

# CalSAWS

California Statewide Automated Welfare System



## Bi-Weekly Status Report

CalSAWS Maintenance & Operations (M&O)

Reporting Period: July 14, 2025 – July 27, 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 46 active Production defects
Incidents	On Time	▪ CALSAWS BROADCAST: Starting at 10:16 a.m. on July 21, 2025, Electronic signature verification texts were not received back from customer side. As of 7:15 p.m. on July 23, 2025, this issue was resolved with the deployment of Defect CA-293010 on July 23, 2025. In addition, the backlog of Verification texts for Electronic Signature has been processed. Workers were then able to receive verification texts from Customers. PRB0052023

### 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 20 defects and 10 System Change Requests (SCRs), for a total of 30 items

Table 1.2.1: Priority Releases

MINOR VERSION (RELEASE DATE)	ISSUE TYPE		
TEAM RESPONSIBLE	DEFECT	SCR	GRAND TOTAL
<b>25.07.14</b>	<b>0</b>	<b>2</b>	<b>2</b>
Automated Test	0	1	1
Client Correspondence	0	1	1
<b>25.07.15</b>	<b>10</b>	<b>0</b>	<b>10</b>
Batch/Interfaces	1	0	1
Fiscal	2	0	2
Medi-Cal/CalHEERS	3	0	3
Online	4	0	4

MINOR VERSION (RELEASE DATE)	ISSUE TYPE		
TEAM RESPONSIBLE	DEFECT	SCR	GRAND TOTAL
<b>25.07.17</b>	<b>3</b>	<b>0</b>	<b>3</b>
Client Correspondence	2	0	2
Fiscal	1	0	1
<b>25.07.18</b>	<b>0</b>	<b>4</b>	<b>4</b>
Training	0	4	4
<b>25.07.21</b>	<b>0</b>	<b>2</b>	<b>2</b>
Training	0	2	2
<b>25.07.22</b>	<b>4</b>	<b>0</b>	<b>4</b>
Client Correspondence	1	0	1
Eligibility	1	0	1
Fiscal	1	0	1
Medi-Cal/CalHEERS	1	0	1
<b>25.07.23</b>	<b>3</b>	<b>0</b>	<b>3</b>
Batch/Interfaces	1	0	1
Online	1	0	1
Virtual Assistant	1	0	1
<b>25.07.24</b>	<b>0</b>	<b>2</b>	<b>2</b>
Client Correspondence	0	1	1
Virtual Assistant	0	1	1
<b>Grand Total</b>	<b>20</b>	<b>10</b>	<b>30</b>

## 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 – 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"> <li>None to note for the reporting period</li> </ul>
	<ul style="list-style-type: none"> <li>Continued CalSAWS Project administration, workplan, staffing, contract, and financial management tasks</li> <li>Continued CalSAWS Risks and Issues Management Group (RMG) activities, including: <ul style="list-style-type: none"> <li>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</li> </ul> </li> <li>Continued activities to support CalSAWS Project staff working remotely <ul style="list-style-type: none"> <li>Continued developing Project communications as needed</li> </ul> </li> <li>Continued performing contract management activities: <ul style="list-style-type: none"> <li>Continued preparations for Maintenance and Enhancements (M&amp;E) transition <ul style="list-style-type: none"> <li>Received approval of Amendment 33 and Change Notice 41 by the Joint Powers Authority (JPA) Board on July 18, 2025</li> <li>Change Notice 42 (August 2025 JPA) is in development and may include: <ul style="list-style-type: none"> <li>County Purchase Orders (CPOs)</li> <li>Accelerated M&amp;E Cutover updates</li> </ul> </li> </ul> </li> </ul> </li> </ul>

## 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](http://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	July 24, 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%

WEBPAGE	PERCENT OF SUBSCRIBERS
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 July 27, 2025

Table 2.4.1: CITs

CIT ID	SUBJECT	CATEGORY	DISTRIBUTION DATE	PRIMARY CALSAWS CONTACT	BACKUP CALSAWS CONTACT
0085-25	Conclusion of Case Data Removal for 2026	Informational	July 11, 2025	Prem Venugopalan	Grady Howe
0086-25	ACL 25-37 Changes to Vehicle Value Limit for CW Posted List	Informational	July 15, 2025	Sarah Rich	CalWORKs CalFresh Facilitator
0087-25	ACL 25-36 COLA Increase for Minimum Basic Standards of Adequate Case (MBSAC) and Income-In-Kind (IIK) Lists	Informational	July 15, 2025	Sarah Rich	CalWORKs CalFresh Facilitator
0089-25	Memorandum for SCR CA-292882 Foster Care/Kin-GAP CNI Batch Run & SCR CA-292883 AAP CNI Batch Run for 2025-2026	Informational	July 24, 2025 revised July 25, 2025	Ignacio Lazáro	Nancy DeCasas

- The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending on July 27, 2025

