

CALSAWS M&O BI-WEEKLY STATUS REPORT

Reporting Period: March 11, 2024 – March 24, 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 160 active Production defects
Incidents		► CALSAWS BROADCAST: Starting at 9:30 a.m. on March 12, 2024, Contact Center administrators were experiencing issues using roll-on and update functionality on the Enhanced Call Control Panel (eCCP) Administration page. As of 9:00 p.m. on March 12, 2024, this issue was resolved. Contact Center administrators were able to roll-on and update agents through the Enhanced Call Control Panel (eCCP) Administration page (RCA 306). PRB0048640

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
 - Nine priority releases that included 42 System Change Requests (SCRs) and 71 defects, a total of 113 items

Table 1.2-1 Priority Releases

Minor version (Release date)	Issue Type		Grand Total
Team Responsible	Defect	SCR	
24.03.12 (March 12, 2024)	11	2	13
Client Correspondence	1	0	1
Contact Center	1	1	2
Eligibility	1	0	1
Fiscal	3	0	3
Online	5	1	6
24.03.13 (March 13, 2024)	1	0	1

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Minor version (Release date)	Issue Type		Grand Total
Team Responsible	Defect	SCR	
Reports	1	0	1
24.03.14 (March 14, 2024)	30	20	50
Analytics	1	0	1
Batch Operations	2	4	6
Batch/Interfaces	0	4	4
BenefitsCal	1	0	1
CalHEERS	2	0	2
Client Correspondence	0	1	1
Contact Center	18	1	19
Eligibility	0	1	1
Fiscal	1	1	2
Online	1	1	2
Reports	3	1	4
Technical Architecture	1	0	1
Technical Forge Rock	0	1	1
Voice Bots / Robotic Process Automation (RPA)	0	5	5
24.03.15 (March 15, 2024)	0	1	1
Fiscal	0	1	1
24.03.18 (March 15, 2024)	18	12	30
Batch/Interfaces	1	1	2
Client Correspondence	11	11	22
Fiscal	2	0	2
Online	3	0	3
Performance	1	0	1
24.03.19 (March 19, 2024)	6	4	10
Batch Operations	0	2	2
Client Correspondence	0	1	1
Conversion	1	0	1
Fiscal	2	0	2
Network	0	1	1
Online	2	0	2
Technical Forge Rock	1	0	1
24.03.20 (March 20, 2024)	0	1	1
Automated Test	0	1	1
24.03.21 (March 21, 2024)	5	0	5
Contact Center	1	0	1
Fiscal	3	0	3
Reports	1	0	1
24.03.22 (March 22, 2024)	0	2	2
Training	0	2	2
Grand Total	71	42	113

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► Planned Outages:


○ Scheduled CalSAWS Outages:

- CalSAWS Production Maintenance:
 - On March 24, 2024, from 6:00 a.m. until 1:00 p.m., the CalSAWS application was scheduled for maintenance. During this period, the CalSAWS application was unavailable. CalSAWS Users were redirected to a read-only version of the CalSAWS application.
 - From 10:00 p.m. on Friday, March 29, 2024, until 2:00 a.m. on March 30, 2024, Users will be unable to login to the CalSAWS, BenefitsCal and Online CalWORKS Appraisal Tool (OCAT) applications. In addition, the "Read Only" version of the CalSAWS application will not be available.
 - On March 31, 2024, from 4:00 p.m. until 11:00 p.m., the CalSAWS application will be unavailable. CalSAWS Users will be redirected to a read-only version of the CalSAWS application.
- CalSAWS Training Staging and Training Production Environments Maintenance
 - From 6:00 p.m. on March 22, 2024, until 8:00 a.m. on March 25, 2024, CalSAWS Training Staging and Training Production environments were unavailable. The CalSAWS release 24.03 code was deployed and validated in CalSAWS Training Staging and Training Production environments.
- BenefitsCal Maintenance/Limited Access:
 - On March 12, 2024, from 8:00 p.m. to 9:30 p.m., BenefitsCal application was unavailable
 - On March 21, 2024, from 8:00 p.m. until 9:30 p.m., the BenefitsCal application was unavailable
 - On March 24, 2024, from 6:00 a.m. until 8:00 a.m., the BenefitsCal application was unavailable
 - On March 24, 2024, from 8:00 a.m. until 1:00 p.m., the BenefitsCal application was available for customer and Community Based Organization (CBO) Users for submitting applications, renewals, and Semi-Annual Reporting (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.
 - On March 25, 2024, from 8:00 p.m. until 8:45 p.m., the BenefitsCal application was unavailable
 - On March 28, 2024, from 8:00 p.m. until 9:30 p.m., 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	N/A	N/A		• None to note for the reporting period

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

2.2 Highlights from the Reporting Period

Table 2.2-1 – Project Management Status Agenda Topic

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	• 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:
 - Continued 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
 - Continued developing Project communications, as needed
- ▶ Continued performing contract management activities:
 - Amendment 32 (May JPA) was submitted to State and Federal partners for review. It includes:
 - CalSAWS R&A funding increase
 - CalSAWS County Purchase Order (CPO) funding increase
 - Imaging extension
 - Cost Optimizations _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

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2.3 Communications Management

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

Table 2.3-1 – Website Support Activities

TASK	DATE	TASK TYPE
Updated CalSAWS website plugins / Themes	March 21, 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 24, 2024

Table 2.4-1 – CITs

CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0036-24	CalSAWS Contact Center – Legacy Custom Call Control Panel (CCP) Proxy Decommissioning	Informational	March 11, 2024	Yogesh Patel	Mike Tombakian
0037-24	General Assistance/General Relief (GA/GR) Exstream User AWS Login Required	Informational	March 11, 2024	Dena DeLapp	Frederick Gains
0038-24	CalSAWS Case Data Removal	Informational	March 12, 2024	Frederick Gains	Henry Arcangel

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CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
	Schedule For 2024; Case Data Removal Identification and Case Data Removal Override Reports (03/12/2024)				
0040-24	CalSAWS Project Draft County Allocations for SFY 2024-25	Informational	March 14, 2024	Britt Carlsen	Girish Uppal
0041-24	Scheduled CalSAWS Maintenance - System Downtime Notification – 3/31/2024	Informational	March 14, 2024	Anand Kulkarni	Pete Quijada
0042-24	List for CA-270706: 2024 Medicare Catastrophic Coverage Act Spousal Impoverishment Caps	Informational	March 14, 2024	Niña Butler	Maggie Orozco-Vega
0043-24	CalSAWS AWS SSO/APPSTREAM Login Procedure Updates	Informational	March 18, 2024	Raji Reddy	Anand Kulkarni
0044-24	CalSAWS BUZZ Volume 6 Issue 2	Informational	March 20, 2024	Peggy Macias	Lenecia Miles
0045-24	Recruitment for CalSAWS Project Staff Closing on April 19, 2024	Informational	March 21, 2024 Revised March 25, 2024	Jennifer Smith	Holly Murphy

- The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending on March 24, 2024

Table 2.4-2 – CRFIs

CRFI ID	Subject	Distribution Date	Status	Response Due Date	CalSAWS Contact
24-008	CalSAWS Data Archival	February 13, 2024	Open	March 15, 2024	David Bruhn
21-012	New Alternative Name field for SCR CA-274084	February 27, 2024	Closed	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
24-008	CalSAWS Data Archival		Alpine, Amador, Calaveras, Mono, Sierra, Sutter, and Yuba Counties	Butte, Colusa, Del Norte, Glenn, Siskiyou, Tehama, and Trinity Counties	Inyo, Kings, Mariposa, Merced, San Joaquin, and Tulare Counties	Imperial, San Bernardino, and Ventura Counties	Los Angeles County

2.5 SIRFRA/SARRA Information

- The following tables outline current CalSAWS communication Information Request for Research and Analysis (SCIRFRA), SAWS Cost Estimation Request for Research and Analysis (SCERFRA), SAWS Information Request for Research and Analysis (SIRFRA), and SAWS Advocates Request for Research and Analysis (SARRA)

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

Status	Total
Assigned	17
Completed	1123
Duplicate	20
In review	13
Withdrawn	43
Pending clarification	4
Total	1205

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	Assigned	March 22, 2024	No response	
SIRFRA 3947	3947 - Secondary Education	In review	March 13, 2024	No response	
SIRFRA 1344	SIRFRA 1344 - MEDS Alert Monitoring - Nov 2023-Jan 2024	Completed	February 26, 2024	March 12, 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	Completed	March 18, 2024	March 25, 2024	
SIRFRA 1266	1266- Spousal Impoverishment case Flag	Completed	March 5, 2024	March 6, 2024	
SIRFRA 1353	1353 - MEDS Alert Monitoring Data Reporting	Completed	March 12, 2024	March 13, 2024	
SCERFRA 24-904	24-904 - AB 2452 -CalWORKs: Supportive Services	In review	March 5, 2024	No response	
SIRFRA 1345	1345 - MEDS Alert Monitoring - Feb 2024	Completed	March 6, 2024	March 12, 2024	

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ID	Description	Status	Due Date	Response Received Date	Notes
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 Education	In review	March 14, 2024	No response	
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	Completed	March 7, 2024	March 12, 2024	
SIRFRA 1351	1351 - Data Pull for Spousal Impoverishment Case Flag & Task	Assigned	March 28, 2024	No response	
SIRFRA 1354	1354 - Impact of SB 1355 on SAWS	Completed	March 21, 2024	March 20, 2024	
SIRFRA 1186	1186 - CMS Unwinding Eligibility and Enrollment Data – Monthly Reporting	Assigned	April 12, 2024	No response	

2.6 Culture Transformation

- Culture Ambassadors Network (CAN)
 - Wellness Wednesday
 - Distributed content for March Wellness Wednesday – March Madness
 - Current Activities
 - Wellness Wednesday Pop-up workout events
 - 10-minute workouts, different theme each week
 - Upcoming activities and events
 - National Poetry Month and CalSAWS Poetry Contest – April 2024
 - Best vacation 2023
 - SAWS memorabilia
 - National Pet Month – May 2024
 - Annual Art Tour

2.7 Inclusion, Diversity and Equity Advancement (IDEA)

- Co-Create Phase
 - CalSAWS “We Are One” SharePoint Site
 - Continued to update the “We Are One” website tab
 - Pulse Survey
 - Continued integrating evidence-based psychological constructs predictive of successful Diversity, Inclusion, Equity (DEI) programs into Pulse Survey
 - Continued migrating pulse survey into mentimeter
 - CalSAWS Table Talks
 - Completed communications plan to expand speaker pool for table talks
 - Buddy Program
 - Continued to manage and support Employee Resource Groups (ERGs)

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- council
 - o Employee Resource Group (ERG) Council
 - Continued efforts to refresh ERG communications and potential email inboxes for each ERG
 - Distributed communications to invite participants to submit inspirational women “Sheroes” to women’s history month gallery
 - Completed communications plan to expand ERG participation (connect newsletter, IDEA email, and All-Staff)
 - Scheduled next ERG Council Quarterly Meeting for April 11, 2024
 - o Great Place to Work
 - Reviewed and prioritized annual initiatives
 - Currently exploring gaming event to boost morale on account
- General
 - o Drafted content and prepared for presentation at upcoming virtual all-staff meeting
 - 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	<ul style="list-style-type: none">• The current compliance for March Month to Date (MTD) is 98.7%
Trends for Tickets Created	<ul style="list-style-type: none">• The spike in tickets resolved was due to the BenefitsCal account reactivation trend (PRB0048462)

