

# CALSAWS M&O BI-WEEKLY STATUS REPORT

**Reporting Period: September 09, 2024 – September 22,  
2024**

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

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## 1.0 Executive Summary

### 1.1 CalSAWS Project Status Dashboard

Table 1.1-1 – Status Dashboard

Topic	CalSAWS System	Highlights for the Reporting Period
Availability		► The CalSAWS System did not experience any unplanned outages during this reporting period
Defects		► There are 138 active Production defects
Incidents		<p>► CALSAWS BROADCAST: Starting at 3:00 p.m. on September 5, 2024, eGain Historical Reports were not populating data after September 5, 2024. As of 11:33 a.m. on September 9, 2024, this issue was resolved. eGain Historical Reports were then available with data post September 5, 2024, 3 p.m. PRB0050020</p> <p>► CALSAWS BROADCAST: Starting at 12:08 p.m. on September 16, 2024, Contact Center agents were experiencing intermittent issues accessing Enhanced Call Control Panel (eCCP). As of 10:00 p.m. on September 17, 2024, this issue was resolved. The project team monitored eCCP logins throughout the day and confirmed stability. CalSAWS Contact Center users thereafter were no longer experiencing intermittent eCCP access issues. PRB0050047</p>

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
  - Ten priority releases that included 32 System Change Requests (SCRs) and 99 defects, a total of 131 items

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**Table 1.2-1 Priority Releases**

Minor version (Release date)	Issue Type		Grand Total
Team Responsible	Defect	SCR	
<b>24.09.09</b>	<b>24</b>	<b>4</b>	<b>28</b>
CalHEERS	1	0	1
Client Correspondence	15	4	19
Contact Center	3	0	3
Fiscal	1	0	1
Online	3	0	3
Reports	1	0	1
<b>24.09.10</b>	<b>6</b>	<b>3</b>	<b>9</b>
Analytics	1	0	1
CalHEERS	1	0	1
Client Correspondence	1	0	1
Contact Center	0	2	2
Fiscal	2	1	3
Online	1	0	1
<b>24.09.12</b>	<b>40</b>	<b>9</b>	<b>49</b>
Batch/Interfaces	1	2	3
BenefitsCal	0	1	1
CalHEERS	2	0	2
Client Correspondence	1	0	1
Contact Center	29	1	30
Eligibility	2	0	2
Fiscal	1	1	2
Imaging	1	1	2
Online	2	1	3
Reports	0	1	1
Tech Arch	1	0	1
Training	0	1	1
<b>24.09.13</b>	<b>1</b>	<b>1</b>	<b>2</b>
Contact Center	1	1	2
<b>24.09.14</b>	<b>0</b>	<b>2</b>	<b>2</b>
Tech Ops	0	2	2
<b>24.09.16</b>	<b>21</b>	<b>6</b>	<b>27</b>
Batch/Interfaces	2	0	2
Client Correspondence	16	5	21
Contact Center	1	1	2
Fiscal	1	0	1
Online	1	0	1
<b>24.09.17</b>	<b>5</b>	<b>0</b>	<b>5</b>
Contact Center	1	0	1

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Minor version (Release date) Team Responsible	Issue Type		Grand Total
	Defect	SCR	
Fiscal	1	0	1
Online	3	0	3
<b>24.09.18</b>	<b>0</b>	<b>3</b>	<b>3</b>
Automated Test	0	1	1
Contact Center	0	2	2
<b>24.09.19</b>	<b>2</b>	<b>0</b>	<b>2</b>
Contact Center	2	0	2
<b>24.09.20</b>	<b>0</b>	<b>4</b>	<b>4</b>
Training	0	4	4
<b>Grand Total</b>	<b>99</b>	<b>32</b>	<b>131</b>

► 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 was unavailable. CalSAWS Users were redirected to a read-only version of the CalSAWS application
  - On September 22, 2024, from 6:00 a.m. to 1:00 p.m., the CalSAWS application was unavailable for Users. CalSAWS Users were redirected to a read-only version of the CalSAWS application
- CalSAWS Training Production Environment Maintenance
  - On September 15, 2024, from 12:00 p.m. to 8:00 p.m. Users were 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 was unavailable for Apex, Enhanced Data Reporting (EDR), and Adhoc Reports Users
- BenefitsCal Maintenance/Limited Access:
  - On September 15, 2024, from 8:00 a.m. to 2:00 p.m., the BenefitsCal application was available for customer and Community Based Organization (CBO) Users for submitting applications, renewals, and SARs; however, transactions from BenefitsCal were queued and released for processing upon completion of CalSAWS maintenance activities. The following features were not available in BenefitsCal: Message Center (notices, messaging, actions, two-way messaging), appointments, verification of benefits (VOB), CBO account creation, case-link, communication preference updates, and support requests. E-applications submitted from BenefitsCal were routed to the office selected by the participant instead of the default county office
  - On September 22, 2024, from 6:00 a.m. to 1:00 p.m., the BenefitsCal application was available for customer and Community Based Organization (CBO) Users for submitting applications, renewals, and SARs; however, transactions from BenefitsCal were queued and released for processing upon completion of CalSAWS maintenance

activities. The following features were not available in BenefitsCal: Message Center (notices, messaging, actions, two-way messaging), appointments, verification of benefits (VOB), CBO account creation, case-link, communication preference updates, and support requests. E-applications submitted from BenefitsCal were routed to the office selected by the participant instead of the default county office

## 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
11.0	Remote Maintenance Operations Plan	Technical		<ul style="list-style-type: none"> <li>Plan under review in the Final Deliverable Closeout phase</li> </ul>
2.0	Capacity Management Plan	Technical		<ul style="list-style-type: none"> <li>Work Acceptance Certificate has been sent out for signature!</li> </ul>
3.0	Change Management Plan	Technical		<ul style="list-style-type: none"> <li>Work Acceptance Certificate has been sent out for signature!</li> </ul>
6.0	Network Management Plan	Technical		<ul style="list-style-type: none"> <li>Plan under review in the Final Deliverable Closeout phase</li> </ul>
7.0	Operations Management Plan	Technical		<ul style="list-style-type: none"> <li>Plan under review in the Final Deliverable Closeout phase</li> </ul>
8.0	Performance Management Plan	Technical		<ul style="list-style-type: none"> <li>Plan under review in the Final Deliverable Closeout phase</li> </ul>
9.0	Procurement and Assets Management Plan	Technical		<ul style="list-style-type: none"> <li>Work Acceptance Certificate has been sent out for signature!</li> </ul>
10.0	Project Office Plan	PMO		<ul style="list-style-type: none"> <li>Currently in the Final Deliverable Closeout phase, team is working to address final comments</li> </ul>
12.0	Security Management Plan	Security		<ul style="list-style-type: none"> <li>Plan under review in the Final Deliverable Closeout phase</li> </ul>
13.0	County Site Plan	Technical		<ul style="list-style-type: none"> <li>Plan under review in the Final Deliverable Closeout phase</li> </ul>



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DEL #	DELIVERABLE NAME	TEAM	STATUS [1]	STATUS
N/A	Project Control Document (PCD)	Technical		<ul style="list-style-type: none"> <li>PCD has been submitted for Consortium/Quality Assurance Final Deliverable Review</li> </ul>

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

## 2.2 Highlights from the Reporting Period

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

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

- ▶ Continued Project administration, office management support, and financial management tasks
- ▶ Continued CalSAWS Risks and Issues Management Group (RMG) activities, including:
  - Continued to work with risk and issue owners to monitor risks and update risk mitigation plans for CalSAWS Project risks and issues
  - Conducted Monthly Risks and Issues Management Group (RMG) meeting held on September 11, 2024
- ▶ Continue activities to support Project staff working remotely
  - Continued developing Project communications, as needed
  - Conducted monthly All Staff meeting held on September 11, 2024
- ▶ Participated in the Monthly Project Steering Committee (PSC) Meeting held on September 19, 2024
- ▶ Began preparing materials for the Monthly Joint Powers Authority (JPA) Meeting to be held on September 27, 2024
- ▶ Continued performing contract management activities:
  - Change Notice 35 (September JPA) is final. The package includes:
    - WAN Updates
    - SOW for New Production Monthly Second Cut Database Only Environment extension
    - Security and Upgrades SOW updates
    - County Purchase Orders
  - Change Notice 36 (October JPA) is in development and may include:
    - Premise Items
    - County Purchase Orders

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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	14%
Latest News – News	11%
Other Updates – System Updates	12%
Other Updates – Careers	10%
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 22, 2024

**Table 2.4-1 – CITs**

CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0141-24	Change in URLs for eGain and Calabrio	Informational	September 9, 2024	Yogesh Patel	Logan Pratt
0142-24	CalWORKs/CalFresh COLA FFY 2025 COLA Lists	Informational	September 10, 2024	Norma Meza, Sarah Rich, and Ignacio Lázaro	Laura Ould, and CalWORKs_Cal Fresh Committee Facilitator
0143-24	Scheduled Downtime	Informational	September 11,	Anand Kulkarni	Pete Quijada

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CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
	Notification – 9/27/2024		2024		
0144-24	Scheduled Downtime Notification – 9/29/2024	Informational	September 11, 2024	Anand Kulkarni	Pete Quijada
0145-24	CalSAWS Project Final County Reallocations SFY 2023-24 v6	Informational	September 11, 2024	Britt Carlsen	Tracy Berhel
0146-24	CalSAWS Training Manuals Updates	Informational	September 11, 2024	Ashley Arnold	Jayna Longstreet
0147-24	Scheduled Downtime Notification – 10/06/2024	Informational	September 16, 2024	Anand Kulkarni	Pete Quijada
0148-24	Add Journal Entry for Cases Affected by BenefitsCal Asset Issue	Informational	September 16, 2024	Cathy Vaisau	Dymas Pena

- The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending on September 22, 2024

**Table 2.4-2 – CRFIs**

CRFI ID	Subject	Distribution Date	Status	Response Due Date	CalSAWS Contact
24-028	Request for Counties to provide Geographical Data for Caseload Characteristics Dashboard	August 29, 2024	Open	September 27, 2024	Araceli Gallardo
24-029	Request for Counties to Identify Staff for BenefitsCal UCD Research-2024	September 16, 2024	Open	September 27, 2024	Carlos Zepeda

- The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending September 22, 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	1,239
Duplicate	20
In review	1
Withdrawn	53
Rejected	7
Pending clarification	2
Ready for review	2
<b>Total</b>	<b>1,342</b>

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

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

ID	Description	Status	Due Date	Response Received Date	Notes
SCERFRA 24-532	SCERFRA 24-532 - CalFresh Interview Study: Automated Randomization & Notice	Pending clarification	September 18 2024	No response	
SCERFRA 24-533	SCERFRA 24-533 - Revisions to CalFresh Forms and NOAs	Ready for review	September 20, 2024	No response	
SIRFRA 1381	SIRFRA 3981 - BenefitsCal/CalSAWS Application Asset Defect	Assigned	September 23, 2024	No response	
SCERFRA 24-534	SCERFRA 24-534 - Streamlining Application and RE Packet	Assigned	September 24, 2024	No response	
SIRFRA 3995	SIRFRA 3995 - Infant Supplement Data Pull Request	Assigned	September 27, 2024	No response	
SIRFRA 3996	SIRFRA 3996 - Expectant Parent Payment (EPP) Data	Assigned	September 27, 2024	No response	
SIRFRA 3994	SIRFRA 3994 - Synthesized Analytics	Pending clarification	September 27, 2024	No response	

## **2.6 Culture Transformation**

- ▶ Culture Ambassadors Network (CAN)
  - Activities
    - Wellness Wednesday – Art and Wellness (September)
    - Wellness Wednesday Pop-up workout events
    - Planning for October, Travel Wellness Wednesday
  - Upcoming activities and events
    - October – Travel Wellness
    - November – Thankful Thursdays
    - December – Wishful Wednesday
    - Best vacation 2024
    - Virtual Art Tour
- ▶ Project Activities
  - CalSAWS Buzz – November TBD

## **2.7 Inclusion, Diversity and Equity Advancement (IDEA)**

- ▶ Table Talks
  - Discussed next Table Talk to be “Reframing” tentatively scheduled for November 20, 2024 12:00 p.m. to 1:00 p.m.
  - Continued to explore topics
- ▶ Employee Resource Groups (ERGs)
  - Latinx ERG educational and networking event – scheduled for September 18, 2024 included a 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/Adjustment**

- ▶ 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

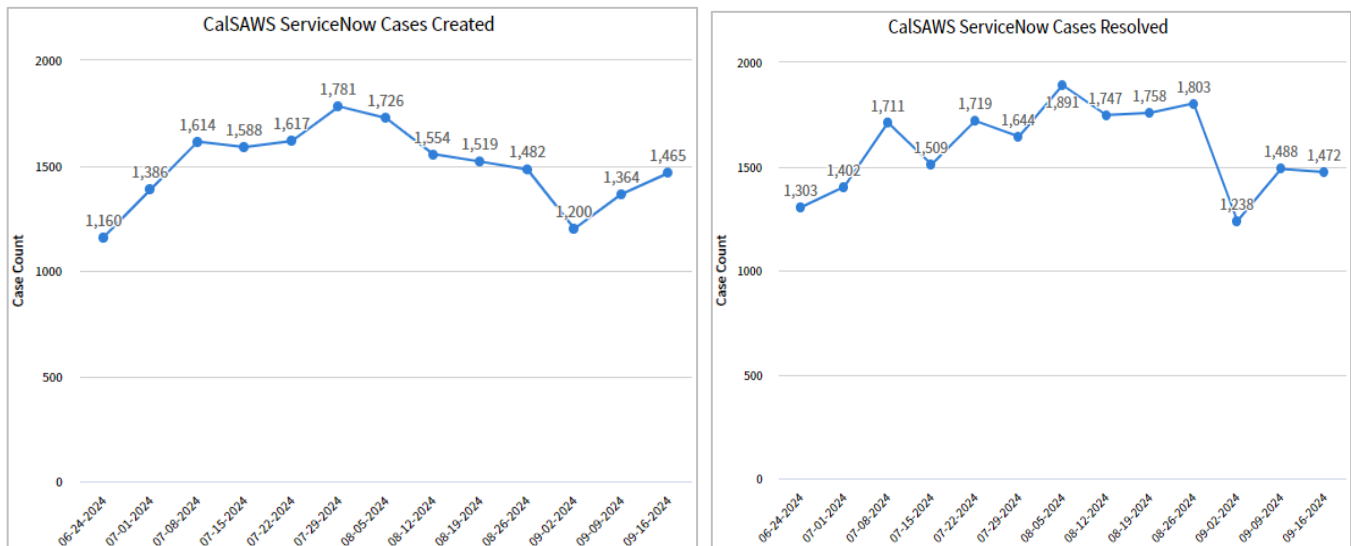
STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
3.1.2 CalSAWS Help Desk Diagnosis Metric	<ul style="list-style-type: none"> <li>The compliance for September (MTD) is 99.1%</li> </ul>

