

CalSAWS

California Statewide Automated Welfare System



Bi-Weekly Status Report

CalSAWS Maintenance & Operations (M&O)

Reporting Period: September 22, 2025 – October 5, 2025

1	EXECUTIVE SUMMARY	4
1.1	CalSAWS Project Status Dashboard	4
1.2	Highlights of the Reporting Period	4
2	PROJECT MANAGEMENT	5
2.1	Project Deliverables Summary	5
2.2	Highlights from the Reporting Period	6
2.3	Communications Management	6
2.4	CRFI/CIT Communication Status	7
2.5	Deviation from Plan/Adjustment	9
3	MAINTENANCE AND OPERATIONS	9
3.1	Highlights from the Reporting Period	9
3.2	Additional Projects	9
3.2.1	Lobby Management Modernization (TLM-39)	9
3.3	Deviation from Plan/Adjustments	9
4	APPLICATION DEVELOPMENT	9
4.1	Highlights from the Reporting Period	9
4.2	Production Defect Backlog	10
4.2.1	Production Defect Burndown Chart	10
4.3	Production Operations	11
4.3.1	Release Communications	11
4.3.2	Root Cause Analysis (RCA)	11
4.3.3	Batch Operations	12
4.3.4	Production Performance	12
4.4	Application Support	14
4.4.1	Highlights from the Reporting Period	14
4.4.2	Database Application Support	14
4.4.3	Technical Architecture Application Support	15
4.4.4	DevOps	15
4.4.5	Application Security Support	15
4.5	Priority Release Summary	16
4.6	Release Management	16
4.6.1	Automated Regression Test (ART) Coverage	16
4.7	Application Development Status	17
4.8	Reports	17
4.9	Upcoming Performance Tests	19
4.10	Foster Care Eligibility Determination (FCED)/California Automated Response and Engagement System (CARES)	19

4.11	Additional Projects.....	20
4.11.1	California Department of Social Services (CDSS) Report Support	20
4.11.2	Department of Health Care Services (DHCS) Report Support	20
4.12	Deviation from Plan/Adjustments.....	21
5	TRANSITION	22
5.1	Highlights from the Reporting Period.....	22
5.2	Maintenance and Enhancements (M&E) Transition.....	22
5.3	Deviation from Plan/Adjustments.....	23
APPENDIX A – COUNTY PURCHASES STATUS REPORT.....		25
APPENDIX B – CALSAWS PROJECT GANTT CHART		25

Table 1.1.1:	Status Dashboard	4
Table 1.2.1:	Priority Releases.....	4
Table 2.1.1:	Overall Summary of Deliverable Status for Current Reporting Period.....	5
Table 2.2.1:	Project Management Status Agenda Topic	6
Table 2.3.:	CalSAWS.org Subscription Service Statistics	6
Table 2.4.1:	CITs.....	7
Table 2.4.2:	CRFIs.....	7
Table 2.4.3:	Overdue CRFIs	8
Table 3.1.1:	Maintenance and Operations Status Agenda Topic.....	9
Table 4.1.1:	Application Development Status Agenda Topic.....	9
Table 4.3.1:	CalSAWS Release August 2025 and September 2025 Communication Activities	11
Table 4.3.3:	Details of Days When Analytics Reports and Dashboards Completed after 7:00 a.m.....	12
Table 4.4.1:	Application Support	14
Table 4.5.1:	CalSAWS Upcoming Releases	16
Table 4.6.1:	CalSAWS Automated Regression Test (ART) Coverage	16
Table 4.8.1:	Total Open Incidents by Reporting Period	17
Table 4.8.2:	Open Defects by Status and Functional Area	18
Table 4.8.3:	Open Defects by Priority and Functional Area	18
Table 4.8.4:	State/Fiscal Reports Open Defects and System Change Requests (SCRs) ...	18
Table 4.10.1:	Foster Care Eligibility Determination (FCED)/California Automated Response and Engagement System (CARES) Application Programming Interface (API) Completion Status.....	20
Table 5.1.1:	Maintenance and Operations Status Agenda Topic.....	22

TABLE OF FIGURES

Figure 4.2.2:	Production Defects Backlog Weekly Trend	10
Figure 4.3.3:	Analytics Reports and Dashboards – Monday – Saturday Nightly Batch Runs for the Status Reporting Period.....	12
Figure 4.3.4-1:	Batch Service Level Agreement (SLA) Performance.....	13
Figure 4.3.4-2:	Peak Service Level Agreement (SLA) – Screen to Screen (S2S) and Eligibility Determination Benefit Calculation (EDBC)	13

