

# CalSAWS

California Statewide Automated Welfare System



## Bi-Weekly Status Report

CalSAWS Maintenance & Operations (M&O)

Reporting Period: November 04, 2024 – November 17, 2024

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# Bi-Weekly Status – CalSAWS M&O

## EXECUTIVE SUMMARY

### 1 CALSAWS PROJECT STATUS DASHBOARD

Table 1.1: Status Dashboard

Table 1.1-1: Status Dashboard

TOPIC	CALSAWS SYSTEM	HIGHLIGHTS FOR THE REPORTING PERIOD
Availability	On Time	<ul style="list-style-type: none"><li>The CalSAWS System was unavailable for managed workstations on November 16, 2024, for 1 hour and 12 minutes from 8 a.m. to 9:12 a.m. due to an unplanned connectivity issue. Team continues to investigate the cause of the issue with the vendor</li></ul>
Defects	On Time	<ul style="list-style-type: none"><li>There are 125 active Production defects</li></ul>
Incidents		<ul style="list-style-type: none"><li>CALSAWS BROADCAST: Starting at 7:00 a.m. on November 7, 2024, Voicemails for Regional Call Centers (RCC) were not being saved. As of 9:00 p.m. on November 7, 2024, this issue was resolved with the deployment of CA-284646 on November 7, 2024. Voicemails from Covered California Service Center representatives are being saved and RCC agents are able to retrieve the saved voicemail messages. PRB0050386</li><li>CALSAWS BROADCAST: Starting at 7:00 a.m. on November 9, 2024, eGain Historical Reports were missing data from November 8, 2024, and November 12, 2024. As of 9:00 a.m. on November 15, 2024, this issue was resolved by eGain. Historical reports for November 8, 2024, through November 12, 2024, are available for users. PRB0050408</li><li>CALSAWS BROADCAST: Starting at 10:24 a.m. on November 15, 2024, Kern County Users at the 7050 Lake Isabella Boulevard site were unable to access CalSAWS and associated systems due to a power outage. As of 12:01 p.m. on November 15, 2024, this issue was resolved. Power at the Lake Isabella site has been restored and Users are able to access CalSAWS and associated systems. PRB0050424</li><li>CALSAWS BROADCAST: Starting at 8:32 a.m. on November 15, 2024, Customers were experiencing an error when accessing the BenefitsCal Call Me functionality. As of 9:00 p.m. on November 15, 2024, this issue was resolved with the deployment of Defect CA-284898. Customers are able to access the BenefitsCal Call Me functionality. PRB0050423</li></ul>

TOPIC	CALSAWS SYSTEM	HIGHLIGHTS FOR THE REPORTING PERIOD
		<ul style="list-style-type: none"> <li>CALSAWS BROADCAST: Starting at 8:00 a.m. on November 16, 2024, Users were unable to access CalSAWS and associated systems using CalSAWS managed workstations. As of 9:12 a.m. on November 16, 2024, this issue was resolved. Users are able to access CalSAWS and associated systems using managed workstations, and the team continues to monitor the system. PRB0050430</li> </ul>

## 1.1 Highlights of the Reporting Period

- The CalSAWS team successfully deployed the following priority releases since the last reporting period
  - Seven priority releases that included 23 System Change Requests (SCRs) and 114 defects, a total of 137 items

Table 1.1-1: Priority Releases

Minor version (Release date)	Issue Type		Grand Total
Team Responsible	Defect	SCR	
<b>24.11.04</b>	<b>1</b>	<b>0</b>	<b>1</b>
Analytics	1	0	1
<b>24.11.05</b>	<b>6</b>	<b>0</b>	<b>6</b>
Analytics	1	0	1
Fiscal	3	0	3
Online	2	0	2
<b>24.11.06</b>	<b>32</b>	<b>8</b>	<b>40</b>
Batch/Interfaces	3	0	3
Client Correspondence	17	8	25
Contact Center	1	0	1
Eligibility	1	0	1
Fiscal	1	0	1
Online	9	0	9
<b>24.11.07</b>	<b>17</b>	<b>9</b>	<b>26</b>
Analytics	1	0	1
Batch Operations	1	0	1
Batch/Interfaces	2	1	3
BenefitsCal	1	0	1
Client Correspondence	1	2	3
Contact Center	1	0	1
Eligibility	1	0	1



Minor version (Release date)	Issue Type		Grand Total
Team Responsible	Defect	SCR	
Fiscal	2	2	4
Generative Artificial Intelligence (GenAI)	3	1	4
Online	1	2	3
Technical Forge Rock	1	0	1
Technical Operations	1	0	1
Virtual Assistant	1	1	2
<b>24.11.08</b>	<b>2</b>	<b>1</b>	<b>3</b>
Batch/Interfaces	1	0	1
Imaging	0	1	1
Technical Operations	1	0	1
<b>24.11.12</b>	<b>9</b>	<b>0</b>	<b>9</b>
Analytics	1	0	1
Batch/Interfaces	1	0	1
Fiscal	1	0	1
Online	6	0	6
<b>24.11.14</b>	<b>47</b>	<b>5</b>	<b>52</b>
Analytics	2	0	2
Contact Center	30	2	32
Eligibility	3	0	3
Fiscal	2	0	2
Imaging	2	2	4
Online	5	0	5
Reports	2	1	3
Technical Operations	1	0	1
<b>Grand Total</b>	<b>114</b>	<b>23</b>	<b>137</b>

■ Planned Outages:

• Scheduled CalSAWS Outages:

✦ CalSAWS Production Maintenance:

- On November 24, 2024, from 6:00 a.m. to 1:00 p.m., the CalSAWS application was unavailable for Users. CalSAWS Users were redirected to a read-only version of the CalSAWS application

✦ Scheduled CalSAWS Learning Management System (LMS) Maintenance

- From 9:00 p.m. on November 15, 2024, until 2:00 a.m. on November 16, 2024, the Users were unable to access the CalSAWS LMS

✦ BenefitsCal Maintenance/Limited Access:

- On November 24, 2024, from 6:00 a.m. to 1:00 p.m., the BenefitsCal application was available for customers and Community Based Organization (CBO) Users for submitting applications, renewals, and Semi-Annual Reportings(SARs); however, transactions from BenefitsCal will be queued and released for processing upon completion of CalSAWS maintenance activities. The following features was not available: Message Center (notices, messaging, actions, two-way messaging), appointments, verification of benefits (VOB), CBO account creation, case-link, communication preference updates, and support requests. E-applications submitted from BenefitsCal were routed to the office selected by the participant instead of the default county office
- On November 14, 2024, from 8:00 p.m. to 9:30 p.m., the BenefitsCal application was unavailable

## 2 PROJECT MANAGEMENT

### 2.1 Project Deliverables Summary

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

DEL #	DELIVERABLE NAME	STATUS	NEXT DEADLINE
12.0	Security Management Plan	Behind	Currently in the Final Deliverable Closeout phase, submitted to Consortium and QA for FDEL Review

### 2.2 Highlights from the Reporting Period

Table 2.2-1: Project Management Status Agenda Topic

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

- Continued Project administration and financial management tasks
- Continued CalSAWS Risks and Issues Management Group (RMG) activities, including:
  - Held the 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
  - Successfully held the Diwali Event on November 6, 2024
  - Distributed the CalSAWS Connect Newsletter on November 7, 2024 to CalSAWS Project staff

- Continued developing Project communications, as needed
- Continued developing materials for the Monthly Project Steering Committee (PSC) Meeting which is to be held on November 21, 2024
- Developed materials for the Monthly Joint Powers Authority (JPA) Meeting which was held on November 15, 2024
- Continued performing contract management activities:
  - Change Notice 37 (December JPA) is in development and may include:
    - ✦ County Purchase Orders
    - ✦ Transition Items

## 2.3 Communications Management

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

Table 2.3-1: Website Support Activities

TASK	DATE	TASK TYPE
Updated Plugins	November 13, 2024	Website Maintenance

Table 2.3-2: CalSAWS.org Subscription Service Statistics

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

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

## 2.4 CRFI/CIT Communication Status

- The following table outlines CalSAWS Information Transmittals (CITs) for the reporting period ending on November 17, 2024

Table 2.4-1: CITs

CRFI ID	SUBJECT	CATEGORY	DISTRIBUTION DATE	PRIMARY CALSAWS CONTACT	BACKUP CALSAWS CONTACT
0168-24	CA-282793 – Compact of Free Association (COFA) Citizens FSM/MIS/PAL – List of Impacted Cases	Informational	November 4, 2024	Norma Meza, and Sarah Rich	Committee of CalWORKS CalFRESH Facilitators
0169-24	Scheduled Downtime Notification – 11/24/2024	Informational	November 4, 2024	Anand Kulkarni	Pete Quijada
0170-24	BenefitsCal- Application Number Not Displaying	Informational	November 8, 2024	Carlos Zepeda	Carrie White
0171-24	Scheduled Downtime Notification – 12/6/2024	Informational	November 15, 2024	Anand Kulkarni	Pete Quijada
0172-24	Scheduled Downtime Notification – 12/8/2024	Informational	November 15, 2024	Anand Kulkarni	Pete Quijada

- The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending on November 17, 2024

Table 2.4-2: 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	Closed	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
24-035	BenefitsCal North Star Goals for Increased Utilization	November 7, 2024	Open	November 27, 2024	Carrie White

CRFI ID	SUBJECT	DISTRIBUTION DATE	STATUS	RESPONSE DUE DATE	CALSAWS CONTACT
24-036	SFY 2024-25 CalSAWS M&O Line-Item Shift Requests	November 15, 2024	Open	December 2, 2024	Britt Carlsen

- The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending November 17, 2024

Table 2.4-3: Overdue CRFI

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

## 2.5 SIRFRA/SCERFRA Information

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

Table 2.5-1: Summary of SIRFRA/SCERFRA Requests

STATUS	TOTAL
New	0
Reopened	0
Assigned	18
Completed	1,263
Duplicate	20
In review	1
Withdrawn	57
Rejected	7
Pending clarification	3
Ready for review	1
<b>Total</b>	<b>1,369</b>

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

Table 2.5-2: Details of SIRFRA/SCERFRA Data Received

Id	DESCRIPTION	STATUS	DUE DATE	RESPONSE RECEIVED DATE
SIRFRA 1399	SIRFRA 1399- CalHEERS Portal Update for SApp Changes	Pending clarification	October 22, 2024	No response
SIRFRA 1403	SIRFRA 1403- QMB Income Disregard	Assigned	November 7, 2024	No response
SIRFRA 140	SIRFRA 1406- CalSAWS Auditor Access Profile	Assigned	November 11, 2024	No response
SCERFRA 24-524	SCERFRA 24-524 - Alternate Formatted Forms	Pending clarification	November 12, 2024	No response
Other	21-528 - Cost Estimate to Implement the Revised CalFresh Recertification Application (CF 37 Form)	Assigned	November 14, 2024	No response
Other	Automate CAPI RE Packet for 57 counties for SCR CA-270461	Assigned	November 14, 2024	No response
Other	Automated Processing of Payment Verification System Abstract Data	Ready for review	November 14, 2024	No response
Other	San Mateo County - Request for Reporting Support	Assigned	November 15, 2024	No response
SCERFRA 24-541	SCERFRA 24-541 - CalWORKs Administrative Efficiency	Assigned	November 18, 2024	No response
SIRFRA 1407	SIRFRA 1407- Denial Codes in CalSAWS	Assigned	November 21, 2024	No response
SIRFRA 1383	Recurring - SIRFRA 1383 - CMS PI Reports for Counties	Assigned	November 8, 2024	No response
Other	Create and send WTW 11 and WTW 12 for WtW/REP/Cal-Learn Recovery Account	Assigned	November 21, 2024	No response

## 2.6 CalSAWS Community Ambassadors

- Culture Transformation is now CalSAWS Community Ambassadors
  - Current Activities
    - ✦ Distributed Thankful Thursdays
    - ✦ Conducted Wellness Pop-up workout events
    - ✦ Virtual CalSAWS Comfort Cookbook
      - Submissions due on November 15, 2024

- Upcoming activities and events
  - ✦ December – Wishful Wednesdays
  - ✦ January - Best vacation 2024
- Project Activities
  - ✦ CalSAWS Buzz – November

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

- Table Talks
  - Reframing series:
    - ✦ Reframing Primer (December 5, 2024)
    - ✦ Reframing using Broadening Techniques (December 18, 2024)
    - ✦ Reframing using Narrowing Techniques (January 8, 2025)
    - ✦ Reframing for Innovation (January 22, 2025)
    - ✦ Continued to explore topics
- Employee Resource Groups (ERGs)
  - PRIDE ERG is reading "Legends and Lattes" by Travis Baldree
  - Scheduled Book Club meeting on January 9, 2025
  - LatinX Aguas Frescas video in progress
- 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

## 2.8 Deviation from Plan/Adjustment

- None to note for the reporting period

# 3 MAINTENANCE AND OPERATIONS

## 3.1 Highlights from the Reporting Period

Table 3.1-1: Maintenance and Operations Status Agenda Topic

STATUS REPORT SECTION	STATUS AGENDA TOPIC
3.1.2 CalSAWS Help Desk Diagnosis Metric	<ul style="list-style-type: none"> <li>■ The compliance for November (MTD) is 99.5%</li> </ul>

