CalSAWS
California Statewide Automated Welfare System

Bi-Weekly Status Report
CalSAWS Maintenance & Operations (M&O)

Reporting Period: September 23, 2024 – October 6, 2024

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1 EXECUTIVE SUMMARY

1.1   CalSAWS Project Status Dashboard

Table 1.1-1: Status Dashboard

TOPIC	CALSAWS SYSTEM	HIGHLIGHTS FOR THE REPORTING PERIOD
Availability	On Time	▪ The CalSAWS System did not experience any unplanned outages during this reporting period
Defects	On Time	▪ There are 137 active Production defects
Incidents		▪ Late September (September 23, 24, 30, 2024), Users experienced issues with Hyland Images OCR (Optical Character Recognition) taking longer than normal. This resulted in Users experiencing a delay in task generation for submitted/captured documents. Hyland has since implemented several fixes ranging from database maintenance to scaling up the backend servers to account for more volumetric load. CalSAWS Imaging Team continues to maintain a heightened awareness through alerts and logs

1.2   Highlights of the Reporting Period

- The CalSAWS team successfully deployed the following priority releases since the last reporting period
  - Nine priority releases that included 40 System Change Requests (SCRs) and 93 defects, a total of 133 items

Table 1.2-1: Priority Releases

MINOR VERSION (RELEASE DATE)	ISSUE TYPE		GRAND TOTAL
TEAM RESPONSIBLE	DEFECT	SCR	
24.09.23	**2**	**0**	**2**
Imaging	1	0	1
Medi-Cal/CalHEERS	1	0	1
24.09.24	**15**	**2**	**17**
Eligibility	1	0	1
Fiscal	1	1	2

| MINOR VERSION (RELEASE DATE) | ISSUE TYPE | | GRAND TOTAL |
TEAM RESPONSIBLE	DEFECT	SCR	
Imaging	1	0	1
Online	12	0	12
Technical Forge Rock	0	1	1
24.09.25	**1**	**0**	**1**
Batch/Interfaces	1	0	1
24.09.26	**30**	**11**	**41**
Analytics	3	0	3
Batch/Interfaces	2	0	2
BenefitsCal	3	2	5
Client Correspondence	2	1	3
Fiscal	0	2	2
GenAI	3	1	4
Imaging	3	0	3
Medi-Cal/CalHEERS	1	1	2
Online	5	1	6
Reports	5	2	7
Task Management	2	0	2
Technical Architecture	1	0	1
Virtual Assistant	0	1	1
24.09.27	**1**	**14**	**15**
Contact Center	0	1	1
Eligibility	0	1	1
Reports	0	1	1
Task Management	1	3	4
Technical Forge Rock	0	5	5
Training	0	3	3
24.09.30	**12**	**3**	**15**
Batch/Interfaces	0	1	1
Contact Center	0	1	1
Eligibility	4	0	4
Fiscal	5	0	5
Online	2	0	2
Security	0	1	1
Technical Forge Rock	1	0	1
24.10.01	**8**	**2**	**10**

MINOR VERSION (RELEASE DATE)	ISSUE TYPE		GRAND TOTAL
TEAM RESPONSIBLE	DEFECT	SCR	
Contact Center	5	1	6
Fiscal	1	1	2
Online	2	0	2
24.10.02	**4**	**1**	**5**
Contact Center	4	1	5
24.10.03	**20**	**6**	**26**
Batch Operations	0	1	1
Batch/Interfaces	4	0	4
BenefitsCal	1	0	1
Client Correspondence	1	0	1
Eligibility	1	1	2
Fiscal	2	1	3
Imaging	0	1	1
Medi-Cal/CalHEERS	6	1	7
Reports	2	1	3
Task Management	2	0	2
Technical Architecture	1	0	1
24.11.22	**0**	**1**	**1**
Training	0	1	1
GRAND TOTAL	**93**	**40**	**133**

- Planned Outages:
  - Scheduled CalSAWS Outages:
    - CalSAWS Production Maintenance:
      - From 10:00 p.m. on September 27, 2024, until 2:00 a.m. on September 28, 2024, the "Read Only" version of the CalSAWS application was unavailable. Users were not able to login to the CalSAWS application
      - On September 29, 2024, from 2:00 p.m. to 6:30 p.m., the CalSAWS application was unavailable. CalSAWS Users were redirected to a read-only version of the CalSAWS application
    - Scheduled CalSAWS Learning Management System (LMS) Maintenance
      - From 9:00 p.m. on September 20, 2024, until 2:00 a.m. on September 21, 2024, Users were unable to access the CalSAWS LMS
    - CalSAWS Adhoc Reporting Database Maintenance
      - On September 29, 2024, from 2:00 p.m. to 6:30 p.m., Adhoc Reporting database was unavailable for Apex, Enhanced Data Reporting (EDR), and Adhoc Reports Users

- ✖ BenefitsCal Maintenance/Limited Access:
  - – From 10:00 p.m. on September 27, 2024, until 2:00 a.m. on September 28, 2024, users were not able to login to the BenefitsCal application
  - – On September 26, 2024, from 8:00 p.m. to 9:30 p.m., the BenefitsCal application was unavailable
  - – On September 29, 2024, from 2:00 p.m. to 6:30 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 will be queued and released for processing upon completion of CalSAWS maintenance activities. The following features were not available in BenefitsCal: Message Center (notices, messaging, actions, 2-way messaging), appointments, verification of benefits (VOB), CBO account creation, case-link, communication preference updates, and support requests. E-applications submitted from BenefitsCal were routed to the office selected by the participant instead of the default county office
  - – On October 3, 2024, from 8:00 p.m. to 9:30 p.m. the BenefitsCal application was unavailable

2   PROJECT MANAGEMENT

2.1   Project Deliverables Summary

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

DEL #	DELIVERABLE NAME	STATUS	NEXT DEADLINE
11.0	Remote Maintenance Operations Plan	On Time	Deliverable updates are complete. Work Acceptance Certificate has been sent out for Signature
6.0	Network Management Plan	On Time	Work Acceptance Certificate has been signed
7.0	Operations Management Plan	On Time	Work Acceptance Certificate has been signed
8.0	Performance Management Plan	On Time	Work Acceptance Certificate has been signed
10.0	Project Office Plan	Behind	Currently in the Final Deliverable Closeout

DEL #	DELIVERABLE NAME	STATUS	NEXT DEADLINE
			phase, team is working to address final comments
12.0	Security Management Plan	Behind	Currently in the Final Deliverable Closeout phase, team is working to address final comments
13.0	County Site Plan	On Time	Deliverable updates are complete. Work Acceptance Certificate has been sent out for Signature
N/A	Project Control Document (PCD)	Behind	Currently in the Final Deliverable Closeout phase, team is working to address final comments

2.2   Highlights from the Reporting Period

Table 2.2-2: Project Management Status Agenda Topic

STATUS REPORT SECTION	STATUS AGENDA TOPIC
	▪ None to note for the reporting period

- Continued Project administration, office management support, and financial management tasks
- Continued CalSAWS Risks and Issues Management Group (RMG) activities, including:
  - Continued to work with risk and issue owners to monitor risks and update risk mitigation plans for CalSAWS Project risks and issues
- Continue activities to support Project staff working remotely
  - Continued developing Project communications, as needed
- Began preparations for the Monthly Project Steering Committee (PSC) Meeting to be held on October 17, 2024
- Participated in the Monthly Joint Powers Authority (JPA) Meeting held on September 27, 2024
- Continued performing contract management activities:
  - Change Notice 35 was approved in September JPA
  - Change Notice 36 (October JPA) is in development and may include:
    - Premise Items
    - County Purchase Orders

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 2.3-3: Website Support Activities

TASK	DATE	TASK TYPE
Updated Plugins	October 3, 2024	Website Maintenance

Table 2.3-4: 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 October 6, 2024

Table 2.4-1: CITs

CRFI ID	SUBJECT	CATEGORY	DISTRIBUTION DATE	PRIMARY CalSAWS CONTACT	BACKUP CalSAWS CONTACT
0149-24	List for CA-278513: 2024/2025 Family Members Base Allocation Amount Update	Informational	September 24, 2024	Nina Butler	Maggie Orozco-Vega

CRFI ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0150-24	Training Staging Environment Migration	Informational	September 24, 2024	Cristina Garcia	Raji Reddy
0151-24	CalSAWS AWS AppStream	Informational	September 25, 2024	Grady Howe	Pete Quijada
0152-24	CalSAWS Quick Guides – ICT Processing, Fiscal CalSAWS Navigation, Disaster CalFresh Existing Household, Disaster CalFresh New Household, Cal-Learn Non-Compliance, WINS	Informational	September 27, 2024	Ashley Arnold	Jayna Longstreet
0153-24	Scheduled Downtime Notification – 10/20/2024	Informational	October 1, 2024	Anand Kulkarni	Pete Quijada
0154-24	Social Security Administration (SSA) Assisted e-Applications for CalFresh through BenefitsCal	Informational	October 2, 2024	Carlos Zepeda	Carrie White
0155-24	Federal Extension of Replacement SNAP (RPSNAP) Benefit Type	Informational	October 2, 2024	Claudia Pinto	Gloria Williams
0156-24	San Francisco CAAP GA/GR 2024 COLA Listing	Informational	October 3, 2024	Adelaide Mendoza	Jennifer Hahner
0157-24	Scheduled Downtime Notification – 10/25/2024	Informational	October 4, 2024	Anand Kulkarni	Pete Quijada

- The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending on October 6, 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	Closed	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
24-030	BenefitsCal-E-mail Marketing Campaign for Renewals	September 23, 2024	Closed	September 26, 2024	Carlos Zepeda
24-031	New Citizenship Section Code for GA/GR	September 24, 2024	Open	October 11, 2024	Jennifer Hahner
24-032	Family Reunification for the GA/GR Program	October 2, 2024	Open	October 18, 2024	Jennifer Hahner

- The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending October 6, 2024

Table 2.4-3: Overdue CRFI

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

2.5   SIRFRA/SCERFRA Information

- The following tables outline current 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	0
Reopened	0
Assigned	20
Completed	1,249
Duplicate	20

STATUS	TOTAL
In review	1
Withdrawn	54
Rejected	7
Pending clarification	1
Ready for review	1
Total	**1,353**

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 24-536	SCERFRA 24-536 - Identifying STEP Participants	Assigned	October 10, 2024	No response	
SIRFRA 1388	Recurring SIRFRA 1388 - Monthly Failure to Complete Data - Due on the 7th of each month	Assigned	October 7, 2024	No response	
SIRFRA 1384	Recurring - SIRFRA 1384 - RMR Report for Counties	Assigned	October 8, 2024	No response	
SIRFRA 1386	Recurring SIRFRA 1386 - Renewal and Demographics Data Request - Due 8th of each of month	Assigned	October 8, 2024	No response	
SIRFRA 1383	Recurring - SIRFRA 1383 - CMS PI Reports for Counties	Assigned	October 8, 2024	No response	
SIRFRA 1387	Recurring SIRFRA 1387 - Total No. of Apps Pending and Total No. of REs Pending - Due on 8th of each month	Assigned	October 8, 2024	No response	
SIRFRA - 1380	Recurring SIRFRA -1380 MEDS Alert Monitoring	Ready for review	October 8, 2024	No response	

Id	Description	Status	Due Date	Response Received Date	Notes
SIRFRA 3998	SIRFRA 3998 - Survivors of Domestic Abuse Data Request	Assigned	October 9, 2024	No response	
SCERFRA 24-534	SCERFRA 24-534 - Streamlining Application and RE Packet	Assigned	October 9, 2024	No response	
SIRFRA 1374	Recurring - SIRFRA 1374 - CMS Monthly Unwinding Update Report - Previously Pending Renewals	Assigned	October 10, 2024	No response	
SIRFRA 1399	SIRFRA 1399- CalHeers Portal Update for SSApp Changes	Assigned	October 10, 2024	No response	
SCERFRA 24-537	SCERFRA 24-537 - CalFresh Civil Rights Notice	Assigned	October 10, 2024	No response	
SIRFRA 1398	SIRFRA 1398- Blue Indicators for Performance Standards in CalSAWS	Assigned	October 10, 2024	No response	
SIRFRA 1397	SIRFRA 1397- Yellow Indicators for Performance Standards in CalSAWS	Assigned	October 10, 2024	No response	
SIRFRA 3999	SIRFRA 3999 - CalFresh Notice (CF886) and E&T	Assigned	October 10, 2024	No response	
SCERFRA 24-524	SCERFRA 24-524 - Alternate Formatted Forms	Assigned	October 11, 2024	No response	

2.6   Culture Transformation

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

2.7   Inclusion, Diversity and Equity Advancement (IDEA)

- Table Talks
  - Next Table Talk "Reframing" to be tentatively scheduled for November 20, 2024 12:00 p.m. to 1:00 p.m.
  - Continued to explore topics
- Employee Resource Groups (ERGs)
  - PRIDE ERG meeting and trivia game rescheduled to October 24, 2024 12:00 p.m.
  - LatinX Aguas Frescas video in progress
- 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   MAINTENANCE AND OPERATIONS

3.1   Highlights from the Reporting Period

Table 3.1-1: Maintenance and Operations Status Agenda Topic

STATUS REPORT SECTION	STATUS AGENDA TOPIC
3.1.2 CalSAWS Help Desk Diagnosis Metric	▪ The final compliance for September was 99.1%. The compliance for October (MTD) is 99.7%

