhiannon Chin	Darcy Alexander
0028-24	CalSAWS County Cost Summary – February 2024 Update	Informational	February 26, 2024	Britt Carlsen	Melissa Gates
0029-24	Verify Lawful Presence (VLP) – Updated Job Aid and One-Time County List	Informational	February 26, 2024	ThuyTien Nguyen	Laura Alba
0030-24	Scheduled CalSAWS Maintenance - System Downtime Notification – 3/10/2024	Informational	February 27, 2024	Anand Kulkarni	Pete Quijada
0031-24	List of CF and/or MC Cases With Converted CAPI Income Records	Informational	February 28, 2024	Caroline Bui, Adelaide Mendoza, and Maggie Orozco-Vega	Dennis Kong, Nina Butler, and Committee CalWORKs_Cal Fresh Facilitator
0032-24	CA-270867 – Alameda Listings	Informational	March 5, 2024	Adelaide Mendoza	Dena DeLapp
0033-24	Posted Lists for CA-257069 2024 Federal Poverty Level (FPL) COLA Batch	Informational	March 5, 2024	Adelaide Mendoza	Nina Butler
0034-24	Scheduled CalSAWS Maintenance - System Downtime Notification – 3/24/2024	Informational	March 6, 2024	Anand Kulkarni	Pete Quijada
0035-24	CalSAWS Web Portal Quick Reference Guide	Informational	March 6, 2024	Jennifer Hobbs	Henry Arcangel

► The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending on March 10, 2024

Table 2.4-2 – CRFIs

CRFI ID	Subject	Distribution Date	Status	Response Due Date	CalSAWS Contact
24-006	2024 Visual Inspection of Consortium Assets – Validation of County Coordinator(s)/Contacts	February 8, 2024	Closed	February 26, 2024	Dheepa Jayaramakrishnan
24-008	CalSAWS Data Archival	February 13, 2024	Open	March 15, 2024	David Bruhn
24-010	CalSAWS Governance Virtual M&E Roadshow - Participant Request	February 20, 2024	Closed	March 5, 2024	Julie Conwell
21-012	New Alternative Name field for SCR CA-274084	February 27, 2024	Open	March 12, 2024	Maria Arceo

Table 2.4-3 – Overdue CRFI

► The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending March 10, 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
Assigned	24
Completed	1108
Duplicate	20
In review	6
Withdrawn	42
Pending clarification	6
Total	**1211**

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 1336	SIRFRA 1336 - Alternate Formats In SAWS	Pending clarification	March 14, 2024	No response	
SIRFRA 3947	3947 - Secondary Education	Assigned	March 13, 2024	No response	
SIRFRA 1342	1342 - Required Materials at Application	Completed	February 16, 2024	February 27, 2024	
SCERFRA 24-506	24-506 - CalFresh Work Rules Oral Script for County Welfare Departments	Completed	February 27, 2024	February 28, 2024	
SIRFRA 1344	SIRFRA 1344 - MEDS Alert Monitoring - Nov 2023-Jan 2024	Pending	February 26, 2024	No response	
SIRFRA 1346	1346 - End of CCR Renewal Data Request	Completed	February 27, 2024	March 1, 2024	
SCERFRA 24-902	24-902 - SB 1016 - Latino and Indigenous Disparities Reduction Act	In review	March 6, 2024	No response	
SCERFRA 24-903	24-903 - AB 2141 - Cash Assistance Programs: Direct Deposit	Assigned	February 28, 2024	No response	
SIRFRA 1352	1352 - Automation of CDCRs Incarceration Reporting to Counties	Assigned	March 4, 2024	No response	
SCERFRA 24-505	24-505 - CDSS Triennial Forms Review/Audit Process	Completed	March 4, 2024	March 6, 2024	
SIRFRA 1266-	1266- Spousal Impoverishment case Flag	Assigned	March 5, 2024	March 6, 2024	
SIRFRA 1349	1349 - Unwinding Period Data - Failure to Complete Feb '24	Completed	March 5, 2024	March 7, 2024	
SIRFRA 1353	1353 - MEDS Alert Monitoring Data Reporting	Assigned	March 12, 2024	No response	
SCERFRA 24-904	24-904 - AB 2452 -CalWORKs: Supportive Services	Assigned	March 5, 2024	No response	
SIRFRA 1345	1345 - MEDS Alert Monitoring - Feb 2024	Pending clarification	March 6, 2024	No response	
SIRFRA 1348	1348 - Pending Applications and Renewal	Completed	March 6, 2024	March 7, 2024	
SIRFRA 1347	SIRFRA 1347 - PHE Renewal and Demographics	Completed	March 6, 2024	March 7, 2024	
SIRFRA 3963	3963 - Cal-OAR Ancillary Services Access Rate	Completed	March 6, 2024	March 7, 2024	
SCERFRA 24-905	S24-905 - AB 2241 - Public Social Services: Reporting and Verification	In review	March 7, 2024	No response	
SCERFRA 24-906	24-906 - AB 2150 - Public Social Services: Higher	In review	March 7, 2024	No response	

ID	Description	Status	Due Date	Response Received Date	Notes
	Education				
SCERFRA 24-907	24-907 - AB 1952 - Foster Care: Infant Supplement	In review	March 8, 2024	No response	
SIRFRA 3966	3966 - CalFresh Minimum Wage Caseload	Assigned	March 7, 2024	No response	
SIRFRA 1351	1351 - Data Pull for Spousal Impoverishment Case Flag & Task	Pending clarification	March 12, 2024	No response	
SIRFRA 1354	1354 - Impact of SB 1355 on SAWS	Assigned	March 13, 2024	No response	
SIRFRA 1186	1186 - CMS Unwinding Eligibility and Enrollment Data – Monthly Reporting	Assigned	March 13, 2024	No response	

2.6   Culture Transformation

► Culture Ambassadors Network (CAN)
  o Wellness Wednesday
    ▪ Distributed content for March Wellness Wednesday – March Madness
  o Current Activities
    ▪ Wellness Wednesday Pop-up workout events
  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 integrating evidence-based psychological constructs predictive of successful Diversity, Inclusion, Equity (DEI) programs into Pulse Survey
  o CalSAWS Table Talks
  o Buddy Program
    ▪ Continued to manage and support Employee Resource Groups (ERGs) council
  o Employee Resource Group (ERG) Council
    ▪ Continued efforts to refresh ERG communications and potential email inboxes for each ERG
    ▪ Continued discussion in planning of Women's History Month event
► General
  o Continued efforts to increase prioritization and capacity building to enable

CalSAWS to sustain IDEA
- o Continued working with CalSAWS staff to create and present Inspiration Stations during monthly virtual CalSAWS Project All Staff Meetings
- 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 98.8%
Trends for Tickets Created	• The spike in tickets created was due to the BenefitsCal account reactivation trend (PRB0048462)

3.1.1 Service Management Overview

► Facilitated ServiceNow Refresher training for Consortium Application Support teams on March 6, 2024
► Implemented CHG0046300 on March 7, 2024, to add the Additional Information field when reporting BenefitsCal Portal related issues. The field contains detailed information that users should provide responses to in order to assist with quicker resolution turnaround time
► Scheduled ServiceNow Refresher training for Consortium Application Teams on March 13, 2024

3.1.1 CalSAWS Help Desk Metrics

Figures 3.1.2-1 and 3.1.2-2 – CalSAWS ServiceNow Cases per Week
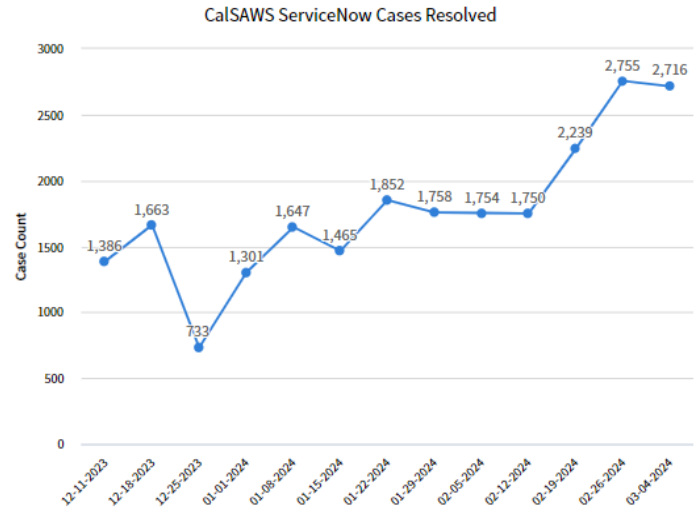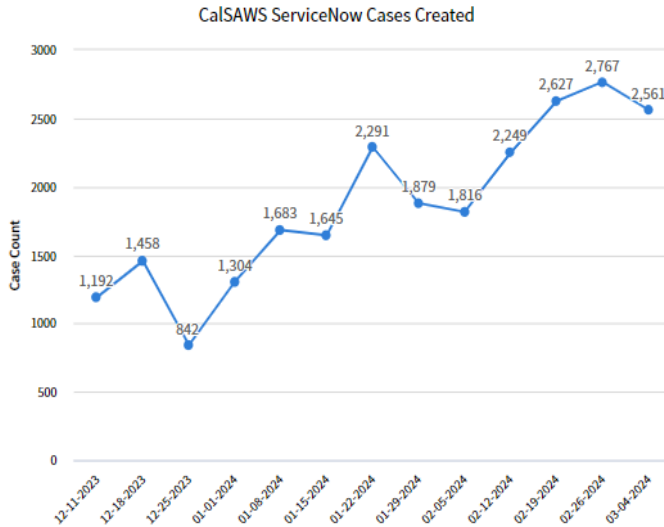
Note: The graphs represent the ServiceNow cases associated to all 58 Counties. Cases represent the first level of ticketing that enters the ServiceNow system. The dates in x-axis represent the start of a week

Figures 3.1.2-3 and 3.1.2-4 – CalSAWS ServiceNow Incidents
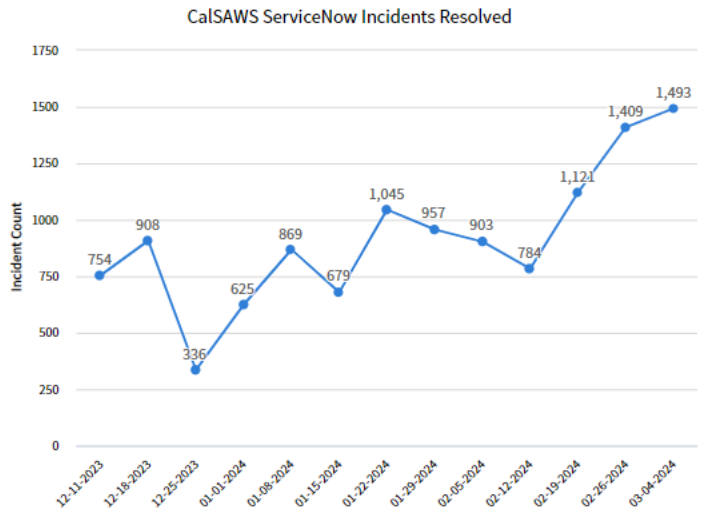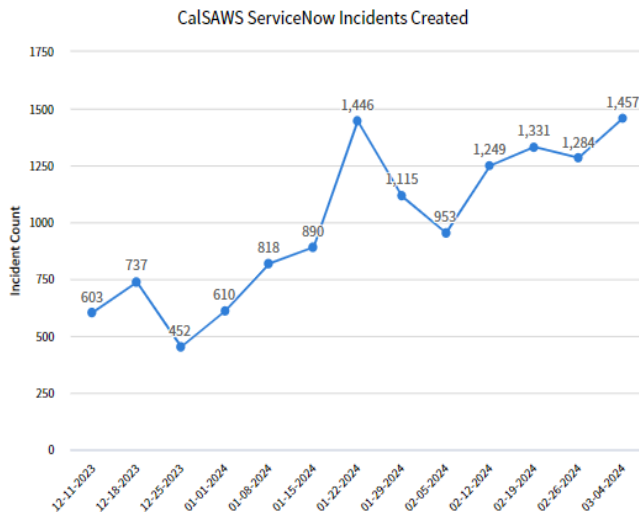
Note: The graphs represent the ServiceNow Incidents associated to all 58 Counties. Incidents are escalations derived from case attempts to triage the issue. The dates in x-axis represent the start of a week