### 3.1.1 Service Management Overview

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



- Facilitated the November Help Desk Operations Meeting on November 14, 2024

### 3.1.2 CalSAWS Help Desk Metrics

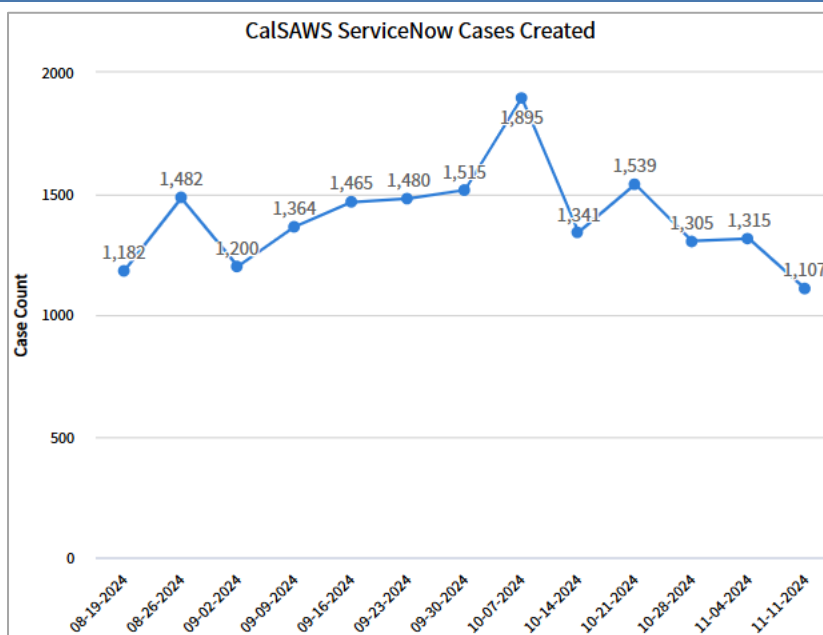


Figure 3.1.2-1: CalSAWS ServiceNow Cases per Week Created

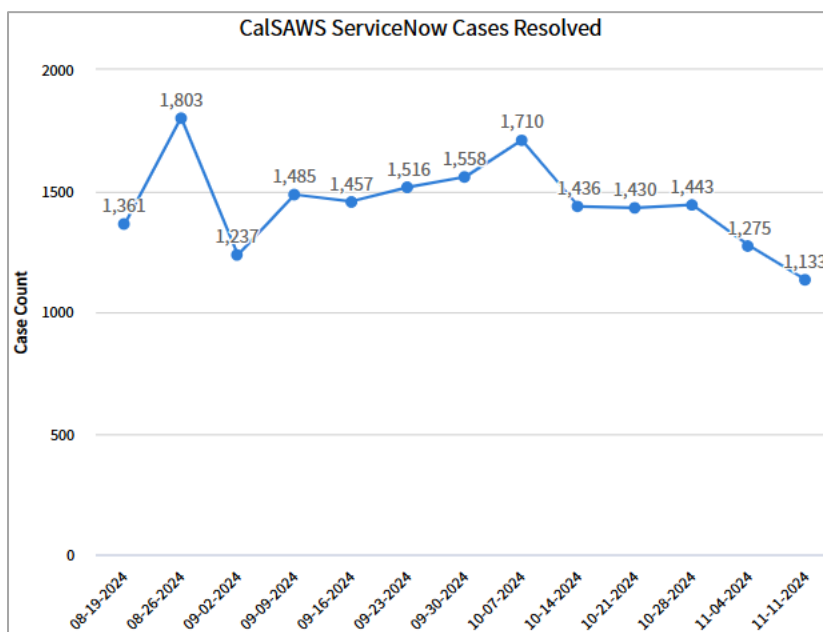


Figure 3.1.2-2: CalSAWS ServiceNow Cases per Week Resolved

**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.

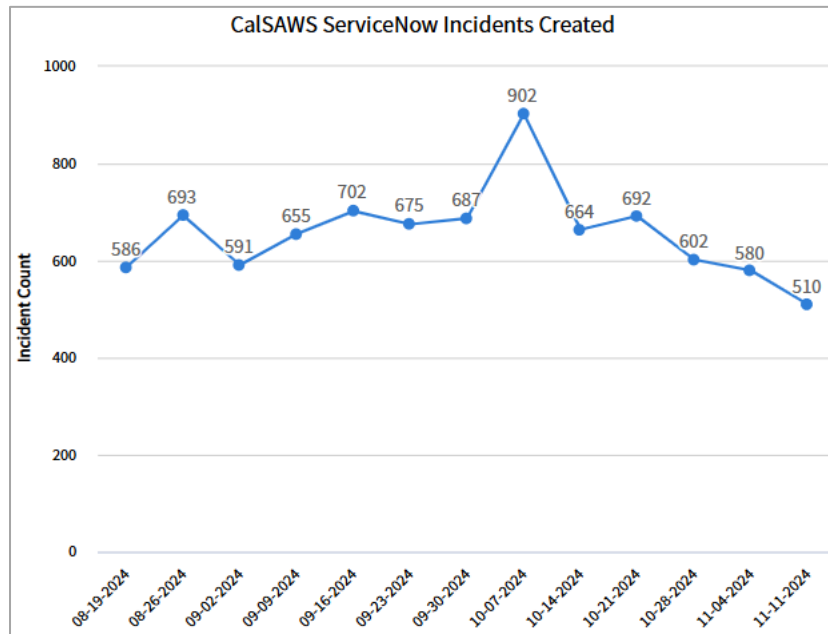


Figure 3.1.2-3: CalSAWS ServiceNow Incidents Created

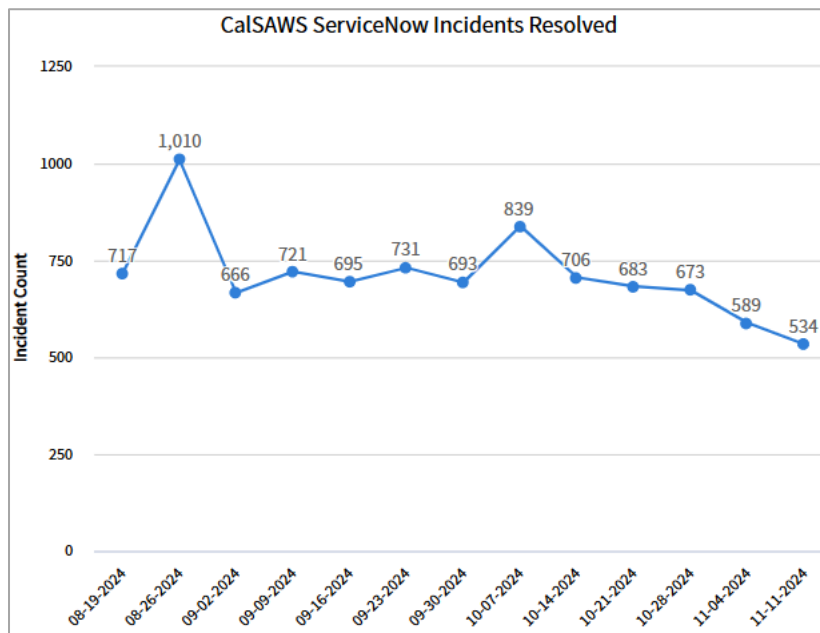


Figure 3.1.2-4: CalSAWS ServiceNow Incidents Resolved

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

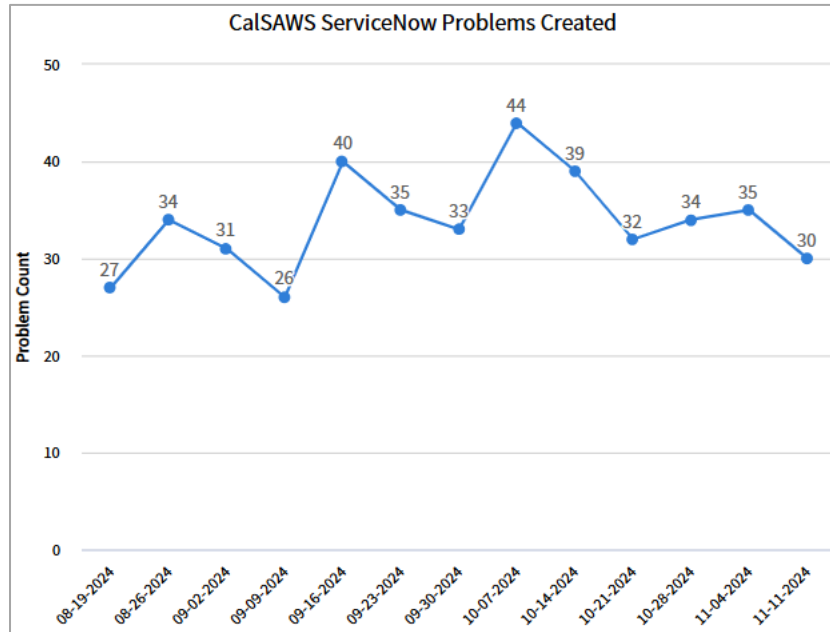


Figure 3.1.2-5: CalSAWS ServiceNow Problems Created

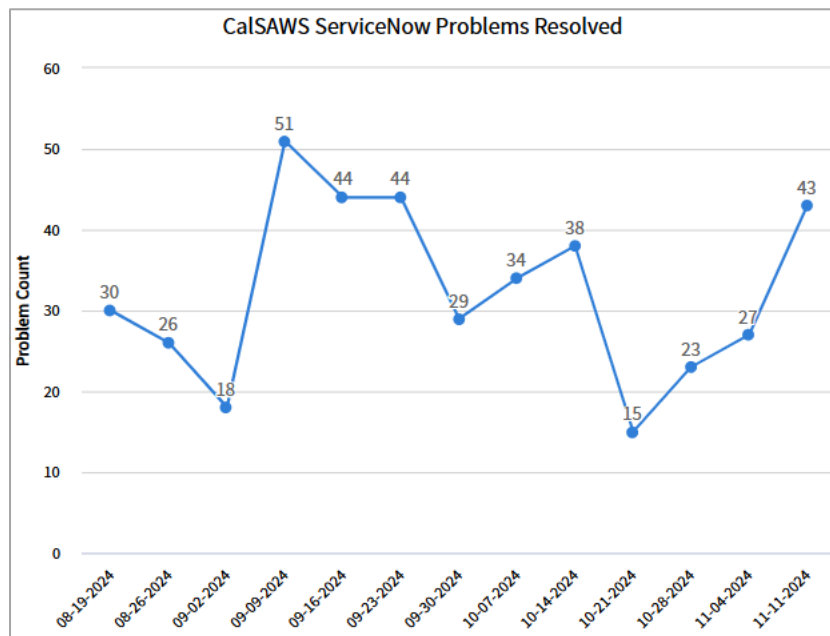


Figure 3.1.2-6: CalSAWS ServiceNow Problems Resolved

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

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

	<1 DAY	1-5 DAYS	6-10 DAYS	11-15 DAYS	16-30 DAYS	30-60 DAYS	60-180 DAYS	>180 DAYS	TOTAL
NEW	65	44	6	4	9	10	9	3	150
IN PROGRESS	29	106	22	9	21	18	10	13	228
ON HOLD	14	35	17	43	122	132	216	45	624
RESOLVED	45	195	217	411	304	73	42	3	1,290
CLOSED	14	4	4	36,731	80,093	15,442	10,602	3,320	146,210
PROBLEM IN DIAGNOSIS	10	15	0	0	0	0	1	0	26
TOTAL	177	399	266	37,198	80,549	15,675	10,880	3,384	148,528

- 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

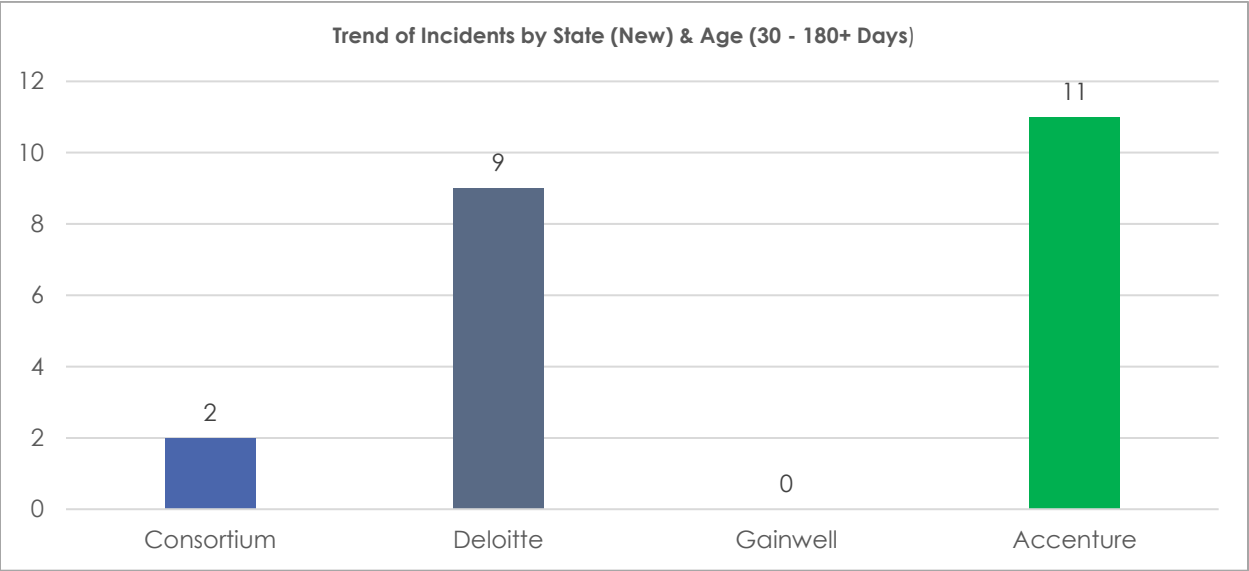


Figure 3.1.2-7: CalSAWS ServiceNow Incidents by State (New) and Age (30 – 180+ Days)

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

ORGANIZATION	HELPDESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Consortium	2	0	2
Deloitte	9	0	9
Gainwell Technologies	0	0	0
Accenture	11	0	11
Total	22	0	22

