

CalSAWS

California Statewide Automated Welfare System



Bi-Weekly Status Report

CalSAWS Maintenance & Operations (M&O)

Reporting Period: June 16, 2025 – June 29, 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 86 active Production defects
Incidents	On Time	▪ None to note for the reporting period

1.2 Highlights of the Reporting Period

- The CalSAWS Project team successfully deployed the following priority releases since the last reporting period: Seven priority releases that included 42 defects and 7 System Change Requests (SCRs), for a total of 49 items

Table 1.2.1: Priority Releases

MINOR VERSION (RELEASE DATE)	ISSUE TYPE		
TEAM RESPONSIBLE	DEFECT	SCR	GRAND TOTAL
25.06.16	1	0	1
Contact Center	1	0	1
25.06.17	6	1	7
Eligibility	2	1	3
Fiscal	1	0	1
Online	3	0	3
25.06.19	23	5	28
Client Correspondence	1	1	2
Contact Center	1	0	1
Eligibility	2	1	3
Fiscal	1	1	2
Medi-Cal/CalHEERS	2	0	2

MINOR VERSION (RELEASE DATE)	ISSUE TYPE		
TEAM RESPONSIBLE	DEFECT	SCR	GRAND TOTAL
Online	0	1	1
POD-WDTIP	12	0	12
Reports	3	1	4
Technical Architecture	1	0	1
25.06.20	3	0	3
Contact Center	2	0	2
POD-WDTIP	1	0	1
25.06.23	1	0	1
Technical Architecture	1	0	1
25.06.24	8	0	8
Contact Center	1	0	1
Fiscal	2	0	2
Medi-Cal/CalHEERS	2	0	2
Online	2	0	2
Voice Bots / Robotic Process Automation	1	0	1
25.06.26	0	1	1
Virtual Assistant	0	1	1
Grand Total	42	7	49

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
N/A	Project Control Document – Update #6	Approved	Accenture team coordinated with Quality Assurance (QA), Consortium Security, and Consortium Project Management Office (PMO) on closing out the final comments
12.0	Security Management Plan – M&E	In Draft	New off-cycle Maintenance and

DEL #	DELIVERABLE NAME	STATUS	NEXT DEADLINE
			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 CalSAWS Project administration, workplan, staffing, contract, and financial management tasks
- Continued CalSAWS Risks and Issues Management Group (RMG) activities, including:
 - Continued to support Consortium Project Management Office (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 ready for July 2025 Joint Powers Authority (JPA):
 - Submitted in March, expected approval at the July 2025 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 includes:
 - County Purchase Orders (CPOs)
 - Premise Items
 - Transition State Fiscal Year (SFY) 2024/25 actuals and contract extension months

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
Updated Plugins	June 18, 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 29, 2025

Table 2.4.1: CITs

CIT ID	SUBJECT	CATEGORY	DISTRIBUTION DATE	PRIMARY CALSAWS CONTACT	BACKUP CALSAWS CONTACT
0077-25	Lists of non-TCVAP cases with R1/R2 Aid Codes	Informational	June 18, 2025	Norma Meza Sarah Rich	CalWORKs CalFresh Facilitator

- The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending on June 29, 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 29, 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 team with Reverse Job Shadow (RJS) in completing June and July Contact Center releases
- Accenture team is working on a final delivery of defects created on or prior to May 31, 2025, for the 25.06.26 and 25.07.17 release dates

TYPE	JIRA ID	ENHANCEMENTS	DEPLOYMENT DATE	STATUS
Defect	CA-291900	Queue Statistics Page No Data Issue	25.06.13	In Production
Defect	CA-291431	Update Lambdas Permission	25.07.17	System Test
Defect	CA-291230	Not all agents showing with their respective status	25.06.26	In Production
Defect	CA-291078	R&R recording stating wrong verbiage	25.07.02	In Development
Defect	CA-290948	Language change allowing agents additional page access in eCCP	25.06.26	In Production
Defect	CA-290883	eCCP - Message of the Day is not being saved	25.06.26	In Production
Defect	CA-290820	CCB DB TTL Logic needs to be updated	25.06.26	In Production

