# CalSAWS

California Statewide Automated Welfare System

**Bi-Weekly Status Report**

CalSAWS Maintenance & Operations (M&O)

Reporting Period: May 19, 2025 – June 1, 2025

**TABLE OF FIGURES**

# 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 126 active Production defects |
| Incidents | On Time | ▪ CALSAWS BROADCAST: Notice of Action (NA) Back 9 was not being displayed on the back side of the NA 960Y SAR. As of 7:14 p.m. on May 22, 2025, this issue is resolved with the deployment of Defect CA-291024. Users are able to see the NA Back 9 on the back side of the NA 960Y. A list of impacted cases has been uploaded on the WEB PORTAL - System Changes at the following location:  System Changes >> SCR and SIR Lists >> 2025 >> CA-291024 >> NA960Y NABack9 Impacted CaseList_05222025. PRB0051595<br>▪ CALSAWS BROADCAST: Starting at 11:32 a.m. on May 27, 2025, Users were experiencing a UEID error while linking an e-application to a case that has multiple applicants. Defect CA-291272 has been created to address this issue and is targeted for deployment to Production tomorrow, May 29, 2025. An update will be provided when the issue is resolved. PRB0051645 |

### 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 145 defects and 15 System Change Requests (SCRs), for a total of 160 items

Table 1.2.1: Priority Releases

| MINOR VERSION (RELEASE DATE) | ISSUE TYPE | | |
|---|---|---|---|
| TEAM RESPONSIBLE | DEFECT | SCR | GRAND TOTAL |
| 25.05.19 | 1 | 2 | 3 |

| Minor version (Release date) | Issue Type | | |
|---|---|---|---|
| Team Responsible | Defect | SCR | Grand Total |
| Client Correspondence | 1 | 0 | 1 |
| Contact Center | 0 | 1 | 1 |
| Training | 0 | 1 | 1 |
| **25.05.20** | **15** | **1** | **16** |
| Batch Operations | 1 | 0 | 1 |
| BenefitsCal | 1 | 0 | 1 |
| Client Correspondence | 3 | 0 | 3 |
| Contact Center | 1 | 1 | 2 |
| Eligibility | 2 | 0 | 2 |
| Fiscal | 2 | 0 | 2 |
| Medi-Cal/CalHEERS | 2 | 0 | 2 |
| Online | 3 | 0 | 3 |
| **25.05.21** | **1** | **0** | **1** |
| Batch Operations | 1 | 0 | 1 |
| **25.05.22** | **20** | **6** | **26** |
| Analytics | 1 | 0 | 1 |
| Batch/Interfaces | 1 | 0 | 1 |
| Client Correspondence | 1 | 2 | 3 |
| Eligibility | 0 | 1 | 1 |
| Fiscal | 5 | 0 | 5 |
| GenAI | 1 | 1 | 2 |
| Online | 1 | 0 | 1 |
| Reports | 8 | 1 | 9 |
| Technical Architecture | 2 | 0 | 2 |
| Voice Bots / Robotic Process Automation (RPA) | 0 | 1 | 1 |
| **25.05.23** | **0** | **3** | **3** |
| DBA | 0 | 2 | 2 |
| POD-WDTIP | 0 | 1 | 1 |
| **25.05.25** | **99** | **2** | **101** |
| Analytics | 1 | 0 | 1 |
| Online | 2 | 0 | 2 |
| POD-WDTIP | 92 | 2 | 94 |
| Technical Architecture | 1 | 0 | 1 |
| Technical Operations | 3 | 0 | 3 |

| Minor version (Release date) | Issue Type | | |
|---|---|---|---|
| **Team Responsible** | **Defect** | **SCR** | **Grand Total** |
| **25.05.26** | **1** | **0** | **1** |
| POD-WDTIP | 1 | 0 | 1 |
| **25.05.27** | **8** | **0** | **8** |
| Eligibility | 1 | 0 | 1 |
| Online | 4 | 0 | 4 |
| POD-WDTIP | 2 | 0 | 2 |
| Technical Architecture | 1 | 0 | 1 |
| **25.05.29** | **0** | **1** | **1** |
| Virtual Assistant | 0 | 1 | 1 |
| **Grand Total** | **145** | **15** | **160** |

# 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 |
|---|---|
| | ▪  None to note for 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 Consortium PMO 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 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 campaign issue | May 28, 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 June 1, 2025

Table 2.4.1: CITs

| CIT ID | Subject | Category | Distribution Date | Primary CalSAWS Contact | Backup CalSAWS Contact |
|---|---|---|---|---|---|
| 0063-25 | CalSAWS Quick Guide – Duplicate Persons | Informational | May 21, 2025 | Corey Morris | Elizabeth Palm |
| 0064-25 | CA-219304 - List of Cases for CalFresh Restaurant Meals Program | Informational | May 21, 2025 | Norma Meza | CalWORKs CalFresh Facilitator Committee |
| 0068-25 | Job Aid for Medi-Cal Requested Alternate Format Process | Informational | May 29, 2025 | Nina Butler | Laura Alba |
| 0069-25 | CA-266656 Online Help: Update JA - Duplicate Persons | Informational | May 30, 2025 | Dymas Pena | Ignacio Lazaro |

