

CalSAWS

California Statewide Automated Welfare System



Bi-Weekly Status Report

CalSAWS Maintenance & Operations (M&O)

Reporting Period: December 02, 2024 – December 15, 2024

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Bi-Weekly Status – CalSAWS M&O

EXECUTIVE SUMMARY

1 CALSAWS PROJECT STATUS DASHBOARD

Table 1.1: Status Dashboard

Table 1.1-1:Status Dashboard

| TOPIC | CALSAWS SYSTEM | HIGHLIGHTS FOR THE REPORTING PERIOD |
|--------------|----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Availability | On Time | <ul style="list-style-type: none"> The CalSAWS System did not experience any unplanned outages during this period |
| Defects | On Time | <ul style="list-style-type: none"> There are 169 active Production defects |
| Incidents | | <ul style="list-style-type: none"> CALSAWS BROADCAST: Starting at 6:00 a.m. on November 25, 2024, an incorrect benefit amount was being determined for Foster Care cases when a child placement change occurs mid-month resulting in two payees for the month and an EDBC is run for that month after the 24.11 release. As of 9:00 p.m. on December 5, 2024, this issue was resolved with the deployment of CA-285226 on December 5, 2024. The correct benefit amount is being determined for Foster Care cases when a child placement change occurs mid-month resulting in two payees for the month and an EDBC is run for that month after the 24.11 release. A list of impacted cases will be shared with the impacted counties for review via a County Alert Transmittal broadcast by end of day, December 6, 2024. PRB0050510 CALSAWS BORADCAST: Starting at 6:00 a.m. on December 11, 2024, some Users are experiencing a UEID error when running online EDBC on a program that has one or more of the following verification types in "Pending" or "Refused" status associated with the case: Expense, Fraud Prevention Investigation, Home Call, Money Management Agreement, School Enrollment, Minor Parent Informing, Minor Parent Payee Agreement, Signed Rights and Responsibilities, Housing Search, Rights and Responsibilities, SFIS. The issue has been resolved with the deployment of CA-285760 on Friday, December 13, 2024. Users are able to run EDBC for programs on a case where a verification with one of the types above exists with a Pending or Refused status. PRB0050595 |

1.1 Highlights of the Reporting Period

- The CalSAWS Project team successfully deployed the following priority releases since the last reporting period
 - Ten priority releases that included 34 System Change Requests (SCRs) and 137 defects, a total of 171 items

Table 1.1-1: Priority Releases

| Minor version (Release date) | Issue Type | | |
|------------------------------|------------|----------|-------------|
| Team Responsible | Defect | SCR | Grand Total |
| 24.12.02 | 1 | 1 | 2 |
| Contact Center | 1 | 1 | 2 |
| 24.12.03 | 5 | 0 | 5 |
| Client Correspondence | 1 | 0 | 1 |
| Fiscal | 1 | 0 | 1 |
| Online | 3 | 0 | 3 |
| 24.12.04 | 0 | 1 | 1 |
| DBA | 0 | 1 | 1 |
| 24.12.05 | 20 | 9 | 29 |
| Analytics | 4 | 1 | 5 |
| Batch Operations | 0 | 3 | 3 |
| Client Correspondence | 1 | 0 | 1 |
| Eligibility | 3 | 1 | 4 |
| Fiscal | 1 | 1 | 2 |
| Imaging | 4 | 1 | 5 |
| Medi-Cal/CalHEERS | 1 | 2 | 3 |
| Online | 1 | 0 | 1 |
| Reports | 4 | 0 | 4 |
| Tech Arch | 1 | 0 | 1 |
| 24.12.06 | 5 | 3 | 8 |
| Fiscal | 1 | 0 | 1 |
| Tech Forge Rock | 4 | 3 | 7 |
| 24.12.08 | 4 | 3 | 7 |
| Contact Center | 1 | 0 | 1 |
| DBA | 0 | 1 | 1 |
| Medi-Cal/CalHEERS | 2 | 1 | 3 |
| Tech Arch | 1 | 1 | 2 |
| 24.12.09 | 2 | 0 | 2 |

| | | | |
|-----------------------|------------|-----------|------------|
| Batch/Interfaces | 1 | 0 | 1 |
| Client Correspondence | 1 | 0 | 1 |
| 24.12.10 | 38 | 9 | 47 |
| Batch/Interfaces | 1 | 0 | 1 |
| Client Correspondence | 21 | 7 | 28 |
| Contact Center | 4 | 1 | 5 |
| Eligibility | 5 | 0 | 5 |
| Fiscal | 4 | 0 | 4 |
| Medi-Cal/CalHEERS | 2 | 0 | 2 |
| Online | 1 | 0 | 1 |
| Voice Bots / RPA | 0 | 1 | 1 |
| 24.12.11 | 0 | 1 | 1 |
| Batch Operations | 0 | 1 | 1 |
| 24.12.12 | 62 | 7 | 69 |
| Batch Operations | 0 | 2 | 2 |
| Batch/Interfaces | 2 | 0 | 2 |
| Contact Center | 41 | 4 | 45 |
| Eligibility | 3 | 0 | 3 |
| Fiscal | 2 | 0 | 2 |
| Imaging | 1 | 0 | 1 |
| Medi-Cal/CalHEERS | 1 | 0 | 1 |
| Online | 10 | 0 | 10 |
| Reports | 2 | 1 | 3 |
| Grand Total | 137 | 34 | 171 |

■ Planned Outages:

• Scheduled CalSAWS Outages:

✦ CalSAWS Production Maintenance:

- On December 8, 2024, from 2:00 p.m. to 6:30 p.m., the CalSAWS application was unavailable for Users. CalSAWS Users were redirected to a read-only version of the CalSAWS application
- On December 22, 2024, from 8:00 a.m. to 2:00 p.m., the CalSAWS application will be unavailable for Users. CalSAWS Users will be redirected to a read-only version of the CalSAWS application

✦ BenefitsCal Maintenance/Limited Access:

- On December 8, 2024, from 2:00 p.m. to 6:30 p.m. the BenefitsCal application were available for customers and Community Based Organization (CBO) Users for submitting applications, renewals, and Semi-Annual Reporting (SARs); however, transactions from BenefitsCal will be

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

- On December 22, 2024, from 8:00 a.m. to 2:00 p.m., the BenefitsCal application will be available for customers and Community Based Organization (CBO) Users for submitting applications, renewals, and SARs; however, transactions from BenefitsCal will be queued and released for processing upon completion of CalSAWS maintenance activities. The following features will not be available: Message Center (notices, messaging, actions, two-way messaging), appointments, verification of benefits (VOB), CBO account creation, case-link, communication preference updates, and support requests. E-applications submitted from BenefitsCal will be routed to the office selected by the participant instead of the default county office

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 |
|-----------------------|-----------------------------------------------------------------------------------------|
| | <ul style="list-style-type: none"> None to note for the reporting period |

- Continued Project administration and financial management tasks
- Continued CalSAWS Risks and Issues Management Group (RMG) activities, including:
 - Conducted 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 CalSAWS Project staff working remotely
 - Held Annual holiday potluck on December 11, 2024
 - Conducted bi-monthly All-Staff meeting held on December 11, 2024
 - Continued developing Project communications, as needed
- Participated in the Monthly Joint Powers Authority (JPA) Meeting held on December 13, 2024
- Continued performing contract management activities:
 - Change Notice 38 (February 2025 JPA) is in development and may include:
 - ✦ Additional Transition Activities

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 | December 12, 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 | 11% |
| 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 15, 2024

Table 2.4-1: CITs

| CRFI ID | SUBJECT | CATEGORY | DISTRIBUTION DATE | PRIMARY CALSAWS CONTACT | BACKUP CALSAWS CONTACT |
|---------|------------------------------------------------------------------|---------------|-------------------|----------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|
| 0181-24 | Scheduled Downtime Notification – 12/22/2024 | Informational | December 3, 2024 | Anand Kulkarni | Pete Quijada |
| 0182-24 | CalSAWS County Cost Summary – December 2024 Update | Informational | December 4, 2024 | Britt Carlsen | Tracy Berhel |
| 0183-24 | January 2025 Postage rate Changes | Informational | December 5, 2024 | Geoff Cosner | Julie Holmes |
| 0184-24 | CA- 270653 ACIN I-41-24 2025 State Minimum Wage Batch Memorandum | Informational | December 5, 2024 | For CalFresh: Norma Meza | For CalWorks: Committee of CalWORKS CalFRESH Facilitators |
| 0185-24 | CalSAWS Case Data Removal Schedule for 2025 | Informational | December 6, 2024 | Prem Venugopalan | Grady Howe |
| 0186-24 | CA-257070 Posted Lists for 2025 SSA COLA Data Changes | Informational | December 10, 2024 | Maggie Orozco-Vega, Norma Meza, Sarah Rich, Ignacio Lázaro, and Adelaide Mendoza | Laura Alba, Laura Ould, Dena DeLapp, Dennis Kong, and Committee of CalWORKS CalFRESH Facilitators |

- The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending on December 15, 2024

Table 2.4-2: CRFIs

| CRFI ID | SUBJECT | DISTRIBUTION DATE | STATUS | RESPONSE DUE DATE | CALSAWS CONTACT |
|---------|--------------------------------------------------------|-------------------|--------|-------------------|-----------------|
| 24-035 | BenefitsCal North Star Goals for Increased Utilization | November 7, 2024 | Closed | November 27, 2024 | Carrie White |

| CRFI ID | SUBJECT | DISTRIBUTION DATE | STATUS | RESPONSE DUE DATE | CALSAWS CONTACT |
|---------|--------------------------------------------------|-------------------|--------|-------------------|-----------------|
| 24-036 | SFY 2024-25 CalSAWS M&O Line-Item Shift Requests | November 15, 2024 | Closed | December 2, 2024 | Britt Carlsen |
| 24-037 | New Income Type for the GA/GR Program | November 18, 2024 | Closed | December 2, 2024 | Jennifer Hahner |

- The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending December 15, 2024

Table 2.4-3: Overdue CRFI

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

2.5 SIRFRA/SCERFRA Information

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

Table 2.5-1: Summary of SIRFRA/SCERFRA Requests

| STATUS | TOTAL |
|-----------------------|--------------|
| New | 0 |
| Reopened | 0 |
| Assigned | 20 |
| Completed | 1,269 |
| Duplicate | 21 |
| In review | 2 |
| Withdrawn | 58 |
| Rejected | 8 |
| Pending clarification | 3 |
| Ready for review | 0 |
| Total | 1,381 |

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

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

| Id | DESCRIPTION | STATUS | DUE DATE | RESPONSE RECEIVED DATE |
|----------------|-----------------------------------------------------------------------|-----------------------|-------------------|------------------------|
| SIRFRA 1399 | SIRFRA 1399- CalHEERS Portal Update for SSApp Changes | Pending clarification | October 22, 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 | Generation of Medi-Cal forms to Additional Correspondents | Assigned | December 10, 2024 | No response |
| SIRFRA 1403 | SIRFRA 1403- QMB Income Disregard | Assigned | December 12, 2024 | No response |
| SIRFRA 1401 | SIRFRA 1401-Updating Member Address NCOA | Assigned | December 12, 2024 | No response |
| Other | Update San Bernardino County's Office Routing Rules | Assigned | December 20, 2024 | No response |
| Other | San Diego - To Opt in to Foster Care Payments for Invoiced Facilities | Assigned | December 20, 2024 | No response |
| SIRFRA 1409 | SIRFRA 1409- Add Automation of the MC 604 MDV | Assigned | December 20, 2024 | No response |

2.6 CalSAWS Community Ambassadors

- CalSAWS Community Ambassadors
 - Recent Events
- ✖ December – Wishful Wednesdays
 - Upcoming activities and events
 - ✖ January - Best vacation 2024
 - Project Activities
- ✖ CalSAWS Connect – January
 - ✖ CalSAWS Buzz – TBD

2.7 Inclusion, Diversity and Equity Advancement (IDEA)

- Table Talks
 - Reframing series, cont.:
 - ✖ 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 videos in progress (How to Make Agua de Horchata and How to Make Ponche)
- Buddy Program
 - Continued supporting buddy pairs
 - Continue to partner with the CalSAWS Connect team to provide content for the CalSAWS monthly newsletter
 - Continued to engage the Employee Resource Groups (ERGs) to assist with events or ideas to represent their members across the CalSAWS Project

2.8 Deviation from Plan/Adjustment

- None to note for the reporting period

3 MAINTENANCE AND OPERATIONS

3.1 Highlights from the Reporting Period

Table 3.1-1: Maintenance and Operations Status Agenda Topic

| STATUS REPORT SECTION | STATUS AGENDA TOPIC |
|------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3.1.2 CalSAWS Help Desk Diagnosis Metric | <ul style="list-style-type: none"> ■ The current compliance for December (MTD) is 99.6% |
| Ticket Trends | <ul style="list-style-type: none"> ■ There was a spike in tickets created due to an issue with Users receiving UEID's when running EDBC (PRB0050595). The issue was fixed via implementation of Defect CA-285760. |

3.1.1 Service Management Overview

- Implementing CHG0052217 on December 19, 2024, for ServiceNow release 24.12 for the following:
 - NOW-1085 - Catalog Item to replace ServiceNow Idea portal
 - NOW-1038 - Unable to use a hyphen in a fillable field (Single User LMS Access Request catalog item)
- Scheduled CHG0048091 for the ForgeRock ServiceNow Account Synchronization Integration in February 2025

