

CALSAWS M&O BI-WEEKLY STATUS REPORT

Reporting Period: August 26, 2024 – September 08, 2024

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1.0 Executive Summary

1.1 CalSAWS Project Status Dashboard

Table 1.1-1 – Status Dashboard

Topic	CalSAWS System	Highlights for the Reporting Period
Availability		▶ The CalSAWS System did not experience any unplanned outages during this reporting period
Defects		▶ There are 136 active Production defects
Incidents		▶ CALSAWS BROADCAST: Starting at 11:30 a.m. on August 26, 2024, some Users were experiencing slowness with the CalSAWS imaging solution. As of 12:10 p.m. on August 26, 2024, this issue was resolved by Hyland. Impacted Users were then able to perform transactions in the CalSAWS imaging solution at normal speeds. PRB0049942

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
 - Eleven priority releases that included 40 System Change Requests (SCRs) and 71 defects, a total of 111 items

Table 1.2-1 Priority Releases

Minor version (Release date)	Issue Type		Grand Total
	Defect	SCR	
24.08.23	1	9	10
Contact Center	1	0	1
Technical Forge Rock	0	5	5
Training	0	4	4
24.08.25	0	1	1
BenefitsCal	0	1	1
24.08.26	26	4	30
Batch Operations	1	0	1
Batch/Interfaces	1	0	1

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Minor version (Release date)	Issue Type		Grand Total
	Defect	SCR	
Team Responsible			
Client Correspondence	18	4	22
Eligibility	4	0	4
Fiscal	1	0	1
Technical Forge Rock	1	0	1
24.08.27	5	3	8
Analytics	1	0	1
BenefitsCal	2	0	2
Fiscal	0	1	1
Online	2	0	2
PMO	0	1	1
Technical Forge Rock	0	1	1
24.08.28	1	0	1
Contact Center	1	0	1
24.08.29	19	15	34
Batch/Interfaces	1	2	3
BenefitsCal	6	2	8
CalHEERS	3	1	4
Client Correspondence	3	6	9
Contact Center	0	2	2
Eligibility	0	1	1
Imaging	1	0	1
Online	2	1	3
Reports	2	0	2
Technical Architecture	1	0	1
24.08.30	1	2	3
Client Correspondence	1	0	1
Training	0	2	2
24.08.31	1	0	1
Contact Center	1	0	1
24.09.03	1	0	1
Online	1	0	1
24.09.04	2	0	2
BenefitsCal	1	0	1
Eligibility	1	0	1
24.09.05	14	6	20
Batch Operations	1	1	2
Batch/Interfaces	3	0	3
Client Correspondence	2	2	4
Eligibility	4	2	6
Online	2	0	2

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Minor version (Release date)	Issue Type		Grand Total
	Defect	SCR	
Team Responsible			
POD-Data Growth	1	0	1
Technical Architecture	1	0	1
Training	0	1	1
Grand Total	71	40	111

► Planned Outages:











○ Scheduled CalSAWS Outages:

- CalSAWS Production Maintenance:
 - On September 15, 2024, from 8:00 a.m. to 2:00 p.m., the CalSAWS application will be unavailable. CalSAWS Users will be redirected to a read-only version of the CalSAWS application
- CalSAWS Training Production Environment Maintenance
 - From 6:00 p.m. on September 6, 2024, until 8:00 p.m. on September 8, 2024, Users were unable to login to the Training Production environment
 - On September 15, 2024, from 12:00 p.m. to 8:00 p.m. Users will be unable to access the CalSAWS Training Production environment
- CalSAWS Adhoc Reporting Database Maintenance
 - On September 15, 2024, from 2:00 p.m. to 6:00 p.m., the Adhoc Reporting database will be unavailable for Apex, Enhanced Data Reporting (EDR), and Adhoc Reports Users
- CalSAWS Read-Only (PRT) Environment Maintenance
 - On September 1, 2024, from 1:00 p.m. to 4:00 p.m., the CalSAWS Read-Only (PRT) environment was unavailable for Users
- BenefitsCal Maintenance/Limited Access:
 - On August 29, 2024, from 8:00 p.m. to 9:30 p.m., the BenefitsCal application was unavailable
 - On August 30, 2024, from 8:00 p.m. to 9:30 p.m., the BenefitsCal application was unavailable
 - On September 15, 2024, from 8:00 a.m. to 2:00 p.m., the BenefitsCal application will be available for customer and Community Based Organization (CBO) Users for submitting applications, renewals, and SARs; however, transactions from BenefitsCal will be queued and released for processing upon completion of CalSAWS maintenance activities. The following features will not be available in BenefitsCal: Message Center (notices, messaging, actions, 2-way messaging), appointments, verification of benefits (VOB), CBO account creation, case-link, communication preference updates, and support requests. E-applications submitted from BenefitsCal will be routed to the office selected by the participant instead of the default county office

2.0 Project Management

2.1 Project Deliverables Summary


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

DEL #	DELIVERABLE NAME	TEAM	STATUS [1]	STATUS
N/A	M&E Services Plan	PMO		<ul style="list-style-type: none"> Work Acceptance Certificate has been signed by all stakeholders
11.0	Remote Maintenance Operations Plan	Technical		<ul style="list-style-type: none"> Outstanding comments are dependent on Group 2 deliverable review and approval
2.0	Capacity Management Plan	Technical		<ul style="list-style-type: none"> Currently in the Final Deliverable Review phase by the Consortium and QA Teams from September 4, 2024 through September 11, 2024
3.0	Change Management Plan	Technical		<ul style="list-style-type: none"> Currently in the Final Deliverable Review phase by the Consortium and QA Teams from September 4, 2024 through September 11, 2024
6.0	Network Management Plan	Technical		<ul style="list-style-type: none"> Currently in the Final Deliverable Review phase by the Consortium and QA Teams from September 4, 2024 through September 11, 2024
7.0	Operations Management Plan	Technical		<ul style="list-style-type: none"> Currently in the Final Deliverable Review phase by the Consortium and QA Teams from September 4, 2024 through September 11, 2024
8.0	Performance Management Plan	Technical		<ul style="list-style-type: none"> Currently in the Final Deliverable Review phase by the Consortium and QA Teams from September 4, 2024 through September 11, 2024
9.0	Procurement and Assets Management Plan	Technical		<ul style="list-style-type: none"> Currently in the Final Deliverable Review phase by the Consortium and QA Teams from September 4, 2024 through September 11, 2024
10.0	Project Office Plan	PMO		<ul style="list-style-type: none"> Currently in the Final Deliverable Review phase by the Consortium and QA Teams from September 4, 2024 through September 11, 2024
12.0	Security Management Plan	Security		<ul style="list-style-type: none"> Currently in the Final Deliverable Review phase by the Consortium and QA Teams from September 4, 2024 through September 11, 2024

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DEL #	DELIVERABLE NAME	TEAM	STATUS [1]	STATUS
13.0	County Site Plan	Technical		<ul style="list-style-type: none"> Currently in the Final Deliverable Review phase by the Consortium and QA Teams from September 4, 2024 through September 11, 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"> None to note for the reporting period

- ▶ Continued Project administration, office management support, and financial management tasks
- ▶ Continued CalSAWS Risks and Issues Management Group (RMG) activities, including:
 - Continued to work with risk and issue owners to monitor risks and update risk mitigation plans for CalSAWS Project risks and issues
 - Prepared materials for Monthly Risks and Issues Management Group (RMG) meeting to be held on September 11, 2024
- ▶ Continue activities to support Project staff working remotely
 - Continued developing Project communications, as needed
 - Completed development and distributed Bi-Monthly CalSAWS Connect on September 5, 2024
 - Prepared for monthly All Staff meeting held on September 11, 2024
- ▶ Began preparing materials for the Monthly Project Steering Committee (PSC) Meeting to be held on September 19, 2024
- ▶ Continued performing contract management activities:
 - Change Notice 35 (September JPA) is in development and may include:
 - County Purchase Orders
 - WAN Updates
 - Security Project Updates
 - Production Monthly Second Cut Database Only Environment Extension
 - Security and Upgrades SOW updates

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2.3 Communications Management

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

Table 2.3-1 – Website Support Activities

TASK	DATE	TASK TYPE
Updated Plugins	September 5, 2024	Website Maintenance

Table 2.3-2 – CalSAWS.org Subscription Service Statistics

WEBPAGE	PERCENT OF SUBSCRIBERS
Latest News – CalSAWS Buzz Newsletter	15%
Latest News – News	11%
Other Updates – System Updates	12%
Other Updates – Careers	11%
CalSAWS Committees – CalWORKs/CalFresh	11%

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 September 8, 2024

Table 2.4-1 – CITs

CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0132-24	Automation of e-Application Status, Updates and Reminders	Informational	August 22, 2024	Dymas Pena	Cathy Vaisau
0133-24	SCR CA-277036 ACL 24-04 Dual Agency Rate Eligibility for Dual Agency Children & NMD's in Foster Family Agency Resource Homes (Alternate Process)	Informational	August 22, 2024	Ignacio Lazaro	Laura Ould

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CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0134-24	Scheduled Downtime Notification – 9/15/2024	Informational	August 27, 2024	Anand Kulkarni	Pete Quijada
0135-24	CalWORKs/CalFresh COLA FFY 2025 Batch Memorandum	Informational	August 28, 2024	Norma Meza, Sarah Rich, and Ignacio Lázaro	Laura Ould, and CalWORKs_Cal Fresh Committee Facilitator
0136-24	CalSAWS County Cost Summary – August 2024 Update	Informational	August 28, 2024	Britt Carlsen	Melissa Gates
0137-24	Scheduled Downtime Notification – 9/22/2024	Informational	August 29, 2024	Anand Kulkarni	Pete Quijada
0138-24	CalSAWS Quick Guides – Skipped Issuances, Non-Needy Caretaker Relative, ICT Recovery Accounts, Duplicate Persons	Informational	August 30, 2024	Ashley Arnold	Elizabeth Palm
0139-24	CalSAWS BUZZ Volume 6 Issue 4	Informational	September 4, 2024	Peggy Macias	Lenecia Miles
0140-24	2025 County Holiday Calendar Request	Informational	September 4, 2024	Sheryl Eppler	Claudia Pinto-Castro

- The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending on September 8, 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	Closed	August 30, 2024	Julie Holmes
24-027	Release Communications Distribution Groups	July 23, 2024	Closed	August 20, 2024	Tyler Vaisau
24-028	Request for Counties to provide Geographical Data for Caseload Characteristics Dashboard	August 29, 2024	Open	September 13, 2024	Araceli Gallardo

- The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending September 8, 2024

Table 2.4-3 – Overdue CRFI

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

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2.5 SIRFRA/SCERFRA Information

- ▶ The following tables outline current Statewide Automated Welfare System (SAWS) Cost Estimation Request for Research and Analysis (SCERFRA) and SAWS Information Request for Research and Analysis (SIRFRA)

Table 2.5-1 – Summary of SIRFRA/SCERFRA Requests

Status	Total
New	1
Reopened	0
Assigned	17
Completed	1,232
Duplicate	20
In review	2
Withdrawn	53
Rejected	7
Pending clarification	2
Ready for review	1
Total	1,335

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
Other	Automate Consortium GA/GR NOAs	Assigned	July 30, 2024	No response	
SCERFRA 24-524	SCERFRA 24-524 - Alternate Formatted Forms	Pending clarification	August 5, 2024	No response	
SCERFRA 24-530	SCERFRA 24-530 - Extension of CalFresh Water Pilot	Assigned	September 5, 2024	No response	
SIRFRA 1387	Recurring SIRFRA 1387 - Total No. of Apps Pending and Total No. of RES Pending - Due on 8th of each month - September	Assigned	September 6, 2024	June 13, 2024	
SIRFRA 1388	Recurring SIRFRA 1388 - Monthly Failure to Complete Data - Due on the 7th of each month - September	Assigned	September 6, 2024	June 13, 2024	
SIRFRA 1383	Recurring - SIRFRA 1383 - CMS PI Reports for Counties	Assigned	September 6, 2024	No response	
Other	Estimate for SCR 281036 - Add Non-Compliance Reason for new	Assigned	September 6, 2024	No response	

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ID	Description	Status	Due Date	Response Received Date	Notes
	GROW Activity				
SIRFRA - 1380	Recurring SIRFRA -1380 MEDS Alert Monitoring	Ready for Review	September 6, 2024	No response	
SIRFRA 1386	Recurring SIRFRA 1386 - Renewal and Demographics Data Request - Due 8th of each of month	Ready for Review	September 6, 2024	June 13, 2024	
SCERFRA 24-522	SCERFRA 24-522 - Fiscal Responsibility Act Data Collection Options	Assigned	September 11, 2024	No response	
SIRFRA 3992M	SIRFRA 3992M - Domestic Abuse Waivers & Good Cause	New	September 12, 2024	No response	
SIRFRA 1394	SIRFRA 1394 - Non-MAGI Stable Income Ex Parte Journaling	Assigned	September 13, 2024	No response	
SIRFRA 1186	Recurring - SIRFRA 1186 - CMS Unwinding Eligibility and Enrollment Data – Monthly Reporting	Assigned	September 13, 2024	No response	

2.6 Culture Transformation

- ▶ Culture Ambassadors Network (CAN)
 - Activities
 - Wellness Wednesday – Art and Wellness (September)
 - Wellness Wednesday Pop-up workout events
 - Upcoming activities and events
 - Best vacation 2024
 - Virtual Art Tour
- ▶ Project Activities
 - Released the CalSAWS Buzz
 - Provided content for the CalSAWS Connect
 - Provided content for CalSAWS All Staff

2.7 Inclusion, Diversity and Equity Advancement (IDEA)

- ▶ Table Talks
 - Continued to explore topics
- ▶ Employee Resource Groups (ERGs)
 - Latinx ERG educational and networking event – September 18, 2024 including CalSAWS taco bar
- ▶ Buddy Program
 - Continued supporting buddy pairs
- ▶ General
 - Continue 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

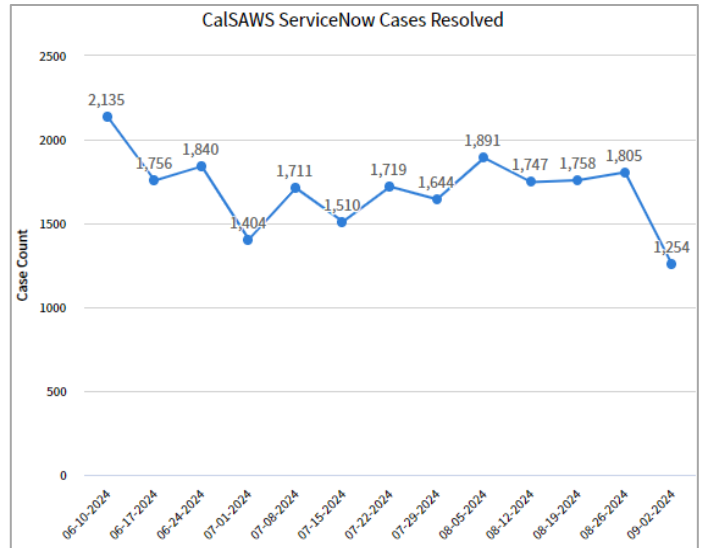
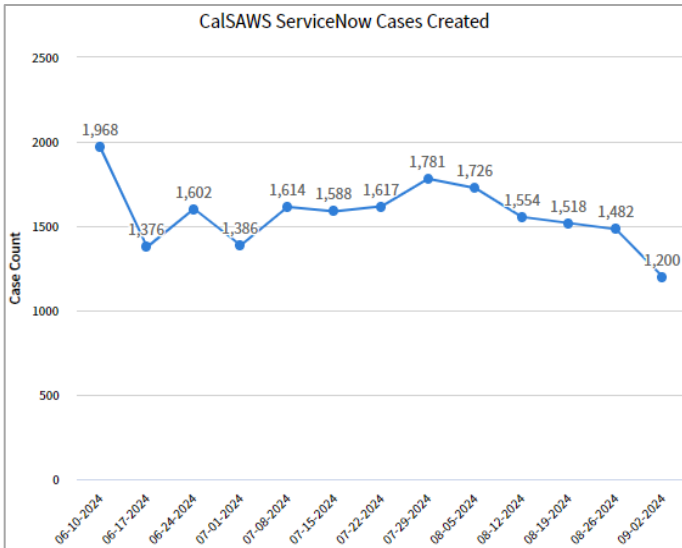
STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
3.1.2 CalSAWS Help Desk Diagnosis Metric	<ul style="list-style-type: none"> The final compliance for August was (MTD) is 98.8%. The compliance for September (MTD) is 98.4%