- The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending on June 1, 2025

Table 2.4.2: CRFIs

| CRFI ID | Subject | Distribution Date | Status | Response Due Date | CalSAWS Contact |
|---|---|---|---|---|---|
| ▪ None to note for the reporting period | | | | | |

- The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending June 1, 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 | | | | | | | |

| CRFI ID | SUBJECT | REGION 1 | REGION 2 | REGION 3 | REGION 4 | REGION 5 | REGION 6 |
|---|---|---|---|---|---|---|---|
| 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

- Supported Gainwell with Reverse Job Shadow (RJS) in completing the following System Change Requests (SCRs):
  - CA-268153 - Imaging to allow users to remove entire batch in QA
  - CA-290663 - External Agency - Update the list of Capture Modes so they are in alphabetical order
- Supported Gainwell with Reverse Job Shadow (RJS) in completing the following defects:
  - CA-284029 - External Agency - FCC and DocFilters upgrade
  - CA-290884 - Document Failure due to 500 Internal Server Error
  - CA-291336 - External Agency - Bundle ID field is not showing on QA&Indexing screen

## 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

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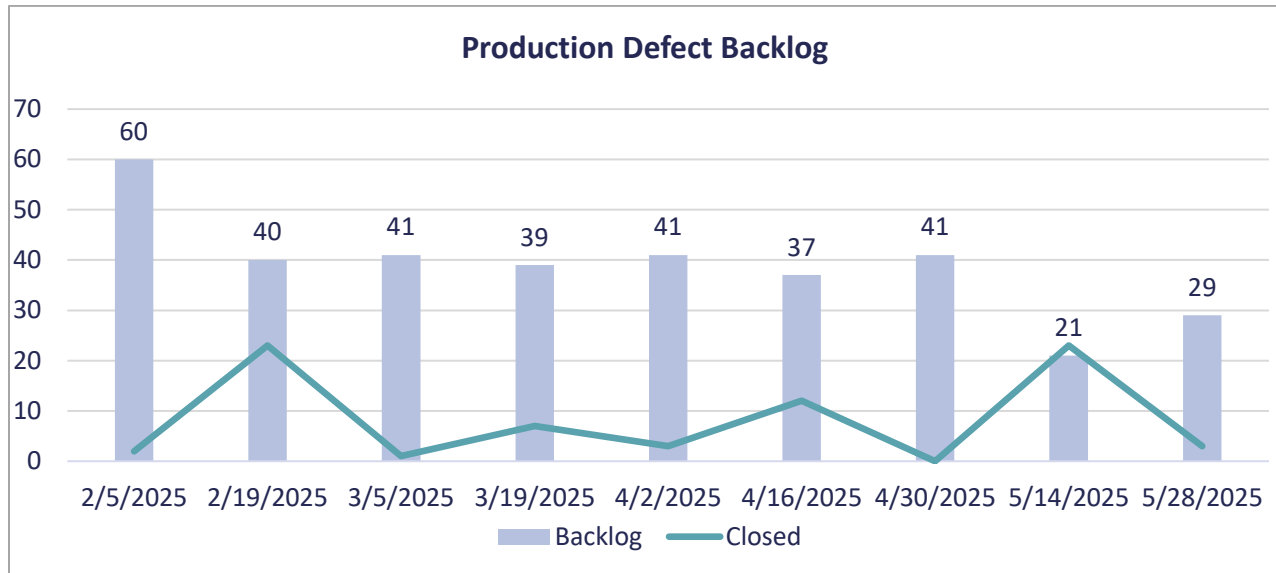
Figure 3.3.1: Contact Center Defect Burndown (inclusive of external agency defects)

- 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-290263 | Wave 4 - RPA Bots for BenefitsCal EBT Card/BIC Requests | 25.05.22 | In Production |
| SCR | CA-281835 | Orange Virtual Queues for Call Transfers | 25.05.20 | In Production |
| SCR | CA-288692 | Split out hours/locations for Humboldt County | 25.05.19 | 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 | 25.06.xx | System Test |

## 3.4  Additional Projects

### 3.4.1  Lobby Management Modernization (TLM-39)

- Deployed code to System Test the week of May 26, 2025. System Test started testing
- System Change Request (SCR) targeted for 25.07 release
- Commenced content Revision 2. Will be requesting Expedited Build, estimated to be ready for System Change Review Board (SCRB)/Change Control Board (CCB) by early June 2025
- 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
- Completed decommissioning of old Production environments – from May 21, 2025 – May 24, 2025

