

# CALSAWS M&O BI-WEEKLY STATUS REPORT

**Reporting Period: May 20, 2024 – June 2, 2024**

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
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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		<ul style="list-style-type: none"> <li>During this reporting period the CalSAWS System experienced a ForgeRock access issue on May 30, 2024, for 40 minutes from 1:30 p.m. to 2:10 p.m. which impacted Users from accessing CalSAWS, BenefitsCal, and all other ForgeRock connected applications</li> </ul>
Defects		<ul style="list-style-type: none"> <li>There are 159 active Production defects</li> </ul>
Incidents		<ul style="list-style-type: none"> <li>CALSAWS BROADCAST: Starting at 1:30 p.m. on May 30, 2024, Users were unable to access CalSAWS and associated systems. As of 2:10 p.m. on May 30, 2024, this issue was resolved. Access to CalSAWS and associated systems including Online CalWORKs Appraisal Tool (OCAT) and General Assistance/General Relief has been restored. The Project team continues to monitor system access and performance. PRB0049259</li> </ul>

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
  - Twelve priority releases that included 51 System Change Requests (SCRs) and 124 defects, a total of 175 items

Table 1.2-1 Priority Releases

Minor version (Release date)	Issue Type		Grand Total
Team Responsible	Defect	SCR	
<b>24.05.20 (May 20, 2024)</b>	<b>1</b>	<b>0</b>	<b>1</b>
Client Correspondence	1	0	1
<b>24.05.21 (May 21, 2024)</b>	<b>6</b>	<b>1</b>	<b>7</b>
Batch/Interfaces	0	1	1
BenefitsCal	1	0	1

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Minor version (Release date) Team Responsible	Issue Type		Grand Total
	Defect	SCR	
Eligibility	2	0	2
Online	3	0	3
<b>24.05.22 (May 22, 2024)</b>	<b>2</b>	<b>1</b>	<b>3</b>
Technical Forge Rock	0	1	1
Technical Operations	1	0	1
Voice Bots / RPA	1	0	1
<b>24.05.23 (May 23, 2024)</b>	<b>42</b>	<b>6</b>	<b>48</b>
Analytics	3	0	3
Batch/Interfaces	3	0	3
Client Correspondence	0	1	1
Contact Center	23	3	26
Conversion	0	1	1
Fiscal	2	0	2
Reports	2	0	2
Technical Architecture	2	0	2
Voice Bots / RPA	7	1	8
<b>24.05.24 (May 24, 2024)</b>	<b>48</b>	<b>18</b>	<b>66</b>
Batch/Interfaces	3	0	3
Client Correspondence	33	17	50
Contact Center	1	0	1
Eligibility	3	0	3
Fiscal	2	0	2
Online	5	0	5
Technical Architecture	1	0	1
Voice Bots / RPA	0	1	1
<b>24.05.25 (May 25, 2024)</b>	<b>1</b>	<b>1</b>	<b>2</b>
Batch Operations	0	1	1
Batch/Interfaces	1	0	1
<b>24.05.26 (May 26, 2024)</b>	<b>0</b>	<b>1</b>	<b>1</b>
Technical Architecture	0	1	1
<b>24.05.28 (May 28, 2024)</b>	<b>4</b>	<b>1</b>	<b>5</b>
CalHEERS	1	0	1
Client Correspondence	1	0	1
Contact Center	0	1	1
Online	2	0	2
<b>24.05.29 (May 29, 2024)</b>	<b>1</b>	<b>1</b>	<b>2</b>
Contact Center	0	1	1
Imaging	1	0	1
<b>24.05.30 (May 30, 2024)</b>	<b>18</b>	<b>19</b>	<b>37</b>
Batch Operations	0	2	2
Batch/Interfaces	0	2	2

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Minor version (Release date)	Issue Type		Grand Total
Team Responsible	Defect	SCR	
BenefitsCal	2	2	4
Client Correspondence	1	1	2
Contact Center	1	0	1
Eligibility	0	1	1
Fiscal	1	1	2
Imaging	2	0	2
Online	4	0	4
Reports	3	1	4
Technical Operations	0	1	1
Virtual Assistant	3	2	5
Voice Bots / RPA	1	6	7
<b>24.05.31 (May 31, 2024)</b>	<b>1</b>	<b>0</b>	<b>1</b>
Contact Center	1	0	1
<b>24.06.02 (June 02, 2024)</b>	<b>0</b>	<b>2</b>	<b>2</b>
Contact Center	0	1	1
Online	0	1	1
<b>Grand Total</b>	<b>124</b>	<b>51</b>	<b>175</b>

### ► Planned Outages:

#### o Scheduled CalSAWS Outages:

##### ▪ CalSAWS Production Maintenance:

- On May 31, 2024, from 10:00 p.m. to 2:00 a.m. on June 1, 2024, Users were unable to login to the CalSAWS, BenefitsCal, and OCAT applications. The "Read Only" version of the CalSAWS application was not available
- On June 2, 2024, from 8:00 a.m. to 2:00 p.m., the CalSAWS application was unavailable. CalSAWS Users were redirected to a read-only version of the CalSAWS application

##### ▪ CalSAWS Adhoc Reporting Database Maintenance

- On June 2, 2024, from 2:00 p.m. to 6:00 p.m., the Adhoc Reporting database was unavailable for Apex, Enhanced Data Reporting (EDR), and Adhoc reports users

##### ▪ BenefitsCal Maintenance/Limited Access:

- On May 21, 2024, from 8:00 p.m. to 8:30 p.m., the BenefitsCal application was unavailable
- On June 2, 2024, from 8:00 a.m. to 2:00 p.m., the BenefitsCal application was available for customer and Community Based Organization (CBO) Users for submitting applications, renewals, and 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,

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case-link, communication preference updates, and support requests. E-applications submitted from BenefitsCal were routed to the office selected by the participant instead of the default county office

- On May 30, 2024, from 8:00 p.m. to 9:30 p.m., the BenefitsCal application was unavailable
- CalSAWS Learning Management System (LMS) Maintenance
  - On June 7, 2024, from 7:00 p.m. to 11:00 p.m., Users will be unable to access the CalSAWS Learning Management System (LMS)

## 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	M&E Services Plan	PMO	●	• On track for Draft Deliverable submission on June 14, 2024
0.0	CalSAWS M&O Services Plan Executive Summary	PMO	●	• On track for Draft Deliverable submission on June 14, 2024
1.0	Business Continuity & Disaster Recovery Plan	Technical	●	• On track for Draft Deliverable submission on June 14, 2024
4.0	Configuration Management Plan	Technical	●	• On track for Draft Deliverable submission on June 14, 2024
5.0	Helpdesk Services Plan	Technical	●	• On track for Draft Deliverable submission on June 14, 2024
11.0	Remote Maintenance Operations Plan	Technical	●	• On track for Draft Deliverable submission on June 14, 2024

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



## 2.2 Highlights from the Reporting Period

**Table 2.2-1 – Project Management Status Agenda Topic**

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	<ul style="list-style-type: none"> <li>None to note for the reporting period</li> </ul>

- ▶ Received comments back on the Final Deliverable for the CalSAWS Project Control Document Update #5 and submitted an updated 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 Project risks and issues
  - Conducted Monthly Risks and Issues Management Group (RMG) meeting on May 22, 2024
- ▶ Continue activities to support Project staff working remotely
  - Continued developing Project communications, as needed
  - Began preparations for monthly All Staff meeting on June 12, 2024
- ▶ Began preparations for the CalSAWS Joint Powers Authorities (JPA) Member Representatives & Board of Directors Meetings to be held on June 27, 2024
- ▶ Continued performing contract management activities:
  - Next set of contract updates are targeted for July JPA
- ▶ New M&O and M&E Deliverable Annual Review Cycle timelines have been approved by Consortium
  - Group 1: Draft Deliverable submission targeted for June 14, 2024, and completion by July 31, 2024
  - Group 2: Draft Deliverable submission targeted for July 30, 2024, and completion by September 12, 2024
- ▶ 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](http://www.calsaws.org))
  - Continued the administration and support of the CalSAWS external website
    - See Table 2.3-1 for details on website support activities

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**Table 2.3-1 – Website Support Activities**

TASK	DATE	TASK TYPE
Updated CalSAWS website plugins / Themes	May 30, 2024	Website Maintenance

**Table 2.3-2 – CalSAWS.org Subscription Service Statistics**

WEBPAGE	PERCENT OF SUBSCRIBERS
Latest News – CalSAWS Buzz Newsletter	19%
Latest News – News	14%
Other Updates – System Updates	15%
Other Updates – Careers	13%
CalSAWS Committees – CalWORKs/CalFresh	14%

**Note:** Due to the unavailability of Google Analytics, the 'CalSAWS.org Usage Statistics' table and the 'Overall CalSAWS.org Usage Trend' graph have been removed

## 2.4 CRFI/CIT Communication Status

- The following table outlines CalSAWS Information Transmittals (CITs) for the reporting period ending on June 2, 2024

**Table 2.4-1 – CITs**

CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0078-24	CA-276107 Update JA - Self-Service Portal (SSP) - Case Link Requests	Informational	May 20, 2024	Dymas Pena	Laura Ould
0079-24	New CFET Activities and CA-230837 Lists of CFET Activities and Resources With Services Removed	Informational	May 21, 2024	Caroline Bui, and Claudia Pinto	CalWORKs/CalFresh Committee
0080-24	Scheduled Downtime Notification – 6/2/2024	Informational	May 22, 2024	Anand Kulkarni	Pete Quijada
0081-24	BenefitsCal Fact Sheet: Case Linking and Case Linking Verification	Informational	May 23, 2024	Marsale Eramya	Carrie White
0082-24	CalSAWS Regional Call Center Refresher Training	Informational	May 28, 2024	Sam Svay	Logan Pratt
0083-24	CalSAWS Quick Guides – Duplicate Persons & Linking and Unlinking Self-	Informational	May 28, 2024	Ashley Arnold	Elizabeth Palm

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CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
	Service Portal Accounts				
0084-24	Recruitment of CalSAWS Project Staff Closing on June 28, 2024	Informational	May 30, 2024	Jennifer Smith	Holly Murphy
0085-24	Scheduled Downtime Notification – 6/16/2024	Informational	May 31, 2024	Anand Kulkarni	Pete Quijada

- The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending on June 2, 2024

**Table 2.4-2 – CRFIs**

CRFI ID	Subject	Distribution Date	Status	Response Due Date	CalSAWS Contact
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	Closed	May 22, 2024	Maria Arceo
24-021	SCR CA-262222 Batch job Updates for Kin-GAP, Foster Care, & AAP	May 9, 2024	Closed	May 27, 2024	Ignacio Lázaro
24-022	County Welcome Bot Enablement	May 13, 2024	Open	June 7, 2024	Inez Finnigan

- The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending June 2, 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	0
Assigned	20
Completed	1172
Duplicate	20
In review	7
Withdrawn	44
Rejected	6
Pending clarification	5
<b>Total</b>	<b>1274</b>

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

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

ID	Description	Status	Due Date	Response Received Date	Notes
SIRFRA 1377	SIRFRA 1377 - Pending Applications (PHE Data Dashboard Slides)	Assigned	June 7, 2024	No response	
SIRFRA 1378	SIRFRA 1378 - Unwinding Period Data - Failure to Complete May 24	Assigned	June 7, 2024	No response	
SCERFRA 24-517	SCERFRA 24-517 - FRA Pilot Proposal	Assigned	June 10, 2024	No response	
SCERFRA 24-516	SCERFRA 24-516 - California Food Assistance Program Expansion – May Revise	Assigned	June 4, 2024	No response	
SIRFRA 3977	SIRFRA 3977 - SAR 7 Discontinuances	Assigned	June 4, 2024	No response	
SIRFRA 1384	SIRFRA 1384 - RMR Report for Counties	Assigned	June 5, 2024	No response	
SIRFRA 1380	SIRFRA 1380 - CMS PI Reports for Counties	Assigned	June 5, 2024	No response	
SIRFRA 1383	SIRFRA 1383 - CMS PI Reports for Counties	Assigned	June 5, 2024	No response	
SCERFRA 24-515	SCERFRA 24-515 - AB 305 – Veteran Services Notice	Assigned	May 30, 2024	No response	
SIRFRA 1382	SIRFRA 1382 - Medi-Cal Envelope	Assigned	June 3, 2024	No response	
Other	CWDA Medi-Cal Performance Measures	In review	May 31, 2024	No response	
SIRFRA 1380	SIRFRA 1380 MEDS Alert Monitoring - recurring SIRFRA	Assigned	June 7, 2024	No response	
SCERFRA 24-51	SCERFRA 24-514 - EBT Benefit Types - CalFresh Reimbursement Due to Electronic Theft	Assigned	June 4, 2024	No response	

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ID	Description	Status	Due Date	Response Received Date	Notes
Other	SCR 271084 - ACL 18-43 - Revise CalWORKs M40-107G Time Limit NOA	Assigned	June 5, 2024	No response	
SIRFRA 1376	SIRFRA 1376 - PHE Renewal and Demographics Data Request - May '24	Assigned	June 5, 2024	No response	
SIRFRA 1379	SIRFRA 1379 - CHDP PROGRAM	Assigned	June 7, 2024	No response	
SIRFRA 1374	SIRFRA 1374 - CMS Monthly Unwinding Update Report - Previously Pending Renewals	Assigned	June 10, 2024	No response	
SIRFRA 1373	SIRFRA 1373 - Negative Action Reasons	Pending clarification	May 10, 2024	No response	
SCERFRA 24-512	SCERFRA 24-512 - Foster Care Rates Proposal TBL	In review	June 6, 2024	No response	
SCERFRA 24-913	SCERFRA 24-913 - SB 1254 - CalFresh: Enrollment of Incarcerated Individuals	Assigned	June 3, 2024	May 10, 2024	

### 2.6 Culture Transformation

- Culture Ambassadors Network (CAN)
  - Completed activities
    - Distributed content for May Wellness Wednesday – National Pet Month
    - Distributed content for May Mental Health Mondays
    - Coordinated Pop-up wellness events
  - Current Activities
    - Wellness Wednesday Pop-up workout events
      - 10-minute workouts continue through June
  - 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 to be reviewed and approved by leadership
  - CalSAWS Table Talks
    - Delivered May 2024 Table Talk on Character Strengths
  - Buddy Program
    - Continued data analysis and buddy pairing process
  - Employee Resource Group (ERG) Council

