CalSAWS – CalWIN Implementation Support Weekly Status Report

Reporting Period: October 18, 2021 to October 24, 2021

Table of Contents

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 Final To-Be Work Product (FWP) for Santa Clara and Tulare Counties.
► Submit the following Deliverables:
   o DEL04 – CalWIN OCM Global BPR Plan Final Deliverable (FDEL).

Business Process Reengineering (BPR)
► Completed the Week-1 Santa Barbara County (Wave-3) To-Be sessions.
► Conducted To-Be Pre-Meet Part 2 with Orange and Ventura Counties (Wave-3).
► Received feedback on the To-Be DWP for Santa Clara and Tulare Counties.
► Resolved all comments on the 04 – Global BPR Plan Draft Deliverable (DDEL) and submitted the 04 – Global BPR Plan FDEL.

Figure 1 – To-Be Process Timetable by 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	12/20/21	01/07/21	01/18/22	01/24/22
Ventura	11/15/21	12/14/21	12/20/21	01/07/21	01/18/22	01/24/22
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	02/14/22	03/11/22	03/14/22	03/25/22	04/04/22	04/08/22
Wave 5						
Alameda	03/21/22	04/15/22	04/18/22	04/29/22	05/09/22	05/13/22
Fresno	03/21/22	04/15/22	04/18/22	04/29/22	05/09/22	05/13/22
Sonoma	04/25/22	05/20/22	05/23/22	06/06/22	06/14/22	06/20/22
Wave 6						
San Francisco	04/25/22	05/20/22	05/23/22	06/06/22	06/14/22	06/20/22
Sacramento	05/31/22	06/27/22	06/28/22	07/15/22	07/25/22	07/29/22
San Luis Obispo	05/31/22	06/27/22	06/28/22	07/15/22	07/25/22	07/29/22

*As of 10/24/21

Organizational Change Management (OCM)
► Continued building the Wave-1 Change Readiness Survey.
► Continued drafting the 06 – County Communication Plan DDEL.
► Addressed comments received for the 05 – OCM Plan DDEL.

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, creating instructional design documents for the CalSAWS Instructor-Led Training curriculum.
► Continued prototype development of the Learning Journey Map.
► Conducted the Training Advisory Council (TAC) meeting on 10/20/21.
► Met with Wave-1 County TAC members on 10/20/21 to review the approach to training multi-program eligibility staff.
► Met with Santa Barbara County on 10/22/21 to review the draft schedule and training roles.

Implementation Support Services (ISS)