3.1.2 CalSAWS Help Desk Metrics

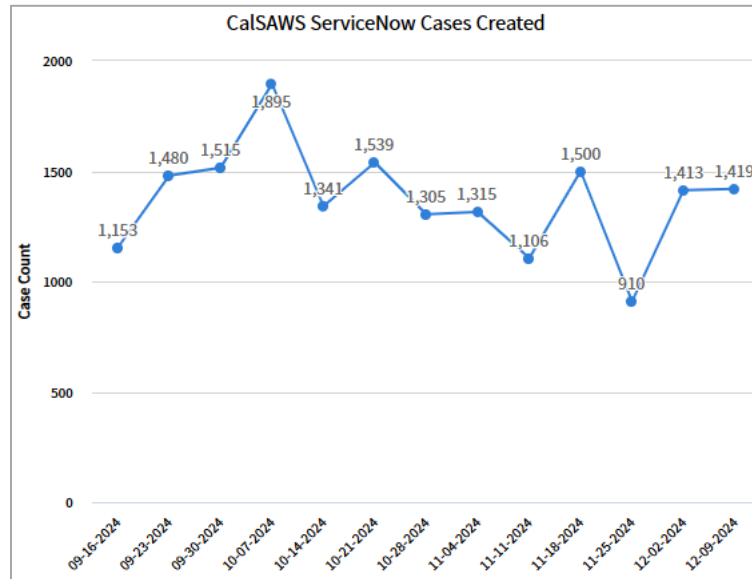


Figure 3.1.2-1: CalSAWS ServiceNow Cases per Week Created

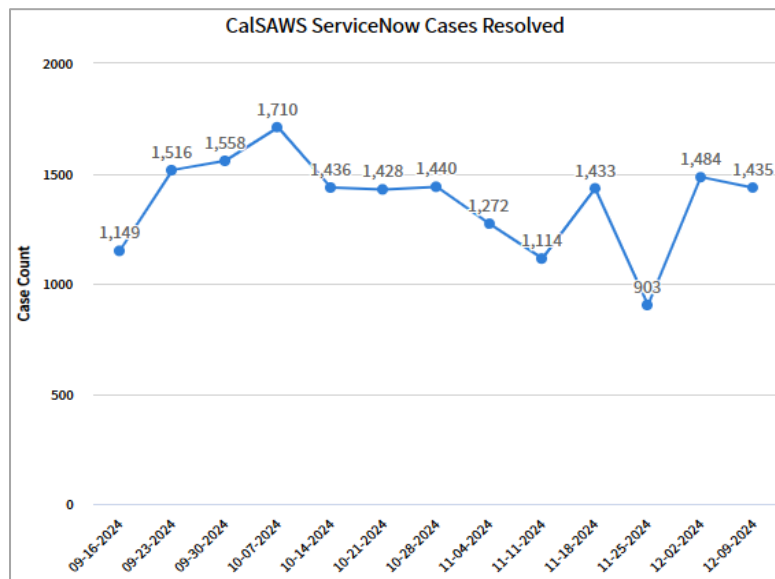


Figure 3.1.2-2: CalSAWS ServiceNow Cases per Week Resolved

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.

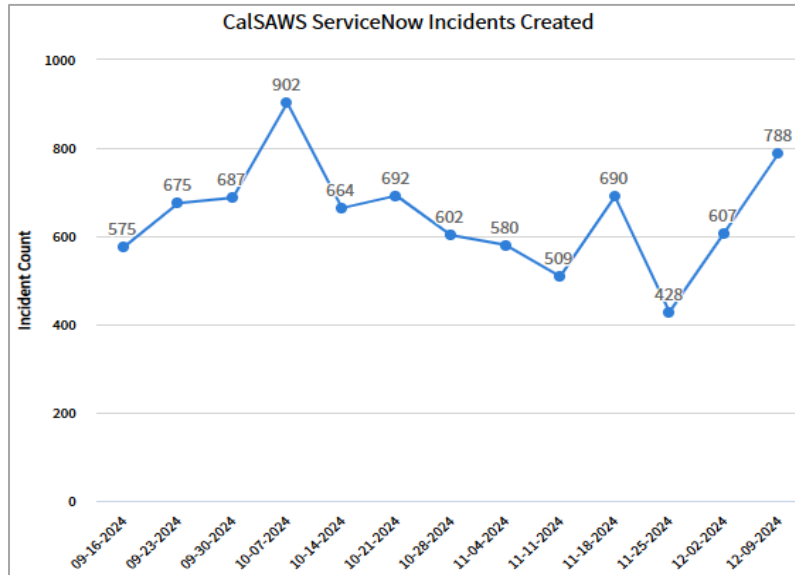


Figure 3.1.2-3: CalSAWS ServiceNow Incidents Created

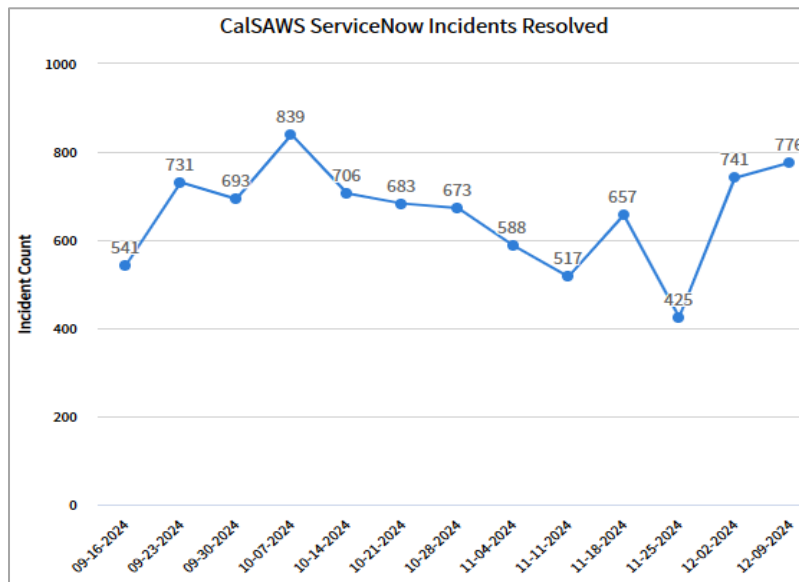


Figure 3.1.2-4: CalSAWS ServiceNow Incidents Resolved

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.

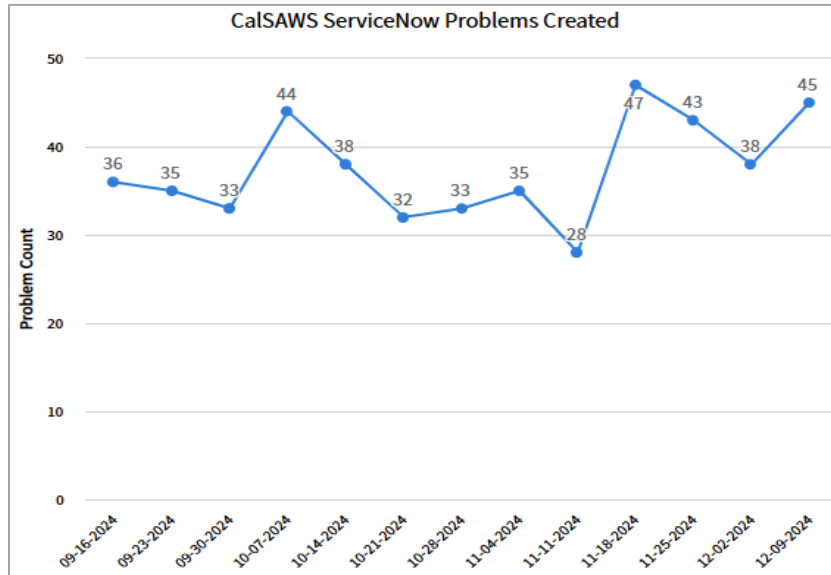


Figure 3.1.2-5: CalSAWS ServiceNow Problems Created

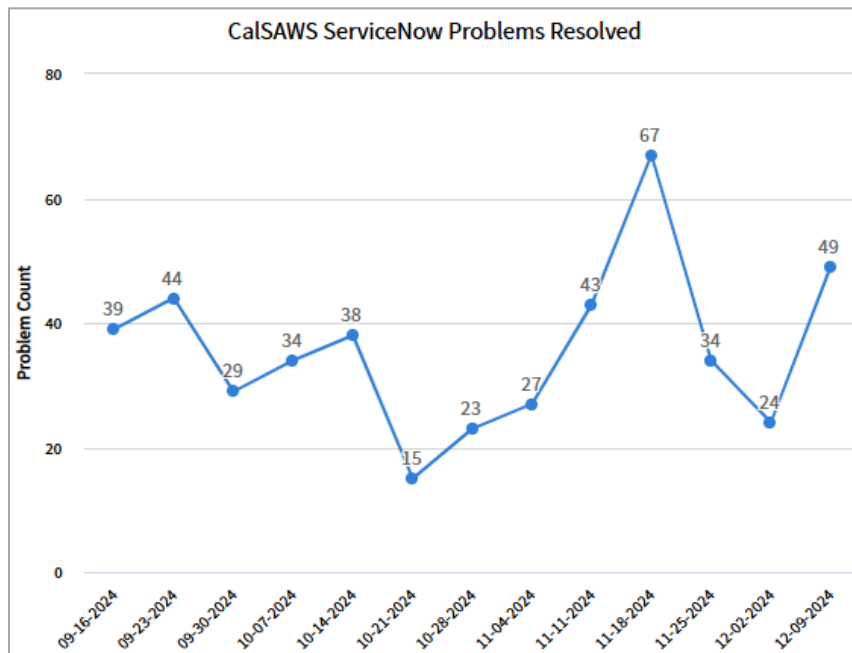


Figure 3.1.2-6: CalSAWS ServiceNow Problems Resolved

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 | 135 | 13 | 2 | 5 | 5 | 1 | 1 | 162 |
| IN PROGRESS | 1 | 95 | 23 | 11 | 23 | 21 | 12 | 7 | 193 |
| ON HOLD | 0 | 73 | 40 | 48 | 98 | 123 | 141 | 34 | 557 |
| RESOLVED | 0 | 389 | 266 | 343 | 413 | 66 | 63 | 9 | 1,549 |
| CLOSED | 13 | 4 | 2 | 37,244 | 80,900 | 15,357 | 10,622 | 3,312 | 147,454 |
| PROBLEM IN DIAGNOSIS | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| TOTAL | 14 | 697 | 344 | 37,648 | 81,439 | 15,572 | 10,839 | 3,363 | 149,916 |

For BenefitsCal Deloitte aging ticket stats, please see the BenefitsCal status report.

- 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

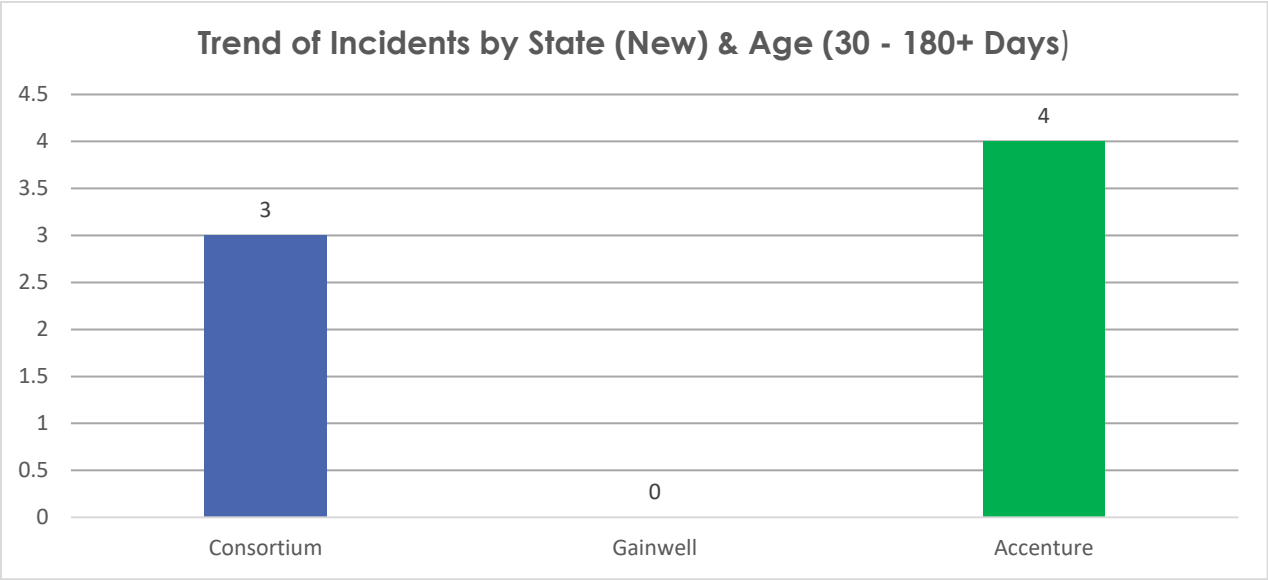


Figure 3.1.2-7: CalSAWS ServiceNow Incidents by State (New) and Age (30 – 180+ Days)

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

| ORGANIZATION | HELPDESK INCIDENTS | INFRASTRUCTURE INCIDENTS | TOTAL INCIDENTS |
|-----------------------|--------------------|--------------------------|-----------------|
| Consortium | 3 | 0 | 3 |
| Gainwell Technologies | 0 | 0 | 0 |
| Accenture | 4 | 0 | 4 |
| Total | 7 | 0 | 7 |