3.1.1 Service Management Overview

- Implemented CHG0048091 on October 3, 2024 for ServiceNow category and request area updates
- Scheduled CHG0048091 for the ForgeRock ServiceNow Account Synchronization Integration on October 25, 2024

3.1.2 CalSAWS Help Desk Metrics

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.
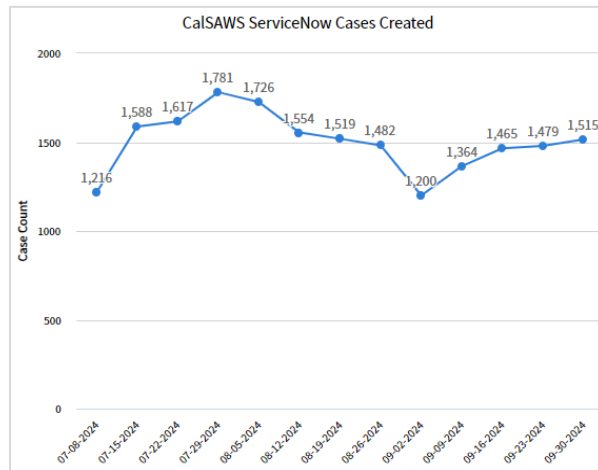
Figure 3.1.2-1: CalSAWS ServiceNow Cases per Week Created
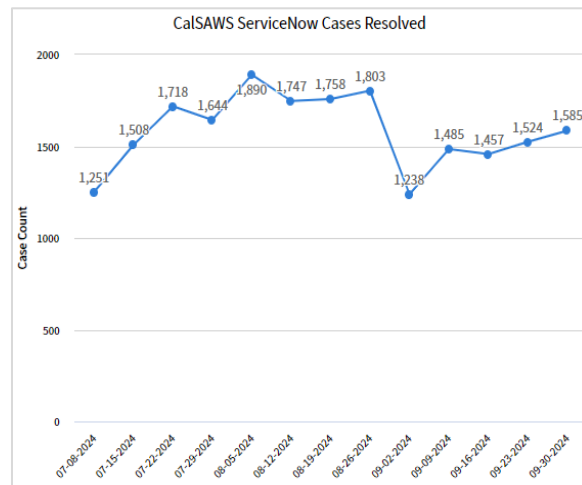
Figure 3.1.2-2: CalSAWS ServiceNow Cases per Week Resolved
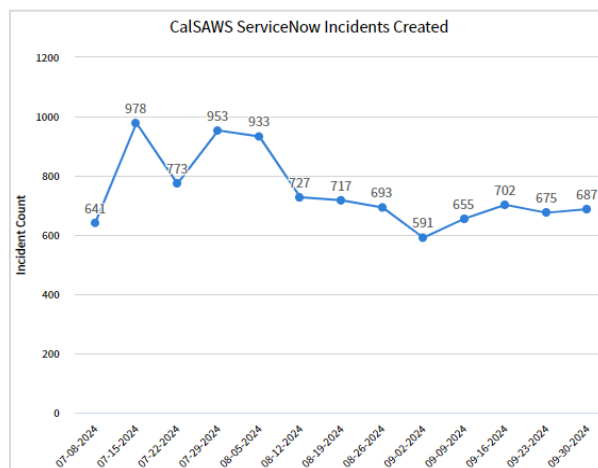
Figure 3.1.2-3: CalSAWS ServiceNow Incidents Created
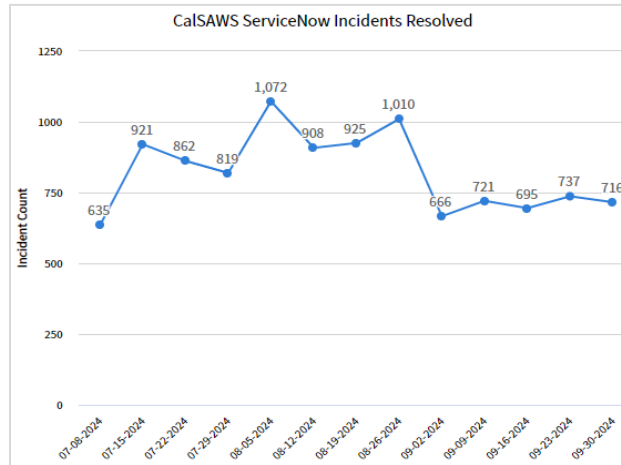
Figure 3.1.2-4: CalSAWS ServiceNow Incidents Resolved

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
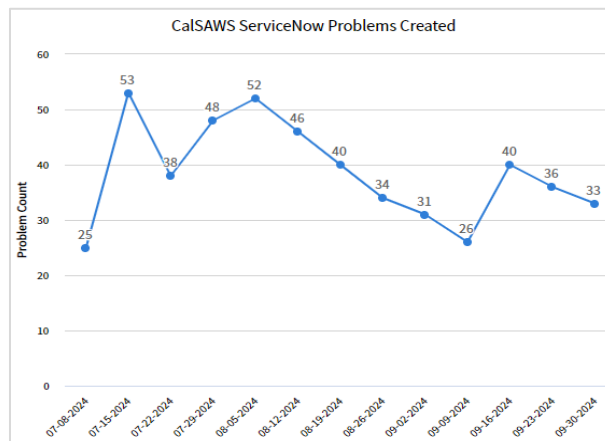
Figure 3.1.2-5: CalSAWS ServiceNow Problems Created
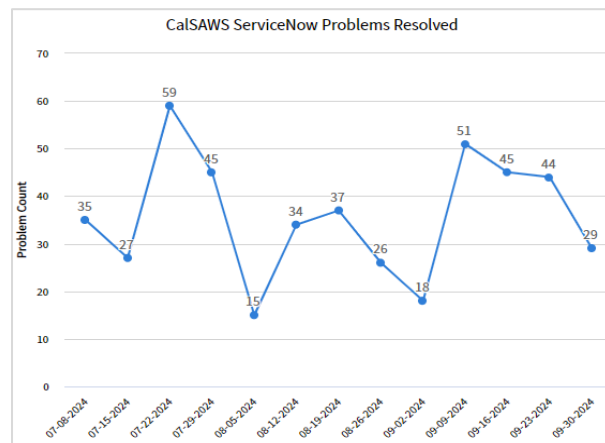
Figure 3.1.2-6: CalSAWS ServiceNow Problems Resolved

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 - 3.1.2-1: CalSAWS ServiceNow Incidents by State and Age

	<1 DAY	1-5 DAYS	6-10 DAYS	11-15 DAYS	16-30 DAYS	30-60 DAYS	60-180 DAYS	>180 DAYS	TOTAL
NEW	0	94	6	5	6	4	6	3	**124**
IN PROGRESS	0	74	68	42	22	23	27	16	**272**
ON HOLD	0	62	34	41	89	144	235	24	**629**
RESOLVED	6	219	301	444	365	88	124	21	**1,568**
CLOSED	14	4	4	35,618	77,331	15,155	10,302	3,285	**141,713**
PROBLEM IN DIAGNOSIS	0	0	0	2	2	0	1	0	**5**
TOTAL	**20**	**453**	**413**	**36,152**	**77,815**	**15,414**	**10,695**	**3,349**	**144,311**

- 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

Trend of Incidents by State (New) & Age (30 - 180+ Days)
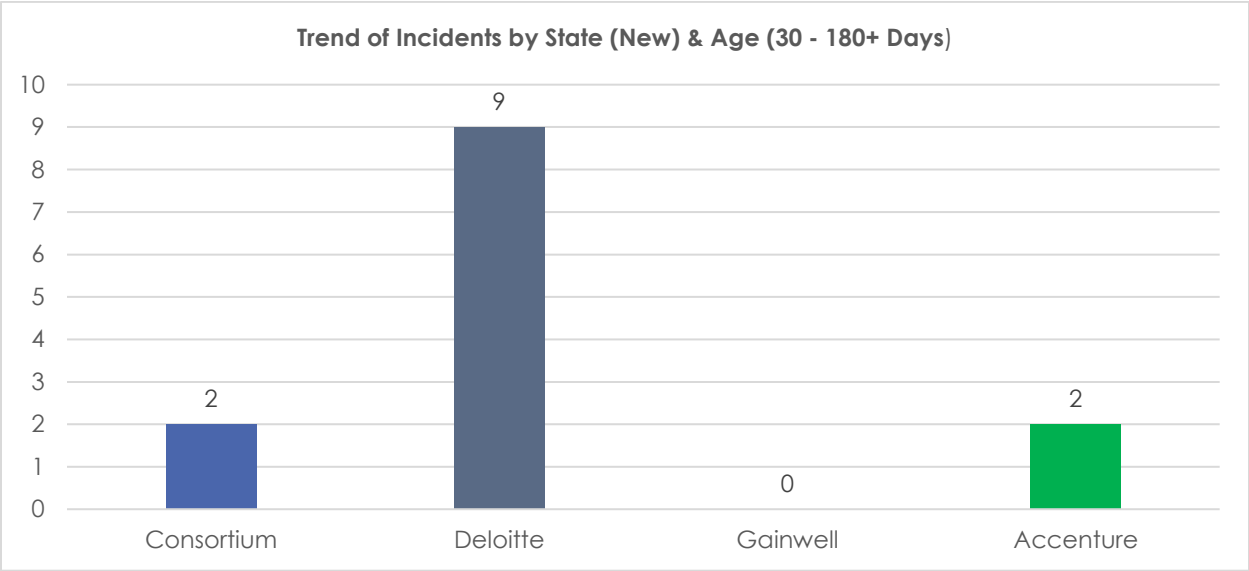
Figure 3.1.2-7: CalSAWS ServiceNow Incidents by State (New) and Age (30 – 180+ Days)

Table - 3.1.2-2: CalSAWS ServiceNow Incidents by State (New) and Category

ORGANIZATION	HELPDESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Consortium	2	0	**2**
Deloitte	9	0	**9**
Gainwell Technologies	0	0	**0**
Accenture	2	0	**2**
Total	**13**	**0**	**13**

Trend of Incidents by State (In Progress) & Age (30 - 180+ Days)
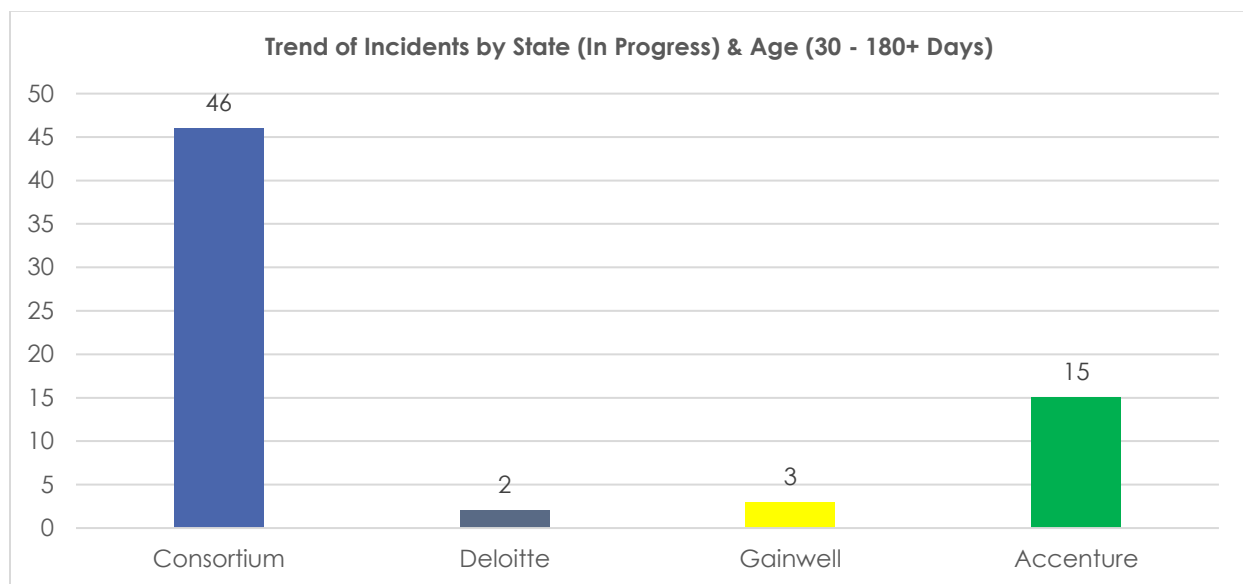
Figure 3.1.2-8: CalSAWS ServiceNow Incidents by State (In progress) and Age (30 – 180+ Days)

Table - 3.1.2-3: CalSAWS ServiceNow Incidents by State (In progress) and Category

ORGANIZATION	HELPDESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Consortium	46	0	**46**
Deloitte	2	0	**2**
Gainwell Technologies	3	0	**3**
Accenture	14	1	**15**
Total	**65**	**1**	**66**

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

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

	2-Jun	13-Jun	30-Jun	14-Jul	28-Jul	11-Aug	28-Aug	8-Sep	22-Sep	7-Oct
■ Consortium	70	53	61	59	54	57	59	54	55	48
■ Deloitte	8	8	8	9	9	9	10	10	10	11
■ Gainwell	1	1	1	1	1	0	0	0	0	3
■ Accenture	35	32	28	38	28	14	15	14	19	17

