

# CalSAWS

California Statewide Automated Welfare System



## Bi-Weekly Status Report

CalSAWS Maintenance & Operations (M&O)

Reporting Period: August 25, 2025 – September 7, 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	<ul style="list-style-type: none"><li>None to note for the reporting period</li></ul>
Defects	On Time	<ul style="list-style-type: none"><li>There are 60 active Production defects</li></ul>
Incidents	On Time	<ul style="list-style-type: none"><li>CALSAWS BROADCAST: Starting at 7:00 a.m. on September 3, 2025, the Nutrition Benefit Supplemental Issuance Register Report was delayed in production. As of 8:16 a.m. on September 3, 2025, this issue was resolved. The Nutrition Benefit Supplemental Issuance Register Report has been generated and is available for Users. PRB0052269</li><li>CALSAWS BROADCAST: Starting at 10:38 a.m. on September 3, 2025, Users were not able to send tasks created in Salesforce to CalSAWS. As of 8:34 p.m. on September 3, 2025, this issue was resolved with the deployment of Defect CA-294150 on, September 3, 2025. PRB0052274</li><li>CALSAWS BROADCAST: Starting at 7:36 a.m. on August 29, 2025, Users were experiencing a UEID error while linking a BenefitsCal e-application to a new case in CalSAWS. As of 7:14 p.m. on August 29, 2025, this issue was resolved with the deployment of Defect CA-294112. Users are no longer experiencing a UEID error while linking a BenefitsCal e-application to a new case in CalSAWS. PRB0052257</li></ul>

### 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 40 defects and 6 System Change Requests (SCRs), for a total of 46 items

Table 1.2.1: Priority Releases

MINOR VERSION (RELEASE DATE)	ISSUE TYPE		
TEAM RESPONSIBLE	DEFECT	SCR	GRAND TOTAL
<b>25.08.25</b>	<b>3</b>	<b>0</b>	<b>3</b>
POD-Data Growth	3	0	3
<b>25.08.26</b>	<b>6</b>	<b>1</b>	<b>7</b>
Eligibility	2	0	2
Online	4	0	4
System Test	0	1	1
<b>25.08.28</b>	<b>22</b>	<b>3</b>	<b>25</b>
Batch Operations	0	1	1
Batch/Interfaces	1	0	1
BenefitsCal	4	1	5
Client Correspondence	7	1	8
Fiscal	2	0	2
Online	4	0	4
Reports	2	0	2
Task Management	2	0	2
<b>25.08.29</b>	<b>1</b>	<b>2</b>	<b>3</b>
BenefitsCal	1	0	1
Client Correspondence	0	1	1
Training	0	1	1
<b>25.08.31</b>	<b>1</b>	<b>0</b>	<b>1</b>
Analytics	1	0	1
<b>25.09.02</b>	<b>6</b>	<b>0</b>	<b>6</b>
Eligibility	1	0	1
Online	4	0	4
Task Management	1	0	1
<b>25.09.03</b>	<b>1</b>	<b>0</b>	<b>1</b>
Batch/Interfaces	1	0	1
<b>Grand Total</b>	<b>40</b>	<b>6</b>	<b>46</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	Submitted DDEL	New off-cycle Maintenance and Enhancements (M&E) only version of 12.0 was submitted to the Consortium on August 8, 2025. Consortium PMO and Quality Assurance teams submitted comments for the draft deliverable (DDEL) on August 26, 2025. Accenture team is responding to the comments. Final deliverable (FDEL) is expected September 8, 2025

### 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>

- Continued CalSAWS Project administration, workplan, staffing, contract, and financial management tasks
- Continued CalSAWS Risks and Issues Management Group (RMG) activities, including:
  - Continued supporting 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
    - Change Notice 42 (September 2025 Joint Powers Authority (JPA) meeting) is in development and may include:
      - County Purchase Orders (CPOs)
      - Shift of funds from Regulatory and Administrative (R&A) to M&E
      - Accelerated M&E Cutover 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](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	September 4, 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 September 7, 2025

Table 2.4.1: CITs

CIT ID	SUBJECT	CATEGORY	DISTRIBUTION DATE	PRIMARY CALSAWS CONTACT	BACKUP CALSAWS CONTACT
0107-25	County Operational Requests	Informational	August 28, 2025	Nichole Nava	Henry Arcangel
0109-25	CalWORKs/CalFresh COLA FFY 2026 Batch Memorandum	Informational	September 4, 2025	Norma Meza	Michelle Ramos

- The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending on September 7, 2025



