CalSAWS

CalSAWS Risk Management Group RMG Report

September 9, 2026

LIST OF OPEN RISKS

Risk 102 - Lack of annual project funding may cause schedule delay or reduction in scope for CalSAWS & other projects

Risk 324 - Delay in communication may impact CalSAWS participation in the process simulation activity prior to the pilot go-live

Risk 326 - Lack of timely policy guidance may impact Medi-Cal HR1 delivery schedule

Risk 330 - Current BenefitsCal system performance may not meet the new SLA performance standards set in the new contract

Risk 332 - Limited County Review Capacity May Impact Analytics Modernization Delivery Schedule

Risk 333 - Inclusion Of CMS Verify Lawful Presence (Vlp) Service In 26.09 May Impact Ability to Implement Medi-Cal Eligibility System Changes

Risk 334 - Lack Of Transmitting Foster Care Vendor Information to CalSAWS Increases County Vendor Maintenance

Risk 336 - Move Of Database Servers to Oracle Databases@Aws May Result In User Impact

Risk 338 - Replacement Of Identify Access Management Solution May Result In User Access Issues End of Life

List of New Risks

No new risks.

List of Open Issues

No open issues.

List of New Issues

Issue 344 - Cares QA Unstable Builds Prevent The Successful Completion Of QA Test Cycles.

Issue 345 - Case-Link Match Rates For CWS-Cares Are Below CWS-CMS Baseline Match Rates.

Issue 346 - Cares Unable To Generate A Valid Vendor Extract File In The Production Simulation Environment

GENERAL ANALYSIS

The overall average Project risk exposure level, due to nine open risks, is now at 1.19. Three new issues are being introduced in this RMG report.

The following charts summarize various aspects of these risks. Figure 1 Risk/Issue Exposure Levels plots the risk numbers and their corresponding risk exposures and shows the progression from lowest probability/ risk exposure to highest. Most of the risks have a probability of occurring equal to or less than 50%. Figure 2 shows the trend of risk/issues counts and overall average project risk exposure over the past year. There are seven risks at Medium risk level, and one at High. Figure 5 Count of Open Risks with Trigger Dates Within Risk Horizon Categories shows that there are four risks having trigger dates occurring within the next 90 days (Near Horizon).