Table 2.4.2: CRFIs

CRFI ID	SUBJECT	DISTRIBUTION DATE	STATUS	RESPONSE DUE DATE	CALSAWS CONTACT
25-017	Performance Standards – MEDS Alerts Processing Workgroup Recruitment	June 30, 2025	Open	July 18, 2025	Marlene Rangel



- The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending July 27, 2025

Table 2.4.3: Overdue CRFIs

CRFI ID	SUBJECT	REGION 1	REGION 2	REGION 3	REGION 4	REGION 5	REGION 6
25-017	Performance Standards – MEDS Alerts Processing Workgroup Recruitment	Marin and San Benito Counties	Mono and Sierra Counties	Del Norte, Glenn, Humboldt, Mendocino, Plumas, Tehama and Trinity Counties	Inyo and Mariposa Counties	San Bernardino County	

## 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"> <li>■ None to note for the reporting period</li> </ul>

### 3.2 Customer Service Center (CSC)

- Supporting Gainwell team with Reverse Job Shadow (RJS) through July 31, 2025
- There are no outstanding County Operational Enhancements and Defects in the Accenture Contact Center backlog

### 3.3 Additional Projects

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

- Successfully rolled back all code related to TLM-39 from the 25.07 code. No issue was reported post 25.07 release
- New release date for TLM-39 has not yet been finalized, as further discussion still needs to occur
- Finalized inventory of all external hardware/devices (printers, scanners, etc.) in Production
- Starting the week of July 21, 2025, Development team continued work on addressing remaining open defects identified from System Test to wrap up the TLM-39 effort

### 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
4.6.1 Release Test Summary	<ul style="list-style-type: none"><li>■ Began test preparation for the 25.09 baseline release</li></ul>
4.8 Reports	<ul style="list-style-type: none"><li>■ None to note in the reporting period</li></ul>
4.10 FCED/CARES	<ul style="list-style-type: none"><li>■ Performance Testing<ul style="list-style-type: none"><li>○ Provided the California Automated Response and Engagement System (CARES) project with initial metrics for expected daily throughput of interface calls</li><li>○ CARES performance timelines: November 2025 - December 2025</li></ul></li><li>■ Provided assumed remaining work items and completion levels of each task for Foster Care Eligibility Determination (FCED) as well as remaining budget to the CalSAWS Deloitte team to help in any future funding requests</li><li>■ Conversion – Risk 318 is being transitioned to an Issue</li></ul>

### 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

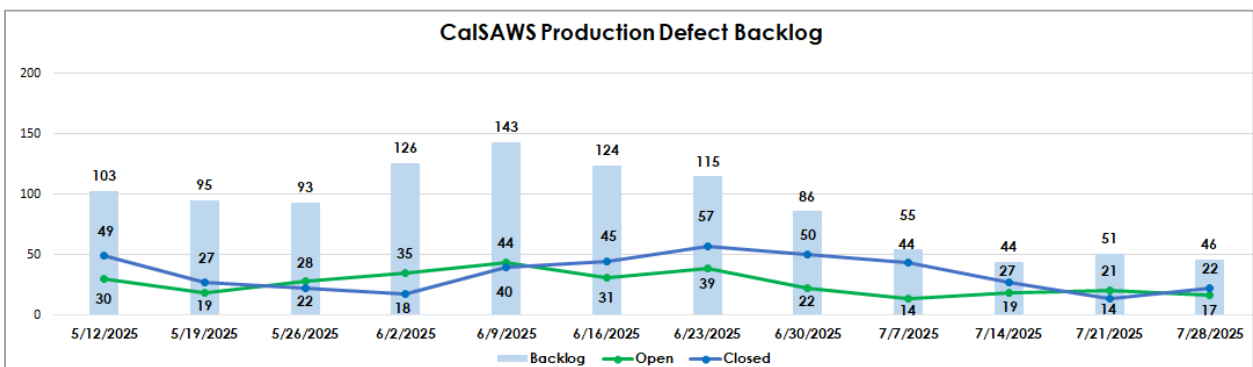


Figure 4.2.1: Production Defects Backlog Weekly Trend

## 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: CalSAWS Production Defect Count by Release

CALSAWS PRODUCTION DEFECT COUNT BY RELEASE				
COUNT OF DEFECTS	RELEASE			
SEVERITY	25.07	25.09	TBD	GRAND TOTAL
<b>2-Normal/Medium</b>	<b>10</b>	<b>0</b>	<b>0</b>	<b>10</b>
In Progress	4	0	0	4
Closed	6	0	0	6
<b>3-Normal/Low</b>	<b>128</b>	<b>2</b>	<b>8</b>	<b>138</b>
New	5	0	2	7
In Progress	26	2	6	34
Closed	97	0	0	97
<b>4-Cosmetic</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>3</b>
In Progress	1	0	0	1
Closed	2	0	0	2
<b>Grand Total</b>	<b>141</b>	<b>2</b>	<b>8</b>	<b>151</b>

**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 August 2025 and September 2025 Communications:
  - See Table 4.3.1: CalSAWS Release August 2025 and September 2025 Communication Activities for details

Table 4.3.1: CalSAWS Release August 2025 and September 2025 Communication Activities

TASK	DATE (S)	OWNER
Send draft Release Notes file to Consortium for review	August 1, 2025	Production Operations
Send draft Release Notes file to select County Staff and Consortium for review	August 8, 2025	Production Operations

TASK	DATE (S)	OWNER
Webcast on CalSAWS Release 25.09	September 2, 2025	Production Operations/ Consortium Policy and Design
Send draft Release Notes file to select County Staff and Consortium for final review	September 5, 2025	Production Operations
25.09 CalSAWS Application Development and Training Release Notes Broadcast	September 16, 2025	Production Operations
CalSAWS Release 25.09 Greenlight Meeting	September 17, 2025	Release Management/Quality Assurance
CalSAWS 25.09 Post-Release Checkpoint Call	September 22 - 24, 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

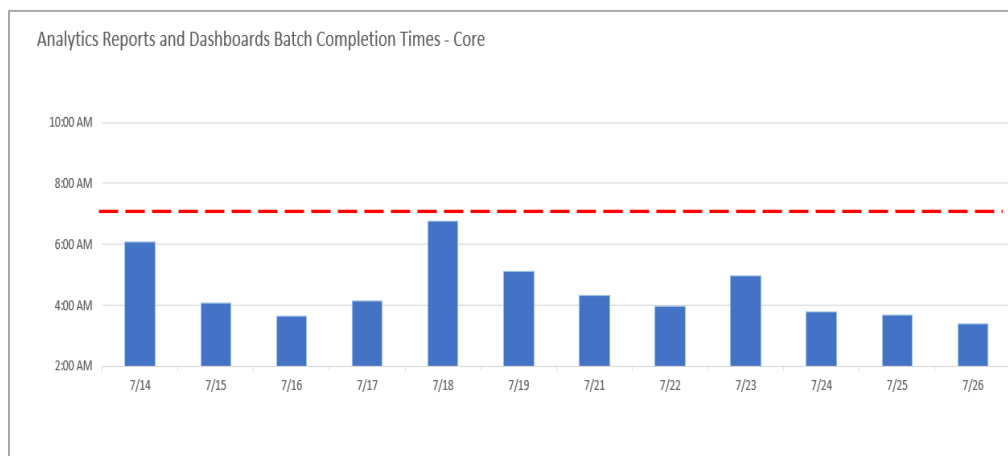


Figure 4.3.3: Analytics Reports and Dashboards – Monday – Saturday Nightly Batch Runs for the Status Reporting Period

Table 4.3.3.3: 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)

