

CalSAWS

California Statewide Automated Welfare System



Bi-Weekly Status Report

CalSAWS Maintenance & Operations (M&O)

Reporting Period: October 21, 2024 – November 03, 2024

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Bi-Weekly Status – CalSAWS M&O

EXECUTIVE SUMMARY

CalSAWS Project Status Dashboard

Table 1.1: Status Dashboard

Table 0-1:Status Dashboard

TOPIC	CALSAWS SYSTEM	HIGHLIGHTS FOR THE REPORTING PERIOD
Availability	On Time	<ul style="list-style-type: none"> The CalSAWS System did not experience any unplanned outages during this period
Defects	On Time	<ul style="list-style-type: none"> There are 148 active Production defects
Incidents		<ul style="list-style-type: none"> CALSAWS BROADCAST: Starting at 3:42 p.m. on October 16, 2024, Fidelity Information Services (FIS - EBT vendor) reported that EBT Edge is not displaying EBT transactions for a subset of cases. As of 1:07 p.m. on October 21, 2024, the issue was resolved by FIS. All transaction data history has been restored by FIS into their database. Counties can now complete their 2259 reports and validate reports against transaction data. If a county observes missing data, they can open a ticket using the FIS Ticket Portal System and FIS will provide the required data. PRB0050260 CALSAWS BROADCAST: Starting at 8:00 a.m. on October 18, 2024, Contact Center agents were unable to handle Web Chat using eCCP. As of 9:00 p.m. on October 18, 2024, this issue was resolved with the deployment of the fix for Defect CA- 283932 on the evening of October 18, 2024. Contact Center agents can now handle Web Chat using eCCP. PRB0050269 CALSAWS BROADCAST: Starting at 3:25 p.m. on October 21, 2024, Contact Center agents were experiencing intermittent issues accessing Enhanced Call Control Panel (eCCP). As of 8:00 p.m. on October 21, 2024, this issue was resolved. The project team monitored eCCP performance throughout the day and confirmed stability. PRB0050278 CALSAWS BROADCAST: Starting at 10:00 a.m. on October 22, 2024, General Assistance/General Relief (GAGR) Exstream Correspondence Service was experiencing intermittent connectivity issue. As of 8:00 p.m. on October 24, 2024, this issue was resolved. Issues with the Exstream correspondence service have been addressed and Users are able to open

TOPIC	CALSAWS SYSTEM	HIGHLIGHTS FOR THE REPORTING PERIOD
		<p>GAGR correspondences without experiencing any issues. PRB0050309</p> <ul style="list-style-type: none"> ▪ CALSAWS BROADCAST: Starting at 7:00 a.m. on October 22, 2024, some participant eligibility update transactions from CalSAWS were not sent to MEDS System during the nightly batch processing on October 21, 2024. Pending eligibility update transactions from October 21, 2024, have been sent to DHCS/MEDS. While this issue is resolved the project is working with DHCS/MEDS on additional follow-up that may be required. CalSAWS will communicate with the counties next week. PRB0050294 ▪ CALSAWS BROADCAST: Starting at 7:00 a.m. on October 24, 2024, customers were unable to request EBT card replacements using self-service IVR. This issue was resolved with the deployment of defect CA-284154 on October 25, 2024. Customers can now request EBT card replacement using self-service IVR. PRB0050296 ▪ CALSAWS BROADCAST: Starting at 7:00 a.m. on October 25, 2024, some counties were experiencing intermittent audio issues with lobby monitor calls. The CalSAWS Project team is actively investigating the issue. An update will be provided as additional information becomes available. PRB0050307 ▪ CALSAWS BROADCAST: Starting at 3:00 p.m. on October 28, 2024, CalSAWS GAGR Exstream Correspondence Service was experiencing intermittent connectivity issue to CalSAWS. As of 9:00 p.m. on October 31, 2024, this issue was resolved with the deployment of CA-284217 on Thursday evening, October 31, 2024. The CalSAWS GAGR Exstream Correspondence pop-up window is viewable. PRB0050319

Highlights of the Reporting Period

- The CalSAWS team successfully deployed the following priority releases since the last reporting period
 - Nine priority releases that included 52 System Change Requests (SCRs) and 25 defects, a total of 77 items

Table 0-1: Priority Releases

Minor version (Release date) Team Responsible	Issue Type		Grand Total
	Defect	SCR	
24.10.21	2	0	2
Batch/Interfaces	1	0	1
Contact Center	1	0	1
24.10.22	3	1	4
Batch/Interfaces	0	1	1
Fiscal	2	0	2
Medi-Cal/CalHEERS	1	0	1
24.10.23	2	0	2
Batch/Interfaces	1	0	1
Contact Center	1	0	1
24.10.24	10	10	20
Analytics	1	0	1
Batch Operations	0	2	2
Batch/Interfaces	3	0	3
BenefitsCal	1	0	1
Client Correspondence	0	1	1
Contact Center	0	2	2
DBA	0	1	1
Eligibility	0	2	2
Fiscal	2	2	4
Imaging	1	0	1
Online	2	0	2
24.10.25	8	2	10
Contact Center	1	0	1
Tech Forge Rock	7	2	9
24.10.27	0	3	3
Client Correspondence	0	1	1
Tech Ops	0	2	2
24.10.28	4	0	4
Batch/Interfaces	1	0	1
Contact Center	2	0	2
Imaging	1	0	1
24.10.29	2	1	3
Fiscal	0	1	1

Minor version (Release date) Team Responsible	Issue Type		Grand Total
	Defect	SCR	
Online	2	0	2
24.10.31	21	8	29
Analytics	2	0	2
Batch Operations	1	2	3
Batch/Interfaces	3	0	3
Contact Center	8	1	9
Eligibility	1	0	1
Fiscal	3	0	3
Medi-Cal/CalHEERS	0	1	1
POD-Data Growth	0	2	2
Reports	3	2	5
Grand Total	52	25	77

- Planned Outages:
 - Scheduled CalSAWS Outages:
 - ✦ CalSAWS Production Maintenance:
 - From 10:00 p.m. on October 25, 2024, until 2:00 a.m. on October 26, 2024, the "Read Only" version of the CalSAWS application was unavailable. Users were unable to login to the CalSAWS application
 - On November 3, 2024, from 6:00 p.m. to 8:00 p.m., the CalSAWS application was unavailable for Users. CalSAWS Users were redirected to a read-only version of the CalSAWS application
 - ✦ Scheduled CalSAWS Learning Management System (LMS) Maintenance
 - On October 25, 2024, from 7:00 p.m. to 9:00 p.m., Users were unable to access the CalSAWS Learning Management System (LMS)
 - ✦ BenefitsCal Maintenance/Limited Access:
 - From 10:00 p.m. on October 25, 2024, until 2:00 a.m. on October 26, 2024, Users were unable to login to the BenefitsCal application.
 - On October 31, 2024, from 8:00 p.m. to 9:00 p.m., Users were unable to login to the BenefitsCal application
 - On October 29, 2024, from 12:50 p.m. to 1:08 p.m. the BenefitsCal application was unavailable
 - On November 3, 2024, from 6:00 p.m. to 8:00 p.m., the BenefitsCal application was available for customers and Community Based Organization (CBO) Users for submitting applications, renewals, and SARs; however, transactions from BenefitsCal were queued and released for processing upon completion of CalSAWS maintenance activities. The following features were not available: 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

PROJECT MANAGEMENT

Project Deliverables Summary

Table 0-1: Overall Summary of Deliverable Status for Current Reporting Period

DEL #	DELIVERABLE NAME	STATUS	NEXT DEADLINE
10.0	Project Office Plan	On Time	Work Acceptance Certificate has been signed
12.0	Security Management Plan	Behind	Currently in the Final Deliverable Closeout phase, teams are working to address final comments

Highlights from the Reporting Period

Table 0-1: Project Management Status Agenda Topic

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

- Continued Project administration and financial management tasks
- Continued CalSAWS Risks and Issues Management Group (RMG) activities, including:
 - Prepared for upcoming Monthly Risks and Issues Management Group meeting on November 6, 2024
 - 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 preparations for Diwali Event to be held on November 6, 2024
 - Began developing materials for CalSAWS Connect to be distributed on November 7, 2024
 - Continued developing Project communications, as needed
- Began developing materials for the Monthly Project Steering Committee (PSC) Meeting which is to be held on November 21, 2024
- Began developing materials for the Monthly Joint Powers Authority (JPA) Meeting which is to be held on November 15, 2024
- Continued performing contract management activities:
 - Change Notice 36 (November JPA) is in development and may include:

- ✦ Premise Items
- ✦ County Purchase Orders
- ✦ Transition Items

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 0-1: Website Support Activities

TASK	DATE	TASK TYPE
Updated Plugins	October 16, 2024	Website Maintenance

Table 0-2: CalSAWS.org Subscription Service Statistics

WEBPAGE	PERCENT OF SUBSCRIBERS
Latest News – CalSAWS Buzz Newsletter	14%
Latest News – News	11%
Other Updates – System Updates	12%
Other Updates – Careers	10%
CalSAWS Committees – CalWORKs/CalFresh	11%

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

CRFI/CIT Communication Status

- The following table outlines CalSAWS Information Transmittals (CITs) for the reporting period ending on November 3, 2024

Table 0-1: CITs

CRFI ID	SUBJECT	CATEGORY	DISTRIBUTION DATE	PRIMARY CALSAWS CONTACT	BACKUP CALSAWS CONTACT
0165-24	CalSAWS Training Manual Updates for 24.09	Informational	October 21, 2024	Ashley Arnold	Jayna Longstreet
0166-24	Historical CalWORKS Discharge Notifications-SCR CA-277891	Informational	October 29, 2024	Maria Arceo	Marlene Rangel
0167-24	Revised CalSAWS County Claim Form for SFY 2024-25	Informational	October 29, 2024	Britt Carlsen	Tracy Berhel

- The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending on November 3, 2024

Table 0-2: CRFIs

CRFI ID	SUBJECT	DISTRIBUTION DATE	STATUS	RESPONSE DUE DATE	CALSAWS CONTACT
24-033	Request for Counties to Identify Participants for Inter-County Transfer Workgroup	October 16, 2024	Open	October 30, 2024	Daisy Villaseñor
24-034	Request for Counties to Identify Staff for Document Routing Rule Task Survey	November 1, 2024	Open	November 15, 2024	Sarah Rich

- The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending November 3, 2024

Table 0-3: Overdue CRFI

CRFI ID	SUBJECT	REGION 1	REGION 2	REGION 3	REGION 4	REGION 5	REGION 6
None							

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 0-1: Summary of SIRFRA/SCERFRA Requests

STATUS	TOTAL
New	1
Reopened	0
Assigned	16
Completed	1,259
Duplicate	20
In review	1
Withdrawn	55
Rejected	7
Pending clarification	3
Ready for review	0h
Total	1,362

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

Table 0-2: Details of SIRFRA/SCERFRA Data Received

ID	DESCRIPTION	STATUS	DUE DATE	RESPONSE RECEIVED DATE
SCERFRA 24-522	SCERFRA 24-522 - Fiscal Responsibility Act Data Collection Options	Pending clarification	September 11, 2024	No response
SCERFRA 24-536	SCERFRA 24-536 - Identifying STEP Participants	Pending clarification	October 7, 2024	No response
SCERFRA 24-524	SCERFRA 24-524 - Alternate Formatted Forms	Assigned	October 11, 2024	No response
SIRFRA 1399	SIRFRA 1399- CalHeers Portal Update for SSApp Changes	Assigned	October 22, 2024	No response
SIRFRA 1402	SIRFRA 1402- Va NorCal Veterans Medi-Cal Data	Assigned	November 4, 2024	No response
SIRFRA 1388	Recurring SIRFRA 1388 - Monthly Failure to Complete Data - Due on the 7th of each month	Assigned	November 7, 2024	No response
SIRFRA 1403	SIRFRA 1403- QMB Income Disregard	Assigned	November 7, 2024	No response
SIRFRA 1387	Recurring SIRFRA 1387 - Total No. of Apps Pending and Total No.	Assigned	November 8, 2024	No response

ID	DESCRIPTION	STATUS	DUE DATE	RESPONSE RECEIVED DATE
	of REs Pending - Due on 8th of each month			
SIRFRA 1386	Recurring SIRFRA 1386 - Renewal and Demographics Data Request - Due 8th of each of month	Assigned	November 8, 2024	No response
SIRFRA 1383	Recurring - SIRFRA 1383 - CMS PI Reports for Counties	Assigned	November 8, 2024	No response
SIRFRA - 1380	Recurring SIRFRA -1380 MEDS Alert Monitoring	Assigned	November 8, 2024	No response
SIRFRA 1384	Recurring - SIRFRA 1384 - RMR Report for Counties	Assigned	November 8, 2024	No response
SIRFRA 1405	SIRFRA 1405 - E-Message Enhancement Related to Accelerated Enrollment	Assigned	November 8, 2024	No response
SIRFRA 1374	Recurring - SIRFRA 1374 - CMS Monthly Unwinding Update Report - Previously Pending Renewals	Assigned	November 10, 2024	No response

Culture Transformation

- Culture Transformation will be renamed to CalSAWS Community in November and will consist of CalSAWS Community Ambassadors
- Culture Ambassadors Network (CAN)
 - Current Activities
 - ✦ Distributed Wellness Wednesday – Travel Wellness (October)
 - ✦ Conducted Wellness Wednesday Pop-up workout events
 - ✦ Distributed Virtual Art Tour
 - ✦ Plan for November Wellness Wednesday
 - ✦ Plan for Virtual CalSAWS Comfort Cookbook (CCC)
 - Upcoming activities and events
 - ✦ November – Thankful Thursdays
 - ✦ December – Wishful Wednesdays
 - ✦ January - Best vacation 2024
 - Project Activities
 - ✦ CalSAWS Buzz – November
 - ✦ Virtual CalSAWS Comfort Cookbook – submissions due on November 8, 2024

Inclusion, Diversity and Equity Advancement (IDEA)

- Table Talks
 - Next Table Talk “Reframing” scheduled for November 20, 2024, from 12:00 p.m. to 1:00 p.m.
 - Continued to explore topics
- Employee Resource Groups (ERGs)
 - PRIDE ERG will be reading “Legends and Lattes” by Travis Baldree
 - ✦ Scheduled Book Club meeting on January 9, 2024
 - LatinX Aguas Frescas video in progress
 - LatinX Book Club meeting rescheduled to October 30, 2024
 - In person Diwali Celebration is scheduled for November 6, 2024
- Buddy Program
 - Continued supporting buddy pairs
 - ✦ 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

Deviation from Plan/Adjustment

- None to note for the reporting period

MAINTENANCE AND OPERATIONS

Highlights from the Reporting Period

Table 0-1: Maintenance and Operations Status Agenda Topic

STATUS REPORT SECTION	STATUS AGENDA TOPIC
3.1.2 CalSAWS Help Desk Diagnosis Metric	<ul style="list-style-type: none">■ The final compliance for October was 99.4%. The compliance for November (MTD) is 100.0%.