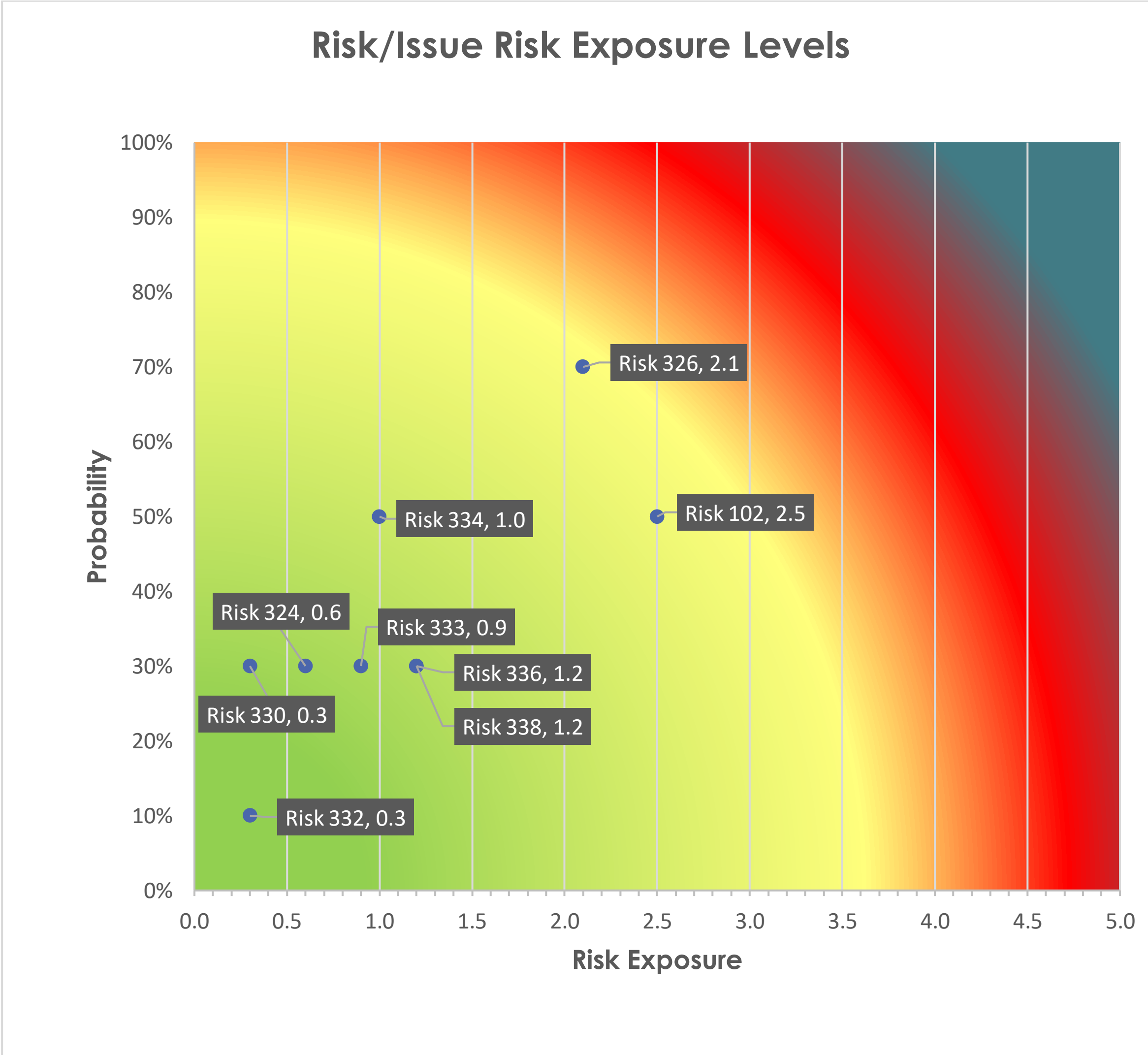

Figure 1 Risk and Corresponding Risk Exposure

Probability	Impact				
		1 Minimal	2	3	4	5 Unacceptable
	90% Near Certainty	(0.9)	(1.8)	(2.7)	(3.6)	(4.5)
	70% Highly Likely	(0.7)	(1.4)	(2.1)	(2.8)	(3.5)
	50% Possible	(0.5)	(1.0)	P (1.5)	(2.0)	(2.5)
	30% Unlikely	(0.3)	(0.6)	(0.9)	(1.2)	(1.5)
	10% Highly Unlikely	(0.1)	(0.2)	(0.3)	(0.4)	(0.5)