#### 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



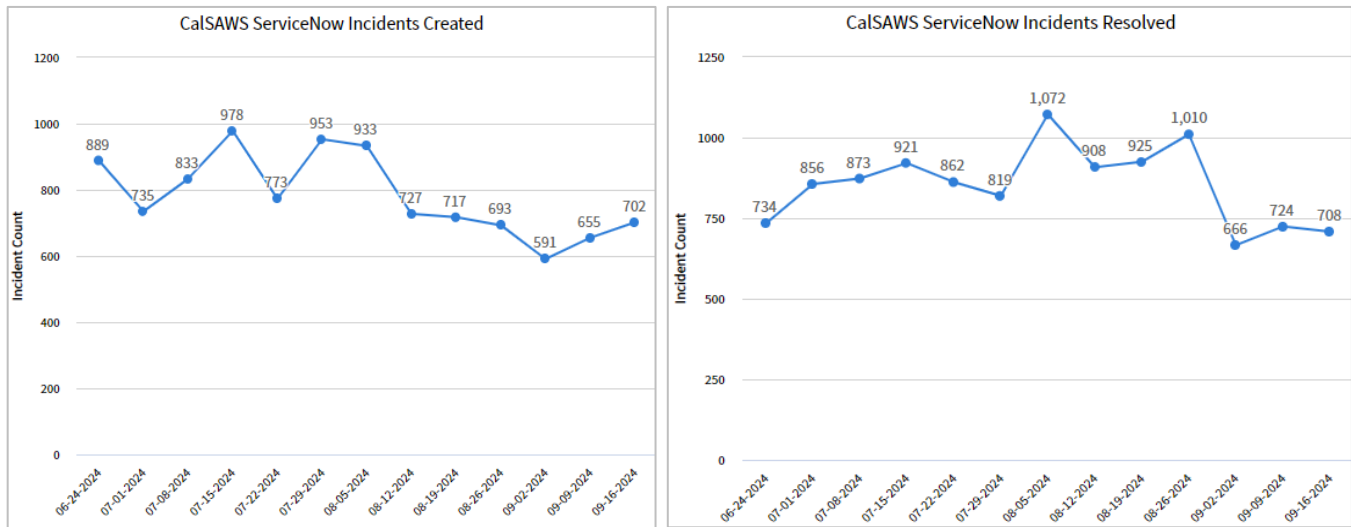
**Note:** The graphs represent the ServiceNow cases associated to all 58 Counties. Cases represent the first level of ticketing that enters the ServiceNow system. The dates in x-axis represent the start of a week but the data is inclusive of the entire week.

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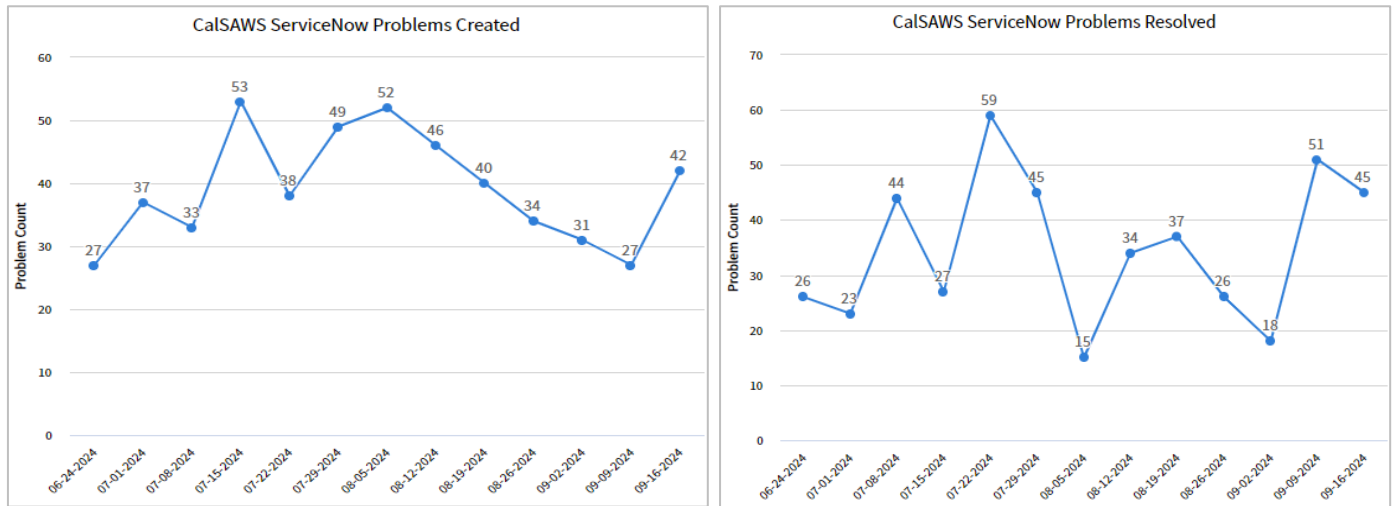
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**Figures 3.1.2-3 and 3.1.2-4 – CalSAWS ServiceNow Incidents**



**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	4	97	7	3	9	6	6	3	<b>135</b>
In progress	1	185	27	11	27	23	30	16	<b>320</b>
On hold	0	68	35	34	82	201	202	35	<b>657</b>
Resolved	1	258	311	369	301	136	103	4	<b>1,483</b>
Closed	14	3	3	35,190	76,578	15,031	10,223	3,277	<b>140,319</b>
Problem in diagnosis	0	2	1	0	0	0	1	1	<b>5</b>
<b>Total</b>	<b>20</b>	<b>613</b>	<b>384</b>	<b>35,607</b>	<b>76,997</b>	<b>15,397</b>	<b>10,565</b>	<b>3,336</b>	<b>142,919</b>

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



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

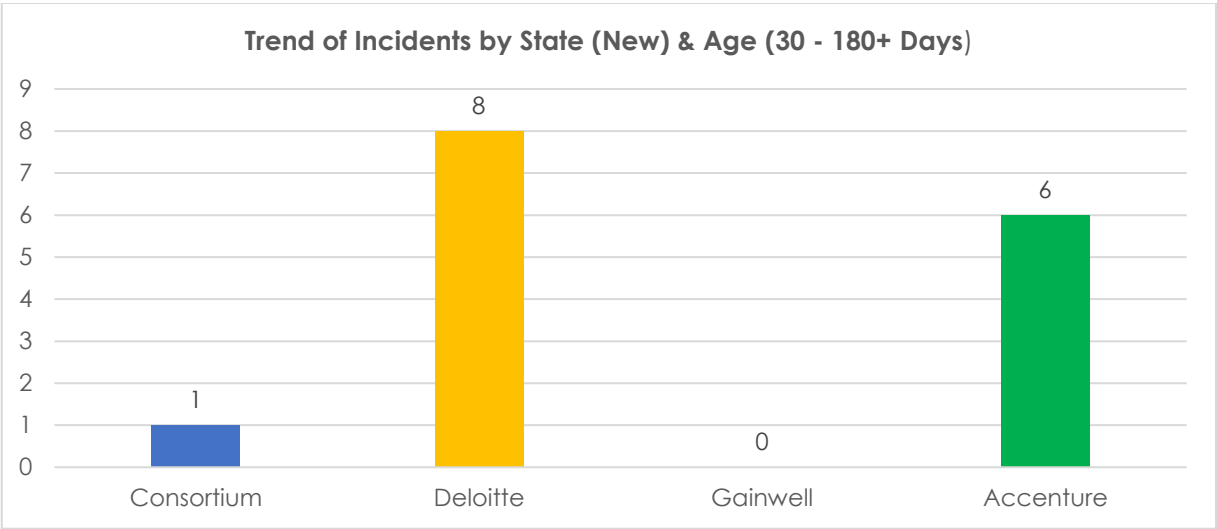
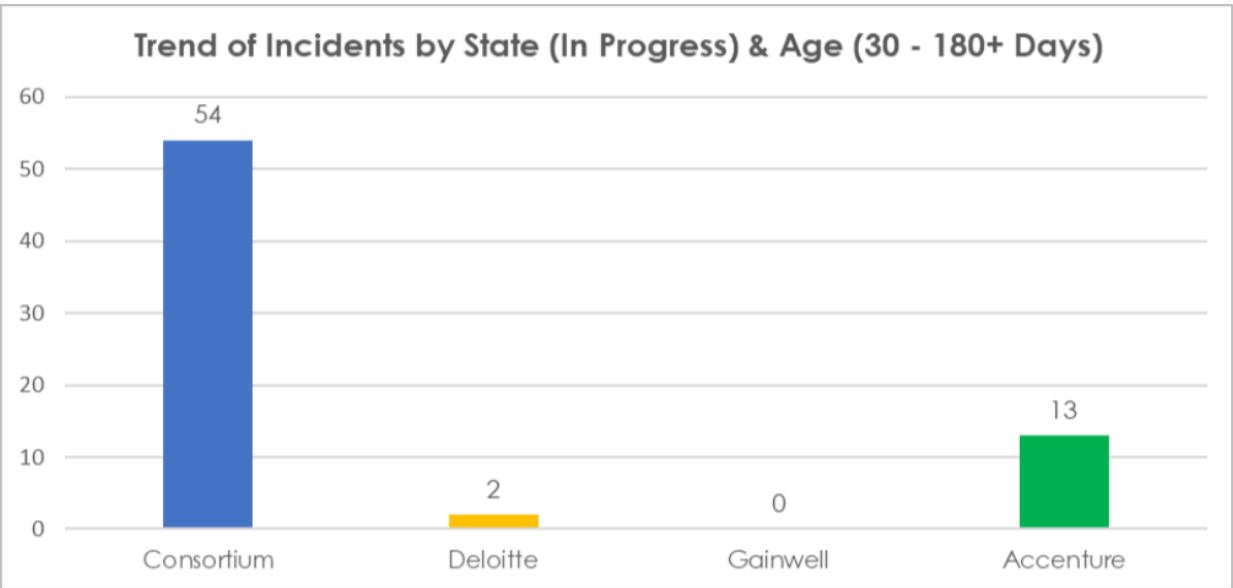


Table 3.1.2-9 – CalSAWS ServiceNow Incidents by State (New) and Category

Organization	Helpdesk Incidents	Infrastructure Incidents	Total Incidents
Consortium	1	0	1
Deloitte	8	0	8
Gainwell Technologies	0	0	0
Accenture	6	0	6
Total	15	0	15

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



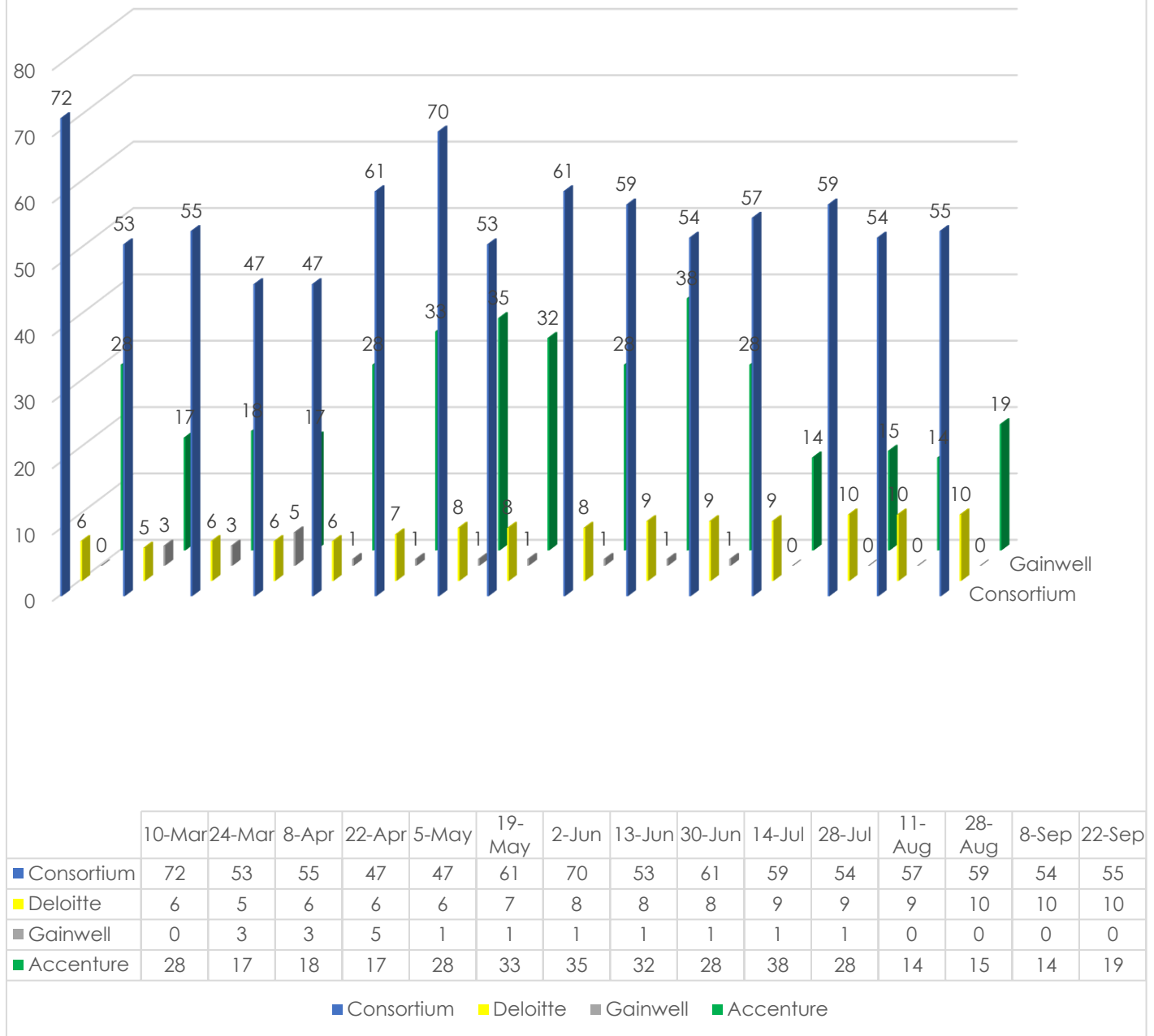
**Table 3.1.2-11 – CalSAWS ServiceNow Incidents by State (In progress) and Category**

