CalSAWS DD&I
Weekly Status Report

Reporting Period: September 13, 2021 to September 19, 2021

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CalSAWS – California Statewide Automated Welfare System
CalSAWS DD&I Project Phase
Weekly Status Report Period: September 13, 2021 to September 19, 2021

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1.0   Project Management

1.1   Project Deliverables Summary

Table 1.1-1 – Overall Summary of Deliverable Status for Current Reporting Period

DEL #	DELIVERABLE NAME	TEAM	STATUS [1]	STATUS
61	CalSAWS Migration Work Plan Update #29	PMO	🟢	Submitted the Final Deliverable (FDEL) on September 13, 2021. Approval of the FDEL is due on September 20, 2021
62	CalSAWS Requirements Traceability Matrix – Update #8	Application Development	🟢	Draft Deliverable (DDEL) is in progress. Submission of the DDEL is due on September 21, 2021
66	CalSAWS Deployment Complete Milestone/Report – C-IV	Implementation	🟢	Draft Deliverable Expectation Document (DDED) is in progress. Submission of the DDED is due on September 21, 2021

[1] Status: Green: On schedule, performing as planned; **Amber:** Potential delay/monitor with no material schedule impact; **Red:** Behind schedule and requires escalation

1.2   Highlights of the Reporting Period

1.2.1   Project Management

▶ Continued CalSAWS DD&I Facility Management activities, including:
  o Key initiatives related to facilities at the Rancho Cordova Project Office are provided in Table 1.2.1-1 (Key Facility Initiatives/Projects) below

Table 1.2.1-1 – Key Facility Initiatives/Projects

ITEM #	INITIATIVES/ PROJECTS	LOCATION	TARGET DATE	NOTES/STATUS
1	Large Space Needs	Rancho Cordova and Norwalk Project Offices	September - November 2021	• Continued planning facility capacity and equipment needs for CalSAWS DD&I Post-Deployment command center rooms and CalSAWS Project staff

ITEM #	INITIATIVES/ PROJECTS	LOCATION	TARGET DATE	NOTES/STATUS
2	Return to Office	Rancho Cordova and Norwalk Project Offices	Spring - Fall 2021	• Continued reviewing and processing Return to Office (RTO) Approval Request forms submitted by CalSAWS Project staff, which are required to access the CalSAWS Rancho Cordova or Norwalk Project offices • Continued reviewing and confirming with CalSAWS Project staff interested in returning to the CalSAWS Rancho Cordova and Norwalk Project offices on a hybrid schedule • Distributed a communication to the CalSAWS Project Team's 50/50 RTO population and team leads confirming the return to office procedures that are effective September 13, 2021, the opening date of the CalSAWS Rancho Cordova and Norwalk Project offices

▶ Facilitated the CalSAWS Weekly Status Meeting that was held on September 15, 2021
▶ Began preparations for the Section Directors meeting that is scheduled for September 21, 2021
▶ Continued CalSAWS Risk Management activities, including:
   o Continued to work with risk owners to develop and update mitigation plans for the accepted CalSAWS DD&I Project risks
▶ Continued supporting engagement of project staff working remotely, including:
   o Continued preparations for the next monthly virtual CalSAWS Project All Staff Meeting that will be held on September 22, 2021
   o Finalized and distributed the monthly CalSAWS Connect newsletter to the sent to the CalSAWS Project Team on September 16, 2021
▶ Continued discussions with the Consortium regarding the development of high-level Gantt charts for the CalSAWS Project and continued reviewing potential tools that may be used to create the CalSAWS Integrated Gantt charts
▶ Continued performing Contract Management activities for the CalSAWS DD&I Project
   o Continued development of the documents for LRS Amendment No. 29, which is planned to include the following:
      • Updates to Exhibit U, the Statement of Work for the CalSAWS DD&I Project, for an annual update to the CalSAWS DD&I Statement of Requirements and also to reflect the current approved deployment schedule for Non-State Forms
      • Updates to Exhibit W, the Statement of Work for the CalSAWS Cloud Enablement Project, to reflect the current approved schedule for the last Analytics soft launch
      • Updates to Exhibit Z, the Statement of Work for the CalSAWS Imaging Project, to reflect the current go-live schedule for the CalWIN waves
      • Updates to Exhibit AC, the Statement of Work for the CalSAWS Customer

Service Center Project, to reflect the revised schedule for design activities LRS Amendment No. 29 is planned to be submitted to the CalSAWS JPA Board of Directors for approval in October or November 2021

- o Continued planning the implementation of requirements from the DHCS and CDSS Privacy and Security Agreements (PSAs) that were approved by the JPA Board of Directors on April 16, 2021
- ► Provided meeting support for the Zoom call for the CalSAWS Project Steering Committee meeting that was held on September 16, 2021
- ► Continued performing Deliverable Management activities for the CalSAWS DD&I Project

Deliverable Management

Table 1.2.1-2 – Deliverable Status for Current Reporting Period

DEL #	DELIVERABLE NAME	STATUS
61	CalSAWS Migration Work Plan Update #29	• Facilitated a touchpoint meeting with Deliverable reviewers on September 15, 2021 to address comments and questions, as needed • Approval of the FDEL is due on September 20, 2021

1.2.2   Communications Management

- ► CalSAWS Communications Management activities including:
  - o Continued to gather key communication milestones from the Project teams
- ► CalSAWS Enhanced Communications Strategy:
  - o Continued oversight and management of Power of 58 materials
- ► CalSAWS External Website (www.calsaws.org):
  - o Continued the administration and support of the CalSAWS external website
    - • See Table 1.2.2-1 for details on website support activities
- ► CalSAWS Migration DD&I Release 21.11 Communications:
  - o See table 1.2.2-4 for details

Table 1.2.2-1 – Website Support Activities

TASK	DATE(S)	TASK TYPE
Update CalSAWS Text Terms & Conditions on CalSAWS.org	September 16, 2021	Website Content Update

Table 1.2.2-2 – CalSAWS.org Usage Statistics

CATEGORY	DURING REPORTING PERIOD	SINCE LAUNCH
Total Number of Subscribers	13	1,025
Total Number of Unique Users	7,079	1,002,755
Total Number of New Users	5,327	1,002,755
Total Number of Sessions (Individual Site Visits)	9,691	1,251,883
Average Number of Sessions per User	1.37	1.25
Average Number of Page Views per Session	1.52	1.25
Average Session Duration	1:28	0:55
AskCalSAWS Inquiries – Received/Resolved	8/6	377/375

Figure 1.2.2-1 – Overall CalSAWS.org Usage Trend*
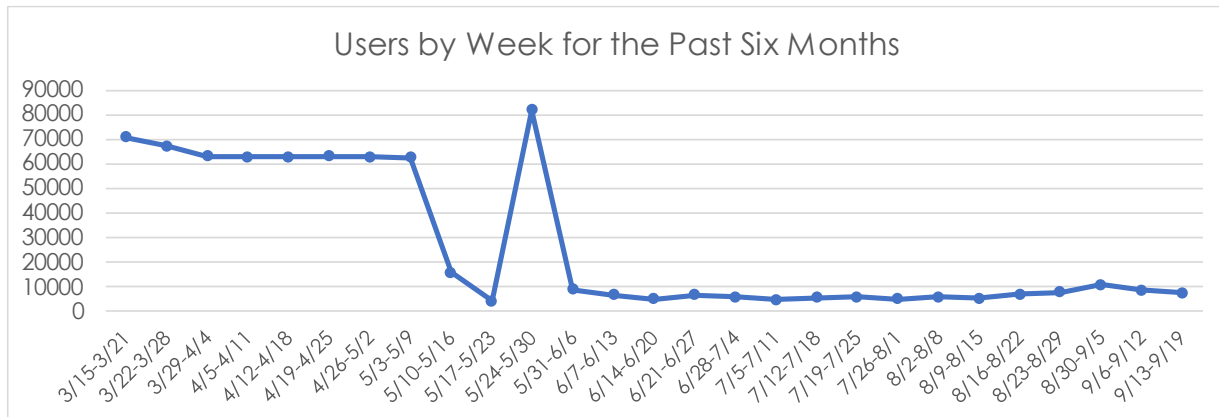
Note:
  * Increase in usage from March 15, 2021 to May 16, 2021 was investigated to be from cities in the United States

Table 1.2.2-3 – CalSAWS.org Subscription Service Statistics

WEBPAGE	PERCENT OF SUBSCRIBERS
Latest News – CalSAWS Buzz Newsletter	47%
Latest News – News	36%
Meetings – Project Steering Committee	31%
Other Updates – Careers	30%
CalSAWS Committees – CalWORKs/CalFresh	28%

Table 1.2.2-4 – CalSAWS Migration DD&I Release 21.11 Communication Activities

TASK	DATE(S)	OWNER
21.11 Communications activities will be added as planning commences		

1.2.3 **Cultural Transformation**

► Phase 1 activities:
  o Overall:
    • Continued engaging with Cultural Ambassadors to coach and help them adjust their action plans based on feedback received from the CalSAWS Leadership team
    • Continued engaging with the CalSAWS Inclusion, Diversity, and Equity Advancement (IDEA) team to coordinate cross-Project coaching program and employee resource groups
    • Continued management of Power of 58 assets on the CalSAWS Project SharePoint site
    • Continued to support development of the monthly CalSAWS Connect Newsletter
    • Continued alignment with the CalSAWS Innovation team on areas for partnership in second round of Cultural Ambassadors
    • Continued development of expanded scope of Cultural Transformation second round initiatives based on feedback received from the Consortium Section Directors
    • Continued recruitment activities for 2021 Cultural Ambassadors
    • Continued coordination across IDEA, Great Place to Work (GPTW), and Soft Skills Training to create a CalSAWS Cultural Framework and on boarding training
    • Continued development of a CalSAWS Culture-focused orientation for new joiners

1.2.4 **Inclusion, Diversity and Equity Advancement (IDEA)**

► Co-Create Phase
  o IDEA Initiatives
    • Workshops
      ▪ Connected with Project 986 to confirm the next virtual CalSAWS Project All Staff Meeting topic for October
    • Leadership Session
      ▪ Connected with Project 986 to discuss plans for closing listening session with leads
    • We Are One
      ▪ Continued to update the IDEA Calendar
      ▪ Prepped the new IDEA overview deck which will be finalized soon to be available in the "We Are One" folder
    • Pulse Survey
      ▪ Completed Pulse Survey analysis
      ▪ Completed a one-page summary and in-depth analysis for presenting
    • Buddy Program
      ▪ Received post survey feedback responses to be analyzed and shared

- ► CalSAWS Table Talks
    - Confirmed next topic for the table talks session that will take place the last week of October 2021
    - Began to send communication out to identify participants for the session
  - o IDEA General
    - Connected with ERIC team to discuss how we can acknowledge those who participated in IDEA initiatives
    - Began discussion around updating overview deck of IDEA with new initiatives and progression journey
    - Continued to collaborate with Great Place to Work (GPTW)
    - Continued to contribute to the CalSAWS Connect team
    - Presented new initiatives to lead to confirm moving forward

1.3   CRFI/CIT Communications Information

- ► The following table outlines CalSAWS Information Transmittals (CITs) sent for the reporting period ending September 19, 2021

Table 1.3-1 – CITs

CIT ID	SUBJECT	CATEGORY	DISTRIBUTION DATE	PRIMARY CalSAWS CONTACT	BACKUP CalSAWS CONTACT
0256-21	CalSAWS County Cost Summary – September 2021 Update	Informational	September 13, 2021	Britt Carlsen	Diana Lam and Tracy Berhel
0257-21	CalSAWS Implementation Readiness Packet and Dashboard – September 13, 2021	Informational	September 13, 2021	Alec Christianson	N/A
0258-21	C-IV County Prep Phase Packet and Security Matrix Updates #2	Informational	September 13, 2021	Raul Gonzalez	Bonnie Sleeper
0259-21	C-IV Cutover and OCAT Interviews	Informational	September 13, 2021	Rojana Turner	Mara Jennings
0260-21	CalSAWS Multi County User Access	Informational	September 14, 2021	Mike Tombakian	Pete Quijada
0262-21	CIV-109406 Create Foster Care, ARC and KG case list for C-IV post migration ongoing ISRS, ETR	Informational	September 14, 2021	Ignacio Lázaro	Laura Ould and Michelle Ramos
0264-21	CA-219844/CIV-107958 Foster Care & Kin-Gap 2021 CNI COLA Lists CA-219846 AAP 2021 CNI COLA Lists CIV-108000 List of ARC Cases Impacted by CalWORKs MAP Increase	Informational	September 14, 2021	Ignacio Lázaro	Laura Ould and Michelle Ramos

0266-21	CalSAWS Reports Availability Post Go-Live	Informational	September 15, 2021	Marc Petta	Carlos Camarena
0267-21	Go-Live Packet	Informational	September 15, 2021	Helen Cruz	Araceli Gallardo
0268-21	Recruitment of CalSAWS Project Staff Closing on Wednesday, October 15, 2021	Informational	September 17, 2021	Jennifer Smith	Holly Murphy
0270-21	CalSAWS BUZZ Volume 3 Issue 3	Informational	September 17, 2021	June Hutchison	Lenecia Miles
0271-21	CalSAWS Jira Access	Informational	September 17, 2021	Mike Tombakian	Lynnel Silva

► The following table outlines CalSAWS Requests for Information (CRFIs) sent for the reporting period ending September 19, 2021

Table 1.3-2 – CRFIs

CRFI ID	SUBJECT	DISTRIBUTION DATE	STATUS	RESPONSE DUE DATE	CalSAWS CONTACT
21-050	Identify County Application Default Office	August 30, 2021	Closed	September 17, 2021	Trever Fischer
21-053	Analytics Dashboards and Reports Replatform Project - Geographical Data in Caseload Characteristics Dashboards	September 16, 2021	Open	September 24, 2021	Marc Petta

Table 1.3-3 – Overdue CRFIs

CRFI ID	Subject	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
None							

► No Overdue CRFIs for the reporting period ending September 19, 2021

1.4 Activities for the Next Reporting Period

1.4.1 Project Management

- ► Continue CalSAWS DD&I Facility Management activities, including:
  - o Continue key initiatives related to facilities at the Rancho Cordova Project Office, which are provided in Table 1.2.1-1 (Key Facility Initiatives/Projects) above
- ► Continue CalSAWS Risk Management activities, including:
  - o Continue to work with risk owners to monitor risks and update risk mitigation plans
- ► Facilitate the CalSAWS Weekly Status Meeting scheduled for September 22, 2021
- ► Complete preparations and participate in the Section Directors Meeting that is scheduled for September 21, 2021
- ► Continue activities to support Project staff working remotely
  - o Complete preparations and facilitate the monthly virtual CalSAWS Project All Staff Meeting on September 22, 2021
  - o Begin development of the next issue of the CalSAWS Connect newsletter and distribute that newsletter to the CalSAWS Project Team on October 14, 2021
  - o Continue developing Project communications, as needed
- ► Continue to support RTO requests for CalSAWS Project staff to visit the CalSAWS Rancho Cordova and Norwalk project offices, and support CalSAWS Project staff who have returned to work at the project offices (either full time or as part of the 50/50 model)
- ► Continue process of reviewing tool capabilities for the high-level CalSAWS Integrated Gantt chart
- ► Continue performing Contract Management activities for the CalSAWS DD&I Project
- ► Continue performing Deliverable Management activities for the CalSAWS DD&I Project

Deliverable Management

Table 1.4.1-1 – Deliverable Status for Next Reporting Period

DEL #	DELIVERABLE NAME	STATUS
61	CalSAWS Migration Work Plan Update #29	• Address comments and questions, as needed • Approval of the FDEL is due on September 20, 2021

1.4.2 Communications Management

- ► Continue to monitor usage and update materials as requested
  - o See table 1.4.2-1 for planned website support activities
- ► CalSAWS Communications Management activities including:
  - o Continue to gather key communication milestones from the Project teams
- ► CalSAWS Enhanced Communications Strategy:
  - o Continue oversight and management of Power of 58 roll out

Table 1.4.2-1 – Website Support Activities

TASK	DATE(S)	TASK TYPE
Update C4Yourself link on Resource page to direct to new BenefitsCal portal	September 27, 2021	Website Content Update
Update 'YourBenefitsNow' link on Resource page to direct to new BenefitsCal portal	November 21, 2021	Website Content Update

1.4.3   Cultural Transformation

► Continue to provide tips via email, Microsoft Teams, and coaching to help the CalSAWS Project Team continue working virtually 100% through the COVID-19 Work from Home ordinances
► Anticipate and plan for cultural impacts pertaining to current climate and returning to the office
► Plan and execute cross-Project initiatives to increase employee engagement
► Plan and execute cross-Project initiatives to increase feedback
► Plan and execute cross-Project initiatives to increase employee wellness
► Plan and execute cross-Project initiatives to increase employee-driven innovation and entrepreneurism across the CalSAWS Project
► Continue recruiting Culture Ambassadors for second round of ambassador initiatives
► Finalize CalSAWS Culture initiatives onboarding session materials

