



California Statewide Automated Welfare System



Bi-Weekly Status Report

CalSAWS Maintenance & Operations (M&O)

Reporting Period: February 24, 2025 – March 09, 2025

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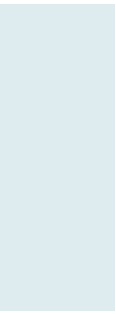
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Bi-Weekly Status – CalSAWS M&O

1 EXECUTIVE SUMMARY

1.1 CalSAWS Project 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 146 active Production defects
Incidents	On Time	<ul style="list-style-type: none"> CALSAWS BROADCAST: Starting at 9:00 a.m. on February 24, 2025, some Users were experiencing slowness while navigating through and performing transactions in CalSAWS and associated systems. As of 9:30 a.m. on February 24, 2025, this issue was resolved. Users are able to navigate through and perform transactions in CalSAWS and associated systems at normal operational speeds. PRB0051026 CALSAWS BROADCAST: Starting at 10:30 a.m. on February 26, 2025, some counties experienced issues with lobby kiosks not reading the magnetic stripe on the new EBT EMV/chip cards. Customers checking into a county office can manually type in their case number and date of birth, or swipe their BIC card at the lobby kiosk. Additionally, customers can also check-in directly with county staff. The CalSAWS project team is investigating the issue. An update will be provided when the issue is resolved. PRB0051046 CALSAWS BROADCAST: Starting at 6:00 a.m. on February 27, 2025, some IFDS abstract records for 3rd quarter of 2024 were duplicated. IFDS files for 3rd quarter of 2024 were initially processed in December 2024. Due to an operational error, these files were again processed on February 26, 2025. As a result, some IFDS abstracts were duplicated for the 3rd quarter of 2024. Defect CA-288339 has been created to remove duplicate IFDS Abstract records. An update will be provided when CA-288339 is scheduled for deployment. PRB0051068 CALSAWS BROADCAST: Starting at 2:00 p.m. on March 4, 2025, eGain Historical Reports were showing incorrect data. In the interim, AWS Connect can be used to retrieve Historical Reports. The CalSAWS project team has

TOPIC	CALSAWS SYSTEM	HIGHLIGHTS FOR THE REPORTING PERIOD
		<p>escalated to eGain and is actively investigating the issue. An update will be provided when the issue is resolved. PRB0051041</p> <ul style="list-style-type: none"> ▪ CALSAWS BROADCAST: Starting at 8:00 p.m. on March 4, 2025, IEVS applicant file will not be received until the end of May 2025. The Franchise Tax Board (FTB) informed CalSAWS of an issue where FTB is experiencing a delay in processing the annual response file for this year's IEVS process. As a result, the daily IEVS applicant (A-IEVS) file will not be sent to CalSAWS until the end of May 2025. PRB0051118

1.2 Highlights of the Reporting Period

- The CalSAWS Project team successfully deployed the following priority releases since the last reporting period
 - Nine priority releases that included 28 System Change Requests (SCRs) and 59 defects, a total of 87 items

Table 1.2-1: Priority Releases

Minor version (Release date)	Issue Type		
Team Responsible	Defect	SCR	Grand Total
25.02.24	4	0	4
Contact Center	2	0	2
Reports	1	0	1
Voice Bots / RPA	1	0	1
25.02.25	4	1	5
Contact Center	0	1	1
Eligibility	2	0	2
Fiscal	1	0	1
Online	1	0	1
25.02.26	1	2	3
Contact Center	0	2	2
Fiscal	1	0	1
25.02.27	25	15	40
Analytics	1	0	1
Batch Operations	0	1	1
Batch/Interfaces	2	3	5
BenefitsCal	2	1	3
Client Correspondence	5	2	7
Fiscal	4	0	4
Generative Artificial Intelligence	3	1	4
Medi-Cal/CalHEERS	0	3	3
Online	1	1	2
Reports	5	2	7
Technical Arch	1	0	1
Technical Operations	1	0	1
Training	0	1	1
25.02.28	8	5	13
Contact Center	0	2	2

Tech Forge Rock	8	3	11
25.03.01	0	1	1
Medi-Cal/CalHEERS	0	1	1
25.03.03	3	1	4
Batch/Interfaces	1	0	1
Contact Center	0	1	1
Gainwell Infra	2	0	2
25.03.04	5	0	5
Eligibility	1	0	1
Online	4	0	4
25.03.05	9	3	12
Client Correspondence	1	0	1
Contact Center	8	1	9
Voice Bots / RPA	0	2	2
Grand Total	59	28	87

■ Planned Outages:

• Scheduled CalSAWS Outages:

✦ Fidelity Information Services (FIS) EBT Maintenance

- On March 8, 2025, from 11:00 p.m. until 4:00 a.m. on March 9, 2025, EBT information will not be available in BenefitsCal for approximately 20 minutes. Customers will still be able to access other BenefitsCal services during the entire maintenance window

✦ CalSAWS Production Maintenance:

- On March 9, 2025, from 6:00 a.m. to 2:00 p.m., the CalSAWS application was unavailable for users. CalSAWS were redirected to a read-only version of the CalSAWS application

✦ BenefitsCal Maintenance/Limited Access:

- On March 9, 2025, from 6:00 a.m. to 2:00 p.m., the BenefitsCal application was available for customers and Community Based Organization (CBO) Users for submitting applications, renewals, and SARs; however, transactions from BenefitsCal were queued and released for processing upon completion of CalSAWS maintenance activities. The following features were not available: Message Center (notices, messaging, actions, two-way messaging), Appointments, Verification of benefits (VOB), CBO account creation, Case-link, Communication preference updates or support requests, E-applications submitted from BenefitsCal were 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, Accenture team is diligently addressing the comments provided by Consortium

2.2 Highlights from the Reporting Period

Table 2.2-1: Project Management Status Agenda Topic

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

- Continued Project administration and financial management tasks
- Continued CalSAWS Risks and Issues Management Group (RMG) activities, including:
 - Continued to support CPMO on RMG activities, including working with Accenture risk and issue owners to monitor risks and update risk mitigation plans for CalSAWS Project risks and issues
- Continued activities to support CalSAWS Project staff working remotely
 - Continued developing Project communications, as needed
- Continued performing contract management activities:
 - Continued preparations for M&E transition
 - ✦ Amendment 33 (Submit March, approval June 2025 JPA) is in development and may include:
 - ✦ M&E Extension to end of Feb 2026, with options to extend to Mar/Apr 2026
 - Change Notice 39 (March 2025 JPA) development, review, and packing is completed. This Change Notice includes:
 - ✦ CPOs
 - ✦ Premise Items
 - ✦ M&E Transition Items

2.3 Communications Management

- CalSAWS Communications Management activities including:
 - Continued to gather key communication milestones from the CalSAWS Project teams

- CalSAWS Enhanced Communications Strategy
 - Continued oversight and management of Power of 58 materials
- CalSAWS External Website (www.calsaws.org)
 - 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	February 26, 2025	Website Maintenance

Table 2.3-2: CalSAWS.org Subscription Service Statistics

WEBPAGE	PERCENT OF SUBSCRIBERS
Latest News – CalSAWS Buzz Newsletter	12%
Latest News – News	9%
Other Updates – System Updates	10%
Other Updates – Careers	9%
CalSAWS Committees – CalWORKs/CalFresh	9%

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 March 9, 2025

Table 2.4-1: CITs

CRFI ID	SUBJECT	CATEGORY	DISTRIBUTION DATE	PRIMARY CALSAWS CONTACT	BACKUP CALSAWS CONTACT
0025-25	Scheduled Downtime Notification – 3/09/2025	Informational	February 25, 2025	Erika Castro	Pete Quijada
0026-25	Scheduled Downtime Notification – 4/6/2025	Informational	February 25, 2025	Erika Castro and Anand Kulkarni	Pete Quijada
0027-25	Scheduled Downtime Notification – 3/23/2025	Informational	February 28, 2025	Erika Castro and Anand Kulkarni	Pete Quijada