### 3.4.3  ODM as a Service – Phase I

- System Change Request (SCR) CA-257051 is planned to go live with 25.06.01 priority release. SCR status updated to "Test Complete"
- The Consortium has reviewed and approved the testing results
- All the issues encountered with the third run of Eligibility Determination Benefit Calculation (EDBC) Schema have been addressed
- Performance consistent with 25.05 baseline release

## 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 | ▪ Began test execution for the 25.07 baseline release. Week one of eight is completed. Team is at 12% pass rate against a target of 13% |
| 4.9 Reports | ▪ 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 21, 2025<br>▪ Held CalSAWS Management Reports Committee Meeting on May 27, 2025<br>▪ Held CalSAWS Maintenance and Enhancements (M&E) SCR Knowledge Transfer (KT) Technical Session - Analytics and Reports (Part Two) with Deloitte on May 28, 2025 |
| 4.11 FCED/CARES | ▪ Escalated the proposed conversion approach to the management team in the PM Sync meeting<br>▪ Coordinated plan for code deployment with the CalSAWS Deloitte team<br>▪ Identified a Deloitte resource to start attending CARES meetings in observer only capacity |

## 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
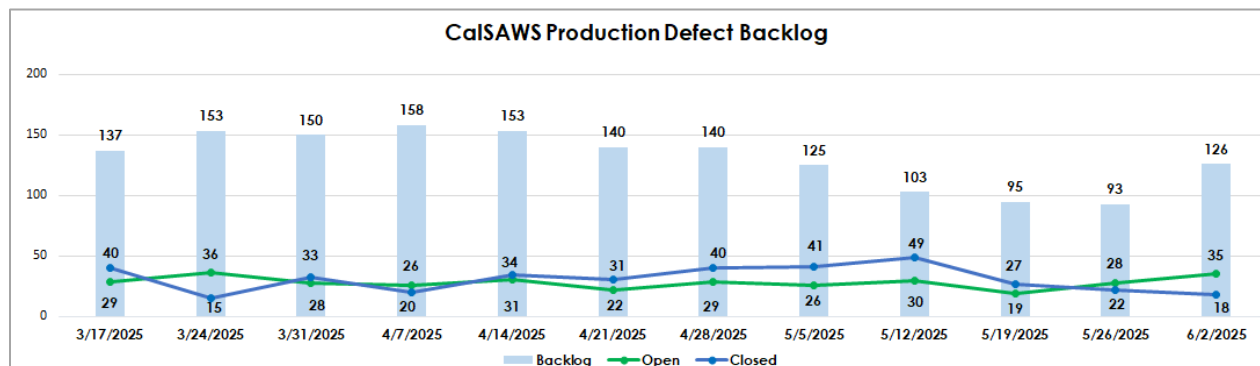


Figure 4.2.1: Production Defects Backlog Weekly Trend

### 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

| COUNT OF DEFECTS | RELEASE | | | | |
|---|---|---|---|---|---|
| SEVERITY | 25.05 | 25.06 | 25.07 | TBD | GRAND TOTAL |
| **2-Normal/Medium** | **18** | **0** | **7** | **2** | **27** |
| New | 0 | 0 | 0 | 1 | 1 |
| In Progress | 6 | 0 | 7 | 1 | 14 |
| Closed | 12 | 0 | 0 | 0 | 12 |
| **3-Normal/Low** | **109** | **4** | **75** | **10** | **198** |
| New | 2 | 0 | 8 | 7 | 17 |
| In Progress | 21 | 2 | 67 | 3 | 93 |
| Closed | 86 | 2 | 0 | 0 | 88 |
| **4-Cosmetic** | **3** | **0** | **1** | **0** | **4** |
| In Progress | 0 | 0 | 1 | 0 | 1 |
| Closed | 3 | 0 | 0 | 0 | 3 |
| **Grand Total** | **130** | **4** | **83** | **12** | **229** |

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

## 4.3 Production Operations

### 4.3.1 Release Communications

- CalSAWS Release June 2025 and July 2025 Communications:
  - See Table 4.3.1-1: CalSAWS Release June 2025 and July 2025 Communication Activities for details

Table 4.3.1-1: CalSAWS Release June 2025 and July 2025 Communication Activities

| TASK | DATE (S) | OWNER |
|---|---|---|
| Send draft Release Notes file to Consortium for review | June 9, 2025 | Production Operations |