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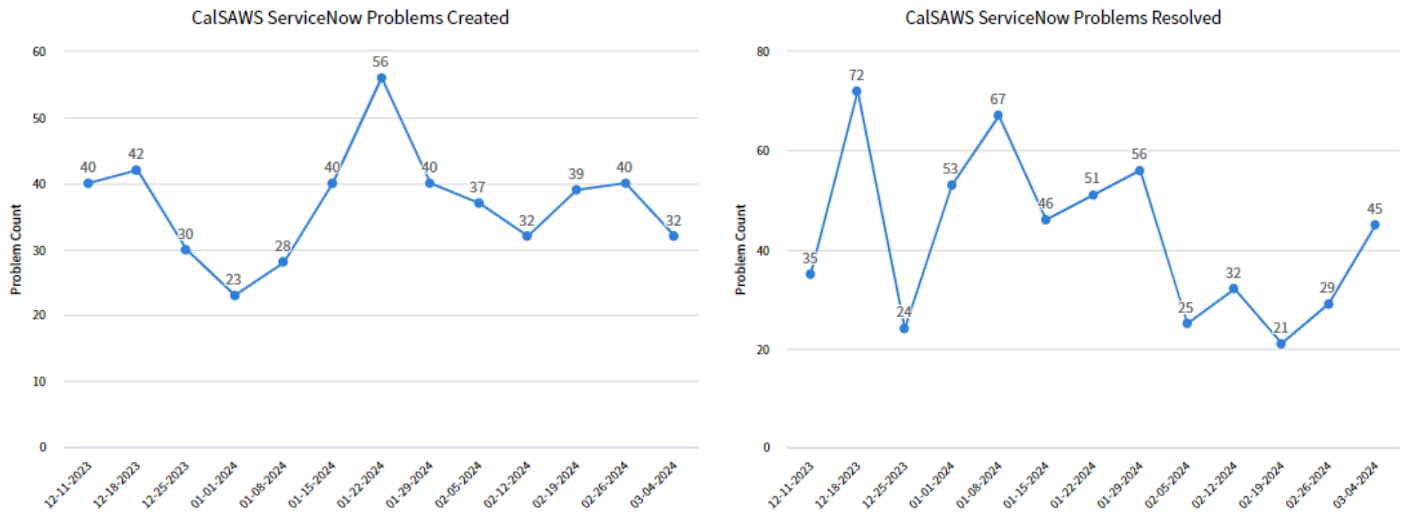
Note: The graph represents the ServiceNow problems associated to 58 Counties. Problems represent issues that can have a many to one relationship with incidents and the final step in escalation. The dates in x-axis represent the start of a week

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	49	176	14	7	15	9	7	2	**279**
In progress	12	248	57	24	33	29	37	22	**462**
On hold	0	450	145	126	333	685	353	93	**2,185**
Resolved	4	371	521	669	866	367	106	62	**2,966**
Closed	6	1	3	27,008	59,350	12,699	8,204	2,495	**109,766**
Problem in Diagnosis	0	2	0	0	0	0	0	0	**2**
Total	**71**	**1,248**	**740**	**27,834**	**60,597**	**13,789**	**8,707**	**2,674**	**115,660**

► 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

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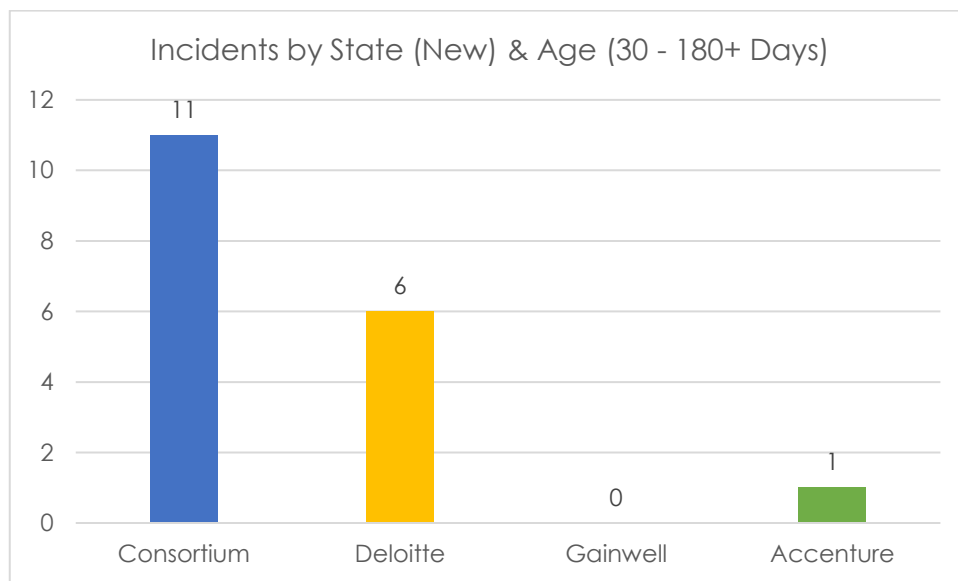
Table 3.1.2-9 – CalSAWS ServiceNow Incidents by State (New) and Category

Organization	Helpdesk Incidents	Infrastructure Incidents	Total Incidents
Consortium	11	0	11
Deloitte	6	0	6
Gainwell	0	0	0
Accenture	1	0	1
Total	18	0	18

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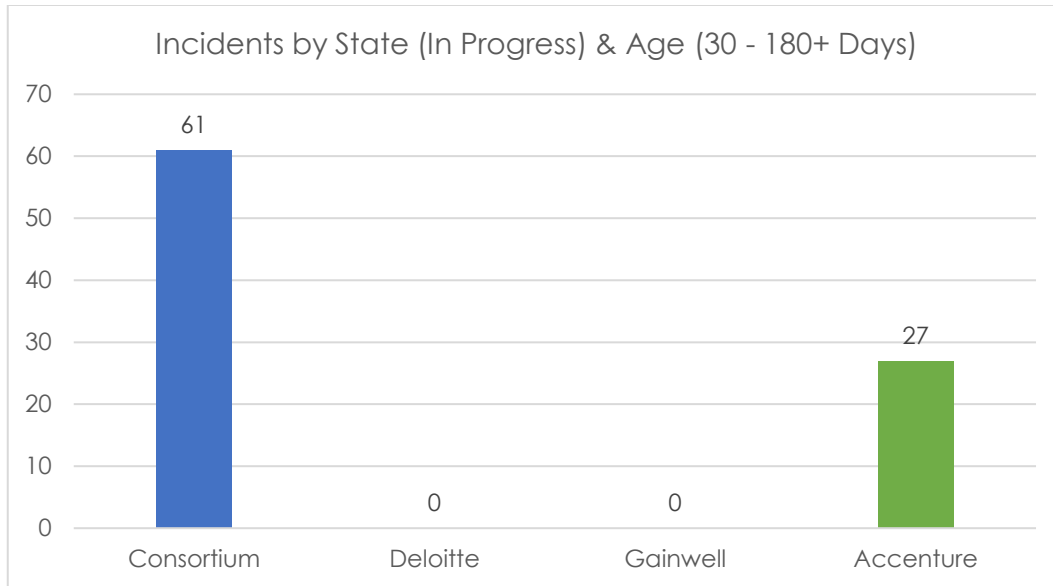
Table 3.1.2-11 – CalSAWS ServiceNow Incidents by State (In Progress) and Category

Organization	Helpdesk Incidents	Infrastructure Incidents	Total
Consortium	61	0	**61**
Deloitte	0	0	**0**
Gainwell	0	0	**0**
Accenture	19	8	**27**
Total	**80**	**8**	**88**

► Plan of Action for Aging Incidents
  o 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 aging 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 aging category of 30+ days

Table - 3.1.2-12 – Aging Incident Backlog

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

	14-Jan	28-Jan	11-Feb	25-Feb	10-Mar
■ Consortium	141	151	165	169	72
■ Deloitte	4	4	3	3	6
■ Gainwell	2	2	1	1	0
■ Accenture	120	122	45	22	28

■ Consortium   ■ Deloitte   ■ Gainwell   ■ Accenture
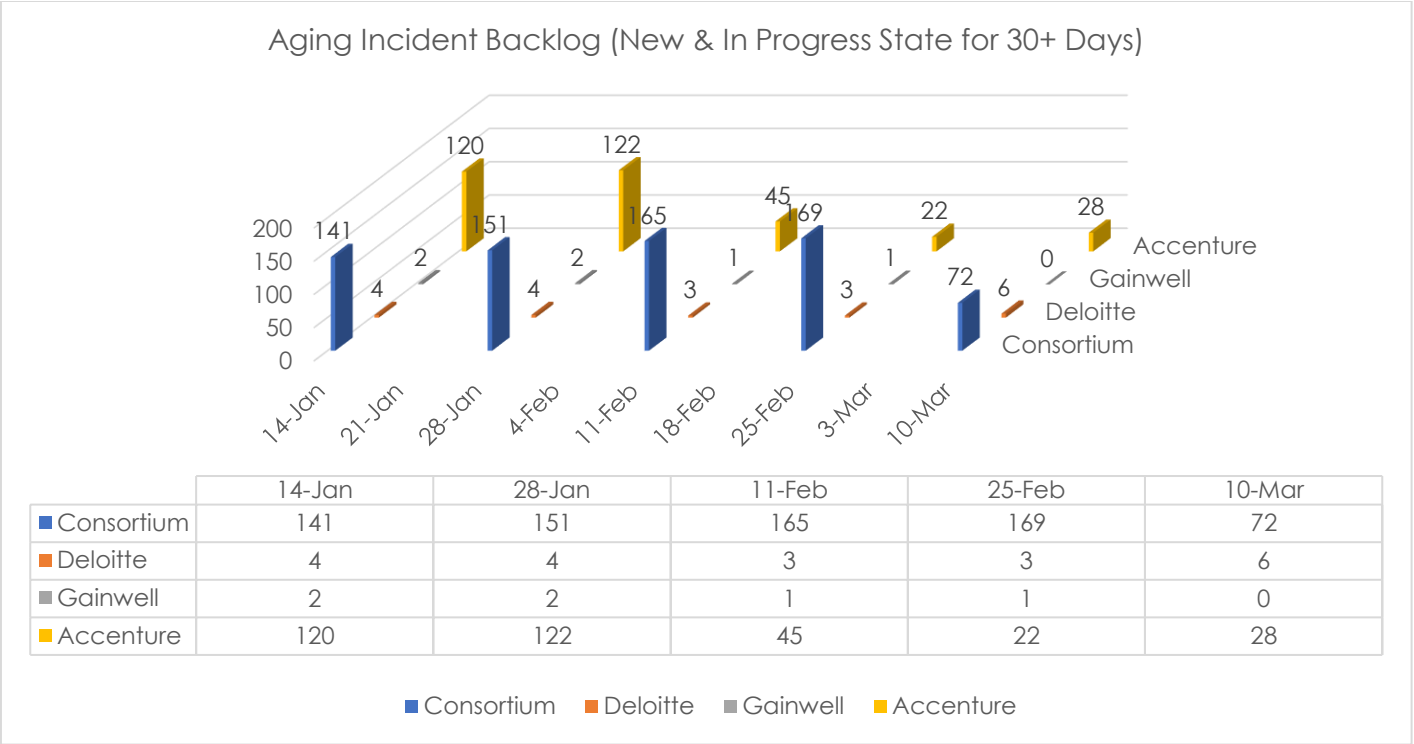
Figure 3.1.2-13 – CalSAWS ServiceNow Incidents by Resolution Code