Legend	Low	Medium	High

Figure 2 Overall Risk Level and Numerical Analysis

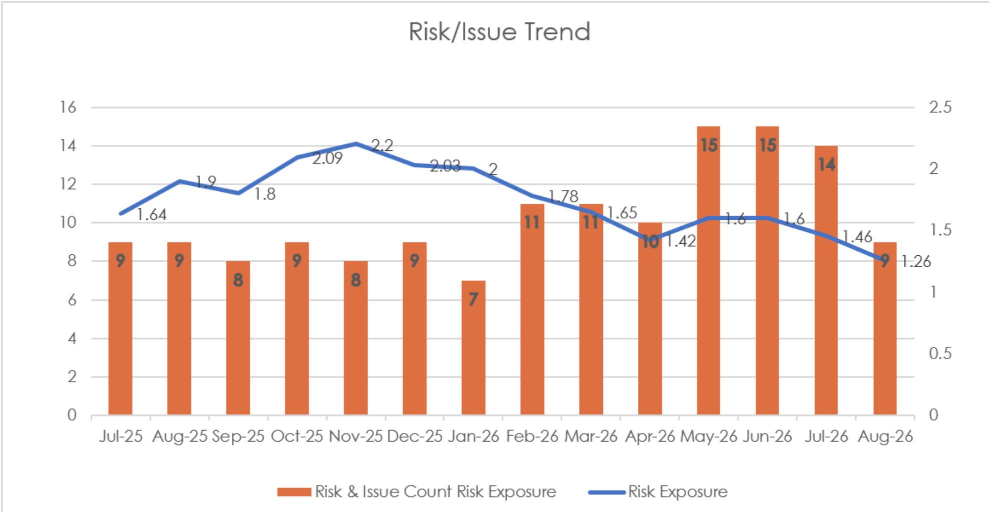

Figure 3 Probability / Impact

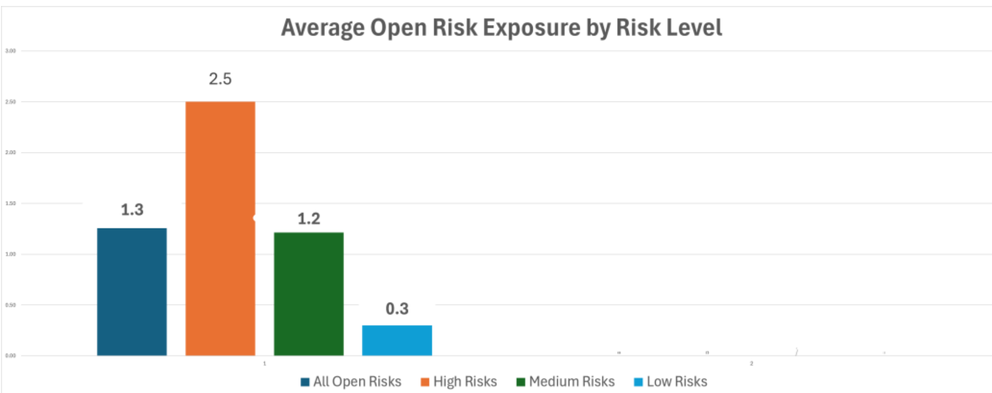

Figure 4 Avg of Open Risk Exposures within Risk Level Category

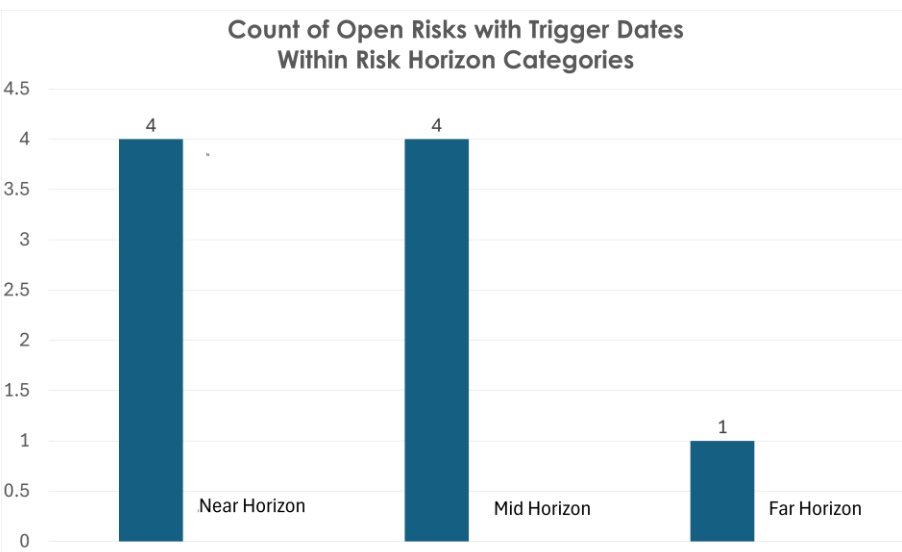

Figure 5 Count of Open Risks with Trigger Dates Within Risk Horizon Categories

CalSAWS Maintenance and Operations

RISK 102 - LACK OF ANNUAL PROJECT FUNDING MAY CAUSE SCHEDULE DELAY OR REDUCTION IN SCOPE FOR CALSAWS & OTHER PROJECTS

Description	Owners
The project is subject to state funding approval each year. State general fund payments may be deferred, or budget cuts may cause schedule delays, scope reductions, or staff reductions	Holly Murphy

Level	Trending	Early Impact Date	Trigger Date
High	**Downward**	**1/15/2027**	**7/1/2027**

Latest Status Notes
▪ Sept 8, 2026: OAPDU was approved on July 17, 2026. No further updates to report. ▪ June 24, 2026: Adjusted risk to 50% probability (possible) reducing risk exposure to 2.5. CPMO continues to monitor ▪ May 28, 2026: All funding has been confirmed in the May Revise, therefore adjusted risk to trending down for the new fiscal year. CPMO continues to monitor progress of the Annual OAPDU.

Current Mitigation Plan
Consortium PMO will monitor actual and projected costs against plan to assess utilization and monitor new funding needs for future funding requests as part of standard processes and apply updates per State schedule: ▪ Verify monthly updates to the State's Master Automation Effort Tracker to identify gaps– Ongoing Monthly ▪ Prepare and submit Automated Budget Questionnaire (ABQ) – August/February ▪ Coordinate with State partners to address comments and questions – Fall and Spring budget cycles ▪ Verify proposed budget – January/May ▪ Address funding gaps – February/June

CalSAWS Maintenance and Operations

RISK 324 - CARES - DELAY IN COMMUNICATION MAY IMPACT CALSAWS PARTICIPATION IN THE PRODUCTION SIMULATION ACTIVITY PRIOR TO THE GO-LIVE.

Description	Owners
Production Simulation prior to pilot go-live was paused. Production Simulation replaces process Simulation. Recently the CARES project secured a vendor to support this activity. This has impacted production simulation timeline, resources, environment availability, and data compliance .	Deanna Rotert, Rachel Hernandez, Jerald Nielson, Ramya Raghunathan

Level	Trending	Early Impact Date	Trigger Date
Medium	**Downward**	**8/16/2026**	**9/7/2026**

Latest Status Notes

- 9/8:
  - FCED go-live date is 12/7 (previously 10/26)
  - Prod Sim timelines will be extended to adjust to the new golive date. Timelines to be established with CARES
  - CalSAWS Office hours are in progress. Findings resolution is in progress within CalSAWS and with CARES
  - Upcoming:
    - CalSAWS refersh is planned on 9/26. Awaiting CARES timelines for refersh.
    - This risk remains open for continued monitoring and tracking against production simulation activities.
- 8/10:
  - CalSAWS data refresh in the Prod Sim environment has been postponed to the week of September 22-26 to align with CARES refresh timeline. This minimizes the impact on county testing in the environment.
  - This risk remains open for continued monitoring and tracking against production simulation activities. ;
- 6/29:
  - Prod Sim - county executions officially began 6/22
  - Case Links enabled and shared with the Counties as a testing resource
  - CalSAWS requested participant POCs, county wise, from CARES to share with the county staff for collaboration during Prod Sim. CARES evaluation is in progress.
  - This risk remains open for continued monitoring and tracking against production simulation activities.
- 6/1:

LATEST STATUS NOTES

- Significant progress has been made for Prod Sim environment readiness to support county executions.
    - Staff onboarding is in progress. ETA 06/05.
    - CalSAWS Staff Kick Offs – 5/19 and 06/02
    - Execution Begins 06/08 (CARES projected moved the execution begin date from 06/01 to allow time for CARES environment readiness)
    - Case Links Enabled in Prod Sim 5/31
    - Support Hours Established
    - CalSAWS API smoke testing is in progress. CARES API testing support is in progress
    - This risk remains open for continued monitoring and tracking against production simulation timelines.

