CalSAWS

California Statewide Automated Welfare System

THE POWER OF 58

Bi-Weekly Status Report

CalSAWS Maintenance & Operations (M&O)

Reporting Period: November 18, 2024 – December 01, 2024

TABLE OF FIGURES

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	▪ The CalSAWS System did not experience any unplanned outages during this period
Defects	On Time	▪ There are 157 active Production defects
Incidents		▪ On November 21, 2024, Lobby monitors in Merced, Riverside and San Bernardino Counties displayed incorrect office information. The issue was resolved by 3pm the following day and counties confirmed accuracy of displayed information ▪ The California Child Support Automation System (CCSAS) batch processing jobs inbound to CalSAWS failed on November 25, 2024. Defect CA-285201 was created to track this issue and fix deployed to Production. Unprocessed batch jobs were subsequently processed on November 26, 2024

1.1   Highlights of the Reporting Period

- The CalSAWS Project team successfully deployed the following priority releases since the last reporting period
  - Seven priority releases that included 28 System Change Requests (SCRs) and 68 defects, a total of 96 items

Table 1.1-1: Priority Releases

Minor version (Release date)	Issue Type		
Team Responsible	Defect	SCR	Grand Total
24.11.18	**39**	**9**	**48**
Automated Test	0	1	1
Client Correspondence	27	8	35

Minor version (Release date)	Issue Type		
Team Responsible	Defect	SCR	Grand Total
Contact Center	2	0	2
Eligibility	4	0	4
Fiscal	3	0	3
Online	2	0	2
System Test	1	0	1
24.11.19	**9**	**0**	**9**
Batch Operations	1	0	1
Eligibility	1	0	1
Fiscal	6	0	6
Online	1	0	1
24.11.20	**3**	**0**	**3**
Client Correspondence	1	0	1
Fiscal	2	0	2
24.11.21	**4**	**1**	**5**
Batch/Interfaces	1	0	1
Contact Center	0	1	1
Eligibility	1	0	1
Fiscal	2	0	2
24.11.22	**0**	**13**	**13**
Contact Center	0	1	1
Training	0	12	12
24.11.25	**0**	**2**	**2**
Analytics	0	1	1
Contact Center	0	1	1
24.11.26	**13**	**3**	**16**
Batch Operations	0	1	1
Batch/Interfaces	2	0	2
BenefitsCal	2	0	2
Client Correspondence	0	1	1
Contact Center	2	0	2
Eligibility	0	1	1
Online	4	0	4
Task Management	1	0	1
Technical Forge Rock	1	0	1
Technical Operations	1	0	1

Minor version (Release date)	Issue Type		
Team Responsible	Defect	SCR	Grand Total
Grand Total	68	28	96

- Planned Outages:
  - Scheduled CalSAWS Outages:
    - CalSAWS Production Maintenance:
      - Starting 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
    - 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 SARs; however, transactions from BenefitsCal were queued and released for processing upon completion of CalSAWS maintenance activities. The following features were not available: Message Center (notices, messaging, actions, 2-way messaging), appointments, verification of benefits (VOB), CBO account creation, case-link, communication preference updates, and support requests. E-applications submitted from BenefitsCal were routed to the office selected by the participant instead of the default county office.
      - On November 26, 2024, from 8:00 p.m. to 9:30 p.m., the BenefitsCal application was scheduled for maintenance on November 26, 2024, from 8:00 p.m. to 9:30 p.m.

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 Quality Assurance 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
	▪ None to note for the reporting period

- Continued Project administration and financial management tasks
- Continued CalSAWS Risks and Issues Management Group (RMG) activities, including:
  - Prepared for the Monthly Risks and Issues Management Group meeting on December 4, 2024
  - Continued to work with risk and issue owners to monitor risks and update risk mitigation plans for CalSAWS Project risks and issues
- Continue activities to support Project staff working remotely
  - Continued preparations for Annual holiday potluck to be held on December 11, 2024
  - Continued preparations for bi-monthly All-Staff meeting to be held on December 11, 2024
  - Continued developing Project communications, as needed
- Participated in the Monthly Project Steering Committee (PSC) Meeting held on November 21, 2024
- Started preparation for materials for the Monthly Joint Powers Authority (JPA) Meeting to be held on December 13, 2024
- Continued performing contract management activities:
  - Change Notice 37 (December JPA) is in development and may include:
    - County Purchase Orders
    - Transition Items
    - CSAC-36 updates
    - Administrative updates

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)
  - 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 21, 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 December 1, 2024

Table 2.4-1: CITs

CRFI ID	SUBJECT	CATEGORY	DISTRIBUTION DATE	PRIMARY CalSAWS CONTACT	BACKUP CalSAWS CONTACT
0173-24	CAPI Manual Suspend Instructions	Informational	November 18, 2024 Revised November 19, 2024	Adelaide Mendoza	Dennis Kong
0174-24	CalSAWS RCM | SME Semi Annual Orientation on Hold	Informational	November 20, 2024	Daisy Villasenor	Melissa Thomas
0175-24	Updates Required to Lobby Monitor Customer Dashboard Link (URL)	Informational	November 20, 2024	Lobby Support	Erick Arreola
0176-24	CA-257071 - 2025 Social Security Title II and Title XVI Cost of Living Adjustment	Informational	November 21, 2024 Revised November 21, 2024	Maggie Orozco-Vega, Norma Meza,	Laura Alba, Laura Ould, Dena DeLapp,

CRFI ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
	(SSA COLA) Batch Memorandum			Sarah Rich, Ignacio Lázaro, and Adelaide Mendoza	Dennis Kong, and Committee of CalWORKS CalFRESH Facilitators
0177-24	Imaging Quality Assurance & Indexing Retention Impact Volume	Informational	November 22, 2024	Rhiannon Chin	Darcy Alexander
0178-24	List for CA-275300 Title IV Funded JOBS Program	Informational	November 25, 2024	Norma Meza	Committee of CalWORKS CalFRESH Facilitators
0179-24	CA-275268 – ACL 24-16: Expansion of Income Disregards for RCA	Informational	November 25, 2024	Sarah Rich	Committee of CalWORKS CalFRESH Facilitators
0180-24	CA-233160 4R/4P Family Reunification Case List	Informational	November 27, 2024	Sarah Rich	Committee of CalWORKS CalFRESH Facilitators

- ■ The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending on December 1, 2024

Table 2.4-2: CRFIs

CRFI ID	Subject	Distribution Date	Status	Response Due Date	CalSAWS Contact
24-034	Request for Counties to Identify Staff for Document Routing Rule Task Survey	November 1, 2024	Closed	November 15, 2024	Sarah Rich
24-035	BenefitsCal North Star Goals for Increased Utilization	November 7, 2024	Open	November 27, 2024	Carrie White
24-036	SFY 2024-25 CalSAWS M&O Line-Item Shift Requests	November 15, 2024	Open	December 2, 2024	Britt Carlsen
24-037	New Income Type for the GA/GR Program	November 18. 2024	Open	December 2, 2024	Jennifer Hahner

- The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending December 1, 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	1
Reopened	2
Assigned	18
Completed	1,265
Duplicate	21
In review	1
Withdrawn	57
Rejected	7
Pending clarification	3
Ready for review	1
Total	**1,375**

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 1382	SIRFRA 1382 - Medi-Cal Envelope	Reopened	June 3, 2024	No response
SIRFRA 1399	SIRFRA 1399- CalHEERS Portal Update for SSApp Changes	Pending clarification	October 22, 2024	No response

ID	DESCRIPTION	STATUS	DUE DATE	RESPONSE RECEIVED DATE
SIRFRA 1403	SIRFRA 1403- QMB Income Disregard	Assigned	November 7, 2024	No response
SIRFRA 1406	SIRFRA 1406- CalSAWS Auditor Access Profile	Pending clarification	November 11, 2024	No response
SCERFRA 24-524	SCERFRA 24-524 - Alternate Formatted Forms	Pending clarification	November 12, 2024	No response
Other	San Mateo County - Request for Reporting Support	Assigned	November 15, 2024	No response
SCERFRA 24-540	SCERFRA 24-540 - Mailing Blank Pre-Populated SAR 7	Assigned	November 27, 2024	No response
SIRFRA 1385	Recurring SIRFRA 1385: End of CCR Renewal Data Request	Assigned	November 27, 2024	No response
Other	Create and send WTW 11 and WTW 12 for WtW/REP/Cal-Learn Recovery Account	Assigned	November 27, 2024	No response
SIRFRA 1407	SIRFRA 1407- Denial Codes in CalSAWS	Assigned	November 28, 2024	No response
SIRFRA 1401	SIRFRA 1401-Updating Member Address NCOA	Assigned	December 3, 2024	No response
SIRFRA 1402	SIRFRA 1402- Va NorCal Veterans Medi-Cal Data	Assigned	December 6, 2024	No response
SIRFRA - 1380	Recurring SIRFRA -1380 MEDS Alert Monitoring	Assigned	December 6, 2024	No response
SIRFRA 1386	Recurring SIRFRA 1386 - Renewal and Demographics Data Request - Due 8th of each of month	Assigned	December 6, 2024	No response
Other	Update San Bernardino County's Office Routing Rules	Assigned	December 6, 2024	No response
Other	Lobby Check-in App peripheral	Assigned	December 6, 2024	No response
SIRFRA 1387	Recurring SIRFRA 1387 - Total No. of Apps Pending and Total No. of REs Pending - Due on 8th of each month	Assigned	December 8, 2024	No response
SIRFRA 1383	Recurring - SIRFRA 1383 - CMS PI Reports for Counties	Assigned	December 8, 2024	No response

ID	DESCRIPTION	STATUS	DUE DATE	RESPONSE RECEIVED DATE
SIRFRA 1384	Recurring - SIRFRA 1384 - RMR Report for Counties	Assigned	December 8, 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
      - Distributed November 21, 2024
  - Upcoming activities and events
    - December – Wishful Wednesdays
    - January - Best vacation 2024
  - Project Activities
    - CalSAWS Buzz – TBD

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 and Problem Solving (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	▪ The final compliance for November was 99.48%. The current compliance for December (MTD) is 100%

3.1.1 Service Management Overview

- Implemented CHG0051815 on November 19, 2024 for a ServiceNow fix for the field select highlight text issue where form fields no longer display shading ("highlighting") when text is selected in a form field
- Scheduled CHG0048091 for the ForgeRock ServiceNow Account Synchronization Integration in February 2025

3.1.2 CalSAWS Help Desk Metrics
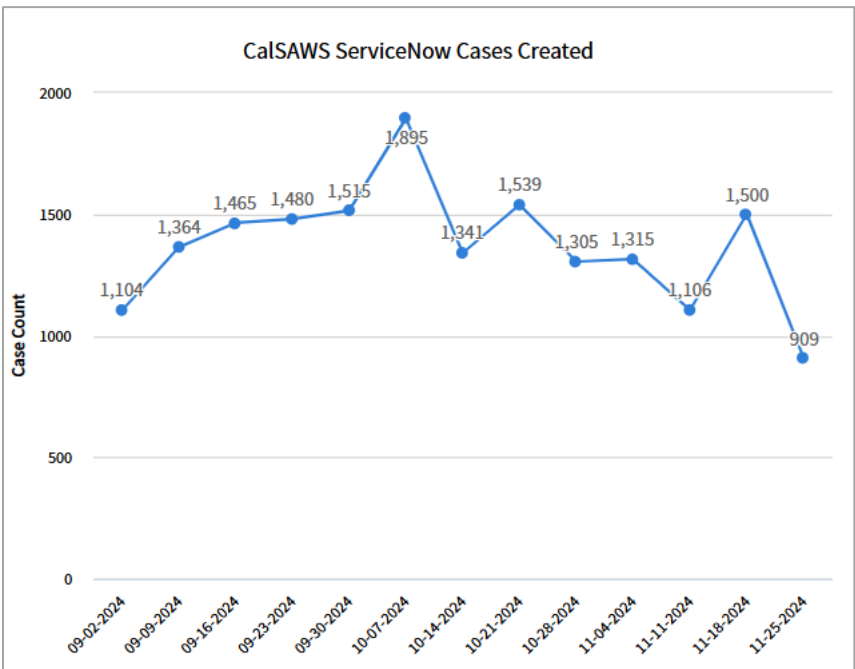
Figure 3.1.2-1: CalSAWS ServiceNow Cases per Week Created
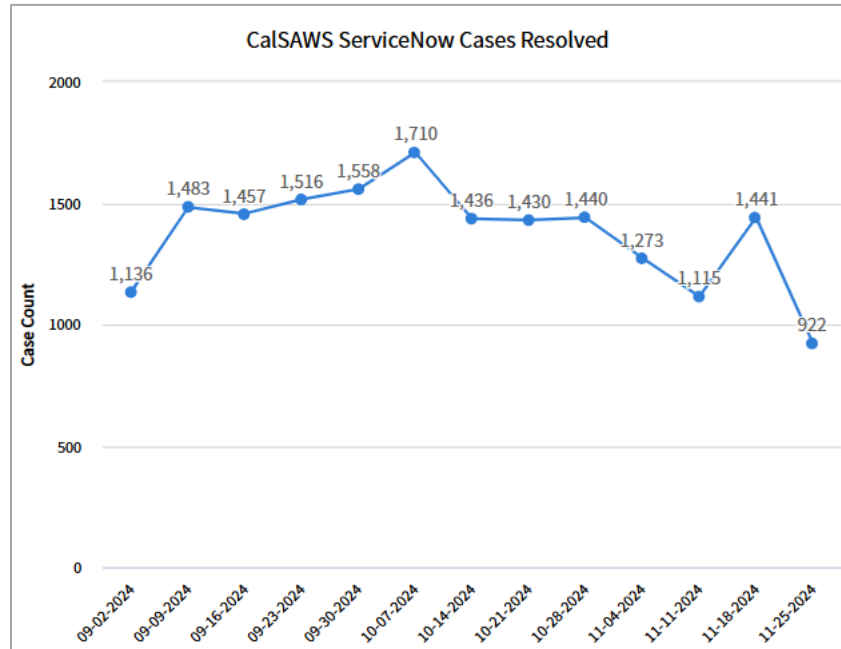
Figure 3.1.2-2: CalSAWS ServiceNow Cases per Week Resolved