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

CalSAWS ServiceNow Incidents by Resolution Code

- Not a System E... = 1,808 (20.36%)
- How To - Steps... = 1,620 (18.24%)
- Defect Fixed = 1,184 (13.33%)
- Customer Confi... = 1,118 (12.59%)
- Multiple Outre... = 1,003 (11.3%)
- Outage / Perfo... = 545 (6.14%)
- Linked to SCR = 480 (5.41%)
- Customer Reque... = 369 (4.16%)
- Additional Inf... = 231 (2.6%)
- Unable to Recr... = 167 (1.88%)
- Duplicates = 125 (1.41%)
- Solved (Perman... = 108 (1.22%)
- Password Reset = 75 (0.84%)
- CalHEERS Issue... = 27 (0.3%)
- Service Reques... = 17 (0.19%)
- Closed/Resolve... = 3 (0.03%)

Resolution code	Incident Count	Percentage of Incidents
Not a System Error - With Explanation	1,808	20.36%
How To - Steps to Proceed Provided	1,620	18.24%
Defect Fixed	1,184	13.33%
Customer Confirmed Issue is Resolved	1,118	12.59%
Multiple Outreach Attempts – No Response	1,003	11.3%
Outage / Performance Degradation	545	6.14%
Linked to SCR	480	5.41%
Customer Requested Closure	369	4.16%
Additional Information Needed	231	2.6%
Unable to Recreate Issue	167	1.88%
Duplicates	125	1.41%
Solved (Permanently)	108	1.22%
Password Reset	75	0.84%
CalHEERS Issue Resolved	27	0.3%
Service Request Created - With Request Number	17	0.19%
Closed/Resolved by Caller	3	0.03%
Total	**8,880**	**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:
- BenefitsCal > ... = 2,142 (24.96%)
- Contact Center... = 1,127 (13.13%)
- Contact Center... = 561 (6.54%)
- CalSAWS Applic... = 281 (3.27%)
- CalSAWS Applic... = 255 (2.97%)
- CalSAWS Applic... = 250 (2.91%)
- CalSAWS Applic... = 166 (1.93%)
- Lobby Device S... = 140 (1.63%)
- CalSAWS Applic... = 126 (1.47%)
- CalSAWS Applic... = 125 (1.46%)
- CalSAWS Applic... = 124 (1.44%)
- CalSAWS Applic... = 122 (1.42%)
- Other = 3,163 (36.86%)
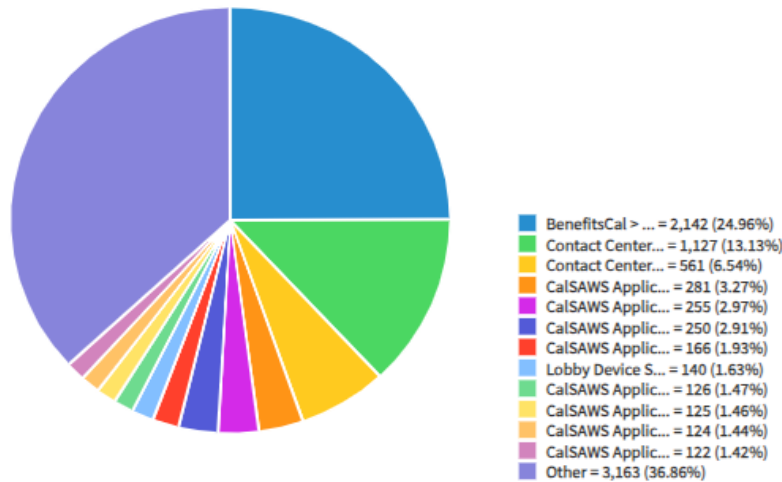
Category	Incident Count	Percentage of Incidents
BenefitsCal > Access Issue > Customer	2,142	24.96%
Contact Center/IVR > CCP	1,127	13.13%
Contact Center/IVR > Other	561	6.54%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Other	281	3.27%
CalSAWS Application/Related Systems > Production > Client Correspondence > NOAs	255	2.97%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Incorrect Eligibility Results	250	2.91%
CalSAWS Application/Related Systems > Production > Medi-Cal Eligibility Determination > EDBC Results	166	1.93%
Lobby Device Support > Kiosk	140	1.63%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > Other	126	1.47%
CalSAWS Application/Related Systems > Production > Performance > Other	125	1.46%
CalSAWS Application/Related Systems > Production > Error Encountered > Running/Authorizing EDBC	124	1.44%
CalSAWS Application/Related Systems > Production > Medi-Cal Eligibility Determination > Other	122	1.42%
Other	3,163	36.86%
Total	**8,582**	**100%**

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

CalSAWS ServiceNow Cases Created for Remote Maintenance
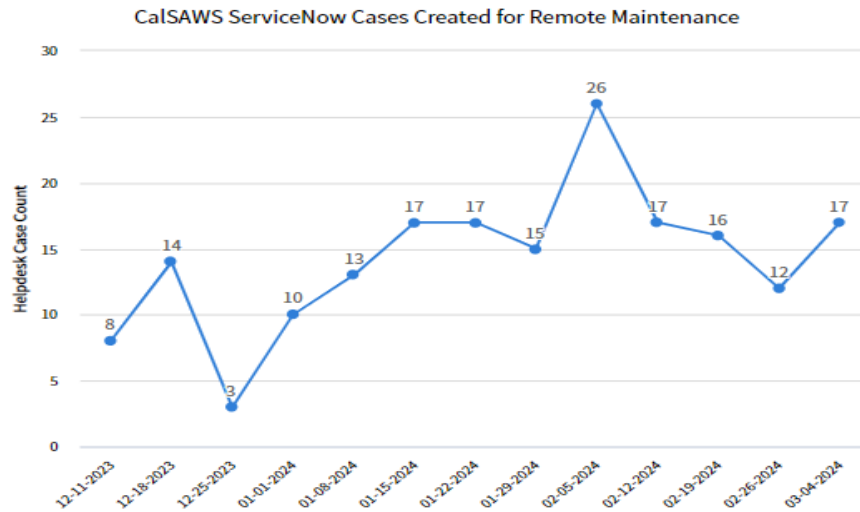
► The Monthly Level 3 Helpdesk Diagnosis Service Level Agreement (SLA) graph below represents the Level 3 Helpdesk compliance metric for closed incidents. The current compliance for March Month to Date (MTD) is 98.8%

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

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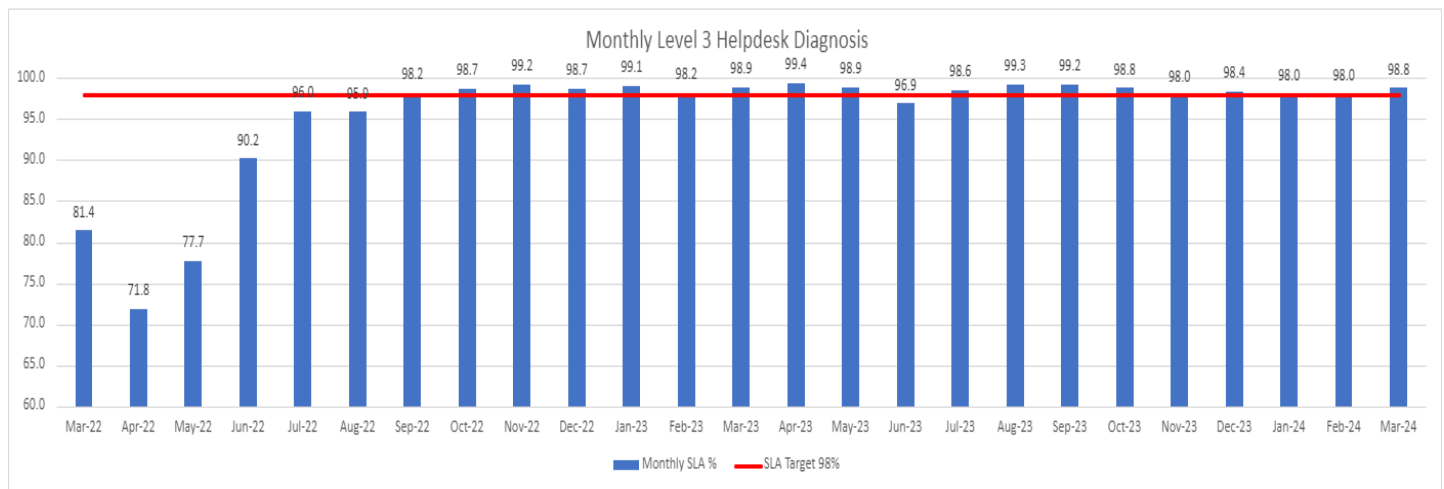
► The graph below represents the number of incidents that missed the Service Level Agreement (SLA) in each month. Twelve (12) incidents missed the SLA in March Month to Date (MTD)