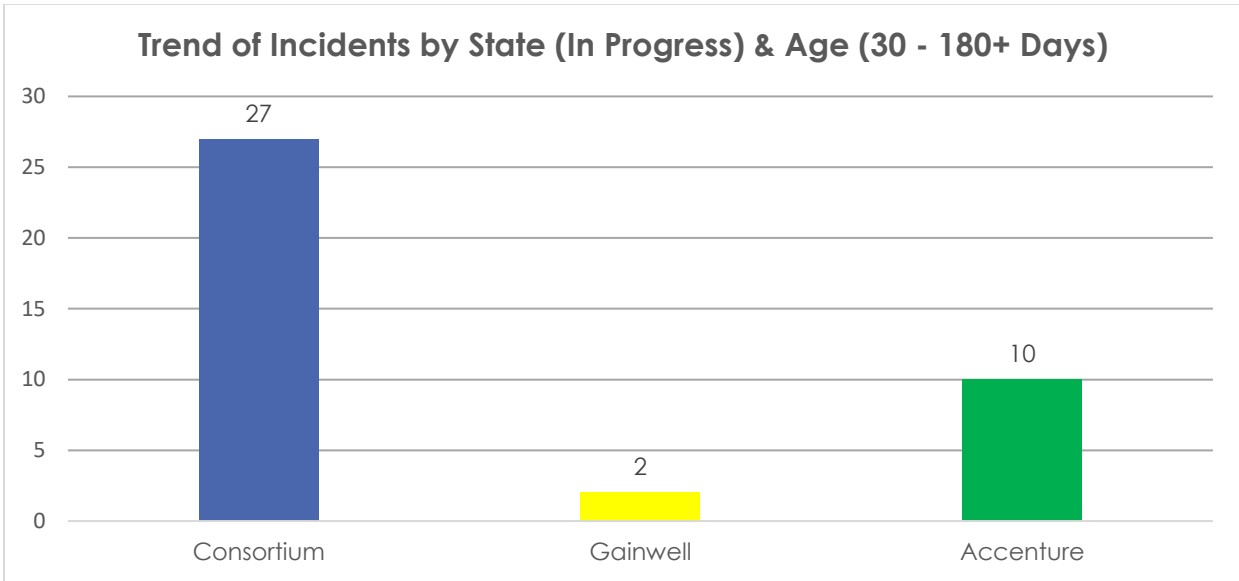


Figure 3.1.2-8: CalSAWS ServiceNow Incidents by State (In progress) and Age (30 – 180+ Days)

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

| ORGANIZATION | HELPDESK INCIDENTS | INFRASTRUCTURE INCIDENTS | TOTAL INCIDENTS |
|-----------------------|--------------------|--------------------------|-----------------|
| Consortium | 27 | 0 | 27 |
| Gainwell Technologies | 2 | 0 | 2 |
| Accenture | 10 | 1 | 10 |
| Total | 39 | 0 | 39 |

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

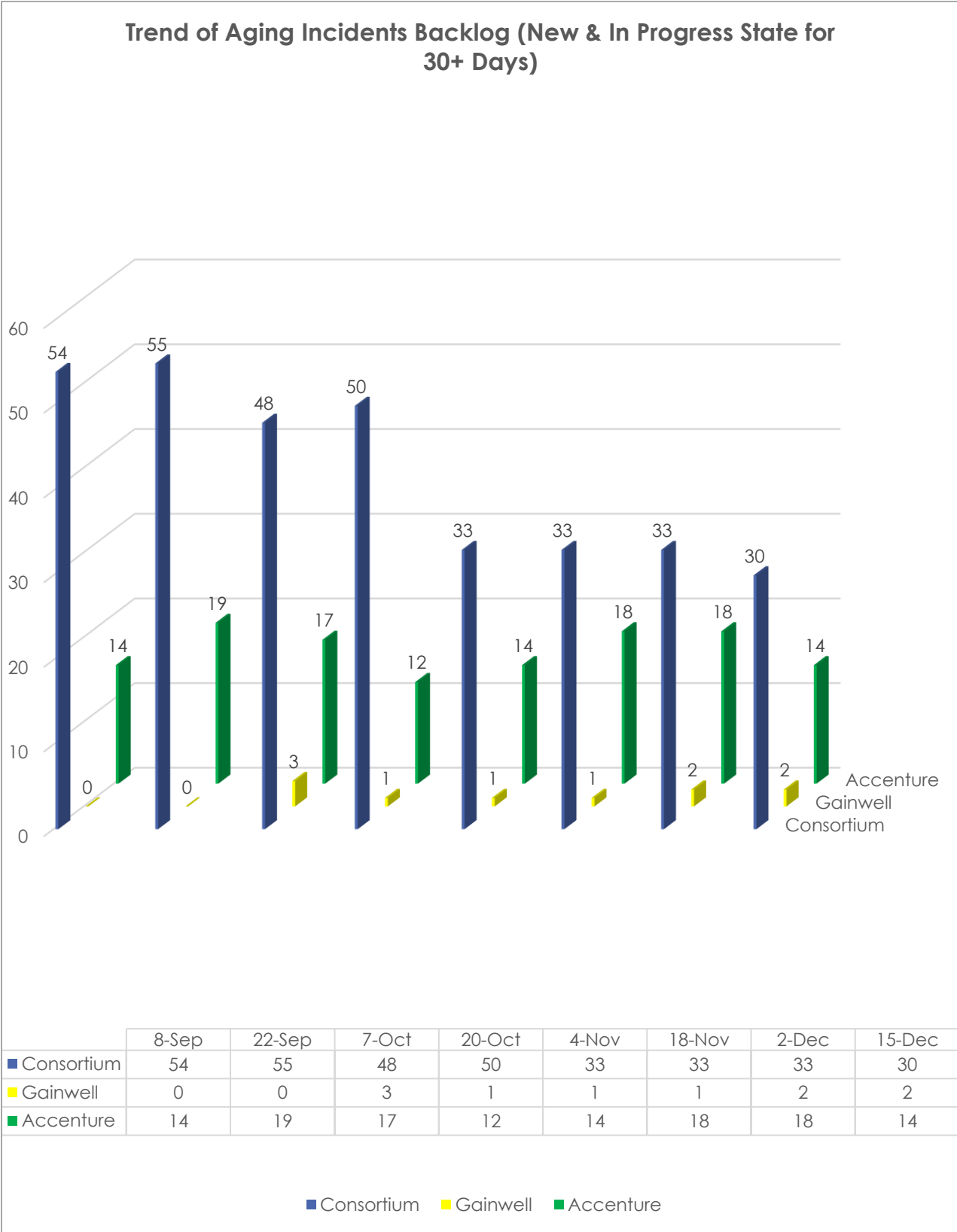


Figure 3.1.2-9: Aging Incident Backlog

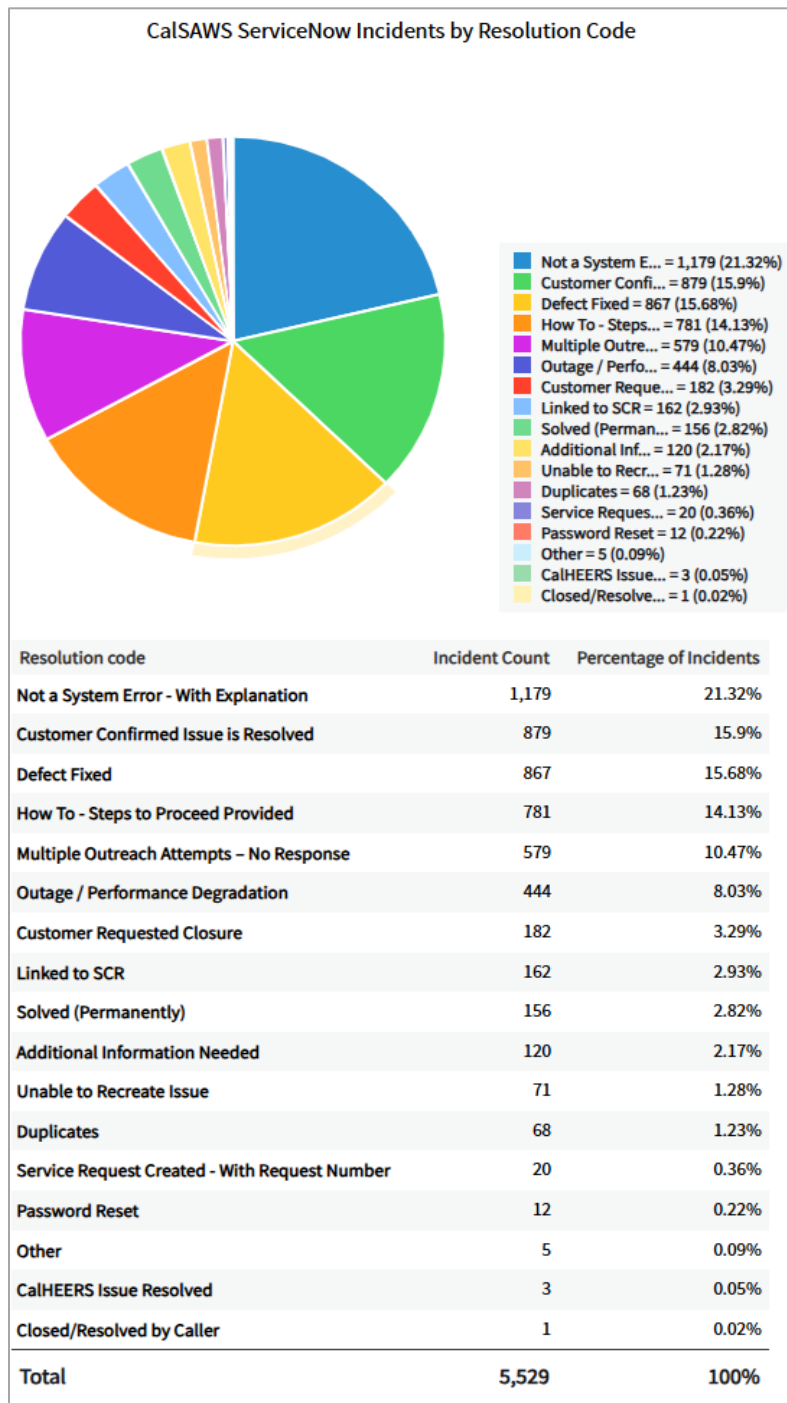


Figure 3.1.2-10: CalSAWS ServiceNow Incidents by Resolution Code

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

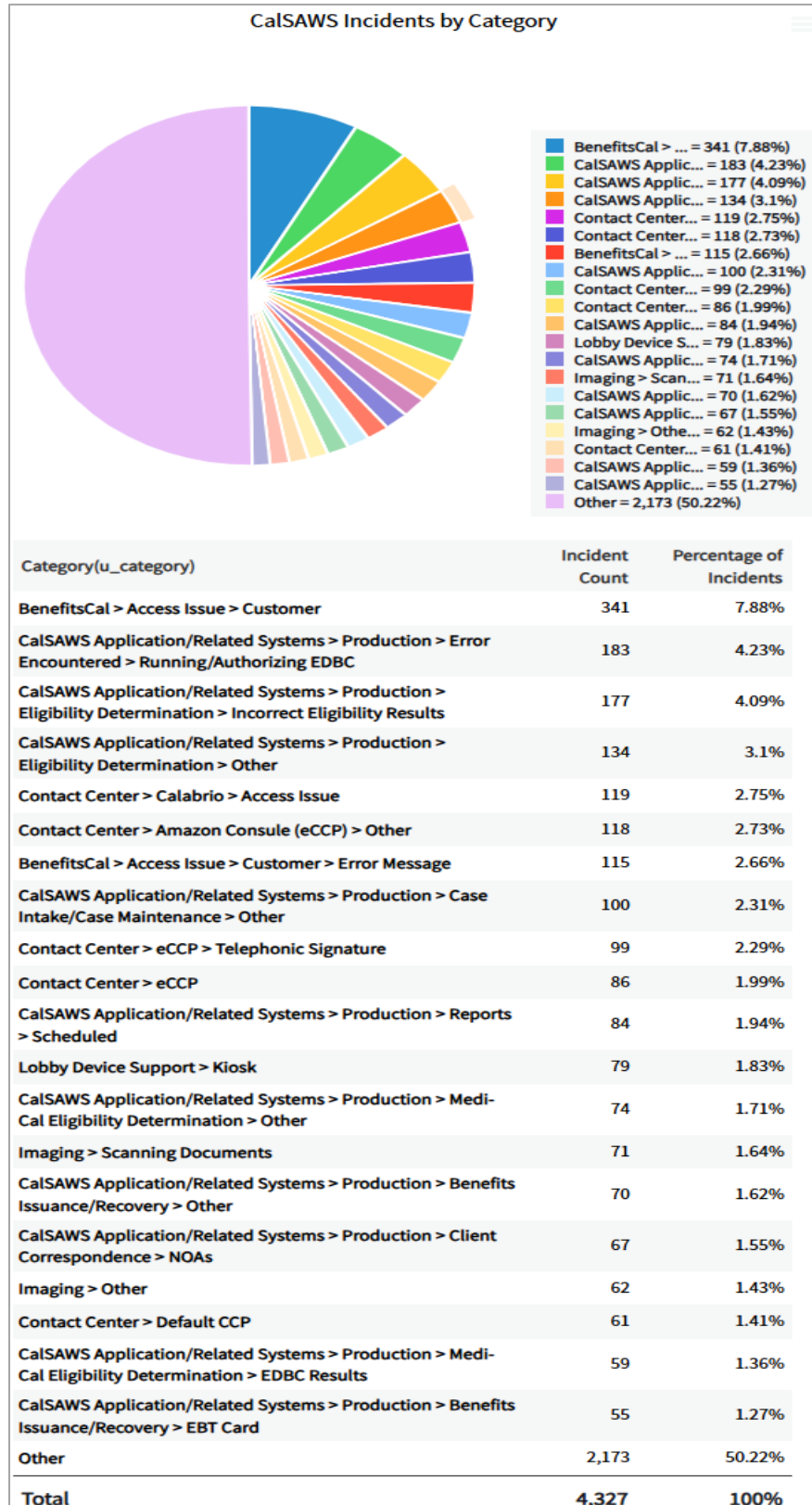


Figure 3.1.2-11: CalSAWS ServiceNow Incidents Created by Category

Note: The pie chart above represents Incidents by Category created within the past two months. The 2,173 listed as Other are for selected categories that had less than 55 incidents. Please view the CalSAWS Incidents by Category Breakdown report to see a complete list of all categories selected for the 4,327 incidents.