3.1.1 Service Management Overview

- ▶ Scheduled CHG0048091 for the ForgeRock ServiceNow Account Synchronization Integration on October 25, 2024

3.1.2 CalSAWS Help Desk Metrics

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



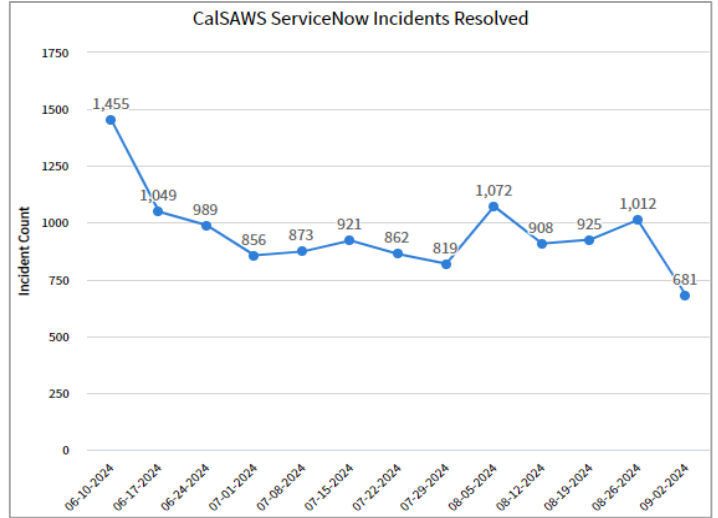
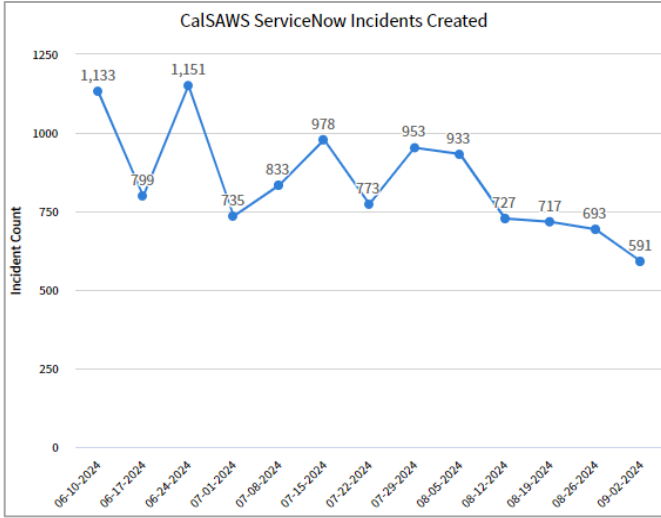
Note: The graphs represent the ServiceNow cases associated to all 58 Counties. Cases represent the first level of ticketing that enters the ServiceNow system. The dates in x-axis represent the start of a week but the data is inclusive of the entire week.

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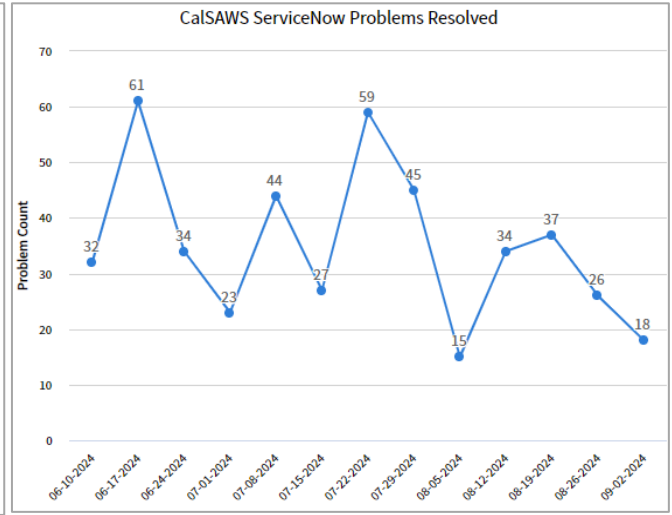
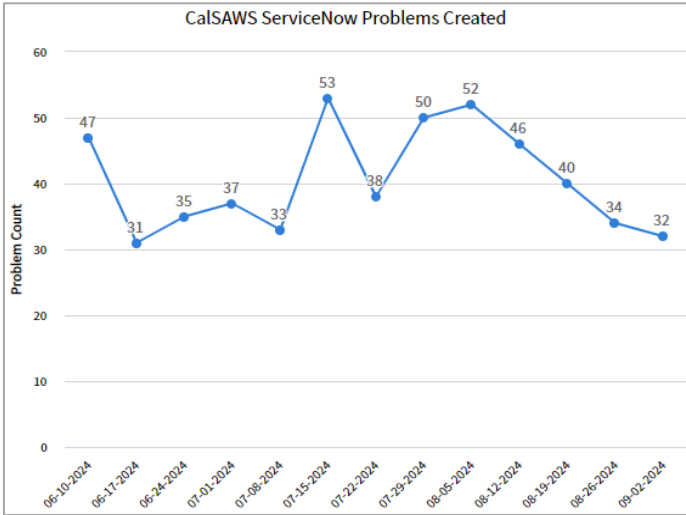
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Figures 3.1.2-3 and 3.1.2-4 – CalSAWS ServiceNow Incidents



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

Figures 3.1.2-5 and 3.1.2-6 – CalSAWS ServiceNow Problems



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

Table 3.1.2-7 – CalSAWS ServiceNow Incidents by State and Age

	<1 Day	1-5 Days	6-10 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	>180 Days	Total
New	0	84	10	9	9	4	5	3	124
In progress	1	109	20	22	21	18	37	11	239
On hold	0	79	25	46	156	260	217	33	816
Resolved	0	309	239	404	309	158	144	179	1,742
Closed	13	3	3	34,723	75,838	14,852	10,072	3,095	138,599
Problem in diagnosis	0	0	0	0	0	0	1	0	1
Total	14	584	297	35,204	76,333	15,292	10,476	3,321	141,521

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

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

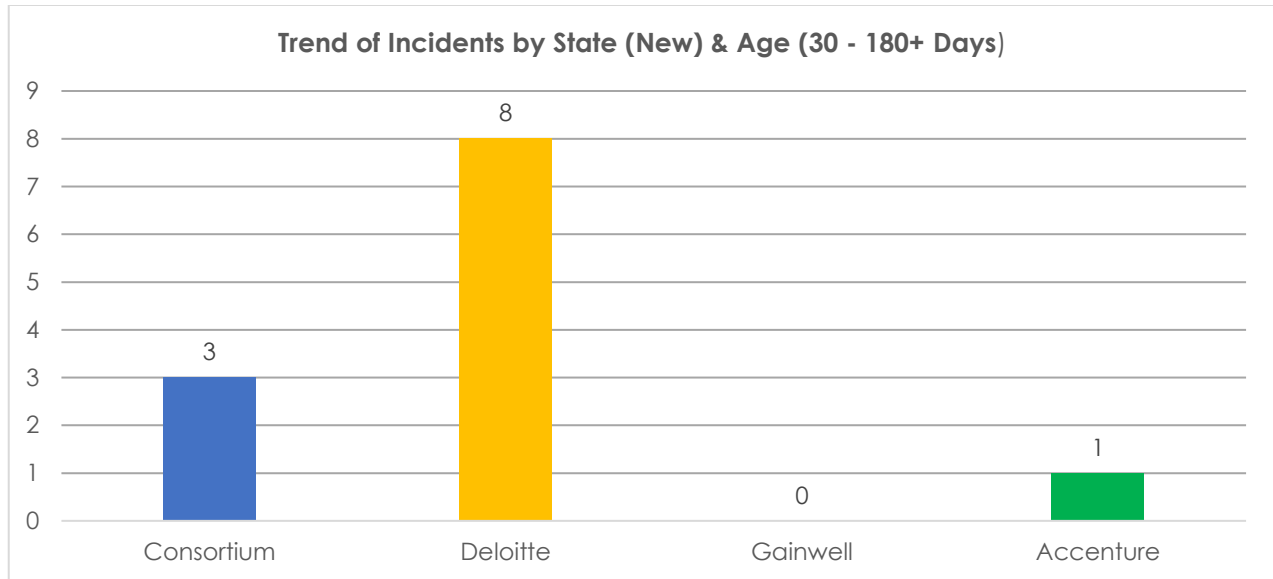


Table 3.1.2-9 – CalSAWS ServiceNow Incidents by State (New) and Category

Organization	Helpdesk Incidents	Infrastructure Incidents	Total Incidents
Consortium	3	0	3
Deloitte	8	0	8
Gainwell Technologies	0	0	0
Accenture	1	0	1
Total	12	0	12

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

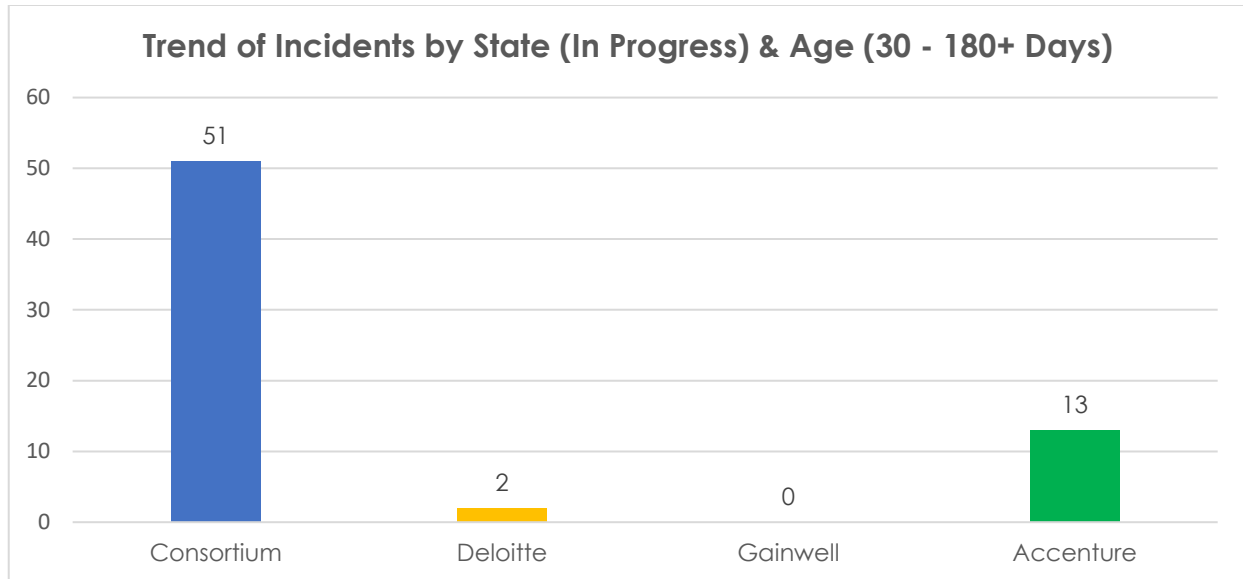


Table 3.1.2-11 – CalSAWS ServiceNow Incidents by State (In Progress) and Category

Organization	Helpdesk Incidents	Infrastructure Incidents	Total
Consortium	51	0	51
Deloitte	2	0	2
Gainwell Technologies	0	0	0
Accenture	13	0	13
Total	66	0	66

- ▶ 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 the trend of incidents in a New or In Progress state with aging category of 30+ days

Table - 3.1.2-12 – Aging Incident Backlog

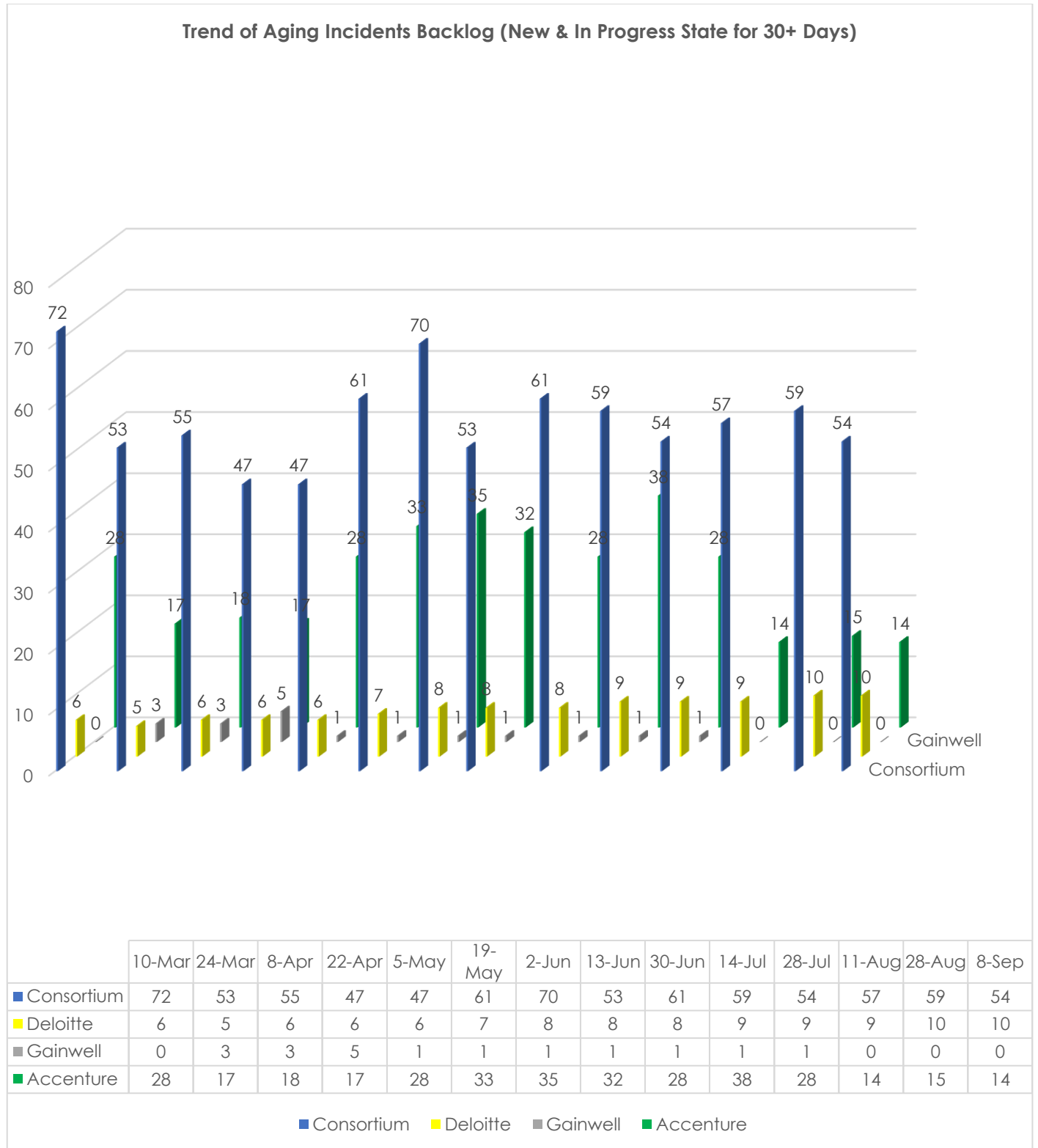
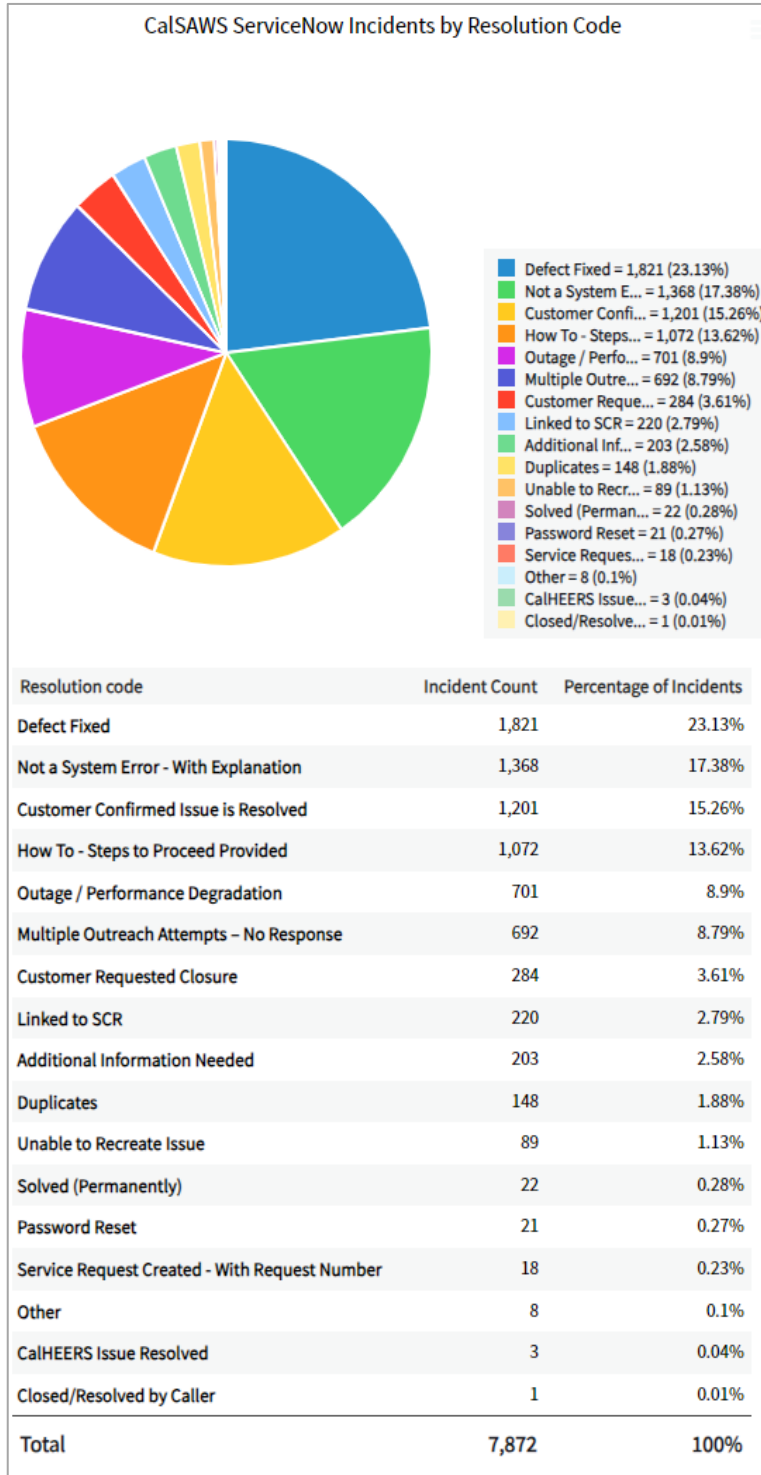