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- Distributed output deck for Mental Health Awareness Month Event
- Great Place to Work
  - Scheduled Virtual Game Hour for the third Friday of each month
- ▶ General
  - Promoted the buddy program, mental health awareness month event, and table talk at the May virtual all-staff meeting
  - Continued efforts to increase prioritization and capacity building to enable CalSAWS to sustain IDEA
  - Continued working with CalSAWS staff to create and present Inspiration Stations during monthly virtual CalSAWS Project All Staff Meetings
  - Continued to partner with the CalSAWS Connect team to provide content for the CalSAWS monthly newsletter
  - 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**

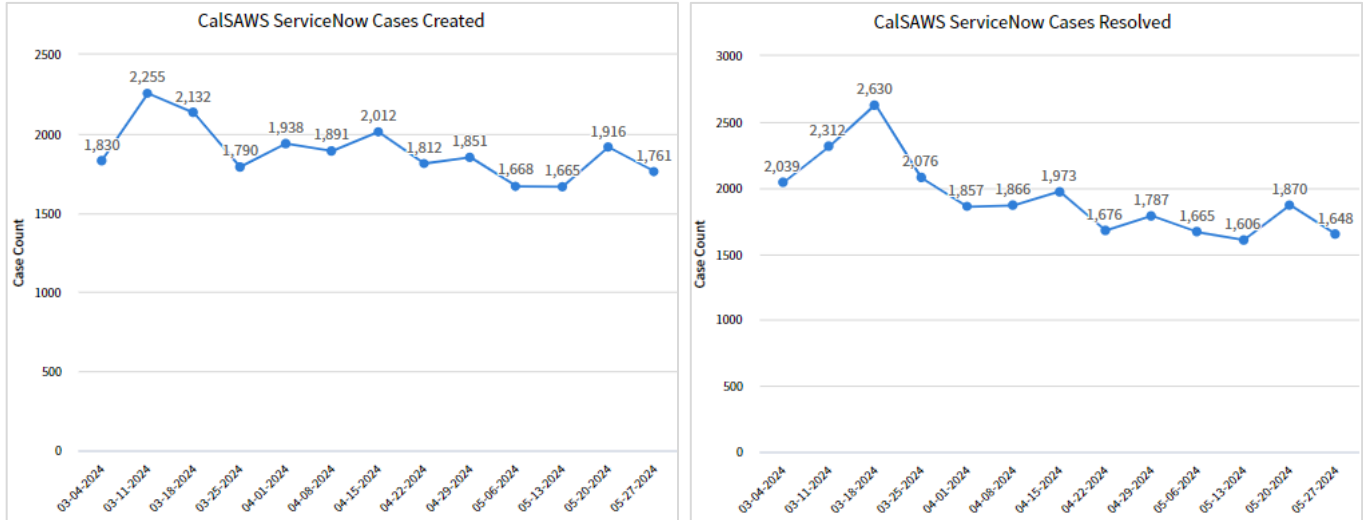
STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
3.1.2 CalSAWS Help Desk Metrics	<ul style="list-style-type: none"><li>• The final compliance for May was 98.9%. The current compliance for June Month to Date (MTD) is 97.9%</li></ul>

#### 3.1.1 Service Management Overview

- ▶ Scheduled the Helpdesk Operations meeting, which will be facilitated on June 6, 2024
- ▶ Scheduled the Fresno County - CalSAWS ServiceNow Q&A Session, which will be facilitated on June 7, 2024
- ▶ Scheduled CHG0048091 for the ForgeRock ServiceNow Account Sync Integration on July 26, 2024

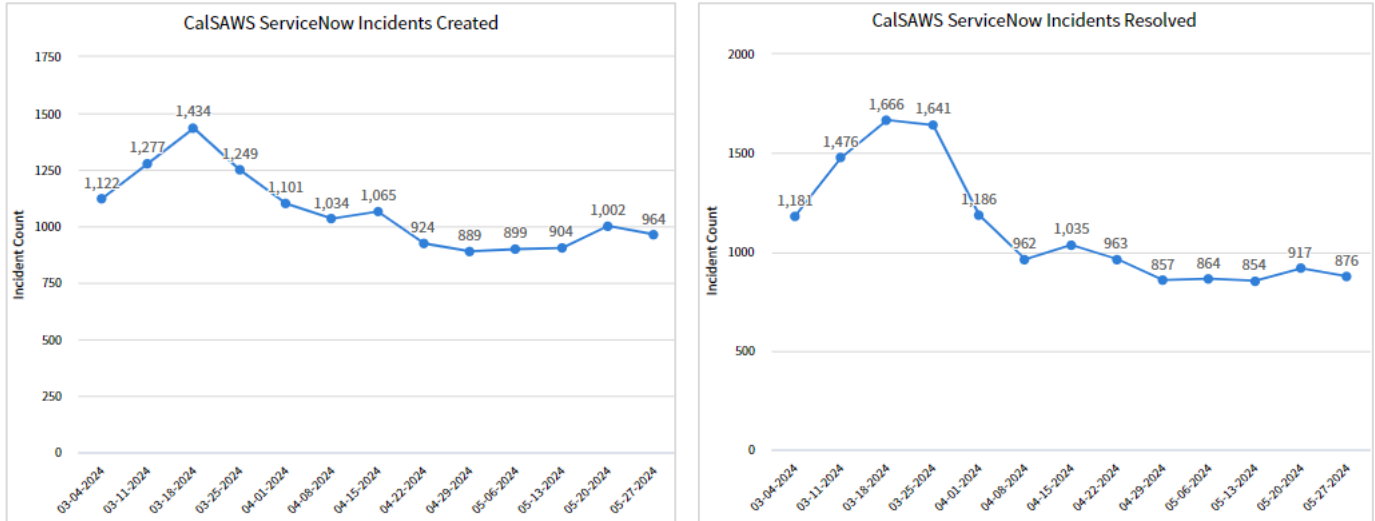
### 3.1.2 CalSAWS Help Desk Metrics

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



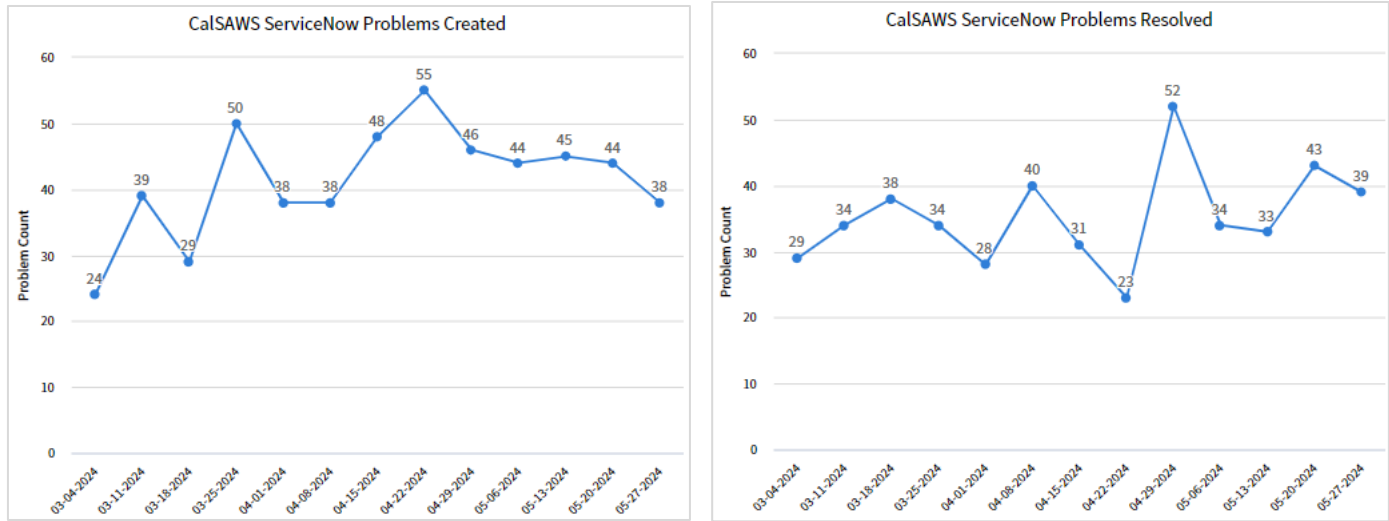
**Note:** The graphs represent the ServiceNow Incidents associated to all 58 Counties. Incidents are escalations derived from case attempts to triage the issue. The dates in x-axis represent the start of a week but the data is inclusive of the entire week.

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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	33	170	10	12	15	17	11	3	271
In progress	0	145	37	14	23	43	30	10	302
On hold	0	140	40	83	280	309	971	27	1,850
Resolved	0	462	331	516	344	85	124	27	1,889
Closed	10	1	3	30,632	68,211	13,860	8,929	2,665	124,311
Problem in Diagnosis	0	4	0	0	0	0	0	1	5
<b>Total</b>	<b>43</b>	<b>922</b>	<b>421</b>	<b>31,257</b>	<b>68,873</b>	<b>14,314</b>	<b>10,065</b>	<b>2,733</b>	<b>128,628</b>

- ▶ 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



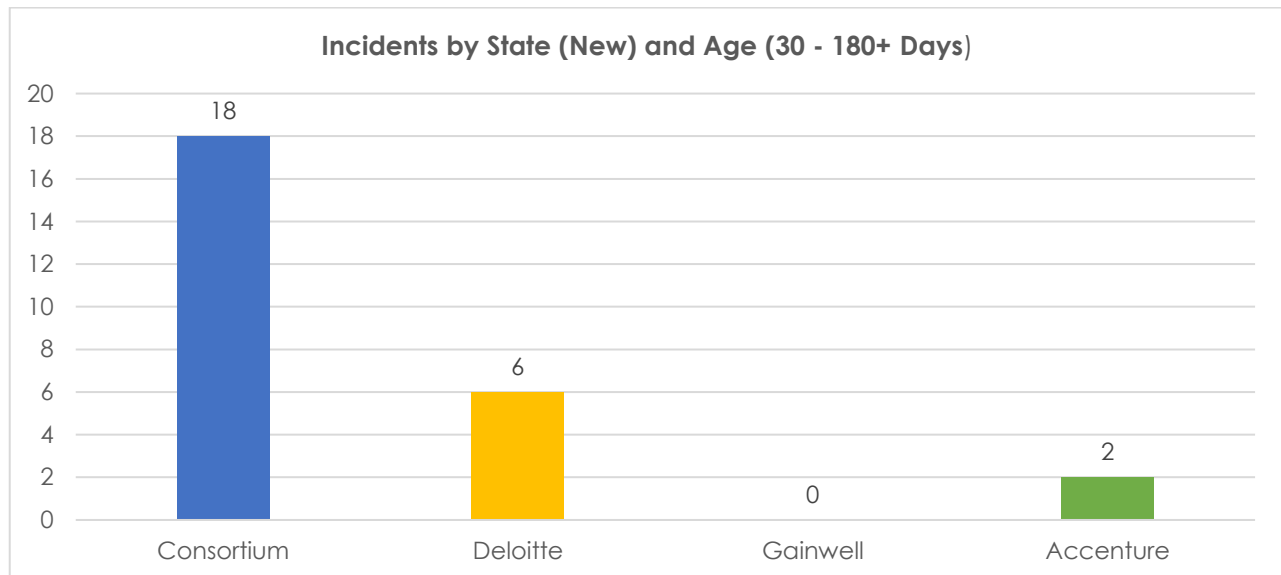
## CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: May 20, 2024 – June 2, 2024

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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

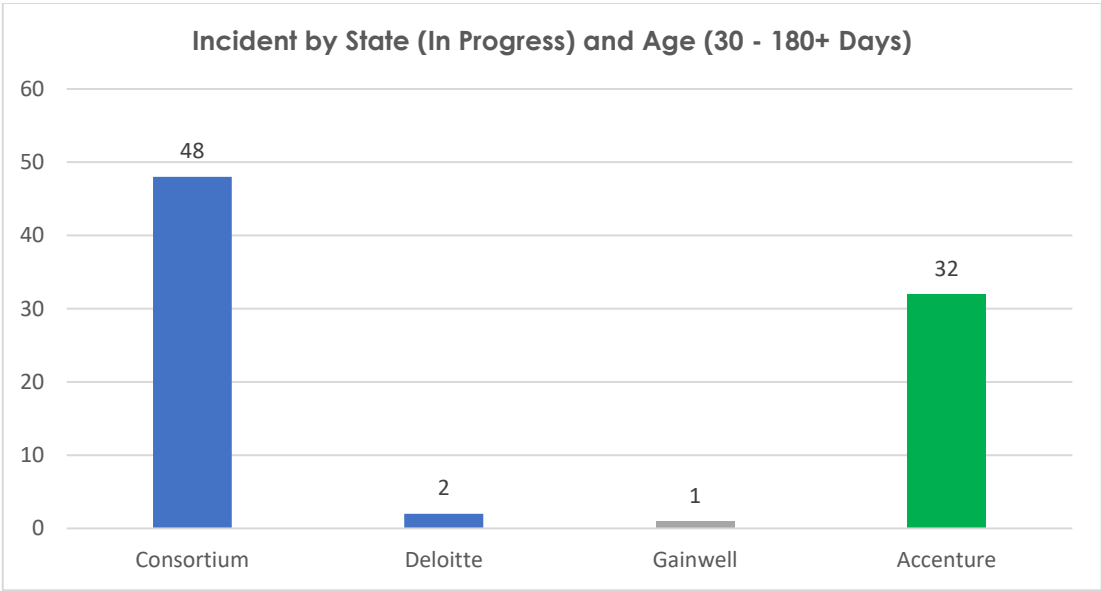
**Table 3.1.2-8 – CalSAWS ServiceNow Incidents by State (New) and Age (30 – 180+ Days)**



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

Organization	Helpdesk Incidents	Infrastructure Incidents	Total Incidents
Consortium	22	0	22
Deloitte	6	0	6
Gainwell Technologies	0	0	0
Accenture	3	0	3
Total	31	0	31

**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	2	0	2
Gainwell Technologies	1	0	1
Accenture	27	5	32
Total	78	5	83