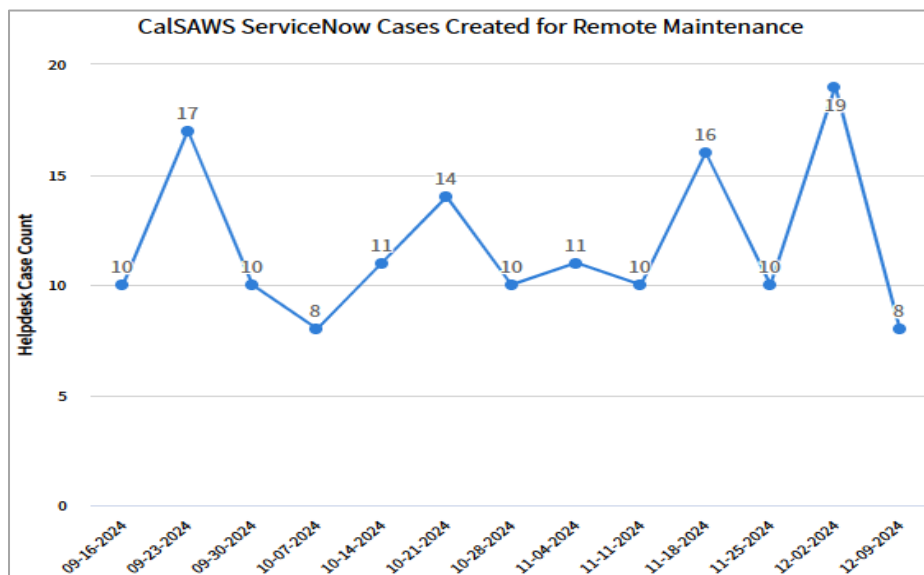


Figure 3.1.2-12: CalSAWS ServiceNow Cases Created for Remote Maintenance

- The Monthly Level Three Helpdesk Diagnosis Service Level Agreement (SLA) graph below represents the Level three Helpdesk compliance metric for closed incidents. The compliance for December Month to Date (MTD) is 99.6%

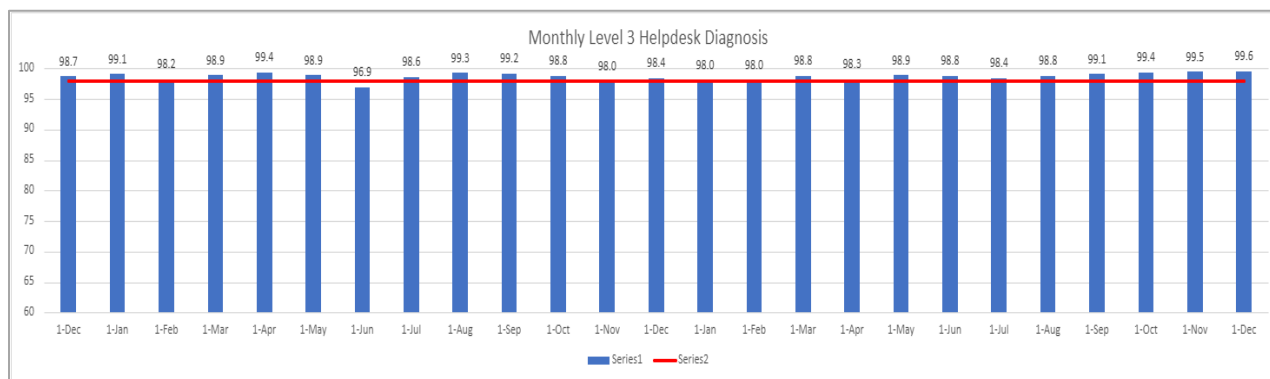


Figure 3.1.2-13: CalSAWS Accenture Monthly Level Three Helpdesk Diagnosis Service Level Agreement (SLA) Compliance

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

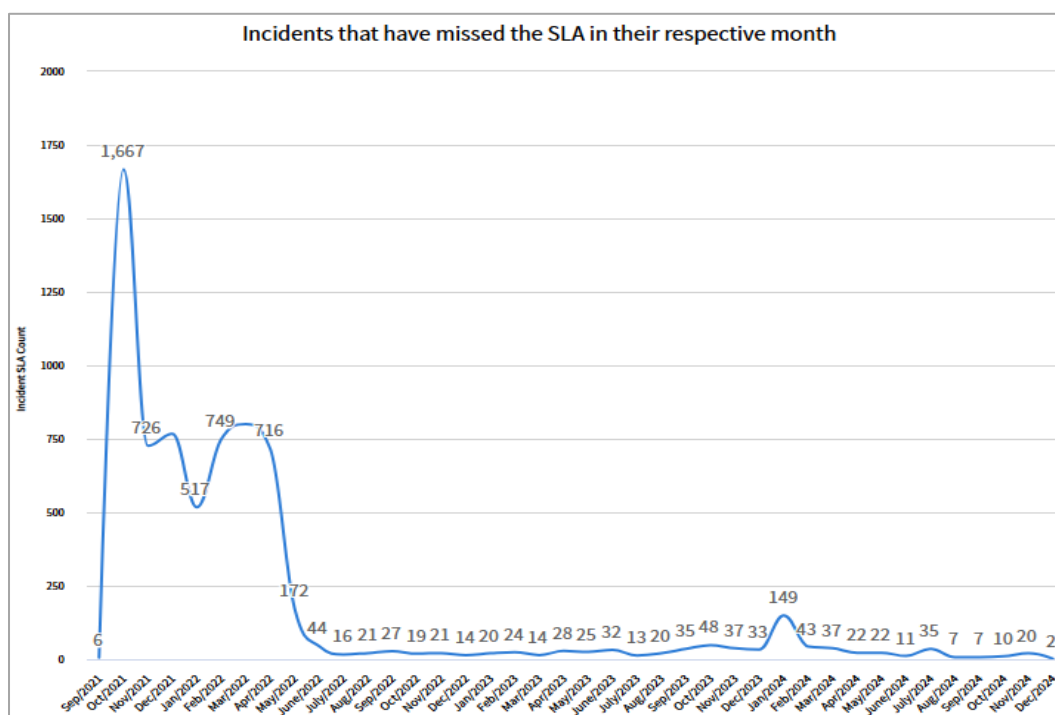


Figure 3.1.2-14: Incidents that have missed the Service Level Agreement (SLA) in their respective month

- 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. Three (3) closed incidents missed the SLA in December MTD

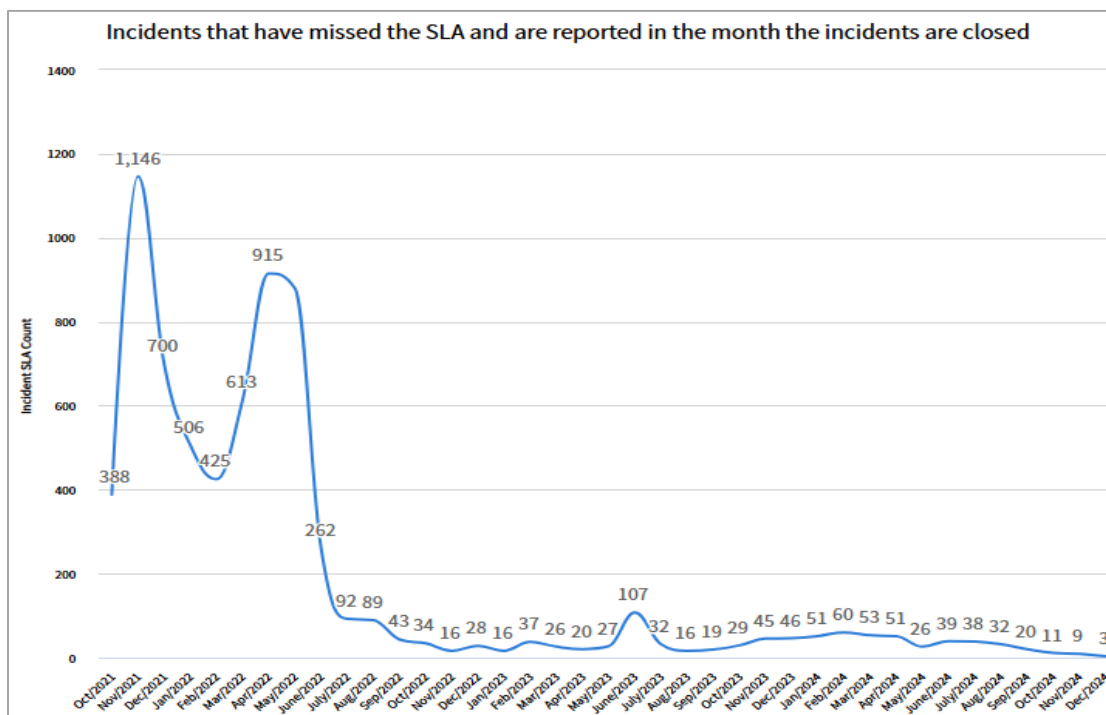


Figure 3.1.2-15: Incidents that have missed the SLA and reported in the month incidents are closed

3.2 Technology Operations

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

3.2.1 CalSAWS Management and Operations

- [REDACTED]
- [REDACTED]
- Implementation Advance Planning Document Update (IAPDU)
 - Virtual Private Network (VPN) replacement (TLM -11 CA-274965) was discussed and agreed on the product and technology
 - Global protect client deployed to all Users
 - Communication released to all CalSAWS VPN Users to use global protect as their preferred VPN solution
 - F5 replacement with Next-Generation Firewall (NGFW) in progress for Partner Exchange - CSAC-10 (New / Replace Virtual BigIP F5)
 - ✦ CalHEERS and BenefitsCal migration completed successfully

- ✦ FIS-EBT **SFTP Only** traffic migration completed successfully
 - ✦ FIS-EBT Host to Host traffic migration scheduled for migration on December 18, 2024

Table 3.2.1-1: CalSAWS Upcoming Maintenance

| SCHEDULED DATE | ACTIVITY DESCRIPTION |
|------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| December 18, 2024 | PROD: Update November 2024 Pitney Bowes Spectrum Enterprise Geocoding Module (EGM) Data Set (Planned Change) |
| December 18, 2024 | Whitelist r87.me URL to allow Invicti Interactive Application Security Testing (IAST) Scans (Planned Change) |
| December 18 – 19, 2024 | Identity and Access Management (IAM) Rotation: Coreapp-Production-Security Users Rotation - December 2024 [Technical Operations - PROD] (Planned Change) |
| December 18 – 19, 2024 | Update BenefitsCal Portal Application Programming Interface (API) Endpoints in (coreapp-production) (Planned Change) |
| December 18 – 19, 2024 | Identity and Access Management (IAM) Rotation: Coreapp-Production Users Rotation - December 2024 [Technical Operations - PROD] (Planned Change) |
| December 18 – 20, 2024 | Allow Connectivity from prod applications to database on Transmission Control Protocol Secures (TCPS) on port 1521-1522 (coreapp-county and coreapp-training) (Planned Change) |
| December 18 – 20, 2024 | Childcare and Contact Center connectivity to new prod AWS account (Planned Change) |
| December 19 – 20, 2024 | Identity and Access Management (IAM) Rotation: Contact Center Calabrio Rotation [IAC - PROD] - December 2024 (Planned Change) |
| December 20, 2024 | Create Adobe Integration with ServiceNow Prod (Planned Change) |
| December 22, 2024 | October 2024 Database Patching – Production (Planned Change) |
| December 22, 2024 | Allow Connectivity from prod applications to database on Transmission Control Protocol Secures (TCPS) on port 1521-1522 (coreapp-production) |

Table 3.2.1-2: CalSAWS Incident Follow-up Summary

| TICKET ID | DESCRIPTION | IMPACT DATE / TIME | IMPACT | RESOLUTION |
|-----------|-------------|--------------------|--------|------------|
| None | | | | |