Service Management Overview

- Scheduled CHG0048091 for the ForgeRock ServiceNow Account Synchronization Integration on January 24, 2025

CalSAWS Help Desk Metrics

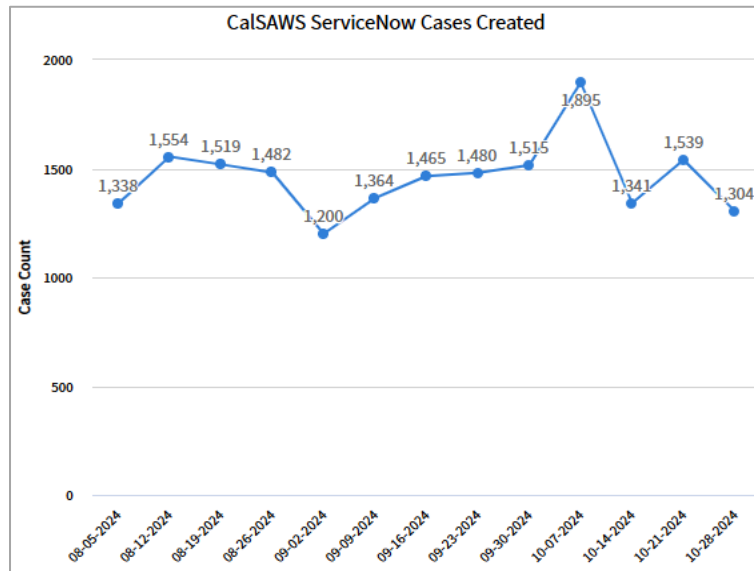


Figure 0-1: CalSAWS ServiceNow Cases per Week Created

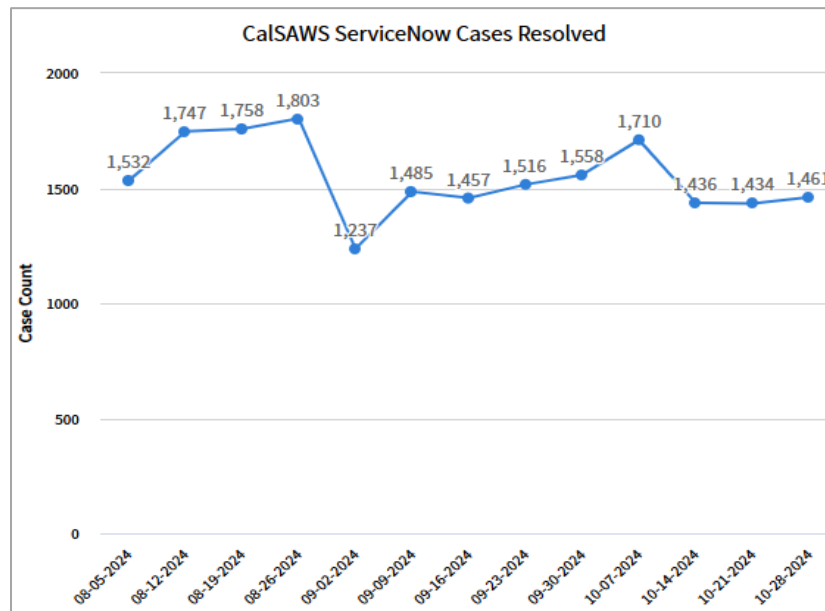


Figure 0-2: CalSAWS ServiceNow Cases per Week Resolved

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.

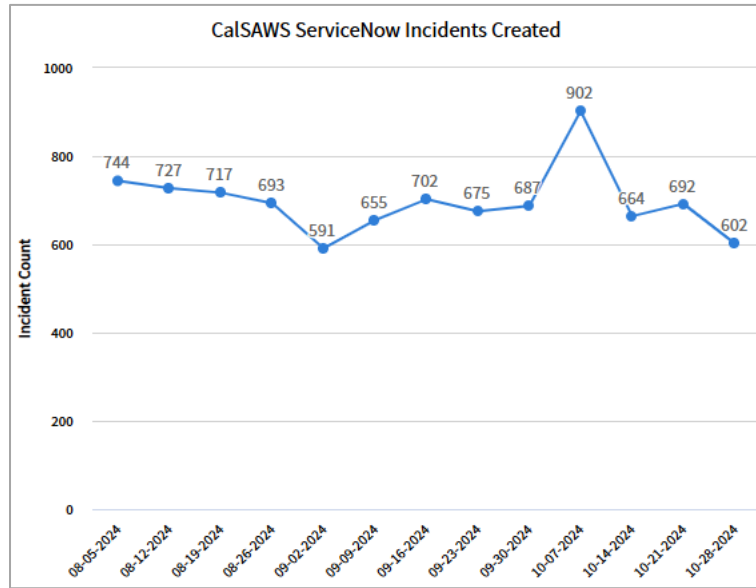


Figure 0-3: CalSAWS ServiceNow Incidents Created

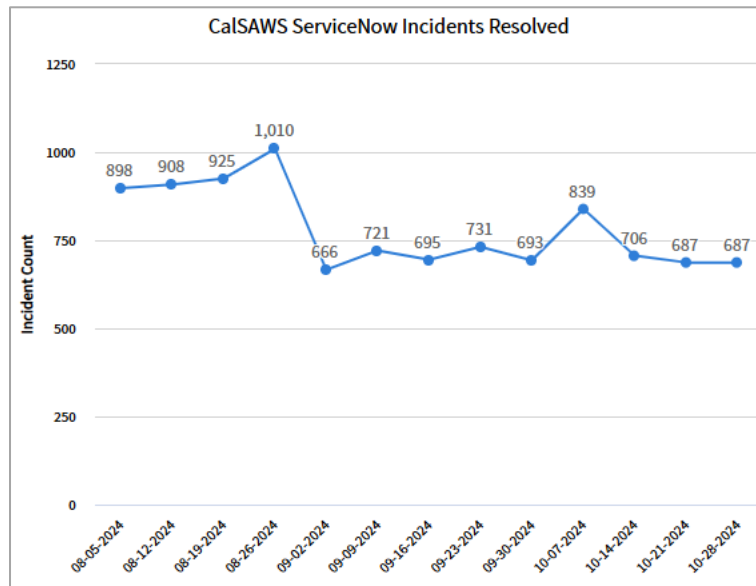


Figure 0-4: CalSAWS ServiceNow Incidents Resolved

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

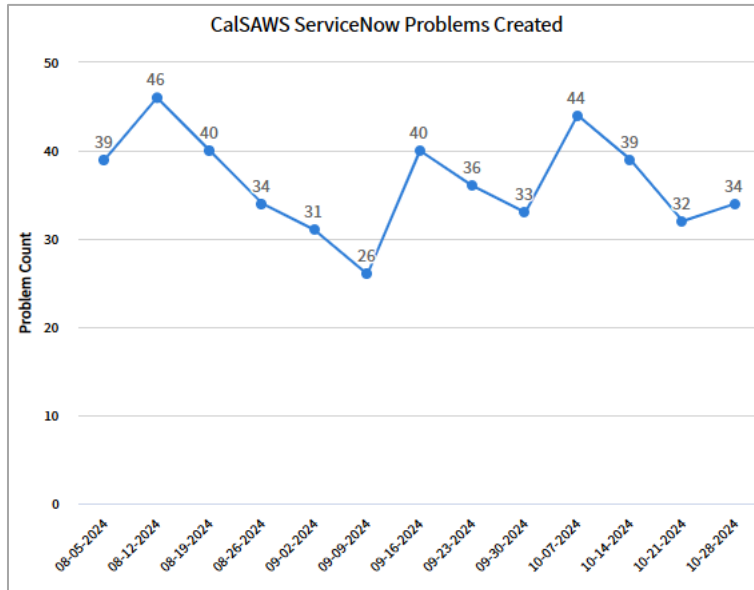


Figure 0-5: CalSAWS ServiceNow Problems Created

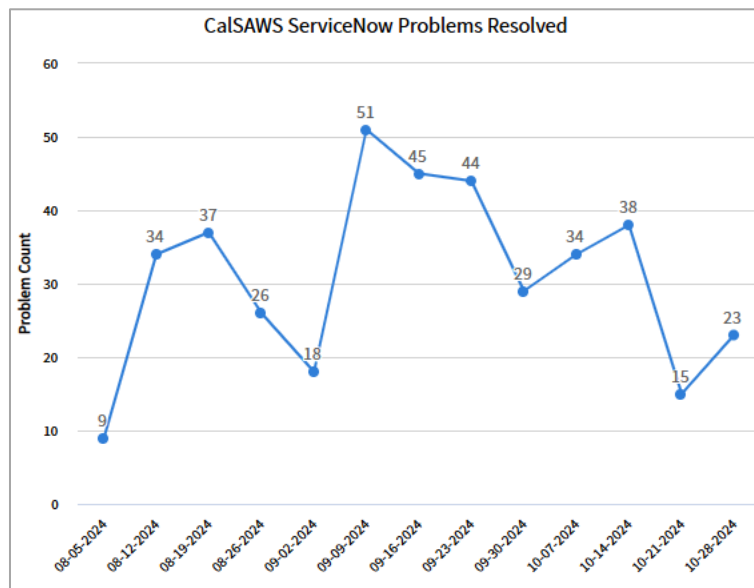


Figure 0-6: CalSAWS ServiceNow Problems Resolved

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 0-1: 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	5	115	17	11	12	10	6	4	180
IN PROGRESS	0	106	60	20	19	17	10	13	245
ON HOLD	1	45	39	35	101	127	209	37	594
RESOLVED	2	199	316	402	408	49	37	4	1,417
CLOSED	14	4	4	36,418	79,150	15,350	10,555	3,316	144,811
PROBLEM IN DIAGNOSIS	0	0	1	0	1	0	1	0	3
TOTAL	22	469	437	36,886	79,691	15,553	10,818	3,374	147,250

- 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

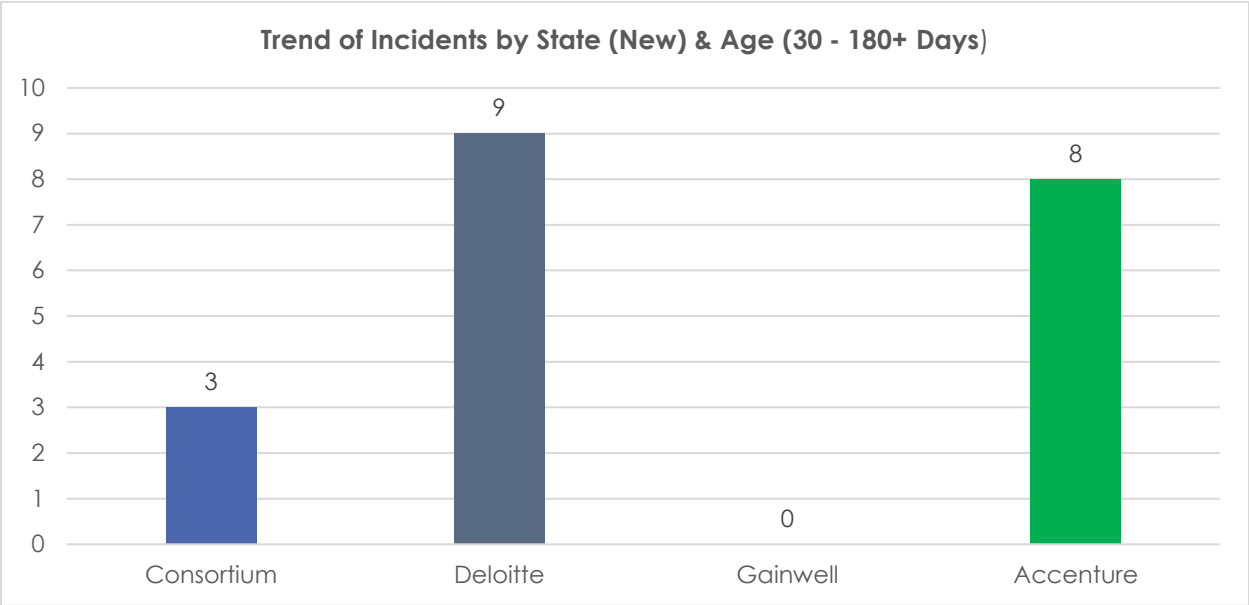


Figure 0-7: CalSAWS ServiceNow Incidents by State (New) and Age (30 – 180+ Days)

Table 0-2: CalSAWS ServiceNow Incidents by State (New) and Category

ORGANIZATION	HELPDESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Consortium	3	0	3
Deloitte	9	0	9
Gainwell Technologies	0	0	0
Accenture	8	0	8
Total	20	0	20

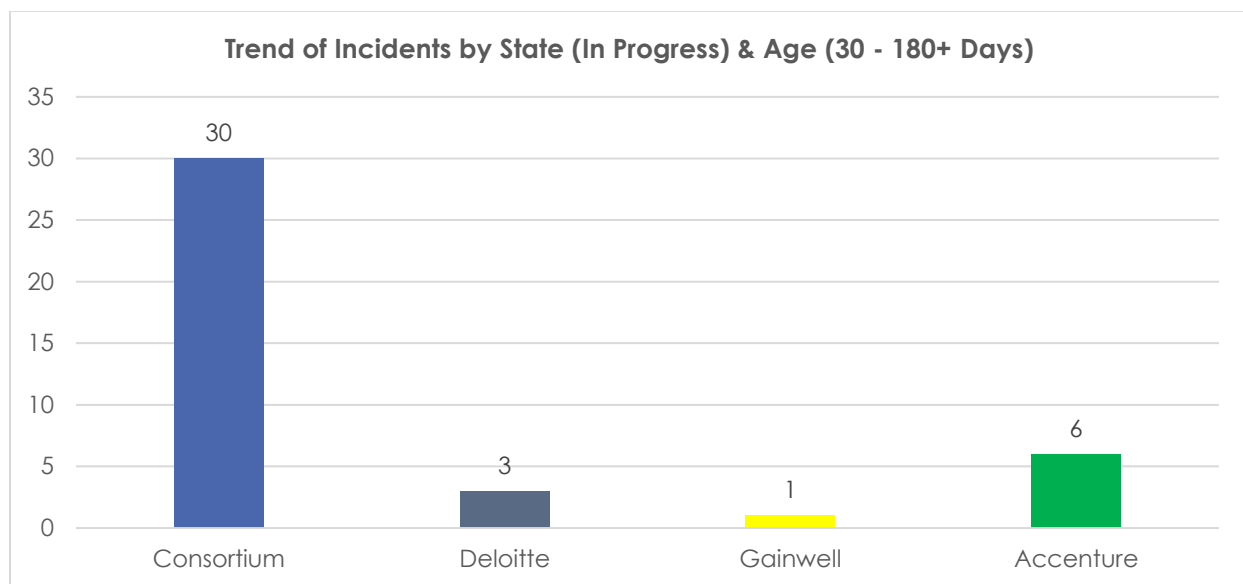


Figure 0-8: CalSAWS ServiceNow Incidents by State (In progress) and Age (30 – 180+ Days)