- 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

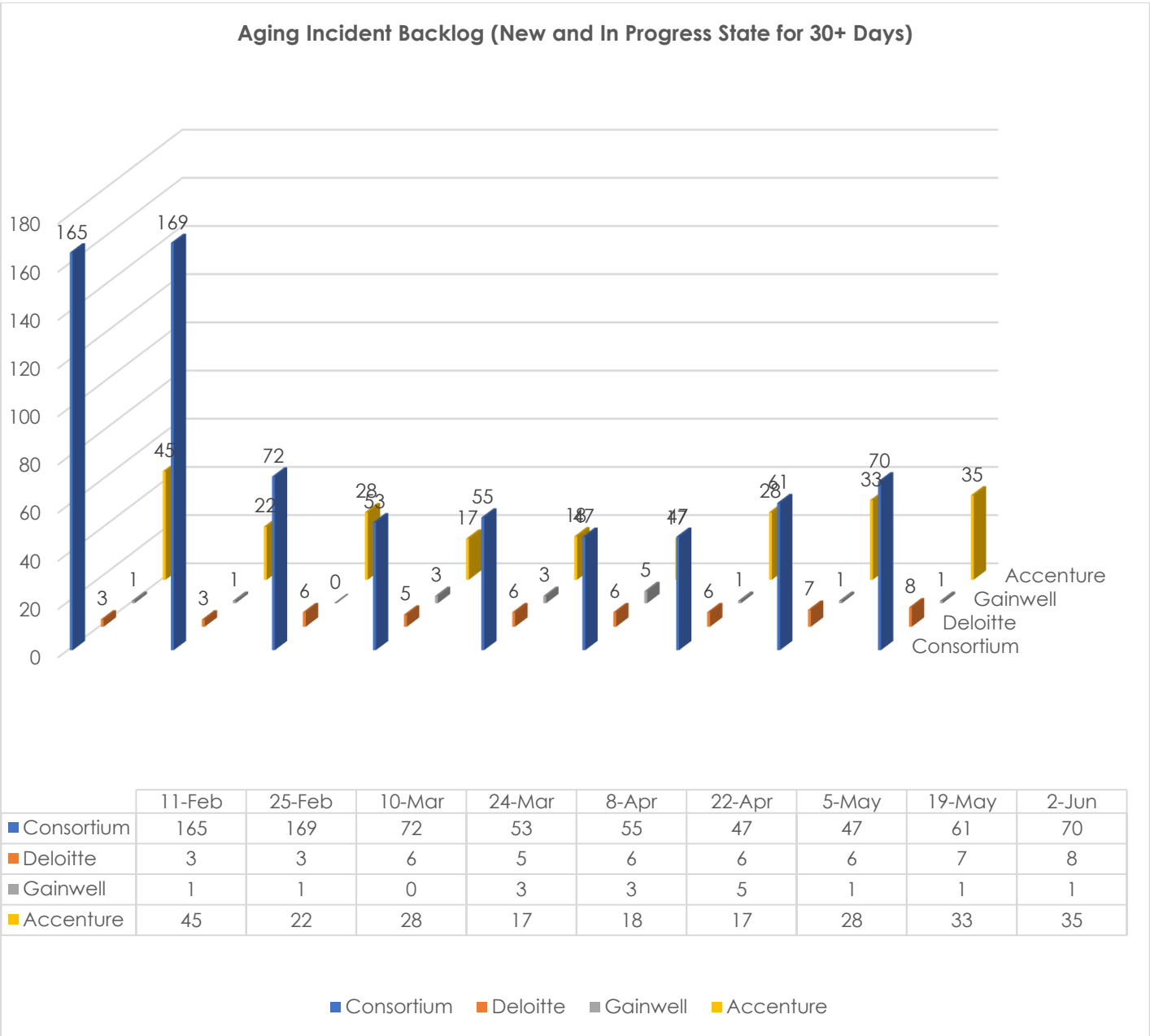
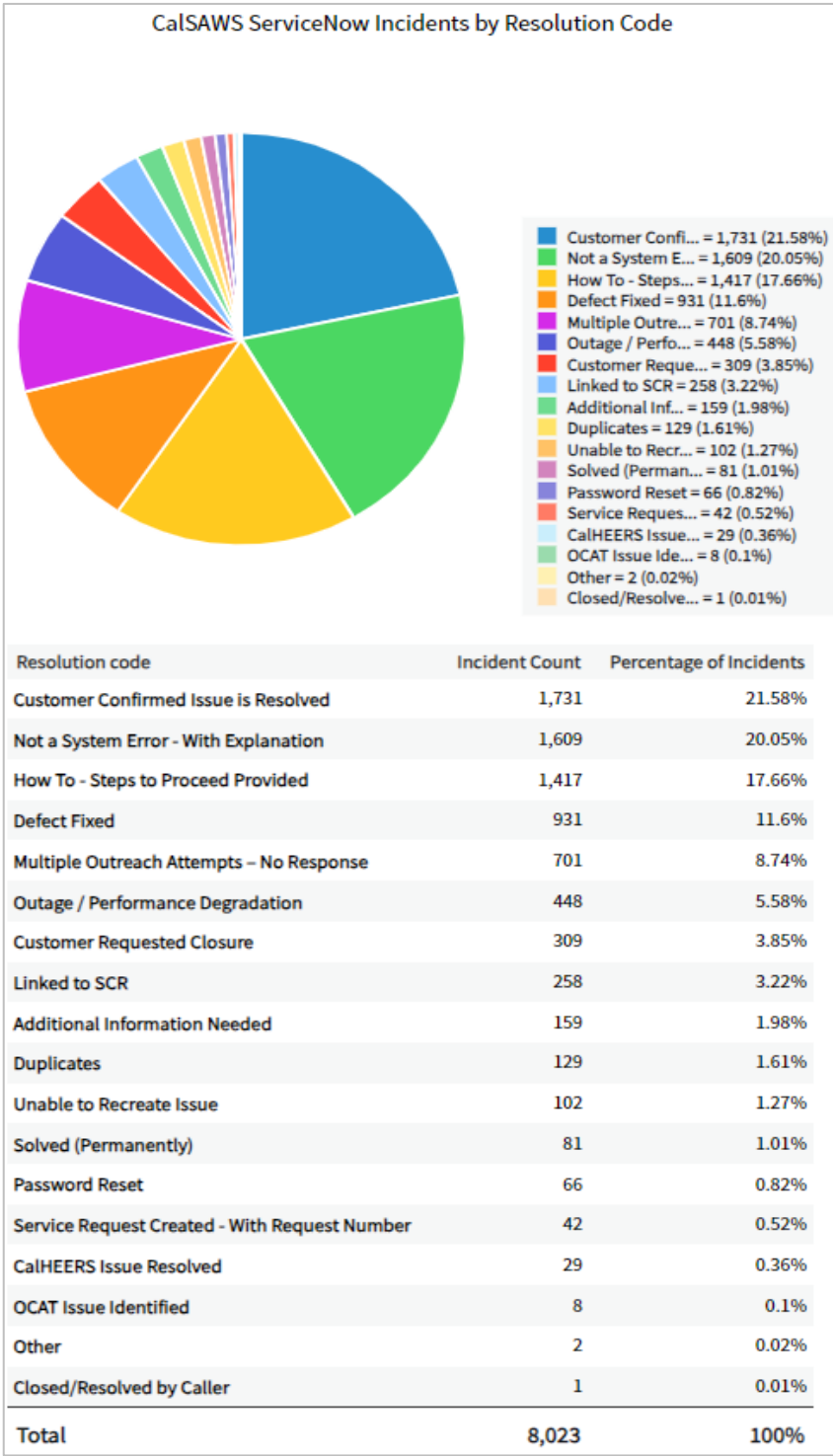


Figure 3.1.2-13 – CalSAWS ServiceNow Incidents by Resolution Code

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



**Note:** The pie chart below represents Incidents by Category created within the past two months. The 3,032 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 7,012 incidents

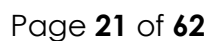
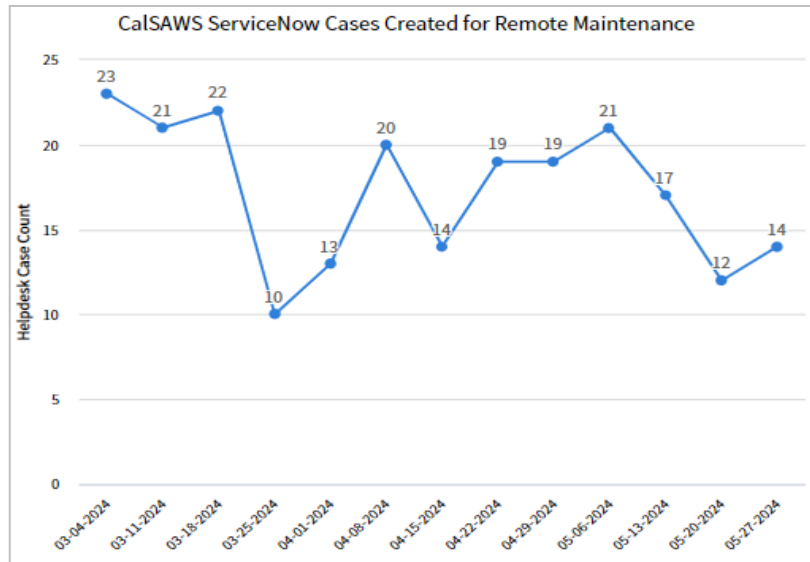
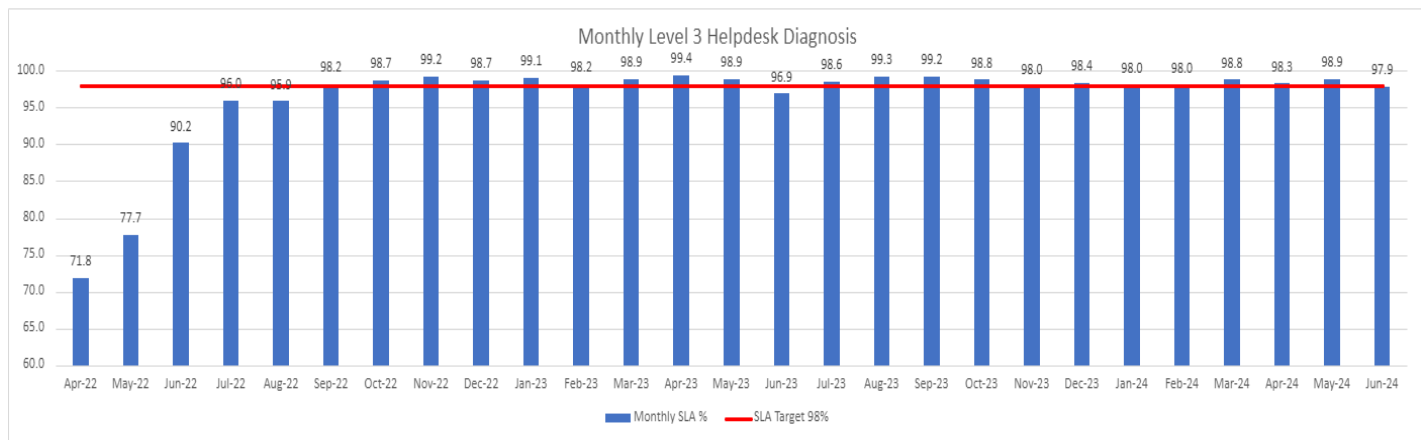


Figure 3.1.2-15 – CalSAWS ServiceNow Cases Created for Remote Maintenance



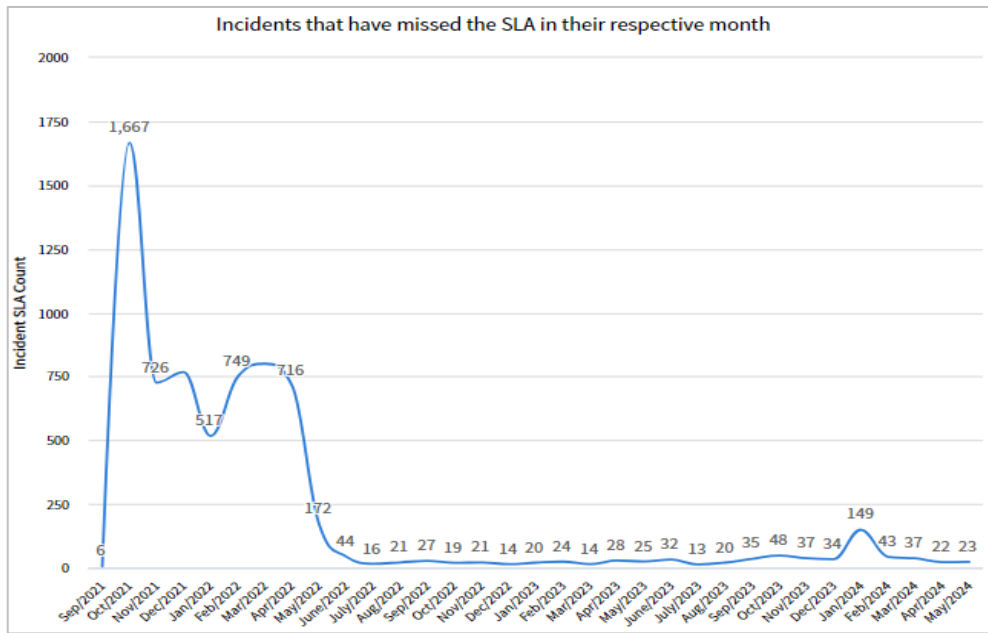
- The Monthly Level 3 Helpdesk Diagnosis Service Level Agreement (SLA) graph below represents the Level 3 Helpdesk compliance metric for closed incidents. The final compliance for May was 98.9%. The current compliance for June Month to Date (MTD) is 97.9%

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



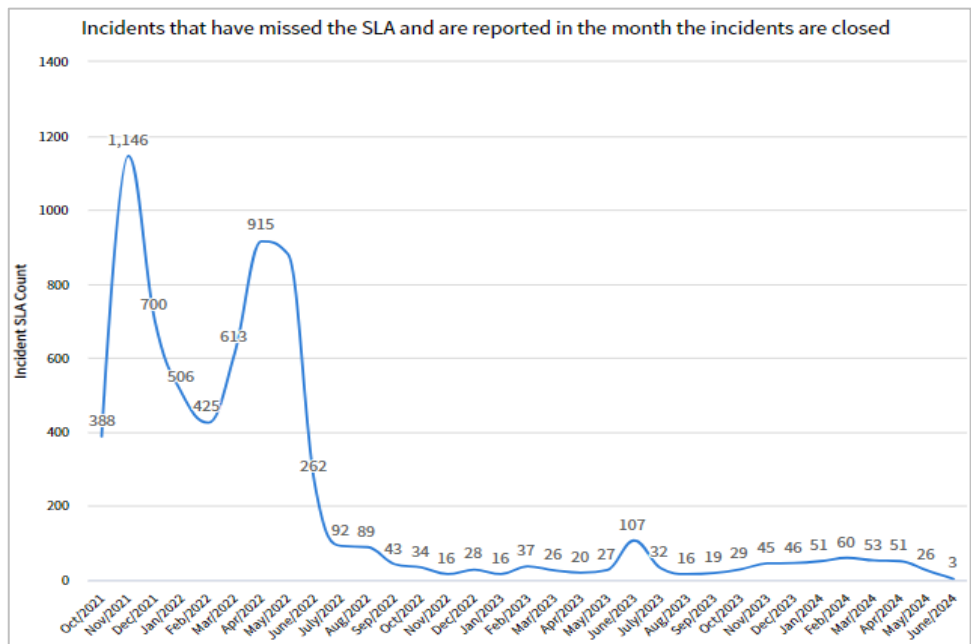
- The graph below represents the number of incidents that missed the Service Level Agreement (SLA) in each month. Twenty-three (23) incidents missed the SLA in May Month to Date. Zero (0) incidents have missed the SLA in June (MTD).

