

CalSAWS

California Statewide Automated Welfare System



Bi-Weekly Status Report

CalSAWS Maintenance & Operations (M&O)

Reporting Period: October 20, 2025 – November 2, 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">▪ None to note for the reporting period
Defects	On Time	<ul style="list-style-type: none">▪ There are 5 active Production defects
Incidents	On Time	<ul style="list-style-type: none">▪ CALSAWS BROADCAST: Starting at 7:00 a.m. on October 24, 2025, some Forms and Notices of Action (NOAs) from October 23, 2025, batch runs had not been generated due to vendor issue. Printing and mailing of impacted Forms and NOAs was delayed until the issue resolved the following morning. Forms and Notices of Action were processed successfully on October 25, 2025, with the retrigger of Forms under SCR CA-295365. PRB0052542

1.2 Highlights of the Reporting Period

- The CalSAWS Project team successfully deployed the following priority releases since the last reporting period: Five priority releases that included 57 defects and 10 System Change Requests (SCRs), for a total of 67 items

Table 1.2.1: Priority Releases

MINOR VERSION (RELEASE DATE)	ISSUE TYPE		GRAND TOTAL
	DEFECT	SCR	
25.10.21	7	0	7
BenefitsCal	1	0	1
Client Correspondence	1	0	1
Fiscal	2	0	2
Online	3	0	3
25.10.23	28	9	37
Analytics	1	0	1
Batch/Interfaces	1	0	1

MINOR VERSION (RELEASE DATE)	ISSUE TYPE		GRAND TOTAL
	DEFECT	SCR	
TEAM RESPONSIBLE	DEFECT	SCR	GRAND TOTAL
BenefitsCal	1	0	1
Client Correspondence	6	2	8
Eligibility	2	2	4
Fiscal	1	2	3
Medi-Cal/CalHEERS	2	0	2
Online	5	2	7
POD-CARES	0	1	1
POD-WDTIP	4	0	4
Reports	3	0	3
Task Management	1	0	1
Technical Architecture	1	0	1
25.10.24	1	0	1
Batch Operations	1	0	1
25.10.27	0	1	1
Eligibility	0	1	1
25.10.28	21	0	21
Client Correspondence	5	0	5
Eligibility	1	0	1
Fiscal	1	0	1
Medi-Cal/CalHEERS	2	0	2
Online	9	0	9
POD-CARES	1	0	1
Reports	1	0	1
Task Management	1	0	1
Grand Total	57	10	67

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 final Deliverable (FDEL) was approved and accepted on October 30, 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">▪ None to note about 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 to provide support for Maintenance and Enhancements (M&E) transition• Continued preparations for Contract Close Out