Figure 4.3.4-3: Prime Service Level Agreement (SLA) – Screen to Screen (S2S) and
Eligibility Determination Benefit Calculation (EDBC)14

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 61 active Production defects
Incidents	On Time	▪ CALSAWS BROADCAST: Starting at 1:16 p.m. on September 30, 2025, Integrated Fraud Detection System (IFDS) abstracts file processing for the second quarter of 2025 has been delayed in CalSAWS. This issue has been resolved. IFDS files for all counties were processed successfully by 10:00 p.m. As of 6:00 p.m. on October 2, 2025, this issue was resolved with the deployment of defect CA-294787 on October 2, 2025. PRB0052406

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 55 defects and 19 System Change Requests (SCRs), for a total of 74 items

Table 1.2.1: Priority Releases

MINOR VERSION (RELEASE DATE)	ISSUE TYPE		
TEAM RESPONSIBLE	DEFECT	SCR	GRAND TOTAL
25.09.22	1	0	1
Task Management	1	0	1
25.09.23	4	1	5
Client Correspondence	1	0	1
Eligibility	2	0	2
Fiscal	0	1	1
Online	1	0	1
25.09.25	41	12	53

MINOR VERSION (RELEASE DATE)	ISSUE TYPE		
TEAM RESPONSIBLE	DEFECT	SCR	GRAND TOTAL
Analytics	1	0	1
Batch Operations	0	1	1
BenefitsCal	10	4	14
Client Correspondence	4	4	8
Eligibility	4	0	4
Fiscal	1	0	1
Online	6	2	8
POD-WDTIP	3	0	3
Reports	6	1	7
Task Management	6	0	6
Virtual Assistant	0	1	1
25.09.26	0	2	2
Training	0	2	2
25.09.28	1	1	2
Analytics	1	1	2
25.09.30	7	2	9
Batch/Interfaces	2	0	2
Client Correspondence	1	0	1
Online	4	0	4
Training	0	2	2
25.10.01	1	0	1
Analytics	1	0	1
Grand Total	55	19	74

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 FDEL	The Accenture team responded to additional comments and submitted the final deliverable (FDEL) to the Consortium on October 1, 2025. Awaiting final comments from 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: <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> Continued developing Project communications as needed
■	Continued performing contract management activities: <ul style="list-style-type: none"> Continued preparations for Maintenance and Enhancements (M&E) transition <ul style="list-style-type: none"> ✦ Change Notice 43 (October 2025 Joint Powers Authority (JPA) meeting) is with the Consortium for review and includes: <ul style="list-style-type: none"> A County Purchase Order (CPO) Shift of funds from M&E to Department of Health Care Services (DHCS) Report Support

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 functional support of the CalSAWS external website. This support has been transitioned to the M&E vendor (Deloitte) as of September 30, 2025
 - Administrative support has been transitioned to the Infrastructure vendor (Gainwell) on June 20, 2025

Table 2.3.1: 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%

2.4 CRFI/CIT Communication Status

- The following table outlines CalSAWS Information Transmittals (CITs) for the reporting period ending on October 5, 2025

Table 2.4.1: CITs

CIT ID	SUBJECT	CATEGORY	DISTRIBUTION DATE	PRIMARY CALSAWS CONTACT	BACKUP CALSAWS CONTACT
0121-25	List for CA-287958: 2025/2026 Family Members Base Allocation Amount Update	Informational	September 29, 2025	Nina Butler	Laura Alba

- The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending on October 5, 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 Extended to October 31, 2025	David Bruhn
25-024	Income Verification Workgroup Participant Request	September 18, 2025	Open	September 30, 2025	Caroline Bui
25-025	ABAWD – HR1 Related Workgroup Participant Request	September 18, 2025	Open	October 3, 2025	Caroline Bui
25-026	Data Analytics Workgroup Participant Request	September 18, 2025	Open	October 3, 2025	Sandeep Aji
25-027	CalFresh Processing Workgroup Participant Request	September 18, 2025	Open	October 3, 2025	Caroline Bui
25-028	HR1 Ad hoc Reporting Workgroup Participant Request	September 18, 2025	Open	October 3, 2025	David Bruhn
25-029	GA/GR Energy Assistance Payments	October 3, 2025	Open	October 14, 2025	Adelaide Mendoza