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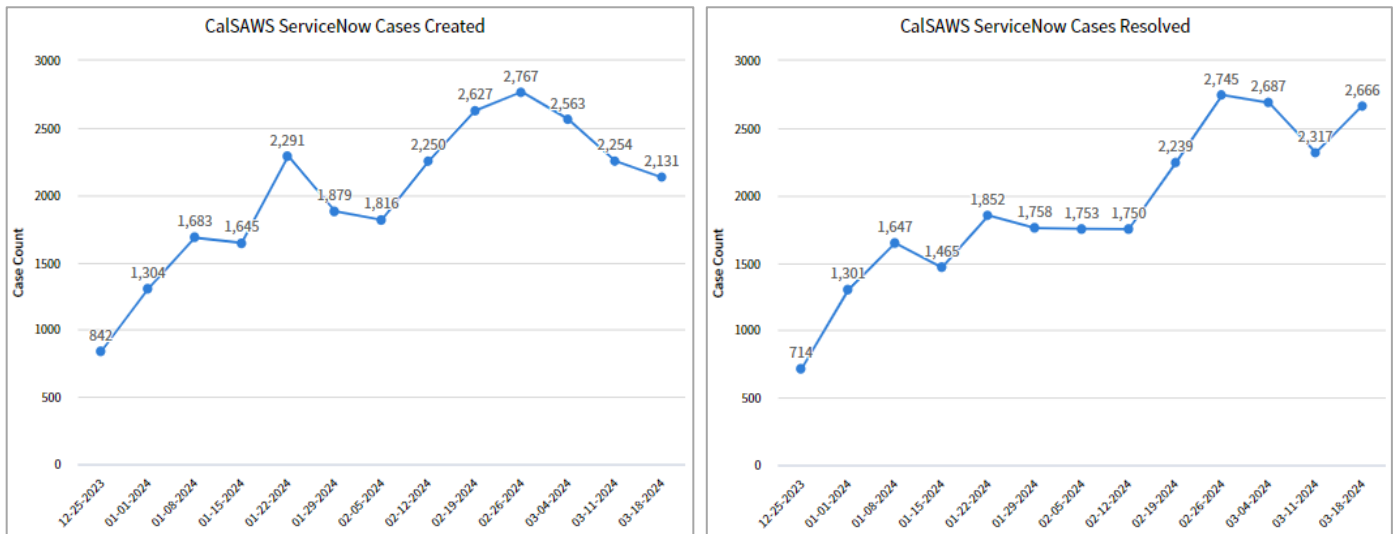
Contractor Project Executive: Arnold Malvick

3.1.1 Service Management Overview

- ▶ 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 assist with quicker resolution turnaround time
- ▶ Facilitated ServiceNow Refresher training for Consortium Application Support teams on March 13, 2024
- ▶ Scheduled CHG0046731 on March 29, 2024, to update Contact Center categories and the Additional Information field when reporting Contact Center issues

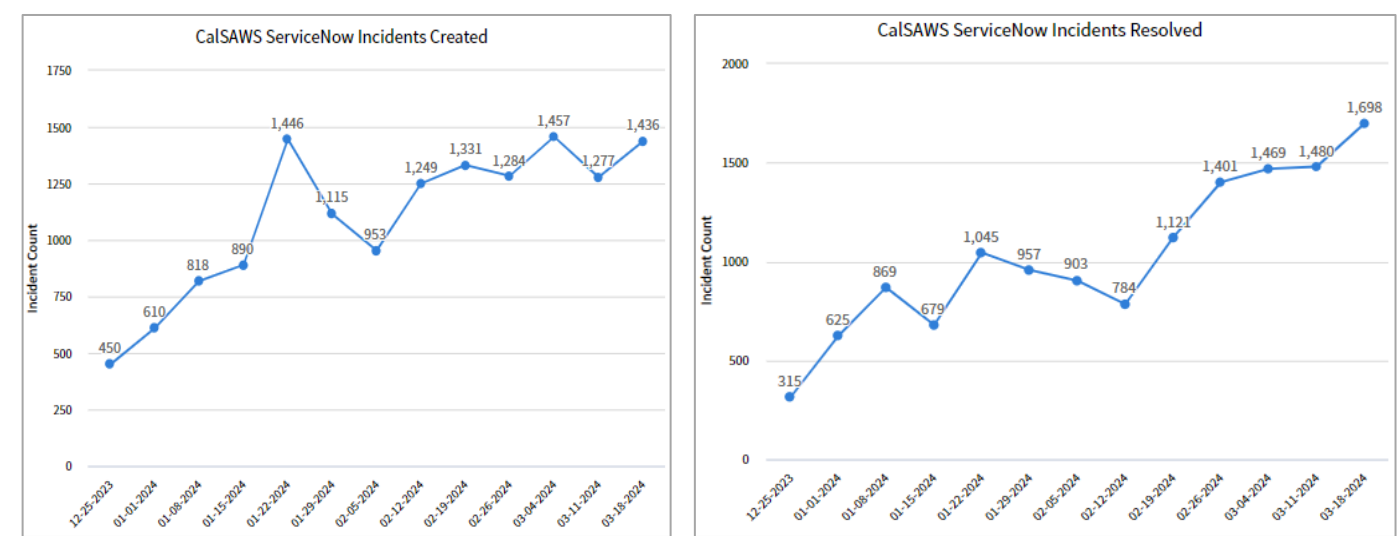
3.1.1 CalSAWS Help Desk Metrics

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



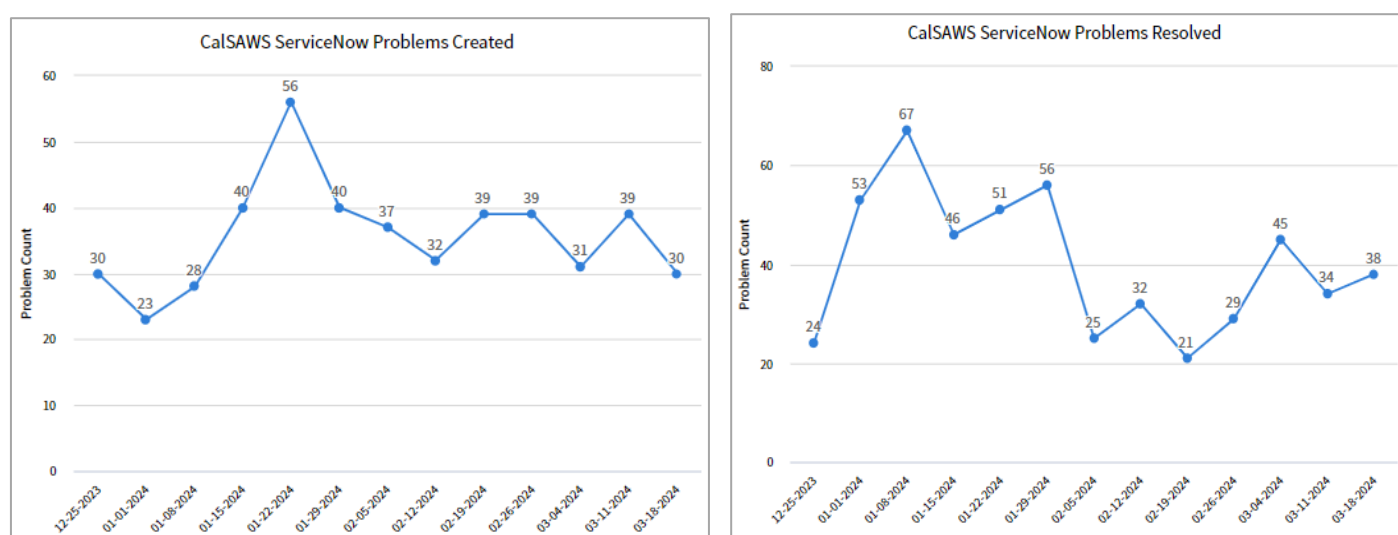
Note: The graphs represent the ServiceNow cases associated to all 58 Counties. Cases represent the first level of ticketing that enters the ServiceNow system. The dates in x-axis represent the start of a week

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	0	481	18	7	9	15	8	2	540
In progress	0	140	49	12	23	12	25	16	277
On hold	0	108	76	81	289	598	488	64	1,704
Resolved	0	520	552	884	936	163	150	50	3,225
Closed	6	1	3	27,494	61,107	13,062	8,402	2,556	112,631
Problem in Diagnosis	0	0	0	0	0	0	1	0	1
Total	6	1,250	698	28,478	62,364	13,850	9,074	2,688	118,408

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

Table 3.1.2-8 – CalSAWS ServiceNow Incidents by State (New) and Age (30 – 180+ Days)

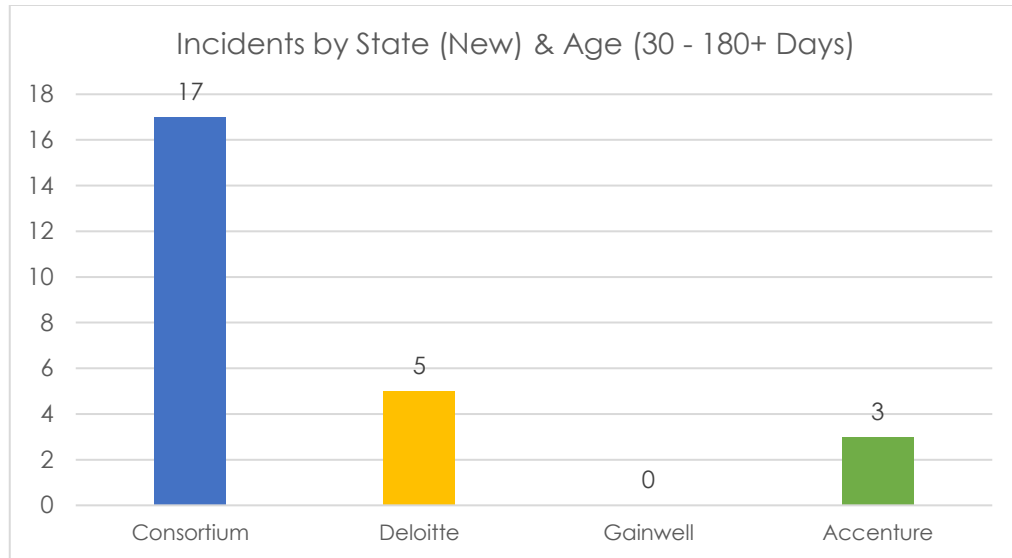


Table 3.1.2-9 – CalSAWS ServiceNow Incidents by State (New) and Category

Organization	Helpdesk Incidents	Infrastructure Incidents	Total Incidents
Consortium	17	0	17
Deloitte	5	0	5
Gainwell	0	0	0
Accenture	3	0	3
Total	25	0	25

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

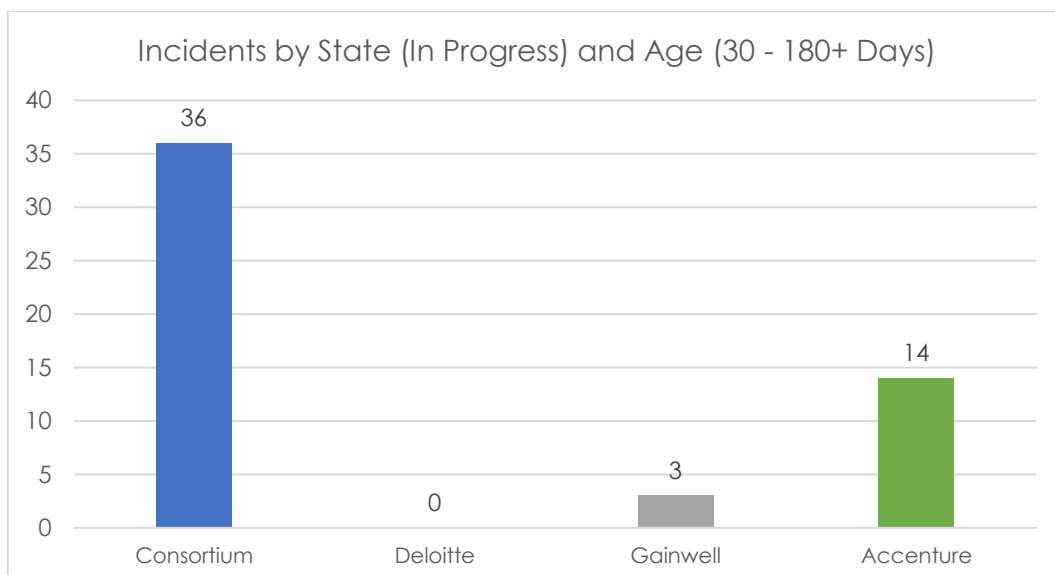


Table 3.1.2-11 – CalSAWS ServiceNow Incidents by State (In progress) and Category

Organization	Helpdesk Incidents	Infrastructure Incidents	Total
Consortium	36	0	36
Deloitte	0	0	0
Gainwell	3	0	3
Accenture	8	6	14
Total	47	6	53

► 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 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