**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. Three (3) closed incidents missed the SLA in June Month to Date (MTD).

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



## **3.2 Technology Operations**

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

### **3.2.1 CalSAWS Management and Operations**

- ▶ Enhancing County Design Documentation
  - Ongoing County physical audits to capture rack layout and power distribution of devices per site
  - 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 begin on June 3, 2024
- ▶ Site redundancy build
  - Completed core redundancy build across 15 additional sites to improve resiliency and reduce user disruptions
  - Installing secondary core devices at the sites to make the site fully redundant
  - Additional sites are being discussed with the Counties to align Technical Point of Contact (TPOC) on time and resources
- ▶ Circuit Upgradation for County sites
  - Site survey began for the sites with higher link utilization identified on the annual circuit capacity planning assessment
  - Total number of sites – 36
  - 16 circuit upgrades completed
- ▶ Cisco Identity Services Engine (ISE)
  - Virtual Cisco Identity Services Engine (ISE) in Amazon Web Services (AWS)
  - Working on the standardization of Identity Services Engine (ISE)
  - Next step: Integrate with Virtual Private Network (VPN) to tighten posture check
- ▶ Enhanced Data Reporting (EDR) and Apex Enablement (SCR)
  - New Endpoint Detection and Response (EDR) and Apex enablement for 15 Counties
- ▶ County Site Migrations (County Purchase Orders)
  - Humboldt County – Site move and request for Customer Service Center ("CSC") network model change to Point of Presence ("PoP")
    - Identified WAN circuit procurement risk: due to delays in County Purchase Order approval, there are impacts to the timeline for circuit delivery (estimated at 3 months)



## CalSAWS – California Statewide Automated Welfare System

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- Monterey County – Migrate the County's Customer Service Center ("CSC") from a Managed model to a Point of Presence ("PoP") model
  - Migrated County from Managed to PoP on May 17, 2024
  - Met with County on May 20, 2024
  - Met with County on May 21, 2024 regarding eGain Dashboard Access
  - Scheduled meeting with County for June 10, 2024 for final wrap up
- San Joaquin County – Network model change from Managed to Point of Presence ("PoP")
  - Continued developing County Purchase documentation
- ▶ Implementation Advance Planning Document Update (IAPDU)
  - VPN replacement (TLM-11 CA-274965) is discussed and agreed on the product and technology
    - Next step - Purchase of license
  - Build of Virtual Network Lab-Sandbox01 (IM41)
    - Technical Budget Change Request (TBCR) approved
    - Next step – building EC2 in the Network sandbox account

**Table 3.2.1-1 – CalSAWS Upcoming Maintenance**

Scheduled Date	Activity Description
June 5 – 6, 2024	Equinix F5 Intrusion Prevention System (IPS) Subscription License Renewal (Planned Change)
June 5 – 24, 2024	Provision Red Hat Linux 8 (RHEL8) Migration Database Server Devoem1 - Coreapp-Production-tools (Planned Change)
June 6, 2024	TPX 600M Circuit Upgrade at 33111 (68-615 Perez Rd., Unit 9A, Cathedral City, CA 92334) (Planned Change)
June 6 – 12, 2024	Deploy Interactive Voice Response (IVR) Infrastructure to contactcenter-production-sharedfunctions (Planned Change)
June 9, 2024	Allocate additional storage to cProd-AdhocDB1 Production Databases - coreapp-production account (Planned Change)

**Table 3.2.1-2 – CalSAWS Incident Follow-up Summary**

Ticket ID	Description	Impact Date / Time	Impact	Resolution
None				

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

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

period

### **3.2.3 CalSAWS Production Planned Outages Calendar**

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

**Table 3.2.3-1 – CalSAWS Production Planned Outages Calendar**

# CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: May 20, 2024 – June 2, 2024

Contractor Project Executive: Arnold Malvick

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	OCA	Central Print	Communication Method
CalHeers Release	06/16/24	6:00 AM	06/16/24	9:00 AM	Unavailable	Reduced Availability	Unavailable	Unavailable	Available	Available	Unavailable	Available	Available	CIT
														Broadcast Email
BenefitsCal Release 24.06.27	06/27/24	8:00 PM	06/27/24	9:30 PM	Available	Reduced Availability	Available	Available	Available	Available	Available	Available	Available	Broadcast Email
ForgeRock Maintenance	06/28/24	10:00 PM	06/29/24	1:00 AM	Unavailable	Reduced Availability	Unavailable	Unavailable	Available	Available	Unavailable	Available	Available	CIT
														Broadcast Email
Production Maintenance	06/30/24	2:00 PM	06/30/24	6:30 PM	Unavailable	Reduced Availability	Unavailable	Unavailable	Available	Available	Unavailable	Available	Available	CIT
														Broadcast Email
CalSAWS Adhoc Reporting Database Maintenance	06/30/24	12:00 PM	06/30/24	4:00 PM	Available	Available	Available	Available	Available	Available	Available	Available	Available	Broadcast Email
Production Maintenance	07/14/24	2:00 PM	07/14/24	6:30 PM	Unavailable	Reduced Availability	Unavailable	Unavailable	Available	Available	Unavailable	Available	Available	CIT
														Broadcast Email
CalSAWS Adhoc Reporting Database Maintenance	07/14/24	12:00 PM	07/14/24	4:00 PM	Available	Available	Available	Available	Available	Available	Available	Available	Available	Broadcast Email
CalSAWS Release 24.07	07/21/24	6:00 AM	07/21/24	1:00 PM	Unavailable	Reduced Availability	Unavailable	Unavailable	Available	Available	Unavailable	Available	Available	CIT
														Broadcast Email
BenefitsCal Release 24.07.25	07/25/24	8:00 PM	07/25/24	9:30 PM	Available	Reduced Availability	Available	Available	Available	Available	Available	Available	Available	Broadcast Email
ForgeRock Maintenance	07/26/24	10:00 PM	07/27/24	1:00 AM	Unavailable	Reduced Availability	Unavailable	Unavailable	Available	Available	Unavailable	Available	Available	CIT
														Broadcast Email
Production Maintenance	08/18/24	4:00 PM	08/18/24	8:00 PM	Unavailable	Reduced Availability	Unavailable	Unavailable	Available	Available	Unavailable	Available	Available	CIT
														Broadcast Email
CalSAWS Adhoc Reporting Database Maintenance	08/18/24	12:00 PM	08/18/24	4:00 PM	Available	Available	Available	Available	Available	Available	Available	Available	Available	Broadcast Email
BenefitsCal Release 24.08.29	08/29/24	8:00 PM	08/29/24	9:30 PM	Available	Reduced Availability	Available	Available	Available	Available	Available	Available	Available	Broadcast Email
ForgeRock Maintenance	08/30/24	10:00 PM	08/31/24	1:00 AM	Unavailable	Reduced Availability	Unavailable	Unavailable	Available	Available	Unavailable	Available	Available	CIT
														Broadcast Email
Production Maintenance	09/08/24	8:00 AM	09/08/24	2:00 PM	Unavailable	Reduced Availability	Unavailable	Unavailable	Available	Available	Unavailable	Available	Available	CIT
														Broadcast Email
CalSAWS Adhoc Reporting Database Maintenance	09/08/24	2:00 PM	09/08/24	6:00 PM	Available	Available	Available	Available	Available	Available	Available	Available	Available	Broadcast Email
CalSAWS Release 24.09	09/22/24	6:00 AM	09/22/24	1:00 PM	Unavailable	Reduced Availability	Unavailable	Unavailable	Available	Available	Unavailable	Available	Available	CIT
														Broadcast Email
BenefitsCal Release 24.09.26	09/26/24	8:00 PM	09/26/24	9:30 PM	Available	Reduced Availability	Available	Available	Available	Available	Available	Available	Available	Broadcast Email
ForgeRock Maintenance	09/27/24	10:00 PM	09/28/24	1:00 AM	Unavailable	Reduced Availability	Unavailable	Unavailable	Available	Available	Unavailable	Available	Available	CIT
														Broadcast Email

# CalSAWS – California Statewide Automated Welfare System

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Contractor Project Executive: Arnold Malvick

Legend		CalSAWS and BenefitsCal Production Planned Maintenance													
	Unavailable														
	Reduced Availability														
	Available														
Activity Description	Start Date	Start Time	End Date	End Time	CalSAWS Core	BenefitsCal	Imaging	Contact Center	ADHOC / APEX	ForgeRock	CalHeers	OCAAT	Central Print	Communication Method	Communication Sent Date
Production Maintenance	09/29/24	4:00 PM	09/29/24	8:00 PM										CIT	
														Broadcast Email	
CalSAWS Adhoc Reporting Database Maintenance	09/29/24	12:00 PM	09/29/24	4:00 PM										Broadcast Email	
Production Maintenance	10/06/24	6:00 AM	10/06/24	10:00 PM										CIT	
														Broadcast Email	
CalSAWS Adhoc Reporting Database Maintenance	10/06/24	6:00 AM	10/06/24	10:00 PM										Broadcast Email	
Production Maintenance	10/20/24	4:00 PM	10/20/24	8:00 PM										CIT	
														Broadcast Email	
CalSAWS Adhoc Reporting Database Maintenance	10/20/24	12:00 PM	10/20/24	4:00 PM										Broadcast Email	
ForgeRock Maintenance	10/25/24	10:00 PM	10/26/24	1:00 AM										CIT	
														Broadcast Email	
BenefitsCal Release 24.10.31	10/31/24	8:00 PM	10/31/24	9:30 PM										Broadcast Email	
BenefitsCal Release 24.11.20	11/20/24	8:00 PM	11/20/24	9:30 PM										Broadcast Email	
CalSAWS Release 24.11	11/24/24	6:00 AM	11/24/24	1:00 PM										CIT	
														Broadcast Email	
ForgeRock Maintenance	12/06/24	10:00 PM	12/07/24	1:00 AM										CIT	
														Broadcast Email	
Production Maintenance	12/08/24	4:00 PM	12/08/24	8:00 PM										CIT	
														Broadcast Email	
CalSAWS Adhoc Reporting Database Maintenance	12/08/24	12:00 PM	12/08/24	4:00 PM										Broadcast Email	
Production Maintenance	12/15/24	8:00 AM	12/15/24	2:00 PM										CIT	
														Broadcast Email	
CalSAWS Adhoc Reporting Database Maintenance	12/15/24	2:00 PM	12/15/24	6:00 PM										Broadcast Email	
BenefitsCal Release 24.12.19	12/19/24	8:00 PM	12/19/24	9:30 PM										Broadcast Email	
CalSAWS Release 25.01	01/26/25	6:00 AM	01/26/25	1:00 PM										CIT	
														Broadcast Email	
BenefitsCal Release 25.01.30	01/30/25	8:00 PM	01/30/25	9:30 PM										Broadcast Email	

## CalSAWS – California Statewide Automated Welfare System

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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

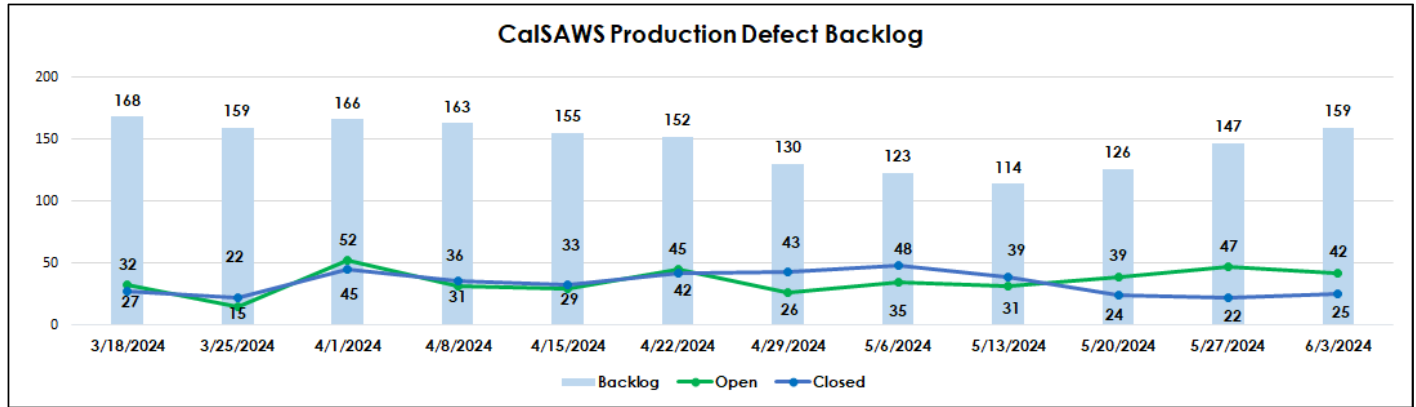
- The Production defect backlog bar-chart depicts the balance of open (unresolved Production defects) and closed defects, week-over-week. Defects are closed upon system test validation and release deployment to Production.

## CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: May 20, 2024 – June 2, 2024

Contractor Project Executive: Arnold Malvick

**Figure 3.3-1 – Production Defects Backlog Weekly Trend**



### 3.3.1 Release Schedule Production Defect Fix

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

**Table 3.3.1-1– CalSAWS Production Defect Count by Release**

CalSAWS Production Defect Count by Release					
Count of Defects	Release				Grand Total
Severity	24.05	24.06	24.07	TBD	
<b>2-Normal/Medium</b>	<b>23</b>	<b>1</b>	<b>16</b>	<b>2</b>	<b>42</b>
In Progress	5	0	14	1	20
Closed	18	0	0	0	18
New	0	1	2	1	4
<b>3-Normal/Low</b>	<b>127</b>	<b>14</b>	<b>60</b>	<b>40</b>	<b>241</b>
In Progress	14	6	54	12	86
Closed	106	2	3	0	111
New	7	6	3	28	44
<b>4-Cosmetic</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>6</b>
In Progress	0	1	1	0	2
Closed	2	0	0	0	2
New	1	0	0	1	2
<b>Total</b>	<b>153</b>	<b>16</b>	<b>77</b>	<b>43</b>	<b>289</b>

**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 24.07 Communications:
  - See table 3.4.1-1 CalSAWS Release 24.07 Communication Activities for details.

**Table 3.4.1-1 – CalSAWS Release 24.07 Communication Activities**

TASK	DATE (\$)	OWNER
Send draft Release Notes file to Consortium for review	June 10, 2024	Production Operations
Send draft Release Notes file to select County Staff and Consortium for review	June 24, 2024	Production Operations
Webcast on CalSAWS Release 24.07	July 9, 2024	Production Operations / Consortium Policy and Design
Send draft Release Notes file to select County Staff and Consortium for final review	July 8, 2024	Production Operations
Send summary of changes in CalSAWS Release 24.07 in CalSAWS Health Report	July 15, 2024	Production Operations
24.07 CalSAWS Application Development and Training Release Notes Broadcast	July 16, 2024	Production Operations
CalSAWS Release 24.07 Greenlight Meeting	July 17, 2024	Release Management/Quality Assurance
CalSAWS 24.07 Post-Release Checkpoint Call	July 22 – 24, 2024, 4:00 p.m. to 4:30 p.m.	Production Operations

#### 3.4.2 Root Cause Analysis (RCA)

- ▶ Root Cause Analysis (RCA) – 313 – MEDS Issue Causing Contention to CalSAWS – PRB0048990
  - At 9:30 a.m. on April 26, 2024, the Project team received incidents from users that reported an issue with the Client Index Number (CIN) search functionality. A bridge call was initiated to investigate the issue. The Application Development team confirmed that users were unable to perform CIN search which impacted their ability to add a person to a case. The Project team reached out to CalHEERS for impact on CalHEERS transactions with MEDS and received confirmation that transactions with MEDS experienced issues. As a precautionary measure, the project team paused CalHEERS pollers to ensure MAGI transactions are not impacted. CalHEERS Project team also paused pollers to avert any negative impact on DER transactions. In addition, the Project team identified spike in stuck threads on application servers that caused contention on application servers. The project team escalated the issue with DHCS who confirmed the following:
    - 1. DHCS experienced issues with CIN services causing inability for CalSAWS users to perform CIN Search. CalSAWS users also experienced slowness and

issues navigating through CalSAWS.

- 2.Issue start time – April 26, 2024 9:15 a.m. and end time – April 26, 2024 10:15 a.m.

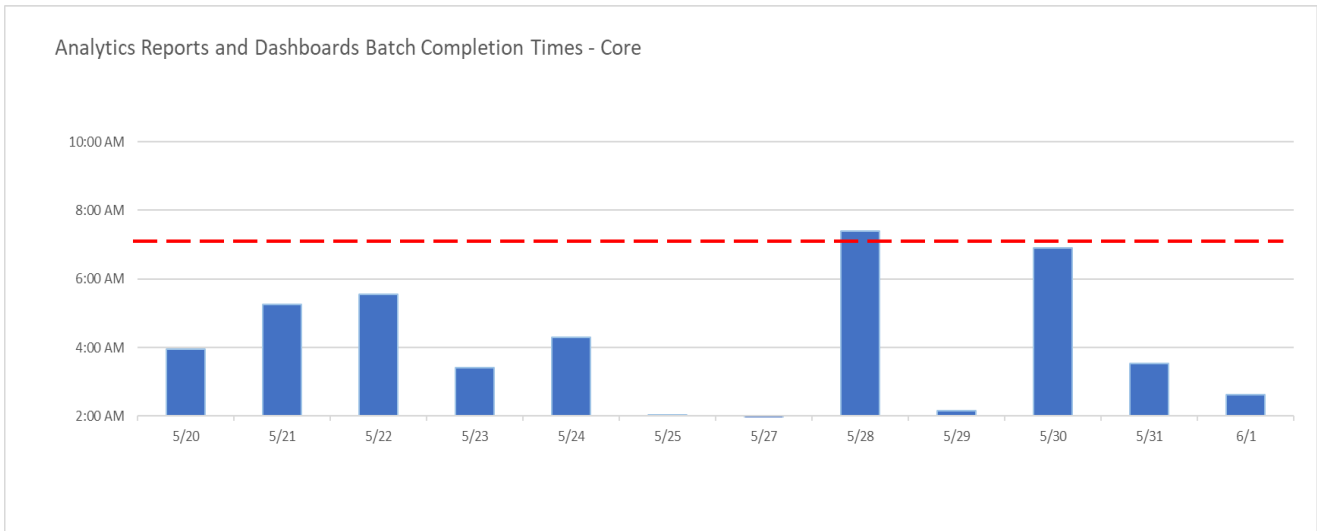
CIN Search functionality was impacted for all the counties. CIN Search functionality was restored once DHCS resolved the issues with CIN interface. During the CIN issue, CalSAWS users intermittently experienced slowness while navigating through CalSAWS. Due to CIN Search unavailability, there was a spike in stuck threads on the application servers resulting in general slowness while navigating through the CalSAWS application. Defect CA-277562 was created to resolve the performance issue with CalSAWS when CIN Search is unavailable.

### **3.4.3 Batch Operations**

- ▶ The BIC Scheduler upgrade implemented successfully on May 25, 2024. The batch jobs running successfully with no issues.
- ▶ The Red Hat Enterprise Linux (RHEL) 8 upgrade of batch and scheduler servers implemented on June 02, 2024. The Sunday Batch ran successfully on upgraded servers with no issues.
- ▶ Completed execution of monthly payroll batch runs for the 58 counties.
- ▶ Case purge jobs have been running since May 3, 2024, successfully and 500K 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**



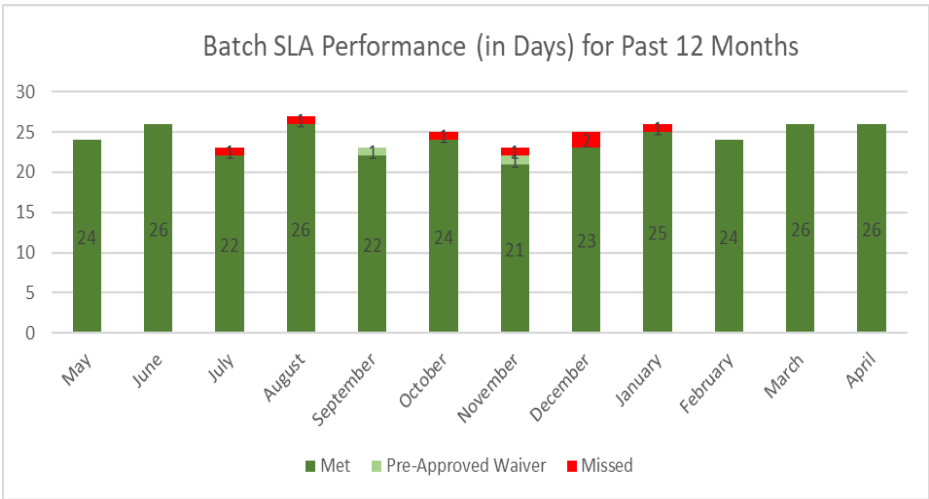
**Table 3.4.3.2 - Details of Days When Analytics Reports and Dashboards Completed after 7:00 a.m.**

Batch Date	Issue	Communication	Status	Resolution
May 28, 2024	Few Analytics Reports ran after 7:00 a.m. due to long running downstream processes	N/A	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**



**CalSAWS – California Statewide Automated Welfare System**

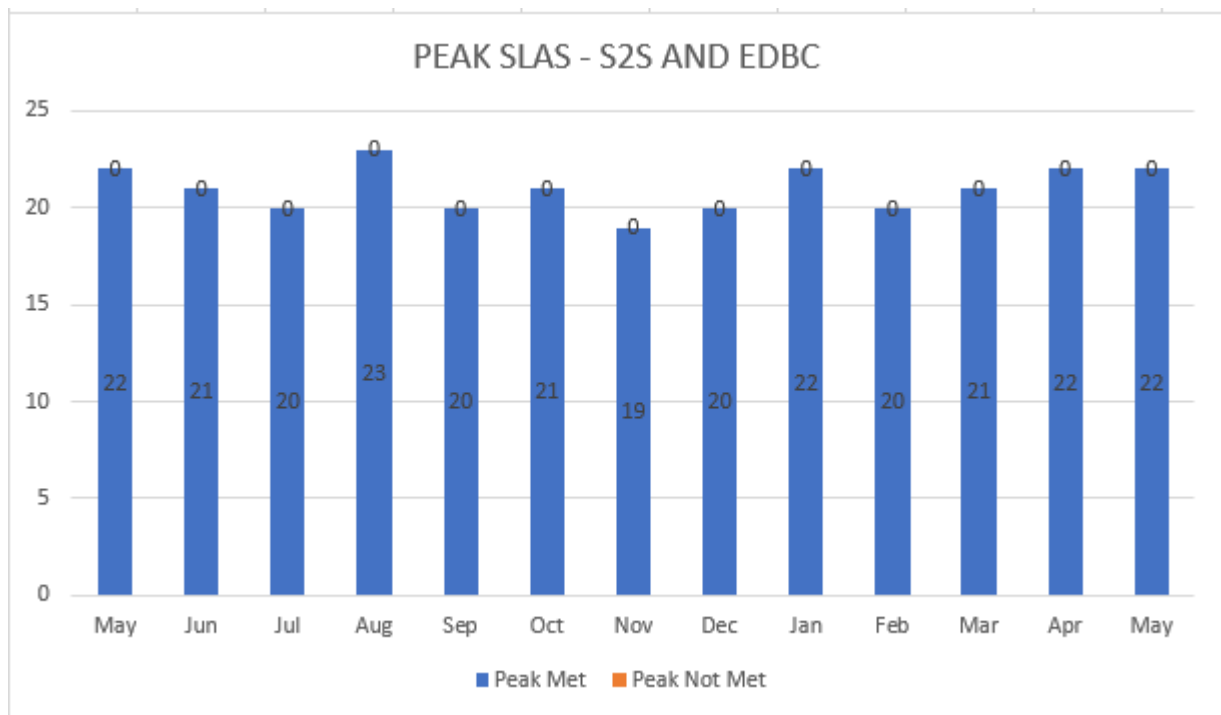
M&O Bi-Weekly Status Reporting Period: May 20, 2024 – June 2, 2024

Contractor Project Executive: Arnold Malvick

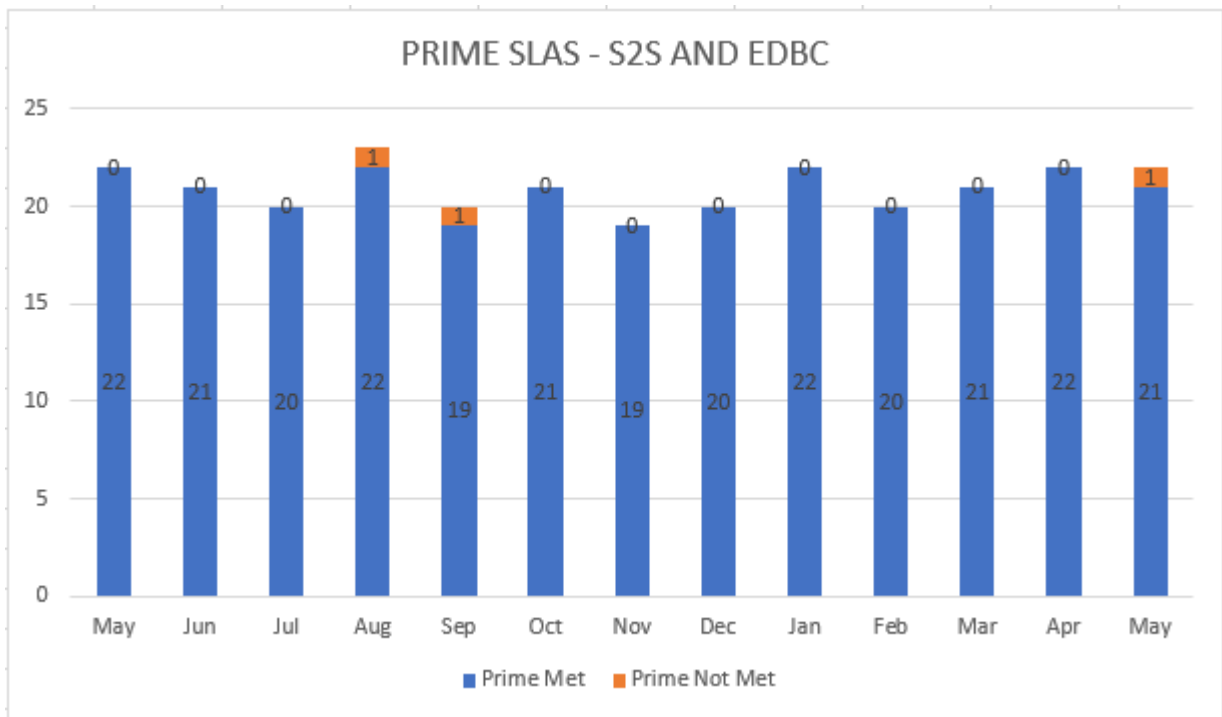
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- ▶ Imaging
  - None for the reporting period
- ▶ Contact Center
  - None for the reporting period
- ▶ ForgeRock
  - ForgeRock conducted its Production Build on May 31, 2024
- ▶ Core Online
  - Online Service Level Agreement (SLA) Performance. Peak SLAs for screen to screen and Eligibility Determination Benefit Calculation (EDBC) met every day for the last 12 months

