

CALSAWS M&O BI-WEEKLY STATUS REPORT

Reporting Period: May 6, 2024 – May 19, 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 126 active Production defects
Incidents		► CALSAWS BROADCAST: Starting at 4:30 p.m. on May 3, 2024, Contact Center administrators experienced issues using roll - on and update functionality on the Enhanced Call Control Panel (eCCP) Administration page. As of 9 PM on May 9, 2024, issue has been resolved with deployment of fix for Defect CA-277450. In the interim, Counties can request agent roll-on or updates from the CalSAWS Project by submitting a ServiceNow ticket (RITM). As of 9:00 p.m. on May 9, 2024, the issue has been resolved with deployment of fix for Defect CA-277450. PRB0049063

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.
 - Seven priority releases that included 21 System Change Requests (SCRs) and 60 defects, a total of 81 items

Table 1.2-1 Priority Releases

Minor version (Release date)	Issue Type		Grand Total
Team Responsible	Defect	SCR	
24.05.07(May 07, 2024)	9	2	11
CalHEERS	1	0	1
Client Correspondence	1	0	1
Conversion	0	1	1
Eligibility	1	0	1

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Minor version (Release date)	Issue Type		Grand Total
Team Responsible	Defect	SCR	
Fiscal	0	1	1
Online	5	0	5
Tech Ops	1	0	1
24.05.09(May 09, 2024)	44	16	60
Analytics	1	0	1
Minor version (Release date)	Issue Type		Grand Total
Team Responsible	Defect	SCR	
Batch Operations	1	3	4
Batch/Interfaces	1	1	2
CalHEERS	1	1	2
Client Correspondence	1	0	1
Contact Center	28	4	32
Fiscal	0	1	1
Imaging	3	0	3
Online	3	1	4
Reports	4	0	4
Tech Arch	1	0	1
Voice Bots / RPA	0	5	5
24.05.10(May 10, 2024)	1	1	2
Client Correspondence	1	0	1
Online	0	1	1
24.05.12(May 12, 2024)	1	1	2
DBA	0	1	1
Imaging	1	0	1
24.05.14(May 14, 2024)	4	0	4
Analytics	1	0	1
DBA	1	0	1
Online	2	0	2
24.05.15(May 15, 2024)	0	1	1
Automated Test	0	1	1
24.05.16(May 16, 2024)	1	0	1
Imaging	1	0	1
Grand Total	60	21	81

► Planned Outages:

○ Scheduled CalSAWS Outages:


- CalSAWS Production Maintenance:
 - On May 19, 2024, from 6:00 a.m. to 1:00 p.m., the CalSAWS application was unavailable. CalSAWS users were redirected to a read-only version of the CalSAWS application.
- BenefitsCal Maintenance/Limited Access:

- On May 19, 2024, from 6:00 a.m.to 7:30 a.m., The BenefitsCal application was unavailable to customers, County staff, and Community Based Organization (CBOs)
- Between 7:30 a.m. and 1:00 p.m., the BenefitsCal application was available for customer and (CBO) Users for submitting applications, renewals, and System Access 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 was 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 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

- ▶ Received comments back on the Draft Deliverable for the CalSAWS Project Control Document Update #5 and began work on final Deliverable.
- ▶ Continued Project administration, office management support, and financial management tasks
- ▶ Continued CalSAWS Risks and Issues Management Group (RMG) activities, including:
 - Continued to work with risk and issue owners to monitor risks and update risk mitigation plans for CalSAWS DD&I Project risks and issues.
 - Monthly Risks and Issues Management Group (RMG) meeting did not occur as planned on May 8, 2024, and will now be conducted on May 22, 2024

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- ▶ Continue activities to support Project staff working remotely.
 - Continued developing Project communications, as needed.
 - Conducted monthly All Staff meeting on May 8, 2024
- ▶ Participated in Monthly Joint Powers Authority (JPA) Meeting held on May 10, 2024
- ▶ Completed materials and participated in Monthly Project Steering Committee (PSC) Meeting held on May 16, 2024
- ▶ Continued performing contract management activities:
 - Next set of contract updates are targeted for July JPA
- ▶ M&O and M&E Deliverable Annual Review Cycle draft timelines have been shared for approval.
- ▶ 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	May 16, 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

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2.4 CRFI/CIT Communication Status

- The following table outlines CalSAWS Information Transmittals (CITs) for the reporting period ending on May 19, 2024

Table 2.4-1 – CITs

CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0070-24	CalSAWS Prepopulated Medi-Cal Redetermination Claim Form and CAP SFY 2023-24 Effective April 2024	Informational	May 6, 2024	Chia Thao	Britt Carlsen
0071-24	Adtran Network Switch Replacement	Informational	May 7, 2024	Anitha Raju, and Arpita Kumari	Rosemary Assabil and Uzair Naveed
0072-24	CalSAWS RCM SME Semi-Annual Orientation	Informational	May 14, 2024	Region 2 Regional Managers	Regional Managers
0073-24	CAPi Consortium Counties Instructions	Informational	May 14, 2024	Adelaide Mendoza, and Caroline Bui	Dennis Kong, and CalWorks/Cal Fresh Committee
0074-24	CalSAWS Case Data Removal Schedule For 2024; Case Data Removal May Reports Completed	Informational	May 14, 2024	Frederick Gains	Henry Arcangel
0075-24	CalSAWS BUZZ Volume 6 Issue 3	Informational	May 15, 2024	Peggy Macias	Lenecia Miles
0076-24	CalSAWS Disbanding Claiming Committee	Informational	May 16, 2024	Claudia Pinto	N/A
0077-24	Scheduled CalSAWS Maintenance - System Downtime Notification – 5/31/2024	Informational	May 16, 2024	Anand Kulkarni	Pete Quijada

- The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending on May 19, 2024

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Table 2.4-2 – CRFIs

CRFI ID	Subject	Distribution Date	Status	Response Due Date	CalSAWS Contact
24-017	Request for Counties to Identify Participants for County Release Readiness Discovery Sessions	April 12, 2024	Closed	April 30, 2024	Regional Managers
24-018	Central Print Bank Information Change	May 7, 2024	Open	July 31, 2024	Julie Holmes
24-020	CA-269577-Add Statewide Welfare Rights Offices from Counties to CalSAWS	May 9, 2024	Open	May 22, 2024	Maria Arceo
24-021	SCR CA-262222 Batch job Updates for Kin-GAP, Foster Care, & AAP	May 9, 2024	Open	May 27, 2024	Ignacio Lázaro
24-022	County Welcome Bot Enablement	May 13, 2024	Open	May 24, 2024	Inez Finnigan

- The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending May 19, 2024

Table 2.4-3 – Overdue CRFI

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

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
New	1
Assigned	20
Completed	1167
Duplicate	20
In review	1
Withdrawn	44
Pending clarification	6
Total	1265

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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
SCERFRA 24-915	24-915 - AB 2255 - Adoption Assistance program Eligibility	Assigned	April 25, 2024	No response	
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	Completed	May 8, 2024	May 8, 2024	
SIRFRA 1351	1351 - Data Pull for Spousal Impoverishment Case Flag & Task	Pending Clarification	March 28, 2024	No response	
SCERFRA 24-512	24-512 - Foster Care Rates Proposal TBL	Pending Clarification	May 17, 2024	No response	
SIRFRA 1371	1371 - MEDS Alert Monitoring - April 2024	Completed	May 6, 2024	May 8, 2024	
SIRFRA 1368	1368- PHE Renewal and Demographics Data - April 2024	Completed	May 7, 2024	May 8, 2024	
SIRFRA 1369	1369 - Total No. of Apps and Renewals Pending - Apr'24	Completed	May 7, 2024	May 8, 2024	
SIRFRA 3947	3947 - Secondary Education	Completed	May 7, 2024	May 10, 2024	
SIRFRA 1379	1379 - CHDP PROGRAM	Assigned	May 20, 2024	No response	
SCERFRA 24-513	24-513 - PVS Contact Letter	Assigned	May 23, 2024	No response	
SCERFRA 24-514	24-514 - EBT Benefit Types - CalFresh Reimbursement Due to Electronic Theft	Assigned	May 28, 2024	No response	
SIRFRA 1375	1375 - End of CCR Renewal Data Request - RE Month June 202	Assigned	May 28, 2024	No response	
SIRFRA 1381	1381 - ROP Cost Estimate	Assigned	May 29, 2024	No response	
SCERFRA 24-504	24-504 - SVH - CalSAWS Integration	Assigned	May 30, 2024	No response	
SIRFRA 1382	SIRFRA 1382 - Medi-Cal Envelope	New	June 3, 2024	No response	
SIRFRA 1376	1376 - PHE Renewal and Demographics Data Request - May '24	Assigned	June 5, 2024	No response	

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ID	Description	Status	Due Date	Response Received Date	Notes
SIRFRA 1380	1380 - MEDS Alert Monitoring - recurring SIRFRA	Assigned	June 7, 2024	No response	
SIRFRA 1374	1374 - CMS Monthly Unwinding Update Report - Previously Pending Renewals	Assigned	June 10, 2024	No response	

2.6 Culture Transformation

- ▶ Culture Ambassadors Network (CAN)
 - Completed Activities
 - Distributed content for May Wellness Wednesday – National Pet Month
 - Distributed CalSAWS Buzz
 - Current Activities
 - Wellness Wednesday Pop-up workout events
 - 10-minute workouts, different theme each week continues through May
 - Mental Health Awareness; Mental Health Monday
 - Upcoming activities and events
 - Best vacation 2024
 - SAWS memorabilia
 - 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
 - Continued planning for May 2024 Table Talk on Character Strengths
 - Distributed calendar invite to Project for Table Talk, Unveiling Secrets of Flourishing: Character Strengths, event scheduled for May 29, 2024, at 12:00 p.m. - 1:00 p.m.
 - Buddy Program
 - Opened and closed buddy program sign-up survey
 - Began data analysis and buddy pairing process
 - Distributed calendar invite for the Buddy Program kick-off event on May 24
 - Began creating PowerPoint deck for buddy program kick-off event
 - Employee Resource Group (ERG) Council
 - Continued meeting with guest speaker for mental health awareness month event preparation
 - “Where to Start? Taking Charge of Your Wellbeing” on May 22, 2024, at 12:00 p.m.-12:30 p.m. with guest speaker Noe Avila
 - Calendar invite drafted and released to Project

- o Great Place to Work
 - Scheduled Virtual Game Hour for the third Friday of each month
- ▶ General
 - o Promoted 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

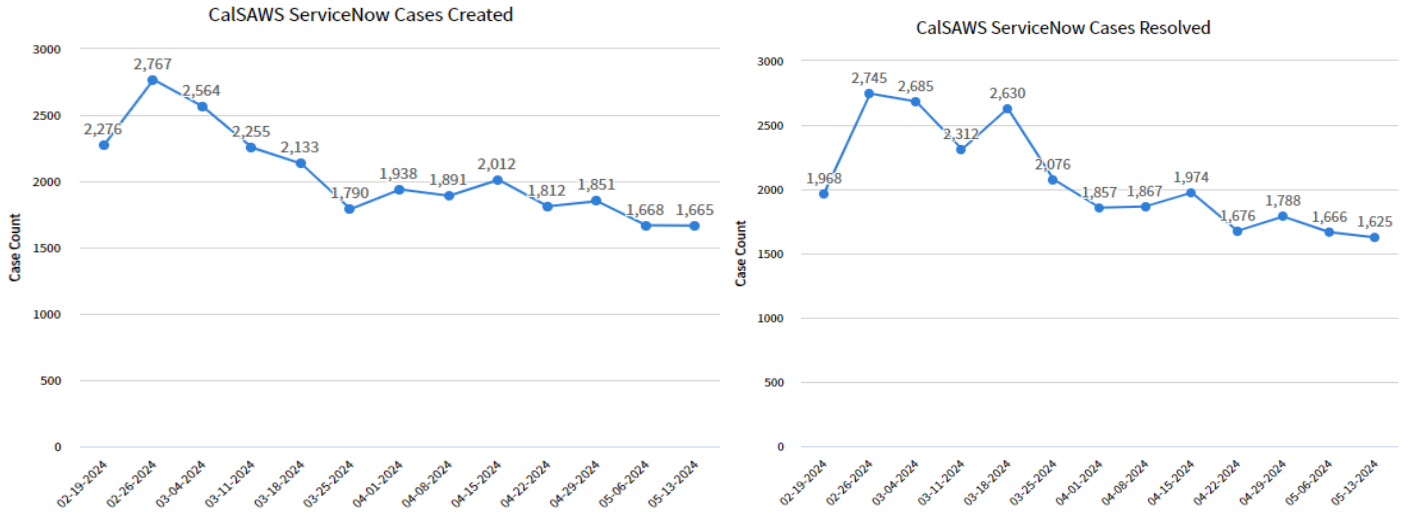
STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
3.1.2 CalSAWS Help Desk Metrics	<ul style="list-style-type: none">• The current compliance for May Month to Date (MTD) is 99.2%

3.1.1 Service Management Overview

- ▶ Scheduled the May Helpdesk Operations meeting, which will be facilitated on May 29, 2024.