Table 0-3: CalSAWS ServiceNow Incidents by State (In progress) and Category

ORGANIZATION	HELPDESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Consortium	30	0	30
Deloitte	3	0	3
Gainwell Technologies	1	0	1
Accenture	6	0	6
Total	40	0	40

■ 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

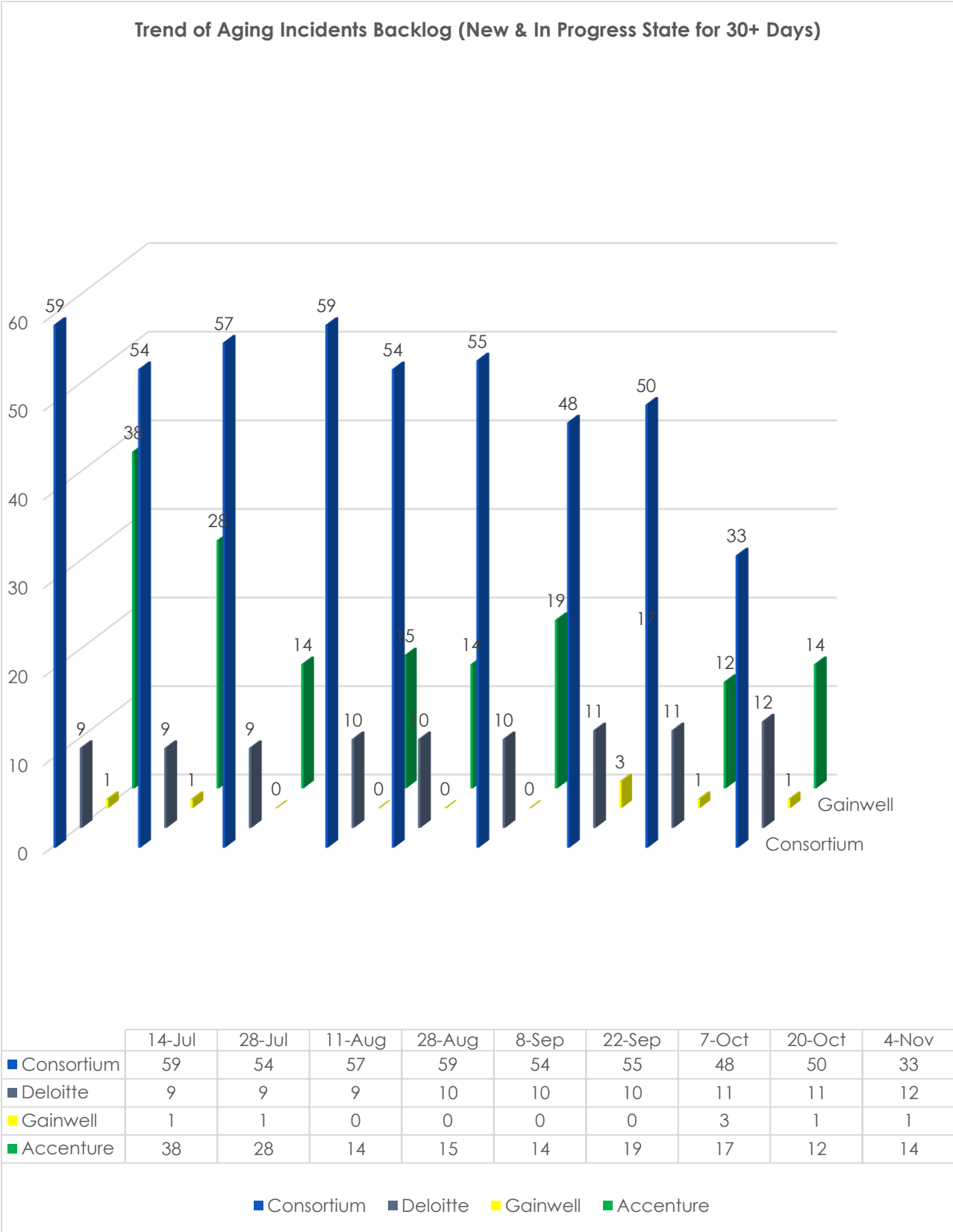


Figure 0-9: Aging Incident Backlog

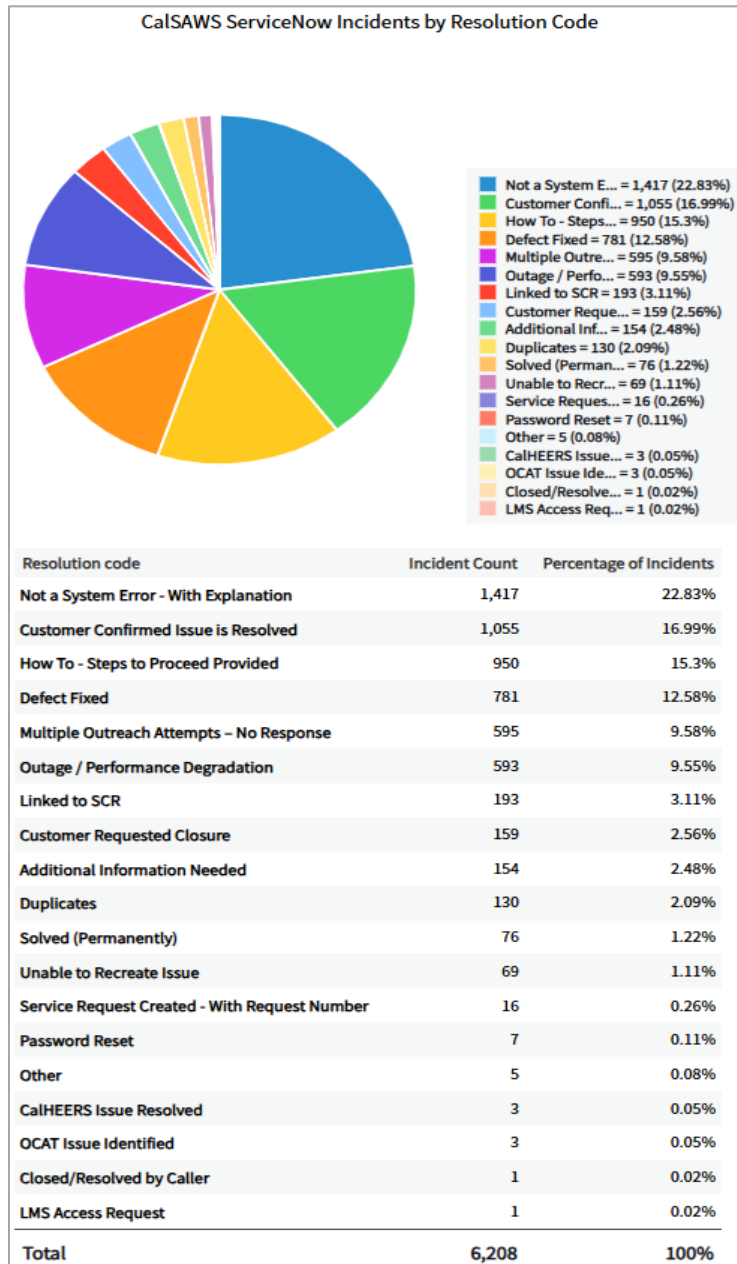


Figure 0-10: CalSAWS ServiceNow Incidents by Resolution Code

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

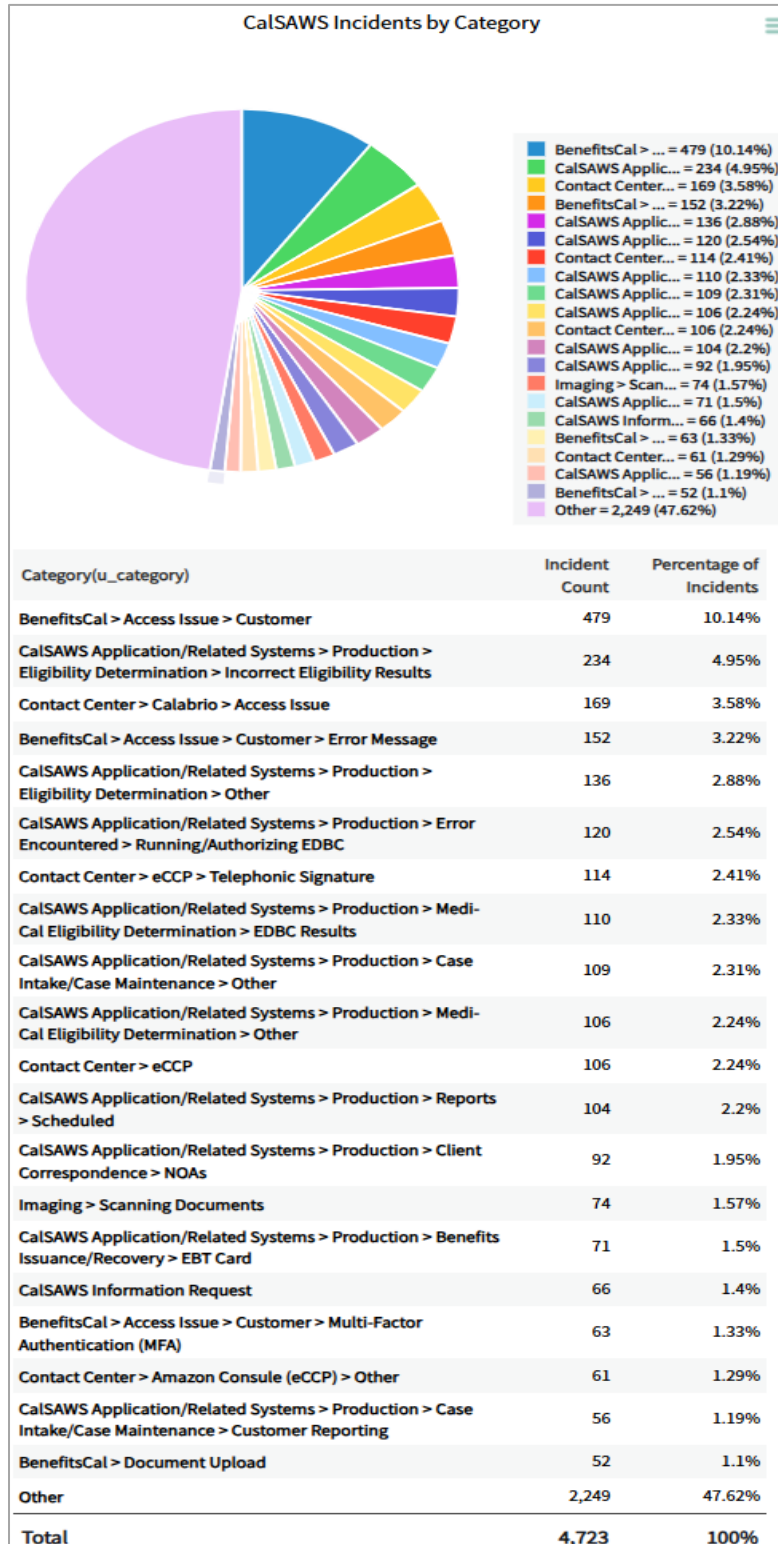


Figure 0-11: CalSAWS ServiceNow Incidents Created by Category

Note: The pie chart above represents Incidents by Category created within the past two months. The 2,249 listed as Other are for selected categories that had less than 52 incidents. Please view the [CalSAWS Incidents by Category Breakdown](#) report to see a complete list of all categories selected for the 4,723 incidents.

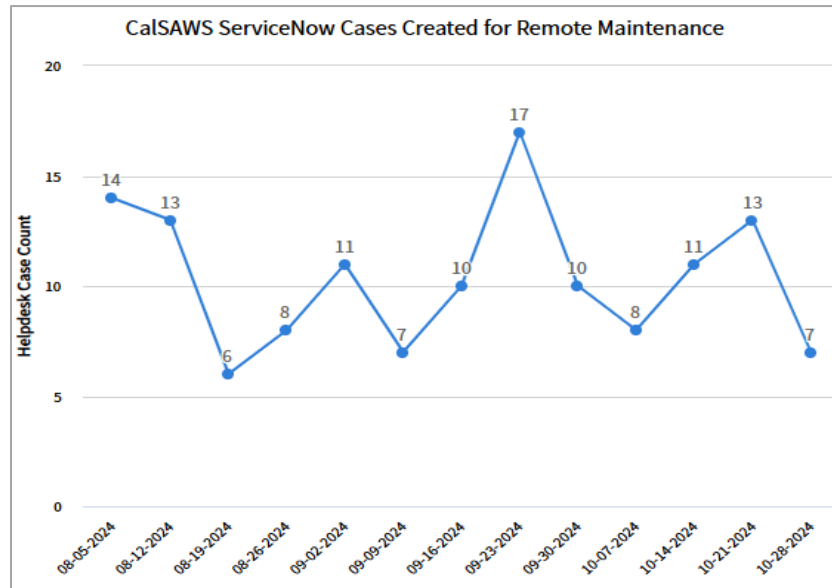


Figure 0-12: CalSAWS ServiceNow Cases Created for Remote Maintenance

- 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 October was 99.4%. The compliance for November Month to Date (MTD) is 100.0%

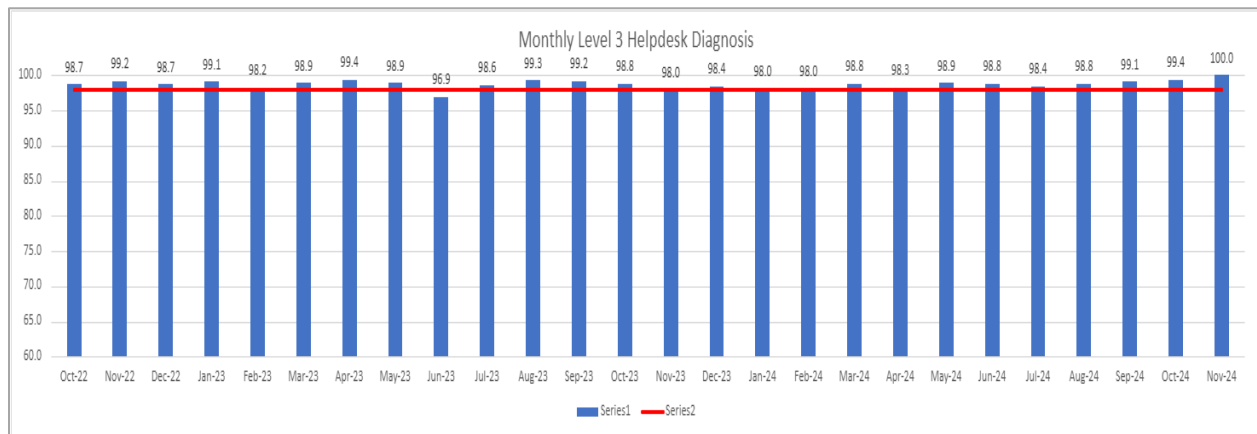


Figure 0-13: CalSAWS Accenture Monthly Level 3 Helpdesk Diagnosis Service Level Agreement (SLA) Compliance

- Figure 3.1.2-14 represents the number of incidents that missed the Service Level Agreement (SLA) in each month. Two (2) incidents missed the SLA in November MTD