CRFI ID	SUBJECT	CATEGORY	DISTRIBUTION DATE	PRIMARY CALSAWS CONTACT	BACKUP CALSAWS CONTACT
0028-25	Posted Lists for CA-284054 2025 Federal Poverty Level (FPL) COLA Batch	Informational	March 4, 2025	Nina Butler	Maggie Orozco-Vega
0029-25	CalSAWS Training Manual Updates for 25.01	Informational	March 4, 2025	Frederick Gains	Samantha Varney
0030-25	CalSAWS Quick Guides - Pregnancy Special Need, Reception Log, HCBS Spousal Impoverishment Screening Case Flag and Automated Action	Informational	March 5, 2025	Frederick Gains	Samantha Varney
0031-25	CalSAWS County Cost Summary – March 2025 Update	Informational	March 5, 2025	Tracy Berhel	Britt Carlsen
0032-25	Posted List for CA-279244 MEDIL I 21-31 – CalHEERS eHIT: Alternate Format Options Phase II	Informational	March 6, 2025	ThuyTien Nguyen	Laura Alba
0033-25	Scheduled Downtime Notification – 3/28/2025	Informational	March 6, 2025	Anand Kulkarni	Pete Quijada

- The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending on March 9, 2025

Table 2.4-2: CRFIs

CRFI ID	SUBJECT	DISTRIBUTION DATE	STATUS	RESPONSE DUE DATE	CALSAWS CONTACT
25-001	Annual CalSAWS Security Compliance Memorandum	January 21, 2025	Closed	February 28, 2025	Rosemary Assabil, Shannon Williams, and Security Lead
25-002	Opt-In or Out of Batch Job PB00M106 to Deregister CFET	January 28, 2025	Open	March 12, 2025	Norma Meza
25-004	CARES-FCED Extended User Scenario Testing (EUST)2	February 12, 2025	Open	March 7, 2025	Michelle Ramos
25-005	2025 Visual Inspection of Consortium Assets – Validation of County Coordinator(s)/Contacts	February 14, 2025	Open	March 7, 2025	Melissa Gates
25-006	SSP 18 CAPI Counties Agency Name	February 18, 2025	Closed	March 4, 2025	Adelaide Mendoza
25-007	CalSAWS Production Accounts Cutover	February 28, 2025	Open	March 21, 2025	Deepak Shrivastav

- The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending March 9, 2025

Table 2.4-3: Overdue CRFI

CRFI ID	SUBJECT	REGION 1	REGION 2	REGION 3	REGION 4	REGION 5	REGION 6
25-004	CARES-FCED Extended User Scenario Testing (EUST)2	Alameda, Marin, Monterey, San Benito, San Mateo, San Francisco, Santa Cruz, and Solano	Alpine, Amador, Calaveras, Nevada, Sierra, Sutter, Tuolumne, and Yolo	Colusa, Del Norte, Lassen, Mendocino, Modoc, Plumas, Shasta, Siskiyou, Tehama, and Trinity	Inyo, Kern, Mariposa, and Merced		
25-005	2025 Visual Inspection of Consortium	Alameda, Marin, Contra	Alpine, Amador, Calaveras,	Butte, Del Norte, Glenn,	Fresno, Inyo, Madera,	Orange, Santa Barbara,	Los Angeles

CRFI ID	SUBJECT	REGION 1	REGION 2	REGION 3	REGION 4	REGION 5	REGION 6
	Assets – Validation of County Coordinator(s) /Contacts	Costa, Monterey, San Mateo, San Francisco, Santa Clara, Santa Cruz, Solano, and Sonoma	El Dorado, Mono, Nevada, Placer, Sacramento, Sierra, and Yolo	Lake, Lassen, Mendocino, Plumas, Shasta, Tehama, and Trinity	Mariposa, Merced, San Luis Obispo, and Tulare	and Ventura	

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	9
Reopened	2
Assigned	23
Completed	1315
Duplicate	21
In review	2
Withdrawn	59
Rejected	8
Pending clarification	2
Ready for review	2
Total	1443

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	Assigned	October 22, 2024	No response

ID	DESCRIPTION	STATUS	DUE DATE	RESPONSE RECEIVED DATE
SIRFRA 4011	SIRFRA 4011 - Immigration Code Automation Logic for CAPI Benefit Determinations	Assigned	March 5, 2025	No response
SIRFRA 1420	SIRFRA 1420- Warning notification when running EDBC for SI populations	Pending Clarification	March 5, 2025	No response
SIRFRA 4012	SIRFRA 4012 - All Cal-OAR Code and Queries	Pending Clarification	March 6, 2025	No response
SIRFRA 1427	SIRFRA 1427- Medi-Cal Call Center Data	Assigned	March 10, 2025	No response
SCERFRA 25-911	SCERFRA 25-911 - SB 560 - Public Social Services	Assigned	March 10, 2025	No response
SCERFRA 25-910	SCERFRA 25-910 - AB 1049 - California Food Assistance Program: Sponsor Deeming Rules	Assigned	March 10, 2025	No response
SCERFRA 25-908	SCERFRA 25-908 - AB 607 - CalWORKs: Home Visiting Program	Assigned	March 10, 2025	No response
SCERFRA 25-909	SCERFRA 25-909 - SB 411 - Stop Child Hunger Act of 2025	Assigned	March 10, 2025	No response
SIRFRA 1425	SIRFRA 1425 - Cost Estimate for AB 474	Assigned	March 10, 2025	No response
SCERFRA 25-912	SCERFRA 25-912 - AB 1074 - CalWORK	Assigned	March 11, 2025	No response
SIRFRA 1426	SIRFRA 1426- State Only Aid Codes for Immigrants	Assigned	March 12, 2025	No response
SIRFRA 4014	SIRFRA 4014 - CalFresh Participation and Benefit Issuance Report (CF 256)	Assigned	March 13, 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
	<ul style="list-style-type: none"> None to note for the reporting period

3.2 Imaging

- Completed Defects
 - CA-288569 (Rollback OCR Changes)
- Completed System Change Requests (SCRs)
 - None for the reporting period

3.3 Customer Service Center (CSC)

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

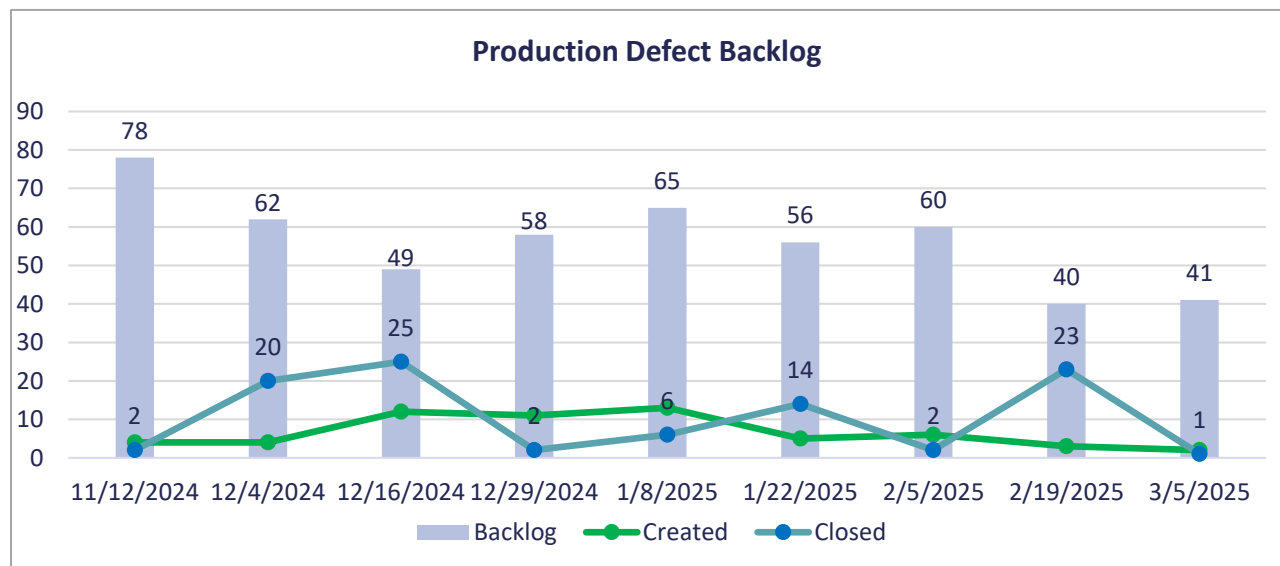


Figure 3.4.1-1: Contact Center Defect Burndown

- Contact Center Recently Deployed Enhancements

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

Table 3.3-1: Contact Center Recently Deployed Enhancements

TYPE	JIRA ID	ENHANCEMENTS	DEPLOYMENT DATE	STATUS
SCR	CA-281289	Voice bots statewide rollout: San Francisco County: Welcome Bot Only	25.03.05	SCR
SCR	CA-278949	Voice bots statewide rollout: Stanislaus County: Welcome Bot Only	25.03.05	SCR
SCR	CA-274824	Migrate DCFS Contact Center to new AWS accounts	25.03.05	SCR
SCR	CA-279190	Create Emergency Closure Contact Flow in AWS Connect for San Diego County	25.03.03	SCR
SCR	CA-287271	Call Center Business Hours Update for Sonoma	25.02.28	SCR
SCR	CA-283252	Butte County: IVR office hours/location update	25.02.28	SCR
SCR	CA-287815	Humboldt Welcome message changes	25.02.26	SCR
SCR	CA-287284	Change in Humboldt Office Hours	25.02.26	SCR
SCR	CA-285900	Update Caller ID for internal transfers	25.02.25	SCR
SCR	CA-287281	LA County Disaster CalFresh multiple department queue	25.02.20	SCR