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.
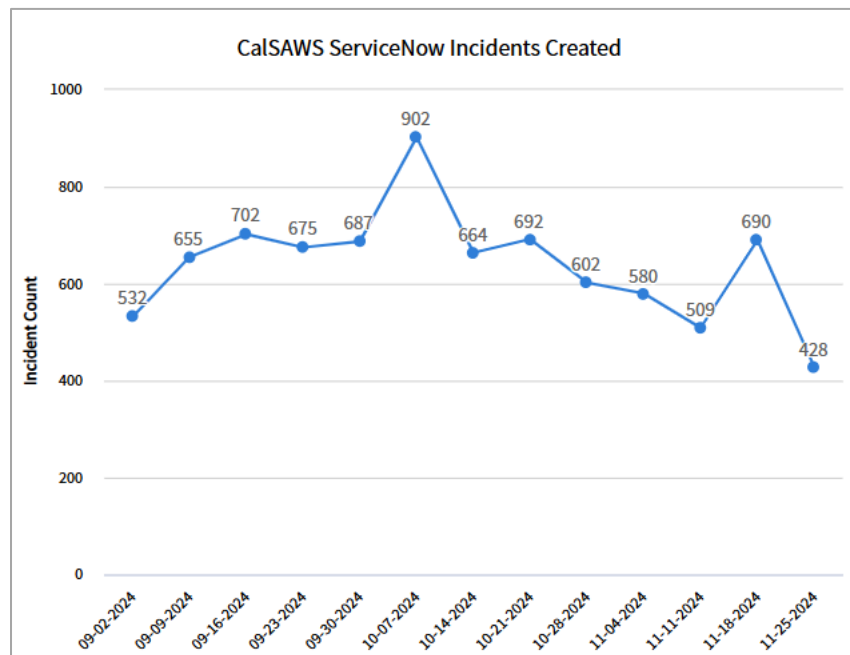
Figure 3.1.2-3: CalSAWS ServiceNow Incidents Created
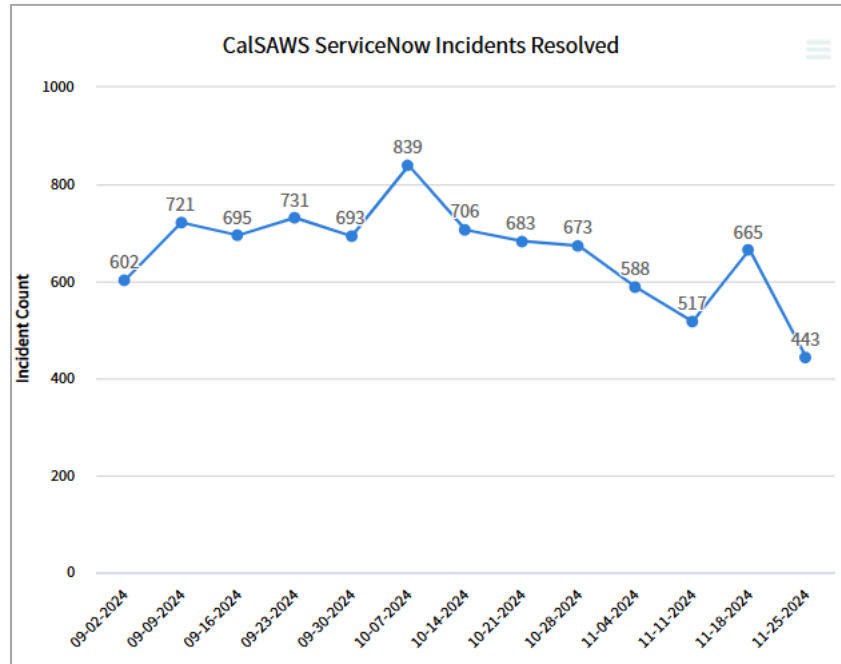
Figure 3.1.2-4: CalSAWS ServiceNow Incidents Resolved

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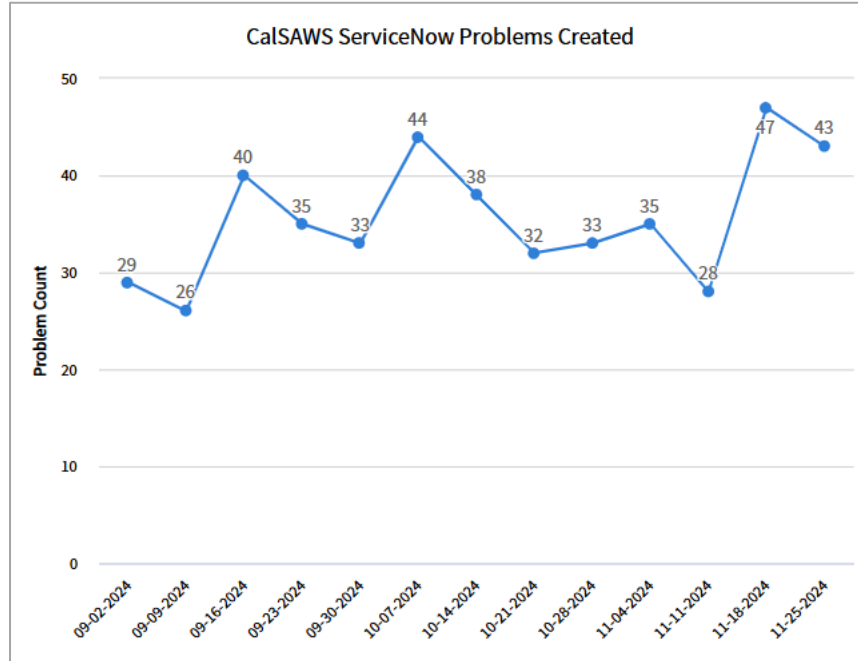
Figure 3.1.2-5: CalSAWS ServiceNow Problems Created
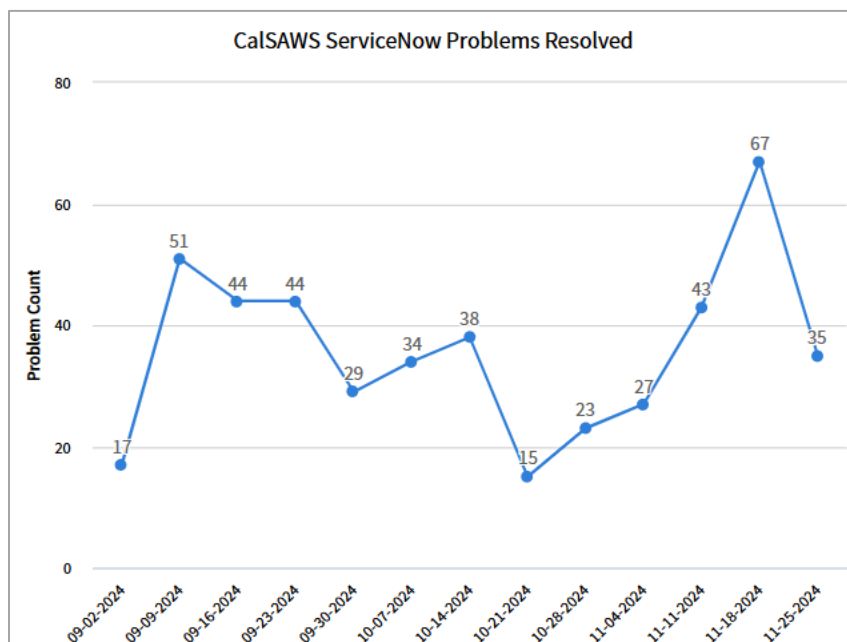
Figure 3.1.2-6: CalSAWS ServiceNow Problems Resolved

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	0	105	20	5	3	6	7	3	**149**
IN PROGRESS	0	85	73	20	18	24	12	11	**243**
ON HOLD	0	81	113	58	81	125	145	32	**635**
RESOLVED	4	155	360	293	206	119	133	22	**1,292**
CLOSED	14	4	4	37,032	80,669	15,495	10,630	3,321	**147,169**
PROBLEM IN DIAGNOSIS	0	1	1	1	0	0	0	0	**3**
TOTAL	**18**	**431**	**571**	**37,409**	**80,977**	**15,769**	**10,927**	**3,389**	**149,491**

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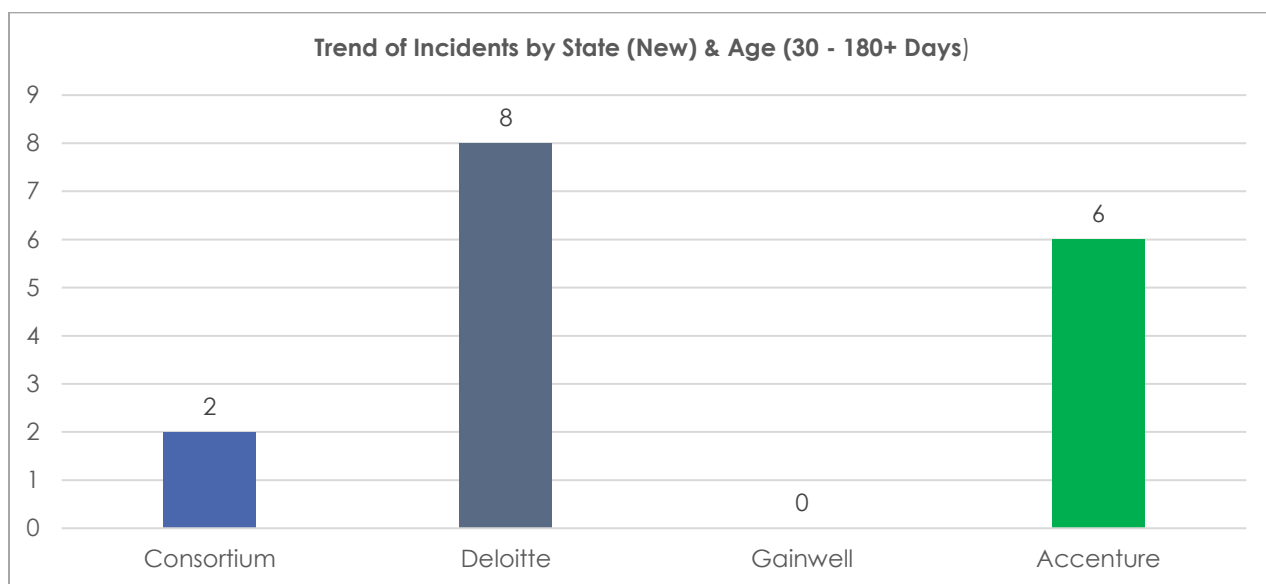
Figure 3.1.2-7: CalSAWS ServiceNow Incidents by State (New) and Age (30 – 180+ Days)

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	8	0	8
Gainwell Technologies	0	0	0
Accenture	6	0	6
Total	16	0	16

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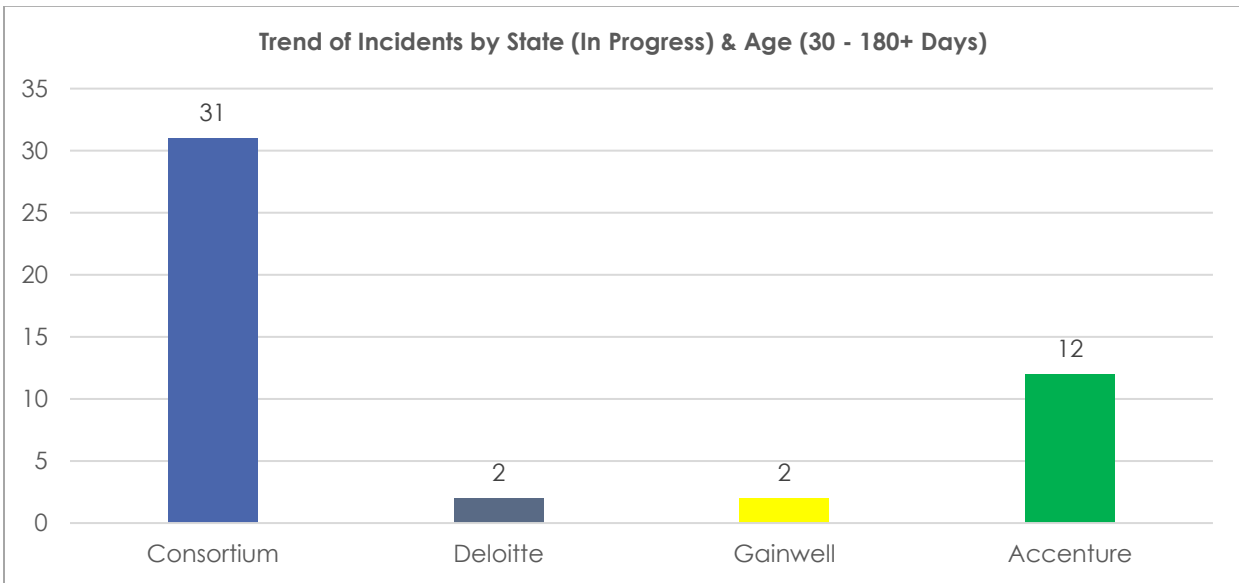
Figure 3.1.2-8: CalSAWS ServiceNow Incidents by State (In progress) and Age (30 – 180+ Days)