Figure 3.1.2-13 – CalSAWS ServiceNow Incidents by Resolution Code

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



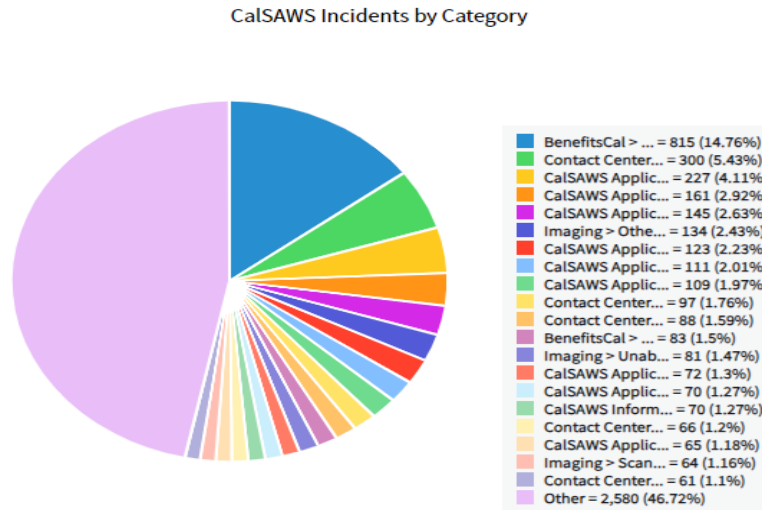
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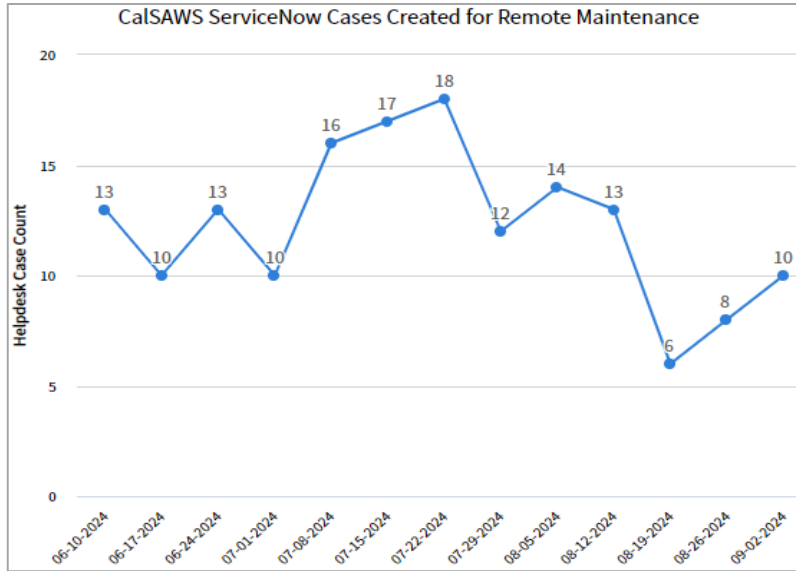
Figure 3.1.2-14 – CalSAWS ServiceNow Incidents Created by Category

Note: The pie chart below represents Incidents by Category created within the past two months. The 2,580 listed as **Other** are for selected categories that had less than 61 incidents. Please view the [CalSAWS Incidents by Category Breakdown](#) report to see a complete list of all categories selected for the 5,522 incidents



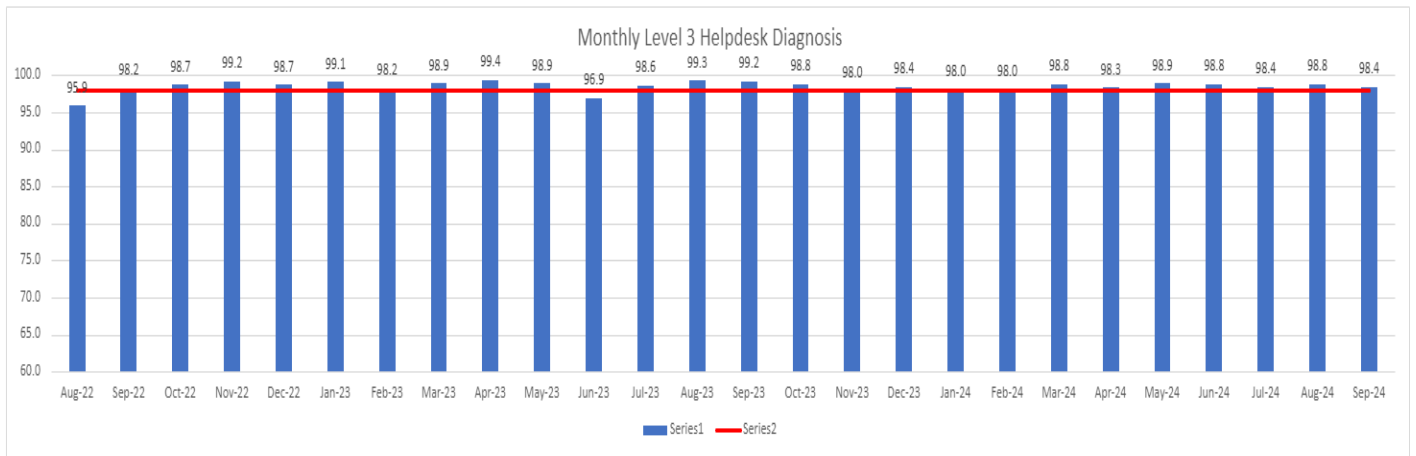
Category(u_category)	Incident Count	Percentage of Incidents
BenefitsCal > Access Issue > Customer	815	14.76%
Contact Center > eCCP > Telephonic Signature	300	5.43%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Incorrect Eligibility Results	227	4.11%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Other	161	2.92%
CalSAWS Application/Related Systems > Production > Medi-Cal Eligibility Determination > EDBC Results	145	2.63%
Imaging > Other	134	2.43%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > Other	123	2.23%
CalSAWS Application/Related Systems > Production > Medi-Cal Eligibility Determination > Other	111	2.01%
CalSAWS Application/Related Systems > Production > Client Correspondence > NOAs	109	1.97%
Contact Center > eCCP	97	1.76%
Contact Center > Default CCP	88	1.59%
BenefitsCal > System/Technical Issue	83	1.5%
Imaging > Unable to View Images	81	1.47%
CalSAWS Application/Related Systems > Production > Reports > Scheduled	72	1.3%
CalSAWS Application/Related Systems > Production > Performance > Slowness	70	1.27%
CalSAWS Information Request	70	1.27%
Contact Center > GenAI	66	1.2%
CalSAWS Application/Related Systems > Production > Reports > Fiscal	65	1.18%
Imaging > Scanning Documents	64	1.16%
Contact Center > Amazon Console (eCCP) > Other	61	1.1%
Other	2,580	46.72%
Total	5,522	100%

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



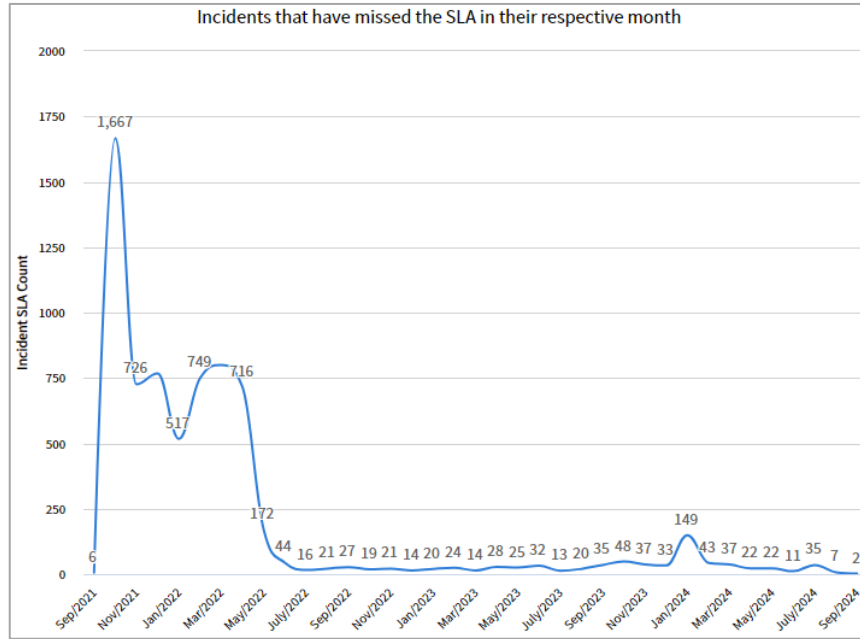
- ▶ The Monthly Level Three Helpdesk Diagnosis Service Level Agreement (SLA) graph below represents the Level three Helpdesk compliance metric for closed incidents. The compliance for September (MTD) is 98.4%

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



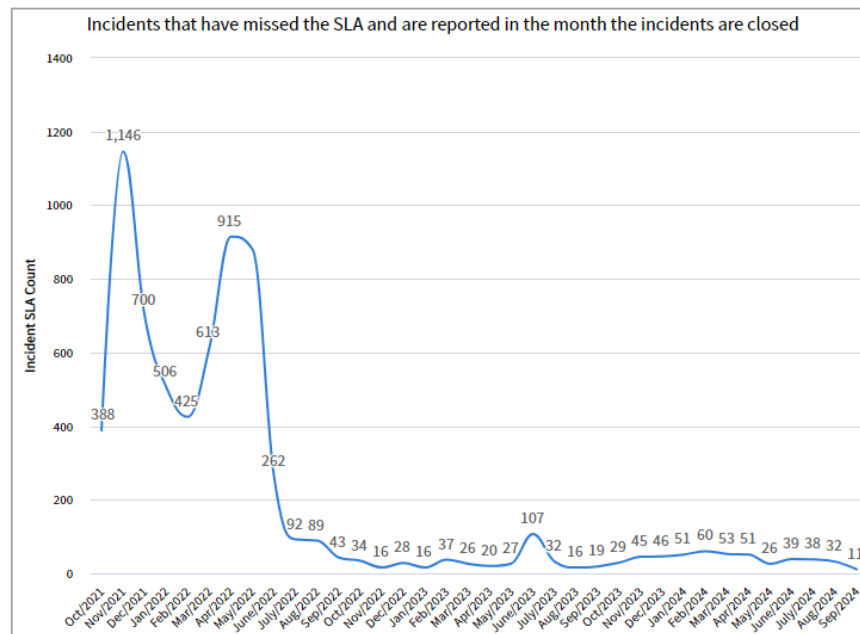
- ▶ The graph below represents the number of incidents that missed the Service Level Agreement (SLA) in each month. Two (2) incidents missed the SLA in September

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. Eleven (11) closed incidents missed the SLA in September

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



3.2 Technology Operations

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

3.2.1 CalSAWS Management and Operations

- ▶ Enhancing County Design Documentation
 - Continued County physical audits to capture rack layout and power distribution of devices per site
 - Began new exercise to update internal documentation

[REDACTED]
- ▶ New Wireless LAN controller (WLC) installation in Amazon Web Services (AWS)
 - WLC build completed at AWS
 - Piloting the new WLC is planned at Roseville
 - Currently testing connectivity with network services devices, Domain Name System (DNS) and Identity Services Engine (ISE)
- ▶ County Site Migrations (County Purchase Orders (CPOs))
 - San Joaquin County – Network model change from Managed to Point of Presence (“PoP”)
 - Continued developing County Purchase documentation
 - Kings County network model change from “Managed” to “Point of Presence” (“PoP”)
 - County Purchase documentation with County for approval
 - Other County Purchases in development:
 - Mono County site decommission and network configuration update
 - Riverside County site decommission
- ▶ Implementation Advance Planning Document Update (IAPDU)
 - Virtual Private Network (VPN) replacement (TLM -11 CA-274965) is discussed and agreed on the product and technology
 - VPN connection established between AWS and Prisma in the West and East regions
 - Functional testing will begin the week of September 9, 2024
 - Build of Virtual Network Lab-Sandbox01 (IM-41)
 - Continue to work with Cisco Technical Assistance Center (TAC) to troubleshoot build
 - TPx Adtran Switch Replacement [CA-274977 TLM-07]
 - Continued replacement of Wave 1 Counties
 - 83 of 140 of sites completed [59%]
 - Began wave 3

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- Potential delay in timeline due to unavailability of inventory because of supply chain issue
 - Vendor analysis in progress for CSAC-10 (New / Replace Virtual BigIP F5) and CSAC-5 (Replace Physical Equinix hosted BigIP F5)
 - Awaiting asset tagging to close the IAPDU
 - Receive Technical Budget Change Request (TBCR) approval
 - Received Security and Architectural approval
 - Scheduled Palo Alto devices to deploy on September 12, 2024 – September 19, 2024
 - CA-274976 - TLM-06 [Major Upgrades – Network Operating System (O/S)]
 - Began IOS upgrades at County sites
 - 56 of 513 devices successfully upgraded
 - Completed Region 1 and Region 2

Table 3.2.1-1 – CalSAWS Upcoming Maintenance

Scheduled Date	Activity Description
September 10 – 13, 2024	Enable California Department of Child Support Services (DCSS) Users Access to CalSAWS Through CDT Data Centers
September 11 – 15, 2024	Network Hardening on the Transit Gateway (TGW) attachment for the network firewall virtual private cloud (VPC) and coreapp-production (Planned Change)
September 12, 2024	Establish connectivity from county accounts to shared functions to send email reports via Simple Email Service (SES) for Bots (Planned Change)
September 12 – 13, 2024	Network Hardening on the Transit Gateway (TGW) attachment for the coreapp-production environment (Planned Change)
September 14 – 28, 2024	LA3 Data Center Firewalls Operating System Migration
September 15, 2024	July 2024 Database Patching – Production (Planned Change)
September 15, 2024	Production: Update August 2024 Pitney Bowes Spectrum Enterprise Geocoding Module (EGM) Data Set
September 15 – 16, 2024	Production, Disaster Recovery (DR), Production APEX: Upgrade Java (Online and Batch) and July 2024 WebLogic Server (WLS) Patches (Online) - coreapp-production (Planned Change)
September 28 – 29, 2024	Monthly Production Database Linux Operating System (OS) Patching – September (Planned Change)

