



California Statewide Automated Welfare System



Bi-Weekly Status Report

CalSAWS Maintenance & Operations (M&O)

Reporting Period: December 30, 2024 – January 12, 2025

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Bi-Weekly Status – CalSAWS M&O

1 EXECUTIVE SUMMARY

1.1 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 158 active Production defects
Incidents		<ul style="list-style-type: none">CALSAWS BROADCAST: Starting at 4:30 p.m. on December 30, 2024, Users were experiencing issues viewing and capturing images in the CalSAWS Imaging solution. As of 12:03 a.m. on January 1, 2025, this issue was resolved by Hyland. All backlogged images were processed and the team continued to monitor imaging system performance. PRB0050689CALSAWS BROADCAST: Starting at 6:00 a.m. on January 3, 2025, Batch EDBC jobs were not run on January 2, 2025, for some Foster Care Cases. As of 8:00 p.m. on January 3, 2025, this issue was resolved. Batch EDBC was run for impacted Foster Care cases on Friday, January 3, 2025, and the project team confirmed benefits have been recalculated for impacted cases. PRB0050699CALSAWS BROADCAST: Starting at 6:00 a.m. on January 8, 2025, CalFresh EBT Production Reconciliation Report (Daily) was not generated on January 7, 2025. Defect CA-286533 has been created to track the issue. As of 6:00 a.m. on January 10, 2025, this issue was resolved. The CalFresh EBT Production Reconciliation Report for January 7-9, 2025, report dates have been generated and are available for Users. PRB0050723

1.2 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 25 System Change Requests (SCRs) and 67 defects, a total of 92 items

Table 1.2-1: Priority Releases

Minor version (Release date)	Issue Type		
Team Responsible	Defect	SCR	Grand Total
24.12.30	0	1	1
Contact Center	0	1	1
24.12.31	4	7	11
DBA	0	2	2
Eligibility	2	0	2
Fiscal	1	0	1
Generative Artificial Intelligence	0	1	1
Imaging	1	0	1
Security	0	2	2
Technical Support	0	2	2
25.01.02	4	2	6
Batch Operations	0	1	1
Batch/Interfaces	2	0	2
Client Correspondence	0	1	1
Medi-Cal/CalHEERS	1	0	1
Reports	1	0	1
25.01.03	2	0	2
Batch Operations	1	0	1
Contact Center	1	0	1
25.01.05	0	1	1
Training	0	1	1
25.01.06	0	1	1
Network	0	1	1
25.01.07	18	3	21
Batch/Interfaces	0	1	1
Contact Center	10	0	10
Eligibility	2	0	2
Fiscal	3	0	3
Online	3	0	3

Voice Bots / RPA	0	2	2
25.01.08	1	1	2
Batch Operations	1	1	2
25.01.09	35	8	43
Analytics	1	0	1
Batch Operations	1	1	2
Batch/Interfaces	4	2	6
BenefitsCal	2	0	2
Client Correspondence	1	2	3
Contact Center	22	0	22
Eligibility	1	1	2
Fiscal	1	1	2
Medi-Cal/CalHEERS	1	1	2
Reports	1	0	1
25.01.10	3	1	4
Technical Operations	3	1	4
Grand Total	67	25	92

■ Planned Outages:

• Scheduled CalSAWS Outages:

✦ CalSAWS Production Maintenance:

- On January 12, 2025, from 7:00 a.m. to 8:00 a.m., the CalSAWS application will be unavailable for Users. CalSAWS Users will be redirected to a read-only version of the CalSAWS application
- On January 19, 2025, from 2:00 p.m. to 9:00 p.m., the CalSAWS application will be unavailable for Users. CalSAWS Users will be redirected to a read-only version of the CalSAWS application
- On January 26, 2025, from 6:00 a.m. to 1:00 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 January 12, 2025, from 7:00 a.m. to 8:00 a.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

- On January 19, 2025, from 2:00 p.m. to 9:00 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
- On January 26, 2025, from 6:00 a.m. to 1:00 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"> Sections 2.6 CalSAWS Community Ambassadors and 2.7 Inclusion, Diversity, and Equity Advancement have been removed. These activities have fully transitioned to the Consortium

- Continued Project administration and financial management tasks
- Continued CalSAWS Risks and Issues Management Group (RMG) activities, including:
 - Continued supporting Risks and Issues Management transition to Consortium PMO
 - 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
 - Continued developing Project communications, as needed
 - Completed Bi-Monthly CalSAWS Connect, which was distributed on January 10, 2025. Transitioned Bi-Monthly CalSAWS Connect to CPMO
- Continued performing contract management activities:
 - Began preparations for M&E transition
 - Change Notice 38 (January 2025 JPA) is in development and may include:
 - ✦ CPOs
 - ✦ One Premise Item
 - ✦ Additional Infrastructure Transition Activities
 - ✦ Infrastructure Closeout

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 29, 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%

WEBPAGE	PERCENT OF SUBSCRIBERS
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 January 12, 2025

Table 2.4-1: CITs

CRFI ID	SUBJECT	CATEGORY	DISTRIBUTION DATE	PRIMARY CALSAWS CONTACT	BACKUP CALSAWS CONTACT
0001-25	Deactivation of Non-County Staff	Informational	January 2, 2025	Pete Quijada	Grady Howe
0002-25	Medicare Part A Buy-in	Informational	January 2, 2025	Elisa Miller	Laura Alba
0003-25	Scheduled Downtime Notification – January 19, 2025	Informational	January 7, 2025	Anand Kulkarni	Pete Quijada

- The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending on January 12, 2025

Table 2.4-2: CRFIs

CRFI ID	SUBJECT	DISTRIBUTION DATE	STATUS	RESPONSE DUE DATE	CALSAWS CONTACT
24-038	Request for Counties to Identify Participants for Documents Received Task Workgroup	December 20, 2024	Open	January 10, 2025	Sarah Rich
24-039	RPA Bots for BenefitsCal Card Requests	December 23, 2024	Open	January 15, 2025	Inez Finnigan

- The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending January 12, 2025

Table 2.4-3: Overdue CRFI

CRFI ID	SUBJECT	REGION 1	REGION 2	REGION 3	REGION 4	REGION 5	REGION 6
24-038	Request for Counties to Identify Participants for Documents Received Task Workgroup	Alameda, Napa, and Santa Clara Counties	Alpine, Amador, Mono, Nevada, Sierra, Sutter, Tuolumne, and Yuba Counties	Colusa, Del Norte, Humboldt, Lassen, Plumas, Siskiyou, Tehama, and Trinity Counties	Inyo, Kings, Mariposa, San Luis Obispo, and Tulare Counties	San Bernardino County	

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	1
Assigned	21
Completed	1,277
Duplicate	21
In review	4
Withdrawn	58
Rejected	8
Pending clarification	3
Ready for review	2
Total	1,395

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
SIRFRA 1392	Elimination of Assets and Updates to Share of Cost (LTC/PETI) NOA forms and Notices	Reopened	November 27, 2024	No response
SIRFRA 1382	SIRFRA 1382 - Medi-Cal Envelope	Assigned	December 12, 2024	No response
Other	Update San Bernardino County's Office Routing Rules	Assigned	December 20, 2024	No response

ID	DESCRIPTION	STATUS	DUE DATE	RESPONSE RECEIVED DATE
Other	Automated Processing of Payment Verification System Abstract Data	Assigned	January 8, 2025	No response
SIRFRA 1413	SIRFRA 1413- Additional Information at Application	Assigned	January 9, 2025	No response
SIRFRA 1374	Recurring - SIRFRA 1374 - CMS Monthly Unwinding Update Report - Previously Pending Renewals	Ready for review	January 10, 2025	No response
SIRFRA 1411	SIRFRA 1411 - Outstanding Unwinding Related Renewals	Ready for review	January 10, 2025	No response
SIRFRA 1409	SIRFRA 1409- Add Automation of the MC 604 MDV	Assigned	January 10, 2025	No response

2.6 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 final compliance for December was 98.45%. The current compliance for January (MTD) is 99.1%

3.1.1 Service Management Overview

- Scheduled CHG0048091 for the ForgeRock ServiceNow Account Synchronization Integration in February 2025

3.1.2 CalSAWS Help Desk Metrics

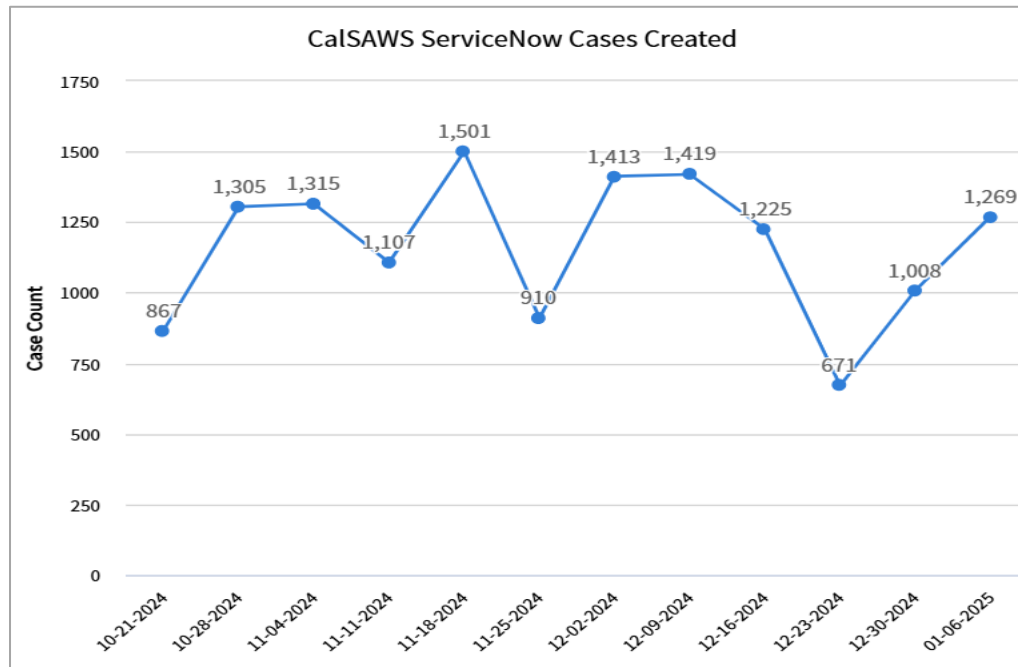


Figure 3.1.2-1: CalSAWS ServiceNow Cases per Week Created

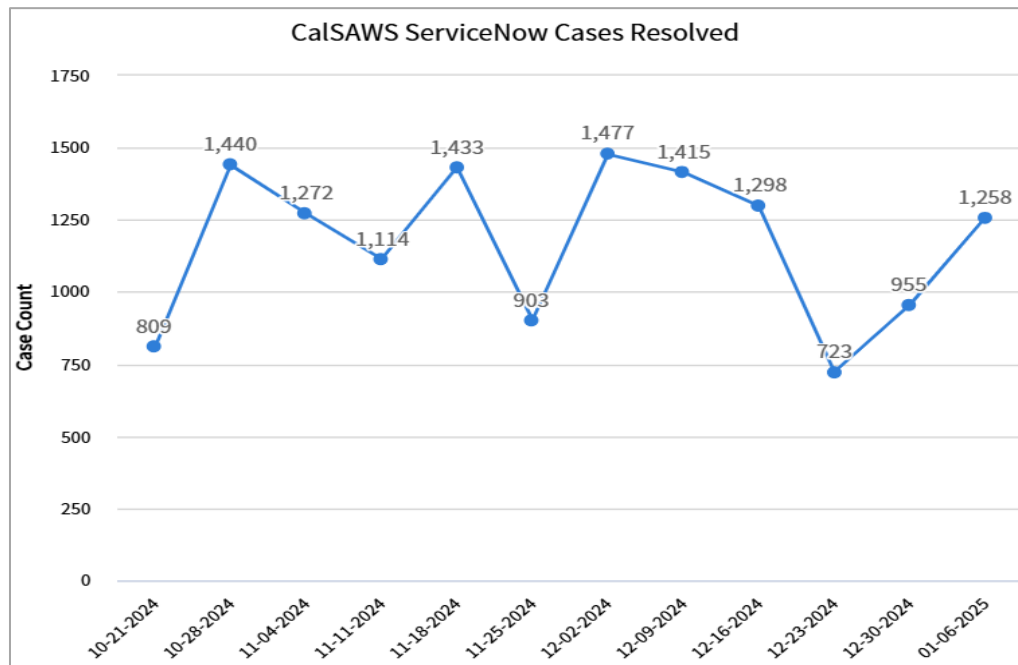


Figure 3.1.2-2: CalSAWS ServiceNow Cases per Week Resolved

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.