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

ORGANIZATION	HELPDESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Consortium	31	0	**31**
Deloitte	2	0	**2**
Gainwell Technologies	2	0	**2**
Accenture	11	1	**12**
Total	**46**	**1**	**47**

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

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

	11-Aug	28-Aug	8-Sep	22-Sep	7-Oct	20-Oct	4-Nov	18-Nov	2-Dec
■ Consortium	57	59	54	55	48	50	33	33	33
■ Deloitte	9	10	10	10	11	11	12	11	10
■ Gainwell	0	0	0	0	3	1	1	1	2
■ Accenture	14	15	14	19	17	12	14	18	18

■ Consortium   ■ Deloitte   ■ Gainwell   ■ Accenture
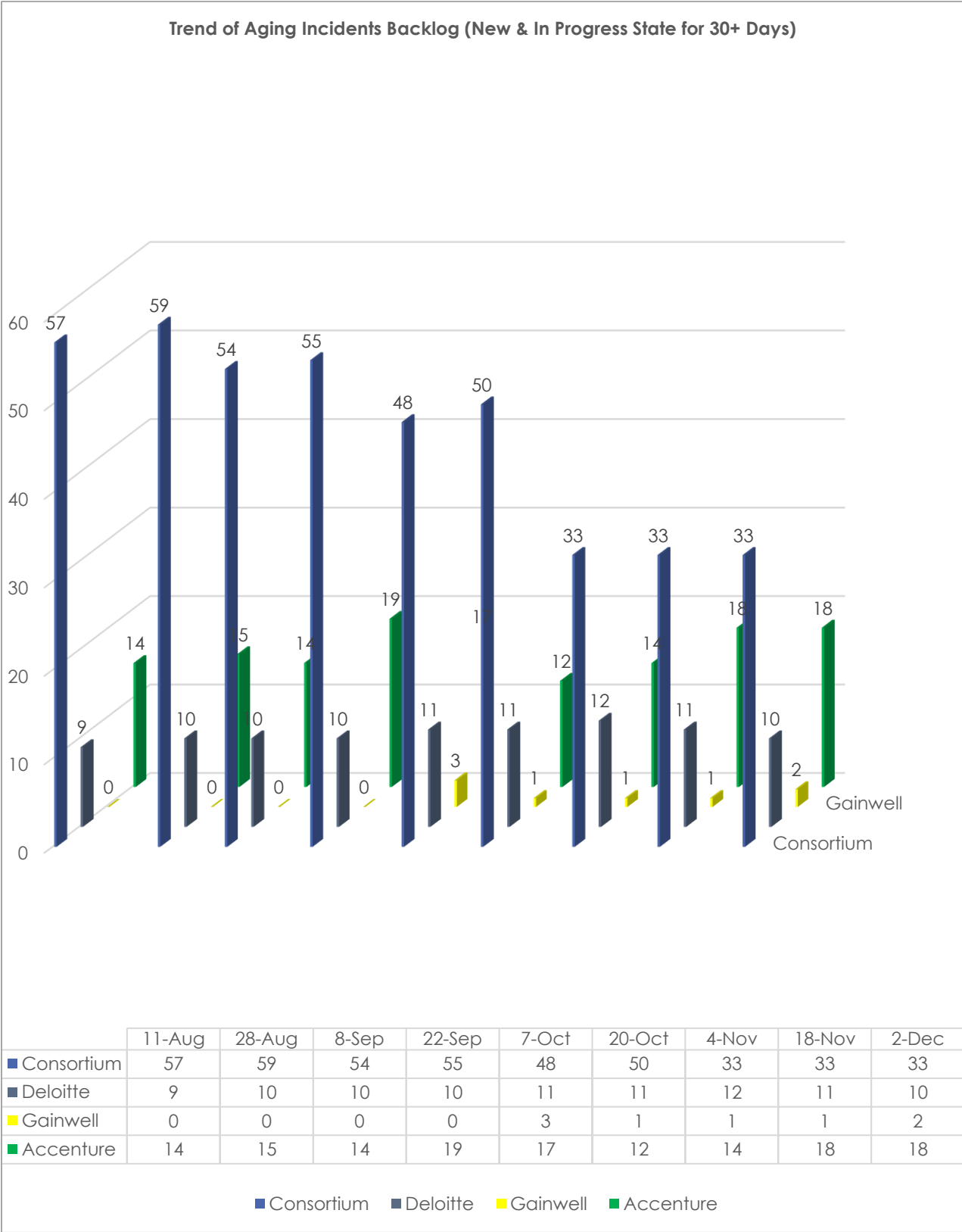
Figure 3.1.2-9: Aging Incident Backlog

CalSAWS ServiceNow Incidents by Resolution Code

Legend:
- Not a System E... = 1,293 (22.33%)
- Customer Confi... = 997 (17.22%)
- How To - Steps... = 876 (15.13%)
- Defect Fixed = 747 (12.9%)
- Multiple Outre... = 602 (10.4%)
- Outage / Perfo... = 522 (9.01%)
- Linked to SCR = 170 (2.94%)
- Customer Reque... = 169 (2.92%)
- Additional Inf... = 137 (2.37%)
- Solved (Perman... = 92 (1.59%)
- Unable to Recr... = 82 (1.42%)
- Duplicates = 71 (1.23%)
- Service Reques... = 11 (0.19%)
- Password Reset = 9 (0.16%)
- Other = 7 (0.12%)
- CalHEERS Issue... = 3 (0.05%)
- OCAT Issue Ide... = 3 (0.05%)

Resolution code	Incident Count	Percentage of Incidents
Not a System Error - With Explanation	1,293	22.33%
Customer Confirmed Issue is Resolved	997	17.22%
How To - Steps to Proceed Provided	876	15.13%
Defect Fixed	747	12.9%
Multiple Outreach Attempts – No Response	602	10.4%
Outage / Performance Degradation	522	9.01%
Linked to SCR	170	2.94%
Customer Requested Closure	169	2.92%
Additional Information Needed	137	2.37%
Solved (Permanently)	92	1.59%
Unable to Recreate Issue	82	1.42%
Duplicates	71	1.23%
Service Request Created - With Request Number	11	0.19%
Password Reset	9	0.16%
Other	7	0.12%
CalHEERS Issue Resolved	3	0.05%
OCAT Issue Identified	3	0.05%
Total	**5,791**	**100%**

Figure 3.1.2-10: CalSAWS ServiceNow Incidents by Resolution Code

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

CalSAWS Incidents by Category

Legend:
- BenefitsCal > ... = 404 (8.71%)
- CalSAWS Applic... = 203 (4.38%)
- Contact Center... = 198 (4.27%)
- BenefitsCal > ... = 141 (3.04%)
- CalSAWS Applic... = 125 (2.7%)
- Contact Center... = 115 (2.48%)
- CalSAWS Applic... = 114 (2.46%)
- Contact Center... = 113 (2.44%)
- CalSAWS Applic... = 103 (2.22%)
- Contact Center... = 102 (2.2%)
- CalSAWS Applic... = 96 (2.07%)
- CalSAWS Applic... = 93 (2.01%)
- CalSAWS Applic... = 78 (1.68%)
- CalSAWS Applic... = 74 (1.6%)
- CalSAWS Applic... = 74 (1.6%)
- Lobby Device S... = 74 (1.6%)
- Imaging > Scan... = 72 (1.55%)
- Imaging > Othe... = 69 (1.49%)
- CalSAWS Applic... = 65 (1.4%)
- Contact Center... = 58 (1.25%)
- Other = 2,265 (48.86%)

Category(u_category)	Incident Count	Percentage of Incidents
BenefitsCal > Access Issue > Customer	404	8.71%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Incorrect Eligibility Results	203	4.38%
Contact Center > Calabrio > Access Issue	198	4.27%
BenefitsCal > Access Issue > Customer > Error Message	141	3.04%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Other	125	2.7%
Contact Center > eCCP	115	2.48%
CalSAWS Application/Related Systems > Production > Error Encountered > Running/Authorizing EDBC	114	2.46%
Contact Center > Amazon Consule (eCCP) > Other	113	2.44%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > Other	103	2.22%
Contact Center > eCCP > Telephonic Signature	102	2.2%
CalSAWS Application/Related Systems > Production > Reports > Scheduled	96	2.07%
CalSAWS Application/Related Systems > Production > Medi-Cal Eligibility Determination > Other	93	2.01%
CalSAWS Application/Related Systems > Production > Client Correspondence > NOAs	78	1.68%
CalSAWS Application/Related Systems > Production > Benefits Issuance/Recovery > Other	74	1.6%
CalSAWS Application/Related Systems > Production > Medi-Cal Eligibility Determination > EDBC Results	74	1.6%
Lobby Device Support > Kiosk	74	1.6%
Imaging > Scanning Documents	72	1.55%
Imaging > Other	69	1.49%
CalSAWS Application/Related Systems > Production > Benefits Issuance/Recovery > EBT Card	65	1.4%
Contact Center > Default CCP	58	1.25%
Other	2,265	48.86%
Total	**4,636**	**100%**

Figure 3.1.2-11: CalSAWS ServiceNow Incidents Created by Category

Note: The pie chart above represents Incidents by Category created within the past two months. The 2,265 listed as Other are for selected categories that had less than 58 incidents. Please view the CalSAWS Incidents by Category Breakdown report to see a complete list of all categories selected for the 4,636 incidents.
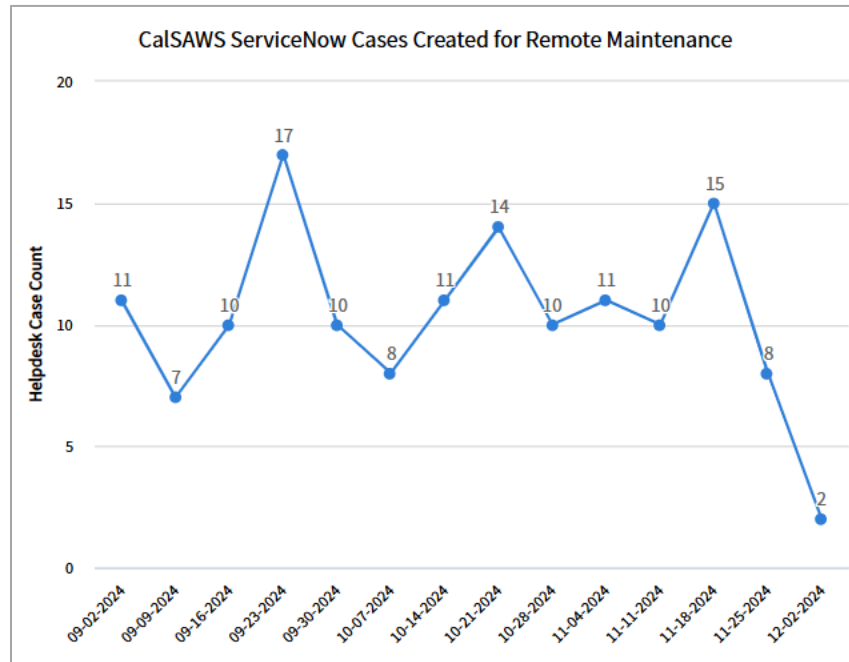
Figure 3.1.2-12: CalSAWS ServiceNow Cases Created for Remote Maintenance

■ The Monthly Level Three Helpdesk Diagnosis Service Level Agreement (SLA) graph below represents the Level three Helpdesk compliance metric for closed incidents. The final compliance for November Month to Date (MTD) is 99.48%
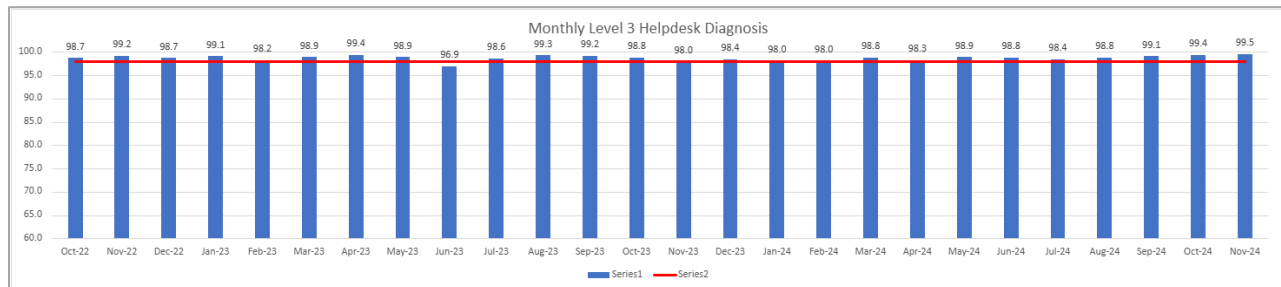
Figure 3.1.2-13: CalSAWS Accenture Monthly Level Three Helpdesk Diagnosis Service Level Agreement (SLA) Compliance