Table 3.2.1-2 – CalSAWS Incident Follow-up Summary

Ticket ID	Description	Impact Date / Time	Impact	Resolution
None				

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

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

3.2.3 CalSAWS Production Planned Outages Calendar

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

Table 3.2.3-1 – CalSAWS Production Planned Outages Calendar

CalSAWS and BenefitsCal Production Planned Maintenance																
Legend																
Unavailable																
Reduced Availability																
Available																
Activity Description	Start Date	Start Time	End Date	End Time	CalSAWS Core	BenefitsCal	Imaging	Contact Center	ADHOC / APEX	ForgeRock	CalHeers	OCAAT	Central Print	Training Production	Communication Method	Communication Sent Date
Production Maintenance	09/15/24	8:00 AM	09/15/24	2:00 PM	Unavailable	Reduced Availability	Unavailable	Unavailable	Unavailable	Available	Reduced Availability	Available	Available	Available	CIT 0134-24	8/27/2024
															Broadcast Email	9/3/2024
CalSAWS Adhoc Reporting Database Maintenance	09/15/24	2:00 PM	09/15/24	6:00 PM	Available	Available	Available	Available	Unavailable	Available	Available	Available	Available	Available	CIT 0134-24	8/27/2024
															Broadcast Email	9/3/2024
CalSAWS Training Production Maintenance	09/15/24	12:00 PM	09/15/24	8:00 PM	Available	Available	Available	Available	Available	Available	Available	Available	Available	Unavailable	Broadcast Email	9/4/2024
CalSAWS Release 24.09	09/22/24	6:00 AM	09/22/24	1:00 PM	Unavailable	Reduced Availability	Unavailable	Unavailable	Unavailable	Available	Reduced Availability	Available	Available	Available	CIT 0137-24	8/29/2024
															Broadcast Email	
BenefitsCal Release 24.09.26	09/26/24	8:00 PM	09/26/24	9:30 PM	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Broadcast Email	
ForgeRock Maintenance	09/27/24	10:00 PM	09/28/24	2:00 AM	Unavailable	Reduced Availability	Unavailable	Unavailable	Unavailable	Available	Reduced Availability	Available	Available	Available	CIT	
															Broadcast Email	
Production Maintenance	09/29/24	2:00 PM	09/29/24	6:30 PM	Unavailable	Reduced Availability	Unavailable	Unavailable	Unavailable	Available	Reduced Availability	Available	Available	Available	CIT	
															Broadcast Email	
CalSAWS Adhoc Reporting Database Maintenance	09/29/24	12:00 PM	09/29/24	4:00 PM	Available	Available	Available	Available	Unavailable	Available	Available	Available	Available	Available	CIT	
															Broadcast Email	
Production Maintenance	10/06/24	6:00 AM	10/06/24	10:00 PM	Unavailable	Reduced Availability	Unavailable	Unavailable	Unavailable	Available	Reduced Availability	Available	Available	Available	CIT	
															Broadcast Email	
CalSAWS Adhoc Reporting Database Maintenance	10/06/24	6:00 AM	10/06/24	10:00 PM	Available	Available	Available	Available	Unavailable	Available	Available	Available	Available	Available	CIT	
															Broadcast Email	
Production Maintenance	10/20/24	2:00 PM	10/20/24	6:30 PM	Unavailable	Reduced Availability	Unavailable	Unavailable	Unavailable	Available	Reduced Availability	Available	Available	Available	CIT	
															Broadcast Email	
CalSAWS Adhoc Reporting Database Maintenance	10/20/24	12:00 PM	10/20/24	4:00 PM	Available	Available	Available	Available	Unavailable	Available	Available	Available	Available	Available	CIT	
															Broadcast Email	
ForgeRock Maintenance	10/25/24	10:00 PM	10/26/24	1:00 AM	Unavailable	Reduced Availability	Unavailable	Unavailable	Unavailable	Available	Reduced Availability	Available	Available	Available	CIT	
															Broadcast Email	
BenefitsCal Release 24.10.31	10/31/24	8:00 PM	10/31/24	9:30 PM	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Broadcast Email	
BenefitsCal Release 24.11.20	11/20/24	8:00 PM	11/20/24	9:30 PM	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Broadcast Email	
CalSAWS Release 24.11	11/24/24	6:00 AM	11/24/24	1:00 PM	Unavailable	Reduced Availability	Unavailable	Unavailable	Unavailable	Available	Reduced Availability	Available	Available	Available	CIT	
															Broadcast Email	

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

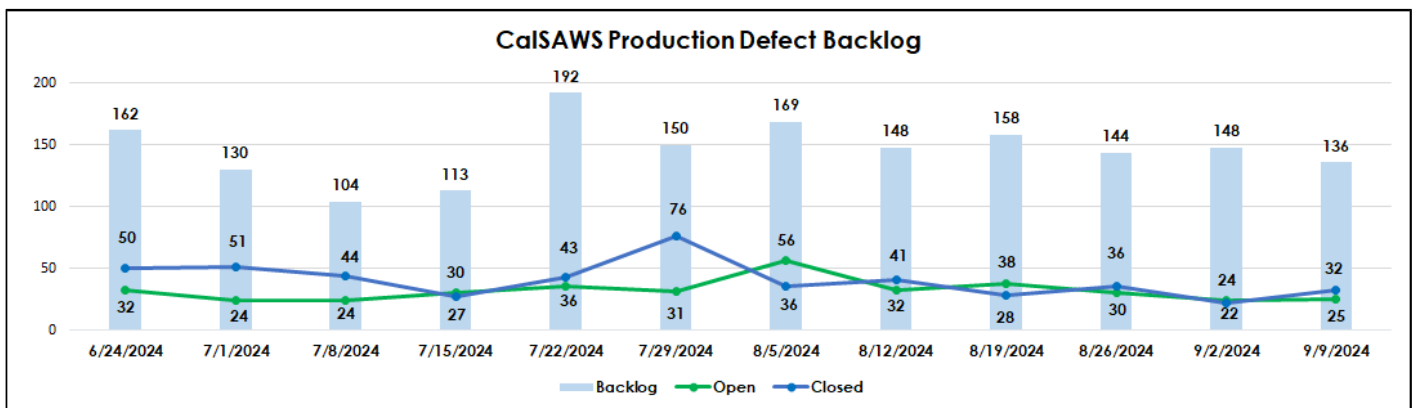
Notes:

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

3.3 Production Defect Backlog

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

Figure 3.3-1 – Production Defects Backlog Weekly Trend



Note: The increase during the week of July 22, 2024 was associated to the 24.07 redelivery effort where production defects aligned to the 24.07 release were reopened to allow team to redeliver their changes and conduct regression testing

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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 (January 2024, February 2024, 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	24.07	24.09	24.11	25.02	TBD	
2-Normal/Medium	30	8	8	0	0	46
New	0	2	0	0	0	2
In progress	0	4	8	0	0	12
Closed	30	2	0	0	0	32
3-Normal/Low	166	106	44	1	6	323
New	0	23	7	0	2	32
In progress	3	43	37	1	4	88
Closed	163	40	0	0	0	203
4-Cosmetic	5	2	0	0	1	8
New	0	1	0	0	1	2
Closed	5	1	0	0	0	6
Grand Total	201	116	52	1	7	377

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 September 2024 Communications:
 - See table 3.4.1-1 CalSAWS Release September 2024 Communication Activities for details

Table 3.4.1-1 – CalSAWS Release September 2024 Communication Activities

TASK	DATE (S)	OWNER
Send draft Release Notes file to Consortium for review	August 12, 2024	Production Operations
Send draft Release Notes file to select County Staff and Consortium for review	August 26, 2024	Production Operations
Webcast on CalSAWS Release 24.09	September 3, 2024	Production Operations / Consortium Policy and Design

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TASK	DATE (S)	OWNER
Send draft Release Notes file to select County Staff and Consortium for final review	September 9, 2024	Production Operations
24.09 CalSAWS Application Development and Training Release Notes Broadcast	September 18, 2024	Production Operations
CalSAWS Release 24.09 Greenlight Meeting	September 18, 2024	Release Management/Quality Assurance
CalSAWS 24.09 Post-Release Checkpoint Call	September 23-25, 2024, 4:00 p.m. to 4:30 p.m.	Production Operations

3.4.2 Root Cause Analysis (RCA)

- ▶ Root Cause Analysis (RCA) – 331 – Regional Call Center (RCC) Issue – PRB0049617
 - On July 15, 2024, the CalSAWS Contact Center team received an incident from Los Angeles County which reported an issue where calls from Covered California Service Center were not being routed to Counties. While investigating the issue, team identified that as part of account migration effort “Move RCC functionality from a legacy Amazon Web Service (AWS) account to a new shared functions account”, the team encountered an issue where a phone number had to be ported to the new account and an interim solution was not working as expected. After completing the configuration update to address the issue short term, the team confirmed that RCC calls were working as expected without any issues. Later the phone number was ported by AWS to the new account on July 19, 2024
- ▶ Root Cause Analysis (RCA) – 333 – Eligibility Determination Benefit Calculation (EDBC) Authorization Issue
 - On July 30, 2024, team received alerts for multiple UEIDs in Splunk logs. The CalSAWS Technical Operations team alerted the Application Development (AppDev) team of the issue and began investigations. The Eligibility team confirmed that less than 1% of Eligibility Determination Benefit Calculations (EDBCs) ran during the day were impacted by this issue. A broadcast was sent to Counties notifying them of the issue. After analyzing the issue further, the Eligibility team confirmed that this issue occurs for any EDBC that was: (a) run and marked as “Pending Authorization” prior to the CalSAWS 24.07 baseline release deployment (prior to Sunday, July 28, 2024) and (b) a supervisor attempts to review and authorize the EDBC after July 28, 2024. Root Cause: With the SCR CA-248713, a new column was added to a Case level table which is referenced by the EDBC logic while authorizing an EDBC. Since this column did not exist prior to 24.07 release, EDBCs that were run prior to July 28, 2024, did not have this newly added column in EDBC instructions (and EDBCs were in Pending Authorization state). When a supervisor attempted to authorize these EDBCs post 24.07 release, the newly added column was expected by the code (per SCR CA-248713) in EDBC instructions (which was missing) and as a result, supervisors were prompted with a Unique Error Identification (UEID) message on the screen. Resolution approach:

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The CalSAWS Project team explained the issue and the root cause in post release checkpoint calls on July 30, 2024, and continued to provide updates to counties daily. Team identified eight (8) Counties (Alameda, Humboldt, Los Angeles, Mariposa, San Luis Obispo, Siskiyou, Tulare, Ventura) were impacted by this issue and a list of impacted cases was provided to counties via a County Alert Transmittal email broadcast. As these cases needed a supervisor review, and were ineligible for processing through the batch, the project team recommended county workers to rerun the impacted EDBC's from the list provided and supervisors to review and accept EDBC's

3.4.3 Batch Operations

- ▶ Cafresh/CalWORKS Cost of Living Adjustment (COLA) execution completed over the weekend of September 7, 2024 and September 8, 2024, in 52 hours
- ▶ COLA Eligibility Determination Benefit Calculation (EDBC) ran for 2.76 million cases and generated 5.3 million notices of action (NOA) and Forms
- ▶ 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

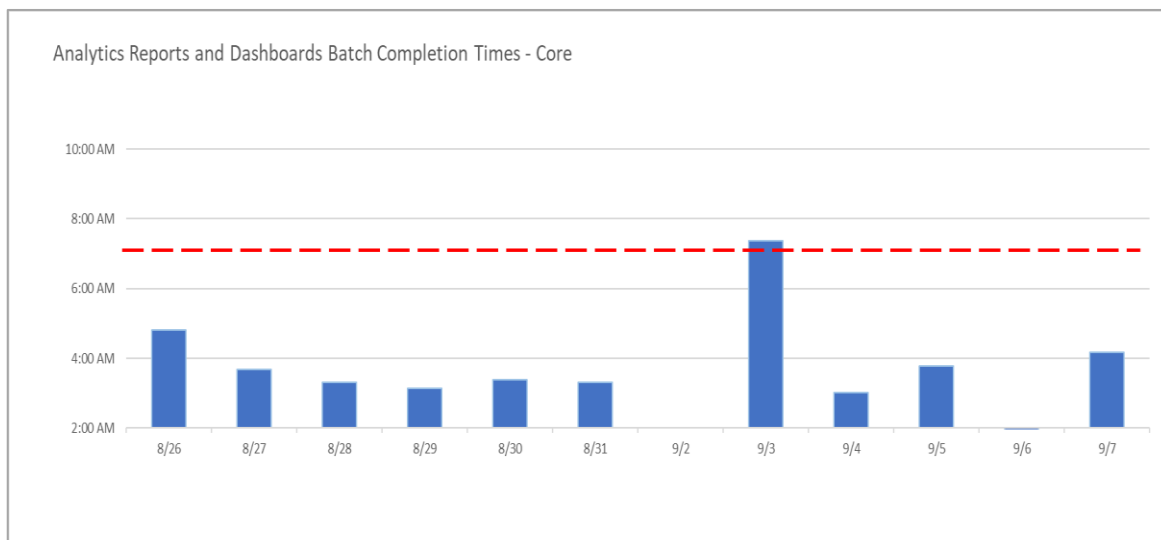


Table 3.4.3-2 - Details of Days When Analytics Reports and Dashboards Completed after 7:00 a.m.

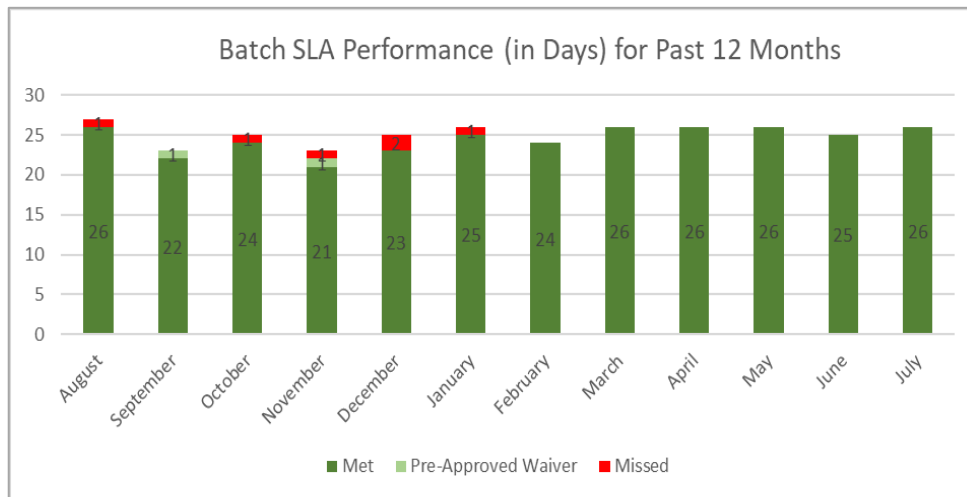
Batch Date	Issue	Communication	Status	Resolution
September 3, 2024	Increase in transactions for multiple days due to holiday	N/A	Completed	Jobs completed

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



- ▶ Imaging
 - None for the reporting period
- ▶ Contact Center
 - None for the reporting period
- ▶ ForgeRock
 - None for the reporting period
- ▶ Core Online
 - Online Service Level Agreement (SLA) Performance. Peak SLAs for screen to screen and Eligibility Determination Benefit Calculation (EDBC) was not missed for the last 12 months