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

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

3.2.3 CalSAWS Production Planned Outages Calendar

- The CalSAWS Production Planned Outages Calendar provided in 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

| CalSAWS and BenefitsCal Production Planned Maintenance | | | | | | | | | | | | | | | | |
|--------------------------------------------------------|------------|------------|----------|----------|--------------|-------------|---------|----------------|--------------|-----------|----------|------|---------------|---------------------|----------------------|-------------------------|
| Legend | | | | | | | | | | | | | | | | |
| Unavailable | | | | | | | | | | | | | | | | |
| Reduced Availability | | | | | | | | | | | | | | | | |
| Available | | | | | | | | | | | | | | | | |
| Activity Description | Start Date | Start Time | End Date | End Time | CalSAWS Core | BenefitsCal | Imaging | Contact Center | ADHOC / APEX | ForgeRock | CalHeers | OCAT | Central Print | Training Production | Communication Method | Communication Sent Date |
| BenefitsCal Release 24.12.19 | 12/19/24 | 8:00 PM | 12/19/24 | 9:30 PM | | | | | | | | | | | Broadcast Email | TBA |
| Production Maintenance | 12/22/24 | 8:00 AM | 12/22/24 | 2:00 PM | | | | | | | | | | | CIT 0181-24 | 12/3/2024 |
| | | | | | | | | | | | | | | | Broadcast Email | 12/9/2024 |
| CalSAWS Adhoc Reporting Database Maintenance | 12/22/24 | 2:00 PM | 12/22/24 | 6:00 PM | | | | | | | | | | | CIT 0181-24 | 12/3/2024 |
| CalSAWS Release 25.01 | 01/26/25 | 6:00 AM | 01/26/25 | 1:00 PM | | | | | | | | | | | CIT | 12/9/2024 |
| | | | | | | | | | | | | | | | Broadcast Email | |
| BenefitsCal Release 25.01.30 | 01/30/25 | 8:00 PM | 01/30/25 | 9:30 PM | | | | | | | | | | | Broadcast Email | |

Figure 3.2.3-1: CalSAWS Production Planned Outages Calendar

Notes:

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

3.3 Production Defect Backlog

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

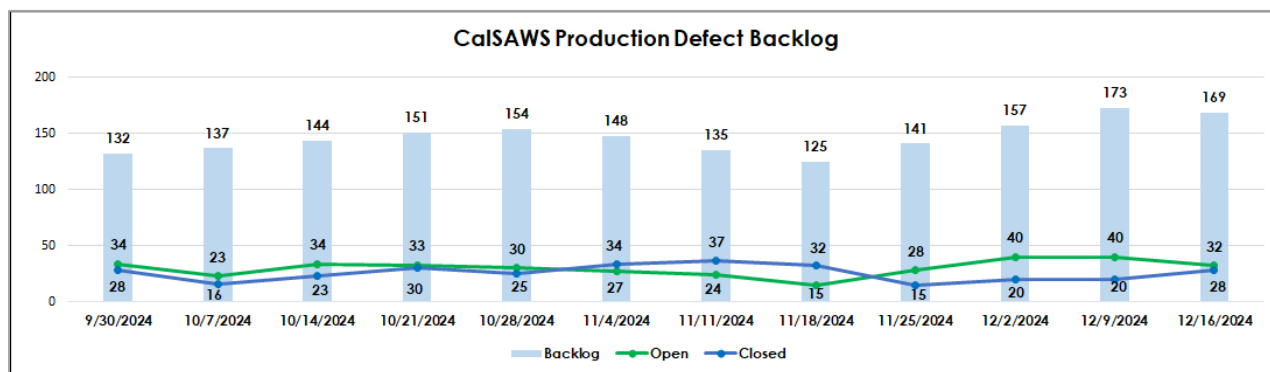


Figure 3.2.3-1: Production Defects Backlog Weekly Trend

3.3.1 Release Schedule Production Defect Fix

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

Table 3.3.1-1: CalSAWS Production Defect Count by Release

| CalSAWS Production Defect Count by Release | | | | | | |
|--------------------------------------------|------------|------------|----------|----------|-----------|-------------|
| Count of Defects | Release | | | | | Grand Total |
| Severity | 24.11 | 25.01 | 25.02 | 25.03 | TBD | |
| 2-Normal/Medium | 16 | 10 | 0 | 0 | 2 | 28 |
| New | 1 | 0 | 0 | 0 | 1 | 2 |
| In Progress | 3 | 9 | 0 | 0 | 1 | 13 |
| Closed | 12 | 1 | 0 | 0 | 0 | 13 |
| 3-Normal/Low | 126 | 99 | 1 | 1 | 28 | 255 |
| New | 8 | 9 | 0 | 1 | 17 | 35 |
| In Progress | 21 | 85 | 1 | 0 | 11 | 118 |
| Closed | 97 | 5 | 0 | 0 | 0 | 102 |
| 4-Cosmetic | 2 | 1 | 1 | 0 | 0 | 4 |
| In Progress | 0 | 1 | 0 | 0 | 0 | 1 |
| Closed | 2 | 0 | 1 | 0 | 0 | 3 |
| Grand Total | 144 | 110 | 2 | 1 | 30 | 287 |

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 December 2024 and January 2025 Communications:
 - See table 3.4.1-1 CalSAWS Release December 2024 and January 2025 Communication Activities for details

Table 3.4.1-1: CalSAWS Release December 2024 and January 2025 Communication Activities

| TASK | DATE (S) | OWNER |
|--------------------------------------------------------------------------------------|-------------------------------------------------|------------------------------------------------------|
| Send draft Release Notes file to Consortium for review | December 16, 2024 | Production Operations |
| Send draft Release Notes file to select County Staff and Consortium for review | December 30, 2024 | Production Operations |
| Webcast on CalSAWS Release 25.01 | January 7, 2025 | Production Operations / Consortium Policy and Design |
| Send draft Release Notes file to select County Staff and Consortium for final review | January 13, 2025 | Production Operations |
| 25.01 CalSAWS Application Development and Training Release Notes Broadcast | January 21, 2025 | Production Operations |
| CalSAWS Release 25.01 Greenlight Meeting | January 22, 2025 | Release Management/Quality Assurance |
| CalSAWS 25.01 Post-Release Checkpoint Call | January 27 – 29, 2025 4:00 p.m. to 4:30 p.m. | Production Operations |

3.4.2 Root Cause Analysis (RCA)

- There were no newly published RCAs for the reporting period

3.4.3 Batch Operations

- Successfully completed the execution of the Minimum Wage and Social Security Administration (SSA) Cost-of-Living Adjustment (COLA). The EDBC batch processed 1.75 million cases, generating 820K correspondences
- 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

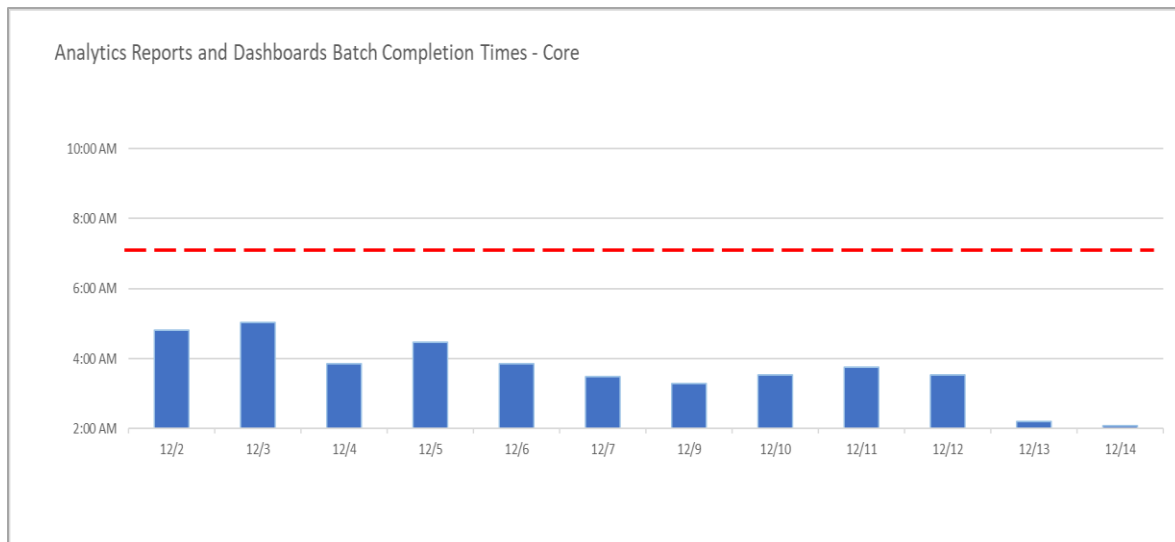


Figure 3.4.3-1: Analytics Reports and Dashboards – Monday – Saturday Nightly Batch Runs for the Status Reporting Period

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 completed before 7:00 a.m. during the reporting period | | | |

3.4.4 Production Performance

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

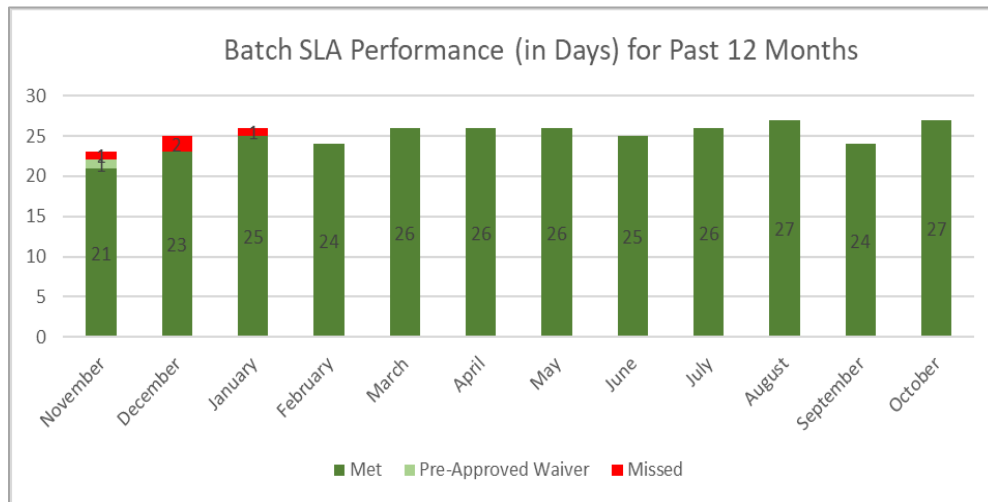


Figure 3.4.4-1: Batch Service Level Agreement (SLA) Performance

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

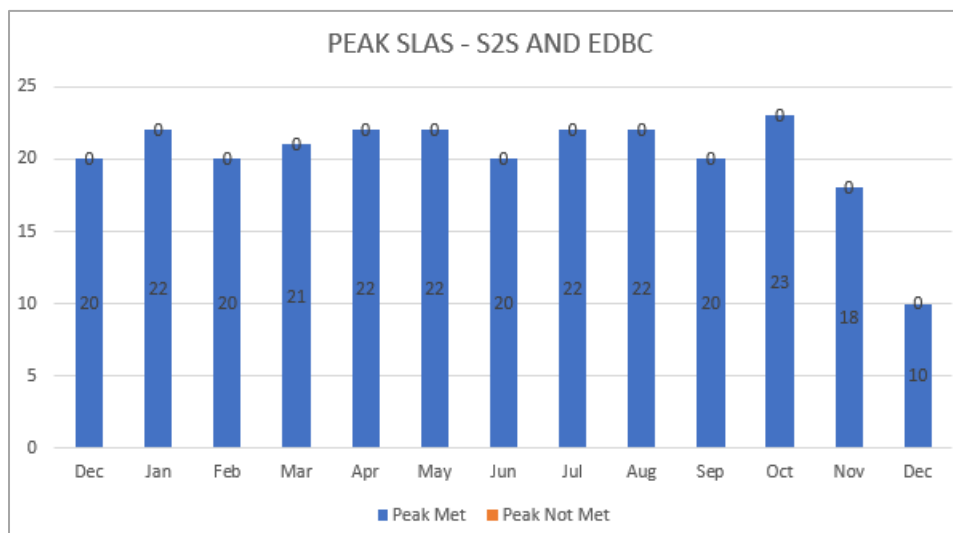


Figure 3.4.4-2: Peak Service Level Agreement (SLA) - S2S and Eligibility Determination Benefit Calculation (EDBC)

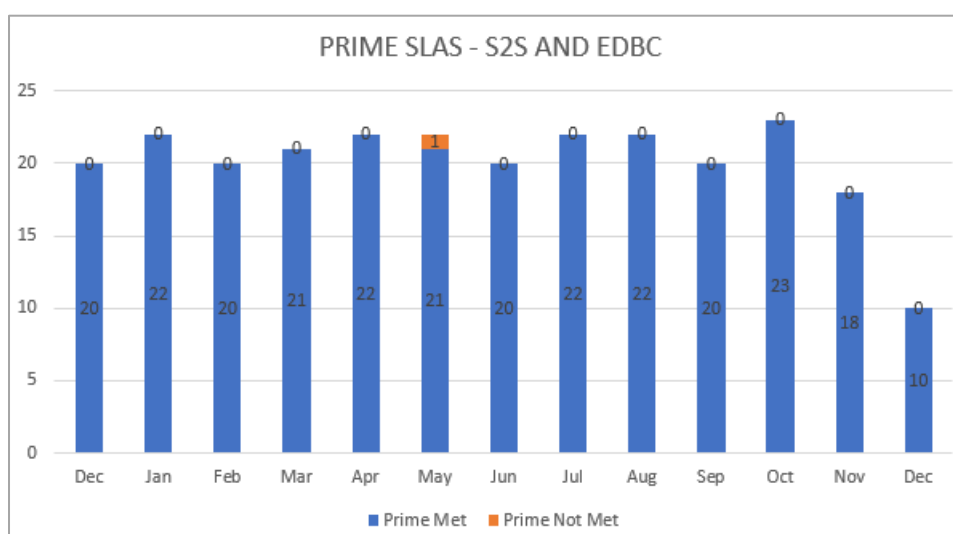


Figure 3.4.4-3: Prime Service Level Agreement (SLA) -S2S and Eligibility Determination Benefit Calculation (EDBC)

3.5 ForgeRock

3.5.1 Highlights

- The ForgeRock team successfully deployed both primary and disaster recovery Production build on December 6 and 8, 2024 and provided hypercare support on December 9, 2024. No issues were reported, and performance remains nominal
- ForgeRock obtained funding approval for the ForgeRock Identity Gateway (IG) Upgrade to the latest version (24.11) released on December 2, 2024. This release coincides with configuration and tuning updates previously approved