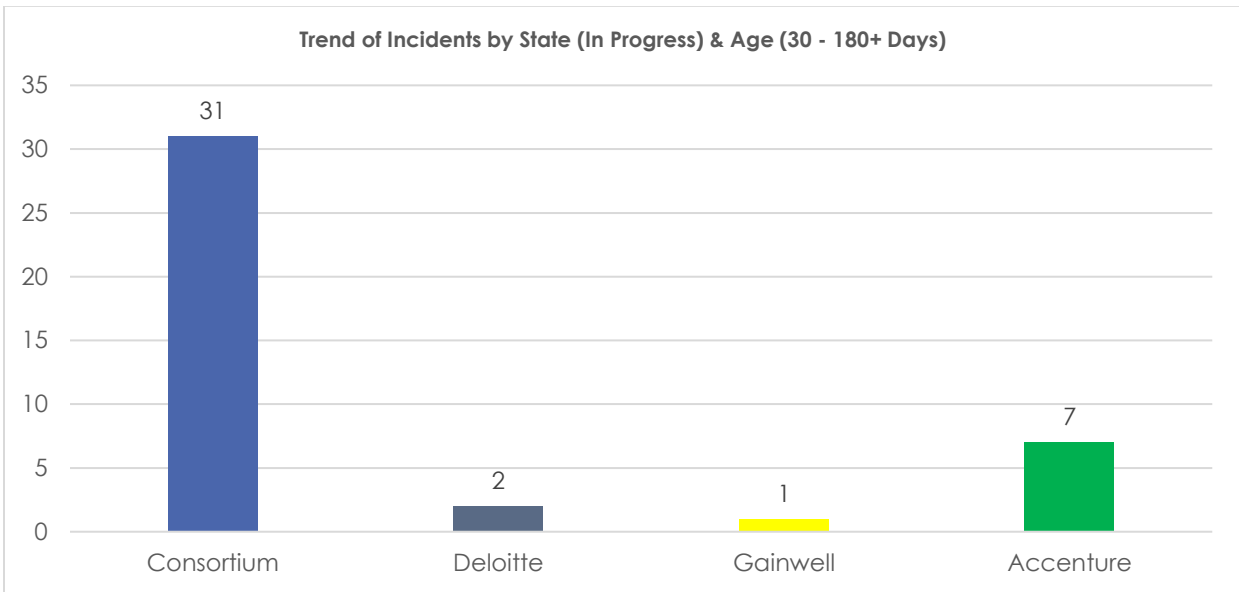


Figure 3.1.2-8: CalSAWS ServiceNow Incidents by State (In progress) and Age (30 – 180+ Days)

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

ORGANIZATION	HELPDESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Consortium	31	0	<b>31</b>
Deloitte	2	0	<b>2</b>
Gainwell Technologies	1	0	<b>1</b>
Accenture	7	0	<b>7</b>
Total	<b>41</b>	<b>0</b>	<b>41</b>

■ Plan of Action for Aging Incidents

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

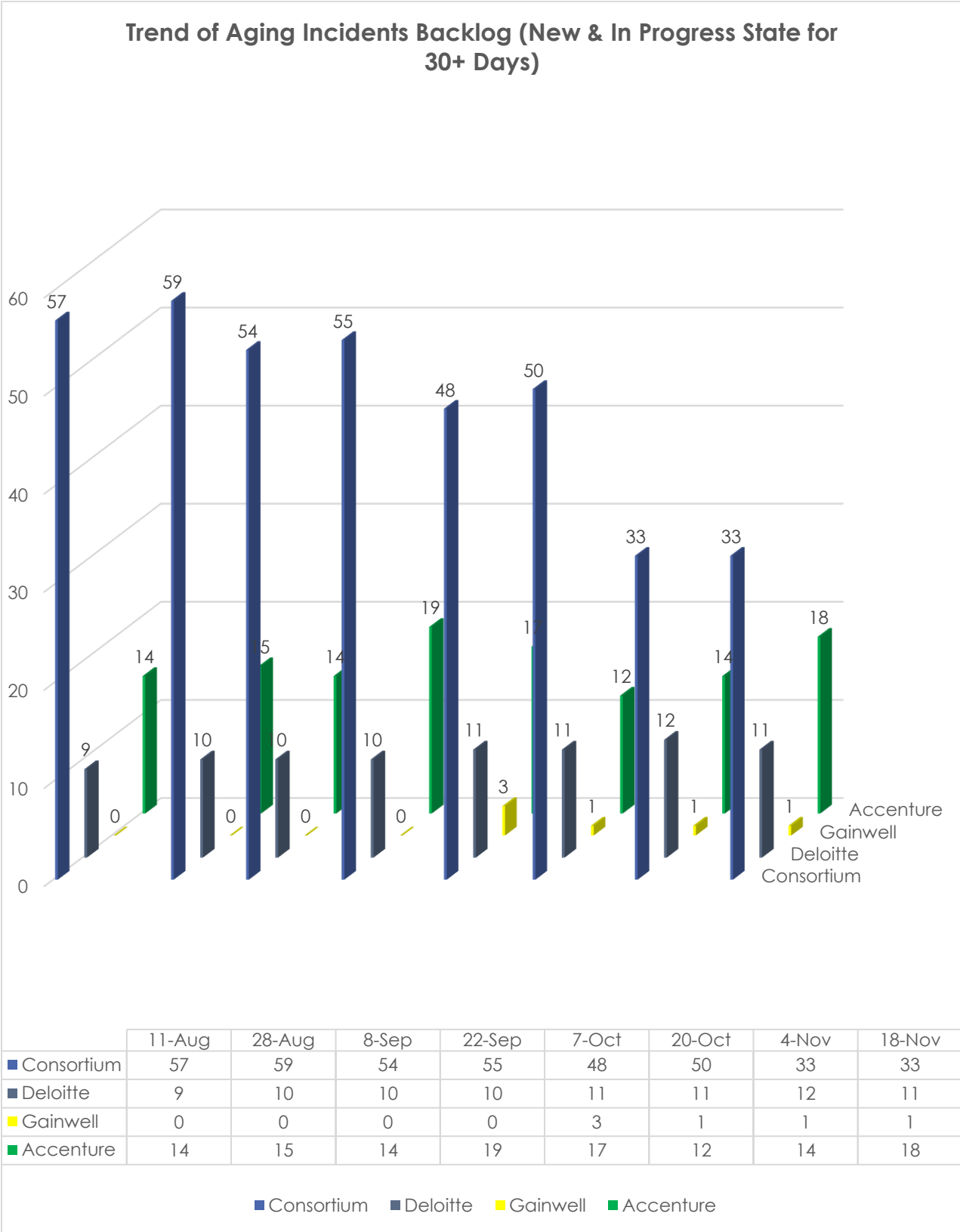


Figure 3.1.2-9: Aging Incident Backlog



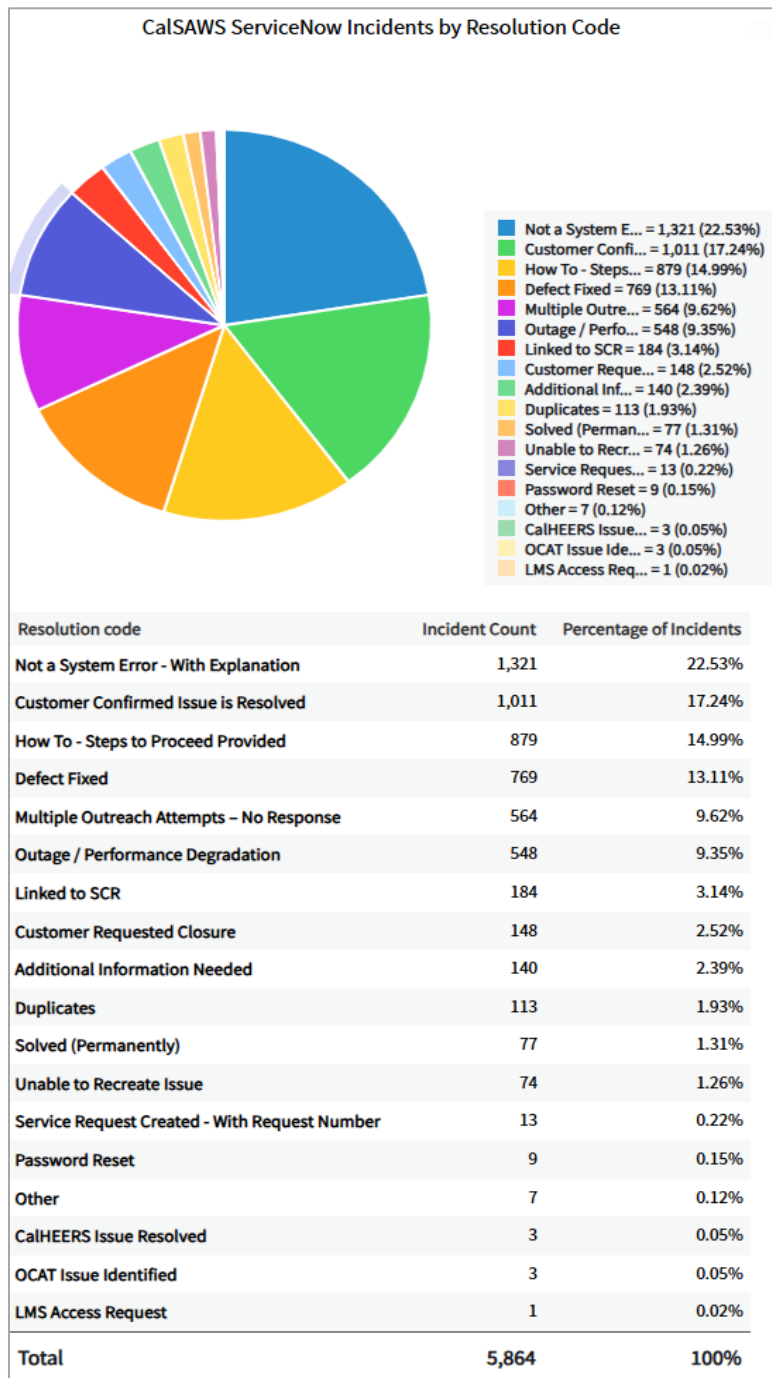


Figure 3.1.2-10: CalSAWS ServiceNow Incidents by Resolution Code

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

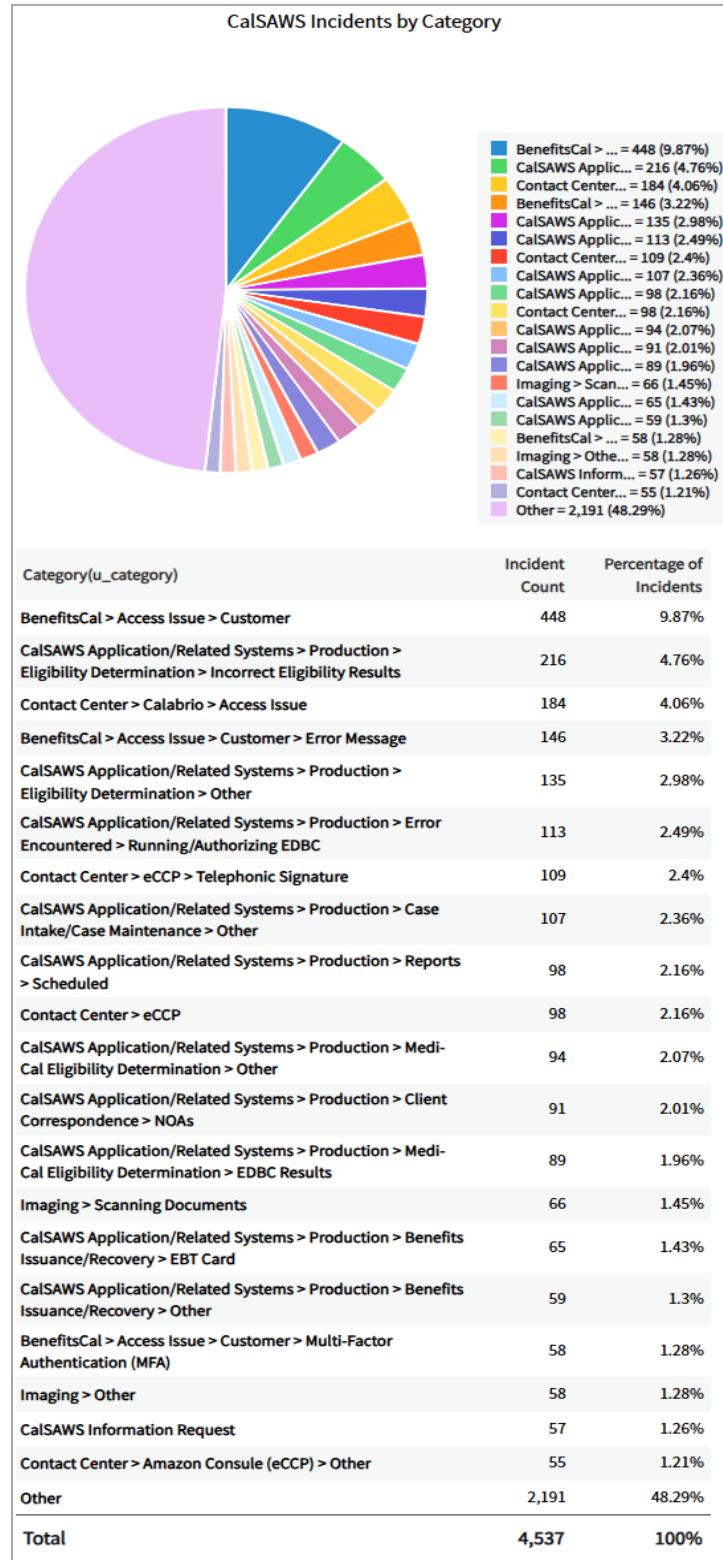


Figure 3.1.2-11: CalSAWS ServiceNow Incidents Created by Category

**Note:** The pie chart above represents Incidents by Category created within the past two months. The 2,191 listed as Other are for selected categories that had less than 55 incidents. Please view the CalSAWS Incidents by Category Breakdown report to see a complete list of all categories selected for the 4,537 incidents.