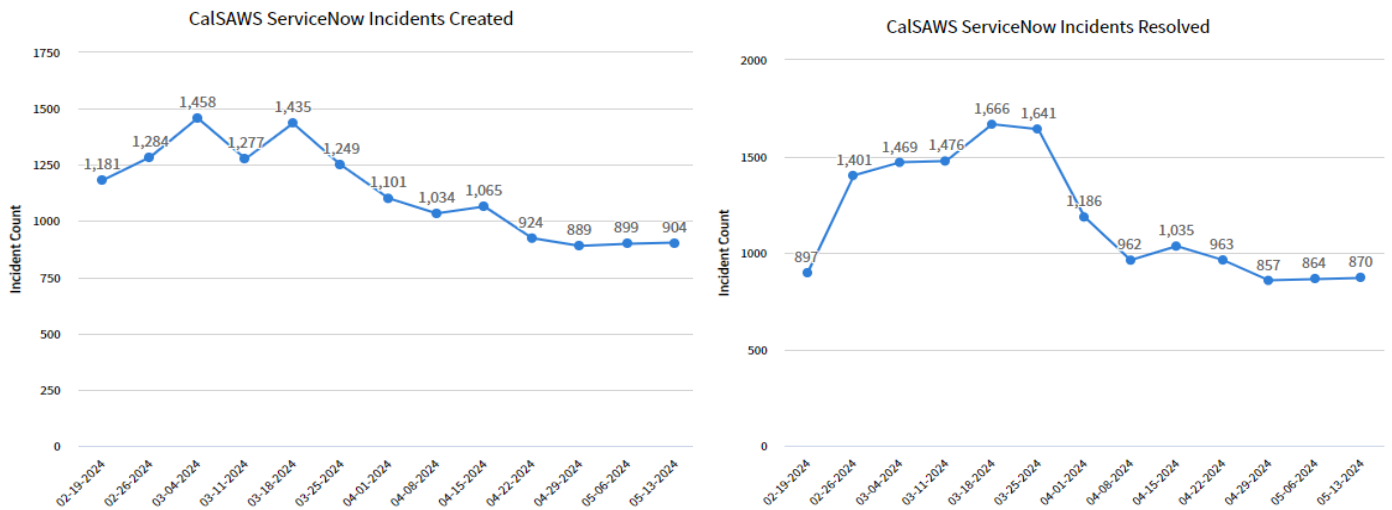
3.1.2 CalSAWS Help Desk Metrics

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



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

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



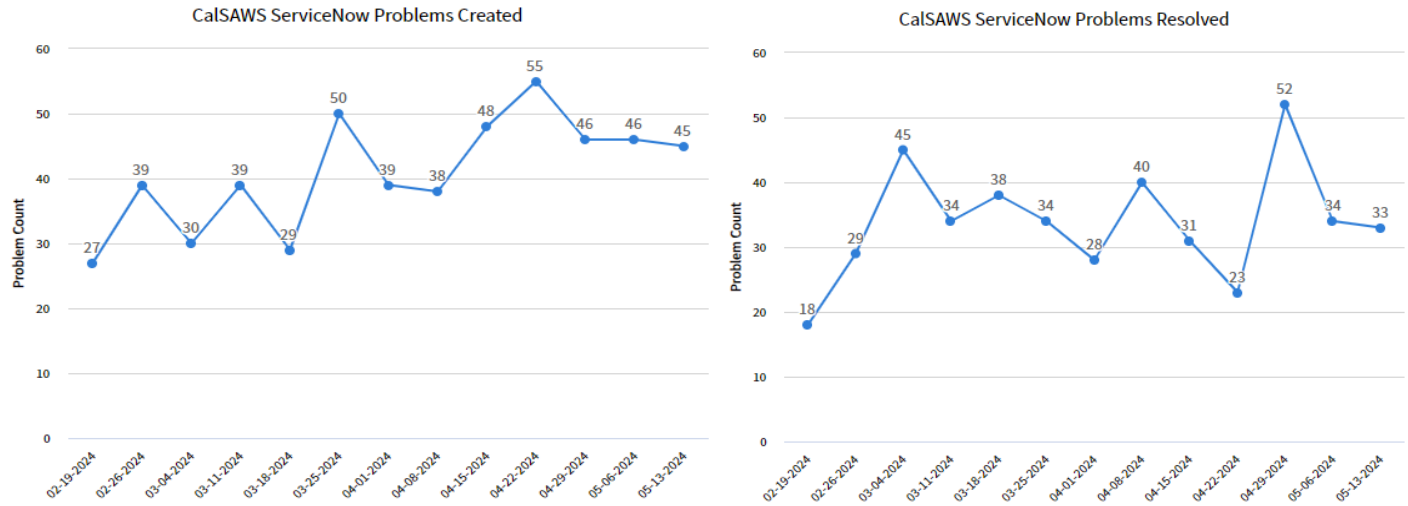
Note: The graphs represent the ServiceNow Incidents associated to all 58 Counties. Incidents are escalations derived from case attempts to triage the issue. The dates in x-axis represent the start of a week but the data is inclusive of the entire week.

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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	116	12	6	11	15	11	3	176
In progress	0	132	48	20	32	34	29	10	305
On hold	0	122	68	94	197	325	927	23	1,756
Resolved	3	401	370	453	376	86	65	23	1,777
Closed	9	1	3	30,054	67,237	13,775	8,892	2,661	122,632
Problem in Diagnosis	0	0	0	1	1	0	0	0	2
Total	14	772	501	30,628	67,854	14,235	9,924	2,720	126,648

- ▶ 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

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- 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)

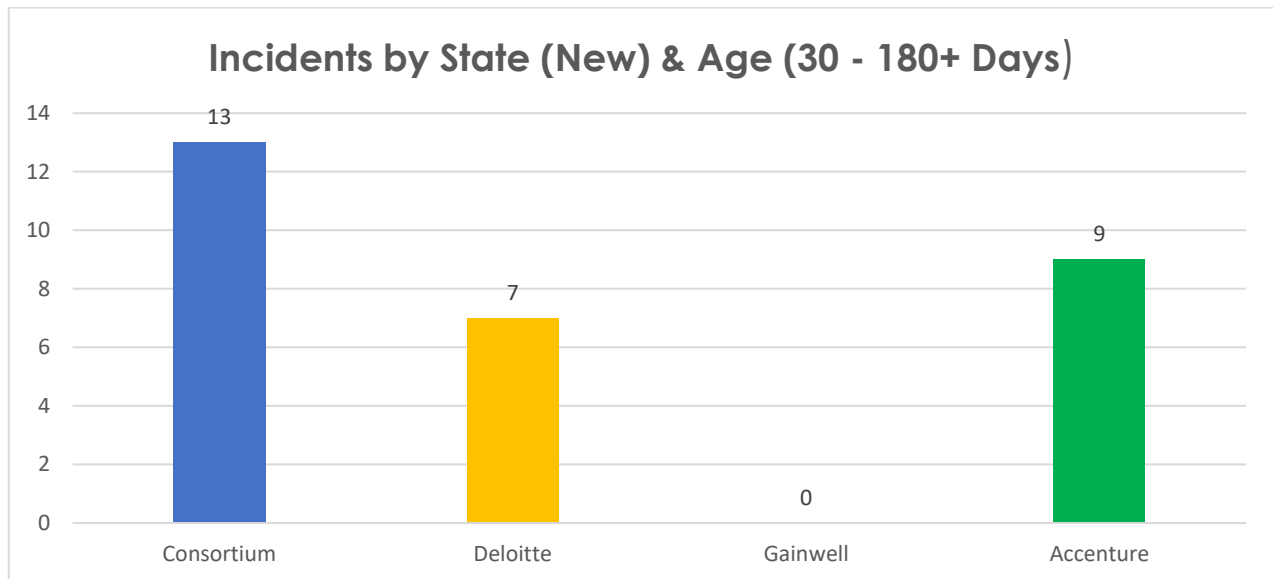


Table 3.1.2-9 – CalSAWS ServiceNow Incidents by State (New) and Category

Organization	Helpdesk Incidents	Infrastructure Incidents	Total Incidents
Consortium	13	0	13
Deloitte	7	0	7
Gainwell Technologies	0	0	0
Accenture	9	0	9
Total	29	0	29

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

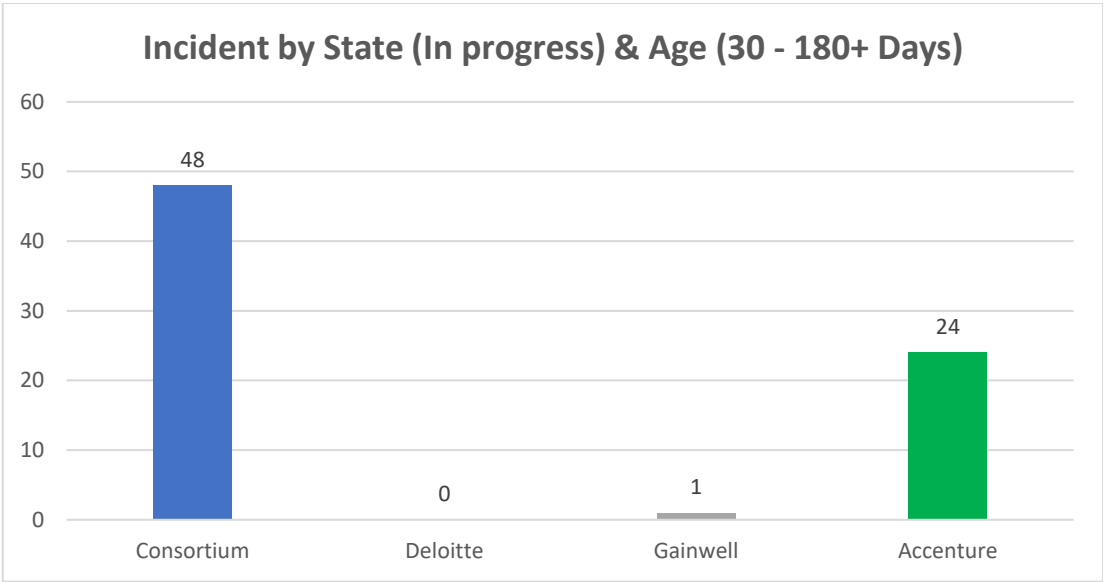


Table 3.1.2-11 – CalSAWS ServiceNow Incidents by State (In progress) and Category

Organization	Helpdesk Incidents	Infrastructure Incidents	Total
Consortium	48	0	48
Deloitte	0	0	0
Gainwell Technologies	1	0	1
Accenture	20	4	24
Total	69	4	73

- 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

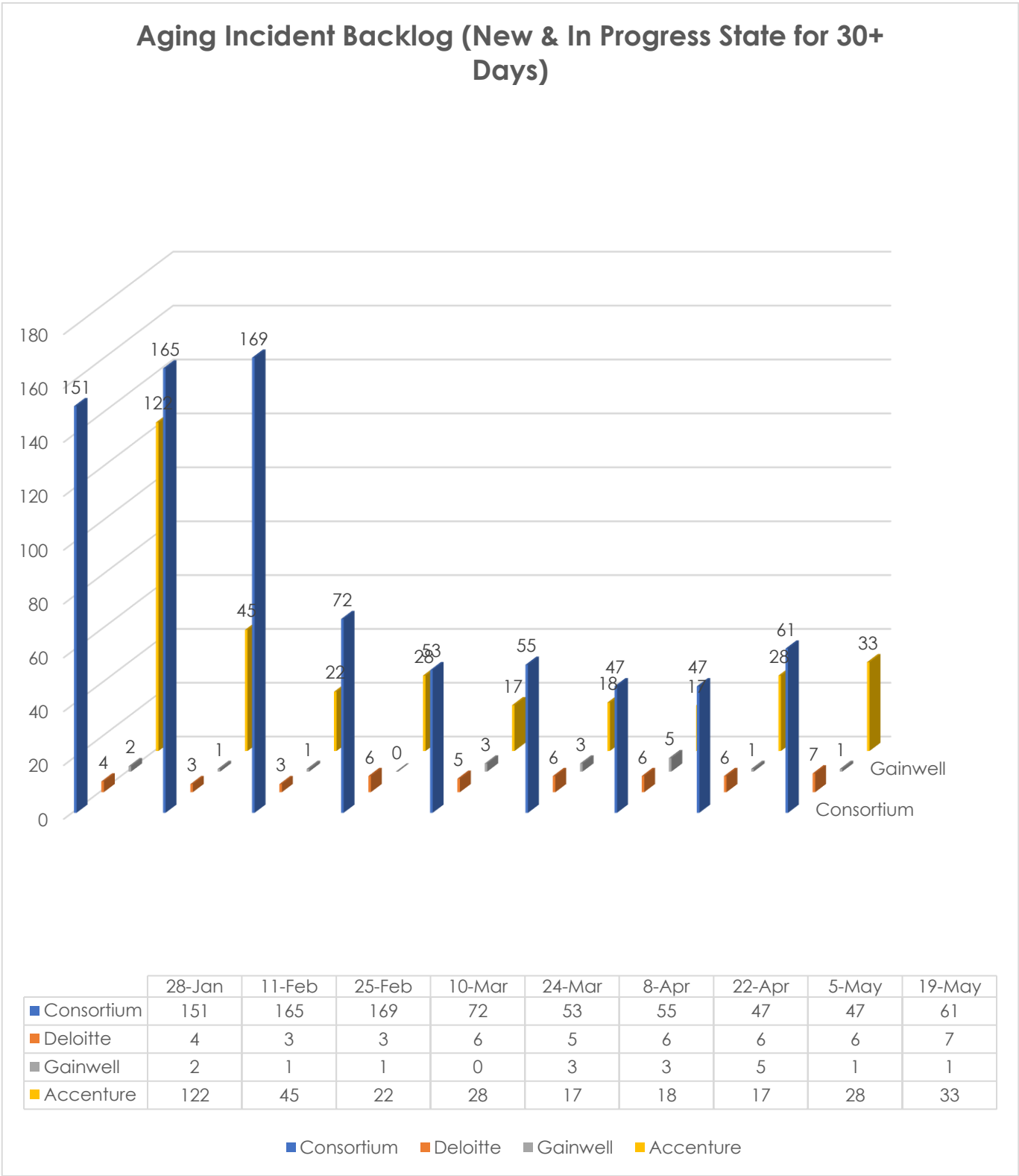
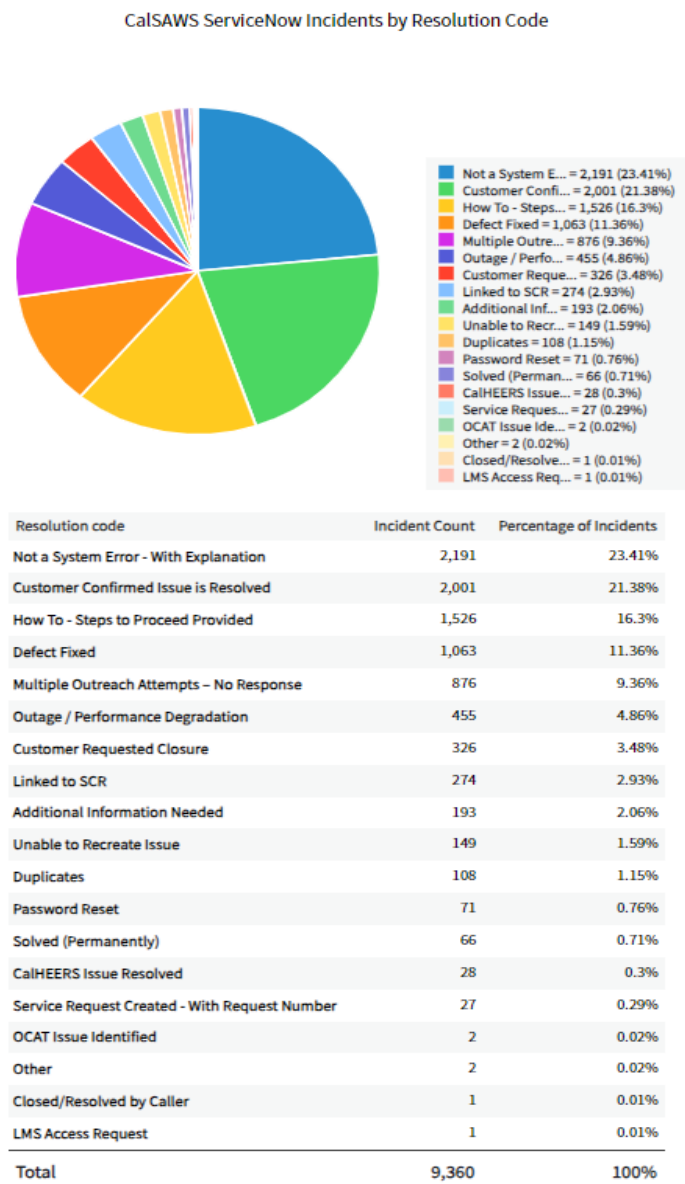


Figure 3.1.2-13 – CalSAWS ServiceNow Incidents by Resolution Code

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



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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 3,001 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.