CRFI ID	SUBJECT	DISTRIBUTION DATE	STATUS	RESPONSE DUE DATE	CALSAWS CONTACT
	Made Under State Law Income Type				

- The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending October 5, 2025

Table 2.4.3: Overdue CRFIs

CRFI ID	SUBJECT	REGION 1	REGION 2	REGION 3	REGION 4	REGION 5	REGION 6
25-024	Income Verification Workgroup Participant Request	Contra Costa, Marin, San Benito, and Santa Clara	Alpine, Amador, Mono, Nevada, Sierra, and Tuolumne	Colusa, Del Norte, Humboldt, Lake, Lassen, Plumas, Siskiyou, Tehama, and Trinity	Inyo, Kings, Mariposa, San Luis Obispo, and Stanislaus	San Diego	
25-025	ABAWD – HR1 Related Workgroup Participant Request	San Benito	Alpine, Amador, Mono, Sierra, Tuolumne, and Yuba	Colusa, Del Norte, Lake, Lassen, Plumas, Siskiyou, and Trinity	Inyo, Kings, and Mariposa	San Diego	
25-026	Data Analytics Workgroup Participant Request	Contra Costa, Monterey, San Benito, San Mateo, and Santa Clara	Alpine, Amador, Mono, Nevada, Sierra, Tuolumne, and Yuba	Butte, Colusa, Del Norte, Humboldt, Lake, Lassen, Plumas, Siskiyou, and Trinity	Inyo, Kern, Kings, Mariposa, San Luis Obispo, and Stanislaus	San Diego	
25-027	CalFresh Processing Workgroup Participant Request	Contra Costa and San Benito	Alpine, Amador, Mono, Nevada, Sierra, Tuolumne, and Yuba	Colusa, Del Norte, Lake, Lassen, Plumas, Siskiyou, Tehama, and Trinity	Inyo, Kings, and Mariposa	San Diego	
25-028	HR1 Ad hoc Reporting Workgroup Participant Request	Contra Costa, Monterey, San Benito,	Alpine, Amador, Mono, Nevada, Sierra,	Colusa, Del Norte, Humboldt, Lake, Lassen, Plumas,	Inyo, Kern, Kings, Mariposa,	San Diego	

CRFI ID	SUBJECT	REGION 1	REGION 2	REGION 3	REGION 4	REGION 5	REGION 6
		and Santa Clara	Tuolumne, and Yuba	Siskiyou, and Trinity	and Stanislaus		

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 in the reporting period

3.2 Additional Projects

3.2.1 Lobby Management Modernization (TLM-39)

- All testing for TLM-39 Lobby Management Modernization (including county testing) has been completed as of September 23, 2025
- CA-213363 deployed to Production on 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
4.8 Reports	<ul style="list-style-type: none"> None to note for the reporting period
4.10 FCED/CARES	<ul style="list-style-type: none"> Conversion <ul style="list-style-type: none"> California Automated Response and Engagement System (CARES) project has agreed to explore the possibility of an ingestion of data from CalSAWS for KinGAP cases. They are compiling a list of data

STATUS REPORT SECTION	STATUS AGENDA TOPIC
	<p>elements that they would require from CalSAWS to create a case in the CARES system</p> <ul style="list-style-type: none"> ▪ Risk 321 <ul style="list-style-type: none"> ○ Vendor Application Programming Interface (API) post-V1, CARES and CalSAWS met to discuss alternative approaches. Three options were put forward and each project is assessing the feasibility of each in preparation for a follow-up meeting