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

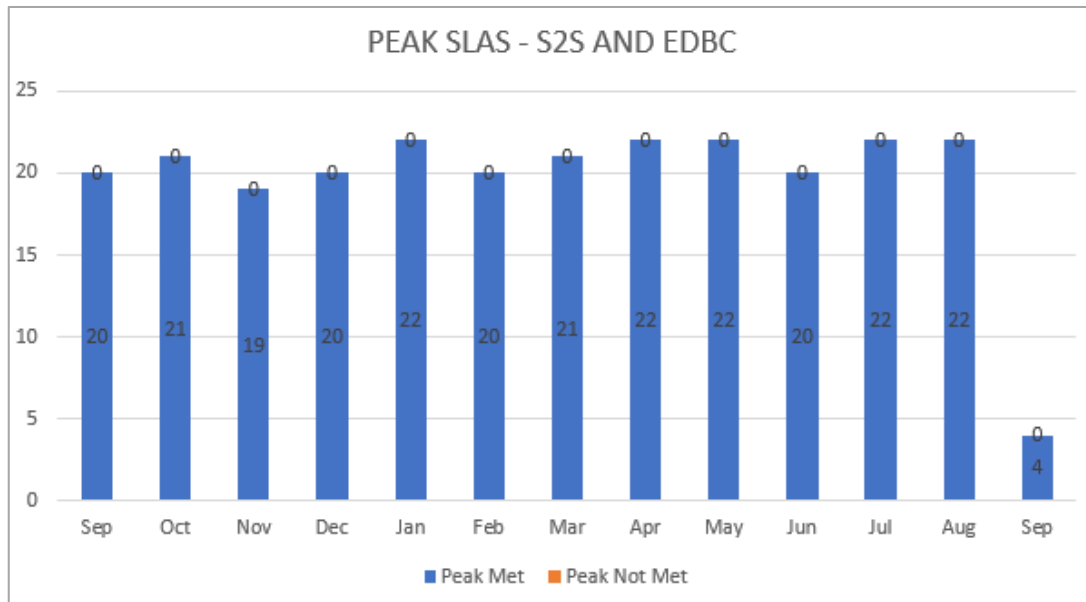
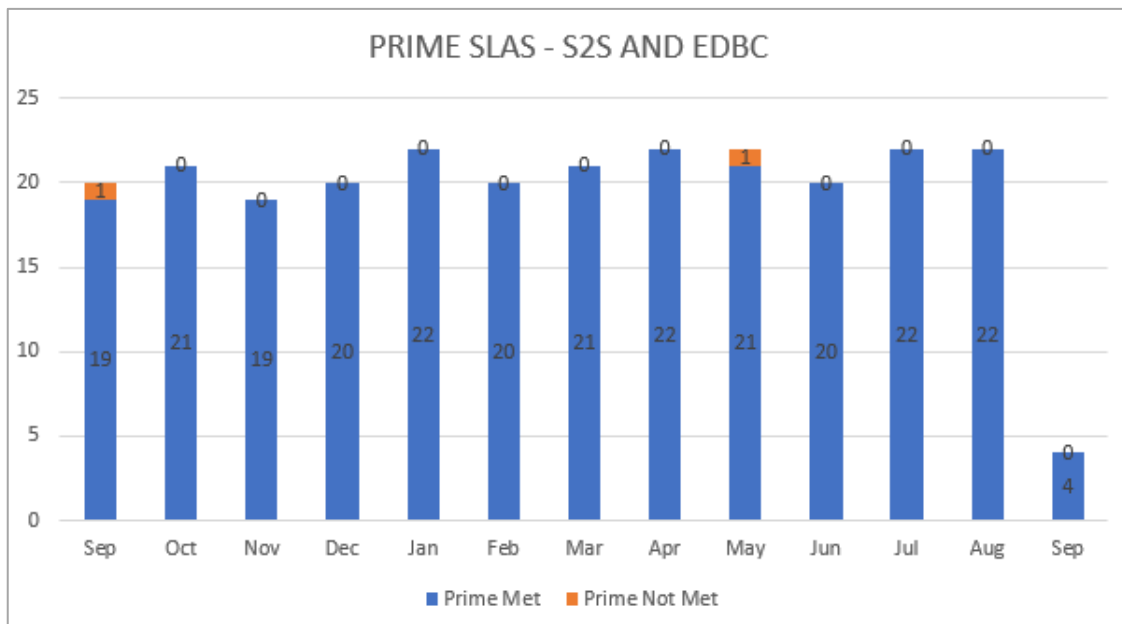


Table 3.4.4-3 – Prime Service Level Agreement (SLA) -S2S and Eligibility Determination Benefit Calculation (EDBC)



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3.5 ForgeRock

3.5.1 Highlights

- ▶ ForgeRock deployed Security Assertion Markup Language (SAML) integration for eGain and Calabrio. Calabrio has validated the deployment of the SAML integration while eGain validation is still in progress. Calabrio and eGain user validation and consolidation is in progress
- ▶ ForgeRock synced with Consortium HelpDesk and Quality Assurance Team for the Bi-weekly Operations Sync on September 4, 2024
- ▶ ForgeRock will deploy a change in Assembly Test (AT) and Development on the week of September 5-6, 2024 to increase the max Session Timeout - System Change Request (SCR) pending expedited approval for funding
- ▶ Continue ongoing status updates on health of Production. No issues indicated since deploying changes to Production in August and moving back to the primary region
- ▶ Evolution Team will be in Irvine, CA (September 9, 2024 through September 13, 2024) for in person working sessions for Sandbox deployment on September 13, 2024
- ▶ Continue working on the ongoing Short Message Service (SMS) issues in the development environment
- ▶ Review issues identified in Snyk tool. Further updates to come
- ▶ Review issues identified in BenefitsCal third party scan tool. Further updates to come
- ▶ Partner with vendor for open defects related to the ServiceNow integration

Table 3.5.1-1 – ForgeRock Milestones

MILESTONES	PRODUCTION DEPLOYMENT DATE	STATUS
ForgeRock-ServiceNow integration	October 25, 2024	In progress
ForgeRock Integration: Single Sign on for eGain	September 27, 2024	In progress
ForgeRock Integration: Single Sign on for Calabrio	September 27, 2024	In progress
Platform Architecture Enhancements – Design	To Be Determined	In progress

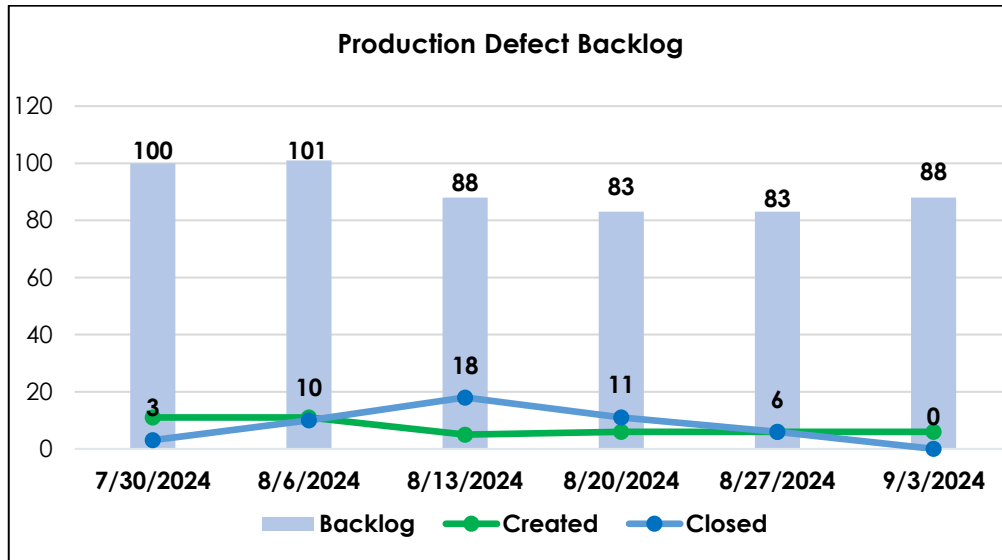
3.6 Imaging

- ▶ Completed Defects
 - CA-279375 - URL for Non-Related Legal Guardian Detail has an extra 's' at the end of the name
- ▶ Completed System Change Requests (SCRs)
 - No updates for the reporting period

3.7 Customer Service Center (CSC)

- ▶ Production Defect Backlog Highlights
 - Continue to address Production defects exclusively using a priority release schedule to address defects sooner. There are currently 24 defects targeted to be resolved with the September 12, 2024 release
 - Note: The defects reported in the chart below for Contact Center is inclusive of Security and External Agency defects

Table 3.7-1 – 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 3.7-2 – Contact Center Recently Deployed Enhancements

TYPE	JIRA ID	Enhancements	Deployment Date	Status
SCR	CA-273890	Discovery - Technical SCR For the Network Team to assist on working on POC with Los Angeles County	24.08.29	In Production
SCR	CA-279868	San Luis Obispo County Request for Two New Contact Center Internal Queues	24.08.29	In Production

- ▶ Contact Center Enhancements
 - The Contact Center Team will be working on System Change Requests (SCRs) prioritized by the committee and the Consortium team in the order in the table below. The team has limited allocated M&E hours to complete Global

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enhancements

- Note: The Deployment dates are not finalized and can change based on the scope defined at the time the SCR Design is approved

Table 3.7-3 – Contact Center Upcoming Enhancements

TYPE	JIRA ID	Enhancements	Deployment Date	Status
SCR	CA-252858	Add Live Monitoring and Change Agent Status to the Supervisor panel in eCCP	24.09.xx	In Development
SCR	CA-245360	Telephonic Signature Update Rights and Responsibilities for Medi-Cal	24.09.12	In Development
SCR	CA-273724	Telephonic Signature - Update CalSAWS Telephonic Signature Capture Code Generation Logic	24.09.12	Approved
SCR	CA-260329	Telephonic Signature - Add Outbound Call Option on Electronic Signature Page	24.10.xx	Design in Progress
SCR	CA-270154	Outbound IVR: Add new calling campaign for AB 79 Personal Contact	24.10.10	Design in Progress
SCR	CA-270820	Update and Add Contact Center Security in CalSAWS	24.12.xx	Design in Progress
SCR	CA-260730	Contact Center eCCP - Admin Page Enable Courtesy Call Back Configuration by Queue	25.01.xx	New
SCR	CA-270574	Replace two-digit Language Code with Language Name	25.01.xx	New
SCR	CA-270818	Add a Static Dial Pad on eCCP	25.02.xx	New
SCR	CA-245926	Add Field in ECCP for Customer Info that Initiates a Batch to Send E Notices to Customer	25.04.xx	New
SCR	CA-270833	Update the IVR Call Flow to Spell Out BenefitsCal	25.04.xx	New
SCR	CA-269867	Update Journal Entries for Telephonic Signatures to List All Forms	25.05.xx	Approved
SCR	CA-250838	Create Call Result Record for Each Outbound IVR Attempt	25.05.xx	New
SCR	CA-265391	Modify eCCP Security rights	25.xx.xx	Design in progress

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3.8 Lobby Management

3.8.1 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)
 - All devices are in Production, remaining site visits for training and support:
 - August 6, 2024 for 1867 Senter Road, San Jose, CA 95112 – two kiosks: completed successfully
 - August 13, 2024 for 1877 Senter Road, San Jose, CA 95112 – two tablets: completed successfully
- ▶ Santa Cruz County
 - County has been fully deployed
- ▶ Solano County
 - No updates for the reporting period
- ▶ Sonoma County
 - No updates for the reporting period

3.8.2 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

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- No updates for the reporting period
- ▶ Mono County
 - No updates for the reporting period
- ▶ Nevada County
 - No updates for the reporting period
- ▶ Placer County
 - No updates for the reporting period
- ▶ Sacramento County
 - No updates for the reporting period
- ▶ Sierra County
 - No updates for the reporting period
- ▶ Sutter County
 - No updates for the reporting period
- ▶ Tuolumne County
 - No updates for the reporting period
- ▶ Yolo County
 - No updates for the reporting period
- ▶ Yuba County
 - No updates for the reporting period

3.8.3 Region 3 Counties

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

- ▶ Butte County
 - No updates for the reporting period
- ▶ Colusa County
 - No updates for the reporting period
- ▶ Del Norte County
 - No updates for the reporting period
- ▶ Glenn County
 - No updates for the reporting period
- ▶ Humboldt County
 - No updates for the reporting period
- ▶ Lake County
 - No updates for the reporting period
- ▶ Lassen County
 - Kiosk was delivered on January 8, 2024
 - County completing physical installation and flows
 - Device is ready for deployment; go-live date scheduled for September 23, 2024
- ▶ Mendocino County
 - No updates for the reporting period
- ▶ Modoc County
 - No updates for the reporting period
- ▶ Plumas County
 - No updates for the reporting period
- ▶ Shasta County

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- No updates for the reporting period
- ▶ Siskiyou County
 - Kiosk delivered on January 30, 2024
 - Kiosk has been confirmed fully functional
 - County working on milestones for go-live
 - Site visit was scheduled for July 15, 2024, County had to cancel due to construction and fires in the area. Lobby team will be ready to reschedule when County is ready.
 - Met with County on August 21, 2024. County is still working on connecting the kiosk to communications network.
- ▶ Tehama County
 - All devices have been successfully deployed
- ▶ Trinity County
 - No updates for the reporting period

3.8.4 Region 4 Counties

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

- ▶ Fresno County
 - All devices have been delivered. Partnering with Fresno County to restructure CalSAWS configuration and draft strategy to deploy CalSAWS Reception Log and kiosks.
 - County indicates that CalSAWS reconfiguration effort will be considered for approval by County leadership on August 12, 2024
 - County indicates that all devices are functional and ready to be in Production
 - County to present deployment schedule to County leadership next September. CalSAWS Lobby Management team has the preliminary schedule and is proactively making arrangements to cover. An update will be provided once County has approved the schedule.
- ▶ Inyo County
 - No updates for the reporting period
- ▶ Kern County
 - County is still working with the County's Security team to gain final acceptance and approval for the tablets. At this time, the tablets have been fully confirmed to be functional and ready for Production.
 - Final kiosks at the Shafter location have been deployed
- ▶ Kings County
 - No updates for the reporting period
- ▶ Madera County
 - No updates for the reporting period
- ▶ Mariposa County
 - No updates for the reporting period
- ▶ Merced County
 - No updates for the reporting period
- ▶ San Joaquin County
 - No updates for the reporting period

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- ▶ San Luis Obispo County
 - No updates for the reporting period
- ▶ Stanislaus County
 - No updates for the reporting period
- ▶ Tulare County
 - No updates for the reporting period

3.8.5 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

3.8.6 Region 6 County

- ▶ Los Angeles County
 - No updates for the reporting period

3.8.7 Lobby Management Modernization (TLM-39)

- ▶ Held kick-off meeting on June 18, 2024
- ▶ Schedule is being developed
- ▶ Met with Consortium Lobby team on August 7, 2024, for preliminary approval of the base architecture for this effort. Decision was made to move forward with React Native structure.
- ▶ Design is in progress
- ▶ Began Preliminary testing on the week of August 12, 2024

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3.9 Additional Projects

3.9.1 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
 - WTW – Welfare to Work
- ▶ Completed Work:
 - CIDR 9036 - CalWORKs Resource Limit
- ▶ Continued Work:
 - CIDR 9037 - Medi-Cal Client Detail Snapshot November 2023 to July 2024
 - CIDR 9038 – CalFresh Restaurant Meals Program Eligibility
 - SIRFRA 3990 – CalFresh Work Registrants
 - CDSS SAWS+ Implementation
- ▶ Started Work:
 - CIDR 9039 – CalWORKs Home Visiting Program (HVP)
 - CIDR 9040 – CAPI Recipients Living with Someone Who Receives CFAP
 - CIDR 9041 – CalFresh Benefit Replacement

3.9.2 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:
 - No Updates for the reporting period
- ▶ Continued Work:
 - SIRFRA 1380 – MEDS Alert Monitoring August 2024
 - SIRFRA 1386 – Renewal and Demographics Data Request August 2024
 - SIRFRA 1387 – Total Number of Applications Pending and Total Number of REs Pending August 2024
 - SIRFRA 1388 – Monthly Failure to Complete Data August 2024
 - SIRFRA 1385 – End of CCR Renewal Data Request October 2024
- ▶ Started Work:
 - No updates for the reporting period

3.9.3 Endpoint Detection and Response (EDR)

- ▶ Implemented CHG0050036 to enable Qualys Endpoint Detection and Response (EDR) and Anti-Malware (AM) on two ForgeRock Servers with less impact. Validation is in progress to determine if any issues are seen with Qualys EDR and AM on assets
- ▶ Implemented CHG0049598 Proof of Concept for Alpha Windows Servers (non-production). No issues observed
- ▶ Organizing schedules for on demand implementation for Linux and Windows servers by coordinating with appropriate teams
- ▶ Final review process for Operational Working Document (OWD) process underway for Qualys Endpoint Detection and Response OWD
- ▶ Internal review in process for CalSAWS Informational Transmittals (CIT) regarding quarantine to raise user awareness
- ▶ Internal review in process for CalSAWS Informational Transmittals (CIT) to keep devices compliant with signature updates
- ▶ Continue to fine tune File Integrity Monitor (FIM) alerts on servers to eliminate False Positive noise
- ▶ Continue to configure anti-malware profiles to eliminate False Positive noise
- ▶ Prepare change request and process steps to enable Content Control in anti-malware profiles. Currently working with Infrastructure as Code (IAC) team to determine what Web Application Firewall (WAF) rules are already in place
- ▶ Implement SAML SSO for Qualys in progress. CHG0050056