2.3 Deviation from Plan/Adjustment

- None to note for the reporting period

3 APPLICATION DEVELOPMENT

3.1 Production Defect Backlog

3.1.1 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

■

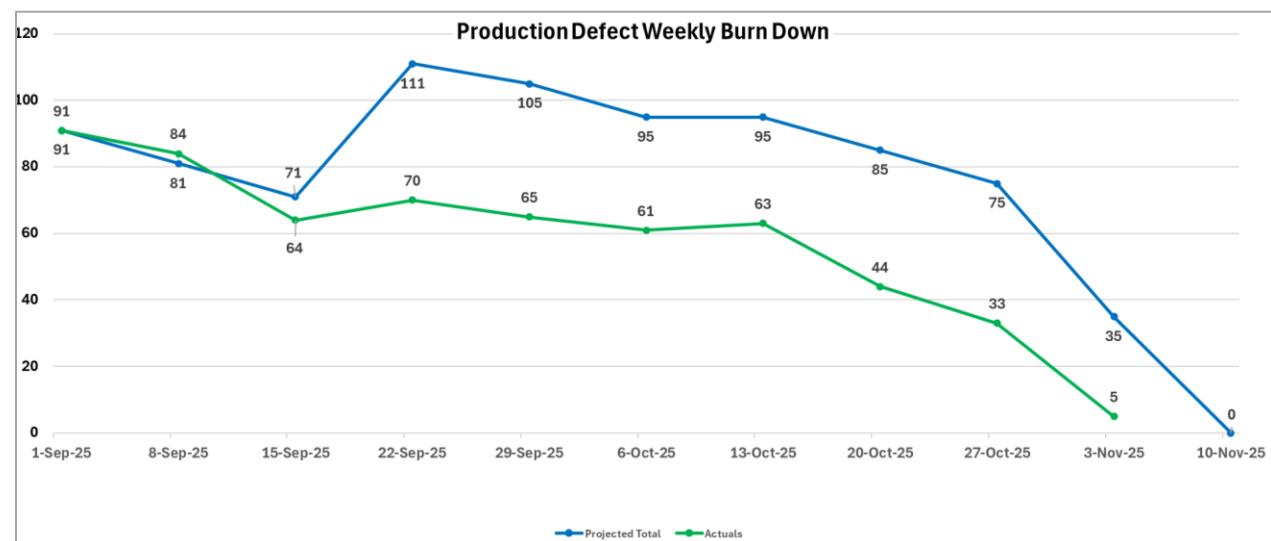


Figure 3.1.1: Production Defects Backlog Weekly Trend

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

3.2 Production Operations

3.2.1 Root Cause Analysis (RCA)

- None to note for the reporting period

3.2.2 Batch Operations

- Transitioned primary support of Batch Operations to Deloitte after successful completion of October 31, 2025 batch run and sent the final reports
- 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

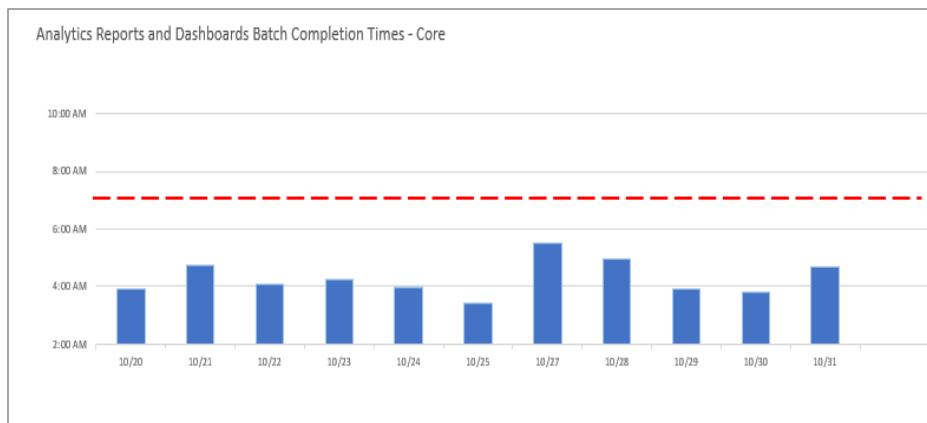


Figure 3.2.2: Analytics Reports and Dashboards – Monday – Saturday Nightly Batch Runs for the Status Reporting Period

Table 3.2.2: 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 completed before 7:00 a.m. during the reporting period			

3.2.3 Production Performance

- Batch
 - Batch Service Level Agreement (SLA) Performance (99% of core and core-off prime jobs completed on time every day). The below figure represents the final reporting period for Batch SLA