Organization	Helpdesk Incidents	Infrastructure Incidents	Total
Consortium	54	0	<b>54</b>
Deloitte	2	0	<b>2</b>
Gainwell Technologies	0	0	<b>0</b>
Accenture	13	0	<b>13</b>
<b>Total</b>	<b>69</b>	<b>0</b>	<b>69</b>

- ▶ 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

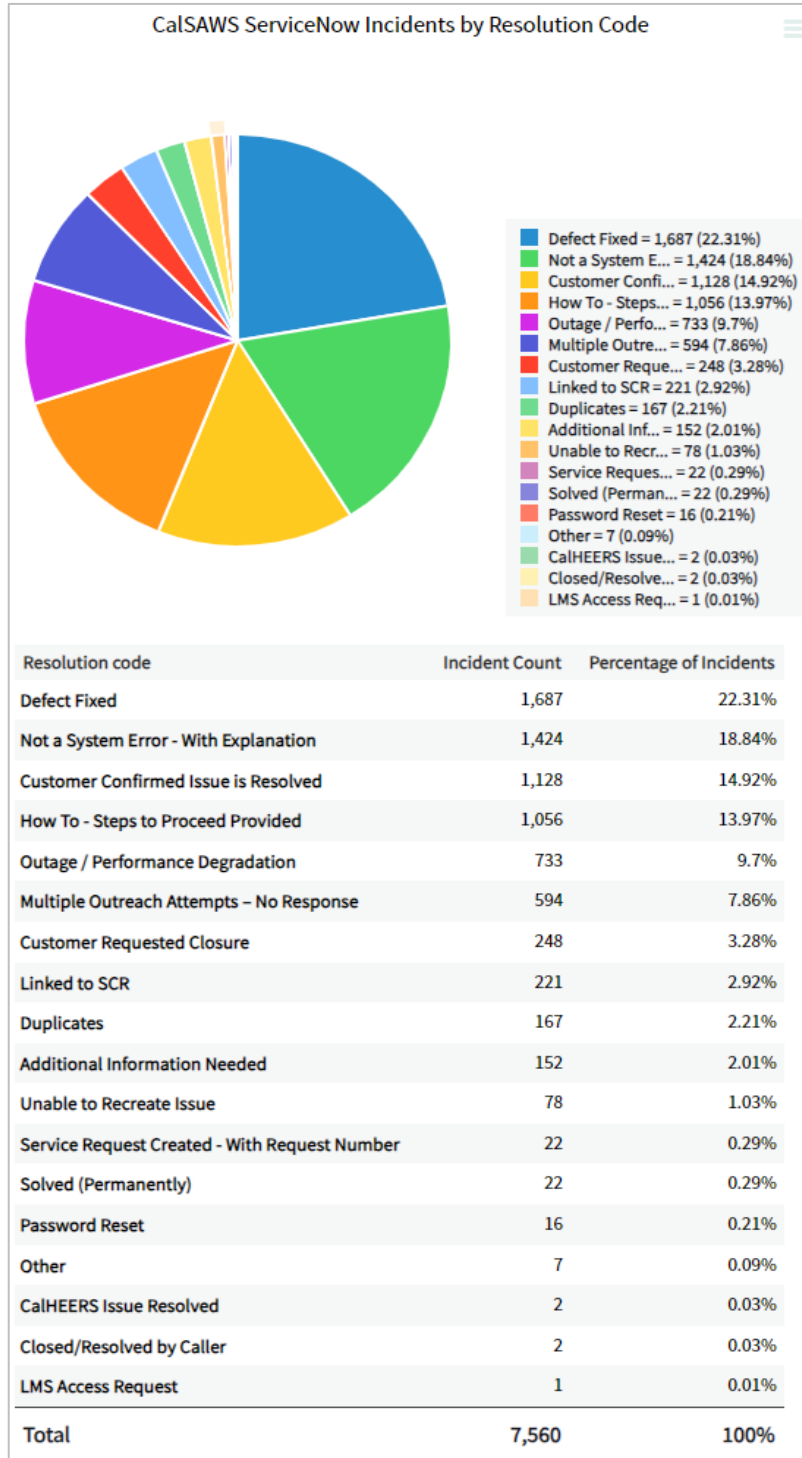
Table - 3.1.2-12 – Aging Incident Backlog

Trend of Aging Incidents Backlog (New & In Progress State for 30+ Days)



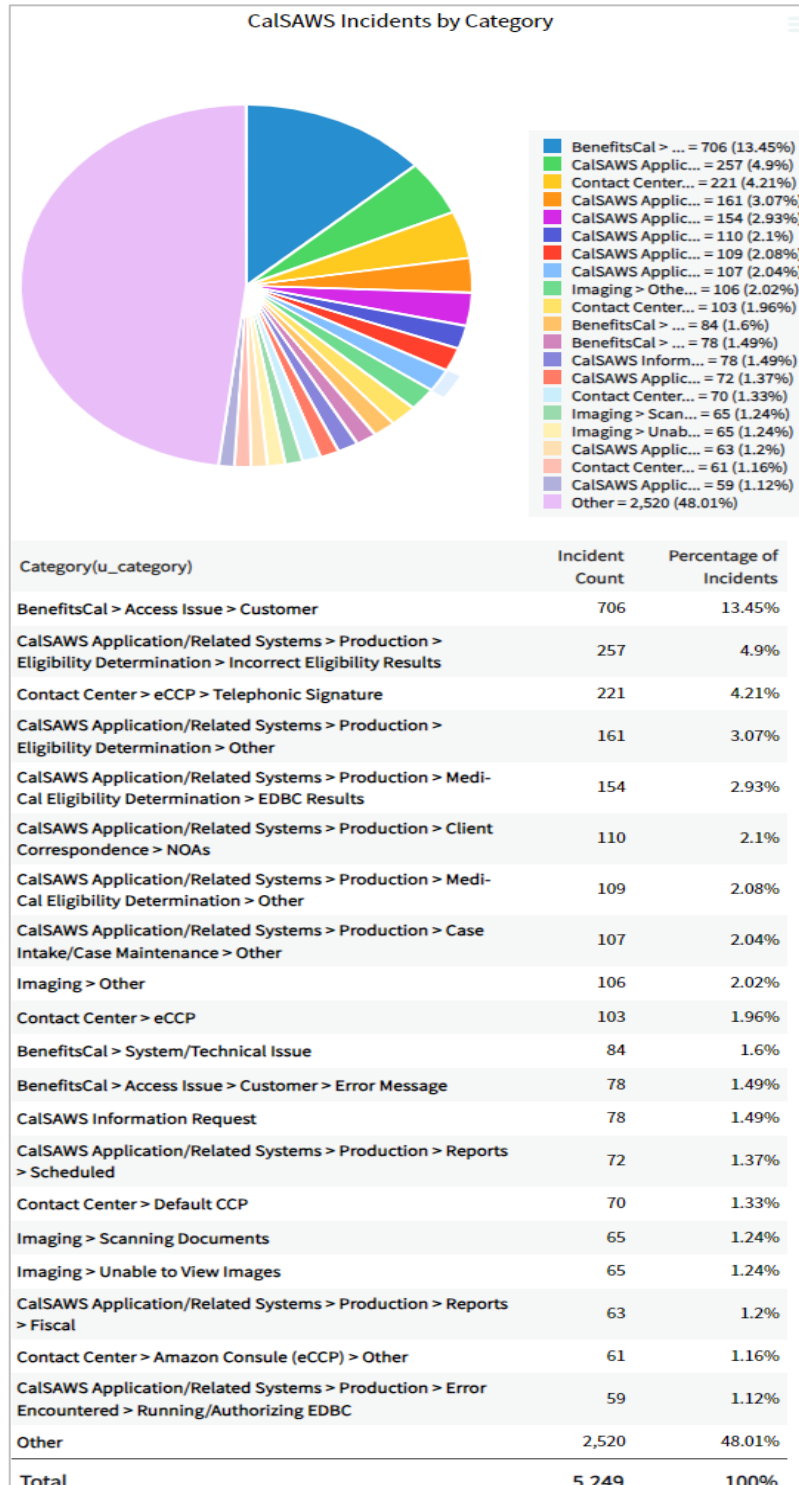
**Figure 3.1.2-13 – CalSAWS ServiceNow Incidents by Resolution Code**

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

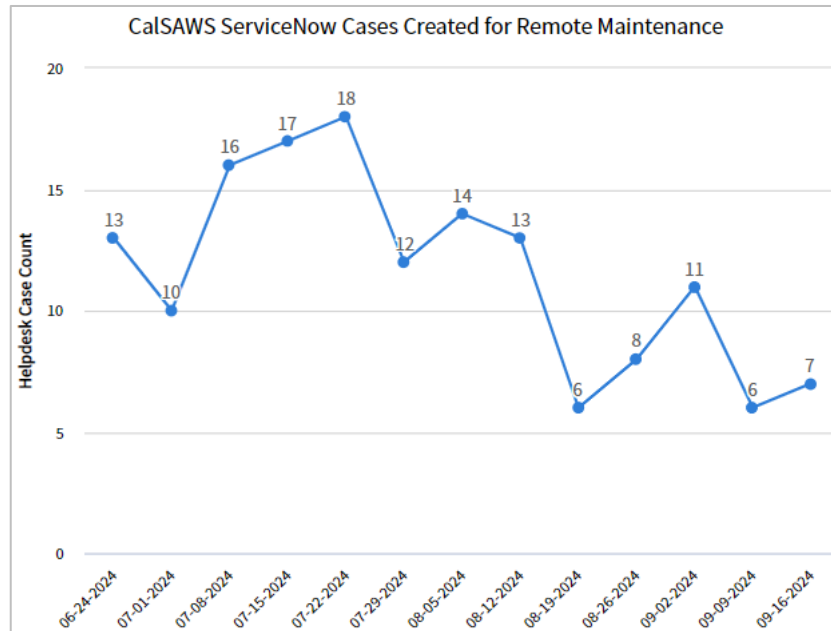


**Figure 3.1.2-14 – CalSAWS ServiceNow Incidents Created by Category**

**Note:** The pie chart below represents Incidents by Category created within the past two months. The 2,520 listed as **Other** are for selected categories that had less than 59 incidents. Please view the [CalSAWS Incidents by Category Breakdown](#) report to see a complete list of all categories selected for the 5,249 incidents

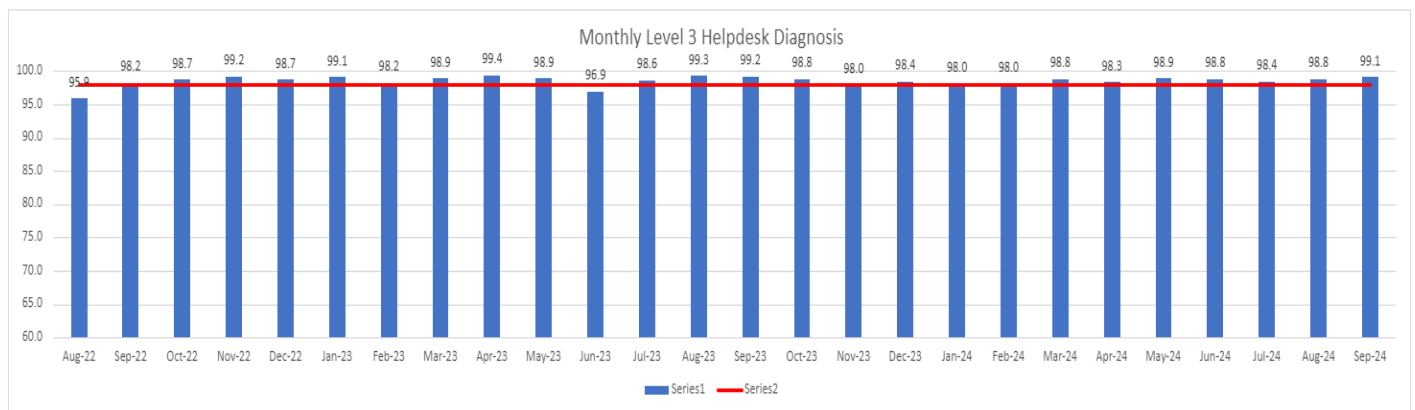


**Figure 3.1.2-15 – CalSAWS ServiceNow Cases Created for Remote Maintenance**



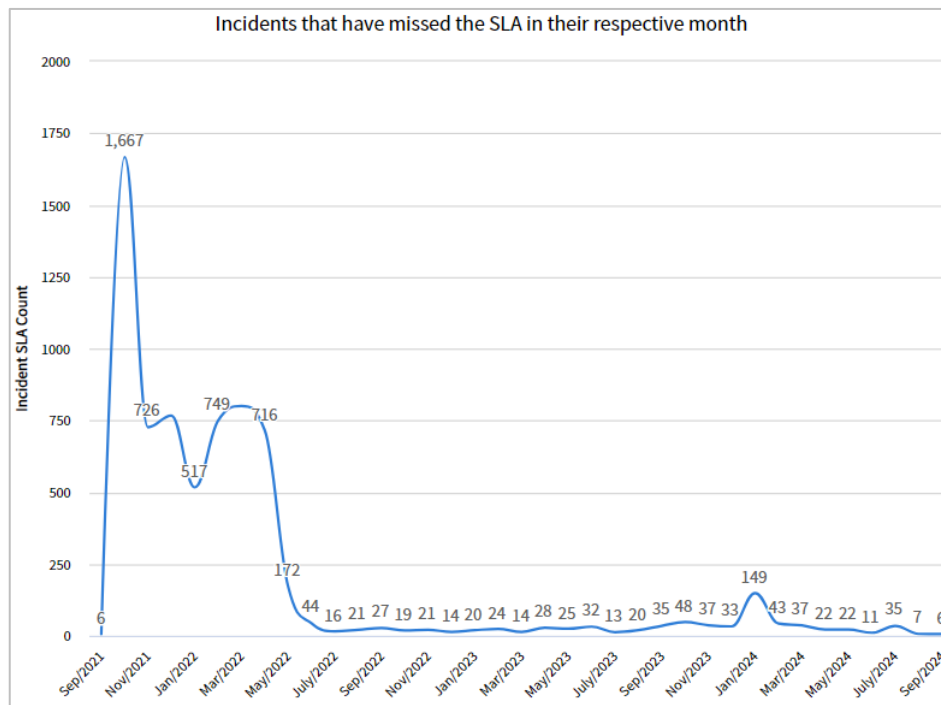
- The Monthly Level Three Helpdesk Diagnosis Service Level Agreement (SLA) graph below represents the Level three Helpdesk compliance metric for closed incidents. The compliance for September (MTD) is 99.1%

