CALSAWS M&O BI-WEEKLY STATUS REPORT

Reporting Period: April 22, 2024 – May 5, 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 123 active Production defects
Incidents		► CALSAWS BROADCAST: Starting at 9:15 a.m. on April 26, 2024, Users were experiencing issues with Client Index Number (CIN) Search functionality. As of 10:15 a.m. on April 26, 2024, the issue was resolved. Department of Health Care Services (DHCS) confirmed continued stability of CIN services and CalSAWS Users continue to perform CIN searches and transactions at normal speeds. PRB0048990

Legend	
🟢	On Track
🟡	At Risk
🔴	Not on track/Monitor

1.2   Highlights from the Reporting Period

► The CalSAWS team successfully deployed the following priority releases since the last reporting period.
  o Ten priority releases that included 30 System Change Requests (SCRs) and 117 defects, a total of 147 items

Table 1.2-1 Priority Releases

Minor version (Release date)	Issue Type		Grand Total
Team Responsible	**Defect**	**SCR**	
24.04.23 (April 23, 2024)	**10**	**0**	**10**
Batch/Interfaces	1	0	1
CalHEERS	2	0	2
Eligibility	1	0	1
Fiscal	2	0	2
Online	4	0	4
24.04.25 (April 25, 2024)	**41**	**9**	**50**
Analytics	4	0	4

Minor version (Release date)	Issue Type		Grand Total
Team Responsible	**Defect**	**SCR**	
Batch Operations	0	2	2
Batch/Interfaces	3	0	3
BenefitsCal	4	2	6
CalHEERS	3	0	3
Client Correspondence	4	1	5
Contact Center	10	2	12
Fiscal	1	0	1
Online	1	0	1
Reports	7	0	7
Virtual Assistant	2	2	4
Voice Bots / RPA	2	0	2
24.04.26 (April 26, 2024)	**1**	**1**	**2**
Analytics	1	0	1
Batch/Interfaces	0	1	1
24.04.28 (April 28, 2024)	**5**	**0**	**5**
Batch/Interfaces	1	0	1
DBA	1	0	1
Fiscal	1	0	1
Imaging	2	0	2
24.04.29 (April 29, 2024)	**32**	**12**	**44**
Batch/Interfaces	1	1	2
Client Correspondence	17	11	28
Contact Center	2	0	2
Eligibility	4	0	4
Fiscal	4	0	4
Online	3	0	3
Voice Bots / RPA	1	0	1
24.04.30 (April 30, 2024)	**5**	**1**	**6**
Batch/Interfaces		1	1
Minor version (Release date)	Issue Type		Grand Total
Team Responsible	**Defect**	**SCR**	
CalHEERS	1	0	1
Eligibility	1	0	1
Fiscal	1	0	1
Online	2	0	2
24.05.01 (May 01, 2024)	**2**	**0**	**2**
Contact Center	1	0	1
Voice Bots / RPA	1	0	1
24.05.02 (May 02, 2024)	**21**	**4**	**25**
Batch/Interfaces	1	0	1

Minor version (Release date)	Issue Type		Grand Total
Team Responsible	Defect	SCR	
BenefitsCal	3	0	3
CalHEERS	1	0	1
Client Correspondence	1	2	3
Eligibility	1	0	1
Fiscal	3	2	5
Online	4	0	4
Reports	6	0	6
Tech Ops	1	0	1
24.05.03 (May 03, 2024)	**0**	**1**	**1**
Batch Operations	0	1	1
24.05.05 (May 03, 2024)	**0**	**2**	**2**
Training	0	2	2
Grand Total	**117**	**30**	**147**

► Planned Outages:
  o 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 were unable to login to the CalSAWS, BenefitsCal and Online CalSAWS Appraisal Tool (OCAT) applications. The read-only version of the CalSAWS application was not available.
      • From 10:00 p.m. on Friday, May 3, 2024, until 2:00 a.m. on Saturday, May 4, 2024, the CalSAWS Identity Access, and Management Solution (ForgeRock) is scheduled for maintenance. During this period, Users will be unable to login to the CalSAWS, BenefitsCal and OCAT applications. In addition, the "Read Only" version of the CalSAWS application will not be available.
      • On May 12, 2024, from 2:00 p.m. to 6:30 p.m., the CalSAWS application will be unavailable. CalSAWS Users will be redirected to a read-only version of the CalSAWS application.
    ▪ CalSAWS Learning Management System (LMS) Maintenance
      • On April 26, 2024, from 7:00 p.m. to 9:00 p.m., Users were unable to access the CalSAWS Learning Management System (LMS)
    ▪ CalSAWS Training Production Environment Maintenance
      • Training Production Environment refresh was scheduled from 6:00 p.m. on Friday, May 3, 2024, until 8:00 PM on Sunday, May 5, 2024.
    ▪ CalSAWS Adhoc Reporting Database
      • On May 12, 2024, from 12:00 p.m. to 4:00 p.m., Adhoc Reporting database will be unavailable for Apex, Enhanced Data Reporting (EDR), and Adhoc reports Users
    ▪ BenefitsCal Maintenance/Limited Access:
      • From 10:00 p.m. on Friday, May 3, 2024, until 2:00 a.m. on Saturday, May 4, 2024, Users were unable to login to the BenefitsCal application
      • On May 12, 2024, from 2:00 p.m. to 6:30 p.m., the BenefitsCal

application will be available for customer and Community Based Organization (CBO) Users for submitting applications, renewals, and System Access Requests (SARs); however, transactions from BenefitsCal will be queued and released for processing upon completion of CalSAWS maintenance activities. The following features will not be available in BenefitsCal: Message Center (notices, messaging, actions, 2-way messaging), appointments, verification of benefits (VOB), CBO account creation, case-link, communication preference updates, and support requests. E-applications submitted from BenefitsCal will be routed to the office selected by the participant instead of the default County office.

2.0   Project Management

2.1   Project Deliverables Summary

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

DEL #	DELIVERABLE NAME	TEAM	STATUS [1]	STATUS
N/A	N/A	N/A	🟢	• None to note for the reporting period

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

2.2   Highlights from the Reporting Period

Table 2.2-1 – Project Management Status Agenda Topic

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	• None to note for the reporting period

► Submitted the Draft Deliverable for the CalSAWS Project Control Document Update #5 on schedule
► Continued Project administration, office management support, and financial management tasks
► Continued CalSAWS Risks and Issues Management Group (RMG) activities, including:
  o Continued to work with risk and issue owners to monitor risks and update risk mitigation plans for CalSAWS DD&I Project risks and issues
► Continue activities to support Project staff working remotely
  o Continued developing Project communications, as needed
  o Distributed the Bi-Monthly CalSAWS Connect on May 2, 2024
► Completed materials to support Monthly Joint Powers Authority (JPA) Meeting scheduled on May 10, 2024

► Began drafting materials to support Monthly Project Steering Committee (PSC) Meeting scheduled on May 16, 2024
► Continued performing contract management activities:
  o Amendment 32 (May JPA) was approved by State and Federal partners. It includes:
    ▪ CalSAWS R&A funding increase
    ▪ CalSAWS County Purchase Order (CPO) funding increase
    ▪ Imaging extension
    ▪ Cost Optimizations _Partitioning
    ▪ Security upgrades
    ▪ NIST Rev 5 updates
    ▪ Redesign CalSAWS Purge Components
► Continued planning the implementation of requirements from the Department of Health Care Services (DHCS) and California Department of Social Services (CDSS) Privacy and Security Agreements (PSAs) that were approved by the JPA Board of Directors on April 16, 2021

2.3   Communications Management

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

Table 2.3-1 – Website Support Activities

TASK	DATE	TASK TYPE
Updated CalSAWS website plugins / Themes	May 2, 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 May 5, 2024

Table 2.4-1 – CITs

CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0062-24	Scheduled CalSAWS Maintenance - System Downtime Notification – 4/28/2024	Informational	April 22, 2024	Anand Kulkarni	Pete Quijada
0063-24	CA-276107 Update JA - Self-Service Portal (SSP) - Case Link Requests Due to CA-261398	Informational	April 22, 2024	Dymas Pena	Laura Ould
0064-24	New Alternative Worker Name on Correspondence	Informational	April 24, 2024	María Arceo	Dymas Pena
0065-24	BenefitsCal Fact Sheet for Case Linking and MFA Case Linking Verification	Informational	April 25, 2024	Marsale Eramya	Carrie White
0066-24	July 2024 Postage Rate Changes	Informational	April 26, 2024	Geoff Cosner	Julie Holmes
0067-24	Scheduled CalSAWS Maintenance - System Downtime Notification – 5/12/2024	Informational	April 30, 2024	Anand Kulkarni	Pete Quijada
0068-24	Scheduled CalSAWS Maintenance - System Downtime Notification – 5/19/2024	Informational	May 2, 2024	Anand Kulkarni	Pete Quijada
0069-24	CalSAWS Case Data Removal Schedule For 2024; Case Data Removal Batch Job Begins Friday May 3rd, 2024	Informational	May 2, 2024	Frederick Gains	Henry Arcangel

► The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending on May 5, 2024

Table 2.4-2 – CRFIs

CRFI ID	Subject	Distribution Date	Status	Response Due Date	CalSAWS Contact
24-015	CalSAWS SCR Lifecycle Virtual M&E Roadshow - Participant Request	April 8, 2024	Closed	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 May 5, 2024

Table 2.4-3 – Overdue CRFI

CRFI ID	Subject	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
24-017	Request for Counties to Identify Participants for County Release Readiness Discovery Sessions	San Benito County	Amador, Calaveras, Mono, Nevada, Sierra, Tuolumne, and Yuba Counties	Colusa, Del Norte, Plumas, Siskiyou, Tehama, and Trinity Counties	Inyo, Kings, Madera, Counties	Ventura 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
Assigned	16
Completed	1161
Duplicate	20
In review	4
Withdrawn	44
Pending clarification	5
Total	**1250**

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	Pending Clarification	March 27, 2024	No response	
SIRFRA 1370	1370 - Unwinding Discontinuance Data - Failure to Complete Apr'24	Assigned	May 8, 2024	No response	
SCERFRA 24-904	24-904 - AB 2452 -CalWORKs: Supportive Services	Completed	March 29, 2024	April 23, 2024	
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	Completed	April 25, 2024	May 7, 2024	
SIRFRA 1367	SIRFRA 1367 - End of CCR Renewal Data Request - RE Month June 2024	Completed	April 29, 2024	April 30, 2024	
SIRFRA 1372	1372 - Accelerated Enrollment Enhancement	Completed	April 30, 2024	May 2, 2024	
SIRFRA 3974	3974 - Early Denial Waiver Extension Data	Completed	April 30, 2024	April 29, 2024	
SIRFRA 3973	3973 - CalSAWS Migration Impact on County Reports	Completed	May 8, 2024	May 7, 2024	
SCERFRA 24-512	24-512 - Foster Care Rates Proposal TBL	Assigned	May 17, 2024	No response	
SIRFRA 1371	1371 - MEDS Alert Monitoring - April 2024	In review	May 6, 2024	No response	
SIRFRA 1368	1368- PHE Renewal and Demographics Data - April 2024	Assigned	May 7, 2024	No response	
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)
  o Completed Activities
    ▪ Distributed content for May Wellness Wednesday – National Pet Month
    ▪ Request for Poetry for the CalSAWS Poetry Contest
    ▪ Content for CalSAWS Connect
      • Poetry Contest Update

- National Pet Month
- Mental Health Mondays
  - o Current Activities
    - Wellness Wednesday Pop-up workout events
      - 10-minute workouts, different theme each week continues through May
    - Mental Health Awareness; Mental Health Monday
  - o Upcoming activities and events
    - Best vacation 2024
    - SAWS memorabilia
    - Annual Art Tour

2.7   Inclusion, Diversity and Equity Advancement (IDEA)

- ► Co-Create Phase
  - o CalSAWS "We Are One" SharePoint Site
    - Continued to update the "We Are One" website tab
  - o Pulse Survey
    - Pulse Survey migrated into Microsoft Forms and ready for pilot and feedback
  - o CalSAWS Table Talks
    - Began planning for May 2024 Table Talk on Character Strengths
    - Draft communications for Table Talk event
  - o Buddy Program
    - Buddy Program survey pilot complete
    - Distributed project communications regarding upcoming round of the buddy program
    - Created new buddy program timeline
    - Drafted communications for buddy program sign-up survey to be released May 6 and survey to close on May 10.
    - Distribute calendar invite for the Buddy Program kick-off event on May 24
  - o Employee Resource Group (ERG) Council
    - Facilitated meeting with ERG Council and guest speaker to confirm topic, date, and time for Mental Health Awareness event.
    - "Where to Start? Taking Charge of Your Wellbeing" on May 22 at 12:00-12:30 p.m. with guest speaker Noe Avila
    - Calendar invite drafted and to be released 2 weeks prior to event (May 8 at 10:00 a.m.)
  - o Great Place to Work
    - Scheduled Virtual Game Hour for the third Friday of each month
- ► General
  - o Promote the buddy program, mental health awareness month event, and table talk at the May virtual all-staff meeting
  - o Continued efforts to increase prioritization and capacity building to enable CalSAWS to sustain IDEA
  - o Continued working with CalSAWS staff to create and present Inspiration Stations during monthly virtual CalSAWS Project All Staff Meetings
  - o Continued to partner with the CalSAWS Connect team to provide content for the CalSAWS monthly newsletter

  o Continued to engage the Employee Resource Groups (ERGs) to assist with events or ideas to represent their members across the CalSAWS Project