TYPE	JIRA ID	ENHANCEMENTS	DEPLOYMENT DATE	STATUS
Defect	CA-290802	CCB - Dynamo table not being updated when setting value for a day to blank	25.06.26	In Production
Defect	CA-290655	LA Homeless Quick connect failing to populate	25.06.26	In Production
Defect	CA-290179	Upgrading/Resolving issues in Java lambdas (N-1 Compliance)	25.06.26	In Production
Defect	CA-289398	Contact Center: ca_connect_eccp_frontend Snyk SCA Baseline issues	25.06.26	In Production
Defect	CA-289272	PI00M362 - IVR Inbound Stats FTP job failed in production on 03/27/2024	25.06.26	In Production
Defect	CA-289144	Contact Center: HTTP Strict Transport Security (HSTS) Errors and Warnings	25.06.26	In Production

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-284671	Orange Queue Hold Messages Update	25.06.26	In Production
SCR	CA-288694	Program hierarchy for call routing for Humboldt County	25.06.13	In Production

- Contact Center County Operational Enhancements
 - There are no outstanding County Operational Enhancements in the Accenture Contact Center backlog

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 addressing and prioritizing System Test defects

- Midweek deployments conducted as needed to deploy defect fixes
- County Validation is in progress
- Printing has been implemented and is currently being tested
- Deployment plan discussions are ongoing 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

3.4 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 five of eight is completed. Team is at 85% pass rate against a target of 62%
4.8 Reports	<ul style="list-style-type: none"> ▪ None to note in the reporting period
4.10 FCED/CARES	<ul style="list-style-type: none"> ▪ Continued coordination of approach on California Automated Response and Engagement System (CARES) conversion efforts ▪ Submitted access request forms for Secure File Transfer Protocol (SFTP) credential for conversion file transfer and Performance credentials in preparation for Performance testing

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

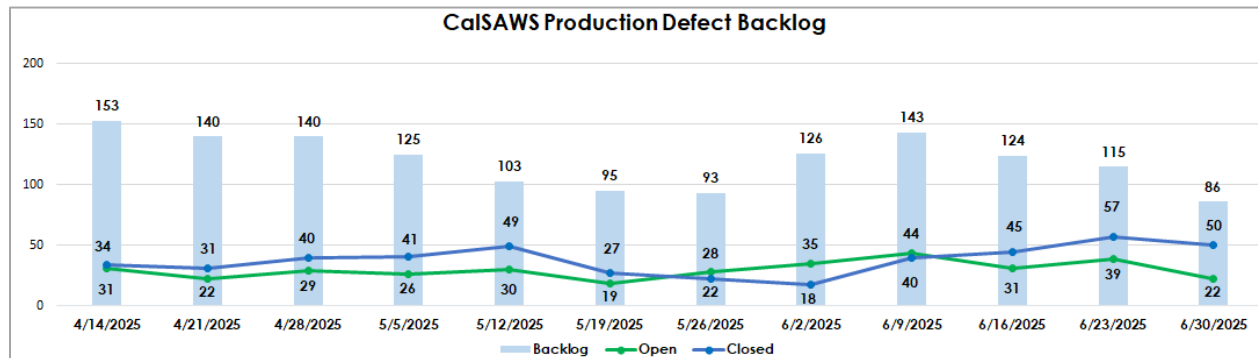


Figure 4.2.1: Production Defects Backlog Weekly Trend

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	25.06	25.07	25.09	TBD	GRAND TOTAL
2-Normal/Medium	8	8	0	1	17
In Progress	3	4	0	1	8
Closed	5	4	0	0	9
3-Normal/Low	46	109	1	2	158
New	0	4	0	1	5
In Progress	14	55	1	1	71
Closed	32	50	0	0	82
4-Cosmetic	1	2	0	0	3
In Progress	1	1	0	0	2
Closed	0	1	0	0	1