1.4.4   Inclusion, Diversity & Equity Advancement (IDEA)

► Present an update of the pulse survey round two analysis at the next Section Directors meeting
► Continue planning for the Buddy Program round II participants
► Finalize the IDEA overview deck with all updates to start the 2021 year
► Continue to collaborate on the image for alignment with Great Place to Work (GPTW), Culture Transformation and Training teams
► Continue to work with CalSAWS Connect team to provide content for the monthly newsletter

1.5   Deviations from Plan/Adjustments

► None for the reporting period

2.0   Technical Infrastructure and Cloud Enablement

2.1   Highlights of the Reporting Period

► ForgeRock 21.09.17 Production Release
  o Finalized validators for ForgeRock 21.09.17 production release
  o Distributed release communications for ForgeRock 21.09.17 production release
  o Deployment planned for September 17, 2021
► Resolved multi-locale support for ForgeRock BenefitsCal integration in lower environments
► Resolved defect: CalSAWS delegated administrator (DA) Helpdesk role to add users to the DA Helpdesk County role in lower environments

Table 2.1-1 – ForgeRock Milestones

MILESTONES	DUE DATE	STATUS
ForgeRock IDM Migration to Shared Repository	21.09.10	Completed
ForgeRock 21.09 Priority Production Deployment	21.09.10	Completed
ForgeRock 21.09.17 Production Deployment	21.09.17	Completed
Multi-Locale support for ForgeRock BenefitsCal Integration	21.09.17	Completed
Los Angeles County Federated Authentication	21.10.29	In progress
ForgeRock 21.10 Production Deployment	21.10.29	Not started

► Continued Innovation Lab activities
  o Deployed Operational Decision Making (ODM) Rules *(Describe Phase)*
    • Continued progress on analysis of CalSAWS monolithic application
  o Streamlined CalSAWS Lobby Application *(Describe Phase)*
    • Scheduled discussion to continue assessment to understand level of effort to complete enhancements
  o System Status for End Users *(Co-Create Phase)*
    • Continued prototype project management timeline and activities
  o CalSAWS Production Calendar *(Discovery Phrase)*
    • Continued prototype project management timeline and activities
  o Cybersecurity Awareness Program *(Discovery Phase)*
    • Completed discussion with Initiative leads to discuss business case and potential approach for a cybersecurity and phishing awareness program

Deliverable Management

Table 2.1-2 – Technical Infrastructure and Cloud Enablement Deliverable Status for Current Reporting Period

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

2.2 Activities for the Next Reporting Period

- o Continue development work on ForgeRock Los Angeles County Federated Authentication milestone
- o Continue development work on onboarding existing applications outlined in SOW
- ► Innovation Lab
  - o Deploy Operational Decision Making (ODM) Rules *(Describe Phase)*
    - Continue development of requirements from monolithic application analysis
  - o Streamline CalSAWS Lobby Application *(Describe Phase)*
    - Continue assessment of level of effort
  - o System Status for End Users *(Co-Create Phase)*
    - Continue to update Project timeline for prototype
  - o CalSAWS Production Calendar *(Describe Phrase)*
    - Continue to update Project timeline for prototype
  - o Cybersecurity Awareness Program *(Discovery Phase)*
    - Receive feedback on approach to implement Cybersecurity Awareness Program

Deliverable Management

DEL #	DELIVERABLE NAME	STATUS
	None for the next reporting period	

2.3 Deviations from Plan/Adjustments

- ► None for the reporting period

3.0   Imaging

3.1   Highlights of the Reporting Period

- ► Continued to monitor database migration process
- ► Continued validation of Los Angeles County's Amazon Web Services (AWS) Snowball transfer with Hyland
- ► Finalized work on resolving outstanding Imaging defects
  - o   Delivered to System Test by September 17, 2021
- ► Conducted Placer County Document Migration Discovery Session Check-in for September 14, 2021
- ► Conducted Fresno County Document Migration Discovery Session Check-in for September 15, 2021
- ► Conducted Orange County Document Migration Discovery Session Check-in for September 16, 2021
- ► Conducted Los Angeles County Document Migration Discovery Session Check-in for September 16, 2021
- ► Scheduled Santa Barbara County Document Migration Discovery Session Check-in for September 20, 2021
- ► Scheduled San Diego County Document Migration Discovery Session Check-in for September 21, 2021
- ► Scheduled Placer County Document Migration Discovery Session Check-in for September 21, 2021
- ► Scheduled Santa Clara County Document Migration Discovery Session Check-in for September 22, 2021
- ► Scheduled Orange County Document Migration Discovery Session Check-in for September 23, 2021
- ► Scheduled Ventura County Document Migration Discovery Session Check-in for September 23, 2021
- ► Scheduled Los Angeles County Document Migration Discovery Session Check-in for September 23, 2021

Table 3.1-1 – CalSAWS Imaging Project Milestones

MILESTONES	SUBMISSION DUE DATE	STATUS
Application Build Activities	March 25, 2021	Completed
Release 21.01	November 25, 2020	Completed
Release 21.03	January 28, 2021	Completed
Release 21.05	March 25, 2021	Completed
User Acceptance Testing Environment Build-out	April 23, 2021	Completed
C-IV UAT Imaging Admin week	July 2, 2021	Completed
C-IV UAT Imaging Admin Retest week	July 19, 2021	Completed
Los Angeles UAT Imaging Admin week	August 9, 2021	Completed
Los Angeles UAT Imaging Admin Retest week	August 30, 2021	Completed
C-IV Cutover Activities	September 23, 2021	Scheduled
Migration Activities	October 1, 2021	In progress
Conduct Placer County Document Migration Discovery Session Check-in	September 14, 2021	Completed
Conduct Fresno County Document Migration Discovery Session Check-in	September 15, 2021	Completed
Conduct Orange County Document Migration Discovery Session Check-in	September 16, 2021	Completed
Conduct Los Angeles County Document Migration Discovery Session Check-in	September 16, 2021	Completed
Conduct Santa Barbara County Document Migration Discovery Session Check-in	September 20, 2021	Scheduled
Conduct San Diego County Document Migration Discovery Session Check-in	September 21, 2021	Scheduled
Conduct Placer County Document Migration Discovery Session Check-in	September 21, 2021	Scheduled
Conduct Santa Clara County Document Migration Discovery Session Check-in	September 22, 2021	Scheduled
Conduct Orange County Document Migration Discovery Session Check-in	September 23, 2021	Scheduled
Conduct Ventura County Document Migration Discovery Session Check-in	September 23, 2021	Scheduled
Conduct Los Angeles County Document Migration Discovery Session Check-in	September 23, 2021	Scheduled

Figure 3.1-1 – Los Angeles (Nexlogica)*
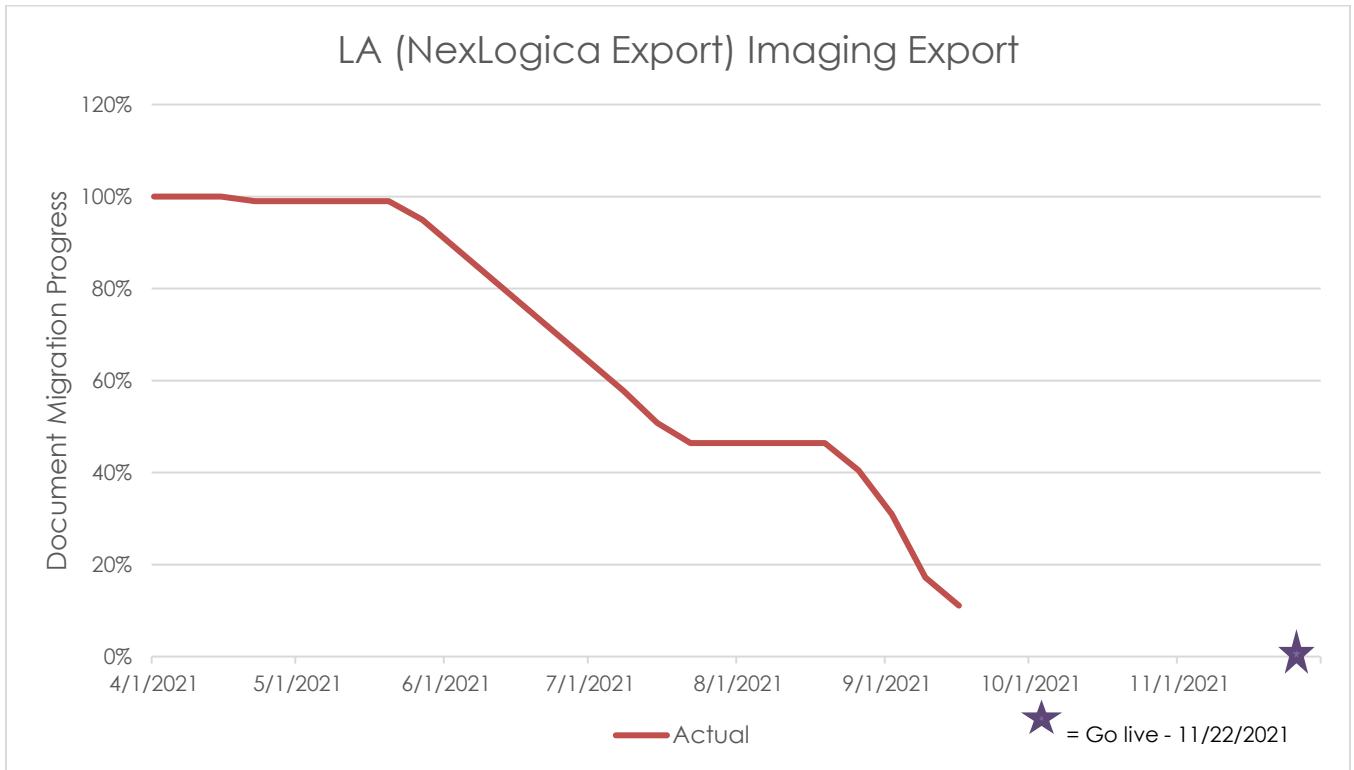
Note:
  * Please see CalSAWS Project Risk #234

Figure 3.1-2 – C-IV UAT Imaging Burnup
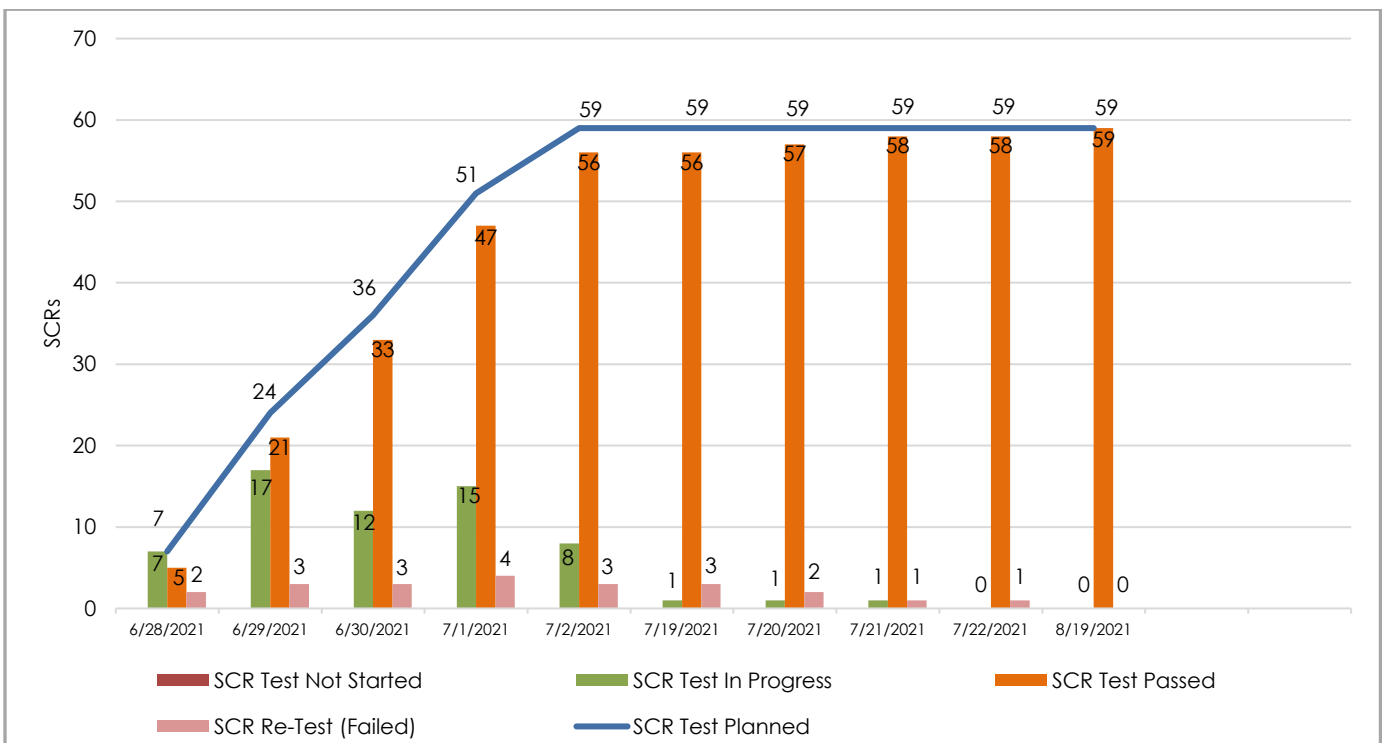
Figure 3.1-3 – Los Angeles UAT Imaging Burnup
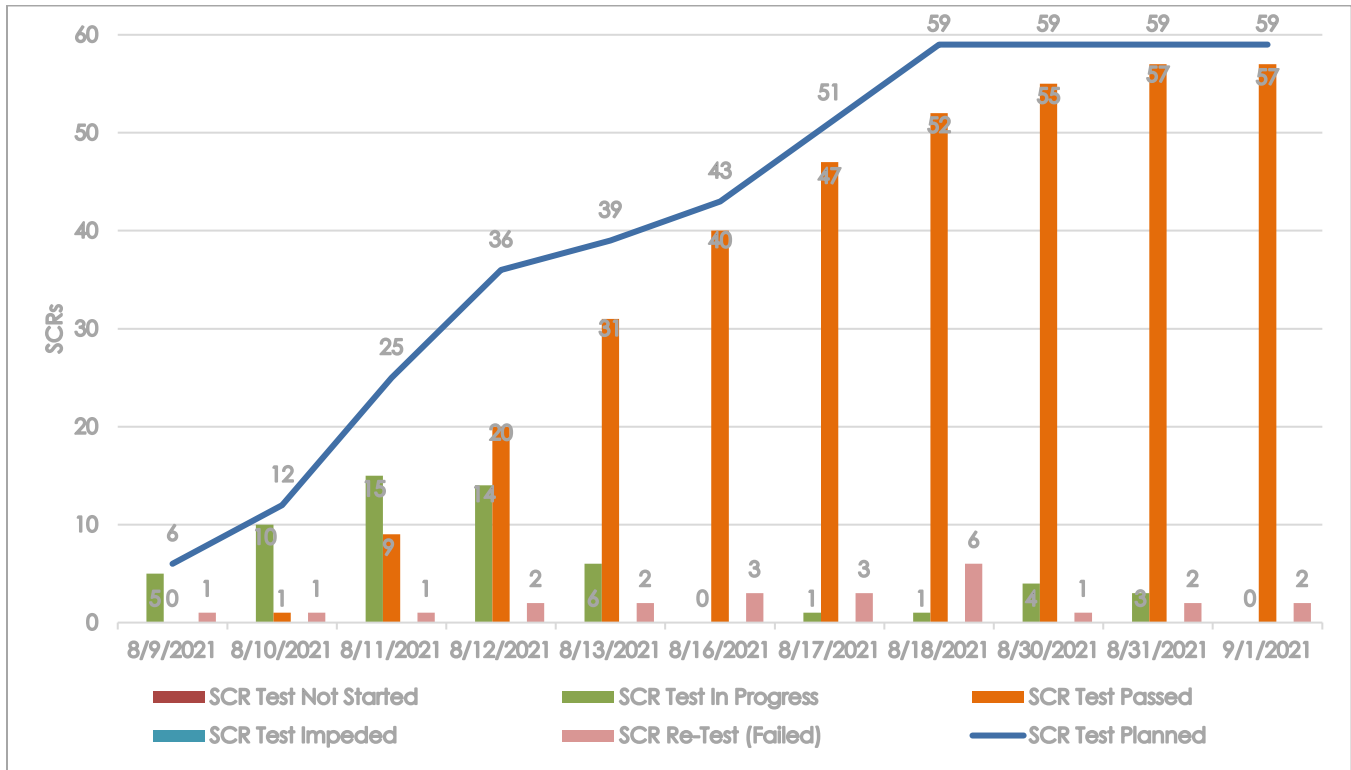
Table 3.1-3 – Los Angeles UAT Imaging Execution

CalSAWS UAT	TOTAL SCENARIOS	NOT EXECUTED	PASSED	FAILED	BLOCKED	NOTES
RETEST COMPLETE						
Imaging Admins	7	0	5	2	0	
Failed Test Case Reasons:						
- UAT-T9: Imaging Reports - Exception Queues Aging Defect CA-232852 - UAT-T7: Imaging Reports - Documents Captured Defect CA-232989						

