

CalSAWS

California Statewide Automated Welfare System



Bi-Weekly Status Report

CalSAWS Maintenance & Operations (M&O)

Reporting Period: June 2, 2025 – June 15, 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 124 active Production defects
Incidents	On Time	▪ CALSAWS BROADCAST: Starting at 6:00 a.m. on June 10, 2025, the On Request Valuable Inventory Report was not displaying updated data after Saturday, June 7, 2025. As of 8:00 p.m. on June 10, 2025, this issue was resolved with the deployment of Defect CA-291816 on Tuesday, June 10, 2025. Users are now able to generate the Valuable Inventory Report with the latest data. PRB0051743

1.2 Highlights of the Reporting Period

- The CalSAWS Project team successfully deployed the following priority releases since the last reporting period: Eight priority releases that included 138 defects and 21 System Change Requests (SCRs), for a total of 159 items

Table 1.2.1: Priority Releases

MINOR VERSION (RELEASE DATE)	ISSUE TYPE		
TEAM RESPONSIBLE	DEFECT	SCR	GRAND TOTAL
25.06.02	3	0	3
Contact Center	3	0	3
25.06.03	8	1	9
Client Correspondence	1	0	1
Contact Center	0	1	1
Eligibility	1	0	1
Fiscal	4	0	4
Online	2	0	2

MINOR VERSION (RELEASE DATE)	ISSUE TYPE		
TEAM RESPONSIBLE	DEFECT	SCR	GRAND TOTAL
25.06.05	13	3	16
Analytics	1	0	1
Batch/Interfaces	0	2	2
BenefitsCal	1	0	1
Fiscal	1	0	1
Medi-Cal/CalHEERS	0	1	1
POD-WDTIP	6	0	6
Reports	2	0	2
Task Management	1	0	1
Technical Architecture	1	0	1
25.06.06	2	3	5
Analytics	1	0	1
Eligibility	1	0	1
Training	0	3	3
25.06.08	0	1	1
Analytics	0	1	1
25.06.09	63	1	64
Contact Center	63	1	64
25.06.10	46	10	56
Analytics	1	0	1
Batch/Interfaces	2	0	2
Client Correspondence	36	8	44
Contact Center	2	1	3
Eligibility	2	0	2
Fiscal	1	0	1
Medi-Cal/CalHEERS	1	1	2
Online	1	0	1
25.06.11	3	2	5
Client Correspondence	1	0	1
Contact Center	2	1	3
Medi-Cal/CalHEERS	0	1	1
Grand Total	138	21	159

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 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 15, 2025

Table 2.4.1: CITs

CIT ID	SUBJECT	CATEGORY	DISTRIBUTION DATE	PRIMARY CALSAWS CONTACT	BACKUP CALSAWS CONTACT
0069-25	CA-266656 Online Help: Update JA - Duplicate Persons	Informational	May 30, 2025 revised June 4, 2025	Dymas Pena	Ignacio Lazaro

CIT ID	SUBJECT	CATEGORY	DISTRIBUTION DATE	PRIMARY CALSAWS CONTACT	BACKUP CALSAWS CONTACT
0073-25	CalSAWS Training Manuals Updates for 25.05	Informational	June 9, 2025	Corey Morris	Sami Varney

- The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending on June 15, 2025

Table 2.4.2: CRFIs

CRFI ID	SUBJECT	DISTRIBUTION DATE	STATUS	RESPONSE DUE DATE	CALSAWS CONTACT
<ul style="list-style-type: none"> ■ None to note for the reporting period 					

- The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending June 15, 2025

Table 2.4.3: Overdue CRFIs

CRFI ID	SUBJECT	REGION 1	REGION 2	REGION 3	REGION 4	REGION 5	REGION 6
<ul style="list-style-type: none"> ■ 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 for the reporting period

3.2 Customer Service Center (CSC)

- Supporting Gainwell with Reverse Job Shadow (RJS) in completing June and July Contact Center releases
- Accenture is working on a final delivery of defects created on or prior to May 31, 2025 by the 25.06.26 release