CURRENT MITIGATION PLAN

- Updated Risk Mitigation for Production Simulation: 5/15
- Finalize Production Simulation approach for CalSAWS Participants in CalSAWS
    - Prod Sim Support Structure
    - 5/19 and 5/28 onboard CalSAWS participants and share OCM Resources and training materials
    - Support Office Hours
    - Findings reporting process- leveraging EUST 3 approach Continue to collaborate with CARES to develop shared timelines and milestones for coordinated county communications.

CalSAWS Transition Risk

RISK 326 - LACK OF TIMELY POLICY GUIDANCE MAY IMPACT MEDI-CAL HR1 DELIVERY SCHEDULE

Description	Owners
IF policy guidance, project planning and delivery timelines are not met, THEN the CalSAWS and BenefitsCal system delivery may be delayed. Effective October 1, 2026 through January 1, 2027, House Resolution 1 (HR1) introduces several Medi-Cal policy changes, including new work requirements, moving from annual to six-month redetermination, for specific populations, an amended definition of Qualified Non-Citizens, and reduced retroactive Medi-Cal period. These changes add complexity to how individual and household details are used when determining eligibility, impacting county intake, change reporting, and renewal processes. Implementation depends on CMS guidance, which is pending. The redetermination and work requirement policy changes must be implemented by the January 1, 2027 effective date. The changes above will affect several areas within CalSAWS and BenefitsCal, as well as county operations. Without timely policy guidance, project planning and delivery timelines may be affected. To help manage these risks, the following mitigation efforts have been put in place.	Pragati Sharma , Jerald Nielson, Melissa Mendoza, Emmeil Davis

Level	Trending	Early Impact Date	Trigger Date
Medium	**Downward**	**6/12/2026**	**9/28/2026**

Latest Status Notes
▪ 9/2/2026 - Risk is trending downward from 2.1 to 1.5. Risk Trigger date changed from 8/14 to 9/29/2026 (BenefitsCal WCER test). CalSAWS/CalHEERS integrated test completed. ▪ 8/10/2026 - Risk trending downward from 2.8 to 2.1. Risk Trigger date changed from 7/27 to 8/14/2026. Final content revisions in app dev. CalSAWS/CalHEERS integrated test in progress. CalHEERS has extended integrated test by 1 week. ▪ 6/1/2026 - Added BenefitsCal 26.11 Design completion to 7/31/2026. Updated 26.09 final forms to 6/19/2026 (WR Application Insert finalization). Updated Early Trigger and Risk Trigger dates. Updated the 26.09 Design completion to 5/12 due to QNC phase II design that is being finalized.

Current Mitigation Plan
▪ Use an Agile SDLC approach per agreement with DHCS, CalHEERS, and CalSAWS – Completed ▪ Create delivery schedule, including cross-organization dependencies (e.g., CalSAWS Project, DHCS, CalHEERS, and BenefitsCal) – Completed ▪ DHCS to provide final policy – Due Date: • 26.06: 3/20/2026 – Completed • 26.09: 12/31/2025 – Completed • 26.09 QNC: 8/28/2026 – In Progress ▪ DHCS to provide final forms and NOAs – Due Date • 26.06: 3/27/2026 – Completed • 26.09: 6/19/2026 – Completed ▪ Complete CalSAWS Design – Due Date: • 26.06: 1/15/2026 – Completed, • 26.09: 6/22/2026 – Completed ▪ Complete BenefitsCal Design – • 26.06: 3/27/2026 - Completed, • 26.09: 5/29/2026 – Completed • 26.11: 8/28/2026 - In Progress ▪ Complete Integration Test: • 26.06: 5/22/2026 – Completed • 25.09: 8/28/2026 - In Progress ▪ Complete System Test – Due Date: • 26.06: 5/29/2026 – Completed • 26.09: 9/4/2026 - In Progress ▪ Complete BenefitsCal System Test: • 26.06: 6/19/2026 – Completed • 26.09: 9/11/2026 ▪ Distribute enhanced project communications - Ongoing