Figure 3.1-4 – Los Angeles UAT Imaging Defects
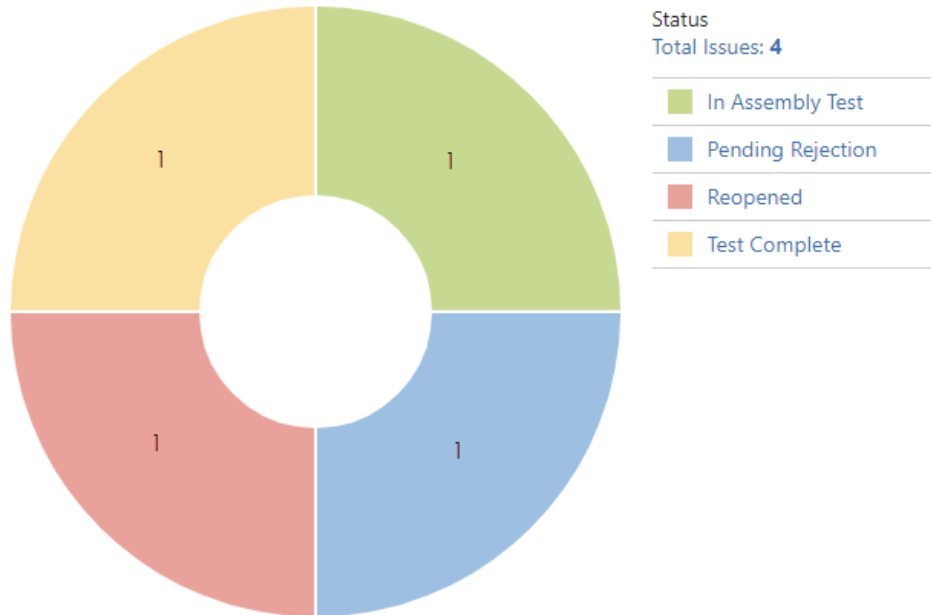
Table 3.1-4 – Los Angeles UAT Imaging Defects

STATUS	2-NORMAL/MEDIUM	3-Normal/Low	4-COSMETIC	TOTAL
In Assembly Test	0	0	1	1
Re-Opened	0	1	0	1
Test Complete	0	0	1	1
Pending Rejection	1	0	0	1
Total Issues	**1**	**1**	**2**	**4**

3.2 Activities for the Next Reporting Period

- ► Continue to monitor database migration process
- ► Continue validation of Los Angeles County's AWS Snowball transfer with Hyland
- ► Cutover C-IV Counties to CalSAWS Imaging on September 23, 2021
- ► Conduct San Diego County Document Migration Discovery Session Check-in for September 21, 2021
- ► Conduct Placer County Document Migration Discovery Session Check-in for September 21, 2021
- ► Conduct Santa Clara County Document Migration Discovery Session Check-in for September 22, 2021
- ► Conduct Orange County Document Migration Discovery Session Check-in for September 23, 2021
- ► Conduct Ventura County Document Migration Discovery Session Check-in for September 23, 2021
- ► Conduct Los Angeles County Document Migration Discovery Session Check-in for September 23, 2021
- ► Schedule Santa Barbara County Document Migration Discovery Session Check-in for September 27, 2021
- ► Schedule Placer County Document Migration Discovery Session Check-in for September 28, 2021
- ► Schedule Santa Clara County Document Migration Discovery Session Check-in for September 29, 2021
- ► Schedule Orange County Document Migration Discovery Session Check-in for September 30, 2021
- ► Schedule Ventura County Document Migration Discovery Session Check-in for September 30, 2021
- ► Schedule Los Angeles County Document Migration Discovery Session Check-in for September 30, 2021

3.3 Deviations from Plan/Adjustments

- ► None for the reporting period

4.0 Customer Service Center (CSC)

4.1 Highlights of the Reporting Period

► Continued progress of Telephonic Signature with Application Development team
► Continued with AWS (Amazon Web Services) for Call Control Panel (CCP) implementation strategies with Telephonic Signature design
► External Party Access IVR SCR is under committee review and awaiting approval
► Continued to plan and prepare for build phase
► Continued Build of Enhanced CCP

Figure 4.1-1 – CalSAWS Customer Service Center – Requirements Burndown

Table 4.1-1 – Customer Service Center Milestones

MILESTONES	DESIGN DUE DATE	STATUS	TENTATIVE RELEASE DATES
Outbound IVR - Core Tech Design (CA-226207)	March 24, 2021	Approved	22.01
WFM/QA/QM Reporting (CA-226209)	March 24, 2021	Approved	22.01
Post-Call Survey (CA-228023)	April 28, 2021	Approved	22.05
WebChat/Click-to-Call (CA-227063)	April 28, 2021	Approved	22.05
Voice Authentication: All Languages - Core Tech Design (CA-226843)	April 28, 2021	Approved	22.03
Enhanced CCP (CA-226844)	May 12, 2021	Approved	22.03
Work-from-home Modifications (CA-227064)	May 12, 2021	Approved	22.03
Admin Page - Core Tech Design (CA-226672)	May 26, 2021	Approved	22.05
Inbound IVR (CA-226837)	June 9, 2021	Approved	22.05
Scheduled Callback (CA-229573)	July 7, 2021	Approved	22.05
Outbound IVR – Batch (CA-228699)	July 28, 2021	Approved	21.11
Outbound IVR - App Dev (CA-231234)	August 18, 2021	Approved	22.01
External Party Access IVR - Core Tech and App Dev Design (CA-226839)	September 8, 2021	Committee review	22.03
Telephonic Signature - Core Tech and App Dev Design (CA-226838)	October 27, 2021	Draft in progress	22.03

4.2 Activities for the Next Reporting Period

► Continue discussions with Los Angeles County IVR Designs
► Continue Contact Center Environments Design reviews with Security team
► Complete final preparations for CalSAWS cutover
► Continue to partner with Amazon Web Services (AWS) to establish execution of Call Control Panel (CCP) for Telephonic Signature Design

4.3 Deviations from Plan/Adjustments

► None for the reporting period

5.0   Analytics

5.1   Highlights of the Reporting Period

5.1.1   Analytics Summary

Table 5.1.1-1 – CalSAWS Analytics Summary

ANALYTICS RELEASE	STATUS	SOFT LAUNCH DATE	HARD LAUNCH DATE	DASHBOARDS	STATE & MGMT. REPORTS	TOTAL	% OF TOTAL
C	In Production	Deployed	Deployed	2	0	**2**	0%
D	In Production	Deployed	Deployed	4	33	**37**	9%
E	In Production	Deployed	Deployed	7	60	**67**	23%
F	In Production	Deployed	Deployed	3	74	**77**	40%
G	In Production	Deployed	Deployed	4	45	**49**	51%
H	In Production	Deployed	Deployed	6	65	**71**	67%
I	In Development	October 27, 2021	January 28, 2022	1	75	**76**	
J	Future Development	January 15, 2022	TBD	0	75	**75**	
TOTAL REPORTS				27	427	454	

5.1.2   Soft Launch

► Scheduled upcoming Soft Launch for October 27, 2021

5.1.3   Production (Hard Launch)

► Deployed Hard Launch 4 successfully on September 15, 2021
  o Hard Launch 4 was moved to September 15, 2021 due to slowness in the ForgeRock response times which is required to be run to map the roles to the On-Request reports

5.1.4   Performance and Scalability

► Completed all hard launch deployed dashboards and reports (Los Angeles data only) within the batch window
► Completed 40 County Analytics Isolation Performance testing on release H code base now on Golden Date Set (GDS) 6
  o Special focus on performance issues seen on incremental Workload Productivity Report (WPR) jobs. Deployed new performance fixes to production September 13, 2021
► Completed the Fiscal Claiming start time analysis using the FIS average data available on the CalSAWS SharePoint. Met on September 13, 2021 to review data. Consortium Decision:
  o SLA will be set for receiving these files from FIS by 12:30 a.m.
  o If all the files are not received by 12:30 a.m., the reports jobs will wait for all files for all Counties, and fiscal claiming, potentially missing the 6:00 a.m. SLA window

- o Batch team will work with Consortium to put together an escalation process where we can potentially release the reports if all, but a handful of files are not received by a certain time
- o Team will begin working on having a Sunday batch schedule specifically for reports to minimize the impact of having to run both Sunday's reports and Monday's reports on Monday's batch
- ► Continued performance testing on the Elastic MapReduce (EMR) cluster on Golden Data Set (GDS) 6 as a potential future performance increase (we will review the cost benefits with the Consortium this week)

5.1.5 Development and Testing

- ► Release I
  - o Dashboards
    - Continued curation build, dashboards build, and testing. The soft launch scheduled for October 27, 2021 remains on schedule

Figure 5.1.6-1 – CalSAWS Analytics – Release I Burndown (OBIEE)
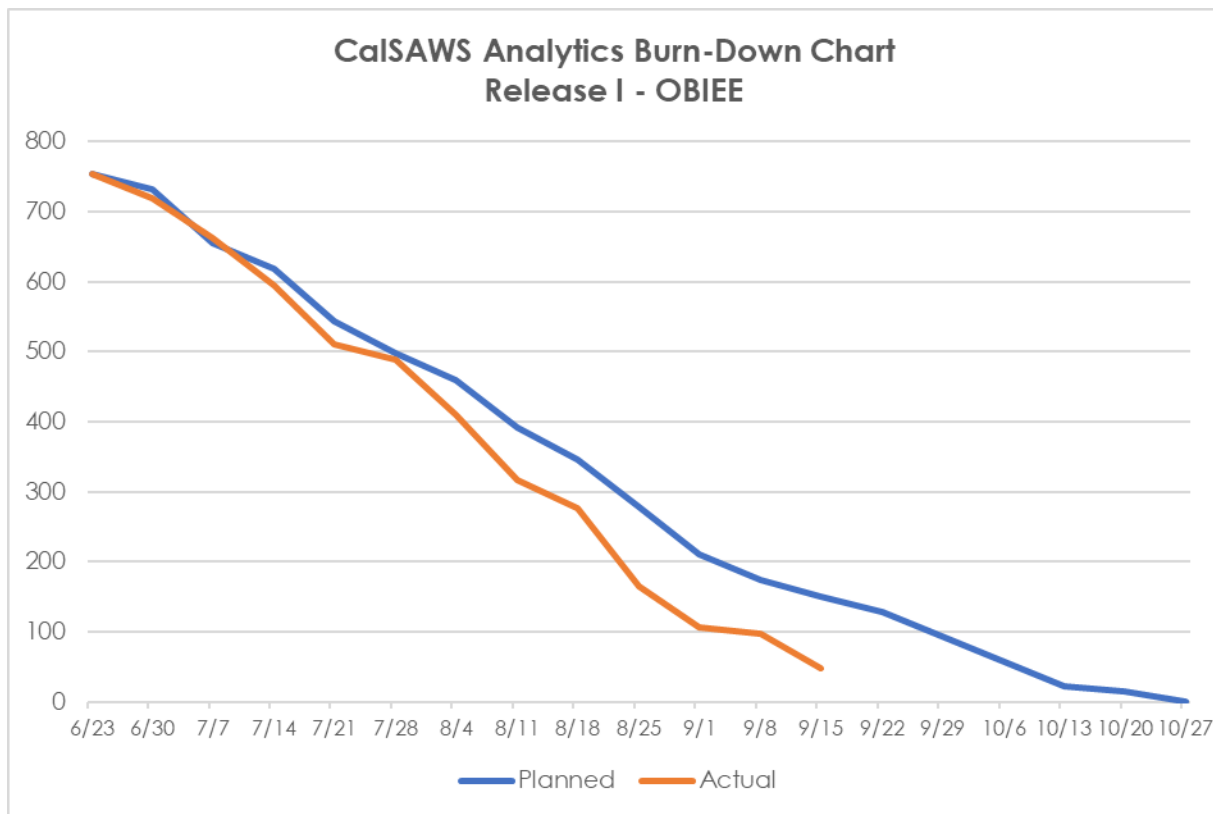
Table 5.1.6-1 – CalSAWS Analytics – Release I Status Matrix (OBIEE)

Dashboard	Subject Area	Category	Curation Build	Curation Test	CT Curation Validation	Dashboard Build	Dashboard Test	CT Dashboard Validation	Performance Testing	Hard Launch
					Soft Launch (10/27)					
Statistical Reports	**Pending Applications**	**Pending Applications**				8/31	9/24	10/27	10/27	HL #5 (1/28/22)
	Application Processing	**Application Processing**				8/31	9/24	10/27	10/27	HL #5 (1/28/22)
	Ehit	**Medi-Cal Renewal**	9/1	9/24	10/27	9/24	10/1	10/27	10/27	HL #5 (1/28/22)
	Caseload	**Active Caseload**	9/8	10/1	10/27	10/1	10/8	10/27	10/27	HL #5 (1/28/22)
		Terminations	9/8	10/1	10/27	10/1	10/8	10/27	10/27	HL #5 (1/28/22)
		Graphs	9/8	10/1	10/27	10/1	10/8	10/27	10/27	HL #5 (1/28/22)
	Performance Measures	**Performance Measures**	9/15	10/8	10/27	10/8	10/15	10/27	10/27	HL #5 (1/28/22)
LA County	**GEO Coding**	**Caseload Characteristics**				10/8	10/15	10/27	10/27	HL #5 (1/28/22)
40 County	**GEO Coding**	**Caseload Characteristics**				10/8	10/15	10/27	10/27	HL #5 (1/28/22)

Legend:
Complete
Complete as of this week
In Progress

o Reports
  - Curation and Visualization Build are in progress and on schedule for the Release I soft-launch

Figure 5.1.6-2 – CalSAWS Analytics – Release I Burndown (State & Management)
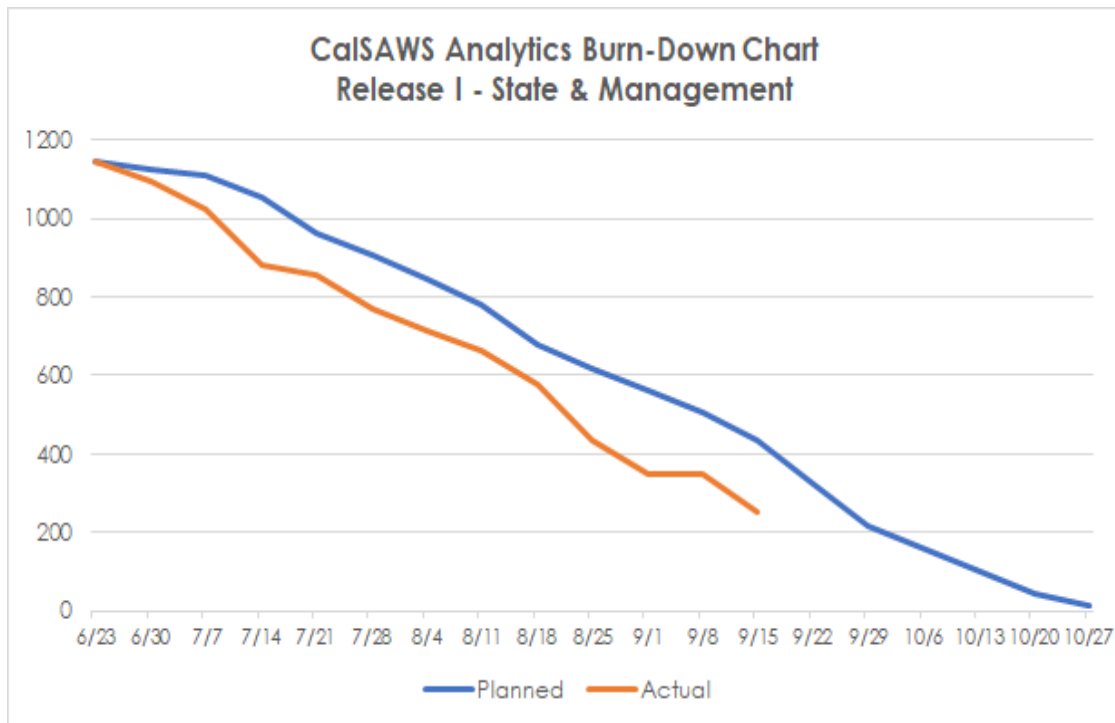
Table 5.1.6-2 – CalSAWS Analytics – Release I Status Matrix (State & Management)

Type	Functional Area	Number of Reports	Reverse Engineering Due Date	% Comp	Curation Build Due Date	% Comp	Curation Test Due Date	% Comp	Consortium Curation Test Due Date	% Comp	Visualization Build Due Date	% Comp	Visualization Test Due Date	% Comp	Consortium Viz Validation Due Date	% Comp
Mgmt	Administration	13	7/15	100%	8/20	85%	9/10	85%	10/27	46%	9/30	62%	10/15	54%	10/27	54%
	Case Activity	23	7/15	100%	8/20	83%	9/10	78%	10/27	0%	9/30	87%	10/15	83%	10/27	52%
	Employment Services	3	7/15	100%	8/20	67%	9/10	67%	10/27	67%	9/30	67%	10/15	67%	10/27	33%
	Fiscal	34	7/15	97%	8/20	82%	9/10	74%	10/27	0%	9/30	85%	10/15	74%	10/27	35%
	Special Units	2	7/15	100%	8/20	100%	9/10	100%	10/27	0%	9/30	100%	10/15	100%	10/27	100%
	State	2	7/15	100%	8/20	100%	9/10	100%	10/27	0%	9/30	100%	10/15	50%	10/27	50%
TOTAL		77	76 of 77 99%		63 of 65 97%		59 of 65 91%		8 of 65 12%		64 of 77 83%		57 of 77 74%		35 of 77 45%	