TYPE	JIRA ID	ENHANCEMENTS	DEPLOYMENT DATE	STATUS
Defect	CA-291900	Queue Statistics Page No Data Issue	25.06.13	Test Complete
Defect	CA-291431	Update Lambdas Permission	25.06.26	System Test
Defect	CA-291230	Not all agents showing with their respective status	25.06.26	Assigned
Defect	CA-291078	R&R recording stating wrong verbiage	25.06.26	In Development
Defect	CA-290948	Language change allowing agents additional page access in eCCP	25.06.26	Test Complete
Defect	CA-290883	eCCP - Message of the Day is not being saved	25.06.26	New
Defect	CA-290820	CCB DB TTL Logic needs to be updated	25.06.26	Test Complete
Defect	CA-290802	CCB - Dynamo table not being updated when setting value for a day to blank	25.06.26	Test Complete
Defect	CA-290655	LA Homeless Quick connect failing to populate	25.06.26	Test Complete
Defect	CA-290179	Upgrading/Resolving issues in Java lambdas (N-1 Compliance)	25.06.26	System Test
Defect	CA-289398	Contact Center: ca_connect_eccp_frontend Snyk SCA Baseline issues	25.06.26	System Test
Defect	CA-289272	PI00M362 - IVR Inbound Stats FTP job failed in production on 03/27/2024	25.06.26	In Assembly Test
Defect	CA-289144	Contact Center: HTTP Strict Transport Security (HSTS) Errors and Warnings	25.06.26	Development Complete

Figure 3.2.1: 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 3.2.1: Contact Center Recently Deployed Enhancements

TYPE	JIRA ID	ENHANCEMENTS	DEPLOYMENT DATE	STATUS
SCR	CA-288693	Create CF, MC & GR queue and menu options for CAPI/RCA/TCVAP for Humboldt County	25.06.11	In Production
SCR	CA-291773	Deploy/merge CA-273791 LA CPO1 code to all other contact center county accounts	25.06.10	In Production
SCR	CA-273791	LA-01-2024 - Customer First CCB Solution	25.06.09	In Production
SCR	CA-282691	Update Record Signature Prompt for Telephonic Signature	25.06.03	In Production

- Contact Center County Operational Enhancements
 - Below County Operational Enhancements are planned to be completed by Accenture prior to Transition out
 - Note: Deployment dates are not finalized and can change based on the scope defined at the time the System Change Request (SCR) design is approved

Table 3.2.2: Contact Center Upcoming Enhancements

TYPE	JIRA ID	ENHANCEMENTS	DEPLOYMENT DATE	STATUS
SCR	CA-288694	Program hierarchy for call routing for Humboldt County	25.06.13	Test Complete
SCR	CA-284671	Orange Queue Hold Messages Update	25.06.30	Design in Progress
SCR	CA-282936	Call Flow Changes for Yuba County in the IVR System	25.06.xx	Design in Progress

3.3 Additional Projects

3.3.1 Lobby Management Modernization (TLM-39)

- System Test is in progress, conducting daily stand-up meetings for System Test, Development and Design teams to discuss System Test Defects
 - Development team is addressing and prioritizing System Test defects
 - Midweek deployments conducted as needed to deploy defect fixes
- County Validation is in progress
- Procured print manager license week of June 9, 2025, all teams are working on integration/set up for the new Lobby Application for the Print functionality
- Initial deployment plan discussions started for registering, flow assignment, and required software to be pushed for all the devices in Production

- Weekly checkpoints are ongoing for Review Approve Comment Inform (RACI) with all appropriate teams (including Consortium) for TLM-39

3.3.2 ODM as a Service – Phase I

- System Change Request (SCR) CA-257051 went live with 25.06.01 priority release. SCR status updated to “In Production”

3.4 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
4.7.1 Release Test Summary	<ul style="list-style-type: none"> ■ Continued test execution for the 25.07 baseline release. Week three of eight is completed. Team is at 57% pass rate against a target of 38%
4.8 Reports	<ul style="list-style-type: none"> ■ None to note for the reporting period
4.10 FCED/CARES	<ul style="list-style-type: none"> ■ Discussions about performance testing with the California Automated Response and Engagement System (CARES) project are continuing ■ Two risks are being opened to track the CARES/ Foster Care Eligibility Determination (FCED) data conversion approach and transition efforts between Accenture and Deloitte