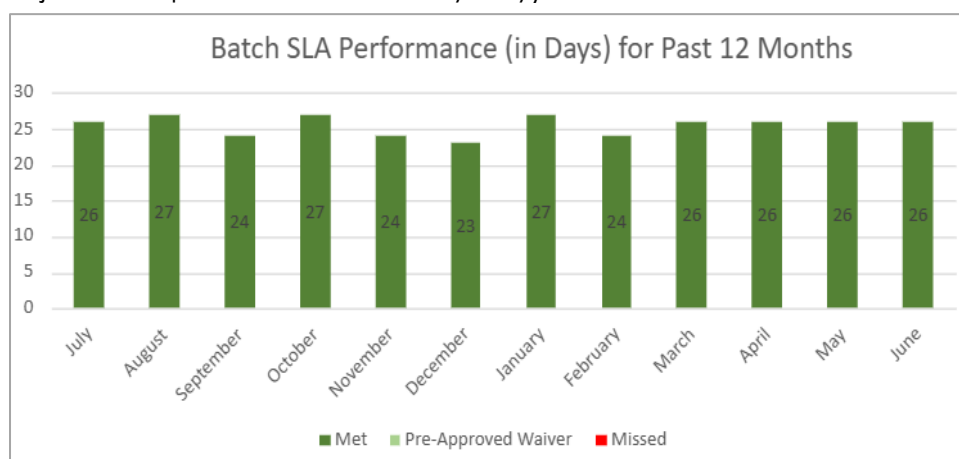


Figure 4.3.4-1: Batch Service Level Agreement (SLA) Performance

- 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

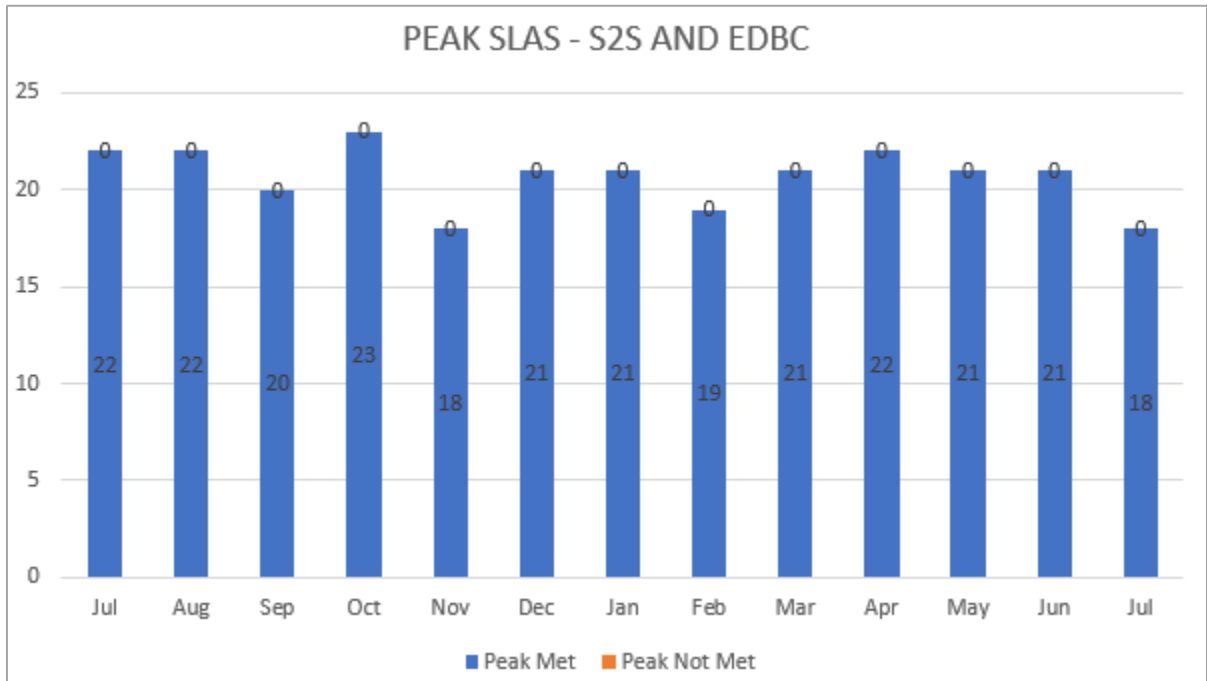


Figure 4.3.4-2: Peak Service Level Agreement (SLA) – Screen to Screen (S2S) and Eligibility Determination Benefit Calculation (EDBC)

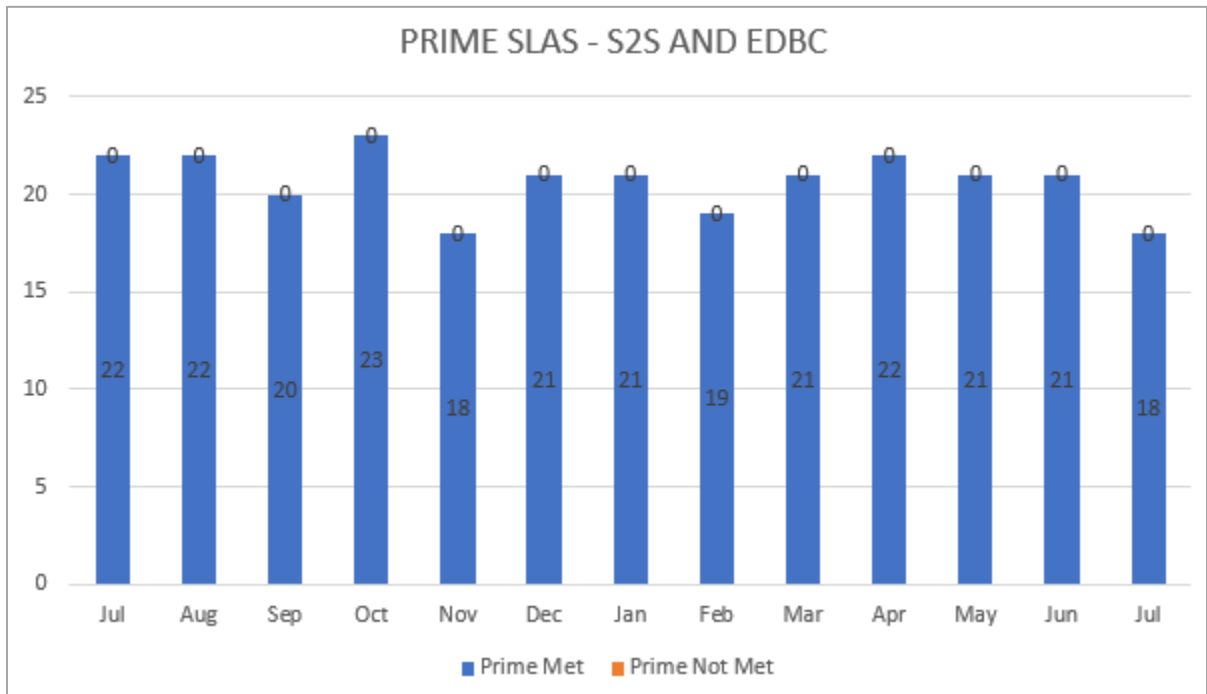


Figure 4.3.1-3: Prime Service Level Agreement (SLA) – Screen to Screen (S2S) and Eligibility Determination Benefit Calculation (EDBC)

