

CalSAWS

California Statewide Automated Welfare System



Bi-Weekly Status Report

CalSAWS Maintenance & Operations (M&O)

Reporting Period: May 5, 2025 – May 18, 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	▪ None to note for the reporting period
Defects	On Time	▪ There are 89 active Production defects
Incidents	On Time	▪ CALSAWS BROADCAST: Starting at 1:42 p.m. on May 8, 2025, some Users were experiencing a UEID error when running online EDBC on some programs. As of 8:00 p.m. on May 8, 2025, this issue was resolved. Users are no longer experiencing a UEID error when running online EDBC on some programs. PRB0051551

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 108 defects and 22 System Change Requests (SCRs), for a total of 130 items

Table 1.2.1: Priority Releases

MINOR VERSION (RELEASE DATE)	ISSUE TYPE		
TEAM RESPONSIBLE	DEFECT	SCR	GRAND TOTAL
25.05.06	8	0	8
Client Correspondence	1	0	1
Contact Center	2	0	2
Eligibility	2	0	2
Online	3	0	3
25.05.07	1	1	2
Batch/Interfaces	1	0	1
Medi-Cal/CalHEERS	0	1	1
25.05.08	49	3	52
Batch/Interfaces	2	0	2

MINOR VERSION (RELEASE DATE)	ISSUE TYPE		
TEAM RESPONSIBLE	DEFECT	SCR	GRAND TOTAL
Client Correspondence	1	0	1
Contact Center	38	2	40
Fiscal	3	0	3
Medi-Cal/CalHEERS	1	0	1
Reports	3	0	3
Tech Arch	1	0	1
Voice Bots / RPA	0	1	1
25.05.09	3	1	4
Tech Forge Rock	3	0	3
Training	0	1	1
25.05.11	2	1	3
Contact Center	2	0	2
Fiscal	0	1	1
25.05.12	35	14	49
Batch/Interfaces	1	0	1
Client Correspondence	33	14	47
Tech Arch	1	0	1
25.05.13	3	0	3
Fiscal	1	0	1
Online	2	0	2
25.05.14	0	1	1
Automated Test	0	1	1
25.05.15	7	1	8
Eligibility	1	0	1
Fiscal	3	0	3
Online	3	0	3
Voice Bots / RPA	0	1	1
Grand Total	108	22	130

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	Approved	Accenture team coordinated with Quality Assurance (QA), Consortium Security, and Consortium PMO on closing out the final comments
12.0	Security Management Plan – M&E	In Draft	New off-cycle Maintenance and Enhancements (M&E) only version of 12.0 is in draft and will be submitted to the 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 about the reporting period

- 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 review:
 - Submitted in March, expected approval at the July 2025 Joint Powers Authority (JPA) board meeting

- Includes agreement extension until end of February 2026, with options to extend to March/April 2026
- ✦ Change Notice 40 (May 2025 JPA) was approved on May 9, 2025
- ✦ Change Notice 41 (July 2025 JPA) is in development and may include:
 - County Purchase Orders (CPOs)
 - Premise Items
 - Potential Transition updates

2.3 Communications Management

- Continued CalSAWS Communications Management activities
 - Continued to gather key communication milestones from CalSAWS Project teams
- 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
Fixed email campaigns	May 5, 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 May 18, 2025

Table 2.4.1: CITs

CIT ID	SUBJECT	CATEGORY	DISTRIBUTION DATE	PRIMARY CALSAWS CONTACT	BACKUP CALSAWS CONTACT
0058-25	2025 Case Data Removal Batch Run May 2025	Informational	May 8, 2025	Prem Venugopalan	Grady Howe
0059-25	CalSAWS Quick Guides – GA/GR Data Collection Pages and Tasks: Setting Up Bundles, Append, Sibling and Expiration	Informational	May 9, 2025	Corey Morris	Elizabeth Palm
0060-25	Cash Aid Time Limits Job Aid	Informational	May 14, 2025	Gingko Luna	Lien Phan
0062-25	Contact Center – Calabrio – Update Whitelist Domains/Update Smart Desktop Client	Informational	May 16, 2025	Logan Pratt	Yogesh Patel

- The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending on May 18, 2025

Table 2.4.2: CRFIs

CRFI ID	SUBJECT	DISTRIBUTION DATE	STATUS	RESPONSE DUE DATE	CALSAWS CONTACT
25-010	Calabrio Insights Author Users	April 8, 2025	Closed	April 25, 2025	Logan Pratt
25-011	National Change of Address (NCOA) Workgroup Recruitment	April 11, 2025	Closed	April 25, 2025	Nina Butler

- The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending May 18, 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
	<ul style="list-style-type: none"> ■ None to note about the reporting period

3.2 Imaging

- Supported Gainwell with Reverse Job Shadow (RJS) in completing the following defects:
 - CA-289028 - External Agency - Image copies intermittently unavailability for documents in workflow
 - CA-290517 - Linked E-Application Store requests with mismatched county codes are rejected

3.3 Customer Service Center (CSC)

- Supporting Gainwell with Reverse Job Shadow (RJS) in completing June and July Contact Center releases
- Continuing to address production defects exclusively using a priority release schedule to address defects sooner. Twenty-one (21) defects were resolved with the 25.05.08 release