- Consortium Helpdesk approved the October User Access Review (UAR) Report on December 10, 2024. ForgeRock submitted the November UAR on December 13, 2024
- ForgeRock deployed new client IDs for Welfare Data Tracking Implementation Project (WDTIP) for Development and Staging Environments on December 12-13, 2024
- ForgeRock continues ongoing troubleshooting, and investigation is occurring to ensure no further delays. Tentative Date for Production deployment scheduled for Jan 31, 2025
- ForgeRock team to internally review the BenefitsCal security findings (Medium and lower priority) items to determine next steps for approach

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 |
| WIAM-18 Identity - Password Authentication | January 31, 2024 | In progress |
| ForgeRock-ServiceNow integration | February 28, 2025 | In progress |

3.6 Imaging

- Completed Defects
 - CA-284211 - Only call Case information for program data during task generation if program ID has been populated
 - CA-285382 - M44-353 to be added to Imaging
 - CA-284967 - Reset Confidential flag when document is reindexed to the Person Drawer
 - CA-285451 - Check for blank Returned Mail Indicator
- Completed System Change Requests (SCRs)
 - CA-284966 - Unhide Applicable Date and Received Date in the Capture and Indexing Views

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. Seventeen (17) defects were 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

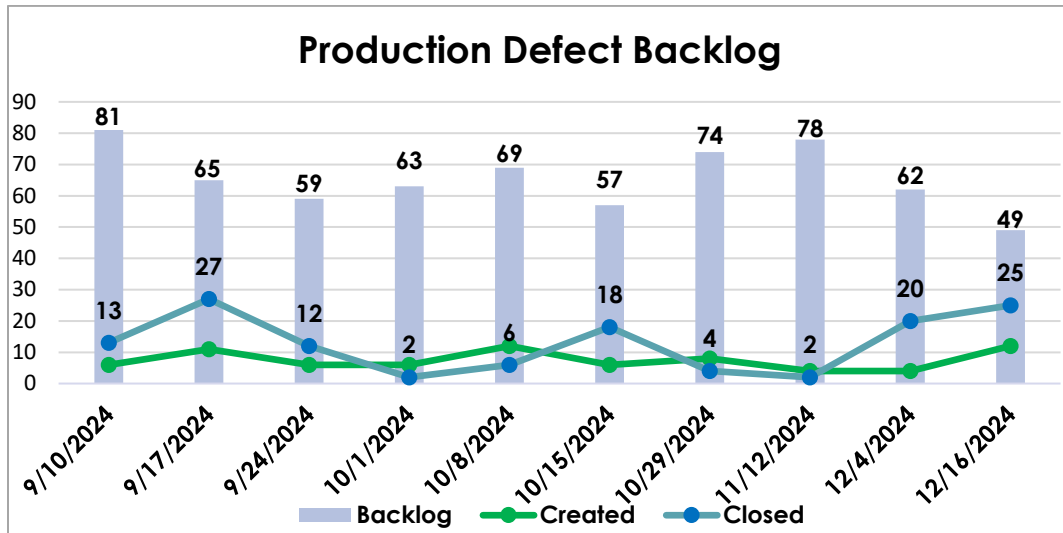


Figure 3.5.1: Contact Center Defect Burndown

- 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-280545 | Update eCCP Mute functionality when placing a call on hold. | 24.12.12 | In Production |
| SCR | CA-274984 | (TLM-20) Contact Center - Upgrade JAVA Lambdas to latest version | 24.12.12 | In Production |
| SCR | CA-282234 | Update Email Address for RCC Voicemails | 24.12.12 | In Production |
| SCR | CA-281021 | Investigate San Bernardino Call Flow to improve declining push notification success rate | 24.12.12 | In Production |
| SCR | CA-280524 | Sacramento County New Queue – Disaster CalFresh | 24.12.10 | In Production |
| SCR | CA-278875 | Voice bots statewide rollout: Butte County: Welcome Bot Re-enablement | 24.12.10 | In Production |
| SCR | CA-285051 | Contact Center Holidays - Update Butte County 2024 County Holiday Calendar | 24.12.02 | 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-276215 | AWS POC Support SCR for Contact Center Data Lake | 24.12.19 | In Development |
| 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 | 25.xx.xx | System Test |
| SCR | CA-270574 | Replace two-digit Language Code with Language Name | 25.01.xx | New |
| SCR | CA-260730 | Contact Center eCCP - Administration 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
 - Devices are fully functional, planned go-live for December 17-19, 2024
- 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
 - No updates for the reporting period
- 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
 - County working to setup support network for new devices. CalSAWS warehouse team preparing for kiosk delivery
- 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
 - Lobby team performing final configuration for last two of four new kiosks. Received go ahead from County to complete kiosk printer refresh
- 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 – Able Bodied Adults Without Dependents
 - CAPI – Cash Assistance Program for Immigrants
 - CFAP – California Food Assistance Program
 - CIDR – CDSS Internal Data Request
 - EBT – Electronic Benefit Transaction
 - ESAP – Elderly Simplified Application Process
 - E&T – Employment and Training

- FC – Foster Care
- MEDS – Medi-Cal Eligibility Data System
- OIG – Office of the Inspector General
- SIRFRA – SAWS Information Request for Research and Analysis
- USDA – United States Department of Agriculture
- WTW – Welfare to Work
- Completed Work:
 - CIDR 9062 – CalWORKs Post-Secondary Students
 - CIDR 9063 – CIDR 9063 - Automated/Mass Replacement Waiver Data Request
- Continued Work:
 - CIDR 9060 - CDSS SAWS+ Implementation
- Started Work:
 - CIDR 9064 – Summer EBT Query Run

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
- 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:
 - None to note for the reporting period
- Continued Work:
 - None to note for the reporting period
- Started Work:
 - SIRFRA 1385 – End of CCR Renewal Data Request February 2025
 - SIRFRA 1386 – Renewal and Demographics Data Request December 2024
 - SIRFRA 1387 – Total Number of Applications Pending and Total Number of REs Pending December 2024
 - SIRFRA 1388 – Monthly Failure to Complete Data December 2024

3.9.4 Endpoint Detection and Response (EDR)

- CHG0051900 and CHG0051979 to update PROD AMI without Sophos and permanently deploy all ForgeRock Production servers with Qualys EDR, FIM, Anti-malware completed successfully with no issues observed. All assets are protected by Qualys EDR & anti-malware
- Windows Teams completed filling in schedule for On Demand Scans. Linux Teams in the process of filling in schedule. Still awaiting confirmation from some teams
- CHG0051759, CHG0051775, and CHG0051831 to enable On Demand Scans for select group of Windows Servers. Scheduled for December 2–21, 2024. In progress
- Continue Final review process for Operational Working Document (OWD) for Qualys Endpoint Detection and Response OWD
- CalSAWS Informational Alert third 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 and BenefitsCal migration completed successfully
 - FIS-EBT **SFTP Only** traffic migration completed successfully on December 16, 2024
 - ✦ FIS-EBT Host to Host traffic migration scheduled for migration on December 18, 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 December 16, 2024

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:
 - Snky IDE troubleshooting – Completed
 - Snky IDE roll out onshore – In progress
 - Snky IDE roll out workspaces – In progress
 - Snky developer training – Session One – Completed
 - Snky developer training - Session Two – Completed
 - Snky code fixes for 25.01 release – In progress
 - Open source SCA scan analysis – Critical Severity – Completed
- Dynamic Application Security Testing (DAST) and Interactive Application Security Testing (IAST)
 - Tool cutover - Invicti for DAST and API scan – 25.01 release scan – Completed
 - 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

- Completed Assembly testing
- System testing is in progress
- Next steps are to proceed with performance testing

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

- Filter enablement of AWS complete focusing on CloudFront buckets

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

- Global Protect Client deployed to all Users
- Communications release to all Users that provide step-by-steps instructions for login on CalSAWS managed laptops and company provided laptops

3.9.15 Identity Proofing (IA-12)

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

3.9.16 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 – Assembly Test In progress - February 25, 2025
- Milestone Six – Production environment cutover – March 20, 2025
- Milestone Seven – Decommissioning old Production environments – May 20, 2025

3.9.17 Major Upgrade - Analytics stack (TLM-03)

- Python and EMR upgrade finished on all environments
- Older AL2 Boxes were decommissioned on all environments
- Qlik Sense and NPrinting updated in production on December 15, 2024

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

- Project documentation is in progress

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)
 - Configuring Agent Based Discovery for Linux boxes in Development using LA3 & SV1 MID servers – based on ServiceNow Case CS20209919 advice – MID Web Server rebuilt in Development & provided new API Key to Linux team, they are

working to update the configuration for ACC Agent in SV1 Linux box. 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)
 - Documented testing in test cases in Jira
 - Migrated build to Test environment

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

- Deployed to Production on 12.08.2024
- Completed the System Testing

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, Bitbucket and JIRA – In Progress December 30, 2024

3.9.25 Upgrade to Windows 11 (TLM-34)

- Conducted three Office Hours
- Conducted remote reset successfully
- Feedback day to Dec 2, 2024
- Remote reset for testing complete
- Closed Entra laptop pilot

- AWS Workspaces pilot completed
 - Remaining access issues 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 December 15, 2024:
 - Completed 6 KT sessions in the week of December 2, 2024
 - Completed 1 KT sessions in the week of December 9, 2024
 - Commenced Job Shadow (JS) sessions on December 4, 2024. Completed 45 JS sessions through December 15, 2024:
 - Completed 9 Job Shadow sessions in the week of December 2, 2024
 - Completed 36 Job Shadow Sessions in the week of December 9, 2024
 - Completed KT for the CalSAWS laptop image build & distribution:
 - Completed laptop imaging for 54 out of planned 210 laptops. Fourteen (14) laptops have been issued to the Gainwell resources
 - Enabled Active Directory group for three Gainwell resources to support laptop builds and for provisioning access to the Gainwell team
 - Continued preparation on scope split between Infrastructure and M&E contractors for Contact Center, Analytics, Database Administration, Ping Identify (ForgeRock) and Imaging
 - Participated in the scope discussion on Analytics, Ping Identify (ForgeRock) and Database Administration with Consortium Leadership and Gainwell on December 6, 2024

- Participated in the scope discussion on Contact Center with Consortium Leadership and Gainwell on December 9, 2024
 - Provided the background of the IAPDU Tech In-flight projects with Consortium CTO and Technical Operations Section Director on December 10, 2024
 - Conducted the overview and initial proposed cutover approach pros and cons on the following In-flight projects: ISA-20 migration of production account environments to Terraform managed AWS account; CARES project; and the retirement of WDTIP system migration to CalSAWS on December 12, 2024
 - Continued discussion with Equinix contact to transfer the contract
 - Submitted Change Notice 37 Attachment 4 Infrastructure Transition Out Job Shadowing and Reverse Job Shadowing on December 4, 2024
 - Received JPA Board approval of Change Notice 37 Attachment 4 Infrastructure Transition Out Job Shadowing and Reverse Job Shadowing on December 13, 2024
- In Progress/Upcoming Work:
- Continue conducting KT sessions
 - Continue conducting Job Shadow sessions
 - Oversee the Laptop build and distribution
 - Oversee access enablement for Gainwell team
 - 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
 - Continue defining Operating Level Agreement (OLA) between Infrastructure and M&E contractor's scope of services
 - Commence detailed planning the Reverse Shadow approach and timing with Gainwell

3.11 Deviation from Plan/Adjustments

- None to note for the reporting period

4 APPLICATION DEVELOPMENT

4.1 Highlights from the Reporting Period

Table 4.1-1: Application Development Status Agenda Topic

| STATUS REPORT SECTION | STATUS AGENDA TOPIC |
|----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4.4.1 Release Test Summary | <ul style="list-style-type: none"> ▪ Continued test execution for the 25.01 baseline release. Week two of eight completed. Team is on schedule with a 36% pass rate against a target of 25% |
| 4.6 Reports | <ul style="list-style-type: none"> ▪ Held CalSAWS State and Fiscal Reports Bi-Weekly meeting on December 05, 2024 ▪ Met with California Department of Health Care Services (DHCS) on December 06, 2024, to discuss upcoming System |

| STATUS REPORT SECTION | STATUS AGENDA TOPIC |
|-----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | Change Request (SCRs) CA-268774 – DHCS RMR and CA-270511 – DHCS CMS PI Indicator <ul style="list-style-type: none"> Met with Consortium on December 09, 2024, to discuss Analytics/Reports ForumBee |
| 4.8 Training | <ul style="list-style-type: none"> Preparing for Training Production Refresh 1/3/25-1/6/2025 |
| 4.10 FCED/CARES | <ul style="list-style-type: none"> 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 |
|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 24.12.17 | <ul style="list-style-type: none"> Update LA Only Batch Jobs PB19E466, PB19E467, PB19E468 to Allow 30 Day Absence After Removal by CWS |
| 24.12.18 | <ul style="list-style-type: none"> Voice Bots statewide rollout: Fresno County: Welcome Bot Only Voice Bots statewide rollout: Humboldt County: Welcome Bot Only |
| 24.12.19 | <ul style="list-style-type: none"> Add a Complete/Incomplete indicator for Medi-Cal program Case Flag for HCBS SI (Home and Community-Based Services Spousal Impoverishment) individuals provided by DHCS Contact Center - Solano County - Update County Holidays for 2024 Contact Center Changes- Calendar Update Humboldt Design - Contact Center 2.0 Prototype Fresno Gen AI Call Summary Assist - Release 24.12.19 (Release 6) Marin - Contact Center Hours Change (add two days) Mass Replacement of CalFresh Benefits in Trinity due to late November power outages Update 2025 Holiday/Main Payroll Calendar for County Closure Dates - BicSuite Scheduler changes Update Integrated Payroll Foster Care Reports to display Unclaimed Issuances Update San Joaquin County 2025 Holiday Calendar -BicSuite Scheduler Yolo County Dec 2024 Contact Center Holiday Closures |
| 24.12.20 | <ul style="list-style-type: none"> Voice Bots statewide rollout: Monterey County: Welcome Bot Only |