**Table 3.4.4-2 – Peak Service Level Agreement (SLA) - S2S and Eligibility Determination Benefit Calculation (EDBC)**



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



### 3.5 ForgeRock

- ▶ ForgeRock team is working with ForgeRock to diagnose and remediate periodic high response times in the Production system that started on May 21, 2024.
- ▶ The ForgeRock team met with Consortium Helpdesk and Quality Assurance for the Bi-weekly sync of the ForgeRock Operations Status on May 29, 2024.
- ▶ ForgeRock team is working with Accenture Security on the design for the reauthentication of Multi-Factor Authentication (MFA) for 12 hours (CA-268937). The request is in violation of Consortium security policy; the ForgeRock team is seeking a security exception from Consortium to proceed with the design.
- ▶ Reviewed and secured approval of ForgeRock 2024-05 Priority Release with Cloud Security Team and Accenture Security Team.
- ▶ Requests for Validators have been sent for the ForgeRock 2024-05 Priority Release.
- ▶ ForgeRock team created a new System Change Request (SCR) for pre-work that needs to be completed for ServiceNow Integration (CA-278312).
- ▶ ForgeRock created and deployed Application clients for Alameda (Qmatic Application) and Nevada (PATH Application) Counties - pending validation to confirm completion.
- ▶ ForgeRock team has received the Technical Business Change Request (TBCR) approval to terminate non-live stack instances in Production environment after successful deployments - resulting in cost savings and reduced vulnerability risk. The change request will be completed by ForgeRock on June 2, 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	Approved – Marked Completed
ForgeRock-ServiceNow integration	July 26, 2024	In progress
Platform Architecture Enhancements – Design	July 2024	In progress

### 3.6 Innovation Lab

- ▶ Voice Bots (Welcome/Authentication Bots)
  - System Change Request (SCR) CA-275382 - Statewide Welcome Bot Enhancement - Card Intent
    - Successfully deployed to the Welcome Bot enhancement to production on May 23, 2024, for San Bernardino, Contra Costa, Placer, Shasta, Orange, Sutter, and Solano Counties
  - Sacramento County Welcome Bot Enablement
    - County completed testing of the Welcome Bot in their training environment on May 9, 2024
    - Successfully deployed the Welcome Bot to Sacramento's production environment on May 24, 2024
  - The Voice Bots team will be rolling under the Contact Center Team. All future updates will be covered under the Contact Center section (Section 3.8 - Customer Service Center (CSC) and 3.4.4 Production Performance)
- ▶ Electronic Benefit Transfer (EBT) Card Replacement - Robotic Process Automation (RPA)
  - Completed Sprint 9 [Non-Customer Service Center (CSC) Counties] kickoff sessions on May 21, 2024
  - Successfully went live with Sprint 7 and 8 [Placer, Shasta, Contra Costa, Orange, San Bernardino, Solano, and Sutter Counties] on May 30, 2024
  - The Robotic Process Automation (RPA) team will be rolling under the Contact Center Team. All future updates will be covered under the Contact Center section (Section 3.8 - Customer Service Center (CSC) and 3.4.4 Production Performance)

### 3.7 Imaging

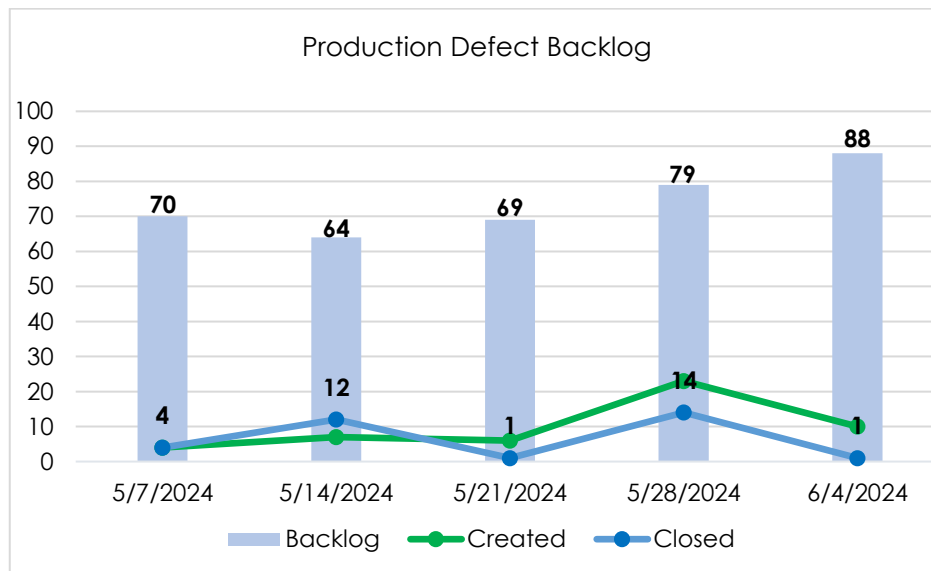
- ▶ Completed Defects
  - CA-277887 - CA-269992: Hyland pointed to old STG
  - CA-278073 - Imaging San Mateo Export Right (41\_Export) missing print functions from Person Drawer
  - CA-277702 - External Agency - WTW 47 and CW 2223 not properly deployed

- ▶ Completed System Change Requests (SCRs)
  - CA-266504 - External Agency - Increase File Upload Size

### 3.8 Customer Service Center (CSC)

- ▶ Production Defect Backlog Highlights
  - The Contact Center Team continues to address Production defects exclusively using a priority release schedule to address Defects sooner. There are 20 Defects targeted to be resolved with the 24.06.06 release.

**Table 3.8-1 – Contact Center Defect Burndown**



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

**Table 3.8-2 – Contact Center Recently Deployed Enhancements**

TYPE	JIRA ID	ENHANCEMENTS	Deployment Date	STATUS
SCR	CA-275811	Butte County - Update EGain custom attributes	24.06.02	SCR
SCR	CA-262105	RPA - Automated EBT Replacement Implementation: Shasta County	24.05.30	SCR
SCR	CA-262106	RPA - Automated EBT Replacement Implementation: Placer County	24.05.30	SCR
SCR	CA-262267	RPA - Automated EBT Replacement Implementation: Orange County	24.05.30	SCR
SCR	CA-262276	RPA - Automated EBT Replacement Implementation: Solano County	24.05.30	SCR
SCR	CA-262266	RPA - Automated EBT Replacement Implementation: Contra Costa County	24.05.30	SCR
SCR	CA-262274	RPA - Automated EBT Replacement Implementation: Sutter County	24.05.30	SCR
SCR	CA-275814	Humboldt County - Update EGain custom attributes	24.05.29	SCR
SCR	CA-275819	Orange County - Update EGain custom attributes	24.05.28	SCR
SCR	CA-276978	Voice Bots Statewide Rollout: Sacramento County - Welcome Bot Only	24.05.24	SCR
SCR	CA-276779	Enable Webchat and Click to Call for San Diego County	24.05.23	SCR
SCR	CA-274814	Migrate Web Chat and Click to Call functionality to the Contact Center Shared Functions AWS account	24.05.23	SCR
SCR	CA-275912	San Bernardino County - Update EGain custom attributes	24.05.23	SCR
SCR	CA-275382	Statewide Welcome Bot Enhancement - Card Intent	24.05.23	SCR

► Contact Center Enhancements

- o The Contact Center Team will be working on System Change Requests 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

**Table 3.8-3 – Contact Center Upcoming Enhancements**

TYPE	JIRA ID	ENHANCEMENTS	Deployment Date	STATUS
SCR	CA-239498	DDID 2268 FDS CSC: Update to Text Help Line IVR, and Outbound Campaign caller ID	24.07.11	Pending approval
SCR	CA-252858	Add Live Monitoring and Change Agent Status to the Supervisor panel in eCCP	24.08.08	Pending approval
SCR	CA-245360	Telephonic Signature Update Rights and Responsibilities for Medi-Cal	24.08.08	Approved
SCR	CA-273724	Telephonic Signature - Update CalSAWS Telephonic Signature Capture Code Generation/Removal Logic	24.08.xx	Design in progress
SCR	CA-270154	Outbound IVR: Add new calling campaign for AB 79 Personal Contact	24.09.xx	New
SCR	CA-260329	Telephonic Signature - Add Outbound Call Option on Electronic Signature Page	24.09.xx	Design in progress
SCR	CA-270820	Update and Add Contact Center Security in CalSAWS	24.12.xx	Design in progress
SCR	CA-270574	Replace two-digit Language Code with Language Name	25.01.xx	New
SCR	CA-260730	Contact Center eCCP - Admin Page Enable Courtesy Call Back Configuration by Queue	25.01.xx	New
SCR	CA-270818	Add a Static Dial Pad on eCCP	25.02.xx	New
SCR	CA-270833	Update the IVR Call Flow to Spell Out BenefitsCal	25.04.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-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
SCR	CA-265391	Modify eCCP Security rights	25.xx.xx	Design in progress

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

- ▶ Change order approved for commencing the pilot
- ▶ Operata successfully installed in Kern's County development and production contact centers
- ▶ Training sessions scheduled with Operata and CalSAWS Interactive Voice Response (IVR) Contact Center Team

### **3.9 Lobby Management**

#### **3.9.1 Region 1 Counties**

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

- ▶ Alameda County
  - No updates for the reporting period
- ▶ Contra Costa County
  - No updates for the reporting period
- ▶ Marin County
  - No updates for the reporting period
- ▶ Monterey County
  - No updates for the reporting period
- ▶ Napa County
  - No updates for the reporting period
- ▶ San Benito County
  - No updates for the reporting period
- ▶ San Francisco County
  - No updates for the reporting period
- ▶ San Mateo County
  - No updates for the reporting period
- ▶ Santa Clara County
  - County Purchase SC-02-2023 (three kiosks, three tablets)
    - Working with County on milestones, County ordering tablet printers. County shipping printers to warehouse for asset-tagging
- ▶ Santa Cruz County
  - Tablets have been configured and are ready to go into Production
  - County performing Reception Log training in preparation to move to CalSAWS Reception Log
  - County working on milestones
- ▶ Solano County
  - No updates for the reporting period
- ▶ Sonoma County
  - No updates for the reporting period

#### **3.9.2 Region 2 Counties**

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

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



## CalSAWS – California Statewide Automated Welfare System

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- 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)

- ▶ Butte County
  - o No updates for this reporting period
- ▶ Colusa County
  - o No updates for this reporting period
- ▶ Del Norte County
  - o No updates for this reporting period
- ▶ Glenn County
  - o No updates for this reporting period
- ▶ Humboldt County
  - o No updates for this reporting period
- ▶ Lake County
  - o No updates for this reporting period
- ▶ Lassen County
  - o Kiosk delivered on January 8, 2024
  - o County completing physical installation and flows
- ▶ Mendocino County
  - o No updates for this reporting period
- ▶ Modoc County
  - o No updates for this reporting period
- ▶ Plumas County
  - o No updates for this reporting period
- ▶ Shasta County

## CalSAWS – California Statewide Automated Welfare System

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- o No updates for this reporting period
- ▶ Siskiyou County
  - o Kiosk delivered on January 30, 2024
  - o Kiosk has been confirmed fully functional
  - o County working on milestones for go-live
- ▶ Tehama County
  - o Kiosk delivered on January 11, 2024
  - o County working on milestones for go-live
- ▶ Trinity County
  - o No updates for this reporting period

### 3.9.4 Region 4 Counties

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

- ▶ Fresno County
  - o All devices have been delivered. Working with County to restructure CalSAWS configuration and draft strategy to deploy CalSAWS Reception Log and kiosks
  - o County reports that CalSAWS reconfiguration effort is in testing phase
  - o County continues to work on networking requirements
- ▶ Inyo County
  - o No updates for this reporting period
- ▶ Kern County
  - o County Purchase KR-02-2023
    - Working with the County on milestones for kiosk go-live
  - o Tablets are being replaced due to battery issues
- ▶ Kings County
  - o No updates for this reporting period
- ▶ Madera County
  - o No updates for this reporting period
- ▶ Mariposa County
  - o No updates for the reporting period
- ▶ Merced County
  - o No updates for the reporting period
- ▶ San Joaquin County
  - o No updates for the reporting period
- ▶ San Luis Obispo County
  - o No updates for the reporting period
- ▶ Stanislaus County
  - o No updates for the reporting period
- ▶ Tulare County
  - o County Purchase TL-01-2023
    - Tablets have been deployed successfully
  - o County Purchase TL-02-2023
    - County Purchase documentation with the County for approval for kiosk purchase

### **3.9.5 Region 5 Counties**

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

- ▶ Imperial County
  - No updates for the reporting period
- ▶ Orange County
  - No updates for the reporting period
- ▶ Riverside County
  - No updates for the reporting period
- ▶ Santa Barbara County
  - No updates for the reporting period
- ▶ San Bernardino County
  - No updates for the reporting period
- ▶ San Diego County
  - No updates for the reporting period
- ▶ Ventura County
  - No updates for the reporting period

### **3.9.6 Region 6 County**

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

## **3.10 Additional Projects**

### **3.10.1 California Department of Social Services (CDSS) Report Support**

- ▶ California Department of Social Services (CDSS) Glossary:
  - AAP – Adoption Assistance Program
  - ABAWD – Able Bodied Adults Without Dependents
  - CAPI – Cash Assistance Program for Immigrants
  - CFAP – California Food Assistance Program
  - CIDR – CDSS Internal Data Request
  - ESAP – Elderly Simplified Application Process
  - E&T – Employment and Training
  - FC – Foster Care
  - SIRFRA - SAWS Information Request for Research and Analysis
- ▶ Completed Work:
  - CIDR 9019 – Subsidized Provider Report Query Update
  - CIDR 9022 – Level of Care and Infant Supplemental Foster Care Information
- ▶ Continued Work:
  - CIDR 9017 - Medi-Cal Client Detail Snapshot
- ▶ Started Work:
  - CIDR 9020 – CalFresh Application Timeliness for Food and Nutrition Services Reporting
  - CIDR 9021 – Employment and Training Metrics
  - CIDR 9023 – CalWORKs and CalFresh Application Detail Snapshot

### **3.10.2 Department of Health Care Services (DHCS) Report Support**

- ▶ Department of Health Care Services (DHCS) Glossary
  - CCU – Continuing Care Unwinding
  - MEDS – Medi-Cal Eligibility Data System
  - PHE – Public Health Emergency
  - RE - Redetermination
- ▶ Completed Work:
  - SIRFRA 1375 – End of CCU Renewal Data Request – RE Month July 2024
- ▶ Continued Work:
  - SIRFRA 1351 - Data Pull for Spousal Impoverishment Case Flag and Task
- ▶ Started Work:
  - SIRFRA 1376 - PHE Renewal and Demographics Data Request - May 2024
  - SIRFRA 1377 - Pending Applications (PHE Data Dashboard Slides) - May 2024
  - SIRFRA 1378 - Unwinding Period Data - Failure to Complete - May 2024