- Figure 3.1.2-14 represents the number of incidents that missed the Service Level Agreement (SLA) in each month. Twenty-three (23) incidents missed the SLA in November MTD
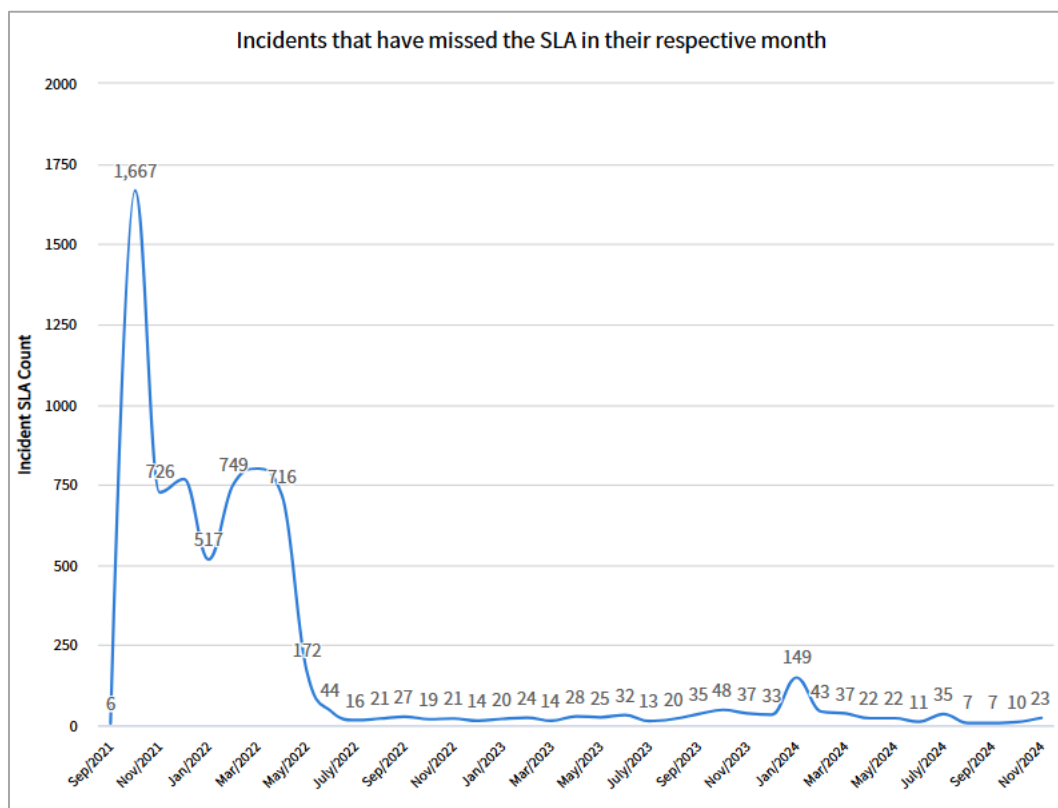
Figure 3.1.2-14: Incidents that have missed the Service Level Agreement (SLA) in their respective month

- 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. Nine (9) closed incidents missed the SLA in November MTD
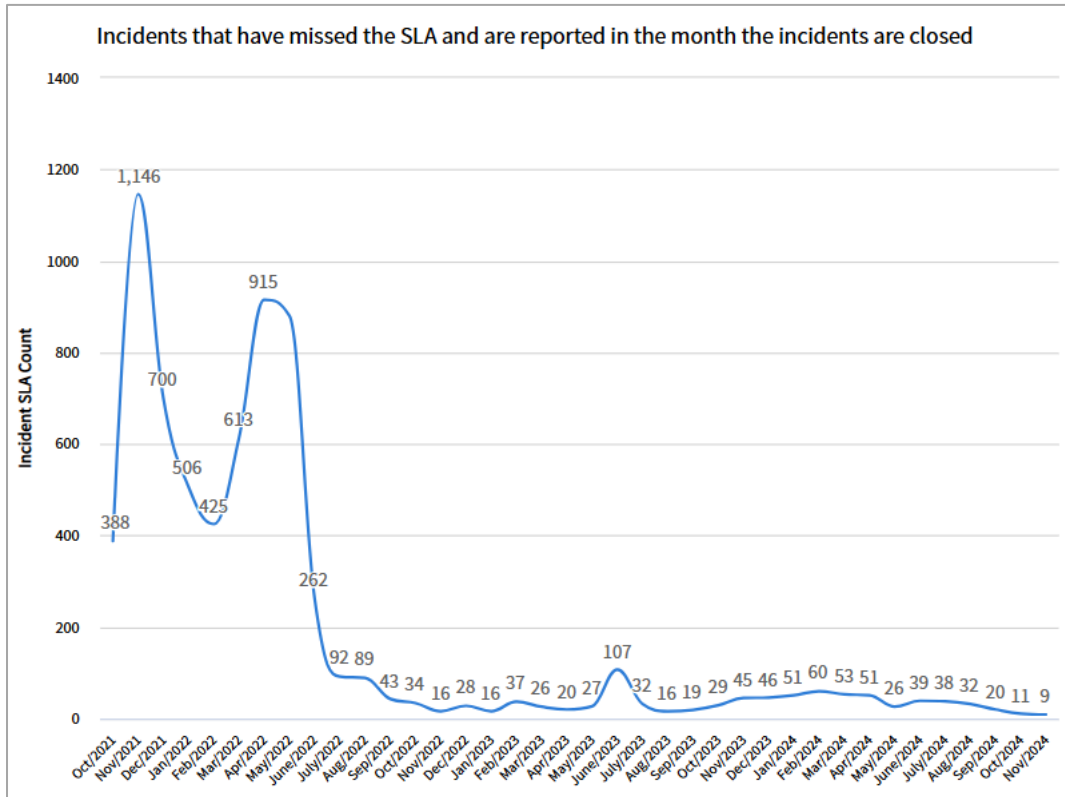
Figure 3.1.2-15: Incidents that have missed the SLA and reported in the month incidents are closed

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

- ████████████████████████████

  - ██

  - ██
  ████████████

- 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) successfully completed
  - F5 replacement with Next-Generation Firewall (NGFW) in progress for Partner Exchange - CSAC-10 (New / Replace Virtual BigIP F5)

- CalHEERS SFTP traffic will be migrated after the change freeze ends on December 07, 2024
- FIS-EBT scheduled for migration on December 8, 2024
- BenefitsCal scheduled for migration on December 7, 2024

Table 3.2.1-1: CalSAWS Upcoming Maintenance

SCHEDULED DATE	ACTIVITY DESCRIPTION
December 2 – 6, 2024	Turn on Anti-malware and Endpoint Detection and Response (EDR) On Demand Scans for Windows Servers
December 3, 2024	Upgrade F5 Software on LA3F5001/LA3F5002 from Version 15.1.10.3 to 16.1.5
December 4, 2024	Enable Office of Technology and Solutions Integration Access to CalSAWS Application Through California Department of Technology (CDT) (Goldcamp and Vacaville) (Planned Change)
December 5 – 12, 2024	CSAC-10: BenefitsCal Production Migration
December 6 – 7, 2024	ForgeRock Security Production Release 24.12.6
December 7 – 8, 2024	Monthly Production Database Linux Operating System (OS) Patching – December
December 7 – 9, 2024	CSAC-10: BenefitsCal Transit Gateway (TGW) and Subnet Production Routes Traffic to NexGen Firewall
December 8, 2024	Rotate application credentials - Production environments - coreapp-production - December 2024
December 8, 2024	ForgeRock Security Disaster Recovery (DR) Production Release 24.12.8
December 8 - 13, 2024	CSAC-10: FIS-EBT Production Traffic Migration to NexGen Firewall
December 9 – 11, 2024	October 2024 Database Patching - coreapp-prod account (Planned Change)

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
- Unavailable
- Reduced Availability
- Available

CalSAWS and BenefitsCal Production Planned Maintenance

Activity Description	Start Date	Start Time	End Date	End Time	Communication Method	Communication Sent Date
BenefitsCal Release 24.11.26	11/26/24	8:00 PM	11/26/24	9:30 PM	Broadcast Email	11/25/2024
ForgeRock Maintenance	12/06/24	10:00 PM	12/07/24	2:00 AM	CIT 0171-24 / Broadcast Email	11/15/2024 / 11/22/2024
Production Maintenance	12/08/24	2:00 PM	12/08/24	6:30 PM	CIT 0172-24 / Broadcast Email	11/15/2024 / 11/25/2024
CalSAWS Adhoc Reporting Database Maintenance	12/08/24	12:00 PM	12/08/24	4:00 PM	CIT 0172-24 / Broadcast Email	11/15/2024 / 11/25/2024
BenefitsCal Release 24.12.19	12/19/24	8:00 PM	12/19/24	9:30 PM	Broadcast Email	
Production Maintenance	12/22/24	8:00 AM	12/22/24	2:00 PM	CIT / Broadcast Email	
CalSAWS Adhoc Reporting Database Maintenance	12/22/24	2:00 PM	12/22/24	6:00 PM	CIT / 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	

(Status columns: CalSAWS Core, BenefitsCal, Imaging, Contact Center, ADHOC / APEX, ForgeRock, CalHeers, OCAT, Central Print, Training Production)

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
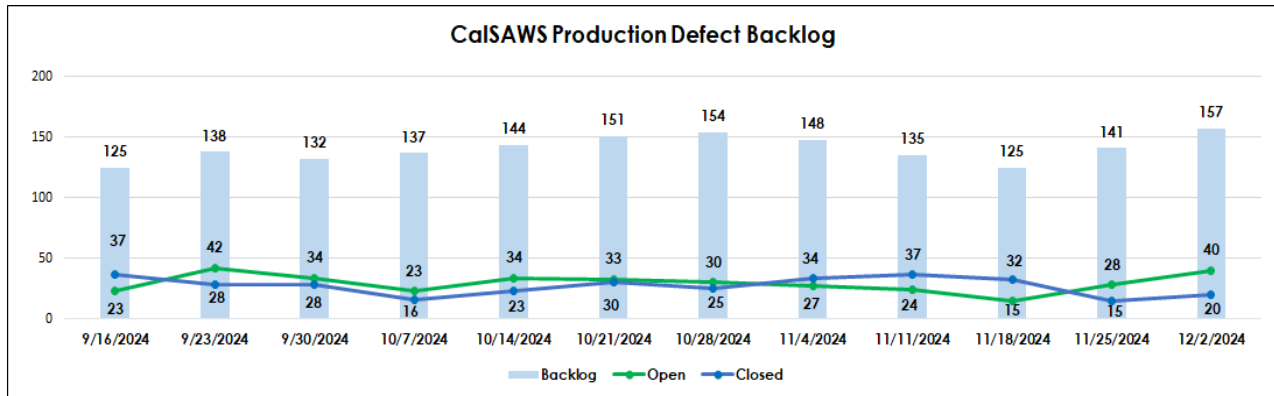
Figure 3.2.3-1: Production Defects Backlog Weekly Trend

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	**24.11**	**25.01**	**25.02**	**TBD**	**Grand Total**
2-Normal/Medium	**15**	**7**	**0**	**2**	**24**
New	1	0	0	2	3
In Progress	4	7	0	0	11
Closed	10	0		00	10
3-Normal/Low	**91**	**84**	**1**	**26**	**202**
New	3	4	0	23	30
In Progress	28	80	1	3	112
Closed	60	0	0	0	60
4-Cosmetic	**2**	**0**	**1**	**0**	**3**
In Progress	0	0	1	0	1
Closed	2	00		0	2
Grand Total	**108**	**91**	**2**	**28**	**229**

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 October and November 2024 Communications:
  - See table 3.4.1-1 CalSAWS Release October and November 2024 Communication Activities for details

Table 3.4.1-1: CalSAWS Release October and November 2024 Communication Activities

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

3.4.2 Root Cause Analysis (RCA)

- CalSAWS RCA – 345 – ForgeRock Issue – CHG0051207
  - On October 8, 2024, at 9:37 a.m., AWS alerts indicated degraded response times from the ForgeRock platform. The team observed individual servers going into an unhealthy state periodically until 10:35 a.m. when all three servers in the primary region were unhealthy. The ForgeRock team received approval from the Consortium and failed over ForgeRock services to the Disaster Recovery (DR) Region to restore services at 10:43 a.m. Investigation showed periodic spikes in traffic traced to a county proxy server with a bad software update. The update was rolled back, and no further spikes have been observed. Rate-limiting rules have been implemented to shape traffic to the capacity of the ForgeRock platform
- CalSAWS RCA – 349 – MEDS Outbound Transactions were not Sent to DHCS – PRB0050294

- While consolidating Batch statistics for October 21, 2024, the Batch Operations team observed empty Medi-Cal Eligibility Data System (MEDS) outbound files for 33 counties and alerted the Batch and Interface (B&I) team. Defect CA-284052 was created to track the issue. The issue was traced back to a password rotation activity on October 20, 2024. The Application Development team processed most missed MEDS transactions using a utility tool and sent them to DHCS on October 24, 2024. Remaining transactions are targeted for re-processing by December 31, 2024
- CalSAWS RCA – 346 – eCCP Access Issue – PRB0050228
  - On October 11, 2024, at about 1:20 p.m., some Contact Center agents reported the inability to log in to the Enhanced Call Control Panel (eCCP). The Default CCP was available as a workaround. The issue impacted all counties. The Contact Center team identified incorrect deployment as the cause and re-deployed the impacted lambda code at 2:19 p.m. to resolve the issue. Confirmation was received that login was successful to eCCP
    - Root Cause: Incorrect deployment documentation resulted in incorrect deployment to production
- CalSAWS RCA – 347 – Contact Center - Webchats Access Issue – PRB0050269
  - On October 18, 2024, at 8:00 a.m., the Contact Center team received an email from San Diego County about webchat not working. By 9:30 a.m., the team identified that webchat lambdas were deployed with incorrect configuration the previous night. The fix was successfully deployed and tested in production by 10 p.m. on October 18, 2024
    - Root Cause: Incorrect configurations for webchat build/deploy during the October 17, 2024 deployment