| TASK | DATE (S) | OWNER |
|---|---|---|
| Send draft Release Notes file to select County Staff and Consortium for review | June 23, 2025 | Production Operations |
| Webcast on CalSAWS Release 25.07 | July 1, 2025 | Production Operations/ Consortium Policy and Design |
| Send draft Release Notes file to select County Staff and Consortium for final review | July 7, 2025 | Production Operations |
| 25.07 CalSAWS Application Development and Training Release Notes Broadcast | July 15, 2025 | Production Operations |
| CalSAWS Release 25.07 Greenlight Meeting | July 16, 2025 | Release Management/Quality Assurance |
| CalSAWS 25.07 Post-Release Checkpoint Call | July 21 - 23, 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 Welfare Data Tracking Implementation Project (WDTIP) Statewide Cash Aid Time Limit (SCATL)
- 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
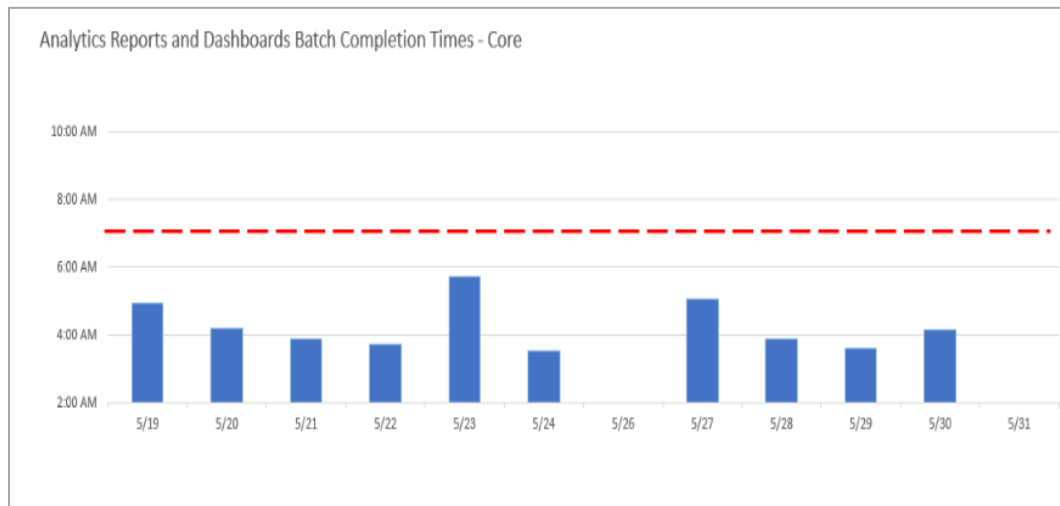
Figure 4.3.3-1:  Analytics Reports and Dashboards – Monday – Saturday Nightly Batch Runs for the Status Reporting Period

Table 4.3.3.3-1:  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)
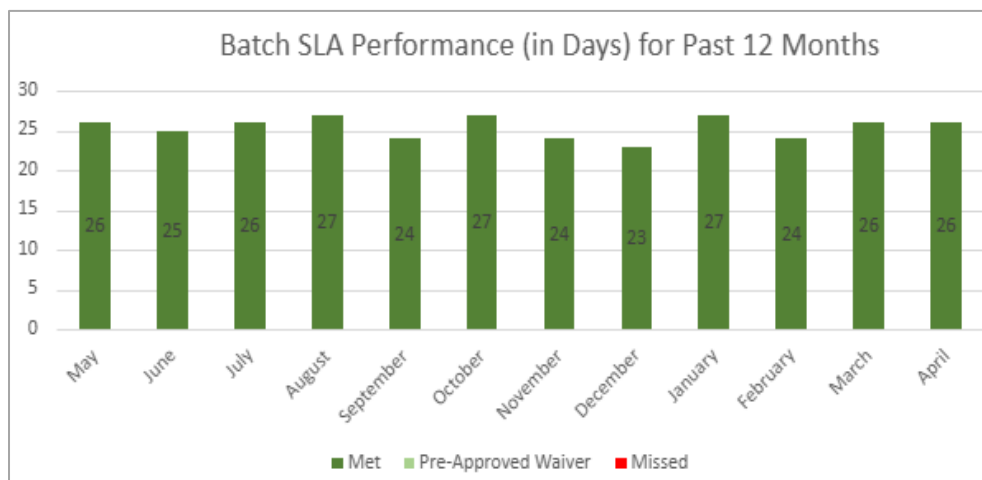
Figure 4.3.4-1: Batch Service Level Agreement (SLA) Performance