CALSAWS PRODUCTION DEFECT COUNT BY RELEASE					
COUNT OF DEFECTS	RELEASE				
SEVERITY	25.06	25.07	25.09	TBD	GRAND TOTAL
Grand Total	55	119	1	3	178

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

- 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

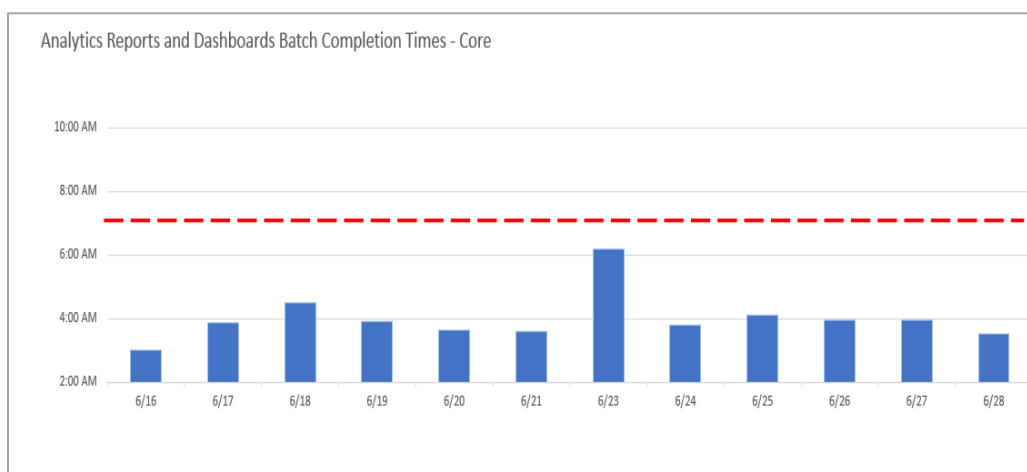


Figure 4.3.3-1: Analytics Reports and Dashboards – Monday – Saturday Nightly Batch Runs for the Status Reporting Period

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)