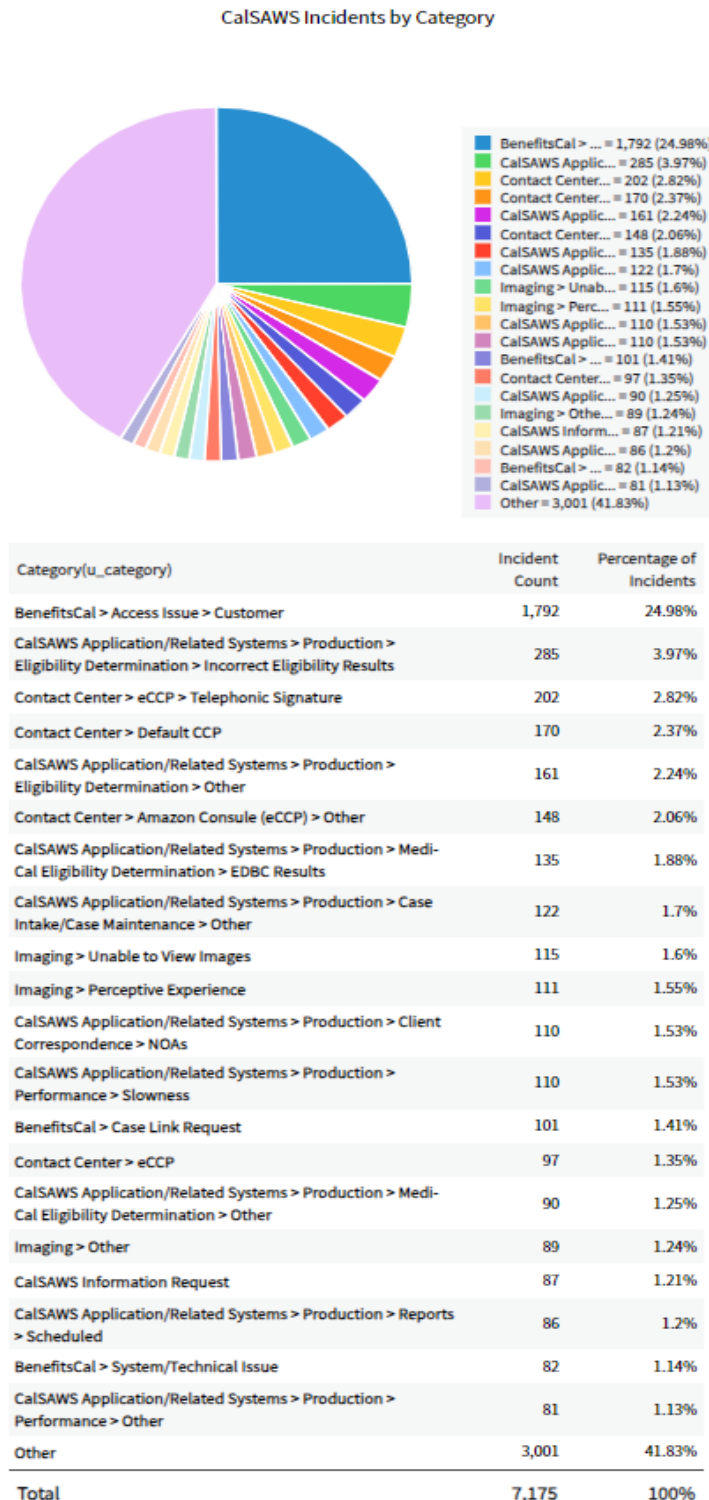
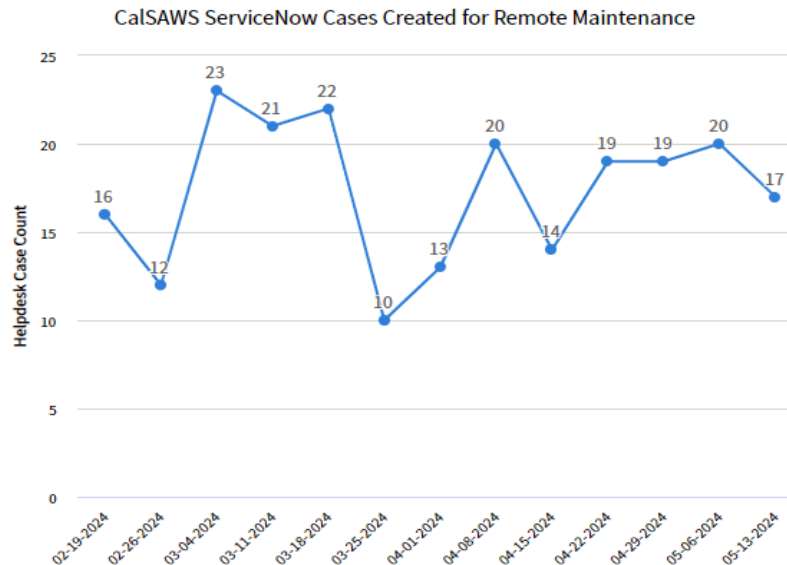
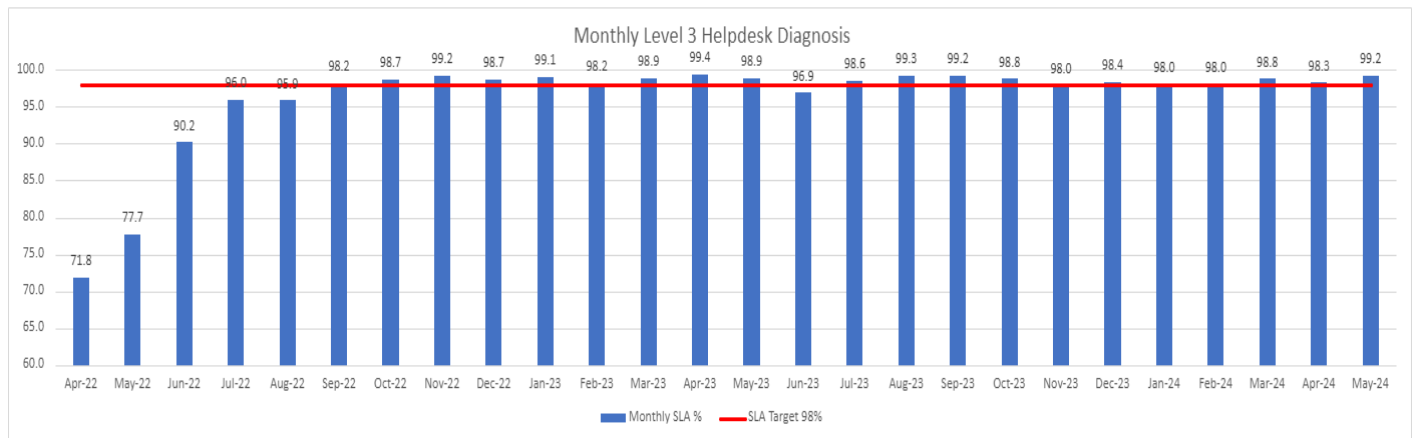


Figure 3.1.2-15 – CalSAWS ServiceNow Cases Created for Remote Maintenance



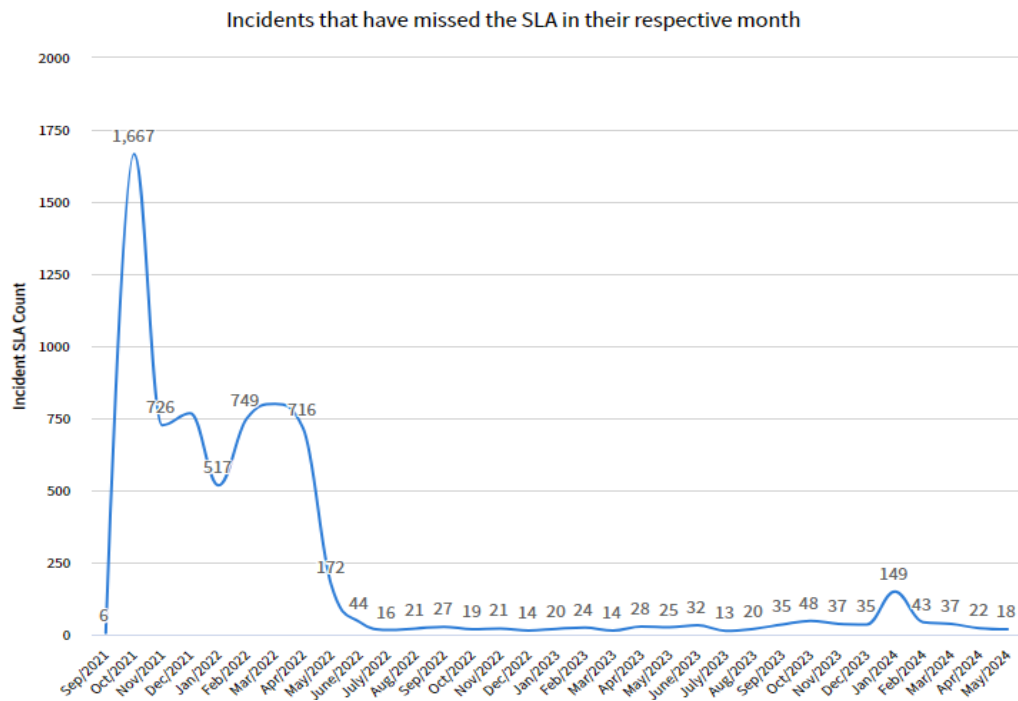
- The Monthly Level 3 Helpdesk Diagnosis Service Level Agreement (SLA) graph below represents the Level 3 Helpdesk compliance metric for closed incidents. The current compliance for May Month to Date (MTD) is 99.2%

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



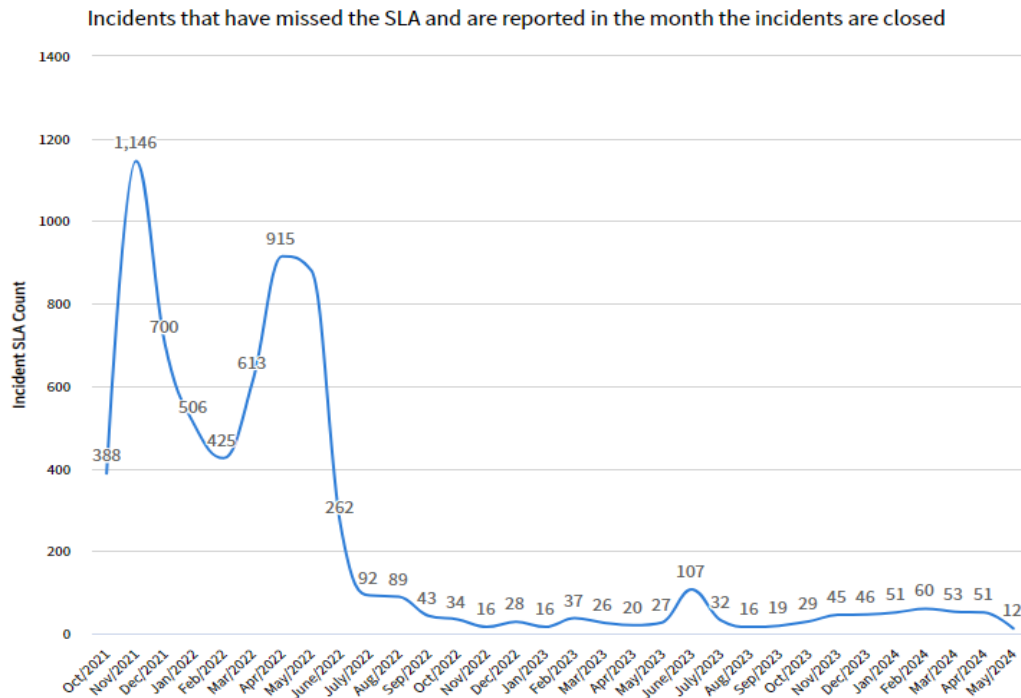
- The graph below represents the number of incidents that missed the Service Level Agreement (SLA) in each month. Eighteen (18) incidents missed the SLA in May Month to Date (MTD)

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



- The graph below represents the number of closed incidents that missed the Service Level Agreement (SLA) in each month. When an incident is resolved, the SLA is paused, which allows Users to reopen if needed. After 15 calendar days, an incident will automatically close, and the SLA is completed. Twelve (12) closed incidents missed the SLA in May Month to Date (MTD)

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



3.2 Technology Operations

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

3.2.1 CalSAWS Management and Operations

- ▶ Enhancing County Design Documentation
 - Ongoing County physical audits to capture rack layout and power distribution of devices per site
 - Begin new exercise to update internal documentation
- ▶ TPx Adtran Switch Replacement
 - Ongoing communications with Counties to seek approval on dates and timeline
 - Ongoing Project planning
 - Wave 1 to start on June 3, 2024

[REDACTED]

- ▶ Site redundancy build
 - 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
- ▶ Enhanced Data Reporting (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 request for Customer Service Center (“CSC”) network model change to Point of Presence (“PoP”)
 - Identified WAN circuit procurement risk: due to delays in CPO approval, there are impacts to the timeline for circuit delivery (estimated at 3 months)
 - o Monterey County – Migrate the County’s Customer Service Center (“CSC”) from a Managed model to a Point of Presence (“PoP”) model
 - Met with County May 6, 2024, for kickoff call
 - Met with County May 13, 2024 for follow-up call
 - o San Joaquin County – Network model change from Managed to Point of Presence (“PoP”)
 - Continued developing County Purchase documentation