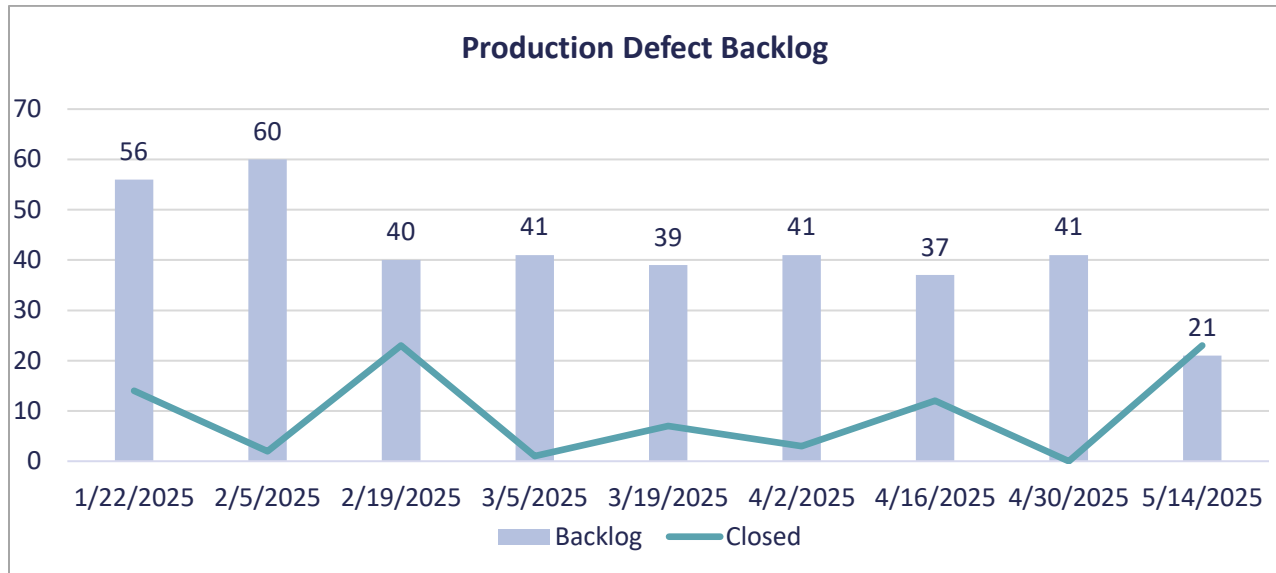


Figure 3.3.1: Contact Center Defect Burndown (inclusive of external agency defects)

- Contact Center Recently Deployed Enhancements
 - Table 3.3.1 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-290261	Wave 3 - RPA Bots for BenefitsCal EBT Card/BIC Requests	25.05.15	In Production
SCR	CA-290259	Wave 2 - RPA Bots for BenefitsCal EBT Card/BIC Requests	25.05.08	In Production
SCR	CA-260730	Contact Center eCCP - Admin Page Enable Courtesy Call Back Configuration by Queue	25.05.08	In Production
SCR	CA-286540	San Bernardino - Welcome bot routing rework	25.05.08	In Production

- Contact Center Enhancements
 - Working on System Change Requests (SCRs) prioritized by the committee and the Consortium team in the order in Table 3.3.2 below. The team has limited allocated Maintenance and Enhancements (M&E) hours to complete Global Enhancements
 - Note: 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-282691	Update Record Signature Prompt for Telephonic Signature	25.05.09	In Development
SCR	CA-272703	Statewide Authentication Bot Enhancements	25.06.12	New
SCR	CA-280263	All County - Courtesy Call Back (CCB) Offered More than Once	25.06.12	New
SCR	CA-283759	Create Static BenefitsCal Informational Message in All County IVRs (Non-CSC and CSC) - Self Service Initiative	25.06.12	New

3.4 Additional Projects

3.4.1 Lobby Management Modernization (TLM-39)

- Build is in progress. Started Assembly Test for handover to System Test on May 23, 2025
- System Test expected to start the week of May 26, 2025
- System Change Request (SCR) targeted for 25.07 release
- Began Content Revision 2, encompassing changes discussed with Consortium; estimated to be ready for System Change Review Board (SCRB)/Change Control Board (CCB) by early June
- Weekly checkpoints are ongoing for Review Approve Comment Inform (RACI) with all appropriate teams (including Consortium) for TLM-39

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

- Completed production environment cutover
- Decommissioning old production environments – Scheduled for May 21, 2025 – May 24, 2025

3.4.3 ODM as a Service – Phase I

- System Change Request (SCR) CA-257051 is currently in development and targeted for 25.06.01 priority release
- Completed and deployed SCR development on the System Test environment; functional validations from Application Development team are in progress
- Additional run of Eligibility Determination Benefit Calculation (EDBC) Schema TLM-comparison – In progress
- Performance Testing – 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">■ Completed test execution for the 25.05 baseline release. Week seven of seven is completed. Team is at 100% pass rate against a target of 100%■ Begin test preparation for 25.07 baseline release
4.9 Reports	<ul style="list-style-type: none">■ Conducted Design Job Shadow/Reverse Shadow Weekly meeting for System Change Request (SCR) CA-246797: Update Direct Deposit Status Report to Extract Program Level instead of RDB with Deloitte on May 14, 2025
4.11 FCED/CARES	<ul style="list-style-type: none">■ Discussed new conversion approach for Kin-Gap cases proposed by the California Automated Response and Engagement System (CARES). The approach requires a large volume of manual data entry in the CARES system for workers. We have escalated the concern, and the CARES team is re-grouping to discuss alternatives■ Testing for Assembly Test (AT) and System Integration Test (SIT) had some delays due to code/deployment issues in CARES; we have been coordinating testing updates with the group■ Updated the STG6 CalSAWS environment to point at the V1QA CARES environment for Quality Assurance (QA) testing. Validated that transactions are being sent to the V1QA environment

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

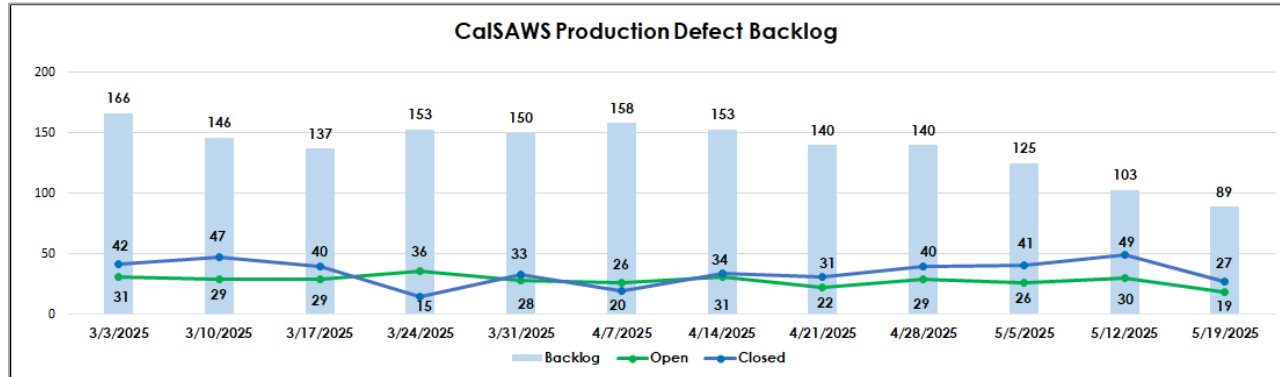


Figure 4.2.1: Production Defects Backlog Weekly Trend

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	21	12	0	4	2	39
In Progress	0	4	0	4	2	10
Closed	21	8	0	0	0	29
3-Normal/Low	169	83	2	61	6	321
New	0	0	0	9	4	13
In Progress	0	11	0	52	2	65
Closed	169	72	2	0	0	243
4-Cosmetic	4	3	0	1	0	8
In Progress	0	0	0	1	0	1
Closed	4	3	0	0	0	7
Grand Total	194	98	2	66	8	368