■ Consortium   ■ Deloitte   ■ Gainwell   ■ Accenture

Figure 3.1.2-9: Aging Incident Backlog

CalSAWS ServiceNow Incidents by Resolution Code

Legend:
- Not a System E... = 1,496 (20.9%)
- Defect Fixed = 1,410 (19.7%)
- Customer Confi... = 1,096 (15.31%)
- How To - Steps... = 1,038 (14.5%)
- Outage / Perfo... = 744 (10.39%)
- Multiple Outre... = 532 (7.43%)
- Linked to SCR = 217 (3.03%)
- Customer Reque... = 187 (2.61%)
- Additional Inf... = 151 (2.11%)
- Duplicates = 148 (2.07%)
- Unable to Recr... = 76 (1.06%)
- Service Reques... = 26 (0.36%)
- Solved (Perman... = 17 (0.24%)
- Password Reset = 9 (0.13%)
- Other = 7 (0.1%)
- Closed/Resolve... = 2 (0.03%)
- CalHEERS Issue... = 1 (0.01%)
- LMS Access Req... = 1 (0.01%)

Resolution code	Incident Count	Percentage of Incidents
Not a System Error - With Explanation	1,496	20.9%
Defect Fixed	1,410	19.7%
Customer Confirmed Issue is Resolved	1,096	15.31%
How To - Steps to Proceed Provided	1,038	14.5%
Outage / Performance Degradation	744	10.39%
Multiple Outreach Attempts – No Response	532	7.43%
Linked to SCR	217	3.03%
Customer Requested Closure	187	2.61%
Additional Information Needed	151	2.11%
Duplicates	148	2.07%
Unable to Recreate Issue	76	1.06%
Service Request Created - With Request Number	26	0.36%
Solved (Permanently)	17	0.24%
Password Reset	9	0.13%
Other	7	0.1%
Closed/Resolved by Caller	2	0.03%
CalHEERS Issue Resolved	1	0.01%
LMS Access Request	1	0.01%
Total	**7,158**	**100%**

Figure 3.1.2-10: CalSAWS ServiceNow Incidents by Resolution Code

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

CalSAWS Incidents by Category

Legend:
- BenefitsCal > ... = 615 (13.08%)
- CalSAWS Applic... = 250 (5.32%)
- CalSAWS Applic... = 160 (3.4%)
- CalSAWS Applic... = 159 (3.38%)
- BenefitsCal > ... = 107 (2.28%)
- CalSAWS Applic... = 106 (2.25%)
- Contact Center... = 105 (2.23%)
- CalSAWS Applic... = 102 (2.17%)
- Contact Center... = 98 (2.08%)
- CalSAWS Applic... = 90 (1.91%)
- Imaging > Othe... = 85 (1.81%)
- CalSAWS Applic... = 84 (1.79%)
- Imaging > Scan... = 74 (1.57%)
- BenefitsCal > ... = 69 (1.47%)
- CalSAWS Inform... = 66 (1.4%)
- Imaging > Unab... = 63 (1.34%)
- CalSAWS Applic... = 55 (1.17%)
- Contact Center... = 53 (1.13%)
- CalSAWS Applic... = 51 (1.08%)
- Lobby Device S... = 51 (1.08%)
- Other = 2,259 (48.04%)

Category(u_category)	Incident Count	Percentage of Incidents
BenefitsCal > Access Issue > Customer	615	13.08%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Incorrect Eligibility Results	250	5.32%
CalSAWS Application/Related Systems > Production > Medi-Cal Eligibility Determination > EDBC Results	160	3.4%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Other	159	3.38%
BenefitsCal > Access Issue > Customer > Error Message	107	2.28%
CalSAWS Application/Related Systems > Production > Medi-Cal Eligibility Determination > Other	106	2.25%
Contact Center > eCCP > Telephonic Signature	105	2.23%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > Other	102	2.17%
Contact Center > eCCP	98	2.08%
CalSAWS Application/Related Systems > Production > Client Correspondence > NOAs	90	1.91%
Imaging > Other	85	1.81%
CalSAWS Application/Related Systems > Production > Reports > Scheduled	84	1.79%
Imaging > Scanning Documents	74	1.57%
BenefitsCal > System/Technical Issue	69	1.47%
CalSAWS Information Request	66	1.4%
Imaging > Unable to View Images	63	1.34%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > Customer Reporting	55	1.17%
Contact Center > eGain > Access Issue	53	1.13%
CalSAWS Application/Related Systems > Production > Performance > Slowness	51	1.08%
Lobby Device Support > Kiosk	51	1.08%
Other	2,259	48.04%
Total	**4,702**	**100%**

Figure 3.1.2-11: CalSAWS ServiceNow Incidents Created by Category

Note: The pie chart above represents Incidents by Category created within the past two months. The 2,259 listed as

Other are for selected categories that had less than 51 incidents. Please view the <u>CalSAWS Incidents by Category Breakdown</u>
report to see a complete list of all categories selected for the 4,702 incidents
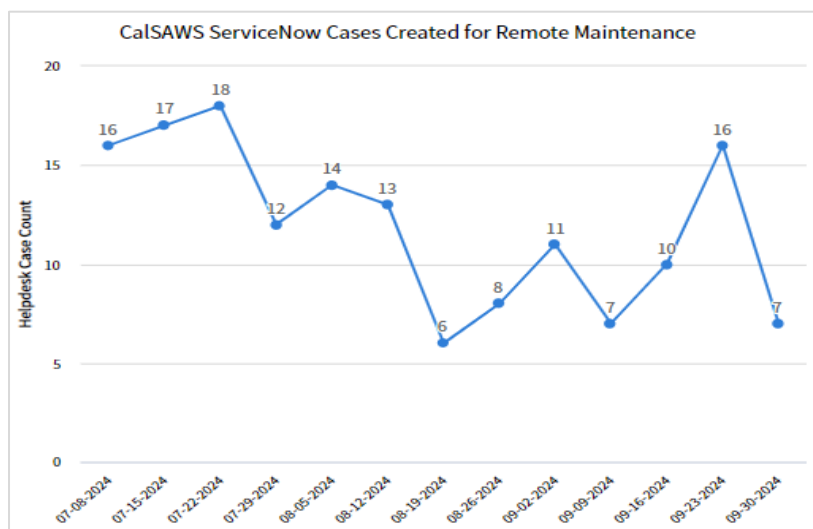
Figure 3.1.2-12: CalSAWS ServiceNow Cases Created for Remote Maintenance

- The Monthly Level Three Helpdesk Diagnosis Service Level Agreement (SLA) graph below represents the Level three Helpdesk compliance metric for closed incidents. The final compliance for September (MTD) was 99.1%. The compliance for October Month to Date (MTD) is 99.7%
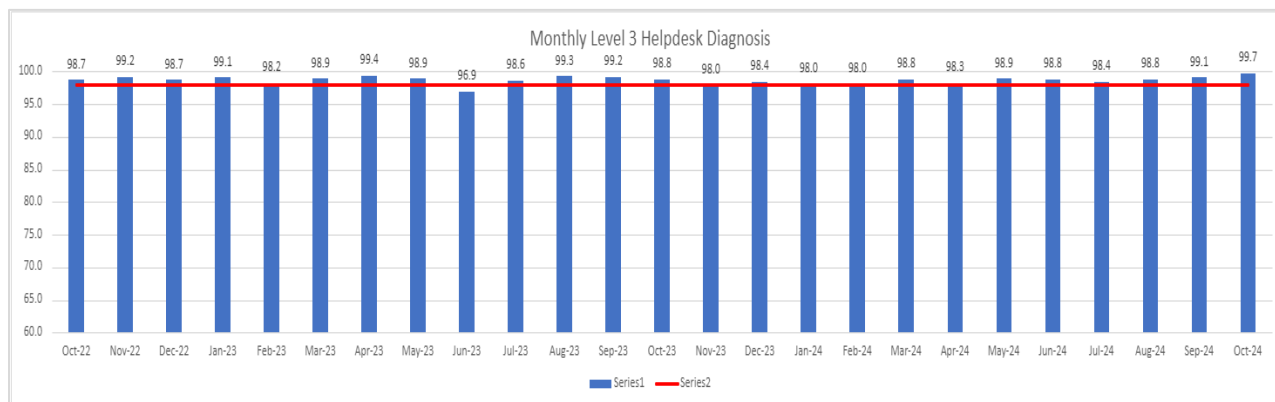
Figure 3.1.2-13: CalSAWS Accenture Monthly Level 3 Helpdesk Diagnosis Service Level Agreement (SLA) Compliance

- The graph below represents the number of incidents that missed the Service Level Agreement (SLA) in each month. Two (2) incidents missed the SLA in October MTD
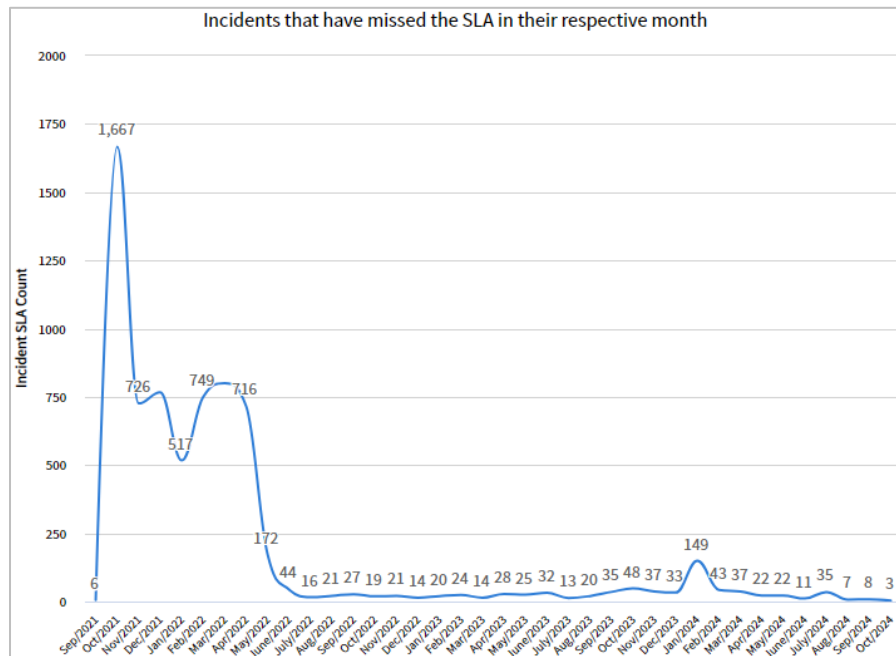
Figure 3.1.2-14: Incidents that have missed the Service Level Agreement (SLA) in their respective month

- 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. One (1) closed incident missed the SLA in October MTD
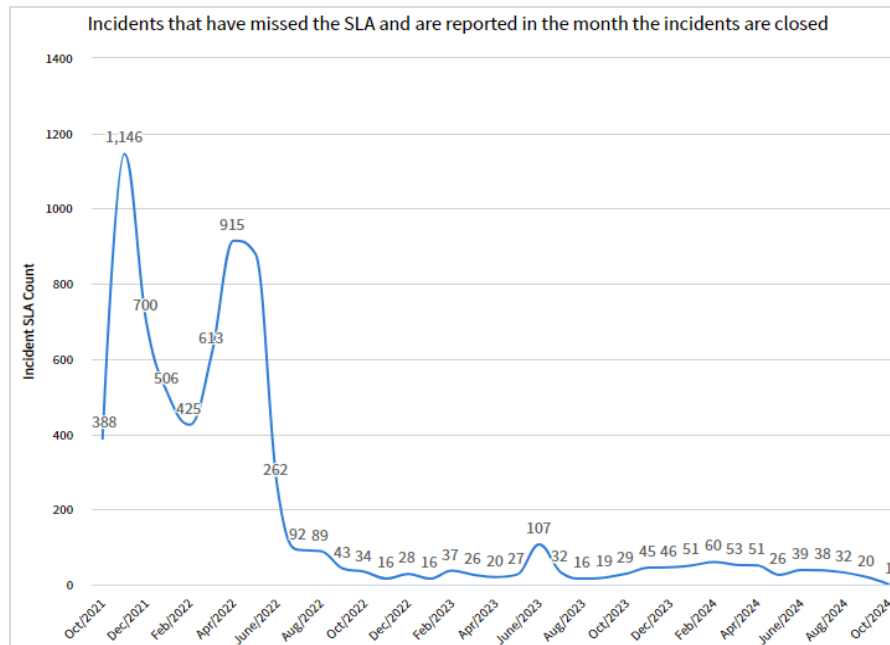
Figure 3.1.2-15: Incidents that have missed the SLA and reported in the month incidents are closed

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

■ ████████████████████████

• ██
██

■ 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)
   • Updating Kern County Access Point configuration to direct traffic to new WLC
■ Implementation Advance Planning Document Update (IAPDU)
   • 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
- Build of Virtual Network Lab-Sandbox01 (IM-41)
  - Continue to work with Cisco Technical Assistance Center (TAC) to troubleshoot build for Cisco Lab in AWS
- TPx Adtran Switch Replacement [CA-274977, TLM-07]
  - 128 of 138 of sites completed [93%]
- Vendor analysis in progress for CSAC-10 (New / Replace Virtual BigIP F5)
  - Kickoff with internal teams using partner exchange connectivity
  - Completed virtual firewall and panorama build
  - Activated the licenses
  - FIS-EBT non-production migration date confirmed for October 17, 2024
- CA-274976, TLM-06 [Major Upgrades – Network Operating System (O/S)]
  - Successful migration of SV1 and LA3 Cisco ASA firewall to Firepower Threat Defense (FTD)/ Firewall Management Center (FMC)
  - County device Operating System (OS) upgradation started; 133 devices completed as on October 02, 2024