2.8 Deviation from Plan/Adjustments

 ► None for the reporting period

3.0 Maintenance and Operations

3.1 Highlights from the Reporting Period

Table 3.1-1 – Maintenance and Operations Status Agenda Topic

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
3.1.2 CalSAWS Help Desk Metrics	• The current compliance for May Month to Date (MTD) is 99.6%

3.1.1 Service Management Overview

 ► No updates to provide

3.1.2 CalSAWS Help Desk Metrics

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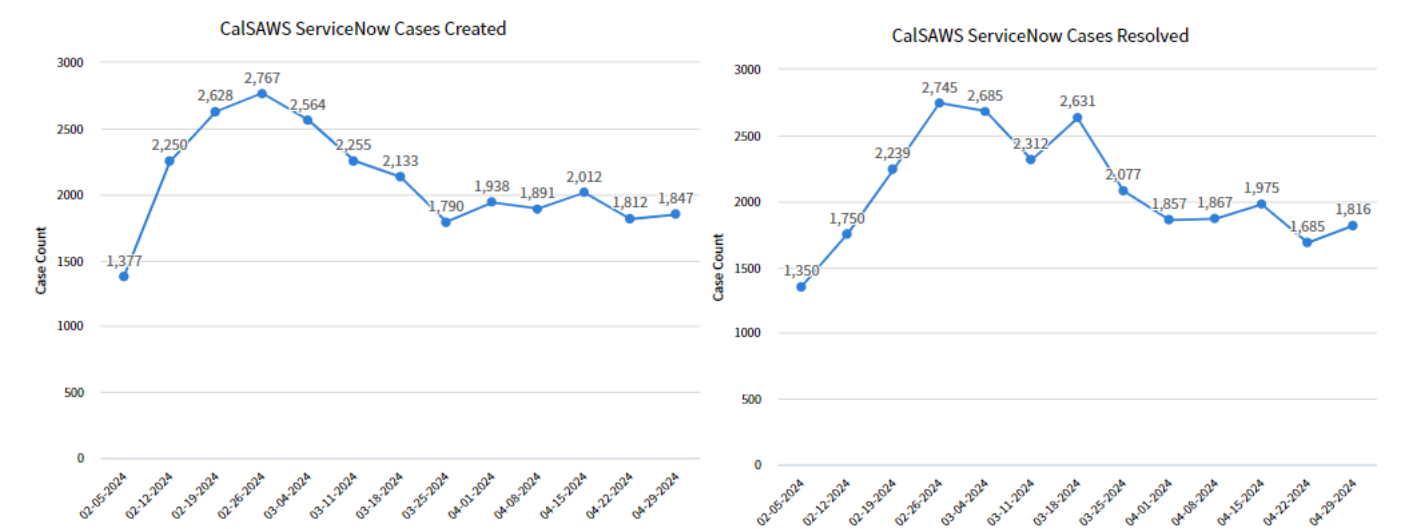
Note: The graphs represent the ServiceNow cases associated to all 58 Counties. Cases represent the first level of ticketing that enters the ServiceNow system. The dates in x-axis represent the start of a week but the data is inclusive of the entire week.

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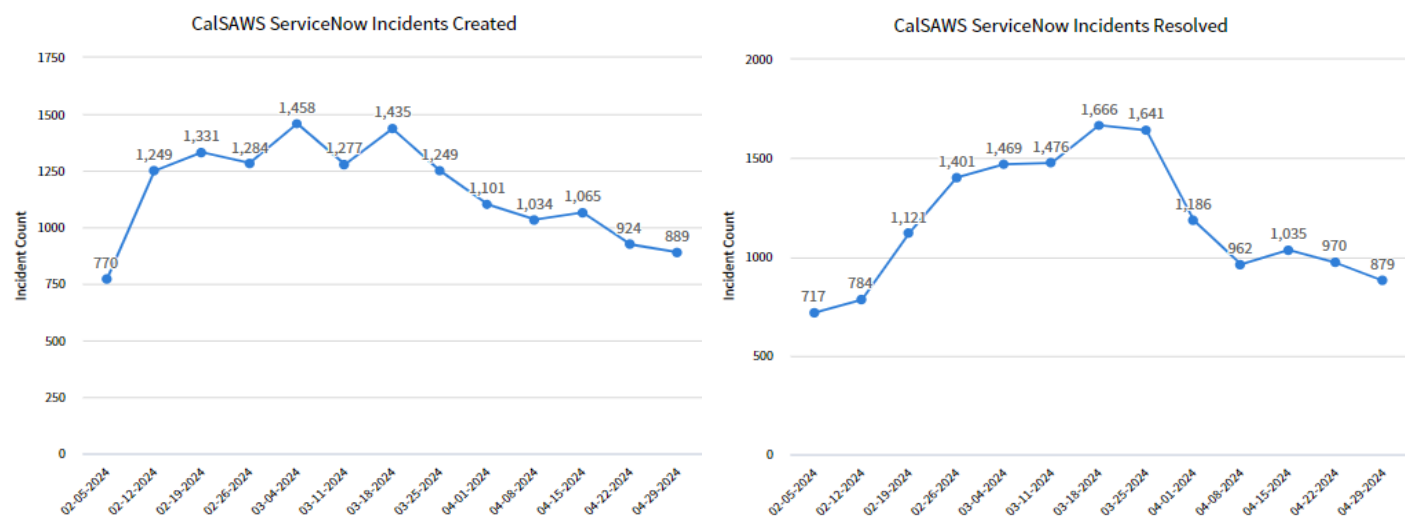
Note: The graphs represent the ServiceNow Incidents associated to all 58 Counties. Incidents are escalations derived from case attempts to triage the issue. The dates in x-axis represent the start of a week but the data is inclusive of the entire week.

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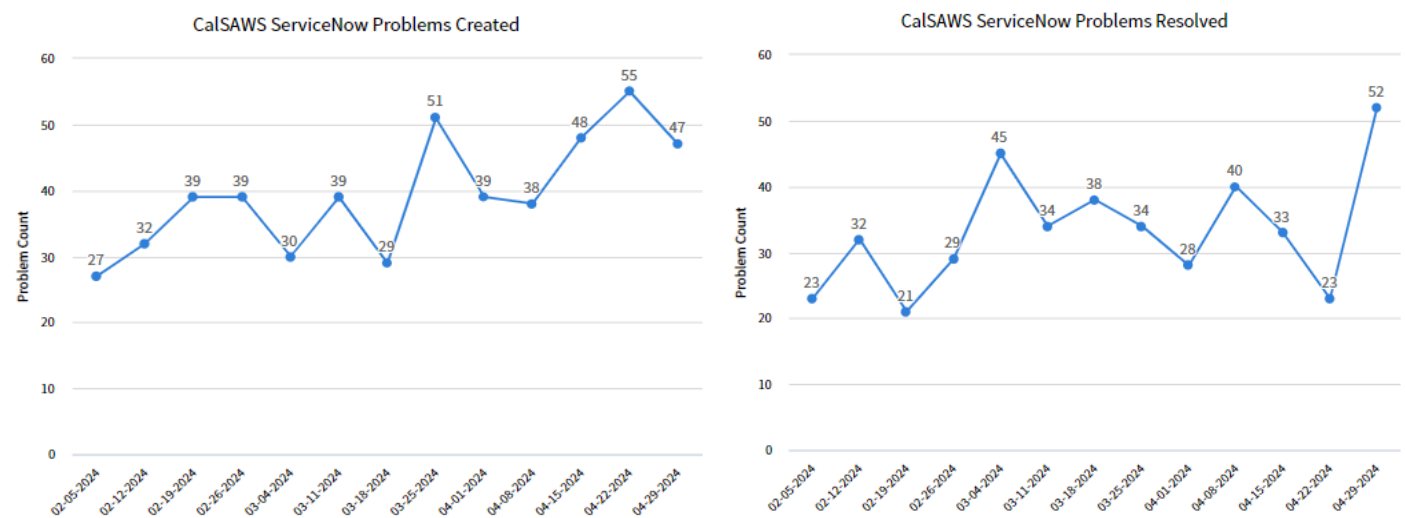
Note: The graph represents the ServiceNow problems associated to 58 Counties. Problems represent issues that can have a many to one relationship with incidents and the final step in escalation. The dates in x-axis represent the start of a week but the data is inclusive of the entire week.

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	2	111	20	7	12	18	13	3	**186**
In progress	1	145	34	14	41	20	18	10	**283**
On hold	0	140	57	49	213	302	873	43	**1,677**
Resolved	0	351	415	600	384	92	45	5	**1,892**
Closed	8	1	3	29,461	66,187	13,623	8,836	2,655	**120,774**
Problem in Diagnosis	0	2	4	1	0	0	1	0	**8**
Total	**11**	**750**	**533**	**30,132**	**66,837**	**14,055**	**9,786**	**2,716**	**124,820**

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

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

Incidents by State (New) & Age (30 - 180+ Days)

Organization	Value
Consortium	17
Deloitte	6
Gainwell	0
Accenture	11
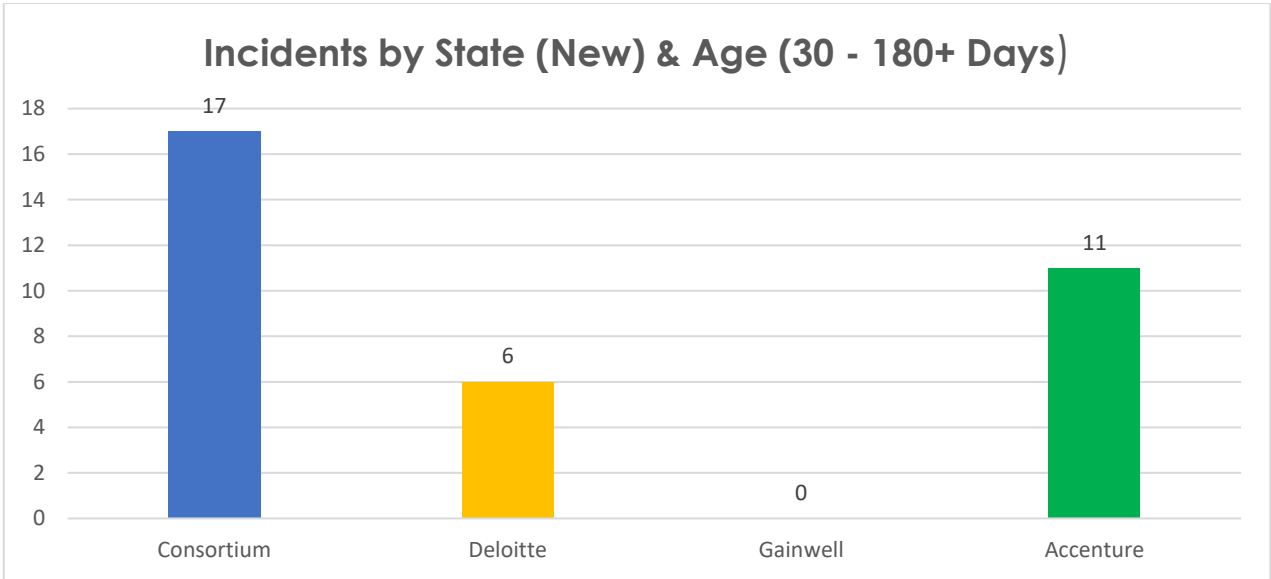
Table 3.1.2-9 – CalSAWS ServiceNow Incidents by State (New) and Category

Organization	Helpdesk Incidents	Infrastructure Incidents	Total Incidents
Consortium	17	0	**17**
Deloitte	6	0	**6**
Gainwell Technologies	0	0	**0**
Accenture	11	0	**11**
Total	**34**	**0**	**34**

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

Incident by State (In Progress) & Age (30 - 180+ Days)