Legend:
Complete
Complete as of this week
In Progress

5.1.6   Change Enablement

o   Completed all current change enablement scope

5.2   Re-Platform Migration Schedule

Table 5.2-1 – Analytics Reports Re-Platform Release Migration Schedule

Release C (Migration Window: November 2020 – March 2021): In Production			
Dashboards			
LRS	• CalWORKs	Daily	18 Sheets
	• QA	Daily	10 Sheets
Release D (Migration Window: February 2020 – June 2020): In Production			
Dashboards			
LRS	• CalFresh	Daily	30 Sheets
	• CalFresh Meals	Monthly	2 Sheets
	• Managed Personnel	Daily	1 Sheet
	• SSI/SSP	Daily	2 Sheets
State & Management			
	Category	**Number of Scheduled Reports**	**Number of On Request Reports**
LRS and C-IV	• Administrative	4	0
	• Case Activity	7	0
	• Fiscal	15	0
	• State	6	0
Release E (Migration Window: May 2020 – September 2020): In Production			
Dashboards			
LRS	• Med-Cal	Daily	30 Sheets
	• General Relief	Daily and Monthly	32 Sheets
	• Program Assignment	Monthly	1 Sheet

	• DPSSTATS Scorecard	Daily	1 Sheet
	• AAP (CWS)	Daily	21 Sheets
	• Foster Care (CWS)	Daily	21 Sheets
	• Kin-Gap (CWS)	Daily	21 Sheets
State & Management			
	Category	Number of Scheduled Reports	Number of On Request Reports
LRS and C-IV	• Administrative	7	0
	• Case Activity	4	0
	• Employment Services	0	0
	• Fiscal	34	0
	• State	13	0
	• Special Units	1	0
	• Resource Data Bank	1	0
Release F (Migration Window: August 2020 – December 2020) In Production			
Dashboards			
LRS	• Operational Reports	Monthly	30 Sheets
	• Task Management	Daily	19 Sheets
	• Welfare Fraud Prevention & Investigation	Monthly	4 Sheets
State & Management			
	Category	Number of Scheduled Reports	Number of On Request Reports
LRS and C-IV	• Administrative	2	2
	• Case Activity	3	5
	• Employment Services	0	1
	• Fiscal	28	2
	• Resource Data Bank	0	0
	• State	26	0
	• Special Units	0	5
Release G (Migration Window: November 2020 – March 2021) In Production			
Dashboards			
C-IV	• Call Log (In UAT)	Daily	19 Sheets
	• Semi Annual Reporting (In UAT)	Daily	11 Sheets
	• WPR and Engagement (In UAT)	Daily	46 Sheets
LRS / C-IV	• Reception Log (In Production)	Daily	10 Sheets
State & Management			
	Category	Number of Scheduled Reports	Number of On Request Reports
	• Administrative	3	0
	• Case Activity	4	3

LRS and C-IV	• Employment Services	0	1
	• Fiscal	33	1
	• State	0	0
	• Special Units	0	0
	• Resource Data Bank	0	0
	• New Reports	0	0

Release H (Migration Window: February 2021 – June 2021) In Production			
Dashboards			
LRS	• Caseload History	Monthly	9 Sheets
	• Alerts	Daily	5 Sheets
	• Alerts (CWS)	Daily	3 Sheets
	• Placement Vendor Exception Report (CWS)	Daily	3 Sheets
	• Work Order (CWS)	Daily	6 Sheets
	• Welfare to Work	Daily	7 Sheets
State & Management			
	Category	Number of Scheduled Reports	Number of On Request Reports
LRS and C-IV	• Administrative	0	14
	• Case Activity	0	8
	• Employment Services	0	11
	• Fiscal	2	20
	• State	5	0
	• Special Units	0	6
	• Resource Data Bank	0	2

Release I (Migration Window: May 2021 – September 2021) In Design and Development			
Dashboards			
LRS	• Statistical Reports	Monthly	79 Sheets
State & Management			
	Category	Number of Scheduled Reports	Number of On Request Reports
LRS	• Administrative	11	1
	• Case Activity	19	5
	• Employment Services	3	0
	• Fiscal	28	5
	• State	2	0
	• Special Units	1	1

Release J (Migration Window: September 2021 – January 2022)			
State & Management			
	Category	Number of Scheduled Reports	Number of On Request Reports

	• Administrative	4	3
	• Case Activity	14	1
	• Employment Services	7	0
LRS	• Fiscal	36	1
	• Resource Data Bank	1	0
	• Special Units	5	3

Note:
- State & Management number of reports might change as per analysis with Application Development and other dependencies

5.3   Activities for the Next Reporting Period

► Cloud Analytics
- o Continue executing 40 County system test and end-to-end performance testing
  - Review performance on the Elastic MapReduce (EMR) cluster as the team will have more defined overlap of reports and dashboards on Golden Data Set (GDS) 6
- o Continue preparation of cutover activities
- o Final review post cutover plan steps with Consortium including dashboard that shows reports/dashboard availability by County
- o Release I
  - Continue development of release I reports and dashboards
- o Continue Glue proof of concept (POC) post C-IV cutover

5.4   Deviations from Plan/Adjustments

► None for the reporting period

6.0 Application Development and Test

6.1 Highlights of the Reporting Period

6.1.1 Application Development Summary

Table 6.1.1-1 – CalSAWS Application Development Summary

	Status	21.11	22.01	22.02	22.03	22.05	22.06	22.07	22.09	22.11	23.01
Design	New	0	3	0	25	11	0	1	4	0	3
	Design in Progress	0	16	0	12	0	0	0	0	0	0
	Ready for Committee	0	0	0	1	0	0	0	0	0	0
	Committee Review	0	0	0	0	0	0	0	0	0	0
	Pending Approval	0	2	0	0	0	0	0	0	0	0
Build	Approved	0	4	0	1	2	1	1	1	1	1
	In Development	0	1	0	0	0	0	0	0	0	0
	Development Complete	0	0	0	0	0	0	0	0	0	0
	In Assembly Test	0	0	0	0	0	0	0	0	0	0
Test	System Test	29	0	0	0	0	0	0	0	0	0
	Test Complete	1	0	0	0	0	0	0	0	0	0
	In Production	0	0	0	0	0	0	0	0	0	0
	Grand Total	**30**	**26**	**0**	**39**	**13**	**1**	**2**	**5**	**1**	**4**

SCRs in Production	765
SCRs with Release TBD	2

Notes:
- This table includes Application Development SCRs with migration impact. SCRs in Production represents a count of any SCR that have a project phase of migration and have been deployed to production. SCRs with Release to be determined (TBD) includes any migration impact SCR where the fix version is "TBD"

6.1.2 DDID System Test Status

Figure 6.1.2-1 – DDID System Test Status
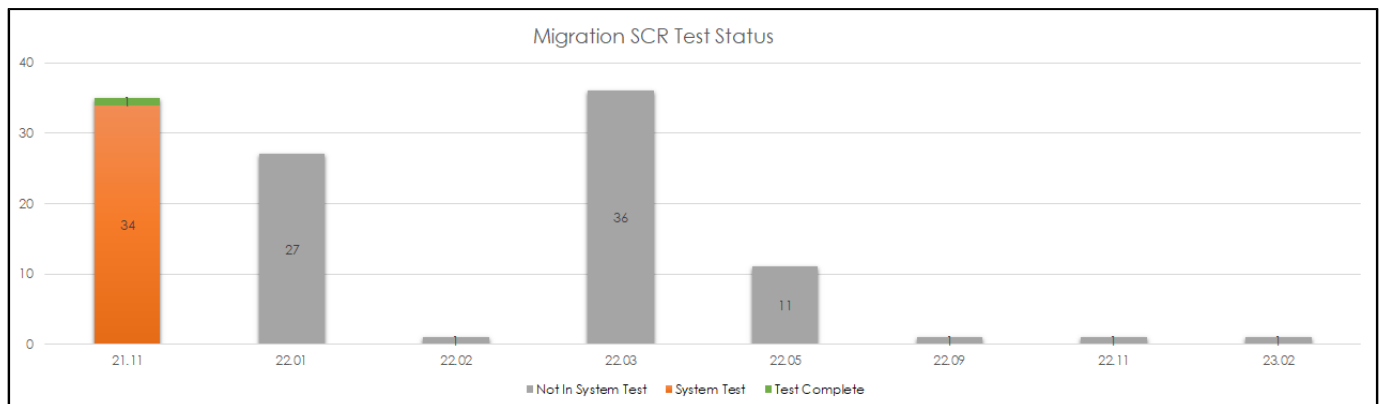
Notes:
- Includes all SCRs that have a Funding Source of CalSAWS DD&I that are not in Rejected or Pending Rejection status and are targeted for a baseline release. This includes SCRs associated to DDID 1967 for the unforeseen allowance and DDID 1631 for the reports allowance. In Production includes In Production statuses; Test Complete includes Test Complete; System Test includes System Test status; Not in System Test includes all SCR statuses prior to System Test delivery
- Counts are higher in this chart (as compared with Design and Build Status) due to the inclusion of all CalSAWS DD&I SCRs targeted for the release, such as DD&I Training and Technical SCRs

Table 6.1.2-1 – DDID System Test Status

Pass Rate Target as of September 17, 2021	**25%**
Pass Rate Actual as of September 17, 2021	**19%**
System Test Complete Date: November 19, 2021	
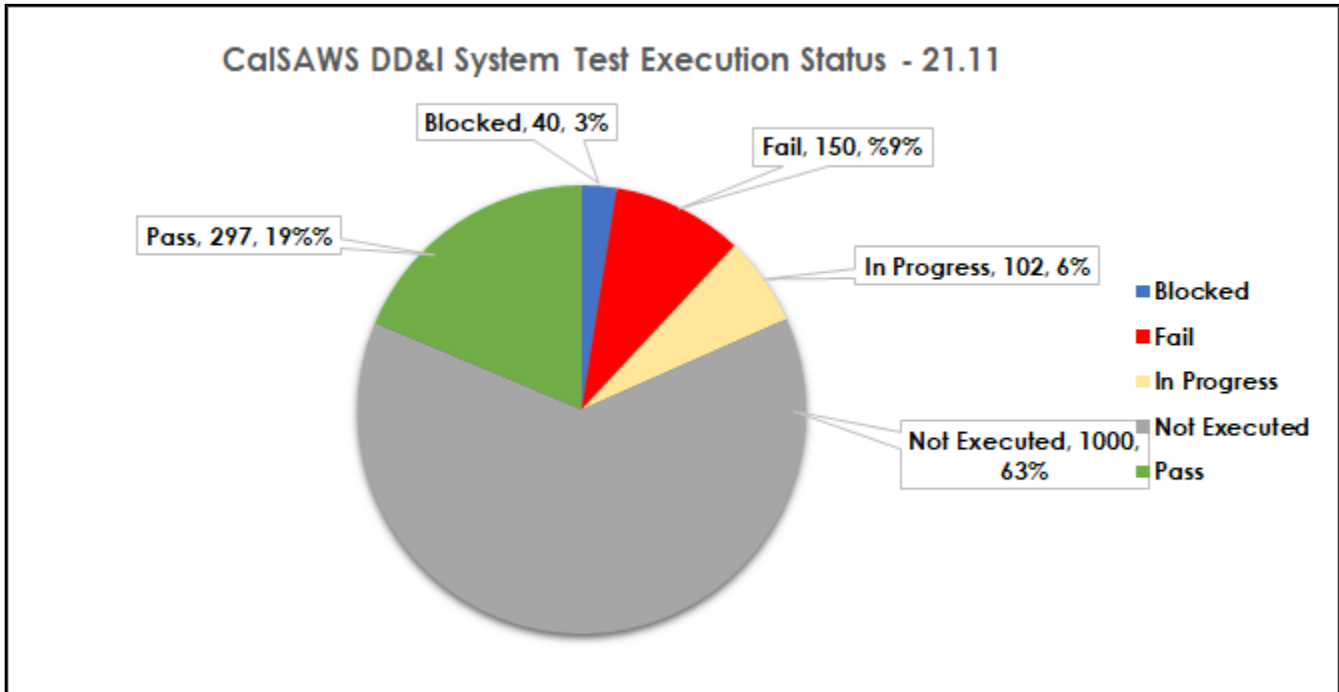
Note:
- Test Script counts are subject to change as test scripts are added or removed throughout the execution phase. Includes testing execution for all CalSAWS DD&I Test Scripts in the release

► Continued drafting designs and development activities for DDIDs. Status is provided in Figure 6.1.1-1 (CalSAWS DDID Design Status) above

► Continued test execution for Release 21.11. Status is provided in Figure 6.1.2-1 (CalSAWS DDID System Test Execution Status) above

    o Many of the failed scripts are tied to the new CalSAWS GAGR Correspondence Service not working as expected. The Gainwell Technologies and Accenture teams are working closely to resolve as soon as possible

6.1.3 Non-State Forms (NSF):

► State form translations
  o CA-213858 – CW 105: Waiting for State translations
  o All other State forms in this effort have been deployed to production

6.1.4 Task Management

► Continued to meet with Consortium Business Analysts and Quality Assurance team (QA) to develop designs for the 22.01 release
  o CA-214916 DDID 2252
  o CA-214905 DDID 2230
  o CA-214914 DDID 2249, 2247

Figure 6.1.4-1 – Task Management DDID Status
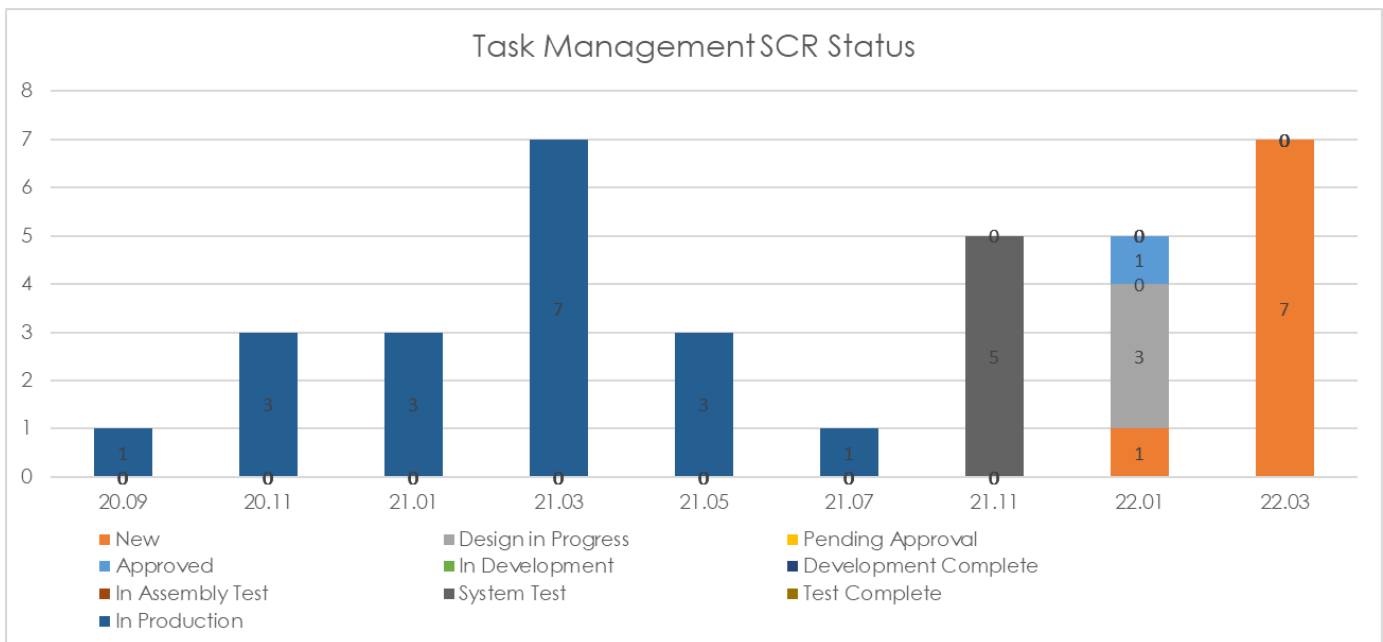
6.1.5 Application Programming Interface (API)

► Continued meeting with Consortium Business Analysts and the Quality Assurance (QA) team to develop designs
  o CA-214758 DDID 2355
  o CA-214756 DDID 2353
  o CA-214754 DDID 2351
  o CA-214747 DDID 2344