Note: Data Change Requests (DCRs) have been excluded from the data reported above because they follow a separate

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 25.05	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
25.05 CalSAWS Application Development and Training Release Notes Broadcast	May 13, 2025	Production Operations
CalSAWS Release 25.05 Greenlight Meeting	May 14, 2025	Release Management/Quality Assurance
CalSAWS 25.05 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)

- None to note for the reporting period

4.3.3 Batch Operations

- Implemented Batch Scheduler Change Requests (BSCRs) for the 25.05 release
- 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

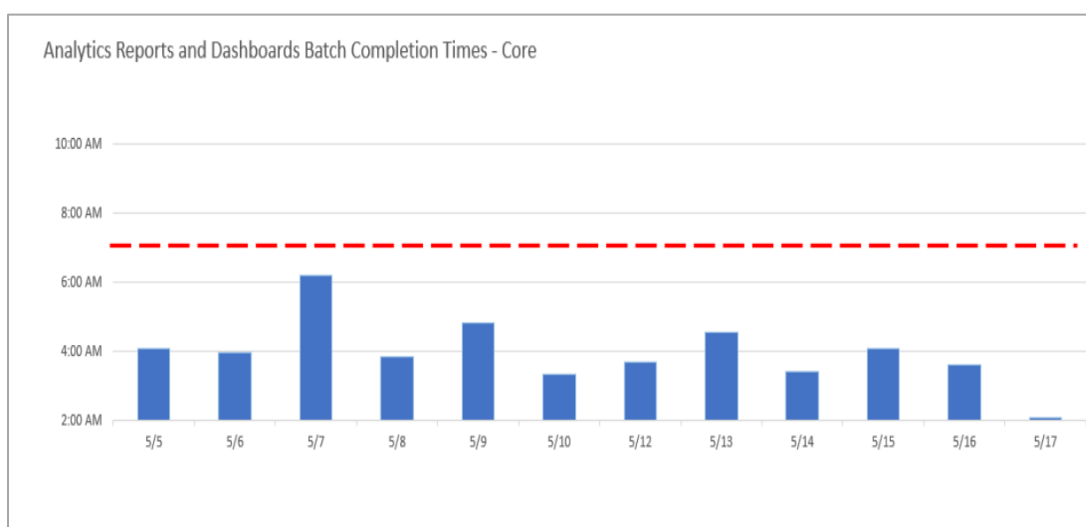


Figure 4.3.3-1: Analytics Reports and Dashboards – Monday – Saturday Nightly Batch Runs for the Status Reporting Period

Table 4.3.3.3-1: 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)

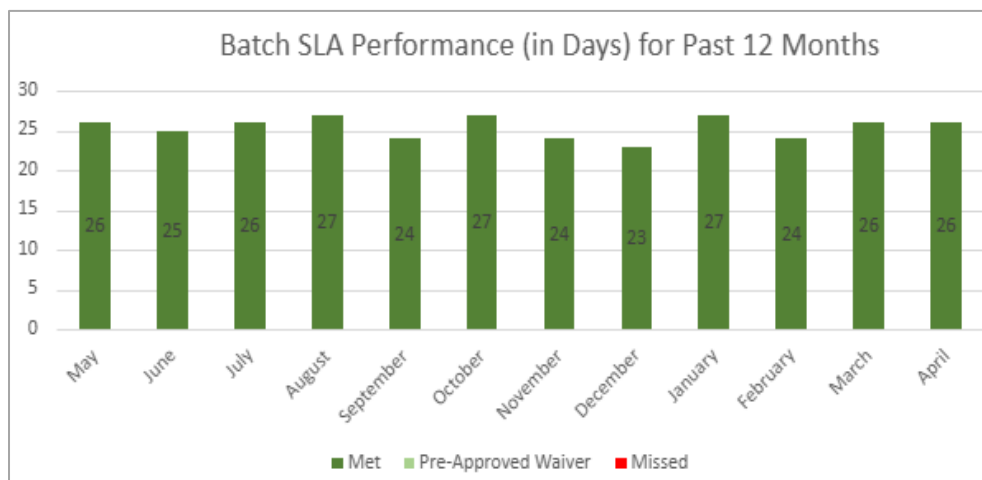


Figure 4.3.4-1: Batch Service Level Agreement (SLA) Performance

- Imaging
 - None for the reporting period
- Contact Center
 - None for the reporting period
- ForgeRock
 - ForgeRock team will be performing a Reverse Job Shadow Production Build with the Gainwell team on May 30, 2025 in the primary region and June 1, 2025 in 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