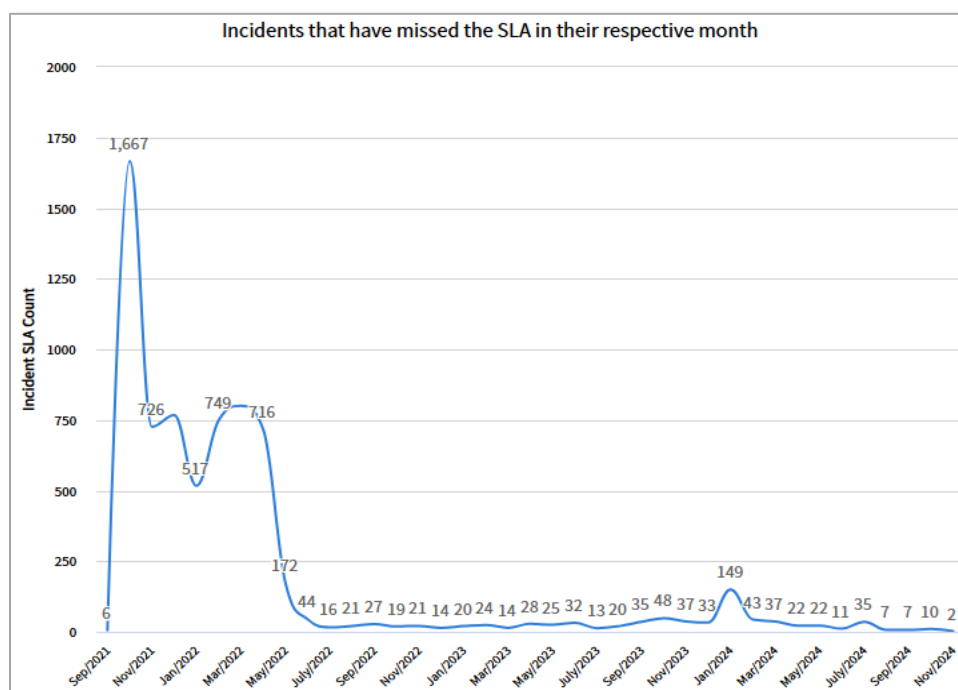


Figure 0-14: Incidents that have missed the Service Level Agreement (SLA) in their respective month

- Figure 3.1.2-15 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. Zero (0) closed incident missed the SLA in November MTD

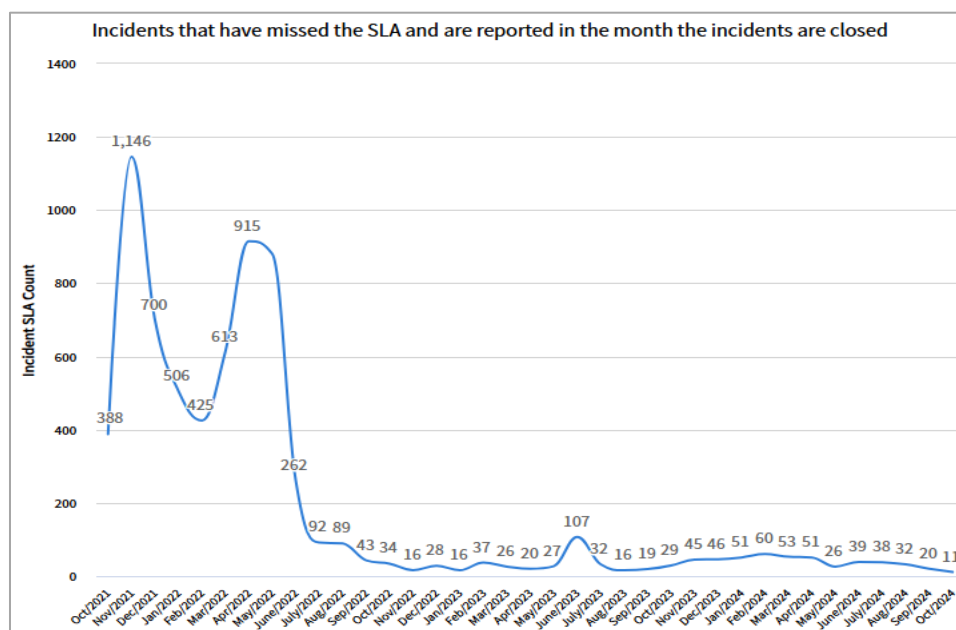


Figure 0-15: Incidents that have missed the SLA and reported in the month incidents are closed

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

CalSAWS Management and Operations

- Threat and Vulnerability Mitigation
 - Implemented Wireless Lan Controller (WLC) and county Access Point (AP) updated to point to the 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

- User Acceptance Test (UAT) Phase two begins on November 12, 2024 with limited user group
- Build of Virtual Network Lab-Sandbox01 (IM-41)
 - ✦ Cisco delaying the CML lab license release from Beta to Production release
 - ✦ Scheduled to implement alternative deployment method provided by Cisco November 7, 2024
- TPx Adtran Switch Replacement (CA-274977, TLM-07)
 - ✦ Completed project
- F5 replacement with Next-Generation Firewall (NGFW) in progress for Partner Exchange - CSAC-10 (New / Replace Virtual BigIP F5)
 - ✦ CalHEERS migration for non-production traffic scheduled on November 6, 2024
- CA-274976, TLM-06 (Major Upgrades – Network Operating System (O/S))
 - ✦ County device Operating System (OS) upgradation started; 183 devices completed as on November 4, 2024

Table 0-1: CalSAWS Upcoming Maintenance

SCHEDULED DATE	ACTIVITY DESCRIPTION
November 6, 2024	Upsize Robotic Processing Automation (RPA) Elastic Compute Cloud (EC2) Robot Server Instance (Planned Change)
November 6, 2024	Update Amazon Web Services (AWS) hostnames in Network Production Account (Planned Change)
November 6 – 7, 2024	Update web application firewall (WAF) related to BenefitsCal in DEV environment to match Prod (Planned Change)
November 7 – 15, 2024	Creation of internal application programming interface (API) Gateways secured by Identity and Access Management (IAM Role) in Coreapp-Production (Planned Change)
November 7 – December 31, 2024	Provision Elastic Block Store (EBS) for full load and Disaster Recovery (DR) database Elastic Compute Cloud (EC2) on coreapp-prod (Planned Change)
November 12 – 15, 2024	CSAC-10: CalHEERS non-production migration (Planned Change)
November 12 – 17, 2024	CSAC-10: CalHEERS Transit Gateway (TGW) Non-Production Routes Traffic to NexGen Firewall (Planned Change)

Table 0-2: CalSAWS Incident Follow-up Summary

TICKET ID	DESCRIPTION	IMPACT DATE / TIME	IMPACT	RESOLUTION
None				

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

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

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

CalSAWS and BenefitsCal Production Planned Maintenance																
Legend																
Unavailable																
Reduced Availability																
Available																
Activity Description	Start Date	Start Time	End Date	End Time	CalSAWS Core	BenefitsCal	Imaging	Contact Center	ADHOC / APEX	ForgeRock	CalHeers	OCAI	Central Print	Training Production	Communication Method	Communication Sent Date
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	2:00 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 0-1: 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

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

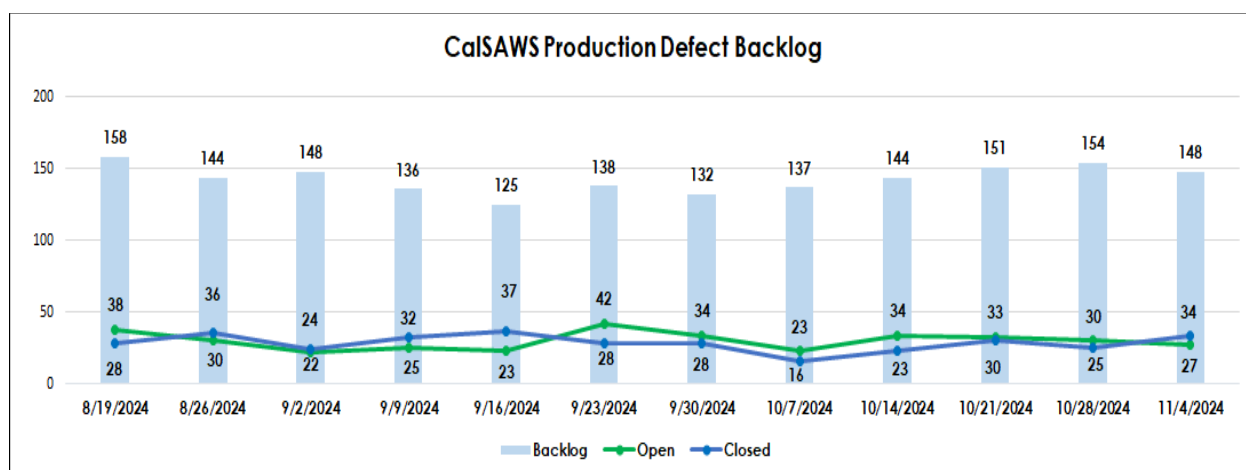


Figure 0-1: Production Defects Backlog Weekly Trend

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 0-1: 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	17	11	2	0	1	31
New	0	1	0	0	0	1
In Progress	1	4	2	0	1	8
Closed	16	6	0	0	0	22
3-Normal/Low	168	83	55	1	8	315
New	3	15	11	0	6	35
In Progress	9	47	44	1	2	103
Closed	156	21	0	0	0	177
4-Cosmetic	1	2	0	0	0	3
In Progress	0	1	0	0	0	1
Closed	1	1	0	0	0	2
Grand Total	186	96	57	1	9	349

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

Production Operations

Release Communications

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

Table 0-1: 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

Root Cause Analysis (RCA)

- CalSAWS RCA – 335 - Long Running Query - Impact on CalSAWS Database
 - On August 1, 2024, the Database (DBA) team received alerts for database peak performance due to long running queries. The DBA team identified a query that was running longer than its usual estimated time. The DBA team killed it and informed Analytics team about the long running query. Defect CA-281075 was created to further analyze the issue. The Analytics team identified that the queries that originate from Analytics users usually have a broader range in search operations and may sometimes cause contention on the database if they are allowed to run for more than 25 minutes in Production. To remediate the issue, the DBA team implemented a script on August 12, 2024 (CA-281075) that kills these queries if they run longer than 25 minutes. User may need to rerun the search operations in such situations. An alert is sent to the Application Development team to perform impact analysis if any. In addition, the team

identified a long running query related to Issuance Detail page after 24.07 deployment that was impacting load on database. CA-280920 had been created to address the issue with the issuance detail page query and was deployed on August 1, 2024.

- CalSAWS RCA – 339 – Users Unable to Log into Imaging System – PRB0049832
 - On August 09, 2024, at 2:51 p.m. the CalSAWS Project team received a Splunk alert from Hyland Cloud system indicating a large number of threads exceeding the peak performance threshold. At 2:59 p.m. some Users were able to confirm an impact to user login and the project team alerted the Hyland Vendor by opening support case 01794977. During the impacted period Users were unable to login or perform transactions and API calls using Lobby Kiosks and BenefitsCal transactions were failing. BenefitsCal transactions did not have an end user visible impact due to retry logic in place for customer upload transactions. To restore services immediately the Hyland team performed server restarts which cleared table locks, and enabled user logins to the system. The project team confirmed successful API transactions. Root Cause: A sporadic race condition that was taking place within the Imaging Solution resulted in the erroneous creation of thousands of duplicate metadata sub-obs (sub-objects). When those documents are deleted and subsequently cleaned up by the Perceptive Content “inserverFS” service once they hit the 30-day retention period, it resulted in database table locks that prevented all other sessions from accessing the locked tables while each document was being deleted. These database locks resulted in many other sessions waiting and timing out which introduced significant instability affecting the entire imaging solution and resulted in a crash
- CalSAWS RCA – 342 – Intermittent eCCP Access Issue – PRB0050047
 - Around noon on September 16, 2024, some Contact Center agents reported experiencing intermittent access issues with eCCP. Team started investigating the issue and AWS ticket # 172627110200316 had been created and the team engaged on a bridge call with AWS to further investigate the issue and a broadcast had been sent to Contact Center counties. In addition, team analyzed recent past changes/releases that may have contributed towards this issue and identified a change introduced with Defect CA-279111 that was deployed on September 12, 2024 as a potential cause of the issue. As a workaround, Users were able to login to eCCP if they attempted multiple times to login. Following actions were taken to mitigate and resolve the issue: 1. ECR CHG0059518 was submitted to increase the resources on an RDS instance in the AWS Account from 32 to 64 units on September 16, 2024. A subsequent amendment to the ECR was submitted to increase the limit to 128 units as CPU utilization was nearing 100%. 2. Defect CA-282718 was also deployed to production on September 17, 2024 to roll back the code changes submitted for CA-279111. Production was monitored on September 18, 2024 with confirmation from Los Angeles County that no issues were observed on September 18, 2024 regarding eCCP access. The RDS instance was also reporting up to 70% utilization after the change was delivered
- CalSAWS RCA – 344 – ForgeRock Access Manager (AM) Issue – CHG0050625

- As part of the ForgeRock production deployment on September 27, 2024, (CHG0050625) the ForgeRock team deployed new infrastructure across all of its components. After the ForgeRock production deployment was completed and validated as successful, the Access Manager (AM) in Availability Zone (AZ) "C" started to show as unhealthy on the ForgeRock Load Balancer approximately at 4:05 a.m. on September 28, 2024. Upon realizing the issue, the ForgeRock team removed the AZ "C" from the load balancers (forgerock-internet, forgerock-extranet, and forgerock-private) and allowed the remaining two AZs to serve ForgeRock Production traffic. On September 28, 2024, the ForgeRock team continued to review system logs and deployment logs to identify additional information on the root cause of the issue. At the time, the ForgeRock team found no issues in AM server logs nor deployment outputs from the build to resolve the issue on the server. On September 29, 2024, at 11:00 a.m., The ForgeRock team discussed with Technical Operations and Consortium on next steps and determined to failover the ForgeRock Production services to the Disaster Recovery (DR) region during a planned production outage on September 29, 2024 to resolve the issue by installing and reconfiguring ForgeRock application on the AM server. The ForgeRock team failed over ForgeRock Production to the DR region at 2:31 p.m. Once the failover was completed and validated, the ForgeRock team started the process to reinstall and reconfigure ForgeRock application on all AM servers, across all availability zones, via Jenkin automated process (Jenkin automated job applies necessary changes to all available AM servers). Despite three attempts to reinstall and reconfigure the application on the server, the AZ C AM server did not return to healthy status on the test load balancer. Given the ForgeRock team was operating under a limited timeframe to resolve this issue, the team rebuilt all AM infrastructure and reinstalled and reconfigured ForgeRock application. Once the deployment was complete, the Access Manager in AZ "C" on the Load Balancer returned to healthy state. Since rebuilding the infrastructure resolved the issue, the ForgeRock team opened a support ticket with AWS (Ticket #172765167700397) to investigate the cause of the issue. Once all AMs in ForgeRock Primary Region showed healthy status, the ForgeRock team failed back ForgeRock Production services to the Primary Region (us-west-2) at 5:41 p.m. and confirmed stability and performance via automated Rest API tests and manual validations. The ForgeRock team met with the AWS team to determine the root cause. However, the AWS team was unable to provide a concrete root case given the instance was terminated (EBS volume was also destroyed) and replaced to resolve the issue. The AWS team confirmed that the server was passing systems health checks and instance reachability tests.