Figure 6.1.5-1 – API DDID Status
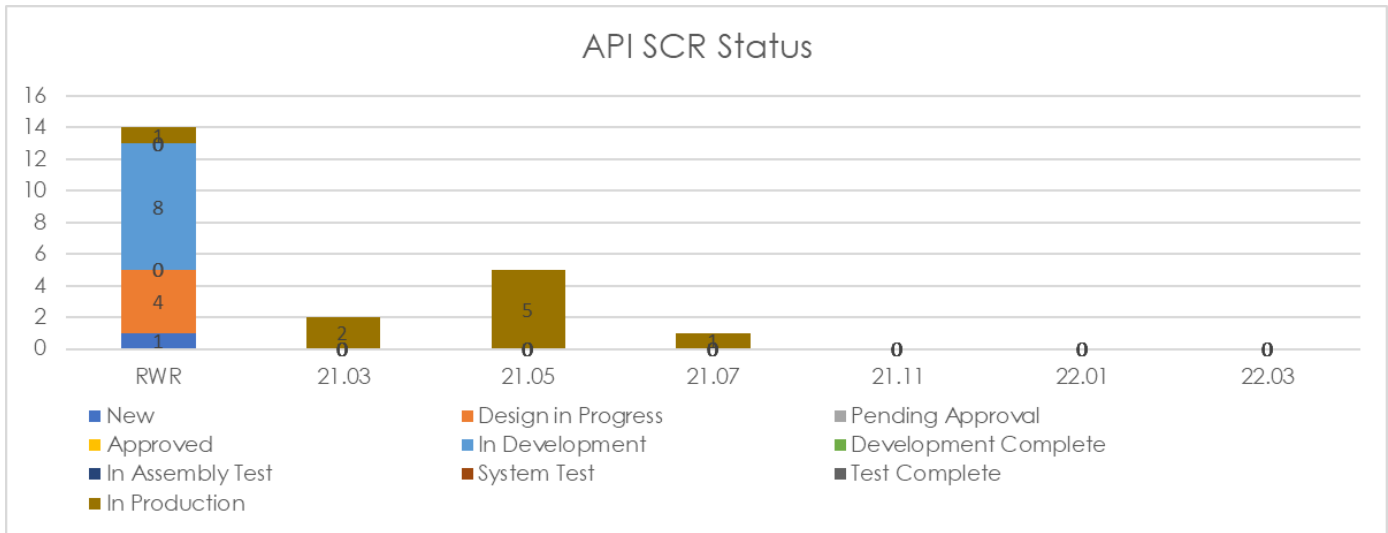
6.1.6   **GA/GR**

► General:
  o Provided the weekly status update and GA GR Release Plan Changes to Consortium on September 14, 2021
  o Discussed the GA GR Correspondence deliverables and design clarifications on September 14, 2021, and September 16, 2021
  o Discussed the GA GR Correspondence web service design clarifications on September 15, 2021, and September 17, 2021
  o Reviewed the following designs with Business Analysts on September 9, 2021
    • Initial draft Design of CA-229096 - Phase 2 Batch 4 - Income rules and corresponding NOA reason
    • Initial draft Design of CA-215917 - Phase 3 - Income rules and corresponding NOA reason
   • Initial draft Design of CA-215668 DDID 2317 FDS : GA GR De-registration batch jobs
    • Initial draft Design of CA-215678 - DDID 2375 FDS : GA GR splitting grant into multiple warrants
  o Completed the assembly test of 21.11 SCRs
    • CA-225943 – DDID 2319 FDS: GA GR – API Correspondence Service
    • CA-215914 – DDID 2313 FDS: GA GR Employment Services – phase 2
    • CA-215688 – DDID 2686 FDS: Phase 4 - GA GR - API – Emulator
    • CA-224578 – DDID 2686/2314 FDS: GA GR phase 2 Batch 3 (3 Rules) – Income Rules and Corresponding NOA Reasons
    • CA-226400 – Phase 2 Non-Financial, Income Additional Changes – Correspondence from Eligibility Determination Benefit Calculation (EDBC)
    • CA-229071 – Phase 2 Non-Financial, Income EDBC Additional Changes - EDBC Display Reason
    • CA-215670 – Group 1 Forms
    • CA-228982 – Phase 1 Batch 2 (9 Rules) SFU Rules, NOA Reasons
    • CA-215926 – Phase 1 Batch 3 (11 Rules) Non-Financial Rules, NOA Reasons

- CA-215916 – Phase 2 Batch 1 Income Rules, NOA Reasons
- CA-215672 – Phase 2 Batch 2 Income Rules, NOA Reasons
- CA-215920 – DDID 2314/2319 FDS: GA GR NOA/Form Generations from EDBC phase 1
- CA-215927 – DDID 2314b, DDID 2321 FDS: GA GR Fiscal Changes
- o Continued Automated System test scripting and execution of phase 2 SCRs
  - CA-215916 - Batch 1 Income Rules, NOA Reasons
  - CA-228982 - Batch 2 Income Rules, NOA Reasons
  - CA-224578 - Batch 3 Income Rules, NOA Reasons
- o Continued with 22.01 designs
  - CA-215678 – DDID 2375 FDS: GA GR splitting grant into multiple warrants
  - CA-215673 – DDID 2323 FDS: GA GR – GR recoverable offset batch
  - CA-215917 – DDID 2314 FDS: GA GR Rules phase 3 – resource, reporting rules and corresponding NOA reasons, MU triggers

Figure 6.1.6-1 – GA/GR DDID Status
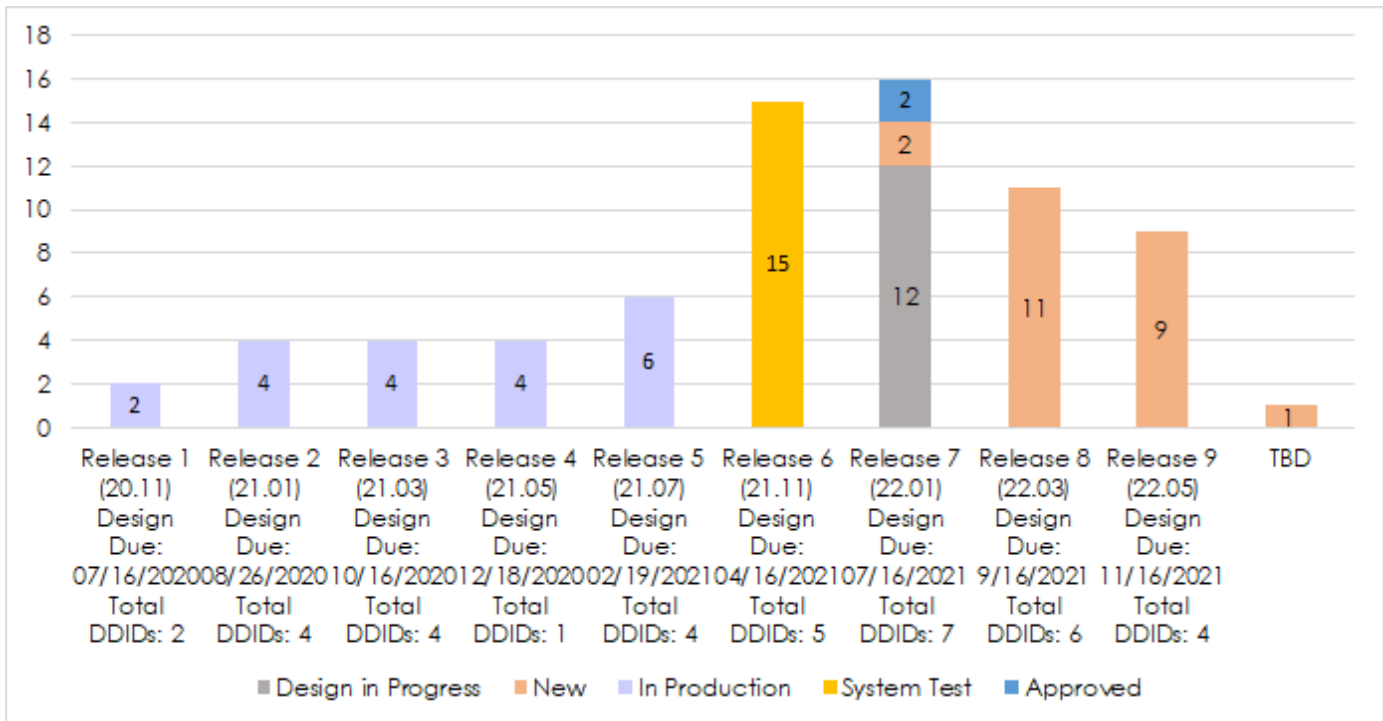
► CalWIN Correspondence Track:

Figure 6.1.6-2 – GA/GR Correspondence
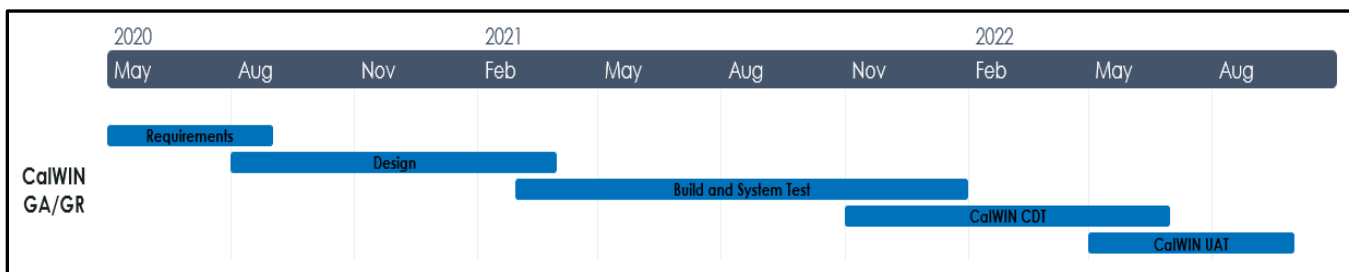
Figure 6.1.6-3 – CalWIN GA/GR Correspondence Development
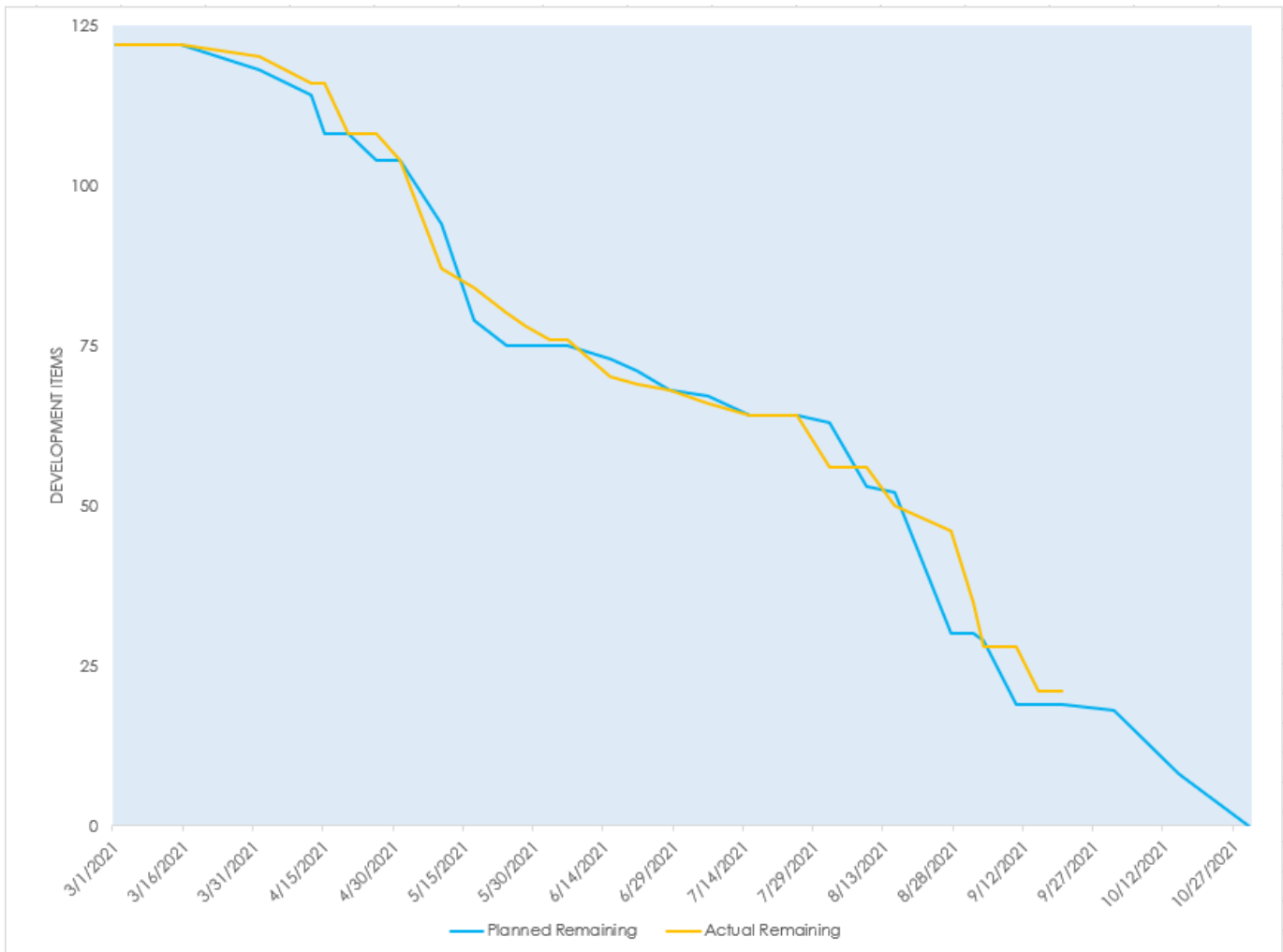
► System Testing
  o Progress specific to the 305 21.11 test scripts related to Correspondences will be available in this section. Gainwell Technologies team are currently preparing to include updates, and tables will be available the week of September 27, 2021

6.1.7 CalSAWS Portal Integration

► Participated in weekly calls with Code for America to discuss Application Programming Interface (API) integration
► Continued testing C-IV CIV-109239 - DCR - C4Yourself Account Conversion: Email address, County Code, Phone Number
► Continued supporting staging deployment and testing

6.1.8 Case Purge

In July 2020, a team was formed to design, build, test, and deploy a Case Purge solution for C-IV and CalSAWS. This Purge functionality is based on the records retention policy approved by the CalSAWS Project Steering Committee in September 2019. The Purge team is using the Agile methodology for this effort and will be deploying functionality to Production at the conclusion of each Sprint. This team is operating independently of the existing Design, Application Development, Training, and Test teams. In July 2021, this team also took on the conversion of data from the Legacy Data Solution (LDS) into shell cases in the CalSAWS System

► Continued design/build/test of the LDS conversion
  o Continued loading of LDS data extracts into S3 storage
  o Identified issue with Time Limit Conversion. Issue was resolved on September 17, 2021 and Time Limits testing will resume
  o Continued Yuba County testing (with County users)

Figure 6.1.8-1 – LDS Conversion Gantt Chart
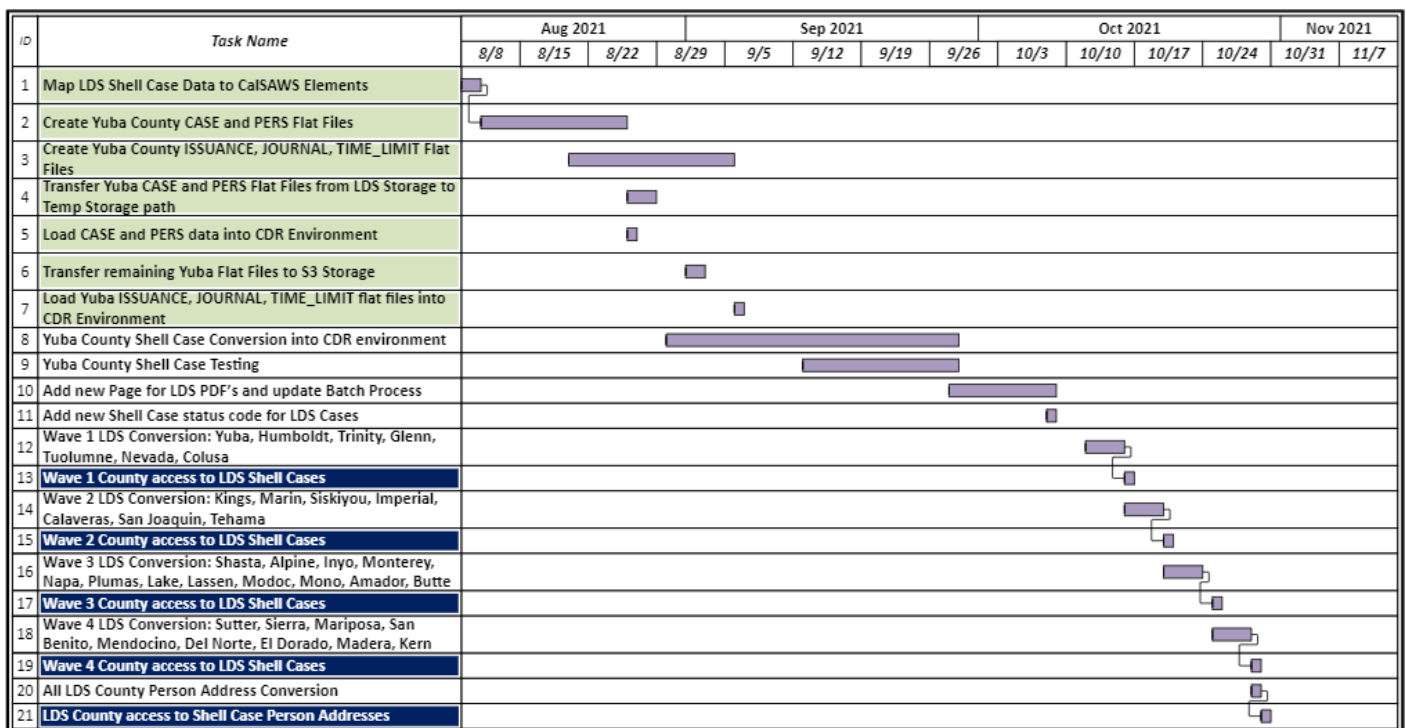
6.1.9 Deliverable Management