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

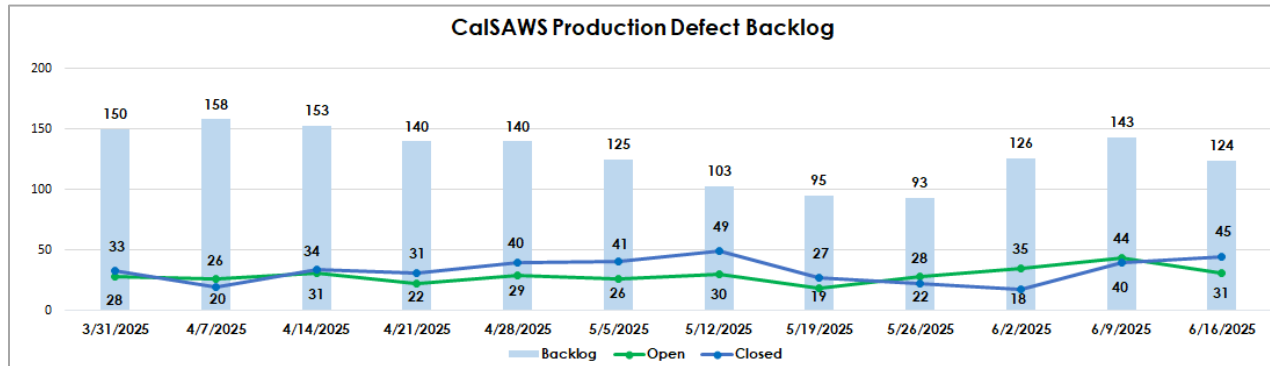


Figure 4.2.1: Production Defects Backlog Weekly Trend

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. 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	25.05	25.06	25.07	TBD	GRAND TOTAL
2-Normal/Medium	19	3	8	2	32
New	0	1	0	1	2
In Progress	2	2	6	1	11
Closed	17	0	2	0	19
3-Normal/Low	136	23	101	4	264
New	2	0	2	2	6
In Progress	7	18	77	2	104
Closed	127	5	22	0	154
4-Cosmetic	4	0	2	0	6
In Progress	0	0	1	0	1
Closed	4	0	1	0	5
Grand Total	159	26	111	6	302

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
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 25.06 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

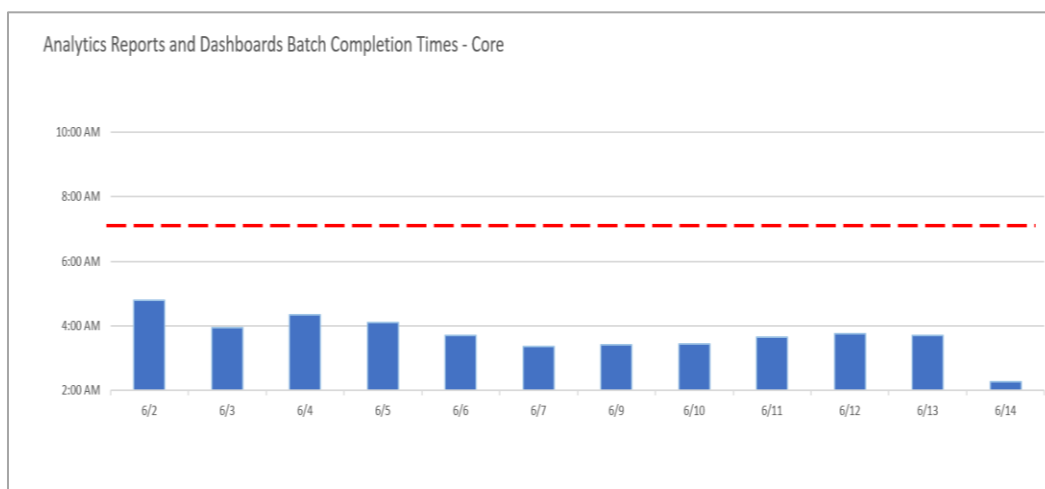


Figure 4.3.3-1: Analytics Reports and Dashboards – Monday – Saturday Nightly Batch Runs for the Status Reporting Period

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
Jun 10, 2025	The On Request Valuable Inventory Report is failed in Production due to code issue	The On Request Valuable Inventory Report is not displaying updated data after Saturday, June 7, 2025	Completed	Job Completed