- 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 3.3-2: Contact Center Upcoming Enhancements

TYPE	JIRA ID	ENHANCEMENTS	DEPLOYMENT DATE	STATUS
SCR	CA-274824	Migrate DCFS Contact Center to the LA County Contact Center AWS account	25.03.xx	In Development
SCR	CA-260730	Contact Center eCCP - Admin Page Enable Courtesy Call Back Configuration by Queue	25.04.10	In Development
SCR	CA-282694	Outbound IVR: AB 79 Personal Contact - Add new calling campaign for SAR 7	25.04.10	In Development
SCR	CA-282691	Update Record Signature Prompt for Telephonic Signature	To be scheduled	New
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

3.4 Additional Projects

3.4.1 Lobby Management Modernization (TLM-39)

- Final design has been sent to the Lobby Committee for review and approval by March 10, 2025
- Working to complete Build for hand over to System Test by March 28, 2025
- Testing for device peripherals is completed
- Finalizing authorization and application integration
- Working to obtain licensing for Asprise scanner functionality by March 28, 2025. Absent this license, the scanning functionality from the Kiosk will not be available

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

- Dynamic Application Security Testing (DAST) and Interactive Application Security Testing (IAST)
 - IAST testing –
 - IAST for SpringBoot servers – followed all the installation steps from Invicti, and the IAST scan fails. The Invicti team is troubleshooting the issue
 - IAST is not supported for the WebLogic servers. Implementation for WebLogic servers can continue once the Invicti vendor confirms the support. There is no ETA from the Invicti vendor

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

- Completed Production Deployment on February 23, 2025
- Thanks to AppDev, System Test, Performance Test and Technical teams for delivering with zero Assembly Test defects, zero System Test defects, zero Performance Test defects and zero Production defects

3.4.4 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

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

- Infrastructure Provisioning – Completed
- Interface Partner connectivity test – In progress – March 10, 2025
- Production Data load – In progress April 7, 2025
- Production environment cutover – April 7, 2025
- Decommissioning old Production environments – May 20, 2025

3.4.6 Upgrade Spring Version in CalSAWS Core (TLM-21)

- TLM-21 SCR CA-274989 has a direct dependency on SCR CA-247010 (Upgrade CalSAWS application from JDK 11 to latest JDK version)
- SCR CA-247010 was on hold for compatible WebLogic version and ODM version to be available to support JDK 17 upgrade. The compatible WebLogic version was released on December 31, 2024
- SCR CA-247010 and TLM-21 SCR CA-274989 are currently on hold due to limited implementation time and has been discussed with Consortium. These are possible transition items

3.4.7 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 TLM-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
 - SCR targeted for 25.03.09 release

3.4.8 ODM as a Service – Phase I

- SCR CA-257051 is currently in development and targeted for 25.05.xx priority release

3.4.9 Identity - Password Authentication (WIAM-18)

- The ForgeRock team has completed this project. No further actions needed

3.5 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 25.03 baseline release. Week five of seven completed. Team is at a 93% pass rate against a target of 71%
4.9 Reports	<ul style="list-style-type: none"> ■ Disaster CalFresh changes were deployed in Production on February 24, 2025, and LA County reports were re-generated for Disaster CalFresh period ■ Held CalSAWS Management Reports Committee Meeting on February 25, 2025, and Management Reports CERs were discussed ■ Met with Consortium Technical Team on February 27, 2025, to discuss CalSAWS Geographical Information System (GIS) Dashboards ■ Met with Consortium team on February 27, 2025, to discuss the best way to share Reports Follow up Survey Results with counties

STATUS REPORT SECTION	STATUS AGENDA TOPIC
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 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

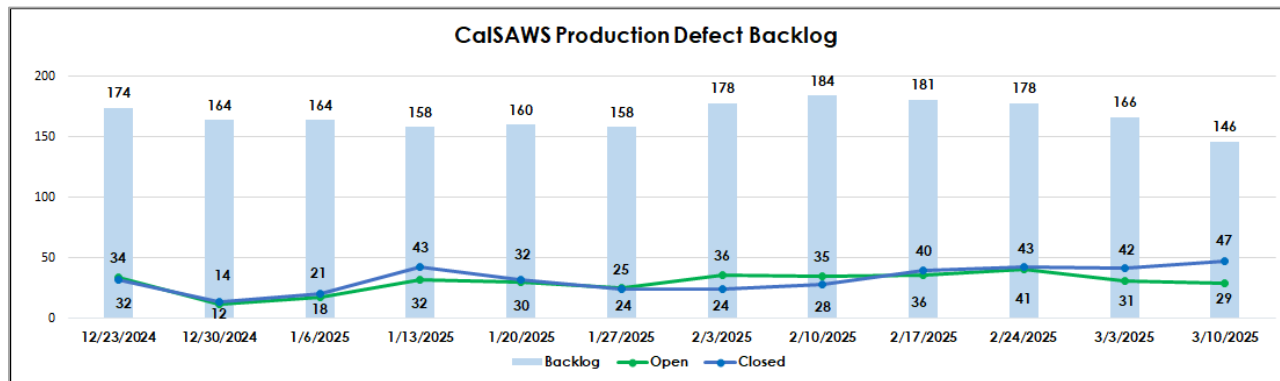


Figure 4.2: Production Defects Backlog Weekly Trend

4.2.1 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 4.2.1-1: CalSAWS Production Defect Count by Release

CalSAWS Production Defect Count by Release						
Count of Defects	Release					
Severity	25.02	25.03	25.05	25.07	TBD	Grand Total
2-Normal/Medium	13	9	8	0	0	30
New	0	0	2	0	0	2
In Progress	0	3	6	0	0	9
Closed	13	6	0	0	0	19
3-Normal/Low	71	97	56	1	18	243
New	0	10	4	1	11	26
In Progress	14	35	52	0	7	108

CalSAWS Production Defect Count by Release						
Count of Defects	Release					
Severity	25.02	25.03	25.05	25.07	TBD	Grand Total
Closed	57	52	0	0	0	109
4-Cosmetic	1	3	1	0	0	5
In Progress	0	0	1	0	0	1
Closed	1	3	0	0	0	4
Grand Total	85	109	65	1	18	278

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

4.3 Production Operations

4.3.1 Release Communications

- CalSAWS Release February 2025 and March 2025 Communications:
 - See table 4.3.1-1 CalSAWS Release February 2025 and March 2025 Communication Activities for details

Table 4.3.1-1: CalSAWS Release February 2025 and March 2025 Communication Activities

TASK	DATE (s)	OWNER
Send draft Release Notes file to Consortium for review	February 10, 2025	Production Operations
Send draft Release Notes file to select County Staff and Consortium for review	February 24, 2025	Production Operations
Webcast on CalSAWS Release 25.03	March 4, 2025	Production Operations / Consortium Policy and Design
Send draft Release Notes file to select County Staff and Consortium for final review	March 10, 2025	Production Operations
25.03 CalSAWS Application Development and Training Release Notes Broadcast	March 18, 2025	Production Operations
CalSAWS Release 25.03 Greenlight Meeting	March 19, 2025	Release Management/Quality Assurance
CalSAWS 25.01 Post-Release Checkpoint Call	March 24 - 26, 2025 4:00 p.m. to 4:30 p.m.	Production Operations

4.3.2 Root Cause Analysis (RCA)

- No new RCAs have been published during this reporting period.