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. Twelve (12) closed incidents missed the SLA in March 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
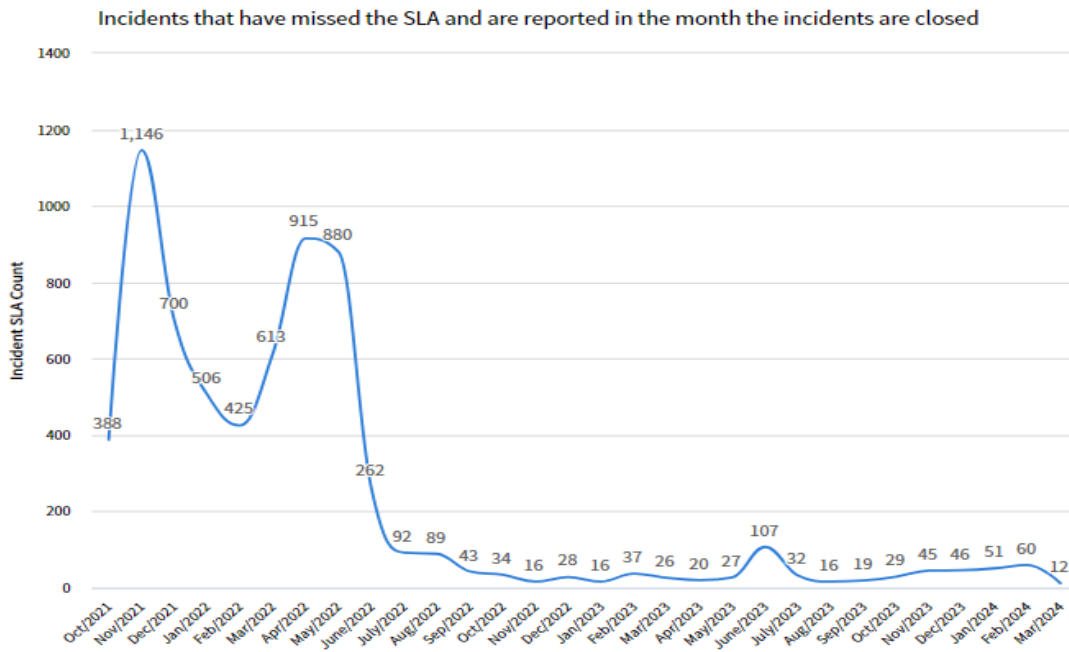
3.2   Technology Operations

► 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

► Enhancing County Design Documentation
  o Ongoing county physical audits to capture rack layout and power distribution of devices per site.
  o Starting new exercise to update internal documentation.

► CDT firewall installation
  o Completed enablement of Intrusion Prevention System (IPS) at Goldcamp.
  o Planned start of firewall installation at Vacaville.
► Site redundancy build
  o Completed Core redundancy build across 15 additional sites to improve resiliency and reduce user disruptions.

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: February 26, 2024 – March 10, 2024
Contractor Project Executive: Arnold Malvick

- o Installing secondary core devices at the sites to make the site fully redundant.
- o Additional sites are being discussed with the counties to align Technical Point of Contact (TPOC) on time and resources.
► Circuit Upgradation for county sites
  - o Site survey was started for the sites with higher link utilization identified on the annual circuit capacity planning assessment.
  - o Total number of sites – 36
► Cisco Identity Services Engine (ISE)
  - o Virtual Cisco ISE in Amazon Web Services (AWS).
  - o Working on the standardization of ISE.
  - o Next step: Integrate with Virtual Private Network (VPN) to tighten posture check.
► Advanced Planning Document Update (IAPDU) Assessments
  - o Initiated deeper planning of upcoming Implementation Advanced Planning Document Update (IAPDU) projects.
► Endpoint Detection and Response (EDR) and Apex Enablement (SCR)
  - o New EDR and Apex enablement for 15 Counties.
► County Site Migrations (County Purchase Orders)
  - 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 Point of Presence ('PoP')
    - ▪ County Purchase documentation with County for approval.
  - o San Joaquin County – Network model change from Managed to Point of Presence ('PoP')
    - ▪ Drafting County Purchase Order.
  - o Riverside County Circuit Upgrades
    - ▪ None for the reporting period.

Table 3.2.1-1 – CalSAWS Upcoming Maintenance

Scheduled Date	Activity Description
March 13, 2024	Create Verified Identity for Simple Email Service (SES) Email Sending Contact Center Supervisor Email Notification Email Alerts Solution in Contact Center Prod environments (Planned Change)
March 13, 2024	Enable network connectivity from Additional Active Directory Connect Disaster Recovery (DR) server to C-IV.net Domain Controllers (Planned Change)
March 13, 2024	Adjust Web Application Firewall (WAG) protecting Prod Qlik Environment (Planned Change)
March 13, 2024	Center for Internet Security (CIS): Hardening of Configuration on Four Network Devices (Planned Change)
March 13, 2024	Adjust Web Application Firewall (WAF) protecting Production Qlik San Diego Environment (Planned Change)
March 13 – 14, 2024	Need to enable the JIRA (change.calsaws.net) over extranet (Planned Change)
March 13 – 15, 2024	Deploy Supervisor Email Notification Solution to multiple Contact Center Production environments (Planned Change)
March 14, 2024	Deploy Rest Application Programming Interface (API) Gateway Web Application Firewalls (WAFs) – Contact Center Training (Planned Change)
March 14, 2024	Enable Enhanced Call Control Panel (ECCP) Application Programming Interface (API) Gateway Logs – Contact Center Training (Planned Change)
March 14, 2024	TPX 100M Circuit Upgrade at CDT Goldcamp (3101 Goldcamp Drive, Rancho Cordova, CA 95670) (Planned Change)
March 14, 2024	Deploy Rest Application Programming Interface (AP) Gateway Web Application Firewalls (WAFs) – Contact Center Production (Planned Change)
March 14 – 15, 2024	Enable Enhanced Call Control Panel (ECCP) Application Programming Interface (API) Gateway Logs – Contact Center Production (Planned Change)
March 22, 2024	Rotate application credentials – PRT (Policy, Review and Training), CT (County Preview) and Training environments - coreapp-production and coreapp-production-tools – March (Planned Change)
March 24, 2024	Update BenefitsCal Portal Application Programming Interface (API) Endpoints in Coreapp-Production US-WEST-2
March 24, 2024	Update BenefitsCal Portal Application Programming Interface (API) Endpoints in Coreapp-Production US-EAST-1
March 31, 2024	Rotate application credentials - Adhoc Reporting Production environments - coreapp-production (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

Legend:
- Unavailable (orange)
- Reduced Availability (yellow)
- Available (green)

CalSAWS and BenefitsCal Production Planned Maintenance

Activity Description	Start Date	Start Time	End Date	End Time	CalSAWS Core	BenefitsCal	Imaging	Contact Center	ADHOC / APEX	ForgeRock	CalHeers	OCAT	Central Print	Communication Method	Communication Sent Date
CalSAWS Release 24.03	03/24/24	6:00 AM	03/24/24	3:00 PM										CIT 0034-24	3/6/2024
														Broadcast Email	3/11/2024
BenefitsCal Release 24.03.28	03/28/24	8:00 PM	03/28/24	9:30 PM										Broadcast Email	
Production Maintenance	03/31/24	4:00 PM	03/31/24	8:00 PM										CIT	
														Broadcast Email	
Production Maintenance	04/14/24	6:00 AM	04/14/24	10:00 PM										CIT	
														Broadcast Email	
BenefitsCal Release 24.04.25	04/25/24	8:00 PM	04/25/24	9:30 PM										Broadcast Email	
ForgeRock Maintenance	04/26/24	10:00 PM	04/27/24	1:00 AM										CIT	
														Broadcast Email	
Production Maintenance	04/28/24	4:00 PM	04/28/24	8:00 PM										CIT	
														Broadcast Email	
Production Maintenance	05/12/24	4:00 PM	05/12/24	4:00 PM										CIT	
														Broadcast Email	
CalSAWS Release 24.05	05/19/24	6:00 AM	05/19/24	3:00 PM										CIT	
														Broadcast Email	
ForgeRock Maintenance	05/24/24	10:00 PM	05/25/24	1:00 AM										CIT	
														Broadcast Email	
BenefitsCal Release 24.05.30	05/30/24	8:00 PM	05/30/24	9:30 PM										Broadcast Email	
Production Maintenance	06/02/24	8:00 AM	06/02/24	2:00 PM										CIT	
														Broadcast Email	
BenefitsCal Release 24.06.27	06/27/24	8:00 PM	06/27/24	9:30 PM										Broadcast Email	

ForgeRock Maintenance	06/28/24	10:00 PM	06/29/24	1:00 AM											CIT	
															Broadcast Email	
Production Maintenance	06/30/24	4:00 PM	06/30/24	8:00 PM											CIT	
															Broadcast Email	
Production Maintenance	07/14/24	4:00 PM	07/14/24	8:00 PM											CIT	
															Broadcast Email	
CalSAWS Release 24.07	07/21/24	6:00 AM	07/21/24	3:00 PM											CIT	
															Broadcast Email	
BenefitsCal Release 24.07.25	07/25/24	8:00 PM	07/25/24	9:30 PM											Broadcast Email	
ForgeRock Maintenance	07/26/24	10:00 PM	07/27/24	1:00 AM											CIT	
															Broadcast Email	
Production Maintenance	08/18/24	4:00 PM	08/18/24	8:00 PM											CIT	
															Broadcast Email	
BenefitsCal Release 24.08.29	08/29/24	8:00 PM	08/29/24	9:30 PM											Broadcast Email	
ForgeRock Maintenance	08/30/24	10:00 PM	08/31/24	1:00 AM											CIT	
															Broadcast Email	
Production Maintenance	09/08/24	8:00 AM	09/08/24	2:00 PM											CIT	
															Broadcast Email	
CalSAWS Release 24.09	09/22/24	6:00 AM	09/22/24	3:00 PM											CIT	
															Broadcast Email	
BenefitsCal Release 24.09.26	09/26/24	8:00 PM	09/26/24	9:30 PM											Broadcast Email	
ForgeRock Maintenance	09/27/24	10:00 PM	09/28/24	1:00 AM											CIT	
															Broadcast Email	
Production Maintenance	09/29/24	4:00 PM	09/29/24	8:00 PM											CIT	
															Broadcast Email	

Production Maintenance	10/06/24	6:00 AM	10/06/24	10:00 PM										CIT	
														Broadcast Email	
Production Maintenance	10/20/24	4:00 PM	10/20/24	8:00 PM										CIT	
														Broadcast Email	
ForgeRock Maintenance	10/25/24	10:00 PM	10/26/24	1:00 AM										CIT	
														Broadcast Email	
BenefitsCal Release 24.10.31	10/31/24	8:00 PM	10/31/24	9:30 PM										Broadcast Email	
BenefitsCal Release 24.11.20	11/20/24	8:00 PM	11/20/24	9:30 PM										Broadcast Email	
CalSAWS Release 24.11	11/24/24	6:00 AM	11/24/24	3:00 PM										CIT	
														Broadcast Email	
ForgeRock Maintenance	12/06/24	10:00 PM	12/07/24	1:00 AM										CIT	
														Broadcast Email	
Production Maintenance	12/08/24	4:00 PM	12/08/24	8:00 PM										CIT	
														Broadcast Email	
Production Maintenance	12/15/24	8:00 AM	12/15/24	2:00 PM										CIT	
														Broadcast Email	
BenefitsCal Release 24.12.19	12/19/24	8:00 PM	12/19/24	9:30 PM										Broadcast Email	
CalSAWS Release 25.01	01/26/25	6:00 AM	01/26/25	3:00 PM										CIT	
														Broadcast Email	
BenefitsCal Release 25.01.30	01/30/25	8:00 PM	01/30/25	9:30 PM										Broadcast Email	