4.3.4 Production Performance

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

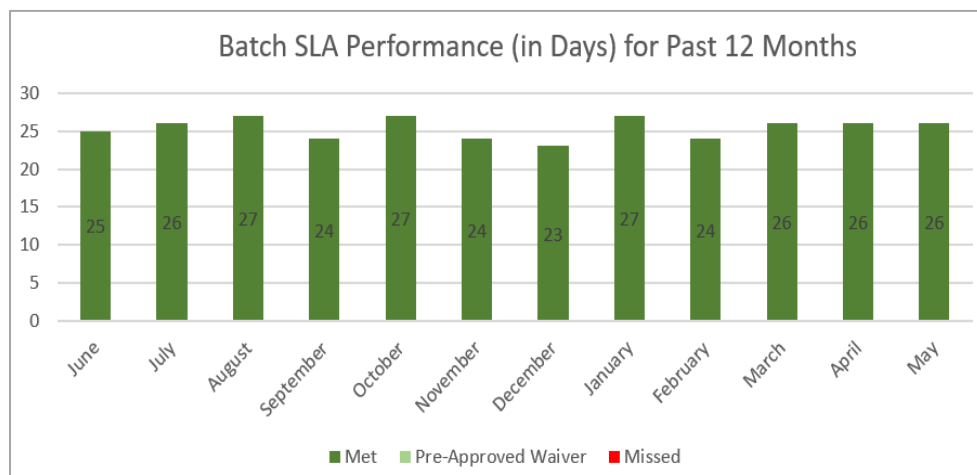


Figure 4.3.4-1: Batch Service Level Agreement (SLA) Performance

■ 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

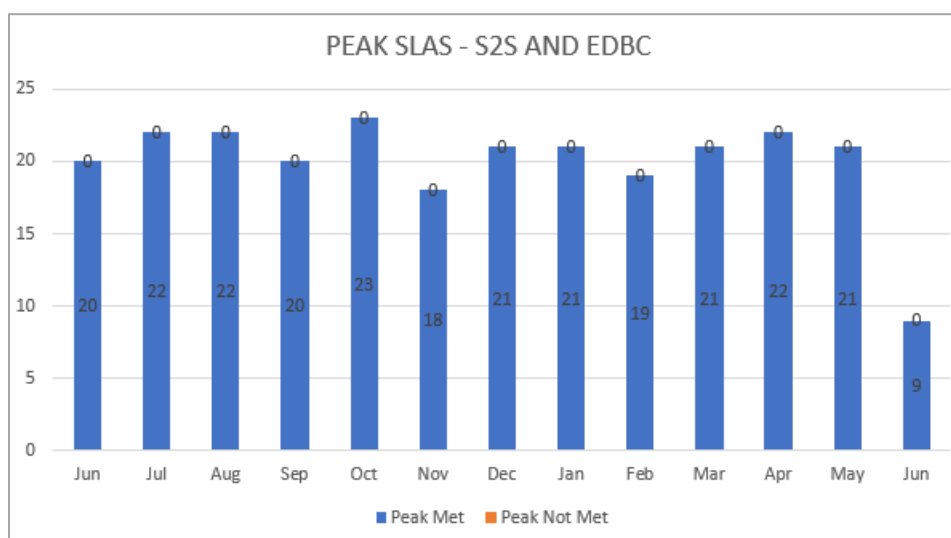


Figure 4.3.4-2: Peak Service Level Agreement (SLA) – Screen to Screen (S2S) and Eligibility Determination Benefit Calculation (EDBC)

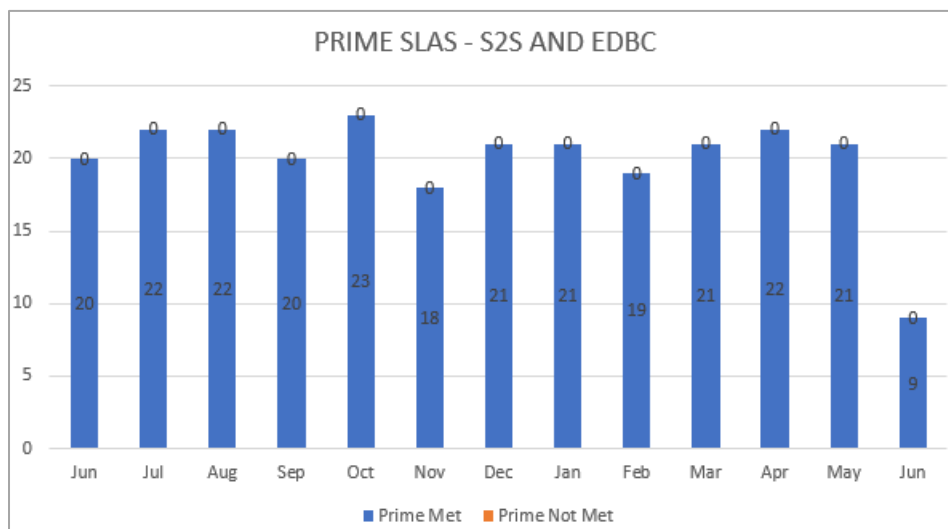


Figure 4.3.1-3: Prime Service Level Agreement (SLA) – Screen to Screen (S2S) and Eligibility Determination Benefit Calculation (EDBC)

4.4 Application Support

4.4.1 Highlights from the Reporting Period

Table 4.4.1-1: Application Support

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

4.4.2 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

4.4.3 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), Operational Decision Manager (ODM)-as-a-Service, 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

4.4.4 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
 - Providing required DevOps support to AT7 – DLT sandbox environment
 - Implementation Advance Planning Document Update (IAPDU) Projects:
 - ✦ Successfully completed CI/CD pipeline support for Operational Decision Manager (ODM) Service – go live on June 2, 2025
 - ✦ CI/CD Pipeline support for continuing Lobby Management Modernization

4.4.5 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 21 outstanding POAMs (16 POAMs given feedback between June 5 – 13, 2025) and six POAMs are in review with the Consortium