4.3.3 Batch Operations

- Completed execution of the annual Federal Poverty Level (FPL) Cost of Living Adjustment (COLA) for Medi-Cal program for 2025 scheduled on March 01, 2025. The EDBC batch processed 1.53 million cases, generating 182,000 correspondences
- 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 categorizations



Figure 4.3.3-1: Analytics Reports and Dashboards – Monday – Saturday Nightly Batch Runs for the Status Reporting Period

Table 4.3.3-1: Details of Days When Analytics Reports and Dashboards Completed after 7:00 a.m.

BATCH DATE	ISSUE	COMMUNICATION	STATUS	RESOLUTION
Feb 24, 2025	The upstream processes took longer to run after the data partition and optimization changes, affecting the completion times of analytic reports and dashboards.	Semi Annual Reporting Admin (SAR) Dashboard Delayed on 2/24/2024	Completed	Jobs Completed

4.3.4 Production Performance

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

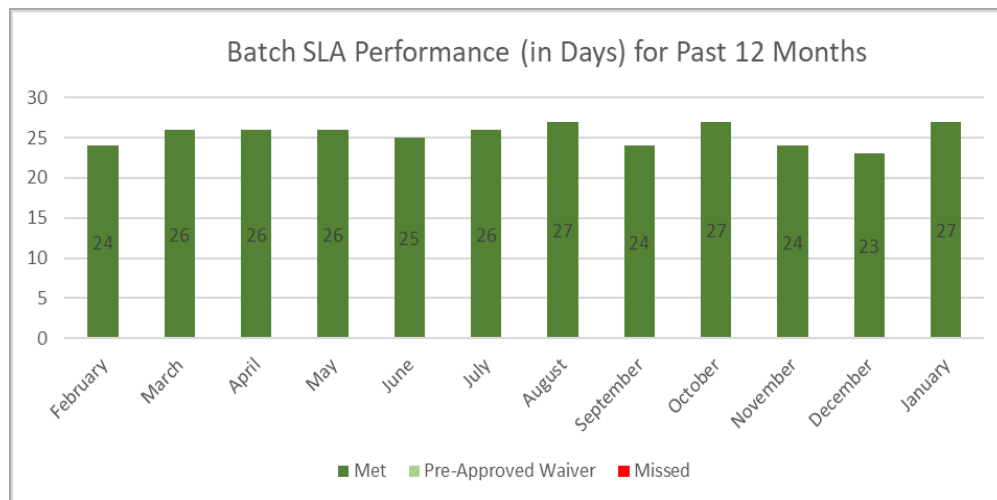


Figure 4.3.4-1: Batch Service Level Agreement (SLA) Performance

- 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

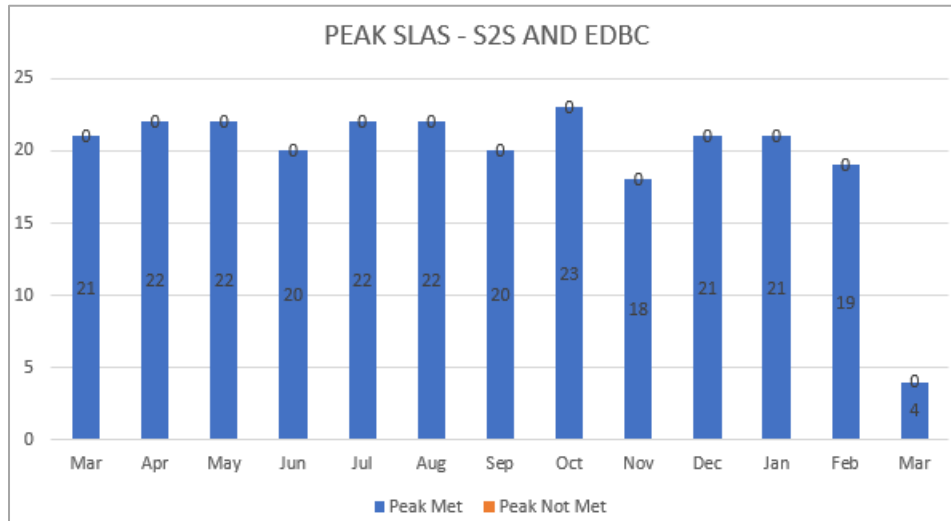


Figure 4.3.4-2: Peak Service Level Agreement (SLA) - S2S and Eligibility Determination Benefit Calculation (EDBC)

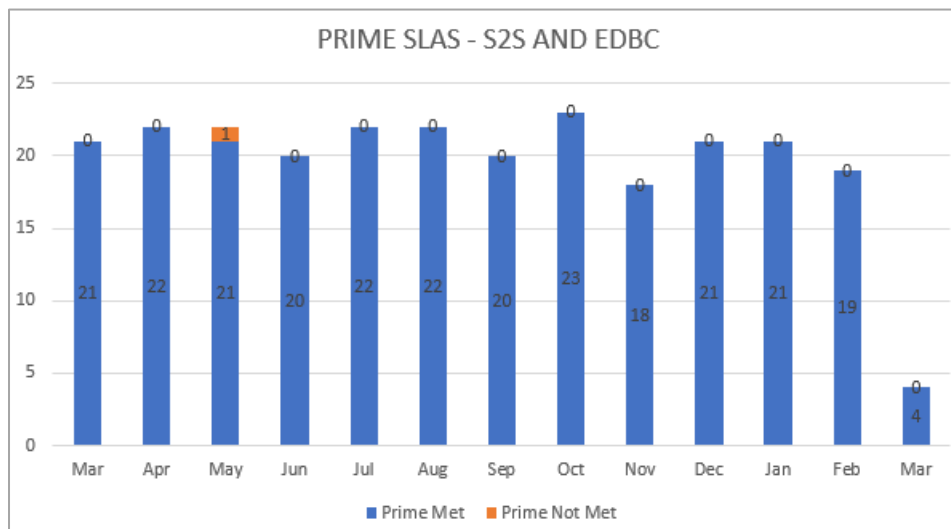


Figure 4.3.4-3: Prime Service Level Agreement (SLA) -S2S and Eligibility Determination Benefit Calculation (EDBC)

4.4 ForgeRock

4.4.1 Highlights

- Deployments
 - ForgeRock provided hypercare following the production deployment on March 4, 2025. No issues have been reported during hypercare
 - Implementation Advance Planning Document Update (IAPDU) Updates
 - Ongoing conversations for TLM-39 Lobby Modernization on the secure authentication for kiosk and tablet modes
 - Prepared deck for closure and next steps for TLM-05 Major Version Upgrade and IA-12 Identity Proofing with Sandeep Aji and Robert Lusk
 - Funding approval received for additional hours for WIAM-18. PPA completed for the adjustment of hours to change from M&O to M&E for the month of January 2025
- System Change Requests (SCRs) and Defects
 - ForgeRock has created a new defect, CA-288507, for the Threat Vulnerability Management (TVM) report assigned to Gainwell.
 - Notifications of new base AMLs to be used in ForgeRock deployments are sent without references to the changes that were made since the previous release. The Team requires this information for testing and validation purposes. The ForgeRock Team will be opening a new defect for this issue
 - ForgeRock has pull requests for two Snky defects that will be deployed to Assembly Test (AT) and Dev the following week on March 14, 2025
 - ForgeRock team has met with the BenefitsCal team to discuss and test the terminating session upon password reset functionality

Table 4.4.1-1: ForgeRock Milestones

MILESTONES	PRODUCTION DEPLOYMENT DATE	STATUS
ForgeRock Identity Gateway (IG) Upgrade	February 28, 2025	Completed – Deployed to Production
MFA delivery choice at Login Journey - Implementation	March 28, 2025	In progress – Testing
Change ForgeRock AuthID Storage from Server-Side to Client-Side	March 28, 2025	In progress – Testing
Configuration and Tuning of IG – ForgeRock	March 28, 2025	In progress – Testing

4.5 Application Support

4.5.1 Highlights from the Reporting Period

Table 4.5-1: Application Support

Status Report Section	Status Agenda Topic
	▪ None for the reporting period

4.5.2 Database Application Support

- Continued data model and data architecture management support for future releases
- Continued application performance monitoring and tuning support
- Continued application data security support
- Continued support for database deployments for Non-Production environments
- Continued data masking support
- Continued test data management and database refreshes support
- Continued support for application specific configurations for Non-Production environments
- Continued support for WDTIP (SCATL), CARES and IAPDU projects

