

CALSAWS M&O BI-WEEKLY STATUS REPORT

Reporting Period: April 8, 2024 – April 21, 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 for the Reporting Period
Availability		► The CalSAWS System did not experience any unplanned outages during this reporting period
Defects		► There are 152 active Production defects
Incidents		► CALSAWS BROADCAST: Starting at 1:20 p.m. on April 15, 2024, County Users were unable to access the CalSAWS imaging solution. As of 3:00 p.m. on April 15, 2024, this issue was resolved. The CalSAWS imaging solution continues to remain performant, and Users can access the system and perform transactions at normal speeds. PRB0048879

Legend	
	On Track
	At Risk
	Not on track/Monitor

1.2 Highlights from the Reporting Period

- The CalSAWS team successfully deployed the following priority releases since the last reporting period
 - o Eight priority releases that included 23 System Change Requests (SCRs) and 98 defects, a total of 121 items

Table 1.2-1 Priority Releases

Minor version (Release date) Team Responsible	Issue Type		Grand Total
	Defect	SCR	
24.04.08 (April 08, 2024)	0	1	1
Online	0	1	1
24.04.09 (April 09, 2024)	6	0	6
CalHEERS	2	0	2
Eligibility	1	0	1
Online	3	0	3
24.04.10 (April 09, 2024)	1	1	2
Client Correspondence	1	0	1
Technical Forge Rock	0	1	1

Minor version (Release date)	Issue Type		Grand Total
Team Responsible	Defect	SCR	
24.04.11 (April 11, 2024)	40	9	49
Analytics	2	0	2
Batch Operations	0	1	1
Batch/Interfaces	2	0	2
BenefitsCal	2	0	2
CalHEERS	4	0	4
Contact Center	10	1	11
Eligibility	2	1	3
Fiscal	2	1	3
Online	9	1	10
Reports	3	0	3
Voice Bots / RPA	4	4	8
24.04.12 (April 12, 2024)	1	0	1
Technical Forge Rock	1	0	1
24.04.14 (April 14, 2024)	0	1	1
Technical Operations	0	1	1
24.04.16 (April 16, 2024)	28	5	33
Batch/Interfaces	2	0	2
Client Correspondence	17	5	22
Fiscal	4	0	4
Online	4	0	4
Technical Architecture	1	0	1
24.04.18 (April 18, 2024)	22	6	28
Analytics	4	0	4
Batch Operations	2	1	3
Batch/Interfaces	4	1	5
BenefitsCal	3	0	3
CalHEERS	0	1	1
Contact Center	0	1	1
Eligibility	1	0	1
Fiscal	3	2	5
Online	2	0	2
Reports	3	0	3
Grand Total	98	23	121


- Planned Outages:
 - Scheduled CalSAWS Outages:
 - CalSAWS Production Maintenance:
 - From 10:00 p.m. on April 26, 2024, until 2:00 a.m. on April 27, 2024, Users will be unable to login to the CalSAWS, BenefitsCal and Online CalSAWS Appraisal Tool (OCAT) applications. The “Read Only” version of the CalSAWS application will not be available.

- On April 14, 2024, from 6:00 a.m. until 10:00 p.m., the CalSAWS application was unavailable. CalSAWS Users were redirected to a read-only version of the CalSAWS application.
- CalSAWS Learning Management System (LMS) Maintenance
 - From 9:00 p.m. on April 19, 2024, until 2:00 a.m. on April 20, 2024, Users were unable to access the CalSAWS Learning Management System (LMS)
 - On April 26, 2024, from 7:00 p.m. to 9:00 p.m., Users will be unable to access the CalSAWS Learning Management System (LMS)
- BenefitsCal Maintenance/Limited Access:
 - On April 11, 2024, from 8:00 p.m. to 10:30 p.m., the BenefitsCal application was unavailable for users
 - On April 14, between 6:00 a.m. to 11:00 a.m. and between 2:00 p.m. to 10:00 p.m., the BenefitsCal application was available for customer and Community Based Organization (CBO) Users for submitting applications, renewals, and System Access Requests (SARs); however, transactions from BenefitsCal were queued and released for processing upon completion of CalSAWS maintenance activities. The following features were not available in BenefitsCal: Message Center (notices, messaging, actions, 2-way messaging), appointments, verification of benefits (VOB), CBO account creation, case-link, communication preference updates, and support requests. E-applications submitted from BenefitsCal were routed to the office selected by the participant instead of the default County office.
 - The BenefitsCal application was scheduled for maintenance on April 14, 2024, from 11:00 a.m. to 2:00 p.m., During this period, the BenefitsCal application was unavailable for Users.

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
	<ul style="list-style-type: none"> None to note for the reporting period
	<ul style="list-style-type: none"> ▶ Began developing the Draft Deliverable for the CalSAWS Project Control Document Update #5 <ul style="list-style-type: none"> o Submission of the DDEL is due on April 29, 2024 ▶ Continued Project administration, office management support, and financial management tasks ▶ Continued CalSAWS Risks and Issues Management Group (RMG) activities, including: <ul style="list-style-type: none"> o Continued to work with risk and issue owners to monitor risks and update risk mitigation plans for CalSAWS DD&I Project risks and issues o Conducted Monthly Risks and Issues Management Group (RMG) Meeting scheduled on April 10, 2024 ▶ Continue activities to support Project staff working remotely <ul style="list-style-type: none"> o Continued developing Project communications, as needed ▶ Completed materials to support and participated in Monthly Joint Powers Authority (JPA) Meeting Scheduled held on April 12, 2024 ▶ Completed materials to support and participated in Monthly Project Steering Committee (PSC) Meeting Scheduled held on April 18, 2024 ▶ Continued performing contract management activities: <ul style="list-style-type: none"> o Amendment 32 (May JPA) was submitted to State and Federal partners for review. It includes: <ul style="list-style-type: none"> ▪ 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

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	April 18, 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 April 21, 2024

Table 2.4-1 – CITs

CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0052-24	Listing for CAPI Couple Cases Property limits over \$2000 less than or equal to \$3000	Informational	April 5, 2024, Revised April 8, 2024	Adelaide Mendoza	Dennis Kong
0053-24	CalSAWS Reports Meetings and Resources	Informational	April 9, 2024	Gloria Williams, Claudia Pinto, Dennis Kong,	Regional Managers

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CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
				David Bruhn, and Consortium Technical Data	
0054-24	CalSAWS Project County Reallocations SFY 2023-24 v4.1	Informational	April 10, 2024	Britt Carlsen	Girish Uppal
0055-24	CalSAWS SFY 23-24 Second Quarter County Share Adjustment	Informational	April 10, 2024	Britt Carlsen, and Stacey Drohan	N/A
0056-24	CalSAWS Case Data Removal Schedule For 2024; Case Data Removal Identification and Case Data Removal Override Reports (04/12/2024)	Informational	April 16, 2024	Frederick Gains	Henry Arcangel
0057-24	Lobby Tablet 1.0 Device End of Life	Informational	April 16, 2024	Erick Arreola	Sowmya Coppisetty
0058-24	Scheduled CalSAWS Maintenance - System Downtime Notification – 4/26/2024	Informational	April 16, 2024	Anand Kulkarni	Pete Quijada
0059-24	Enable MFA on Lobby Devices	Informational	April 17, 2024	Erick Arreola	Sowmya Coppisetty
0060-24	Scheduled CalSAWS Maintenance - System Downtime Notification – 4/28/2024	Informational	April 17, 2024	Anand Kulkarni	Pete Quijada
0061-24	Lists Posted for CA-270293-Update Child Support Direct Income Treatment in CalFresh Budget-Run Batch EDBC	Informational	April 19, 2024	Caroline Bui, and Norma Meza	CalWORKs CalFRESH Facilitator Committee

- The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending on April 21, 2024

Table 2.4-2 – CRFIs

CRFI ID	Subject	Distribution Date	Status	Response Due Date	CalSAWS Contact
24-013	CalSAWS Ticketing-ServiceNow Virtual M&E Roadshow - Participant Request	March 12, 2024	Closed	March 25, 2024	Jennifer Hobbs
24-015	CalSAWS SCR Lifecycle Virtual M&E Roadshow - Participant Request	April 8, 2024	Open	April 19, 2024	Veronica Lara
24-017	Request for Counties to Identify Participants for County Release Readiness Discovery Sessions	April 12, 2024	Open	April 30, 2024	Regional Managers

► The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending April 21, 2024

Table 2.4-3 – Overdue CRFI

CRFI ID	Subject	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
24-015	CalSAWS SCR Lifecycle Virtual M&E Roadshow - Participant Request		Amador, Mono, Sierra and Yuba Counties	Butte, Siskiyou, Tehama, and Trinity Counties	Mariposa County	Santa Barbara County	

2.5 SIRFRA/SCERFRA Information

- The following tables outline current SAWS Cost Estimation Request for Research and Analysis (SCERFRA) and SAWS Information Request for Research and Analysis (SIRFRA)

Table 2.5-1 – Summary of SIRFRA/SCERFRA Requests

Status	Total
Reopened	2
Assigned	18
Completed	1146
Duplicate	20
In review	8
Withdrawn	44
Pending clarification	4
Total	1240

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

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

ID	Description	Status	Due Date	Response Received Date	Notes
SIRFRA 1336	SIRFRA 1336 - Alternate Formats In SAWS	Assigned	March 27, 2024	No response	
SIRFRA 1370	1370 - Unwinding Discontinuance Data - Failure to Complete Apr'24	Assigned	May 8, 2024		
SCERFRA 24-904	24-904 - AB 2452 - CalWORKs: Supportive Services	In review	March 29, 2024	No response	
SIRFRA 1351	1351 - Data Pull for Spousal Impoverishment Case Flag & Task	Pending Clarification	March 28, 2024	No response	
SCERFRA 24-915	24-915 - AB 2255 - Adoption Assistance program Eligibility	Assigned	April 25, 2024	No response	
SIRFRA 1367	SIRFRA 1367 - End of CCR Renewal Data Request - RE Month June 2024	Assigned	April 29, 2024	No response	
SIRFRA 1372	1372 - Accelerated Enrollment Enhancement	Assigned	April 30, 2024	No response	
SIRFRA 3974	3974 - Early Denial Waiver Extension Data	Assigned	April 30, 2024	No response	
SIRFRA 3973	3973 - CalSAWS Migration Impact on County Reports	Assigned	May 1, 2024	No response	
SCERFRA 24-512	24-512 - Foster Care Rates Proposal TBL	Assigned	May 1, 2024	No response	
SIRFRA 1371	1371 - MEDS Alert Monitoring - April 2024	Assigned	May 6, 2024	No response	
SIRFRA	1368- PHE Renewal and	Assigned	May 7, 2024	No response	

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ID	Description	Status	Due Date	Response Received Date	Notes
1368	Demographics Data - April 2024				
SIRFRA 1369	1369 - Total No. of Apps and Renewals Pending - Apr'24	Assigned	May 7, 2024	No response	
SIRFRA 3947	3947 - Secondary Education	Assigned	May 7, 2024	No response	

2.6 Culture Transformation

- ▶ Culture Ambassadors Network (CAN)
 - Wellness Wednesday
 - Distributed content for April Wellness Wednesday – National Poetry Month
 - National Poetry Month and CalSAWS Poetry Contest – April 2024
 - Current Activities
 - Wellness Wednesday Pop-up workout events
 - 10-minute workouts, different theme each week continues through May
 - Mental Health Awareness -May 2024
 - Unused Digital Assets Spring Cleaner
 - Upcoming activities and events
 - 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
 - Pulse Survey migrated into Microsoft Forms and ready for pilot and feedback
 - CalSAWS Table Talks
 - Began planning for May 2024 Table Talk on Character Strengths
 - Buddy Program
 - Buddy Program survey migrated into Microsoft Forms and ready for pilot and feedback
 - Employee Resource Group (ERG) Council
 - Facilitated ERG Council Quarterly Meeting on April 17, 2024
 - Mental Health Awareness Month elected for ERG collaboration event. ERG Council meeting on April 19, 2024 to brainstorm for event
 - Great Place to Work
 - Scheduled Virtual Game Hour for April 19, 2024
- ▶ General
 - Continued efforts to increase prioritization and capacity building to enable CalSAWS to sustain IDEA
 - 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