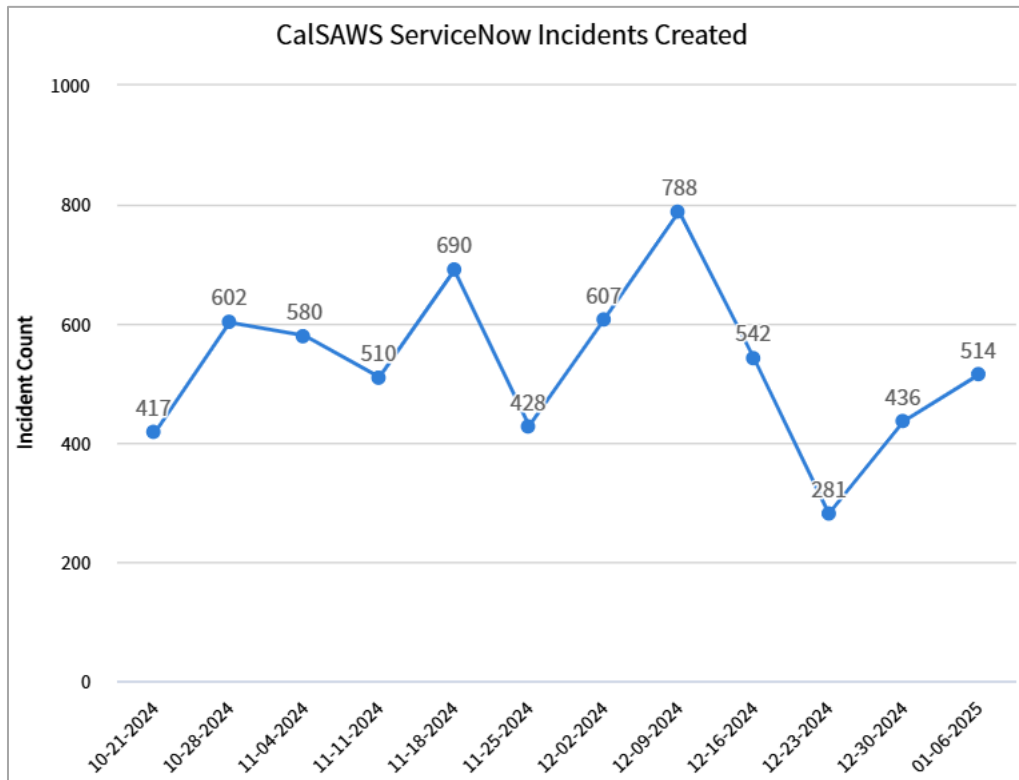


Figure 3.1.2-3: CalSAWS ServiceNow Incidents Created

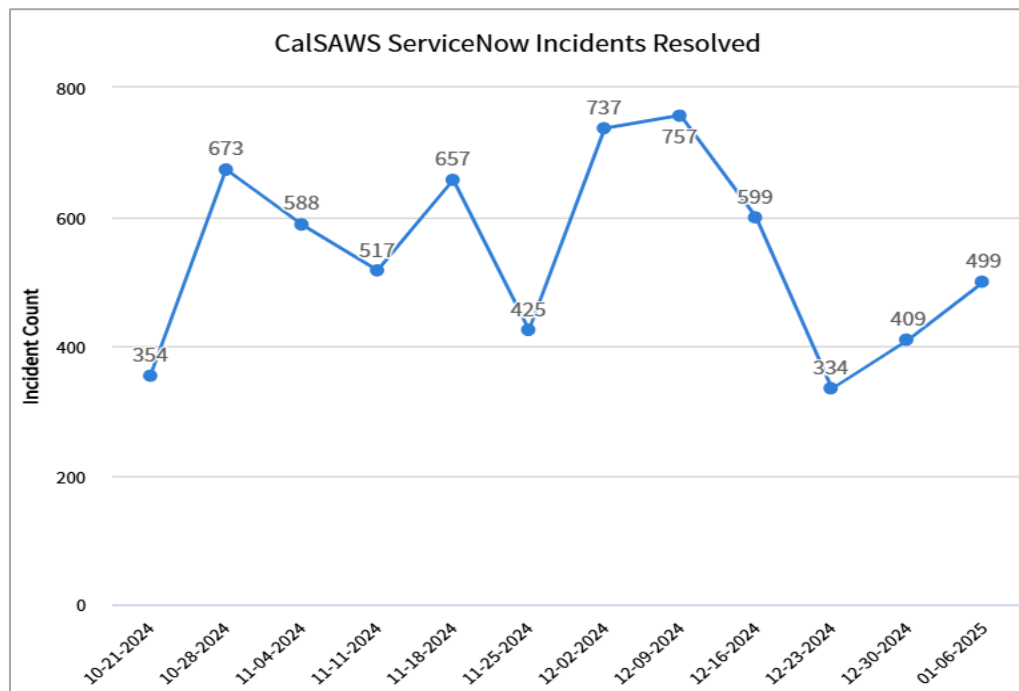


Figure 3.1.2-4: CalSAWS ServiceNow Incidents Resolved

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.

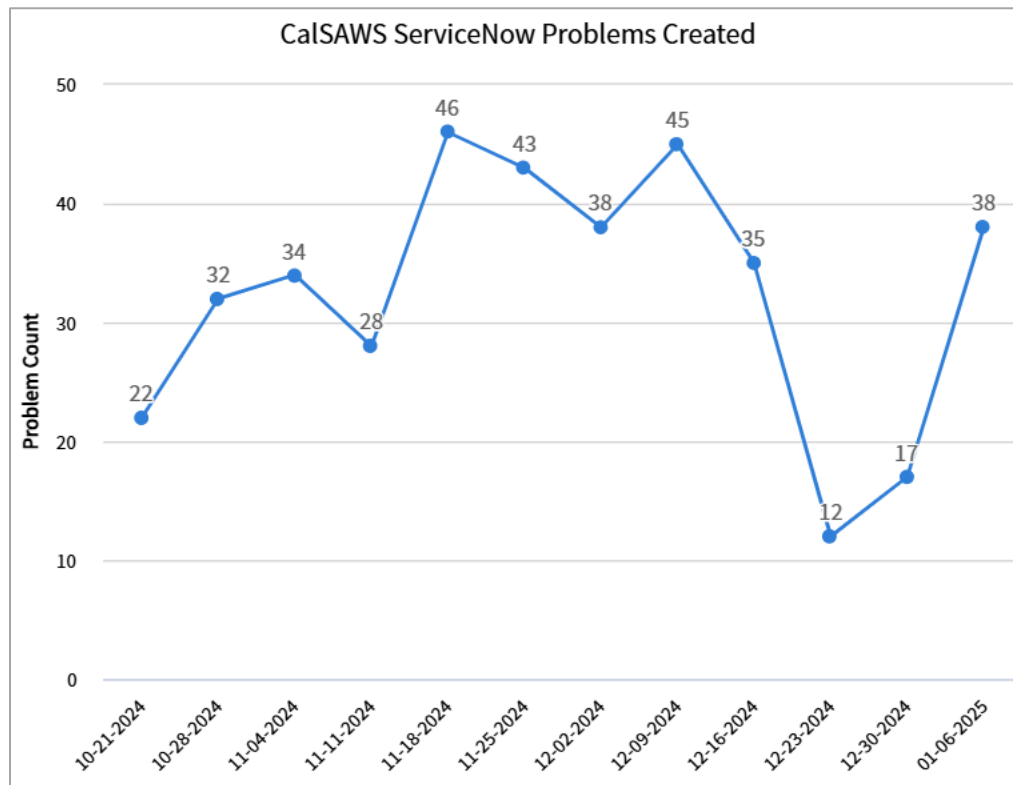


Figure 3.1.2-5: CalSAWS ServiceNow Problems Created

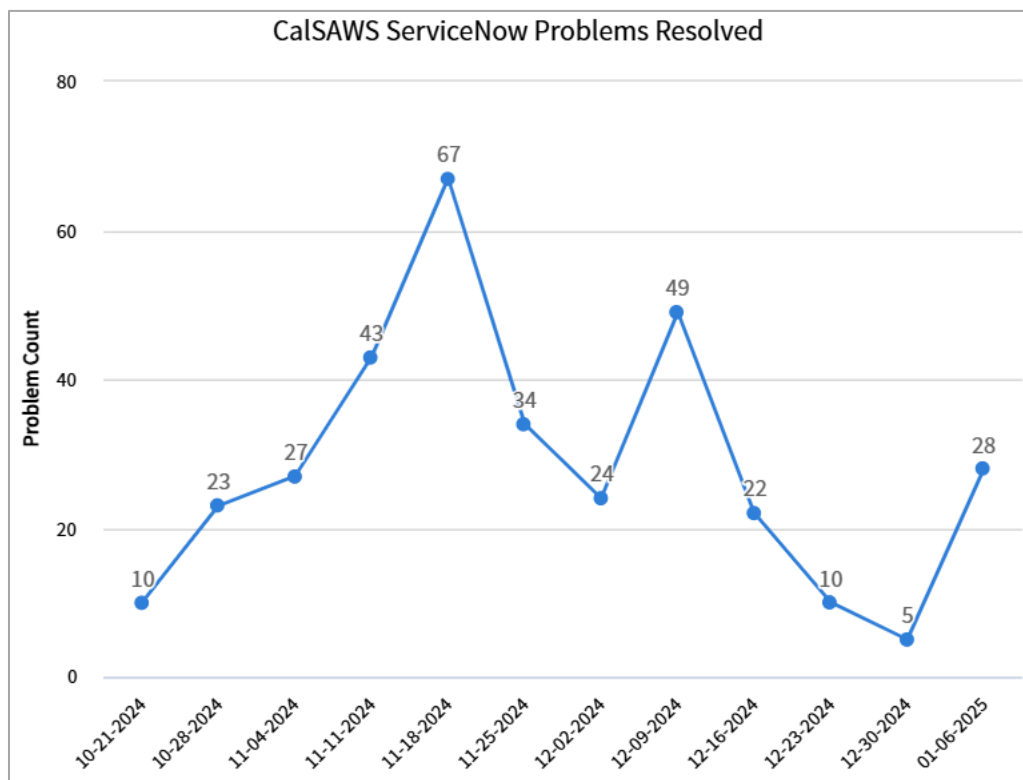


Figure 3.1.2-6: CalSAWS ServiceNow Problems Resolved

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	32	28	6	5	5	4	1	1	82
IN PROGRESS	16	132	14	3	17	21	13	4	220
ON HOLD	12	43	27	13	92	159	181	45	572
RESOLVED	25	243	327	146	185	45	19	11	1,001
CLOSED	13	4	2	37,888	82,371	15,527	10,736	3,324	149,865
PROBLEM IN DIAGNOSIS	2	3	0	0	0	0	0	0	5
TOTAL	100	453	376	38,055	82,670	15,756	10,950	3,385	151,745

Note: For BenefitsCal Deloitte aging ticket statistics, please see the BenefitsCal Bi-Weekly 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 one)
- 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

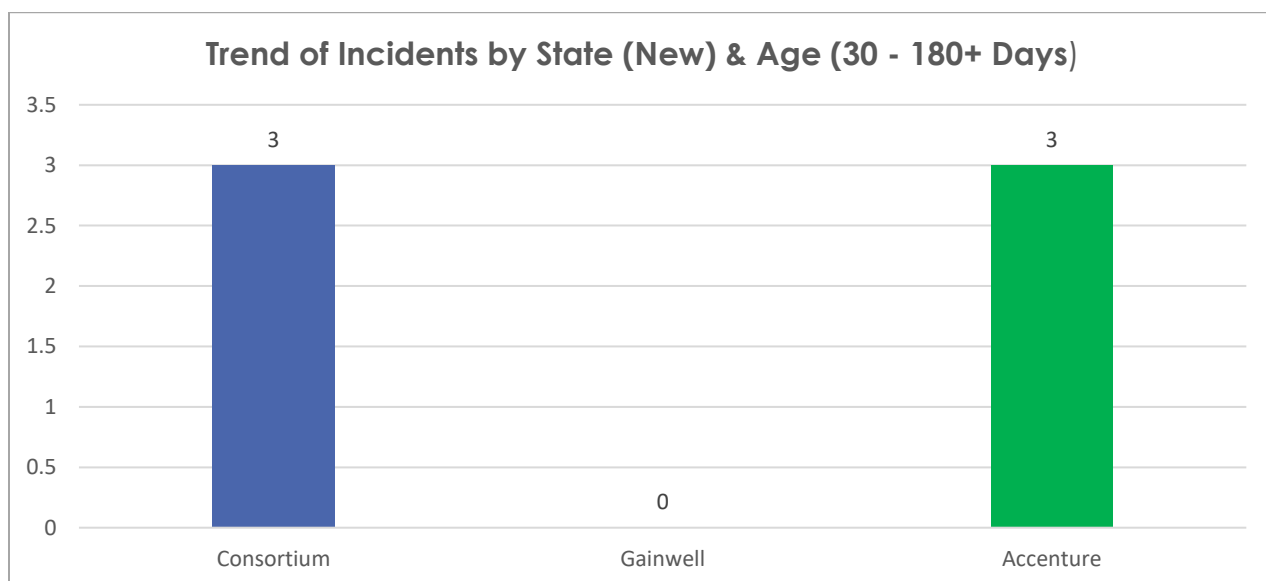


Figure 3.1.2-7: CalSAWS ServiceNow Incidents by State (New) and Age (30 – 180+ Days)

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	3	0	3
Total	6	0	6

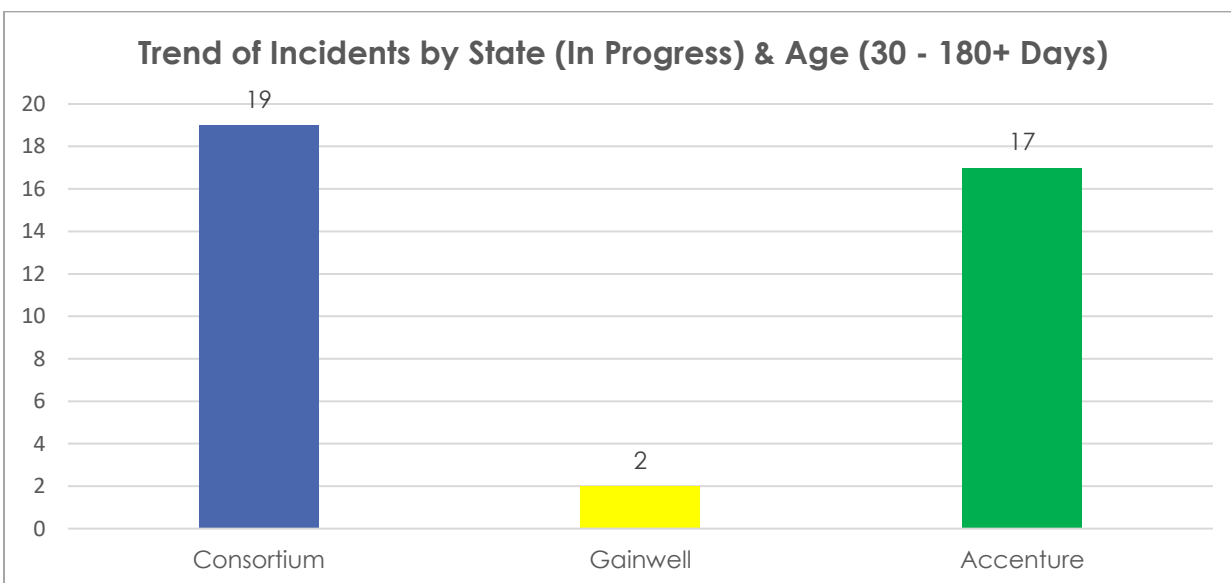


Figure 3.1.2-8: CalSAWS ServiceNow Incidents by State (In progress) and Age (30 – 180+ Days)

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

ORGANIZATION	HELPDESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Consortium	19	0	19
Gainwell Technologies	2	0	2
Accenture	17	0	17
Total	38	0	38