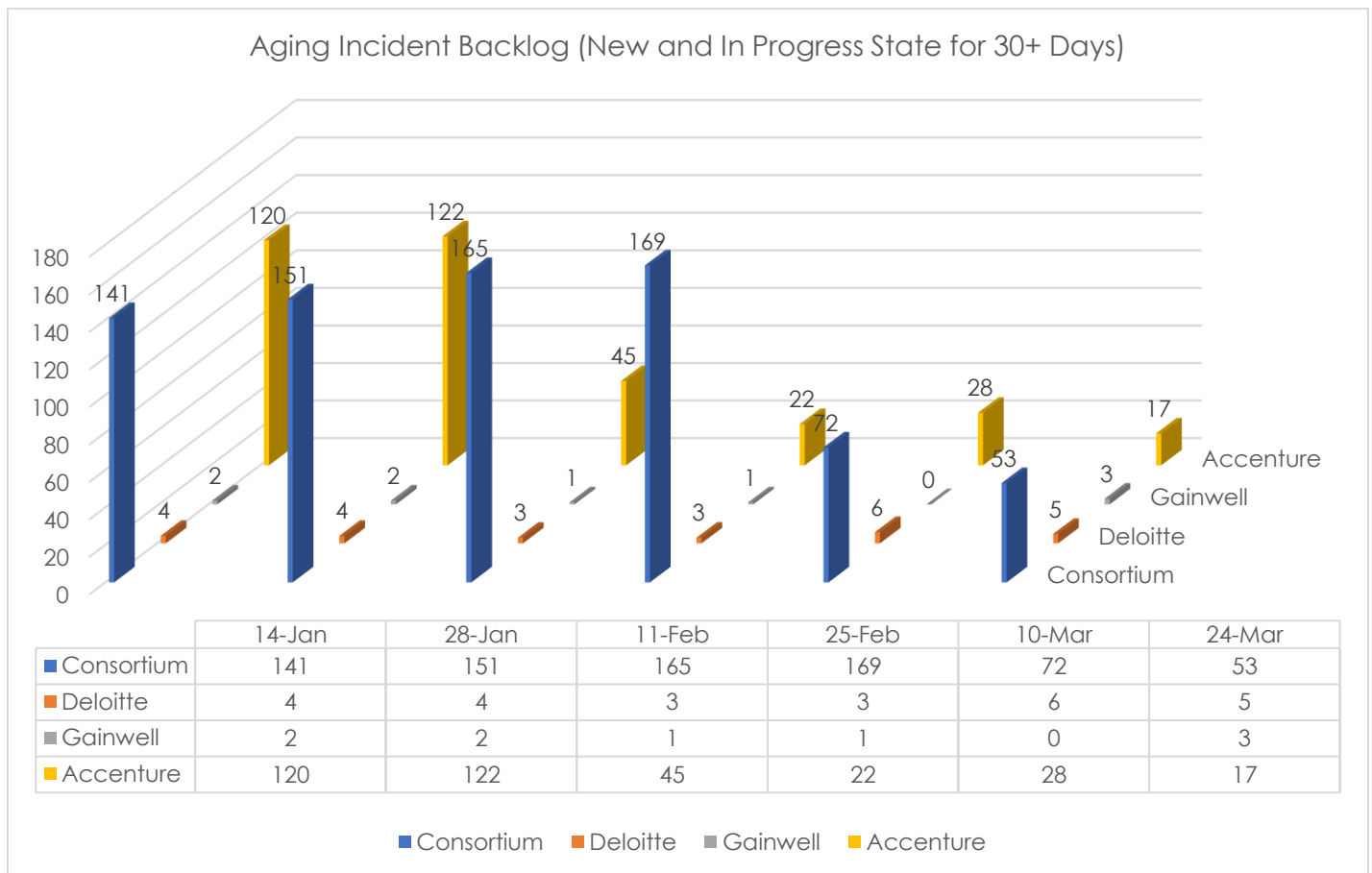
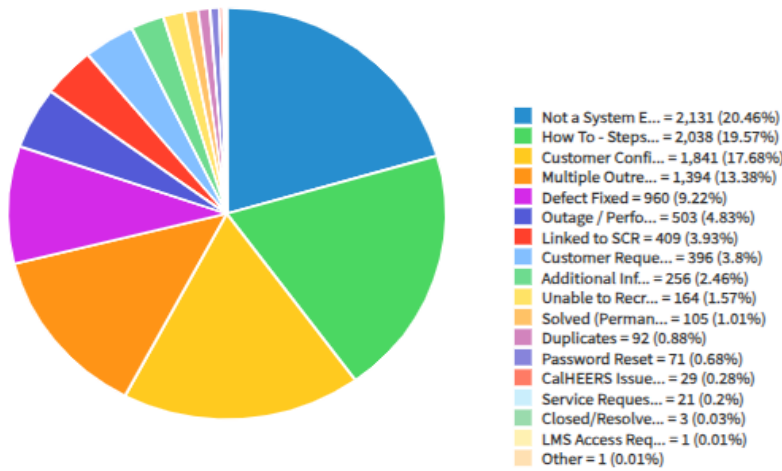


Figure 3.1.2-13 – CalSAWS ServiceNow Incidents by Resolution Code

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

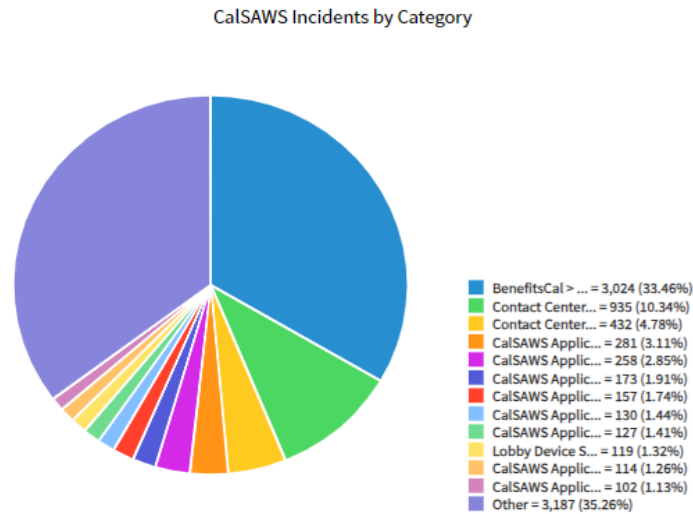
CalSAWS ServiceNow Incidents by Resolution Code



Resolution code	Incident Count	Percentage of Incidents
Not a System Error - With Explanation	2,131	20.46%
How To - Steps to Proceed Provided	2,038	19.57%
Customer Confirmed Issue is Resolved	1,841	17.68%
Multiple Outreach Attempts – No Response	1,394	13.38%
Defect Fixed	960	9.22%
Outage / Performance Degradation	503	4.83%
Linked to SCR	409	3.93%
Customer Requested Closure	396	3.8%
Additional Information Needed	256	2.46%
Unable to Recreate Issue	164	1.57%
Solved (Permanently)	105	1.01%
Duplicates	92	0.88%
Password Reset	71	0.68%
CalHEERS Issue Resolved	29	0.28%
Service Request Created - With Request Number	21	0.2%
Closed/Resolved by Caller	3	0.03%
LMS Access Request	1	0.01%
Other	1	0.01%
Total	10,415	100%

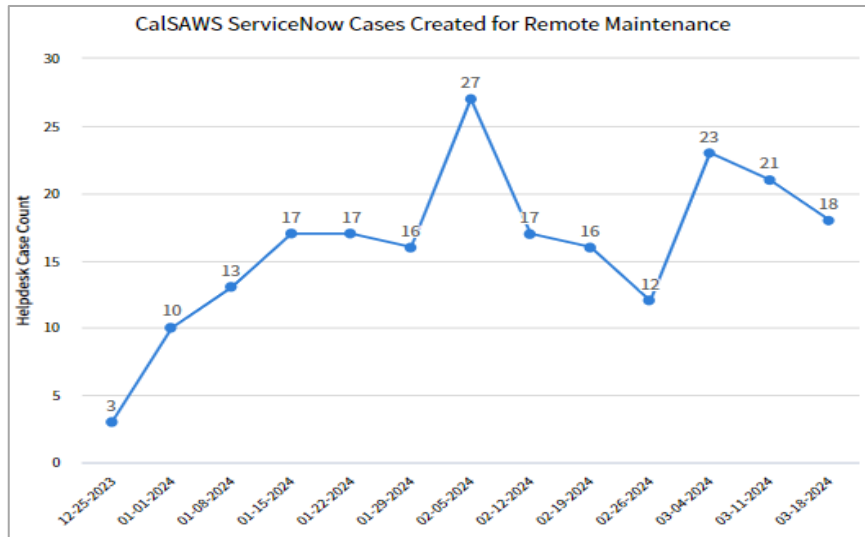
Figure 3.1.2-14 – CalSAWS ServiceNow Incidents Created by Category

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



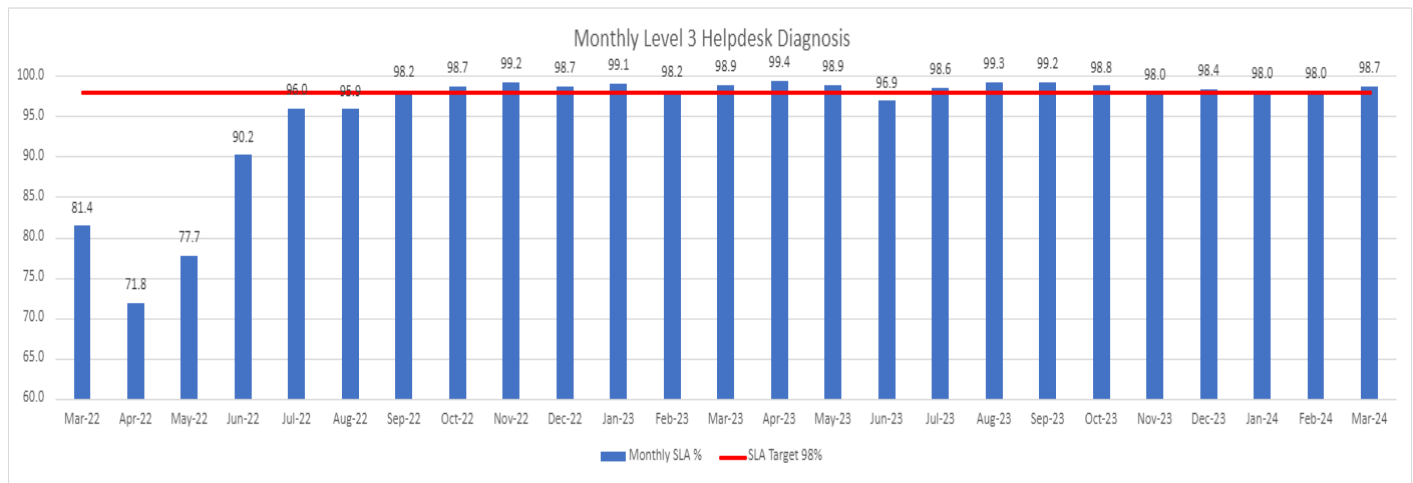
Category	Incident Count	Percentage of Incidents
BenefitsCal > Access Issue > Customer	3,024	33.46%
Contact Center/IVR > CCP	935	10.34%
Contact Center/IVR > Other	432	4.78%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Other	281	3.11%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Incorrect Eligibility Results	258	2.85%
CalSAWS Application/Related Systems > Production > Medi-Cal Eligibility Determination > EDBC Results	173	1.91%
CalSAWS Application/Related Systems > Production > Client Correspondence > NOAs	157	1.74%
CalSAWS Application/Related Systems > Production > Performance > Other	130	1.44%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > Other	127	1.41%
Lobby Device Support > Kiosk	119	1.32%
CalSAWS Application/Related Systems > Production > Reports > Scheduled	114	1.26%
CalSAWS Application/Related Systems > Production > Error Encountered > Running/Authorizing EDBC	102	1.13%
Other	3,187	35.26%
Total	9,039	100%

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



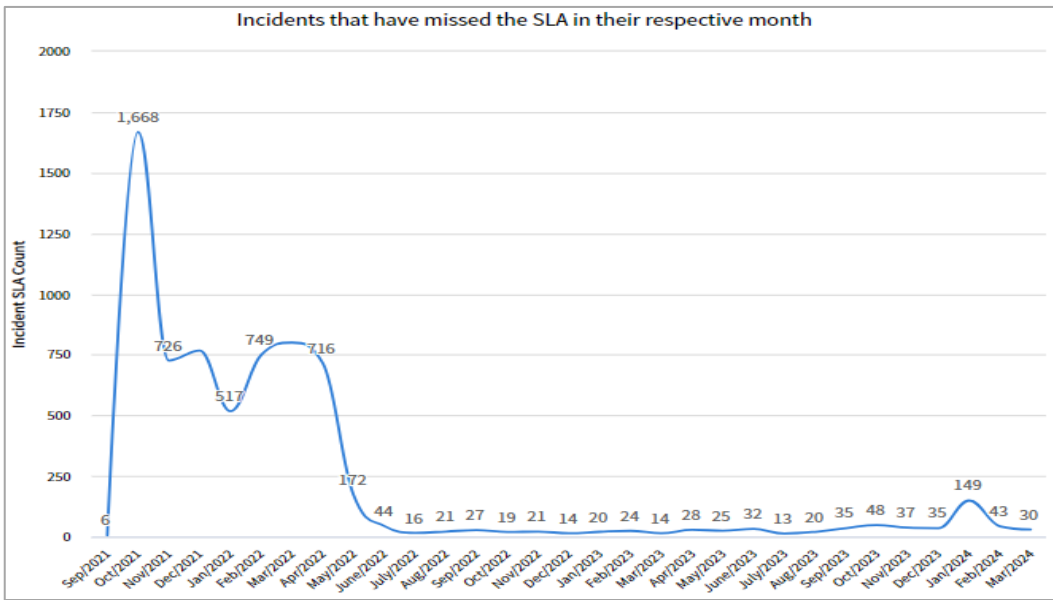
- The Monthly Level 3 Helpdesk Diagnosis Service Level Agreement (SLA) graph below represents the Level 3 Helpdesk compliance metric for closed incidents. The current compliance for March Month to Date (MTD) is 98.7%