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



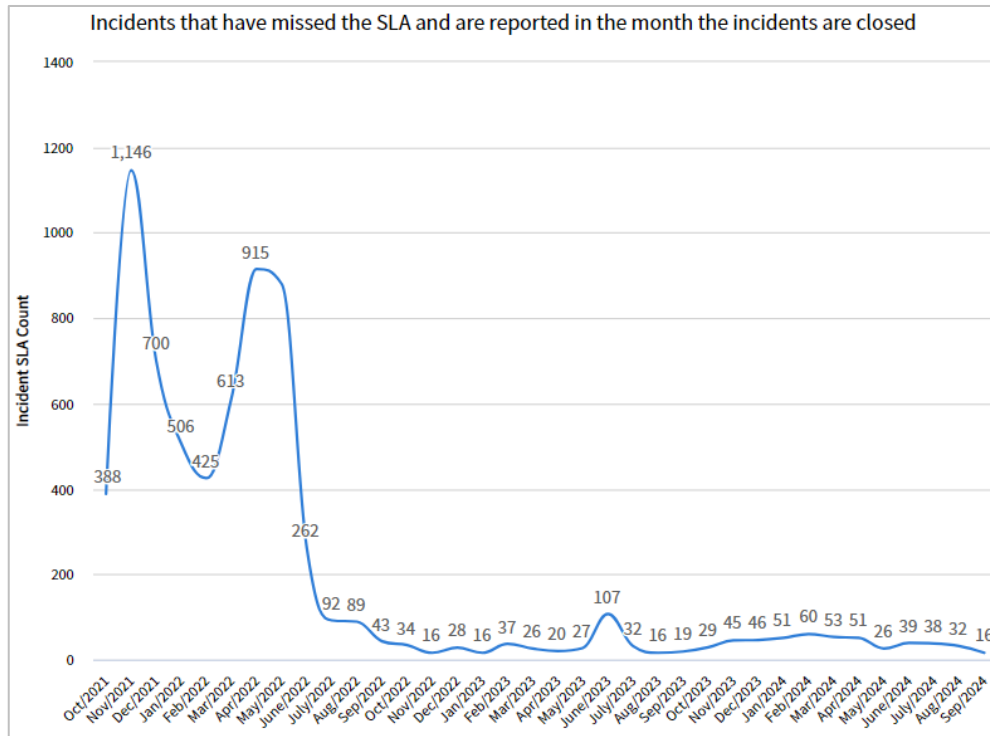
- The graph below represents the number of incidents that missed the Service Level Agreement (SLA) in each month. Six (6) incidents missed the SLA in September

**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. Sixteen (16) 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
- ▶ Threat and Vulnerability Mitigation
  - Continued remediation of vulnerabilities reported by Qualys and the Center for Internet Security (CIS) which has resulted in improved security posture
- ▶ New Wireless LAN controller (WLC) installation in Amazon Web Services (AWS)
  - WLC build completed at AWS
  - Piloting the new WLC is planned at CalSAWS Roseville Project Site
    - Currently testing connectivity with network services devices, Domain Name System (DNS) and Identity Services Engine (ISE)



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- o Updating Kern County Access Point configuration to direct traffic to new WLC
- ▶ County Site Migrations (County Purchase Orders (CPOs))
  - o San Joaquin County – Network model change from Managed to Point of Presence ("PoP")
    - Continued developing County Purchase documentation
  - o Kings County network model change from "Managed" to "Point of Presence" ("PoP")
    - County Purchase documentation with Kings County for approval
  - o Other County Purchases in development:
    - Mono County site decommission and network configuration update
    - Riverside County site decommission
- ▶ Implementation Advance Planning Document Update (IAPDU)
  - o Virtual Private Network (VPN) replacement (TLM -11 CA-274965) is discussed and agreed on the product and technology
    - Completed Posture profile, Security Profile
    - Validated basic connectivity using Global Protect.9, 2024
  - o Build of Virtual Network Lab-Sandbox01 (IM-41)
    - Continue to work with Cisco Technical Assistance Center (TAC) to troubleshoot build
  - o TPx Adtran Switch Replacement [CA-274977 TLM-07]
    - 113 of 140 of sites completed [80%]
  - o Vendor analysis in progress for CSAC-10 (New / Replace Virtual BigIP F5)
    - Received License and credentials
    - Build ec2 instances for Palo Alto Panorama and Virtual Firewall
  - o CA-274976 - TLM-06 [Major Upgrades – Network Operating System (O/S)]
    - Change requests created for county/Exchange/office device IOS upgrades
    - Successful migration of SV1 Cisco ASA firewall to Firepower Threat Defense (FTD) / Firewall Management Center (FMC)
    - Completed LA3 firewall002 to FTD/FMC migration
    - County device OS upgrade
      - 119 devices completed

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

Scheduled Date	Activity Description
September 26 – 27, 2024	Fresno GenAI Call Summary Summarization - Production Release 4 Deployment
September 29, 2024	ForgeRock Security Production Release 24.09.27 (Planned Change)
September 28 – 29, 2024	Monthly Production Database Linux Operating System (OS) Patching – September (Planned Change)
September 29, 2024	ForgeRock Security Disaster Recovery (DR) Production Release 24.09.29 (Planned Change)
September 29, 2024	Upgrade Confluent servers to java17 in coreapp-production (Planned Change)
September 29 – 30, 2024	Configuration of Web Application Firewall (WAF) and CloudFront for Production and Disaster Recovery (DR) in the coreapp-production (Planned Change)
September 29 – 30, 2024	Upgrade java on Informatica Identity Resolution (IIR) servers from java8 to java11 in coreapp-production (Planned Change)
September 29 – 30, 2024	Configuration of Web Application Firewall (WAF) and CloudFront for Production and Disaster Recovery (DR) in the childcare-production-backend Account (Planned Change)
September 29 – October 2, 2024	Cutover of County Preview (CT) environment from prod account to county account
October 6, 2024	Disaster Recovery (DR) test on October 6, 2024

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

Ticket ID	Description	Impact Date / Time	Impact	Resolution
None				

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

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

### 3.2.3 CalSAWS Production Planned Outages Calendar

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

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

CalSAWS and BenefitsCal Production Planned Maintenance																
Legend																
Unavailable																
Reduced Availability																
Available																
Activity Description	Start Date	Start Time	End Date	End Time	CalSAWS Core	BenefitsCal	Imaging	Contact Center	ADHOC / APEX	ForgeRock	CalHeers	OCAT	Central Print	Training Production	Communication Method	Communication Sent Date
BenefitsCal Release 24.09.26	09/26/24	8:00 PM	09/26/24	9:30 PM											Broadcast Email	TBA
ForgeRock Maintenance	09/27/24	10:00 PM	09/28/24	2:00 AM											CIT 0143-24	9/11/2024
															Broadcast Email	9/16/2024
Production Maintenance	09/29/24	2:00 PM	09/29/24	6:30 PM											CIT 0144-24	9/11/2024
															Broadcast Email	9/16/2024
CalSAWS Adhoc Reporting Database Maintenance	09/29/24	12:00 PM	09/29/24	4:00 PM											CIT 0144-24	9/11/2024
															Broadcast Email	9/16/2024
Production Maintenance	10/06/24	6:00 AM	10/06/24	10:00 PM											CIT 0147-24	9/16/2024
															Broadcast Email	TBA
Production Maintenance	10/20/24	2:00 PM	10/20/24	6:30 PM											CIT	
															Broadcast Email	
CalSAWS Adhoc Reporting Database Maintenance	10/20/24	12:00 PM	10/20/24	4:00 PM											CIT	
															Broadcast Email	
ForgeRock Maintenance	10/25/24	10:00 PM	10/26/24	1:00 AM											CIT	
															Broadcast Email	
BenefitsCal Release 24.10.31	10/31/24	8:00 PM	10/31/24	9:30 PM											Broadcast Email	
BenefitsCal Release 24.11.20	11/20/24	8:00 PM	11/20/24	9:30 PM											Broadcast Email	
CalSAWS Release 24.11	11/24/24	6:00 AM	11/24/24	1:00 PM											CIT	
															Broadcast Email	
ForgeRock Maintenance	12/06/24	10:00 PM	12/07/24	1:00 AM											CIT	
															Broadcast Email	
Production Maintenance	12/08/24	2:00 PM	12/08/24	6:30 PM											CIT	
															Broadcast Email	
CalSAWS Adhoc Reporting Database Maintenance	12/08/24	12:00 PM	12/08/24	4:00 PM											CIT	
															Broadcast Email	
Production Maintenance	12/15/24	8:00 AM	12/15/24	2:00 PM											CIT	
															Broadcast Email	
CalSAWS Adhoc Reporting Database Maintenance	12/15/24	2:00 PM	12/15/24	6:00 PM											CIT	
															Broadcast Email	
BenefitsCal Release 24.12.19	12/19/24	8:00 PM	12/19/24	9:30 PM											Broadcast Email	

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Legend		CalSAWS and BenefitsCal Production Planned Maintenance															
Unavailable		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
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
CalSAWS Release 25.01		01/26/25	6:00 AM	01/26/25	1:00 PM											CIT	
																Broadcast Email	
BenefitsCal Release 25.01.30		01/30/25	8:00 PM	01/30/25	9:30 PM											Broadcast Email	

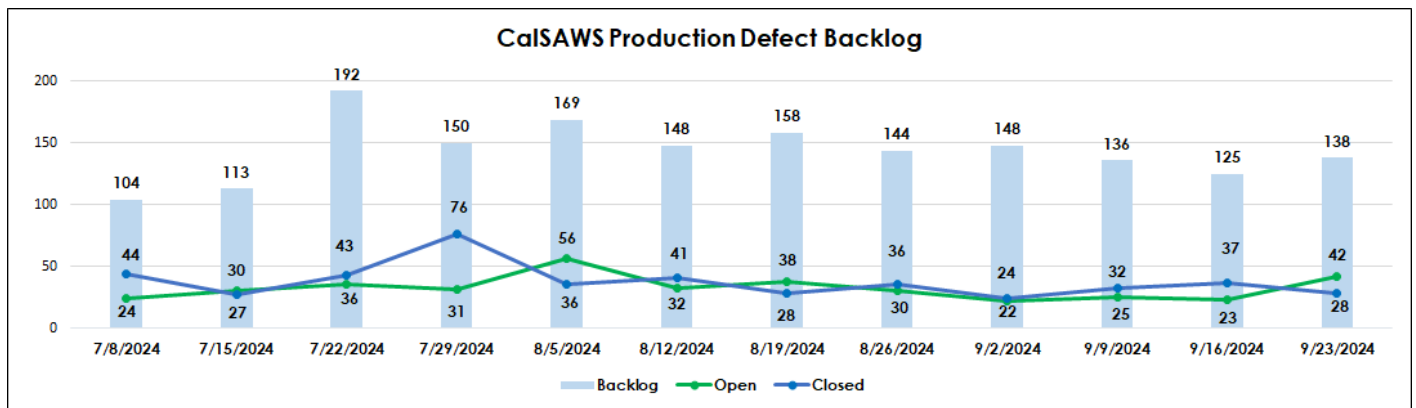
### Notes:

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

#### 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

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**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	25.01	25.02	TBD	
<b>2-Normal/Medium</b>	<b>33</b>	<b>8</b>	<b>12</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>54</b>
New	0	0	3	0	0	1	4
In progress	0	4	9	0	0	0	13
Closed	33	4	0	0	0	0	37
<b>3-Normal/Low</b>	<b>189</b>	<b>107</b>	<b>54</b>	<b>1</b>	<b>1</b>	<b>22</b>	<b>374</b>
New	0	13	5	0	00	13	31
In progress	2	25	49	1	1	9	87
Closed	187	69	0	0	0	0	256
<b>4-Cosmetic</b>	<b>5</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>9</b>
In progress	0	1	2	0	0	0	3
Closed	5	1	0	0	0	0	6
<b>Grand Total</b>	<b>227</b>	<b>117</b>	<b>68</b>	<b>1</b>	<b>1</b>	<b>23</b>	<b>437</b>

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

### 3.4 Production Operations

#### 3.4.1 Release Communications

- CalSAWS Release 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 (\$)	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
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

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TASK	DATE (S)	OWNER
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

