CalSAWS – CalWIN Implementation Support Weekly Status Report

Reporting Period: September 20, 2021 to September 26, 2021

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1.0   CalWIN Implementation Support Services

1.1   Highlights of the Reporting Period

Project Management
► Continued planning for and onboarding staff resources.
► Continued the monitoring of Action Items (AIs) and followed up with the points of contact (POCs) to update the statuses.
► Continued monitoring and updating the ISS Questions and Answers (Q&A) Log.

Business Process Re-Engineering (BPR)
► Received sign-off on Yolo County's To-Be Final Work Product (FWP). All Wave-1 Counties' final signoffs are complete for the To-Be FWPs.
► Completed Pre-Meet Part-2 with Santa Barbara County in preparation for their To-Be sessions.
► Completed Week-2 of To-Be BPR sessions with Santa Clara and Tulare Counties.

Figure 1 – To-Be Process Timetable by County

County	Session Start Date	Session End Date	First Review Start Date	First Review End Date	Start Final Review	County Sign-Off on Final To-Be Work Product
Wave 1						
Contra Costa	06/21/21	07/30/21	08/04/21	09/02/21	09/02/21	09/10/21
Placer	06/21/21	07/30/21	08/04/21	08/20/21	08/30/21	09/07/21
Yolo	07/12/21	08/11/21	08/11/21	08/27/21	09/08/21	09/17/21
Wave 2						
Tulare	09/13/21	10/08/21	10/11/21	10/22/21	11/01/21	11/05/21
Santa Clara	09/13/21	10/08/21	10/11/21	10/22/21	11/01/21	11/05/21
Wave 3						
Santa Barbara	10/18/21	11/12/21	11/15/21	11/30/21	12/08/21	12/14/21
Orange	11/15/21	12/14/21	12/15/21	12/31/21	01/10/22	01/14/22
Ventura	11/15/21	12/14/21	12/15/21	12/31/21	01/10/22	01/14/22
Wave 4						
Solano	01/10/22	02/04/22	02/15/22	02/28/22	03/08/22	03/14/22
Santa Cruz	01/10/22	02/04/22	02/15/22	02/28/22	03/08/22	03/14/22
San Mateo	02/07/22	03/04/22	03/07/22	03/18/22	03/28/22	04/01/22
San Diego	02/07/22	03/04/22	03/07/22	03/18/22	03/28/22	04/01/22
Wave 5						
Alameda	03/07/22	04/01/22	04/04/22	04/15/22	04/25/22	04/29/22
Fresno	03/07/22	04/01/22	04/04/22	04/15/22	04/25/22	04/29/22
Sonoma	04/04/22	04/29/22	05/02/22	05/13/22	05/23/22	05/27/22
Wave 6						
San Francisco	04/04/22	04/29/22	05/02/22	05/13/22	05/23/22	05/27/22
Sacramento	05/02/22	05/27/22	05/31/22	06/14/22	06/21/22	06/28/22
San Luis Obispo	05/02/22	05/27/22	05/31/22	06/14/22	06/21/22	06/28/22

As of 09/26/21

Organizational Change Management (OCM)
► Developed the Wave-1 Change Readiness Survey.
► Developed a draft CalSAWS Request for Information (CRFI) for Wave-1 Counties to provide list of internal stakeholders to participate in the Change Readiness Survey.
► Continued drafting the County Communication Plan Draft Deliverable (DDEL).
► Continued drafting the OCM Plan DDEL.
► Continued collecting the Change Impacts from the BPR To-Be sessions.