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Table 3.2.1-1 – CalSAWS Upcoming Maintenance

Scheduled Date	Activity Description
May 21, 2024	Conversion Defect Testing (CDT) Goldcamp Redundant Switch Installation
May 22, 2024	GenAI Fresno Work Summary Generation – Production (Planned Change)
May 23, 2024	Deploy Contact Center Click to CallMe to contactcenter production-shared functions account (Planned Change)
May 23 - 24, 2024	LEX BOT: contactcenter-production-fresno, Alameda, San Luis Obispo, Sonoma, Kern, Los Angeles, Sacramento, San Diego, Kings, Stanislaus, San Francisco, Monterey Counties - Deploy all standard infrastructure for Welcome Bot (Planned Changes)
May 23 – 24, 2024	Robotic Processing Automation (RPA) Contact Center Production Deployment – Solano, San Bernardino, Sutter, Orange (Planned Changes)
May 23 – 24, 2024	Robotic Processing Automation (RPA) Contact Center Production Deployment - Non-Contact Center (CSC) Counties (Planned Change)
May 23 – 24, 2024	Robotic Processing Automation (RPA) Production Deployment - Sprint 7 Shared Functions (Planned Change)
May 26, 2024	Red Hat Linux 8 (RHEL8) Cutover for Production MAP Servers (Planned Change)
May 28, 2024	Add Kiosk IP to Firewall Object Group for Lobby Kiosk Management
May 29, 2024	Upgrade Operating System (OS) on Goldcamp Firewalls
May 30, 2024	Upgrade Operating System (OS) on Vacaville Firewalls
May 30 – 31, 2024	Update BenefitsCal Portal Application Programming Interface (API) Endpoints in Coreapp-Production (Production and Disaster Recovery)
June 2, 2024	April 2024 Database Production Patching (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

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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	Communication Method
BenefitsCal Release 24.05.30	05/30/24	8:00 PM	05/30/24	9:30 PM										Broadcast Email
ForgeRock Maintenance	05/31/24	10:00 PM	06/01/24	2:00 AM										CIT
Production Maintenance	06/02/24	8:00 AM	06/02/24	2:00 PM										Broadcast Email
BenefitsCal Release 24.06.27	06/27/24	8:00 PM	06/27/24	9:30 PM										CIT
ForgeRock Maintenance	06/28/24	10:00 PM	06/29/24	1:00 AM										Broadcast Email
Production Maintenance	06/30/24	4:00 PM	06/30/24	8:00 PM										CIT
Production Maintenance	07/14/24	4:00 PM	07/14/24	8:00 PM										Broadcast Email
CalSAWS Release 24.07	07/21/24	6:00 AM	07/21/24	1:00 PM										CIT
BenefitsCal Release 24.07.25	07/25/24	8:00 PM	07/25/24	9:30 PM										Broadcast Email
ForgeRock Maintenance	07/26/24	10:00 PM	07/27/24	1:00 AM										CIT
Production Maintenance	08/18/24	4:00 PM	08/18/24	8:00 PM										Broadcast Email
BenefitsCal Release 24.08.29	08/29/24	8:00 PM	08/29/24	9:30 PM										CIT
ForgeRock Maintenance	08/30/24	10:00 PM	08/31/24	1:00 AM										Broadcast Email
Production Maintenance	09/08/24	8:00 AM	09/08/24	2:00 PM										CIT
CalSAWS Release 24.09	09/22/24	6:00 AM	09/22/24	1:00 PM										Broadcast Email

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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	Communication Method
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
Production Maintenance	09/29/24	4:00 PM	09/29/24	8:00 PM										Broadcast Email
Production Maintenance	10/06/24	6:00 AM	10/06/24	10:00 PM										CIT
Production Maintenance	10/20/24	4:00 PM	10/20/24	8:00 PM										Broadcast Email
ForgeRock Maintenance	10/25/24	10:00 PM	10/26/24	1:00 AM										CIT
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	1:00 PM										CIT
ForgeRock Maintenance	12/06/24	10:00 PM	12/07/24	1:00 AM										Broadcast Email
Production Maintenance	12/08/24	4:00 PM	12/08/24	8:00 PM										CIT
Production Maintenance	12/15/24	8:00 AM	12/15/24	2:00 PM										Broadcast Email
BenefitsCal Release 24.12.19	12/19/24	8:00 PM	12/19/24	9:30 PM										CIT
CalSAWS Release 25.01	01/26/25	6:00 AM	01/26/25	1:00 PM										Broadcast Email
BenefitsCal Release 25.01.30	01/30/25	8:00 PM	01/30/25	9:30 PM										Broadcast Email

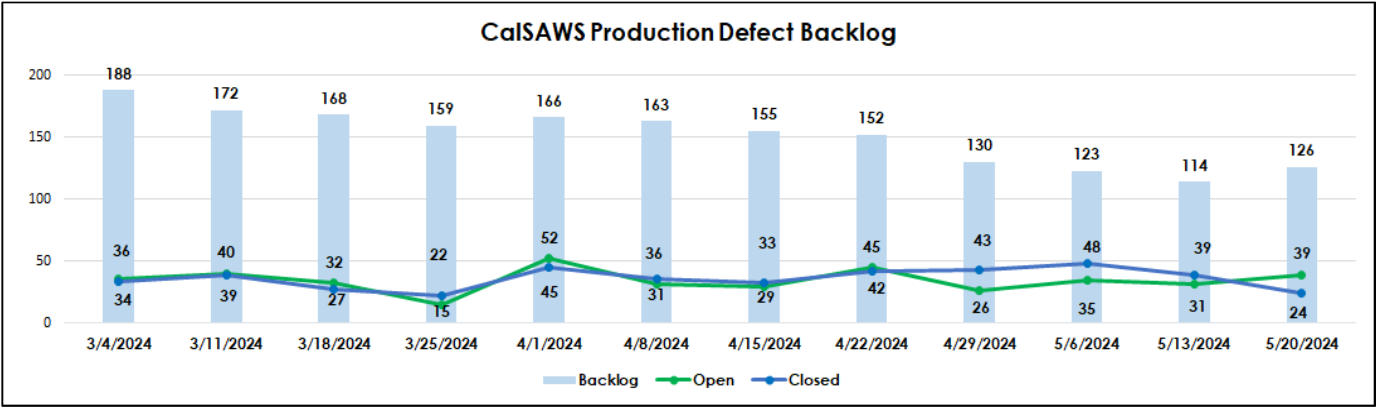
Notes:

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

3.3 Production Defect Backlog

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

Figure 3.3-1 – Production Defects Backlog Weekly Trend



3.3.1 Release Schedule Production Defect Fix

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

Table 3.3.1-1– CalSAWS Production Defect Count by Release

CalSAWS Production Defect Count by Release						
Count of Defects	Release					
Severity	24.03	24.05	24.06	24.07	TBD	Grand Total
2-Normal/Medium	39	16	0	15	1	71
New	0	1	0	3	1	5
In Progress	0	3	0	12	0	15
Closed	39	12	0	0	0	51
3-Normal/Low	154	101	8	46	20	329
New	0	15	4	4	15	38
In Progress	0	16	3	42	5	66
Closed	154	70	1	0	0	225
4-Cosmetic	6	2	0	1	0	9
New	0	1	0	0	0	1
In Progress	0	0	0	1	0	1
Closed	6	1	0	0	0	7
Grand Total	199	119	8	62	21	409

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 (\$)	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)

- ▶ Root Cause Analysis (RCA) – 312 – Access to CalSAWS Impacted for AppStream Users – PRB0048787
 - On April 22, 2024, the Project team received reports of issues accessing Medi-Cal Eligibility Data System (MEDS) and CalSAWS using AppStream. The Project team verified the changes that were performed during the weekend and did not find anything that would impact AppStream. An Amazon Web Services (AWS) ticket (# 171380508000084) was raised to investigate any changes from AWS that may have had caused the issue. The Team identified a potential cause related to Chrome browser security updates that were pushed to County workstations by AWS and continued to work with AWS to remediate the issue. In the interim, the Project team identified a workaround solution to restore connectivity. After receiving Consortium approvals, the Technical Operations team disabled "TLS 1.3 hybridized Kyber support" feature on Chrome and Edge browsers and pushed the change globally. During subsequent meetings with AWS, the Project team received confirmation from AWS that a fix is being targeted to be implement by the end of

June 2024, which is being tracked using the AWS ticket # 171202024100433.

- ▶ Root Cause Analysis (RCA) – 311 – Kern County CalSAWS Access Issue – PRB0048942
 - On April 22, 2024, at 7:30 am, Kern County users on CalSAWS managed call center workstations were unable to access the CalSAWS application via the Edge browser. The project team confirmed with Kern County staff that users at the following two locations who use call center imaged workstations were impacted by this issue.
 - 3041 Wilson Road, Bakersfield (Site ID: 150042)
 - 1816 Cecil Avenue, Delano (Site ID: 15001)

There are a total of 8 call center workstations at site 15001 and 279 workstations at site 15042. Not all workstations were in use at the time of the incident. The Project team identified that the CCProxy was enabled for Kern County, which may have blocked traffic flow. To remediate the issue, the Intel team manually disabled Edge browser CCProxy setting on few workstations and confirmed that they were able to access CalSAWS and associated systems. After confirming successful testing, Edge browser CCProxy was disabled on all other workstations of Kern County via a group policy and bypassed the CCProxy service in the AWS environment. CC Proxy was disabled for all Counties that were enabled for Enhanced Call Control Panel (ECCP). RITM0059919 was created to disable CC Proxy for Kern County workstations and was scheduled for implementation on April 25, 2024. Since the Kern County Users were experiencing issues with CC Proxy that impacted Users' ability to access CalSAWS, the Intel team received approval from Consortium and pushed a global policy to all Kern County workstations to disable the CC Proxy. In addition, the Intel team pushed scripts to disable squid proxy that was running on some of the Contact Center workstations that uses a configuration file that references the CC Proxy in the AWS environment.

- ▶ Root Cause Analysis (RCA) – 310 – Imaging Solution Outage – PRB0048879
 - On April 15, 2024, the CalSAWS imaging solution experienced performance slowness, resulting in Users being unable to log into the application started at 1:20 p.m. The CalSAWS Imaging team investigated the issue with the imaging vendor (Hyland) and determined to restart Perceptive Content services as a remediation step to restore services, which was approved by Consortium. Perceptive Content services were restarted at 3:00 p.m. and the team confirmed with impacted Users that they were able to access the CalSAWS imaging solution. Hyland determined that the outage was caused by a "looping login" scenario where multiple User sessions were created by the system while Users were trying to login, compounding the performance degradation, and ultimately causing the system to prevent Users from logging into the CalSAWS imaging solution. This scenario occurred following the Disaster Recovery (DR) test on April 14, 2024. Hyland and the CalSAWS Project team have updated the DR checklist to address this scenario in future DR tests.

3.4.3 Batch Operations

- ▶ Continued activities for the BIC Scheduler upgrade, currently planned for implementation on May 25, 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 completed. Comparison and analysis of pre vs post upgrade in progress and will be completed by May 21, 2024
- ▶ Continued regression testing of Red Hat Enterprise Linux (RHEL) 8 upgrade of batch and scheduler servers, currently planned for implementation on May 30, 2024
- ▶ Completed execution of 10 day cut off batch for the month
- ▶ Completed execution of batch for change, All County Letter (ACL) 19-19 & 19-102 Increase the threshold for CalWORKs Overpayments Phase II as part of 24.05 release that generated 399K notices.
- ▶ Case purge jobs have been running since May 3, 2024, successfully and 170K cases have been purged out of 1.05 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

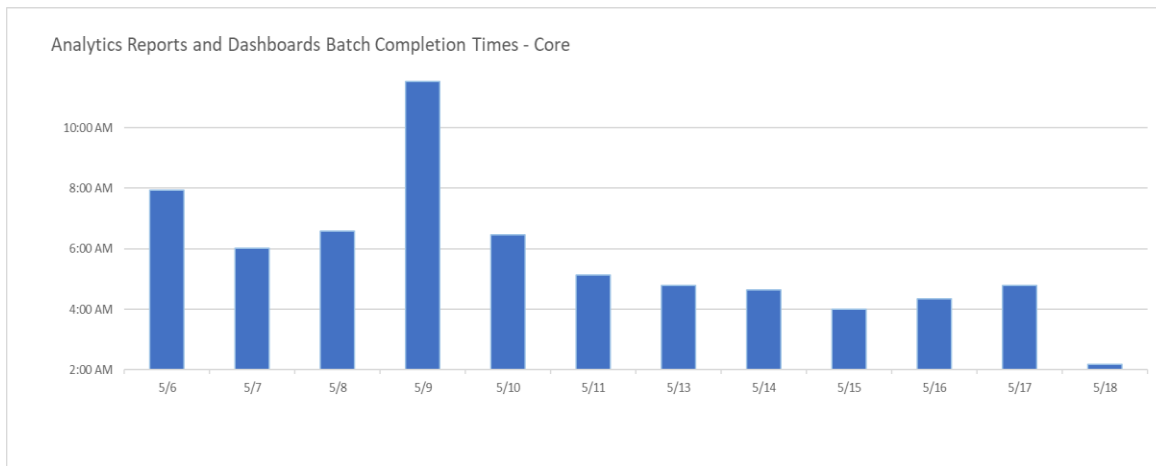


Table 3.4.3.2 - Details of Days When Analytics Reports and Dashboards Completed after 7:00 a.m.