| RELEASE | SUMMARY |
|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| 24.12.23 | <ul style="list-style-type: none"> ACL 24-62 - Create New State Food Benefit Type for CalFresh Replacements Due to Electronic Theft |
| 24.12.27 | <ul style="list-style-type: none"> Update CC 2025 Holiday |
| 25.01 | <ul style="list-style-type: none"> Total System Change Requests (SCRs): 77 approved Release Webcast date: November 27, 2024 |
| 25.02 | <ul style="list-style-type: none"> Total System Change Requests (SCRs): 7 approved Release Webcast date: To be determined |
| 25.03 | <ul style="list-style-type: none"> Total System Change Requests (SCRs): 39 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-202054 - ACL-18-07 Suspend/Discontinue/Reinstate for CAPI case
 - CA-209344 - Apply SSP Only OPA for Specific Programs
 - CA-229087 - Medi-Cal Add new NOAs for Reapplication and Rescind Functionality
 - CA-229838 - Add new Foster Care Reasons to NOAs Phase Five
 - CA-235484 - CalFresh Add Additional NOAs for Non-Compliance Page
 - 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-267120 - Add a new Status Reason to stop Collections on Recovery Accounts
 - CA-268378 - Automate SOC 452A for CAPI
 - CA-270919 - GAGR Automated Solution Property Limits
 - CA-271084 - ACL 18-43 - Revise CalWORKs M40-107G Time Limit NOA
 - CA-274189 - Workload Management Information Gathering
 - 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-280582 - CSAC-42, TLM 13, 14, 15 - ServiceNow Hardware Asset Mgmt (HAM)
 - CA-281889 - CalHEERS eHIT: Accelerated Enrollment Enhancements
 - 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-284964 - Implement GA/GR Automated Solution program for San Bernardino County
 - CA-51493 - ACL 16-25 - Add missing Restoration NOAs for Semi-Annual Report (SAR 7)
- Continued build on:
 - Priority releases and Release 25.03 approved System Change Requests (SCRs)

4.4 Release Management

4.4.1 Release Test Summary

- Continued test execution for 25.01 System Change Requests (SCRs)

Table 4.4.1.1: CalSAWS System Change Request (SCR) Test Status – 25.01

| | |
|----------------------------------------------|-----|
| Pass Rate Target as of December 13, 2024 | 25% |
| Pass Rate Actual as of December 13, 2024 | 36% |
| System Test completed Date: January 22, 2025 | |

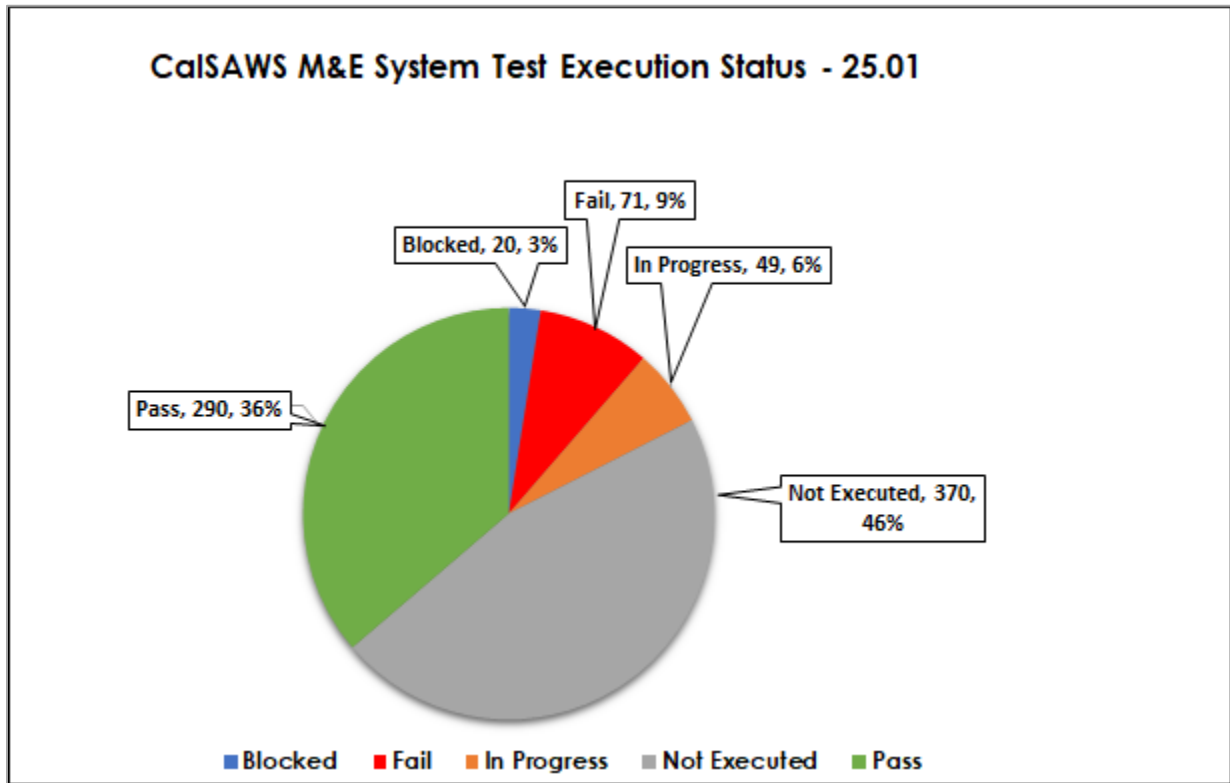


Figure 4.4.1-1: CalSAWS M&E System Test Execution Status

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 | 182,472,502 | 46.49% | 15 | 100% |
| 2 | 100 | 131,278,872 | 33.43% | 100 | 100% |
| 3 | 116 | 39,482,855 | 10.05% | 114 | 98.81% |
| 4 | 679 | 36,000,201 | 9.21% | 584 | 92.49% |
| 5 | 2823 | 3,302,524 | 0.84% | 925 | 50.24% |

Note: Transaction volume and coverage metrics are based on CalSAWS monthly Production performance data and Automated Regression Test (ART) coverage data as of November 30, 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 1,456 end-to-end Automated Regression Test (ART) scripts:

- 1,158 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 completed
 - ✦ Testing is in progress
 - Release 27 – target to deploy on February 27, 2025
 - ✦ Design is in progress

4.6 Reports

- Held CalSAWS State and Fiscal Reports Bi-Weekly meeting on December 05, 2024
- Met with California Department of Health Care Services (DHCS) on December 06, 2024, to discuss upcoming System Change Request (SCRs) CA-268774 – DHCS RMR and CA-270511 – DHCS CMS PI Indicator
- Met with Consortium on December 09, 2024, to discuss Analytics/Reports ForumBee

Table 4.6-1: Total Open Incidents by reporting period

| REPORTING PERIOD END DATE | NUMBER OPEN TICKETS |
|---------------------------|---------------------|
| November 01, 2024 | 15 |
| November 15, 2024 | 14 |
| November 29, 2024 | 8 |
| December 13, 2024 | 9 |

Note: Total open incidents as of the current reporting period

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

| OPEN DEFECTS STATUS | STATE REPORTS | FISCAL REPORTS | MANAGEMENT REPORTS | BUSINESS INTELLIGENCE | TOTAL |
|----------------------|---------------|----------------|--------------------|-----------------------|-------|
| New | 0 | 0 | 1 | 0 | 1 |
| Reopened | 0 | 0 | 0 | 0 | 0 |
| Assigned | 3 | 0 | 0 | 0 | 3 |
| In Development | 7 | 4 | 3 | 4 | 18 |
| Development complete | 0 | 0 | 0 | 0 | 0 |
| In Assembly Test | 0 | 0 | 0 | 0 | 0 |
| System Test | 0 | 0 | 0 | 0 | 0 |
| Test Complete | 0 | 2 | 1 | 0 | 3 |
| Total Open Defects | 10 | 6 | 5 | 4 | 25 |

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 | 0 | 0 | 0 | 0 | 0 |
| 3-Normal/Low | 10 | 6 | 5 | 4 | 25 |
| 4-Cosmetic | 0 | 0 | 0 | 0 | 0 |
| Total Open Defects | 10 | 6 | 5 | 4 | 25 |

Note: Data is as of current reporting period

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

| State/Claiming Reports | Total | Defects | SCRs - Targeted Release | | | |
|------------------------|-------|----------------|-------------------------|-------|-------|-------|
| | | As Prioritized | 24.11 | 25.01 | 25.03 | 25.05 |
| CA 1037 | 2 | 2 | 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 |
| CA 812 | 1 | 1 | 0 | 0 | 0 | 0 |
| DHCS CMS PI | 1 | 0 | 0 | 0 | 1 | 0 |
| DHCS CMS Unwinding E&E | 1 | 0 | 0 | 0 | 0 | 1 |
| DHCS RMR | 1 | 0 | 0 | 1 | 0 | 0 |
| Integrated Claiming | 4 | 3 | 1 | 0 | 0 | 0 |
| STAT 45 | 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 December 04, 2024, and December 11, 2024
- System Change Requests (SCRs) in Design Phase
 - CA-227572 - LA County - GR Timelimit
 - 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 Indicator for 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 administration 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 Administration Rules
 - CA-283604 - Update LA County GROW to Start Correspondence

- CA-284296 - Automate Consortium CalSAWS Common GAGR NOA - CalSAWS 1 Approval
 - CA-284297 - Automate Consortium CalSAWS Common GAGR NOA - CalSAWS 2 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-284415 - Update the Batch Jobs 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-213225 - Elimination of ABP 4038, six-Month Reminder Notice Pending T and U Visa for General Relief Participants
 - 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
 - CA-279019 - Execute batch job(s) via scripts for the sync process of lower environments
- System Change Requests (SCRs) in System Test Phase
 - 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-279019 - Execute batch job(s) via scripts for the sync process of lower environments
 - CA-284527 - Update CTCR Real Property Limit Value for Contra Costa County
- Priority System Change Requests (SCRs) deployed to Production
 - CA-58236 - Add Translations of Revised Forms to CalSAWS: ABP SSI 1, ABP SSI 3, and ABP SSI 4
- Defects released to Production
 - None to note for the reporting period

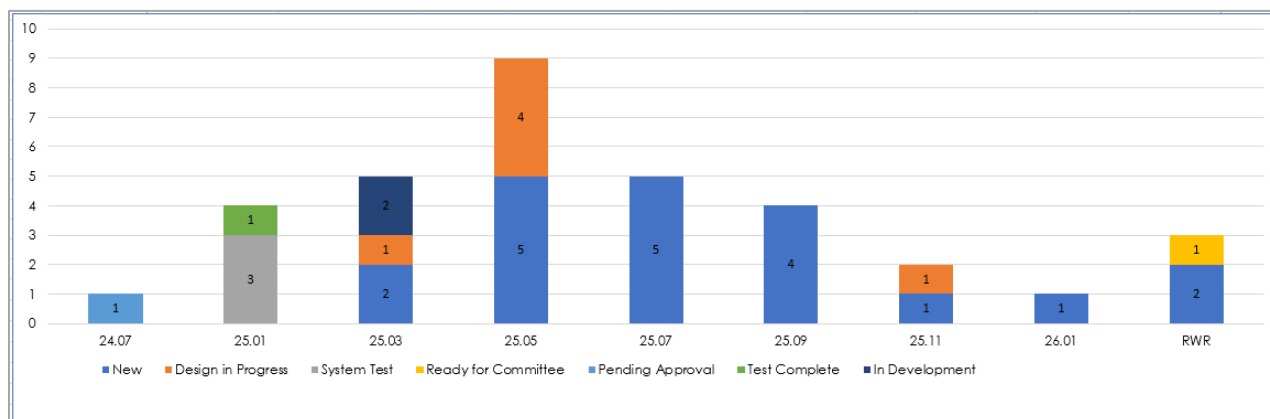


Figure 4.7-1: General Assistance/General Relief (GA/GR) System Change Requests (SCRs)

4.8 Training Materials Update

- 25.01 Online Help (OLH) System Change Requests (SCRs):
 - In Development
 - CA-260889 - Online Help- Create Job Aid for GAGR Automated Solution Time limit
 - Development Complete
 - ✦ CA-282847 - Online Help: Update the eApplication Summary and Create Select New Office OLH page CA-265239
 - System Test
 - ✦ 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-264782 - Online Help: Update JA Direct Deposit
 - ✦ CA-285163 - Online Help: Update the Forms Overview for the 25.01 Baseline Release
 - ✦ CA-281873 - Online Help: Update JA for CW/CF RE and SAR7 for Late Reports- CA-264217
 - ✦ CA-274737 - Online Help: Update the Reports Overview and Calendar for the 25.01 Baseline Release (CA-265301)
 - ✦ Test Complete
 - ✦ CA-284711 - Online Help - Update Skipped Issuances for EBT issuances JA
 - ✦ CA-280019 - Online Help: Create new JA Imaging - Optical Character Recognition (OCR)
 - ✦ CA-274100 - Online Help: Update JA - Medi-Cal MAGI Soft Pause
 - ✦ CA-256258 - Online Help: Create New JA MEDS - Task Administrator CA-223832