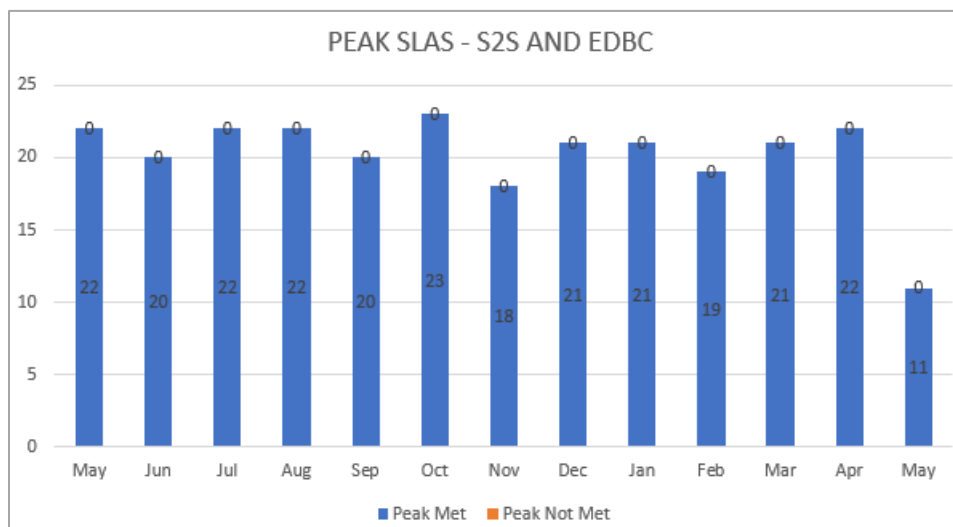


Figure 4.3.4-2: Peak Service Level Agreement (SLA) – Screen to Screen (S2S) and Eligibility Determination Benefit Calculation (EDBC)

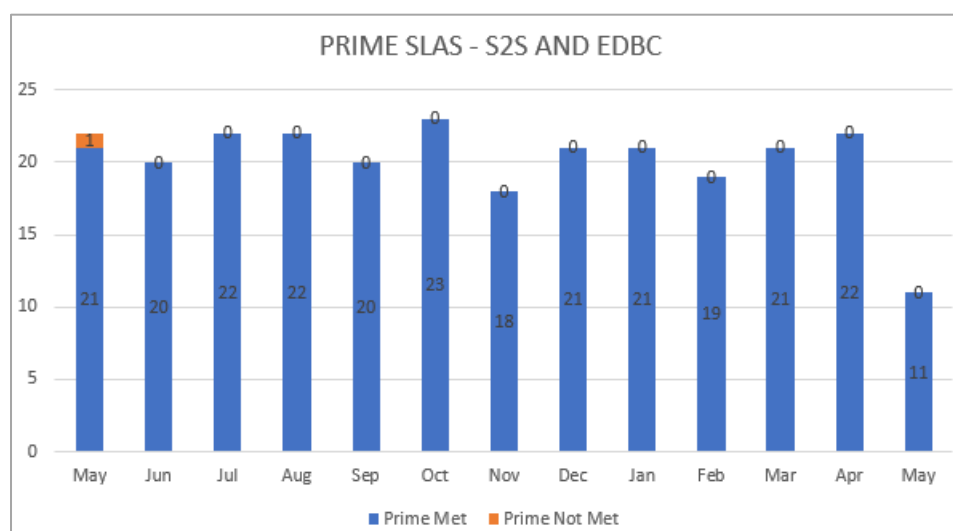


Figure 4.3.1-3: Prime Service Level Agreement (SLA) – Screen to Screen (S2S) and Eligibility Determination Benefit Calculation (EDBC)

4.4 ForgeRock

4.4.1 Highlights

- Deployments
 - Successfully performed the Production and Production Disaster Recovery Builds on two dates in May as part of Job Shadow (JS) with Gainwell
 - ✦ Performed Hypercare with Gainwell team after this to monitor the stability of Production post-deployment

- Successfully performed Development Disaster Recovery Reverse Job Shadow (RJS) with Gainwell team in May as an Access Management (AM) Reconfiguration
- Plan of Action and Milestones (POAMs)
 - 13 ForgeRock POAMs have been closed this week with four open POAMs remaining for closure
- Transition
 - The ForgeRock team and Gainwell have two RJS sessions focusing on the following topics below:
 - ✦ Development Disaster Recovery
 - ✦ ServiceNow Tickets
 - Received written confirmation from Gainwell team to take full ownership of the following items:
 - ✦ Amazon Machine Image (AMI) Testing in Sandbox - Covered in RJS on April 30, 2025 at 10:00 a.m.
 - ✦ Catalog Task (SCTASK) - Covered in RJS on May 2, 2025 at 9:30 a.m.
 - ✦ Change Requests for Non-Production and Production Builds - Covered in JS/Knowledge Transfer (KT) on April 1, 2025 at 1:00 p.m.
 - ✦ Monthly BenefitsCal Report - Covered in RJS on May 8, 2025 at 1:00 p.m.
 - ✦ Request Tickets - Covered in RJS April 30, 2025 at 2:00 p.m.

Table 4.4.1-1: ForgeRock Milestones

MILESTONES	PRODUCTION DEPLOYMENT DATE	STATUS
Multi-Factor Authentication (MFA) delivery choice at Login Journey - Implementation	On Hold – Gainwell Transition Item	Completed Transition to Gainwell
Change ForgeRock AuthID Storage from Server-Side to Client-Side	On Hold – Gainwell Transition Item	In Progress – Will be handing over this work to Gainwell

4.5 Application Support

4.5.1 Highlights from the Reporting Period

Table 4.5.1-1: 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 User support
- 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
 - Continued supporting code merges and environment configurations
 - Continued 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 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
 - CI/CD pipeline support for Operational Decision Manager (ODM) Service
 - Created new build and deployment pipeline for Distributed Ledger Technology (DLT) sandbox environment
 - Implementation Advance Planning Document Update (IAPDU) Projects:

- ✦ Successfully completed ISA-20 – Production Account Migration to Terraform Cloud (TFC) managed account. Decommissioning of old production environment is scheduled for May 21, 2025 – May 24, 2025
- ✦ CI/CD Pipeline support for continuing Lobby Management Modernization

4.5.5 Application Security Support

- 25.07 release Application Security Testing – In Progress
- Security Management Plan - M&E is undergoing internal review
- Bucket Two Plan of Action and Milestones (POAM) remediation scheduled to complete by the end of May 2025

4.6 Priority Release Summary

- Table 4.6.1 outlines the scope of future defect fixes targeted for future priority releases