4.2 Production Defect Backlog

4.2.1 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

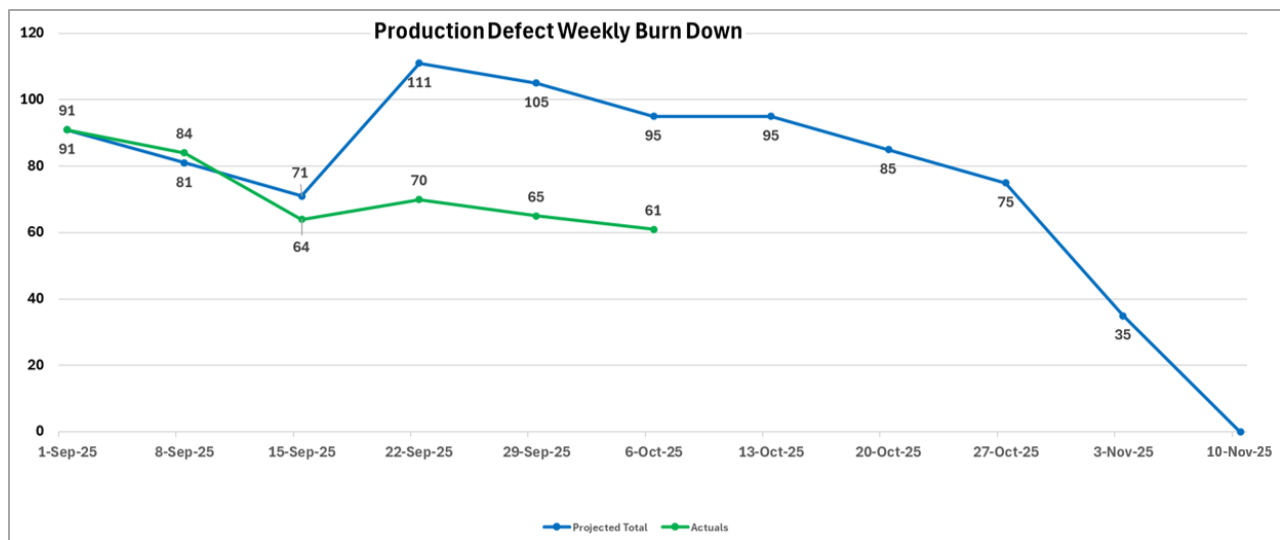


Figure 4.2.1: Production Defects Backlog Weekly Trend

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)

- RCA – 395 – Long Running Queries Identified
 - On September 21, 2025, System Change Request (SCR) CA-274303 was deployed to Production as a part of 25.09 baseline release regarding Task Detail Automated Action field Enhancements
 - On September 22, 2025, the Infrastructure vendor identified a long running query
 - At 8:35 a.m. on September 22, 2025, a message was posted in the Production Alerts chat to notify the teams of this issue
 - Upon further investigation, the Performance team identified that the long running query was a result of missing database index on an existing table. The Online team confirmed the issue was introduced with SCR CA-274303
 - The team informed the Consortium and received approval to implement defect CA-294605 to Production at 9:00 a.m. on September 22, 2025

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

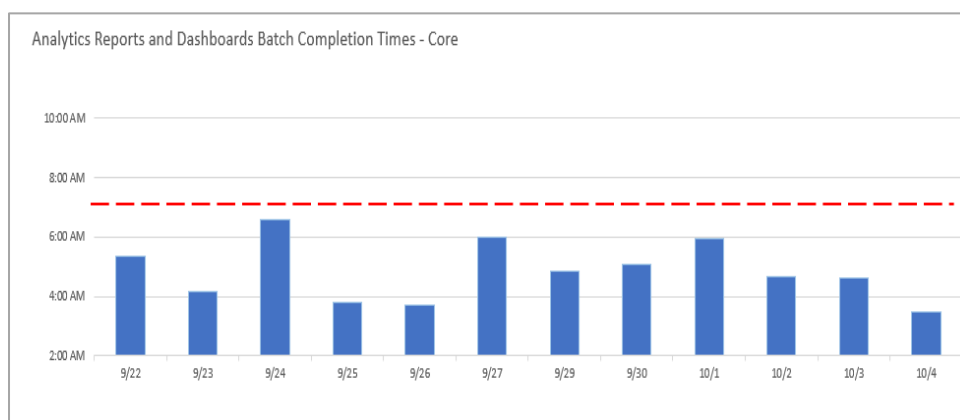


Figure 4.3.3: Analytics Reports and Dashboards – Monday – Saturday Nightly Batch Runs for the Status Reporting Period

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
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)

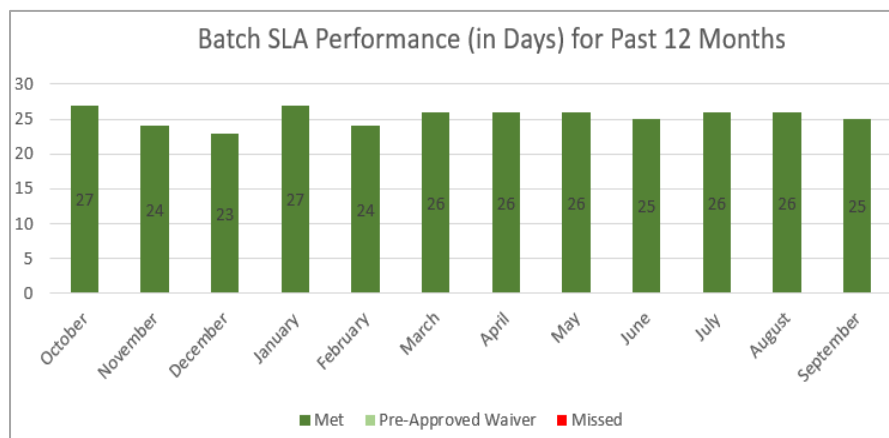


Figure 4.3.4-1: Batch Service Level Agreement (SLA) Performance

■ 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

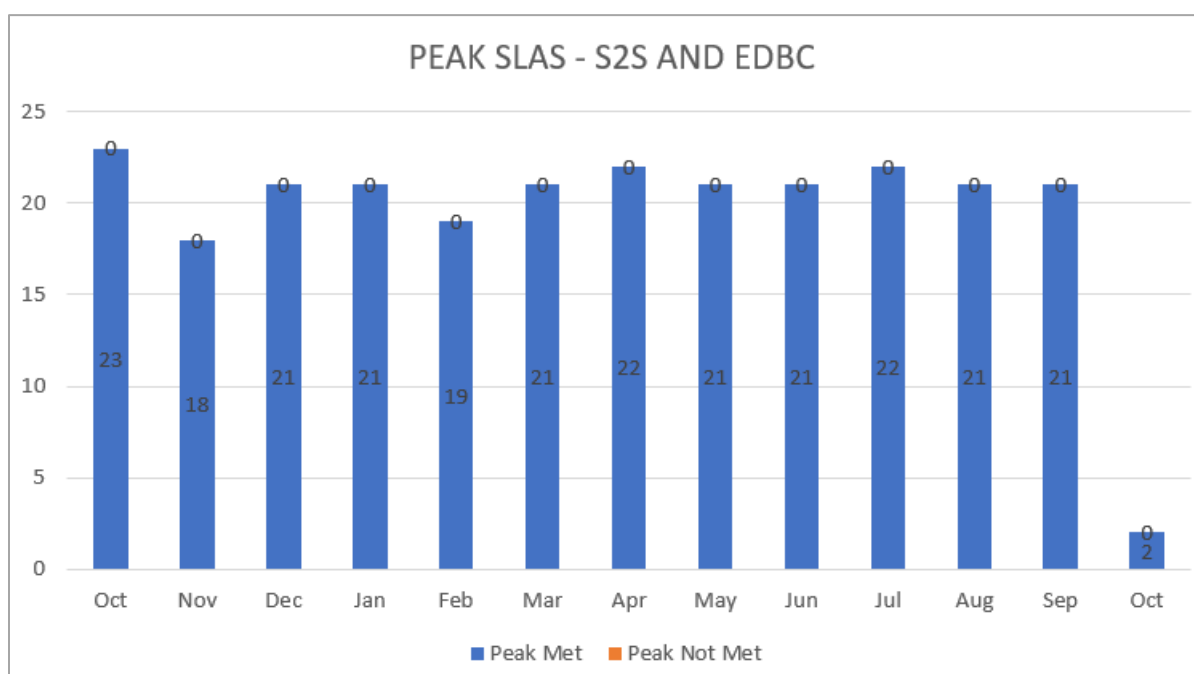


Figure 4.3.4-2: Peak Service Level Agreement (SLA) – Screen to Screen (S2S) and Eligibility Determination Benefit Calculation (EDBC)

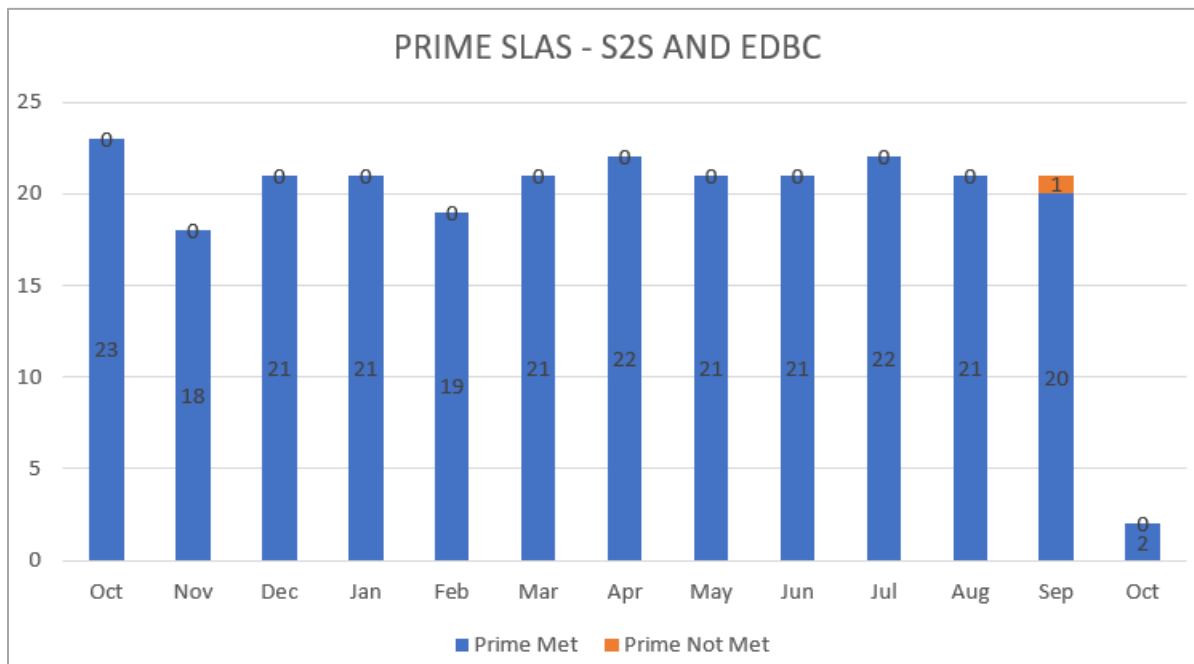


Figure 4.3.1-3: Prime Service Level Agreement (SLA) – Screen to Screen (S2S) and Eligibility Determination Benefit Calculation (EDBC)

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"> 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) project

- 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:
 - 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

- 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
 - 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
 - Providing required support to Disaster Recovery (DR) failover test scheduled for October 2025

4.4.5 Application Security Support

- Completed addressing comments for the updated Maintenance and Enhancements (M&E) Security Management Plan final deliverable (FDEL)
- The updated M&E System Security Plan was submitted for Consortium review
- System Security Plan control family wise review meetings have been scheduled
- Completed reverse job shadowing on Security Monitoring and Architecture Part two
- Follow-up Knowledge Transfer (KT)/Reverse Job Shadow (RJS) sessions are being planned in the coming weeks on the following topics:
 - Interactive Application Security Testing (IAST) implementation for Spring Boot and WebLogic servers
 - Application data encryption and key management

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
25.10.09	<ul style="list-style-type: none"> ■ Solano - Email Domain Name Change ■ Update Values for Dual Agency with Foster Family Agency (FFA) Administrative Rate ■ Ventura - Email Domain Name Change
25.10.10	<ul style="list-style-type: none"> ■ Jira Updates to Support Consortium Analysis
25.10.14	<ul style="list-style-type: none"> ■ Create Additional Generic Logins for DCFS to access Training Production environment (TRNSAWS)
25.10.16	<ul style="list-style-type: none"> ■ Update File Transfer Protocol (FTP) Password for Interfaces - (QCIS, IEVS, CalOAR, HORIZONTAL INTG, UPLOADCALSAWS, CBO REPORT, JDOBBS) October 2025
25.10.17	<ul style="list-style-type: none"> ■ Automated Regression Test (ART) Backlog - 2025

4.6 Release Management

4.6.1 Automated Regression Test (ART) Coverage

Table 4.6.1: CalSAWS Automated Regression Test (ART) Coverage

PRODUCTION TRANSACTIONS				ART COVERAGE BY PRODUCTION VOLUME	
TIER	DISTINCT	VOLUME	PERCENT VOLUME	DISTINCT	PERCENT COVERAGE
1	15	203,816,431	46.64%	15	100%
2	101	145,591,890	33.31%	101	100%
3	121	43,812,804	10.03%	120	99.36%
4	724	40,391,153	9.24%	622	92.24%
5	2795	3,405,317	0.78%	1010	53.12%

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 1,892 end-to-end Automated Regression Test (ART) scripts

- 1,395 targeting the core CalSAWS application
- 217 targeting the inbound BenefitsCal Application Programming Interface (API) service (Portal Service)

- 280 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-286554 - Automated Regression Test (ART) Backlog - 2025
 - CA-286713 - Automated Regression Test - Execution and Maintenance - 25.09 Release Cycle

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 – In Production
 - ✦ CA-277738 – In Production
 - CalFresh Reinstatement Approval & Denial Notice Revisions
 - ✦ CA-265360 – In Production
 - ✦ CA-250777 – In Production
 - Restoration Notices Updates
 - ✦ CA-272109 – pending State regulations
 - ✦ CA-245049 – In Production

4.8 Reports

- Held CalSAWS - State/Fiscal Reports Committee Meeting on September 24, 2025
- Deployed high priority System Change Request (SCR) CA-293065 – “Phase 2 of SCR CA-252984 Reports Expedited Service Redesign - Update Reports to Use the New Expedited Service Logic” in Production on September 25, 2025
- Deployed Los Angeles County ad-hoc Raw and Purpose-Built Data Set (PBDS) System Change Request (SCR) CA-259561 in Production on September 28, 2025
- Provided Low Income Home Energy Assistance Program (LIHEAP), State Utility Assistance Survey (SUAS), Work Incentive Nutritional Supplement (WINS) Expungements ad-hoc reports for September 2025 to CalWIN counties on October 1, 2025
- Held Knowledge Transfer (KT) session - CalSAWS Maintenance and Enhancements (M&E) SCR KT: PBDS with Deloitte on Purpose-Built Data Set on October 1, 2025

Table 4.8.1: Total Open Incidents by Reporting Period

REPORTING PERIOD END DATE	NUMBER OF OPEN TICKETS
September 5, 2025	6
September 19, 2025	1
October 3, 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	0	0	1	0	1
In Development	1	2	0	1	4
Development Complete	0	0	0	0	0
In Assembly Test	0	0	0	0	0
System Test	0	0	1	0	1
Test Complete	0	0	0	0	0
Total Open Defects	1	2	2	1	6

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	0	0	1	0	1
3-Normal/Low	1	2	1	1	5
4-Cosmetic	0	0	0	0	0
Total Open Defects	1	2	2	1	6

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	
	TOTAL	AS PRIORITIZED
CA 237 CW	1	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

- All Accenture planned Performance tests are completed, and this area has been fully transitioned to Deloitte

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

- Completed Tasks:
 - Tested "Income Assets API" Employer address to populate when received from CARES in payload
 - Tested Send to CareS in FCED Outbound page Date Received
 - Updated "Case Transfer API" Page mapping on Outbound Transaction details page to align with one term Staff worker or Staff Person
 - Updated "KIN-GAP Summary API" to remove Duplicate Legal Guardianship date
 - Finalized majority of development work for Inbound and Outbound for "AAP API"
 - Added Phone type block which is missing from Child Placement Outbound Transaction Detail page
 - Tested "Income Assets API" Employer address to populate when received from CARES in payload
 - Tested Send to CARES in FCED Outbound page Date Received
- In Progress Tasks:
 - Working on Case Transfer Application Programming Interface (API) where the transactions went through to CARES though the status is in 'RETRY'
 - Working on the Placement API where the Phone Info is not included on the Child Placement Outbound Transaction Detail
 - Tested "Case Transfer API" Page mapping on Outbound Transaction details page to align with one term Staff worker or Staff Person
 - Updating "KIN-GAP Summary API" to remove Duplicate Legal Guardianship date
 - Creating the "Case Link" reapplication and rescind online design
 - Finalizing the development and testing Inbound and Outbound for "AAP API"
 - Working on Case Automation API to modify the Case Link API to Automate Case Creation
 - Testing Phone type block which is missing from Child Placement Outbound Transaction Detail page
 - Continuing to close out defects from Assembly and System Integration Testing (SIT) with CARES interface partner for the next phase of API testing
- 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
 - System test "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	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

- 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 9107 – Summer EBT Query Run September 2025
- Continued Work:
 - CIDR 9060 – CDSS SAWS+ Implementation
 - CIDR 9078 – SAWS+ Extract Phase II
- Began work on the following:
 - None to note for the reporting period