- Core Online
  - Online Service Level Agreement (SLA) Performance. Peak SLAs for screen to screen (S2S) and Eligibility Determination Benefit Calculation (EDBC) were not missed for the last 12 months
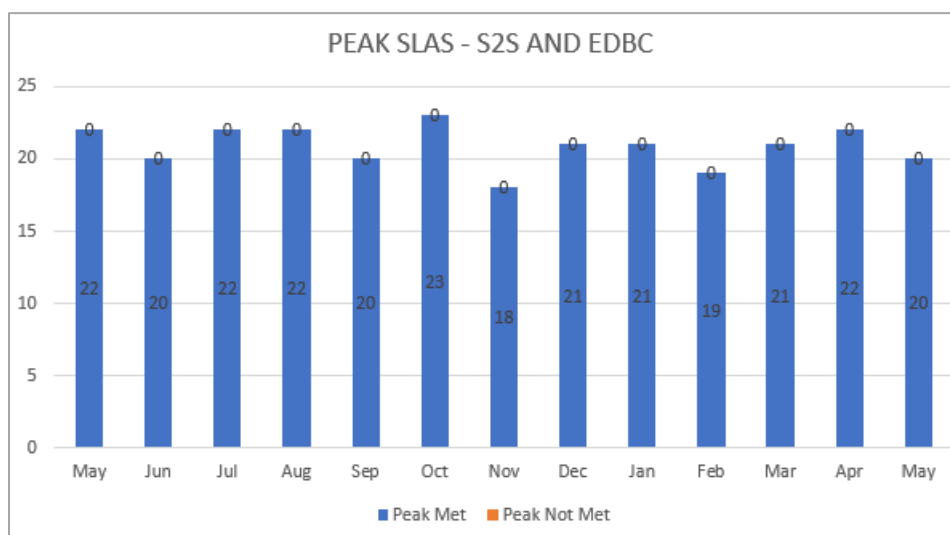


Figure 4.3.4-2: Peak Service Level Agreement (SLA) – Screen to Screen (S2S) and Eligibility Determination Benefit Calculation (EDBC)
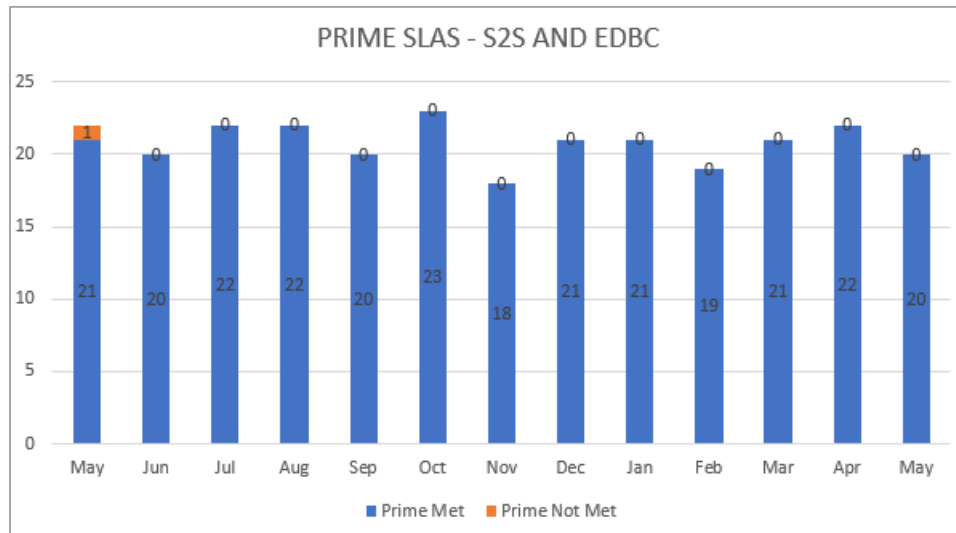
Figure 4.3.1-3: Prime Service Level Agreement (SLA) – Screen to Screen (S2S) and Eligibility Determination Benefit Calculation (EDBC)

## 4.4 ForgeRock

### 4.4.1 Highlights

- Deployments
  - Successfully performed Amazon Machine Image (AMI) Refresh in Assembly Test (AT), Staging, and development environment in Reverse Job Shadow (RJS) with Gainwell team on May 21, 2025 and May 22, 2025
  - Plan of Action and Milestones (POAMs)
    - One open POAM remaining for closure pending Consortium Security action
- Transition
  - Completed five RJS sessions with Gainwell team focusing on the following topics:
    - AT Primary and Disaster Recovery Regions
    - Development Primary and Disaster Recovery Regions
    - Staging Primary Region
  - Received written confirmation from Gainwell team to take full ownership of the following items:
    - 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 | Completed Transition 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 |
|---|---|
| | ▪ 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
  - 25.07 Baseline release support
  - Priority and Release When Ready (RWR) 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
  - Providing required DevOps support to AT7 – 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 occurred from 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 is on-going. Consortium has provided feedback on 10 outstanding POAMs and 20 POAMs are in review with the Consortium