Table 4.6.1: CalSAWS Upcoming Releases

RELEASE	SUMMARY
25.05.19	<ul style="list-style-type: none"> ■ Training: Create a WBT (Web Based Training) for the SCATL Replacement Solution (WRS) CA-267445
25.05.22	<ul style="list-style-type: none"> ■ Fresno GenAI Call Summary Assist - 25.5.22 (Spanish Release 3 and English Release 10) ■ Provide One-Time List to CalHEERS Project of Active CalSAWS Cases Linked to Targeted CalHEERS Cases Stuck in Awaiting Review ■ Solano GA - Annual In-Kind Income and Property Limit Increases ■ Support SCR to provide responses to Consortia queries ■ Update the DHCS CMS PI Report ■ Wave 4 - RPA Bots for BenefitsCal EBT Card/BIC Requests
25.05.23	<ul style="list-style-type: none"> ■ Categorize the Eligibility Determination Request (EDR) DB tables from CDSS Eligibility Determination Request (EDR) pool like staging temp etc. ■ Grant Eligibility Determination Request (EDR) access to new additional DB tables to CDSS ■ Orange Virtual Queues for Call Transfers ■ Update Cash Aid Time Limit functionality to Read Only before WDTIP conversion
25.05.25	<ul style="list-style-type: none"> ■ Migrate Welfare Data Tracking Implementation Project (WDTIP) Data and online screens to CalSAWS ■ Welfare Data Tracking Implementation Project (WDTIP) OCM Support
25.05.29	<ul style="list-style-type: none"> ■ Analytics Architecture Update - Run Reports by county [State Reports]

RELEASE	SUMMARY
	<ul style="list-style-type: none"> Automatically Opt Out the applicants from texting if the person is not active on any program CA 237 CW Update SAR 7 Discontinuance Logic and Multiple Applications Dispositioned Scenarios LA-01-2024 - Customer First CCB Solution RPA Bots for BenefitsCal EBT Card/BIC Requests Update e-Message Functionality Update the DHCS CMS Unwinding Eligibility and Enrollment Data Report Virtual Assistant Expansion - Release 25.05.29 (Release 29)
25.05.30	<ul style="list-style-type: none"> Documentation: Create New CFP for Family Reunification CA-233160 Split out hours/locations for Humboldt County Training: Create New CFP for Family Reunification CA-233160 Training: Update Employment Services-WTW WBTs (Web Based Training) for 24.11 AppDev Changes Training: Update Quiz slides for all WBTs (Web Based Training)
25.06.01	<ul style="list-style-type: none"> Build and implement Operational Decision Manager (ODM) as a Service - Phase 1 Kern County- Warrant Print File Processing change from same day to next day
25.05	<ul style="list-style-type: none"> Total System Change Requests (SCRs): 67 approved Release Webcast date: May 14, 2025
25.07	<ul style="list-style-type: none"> Total System Change Requests (SCRs): 63 approved Release Webcast date: July 16, 2025
25.09	<ul style="list-style-type: none"> Total System Change Requests (SCRs): 14 approved Release Webcast date: September 17, 2025

4.7 Application Development Status

- Continued Design on:
 - CA-290014 - TLM-39: Provide Support for the Lobby Modernization Effort
 - CA-209344 - Apply SSP Only OPA for Specific Programs
 - CA-218977 - Update Process for WTW/REP/Cal-Learn Recovery Accounts
 - CA-240701 - ACL 25-32 Eliminate CalFresh, CFAP WTW Comparable Disqualification Policy and Generate CF 377.10 for Failure to meet the CalFresh Work Rules
 - CA-250777 - Update CF 377.1 NOAs in Threshold Languages
 - CA-253173 - LA GR - Update Overpayment Benefit Reduction
 - CA-263535 - Add additional forms to CalSAWS CW - CF - CW/CF and ESAP RE Packets
 - CA-264783 - SB 600 - ACL 25-01 - CalFresh Minimum Benefit Adequacy Act of 2023
 - CA-280295 - Update TEMP 2313 and TEMP 2035 Recoveries of Aid Status Reason

- 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-283604 - LA GR - Update GROW to START Correspondence
 - CA-285005 - WDTIP OCM Support
 - CA-285847 - Sacramento GR - Disable Real/Personal Property Calculation/Test, Increase RE period to 24 months
 - CA-286076 - ACWDL 25-06 Update Medi-Cal Members Address
 - CA-286738 - Add Threshold Languages for CF 889 Notice
 - CA-288712 - Enhancements to Statewide Cash Aid Time Limits application
 - CA-289517 - ACL 25-XX - Cost of Living Adjustment (COLA) Increase to the Minimum Basic Standards of Adequate Care (MBSAC) and Income In Kind (IIK) for 2025-2026
 - CA-289827 - Modify Duplicate Time on Aid Review Page in SCATL(Statewide Cash Aid Time Limit) application
 - CA-290474 - Batch EDBC for 2026 CalFresh SSI COLA
 - CA-290703 - ACIN I-XX-25 2026 CAPI COLA
 - CA-290704 - ACIN I-XX-25 2026 CAPI COLA - Batch EDBC
- Continued Build on:
 - Priority releases and Release 25.07 approved System Change Requests (SCRs)

4.8 Release Management

4.8.1 Release Test Summary

- Completed test execution for 25.05 System Change Requests (SCRs)
- Begin test preparation for 25.07 System Change Requests (SCRs); test execution to begin on May 26, 2025

Table 4.8.1-1: CalSAWS System Change Request (SCR) Test Status – 25.05

Pass Rate Target as of May 14, 2025	100%
Pass Rate Actual as of May 14, 2025	100%
System Test completion date: May 14, 2025	