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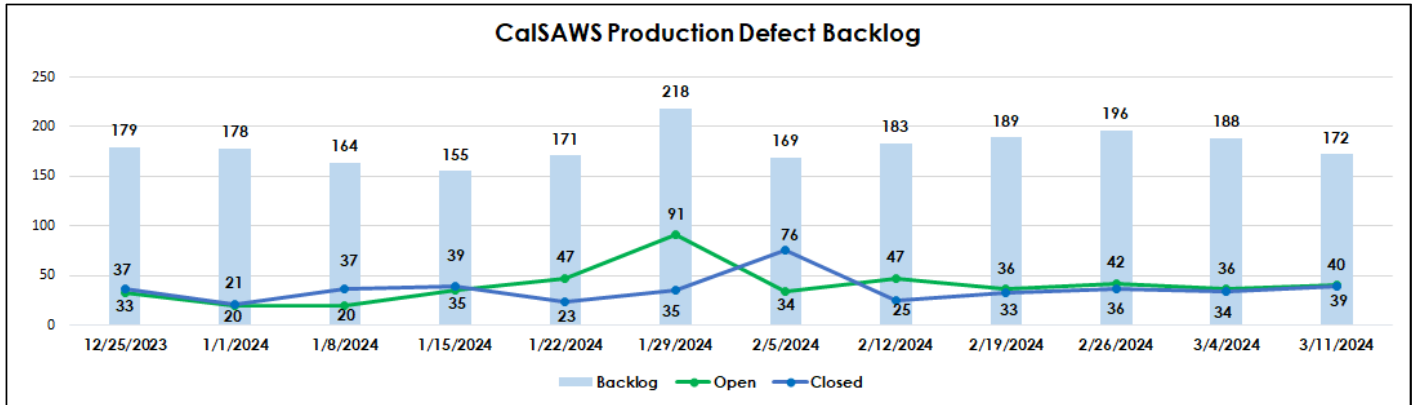
► The Production defect backlog bar-chart depicts the balance of open (unresolved Production defects) and closed defects, week-over-week. Defects are closed upon system test validation and release deployment to Production

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	**21**	**14**	**8**	**5**	**48**
New	2	1	1	2	6
In Progress	3	3	7	3	16
Closed	16	10	0	0	26
3-Normal/Low	**85**	**62**	**11**	**74**	**232**
New	12	18	1	45	76
In Progress	14	20	9	29	72
Closed	59	24	1	0	84
4-Cosmetic	**6**	**1**	**0**	**2**	**9**
New	0	0	0	1	1
In Progress	0	0	0	1	1
Closed	6	1	0	0	7
Grand Total	**112**	**77**	**19**	**81**	**289**

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) – 286 – eGain Historical Reports Issue – PRB0047867
   o On November 20, 2023, eGain Historical Reports were not populating data correctly for all Contact Center Counties. As a result, Contact Center agents were not able to see the latest data on the eGain Historical Reports. The CalSAWS Project team escalated the problem to the external vendor eGain and engaged Amazon Web Services (AWS) to assist eGain with the investigation. On November 24, 2024, eGain engineering team made the required code change to accommodate Agent Amazon Resource Name (ARN) null values that were being sent from AWS Connect. On November 27, 2023, Backlog of data completed re-processing. On November 27, 2023, eGain deployed a change and eGain Historical Reports were available with the latest data.
► Root Cause Analysis (RCA) – 298 – Lobby Kiosk Magnetic Stripe Reader Issue – PRB0048289
   o The Project team received incidents from few Counties that reported an issue with the lobby kiosks magnetic stripe reader. Customers were unable to pull their case

information when they swiped their card (EBT or BIC). A bridge call was initiated with the technical teams and during the investigation, the Lobby team identified that the Java update deployed using CA-257052 as part of the 24.01 release to the Lobby kiosks impacted the functionality of the magnetic stripe reader because the Java update went from 32 bit to 64 bit, requiring an updated driver for the device. The Java upgrade was performed to fix an issue where customers were unable to scan documents from a lobby kiosk. After the Java upgrade, testing was performed and confirmed that Users were able to scan documents, but the testing did not involve magnetic stripe reader functionality. As a result, the issue was not caught after 24.01 deployment. Post implementation peer review checklist for the Lobby team has been updated to include testing of all components of kiosks post deployment of a change in Production.

► Root Cause Analysis (RCA) – 299 – eCCP Login Issue – PRB0048285
  o With the January 2024 go-live of additional Counties in the new Amazon Web Services (AWS) accounts for Contact Center and enabling of Authentication Bots, the number of connections to CalSAWS has increased from Contact Center AWS Lambdas. As a result, the connection limit exceeded, causing failures for new connections if already established connections are not cleared. This impacted workers from being able to login to eCCP with every new connection trying to be established after the limit was exceeded. ECR CHG0045552 was executed to address clearing inactive connections every 15 minutes against current set interval of 60 minutes. In addition, Defect CA-267714 has been implemented with the 24.02.08 release to address Authentication Bot connections that are not gracefully terminated.

► Root Cause Analysis (RCA) – 303 – Yolo And Placer Counties Contact Center Inbound Calls Issue– PRB0048465
  o On February 13, 2024, Placer County and Yolo County Contact Center agents were unable to receive inbound calls. The emergency closure message was presented to customers when calling the Contact Center number. Customers were not able to connect to Contact Center agents however, agents were able to make Outbound Calls during this time. The root cause of the issue was an update to the naming convention of a table name in the AWS account that did not align to code that was updated and never deployed since Yolo and Placer Wave 1 go-live. The resolution was to rename the table name to align with the new table name standards that were used post Wave 1 go-live.

3.4.3 Batch Operations

► Continued activities for the BIC Scheduler upgrade, currently planned for implementation in May 2024. Completed execution of three pre-upgrade batch test cycles to capture baseline before testing the upgraded version of the scheduler.
► Executed special batch run for Federal Poverty Level (FPL) Cost of Living Adjustment (COLA) for medical program on March 2, 2024, for 1.6 million cases
► Implemented connectivity changes for California Child Support Automation System (CCSAS) state partner interface
► Implemented connectivity and new jobs for San Francisco County for Income and Eligibility Verification System (IEVS) extracts
► Completed connectivity testing for California Department of Technology (CDT) firewall

Intrusion Detection and Prevention with multiple state partners
► 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
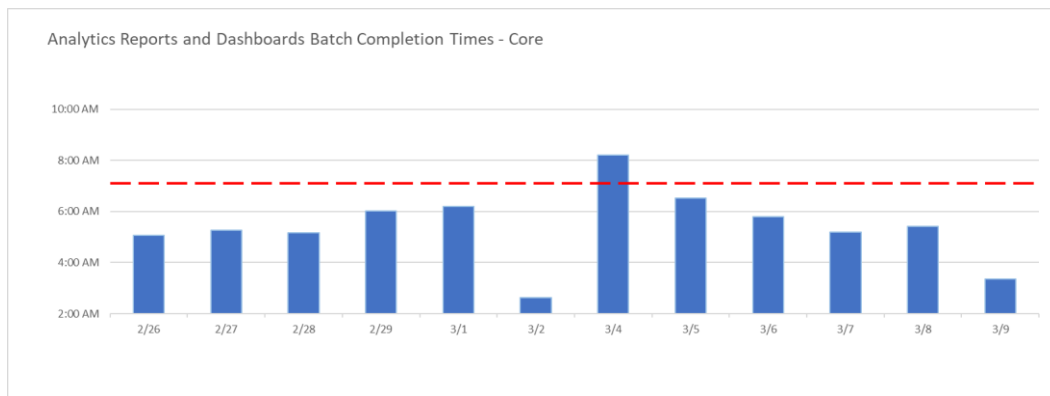
Table 3.4.3.2 - Details of Days When Analytics Reports and Dashboards Completed after 7:00 a.m.

Batch Date	Issue	Communication	Status	Resolution
March 4, 2024	Two reports were delayed because Analytics batch jobs started later than normal due to an issue with the Analytics Qlik application	Two Reports Delayed	Completed	Jobs completed

3.4.4   Production Performance

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

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

Batch SLA Performance (in Days) for Past 12 Months
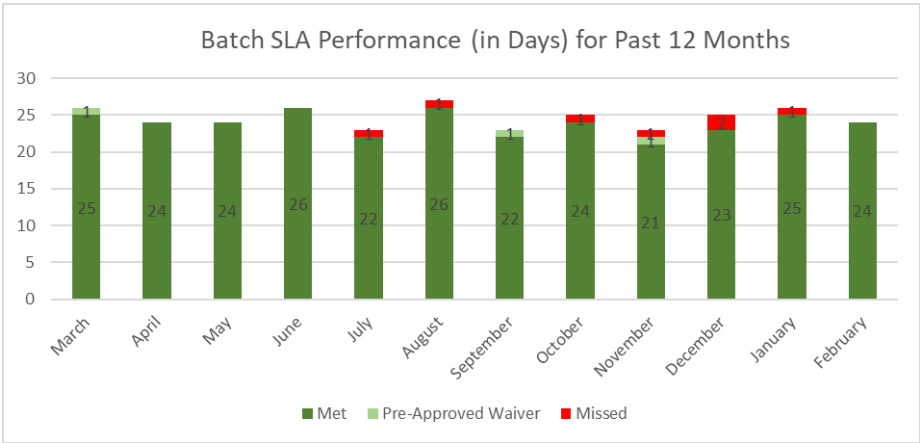
► Imaging
  o None for the reporting period
► Contact Center
  o None for the reporting period
► ForgeRock
  o None for the reporting period
► Core Online
  o Online Service Level Agreement (SLA) Performance. Peak SLAs for screen to screen and Eligibility Determination Benefit Calculation (EDBC) met 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
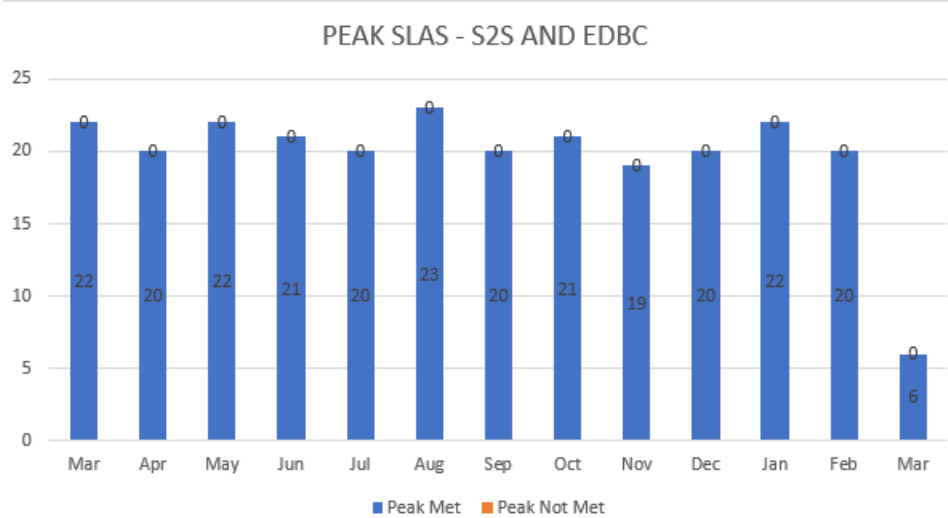
Table 3.4.4-3 – Prime SLAs -S2S and Eligibility Determination Benefit Calculation (EDBC)