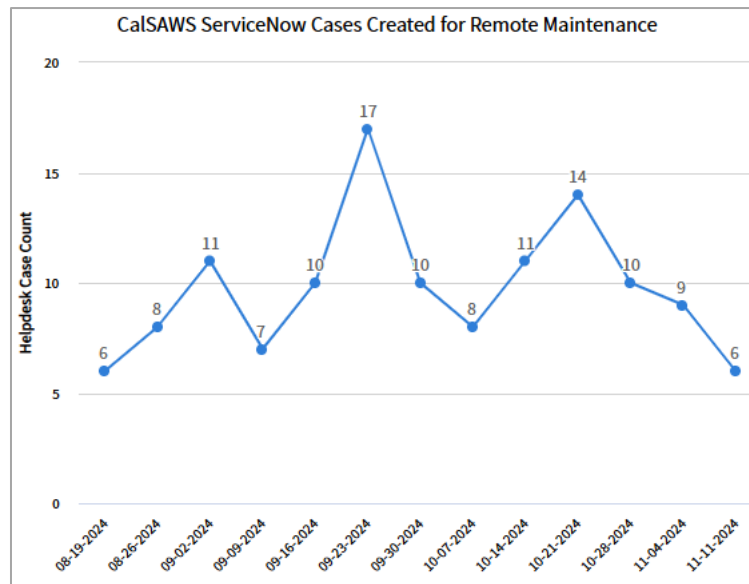


Figure 3.1.2-12: CalSAWS ServiceNow Cases Created for Remote Maintenance

- The Monthly Level Three Helpdesk Diagnosis Service Level Agreement (SLA) graph below represents the Level three Helpdesk compliance metric for closed incidents. The compliance for November Month to Date (MTD) is 99.5%

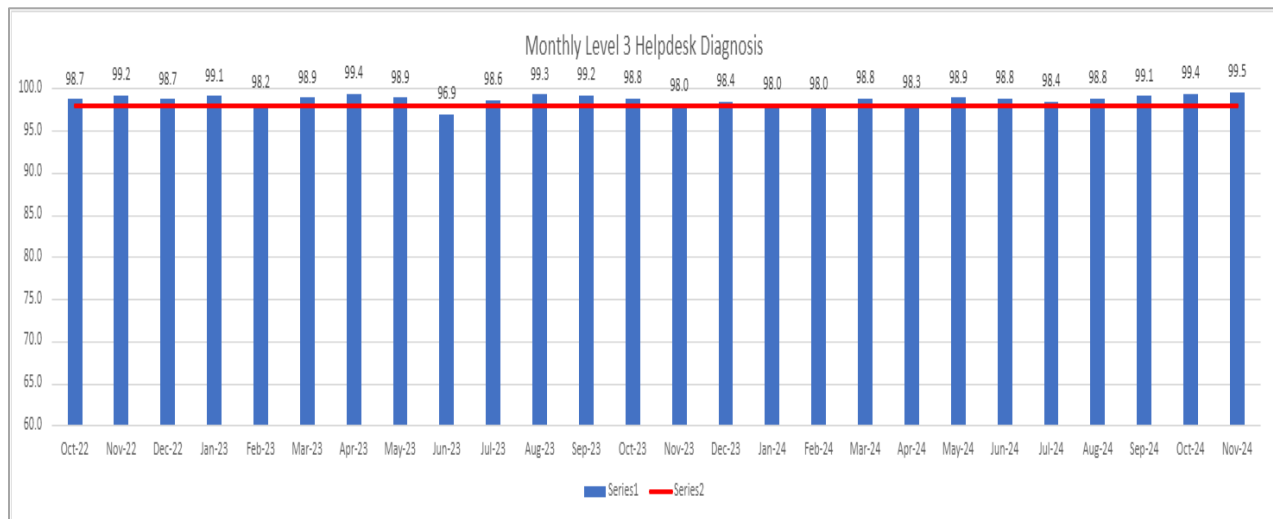


Figure 3.1.2-13: CalSAWS Accenture Monthly Level 3 Helpdesk Diagnosis Service Level Agreement (SLA) Compliance

- Figure 3.1.2-14 represents the number of incidents that missed the Service Level Agreement (SLA) in each month. Eight (8) incidents missed the SLA in November MTD

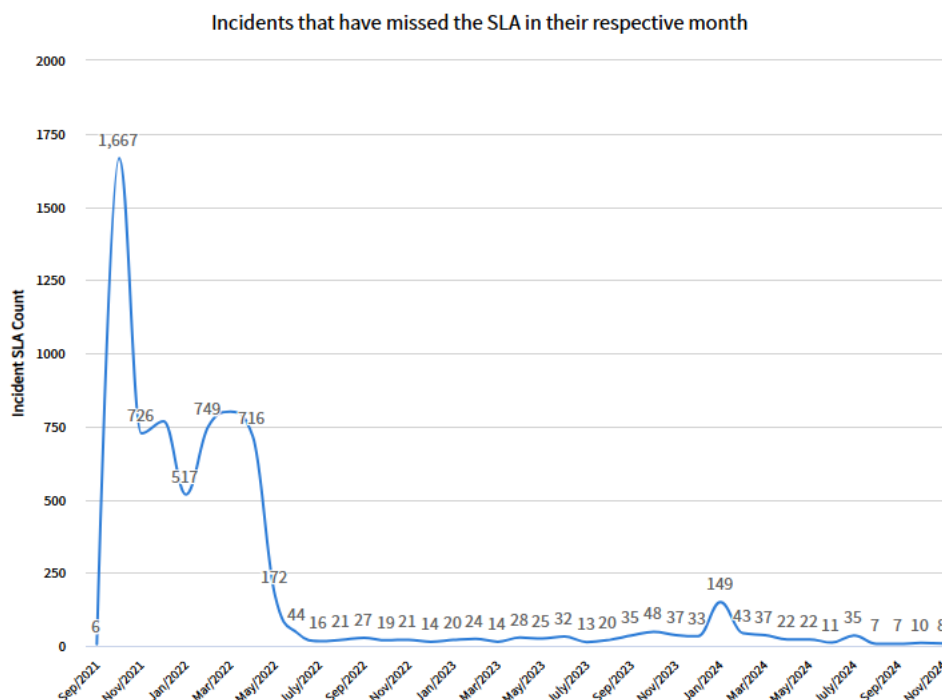


Figure 3.1.2-14: Incidents that have missed the Service Level Agreement (SLA) in their respective month

- 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. Five (5) closed incident missed the SLA in November MTD

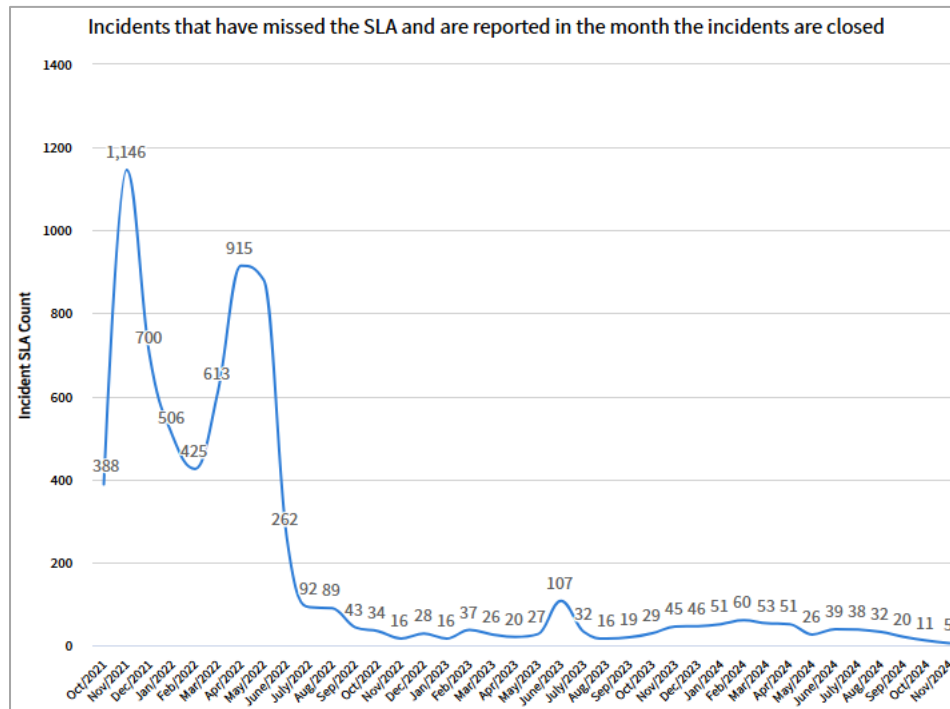


Figure 3.1.2-15: Incidents that have missed the SLA and reported in the month incidents are closed

## 3.2 Technology Operations

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

### 3.2.1 CalSAWS Management and Operations

- [REDACTED]
- [REDACTED]
- [REDACTED]
- 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 in progress
  - 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 20, 2024

- F5 replacement with Next-Generation Firewall (NGFW) in progress for Partner Exchange - CSAC-10 (New / Replace Virtual BigIP F5)
  - ✦ CalHEERS migration for non-production migration completed on November 12, 2024
  - ✦ CalHEERS migration for production traffic completed on November 16, 2024, with the exception of SFTP traffic flows. SFTP traffic will be migrated after the change freeze ends on November 29, 2024
  - ✦ FIS-EBT and BenefitsCal scheduled for migration on December 8, 2024

Table 3.2.1-1: CalSAWS Upcoming Maintenance

SCHEDULED DATE	ACTIVITY DESCRIPTION
November 23, 2024	Production Training: Upgrade Java (Online + Batch) and October 2024 Web Logic Server (WLS) Patches (Online) in coreapp-training (Planned Change)
November 29, 2024	Enhance Security by Updating Secure Shell (SSH) Configuration on County Network Devices (Planned Change)
December 2 – 6, 2024	Turn on Anti-malware and Endpoint Detection and Response (EDR) On Demand Scans for Windows Servers (Planned Change)
December 3, 2024	Upgrade F5 Software on LA3F5001/LA3F5002 from Version 15.1.10.3 to 16.1.5 (Planned Change)
December 8 - 13, 2024	CSAC-10: FIS-EBT Production Traffic Migration to NexGen Firewall

Table 3.2.1-2: CalSAWS Incident Follow-up Summary

TICKET ID	DESCRIPTION	IMPACT DATE / TIME	IMPACT	RESOLUTION
None				

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

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

### 3.2.3 CalSAWS Production Planned Outages Calendar

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

Legend	CalSAWS and BenefitsCal Production Planned Maintenance															
Unavailable					CalSAWS Core	BenefitsCal	Imaging	Contact Center	ADHOC / APEX	ForgeRock	CalHeers	OCAT	Central Print	Training Production		
Reduced Availability																
Available																
Activity Description	Start Date	Start Time	End Date	End Time											Communication Method	Communication Sent Date
BenefitsCal Release 24.11.20	11/20/24	8:00 PM	11/20/24	9:30 PM											Broadcast Email	TBA
CalSAWS Release 24.11	11/24/24	6:00 AM	11/24/24	1:00 PM											CIT 0169-24	11/4/2024
															Broadcast Email	11/11/2024
ForgeRock Maintenance	12/06/24	10:00 PM	12/07/24	2:00 AM											CIT 0171-24	11/15/2024
															Broadcast Email	
Production Maintenance	12/08/24	2:00 PM	12/08/24	6:30 PM											CIT 0172-24	11/15/2024
															Broadcast Email	
CalSAWS Adhoc Reporting Database Maintenance	12/08/24	12:00 PM	12/08/24	4:00 PM											CIT 0172-24	11/15/2024
															Broadcast Email	
Production Maintenance	12/15/24	8:00 AM	12/15/24	2:00 PM											CIT	
															Broadcast Email	
CalSAWS Adhoc Reporting Database Maintenance	12/15/24	2:00 PM	12/15/24	6:00 PM											CIT	
															Broadcast Email	
BenefitsCal Release 24.12.19	12/19/24	8:00 PM	12/19/24	9:30 PM												
															Broadcast Email	
CalSAWS Release 25.01	01/26/25	6:00 AM	01/26/25	1:00 PM											CIT	
															Broadcast Email	
BenefitsCal Release 25.01.30	01/30/25	8:00 PM	01/30/25	9:30 PM												
															Broadcast Email	

Figure 3.2.3-1: CalSAWS Production Planned Outages Calendar

**Notes:**

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

### 3.3 Production Defect Backlog

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

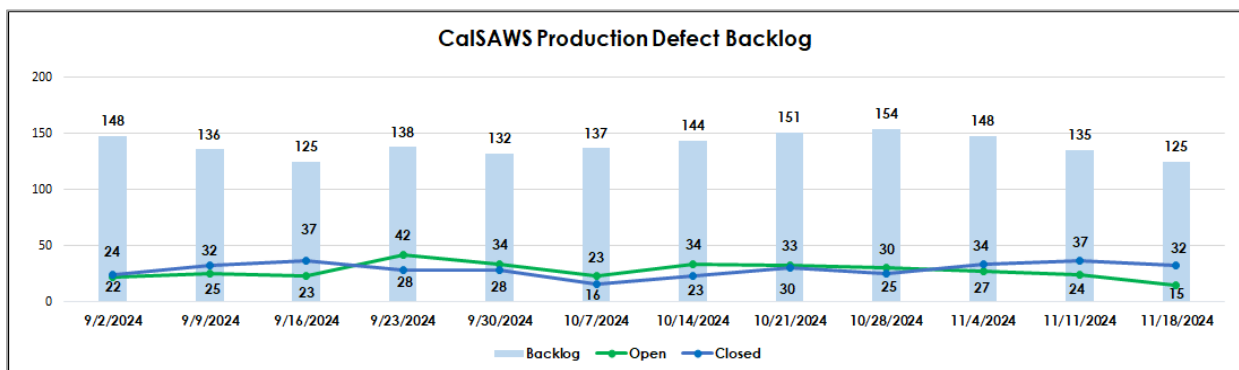


Figure 3.2.3-1: Production Defects Backlog Weekly Trend

#### 3.3.1 Release Schedule Production Defect Fix

- The Production Defect fix – Release Schedule reflects the number of defects planned in alignment to each bi-monthly release (September 2024, November 2024, etc.). The



status of the defect in the fix and re-test pipeline is also reflected for each of the defect severity categories to establish the number of defects remaining to be fixed, re-tested, and closed for each of the releases

Table 3.3.1-1: CalSAWS Production Defect Count by Release

CalSAWS Production Defect Count by Release						
Count of Defects	Release					
Severity	24.09	24.11	25.01	25.02	TBD	Grand Total
<b>2-Normal/Medium</b>	<b>22</b>	<b>14</b>	<b>4</b>	<b>0</b>	<b>1</b>	<b>41</b>
New	0	2	1	0	1	4
In Progress	1	3	3	0	0	7
Closed	21	9	0	0	0	30
<b>3-Normal/Low</b>	<b>191</b>	<b>81</b>	<b>68</b>	<b>1</b>	<b>12</b>	<b>353</b>
New	1	9	11	0	11	32
In Progress	5	17	57	1	1	81
Closed	185	55	0	0	0	240
<b>4-Cosmetic</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>5</b>
In Progress	0	0	0	1	0	1
Closed	2	2	0	0	0	4
<b>Grand Total</b>	<b>215</b>	<b>97</b>	<b>72</b>	<b>2</b>	<b>13</b>	<b>399</b>