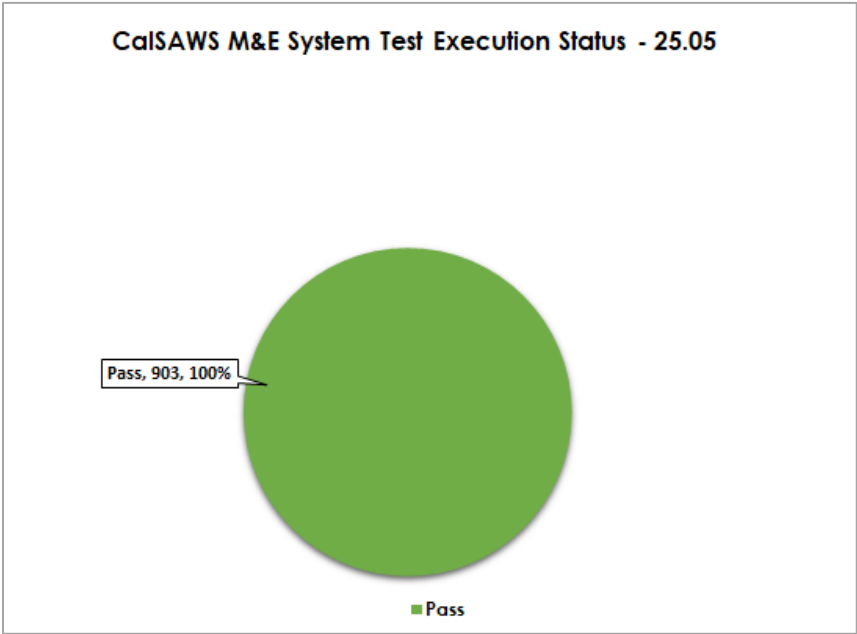
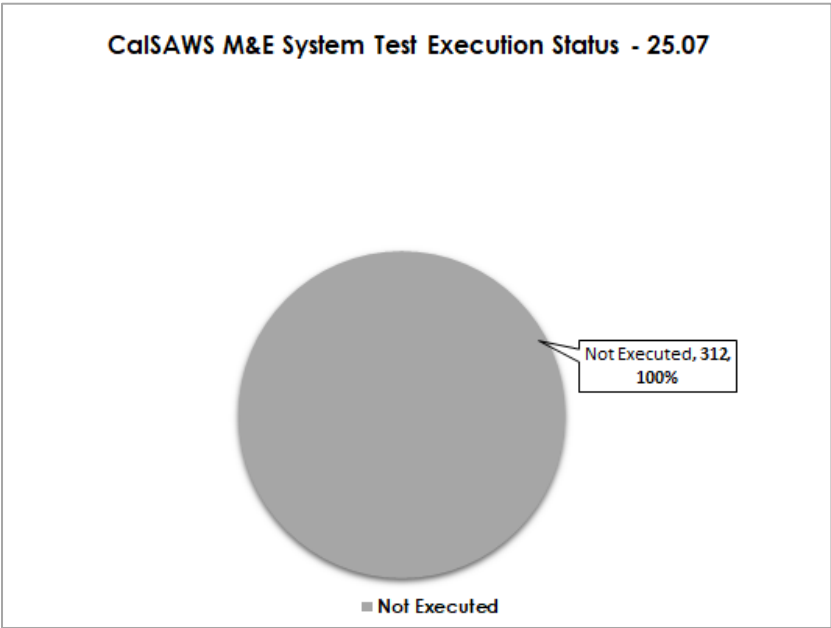


Figure 4.8.1-1: CalSAWS M&E System Test Execution Status

Table 4.8.1-2: CalSAWS System Change Request (SCR) Test Status – 25.07

Pass Rate Target as of May 16, 2025	0%
Pass Rate Actual as of May 16, 2025	0%
System Test completion date: July 16, 2025	



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 1,709 end-to-end Automated Regression Test (ART) scripts.

* The April 2025 production transaction data retrieved for coverage comparison was incomplete, resulting in inaccurate ART coverage metrics. The table above does not include the April month data for this reason

- 1,298 targeting the core CalSAWS application
- 173 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-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 and Fiscal Reports meeting on May 8, 2025
- Conducted Design Job Shadow/Reverse Job Shadow weekly meeting for System Change Request (SCR) CA-246797 - Update Direct Deposit Status Report to Extract Program Level instead of RDB with Deloitte on May 14, 2025
- Held CalSAWS Maintenance and Enhancements (M&E) SCR Knowledge Transfer (KT) Session - Analytics and Reports (Part Two) with Deloitte on May 15, 2025

Table 4.9.1: Total Open Incidents by Reporting Period

REPORTING PERIOD END DATE	NUMBER OF OPEN TICKETS
April 18, 2025	9
May 2, 2025	8
May 16, 2025	7

Note: Total open incidents as of the current reporting period

Table 4.9.2: Open Defects by Status and Functional Area

OPEN DEFECTS STATUS	STATE REPORTS	FISCAL REPORTS	MANAGEMENT REPORTS	BUSINESS INTELLIGENCE	TOTAL
New	1	1	1	1	4
Reopened	0	0	0	0	0
Assigned	1	2	1	1	5
In Development	5	2	0	0	7
Development complete	0	0	0	0	0
In Assembly Test	1	0	0	0	1
System Test	0	0	1	0	1
Test Complete	4	4	4	0	12
Grand Total	12	9	7	2	30

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	4	0	0	5
3-Normal/Low	11	5	7	2	25
4-Cosmetic	0	0	0	0	0
Grand Total	12	9	7	2	30

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	25.05	25.07	25.09
CA 237 CW	2	1	1	0	0

STATE/CLAIMING REPORTS	TOTAL	DEFECTS	SCRs - TARGETED RELEASE		
		As PRIORITIZED	25.05	25.07	25.09
CA 237 FC	1	1	0	0	0
CA 237 HA	1	1	0	0	0
CA 253	2	1	1	0	0
CA 1037	1	1	0	0	0
CF 256	1	1	0	0	0
CF 296	2	1	0	1	0
CF 358F	1	0	0	1	0
CF 358S	1	0	0	1	0
CMSP 237	1	1	0	0	0
DHCS CMS PI	1	0	1	0	0
DHCS CMS Unwinding E&E	1	0	1	0	0
DHCS RMR	1	1	0	0	0
FNS 209	1	1	0	0	0
GR 237	1	1	0	0	0
Integrated Claiming	3	3	0	0	0
RS 50	1	1	0	0	0
Temp 2035	2	0	1	0	1
Temp 2313	3	1	1	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 Upcoming Performance Tests

- Planned upcoming Performance tests for Core Online

Table 4.10.10.1: Core Online Upcoming Performance Cycle

PERFORMANCE CYCLE	START DATE	END DATE	STATUS
CalSAWS 25.05 Release Performance Testing	Apr 17, 2025	May 15, 2025	Complete
CalSAWS 25.07 Release Performance Testing	June 25, 2025	July 16, 2025	Planned

