



CalSAWS – CalWIN Implementation Support Weekly Status Report

**Reporting Period: October 04, 2021 to
October 10, 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.
- ▶ Submitted the following Deliverables:
 - 05 Organizational Change Management Plan Draft Deliverable (DDEL) on 10/04/21.
 - 01.09 Work Plan Monthly Update Final Deliverable (FDEL) on 10/05/21.
 - 02.09 Monthly Status Report (FDEL) on 10/05/21.

Business Process Reengineering (BPR)

- ▶ Completed week 4 of the To-Be BPR sessions with Santa Clara and Tulare Counties.
- ▶ Prepared the Draft To-Be Work Product (DWP) for Santa Clara and Tulare Counties.
- ▶ Finalized the base schedule for the To-Be sessions for Orange and Ventura (Wave-3) Counties.
- ▶ Met with the Wave-1 Counties to officially close out BPR phase.
- ▶ Met with Waves 4, 5, and 6 to for monthly check-ins on 10/06/21 and 10/07/21.

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 10/10/21

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Organizational Change Management (OCM)

- ▶ Continued drafting the Wave-1 Change Readiness Survey.
- ▶ Issued the CRFI for the Wave-1 Counties for the Wave-1 Change Readiness Survey stakeholders.
- ▶ Drafted a CIT for the Wave-1 Counties providing details on the survey purpose, questions, and timing of distribution of the Change Readiness Survey to staff.
- ▶ Submitted the 05 Organizational Change Management Plan DDEL on 10/04/21.
- ▶ Continued drafting the 06 County Communication 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 4–6).
- ▶ Confirmed and prepared for Wave-3 meetings with the Counties for the week of 10/25/21 to review draft schedules and training roles.
- ▶ Continued training development, completing the first draft of most of the instructional design documents for the CalSAWS Instructor-Led Training curriculum.
- ▶ Continued prototype development of the Learning Journey Map.
- ▶ Met with Santa Clara County on 10/06/21 to review the draft schedule and training roles.
- ▶ Participated in Waves 1, 4, 5, and 6 County check-in meetings on 10/06/21 and 10/07/21.

Implementation Support Services (ISS)

- ▶ Updated the Area Code Case Review Guide (CRG) to separate the provider phone number updates, to submit as a separate CRG.
- ▶ Drafted the CIT for Area Code and reviewed with the Conversion team and Gainwell and submitted for a final review.
- ▶ Participated in ongoing meetings with DD&I and the Consortium for conversion, imaging, application programming interface (API) user groups, and DDID.