CalSAWS Transition Risk

RISK 330 - CURRENT BENEFITSCAL SYSTEM PERFORMANCE MAY NOT MEET THE NEW SLA PERFORMANCE STANDARDS SET IN THE NEW CONTRACT

Description	Owners
Current BenefitsCal System performance may not meet the new Service Level Agreement (SLA) performance standards set in the new contract, which would require system performance enhancements to be developed in coordination with BenefitsCal policy and enhancement schedules. This could pose change scheduling delays depending on the volume of changes needed to align to the new SLAs. The transition is scheduled to finalize on 7/31/2026 at which time the new SLAs would be able to begin.	Jason Horton, Robert Lusk, Frederick Gains

Level	Trending	Early Impact Date	Trigger Date
Medium	**Remains same** ⟷	**3/27/2026**	**9/30/2026**

Latest Status Notes

- 9/3/2026: The issue with the "canary" check is related to firewall changes that were made at some point in the past. The team is researching the changes needed to bring to CAB and is looking to target the week of 9/14 to implement the change.
- 8/21/2026: BenefitsCal ProdOps team identified changes to enable a "canary" check to notify the team of system availability. Next steps are to document a change to be brought through CAB to enable in production, UAT, SIT, TRN, and Prod Staging environments.
- 8/12/2026: RMG approved moving this risk to the M&O Phase and risk level to Medium. Continue to monitor the implementation of SCR CSPM-84965 until closure.

Current Mitigation Plan

Conduct a comprehensive assessment of current system performance against new SLA requirements. If gaps are identified, develop and implement targeted remediation actions such as infrastructure upgrades, code optimization, or query tuning to ensure compliance with SLA standards.

CalSAWS Maintenance and Operations

RISK 332 - LIMITED COUNTY REVIEW CAPACITY MAY IMPACT ANALYTICS MODERNIZATION DELIVERY SCHEDULE

Description	Owners
The Analytics Modernization project timeline requires county users to actively participate, review designs, and complete validation at a cadence of ~10–15 reports per week. If this review capacity is not maintained due to limited availability or delayed feedback cycles then development and release timelines may be impacted.	Deven Dharm, Surabhi Daharwal, Sukhman Tiwana, Robert Lusk, David Bruhn, Pandu Gupta

Level	Trending	Early Impact Date	Trigger Date
Low	**Remains same** ⟷	**5/21/2026**	**9/23/2026**

Latest Status Notes
▪ 8/24/2026 [QA]: As communicated in the August month JPA/PSC, County Validation will no longer occur at the module level. Hence, the module level "Test Validation Completion" planning dates were removed from the Risk Mitigation Plan section. ▪ 8/10/2026 [M&E Team]: The Risk Description was updated to match the CPMO team standards.; 8/5/2026 [M&E Team]: Updated the Risk Trigger Date to match Case Characteristics design approval.

Current Mitigation Plan
▪ Group reports into logical review batches. ▪ Perform detailed internal reviews with the Policy & Design, Data Integration and QA teams. ▪ Establish a structured review cadence. ▪ Schedule review sessions in advance. ▪ Provide clear review timelines and expectations to county workgroup participants. ▪ Escalate delays early through governance channels if review cycles fall behind schedule. ▪ For Intake/Application module, Design Review Completion - Target date: 6/1/2026 [Completed] ▪ For Continuing Eligibility module, Design Review Completion - Target date: 8/6/2026 [Completed] ▪ For Case Characteristics module, Design Review Completion - Target date: 9/23/2026 [In Progress] ▪ For Productivity module, Design Review Completion - Target date: TBD ▪ Consolidated County Test Validation: County Test Validation Start – Target Date: TBD ▪ County Test Validation Completion – Target Date: TBD

CalSAWS Transition Risk

RISK 333 - INCLUSION OF CMS VERIFY LAWFUL PRESENCE(VLP) SERVICE IN 26.09 MAY IMPACT ABILITY TO IMPLEMENT MEDI-CAL ELIGIBILITY SYSTEM CHANGES

Description	Owners
IF new VLP version with QNC changes requires additional system updates, THEN the existing 26.09 policy clarifications, designs, test scenarios, and schedule may be impacted. Centers for Medicare & Medicaid Services(CMS) released a new Verify Lawful Presence (VLP) Service Suite 37.1 version 2 on 2/12/2026 that includes statutory Medi-Cal eligibility changes required for HR 1 Qualified Non-Citizens (QNCs) effective 10/1/2026 and planned for CalSAWS 26.09 release. If the new VLP version with QNC changes are included in the already planned CalSAWS 26.09/CalHEERS 26.9 release at such a late stage then CalSAWS will be required to implement additional system updates in a compressed delivery schedule which may impact existing policy clarifications, designs, test scenarios, and schedule.	Sharon Teramura, Pragati Sharma, Emmeil Davis

Level	Trending	Early Impact Date	Trigger Date
Medium	**Downward**	**6/15/2026**	**8/14/2026**

Latest Status Notes
▪ 9/2/2026 - All mitigations have been completed; Recommend risk be Closed. ▪ 8/5/2026 - Risk trending downward with Risk Exposure changed from 1.5 to 0.9. CalSAWS/CalHEERS Integration Test extended from 8/14 to 8/21/2026 due to CalHEERS delay in VLP QNC test start. Updated Risk Trigger Date to 8/14/2026. ▪ 5/28/2026 - Mitigation Plan on track. Updated Early Impact Date to 6/15/2026 and Risk Trigger Date to 7/10/2026. Risk trending downward with Risk Probability reduced from 70% to 50%, and Risk Exposure reduced from 2.1 to 1.5.

