CalSAWS

California Statewide Automated Welfare System

THE POWER OF 58

Bi-Weekly Status Report
CalSAWS Maintenance & Operations (M&O)

Reporting Period: November 3, 2025 – November 16, 2025

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	▪ Accenture has closed out the Maintenance and Enhancements (M&E) Production defect backlog (identified as of October 24, 2025) down to zero defects as of November 6, 2025

1.2 Highlights of the Reporting Period

▪ The CalSAWS Project team successfully deployed the following priority releases since the last reporting period: Six priority releases that included 15 defects and 9 System Change Requests (SCRs), for a total of 24 items

Table 1.2.1: Priority Releases

Minor version (Release date)	Issue Type		
Team Responsible	Defect	SCR	Grand Total
25.10.30	**1**	**0**	**1**
Online	1	0	1
25.10.31	**0**	**2**	**2**
Database Administration	0	1	1
Medi-Cal/CalHEERS	0	1	1
25.11.04	**3**	**0**	**3**
Online	3	0	3
25.11.05	**10**	**3**	**13**
Batch/Interfaces	2	1	3
Client Correspondence	1	0	1
Eligibility	2	1	3
Medi-Cal/CalHEERS	1	0	1

Minor version (Release date)	Issue Type		
Team Responsible	Defect	SCR	Grand Total
Online	1	0	1
Reports	2	0	2
Technical Architecture	1	1	2
25.11.06	**1**	**3**	**4**
Eligibility	1	0	1
Fiscal	0	1	1
Online	0	1	1
System Test	0	1	1
25.11.09	**0**	**1**	**1**
Reports	0	1	1
Grand Total	**15**	**9**	**24**

2 PROJECT MANAGEMENT

2.1 Highlights from the Reporting Period

Table 2.1.1: Project Management Status Agenda Topic

Status Report Section	Status Agenda Topic
	▪ None to note for the reporting period

- Continued CalSAWS Project administration, workplan, staffing, contract, and financial management tasks
- Completed CalSAWS Risks and Issues Management Group (RMG) activities, including:
  - Completed supporting Consortium Project Management Office (CPMO) 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 as items are closed out for transition
- Continued activities to support CalSAWS Project staff working remotely
  - Continued developing Project communications as needed
- Continued performing contract management activities:
  - Continued to provide support for Maintenance and Enhancements (M&E) transition
  - Continued preparations for Contract Close Out and Contract Close Out Report

2.2 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
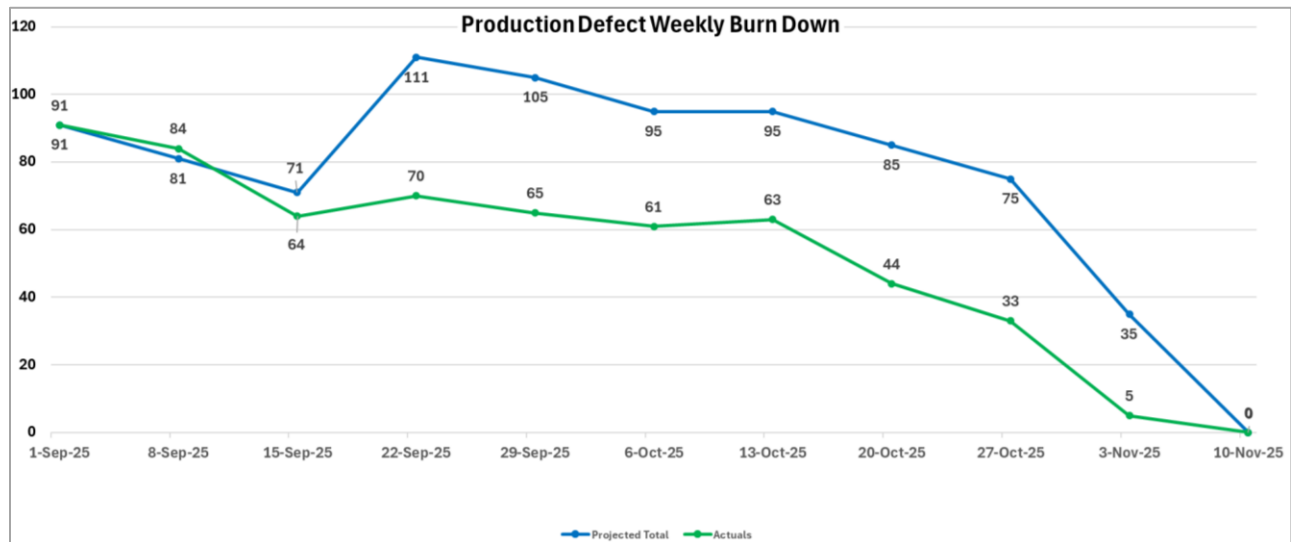