■ 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

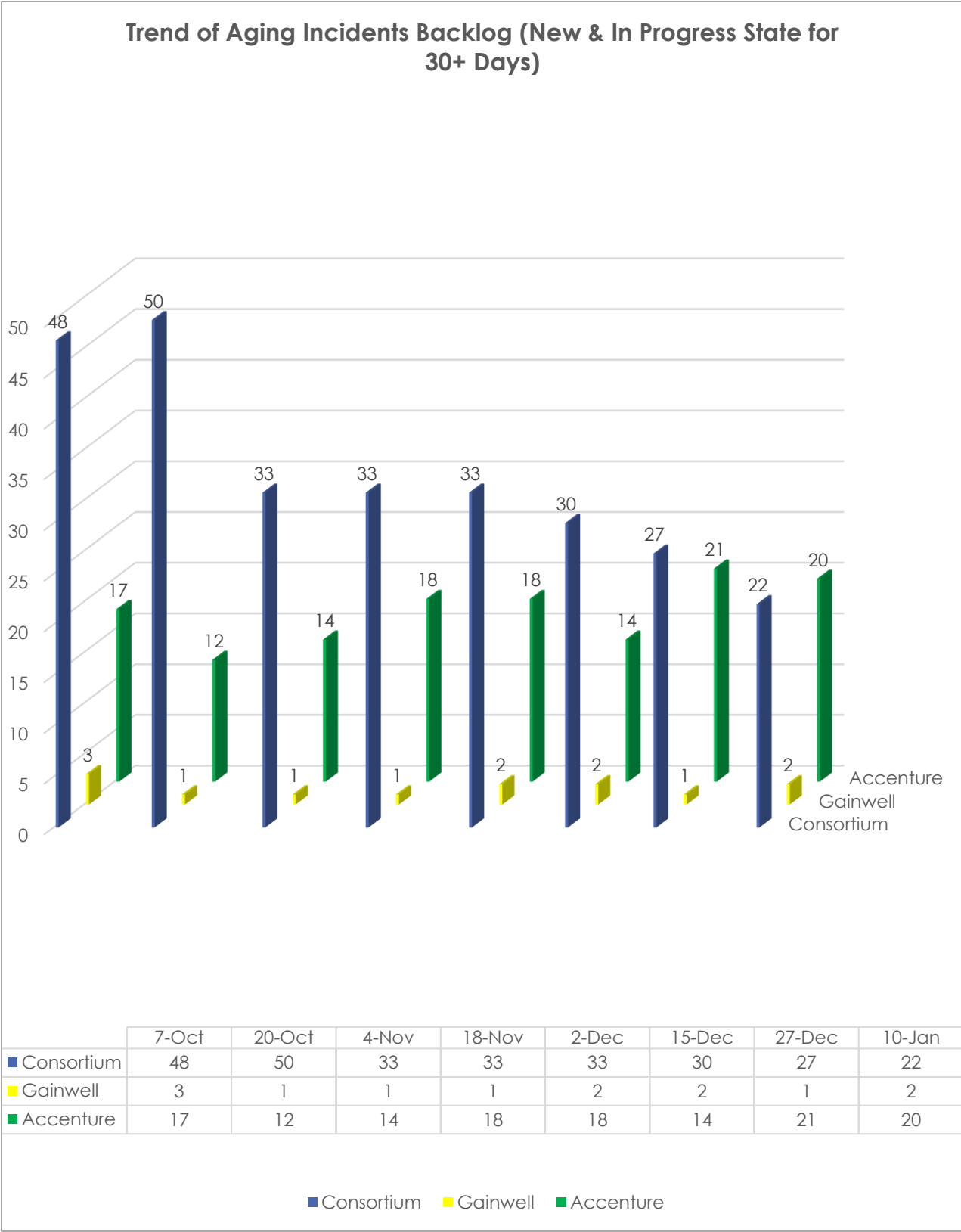


Figure 3.1.2-9: Aging Incident Backlog

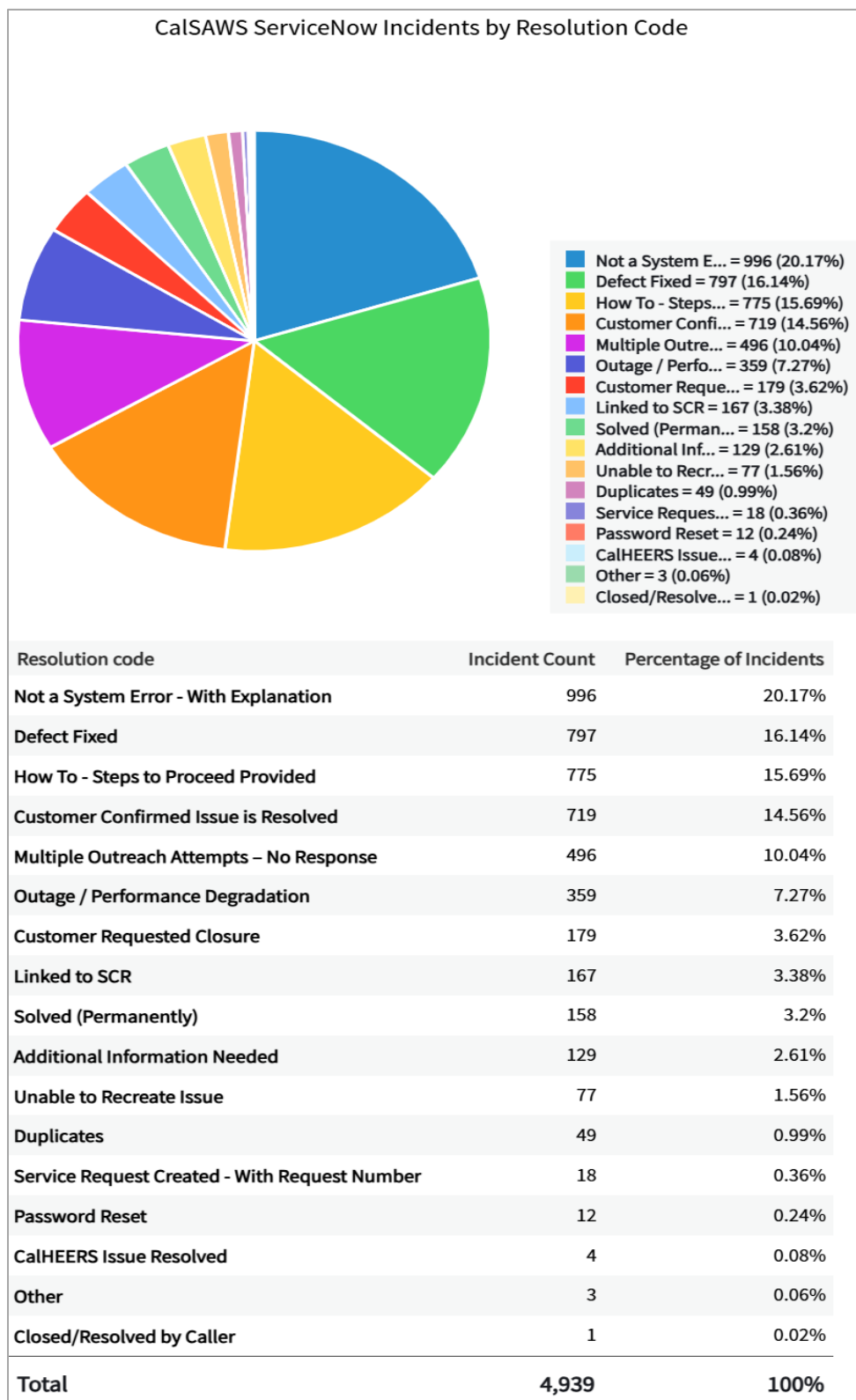


Figure 3.1.2-10: CalSAWS ServiceNow Incidents by Resolution Code

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

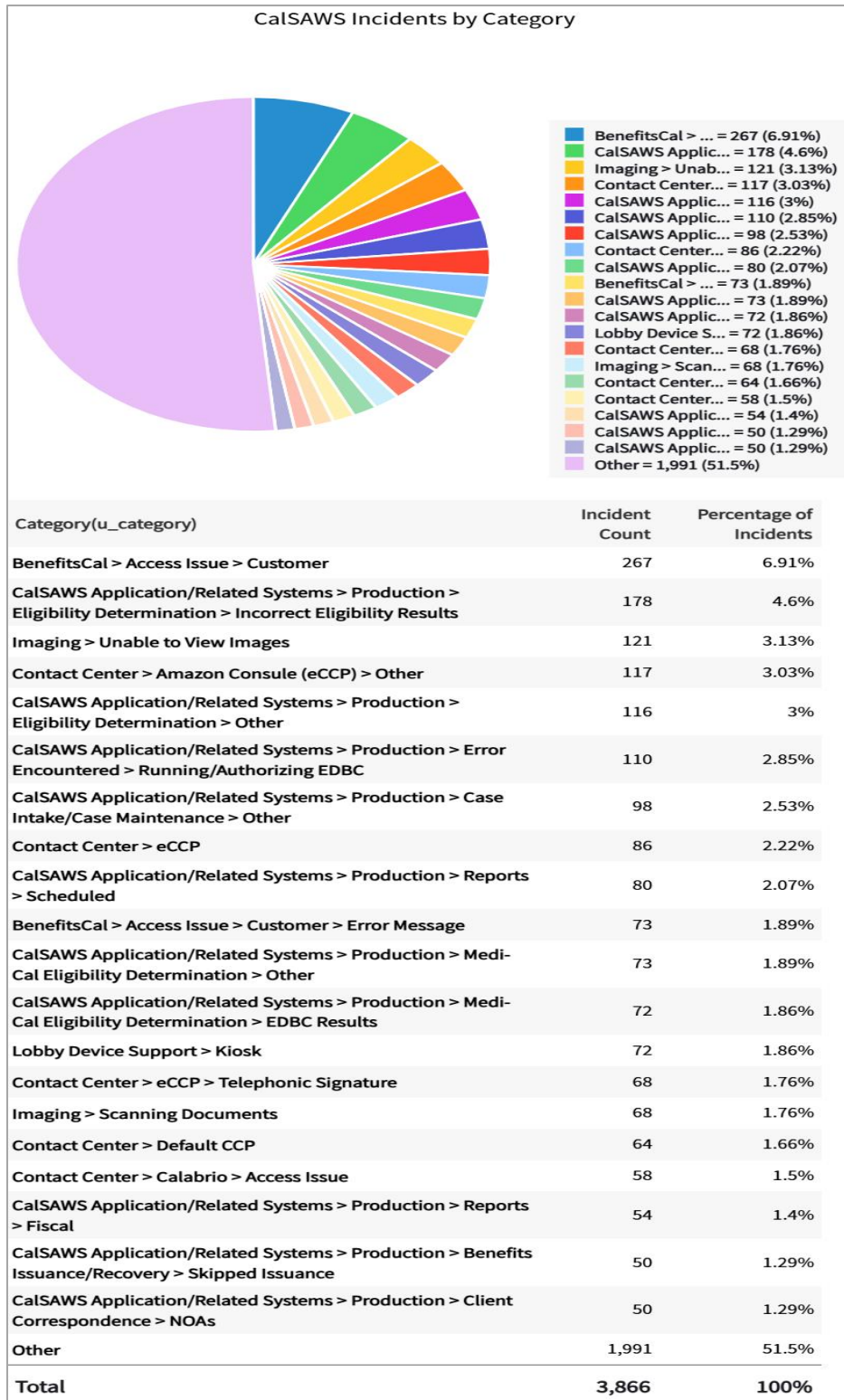


Figure 3.1.2-11: CalSAWS ServiceNow Incidents Created by Category

Note: The pie chart above represents Incidents by Category created within the past two months. The 1,991 listed as Other

are for selected categories that had less than 50 incidents. Please view the CalSAWS Incidents by Category Breakdown report to see a complete list of all categories selected for the 3,866 incidents.

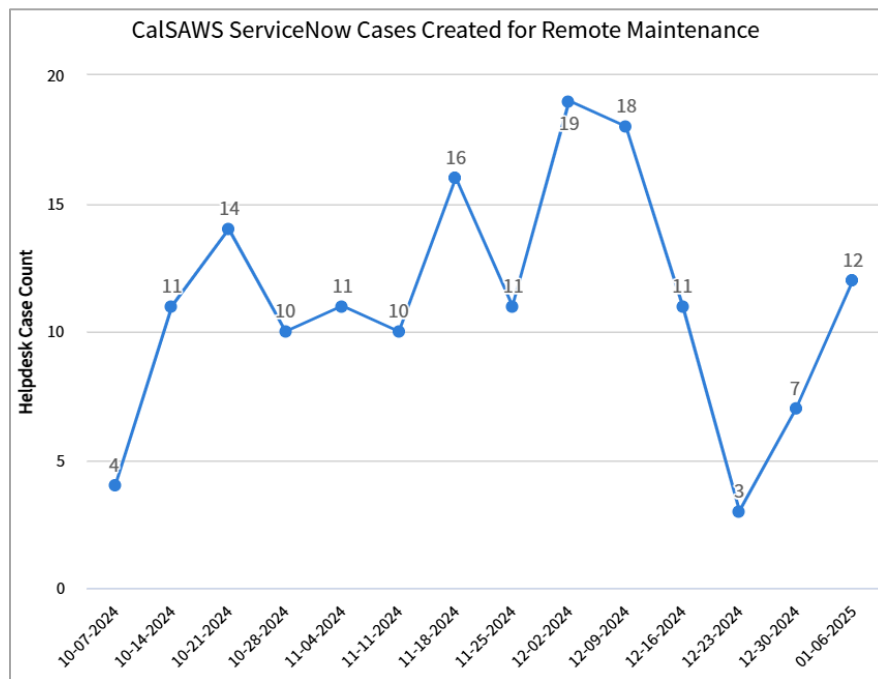


Figure 3.1.2-12: CalSAWS ServiceNow Cases Created for Remote Maintenance

- The Monthly Level Three Helpdesk Diagnosis Service Level Agreement (SLA) graph below represents the Level three Helpdesk compliance metric for closed incidents. The final compliance for December was 98.45%. The compliance for January Month to Date (MTD) is 99.1%