Current Mitigation Plan
▪ Assess CalSAWS release plan with DHCS and CalHEERS – Due Date: 3/20/2026: - Completed ▪ Create delivery schedule, including cross-organization dependencies (e.g., CalSAWS Project, DHCS, CalHEERS) – Due Date: 5/15/2026 – Completed ▪ Approved CalHEERS Design – Due Date: 5/25/2026 – Completed ▪ Complete Integrated CalHEERS Test Plan – Due Date: 5/15/2026 – Completed ▪ Complete CalSAWS Design – Due Date: 5/29/2026 – Completed ▪ Assess scope and resource needs post-CalSAWS 26.09/CalHEERS 26.9 to December 31, 2026 – Due Date: 7/15/2026 – Completed ▪ Complete CalSAWS/CalHEERS Integration Test - Due Date: 8/21/2026 - In Progress

Maintenance and Enhancements

RISK 334 - LACK OF TRANSMITTING FOSTER CARE VENDOR INFORMATION TO CALSAWS INCREASES COUNTY VENDOR MAINTENANCE

Description	Owners
Current issue: Right now, placement updates are tied to vendor/resource that does not include a unique identifier. Because of that, when vendor/resource information is updated, it can apply to multiple placements tied to that same vendor/resource—causing duplicate or unintended updates. Proposed solution: The development of a Vendor API would include a unique CalSAWS Vendor/Resource ID. That ID would act as the matching link, so updates would apply only to the correct placement, avoiding duplication. This risk applies to57 counties and excludes LA.	Gloria Williams, Deanna Rotert, Rachel Hernandez, Jerald Nielson, Ramya Raghunathan

Level	Trending	Early Impact Date	Trigger Date
Medium	**Remains same** ⟺	**11/2/2026**	**12/1/2026**

Latest Status Notes
▪ 6/29: No recent updates. Risk remains open to track the strategic solution for receiving vendor information for the 57 counties post v1. Solution sessions to begin with CARES later in the year when V1 priorities are complete for October go-live. ▪ 6/1: Risk remains open to track the strategic solution for receiving vendor information for the 57 counties post v1. Solution sessions to begin with CARES later in the year when V1 priorities are complete for October go-live.

Current Mitigation Plan
The CalSAWS project team will: • Provide counties with guidance and suggested options for manually maintaining vendors (resources).

Infrastructure

RISK 336 - MOVE OF DATABASE SERVERS TO ORACLE DATABASES@AWS MAY RESULT IN USER IMPACT

Description	Owners
If database server configurations are not effectively identified, implemented and tested, and the mitigation plan is not effective, users could experience CalSAWS system outages or poor system performance.	Michael Johnson, Robert Lusk, Thomas Weitzel

Level	Trending	Early Impact Date	Trigger Date
Medium	**Remains same** ⟷	**7/31/2026**	**9/4/2026**

Latest Status Notes

- 9/3/26 - Project is complete. Recommend closure.
- 8/1/26 - Project is on track to the plan.
- 6/25/26 - Project plan is completed. Testing runs with M&E partner have successfully completed. The servers to support the release are stood up and data is being loaded. An additional performance test had been requested to run online transactions during execution of a batch job. This testing was not part of the original plan and could not be accommodated with the current testing tool. As it relates to the risk mitigation plan:
  - Constructing a detailed project plan to include testing for functionality, performance, batch and connectivity. - Complete
  - Engaging in multiple testing runs in partnership with the M&E vendor. - Complete;;

Current Mitigation Plan

- Constructing a detailed project plan to include testing for functionality, performance, batch and connectivity.
- Engaging in multiple testing runs in partnership with the M&E vendor.
- Incorporating the new database server into the release such that development and release testing cycles make use of the new technology.
- Determining the rollback plan in the case of unexpected significant problems.

M&O Production Risk

RISK 338 - REPLACEMENT OF IDENTIFY ACCESS MANAGEMENT SOLUTION MAY RESULT IN USER ACCESS ISSUES

Description	Owners
If user journeys are not effectively identified, implemented and tested, and the mitigation plan is not effective, users could experience access issues to systems that are authenticated using the CalSAWS IAM.	Igor Pryakhin, Joseph Nelson, Thomas Weitzel

Level	Trending	Early Impact Date	Trigger Date
Medium	**Remains same** ⟷	**10/30/2026**	**12/1/2026**

Latest Status Notes

- 9/3/26 - M&E and BenefitsCal partners have been provided with testing environments and a developer guide. Discussion has begun on the timing to incorporate Analytics into Okta.
- 8/12/26 - Update
- 6/25/26 - Testing environment has been stood up. As it relates to the mitigation plan:
  - Constructing a detailed project plan to include testing for each system across the CalSAWS vendor partners - Pending partners finalizing project plans based on the agreed upon rollout timing
  - Engaging multiple stakeholders in Discovery workshops to identify user journeys to inform the project plan and inform the other vendors - Complete
  - Extending the testing period to provide additional time for CalSAWS core system and BenefitsCal - Complete (The rollout timing has been agreed upon and resulted in additional time for updates and testing.)