Figure 3.1.1: Production Defects Backlog Weekly Trend

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 Production Performance

- Core Online - Through November 9, 2025
  - 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
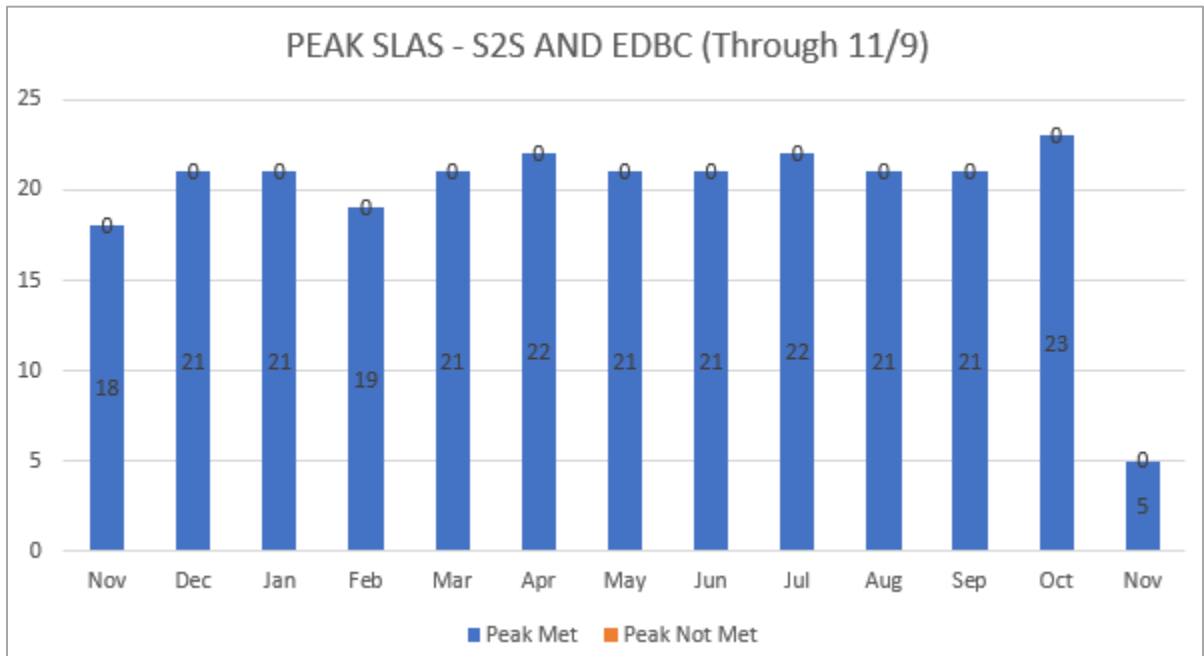