- 25.01.24 Priority Release Web Based Training (WBT) and CalSAWS Functional Presentation (CFP) SCRs:
 - Approved
 - ✦ CA-282917 - Training: Update Clerical Support WBTs for the 25.01 Application Development Changes
 - In Development
 - ✦ CA-282853 - Training: Update Quiz slides for all WBTs
 - ✦ CA-284382 - Training: Update Eligibility CalWORKs WBTs for 24.09 App Development Changes
 - ✦ CA-283227 - Training: Update Orientation WBTs for 25.01 App Development Changes
 - ✦ CA-277419 - Training: Update 008 - Eligibility Medi-Cal WBTs for Sunset Worklist pages CA-257327
- ✦ 25.03.21 Priority Release Web Based Training (WBT) and CalSAWS Functional Presentation (CFP) SCRs:
 - ✦ New
 - ✦ CA-282745 - Training: Update Eligibility CalWORKs WBTs for 24.11 App Development Changes
 - ✦ CA-282740 - Training: Update Orientation WBTs for 24.11 App Development Changes
 - ✦ Approved
 - ✦ CA-285477 - Training: Update 011 - Employment Services-GROW WBTs for 25.01 Baseline Release
 - ✦ CA-284821 - Training- Create a new WBT for CARES bi-directional Interface with CalSAWS CA-265904
 - ✦ CA-282746 - Training: Update General Relief WBTs for 24.11 App Development Changes
 - ✦ CA-282743 - Training: Update Eligibility CalFresh WBTs for 24.11 App Development Changes
 - ✦ CA-282305 - Training: Maintenance of 005-Clerical Support WBTs for 25.03 App Development Changes
 - ✦ CA-282163 - Training: Update Employment Services-WTW WBTs for 25.03 App Development Changes
 - ✦ System Test
 - ✦ CA-282166 - Training: Update the Eligibility Cal-Learn WBT for 25.03 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 |
|----------------------------------------------------------|---------------------|-------------|
| Training Production Refresh January 2026 CHG000052145 | January 3 - 5, 2025 | Not Started |

4.9 Upcoming Performance Tests

- Planned upcoming Performance tests for Core Online

Table 4.9-1: Core Online Upcoming Performance Cycle

| PERFORMANCE CYCLE | START DATE | END DATE | STATUS |
|-------------------------------------------|-------------------|------------------|---------|
| CalSAWS 25.01 Release Performance Testing | December 18, 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"
 - Completed iteration one of System Test for "Determination Results API" and "Determination Details API"
- In Progress Tasks
 - Continue to discuss with CARES on the data validations
 - Continue to work on the Assembly and System testing defects
 - 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 Assembly Testing (new changes) for the below APIs
 - Kin Gap
 - Issuance
 - Incidental
 - Case Transfer
- Upcoming Tasks
 - Perform Integration Testing for Iteration two of "Placement API"
 - Perform System Testing (new changes) for the below APIs
 - Kin Gap
 - Issuance
 - Incidental
 - Case Transfer
- 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 | 1 | 5 | 8 |

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

- Completed Tasks
 - 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
 - Trigger form CW 2186B - CalWORKs Exemption Determination from Program Detail
 - Create a de-duplication merge lambda for SCATL application
 - Integrate Program Detail Application Programming Interface in SCATL frontend application
 - Create Exception/Exemption Detail DELETE lambda API
 - Create Exception/Exemption Detail POST lambda API
 - Create Exception/Exemption Detail PUT lambda API
 - Analyze Implementation of Overlapping Program Information
 - 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
 - Define Access Rights for OTSI Staff
 - Analyze Logging Request and Response payload
 - Convert into TIME_TRACK_PERS_HST from CalSAWS' TIME_LIMIT_HST and WDTIP tables including CIN to many persons combination
 - Analyze one CIN to many persons fallouts
 - Analyze access to CalSAWS and SCATL application for OTSI/CDSS/EDD Users
- In Progress Tasks

- Copy TIME_LIMIT_NON_CAL_HST from WDTIP schema in Oracle database to TIME_LIMIT_NON_CAL_HST in SCATL PostgreSQL database
- Copy TIME_LIMIT_DIVERSN_HST from WDTIP schema in Oracle database to TIME_LIMIT_DIVERSN_HST in SCATL PostgreSQL database
- Copy TIME_LIMIT_EXCEPT_HST from WDTIP schema in Oracle database to TIME_LIMIT_EXCEPT_HST in SCATL PostgreSQL database
- Copy TIME_LIMIT_PGM_PARTICPTN_HST from WDTIP schema in Oracle database to TIME_LIMIT_PGM_PARTICPTN_HST in SCATL PostgreSQL database
- Copy TIME_LIMIT_CASH_AID_HST from WDTIP schema in Oracle database to TIME_LIMIT_CASH_AID_HST WDTIP of Postgres DB
- Copy TIME_TRACK_PERS_HST from WDTIP schema in Oracle database to TIME_TRACK_PERS_HST in SCATL PostgreSQL database
- 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
- Update CW Timed Out Turning Sixty Task for PostgreSQL integration
- Analyze TRAC Alternate Identity (ALID) Page Mapping
- Enhance and Refactor SQLs in Time Limit NOA for EDBC PostgreSQL integration
- Create a lambda for transaction history functionality in SCATL
- Analyze Time Limit Extension Request Detail page
- Analyze and mockup Transaction Detail History page in SCATL application
- Create Mockup for County Worklist page in SCATL application
- Implement refresh token within SCATL application
- Integrate lambdas for de-duplication page in SCATL application
- 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 form CW 2187 - YOUR CalWORKs 60-MONTH TIME LIMIT for PostgreSQL integration
- Update NOA M40-107A – Time-On-Aid (no previous NOA issued) for PostgreSQL integration
- Regression Test form CW 2190B - CalWORKs 60-Month Time Limit Extender Determination for PostgreSQL integration
- Regression Test NOA M40-107F - Aid: > 60 Months for PostgreSQL integration
- Regression Test static form CW 2184 - CalWORKs 60-Month Time Limit for PostgreSQL integration
- Regression Test NOA M40-107G - Aid: 60 Months for PostgreSQL integration
- Regression Test form CW 2186A - CalWORKs Exemption Request for PostgreSQL integration
- Regression Test - NOA M40-107F2 - Aid: 60 Months for PostgreSQL integration
- Regression Test form FSP 2 - Family Stabilization Program Denial Notice for PostgreSQL integration
- Regression Test form CW 2166 - Work Really Pays! Here's How for PostgreSQL integration
- Regression Test form CW 2190A - CalWORKs 60-Month Time Limit Extender Request for PostgreSQL integration

- Regression Test static form WTW 5 – Welfare-To-Work Program Notice for PostgreSQL integration
- Regression Test NOA M40-107F1 - Aid: 60 Months for PostgreSQL integration
- Regression Test NOA M40-107B - Time on Aid at Application/ Redetermination for PostgreSQL integration
- Remove duplicate records in TIME_LIMIT table
- Remove duplicate records in TIME_LIMIT_CASH_AID table
- Upcoming Tasks
 - Create referential architecture to implement CSRF for SCATL application
 - Create a security matrix for the security roles and rights in SCATL application
 - Analyze logging in SCATL application
 - Analyze Webservice Error Handling
 - Analyze navigation from SCATL Cash Aid Time Limit Month List page
 - Load fallout records for CalSAWS TIME_LIMIT_CASH_AID table
 - Update Task Automated Action Driving Queries - CalWORKs Recipient Approaching CW Time Limit: 57 Months
 - Update Task Automated Action Driving Queries - CalWORKs Recipient Approaching CW Time Limit: 54 Months
 - Update Task Automated Action Driving Queries - CalWORKs Recipient: TANF Time Limit Exceeded
 - Update Task Automated Action Driving Queries - Welfare to Work: Child Exemption Expiring
 - Implement CSRF for SCATL - Build
 - Analyze SCATL Session Management Approach
 - Implement Auto logout timeout modal in SCATL
 - Implement CSRF - DynamoDB Deployment
 - Update Batch Jobs PBXXF311 and PBXXF312 - Good Cause Time Limit Daily and Monthly batches for PostgreSQL integration
 - Create Program Detail component in SCATL application - Phase 4
 - Testing configuration and provisioning in BATPERF2 environment
 - Create lambda endpoints for Employment Development Department - EDD
 - Analyze requirements for Time Limit API called from BenefitsCal
 - Implement encryption in the SCATL frontend
 - Analyze and Load SCATL TIME_LIMIT_PGM_PARTICIPANT table for data in WDTIP that is not in CalSAWS
 - Integrate Add Individual APIs in SCATL application - Phase three
 - Update Task Time Limit Task Sweep WTW for PostgreSQL integration
 - Regression Test - NOA M40-107J - Participant Approval for PostgreSQL integration
 - Regression Test NOA M40-107J1 - Aid: > 60 Months for PostgreSQL integration
 - Support Partner Integration Testing with Employment Development Department - DBB
 - Regression Test NOA M40-107K - Aid: > 60 Months for PostgreSQL integration
 - Implement Security Logging
 - Implement Webservice Payload Archiving Interface Partner Integration
- Interface Partner Testing

- 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
 - Discussion with the Consortium Technical team for the plan to enable Archive in production
- Upcoming Tasks
 - Continue to partner with the Consortium AdHoc reports team for the AdHoc DB solution
 - Continue discussion with the Consortium Technical team for the plan to enable Archive in production

4.12.2 Data Growth – Test Data Slicer (TDS)

- In Progress Tasks
 - Plan for the next TDS activity in the BatchPerf environment
- Upcoming Tasks
 - Perform Delphix masking in the TDS-produced data for 25.03
 - Perform the next TDS activity in the BatchPerf environment
 - Document test data slicer on CalSAWS wiki

4.12.3 Premise Items

Table 4.12.3-1: Premise Items

| PREMISE NAME | STATUS | PHASE | PROGRESS/UPDATES |
|---------------------------------------------------------------|---------|-----------------|-----------------------------------------------------------------------------------------------------------------------------------|
| MULTIPLE SFY | | | |
| California Automated Response and Engagement System (CARES) | On Time | Development | <ul style="list-style-type: none"> ▪ Please refer to section 4.10 for detailed updates on FCED / CARES |
| Welfare Data Tracking Implementation Project (WDTIP) Upgrades | On Time | Development | <ul style="list-style-type: none"> ▪ Please refer to section 4.11 for detailed updates on WDTIP |
| CalFresh Discontinuance of Gambling Wins | On Time | System Test | <ul style="list-style-type: none"> ▪ CA-234917 planned for 25.01 ▪ CA-264553 - Pending State translations |
| Work Registration CalFresh Disqualification Notice Update | On Time | Not yet started | <ul style="list-style-type: none"> ▪ CA-240701 - Pending State translations |

| PREMISE NAME | STATUS | PHASE | PROGRESS/UPDATES |
|-------------------------------------------------------------------------------------|---------|---------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| MULTIPLE SFY | | | |
| CalFresh Reinstatement Approval & Denial Notice Revisions | On Time | Not yet started | <ul style="list-style-type: none"> CA-265360 planned for 25.07 Pending State translations |
| CalFresh Simplification | On Time | Not yet started | <ul style="list-style-type: none"> SFY24-25 Pending State translations |
| Homeless Assistance Program (HAP) Eviction (SB 1083) | On Time | Development | <ul style="list-style-type: none"> CA-277308, CA-277307, 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 | <ul style="list-style-type: none"> CA-233160 in production |
| CW Work Requirements (AB 2300) | On Time | Design | <ul style="list-style-type: none"> 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 | <p>Planned to be implemented in phases as below</p> <ul style="list-style-type: none"> 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 – In Development CA-248079 planned for 25.03 release – Design Approved |
| Add Threshold Language versions of the CF 377.11E | On Time | Development | <ul style="list-style-type: none"> CA-273087 – Planned for 25.01.xx |
| ACL 24-07 - Update CW 2186A and CW 2184 to include PFL and WTW pregnancy exemptions | On Time | Design | <ul style="list-style-type: none"> 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 | <ul style="list-style-type: none"> CA-268774 is planned for 25.01 CA-270511 is planned for 25.03 |

| PREMISE NAME | STATUS | PHASE | PROGRESS/UPDATES |
|----------------------------------------------------------------------------------------------|---------|-----------------|-----------------------------------------------------------------------------------------------------------------------------|
| MULTIPLE SFY | | | |
| | | | <ul style="list-style-type: none"> CA-270512 is planned for 25.05 |
| Re-Design CalSAWS Case Purge Components | On Time | Development | <ul style="list-style-type: none"> CA- 275163 is planned for 25.01 and on track Testing in-progress |
| Restoration Notices Updates | On Time | Design | <ul style="list-style-type: none"> 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 | <ul style="list-style-type: none"> CA-275317 – In Production CA-258654 is planned for 25.03 |
| CalFresh Restaurant Meals Program Notice Eligibility Clarification | On Time | Design | <ul style="list-style-type: none"> CA-219304 is planned for 25.03 |
| CalFresh Eligibility Disqualifications for Certain Convicted Felons | On Time | Not yet started | <ul style="list-style-type: none"> CA-230959 is pending state clarifications regarding forms. |

4.13 Deviation from Plan/Adjustments

- None for the reporting period

Appendices:



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

Appendix B - Appendix B - County Purchases Status Report

Appendix C - Appendix C - CalSAWS System IVR Report

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

Appendix E - Appendix E – CalSAWS Project Gantt Chart