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



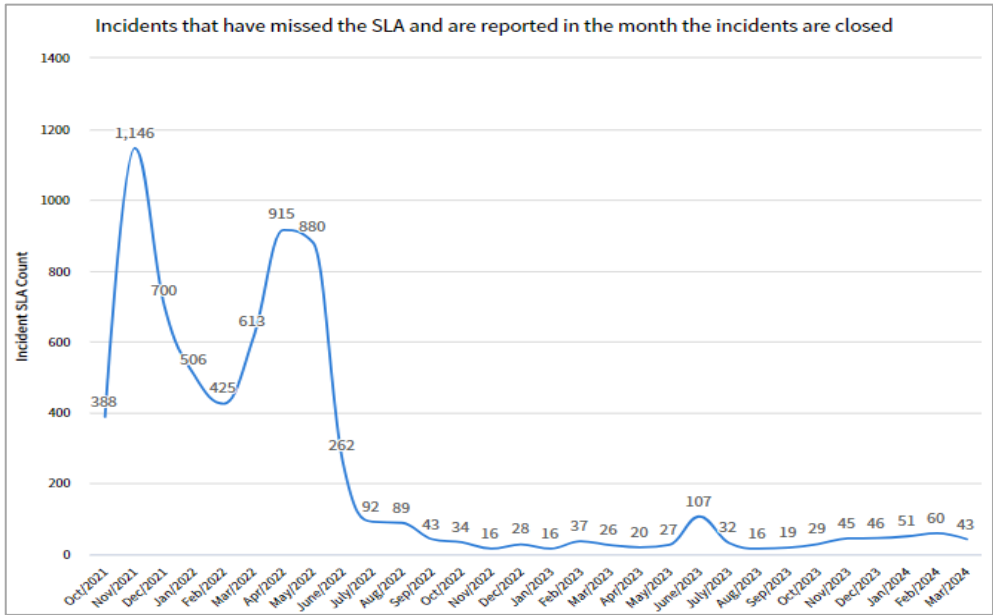
- The graph below represents the number of incidents that missed the Service Level Agreement (SLA) in each month. Thirty (30) incidents missed the SLA in March Month to Date (MTD)

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



- The graph below represents the number of closed incidents that missed the Service Level Agreement (SLA) in each month. When an incident is resolved, the SLA is paused, which allows Users to reopen if needed. After 15 calendar days, an incident will automatically close, and the SLA is completed. Forty-Three (43) 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 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
 - Ongoing County physical audits to capture rack layout and power distribution of devices per site
 - Starting new exercise to update internal documentation
- ▶ Threat and Vulnerability Mitigation
 - Ongoing remediation of vulnerabilities reported by Qualys and Center for Internet Security (CIS) has resulted in improved security posture
- ▶ California Department of Technology firewall installation
 - Enabled the intrusion prevention system (IPS) at Goldcamp
 - Planned start of firewall installation at Vacaville site
- ▶ Site redundancy build
 - Completed core redundancy build across 15 additional sites to improve resiliency and reduce user disruptions
 - Installing secondary core devices at the sites to make the site fully redundant
 - Additional sites are being discussed with the Counties to align Technical Point of Contact (TPOC) on time and resources
- ▶ Circuit Upgradation for County sites
 - Site survey was started for the sites with higher link utilization identified on the annual circuit capacity planning assessment
 - Total number of sites – 36
- ▶ Cisco Identity Services Engine (ISE)
 - Virtual Cisco Identity Services Engine (ISE) in Amazon Web Services (AWS)
 - Working on the standardization of Identity Services Engine (ISE)
 - Next step: Integrate with Virtual Private Network (VPN) to tighten posture check
- ▶ Advanced Planning Document Update (IAPDU) Assessments
 - Initiated deeper planning of upcoming Implementation Advanced Planning Document Update (IAPDU) projects
- ▶ Endpoint Detection and Response (EDR) and Apex Enablement (SCR)
 - New Endpoint Detection and Response (EDR) and Apex enablement for 15 Counties
- ▶ County Site Migrations (County Purchase Orders)
 - Humboldt County – Site move, and Customer Service Center (CSC) network model change to Point of Presence (PoP)
 - County Purchase signed March 13, 2024
 - Procurement team is working on placing order for the hardware and

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- software
- o Kern County – New Site
 - County Purchase documentation approved by County; County is working on obtaining Advance Planning Document ("APD") approval in order to proceed
 - County will work on installation of wireless access points ("APs") once Facilitated Access Control Tablet ("FACT") is working at main site. Will resume meeting series at that time if needed.
- o Monterey County – Site move, and Customer Service Center (CSC) network model change to Point of Presence (PoP)
 - County Purchase documentation with the County for approval
- o San Joaquin County – Network model change from Managed to Point of Presence (PoP)
 - County Purchase documentation in development

Table 3.2.1-1 – CalSAWS Upcoming Maintenance

Scheduled Date	Activity Description
March 27, 2024	Establish connectivity to Spectrum Server network load balancer (NLB) subnet ranges in Coreapp-Production US-EAST-1 (Planned Change)
March 27 – 28, 2024	Robotic Process Automation (RPA) Contact Center Production Deployment – Alameda County (Planned Change)
March 29 – 30, 2024	ForgeRock Security Production Release 24.03.29 (Planned Change)
March 31, 2024	ForgeRock Security Disaster Recovery (DR) Production Release 24.03.31 (Planned Change)
March 31, 2024	Production Database Monthly Linux Operating System Patching March 2024
March 31, 2024	Update Relational Database Service (RDS) certificates to avoid expiry on August 22, 2024 - contactcenter-production-sharedfunctions
March 31, 2024	Update Relational Database Service (RDS) certificates to avoid expiry on August 22, 2024 - analytics-production
March 31, 2024	Update Relational Database Service (RDS) certificates to avoid expiry on August 22, 2024 - analytics-production-sandiego
March 31, 2024	Update Relational Database Service (RDS) certificates to avoid expiry on August 22, 2024 - coreapp-production-network
March 31, 2024	ANOMLY_EVENT Table charset change in prod-qlik-aurora database - analytics-production
March 31, 2024	Rotate application credentials - Adhoc Reporting Production environments - coreapp-production
April 1 – 2, 2024	TPX: Firewall policies to enable port blocks for County Sites and Roseville (Planned Change)
April 1 – 19, 2024	Provision Lambdas for Phase 2 Data Growth (MEDS Alert) for PROD - 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

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Table 3.2.3-1 – CalSAWS Production Planned Outages Calendar

CalSAWS and BenefitsCal Production Planned Maintenance														
Legend														
Unavailable														
Reduced Availability														
Available														
Activity Description	Start Date	Start Time	End Date	End Time	CalSAWS Core	BenefitsCal	Imaging	Contact Center	ADHOC / APEX	ForgeRock	CalHeers	OCAAT	Central Print	Communication Method
ForgeRock Maintenance	03/29/24	10:00 PM	03/30/24	1:00 AM										CIT 0043-24
														Broadcast Email
Production Maintenance	03/31/24	4:00 PM	03/31/24	11:00 PM										CIT 0041-24
														Broadcast Email
CalSAWS Adhoc Reporting Database Maintenance	03/31/24	12:00 PM	03/31/24	4:00 PM										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
CalSAWS Adhoc Reporting Database Maintenance	04/28/24	12:00 PM	04/28/24	4:00 PM										Broadcast Email
Production Maintenance	04/28/24	4:00 PM	04/28/24	8:00 PM										CIT
														Broadcast Email
CalSAWS Adhoc Reporting Database Maintenance	05/12/24	12:00 PM	05/12/24	4:00 PM										Broadcast Email
Production Maintenance	05/12/24	4:00 PM	05/12/24	8:00 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

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Legend		CalSAWS and BenefitsCal Production Planned Maintenance													
	Unavailable														
	Reduced Availability														
	Available														
Activity Description	Start Date	Start Time	End Date	End Time	CalSAWS Core	BenefitsCal	Imaging	Contact Center	ADHOC / APEX	ForgeRock	CalHeers	OCAI	Central Print	Communication Method	Communication Sent Date
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										

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Legend		CalSAWS and BenefitsCal Production Planned Maintenance													
	Unavailable														
	Reduced Availability														
	Available														
Activity Description	Start Date	Start Time	End Date	End Time	CalSAWS Core	BenefitsCal	Imaging	Contact Center	ADHOC / APEX	ForgeRock	CalHeers	OCCAT	Central Print	Communication Method	Communication Sent Date
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

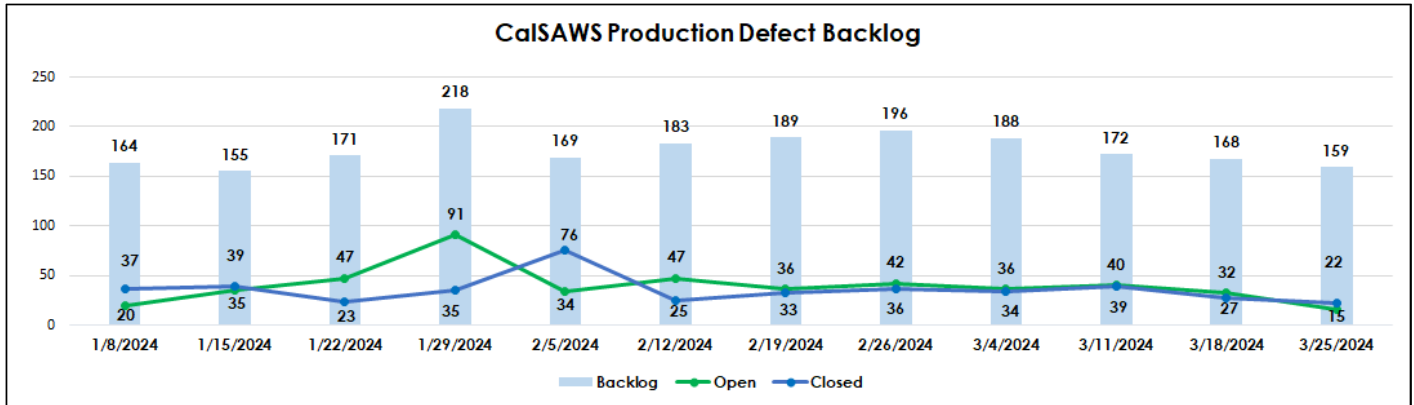
- The Production defect backlog bar-chart depicts the balance of open (unresolved Production defects) and closed defects, week-over-week. Defects are closed upon system test validation and release deployment to Production

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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				Grand Total
Severity	24.02	24.03	24.05	TBD	
2-Normal/Medium	20	20	9	1	50
New	0	0	0	1	1
In progress	0	4	9	0	13
Closed	20	16	0	0	36
3-Normal/Low	69	85	40	47	241
New	0	16	7	34	57
In progress	0	40	33	13	86
Closed	69	29	0	0	98
4-Cosmetic	6	2	0	1	9
New	0	0	0	1	1
Closed	6	2	0	0	8
Grand Total	95	107	49	49	300

Note: Data Change Requests (DCRs) have been excluded from the above reporting because they follow a separate deployment process

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3.4 Production Operations

3.4.1 Release Communications

- ▶ CalSAWS Release 24.03 Communications:
 - 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	March 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) – 299 – enhanced Call Control Panel (eCCP) Login Issue – PRB0048285
 - 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 Bots connections that are not gracefully terminated.