## 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 |
| --- | --- |
| 25.06.05 | <ul><li>Placer- Opt out of Batch Job PB00M100 Remove Worker for WTW Sanctioned</li><li>Update Distribution Lists for Automated MEDS Count Email Batch Jobs</li></ul> |

| RELEASE | SUMMARY |
|---------|---------|
| 25.06.06 | • Documentation: Create New CalSAWS Functional Presentations (CFP) for Family Reunification CA-233160<br>• One time Batch EDBC run for all of the non TCVAP CW CF cases with R1/R2 aid code<br>• Training: Create New CalSAWS Functional Presentations (CFP) for Family Reunification CA-233160<br>• Training: Update Eligibility Medi-Cal Web Based Trainings (WBTs) for 24.09 App Dev Changes<br>• Training: Update Employment Services-WTW Web Based Trainings (WBTs) for 25.05 AppDev Changes<br>• Training: Update Medi-Cal Web Based Trainings (WBTs) for CA-255285 |
| 25.06.08 | • Analytics Architecture Update - Run Reports by county [Fiscal Reports] |
| 25.06.12 | • Hide the Add Person Capability from County Duplicate Impact Detail<br>• LA County -Update the Journal Voucher Warrant Writer jobs to not be Dependent on Claiming |
| 25.06.13 | • Training: Update Eligibility-Medi-Cal WBTs for 25.06 CalHEERS AppDev Changes |
| 25.07 | • Total System Change Requests (SCRs): 74 approved<br>• Release Webcast date: July 16, 2025 |
| 25.09 | • Total System Change Requests (SCRs): 25 approved<br>• Release Webcast date: September 17, 2025 |

## 4.7  Application Development Status

■ Continued design on:
- 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-263535 - Add additional forms to CalSAWS CW - CF - CW/CF and ESAP RE Packets
- 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-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-285847 - Sacramento GR - Disable Real/Personal Property Calculation/Test, Increase RE period to 24 months
  - 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
- 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 25.07 System Change Requests (SCRs)

Table 4.8.1.1:  CalSAWS System Change Request (SCR) Test Status – 25.07

| Pass Rate Target as of May 30, 2025 | 13% |
|---|---|
| Pass Rate Actual as of May 30, 2025 | 12% |
| System Test completion date: July 16, 2025 | |



CalSAWS M&E System Test Execution Status - 25.07

Fail, 16, 1%  
In Progress, 32, 3%  
Pass, 129, 12%  
Not Executed, 909, 84%

Fail ■ In Progress ■ Not Executed ■ Pass
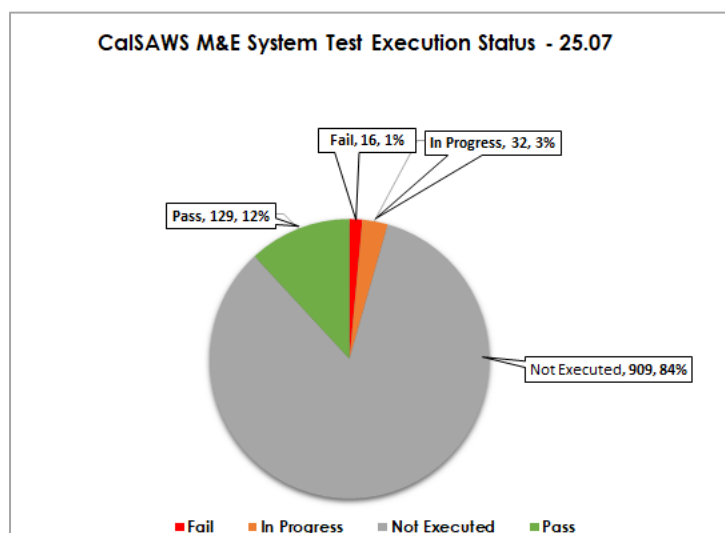
**Note:** Test script counts are subject to change as test scripts are added or removed throughout the execution phase. Includes testing execution for all CalSAWS test scripts in the Release

## 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 1,712 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

- 1,299 targeting the core CalSAWS application
- 175 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
  - CA-291010 - Automated Regression Testing for Release 25.07

## 4.9 Reports

- 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 21, 2025
- Held CalSAWS Management Reports Committee Meeting on May 27, 2025
- Held CalSAWS Maintenance and Enhancements (M&E) SCR Knowledge Transfer (KT) Technical Session - Analytics and Reports (Part Two) with Deloitte on May 28, 2025

Table 4.9.1: Total Open Incidents by Reporting Period

| REPORTING PERIOD END DATE | NUMBER OF OPEN TICKETS |
|---|---|
| May 2, 2025 | 8 |
| May 16, 2025 | 7 |
| May 30, 2025 | 6 |

**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 | 0 | 0 | 1 | 1 | **2** |
| Reopened | 0 | 0 | 0 | 0 | **0** |
| Assigned | 4 | 2 | 1 | 2 | **9** |
| In Development | 3 | 1 | 3 | 0 | **7** |
| Development complete | 0 | 0 | 0 | 0 | **0** |
| In Assembly Test | 0 | 0 | 0 | 0 | **0** |
| System Test | 2 | 2 | 1 | 0 | **5** |
| Test Complete | 0 | 0 | 0 | 0 | **0** |
| **Grand Total** | **9** | **5** | **6** | **3** | **23** |

**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 | 2 | 0 | 0 | **3** |
| 3-Normal/Low | 8 | 3 | 6 | 3 | **20** |
| 4-Cosmetic | 0 | 0 | 0 | 0 | **0** |
| **Grand Total** | **9** | **5** | **6** | **3** | **23** |