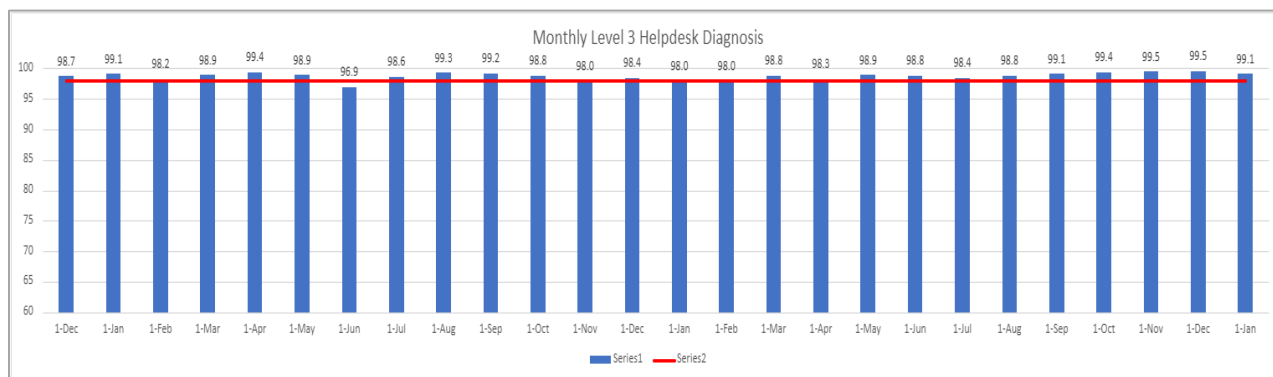


Figure 3.1.2-13: CalSAWS Accenture Monthly Level Three Helpdesk Diagnosis Service Level Agreement (SLA) Compliance

- Figure 3.1.2-14 represents the number of incidents that missed the Service Level Agreement (SLA) in each month. Four (4) incidents missed the SLA in January MTD

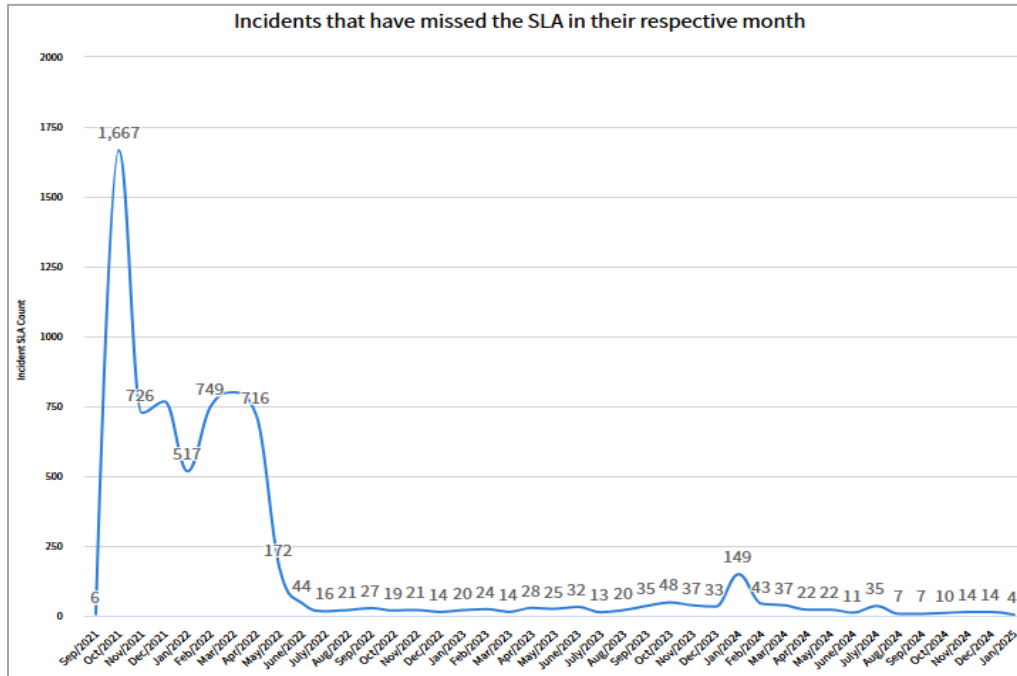


Figure 3.1.2-14: Incidents that have missed the Service Level Agreement (SLA) in their respective month

- 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. Four (4) closed incidents missed the SLA in January MTD

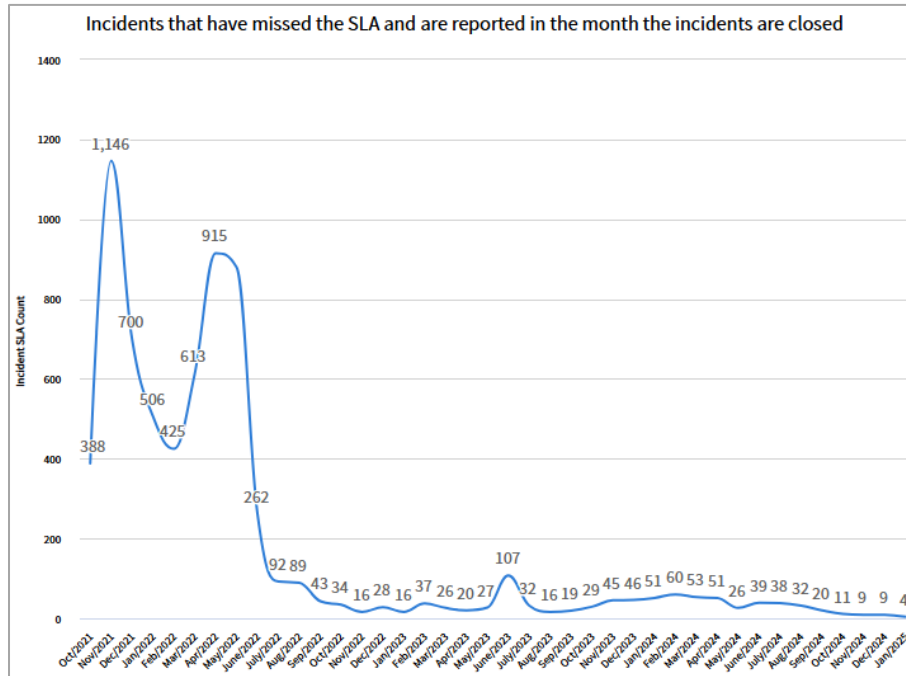


Figure 3.1.2-15: Incidents that have missed the SLA and reported in the month incidents are closed

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
 - This IAPDU project implementation is completed
 - F5 replacement with Next-Generation Firewall (NGFW) in progress for Partner Exchange - CSAC-10 (New / Replace Virtual BigIP F5)
 - ✦ All partners are now migrated to new Palo Alto firewall
 - ✦ This project implementation is completed

Table 3.2.1-1: CalSAWS Upcoming Maintenance

SCHEDULED DATE	ACTIVITY DESCRIPTION
January 9, 2025	PROD: Update License Key on Spectrum Servers
January 12, 2025	Upgrading Palo Alto Firewall
January 15 – 16, 2025	Update BenefitsCal Portal Application Programming Interface (API) Endpoints in (coreapp-production) (Planned Change)
January 18 – 19, 2025	Monthly Production Database Linux Operating System (OS) Patching – January (Planned Change)
January 19, 2025	Scale up Production monthly database Elastic Compute Cloud (EC2) instance -- 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 2025 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\2025 folder

Legend		CalSAWS and BenefitsCal Production Planned Maintenance															
Unavailable						CalSAWS Core	BenefitsCal	Imaging	Contact Center	ADHOC / APEX	ForgeRock	CalHeers	OCAT	Central Print	Training Production		
Reduced Availability		Activity Description	Start Date	Start Time	End Date	End Time										Communication Method	Communication Sent Date
Available																	
		Production Maintenance	01/12/25	7:00 AM	01/12/25	8:00 AM										Broadcast Email	1/10/2025
		Production Maintenance	01/19/25	2:00 PM	01/19/25	9:00 PM										CIT 0003-25	1/7/2025
		CalSAWS Adhoc Reporting Database Maintenance	01/19/25	12:00 PM	01/19/25	4:00 PM										Broadcast Email	1/9/2025
																CIT 0003-25	1/7/2025
		CalSAWS Release 25.01	01/26/25	6:00 AM	01/26/25	1:00 PM										CIT 0191-24	12/23/2024
																Broadcast Email	TBA
		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.

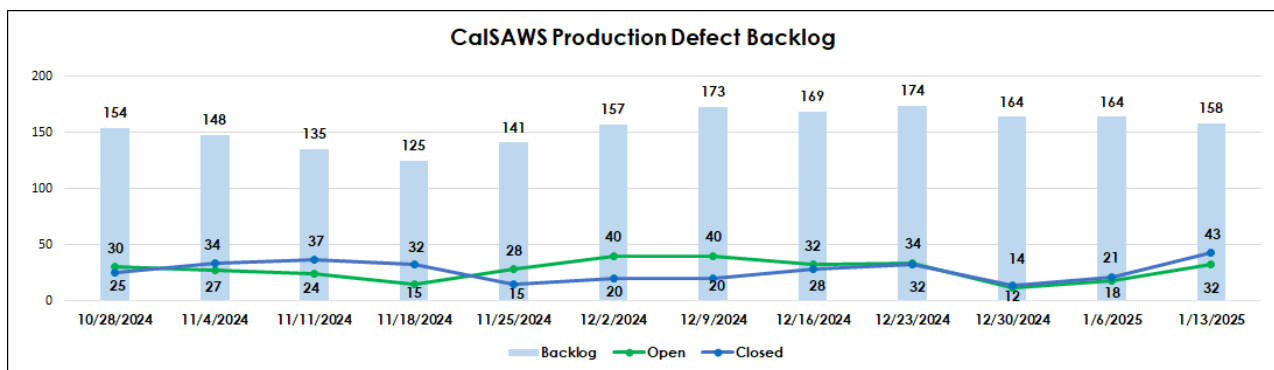


Figure 3.2.3-1: Production Defects Backlog Weekly Trend

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 (November 2024, January 2025, etc.). The status of the defect in the fix and re-test pipeline is also reflected for each of the defect severity categories to establish the number of defects remaining to be fixed, re-tested, and closed for each of the releases

Table 3.3.1-1: CalSAWS Production Defect Count by Release

CalSAWS Production Defect Count by Release						
Count of Defects	Release					
Severity	24.11	25.01	25.02	25.03	TBD	Grand Total
2-Normal/Medium	15	12	0	3	1	31
New	0	0	0	2	0	2
In Progress	0	5	0	1	1	7
Closed	15	7	0	0	0	22
3-Normal/Low	141	75	2	80	11	309
New	2	9	1	9	9	30
In Progress	6	37	0	71	2	116
Closed	133	29	1	0	0	163
4-Cosmetic	2	0	1	2	1	6
New	0	0	0	0	1	1
In Progress	0	0	0	2	0	2
Closed	2	0	1	0	0	3
Grand Total	158	87	3	85	13	346

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

TASK	DATE (S)	OWNER
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)

- CalSAWS RCA – 343 Brainware Import Processing Delays – PRB0050112
 - On September 23, 2024, a significant backlog was observed in the production environment across the BenefitsCal (BC) Awaiting Import and Brainware Awaiting Import imaging queues. Over 30,000 items accumulated in the BC Awaiting Import queue with the oldest item aged two hours and 47 minutes. Additionally, 10,000+ items accumulated in the Brainware Awaiting Import queue, with the oldest item aged one hour and 41 minutes. The CalSAWS Imaging team raised a support case #01813579 and escalated the issue with the Hyland team. Team confirmed that all counties were impacted by this issue and resulted in delay in task generation for the uploaded imaged documents. All documents were still available and accessible for counties. Hyland confirmed the load on import queues steadily decreased, and processing times returned to normalcy by the evening of September 23, 2024. The Hyland team reprocessed the pending documents by the next day morning on September 24, 2024. However, the team observed continued slowness with OCR processing which was confirmed as the ongoing fallout because of the September 23, 2024 impact. The root cause of the issue was traced to ongoing database maintenance over the weekend by Hyland where the transaction log became full, rendering the Brainware database temporarily unusable. The Hyland team subsequently implemented preventive measures to avoid recurrence of the issue
- CalSAWS RCA – 348 – Intermittent eCCP Access Issue – PRB0050260
 - On October 21, 2024, at 3:00 p.m., the project team received reports from the Los Angeles County Contact Center agents as they were experiencing issues logging into eCCP. The Contact Center team began investigating, no errors were observed with monitoring and no other incidents/calls/emails had been received. Team identified that when an agent attempts to log into eCCP they were experiencing longer wait time on the verifying credentials page however, when the page is refreshed, they were able to login. While investigating the issue, errors were found in the lambda logs "too many connections" indicating a Database issue. The Contact Center team engaged the DBA team (there had been a DB upgrade over the weekend). An issue notification was sent to all Contact Center counties. (At this time, it was unknown if this issue impacted Los Angeles County only). The team engaged AWS to troubleshoot the issue. Contact Center, DBAs,

and AWS reviewed the Aurora DB (that had been upgraded the prior day). At 5:25 p.m. the team was able to confirm this issue was affecting Los Angeles County only. At 6:00 p.m. the team identified the instance configurations were reverted to default setting during the database upgrade activities over the weekend. (LA Aurora Capacity Unit (ACU) limit of 128, was updated down to eight). Team conferred with Consortium and emergency approval was obtained to change the max ACU limit for LA county to 128 after hours. At 8:00 p.m. the limit was increased and the issue was confirmed to be resolved by Los Angeles County staff

- CalSAWS RCA – 351 BenefitsCal Intermittent Login Issue – CHG0051204
 - The ForgeRock deployment was concluded on October 25, 2024 with no issues reported during validations. However, the BenefitsCal team observed error responses (403 error) for some of the API calls that originated from BenefitsCal to CalSAWS. The BenefitsCal team escalated the issue to CalSAWS, and a bridge call was initiated by the Production Operations team engaging CalSAWS and BenefitsCal technical teams to troubleshoot the issue. BenefitsCal team confirmed that 6% of login calls were impacted by this issue and a message was posted on the BenefitsCal portal to inform customers and CBOs of the issue and recommended them to re-attempt login if an issue is encountered while login to BenefitsCal. The CalSAWS Technical Operations team identified that traffic from BenefitsCal was being blocked by CalSAWS due to a new login functionality that was implemented on BenefitsCal side that resulted in 403 errors for some requests. To remediate the issue, the CalSAWS team received approval from Consortium and performed a change to allow BenefitsCal requests from specific IPs. The BenefitsCal team observed successful response for all login calls after the change was performed and confirmed the issue resolution. Root Cause: After the BenefitsCal team performed new login changes, testing was performed with CalSAWS in lower environment that did not have the same WAF configuration settings as production. Testing was successful in lower environment but failed in production as the Production environment WAF which was in Block mode for the BenefitsCal login WAF
- CalSAWS RCA – 352 – GAGR Exstream Correspondence Service - Intermittent Connectivity Issue – CA-284217
 - On October 17, 2024, CA-283257 was deployed to fix an issue with the GAGR correspondence. On October 20, 2024, a change was implemented to configure the WAF for all APIs in the production environment. On October 21, 2024, team received incidents reporting that a blank page was being encountered by some Users when opening the GAGR correspondence pop-up window. As a result, impacted Users were unable to generate manual correspondences for certain cases. On October 21, 2024, the Technical Operations team identified the root cause of the issue as being the Authorizer lambda code that was impacting some APIs resulting into intermittent 403 error. The Technical Operations team remediated the issue with the authorizer lambda using a change request CHG0051358. After the issue with authorizer lambda was addressed, team connected with some of the impacted Users who confirmed the issue persisted for GAGR correspondence functionality. In parallel the Batch and Interface (B&I) team was investigating a run time exception that was being tracked with defect

CA-284217. The team was able to confirm that the intermittent issue occurring with the GAGR correspondence service was due to this defect (CA-283257) and occurred only when the case in context had missing budget details. Defect CA-284217 was subsequently resolved as part of a priority release on October 31, 2024, to remediate the issue. Root Cause:

Code change implemented with CA-283257 on October 17, 2024, introduced a bug resulting into run time exception when the GAGR Correspondence pop-up window is opened for the cases that had missing budget details.