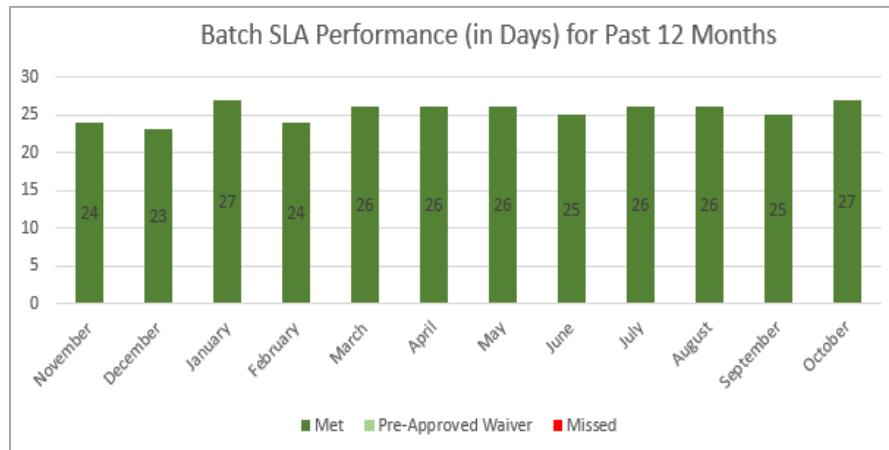


Figure 3.2.3-1: Batch Service Level Agreement (SLA) Performance

■ 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

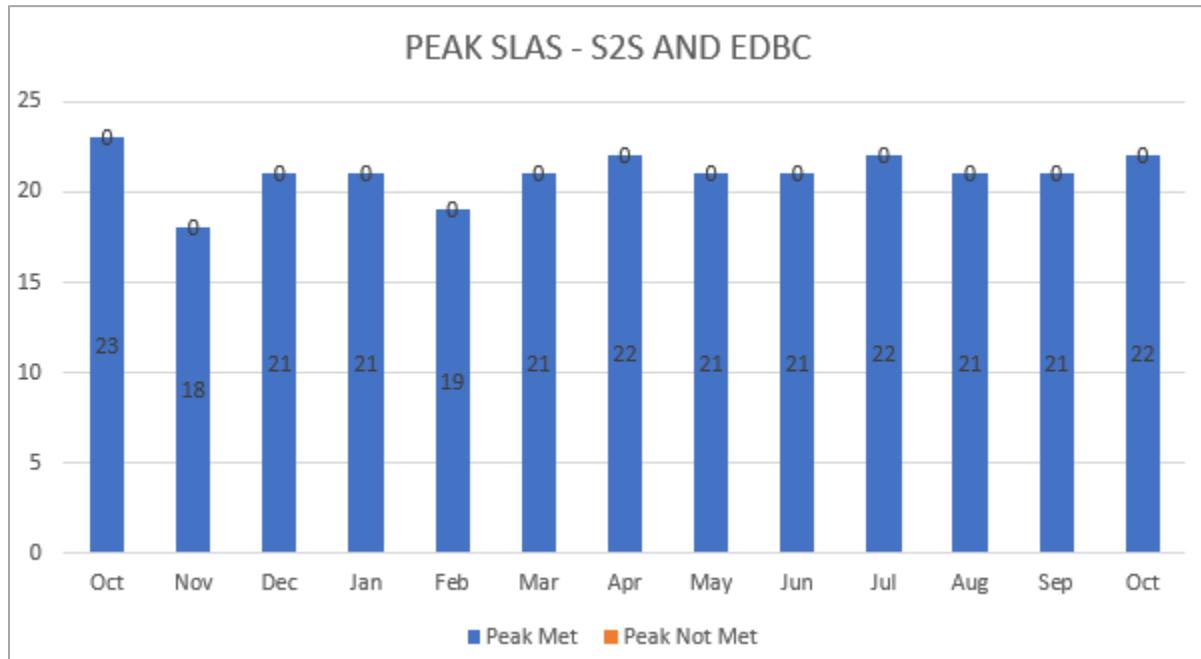


Figure 3.2.3-2: Peak Service Level Agreement (SLA) – Screen to Screen (S2S) and Eligibility Determination Benefit Calculation (EDBC)