PRIME SLAS - S2S AND EDBC

Month	Prime Met	Prime Not Met
Mar	21	1
Apr	20	0
May	22	0
Jun	21	0
Jul	20	0
Aug	22	1
Sep	19	1
Oct	21	0
Nov	19	0
Dec	20	0
Jan	22	0
Feb	20	0
Mar	6	0

■ Prime Met ■ Prime Not Met
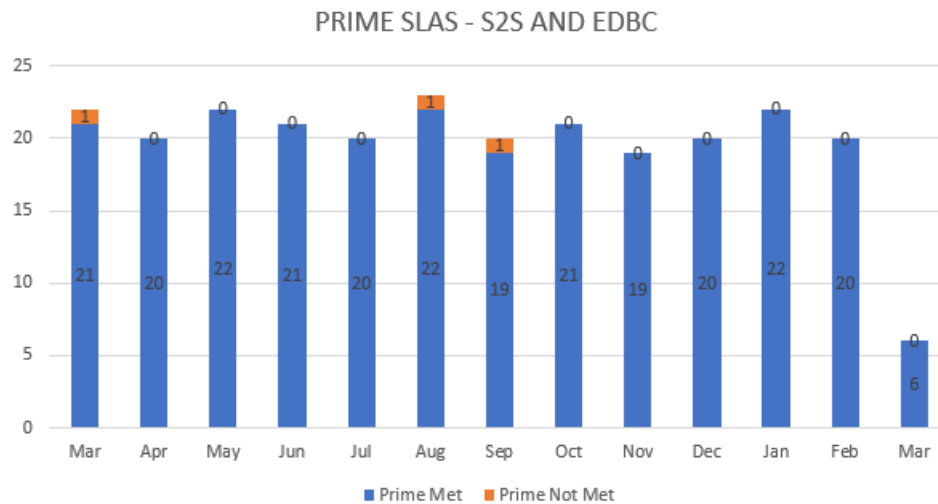
3.5   ForgeRock

► ForgeRock team completed 14 batches (1,612 INC tickets) of BenefitsCal reactivation tickets, which have been reactivated and sent back to BenefitsCal Technical Desk for further review
► System Change Request (SCR) created for the creation of the new District Attorney (DA) role for Gainwell Users (CA-275211) - Pending approval from leadership and security on next steps
► Completed Emergency Change Request to create County Preview Test Environment (CT) Client OAuth2 Client for Alameda County (March 5, 2024)
► ForgeRock synced with Consortium Help Desk and Quality Assurance (QA) for our Bi-Weekly Operations Sync (March 6, 2024)
► Performed a ForgeRock Logging back up script update to the Production environment and validated the logs are backed up to AWS S3 (March 6, 2024)
► Continuous work with the Infrastructure as Code (IAC) team to roll out CloudWatch agent for ForgeRock logging - Expected Roll out to Lower environments will be on the week of March 11, 2024
► ForgeRock team has uploaded daily updates on tickets being reactivated by County for tracking
► RITMs created for User Access Review (UAR) for January based on Consortium feedback. February UAR will be presented once the January UAR is completed.
► ForgeRock team tested the new Jenkins AL2 in AT and Development environments this week (March 8, 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

Table 3.5-1 – ForgeRock Milestones

MILESTONES	PRODUCTION DEPLOYMENT DATE	STATUS
ForgeRock-ServiceNow integration	Release When Ready	In progress
Automate Delegated Administration process workflow - ForgeRock and Service Now - Design	Release When Ready	In progress
Implement Multi-Factor Authentication delivery choice at Login Journey - Design and Proof of Concept (POC) Only	March 29, 2024	In progress – Reviewed with Consortium. Further updates are needed
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 18 - target to deploy on March 28, 2024
    ▪ Design is complete
    ▪ System Change Request (SCR) going through System Change Request Board / Change Control Board (SCRB/CCB) approvals
    ▪ Testing is in progress
  o Release 19 - target to deploy on April 25, 2024
    ▪ Design is in progress
► Voice Bots (Welcome/Authentication Bots)
  o Successfully deployed prompt and timeout enhancements for the Welcome and Authentication Bots to San Bernardino, Orange, and Solano Counties on March 7, 2024
  o The third release for the prompt and timeout enhancements for the Welcome and Authentication Bots will be for Sutter, Marin, San Mateo, Santa Barbara, Santa Cruz, Tulare, Ventura, Yolo, Santa Clara, Butte, Sacramento, and San Luis Obispo Counties
    ▪ Testing is in progress; Go-live is scheduled for March 29, 2024
► Electronic Benefit Transfer (EBT) Card Replacement - Robotic Process Automation (RPA)
  o Successfully went live with San Mateo County on March 1, 2024
  o Completed RPA County testing with the Sprint 4 Counties [Santa Clara, Kern, Monterey, Riverside and Yuba Counties] on the week of March 4, 2024
    ▪ Sprint 4's go live is scheduled for March 15, 2024
  o Completed RPA kickoff meetings with the Sprint 5 counties [San Francisco, Fresno, Sonoma, and Alameda Counties] on the week of March 4, 2024

3.7   Imaging

- ► Completed Defects
  - o CA-274629 - External Agency - TaskGen script needs to update SAR 7 form name
  - o CA-274638 - External Agency - Counties getting routed to OCR that should not be
  - o CA-274931 - External Agency - CA-272302 - Script not correctly Deployed
- ► Completed System Change Requests (SCRs)
  - o CA-272302 - External Agency - Phase 1 - Route Portal documents to OCR

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 delivered February 20, 2024
    - ▪ Working with County on milestones, waiting for County to request a configuration/testing meeting based on availability
- ► Santa Cruz County
  - o Tablets have been configured and are ready to go into Production
  - o Confirmed delivery of kiosks for March 18th, 2024

- 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 Kiosk Go-Live in progress now
- ► 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. Orange county is assisting

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 Kiosk delivered on January 8, 2024
  - o County completing physical installation and flows
- ► Siskiyou County
  - o Kiosk delivered on January 30, 2024

- o County working on milestones for Go-Live
    - ► Tehama County
        - o Kiosk delivered on January 11, 2024
        - o County working on milestones for Go-Live

3.9.4 Region 4 Counties

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

- ► Fresno County
    - o Received equipment at CalSAWS warehouse
    - o Partnered with County to complete flows
    - o 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
        - ▪ Tablets have been enabled; however, County is having issues with batteries and may need to replace the units
        - ▪ Working with the County on milestones for Kiosk Go-Live
- ► Mariposa County
    - o All devices have been successfully deployed and are in Production
    - o Working with the County to wrap up final details
- ► San Joaquin County
    - o 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 kiosk purchase

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   County has begun order process for pilot office kiosk and tablet deployment

3.10   Additional Projects

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
► Completed work on ad hoc for AAP in Group Homes and Wraparound payments
► Completed work on SIRFRA 3962 - CalFresh Population Information Request
► Completed work on CIDR 9007 - CFAP Disaster CalFresh
► Completed work on SIRFRA 3965 - CF Sanction Data
► Continued work on CIDR 9009 - CalWORKs – Immediate Need Report
► Started work on SIRFRA 3966 - CalFresh Minimum Wage Caseload
► Started work on re-running CalFresh Client Snapshot data request for 2019 to 2023

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 1346 - End of CCR Renewal Data Request - RE Month April 2024
► Completed work on SIRFRA 1349 - Unwinding Period Data - Failure to Complete February 2024
► Completed work on SIRFRA 1345 - MEDS Alert Monitoring - February 2024
► Completed work on SIRFRA 1347 - PHE Renewal and Demographics Data – February 2024
► Completed work on SIRFRA 1348 - Pending Applications and Renewals Data Request
► Completed work on SIRFRA 1344 - MEDS Alert Monitoring - Nov 2023 - Jan 2024
► Started work on SIRFRA 1358 - Monthly Refresh of Renewal Data
► Started work on SIRFRA 1361 - Pending Applications and Renewals Data Request March 2024
► Started work on SIRFRA 1362 - Unwinding Period Data - Failure to Complete March 2024
► Started work on SIRFRA 1359 - End of CCR Renewal Data – RE Month May 2024
► Started work on SIRFRA 1360 - PHE Renewal and Demographics Data 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
► ForgeRock servers – Encountering errors when attempting to install, but they are still

protected with Sophos AV. Working to complete the Qualys EDR installs

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 on hold to focus on Production stability. Will resume initiative at the start of March 2024

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	• Continued test execution for the 24.03 baseline release. Week 6 of 8 completed. 93% pass rate on 75% target
4.5 Reports	• Bi-Weekly State and Fiscal Reports meeting • Targeted Session with Alameda on Claiming Reports • Met with San Francisco County to discuss their concerns on Fiscal Reports • Provided ad hoc list of Issuances for February month with County of Residence to San Mateo County • Deployed High Priority SCR CA-265294 (E-HIT Summary Dashboard Updates)

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
24.03.12	► Create a Journal entry for cases that's been identified as part of the BenefitsCal User account security activity part 7
24.03.14	► Clean up the character from the Payor Address and added to Account Number. PI39C503 Income and Eligibility Verification System (IEVS) Applicant Reader read the file on January 11, 2023, and July 29, 2022, with one character off ► Solano County opted out of Batch Job PB00M100 Remove worker for Welfare to

Release	Summary
	Work (WTW) Sanctioned ► Update Food and Nutrition Service (FNS) 209 and Other Collections Reports ► Update Fresno Direct Deposit bank Immediate Origin number
24.03.15	► Create a new Delegated Admin role for Gainwell Users
24.03.19	► Create Generic March Failed to Complete Redetermination (RE) Notices of Actions (NOAs)
24.03.22	► Training: Maintenance of 001 Orientation Web Based Trainings (WBTs) based on CA-270479 ► Training: Maintenance of 002 Eligibility General WBTs based on CA-270479 ► Training: Maintenance of 004 Clerical Support WBTs based on CA-270479 ► Training: Maintenance of 005 Clerical Support Supervisor WBTs based on CA-270479 ► Training: Maintenance of 009 Eligibility General Relief WBTs based on CA-270479 ► Training: Remove Los Angeles County Specific information from the Childcare WBTs CA-267179 ► Training: Restore Orientation 02 WBT from SharePoint Library
24.03	► Total System Change Requests (SCRs): 53 approved ► Release Webcast date: To be determined
24.05	► Total System Change Requests (SCRs): 71 approved ► Release Webcast date: To be determined
24.06	► Total System Change Requests (SCRs): 5 approved ► Release Webcast date: To be determined

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 Eligibility Determination Benefits Calculation (EDBC) (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-209344 - Apply 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-241626 - ACL 22-46 - Update Student Exemptions
   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-253124 - Validate E-mail Addresses Added into CalSAWS
   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 Application Programming Interface (API) for DCF Application
- o CA-257149 - Configure Client Correspondence to allow the option to display Worker Names - NOA
- o CA-263985 - CA-251569 Adult Expansion Threshold Implementations
- o CA-265986 - ADF Migration and Roseville Build-Out
- o CA-268378 - Automate SOC 452A for CAPI
- o CA-268444 - CalSAWS Batch Framework Change
- o CA-271664 - Update the CalFRESH (CF) 385 Application for Disaster CalFresh in new threshold languages and central printing capability
- o CA-272875 - Update Office Mapping and Office Detail to include Zip Codes to support Homeless Apps
- o CA-274485 - Qlik Sense and NPrinting Major Version Upgrade
- o CA-274959 - IAPDU - IM-41: ZTA - Network test lab
- o CA-274965 - IAPDU - TLM-11: NIST Rev 5 - Enablement of Split Tunneling & Replacement of VPN AnyConnect client
- o CA-274974 - IAPDU - CSAC- 10 New / Replace Virtual BigIP F5 with NGFW at Partner Exchange (US-West and US-East) & Network Prod Account (US-West and US-East)
- o CA-274976 - IAPDU - TLM-06: OS Upgrade - Cisco Routers/Switches/Firewalls
- o CA-275165 - Replace current scanning tools with an all-in-one scanner
- o CA-275171 - Implement AWS Macie
- 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)
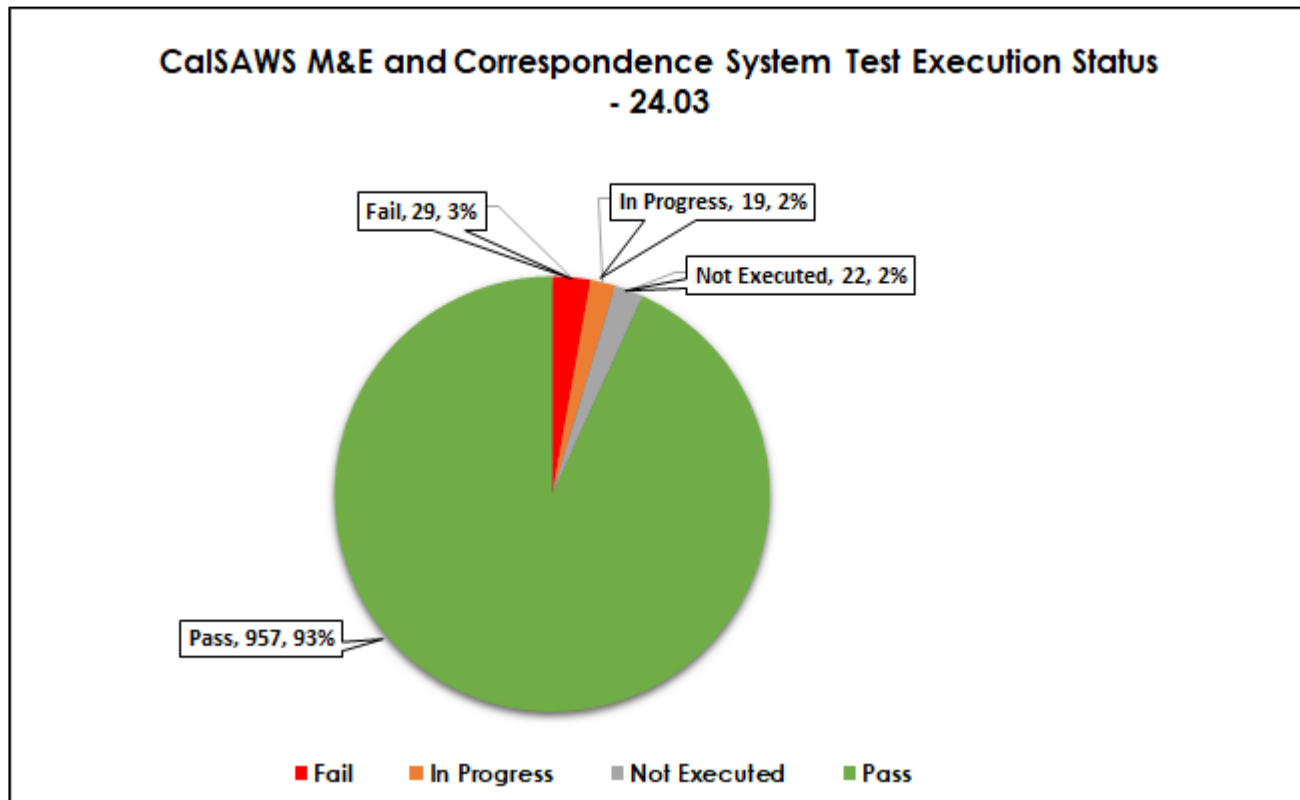
4.4   Release Management

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 March 8, 2024	**75%**
Pass Rate Actual as of March 8, 2024	**93%**
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

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	191,151,331	46.06%	15	100.00%
2	104	140,497,887	33.85%	104	100.00%
3	122	41,759,876	10.06%	120	98.74%
4	686	38,024,514	9.16%	562	90.68%
5	2777	3,601,172	0.87%	811	46.77%

Note: Transaction volume and coverage metrics are based on CalSAWS monthly Production performance data and Automated Regression Test (ART) coverage data as of February 29, 2024. 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 1,160 end-to-end Automated Regression Test (ART) scripts:

► 941 Targeting the core CalSAWS application

► 50 Targeting the inbound BenefitsCal Application Processing Interface (API) service (Portal Service)
► 169 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

► Targeted Session with Alameda County on Tuesday, February 27, 2024, to provide assistance on Fiscal Claiming Reports
► CalSAWS State and Fiscal Reports Bi-Weekly meeting's (held on Thursday, February 29, 2024) primary focus was on Fiscal and State Reports Defects
► Met with San Francisco on Tuesday, March 5, 2024, to discuss concerns with Fiscal Reports
► Provided ad hoc report on Cash Assistance Program for Immigrants (CAPI) Integrated Claiming Report by Residence County for February 2024 dataset to San Mateo
► Deployed High Priority SCR- CA-265294 E-HIT Summary Dashboard Updates in Production on Thursday, March 7, 2024

Table 4.5-1 – Total Open Incidents by reporting period

Reporting Period End Date	Number Open Tickets
January 12, 2024	25
January 26, 2024	25
February 09, 2024	26
February 23, 2024	22
March 08, 2024	35

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	5	2	0	0	7
Reopened	0	0	0	0	0
Assigned	3	1	1	0	5
In Development	8	0	0	3	11
Development completed	0	1	0	0	1

Open Defects Status	State Reports	Fiscal Reports	Management Reports	Business Intelligence	Total
In Assembly Test	0	2	0	0	2
System Test	0	1	1	1	3
Test complete	0	2	1	1	4
Total Open Defects	**16**	**9**	**3**	**5**	**33**

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	3	2	0	0	5
3-Normal/Low	13	7	3	4	27
4-Cosmetic	0	0	0	1	1
Total Open Defects	**16**	**9**	**3**	**5**	**33**

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	1	1	0	0	0	0	0
CA 800 ARC	1	1	0	0	0	0	0
CA 812	2	1	0	0	0	0	1
CF 296	5	3	0	1	0	1	0
CMSP 237	1	1	0	0	0	0	0
D-CalFresh Daily Report	1	1	0	0	0	0	0
DFA 256	2	1	0	1	0	0	0
DHCS RMR	1	0	0	0	0	1	0
DPA 482	1	1	0	0	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
GR 237	1	1	0	0	0	0	0
Integrated Claiming	4	3	0	0	0	1	0
SOC 808	1	0	0	0	0	0	1

		Defects	**SCRs - Targeted Release**				
STAT 45	1	1	0	0	0	0	0
STAT 47	3	2	0	0	0	0	1
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 February 28, 2024, and March 6, 2024.
   o System Change Requests (SCRs) in Design Phase
      ▪ 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-258931 - Add administration checks to additional locations where GA/GR can be failed due a CW sanction
      ▪ CA-262953 – Los Angeles County - 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 3 persons
      ▪ CA-267005 - Add GA/GR In-Kind Chart Amounts for San Mateo, Santa Cruz, and Solano Counties
      ▪ CA-267452 - GAGR AS - Alameda Co. - Add XAN 534
      ▪ CA-268072 - Solano County - General Assistance - Update Periodic Reporting Form
      ▪ CA-269212 – Los Angeles County - GA Add ABP 4060 and add E-Signature Functionality to Some Forms
      ▪ CA-270282 - Update the General Relief Aided Caseload Dashboard to add non-LA Counties
      ▪ CA-271707 - Enhance Pickup Location to Be Available for Multiple payees Under A Program
      ▪ CA-272432 - CSF 45 should only be available to print locally. Currently it is available to print both locally and centrally.
      ▪ CA-273351 - Orange -Update to GR Approval NOA (CalSAWS 1)
   ▪ CA-274396 - Configure Client Correspondence to allow the option to display

Worker Names - NOA for GAGR Program
- CA-274557 - Add additional line items in Aid Payment Section of Manual EDBC page for the counties using GR Managed program
- CA-274665 - GAGR NOA's field populating wrong amountCA-205411 - PA 320 - Vendor Service Order and Invoice, Mailing Address Change
- CA-227568 – Los Angeles County GR Cases Terming for Whereabout Unknown
- CA-249942 - San Mateo GAGR Changes
- CA-262960 – Los Angeles County - Central Printing for GROW Forms
- CA-266696 - Opt out of GA/GR and CAPI recovery batch job
- CA-267549 - GAGR AS - Update to Placer's NOA 102-3
- CA-269899 - Update GAGR Automated Solution Budgeting for San Francisco County
- CA-270443 - San Francisco - Update GAGR Reporting Type Logic
  - o System Change Requests (SCRs) in System Test 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
  - o Priority System Change Requests (SCRs) deployed to Production
    - CA-267408 - Apply GAGR Time Limit to Members
    - CA-274127 - Remove converted GA/GR time clock records for case that are for months not actually aided.
  - o Defects released to Production
    - None

