

CalSAWS

California Statewide Automated Welfare System



Bi-Weekly Status Report

CalSAWS Maintenance & Operations (M&O)

Reporting Period: March 24, 2025 – April 6, 2025

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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 158 active Production defects
Incidents	On Time	<ul style="list-style-type: none"> CALSAWS BROADCAST: Starting at 10:00 a.m. on March 24, 2025, Users were unable to perform API related transactions in the Training Production environment. As of 4:00 p.m. on March 24, 2025, this issue was resolved. Users are able to perform API related transactions in the Training Production environment. If Users experience any API related transaction issues in the Training Production environment, please follow your County process to submit a ticket. PRB0051230 CALSAWS BROADCAST: Starting at 8:00 a.m. on March 24, 2025, Users were unable to expand options on the Journal Details page when creating a Journal entry using Universal Template. As of 9:00 p.m. on March 24, 2025, this issue was resolved with the deployment of the fix for CA-289105 on March 24, 2025. Users are able to expand options on the Journal Details page when creating a Journal entry using Universal Template. PRB0051223 CALSAWS BROADCAST: Starting at 7:00 a.m. on March 26, 2025, the "Weekly Benefit Amount" received in Payment Verification System (PVS) file from CDSS was incorrect in CalSAWS if the actual benefit amount reported by CDSS was more than three digits (\$1000 or more). The CDSS project team identified the issue and is in the process of correcting the file by adding two additional fields to ensure the complete amount is sent to CalSAWS. SCR CA-289243 has been created to address this issue, and an update will be provided when additional information becomes available from CDSS. PRB0051252 CALSAWS BROADCAST: Starting at 9:21 a.m. on March 28, 2025, EW40 Transactions were not being sent for Discontinued Medical program. Defect CA-289292 was created to fix this issue and is targeted for deployment

TOPIC	CALSAWS SYSTEM	HIGHLIGHTS FOR THE REPORTING PERIOD
		Thursday night, April 3, 2025. EW40 transactions impacted during March 23, 2025, and April 3, 2025, will be retrIGGERED automatically by the project on Friday night, April 4, 2025. An update will be provided when the issue is resolved. PRB0051278

1.2 Highlights of the Reporting Period

- The CalSAWS Project team successfully deployed the following priority releases since the last reporting period
 - Two priority releases that included six defects, and two System Change Requests (SCRs), a total of eight items

Table 1.2-1: Priority Releases

MINOR VERSION (RELEASE DATE)	ISSUE TYPE		
TEAM RESPONSIBLE	DEFECT	SCR	GRAND TOTAL
25.03.31	0	2	2
Contact Center	0	1	1
Technical ForgeRock	0	1	1
25.04.01	6	0	6
Contact Center	1	0	1
Eligibility	1	0	1
Fiscal	1	0	1
Online	3	0	3
Grand Total	6	2	8

- Planned Outages:
 - Scheduled CalSAWS Outages:
 - ✦ CalSAWS Adhoc Reporting Database Maintenance:
 - On March 30, 2025, from 12:00 p.m. to 4:00 p.m, the Adhoc Reporting database was unavailable for Apex, Enhanced Data Reporting (EDR), and Adhoc reports Users
 - From April 5, 2025, from 3:00 p.m. until 2:00 p.m. on April 6, 2025, the Adhoc Reporting database will be unavailable for Apex, Enhanced Data Reporting (EDR), and Adhoc reports Users
 - ✦ CalSAWS Production Maintenance:
 - On March 30, 2025, from 2:00 p.m. to 6:30 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 April 5, 2025, from 3:00 p.m. until 2:00 p.m. on April 6, 2025, the CalSAWS application will be unavailable for Users. CalSAWS Users will be redirected to a read-only version of the CalSAWS application
- From 10:00 p.m. on March 28, 2025, until 2:00 a.m. on March 29, 2025, Users will not be able to login to the CalSAWS application. The "Read Only" version of the CalSAWS application will be unavailable

2 PROJECT MANAGEMENT

2.1 Project Deliverables Summary

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

DEL #	DELIVERABLE NAME	STATUS	NEXT DEADLINE
12.0	Security Management Plan	Behind	Currently in the Final Deliverable Closeout phase, Accenture team coordinating with Consortium Security and Consortium PMO on next steps to address the comments provided by Quality Assurance (QA)

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"> Zoom requests have been transitioned to Consortium. All new Zoom requests should go to Consortium PMO (CPMO) and the old Zoom Requests mailbox will be shut down after April 8, 2025

- Continued Project administration, workplan, staffing, contract, 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 Maintenance and Enhancements (M&E) transition
 - ✦ Amendment 33 is in development:

- Submitted in March, expected approval at the June 2025 Joint Powers Authority (JPA) board meeting
- Include agreement extension to end of February 2026, with options to extend to March/April 2026

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	March 27, 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 April 6, 2025

Table 2.4-1: CITs

CRFI ID	SUBJECT	CATEGORY	DISTRIBUTION DATE	PRIMARY CALSAWS CONTACT	BACKUP CALSAWS CONTACT
0037-25	SCATL Materials Posted to Web Portal	Informational	March 21, 2025	Gingko Luna	Amber Schmit
0038-25	List for CA-284973: 2025 Medicare Catastrophic Coverage Act Spousal Impoverishment Caps	Informational	March 24, 2025 Revised March 26, 2025	Laura Alba	Maggie Orozco-Vega
0039-25	Scheduled Downtime Notification – April 11, 2025	Informational	March 25, 2025	Technical Production Operations	Pete Quijada
0040-25	Scheduled Downtime Notification – April 20, 2025	Informational	March 31, 2025	Erika Castro	Pete Quijada
0041-25	CA-228414 – List of Cases for CalFresh Earned Income Exemption Rules for Student Under 18	Informational	April 1, 2025	Norma Meza	CalWORKs CalFresh Facilitator
0042-25	CalSAWS Buzz Volume 7 Issue 1	Informational	April 1, 2025	Ashley Arnold	Jayna Longstreet

- The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending on April 6, 2025

Table 2.4-2: CRFIs

CRFI ID	SUBJECT	DISTRIBUTION DATE	STATUS	RESPONSE DUE DATE	CALSAWS CONTACT
25-002	Opt-In or Out of Batch Job PB00M106 to Deregister CFET	January 28, 2025	Closed	March 17, 2025	Norma Meza
25-007	CalSAWS Production Accounts Cutover	February 28, 2025	Closed	March 21, 2025	Deepak Shrivastav
25-009	SFY 2024-25 CalSAWS M&O Line Item Shift	February 27, 2025	Open	April 11, 2025	Tracy Berhel

CRFI ID	SUBJECT	DISTRIBUTION DATE	STATUS	RESPONSE DUE DATE	CALSAWS CONTACT
	Requests/Return of Allocation/Request for Additional Allocation				