### **3.10.3 Endpoint Detection and Response (EDR)**

- ▶ Completed Qualys Endpoint Detection and Response (EDR) deployment
- ▶ Finalize the cleanup deployments of the systems with Sophos Anti-Virus (AV)
- ▶ 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
- ▶ Testing and validating the changes that allow Qualys to function properly

### **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)**

- ▶ Completed Amazon Web Services (AWS) integration setup leveraging Service graph connector for AWS
- ▶ Migrated all 3 integrations (System Center Configuration Manager (SCCM)/AWS/SolarWinds) to test environment
- ▶ Partnering with Configuration Item (CI) data owners to finalize and configure the CI attributes

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

- ▶ Implementation Change Approval Board (CAB) approved and executed
- ▶ Tuning scripts
- ▶ Continued updating project documentation

### **3.10.7 Integrate CloudFront / Web Application Firewall (WAF) for CalSAWS Application Program Interfaces (API)s Existing HTTP APIs (CSAC-19)**

- ▶ The code changes for signing the request for OPTIONS method is completed
- ▶ Code changes for Authorizer Lambda and Edge Lambda are completed
- ▶ CloudFront Distribution is created in Application Development Account and integrated with Application Program Interface (API) Gateway
- ▶ Completed sanity testing for BenefitsCal Portal API in PAT environment
- ▶ Change Request for core-app-dev account is drafted and is in progress

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

- ▶ Reviewed project status with stakeholders
  - o Agreed on the licensing purchase discussion
  - o Agreed on the method to select additional participants
- ▶ Continued updating project documentation

### **3.10.9 Office 365 Services Backup Solution (ISA-21)**

- ▶ Obtained agreement for retention settings
- ▶ Completed email user onboarding
- ▶ Scheduled vendor meetings for further configuration
- ▶ Continued updating project documentation

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

- ▶ Completed hardware installation at Roseville
- ▶ Planning Roseville lab connection to the network
- ▶ Technical Budget Change Request (TBCR) approved for Amazon Web Services (AWS) server build

### **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"> <li>Began test execution for the 24.07 baseline release. Week 1 of 8 completed. Team is on schedule with a 26% pass rate against a target of 13%</li> </ul>
4.6 Reports	<ul style="list-style-type: none"> <li>Bi-Weekly State and Fiscal Reports meeting</li> <li>Management Reports Quarterly Committee meeting</li> <li>Completed Design Walkthrough for SCR CA-246946 CA 812</li> </ul>
4.10	<ul style="list-style-type: none"> <li>CARES/FCED update</li> </ul>

### 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
<b>24.06.06</b>	<ul style="list-style-type: none"> <li>► All County Letter 22-85 and 21-25 Update CalFresh Reports</li> <li>► Change Ventura County Annual Clothing Allowance to run July 1st</li> <li>► Lobby Tablet 2.0 - Upgrade AngularJS version and application dependent libraries</li> <li>► Riverside-BRM (Business Reply Mail) Update for Office 47 and 45</li> <li>► Update Alameda County Warrant State Date from 93 days to 150 days</li> <li>► Update Riverside County Holiday Calendar to add Juneteenth Holiday</li> <li>► Update criteria for Suspending and Discharging of Recovery Accounts</li> </ul>
<b>24.06.07</b>	<ul style="list-style-type: none"> <li>► Improvements to Data Backups Processes for ForgeRock</li> <li>► OAuth2 Clients for BenefitsCal Network Protection</li> <li>► Production ForgeRock API (Application Programming Interface) client for Alameda (01)</li> <li>► Production and CT ForgeRock API (Application Programming Interface) Client for Nevada (29)</li> <li>► Update Tomcat to Major Version 9</li> </ul>
<b>24.06.13</b>	<ul style="list-style-type: none"> <li>► ACL 24-XX Cost of Living Adjustment (COLA) Increase to the Minimum Basic Standards of Adequate Care (MBSAC) and Income In Kind (IIK) for 2024-2025</li> <li>► CalSAWS Batch Job JB00E169M</li> <li>► DCR (Data Change Request) to Determine and Update Household Category for CalFresh Program with Missing Household Category</li> <li>► Training: Replace old Virtual Assistant Icon from Remaining Screenshots in WBTs (Web Based Trainings) CA-266527</li> </ul>

## CalSAWS – California Statewide Automated Welfare System

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Contractor Project Executive: Arnold Malvick

Release	Summary
	► Update FTP(File Transfer Protocol) Password for Interfaces - June 2024
<b>24.06.14</b>	► Reauthentication after 20 minutes inactivity in Multi Factor Authentication redesign - Design ► Rebuild Jenkins Servers from AL1 to AL2 ► Run Batch EDBC (Eligibility Determination Benefits Calculation) to apply new Child Support Income Exemptions ► Training: Migrate Contact Center Storyline WBTs (Web Based Trainings) to Captivate WBTs plus updates ► Training: Maintenance of 008 Eligibility Medi-Cal WBTs based on CA-270479 ► Training: Update 001 Orientation WBTs for Sunset Worklist pages CA-257327 ► Training: Update the 001 - Orientation: 03 - Navigation WBTs to add the Virtual Assistant Feature
<b>24.06</b>	► Total System Change Requests (SCRs): 5 approved ► Release Webcast date: To be determined
<b>24.07</b>	► Total System Change Requests (SCRs): 71 approved ► Release Webcast date: To be determined
<b>24.09</b>	► Total System Change Requests (SCRs): 25 approved ► Release Webcast date: To be determined

### 4.3 Application Development Status

- Continued design on:
  - o CA-275855 - Consolidate the Integrated Payroll Summary Report
  - o CA-275844 - IAPDU CSAC-36 DevSecOps
  - o CA-274996 - TLM-40: Lobby Monitor Updates
  - o CA-274977 - "IAPDU - TLM-07 Replace TPX SD-WAN (Routers & Virtual Firewall) and TPX Adtran EOL Switches with new models from TPX"
  - o CA-274976 - IAPDU - TLM-06 : OS Upgrade - Cisco Routers/Switches/Firewalls
  - o CA-274965 - IAPDU - TLM-11: NIST Rev 5 - Enablement of Split Tunneling and Replacement of VPN AnyConnect client
  - o CA-273214 - Child Care Admin Portal Enhancements
  - o CA-271707 - Enhance Pickup Location to Be Available for Multiple payees Under a Program
  - o CA-271101 - Support SCR to provide responses to Consortia queries
  - o CA-271068 - Configure Client Correspondence to allow the option to display Worker Names - Forms
  - o CA-268378 - Automate SOC 452A for CAPI
  - o CA-265742 - Add Denial and Discontinuance NOA for Gets Duplicate Aid status reason.
  - o CA-265360 - ACL 23-79 Add IRT and Budget to CF 377.1, CF 377.1 A, and CF 377.4 SAR
  - o CA-265301 - Cal-OAR File County Preview
  - o CA-264181 - Allow Deactivation of Task Banks
  - o CA-258479 - ACL 22-104 and ACL 18-07: Update ABCD 350 and CA 1037
  - o CA-253843 - Additional Section Codes for Humanitarian Parolees from Afghanistan
  - o CA-253124 - Validate E-mail Addresses Added into CalSAWS

## CalSAWS – California Statewide Automated Welfare System

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Contractor Project Executive: Arnold Malvick

- CA-246946 - ACL 22-49/49E - Revisions to the CA-812 Quarterly Report form
- CA-240094 - Refactor: CalFresh NOA Regulations
- 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 and Revised OP NOA Messages
- CA-215950 - ACL 22-74 Add and Automate ABAWD Form CF 886 (11/23)
- CA-213363 - TLM-39: Lobby Management Modernization
- CA-209344 - Apply SSP Only OPA for Specific Programs
- CA-202054 - ACL-18-07 Suspend/Discontinue/Reinstate for CAPI case
- ▶ Continued build on:
  - Priority releases and Release 24.09 approved System Change Requests (SCRs)

### 4.4 Release Management

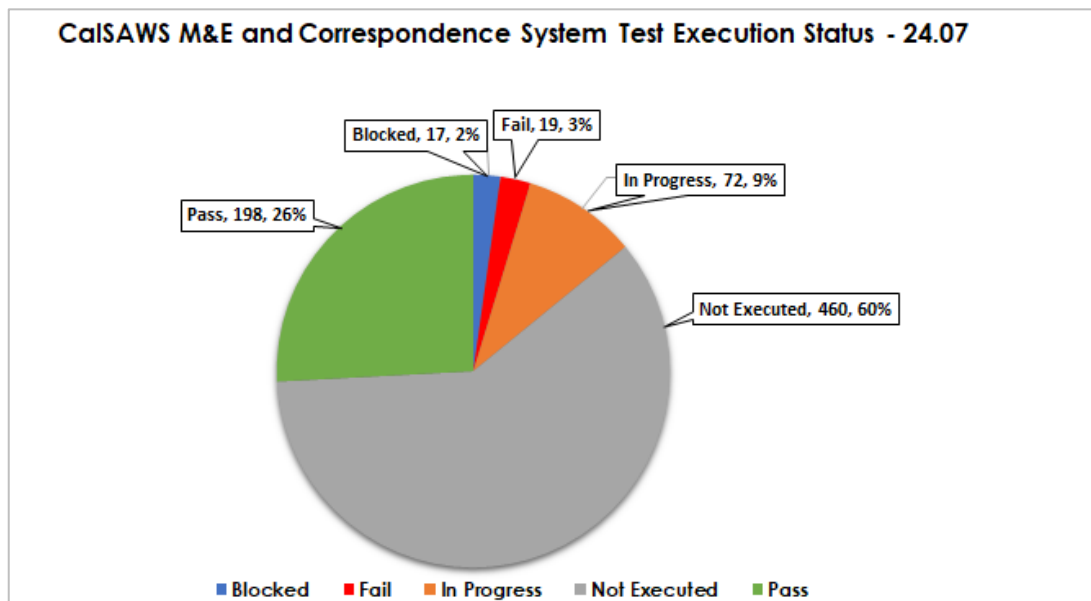
#### 4.4.1 Release Test Summary

- ▶ Began test execution for 24.07 System Change Requests (SCRs)

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

Pass Rate Target as of May 31, 2024	<b>13%</b>
Pass Rate Actual as of May 31, 2024	<b>26%</b>
System Test complete Date: July 17, 2024	

**Figure 4.4.1-2 – CalSAWS M&E and Correspondence System Test Execution Status – 24.07**



**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 1,232 end-to-end Automated Regression Test (ART) scripts:

- ▶ 984 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
  - CA-278032: Automated Regression Test - Execution and Maintenance - 24.09 Release Cycle

#### 4.5 Virtual Assistant (VA)

- ▶ Worker-Facing Virtual Assistant (VA)
  - Release 20 – successfully deployed on May 30, 2024
    - 30 new use cases and 2 edits to existing use cases
  - Release 21 - target to deploy on June 27, 2024
    - Design is completed
    - System Change Request (SCR) going through System Change Request Board / Change Control Board (SCRB/CCB) approvals
  - Release 22 – target to deploy July 25, 2024
    - Design is in progress, target to complete design on June 27, 2024

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### 4.6 Reports

- ▶ CalSAWS State and Fiscal Reports Bi-Weekly meeting (held on May 23, 2024)
- ▶ Management Reports Quarterly meeting was held on May 28, 2024
- ▶ Held Design Walkthrough for System Change Request (SCR) CA-246946 CA 812 on May 28, 2024, and May 30, 2024

**Table 4.6-1 – Total Open Incidents by reporting period**

Reporting Period End Date	Number Open Tickets
April 5, 2024	23
April 19, 2024	25
May 3, 2024	16
May 17, 2024	14
May 31, 2024	11

**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	1	2	0	2	5
Reopened	0	0	0	0	0
Assigned	2	1	0	0	3
In development	8	3	2	2	15
Development completed	0	1	0	0	1
In Assembly Test	0	0	0	0	0
System Test	2	1	1	0	4
Test completed	0	0	0	1	1
<b>Total Open Defects</b>	<b>13</b>	<b>8</b>	<b>3</b>	<b>5</b>	<b>29</b>

**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	5	3	0	0	8
3-Normal/Low	8	5	3	5	21
4-Cosmetic	0	0	0	0	0
<b>Total Open Defects</b>	<b>13</b>	<b>8</b>	<b>3</b>	<b>5</b>	<b>29</b>

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**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	1	0	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	5	4	0	0	1	0	0
RS 50	1	0	0	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	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 21, 2024, and May 28, 2024
- System Change Requests (SCRs) in Design Phase
  - CA-213225 - Elimination of ABP 4038, 6-Month Reminder Notice Pending T and U Visa for General Relief Participants
  - CA-227572 – Los Angeles County - GR Time limit
  - CA-241184 - Update GAGR Pregnant Person Only (PPO) to Align with the New CalWORKs PPO Policy Changes
  - CA-258931 - Add admin 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 County 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 amount
- CA-272432 - CSF 45 should only be available to print locally. Currently it is available to print both locally and centrally.
- CA-273349 – San Francisco County - Turn Off Auto Discontinuance Functionality for GA/GR Appointment No Shows
- CA-273352 – Los Angeles -Validation Message to Notify GCMs about the GR Time-Limit End Date
- CA-273651 - GAGR System Triggered Correspondence Reason Codes Required
- CA-274396 - Configure Client Correspondence to allow the option to display Worker Names - NOA for GAGR Program
- CA-274665 - GAGR NOA's field populating wrong amount from the GR\_Budget table
- CA-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-275594 - Update GA/GR In-Kind Income Logic
- CA-276189 - Return Mail Service Address Whitelist Request
- CA-277446 - San Diego County - GR COLA October 2024
- CA-277816 – Los Angeles County - Update ABP 4023-C NOAs to Reflect Verbiage Related to Telephonic Appointment Details
- CA-278309 - San Diego County - GAGR Grant Amounts for Shared Housing
- o System Change Requests (SCRs) in Development Phase
  - CA-254559 - LA-GROW Activity Numbers
  - CA-267005 - Add GA/GR In-Kind Chart Amounts for Requesting Counties
  - CA-267452 - GAGR AS - Alameda County - Add XAN 534
  - CA-268072 - Solano County - General Assistance - Update Periodic Reporting Form
  - CA-271707 - Enhance Pickup Location to be Available for Multiple payees