Organization	Value
Consortium	30
Deloitte	0
Gainwell	1
Accenture	17
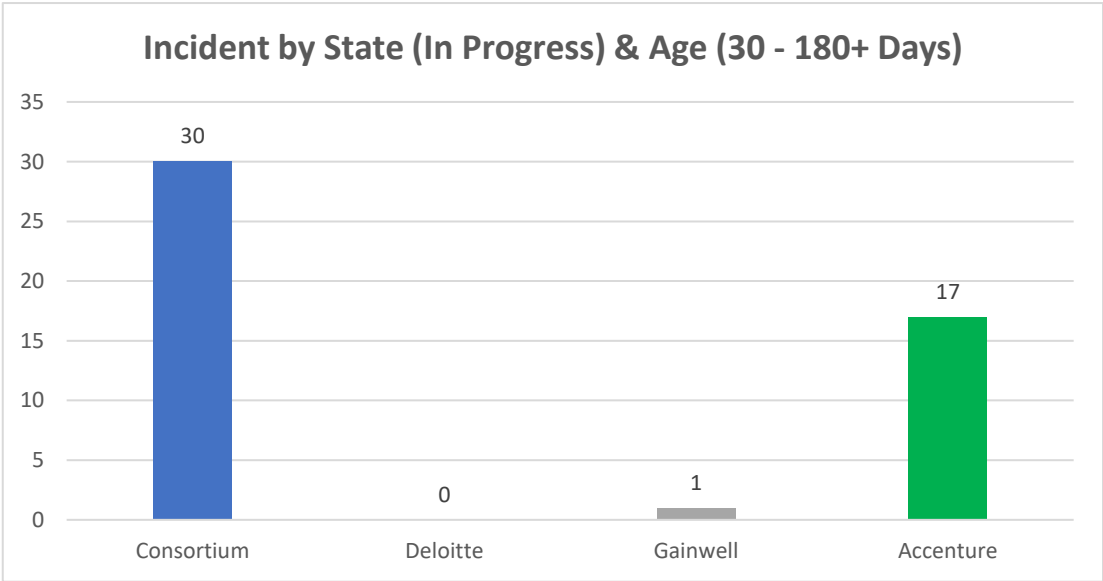
Table 3.1.2-11 – CalSAWS ServiceNow Incidents by State (In progress) and Category

Organization	Helpdesk Incidents	Infrastructure Incidents	Total
Consortium	30	0	**30**
Deloitte	0	0	**0**
Gainwell Technologies	1	0	**1**
Accenture	12	5	**17**
Total	**43**	**5**	**48**

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

Table - 3.1.2-12 – Aging Incident Backlog

Aging Incident Backlog (New & In Progress State for 30+ Days)
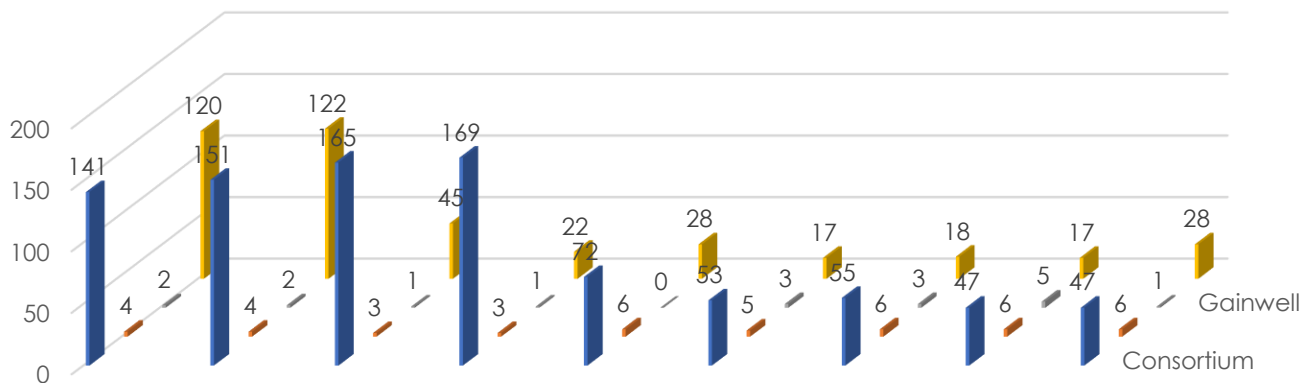
	14-Jan	28-Jan	11-Feb	25-Feb	10-Mar	24-Mar	8-Apr	22-Apr	5-May
Consortium	141	151	165	169	72	53	55	47	47
Deloitte	4	4	3	3	6	5	6	6	6
Gainwell	2	2	1	1	0	3	3	5	1
Accenture	120	122	45	22	28	17	18	17	28

■Consortium ■Deloitte ■Gainwell ■Accenture

Figure 3.1.2-13 – CalSAWS ServiceNow Incidents by Resolution Code

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

CalSAWS ServiceNow Incidents by Resolution Code
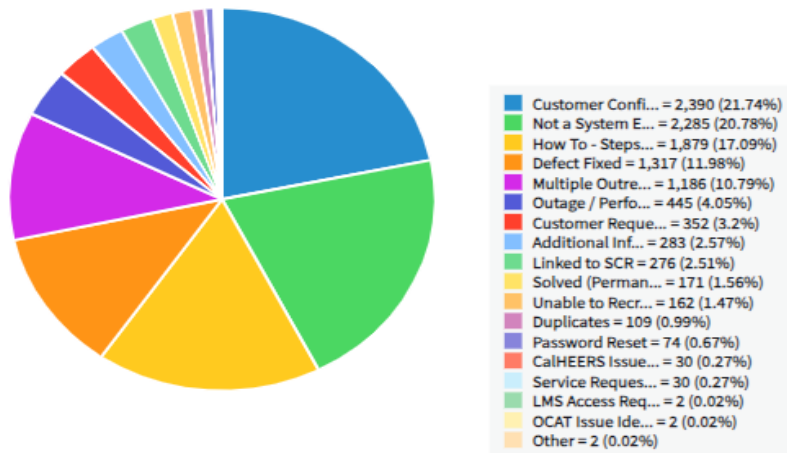
Resolution code	Incident Count	Percentage of Incidents
Customer Confirmed Issue is Resolved	2,390	21.74%
Not a System Error - With Explanation	2,285	20.78%
How To - Steps to Proceed Provided	1,879	17.09%
Defect Fixed	1,317	11.98%
Multiple Outreach Attempts – No Response	1,186	10.79%
Outage / Performance Degradation	445	4.05%
Customer Requested Closure	352	3.2%
Additional Information Needed	283	2.57%
Linked to SCR	276	2.51%
Solved (Permanently)	171	1.56%
Unable to Recreate Issue	162	1.47%
Duplicates	109	0.99%
Password Reset	74	0.67%
CalHEERS Issue Resolved	30	0.27%
Service Request Created - With Request Number	30	0.27%
LMS Access Request	2	0.02%
OCAT Issue Identified	2	0.02%
Other	2	0.02%
Total	**10,995**	**100%**

Figure 3.1.2-14 – CalSAWS ServiceNow Incidents Created by Category

Note: The pie chart below represents Incidents by Category created within the past two months. The 3,040 listed as **Other** are for selected categories that had less than 83 incidents. Please view the CalSAWS Incidents by Category Breakdown report to see a complete list of all categories selected for the 8,160 incidents.

CalSAWS Incidents by Category

- BenefitsCal > ... = 2,640 (32.35%)
- Contact Center... = 281 (3.44%)
- CalSAWS Applic... = 267 (3.27%)
- CalSAWS Applic... = 180 (2.21%)
- CalSAWS Applic... = 152 (1.86%)
- Contact Center... = 129 (1.58%)
- Contact Center... = 126 (1.54%)
- CalSAWS Applic... = 125 (1.53%)
- CalSAWS Applic... = 120 (1.47%)
- Imaging > Perc... = 114 (1.4%)
- BenefitsCal > ... = 112 (1.37%)
- Contact Center... = 112 (1.37%)
- CalSAWS Applic... = 108 (1.32%)
- Imaging > Unab... = 105 (1.29%)
- CalSAWS Applic... = 104 (1.27%)
- CalSAWS Applic... = 96 (1.18%)
- BenefitsCal > ... = 95 (1.16%)
- CalSAWS Inform... = 87 (1.07%)
- CalSAWS Applic... = 84 (1.03%)
- Imaging > Othe... = 83 (1.02%)
- Other = 3,040 (37.25%)

Category(u_category)	Incident Count	Percentage of Incidents
BenefitsCal > Access Issue > Customer	2,640	32.35%
Contact Center > Default CCP	281	3.44%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Incorrect Eligibility Results	267	3.27%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Other	180	2.21%
CalSAWS Application/Related Systems > Production > Medi-Cal Eligibility Determination > EDBC Results	152	1.86%
Contact Center > eCCP > Telephonic Signature	129	1.58%
Contact Center > Other	126	1.54%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > Other	125	1.53%
CalSAWS Application/Related Systems > Production > Client Correspondence > NOAs	120	1.47%
Imaging > Perceptive Experience	114	1.4%
BenefitsCal > System/Technical Issue	112	1.37%
Contact Center > Amazon Consule (eCCP) > Other	112	1.37%
CalSAWS Application/Related Systems > Production > Reports > Scheduled	108	1.32%
Imaging > Unable to View Images	105	1.29%
CalSAWS Application/Related Systems > Production > Performance > Slowness	104	1.27%
CalSAWS Application/Related Systems > Production > Medi-Cal Eligibility Determination > Other	96	1.18%
BenefitsCal > Case Link Request	95	1.16%
CalSAWS Information Request	87	1.07%
CalSAWS Application/Related Systems > Production > Performance > Other	84	1.03%
Imaging > Other	83	1.02%
Other	3,040	37.25%
Total	**8,160**	**100%**

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

CalSAWS ServiceNow Cases Created for Remote Maintenance
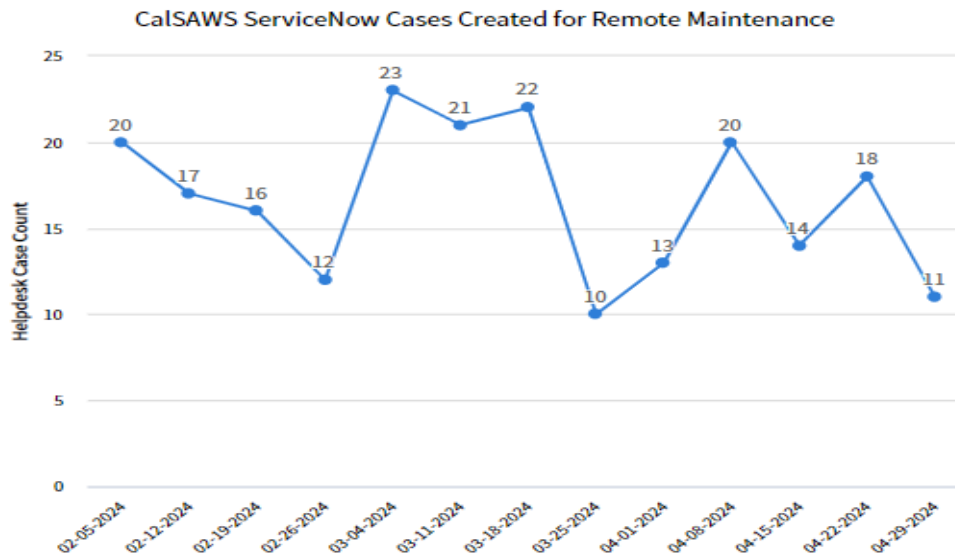
► The Monthly Level 3 Helpdesk Diagnosis Service Level Agreement (SLA) graph below represents the Level 3 Helpdesk compliance metric for closed incidents. The current compliance for May Month to Date (MTD) is 99.6%

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

Monthly Level 3 Helpdesk Diagnosis
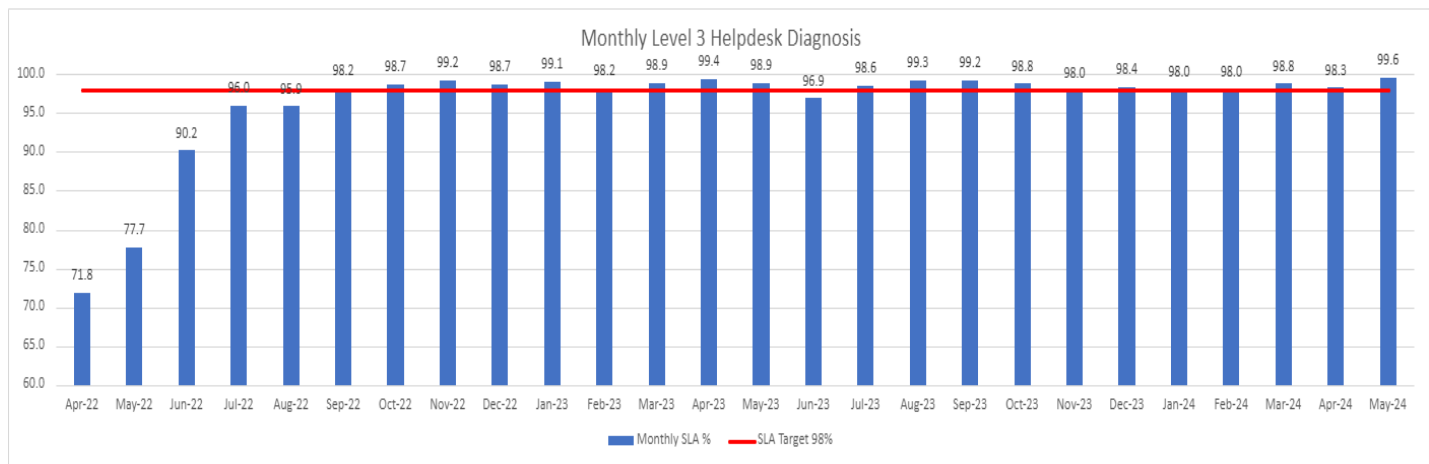
► The graph below represents the number of incidents that missed the Service Level Agreement (SLA) in each month. Zero (0) incidents missed the SLA in May Month to Date (MTD)