4.5 Priority Release Summary

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

Table 4.5.1: CalSAWS Upcoming Releases

RELEASE	SUMMARY
25.06.17	<ul style="list-style-type: none"> One time Batch EDBC run for all of the non Trafficking and Crime Victims Assistance Program (TCVAP) CW CF cases with R1/R2 aid code
25.06.19	<ul style="list-style-type: none"> ACL 25-36 - Cost of Living Adjustment (COLA) Increase to the Minimum Basic Standards of Adequate Care (MBSAC) and Income In Kind (IIK) for 2025-2026 Alameda - Create a list of customer activities that are in opened status for Deregistered CalFresh Employment & Training program (CFET) and GA/GR ES Data Change Request (DCR) Kern County Submission Error Warrants to Issued Status Update TEMP 2313 and TEMP 2035 to include Cash Reactivated Expungements and Update template according to County Fiscal Letter (CFL) 24/25-41
25.06.26	<ul style="list-style-type: none"> Create a list of Persons with Future Dated Mailing Addresses LA County -Update the Journal Voucher Warrant Writer jobs to not be Dependent on Claiming San Bernardino Implement GA/GR Automated Solution Reports Only Update Dashboard to include the Counties opting into the GA/GR Automated Solution Update File Transfer Protocol (FTP) Password for Interfaces - (Quality Control Information System (QCIS), Income and Eligibility Verification System (IEVS), CalWORKS Outcomes and Accountability Review (Cal-OAR), HORIZONTAL INTG, UPLOADCALSAWS, Community-Based Organization (CBO) REPORT, JDOBBS) June 2025 Update SAR 7 Form Status Batch Job to Send CW/CF Income and Income Reporting Threshold (IRT) Related Information Yolo - Email Domain Name Change
25.06.27	<ul style="list-style-type: none"> Documentation: Create New CalSAWS Functional Presentations (CFP) for Family Reunification CA-233160 Jira Updates to Support Consortium Analysis Training: Create New CalSAWS Functional Presentations (CFP) for Family Reunification CA-233160 Training: Documentation Update the Page Mapping Tool for Job Aid updates Training: Update Eligibility-Medi-Cal Web Based Trainings (WBTs) for 25.06 CalHEERS AppDev Changes Training: Update Quiz slides for all Web Based Trainings (WBTs)
25.07	<ul style="list-style-type: none"> Total System Change Requests (SCRs): 73 approved Release Webcast date: July 16, 2025

RELEASE	SUMMARY
25.09	<ul style="list-style-type: none"> Total System Change Requests (SCRs): 47 approved Release Webcast date: September 17, 2025

4.6 Application Development Status

- Continued design on:
 - CA-291945 - Documentation - Add additional forms to CalSAWS CW - CF - CW/CF and ESAP RE Packets
 - CA-291944 - Documentation - ACL 25-32 Eliminate CalFresh, CFAP WTW Comparable Disqualification Policy and Generate CF 377.10 for Failure to meet the CalFresh Work Rules
 - CA-289493 - BenefitsCal Updates to Support BC Monthly Release
 - CA-285847 - Sacramento GR - Disable Real/Personal Property Calculation/Test, Increase RE period to 24 months
 - CA-283604 - LA GR - Update GROW to START Correspondence
 - CA-282346 - ACL 25-XX FC, KG CNI Rate Increase for Year 2025-2026 - Batch EDBC COLA
 - CA-280295 - Update TEMP 2313 and TEMP 2035 Recoveries of Aid Status Reason
 - CA-264783 - SB 600 - ACL 25-01 - CalFresh Minimum Benefit Adequacy Act of 2023
 - CA-250777 - Update CF 377.1 NOAs in Threshold Languages
 - CA-218977 - Update Process for WTW/REP/Cal-Learn Recovery Accounts
 - CA-209344 - Apply SSP Only OPA for Specific Programs
 - CA-290482 - ACL 25-36 - Batch EDBC - Cost of Living Adjustment (COLA) for Income In-Kind (IIK) for 2025-2026
 - CA-282349 - ACL 25-XX AAP 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-282346 - ACL 25-XX FC, KG CNI Rate Increase for Year 2025-2026 - Batch EDBC COLA
 - CA-282345 - ACL 25-XX FC, KG CNI Rate Increase for Year 2025-2026 COLA
- Continued build on:
 - Priority releases and Release 25.09 approved System Change Requests (SCRs)