Table 6.1.9-1 – Deliverable Status for Current Reporting Period

DEL #	DELIVERABLE NAME	STATUS
62	CalSAWS Requirements Traceability Matrix – Update #8	• Continued developing the DDEL • Submission of the DDEL is due on September 21, 2021

6.2   Activities for the Next Reporting Period

► Continue drafting designs for Migration Impact SCRs
► Continue test execution for CalSAWS 21.11 Release

Deliverable Management

Table 6.2-1 – Deliverable Status for Next Reporting Period

DEL #	DELIVERABLE NAME	STATUS
62	CalSAWS Requirements Traceability Matrix – Update #8	• Finalize and submit the DDEL to the Consortium for review and feedback on September 21, 2021 • Comments for the DDEL are due on September 30, 2021

6.3   Deviations from Plan/Adjustments

► None for the reporting period

7.0   Conversion

7.1   Highlights of the Reporting Period

7.1.1   C-IV Conversion

► Continued preparation for C-IV CalSAWS Conversion Part 1B Go-Live Cutover
► Continued to support Counties during County Preparation Phase
  o Completed 3 Conversion Defects Logged,
    • CA-232880 – C-IV Positions have a section value defined. Should be blank
    • CA-232925 – Additional new Imaging Security Rights on User Profile
    • CA-233025 – Duplicate Role to Security Group associated on Project Maintained Roles

7.1.2   CalWIN Conversion:

► Data Model (DM) 21.09 Epic
  o Continued Sprint 1 with focus on defect and backlog resolution
► CalWIN Conversion Golden Data Set (CW GDS)1
  o Completed Wave 3 Conversion Run
  o Began Wave 4 Conversion Run
► Refreshed CalWIN Conversion environments with R66 and C-IV Golden Data Set (GDS)7

Table 7.1.2-1 – CalWIN Conversion Statistics 21.07 (July 2021 - August 2021)

				21.09								
				Item Status								
			0%	25%	30%	50%	75%	5%	100%	100%	0%
Sprint	**Total - Deferred Items**	**Sprint Duration**		**Not Started**	**Analysis & Mapping in Progress**	**Ready for Consortium Review**	**Build In Progress**	**Ready for AT**	**On Hold**	**Completed (Tested)***	**CNR**	**Deferred**
Overall	120	9/3/2021	11/1/2021	92	15	0	8	6	0	3	0	0
Data Model Sprint 1	34	9/3/2021	10/1/2021	23	10	0	1	3	0	0	0	0
EDBC Match Sprint 7	35	9/3/2021	10/1/2021	19	4	0	7	3	0	3	0	0
Data Model Sprint 2	20	10/4/2021	11/1/2021	19	1	0	0	0	0	0	0	0
EDBC Match Sprint 8	31	10/4/2021	11/1/2021	31	0	0	0	0	0	0	0	0

► Continued CalWIN Conversion System Test Development (Epic) which is approximately 69% complete and with the plan to complete development of all scripts by the end of October 2021. Where the team is not on schedule, the team will assess resource capacity and plan overtime where applicable

   o Test environment performance issues (now resolved) delayed progress of several items. Issues have resolved and this is not anticipated to impact overall completion dates

Table 7.1.2-2 – CalWIN System Test Development Status

Functional Area	System Test	Total	Start	Finish	Not Started	In Progress	On Hold	Completed	% Completed	Planned Completed	SPI
Overall	Overall	327	3/22/2021	10/29/2021	76	15	10	226	69%	75%	0.9
Online	Queries	57	3/22/2021	4/23/2021	0	0	0	57	100%	100%	1.0
Online	Scenarios	54	3/29/2021	4/30/2021	0	0	0	54	100%	100%	1.0
EDBC	Queries	19	5/3/2021	6/4/2021	0	0	0	19	100%	100%	1.0
EDBC	Scenarios	17	5/3/2021	6/4/2021	0	0	0	17	100%	100%	1.0
Special Units	Queries	15	6/7/2021	7/9/2021	0	0	0	15	100%	100%	1.0
Special Units	Scenarios	13	6/7/2021	7/9/2021	0	0	0	13	100%	100%	1.0
Fiscal	Queries	15	7/12/2021	9/3/2021	0	0	0	15	100%	100%	1.0
Fiscal	Scenarios	11	7/12/2021	9/3/2021	0	0	0	11	100%	100%	1.0
Interfaces	Queries	38	9/6/2021	10/29/2021	38	0	0	0	0%	0%	0.0
Interfaces	Scenarios	38	9/6/2021	10/29/2021	38	0	0	0	0%	0%	0.0
Ancillary	Queries	25	8/23/2021	9/30/2021	0	0	0	25	100%	31%	3.3
Ancillary	Scenarios	25	8/23/2021	9/30/2021	0	15	10	0	0%	31%	0.0
Ancillary Wave Dependent	Queries	5	10/1/2021	10/29/2021	0	1	0	4	80%	0%	0.0
Ancillary Wave Dependent	Scenarios	5	10/1/2021	10/29/2021	1	0	4	0	0%	0%	0.0
EDBC - CC-3271 - Missing hyperlink	Scenarios	1	9/7/2021	10/29/2021	0	0	1	0	0%	0%	0.0
EDBC - CC-2850 UIED	Scenarios	1	9/7/2021	10/29/2021	0	0	1	0	0%	0%	0.0
EDBC - CC-2849 UEID	Scenarios	1	9/7/2021	10/29/2021	0	0	1	0	0%	0%	0.0

7.1.3 Gainwell Technologies

► CalWIN Data Migration (Gainwell Technologies)
   o Continued working with the Conversion teams to plan future data delivery milestones
   o Continued to meet with the document migration team and assess document migration processes and needs for Converted Data Testing (CDT)
      • Gainwell has provided test Journal and Case comment documents
   o Continued discussions on additional data points to be included for shell cases to align with the C-IV shell cases
      • Scheduled meeting with Consortium on September 15, 2021 to discuss approach and impact. Pending decision and feedback from Consortium

on approach and tables that may have come back into scope recently
- Targeted date for implementation of new design for Shell cases by Golden Data Set (GDS) 3
- Planning and schedule in progress
► CalWIN Data Retention M&O (Gainwell Technologies)
  o Data Retention planned for November 7, 2021, and November 11, 2021 as communicated to OPAC

7.1.4   Ancillary Systems Conversion:

► Continued to make progress addressing issues found in Production Dataset Size files. These files are necessary for CalWIN Core Conversion orchestration and integrations
► Received all Counties' files for Golden Data Set (GDS) 1
  o Followed up with Counties to address issues found within the files
► Collections, SIU/Fraud and Task
  o Completed data mapping and transformation
► Shell Cases
  o Data mapping and transformation build in progress and on schedule for September 30, 2021

Table 7.1.4-1 – Ancillary Status by Functional Area

PHASE	COLLECTIONS	FRAUD	TASK MANAGEMENT
Data Mapping	All 14 Counties Data Mapping Completed	All 5 Counties Data Mapping Completed	All 8 Counties Data Mapping Completed
Transformation	All 14 County is build completed. All Counties have successfully submitted production sized files for GDS1	All 5 County is build completed. All Counties have successfully submitted production sized files for GDS1	All 8 County is build completed. All Counties have successfully submitted production sized files for GDS1
Risk or Issues	None		

Table 7.1.4-2 – County Status by Ancillary System

COUNTY	COLLECTIONS	FRAUD	TASK MANAGEMENT
Contra Costa	**Design and build completed** Received production sized files	N/A	N/A
Placer	**Design and build completed** Received production sized files	**Design and build completed** Received production sized files	**Design and build completed** Received production sized files
Yolo	**Design and build completed**	N/A	N/A

| COUNTY	COLLECTIONS	FRAUD	TASK MANAGEMENT
	Received production sized files		
Santa Clara	N/A	N/A	**Design and build completed** Received Production Sized Files
Tulare	**Design and build completed** Received production sized files	N/A	N/A
Orange	**Design and build completed** Received production sized files	**Design and build completed** Received production sized files	**Design and build completed** Received production sized files
Santa Barbara	N/A	N/A	**Design and build completed** Received production sized files
Ventura	**Design and build completed** Received production sized files	N/A	N/A
San Mateo	**Design and build completed** Received production sized files	N/A	**Design and build completed** Received production sized files
Santa Cruz	**Design and build completed** Received production sized files	N/A	**Design and build in-progress** Received production sized files
Solano	**Design and build completed** Received production sized files	N/A	N/A
Alameda	**Design and build completed** Received production sized files	**Design and build completed** Received production sized files	N/A
Fresno	**Design and build completed** Received production sized files	N/A	N/A
Sonoma	**Design and build completed** Received production sized files	N/A	**Design and build completed** Received production sized files
Sacramento	N/A	**Design and build completed** Received production sized files	**Design and build completed** Received production sized files
San Francisco	**Design and build completed**	N/A	N/A

COUNTY	COLLECTIONS	FRAUD	TASK MANAGEMENT
	Received production sized files		
San Luis Obispo	**Design and build completed** Received production sized files	**Design and build completed** Received production sized files	N/A

Figure 7.1.4-1– Ancillary Systems Conversion Gantt Chart
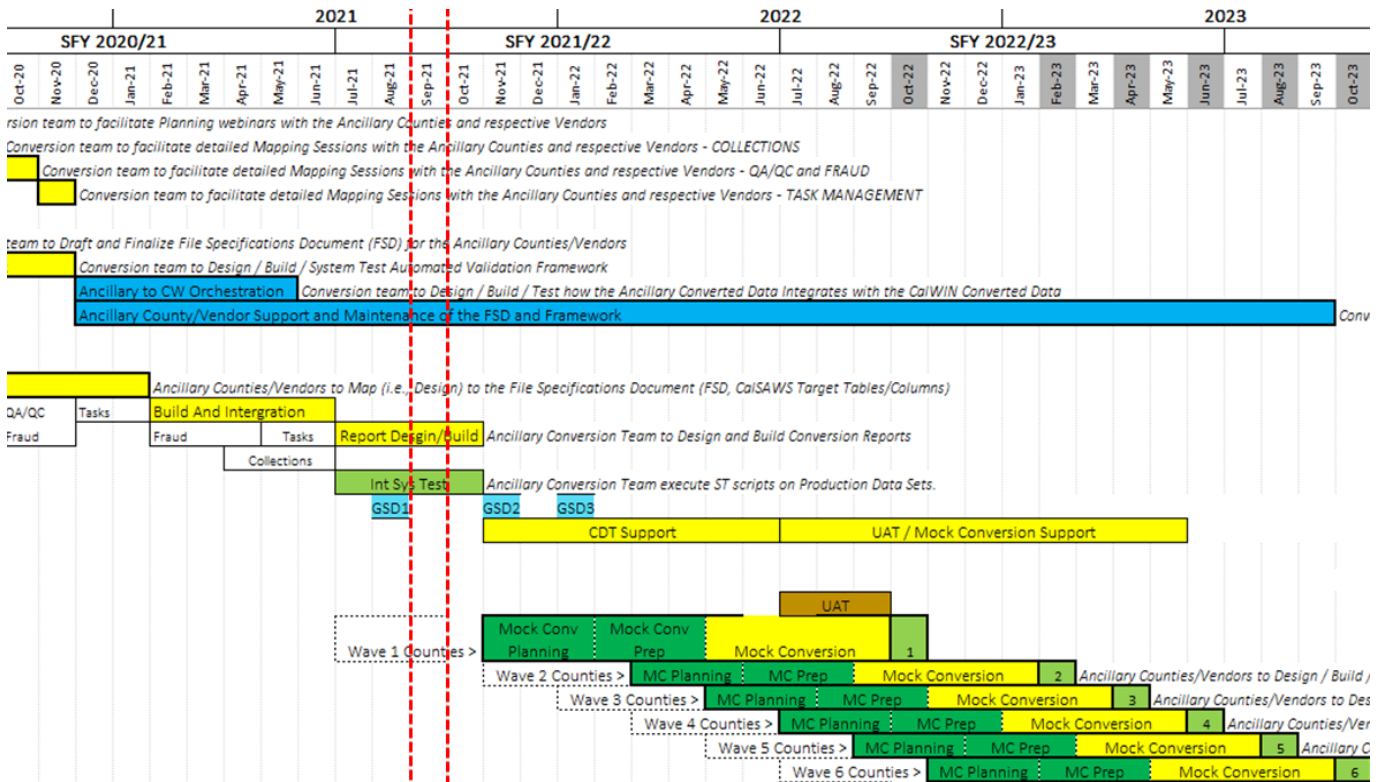
Table 7.1.4-3 – Ancillary Systems Conversion Milestones

FINISH	MILESTONE	MILESTONE DESCRIPTION	STATUS
July 2020	Project Kick-Off/Discovery Sessions	Team introductions and Project overview	Completed
August 2020	File Specification Document (FSD)	CalSAWS DB (structures) as Conversion Target	Completed
August 2020	Project Planning	Detailed walkthrough of the Project schedule and File Specification Document (FSD)	Completed
December 2020	Automation Framework Complete	Exception handing for Ancillary provided Data is ready for the Counties	Completed

FINISH	MILESTONE	MILESTONE DESCRIPTION	STATUS
February 2021	Design/Mapping Complete	All CalSAWS DB Targets (defined in FSD) have Source Mappings from Ancillary	Completed
July 2021	Build Complete	Development activities dependent Design Mapping are ready to Start (or are Complete)	Completed
January 2022	System Test Complete	System Test execution dependent on test scripts and Build Complete are ready to Start (or are Complete)	In progress
April 2022	Integration Test Complete	End-to-End Test execution dependent on test scripts and System Test Complete are ready to Start (or are Complete)	Not started
August 2023	Mock Conversion Ancillary System Data Delivered	Counties to delivery Ancillary System Data to the CalSAWS Conversion team as a Pre-Requisite to begin Mock Conversions	Not started
August 2023	Wave 1 – 6 Mock Conversions	Simulated Cutover Activities dependent on Integration Test Complete are ready to Start (or are Complete)	Not started
August 2023	Wave 1 – 6 Mock Conversions Data Validation	Validation of Data (from Mock Conversion) are ready to Start (or are Complete)	Not started
October 2023	Wave 1 – 6 Conversion Cutovers	Execution of (live) Cutover Activities are ready to Start (or are Complete)	Not started

7.1.5   Deliverable Management

Table 7.1.5-1 – Conversion Deliverable Status for Current Reporting Period

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

7.2   Activities for the Next Reporting Period

7.2.1   C-IV Conversion:

▶ Complete development of post conversion transformation scripts
▶ Continue to support C-IV CalSAWS Conversion Part 1A County preparation phases
▶ Continue preparation for C-IV CalSAWS Conversion Part 1B

7.2.2   CalWIN Conversion:

▶ Continue CalWIN Golden Data Set (GDS)1
   o   Complete Wave 4

      o Anticipate completion by October 15, 2021
- ► Continue Eligibility Determination Benefit Calculation (EDBC) match defect resolutions Sprint 7
  - o Continue to review results from the EDBC Match Batch execution
- ► Continue Data Model epic 21.09 Sprint 1
- ► Continue System Test scenario development
- ► Continue Converted Data Delivery planning activities

7.2.3 Gainwell Technologies

- ► CalWIN Data Migration (Gainwell Technologies)
  - o Continue documentation with CalSAWS on extraction plans around shell cases
  - o Continue planning for future CalWIN extractions
- ► CalWIN Data Retention M&O (Gainwell Technologies)
  - o Continue planning for future data retention runs

7.2.4 Ancillary Systems Conversion:

- ► Continue ongoing support for mapping and data extract activities on Ancillary Collections, Fraud and Task Management
- ► Continue to update the Ancillary Systems file specifications documents (as needed)
- ► Continue to update the Ancillary Systems Conversion Plan work product (as needed)
- ► Continue system test scenario development