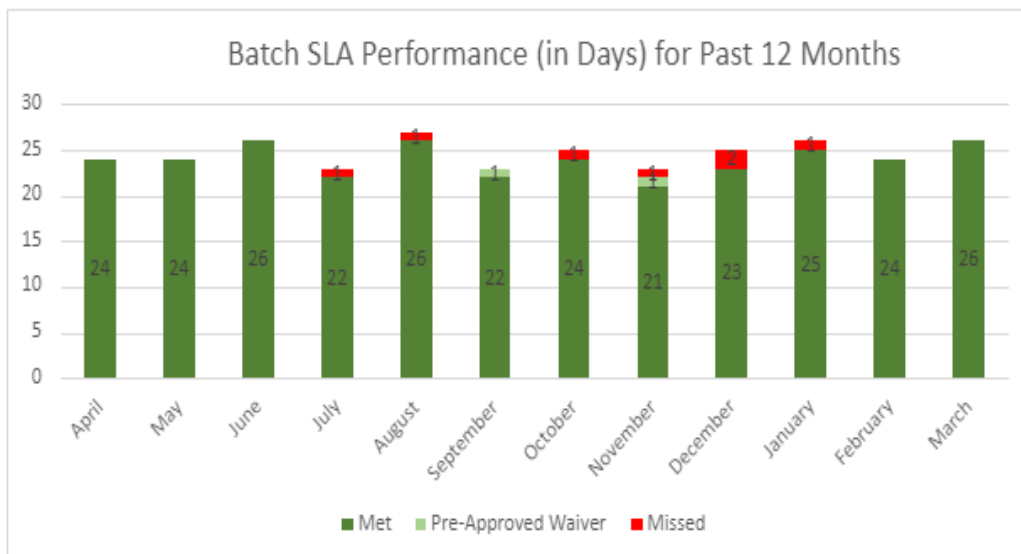
Batch Date	Issue	Communication	Status	Resolution
May 6 and May 9, 2024	Increase in transactions generated by case purge activities required ingestion jobs to run longer, impacting completion times of analytic reports and dashboards. Issue has been addressed by implementing daytime ingestions and sharding of long running RDS jobs.	A Subset of Analytics Reports and Dashboards Delayed on 5/10/2024	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

- None for the reporting period

► 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)

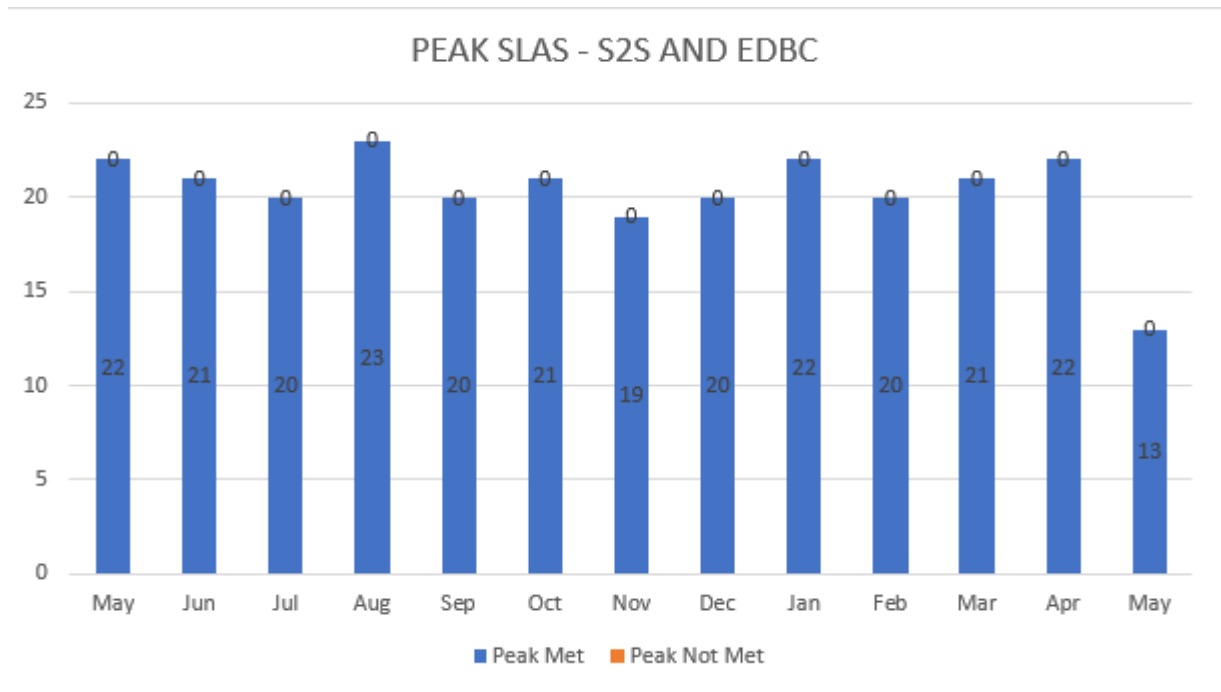
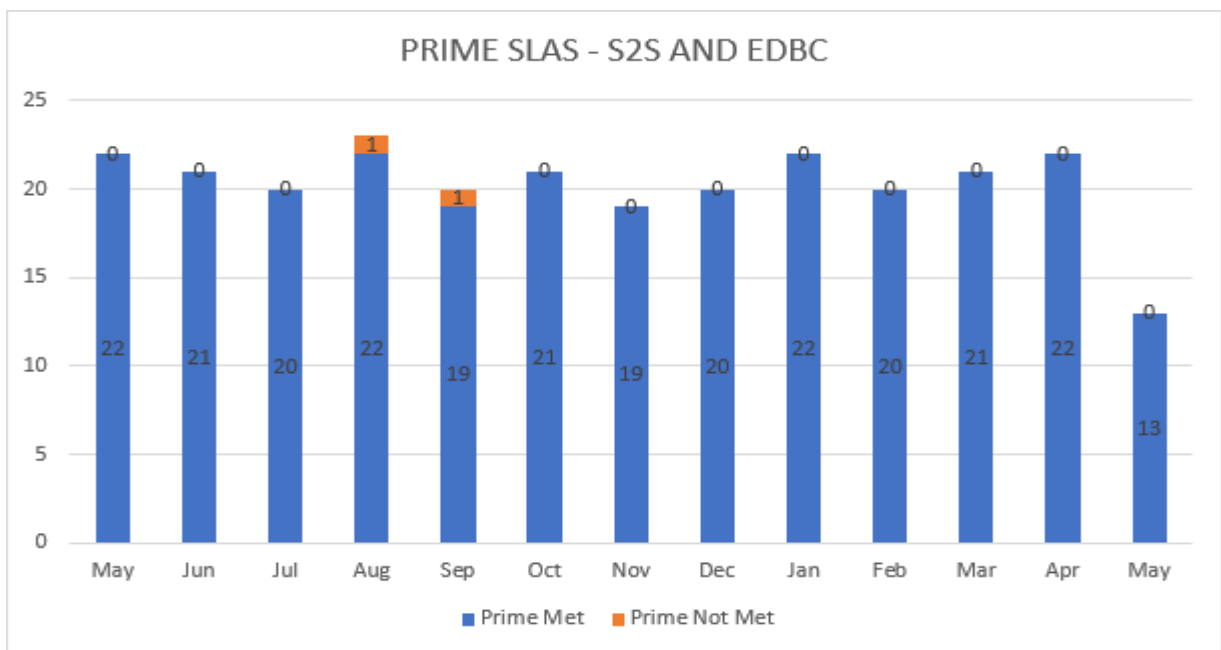


Table 3.4.4-3 – Prime Service Level Agreement (SLA) -S2S and Eligibility Determination Benefit Calculation (EDBC)



3.5 ForgeRock

- ▶ ForgeRock team performed an emergency change request on May 15, 2024, in Development non-live stack to troubleshoot for the Rest Application Processing Interface (API) Test anomalies that were seen a few weeks ago. ForgeRock was able to cutover and resolve the Development issue.
- ▶ ForgeRock team working with the ServiceNow team to align on go-live date for ServiceNow integration and testing of use cases. Further testing and conversations needed with Consortium from the ServiceNow side.
- ▶ ForgeRock performed a change request on May 15, 2024, for the removal of SimpleAuth for both Production and Production Disaster Recovery. This change will close the incident marked in risk management and open POAM from ForgeRock.
- ▶ Funding approval granted for all Implementation Advance Planning Document Update items - Work to begin in June 2024 for Identity provisioning.
- ▶ ForgeRock team to complete the change request for access manager configuration (CORS and Headers) Update in Production and Production Disaster Recovery on May 19, 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 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 24, 2024	In progress – Meeting scheduled with Consortium for next Tuesday (May 21, 2024)
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)
 - Worker-Facing Virtual Assistant (VA) updates have been moved to the Application Development section (section 4.0) under section 4.5 – Virtual Assistant (VA)
- ▶ Voice Bots (Welcome/Authentication Bots)
 - System Change Request (SCR) CA-275382 - Statewide Welcome Bot Enhancement - Card Intent
 - System testing is in progress
 - Release date got pushed due to open defects; New target to deploy is on May 23, 2024
- ▶ Electronic Benefit Transfer (EBT) Card Replacement - Robotic Process Automation (RPA)
 - Successfully went live with Sprint 6 [Sacramento, Humboldt, San Luis Obispo, Marin, and Butte Counties] on May 9, 2024

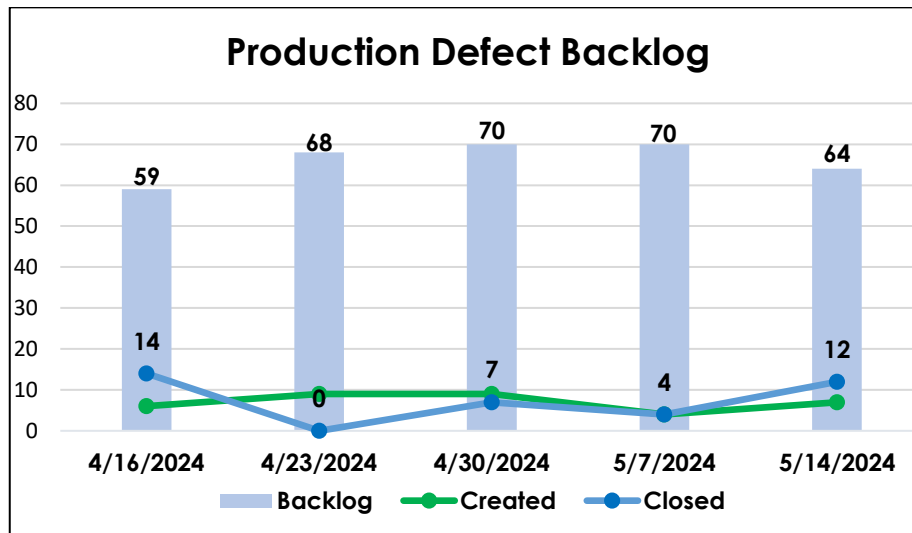
- Sprint 7 and 8 [Placer, Shasta, Contra Costa, Orange, San Bernardino, Solano, and Sutter Counties] system testing is in progress; Target to deploy on May 30, 2024
- Sprint 9 [Non-Customer Service Center (CSC) Counties] kickoff sessions have started on the week of May 13, 2024; Target to complete by May 21, 2024

3.7 Imaging

- ▶ Completed Defects
 - CA-275986 - External Agency - Technical Only - Script Updates To ensure accurate logging
 - CA-276744 - External Agency - Scripts are attempting to route items into RC Copy Removal even if item was previously routed there
 - CA-277268 - External Agency - CCP 2145 Missing from Childcare views
 - CA-272030 - External Agency - When system is slow, user may open more than 1 session
- ▶ Completed System Change Requests (SCRs)
 - No updates for the reporting period

3.8 Customer Service Center (CSC)

Table 3.8-1 – Contact Center Defect Burndown



- ▶ Production Defect Backlog Highlights
 - The Contact Center Team continues to address Production defects exclusively using a priority release schedule to address Defects sooner. Below are some defects recently resolved:
 - 24.05.09 Release
 - CA-276544 - Call throttling error when attempting to transfer
 - CA-276699 - Session Token handling for logged in Agents that impacts Agent State and Statuses
 - CA-277450 - Eccp Roll-on/off Update Agent not Saving

Table 3.8-2 – Contact Center Recently Deployed Enhancements

TYPE	JIRA ID	ENHANCEMENTS	Deployment Date	STATUS
SCR	CA-274110	Update Telephonic Signature for the eCCP to send full audio	24.05.09	In Production
SCR	CA-276753	Orange County - Courtesy Call Back Adjustment	24.05.09	In Production
SCR	CA-262270	RPA - Automated EBT Replacement Implementation: Butte County	24.05.09	In Production
SCR	CA-271252	Phase 10 - Non-CSC - Inbound IVR: Set the Max Attempts for Authentication to 1	24.05.09	In Production
SCR	CA-270778	Remove Transcription from Telephonic Signature - Back End	24.05.09	In Production
SCR	CA-262337	RPA - Automated EBT Replacement Implementation: Sacramento County	24.05.09	In Production
SCR	CA-262275	RPA - Automated EBT Replacement Implementation: Marin County	24.05.09	In Production
SCR	CA-262339	RPA - Automated EBT Replacement Implementation: San Luis Obispo County	24.05.09	In Production
SCR	CA-262280	RPA - Automated EBT Replacement Implementation: Humboldt County	24.05.09	In Production

- Contact Center Recently Deployed Enhancements
 - The above table shows all recently deployed Contact Center Enhancements over the past two weeks.