Batch Operations

- Completed execution of the quarterly Medi-Cal Eligibility Data System (MEDS) reconciliation process for Los Angeles County
- Continued to 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 CalSAWS 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

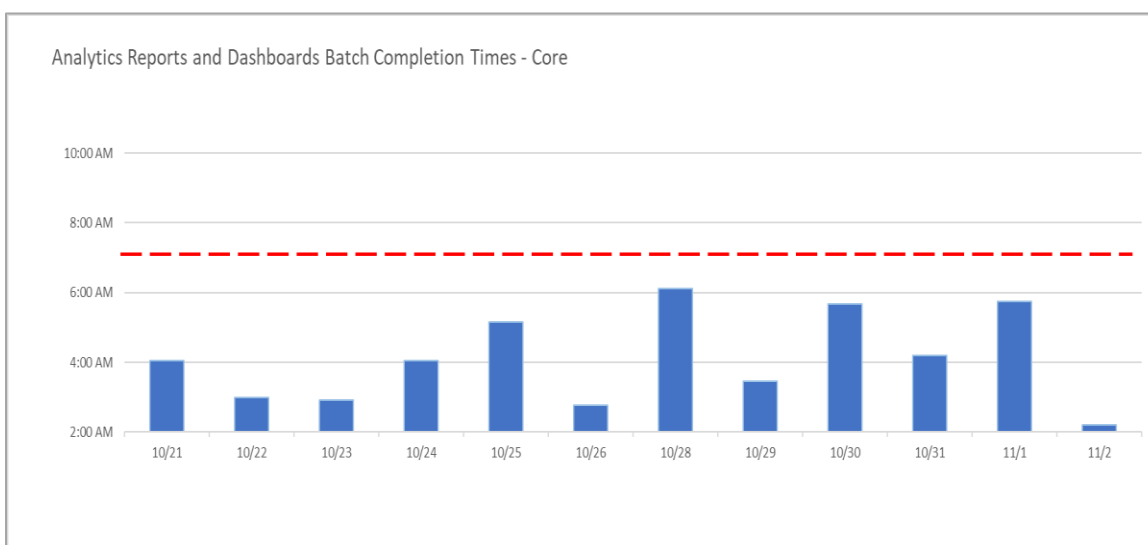


Figure 0-1: Analytics Reports and Dashboards – Monday – Saturday Nightly Batch Runs for the Status Reporting Period

Table 0-1: 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 a.m. daily during the reporting period			

Production Performance

- Batch
 - Batch Service Level Agreement (SLA) Performance (99% of core and core-off prime jobs completed on time every day)

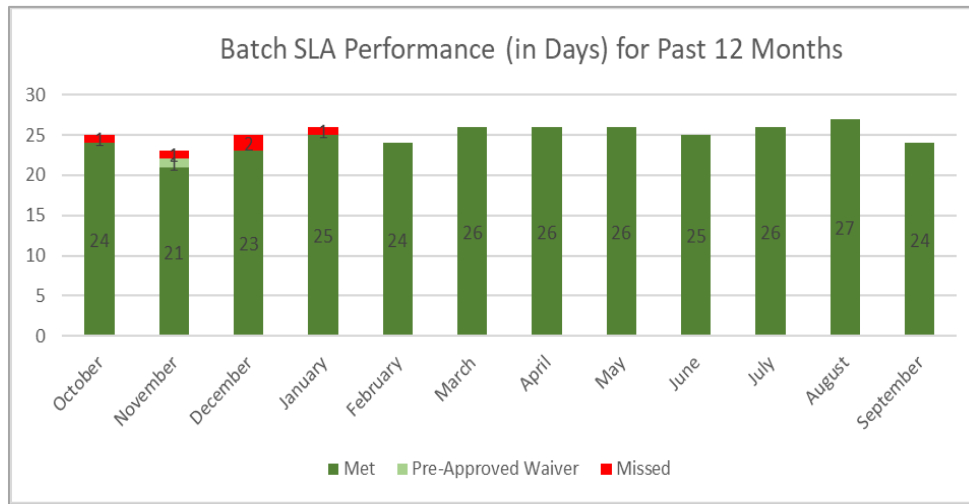


Figure 0-1: Batch Service Level Agreement (SLA) Performance

- 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

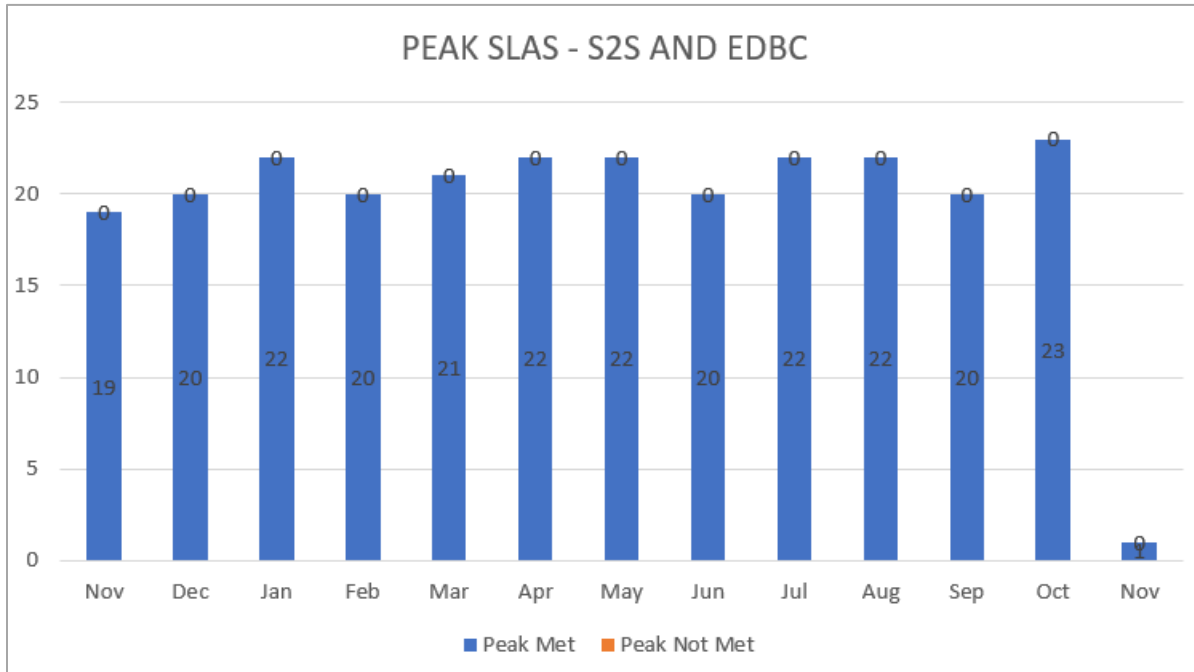


Figure 0-2: Peak Service Level Agreement (SLA) - S2S and Eligibility Determination Benefit Calculation (EDBC)

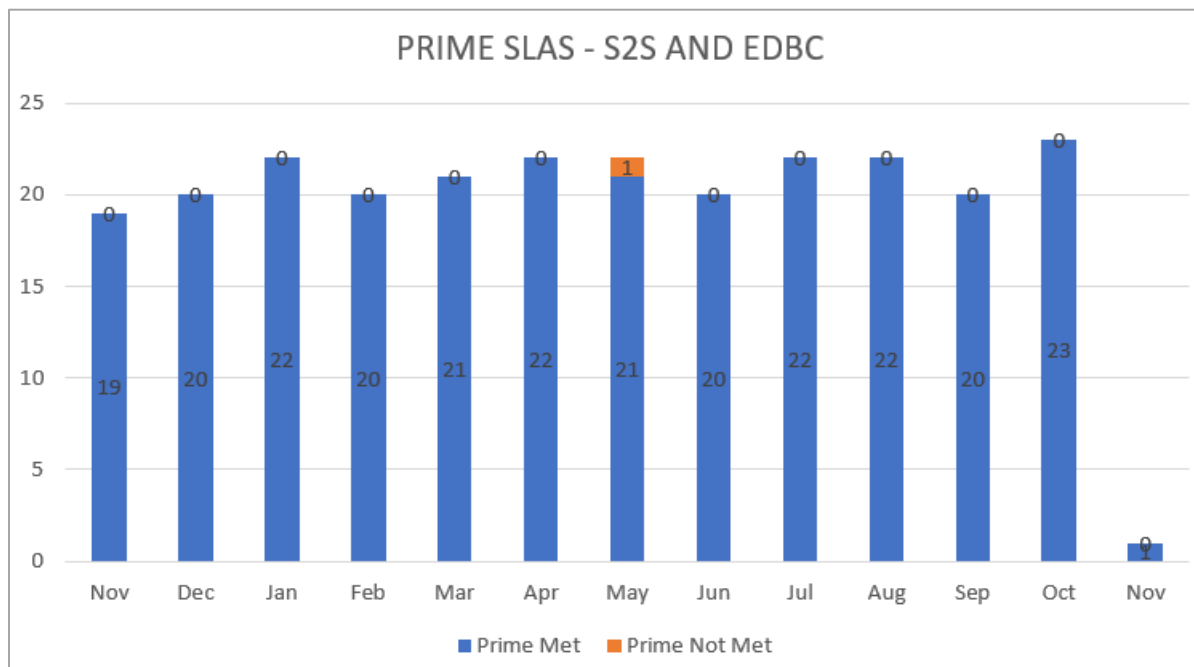


Figure 0-3: Prime Service Level Agreement (SLA) -S2S and Eligibility Determination Benefit Calculation (EDBC)

ForgeRock

Highlights

- Deployed the initial BenefitsCal for the multifactor authentication (MFA) Enhancements to Login MFA Process in BenefitsCal application on October 25, 2024. Enhancement changes for Community Based Organizations (CBO) Users placed on hold from the BenefitsCal
- The ForgeRock team met with Consortium HelpDesk and Quality Assurance for the Bi-Weekly Operations Sync on October 30, 2024
- ForgeRock held a HyperCare call on October 28, 2024 to monitor performance of both primary and disaster recovery regions of Production. No issues or delays seen post deployment
- ForgeRock performed an emergency change request to the Development Primary region on October 29, 2024 and disaster recovery on October 30, 2024 to remediate issues impacting the performance testing of the 24.11 release
- ForgeRock syncing with vendor on open defect for ServiceNow integration. Further investigation on why user type is not able to be added
- ForgeRock team created new defect for high priority BenefitsCal Penetration Testing. Further review and next steps with BenefitsCal will take place by early November
- ForgeRock team continues to collaborate with the Unix team to upgrade ForgeRock Jenkin servers to RHEL8 to address vulnerability. The Change Request has been drafted to spin up SBX instances next week – Technical Budget Change Request (TBCR) approval pending
- ForgeRock team met with Consortium Production Operations team to discuss CA-262846 to update ForgeRock username with a limit of 40 characters to determine next steps
- ForgeRock Evolution (Hydra) team have begun the work for Assembly Test Single Region focusing on design finalization and determination of timeline to present to leadership
- 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

Table 0-1: ForgeRock Milestones

MILESTONES	PRODUCTION DEPLOYMENT DATE	STATUS
Platform Architecture Enhancements – Design	To Be Determined	In Progress
ForgeRock Support for BenefitsCal MFA Enhancements to Login MFA Process	October 25, 2024	Completed – Deployed to PROD
Increase ForgeRock MaxSessionTimeout limit to 8 hours	October 25, 2024	Completed – Deployed to PROD

MILESTONES	PRODUCTION DEPLOYMENT DATE	STATUS
Increase ForgeRock MaxSessionTimeout limit to 12 hours	December 6, 2024	In Progress - Testing
WIAM-18 Identity - Password Authentication	December 6, 2024	In Progress – Pending BenefitsCal Update
Trust Store Issue	December 6, 2024	In Progress – Testing
ForgeRock-ServiceNow integration	January 31, 2025	In Progress

Imaging

- Completed Defects
 - CA-283121 - getforminfo and caseinfo calls in generate task should use service account as source
 - CA-276281 - OCR Split logic
- Completed System Change Requests (SCRs)
 - None to note for the reporting period

Customer Service Center (CSC)

- Production Defect Backlog Highlights
 - Continue to address Production defects exclusively using a priority release schedule to address defects sooner. Twenty-one (21) defects are planned to be resolved with the November 14, 2024 release
 - ✦ Note: The defects reported in the chart below for Contact Center is inclusive of Security and External Agency defects

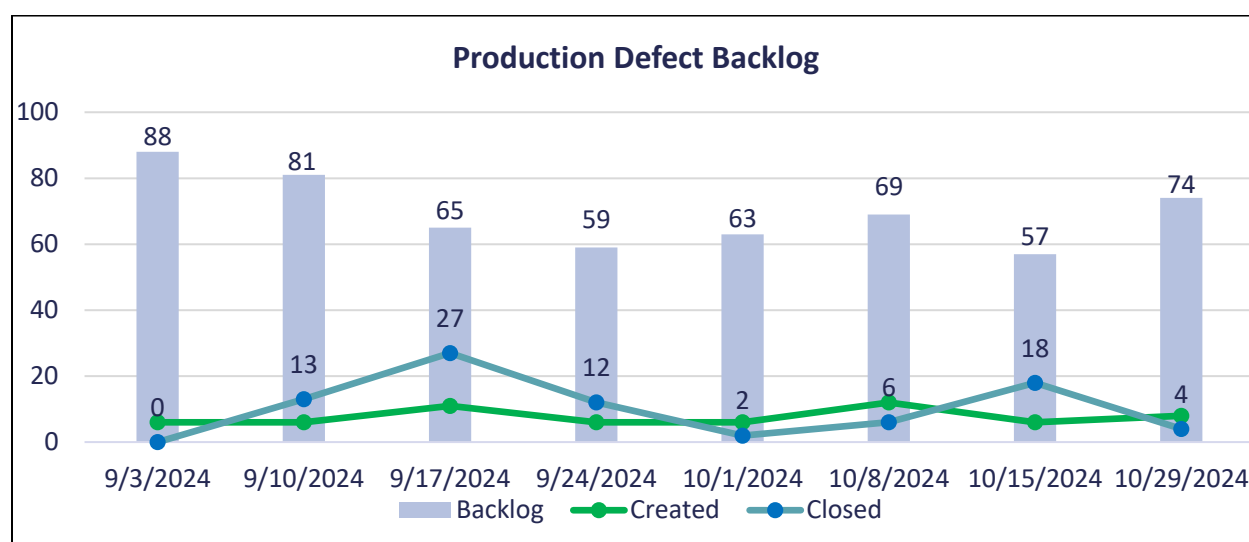


Figure 0: Contact Center Defect Burndown

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

Table 0-1: Contact Center Recently Deployed Enhancements

TYPE	JIRA ID	ENHANCEMENTS	DEPLOYMENT DATE	STATUS
SCR	CA-276154	Update Santa Clara County call flow for EBT Card page	24.11.01	In Production
SCR	CA-281999	Upgrade Node.js Lambdas for IVR Journal Lambdas	24.10.31	In Production
SCR	CA-283318	Contra Costa - IVR Response Timeout Issue for Hearing Impaired Customers	24.10.24	In Production
SCR	CA-282932	Orange County IVR Zip Code Address update	24.10.24	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 0-2: Contact Center Upcoming Enhancements