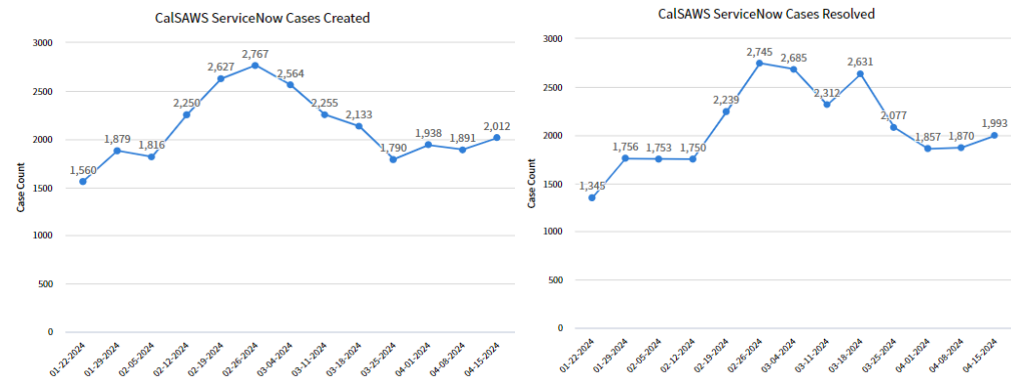
STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
3.1.2 CalSAWS Help Desk Metrics	<ul style="list-style-type: none">• The current compliance for April Month to Date (MTD) is 98.2%

3.1.1 Service Management Overview

- Implemented CHG0046716 on April 19, 2024, to update the ServiceNow Production environment from Tokyo version to Vancouver version.

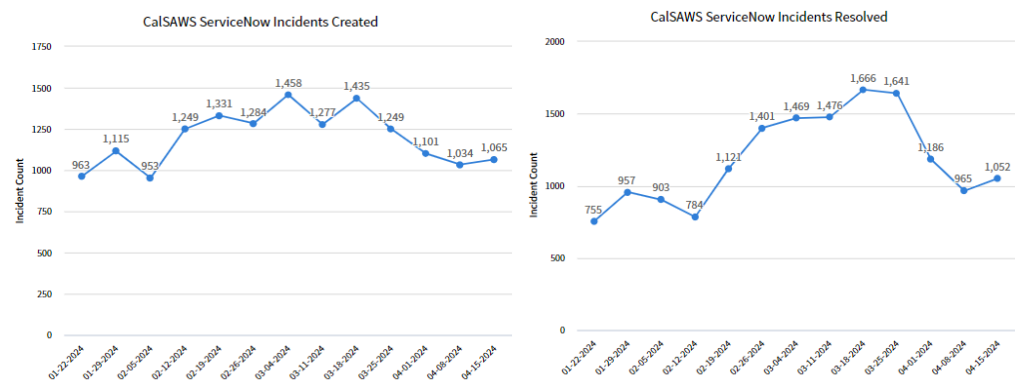
3.1.2 CalSAWS Help Desk Metrics

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



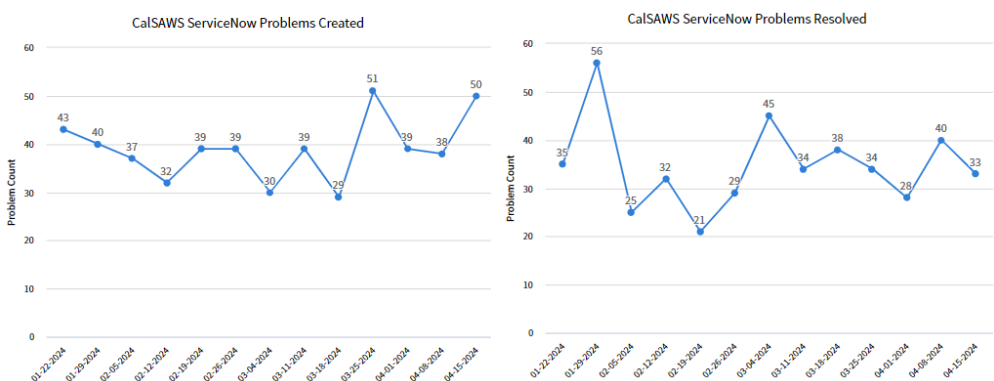
Note: The graphs represent the ServiceNow cases associated to all 58 Counties. Cases represent the first level of ticketing that enters the ServiceNow system. The dates in x-axis represent the start of a week

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



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

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	1	164	30	10	11	12	11	3	242
In progress	0	136	46	29	18	18	20	11	278
On hold	0	109	88	89	196	340	776	38	1,636
Resolved	1	334	587	552	417	106	35	18	2,050
Closed	6	1	3	28,838	64,984	13,489	8,794	2,635	118,750
Problem in Diagnosis	0	1	1	0	0	0	0	0	2
Total	8	745	755	29,518	65,626	13,965	9,636	2,705	122,958

- ▶ 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)

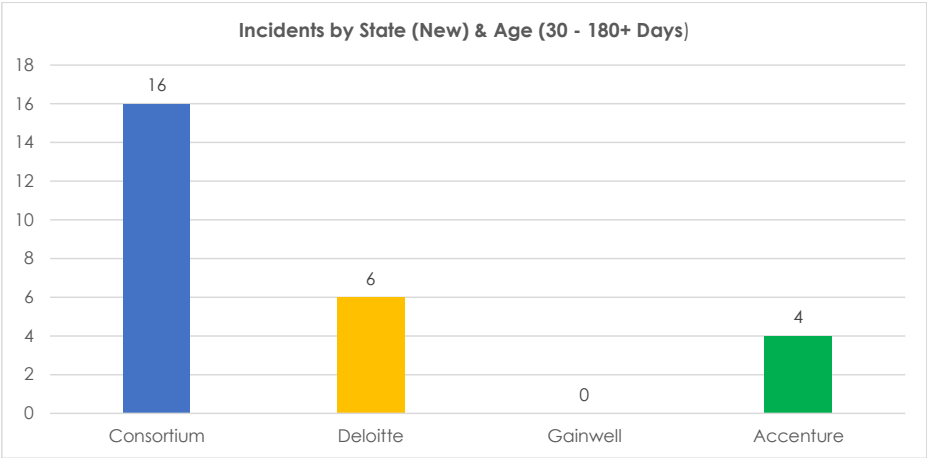


Table 3.1.2-9 – CalSAWS ServiceNow Incidents by State (New) and Category

Organization	Helpdesk Incidents	Infrastructure Incidents	Total Incidents
Consortium	16	0	16
Deloitte	6	0	6
Gainwell Technologies	0	0	0
Accenture	4	0	4
Total	26	0	26

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

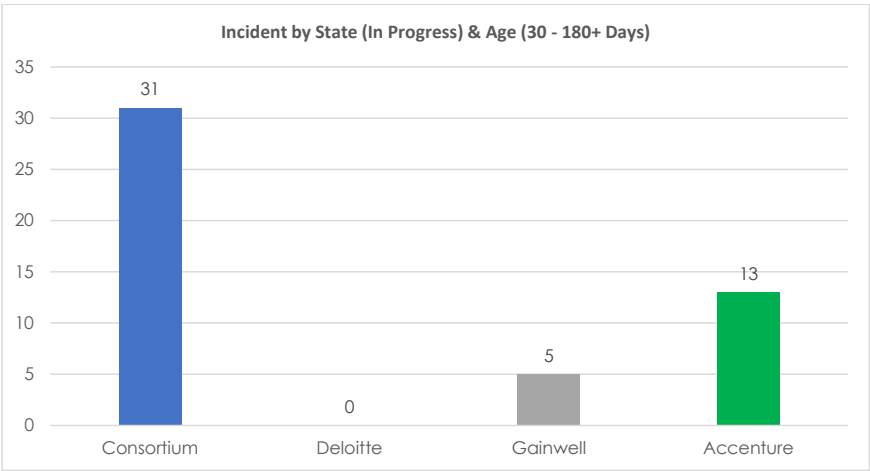


Table 3.1.2-11 – CalSAWS ServiceNow Incidents by State (In progress) and Category

Organization	Helpdesk Incidents	Infrastructure Incidents	Total
Consortium	31	0	31
Deloitte	0	0	0
Gainwell Technologies	5	0	5
Accenture	8	5	13
Total	44	5	49

- 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

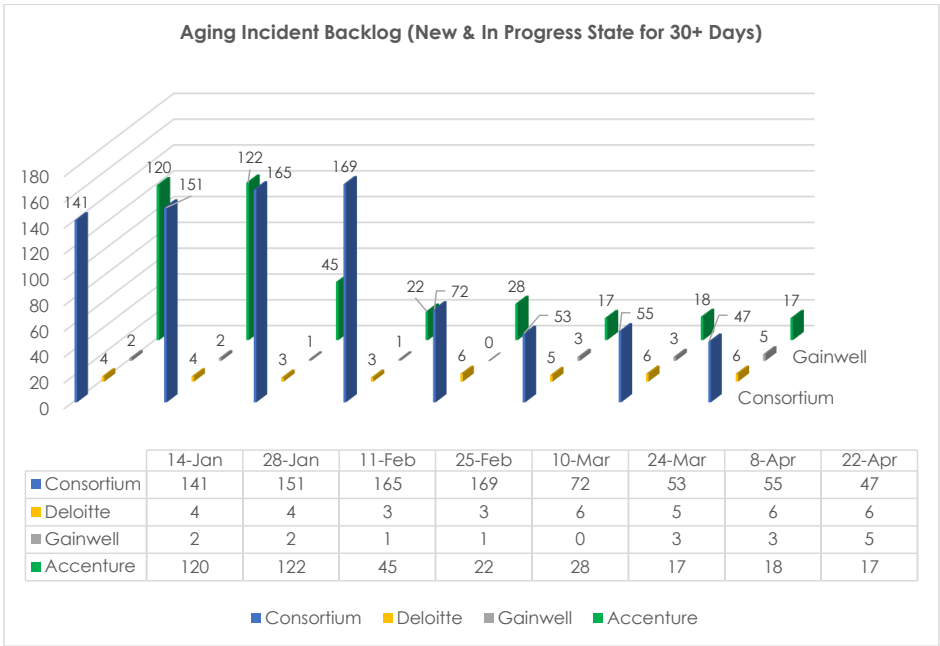


Figure 3.1.2-13 – CalSAWS ServiceNow Incidents by Resolution Code

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

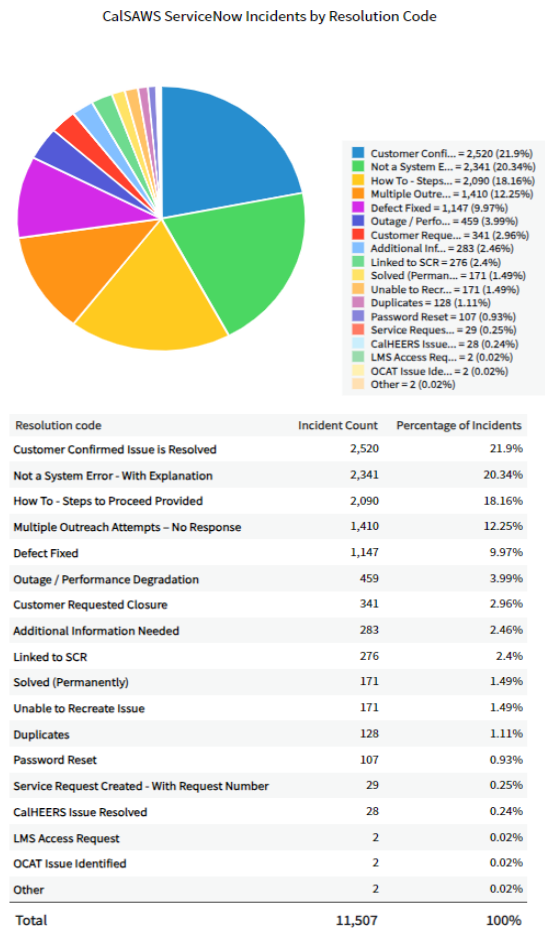
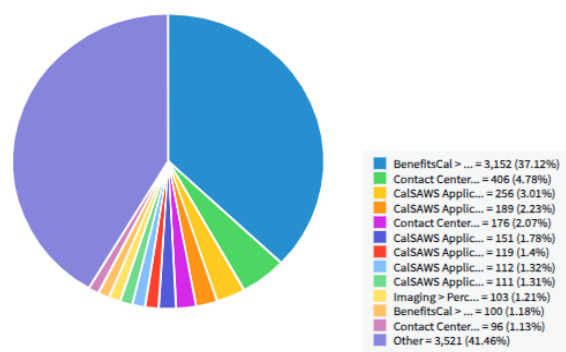