## 4.4 Application Support

### 4.4.1 Highlights from the Reporting Period

Table 4.4.1: Application Support

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

### 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

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- Continued architecture support for the following areas:
  - California Automated Response and Engagement System (CARES)
  - 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

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- 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
  - California Automated Response and Engagement System (CARES) Deployment Pipelines Development and support
  - Providing required DevOps support to AT7/UT2/AT2
  - Implementation Advance Planning Document Update (IAPDU) Projects:
    - ✦ CI/CD Pipeline support for continuing Lobby Management Modernization

#### 4.4.5 Application Security Support

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- 25.09 release Application Security testing Scan One – In Progress
- Security Management Plan - M&E
  - Undergoing internal review
- System Security Plan –M&E – In Progress
- Completed Knowledge Transfer (KT) for Security Impact Assessment (SIA), Privacy Impact Assessment (PIA), Threat Modelling, and Application Programming Interface (API) Inventory
- Follow up KT/Reverse Job Shadow (RJS) sessions are being planned in the coming weeks



- Bucket Two Plan of Action and Milestones (POAM)
  - Completed Remediation
  - As of July 25, 2025, there are 12 POAMs in Accenture scope, which have been submitted for Consortium review

## 4.5 Priority Release Summary

- Table 4.5.1 outlines the scope of future defect fixes targeted for future priority releases

Table 4.5.1: CalSAWS Upcoming Releases

RELEASE	SUMMARY
25.07.31	<ul style="list-style-type: none"> <li>▪ ACL 25-49 AAP CNI Rate Increase for Year 2025-2026 Cost-of-Living Adjustment (COLA)</li> <li>▪ CCB 25-17 Revised Child Care SMI Fiscal Year 25-26</li> <li>▪ Generate List of FC-KG cases with Income Prior to CNI Batch EDBC Run 2025</li> <li>▪ Monthly support for Adhoc Reporting solution - January 2025 - July 2025</li> <li>▪ San Mateo GAGR In-Kind Amounts</li> <li>▪ Support SCATL environment provisioning in production training environments</li> <li>▪ Update Account Identity Verification to send translated e-mail</li> <li>▪ Update Case Unlink to Display the Original Registrant Name</li> <li>▪ Update Responsible Parties off aid 36 months to Inactive status for CalWORKS</li> <li>▪ Update Run Date in August 2025 for FC Fiscal Reports</li> <li>▪ Update SAR 7 Form Status Batch Job to Send CW/CF Income and IRT Related Information</li> <li>▪ Update Santa Cruz County to turn off Foster Care Clothing Allowance batch</li> </ul>
25.08.01	<ul style="list-style-type: none"> <li>▪ Training: Adding a Try It section to Imaging-08-Return Mail Capture Web Based Training (WBT)</li> <li>▪ Training: Create Web Based Training (WBT) for eHIT Disposition Processing Enhancements CA-276523</li> <li>▪ Training: Documentation Update the Page Mapping Tool for Job Aid updates</li> </ul>
25.08.07	<ul style="list-style-type: none"> <li>▪ Applicant Income and Eligibility Verification System (IEVS) abstract that were processed in CALWIN did not convert to CalSAWS as processed.</li> <li>▪ Schedule the 2025 Cost-of-Living Adjustment (COLA) batch run for AAP .</li> <li>▪ Schedule the 2025 Cost-of-Living Adjustment (COLA) batch run for FC,KG .</li> </ul>

RELEASE	SUMMARY
	<ul style="list-style-type: none"> <li>Tehama County changing Warrant Printer to HP Laserjet M406DN</li> </ul>
25.08.09	<ul style="list-style-type: none"> <li>ACL 25-45 FC, KG CNI Rate Increase for Year 2025-2026 - Batch EDBC Cost-of-Living Adjustment (COLA)</li> <li>ACL 25-49 AAP CNI Rate Increase for Year 2025-2026 - Batch EDBC Cost-of-Living Adjustment (COLA)</li> </ul>
25.09	<ul style="list-style-type: none"> <li>Total System Change Requests (SCRs): 92 approved</li> <li>Release Webcast date: September 17, 2025</li> </ul>

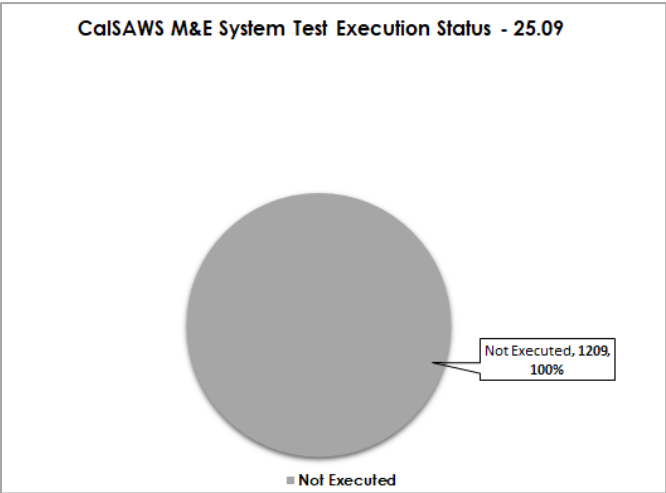
## 4.6 Release Management

### 4.6.1 Release Test Summary

- Began test preparation for 25.09 System Change Requests (SCRs); test execution to begin on July 28, 2025