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

- Completed Tasks:
 - Updated and tested "Placement API" to combine all Application Programming Interfaces' (APIs') e-data to display on placement pages
 - Updated and tested "Individual Demographics API" Inbound details page mapping
 - Added flags to disable FCED functionality in production
 - Tested failures caused by deprecated PostgreSQL manager
 - Worked with Technical Architecture team to update payloads that are not being logged in API Cloudwatch in node-common-module logger
- In Progress Tasks:
 - Update "KIN-GAP API" online design and page mappings
 - Update "Eligibility Results API" Batch to add fields missing on the "EDBC Result Outbound Transaction Detail" page
 - Update "placement API" placement type values
 - Update "placement API" outbound payload
 - Update List of Values (LOV) between CalSAWS and California Automated Response and Engagement System (CARES) for all APIs
 - Discuss the design of "Adoption Assistance API" with the CARES team
 - Continued to work on the Quality Assurance (QA) and System Test defects
 - Add Infant ID in "Determination API"
 - Finalize "CalSAWS Tasks" design updates
- Upcoming Tasks:
 - Update "Individual Demographics API" Inbound Ethnicity mapping
 - Update "Caselink API" Name format for maximum amount of characters
 - Update "Incidental Payment API" rate type to use short name field value
 - Add case unlink to "Case Link API"
- Interface Partner Integration
 - Continue coordination with CARES team for schedule and interface element alignment

Table 4.11.11.1: 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:

- Implemented accessibility updates needed for Statewide Cash Aid Time Limits (SCATL) application
- Completed Mock Cutover 3 in Batch Performance environment
- Prepared post go-live list with pre- and post-clock counts
- Implemented front-end changes for Application for Monitoring Performance (AMP)
- Implemented CSRF changes for SCATL application
- Regression tested Time Limit Notices of Action (NOA)
- Performed Online Performance Testing
- Completed County Validations for SCATL application - Phase Two
- Completed setting up Time Limit API endpoint access for Employment Development Department (EDD) in production
- Implemented Audit Integration for SCATL application
- Provide Oracle SQL Developer access to SCATL ad hoc data to Office of Technology and Solutions Integration (OTSI) Users
- Supported Partner Integration Testing of Application Programming Interface (API) with EDD
- Shared cutover and production deployment checklist with the stakeholders
- In Progress Tasks:
 - Setup CalSAWS login User accounts for OTSI staff in production application
 - Update Training Material
 - Update Web-Based Trainings (WBTs)
- Upcoming Tasks:
 - Prepare for production deployment on May 25, 2025
 - Deploy System Change Request (SCR) CA-286652 to production on May 23, 2025 to make Time on Aid functionality in CalSAWS read-only
 - Begin production cutover for SCR CA-267445 – Data Conversion and Migration
 - Deploy SCR CA-267445 to production on May 25, 2025
 - Perform post-cutover click through validations

4.13 Additional Projects

4.13.1 California Department of Social Services (CDSS) Report Support

- California Department of Social Services (CDSS) Glossary:
 - AAP – Adoption Assistance Program
 - AB – Assembly Bill
 - 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
- WPRD – Work Participation Rate Determination
- Completed Work:
 - CIDR 9080 – Summer EBT Query Run
 - CIDR 9081 – CalFresh and CalWORKs Population Information Queries
 - CIDR 9082 – AB 1049 – California Food Assistance Program: Sponsor Deeming Data
- Continued Work:
 - CIDR 9060 – CDSS SAWS+ Implementation
 - CIDR 9078 – SAWS+ Extract Phase II
 - CA-287960 – Title IV-E Review - Foster Care Federal Audit
 - CIDR 9083 – Data Request Notification from Family Engagement and Empowerment Division
 - CIDR 9084 – CalWORKs New Approvals List for the Local Child Support Agencies
- Began Work:
 - CIDR 9085 - CalSAWS Work Participation Rate Determination (WPRD) Tables

4.13.2 Department of Health Care Services (DHCS) Report Support

- Department of Health Care Services (DHCS) Glossary:
 - CCR – Continuing Care Reform
 - CCU – Continuing Care Unwinding
 - MC – Medi-Cal
 - MEDS – Medi-Cal Eligibility Data System
 - PHE – Public Health Emergency
 - RE – Redetermination
 - SIRFRA – SAWS Information Request for Research and Analysis
- Completed Work:
 - SIRFRA 1411 – Individuals with RE due date set to 3/2025 Amended V1 (Weekly Frequency) – May 2, 2025
 - SIRFRA 1387 – Total No. of Apps Pending and Total No. of REs Pending (Weekly Frequency) – May 2, 2025
 - SIRFRA 1380 – MEDS Alert Monitoring March 2025
 - SIRFRA 1386 – Renewal and Demographics Data Request March 2025
 - SIRFRA 1387 – Total No. of Apps Pending and Total No. of REs Pending March 2025 (Monthly)
 - SIRFRA 1388 – Monthly Failure to Complete Data March 2025
 - SIRFRA 1411 – Individuals with RE due date set to March 2025 Amended V1 (Monthly)
 - SIRFRA 1385 – End of CCR Renewal Data July 2025
 - DHCS Winding Renewal Update for Outstanding MC Renewals (May 2025 Update)
- Continued Work:
 - SIRFRA 1380 – MEDS Alert Monitoring April 2025

- SIRFRA 1386 – Renewal and Demographics Data Request April 2025
 - SIRFRA 1387 – Total No. of Apps Pending and Total No. of REs Pending April 2025 (Monthly)
 - SIRFRA 1388 – Monthly Failure to Complete Data April 2025
 - SIRFRA 1411 – Individuals with RE due date set to April 2025 Amended V1 (Monthly)
 - SIRFRA 1385 – End of CCR Renewal Data August 2025
 - DHCS HCBS SI Case File May 2025
 - DHCS Winding Renewal Update for Outstanding MC Renewals (June 2025 Update)
- Began Work:
- SIRFRA 1411 – Individuals with RE due date set to 3/2025 Amended V1 (Weekly Frequency) – May 16, 2025
 - SIRFRA 1387 – Total No. of Apps Pending and Total No. of REs Pending (Weekly Frequency) – May 16, 2025
 - SIRFRA 1380 – MEDS Alert Monitoring May 2025
 - SIRFRA 1386 – Renewal and Demographics Data Request May 2025
 - SIRFRA 1387 – Total No. of Apps Pending and Total No. of REs Pending May 2025 (Monthly)
 - SIRFRA 1388 – Monthly Failure to Complete Data May 2025
 - SIRFRA 1411 – Individuals with RE due date set to May 2025 Amended V1 (Monthly)
 - SIRFRA 1385 – End of CCR Renewal Data September 2025
 - DHCS HCBS SI Case File June 2025
 - DHCS Winding Renewal Update for Outstanding MC Renewals (July 2025 Update)