- The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending April 6, 2025

Table 2.4-3: Overdue CRFIs

CRFI ID	SUBJECT	REGION 1	REGION 2	REGION 3	REGION 4	REGION 5	REGION 6
■ None to note for the reporting period							

2.5 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
	■ None to note for the reporting period

3.2 Imaging

- Completed Defects
 - CA-288450 Refactor Outbound calls in Perceptive iScripts
 - CA-286416 Images button not appearing on Citizenship List and Degree Licenses Pages
- Completed System Change Requests (SCRs)
 - CA-281141 Imaging - Add Ignore Barcode Capture to Specialty Drawers
 - CA-283189 Enhance Imaging Appending to Consider Barcodes
 - CA-282601 Update the Imaging Store API to Validate for Active Form Names

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. Eleven (11) defects were 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

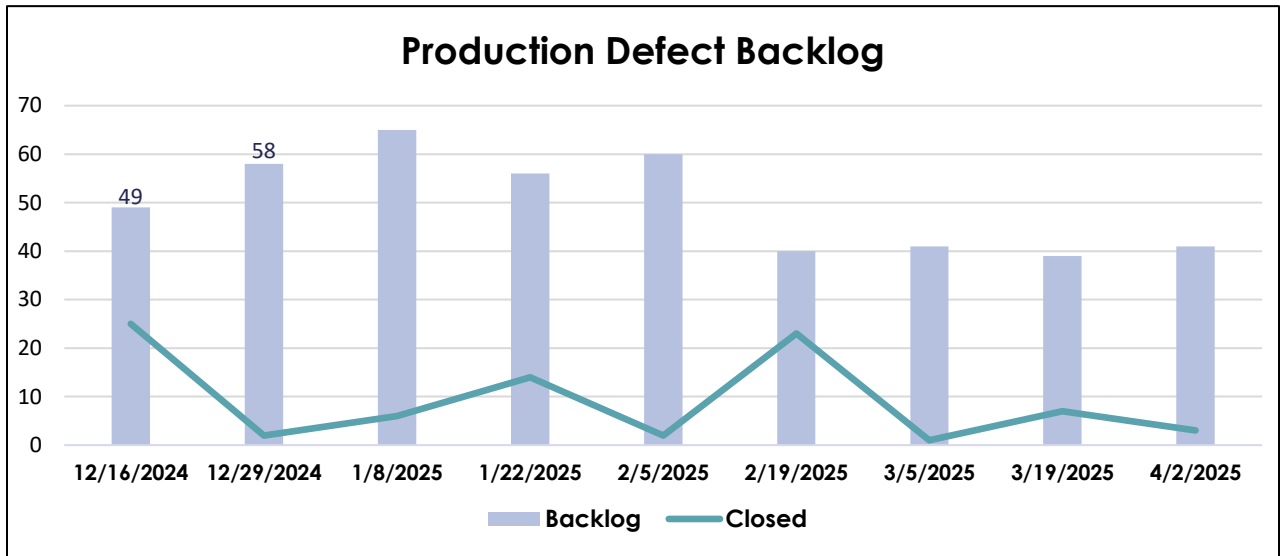


Figure 3.4.1-1: Contact Center Defect Burndown

- 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-287027	San Bernardino VITA adhoc queue 1 English/Spanish message update Prompt 2	25.03.31	In Production
SCR	CA-282937	Update Address in IVR for Placer County	25.03.28	In Production
SCR	CA-280648	Voice bots statewide rollout: Yuba County: Welcome Bot Only	25.03.27	In Production
SCR	CA-278879	Voice bots statewide rollout: Tulare County: Welcome Bot Re-enablement	25.03.27	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 Maintenance and Enhancements (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	To be scheduled	In Test Complete
SCR	CA-277473	Shasta - Email Domain Name Change	25.04.10	Development Complete
SCR	CA-282694	Outbound IVR: AB 79 Personal Contact - Add new calling campaign for SAR 7	25.04.10	Assembly Test
SCR	CA-260730	Contact Center eCCP - Admin Page Enable Courtesy Call Back Configuration by Queue	25.05.08	In Development

3.4 Additional Projects

3.4.1 Lobby Management Modernization (TLM-39)

- Final design has been approved by the Lobby Committee on March 11, 2025
- Working to complete Build for hand over to System Test. This was originally set to be on March 28, 2025, due to complexities, the release will be moved to 25.07 or 25.09. Working with the Consortium on setting the release
- Finalizing authorization and application integration

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)
 - Invicti - IAST testing
 - ✦ IAST support for Spring Boot Servers – Open
 - Held meeting between Invicti support, Gainwell, and Accenture teams to troubleshoot possible resolutions
 - Received Invicti support for each team to follow to produce logs needed for further analysis
 - Completed steps; Invicti support is looking over shared log files. Team is awaiting response and guidance for next steps

- ✕ IAST is not supported for the WebLogic servers. Implementation for WebLogic servers can continue once the Invicti vendor confirms the support. There is no estimated time of arrival from the Invicti vendor
- CA-286821 – System Change Request (SCR) created to fix the pending open-source vulnerabilities through 25.07 release. Budget reallocation from CSAC-36. SCR will be requested for expedited approval – In progress

3.4.3 Migrate Production accounts to Terraform Cloud (TFC) managed account (ISA-20)

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

3.4.4 ODM as a Service – Phase I

- SCR CA-257051 is currently in development and targeted for 25.05.xx priority release
- SCR development completed and deployed on the System Test environment. Functional validations from Application Development Team are in progress
 - One run of Eligibility Determination Benefit Calculation (EDBC) Schema TLM-comparison – In progress

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
4.8.1 Release Test Summary	<ul style="list-style-type: none"> ■ Began test execution for the 25.05 baseline release. Week one of seven completed. Team is at an 13% pass rate against a target of 14%
4.9 Reports	<ul style="list-style-type: none"> ■ Held CalSAWS State/Fiscal Reports Committee Meeting on March 26, 2025, and conducted demonstration on Reports/Analytics ForumBee ■ Held CalSAWS State and Fiscal Reports Bi-Weekly meeting on March 27, 2025 ■ Provided ad hoc Cash Assistance Program for Immigrants (CAPI) Integrated Claiming Report by Residence County for March 2025 to San Mateo County on April 1, 2025

STATUS REPORT SECTION	STATUS AGENDA TOPIC
	<ul style="list-style-type: none"> Provided Low Income Home Energy Assistance Program (LIHEAP), State Utility Assistance Subsidy (SUAS), Work Incentive Nutritional Supplement (WINS), Expungements ad hoc reports for March 2025 to CalWIN Counties on April 1, 2025
4.11 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