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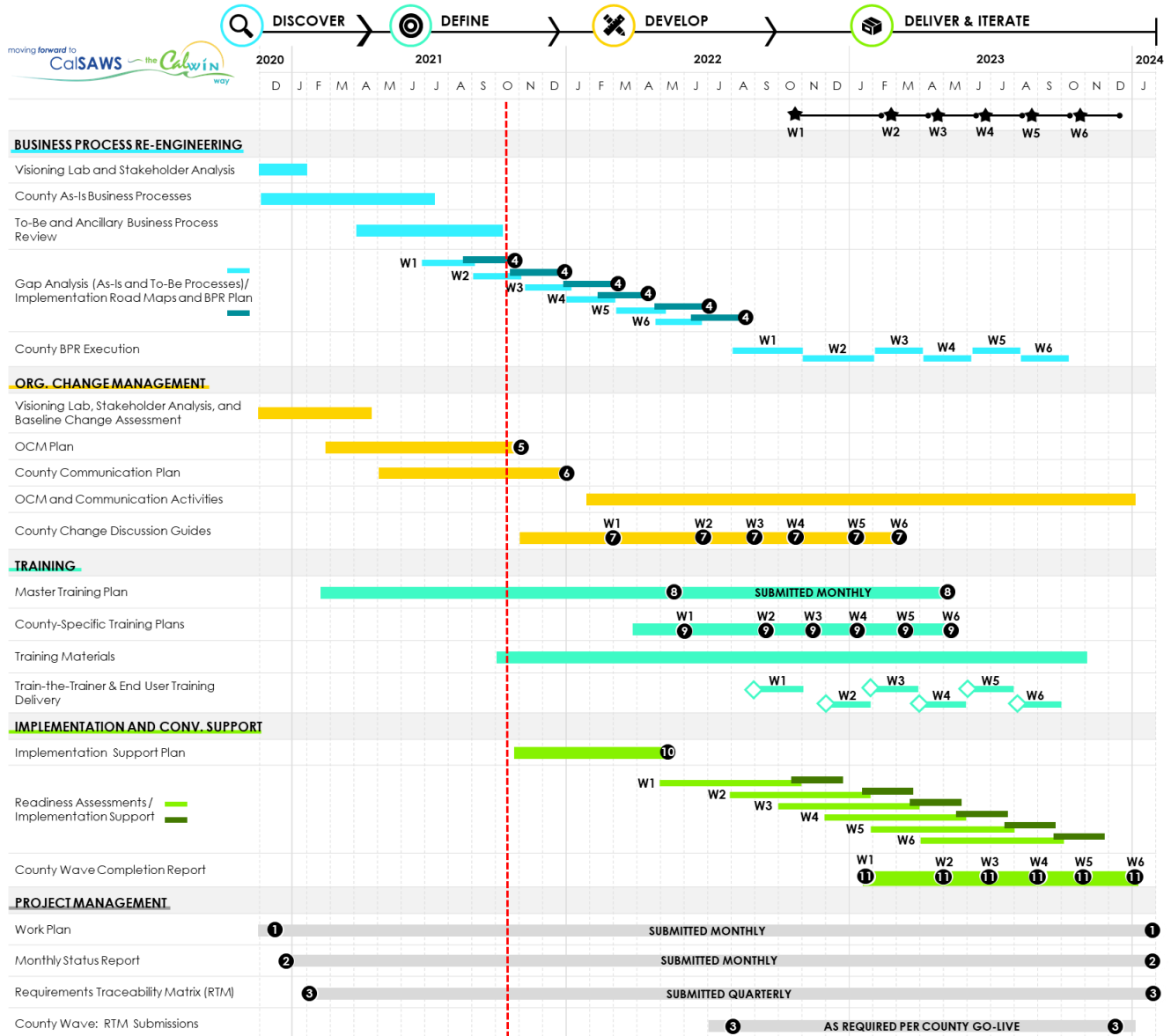
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Project Timeline

Figure 2 – Project Gantt Chart

Project Timeline



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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 Reengineering 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 submitted 10/05/21 FDEL approval due 10/13/21
02	Monthly Status Report – Initial	Complete	
02.09	Monthly Status Report – September 2021	On-Track	FDEL submitted 10/05/21 FDEL approval due 10/13/21
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 Reengineering Plan	On-Track	DDEL submitted 10/01/21 FDEL submission due 10/22/21
05	Organizational Change Management Plan	On-Track	DDEL submitted 10/04/21 FDEL submission due 10/26/21
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

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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

The open CRFIs for the reporting period are listed in the table below.

Table 4 – CRFIs

CRFI ID	To	Subject	Category	Distribution Date	Response Due Date
21-059	CalWIN W1 Counties	Change Readiness Survey Participant Demographic Data	Migration	10/06/21	10/15/21

There are no open CITs for the reporting period listed in the table below.

Table 5 – CITs

CIT ID	To	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact

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.

Business Process Reengineering (BPR)

- ▶ Submit the To-Be Draft Work Product (DWP) for Santa Clara and Tulare (Wave-2) Counties for formal review.
- ▶ Complete final preparation for Santa Barbara County (Wave-3) To-Be BPR sessions.
- ▶ Continue preparing base To-Be flows and Process Change Inventories (PCIs) for Orange and Ventura To-Be BPR Sessions.
- ▶ Conduct Orange and Ventura (Wave-3) Counties' formal To-Be prep Pre-Meet Pt. 1.

Organizational Change Management (OCM)

- ▶ Finalize the Wave-1 Change Readiness Survey.
- ▶ Finalize draft CIT for Wave-1 Counties providing details on survey purpose, questions, and timing of distribution of the survey to staff.

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- ▶ Continue drafting the 06 County Communication 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 4–6).
- ▶ Confirm and prepare for Wave-3 meetings with the Counties for the week of 10/25/21 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 Tulare County to review the draft schedule and training roles on 10/11/21.

Implementation Support Services

- ▶ Continue to review the conversion activities and develop a draft delivery schedule for Case Review Guides (CRGs).
- ▶ Obtain approval for the Area Code CRG to issue as a CIT.
- ▶ Continue to create report requirements documents for Conversion items.
- ▶ 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.