3.9.4 Replace Physical Equinix hosted BigIP F5 with NextGen Hardware (CSAC-05)

- ▶ Completed vendor assessment and cost comparison
- ▶ Completed assessment read-out and have obtained alignment
- ▶ Confirmed hardware was delivered at warehouse, waiting for asset tagging and project closure

3.9.5 New / Replace Virtual BigIP F5 with NGFW at Partner Exchange (US-West and US-East) and Network Production Account (US-West and US-East) (CSAC-10)

- ▶ Received Technical Budget Change Request (TBCR) approval
- ▶ Received Architectural Review Board approval
- ▶ Received Security approval
- ▶ Scheduled firewalls and Panorama for deployment in AWS-West for September 12-19, 2024

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

- ▶ Completed CR CHG0049761 to update code with KMS Optimization for deployment in PERF environment
- ▶ Completed multiple rounds of performance testing, and the results were shared with the Quality Assurance (QA) team
- ▶ Continue working on deploying the change in Child Care Portal account

3.9.7 Enhanced E-mail Message Examination (CSAC-26)

- ▶ Attack simulation enablement August 26, 2024
 - Deployed two tests on August 26, 2024 and September 2, 2024
- ▶ Findings Documentation
- ▶ Finetuning Policies
- ▶ Conducted Status Meeting on August 28, 2024
- ▶ Met PMO Workplan Analyst on August 27, 2024; Workplan fully updated
- ▶ Drafted and Conducted SIA meeting on September 3, 2024

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

- ▶ Prepared pilot user list
- ▶ Prepare communications for pilot enrollment
- ▶ Continue refining end user documentation

3.9.9 Analyze and implement application changes to support phasing out third-party cookies (CSAC-31)

- ▶ Drafted System Change Request (SCR) CA-274779 for this effort
- ▶ Received emergency approval to begin the build and currently in development
- ▶ Build kick-off meeting initiated with the Development and Release Management teams
- ▶ Initiated discussion with Technical Support team to add configuration changes to all developer workstation as an optional change
- ▶ On July 22, 2024, Google published that they will not deprecate the third-party cookies and are looking at introducing a new experience in Chrome that will provide more control to the end users
- ▶ Given the phasing of third-party cookies will not occur, this SCR will need to be revisited with different options
- ▶ On August 15, 2024, Consortium has been informed that Implementation Advance Planning Document Update (IAPDU) item CSAC-31 (SCR CA-274779) is on hold due to Google deprecating the plan to phase out third-party cookies. We will continue to monitor updates from Google regarding browser changes

3.9.10 Static Application Security Testing (SAST)/DAST/Software Composition Analysis (SCA)/IAST - DevSecOPs (CSAC-36)

- ▶ Static Application Security Testing (SAST) and Software Composition Analysis (SCA):
 - Phase 4: Initial roll out to the team
 - Phase 4 Sub-tasks:
 - Engage Development with IDE Plugins – In progress
 - Snyk product training – In progress
 - Phase 5: Create a fix strategy
 - Phase 5 Sub-tasks:
 - Remediation planning - Baseline -
 - Analyze Snyk open-source - completed
 - Analyze and Code vulnerabilities – completed
 - Phase 6: Rolling out to the prevention stage
 - Phase 6 Sub-tasks:
 - Enable Snyk on pipelines to act as a gate using Snyk test – completed
 - Enable JIRA integrations – In progress

- ▶ Dynamic Application Security Testing (DAST) and Interactive Application Security Testing (IAST)
 - Receive Change Request approval for four new servers (two in Production, two in non-Production) – completed
 - Invicti Implementation plan – In progress

3.9.11 CSAC-46 Strong Authentication for internal Application Programming Interfaces (APIs)

- ▶ Completed the Internal API Gateway Creation in AT2 environments for the following Application Programming Interfaces (APIs) in AT2 Environment
 - EmailAPI, CalSAWSService, LookupAPI, TextingAPI, ImagingAPI and JournalAPI
- ▶ Continue testing of the internal API gateways and fix the issues identified
- ▶ Create boiler plate client code that can be used to upgrade all the clients

3.9.12 Partitioning Next Phases with Database (DB) Compression (DMDP-01)

- ▶ Continued design phase activities
- ▶ Completed staffing
- ▶ Received build approval and continued build activities
- ▶ Received System Change Request Board (SCRB) approval
- ▶ Received Change Control Board (CCB) approval
- ▶ Next steps are to proceed with development and assembly test

3.9.13 Purview with Data Loss Prevention (DLP) (DMDP-21)

- ▶ Submitted a change request (CHG0049930) that will be going to Change Advisory Board (CAB)
- ▶ Publish the sensitivity label's part Microsoft Purview Information Protection (MPIP)
- ▶ Sent out user test cases for MPIP and DLP for review
- ▶ Initiated the draft of Data Lifecycle Management (DLM)
- ▶ Pitched the draft of Communication Plan in CalSAWS review
- ▶ Classification adoption artifact drafted, ready for internal review and early socialization
- ▶ Began Purview Program FAQs (DRAFT), ready for internal review and early socialization
- ▶ Began Training and Adoption Plan (work in progress)
- ▶ Labels do not show up on desktop applications. Team is troubleshooting
- ▶ Review the testing document on September 4, 2024
- ▶ Organizational Change Management (OCM) Change assessment baselined
- ▶ Communication Plan Review and approval
 - Pending Consortium Review
- ▶ Classification Flyer drafted and in internal review
- ▶ September 11, 2024 Program announcement email drafted and going in internal review September 3, 2024
- ▶ Drafted FAQs and work-in-progress
- ▶ Drafted and Conducted SIA meeting September 3, 2024
- ▶ Began draft of Pilot testing document
- ▶ Continue refining DLM Design
- ▶ Began Sensitive Information Types (SITs) design as well as custom SITs
- ▶ Began of Build and Configuration document

3.9.14 Amazon Web Services (AWS) Macie (DMDP-23)

- ▶ The team will successfully complete cleanup of S3 buckets having masked data ahead of schedule (New Target Completion Date: September 12, 2024)
- ▶ S3 cleanup scope expanded to include non-Personally Identifiable Information (PII) buckets in non-production accounts to further enhance data hygiene
- ▶ Macie implementation is pivoting to focus more on automated data discovery capabilities as we collaborate with AWS technical specialists to refine our approach to targeted sensitive data discovery within AWS's operational parameters

3.9.15 Identity Proofing (IA-12)

- ▶ Several dependencies were identified that were outside the scope of the ForgeRock IA-12 implementation work
- ▶ IA-12 effort is awaiting resolution of dependencies; the timeline and milestones will be updated once the dependencies are resolved

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

- ▶ Continued effort to build Amazon Web Service (AWS) lab
 - Currently working with AWS support and Cisco Technical Assistance Center (TAC)

3.9.17 Migrate Production accounts to TFC managed account (ISA-20)

- ▶ System Change Request (SCR) CA-274944 - ISA-20 - coreapp-production environments migration to TFC managed AWS accounts – Approved
- ▶ Milestone 1 – Technical Design Approval – June 13, 2024 – Completed
- ▶ Milestone 2 – Tools migrations - July 26, 2024 – Completed
- ▶ Milestone 3 – Training, Training Staging and County preview – September 13, 2024 – In Progress, 80%
- ▶ Milestone 4 – Production, DR and PRT – November 30, 2024
- ▶ Milestone 5 – Validations – February 25, 2025
- ▶ Milestone 6 – Production environment cutover – March 20, 2025
- ▶ Milestone 7 – Decommission old production environments – May 20, 2025

3.9.18 Office 365 Services Backup Solution (ISA-21)

- ▶ Moved to maintenance and operations
- ▶ Submitted Operational Working Documents (OWDs) for review

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

- ▶ Moved to maintenance and operations
- ▶ Submitted Operational Working Documents (OWDs) for review

3.9.20 Major Upgrade - Analytics stack (TLM-03)

- ▶ Functional testing of the Development environment for Elastic MapReduce (EMR), Python, and AL3 is in process along with functional validation of Reports
- ▶ Performance issues have been fixed and functional validation is in progress in Development EMR, few jobs are failing, and team is working on the resolutions. Functional testing should be complete by September 27, 2024

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- ▶ System Testing is scheduled to begin September 30, 2024
- ▶ Qlik and NPrinting upgrades are targeted to begin in October 2024

3.9.21 Network Operating System (OS) Upgrade (TLM-06)

- ▶ Cisco Internetworking Operating System (IOS) upgrades began as scheduled on September 1, 2024
 - Completed Region 1 and Region 2 IOS upgrades successfully
 - Currently upgrading the devices in Region 3
 - 56 county network devices successfully upgraded since beginning on September 1, 2024
- ▶ Ongoing effort to develop the migration strategy and roadmap from Adaptive Security Appliance (ASA) to Firepower Threat Defense (FTD)

3.9.22 Network Replace TPX Adtran Switches (TLM-07)

- ▶ Total sites completed 83/140
 - Wave 3 upgrades are currently at 11% for completion
 - Wave 2 upgrades are currently at 60% for completion
 - Wave 1 upgrades are currently at 90% for completion
 - Continue working with counties to reschedule upgrade due to vendor shipment delays

3.9.23 Split Tunneling and Virtual Private Network (VPN) Replacement (TLM-11)

- ▶ Amazon Web Services (AWS) to Prisma Access VPN successfully built in the West and East regions
- ▶ Functional testing will begin on September 9, 2024

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

- ▶ ITOM (IT Operations Management)
 - Configuring Agent Based Discovery for four (4) on-premise Linux boxes in Development, waiting on confirmation from Technical Support to use DC MID Servers
 - Working on validation of ServiceNow-SolarWinds connection in Production
- ▶ HAM (Hardware Asset Management)
 - Continue Service catalog configurations in lower environment
 - Continue HAM Pro contract management data analysis
 - Reviewing stockroom records; Drafting CalSAWS Request for Information (CRFI) for managed counties to validate stockrooms

3.9.25 Texting - Upgrade Nodejs Lambdas (TLM-16)

- ▶ Delivered changes to release September 2024 Texting AT1/AT2/SIT environments
- ▶ No Assembly Test (AT) issues reported from Application Development teams
- ▶ Requested September 2024 System Test (ST) deployments
- ▶ System Change Request (SCR) CA-274985 currently in System Test

3.9.26 Childcare Portal – Upgrade Nodejs Lambdas (TLM-17)

- ▶ Completed Development; CalSAWS Build team testing continues
- ▶ Partnered with System Test to determine a release date (currently proposed for October 24, 2024)

3.9.27 Upgrade Authorizer Lambda for CalSAWS APIs and Operational Lambdas to latest Nodejs version (TLM-19)

- ▶ All the Authorizer lambda functions are upgraded in non-production environments
- ▶ Created a change request (CR) to either upgrade or delete the obsolete ones
- ▶ Continue Assembly Test (AT) Testing

3.9.28 Upgrade Spring Version in CalSAWS Core (TLM-21)

- ▶ Drafted System Change Request (SCR) CA-274989 for this effort
- ▶ SCR required CalSAWS core to be upgraded to JDK 17 and has direct dependency on SCR CA-247010 (Upgrade CalSAWS application from JDK 11 to latest JDK version)
- ▶ Work for this SCR cannot begin until compatible WebLogic version and ODM version is available to support JDK 17 upgrade as part of SCR CA-247010
- ▶ SCR will be on hold and has been approved by Consortium

3.9.29 Upgrade Spring and SpringBoot (TLM-22)

- ▶ Drafted System Change Request (SCR) CA-274990 for this effort
- ▶ Received emergency approval to begin the build
- ▶ Initial Technical Architecture began work for build validation
- ▶ Held cross team kick-off meeting for August 1, 2024
- ▶ Completed Technical Architecture Internal Review and proof-of-concept
- ▶ Began Implementation and development in-progress

3.9.30 Upgrade CalSAWS Libraries to be N-1 Compliant (TLM-23)

- ▶ Drafted System Change Request (SCR) CA-274526 for this effort
- ▶ Received emergency approval to begin the build
- ▶ Scheduled cross team Kick-Off meeting and development in-progress

3.9.31 DevSecOps tools upgrade (TLM-31)

- ▶ Received approval for System Change Request (SCR) CA-275008 - TLM-31 - CalSAWS Tools Upgrade
- ▶ Milestone 1 – Design and sandbox testing – Completed
- ▶ Milestone 2 - Upgrade to latest version for: Jenkins – June 30, 2024 - Completed
- ▶ Milestone 3 - Upgrade to latest version for: Artifactory, AgitarOne and Jenkins on September 30, 2024
- ▶ Milestone 4 - Upgrade to latest version for: JIRA, Bitbucket, SonarQube – November 30, 2024
- ▶ Milestone 5 – Upgrade to latest version for: Jenkins and AgitarOne – December 30, 2024

3.9.32 Upgrade to Windows 11 (TLM-34)

- ▶ Enabled beta test for Intune and Windows 11 upgrade process
- ▶ Tested new image from Microsoft System Center Configuration Manager (SCCM) Windows 11
- ▶ Collections were changed so Entra joined laptops can see software center
- ▶ New workspaces update:
 - Chose Cidr Range
 - Import image into AWS as an Amazon Machine Image (AMI)
 - To create an image out of AMI we need to disable Encryption on EBS volume, CHG0050044 was submitted for this effort
 - Partner with Technical Support to setup new Cloud formation for Offshore Teams
 - Create Directories for specific teams
- ▶ One Change ticket approved for September 4, 2024

3.9.33 Upgrade Windows 2016/2019 Servers (TLM-36)

- ▶ Change CHG0049985 is authorized for upgrades beginning on August 28, 2024
 - Seven (7) servers
- ▶ Troubleshoot in-place upgrades with Amazon Web Services (AWS)

3.9.34 Migrate Spectrum Universal Address Module (UAM) Locate to Global Addressing Module (GAM) (TLM-67)

- ▶ Drafted System Change Request (SCR) CA-269035 for this effort
- ▶ Received emergency approval to begin the build and currently in development
- ▶ Held Kick-Off meeting on July 10, 2024
- ▶ Scheduled a meeting with Precisely to confirm the auto-complete module
- ▶ The upgraded Global Addressing Module is exhibiting unexpected behavior and has been reported. Discussions with the vendor are ongoing, with the vendor expected to finalize their options this week. The team will then present these options to the Consortium
- ▶ On September 3, 2024, options from Precisely vendor were presented to Consortium and the option requests additional unplanned budget, which was pushed back by Consortium. Consortium has requested alternatives to Spectrum

3.9.35 Upgrade ODM to version 8.12 (TLM-68)

- ▶ Drafted System Change Request (SCR) CA-217499 for this effort
- ▶ Received emergency approval to begin the build
- ▶ System Change Request (SCR) will be targeted to be deployed as a 25.01 priority release in early March 2025
- ▶ Held Build Kick-Off meeting with the Application Leads on week of July 29, 2024
- ▶ Development is in progress and code changes within core application and Continuous Implementation / Continuous Deployment (CI\CD) pipeline is in progress
- ▶ Deployed the code changes in Online Enhancement Environment. Technical Architecture / Technical Operations validation is in progress before confirmation with Application Development team for functional validation

3.9.36 Identity - Password Authentication (WIAM-18)

- ▶ Confirmed the gap analysis with Security for the NIST Rev 5 Controls
- ▶ ForgeRock team working on the design documentation and design flows for the control updates
- ▶ Finalizing the design with Consortium and plan to present the latest updates next week (Week of September 9, 2024)

3.10 Deviation from Plan/Adjustments

- ▶ None to note for the reporting period

4.0 Application Development

4.1 Highlights from the Reporting Period

Table 4.1-1 – Application Development Status Agenda Topic

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
4.4.1 Release Test Summary	<ul style="list-style-type: none"> • Continued test execution for the 24.09 baseline release. Week 5 of 7 completed. Team is on schedule with a 95% pass rate against a target of 71%
4.6 Reports	<ul style="list-style-type: none"> • Held Management Reports Quarterly Committee Meeting • Met with Riverside County on August 28, 2024, to discuss CS0232833/INC0143956 - Trying to print EBT Report • Held CalSAWS State and Fiscal Reports Bi-Weekly meeting • Met with Alameda County on September 04, 2024, to discuss CF 296 Report • Met with CDSS several times in the last two weeks to discuss Design Requirements for SCR CA-252984 CalFresh (CF) 296 and Expedited Service
4.8 Training	<ul style="list-style-type: none"> • Training Production Refresh completed on September 6-8, 2024
4.9	<ul style="list-style-type: none"> • Foster Care Eligibility Determination (FCED)/California Automated Response and Engagement System (CARES) Update