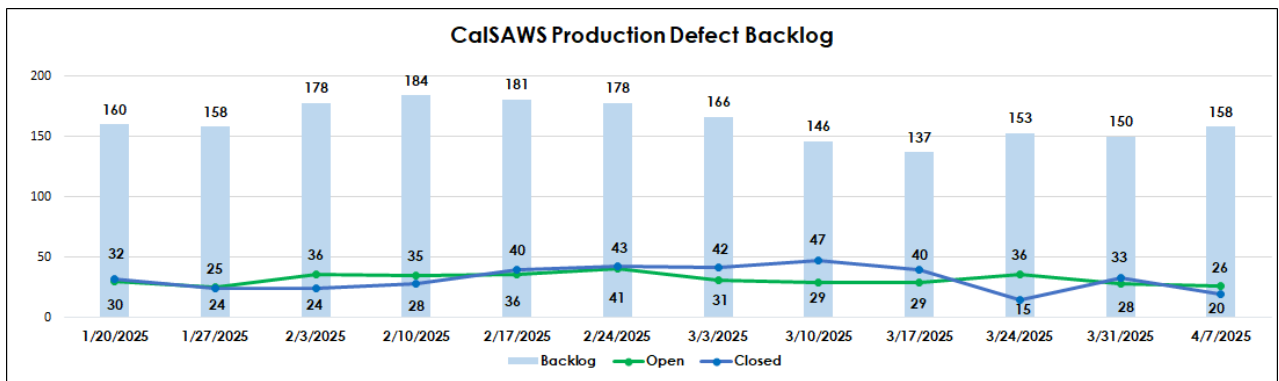


Figure 4.2: Production Defects Backlog Weekly Trend

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 (March 2025, May 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	25.03	25.05	25.06	25.07	TBD	GRAND TOTAL
2-Normal/Medium	16	10	0	0	0	26
New	1	0	0	0	0	1
In Progress	3	10	0	0	0	13

CALSAWS PRODUCTION DEFECT COUNT BY RELEASE						
COUNT OF DEFECTS	RELEASE					
SEVERITY	25.03	25.05	25.06	25.07	TBD	GRAND TOTAL
Closed	12	0	0	0	0	12
3-Normal/Low	124	96	1	2	17	240
New	2	7	0	0	9	18
In Progress	25	86	1	2	8	122
Closed	97	3	0	0	0	100
4-Cosmetic	3	2	0	0	2	7
In Progress	0	2	0	0	2	4
Closed	3	0	0	0	0	3
Grand Total	143	108	1	2	19	273

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 April 2025 and May 2025 Communications:
 - See Table 4.3.1-1 CalSAWS Release April 2025 and May 2025 Communication Activities for details

Table 4.3.1-1: CalSAWS Release April 2025 and May 2025 Communication Activities

TASK	DATE (S)	OWNER
Send draft Release Notes file to Consortium for review	April 7, 2025	Production Operations
Send draft Release Notes file to select County Staff and Consortium for review	April 21, 2025	Production Operations
Webcast on CalSAWS Release 25.03	April 29, 2025	Production Operations/ Consortium Policy and Design
Send draft Release Notes file to select County Staff and Consortium for final review	May 5, 2025	Production Operations
25.03 CalSAWS Application Development and Training Release Notes Broadcast	May 13, 2025	Production Operations

TASK	DATE (S)	OWNER
CalSAWS Release 25.03 Greenlight Meeting	May 14, 2025	Release Management/Quality Assurance
CalSAWS 25.03 Post-Release Checkpoint Call	May 19 - 21, 2025 4:00 p.m. to 4:30 p.m.	Production Operations

4.3.2 Root Cause Analysis (RCA)

- RCA 368 – Child Care Payments Issue – PRB0051054
 - On May 24, 2025, System Change Request (SCR) CA-272999 was implemented to enable the Child Care Reimbursement Report (CCP 2145) form to be sent to providers (organizations) as well as individuals (persons). The following six counties opted into this functionality: Orange, San Diego, San Mateo, Santa Barbara, Santa Cruz, and Fresno County. On February 20, 2025, as part of defect CA-287214, changes were made to the central print bundling process to distinguish between person and organization documents, creating separate bundles through the central print process. However, this led to customer reporting records for specific benefit months not appearing on the Child Care Customer Reporting List page. Impacted Workers were unable to update the status of these customer reporting records because they were not visible on the list page, preventing the processing of Child Care payments for the affected cases. On February 24, 2025, INC0171850 from Fresno County was elevated to the CalSAWS Tier Three Help Desk, prompting the project team to begin their investigation and defect CA-288270 was created. The team confirmed this issue was preventing Workers from processing Child Care payments for the affected cases. On March 8, 2025, an interim data fix was implemented with defect CA-288629 to display the customer reporting records for workers to process the payments. On March 10, 2025, a County Alert Transmittal (CAT) was disseminated informing the six counties (Orange, San Diego, San Mateo, Santa Barbara, Santa Cruz, and Fresno County) of the issue and the 211 cases impact. On March 12, 2025, the permanent defect code fix (CA-288270) was delivered to production and the associated help desk incident and problem were resolved

4.3.3 Batch Operations

- Completed connectivity testing between the partners and CalSAWS, and Scheduler changes as part of ISA-20 – Production Account Migration to Terraform Cloud (TFC) managed account
- Completed execution of monthly payroll batch runs for the 58 counties
- 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
N/A	All daily analytics jobs competed before 7:00 a.m. during the reporting period			

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)

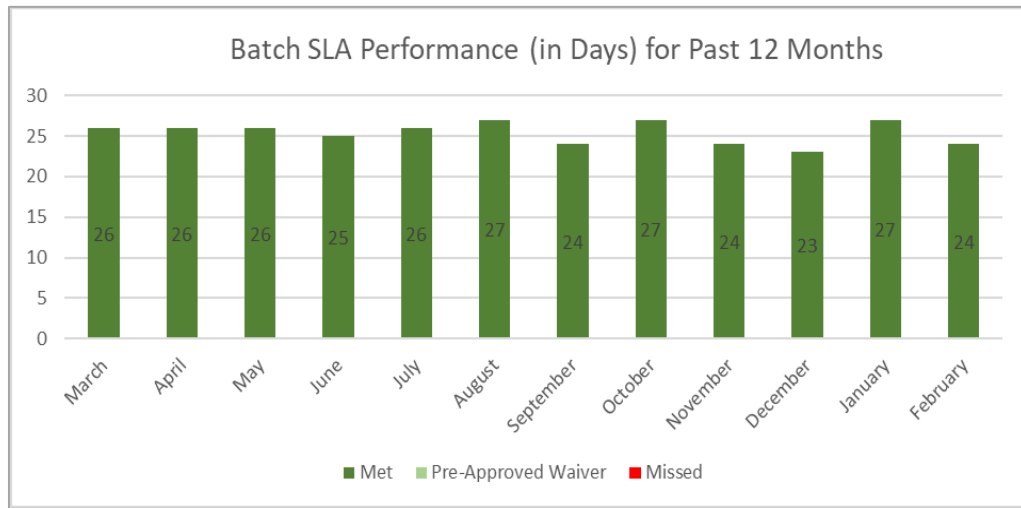


Figure 4.3.4-1: Batch Service Level Agreement (SLA) Performance

- Imaging
 - None for the reporting period
- Contact Center
 - None for the reporting period
- ForgeRock
 - ForgeRock will be performing the monthly production build on April 11, 2025 for the primary region and April 13, 2025 for the disaster recovery region
- Core Online
 - Online Service Level Agreement (SLA) Performance. Peak SLAs for screen to screen (S2S) and Eligibility Determination Benefit Calculation (EDBC) was not missed for the last 12 months