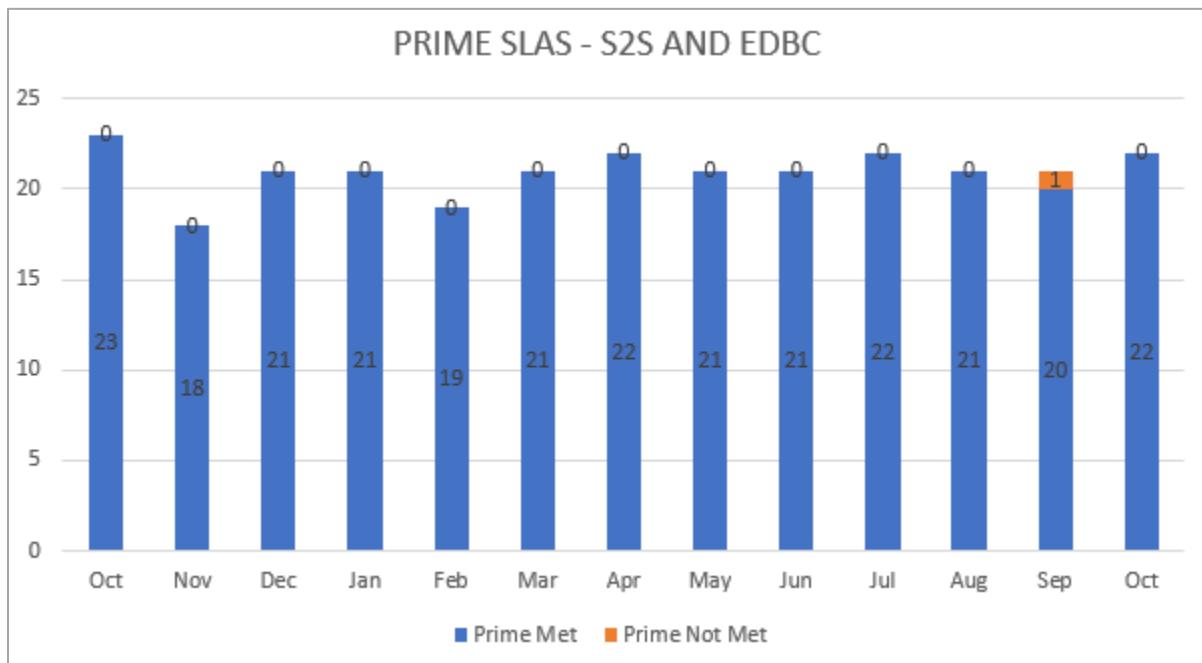


Figure 3.2.3-3: Prime Service Level Agreement (SLA) – Screen to Screen (S2S) and Eligibility Determination Benefit Calculation (EDBC)

3.3 Application Support

3.3.1 Highlights from the Reporting Period

Table 3.3.1: Application Support

STATUS REPORT SECTION	STATUS AGENDA TOPIC
FCED/CARES	<ul style="list-style-type: none"> ▪ Conversion Case Link: <ul style="list-style-type: none"> ○ The most recent extract from California Automated Response and Engagement System (CARES) for Foster Care (FC) was able to match an average of 90% of active FC cases in CalSAWS across all 58 counties ○ CARES is exploring the data values required for CalSAWS to provide in a data extract to ingest Kin-GAP case data

3.3.2 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

3.3.3 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
 - Lobby Modernization go-live support
 - Application performance monitoring and tuning support
 - Incident handling and resolution
 - Developer support for local applications running
 - Code reviews and guidance
- Fixing Production defects

3.3.4 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
 - California Automated Response and Engagement System (CARES) Deployment Pipelines Development and support
 - Providing required DevOps support to non-Production environments

3.3.5 Application Security Support

- Completed the Security cutover Go/No-Go
- Consortium accepted Maintenance and Enhancements (M&E) Security Management Plan final deliverable (FDEL)
- Consortium accepted M&E System Security Plan
- Completed reverse job shadowing on Security Architecture
- Completed Knowledge Transfer (KT) on Interactive Application Security Testing (IAST) implementation for Spring Boot and WebLogic servers

3.4 Priority Release Summary

- Table 3.4.1 outlines the scope of future defect fixes targeted for future priority releases

Table 3.4.1: CalSAWS Upcoming Releases

RELEASE	SUMMARY
25.11.04	<ul style="list-style-type: none">Add logging to the card info endpoint for the Lobby ApplicationEnhance User Audit Reports to Include Records from Older (Changed) UsernamesInconsistent GA/GR results between servers for Santa Cruz County (adding logging)
25.11.06	<ul style="list-style-type: none">Provide access to Welfare Data Tracking Implementation Project (WDTIP) data dump to CalSAWS counties

3.5 Application Development Status

- Continued working on:
 - Priority releases for 25.09 approved System Change Requests (SCRs)
 - Lobby Management Items:
 - CA-295068 – SCR is currently in Production as of October 23, 2025

3.6 Additional Projects

3.6.1 California Department of Social Services (CDSS) Report Support

- California Department of Social Services (CDSS) Glossary:
 - AAP – Adoption Assistance Program
 - AB – Assembly Bill
 - ABAWD – Abled 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 9060 – SAWS+ Extracts Phase I
- CIDR 9108 – Fourth Annual Data Reporting for the ESAP Demonstration Project Implementation on October 1, 2021
- CIDR 9109 – Post-Waiver Data Reporting for the Renewed ESAP Demonstration Project Implementation on October 1
- CIDR 9111 – Expectant Parent Payment (EPP) Data
- Will work on transition to RADD
- CIDR 9112 – SIRFRA 4000 Query Rewrite
- Continued Work:
 - CIDR 9110 – Summer EBT/Sun Bucks October 2025 Query
 - CIDR 9078 – SAWS+ Extract Phase II
- Began work on the following:
 - None to note for the reporting period