**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 As Prioritized | SCRs - Targeted Release 25.05 | 25.07 | 25.09 |
|---|---|---|---|---|---|
| CA 237 CW | 3 | 2 | 1 | 0 | 0 |
| CA 253 | 2 | 1 | 1 | 0 | 0 |
| CA 812 | 1 | 1 | 0 | 0 | 0 |
| CF 296 | 1 | 0 | 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 | 2 | 2 | 0 | 0 | 0 |
| Integrated Claiming | 1 | 1 | 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 25.07 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:

- Completed coordinated partner System Integration Testing (SIT) with CARES project related to the following Application Programming Interfaces (APIs):
  - Case Link
  - Case Worker
  - Individual Demographics
  - Income Asset
  - Incidental Payment
  - Eligibility Results
- In Progress Tasks:
  - Continue Assembly and SIT testing with CARES interface partner for the next phase of API testing:
    - Court Information
    - Home Removal
    - Extended Foster Care
    - Kin-Gap Summary
    - Issuance
    - Placement
- Upcoming Tasks:
  - Prepare for testing efforts with the CARES interface partner for downstream API changes
    - Case Transfer
    - Placement Authority
- 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:
  - Created CalSAWS login User accounts for Office of Technology and Solutions Integration (OTSI) and Employment Development Department (EDD) staff in production application
  - Completed the pre-deployment validations for Statewide Cash Aid Time Limit (SCATL) cutover
  - Deployed System Change Request (SCR) CA-286652 to production on May 23, 2025 to make Time on Aid functionality in CalSAWS read-only
  - Completed Production cutover and conversion activities

- Deployed SCR CA-267445 to Production on May 25, 2025 for SCATL application
- Performed post-cutover County Click-through Validations
- Performed Validations with OTSI and EDD
- Updated training material
- Updated Web-Based Trainings (WBTs)

- In Progress Tasks:
  - 25.05.25 post-release checkpoint calls with counties
  - Triage incidents received from ServiceNow related to SCATL
  - Plan releases for any defects identified
  - Implement the defects in Production

- Upcoming Tasks:
  - Implement functional enhancement SCRs for SCATL in 25.09 release

## 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 – Abled 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 9083 – Data Request Notification from Family Engagement and Empowerment Division
  - CIDR 9084 – CalWORKs New Approvals List for the Local Child Support Agencies

- Continued Work:
  - CIDR 9060 – CDSS SAWS+ Implementation
  - CIDR 9078 – SAWS+ Extract Phase II
  - CA-287960 – Title IV-E Review - Foster Care Federal Audit
  - CIDR 9085 – CalSAWS Work Participation Rate Determination (WPRD) Tables

- Began Work:

- CIDR 9086 – Summer EBT Query Run

## 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 4/2025 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 1411– Individuals with RE due date set to 4/2025 Amended V1 (Weekly Frequency) – May 23, 2025
  - SIRFRA 1387 – Total No. of Apps Pending and Total No. of REs Pending (Weekly Frequency) – May 23, 2025
  - 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 4/2025 Amended V1 (Monthly)
  - SIRFRA 1385 - End of CCR Renewal Data July 2025
  - DHCS HCBS SI Case File May 2025
  - DHCS Winding Renewal Update for Outstanding MC Renewals (April 2025 Update)
  - SIRFRA 1435 – CIN Level Data on Retroactive Applications
- Continued Work:
  - None to note for the reporting period
- Began Work:
  - SIRFRA 1411- Individuals with RE due date set to 3/2025 Amended V1 (Weekly Frequency) – May 30, 2025
  - SIRFRA 1387 - Total No. of Apps Pending and Total No. of REs Pending (Weekly Frequency) – May 30, 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 August 2025
  - DHCS HCBS SI Case File June 2025

- DHCS Winding Renewal Update for Outstanding MC Renewals (May 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 | ▪ CA-234917 planned for 25.09 |
| Work Registration CalFresh Disqualification Notice Update | On Time | Development | ▪ CA-240701 – planned for 25.09<br>▪ CA-277738 – In Production |
| CalFresh Reinstatement Approval & Denial Notice Revisions | On Time | Development | ▪ CA-265360 – In Production<br>▪ CA-262223 planned for 25.07.x1<br>▪ CA-250777 planned for 25.09 |
| Homeless Assistance Program (HAP) Eviction (SB 1083) | On Time | System Test | ▪ CA-277308, CA-277307, CA-273505 – In Production<br>▪ CA-218333 planned for 25.05.x1 |
| CW Work Requirements (AB 2300) | On Time | In Production<br><br>Test Complete<br><br>In Production<br>In Production | ▪ CA-271130 and CA-241897 – In Production<br>▪ CA-279598 planned for 25.05.x1<br>▪ CA-253826 – In Production<br>▪ CA-273875 – In Production |
| Resume Pre-Pandemic Medi-Cal Operations | On Time | In Production | ▪ CA-268774 – In Production<br>▪ CA-270511 – In Production<br>▪ CA-270512 – In Production |
| Restoration Notices Updates | On Time | Development | ▪ CA-272109 – pending for state regulations<br>▪ CA-245049 – In Production |
| CalFresh and CalWORKs Implementation of New Forms and CDSS Rights Contact Information Update | On Time | In Production | ▪ CA-275317 – In Production<br>▪ CA-258654 – In Production |
| CalFresh Restaurant Meals Program Notice Eligibility Clarification | On Time | In Production | ▪ CA-219304 – In Production |