7.2.5 Deliverable Management

Table 7.2.5-1 – Conversion Deliverable Status for Next Reporting Period

| DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

7.3   Deviations from Plan/Adjustments

- ► None for the reporting period

8.0 Training

8.1 Highlights of the Reporting Period

▶ Hosted weekly Training Touchpoint meeting on September 14, 2021
▶ Delivered weekly Training Executive Summary Report for September 17, 2021
▶ First delivery of the weekly Learning Management System (LMS) Access Report for September 17, 2021
▶ Continued delivery of the daily completion report by Training material report
▶ Continued delivery of the daily completion report by Curriculum report
▶ Continued support during the daily County preparation stakeholder calls
▶ Training Environments
   o Continued to work cross-team to troubleshoot CalSAWS Training Staging tickets
▶ Continue to support for the Consortium Training team with General Training during the week of September 13, 2021 to September 17, 2021
▶ Learning Management System (LMS)
   o Continued to work cross-team to troubleshoot CalSAWS Learning Management (LMS) Tickets
▶ Continued to assist the BenefitsCal training team on LMS administrative functions/configuration
▶ Imaging
   o Attended Deliverable #66 Draft DED Walkthrough on September 13, 2021
   o Attended weekly Training touchpoint with Consortium Training Manager on September 14, 2021
   o Attended Twice-Monthly Training, Implementation, and Change Management Team meeting on September 14, 2021
   o Hosted Los Angeles County Training Coordinator session on September 15, 2021
   o Presented Imaging training updates at Weekly Implementation Readiness Checkpoint on September 15, 2021
   o Analyzed participant preferences and allocated participants to sessions for Los Angeles County Imaging Train-the-SME
   o Sent confirmation of Imaging Train-the-SME session assignments to Region 6 Regional Managers and Los Angeles County Imaging Leads
   o Created Los Angeles County Imaging Train-the-SME course and sections in the CalSAWS Learning Management System (LMS)
   o Finalized Los Angeles County LMS Guide for Imaging Training
   o Monitored ServiceNow for tickets related to Imaging Web Based Trainings (WBTs) and functional questions
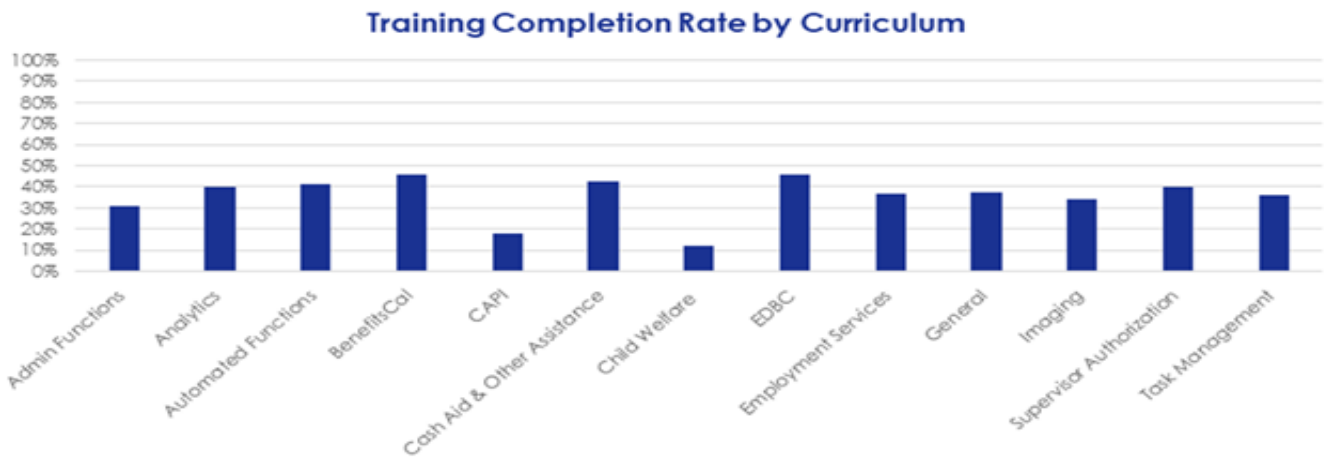
Figure 8.1-1 Training Completion Rate by County
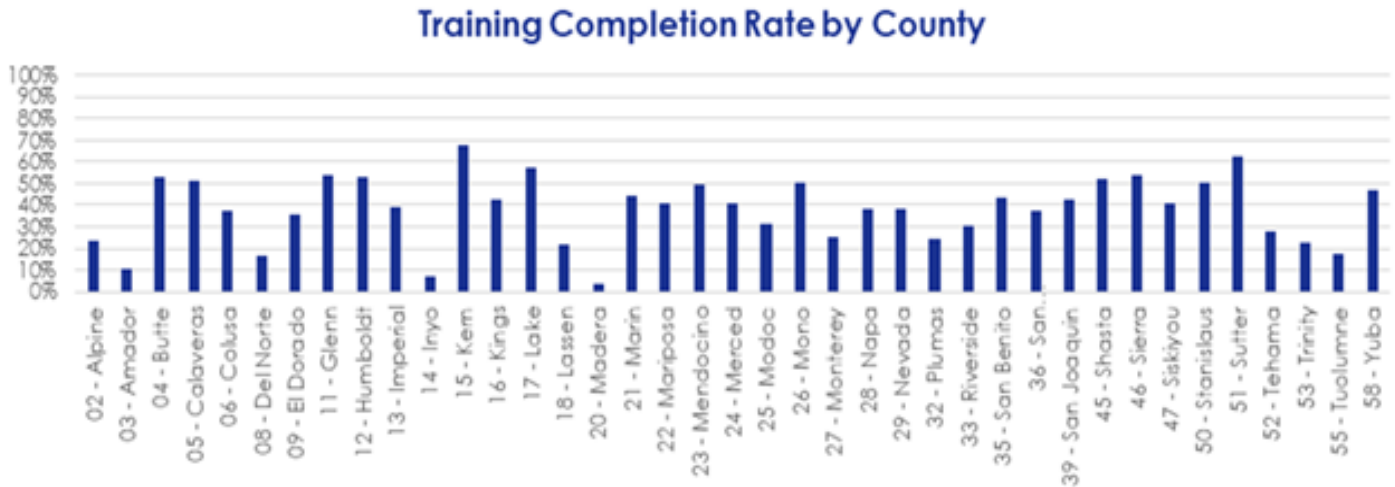
Notes:
- Some Counties opted out of participating in Early Training
- % Completion represents completion of required training by staff within a specific County

Figure 8.1-2 Training Completion Rate by Curriculum

Notes:
- % Completion represents completion of required training by curriculum by staff across all Counties

Table 8.1-1 Early Training ServiceNow Tickets by Incident Type and Status

INCIDENT TYPES BY STATUS	STATUS			
INCIDENT TYPE	IN PROGRESS – PENDING PROJECT REVIEW	IN PROGRESS – PENDING COUNTY CONFIRMATION	RESOLVED	TOTAL INCIDENTS
County Training Coordinator Support	1	0	19	20
ForgeRock Inactive Account	0	0	57	57
ForgeRock Locked Account	1	0	14	15
ForgeRock Merge Issue	0	0	7	7
ForgeRock Password Reset	1	0	57	58
ForgeRock Server Error	0	0	20	20
LMS WBT Issue	11	0	117	128
Login Issues	10	1	791	802
New LMS Account Request	11	0	117	128
Questions	0	0	7	7
Sandbox Issues	0	0	6	6
Total Incidents *	**35**	**1**	**1212**	**1248**

Note:
* Total Incidents show incidents as of September 20, 2021

Table 8.1-2 Learning Management System (LMS) Access

PARTICIPANT TYPE	TOTAL
All C-IV active users in LMS	15,707
Total using LMS	11,439 (73%)

Note:
- Remaining participants have either not attempted to log in or are being resolved as reported through the Help Desk tickets

Figure 8.1-3 Training SCR Status

Segmented Training SCR Status
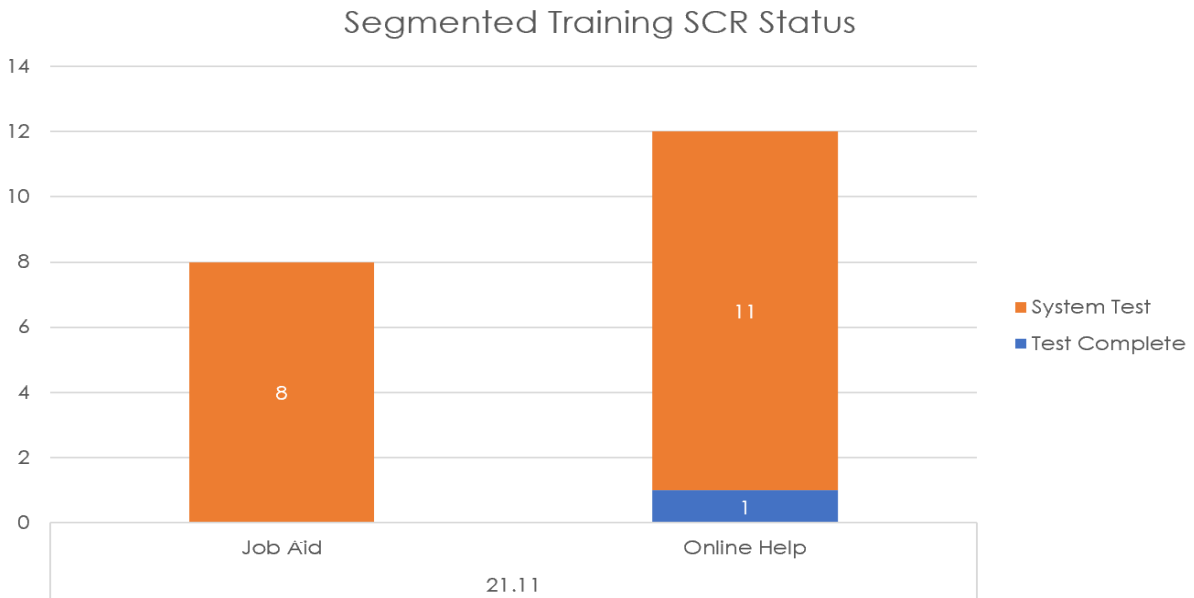
Note: The above bar chart shows the number of SCRs, not individual Job Aid/Online Help updates

Deliverable Management

Table 8.1-3 – Training Deliverable Status for Current Reporting Period

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

8.2   Activities for the Next Reporting Period

► Host weekly Training Touchpoint meeting on September 20, 2021
► Continue to provide LMS daily and weekly reports for General Training status
► Continue to monitor progress for Training Staging, Training Production Environment and Learning Management System (LMS) login incidents
► Continue to support during the daily County Preparation Phase Stakeholder calls
► Continue to review/complete the County-level Implementation Readiness Checklist to confirm Training tasks for the 39 C-IV Counties
► Imaging
  o Attend Weekly Training Touchpoint on September 20, 2021
  o Present Imaging training updates at Weekly Implementation Readiness Checkpoint on September 22, 2021
  o Enroll Los Angeles County Imaging Train-the-SME participants in Learning Management System (LMS)
  o Finalize and distribute CIT for C-IV County Imaging Guides
  o Finalize and distribute CIT for Los Angeles County LMS Guide for Imaging Training
  o Finalize Los Angeles County Imaging Train-the-SME materials
  o Send Los Angeles County Imaging Train-the-SME Welcome Email
  o Send invitations and course materials for Los Angeles County Imaging Train-the-SME sessions 1 and 2
  o Monitor ServiceNow for tickets related to Imaging Web Based Trainings (WBTs) and functional questions

Deliverable Management

Table 8.2-1 – Training Deliverable Status for Next Reporting Period

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

8.3   Deviations from Plan/Adjustments

► None for the reporting period

9.0 Deployment

9.1 Highlights of the Reporting Period

9.1.1 Implementation

► Hosted the weekly Implementation Readiness Checkpoint meeting with the C-IV Counties on September 15, 2021, during which the following topics were covered: Reports Availability Post Cutover, Resource Databank Reminder, Mandatory Verifications, Go-Live Packet, Training, Learning Management System (LMS) Reports, Imaging, and Readiness Checklist updates

► Provided additional County Preparation Phase Support
  o Hosted the daily County Preparation Phase Stakeholder call from 4:00 p.m. – 5:00 p.m., Monday – Friday, during which the Project provided updates on known high-impact issues related to County Preparation Phase activities and County Stakeholders had the opportunity to escalate global issues to the Project that were being seen in the Counties
  o Distributed the Daily High-Priority Issue Summary Update email to County Implementation Point of Contacts (IPOCs), Primary Point of Contacts (PPOCs), and Technical Point of Contacts (TPOCs) on the outcomes of the stakeholder call

► Hosted the weekly CalSAWS Green Light Status meeting on September 16, 2021, in which the most current readiness data was presented to the Section Directors and Regional Managers
  o Continued coordination with the BenefitsCal and Central Print Implementation teams on an integrated readiness and greenlight reporting approach

► Hosted the Command Center (CC) Orientation on September 14, 2021 to inform the CC operators of their role within the post-deployment support model

► Hosted the County Click-through for Go-Live Kickoff on September 14, 2021

► Generated County preparation phase metrics for the third week of C-IV Counties using the CalSAWS System
  o See Table 9.1.1-2 – County Preparation Phase Metrics – for the description of metric reporting

► Continued preparing for post-deployment stakeholder calls with the C-IV Counties

► Continued to maintain a master FAQ document of all Implementation-related questions asked across various meetings, emails, and other feedback mechanisms (posted monthly to the Web Portal)

► Continued the maintenance of the County and Project Readiness Checklists in JIRA across the below readiness areas as a tracking mechanism across multiple Project teams, which serves as a comprehensive dashboard reporting tool on Implementation Readiness: Application Readiness, Conversion Readiness, Technical Readiness, Change Readiness, Training Readiness, Implementation Support Readiness, and Integration Readiness

► Continued coordination with the Implementation Points of Contact (IPOCs) on tracking their County's readiness
  o Regional TOSS teams continued their September occurrences of the monthly TOSS/IPOC touchpoints, in which checklist task statuses are discussed
  o Continued tracking actual completion dates for each County, as tasks are coming due

  o Continued providing guidance and clarification to IPOCs on readiness activities and the ongoing progress of the Readiness Checklist

  o Continued to assess potential additional readiness activities that originate from Project teams, as well as the Counties, and include in checklist(s) as appropriate

 ► Maintained schedule of Implementation meetings (see Table 9.1.1-1)

 ► Imaging

  o Hosted Los Angeles County Imaging Implementation Readiness Checkpoint on September 13, 2021

  o Attended Weekly Implementation Manager's Meeting on September 13, 2021

  o Provided Imaging updates at Weekly Implementation Readiness Checkpoint on September 15, 2021

  o Attended County Preparation Phase Stakeholder Calls on September 13, 14, 16, and 17, 2021

  o Hosted meeting with Los Angeles County Regional Managers and Imaging Leads regarding Implementation Readiness Task Status Updates on September 14, 2021

  o Attended Monthly CalSAWS Meeting with Los Angeles County on September 15, 2021

  o Continued to maintain Imaging tasks on Project and County readiness checklists for both C-IV and Los Angeles County

  o Continued supporting Implementation team in answering County Imaging questions

  o Continued planning for Los Angeles County post-deployment Imaging support

Table 9.1.1-1 – C-IV Migration Implementation Readiness Meetings with Key Stakeholders

DAY	BEGIN DATE	FREQUENCY	PARTICIPANTS
Pre-Implementation			
Monthly Implementation Readiness Checkpoint	T-18 Months March 2020	Monthly	Implementation team/Training, Regional Managers
Monthly Project pre-meets to Implementation Readiness Checkpoints	T-15 Months June 2020	Monthly	Implementation team/Training, Regional Managers
Monthly Implementation Readiness Checkpoint – added participants	T-14 Months July 2020	Monthly	Implementation team/Training, Regional Managers, IPOCs
TOSS/IPOC Meetings for Review of County-specific Readiness Checklist	T-13 Months August 2020	As established by IPOC preference	TOSS, IPOCs, Regional Managers
Regional Implementation Touchpoints	T-12 Months September 2020	Quarterly	TOSS, Regional Managers, IPOCs (regional), Regional Stakeholders
Monthly Implementation Readiness Checkpoint – added participants	T-9 Months December 2020	Monthly	Implementation team/Training, Regional Managers, IPOCs, TPOCs
Bi-Monthly Implementation Readiness Checkpoint	T-5 Months April 2021	Bi-monthly	Implementation team/Training, Regional Managers, IPOCs, TPOCs

Weekly Implementation Readiness Checkpoint	T-1 Month August 2021	Weekly	Implementation team/Training, Regional Managers, IPOCs, TPOCs, CNCs
Post-Implementation			
Daily Post-Deployment Support Meeting	September 2021	Daily (30 Business Days)	Implementation team (including onsite support team members)
Daily Post Deployment Stakeholder Call	September 2021	Daily (30 Business Days)	Implementation team/Training, Regional Managers, IPOCs, TPOCs, and County Stakeholders