TYPE	JIRA ID	ENHANCEMENTS	DEPLOYMENT DATE	STATUS
SCR	CA-277381	Design - Contact Center 2.0 Prototype	24.11.12	System Test
SCR	CA-280062	ForgeRock Session Management for Contact Center eCCP	24.11.14	Test Complete
SCR	CA-260329	Telephonic Signature - Add Outbound Call Option on Electronic Signature Page	24.11.14	System Test
SCR	CA-274984	(TLM-20) Contact Center - Upgrade JAVA Lambdas to latest version	24.11.29	System Test
SCR	CA-276215	AWS POC Support SCR for Contact Center Datalake	24.11.xx	In Development
SCR	CA-280545	Update eCCP Mute functionality when placing a call on hold.	24.12.12	Design in Progress
SCR	CA-284486	Update CC 2025 Holiday	24.12.27	New

TYPE	JIRA ID	ENHANCEMENTS	DEPLOYMENT DATE	STATUS
SCR	CA-274824	Migrate DCFS Contact Center to the LA County Contact Center AWS account	24.12.xx	In Development
SCR	CA-270820	Update and Add Contact Center Security in CalSAWS	24.12.xx	Design in Progress
SCR	CA-252858	Add Live Monitoring and Change Agent Status to the Supervisor panel in eCCP	24.12.xx	System Test
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	25.02.13	New
SCR	CA-274987	(TLM-18) Contact Center - Upgrade Nodejs lambdas to latest version	25.02.27	Approved
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-250838	Outbound Call Campaign: Create Call Result Record for Each Attempt	25.05.xx	New
SCR	CA-269867	Update Journal Entries for Telephonic Signatures to List All Forms	25.05.xx	Approved
SCR	CA-265391	Modify eCCP Security rights	25.xx.xx	Design in Progress

Lobby Management

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

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

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
 - No updates for the reporting period
- 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 October 22, 2024; working with the County to schedule go-live

- Tehama County
 - No updates for the reporting period
- Trinity County
 - No updates for the reporting period

Region 4 Counties

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

- Fresno County
 - First County go-live was October 7, 2024. There was and will be additional office go-lives each Monday until completion
 - Four County sites completed successfully. Three sites are remaining
- Inyo County
 - No updates for the reporting period
- Kern County
 - All devices have been successfully deployed
- Kings County
 - No updates for the reporting period
- Madera County
 - No updates for the reporting period
- Mariposa County
 - No updates for the reporting period
- Merced County
 - No updates for the reporting period
- San Joaquin County
 - No updates for the reporting period
- 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

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

Region 6 County

- Los Angeles County
 - No updates for the reporting period

Lobby Management Modernization (TLM-39)

- Partnered 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
- Team is incorporating feedback from Lobby committee from October 24, 2024

Additional Projects

California Department of Social Services (CDSS) Report Support

- California Department of Social Services (CDSS) Glossary:
 - AAP – Adoption Assistance Program
 - ABAWD – Able-Bodied Adults Without Dependents
 - CAPI – Cash Assistance Program for Immigrants
 - CFAP – California Food Assistance Program
 - CIDR – CDSS Internal Data Request
 - EBT – Electronic Benefit Transaction
 - ESAP – Elderly Simplified Application Process
 - E&T – Employment and Training
 - FC – Foster Care
 - MEDS – Medi-Cal Eligibility Data System
 - OIG – Office of the Inspector General
 - SIRFRA – SAWS Information Request for Research and Analysis
 - USDA – United States Department of Agriculture

- WTW – Welfare to Work
- Completed Work:
 - CIDR 9037 - Medi-Cal Client Detail Snapshot November 2023 to July 2024
 - CIDR 9051 - SAWS Data and MEDS Match for Refugee Programs
 - CIDR 9052 - ESAP Total Cases 2024
 - CIDR 9053 - ESAP Post Waiver Data 2024
 - CIDR 9054 - Automated Mass Replacement Waiver Data Request - October 2024
 - CIDR 9056 – Automated Mass Replacement Waiver Data Request – October 2024 – Trinity County
- Continued Work:
 - CDSS SAWS+ Implementation
 - CIDR 9050 - Subsidized Provider Report
 - CIDR 9055 - CalFresh Restaurant Meals Program (RMP) Redemption Breakdown
- Started Work:
 - CIDR 9057 - Redetermination, Overpayment, Underpayments, Supplemental Payments, and Special Needs Notices
 - CIDR 9058 - Summer EBT Query Run

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 November 2024
 - SIRFRA 1380 – MEDS Alert Monitoring October 2024
- Continued Work:
 - SIRFRA 1386 – Renewal and Demographics Data Request October 2024
 - SIRFRA 1387 – Total Number of Applications Pending and Total Number of REs Pending October 2024
 - SIRFRA 1388 – Monthly Failure to Complete Data October 2024
 - SIRFRA 1385 – End of CCR Renewal Data Request December 2024
- Started Work:
 - None to note for the reporting period

Endpoint Detection and Response (EDR)

- Implemented CHG0050836 to activate Endpoint Detection and Response (EDR) and Anti-malware in one availability zone for ForgeRock Production Servers. No issues observed
- Windows Teams are done filling in schedule for On Demand Scans. Awaiting Linux Teams for their schedule

- CHG0050841 enacted to enable On Demand Scans for County File servers. Review is in completed. No issues observed
- Final review process for Operational Working Document (OWD) process still underway for Qualys Endpoint Detection and Response OWD
- Second 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 and held
- Continuing to configure anti-malware profiles to eliminate False Positive noise
- Continuing to work with Tech Support, asset owners, and Qualys Support to fine tune configuration profiles to allow the highest productivity of assets
- Preparing change request and process steps to enable Content Control in anti-malware profiles. CHG0051422 opened for Proof of Concept. Internal review completed and approved, awaiting Change Advisory Board (CAB) review call on Wednesday
- Continuing to implement Security Assertion Markup Language Single Sign-On (SAML SSO) for Qualys in progress. CHG0050056. Qualys Support provided resolution with issues faced. Working with Tech Support team to add current Users to SAML. Confirming with Tech Support team on completion status

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)

- Scheduled to migrate CalHEERS non-production on November 6, 2024

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

- CHG0050530 - CoreApp Production was implemented on October 20, 2024
 - Continued the monitoring of WAF in COUNT mode in production
- Identified the rules that need to remain in COUNT mode
 - Change the WAF to Block mode

Enhanced E-mail Message Examination (CSAC-26)

- October 1-22, 2024: Validate and Monitor Defender mail flow
- Attack simulation was completed
- All Users onboarded to defender on October 23, 2024

Intune Mobile and Modern Device Management (CSAC-29)

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

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

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 Six: Rolling out to the prevention stage
- Phase Six Sub-tasks:
 - Tool cut over - Snyk for SAST scan – 24.11 release – Completed
 - Snyk IDE troubleshooting – In progress
 - ✦ Snyk code fixes for 24.11 release – Completed
 - ✦ Snyk code fixes for 25.01 release – In progress
- Dynamic Application Security Testing (DAST) and Interactive Application Security Testing (IAST)
 - Tool cutover - Invicti for DAST and API scan – 24.11 release – Completed
 - IAST implementation – In progress

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

- Completed the code changes and performed sanity testing in AT2 environment
 - Continued testing in AT environment, fixed any issues identified
 - Created the Internal API Gateway for First Testing
- Informed all the teams to continue AT testing
 - Next is to implement: CHG0051344 - OCAT API secured by IAM Role – Targeted for November 7, 2024
 - And Implement CHG0051268 - Removing the inbound Security Group (SG) rules from Application Load Balancer (ALB) SG's

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

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

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

- Project put on hold and all project documents were moved to CalSAWS SharePoint location

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

- Macie enabled on all Accenture AWS accounts
- Establishing and implementing bucket tagging strategy to suppress false-positive findings with an Estimated Time of Completion (ETC) of November 20, 2024

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

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

- Continued effort to build Amazon Web Service (AWS) lab
- Ongoing engagement with AWS support and Cisco Technical Assistance Center (TAC)
- Scheduled to implement Cisco Modeling Labs (CML) using the alternative method provided by the vendor on November 7, 2024

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

- Milestone Three – Training, Training Staging, PRT and County preview – Completed
- Milestone Four – Production and Disaster Recovery 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

Major Upgrade - Analytics stack (TLM-03)

- No updates for the reporting period

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

- Successful migration of SV1 Cisco Adaptive Security Appliance (ASA) firewall to Firepower Threat Defense (FTD) / Firewall Management Center (FMC)
- Project documentation is in progress

Network Replace TPX Adtran Switches (TLM-07)

- Completed project

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

- First phase of user testing started from October 22, 2024
- Communication to all identified testers in UAT Phase Two transmitted
- UAT phase two scheduled to start on November 12, 2024

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

- ITOM (IT Operations Management)
 - Configuring Agent Based Discovery for four (4) on-premise Linux boxes in Development, working with Network team and Gainwell on connection between Linux boxes and ServiceNow MID Server
 - Continued to work with Gainwell to configure 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
 - ✦ In lower environment, successfully ran discovery in trusted and c-iv.ivr domains
- HAM (Hardware Asset Management)
 - Continued service catalog configurations in lower environment
 - Successfully imported contracts data into ServiceNow lower environments and the Procurement team has validated
 - Central Depot is reviewing stockroom records; continued to internally review CalSAWS Request for Information (CRFI) for managed Counties to validate stockrooms
 - Conducted process demonstrations with Consortium Helpdesk and QA

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

- All the Lambda Authorizer functions are upgraded
- Completed the Change Requests (CRs) to decommission unused Lambdas: CHG0050575, CHG0050573, CHG0050576 and CHG0050577
- Continue System Testing

Upgrade Spring Version in CalSAWS Core (TLM-21)

- Work for this System Change Request (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

Upgrade Spring and SpringBoot (TLM-22)

- Began implementation and development is in progress
- System Change Request (SCR) is now targeted for 25.01.xx priority release and content revision is submitted for the same

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

DevSecOps tools upgrade (TLM-31)

- Milestone Four - Upgrade to latest version for: JIRA, Bitbucket, SonarQube October 30, 2024 – Completed
 - 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

Upgrade to Windows 11 (TLM-34)

- Identified pilot Users for all three system types complete (workspaces, upgrade Users and laptop replacements)
- Review final design with Security
- CHG approved for pilot Users
 - Prepared and deployed 26 laptops with Windows 11
 - Prepared 33 AWS workspaces with Windows 11
 - Completed creation of installation guide for laptop Users

Upgrade Windows 2016/2019 Servers (TLM-36)

- Submitted final decommission for one server to Change Advisory Board (CAB)
- Troubleshoot and resolved in-place upgrades with Amazon Web Services (AWS)
- All 91 servers needing in-place upgrades were completed on October 24, 2024

Upgrade ODM to version 8.12 (TLM-68)

- Deployed the code changes in Online Enhancement Environment
- Technical Architecture /Technical Operations validation are complete and functional validations from Application Development teams are in progress
 - One run of Eligibility Determination Benefit Calculation (EDBC) Schema comparison also completed. Another execution planning in coming week

Identity - Password Authentication (WIAM-18)

- CalSAWS ForgeRock team received information from BenefitsCal that the deployment of the development environment will be rescheduled to November 20, 2024

Infrastructure Transition

- Completed Work:

- Completed Accenture Subject Matter Expert for Gainwell Knowledge Transition (KT) mapping
- Began Knowledge Transition sessions on Friday, November 1, 2024. Completed five Knowledge Transition sessions as scheduled
- Began CalSAWS laptop builds for Gainwell staff. Completed imaging 50 out of 210 laptops (24%) in week 1 out of 6 weeks
- Responded to Gainwell's document list request. Continue to support additional on-going requests received from Gainwell
- Received Transition Readiness Plan feedback from Gainwell
- Participated in the review of the Infrastructure Transition risks with Consortium PMO Section Director, Consortium Transition Lead and Consortium Incoming Infrastructure Contractor on November 1, 2024
- Submitted the draft Change Notice 36 Infrastructure Transition Out KT Sessions to Consortium on November 1, 2024
- Continued additional discussions on Contact Center, ForgeRock, POA&Ms
- In Progress/Upcoming Work:
 - Continue overall oversight, management, coordination and support of KT effort
 - Continue to identify risks that may need to be mitigated for completing KT cutover by January 31, 2024
 - Continue supporting laptop build for Gainwell team
 - Finalize the approach for Contact Center, ForgeRock, Analytics, Imaging, and POA&M topics
 - Finalize Change Notice 36 Infrastructure Transition Out KT Sessions in preparation for JPA approval on November 15, 2024
 - Continue ongoing planning on Job Shadow/Reverse shadow with Gainwell
 - Commence Access Enablement approach and requests for Gainwell staff
 - Commence planning on defining Operating Level Agreement (OLA) between Infrastructure and M&E contractor's scope of services

Deviation from Plan/Adjustments

- None to note for the reporting period

APPLICATION DEVELOPMENT

Highlights from the Reporting Period

Table 0-1: Application Development Status Agenda Topic

STATUS REPORT SECTION	STATUS AGENDA TOPIC
4.4.1 Release Test Summary	<ul style="list-style-type: none"> ▪ Continued test execution for the 24.11 baseline release. Week five of eight completed. Team is on schedule with a 87% pass rate against a target of 63%
4.6 Reports	<ul style="list-style-type: none"> ▪ Held CalSAWS State and Fiscal Reports Bi-Weekly meeting on October 24, 2024

STATUS REPORT SECTION	STATUS AGENDA TOPIC
	<ul style="list-style-type: none"> Met with California Department of Social Services (CDSS) on October 29, 2024, and October 31, 2024, to discuss CA-252984 CalFresh CF 296 and Expedited Service Redesign Requirements Met with Regional Managers on October 31, 2024, to review and finalize Reports Survey
4.9 FCED/CARES	<ul style="list-style-type: none"> Foster Care Eligibility Determination (FCED)/California Automated Response and Engagement System (CARES) Update