4.5.3 Tech Arch Application Support

- Continued Architecture support for following areas:
 - WDTIP (SCATL), CARES and IAPDU projects
 - Code merges and environment configurations
 - Development environment support
 - Nightly batch support
 - Application performance monitoring and tuning support
 - Incident handling and resolution
 - Developer support for local applications running
 - Code Reviews and guidance
- Fixing Production and Security defects
- Architecture reviews and approvals

4.5.4 DevOps

- The CalSAWS DevOps team continues to provide support for building and deploying code to the lower environments (Development and System Test). Activities supported by the DevOps team include:
 - CalSAWS core Continuous Integration (CI)/ Continuous Delivery (CD) pipelines support
 - 25.03 and 25.05 Baseline release support
 - Priority release support

- WDTIP deployment pipelines development and support
- CARES deployment pipelines development and support
- ODM Service – CI/CD Pipeline support
- IAPDU Projects
 - ✦ ISA20 – Production Account Migration to TFC manage account
 - ✦ Lobby Modernization – CI/CD Pipeline support

4.5.5 Application Support Application Security Support

- Completed SAST, DAST and API security scan one & scan two for 25.03
- [REDACTED]
- M&E System Security Plan (SSP). Estimates discussed in four different buckets
 - Bucket one – Carve out Rev4 – Pending Approval
 - Bucket two – POAM M&E. POAMS that are in M&E scope - Approved
 - Bucket three – Implement Rev5 and create M&E SSP - Approved
 - Bucket four – Operationalize Rev5 SSP – Estimates - TBD
- Bucket one, two, three Execution
 - Identifying REV4 controls, Plan of Action and Milestones (POAMS), Rev4 Fit gap analysis – Completed
 - [REDACTED]
 - Evidence Identification – In progress
 - Operational Working Documents (OWD's) – Identification and gaps - In progress
- Consortium reviewed the SSP Deliverable and Security KT delay risk and provided direction to Deloitte. The M&E SSP will be updated by Deloitte post completion of SCR 287077, and POA&Ms and Consortium approval.

4.6 Priority Release Summary

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

Table 4.6-1: CalSAWS Upcoming Releases

RELEASE	SUMMARY
25.03.13	<ul style="list-style-type: none"> ▪ 2025 Personal and Incidental (P&I) Expenses Increase ▪ AWS Contact Lens Language Validation Continued Effort ▪ Contact Center - CSAC-46 Strong Authentication for internal APIs ▪ GA/GR Update March 2025 RE(Re-Evaluation) submission for household affected by the 2025 LA fires ▪ LA - EBT Admin Activity Reader (PI19F412) - Increase the error limit

RELEASE	SUMMARY
	<ul style="list-style-type: none"> ▪ Update WIS (Welfare Intercept System) Suspension and Reactivation Logic ▪ Update the DHCS Renewals Master Request Report to V2.5 ▪ Update the Lobby Kiosk and Lobby Tablet application to work with the new EBT card ▪ Update the Point of Service Task navigation to only search the drawers for the current county ▪ Update the reports to monitor external agencies usage of CalSAWS
25.03.14	<ul style="list-style-type: none"> ▪ County Readiness Discovery Sessions
25.03.19	<ul style="list-style-type: none"> ▪ Automated Regression Test - Execution and Maintenance - 25.01 Release Cycle
25.03.20	<ul style="list-style-type: none"> ▪ Documentation: Provide the CAPI (Cash Assistance Program for Immigrants) Discontinuance Monthly Case List for March 2025
25.03.21	<ul style="list-style-type: none"> ▪ Training- Create a new WBT for CARES Caselink bi-directional Interface with CalSAWS CA-265904 ▪ Training: Update CAPI (Cash Assistance Program for Immigrants) WBTs (Web Based Training) for 25.03 App Dev Changes ▪ Training: Update Child Care WBTs (Web Based Training) for 25.03 App Dev Changes ▪ Training: Update Eligibility CalFresh WBTs (Web Based Training) for 24.11 App Dev Changes ▪ Training: Update Eligibility CalWORKs WBTs (Web Based Training) for 24.11 App Dev Changes ▪ Training: Update Eligibility General Relief WBTs (Web Based Training)for 25.03 App Dev Changes ▪ Training: Update Eligibility General WBTs (Web Based Training) for 25.03 App Dev Changes ▪ Training: Update Employment Services-WTW WBTs (Web Based Training)for 25.03 AppDev Changes ▪ Training: Update Imaging WBTs(Web Based Training)for 25.03 App Dev Changes ▪ Training: Update Medi-Cal WBTs (Web Based Training) for CA-255285 ▪ Training: Update Orientation WBTs (Web Based Training) for 24.11 App Dev Changes ▪ Training: Update Orientation WBTs (Web Based Training)for 25.03 App Dev Changes ▪ Training: Update Other User Orientation WBTs (Web Based Training)for 25.03 App Dev Changes ▪ Training: Update Quiz slides for all WBTs (Web Based Training)

RELEASE	SUMMARY
	<ul style="list-style-type: none"> Training: Update Simulation WBTs (Web Based Training) for 25.03 App Dev Changes Training: Update WBT (Web Based Training) Home Page Screenshots for Password Resets as per CA-232192 Training: Update the Eligibility Cal-Learn WBT (Web Based Training) for 25.03 App Dev Changes
25.03	<ul style="list-style-type: none"> Total System Change Requests (SCRs): 61 approved Release Webcast date: March 19th, 2025
25.05	<ul style="list-style-type: none"> Total System Change Requests (SCRs): 61 approved Release Webcast date: May 15th, 2025
25.07	<ul style="list-style-type: none"> Total System Change Requests (SCRs): 24 approved Release Webcast date: July 16th, 2025

4.7 Application Development Status

- Continued Design on:
 - CA-206913 - ACL 18-94: ABAWD Correspondence - Threshold Languages
 - CA-216284 - CalHEERS eHIT: MAGI Medi-Cal Income Budget Periods
 - CA-229087 - Medi-Cal Add new NOAs for Reapplication and Rescind Functionality
 - CA-235957 - Add new notices provided in the ACL 21-45
 - CA-236475 - Add New Time Limit Budgets to NOAs Per ACL 21-45
 - CA-244271 - Add Cover Letter to SAWS 2 Plus, CF 285, CF 37, CW 2.1/CW 2.1Q, CW 61, SAR 7 and GEN 202
 - CA-250188 - Update Automated CalFresh NOA Headers Generated Through EDBC and Remove Customer ID
 - CA-251251 - LA County -Update the Journal Voucher Warrant Writer jobs to not be Dependent on Claiming
 - CA-252984 - ACL 22-85 - CalFresh CF 296 and Expedited Service Redesign
 - CA-258479 - ACL 22-104 & ACL 18-07: Update ABCD 350 and CA 1037
 - CA-262848 - Update e-Message Functionality
 - CA-263535 - Add additional forms to CalSAWS CW - CF - CW/CF and ESAP RE Packets
 - CA-266288 - Allow Generation of Medi-Cal RE packets with Future Begin Date
 - CA-270512 - Update the DHCS CMS Unwinding Eligibility and Enrollment Data Report
 - CA-273875 - CA 237 CW Update SAR 7 Discontinuance Logic and Multiple Applications Dispositioned Scenarios
 - CA-274508 - Homeless-Temporary EDBC Checks Eligibility of Household in CalWORKs
 - CA-280419 - Add NA 274I and J CalSAWS Overpayment Packets
 - CA-280894 - Update the Automated Action for Death Match to Not Apply for CW and CF
 - CA-280982 - Run batch EDBC during the night when county admin updates the grant amount and selects batch to run

- CA-282342 - MEDS - Stop sending ABAWD transaction & Data Elements to MEDS (ACIN I-62-24)
- CA-282345 - ACL 25-XX FC, KG CNI Rate Increase for Year 2025-2026 COLA
- CA-282348 - ACL 25-XX AAP CNI Rate Increase for Year 2025-2026 COLA
- CA-283584 - Update Foster Care NOA Action Fragments to be consistent between non-CCR and CCR
- CA-283798 - 2025 Updates to the Single Streamlined Application (SSApp)
- CA-285005 - WDTIP OCM Support
- CA-287077 - IAPDU-Rev4 to Rev5 M&E SSP
- CA-49633 - CF 387 CalFresh Request for Information for Residency
- CA-50801 - Phase I - ACL 15-62 changes: NA 816, NA 817 with the latest versions in all threshold languages