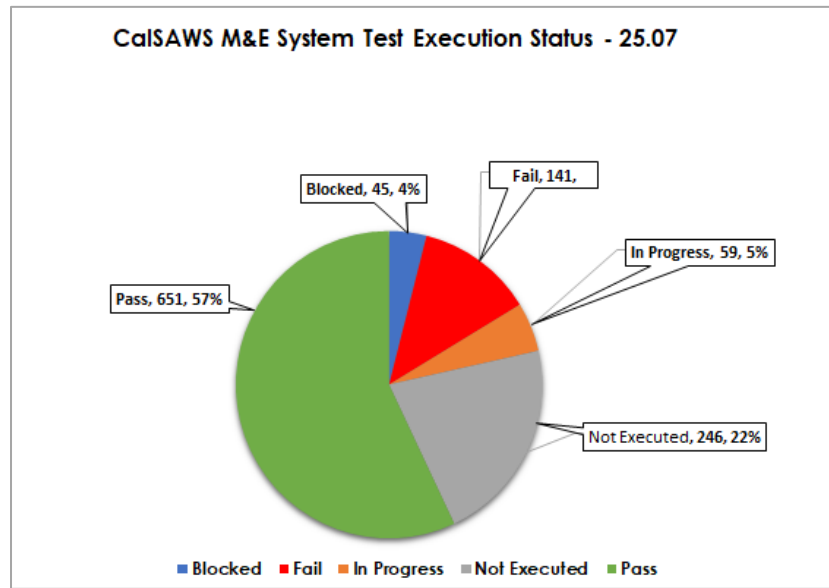
4.7 Release Management

4.7.1 Release Test Summary

- Continued test execution for 25.07 System Change Requests (SCRs)

Table 4.7.1.1: CalSAWS System Change Request (SCR) Test Status – 25.07

Pass Rate Target as of June 12, 2025	38%
Pass Rate Actual as of June 12, 2025	57%
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

4.7.2 Automated Regression Test (ART) Coverage

Table 4.7.2-1: CalSAWS Automated Regression Test (ART) Coverage

PRODUCTION TRANSACTIONS				ART COVERAGE BY PRODUCTION VOLUME	
TIER	DISTINCT	VOLUME	PERCENT VOLUME	DISTINCT	PERCENT COVERAGE
1	15	202,971,627	47.35%	15	100%
2	96	139,559,361	32.55%	96	100%
3	118	43,298,182	10.10%	116	98.73%
4	709	39,436,826	9.20%	605	92.45%
5	2860	3,441,281	0.80%	964	51.85%

Note: Transaction volume and coverage metrics are based on CalSAWS monthly Production performance data and Automated Regression Test (ART) coverage data as of May 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 1,718 end-to-end Automated Regression Test (ART) scripts.

- 1,305 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

4.8 Reports

- Conducted Design Job Shadow/Reverse Job Shadow weekly meeting for recurring SAWS Information Request for Research and Analysis (SIRFRAs) with Deloitte on June 10, 2025
- Attended Meds Alerts Reports and Dashboards touchpoint with Consortia and Deloitte on June 11, 2025
- Held monthly CalSAWS State and Fiscal meeting with counties and Consortia on June 12, 2025
- All three System Change Requests (SCRs), CA-270512, CA-270511, and CA-268774, related to resuming pre-pandemic Medi-Cal Operations premise work are now deployed to Production

Table 4.8.1: Total Open Incidents by Reporting Period

REPORTING PERIOD END DATE	NUMBER OF OPEN TICKETS
May 16, 2025	7
May 30, 2025	6
June 13, 2025	9

Note: Total open incidents as of the current reporting period

Table 4.8.2: Open Defects by Status and Functional Area

OPEN DEFECTS STATUS	STATE REPORTS	FISCAL REPORTS	MANAGEMENT REPORTS	BUSINESS INTELLIGENCE	TOTAL
New	0	0	0	0	0
Reopened	0	0	0	0	0
Assigned	2	1	0	1	4
In Development	4	1	4	2	11
Development complete	2	0	0	0	2
In Assembly Test	0	0	0	0	0
System Test	1	0	2	0	3
Test Complete	0	1	0	0	1
Total Open Defects	9	3	6	3	21

Note: Data is as of current reporting period

Table 4.9.3: Open Defects by Priority and Functional Area

OPEN DEFECTS BY PRIORITY	STATE REPORTS	FISCAL REPORTS	MANAGEMENT REPORTS	BUSINESS INTELLIGENCE	TOTAL
1-High/non-cosmetic	0	0	0	0	0
2-Normal/Medium	1	1	0	0	2
3-Normal/Low	8	2	5	3	18
4-Cosmetic	0	0	1	0	1
Total Open Defects	9	3	6	3	21

Note: Data is as of current reporting period

Table 4.9.4: State/Fiscal Reports Open Defects and System Change Requests (SCRs)