Priority Release Summary

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

Table 0-1: CalSAWS Upcoming Releases

RELEASE	SUMMARY
24.11.07	<ul style="list-style-type: none"> Benefit Identification Card Requests - Allow for MSP (Medicare Service program) Data Change Request (DCR) - Los Angeles Only - Update telephonic signatures to Complete Fresno Gen AI Call Summary Assist - Release 24.11.07 (Release 5) LA County - Update START (General Relief Opportunities for Work-GROW) Hearing Office Phone San Benito - Remove Payee From the Vendor and Foster Care Rush Warrant Template Update Spanish Language Verbiage for Appointment Text Message for Flexible Appointments Virtual Assistant Expansion- Release 24.11.07 (Release 25)
24.11.08	<ul style="list-style-type: none"> [County Purchase] DCR Sonoma Reindex MC Migrated Documents
24.11.12	<ul style="list-style-type: none"> Design - Contact Center 2.0 Prototype
24.11.14	<ul style="list-style-type: none"> Ensure BenefitsCal Person Level Uploads for a Confidential Case are stored in the Confidential Drawer ForgeRock Session Management for Contact Center eCCP Hide fields in document views Telephonic Signature - Add Outbound Call Option on Electronic Signature Page Update Claim Grand Totals Summary and Detail Reports to Include 4P and 4R aid codes Voice bots statewide rollout: Tulare County: Welcome Bot Re-enablement
24.11.15	<ul style="list-style-type: none"> Implement the GAGR Service in PAT Environment

RELEASE	SUMMARY
	<ul style="list-style-type: none"> SCR - GA/GR Connectivity to CalSAWS over VPN
24.11	<ul style="list-style-type: none"> Total System Change Requests (SCRs): 69 approved Release Webcast date: November 5, 2024
25.01	<ul style="list-style-type: none"> Total System Change Requests (SCRs): 58 approved Release Webcast date: To be determined
25.02	<ul style="list-style-type: none"> Total System Change Requests (SCRs): 7 approved Release Webcast date: To be determined

Application Development Status

- Continued design on:
 - CA-202054 - ACL-18-07 Suspend/Discontinue/Reinstate for CAPI case
 - CA-209344 - Apply SSP Only OPA for Specific Programs
 - CA-209929 - MC Auto-Test Creates Extraneous 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-252117 - Allow HSP for Closed CW Program
 - CA-252984 - ACL 22-85 - CalFresh CF 296 and Expedited Service Redesign
 - CA-253843 - Additional Section Codes for Humanitarian Parolees from Afghanistan
 - CA-257070 - 2025 Social Security Title II and Title XVI Cost of Living Adjustments (SSA COLA)
 - CA-257071 - Batch EDBC to apply 2025 SSA Cost of Living Adjustments (COLA)
 - CA-257207 - Update the Redetermination Date movement logic to correctly align with the Redetermination Period
 - 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-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-267120 - Add a new Status Reason to stop Collections on Recovery Accounts
 - CA-268378 - Automate SOC 452A for CAPI
 - CA-274189 - Workload Management Information Gathering

- CA-275534 - Update CalSAWS to Use Household Category Determination and Not Public Assistance Indicator
 - CA-276523 - eHIT Disposition Processing
 - CA-279547 - BREFS Initiative Seven - Carry Forward Enhancements
 - CA-279549 - CalHEERS eHIT: Inclusion of Reasonable Explanation to CalHEERS
 - CA-281889 - CalHEERS eHIT: Accelerated Enrollment Enhancements
 - CA-282222 - Virtual Assistant Expansion- Release 25.1.16 (Release 26)
 - CA-282929 - Update the FFY Packet Batch EDBC (Phase III)
 - CA-283798 - 2025 Updates to the Single Streamlined Application (SSApp)
 - CA-257730 - Batch EDBC for 2025 CalFresh SSI COLA
 - CA-257071 - Batch EDBC to apply 2025 SSA Cost of Living Adjustments (COLA)
 - CA-257070 - 2025 Social Security Title II and Title XVI Cost of Living Adjustments (SSA COLA)
- Continued build on:
 - Priority releases and Release 25.01 approved System Change Requests (SCRs)

Release Management

Release Test Summary

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

Table 0-1: CalSAWS System Change Request (SCR) Test Status – 24.11

Pass Rate Target as of November 1, 2024	63%
Pass Rate Actual as of November 1, 2024	87%
System Test completed Date: November 20, 2024	

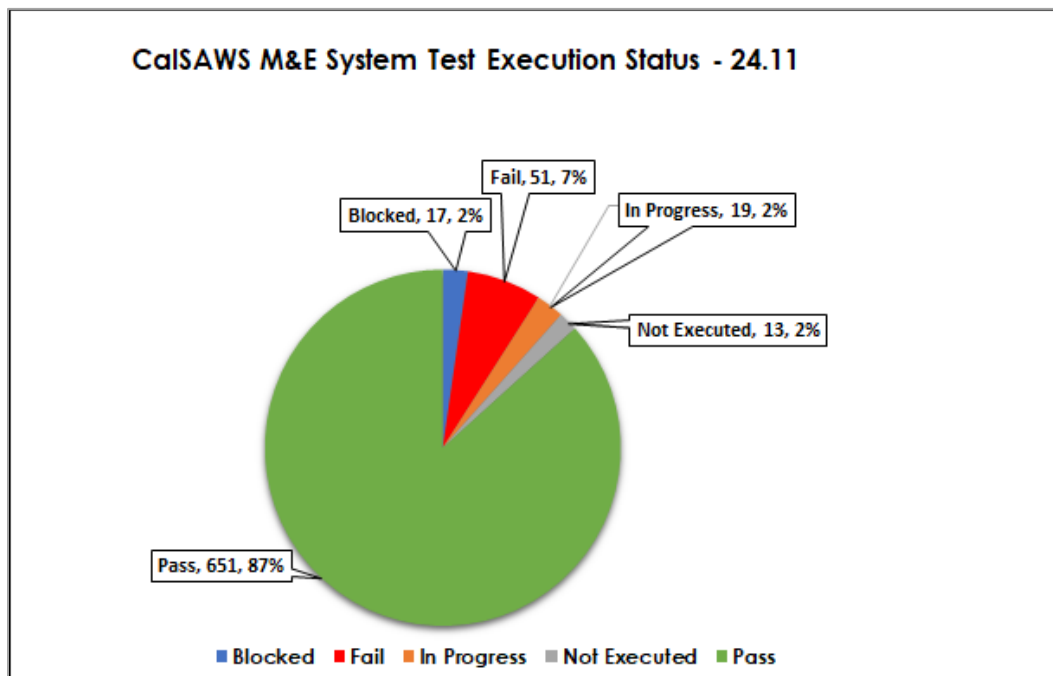


Figure 0-1

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.

Automated Regression Test (ART) Coverage

Table 0-1: 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 1,380 end-to-end Automated Regression Test (ART) scripts:

- 1,105 targeting the core CalSAWS application

- 101 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

Virtual Assistant (VA)

- Worker-Facing Virtual Assistant (VA)
 - Release 25 – target to deploy on November 7, 2024
 - ✦ Completed Design
 - ✦ System Change Request (SCR) has received System Change Request Board / Change Control Board (SCRB/CCB) approvals
 - ✦ System Test is complete
 - ✦ Ready for deployment
 - Release 26 – target to deploy on January 16, 2025
 - ✦ Design is completed
 - ✦ System Change Request (SCR) going through System Change Request Board / Change Control Board (SCRB/CCB) approvals

Reports

- Held CalSAWS State and Fiscal Reports Bi-Weekly meeting on October 24, 2024
- Met with California Department of Social Services (CDSS) on October 29, 2024, and October 31, 2024, to discuss CA-252984 CalFresh CF 296 and Expedited Service Redesign Requirements
- Met with Regional Managers on October 31, 2024, to review and finalize Reports Survey

Table 0-1: Total Open Incidents by reporting period

REPORTING PERIOD END DATE	NUMBER OPEN TICKETS
September 06, 2024	9
September 20, 2024	14
October 04, 2024	14
October 18, 2024	9
November 01, 2024	15

Note: Total open incidents as of the current reporting period

Table 0-2: Open Defects by Status and Functional Area

OPEN DEFECTS STATUS	STATE REPORTS	FISCAL REPORTS	MANAGEMENT REPORTS	BUSINESS INTELLIGENCE	TOTAL
New	1	2	1	1	5
Reopened	0	0	0	0	0
Assigned	1	1	0	0	2
In Development	6	0	0	1	7
Development complete	0	0	0	1	1
In Assembly Test	0	0	1	0	1
System Test	1	2	1	0	4
Test Complete	4	1	1	1	7
Total Open Defects	13	6	4	4	27

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	0	0	4
3-Normal/Low	10	5	4	4	23
4-Cosmetic	0	0	0	0	0
Total Open Defects	13	6	4	4	27

Note: Data is as of current reporting period

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

State/Claiming Reports	Total	Defects	SCRs - Targeted Release				
		As Prioritized	24.09	24.11	25.01	25.03	25.05
ABCD 350	1	0	0	1	0	0	0
CA 1037	2	1	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

State/Claiming Reports	Total	Defects	SCRs - Targeted Release				
		As Prioritized	24.09	24.11	25.01	25.03	25.05
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 256	1	1	0	0	0	0	0
CF 296	1	0	0	0	1	0	0
CA 812	1	1	0	0	0	0	0
DHCS CMS PI	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
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	4	1	1	0	1	0	1
STAT 45	1	1	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

- 1 This table may not reconcile with defect table as one defect can impact multiple reports
- 2 If SCR is impacting more than one report, it will be counted more than one against each report impacted
- 3 This table will list only those reports where we have open defects and open SCRs
- 4 Details can be found in CalSAWS Reports Bi-Weekly Enhanced Communication

General Assistance/ General Relief (GA/GR)

- General:
 - Discussed the General Assistance/General Relief (GA/GR) Correspondence web service design and web service clarifications on October 23, 2024, and October 30, 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-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-262706 - Interim updates for Ventura County to reduce workload associated to GA/GR Redetermination process
- 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-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
- CA-283604 - Update LA County GROW to Start Correspondence
- System Change Requests (SCRs) in Development Phase
 - CA-58236 - Add Translations of Revised Forms to CalSAWS: ABP SSI 1, ABP SSI 3, and ABP SSI 4
 - CA-262963 - LA County - Updating GROW Orientation Attendance
 - CA-264995 - GA GR Consortia Correspondence Administration Link for Admin Pages
 - CA-272432 - CSF 45 should only be available to print locally. Currently it is available to print both locally and centrally
 - 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
 - CA-283574 - Implement the GAGR Service in PAT Environment
- System Change Requests (SCRs) in System Test Phase
 - CA-262963 - LA County - Updating GROW Orientation Attendance
 - CA-267005 - Add GA/GR In-Kind Chart Amounts for Requesting Counties
 - CA-272432 - CSF 45 should only be available to print locally. Currently it is available to print both locally and centrally
 - 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-283574 - Implement the GAGR Service in PAT Environment
- Priority System Change Requests (SCRs) deployed to Production
 - None to note for the reporting period
- Defects released to Production

- None to note for the reporting period

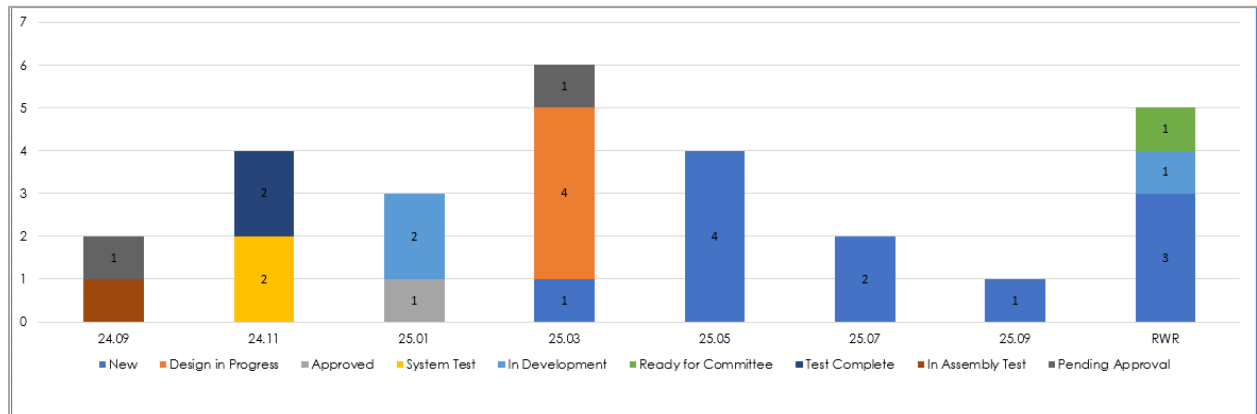


Figure 4.7-1: General Assistance/General Relief (GA/GR) System Change Requests (SCRs)

Training Materials Update

- 24.11 Online Help (OLH) System Change Requests (SCRs):
 - System Test
 - ✦ CA-280309 - Online Help: Update the JAs Security Access Profiles - Manage and System - Navigation CA-232192
 - ✦ CA-274037 - Online Help: Update JA - Medi-Cal Long Term Care (LTC)
 - 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
 - ✦ 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-281643 - Online Help: Create Warrant Location List and Detail OLH pages
 - ✦ CA-280688 - Online Help Update JA Semi-Annual Report (SAR 7)
 - ✦ CA-280084 - Online Help: Update JA - Replacement Cash EBT Benefits and JA Issuance - Replace CalFresh Benefits with Changes from CA-275549
 - ✦ CA-280010 - Online Help: Update JA View Images, CA-273205
 - ✦ 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-272087 - Online Help: Update eICT Job Aid to remove external references to eICT interface processes

- ✖ 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
- ✖ CA-282769 - Online Help: Update the Special Circumstances Detail OLH page CA-271355
- ✖ CA-280715 - Online Help: Create a New Job Aid for the No Touch SAR 7 Automated Process
- ✖ CA-280650 - Online Help: Update JA Disaster CalFresh CA-275335
- ✖ CA-280338 - Online Help: Update JA WINS from CA-245051
- ✖ 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-260887 - Online Help: Update JA Money Management B&C to add the GAGR Automated Solution page steps
- 25.01 Online Help (OLH) System Change Requests (SCRs):
 - New
 - ✖ CA-282764 - Online Help: Update JA Self Service Portal (SSP) - e-Applications CA-270693
 - ✖ CA-282680 - Online Help: Create JA - Family Reunification (FR)
 - ✖ CA-281873 - Online Help: Update JA for CW/CF RE and SAR7 for Late Reports- CA-264217
 - ✖ CA-274737 - Online Help: Update the Reports Overview for the 25.01 Baseline Release
 - ✖ CA-267494 - Online Help: Update JA Customer Schedule Maintain CA-246603 Add Flexible Appointments
 - ✖ CA-264782 - Online Help: Update JA Direct Deposit
 - ✖ CA-256258 - Online Help: Create New JA MEDS - Task Admin CA-216162
 - Approved
 - ✖ CA-274100 - Online Help: Update JA - Medi-Cal MAGI Soft Pause
 - Pending Approval
 - ✖ 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-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-280019 - Online Help: Create new JA Imaging - Optical Character Recognition (OCR)
 - ✖ CA-268337 - Online Help: Update JA CalFresh: Expedited Service - Process CA-252984