3.4.3 Batch Operations

- ▶ Continued activities for the BIC Scheduler upgrade, currently planned for implementation in May 2024. Completed execution of steps to upgrade the scheduler to the newer version in non-production environment to start post-upgrade batch test cycles
- ▶ Completed execution of the quarterly Medi-Cal Eligibility Data System (MEDS) reconciliation process for the former C-IV Counties
- ▶ Completed Los Angeles County payroll run for the month
- ▶ Implemented batch scheduler change requests (BSCRs) for the 24.03 Release
- ▶ 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

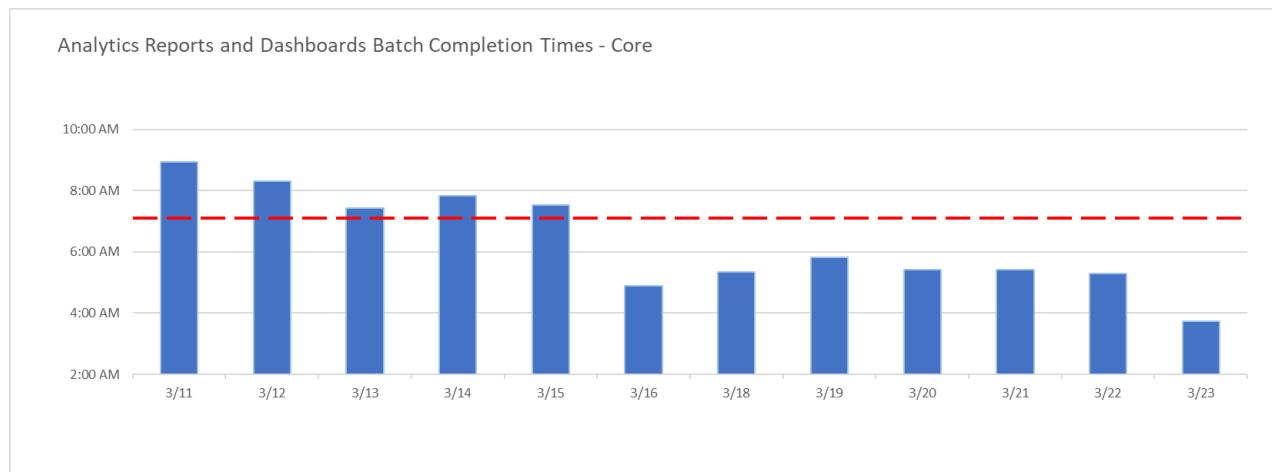


Table 3.4.3.2 - Details of Days When Analytics Reports and Dashboards Completed after 7:00 a.m.

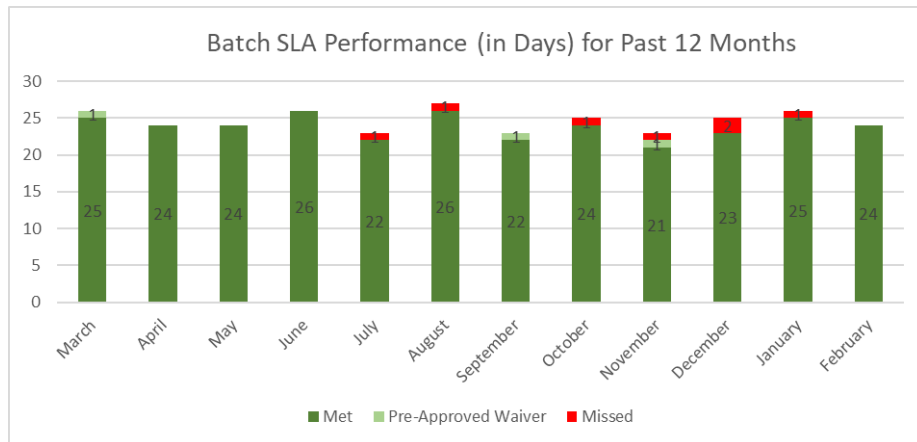
Batch Date	Issue	Communication	Status	Resolution
March 11, 2024	Analytics ingestion jobs ran longer, impacting downstream Analytics reports and dashboards to be delayed.	A Subset of Analytics Reports and Dashboards Delayed	Completed	Jobs completed
March 12 – March 15, 2024	Analytics ingestion jobs slowness continued with fewer number of Analytics dashboards (1-2) completing after 7 AM. The issue was resolved by the Database team after database stats were run on a high-volume table.	Jobs completed before planned communication	Completed	Jobs completed

3.4.4 Production Performance

► Batch

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

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



► Imaging

- None for the reporting period

► Contact Center

- None for the reporting period

► ForgeRock

- Production Build scheduled for March 29, 2024

► Core Online

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

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

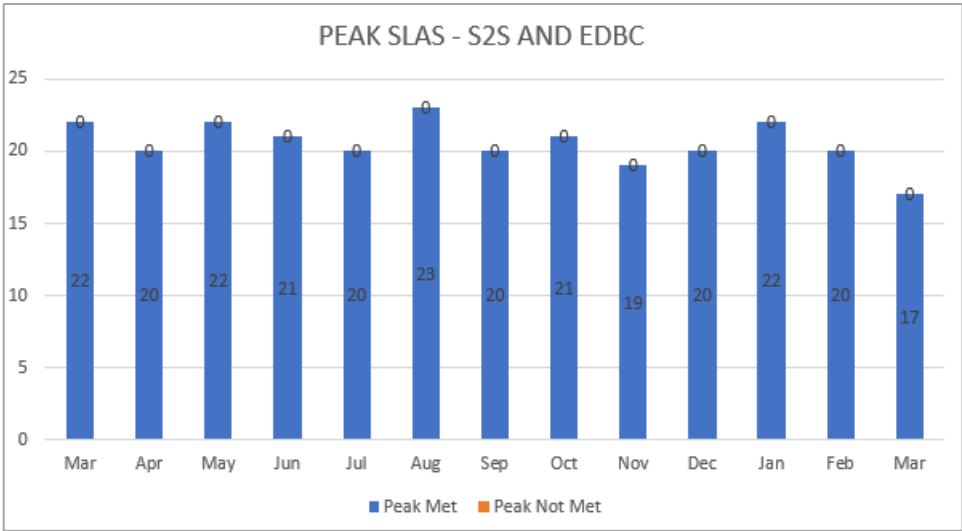
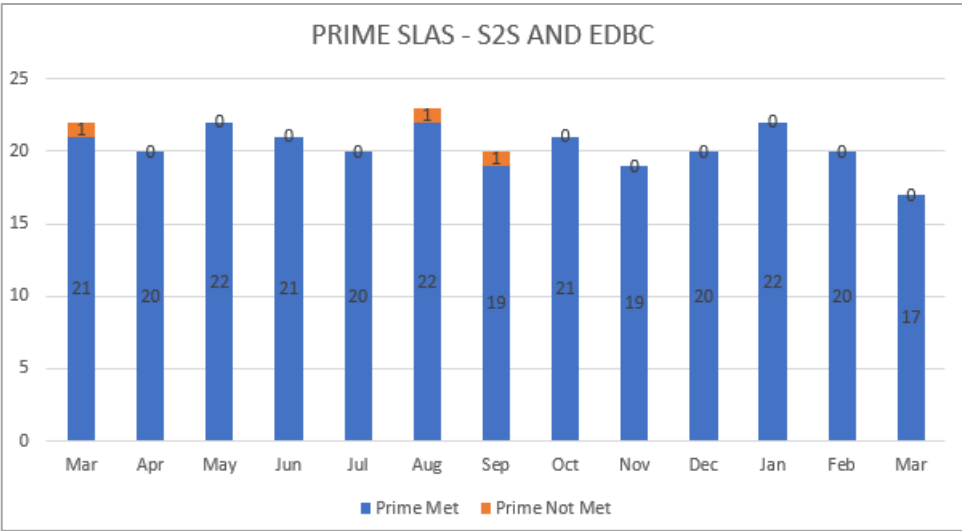


Table 3.4.4-3 – Prime SLAs -S2S and Eligibility Determination Benefit Calculation (EDBC)



3.5 ForgeRock

- ▶ ForgeRock team has handed off the BenefitsCal Reactivation Master List over to the BenefitsCal team for further reactivations. ForgeRock will continue to support tickets if needed
- ▶ System Change Request (SCR) for 2 new Implementation Advance Planning Document Update (IAPDU) items created for Identity - Password Authentication (CA-275491) and Identity Proofing - ForgeRock Integration Only (CA-275492)
- ▶ ForgeRock attended the IAPDU Kick off meeting - will proceed on getting SCRs approved for funding
- ▶ ForgeRock completed the addition of Social Security Administration as an Organization in the Development environment for the Self-Service Portal for BenefitsCal
- ▶ ForgeRock submitted the February User Access Review to Consortium Help Desk on March 18, 2024 - waiting for review
- ▶ ForgeRock collaborating with BenefitsCal to replace OpenID Connect Claims Script 2 for BenefitsCal to include Masked Phone Number - In Progress
- ▶ ForgeRock met with Production Operations, Consortium Helpdesk, and Quality Assurance (QA) teams for the bi-weekly check in meeting for status update (March 20, 2021)
- ▶ 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	April 19, 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)
 - Release 18 - target to deploy on March 28, 2024
 - System Change Request (SCR) has received System Change Request Board (SCRB)/ Change Control Board (SCRB/CCB) approvals
 - System Test is completed

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- Ready for deployment
 - Release 19 - target to deploy on April 25, 2024
 - Design is in progress, target to complete design on March 28, 2024
- ▶ Voice Bots (Welcome/Authentication Bots)
 - The third release of the Welcome and Authentication Bot prompt and timeout enhancements consists of Sutter, Marin, San Mateo, Santa Barbara, Santa Cruz, Tulare, Ventura, Yolo, Santa Clara, Butte, Sacramento, and San Luis Obispo Counties
 - The only county that has the Welcome Bot enabled on this release is Sutter County. Sutter County will be receiving Welcome Bot enhancements in addition to Authentication Bot enhancements
 - Testing is complete; Go-live is scheduled for March 29, 2024
 - The fourth release of the Authentication Bot prompt and timeout enhancements consists of Alameda, Fresno, Humboldt, Kern, Kings, Los Angeles, Monterey, Riverside, San Diego, San Francisco, Sonoma, Stanislaus, and Yuba Counties
 - Testing is in progress
 - Received expedited build approval on System Change Request (SCR) CA-275382 - Statewide Welcome Bot Enhancement - Card Intent – on March 21, 2024
 - Development is in progress
- ▶ Electronic Benefit Transfer (EBT) Card Replacement - Robotic Process Automation (RPA)
 - Successfully went live with Sprint 4 [Santa Clara, Kern, Monterey, Riverside and Yuba Counties] on March 14, 2024
 - Sprint 5 testing has been scheduled [San Francisco, Fresno, Sonoma, and Alameda Counties] for the weeks of March 18, 2024, and March 25, 2024
 - Sonoma County testing was completed on March 18, 2024
 - Butte County requested to be moved into Sprint 6
 - Submitted a Change Request (CR) to decommission the non-production lambdas that connect to the UiPath instance of Los Angeles County on March 14, 2024, and received approval on March 20, 2024
 - Completed implementation on March 21, 2024
 - An additional CR is needed for permissions to remove one final resource; Target CR submission for March 28, 2024, for approval on the April 3, 2024, Change Advisory Board (CAB) meeting

3.7 Imaging

- ▶ Completed Defects
 - No updates for the reporting period
- ▶ Completed System Change Requests (SCRs)
 - No updates for the reporting period

3.8 Customer Service Center (CSC)

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

3.9 Lobby Management

3.9.1 Region 1 Counties

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

- ▶ Alameda County
 - No updates for the reporting period
- ▶ Contra Costa County
 - No updates for the reporting period
- ▶ Marin County
 - No updates for the reporting period
- ▶ Monterey County
 - No updates for the reporting period
- ▶ Napa County
 - No updates for the reporting period
- ▶ San Benito County
 - No updates for the reporting period
- ▶ San Francisco County
 - No updates for the reporting period
- ▶ San Mateo County
 - No updates for the reporting period
- ▶ Santa Clara County
 - County Purchase SC-02-2023 (three kiosks, three tablets)
 - Working with County on milestones, waiting for County to request a configuration/testing meeting based on availability
- ▶ Santa Cruz County
 - Tablets have been configured and are ready to go into Production
 - Confirmed delivery of kiosks on March 18, 2024
 - County working on milestones
- ▶ Solano County
 - No updates for the reporting period
- ▶ Sonoma County
 - No updates for the reporting period

3.9.2 Region 2 Counties

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

- ▶ Alpine County
 - No updates for the reporting period
- ▶ Amador County
 - No updates for the reporting period
- ▶ Calaveras County
 - No updates for the reporting period
- ▶ El Dorado County
 - No updates for the reporting period