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

## 3.4 Production Operations

### 3.4.1 Release Communications

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

Table 3.4.1-1: CalSAWS Release September 2024 Communication Activities

TASK	DATE (s)	OWNER
Send draft Release Notes file to Consortium for review	October 14, 2024	Production Operations

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

### 3.4.2 Root Cause Analysis (RCA)

- There were no RCAs published during this reporting period

### 3.4.3 Batch Operations

- Continued the implementation of the Holiday and Batch Calendar for 2025
- 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

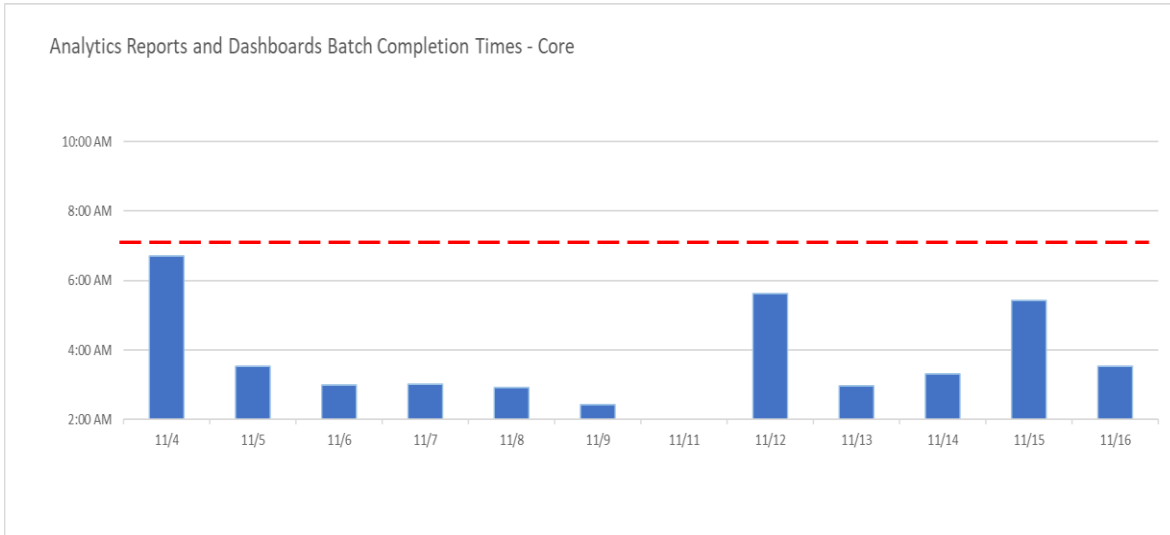


Figure 3.4.3-1: Analytics Reports and Dashboards – Monday – Saturday Nightly Batch Runs for the Status Reporting Period

Table 3.4.3-1: Details of Days When Analytics Reports and Dashboards Completed after 7:00 a.m.

BATCH DATE	ISSUE	COMMUNICATION	STATUS	RESOLUTION
N/A	All daily analytics jobs competed before 7:00 a.m. during the reporting period			

### 3.4.4 Production Performance

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

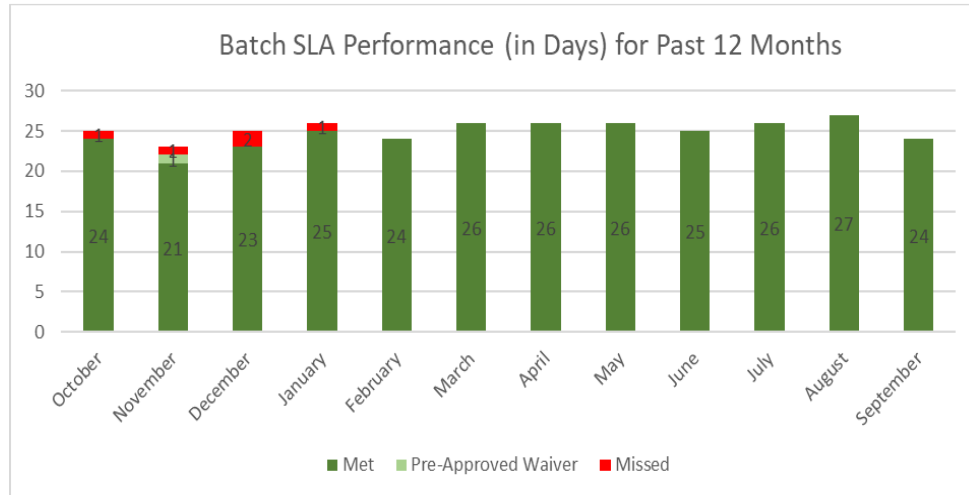


Figure 3.4.4-1: Batch Service Level Agreement (SLA) Performance

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

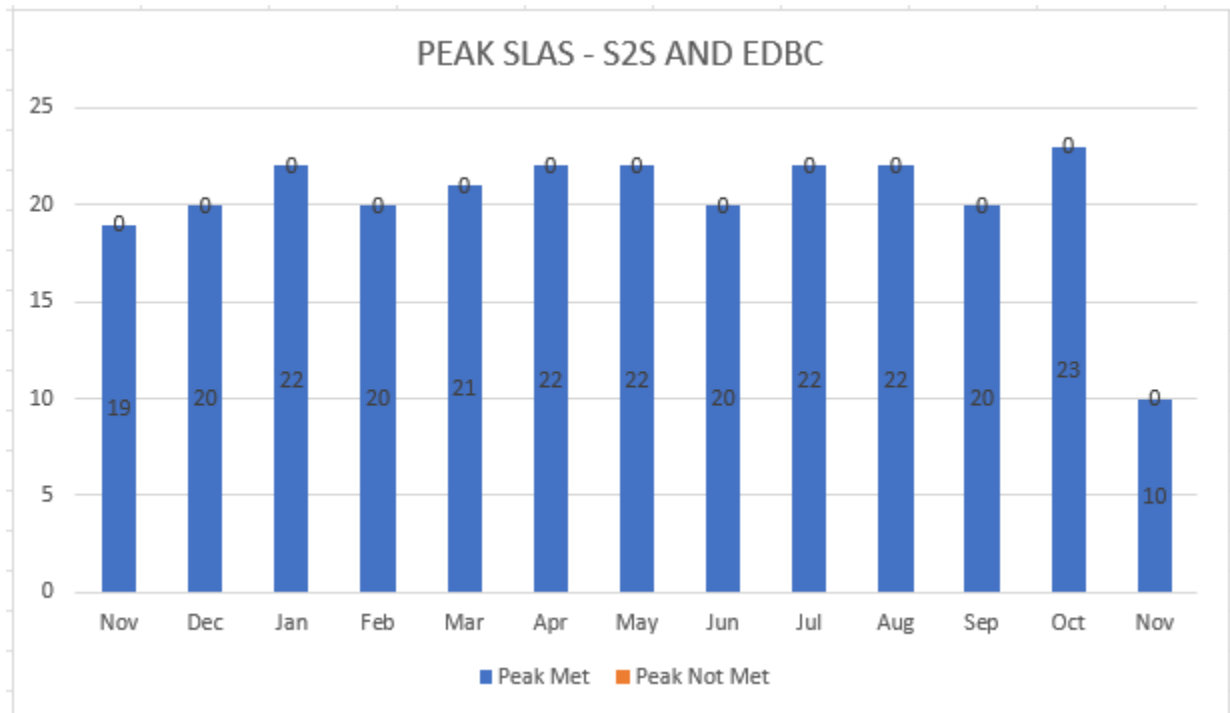


Figure 3.4.4-2: Peak Service Level Agreement (SLA) - S2S and Eligibility Determination Benefit Calculation (EDBC)

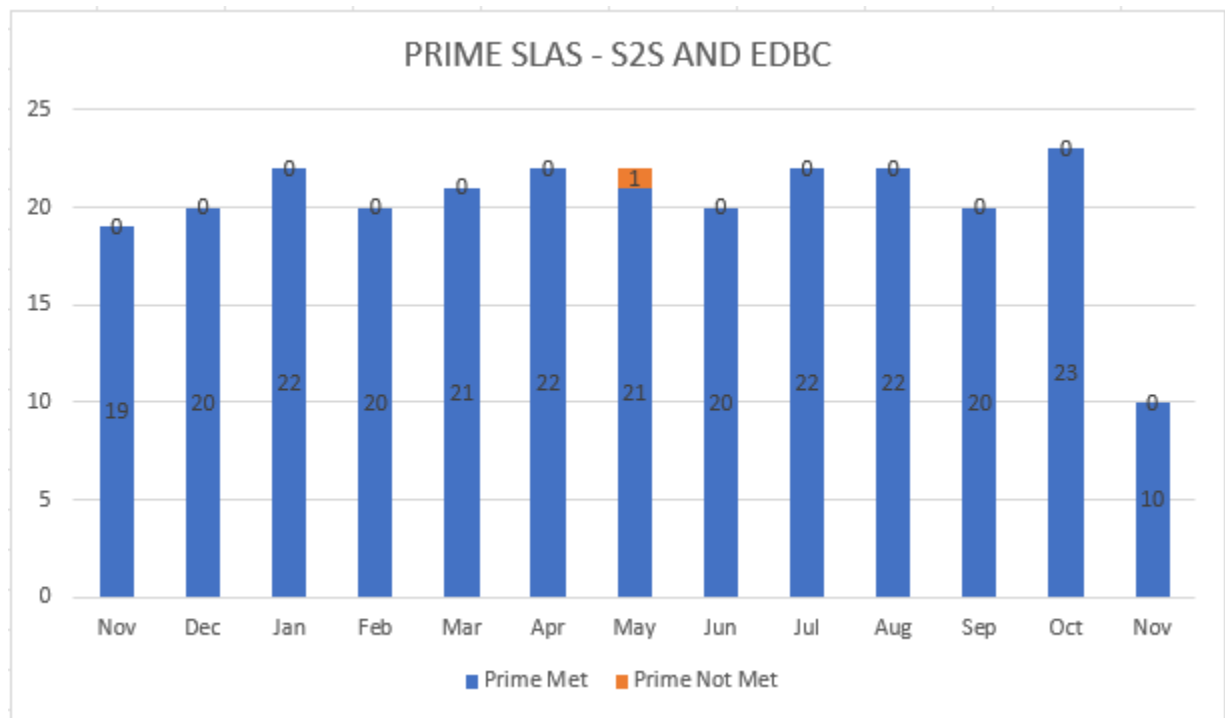


Figure 3.4.4-3: Prime Service Level Agreement (SLA) -S2S and Eligibility Determination Benefit Calculation (EDBC)

## 3.5 ForgeRock

### 3.5.1 Highlights

- CalSAWS ForgeRock and Consortium teams met for the Bi-Weekly Operational Sync on November 13, 2024
- Completed testing and will deploy the Community Based Organization (CBO) and Administrator User Multi-Factor Authentication (MFA) BenefitsCal changes to Assembly Test (AT) and Development on November 14 and November 15, 2024
- Synced with vendor on open defect for ServiceNow integration. Further investigation will be conducted to provide clarification user type is not able to be added
- Partnered with BenefitsCal and confirmed the rejection of a high priority BenefitsCal security finding. Medium and lower items require further review and determination on acceptance and resolution
- Partnered with ForgeRock vendor on next steps and suggestions for configuration and tuning of Identity Gateway (IG)
- 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

Table 3.5.1-1: ForgeRock Milestones

MILESTONES	PRODUCTION DEPLOYMENT DATE	STATUS
Platform Architecture Enhancements – Design	To Be Determined	In Progress
Configuration and Tuning of IG - ForgeRock	January 31, 2025	In Progress - Testing
ForgeRock: CBO and Admin Accounts Updates for BenefitsCal	December 6, 2024	In Progress
Increase ForgeRock MaxSessionTimeout limit to 12 hours	December 6, 2024	In Progress - Testing
WIAM-18 Identity - Password Authentication	December 6, 2024	In Progress
Trust Store Issue	December 6, 2024	In Progress – Testing
ForgeRock-ServiceNow integration	January 31, 2025	In Progress

## 3.6 Imaging

- Completed Defects
  - CA-284232 - AN\_CURATION\_REPORTS\_IMAGING\_INITIAL\_QA\_REPORT - Daily Curation job for Imaging - Initial QA Report Failed due to no file
  - CA-284862 - Solano County: Adjust Dirty Level to 0 for documents virtually printed as a File Upload
  - CA-281031 - Time sensitive items bypassing OCR not going to Barcode Verification

- Completed System Change Requests (SCRs)
  - CA-282516 - [County Purchase] DCR Sonoma Reindex MC Migrated Documents
  - CA-239033 - Hide fields in document views
  - CA-283635 - Ensure BenefitsCal Person Level Uploads for a Confidential Case are Stored in the Confidential Drawer - CalSAWS Change Management

### 3.7 Customer Service Center (CSC)

- Production Defect Backlog Highlights
  - Continue to address Production defects exclusively using a priority release schedule to address defects sooner. Twenty-one (20) defects were 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