Table 3.2.1-1: CalSAWS Upcoming Maintenance

SCHEDULED DATE	ACTIVITY DESCRIPTION
October 9 – 11, 2024	Configuration of Web Application Firewall (WAF) and Cloudfront for County Preview (CT) in the Coreapp-County Account and update WAF managed rule set for Policy, Review, and Training (PRT) (Planned Change)
October 10 - 13, 2024	Network Hardening on shared service and tools production Transit Gateway (TGW) Routes on network-prod-us-west-2-fw-net-core-rt
October 10 – 14, 2024	Configuration of Web Application Firewall (WAF) and CloudFront for Production Training (PTrain) in the Coreapp-Training Account (Planned Change)
October 11, 2024	Rotate application credentials – Policy, Review and Training (PRT), County Preview (CT) and Training environments - coreapp-county, coreapp-training and coreapp-production-tools - October 2024 (Planned Change)
October 13, 2024	Upgrade Qlik Sense Prod/AdHoc Repository PostgreSQL from 14.8 to 14.13
October 13, 2024	Upgrade Qlik Sense San Diego Repository PostgreSQL from 14.8 to 14.13
October 20, 2024	Rotate application credentials - Production environments - coreapp-production - October 2024 (Planned Change)

SCHEDULED DATE	ACTIVITY DESCRIPTION
October 20 – 21, 2024	Configuration of Web Application Firewall (WAF) and CloudFront for Production and Disaster Recovery (DR) in the coreapp-production

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:
  - Resources\Calendar\CalSAWS Production Planned Outages Calendar\2024 folder

Legend	
Unavailable	
Reduced Availability	
Available	

CalSAWS and BenefitsCal Production Planned Maintenance

Activity Description	Start Date	Start Time	End Date	End Time	Communication Method	Communication Sent Date
BenefitsCal Release 24.10.07	10/07/24	8:00 PM	10/07/24	9:30 PM	Broadcast Email	10/7/2024
Production Maintenance	10/20/24	2:00 PM	10/20/24	6:30 PM	CIT 0153-24	10/1/2024
					Broadcast Email	10/7/2024
CalSAWS Adhoc Reporting Database Maintenance	10/20/24	12:00 PM	10/20/24	4:00 PM	CIT 0153-24	10/1/2024
					Broadcast Email	10/7/2024
ForgeRock Maintenance	10/25/24	10:00 PM	10/26/24	2:00 AM	CIT 0157-24	10/4/2024
					Broadcast Email	TBA
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	
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	

Figure 3.2.3-1: CalSAWS Production Planned Outages Calendar

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
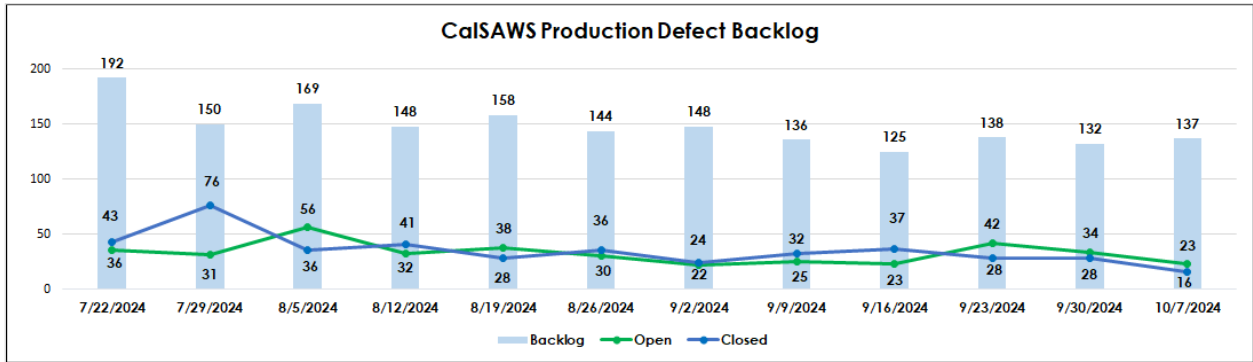
Figure 3.2.3-1: Production Defects Backlog Weekly Trend

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 bi-monthly release (September 2024, November 2024, etc.). The status of the defect in the fix and re-test pipeline is also reflected for each of the defect severity categories to establish the number of defects remaining to be fixed, re-tested, and closed for each of the releases

Table 3.3.1-1: CalSAWS Production Defect Count by Release

CalSAWS Production Defect Count by Release						
Count of Defects	**Release**					
Severity	**24.09**	**24.11**	**25.01**	**25.02**	**TBD**	**Grand Total**
2-Normal/Medium	**11**	**9**	**0**	**0**	**2**	**22**
New	1	0	0	0	0	1
In Progress	3	7	0	0	2	12
Closed	7	2	0	0	0	9
3-Normal/Low	**127**	**66**	**4**	**1**	**22**	**220**
New	12	5	0	0	16	33
In Progress	20	57	4	1	6	88
Closed	95	4	0	0	0	99
4-Cosmetic	**2**	**2**	**0**	**0**	**0**	**4**
In Progress	1	2	0	0	0	3
Closed	1	0	0	0	0	1
Grand Total	**140**	**77**	**4**	**1**	**24**	**246**

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

3.4   Production Operations

3.4.1 Release Communications

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

Table 3.4.1-1: CalSAWS Release September 2024 Communication Activities

TASK	DATE (S)	OWNER
Send draft Release Notes file to Consortium for review	October 14, 2024	Production Operations
Send draft Release Notes file to select County Staff and Consortium for review	October 28, 2024	Production Operations
Webcast on CalSAWS Release 24.11	November 11, 2024	Production Operations / Consortium Policy and Design
Send draft Release Notes file to select County Staff and Consortium for final review	November 11, 2024	Production Operations
24.11 CalSAWS Application Development and Training Release Notes Broadcast	October 5, 2024	Production Operations
CalSAWS Release 24.11 Greenlight Meeting	November 19, 2024	Release Management/Quality Assurance
CalSAWS 24.11 Post-Release Checkpoint Call	November 25 – 27, 2024 4:00 p.m. to 4:30 p.m.	Production Operations

3.4.2 Root Cause Analysis (RCA)

- CalSAWS RCA – 337 – Degraded Server Response Time – PRB0049803
  - On August 7, 2024, at 11:25 a.m., team received alerts for degraded server response time and as a result some CalSAWS Users may have experienced intermittent slowness while navigating through and performing transactions in CalSAWS. The CalSAWS Technical Operations team joined a bridge call to troubleshoot the issue and identified large number of hung threads on couple of servers from clustuer-1 which consumed all the available worker threads on six of the 12 Apache servers causing them to go unhealthy state. As a result, Users connected to cluster-1 servers were experiencing intermittent slowness. To remediate the issue, team determined to perform a rolling restart of the online and Apache servers. After receiving approval from Consortium, Online servers and Apache servers were restarted (rolling restart). After the restart, the CalSAWS Production Operations team received confirmation from Counties that Users were able to perform transactions in CalSAWS at normal speeds. While analyzing the issue further on hung threads, the team identified a long running method from "jasypt" library that is used to encrypt form fields. This library has been part of the application since inception.
- CalSAWS RCA – 338 – Regional Call Centers (RCC) Voicemails Not Being Saved – PRB00499812

- On August 8, 2024, it was discovered that voicemails from Covered California Service Center (CCSC) to Regional Call Centers (RCC) were not being saved. While investigating the issue, the Contact Center team identified that the RCC voicemail functionality, which allows Covered California agents to leave voicemails after hours, had been impacted since July 22, 2024. On an average four to six voicemails are sent by CCSC to RCC per day. The Contact Center team opened a Priority 1 ticket with Amazon Web Services (AWS) (172313356800782) to troubleshoot the issue. AWS confirmed that unsaved voicemails cannot be recovered. Root Cause: The issue was traced back to a manual error, where a production change was missed during a multi-step process for account migration as part of System Change Request (SCR) CA-274806. The step that was missed was reliant on a port over of an existing number from the legacy account to the new shared functions account which was completed by AWS on July 19, 2024. To resolve the issue, a change was made to make non-production configurations into Production configurations.

- CalSAWS RCA – 340 – RCCs Were Unable to Receive Calls from Covered CA – PRB004896

  - On August 19, 2024 the CalSAWS Contact Center team received incidents that reported RCCs were not receiving calls from the Covered California Service Center. The CalSAWS Production Operations team scheduled a bridge call to investigate the issue, and an issue broadcast was sent to Contact Center counties informing them of the issue. The Contact Center team identified the issue occurred due to a failure on a lambda because of a N-1 effort to upgrade lambda node.js runtime to 18 (CA-272625). This lambda checks if agents are logged into a particular county before routing the call. The team began working on a solution to remediate the issue and Defect CA-281832 was created to track the fix for this issue. In the interim the project team enabled the RCC after-hours procedure to allow calls from CCSC to route to RCCs voicemail solution. Workaround was communicated to counties and the CCSC primary point of contacts. RCC agents were able to retrieve voicemails and take actions as necessary for the remainder of the day. Fix for CA-281832 was deployed to production at 8 p.m. on August 19, 2024 and validated by the project team. The CalSAWS Project team monitored the calls to RCC from CCSC the next day and confirmed that all CCSC calls to RCCs were being routed without any issues.

- CalSAWS RCA – 341 – Imaging Slowness – PRB0049942

  - On August 26, 2024, the CalSAWS Project team received reports from some Users that they were auto logged out of the system and some users reported experiencing slowness while navigating through the imaging system. The CalSAWS Imaging team opened a support case 01801431with the imaging vendor (Hyland) and started actively working with Hyland support team to resolve the issue. Hyland support team confirmed memory heap contention on one (B01) of the five application servers for the core Perceptive Content application. Users that were connected to the B01 application server were either experiencing slowness performing transactions or they were auto logged out of the imaging system. Memory heap contention on B01 application server self-

stabilized at 12:05 p.m., and as preventative measure, core service was restarted on B01 by Hyland.

3.4.3 Batch Operations

- Completed execution of General Assistance/General Relief (GA/GR) Cost of Living Adjustment (COLA) Change for San Francisco County successfully
- 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
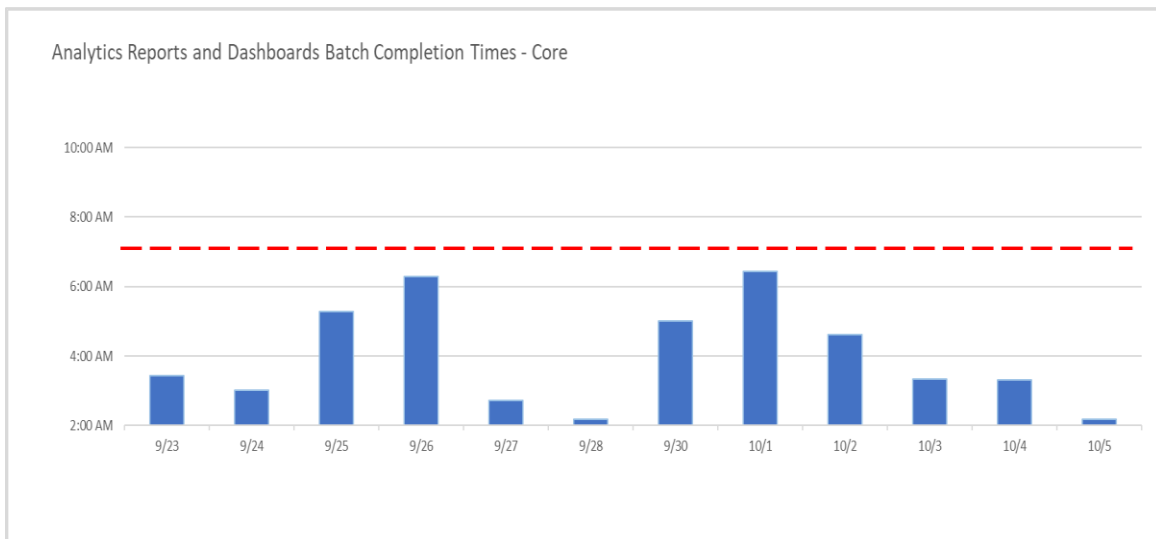
Figure 3.4.3-1: Analytics Reports and Dashboards – Monday – Saturday Nightly Batch Runs for the Status Reporting Period