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
- SIRQRA – SAWS Information Request for Research and Analysis
- Completed Work:
 - SIRQRA 1411- Individuals with RE due date set to 4/2025 Amended V1 (Weekly Frequency) – September 19, 2025
 - SIRQRA 1387 - Total No. of Apps Pending and Total No. of REs Pending (Weekly Frequency) – September 19, 2025
 - SIRQRA 1411- Individuals with RE due date set to 4/2025 Amended V1 (Weekly Frequency) – September 26, 2025
 - SIRQRA 1387 - Total No. of Apps Pending and Total No. of REs Pending (Weekly Frequency) – September 26, 2025
 - SIRQRA 1411- Individuals with RE due date set to 4/2025 Amended V1 (Weekly Frequency) – October 3, 2025
 - SIRQRA 1387 - Total No. of Apps Pending and Total No. of REs Pending (Weekly Frequency) – October 3, 2025
 - SIRQRA 1385 - End of CCR Renewal Data November 2025
- Continued Work:
 - SIRQRA 1380 - MEDS Alert Monitoring September 2025
 - SIRQRA 1386 - Renewal and Demographics Data Request September 2025
 - SIRQRA 1387 - Total No. of Apps Pending and Total No. of REs Pending September 2025 (Monthly)
 - SIRQRA 1388 - Monthly Failure to Complete Data September 2025
 - SIRQRA 1411- Individuals with RE due date set to September 2025 Amended V1 (Monthly)
 - DHCS HCBS SI Case File October 2025
 - DHCS Winding Renewal Update for Outstanding MC Renewals (September 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"> Continue Knowledge Transfer (KT)/Job Shadow (JS)/Reverse Job Shadow (RJS) for Maintenance and Enhancements (M&E) Workstreams

5.2 Maintenance and Enhancements (M&E) Transition

- Knowledge Transfer (KT):
 - Completed the following KT sessions during the week of September 22, 2025:
 - Foster Care Eligibility Determination (FCED) KT Session 1: FCED Application Functional Overview and Project Management
 - FCED KT Session 2: FCED Infrastructure, Integration Architecture, and Application Programming Interface (API) Operations Deep Dive
 - Completed the following KT sessions during the week of September 29, 2025:
 - Purpose Built Data Set (PBDS)
 - FCED KT Session 3: API Deep Dive - Part 1
 - FCED KT Session 4: API Deep Dive - Part 2
 - Deloitte cancelled one KT session in this reporting period
 - 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 September 22, 2025:
 - Disaster Recover Dry Run - Email Masking Steps
 - Batch Operations Monitoring – Medi-Cal Eligibility Data System (MEDS) Recon file generation
 - Batch Operations Weekly Meeting - Session 4
 - Disaster Recovery M&E Validations
 - Completed the following JS sessions during the week of September 29, 2025:
 - Data Model Management - Follow Up
 - eAppSearch and Eligibility Determination Benefit Calculation (EDBC) Document
 - Five Database Refresh in Production for Unmasked Data
 - Batch Operations Weekly Meeting - Session 5
 - Deloitte cancelled two JS sessions in this reporting period
 - Completed the following RJS session during the week of September 22, 2025:
 - Delphix Virtual Database (VDB) Refresh Process for UT Environment
 - Application Monitoring Performance (AMP) Reporting & Monitoring Dashboards
 - Green Light Slides

- Completed the following RJS sessions during the week of September 29, 2025:
 - ✦ Cost of Living Adjustment (COLA) Calendar Update
 - ✦ Application Data Encryption and Key Management
 - ✦ Security Monitoring and Architecture - Part 2
- Deloitte cancelled two RJS sessions in this reporting period
- Software Licenses:
 - Continue to partner with Gainwell team on availability of Accenture JRebel licenses
 - Currently Gainwell team has assigned 54 JRebel licenses to the Deloitte team
- Security Compliance Support Transition Activities:
 - Completed reverse job shadowing on Security Monitoring and Architecture part two
 - Completed reverse job shadowing on Application Security Metrics
 - Planned Interactive Application Security Testing (IAST) implementation knowledge transfer for Spring Boot and WebLogic servers
 - Planned RJS sessions for Security Architecture and Monitoring
 - Planned RJS sessions for Application data encryption and key management
- 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
 - Completed transition of CalSAWS.org M&E support to Deloitte on September 30, 2025
- In Progress/Upcoming Work:
 - Continue to provide KT with six sessions planned for the next two weeks
 - Continue to provide JS with two sessions planned for the next two weeks
 - Continue to provide RJS with six sessions planned for the next two weeks
 - Started working on a draft deck for Cutover and Back Shadow support

5.3 Deviation from Plan/Adjustments

- None to note for the reporting period

Appendices:



Appendix A – County Purchases Status Report

Appendix B – CalSAWS Project Gantt Chart