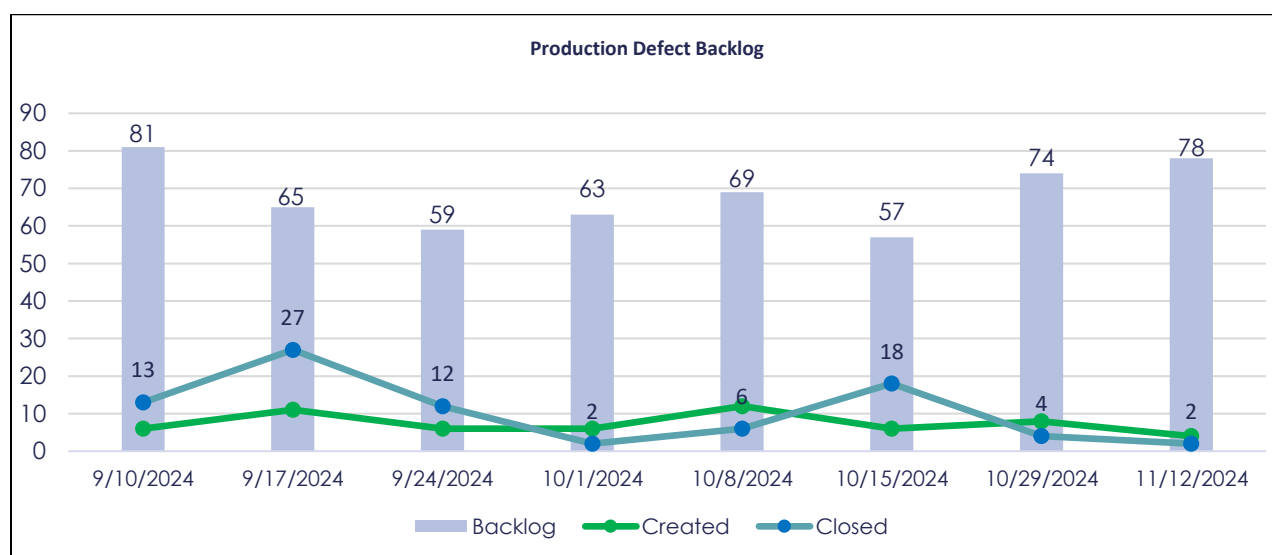


Figure 3.5.1: Contact Center Defect Burndown

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

Table 3.7-1: Contact Center Recently Deployed Enhancements

TYPE	JIRA ID	ENHANCEMENTS	DEPLOYMENT DATE	STATUS
SCR	CA-260329	Telephonic Signature - Add Outbound Call Option on Electronic Signature Page	24.11.14	In Production
SCR	CA-280062	ForgeRock Session Management for Contact Center eCCP	24.11.14	In Production



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

■ Contact Center Enhancements

- The Contact Center Team will be working on System Change Requests (SCRs) prioritized by the committee and the Consortium team in the order in the table below. The team has limited allocated M&E hours to complete Global enhancements
  - ✦ Note: The Deployment dates are not finalized and can change based on the scope defined at the time the SCR Design is approved

Table 3.7-2: Contact Center Upcoming Enhancements

TYPE	JIRA ID	ENHANCEMENTS	DEPLOYMENT DATE	STATUS
SCR	CA-277381	Design - Contact Center 2.0 Prototype	24.12.12	System Test
SCR	CA-274984	(TLM-20) Contact Center - Upgrade JAVA Lambdas to latest version	24.12.12	System Test
SCR	CA-276215	AWS POC Support SCR for Contact Center Data Lake	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
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

TYPE	JIRA ID	ENHANCEMENTS	DEPLOYMENT DATE	STATUS
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

## 3.8 Lobby Management

### 3.8.1 Region 1 Counties

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

- Alameda County
  - No updates for the reporting period
- Contra Costa County
  - No updates for the reporting period
- Marin County
  - No updates for the reporting period
- Monterey County
  - No updates for the reporting period
- Napa County
  - No updates for the reporting period
- San Benito County
  - No updates for the reporting period
- San Francisco County
  - No updates for the reporting period
- San Mateo County
  - No updates for the reporting period
- Santa Clara County
  - No updates for the reporting period
- Santa Cruz County
  - No updates for the reporting period

- Solano County
  - No updates for the reporting period
- Sonoma County
  - No updates for the reporting period

### 3.8.2 Region 2 Counties

---

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

- Alpine County
  - No updates for the reporting period
- Amador County
  - No updates for the reporting period
- Calaveras County
  - No updates for the reporting period
- El Dorado County
  - No updates for the reporting period
- Mono County
  - No updates for the reporting period
- Nevada County
  - No updates for the reporting period
- Placer County
  - No updates for the reporting period
- Sacramento County
  - No updates for the reporting period
- Sierra County
  - No updates for the reporting period
- Sutter County
  - No updates for the reporting period
- Tuolumne County
  - No updates for the reporting period
- Yolo County
  - No updates for the reporting period
- Yuba County
  - No updates for the reporting period

### 3.8.3 Region 3 Counties

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(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
  - Device is fully functional and in Production. Waiting for Siskiyou County to provide a decision if an onsite go-live is necessary
- Tehama County
  - No updates for the reporting period
- Trinity County
  - No updates for the reporting period

### 3.8.4 Region 4 Counties

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(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
  - Six County sites completed successfully. One site is remaining. Building one will be completed on November 18, 2024
- Inyo County

- No updates for the reporting period
- Kern County
  - No updates for the reporting period
- Kings County
  - No updates for the reporting period
- Madera County
  - No updates for the reporting period
- Mariposa County
  - No updates for the reporting period
- Merced County
  - No updates for the reporting period
- San Joaquin County
  - No updates for the reporting period
- San Luis Obispo County
  - No updates for the reporting period
- Stanislaus County
  - No updates for the reporting period
- Tulare County
  - No updates for the reporting period

### 3.8.5 Region 5 Counties

---

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

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

### 3.8.6 Region 6 County

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- Los Angeles County
  - No updates for the reporting period

### 3.8.7 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, and additional feedback provided by Consortium Lobby team
- Next meeting is scheduled with the Lobby committee for November 21, 2024
- Testing for device peripherals is underway
- Build will begin next week

## 3.9 Additional Projects

### 3.9.1 California Department of Social Services (CDSS) Report Support

---

- California Department of Social Services (CDSS) Glossary:
  - AAP – Adoption Assistance Program
  - ABAWD – Able Bodied Adults Without Dependents
  - CAPI – Cash Assistance Program for Immigrants
  - CFAP – California Food Assistance Program
  - CIDR – CDSS Internal Data Request
  - EBT – Electronic Benefit Transaction
  - ESAP – Elderly Simplified Application Process
  - E&T – Employment and Training
  - FC – Foster Care
  - 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 9050 - Subsidized Provider Report
  - CIDR 9055 - CalFresh Restaurant Meals Program (RMP) Redemption Breakdown
    - Note: This item was withdrawn
  - CIDR 9057 - Redetermination, Overpayment, Underpayments, Supplemental Payments, and Special Needs Notices
  - CIDR 9058 - Summer EBT Query Run
  - CIDR 9059 – CalWORKs & CalFresh Post-Secondary Students
  - CIDR 9061 – Child Care Non-Traditional Hours

- Continued Work:
  - CIDR 9060 - CDSS SAWS+ Implementation
- Started Work:
  - None to note for the reporting period

### 3.9.2 Department of Health Care Services (DHCS) Report Support

---

- Department of Health Care Services (DHCS) Glossary
  - CCU – Continuing Care Unwinding
  - MEDS – Medi-Cal Eligibility Data System
  - PHE – Public Health Emergency
  - RE - Redetermination
- Completed Work:
  - None to note for the reporting period
- 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

### 3.9.3 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. Partnered with CalSAWS ForgeRock team on implementation plan for the remaining servers
- Windows Teams completed filling in schedule for On Demand Scans. Linux Teams in the process of filling in schedule
- Created CHG0051759 and CHG0051775 to enable On Demand Scans for select group of Windows Servers. Scheduled for December 2 – December 6, 2024
- Continue Final review process for Operational Working Document (OWD) for Qualys Endpoint Detection and Response OWD
- CalSAWS Informational Alert second draft is being reviewed by Consortium and Privacy/Security Offices for Qualys EDR Quarantine and Reimage
- Continue to fine tune File Integrity Monitor (FIM) alerts on servers to eliminate False Positive noise. Weekly working session call scheduled and held
- Continue to configure anti-malware profiles to eliminate False Positive noise
- Continue to partner with CalSAWS Technical Support, asset owners, and Qualys Support to fine tune configuration profiles to allow the highest productivity of assets
- Content Control for anti-malware profiles; CHG0051422 opened for Proof of Concept. No issues observed. Held meeting with Consortium Security on November 18, 2024, to

review list of allow and block categories. Follow up email to be sent to CalSAWS Chief Technology Officer (CTO) and Executives for further review

- Security Assertion Markup Language Single Sign-On (SAML SSO) for Qualys in progress. CHG0050056 implemented with no issues observed. Partner with CalSAWS Technical Support team to confirm the completion status to add current Users to SAML

#### **3.9.4 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)**

---

- Completed CalHEERS migration for non-production migration on November 12, 2024
- Completed CalHEERS migration for production traffic on November 16, 2024, except for Secured File Transfer Protocol (SFTP) traffic flows. SFTP traffic will be migrated after the change freeze ends on November 29, 2024
- Scheduled FIS-EBT and BenefitsCal for migration on December 8, 2024

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

---

- Completed all the Change Requests (CRs) and changed the WAF to block mode on November 13, 2024

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

---

- Accenture Security and Consortium Technical Operations Teams were given access to defender
- Scheduled Training session for November 8, 2024, "How to take care of the tool"
- Coordinate with Cisco vendor on CES shutdown
- SCRB/CCB Approved

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

---

- Prepared pilot user list
- Update communications for pilot enrollment
- Continue refining end user documentation transitioning documentation to new templates

#### **3.9.8 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. Team will continue to monitor updates from Google regarding browser changes



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

---

- Static Application Security Testing (SAST) and Software Composition Analysis (SCA):
- Phase Six: Rolling out to the prevention stage
- Phase Six Sub-tasks:
  - Snyk IDE troubleshooting – In progress
  - Snyk IDE roll out onshore – In progress
  - Snyk IDE roll out workspaces – In progress
  - 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

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

---

- Implemented Change CHG0051344 - OCAT API secured by IAM Role
- Aligned the build with other IAPDU items and deployed the code in Assembly Test (AT) environment
- Began AT Testing
- Next Steps are:
  - Create API Gateway for File Service
  - Resolve issues in AT testing
  - System and Performance Testing

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

---

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

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

---

- Project remains on hold indefinitely

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

---

- Establishing and implementing bucket tagging strategy to suppress false-positive findings with an Estimated Time of Completion (ETC) of November 20, 2024
- Enablement of filter by November 27, 2024 and completion of Macie activation

### 3.9.14 Identity Proofing (IA-12)

---

- Several dependencies were identified that were outside the scope of the ForgeRock IA-12 implementation work

- IA-12 effort is awaiting resolution of dependencies; the timeline and milestones will be updated once the dependencies are resolved

### **3.9.15 Network Test labels and 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 27, 2024

### **3.9.16 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

### **3.9.17 Major Upgrade - Analytics stack (TLM-03)**

---

- Python and EMR upgrade finished on Stage Two environment, and AL2 boxes were removed from Development, SYS4, Stage, Batperf2 and Production environment
- Disaster Recovery (DR) environment setup is in progress
- Test environment upgraded for Qlik environment and functional testing is in progress

### **3.9.18 Network Operating System (OS) Upgrade (TLM-06)**

---

- Project documentation is in progress

### **3.9.19 Network Replace TPX Adtran Switches (TLM-07)**

---

- Completed project

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

---

- Completed User Acceptance Testing (UAT)-Phase-One
- Communication to all identified testers in UAT Phase Two transmitted
- Began UAT phase on November 12, 2024

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

---

- ITOM (IT Operations Management)

- Installed Agent Client Collector for four (4) on-premises Linux boxes in Development, working with Network team and Gainwell to connect Agent to ServiceNow MID Server
- In lower environment, successfully ran discovery for lower-level domains devices
- HAM (Hardware Asset Management)
  - Migrating processes from ServiceNow Dev environment to Test environment
  - Successfully imported contracts data into ServiceNow lower environments and the Procurement team has validated
  - Central Depot completed review of stockroom records; CalSAWS Request for Information (CRFI) no longer required
  - Continued conducting process demonstrations with Consortium Helpdesk and QA

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

---

- Completed upgrades to all the Lambda Authorizer functions
- Continue System Testing

### 3.9.23 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 System Change Request (SCR) CA-247010
- SCR will be on hold and has been approved by Consortium

### 3.9.24 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

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

---

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

### 3.9.26 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 – In Progress December 30, 2024

### 3.9.27 Upgrade to Windows 11 (TLM-34)

---

- SCRB/CCB Approved
- Change request approved for pilot users
- Created survey forms for On and Off-shore resources
- Create FAQ for Amazon Web Services (AWS) Workspaces and laptops
- Created issue log sheet
- Conducted first and second office hours call

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

---

- Decommission final server November 7, 2024
- SCRB/CCB Approved

### 3.9.29 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
  - Second execution of schema comparison completed this week, analysis in progress

### 3.9.30 Identity - Password Authentication (WIAM-18)

---

- CalSAWS ForgeRock team ready to deploy to Production on December 6, 2024. ForgeRock team has confirmed with BenefitsCal that the deployment of the development environment will be rescheduled to November 20, 2024

## 3.10 Infrastructure Transition

- Completed Work/Accomplishments:
  - Commenced Knowledge Transfer (KT) sessions on November 1, 2024. Completed 47 KT sessions through November 15, 2024:
    - ✦ Completed 6 KT sessions on November 1, 2024
    - ✦ Completed 22 KT sessions the week of November 4, 2024 (4 KT sessions cancelled mutually)
    - ✦ Completed 19 KT sessions the week of November 11, 2024 (3 KT session cancelled mutually)
  - Began the Laptop build: 50/210 laptops are done imaging. Paused until we receive Gainwell Organizational Chart to enable Gainwell staff to complete the laptop imaging and assignment.
  - Continued preparation on scope split between Infrastructure and M&E contractors for Contact Center, Analytics and Database Administration
  - Began in-flights project discussion with Gainwell, Consortium and Quality Assurance (QA) Teams on November 6, 2024

- Provided Equinix contacts and introductions to the Gainwell team on November 8, 2024
- Submitted and received approval for Change Notice 36 Infrastructure Transition Out KT Sessions from the JPA Board approval on November 15, 2024
- In Progress/Upcoming Work:
  - Continue with the Knowledge Transfer Sessions
  - Complete the joint proposal for the scope split/transition approach discussion for Contact Center, Analytics, ForgeRock, Imaging and POA&Ms. Schedule to review with Consortium and QA Team
  - Finalize approach on the Access Enablement
  - Enable Gainwell's two resources for laptop imaging. Awaiting Gainwell Organizational Chart to resume laptop imaging for the remaining 160 laptops
  - Commence planning on defining Operating Level Agreement (OLA) between Infrastructure and M&E contractor's scope of services
  - Obtain the Job Shadow Process Areas and timing from Gainwell
  - Continue planning the Reverse Shadow approach and timing with Gainwell
  - Begin to estimate and draft the Change Notice for the Infrastructure Job Shadow Transition Out approval