Table 2.4.2: CRFIs

CRFI ID	SUBJECT	DISTRIBUTION DATE	STATUS	RESPONSE DUE DATE	CALSAWS CONTACT
25-023	Data, Reporting and Analytics Questionnaire	August 27, 2025	Open	September 23, 2025	David Bruhn

- The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending September 7, 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"> <li>■ None to note for the reporting period</li> </ul>							

## 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 in the reporting period</li> </ul>

### 3.2 Additional Projects

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

- All open defects (defects that were still opened prior to the release change) are all System Test Completed
- Regression testing has started the week of September 1, 2025; 45% of the test cases have been executed as of September 5, 2025
- Defects created during the week of September 1, 2025 (defects found during regression testing) will be delivered to System Test by the week of September 8, 2025
- Content Revision 4 has started and will be ready to be sent to Committee the week of September 8, 2025
- The release date for TLM-39 (CA-213363) is currently being targeted for a priority release date of October 3, 2025

### 3.3 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>■ Continued test execution for the 25.09 baseline release. Week six of eight is completed. Team is at 94% pass rate against a target of 75%</li><li>■ Training Production Refresh is scheduled for weekend of September 5-7, 2025</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>○ California Automated Response and Engagement System (CARES) project provided updated timeframe for sharing estimated performance metrics for test planning. New date is September 9, 2025</li></ul></li><li>■ Conversion<ul style="list-style-type: none"><li>○ CARES project has communicated September 25, 2025 as the due date for a consolidated conversion approach</li><li>○ Match rates using converted data from Child Welfare Services/Case Management System (CWS/CMS) vary across counties with an average of 30% of CARES cases matched</li></ul></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

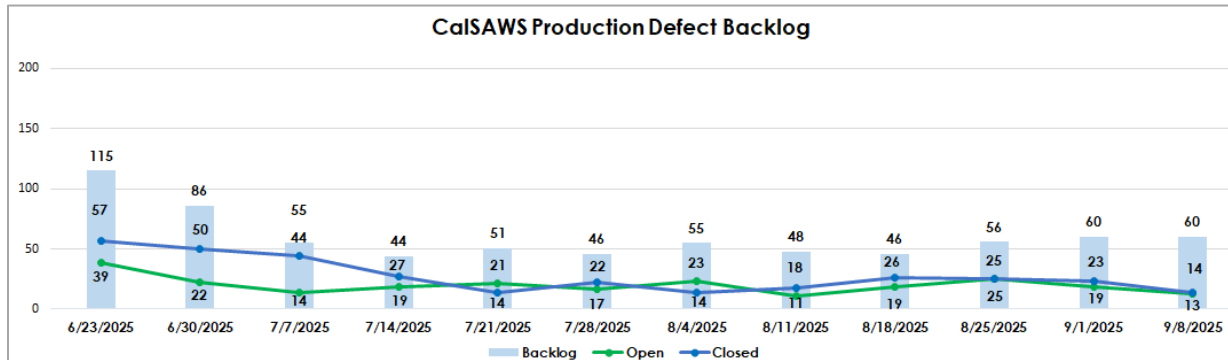


Figure 4.2.1: Production Defects Backlog Weekly Trend

### 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>19</b>	<b>2</b>	<b>0</b>	<b>21</b>
In Progress	5	2	0	7
Closed	14	0	0	14
<b>3-Normal/Low</b>	<b>222</b>	<b>6</b>	<b>2</b>	<b>230</b>
New	2	0	1	3
In Progress	45	4	1	50
Closed	175	2	0	177
<b>4-Cosmetic</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>3</b>
Closed	3	0	0	3
<b>Grand Total</b>	<b>244</b>	<b>8</b>	<b>2</b>	<b>254</b>

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

## 4.2.2 Production Defect Burndown Chart

- The Production Defect Burndown chart depicts the balance of all open defects (unresolved Production defects). Defects are considered closed upon System Test validation and transition to Test Complete status

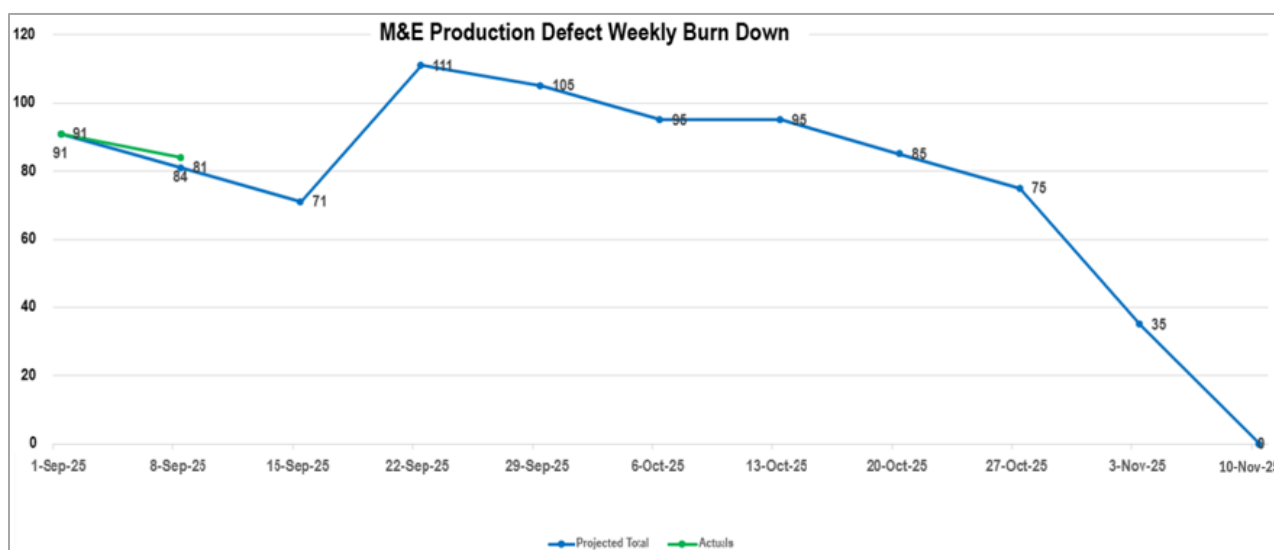


Figure 4.2.2: Production Defects Backlog Weekly Trend

**Note:** This chart includes all CalSAWS Production and Performance Defects, regardless of priority. This chart excludes defects not assigned to Accenture such as defects assigned to External Agencies, Infrastructure Contact Center, Infrastructure Database Administration (DBA), Infrastructure DevOps, Infrastructure ForgeRock, Infrastructure Imaging, Infrastructure Technical Architecture, Infrastructure Technical Operations, and Infrastructure Technical Support teams. This chart reflects open defect counts as of each Monday, taking into account open and closure rates from the prior week. The following are the anticipated deviations as seen in the chart above during the closure period:

- September 22, 2025 – The prior week is a code deployment freeze week due to the 25.09 baseline release greenlight week. Zero defects are anticipated to be resolved
- September 29, 2025 – Additional defects are anticipated to be created from the prior week due to 25.09 baseline release go-live
- October 13, 2025 – Additional defects are anticipated to be created from the prior week due to the Lobby Modernization go-live
- October 24, 2025 – Per contractual agreement, October 24, 2025, is the last day to identify defects to be resolved by November 9, 2025
- October 25, 2025 – November 9, 2025 – Burndown chart excludes any new Production/Performance defects created

## 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
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)

- CalSAWS RCA – 388 – Users are experiencing a UEID error when linking a BenefitsCal e-application to a new case in CalSAWS – PRB0052257
  - August 28, 2025, defect CA-291737 was deployed to Production as part of a CalSAWS priority release to address an e-application notification issue
  - August 29, 2025, county workers encountered Unique Errors IDs (UEIDs) when linking a BenefitsCal e-application to a new case in CalSAWS
  - The UEID issue was introduced during the attempt to resolve defect CA-291737 in the previous day's priority release
  - Defect CA-294112 was created to address this issue
  - Informed the Consortium and received approval to roll back defect CA-291737 from Production
  - A broadcast communication was sent to notify counties of the issue and the planned deployment to resolve it
  - By approximately 7:14 p.m. on August 29, 2025, defect CA-294112 was successfully deployed to Production to roll back defect CA-291737

### 4.3.3 Batch Operations

- Completed execution of monthly payroll batch runs for the 58 counties
- 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

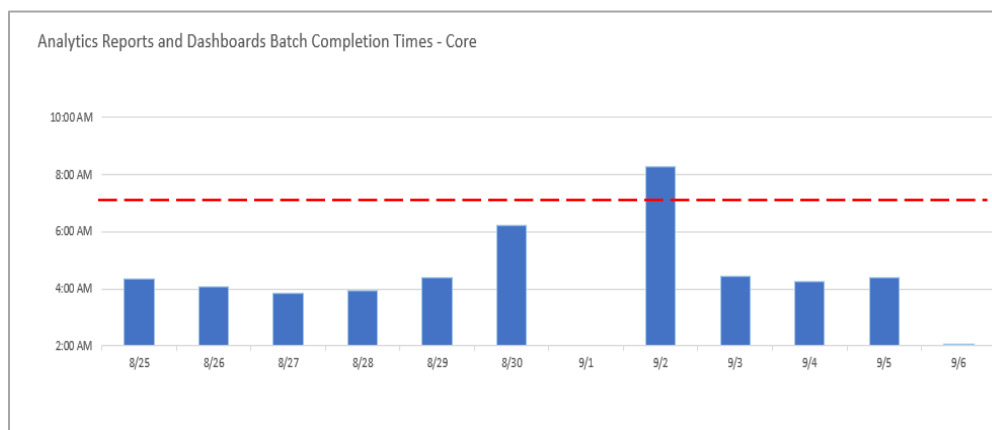


Figure 4.3.3: Analytics Reports and Dashboards – Monday – Saturday Nightly Batch Runs for the Status Reporting Period

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
September 2, 2025	Nutrition Benefit Supplemental Issuance Register Report ran longer and delayed in Production, on Tuesday September 2, 2025, and completed around 8:15 a.m., instead of by 7:00 a.m.	N/A	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)

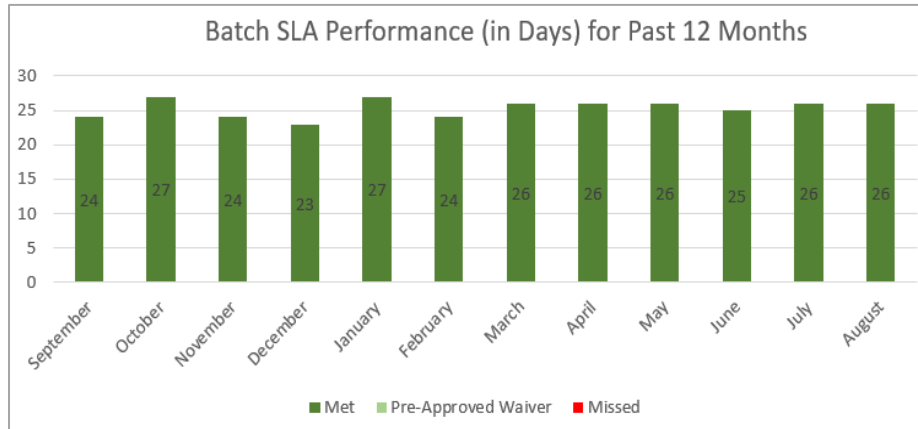


Figure 4.3.4-1: Batch Service Level Agreement (SLA) Performance

■ 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

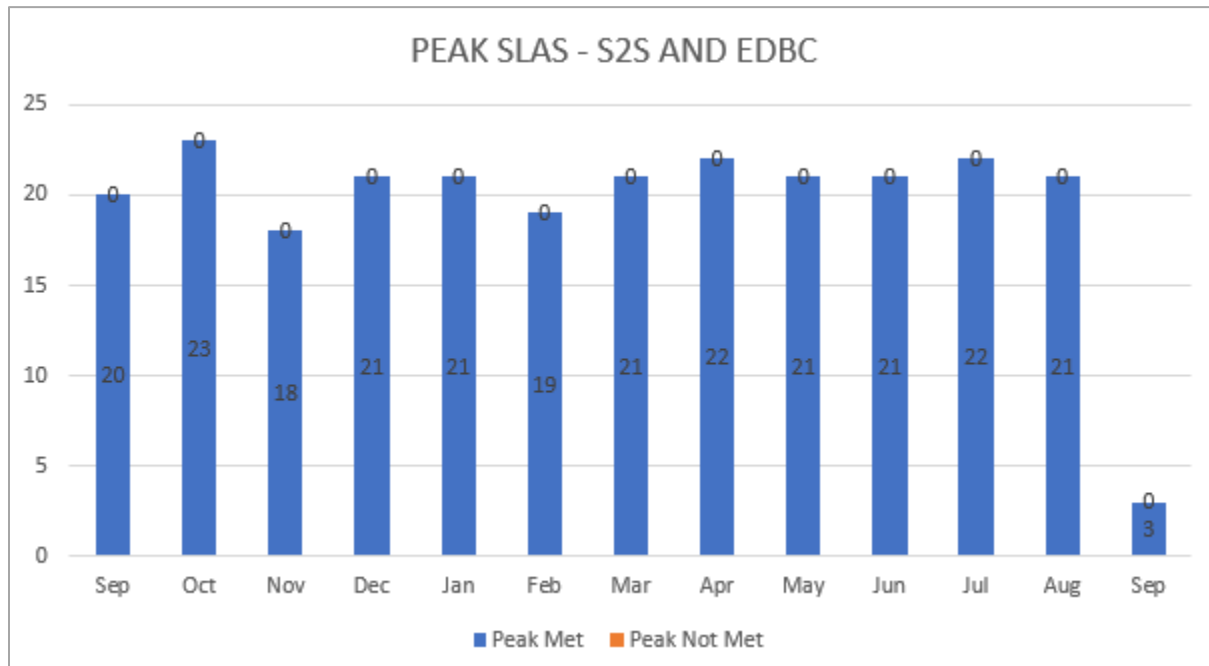


Figure 4.3.4-2: Peak Service Level Agreement (SLA) – Screen to Screen (S2S) and Eligibility Determination Benefit Calculation (EDBC)

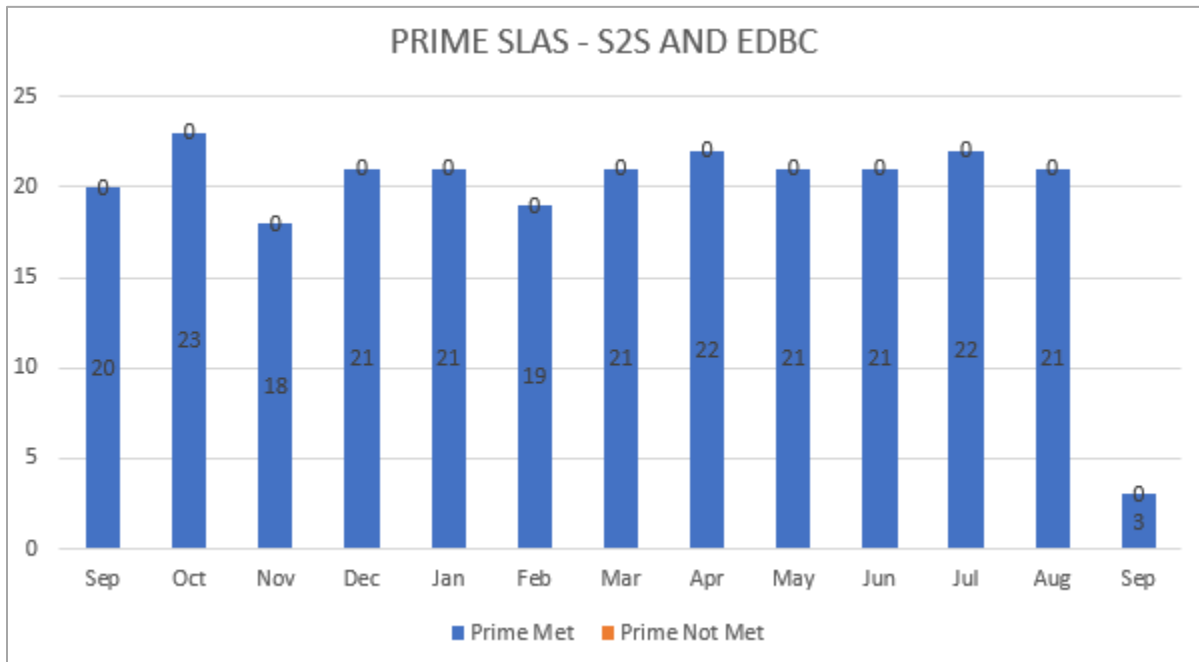


Figure 4.3.1-3: Prime Service Level Agreement (SLA) – Screen to Screen (S2S) and Eligibility Determination Benefit Calculation (EDBC)

## 4.4 Application Support

### 4.4.1 Highlights from the Reporting Period

Table 4.4.1: 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) project

- 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
  - 25.09 Baseline release support
  - Supporting Jenkins/Jira/Bitbucket upgrades
  - 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 non-Production environments

#### 4.4.5 Application Security Support

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- Completed 25.09 release Application Security testing second scan
- Review comments in progress for the Draft Deliverable (DDEL) of the updated Maintenance and Enhancements (M&E) Security Management Plan
- The updated M&E System Security Plan is submitted for Consortium review
- Completed reverse job shadowing on Security monitoring and Reporting
- Follow-up Knowledge Transfer (KT)/Reverse Job Shadow (RJS) sessions are being planned in the coming weeks on the following topics:
  - Application Security and Architecture
  - Application data encryption and key management
- Bucket Two Plan of Action and Milestones (POAM)
  - All Accenture M&E POAMs in ServiceNow are closed successfully

## 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
25.09.11	<ul style="list-style-type: none"> <li>ACIN I-XX-25- FFY 2025-2026 CalFresh Cost-of-Living Adjustment (COLA); ACL 25-XX CW IRT - Batch EDBC Properties</li> <li>Add 'Imaging Export' to the 'CA State All County Access' security role</li> <li>Update Homeless Mapping for TANF Clock as per Welfare Data Tracking Implementation Project (WDTIP) TRAC Guide</li> <li>Update Position Detail to display a Validation Message for End Dated Unit</li> <li>Update Responsible Party off aid 36 months to exclude Intentional Program Violation(IPV) cause codes</li> <li>Update Riverside SFTP Server</li> </ul>
25.09.13	<ul style="list-style-type: none"> <li>ACIN I-XX-25- FFY 2025-2026 CalFresh Cost-of-Living Adjustment (COLA); ACL 25-XX CW IRT - EDBC Batch Run and Case Lists</li> </ul>
25.09.14	<ul style="list-style-type: none"> <li>LA County Adhoc - Raw and Purpose Built Data Set (PBDS) S3 Data Lake</li> </ul>
25.09.17	<ul style="list-style-type: none"> <li>Automated Regression Test - Execution and Maintenance - 25.07 Release Cycle</li> </ul>
25.09.19	<ul style="list-style-type: none"> <li>Training: Create Web Based Training (WBT) for eHIT Disposition Processing Enhancements CA-276523</li> <li>Training: Create new CalSAWS Functional Presentations (CFP) for Duplicate Persons CA-286925</li> <li>Training: Update 001-Orientation Web Based Trainings (WBTs) for the 25.09 AppDev Changes</li> <li>Training: Update CAPI Web Based Trainings (WBTs) for the 25.09 AppDev Changes</li> <li>Training: Update Eligibility CalFresh Web Based Trainings (WBTs) for the 25.09 AppDev Changes</li> <li>Training: Update Eligibility CalWORKs Web Based Trainings (WBTs) for the 25.09 AppDev Changes</li> <li>Training: Update Eligibility General Relief Web Based Trainings (WBTs) for the 25.09 AppDev Changes</li> <li>Training: Update Eligibility General Web Based Trainings (WBTs) for the 25.09 AppDev Changes</li> <li>Training: Update Eligibility Medi-Cal Web Based Trainings (WBTs) for the 25.09 AppDev Changes</li> <li>Training: Update Eligibility RCA Web Based Trainings (WBTs) for the 25.09 AppDev Changes</li> </ul>

RELEASE	SUMMARY
	<ul style="list-style-type: none"> <li>Training: Update Employment Services - GROW Web Based Trainings (WBTs) for the 25.09 AppDev Changes</li> <li>Training: Update Employment Services - WTW Web Based Trainings (WBTs) for the 25.01 and 25.09 AppDev Changes</li> <li>Training: Update Imaging-08-Return Mail Capture Web Based Training (WBT)</li> <li>Training: Update Special Investigations Web Based Trainings (WBTs) for the 25.09 AppDev Changes</li> </ul>
25.09	<ul style="list-style-type: none"> <li>Total System Change Requests (SCRs): 91 approved</li> <li>Release Webcast date: September 17, 2025</li> </ul>

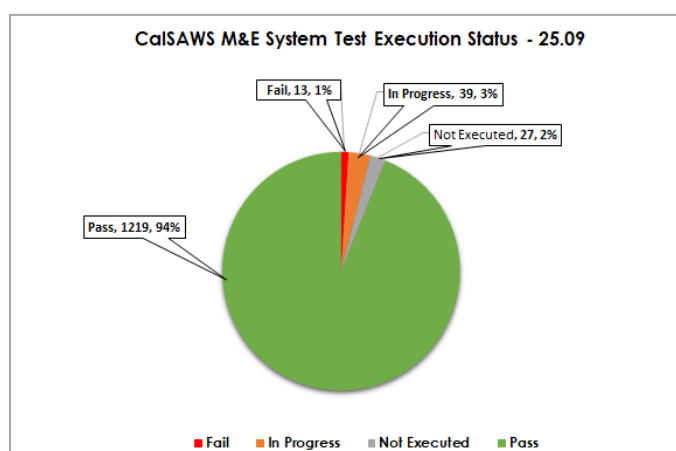
## 4.6 Release Management

### 4.6.1 Release Test Summary

- Continued test execution for 25.09 System Change Requests (SCRs)

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

Pass Rate Target as of September 4, 2025	75%
Pass Rate Actual as of September 4, 2025	94%
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	199,265,182	46.88%	15	100%
2	100	140,614,472	33.08%	100	100%
3	121	42,632,646	10.03%	120	99.37%
4	706	39,065,269	9.19%	617	93.21%
5	2849	3,518,562	0.83%	1020	52.08%

**Note:** Transaction volume and coverage metrics are based on CalSAWS monthly Production performance data and Automated Regression Test (ART) coverage data as of August 31, 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 1,834 end-to-end Automated Regression Test (ART) scripts

- 1,384 targeting the core CalSAWS application
- 211 targeting the inbound BenefitsCal Application Programming Interface (API) service (Portal Service)
- 239 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 build on:
  - Priority releases for 25.09 approved System Change Requests (SCRs)
- Premise Items:
  - Work Registration CalFresh Disqualification Notice Update
    - ✦ CA-240701 – planned for 25.09
    - ✦ CA-277738 – In Production
  - CalFresh Reinstatement Approval & Denial Notice Revisions
    - ✦ CA-265360 – In Production
    - ✦ CA-250777 planned for 25.07.x2
  - Restoration Notices Updates
    - ✦ CA-272109 – pending State regulations

## 4.8 Reports

### ■ Held CalSAWS Management Reports Committee Meeting on August 26, 2025

Table 4.8.1: Total Open Incidents by Reporting Period

REPORTING PERIOD END DATE	NUMBER OF OPEN TICKETS
August 8, 2025	6
August 22, 2025	7
September 5, 2025	6

**Note:** Total open incidents as of the current reporting period

Table 4.88.2: 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	1	0	0	0	1
In Development	4	1	1	2	8
Development Complete	0	0	0	0	0
In Assembly Test	0	0	0	0	0
System Test	1	1	0	0	2
Test Complete	0	0	0	0	0
<b>Total Open Defects</b>	<b>6</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>11</b>

**Note:** Data is as of the 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	0
2-Normal/Medium	1	2	0	0	3
3-Normal/Low	5	0	1	2	8
4-Cosmetic	0	0	0	0	0
<b>Total Open Defects</b>	<b>6</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>11</b>

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

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

STATE/CLAIMING REPORTS	DEFECTS		SCRs – TARGETED RELEASE
	TOTAL	AS PRIORITIZED	25.09
CA 237 CW	1	1	0
CA 237 FC	1	1	0
CA 800 ARC	1	1	0
CF 296	1	1	0
CF 358S	1	1	0
FNS 209	1	1	0
Integrated Claiming	1	0	1
Temp 2035	1	0	1
Temp 2313	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 4.9.1: Core Online Upcoming Performance Cycle

PERFORMANCE CYCLE	START DATE	END DATE	STATUS
CalSAWS 25.09 Release Performance Testing	August 18, 2025	September 24, 2025	In Progress

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

- Completed Tasks:
  - Completed the development of defects related to Determination Details Application Programming Interface (API)
  - Completed work on fields conditionally required for Placement API
  - Completed the development of "Home Of" removal defect where property value is not displayed correctly
  - Completed Okta 4 (SIT) FedRAMP Cutover - OAuth Credentials Update
  - Tested "Extended Foster Care API" Inbound Transaction Page size and maxLength Values

- Tested Contact Details eData for new cases when no available transactions for case
  - Tested "Case Transfer API" code to handle Medical Cases scenarios
  - Tested "Issuance API" Outbound Transaction Detail page edbclid, countyFunds, otherAmt fields
  - Tested "Case Transfer API" Batch Job to improve Driving Query Performance
  - Completed the online design for "AAP API"
- In Progress Tasks:
- Working on Issuance API to match the design
  - Create the "Case Link" reapplication and rescind online design
  - Work on Inbound and Outbound for "AAP API"
  - Working on Case Automation API to modify the Case Link API to Automate Case Creation
  - Working on adding Phone type block which is missing from Child Placement Outbound Transaction Detail page
  - Continue closing out defects from Assembly and System Integration Testing (SIT) with CARES interface partner for the next phase of Application Programming Interface (API) testing
  - Testing the defect for Incidental Payment API where "addr", "begDate", and "endDate" are required fields
  - Testing the defect for Placement API where 'Care Provider Relationship to Child' value Self not listed in eData Comparison table
  - Update "Income Assets API" Employer address to populate when received from CARES in payload
  - Update Send to Cares in FCED Outbound page Date Received
- Upcoming Tasks:
- Work on Case Transfer API where the transactions went through to CARES though the status is in 'RETRY'
  - Work on the Placement API where the Phone Info is not included on the Child Placement Outbound Transaction Detail
  - Work on Outbound for "AAP API"
  - Work on the Case Transfer API where Case didn't pick up, though the batch run is complete
  - 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	12	0	0	0	0	12
CARES hosted	14	0	0	0	0	14

## 4.11 Additional Projects

### 4.11.1 California Department of Social Services (CDSS) Report Support

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- 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 9102 – Able Bodied Adults Without Dependents (ABAWD) Counts by County as of July 2025
  - CIDR 9103 – Summer EBT Query Run
- 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 on the following:
  - CIDR 9104 – GetCalFresh Transition to BenefitsCal – CalFresh Application Data
  - CIDR 9105 – CalSAWS Query for TEMP 2220