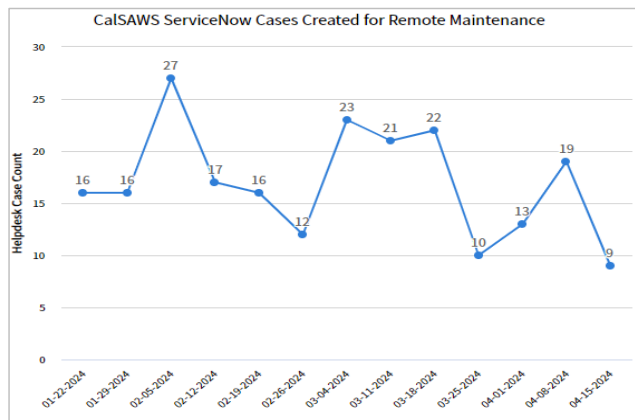
Figure 3.1.2-14 – CalSAWS ServiceNow Incidents Created by Category

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



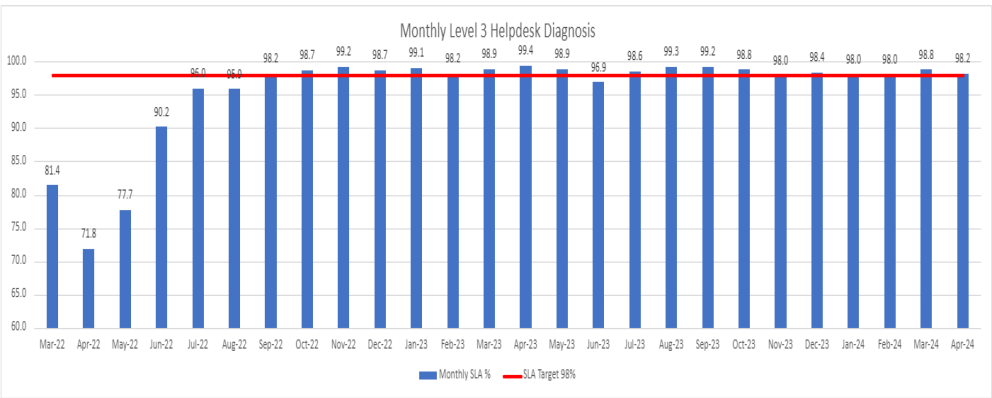
Category(u_category)	Incident Count	Percentage of Incidents
BenefitsCal > Access Issue > Customer	3,152	37.12%
Contact Center > Default CCP	406	4.78%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Incorrect Eligibility Results	256	3.01%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Other	189	2.23%
Contact Center > Other	176	2.07%
CalSAWS Application/Related Systems > Production > Medi-Cal Eligibility Determination > EDBC Results	151	1.78%
CalSAWS Application/Related Systems > Production > Reports > Scheduled	119	1.4%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > Other	112	1.32%
CalSAWS Application/Related Systems > Production > Client Correspondence > NOAs	111	1.31%
Imaging > Perceptive Experience	103	1.21%
BenefitsCal > System/Technical Issue	100	1.18%
Contact Center > eCCP > Telephonic Signature	96	1.13%
Other	3,521	41.46%
Total	8,492	100%

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



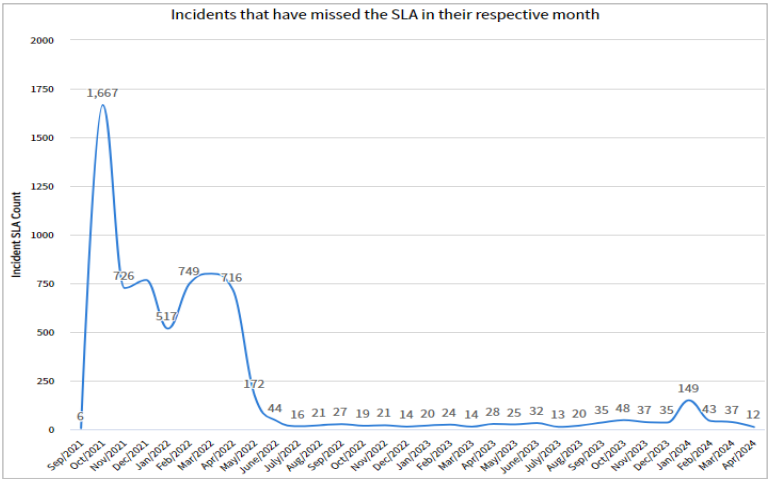
- The Monthly Level 3 Helpdesk Diagnosis Service Level Agreement (SLA) graph below represents the Level 3 Helpdesk compliance metric for closed incidents. The current compliance for April Month to Date (MTD) is 98.2%

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



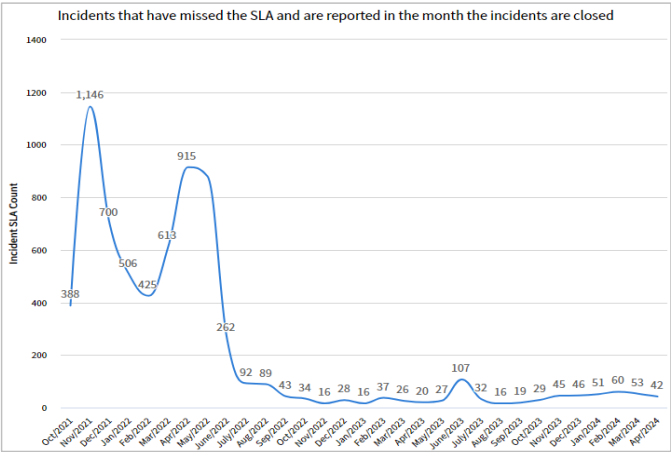
- The graph below represents the number of incidents that missed the Service Level Agreement (SLA) in each month. Twelve (12) incidents missed the SLA in April Month to Date (MTD)

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-two (42) closed incidents missed the SLA in April Month to Date (MTD)

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



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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
 - Begin new exercise to update internal documentation
- ▶ Threat and Vulnerability Mitigation
 - Continue 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
 - Scheduled Vacaville testing for April 25, 2024
- ▶ 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
 - 16 circuit upgrades completed
- ▶ 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)

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- Procurement team placed order for the hardware and software
- o Kern County – New Site
 - County Purchase signed on April 16, 2024
 - 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)
 - Continued developing County Purchase documentation

Table 3.2.1-1 – CalSAWS Upcoming Maintenance

Scheduled Date	Activity Description
April 25, 2024	Deploy Predictive Handling Report - San Bernardino Contact Center – Production (Planned Change)
April 25, 2024	Create a Dynamo Database table and lambda function in Contact Center Production accounts for handling Supervisor Email Notification After Call Work (ACW) (Planned Change)
April 25 – 26, 2024	CDT (Vacaville) Firewall and Switch Activation
April 25 – 26, 2024	Update BenefitsCal Portal Application Programming Interface (API) Endpoints in Coreapp-Production (Production and Disaster Recovery) (Planned Change)
April 26, 2024	Reconfigure High Availability (HA) on Goldcamp Firewalls (Planned Change)
April 26 – 27, 2024	ForgeRock Security Production Release 24.04.26 (Planned Change)
April 27 – 28, 2024	Production Database Monthly Linux Operating System (OS) Patching April 2024 (Planned Change)
April 28, 2024	Patch Aurora MySQL 3.03.1 to Aurora MySQL 3.04.1 - Coreapp-Production
April 28, 2024	Patch Aurora MySQL 3.03.1 to Aurora MySQL 3.04.1 - Production - analytics-production (Planned Change)
April 28, 2024	Patch Aurora MySQL 3.03.1 to Aurora MySQL 3.04.1 - analytics-production - San Diego County
April 28, 2024	Rotate application credentials - Production environments - Coreapp-Production – April 2024
April 28, 2024	ForgeRock Security Disaster Recovery (DR) Production Release 24.04.28 (Planned Change)
May 3 – 5, 2024	May 2024 Refresh for Case Data removal for the Training Production environment (Planned Change)

Table 3.2.1-2 – CalSAWS Incident Follow-up Summary

Ticket ID	Description	Impact Date / Time	Impact	Resolution
None				

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

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

3.2.3 CalSAWS Production Planned Outages Calendar

- ▶ The CalSAWS Production Planned Outages Calendar provided in Table 3.2.3-1 (CalSAWS Production Planned Outage Calendar) below, notifies counties of upcoming scheduled downtimes for CalSAWS Production in 2024 due to Releases and planned maintenance windows. The calendar is available on the CalSAWS Web Portal under the following path including additional details on legends used:
 - o Resources\Calendar\CalSAWS Production Planned Outages Calendar\2024 folder

Table 3.2.3-1 – CalSAWS Production Planned Outages Calendar

CalSAWS and BenefitsCal Production Planned Maintenance													
Legend													
Unavailable													
Reduced Availability													
Available													
Activity Description	Start Date	Start Time	End Date	End Time	CalSAWS Core	BenefitsCal	Imaging	Contact Center	ADHOC / APEX	ForgeRock	CalHeers	OCAT	Central Print
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	2:00 AM									CIT 0058-24
CalSAWS Adhoc Reporting Database Maintenance	04/28/24	12:00 PM	04/28/24	4:00 PM									Broadcast Email
Production Maintenance	04/28/24	2:00 PM	04/28/24	6:30 PM									CIT 0062-24
CalSAWS Adhoc Reporting Database Maintenance	05/12/24	12:00 PM	05/12/24	4:00 PM									Broadcast Email
Production Maintenance	05/12/24	2:00 PM	05/12/24	6:30 PM									CIT
CalSAWS Release 24.05	05/19/24	6:00 AM	05/19/24	3:00 PM									Broadcast Email
ForgeRock Maintenance	05/24/24	10:00 PM	05/25/24	1:00 AM									CIT
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
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
Production Maintenance	06/30/24	4:00 PM	06/30/24	8:00 PM									Broadcast Email
Production Maintenance	07/14/24	4:00 PM	07/14/24	8:00 PM									CIT
CalSAWS Release 24.07	07/21/24	6:00 AM	07/21/24	3:00 PM									Broadcast Email
BenefitsCal Release 24.07.25	07/25/24	8:00 PM	07/25/24	9:30 PM									CIT
ForgeRock Maintenance	07/26/24	10:00 PM	07/27/24	1:00 AM									Broadcast Email