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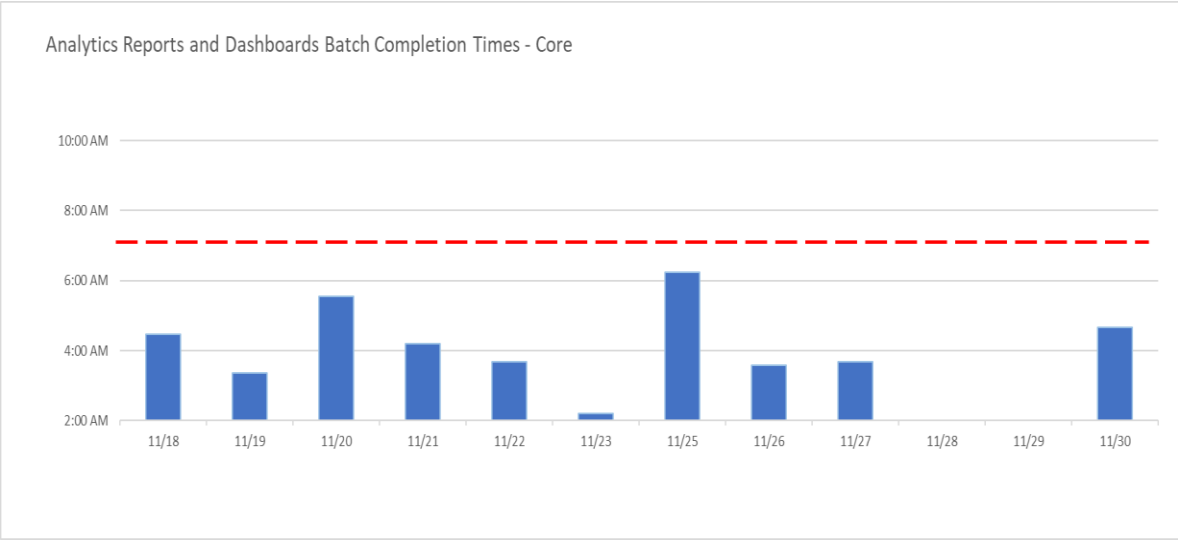
Figure 3.4.3-1: Analytics Reports and Dashboards – Monday – Saturday Nightly Batch Runs for the Status Reporting Period

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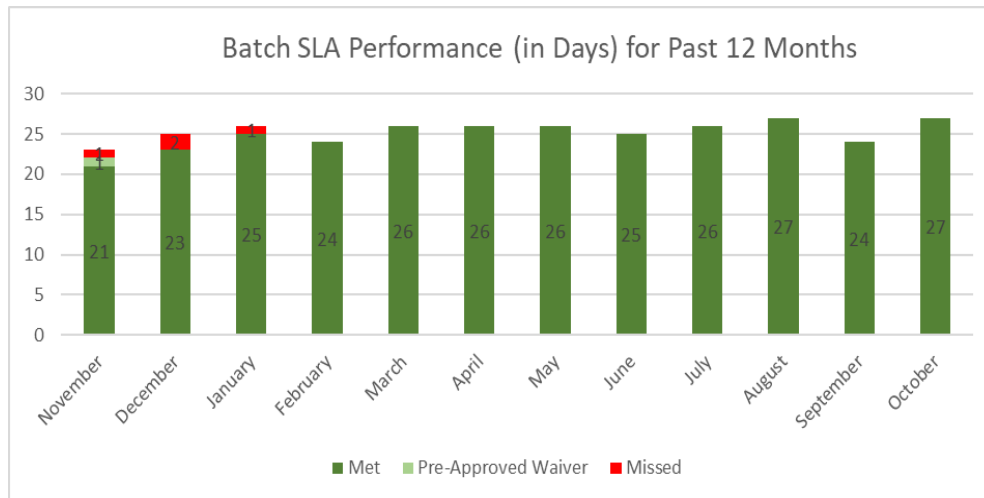
Figure 3.4.4-1: Batch Service Level Agreement (SLA) Performance

- Imaging
  - None for the reporting period
- Contact Center
  - None for the reporting period
- ForgeRock
  - ForgeRock has a scheduled Production Build on December 6, 2024
- 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
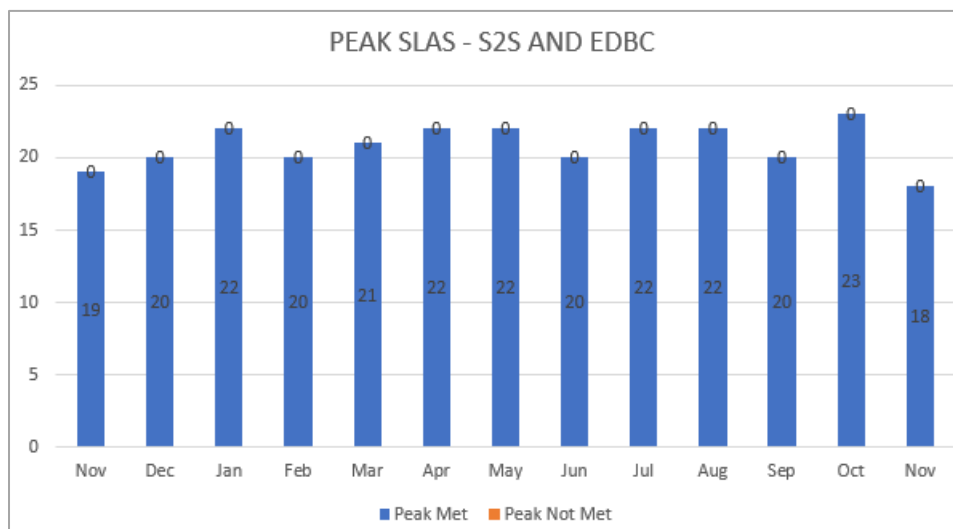
Figure 3.4.4-2: Peak Service Level Agreement (SLA) - S2S and Eligibility Determination Benefit Calculation (EDBC)
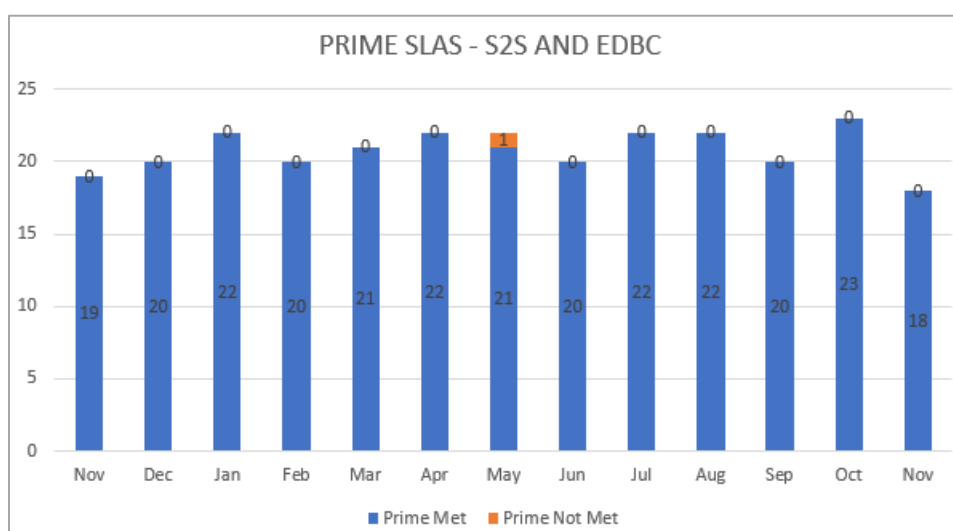
Figure 3.4.4-3: Prime Service Level Agreement (SLA) -S2S and Eligibility Determination Benefit Calculation (EDBC)

3.5 ForgeRock

3.5.1 Highlights

- Continued work with BenefitsCal on errors seen in the Implementation Advance Planning Document Update (IAPDU) WIAM-18 - Tentative timeline changed to January 31, 2025
- Reverted changes in Assembly Test and Dev Environments for Multi-Factor Authentication Login Journey on November 25, 2024 via change request extension and emergency change request for Staging environment

- Further testing on issues will resume on December 2, 2024, and go live date has been moved to January 31, 2025
- Held meeting on November 27, 2024, with BenefitsCal on language issues. Further action items and next steps to be determined post meeting
- Finalized and closed October User Access Review (UAR) along with associated request tickets. ForgeRock team will begin preparing November UAR come December 2, 2024
- Completed the development to accommodate the no error return to BenefitsCal for Community Based Organization (CBO) Users user case is in testing and planned to be deployed for next Assembly Test/Development build on December 12, 2024 and December 13, 2024
- Deployed the updated System Use notification language to Assembly Test/Development /Staging environments adhere to CalSAWS System Use Notification standard.
  - Communicated change to Consortium Security for approval and working with Production Operations for necessary communications
- ForgeRock synced with the ServiceNow team to look at another approach for the ongoing issues with the ServiceNow and ForgeRock Integration. New System Change Request created and pending funding approval.
- ForgeRock team to internally review the BenefitsCal security findings (Medium and Lower priority) items to determine next steps for approach.
- ForgeRock team working with ForgeRock vendor on next steps and suggestions for configuration and tuning of Identity Gateway (IG)

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	January 31, 2024	In progress
Trust Store Issue	December 6, 2024	In progress
ForgeRock-ServiceNow integration	February 28, 2025	In progress

3.6 Imaging

- Completed Defects

- CA-283395 - CA-274150 | EBT 2259/2259A forms (both packet and individual) do not come up on the EBT Theft Detail page in Hyland
- CA-283857 - CV 24.11-CA-274150_01_LM_Unable to open Hyland view
- CA-283986 - CV 24.11-SCR CA-274150-1-LC Images are getting stuck in QA queue and does not successfully go into archive queue
- Completed System Change Requests (SCRs)
  - CA-274150 - Create ebtTheftDetailForm view in Hyland and Update EBT Theft Detail Image Link

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 (21) defects are targeted to be resolved with the December 12, 2024 Release
    - Note: The defects reported in the chart below for Contact Center is inclusive of Security and External Agency defects
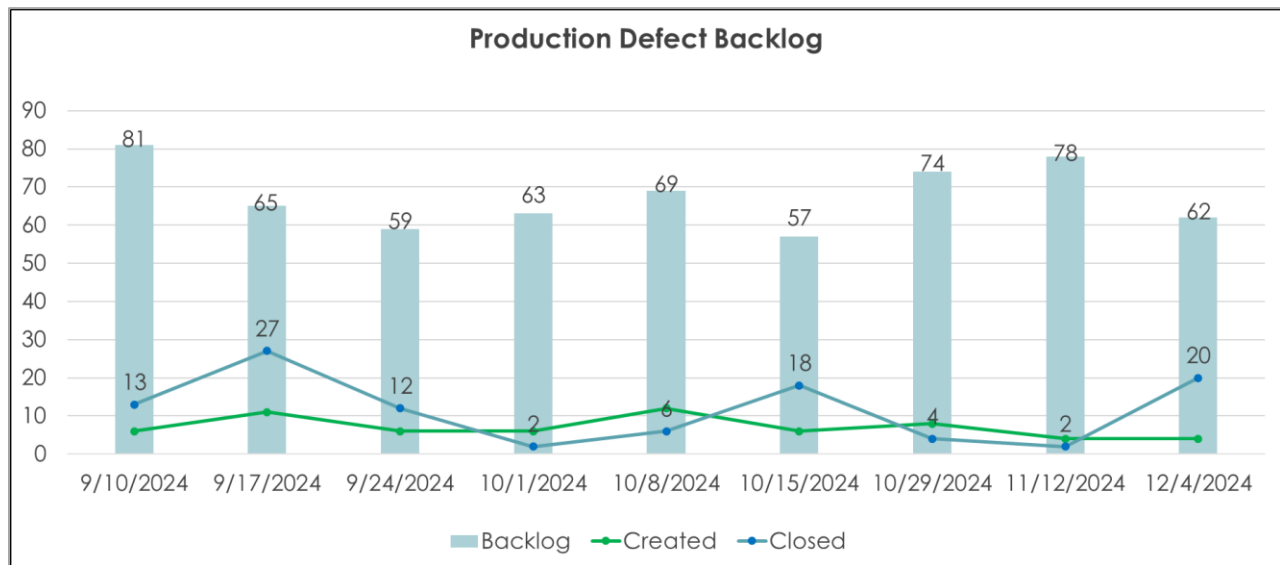
Figure 3.5.1: Contact Center Defect Burndown

- Contact Center Recently Deployed Enhancements
  - The table below 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-276212	Solano IVR Request – Verbiage Update	24.11.25	In Production		
SCR	CA-284774	Add a GA Clerical Queue to Santa Clara Contact Center	24.11.22	In Production		
SCR	CA-278187	RPA EBT Roll Out Update Exit Reason# 2215	24.11.21	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	Test Complete
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	System Test
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

Type	Jira Id	Enhancements	Deployment Date	Status
SCR	CA-260730	Contact Center eCCP - Admin Page Enable Courtesy Call Back Configuration by Queue	25.02.13	New
SCR	CA-274987	(TLM-18) Contact Center - Upgrade Nodejs lambdas to latest version	25.02.27	Approved
SCR	CA-270818	Add a Static Dial Pad on eCCP	25.02.xx	New
SCR	CA-270833	Update the IVR Call Flow to Spell Out BenefitsCal	25.04.xx	New
SCR	CA-245926	Add Field in ECCP for Customer Info that Initiates a Batch to Send E Notices to Customer	25.04.xx	New
SCR	CA-250838	Outbound Call Campaign: Create Call Result Record for Each Attempt	25.05.xx	New
SCR	CA-269867	Update Journal Entries for Telephonic Signatures to List All Forms	25.05.xx	Approved
SCR	CA-265391	Modify eCCP Security rights	25.xx.xx	Design in Progress

3.8 Lobby Management

3.8.1 Region 1 Counties

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

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

- San Mateo County
    - No updates for the reporting period
- Santa Clara County
    - No updates for the reporting period
- Santa Cruz County
    - No updates for the reporting period
- Solano County
    - No updates for the reporting period
- Sonoma County
    - No updates for the reporting period

3.8.2 Region 2 Counties

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

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

- Yuba County
  - No updates for the reporting period

3.8.3 Region 3 Counties

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

- Butte County
  - No updates for the reporting period
- Colusa County
  - No updates for the reporting period
- Del Norte County
  - No updates for the reporting period
- Glenn County
  - No updates for the reporting period
- Humboldt County
  - No updates for the reporting period
- Lake County
  - No updates for the reporting period
- Lassen County
  - 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