Table 3.8-3 – Contact Center Upcoming Enhancements

TYPE	JIRA ID	ENHANCEMENTS	Deployment Date	STATUS
SCR	CA-245360	Telephonic Signature Update Rights and Responsibilities for Medi-Cal	24.07.11	Approved
SCR	CA-273724	Telephonic Signature - Update CalSAWS Telephonic Signature Capture Code Generation/Removal Logic	24.08.xx	Design in Progress
SCR	CA-260329	Telephonic Signature - Add Outbound Call Option on Electronic Signature Page	24.09.xx	Design in Progress
SCR	CA-270154	Outbound IVR: Add new calling campaign for AB 79 Personal Contact	24.09.xx	New
SCR	CA-252858	Add Live Monitoring and Change Agent Status to the Supervisor panel in eCCP	24.10.xx	Pending Approval
SCR	CA-270820	Update and Add Contact Center Security in CalSAWS	24.12.xx	Design in Progress
SCR	CA-265391	Modify eCCP Security rights	25.xx.xx	Design in Progress
SCR	CA-260730	Contact Center eCCP - Admin Page Enable Courtesy Call Back Configuration by Queue	25.01.xx	New
SCR	CA-270574	Replace two-digit Language Code with Language Name	25.01.xx	New

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TYPE	JIRA ID	ENHANCEMENTS	Deployment Date	STATUS
SCR	CA-270818	Add a Static Dial Pad on eCCP	25.02.xx	New
SCR	CA-245926	Add Field in ECCP for Customer Info that Initiates a Batch to Send E Notices to Customer	25.04.xx	New
SCR	CA-270833	Update the IVR Call Flow to Spell Out BenefitsCal	25.04.xx	New
SCR	CA-269867	Update Journal Entries for Telephonic Signatures to List All Forms	25.05.xx	Approved
SCR	CA-250838	Create Call Result Record for Each Outbound IVR Attempt	25.05.xx	New

► Contact Center Enhancements

- o The Contact Center Team will be working on SCRs prioritized by the committee and the consortium team in the order in the table above. The team has limited allocated M&E hours to complete Global enhancements.
- o Note: The Deployment dates are not finalized and can change based on the scope defined at the time the SCR Design is approved

3.8.1 Operata Pilot for Contact Center agent monitoring (CA-276030)

- Obtained security and architectural approval for the Operata Low Level design
- Obtained approval from Kern County to act as the pilot county
- Drafted Change Order required for commencing the pilot
- Obtained authorization from Consortium to start Pilot of deploying Operata SaaS solution to improve Contact Center Agent Monitoring

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

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- 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
 - 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
 - No updates for the reporting period
- ▶ San Joaquin County
 - No updates for the reporting period
- ▶ San Luis Obispo County
 - No updates for the reporting period
- ▶ Tulare County
 - Tablets have been deployed successfully
 - County Purchase TL-02-2023
 - County Purchase documentation with the County for approval for kiosk purchase

3.9.5 Region 5 Counties

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

- ▶ Orange County
 - No updates for the reporting period
- ▶ San Bernardino County

- 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 – Able-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 SIRFRA 3974 - Early Denial Waiver Extension Data
 - o Revised CIDR 9006 - Summer EBT
 - o CIDR 9018 - CalFresh Benefit Replacement
- ▶ Continued Work:
 - o CIDR 9017 - Medi-Cal Client Detail Snapshot
- ▶ Started Work:
 - o N/A

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 1371 - MEDS Alert Monitoring - April 2024
- ▶ Continued Work:
 - o SIRFRA 1351 - Data Pull for Spousal Impoverishment Case Flag & Task
- ▶ 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
- ▶ CHG0047693 – was created and processed to enable additional troubleshooting of the certificate store issue blocking the Qualys installation

3.10.4 ForgeRock Evolution

- ▶ ForgeRock Evolution team is working on completion of the design document and objective details

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

- ▶ Requested CMDB class data owners to review attributes & identify ones to be made mandatory
- ▶ Received Service Accounts for MID Service running user
- ▶ Requested Service Account credentials for non-prod connection for Project & Managed County System Center Configuration Manager (SCCM)
- ▶ Requested Access Key for AWS Connection
- ▶ MID servers for Development & Test instances installed in both Amazon Web Services (AWS) & Equinix non-Production virtual machines (VMs)
- ▶ SolarWinds integration in progress in Development
- ▶ Completed SIA/PIA with Accenture Security; Accenture Security received approval to Consortium Security for approval and will proceed with PO

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

- ▶ Test Tenant provisioning process resolved
- ▶ Built and validated process in the temporary test tenant
- ▶ Submitted Technical Change Board Request (TCBR) to obtain S3 Storage for the baseline file exports and change to enable the process in Production
- ▶ Reviewed with Consortium Technical Security and agreed to retention plan of file exports

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

- ▶ Completed the code for Encrypting the bearer token in Edge Lambda
- ▶ Completed the code to decrypt the bearer token in Authorizer Lambda
- ▶ Performed the integration testing of encryption in decryption in the PAT environment
- ▶ The code changes for signing the request for OPTIONS method is in progress

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

- ▶ Assessed existing tenant data for users accessing from mobile devices for volume and compliance issues

- ▶ Updated Draft Pilot participant documentation

3.10.9 Office 365 Services Backup Solution (ISA-21)

- ▶ Meet with Consortium security regarding retention policy
- ▶ Completed Privacy Officer discussion for both the Architecture and data privacy review and Retention
- ▶ Started drafting the Operational Working Document (OWD) for Office 365 Backups

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

- ▶ Procurement of Eve-NG completed
- ▶ High Level design (HLD) of Network modular lab completed
- ▶ Workshop with Cisco completed to validate HLD
- ▶ Bill of Material (BOM) completed for remaining Hardware / Software licenses

3.11 Deviation from Plan/Adjustments

- ▶ No updates for the reporting period

4.0 Application Development

4.1 Highlights from the Reporting Period

Table 4.1-1 – Application Development Status Agenda Topic

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
4.4.1 Release Test Summary	<ul style="list-style-type: none">• Deployed the 24.05 baseline release to production on May 19, 2024• Continued test preparation for the 24.07 baseline release with a test execution start date of May 27, 2024
4.6 Reports	<ul style="list-style-type: none">• Bi-Weekly State and Fiscal Reports meeting• Met with San Diego in 1:1 Session to discuss Stat 47 Report• Target Reports Session on All Active Cases, Persons, and Expenditure Dashboard• Provided ad hoc data to all Counties for April 2024 CalFresh EBT Replacements

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
24.05.23	<ul style="list-style-type: none"> ► Populate Aid Code for CalWIN Conversion cases that are available from Display Individual Eligibility Summary page in wrap-up in CalWIN application. ► Update Notice of Action (NOA) M44-353 Discharge Notice of Overpayment to remove NA Back 9 and State Hearing
24.05.24	<ul style="list-style-type: none"> ► Implement Multi Factor Authentication (MFA) delivery choice at Login Journey - Design ► Reauthentication after 20 minutes inactivity in MFA - Design
24.05.26	<ul style="list-style-type: none"> ► A special run to trigger the discharge notice (M44-353) for historical cases. ► Upgrade Spectrum to version v2022.1
24.05.30	<ul style="list-style-type: none"> ► All County Letter (ACL) 19-13 - Add the Special Circumstance Icon to the e-Application Summary page. ► ACL 22-85 & 21-25 Update CalFresh Reports ► ACL 23-92 - Update Reports for CalFresh Replacements with New Benefit Type of 'RPSNAP' ► ACL 23-93 Exempt Child Support Income Types for Formerly Assisted CalWORKS (CW) Families ► All County Welfare Directors Letters (ACWDL) 20-21 - Update MediCal (MC) Redetermination (RE) Packets Variable Population Logic ► BenefitsCal - Add New Response Code to Case Inquiry API (Application programming interface) ► New BenefitsCal API to support Case Linking with Text MFA (Multi Factor Authentication) ► Opt-In Calaveras to CalFRESH (CF) Denial Batch Eligibility Determination and Benefits Calculation (EDBC) PB00E472 ► System Change Request (SCR): Kern Site 15005 Move to Stobaugh Street ► Setup a batch process for Alameda Income Eligibility Verification System (IEVS) Data Match File ► Update Real Property Type Mobile Home to be valid for Surface Mount Technology (SMT) ► Update Welfare to Work recovery accounts to be included in the Discharge of Recovery Accounts for Policy Threshold Limit ► Update the Policy, Review, and Training Environment (PRT) environment to support Counties utilizing the GA/GR Administrative Rules Functionality ► Upgrade Artifactory to 7.71.3
24.05.31	<ul style="list-style-type: none"> ► AM Security Advisory #202401 Patch and Activities ► Add App ids to CalSAWS ► Intune Mobile and Modern Device Management ► Change ForgeRock AuthID Storage from Server-Side to Client-Side ► Design Only: CN-25 - Archive Phase2 - Design Journal Microservices ► Design Only: CN-25 - Archive Phase2 - Design MEDS ALERTS Microservices

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Release	Summary
	<ul style="list-style-type: none">▶ ForgeRock-ServiceNow integration▶ Functional Design Document (FDD) for Reports - Group 1▶ ISA-21: Office 365 Services Backup Solution▶ ISA-23: MS Tenant Configuration Settings Backup & Monitoring Process Development▶ Improvements to Data Backups Processes for ForgeRock▶ Move Token Clean Up Process from AM to DS▶ Production ForgeRock API client for Alameda (01)▶ Reports Discovery Session Support▶ Self Service Kiosk Login Journey Fix▶ Update Tomcat to Major Version 9
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): 64 approved▶ Release Webcast date: To be determined
24.09	<ul style="list-style-type: none">▶ Total System Change Requests (SCRs): 14 approved▶ Release Webcast date: To be determined

4.3 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-275844 - IAPDU CSAC-36 DevSecOps
 - CA-275171 - DMDP-23 Implement AWS Macie
 - CA-274977 - "IAPDU - TLM-07 Replace TPX SD-WAN (Routers & Virtual Firewall) and TPX Adtran EOL Switches with new models from TPX "
 - CA-274976 - IAPDU - TLM-06: OS Upgrade - Cisco Routers/Switches/Firewalls
 - CA-274965 - IAPDU - TLM-11: NIST Rev 5 - Enablement of Split Tunneling & Replacement of VPN AnyConnect client
 - CA-271707 - Enhance Pickup Location to Be Available for Multiple payees Under a Program
 - CA-271101 - Support SCR to provide responses to Consortia queries
 - CA-271068 - Configure Client Correspondence to allow the option to display Worker Names - Forms
 - CA-268378 - Automate SOC 452A for Cash Assistance Program for Immigrants (CAPI)
 - CA-265360 - ACL 23-79 Add IRT and Budget to CF 377.1, CF 377.1 A, and CF 377.4 SAR
 - CA-265301 - Cal-OAR File County Preview
 - CA-264181 - Allow Deactivation of Task Banks
 - CA-258479 - ACL 22-104 & ACL 18-07: Update ABCD 350 and CA 1037
 - CA-253843 - Additional Section Codes for Humanitarian Parolees from Afghanistan
 - CA-253124 - Validate E-mail Addresses Added into CalSAWS
 - CA-246946 - ACL 22-49/49E - Revisions to the CA-812 Quarterly Report form
 - CA-240094 - Refactor: CalFresh NOA Regulations

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- CA-234742 - CMS Certification Recommendations (OCB/ORR) - e-Verifications Phase I
- CA-229838 - Add new Foster Care Reasons to NOAs Phase 5
- CA-229087 - Add new NOAs for Reapplication and Rescind Functionality
- CA-222902 - Automate Phase 2 ACL 11-80 - CalWORKs New & Revised OP NOA Messages
- CA-215950 - ACL 22-74 Add and Automate ABAWD Form CF 886 (11/23)
- CA-209344 - Apply SSP Only OPA for Specific Programs

► Continued build on:

- Priority releases and Release 24.09 approved System Change Requests (SCRs)

4.4 Release Management

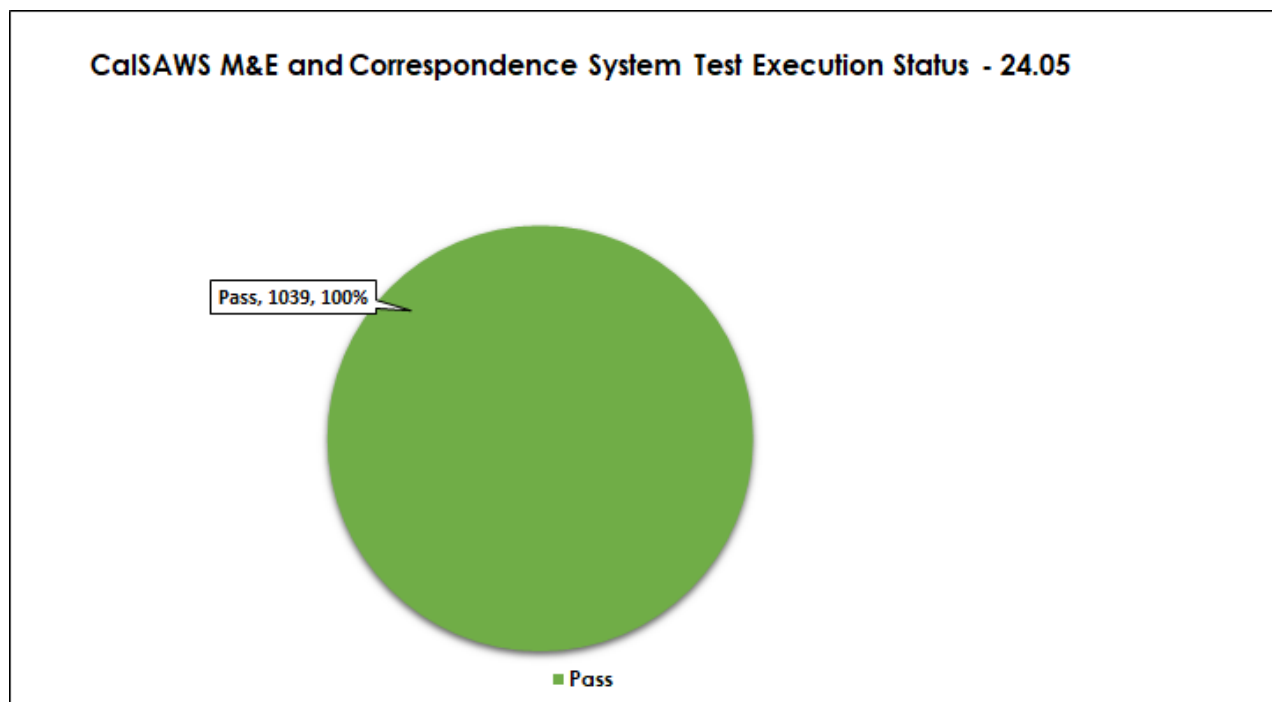
4.4.1 Release Test Summary

- 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 15, 2024	100%
Pass Rate Actual as of May 15, 2024	100%
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	206,786,417	46.59%	15	100%
2	102	148,215,900	33.39%	102	100%
3	121	44,419,361	10.01%	119	98.67%
4	720	40,870,197	9.21%	588	90.76%
5	2794	3,557,132	0.80%	809	46.03%

Note: Transaction volume and coverage metrics are based on CalSAWS monthly Production performance data and Automated Regression Test (ART) coverage data as of April 30, 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 1,221 end-to-end Automated Regression Test (ART) scripts:

- ▶ 973 Targeting the core CalSAWS application
- ▶ 76 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:
 - 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 Virtual Assistant (VA)

- ▶ Worker-Facing Virtual Assistant (VA)
 - Release 20 – on track 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
 - Conducting System Test (UAT) this week
 - Release 21 - target to deploy on June 27, 2024
 - Design is in progress

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4.6 Reports

- ▶ CalSAWS State and Fiscal Reports Bi-Weekly meeting (held on Thursday, May 09, 2024)
- ▶ Met with San Diego on Monday, May 13, 2024, to discuss Stat 47 State Report
- ▶ First Target Session on Management Reports was on Tuesday, May 14, 2024. Did Functional Design Walkthrough for All Active Cases, Persons, and Expenditure dashboard
- ▶ Provided ad hoc data to all counties for April 2024 CalFresh EBT Replacements on May 14, 2024