4.2 Priority Release Summary

- ▶ This section outlines the scope of future defect fixes targeted for future priority releases

Table 4.2-1 – CalSAWS Upcoming Releases

Release	Summary
24.09.12	<ul style="list-style-type: none"> ▶ Add Journal Entry for Cases Affected by BenefitsCal Asset Issue ▶ CalWORKs/RCA(Refugee Cash Assistance) Adults by WTW(Welfare To Work)/REP(Refugee Employment Program) Category Dashboard Part 2 ▶ Enable additional fields in Barcode Verification and Exception ▶ Telephonic Signature - Update CalSAWS Telephonic Signature Capture Code Generation Logic ▶ Update Logic for No Change SAR 7 Submitted in Restoration Month ▶ Update Sierra County Direct Deposit file
24.09.13	<ul style="list-style-type: none"> ▶ Training: Maintenance of 006 Eligibility CalFresh WBTs (Web Based Trainings) based on CA-270479
24.09.18	<ul style="list-style-type: none"> ▶ Automated Regression Test - Execution and Maintenance - 24.07 Release Cycle
24.09.20	<ul style="list-style-type: none"> ▶ ForgeRock Support for BenefitsCal MFA (Multi Factor Authentication) Enhancements to Login MFA (Multi Factor Authentication) Process ▶ Training: Create CFP (CalSAWS Functional Presentation) for Task Categories CA-253667 ▶ Training: Update "Electronic Signatures for Contact Center Agents" and "Electronic Signatures for County Staff" WBTs (Web Based Trainings) CA-274953 ▶ Training: Update 003 - Eligibility Supervisor: 01 - Case Review and EDBC (Eligibility Determination and Benefits Calculations) Authorizations WBT (Web Based Training) for Sunset Worklist pages CA-257327 ▶ Training: Update 004 - Clerical Support WBTs (Web Based Trainings) for Sunset Worklist pages CA-257327 ▶ Training: Update 006 - Eligibility CalFresh WBTs (Web Based Trainings) for Sunset Worklist pages CA-257327 ▶ Training: Update 017 - Fiscal WBTs (Web Based Trainings) for Sunset Worklist pages CA-257327 ▶ Training: Update 019 - QA/QC WBTs (Web Based Trainings) for Sunset Worklist pages CA-257327 ▶ Training: Update 034-Task Management Overview WBT (Web Based Training) for Sunset Worklist pages CA-257327 ▶ Training: Update Child Care Admin Portal CFP (CalSAWS Functional Presentation) CA-273214 ▶ Training: Update General Eligibility WBTs (Web Based Trainings) for 24.07 App Dev Changes ▶ Training: Update the 002 - Eligibility General WBTs (Web Based Trainings) based on 24.09 Updates ▶ Training: Update the 034 - Task Management Overview WBT (Web Based Training) for CA-263040
24.09	<ul style="list-style-type: none"> ▶ Total System Change Requests (SCRs): 83 approved ▶ Release Webcast date: To be determined
24.11	<ul style="list-style-type: none"> ▶ Total System Change Requests (SCRs): 56 approved ▶ Release Webcast date: To be determined

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Release	Summary
25.01	<ul style="list-style-type: none">▶ Total System Change Requests (SCRs): 17 approved▶ Release Webcast date: To be determined

4.3 Application Development Status

- ▶ Continued design on:
 - CA-279549 - CalHEERS eHIT: Inclusion of Reasonable Explanation to CalHEERS
 - CA-279547 - BREfS Initiative #7 Carry Forward Enhancements
 - CA-275534 - Update CalSAWS to Use Household Category Determination and Not Public Assistance Indicator
 - CA-275163 - Re-Design CalSAWS Case Purge Components
 - CA-274189 - Workload Management Information Gathering
 - CA-274050 - Add Mail Date to Distributed Document Detail Page
 - CA-272604 - Lobby Equipment management InTune POC
 - CA-271084 - ACL 18-43 - Revise CalWORKs M40-107G Time Limit NOA
 - CA-268378 - Automate SOC 452A for CAPI
 - CA-265301 - Cal-OAR File County Preview Reports
 - CA-265239 - Allow Receiving County to Update County for Incoming e-Applications
 - CA-264983 - Add Date to CalWIN Interface File Names and Sending/Receiving notifications
 - CA-264217 - Update CW/CF Read-Only EDBC Logic When Processing A Late Report
 - CA-260079 - ACL 23-35-GUIDANCE TO COUNTIES REGARDING REVISION OF ORR-6 REFUGEE PROGRAM REPORTING
 - CA-258479 - ACL 22-104 & ACL 18-07: Update ABCD 350 and CA 1037
 - CA-256607 - COLA Automation Phase-3
 - CA-254391 - Update Postpartum NOA snippets in English and Threshold languages
 - CA-253843 - Additional Section Codes for Humanitarian Parolees from Afghanistan
 - CA-252984 - CalFresh CF 296 and Expedited Service Redesign
 - CA-251613 - BREfS #5 High Impact Business Validations
 - CA-248714 - Exclude IHSS Income and SSI/SSP of Ineligible Parents or Spouse of CAPI Applicant/Participant
 - CA-240094 - Refactor: CalFresh NOA Regulations
 - CA-229838 - Add new Foster Care Reasons to NOAs Phase 5
 - CA-229087 - Medi-Cal Add new NOAs for Reapplication and Rescind Functionality
 - CA-220233 - FFY Medi-Cal Updates Phase II
 - CA-209344 - Apply SSP Only OPA for Specific Programs
 - CA-202054 - ACL-18-07 Suspend/Discontinue/Reinstate for CAPI case
 - CA-280612 - ACIN I-XX-XX CalFresh SSI COLA - 2025 In-Bound File from MEDS
 - CA-280604 - ACIN I-XX-XX CalFresh SSI COLA - 2025-Out-Bound File to MEDS
- ▶ Continued build on:
 - Priority releases and Release 24.11 approved System Change Requests (SCRs)

4.4 Release Management

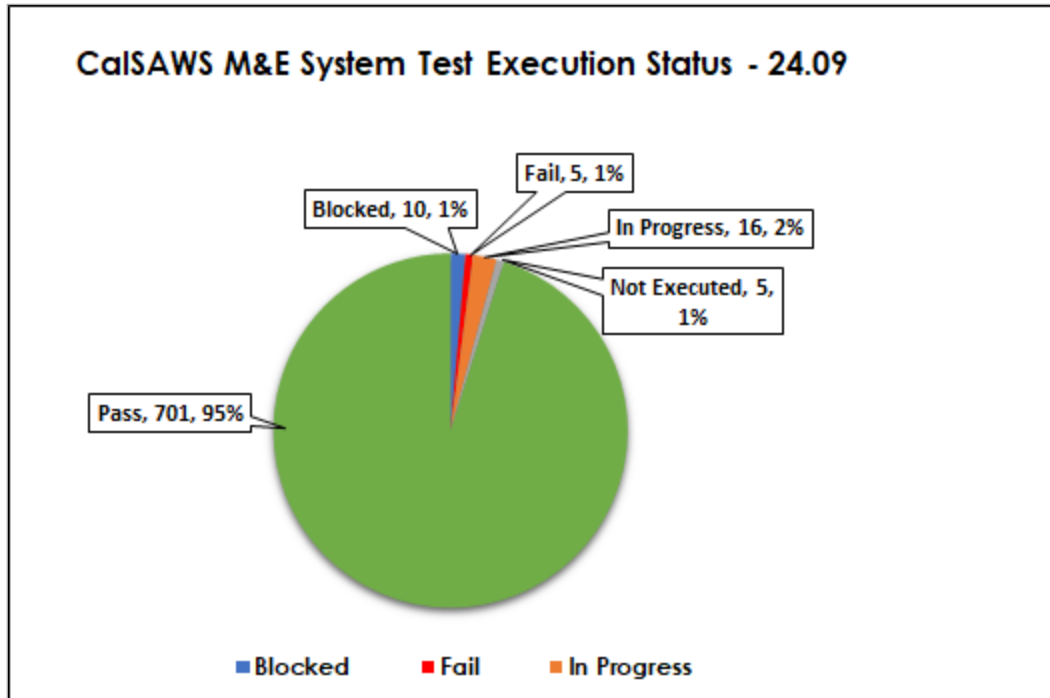
4.4.1 Release Test Summary

- ▶ Continued test execution for 24.09 System Change Requests (SCRs)

Table 4.4.1-1 – CalSAWS System Change Request (SCR) Test Status – 24.09

Pass Rate Target as of September 6, 2024	71%
Pass Rate Actual as of September 6 2024	95%
System Test completed Date: September 18, 2024	

Figure 4.4.1-1 – CalSAWS M&E and Correspondence System Test Execution Status – 24.09



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	219,010,474	46.46%	15	100%
2	101	157,469,315	33.41%	101	100%
3	120	47,622,109	10.10%	117	97.61%
4	727	43,754,827	9.28%	599	91.34%
5	2768	3,517,671	0.75%	869	47.02%

Note: Transaction volume and coverage metrics are based on CalSAWS monthly Production performance data and Automated Regression Test (ART) coverage data as of August 31, 2024. Each tier is distinct from prior tier(s). For example, tier 2 includes all transactions that make up the top 80% of production volume except for the fifteen tier 1 transactions. Production statistics are updated each month, and coverage statistics are updated with each major release as new automated regression scripts are developed. To date, there are 1,299 end-to-end Automated Regression Test (ART) scripts:

- ▶ 1,044 targeting the core CalSAWS application
- ▶ 83 targeting the inbound BenefitsCal Application Programming 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-275638: Automated Regression Test - Execution and Maintenance - 24.07 Release Cycle
 - CA-278032: Automated Regression Test - Execution and Maintenance - 24.09 Release Cycle
 - CA-281144: Automated Regression Test - Execution and Maintenance - 24.11 Release Cycle

4.5 Virtual Assistant (VA)

- ▶ Worker-Facing Virtual Assistant (VA)
 - Release 24 – target to deploy on September 26, 2024
 - Design is completed
 - System Change Request (SCR) going through System Change Request Board / Change Control Board (SCRB/CCB) approvals
 - Testing is in progress
 - Release 25 – target to deploy on November 7, 2024
 - Design is in progress

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4.6 Reports

- ▶ Held Management Reports Quarterly Committee Meeting on August 27, 2024
- ▶ Met with Riverside County on August 28, 2024, to discuss CS0232833/INC0143956 - Trying to print EBT Report
- ▶ Held CalSAWS State and Fiscal Reports Bi-Weekly meeting on August 29, 2024
- ▶ Met with Alameda County on September 4, 2024, to discuss CF 296 Report
- ▶ Met with CDSS several times in last two weeks to discuss Design Requirements for System Change Request (SCR) CA-252984 CalFresh (CF) 296 and Expedited Service

Table 4.6-1 – Total Open Incidents by reporting period

Reporting Period End Date	Number Open Tickets
July 12, 2024	16
July 26, 2024	12
August 09, 2024	7
August 23, 2024	15
September 06, 2024	9

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	0	1	0	0	1
Reopened	0	0	0	0	0
Assigned	3	0	2	0	5
In Development	4	3	3	4	14
Development complete	1	0	0	0	1
In Assembly Test	0	0	1	0	1
System Test	4	1	1	3	9
Test complete	0	3	1	0	4
Total Open Defects	12	8	8	7	35

Note: Data is as of current reporting period

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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	2	2	1	0	5
3-Normal/Low	10	6	6	7	29
4-Cosmetic	0	0	1	0	1
Total Open Defects	12	8	8	7	35

Note: Data is as of current reporting period

Table 4.6-4 – State/Fiscal Reports Open Defects and SCRs

State/Claiming Reports	Total	Defects	SCRs - Targeted Release				
		As Prioritized	24.07	24.09	24.11	25.01	25.03
ABCD 350	1	0	0	0	1	0	0
CA 1037	2	1	0	0	1	0	0
CA 237 CW	4	1	0	0	0	0	3
CA 237 CW Line 8	1	0	0	1	0	0	0
CA 237 FC	1	1	0	0	0	0	0
CA 253	1	0	0	0	0	0	1
CF 256	1	1	0	0	0	0	0
CF 296	1	0	0	0	1	0	0
CA 812	1	1	0	0	0	0	0
DHCS CMS PI	1	0	0	0	0	0	1
DHCS RMR	1	0	0	0	0	1	0
FNS 209	1	1	0	0	0	0	0
GR 237	1	1	0	0	0	0	0
Integrated Claiming	4	3	0	0	0	1	0
RS 50	1	0	0	1	0	0	0
RS 51	1	0	0	1	0	0	0
STAT 45	1	1	0	0	0	0	0
STAT 47	1	0	0	1	0	0	0
TEMP 2035	2	2	0	0	0	0	0
TEMP 2313	2	2	0	0	0	0	0
WTW 25/25A	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 August 28, 2024, and September 04, 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 - LA County - GR Time limit
 - CA-241184 - Update GAGR Pregnant Person Only (PPO) to Align with the New CalWORKs PPO Policy Changes
 - CA-249419 - Add phone interview appointment option for GA/GR reevaluation
 - 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-262963 - LA County - Updating GROW Orientation Attendance
 - CA-264995 - Update GA/GR Administration to include an additional link for Consortia correspondence administration
 - 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-270919 - GAGR Automated Solution Property Limits
 - CA-272432 - CSF 45 should only be available to print locally. Currently it is available to print both locally and centrally
 - CA-273349 - SF- Turn Off Auto Discontinuance Functionality for GA/GR Appointment No Shows
 - CA-273651 - GAGR System Triggered Correspondence Reason Codes Required
 - 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-277816 - LA County - Update ABP 4023-C NOAs to Reflect Verbiage Related to Telephonic Appointment Details
- System Change Requests (SCRs) in Development Phase
 - CA-267005 - Add GA/GR In-Kind Chart Amounts for Requesting Counties
 - CA-270204 - GA/GR Automated Solution CalSAWS 2 Variable Change
 - 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

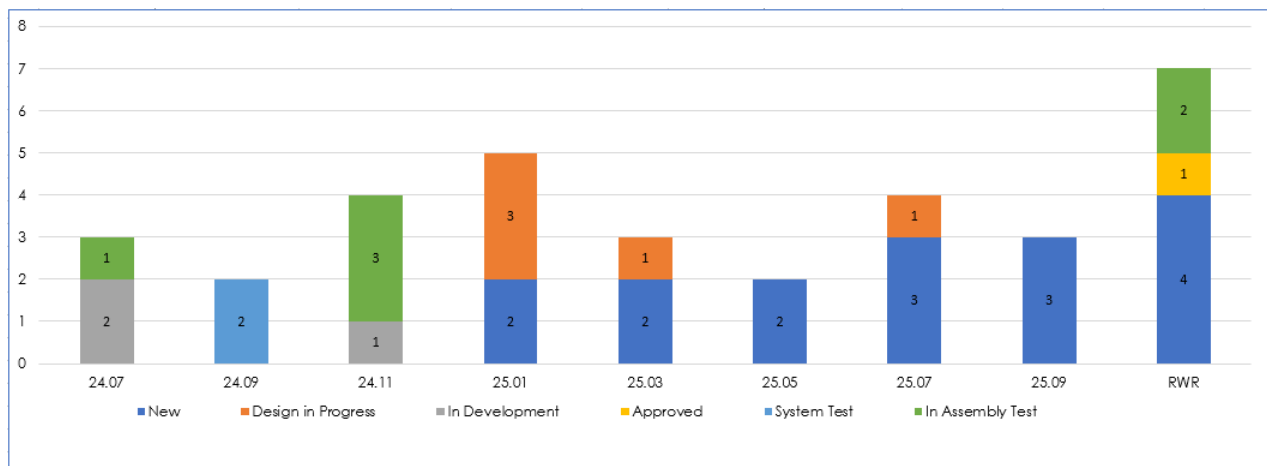
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- CA-276128 - Update the Property Limits for the Automated Solution Counties
- CA-276201 - LA County - Update START(GROW) Hearing Office Phone
- CA-277446 - San Diego - GR COLA October 2024
- CA-278309 - San Diego - GAGR Grant Amounts for Shared Housing
- CA-280398 - SF – CAAP GA/GR COLA Change Effective October 01,2024 - Batch EDBC
- CA-280400 - San Diego - GR COLA October 2024 - Batch EDBC
- System Change Requests (SCRs) in System Test Phase
 - CA-254559 - LA-GROW Activity Numbers Update
 - CA-268072 - Solano - General Assistance - Update Periodic Reporting Form
- Priority System Change Requests (SCRs) deployed to Production
 - CA-280073 - SF – CAAP GA/GR COLA Change Effective October 01,2024
- Defects released to Production
 - None to note for the reporting period