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	OCAI	Central Print
Production Maintenance	08/18/24	4:00 PM	08/18/24	8:00 PM									CIT
													Broadcast Email
BenefitsCal Release 24.08.29	08/29/24	8:00 PM	08/29/24	9:30 PM									
													Broadcast Email
ForgeRock Maintenance	08/30/24	10:00 PM	08/31/24	1:00 AM									CIT
													Broadcast Email
Production Maintenance	09/08/24	8:00 AM	09/08/24	2:00 PM									CIT
													Broadcast Email
CalSAWS Release 24.09	09/22/24	6:00 AM	09/22/24	3:00 PM									CIT
													Broadcast Email
BenefitsCal Release 24.09.26	09/26/24	8:00 PM	09/26/24	9:30 PM									
													Broadcast Email
ForgeRock Maintenance	09/27/24	10:00 PM	09/28/24	1:00 AM									CIT
													Broadcast Email
Production Maintenance	09/29/24	4:00 PM	09/29/24	8:00 PM									CIT
													Broadcast Email
Production Maintenance	10/06/24	6:00 AM	10/06/24	10:00 PM									CIT
													Broadcast Email
Production Maintenance	10/20/24	4:00 PM	10/20/24	8:00 PM									CIT
													Broadcast Email
ForgeRock Maintenance	10/25/24	10:00 PM	10/26/24	1:00 AM									CIT
													Broadcast Email
BenefitsCal Release 24.10.31	10/31/24	8:00 PM	10/31/24	9:30 PM									
													Broadcast Email
BenefitsCal Release 24.11.20	11/20/24	8:00 PM	11/20/24	9:30 PM									
													Broadcast Email
CalSAWS Release 24.11	11/24/24	6:00 AM	11/24/24	3:00 PM									CIT
													Broadcast Email
ForgeRock Maintenance	12/06/24	10:00 PM	12/07/24	1:00 AM									CIT
													Broadcast Email

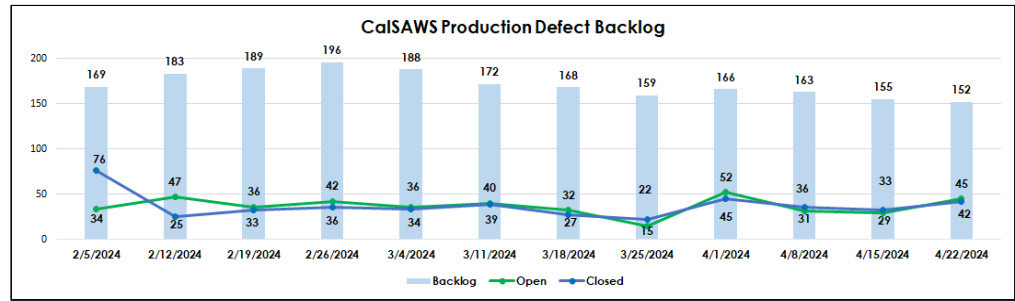
CalSAWS and BenefitsCal Production Planned Maintenance													
Legend													
Unavailable													
Reduced Availability													
Available													
Activity Description	Start Date	Start Time	End Date	End Time	CalSAWS Core	BenefitsCal	Imaging	Contact Center	ADHOC / APEX	ForgeRock	CalFeeds	OCAI	Central Print
ForgeRock Maintenance	12/06/24	10:00 PM	12/07/24	1:00 AM	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	CIT
													Broadcast Email
Production Maintenance	12/08/24	4:00 PM	12/08/24	8:00 PM	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	CIT
													Broadcast Email
Production Maintenance	12/15/24	8:00 AM	12/15/24	2:00 PM	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	CIT
													Broadcast Email
BenefitsCal Release 24.12.19	12/19/24	8:00 PM	12/19/24	9:30 PM	Available	Available	Available	Available	Available	Available	Available	Available	Broadcast Email
CalSAWS Release 25.01	01/26/25	6:00 AM	01/26/25	3:00 PM	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	CIT
													Broadcast Email
BenefitsCal Release 25.01.30	01/30/25	8:00 PM	01/30/25	9:30 PM	Available	Available	Available	Available	Available	Available	Available	Available	Broadcast Email

Notes:
1. The above table contains the known planned dates and timing is subject to change
2. Additional maintenance windows may be added to address emergent events

3.3 Production Defect Backlog

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

Figure 3.3-1 – Production Defects Backlog Weekly Trend



3.3.1 Release Schedule Production Defect Fix

- The Production Defect fix – Release Schedule reflects the number of defects planned in alignment to each monthly release (24.01, 24.02, etc.). The status of the defect in the fix and re-test pipeline is also reflected for each of the defect severity categories to establish the number of defects remaining to be fixed, re-tested, and closed for each of

the releases.

Table 3.3.1-1– CalSAWS Production Defect Count by Release

CalSAWS Production Defect Count by Release					
Count of Defects Severity	Releases			Grand Total	
	24.03	24.05	24.07	TBD	
2-Normal/Medium	38	13	0	2	53
New	2	2	0	1	5
In progress	1	8	0	1	10
Closed	35	3	0	0	38
3-Normal/Low	146	68	2	39	255
New	5	6	1	28	40
In progress	30	53	1	11	95
Closed	111	9	0	0	120
4-Cosmetic	6	0	0	2	8
New	0	0	0	2	2
Closed	6	0	0	0	6
Grand Total	190	81	2	43	316

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

3.4 Production Operations

3.4.1 Release Communications

- ▶ CalSAWS Release 24.05 Communications:
 - See table 3.4.1-1 CalSAWS Release 24.05 Communication Activities for details

Table 3.4.1-1 – CalSAWS Release 24.05 Communication Activities

TASK	DATE (S)	OWNER
Send draft Release Notes file to Consortium for review	April 8, 2024	Production Operations
Send draft Release Notes file to select County Staff and Consortium for review	April 22, 2024	Production Operations
Webcast on CalSAWS Release 24.05	May 6, 2024	Production Operations / Consortium Policy and Design
Send draft Release Notes file to select County Staff and Consortium for final review	May 7, 2024	Production Operations
Send summary of changes in CalSAWS Release 24.05 in CalSAWS Health Report	May 13, 2024	Production Operations

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TASK	DATE (S)	OWNER
24.05 CalSAWS Application Development and Training Release Notes Broadcast	May 14, 2024	Production Operations
CalSAWS Release 24.05 Greenlight Meeting	May 15, 2024	Release Management/Quality Assurance
CalSAWS 24.05 Post-Release Checkpoint Call	May 20 – 22, 2024, 4:00 p.m. to 4:30 p.m.	Production Operations

3.4.2 Root Cause Analysis (RCA)

- ▶ Root Cause Analysis (RCA) – 307 – Imaging Batch Processing Issue – Hyland Support Case #01723748
 - o The Imaging team identified a subset of documents (~20%) within the Batch Processing queue failing to process and opened a support case with Hyland (#01723748) to further investigate the issue. During the duration of this incident, the Imaging team performed manual processing of documents to prevent User impacts/backlogs. As the team proactively identified the issue before it impacted Users, there were no tickets and end User impact. A problem ticket was not created and a CalSAWS broadcast was not sent to the Counties as the issue was addressed before it even impacted Users. The issue resolution was identified through a joint effort from Hyland and the Imaging team that the "CI_ProcessCIAppDocs" script on one of the shared drives had the incorrect encoding saved on the script file. Correcting this allowed the script to run successfully and resolve the issue. Going forward, Hyland is working to incorporate alerting to look for and recognize script failures like this if they arise.
- ▶ Root Cause Analysis (RCA) – 308 – Kern County CalSAWS Access Issue – PRB0048712
 - o On March 22, 2024, the Project team received incidents from Kern County Users at 3041 Bakersfield site as Users were unable to access CalSAWS and associated systems. The Contact Center Interactive Voice Response (CC-IVR) proxy was scheduled for decommissioning as it was only supposed to be used with Custom Call Control Panel (CCP). All Counties now use the Enhanced Call Control Panel (eCCP). A CalSAWS Information Transmittal (CIT) notification went out to all Counties two weeks prior to the approved change, alerting the Counties of this decommission. After decommissioning, Users at Kern County reported issues connecting to the internet. The change did not negatively impact other Counties. It was discovered that the CC-IVR proxy endpoint at Kern County had been taken and incorporated into browser configurations, being utilized in numerous flows beyond just the decommissioned Custom CCP. The Network team is working with the County to make sure those configurations are removed before attempting another decommission. Change CHG0046569 was rolled back to restore services. The original change will be rescheduled after coordination with the Counties.
- ▶ Root Cause Analysis (RCA) – 309 – Production UEID Errors – PRB0048735
 - o On March 26, 2024, some Users in the CalSAWS Production environment encountered intermittent errors (UEIDs) while navigating through the CalSAWS application. The issue was tied to the CalSAWS Online application only. The intermittent UEID issue was encountered across all Counties. The issue was

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intermittent and impacted a subset of Users. As temporary alternate procedure, when the workers retried the same online transaction, it worked fine. The CalSAWS application performance was not impacted by the error. The issue was resolved by reverting a code change related to defect CA-267073. This action restored services and allowed Users to navigate the application without encountering intermittent UEID errors. A new defect CA-275760 was created to resolve the issue. The issue resulted from the implementation of defect CA-267073 as part of the 24.03 Release. The code fix for the defect inadvertently reused a cached OAuth client instead of using a new client instance for each user. This caused intermittent UEIDs when the application tried authorization against ForgeRock for CalSAWS session management. This issue was not detected in the lower environments as it was masked by the environment performance slowness that was experienced throughout the 24.03 release test cycle where timeout UEIDs were a common occurrence. In addition, in the lower environments, the intermittent UEID caused by defect CA-267073 occurred infrequently. It was also disguised in the fact that the UEID was not easily reproducible. For example, if the same actions/steps were taken after the UEID was encountered, the user was able to proceed forward without encountering the UEID anymore.

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 CalWIN Counties
- ▶ Completed Los Angeles County payroll run for the month.
- ▶ Completed decommission of Los Angeles County's Countywide Master Data Management (CWMDM) Webservice
- ▶ 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 (DA), 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

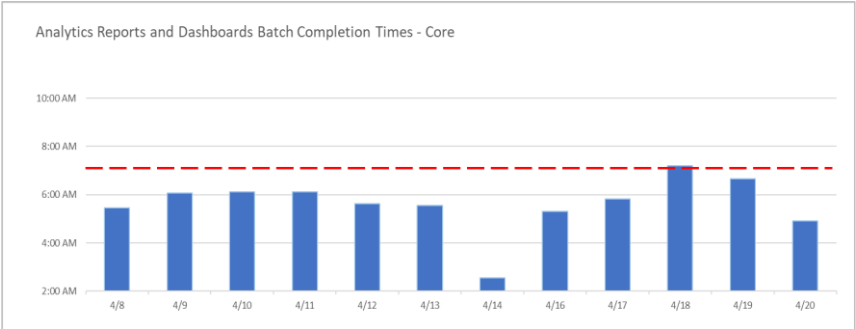


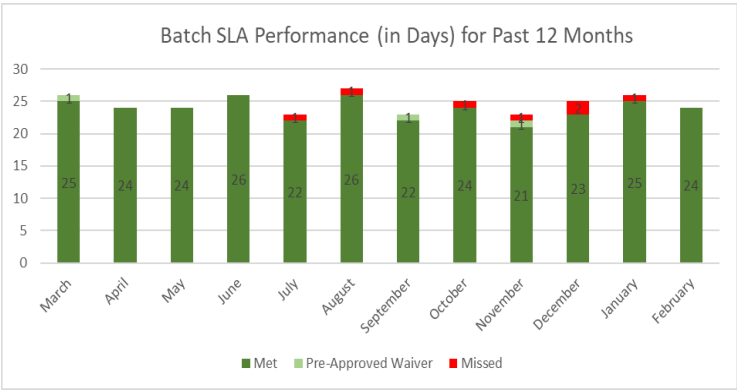
Table 3.4.3.2 - Details of Days When Analytics Reports and Dashboards Completed after 7:00 a.m.