Training
► Continued developing the draft training schedules based on County Profile information (Waves 3 – 6).
► Confirmed and prepared for Wave-2 meetings with the Counties for the week of 09/27/21 to review draft schedules and training roles.
► Continued training development by creating instructional design documents for the CalSAWS Instructor-Led Training curriculum.
► Continued prototype development of the Learning Journey Map.
► Presented a training update to OPAC on 09/23/21.
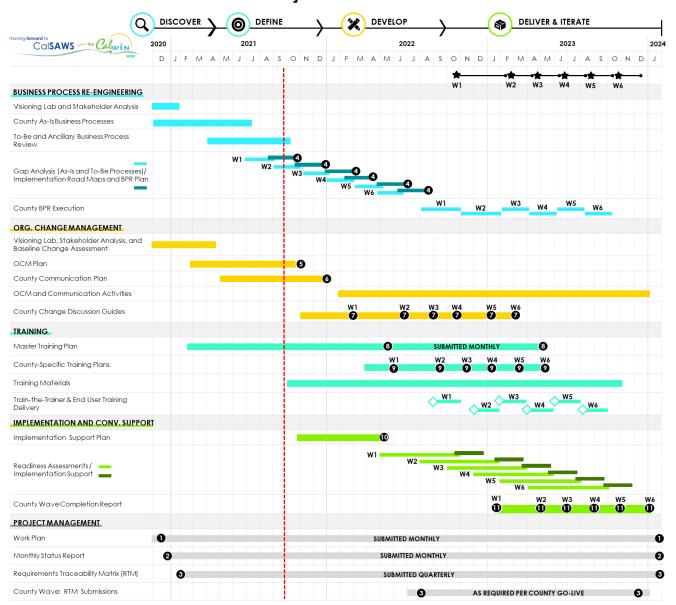
Implementation Support Services (ISS)
► Continued to review the conversion activities that will impact conversion of the CalWIN Counties.
► Conducted Conversion Office Hours for the "Vehicle Switch" Case Review Guide and data file on 09/20/21 and 09/22/21 with more than 30 participants in each session.
► Conducted a meeting with the Consortium Engagement Team regarding Implementation Planning activities (pre-planning) on 09/21/21. Met with the DD&I Lead to collaborate on upcoming DDI milestones on 09/14/21.
► Presented Conversion Readiness activities at the October OPAC meeting on 09/23/21.
► Drafted Conversion Office Hours FAQ based on feedback and questions raised in the Conversion Office Hours.
► Participated in ongoing meetings with DD&I and the Consortium for conversion, imaging, application programming interface (API) user groups, and DDID.

Project Timeline

Figure 2 – Project Gantt Chart

Project Timeline

1.2 Project Deliverable Summary

Deliverable Activity is summarized within the tables below.

Table 1 – Deliverable Status for Current Reporting Period

		Completed		Coming Soon		

DEL ID	Deliverable Name	DDED	FDED	DDEL	FDEL	Final
01	Workplan – Initial	12/04/20	12/15/20	12/23/20	01/14/21	01/22/21
02	Monthly Status Report – Initial	12/04/20	12/18/20	01/05/21	01/12/21	01/27/21
03	Requirements Traceability Matrix Initial	12/22/20	01/07/21	02/01/21	02/16/21	02/23/21
04	Business Process Re-Engineering Plan	07/14/21	07/26/21	10/01/21	10/22/21	10/27/21
05	Organizational Change Management Plan	07/14/21	07/26/21	10/04/21	10/26/21	11/02/21
06	County Communication Plan	08/16/21	08/26/21	01/03/22	01/25/22	02/01/22
07	County Change Guide	01/14/22	01/27/22	03/24/23	04/17/23	04/24/23
08	Master Training Plan	10/27/21	11/08/21	05/13/22	06/06/23	06/13/23
09	County Specific Training Plan	10/27/21	11/08/21	05/08/23	05/30/23	06/06/23
10	Implementation Support Plan	01/14/22	01/27/22	05/16/22	06/07/22	06/14/22
11	Wave Completion Report	09/15/22	09/27/22	01/11/24	01/24/24	01/31/24