Table 4.6-1 – Total Open Incidents by reporting period

Reporting Period End Date	Number Open Tickets
March 22, 2024	30
April 5, 2024	23
April 19, 2024	25
May 03, 2024	16
May 17, 2024	14

Note: Total open incidents as of the current reporting period

Table 4.6-2 – Open Defects by Status and Functional Area

Open Defects Status	State Reports	Fiscal Reports	Management Reports	Business Intelligence	Total
New	2	4	0	0	6
Reopened	0	0	0	0	0
Assigned	3	0	0	0	3
In development	8	3	2	3	16
Development complete	0	0	0	0	0
In Assembly Test	0	1	0	0	1
System Test	1	0	0	0	1
Test complete	1	5	0	2	8
Total Open Defects	15	13	2	5	35

Note: Data is as of current reporting period

Table 4.6-3 – 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	4	0	0	10
3-Normal/Low	9	9	2	5	25

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Open Defects by Priority	State Reports	Fiscal Reports	Management Reports	Business Intelligence	Total
4-Cosmetic	0	0	0	0	0
Total Open Defects	15	13	2	5	35

Note: Data is as of current reporting period

Table 4.6-4 – 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	0	0	1
CA 1037	2	1	0	0	0	0	1
CA 237 CW	1	1	0	0	0	0	0
CA 237 CW Line 8	1	0	0	0	0	1	0
CA 237 FC	1	1	0	0	0	0	0
CA 812	1	0	0	1	0	0	0
CF 18	1	1	0	0	0	0	0
CF 296	5	3	1	0	0	0	1
CMSP 237	1	1	0	0	0	0	0
DFA 256	1	0	0	1	0	0	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	1	0
RS 51	2	1	0	0	0	1	0
SOC 808	2	1	0	1	0	0	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

4.7 General Assistance/ General Relief (GA/GR)

► General:

- Discussed the General Assistance/General Relief (GA/GR) Correspondence web service design and web service clarifications on May 7, 2024, and May 14, 2024
- System Change Requests (SCRs) in Design Phase

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- CA-213225 - Elimination of ABP 4038, 6-Month Reminder Notice Pending T and U Visa for General Relief Participants
- CA-227572 – Los Angeles County – General Relief (GR) Time limit
- 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 administrative checks to additional locations where GA/GR can be failed due a CW sanction
- CA-261174 - Allow GA/GR Automated Solution Client to be approved on a new application if a depleted time limit exists that ends earlier in the same month
- CA-262705 - Remove need to follow GA/GR Redetermination process for Ventura County
- CA-262706 - Interim updates for Ventura County to reduce workload associated to GA/GR Redetermination process
- CA-264995 - Update GA/GR Administration to include an additional link for Consortia correspondence administration
- CA-265043 - Shared housing Calculation for Santa Barbara GA/GR Automated Solution Program
- CA-268676 - GAGR AS; SON - Denial NOA #125-0 (01/98) and Denial NOA #1122 (08/98)
- CA-268679 - GAGR AS; SAC Change NOA CDS 232-0 (01/01)/Reason Code XAN339
- 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-275295 - Add a new Work Registration type of Conditionally Unemployable
- CA-276189 - Return Mail Service Address Whitelist Request
- CA-277446 - San Diego - GR COLA October 2024
- 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

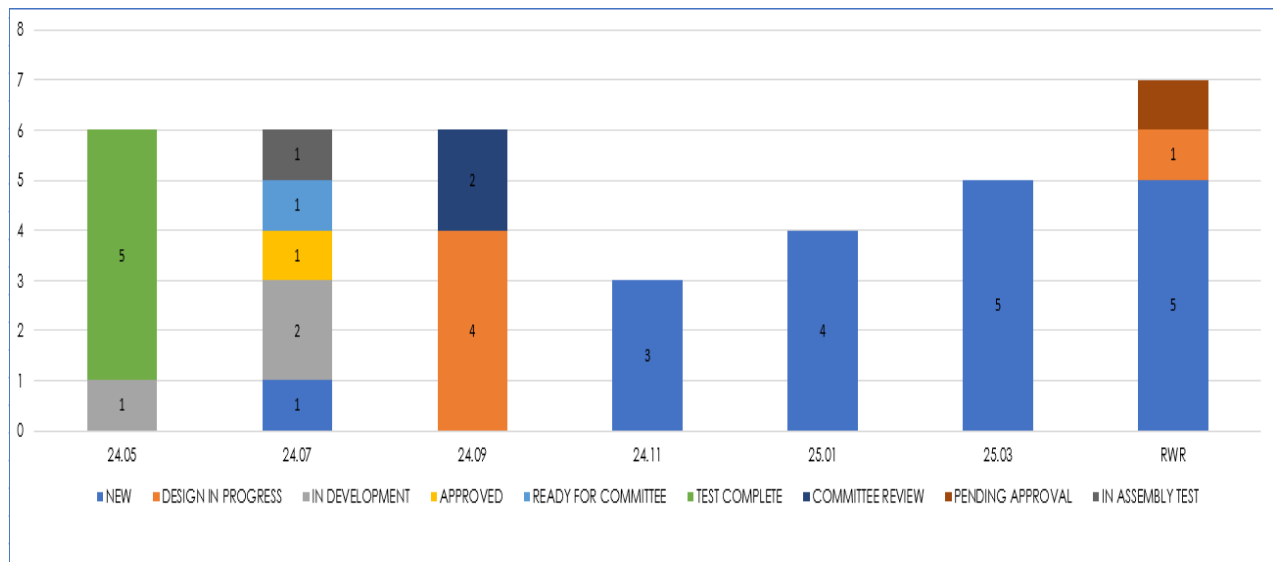
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- CA-267452 - GAGR AS - Alameda County - Add XAN 534
- CA-268072 - Solano County - General Assistance - Update Periodic Reporting Form
- CA-271707 - Enhance Pickup Location to Be Available for Multiple payees Under A Program
- CA-273351 – Orange County - 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
- CA-277666 - Update Real Property Type Mobile Home to be valid for SMT
- System Change Requests (SCRs) in System Test Phase
 - CA-227568 – Los Angeles County GR Cases Terming for Whereabout Unknown
 - CA-249942 - San Mateo GAGR Changes
 - CA-262960 - Los Angeles County - Central Printing for GROW Forms
 - CA-267005 - Add GA/GR In-Kind Chart Amounts for Requesting Counties
 - CA-267452 - GAGR AS - Alameda Co. - Add XAN 534
 - 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
- Priority System Change Requests (SCRs) deployed to Production
 - None
- Defects released to Production
 - None

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



4.8 Training Materials Update

- ▶ 24.05 Online Help (OLH) System Change Requests (SCRs):
 - 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 Q RTP 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-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 Child Care 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-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-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
- ▶ 24.07 Online Help (OLH) System Change Requests (SCRs):
 - New
 - CA-277338 - Online Help: Create new Task Category OLH pages CA-253667
 - Pending Approval
 - CA-277675 - Online Help: Update the JA Staff - Manage SCR CA-274396
 - CA-250562 - Online Help: Create new JA - Aid Paid Pending (APP)
 - CA-247893 - Online Help: Update JA-Semi-Annual Report (SAR7) Process CA-240558
 - Approved
 - CA-276356 - Online Help: Update JAs referencing Work List pages and update JA Task Management

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- CA-276355 - Online Help: Sunset Worklist pages and update Work Order pages CA-257327
- CA-275044 - Online Help: Update the OLH Glossary page
- CA-274733 - Online Help: Update the Reports Overview for the 24.07 Baseline Release
- CA-273886 - Online Help: Update JA - Replacement Cash EBT Benefits and JA Issuance - Replace CalFresh Benefits with Changes from CA-253426 & CA-236332
- CA-270662 - Online Help - Update Interfaces Overview to Include CalWIN Counties
- CA-267552 - Online Help: Update JA Medi-Cal Renewal Packets CA-264555
- CA-265296 - Online Help: Update JA Skipped Issuances
- CA-264053 - Online Help: Update JA Journals and Reminders CA-245274
- CA-260893 - Online Help: Create Job Aid for GAGR Automated Solution specific Data Collection pages
- CA-260890 - Online Help: Create Job Aid for GAGR Automated Solution Admin Rules
- CA-260888 - Online Help: Create Job Aid for GAGR Automated Solution Immediate Need
- In Development
 - CA-270866 - Online Help: Update the Disaster Services List and Detail pages CA-260472
- ▶ 24.05.17 Priority Release Web Based Training (WBT) and CalSAWS Functional presentations (CFP) SCRs:
 - Test Complete
 - CA-271040 - Training: Maintenance of 007 Eligibility CalWORKs WBTs based on CA-270479
 - 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
- ▶ 24.06.14 Priority Release Web Based Training (WBT) and CalSAWS Functional Presentations (CFP) SCRs:
 - Approved
 - CA-277382 - Training: Update the 001 - Orientation: 03 - Navigation WBT to add the Virtual Assistant Feature
 - In Development
 - CA-277199 - Training: Update 001 Orientation WBTs for Sunset Worklist pages CA-257327
 - CA-274953 - Training: Migrate Contact Center Storyline WBTs to Captivate WBTs plus updates
 - 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
- ▶ 24.06.21 Priority Release Web Based Training (WBT) and CalSAWS Functional Presentation (CFP) SCRs:

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- Approved
 - CA-277685 - Training: Create CFP for GEN AI CA-275518
- ▶ 24.07.19 Priority Release Web Based Training (WBT) and CalSAWS Functional Presentation (CFP) SCR:
 - New
 - CA-277279 - Training: Update the 034 - Task Management Overview WBT for CA-263040
 - Approved
 - CA-277253 - Training: Update the 014 - CAPI: 01 - Intake WBT for CA-248713
 - CA-276292 - Training: Create CFP for Task Categories CA-253667
 - 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 LA County Specific information from the Childcare WBTs CA-267179
 - In Development
 - CA-271038 - Training: Maintenance of 006 Eligibility CalFresh WBTs based on CA-270479
- ▶ Training Environments
 - Continued to work cross-team to troubleshoot CalSAWS Training Staging and Training Production environment tickets.

Table 4.7-1 – Upcoming Training Activities

Training Activity	Date	Status
24.05 Code Deployment for Training Staging and Training Production Environments	May 17-19, 2024	In Progress

4.9 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	Completed
24.06 CalHEERs Testing	April 30, 2024	May 21, 2024	Completed
24.07 Performance Testing	June 27, 2024	July 17, 2024	Planned
24.07.02 CalHEERs Testing	June 25, 2024	July 15, 2024	Planned

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

- ▶ Completed Tasks
 - Completed the integration testing of Case Worker Application Programming Interface (API) – Iteration 2" and "RFI Communication API"
 - Completed the development of the inbound of "Home Removal API"
 - Performed integration testing of "RFI Communication API"
- ▶ In Progress Tasks
 - Creating the design document(s) to include the CalSAWS design for "Payment Instructions API", "Kinship Guardianship Assistance (KinGAP) API" and "Case Transfer API"
 - 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"
 - Continuing the development of "Home Removal API", "Document & Imaging API" and "Placement Authority API"
 - Performing Integration testing and partner End-to-End CAREs testing for "Eligibility Results API", "Case Worker API – Iteration 2"
- ▶ Upcoming Tasks
 - Develop inbound and outbound "Court Information API"
 - 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"
 - 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
 - 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	18	5	6	1	6	0
CARES Hosted	17	5	7	0	5	0

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

- ▶ Completed Tasks
 - Create DBCR for new data model to hold time limit and WDTIP data
 - Determine WDTIP TRAC CIN to CalSAWS Person Mapping Logic
 - Create two new WDTIP screen page designs/mockups
 - TRAC Program Summary (PSUM)
 - TRAC TANF 60-Month Calendar (TCAL)
 - Define API for EDD Data Access - TRAC screens
 - Perform Super Trigger Analysis
 - Perform Event Streaming Analysis
 - Build infrastructure needed for Assembly Testing environment - AT6
 - Create reference architecture for backend
- ▶ In Progress Tasks
 - Map backend data tables/columns from the new data model to new front-end pages
 - Analyze duplicate CIN issues in CalSAWS and WDTIP data
 - Perform Impact Analysis on existing Time Limit pages
 - Create reference architecture for User Interface (frontend)
 - Create Analytics and Ad hoc reporting architecture for the new WDTIP solution
 - Refine story backlog
- ▶ Upcoming Tasks
 - Create new WDTIP screen page designs/mockups
 - TRAC Program Detail (PDET)
 - TRAC Diversion Summary (DSUM)
 - TRAC Diversion Detail (DDET)
 - Define Functional Requirements for new CalSAWS Service APIs
 - Define Functional Requirements for Individual/Person Search
 - Perform Impact Analysis on existing Client Correspondence
 - Perform Impact Analysis on existing Analytics Reports/Dashboards
 - Compare CalSAWS time limit data and WDTIP data from full dump to identify discrepancies
 - Test transfer for .csv files from WDTIP to CalSAWS S3 bucket
- ▶ Interface Partner Integration
 - Continue coordination with Employment Development Department (EDD) team for schedule alignment and interface element alignment

4.12 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 Work Incentive Nutritional Supplement (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
- Electronic Benefit Transfer (EBT) Interface updates
- Update Inter County Transfer (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, Supplemental Nutrition Benefit (SNB)/Transitional Nutrition Benefits (TNB) aid codes functionality
- Establish Over Issuance functionality for CFAP.
- Create Notice of Action (NOA) for CFAP mixed households
- Update RS 50 and Annual Outcome Goal Actuals reports for CFAP.
- Create Quality Control (QC) Review page functionality for Federal QC reviewers based on certain requirements.
- Update ABAWD time limit batch job and Work registration exemption rules for CFAP
- Update Grant Expungement Reader batch job for CFAP
- Update FNS 209 report to exclude CFAP participants and create CFAP 209 report for CFAP participants.
- Development for Person level aid changes and CF 12 correspondence NOA for English and the other Threshold languages