Batch Date	Issue	Communication	Status	Resolution
April 18, 2024	One analytics dashboard completed shortly after 7 a.m. due to an upstream dependency job	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
 - ForgeRock will be performing their monthly production build on April 26, 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 Service Level Agreement (SLA) - S2S and Eligibility Determination Benefit Calculation (EDBC)

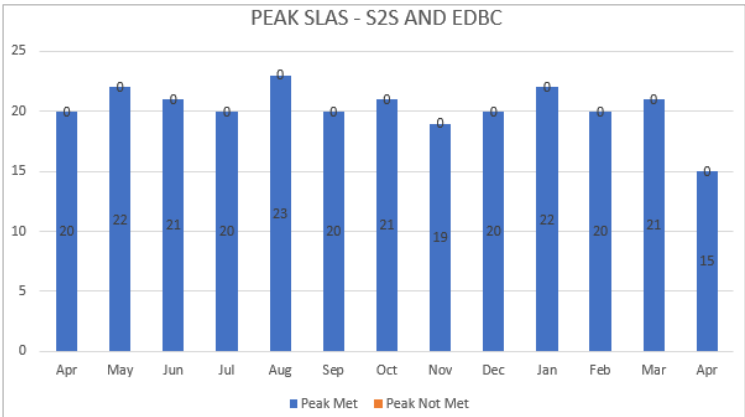
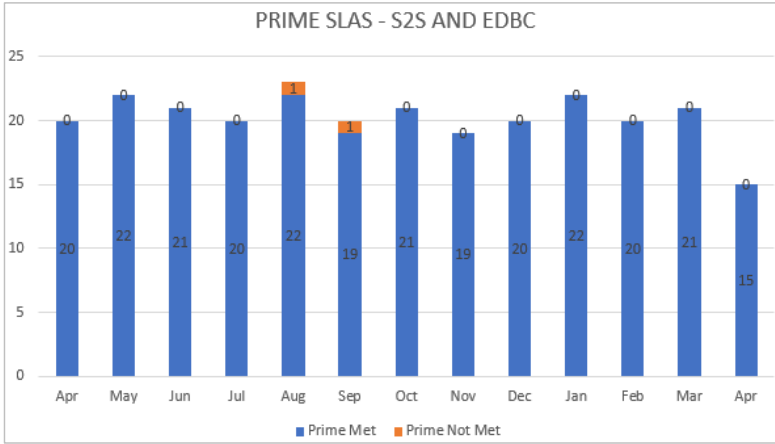


Table 3.4.4-3 – Prime Service Level Agreement (SLA) -S2S and Eligibility Determination Benefit Calculation (EDBC)



3.5 ForgeRock

- ▶ ForgeRock team met with Consortium Helpdesk and Quality Assurance (QA) for the Bi-Weekly Operations Meeting on April 17, 2024
- ▶ ForgeRock team met with Consortium and Technical Operations team to discuss User migration from ForgeRock Development to ForgeRock Staging for CA-269992 on April 17, 2024
- ▶ Discussed the Analytics Environment Build and ForgeRock Integration with the Analytics team on April 16, 2024
- ▶ Continued to support the removal of the SimpleAuth Authentication Journey
- ▶ Reviewing the Statement of Work for Calabrio Integration with ForgeRock on April 19, 2024
- ▶ ForgeRock team met in person at the CalSAWS Roseville Project site for continuation of Evolution work - ForgeRock to align with Technical Operations team on Production alignment by May 8, 2024
- ▶ ForgeRock to work with ForgeRock Support on options for pop up select Multi Factor Authentication (MFA) Option - internal review on April 17, 2024
- ▶ ForgeRock working on funding approval for Identity - Password Authentication (CA-275491) and Identity Proofing - ForgeRock Integration Only (CA-275492)
- ▶ ForgeRock team is working on action items for February and March UAR via request tickets
- ▶ ForgeRock Team working on the updates and written steps for the Design Documentation for the Evolution Architecture Work.

Table 3.5-1 – ForgeRock Milestones

MILESTONES	PRODUCTION DEPLOYMENT DATE	STATUS
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 30, 2024	In progress –Further updates are needed
ForgeRock-ServiceNow integration	April 26, 2024	In progress
Platform Architecture Enhancements – Design	July 2024	In progress

3.6 Innovation Lab

- ▶ Worker-Facing Virtual Assistant (VA)
 - Release 19 - target to deploy on April 25, 2024
 - Includes 29 new Use Cases and 2 new sub-menus
 - System Change Request (SCR) has received System Change Request Board (SCRB)/ Change Control Board (SCRB/CCB) approvals
 - System Test is in progress; Target to complete by April 23, 2024
 - Release 20 - target to deploy on May 30, 2024
 - Design is in progress; Target to complete by April 25, 2024
- ▶ Voice Bots (Welcome/Authentication Bots)
 - Successfully went live with the fourth release of Authentication Bot prompt and timeout enhancements [Alameda, Fresno, Humboldt, Kern, Kings, Los Angeles, Monterey, Riverside, San Diego, San Francisco, Sonoma, Stanislaus, and Yuba Counties] on April 12, 2024
 - This completes all the warranty-covered enhancements recommended by the Customer Experience Analysis team
 - System Change Request (SCR) CA-275382 - Statewide Welcome Bot Enhancement - Card Intent
 - Development was completed on April 4, 2024
 - System testing is in progress
- ▶ Electronic Benefit Transfer (EBT) Card Replacement - Robotic Process Automation (RPA)
 - Successfully went live with Sprint 5 [San Francisco, Fresno, Sonoma, and Alameda Counties] on April 12, 2024
 - Completed Sprint 6 [Sacramento, Humboldt, San Luis Obispo, Marin, and Butte Counties] county kick off sessions
 - System testing is in progress
 - Scheduled Sprint 7 and 8 [Placer, Shasta, Contra Costa, Orange, San Bernardino, Solano, and Sutter Counties] County kickoff sessions
 - Submitted a Change Request (CR)to decommission the Production lambdas that connect to the UiPath instance of Los Angeles County on March 28, 2024, and received approval on April 3, 2024

- Implementation was completed on April 8, 2024

3.7 Imaging

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

3.8 Customer Service Center (CSC)

Table 3.8-1 – Contact Center Enhancements

ENHANCEMENTS	PRODUCTION DEPLOYMENT DATE	STATUS
Customer Service Center (CSC) Closing Prompt	April 11, 2024	In Production
Upgrade eGain Analytics to R21	April 11, 2024	In Production
Phase 9 - San Bernardino County - Inbound IVR: Set the Max Attempts for Authentication to 1	April 24, 2024	Approved
Remove Transcription from Telephonic Signature - Back End	April 25, 2024	System Test
Update Telephonic Signature for the eCCP to send full audio	April 25, 2024	System Test
Supervisor e-mail notification (CA-251878)	April 25, 2024	System Test
Phase 10 - Non-CSC - Inbound IVR: Set the Max Attempts for Authentication to 1	May 9, 2024	Approved
DDID 2268 FDS CSC: Display the CalSAWS Contact Center IVR Caller ID for outbound calls (CA-239498) (Requirements are pending updates and Consortium approval)	TBD	Approved

3.9 Lobby Management

3.9.1 Region 1 Counties

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

- ▶ Alameda County
 - o No updates for the reporting period
- ▶ Contra Costa County
 - o No updates for the reporting period
- ▶ Marin County
 - o No updates for the reporting period
- ▶ Monterey County
 - o No updates for the reporting period
- ▶ Napa County
 - o No updates for the reporting period

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- ▶ 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, County ordering tablet printers. County will reach out to Lobby team once printers are received.
- ▶ Santa Cruz County
 - Tablets have been configured and are ready to go into Production
 - County performing reception log training in preparation to move to CalSAWS Reception Log
 - 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
- ▶ Mono County
 - No updates for the reporting period
- ▶ Nevada County
 - Kiosk go-live successfully completed on March 11, 2024. County removed devices from Production to work on imaging rules. Will contact Lobby team once completed.
- ▶ 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

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- ▶ Yolo County
 - No updates for the reporting period
- ▶ Yuba County
 - No updates for this reporting period

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
 - Kiosk has been confirmed fully functional
 - 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.
 - County reports that CalSAWS reconfiguration effort is in testing phase
 - County continues to work on networking requirements
- ▶ Kern County
 - County Purchase KR-02-2023
 - Working with County to complete tablet testing
 - Working with the County on milestones for kiosk go-live
- ▶ Mariposa County
 - All devices have been successfully deployed and are in Production
 - All final tasks have been completed
- ▶ 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

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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

- ▶ California Department of Social Services (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
 - ESAP – Elderly Simplified Application Process
 - CAPI – Cash Assistance Program for Immigrants
- ▶ Completed Work:
 - SIRFRA 3969 - CalWORKs Home Visiting Program (HVP)
 - SIRFRA 3972 - CalFresh Excluded Members
 - Public Records Act for CalFresh Applications
- ▶ Continued Work:
 - Re-running CalFresh Client Snapshot data request for 2019 to 2023
 - CIDR 9013 - ESAP Case and Procedural Error Rates (CAPER) Cases
- ▶ Started Work:
 - CIDR 9014 - Demographic Data for CAPI
 - Revised SIRFRA 3947 - Secondary Education
 - CIDR 9015 - CalWORKs Transportation Supportive Services
 - CIDR 9016 - CalWORKs Supportive Services Education Activities

3.10.2 Department of Health Care Services (DHCS) Report Support

- ▶ Department of Health Care Services (DHCS) Glossary
 - PHE – Public Health Emergency
 - CCU – Continuing Care Unwinding
 - MEDS – Medi-Cal Eligibility Data System
 - RE - Redetermination
- ▶ Completed Work:

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- o SIRFRA 1361 - Pending Applications and Renewals Data Request March 2024
- o SIRFRA 1362 - Unwinding Period Data - Failure to Complete March 2024
- o SIRFRA 1360 - PHE Renewal and Demographics Data March 2024
- o SIRFRA 1365 - MEDS Monitoring Alert Mar 2024
- ▶ Continued Work:
 - o SIRFRA 1351 - Data Pull for Spousal Impoverishment Case Flag & Task
 - o SIRFRA 1369 - Total Number of Apps and Renewals Pending – April 2024
 - o SIRFRA 1367 - End of CCU Renewal Data Request - RE Month June 2024
 - o SIRFRA 1368 - PHE Renewal and Demographics Data - April 2024
 - o SIRFRA 1370 - Unwinding Discontinuance Data - Failure to Complete April 2024
- ▶ Started Work:
 - o N/A

3.10.3 Endpoint Detection and Response (EDR)

- ▶ Completed Qualys Endpoint Detection and Response (EDR) deployment
- ▶ Finalize the 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 Evolution

- ▶ ForgeRock Evolution team met at the CalSAWS Roseville Project site last week (April 15-18, 2024) to discuss the upcoming adjustments to the evolution timeline. Follow up meeting will occur the week of May 6, 2024
- ▶ ForgeRock Evolution team is working on completion of the design document and objective breakdown

3.10.5 ServiceNow ITOM Discovery/ HAM / SAM (TLM-13, TLM-14, TLM-15)

- ▶ Drafting low level design for ITOM discovery implementation
- ▶ Reviewed low level design with ACN tech arch team and ACN Security team
- ▶ Currently working on incorporating the feedback received from ACN security

3.10.6 Microsoft (MS) Tenant Configuration Settings Backup and Monitoring Process Development (ISA-23)

- ▶ Addressing a blocker with the test tenant setup through support case with Microsoft.
- ▶ Reviewing preliminary design and creating diagram information.

3.10.7 Integrate CloudFront/WAF for CalSAWS APIs Existing HTTP APIs (CSAC-19)

- ▶ Completed the Architecture diagram and design document and got the SCR approved.
- ▶ Drafted a Change Request (CR) for creating the infrastructure in Application Development Account.

Commented [MGE1]: [@Vikram D Singh](#) I'm removing [@Martin Sordillo](#) and [@Sumeet Pali](#) from this project as they are not involved in the project.

Commented [AB2R1]: Thanks for the update gerald! I saw a note from Faizan saying that [@Martin Sordillo](#) and [@Sumeet Pali](#) own this project now and should provide status?

Commented [AB3]: [@Ateem Girdhar](#) [@Faizan Duran](#)

3.10.8 Intune Mobile and Modern Device Management (CSAC-29)

- ▶ Mobile application management policy draft complete, next step will be to review with Consortium Security.
- ▶ Base policies created for Android and for iOS, next step will be to identify Beta tester group.