### 3.11 Deviation from Plan/Adjustments

- None to note for the reporting period

## 4 APPLICATION DEVELOPMENT

### 4.1 Highlights from the Reporting Period

Table 4.1-1: Application Development Status Agenda Topic

STATUS REPORT SECTION	STATUS AGENDA TOPIC
4.4.1 Release Test Summary	<ul style="list-style-type: none"> <li>▪ Continued test execution for the 24.11 baseline release. Week seven of eight completed. Team is on schedule with a 99% pass rate against a target of 88%</li> </ul>
4.6 Reports	<ul style="list-style-type: none"> <li>▪ Provided ad-hoc report to San Mateo County on CAPI Integrated Claiming Report by Residence County on November 6, 2024</li> <li>▪ Held CalSAWS State and Fiscal Reports Bi-Weekly meeting on November 07, 2024</li> <li>▪ CalSAWS Reports Survey was sent out to Counties on November 08, 2024. Requested completion by EOD November 22, 2024</li> <li>▪ Met with California Department of Social Services (CDSS) on November 14, 2024 to discuss CA-252984 CalFresh CF 296 and Expedited Service Redesign Requirements</li> <li>▪ Deployed Priority SCR CA-281014 - Update Claim Grand Totals Summary and Detail Reports to Include 4P and 4R aid codes in Production on November 14, 2024</li> </ul>

STATUS REPORT SECTION	STATUS AGENDA TOPIC
4.9 FCED/CARES	<ul style="list-style-type: none"> <li>Foster Care Eligibility Determination (FCED)/California Automated Response and Engagement System (CARES) Update</li> </ul>

## 4.2 Priority Release Summary

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

Table 4.2-1: CalSAWS Upcoming Releases

RELEASE	SUMMARY
24.11.20	<ul style="list-style-type: none"> <li>Automated Regression Test - Execution and Maintenance - 24.09 Release Cycle</li> <li>Upgrade Oracle Apex to 23.2</li> </ul>
24.11.21	<ul style="list-style-type: none"> <li>DMDP-21: Microsoft Purview Data Security P1</li> </ul>
24.11.22	<ul style="list-style-type: none"> <li>Training: Update 003 - Eligibility Supervisor: 01 - Case Review and EDBC Authorizations WBT (Web Based Training) for Sunset Worklist pages CA-257327</li> <li>Training: Update 004 - Clerical Support WBTs (Web Based Training) for Sunset Worklist pages CA-257327</li> <li>Training: Update 006 - Eligibility CalFresh WBTs (Web Based Training) for Sunset Worklist pages CA-257327</li> <li>Training: Update 007 - Eligibility CalWORKs WBTs (Web Based Training) for Sunset Worklist pages CA-257327</li> <li>Training: Update 009 - Eligibility General Relief WBTs (Web Based Training) for Sunset Worklist pages CA-257327</li> <li>Training: Update 017 - Fiscal WBTs (Web Based Training) for Sunset Worklist pages CA-257327</li> <li>Training: Update 021 - Security Administrative Support WBTs (Web Based Training) for 24.09-24.11 App Dev Changes</li> <li>Training: Update CAPI WBTs (Web Based Training) for 24.11 App Dev Changes</li> <li>Training: Update Eligibility CalFresh WBTs (Web Based Training) for 24.11 App Dev Changes</li> <li>Training: Update Eligibility CalWORKs WBTs (Web Based Training) for 24.07 App Dev Changes</li> <li>Training: Update Eligibility General WBTs (Web Based Training) for 24.11 App Dev Changes</li> <li>Training: Update Eligibility Medi-Cal WBTs (Web Based Training) for the 24.09 App Dev Changes</li> <li>Training: Update Fiscal WBTs (Web Based Training) for 24.11 App Dev Changes</li> <li>Training: Update General Relief WBTs (Web Based Training) for 24.11 App Dev Changes Training: Update Orientation WBTs for 24.09 App Dev Changes</li> </ul>

RELEASE	SUMMARY
24.11.26	<ul style="list-style-type: none"> <li>Update FTP Password for Interfaces – (Quality Control Information System (QCIS)), Income and Eligibility Verification System (IEVS), CalWORKS Outcomes and Accountability Review (CalOAR), JDOBBS, HORIZONTAL INTG, UPLOADCALSAWS, Community-Based Organization (CBO) REPORT) December 2024</li> <li>Update LA County BRM (Business Reply Mail)-CSU-II Address-By last week of November 2024</li> </ul>
24.11.29	<ul style="list-style-type: none"> <li>Technology Lifecycle Management (TLM)-20 Contact Center - Upgrade JAVA Lambdas to latest version</li> </ul>
24.12.01	<ul style="list-style-type: none"> <li>Technology Lifecycle Management (TLM)-19 Upgrade Authorizer Lambda for CalSAWS APIs (Application Programming Interface) and Operational Lambdas to latest Nodejs version</li> </ul>
24.11	<ul style="list-style-type: none"> <li>Total System Change Requests (SCRs): 69 approved</li> <li>Release Webcast date: November 5, 2024</li> </ul>
25.01	<ul style="list-style-type: none"> <li>Total System Change Requests (SCRs): 74 approved</li> <li>Release Webcast date: To be determined</li> </ul>
25.02	<ul style="list-style-type: none"> <li>Total System Change Requests (SCRs): 7 approved</li> <li>Release Webcast date: To be determined</li> </ul>

### 4.3 Application Development Status

- Continued design on:
  - CA-202054 - ACL-18-07 Suspend/Discontinue/Reinstate for CAPI case
  - CA-209344 - Apply SSP Only OPA for Specific Programs
  - CA-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-235484 - CalFresh Add Additional NOAs for Non-Compliance Page
  - CA-237792 - Alternate Formats Request Process for Visually Impaired Applicants and Beneficiaries
  - CA-244271 - Add Cover Letter to SAWS 2 Plus, CF 285, CF 37, CW 2.1/CW 2.1Q, CW 61, SAR 7 and GEN 202
  - 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-257176 - ACIN I-XX-24 2025 CAPI COLA
  - CA-257207 - Update the Redetermination Date movement logic to correctly align with the Redetermination Period
  - 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 Refugee Program Reporting
  - CA-264983 - Add Date to CalWIN Interface File Names and Sending/Receiving notifications
  - 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-277194 - Update AAP Denial/Discontinuance NOAs per newest State version of NA 791
  - CA-279547 - BREfS Initiative #7 - Carry Forward Enhancements
  - CA-279549 - CalHEERS eHIT: Inclusion of Reasonable Explanation to CalHEERS
  - CA-281889 - CalHEERS eHIT: Accelerated Enrollment Enhancements
  - CA-282588 - ACIN I-XX-24 2025 CAPI COLA - Batch EDBC
  - CA-283798 - 2025 Updates to the Single Streamlined Application (SSApp)
  - CA-284054 - Run Batch EDBC with 2025 FPL Values COLA
  - CA-284056 - 2025 Federal Poverty Levels for Medi-Cal COLA
- Continued build on:
    - Priority releases and Release 25.01 approved System Change Requests (SCRs)

## 4.4 Release Management

### 4.4.1 Release Test Summary

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

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

Pass Rate Target as of November 15, 2024	88%
Pass Rate Actual as of November 15,2024	99%
System Test completed Date: November 20, 2024	



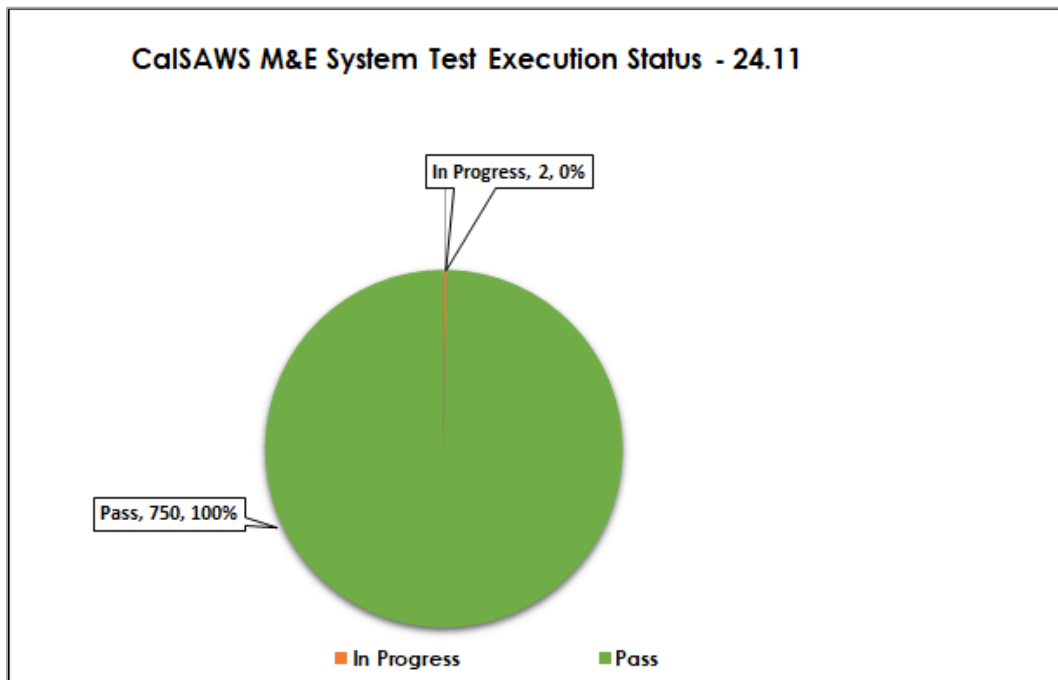


Figure 4.4.1-1: CalSAWS M&E System Test Execution Status

**Note:** Test Script counts are subject to change as test scripts are added or removed throughout the execution phase. Includes testing execution for all CalSAWS Test Scripts in the Release.

## 4.4.2 Automated Regression Test (ART) Coverage

Table 4.4.2-1: CalSAWS Automated Regression Test (ART) Coverage

PRODUCTION TRANSACTIONS				ART COVERAGE BY PRODUCTION VOLUME	
TIER	DISTINCT	VOLUME	PERCENT VOLUME	DISTINCT	PERCENT COVERAGE
1	15	219,821,389	46.68%	15	100%
2	100	156,656,228	33.26%	100	100%
3	116	47,233,238	10.03%	113	97.54%
4	724	43,770,764	9.29%	611	92.46%
5	2749	3,467,087	0.74%	893	48.61%

Note: Transaction volume and coverage metrics are based on CalSAWS monthly Production performance data and Automated Regression Test (ART) coverage data as of October 31, 2024. Each tier is distinct from prior tier(s). For example, tier 2 includes all transactions that make up the top 80% of production volume except for the fifteen tier 1 transactions. Production statistics are updated each month, and coverage statistics are updated with each major release as new automated regression scripts are developed. To date, there are 1,410 end-to-end Automated Regression Test (ART) scripts:

- 1,135 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

## 4.5 Virtual Assistant (VA)

- Worker-Facing Virtual Assistant (VA)
  - Release 25 –successfully deployed on November 7, 2024
    - ✦ 11 new use cases and implemented alphabetical ordering of buttons
  - 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
    - ✦ Build is in progress

## 4.6 Reports

- Provided ad-hoc report to San Mateo County on CAPI Integrated Claiming Report by Residence County on November 6, 2024
- Held CalSAWS State and Fiscal Reports Bi-Weekly meeting on November 07, 2024
- CalSAWS Reports Survey was sent out to Counties on November 08, 2024. Requested completion by EOD November 22, 2024
- Met with California Department of Social Services (CDSS) on November 14, 2024, to discuss CA-252984 CalFresh CF 296 and Expedited Service Redesign Requirements
- Deployed Priority SCR CA-281014 - Update Claim Grand Totals Summary and Detail Reports to Include 4P and 4R aid codes in Production on November 14, 2024

Table 4.6-1: Total Open Incidents by reporting period

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

Note: Total open incidents as of the current reporting period

Table 4.6-2: Open Defects by Status and Functional Area

OPEN DEFECTS STATUS	STATE REPORTS	FISCAL REPORTS	MANAGEMENT REPORTS	BUSINESS INTELLIGENCE	TOTAL
New	1	1	2	1	5
Reopened	0	0	0	0	0
Assigned	2	2	0	0	4
In Development	4	1	0	1	6
Development complete	1	0	0	0	1
In Assembly Test	1	0	0	0	1
System Test	0	0	0	0	0
Test Complete	5	3	3	1	12
Total Open Defects	14	7	5	3	29

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	11	6	5	3	25
4-Cosmetic	0	0	0	0	0
Total Open Defects	14	7	5	3	29

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	24.11	25.01	25.03	25.05
ABCD 350	1	0	1	0	0	0
CA 1037	2	1	1	0	0	0
CA 237 CW	4	1	0	0	3	0
CA 237 FC	1	1	0	0	0	0
CA 237 HA	1	1	0	0	0	0
CA 253	1	0	0	0	1	0
CF 256	1	1	0	0	0	0
CF 296	1	0	0	1	0	0
CA 812	1	1	0	0	0	0
DHCS CMS PI	2	1	0	0	1	0
DHCS CMS Unwinding E&E	1	0	0	0	0	1
DHCS RMR	1	0	0	1	0	0
DSS 466	1	0	0	0	0	1
FNS 209	1	1	0	0	0	0
FSP 14	1	0	0	0	0	1
GR 237	2	2	0	0	0	0
Integrated Claiming	3	1	0	1	0	1
STAT 45	1	1	0	0	0	0
TEMP 2035	1	1	0	0	0	0
TEMP 2313	1	1	0	0	0	0
WTW 25/25A	3	2	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

## 4.7 General Assistance/ General Relief (GA/GR)

- General:
  - Discussed the General Assistance/General Relief (GA/GR) Correspondence web service design and web service clarifications on November 6, 2024, and November 13, 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 Time limit
  - CA-249944 - LA County - Update GR Denial NOAs for CSC IV and V
  - 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-270919 - GAGR Automated Solution Property Limits
  - CA-273352 - LA-Validation Message to Notify GCMs about the GR Time-Limit End Date
  - CA-273651 - GAGR System Triggered Correspondence Reason Codes Required
  - CA-273779 - SF-Update Unearned In-Kind Income Page to Include Sub-Type
  - 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-282564 - GR Property Limit Rules - Tulare
  - CA-282566 - GR Liquid/Personal Property Rules - Sonoma
  - CA-283048 - GA/GR Family Reunification
  - CA-283542 - Add Property Limits to the Admin Rules
  - 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-277330 - Update PB19E700 to require Money Management to be effective before Address change Effective date
  - CA-284527 - Update CTCR Real Property Limit Value for Contra Costa County
- 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
  - CA-276201 - LA County - Update START(GROW) Hearing Office Phone
- Defects released to Production
  - None to note for the reporting period