Current Mitigation Plan

- Constructing a detailed project plan to include testing for each system across the CalSAWS vendor partners
- Engaging multiple stakeholders in Discovery workshops to identify user journeys to inform the project plan and inform the other vendors
- Extending the testing period to provide additional time for CalSAWS core system and BenefitsCal
- Determining the rollback plan in the case of unexpected significant problems.

M&O

NEW ISSUE 344- CARES QA UNSTABLE BUILDS PREVENT THE SUCCESSFUL COMPLETION OF QA TEST CYCLES.

DESCRIPTION	OWNERS
FCED ISSUE -QA cycles have not been completed successfully due to ongoing build instability, blocking defects, and user errors resulting from knowledge gaps. As this is an Agile project, incomplete target scenarios have been repeatedly deferred to subsequent test cycles. With only two final QA cycles remaining before go-live, there is a significant risk that not all critical scenarios will be fully tested, defects may remain unresolved, and overall deployment readiness could be compromised.	Deanna Rotert, Rachel Hernandez, Jerald Nielson, Ramya Raghunathan, Gloria Williams

PRIORITY	DATE IDENTIFIED	RESOLUTION DUE DATE	ESCALATION DATE
HIGH	7/30/2026	9/11/2026	8/18/2026

LATEST STATUS NOTES
9/2 CARES is exploring granting the QA team access to the CARES QA environment; however, the timeline remains uncertain. In addition, CARES QA resources are being reallocated, reducing support from four resources to two. This creates further risk to the timely completion of CalSAWS QA testing due to decreased support capacity. 8/19 for the past 8 cycles that run between 4-6 weeks, the pass rate is 84% average pass rate. With on average of 19 defects logged per cycle for both 70% CARES and 30% CalSAWS, on average 2 are recurring CARES bugs per cycle

CURRENT ISSUE RESOLUTION PLAN

- CalSAWS QA continues test cycles including regression tests and new functionality for the two remaining 4 week cycles prior to Go-Live
  - CalSAWS QA request for CARES QA environment access is re-evaluated
  - CARES QA testers have a support real time support technical and functional support contact
  - Prioritize critical testing: Focus testing on business-critical, regulatory, and go-live scenarios first.
- Defer lower-priority or cosmetic testing if necessary.
  - Implement risk-based testing: Concentrate on high-risk functionality and areas impacted by recent changes rather than attempting full regression on every build.
  - Document work arounds for outstanding known bugs

M&O

NEW ISSUE 345- CASE-LINK MATCH RATES FOR CWS-CARES ARE BELOW CWS-CMS BASELINE MATCH RATES.

Description	Owners
FCED Issue: Between November 2025 and June 2026, the CARES and CalSAWS teams conducted case-linking extract match exercises between the legacy CWS-CMS file and CalSAWS for FC, AAP, and KG to identify and link cases known to both systems at go-live. The baseline match rates were established at FC: 91%, KG: 96%, and AAP: 96%, with the expectation that post-conversion match performance would remain within these ranges to maximize linked cases at go-live, support bidirectional transaction flow, and minimize county workload. Following CARES conversion activities, the matching exercise was rerun between the new CWS-CARES and CalSAWS systems to enable case links in the production simulation environment for county testing. Current match rates have declined to FC: 77%, KG: 91%, and AAP: 88%. Resolution of the following CARES data conversion issues is required to generate eligibility IDs for residual cases and restore match rates to baseline: 1. Sealed and sensitive cases deleted from the Production Simulation environment 2. "No child location" found in CWS-CMS 3. Data and/or logic issues CalSAWS defects have been logged for tracking CARES remediation.	Deanna Rotert, Rachel Hernandez, Jerald Nielson, Ramya Raghunathan, Gloria Williams

Priority	Date Identified	Resolution Due Date	Escalation Date
High	**7/30/2026**	**9/11/2026**	**8/17/2026**

Latest Status Notes

- 9/8 - - Awaiting AAP and KG extracts (previously 9/4) for the missing elig id records to establish additional case links to improve match rates. - FC files received, recon is in progress. 8/19/2026:
  - CARES defect fix is in progress for conversion related defects identified. Current anticipated date for receiving the data load file is 8/21/2026.
  - Discussions around manual validation of sealed and sensitive cases is in progress. ETA for a plan of action: Week of 8/21.