Table 3.4.3-1: 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			

Batch Date	Issue	Communication	Status	Resolution
	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)
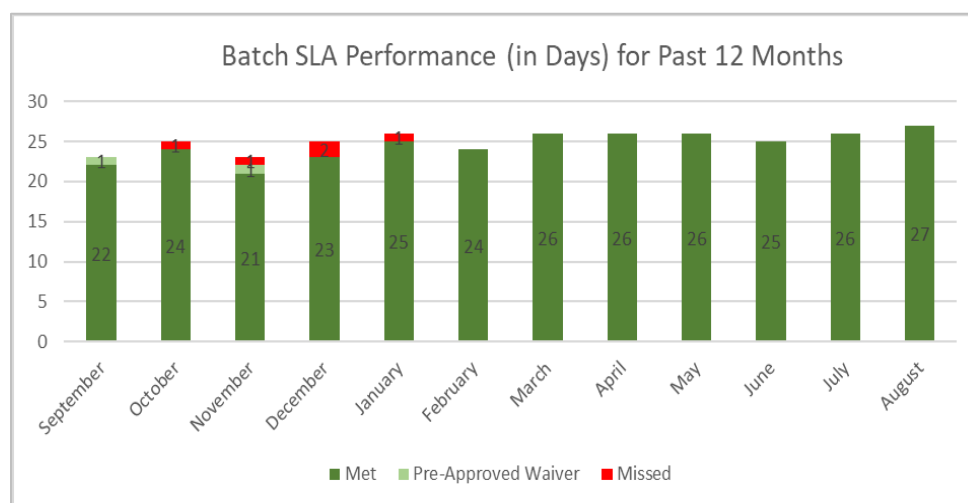
Figure 3.4.4-1: Batch Service Level Agreement (SLA) Performance

- Imaging
  - None for the reporting period
- Contact Center
  - None for the reporting period
- ForgeRock
  - None for the reporting period
- Core Online
  - Online Service Level Agreement (SLA) Performance. Peak SLAs for screen to screen and Eligibility Determination Benefit Calculation (EDBC) was not missed for the last 12 months
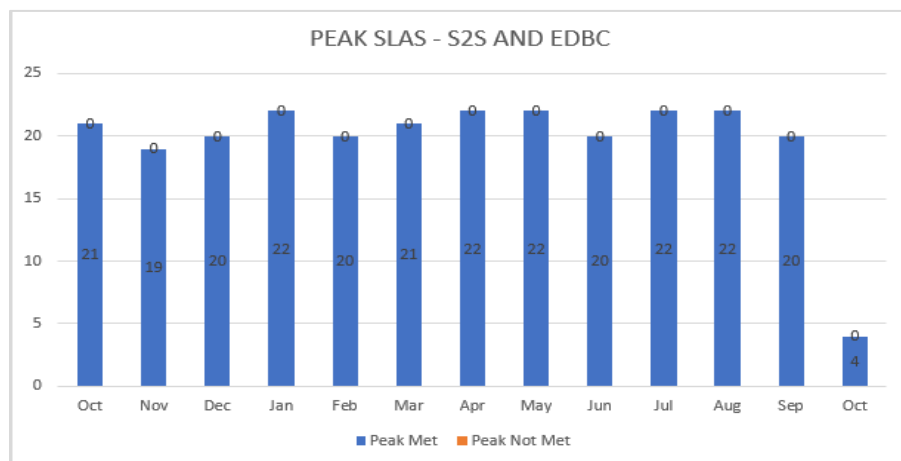
Figure 3.4.4-2: Peak Service Level Agreement (SLA) - S2S and Eligibility Determination Benefit Calculation (EDBC)
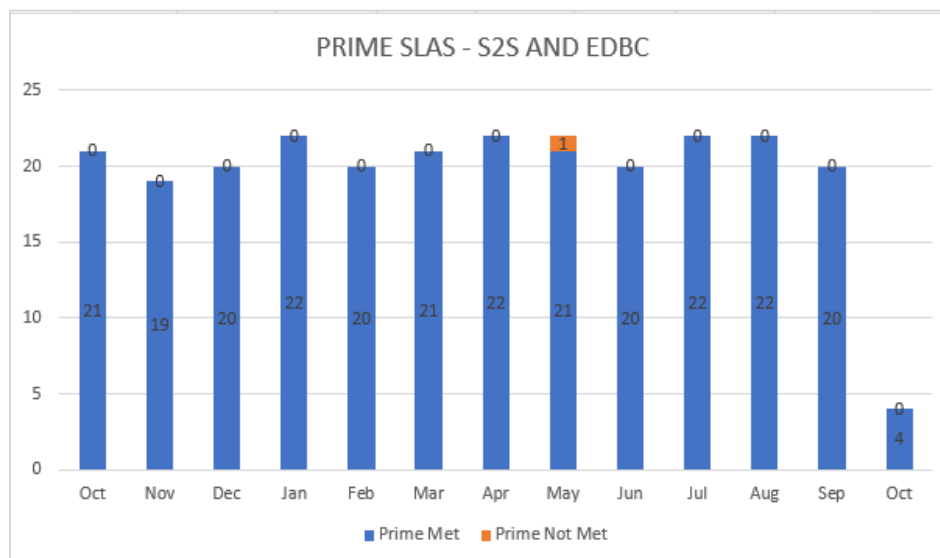
Figure 3.4.4-3: Prime Service Level Agreement (SLA) -S2S and Eligibility Determination Benefit Calculation (EDBC)

3.5   ForgeRock

3.5.1 Highlights

- ForgeRock reviewed and approved code to deploy BenefitsCal for Multi Factor Authentication (MFA) Enhancements to Login MFA Process in BenefitsCal application
- Change will be deployed to Assembly Test and Development environment on October 3, 2024, and October 4, 2024

- ForgeRock team received approval from Consortium for WIAM-18 to push Production date to December 6, 2024 for these components. Pending approval from BenefitsCal to deploy to the ForgeRock Development environment
- ForgeRock conducted HyperCare Bridge Call postproduction deployment on September 27, 2024. Production stability and health were good from September 28, 2024 through October 1, 2024
- ForgeRock team is working with eGain and Calabrio for post deployment support
- Additional generic accounts needed for eGain. ForgeRock team working on getting their accounts created
- Training Staging cutover user list comparison is completed with the Consortium Training team for September 29, 2024 cutover
- ForgeRock syncing with vendor on open defect for ServiceNow integration. Further investigation is required on why user type is not able to be added
- ForgeRock Evolution (Hydra) team has deployed ForgeRock Sandbox environment in collaboration with the IAC (Infrastructure as a Code) team
- ForgeRock 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
- ForgeRock reviewing issues identified in BenefitsCal third party scan tool. Further updates to come
- ForgeRock held the Bi-Weekly Operations Sync on October 2, 2024 with Quality Assurance and Consortium
- ForgeRock creating User Access Review Report for the month of September and plan to submit this to Consortium by end of week (October 4, 2024)
- ForgeRock provide monthly performance and BenefitsCal metrics for the month of September

Table 3.5.1-1: ForgeRock Milestones

MILESTONES	PRODUCTION DEPLOYMENT DATE	STATUS
ForgeRock-ServiceNow integration	October 25, 2024	In progress
ForgeRock Integration: Single Sign on for eGain	September 27, 2024	Completed
ForgeRock Integration: Single Sign on for Calabrio	September 27, 2024	Completed
Platform Architecture Enhancements – Design	To Be Determined	In progress
Increase ForgeRock MaxSessionTimeOut limit to 8 hours	October 25, 2024	New SCR - Pending Consortium Approval
Increase ForgeRock MaxSessionTimeOut limit to 12 hours	December 6, 2024	New SCR - Pending Consortium Approval
WIAM-18 Identity - Password Authentication	October 25, 2024	In progress
Trust Store Issue	October 25, 2024	In progress

MILESTONES	PRODUCTION DEPLOYMENT DATE	STATUS
ForgeRock Support for BenefitsCal MFA Enhancements to Login MFA Process	October 25, 2024	In progress

3.6 Imaging

- Completed Defects
  - CA-282621 - Update Imaging scripts to include 400 error codes
  - CA-281904 - CV 24.09-SCR-CA-275753_AR_Unable to Route Document to Reindex All Queue in Hyland Testing Region
  - CA-281666 - CA-258909 | MarkReceived parameter is not being sent to the task service
  - CA-281492 - Find and Replace "Document Requires Removal" with "Remove Document" in CalSAWS_Routing.js
  - CA-281936 - CV 24.09-SCR CA-258909-1-LW-Case Numbers do NOT Match on Project test cases 5 and 6 of CA-T134456 (1.0)
  - CA-282922 - CA-282621 - Deployment Defect
  - CA-282963 - [CA-274726] - Barcode Lookup Not Triggering for Task Override Profile
  - CA-281015 - BV to other county BVC sends to other county BV
  - CA-280085 - Technical Only - Routing Script QueueMap
  - CA-280424 - Legacy Returned Mail missing indicator causing errors
- Completed System Change Requests (SCRs)
  - CA-274726 - Create Task Override Capture Profile
  - CA-275753 - Collapse Reindex Form Only into Reindex All
  - CA-279723 - Update file upload capture profile blank page detection

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 18 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
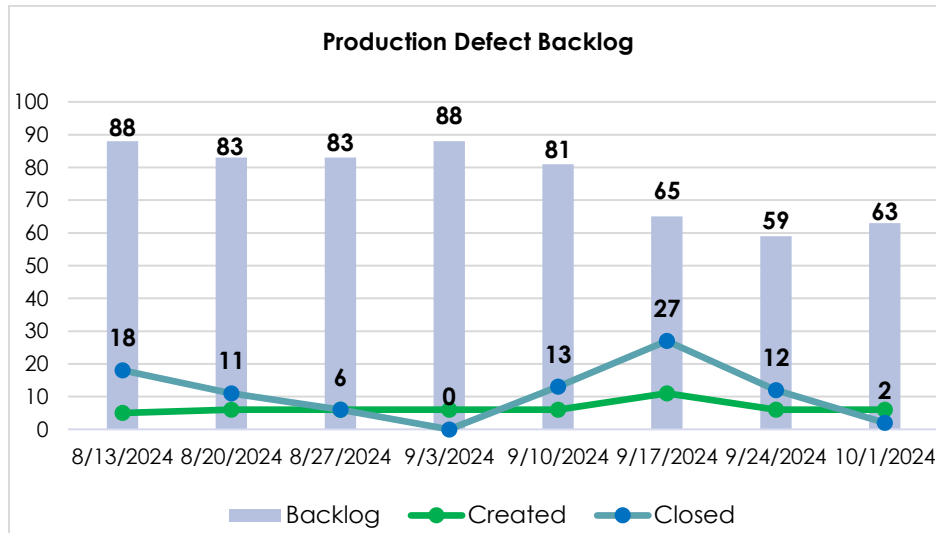
Figure 3.5.1: Contact Center Defect Burndown

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

Table 3.7-1: Contact Center Recently Deployed Enhancements

TYPE	JIRA ID	ENHANCEMENTS	DEPLOYMENT DATE	STATUS
SCR	CA-275809	Alameda County - Update EGain custom attributes	24.10.02	In Production
SCR	CA-275822	Solano County - Update EGain custom attributes	24.10.01	In Production
SCR	CA-280523	Sacramento Courtesy Call Back – Repeat Offering	24.09.30	In Production
SCR	CA-279409	eGain Updated Requirement for Data Transfer	24.09.27	In Production
SCR	CA-281094	Remove CALM/CAPI option from Interactive Voice Response IVR Call routing	24.09.20	In Production
SCR	CA-275820	Monterey County - Update EGain custom attributes	24.09.20	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 3.7-2: 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	System Test
SCR	CA-280062	ForgeRock Session Management for Contact Center eCCP	24.11.14	Approved
SCR	CA-260329	Telephonic Signature - Add Outbound Call Option on Electronic Signature Page	24.11.14	Committee Review
SCR	CA-252858	Add Live Monitoring and Change Agent Status to the Supervisor panel in eCCP	24.11.14	System Test
SCR	CA-270820	Update and Add Contact Center Security in CalSAWS	24.12.xx	Design in Progress
SCR	CA-270574	Replace two-digit Language Code with Language Name	25.01.xx	New
SCR	CA-260730	Contact Center eCCP - Admin Page Enable Courtesy Call Back Configuration by Queue	25.01.xx	New
SCR	CA-270818	Add a Static Dial Pad on eCCP	25.02.xx	New
SCR	CA-270833	Update the IVR Call Flow to Spell Out BenefitsCal	25.04.xx	New
SCR	CA-245926	Add Field in ECCP for Customer Info that Initiates a Batch to Send E Notices to Customer	25.04.xx	New
SCR	CA-269867	Update Journal Entries for Telephonic Signatures to List All Forms	25.05.xx	Approved
SCR	CA-250838	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
- Lassen County
  - Kiosk successfully went live on 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
        - Met with County on September 24, 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
    - First County go-live will be October 7, 2024, and will commence with an additional office go-live on each Monday until completion
- Inyo County
    - No updates for the reporting period
- Kern County
    - All kiosks have been deployed
    - Working with the County to activate additional wireless access points at new location to support lobby tablets
- Kings County
    - No updates for the reporting period
- Madera County
    - No updates for the reporting period
- Mariposa County
    - No updates for the reporting period
- Merced County
    - No updates for the reporting period
- San Joaquin County
    - No updates for the reporting period
- San Luis Obispo County
    - No updates for the reporting period
- Stanislaus County
    - No updates for the reporting period
- Tulare County
    - No updates for the reporting period

3.8.5 Region 5 Counties

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

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

3.8.6 Region 6 County

- Los Angeles County
  - No updates for the reporting period

3.8.7 Lobby Management Modernization (TLM-39)

- Held kick-off meeting on June 18, 2024
- Schedule is being developed
- Met with Consortium Lobby team on August 7, 2024 for preliminary approval of the base architecture for this effort. Decision was made to move forward with React Native structure
- Design is in progress
- Began preliminary testing on the week of August 12, 2024
- Began build out of new Application Programming Interface (API)
- Partner with the Consortium Lobby team and the Lobby committee to finalize details
- Held first meeting with the Consortium Lobby committee team and gathered feedback for initial design
- Team is currently incorporating feedback from County and working to obtain Accenture and Consortium Security team approvals