3.10.9 Office 365 Services Backup Solution (ISA-21)

- ▶ Changes processed to support SAML configuration that will enable administration access once design is approved
- ▶ Design review scheduling by April 26, 2024. Following the review, final configuration with the Vendor will be scheduled

3.10.10 Network Test Lab / Lower Environment (IM-41)

- ▶ Completed kick off call with Consortium
- ▶ Product assessment ongoing with quotes being generated
- ▶ Architectural designs in progress

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">Continued 24.05 baseline release test execution. Week 3 of 7 completed. Team is on schedule with a 56% pass rate against a target of 43%.
4.5 Reports	<ul style="list-style-type: none">Met with Management Reports CommitteeMet with Alameda County to discuss Income and Eligibility Verification System (IEVS) ReportsBi-Weekly State and Fiscal Reports meetingMet with Section directors to discuss plan and timeline for Functional Design DocumentsMet with State and Fiscal Reports Committee to share Design for SCR CA 251869Provided ABCD 350 July 2023 CalWORKs ad-hoc dataset for the Wave 4 counties.Continue to meet with Consortium and Quality Assurance (QA) to review Design Document and other material for CF 296
4.7 Training	<ul style="list-style-type: none">Training Production Refresh (May 3-5, 2024)

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
24.04.25	<ul style="list-style-type: none"> ► BenefitsCal Batch Job to Clean-up Case Link Requests ► Fresno - Opt Into Recovery Account Auto-Activation Batch ► New BenefitsCal API to Support Case Linking with E-mail Verification ► Tehama County - Direct Deposit Foster Care payments ► Update Electronic Benefit Transfer 2259 Transactions Section to be Dynamic - Phase 1
24.04.26	<ul style="list-style-type: none"> ► Access Management (AM) Security Advisory #202401 Patch and Activities ► Change ForgeRock AuthnID Storage from Server-Side to Client-Side ► ForgeRock-ServiceNow integration ► Improvements to Data Backups Processes for ForgeRock ► Update Tomcat to Major Version 9
24.04.28	<ul style="list-style-type: none"> ► CalFresh Employment and Training (CFET) Program Status Cleanup for Orange County
24.04.30	<ul style="list-style-type: none"> ► Implement MFA (Multi Factor Authentication) delivery choice at Login Journey - Design ► Reauthentication after 20 minutes inactivity in MFA (Multi Factor Authentication) redesign - Design ► Reports Discovery Session Support ► SCR: Kern Site 15005 Move to Stobaugh Street
24.05.02	<ul style="list-style-type: none"> ► San Luis Obispo Opt Out of CSF 124 and CSF 125 Batch ► Update San Diego Positive Pay Interface to include Manual Warrant Issuances ► Update Tax Intercept Establishment logic to not exclude SSN (Social security Number) ► Update the GAGR (General Assistance/General Relief) sync up job PB00R6805
24.05	<ul style="list-style-type: none"> ► Total System Change Requests (SCRs): 78 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): 40 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-209344 - Apply SSP Only OPA for Specific Programs
 - CA-234742 - CMS Certification Recommendations (OCB/ORR) - e-Verifications Phase I
 - CA-251475 - Modify the CalSAWS Pending Unassigned Employment Services Program List
 - 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-258479 - ACL 22-104 & ACL 18-07: Update ABCD 350 and CA 1037
 - CA-214330 - Update Batch NA 791 to Dynamically Generation Sections
 - CA-229838 - Add new Foster Care Reasons to NOAs Phase 5
 - CA-240094 - Refactor: CalFresh NOA Regulations
 - CA-246946 - ACL 22-49/49E - Revisions to the CA-812 Quarterly Report form
 - CA-265301 - Cal-OAR File County Preview
 - CA-49396 - ACL 15-96 - Add and update ARC NOAs and Forms
 - CA-265360 - ACL 23-79 Add IRT and Budget to CF 377.1, CF 377.1 A, and CF 377.4 SAR
 - CA-268378 - Automate SOC 452A for CAPI
 - CA-274485 - Qlik Sense and NPrinting Major Version Upgrade
- ▶ Continued build on:
 - Priority releases and Release 24.07 approved System Change Requests (SCRs)

4.4 Release Management

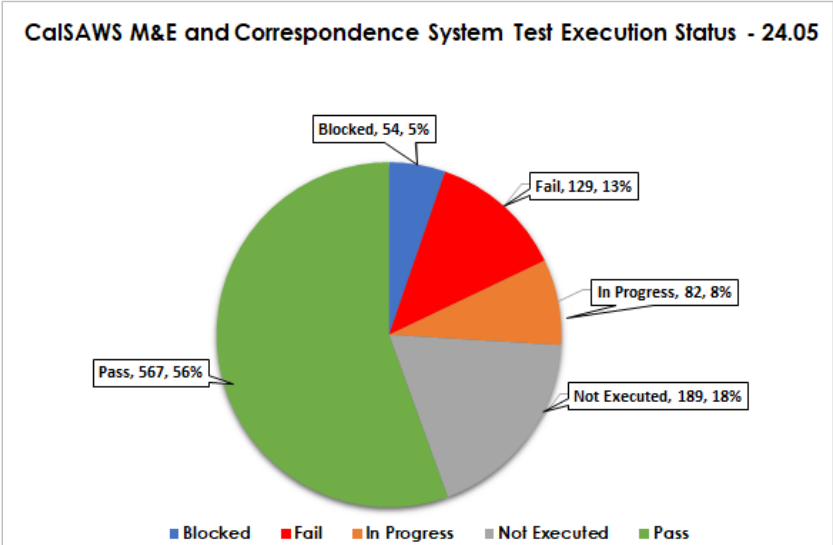
4.4.1 Release Test Summary

- ▶ Continue test execution for 24.05 System Change Requests (SCRs)

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

Pass Rate Target as of April 19, 2024	43%
Pass Rate Actual as of April 19, 2024	56%
System Test complete Date: May 15, 2024	

Figure 4.4.1-2 – CalSAWS M&E, DD&I and Correspondence System Test Execution Status – 24.05



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	198,728,464	46.45%	15	100%
2	102	143,219,439	33.48%	102	100%
3	121	43,014,334	10.05%	119	98.71%
4	703	39,302,909	9.19%	573	90.63%
5	2810	3,571,393	0.83%	827	46.71%

Note: Transaction volume and coverage metrics are based on CalSAWS monthly Production performance data and Automated Regression Test (ART) coverage data as of March 31, 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 1,188 end-to-end Automated Regression Test (ART) scripts:

- ▶ 951 Targeting the core CalSAWS application
- ▶ 68 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:
 - Automated Regression Test - Execution and Maintenance - 24.03 Release Cycle
 - CA-272899: Automated Regression Test - Execution and Maintenance - 24.05 Release Cycle
 - CA-275638: Automated Regression Test - Execution and Maintenance - 24.07 Release Cycle
 - CA-275838: Automated Regression Test: Task Management Configurable Task Categories

4.5 Reports

- ▶ Monthly Management Reports Support Forum meeting was held on April 9, 2024, to discuss the upcoming Management Reports Target Sessions
- ▶ Met with Alameda County on April 10, 2024, to discuss Income and Eligibility Verification System (IEVS) Reports
- ▶ CalSAWS State and Fiscal Reports Bi-Weekly meeting's (held on April 11, 2024) primary focus was on sharing draft Functional Design Document and get feedback from counties on the same
- ▶ Met with Section Directors on April 15, 2024, to discuss the timeline and plan to deliver Functional Design Documents. To start with, SCR CA-276625 has been created to deliver 4 Functional Design Documents in May 24.05 Release
- ▶ Conducted Design Walkthrough for SCR CA-251869 with State and Fiscal Reports Committee. Received positive feedback on detailed design and information shared was appreciated by all the Counties
- ▶ Provided ABCD 350 July 2023 CalWORKs ad-hoc dataset for the Wave 4 Counties
- ▶ Working with Consortium and Quality Assurance (QA) on CalFresh (CF) 296 Draft Design which will be covered in our next Target Session on May 2, 2024

Table 4.5-1 – Total Open Incidents by reporting period

Reporting Period End Date	Number Open Tickets
February 23, 2024	22
March 8, 2024	35
March 22, 2024	30
April 5, 2024	23
April 19, 2024	25

Note: Total open incidents as of the current reporting period

Table 4.5-2 – Open Defects by Status and Functional Area

Open Defects Status	State Reports	Fiscal Reports	Management Reports	Business Intelligence	Total
New	2	1	0	0	3
Reopened	0	0	0	0	0
Assigned	3	1	0	1	5
In development	8	7	2	1	18
Development completed	0	0	0	0	0
In Assembly Test	0	1	0	0	1
System Test	2	3	0	1	6
Test completed	0	0	1	0	1
Total Open Defects	15	13	3	3	34

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	3	0	0	5
3-Normal/Low	13	10	3	3	29
4-Cosmetic	0	0	0	0	0
Total Open Defects	15	13	3	3	34

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	24.03	24.05	24.07	24.09	24.11
ABCD 350	1	0	0	0	1	0	0
CA 1037	3	2	0	0	1	0	0
CA 237 CW	1	1	0	0	0	0	0
CA 237 CW Line 8	1	0	0	0	1	0	0
CA 237 FC	1	1	0	0	0	0	0
CA 812	1	0	0	0	0	1	0
CF 296	7	5	1	0	0	0	1
DFA 256	1	0	0	1	0	0	0
DHCS CMS Unwinding	1	0	0	0	0	1	0
DPA 482	1	1	0	0	0	0	0

State/Claiming Reports	Total	Defects	SCRs - Targeted Release				
		As Prioritized	24.03	24.05	24.07	24.09	24.11
DSS 466	1	1	0	0	0	0	0
FNS 209	1	1	0	0	0	0	0
GR 237	1	1	0	0	0	0	0
Integrated Claiming	6	5	0	0	1	0	0
RS 50	1	0	1	0	0	0	0
RS 51	1	0	0	0	0	0	1
SOC 808	1	0	0	0	0	1	0
STAT 47	2	1	0	0	0	1	0
WINS Cert	1	1	0	0	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

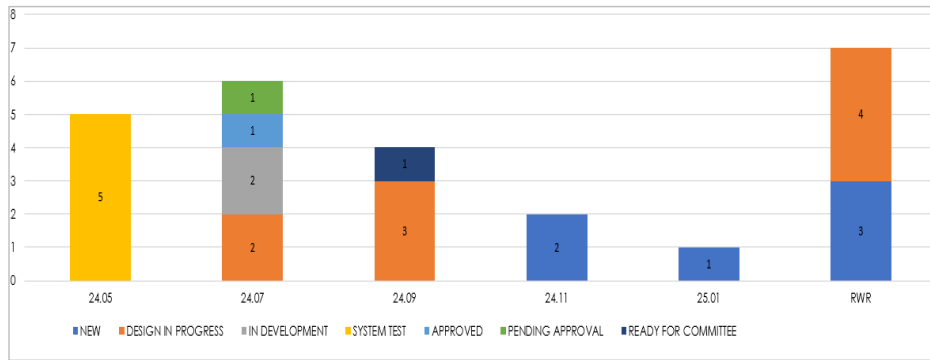
1. This table may not reconcile with defect table as one defect can impact multiple reports
2. If SCR is impacting more than one report, it will be counted more than one against each report impacted
3. This table will list only those reports where we have open defects and open SCRs
4. Details can be 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 April 9, 2024, and April 16, 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-254559 – Los Angeles - GROW Activity Numbers
 - CA-258931 - Add admin 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
 - CA-267452 - GAGR AS - Alameda County - Add XAN 534
 - CA-268072 - Solano County - General Assistance - Update Periodic Reporting Form
 - CA-270204 - GA/GR Automated Solution Cost of Living Adjustment (COLA) change Notice of Actions (NOA) is printing incorrect benefit amount
 - 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 – San Francisco - Turn Off Auto Discontinuance Functionality for GA/GR Appointment No Shows
 - CA-273352 – Los Angeles-Validation Message to Notify GCMs about the GR Time-Limit End Date
 - 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-274665 - GAGR NOA's field populating wrong amount from the GR_Budget table
 - CA-276189 - Return Mail Service Address Whitelist Request
- System Change Requests (SCRs) in Development Phase
 - CA-266985 - Add Fresno GA/GR grant amounts for households larger than 3 persons
 - CA-267005 - Add GA/GR In-Kind Chart Amounts for Requesting Counties
 - CA-273351 - Orange -Update to GR Approval NOA (CalSAWS 1)
 - CA-274448 - Alameda County -Update the system to default GR benefits to be available on 1st of the month
 - CA-274557 - Add New Line Items in Manual EDBC Aid Payment Section for GR Managed Program
- System Change Requests (SCRs) in System Test Phase
 - CA-227568 – Los Angeles County GR Cases Terming for Whereabout Unknown
 - CA-249942 - San Mateo GA/GR Changes
 - CA-262960 - Los Angeles County - Central Printing for GROW Forms
 - CA-267005 - Add GA/GR In-Kind Chart Amounts for Requesting Counties
 - CA-269899 - Update GA/GR Automated Solution Budgeting for San Francisco County
 - CA-270443 - San Francisco - Update GAGR Reporting Type Logic
 - CA-274448 - Alameda County -Update the system to default GR benefits to be available on 1st of the month
- Priority System Change Requests (SCRs) deployed to Production
 - CA-205411 - PA 320 - Vendor Service Order and Invoice, Mailing Address Change
- Defects released to Production
 - None