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



4.8 Training Materials Update

- ▶ 24.09 Online Help (OLH) System Change Requests (SCRs):
 - System Test
 - CA-276356 - Online Help: Update JAs referencing Work List pages and update JA Task Management
 - CA-260893 - Online Help: Create Job Aid for GAGR Automated Solution
 - Test Complete
 - CA-280797 - Online Help: Update the Forms Overview for the September 2024 Baseline Release
 - CA-280102 - Online Help - Update the MAGI Referral Detail page CA-257779
 - CA-279246 - Online Help: Update the Device Assignment Detail OLH page CA-213615
 - CA-279194 - Online Help: Update JA Lobby Management Manage Devices CA-213615
 - CA-279083 - Online Help: Update the MEDS Alert Detail OLH page CA-276630
 - CA-274734 - Online Help: Update the Reports Overview for the September

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- 2024 Baseline Release
 - CA-260878 - Online Help: Update JA GR Health Assessment to add GAGR Automated Solution
 - CA-257537 - Online Help: Create JA Special Circumstances
 - CA-276107 - Online Help: Update JA - Self-Service Portal (SSP) - Case Link Requests Due to CA-261398 and CA-274518
 - CA-267150 - Online Help: Update JA - IHSS Referrals
 - CA-278820 - Online Help: Update the JA PRT - Overview to Include Current Information CA-275365
 - CA-276720 - Online Help: Update JA Imaging Workflow Queues and Exceptions CA-258909, CA-275752
- ▶ 24.11 Online Help (OLH) System Change Requests (SCRs):
 - o New
 - CA-280010 - Online Help: Update JA View Images, CA-273205
 - CA-274735 - Online Help: Update the Reports Overview for the November 2024 Baseline Release
 - o Design in Progress
 - CA-280309 - Online Help: Update the JAs Security Access Profiles - Manage and System - Navigation CA-232192
 - CA-274675 - Online Help: Create new JA Imaging - Optical Character Recognition (OCR)
 - CA-274675 - Online Help: Create Job Aid to Display Important County Dates CA-237401
 - CA-274037 - Online Help: Update JA - Medi-Cal Long Term Care (LTC)
 - CA-260887 - Online Help: Update JA Money Management B&C to add the GAGR Automated Solution page steps
 - CA-259012 - Online Help: JA Medi-Cal CalHEERS Management of Sensitive Population for SCR CA 232577 Send 'Hide Contact Info' to CalHEERS for Individuals in a CWS Program
 - o Pending Approval
 - CA-281643 - Online Help: Create Warrant Location List and Detail OLH pages
 - CA-280650 - Online Help: Update JA Disaster CalFresh CA-275335
 - CA-280715 - Online Help: Create a New Job Aid for the No Touch SAR 7 Automated Process and Update the JA Semi-Annual Reporting - (SAR7)
 - CA-280338 - Online Help: Update JA WINS from CA-245051
 - CA-280084 - Online Help: Update JA - Replacement Cash EBT Benefits and JA Issuance - Replace CalFresh Benefits with Changes from CA-275549
 - CA-278313 - Online Help: Update JA Self-Service Portal (SSP) - e-Applications due to CA-202347
 - CA-275497 - Online Help: Update JA Office - Manage CA-272875
 - CA-274444 -
 - o Approved
 - CA-280688 - Online Help Update JA Semi-Annual Report (SAR 7)
 - CA-280293 - Online Help: Remove JA Password Information - System Maintained due to CA-232192
 - CA-278695 - Online Help: Update JA-Overriding Program Configuration CA-233160

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- CA-272087 - Online Help: Update eICT Job Aid to remove external references to eICT interface processes
 - In Development
 - CA-279024 - Online Help: Update the Security Assignment OLH page CA-232192
 - CA-260889 - Online Help- Create Job Aid for GAGR Automated Solution Timelimit
- ▶ 24.09.20 Priority Release Web Based Training (WBT) and CalSAWS Functional Presentation (CFP) SCRs:
 - Approved
 - CA-278489 - Training: Update Child Care Admin Portal CFP CA-273214
 - CA-277214 - Training: Update 006 - Eligibility CalFresh WBTs for Sunset Worklist pages CA-257327
 - In Development
 - CA-277211 - Training: Update 003 - Eligibility Supervisor: 01 - Case Review and EDBC Authorizations WBT for Sunset Worklist pages CA-257327
 - CA-277213 - Training: Update 004 - Clerical Support WBTs for Sunset Worklist pages CA-257327
 - CA-280877 - Training: Update 034-Task Management Overview WBT for Sunset Worklist pages CA-257327
 - CA-277949 - Training: Update 017 - Fiscal WBTs for Sunset Worklist pages CA-257327
 - CA-277279 - Training: Update the 034 - Task Management Overview WBT for CA-263040
 - System Test
 - CA-280486 - Training: Update "Electronic Signatures for Contact Center Agents" and "Electronic Signatures for County Staff" WBTs CA-274953
 - CA-281264 - Training: Update 019 - QA/QC WBTs for Sunset Worklist pages CA-257327
 - CA-276292 - Training: Create CFP for Task Categories CA-253667
 - CA-271038 - Training: Maintenance of 006 Eligibility CalFresh WBTs based on CA-270479
 - Test Complete
 - CA-279085 - Training: Update the 002 - Eligibility General WBTs based on September 2024 Updates
- ▶ Training Environments
 - Continued to work cross-team to troubleshoot CalSAWS Training Staging and Training Production environment tickets

Table 4.8-1 – Upcoming Training Activities

Training Activity	Date	Status
Training Production Refresh	September 6-8, 2024	Completed
Validation of temporary environment for new Training Production Account	Week of September 9, 2024	In progress
Migration of Training Production environment to new account	September 13-15, 2024	Not started

4.8.1 Upcoming Performance Tests

- ▶ Planned upcoming Performance tests for Core Online

Table 4.8.1-1 – Core Online Upcoming Performance Cycle

Performance Cycle	Start Date	End Date	Status
CalSAWS 24.09 Release Performance Testing	August 26, 2024	September 18, 2024	In Progress
CalSAWS 24.11 Release Performance Testing	October 28, 2024	November 15, 2024	Planned

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

- ▶ Completed Tasks
 - Reviewed and obtained the Business Analysts (BA) approvals for the CalSAWS design in the design document(s) for “Determination Results API” and “Placement API”
 - Updated the design document(s) to include the CalSAWS design for “Case Link API – Iteration 2”
 - Performed end-to-end partner testing with CARES for “Income Assets” inbound and outbound and “Placement Authority” outbound
 - Completed the development “Incidental Payment” inbound and outbound
- ▶ In Progress Tasks
 - Review and obtain the Business Analysts (BA) approvals for the CalSAWS design in the design document(s) for “Case Link API – Iteration 2”
 - Update the design document(s) to include the CalSAWS design for “Case Transfer API”
 - Perform integration testing for “Incidental Payment API”, “Placement Authority” outbound and “Income Assets API”
 - Perform system testing for “Income Assets API”
 - Began development “Placement API” and “Issuance API”
 - Continue development of E-data for “Court Information API” and “Determination Details API”
 - Continue development of the new requirements for “Extended Foster Care API”
 - Create the designs for “CalSAWs Task Design” and “CalSAWs Case Creation Automation Design”
- ▶ Upcoming Tasks
 - Perform integration testing and partner end-to-end test with CARES for “Extended Foster Care API”, “Determination Details API” and “Court Information API”
 - Review and obtain the Business Analysts (BA) approvals for the CalSAWS design in the design document(s) for “Case Transfer API”, “CalSAWs Task Design” and “CalSAWs Case Creation Automation Design”
- ▶ Interface Partner Integration
 - Continue coordination with California Automated Response and Engagement System (CARES) team for schedule alignment and interface element alignment

Figure 4.9-1 Foster Care Eligibility Determination (FCED)/California Automated Response and Engagement System (CARES) Application Programming Interface (API) Completion Status

Interface Type	Total	New	Design	Build	Integration Test	System Test
CalSAWS hosted	14	0	7	3	4	0
CARES hosted	14	1	8	1	4	0

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

► Completed Tasks

- Analysis on WDTIP alerts and how would they be handled in SCATL
- Analysis on overlapping records in WDTIP for a person in same month
- Convert into TIME_LIMIT_PGM_PARTICPTN
- Integrate Staff/Rights API with SCATL Login - Phase 1
- ICT Lambda Phase I - Calendar Records for Cash Aid Time Limit Month List
- Analysis on encryption in SCATL
- Tech changes on exposing IDS (phonetic search partner) to CalSAWS service
- Analyze CDSS Forecasting Batch Requirements
- Analyze how the trigger and form generation would be handled for CA 2186B
- Analyze CIN-centric version of the Courtesy Month List page

► In Progress Tasks

- CW 2189A - Notice Of Your CalWORKs Time Limit - 54th Month on Aid - Changes with PostgreSQL
- CW 2189B - Notice Of Your CalWORKs Time Limit - 57th Month on Aid - Changes with PostgreSQL
- Update E2Lite Audit Report
- Update Ingest_Delta.py
- Update WPR Audit Report
- System Testing of CalSAWS Core related stories
- Update Batch Job PBXXE301 Module #1 – Time Limit Daily
- Update the batch job PBXXE301 – Time Limit Exemption
- SCATL updates from Workgroup session
- Update Batch Job PB00E303 – Time Limit Grant Amount
- Create new login homepage for OTSI Workers in CalSAWS - Phase 2 New pages
- Update Batch Job PBXXE301 Module #3 – Time Limit Extension
- Update Batch Job PBXXE301 Module #2 – Time Limit Daily
- Implementation of SCI interface being exposed to the CalSAWS-service - Tech Arch
- Update Time Limit Report
- Integrate ADD_INDV with CalSAWS New Person Search - Phase I
- Update Batch Job PB00E305 – Time Limit Sanctions
- Update Batch Job PB00E306 – Time Limit Aid Code Update
- Update Batch Job PBXXE305 – Time Limit Monthly
- Update Batch Job PB00E304 – Time Limit Cured Sanctions
- Create Program Calendar in SCATL - React changes
- Update Batch Jobs PB00F500-699 - Load Balancer + Job Threads – Time Limit Aid Thread Balancer Batch
- Convert latest record information from WDTIP.SIS_SUP_SRV into staging

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- Integrate Add Individual APIs in SCATL React - Phase 1
- Create Exception/Exemption Detail component in SCATL React
- Create Program List in SCATL - React
- Integrate ADD_INDV with CalSAWS New Person Search - Phase 2
- ▶ Upcoming Tasks
 - Create Variables table to hold values to distinguish WDTIP data from CalSAWS in HST
 - TRAC Update Program Exceptions Page Mapping
 - Update WINS Audit Report
 - CW2186B - CalWORKs Exemption Determination - changes with PostgreSQL
 - Create Lambda for GET request Time Limit Exceptions/Exemptions
 - Create lambda for Program list
 - Convert into WDTIP.TIME_LIMIT_CASH_AID_HST from CalSAWS.TIME_LIMIT_CASH_AID_HST and WDTIP tables with join to source child tables
 - Test Batch Modules #1, 2 and 3 for Batch Job PBXXE301 - TimeLimitDaily
 - Create Program Detail wireframe for SCATL
 - Analysis Eligibility Determination and Benefits Calculation (EDBC) for Time Limit Impacts
- ▶ Interface Partner Integration
 - Continue coordination with Employment Development Department (EDD) team for schedule alignment and interface element alignment

4.11 Additional Projects

4.11.1 Data Growth – Archive Phase 1 and Phase 2

- ▶ In-Progress
 - Partner with Consortium AdHoc reports team for AdHoc Database (DB) solution
 - Contact Center lower environment deployment and testing for Phase-2
- ▶ Upcoming Tasks
 - Continue to partner with Consortium AdHoc reports team for AdHoc DB solution

4.11.2 Data Growth – Test Data Slicer (TDS)

- ▶ Completed Tasks
 - Test data slicer jobs completed in batch performance
 - Ingested sliced data to the Delphix Staging environment
- ▶ In Progress Tasks
 - Post-test data slicer job database activities in progress
 - Performance tuning implementations for future runs
- ▶ Upcoming Tasks
 - Identify two environments to get the TDS-prepared data to use for testing purposes during the development
 - Document test data slicer on wiki

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4.11.3 Premise Items

Table 4.11.3-1 – Premise Items

Premise Name	Status	Phase	Progress/Updates
Multiple SFY			
California Automated Response and Engagement System (CARES)	●	Development	<ul style="list-style-type: none"> • Please refer to section 4.10 for detailed updates on FCED / CARES
Welfare Data Tracking Implementation Project (WDTIP) Upgrades	●	Development	<ul style="list-style-type: none"> • Please refer to section 4.11 for detailed updates on WDTIP
CF Discontinuance of Gambling Wins	●	Design	<ul style="list-style-type: none"> • CA-234917 planned for 25.01 • CA-264553 - Pending State translations
Work Registration CalFresh Disqualification Notice Update	●	Not yet started	<ul style="list-style-type: none"> • CA-240701 - Pending State translations
CalFresh Reinstatement Approval & Denial Notice Revisions	●	Not yet started	<ul style="list-style-type: none"> • CA-265360 planned for 25.03 • Pending State translations
CF Simplification	●	Not yet started	<ul style="list-style-type: none"> • SFY24-25 Pending State translations
HAP Eviction (SB 1083)	●	Development	<ul style="list-style-type: none"> • CA-277308, CA-277307 – Production • CA-273505 planned for 24.09.x1 • CA-273286 planned for 25.03 • Other System Change Requests (SCRs) pending for State translations
Family Reunification AB 135	●	Development	<ul style="list-style-type: none"> • CA-233160 development activities started for 24.11 release
CW Work Requirements (AB 2300)	●	Development	<ul style="list-style-type: none"> • CA-271130 planned for 24.11
Telephone Consumer Protection Act - Text Messaging Consent	●	Development	<p>Planned to be implemented in phases as below</p> <ul style="list-style-type: none"> • CA-279688 planned for 24.11 release – Development in progress • CA-279707 planned for 25.01 release – Design in Progress • CA-260623 planned for 25.03 release – Not yet started
Add Threshold Language versions of the CF 377.11E	●	Not yet started	<ul style="list-style-type: none"> • CA-273087 - Pending State translations
ACL 24-07 - Update CW	●	Development	<ul style="list-style-type: none"> • CA-271130 planned for 24.11

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Premise Name	Status	Phase	Progress/Updates
2186A and CW 2184 to include PFL and WTW pregnancy exemptions			
Resume Pre-Pandemic Medi-Cal Operations	●	Not yet started	<ul style="list-style-type: none"> CA-268774 is planned for 25.01 CA-270511 is planned for 25.03 CA-270512 is planned for 25.05
Re-Design CalSAWS Case Purge Components	●	Design	<ul style="list-style-type: none"> CA- 275163 is aligned with 25.01 Draft design is in progress
Restoration Notices Updates	●	Not yet started	<ul style="list-style-type: none"> CA-272109 and CA-245049 is aligned with 25.03
CalFresh and CalWORKs Implementation of New Forms and CDSS Rights Contact Information Update	●	Development	<ul style="list-style-type: none"> CA-275317 is planned for 24.09 CA-258654 is planned for 25.03
CalFresh Restaurant Meals Program Notice Eligibility Clarification	●	Not yet started	<ul style="list-style-type: none"> CA-219304 is planned for 25.03
CalFresh Eligibility Disqualifications for Certain Convicted Felons	●	Not yet started	<ul style="list-style-type: none"> CA-230959 is planned for 25.05

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

4.12 Deviation from Plan/Adjustments

- ▶ None for the reporting period

5.0 Regional Updates

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

- ▶ None to note for the reporting period

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

- ▶ None to note for the reporting period

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

- ▶ None to note for the reporting period

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

- ▶ None to note for the reporting period

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

- ▶ None to note for the reporting period

5.6 Region 6 (Los Angeles County)

- ▶ None to note 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