## 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><li>Completed Knowledge Transfer (KT) sessions for Robotic Process Automation (RPA)</li><li>Completed Job Shadow (JS) sessions for GenAI; Continued Reverse Job Shadow (RJS) for ForgeRock, Contact Center and GenAI</li><li>Completed RJS sessions and proceeded cutover for Imaging</li><li>Near Completion of RJS sessions and attended Readiness review for ForgeRock</li><li>Continued KT and JS sessions for Maintenance and Enhancements (M&E) workstreams</li></ul> |

## 5.2   Infrastructure Transition

- Completed Work/Accomplishments:
  - Knowledge Transfer (KT):
    - Completed 9 of 9 Robotic Process Automation (RPA) KT sessions as of May 20, 2025
    - Completed WordPress support KT session on May 22, 2025
  - Job Shadow (JS):
    - Completed ISA-20 decommission JS session on May 20, 2025
    - Completed 12 of 12 GenAI JS sessions as of May 23, 2025, which included JS sessions for:
      - Release 25.05 deployment activities
      - Post-release 25.05 support and monitoring
    - Completed 1 Contact Center JS session on May 25, 2025, for Outbound Legacy Serverless Deployment to Production
  - Reverse Job Shadow (RJS):
    - Completed 1 ISA-20 decommission RJS session on May 22, 2025
    - Completed 7 Contact Center RJS sessions as of May 27, 2025, which includes JS sessions for:
      - Development activities for 25.06 - CA-272703
      - Authbot and Welcome Bot report generation
    - Completed 34 ForgeRock RJS sessions as of May 30, 2025

- Other Transition Items:
  - Continued to track and follow up on After Business Hours support for Batch delays to improve operational communication between Accenture and Gainwell
  - Completed moving CalSAWS Technical team documents from the CalSAWS Accenture SharePoint tab
  - Attended onsite Imaging team RJS session at Tuolumne County site on May 29, 2025
  - Completed RJS for Imaging release process on May 18, 2025. Cutover on target to complete by May 30, 2025
  - Team attended ForgeRock Incident Tabletop Walkthrough as observers on May 23, 2025
  - Team met with Gainwell for ForgeRock Pre-Meet Cutover meeting
- In Progress/Upcoming Work:
  - Continue RJS sessions for GenAI and Contact Center
  - Commence California Automated Response and Engagement System (CARES) KT in June 2025
  - Complete JS/RJS sessions for RPA and Welfare Data Tracking Implementation Project (WDTIP) in June 2025
  - Complete RJS sessions for ForgeRock, including handover of TLM-39, by June 2, 2025

## 5.3  Maintenance and Enhancements (M&E) Transition

- Knowledge Transfer (KT):
  - Completed the following 4 KT sessions for the week of May 19, 2025, across different workstreams:
    - Ticket Management
    - SLA Performance, Monitoring, Management
    - Automation Framework Walkthrough
    - Account Creation and Management
  - Completed the following 4 KT sessions for the week of May 26, 2025, across different workstreams:
    - Analytics and Reports (Part Two)
    - Security and Compliance
    - Recurring SAWS Information Requests for Research and Analysis (SIRFRAs), Query SIRFRAs
    - General Assistance/General Relief (GA/GR) – Follow-up
  - 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 14 JS sessions for the week of May 19, 2025, which included JS sessions for:
    - Database Release Execution Process
    - Delphix Virtual Database (VDB) Refresh Process (Part One and Two)
    - Prod-Ops Environment and Code Management

- Nine weekly touchpoints for the 25.09 identified JS System Change Requests (SCRs)
  - Completed 3 JS sessions during the week of May 26, 2025:
    - Database Change Request (DBCR) New Table Data Definition Language (DDL) Change Request Process
    - Security Monitoring and Architecture
    - One post meeting for CA-249669 - SF - Update to GA/GR Automated Solution Catastrophically Ill Functionality Design/JS
  - Deloitte cancelled 1 JS session in this reporting period
- Sandbox (AT7) Environment Readiness
  - Completed moving from a synthetic dataset to a masked dataset for AT7
  - Continue to meet with Deloitte and Gainwell teams for any additional AT7 support
- 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 10 sessions planned for the next two weeks
  - Continue to provide JS with 22 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**