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



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4.7 Training Materials Update

- ▶ 24.05 Online Help (OLH) System Change Requests (SCRs):
 - o System Test
 - CA-272225 - Job Aid: Update JA-Reapplications and Rescissions with information regarding CF Delayed Processing CA-200863
 - CA-271879 - Training: Remove County Specific Instructions from OLH Childcare pages
 - CA-271206 - Online Help: UPDATE JA Verify Lawful Presence (VLP) Service Suite change in message protocol from SOAP TO REST PHASE I CA-257778
 - CA-270136 - Online Help: Update JA - Self-Service Portal (SSP) - e-Applications CA-208406
 - CA-261014 - Update JA Medi-Cal CalHEERS MAGI Verifications for SCR CA 250530
 - CA-255396 - Online Help: Update JA EDBC - Overriding Program Configuration
 - o Test Completed
 - CA-275524 - Online Help: Update the Forms Overview for the 24.05 Baseline Release
 - CA-274800 - Online Help: Update JA Self-Service Portal - Case Linking Identification Suggestion and CA-268923
 - CA-274406 - Online Help: Update JA Update Case Copy
 - CA-273743 - Online Help: Update the OLH Reports Calendar for the FNS209 CA-273430
 - CA-273438 - Online Help: Update and Create New Page for QRTP Determination CA-237399
 - CA-273070 - Online Help: Update the County Calendar OLH pages CA-237401
 - CA-273069 - Online Help: Create EBT Theft pages for CA-253426
 - CA-272682 - Online Help: Update JA Lobby Management CA-213615
 - CA-272307 - Online Help: Update JA - Recovery Accounts - External and Recovery Accounts
 - CA-271200 - Online Help: Create new Job Aid for Texting
 - CA-270721 - Online Help: Update JA Imaging Workflow Queues and Exceptions and JA Imaging Single Case Capture and Virtual Printing CA-264873
- ▶ 24.05.17 Priority Release Web Based Training (WBT) and CalSAWS Functional presentations (CFP) SCRs:
 - o Pending Approval
 - CA-276292 - Training: Create CFP for Task Categories CA-253667
 - o Approved
 - CA-275888 - Training: Create CFP for Disaster CalFresh CA-256387
 - CA-274872 - Training: Update 021 Security Admin WBTs for 24.05 changes based on CA-274084
 - CA-273039 - Training: Update Security Administration WBTs for 24.03 App Dev Changes
 - CA-270356 - Training: Remove Los Angeles County Specific information from

- the Childcare WBTs CA-267179
- o In Development
 - CA-273576 - Training: Replace old Virtual Assistant Icon from Remaining Screenshots in WBTs CA-266527
 - CA-271133 - Training: Maintenance of 008 Eligibility Medi-Cal WBTs based on CA-270479
 - CA-271040 - Training: Maintenance of 007 Eligibility CalWORKs WBTs based on CA-270479
 - CA-271038 - Training: Maintenance of 006 Eligibility CalFresh WBTs based on CA-270479
- o System Test
 - CA-270995 - Training: Maintenance of 004 Clerical Support WBTs based on CA-270479
 - CA-270897 - Training: Maintenance of 002 Eligibility General WBTs based on CA-270479
- Training Environments
 - o Continued to work cross-team to troubleshoot CalSAWS Training Staging and Training Production environment tickets

Table 4.7-2 – Upcoming Training Activities

Training Activity	Date	Status
Scheduled for April 24, 2024 CAB approval (Training Production Refresh Change Request CHG0047291)	May 3-5, 2024	In Progress

4.8 Upcoming Performance Tests

- Planned upcoming Performance tests for Core Online

Table 4.8-1 – Core Online Upcoming Performance Cycle

Performance Cycle	Start Date	End Date	Status
24.05 Performance Testing	April 29, 2024	May 14, 2024	Planned
24.06 CalHEERs Testing	April 30, 2024	May 21, 2024	Planned

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

- Completed Tasks
 - o Completed the development of inbound of "Placement Application Programming Interface (API)"
 - o Completed the development of inbound and outbound "Case Worker API" and "RFI Communication API"
 - o Completed the assembly testing of "Individual Demographics API"
 - o Completed End-to-End California Automated Response and Engagement System

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- o (CARES)/CalSAWS Testing for "Case Link API" and "Individual Demographics API"
- o Created the design document to include the CalSAWS design for "Payment Instructions API – iteration 1"
- o Added the California Automated Response and Engagement System (CARES) integration design to the Application Programming Interface (API) design document for "Payment Instructions API – iteration 1"
- ▶ In Progress Tasks
 - o Developing outbound "Placement API" and "Placement Authority API"
 - o Closing the defects detected during the integration testing of "Individual Demographics API"
 - o Performing integration testing of "Case Worker API" and "RFI Communication API"
 - o Reviewing and obtaining the Business Analysts (BA) approvals for the CalSAWS design in the design document for "Payment Instructions API – Iteration 1"
 - o Reviewing and obtaining the User Group's approvals for the CalSAWS design in the design document for "Payment Instructions API – Iteration 1"
- ▶ Upcoming Tasks
 - o Develop inbound and outbound "Court Information API"
 - o Develop inbound of "Income Assets API"
- ▶ Interface Partner Integration
 - o Continue coordination with California Automated Response and Engagement System (CARES) team for schedule alignment and interface element alignment

Figure 4.9-1 California Automated Response and Engagement System (CARES) Application Programming Interface (API) Completion Status

Interface Type	Total	New	Design	Build	Integration Test	System Test
CalSAWS Hosted	20	5	8	1	6	0
CARES Hosted	19	5	8	3	3	0

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

- ▶ Completed Tasks
 - o Create two new screen page designs/mockups
 - Individual Inquiry
 - Individual Summary
 - o Create initial draft of the new data model
 - o Demonstrate approved Technical Architecture to EDD
 - o Finalize all non-production environments needed for testing
 - o Create new RDS Database for Unit Testing
- ▶ In Progress Tasks
 - o Prepare a common data model for CalSAWS time limit tables and WDTIP tables
 - o Refine front end user flows for county case workers and WDTIP users
 - o Analyze Time Limit and WDTIP batch jobs
 - o Prepare list of Application Programming Interfaces (APIs) needed
 - o Create reference architecture for user interface and backend
 - o Build infrastructure needed for assembly Testing environments
 - o Refine story backlog

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- ▶ Upcoming Tasks
 - Create more WDTIP screen page designs/mockups
 - Map backend data tables/columns from the new data model to new front-end pages
 - Analyze duplicate CIN issues in CalSAWS and WDTIP data
 - Compare CalSAWS time limit data and WDTIP data from full data dump to identify discrepancies
 - Refine EDD requirements
- ▶ Interface Partner Integration
 - Continue coordination with Employment Development Department (EDD) team for schedule alignment and interface element alignment

4.11 California Food Assistance Program (CFAP)

- ▶ Completed Tasks
 - Created requirement grouping per functional area for overall requirements identified
 - Analyzed the data model changes across the functional area
 - Created separate release branch for code deployments
 - Continuous Integration/Continuous Deployment (CI/CD) pipelines are created to deploy the Database and Code builds into Assembly Test (AT) and System Test environments
 - Refine story backlog
 - Completed person level aid code functionality design for CalFresh Program and CFAP expansion establishment logic
 - Completed Electronic Benefit Transfer (EBT) repayment detail page, recovery account detail page, Fiscal Authorized Amount logic framework and Issuance per aid code creation
 - Completed analysis of Income and Eligibility Verification System (IEVS) and SAVE jobs, Issuance API, Case Copy and Case Purge functionality
 - Completed Opt-In and Opt-Out page functionality
 - Completed WINS solution logic to be applied at household program level
 - Create new CFAP Online Interface (OI) forms for CFAP mixed households and packet updates
 - Update Medi-Cal Eligibility Data System (MEDS) AP18 and AP34 transactions
 - Update Trafficking and Crime Victim Assistance Program (TCVAP), Transitional CalFresh (TCF) and Transitional California Food Assistance Program (TCFAP) functionality with CFAP expansion
 - EBT Interface updates
- ▶ In Progress Tasks
 - Create Quality Control (QC) Review page functionality for Federal QC reviewers based on certain requirements
 - Update ICT Person Detail page for opt-in or opt-out information display at person level
 - Update Outbound Call and Text campaign batch jobs
 - Update on Able Bodied Adults with Disabilities (ABAWD) eligibility, SNB/TNB aid codes functionality

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- o Establish Over Issuance functionality for CFAP
 - o Create Notice of Action (NOA) for CFAP mixed households
 - o Update on CF 18 report for CFAP
- ▶ Upcoming Tasks
 - o One-time batch Eligibility Determination and Benefits Calculation (EDBC) and lists with CFAP expansion
 - o Update Manual and override EDBC logic
 - o Update Recoupment and expungement logic with CFAP expansion
 - o Print Central testing of new CFAP forms and NOAs
 - o Committee/Workgroup demo and Sprint retrospective planned after each milestone
 - o Training, Reports, BenefitsCal, Imaging and Virtual Assistance requirement analysis
 - o Regression testing and performance testing planned after each milestone
 - o All County demonstrations, County validation and Production deployment strategy updates before anticipated release date i.e., July or August 2025
- ▶ Interface Partner Integration
 - o Continue coordination with Department of Health Care Services (DHCS) team for new aid codes testing
 - o Continue coordination with Fidelity Information Services (FIS) team for benefit type testing
 - o Coordinate with Benefits Cal Interface team for User Centered Design (UCD) meetings

4.12 Additional Projects

4.12.1 Data Growth – Archive Phase 1

- ▶ Completed Tasks
 - o Archival in progress in test environments (AT1, SYS2)
 - o System test continued; defects resolved
- ▶ In Progress Tasks
 - o Testing alerts on unarchive service
 - o Document archival on wiki, including Change Request impact analysis and development guide
- ▶ Upcoming Tasks
 - o Performance testing
 - o Draft data migration plan based on performance testing results

4.12.2 Data Growth – Test Data Slicer

- ▶ Completed Tasks
 - o Performance tuning
- ▶ In Progress Tasks
 - 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

4.12.3 Data Growth – Archive Phase 2




- Completed Tasks
 - o Update BenefitsCal portal Application Programming Interface (API) to access journal data through new Journal API
 - o Journal/MEDS alert API deployment validation
- In Progress Tasks
 - o Update existing Journal FDS API to access new database
 - o Update online/batch job to call MEDS Alert API/queue requests for Journal API
 - o Update contact center API to call new API to access journal
- Upcoming Tasks
 - o Update journal batch jobs to handle different commit frequencies

4.12.4 County Task Management Enhancements

- Completed Tasks
 - o Resolution of questions and/or defects from the testing phase of:
 - CA-263040 (Task Management: Administration Functionality for Mass Task Closure)
 - CA-257327 (Task Management: Sunset Worklist Pages)
 - CA-253667 (Task Management: Configurable Task Categories)
- In Progress Tasks
 - o Continued support of the testing phase for the delivered enhancements as needed
- Upcoming Tasks
 - o Continued support of the testing phase for the delivered enhancements as needed

4.12.5 Premise Items

Table 4.11-1 – Premise Items

Premise Name	Status	Phase	Progress/Updates
Multiple SFY			
California Automated Response and Engagement System (CARES)		Development	Please refer to section 4.9 for detailed updates on FCED / CARES
Welfare Data Tracking Implementation Project (WDTIP) Upgrades		Development	Please refer to section 4.10 for detailed updates on WDTIP
California Food Assistance Program (CFAP) Expansion		Development	On track. Please refer to section 4.11 for detailed updates on CFAP.