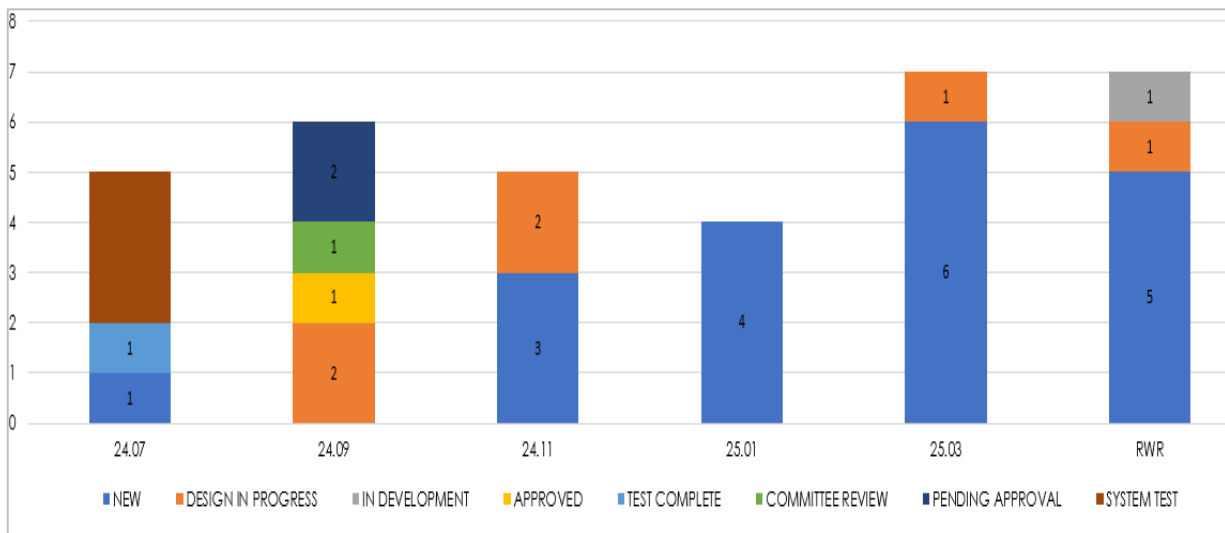
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- Under a Program
  - o System Change Requests (SCRs) in System Test Phase
    - CA-266985 - Add Fresno GA/GR grant amounts for households larger than 3 persons
    - CA-267005 - Add GA/GR In-Kind Chart Amounts for Requesting Counties
    - CA-268072 - Solano County - General Assistance - Update Periodic Reporting Form
    - CA-271707 - Enhance Pickup Location to Be Available for Multiple payees Under A Program
    - CA-273351 – Orange 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
  - o Priority System Change Requests (SCRs) deployed to Production
    - CA-277666 - Update Real Property Type Mobile Home to be valid for SMT
  - o Defects released to Production
    - None

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



### 4.8 Training Materials Update

- 24.07 Online Help (OLH) System Change Requests (SCRs):
  - o Approved
    - CA-276356 - Online Help: Update JAs referencing Work List pages and update JA Task Management
  - o In Development
    - CA-247893 - Online Help: Update JA-Semi-Annual Report (SAR7) Process CA-240558
  - o Development Completed

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- CA-278143 - Online Help: Update the Forms Overview for the 24.07 Baseline Release
  - CA-265296 - Online Help: Update JA Skipped Issuances
- o System Test
  - CA-278240 - Online Help: Update the 2024 Reports Calendar Schedule for the 24.07 Baseline Release
  - CA-277675 - Online Help: Update the JA Staff - Manage SCR CA-274396
  - CA-277338 - Online Help: Create new Task Category OLH pages CA-253667
  - CA-276355 - Online Help: Sunset Worklist pages and update Work Order pages CA-257327
  - CA-275496 - Online Help: Update JA Self-Service Portal (SSP) - e-Notifications
  - 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-264053 - Online Help: Update JA Journals and Reminders CA-245274
  - 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
  - CA-250562 - Online Help: Create new JA - Aid Paid Pending (APP)
- o Test Complete
  - CA-270866 - Online Help: Update the Disaster Services List and Detail pages CA-260472
- 24.06.14 Priority Release Web Based Training (WBT) and CalSAWS Functional Presentations (CFP) SCRs:
  - o 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-271133 - Training: Maintenance of 008 Eligibility Medi-Cal WBTs based on CA-270479
    - CA-277382 - Training: Update the 001 - Orientation: 03 - Navigation WBT to add the Virtual Assistant Feature
    - CA-273576 - Training: Replace old Virtual Assistant Icon from Remaining Screenshots in WBTs CA-266527
- 24.06.21 Priority Release Web Based Training (WBT) and CalSAWS Functional Presentation (CFP) SCRs:
  - o In Development
    - CA-277685 - Training: Create CFP for Generative Artificial Intelligence (GenAI) CA-275518

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- ▶ 24.07.19 Priority Release Web Based Training (WBT) and CalSAWS Functional Presentation (CFP) SCRs:
  - New
    - CA-278182 - Training: Update 010 - Employment Services-WTW Web Based Trainings (WBTs) for 24.05
  - Approved
    - CA-277279 - Training: Update the 034 - Task Management Overview WBT for CA-263040
    - CA-277253 - Training: Update the 014 - CAPI WBTs for 24.07
    - 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-270356 - Training: Remove Los Angeles County Specific information from the Childcare WBTs CA-267179
  - In Development
    - CA-273039 - Training: Update Security Administration WBTs for 24.03 Application Development Changes
- ▶ 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
No Training Activities for this period		

### 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
24.07 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
  - Created the design document(s) to include the CalSAWS design for “Kinship Guardianship Assistance (KinGAP) API”
  - Added the California Automated Response and Engagement System (CARES) integration design to the API design document(s) for “Kinship Guardianship Assistance (KinGAP) API”



- ▶ In Progress Tasks
  - Developing inbound and outbound “Court Information API”
  - Creating the design document(s) to include the CalSAWS design for “Case Transfer API”
  - Adding the California Automated Response and Engagement System (CARES) integration design to the API design document(s) for “Case Transfer API”
  - Working on the development of “Document and Imaging API”, “Placement API” and “Placement Authority API”
  - Reviewing and obtaining the Business Analysts (BA) approvals for the CalSAWS design in the design document(s) for Payment Instructions API”, “Kinship Guardianship Assistance (KinGAP) API”
- ▶ Upcoming Tasks
  - Develop inbound and outbound “Income Assets API”
  - Review and obtain the Business Analysts (BA) approvals for the CalSAWS design in the design document(s) for “Case Transfer API”
  - Performing Integration and partner End-to-End CAREs testing for “Document and 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 4.10-1 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	4	7	1	6	0
CARES Hosted	17	4	8	0	5	0

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

- ▶ Completed Tasks
  - Map backend data tables/columns from the new data model to new front-end pages
  - Analyze duplicate person issues in CalSAWS
  - Perform Impact Analysis on existing Time Limit pages
  - Perform Impact Analysis on existing Client Correspondence
  - Perform Impact Analysis on existing Analytics Reports/Dashboards
  - Perform Impact Analysis on Eligibility Determination Benefits Calculation (EDBC)
  - Analyze Security rights associated with Time Limit pages in CalSAWS
  - Create reference architecture for backend
  - Test transfer for .csv test files from WDTIP to CalSAWS S3 bucket
- ▶ In Progress Tasks
  - Create reference architecture for User Interface (frontend)
  - Create Analytics and Ad hoc reporting architecture for the new WDTIP solution
  - Create new WDTIP screen page designs/mockups
    - Program Detail
    - Extension/Exception Detail



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- Define Functional Requirements for new CalSAWS Service Application Programming Interface (API)s
- Define Functional Requirements for Individual/Person Search
- Define Approach to Store Time Limits for Individuals not in CalSAWS
- Refine story backlog
- ▶ Upcoming Tasks
  - Build infrastructure needed for System Testing environment – SYS7
  - Create Person Search Lambda in Node.js
  - Create Person Application Programming Interface (API) endpoint for search by Unique Identifier
  - Create Functional Requirements for Person Summary Page
  - Welfare Data Tracking Implementation Project (WDTIP) Tracking Recipients Across California (TRAC) Client Index Number (CIN) to CalSAWS Person Mapping Logic – Duplicate List
  - Compare CalSAWS time limit data and WDTIP data from full dump to identify discrepancies
  - Create Batch Property Change Requests (BPCRs) for impacted batch jobs
- ▶ 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 Application Programming Interface (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 California Food Assistance Program (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

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- CalFresh (TCF) and Transitional California Food Assistance Program (TCFAP) functionality with CFAP expansion
- o Electronic Benefit Transfer (EBT) Interface updates
- o Update Inter County Transfer (ICT) Person Detail page for opt-in or opt-out information display at person level
- o Update Outbound Call and Text campaign batch jobs
- o Update on Able Bodied Adults with Disabilities (ABAWD) eligibility, Supplemental Nutrition Benefit (SNB)/Transitional Nutrition Benefits (TNB) aid codes functionality
- o Establish Over Issuance functionality for CFAP
- o Create Notice of Action (NOA) for CFAP mixed households
- o Update RS 50 and Annual Outcome Goal Actuals reports for CFAP
- o Create Quality Control (QC) Review page functionality for Federal QC reviewers based on certain requirements
- o Update ABAWD time limit batch job and Work registration exemption rules for CFAP
- o Update Grant Expungement Reader batch job for CFAP
- o Update FNS 209 report to exclude CFAP participants and create CFAP 209 report for CFAP participants
- o Development for Person level aid changes and CF 12 correspondence NOA for English and the other Threshold languages
- o Documented the user story for ABAWD scenarios – test only, CT10636 updates for Person level aid code
- o Documented the user story for Case Summary Page to consider CFAP implementation date
- o Documented the user story for MEDS FX20, FX40, FX60, FR20, EW12 and EW10 transactions
- o Documented the user story for Auxiliary authorization page validation updates with effective CFAP implementation date and updates for NB program
- o Design draft with all the completed user stories for CFAP
- On Hold Tasks
  - o CFAP implementation is delayed for two years. With this, the design and implementation are on pause
  - o One-time batch Eligibility Determination and Benefits Calculation (EDBC) and lists with CFAP expansion
  - o Data Change Request (DCR) to update opt-in and opt-out records for existing CalFresh recipients
  - o Update manual and override EDBC logic
  - o Update recoupment and expungement logic with CFAP expansion
  - o Print Central testing of new CFAP forms and NOAs
  - o Committee/Workgroup demo and Sprint retrospective planned after each milestone
  - o Training, Reports, Benefits Cal, Imaging and Virtual Assistance requirement analysis
  - o Regression testing and performance testing planned after each milestone
  - o All County demonstrations, County validation and Production deployment strategy updates before anticipated release date
- 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
  - Ad-hoc report validation support
- ▶ 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
  - Populate AT1 post-24.05 deployment for reports validation
- ▶ Upcoming Tasks
  - Populate enablement System Change Request (SCR)

### **4.13.2 Data Growth – Test Data Slicer**

- ▶ Completed Tasks
  - 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 Application Programming Interface (API) deployment validation
  - Architectural solution to syncing commit frequencies between different databases implemented
  - 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
- ▶ In Progress Tasks
  - Update journal batch jobs to handle different commit frequencies
  - Performance testing for data copy jobs
  - Ad-hoc report validation support

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- Upcoming Tasks
  - System test and defect fix

### 4.13.4 Premise Items

**Table 4.12.5-1 – Premise Items**

Premise Name	Status	Phase	Progress/Updates
<b>Multiple SFY</b>			
California Automated Response and Engagement System (CARES)	●	Development	Please refer to <b>section 4.9</b> for detailed updates on FCED / CARES
Welfare Data Tracking Implementation Project (WDTIP) Upgrades	●	Development	Please refer to <b>section 4.10</b> for detailed updates on WDTIP
California Food Assistance Program (CFAP) Expansion		On Hold	On Hold as CFAP regulation effective date has been delayed for two years. Please refer to <b>section 4.11</b> for detailed updates on CFAP
CF Discontinuance of Gambling Wins	●	SFY23-24 In Production	SFY23-24 changes in Production. SFY24-25 Pending State translations
CW Overpayments (SB 726)	●	Committee Review	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	●	Test Complete	CA-257149 planned for 24.05.x1 release
HAP Eviction (SB 1083)	●	In Production	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)	●	CA-253759 In Production	CA-253759 planned for 24.05. Other SCRs planned for next SFY due to pending State translations
<b>SFY 2023/24</b>			
Able-Bodied Adults without Dependents (ABAWD)	●	In Production	
Foster Care Eligibility Determination (FCED) Solution	●	In Production	
CF Public Assistance	●	System Test	On track

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Premise Name	Status	Phase	Progress/Updates
Definition Alignment			
Transitional Nutrition Benefits Recertification Hold (Auto)	●	In Production	
Cal-OAR Modifications and Cal-OAR Client Satisfaction Survey	●	In Production	
Healthy Futures for Foster Youth	●	In Production	SCR went live in 24.05
New Required Notices and STAT 47 Report Modification	●	In Production	
Undocumented 26-49 Full Scope Expansion	●	In Production	
Reimbursement for Food Benefit Theft Automation	●	Test Complete	CA-270709 planned for 24.05.x1
CF Disaster Application Revision	●	Test Complete	CA-274970 planned for 24.05.x1
Stage One Continuous Eligibility – Automation	●	In Production	CA-272999
Extend Medi-Cal Suspension for Incarcerated Adults	●	Test Complete	CA-256933 planned for 24.05.x1
CW Reminder Notice at Redetermination	●	In Production	CA-265913
CalWORKs Child Support Pass-through to Families	●	Test Complete	CA-265202 planned for 24.05.30

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

### 4.14 Deviation from Plan/Adjustments

- ▶ None for the reporting period

## 5.0 Regional Updates

- ▶ None for the reporting period

## **6.0 Appendices**

Appendix A – M&E Requests and SCR Status

Appendix B – County Purchases Status Report

Appendix C – CalSAWS System IVR Report

Appendix D – CalSAWS Project Risks and Issues Report

Appendix E – CalSAWS Project Gantt Chart