■ Continued Build on:

- Priority releases and Release 25.05 approved System Change Requests (SCRs)

4.8 Release Management

4.8.1 Release Test Summary

■ Continued Test execution for 25.03 System Change Requests (SCRs)

Table 4.8.1-1: CalSAWS System Change Request (SCR) Test Status – 25.03

Pass Rate Target as of March 7, 2025	71%
Pass Rate Actual as of March 7, 2025	93%
System Test completed Date: March 19, 2025	

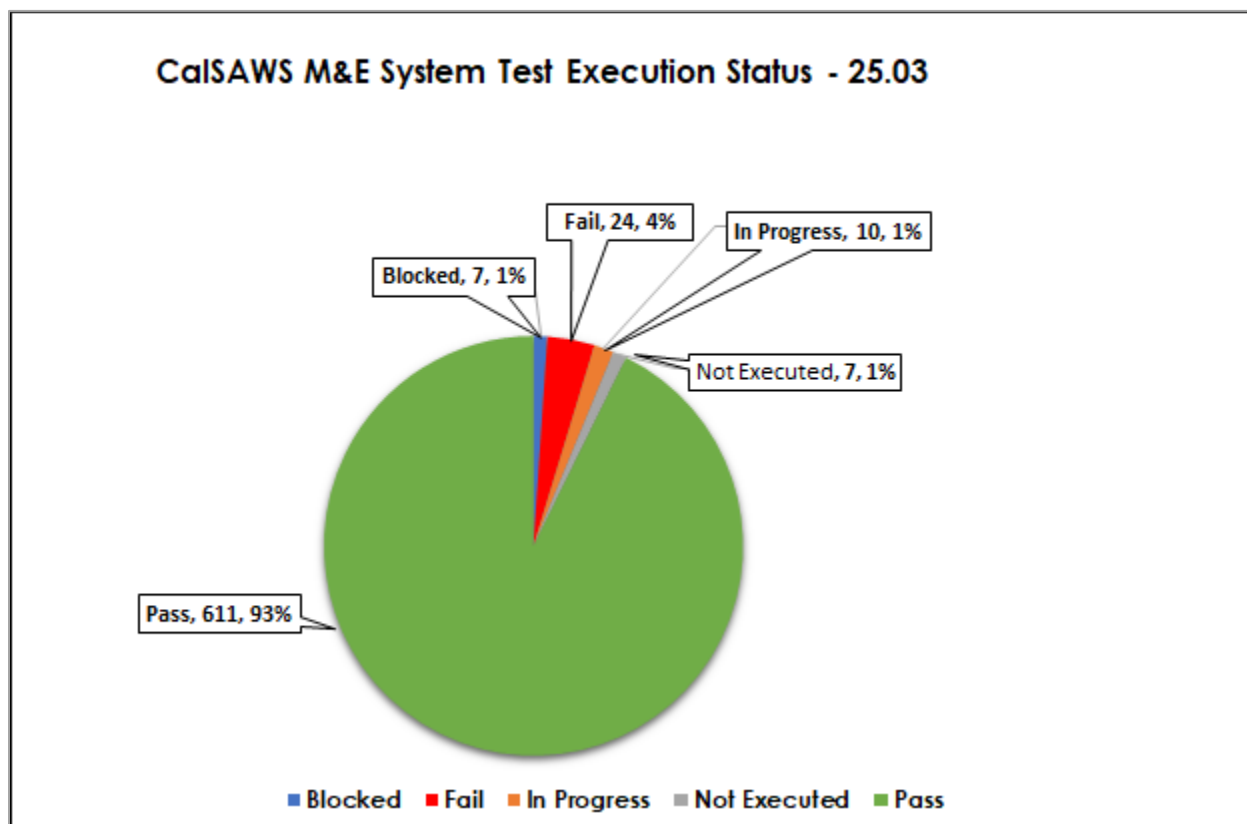


Figure 4.8.1-1: CalSAWS M&E System Test Execution Status

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.

4.8.2 Automated Regression Test (ART) Coverage

Table 4.8.2-1: CalSAWS Automated Regression Test (ART) Coverage

PRODUCTION TRANSACTIONS				ART COVERAGE BY PRODUCTION VOLUME	
TIER	DISTINCT	VOLUME	PERCENT VOLUME	DISTINCT	PERCENT COVERAGE
1	15	195,939,264	46.56%	15	100%
2	98	140,151,299	33.30%	98	100%
3	118	42,635,145	10.13%	116	98.76%
4	697	38,667,292	9.19%	595	92.75%
5	2845	3,474,702	0.83%	954	51.31%

Note: Transaction volume and coverage metrics are based on CalSAWS monthly Production performance data and Automated Regression Test (ART) coverage data as of February 28, 2025. 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 1,616 end-to-end Automated Regression Test (ART) scripts:

- 1,233 targeting the core CalSAWS application
- 149 targeting the inbound BenefitsCal Application Programming Interface (API) service (Portal Service)
- 234 targeting the other external CalSAWS API services (e.g., Activities, Appointment, CalSAWS, 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-285058: Automated Regression Test - Execution and Maintenance - 25.03 Release Cycle
 - CA-286711: Automated Regression Test - Execution and Maintenance - 25.05 Release Cycle
 - CA-286712: Automated Regression Test - Execution and Maintenance - 25.07 Release Cycle
 - CA-286713: Automated Regression Test - Execution and Maintenance - 25.09 Release Cycle

4.9 Reports

- Disaster CalFresh changes were deployed in Production on February 24, 2025, and LA County reports were re-generated for Disaster CalFresh period
- Held CalSAWS Management Reports Committee Meeting on February 25, 2025, and Management Reports CERs were discussed
- Met with Consortium Technical Team on February 27, 2025, to discuss CalSAWS Geographical Information System (GIS) Dashboards
- Met with Consortium team on February 27, 2025, to discuss the best way to share Reports Follow up Survey Results with counties

Table 4.9-4.9-1: Total Open Incidents by reporting period

REPORTING PERIOD END DATE	NUMBER OPEN TICKETS
February 7, 2025	11
February 21, 2025	13
March 7, 2025	8

Note: Total open incidents as of the current reporting period

Table 4.9-4.9-2: Open Defects by Status and Functional Area

OPEN DEFECTS STATUS	STATE REPORTS	FISCAL REPORTS	MANAGEMENT REPORTS	BUSINESS INTELLIGENCE	TOTAL
New	0	0	0	0	0
Reopened	0	0	0	0	0
Assigned	1	2	1	0	4
In Development	3	3	2	3	11
Development complete	0	0	0	0	0
In Assembly Test	0	0	0	0	0
System Test	2	1	0	1	4
Test Complete	1	3	0	1	5
Total Open Defects	7	9	3	5	24

Note: Data is as of current reporting period

Table 4.9-3: Open Defects by Priority and Functional Area

Open Defects by Priority	State Reports	Fiscal Reports	Management Reports	Business Intelligence	Total
1-High/non-cosmetic	0	0	0	0	0
2-Normal/Medium	1	1	0	0	2
3-Normal/Low	6	7	3	5	21
4-Cosmetic	0	1	0	0	1
Total Open Defects	7	9	3	5	24

Note: Data is as of current reporting period

Table 4.9-4: State/Fiscal Reports Open Defects and SCRs

State/Claiming Reports	Total	Defects	SCRs - Targeted Release		
		As Prioritized	25.01	25.03	25.05
CA 237 CW	2	0	0	1	1
CA 237 FC	2	1	0	1	0
CA 237 HA	2	2	0	0	0
CA 253	1	0	0	0	1

CF 256	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
RS 50	1	1	0	0	0
STAT 47	1	1	0	0	0
Temp 2035	2	1	0	0	1
Temp 2313	1	0	0	0	1

Note: This table provides information on total number of defects and total SCRs by Fix Version on State Reports, Fiscal Integrated and Fiscal Main Payroll Reports