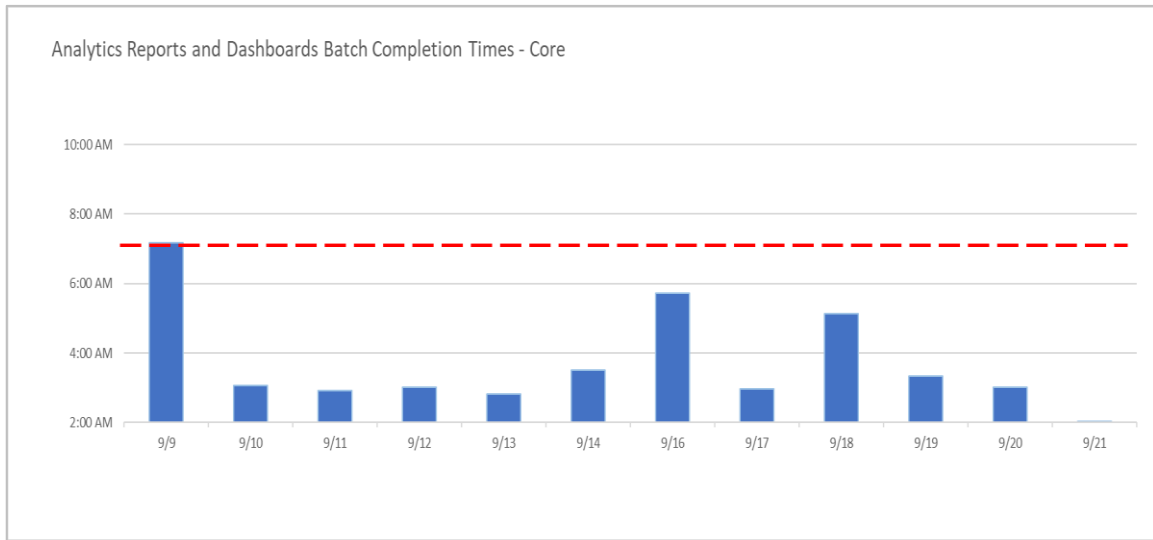
### 3.4.2 Root Cause Analysis (RCA)

- o No Root Cause Analysis (RCAs) for this reporting period

### 3.4.3 Batch Operations

- ▶ Supported execution of batch scheduler change requests (BSCRs) for the 24.09 Release
- ▶ Completed execution of the quarterly Medi-Cal Eligibility Data System (MEDS) reconciliation process for the former CalWIN Counties
- ▶ Continued to live-support batch monitoring and work directly with Counties on file submission and transfers
- ▶ Continued Batch Weekly Roundup session with Quality Assurance (QA) and Consortium team members
- ▶ Continued to review and utilize the Batch Operations dashboards for generation of the daily Batch Summary emails
- ▶ Supported nightly batch operations and coordinated with the Application Development, Database Administration (DBA), and Technical Teams to resolve issues and performance tune Batch jobs
- ▶ Supported execution of cyclic/high frequency/event streaming jobs
- ▶ Implemented and validated Production Batch System Change Requests (BSCRs)
- ▶ Updated Batch scheduler to include additional core/core-off prime/non-core categorization

**Figure 3.4.3-1 - Analytics Reports and Dashboards – Monday – Saturday Nightly Batch Runs for the Status Reporting Period**



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

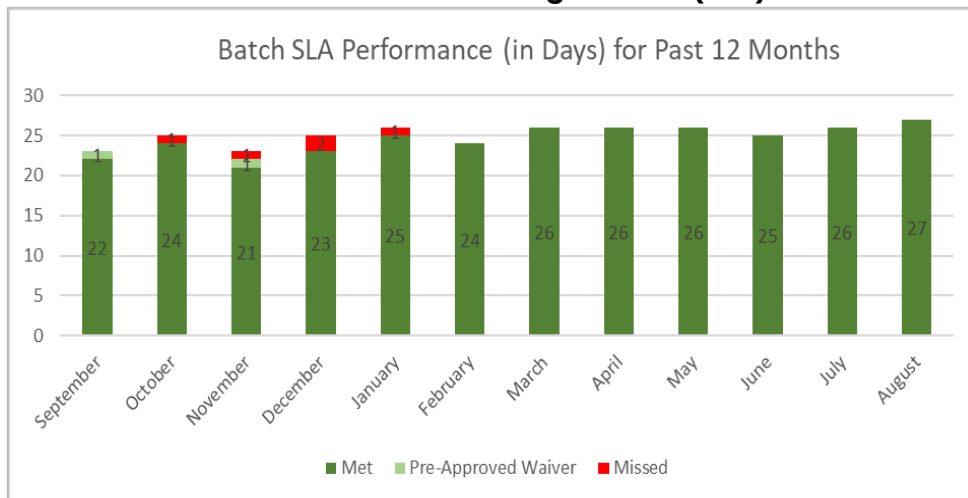
Batch Date	Issue	Communication	Status	Resolution
N/A	All analytics jobs competed before 7:00 a.m. daily during the reporting period			

### 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**



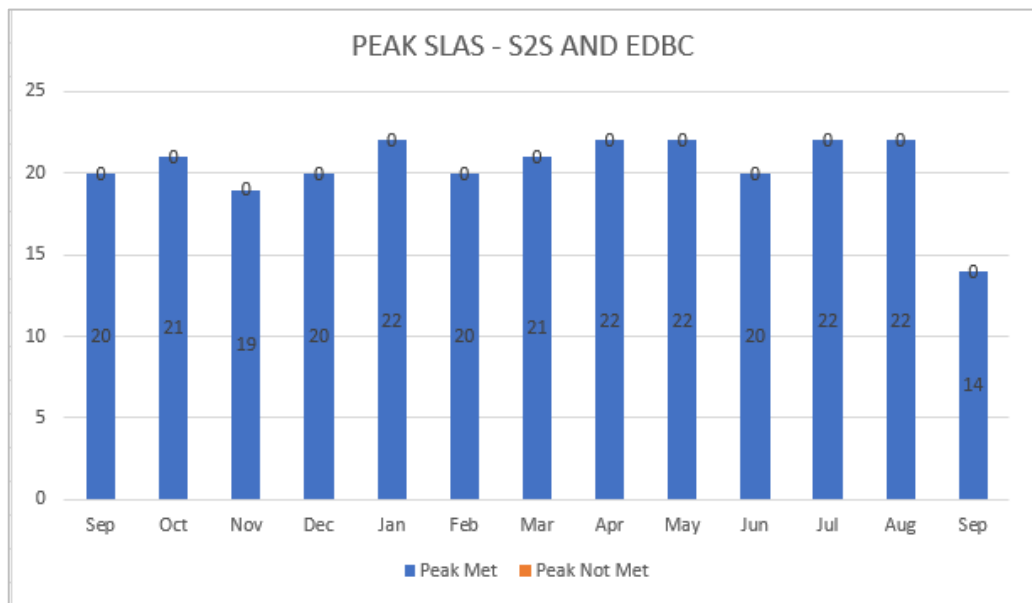
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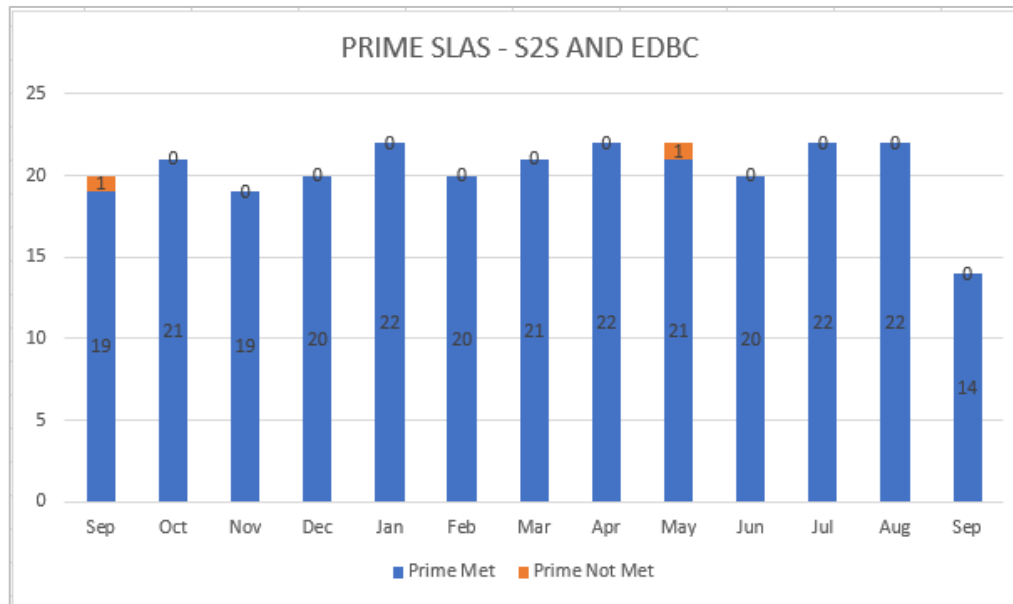
- ▶ Imaging
  - None for the reporting period
- ▶ Contact Center
  - None for the reporting period
- ▶ ForgeRock
  - None for the reporting period
- ▶ Core Online
  - Online Service Level Agreement (SLA) Performance. Peak SLAs for screen to screen and Eligibility Determination Benefit Calculation (EDBC) 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)**



## 3.5 ForgeRock

### 3.5.1 Highlights

- ▶ Pending design approval from BenefitsCal for Multi Factor Authentication (MFA) Enhancements to Login MFA Process in BenefitsCal application to allow a change in MFA preference
- ▶ ForgeRock team has participated in discussion with BenefitsCal and Consortium Security teams for design review and approval
- ▶ ForgeRock team has deployed Password Management to Assembly Test environment for further testing. The implementation details and design were shared with BenefitsCal team. Pending approval from BenefitsCal team to deploy to Development environment
- ▶ Continue monitoring of health of Production. No issues indicated since deploying changes to Production in August and moving back to the primary region
- ▶ Completed the account comparison for Training Staging environment cutover (CA-274944) for September 27, 2024, and presented to Consortium Training team
- ▶ Met with Consortium Helpdesk and Quality Assurance teams for the Bi-weekly Operations sync to provide status for last two weeks accomplishments
- ▶ Sync with vendor on open defect for ServiceNow integration. Further investigation as to why "user type" is not available to be added
- ▶ ForgeRock Evolution (Hydra) team has deployed ForgeRock Sandbox environment in collaboration with the IAC (Infrastructure as a Code) team
- ▶ Deployed new AMI to the Assembly Testing, Staging, and Development environment in preparation for upcoming Production deployment (September 27, 2024)
- ▶ Reviewed issues identified in Snyk tool internally and next steps will be taken to provide further details on which issues will be accepted or declined

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- ▶ Reviewing issues identified in BenefitsCal third party scan tool. Further updates to come
- ▶ Continue to support eGain and Calabrio SAML integration – ECR pending to create the Generic account per request from Contact Center team

**Table 3.5.1-1 – ForgeRock Milestones**

<b>MILESTONES</b>	<b>PRODUCTION DEPLOYMENT DATE</b>	<b>STATUS</b>
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

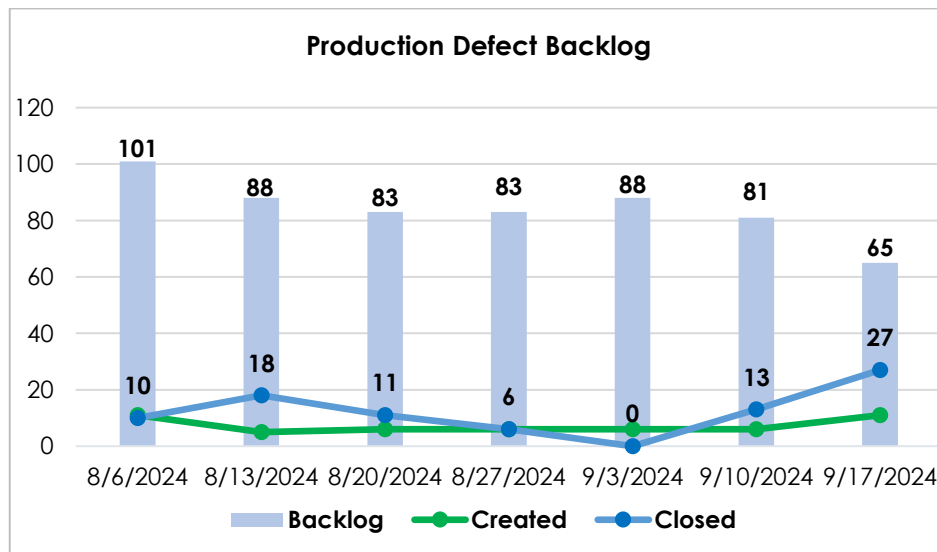
### 3.6 Imaging

- ▶ Completed Defects
  - CA-281930 - CA-275752 | External Agency - Routing c19 document out of Barcode Verification (BV) is sending document to Other County Barcode
- ▶ Completed System Change Requests (SCRs)
  - CA-275752 - Enable additional fields in Barcode Verification and Exception

### 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 22 defects targeted to be resolved with the October 10, 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-275816	Santa Cruz County - Update EGain custom attributes	24.09.16	In Production
SCR	CA-245360	Telephonic Signature Update Rights and Responsibilities for Medi-Cal	24.09.12	In Production
SCR	CA-280336	Santa Clara County 2 New Contact Center Phone Numbers and 2 New Queues	24.09.10	In Production
SCR	CA-279867	Santa Clara County Add phone number for TS queue	24.09.10	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 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-270154	Outbound IVR: Add new calling campaign for AB 79 Personal Contact	24.10.10	In Development
SCR	CA-252858	Add Live Monitoring and Change Agent Status to the Supervisor panel in eCCP	24.10.xx	Test Complete
SCR	CA-260329	Telephonic Signature - Add Outbound Call Option on Electronic Signature Page	24.10.xx	Committee Review
SCR	CA-280062	ForgeRock Session Management for Contact Center eCCP	24.11.14	Approved
SCR	CA-270820	Update and Add Contact Center Security in CalSAWS	24.12.xx	Design in Progress
SCR	CA-270574	Replace two-digit Language Code with Language Name	25.01.xx	New
SCR	CA-260730	Contact Center eCCP - Admin Page Enable Courtesy Call Back Configuration by Queue	25.01.xx	New
SCR	CA-270818	Add a Static Dial Pad on eCCP	25.02.xx	New
SCR	CA-270833	Update the IVR Call Flow to Spell Out BenefitsCal	25.04.xx	New