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

- Fresno County
  - All devices have been successfully deployed
- 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

- Los Angeles County
  - No updates for the reporting period

3.9 Additional Projects

3.9.1 California Department of Social Services (CDSS) Report Support

- California Department of Social Services (CDSS) Glossary:
  - AAP – Adoption Assistance Program
  - ABAWD – Abled Bodied Adults Without Dependents
  - CAPI – Cash Assistance Program for Immigrants
  - CFAP – California Food Assistance Program
  - CIDR – CDSS Internal Data Request
  - EBT – Electronic Benefit Transaction
  - ESAP – Elderly Simplified Application Process
  - E&T – Employment and Training
  - FC – Foster Care
  - 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:
  - None to note for the reporting period
- Continued Work:
  - CIDR 9060 - CDSS SAWS+ Implementation
- Started Work:
  - CIDR 9062 – CalWORKs Post-Secondary Students
  - CIDR 9063 – CIDR 9063 - Automated/Mass Replacement Waiver Data Request

3.9.2 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

- Completed latest review with Consortium Lobby committee
- Testing for device peripherals is underway

3.9.3 Department of Health Care Services (DHCS) Report Support

- Department of Health Care Services (DHCS) Glossary
  - CCU – Continuing Care Unwinding
  - MEDS – Medi-Cal Eligibility Data System
  - PHE – Public Health Emergency
  - RE - Redetermination
- Completed Work:
  - SIRFRA 1385 – End of CCR Renewal Data Request December 2024
  - 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
- Continued Work:
  - None to note for the reporting period
- Started Work:
  - None to note for the reporting period

3.9.4 Endpoint Detection and Response (EDR)

- Opened CHG0051900 and CHG0051979 to update PROD AMI without Sophos and permanently deploy all ForgeRock Production servers with Qualys EDR, FIM, Anti-malware
- Windows Teams completed filling in schedule for On Demand Scans. Linux Teams in the process of filling in schedule
- Created CHG0051759, CHG0051775, and CHG0051831 to enable On Demand Scans for select group of Windows Servers. Scheduled for December 2 – December 21, 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
- 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

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

- CalHEERS SFTP traffic will be migrated after the change freeze ends on December 7, 2024
- FIS-EBT Production and BenefitsCal will be migrated December 7-8, 2024

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

- This project has been fully completed

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

- Accenture Security and Consortium Technical Operations were given access to defender
- Met with vendor, Cisco on November 22, 2024, CES decommissioning TBD

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

- Prepared pilot User list
- Updated communications for pilot enrollment
- Continued refining end User documentation transitioning documentation to new templates

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

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

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

- Static Application Security Testing (SAST) and Software Composition Analysis (SCA):
- Phase Six: Rolling out to the prevention stage
- Phase Six Sub-tasks:
  - Snyk IDE troubleshooting – Completed
  - Snyk IDE roll out onshore – In progress
  - Snyk IDE roll out workspaces – In progress
  - Snyk developer training – Session One – Completed
  - Snyk developer training - Session Two – In progress
  - Snyk code fixes for 25.01 release – In progress
  - Open source SCA scan analysis – In progress

- Dynamic Application Security Testing (DAST) and Interactive Application Security Testing (IAST)
  - Tool cutover - Invicti for DAST and API scan – 25.01 release scan – In progress
  - IAST implementation – In progress

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

- Implemented Change for File API in Assembly Test (AT) environment
- Aligned the build with other Advance Planning Document Update (IAPDU) items and deployed the code in AT environment, Target completing AT by EOW
- Next Steps are:
  - Create API Gateway for File Service in ST environment
  - Resolve issues in ST testing
  - Target release is 24.02.xx

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

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

3.9.13 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 invoking 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 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 (DR) buildout – December 30, 2024 – Prod is ready, DR is 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

3.9.16 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
- Performance testing environment upgraded December 1, 2024 for Qlik and NPrinting, performance testing to follow

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

- Project documentation is in progress

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

- Completed User Acceptance Testing successfully
- Global Protect Client scheduled for deployment to all Users starting December 2, 2024
- Communications release to all Users that provide step-by-steps instructions for login on CalSAWS managed laptops and company provided laptops

3.9.19 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 enable discovery for Linux servers
  - In lower environment, successfully ran discovery for lower-level domains devices
  - Updating deliverable plans and Operational Working Documents (OWDs) related to ITOM
- HAM (Hardware Asset Management)
  - Continued migrating processes from ServiceNow Dev environment to Test environment
  - Successfully imported contracts data into ServiceNow lower environments and the Procurement team has validated
  - Continued conducting process demonstrations with Consortium Helpdesk and QA

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

- Completed the System Testing
- Target Production release is 12.08

3.9.21 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

3.9.22 Upgrade Spring and SpringBoot (TLM-22)

- Began implementation and development is in progress
- System Change Request (SCR) is now targeted for 25.02.xx priority release and content revision is submitted for the same
- SCR in Assembly Test. Will require additional refactoring to replace OAuth2RestTemplate with newer RestClient implementation

3.9.23 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
- SCR in Assembly Test. In testing together with TLM-22-Upgrade Spring and SpringBoot

3.9.24 DevSecOps tools upgrade (TLM-31)

- Milestone Five – Upgrade to latest version for: Jenkins and AgitarOne – In Progress December 30, 2024

3.9.25 Upgrade to Windows 11 (TLM-34)

- Change Request (CHG) approved for pilot Users
- Created survey forms for on and Off-shore
- Create FAQ for AWS WorkSpaces and laptops
- Created issue log sheet
- Conducted Three Office hours
- Conducted remote reset successfully
- Moved feedback day to Dec 2,2024 due to issues that needed to be resolved prior to testing
- SQL developer re-packaged and resolved
- Network for Amazon Web Services (AWS) workspaces, testing
- Software center availability for Entra joined machines resolved

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

- This project is completed

3.9.27 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
  - Third execution of EDBC Schema comparison is completed. No new issues identified, and System Change Request (SCR) is ready for System Test validation

3.9.28 Identity - Password Authentication (WIAM-18)

- CalSAWS ForgeRock team reviewing issues with BenefitsCal seen in the Development environment. Further testing and troubleshooting required pushing the go live date to January 31, 2025

3.10 Infrastructure Transition

- Completed Work/Accomplishments:
  - Commenced Knowledge Transfer (KT) sessions on November 1, 2024. Completed 71 KT sessions through November 27, 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)
    - Completed 24 KT sessions between November 15 thru November 27, 2024
  - 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
  - Received names and the Active Directory group of Gainwell resources to build laptops
  - Continued preparation on scope split between Infrastructure and M&E contractors for Contact Center, Analytics and Database Administration
  - Received Job Shadow request list of the topics from Gainwell
  - 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

- In Progress/Upcoming Work:
  - Continue with rest of the Knowledge Transfer Sessions (22 KT sessions more to go)
  - Provide availability and update schedule for Accenture's Subject Matter Experts, for Job Shadow
  - Enable access for Gainwell's resources to start building the laptops
  - 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
  - Enable access for three Gainwell's resources to enable rest of the Gainwell team with Accenture's review
  - 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	- Deployed the 24.11 baseline release to production on November 24, 2024 - Began Test Preparation for 25.01 baseline release
4.6 Reports	- CalSAWS Reports Survey was sent out to Counties on November 8, 2024, and requested completion has been extended till EOD December 04, 2024 - Met with California Department of Social Services (CDSS) on November 20, 2024, to discuss CA-252984 CalFresh CF 296 and Expedited Service Redesign Requirements - Held CalSAWS State and Fiscal Reports Bi-Weekly meeting on November 21, 2024 - Held Management Reports Quarterly Committee Meeting on November 26, 2024, to discuss new CERs - New Reports Search Page was demoed in both State and Fiscal Reports Bi-Weekly and Management Reports Quarterly Committee meetings. Post demo, feedback was collected via Menti Survey - Met with Humbolt County on November 27, 2024, to discuss Incident INC0152030 for CalSAWS BI WTW Status Dashboard - Next set of five Functional Design Documents were delivered in 24.11 Group 4 SCR CA-279457 - Deployed 24.11 Release successfully in Production on November 24, 2024
4.9 FCED/CARES	Foster Care Eligibility Determination (FCED)/California Automated Response and Engagement System (CARES) Update

4.2 Priority Release Summary

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

Table 4.2-1: CalSAWS Upcoming Releases

RELEASE	SUMMARY
24.12.02	▪ Contact Center Holidays - Update Butte County 2024 County Holiday Calendar
24.12.05	▪ 2025 MEDS Renewal, Recon Schedule, RE (Redetermination Packet) Packets and Release dates ▪ ACIN I-41-24 - 2025 State Minimum Wage – CTCR ▪ Add MAGI Configuration for Case-Specific Option to indicate Applying for Health Coverage in eHIT ▪ MEDIL I 24-17 - SB 311 Phase Two - SSI/SSP (Supplemental Security Income/State Supplementary Payment) QMB/SLMB (Qualified Medicare Beneficiary/ Specified Low-Income Medicare Beneficiary) Discontinuances ▪ Solano County - Update County Holidays for 2024 -BICSuite Scheduler ▪ Unhide Applicable Date and Received Date in the Capture and Indexing Views ▪ Update 2025 - Ten Day Cut Off Batch Schedule Changes for CalSAWS Counties ▪ Update Homeless Issuance HMIS (Homeless Management Information Systems) Inbound reader job PI19F426
24.12.06	▪ ForgeRock: CBO (Community-Based Organization) and Admin Accounts Updates for BenefitsCal ▪ Increase ForgeRock MaxSessionTimeOut limit to 12 hours ▪ Trust Store Issues
24.12.08	▪ Technology Lifecycle Management (TLM)-19) Upgrade Authorizer Lambda for CalSAWS APIs (Application Programming Interface) and Operational Lambdas to latest Nodejs version ▪ 2025 Social Security Title II and Title XVI Cost of Living Adjustments (COLA) (SSA-Social Security Administration COLA)
24.12.09	▪ Voice bot's statewide rollout: Butte County: Welcome Bot Re-enablement
24.12.10	▪ CalWIN Read Only Env. Upgrade 4 Software Components/Remove Redundant Hardware
24.12.12	▪ Technology Lifecycle Management (TLM-20) Contact Center - Upgrade JAVA Lambdas to latest version

RELEASE	SUMMARY
	▪ 1099 Reconciliation Report- Update Service Type Code Mapping for CalWIN Counties ▪ Design - Contact Center 2.0 Prototype ▪ Fresno Gen AI Call Summary Assist - Release 24.12.05 (Release six) ▪ Update LA Only Batch Jobs PB19E466, PB19E467, PB19E468 to Allow 30 Day Absence After Removal by CWS ▪ Update eCCP Mute functionality when placing a call on hold
24.12.14	▪ ACIN I-41-24 - 2025 State Minimum Wage Run Batch EDBC ▪ Batch EDBC to apply 2025 SSA (Social Security Administration) Cost of Living Adjustments (COLA)
25.01	▪ Total System Change Requests (SCRs): 76 approved ▪ Release Webcast date: November 27, 2024
25.02	▪ Total System Change Requests (SCRs): 7 approved ▪ Release Webcast date: To be determined
25.03	▪ Total System Change Requests (SCRs): 26 approved ▪ Release Webcast date: To be determined

4.3 Application Development Status

- Continued design on:
  - CA-202054 - ACL-18-07 Suspend/Discontinue/Reinstate for CAPI case
  - CA-209344 - Apply SSP Only OPA for Specific Programs
  - CA-228965 - MC NOA Update Craig vs. Bonta Discontinuance NOA generation logic
  - CA-229087 - Medi-Cal Add new NOAs for Reapplication and Rescind Functionality
  - CA-229838 - Add new Foster Care Reasons to NOAs Phase Five
  - CA-230659 - Add additional NOA Reasons for Kin-GAP
  - CA-235484 - CalFresh Add Additional NOAs for Non-Compliance Page
  - CA-244271 - Add Cover Letter to SAWS two Plus, CF 285, CF 37, CW 2.1/CW 2.1Q, CW 61, SAR seven 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-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-259395 - Re-design CF 377.1 CalFresh Approval NOAs
  - CA-267120 - Add a new Status Reason to stop Collections on Recovery Accounts
  - CA-268378 - Automate SOC 452A for CAPI

- CA-268498 - ACL 23-78 -Automate New and Revised Pregnancy Special Needs (PSN) Payment NOAs
- CA-270919 - GAGR Automated Solution Property Limits
- CA-271153 - Update Cover Letters in Redetermination Packets
- CA-272275 - NonStop CSF 144 Billing Statements for Eligible Recovery Accounts
- CA-274189 - Workload Management Information Gathering
- CA-275013 - Update MC RE Packets Variable Population Logic - Phase Two
- 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-280501 - ACL 24-52 WTW two Revision (06/24)
- CA-281506 - ACL 24-53 Update CF 303 to 7/24 Version
- CA-281889 - CalHEERS eHIT: Accelerated Enrollment Enhancements
- CA-282520 - Automate new 250% Working Disabled Program NOAs
- CA-282571 - Threshold Languages Translations for CF 377.9 CalFresh Supplement NOA
- 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
- CA-284826 - Add CCP seven (5/24) in Template Repository in additional Threshold Languages
- Continued build on:
  - Priority releases and Release 25.03 approved System Change Requests (SCRs)

4.4 Release Management

4.4.1 Release Test Summary

- Completed Test execution for 24.11 System Change Requests (SCRs)
- Begin test preparation for 25.01 System Change Requests (SCRs) and Test execution to begin on December 2, 2024