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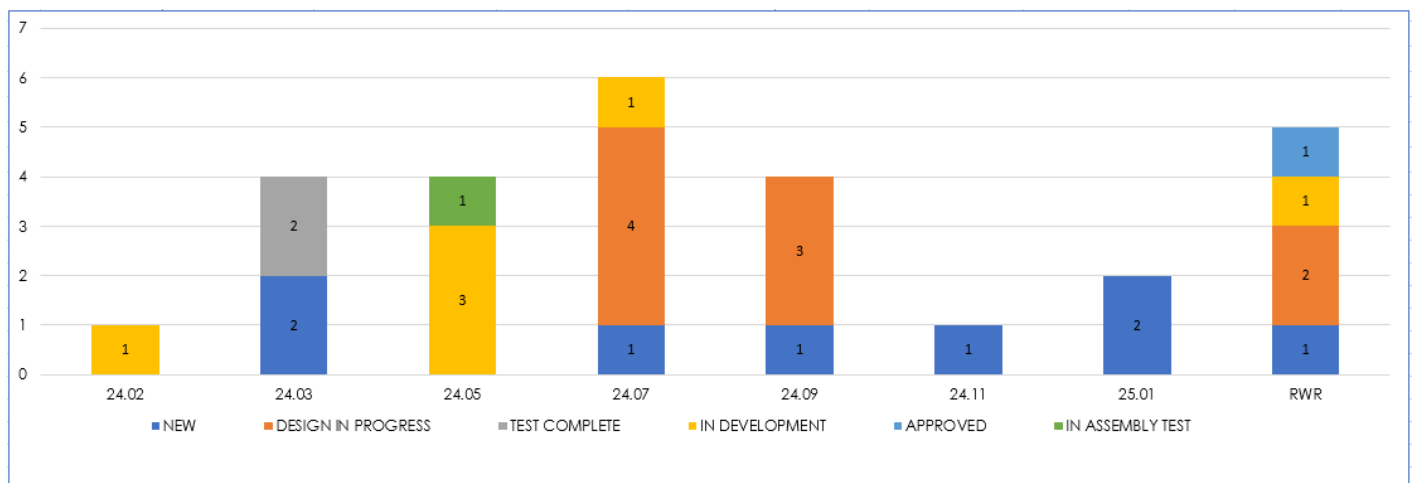
4.7   Training Materials Update

► 24.03 Online Help (OLH) System Change Requests (SCRs):
  o   Test Complete: Ten
► 24.05 Online Help (OLH) System Change Requests (SCRs):
 o   Design In Progress: Thirteen

- o Pending Approval: Two
- o Approved: Eight
► 24.03.22 Priority Release Web Based Training (WBT) and CalSAWS Functional Presentations (CFP) SCRs:
  - o Approved: One
  - o In Development: Four
  - o In Assembly Test: Two
  - o System Test: One
  - o In Production: One
► 24.05.17 Priority Release Web Based Training (WBT) and CalSAWS Functional presentations (CFP) SCRs:
  - o Approved: Five
► 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
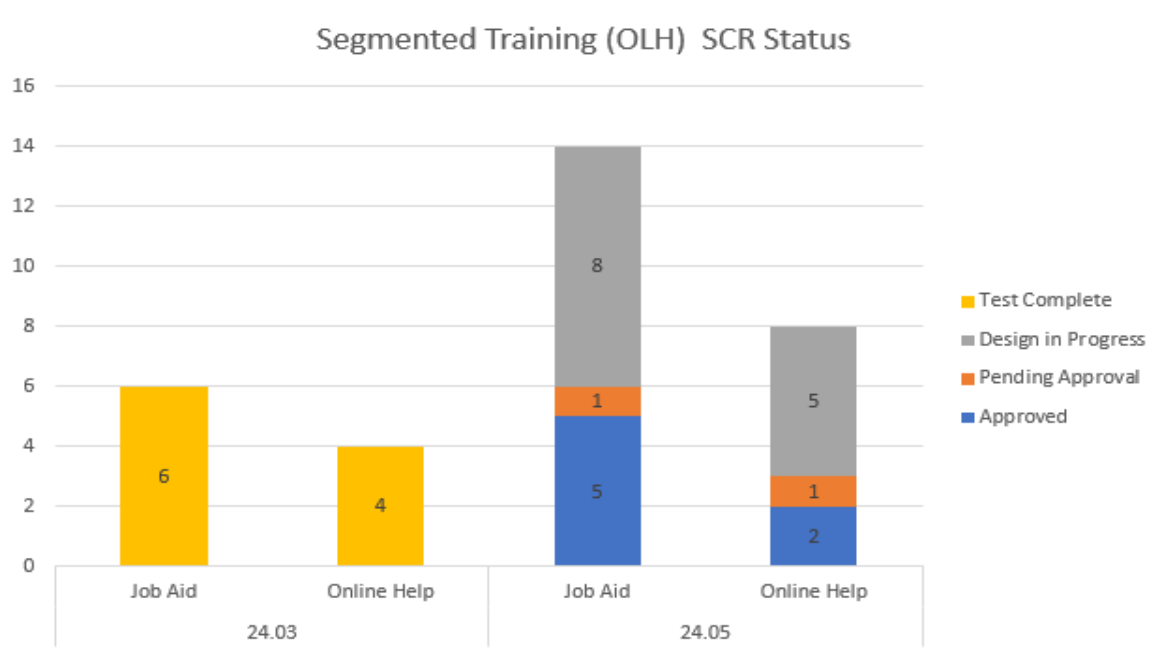
Table 4.7-2 – Upcoming Training Activities

Training Activity	Date	Status
CA-274432 Training validation for turning on Disaster CalFresh for San Diego County in Training Production Environment	Week of February 26, 2024	Completed
Preparing for the 24.05 Code Deployment validation for Training Staging and Training Production Environments	Weekend of March 22, 2024	In Progress

4.8   Upcoming Performance Tests
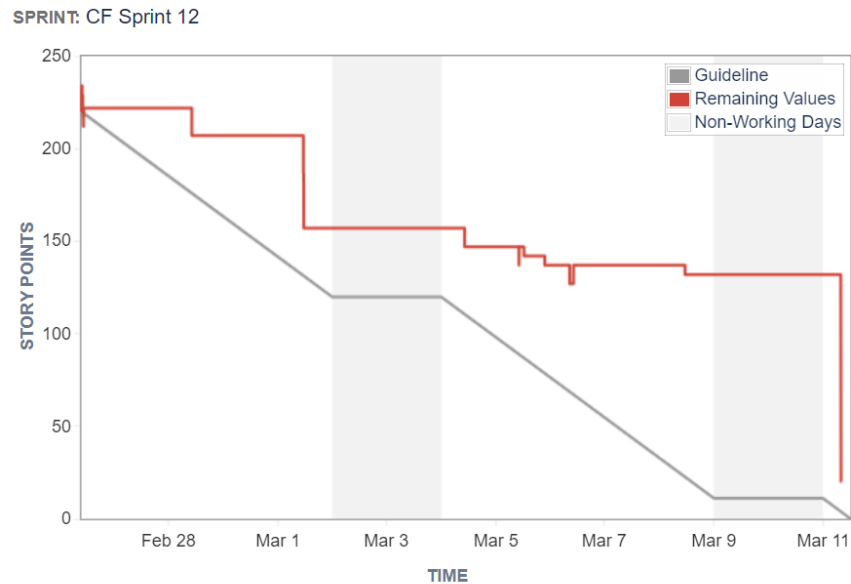
► Planned upcoming Performance tests for Core Online

Table 4.8-1 – Core Online Upcoming Performance Cycle

Performance Cycle	Start Date	End Date	Status
24.03 Performance Testing	February 18, 2024	March 20, 2024	In progress
24.05 Performance Testing	April 29, 2024	May 14, 2024	Upcoming

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

► Completed Tasks
  o Completed the development of inbound "Case Worker Application Programming Interface (API)" and "Eligibility Determination API"
  o Created the design document to include the CalSAWS design for "Income Assets API"
  o Added the California Automated Response and Engagement System (CARES) integration design to the API design document for "Income Assets API"
► In Progress Tasks
  o Developing outbound "Individual Demographics API", "Case Worker API" and "Eligibility Determination API"
  o Developing inbound and outbound "RFI Communication API"
  o Performing integration testing of "Case Link API"
  o Creating the design document to include the CalSAWS design for "Home Removal API"
  o Adding the California Automated Response and Engagement System (CARES) integration design to the API design document for "for "Home Removal API"
  o Reviewing and obtaining the Business Analysts (BA) approvals for the CalSAWS design in the design document for "Income Assets API"
  o Reviewing and obtaining the User Group's approvals for the CalSAWS design in the design document for "Income Assets API"
► Upcoming Tasks
  o Review and obtain the Business Analysts (BA) approvals for the CalSAWS design in the design document for "Home Removal API"
  o Review and obtain the User Group's approvals for the CalSAWS design in the design document for "Home Removal API"
  o Deploy and perform assembly testing of "Individual Demographics API", "Case Worker API" and "Eligibility Determination API" inbound and outbound
► 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: February 26, 2024 – March 10, 2024
Contractor Project Executive: Arnold Malvick

Figure 4.9-1 Current Sprint Burndown Chart

4.10 **The Welfare Data Tracking Implementation Project (WDTIP) Replacement System (WRS)**

► Completed Tasks
  o Initial draft of Employment Development Department (EDD) time Limit request API
  o Online and Data Migration Architecture approved
► In Progress Tasks
  o Analyzing data discrepancies between CalSAWS and WDTIP Tracking Recipients Across California (TRAC)
  o Refine story backlog
  o Refine Application Architecture
► Upcoming Tasks
  o Receive and Load WDTIP TRAC data into newly created schema to facilitate full data discrepancy comparison
  o Analyze WDTIP TRAC screens
► Interface Partner Integration
  o Continue coordination with EDD team for schedule alignment and interface element alignment

4.11 **Additional Projects**

4.11.1 **Data Growth – Archive Phase 1 (Release 24.03)**

► Completed Tasks
  o Assembly Test (AT) in progress, resolved defects
  o Threading implementation completed for sweep
  o Update jobs to query for Data Access Object (DAO) archival tables dynamically to improve maintainability
  o Implemented flagging functionality to disable archive-related online changes

► In Progress Tasks
   o Perform Assembly Test (AT), resolve AT defects
   o Implement alerts on unarchive service
   o Implement case flagging to suppress cases from being archived through Data Change Request (DCR)
► Upcoming Tasks
   o 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

4.11.2 Data Growth – Test Data Slicer (Release 24.05)

► Completed Tasks
   o Table mapping completed
   o Implemented email notification for alerting completion or error out of data slicing
   o Scaled up thread jobs per performance test
   o Create Batch System Change Requests (BSCRs) for scheduling high volume copy jobs
   o Performance environment setup
► In Progress Tasks
   o Continue performance testing
   o Update database configuration files to handle multiple connections for multi/single case copy
   o Implement case filtering to avoid slicing cases which have been inactive for over a year per design feedback
► Upcoming Tasks
   o Continue performance testing
   o Create Batch System Change Requests (BSCRs) for scheduling multi/single case copy jobs
   o Document test data slicer on wiki

4.11.3 Data Growth – Archive Phase 2 (Release 24.05)

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

4.11.4 County Task Management Enhancements

► Completed Tasks
  o Received approval of CA-263040 (Task Management: Admin Functionality for Mass Task Closure) from the Task Management Committee
► In Progress Tasks
  o Started Development of CA-263040 (Task Management: Administration Functionality for Mass Task Closure)
  o Started Development of CA-257327 (Task Management: Sunset Worklist Pages)
  o Continued development of CA-253667 (Task Management: Configurable Task Categories)
► Upcoming Tasks
  o Continue development of CA-263040 (Task Management: Administration Functionality for Mass Task Closure)
  o Continue development of CA-253667 (Task Management: Configurable Task Categories)
  o Continue development of CA-257327 (Task Management: Sunset Worklist Pages)

4.12 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
Appendix D - CalSAWS Project Risks and Issues Report