- ✦ In addition, defect CA-284217 was confirmed to be an intermittent issue impacting the GAGR correspondence service when the case in context had missing budget details.

■ CalSAWS RCA – 358 Lobby Monitor Audio Announcement Issue – PRB0050307

- On October 25, 2024, the project team received incident/tickets from multiple counties that Lobby Monitor has audio issues. Intermittently, the Lobby Monitor was not reading the number and location on the first attempt; however, when workers retriggered the request, the lobby monitor audio announcement for the number and location worked. As a result, visitors in the lobby would not know their turn is next if they were not focused on the lobby monitor screen. The project team identified the root cause as isolated to the third-party live service ResponsiveVoice API. The team submitted a ticket to ResponsiveVoice same day (October 25, 2024) as the counties reported the issue. The ResponsiveVoice company acknowledged the issue and confirmed that they remediated the issue on October 31, 2024, and requested the App Development team to confirm resolution of the issue from the changes they've made. However, the team and the counties confirmed the audio issues persists. On November 5, 2024, ResponsiveVoice asked for additional information such as screenshots. The App Dev team provided a demo of the audio issue to the vendor. After investigating the issue, the ResponsiveVoice vendor provided an undocumented API method on November 18, 2024, for the AppDev team to test. On November 19, 2024, the AppDev team tested the undocumented API method call in lower environments and confirmed that it resolved the audio issue. Defect CA-284208 was updated and targeted for deployment on November 26, 2024. After successful system test validations, a fix for the defect CA-284208 was deployed to production on the night of November 26, 2024. On November 27, 2024 counties confirmed that the issue was resolved. The AppDev team requested the RCA from ResponsiveVoice vendor (Ticket #964535) and is waiting for a response.

3.4.3 Batch Operations

- Completed execution of the Social Security Administration's Cost of Living Adjustment (COLA) for Social Security and Supplemental Security Income for CalFresh for 2025, scheduled on January 11, 2025. The EDBC batch processed 494k cases, generating 467K correspondences
- Continued the preparation of implementation of the holiday and batch calendar for 2025
- Continued to support batch monitoring and work directly with Counties on file submission and transfers
- Continued Batch Weekly Roundup session with Quality Assurance (QA) and Consortium team members
- Continued to review and utilize the Batch Operations dashboards for generation of the daily Batch Summary emails
- Supported nightly batch operations and coordinated with the CalSAWS Application Development, Database Administration (DBA), and Technical Teams to resolve issues and performance tune Batch jobs
- Supported execution of cyclic/high frequency/event streaming jobs
- Implemented and validated Production Batch System Change Requests (BSCRs)
- Updated Batch scheduler to include additional core/core-off prime/non-core categorization

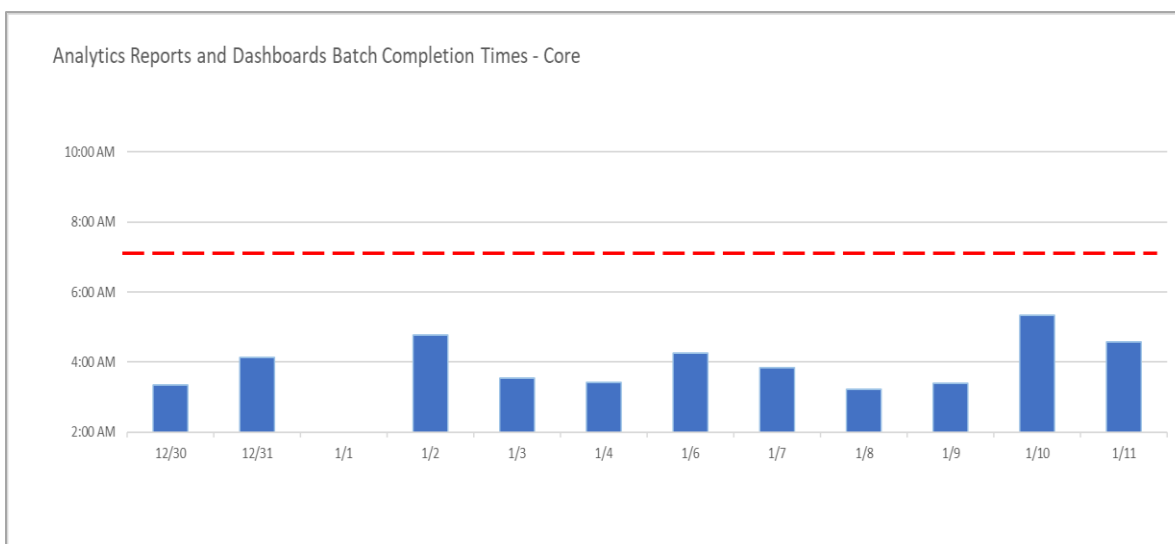


Figure 3.4.3-1: Analytics Reports and Dashboards – Monday – Saturday Nightly Batch Runs for the Status Reporting Period

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

BATCH DATE	ISSUE	COMMUNICATION	STATUS	RESOLUTION
N/A	All daily analytics jobs competed before 7:00			

BATCH DATE	ISSUE	COMMUNICATION	STATUS	RESOLUTION
	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)

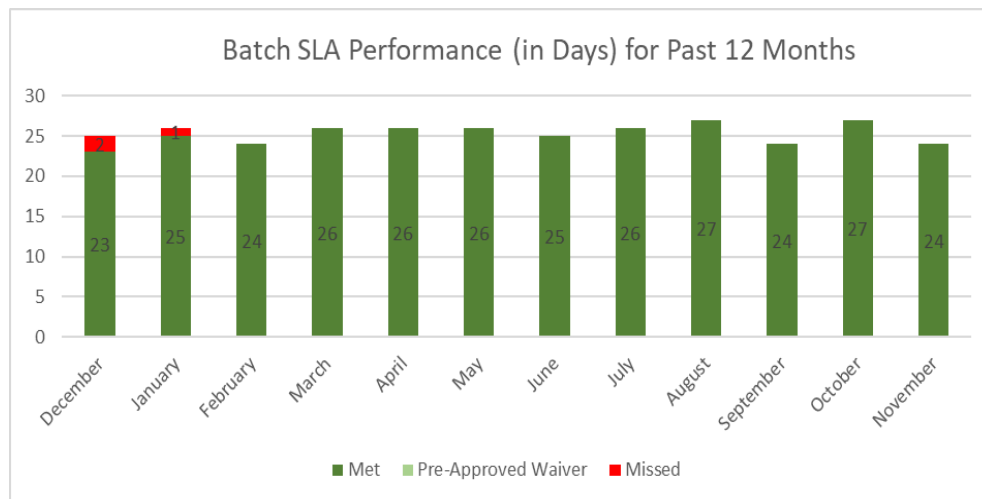


Figure 3.4.4-1: Batch Service Level Agreement (SLA) Performance

- 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

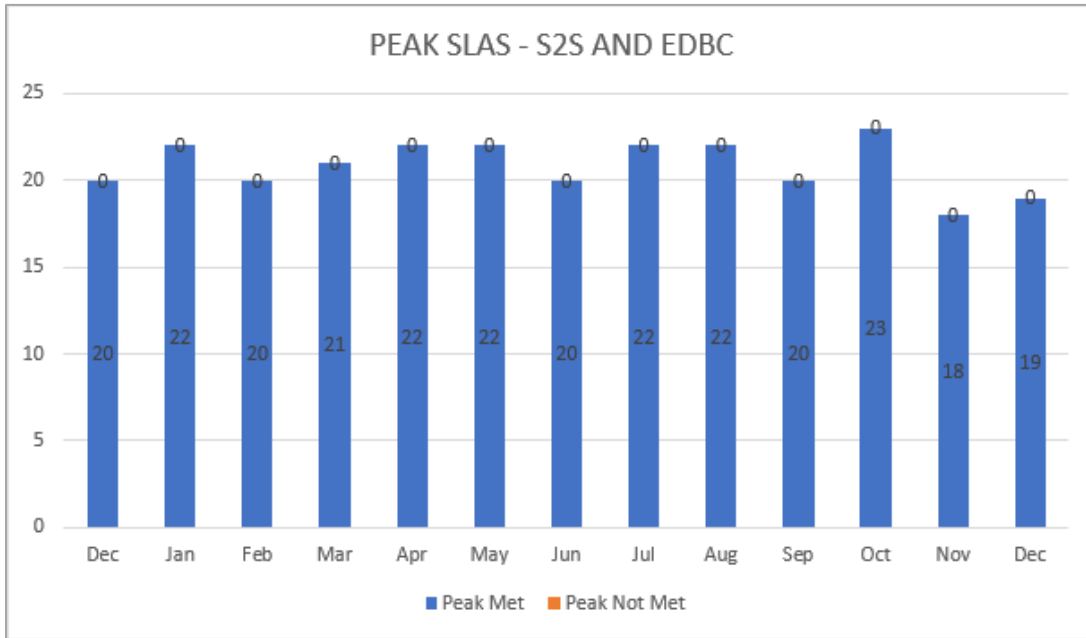


Figure 3.4.4-2: Peak Service Level Agreement (SLA) - S2S and Eligibility Determination Benefit Calculation (EDBC)

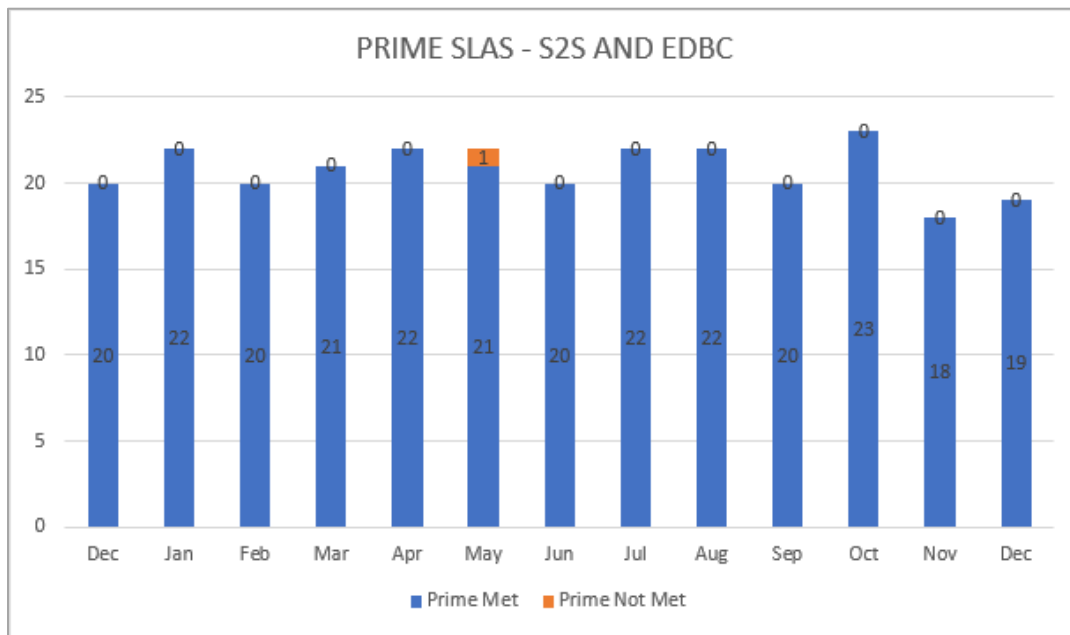


Figure 3.4.4-3: Prime Service Level Agreement (SLA) -S2S and Eligibility Determination Benefit Calculation (EDBC)

3.5 ForgeRock

3.5.1 Highlights

- ForgeRock team worked in Roseville, CA from January 7-9, 2025
- Accenture and Ping Identity presented the Ping Identity Capabilities Workshop in person in Roseville, CA on January 8, 2025, with Accenture and Consortium to showcase the latest offerings from Ping Identity for on-prem and cloud offerings. The workshop was attended by several Consortium executives and the Accenture ForgeRock team and other Accenture executives
- ForgeRock team will be syncing with BenefitsCal on the next steps for Identity Proofing (IAPDU: IA-12). On hold pending BenefitsCal completion of work.
- ForgeRock team meeting with Consortium Operations and QA for the Bi-Weekly Sync on January 9, 2025
- Santa Clara and Fresno Purpose-Built Data Set (PBDs) Single-Sign On (SSO) integration to be deployed on January 10, 2025, in the evening via change request (CHG0052449)
- Discussed with Consortium Operations on the next steps for the 40-character updated username limit for lower environment data cleanup. Communication to regional managers is in progress
- ForgeRock team created Two System Change Requests (SCR) for ServiceNow integration for SAML Entity Upgrades and new ServiceNow roles. Pending Consortium approval for funding
- The ForgeRock team will be implementing tuning recommendations from Ping Identity as well as updating the IG component to the latest version offered from Ping Identity. Tentative combined go live scheduled for January 31, 2025
- ForgeRock received funding approval from Consortium Operations and Security for CA-286462 Update ForgeRock message to customers who create an account to include new language - Mandarin
- ForgeRock team to internally review the BenefitsCal security findings (Medium and lower priority) items to determine next steps for approach. The team is waiting for updated scanning results from the BenefitsCal team