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

Pass Rate Target as of November 20, 2024	100%
Pass Rate Actual as of November 20, 2024	100%
System Test completed Date: November 20, 2024	

CalSAWS M&E System Test Execution Status - 24.11

Pass, 752, 100%
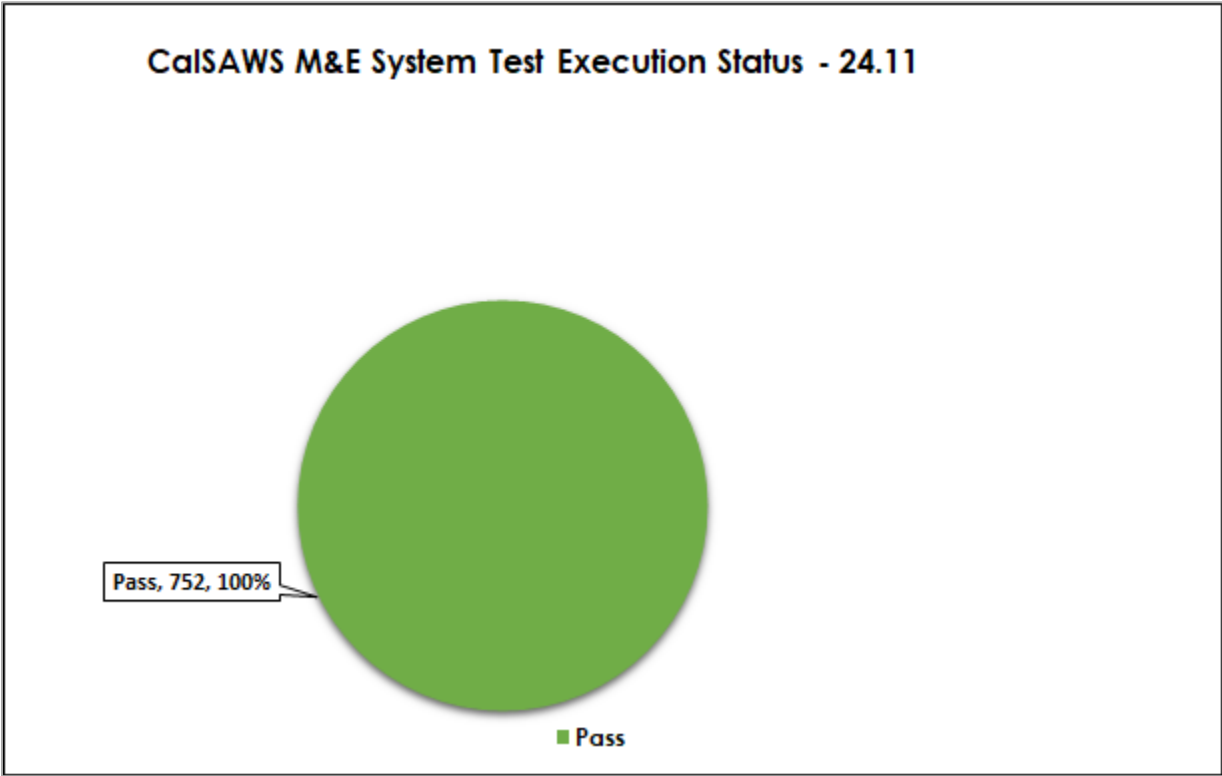
■ Pass

Table 4.4.1-2: CalSAWS System Change Request (SCR) Test Status – 25.01

Pass Rate Target as of November 27, 2024	0%
Pass Rate Actual as of November 27, 2024	0%
System Test completed Date: January 22, 2025	
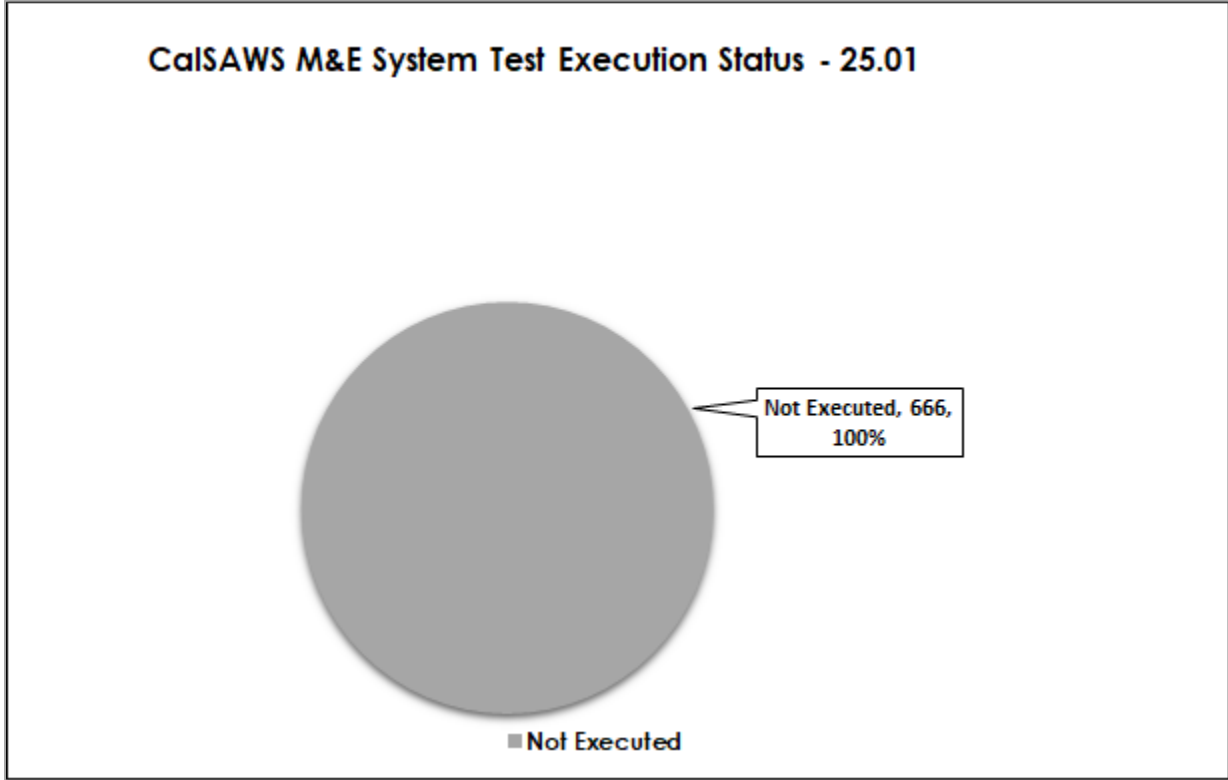
Figure 4.4.1-1: CalSAWS M&E System Test Execution Status

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 two includes all transactions that make up the top 80% of production volume except for the fifteen tier one 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 1,448 end-to-end Automated Regression Test (ART) scripts:

- 1,150 targeting the core CalSAWS application
- 104 targeting the inbound BenefitsCal Application Programming Interface (API) service (Portal Service)
- 194 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
  - CA-285058: Automated Regression Test - Execution and Maintenance - 25.03 Release Cycle

4.5 Virtual Assistant (VA)

- Worker-Facing Virtual Assistant (VA)
  - 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
  - Release 27 – target to deploy on February 27, 2025
    - Design is in progress

4.6 Reports

- CalSAWS Reports Survey was sent out to Counties on November 08, 2024, and requested completion has been extended till EOD December 04, 2024
- Met with California Department of Social Services (CDSS) on November 20, 2024, to discuss CA-252984 CalFresh CF 296 and Expedited Service Redesign Requirements
- Held CalSAWS State and Fiscal Reports Bi-Weekly meeting on November 21, 2024
- Held Management Reports Quarterly Committee Meeting on November 26, 2024, to discuss new CERs
- New Reports Search Page was demoed in both State and Fiscal Reports Bi-Weekly and Management Reports Quarterly Committee meetings. Post demo, feedback was collected via Menti Survey
- Met with Humbolt County on November 27, 2024, to discuss Incident INC0152030 for CalSAWS BI WTW Status Dashboard
- Next set of five Functional Design Documents were delivered in 24.11 Group 4 SCR CA-279457

- Deployed 24.11 Release successfully in Production on November 24, 2024

Table 4.6-1: Total Open Incidents by reporting period

REPORTING PERIOD END DATE	NUMBER OPEN TICKETS
October 04, 2024	14
October 18, 2024	9
November 01, 2024	15
November 15, 2024	14
November 29, 2024	8

Note: Total open incidents as of the current reporting period

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

OPEN DEFECTS STATUS	STATE REPORTS	FISCAL REPORTS	MANAGEMENT REPORTS	BUSINESS INTELLIGENCE	TOTAL
New	1	0	1	1	**3**
Reopened	0	0	0	0	**0**
Assigned	4	2	1	0	**7**
In Development	5	3	2	3	**13**
Development complete	1	0	0	0	**1**
In Assembly Test	0	0	0	0	**0**
System Test	2	0	0	0	**2**
Test Complete	0	1	0	0	**1**
Total Open Defects	**13**	**6**	**4**	**4**	**27**

Note: Data is as of current reporting period

Table 4.6-3: Open Defects by Priority and Functional Area

Open Defects by Priority	State Reports	Fiscal Reports	Management Reports	Business Intelligence	Total
1-High/non-cosmetic	0	0	0	0	**0**
2-Normal/Medium	1	0	0	0	**1**
3-Normal/Low	12	6	4	4	**26**
4-Cosmetic	0	0	0	0	**0**
Total Open Defects	**13**	**6**	**4**	**4**	**27**

Note: Data is as of current reporting period

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

State/Claiming Reports	Total	Defects As Prioritized	SCRs - Targeted Release			
			24.11	25.01	25.03	25.05
CA 1037	1	1	0	0	0	0
CA 237 CW	4	1	0	0	3	0
CA 237 FC	2	2	0	0	0	0
CA 253	2	1	0	0	1	0
CF 256	1	1	0	0	0	0
CF 296	1	0	0	0	1	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
GR 237	1	1	0	0	0	0
Integrated Claiming	4	3	1	0	0	0
STAT 45	2	2	0	0	0	0
TEMP 2035	1	1	0	0	0	0
TEMP 2313	1	1	0	0	0	0
WTW 25/25A	1	1	0	0	0	0

Note: This table provides information on total number of defects and total SCRs by Fix Version on State Reports, Fiscal Integrated and Fiscal Main Payroll Reports
1   This table may not reconcile with defect table as one defect can impact multiple reports
2   If SCR is impacting more than one report, it will be counted more than one against each report impacted
3   This table will list only those reports where we have open defects and open SCRs
4   Details can be found in CalSAWS Reports Bi-Weekly Enhanced Communication

4.7 General Assistance/ General Relief (GA/GR)

- General:
  - Discussed the General Assistance/General Relief (GA/GR) Correspondence web service design and web service clarifications on November 20, 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-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-283048 - GA/GR Family Reunification
  - CA-283542 - Add Property Limits to the Admin Rules
  - CA-283604 - Update LA County GROW to Start Correspondence
  - CA-284296 - Automate Consortium CalSAWS Common GAGR NOA - CalSAWS one Approval
  - CA-284297 - Automate Consortium CalSAWS Common GAGR NOA - CalSAWS two Change NOA
  - CA-284413 - Update Reports to include the Counties opting into the GA/GR Automated Solution
  - CA-284414 - Update the Dashboard to include the Counties opting into the GA/GR Automated Solution
  - CA-284416 - Update the Correspondence batch job to include the Counties opting into the GA/GR Automated Solution
  - CA-284417 - Fiscal rules customization for the Counties opting into the GA/GR Automated Solution
  - CA-284418 - Data conversion script to convert existing Managed/Non-managed GR program to GA/GR automated solution program
  - CA-284964 - Implement GA/GR Automated Solution program for San Bernardino County

- System Change Requests (SCRs) in Development Phase
  - CA-249944 - LA County - Update GR Denial NOAs for CSC IV and V
  - CA-272432 - CSF 45 should only be available to print locally. Currently it is available to print both locally and centrally.
- System Change Requests (SCRs) in System Test Phase
  - CA-58236 - Add Translations of Revised Forms to CalSAWS: ABP SSI 1, ABP SSI 3, and ABP SSI 4
  - CA-249944 - LA County - Update GR Denial NOAs for CSC IV and V
  - 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
- Priority System Change Requests (SCRs) deployed to Production
  - None to note for the reporting period
- Defects released to Production
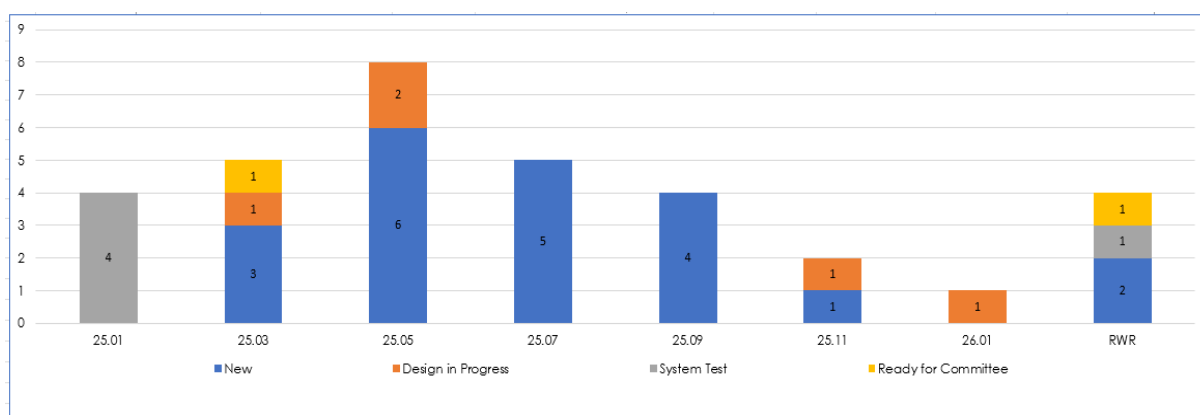 - None to note for the reporting period