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

Incidents that have missed the SLA in their respective month
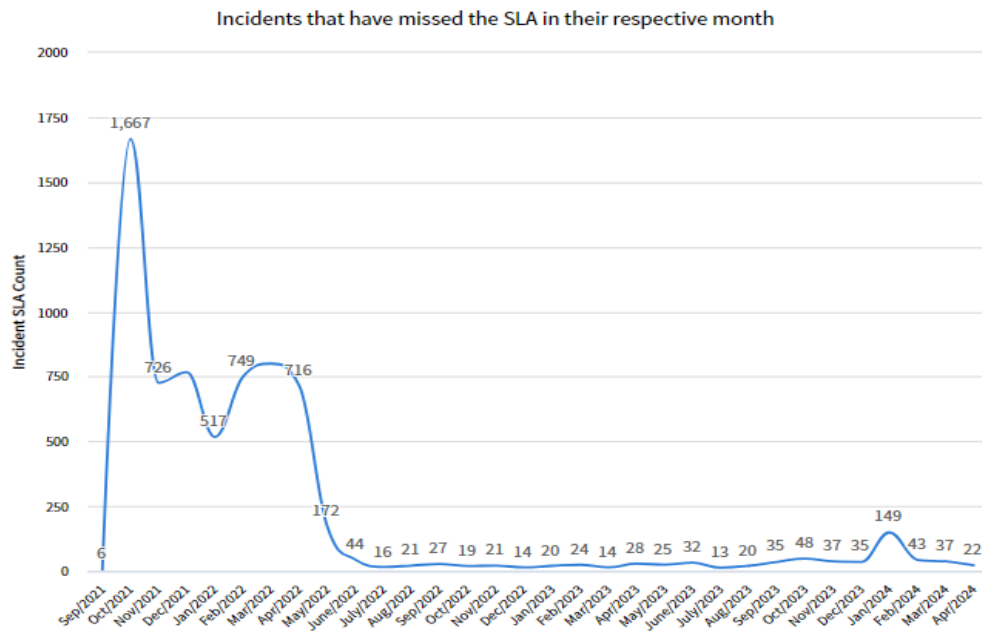
► The graph below represents the number of closed incidents that missed the Service Level Agreement (SLA) in each month. When an incident is resolved, the SLA is paused, which allows Users to reopen if needed. After 15 calendar days, an incident will automatically close, and the SLA is completed. Two (2) closed incidents missed the SLA in May Month to Date (MTD)

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

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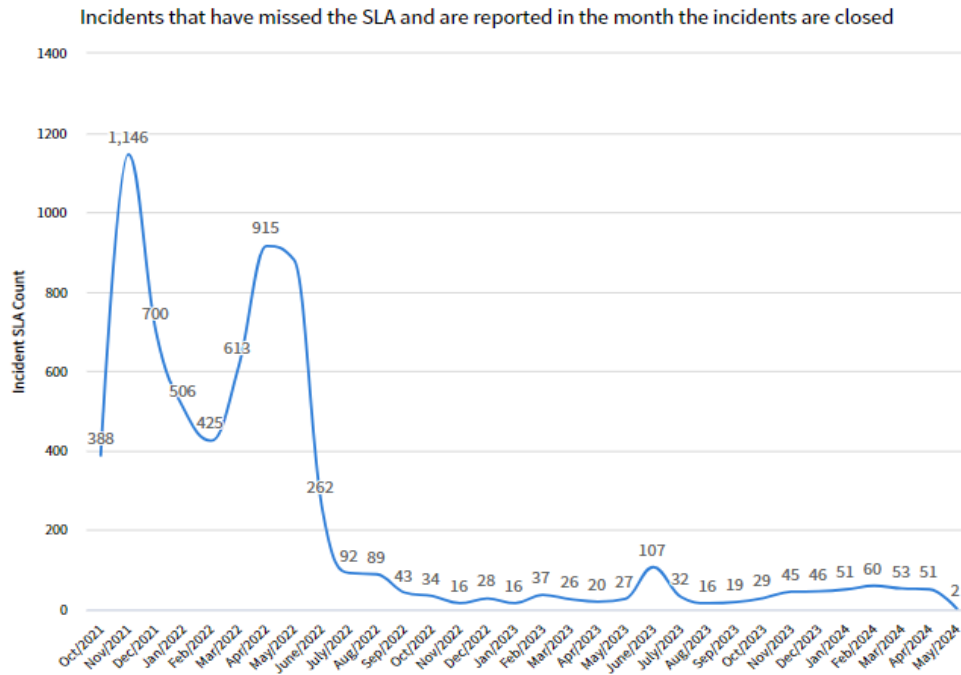
3.2   Technology Operations

► The CalSAWS Technology team provides technical infrastructure support for the deployment of system changes and system maintenance activities in accordance with the CalSAWS Change Control Process (CCP). Technical infrastructure support activities include configuration and setup of development and non-Production environments for work items, infrastructure (middleware and database)/architecture changes, promotion of application builds through the development stages, and deployment of application builds into the CalSAWS Production environments.

3.2.1   CalSAWS Management and Operations

► Enhancing County Design Documentation
  o Ongoing County physical audits to capture rack layout and power distribution of devices per site
  o Begin new exercise to update internal documentation
► TPx Adtran Switch Replacement
  o Existing Layer-2 switches used for TPx connectivity is going to be end-of-life soon
  o The network team had a call with Technical Point of Contact (TPOC) and TPx
  o The Project is starting by June
► Threat and Vulnerability Mitigation
  o Continue remediation of vulnerabilities reported by Qualys and the Center for Internet Security (CIS) has resulted in improved security posture
► California Department of Technology (CDT) firewall installation
  o Completed the redundant build at Vacaville

- o Successful validation of all California Department of Social Services (CDSS) and Department of Health Care Services (DHCS) users after transition to the new connectivity
- o Ongoing sessions with CDSS staff to transition Database users from AppStream to use Extranet over CDT
- ► Site redundancy build
  - o Completed core redundancy build across 15 additional sites to improve resiliency and reduce user disruptions
  - o Installing secondary core devices at the sites to make the site fully redundant
  - o Additional sites are being discussed with the Counties to align TPOC on time and resources
- ► Circuit Upgradation for County sites
  - o Site survey was started for the sites with higher link utilization identified on the annual circuit capacity planning assessment
  - o Total number of sites – 36
  - o 16 circuit upgrades completed
- ► Cisco Identity Services Engine (ISE)
  - o Virtual Cisco Identity Services Engine (ISE) in Amazon Web Services (AWS)
  - o Working on the standardization of Identity Services Engine (ISE)
  - o Next step: Integrate with Virtual Private Network (VPN) to tighten posture check
- ► Advanced Planning Document Update (IAPDU) Assessments
  - o Initiated deeper planning of upcoming IAPDU projects
  - o Completed Kickoff meeting with County TPOC's for upcoming IAPDU's
- ► Endpoint Detection and Response (EDR) and Apex Enablement (SCR)
  - o New Endpoint Detection and Response (EDR) and Apex enablement for 15 Counties
- ► County Site Migrations (County Purchase Orders)
  - o Humboldt County – Site move, and Customer Service Center (CSC) network model change to Point of Presence (PoP)
    - ▪ 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 –This CPO is approved and the team is working to move the county network model change to Point of Presence (PoP)
  - 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
May 8, 2024	Update Welcome Bot Lambda Fulfillment Role Policy – Production (Planned Change)
May 8, 2024	Upgrade LA3 Firewalls LA3FW001 and LA3FW002 to Address Vulnerabilities (Planned Change)
May 8, 2024	Center for Internet Security (CIS): Hardening of Configuration on Network Devices (Planned Change)
May 8 – 12, 2024	Create sharded Relational Database Services (RDS) with High Availability (HA) for analytics – Production (Planned Change)
May 8 – 24, 2024	Provision Red Hat Linux 8 (RHEL8) Migration Database Servers - Coreapp-Prod (Planned Change)
May 9, 2024	Deploy SNS Topic, Create S3 trigger for SNS and Update Resource Policy of Lambda functions for Telephonic Signature (TSign) functionality in all Contact Center Prod environments
May 9, 2024	Provision AWS Production account for the GenAI Call Summarization initiative for Fresno County (Planned Change)
May 9, 2024	Deploy calsaws-tsign-processfullcallrecording-lambda and the required Identity and Access Management (IAM) role to all Production County accounts (Planned Change)
May 9, 2024	Modify S3 Bucket Trigger for Telephonic Signature (TSign) Full Audio Recording (Planned Change)
May 9, 2024	Los Angeles POP Sites Failover from Eastern Location to Nash Location (Planned Change)
May 12, 2024	Production Database Monthly Linux Operating System (OS) Patching May 2024 (Planned Change)
May 30 – 31, 2024	Update BenefitsCal Portal Application Programming Interface (API) Endpoints in Coreapp-Production (Prod and Disaster Recovery) (Planned Change)

Table 3.2.1-2 – CalSAWS Incident Follow-up Summary

Ticket ID	Description	Impact Date / Time	Impact	Resolution
None				

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

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

3.2.3 CalSAWS Production Planned Outages Calendar

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

   o Resources\Calendar\CalSAWS Production Planned Outages Calendar\2024 folder

Table 3.2.3-1 – CalSAWS Production Planned Outages Calendar

Legend:
- Unavailable (Orange)
- Reduced Availability (Yellow)
- Available (Green)

Activity Description	Start Date	Start Time	End Date	End Time	CalSAWS Core	BenefitsCal	Imaging	Contact Center	ADHOC / APEX	ForgeRock	CalHeers	OCAT	Central Print	Communication Method	Communication Sent Date
CalSAWS Adhoc Reporting Database Maintenance	05/12/24	12:00 PM	05/12/24	4:00 PM	Green	Green	Green	Green	Orange	Green	Green	Green	Green	Broadcast Email	4/30/2024
Production Maintenance	05/12/24	2:00 PM	05/12/24	6:30 PM	Orange	Yellow	Orange	Orange	Orange	Green	Yellow	Green	Green	CIT / Broadcast Email	4/30/2024 / 4/30/2024
CalSAWS Release 24.05	05/19/24	6:00 AM	05/19/24	1:00 PM	Orange	Yellow	Orange	Orange	Green	Green	Green	Green	Green	CIT / Broadcast Email	5/2/2024 / TBA
ForgeRock Maintenance	05/24/24	10:00 PM	05/25/24	1:00 AM	Orange	Yellow	Orange	Orange	Orange	Orange	Yellow	Orange	Green	CIT / Broadcast Email	
BenefitsCal Release 24.05.30	05/30/24	8:00 PM	05/30/24	9:30 PM	Green	Orange	Green	Green	Green	Green	Green	Green	Green	Broadcast Email	
Production Maintenance	06/02/24	8:00 AM	06/02/24	2:00 PM	Orange	Yellow	Orange	Orange	Orange	Green	Yellow	Green	Green	CIT / Broadcast Email	
BenefitsCal Release 24.06.27	06/27/24	8:00 PM	06/27/24	9:30 PM	Green	Orange	Green	Green	Green	Green	Green	Green	Green	Broadcast Email	
ForgeRock Maintenance	06/28/24	10:00 PM	06/29/24	1:00 AM	Orange	Yellow	Orange	Orange	Orange	Orange	Yellow	Orange	Green	CIT / Broadcast Email	
Production Maintenance	06/30/24	4:00 PM	06/30/24	8:00 PM	Orange	Yellow	Orange	Orange	Orange	Green	Yellow	Green	Green	CIT / Broadcast Email	
Production Maintenance	07/14/24	4:00 PM	07/14/24	8:00 PM	Orange	Yellow	Orange	Orange	Orange	Green	Yellow	Green	Green	CIT / Broadcast Email	
CalSAWS Release 24.07	07/21/24	6:00 AM	07/21/24	1:00 PM	Orange	Yellow	Orange	Orange	Green	Green	Green	Green	Green	CIT / Broadcast Email	
BenefitsCal Release 24.07.25	07/25/24	8:00 PM	07/25/24	9:30 PM	Green	Orange	Green	Green	Green	Green	Green	Green	Green	Broadcast Email	
ForgeRock Maintenance	07/26/24	10:00 PM	07/27/24	1:00 AM	Orange	Yellow	Orange	Orange	Orange	Orange	Yellow	Orange	Green	CIT / Broadcast Email	
Production Maintenance	08/18/24	4:00 PM	08/18/24	8:00 PM	Orange	Yellow	Orange	Orange	Orange	Green	Yellow	Green	Green	CIT / Broadcast Email	
BenefitsCal Release 24.08.29	08/29/24	8:00 PM	08/29/24	9:30 PM	Green	Orange	Green	Green	Green	Green	Green	Green	Green	Broadcast Email	
ForgeRock Maintenance	08/30/24	10:00 PM	08/31/24	1:00 AM	Orange	Yellow	Orange	Orange	Orange	Orange	Yellow	Orange	Green	CIT / Broadcast Email	

Legend

Color	Status
Orange	Unavailable
Yellow	Reduced Availability
Green	Available

CalSAWS and BenefitsCal Production Planned Maintenance

Activity Description	Start Date	Start Time	End Date	End Time	CalSAWS Core	BenefitsCal	Imaging	Contact Center	ADHOC / APEX	ForgeRock	CalHeers	OCAT	Central Print	Communication Method	Communication Sent Date
Production Maintenance	09/08/24	8:00 AM	09/08/24	2:00 PM	Orange	Yellow	Green	Orange	Orange	Green	Yellow	Green	Green	CIT / Broadcast Email	
CalSAWS Release 24.09	09/22/24	6:00 AM	09/22/24	1:00 PM	Orange	Yellow	Orange	Green	Green	Green	Yellow	Green	Green	CIT / Broadcast Email	
BenefitsCal Release 24.09.26	09/26/24	8:00 PM	09/26/24	9:30 PM	Green	Yellow	Green	Green	Green	Green	Green	Green	Green	Broadcast Email	
ForgeRock Maintenance	09/27/24	10:00 PM	09/28/24	1:00 AM	Green	Yellow	Green	Green	Green	Orange	Yellow	Orange	Green	CIT / Broadcast Email	
Production Maintenance	09/29/24	4:00 PM	09/29/24	8:00 PM	Orange	Yellow	Green	Green	Green	Green	Yellow	Green	Green	CIT / Broadcast Email	
Production Maintenance	10/06/24	6:00 AM	10/06/24	10:00 PM	Orange	Yellow	Green	Green	Green	Green	Yellow	Green	Green	CIT / Broadcast Email	
Production Maintenance	10/20/24	4:00 PM	10/20/24	8:00 PM	Orange	Yellow	Green	Green	Green	Green	Yellow	Green	Green	CIT / Broadcast Email	
ForgeRock Maintenance	10/25/24	10:00 PM	10/26/24	1:00 AM	Green	Yellow	Green	Green	Green	Orange	Yellow	Orange	Green	CIT / Broadcast Email	
BenefitsCal Release 24.10.31	10/31/24	8:00 PM	10/31/24	9:30 PM	Green	Yellow	Green	Green	Green	Green	Green	Green	Green	Broadcast Email	
BenefitsCal Release 24.11.20	11/20/24	8:00 PM	11/20/24	9:30 PM	Green	Yellow	Green	Green	Green	Green	Green	Green	Green	Broadcast Email	
CalSAWS Release 24.11	11/24/24	6:00 AM	11/24/24	1:00 PM	Orange	Yellow	Green	Orange	Green	Green	Yellow	Green	Green	CIT / Broadcast Email	
ForgeRock Maintenance	12/06/24	10:00 PM	12/07/24	1:00 AM	Green	Yellow	Green	Green	Green	Orange	Yellow	Orange	Green	CIT / Broadcast Email	
Production Maintenance	12/08/24	4:00 PM	12/08/24	8:00 PM	Orange	Yellow	Green	Green	Green	Green	Yellow	Green	Green	CIT / Broadcast Email	
Production Maintenance	12/15/24	8:00 AM	12/15/24	2:00 PM	Orange	Yellow	Green	Orange	Orange	Green	Yellow	Green	Green	CIT / Broadcast Email	
BenefitsCal Release 24.12.19	12/19/24	8:00 PM	12/19/24	9:30 PM	Green	Orange	Green	Green	Green	Green	Green	Green	Green	Broadcast Email	
CalSAWS Release 25.01	01/26/25	6:00 AM	01/26/25	1:00 PM	Orange	Yellow	Green	Orange	Green	Green	Yellow	Green	Green	CIT / Broadcast Email	
BenefitsCal Release 25.01.30	01/30/25	8:00 PM	01/30/25	9:30 PM	Green	Orange	Green	Green	Green	Green	Green	Green	Green	Broadcast Email	

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

3.3   Production Defect Backlog

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

Figure 3.3-1 – Production Defects Backlog Weekly Trend
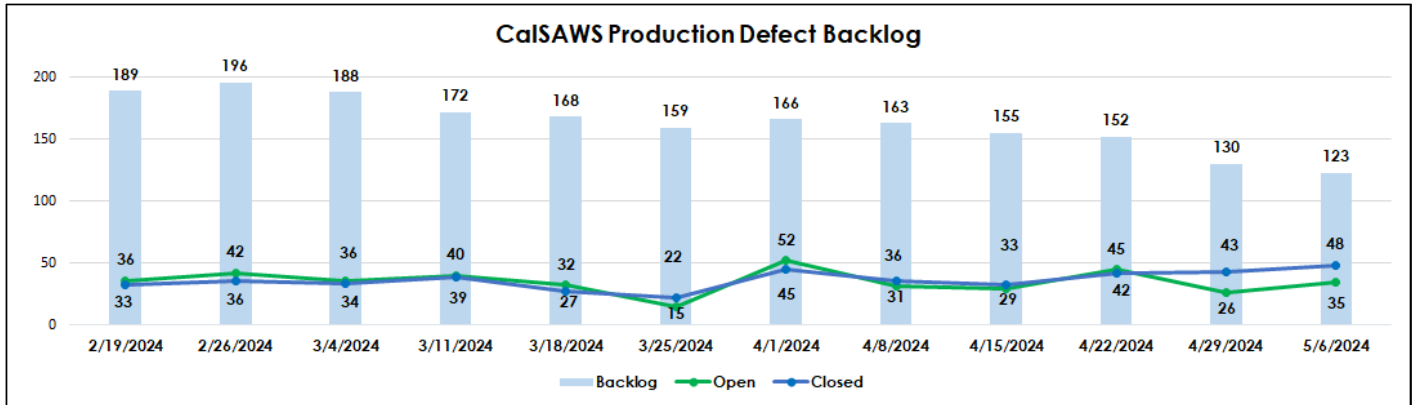
3.3.1 Release Schedule Production Defect Fix

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

Table 3.3.1-1– CalSAWS Production Defect Count by Release

CalSAWS Production Defect Count by Release						
Count of Defects	**Release**					
Severity	**24.03**	**24.05**	**24.06**	**24.07**	**TBD**	**Grand Total**
3-Normal/Low	**159**	**75**	**3**	**37**	**13**	**287**
New	4	13	1	4	11	33
In Progress	14	20	2	33	2	71
Closed	141	42	0	0	0	183
2-Normal/Medium	**45**	**10**	**0**	**7**	**0**	**62**
New	2	1	0	1	0	4
In Progress	5	2	0	6	0	13
Closed	38	7	0	0	0	45
4-Cosmetic	**7**	**2**	**0**	**0**	**0**	**9**
New	0	1	0	0	0	1
In Progress	0	1	0	0	0	1
Closed	7	0	0	0	0	7
Grand Total	**211**	**87**	**3**	**44**	**13**	**358**

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:
  o 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
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)

► No new RCAs were reporting this reporting period

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. The post upgrade test cycles will be completed by May 10, 2024, for comparison and other analysis
► Completed execution of monthly payroll batch runs for the 57 Counties
► Case purge jobs have been running since May 3, 2024, successfully and 30,000 cases have been purged out of 1.5 million to be completed by June 28, 2024
► 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 (DBA), 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
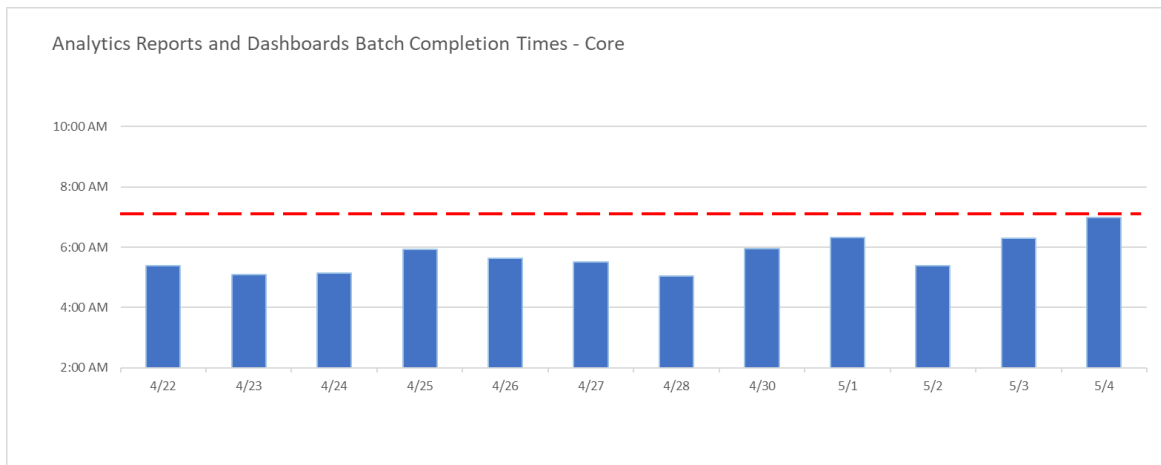

Table 3.4.3.2 - Details of Days When Analytics Reports and Dashboards Completed after 7:00 a.m.

| Batch Date	Issue	Communication	Status	Resolution
N/A	All analytics jobs competed before 7 am daily during the reporting period.			

3.4.4 Production Performance

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

**Table 3.4.4-1 – Batch Service Level Agreement (SLA) Performance**
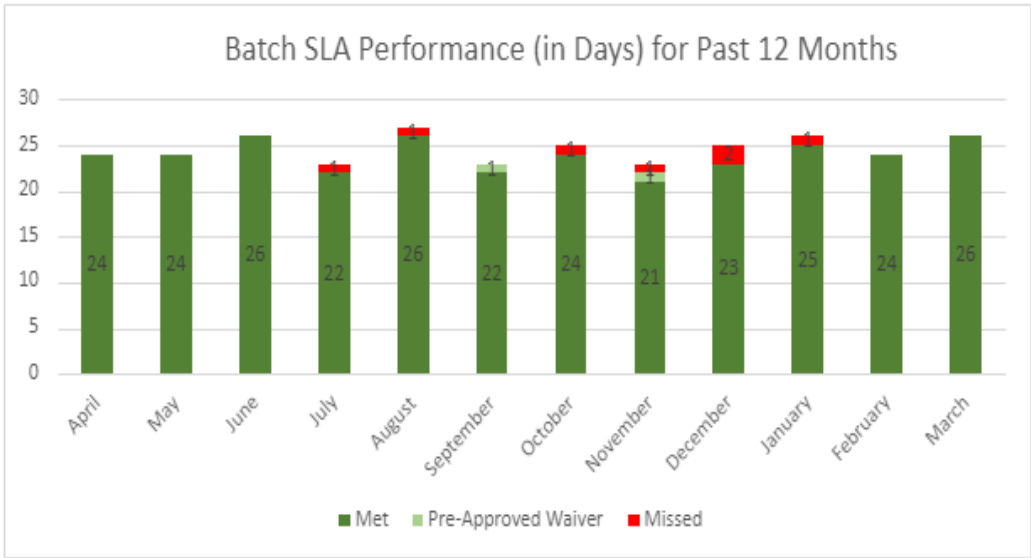
- ► Imaging
  - o None for the reporting period
- ► Contact Center
  - o None for the reporting period
- ► ForgeRock
  - o ForgeRock performed their monthly Production build on May 3, 2024
- ► Core Online
  - o Online Service Level Agreement (SLA) Performance. Peak SLAs for screen to screen and Eligibility Determination Benefit Calculation (EDBC) met every day for the last 12 months

Table 3.4.4-2 – Peak Service Level Agreement (SLA) - S2S and Eligibility Determination Benefit Calculation (EDBC)
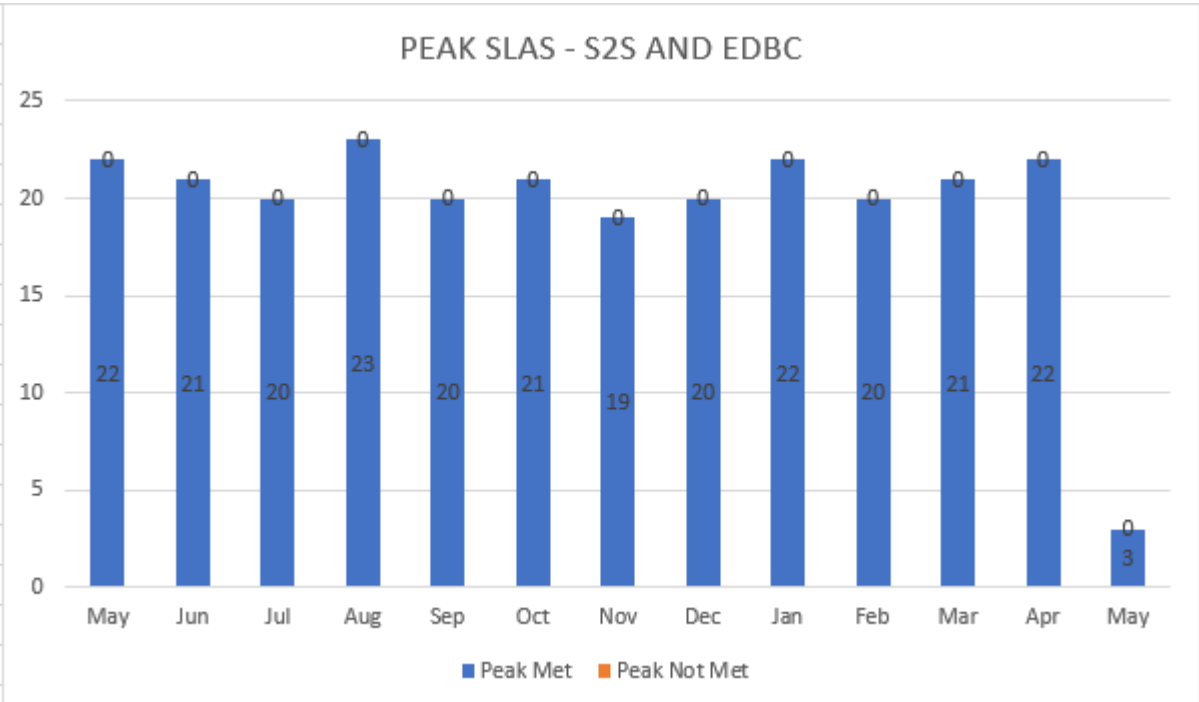
Table 3.4.4-3 – Prime Service Level Agreement (SLA) -S2S and Eligibility Determination Benefit Calculation (EDBC)
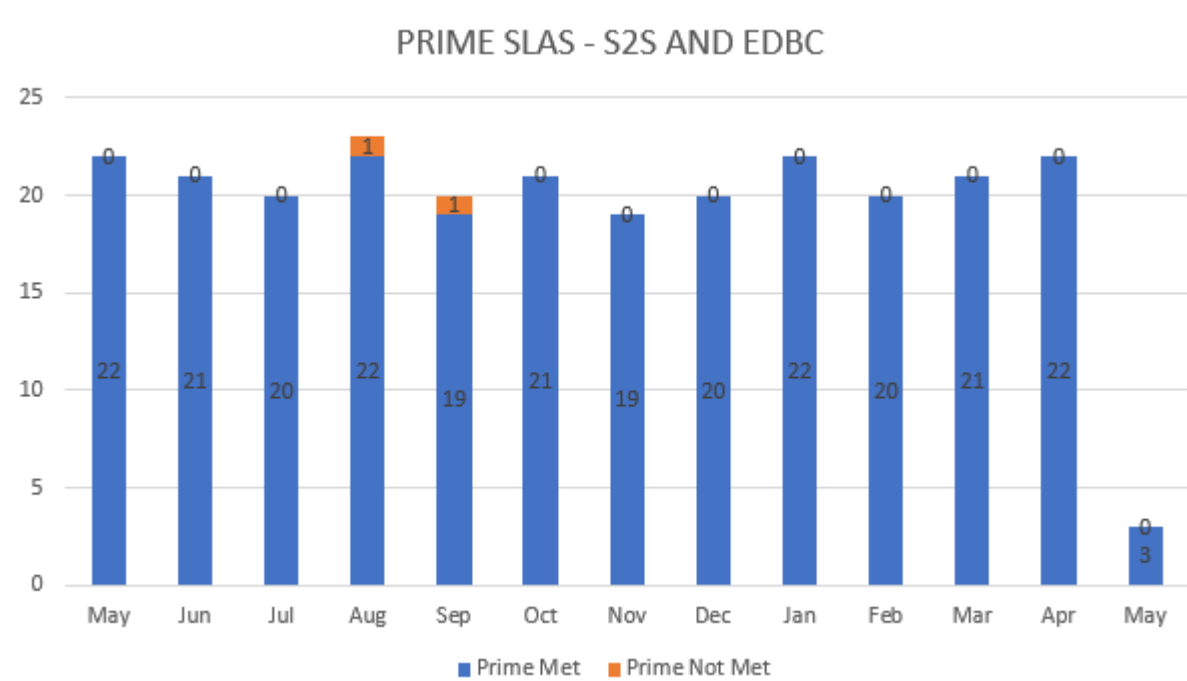
3.5   ForgeRock

► Technical Business Change Request for decommissioning staging for Jenkins AL1 approved through the Fin Ops meeting on April 30, 2024
► ForgeRock team met with Consortium Helpdesk and QA for the Bi-Weekly Operations Meeting on May 1, 2024
► Reviewed and secured approval of ForgeRock May 3, 2024, Priority Release with Cloud Security Team
► Reviewed and secured approval of ForgeRock May 3, 2024, Priority Release with Accenture Security Team
► Validators are being confirmed for the May 3, 2024, Priority Release
► Configuration changes to the CloudWatch agent were deployed to Production on May 3, 2024, to strengthen ForgeRock's logging posture. Log groups and subscriptions were created prior to Production build via Change request
► ForgeRock deployed the configuration of the ServiceNow connector to Production on May 3, 2024. The connector will be turned on by the end of May to align with the ServiceNow deployment
► The ForgeRock team will be in-person in the Roseville offices May 7-9, 2024
► Further discussion on Statement of Work for Calabrio and eGain to provide single sign-on integration with ForgeRock happening with Consortium and Accenture
► ForgeRock discovered a deficiency with the Self-Service Kiosk Login Journey. System Change Request (SCR) opened for the fix is pending funding approval
► ForgeRock completed the March User Access Review (UAR) open items and will deliver the April UAR by end of week (May 3, 2024)
► Continued to support the various teams on migrating from the SimpleAuth Authentication Journey. New target date for removal is May 9
► ForgeRock completed the monthly BenefitsCal reports and performance metrics for the month of April
► 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
Implement Multi-Factor Authentication delivery choice at Login Journey - Design and Proof of Concept (POC) Only	May 10, 2024	In progress –Further updates are needed
ForgeRock-ServiceNow integration	May 31, 2024	In progress
Platform Architecture Enhancements – Design	July 2024	In progress

3.6   Innovation Lab

► Worker-Facing Virtual Assistant (VA)
  o Release 19 - successfully deployed on April 25, 2024
    ▪ 29 new use cases and 2 new sub-menus
  o Release 20 - target to deploy on May 30, 2024
    ▪ Design is completed
    ▪ System Change Request (SCR) going through System Change Request Board / Change Control Board (SCRB/CCB) approvals
    ▪ Testing is in progress
  o Release 21 - target to deploy on June 27, 2024
    ▪ Design is in progress
► Voice Bots (Welcome/Authentication Bots)
  o System Change Request (SCR) CA-275382 - Statewide Welcome Bot Enhancement - Card Intent
    ▪ System testing is in progress
    ▪ Target to deploy on May 9, 2024
► Electronic Benefit Transfer (EBT) Card Replacement - Robotic Process Automation (RPA)
  o Completed Sprint 6 [Sacramento, Humboldt, San Luis Obispo, Marin, and Butte Counties] testing
    ▪ Target to deploy on May 9, 2024
  o Completed Sprint 7 and 8 [Placer, Shasta, Contra Costa, Orange, San Bernardino, Solano, and Sutter Counties] County kickoff sessions
  o Completed the non-production Kibana configuration for reporting

3.7   Imaging

► Completed Defects
  o CA-277102 - CALWORKS CHILDCARE REIMBURSEMENT REPORT not returned on "Child care Program Detail" page
  o CA-272360 - External Agency - Set Session Timeout in config. json
► 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
Phase 9 - San Bernardino County - Inbound IVR: Set the Max Attempts for Authentication to 1	April 24, 2024	In Production
Supervisor e-mail notification (CA-251878)	April 25, 2024	In Production
Remove Transcription from Telephonic Signature - Back End	May 9, 2024	System Test
Update Telephonic Signature for the eCCP to send full audio	May 9, 2024	System Test
Phase 10 - Non-CSC - Inbound IVR: Set the Max Attempts for	June 20, 2024	Pending

ENHANCEMENTS	PRODUCTION DEPLOYMENT DATE	STATUS
Authentication to 1		Approval
DDID 2268 FDS CSC: Display the CalSAWS Contact Center IVR Caller ID for outbound calls (CA-239498) (Requirements are pending updates and Consortium approval)	June 30, 2024	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
- ► San Benito County
  - o No updates for the reporting period
- ► San Francisco County
  - o No updates for the reporting period
- ► San Mateo County
  - o No updates for the reporting period
- ► Santa Clara County
  - o County Purchase SC-02-2023 (three kiosks, three tablets)
    - ▪ Working with County on milestones, County ordering tablet printers. County will reach out to Lobby team once printers are received
- ► Santa Cruz County
  - o Tablets have been configured and are ready to go into Production
  - o County performing reception log training in preparation to move to CalSAWS Reception Log
  - o County working on milestones
- ► Solano County
  - o No updates for the reporting period
- ► Sonoma County
  - o No updates for the reporting period

3.9.2   Region 2 Counties

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

- ► Alpine County
  - o No updates for the reporting period
- ► Amador County
  - o No updates for the reporting period
- ► Calaveras County
  - o No updates for the reporting period
- ► El Dorado County
  - o No updates for the reporting period
- ► Mono County
  - o No updates for the reporting period
- ► Nevada County
  - o 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
  - o No updates for the reporting period
- ► Sacramento County
  - o No updates for the reporting period
- ► Sierra County
  - o No updates for the reporting period
- ► Sutter County
  - o No updates for the reporting period
- ► Tuolumne County
  - o No updates for the reporting period
- ► Yolo County
  - o No updates for the reporting period
- ► Yuba County
  - o 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
  - o Kiosk delivered on January 8, 2024
  - o County completing physical installation and flows
- ► Siskiyou County
  - o Kiosk delivered on January 30, 2024
  - o Kiosk has been confirmed fully functional
  - o County working on milestones for go-live
- ► Tehama County
  - o Kiosk delivered on January 11, 2024
  - o County working on milestones for go-live

3.9.4   Region 4 Counties

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

- ► Fresno County
  - o All devices have been delivered. Working with County to restructure CalSAWS configuration and draft strategy to deploy CalSAWS Reception Log and kiosks
  - o County reports that CalSAWS reconfiguration effort is in testing phase
  - o County continues to work on networking requirements
- ► Kern County
  - o County Purchase KR-02-2023
    - ▪ Working with County to complete tablet testing
    - ▪ Working with the County on milestones for kiosk go-live
- ► Mariposa County
  - o All devices have been successfully deployed and are in Production
  - o All final tasks have been completed
- ► San Joaquin County
  - o No updates for the reporting period
- ► San Luis Obispo County
  - o No updates for the reporting period
- ► Tulare County
  - o Tablets have been deployed successfully
  - o County Purchase TL-02-2023
    - ▪ County Purchase documentation with the County for approval for kiosk purchase

3.9.5   Region 5 Counties

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

- ► Orange County
  - o No updates for the reporting period
- ► San Bernardino County
  - o No updates for the reporting period
- ► Ventura County
  - o No updates for the reporting period

3.9.6   Region 6 County

- ► Los Angeles County
  - o County has begun order process for pilot office kiosk and tablet deployment

3.10   Additional Projects

3.10.1 California Department of Social Services (CDSS) Report Support

- ► California Department of Social Services (CDSS) Glossary:
  - o SIRFRA - SAWS Information Request for Research and Analysis
  - o FC – Foster Care

- o AAP – Adoption Assistance Program
- o ABAWD – Abled Bodied Adults Without Dependents
- o CIDR – CDSS Internal Data Request
- o CFAP – California Food Assistance Program
- o ESAP – Elderly Simplified Application Process
- o CAPI – Cash Assistance Program for Immigrants
- ► Completed Work:
  - o CIDR 9013 - ESAP Case and Procedural Error Rates (CAPER) Cases
  - o CIDR 9014 - Demographic Data for CAPI
  - o Revised SIRFRA 3947 - Secondary Education
  - o CIDR 9015 - CalWORKs Transportation Supportive Services
  - o CIDR 9016 - CalWORKs Supportive Services Education Activities
  - o Re-running CalFresh Client Snapshot data request for 2019 to 2023
- ► Continued Work:
  - o N/A
- ► Started Work:
  - o SIRFRA 3974 - Early Denial Waiver Extension Data
  - o Revised CIDR 9006 - Summer EBT
  - o CIDR 9017 - Medi-Cal Client Detail Snapshot
  - o CIDR 9018 - CalFresh Benefit Replacement

3.10.2 Department of Health Care Services (DHCS) Report Support

- ► Department of Health Care Services (DHCS) Glossary
  - o PHE – Public Health Emergency
  - o CCU – Continuing Care Unwinding
  - o MEDS – Medi-Cal Eligibility Data System
  - o RE - Redetermination
- ► Completed Work:
  - 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
- ► Continued Work:
  - o SIRFRA 1351 - Data Pull for Spousal Impoverishment Case Flag & Task
- ► Started Work:
  - o SIRFRA 1371 - MEDS Alert Monitoring - April 2024

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 will meet at the CalSAWS Roseville Project site next week (May 7-9, 2024) to discuss the upcoming adjustments to the evolution timeline.
► ForgeRock Evolution team is working on completion of the design document and objective breakdown

3.10.5 ServiceNow IT Operations Management (ITOM) Discovery / Hardware Asset Management (HAM) / Software Asset Management (SAM) (TLM-13, TLM-14, TLM-15)

► Reviewed low level design for ITOM discovery implementation with Consortium
► Drafted and reviewed Security Impact Assessment and privacy Impact Assessment with Accenture security
► Started build process for ITOM discovery

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

► Addressing a blocker with the test tenant setup through a support case with Microsoft
► Developing alternative temporary plan due to the nature of blocker for test tenant
► Reviewing preliminary design and creating diagram information, reviewing scripting

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

► Change Request (CR) is approved for creating the infrastructure in Application Development Account
► Initial CloudFront Distribution is created for Priority Assembly Testing (PAT) account and tested with Lambda Edge Function
► Code changes for Authorizer Lambda and Edge Lambda are in progress

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

► Mobile application management policy and configuration review with Consortium Security is complete
► Gathering information to review with Consortium to remove Pilot license procurement blocker

3.10.9 Office 365 Services Backup Solution (ISA-21)

► Backups of 10 users for email and OneDrive enabled on May 6, 2024
► Finalizing the plan for the remainder of the users
► Scheduling a follow-up call with the vendor to support the backup configuration review for SharePoint sites and Teams

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

3.10.11 Operate Pilot for Contact Center agent monitoring (CA-276030)

► Completed Security and Privacy Impact Assessment
► Obtained authorization from Consortium to start Pilot of deploying Operata SaaS solution to improve Contact Center Agent Monitoring

3.11 Deviation from Plan/Adjustments

► No updates for the reporting period

4.0 Application Development

4.1 Highlights from the Reporting Period

Table 4.1-1 – Application Development Status Agenda Topic

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
4.4.1 Release Test Summary	• Continued 24.05 baseline release test execution. Week 5 of 7 completed. Team is on schedule with a 92% pass rate against a target of 71%.
4.5 Reports	• Met with State and Fiscal Reports Committee to discuss CERs • Bi-Weekly State and Fiscal Reports meeting • Target Reports Session on State Report CF 296 • Met with Santa Clara in 1:1 Session to discuss GR 237 Report • Provided State 47 ad-hoc dataset to Sacramento County for October 2023 – December 2023 Report Quarter

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
24.05.09	► Connectivity setup for Alameda Income and Eligibility Verification System (IEVS) Data Match File & send IEVS Data Files ► Fresno County - Data Change to update Cancelled Warrant status ► Remove SimpleAuth from Lobby Check-In and Lobby Tablet 2 application ► Update County Medical Services Program (CMSP) Discontinuance Batch Eligibility Determination and Benefit Determination (EDBC) Sweep ► Update List of 'Discontinued Individuals Requiring Review/Restoration' to compare Client Index Number (CIN) with Discontinuance List
24.05.12	► California Employment & Training (CFET) Program Status Cleanup for Orange County

Release	Summary
24.05.17	► Implement Multi-Factor Authentication (MFA) delivery choice at Login Journey - Design ► Reauthentication after 20 minutes inactivity in Multi-Factor Authentication (MFA) redesign - Design
24.05	► Total System Change Requests (SCRs): 73 approved ► Release Webcast date: To be determined
24.06	► Total System Change Requests (SCRs): 5 approved ► Release Webcast date: To be determined
24.07	► Total System Change Requests (SCRs): 53 approved ► Release Webcast date: To be determined

4.3   Application Development Status

► Continued design on:
  o CA-202054 - All County Letter (ACL)-18-07 Suspend/Discontinue/Reinstate for Cash Assistance Program for Immigrants (CAPI) case
  o CA-202054 - ACL-18-07 Suspend/Discontinue/Reinstate for CAPI case
  o CA-209344 - Apply State Supplementary Payout (SSP) Only Other Program Assistance (OPA) for Specific Programs
  o CA-214330 - Update AAP Change Notice of Actions (NOAs) based on newest State version of NA 791
  o CA-226480 - Change the CalWORKS (CW) and CalFRESH (CF) income type Jury Duty Per Diem Classification
  o CA-229838 - Add new Foster Care Reasons to NOAs Phase 5
  o CA-230659 - Add additional NOA Reasons for Kin-GAP
  o CA-234742 – Centers for Medicare and Medicaid Services (CMS) Certification Recommendations (OCB/ORR) - e-Verifications Phase I
  o CA-240094 - Refactor: CalFresh NOA Regulations
  o CA-246946 - ACL 22-49/49E - Revisions to the CA-812 Quarterly Report form
  o CA-253124 - Validate E-mail Addresses Added into CalSAWS
  o CA-253843 - Additional Section Codes for Humanitarian Parolees from Afghanistan
  o CA-258479 - ACL 22-104 & ACL 18-07: Update ABCD 350 and CA 1037
  o CA-265301 - Cal-OAR File County Preview
  o CA-265360 - ACL 23-79 Add IRT and Budget to CF 377.1, CF 377.1 A, and CF 377.4 SAR
  o CA-268378 - Automate SOC 452A for CAPI
  o CA-271068 - Configure Client Correspondence to allow the option to display Worker Names - Forms
  o CA-271101 - Support SCR to provide responses to Consortia queries.
  o CA-271355 - MEDIL I 21-31 - CalHEERS eHIT: Alternate Format Options
  o CA-274485 - Qlik Sense and NPrinting Major Version Upgrade
  o CA-274965 - IAPDU - TLM-11: NIST Rev 5 - Enablement of Split Tunneling & Replacement of VPN AnyConnect client.
  o CA-274976 - IAPDU - TLM-06: OS Upgrade - Cisco Routers/Switches/Firewalls
  o CA-275844 - IAPDU CSAC-36 DevSecOps

► Continued build on:
  o Priority releases and Release 24.07 approved System Change Requests (SCRs)

4.4 Release Management
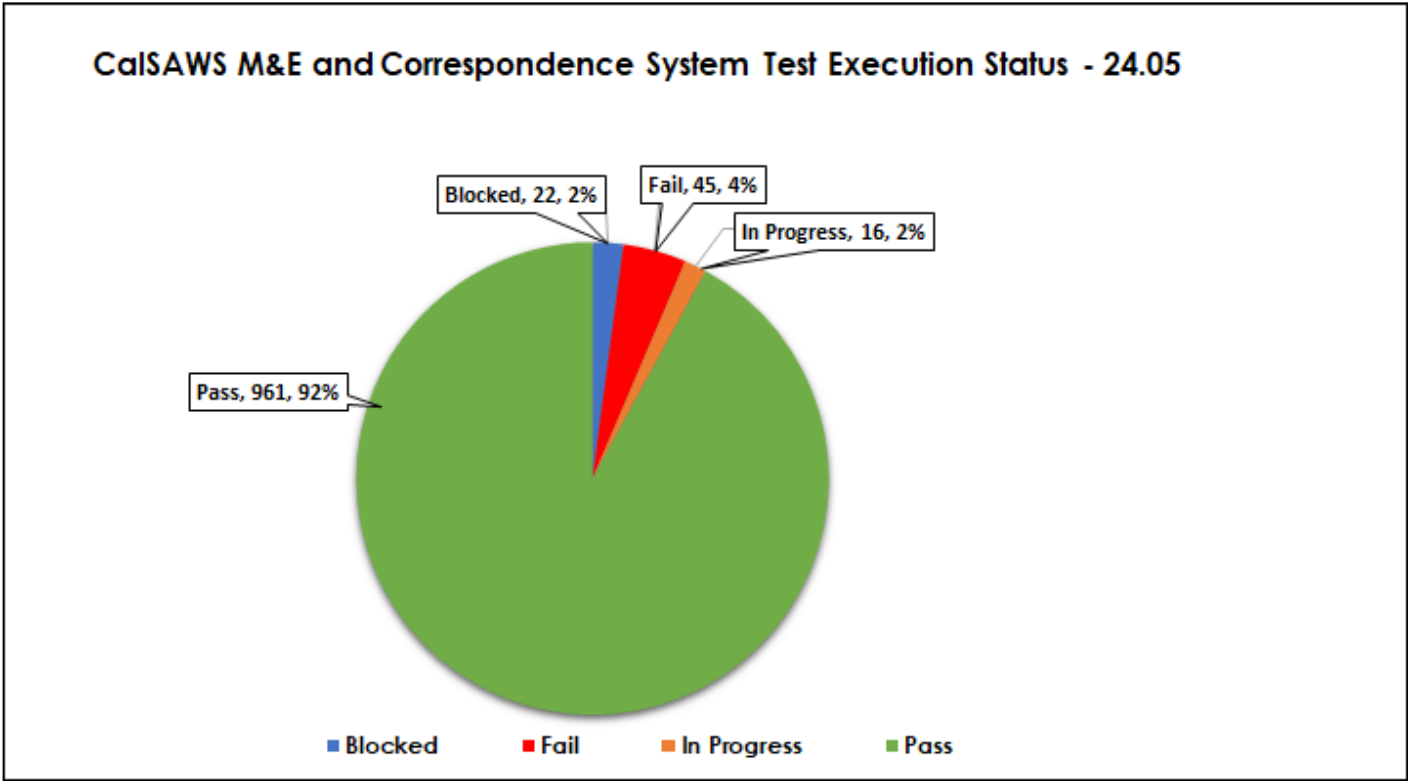
4.4.1 Release Test Summary

► 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 May 03, 2024	**71%**
Pass Rate Actual as of May 03, 2024	**92%**
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 1,210 end-to-end Automated Regression Test (ART) scripts:

► 963 Targeting the core CalSAWS application
► 75 Targeting the inbound BenefitsCal Application Processing Interface (API) service (Portal Service)
► 172 Targeting the other external CalSAWS API services (e.g., Activities, Appointment, CalSAWS, Imaging, Journal, Task Service)
► The following ongoing efforts target increasing coverage by functional area, including all outstanding Tier 3 transactions and those at the top of Tier 4:
   o Automated Regression Test - Execution and Maintenance - 24.03 Release Cycle
   o CA-272899: Automated Regression Test - Execution and Maintenance - 24.05 Release Cycle
   o CA-275638: Automated Regression Test - Execution and Maintenance - 24.07 Release Cycle
   o CA-275838: Automated Regression Test: Task Management Configurable Task Categories

4.5 Reports

► CalSAWS State/Fiscal Reports Committee - CERs Review meeting was on Wednesday, April 24, 2024
► CalSAWS State and Fiscal Reports Bi-Weekly meeting (held on Thursday, April 25, 2024)
► Met with Santa Clara in 1:1 meeting on Friday, April 26, 2024 to discuss General Relief (GR) 237 State Report
► Target Report Session on State Report CF 296 was on Thursday, May 2, 2024
► Provided ad hoc data for Stat 47 to Sacramento County for October 2023 – December 2023 report quarter

Table 4.5-1 – Total Open Incidents by reporting period

Reporting Period End Date	Number Open Tickets
March 8, 2024	35
March 22, 2024	30
April 5, 2024	23
April 19, 2024	25
May 03, 2024	16

Note: Total open incidents as of the current reporting period

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

Open Defects Status	State Reports	Fiscal Reports	Management Reports	Business Intelligence	Total
New	1	0	0	0	**1**
Reopened	0	0	0	0	**0**
Assigned	3	0	0	1	**4**
In development	10	4	2	1	**17**
Development complete	0	0	0	0	**0**
In Assembly Test	0	0	0	0	**0**
System Test	0	1	0	2	**3**
Test complete	1	4	0	0	**5**
Total Open Defects	**15**	**9**	**2**	**4**	**30**

Note: Data is as of current reporting period

Table 4.5-3 – Open Defects by Priority and Functional Area

Open Defects by Priority	State Reports	Fiscal Reports	Management Reports	Business Intelligence	Total
1-High/non-cosmetic	0	0	0	0	0
2-Normal/Medium	6	3	0	0	9
3-Normal/Low	9	6	2	4	21
4-Cosmetic	0	0	0	0	0
Total Open Defects	**15**	**9**	**2**	**4**	**30**

Note: Data is as of current reporting period

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

State/Claiming Reports	Total	Defects: As Prioritized	SCRs - Targeted Release 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 18	1	1	0	0	0	0	0
CF 296	6	4	1	0	0	0	1
DFA 256	1	0	0	1	0	0	0
DHCS CMS Unwinding	1	0	0	0	0	1	0
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	4	3	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	2	1	0	0	0	1	0
STAT 47	1	0	0	0	0	1	0
TEMP 2035	2	2	0	0	0	0	0
TEMP 2313	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:
  o Discussed the General Assistance/General Relief (GA/GR) Correspondence web service design and web service clarifications on April 23, 2024, and April 30, 2024
  o System Change Requests (SCRs) in Design Phase
    ▪ CA-227572 - LA County - GR Timelimit
    ▪ CA-241184 - Update GAGR Pregnant Person Only (PPO) to Align with the New CalWORKs PPO Policy Changes
    ▪ CA-254559 - LA-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 Co. - Add XAN 534
- CA-270204 - GA/GR Automated Solution COLA change NOA is printing incorrect benefit amt
- CA-272432 - CSF 45 should only be available to print locally. Currently it is available to print both locally and centrally.
- CA-273349 - SF- Turn Off Auto Discontinuance Functionality for GA/GR Appointment No Shows
- CA-273352 - LA-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-274856 - Remove automation to generate CDS 525 and CSF 167 when rescinding cases for Aid Paid Pending.
- CA-276189 - Return Mail Service Address Whitelist Request
- o 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-268072 - Solano County - General Assistance - Update Periodic Reporting Form
  - CA-271707 - Enhance Pickup Location To Be Available for Multiple payees Under A Program
  - 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
- o System Change Requests (SCRs) in System Test Phase
  - CA-227568 - LA County GR Cases Terming for Whereabout Unknown
  - CA-249942 - San Mateo GAGR Changes
  - CA-262960 - LA County - Central Printing for GROW Forms
  - CA-267005 - Add GA/GR In-Kind Chart Amounts for Requesting Counties
  - CA-268072 - Solano County - General Assistance - Update Periodic Reporting Form
  - CA-269899 - Update GAGR Automated Solution Budgeting for San Francisco County
  - CA-270443 - San Francisco - Update GAGR Reporting Type Logic
  - CA-271707 - Enhance Pickup Location To Be Available for Multiple payees Under A Program
- o Priority System Change Requests (SCRs) deployed to Production
  - None
- o Defects released to Production
  - None