Table 3.5.1-1: ForgeRock Milestones

MILESTONES	PRODUCTION DEPLOYMENT DATE	STATUS
ForgeRock Identity Gateway (IG) Upgrade	January 31, 2025	In progress - Testing
MFA delivery choice at Login Journey - Implementation	January 31, 2025	In progress - Testing
Update ForgeRock to limit the Username to 40 characters.	January 31, 2025	Deploying to Assembly Test and Dev on Jan 10, 2025
Change ForgeRock AuthID Storage from Server-Side to Client-Side	January 31, 2025	In progress - Testing

MILESTONES	PRODUCTION DEPLOYMENT DATE	STATUS
Configuration and Tuning of IG - ForgeRock	January 31, 2025	In progress - Testing
WIAM-18 Identity - Password Authentication	January 31, 2024	Deployed to Assembly Test and Dev on Dec 20, 2024
ForgeRock-ServiceNow integration	February 28, 2025	In progress

3.6 Imaging

- Completed Defect
 - CA-286353 External Agency – Imaging View and Capture Issue
- Completed System Change Requests (SCRs)
 - None to note for the reporting period

3.7 Customer Service Center (CSC)

- Production Defect Backlog Highlights
 - Continue to address Production defects exclusively using a priority release schedule to address defects sooner. Twenty (20) defects are planned to be resolved with the February 13, 2025, release
 - ✦ **Note:** The defects reported in the chart below for Contact Center is inclusive of Security and External Agency defects

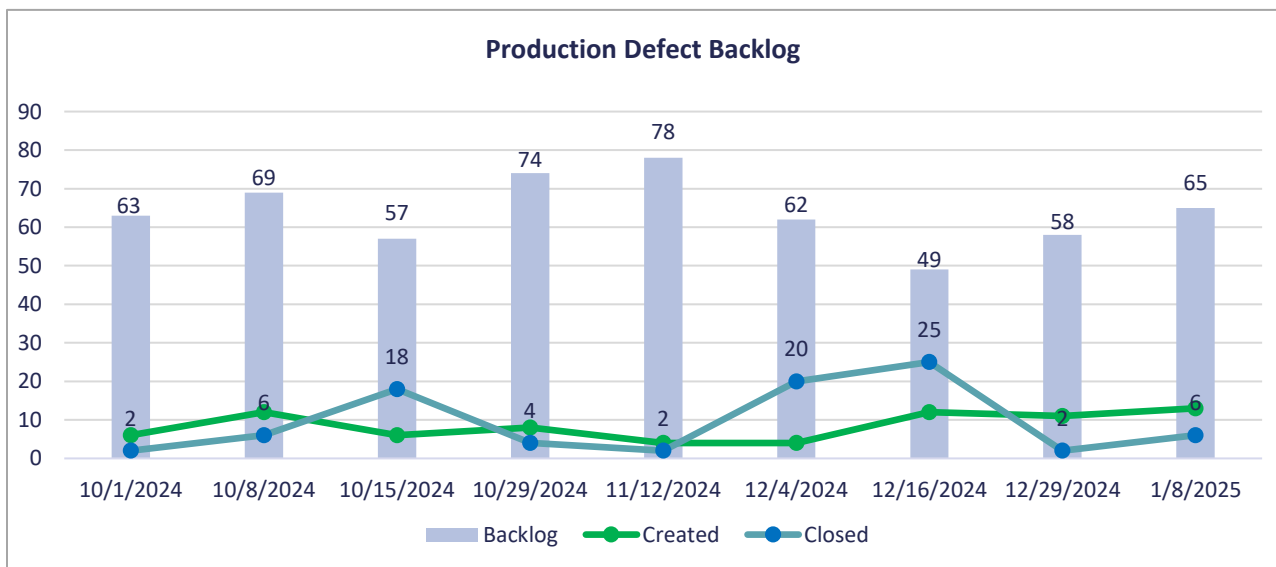


Figure 3.5.1: Contact Center Defect Burndown

- 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-278807	Voice bots statewide rollout: Humboldt County: Welcome Bot Only	25.01.07	In Production
SCR	CA-278891	Voice bots statewide rollout: Monterey County: Welcome Bot Only	25.01.07	In Production
SCR	CA-285265	Change Riverside County's IVR caller ID for call transfers.	24.12.30	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-279786	Annual Update of Telephonic Signature Rights and Responsibilities 2024	25.01.1x	System Test
SCR	CA-277381	Design - Contact Center 2.0 Prototype	25.01.29	Test Complete
SCR	CA-274987	(TLM-18) Contact Center - Upgrade Nodejs lambdas to latest version	25.01.30	Approved
SCR	CA-274824	Migrate DCFS Contact Center to the LA County Contact Center AWS account	25.01.xx	In Development
SCR	CA-285900	Update Caller ID for internal transfers	25.02.13	Design in Progress
SCR	CA-260611	Reduce Outbound Call Attempts for Outbound IVR and Courtesy Callback	25.02.13	New
SCR	CA-270574	Replace two-digit Language Code with Language Name	25.02.13	Committee Review
SCR	CA-260730	Contact Center eCCP - Admin Page Enable Courtesy Call Back Configuration by Queue	25.04.10	In Development

TYPE	JIRA ID	ENHANCEMENTS	DEPLOYMENT DATE	STATUS
SCR	CA-282694	Outbound IVR: AB 79 Personal Contact - Add new calling campaign for SAR 7	25.05.xx	Design in Progress
SCR	CA-282691	Update Record Signature Prompt for Telephonic Signature	To be scheduled	New
SCR	CA-276215	POC Alternative Reporting Assessment	To be scheduled	In Development
SCR	CA-252858	Add Live Monitoring and Change Agent Status to the Supervisor panel in eCCP	To be scheduled	System Test
SCR	CA-270820	Update and Add Contact Center Security in CalSAWS	To be scheduled	Design in Progress
SCR	CA-265391	Modify eCCP Security rights	To be scheduled	Design in Progress
SCR	CA-270818	Add a Static Dial Pad on eCCP	To be scheduled	New
SCR	CA-270833	Update the IVR Call Flow to Spell Out BenefitsCal	To be scheduled	New
SCR	CA-269867	Update Journal Entries for Telephonic Signatures to List All Forms	To be scheduled	Approved
SCR	CA-250838	Outbound Call Campaign: Create Call Result Record for Each Attempt	To be scheduled	New

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
 - All devices full deployed
- 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
 - All devices successfully deployed
- 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
 - Kiosks delivered on January 6, 2025. County working to deliver kiosks to final locations. Lobby team to work with County to complete deployment.
- 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
 - All devices fully deployed
- 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 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 in progress
- Build and Development environment is stood up and functional. Integration activities have begun, and team will begin building pages soon

Endpoint Detection and Response (EDR)

- Additional project has completed as of December 21, 2024, and will continue under normal maintenance and operations
- Windows Teams completed filling in schedule for On Demand Scans. Linux Teams completed proposed schedule for scans
- Final review process for Operational Working Document (OWD) for Qualys Endpoint Detection and Response OWD completed
- CalSAWS Informational Alert completed and sent out to recipients
- File Integrity Monitor (FIM) tuning alerts on servers to eliminate False Positive noise still in progress. Weekly working session calls continue
- Content Control for anti-malware profiles; CHG0051422 completed for Proof of Concept. No issues observed. Email to CalSAWS Chief Technology Officer (CTO) and Executives for further review in progress

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

- Fully transitioned to maintenance and operations for this project

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

- Reviewing updated end User documentation

3.9.4 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:
 - Snyc IDE roll out onshore – Completed
 - Snyc IDE roll out workspaces – Completed
 - Snyc developer training – Session One – Completed
 - Snyc developer training – Session Two – Completed
 - Snyc code fixes for 25.01 release – Completed
 - Open source SCA scan analysis – Critical Severity – Completed
 - Snyc Operational Working Document (OWD) documentation – In progress
- Dynamic Application Security Testing (DAST) and Interactive Application Security Testing (IAST)
 - Tool cutover - Invicti for DAST and API scan – 25.01 release scan – Completed
 - IAST implementation – In progress
 - Invicti OWD documentation – In progress

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

- Created API Gateways in PERF Environment
- Resolve issues identified during ST and Performance Testing
- Next Steps:
 - Continue ST testing and Performance Testing
 - Target release is 24.02.xx

3.9.6 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

3.9.7 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

3.9.8 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 – Production is ready, DR is in progress
- Milestone Five – Validations – Assembly Test, Performance Test and Functional Test In progress - February 25, 2025
- Milestone Six – Production environment cutover – March 20, 2025
- Milestone Seven – Decommissioning old Production environments – May 20, 2025

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

- ITOM (IT Operations Management)
 - TLM 13 (ITOM Discovery) work is completed in non-prod environments
 - The Accenture team was asked to pause Production delivery efforts for TLM 13/14/15 (ITOM Discovery, HAM and SAM) and focus on transitioning ITOM Discovery, HAM, and SAM to Gainwell
 - ITOM Discovery Production Implementation Go Live was scheduled for January 12, 2025, and has been postponed
- HAM (Hardware Asset Management)
 - Documented testing in test cases in Jira
 - Hardware Asset Management implementation work is completed in non-prod environments
 - HAM and Production Plug-in installation was scheduled for January 12, 2025, and has been postponed
 - HAM Production Implementation Go Live was scheduled for January 19, 2025, and has been postponed
- SAM (Software Asset Management)
 - Documented testing in test cases in Jira and have shared with Consortium Helpdesk
 - Software Asset Management implementation work is completed in non-prod environments
 - SAM Production Plug-in installation was scheduled for January 12, 2025, and has been postponed
 - SAM Production Implementation Go Live was scheduled for January 19, 2025, and has been postponed

3.9.10 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

3.9.11 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 System Test

3.9.12 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 System Test. In testing together with TLM-22-Upgrade Spring and SpringBoot

3.9.13 DevSecOps tools upgrade (TLM-31)

- Milestone Five – Upgrade to latest version for: Jenkins, Bitbucket and JIRA –Completed

3.9.14 Upgrade to Windows 11 (TLM-34)

- Rolled out Windows 11 workspaces to non-App Dev teams
- Changes approved for additional connectivity issues for workspaces (Wave Three)
- Building new laptops with Windows 11
- Continue enabling in-place upgrades to Windows 11

3.9.15 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 - 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
 - SCR in System Test

3.9.16 Identity - Password Authentication (WIAM-18)

- ForgeRock deployed the latest code change to lower environments – Assembly Test and Dev on December 20, 2024
- Pending BenefitsCal review and testing of changes

3.10 Infrastructure Transition

- Completed Work/Accomplishments:
 - Commenced Knowledge Transfer (KT) sessions on November 1, 2024. Completed 71 KT sessions through December 27, 2024:
 - ✦ Completed six KT sessions in the week of December 2, 2024
 - ✦ Completed one KT session in the week of December 9, 2024
 - ✦ Couple of additional KT sessions to be conducted by January 10, 2025
 - Commenced Job Shadow (JS) sessions on December 4, 2024. Completed 201 JS sessions through January 10, 2025:
 - ✦ Completed 29 Job Shadow sessions in the week of December 2, 2024
 - ✦ Completed 46 Job Shadow Sessions in the week of December 9, 2024
 - ✦ Completed 48 Job Shadow Sessions in the week of December 16, 2024
 - ✦ Completed 35 Job Shadow Sessions in the week of December 23, 2024
 - ✦ Completed 12 Job Shadow Sessions in the week of December 30, 2024
 - ✦ Completed 31 Job Shadow Sessions in the week of January 6, 2025
 - Commenced Reverse Job Shadow (RJS) sessions on December 23, 2025. Completed 23 RJS sessions through January 10, 2025:
 - ✦ Completed 7 Reverse Job Shadow sessions in the week of December 23, 2024
 - ✦ Completed 8 Reverse Job Shadow sessions in the week of December 30, 2024
 - ✦ Completed 8 Reverse Job Shadow Sessions in the week of January 6, 2025
 - Completed KT for the CalSAWS laptop image build and distribution:
 - ✦ Completed imaging for 74 out of total planned 210 laptops
 - ✦ Issued 22 laptops to the Gainwell resources
 - Enabled Gainwell Technologies resources with administrative access on the support tools
 - Continued supporting access enablement/meetings with Consortium
 - Reviewed the Accenture Performance Measurement Report reporting changes responsibilities effective February 2025 with Consortium, Gainwell and QA on January 7, 2025
 - Conducted half day Ping Identity Capabilities Workshop with Consortium to as input to the ForgeRock solution options for future state on January 8, 2025
 - Completed the Accenture Staff Coverage Risk Summary analysis and shared with Consortium leadership on January 9, 2025
 - Participated in Readiness Review - Remote Maintenance / Service Desk Operations / PMO/Procurement meeting on January 9, 2025
 - Prepared and conducted draft of the M&E/Infrastructure Service Request Expectations Review with Gainwell on January 9, 2025
 - Continued discussion on cutover timing between Infrastructure and M&E contractors for Imaging and In-flight projects
 - ✦ Received Contact Center full stack services will go to Gainwell from Consortium on December 17, 2024. In the process of drafting the Contact Center Cutover approach
 - ✦ Proposed a revised Imaging Cutover with Job Shadow 25.03, Reverse Job Shadow 25.05 to Gainwell for review on December 17, 2024. Gainwell is in the

process of reviewing and continued conversations on next steps with Consortium

- Completed the review of the Novation Agreement (from Accenture to Gainwell) of the Accenture/Equinix contract. Awaiting Gainwell review of the Novation Agreement with a planned execution of the agreement by January 31, 2025
- Continued to work with PMO on identifying Infrastructure
- In Progress/Upcoming Work:
 - Continue conducting any remaining Job Shadow sessions
 - Continue to oversee the laptop build and distribution
 - Continue to oversee and support access enablement for Gainwell team
 - Continue to oversee Reverse Job Shadow and schedule additional sessions
 - Continue to prepare and attend the Infrastructure Readiness Review meetings
 - Attend meeting to review final proposals for the timing on the cutover for Imaging and In-flight projects with Consortium on January 14, 2025
 - Conduct a follow up meeting with Gainwell to create the final M&O and M&E service request expectations. Set up meeting to review with Consortium and QA
 - Execute the Novation Agreement (from Accenture to Gainwell) of the Accenture/Equinix contract by January 31, 2025