Figure 3.2.3-2: Peak Service Level Agreement (SLA) – Screen to Screen (S2S) and Eligibility Determination Benefit Calculation (EDBC)
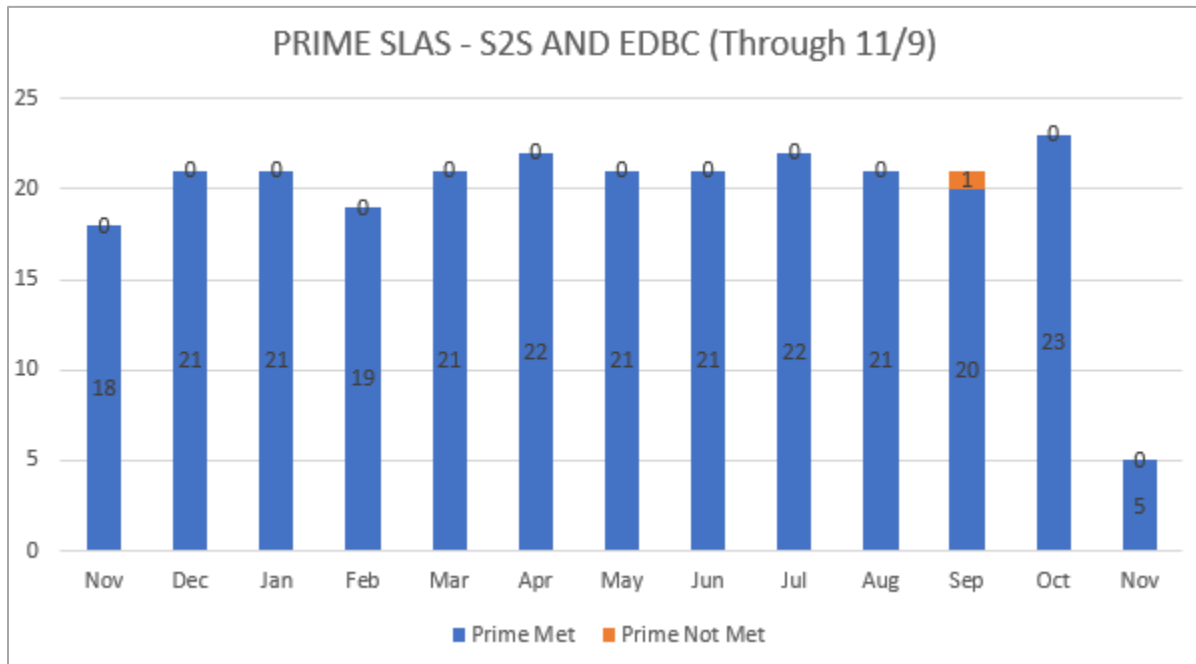
Figure 3.2.3-3: Prime Service Level Agreement (SLA) – Screen to Screen (S2S) and Eligibility Determination Benefit Calculation (EDBC)

3.3 Application Support

3.3.1 Highlights from the Reporting Period

Table 3.3.1: Application Support

STATUS REPORT SECTION	STATUS AGENDA TOPIC
Application Development Status	▪ Accenture has closed out the Production defect backlog down to zero defects with the last priority release deployment completed on November 6, 2025. Ongoing back shadow support for all these application support areas will be reported on in the transition status

3.3.2 Database Application Support

- Continued data model and data architecture management support for future releases through November 9, 2025
- Continued application performance monitoring and tuning support through November 9, 2025
- Continued application data security support through November 9, 2025
- Continued support for database deployments for non-Production environments through November 9, 2025
- Continued data masking support through November 9, 2025

- Continued test data management and database refreshes support through November 9, 2025
- Continued support for application-specific configurations for non-Production environments through November 9, 2025
- Continued user support through November 9, 2025
- 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 through November 9, 2025
- Continued Test Data Slicer support through November 9, 2025
- Continued transition with Gainwell and Deloitte teams and are now in back shadow mode

3.3.3   Technical Architecture Application Support

- Continued Architecture and Performance back shadow activities for the following areas:
  - California Automated Response and Engagement System (CARES)
  - Supporting code merges and environment configurations
  - Development environment support
  - Nightly batch support
  - Application performance monitoring
  - Developer support for local applications running
  - Code reviews and guidance

3.3.4   DevOps

- The CalSAWS DevOps team continues to provide back shadow support for building and deploying code to the lower environments (Development and System Test). Back shadow activities supported by the DevOps include:
  - CalSAWS core Continuous Integration (CI)/ Continuous Delivery (CD) pipelines support
  - DevOps Tools Bitbucket/Jira/Jenkins support
  - Pipelines Development and support
  - Providing required DevOps support to non-Production environments

3.3.5   Application Security Support

- Provided Deloitte team back shadow support to troubleshoot Application Security scan issues
- Completed application security incidents transition
- 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

3.4 Application Development Status

- Application Development work has been successfully transitioned to Deloitte on November 10, 2025