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TYPE	JIRA ID	Enhancements	Deployment Date	Status
SCR	CA-245926	Add Field in ECCP for Customer Info that Initiates a Batch to Send E Notices to Customer	25.04.xx	New
SCR	CA-269867	Update Journal Entries for Telephonic Signatures to List All Forms	25.05.xx	Approved
SCR	CA-250838	Outbound Call Campaign: Create Call Result Record for Each Attempt	25.05.xx	New
SCR	CA-265391	Modify eCCP Security rights	25.xx.xx	Design in Progress

### 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
  - No updates for the reporting period
- ▶ Santa Cruz County
  - No updates for the reporting period
- ▶ 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
  - 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

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- ▶ 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
  - 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 available
  - Met with County on September 17, 2024. County is still working on connecting the kiosk to communications network
- ▶ Tehama County
  - No updates for the reporting period
- ▶ 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

- o Final kiosks at the Shafter location have been deployed
- ▶ Kings County
  - o No updates for the reporting period
- ▶ Madera County
  - o No updates for the reporting period
- ▶ Mariposa County
  - o No updates for the reporting period
- ▶ Merced County
  - o No updates for the reporting period
- ▶ San Joaquin County
  - o No updates for the reporting period
- ▶ San Luis Obispo County
  - o No updates for the reporting period
- ▶ Stanislaus County
  - o No updates for the reporting period
- ▶ Tulare County
  - o 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
  - o No updates for the reporting period
- ▶ Orange County
  - o No updates for the reporting period
- ▶ Riverside County
  - o No updates for the reporting period
- ▶ Santa Barbara County
  - o No updates for the reporting period
- ▶ San Bernardino County
  - o No updates for the reporting period
- ▶ San Diego County
  - o No updates for the reporting period
- ▶ Ventura County
  - o No updates for the reporting period

### **3.8.6 Region 6 County**

- ▶ Los Angeles County
  - o 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



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- ▶ Began Preliminary testing on the week of August 12, 2024
- ▶ Began build out of new Application Programming Interface (API)
- ▶ Partner with the Consortium Lobby team and the Lobby committee to finalize details

### 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
  - EBT – Electronic Benefit Transaction
  - ESAP – Elderly Simplified Application Process
  - E&T – Employment and Training
  - FC – Foster Care
  - OIG – Office of the Inspector General
  - SIRFRA – SAWS Information Request for Research and Analysis
  - USDA – United States Department of Agriculture
  - WTW – Welfare to Work
- ▶ Completed Work:
  - CIDR 9038 – CalFresh Restaurant Meals Program Eligibility
  - CIDR 9039 – CalWORKs Home Visiting Program (HVP)
  - CIDR 9040 – CAPI Recipients Living with Someone Who Receives CFAP
  - CIDR 9041 – CalFresh Benefit Replacement
  - CIDR 9042 – Summer EBT
  - CIDR 9043 – CalFresh Population Information Request
- ▶ Continued Work:
  - CIDR 9037 - Medi-Cal Client Detail Snapshot November 2023 to July 2024
  - SIRFRA 3990 – CalFresh Work Registrants
  - CDSS SAWS+ Implementation
- ▶ Started Work:
  - CIDR – 9044 EBT Theft Data for USDA OIG Investigation
  - CIDR – 9045 Auto/Mass Replacement Waiver Data Request – September 2024

#### 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:
  - 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

- o SIRFRA 1388 – Monthly Failure to Complete Data August 2024
- ▶ Continued Work:
  - o SIRFRA 1385 – End of CCR Renewal Data Request October 2024
- ▶ Started Work:
  - o SIRFRA 1380 – MEDS Alert Monitoring September 2024
  - o SIRFRA 1386 – Renewal and Demographics Data Request September 2024
  - o SIRFRA 1387 – Total Number of Applications Pending and Total Number of REs Pending September 2024
  - o SIRFRA 1388 – Monthly Failure to Complete Data September 2024

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

- ▶ Completed validation for CHG0050036. No issues observed
- ▶ Completed validation for CHG0049598 Proof of Concept for Alpha Windows Servers (non-production). No issues observed
- ▶ Sent emails to asset owners (Linux Team, Windows Teams) to get schedules for on demand scans and the next servers to enable on demand scans
- ▶ Final review process for Operational Working Document (OWD) process underway for Qualys Endpoint Detection and Response OWD
- ▶ First draft for CalSAWS Informational Transmittals (CIT) regarding quarantine to raise user awareness is in progress and will be sent out for review by end of week
- ▶ Continue to fine tune File Integrity Monitor (FIM) alerts on servers to eliminate False Positive noise. Weekly working session call scheduled to track
- ▶ Continue to configure anti-malware profiles to eliminate False Positive noise
- ▶ Continue to work with Tech Support, asset owners and Qualys Support to fine tune configuration profiles to allow the highest productivity of assets
- ▶ 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. RITM0071036 opened to track
- ▶ Continuing to implement Security Assertion Markup Language Single Sign-On (SAML SSO) for Qualys in progress. CHG0050056

### **3.9.4 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)**

- ▶ Successfully deployed virtual Palo Alto firewalls and Panorama in the West region
- ▶ Partner communications released to the FIS-EBT, CalHEERS, and BenefitsCal partners and currently coordinating with partners

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

- ▶ Completed deployment in Child Care Portal Sandbox and Development Accounts
- ▶ System Testing is in progress
- ▶ Created Change Request (CR) for upcoming Change Advisory Board (CAB) for Production deployment on September 29, 2024
- ▶ Created WAF Rollout plan with Fortinet rulesets

### **3.9.6 Enhanced E-mail Message Examination (CSAC-26)**

- ▶ Attack simulation
  - Findings Documentation
  - Finetuning Policies
  - Deployed to test August 26, 2024, September 2, 2024, and September 9, 2024
- ▶ Security Impact Assessment (SIA) review was approved
- ▶ Scheduled meeting on September 13, 2024 to show the end of pilot
- ▶ Draft the end user documentation/communication
- ▶ Scheduled meeting on September 18, 2024 with Consortium and Security team to provide update
- ▶ Completed End User communication drafts
- ▶ Submitted Change request CHG0050589 on September 19, 2024
  - Target implementation on September 25, 2024

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

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

### **3.9.8 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

### **3.9.9 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
    - Snyc product training – In progress
  - Phase 6: Rolling out to the prevention stage
  - Phase 6 Sub-tasks:
    - Enable JIRA integrations – Completed
    - Tool cut over - Snyc for SAST scan – 24.11 release – In progress

- ▶ Dynamic Application Security Testing (DAST) and Interactive Application Security Testing (IAST)
  - Onboarding all applications into Invicti DAST – In progress
  - Onboarding all applications into Invicti API Testing – In progress

#### **3.9.10 CSAC-46 Strong Authentication for internal Application Programming Interfaces (APIs)**

- ▶ Completed boiler plate client code that can be used to as a template to upgrade other clients
- ▶ Continue testing of the internal API gateways and fix the issues identified
- ▶ Scheduled a Kickoff meeting with other teams on September 24, 2024

#### **3.9.11 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

#### **3.9.12 Purview with Data Loss Prevention (DLP) (DMDP-21)**

- ▶ Resolved DLP technical issue
- ▶ Provided Purview Program announcement during the CalSAWS All-Staff meeting on September 11, 2024
- ▶ Sent Purview Program announcement email on September 13, 2024
- ▶ Created Purview Onboarding Microsoft Teams
- ▶ Purview FAQs approved and uploaded to Microsoft Teams site
- ▶ Purview Classification Flyer approved and uploaded to Microsoft Teams site
- ▶ Training and Adoption Plan (MPIP and DLP only) in Consortium review
- ▶ Understand Sensitivity Labeling Training Artifact drafted and in Accenture review
- ▶ Purview Communication Materials (MPIP & DLP only) sent to Consortium
- ▶ Continued working on DLM design, had internal review with Accenture team
- ▶ Draft How to Manage Labels adoption artifact
- ▶ Draft MPIP and DLP Pilot survey
- ▶ Change Order CHG0050284 was approved September 12-20, 2024
  - Intune policy has been created
  - Test labels and policies have been created

#### **3.9.13 Amazon Web Services (AWS) Macie (DMDP-23)**

- ▶ Team has confirmed with AWS that Macie will not support the Allow lists at the scale required. This will prevent Macie from being able to differentiate masked from unmasked data. Discussions on next steps in progress

#### **3.9.14 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

**3.9.15 Network Test labels and polices 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)

**3.9.16 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 – In progress, 95% ETA 9/29
- ▶ Milestone 4 – Production, DR and PRT – November 30, 2024 – In progress
- ▶ Milestone 5 – Validations – February 25, 2025
- ▶ Milestone 6 – Production environment cutover – March 20, 2025
- ▶ Milestone 7 – Decommissioning old production environments – May 20, 2025

**3.9.17 Office 365 Services Backup Solution (ISA-21)**

- ▶ Moved to maintenance and operations

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

- ▶ Moved to maintenance and operations

**3.9.19 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
- ▶ System Testing is scheduled to begin September 30, 2024
- ▶ Qlik and NPrinting upgrades are targeted to begin in October 2024

**3.9.20 Network Operating System (OS) Upgrade (TLM-06)**

- ▶ Completed Region one and Region two IOS upgrades successfully
  - 109 county network devices successfully upgraded
- ▶ Successful migration of SV1Cisco ASA firewall to Firepower Threat Defense (FTD) / Firewall Management Center (FMC)

**3.9.21 Network Replace TPX Adtran Switches (TLM-07)**

- ▶ Total sites completed 113/140
  - Wave three upgrades are currently at 72% for completion
  - Wave two upgrades are currently at 70% for completion
  - Wave one upgrades are currently at 98% for completion

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

- ▶ Completed IPSec tunnel from AWS and Exchange to Prisma cloud connectivity
- ▶ Completed Posture profile, Security Profile
- ▶ Validated basic connectivity using Global Protect

### **3.9.23 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-premises Linux boxes in Development, working with Network team and Gainwell on connection between Linux boxes and ServiceNow MID Server
  - Validated 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; Reviewing CalSAWS Request for Information (CRFI) for managed counties to validate stockrooms

### **3.9.24 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
- ▶ Live in Production as of September 23, 2024. Implementation Advance Planning Document Update (IAPDU) item delivered, so no further updates

### **3.9.25 Childcare Portal – Upgrade Nodejs Lambdas (TLM-17)**

- ▶ Completed Development
- ▶ System Test has begun for this effort with a planned release of October 24, 2024

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

- ▶ All the Authorizer lambda functions upgraded in non-production environments
- ▶ System Testing is scheduled to begin

### **3.9.27 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

### **3.9.28 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



### **3.9.29 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

### **3.9.30 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 - Completed
- ▶ Milestone 4 - Upgrade to latest version for: JIRA, Bitbucket, SonarQube – In Progress
  - CA-282397 : Upgrade Bitbucket version to version 8.9.18 LTS
  - CA-282396: Upgrade Jira to version 9.4.25 LTS
  - CA-282553: Upgrade Bitbucket to DataCenter Edition Software
  - CA-282552: Upgrade Jira to DataCenter Edition Software
- ▶ Milestone 5 – Upgrade to latest version for: Jenkins and AgitarOne – December 30, 2024

### **3.9.31 Upgrade to Windows 11 (TLM-34)**

- ▶ Tested a domain joined system that was upgraded to Windows 11 on September 9-13, 2024
- ▶ Testing a newly imaged system the week of September 16-20, 2024
- ▶ New workspaces update:
  - Chose CidrRange for workspaces we will be using
  - Exported the VM from hypervisor
  - Created S3 bucket in AWS and uploaded VM there for import
  - Import image into AWS as an Amazon Machine Image (AMI)
  - Created image out of AMI and created Bundle out of it for new workspaces
  - Create Test account in Calaces domain for base image and apply needed settings then will create new final image out of that workspace
  - Cloud formation for offshore Teams is set up
  - Created directories for specific teams

### **3.9.32 Upgrade Windows 2016/2019 Servers (TLM-36)**

- ▶ Troubleshoot in-place upgrades with Amazon Web Services (AWS)
  - 29 remaining servers all need in-place upgrade
- ▶ Capture logs to send to AWS for examination

### **3.9.33 Migrate Spectrum Universal Address Module (UAM) Loqate 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
- ▶ On September 20, 2024 Consortium agreed with the proposed option of continuing with current Spectrum version and Precisely will continue to support current version until CalSAWS plans on upgrading. This SCR will now be on hold and will get updated to complete with scope and updated Estimated Time of Completion (ETC)

#### **3.9.34 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

#### **3.9.35 Identity - Password Authentication (WIAM-18)**

- ▶ ForgeRock team has deployed Password Management to Assembly Test environment for further testing. The implementation details and design were shared with BenefitsCal team. Pending approval from BenefitsCal to deploy to Development environment

### **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"> <li>Deployed the 24.09 baseline release to production on Sunday, September 22, 2024.</li> <li>Began test preparation for the 24.11 baseline release.</li> </ul>
4.6 Reports	<ul style="list-style-type: none"> <li>Held CalSAWS State and Fiscal Reports Bi-Weekly meeting</li> <li>Met with QA and Consortium to discuss plan to retire Reports Risks 296 and 297</li> <li>Deployed 24.09 Release in Production</li> </ul>
4.8 Training	<ul style="list-style-type: none"> <li>Migration of Training Staging environment to new account scheduled for September 27-29, 2024</li> </ul>
4.9 FCED/CARES	<ul style="list-style-type: none"> <li>Foster Care Eligibility Determination (FCED)/California Automated Response and Engagement System (CARES) Update</li> </ul>