Table 4.6.1: CalSAWS System Change Request (SCR) Test Status – 25.09

Pass Rate Target as of July 24, 2025	0%
Pass Rate Actual as of July 24, 2025	0%
System Test completion date: September 17, 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

## 4.6.2 Automated Regression Test (ART) Coverage

Table 4.6.2: CalSAWS Automated Regression Test (ART) Coverage

PRODUCTION TRANSACTIONS				ART COVERAGE BY PRODUCTION VOLUME	
TIER	DISTINCT	VOLUME	PERCENT VOLUME	DISTINCT	PERCENT COVERAGE
1	15	189,795,566	47.21%	15	100%
2	96	131,384,149	32.68%	96	100%
3	116	40,562,203	10.09%	115	99.38%
4	685	36,825,430	9.16%	601	93.12%
5	2863	3,433,320	0.85%	995	51.22%

**Note:** Transaction volume and coverage metrics are based on CalSAWS monthly Production performance data and Automated Regression Test (ART) coverage data as of June 30, 2025. Each tier is distinct from the 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 1,786 end-to-end Automated Regression Test (ART) scripts.

- 1,347 targeting the core CalSAWS application
- 201 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-286712 - Automated Regression Test - Execution and Maintenance - 25.07 Release Cycle
  - CA-286713 - Automated Regression Test - Execution and Maintenance - 25.09 Release Cycle
  - CA-292713 - Automated Regression Testing for Release 25.09

## 4.7 Application Development Status

- Continued design on:
  - CA-292686 - H. R. 1 ACL 25-50 Changes to CalFresh Eligibility for Most Lawfully Present Non-Citizens
  - CA-292683 - ACL 25-50 H.R. 1 Changes to ABAWD Exemptions and Expiration of Statewide Waiver
- Continued build on:
  - Priority releases for 25.09 approved System Change Requests (SCRs)

## 4.8 Reports

- Held meeting with Consortium on July 16, 2025, to discuss the future roadmap of CalSAWS State and Fiscal Monthly Report meeting

- Held second Design Job Shadow/Reserve Job Shadow Meeting with Deloitte on CalSAWS Maintenance and Enhancements (M&E) System Change Request (SCR): CA-246797 - Update Direct Deposit Status Report to Extract Program Level instead of RDB on July 17, 2025
- Held meeting with Consortium Technical and Operational Director on July 17, 2025 to discuss Santa Clara County Analytics Purpose Build Data Set (PBDS)
- Met with Consortium on July 23, 2025 and July 24, 2025, to discuss the plan to implement Expedited CalFresh changes into two Management Reports and to provide ad hoc query to counties as interim solution

Table 4.8.1: Total Open Incidents by Reporting Period

REPORTING PERIOD END DATE	NUMBER OF OPEN TICKETS
June 27, 2025	4
July 11, 2025	8
July 25, 2025	3

**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	0	1	1	4
In Development	5	2	2	0	9
Development Complete	0	0	0	0	0
In Assembly Test	0	0	0	0	0
System Test	1	0	0	0	1
Test Complete	0	0	0	0	0
<b>Total Open Defects</b>	<b>8</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>14</b>

**Note:** Data is as of current reporting period

Table 4.8.3: 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	<b>0</b>
2-Normal/Medium	1	0	0	0	<b>1</b>
3-Normal/Low	7	2	3	1	<b>13</b>
4-Cosmetic	0	0	0	0	<b>0</b>
<b>Total Open Defects</b>	<b>8</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>14</b>

**Note:** Data is as of current reporting period

Table 4.8.4: State/Fiscal Reports Open Defects and System Change Requests (SCRs)

	DEFECTS		SCRs – TARGETED RELEASE	
STATE/CLAIMING REPORTS	TOTAL	AS PRIORITIZED	25.07	25.09
CA 237 CW	1	1	0	0
CA 237 FC	1	1	0	0
CF 296	2	1	1	0
CF 358F	1	0	1	0
CF 358S	1	0	1	0
DHCS CMS Unwinding E&E	1	1	0	0
FNS 209	1	1	0	0
Integrated Claiming	2	1	0	1
Stat 47	1	1	0	0
Temp 2035	2	1	0	1
Temp 2313	2	1	0	1
WTW 25/25A	1	1	0	0

**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 4.9.1: Core Online Upcoming Performance Cycle

PERFORMANCE CYCLE	START DATE	END DATE	STATUS
CalSAWS 25.09 Release Performance Testing	Aug 18, 2025	Sept 24, 2025	Scheduled