STATE/CLAIMING REPORTS	TOTAL	DEFECTS	SCRs - TARGETED RELEASE		
		AS PRIORITIZED	25.05	25.07	25.09
CA 237 CW	2	2	0	0	0
CA 253	1	1	0	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

STATE/CLAIMING REPORTS	TOTAL	DEFECTS	SCRs - TARGETED RELEASE		
		AS PRIORITIZED	25.05	25.07	25.09
CMSP 237	1	1	0	0	0
DHCS CMS PI	1	0	0	0	0
DHCS CMS Unwinding E&E	1	0	0	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

4.9 Upcoming Performance Tests

- Planned upcoming Performance tests for Core Online

Table 4.9.10.1: 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

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

- Completed Tasks:
 - Updated "Court Information API" Child Placement Page view mode to remove the Add and Edit buttons
 - Updated "Placement API" Home Approval eData icon on Child Placement Detail page
 - Updated and tested in System Test "Placement API" Interstate Compact on the Placement of Children (ICPC) Placement field
 - Updated and tested in System Test "Placement API" Infant data in the outbound transaction
 - Updated and tested the Name in Search Results summary Results for "Case Link API" Case Search Page

- Updated the online design for “Individual Demographics API”
- Updated Adoption Assistance Program (AAP) section for “Determination Result API” outbound transaction detail page
- In Progress Tasks:
 - Continue closing out the defects from Assembly and System Integration Testing (SIT) with California Automated Response and Engagement System (CARES) interface partner for the next phase of Application Programming Interface (API) testing
 - System Test “Home of Removal API” new inbound code mappings
 - System Test “Determination Results API” "medslid" field in outbound transaction payload
 - System Test “Court Information API” Foster Care Re-Evaluation List page Sorting header alignment
 - Assembly Test “Issuance API” Pay Code in outbound request payload
 - Assembly Test “Eligibility Results API” batch trigger for outbound transaction request/response queue
 - Update “Placement API” to add Phone Info on the Child Placement Outbound Transaction Detail
 - Combine all APIs eData to display on placement pages
- Upcoming Tasks:
 - Prepare for testing efforts with the CARES interface partner for downstream API changes for “Case Transfer API” and “Placement Authority API”
- Interface Partner Integration
 - Continue coordination with CARES team for schedule and interface element alignment

Table 4.10.11.1: 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

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

- Successfully deployed to Production May 25, 2025 with positive feedback from the Counties, Consortium, and State
- Upcoming Tasks:
 - Implement functional enhancement System Change Requests (SCRs) for SCATL in 25.09 release

4.12 Additional Projects

4.12.1 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 9086 – Summer EBT Query Run
 - CIDR 9085 – CalSAWS Work Participation Rate Determination (WPRD) Tables
- Continued Work:
 - CIDR 9060 – CDSS SAWS+ Implementation
 - CIDR 9078 – SAWS+ Extract Phase II
 - CA-287960 – Title IV-E Review - Foster Care Federal Audit
- Began Work:
 - CIDR 9086 – Summer EBT Query Run
 - CIDR 9087 – Data Request for CalWORKs Reunification Services
 - CIDR 9088 – CalFresh Benefit Replacement

4.12.2 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 30, 2025
- SIRFRA 1387 - Total No. of Apps Pending and Total No. of REs Pending (Weekly Frequency) – May 30, 2025
- SIRFRA 1411- Individuals with RE due date set to 3/2025 Amended V1 (Weekly Frequency) – June 6, 2025
- SIRFRA 1387 - Total No. of Apps Pending and Total No. of REs Pending (Weekly Frequency) – June 6, 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)
- DHCS Winding Renewal Update for Outstanding MC Renewals (May 2025 Update)
- Continued Work:
 - SIRFRA 1385 - End of CCR Renewal Data August 2025
 - DHCS HCBS SI Case File June 2025
- Began Work:
 - SIRFRA 1411- Individuals with RE due date set to 3/2025 Amended V1 (Weekly Frequency) – June 13, 2025
 - SIRFRA 1387 - Total No. of Apps Pending and Total No. of REs Pending (Weekly Frequency) – June 13, 2025
 - SIRFRA 1380 - MEDS Alert Monitoring June 2025
 - SIRFRA 1386 - Renewal and Demographics Data Request June 2025
 - SIRFRA 1387 - Total No. of Apps Pending and Total No. of REs Pending June 2025 (Monthly)
 - SIRFRA 1388 - Monthly Failure to Complete Data June 2025
 - SIRFRA 1411- Individuals with RE due date set to June 2025 Amended V1 (Monthly)
 - DHCS Winding Renewal Update for Outstanding MC Renewals (June 2025 Update)