### 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
  - SIRFRA – SAWS Information Request for Research and Analysis
- Completed Work:



- SIRFRA 1411- Individuals with RE due date set to 4/2025 Amended V1 (Weekly Frequency) – August 22, 2025
- SIRFRA 1387 - Total No. of Apps Pending and Total No. of REs Pending (Weekly Frequency) – August 22, 2025
- SIRFRA 1411- Individuals with RE due date set to 4/2025 Amended V1 (Weekly Frequency) – August 29, 2025
- SIRFRA 1387 - Total No. of Apps Pending and Total No. of REs Pending (Weekly Frequency) – August 29, 2025
- SIRFRA 1385 - End of CCR Renewal Data October 2025
- DHCS – Veteran Status of Medi-Cal Population for June 2025
- DHCS – Medi-Cal Population with M1 Aid Code and ABAWD Status
- Continued Work:
  - SIRFRA 1380 - MEDS Alert Monitoring August 2025
  - SIRFRA 1386 - Renewal and Demographics Data Request August 2025
  - SIRFRA 1387 - Total No. of Apps Pending and Total No. of REs Pending August 2025 (Monthly)
  - SIRFRA 1388 - Monthly Failure to Complete Data August 2025
  - SIRFRA 1411- Individuals with RE due date set to August 2025 Amended V1 (Monthly)
  - DHCS HCBS SI Case File September 2025
  - DHCS Winding Renewal Update for Outstanding MC Renewals (August 2025 Update)
- Began work on the following:
  - None to note for the reporting period

## 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>■ Continue Knowledge Transfer (KT)/Job Shadow (JS)/Reverse Job Shadow (RJS) for Maintenance and Enhancements (M&amp;E) Workstreams</li> </ul>

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

- Knowledge Transfer (KT):
  - Completed the following KT sessions for the week of August 25, 2025:
    - ✦ Cost-of-Living Adjustment (COLA) – CalWORKs/CalFresh (CW/CF) COLA

- ✕ Integration Testing – Bulk Data Creation
- Completed the following KT session for the week of September 1, 2025:
  - ✕ CalSAWS Self-Service Portal Impacts – Process
- Continued to coordinate and collaborate scheduling changes when needed
- Job Shadow (JS) and Reverse Job Shadow (RJS):
  - Completed the following JS sessions during the week of August 25, 2025:
    - ✕ Delphix Masking Process
  - Completed the following JS sessions during the week of September 1, 2025:
    - ✕ ForgeRock Validations
    - ✕ Release Management and Communications Part 2
    - ✕ Data Model Management – Follow Up
    - ✕ Production Batch Monitoring and Supporting Part 3
    - ✕ Training Refresh
    - ✕ Batch Operations Weekly Meeting – Session 1
    - ✕ Batch Operations: Processing Holiday Backup Files
  - Deloitte postponed five JS sessions in this reporting period
  - Completed the following RJS sessions during the week of August 25, 2025:
    - ✕ Form Overview System Change Request (SCR)
    - ✕ User and Access Management for Non-Production Databases and Database Change Request (DBCR) New Table Data Definition Language (DDL) Change Request Process
    - ✕ Security Monitoring and Architecture Part 1
  - Completed the following RJS session during the week of September 1, 2025:
    - ✕ Delphix Masking Process
  - Deloitte cancelled four RJS sessions in this reporting period
- Software Licenses:
  - Gainwell has assigned 54 JRebel licenses to the Deloitte team. A ServiceNow ticket was created for Technical Support to reassign an additional 10 licenses on September 2, 2025, bringing the total up to 64 licenses available to Deloitte
- Security Compliance Support Transition Activities:
  - Conducted reverse job shadowing on security monitoring and reporting
  - Shared reports on User role matrix
  - Provided clarification on logging and monitoring
  - Provided clarification on test User creation and steps
  - Provided clarification on repositories that are in application security scope
  - Shared knowledge on the transition of Contact Center and ForgeRock repositories to Gainwell
  - Provided clarification on reports from scanning tools
  - Provided application security scan reports for 25.09
- Other Transition Items:
  - Continued addressing action items from KT, JS, and RJS 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
- Continued discussion of California Automated Response and Engagement System (CARES) KT/JS plan
- Discussed the plan for JS session for the upcoming CalHEERS release cutover activities for the weekend of September 19, 2025 to September 22, 2025
- In Progress/Upcoming Work:
  - Continue to provide KT with one session planned for the next two weeks
  - Continue to provide JS with one session planned for the next two weeks
  - Continue to provide RJS with five sessions planned for the next two weeks
  - Conduct review of the Accenture M&E Transition Readiness Plan (TRP)

### **5.3 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**