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

- Completed Tasks:
  - Updated "Documents API" online dropdowns and reviewed by the Business Analysts (BAs)
  - Updated "Documents API" Inbound transaction to be received from CARES
  - Updated "Home of Removal API" Person Information mapping
  - Updated Contact Details eData for new cases when no available transactions for case
  - Updated and tested "Individual Demographics API" Outbound Individual Demographics Transaction Detail Screen-"City" "State" and "U.S. Citizen" fields
  - Updated and tested "Income Assets API" display page when removing income record
  - Updated and tested "Incidental Payment API" Inbound Payment Transaction Detail Screen-"Gender" field in "Expectant Parent Details" subsection
- In Progress Tasks:
  - Create the swagger document for "AAP API"
  - 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 Application Programming Interface (API) testing
  - Work on Case Automation to configure county Opt-In settings for Automation of Case Creation
  - Add placement start date and end date to the outbound "Eligibility Results API"
  - Update "Income Assets API" mapping screen's table and column information
  - Create the "Case Link" reapplication and rescind online design
  - Update "Request for Information (RFI) API" Outbound Communication Search-Sensitive/Confidential Indicator
  - Update "Extended Foster Care API" Inbound Transaction Page size and maxLength Values
  - Test "Child Placement API" sent transaction to CARES
  - Test "Determination Details API" Additional Rate E-Data on Child Placement Detail page
  - Update "Issuance API" batch jobs and the batch rate
- Upcoming Tasks:
  - Update security issue on FCED Outbound Request for Information (RFI) Communication Search page and Detail page
  - Create the online design for "AAP API"
  - Create the design for the remove functionality to the applicable APIs
- Interface Partner Integration

- Continue coordination with CARES team for schedule and interface element alignment

Table 4.10.1: 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	<b>12</b>	0	0	0	1	11
CARES hosted	<b>14</b>	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 9092 – CalWORKs Special Needs
  - CIDR 9093 – CalFresh & CalWORKs Post-Secondary Students
  - CIDR 9094 – Exempted ABAWDs Statewide
- Continued Work:
  - CIDR 9060 – CDSS SAWS+ Implementation
  - CIDR 9078 – SAWS+ Extract Phase II
  - CA-287960 – Title IV-E Review - Foster Care Federal Audit
  - CIDR 9089 – Medi-Cal Client Snapshot Version 4
- Began Work:
  - CIDR 9095 - Summer EBT Query

#### 4.11.2 Department of Health Care Services (DHCS) Report Support

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- 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
  - SIRQRA – SAWS Information Request for Research and Analysis
- Completed Work:
  - SIRQRA 1411- Individuals with RE due date set to 3/2025 Amended V1 (Weekly Frequency) – July 11, 2025
  - SIRQRA 1387 - Total No. of Apps Pending and Total No. of REs Pending (Weekly Frequency) – July 11, 2025
  - SIRQRA 1411- Individuals with RE due date set to 3/2025 Amended V1 (Weekly Frequency) – July 18, 2025
  - SIRQRA 1387 - Total No. of Apps Pending and Total No. of REs Pending (Weekly Frequency) – July 18, 2025
  - DHCS HCBS SI Case File July 2025
- Continued Work:
  - None to note for the reporting period
- Began Work:
  - SIRQRA 1411- Individuals with RE due date set to 3/2025 Amended V1 (Weekly Frequency) – July 25, 2025
  - SIRQRA 1387 - Total No. of Apps Pending and Total No. of REs Pending (Weekly Frequency) – July 25, 2025
  - SIRQRA 1380 - MEDS Alert Monitoring July 2025
  - SIRQRA 1385 - End of CCR Renewal Data September 2025
  - SIRQRA 1386 - Renewal and Demographics Data Request July 2025
  - SIRQRA 1387 - Total No. of Apps Pending and Total No. of REs Pending July 2025 (Monthly)
  - SIRQRA 1388 - Monthly Failure to Complete Data July 2025
  - SIRQRA 1411- Individuals with RE due date set to July 2025 Amended V1 (Monthly)
  - DHCS Winding Renewal Update for Outstanding MC Renewals (July 2025 Update)
  - DHCS HCBS SI Case File August 2025



### 4.11.3 Additional Premise Items

Table 4.11.3: 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"> <li>CA-240701 – planned for 25.09</li> <li>CA-277738 – In Production</li> </ul>
CalFresh Reinstatement Approval & Denial Notice Revisions	On Time	Development	<ul style="list-style-type: none"> <li>CA-265360 – In Production</li> <li>CA-250777 planned for 25.07.x2</li> </ul>
Restoration Notices Updates	On Time	Development	<ul style="list-style-type: none"> <li>CA-272109 – pending for state regulations</li> <li>CA-245049 – In Production</li> </ul>

## 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"> <li>Completed the Core Contact Center and Robotic Process Automation (RPA) Cutover on July 11, 2025</li> <li>Completed Reverse Job Shadow (RJS) for GenAI</li> <li>Continued Knowledge Transfer (KT) and Job Shadow (JS) sessions for Maintenance and Enhancements (M&amp;E) workstreams</li> <li>Received approval of Change Notice 41 by the Joint Powers Authority (JPA) Board for transition activities from August 1, 2025, through January 31, 2026 (e.g., M&amp;E Back Shadow, Transition Management, etc.) on July 18, 2025</li> </ul>