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 – Abled 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:
  - SIRFRA 3990 – CalFresh Work Registrants
  - CIDR – 9044 EBT Theft Data for USDA OIG Investigation
  - CIDR – 9045 Auto/Mass Replacement Waiver Data Request – September 2024
  - CIDR 9046 – Summer EBT Revised
- Continued Work:
  - CIDR 9037 - Medi-Cal Client Detail Snapshot November 2023 to July 2024
  - CDSS SAWS+ Implementation
- Started Work:
  - CIDR 9047 – CalFresh Income Snapshot August 2024 and September 2024
  - CIDR 9048 – CalWORKs and CalFresh Application Detail Snapshot
  - SIRFRA 3995 – Infant Supplemental Data Pull Request
  - SIFRA 3996 – Expectant Parent Payment
  - CIDR 9049 – Summer EBT Revision 2
  - CIDR – 9045 Auto/Mass Replacement Waiver Data Request – September 2024 Issuance Confirmation

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 1385 – End of CCR Renewal Data Request October 2024
- Continued Work:

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

3.9.3 Endpoint Detection and Response (EDR)

- CHG0050836 opened to enable EDR and Anti-malware in one availability zone for ForgeRock Production Servers
- 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. Asset owners are continuing to fill in the details for the scans. CHG0050841 opened to enable On Demand Scans for County File servers
- 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 being sent out for review
- Continue to fine tune File Integrity Monitor (FIM) alerts on servers to eliminate False Positive noise. Weekly working session call scheduled
- 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. List has been shared by the IAC team. First review is underway
- Continuing to implement Security Assertion Markup Language Single Sign-On (SAML SSO) for Qualys in progress. CHG0050056. Experiencing some unexpected roadblocks with implementation. Call has been requested with Qualys Support for further troubleshooting

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

- Hardware purchase has been completed and now working on project closure

3.9.5 New / Replace Virtual BigIP F5 with Next Generation Firewalls (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
- Currently coordinating with partners

- Scheduling Change requests to migrate FIS-EBT to NGFW

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

- Implement CHG0050499 in CCP Production on September 29, 2024. CoreApp Production is targeted for October 20, 2024
- Implemented CHG0050372 for Key Management System (KMS) enhancement in coreapp-development
- Fortinet WAF rulesets subscribed in coreapp-development Account
- Implemented CHG0050402 in AT5 with Fortinet Rulesets

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

- September 23, 2024: Report Phishing User Communication sent
- September 25, 2024: Quarantine Email User Communication sent
- September 27, 2024: External Sender Banner User Communication sent out
- Change request CHG0050589 was approved for the Report Phishing Button/External Sender Banner deployment tenant wide
- October 1, 2024: Onboard wave one of users (All Accenture Tech, All Consortium Technical, 10 high volume accounts)
- October 1-22, 2024: Validate and Monitor Defender mail flow

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

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

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

- On August 15, 2024, Consortium has been informed that Implementation Advance Planning Document Update (IAPDU) item CSAC-31 (SCR CA-274779) is on hold due to Google deprecating the plan to phase out third-party cookies. We will continue to monitor updates from Google regarding browser changes

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

- Static Application Security Testing (SAST) and Software Composition Analysis (SCA):
  - Phase Four: Initial roll out to the team
  - Phase Four Sub-tasks:
    - Engage Development with IDE Plugins (Onshore and Offshore) – In progress
    - Snyk product training – In progress
  - Phase Six: Rolling out to the prevention stage
  - Phase Six Sub-tasks:

- Tool cut over - Snyk 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 – Completed
  - Onboarding all applications into Invicti API Testing – Completed
  - Tool cut over - Invicti for DAST and API scan – 24.11 release – In progress

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

- Build in progress and targeted to complete first sprint next week
- Implemented Change Request to resolve the Offshore connectivity issue
- Implemented CHG0050322 - Internal APIs for Remaining AT Environments in Coreapp-Dev targeted for Cab on September 18, 2024
- Held Kickoff meeting with CalSAWS teams on September 24, 2024 and received agreement on completing the AT Testing

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

- Completed 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
- Completed development
- Assembly testing is in progress
- Next steps are to proceed with system testing

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

- Resolved Data Loss Prevention (DLP) technical issue
- Consortium Approvals:
  - Training and Adoption Plan (MPIP and DLP)
- In Consortium Review:
  - Understand Sensitivity labeling artifact
  - OCM Communications Material (MPIP and DLP)
  - MPIP and DLP Pilot Survey
- In Accenture Review:
  - Understand Access Restrictions artifact
- OCM Revisions:
  - How to Manage Labels artifact
- In OCM Draft:
  - How to open encrypted or protected email
  - How to open Protected Documents
- Internal Retention Review:

- Pilot Change submitted
- Continued work on POC testing and deliverables
- Continued working on Microsoft tickets
- Understand Sensitivity Labeling artifact
- OCM Communications Material (MPIP and DLP)
- MPIP and DLP Pilot Survey
- Internal Retention Review
- Pilot Change submitted

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

- S3 Hygiene Optimization using S3 Lifecycle Policies for significant buckets (1 Terabyte+) expected to be completed by October 11, 2024
- Macie agreed-upon implementation on all Accenture accounts (Production and Non-Production) planned for completion on October 18, 2024

3.9.15 Identity Proofing (IA-12)

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

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

- Continued effort to build Amazon Web Service (AWS) lab
- Beta Release being considered due to compatibility issues between CML software and AWS Bare Metal
- Ongoing engagement with AWS support and Cisco Technical Assistance Center (TAC)

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

- System Change Request (SCR) CA-274944 - ISA-20 - coreapp-production environments migration to TFC managed AWS accounts – Approved
- Milestone One – Technical Design Approval – June 13, 2024 – Completed
- Milestone Two – Tools migrations - July 26, 2024 – Completed
- Milestone Three – Training, Training Staging, PRT and County preview – Completed
- Milestone Four – Production and DR buildout – November 30, 2024 – In progress
- Milestone Five – Validations – February 25, 2025
- Milestone Six – Production environment cutover – March 20, 2025
- Milestone Seven – Decommissioning old production environments – May 20, 2025

3.9.18 Office 365 Services Backup Solution (ISA-21)

- Moved to maintenance and operations

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

- Moved to maintenance and operations

3.9.20 Major Upgrade - Analytics stack (TLM-03)

- Functional testing of the Development environment for Elastic MapReduce (EMR), Python, and AL3 is in process along with functional validation of Reports
- Performance issues have been fixed and functional validation is in progress in Development EMR, a few jobs are failing, and the team is working on the resolutions. Functional testing should be complete by October 7, 2024
- System Testing is scheduled to begin October 8, 2024
- Qlik and NPrinting upgrades are targeted to begin October 17, 2024

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

- Successful migration of SV1Cisco ASA firewall to Firepower Threat Defense (FTD) / Firewall Management Center (FMC)
- Project documentation is in progress

3.9.22 Network Replace TPX Adtran Switches (TLM-07)

- Total sites completed 113/140
  - Wave three upgrades are currently at 88% for completion
  - Wave two upgrades are currently at 100% for completion
  - Wave one upgrades are currently at 100% for completion

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

- Completed base build with policy configurations
- Communication to all identified testers in UAT Phase One transmitted

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

- ITOM (IT Operations Management)
  - Configuring Agent Based Discovery for four (4) on-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
  - Requested Virtual Machines (VMs) for each domain to enable Configuration Discovery for c-iv.ivr, trusted.c-iv.mgt and dev.c-iv.ivr domains devices; VM build is in progress

- 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

3.9.25 Texting - Upgrade Nodejs Lambdas (TLM-16)

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

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

- System Test is complete
- Release is scheduled for October 17, 2024

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

- CHG0050575 - Decommission unused Lambdas in childcare-production environments in us-east-1 region
- CHG0050573 - Decommission unused Lambdas in childcare-dev environments in us-east-1 region
- CHG0050576 - Decommission unused Lambdas in coreapp-production-tools
- CHG0050577 - Decommission unused Lambdas in coreapp-sandbox
- System Testing is scheduled to begin

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

- Work for this SCR cannot begin until compatible WebLogic version and ODM version is available to support JDK 17 upgrade as part of SCR CA-247010
- SCR will be on hold and has been approved by Consortium

3.9.29 Upgrade Spring and SpringBoot (TLM-22)

- Began Implementation and development in progress
- This SCR is now targeted for 25.01.xx priority release and content revision is submitted for the same.

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

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

3.9.31 RHEL OS Upgrade (TLM-30)

- Milestone One – SCR CA-CA277706 Approved
- Milestone Two - Complete Production Batch Servers RHEL8 Upgrades – May 30, 2024 Completed

- Milestone Three - Complete Disaster Recover (DR) and remaining environments RHEL8 Upgrades – June 30, 2024 Completed
- Milestone Four - Complete remaining environments and databases RHEL8 Upgrades – Aug 16, 2024 - Completed

3.9.32 DevSecOps tools upgrade (TLM-31)

- Milestone Four - Upgrade to latest version for: JIRA, Bitbucket, SonarQube Oct 30, 2024 – 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 Five – Upgrade to latest version for: Jenkins and AgitarOne – December 30, 2024

3.9.33 Upgrade to Windows 11 (TLM-34)

- SCCM collections ready to deploy all apps to a test workspace
- Begin internal testing of application installation for Windows 11
- New workspaces update:
  - Chose CidrRange for workspaces
  - Exported the Virtual Machine (VM) from hyper visor
  - 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.
  - Final image and Bundle was created
  - Cloud Formation for Offshore Teams has been setup
  - Directories for specific teams has been created

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

- Troubleshoot and resolved in-place upgrades with Amazon Web Services (AWS)
- 21 of 91 servers need in-place upgrades
- All troubleshooting has concluded, and an in-place upgrade process had been documented
- Change Request dates for the remaining servers set for October 31, 2024

3.9.35 Migrate Spectrum Universal Address Module (UAM) Loqate to Global Addressing Module (GAM) (TLM-67)

- 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)

3.9.36 Upgrade ODM to version 8.12 (TLM-68)

- 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

3.9.37 Identity - Password Authentication (WIAM-18)

- ForgeRock team received information from BenefitsCal that the deployment of the development environment will be pushed to November
- ForgeRock received approval from Consortium to move the Production deployment of the ForgeRock components to December 6, 2024

3.10 Deviation from Plan/Adjustments

- None to note for the reporting period

4 APPLICATION DEVELOPMENT

4.1 Highlights from the Reporting Period

Table 4.1-1: Application Development Status Agenda Topic

STATUS REPORT SECTION	STATUS AGENDA TOPIC
4.4.1 Release Test Summary	• Began test execution for the 24.11 baseline release. Week 1 of 8 completed. Team is on schedule with a 14% pass rate against a target of 14%.
4.6 Reports	• Did Design Walkthrough of Medi-Cal Renewal Listing Reports and eHIT Summary Dashboard • Held CalSAWS State and Fiscal Reports Bi-Weekly meeting • Met with Kern County on October 2, 2024, to provide information on MEDS Alert Reports • Met with Quality Assurance (QA) and Consortium teams in follow up meeting to discuss plan to retire Reports Risks 296 and 297 • Provided ad-hoc report to San Mateo on CAPI Integrated Claiming Report by Residence County on October 2, 2024 • Provided LIHEAP SUAS WINS Expungements ad-hoc reports for September 2024 to CalWIN Counties on October 2, 2024 • Did Design Walkthrough of CA 1037 State Report Functional Design Document • Met with CDSS on October 4, 2024, to discuss CA-252984 CalFresh CF 296 and Expedited Service Redesign Requirements • Deployed Priority Defect CA-283312 for RS 50 and RS 51 State Reports in Production on October 4, 2024

Status Report Section	Status Agenda Topic
4.9 FCED/CARES	▪ Foster Care Eligibility Determination (FCED)/California Automated Response and Engagement System (CARES) Update

4.2   Priority Release Summary

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

Table 4.2-1: CalSAWS Upcoming Releases

Release	Summary
24.10.08	▪ Tulare County is wanting to give customers an extra option to choose CCB (Courtesy Call Back)
24.10.10	▪ Deactivate Unnecessary CalWORKs Caseload Reports (CA 801) ▪ Outbound IVR (Interactive Voice Response): Add new calling campaign for AB 79 Personal Contact ▪ Phase Two Data Growth - Journal - Contact Center APIs (Application programming interfaces) ▪ Rename Begin Date and End Date on Disaster Services List and Disaster Services Detail Pages ▪ Upgrade Node.js Lambdas for IVR (Interactive Voice Response) Journal Lambdas ▪ Upgrade Oracle Apex to 23.2
24.10.10	▪ Deactivate Unnecessary CalWORKs Caseload Reports (CA 801) ▪ Outbound IVR (Interactive Voice Response): Add new calling campaign for AB 79 Personal Contact ▪ Phase Two Data Growth - Journal - Contact Center APIs (Application programming interface) ▪ Rename Begin Date and End Date on Disaster Services List and Disaster Services Detail Pages ▪ Upgrade Node.js Lambdas for IVR (Interactive Voice Response) Journal Lambdas ▪ Upgrade Oracle Apex to 23.2
24.10.12	▪ San Diego - GR (General Relief) COLA (Cost Of Living Adjustment) October 2024 - Batch EDBC (Eligibility determination and benefits calculation)
24.10.17	▪ (TLM-17) CalSAWS Admin Portal - Upgrade Nodejs lambdas to latest version ▪ Extend time limit on EBT (Electronic Benefits Transfer) Card Printer time out session ▪ Release the daily discharge notices that were held and stop holding the discharge notices (M44-353) for CalWIN counties