Table 2 – Upcoming Deliverable Deadlines

DEL #	Deliverable Name	Status	Next Deadline
01	Workplan – Initial	Complete	
01.09	Work Plan – September 2021	On-Track	FDEL submission due 10/05/21
02	Monthly Status Report – Initial	Complete	
02.08	Monthly Status Report – Aug 2021	On-Track	FDEL submission due 10/05/21
03	Requirements Traceability Matrix Initial	Complete	
03.02	Requirement Traceability Matrix – Quarter 2	Complete	FDEL submitted on 09/03/21 FDEL approved 09/13/21
04	Business Process Re-Engineering Plan	On-Track	DDEL submission due 10/01/21
05	Organizational Change Management Plan	On-Track	DDEL submission due 10/04/21
06	County Communication Plan	On-Track	DDEL submission due 01/03/22
07	County Change Guide	On-Track	DDED submission due 01/14/22
08	Master Training Plan	On-Track	DDED submission due 10/27/21
09	County Specific Training Plan	On-Track	DDED submission due 10/27/21
10	Implementation Support Plan	On-Track	DDED submission due 01/14/22
11	Wave Completion Report	On-Track	DDED submission due 09/15/22

1.3   Project Risks and Issues

There were no CalSAWS Risks or Issues created and/or still open for the reporting period.

Table 3 – Risks & Issues

ID	Title	Details	Status	Impact	Severity	Date Logged

1.4   CRFI/CIT Communications Information

There is one (1) open CIT for the reporting period listed in the table below.

Table 4 – CITs

CIT ID	To	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0272-21	CalWIN Conversion PPOC	First of 91 CalWIN Implementation Support Services (ISS) Conversion Case Review Guide (CRG)	Conversion	09/20/21	Cathryn van Namen	Paul Trisler

There were no CalSAWS Requests for Information (CRFIs) sent and/or still open for the reporting period.

1.5   Activities for the Next Reporting Period

Project Management
► Continue planning for and onboarding staff resources.
► Continue to collaborate with other teams to coordinate information for the CalWIN Counties.
► Submit DDEL 04 BPR Plan – Global for Consortium Review on 10/01/21.

Business Process Re-Engineering (BPR)
► Complete Week-3 To-Be BPR sessions with Santa Clara and Tulare (Wave-2) Counties.
► Continue supporting Santa Barbara County in preparation for To-Be BPR.
► Begin preparing for Orange and Ventura Counties' formal To-Be Prep and Pre-Meetings 1 and 2 and aligning schedules for To-Be sessions.

Organizational Change Management (OCM)
► Finalize the Wave-1 Change Readiness Survey.
► Finalize the CRFI for Wave-1 Counties for Wave-1 Change Readiness Survey stakeholders.
► Draft a CIT for Wave-1 Counties providing details on survey purpose, questions, and timing of distribution of the survey to staff.
► Continue drafting the County Communication Plan DDEL.
► Continue drafting the OCM Plan DDEL.
► Continue collecting the Change Impacts from the BPR To-Be sessions.

Training

► Continue developing the draft training schedules based on County Profile information (Waves 3 – 6).
► Confirm and prepare for Wave-2 meetings with the Counties for the week of 09/27/21 and 10/04/21 to review draft schedules and training roles.
► Continue training development, creating instructional design documents for the CalSAWS Instructor-Led Training curriculum.
► Continue prototype development of the Learning Journey Map.
► Meet with Santa Clara County to review Draft Schedule and Training Roles on 10/01/21.

Implementation Support Services

► Continue to review the conversion activities that will impact conversion of the CalWIN Counties focusing on re-prioritizing.
► Continue to create report requirements documents for OCM items.
► Review and update Conversion OCM Impact Prioritization/Groups for pre-go live activities. Meet and discuss with Consortium Conversion and Gainwell teams.
► Review and consolidate the Visioning Lab II Survey responses (survey closed on 09/24/21) the week of 09/27/21.
► Schedule ongoing Implementation Meetings (beginning in November) for the App Dev, Consortium, ISS, and Customer Engagement teams.
► Participate in ongoing meetings with DD&I and the Consortium for conversion, imaging, API user groups, App Dev, and DDID.

1.6   Deviations from Plan/Adjustments

► None for the reporting period.