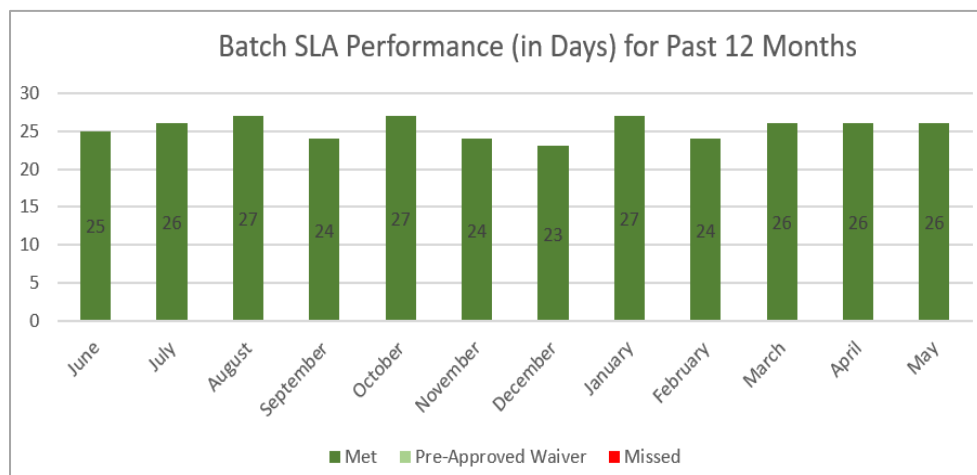


Figure 4.3.4-1: Batch Service Level Agreement (SLA) Performance

■ 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

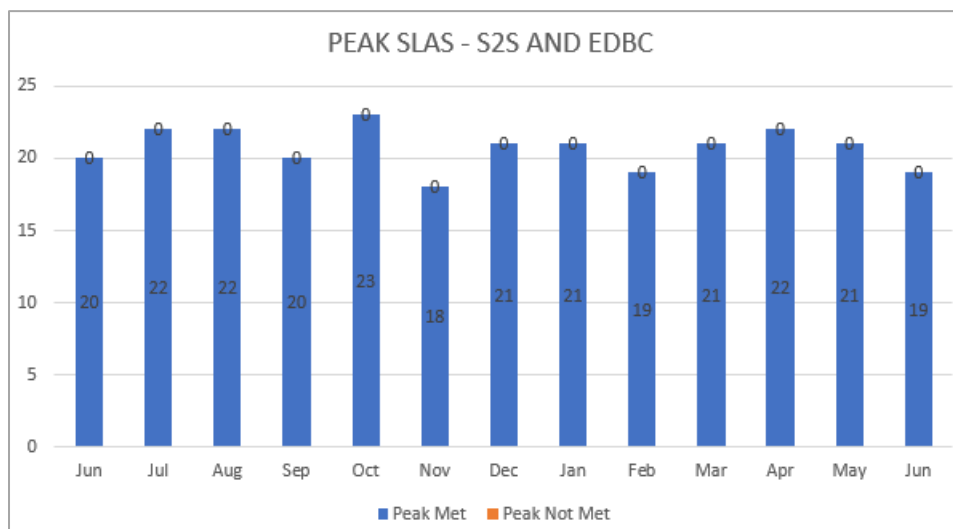


Figure 4.3.4-2: Peak Service Level Agreement (SLA) – Screen to Screen (S2S) and Eligibility Determination Benefit Calculation (EDBC)

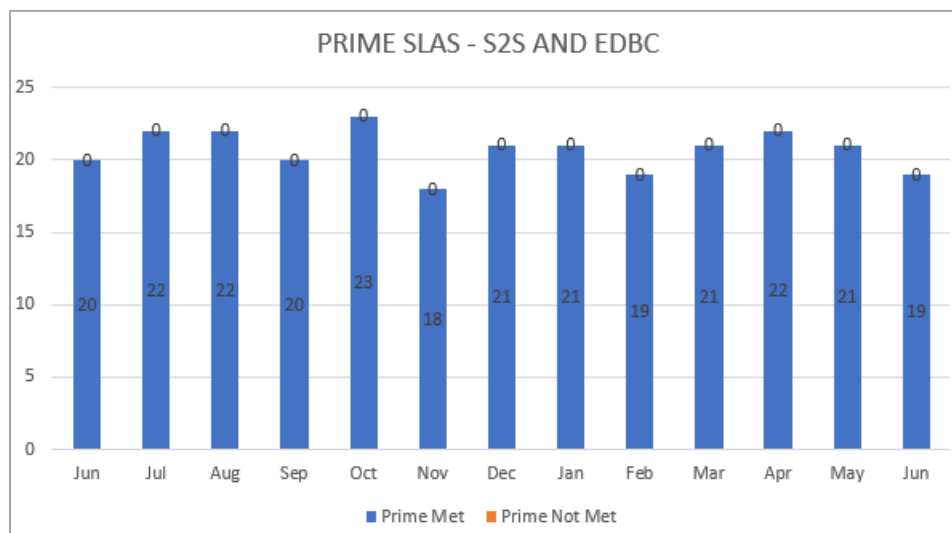


Figure 4.3.1-3: Prime Service Level Agreement (SLA) – Screen to Screen (S2S) and Eligibility Determination Benefit Calculation (EDBC)

4.4 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
- Continued Test Data Slicer support
- Continued transition with Gainwell and Deloitte teams

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:
 - ✦ CI/CD Pipeline support for continuing Lobby Management Modernization

4.4.5 Application Security Support

- 25.07 release Application Security testing
 - Completed all testing, except for Email Services Application Programming Interface (API), which is in progress
- Security Management Plan - M&E
 - Undergoing internal review
- Bucket Two Plan of Action and Milestones (POAM)
 - Remediation is on-going
 - As of June 18, 2025, 12 additional POAMs have been closed, bringing the total closed to 95. Consortium has provided feedback on nine POAMs since June 16, 2025. There are 16 POAMs that the Accenture team is currently reviewing and three that Consortium are currently reviewing