RELEASE	SUMMARY
	▪ Remove person records with no case association ▪ Stop generating CA 237 KG and CA 237 KG-F reports ▪ Training: Update Child Care Admin Portal CFP (CalSAWS Functional Presentation) CA-273214 ▪ Update Main Payroll Foster Care Direct Deposit Reports Schedule for Alameda and Sacramento
24.10.20	▪ Integrate CalSAWS HTTP APIs (Application programming interface) with CloudFront and WAF (CSAC-19) ▪ San Diego PBDS (Purpose Built Dataset) OEPA Solution ▪ San Diego PBDS (Purpose Built Dataset) Refactoring Solution
24.11	▪ Total System Change Requests (SCRs): 75 approved ▪ Release Webcast date: To be determined
25.01	▪ Total System Change Requests (SCRs): 32 approved ▪ Release Webcast date: To be determined
25.02	▪ Total System Change Requests (SCRs): five approved ▪ Release Webcast date: To be determined

4.3   Application Development Status

▪ Continued design on:
- CA-202054 - ACL-18-07 Suspend/Discontinue/Reinstate for CAPI case
- CA-203812 - THRESHOLD LANGUAGE NOTICE OF ACTION SNIPPETS FOR THE COUNTY MEDI-CAL INMATE PROGRAM
- CA-209344 - Apply SSP Only OPA for Specific Programs
- CA-229087 - Medi-Cal Add new NOAs for Reapplication and Rescind Functionality
- CA-229838 - Add new Foster Care Reasons to NOAs Phase Five
- 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-252984 - ACL 22-85 - CalFresh CF 296 and Expedited Service Redesign
- CA-253843 - Additional Section Codes for Humanitarian Parolees from Afghanistan
- CA-254391 - Update Postpartum NOA snippets in English and Threshold languages
- CA-256607 - COLA Automation Phase Three
- CA-257730 - Batch EDBC for 2025 CalFresh SSI COLA
- CA-258479 - ACL 22-104 & ACL 18-07: Update ABCD 350 and CA 1037
- CA-260079 - ACL 23-35-Guidance to Counties Regarding Revision of ORR-6 Refuge 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-268843 - Make all NOAs available for Manual generation with all available reason fragments applicable to each NOA
- CA-274189 - Workload Management Information Gathering
- CA-275163 - Re-Design CalSAWS Case Purge Components
- 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-280582 - CSAC-42, TLM 13, 14, 15 - ServiceNow Hardware Asset Mgmt (HAM)
- CA-281889 - CalHEERS eHIT: Accelerated Enrollment Enhancements
- CA-282222 - Virtual Assistant Expansion- Release 25.1.16 (Release 26)
- Continued build on:
  - Priority releases and Release 25.01 approved System Change Requests (SCRs)

4.4 Release Management

4.4.1 Release Test Summary

- Began test execution for 24.11 System Change Requests (SCRs)

Table 4.4.1-1: CalSAWS System Change Request (SCR) Test Status – 24.11

Pass Rate Target as of October 4, 2024	14%
Pass Rate Actual as of October 4,2024	14%
System Test completed Date: November 13, 2024	
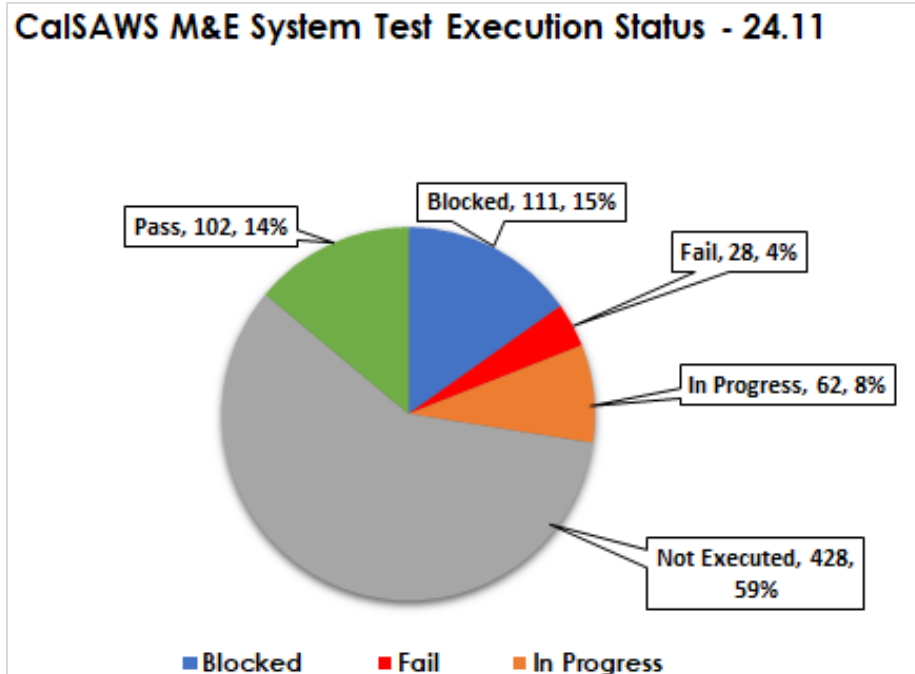
Figure 4.4.1-1

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	202,969,020	46.55%	15	100%
2	101	145,782,013	33.44%	101	100%
3	117	43,501,317	9.98%	114	97.60%
4	708	40,312,896	9.25%	595	92.21%
5	2808	3,448,639	0.79%	888	47.97%

Note: Transaction volume and coverage metrics are based on CalSAWS monthly Production performance data and Automated Regression Test (ART) coverage data as of September 30, 2024. Each tier is distinct from prior tier(s). For example, tier 2 includes all transactions that make up the top 80% of production volume except for the fifteen tier 1 transactions. Production statistics are updated each month, and coverage statistics are updated with each major release as new automated regression scripts are developed. To date, there are 1,320 end-to-end Automated Regression Test (ART) scripts:

- 1,063 targeting the core CalSAWS application
- 83 targeting the inbound BenefitsCal Application Programming Interface (API) service (Portal Service)

- 174 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-281144: Automated Regression Test - Execution and Maintenance - 24.11 Release Cycle
    - CA-282811: Automated Regression Test - Execution and Maintenance - 25.01 Release Cycle

4.5 Virtual Assistant (VA)

- Worker-Facing Virtual Assistant (VA)
    - Release 24 – successfully deployed on September 26, 2024
        - Ten new use cases, and one new sub-menu (Batch)
    - Release 25 – target to deploy on November 7, 2024
        - Design is completed
        - System Change Request (SCR) going through System Change Request Board / Change Control Board (SCRB/CCB) approvals
        - Build is in progress
    - Release 26 – target to deploy on January 16, 2025
        - Design is in progress

4.6 Reports

- Did Design Walkthrough of Medi-Cal Renewal Listing Reports and eHIT Summary Dashboard Functional Design Documents on September 24, 2024, with Management Reports Committee
- SCR CA-276904 Functional Design Documents were delivered on September 30, 2024
- Held CalSAWS State and Fiscal Reports Bi-Weekly meeting on September 26, 2024
- Met with Kern County on October 2, 2024, to provide information on MEDS Alert Reports
- Met with Quality Assurance (QA) and Consortium teams in follow up meeting on October 2, 2024, to discuss plan to retire Reports Risks 296 and 297. Plan is approved by Consortium and Quality Assurance (QA) teams
- Provided ad-hoc report to San Mateo on CAPI Integrated Claiming Report by Residence County on October 2, 2024
- Provided LIHEAP SUAS WINS Expungements ad-hoc reports for September 2024 to CalWIN Counties on October 2, 2024
- Did Design Walkthrough of CA 1037 State Report Functional Design Document on October 3, 2024, with State and Fiscal Reports Committee
- Met with California Department of Social Services (CDSS) on October 4, 2024, to discuss CA-252984 CalFresh CF 296 and Expedited Service Redesign Requirements
- Deployed Priority Defect CA-283312 for RS 50 and RS 51 State Reports in Production on October 4, 2024. Both reports were re-run after deployment for April-September 2024 reporting period

Table 4.6-1: Total Open Incidents by reporting period

REPORTING PERIOD END DATE	NUMBER OPEN TICKETS
August 09, 2024	7
August 23, 2024	15
September 06, 2024	9
September 20, 2024	14
October 04, 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	0	0	0	0	**0**
Reopened	0	0	0	0	**0**
Assigned	1	0	0	1	**2**
In Development	8	3	4	0	**15**
Development complete	0	0	0	0	**0**
In Assembly Test	0	0	0	0	**0**
System Test	3	0	0	0	**3**
Test Complete	1	1	1	1	**4**
Total Open Defects	13	4	5	2	**24**

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	10	3	4	2	**19**
4-Cosmetic	0	0	0	0	**0**
Total Open Defects	13	4	5	2	**24**

Note: Data is as of current reporting period

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

State/Claiming Reports	Total	As Prioritized	Defects 24.09	SCRs - Targeted Release 24.11	25.01	25.03	25.05
ABCD 350	1	0	0	1	0	0	0
CA 1037	1	0	0	1	0	0	0
CA 237 CW	3	0	0	0	0	3	0
CA 237 CW Line 8	1	0	1	0	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	1	0
CA 800 RIA	1	0	1	0	0	0	0
CF 296	1	0	0	0	1	0	0
CA 812	1	1	0	0	0	0	0
DHCS CMS PI	2	1	0	0	0	1	0
DHCS CMS Unwinding E&E	1	0	0	0	0	0	1
DHCS RMR	1	0	0	0	1	0	0
DSS 466	1	0	0	0	0	0	1

Disaster CalFresh Daily	1	1	0	0	0	0	0
FNS 209	1	1	0	0	0	0	0
FSP 14	1	0	0	0	0	0	1
GR 237	2	2	0	0	0	0	0
Integrated Claiming	3	0	1	0	1	0	1
STAT 45	2	2	0	0	0	0	0
STAT 47	1	0	1	0	0	0	0
TEMP 2035	1	1	0	0	0	0	0
TEMP 2313	1	1	0	0	0	0	0
WTW 25/25A	3	2	0	0	0	0	1

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
- This table may not reconcile with defect table as one defect can impact multiple reports
- If SCR is impacting more than one report, it will be counted more than one against each report impacted
- This table will list only those reports where we have open defects and open SCRs
- 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 25, 2024, and October 02, 2024
  - System Change Requests (SCRs) in Design Phase
    - CA-213225 - Elimination of ABP 4038, six-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 CalWORKs PPO Policy Changes
    - CA-249419 - Add phone interview appointment option for GA/GR reevaluation
    - CA-249944 - LA County - Update GR Denial NOAs for CSC IV and V
    - 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-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-274856 - Remove automation logic for CDS 525 for all GA/GR programs
  - 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

- System Change Requests (SCRs) in System Test 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-278309 - San Diego - GAGR Grant Amounts for Shared Housing
  - CA-280400 - San Diego - GR COLA October 2024 - Batch EDBC

- Priority System Change Requests (SCRs) deployed to Production
  - CA-277446 - San Diego - GR COLA October 2024
  - CA-274665 - GAGR NOA's field populating wrong amount from the GR_Budget table
  - CA-280398 - SF – CAAP GA/GR COLA Change Effective October 1,2024 - Batch EDBC

- Defects released to Production
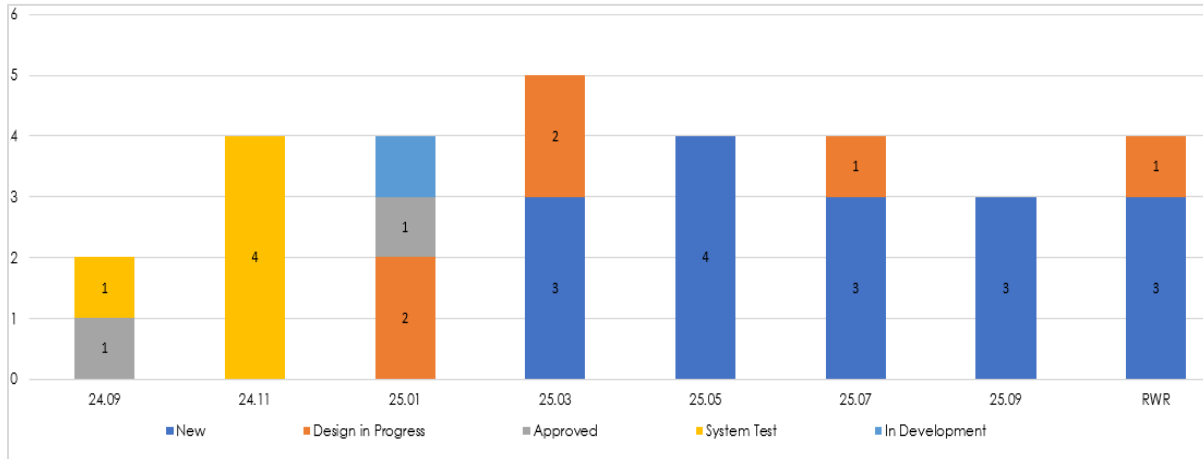 - None to note for the reporting period