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

4.10 General Assistance/ General Relief (GA/GR)

- General:
 - Discussed the General Assistance/General Relief (GA/GR) Correspondence web service design and web service clarifications on February 26, 2025 and March 05, 2025.
- System Change Requests (SCRs) in Design Phase
 - CA-272432 - CSF 45 should only be available to print locally. Currently it is available to print both locally and centrally.
 - CA-273651 - GAGR System Triggered Correspondence Reason Codes Required
 - CA-276189 - Return Mail Service Address Whitelist Request
 - CA-288029 - Solano GA - Annual In-Kind Income and Property Limit Increases
 - CA-268679 - GAGR AS; SAC Change NOA CDS 232-0 (01/01)/Reason Code XAN339
 - CA-277816 - LA County - Update ABP 4023-C NOAs to Reflect Verbiage Related to Telephonic Appointment Details
 - CA-284413 - Update Reports to include Counties opting into the GA/GR Automated Solution
 - CA-284414 - Update Dashboard to include the Counties opting into the GA/GR Automated Solution
 - CA-286679 - San Bernardino Implement GA/GR Automated Solution Reports Only - Placeholder for County Purchase
 - CA-227572 - LA - Update GR Time limit
 - CA-240552 - LA GR - Update Extended Suspend Period
 - CA-249669 - SF - Update to GA/GR Automated Solution Catastrophically III functionality
 - CA-263028 - LA GR - Update the ABP 4047 Form

- CA-268676 - GAGR AS - Sonoma - Denial NOA #125-0 (01/98) and Denial NOA #1122 (08/98)
- CA-274857 - Solano requesting the Form 48-70-20 to be viewable on Monthly Productivity List page.
- CA-274859 - START Program Name Change - NOA/Forms
- CA-275594 - GA/GR Automated Solution: Update In-Kind Income Logic
- CA-280982 - Run batch EDBC during the night when county admin updates the grant amount and selects batch to run
- CA-283604 - LA GR - Update GROW to START Correspondence
- CA-285847 - Sacramento GR - Disable Real/Personal Property Calculation/Test, Increase RE period to 24 months
- System Change Requests (SCRs) in Development Phase
 - CA-221281 - Add Threshold Languages for GROW-85 (START 85) Job Search Assignment
 - CA-275295 - Add a Conditionally Employable Indicator on the Work Registration Detail Page
 - CA-276199 - CSF 142 -Verification of Benefits - for all programs
 - CA-284415 - Update the Batch Jobs to include the Counties opting into the GA/GR Automated Solution
 - CA-284416 - Update the Correspondence batch jobs to include 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-286678 - Implement GA/GR Automated Solution program for San Bernardino County - Post Production Support
- System Change Requests (SCRs) in System Test Phase
 - CA-213225 - Elimination of ABP 4038, 6-Month Reminder Notice Pending T and U Visa for General Relief Participants
 - CA-221281 - Add Threshold Languages for GROW-85 (START 85) Job Search Assignment
 - CA-249944 - LA County - Update GR Denial NOAs for CSC IV and V
 - CA-276199 - CSF 142 -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
 - CA-286600 - Fail GA/GR program for missed intake appointment only when EDBC Negative Action is set to 'Yes' in Appt Admin page
- 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

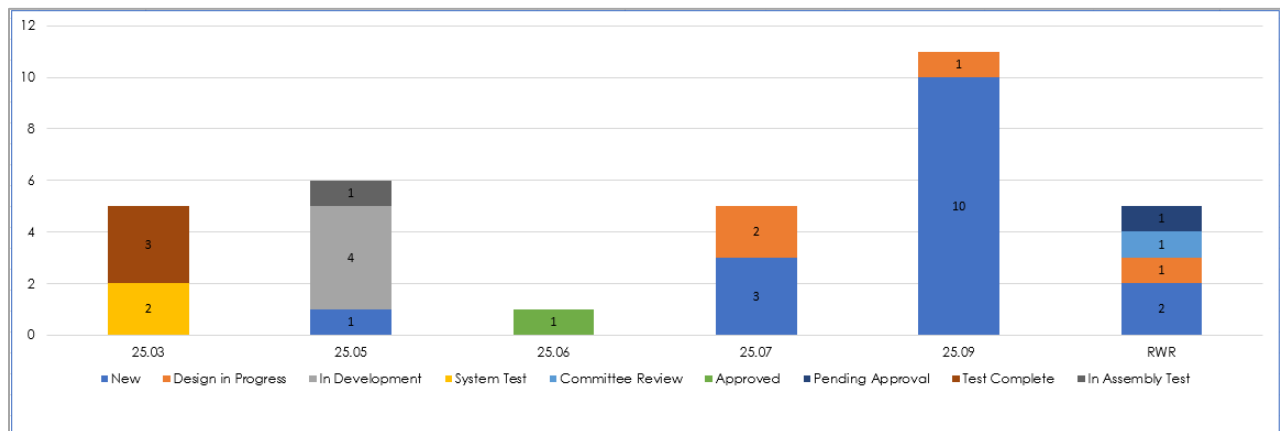


Figure 4.10-1: General Assistance/General Relief (GA/GR) System Change Requests (SCRs)

4.11 Upcoming Performance Tests

- Planned upcoming Performance tests for Core Online

Table 4.11-1: Core Online Upcoming Performance Cycle

PERFORMANCE CYCLE	START DATE	END DATE	STATUS
CalSAWS 25.03 Release Performance Testing	February 16, 2025	March 18, 2025	In Progress

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

- Completed Tasks
 - Added batch trigger for Outbound Transaction Request/Response Queue for "Eligibility Results API"
 - Resolved and retested defects identified during Integration Testing of "Incidental Payment API"
 - Updated and tested "Case Link API" program details page to be pre-populated with the data received from CARES if received in case link data
 - Updated and tested Case Link data to carry over to further pages when selecting an existing person from New Person Search list.
 - Completed inbound transaction update for "Placement Authority API"
 - Updated Child Placement to accommodate numbers in placement name.
 - Updated and tested "Individual Demographics API" SSN eData import.
 - Removed the Prefix codes from "RFI Communications API"
 - Updated and tested "Placement API" to disable eData icon after updating status or reviewing the page.
- In Progress Tasks
 - Update "Case Link API" code to display Office ID and Office Name.

- Update and analyze the batch jobs for all APIs.
 - Update "Determination Results API" Payee Information fields.
 - Update "Type" dropdown values display for inbound transactions search.
 - Update all APIs designs to include the inbound and outbound status flow.
 - Discuss the design of "New Vendor Information API" with the CARES team
 - Discuss the design of "Adoption Assistance API" with the CARES team
 - Continue to work on the QA and System testing defects
- Upcoming Tasks
 - Update List of Values (LOV) between CalSAWs and CARES for all APIs.
 - Update Issuance category and issuance payment types discrepancy.
 - Add Infant ID in "Determination API".
 - Develop "CalSAWS case creation automation design - Part 2"
 - Perform System Testing (new changes) for the following APIs: "Issuance", "Kinship Guardianship Assistance (KinGAP) summary API" 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 4.12-1: 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

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

- Completed Tasks
 - Analyze logging in SCATL application
 - Perform Converted Data Testing – Phase one
 - Define Session Management Approach for SCATL application
 - Communicate County Validation Approach
 - Create a security matrix for the security roles and rights in SCATL application
 - Define approach for OTSI Staff to access SCATL database
 - Execute Mock Conversion – Phase one
- In Progress Tasks
 - Create Ad-hoc reporting tables for SCATL
 - Create a new SCATL Modal for fallout records
 - Regression Test - NOA M40-107J -Participant Approval - changes with PostgreSQL
 - 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 M40-107G - 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
- Implement network change for OTSI staff to access SCATL backend data
- Performance Tuning for long running scripts from Mock 1
- Perform County Validations – Phase one
- Perform Batch Performance Testing
- Upcoming Tasks
 - Implement Application for Monitoring performance (AMP) for SCATL application
 - Integrate Audit application
 - Regression Test - Restrict 380 PFL Exemption to CalWORKs (SCR CA-277623)
 - Add validation to control adding Time Clock records
 - Synchronize RDS PostgreSQL data to Oracle database for Ad Hoc reporting
 - Update CalSAWS to display Add button on the Time Limit List page
 - Create a new lambda to add TIME_TRACK_PERS records in SCATL application
 - Refactor the Person Search in SCATL application to show all persons from CalSAWS
 - Create scripts for the initial population of ad hoc reporting SCATL tables in Oracle
 - Update CalSAWS service APIs to return duplicate person information
 - Update Cash Aid Time Limit List page in CalSAWS core application to Read Only
 - Perform Online Performance Testing
 - CSRF Implementation for SCATL- Build
 - Implement scripts for CDSS forecasting using EDR/EDP approach
 - Implement accessibility updates needed for SCATL application
 - Update the Time Limit API called from BenefitsCal
 - Support Partner Integration Testing of API with EDD
 - Support Partner Integration Testing of SCATL Application with OTSI/CDSS
 - Execute Mock Conversion – Phase two
 - Update Training Material
 - Update WBTs
- Interface Partner Testing
 - Continue coordination with Employment Development Department (EDD) team for schedule alignment and interface element alignment