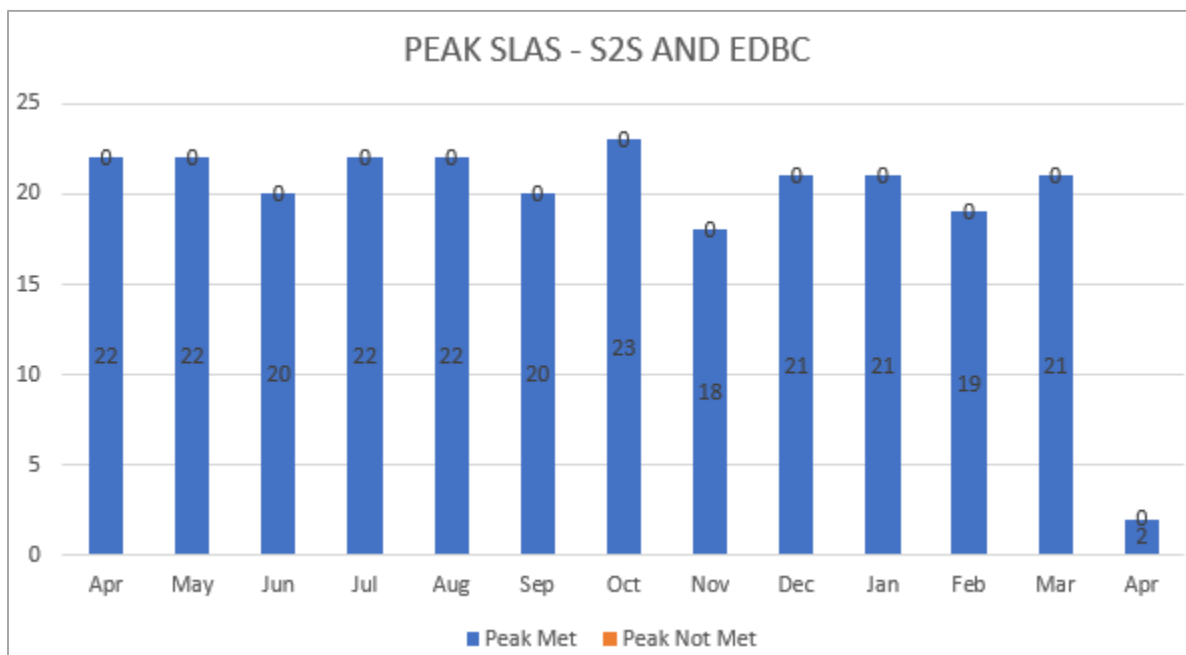


Figure 4.3.4-2: Peak Service Level Agreement (SLA) – Screen to Screen (S2S) and Eligibility Determination Benefit Calculation (EDBC)

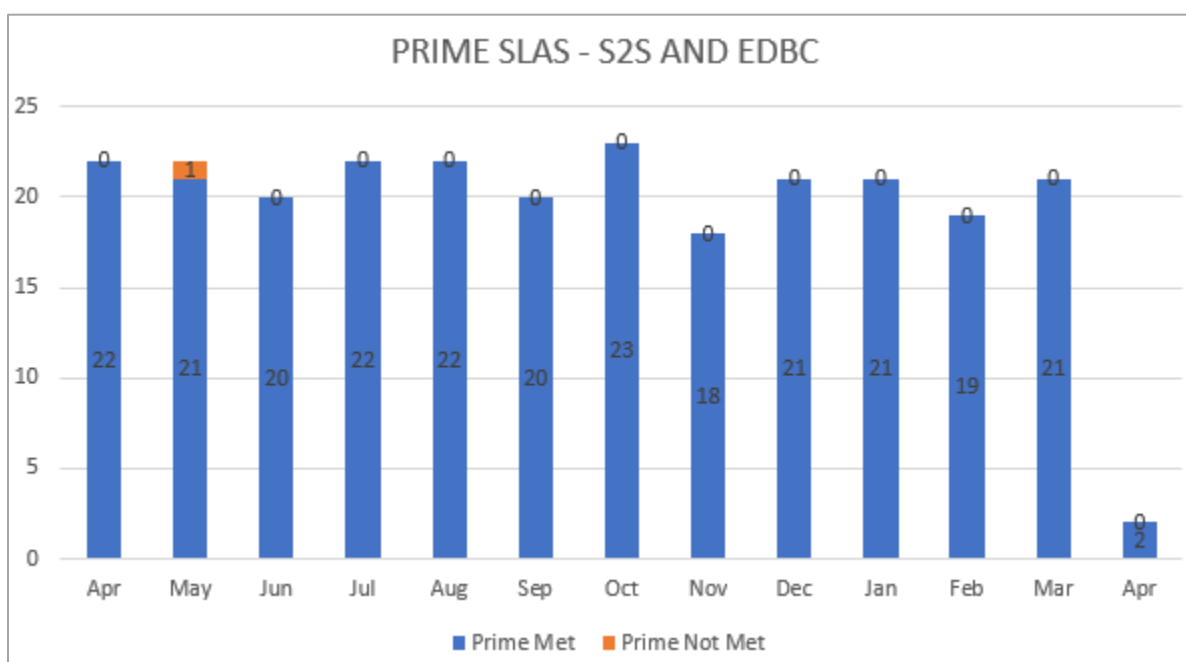


Figure 4.3.4-3: Prime Service Level Agreement (SLA) – Screen to Screen (S2S) and Eligibility Determination Benefit Calculation (EDBC)