### 4.2 Priority Release Summary

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

**Table 4.2-1 – CalSAWS Upcoming Releases**

Release	Summary
<b>24.09.26</b>	<ul style="list-style-type: none"> <li>► ACL (All County Letter) 22-67 - STAT 47 updates to match CalFresh E&amp;T rule (Reports Component)</li> <li>► Add Negative Action reason of 'Opened in Error' for Disaster CalFresh</li> <li>► Automated e-Message for Accelerated Enrollment</li> <li>► Create two RPA (Robotic Process Automation) Non-Staff Records</li> <li>► Fresno Gen AI (Generative Artificial Intelligence) Call Summary Assist - Release 24.09.26 (Release 4)</li> <li>► ICT (Inter County Transfer) Address Change on the MC360 for Riverside County</li> <li>► Santa Cruz County Opt-In to Tax Intercept Batch</li> <li>► Update App Transfer API (Application Programming Interface) logic to return office details</li> <li>► Update Inbound mapping for Paid Family Leave (PFL) from 'MS' to Null</li> <li>► Update Nevada County Direct Deposit Monthly Outbound file with updated Bank information</li> <li>► Virtual Assistant Expansion- Release 24.09.26 (Release 24)</li> </ul>
<b>24.09.27</b>	<ul style="list-style-type: none"> <li>► AM Security Advisory #202401 Patch and Activities</li> <li>► Add new user type for Child Care Portal and Changes to DA HelpDesk Roles</li> <li>► Change ForgeRock AuthID Storage from Server-Side to Client-Side</li> </ul>

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Release	Summary
	<ul style="list-style-type: none"> <li>▶ ForgeRock Integration: Single Sign on for Calabrio</li> <li>▶ ForgeRock Integration: Single Sign on for eGain</li> <li>▶ ForgeRock Support for BenefitsCal MFA (Multi-factor authentication) Enhancements to Login MFA (Multi-factor authentication) Process</li> <li>▶ Increase ForgeRock MaxSessionTimeout limit</li> <li>▶ Reducing elements in ForgeRock API (Application Programming Interface)</li> <li>▶ San Diego - Position Task Categories and Task Type Configurations</li> <li>▶ San Diego - Update Document Routing Rules to consider program status and sibling logic</li> <li>▶ San Diego - Update Tasks to Append</li> <li>▶ Training: Update "Electronic Signatures for Contact Center Agents" and "Electronic Signatures for County Staff" WBTs CA-274953</li> <li>▶ Training: Update 034-Task Management Overview WBT (Web Based training) for Sunset Worklist pages CA-257327</li> <li>▶ Training: Update Child Care Admin Portal CFP CA-273214</li> <li>▶ Training: Update the 034 - Task Management Overview WBT for CA-263040</li> <li>▶ Trust Store Issues</li> <li>▶ eGain Updated Requirement for Data Transfer</li> </ul>
<b>24.09.28</b>	<ul style="list-style-type: none"> <li>▶ San Francisco (SF) GA/GR (General Assistance /General Relief) COLA (Cost of Living Arrangement) Change Effective 10/01/2024 - Batch EDBC (Eligibility Determination and Benefits calculation)</li> </ul>
<b>24.09.29</b>	<ul style="list-style-type: none"> <li>▶ Integrate CalSAWS Hypertext Transfer Protocol (HTTP) Application Programming Interface (APIs) with CloudFront and Web Application Firewall (WAF) (CSAC-19)</li> </ul>
<b>24.09.30</b>	<ul style="list-style-type: none"> <li>▶ Alameda County - Update EGain custom attributes</li> <li>▶ Courtesy Call Back Repeat Offering</li> <li>▶ Functional Design Document (FDD) for Reports - Group 3 (Documentation Only)</li> <li>▶ Reports - Support Hours (only) for 58 Counties</li> <li>▶ San Diego - Task Configurations Rollback</li> <li>▶ Snyk and Invicti Go Live</li> <li>▶ Solano County - Update EGain custom attributes</li> <li>▶ Workload identity and access management (WIAM)-18 Identity - Password Authentication</li> </ul>
<b>24.10.03</b>	<ul style="list-style-type: none"> <li>▶ All County Letter (ACL) 24-62 - Create New State Food Benefit Type for CalFresh Replacements Due to Electronic Theft</li> <li>▶ San Diego - GR COLA (General Relief Cost of Living Adjustment) October 2024</li> <li>▶ Update FTP (File Transfer Protocol) Password for Interfaces - October 2024</li> <li>▶ Update file upload capture profile blank page detection</li> <li>▶ Update the Modified Adjusted Gross Income (MAGI) Referral Linking Flow to allow linking CalSAWS Case to a new Modified Adjusted Gross Income (MAGI) Case</li> </ul>
<b>24.09</b>	<ul style="list-style-type: none"> <li>▶ Total System Change Requests (SCRs): 80 approved</li> <li>▶ Release Webcast date: To be determined</li> </ul>

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Release	Summary
24.11	<ul style="list-style-type: none"><li>▶ Total System Change Requests (SCRs): 72 approved</li><li>▶ Release Webcast date: To be determined</li></ul>
25.01	<ul style="list-style-type: none"><li>▶ Total System Change Requests (SCRs): 27 approved</li><li>▶ Release Webcast date: To be determined</li></ul>

### 4.3 Application Development Status

- ▶ Continued design on:
  - CA-202054 - ACL-18-07 Suspend/Discontinue/Reinstate for CAPI case
  - CA-209344 - Apply SSP Only OPA for Specific Programs
  - CA-237792 - Alternate Formats Request Process for Visually Impaired Applicants and Beneficiaries
  - CA-248714 - Exclude IHSS Income and SSI/SSP of Ineligible Parents or Spouse of CAPI Applicant/Participant
  - CA-252446 - Santa Clara- Purpose Built Data Set (PBDS) Extraction from S3 Data Lake
  - CA-252984 - ACL 22-85 - CalFresh CF 296 and Expedited Service Redesign
  - CA-253843 - Additional Section Codes for Humanitarian Parolees from Afghanistan
  - CA-256607 - COLA Automation Phase-3
  - CA-257730 - Batch EDBC for 2025 CalFresh SSI COLA
  - CA-258479 - ACL 22-104 and ACL 18-07: Update ABCD 350 and CA 1037
  - CA-260079 - ACL 23-35-Guidance to Counties Regarding Revision of ORR-6 Refugee Program Reporting
  - CA-264217 - Update CW/CF Read-Only EDBC Logic When Processing A Late Report
  - CA-264983 - Add Date to CalWIN Interface File Names and Sending/Receiving notifications
  - CA-265239 - Allow Receiving County to Update County for Incoming e-Applications
  - CA-265301 - Cal-OAR File County Preview Reports
  - CA-267120 - Add a new Status Reason to stop Collections on Recovery Accounts
  - CA-268378 - Automate SOC 452A for CAPI
  - CA-274189 - Workload Management Information Gathering
  - CA-275534 - Update CalSAWS to Use Household Category Determination and Not Public Assistance Indicator
  - CA-279547 - BREfS Initiative #7 Carry Forward Enhancements
  - CA-279549 - CalHEERS eHIT: Inclusion of Reasonable Explanation to CalHEERS
    - CA-281889 - CalHEERS eHIT: Accelerated Enrollment Enhancements
- ▶ Continued build on:
  - Priority releases and Release 25.01 approved System Change Requests (SCRs)

4.4 Release Management

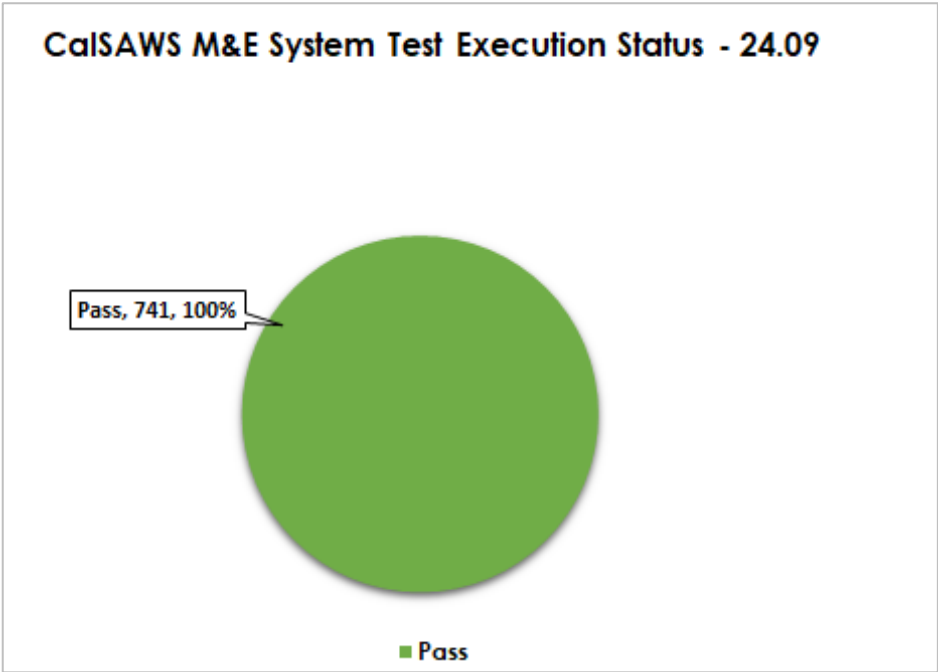
4.4.1 Release Test Summary

- ▶ Completed 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 18, 2024	100%
Pass Rate Actual as of September 18,2024	100%
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 three transactions and those at the top of Tier four:
  - 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
    - System Test is completed
    - Ready for deployment
  - Release 25 – target to deploy on November 7, 2024
    - Design is in progress

#### 4.6 Reports

- ▶ Held CalSAWS State and Fiscal Reports Bi-Weekly meeting on September 12, 2024
- ▶ Met with Quality Assurance (QA) and Consortium teams on September 16, 2024, to discuss plan to retire Reports Risks 296 and 297. Follow up meeting is on September 30, 2024

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- Deployed 24.09 Release in Production on September 22, 2024

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

Reporting Period End Date	Number Open Tickets
July 26, 2024	12
August 09, 2024	7
August 23, 2024	15
September 06, 2024	9
September 20, 2024	14

**Note:** Total open incidents as of the current reporting period

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

Open Defects Status	State Reports	Fiscal Reports	Management Reports	Business Intelligence	Total
New	1	0	1	0	2
Reopened	0	0	0	0	0
Assigned	2	1	1	0	4
In Development	6	1	2	0	9
Development complete	2	0	1	1	4
In Assembly Test	0	0	0	0	0
System Test	3	1	0	1	5
Test complete	0	1	1	0	2
<b>Total Open Defects</b>	<b>14</b>	<b>4</b>	<b>6</b>	<b>2</b>	<b>26</b>

**Note:** Data is as of current reporting period

**Table 4.6-3 – Open Defects by Priority and Functional Area**

Open Defects by Priority	State Reports	Fiscal Reports	Management Reports	Business Intelligence	Total
1-High/non-cosmetic	0	0	0	0	0
2-Normal/Medium	3	1	1	0	5
3-Normal/Low	11	3	5	2	21
4-Cosmetic	0	0	0	0	0
<b>Total Open Defects</b>	<b>14</b>	<b>4</b>	<b>6</b>	<b>2</b>	<b>26</b>

**Note:** Data is as of current reporting period

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**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	1	0	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 237 HA	1	1	0	0	0	0	0
CA 253	1	0	0	0	0	0	1
CA 800 RIA	1	0	0	1	0	0	0
CF 296	1	0	0	0	0	1	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
Disaster CalFresh Daily	1	1	0	0	0	0	0
FNS 209	2	2	0	0	0	0	0
GR 237	2	2	0	0	0	0	0
Integrated Claiming	3	1	0	1	0	1	0
STAT 45	2	2	0	0	0	0	0
STAT 47	1	0	0	1	0	0	0
TEMP 2035	1	1	0	0	0	0	0
TEMP 2313	1	1	0	0	0	0	0
WTW 25/25A	2	2	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 September 11, 2024, and September 18, 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 Timelimit
  - CA-241184 - Update GAGR Pregnant Person Only (PPO) to Align with the New



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### 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 - Approve GA/GR Automated Solution Client with Depleted Time Limit in Benefit 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
- CA-280982 - Run batch EDBC during the night when county admin updates the grant amount and selects batch to run
- System Change Requests (SCRs) in Development Phase
  - CA-267005 - Add GA/GR In-Kind Chart Amounts for Requesting Counties
  - CA-274396 - Configure Client Correspondence to allow the option to display Worker Names - NOA for GAGR Program
  - CA-276128 - Update the Property Limits for the Automated Solution Counties
  - CA-276201 - LA County - Update START(GROW) Hearing Office Phone
  - CA-277330 - Update PB19E700 to require Money Management to be effective before Address change Effective date
  - CA-278309 - San Diego - GAGR Grant Amounts for Shared Housing
  - 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
  - CA-274665 - GAGR NOA's field populating wrong amount from the GR\_Budget table



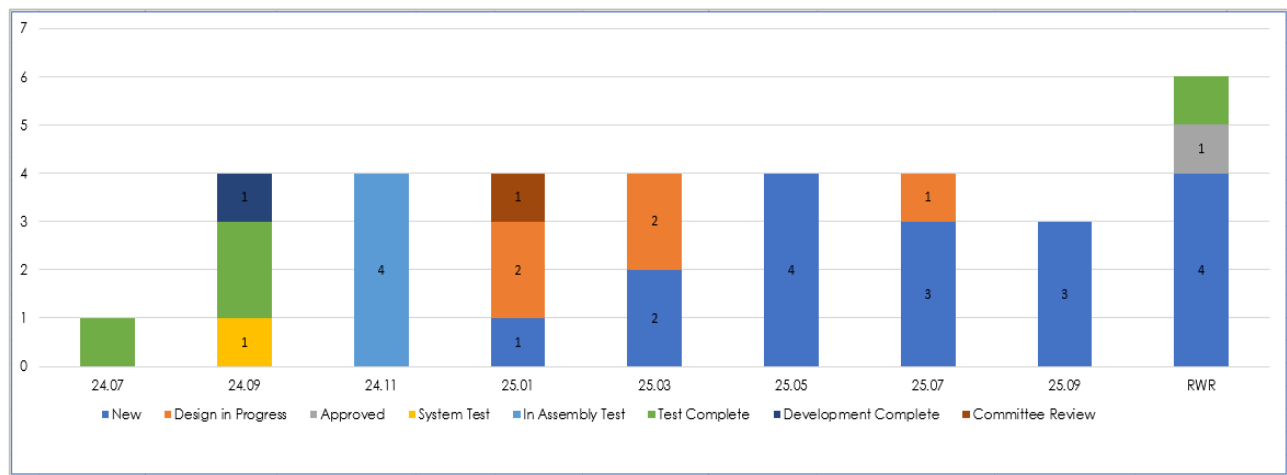
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- CA-277330 - Update PB19E700 to require Money Management to be effective before Address change Effective date
- CA-277446 - San Diego - GR COLA October 2024
- CA-280398 - SF – CAAP GA/GR COLA Change Effective October 1, 2024 - Batch EDBC
- CA-280400 - San Diego - GR COLA October 2024 - Batch EDBC
- Priority System Change Requests (SCRs) deployed to Production
  - CA-270204 - GA/GR Automated Solution CalSAWS 2 Variable Change
- Defects released to Production
  - CA-279714 - Defect to fix 629-G ,11-40 HHSA (7/21) and CDS 213-0 (04-97) issue