Current Issue Resolution Plan

- The CARES team will implement a code/data fix to address the issues below and provide an updated iteration of the case link data load file in the production simulation environment by 9/4/2026, replacing the prior target of 8/10/2026 and 8/31/2026. The data load will include only delta records for missing eligibility IDs not previously received by CalSAWS due to CARES conversion for the following scenarios:
    - No child location found b) Data/logic issues Once the CARES fix is implemented, by 9/4, the CalSAWS project team will continue working with the CARES team through iterative testing and defect remediation cycles and link the cases (in exception to sealed and sensitive cases) by 9/11. CARES defect fixes is anticipated to bring back the case link match rates at par to the baseline match rates. The CalSAWS team will support repeated match runs, validate corrections, and provide ongoing support to enable case links as fixes are received by 9/4 and verified and linked by 9/11.
- For sealed and sensitive cases, the proposed approach is for CARES to send the sealed and sensitive cases in Prod Sim after the Prod Sim refresh (CalSAWS refresh is scheduled on Sep 26). The sealed and sensitive cases will be linked and confirmed by Oct 3. Additionally, CARES and CalSAWS is evaluating the possibility to send the sealed and sensitive cases to CalSAWS on a separate file from another CARES environment for CalSAWS to manually review a sample set in CalSAWS by 9/11. Case links cannot be enabled for this action as the cases are not available in the CARES Prod Sim environment.
- Despite close case linking, the teams anticipate a (low) volume of residual unmatched cases between the two systems. The teams will collaborate to provide county instructions for handling these cases for post-go live actions.
- Through weekly conversion meetings, the teams will continue to discuss resolution strategies and monitor conversion fallout to track progress and address outstanding issue

M&O

NEW ISSUE 346- CARES UNABLE TO GENERATE A VALID VENDOR EXTRACT FILE IN THE PRODUCTION SIMULATION ENVIRONMENT

DESCRIPTION	OWNERS
FCED Issue: Vendor Extract is the interim solution for transmitting vendor information to support LA County's vendor automation for October go-live. Integration testing has been completed in CARES and CalSAWS SIT. However, the CARES team is currently unable to transmit vendor information to CalSAWS in the Production Simulation environment when using converted data. CARES analysis indicates that the CWS-to-CARES converted data is missing required fields, which prevents generation of the extract file and blocks transmission to CalSAWS. Defect POD-4281, CARESV1-135707, CARESV1-135723 has been logged in CalSAWS and CARES for tracking. This functionality should be enabled in the Prod Sim environment as a priority, so the county has sufficient time to validate and confirm end-to-end functionality. Delays in generating the extract file will compress the downstream testing window and reduce CalSAWS's ability to analyze and resolve any issues identified during county testing.	Deanna Rotert, Rachel Hernandez, Jerald Nielson, Ramya Raghunathan, Gloria Williams

PRIORITY	DATE IDENTIFIED	RESOLUTION DUE DATE	ESCALATION DATE
HIGH	7/30/2026	9/11/2026	8/17/2026

LATEST STATUS NOTES

- 9/8/2026: - Tracking 3 broad categories of issues with CARES
  - Open defects (8) related to address / zip code errors. CARES is triaging issues. CalSAWS + CARES working session on 9/8/2026:
  - CARES system defects preventing production size volume. ETA for fix 9/11 3) CARES (CMS) has additional vendor ids that are not available in CalSAWS. CARES to meet with LA for clarification.
- 8/19/2026:
  - CARES sent the vendor extract file to the production simulation environment on 8/17.
  - The CalSAWS teams tested the file using our functionality and shared the processing results with CARES for review.
  - Continued receipt of the extract file in the production simulation environment is anticipated for LA County testing. Currently, we have not received files after 8/17/2026.

CURRENT ISSUE RESOLUTION PLAN

- The CARES project team will provide a code fix to send the LA vendor extract file daily in the production simulation environment starting 8/18/2026 daily.
- Starting 8/18, the file is received in the CalSAWS environment, however, the following issues are observed on the file received from CARES,
  - Vendor validation failed zip match. (CARES defect - CARESV1-139486,CARESV1-139494,CARESV1-139492,CARESV1-139491,CARESV1-139493)
  - Neither Org xref id nor vendor id were valid (CARES defect - TBD)
  - Duplicate license requested (CARESV1-136425 Another extract defect CARESV1-140068 created 8/31 to be deployed 9/1 to address Lic# 197807053.)
  - Vendor validation missing payee name and organization name. At least one is required. (CARES defect - TBD) 7) Line 1 address is missing. (CARES defect - TBD) 8) Org xref id is invalid. (CARES defect - TBD) 9) Vendor validation failed zip suffix match. (CARES defect - TBD) 10) Attempted to duplicate address. (CARES defect - TBD) 11) Attempted to duplicate phone number. (CARES defect - TBD) For a resolution plan of action, a) CARES team will fix the defects that have been logged by 9/11 b) Provide a clear update of the fixes completed with the test data for testing coverage for CalSAWS to test and confirm by 9/11. c) The issues still pending CARES analysis will be triaged. Defects and fix ETAs will be provided by CARES after the 9/2 working session between CARES and CalSAWS. 3)The CalSAWS team will continue to collaborate and support any additional testing requested by the CARES team once the fix is implemented.