4.4 ForgeRock

4.4.1 Highlights

- Deployments
 - Performed the standard Staging, Assembly Test (AT), and Development builds on April 3, 2025 and April 4, 2025 for both primary region and disaster recovery region
 - Gainwell will be job shadowing all lower environment deployments this week as part of transition
 - Successfully deployed Security Assertion Markup Language (SAML) integration with STG6 environment into Staging Environment on April 3, 2025, which has been validated by the Consortium
- Implementation Advance Planning Document Update (IAPDU) Updates
 - Successfully deployed SAML integration with STG6 environment into Staging Environment on April 3, 2025, which has been validated by the Consortium
 - ✦ Team will be deploying the Lobby Device Authentication Journey to AT on April 3, 2025
- Plan of Action and Milestones (POAMs)
 - Reviewing all controls to align to National Institute of Standards and Technology (NIST) Rev 5 compliance
 - Began first draft of additional updates for the Operational Working Document (OWD) required to close out active POAMs
- Transition
 - The Team and Gainwell have seven job shadow sessions focusing on the following topics below:
 - ✦ ForgeRock Operations
 - ✦ Sprints, Testing, and Stakeholder Meetings
 - ✦ Reporting Process (Service Level Agreement (SLA), Daily, Monthly)
 - ✦ Splunk
 - ✦ User Access Review (UAR) Process Creation
 - ✦ AT Primary – Build
 - ✦ Staging Build
 - Two job shadow sessions remain for this week focusing on AT Disaster Recovery Build and Development Build Primary
 - Scheduled knowledge transfer sessions have for the current project ForgeRock will hand over to Gainwell
 - ✦ One session scheduled this week for the BenefitsCal work transition on May 4, 2025
- System Change Requests (SCRs) and Defects
 - Deployed redirect changes for Welfare Data Tracking Implementation Project (WDTIP) Cross-Origin Resource Sharing (CORS) update in staging and Development via emergency change request on April 3, 2025
 - Created change request for the Shasta County Email Domain Change scheduled for May 10, 2025

Table 4.4.1-1: ForgeRock Milestones

MILESTONES	PRODUCTION DEPLOYMENT DATE	STATUS
Multi-Factor Authentication (MFA) delivery choice at Login Journey - Implementation	On Hold	On Hold – pending Gainwell Timeline
Change ForgeRock AuthID Storage from Server-Side to Client-Side	April 11, 2025	In Progress – Testing
Configuration and Tuning of Identity Gateway (IG) – ForgeRock	April 11, 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
	<ul style="list-style-type: none"> None to note 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 Welfare Data Tracking Implementation Project (WDTIP) Statewide Cash Aid Time Limit (SCATL), California Automated Response and Engagement System (CARES), and Implementation Advance Planning Document Update (IAPDU) projects

4.5.3 Technical Architecture Application Support

- Continued Architecture support for the following areas:
 - Welfare Data Tracking Implementation Project (WDTIP) Statewide Cash Aid Time Limit (SCATL), California Automated Response and Engagement System (CARES), and Implementation Advance Planning Document Update (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
 - 25.05 Baseline release support
 - Priority release support
 - Welfare Data Tracking Implementation Project (WDTIP) deployment pipelines development and support
 - California Automated Response and Engagement System (CARES) deployment pipelines development and support
 - Operational Decision Manager (ODM) Service – CI/CD Pipeline support
 - Implementation Advance Planning Document Update (IAPDU) Projects:
 - ✦ ISA-20 – Production Account Migration to Terraform Cloud (TFC) managed account
 - ✦ Lobby Modernization – CI/CD Pipeline support

4.5.5 Application Security Support

- Snyk Open-Source Vulnerabilities – Of the original 6,890 Snyk Software Composition Analysis (SCA) findings, 76% are closed and 24% are open. Of the 24% open items, 72% are tied to System Change Request (SCR) CA-28682 and scheduled for release 25.07, 3% are planned for future releases, 15% have no fix available or have a licensing issue, 1% analysis in progress, and 8% will be included in the next Implementation Advance Planning Document Update (IAPDU) cycle
- 25.05 release Static Application Security Testing (SAST), Dynamic Application Security Testing (DAST), Application Programming Interface (API), Manual Application Security Testing (MAST) Scan 1 Testing – Completed
- Maintenance and Enhancements (M&E) System Security Plan (SSP). Estimates discussed in four different buckets:
 - Bucket one – Carve out Rev 4 – Discussed with Consortium, pending approval
 - Bucket two – Plan of Action and Milestones (POAM) M&E. POAMs that are in M&E scope - Approved
 - Bucket three – Implement Rev 5 and create M&E SSP – Approved
 - Bucket four – Operationalize Rev 5 SSP – Estimates – To be determined
- Bucket one, two, and three execution
 - POAM remediation –

- Consortium discussion for Control Families Planning (PL), Risk Assessment (RA), System and Services Acquisition (SA), Security Assessment and Authorization (CA) – Completed
- ServiceNow evidencing for PL, RA, SA, CA – In progress
- Consortium discussion for Control Families Personnel Security (PS), Incident Response (IR), System and Information Integrity (SI), Configuration Management (CM), Awareness and Training (AT) – In progress
- Operational Working Documents (OWDs) – Identification and gaps - In progress
- SSP Workbook, SSP Documentation – In progress
- Application Security Knowledge Transfer (KT) – (Session one – five) – Completed
- Incidents root cause (240, 250) and Lessons Learned – Completed
- Revisit bucket three estimates for reduced scope (Eliminate net new Rev 5 controls) – In progress

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
25.04.07	<ul style="list-style-type: none"> ■ Training: Create a Web Based Training (WBT) for California Automated Response and Engagement System (CARES) eData bi-directional Interface with CalSAWS CA-265904
25.04.10	<ul style="list-style-type: none"> ■ Calaveras County - Opt out of Diaper Allowance Overpayment Batch ■ Contact Center - CSAC-46 Strong Authentication for internal APIs ■ Outbound Interactive Voice Response (IVR): AB 79 Personal Contact - Add new calling campaign for Semi-Annual Report (SAR) 7 ■ Shasta County - Email Domain Name Change
25.04.11	<ul style="list-style-type: none"> ■ Change ForgeRock AuthnID Storage from Server-Side to Client-Side ■ Configuration and Tuning of Identity Gateway (IG) - ForgeRock ■ Multi-Factor Authentication (MFA) delivery choice at Login Journey - Implementation
25.04.15	<ul style="list-style-type: none"> ■ San Bernardino Volunteer Income Tax Assistance (VITA) ad hoc queue 1 English/Spanish message update Prompt 3 ■ Voice bots statewide rollout: Ventura County: Welcome Bot Re-enablement
25.04.17	<ul style="list-style-type: none"> ■ CalSAWS CalWIN UAT_ CA 237 CW report enhancements

RELEASE	SUMMARY
	<ul style="list-style-type: none"> Fresno Generative Artificial Intelligence (GenAI) Call Summary Assist - 25.4.17 (Spanish Release 2 and English Release 9) Qlik Report link for BenefitsCal - CalFresh Application Survey San Francisco - Run Batch Eligibility Determination Benefit Calculation (EDBC) for Active cases having In-kind Income
25.05	<ul style="list-style-type: none"> Total System Change Requests (SCRs): 62 approved Release Webcast date: May 14, 2025
25.07	<ul style="list-style-type: none"> Total System Change Requests (SCRs): 38 approved Release Webcast date: July 16, 2025
25.09	<ul style="list-style-type: none"> Total System Change Requests (SCRs): 5 approved Release Webcast date: September 17, 2025

4.7 Application Development Status

- Continued Design on:
 - CA-216284 - CalHEERS eHIT: MAGI Medi-Cal Income Budget Periods
 - CA-235957 - Add new notices provided in the 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-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-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-274671 - Medicare Savings Program (MSP) Notices
 - 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-282345 - ACL 25-XX FC, KG CNI Rate Increase for Year 2025-2026 COLA
 - CA-282346 - ACL 25-XX FC, KG CNI Rate Increase for Year 2025-2026 - Batch EDBC COLA
 - CA-282346 - ACL 25-XX FC, KG CNI Rate Increase for Year 2025-2026 - Batch EDBC COLA
 - CA-282348 - ACL 25-XX AAP CNI Rate Increase for Year 2025-2026 COLA

- CA-282349 - ACL 25-XX AAP CNI Rate Increase for Year 2025-2026 - Batch EDBC COLA
 - CA-283798 - 2025 Updates to the Single Streamlined Application (SSApp)
 - CA-285005 - WDTIP OCM Support
 - CA-287077 - IAPDU-Rev 4 to Rev 5 M&E SSP
 - CA-288201 - Add Disc Notices for CW/CF Mandatory Optional Rules
 - 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 25.07 approved System Change Requests (SCRs)

4.8 Release Management

4.8.1 Release Test Summary

- Began Test execution for 25.05 System Change Requests (SCRs)

Table 4.8.1-2: CalSAWS System Change Request (SCR) Test Status – 25.05

Pass Rate Target as of April 4, 2025	14%
Pass Rate Actual as of April 4, 2025	13%
System Test completed Date: May 14, 2025	

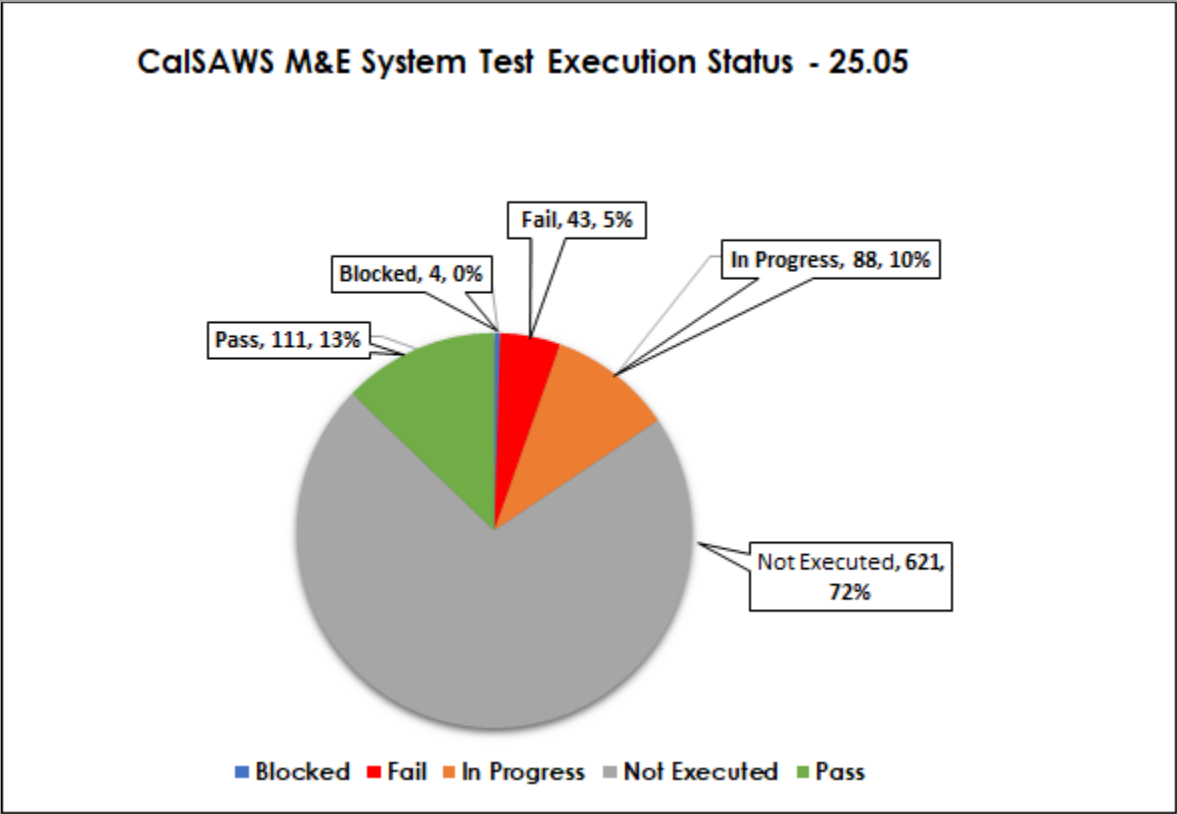


Figure 4.8.1-1: CalSAWS M&E System Test Execution Status

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	210,725,042	46.88%	15	100%
2	97	148,652,607	33.07%	97	100%
3	117	45,000,552	10.01%	115	98.87%
4	717	41,586,570	9.25%	608	92.24%
5	2823	3,512,034	0.78%	953	51.42%

Note: Transaction volume and coverage metrics are based on CalSAWS monthly Production performance data and Automated Regression Test (ART) coverage data as of March 31, 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 1,656 end-to-end Automated Regression Test (ART) scripts

- 1,259 targeting the core CalSAWS application
- 159 targeting the inbound BenefitsCal Application Programming Interface (API) service (Portal Service)
- 238 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

- Held CalSAWS State/Fiscal Reports Committee Meeting on March 26, 2025, and conducted demonstration on Reports/Analytics ForumBee
- Held CalSAWS State and Fiscal Reports Bi-Weekly meeting on March 27, 2025
- Provided ad hoc Cash Assistance Program for Immigrants (CAPI) Integrated Claiming Report by Residence County for March 2025 to San Mateo County on April 1, 2025
- Provided Low Income Home Energy Assistance Program (LIHEAP), State Utility Assistance Subsidy (SUAS), Work Incentive Nutritional Supplement (WINS), Expungements ad hoc reports for March 2025 to CalWIN Counties on April 1, 2025

Table 4.9-4.9-1: Total Open Incidents by Reporting Period

REPORTING PERIOD END DATE	NUMBER OF OPEN TICKETS
March 7, 2025	8
March 21, 2025	7
April 4, 2025	6

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	0	1	0	0	1
In Development	4	4	4	2	14
Development complete	0	0	1	0	1
In Assembly Test	0	0	0	0	0
System Test	0	1	1	0	2
Test Complete	2	0	1	0	3
Total Open Defects	6	6	7	2	21

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	0	2	0	0	2
3-Normal/Low	6	4	7	2	19
4-Cosmetic	0	0	0	0	0
Total Open Defects	6	6	7	2	21

Note: Data is as of current reporting period

Table 4.9-4: State/Fiscal Reports Open Defects and System Change Requests (SCRs)

STATE/CLAIMING REPORTS	TOTAL	DEFECTS	SCRs - TARGETED RELEASE		
		As PRIORITIZED	25.03	25.05	25.07
CA 237 CW	2	0	1	1	0
CA 237 FC	2	1	1	0	0
CA 237 HA	1	1	0	0	0
CA 253	1	0	0	1	0
CF 256	1	1	0	0	0

CF 296	1	0	0	0	1
CF 358F	1	0	0	0	1
CF 358S	1	0	0	0	1
DHCS CMS PI	1	0	1	0	0
DHCS CMS Unwinding E&E	1	0	0	1	0
GR 237	1	1	0	0	0
Integrated Claiming	1	1	0	0	0
RS 50	1	1	0	0	0
STAT 47	1	1	0	0	0
Temp 2035	1	0	0	1	0
Temp 2313	1	0	0	1	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

4.10 Upcoming Performance Tests

- Planned upcoming Performance tests for Core Online

Table 4.10-1: Core Online Upcoming Performance Cycle

PERFORMANCE CYCLE	START DATE	END DATE	STATUS
CalSAWS 25.05 Release Performance Testing	May 1, 2025	May 15, 2025	Planned

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

- Completed Tasks
 - Updated "Incidental Payment API", "Court Information API" and "Extended Foster Care API" Page mapping
 - Tested the page mappings updates for "Case Link API"
 - Updated and tested "Home Removal API" Primary Removal Reason field to not display prefix value
 - Updated and tested "RFI Communication API" Inbound Transaction Search to save the filtering functionality when sorting columns
 - Updated "RFI Communication API" Inbound new transactions have "New" status instead of "Pending" status
 - Updated "Determination Details API" Placement Rate Sub Type is assigning wrong Category ID value

- Updated and tested Staging 6 Extended User Scenario Testing (EUST) environment configurations
 - Updated and tested "Placement Authority API" to enable importing the Inbound Placement Authority Data
 - Updated and added the automation test scripts for "Court Information API"
- In Progress Tasks
- Update Case Search status to default to "New" instead of blank
 - Update "Placement Authority API" Legal Authority Code eData to display for Non-Minor Re-entry
 - Update "Home Removal API", "Case Worker API", "Issuance API", and "Individual Demographics API" page mappings
 - Test "Incidental Payment API", "Court Information API", and "Extended Foster Care API" Page mapping updates
 - Finalize "CalSAWS Tasks" design updates
 - Update "Placement Authority API" to display conflicting data selected message when applicable
 - Update "Case Worker API" to disable the Unique Entity Identifier (UEID) error triggered on clicking 'Send to CAREs' button on Outbound Transaction page
 - Test to confirm "RFI Communication API" Inbound new transactions have "New" status instead of "Pending" status
 - Update List of Values (LOV) between CalSAWS and California Automated Response and Engagement System (CARES) for all Application Programming Interfaces (APIs)
 - Add Infant ID in "Determination API"
 - Discuss the design of "Adoption Assistance API" with the CARES team
 - Continue to work on the Quality Assurance (QA) and System testing defects
- Upcoming Tasks
- Update "Placement Authority API" detail page to add End Date eData
 - Add case unlink to "Case Link API"
 - Update "Income Assets API" outbound page and page mapping
 - Update "Placement Authority API" Basic Rate and Rate Types e-data
 - Validate "Determination Details API" Educational Travel Reimbursement (ETR) begin date
- Interface Partner Integration
- Continue coordination with California Automated Response and Engagement System (CARES) team for schedule alignment and interface element alignment

Table 4.11-1: 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

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

- Completed Tasks
 - Create a new Statewide Cash Aid Time Limit (SCATL) Modal for fallout records
 - Create a new Lambda to add TIME_TRACK_PERS records in SCATL application
 - Add Pending Review flag to Review List page
 - Implement network change for Office of Technology and Solutions Integration (OTSI) staff to access SCATL backend data
 - Implement Application for Monitoring Performance (AMP) for SCATL application
- In Progress Tasks
 - 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: 60 Months for PostgreSQL integration
 - Regression Test NOA M40-107F1 - Aid: 60 Months for PostgreSQL integration
 - Regression Test NOA M40-107B - Time on Aid at Application/Redetermination for PostgreSQL integration
 - Synchronize Relational Database Service (RDS) PostgreSQL data to Oracle database for ad hoc reporting
 - Implement accessibility updates needed for SCATL application
 - Execute Mock Conversion – Phase two
 - Cross-Site Request Forgery (CSRF) Implementation for SCATL - Build
- Upcoming Tasks
 - Integrate Audit application
 - Regression Test - Restrict 380 Paid Family Leave (PFL) Exemption to CalWORKs (SCR CA-277623)
 - Add validation to control adding Time Clock records
 - Update CalSAWS to display Add button on the Time Limit List page
 - 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 Cash Aid Time Limit List page in CalSAWS core application to Read Only
 - Perform Online Performance Testing
 - Implement scripts for California Department of Social Services (CDSS) forecasting using EDR/EDP approach
 - Update Training Material
 - Update Web-Based Trainings (WBTs)
- Interface Partner Testing
 - Continue coordination with Employment Development Department (EDD) team for schedule alignment and interface element alignment

4.13 Additional Projects

4.13.1 Data Growth – Test Data Slicer (TDS)

- April 2025 Test Data Slicer (TDS) execution cancelled due to environment constraints. Next Test Data Slicer (TDS) run will be in June 2025

4.13.2 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 9075 – CalFresh eApplications Version 2.0 SQL Code Repair
 - CIDR 9076 – Denials for Excessive Non-Liquid Resources
- Continued Work:
 - CIDR 9060 – CDSS SAWS+ Implementation
- Began Work:
 - CIDR 9077 – Summer EBT Query Run
 - CIDR 9078 – SAWS+ Extract Phase II

4.13.3 Department of Health Care Services (DHCS) Report Support

- Department of Health Care Services (DHCS) Glossary
 - CCU – Continuing Care Unwinding
 - MEDS – Medi-Cal Eligibility Data System
 - PHE – Public Health Emergency
 - RE - Redetermination
- Completed Work:
 - SIRFRA 1411- Individuals with RE due date set to January 2025 Amended V1 (Weekly Frequency) – March 21, 2025
 - SIRFRA 1387 - Total No. of Apps Pending and Total No. of REs Pending (Weekly Frequency) – March 21, 2025