**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):
  - In Production
    - 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
    - CA-280548 - Online Help: Update the Interfaces Overview CA-279891
    - CA-280797 - Online Help: Update the Forms Overview for the September 2024 Baseline Release
    - CA-279788 - Online Help: Update JA Imaging Multi-Case Scanning and Imaging Single Case Capture and Virtual Printing; SCR CA-274726, CA-279728
    - CA-279730 - Online Help: Update the Electronic Signature OLH page CA-273724
    - 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-279021- Online Help - Update Task Bank OLH pages for CA-264181

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- CA-279083 - Online Help: Update the MEDS Alert Detail OLH page CA-276630
- CA-274734 - Online Help: Update the Reports Overview for the September 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):
  - New
    - CA-282777 - Online Help - Update the WTW Status Detail OLH page CA-235922
    - CA-282769 - Online Help: Update the Special Circumstances Detail OLH page CA-271355
    - CA-280010 - Online Help: Update JA View Images, CA-273205
  - Approved
    - CA-281643 - Online Help: Create Warrant Location List and Detail OLH pages
    - CA-280715 - Online Help: Create a New Job Aid for the No Touch SAR 7
    - CA-280688 - Online Help Update JA Semi-Annual Report (SAR 7)
    - CA-280650 - Online Help: Update JA Disaster CalFresh CA-275335
    - CA-280338 - Online Help: Update JA WINS from CA-24505CA-280309 - Online Help: Update the JAs Security Access Profiles - Manage and System - Navigation CA-232192
    - CA-280309 - Online Help: Update the JAs Security Access Profiles - Manage and System - Navigation CA-232192
    - CA-280293 - Online Help: Remove JA Password Information - System Maintained due to CA-232192
    - CA-280084 - Online Help: Update JA - Replacement Cash EBT Benefits and JA Issuance - Replace CalFresh Benefits with Changes from CA-275549
    - CA-279418 - Online Help: Update JA Lobby Management - Reception Log and Message Center CA-269150
    - CA-278695 - Online Help: Update JA-Overriding Program Configuration CA-233160
    - 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-274735 - Online Help: Update the Reports Overview for the 24.11 Baseline Release
    - CA-274675 - Online Help: Create Job Aid to Display Important County Dates CA-237401
    - CA-274444 - Online Help: Update the JA Staff - Manage SCR CA-274396
    - CA-274037 - Online Help: Update JA - Medi-Cal Long Term Care (LTC)

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- CA-272087 - Online Help: Update eICT Job Aid to remove external references to eICT interface processes.
  - 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
- 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:
  - In Production
    - CA-281571 - Training: Update General Eligibility WBTs for 24.07 App Dev Changes
    - CA-281264 - Training: Update 019 - QA/QC WBTs for Sunset Worklist pages CA-257327
    - CA-279085 - Training: Update the 002 - Eligibility General WBTs based on 24.09 Updates
    - CA-276292 - Training: Create CFP for Task Categories CA-253667
- ▶ 24.11.22 Priority Release Web Based Training (WBT) and CalSAWS Functional Presentation (CFP) SCRs:
  - Approved
    - CA-282167 - Training: Update CAPI WBTs for 24.11 App Dev Changes
    - CA-282161 - Training: Update General Relief WBTs for 24.11 App Dev Changes
    - CA-282160 - Training: Update Eligibility CalWORKs WBTs for 24.07 App Dev Changes
    - CA-282122 - Training: Update Eligibility CalFresh WBTs for 24.11 App Dev Changes
    - CA-282118 - Training: Update Eligibility General WBTs for 24.11 App Dev Changes
    - CA-282117 - Training: Update Orientation WBTs for 24.09 App Dev Changes
    - CA-279852 - Training: Create WBT for Inter-County Transfers -
    - CA-279031 - Training: Update 021 - Security Administrative Support WBTs for 24.09-24.11 App Dev Changes
    - CA-277214 - Training: Update 006 - Eligibility CalFresh WBTs for Sunset Worklist pages CA-257327
- ▶ 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
Validation of temporary environment for new Training Production Account	Week of September 9, 2024	Completed
Migration of Training Production environment to new account	September 13-15, 2024	Completed
Validation of 24.09 code deployment in Training Staging and Training Production environments	September 22, 2024	Completed
Validation of temporary environment for new Training Staging Account	Week of September 23, 2024	Not Started
Migration of Training Staging environment to new account	September 27-29, 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 24.11 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 "CalSAWS Task Design", "Case Transfer API" and "Case Link API – iteration 2"
  - Completed the development of "Issuance API", "Court Information API" and "Determination Details API"
- ▶ In Progress Tasks
  - Perform integration testing for "Incidental Payment API", "Issuance API", "Court Information API" and "Determination Details API"
  - Perform system testing for "Income Assets API"
  - Began development "Determination result API", "KinGAP API" and "Home removal API"
  - Continue development of E-data for "Placement API" and "Extended Foster Care API"
  - Create the designs for "CalSAWs Case Creation Automation Design"
- ▶ Upcoming Tasks
  - Perform integration testing and partner end-to-end test with CARES for "Incidental Payment API", "Issuance API", "Court Information API" and "Determination Details API" Review and obtain the Business Analysts (BA) approvals for the CalSAWS design in the design document(s) for "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	4	3	3	4
CARES hosted	14	0	7	2	1	4

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

- Completed Tasks
  - Update Ingest\_Delta.py
  - Update E2Lite Audit Report
  - Analysis on overlapping records in WDTIP for a person in same month
  - Convert into TIME\_LIMIT\_PGM\_PARTICPTN
  - Tech changes on exposing IDS (phonetic search partner) to CalSAWS service
  - Update Time Limit Report
  - SCATL Person Search A Number and search result with same people
  - System Testing of CalSAWS Core related stories
  - Analyze CIN-centric version of the Courtesy Month List page
  - SCATL updates from Workgroup session
  - Create Variables table to hold values to distinguish WDTIP data from CalSAWS in HST
  - Convert information from CalSAWS.TIME\_LIMIT to columns LAST\_NOTIF\_DATE,MOS\_LAST\_COUNT\_NUM,CW\_LAST\_BEN\_MOS\_COUNTED in TIME\_TRACK\_PERS table in postgres
  - Add columns LAST\_NOTIF\_DATE,MOS\_LAST\_COUNT\_NUM,CW\_LAST\_BEN\_MOS\_COUNTED to TIME\_TRACK\_PERS table in SCATL
  - Convert into TIME\_TRACK\_PERS\_HST from CalSAWS.TIME\_LIMIT\_HST and WDTIP tables with join to source child tables
  - Analyze how the trigger and form generation would be handled for CA 2186B
  - Update Batch Job PB00E305 - TimeLimitSanctions
- 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 WPR Audit Report
  - Create new login homepage for OTSI Workers in CalSAWS - Phase 2 New pages
  - Update Batch Job PBXXE301 Module #3 - TimeLimitExtension
  - Update Batch Job PBXXE301 Module #2 - TimeLimitDaily
  - Update Batch Job PBXXE301 Module #1 - TimeLimitDaily
  - Update the batch job PBXXE301 - TimeLimitExemption
  - Update Batch Job PB00E303 - TimeLimitGrantAmount

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- Implementation of SCI interface being exposed to the calsaws-service - Tech Arch
- Update WINS Audit Report
- SYS7 SCATL Application not redirecting to Forgerock Login
- Create Exception/Exemption List component in SCATL React
- Create Program List in SCATL - React
- Integrate Add Individual APIs in SCATL React - Phase 1
- Create Program Calendar in SCATL - React changes
- System Testing of UI in React related stories
- Convert latest record information from WDTIP.SIS\_SUP\_SRV into staging
- Convert into WDTIP.TIME\_LIMIT\_CASH\_AID\_HST from CalSAWS.TIME\_LIMIT\_CASH\_AID\_HST and WDTIP tables with join to source child tables
- Update Batch Job PBXXE305 - TimeLimitMonthly
- Update Batch Job PB00E306 - TimeLimitAidCodeUpdate
- Fix Postgres Datasource connections for batch
- Create lambda for POST request Time Limit Exceptions/Exemptions
- Integrate ADD\_INDV with CalSAWS New Person Search - Phase 2
- ▶ Upcoming Tasks
  - Update Caseload Inventory Report
  - Update TANF Audit Report
  - Enhance updateTimeLimit() Method for Correspondence Batch: Time Limit Table Modifications with PostgreSQL Integration
  - Integrate exceptionList lambda into SCATL React
  - Implement the case persons dropdown list on the CIN summary in SCATL React
  - Integrate Staff/Rights API with SCATL Login - Phase 2
  - Integrate Add Individual APIs in SCATL React - Phase 2
  - Convert into TIME\_LIMIT\_CLOCKS - CalSAWS
  - Test Batch Modules #1, 2 & 3 for Batch Job PBXXE301 - TimeLimitDaily
  - Update Batch Jobs PB00F500-699 - Load Balancer + Job Threads - TimeLimitAidThreadBalancerBatch
  - Update Batch Job PB00E304 - TimeLimitCuredSanctions
  - Integrate ADD\_INDV with CalSAWS New Person Search - Phase three
  - ICT Lambda Phase II - Create lambda for ICTCount
  - Create lambda for Program list
  - Create lambda for Program Calendar
- ▶ 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 two
- ▶ Upcoming Tasks
  - Continue to partner with Consortium AdHoc reports team for AdHoc DB solution



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### 4.11.2 Data Growth – Test Data Slicer (TDS)

- ▶ Completed Tasks
  - Post-test data slicer job database activities
- ▶ In Progress Tasks
  - Performance tuning implementations for future runs
- ▶ Upcoming Tasks
  - Perform Delphix masking in the TDS-produced data
  - Document test data slicer on CalSAWS wiki

### 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	• Please refer to section 4.10 for detailed updates on FCED / CARES
Welfare Data Tracking Implementation Project (WDTIP) Upgrades		Development	• Please refer to section 4.11 for detailed updates on WDTIP
CF Discontinuance of Gambling Wins		Design	• CA-234917 planned for 25.01 • CA-264553 - Pending State translations
Work Registration CalFresh Disqualification Notice Update		Not yet started	• CA-240701 - Pending State translations
CalFresh Reinstatement Approval & Denial Notice Revisions		Not yet started	• CA-265360 planned for 25.03 • Pending State translations
CF Simplification		Not yet started	• SFY24-25 Pending State translations
HAP Eviction (SB 1083)		Development	• CA-277308, CA-277307 – Production • CA-273505 planned for 24.09.x3 • CA-273286 planned for 25.03 • Other System Change Requests (SCRs) pending for State translations
Family Reunification AB 135		Development	• CA-233160 development activities started for 24.11 release
CW Work Requirements (AB 2300)		Development	• CA-271130 planned for 24.11
Telephone Consumer Protection Act - Text Messaging Consent		Development	Planned to be implemented in phases as below

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Premise Name	Status	Phase	Progress/Updates
			<ul style="list-style-type: none"> <li>CA-279688 planned for 24.11 release – Development in progress</li> <li>CA-279707 planned for 25.01 release – Design in Progress</li> <li>CA-260623 planned for 25.03 release – Not yet started</li> </ul>
Add Threshold Language versions of the CF 377.11E	●	Not yet started	<ul style="list-style-type: none"> <li>CA-273087 - Pending State translations</li> </ul>
ACL 24-07 - Update CW 2186A and CW 2184 to include PFL and WTW pregnancy exemptions	●	Development	<ul style="list-style-type: none"> <li>CA-271130 planned for 24.11</li> </ul>
Resume Pre-Pandemic Medi-Cal Operations	●	Not yet started	<ul style="list-style-type: none"> <li>CA-268774 is planned for 25.01</li> <li>CA-270511 is planned for 25.03</li> <li>CA-270512 is planned for 25.05</li> </ul>
Re-Design CalSAWS Case Purge Components	●	Design	<ul style="list-style-type: none"> <li>CA- 275163 is aligned with 25.01</li> <li>Draft design is complete. Working with consortium and BA for design approval.</li> </ul>
Restoration Notices Updates	●	Not yet started	<ul style="list-style-type: none"> <li>CA-272109 and CA-245049 is aligned with 25.03</li> </ul>
CalFresh and CalWORKs Implementation of New Forms and CDSS Rights Contact Information Update	●	Development	<ul style="list-style-type: none"> <li>CA-275317 is planned for 24.09</li> <li>CA-258654 is planned for 25.03</li> </ul>
CalFresh Restaurant Meals Program Notice Eligibility Clarification	●	Not yet started	<ul style="list-style-type: none"> <li>CA-219304 is planned for 25.03</li> </ul>
CalFresh Eligibility Disqualifications for Certain Convicted Felons	●	Not yet started	<ul style="list-style-type: none"> <li>CA-230959 is planned for 25.05</li> </ul>

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

### 4.12 Deviation from Plan/Adjustments

- None for the reporting period



## **5.0 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