4.14 Additional Projects

4.14.1 Data Growth - Archive Phase One and Phase Two

- Archive Phase One and Phase Two work has been completed

4.14.2 Data Growth – Test Data Slicer (TDS)

- Next Test Data Slicer (TDS) work has been officially cancelled by the Consortium. Work has been stopped

4.14.3 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 9069 – Summer EBT/Sun Bucks 2025 Query
 - CIDR 9070 – WINS Non-2P (2 Parent)
 - CIDR 9071 – CalFresh Population Information Request
- Continued Work:
 - CIDR 9060 - CDSS SAWS+ Implementation
- Started Work:
 - CIDR 9072 – CalWORKs Special Needs
 - CIDR 9073 – Disaster CalFresh Supplemental Issuance Data Request
 - CIDR 9074 – Expectant Parent Payment (EPP) Data

4.14.4 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 1411 Individuals with RE Due Date Set to January 2025 Amendment Version 1.0 (Weekly 2/21/2025)
 - Total Number of Applications Pending and Total Number of REs Pending January 2025 (Weekly 2/21/2025)
 - SIRFRA 1385 – End of CCR Renewal Data Request April 2025
- Continued Work:
 - SIRFRA 1386 – Renewal and Demographics Data Request February 2025
 - SIRFRA 1387 – Total Number of Applications Pending and Total Number of REs Pending February 2025 (Monthly)
 - SIRFRA 1388 – Monthly Failure to Complete Data February 2025

- SIRFRA 1380 – MEDS Alert Monitoring February 2025
- Started Work:
 - Nothing to report for the reporting period

4.14.5 Additional Premise Items

Table 4.14.4-1: 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 planned for 25.07
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
CalFresh Reinstatement Approval & Denial Notice Revisions	On Time	Development	<ul style="list-style-type: none"> ▪ CA-265360 planned for 25.05 ▪ CA-262223 planned for 25.07
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 25.03.x3
CW Work Requirements (AB 2300)	On Time	Development	<ul style="list-style-type: none"> ▪ CA-271130 and CA-241897 in production ▪ CA-253826 planned for 25.04.xx ▪ CA-273875 and CA-274366 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 Production ▪ CA-260623 planned for 25.03 release – In System Test

PREMISE NAME	STATUS	PHASE	PROGRESS/UPDATES
MULTIPLE SFY			
			<ul style="list-style-type: none"> CA-248079 planned for 25.03 release – In System Test CA-282694 planned for 25.04.10 release – In Development
Add Threshold Language versions of the CF 377.11E	On Time	In Production	<ul style="list-style-type: none"> CA-273087 – In Production
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
Resume Pre-Pandemic Medi-Cal Operations	On Time	Development Development Ready for Committee	<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
Restoration Notices Updates	On Time	Development	<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	Development	<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	Development	<ul style="list-style-type: none"> CA-219304 is planned for 25.05

4.15 Deviation from Plan/Adjustments

- None for the reporting period

5 TRANSITION

5.1 Highlights from the Reporting Period

Table 5.1-1: Maintenance and Operations Status Agenda Topic

STATUS REPORT SECTION	STATUS AGENDA TOPIC
Transition	<ul style="list-style-type: none"> Continued knowledge transfer and reverse job shadow sessions for core infrastructure workstreams: Contact Center and Imaging. Completed the M&E transition planning activities and commenced knowledge transfer and job shadow sessions

5.2 Infrastructure Transition

- Completed Work/Accomplishments:
 - Knowledge Transfer (KT)
 - Completed 13 of 13 Imaging KT sessions as of January 31, 2025
 - Completed 21 Contact Center KT sessions as of February 21, 2025
 - Completed 26 Contact Center KT sessions as of March 7, 2025
 - Job Shadow
 - Completed 26 Imaging Job Shadow sessions as of February 20, 2025
 - 4 Release Process Job Shadow sessions
 - 22 Ticket Job Shadow sessions
 - Completed 5 Imaging Job Shadow sessions as of February 28, 2025
 - 5 Ticket Job Shadow sessions during daily standup call
 - Reverse Job Shadow
 - Completed 10 Imaging Reverse Job Shadow sessions as of March 7, 2025
 - 5 Ticket Reverse Job Shadow sessions
 - 5 Ticket Reverse Job Shadow sessions during daily standup call
- Other Transition Items:
 - Completed discussion with Consortium Security and Gainwell on Security Incident Handoff Process on February 19, 2025
 - Continued working with Gainwell on the refinement and communication on weekend Dance Card process and activities
 - Created a process to monitor and log After Business Hours support or Batch delay to improve operational communication between Accenture and Gainwell
 - Continued to move CalSAWS Technical team documents from the CalSAWS Accenture SharePoint tab by March 14, 2025
- ForgeRock:
 - ForgeRock team met with Consortium and Gainwell on February 21, 2025, and presented options for transition
 - Commenced drafting the ForgeRock Transition As-Is Timeline
- In Progress/Upcoming Work:

- Continue KT sessions for Contact Center with Gainwell Team
- Continue Reverse Job Shadow sessions for Imaging with Gainwell Team for both Tickets and Release Process tracks
- Draft Transition approach and timeline for remaining workstreams, IAPDU projects, and CPOs (e.g., GenAI and RPA etc.) and review with Gainwell Team
- Continue to prepare ForgeRock Transition As-Is timeline and review with Gainwell Team
- Follow up on Defect CA-288507 for TVM reporting with Gainwell Team discussed during bi-weekly security meeting

5.3 M&E Transition

- Accenture M&E Transition Readiness Plan (TRP):
 - Submitted the draft Accenture M&E TRP Deliverable on February 28, 2025, for Consortium review
- Knowledge Transfer (KT):
 - Continued to review and provide feedback on the Deloitte KT Plan structure and identified missed alignment with the Transition Timelines
 - Began to review and provide feedback on the first draft of the Deloitte JS Plan and identified missed alignment with the Transition Timelines
 - Completed Batch FPL COLA and Application Framework KT for the week of February 24, 2025
 - Completed Batch 9 KT sessions for the week of February 24, 2025, across different Workstream including Medical/CalHEERS, Online, EDBC, Prod-ops, Release Planning, Application Architecture and Dev Sec-ops
 - Completed providing Accenture KT providers and date/time for KT sessions targeted for the entire Month of March 2025
 - All Interface& Batch KT sessions have been closed based on the rebadged direction from Consortium and Deloitte
- Job Shadow (JS):
 - Conducted and completed the Job Shadow sessions for Batch FPL COLA for the week of February 28 – March 2, 2025
- Back Shadow (BS):
 - Provided Back Shadow support for SCERFRA/SIRFRA cost estimations from March 1st after Deloitte became the primary for the same SCERFRAs/SIRFRAs
- Other Transition Items:
 - Accenture reviewed the Deloitte DDEL 01 - M&E Transition-In Master Plan and provided around 100 plus comments
 - Accenture reviewed the DDEL 03 - M&E Transition-In Work Schedule and provided 10 plus comments
 - Continued meeting with Deloitte Transition weekly to collaborate the status and coordination of the Transition activities
 - All the requested Security document links (minus SSP) have been provided.
 - Met with Deloitte to solution how to optimize the support activities requested during the M&E Transition Verify and Initial Operation Phase on March 6, 2025
- In Progress/Upcoming Work:

- Receive Consortium feedback on the draft Accenture M&E TRP Deliverable on March 10, 2025
- Update and submit Final Accenture M&E TRP Deliverable on March 17, 2025
- Continue to provide Back Shadow support for SCERFRA/SIRFRA cost Estimations
- Continue to provide KT for 25 sessions planned for the next two weeks
- Continue to meet with Deloitte to review the revised support activities approach requested during the M&E Transition Verify and Initial Operation Phase the week of March 17th
- Continue to wait for Deloitte to review any updates for the Infrastructure and Accenture Technical Responsible, Accountable, Consulted, and Informed (RACI) document

5.4 Deviation from Plan/Adjustments

- None to note for the reporting period

Appendices:



Appendix A - Appendix A - County Purchases Status Report

Appendix B - Appendix B – CalSAWS Project Gantt Chart