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

4.8 Training Materials Update

- 24.11 Online Help (OLH) System Change Requests (SCRs):
  - In Assembly Test
    - CA-280309 - Online Help: Update the JAs Security Access Profiles - Manage and System - Navigation CA-232192
  - System Test
    - CA-282915 - Online Help: Update the Forms Overview for the 24.11 Baseline Release
    - 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-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 Automated Process
    - 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-245051
    - 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-279024 - Online Help: Update the Security Assignment OLH page CA-232192
    - 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)
- ✖ 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
  - Test Complete
    - ✖ CA-280293 - Online Help: Remove JA Password Information - System Maintained due to CA-232192
    - ✖ CA-260893 - Online Help: Create Job Aid for GAGR Automated Solution specific Data Collection pages
- ■ 25.01 Online Help (OLH) System Change Requests (SCRs):
  - New
    - ✖ CA-282847 - Online Help: Update the eApplication Summary and Create Select New Office OLH page CA-265239
    - ✖ CA-282844 - Online Help: Create the new Dashboard Overview for the 25.01 Baseline Release
    - ✖ CA-282764 - Online Help: Update JA Self Service Portal (SSP) - e-Applications CA-270693
    - ✖ CA-282680 - Online Help: Create JA - Family Reunification (FR)
    - ✖ CA-282009 - Online Help: Update JA Imaging Drawers and Document Properties, Imaging Single Case Capture and Virtual Printing, and Imaging Workflow Queues and Exceptions per CA-275751
    - ✖ CA-281873 - Online Help: Update JA for CW/CF RE and SAR7 for Late Reports- CA-264217
    - ✖ CA-280019 - Online Help: Create new JA Imaging - Optical Character Recognition (OCR)
    - ✖ CA-274737 - Online Help: Update the Reports Overview for the 25.01 Baseline Release
    - ✖ CA-274533 - Online Help: Create new Job Aid Automated Renewal Process CA-217940
    - ✖ CA-274100 - Online Help: Update JA - Medi-Cal MAGI Soft Pause
    - ✖ CA-268337 - Online Help: Update JA CalFresh: Expedited Service - Process CA-252984
    - ✖ CA-267494 - Online Help: Update JA Customer Schedule Maintain CA-246603 Add Flexible Appointments
    - ✖ CA-264782 - Online Help: Update JA Direct Deposit
    - ✖ CA-260889 - Online Help- Create Job Aid for GAGR Automated Solution Timelimit
    - ✖ CA-256258 - Online Help: Create New JA MEDS - Task Admin CA-216162
  - Design In Progress

- CA-274100 - Online Help: Update JA - Medi-Cal MAGI Soft Pause
  - Pending Approval
- CA-280019 - Online Help: Create new JA Imaging - Optical Character Recognition (OCR)
  - In Development
- CA-260889 - Online Help- Create Job Aid for GAGR Automated Solution Timelimit

- 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
  - In Development
    - CA-281644 - Training: Update Fiscal WBTs for 24.11 App Dev Changes
    - CA-279852 - Training: Create WBT for Inter-County Transfers
    - CA-277215 - Training: Update 007 - Eligibility CalWORKs WBTs for Sunset Worklist pages CA-257327
    - CA-277213 - Training: Update 004 - Clerical Support WBTs for Sunset Worklist pages CA-257327
  - Test Complete
    - CA-277945 - Training: Update 011 - Employment Services-GROW: 03 - Appraisal WBT for Sunset Worklist pages CA-257327
    - CA-277211 - Training: Update 003 - Eligibility Supervisor: 01 - Case Review and EDBC Authorizations WBT 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 Staging Account	Week of September 23, 2024	▪ Completed
Migration of Training Staging environment to new account	September 27-29, 2024	▪ Completed

4.9 Upcoming Performance Tests

▪ Planned upcoming Performance tests for Core Online

Table 4.9-1: 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

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

▪ Completed Tasks
  • Completed the development of "Determination results - iteration 1", "Determination details - iteration 1", "case transfer - iteration 1", "Placement - iteration 1", "Issuance - iteration 1", "Extended Foster Care", "KinGAP" and "Home removal"
▪ In Progress Tasks
  • Continue integration testing for "Incidental Payment API" and "Determination Details API- iteration 1"
  • Perform system testing for "Income Assets API" and "Documents API"
  • Began development "Case Link API- Iteration 2", "Determination result API- iteration 2", "Determination Details API- iteration 2" and "Issuance API- iteration 2"
  • Started designs for "CalSAWs Case Creation Automation Design"
▪ Upcoming Tasks
  • Review and obtain the Business Analysts (BA) approvals for the CalSAWS design in the design document(s) for "CalSAWs Case Creation Automation Design"
  • Develop the second iterations for "Case Transfer API" and "Placement API"
  • Develop "CalSAWS Task Design"
▪ Interface Partner Integration
  • Continue coordination with California Automated Response and Engagement System (CARES) team for schedule alignment and interface element alignment

Table 4.10-1: Foster Care Eligibility Determination (FCED)/California Automated Response and Engagement System (CARES) Application Programming Interface (API) Completion Status

INTERFACE TYPE	TOTAL	NEW	DESIGN	BUILD	INTEGRATION TEST	SYSTEM TEST
CalSAWS hosted	14	0	3	5	3	3
CARES hosted	14	0	4	6	1	3

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

- Completed Tasks
  - Update WINS Audit Report
  - Update Caseload Inventory Report
  - Update TANF Audit Report
  - Create Program Calendar in SCATL - React changes
  - Create Exception/Exemption List component in SCATL React
  - Create Program List in SCATL - React
  - Integrate exceptionList lambda into SCATL React
  - TRAC Update Program Exceptions Page Mapping
  - Create Program Detail wireframe for SCATL
  - 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
  - Convert into TIME_LIMIT_CLOCKS - CalSAWS
  - Analysis EDBC for Time Limit Impacts
  - Create Lambda for POST request Time Limit Exceptions/Exemptions
  - Create lambda for Program Calendar
  - Update Batch Job PBXXE301 Module #1 - TimeLimitDaily
  - Update Batch Job PBXXE301 Module #2 - Time Limit Exemption
- In Progress Tasks
  - Update WTW and REP Caseload Activity Report
  - Update CalWORKs/RCA Adults 16 Years and Over Report
  - CW 2189B - Notice Of Your CalWORKs Time Limit - 57th Month on Aid - Changes with PostgreSQL
  - CW 2189A - Notice Of Your CalWORKs Time Limit - 54th Month on Aid - Changes with PostgreSQL
  - Enhance updateTimeLimit() Method for Correspondence Batch: Time Limit Table Modifications with PostgreSQL Integration
  - Integrate Add Individual APIs in SCATL React - Phase One
  - Integrate Staff/Rights API with SCATL Login - Phase Two
  - Integrate Add Individual APIs in SCATL React - Phase Two
  - Implement the case persons dropdown list on the CIN summary in SCATL React
  - System Testing of UI in React related stories
  - Create Program Detail component in SCATL React - Phase One
  - Convert into TIME_LIMIT_DIVERSN

- Convert into TIME_LIMIT_DIVERSN_HST from CalSAWS.TIME_LIMIT_DIVERSN_HST and WDTIP.SIS_PGM_DIV
- Update Batch Job PBXXE301 Module #3 - TimeLimitExtension
- Update Batch Job PBXXE305 - TimeLimitMonthly
- Update Batch Job PB00E306 - TimeLimitAidCodeUpdate
- Update Batch Job PB00E304 - TimeLimitCuredSanctions
- Update Batch Jobs PB00F500-699 - Load Balancer + Job Threads - TimeLimitAidThreadBalancerBatch
- Implementation of SCI interface being exposed to the calsaws-service - Tech Arch
- Integrate ADD_INDV with CalSAWS New Person Search - Phase Two
- Integrate ADD_INDV with CalSAWS New Person Search - Phase Three
- ICT Lambda Phase II - Create lambda for ICTCount
- Create lambda for Program list

- Upcoming Tasks
  - Update Potential Child Care Stage One to Stage Two Case Transfers Report
  - CW2186B - CalWORKs Exemption Determination - changes with PostgreSQL
  - Integrate Add Individual APIs in SCATL React - Phase Three
  - Integrate Program Detail APIs in SCATL React frontend
  - Add additional SCATL links in CalSAWS
  - Add fallout implementation to Exception/Extension Summary in SCATL
  - Analysis on De-duplication page in SCATL react
  - Convert into TIME_LIMIT_NON_CAL_HST from CalSAWS.TIME_LIMIT_NON_CAL_HST and WDTIP.SIS_NONCAPT
  - Convert into TIME_LIMIT_NON_CAL
  - Copy TIME_TRACK_PERS from WDTIP schema in Oracle DB to TIME_TRACK_PERS in WDTIP of Postgres DB Phase Two
  - Batch job to copy data for TL_EXCEPT_RULES and TL_PGM_PARTICPTN_RULES from Oracle Database to Aurora PostGres DB.
  - Copy TIME_TRACK_PERS from WDTIP schema in Oracle DB to TIME_TRACK_PERS in WDTIP of Postgres DB
  - Analyze and Load SCATL TIME_LIMIT_PGM_PARTICPTN that doesn't match between two systems
  - Update Task TimeLimitTaskSweep
  - Update Task TimeLimitTaskSweepCW
  - SCATL Application Log Out Implementation
  - WDTIP - Analyse and Enable CSRF Protection for SCATL
  - Analyze - Logging Request and Response payload
  - Create Method for SCATL to call Adobe API to generate forms
  - Analysis on optimistic locking in SCATL
  - Interface Partner Integration
    - Continue coordination with Employment Development Department (EDD) team for schedule alignment and interface element alignment

4.12   Additional Projects

4.12.1 Data Growth – Archive Phase One and Phase Two

- 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
  - Contact Center lower environment deployment and testing for Phase Two and Production deployment planning

4.12.2 Data Growth – Test Data Slicer (TDS)

- 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
  - Plan for the next TDS activity in the BatchPerf environment

4.12.3 Premise Items

Table 4.12.3-1: Premise Items

PREMISE NAME	STATUS	PHASE	PROGRESS/UPDATES
MULTIPLE SFY			
California Automated Response and Engagement System (CARES)	On Time	Development	▪ Please refer to section 4.10 for detailed updates on FCED / CARES
Welfare Data Tracking Implementation Project (WDTIP) Upgrades	On Time	Development	▪ Please refer to section 4.11 for detailed updates on WDTIP
CalFresh Discontinuance of Gambling Wins	On Time	Design	▪ CA-234917 planned for 25.01 ▪ CA-264553 - Pending State translations
Work Registration CalFresh Disqualification Notice Update	On Time	Not yet started	▪ CA-240701 - Pending State translations
CalFresh Reinstatement Approval & Denial Notice Revisions	On Time	Not yet started	▪ CA-265360 planned for 25.03 ▪ Pending State translations
CalFresh Simplification	On Time	Not yet started	▪ SFY24-25 Pending State translations

PREMISE NAME	STATUS	PHASE	PROGRESS/UPDATES
MULTIPLE SFY			
Homeless Assistance Program (HAP) Eviction (SB 1083)	On Time	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	On Time	Development	▪ CA-233160 development activities started for 24.11 release
CW Work Requirements (AB 2300)	On Time	Development	▪ CA-271130 planned for 24.11 ▪ CA-268498 planned for 25.03 ▪ CA-241897 planned for 24.12.xx ▪ CA-279598 planned for 25.01.xx
Telephone Consumer Protection Act - Text Messaging Consent	On Time	Development	Planned to be implemented in phases as below ▪ CA-279688 planned for 24.11 release – System Test ▪ CA-279707 planned for 25.01 release – Design in Progress ▪ CA-260623 planned for 25.03 release – Design in Progress
Add Threshold Language versions of the CF 377.11E	On Time	Design	▪ CA-273087 – Design In Progress
ACL 24-07 - Update CW 2186A and CW 2184 to include PFL and WTW pregnancy exemptions	On Time	Development	▪ CA-271130 planned for 24.11
Resume Pre-Pandemic Medi-Cal Operations	On Time	Design	▪ CA-268774 is planned for 25.01 ▪ CA-270511 is planned for 25.03 ▪ CA-270512 is planned for 25.05
Re-Design CalSAWS Case Purge Components	On Time	Design	▪ CA- 275163 is planned for 25.01 and on track

Premise Name	Status	Phase	Progress/Updates
Multiple SFY			
	On Time		▪ Design is complete and sent for approval. Build will start from October 7, 2024
Restoration Notices Updates	On Time	Not yet started	▪ CA-272109 and CA-245049 is aligned with 25.03
CalFresh and CalWORKs Implementation of New Forms and CDSS Rights Contact Information Update	On Time	Development	▪ CA-275317 – In Production ▪ CA-258654 is planned for 25.03
CalFresh Restaurant Meals Program Notice Eligibility Clarification	On Time	Not yet started	▪ CA-219304 is planned for 25.03
CalFresh Eligibility Disqualifications for Certain Convicted Felons	On Time	Not yet started	▪ CA-230959 is planned for 25.05

4.13   Deviation from Plan/Adjustments

■ None for the reporting period

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