4.12.3 Additional Premise Items

Table 4.13.4-1: Premise Items

PREMISE NAME	STATUS	PHASE	PROGRESS/UPDATES
MULTIPLE SFY			
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 – In Production ▪ CA-262223 planned for 25.05.x2 ▪ CA-250777 planned for 25.07.x2

PREMISE NAME	STATUS	PHASE	PROGRESS/UPDATES
MULTIPLE SFY			
Homeless Assistance Program (HAP) Eviction (SB 1083)	On Time	In Production	<ul style="list-style-type: none"> CA-277308, CA-277307, CA-273505, CA-218333 – In Production
Restoration Notices Updates	On Time	Development	<ul style="list-style-type: none"> CA-272109 – pending for state regulations CA-245049 – In Production

4.13 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"> Completed Knowledge Transfer (KT) sessions for GenAI Call Summary and California Automated Response and Engagement System (CARES) Completed Job Shadow Sessions (JS) for Robotic Processing Automation (RPA) Continued Reverse Job Shadow (RJS) for Contact Center and GenAI Continued KT and JS sessions for Maintenance and Enhancements (M&E) workstreams

5.2 Infrastructure Transition

- Completed Work/Accomplishments:
 - Knowledge Transfer (KT):
 - Completed California Automated Response and Engagement System (CARES) KT session on June 4, 2025
 - Completed Fresno GenAI Call Summary KT session for Weekly Reports on June 9, 2025
 - Job Shadow (JS):
 - Completed WordPress Plug-In Updates JS session on June 5, 2025
 - Completed 1 Contact Center JS session on June 9, 2025 for County Purchase LA-01-2024 Los Angeles County Custom Callback (CCB) deployment

- ✦ Completed 5 Robotic Processing Automation (RPA) JS sessions as of June 13, 2025
- Reverse Job Shadow (RJS):
 - ✦ Completed 36 of 36 ForgeRock RJS sessions as of June 2, 2025
 - ✦ Completed 9 Contact Center RJS sessions as of June 12, 2025, which included JS sessions for:
 - Welcome Bot Re-enablement Roll-out: Kings County
 - 25.06 Release, Build/Deployment, and Validations
- 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
 - Retired Risk 306 (Limited Availability of Accenture Staff May Impact the Infrastructure Transition Schedule) on June 4, 2025
- In Progress/Upcoming Work:
 - Continue RJS sessions for GenAI and Contact Center
 - Commence California Automated Response and Engagement System (CARES) handover session in June 2025
 - Complete RJS sessions for WordPress Plug-In Updates on June 18 – 19, 2025
 - Complete RJS sessions for RPA and Welfare Data Tracking Implementation Project (WDTIP) in June 2025

5.3 Maintenance and Enhancements (M&E) Transition

- Knowledge Transfer (KT):
 - Completed the following 4 KT sessions for the week of June 2, 2025 across different workstreams:
 - ✦ Security Compliance Follow-Up Session 1
 - ✦ In Flight – San Bernardino County General Assistance/General Relief (GA/GR) County Purchase order (CPO)
 - ✦ In Flight – California Food Assistance Program (CFAP)
 - ✦ Artifactory Overview
 - Completed the following 3 KT sessions for the week of June 9, 2025, across different workstreams:
 - ✦ Self Service Bots – Virtual Assistant (VA) Bot
 - ✦ Security Process, Procedures, Policy, and Standards
 - ✦ Security Compliance Follow-Up Session 2
 - Continued to coordinate and collaborate scheduling changes when needed
 - Deloitte cancelled 2 KT sessions in this reporting period
- Job Shadow (JS) and Reverse Job Shadow (RJS):
 - Completed 3 JS sessions for the week of June 2, 2025, which included JS sessions for:
 - ✦ Security Compliance
 - ✦ Password Rotation Process
 - ✦ Application Security Follow-Up 1

- Completed 4 JS sessions and 1 RJS session during the week of June 9, 2025:
 - ✦ Service Level Agreement (SLA) Reports
 - ✦ Recurring SAWS Internal Request for Research & Analysis (SIRFRAs), Query SIRFRAs (often requiring Production access) - Part 1
 - ✦ Incident Management and Response
 - ✦ CA-249669 - SF - Update to GA/GR Automated Solution Catastrophically III Functionality Design/JS - Post Meet II
 - ✦ Recurring SIRFRAs, Query SIRFRAs (often requiring Production access)
- Deloitte cancelled 1 JS session in this reporting period
- Sandbox (AT7) Environment Readiness
 - ✦ 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)/ SIRFRA cost estimations
 - Continue to provide KT with 7 sessions planned for the next two weeks
 - Continue to provide JS with 15 sessions planned for the next two weeks
 - Continue to provide RJS with 3 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