### 5.2 Infrastructure Transition

- Completed Work/Accomplishments:
  - Job Shadow (JS):

- ✦ Completed two WordPress (CalSAWS.org) JS sessions on July 14 – 15, 2025 to transition the site's plugin subscriptions and licenses
- Reverse Job Shadow (RJS):
  - ✦ Completed two GenAI RJS sessions for Fresno GenAI Call Summary - Release 25.07 Deployment Activities on July 24, 2025, and Post-Release Support and Monitoring for 25.07 Release on July 25, 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
  - Transition Readiness Plan (TRP) GenAI workstream updates provided to Gainwell for review on July 17, 2025
  - Attended the CalSAWS Infrastructure Transition Contact Center Part One of Two Cutover Readiness Review on July 7, 2025 and Go/No-Go milestone on July 10, 2025
  - Completed the Core Contact Center and Robotic Process Automation (RPA) Cutover on July 11, 2025
- In Progress/Upcoming Work:
  - Attend the Contact Center Part Two (GenAI) Cutover Readiness Review on July 28, 2025 and Go/No-Go meeting on July 31, 2025
  - Team requested input from Gainwell to assess the need for JS and RJS sessions as part of the California Automated Response and Engagement System (CARES) handover scheduled for July 2025. However, no response has been received
  - Provide JS session to Gainwell team on WordPress site annual certificate update in August 2025

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

- Knowledge Transfer (KT):
  - Completed the following KT sessions for the week of July 14, 2025:
    - ✦ Part Three: Automated Budget Questionnaire (ABQ)
    - ✦ System Change Request (SCR) Ticket Security Threat Assessment
    - ✦ SCR - Test Automation Follow Up Session
  - Completed the following KT session for the week of July 21, 2025:
    - ✦ Welfare Data Tracking Implementation Project (WDTIP) Code Changes
  - Continued to coordinate and collaborate scheduling changes when needed
- Job Shadow (JS) and Reverse Job Shadow (RJS):
  - Completed five JS sessions during the week of July 14, 2025:
    - ✦ CA-246797: Update Direct Deposit Status Report to Extract Program Level instead of RDB: Design JS/RS Post Meeting Part Two
    - ✦ Performance Testing Part Two
    - ✦ Creating Training System Change Requests (SCRs)
    - ✦ JIRA Configuration - Follow Up
    - ✦ Web Based Training (WBT) Upload
  - Completed seven JS sessions during the week of July 21, 2025:

- ✕ User and Access Management for Non-Production Databases
  - ✕ ServiceNow – Training Tickets
  - ✕ CalSAWS.org Support
  - ✕ CalSAWS.org Support – Follow Up
  - ✕ Production Batch Monitoring
  - ✕ AT2 Refresh
  - ✕ UT2 Refresh
- Deloitte postponed two JS sessions in this reporting period
- Completed two RJS sessions during the week of July 21, 2025:
  - ✕ CalSAWS.org Support
  - ✕ CalSAWS.org Support – Follow Up
- Deloitte cancelled five RJS sessions in this reporting period
- Back Shadow Support:
  - Continued discussions with Deloitte regarding where Accenture can provide Back Shadow support and close knowledge gaps for release 25.11
  - Requested the 25.11 priority SCRs JIRA dashboard for review
- SAWS Information Request for Research and Analysis (SIRFRA) Data Extract Requests:
  - Continued with the SIRFRA data request takeover status discussion scheduled for August 1, 2025
- Software Licenses:
  - Gainwell has assigned 27 JRebel licenses to the Deloitte team. An additional ten licenses can be reassigned on August 1, 2025, bringing the total up to 37 licenses available to Deloitte
  - Continued to attend the weekly Software Licenses Provisioning meeting
- Security Compliance Support Transition Activities:
  - Demonstration of Security Impact Assessment (SIA) and Privacy Impact Assessment (PIA) reviews
  - Demonstration of Threat Modelling
  - Provided list of Application Programming Interface (API) inventory with the Uniform Resource Locators (URLs) and application names
  - Provided clarification on reports from scanning tools
  - Application security and Security compliance clarifications
- 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
  - Met with Consortium Customer Engagement Director, Communications Manager, and Transition Manager on the communication approach for communicating Accenture roll-off dates to the counties on July 23, 2025
- 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 eight sessions planned for the next two weeks
- Continue to provide JS with six sessions planned for the next two weeks
- Continue to provide RJS with ten sessions planned for the next two weeks
- Continue to meet with the Consortium Customer Engagement Director, Communications Manager, and Transition Manager on the communication approach for communicating Accenture roll-off dates to the counties on July 30, 2025
- Continue discussion on moving up the CalSAWS.org transition due to staffing rebadging with Deloitte leadership team from November 2025 to end of September 2025
- Attend the Pre-Meet Go/No-Go Meeting SCERFRA/SIRFRA on July 30, 2025
- Attend the M&E Transition SCERFRA/SIRFRA Go/No-Go meeting on July 31, 2025

## 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**