- 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 Application Development Changes
 - ✦ CA-282161 - Training: Update General Relief WBTs for 24.11 Application Development Changes
 - ✦ CA-282122 - Training: Update Eligibility CalFresh WBTs for 24.11 Application Development Changes
 - In Development
 - ✦ CA-282160 - Training: Update Eligibility CalWORKs WBTs for 24.07 Application Development Changes
 - ✦ CA-281644 - Training: Update Fiscal WBTs for 24.11 Application Development Changes
 - ✦ CA-281644 - Training: Update Fiscal WBTs for 24.11 Application Development Changes
 - ✦ CA-279031 - Training: Update 021 - Security Administrative Support WBTs for 24.09-24.11 Application Development Changes
 - In Assembly Test
 - ✦ CA-277944 - Training: Update 009 - Eligibility General Relief WBTs for Sunset Worklist pages CA-257327
 - System Test
 - ✦ CA-277214 - Training: Update 006 - Eligibility CalFresh WBTs for Sunset Worklist pages CA-257327
 - Test Complete
 - ✦ CA-282898 - Training: Update Eligibility Medi-Cal WBTs for the 24.09 Application Development Changes
 - ✦ CA-282117 - Training: Update Orientation WBTs for 24.09 Application Development Changes
 - ✦ CA-277949 - Training: Update 017 - Fiscal WBTs for Sunset Worklist pages CA-257327
 - ✦ 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
 - ✦ CA-277211 - Training: Update 003 - Eligibility Supervisor: 01 - Case Review and EDBC Authorizations WBT for Sunset Worklist pages CA-257327
- 25.01.24 Priority Release Web Based Training (WBT) and CalSAWS Functional Presentation (CFP) SCRs:
 - New

- ✦ CA-284382 - Training: Update Eligibility CalWORKs WBTs for 24.09 Application Development Changes
- Approved
 - ✦ CA-283227 - Training: Update Orientation WBTs for 25.01 Application Development Changes
 - ✦ CA-282917 - Training: Update Clerical Support WBTs for the 25.01 Application Development Changes
 - ✦ CA-277419 - Training: Update 008 - Eligibility Medi-Cal WBTs for Sunset Worklist pages CA-257327
- In Development
 - ✦ CA-282853 - Training: Update Quiz slides for all WBTs
 - ✦ CA-279852 - Training: Create WBT for Inter-County Transfer
- Training Environments
 - Continued to work cross-team to troubleshoot CalSAWS Training Staging and Training Production environment tickets

Table 0-1: Upcoming Training Activities

TRAINING ACTIVITY	DATE	STATUS
No Training Activities for this period		

Upcoming Performance Tests

- Planned upcoming Performance tests for Core Online

Table 0-1: Core Online Upcoming Performance Cycle

PERFORMANCE CYCLE	START DATE	END DATE	STATUS
CalSAWS 24.11 Release Performance Testing	October 28, 2024	November 15, 2024	In Progress

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

- Completed Tasks
 - Completed the development of Iteration 2 of "Case Link API", "Incidental Payments API", "Placement Authority API" and "Determination Details API"
 - Completed the System Testing of "Extended Foster Care API", "Court Information API" and "Placement Authority"
- In Progress Tasks
 - Perform Integration Testing for the following APIs: "Determination Details - Iteration 2", "Determination Results - Iteration 2", "Incidental Payment - Iteration 2", "Case Transfer", "Kinship Guardianship Assistance (KinGAP) summary" and "Issuance"

- Began development of Iteration 2 of "Placement API" and Iteration 3 of "Case Link API"
- Finalize the development of Iteration 2 of "Home Removal API" and "Court Information API"
- Continue development for "CalSAWS Tasks Design"
- Continue the design for "CalSAWS Case Creation Automation Design"
- Upcoming Tasks
 - Develop Iteration 3 for "Case Link API"
 - Develop "CalSAWS Case Creation Automation Design"
- Interface Partner Integration
 - Continue coordination with California Automated Response and Engagement System (CARES) team for schedule alignment and interface element alignment

Table 0-1: 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	0	6	0	8
CARES hosted	14	0	0	5	1	8

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

- Completed Tasks
 - Configure AT6 environment to connect to phonetic search partner
 - Create Method for Statewide Cash Aid Time Limits to call Adobe Application Programming Interface (API) to generate forms
 - Convert into TIME_LIMIT_NON_CAL_HST table from CalSAWS's TIME_LIMIT_NON_CAL_HST table and WDTIP's SIS_NONCAPT table
 - Analyze Time Limit Program participation records that don't match between the CalSAWS and WDTIP systems
 - Analyze how optimistic locking will work in the new statewide cash aid time limits application
 - Implement the case persons dropdown list on the CIN summary in the new application
 - Convert data into TIME_LIMIT_NON_CAL table
 - Update BATPERF2 database configuration properties
 - Update the Time Limit Task Sweep job
 - Update Time Limit Daily batch job PBXXE301 Module Three – Time Limit Extension
 - Complete system testing of User Interface related user stories in React
 - Create batch job to copy data for TL_EXCEPT_RULES and TL_PGM_PARTICIPATION_RULES from Oracle Database to Aurora PostgreSQL DB.
 - Create TRAC Time Clock Summary (TSUM) Page Mapping
 - Update Time Limit Monthly batch job PBXXE305
 - Create TRAC Non-California Participation Update Page (UNCP) Mapping

- Update Time Limit Aid Thread Balancer Batch jobs - PB00F500 – PB00F699
- Create TRAC Welfare to Work Summary (WSUM) Page Mapping
- Create TRAC Time Clock Exception/Extension Detail (EDET) Page Mockup
- In Progress Tasks
 - Convert into TIME_LIMIT_EXCEPT table
 - Convert into TIME_LIMIT_NON_CAL_EXCEPT table
 - Enhance and refactor queries in Time Limit NOA for PostgreSQL Integration
 - Analyze Transaction History functionality in the new application
 - Create a Program Detail lambda for statewide cash aid time limits
 - Create Staff API endpoint that retrieves staff worker information by staff id
 - Analyze and enable CSRF Protection for SCATL application
 - Convert into TIME_LIMIT_PGM_PARTICPTN_HST from CalSAWS TIME_LIMIT_PGM_PARTICPTN_HST and WDTIP tables with join to source child tables
 - Update task Time Limit Task Sweep CW job
 - Analysis on De-duplication page in the new SCATL application
 - Copy TIME_LIMIT_CASH_AID from WDTIP schema in Oracle DB to TIME_LIMIT_CASH_AID in WDTIP of Postgres DB
 - Copy TIME_TRACK_PERS from WDTIP schema in Oracle DB to TIME_TRACK_PERS in WDTIP of Postgres DB
 - Create TRAC Supportive Services Only Update Page Mapping
 - Design CalWORKs/RCA Adults by Welfare-to-Work Category Dashboard (Global Report)
 - Update Potential Child Care Stage one to Stage two Case Transfers Report
 - Added pagination of effective month records to the de-duplication TOA review page
 - CalSAWS Integration and Variable Population of CW 2186B Form (CalWORKs Exemption Determination)
 - Lambdas Implementation of CW 2186B Form (CalWORKs Exemption Determination)
 - Implement CalWORKs/RCA Adults by Welfare-to-Work Category Dashboard (Global Report) changes for SCATL - phase one
 - Convert into TIME_LIMIT_EXCEPT_HST from CalSAWS's TIME_LIMIT_EXCEPT_HST and WDTIP's SIS_PGM_EXCPT tables
 - Convert into TIME_LIMIT_PGM_PARTICPTN_HST from CalSAWS's TIME_LIMIT_PGM_PARTICPTN_HST table and WDTIP's SIS_PROG_PT table
 - Create a de-duplication merge lambda for SCATL application
 - Create a security matrix for the security roles and rights in SCATL application
 - Create Program Detail component in SCATL application - Phase two
 - Create Mockup for County Worklist page
 - Develop auto logout timeout model in SCATL
 - Create Simulation State Client Index (SCI) API for retrieving CINs in CalSAWS Service
 - Test Batch Modules One, Two, and Three for Time Limit Daily Batch Job PBXXE301
 - Update CW 2189A - Notice Of Your CalWORKs Time Limit - 54th Month on Aid
 - Update Batch Job Time Limit Purge - PB00E302
 - Create TRAC Alternate Identity (ALID) Page Mapping
 - Update Interfaces to Access SCATL Database

- Trigger CW 2186B Form CalWORKs Exemption Determination from Program Detail Page in React
- Update CW 2189B - Notice Of Your CalWORKs Time Limit - 57th Month on Aid
- Define Access Rights for Office of Technology and Solutions Integration (OTSI) Staff
- Analyze logging request and response payload
- Upcoming Tasks
 - Implement CalWORKs/RCA Adults by Welfare-to-Work Category Dashboard (Global Report) changes for SCATL - Phase 2
 - Create Simulation State Client Index (SCI) API for requesting/creating CINs in CalSAWS Service
 - Update CalWORKs 60 Month Discontinuance EDBC Sweep Batch Job - PB00E149
 - Create Program Detail component in SCATL application - Phase Three
 - Access to EDD, SCATL, CalSAWS - OTSI/CDSS/EDD Users
 - Integrate Program Detail APIs in SCATL React frontend
 - Create Exception/Exemption Detail DELETE lambda API
 - Create Exception/Exemption Detail POST lambda API
 - Create Exception/Exemption Detail PUT lambda API
 - Integrate APIs with de-duplication page in React
 - Analyze Implementation of Overlapping Program Information
 - Integrate Add Individual APIs in SCATL React - Phase Three
 - Update Task CW Short Term Exempt Child Turns Two Task
 - Copy TIME_LIMIT_DIVERSN from WDTIP schema in Oracle Database (DB) to TIME_LIMIT_DIVERSN in WDTIP of Postgres DB
 - Design mockup of the staff detail modal in SCATL
 - Regression Test - ACL 23-30 - Paid Family Leave (PFL) CalWORKs Time Limit Exemption (SCR CA-253759)
 - Update CW 2187 - YOUR CalWORKs 60-MONTH TIME LIMIT - Time Limit Variable Population
 - Analyze New NOA for Out of State TANF
 - Determine CIN Masking Rules
 - Update NOA M40-107B -Time on Aid at Application/ Redetermination
- Interface Partner Integration
 - Continue coordination with Employment Development Department (EDD) team for schedule alignment and interface element alignment

Additional Projects

Data Growth – Archive Phase One and Phase Two

- Completed
 - Contact Center Production deployment for Archive Phase Two
- In Progress
 - Partner with Consortium AdHoc reports team for AdHoc Database (DB) solution
- Upcoming Tasks

- Continue to partner with the Consortium AdHoc reports team for the AdHoc DB solution
- Discuss with environment owners to decide the Journal and MEDS Service availability

Data Growth – Test Data Slicer (TDS)

- Completed
 - TDS batch run completed in BatchPerf environment to produce the data for 25.01 release
- In Progress Tasks
 - Performance tuning implementations for future runs
 - Perform Delphix masking in the TDS-produced data for 25.01
 - Plan for the next TDS activity in the BatchPerf environment
- Upcoming Tasks
 - Document test data slicer on CalSAWS wiki

Premise Items

Table 0-1: Premise Items

PREMISE NAME	STATUS	PHASE	PROGRESS/UPDATES
MULTIPLE SFY			
California Automated Response and Engagement System (CARES)	On Time	Development	<ul style="list-style-type: none"> ▪ Please refer to section 4.10 for detailed updates on FCED / CARES
Welfare Data Tracking Implementation Project (WDTIP) Upgrades	On Time	Development	<ul style="list-style-type: none"> ▪ Please refer to section 4.11 for detailed updates on WDTIP
CalFresh Discontinuance of Gambling Wins	On Time	Design	<ul style="list-style-type: none"> ▪ CA-234917 planned for 25.01 ▪ CA-264553 - Pending State translations
Work Registration CalFresh Disqualification Notice Update	On Time	Not yet started	<ul style="list-style-type: none"> ▪ CA-240701 - Pending State translations
CalFresh Reinstatement Approval & Denial Notice Revisions	On Time	Not yet started	<ul style="list-style-type: none"> ▪ CA-265360 planned for 25.03 ▪ Pending State translations
CalFresh Simplification	On Time	Not yet started	<ul style="list-style-type: none"> ▪ SFY24-25 Pending State translations
Homeless Assistance Program (HAP) Eviction (SB 1083)	On Time	Development	<ul style="list-style-type: none"> ▪ CA-277308, CA-277307 – Production ▪ CA-273505 planned for 24.09.x5

PREMISE NAME	STATUS	PHASE	PROGRESS/UPDATES
MULTIPLE SFY			
			<ul style="list-style-type: none"> CA-273286 planned for 25.03 Other System Change Requests (SCRs) pending for State translations
Family Reunification AB 135	On Time	System Test	<ul style="list-style-type: none"> CA-233160 development activities started for 24.11 release
CW Work Requirements (AB 2300)	On Time	Development	<ul style="list-style-type: none"> CA-271130 planned for 24.11 CA-241897 planned for 24.09.x5 CA-279598 planned for 25.01.xx CA-268498 planned for 25.03
Telephone Consumer Protection Act - Text Messaging Consent	On Time	Development	<p>Planned to be implemented in phases as below</p> <ul style="list-style-type: none"> CA-279688 planned for 24.11 release – System Test CA-279707 planned for 25.01 release – Development in Progress CA-260623 planned for 25.03 release – Design in Progress
Add Threshold Language versions of the CF 377.11E	On Time	Design	<ul style="list-style-type: none"> CA-273087 – Planned for 25.01.xx
ACL 24-07 - Update CW 2186A and CW 2184 to include PFL and WTW pregnancy exemptions	On Time	Development	<ul style="list-style-type: none"> CA-271130 planned for 24.11 CA-241897 planned for 24.09.x5 CA-279598 planned for 25.03.xx
Resume Pre-Pandemic Medi-Cal Operations	On Time	Design	<ul style="list-style-type: none"> CA-268774 is planned for 25.01 CA-270511 is planned for 25.03 CA-270512 is planned for 25.05
Re-Design CalSAWS Case Purge Components	On Time	Development	<ul style="list-style-type: none"> CA- 275163 is planned for 25.01 and on track Started build activities after approval

PREMISE NAME	STATUS	PHASE	PROGRESS/UPDATES
MULTIPLE SFY			
Restoration Notices Updates	On Time	Not yet started	<ul style="list-style-type: none"> CA-272109 and CA-245049 is aligned with 25.03
CalFresh and CalWORKs Implementation of New Forms and CDSS Rights Contact Information Update	On Time	Development	<ul style="list-style-type: none"> CA-275317 – In Production CA-258654 is planned for 25.03
CalFresh Restaurant Meals Program Notice Eligibility Clarification	On Time	Design	<ul style="list-style-type: none"> CA-219304 is planned for 25.03
CalFresh Eligibility Disqualifications for Certain Convicted Felons	On Time	Not yet started	<ul style="list-style-type: none"> CA-230959 is planned for 25.05

Deviation from Plan/Adjustments

- None for the reporting period

Appendices:



Appendix A - Appendix A - M&E Requests and SCR Status

Appendix B - Appendix B - County Purchases Status Report

Appendix C - Appendix C - CalSAWS System IVR Report

Appendix D - Appendix D – CalSAWS Project Risks and Issues Report

Appendix E - Appendix E – CalSAWS Project Gantt Chart