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

4.8 Training Materials Update

- 25.01 Online Help (OLH) System Change Requests (SCRs):
  - In Development
    - CA-282847 - Online Help: Update the eApplication Summary and Create Select New Office OLH page CA-265239
    - CA-280019 - Online Help: Create new JA Imaging - Optical Character Recognition (OCR)
    - CA-274737 - Online Help: Update the Reports Overview and Calendar for the 25.01 Baseline Release

- CA-260889 - Online Help- Create Job Aid for GAGR Automated Solution Time limit
  - In Assembly Test
    - CA-284711 - Online Help - Update Skipped Issuances for EBT issuances JA
    - CA-282844 - Online Help: Create the new Dashboard Overview for the 25.01 Baseline Release
    - CA-282764 - Online Help: Update JA Self Service Portal (SSP) - e-Applications CA-270693
    - CA-282680 - Online Help: Create JA - Family Reunification (FR)
    - CA-282009 - Online Help: Update JA Imaging Drawers and Document Properties, Imaging Single Case Capture and Virtual Printing, and Imaging Workflow Queues and Exceptions per CA-275751
    - CA-274100 - Online Help: Update JA - Medi-Cal MAGI Soft Pause
    - CA-264782 - Online Help: Update JA Direct Deposit
    - CA-256258 - Online Help: Create New JA MEDS - Task Admin CA-216162
- 24.11.22 Priority Release Web Based Training (WBT) and CalSAWS Functional Presentation (CFP) SCRs:
  - In Production
    - CA-282898 - Training: Update Eligibility Medi-Cal WBTs for the 24.09 App Development Changes
    - CA-282161 - Training: Update General Relief WBTs for 24.11 App Development Changes
    - CA-282160 - Training: Update Eligibility CalWORKs WBTs for 24.07 App Development Changes
    - CA-282117 - Training: Update Orientation WBTs for 24.09 App Development Changes
    - CA-281644 - Training: Update Fiscal WBTs for 24.11 App Development Changes
    - CA-279031 - Training: Update 021 - Security Administrative Support WBTs for 24.09-24.11 App Development Changes
    - CA-277949 - Training: Update 017 - Fiscal WBTs for Sunset Worklist pages CA-257327
    - CA-277944 - Training: Update 009 - Eligibility General Relief WBTs for Sunset Worklist pages CA-257327
    - CA-277215 - Training: Update 007 - Eligibility CalWORKs WBTs for Sunset Worklist pages CA-257327
    - CA-277214 - Training: Update 006 - Eligibility CalFresh WBTs for Sunset Worklist pages CA-257327
    - CA-277213 - Training: Update 004 - Clerical Support WBTs for Sunset Worklist pages CA-257327
    - CA-277211 - Training: Update 003 - Eligibility Supervisor: 01 - Case Review and EDBC Authorizations WBT for Sunset Worklist pages CA-257327
- 25.01.24 Priority Release Web Based Training (WBT) and CalSAWS Functional Presentation (CFP) SCRs:
  - 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-284382 - Training: Update Eligibility CalWORKs WBTs for 24.09 App Development Changes
  - In Development
    - CA-282853 - Training: Update Quiz slides for all WBTs
    - CA-279852 - Training: Create WBT for Inter-County Transfer
    - CA-282122 - Training: Update Eligibility CalFresh WBTs for 24.11 App Development Changes
    - CA-282118 - Training: Update Eligibility General WBTs for 24.11 App Development Changes
    - CA-277419 - Training: Update 008 - Eligibility Medi-Cal WBTs for Sunset Worklist pages CA-257327
    - In Assembly Test
    - CA-282167 - Training: Update CAPI WBTs for 24.11 App Development Changes
  - 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	Completed

4.9 Upcoming Performance Tests

- Planned upcoming Performance tests for Core Online

Table 4.9-1: Core Online Upcoming Performance Cycle

PERFORMANCE CYCLE	START DATE	END DATE	STATUS
CalSAWS 25.01 Release Performance Testing	December 23, 2024	January 15, 2025	Planned

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

- Completed Tasks
  - Completed the Integration Testing of "CalSAWS Tasks Design"
  - Completed the System Testing of "Home Removal API"

- Completed the Integration Testing and End-to-End Partner testing for the following: "Determination Details - Iteration 2", "Determination Results - Iteration 2", "Placement Authority - Iteration 2", "Case Transfer", "Kinship Guardianship Assistance (KinGAP) summary"
- Completed the development of "Case Link API - Iteration 3"

- In Progress Tasks
  - Perform Integration Testing and End-to-End Partner testing for "Issuance API" and "Case Link API - Iteration 3"
  - Continue development of Iteration two of "Placement API"
  - Perform System Test for "Determination Results API" and "Determination Details API"

- Upcoming Tasks
  - Perform Integration Testing for 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	3	9
CARES hosted	14	0	0	2	4	8

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

- Completed Tasks
  - Add pagination of effective month records to the de-duplication Time on Aid review page
  - Implement Lambdas for CW 2186B form - CalWORKs Exemption Determination
  - Update CalWORKs/RCA Adults by Welfare-to-Work Category Dashboard (Global Report) for PostgreSQL integration - 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 tables
  - Create a Program Detail lambda for SCATL application
  - Refactor SCATL Exception Summary after feedback from Milestone two
  - Create Simulation State Client Index (SCI) API for retrieving CINs in CalSAWS Service
  - Test all the batch modules for updates made to the Time Limit Daily Batch Job PBXXE301

- Update CW 2189A - Notice Of Your CalWORKs Time Limit - 54th Month on Aid for PostgreSQL integration
- Update CW 2189B - Notice Of Your CalWORKs Time Limit - 57th Month on Aid for PostgreSQL integration
- Update Batch Job PB00E302 – Time Limit Purge for PostgreSQL integration
- Update Interfaces to Access PostgreSQL database for SCATL application
- Integrate Program Detail Application Programming Interface in SCATL frontend application
- Copy ADD_INDV from WDTIP schema in Oracle database to ADD_INDV in SCATL PostgreSQL database
- Copy TIME_LIMIT_NON_CAL_EXCEPT from WDTIP schema in Oracle database to TIME_LIMIT_NON_CAL_EXCEPT in SCATL PostgreSQL database
- Copy TIME_LIMIT_NON_CAL from WDTIP schema in Oracle database to TIME_LIMIT_NON_CAL in SCATL PostgreSQL database
- Copy TIME_LIMIT_DIVERSN from WDTIP schema in Oracle database to TIME_LIMIT_DIVERSN in SCATL PostgreSQL database
- Copy TIME_LIMIT_EXCEPT from WDTIP schema in Oracle database to TIME_LIMIT_EXCEPT in SCATL PostgreSQL database
- Copy TIME_LIMIT_CLOCKS from WDTIP schema in Oracle database to TIME_LIMIT_CLOCKS in SCATL PostgreSQL database
- Copy TIME_LIMIT_PGM_PARTICPTN from WDTIP schema in Oracle database to TIME_LIMIT_PGM_PARTICPTN in SCATL PostgreSQL database
- Design mockup of the staff detail modal in SCATL application
- Determine CIN Masking Rules
- Analyze Logging Request and Response payload
- In Progress Tasks
  - Analyze one CIN to many persons fallouts
  - Update CalWORKs/RCA Adults by Welfare-to-Work Category Dashboard (Global Report) for PostgreSQL integration - Phase two
  - Create Simulation State Client Index (SCI) API for requesting/creating CINs in CalSAWS Service
  - Enhance and Refactor SQLs in Time Limit NOA for EDBC PostgreSQL integration
  - Create a de-duplication merge lambda for SCATL application
  - Create Exception/Exemption Detail DELETE lambda API
  - Create Exception/Exemption Detail POST lambda API
  - Create Exception/Exemption Detail PUT lambda API
  - Update form CW 2187 - YOUR CalWORKs 60-MONTH TIME LIMIT for PostgreSQL integration
  - Update NOA M40-107A -Time on Aid for PostgreSQL integration
  - Trigger form CW 2186B - CalWORKs Exemption Determination from Program Detail Page in SCATL application
  - Update batch Job PB00E149 - CalWORKS 60 Month Discontinuance EDBC Sweep for PostgreSQL integration
  - Create Program Detail component in SCATL application - Phase two
  - Create Program Detail component in SCATL application - Phase three
  - Regression Test form CW 2190B - CalWORKs 60-Month Time Limit Extender Determination

- Regression Test static form CW 2184 - CalWORKs 60-Month Time Limit
- Regression Test form CW 2186A - CalWORKs Exemption Request
- Regression Test form CW 2166 - Work Really Pays! Here's How
- Regression Test form CW 2190A - CalWORKs 60-Month Time Limit Extender Request
- Regression Test static form WTW 5 – Welfare-To-Work Program Notice
- Remove duplicate records in TIME_LIMIT table
- Upcoming Tasks
  - Create a security matrix for the security roles and rights in SCATL application
  - Analyze access to CalSAWS and SCATL application for OTSI/CDSS/EDD Users
  - Create Mockup for County Worklist page
  - Implement refresh token within SCATL application
  - Analyze Implementation of Overlapping Program Information
  - Analyze TRAC Alternate Identity (ALID) Page Mapping
  - Analyze New NOA for Out of State TANF
  - Define Access Rights for OTSI Staff
  - Convert into TIME_TRACK_PERS_HST from CalSAWS' TIME_LIMIT_HST and WDTIP tables including CIN to many persons combination
  - Implement SCATL Session Management Approach
  - Integrate lambdas for de-duplication page in SCATL application
  - Update CW Timed Out Turning Sixty Task for PostgreSQL integration
  - Update CW Short Term Exempt Child Turns Two Task for PostgreSQL integration
  - Create Person Application Programming Interface endpoint for search by Phonetic Person - Phase two
  - Update NOA M40-107F - Aid: > 60 Months for PostgreSQL integration
  - Update NOA M40-107F2 - Aid: 60 Months for PostgreSQL integration
  - Update NOA M40-107F1 - Aid: 60 Months for PostgreSQL integration
  - Update NOA M40-107B - Time on Aid at Application/ Redetermination for PostgreSQL integration
  - Regression Test form FSP 2 - Family Stabilization Program Denial Notice
  - Implement Security Logging
  - Implement Webservice Payload Archiving
- 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
  - Apply TDS-produced data in AT3
  - Plan for the next TDS activity in the BatchPerf environment
- Upcoming Tasks
  - Perform Delphix masking in the TDS-produced data for 25.03
  - 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	▪ Please refer to section 4.10 for detailed updates on FCED / CARES
Welfare Data Tracking Implementation Project (WDTIP) Upgrades	On Time	Development	▪ Please refer to section 4.11 for detailed updates on WDTIP
CalFresh Discontinuance of Gambling Wins	On Time	System Test	▪ CA-234917 planned for 25.01 ▪ CA-264553 - Pending State translations
Work Registration CalFresh Disqualification Notice Update	On Time	Not yet started	▪ CA-240701 - Pending State translations
CalFresh Reinstatement Approval & Denial Notice Revisions	On Time	Not yet started	▪ CA-265360 planned for 25.07 ▪ Pending State translations
CalFresh Simplification	On Time	Not yet started	▪ SFY24-25 Pending State translations
Homeless Assistance Program (HAP) Eviction (SB 1083)	On Time	Development	▪ CA-277308, CA-277307, CA-27350 – Production ▪ CA-273286 planned for 25.03 ▪ Other System Change Requests (SCRs) pending for State translations
Family Reunification AB 135	On Time	In Production	▪ CA-233160 in production

PREMISE NAME	STATUS	PHASE	PROGRESS/UPDATES
MULTIPLE SFY			
CW Work Requirements (AB 2300)	On Time	Design	▪ CA-271130 and CA-241897 in production ▪ CA-279598 planned for 25.03.xx ▪ CA-268498 planned for 25.03
Telephone Consumer Protection Act - Text Messaging Consent	On Time	Development	Planned to be implemented in phases as below ▪ CA-279688 planned for 24.11 release – In Production ▪ CA-279707 planned for 25.01 release – In System Test ▪ CA-260623 planned for 25.03 release – Design in Progress ▪ CA-248079 planned for 25.03 release – Design Approved
Add Threshold Language versions of the CF 377.11E	On Time	Development	▪ CA-273087 – Planned for 25.01.xx
ACL 24-07 - Update CW 2186A and CW 2184 to include PFL and WTW pregnancy exemptions	On Time	Design	▪ CA-271130 and CA-241897 are in Production ▪ CA-279598 planned for 25.03.xx
Resume Pre-Pandemic Medi-Cal Operations	On Time	Development Design Not yet started	▪ CA-268774 is planned for 25.01 ▪ CA-270511 is planned for 25.03 ▪ CA-270512 is planned for 25.05
Re-Design CalSAWS Case Purge Components	On Time	Development	▪ CA- 275163 is planned for 25.01 and on track ▪ Build in-progress
Restoration Notices Updates	On Time	Not yet started	▪ CA-272109 and CA-245049 are planned for 25.07
CalFresh and CalWORKs Implementation of New Forms and CDSS Rights Contact Information Update	On Time	Design	▪ CA-275317 – In Production ▪ CA-258654 is planned for 25.03

Premise Name	Status	Phase	Progress/Updates
Multiple SFY			
CalFresh Restaurant Meals Program Notice Eligibility Clarification	On Time	Design	▪ CA-219304 is planned for 25.03
CalFresh Eligibility Disqualifications for Certain Convicted Felons	On Time	Not yet started	▪ CA-230959 is planned for 25.05

4.13 Deviation from Plan/Adjustments

- None for the reporting period

Appendices: