CalSAWS
California Statewide Automated Welfare System

THE POWER OF 58

Weekly Status Report
CalSAWS M&E

Transition Reporting Period: March 31, 2025 – April 6, 2025
M&E Reporting Period: March 24, 2025 – April 6, 2025

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Weekly Status – CalSAWS M&E

Executive Summary

As week nine (9) of the project ends, several key activities occurred to continue progress on Transition-in activities. These include assuming control over OCAT operations, monitoring the Tier 3 – M&E OCAT ServiceNow queue, submission of one SCERFRA to the Consortium, nearing completion of Sandbox IBM ODM installation, and completing the SSP revision 5 scoping review. This week, the team also completed five (5) Knowledge Transfer (KT) sessions, eight (8) Job Shadowing (JS) sessions, and nine (9) Reverse Job Shadowing (RS) sessions. Additionally, the team submitted ME-D02 M&E Project Control Document Final Deliverable Execution Document (FDED), ME-D05 M&E Project Control Document Draft Deliverable (DDEL), and ME-D06 M&E Work Schedule DDEL to the Consortium and facilitated an Office Hours meeting for the ME-D05 Project Control Document DDEL and ME-D06 M&E Work Schedule DDEL. Looking to next week, major activities include meeting with San Bernardino County to further scope requirements for a County Purchase Order, kicking off the Amazon Q proof of concept (POC), completing a review of the existing Plan of Action and Milestone (POAM), monitoring the Tier 3 – M&E OCAT ServiceNow queue, finalizing Sandbox access, and submitting the ME-D05 Project Control Document and ME-D06 M&E Work Schedule Final Deliverables (FDELs) to the Consortium.

During the reporting period from April 1, 2025, to April 6, 2025, the CALSAWS OCAT system demonstrated robust performance with zero (0) unplanned outages, and a total of 1,826 user logins, including 1,815 SAWS initiated and three (3) OCAT initiated interviews. Help desk support was efficient, with no Tier 3 inquiries recorded. Two (2) low-severity defects related to ForgeRock user management remain open and on hold since November 2022. SIRFRA/SCERFRA tracked 20 requests, with nine (9) assigned, one (1) reopened, eight (8) completed, and two (2) in review. Active requests include SCERFRA 25-503 and SCERFRA 25-913, while completed requests include SCERFRA 25-914 and SCERFRA 25-917.

1 TRANSITION-IN WORKPLAN STATUS (3/31/2025 TO 4/6/2025)

The following sections provide a summary of tasks completed in this reporting period, upcoming tasks for the next reporting period, and tasks behind schedule.

1.1 Tasks Completed from the Prior Week

Highlights include:

- **Completed Week One of OCAT Operations:** Assumed control over OCAT operations on April 1, 2025.
- **Actively Monitoring Tier 3 – M&E OCAT ServiceNow Queue:** Engaged in monitoring Tier 3 – M&E OCAT ServiceNow queue and received 0 tickets.

- **Submitted SCERFRA for review:** Submitted estimates 25-504 – CalWORKs FRA Pilot, to the Consortium, Accenture, and Gainwell for review and as part of back shadow activities due April 4, 2025.
- **Continued Sandbox IBM Operational Decision Manager (ODM) Installation:** Collaborated with Gainwell and Accenture teams to diagnose the ODM installation issue on the AT7 environment. Working through an alternative approach to quickly unblock the installation process.
- **Completed System Security Plan (SSP) Revision 5 Scoping Review:** Completed review of the SSP rev 5 template and discussed the controls and sub control assignment and finalized the in-scope controls for the M&E vendor on April 3, 2025.
- **Deliverables:** Provided additional clarifications to resolve outstanding FDEL comments for the ME-D01 Transition-In Master Plan on April 3, 2025; Submitted ME-D02 M&E Services Plan and Operational Working Documents FDED, ME-D05 M&E Project Control Document DDEL, and ME-D06 M&E Work Schedule DDEL on April 1, 2025; Facilitated an Office Hours session of the ME-D05 Project Control Document and ME-D06 M&E Work Schedule DDELs on April 3, 2025.

- **PMO**
  - **Transition-In**
    - **Conducted Weekly Deloitte/Accenture Transition Meeting:** Coordinated KT Session logistics and action item resolutions on April 1, 2025.
    - **Conducted Weekly Transition-In Touchpoint Meeting**: Provided onboarding, deliverables, and risk statuses to the Consortium on April 1, 2025.
    - **ME-D04 M&E Transition-In Master Plan Comment Resolution**: Met with ClearBest to clarify outstanding deliverable comments to bring to resolution on April 2, 2025.
  - **Conducted Onboarding and Access Coordination:** Continued to streamline onboarding and access activities in collaboration with the Consortium, Gainwell, and Accenture to allow for smooth and efficient onboarding processes on April 3, 2025, and April 4, 2025.
  - **Participated in CalSAWS PMO Status Meeting**: Engaged with the Consortium PMO during the weekly meeting to strengthen project management oversight and alignment on April 1, 2025.
  - **Participated in CalSAWS Section Director's Meeting:** Presented updates and participated in the meeting to provide critical project updates and facilitated stakeholder engagement on April 2, 2025.
  - **Developed Deloitte - CalSAWS M&E Weekly Status Report - 2025-04-06:** Created a detailed weekly status report with a clear overview of project progress, identified potential risks, and outlined next steps to ensure continued alignment and successful project execution.
  - **Deliverables**
    - ME-D01 M&E Transition-In Master Plan – Provided additional clarifications to resolve outstanding FDEL comments on April 1, 2025, and April 3, 2025.
    - ME-D02 M&E Services Plan and Operational Working Documents – Submitted FDED on April 1, 2025.

- ME-D03 M&E Transition-In Work Schedule – Received signed FDEL WAC from the Consortium on April 1, 2025.
- ME-D04 M&E Transition-In Work Schedule – Received signed FDEL WAC from the Consortium on April 1, 2025.
- ME-D05 Project Control Document – Submitted DDEL to the Consortium on April 1, 2025; Conducted Office Hours meetings for DDEL on April 3, 2025.
- ME-D06 M&E Work Schedule – Submitted DDEL to the Consortium on April 1, 2025; Conducted Office Hours meetings for DDEL on April 3, 2025.

- **OCAT**
  - **Initiated Takeover of OCAT Operations:** Assumed control over OCAT operations on April 1, 2025.
  - **Actively Monitoring Tier 3 – M&E OCAT ServiceNow Queue:** Engaged in monitoring Tier 3 – M&E OCAT ServiceNow queue and received 0 tickets.
  - **Received Technical Backlog from QA:** Team is reviewing technical backlog internally to gather insight and develop a plan of action.

- **SCR**
  - **Attended the CalHEERS-SAWS Integration Weekly Meeting:** Attended the meeting to continue integration planning and coordination between CalHEERS and SAWS for upcoming releases and JADs on April 1, 2025.
  - **Attended the CalSAWS Design Manager's Weekly Status Meeting:** Attended the meeting to review and discuss the future SCRs on April 1, 2025.
  - **Attended the DHCS CalSAWS Touchpoint Meeting:** Attended the meeting to review and discuss the upcoming DHCS priority items on April 2, 2025.

- **Support Services**
  - **Met with CDSS to discuss SCERFRA 25-913 – CalFresh Fruit & Vegetable Supplemental Benefits Program:** Met with Consortium and CDSS to discuss assumptions and estimates for SCERFRA 25-913 on April 1, 2025.
  - **Participated in the DHCS CalSAWS Touchpoint Meeting:** Participated in the Consortium, DHCS, and Accenture's existing bi-weekly SIRFRA review meeting to allow for questions and discussion on issues with open SIRFRAs on April 2, 2025.
  - **Contributed to the SCERFRA/SIRFRA Weekly Review Meeting:** Contributed to the Consortium and Accenture's existing Weekly SIRFRA/SCERFRA Review meeting to allow for up-to-date tracking and resolution of SIRFRA/SCERFRA issues, enhancing operational efficiency on April 3, 2025.
  - **Submitted SCERFRA for review:** Submitted estimate SCERFRA 25-504 – CalWORKs Fiscal Responsibility Act (FRA) Pilot, to the Consortium, Accenture, and Gainwell for review and as part of back shadow activities due April 4, 2025.

- **Architecture/Innovation/Evolution**
  - **Conducted Architecture KT-Streaming, Events, Sync/Async Integration**: Conducted Architecture- KT Streaming, Events, Sync/Async Integration to understand integration patterns, type of integrations and communication patterns along with protocols.
  - **Reviewed Analytics Workshop Agenda with Chief Technology Officer (CTO):** Presented draft Analytics Workshop Agenda with CTO and incorporated

feedback into the workshop agenda on April 2, 2025 for upcoming 2-day workshop.

- **Conducted LA County Analytics Modernization Discussion:** Hosted a discovery meeting with LA County DPSS stakeholder and CTO to understand the county's own analytics use cases and needs. We discussed our future analytics vision and collected inputs on how changes to CalSAWS data will impact LA County's own analytics systems on April 2, 2025.

- **Production Operations**
  - **Continued Sandbox IBM Operational Decision Manager (ODM) Installation:** Collaborated with Gainwell and Accenture teams to diagnose the ODM installation issue on the AT7 environment. Working through an alternative approach to quickly unblock the installation process.
  - **Finalized the Job Shadow and Reverse Job Shadow Session**: Reviewed multiple OWD documents and went through the KT videos and finalized the Job Shadow and Reverse Job Shadow sessions.

- **Technology Recovery**
  - **Continued Document Review**: Continued review of all the associated OWDs for the Technology Recovery process, such as "Business Continuity & Disaster Recovery Plan."

- **Security**
  - **Completed Application Security KT Session:** Completed Application Security and Code Testing KT focused on the Static and Dynamic Application Security Testing, Application Interface, and Software Composition Analysis testing to understand App Security Vulnerability Identification, Reporting, Technology tools and defect resolution within CalSAWS App environment on April 2, 2025.
  - **Completed SSP Revision 5 Scoping Review:** Completed review of the SSP revision 5 template and discussed the controls and sub control assignment and finalized the in-scope controls for the M&E vendor on April 3, 2025.
  - **Continued POAM Review:** Continued review of the existing POAM tagged for M&E vendor against OCAT/CalSAWS to understand the existing control deficiency and may carry forward to the M&E vendor on April 4, 2025.
  - **Participated in Transition Aspects, Risk, and Privacy Deliverables Discussion**: Participated in our weekly meeting with the Consortium Security team to discuss and address key transition aspects, risks and issues, privacy, deliverables requirements, and compliance on April 3, 2025.
  - **Discussed OCAT Security Baseline Summary:** Discussed the final SAST/DAST baseline summary of the OCAT codebase with the Consortium Security to establish a thorough understanding of OCAT security issues and develop a comprehensive POAM of the same on April 4, 2025.

1.2 Tasks Due for the Coming Week

Highlights include:

- **Meet with County to scope requirements for County Purchase Order:** Meet with San Bernadino to further scope requirements for CA-253946 – Update San Bernadino

County's Office Routing Rules for eApps with the Consortium, Region 5 Regional Managers, and the County during April 7, 2025.

- **Kick-Off Amazon Q Proof of Concept (POC):** Validate the Pilot/POC AWS Environment Provisioned, Q Trial licenses, AWS Q VS Code Plugin connectivity/Entitlement, onboard initial pilot developers and perform initial pilot tests to validate usability.
- **Complete POAM Review:** Complete review of the existing POAM to understand the existing control deficiency and may carry forward to the M&E vendor on April 10, 2025.
- **Continue Monitoring Tier 3 – M&E OCAT ServiceNow Queue:** Engage in monitoring activities and resolve any tickets that come into queue.
- **Finalize Sandbox Tools and Database Access**: Focus on finalizing Sandbox access by collaborating with Gainwell and other relevant stakeholders. Ensure all necessary permissions and configurations are in place, address any issues or concerns that arise during the process, and coordinate with teams to verify successful access and functionality.
- **Deliverables:** Conduct Office Hours meeting for ME-D05 Project Control Document DDEL and ME-D06 M&E Work Schedule DDEL on April 7, 2025; Submit ME-D05 Project Control Document FDEL and ME-D06 M&E Work Schedule FDEL on April 11, 2025.

Coming week tasks due summary:

- **PMO**
  - **Transition-In**
    - **Conduct Weekly Deloitte/Accenture Transition Meeting:** Coordinate KT Session logistics and action item resolutions.
    - **Conduct Weekly Transition-In Touchpoint Meeting**: Provide onboarding, deliverables, and risk statuses to the Consortium.
  - **Conduct Onboarding and Access Coordination:** Continue to streamline onboarding and access activities in collaboration with the Consortium, Gainwell, and Accenture to allow for smooth and efficient onboarding processes on April 8 and 10, 2025.
  - **Participate in CalSAWS PMO Status Meeting**: Engage with the Consortium PMO during the weekly meeting to strengthen project management oversight and alignment on April 8, 2025.
  - **Participate in CalSAWS Bi-Weekly Status Meeting**: Present updates and participate in the meeting to provide critical project updates and facilitate stakeholder engagement on April 9, 2025.
  - **Develop Deloitte - CalSAWS M&E Weekly Status Report - 2025-04-13:** Create a detailed weekly status report with a clear overview of project progress, identify potential risks, and outline next steps to ensure continued alignment and successful project execution.
  - **Deliverables**
    - ME-D02 M&E Services Plan and Operational Working Documents – Create WAC for FDED. Receive signed WAC from the Consortium on April 8, 2025.

- ME-D05 Project Control Document – Conduct Office Hours meeting for DDEL April 7, 2025. Receive feedback from Consortium April 8, 2025. Submit FDEL April 11, 2025.
- ME-D06 M&E Work Schedule – Conduct Office Hours meeting for DDEL April 7, 2025. Receive feedback from Consortium April 8, 2025. Submit FDEL April 11, 2025.

- **OCAT**
  - **Continue Monitoring Tier 3 – M&E OCAT ServiceNow Queue:** Engage in monitoring activities and resolve any tickets that come into queue.
  - **Technical Backlog Recurring Working Meeting:** Schedule recurring meeting to prioritize technical backlog and coordinate activities with the Consortium, ClearBest, and Gainwell teams on April 8, 2025.

- **SCR**
  - **Attend the CalHEERS-SAWS Integration Weekly Meeting:** Attend the meeting to continue integration planning and coordination between CalHEERS and SAWS for upcoming releases and JADs on April 8, 2025.
  - **Attend the CalSAWS Release Coordination Weekly Meeting:** Attend the meeting to review and discuss the upcoming SCRs on April 8, 2025.
  - **Attend the CalSAWS SCRB Weekly Meeting:** Attend the meeting to review and discuss the upcoming SCRs for SCRB on April 8, 2025.
  - **Attend the CalSAWS M&E SCR KT - County Validation Test Support Process:** Attend the session to gain insights into County Validation Test support process on April 8, 2025.
  - **Attend the CalSAWS M&E SCR KT - Production Readiness and Green Light Activities:** Attend the session to gain insights into Production Readiness and Green Light Activities on April 7, 2025.

- **Support Services**
  - **Meet with County to scope requirements for County Purchase Order:** Meet with San Bernadino to further scope requirements for CA-253946 – Update San Bernadino County's Office Routing Rules for eApps with the Consortium, Region 5 Regional Managers, and the County during the week of April 7, 2025.
  - **Participate in weekly SCERFRA/SIRFRA Requirements Review:** Participate in weekly meeting with Consortium Policy and Design managers, SMEs, and business analysts to review issued SCERFRAs/SIRFRAs collectively to gather mutual understanding and improve business efficiency on April 9, 2025.
  - **Contribute to the SCERFRA/SIRFRA Weekly Review Meeting:** Contribute to the Consortium and Accenture's existing Weekly SIRFRA/SCERFRA Review meeting to allow for up-to-date tracking and resolution of SIRFRA/SCERFRA issues, enhancing operational efficiency on April 10, 2025.
  - **Attend the SIRFRA/SCERFRA/Consortium Request for Policy Clarification (CRPC) Monthly Meeting:** Attended CDSS' SIRFRA/SCERFRA/CRPC monthly meeting to discuss questions on in-flight SIRFRAs and SCERFRAs on April 10, 2025.
  - **Submit SCERFRA and SIRFRA for review:** Submit estimates for SCERFRA 25- 921 – AB 474 – Tenancy: Non-Profit Home-Sharing Program Income Tax Exclusion, SCERFRA 25-922 – AB 461 – Truancy CalWORKS School Attendance, and SCERFRA 25-923 –

AB 1537 – Guaranteed Income Payments: Consideration as Income or Resources to the Consortium, Accenture, and Gainwell for review due April 11, 2025.

- **Architecture/Innovation/Evolution**
  - **Facilitate Innovation Architecture KT Session:** Plan and conduct KT activities for Architecture KT – Innovation to identify gaps within current innovation process scheduled for April 8, 2025.
  - **Facilitate SCR Analytics and Reporting KT Session:** Plan and support KT activities for SCR – Analytics and Reporting to identify gaps within current reporting process, identify pain point and plan for long term Analytics and reporting strategy scheduled for April 9, 2025.
  - **Kick-Off Amazon Q POC:** Validate the Pilot/POC AWS Environment Provisioned, Q Trial licenses, AWS Q VS Code Plugin connectivity/Entitlement, onboard initial pilot developers and perform initial pilot tests to validate usability.
- **Production Operations**
  - **Finalize Sandbox Tools and Database Access**: Focus on finalizing Sandbox access by collaborating with Gainwell and other relevant stakeholders. Ensure all necessary permissions and configurations are in place, address any issues or concerns that arise during the process, and coordinate with teams to verify successful access and functionality.
- **Technology Recovery**
  - **Observe Disaster Recovery Test**: Observe Accenture activities for the next Disaster Recovery (DR) test to acquire knowledge of DR test procedures and best practices on April 27, 2025.
- **Security**
  - **Complete Data Encryption and Key Management Security KT session:** Complete Data Security KT focused on the application data protection / security key management processes that are followed in CalSAWS Database and various environment by April 11, 2025.
  - **Complete POAM Review:** Complete review of the existing POAM to understand the existing control deficiency and may carry forward to the M&E vendor on April 10, 2025.
  - **Complete AWS Groups/Permissions Review:** Meet with the Consortium Security team and Gainwell Team to review AWS groups/permissions and finalize provisioning of M&E AWS security groups (remaining P2 & P3) to allow for accurate provisioning and alignment of AWS security groups on April 9, 2025.
  - **Participate in Transition Aspects, Risk, and Privacy Deliverables Discussion**: Participate in our weekly meeting with the Consortium Security team to discuss and address key transition aspects, risks and issues, privacy, deliverables requirements, and compliance on April 10, 2025.

1.3 Areas in the work plan which require attention (behind schedule)

- None for the reporting period.

- NOTE: The final deliverable ME-D01 resolutions were submitted on April 3 and are currently awaiting approval.

1.4 Critical Path Analysis

Critical path analysis has been divided into cutover groups, which contain the workstreams shown in the following table.

Table 1 – Critical Path Analysis

GROUP	WORKSTREAMS INCLUDED	CRITICAL PATH STATUS
1	OCAT	None – Cutover complete
2	Production Operations	No expected change to the cutover date
2	Security	No expected change to the cutover date
2	Technology Recovery	No expected change to the cutover date
3	System Change Request	No expected change to the cutover date
3	Support Services	No expected change to the cutover date
4	Project Management	No expected change to the cutover date
4	Organizational Change Management	No expected change to the cutover date
4	Architecture Evolution and Innovation	No expected change to the cutover date

1.5 Suggested Changes to Maintain Schedule Timelines

This section includes any changes suggested to the work plan for the purpose of remaining on schedule.

- ME-D02 M&E Services Plan and Operational Working Documents deliverable submissions will be split into groups once the DED is approved.
- ME-D17 M&E System Security Plan deliverable timeline will shift due to change order updates pending review and replan deliverable dates around January 2026.

1.6 Issues

This section includes enterprise-level issues that may affect the schedule.

- None for the reporting period.

1.7 Risks

This section includes enterprise-level risks, including those that may affect the schedule.

RISK #	PROJECT PHASE	RISK NAME	RISK DESCRIPTION
313	Transition	Failure to provide M&E team timely access may impact M&E transition	Deloitte staff may be unable to perform certain reverse shadowing activities without access to CalSAWS environment and tools.
314	Transition	Limited Availability of Accenture Staff May Impact the M&E Transition Schedule	Limited availability of Accenture Knowledge Transfer (KT) providers to support the timely transition of M&E Services to Deloitte while also supporting ongoing M&E Releases, Premise and other critical projects (e.g., CARES, WDTIP, etc.). The impact would be during KT (3/3-5/30) and Reverse Shadow (5/5-10/3/2025). Deloitte's Reverse Shadow transition activities include overlap on top of the Accenture team Design/Build/Test for Release 25.09 (April-Sept). Examples of additional transition activities where Accenture may have limited staffing capacity (e.g., provide review of updated documentations, troubleshooting outcome differences from Deloitte's RS, provide data integrity for batch jobs/maintenance/ad-hoc queries, data fixes, L3 ticket triage/resolution, etc.).

1.8 Other areas requiring discussion

- None for the reporting period.

1.8.1 Deliverable Status

The following table outlines the due dates for deliverables from the Transition-In Work Plan. Items shaded in light blue are completed.

Table 2 – Deliverable Due Dates

DELIVERABLE	DDED SUBMITTED	DDED REVIEW COMPLETE	FDED SUBMITTED	FDED REVIEW COMPLETE	DDEL SUBMITTED	DDEL REVIEW COMPLETE	FDEL SUBMITTED	FDEL REVIEW COMPLETE	NOTES
ME-D01 M&E Transition-In Master Plan	8/28/24	9/13/24	9/20/24	1/29/25	2/14/25	3/3/25	3/10/25	4/1/25*	*Following up to resolve outstanding ME-D01 comments
ME-D03 M&E Transition-In Work Schedule	9/18/24	9/25/24	9/30/24	1/29/25	2/14/25	3/3/25	3/10/25	3/25/25	FDEL WAC Signed!

DELIVERABLE	DDED SUBMITTED	DDED REVIEW COMPLETE	FDED SUBMITTED	FDED REVIEW COMPLETE	DDEL SUBMITTED	DDEL REVIEW COMPLETE	FDEL SUBMITTED	FDEL REVIEW COMPLETE	NOTES
ME-D04 M&E Transition-In Test and Validation Plan	2/3/25	2/11/25	2/14/25	2/27/25	3/3/25	3/10/25	3/13/25	3/25/25	FDEL WAC Signed!
ME-D05 M&E Project Control Document	2/19/25	2/26/25	3/3/25	3/6/25	4/1/25	4/8/25	4/11/25	4/16/25	*Scheduled office hours for 4/3/25 and 4/7/25
ME-D06 M&E Work Schedule	2/24/25	3/3/25	3/6/25	3/12/25	4/1/25	4/8/25	4/11/25	4/16/25	*Scheduled office hours for 4/3/25 and 4/7/25
ME-D02 M&E Services Plan and Operational Working Documents	3/19/25	3/26/25	4/1/25	4/4/25	5/1/25*	5/8/25*	5/13/25*	5/16/25*	*FDED pending approval on deliverable submission dates with multiple groupings
ME-D16 System Application Recovery Plan	4/16/25	4/23/25	4/28/25	5/1/25	6/2/25	6/9/25	6/12/25	6/17/25	
ME-D17 M&E System Security Plan	4/16/25*	4/23/25*	4/28/25*	5/1/25*	6/2/25*	6/9/25*	6/12/25*	6/17/25*	*Change order updates pending to review and replan deliverable dates; January 2026
ME-D07 CalSAWS Annual Strategic Plan	6/18/25	6/26/25	7/1/25	7/7/25	8/1/25	8/8/25	8/13/25	8/18/25	

1.8.2 Knowledge Transfer/Job Shadowing/Reverse Shadowing Status

As of 4/4/2025

Figure 1 – Knowledge Transfer/Job Shadowing/Reverse Shadowing Status

1.8.3 Knowledge Transfer Status

- **Total KT Sessions Completed this week: 5**
- **Total KT Sessions Completed to date: 132**
- Continued the KT plan scheduling coordination with Accenture's Transition team.
- Added the KT Sessions Complete/Closed by workstream report to the M&E Transition Command Center Dashboard

1.8.4 Job Shadowing Status

- **Total JS Sessions Completed this week: 8**
- **Total JS Sessions Completed to date: 44**
- Continued the JS plan scheduling coordination with Accenture's Transition team.

- Added the JS Sessions Complete/Closed by workstream report to the M&E Transition Command Center Dashboard

1.8.5 Reverse Job Shadowing Status

- **Total RS Sessions Completed this week: 9**
- **Total RS Sessions Completed to date: 16**
- Continued the RS plan scheduling coordination with Accenture's Transition team.
- Added the RS Sessions Complete/Closed by workstream report to the M&E Transition Command Center Dashboard

2   CALSAWS M&E (3/24/2025 TO 4/6/2025)

2.1   CalSAWS OCAT Highlights of the Reporting Period (04/01/25 To 04/06/25)

2.1.1   Production Usage

- Zero (0) unplanned outages to report in the reporting period
- The table below provides OCAT production usage statistics
  - OCAT Initiated Interviews for the reporting period shown below

ACTIVITY	TOTAL
User Logins	1,826

ACTIVITY	TOTAL
Interviews Completed (SAWS Initiated)	1,815
Interviews Completed (OCAT Initiated)	3
Total	**1,818**

2.1.2   Help Desk Inquiries

The table below summarizes Tier 3 help desk contact through CalSAWS SNOW during this reporting period.

Provided Help Desk support for zero (0) OCAT users.

REQUEST TYPE	PENDING	WAITING FOR CUSTOMER	CLOSED/RESOLVED
Administrative Issue			
Application Issue			
Infrastructure Issue			
Access Issue			
Report a System Problem			
Requests			
Database Request			
TOTAL	0	0	0

2.1.3 Defect Summary

#	Defect #	Defect Severity	Defect Summary	Defect Type	Status	Log Date	Impact	Alt. Procedure	Planned Release
1	OP-2924	Low	Solutions Tracking for ForgeRock Profile Issue (OP-2880)	FR/ User Management	Open/Hold	11/08/22	Login issues or ForgeRock help with GUID	N/A	TBD
2	OP-2927	Low	Solutions Tracking for CalSAWS - OCAT User & ForgeRock Profile Issue (OP-2880/CA-254280/CA-260230)	FR / User Management	Open/Hold	11/09/22	Login issues or ForgeRock help with GUID	N/A	TBD

2.2 SIRFRA/SCERFRA Information Highlights of the Reporting Period

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 3 - Summary of SIRFRA/SCERFRA

Status	Total
New	0
Reopened	1
Assigned	9
Completed	8
Duplicate	0
In review	2
Withdrawn	0
Rejected	0
Pending clarification	0
Ready for review	0
Total	**20**

Note: Table displays SIRFRA (non-query, non-recurring)/SCERFRA requests from March 1, 2025 through the end of the reporting period.

Table 4 - List of SIRFRA/SCERFRA

ID	DESCRIPTION	STATUS	DUE DATE
CA-288389	SCERFRA 25-913 - AB 936 - CalFresh Fruit and Vegetable Supplemental Benefits Program	Reopened	4/9/2025
CA-289300	SCERFRA 25-923 - AB 1357 -Guaranteed Income Payments: Consideration as Income of Resources	Assigned	4/11/2025
CA-289299	SCERFRA 25-922 - AB 461 - Truancy CalWORKs School Attendance	Assigned	4/11/2025
CA-289296	SCERFRA 25-921 - AB 474- Tenancy: Nonprofit Home-sharing Program: Income Tax Exclusion: Eligibility for Public Social Services	Assigned	4/11/2025
CA-289501	SIRFRA 1431- Cost Analysis for AB 1186	Assigned	4/10/2025
CA-289422	SCERFRA 25-924 - AB 680 - Public Social Services: Foster Care Benefits	Assigned	4/14/2025
CA-289457	SCERFRA 25-925 - AB 890 - Nonminor Dependents: County of Residence	Assigned	4/14/2025
CA-289489	SCERFRA 25-927 - AB 1186 - Data Collection: Race and Ethnicity: Minimum Categories	Assigned	4/15/2025
CA-288209	SIRFRA 1426- State Only Aid Codes for Immigrants	Assigned	4/18/2025
CA-288542	SCERFRA 25-920 - AB 1402 - Fresh Start Grants: Personal Income Tax Law: Credits	In Review	3/24/2025
CA-289009	SCERFRA 25-504 - CalWORKs FRA Pilot	In Review	3/31/2025
CA-288385	SCERFRA 25-914 - AB 1211 - CalFresh: Maintenance of Benefit Level	Completed	3/14/2025
CA-288424	SCERFRA 25-915 - AB 42 - CalWORKs: CalFresh: Eligibility: Income and Resource Exclusions	Completed	3/17/2025
CA-288441	SCERFRA 25-918 - AB 969 - CalWORKs: Family Violence Option and Gender-based Violence Information	Completed	3/17/2025
CA-288427	SCERFRA 25-916 - AB 1324 - CalWORKs	Completed	3/17/2025
CA-288538	SCERFRA 25-919 - AB 1161 - Public Social Services: State of Emergency or Health Emergency	Completed	3/17/2025
CA-288440	SCERFRA 25-917 - SB 33 - Homeless Pupils: California Success, Opportunity, and Academic Resilience (SOAR) Guaranteed Income Program	Completed	3/24/2025
CA-283423	SIRFRA 1401 – Updating Member Address NCOA	Completed	3/28/2025
CA-289149	SIRFRA 1429 - AB 543	Completed	3/31/2025
CA-288749	SCERFRA 25-503 – BenefitsCal Release of Information (ROI) to Community-Based Organization (CBO)	Completed	4/2/2025