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- ▶ Mono County
 - No updates for the reporting period
- ▶ Nevada County
 - Kiosk go-live successfully completed on March 11, 2024
- ▶ Placer County
 - No updates for the reporting period
- ▶ Sacramento County
 - No updates for the reporting period
- ▶ Sierra County
 - No updates for the reporting period
- ▶ Sutter County
 - No updates for the reporting period
- ▶ Tuolumne County
 - No updates for the reporting period
- ▶ Yolo County
 - No updates for the reporting period
- ▶ Yuba County
 - Partnered with County to deploy tablet. County is working on segmenting the network to accommodate the new tablets. 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
 - Kiosk delivered on January 8, 2024
 - County completing physical installation and flows
- ▶ Siskiyou County
 - Kiosk delivered on January 30, 2024
 - County working on milestones for go-live
- ▶ Tehama County
 - Kiosk delivered on January 11, 2024
 - 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
 - All devices have been delivered. Working with County to restructure CalSAWS configuration and draft strategy to deploy CalSAWS reception log and kiosks
- ▶ Kern County
 - County Purchase KR-02-2023
 - Working with the County on milestones for kiosk go-live
- ▶ Mariposa County
 - All devices have been successfully deployed and are in Production
 - Working with the County to wrap up final details

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- ▶ San Joaquin County
 - No updates for the reporting period
- ▶ San Luis Obispo County
 - No updates for the reporting period
- ▶ Tulare County
 - Tablets have been deployed successfully
 - 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
 - No updates for the reporting period
- ▶ San Bernardino County
 - No updates for the reporting period
- ▶ Ventura County
 - No updates for the reporting period

3.9.6 Region 6 County

- ▶ Los Angeles County
 - 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:
 - SIRFRA - SAWS Information Request for Research and Analysis
 - FC – Foster Care
 - AAP – Adoption Assistance Program
 - ABAWD – Able-bodied Adults Without Dependents
 - CIDR – CDSS Internal Data Request
 - CFAP – California Food Assistance Program
- ▶ Completed Work:
 - CIDR 9009 - CalWORKs – Immediate Need Report
 - CIDR 9008 - Automated Mass Replacement Waiver Data Request - February 2024
 - CIDR 9010 - Automated Mass Replacement Waiver Data Request – March 2024
- ▶ Continued Work:
 - SIRFRA 3966 - CalFresh Minimum Wage Caseload
 - Re-running CalFresh Client Snapshot data request for 2019 to 2023
- ▶ Started Work:
 - SIRFRA 3969 - CalWORKs Home Visiting Program (HVP)
 - SIRFRA 3958 - Childcare Stage One Data
 - Revised: CIDR 9006 - Summer EBT Phone Number Breakout
 - SIRFRA 3971 - Expectant Parent Payment (EPP) Data

- CIDR 9011 - Stage One Childcare Data: Time Basis of Care, Calendar Year 2023
- SIRFRA 3972 - CalFresh Excluded Members
- CIDR 9012 - Duration of Families in CalWORKs Stage One Childcare

3.10.2 Department of Health Care Services (DHCS) Report Support

- ▶ DHCS Glossary
 - PHE – Public Health Emergency
 - CCR – Continuing Care Reform
 - MEDS – Medi-Cal Eligibility Data System
 - RE - Redetermination
- ▶ Completed Work:
 - MC Discontinue Data for 2019
- ▶ Continued Work:
 - SIRFRA 1358 - Monthly Refresh of Renewal Data
 - SIRFRA 1361 - Pending Applications and Renewals Data Request March 2024
 - SIRFRA 1362 - Unwinding Period Data - Failure to Complete March 2024
 - SIRFRA 1359 - End of CCR Renewal Data – RE Month May 2024
 - SIRFRA 1360 - PHE Renewal and Demographics Data March 2024
- ▶ Started Work:
 - None

3.10.3 Endpoint Detection and Response (EDR)

- ▶ The Qualys Endpoint Detection and Response (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 rearchitect ForgeRock servers and add in Qualys EDR and Antimalware modules

3.10.4 ForgeRock Hardening

- ▶ No updates for the reporting period

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	<ul style="list-style-type: none"> Deployed the 24.03 baseline release to Production on March 24, 2024 Continued test preparation for the 24.05 baseline release with a test execution start date of April 1, 2024
4.5 Reports	<ul style="list-style-type: none"> Bi-Weekly State and Fiscal Reports meeting Met with San Mateo County to discuss their concerns on Stat 47 Report numbers and submission Targeted Report Session on Non-Foster Care Integrated Reports Phase 4, Outcomes and Recommendations discussion with Consortium and Regional Managers after Reports Survey

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
24.03.26	<ul style="list-style-type: none"> ► Create a Journal Entry for Cases Identified as Part of the BenefitsCal User Account Security Activity Part 9
24.03.28	<ul style="list-style-type: none"> ► Add New Classification Title for Sacramento County ► Converted CalWIN cases have Empty Case Name ► Documentation: Update Form Functional Design document (FDD) Inventory for 24.01 ► Placer County - Update Recovery Account status date ► Update Office Mapping and Office Detail to include Zip Codes to support Homeless Applications
24.03.29	<ul style="list-style-type: none"> ► Move Token Clean Up Process from Access Management (AM) to Data Set (DS) ► Update Child Support Direct Income Treatment in CalFresh Budget - Run Batch Eligibility determination and benefit calculation (EDBC)
24.04.04	<ul style="list-style-type: none"> ► Assign Integrated Fraud Detection System abstracts (IFDS) for San Diego County ► Continuous Eligibility for Children-Accelerated Enrollment ► Create New templates of Main Payroll and monthly Foster Care reports for Alameda and Sacramento ► Data Move for Archive Phase 2 Journal and Medi-Cal Eligibility Data System (MEDS) Alert ► Enhance Determination Eligibility Response (DER) Processing by matching person name and date of birth when identification or Person Number is not provided

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Release	Summary
24.04.05	<ul style="list-style-type: none">▶ Training: Maintenance of 002 Eligibility General Web Based Trainings (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: Create CalSAWS Functional Presentation (CFP) for the County Calendar Updates CA-237401▶ Training: Create CFP for the County Calendar Updates CA-237401
24.05	<ul style="list-style-type: none">▶ Total System Change Requests (SCRs): 81 approved▶ Release Webcast date: To be determined
24.06	<ul style="list-style-type: none">▶ Total System Change Requests (SCRs): 5 approved▶ Release Webcast date: To be determined
24.07	<ul style="list-style-type: none">▶ Total System Change Requests (SCRs): 18 approved▶ Release Webcast date: To be determined

4.3.1 Application Development Status

- ▶ Continued design on:
 - CA-202054 – All County Letter (ACL)-18-07 Suspend/Discontinue/Reinstate for Cash Assistance Program for Immigrants (CAPI) case
 - CA-205388 - Add Threshold Languages for CAPI Change, Suspension, and Discontinuance Notice of Actions (NOAs) (from NA 692)
 - CA-209344 - Apply SSP Only Other Payment Assistance (OPA) for Specific Programs
 - CA-214330 - Update Batch NA 791 to Dynamically Generation Sections
 - CA-229838 - Add new Foster Care Reasons to NOAs Phase 5
 - CA-235880 - Update Auto Journal Creation for Individuals
 - CA-240094 - Refactor: CalFresh NOA Regulations
 - CA-241626 - ACL 22-46 - Update Student Exemptions
 - CA-246946 - ACL 22-49/49E - Revisions to the CA-812 Quarterly Report form
 - CA-248713 - Conditional CAPI
 - CA-253124 - Validate E-mail Addresses Added into CalSAWS
 - CA-253843 - Additional Section Codes for Humanitarian Parolees from Afghanistan and Cubans, Haitians, Nicaraguans, and Venezuelan (CHNV) citizens and nationals
 - CA-257149 - Configure Client Correspondence to allow the option to display Worker Names - NOA
 - CA-261398 - New BenefitsCal Application Programming Interface (API) to Support Case Linking with E-mail Verification
 - CA-263985 - CA-251569 Adult Expansion Threshold Implementations
 - CA-268378 - Automate SOC 452A for CAPI
 - CA-271664 - Update the CalFRESH 385 Application for Disaster CalFresh in new threshold languages and central printing capability
 - CA-274485 - Qlik Sense and NPrinting Major Version Upgrade

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- CA-49396 - ACL 15-96 - Add and update ARC NOAs and Forms
- ▶ Continued build on:
 - Priority releases and Release 24.05 approved System Change Requests (SCRs)

4.4 Release Management

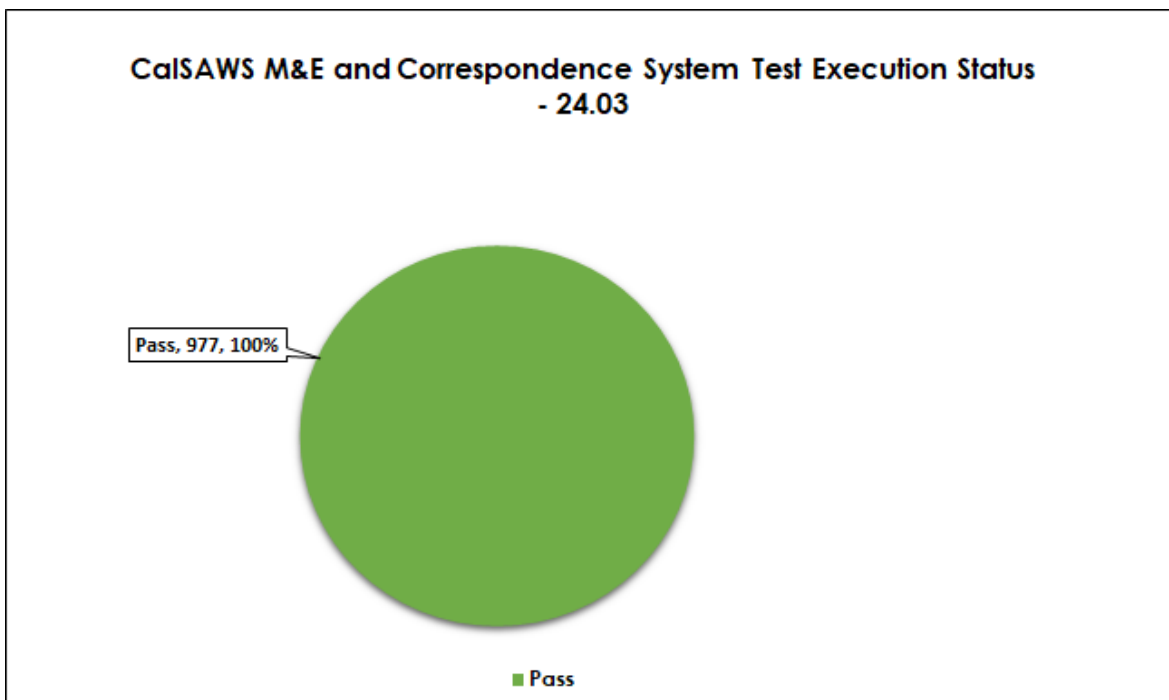
4.4.1 Release Test Summary

- ▶ Completed test execution for 24.03 System Change Requests (SCRs)
- ▶ Began test preparation for 24.05 System Change Requests (SCRs)

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

Pass Rate Target as of March 22, 2024	100%
Pass Rate Actual as of March 22, 2024	100%
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 1,186 end-to-end Automated Regression Test (ART) scripts:

- ▶ 951 Targeting the core CalSAWS application
- ▶ 66 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:
 - CA-270636: Automated Regression Test - Execution and Maintenance - 24.03 Release Cycle
 - 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, March 14, 2024) primary focus was on Fiscal and State Reports Defects
- ▶ Met with San Mateo County on Tuesday, March 19, 2024, to discuss Stat 47 report and submission
- ▶ Targeted Report Session with all Counties on Non-Foster Care Integrated Reports was on Thursday, March 21, 2024
- ▶ Met with Consortium and Region Managers to discuss the output and requirements (Phase 4) of Reports Discovery Sessions
- ▶ Deployed Release 24.03 in Production on Sunday, March 24, 2024

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Table 4.5-1 – Total Open Incidents by reporting period

Reporting Period End Date	Number Open Tickets
January 26, 2024	25
February 09, 2024	26
February 23, 2024	22
March 08, 2024	35
March 22, 2024	30

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

Open Defects Status	State Reports	Fiscal Reports	Management Reports	Business Intelligence	Total
New	1	0	0	1	2
Reopened	0	0	0	0	0
Assigned	2	3	0	2	7
In Development	5	3	2	1	11
Development completed	1	0	0	0	1
In Assembly Test	0	0	0	1	1
System Test	4	1	1	2	8
Test completed	0	3	1	2	6
Total Open Defects	13	10	4	9	36

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	2	0	0	4
3-Normal/Low	11	8	4	8	31
4-Cosmetic	0	0	0	1	1
Total Open Defects	13	10	4	9	36

Note: Data is as of current reporting period

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

State/Claiming Reports	Total	Defects	SCRs - Targeted Release				
		As Prioritized	24.01	24.03	24.05	24.07	24.09
ABCD 350	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 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
DFA 256	1	0	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	3	2	0	0	0	1	0
SOC 808	1	0	0	0	0	0	1
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:

- Discussed the General Assistance/General Relief (GA/GR) Correspondence web service design and web service clarifications on March 13, 2024, and planned for March 30, 2024
- 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-258931 - Add administration checks to additional locations where GA/GR can be failed due a CW sanction
 - CA-264995 - Update GA/GR Administration to include an additional link for Consortia correspondence administration

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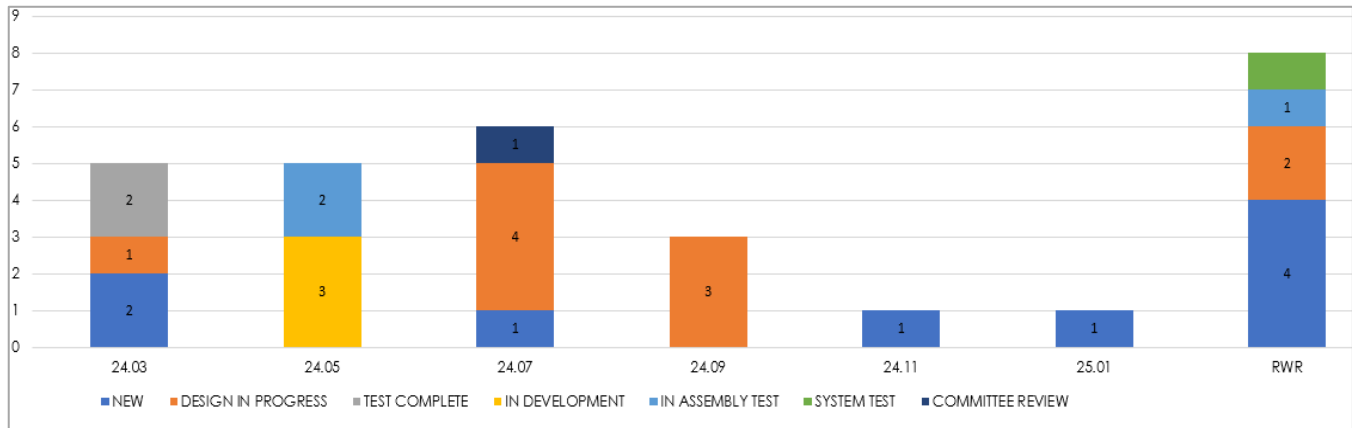
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- CA-267005 - Add GA/GR In-Kind Chart Amounts for Requesting Counties
- CA-267452 - GAGR AS - Alameda County - Add XAN 534
- CA-268072 - Solano County - General Assistance - Update Periodic Reporting Form
- CA-269212 – Los Angeles County - GA Add ABP 4060 and add E-Signature Functionality to Some Forms
- CA-270204 - GA/GR Automated Solution Cost of Living Assistance (COLA) change Notice of Actions (NOA) is printing incorrect benefit amount
- 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-273349 - SF- Turn Off Auto Discontinuance Functionality for GA/GR Appointment No Shows
- CA-273351 - Orange -Update to GR Approval NOA (CalSAWS 1)
- CA-273651 - GAGR System Triggered Correspondence Reason Codes Required
- CA-274396 - Configure Client Correspondence to allow the option to display Worker Names - NOA for GAGR Program
- CA-274448 - Alameda County - Update the system to default GR benefits to be available on 1st of the month
- 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 amount from the GR Budget table
- CA-275596 - GAGR CC Service DB Sync Schedule Change to Sundays
- o System Change Requests (SCRs) in Development Phase
 - CA-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 County GAGR Changes
 - CA-262960 – Los Angeles County - Central Printing for GROW Forms
 - CA-266985 - Add Fresno GA/GR grant amounts for households larger than 3 persons
 - 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 – Updates begin date validations when editing GA/GR administration rules and details
 - CA-259882 - Update GAGR EDBC Logic for Intake Interview Appointment No Show Denial
 - CA-266985 - Add Fresno GA/GR grant amounts for households larger than 3 persons
 - CA-267549 - GAGR AS - Update to Placer's NOA 102-3 and Hearing Time for

- CSF 43(Scheduled Hearing) and CSF 42(Hearing reschedule notification) NOAs
- Priority System Change Requests (SCRs) deployed to Production
 - CA-266696 - Opt out of GA/GR and CAPI recovery batch job
- Defects released to Production
 - None

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



4.7 Training Materials Update

- ▶ 24.05 Online Help (OLH) System Change Requests (SCRs):
 - In Development: Twenty
- ▶ 24.03.22 Priority Release Web Based Training (WBT) and CalSAWS Functional Presentations (CFP) SCRs:
 - In Production: Two
- ▶ 24.04.05 Priority Release Web Based Training (WBT) and CalSAWS Functional presentations (CFP) SCRs
 - Design In Progress: One
 - Approved: One
 - In Assembly Test: One
 - System Test: Four
- ▶ 24.05.17 Priority Release Web Based Training (WBT) and CalSAWS Functional presentations (CFP) SCRs:
 - Approved: Three
 - In Development: Four
- ▶ Training Environments
 - Continued to work cross-team to troubleshoot CalSAWS Training Staging and Training Production environment tickets

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

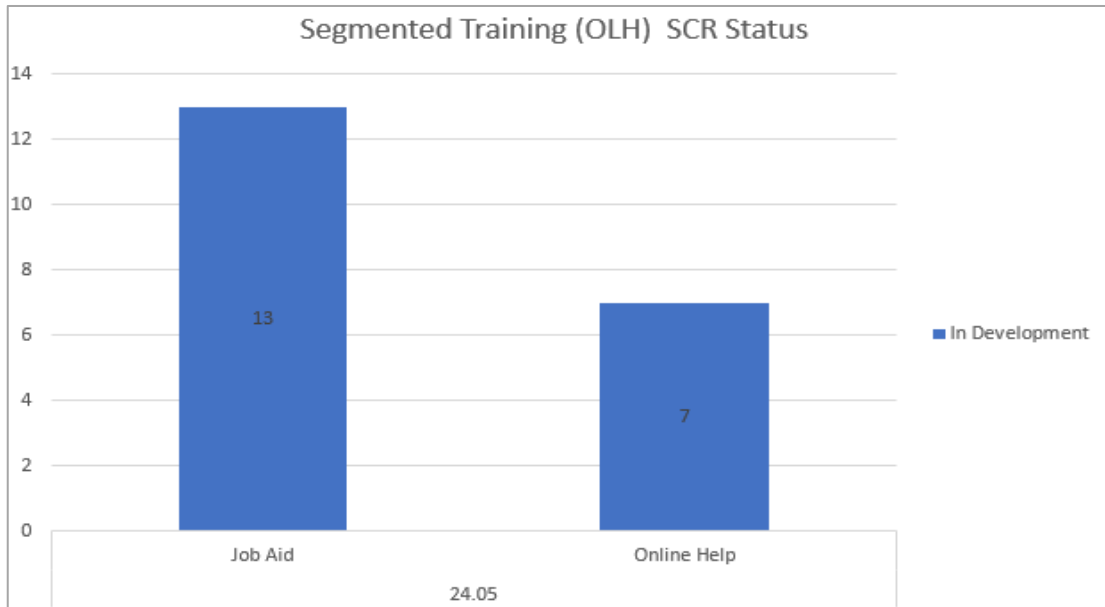


Table 4.7-2 – Upcoming Training Activities

Training Activity	Date	Status
Preparing for the 24.05 Code Deployment validation for Training Staging and Training Production Environments	March 24, 2024	Completed

4.8 Upcoming Performance Tests

- Planned upcoming Performance tests for Core Online

Table 4.8-1 – Core Online Upcoming Performance Cycle

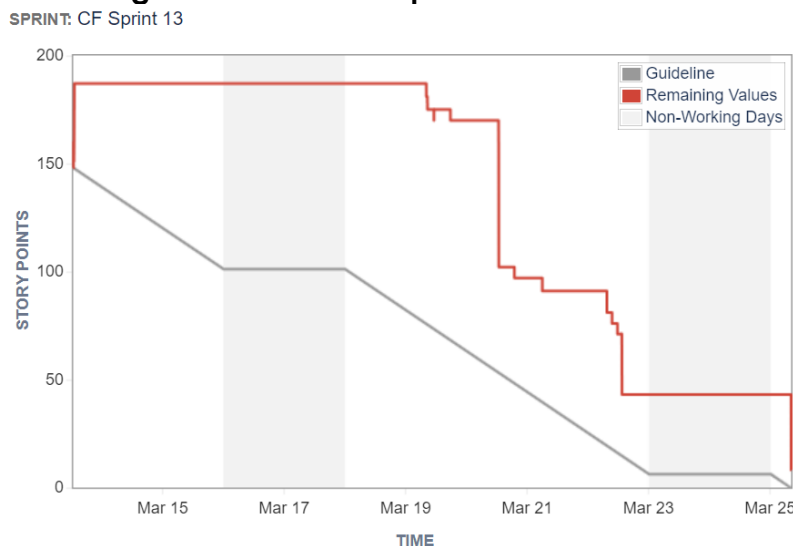
Performance Cycle	Start Date	End Date	Status
24.03 Performance Testing	February 18, 2024	March 20, 2024	Complete
24.05 Performance Testing	April 29, 2024	May 14, 2024	Upcoming

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

- Completed Tasks
 - o Completed the development of outbound Eligibility Determination Application Programming Interface (API)
 - o Created the design document to include the CalSAWS design for Home Removal API
 - o Added the California Automated Response and Engagement System (CARES)

- integration design to the API design document for "Home Removal API"
- Reviewed and obtained the Business Analysts (BA) approvals for the CalSAWS design in the design document for "Income Assets API"
- o Reviewed and obtained the User Group's approvals for the CalSAWS design in the design document for "Income Assets API"
- In Progress Tasks
 - o Developing inbound and outbound "Placement API", "Placement Authority API" and "RFI Communication API"
 - o Developing outbound "Individual Demographics API" and "Case Worker API"
 - o Closing the defects detected during the integration testing of "Case Link API"
 - o Performing integration testing of "Eligibility Results API"
 - o Creating the design document to include the CalSAWS design for "Payment Instructions API" and "Adoption Assistance API"
 - o Adding the California Automated Response and Engagement System (CARES) integration design to the API design document for "for "Payment Instructions API" and "Adoption Assistance API"
 - o Reviewing and obtaining the Business Analysts (BA) approvals for the CalSAWS design in the design document for "Home Removal API"
 - o Reviewing and obtaining the User Group's approvals for the CalSAWS design in the design document for "Home Removal API"
- Upcoming Tasks
 - o Review and obtain the Business Analysts (BA) approvals for the CalSAWS design in the design document for "Payment Instructions API"
 - o Review and obtain the User Group's approvals for the CalSAWS design in the design document for "Payment Instructions API"
 - o Deploy and perform assembly and integration testing of "Individual Demographics API" and "Case Worker API" inbound and outbound
- Interface Partner Integration
 - o Continue coordination with CARES team for schedule alignment and interface element alignment

Figure 4.9-1 Current Sprint Burndown Chart



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

- ▶ Completed Tasks
 - Batch flow architecture and Employment Development Department (EDD) Partner Integration architecture approved
 - One time transfer of data files (.csv) from Welfare Data Tracking Implementation Project (WDTIP) to CalSAWS
 - CalSAWS and WDTIP Data analysis to identify discrepancies (initial load)
- ▶ In Progress Tasks
 - Load WDTIP Tracking Recipients Across California (TRAC) data into newly created schema to facilitate full data discrepancy comparison
 - CalSAWS and WDTIP Data Model comparison
 - Analyze WDTIP TRAC screens
 - Build infrastructure needed for Unit Testing and Assembly Testing environments
 - Refine story backlog
- ▶ Upcoming Tasks
 - Create new WDTIP screen page designs/mockups
 - Prepare a common data model for CalSAWS time limit tables and WDTIP tables
 - Map backend data tables/columns from the new data model to new front-end pages for WDTIP
 - Create reference architecture for User Interface and backend
- ▶ Interface Partner Integration
 - 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
 - System Test in progress, resolved defects
 - Implement case flagging to suppress cases from being archived through Data Change Request (DCR)
- ▶ In Progress Tasks
 - Perform Assembly Test (AT), resolve AT defects
 - Implement alerts on unarchive service
 - Implement threading for copy jobs
 - Document archival on wiki, including Change Request impact analysis and development guide
- ▶ Upcoming Tasks
 - Performance testing
 - Draft data migration plan based on performance testing results

4.11.2 Data Growth – Test Data Slicer (Release 24.05)

- ▶ Completed Tasks
 - Scaled up thread jobs per performance test
 - Create Batch System Change Requests (BSCRs) for scheduling high volume copy