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
25.06.30	<ul style="list-style-type: none"> Orange Queue Hold Messages Update
25.07.03	<ul style="list-style-type: none"> Documentation: Create New CalSAWS Functional Presentations (CFP) for Family Reunification CA-233160 Jira Update to Support Business Change Request (BCR) Process Jira Updates to Support Consortium Analysis Lassen County - Data Change to update Cancelled Warrants to Paid Status Training: Update Eligibility-Medi-Cal WBTs for 25.06 CalHEERS AppDev Changes
25.07.10	<ul style="list-style-type: none"> ACL 25-36 - Batch EDBC - Cost of Living Adjustment (COLA) for Income In-Kind (IIK) for 2025-2026 ACL 25-37 - Changes to Vehicle Value Limit for CW Fresno GenAI Call Summary Assist - 25.07.10 (Spanish Release 4 and English Release 11) Support SCATL environment provisioning in non-production environments
25.07.13	<ul style="list-style-type: none"> Analytics Architecture Update - Run Reports by county [Case Activity Reports]
25.07	<ul style="list-style-type: none"> Total System Change Requests (SCRs): 73 approved Release Webcast date: July 16, 2025
25.09	<ul style="list-style-type: none"> Total System Change Requests (SCRs): 64 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-250777 - Update CF 377.1 NOAs in Threshold Languages
 - CA-264783 - SB 600 - ACL 25-01 - CalFresh Minimum Benefit Adequacy Act of 2023 - Design Only
 - 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-289256 - San Diego - GR COLA October 2025
- Continued build on:
 - Priority releases and Release 25.09 approved System Change Requests (SCRs)

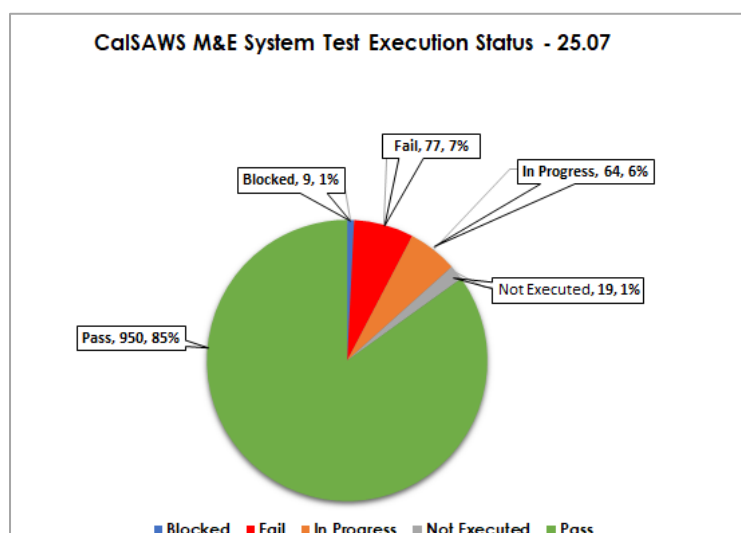
4.7 Release Management

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 26, 2025	62%
Pass Rate Actual as of June 26, 2025	85%
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%

PRODUCTION TRANSACTIONS				ART COVERAGE BY PRODUCTION VOLUME	
TIER	DISTINCT	VOLUME	PERCENT VOLUME	DISTINCT	PERCENT COVERAGE
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 1,772 end-to-end Automated Regression Test (ART) scripts.

- 1,341 targeting the core CalSAWS application
- 193 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 - 25.06 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

- Held CalSAWS - State and Fiscal Reports Committee Meeting on June 25, 2025

Table 4.8.1: Total Open Incidents by Reporting Period

REPORTING PERIOD END DATE	NUMBER OF OPEN TICKETS
May 30, 2025	6
June 13, 2025	9
June 27, 2025	4

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	3	0	0	1	4
Reopened	0	0	0	0	0
Assigned	1	0	0	0	1
In Development	2	1	2	0	5
Development Complete	1	0	0	0	1
In Assembly Test	0	0	0	1	1
System Test	3	0	2	0	5
Test Complete	1	0	0	0	1
Total Open Defects	11	1	4	2	18