3.6.2 Department of Health Care Services (DHCS) Report Support

- Department of Health Care Services (DHCS) Glossary:
 - CCR – Continuing Care Reform
 - CCU – Continuing Care Unwinding
 - MC – Medi-Cal
 - MEDS – Medi-Cal Eligibility Data System
 - PHE – Public Health Emergency
 - RE – Redetermination
 - SIRFRA – SAWS Information Request for Research and Analysis
- Completed Work:
 - SIRFRA 1411- Individuals with RE due date set to 4/2025 Amended V1 (Weekly Frequency) – October 17, 2025
 - SIRFRA 1387 - Total No. of Apps Pending and Total No. of REs Pending (Weekly Frequency) – October 17, 2025
 - SIRFRA 1411- Individuals with RE due date set to 4/2025 Amended V1 (Weekly Frequency) – October 24, 2025
 - SIRFRA 1387 - Total No. of Apps Pending and Total No. of REs Pending (Weekly Frequency) – October 24, 2025
 - DHCS HCBS SI Case File October 2025
- Continued Work:
 - SIRFRA 1385 - End of CCR Renewal Data December 2025
 - SIRFRA 1380 - MEDS Alert Monitoring October 2025
 - SIRFRA 1386 - Renewal and Demographics Data Request October 2025
 - SIRFRA 1387 - Total No. of Apps Pending and Total No. of REs Pending October 2025 (Monthly)
 - SIRFRA 1388 - Monthly Failure to Complete Data October 2025
 - SIRFRA 1411- Individuals with RE due date set to October 2025 Amended V1 (Monthly)
 - DHCS HCBS SI Case File November 2025
 - DHCS Winding Renewal Update for Outstanding MC Renewals (October 2025 Update)

- Began work on the following:
 - None to note for the reporting period

3.7 Deviation from Plan/Adjustments

- None to note for the reporting period

4 TRANSITION

4.1 Highlights from the Reporting Period

Table 4.1.1: Maintenance and Operations Status Agenda Topic

STATUS REPORT SECTION	STATUS AGENDA TOPIC
Transition	<ul style="list-style-type: none"> ■ Transitioned defect support of M&E to Deloitte starting October 25, 2025 ■ Transitioned primary support of Batch Ops and Level 3 Help Desk starting November 1, 2025

4.2 Maintenance and Enhancements (M&E) Transition

- Knowledge Transfer (KT):
 - Completed the following KT session during the week of October 20, 2025:
 - Foster Care Eligibility Determination (FCED) KT Session 9 (Optional): Any Additional Wrap-Up or Revisited Topic Research
 - Completed the following KT session during the week of October 27, 2025:
 - Automated Regression Testing (ART) Section of Biweekly Status Report
 - 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 October 20, 2025:
 - FCED JS Session 1: Change Request (CR) Design Discussion + Adoption Assistance Program (AAP)
 - Modified Adjusted Gross Income (MAGI) Medi-Cal Renewals and Redeterminations Verification Services Connectivity Testing Process
 - Completed the following JS sessions during the week of October 27, 2025:
 - Batch Operations Weekly Meeting - Session 8
 - Data Conversion (Part 2)
 - FCED JS Session 2: Jira Backlog Review
 - FCED JS Session 3: Performance Testing
 - FCED JS Session 4: Jira Backlog Review
 - FCED JS Session 5: Data Conversion
 - FCED JS Session 7: Jira Backlog Review
 - FCED JS Session 8: Task Creation
 - FCED JS Session 9: Jira Backlog Review

- Deloitte cancelled four JS and five RJS sessions in this reporting period
- Software Licenses:
 - Continued to partner with Gainwell team on availability of JRebel licenses assigned to the Accenture team
 - Currently Gainwell team has assigned 54 JRebel licenses to the Deloitte team
- Security Compliance Support Transition Activities:
 - Completed the Security Go/No-Go cutover meeting
 - Completed application security incidents transition
 - Completed Interactive Application Security Testing (IAST) implementation knowledge transfer for Spring Boot and WebLogic server
 - Completed Security Compliance Support Transition Activities
 - Completed RJS for Application Data Encryption and Key Management
 - Completed RJS on Security Architecture and Monitoring
- 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
 - Reviewed List of Rejected Defects for the last two weeks (October 13 – 24, 2025) with Consortium, Quality Assurance (QA), and Deloitte
 - Participated in the Go/No-Go Meeting for M&E Transition of Production Operations, Technology Recovery, and Security
 - Added Deloitte Group Manager in ServiceNow Queue in preparation for Incident Cutover Transition effective November 1, 2025
- In Progress/Upcoming Work:
 - Continue to provide KT with two sessions planned for the next two weeks
 - Continue to provide JS with five sessions planned for the next two weeks
 - Continue to provide RJS sessions as needed for the next two weeks

4.3 Deviation from Plan/Adjustments

- None to note for the reporting period

Appendices:



Appendix A - Appendix A – County Purchases Status Report