- jobs
 - o Performance testing in progress
 - o Implement case filtering to avoid slicing cases which have been inactive for over a year per design feedback
- ▶ In Progress Tasks
 - o Continue performance testing
 - o Update database configuration files to handle multiple connections for multi/single case copy
- ▶ 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 Implement all Medi-Cal Eligibility Data System (MEDS) Alert Application Programming Interface (API) operations
 - o Centralize online/batch job to access journal tables
 - o Implement initial Journal Application Programming Interface (API) operations
- ▶ In Progress Tasks
 - o Setup connectivity between batch servers and new databases
 - o Implement API gateway changes
 - o Implement flagging to toggle application components from accessing tables in existing database versus new database
 - o Update existing Journal FDS API to access new database
 - o Update portal API to access journal data through new Journal API
- ▶ Upcoming Tasks
 - o Update online/batch job to call MEDS Alert API/queue requests for Journal API
 - o Update journal batch jobs to handle different commit frequencies

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

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

- ▶ Alameda County
 - o None for the reporting period
- ▶ Contra Costa County
 - o None for the reporting period
- ▶ Marin County
 - o None for the reporting period
- ▶ Monterey County
 - o The Monterey County Community Benefits main office located at 1000 South Main St. will be going through the following major redesign:
 - New lobby design for better customer flow. Design update begins in May and targeted completion is August to September
 - o Program Eligibility Self-Help Room to assist customers using BenefitsCal to apply, report, and provide verifications. Infrastructure is in place but waiting for hardware and software purchases
 - o Monterey County Call Center transition from CalSAWS “managed” network to the County “PoP” network
 - o The Monterey County Help Desk has the following tech refreshes:
 - Workstation Monitors – 85% complete
 - Cell Phones – Starts week of March 25, 2024
 - Docking Stations – Planning stages
 - o The Monterey County Help Desk has a Staff Supervisor assigned half-time to the Department of Emergency Management (DEM) working on a specialized grant projected for Pajaro Flood Victims
- ▶ Napa County
 - o None for the reporting period
- ▶ San Benito County
 - o None for the reporting period
- ▶ San Francisco County
 - o None for the reporting period
- ▶ San Mateo County
 - o CalSAWS Releases: The County has implemented its new County business process for managing and collaborating on CalSAWS Releases for Release 24.03
 - o Kiosks and printers: All kiosks are now working
 - o State/Fiscal reports: County is having internal meeting to discuss State and Fiscal reports, and creating more tickets in ServiceNow per CalSAWS request

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- o Voiceover Internet Protocol (VoIP): Continue with County migration to VoIP for all staff, two offices are now live with new VoIP to replace desk phones. The County will continue this summer with two more offices which includes its contact center staff as well as other eligibility and Employment Services staff
 - o New Worker Training unit of 25 new eligibility workers started in month of March
- ▶ Santa Clara County
 - o None for the reporting period
- ▶ Santa Cruz County
 - o Two kiosks have been delivered; timing of installation, training and go live is pending
 - o Offering another round of CalSAWS support sessions with Solutions West for Foster Care (FC) and Eligibility Specialist (ES)
 - o Started a new Benefit Representative (BR) Training class of 29 earlier this month
 - o Prepping for the move of our 3 Human Services Department (HSD) South County offices to a single building; 1st move to begin in April 2024
 - o Ongoing communications, including the recent BenefitsCal account security updates
- ▶ Solano County
 - o Ongoing monthly communication to staff regarding CalSAWS information in the bureau newsletter
 - o Continuing to work with the Contact Center team on resolving Contact Center related issues and setting dates for additional eGain and Calabrio training in April 2024
 - o Designated staff are continuing to participate in Targeted Reporting sessions with the CalSAWS Project Team to address issues and concerns with reporting
 - o Continuing to work on getting remaining extended State Reports back on track
 - o Moving forward in process to add tablets to improve Lobby Management efficiency

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

- ▶ Alpine County
 - o No updates during this reporting period
- ▶ Amador County
 - o The Amador Board of Supervisors (BoS) has approved 5 positions for Eligibility Workers, Supervisors, IHSS Social Worker and Child Protective Services (CPS) Social Worker
- ▶ Calaveras County
 - o No Updates during this reporting period
- ▶ El Dorado County
 - o No Updates during this reporting period
- ▶ Mono County
 - o No updates during this reporting period
- ▶ Nevada County
 - o Currently working on getting kiosks installed in March
- ▶ Placer County

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- o No updates during this reporting period
- ▶ Sacramento County
 - o Working through the Contact Center and having in depth specialized meetings to look at functionality, flow, and reporting
- ▶ Sierra County
 - o No updates during this reporting period
- ▶ Sutter County
 - o No updates during the reporting period
- ▶ Tuolumne County
 - o No updates during this reporting period
- ▶ Yolo County
 - o No updates during this reporting period
- ▶ Yuba County
 - o No updates during the reporting period

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

- ▶ Butte County
 - o New Eligibility Specialist training class of five started on Monday, March 18, 2024
 - o Continue to have a 20% vacancy rate. More than 140 people applied
 - o The County is still working through the County purchase process for the Return Mail/Central Print option. Potential start date of May 1, 2024
 - o The County is planning to implement the Robotic Process Automation (RPA)/Electronic Benefit Transfer (EBT) Bot on May 1, 2024. The County feels confident that it has ironed out its internal processes
 - o Will begin using the Electronic Call Control Panel (eCCP) supervisor email notification for the Customer Service Center (CSC) in the upcoming weeks
 - o The Medi-Cal renewals are a little behind the state average, but the overall percentage has improved over the past two months
 - o The intake units are preparing for the end of the no-interview waiver by exploring the block intake scheduling and get next process. Meeting with Merced County on March 27, 2024
- ▶ Colusa County
 - o Working on Medi-Cal renewals, significant progress made
 - o Analyst for program with the board
 - o Five new trainees
- ▶ Del Norte County
 - o No updates during this reporting period
- ▶ Glenn County
 - o Conducted interviews for supervisors and many interims which the County will be able to staff for mostly promotional roles and backfill
 - o County budget is low
 - o Security Incident Unit (SIU) Unit - compromised Electronic Benefit Transfer (EBT) list, figured out skimmer in County
- ▶ Humboldt County
 - o There was supposed to have been a class of ten starting this month, but one

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- person got pushed out to a later date. The County now has a class of nine that began on March 4, 2024
 - o Recently finalized the testing for the next round of new hires
 - o Started using Supervisor Authorization functionality for some units, working as expected
- ▶ Lake County:
 - o Will be hiring for Eligibility Specialist Trainee/I/II again and Spanish Bilingual Eligibility Specialist Trainee/I/II
 - 2.5% incentive for speaking another language and possible full-time remote work with satisfactory performance
 - o There is an open recruitment for a Social Services Director. Current Director is retiring on May 3, 2024
 - o Hired a CalFRESH Analyst who will be beginning on April 2, 2024
- ▶ Lassen County
 - o Kiosk configured
 - Technical issues are being addressed
 - Working towards a go live date
 - o Hiring an integrated case worker, closing role at the end of the week
 - o Constantly working on hiring, doing better than a few months ago
 - o Received Department of Health Care Service (DHCS) letter regarding Medi-Cal renewal processing percentage
 - Offering overtime for processing
- ▶ Mendocino County
 - o No updates during the reporting period
- ▶ Modoc County
 - o No updates during the reporting period
- ▶ Plumas County
 - o Hiring and working on staff retention
- ▶ Shasta County
 - o Class of 13 that will graduate next week. The County is hoping to have another class start next month
 - o Deployed Papercut to the copier/printers in all regional offices. This software allows staff to send print jobs that will not be released until they tap their ID badge to a reader attached to the printer/copier
 - o Currently in preparation mode for the June CalFresh Management Evaluation (ME)
 - o Received Department of Health Care Services (DHCS) letter regarding Medi-Cal renewal processing percentage
- ▶ Siskiyou County
 - o Director will be out of office through May 2024
 - o Three Eligibility Worker (EW) vacancies
 - o Working on Kiosk setup. Connected to power and working on the flow.
 - Top priority is to have customers check-in
 - o Lobby remodel complete
 - o CalFRESH (CF) ME in May. Completed a few audits recently
- ▶ Tehama:
 - o Kiosk lobby flow created. Currently waiting for permanent placement in the Red

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- Bluff lobby
 - o Worked with CIA on business processes recently. Flow to be updated and utilize tablet. Easy to copy flow from kiosk to tablet
 - o We currently have a trainee class of three for CF/MC
 - o Tehama County Eligibility hovers around 55% vacancy and is hiring
 - o Implemented an alternate work schedule for the entire department. Offering more flexibility with remote work and 10/4 work schedule
 - o Received DHCS letter regarding MC renewal processing percentage
 - Reviewing the numbers
- ▶ Trinity County
 - o Currently Hiring Eligibility staff
 - o Authorization rate for staff
 - o Deputy director retiring on June 1, 2024

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

- ▶ Fresno County
 - o No updates during this reporting period
- ▶ Inyo County
 - o No updates during this reporting period
- ▶ Kern County
 - o Kern County is updating the lobby to create a Kiosk room, specifically for customers to upload documents. Waiting on the arrival of additional Kiosks to get it up and running
 - o The County submitted its Advanced Planning Document (APD) to purchase additional Call Center licenses to better service our customers in the Call Center
 - o Implemented the EPA/Interactive Voice Response (IVR) line for our Community Based Organizations (CBOs) on a trial basis and that has worked out well so far. Will continue to add CBOs as capacity allows
 - o The County continues to work on the EBT Theft Replacement process for compromised cards and it has made a big difference in the number of theft replacement requests we have received
- ▶ Kings County
 - o No updates during this reporting period
- ▶ Madera County
 - o No updates during this reporting period
- ▶ Mariposa County
 - o Kiosk is now live and working as expected
 - o Still have four Eligibility Specialists (ES) I/II and 2 ES III vacancies with interviews being scheduled and conducted. Hoping to fill positions in April and start induction
 - o Just completed CalFRESH Management Evaluation (ME) with only 2 findings. The timeliness rates continue to exceed the 90% threshold
 - o The County has an expected retirement of its long time Medi-Cal Eligibility Data System (MEDS) clerk and are working to recruit for her position as well
- ▶ Merced County

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Contractor Project Executive: Arnold Malvick

- o No updates during this reporting period
- ▶ San Joaquin County
 - o No updates during this reporting period
- ▶ San Luis Obispo County
 - o Reflective Supervision: The March All Sups Meeting featured Reflective Supervision training, focusing on how to take psychological safety from concept to action. Reflective supervision helps staff feel included and safe to be contributors, learners, and challengers. This training will be presented to staff later this year
 - o Contracts Training: Included presentations from County Central Services, Administrative Analyst and County Counsel, as well as Department of Social Services (DSS) Contracts staff. This is a popular yearly training for those who handle contracts, as well as those who are just interested in learning more about the duties associated with handling contracts
- ▶ Stanislaus County
 - o No updates during this reporting period
- ▶ Tulare County
 - o No updates during this reporting period

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

- ▶ Imperial County
 - o No updates for this reporting period
- ▶ Orange County
 - o No updates for this reporting period
- ▶ Riverside County
 - o No updates for this reporting period
- ▶ San Bernardino County
 - o San Bernardino County has seen a significant increase in their Authentication and Welcome Bot success rate. Since the latest release March 7, 2024, the English Authentication BOT increased to 98.3% and Spanish to 96.6%. Similarly, the English Welcome Bot increased to 78.1% and Spanish to 65.7%
- ▶ San Diego County
 - o San Diego has been focused on the Local Assistance Centers and FEMA Disaster Recovery Centers as they are taking applications for Disaster CalFresh (DCF). Their DCF application period is from March 7 through March 22, 2024
- ▶ Santa Barbara County
 - o No Updates for this reporting period
- ▶ Ventura
 - o The team has dedicated staff to manage Strategic Training and Staff Development
 - o Interviews are forthcoming for the Primary Point of Contact (PPOC) for CalSAWS Manager
 - o Mobile van has arrived and build out will begin shortly

Region 6 (Los Angeles County)

- o Department of Children and Family Services (DCFS) recently was audited by

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Social Security Administration and Child Support Services and reviewed the Child Welfare general ledger in CalSAWS. There were several findings against the County due to logic issues that result in the ledger being inaccurate. There are several long-standing SCRs that address the issues, but they aren't moving forward because they are County specific SCRs. Los Angeles County has reached out to the fiscal facilitators to ask for advice on how to proceed and get traction on these changes

- o DCFS continues to attend CARES & FCED planning meetings
- o DCFS Regional Manager (RM) has requested risk to be opened regarding the timeline of FCED implementation & OCM/training efforts
- o Los Angeles County prepares for 24.05 county validation efforts

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