3.5 Additional Projects

3.5.1 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 9110 – Summer EBT/Sun Bucks October 2025 Query
- Continued Work:
  - CIDR 9110 – Summer EBT/Sun Bucks October 2025 Query
  - CIDR 9078 – SAWS+ Extract Phase II
- Began work on the following:
  - CIDR 9113 – Fourth Annual Data Reporting for the ESAP Demonstration Project – Timeliness Data
  - CIDR 9114 – Infant Supplement Data Pull Request
  - CIDR 9115 – Summer EBT Query Run November 2025

3.5.2 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 31, 2025
  - SIRFRA 1387 - Total No. of Apps Pending and Total No. of REs Pending (Weekly Frequency) – October 31, 2025
  - 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 Winding Renewal Update for Outstanding MC Renewals (October 2025 Update)
- Continued Work:
  - DHCS HCBS SI Case File November 2025
- Began work on the following:
  - None to note for the reporting period

3.6   Deviation from Plan/Adjustments

- None to note for the reporting period

4   TRANSITION

4.1   Highlights from the Reporting Period

Table 4.1.1: Transition Status Agenda Topic

STATUS REPORT SECTION	STATUS AGENDA TOPIC
Transition	- Completed M&E Cutover and the full control transition of the CalSAWS System ("M&E Cutover") to Deloitte on November 9, 2025 - On primary back shadow support for M&E starting November 10, 2025 - Provided additional KT, JS, and RJS sessions on request for Maintenance and Enhancements (M&E) Transition

4.2   Maintenance and Enhancements (M&E) Transition

- Key Highlights:
  - Accenture completed the last priority release deployment on November 6, 2025, bringing the Production defect backlog to zero for all the defects created on or

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before October 24, 2025. Will collaborate and support Deloitte on the back shadow support for reviewing the creation of future production defects

- Successfully completed the cutover transition for Level 3 Support, Batch Support, and Technical Infrastructure Services for CalSAWS Cloud Reports/Analytics on November 1, 2025. Completed final cutover for the remaining Group 2 that included Application Architecture Maintenance, DevOps, Database Management, Performance and Stress Test, Application Security, Production Support, and Application Programming Interfaces Support on November 9, 2025
- Completed the full control transition of the CalSAWS System ("M&E Cutover") to Deloitte on November 9, 2025. Accenture assumed back shadow work starting November 10, 2025
- Participated in the Pre-Go/No-Go meetings and provided feedback for:
  - M&E Transition of Cutover Group 3 (System Change Request (SCR) and Support Services) on November 4, 2025
  - M&E Transition of Cutover Group 4 (Architecture & Innovation, Management, and Organizational Change Management) on November 5, 2025

- Knowledge Transfer (KT):
  - Completed the following KT session during the week of November 3, 2025:
    - Monthly Cash Assistance Program for Immigrants (CAPI) List
  - Completed the following KT session during the week of November 10, 2025:
    - California Necessities Index (CNI) Notice of Action (NOAs)
    - County Purchase Orders
  - Continued to coordinate and collaborate scheduling changes when needed
- Job Shadow (JS) and Reverse Job Shadow (RJS):
  - Completed the following JS session during the week of November 3, 2025:
    - Foster Care Eligibility Determination (FCED) JS Session 6: Automation
  - Completed the following JS and RJS sessions during the week of November 10, 2025:
    - FCED JS Session 11: Hands On Assembly Test (AT)/System Test (SIT) Testing
    - FCED JS Session 13: Overarching global changes and Bug/Story Delta
    - FCED JS Session 12: Hands On AT/SIT Testing
    - California Automated Response and Engagement System (CARES) SIT JS session
    - 25.11 Release Highlights slide RJS session
  - Deloitte cancelled one JS and two RJS sessions in this reporting period
- Software Licenses:
  - Completed tracking of software licenses for JRebel and Toad software
  - Currently Gainwell team has assigned 54 JRebel licenses to the Deloitte team
- Security Compliance Support Transition Activities:
  - Provided Deloitte team back shadow support to troubleshoot Application Security scan issues
- 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 reviewing write access for environments and tools
- 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 one session planned 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