► Finalized the Area Code Case Review Guide (CRG) to include the feedback received from the Regional Managers.
► Finalized the CIT for Area Code based on feedback from RMs. The CIT was released to the Counties on 10/21/21 and the reports associated with the CIT were released to the Counties on 10/22/21.
► Presented the delivery schedule for the remaining Conversion Items during the CalWIN ISS standup meeting on 10/18/21.
► 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
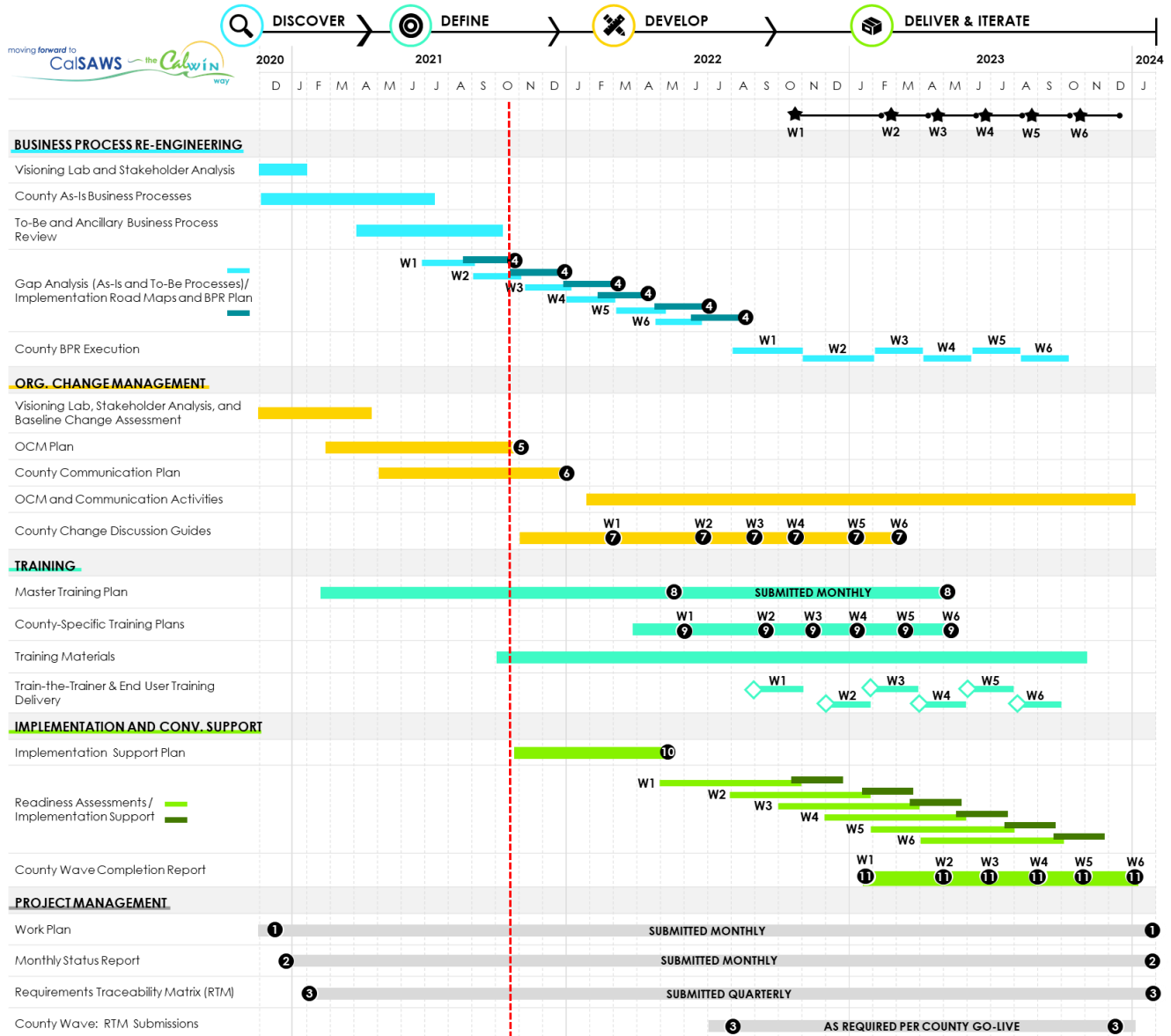
1.2   Project Deliverable Summary

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 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	Complete	FDEL submitted 10/05/21 FDEL approval due 10/13/21
02	Monthly Status Report – Initial	Complete	
02.09	Monthly Status Report – September 2021	Complete	FDEL submitted 10/05/21 FDEL approval due 10/13/21
03	Requirements Traceability Matrix Initial	Complete	
03.03	Requirement Traceability Matrix – Quarter 3	On-Track	FDEL submitted 12/03/21 FDEL approval due 12/10/21
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 – Wave 1	On-Track	DDED submission due 02/09/21
08	Master Training Plan	On-Track	DDED submission due 10/27/21 FDED submission due 11/08/21
09	County Specific Training Plan	On-Track	DDED submission due 10/27/21 FDED submission due 11/08/21
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 are currently no open CRFIs for the reporting period.

Table 4 – CRFIs

CRFI ID	To	Subject	Category	Distribution Date	Response Due Date
N/A					

The open CIT for the reporting period is listed in the table below.

Table 5 – CITs

CIT ID	To	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
CIT-0313-21	CalWIN Counties	CalWIN ISS Conversion Impacts: Case Review Guides	Conversion	10/21/21	Suresh Ashani	Juli Baker

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 the following Deliverables:
   o DEL05 – CalWIN OCM Organizational Change Management Plan (FDEL).

Business Process Reengineering (BPR)
► Complete Week-2 of the Santa Barbara County To-Be sessions.
► Finalize base To-Be flows and Process Change Inventories (PCIs) for the Orange and Ventura Counties' To-Be BPR sessions.
► Continue supporting Orange and Ventura (Wave-3) Counties' Formal To-Be Prep.

Organizational Change Management (OCM)
► Finalize the Wave-1 Change Readiness Survey.
► Continue drafting the 06 County Communication Plan DDEL.
► Finalized the draft CIT for Wave-1 Counties providing details on survey purpose, questions, and timing of distribution of the survey to staff.

► Submit the 05 OCM Plan FDEL.

Training
► Continue developing the draft training schedules based on County Profile information (Waves 5–6).
► Confirm and prepare for Wave-4 meetings with the Counties for the week of 11/11/21 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.
► Present training update at the OPAC meeting on 10/28/21.
► Participate in discussions with CalWIN counties (as scheduled) with the CalWIN ISS team beginning 10/29/21.

Implementation Support Services
► Develop CRGs for the three (3) OCM items that were prioritized
► 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.