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 six of eight completed. Team is on schedule with a 85% pass rate against a target of 75%
4.6 Reports	<ul style="list-style-type: none"> ▪ Met with Consortium and QA on January 06, 2025, and January 07, 2025, to discuss County Feedback in Reports Follow-up Survey ▪ Met with Consortium Ad hoc team on January 08, 2025, to discuss county's feedback on ad hoc reporting in Reports Follow-up Survey ▪ Met with Consortium on January 10, 2025, to discuss ForumBee Release ▪ Next CalSAWS State and Fiscal Reports Bi-Weekly meeting will be on January 16, 2025

STATUS REPORT SECTION	STATUS AGENDA TOPIC
4.8 Training	<ul style="list-style-type: none"> Training Production Refresh January 3, 2025 - January 6, 2025, completed successfully
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
25.01.15	<ul style="list-style-type: none"> IADPU DMDP-23 AWS Macie IADPU DMDP-23 AWS Macie: Creation of OWDs for Macie Processes IAPDU – TLM (Technology Lifecycle Management)-11: Creation of new OWD (Operational Working Documentation) for Remote Connectivity aligning with NIST 800-53 Rev5 SCR: Kern Site 15005 Move to Stobaugh Street SolarWinds - Email Notification & Alerting
25.01.16	<ul style="list-style-type: none"> Fresno - Purpose Built Data Set (PBDS) Extraction from S3 Data Lake IAPDU - CSAC- 10 New / Replace Virtual BigIP F5 with NGFW at Partner Exchange (US-West and US-East) & Network Prod Account (US-West and US-East) LA County DCFS - One-time DCR to Add CWS Foster Care/KinGap Mask Address Confidentiality to Cases Mass Replacement of CalFresh Benefits in Los Angeles due to January fires Renew Lobby Check-in and Self Service App Provisioning Profile Santa Clara- Purpose Built Data Set (PBDS) Extraction from S3 Data Lake VA (Virtual Assistant) - Family Reunification (FR) Virtual Assistant Expansion- Release 25.1.16 (Release 26)
25.01.17	<ul style="list-style-type: none"> Testing of AWS Lower Environment Instance Optimization
25.01.18	<ul style="list-style-type: none"> ACIN I-61-24 2025 CAPI COLA (Cost-of-Living Adjustment) - Batch EDBC
25.01.20	<ul style="list-style-type: none"> Documentation: Provide the CAPI Discontinuance Monthly Case List for Nov 2024, Dec 2024 and Jan
25.01.22	<ul style="list-style-type: none"> Automated Regression Test - Execution and Maintenance - 24.11 Release Cycle

RELEASE	SUMMARY
25.01.24	<ul style="list-style-type: none"> Butte County: IVR (Interactive Voice Response) office hours/location update Training: Create WBT (Web Based Training) for Inter-County Transfers Training: Update 008 - Eligibility Medi-Cal WBTs (Web Based Training) for Sunset Worklist pages CA-257327 Training: Update CAPI WBTs (Web Based Training) for 24.11 App Dev Changes Training: Update Clerical Support WBTs (Web Based Training) for the 25.01 App Dev Changes Training: Update Eligibility CalFresh WBTs (Web Based Training) for 24.07 and 24.11 App Dev Changes Training: Update Eligibility CalWORKs WBTs (Web Based Training) for 24.09 App Dev Changes Training: Update Eligibility General WBTs (Web Based Training) for 24.11 App Dev Changes Training: Update Orientation WBTs (Web Based Training) for 25.01 App Dev Changes Training: Update Quiz slides for all WBTs (Web Based Training)
25.01	<ul style="list-style-type: none"> Total System Change Requests (SCRs): 76 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): 65 approved Release Webcast date: To be determined

4.3 Application Development Status

- Continued design on:
 - CA-202054 ACL-18-07 Suspend/Discontinue/Reinstate for CAPI case
 - CA-209344 Apply SSP Only OPA for Specific Programs
 - CA-226480 Change the CW and CF income type Jury Duty Per Diem Classification
 - 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-270919 GAGR Automated Solution Property Limits
 - CA-271153 Update Cover Letters in Redetermination Packets
 - CA-274189 Workload Management Information Gathering
 - CA-274508 Homeless-Temporary EDBC Checks Eligibility of Household in CalWORKs
 - 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-280982 Run batch EDBC during the night when county admin updates the grant amount and selects batch to run
 - CA-281889 CalHEERS eHIT: Accelerated Enrollment Enhancements
 - CA-283209 Update Report Tasks to Auto Close
 - CA-283798 2025 Updates to the Single Streamlined Application (SSApp)
 - CA-284054 Run Batch EDBC with 2025 FPL Values COLA
 - CA-284056 2025 Federal Poverty Levels for Medi-Cal COLA
- Continued build on:
 - Priority releases and Release 25.03 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 January 10, 2025	75%
Pass Rate Actual as of January 10, 2025	85%
System Test completed Date: January 22, 2025	

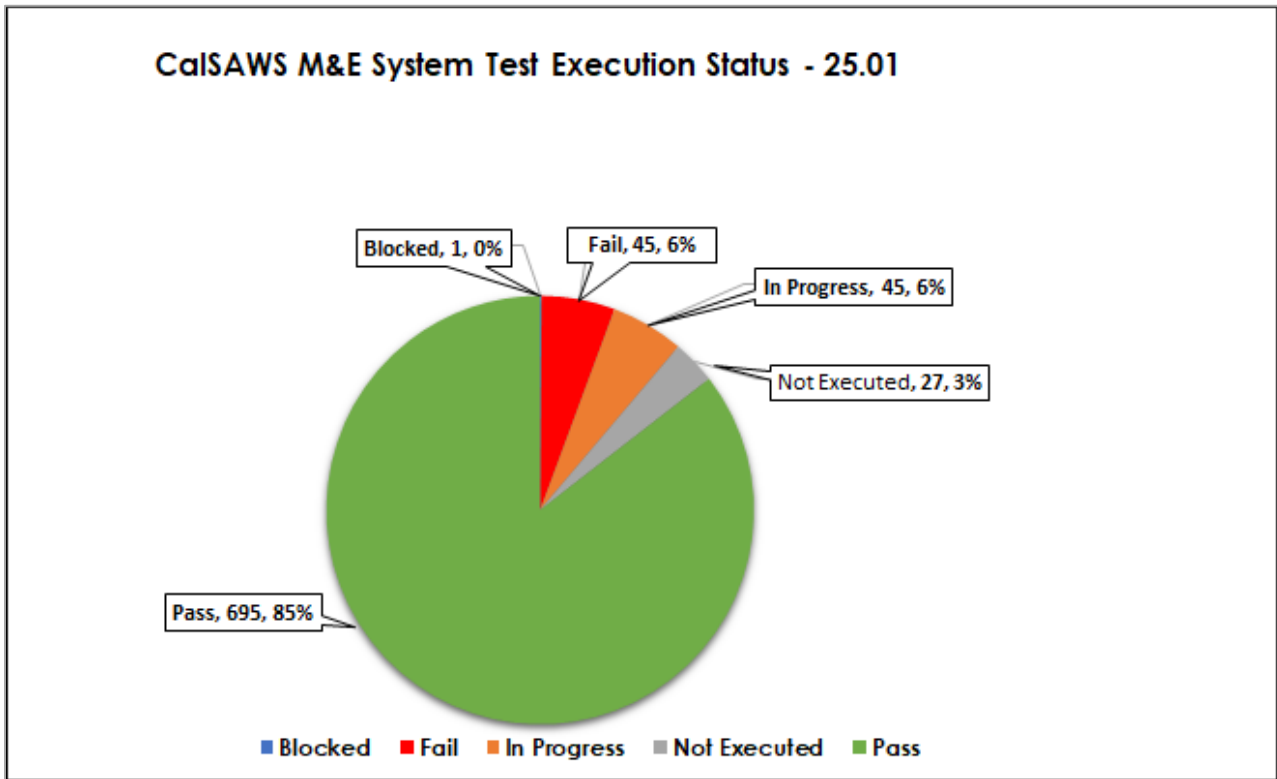


Figure 4.4.1-1: CalSAWS M&E System Test Execution Status

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	195,959,582	46.42%	15	100%
2	100	141,465,827	33.51%	100	100%
3	117	42,535,906	10.08%	115	98.74%
4	697	38,840,092	9.20%	595	92.60%
5	2820	3,382,759	0.80%	931	50.17%

Note: Transaction volume and coverage metrics are based on CalSAWS monthly Production performance data and Automated Regression Test (ART) coverage data as of December 31, 2024. Each tier is distinct from prior tier(s). For example, tier two includes all transactions that make up the top 80% of production volume except for the fifteen tier one

transactions. Production statistics are updated each month, and coverage statistics are updated with each major release as new automated regression scripts are developed. To date, there are 1,498 end-to-end Automated Regression Test (ART) scripts:

- 1,164 targeting the core CalSAWS application
- 114 targeting the inbound BenefitsCal Application Programming Interface (API) service (Portal Service)
- 220 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) has received System Change Request Board / Change Control Board (SCRB/CCB) approvals
 - ✦ Build is completed
 - ✦ System Test is in progress
 - Release 27 – target to deploy on February 27, 2025
 - ✦ Design is in progress

4.6 Reports

- Met with Consortium and QA on January 06, 2025, and January 07, 2025, to discuss County Feedback in Reports Follow-up Survey
- Met with Consortium Ad hoc team on January 08, 2025, to discuss county's feedback on ad hoc reporting in Reports Follow-up Survey
- Met with Consortium on January 10, 2025, to discuss ForumBee Release
- Next CalSAWS State and Fiscal Reports Bi-Weekly meeting will be on January 16, 2025

Table 4.6-1: Total Open Incidents by reporting period

REPORTING PERIOD END DATE	NUMBER OPEN TICKETS
November 15, 2024	14
November 29, 2024	8
December 13, 2024	9
December 27, 2024	8
January 10, 2025	18

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	1	2	0	3
Reopened	0	0	0	0	0
Assigned	0	2	1	0	3
In Development	3	4	2	5	14
Development complete	0	0	0	0	0
In Assembly Test	0	0	0	0	0
System Test	3	0	0	0	3
Test Complete	1	3	1	0	5
Total Open Defects	7	10	6	5	28

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	1	0	0	1
3-Normal/Low	7	8	6	5	26
4-Cosmetic	0	1	0	0	1
Total Open Defects	7	10	6	5	28

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	25.01	25.03	25.05
CA 1037	2	2	0	0	0
CA 237 CW	4	1	0	3	0
CA 253	2	1	0	1	0
CA 812	1	1	0	0	0
DHCS CMS PI	1	0	0	1	0
DHCS CMS Unwinding E&E	1	0	0	0	1
DHCS RMR	1	0	1	0	0
Integrated Claiming	3	3	0	0	0
STAT 45	1	1	0	0	0
WTW 25/25A	1	1	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 January 08, 2025
- System Change Requests (SCRs) in Design Phase
 - CA-221281 - Add Threshold Languages for GROW-85 (START 85) Job Search Assignment
 - CA-227572 - LA County - GR Time limit
 - CA-268676 - GAGR AS; SON - Denial NOA #125-0 (01/98) and Denial NOA #1122 (08/98)
 - CA-268679 - GAGR AS; SAC Change NOA CDS 232-0 (01/01)/Reason Code XAN339
 - CA-270919 - GAGR Automated Solution Property Limits
 - CA-272432 - CSF 45 should only be available to print locally. Currently it is available to print both locally and centrally
 - 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 admin updates the grant amount and selects batch to run
 - CA-282564 - GR Property Limit Rules - Tulare
 - CA-283048 - GA/GR Family Reunification
 - CA-283542 - Add Property Limits to the Admin Rules
 - CA-283604 - Update LA County GROW to Start Correspondence
 - CA-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
 - CA-285216 - CA-276128: E2E: GA Denial - Excess Personal Property NOA - Calculation in NOA is incorrect
 - CA-285847 - Sacramento County General Assistance Changes
- System Change Requests (SCRs) in Development Phase
 - CA-213225 - Elimination of ABP 4038, 6-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-276199 - Verification of Benefits - for all programs
 - CA-284296 - Automate Consortium CalSAWS Common GAGR NOA - CalSAWS 1 Approval
 - CA-284297 - Automate Consortium CalSAWS Common GAGR NOA - CalSAWS 2 Change NOA
 - System Change Requests (SCRs) in System Test Phase
 - CA-213225 - Elimination of ABP 4038, six-Month Reminder Notice Pending T and U Visa for General Relief Participants
 - CA-264995 - GA GR Consortia Correspondence Administration Link for Admin Pages
 - CA-274856 - Remove automation logic for CDS 525 for all GA/GR programs

- CA-276199 - Verification of Benefits - for all programs
- CA-277330 - Update PB19E700 to require Money Management to be effective before Address change Effective date
- CA-284527 - Update CTCR Real Property Limit Value for Contra Costa County
- Priority System Change Requests (SCRs) deployed to Production
 - None to note for the reporting period
- Defects released to Production
 - None to note for the reporting period

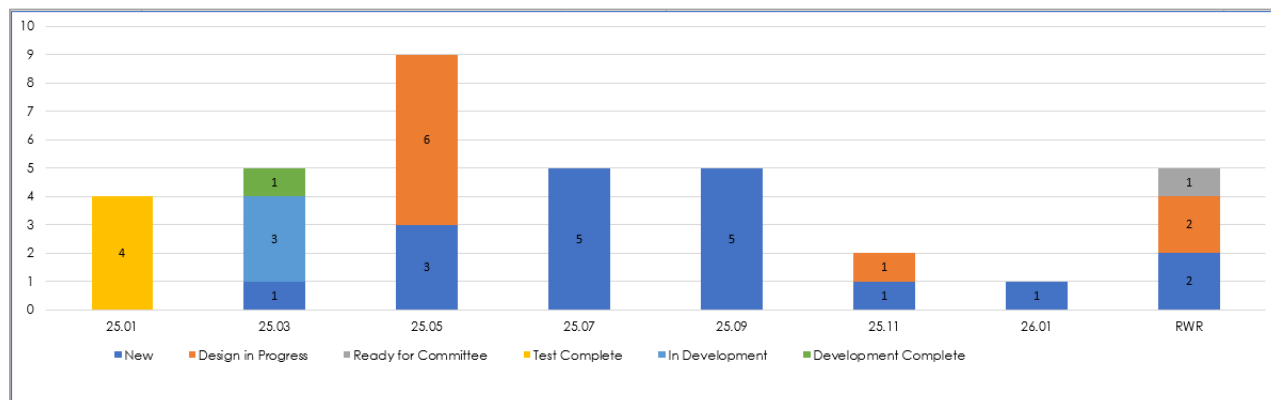


Figure 4.7-1: General Assistance/General Relief (GA/GR) System Change Requests (SCRs)