4.13.3 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 25.09
Work Registration CalFresh Disqualification Notice Update	On Time	Development	<ul style="list-style-type: none"> ▪ CA-240701 – Planned for 25.09 ▪ 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.x1 ▪ 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

PREMISE NAME	STATUS	PHASE	PROGRESS/UPDATES
MULTIPLE SFY			
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
Resume Pre-Pandemic Medi-Cal Operations	On Time	In Production System Test Development	<ul style="list-style-type: none"> CA-268774 is in production CA-270511 content revision planned for 25.05 priority release 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
CalFresh Restaurant Meals Program Notice Eligibility Clarification	On Time	Test Complete	<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"> Received Joint Powers Authority (JPA) Board Approval for Change Notice 40 Infrastructure and Maintenance and Enhancements (M&E) Transition Out Activities Completed Job Shadow (JS) for Contact Center; Commenced Reverse Job Shadow (RJS) for Contact Center

STATUS REPORT SECTION	STATUS AGENDA TOPIC
	<ul style="list-style-type: none"> Continued Knowledge Transfer (KT) sessions for the following Infrastructure workstream: Robotic Process Automation (RPA). Continued JS and RJS sessions for Infrastructure workstreams: ForgeRock, Contact Center and Imaging Continued KT sessions for M&E workstreams

5.2 Infrastructure Transition

- Completed Work/Accomplishments:
 - Knowledge Transfer (KT):
 - Completed 1 KT session for the Welfare Data Tracking Implementation Project (WDTIP) on May 13, 2025
 - Completed 7 Robotic Processing Automation (RPA) KT sessions as of May 16, 2025
 - Job Shadow (JS):
 - Completed 7 GenAI JS sessions as of April 30, 2025
 - Completed 46 of 46 Contact Center JS sessions as of May 16, 2025
 - Completed 20 ForgeRock JS sessions as of May 16, 2025, which included JS sessions for:
 - Build for Production Release 25.05.09
 - Build for Production Disaster Recovery (DR) Release 25.05.11
 - Post-release Hypercare 25.05.09/25.05.11
 - Reverse Job Shadow (RJS):
 - Completed 25 ForgeRock RJS sessions as of May 16, 2025
 - Completed 2 Contact Center turnover sessions for Shasta County training enablement and N-1 on May 15, 2025
- Other Transition Items:
 - Imaging team visited the Santa Clara County site for onsite JS/RJS sessions
 - Continued to track and follow up on After Business Hours support for 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 23, 2025
- In Progress/Upcoming Work:
 - Attend onsite Imaging team RJS session at Tuolumne County site on May 28, 2025
 - Continue Job Shadow sessions for GenAI
 - Continue Reverse Job Shadow sessions for Contact Center
 - Complete KT sessions for RPA by May 2025, and commence JS/RJS sessions in June 2025
 - Complete JS/RJS for ISA-20 in May 2025
 - Complete RJS for Imaging release process by May 18, 2025. Cutover on target to complete by May 30, 2025
 - Complete RJS sessions for ForgeRock including handover of TLM-39 in May 2025. ForgeRock cutover is planned for June 3, 2025

5.3 Maintenance and Enhancements (M&E) Transition

- Knowledge Transfer (KT):
 - Completed 5 KT sessions for the week of May 5, 2025, across different workstreams, which included KT sessions for:
 - ✦ Logging Framework
 - ✦ Technical Session – Correspondence (Part Two)
 - ✦ Test Tools and Process Walkthrough (Part Three)
 - ✦ In-flight Lobby Application Modernization
 - ✦ In-flight Operational Decision Manager (ODM) as a service
 - Completed 3 KT sessions for the week of May 12, 2025, across different workstreams, which included KT sessions for:
 - ✦ Analytics and Reports (Part Two)
 - ✦ Automation Framework (Part One)
 - ✦ General Assistance/General Relief
 - Continued to coordinate and collaborate scheduling changes when needed
 - Deloitte cancelled 12 KT sessions in this reporting period
- Job Shadow (JS) and Reverse Job Shadow (RJS):
 - Completed 2 JS sessions for the week of May 5, 2025, which included JS sessions for:
 - ✦ 25.09 identified JS System Change Request (SCR)
 - ✦ Training Production Refresh
 - Completed 8 JS sessions during the week of May 12, 2025:
 - ✦ 7 weekly touchpoints for the 25.09 identified JS System Change Requests (SCRs)
 - ✦ 1 touchpoint for CalSAWS Functional Presentation (CFP)
 - Deloitte cancelled 4 JS sessions in this reporting period
- Sandbox (AT7) Environment Readiness
 - Met with Deloitte and Gainwell to discuss scaling of AT7 like AT1 25.09 baseline environment to support JS and RJS efforts
 - ✦ Created SCR CA-290959 - AT7 Environment Upgrade to support Deloitte M&E Transition 25.09 to scale AT7
- Other Transition Items:
 - Continued addressing action items from KT and JS sessions
 - Continued providing existing documentation details for the document request raised in Transition dashboard
 - Continued meeting with Deloitte Transition team weekly to collaborate on the status and coordination of Transition activities
- In Progress/Upcoming Work:
 - Continue to provide Back Shadow support for SAWS Cost Estimation Request for Research and Analysis (SCERFRA)/SAWS Internal Request for Research & Analysis (SIRFRA) cost estimations
 - Continue to provide KT with 18 sessions planned for the next two weeks
 - Continue to provide JS with 23 sessions planned for the next two weeks

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