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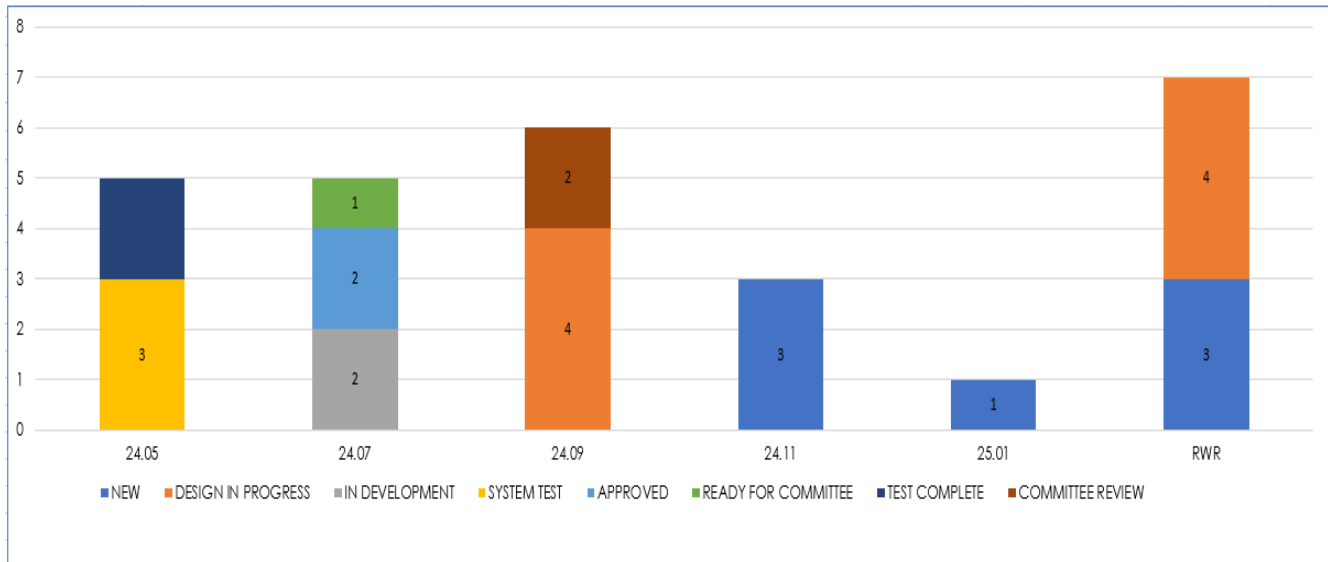
4.7 Training Materials Update

► 24.05 Online Help (OLH) System Change Requests (SCRs):
  o System Test
    ▪ CA-270136 – Online Help: Update JA – Self-Service Portal (SSP) – e-Application CA-208406
  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
    ▪ 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-261014 - Update JA Medi-Cal CalHEERS MAGI Verifications for SCR CA 250530
- CA-255396 - Online Help: Update JA EDBC - Overriding Program Configuration
► 24.05.17 Priority Release Web Based Training (WBT) and CalSAWS Functional presentations (CFP) SCRs:
   o In Development
      - CA-273576 - Training: Replace old Virtual Assistant Icon from Remaining Screenshots in WBTs CA-266527
      - CA-271038 - Training: Maintenance of 006 Eligibility CalFresh WBTs based on CA-270479
   o In Assembly Test
      - CA-271040 - Training: Maintenance of 007 Eligibility CalWORKs WBTs based on CA-270479
   o Test Complete
      - 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
► 24.06.14 Priority Release Web Based Training (WBT) and CalSAWS Functional presentations (CFP) SCRs:
   o New
      - CA-277382 – Training: Update the 001 – Orientation 3 – Navigation WBT to add the Virtual Assistant Feature
   o Design In Progress:
      - CA-274953 - Training: Migrate Contact Center Storyline WBTs to Captivate WBTs plus updates
   o Approved
      - CA-277199 - Training: Update 001 Orientation WBTs for Sunset Worklist pages CA-257327

Table 4.7-1 – Upcoming Training Activities

Training Activity	Date	Status
Training Production environment Refresh for May 2024	May 3-5, 2024	Completed

4.8 Upcoming Performance Tests

► Planned upcoming Performance tests for Core Online

Table 4.8-1 – Core Online Upcoming Performance Cycle

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

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

► Completed Tasks
  o Completed the development of inbound and outbound "Case Worker Application Programming Interface (API) – Iteration 2"
  o Completed the development of inbound "Placement API"
► In Progress Tasks
  o Creating the design document(s) to include the CalSAWS design for "Payment Instructions API", "Kinship Guardianship Assistance (KinGAP) API" and "Case Transfer API"
  o Adding the California Automated Response and Engagement System (CARES) integration design to the API design document(s) for "Payment Instructions API", "Kinship Guardianship Assistance (KinGAP) API" and "Case Transfer API"
  o Developing inbound and outbound of "Home Removal API", "Document & Imaging API" and "Placement Authority API"
  o Performing Integration and partner End-to-End CAREs testing for "Eligibility Results API", "Case Worker API – Iteration 2" and "RFI Communication API"
► Upcoming Tasks
  o Develop inbound and outbound "Court Information API"
  o Review and obtain the Business Analysts (BA) approvals for the CalSAWS design in the design document(s) for Payment Instructions API", "Kinship Guardianship Assistance (KinGAP) API" and "Case Transfer API"
  o Review and obtain the User Group's approvals for the CalSAWS design in the design document(s) for Payment Instructions API", "Kinship Guardianship Assistance (KinGAP) API" and "Case Transfer API"
  o Performing Integration and partner End-to-End CAREs testing for "Home Removal API", "Document & Imaging API", "Placement API" and "Placement Authority 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 Foster Care Eligibility Determination (FCED)/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	7	1	7	0
CARES Hosted	19	4	8	3	4	0

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

► Completed Tasks
  o Prepare a common data model for CalSAWS time limit tables and WDTIP tables
  o Analyze Time Limit and WDTIP batch jobs
  o Prepare list of Application Programming Interfaces (APIs) needed
  o Create reference architecture for backend
► In Progress Tasks
  o Create Database Change Request (DBCR) for new data model to hold time limit and WDTIP data
  o Create two new WDTIP screen page designs/mockups
    ▪ TRAC Program Summary (PSUM)
    ▪ TRAC TANF 60-Month Calendar (TCAL)
  o Refine Employment Development Department (EDD) Requirements
  o Create reference architecture for User Interface (front-end)
  o Build infrastructure needed for Assembly Testing environments
  o Refine story backlog
► Upcoming Tasks
  o Create more WDTIP screen page designs/mockups
  o Map backend data tables/columns from the new data model to new front-end pages
  o Analyze duplicate CIN issues in CalSAWS and WDTIP data
  o Compare CalSAWS time limit data and WDTIP data from full dump to identify discrepancies
  o Define API for EDD Data Access - TRAC screens
  o Create Analytics and Ad hoc reporting architecture for the new WDTIP solution
  o Retest Secure File Transfer Protocol (SFTP) transfer for .csv files from WDTIP to CalSAWS
► Interface Partner Integration
  o Continue coordination with Employment Development Department (EDD) team for schedule alignment and interface element alignment

4.11 California Food Assistance Program (CFAP)

► Completed Tasks
  o Created requirement grouping per functional area for overall requirements identified
  o Analyzed the data model changes across the functional area
  o Created separate release branch for code deployments
  o Continuous Integration/Continuous Deployment (CI/CD) pipelines are created to

deploy the Database and Code builds into Assembly Test (AT) and System Test environments
- o Refine story backlog
- o Completed person level aid code functionality design for CalFresh Program and CFAP expansion establishment logic
- o Completed Electronic Benefit Transfer (EBT) repayment detail page, recovery account detail page, Fiscal Authorized Amount logic framework and Issuance per aid code creation
- o Completed analysis of Income and Eligibility Verification System (IEVS) and SAVE jobs, Issuance API, Case Copy and Case Purge functionality
- o Completed Opt-In and Opt-Out page functionality
- o Completed Work Incentive Nutritional Supplement (WINS) solution logic to be applied at household program level
- o Create new CFAP Online Interface (OI) forms for CFAP mixed households and packet updates
- o Update Medi-Cal Eligibility Data System (MEDS) AP18 and AP34 transactions
- o Update Trafficking and Crime Victim Assistance Program (TCVAP), Transitional CalFresh (TCF) and Transitional California Food Assistance Program (TCFAP) functionality with CFAP expansion
- o Electronic Benefit Transfer (EBT) Interface updates
- o Update Inter County Transfer (ICT) Person Detail page for opt-in or opt-out information display at person level
- o Update Outbound Call and Text campaign batch jobs
- o Update on Able Bodied Adults with Disabilities (ABAWD) eligibility, Supplemental Nutrition Benefit (SNB)/Transitional Nutrition Benefits (TNB) aid codes functionality
- o Establish Over Issuance functionality for CFAP
- o Create Notice of Action (NOA) for CFAP mixed households
- o Update RS 50 and Annual Outcome Goal Actuals reports for CFAP
- ► In Progress Tasks
  - o Create Quality Control (QC) Review page functionality for Federal QC reviewers based on certain requirements
  - o Update ABAWD time limit batch job and Work registration exemption rules for CFAP
  - o Update Grant Expungement Reader batch job for CFAP
  - o Update FNS 209 report to exclude CFAP participants and create CFAP 209 report for CFAP participants
  - o Development in progress for Person level aid changes and CF 12 correspondence NOA for English and the other Threshold languages
- ► 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, Benefits Cal, 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
- o Automated database deployment for RDS implemented
► 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
- o Threading strategy updated to reduce query execution
- o Bug fixes
- o Continue performance testing
► In Progress Tasks
- o Update database configuration files to handle multiple connections for multi/single case copy
► Upcoming Tasks
- 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
  - o Update journal batch jobs to handle different commit frequencies
  - o Performance testing for data copy jobs
- ► Upcoming Tasks
  - o System test and bug fix

4.12.4 County Task Management Enhancements

- ► Completed Tasks
  - o Completed release management validations of:
    - ▪ CA-263040 (Task Management: Administration Functionality for Mass Task Closure)
    - ▪ CA-253606 (Task Mgmt: Update Dashboard for Task Mgmt – Configurable Task Categories)
- ► In Progress Tasks
  - o Continued support of the testing phase for:
    - ▪ CA-253667 (Task Mgmt: Configurable Task Categories)
    - ▪ CA-257327 (Sunset Worklist Pages)
- ► Upcoming Tasks
  - o Complete release management validations of:
    - ▪ CA-253667 (Task Mgmt: Configurable Task Categories)
    - ▪ CA-257327 (Sunset Worklist Pages)

4.12.5 Premise Items

Table 4.12.5-1 – 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.
CF Discontinuance of Gambling Wins	🟢	System Test	Pending State translations. Moved System Change Requests to next SFY
CW Overpayments (SB 726)	🟢	Committee approval phase	On track to complete design by May, 2024

Premise Name	Status	Phase	Progress/Updates
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	🟢	Assembly Test	CA-257149 planned for 24.05.x1 release
HAP Eviction (SB 1083)	🟢	System Test	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	🟢	System Test	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	🟢	Assembly Test	CA-270709 planned for 24.05.x1
CF Disaster Application Revision	🟢	Assembly Test	CA-274970 planned for 24.05.x1
Stage One Continuous Eligibility – Automation	🟢	System Test	CA-272999 planned for 24.03.x4
Extend Medi-Cal Suspension for Incarcerated Adults	🟢	Assembly Test	CA-256933 planned for 24.05.x1
BenefitsCal Parity with Get CalFresh	🟢	System Test	CA-208406 planned for 24.05

Premise Name	Status	Phase	Progress/Updates
CW Reminder Notice at Redetermination	🟢	System Test	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

► None for the reporting period

6.0   Appendices

Appendix A – M&E Requests and SCR Status
Appendix B – County Purchases Status Report
Appendix C – CalSAWS System IVR Report
Appendix D – CalSAWS Project Risks and Issues Report
Appendix E – CalSAWS Project Gantt Chart