4.8 Training Materials Update

- 25.01 Online Help (OLH) System Change Requests (SCRs):

Test Complete

CA-285163	Online Help: Update the Forms Overview for the 25.01 Baseline Release
CA-284711	Online Help - Update Skipped Issuances for EBT issuances JA
CA-282847	Online Help: Update the eApplication Summary and Create Select New Office OLH page CA-265239
CA-282844	Online Help: Create the new Dashboard Overview for the 25.01 Baseline Release
CA-282764	Online Help: Update JA Self Service Portal (SSP) - e-Applications CA-270693
CA-282680	Online Help: Create JA - Family Reunification (FR) for CA-233160
CA-282009	Online Help: Update JA Imaging Drawers and Document Properties, Imaging Single Case Capture and Virtual Printing, and Imaging Workflow Queues and Exceptions per CA-275751

CA-281873	Online Help: Update JA for CW/CF RE and SAR7 for Late Reports- CA-264217
CA-280019	Online Help: Create new JA Imaging - Optical Character Recognition (OCR)
CA-274737	Online Help: Update the Reports Overview and Calendar for the 25.01 Baseline Release (CA-265301)
CA-274737	Online Help: Update the Reports Overview and Calendar for the 25.01 Baseline Release (CA-265301)
CA-274100	Online Help: Update JA - Medi-Cal MAGI Soft Pause
CA-264782	Online Help: Update JA Direct Deposit
CA-256258	Online Help: Create New JA MEDS - Task Admin CA-223832

- 25.03 Online Help (OLH) System Change Requests (SCRs):
- Pending Approval

CA-285218	Online Help: Update JA Imaging Specialty Scan Modes per SCR CA-281141
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Approved

CA-285811	Online Help: Update Online Help pages for Task CA-275531
CA-285122	Online Help: Create new OLH pages for Family Reunification CA-233160
CA-285094	Online Help: Update JA CalFresh-CF 386 Notice of Missed Interview CA-275793 and CA-260623
CA-283348	Online Help: Update JA- CalHEERS Case Linkage CA-274104
CA-282193	Online Help - Update the JA SSP - e-Applications CA-265239
CA-280001	Online Help: Update JA Inter-County Transfers to Remove CF 215-CA-276615
CA-278315	Update JA School Attendance from CA-241626
CA-268337	Online Help: Update JA CalFresh: Expedited Service - Process CA-252984

In Development

CA-260889	Online Help- Create Job Aid for GAGR Automated Solution Time limit
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- 25.01.24 Priority Release Web Based Training (WBT) and CalSAWS Functional Presentation (CFP) SCRs:

In Development

CA-282917	Training: Update Clerical Support WBTs for the 25.01 App Dev Changes
CA-282853	Training: Update Quiz slides for all WBTs
CA-279852	Training: Create WBT for Inter-County Transfers

System Test

CA-284382	Training: Update Eligibility CalWORKs WBTs for 24.09 App Dev Changes
CA-282122	Training: Update Eligibility CalFresh WBTs for 24.11 App Dev Changes
CA-277419	Training: Update 008 - Eligibility Medi-Cal WBTs for Sunset Worklist pages CA-257327

Test Complete

CA-283227	Training: Update Orientation WBTs for 25.01 App Dev Changes
CA-282167	Training: Update CAPI WBTs for 24.11 App Dev Changes
CA-282118	Training: Update Eligibility General WBTs for 24.11 App Dev Changes

- 25.03.21 Priority Release Web Based Training (WBT) and CalSAWS Functional Presentation (CFP) SCRs:

Approved

CA-285874	Training: Update WBT Home Page Screenshots for Password Resets as per CA-232192
CA-284821	Training- Create a new WBT for CARES bi-directional Interface with CalSAWS CA-265904
CA-282745	Training: Update Eligibility CalWORKs WBTs for 24.11 App Dev Changes
CA-282740	Training: Update Orientation WBTs for 24.11 App Dev Changes
CA-282305	Training: Maintenance of 005-Clerical Support WBTs for 24.11 and 25.03 App Dev Changes
CA-282163	Training: Update Employment Services-WTW WBTs for 25.03 App Dev Changes

In Development

CA-285477	Training: Update 011 - Employment Services-GROW WBTs for 25.01 Baseline Release
CA-282743	Training: Update Eligibility CalFresh WBTs for 24.11 App Dev Changes

Test Complete

CA-282166	Training: Update the Eligibility Cal-Learn WBT for 25.03 App Dev Changes
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- 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 2025 #CHG000052145	January 3 - 5, 2025	Completed

4.9 Upcoming Performance Tests

- Planned upcoming Performance tests for Core Online

Table 4.9-1: Core Online Upcoming Performance Cycle

PERFORMANCE CYCLE	START DATE	END DATE	STATUS
CalSAWS 25.01 Release Performance Testing	December 18, 2024	January 15, 2025	In Progress
CalSAWS 25.02.xx Release Performance Testing	December 27, 2024	January 31, 2025	In Progress

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

- Completed Tasks
 - Completed the Integration testing for "Case Link API iteration 3", "Issuance API" and "Placement API - Iteration 3"
 - Closed out the defects for "Placement API" and "Home Removal API"
 - Completed System Test for "Placement API" and "Home Removal API"
- In Progress Tasks
 - Continue to discuss with CARES on changes for "Placement API"
 - Continue to work on the QA and System testing defects
 - Create the system test scripts for "Issuance", "Kinship Guardianship Assistance (KinGAP) summary API", "Incidental Payment" and "Case Transfer"
 - Work on refactoring the inbound and out bound status flow for all APIs
 - Perform End-to-End Partner testing for "Issuance API" and "Case Link API - Iteration 3"
 - Work on the Integration test defects for "CalSAWS Tasks Design"
 - Create the Design for "CalSAWS case creation automation design - Part 2"
- Upcoming Tasks
 - Perform System test for "CalSAWS Tasks Design"
 - Approve and implement the changes for "Placement API"

- Review and get the Business Analysts' approval for the Design of "CalSAWS case creation automation design - Part 2"
 - Perform System Testing (new changes) for the following APIs: "Issuance", "Kinship Guardianship Assistance (KinGAP) summary API", "Incidental Payment" and "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	12	0	0	0	1	11
CARES hosted	14	0	0	0	3	11

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

- Completed Tasks
- Analyze navigation from SCATL Cash Aid Time Limit Month List page
 - Load fallout records for CalSAWS TIME_LIMIT_CASH_AID table
 - Implement Auto logout timeout modal in SCATL application
 - Build Reference Architecture for implementing CSRF for SCATL application
 - 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 four
 - Create lambda endpoints for Employment Development Department - EDD
 - Analyze requirements for Time Limit API called from BenefitsCal
 - Implement encryption in the SCATL application
 - Integrate APIs with de-duplication page in SCATL application
 - Update Intercounty Transfer (ICT) related Time Limit Online pages for PostgreSQL integration
 - Analyze lambda connectivity for fiscal service
 - Analyze queries for Review List page in SCATL application
 - Create mock-up for the new Program List page in SCATL application
 - Update WTW Time Limit Task Sweep for PostgreSQL integration
 - CalSAWS TIME_LIMIT_PGM_PARTICPTN table for Duplicates and fallouts
- In Progress Tasks
- Create new lambda API for Program List page in SCATL application
 - Create new lambda API for updating CIN in TIME_TRACK_PERS table
 - Update lambda APIs to include fallout data
 - Create Program Detail component in SCATL application - Phase five
 - Integrate Add Individual APIs in SCATL application - Phase three
 - Create Program Detail CRUD Lambdas

- Create a mapping table to hold golden person and duplicate person for a CIN to get to the CalSAWS page from SCATL application
- Add a column PEND_REVW_IND in TIME_LIMIT_CASH_AID table
- Create Cash Aid Month Time Limit List page in CalSAWS Core application in Read Only mode
- Create lambda for Review List page in SCATL application
- Integrate the Program Summary page with the API in SCATL application
- Update Task Automated Action Driving Queries - CalWORKs Recipient Approaching TANF Time Limit: 58 Months
- Update Task Automated Action Driving Queries - CalWORKs Recipient: TANF Time Limit Exceeded
- Regression Test Batch Job PB00E149 - CalWORKs 60 Month Discontinuance EDBC Sweep
- Implement CSRF - DynamoDB Deployment
- Update Time Limit NOA for EDBC with PostgreSQL Integration
- Create a security matrix for the security roles and rights in SCATL application
- Regression Test NOA M40-107J - Participant Approval for PostgreSQL integration
- Regression Test NOA M40-107J1 - Aid: > 60 Months for PostgreSQL integration
- Regression Test NOA M40-107F - Aid: > 60 Months for PostgreSQL integration
- Regression Test NOA M40-107K - Aid: > 60 Months for PostgreSQL integration
- Regression Test NOA M40-107A - Time On Aid (no previous NOA issued) - Other for PostgreSQL integration
- Regression Test NOA M40-107G - Aid: 60 Months for PostgreSQL integration
- Regression Test NOA M40-107F2 - Aid: 60m Months for PostgreSQL integration
- Regression Test NOA M40-107F1 - Aid: 60Mnths for PostgreSQL integration
- Regression Test NOA M40-107B - Time on Aid at Application/Redetermination for PostgreSQL integration
- Upcoming Tasks
 - Create a new security right for Duplicate TOA Review page in SCATL application
 - Create a new Lambda to retrieve SCATL person link records
 - Configure Secret Manager for Encryption Key
 - Integrate Lambda calls for County Duplicate Impact Detail page
 - Integrate update CIN lambda in CalSAWS demographics page
 - Update Task Automated Action Driving Queries - CalWORKs Recipient: Retro Active Extender Approved
 - Create Program Detail component in SCATL application - Phase six
 - Add fallout implementation to Program List in SCATL application
 - Analyze and load SCATL TIME_LIMIT_PGM_PARTICPTN that has data in WDTIP and not in CalSAWS
 - Regression Test - ACL 23-30 - Paid Family Leave (PFL) CalWORKs Time Limit Exemption (SCR CA-253759)
 - Regression Test - Family Reunification AB135 4P / 4R Time Limits (SCR CA-233160)
 - Analyze WDTIP TRAC data and CalSAWS data for Retention
- 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

- Completed
 - TBCR approved to increase the Postgres DB CPU in Batch Perf two environment
- 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
 - Perform an archive run in the BatchPerf by increasing the Postgres DB CPU

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 the next TDS activity in the BatchPerf environment – On-hold due to Archive Phase1 activity in BatchPerf
 - Document test data slicer on CalSAWS wiki

4.12.3 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 9066 – Summer EBT Query Run
- Continued Work:
 - CIDR 9060 - CDSS SAWS+ Implementation
 - CIDR 9067 – CalWORKs/CalFresh Applications Query
- Started Work:
 - CIDR 9068 – Work Incentive Nutrition Supplement (WINS)

4.12.4 Department of Health Care Services (DHCS) Report Support

- Department of Health Care Services (DHCS) Glossary
 - CCU – Continuing Care Unwinding
 - MEDS – Medi-Cal Eligibility Data System
 - PHE – Public Health Emergency
 - RE - Redetermination
- Completed Work:
 - SIRFRA 1385 – End of CCR Renewal Data Request 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
 - SIRFRA 1380 – MEDS Alert Monitoring December 2024
- Continued Work:
 - None to report at this time
- Started Work:
 - SIRFRA 1411 – Outstanding Unwinding Related Renewals

4.12.5 Additional Premise Items

Table 4.12.5-1: Premise Items

PREMISE NAME	STATUS	PHASE	PROGRESS/UPDATES
MULTIPLE SFY			
CalFresh Discontinuance of Gambling Wins	On Time	Approved	<ul style="list-style-type: none"> ■ CA-234917 TBD
Work Registration CalFresh Disqualification Notice Update	On Time	Development	<ul style="list-style-type: none"> ■ CA-240701 - Pending State translations ■ CA-277738 planned for 25.03

PREMISE NAME	STATUS	PHASE	PROGRESS/UPDATES
MULTIPLE SFY			
CalFresh Reinstatement Approval & Denial Notice Revisions	On Time	Design	<ul style="list-style-type: none"> CA-265360 - Pending State translations CA-262223 planned for 25.07
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-218333 planned for 25.01.xx
CW Work Requirements (AB 2300)	On Time	Development	<ul style="list-style-type: none"> CA-271130 and CA-241897 in production CA-279598 planned for 25.03.xx CA-268498 planned for 25.05
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 – In Development
Add Threshold Language versions of the CF 377.11E	On Time	Development	<ul style="list-style-type: none"> CA-273087 – Planned for 25.01.x1
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 Ready for Committee Not yet started	<ul style="list-style-type: none"> CA-268774 is planned for 25.01 CA-270511 is planned for 25.03 CA-270512 is planned for 25.05
Re-Design CalSAWS Case Purge Components	On Time	Development	<ul style="list-style-type: none"> CA- 275163 is planned for 25.01 and on track Testing in-progress

PREMISE NAME	STATUS	PHASE	PROGRESS/UPDATES
MULTIPLE SFY			
Restoration Notices Updates	On Time	Design	<ul style="list-style-type: none"> CA-272109 planned for 25.07 CA-245049 planned for 25.05
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 25.05
CalFresh Restaurant Meals Program Notice Eligibility Clarification	On Time	Design	<ul style="list-style-type: none"> CA-219304 is planned for 25.05
CalFresh Eligibility Disqualifications for Certain Convicted Felons	On Hold	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 - County Purchases Status Report

Appendix B - Appendix B – CalSAWS Project Gantt Chart