- ▶ In Progress Tasks
 - CFAP implementation is delayed for 2 years. Hence, the design and implementation are on pause.
 - Document the user story for ABAWD scenarios – test only, CT10636 updates for Person level aid code.
 - Document the user story for Case Summary Page to consider CFAP implementation date.
 - Document the user story for MEDS FX20, FX40, FX60, FR20, EW12 and EW10 transactions.
 - Document the user story for Auxiliary authorization page validation updates with effective CFAP implementation date and updates for NB program.
- ▶ On Hold Tasks
 - One-time batch Eligibility Determination and Benefits Calculation (EDBC) and lists with CFAP expansion.
 - DCR to update opt-in and opt-out records for existing CalFresh recipients.
 - Update manual and override EDBC logic
 - Update recoupment and expungement logic with CFAP expansion
 - Print Central testing of new CFAP forms and NOAs.
 - Committee/Workgroup demo and Sprint retrospective planned after each milestone.
 - Training, Reports, Benefits Cal, Imaging and Virtual Assistance requirement analysis
 - Regression testing and performance testing planned after each milestone.
 - All County demonstrations, County validation and Production deployment strategy updates before anticipated release date.
- ▶ Interface Partner Integration – On Hold
 - Continue coordination with Department of Health Care Services (DHCS) team for new aid codes testing.
 - Continue coordination with Fidelity Information Services (FIS) team for benefit type testing.
 - Coordinate with Benefits Cal Interface team for User Centered Design (UCD) meetings

4.13 Additional Projects

4.13.1 Data Growth – Archive Phase 1

- ▶ Completed Tasks
 - System test continued; defects resolved
 - Testing alerts on unarchive service
- ▶ In Progress Tasks
 - Document archival on wiki, including Change Request impact analysis and development guide
 - Performance testing
 - Draft data migration plan based on performance testing results
 - Ad-hoc report validation support
- ▶ Upcoming Tasks

- Populate enablement SCR

4.13.2 Data Growth – Test Data Slicer

- ▶ Completed Tasks
 - Performance tuning
 - Threading strategy updated to reduce query execution
 - Continue performance testing
- ▶ In Progress Tasks
 - Update database configuration files to handle multiple connections for multi/single case copy
- ▶ Upcoming Tasks
 - Create Batch System Change Requests (BSCRs) for scheduling multi/single case copy jobs
 - Document test data slicer on wiki

4.13.3 Data Growth – Archive Phase 2

- ▶ Completed Tasks
 - Journal/MEDS alert API deployment validation
 - Architectural solution to syncing commit frequencies between different databases implemented
- ▶ In Progress Tasks
 - Update existing Journal FDS API to access new database
 - Update online/batch job to call MEDS Alert API/queue requests for Journal API
 - Update contact center API to call new API to access journal
 - Update journal batch jobs to handle different commit frequencies
 - Performance testing for data copy jobs
 - Ad-hoc report validation support
- ▶ Upcoming Tasks
 - System test and bug fix

4.13.4 County Task Management Enhancements

- ▶ Completed Tasks
 - Release of the following enhancements to CalSAWS production:
 - CA-253667 (Task Management: Configurable Task Categories)
 - CA-257327 (Sunset Worklist Pages)
 - CA-253606 (Task Management: Update Dashboard for Task Management – Configurable Task Categories)
 - CA-263040 (Task Management: Administration Functionality for Mass Task Closure)
- ▶ In Progress Tasks
 - N/A
- ▶ Upcoming Tasks
 - N/A

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4.13.5 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	●	Test Complete	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
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	●	System Test	CA-257149 planned for 24.05.x1 release
HAP Eviction (SB 1083)	●	Test Complete	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)	●	Test Complete	On track
Foster Care Eligibility Determination (FCED) Solution	●	System Test	On track
CF Public Assistance Definition Alignment	●	System Test	On track
Transitional Nutrition Benefits Recertification Hold (Auto)	●	System Test	On track

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Premise Name	Status	Phase	Progress/Updates
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	●	System Test	CA-270709 planned for 24.05.x1
CF Disaster Application Revision	●	System Test	CA-274970 planned for 24.05.x1
Stage One Continuous Eligibility – Automation	●	Test Complete	CA-272999 planned for 24.03.x4
Extend Medi-Cal Suspension for Incarcerated Adults	●	System Test	CA-256933 planned for 24.05.x1
BenefitsCal Parity with Get CalFresh	●	In Production	CA-208406 went live with 24.05
CW Reminder Notice at Redetermination	●	Test Complete	CA-265913 planned for 24.03.x4
CalWORKs Child Support Pass-through to Families	●	Test Complete	CA-265202 planned for 24.05

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

4.14 Deviation from Plan/Adjustments

- ▶ None for the reporting period

5.0 Regional Updates

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

- ▶ Alameda County
 - No updates during this reporting period
- ▶ Contra Costa County
 - No updates during this reporting period
- ▶ Marin County

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- o No updates during this reporting period
- ▶ Monterey County
 - o Completed a Monitor Refresh. The County installed over 1800 – 24inch monitors between January and May this year
 - o Completed a Smart Phone Refresh. The County deployed 199 new Smart Phones to County staff
 - o Recruiting for a Supervising Department Information Systems Coordinator
 - o New Department Information Systems Coordinators (Help Desk) attended the SCR Roadshows
 - o CalFresh Open House to commemorate CalFresh Awareness Month took place on May 15, 2024
 - o Monterey County will be launching the Monterey County Life Foundation Building Self-Help Room for customers to have access to BenefitsCal to conduct CalSAWS business
 - o Planning for the County EBT administrative equipment replacement to implement Chip EMV/Tap cards
 - o Contact Center will be transitioned from CalSAWS Managed to County PoP– May 18, 2024
- ▶ Napa County
 - o No updates during this reporting period
- ▶ San Benito County
 - o No updates during this reporting period
- ▶ San Francisco County
 - o San Francisco County extended its Separate Services contract with Deloitte for another month, through May 31, 2024. The Deloitte contractors worked with the County's various programs to identify training needs and knowledge gaps. For this entire month of May, short training sessions are being held using a "Train-the-Trainer" format. The goal is for the trainers to use this content to further develop training materials for dissemination to a broader audience.
 - o The County is in the process of working with Gainwell to procure Central Print Return Mail services
- ▶ San Mateo County
 - o No updates during this reporting period
- ▶ Santa Clara County
 - o No updates during this reporting period
- ▶ Santa Cruz:
 - o The County is moving its 3 South County offices into the new building
 - o The County is installing first kiosk at the new building
 - o Training for reception and tablets (plan to go live with tablets prior to kiosks)
 - o Implementing Courtesy Call Back for Contact Center
 - o Ongoing communications to staff/management for Case Linking MFA webinars/info/material
 - o Continuing to adjust business processes to newly learned CalSAWS functionality
 - o Planning for two CalSAWS visits to County offices
 - o Planning to purchase additional Enhanced Call Control Panel (eCCP) licenses
- ▶ Solano County
 - o Researching and developing processes to begin using the Calabrio scheduling

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- and forecasting functionality for its Contact Center staff
- o The County is Finalizing its procedure for processing return mail using the Return Mail Report procured through CalSAWS. Pending final approval this week by the County's management team.
- o Continuing preparation 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.
- o Ongoing 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 CRFI.
- o New induction class of EWs started May 13, 2024

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

- ▶ Alpine County
 - o No updates during this reporting period
- ▶ Amador County
 - o No updates during this reporting period
- ▶ Calaveras County
 - o The current Director retired and went to work for the Crises Center
 - o Trying to transition staff to task based and it has benefited staff stress levels
- ▶ El Dorado County
 - o No updates during this reporting period
- ▶ Mono County
 - o No updates during this reporting period
- ▶ Nevada County
 - o No updates during this reporting period
- ▶ Placer County
 - o No updates during this reporting period
- ▶ Sacramento County
 - o Working on Contact Center concerns and has Amazon Web Services (AWS) and CalSAWS onsite to troubleshoot and work with staff
 - o Working with labor on the EBT 2259 with staff determining fraud
 - o Survey sent to staff in early March on where they are with CalSAWS and they got some good feedback
 - o Contracted with Solutions West for training for two weeks
- ▶ Sierra County
 - o No updates during this reporting period
- ▶ Sutter County
 - o Started utilizing Workday for time keeping for staff
- ▶ Tuolumne County
 - o Currently Interviewing 10 applicants for ICWs
- ▶ Yolo County
 - o Had a new program coordinator position for WTW start
 - o Recruiting for 3 Eligibility Supervisors
 - o There will be a new class of 10 starting May 20, 2024, for most likely Medi-Cal
- ▶ Yuba County

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- New induction class of 5 started
- A staff member was promoted to Program Manager
- Put 3/4 of staff in the Contact Center now that all staff have Contact Center licenses

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

- ▶ Butte County
 - Going live with the Robotic Process Automation (RPA) EBT BOT on May 10, 2024
 - Commencing the return mail process on May 1, 2024
 - In the process of interviewing and looking at offering positions to close to 25 candidates. The County is optimistic the majority will accept the offer.
- ▶ Colusa County
 - No updates during this reporting period
- ▶ Del Norte County
 - Restructuring internally
- ▶ Glenn County
 - Hired a new Eligibility Supervisor
 - Due to budget season, vacant positions were lost but the County does anticipate reacquiring them during the May revise
- ▶ Humboldt County
 - Going live with the RPA EBT BOT on May 10, 2024
 - In process of acquiring 60 more call center licenses. County council reviewing.
- ▶ Lake County
 - No updates during this reporting period
- ▶ Lassen County
 - The County welcomed a new Director of Community Social Services
 - New Integrated Case Worker Supervisor
 - 2 new Integrated Case Workers One's
- ▶ Mendocino County
 - CalFRESH Management Evaluation (ME) completed the week of 3/11.
 - Completed bootcamp-style training of 6 workers for CalWORKS (CW)
 - Bringing back induction trainees to do MC Training now
- ▶ Modoc County
 - No updates during this reporting period
- ▶ Plumas County
 - Director is retiring in June. No replacement yet.
- ▶ Shasta County
 - Exploring the use of the Gainwell return mail service. The County Primary Point of Contact (PPOC) is working on a presentation for the County leadership.
- ▶ Siskiyou County
 - The county announced a new co-PPOC
 - The Board of Supervisors will be approving 4 eligibility workers and 1 supervisor position
- ▶ Tehama County
 - No updates during this reporting period
- ▶ Trinity County

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- Commencing an outreach initiative called "Follow the Food Truck" where supervisors and eligibility workers are checking in with folks on services
- Currently have 1 vacancy
- Recently provided an IEVS refresher training for staff

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

- ▶ Fresno County
 - Fresno County continues to work with CalSAWS in developing their Generative AI solution and are looking forward to the User Acceptance Test (UAT) activities in the coming weeks and go live at the end of June
- ▶ Inyo County
 - No updates during this reporting period
- ▶ Kern County
 - Kern County met with the Project on May 20, 2024, to further explore the development of the automated GA/GR solution for Kern County.
- ▶ Kings County
 - No updates during this reporting period
- ▶ Madera County
 - Madera County has welcomed a new PPOC
- ▶ Mariposa County
 - Mariposa County is piloting a process in conjunction with other Counties in Region 4 to try and leverage training materials across Counties.
- ▶ Merced County
 - No updates during this reporting period
- ▶ San Joaquin County
 - No updates during this reporting period
- ▶ San Luis Obispo County
 - SLO will host the Region 4 Management Site Visit on May 29th. They look forward to welcoming all their guests.
- ▶ Stanislaus County
 - No updates during this reporting period
- ▶ Tulare County
 - No updates during this reporting period

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

- ▶ Imperial County
 - Imperial County is working on renovating some of their office classrooms and two interview rooms with the Path 2 grant
 - A new onboarding class for Eligibility Technicians have joined their training unit (5 total)
 - Welfare to Work (WTW) added 3 Employment Training Worker III positions.
 - The County is installing digital screens that will loop throughout the day with outreach messages. These screens will be installed in the lobbies of 3 offices.
 - The County's staff has participated in various outreach events this past month to

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- include one of the largest events of the year: The Children's Fair. This event is attended by more than 5,000 community members. Imperial County provided program information throughout the event.
- o Saw an increase in submitted applications via BenefitsCal from March 2024 (885) to April 2024 (985). This includes Intake and Ongoing for all programs: CF, CW, Cash Assistance Programs (CAPI), Medi-Cal
- o VITA 2024 filing season was a success. A total of 74 filings were processed.
 - Federal = \$225,916.00
 - State = \$87,470.00
 - Total = \$313,386.00
- o KUDOS: Imperial would also like to extend Kudos to the Reports team for their work on providing in-depth information for reports and hearing out the concerns of Counties specifically to reports. Imperial County looks forward to learning what the CalWIN Counties share about their experiences with reporting and on making improvements to CalSAWS reporting and to also learn the ins and outs of reports available to all Counties.
- ▶ Orange County
 - o Orange County would like to extend a thank you to the Reports teams at the Project
 - o The County felt they were 'heard' through the surveys and meetings with the Project. Support is being offered with State and Fiscal reports and Management Reports. The County looks forward to the report documentation that has been coming out along with fixes and enhancements that are in development.
- ▶ Riverside County
 - o The County is sunsetting the use of the Current technology for distribution of work in five of its pilot offices effective June 30, 2024. It will be working with the CalSAWS Project to utilize the system for the distribution of work.
- ▶ San Bernardino County
 - o San Bernardino County's Volunteer Income Tax Assistance season successfully completed 12,148 tax returns, resulting in \$22.3 million in refunds. Additionally, its Customer Service Center IVR queue assisted over 13,300 callers with VITA information enhancing community support and accessibility.
- ▶ Santa Barbara County
 - o Added 56 eligibility and support positions in February and have hired 40 EWs so far! It's exciting to be able to make this investment in staffing with the updated CalFresh allocation methodology.
- ▶ Ventura County
 - o Efforts continue to onboard and training staff in Medi-Cal, CalFresh and CalWORKs. Ventura County exploring another hiring hall in May or early June
 - o Another building has been leased to house CFS staff, and efforts are ongoing to find appropriate spaces within the communities.
 - o The Community Services Department is deploying a management strike team to assist with processing backlog work and review of eligibility cases
 - o Began meetings to develop strategies to address the Quality Control (QC) and CalFresh error rate

Region 6 (Los Angeles County)

► Los Angeles County

- The Regional Managers held the CalSAWS Liaisons meeting on May 14, 2024, with the district office liaisons to provide them with an overview and highlights of the CalSAWS Guide for Release 24.05
- The LA County CalSAWS Guide for Release 24.05 was published on May 16, 2024
- Los Angeles County Release team is preparing for Release 24.07. Orientation will be held early June 2024
- Los Angeles County executives will be visiting Orange County on June 25, 2024, to observe the kiosk functionality in the lobby
- Los Angeles County will be hosting the Imaging Solution team's visit to CSC II, CSC III and San Fernando Sub Office on May 21, 2024, and May 22, 2024

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