- Continued Work:
 - SIRQRA 1380 - MEDS Alert Monitoring March 2025
 - SIRQRA 1386 - Renewal and Demographics Data Request March 2025
 - SIRQRA 1387 - Total No. of Apps Pending and Total No. of REs Pending March 2025 (Monthly)
 - SIRQRA 1388 - Monthly Failure to Complete Data March 2025
 - SIRQRA 1411- Individuals with RE due date set to March 2025 Amended V1 (Monthly)
 - SIRQRA 1385 - End of CCR Renewal Data July 2025
 - Department of Health Care Services (DHCS) Home and Community-Based Services (HCBS) Spousal Impoverishment (SI) Case File April 2025
- Began Work:
 - SIRQRA 1411- Individuals with RE due date set to January 2025 Amended V1 (Weekly Frequency) – April 11, 2025
 - SIRQRA 1387 - Total No. of Apps Pending and Total No. of REs Pending (Weekly Frequency) – April 11, 2025

4.13.4 Additional Premise Items

Table 4.13.4-1: 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 – In Production
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 ▪ CA-250777 planned for 25.09
Homeless Assistance Program (HAP) Eviction (SB 1083)	On Time	Development	<ul style="list-style-type: none"> ▪ CA-277308, CA-277307, CA-273505 – Production ▪ CA-218333 planned for 25.05.x1
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

PREMISE NAME	STATUS	PHASE	PROGRESS/UPDATES
MULTIPLE SFY			
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 Production CA-248079 planned for 25.03 release – In Production CA-282694 planned for 25.04.10 release – System Test CA-289387 planned for 25.04.24 release – Design in Progress
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	In Production	<ul style="list-style-type: none"> CA-271130 and CA-241897 are in Production
Resume Pre-Pandemic Medi-Cal Operations	On Time	In Production Development Committee Review	<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 – Pending for state regulations 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

PREMISE NAME	STATUS	PHASE	PROGRESS/UPDATES
MULTIPLE SFY			
CalFresh Restaurant Meals Program Notice Eligibility Clarification	On Time	Testing	<ul style="list-style-type: none"> CA-219304 is planned for 25.05

4.14 Deviation from Plan/Adjustments

- None to note 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"> Commenced and continued knowledge transfer sessions for the following Infrastructure workstreams: GenAI and ForgeRock. Continued job shadow and reverse job shadow sessions for Infrastructure workstreams: Contact Center and Imaging. Continued knowledge transfer sessions for Maintenance and Enhancements (M&E) workstreams

5.2 Infrastructure Transition

- Completed Work/Accomplishments:
 - Knowledge Transfer (KT):
 - Completed 13 of 13 Imaging KT sessions as of January 31, 2025. All Imaging KT sessions are completed
 - Completed 51 of 51 Contact Center KT sessions as of March 18, 2025. All Contact Center KT sessions are completed
 - Completed 7 ForgeRock KT sessions as of April 4, 2025
 - Completed 2 Generative Artificial Intelligence (GenAI) KT sessions as of April 4, 2025
 - Job Shadow (JS):
 - Completed 31 of 31 Imaging Job Shadow sessions as of February 28, 2025
 - 4 Release Process Job Shadow sessions
 - 22 Ticket Job Shadow sessions
 - 5 Ticket Job Shadow sessions during daily stand-up call
 - Completed 1 Imaging Job Shadow session for 25.03 Release process deployment on March 23, 2025
 - Completed 26 Contact Center Job Shadow sessions as of April 4, 2025

- ✦ Completed 8 ForgeRock Job Shadow sessions as of April 4, 2025
- Reverse Job Shadow (RJS):
 - ✦ Completed 35 Imaging Reverse Job Shadow sessions as of March 21, 2025
 - 13 Ticket Reverse Job Shadow sessions
 - 2 Release Process Reverse Job Shadow sessions
 - 20 Ticket Reverse Job Shadow sessions during daily stand-up call
 - ✦ Completed 2 Imaging Reverse Job Shadow sessions for the Release Process track as of April 4, 2025
 - Release process deployment for 25.03 on March 23, 2025
 - Release process development for 25.05 on March 26, 2025
- Other Transition Items:
 - Continued to track and follow up on After Business Hours support or Batch delays to improve operational communication between Accenture and Gainwell
 - Continued to move CalSAWS Technical team documents from the CalSAWS Accenture SharePoint tab, targeting completion by May 2, 2025
 - Completed follow-up on Defect CA-288507 for Threat and Vulnerability Management (TVM) reporting with Gainwell Team discussed during weekly Gainwell/Accenture Integration meeting
- In Progress/Upcoming Work:
 - Continue Job Shadow sessions for Contact Center with Gainwell Team
 - Complete RJS for Imaging Release Process by May 18, 2025
 - Continue database User access request activities for CA-288211 – Create New Environment for Deloitte Maintenance and Enhancements (M&E) Transition Efforts
 - Draft Transition approach and timeline for remaining workstreams, Implementation Advance Planning Document Update (IAPDU) projects, and County Purchase orders (CPOs) (e.g., GenAI and RPA etc.) and review with Gainwell Team

5.3 Maintenance and Enhancements (M&E) Transition

- Accenture M&E Transition Readiness Plan (TRP):
 - Received Consortium approval for the Final Deliverable Accenture M&E Transition Readiness Plan (TRP) Deliverable on March 24, 2025
- Knowledge Transfer (KT):
 - Completed 12 KT sessions for the week of March 24, 2025, across different Workstreams including Data Model, Task, Incident Management, DevSecOps Support Functions, Security, Design, CalHEERS, and CalSAWS.org
 - Completed two KT sessions for the week of March 31, 2025 across different Workstreams including Streaming Events, Sync/Async Integration, and Application Security follow-up
 - Continued to review and provide feedback on the Deloitte KT Plan structure and identified missed alignment with the Transition timelines
- Job Shadow (JS):
 - Provided date and time for April Job Shadow Sessions
 - Continued to review and provide feedback on the Deloitte JS Plan

- Back Shadow (BS):
 - None for the reporting period as planned
- Other Transition Items:
 - Accenture reviewed and agreed to the final updates to Deloitte Final Deliverable (FDEL) 01 - M&E Transition-In Master Plan on April 2, 2025
 - Continued meeting with Deloitte Transition team weekly to collaborate the status and coordination of the Transition activities
- In Progress/Upcoming Work:
 - Continue to provide Back Shadow support for SCERFRA/SIRFRA cost estimations
 - Continue to provide KT for 8 sessions planned for the next two weeks
 - Continue to provide JS for 4 sessions planned for the next two weeks
 - 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