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Premise Name	Status	Phase	Progress/Updates
CF Discontinuance of Gambling Wins	●	Not yet started	Pending State translations
CW Overpayments (SB 726)	●	Committee approval phase	On track to complete design by May, 2024
Work Registration CalFresh Disqualification Notice Update	●	Not yet started	CA-240701 planned for 24.11 Pending State translations
CalFresh Reinstatement Approval & Denial Notice Revisions	●	Not yet started	CA-265360 planned for 24.11 Pending state translations
CF Simplification	●	Development	CA-257149 planned for 24.05.x1 release
HAP Eviction (SB 1083)	●	Development	CA-275294 planned for 24.03.x4 and other SCRs moved to next SFY
Family Reunification AB 135	●	Not yet started	CA-233160 planned for 25.01
CW Work Requirements (AB 2300)	●	System Test	CA-253759 planned for 24.05. Other SCRs planned for next SFY due to pending State translations
SFY 2023/24			
Able-Bodied Adults without Dependents (ABAWD)	●	System Test	On track
Foster Care Eligibility Determination (FCED) Solution	●	Development	On track
CF Public Assistance Definition Alignment	●	Development	On track
Transitional Nutrition Benefits Recertification Hold (Auto)	●	System Test	On track
Cal-OAR Modifications and Cal-OAR Client Satisfaction Survey	●	System Test	On track
Healthy Futures for Foster Youth	●	System Test	On track
New Required Notices and STAT 47 Report Modification	●	System Test	On track
Undocumented 26-49 Full Scope Expansion	●	System Test	On Track
Reimbursement for Food Benefit Theft Automation	●	Development	CA-270709 planned for 24.05.x1
CF Disaster Application Revision	●	Development	CA-274970 planned for 24.05.x1
Stage One Continuous Eligibility – Automation	●	System Test	CA-272999 planned for 24.03.x4

Premise Name	Status	Phase	Progress/Updates
Extend Medi-Cal Suspension for Incarcerated Adults	●	Development	CA-256933 planned for 24.05.x1
BenefitsCal Parity with Get CalFresh	●	System Test	CA-208406 planned for 24.05
CW Reminder Notice at Redetermination	●	Development	CA-265913 planned for 24.03.x4
CalWORKs Child Support Pass-through to Families	●	System Test	CA-265202 planned for 24.05

Legend	
●	On Track
●	At Risk
●	Not on track/Monitor

4.13 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
 - None for the reporting period
- ▶ Contra Costa County
 - None for the reporting period
- ▶ Marin County
 - None for the reporting period
- ▶ Monterey County
 - Implementing a new business model for the Call Center separating focused staff for phone calls and focused staff for task processing
 - Finalizing our procedure for processing return mail using the Return Mail Report procured through CalSAWS
 - Preparing and planning for a new business model in the Intake bureau that specializes intake workers and better uses CalSAWS functionality including task banks and Get Next
 - Initiating effort to clean up the Welfare to Work (WTW) CalSAWS entries prior to the upcoming re-run of the WTW 25/25A report as directed in the CalSAWS Request for Information (CRFI).
 - Finishing the hiring process for a new induction class of EWs to begin in early May
- ▶ Napa County
 - Began the Returned Mail Process through CalSAWS on April 1, 2024. Still working through internal processes, however very satisfied with the reporting and tasks received.

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- ▶ San Benito County
 - None for the reporting period
- ▶ San Mateo County
 - Implementing a new business model for its Call Center separating focused staff for phone calls and focused staff for task processing
 - Finalizing its procedure for processing return mail using the Return Mail Report procured through CalSAWS
 - Preparing and planning for a new business model in the Intake bureau that specializes intake workers and better uses CalSAWS functionality including task banks and Get Next
 - Initiating effort to clean up its Welfare to Work (WTW) CalSAWS entries prior to the upcoming re-run of the WTW 25/25A report as directed in CRFI.
 - Finishing the hiring process for a new induction class of Eligibility Workers (EWs) to begin in early May
- ▶ San Francisco County
 - None for the reporting period
- ▶ Santa Clara County
 - Implementing a new business model for the Call Center separating focused staff for phone calls and focused staff for task processing
 - Finalizing its procedure for processing return mail using the Return Mail Report procured through CalSAWS
 - Preparing and planning for a new business model in our Intake bureau that specializes intake workers and better uses CalSAWS functionality including task banks and Get Next.
 - Initiating effort to clean up our WTW CalSAWS entries prior to the upcoming re-run of the WTW 25/25A report as directed in CRFI.
 - Finishing the hiring process for a new induction class of EWs to begin in early May
- ▶ Santa Cruz County
 - None for the reporting period
- ▶ Solano County
 - Implementing a new business model for its Call Center separating focused staff for phone calls and focused staff for task processing
 - Finalizing its procedure for processing return mail using the Return Mail Report procured through CalSAWS
 - Preparing and planning for a new business model in its Intake bureau that specializes intake workers and better uses CalSAWS functionality including task banks and Get Next
 - Initiating effort to clean up its WTW CalSAWS entries prior to the upcoming re-run of the WTW 25/25A report as directed in CRFI.
 - Finishing the hiring process for a new induction class of EWs to begin in early May
- ▶ Sonoma County
 - None for the reporting period

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

- ▶ Alpine County
 - No updates during this reporting period
- ▶ Amador County
 - No updates during this reporting period
- ▶ Calaveras County
 - Currently hiring for Eligibility Specialists and soon Employment Services Workers
- ▶ El Dorado County
 - South Lake Tahoe Office has a Supervisor Position open, and they are onboarding new staff and making some staffing shifts
 - Found the February Refresher Imaging Training very helpful for staff
- ▶ Mono County
 - Working on their Medi-Cal (MC) and have dedicated Tuesdays to "Renewal Days" where everyone works on MC renewals
- ▶ Nevada County
 - Installed Kiosks and working on setting up their document routing rules
 - Their BOS has approved an Eligibility and Employment appreciation month
- ▶ Placer County
 - Added a new position for the Justice Involved population and now have a total of three
 - Had an OT Project that used Get Next Functionality and it worked well for getting things completed and assisted greatly with productivity
- ▶ Sacramento County
 - No updates during this reporting period
- ▶ Sierra County
 - No updates during this reporting period
- ▶ Sutter County
 - Has several vacancies and is trying to get two classes going at the same time
- ▶ Tuolumne County
 - No updates during this reporting period
- ▶ Yolo County
 - Several positions for Public Assistance Specialist (PAS') open and looking at more openings for Supervisors
 - They will have a new Fair Hearings officer coming onboard as well as a Trainer
 - Have connected to Enhanced Data Reporting (EDR) and are in the beginning stages of working through it
 - This year's focus is going to be looking at the CalSAWS functionality not being used by the County to enhance Business Processes
- ▶ Yuba County
 - Have vacant Program managers and Eligibility Specialists positions.
 - 5 Eligibility Trainers (ETs) that came out of induction will be in transition unit for 3 months
 - Working on Workload Process changes

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

- ▶ Butte County
 - No updates during this reporting period
- ▶ Colusa County
 - No updates during this reporting period
- ▶ Del Norte County
 - No updates during this reporting period
- ▶ Glenn County
 - No updates during this reporting period
- ▶ Humboldt County
 - No updates during this reporting period
- ▶ Lake County
 - No updates during this reporting period
- ▶ Lassen County
 - No updates during this reporting period
- ▶ Mendocino County
 - No updates during this reporting period
- ▶ Modoc County
 - No updates during this reporting period
- ▶ Plumas County
 - No updates during this reporting period
- ▶ Shasta County
 - No updates during this reporting period
- ▶ Siskiyou County
 - No updates during this reporting period
- ▶ Tehama County
 - No updates during this reporting period
- ▶ Trinity County
 - No updates during this reporting period

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

- ▶ Fresno County
 - Department of Social Services (DSS) is excited to announce former Deputy Director has accepted a new role as Assistant Director of DSS. She has 35 years of service in the County with over eight years as a Program Manager and eight and a half years as a Deputy Director.
 - The Director has a new Executive Assistant who has nearly 24 years of experience with the County.
 - DSS has welcomed its first Public Information Officer assigned to the department.
- ▶ Inyo County
 - No updates during this reporting period
- ▶ Kern County
 - The County has fully installed the additional kiosks in its lobby and now has a fully

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functional Kiosk room with 7 kiosks for customers to upload documents. It has one staff assigned to the kiosk room to assist customers as needed. So far, it has worked out well. The County also installed a 4th window in its lobby for EBT card issuance.

- o The County received a Mobile Vehicle to be used for Outreach and Enrollment and has events planned for next month during CalFresh Awareness Month. It also held a Resource Fair for employees where the mobile unit was introduced and held a contest with staff to name it. During the Resource Fair, the department was also designated as the first Blue Zone Certified Department in the County. Kern County looks forward to being able to take its mobile vehicle out into the community for greater access and awareness of its services
- ▶ Kings County
 - o No updates during this reporting period
- ▶ Madera County
 - o No updates during this reporting period
- ▶ Mariposa County
 - o Currently the process of filling several vacancies for Eligibility Specialist (ES) I, II, III, and a Social Worker (SW) III in Welfare to Work
 - o Mariposa County's Services Support Assistant III (MEDS Clerk) is retiring and It is recruiting for her position.
 - o The County's work with North County Outstation continues
 - o County Director will be assuming the role of Acting Chief Administrative Officer (CAO) as the current CAO is departing the County on May 10, 2024
- ▶ Merced County
 - o No updates during this reporting period
- ▶ San Joaquin County
 - o No updates during this reporting period
- ▶ San Luis Obispo County
 - o No updates during this reporting period
- ▶ Stanislaus County
 - o The department released a new mission statement: "We build community by cultivating safety, stability, and resiliency – strengthening the foundation for all."
 - o Continues to aggressively hire for the induction training classes to address the staffing challenges
 - o The County Operations Redesign Effort (CORE) redesigning the intake section and streamlining processes to increase its application process timeliness continues. In March the planning phase completed, and it is moving into the readiness phase with an anticipated implementation date of early May.
- ▶ Tulare County
 - o No updates during this reporting period

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

- ▶ Imperial County
 - No updates for this reporting period
- ▶ Orange County
 - No updates for this reporting period
- ▶ Riverside County
 - No updates for this reporting period
- ▶ San Bernardino County
 - No Updates for this reporting period
- ▶ San Diego County
 - Completed their first county wide Disaster CalFresh application period. The County thanked the CalSAWS teams for supporting San Diego County in their efforts to issue disaster benefits.
- ▶ Santa Barbara County
 - No Updates for this reporting period
- ▶ Ventura County
 - No updates for this reporting period

Region 6 (Los Angeles County)

- ▶ Los Angeles County
 - Region 6 Management site visit will be held on April 23, 2024
 - Los Angeles County is preparing a follow up visit at Orange County during the summer for executives to walk through the kiosk function within the lobby
 - 24.05 Release validation kick-off orientation was held on April 11, 2024
 - Los Angeles County core liaisons meeting will be held on April 24, 2024. The core liaisons meeting is scheduled for CalSAWS liaisons within Los Angeles County to review 24.05 CalSAWS Guide
 - Los Angeles County Management Council is scheduling a webinar regarding Artificial Intelligence and how it can change the work on April 30, 2024

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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

Appendix E – CalSAWS Project Gantt Chart