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	0	0	0	1
3-Normal/Low	10	1	4	2	17
4-Cosmetic	0	0	0	0	0
Total Open Defects	11	1	4	2	18

Note: Data is as of current reporting period

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

DEFECTS			SCRs - TARGETED RELEASE		
STATE/CLAIMING REPORTS	TOTAL	As PRIORITIZED	25.05	25.07	25.09
CA 237 CW	2	2	0	0	0
CA 237 FC	1	1	0	0	0
CA 253	1	1	0	0	0
CA 812	1	1	0	0	0
CF 296	1	0	0	1	0

DEFECTS			SCRs - TARGETED RELEASE		
STATE/CLAIMING REPORTS	TOTAL	As PRIORITIZED	25.05	25.07	25.09
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	1	0	0	0
DHCS CMS Unwinding E&E	1	1	0	0	0
DHCS RMR	1	1	0	0	0
FNS 209	1	1	0	0	0
Stat 47	1	1	0	0	0
Temp 2035	3	1	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	In Progress

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

- Completed Tasks:
 - System tested "Home of Removal API" new inbound code mappings
 - System tested "Determination Results API" "medsID" field in outbound transaction payload
 - System tested "Court Information API" Foster Care Re-Evaluation List page sorting header alignment
 - Tested "Issuance API" Pay Code in outbound request payload

- Tested “Eligibility Results API” batch trigger for outbound transaction request/response queue
 - Updated “Placement API” to add Phone Info on the Child Placement Outbound Transaction Detail
 - Combined all Application Programming Interfaces (APIs) eData to display on placement pages
- In Progress Tasks:
- Continue closing out defects from Assembly and System Integration Testing (SIT) with California Automated Response and Engagement System (CARES) interface partner for the next phase of API testing
 - Update “Individual Demographics API” Foster Care Eligibility Determination (FCED) Outbound Individual Demographics Transaction Detail Screen
 - Update “Documents API” Inbound transaction to be received from CARES
 - Update “Case Link API” Los Angeles Case search
 - Test “Determination Results” “medsID” in Outbound payload
 - Test “Home of Removal API” New inbound code mappings
 - Verify “Individual Demographics API” Design Document Update Under Citizenship
- 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 Additional Projects

4.11.1 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 9087 – Data Request for CalWORKs Reunification Services
 - CIDR 9088 – CalFresh Benefit Replacement
- 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 9089 – Medi-Cal Client Snapshot Version 4
 - CIDR 9090 – CalFresh Client Income Snapshot
 - CIDR 9091 – Summer EBT Query
 - CIDR 9092 – CalWORKs Special Needs

4.11.2 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) – June 13, 2025
 - SIRFRA 1387 - Total No. of Apps Pending and Total No. of REs Pending (Weekly Frequency) – June 13, 2025
 - SIRFRA 1411- Individuals with RE due date set to 3/2025 Amended V1 (Weekly Frequency) – June 20, 2025
 - SIRFRA 1387 - Total No. of Apps Pending and Total No. of REs Pending (Weekly Frequency) – June 20, 2025
 - DHCS HCBS SI Case File June 2025
- Continued Work:
 - SIRFRA 1385 - End of CCR Renewal Data August 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)
- Began Work:
 - SIRFRA 1411- Individuals with RE due date set to 3/2025 Amended V1 (Weekly Frequency) – June 27, 2025
 - SIRFRA 1387 - Total No. of Apps Pending and Total No. of REs Pending (Weekly Frequency) – June 27, 2025

4.11.3 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-250777 planned for 25.07.x2 ▪ CA-291271 planned for 25.07.x2
Restoration Notices Updates	On Time	Development	<ul style="list-style-type: none"> ▪ CA-272109 – pending for state regulations ▪ CA-245049 – In Production

4.12 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 Job Shadow (JS) sessions and Reverse Job Shadow (RJS) sessions for Robotic Processing Automation (RPA)

STATUS REPORT SECTION	STATUS AGENDA TOPIC
	<ul style="list-style-type: none"> Continued RJS for Contact Center and GenAI Continued Knowledge Transfer (KT) and JS sessions for Maintenance and Enhancements (M&E) workstreams