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

## 4.8 Training Materials Update

- 24.11 Online Help (OLH) System Change Requests (SCRs):
  - 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
- ✖ 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)
- 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-274737 - Online Help: Update the Reports Overview for the 25.01 Baseline Release
    - ✖ CA-284711 - Online Help: Update - Skipped Issuances for EBT issuances JA
  - Approved
    - ✖ CA-274100 - Online Help: Update JA - Medi-Cal MAGI Soft Pause
    - ✖ 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-282680 - Online Help: Create JA - Family Reunification (FR)
    - ✖ CA-282009 - Online Help: Update JA Imaging Drawers and Document Properties, Imaging Single Case Capture and Virtual Printing, and Imaging Workflow Queues and Exceptions per CA-275751
    - ✖ CA-281873 - Online Help: Update JA for CW/CF RE and SAR7 for Late Reports-CA-264217
    - ✖ CA-280019 - Online Help: Create new JA Imaging - Optical Character Recognition (OCR)

- ✖ CA-268337 - Online Help: Update JA CalFresh: Expedited Service - Process CA-252984
  - ✖ CA-264782 - Online Help: Update JA Direct Deposit
  - ✖ CA-256258 - Online Help: Create New JA MEDS - Task Admin CA-216162
- 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:
  - 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
    - ✖ CA-282167 - Training: Update CAPI WBTs for 24.11 App Dev Changes
    - ✖ CA-282161 - Training: Update General Relief WBTs for 24.11 App Dev Changes
    - ✖ CA – 282122 - Training: Update Eligibility CalFresh WBTs for 24.11 App Dev Changes
    - ✖ CA-282118 - Training: Update Eligibility General WBTs for 24.11 App Dev Changes
  - In Assembly Test
    - ✖ CA-279031 - Training: Update 021 - Security Administrative Support WBTs for 24.09-24.11 App Dev Changes
  - System Test
    - ✖ CA-281644 - Training: Update Fiscal WBTs for 24.11 App Dev Changes
  - 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
    - ✖ CA-282160 - Training: Update Eligibility CalWORKs WBTs for 24.07 App Dev Changes



- ✦ CA-277944 - Training: Update 009 - Eligibility General Relief WBTs for Sunset Worklist pages CA-257327
  - ✦ CA-277214 - Training: Update 006 - Eligibility CalFresh WBTs for Sunset Worklist pages CA-257327
- 25.01.24 Priority Release Web Based Training (WBT) and CalSAWS Functional Presentation (CFP) SCRs:
  - 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
    - ✦ CA-284382 - Training: Update Eligibility CalWORKs WBTs for 24.09 App Dev Changes
  - 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 4.8-1: Upcoming Training Activities

TRAINING ACTIVITY	DATE	STATUS
24.11 Code Deployment Validation for the Training Staging and Training Production Environments	Sunday, November 24, 2024	Not Started

## 4.9 Upcoming Performance Tests

- Planned upcoming Performance tests for Core Online

Table 4.9-1: Core Online Upcoming Performance Cycle

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

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

- Completed Tasks
  - Completed the development of "CalSAWS Tasks Design"

- Completed the development and Integration and End-to-End Partner testing of iteration two of "Home Removal API"
- Completed the Integration Testing for the following: "Case Transfer API", "Kinship Guardianship Assistance (KinGAP) summary API", Iteration two for "Determination Details API", "Placement Authority API" and "Incidental Payment API"
- In Progress Tasks
  - Perform Integration Testing for the following APIs: "Determination Results - Iteration two", "Court Information" and "Issuance"
  - Continue development of and Iteration three of "Case Link API" and Iteration two of "Placement API"
  - Perform System Test for "Home Removal API" and "Determination Details API"
  - Perform Integration Testing for "CalSAWs Tasks Design"
- Upcoming Tasks
  - Perform Integration Testing for Iteration three of "Case Link API" and Iteration two of "Placement API"
  - Perform System Testing for "Kinship Guardianship Assistance (KinGAP) summary API"
- Interface Partner Integration
  - Continue coordination with California Automated Response and Engagement System (CARES) team for schedule alignment and interface element alignment

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

INTERFACE TYPE	TOTAL	NEW	DESIGN	BUILD	INTEGRATION TEST	SYSTEM TEST
CalSAWS hosted	14	0	0	2	4	8
CARES hosted	14	0	0	3	3	8

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

- Completed Tasks
  - Convert into TIME\_LIMIT\_EXCEPT table
  - Convert into TIME\_LIMIT\_NON\_CAL\_EXCEPT table
  - Enhance EDBC get time limit information functionality to work with PostgreSQL Integration
  - Analyze Transaction History functionality in the new application
  - Create Staff Application Programming Interface endpoint that retrieves staff worker information by staff id
  - Analyze and Enable Cross-Site Request Forgery (CSRF) Protection for the new 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 CalWORKS Time Limit Task Sweep job to work with PostgreSQL
  - Analyze the 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 PostgreSQL DB
- Copy TIME\_TRACK\_PERS from WDTIP schema in Oracle DB to TIME\_TRACK\_PERS in WDTIP of PostgreSQL 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
- In Progress Tasks
  - Add pagination of effective month records to the de-duplication Time on Aid review page
  - Implement CalSAWS Integration and Variable Population of CW 2186B Form (CalWORKs Exemption Determination)
  - Implement Lambdas for 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 TIME\_LIMIT\_EXCEPT\_HST and WDTIP's SIS\_PGM\_EXCPT tables
  - Convert into TIME\_LIMIT\_PGM\_PARTICPTN\_HST from CalSAWS TIME\_LIMIT\_PGM\_PARTICPTN\_HST table and WDTIP's SIS\_PROG\_PT table
  - Create a Program Detail lambda for SCATL application
  - 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 2189B - Notice Of Your CalWORKs Time Limit - 57th Month on Aid to work with PostgreSQL
  - Update Batch Job Time Limit Purge - PB00E302
  - Update Interfaces to Access SCATL Database
  - Update CW 2189B - Notice Of Your CalWORKs Time Limit - 57th Month on Aid to work with PostgreSQL
  - Create a de-duplication merge lambda for SCATL application
  - Create Program Detail component in SCATL React - Phase Two
  - 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
  - Copy TIME\_LIMIT\_NON\_CAL\_EXCEPT from WDTIP schema in Oracle DB to TIME\_LIMIT\_NON\_CAL\_EXCEPT in WDTIP of PostgreSQL DB
  - Copy TIME\_LIMIT\_NON\_CAL from WDTIP schema in Oracle DB to TIME\_LIMIT\_NON\_CAL in WDTIP of PostgreSQL DB
  - Copy TIME\_LIMIT\_DIVERSN from WDTIP schema in Oracle DB to TIME\_LIMIT\_DIVERSN in WDTIP of PostgreSQL DB
  - Copy TIME\_LIMIT\_EXCEPT from WDTIP schema in Oracle DB to TIME\_LIMIT\_EXCEPT in WDTIP of PostgreSQL DB
  - Copy TIME\_LIMIT\_CLOCKS from WDTIP schema in Oracle DB to TIME\_LIMIT\_CLOCKS in WDTIP of PostgreSQL DB

- Copy TIME\_LIMIT\_PGM\_PARTICPTN from WDTIP schema in Oracle DB to TIME\_LIMIT\_PGM\_PARTICPTN in WDTIP of PostgreSQL DB
- Design mockup of the staff detail modal in SCATL
- Update CW 2187 - YOUR CalWORKs 60-MONTH TIME LIMIT to work with PostgreSQL
- Update NOA M40-107A -Time on Aid to work with PostgreSQL
- Determine CIN Masking Rules
- Trigger CW 2186B Form CalWORKs Exemption Determination from Program Detail Page in SCATL
- Upcoming Tasks
  - Analyze one CIN to many persons fallouts
  - Update CalWORKs/RCA Adults by Welfare-to-Work Category Dashboard (Global Report) - Phase Two
  - Update batch Job PB00E149 - CalWORKS 60 Month Discontinuance EDBC Sweep to work with PostgreSQL
  - Create Program Detail component in SCATL application - Phase Three
  - Create a security matrix for the security roles and rights in SCATL application
  - Analyze access to EDD, SCATL, CalSAWS - OTSI/CDSS/EDD Users
  - Analyze CDSS Forecasting EDR Implementation
  - Create Mockup for County Worklist page
  - Implement auto logout timeout modal in SCATL
  - Integrate APIs with de-duplication page in SCATL application
  - Analyze Implementation of Overlapping Program Information
  - Integrate Add Individual APIs in SCATL application - Phase Three
  - Update CW Short Term Exempt Child Turns Two Task to work with PostgreSQL
  - Regression Test - ACL 23-30 - Paid Family Leave (PFL) CalWORKs Time Limit Exemption (SCR CA-253759)
  - Analyze TRAC Alternate Identity (ALID) Page Mapping
  - Analyze New NOA for Out of State TANF
  - Define Access Rights for OTSI Staff
  - Analyze - Logging Request and Response payload
  - Update NOA M40-107B -Time on Aid at Application/ Redetermination to work with PostgreSQL
- Interface Partner Integration
  - Continue coordination with Employment Development Department (EDD) team for schedule alignment and interface element alignment

## 4.12 Additional Projects

### 4.12.1 Data Growth – Archive Phase One and Phase Two

- In Progress
  - Partner with Consortium AdHoc reports team for AdHoc Database (DB) solution
- Upcoming Tasks
  - Continue to partner with the Consortium AdHoc reports team for the AdHoc DB solution

- Discuss with environment owners to decide on the Journal and MEDS Service availability

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

- 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

#### 4.12.3 Premise Items

Table 4.12.3-1: Premise Items

PREMISE NAME	STATUS	PHASE	PROGRESS/UPDATES
MULTIPLE SFY			
California Automated Response and Engagement System (CARES)	On Time	Development	<ul style="list-style-type: none"> <li>▪ Please refer to section 4.10 for detailed updates on FCED / CARES</li> </ul>
Welfare Data Tracking Implementation Project (WDTIP) Upgrades	On Time	Development	<ul style="list-style-type: none"> <li>▪ Please refer to section 4.11 for detailed updates on WDTIP</li> </ul>
CalFresh Discontinuance of Gambling Wins	On Time	Design	<ul style="list-style-type: none"> <li>▪ CA-234917 planned for 25.01</li> <li>▪ CA-264553 - Pending State translations</li> </ul>
Work Registration CalFresh Disqualification Notice Update	On Time	Not yet started	<ul style="list-style-type: none"> <li>▪ CA-240701 - Pending State translations</li> </ul>
CalFresh Reinstatement Approval & Denial Notice Revisions	On Time	Not yet started	<ul style="list-style-type: none"> <li>▪ CA-265360 planned for 25.07</li> <li>▪ Pending State translations</li> </ul>
CalFresh Simplification	On Time	Not yet started	<ul style="list-style-type: none"> <li>▪ SFY24-25 Pending State translations</li> </ul>
Homeless Assistance Program (HAP) Eviction (SB 1083)	On Time	Development	<ul style="list-style-type: none"> <li>▪ CA-277308, CA-277307 – Production</li> <li>▪ CA-273505 planned for 24.09.x5</li> <li>▪ CA-273286 planned for 25.03</li> <li>▪ Other System Change Requests (SCRs) pending for State translations</li> </ul>

Premise Name	Status	Phase	Progress/Updates
Multiple SFY			
Family Reunification AB 135	On Time	System Test	<ul style="list-style-type: none"> <li>CA-233160 development activities started for 24.11 release</li> </ul>
CW Work Requirements (AB 2300)	On Time	Development	<ul style="list-style-type: none"> <li>CA-271130 planned for 24.11</li> <li>CA-241897 planned for 24.09.x5</li> <li>CA-279598 planned for 25.03.xx</li> <li>CA-268498 planned for 25.03</li> </ul>
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"> <li>CA-279688 planned for 24.11 release – Test Complete</li> <li>CA-279707 planned for 25.01 release – Development in Progress</li> <li>CA-260623 planned for 25.03 release – Design in Progress</li> </ul>
Add Threshold Language versions of the CF 377.11E	On Time	Design	<ul style="list-style-type: none"> <li>CA-273087 – Planned for 25.01.xx</li> </ul>
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"> <li>CA-271130 planned for 24.11</li> <li>CA-241897 planned for 24.09.x5</li> <li>CA-279598 planned for 25.03.xx</li> </ul>
Resume Pre-Pandemic Medi-Cal Operations	On Time	Development Design Not yet started	<ul style="list-style-type: none"> <li>CA-268774 is planned for 25.01</li> <li>CA-270511 is planned for 25.03</li> <li>CA-270512 is planned for 25.05</li> </ul>
Re-Design CalSAWS Case Purge Components	On Time	Development	<ul style="list-style-type: none"> <li>CA- 275163 is planned for 25.01 and on track</li> <li>Build in-progress</li> </ul>
Restoration Notices Updates	On Time	Not yet started	<ul style="list-style-type: none"> <li>CA-272109 and CA-245049 is aligned with 25.07</li> </ul>
CalFresh and CalWORKs Implementation of New Forms	On Time	Development	<ul style="list-style-type: none"> <li>CA-275317 – In Production</li> </ul>

PREMISE NAME	STATUS	PHASE	PROGRESS/UPDATES
MULTIPLE SFY			
and CDSS Rights Contact Information Update			<ul style="list-style-type: none"> <li>CA-258654 is planned for 25.03</li> </ul>
CalFresh Restaurant Meals Program Notice Eligibility Clarification	On Time	Design	<ul style="list-style-type: none"> <li>CA-219304 is planned for 25.03</li> </ul>
CalFresh Eligibility Disqualifications for Certain Convicted Felons	On Time	Not yet started	<ul style="list-style-type: none"> <li>CA-230959 is planned for 25.05</li> </ul>

### 4.13 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**