5.2 Infrastructure Transition

- Completed Work/Accomplishments:
 - Job Shadow (JS):
 - Completed 6 of 6 Robotic Processing Automation (RPA) JS sessions including CA-292034 Deployment and Post-Release Validation on June 23, 2025
 - Completed 2 Welfare Data Tracking Implementation Project (WDTIP) JS sessions on June 18, 2025, including a session on infrastructure provisioning
 - Reverse Job Shadow (RJS):
 - Completed 2 WordPress Support RJS sessions for plug-in updates
 - Completed 4 of 4 RPA RJS sessions including:
 - CA-291846 - RPA BenefitsCal EBT/BIC Card Request Processing Logic Enhancements on June 18, 2025
 - Scalability Improvements and Operations (Monitoring and triaging process exceptions) on June 19, 2025
 - CA-292034 Deployment and Post-Release Validation on June 24, 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 Q&A/Discussion session for County Purchase LA-01-2024 Los Angeles County Custom Callback (CCB) on June 23, 2025
 - Completed the WordPress support Responsible, Accountable, Consulted, Informed (RACI) chart, met with Consortium for updates, and shared it with Gainwell and Deloitte for review
- In Progress/Upcoming Work:
 - Continue RJS sessions for GenAI and Contact Center
 - Determine need for JS and RJS sessions for California Automated Response and Engagement System (CARES) handover session in July 2025

5.3 Maintenance and Enhancements (M&E) Transition

- Knowledge Transfer (KT):
 - Completed the following 2 KT sessions for the week of June 16, 2025, across different workstreams:
 - Performance testing
 - Application Audit Logging and Security Monitoring
 - Completed the following 4 KT sessions for the week of June 23, 2025, across different workstreams:
 - Follow-up Session Online

- ✦ Test Tools and Process Walkthrough – Part Four
 - ✦ General Assistance/General Relief (GA/GR) – Follow-Up Two
 - ✦ Performance Testing – Part Two
- Continued to coordinate and collaborate scheduling changes when needed
- Deloitte cancelled 3 KT sessions in this reporting period
- Job Shadow (JS) and Reverse Job Shadow (RJS):
 - Completed 5 JS sessions for the week of June 16, 2025, which included JS sessions for:
 - ✦ Data Model Management – Part One
 - ✦ Pipeline and Deployment – Part One
 - ✦ Incident and Problem Management
 - ✦ Database Change Request (DBCR) Automation and Abbreviation Approval Process
 - ✦ Test Data Slicer
 - Completed 2 JS sessions session during the week of June 23, 2025:
 - ✦ Welfare Data Tracking Implementation Project (WDTIP) Deployment – Part One
 - ✦ Test Data Slicer – Part Two
 - Deloitte cancelled 1 JS session in this reporting period
- Back Shadow Support
 - ✦ Shared the Back Shadow support resource list for June and July with Deloitte and Consortium
 - ✦ Continued discussions with Deloitte regarding where Accenture can provide Back Shadow support and close knowledge gaps for release 25.11
 - ✦ Began review of all 25.11 designs and to provide feedback to Deloitte, at the Consortium's request
 - ✦ Deloitte confirmed that they will not need any Back Shadow support for the Batch and Interface due to rebadging of staff from Accenture to Deloitte
 - ✦ Initiated discussion with Deloitte on cutover for Group Two Production Operations Workstream handover dates and Service Level Agreement (SLA) responsibilities
- SAWS Information Request for Research and Analysis (SIRFRA) Data Extract Requests
 - ✦ The SIRFRA data request takeover has been rescheduled from June 1, 2025 to August 1, 2025 due to a delay in database (DB) access for Production. As an alternative, the near-Production SBSAWS1_NEW DB is recommended for this activity
- 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 1 session planned for the next two weeks
- Continue to provide JS with 7 sessions planned for the next two weeks
- Continue to provide RJS with 3 sessions planned for the next two weeks
- Continue cutover 2 Production Operations Workstream handover dates and SLA responsibilities discussions

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