Table 9.1.1-2 – County Preparation Phase Metrics as of 12:00 p.m. September 20, 2021

| TOPIC	SUMMARY	METRICS
Login to CalSAWS (*)	All active users will have access to log in to CalSAWS effective August 30, 2021	Percent of users logged into CalSAWS per County
Public Hours of Operation	Default values (8:00 a.m. – 5:00 p.m., Monday - Friday) can be modified	Percent of offices that have modified hours of operation per County
Programs to Office	Offices with no programs identified will not receive BenefitsCal Applications	Percent of offices with Program associated per County
Mileage Rates	C-IV mileage rates are not being converted	Number of Mileage Rate creations per County
Fiscal Authorization	All units require first level authorization to be set up for Payment/Valuable requests	Number of units with first level authorization per County
EBT Printer Assignment	Default of 1:1 – 1 EBT printer per one office - Counties to assess EBT printer to be accessible to more than one office	Percent of EBT printers with assignment modifications per County
Security Mapping	Counties can add new CalSAWS Security Groups to their County Security Role mappings	Number of Counties with Security Modifications

Note: *As of 8:00 p.m. September 17, 2021

Figure 9.1.1-1 – Percent of Users Logged into CalSAWS by County
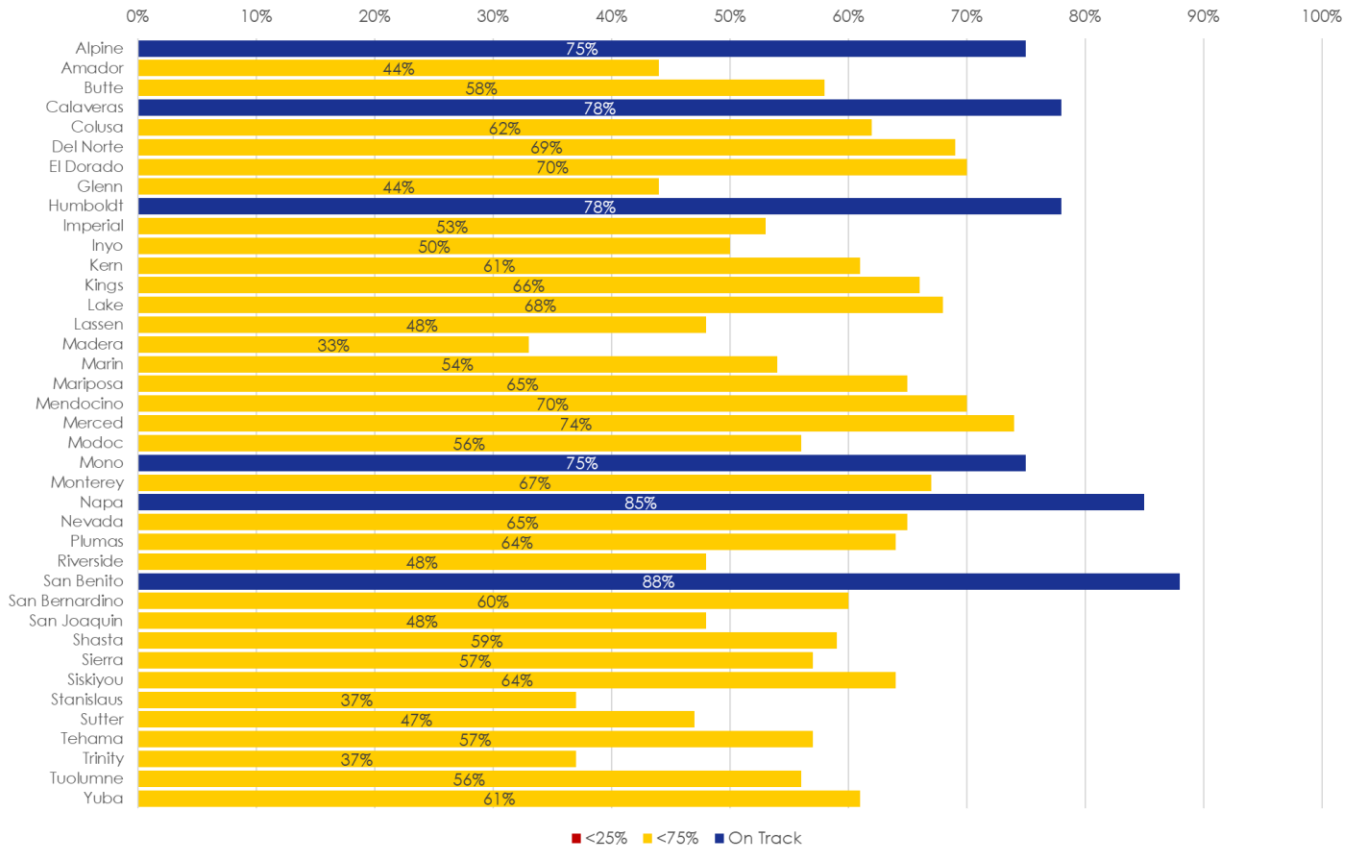
Figure 9.1.1-2 – Percent of Offices that have Modified their Public Hours of Operation by County
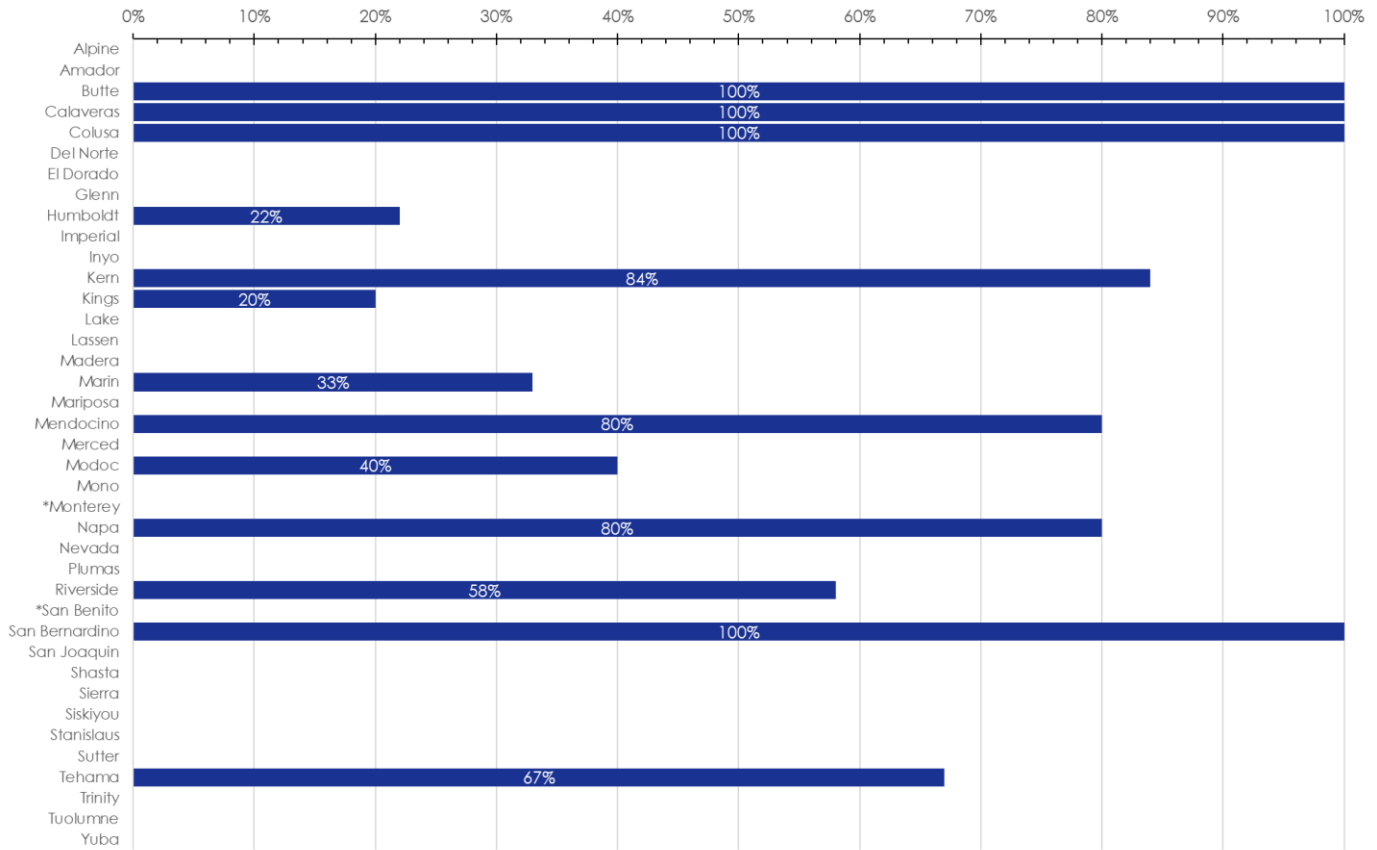
Note: *Counties that have confirmed that they are not updating Public Hours of Operation, as the default matches their actual hours.

Figure 9.1.1-3 – Percent of Offices with Programs Associated by County
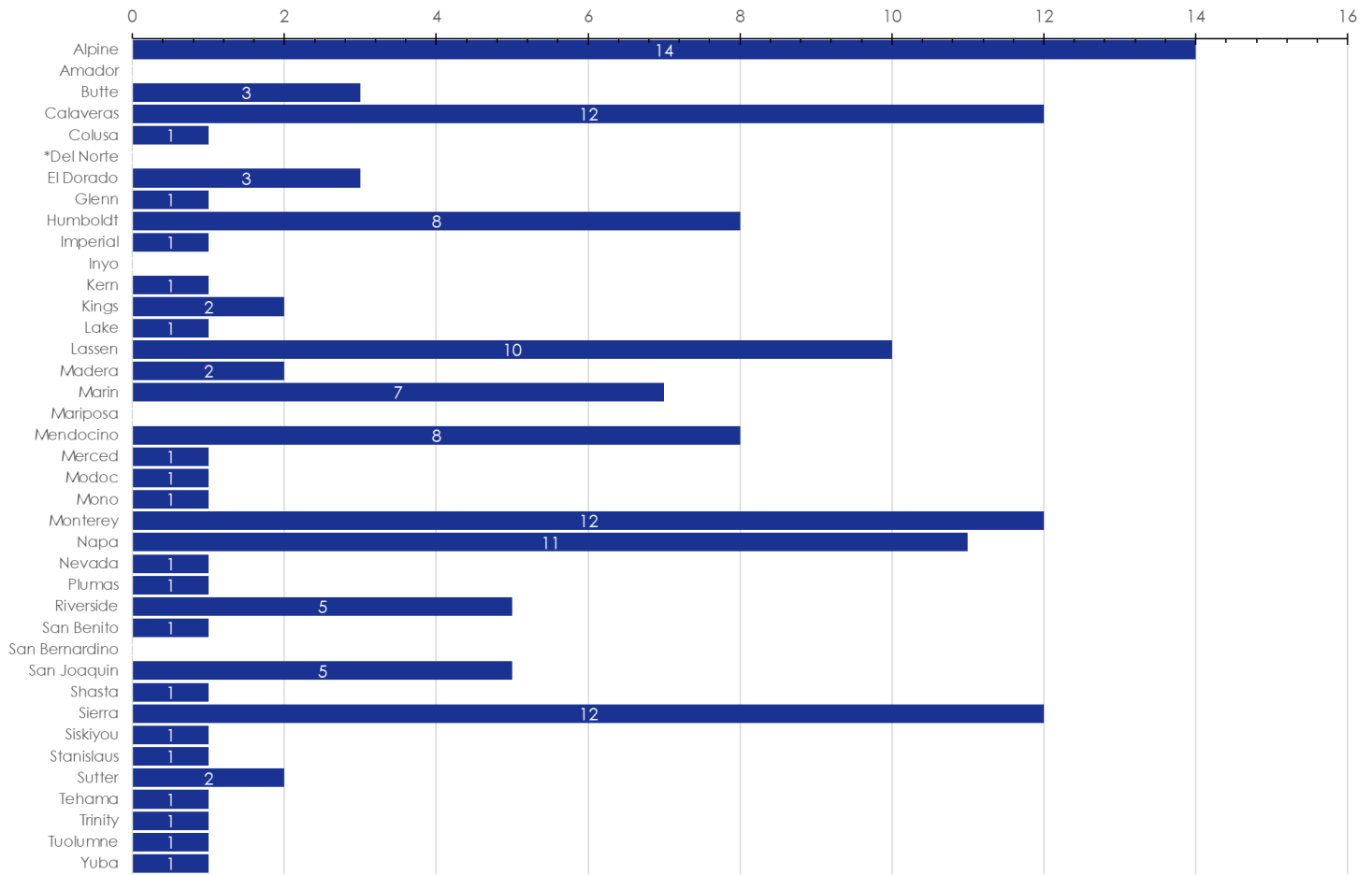

Note: * Counties that have confirmed that they have added a Program Association for all County Offices that accept e-Applications

Figure 9.1.1-4 – Number of Mileage Rate Creations by County

County	Value
Alpine	14
Amador	
Butte	3
Calaveras	12
Colusa	1
*Del Norte	
El Dorado	3
Glenn	1
Humboldt	8
Imperial	1
Inyo	
Kern	1
Kings	2
Lake	1
Lassen	10
Madera	2
Marin	7
Mariposa	
Mendocino	8
Merced	1
Modoc	1
Mono	1
Monterey	12
Napa	11
Nevada	1
Plumas	1
Riverside	5
San Benito	1
San Bernardino	
San Joaquin	5
Shasta	1
Sierra	12
Siskiyou	1
Stanislaus	1
Sutter	2
Tehama	1
Trinity	1
Tuolumne	1
Yuba	1

Note: * Counties that have confirmed they do not use Mileage Rates

Figure 9.1.1-5 – Number of Units with a First Level Authorization Established
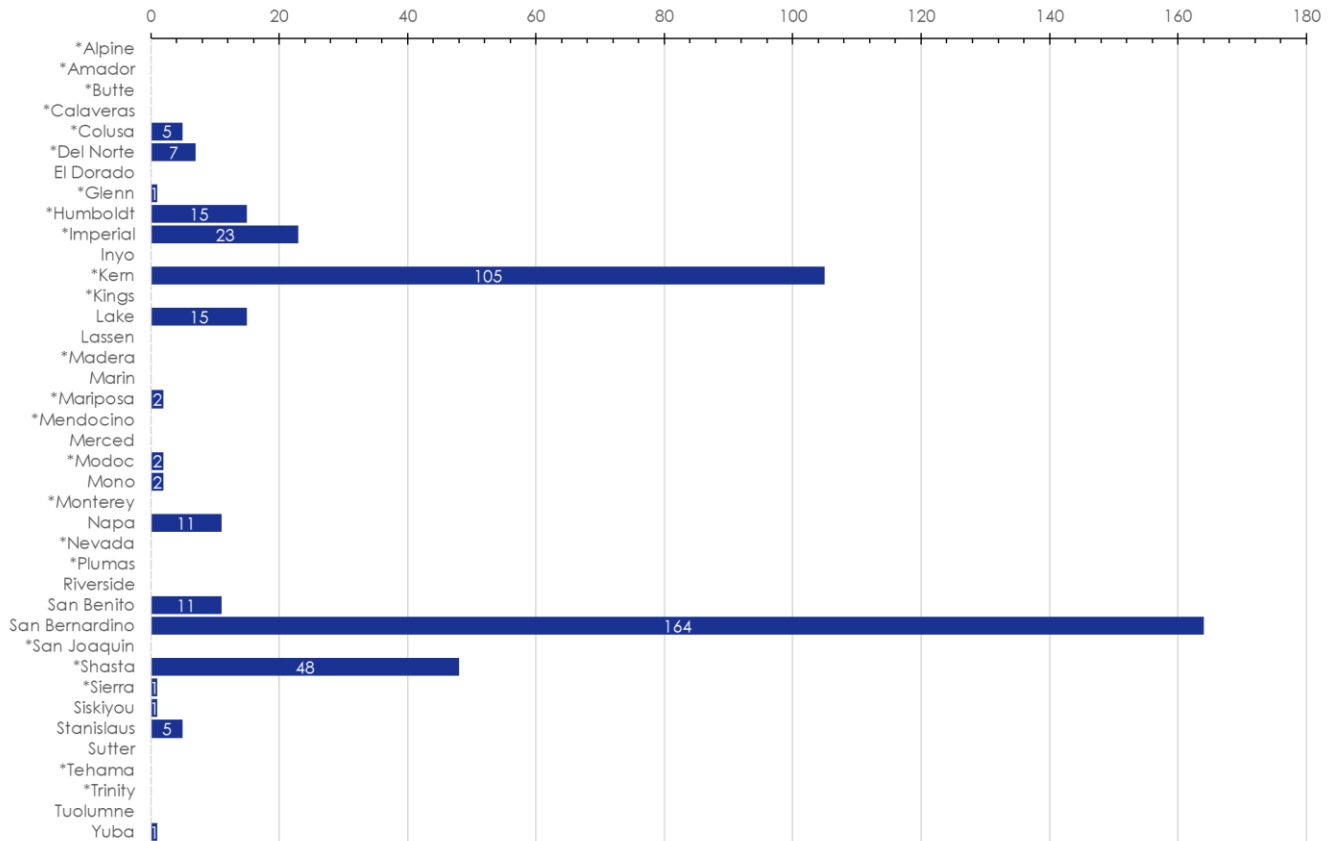
Note: * Counties that opted into DDID 2082 and are not required to set up a First Level Authorization to Approve Payment/Valuable Requests

Figure 9.1.1-6 – Percent of EBT Printers with Assignment Modifications
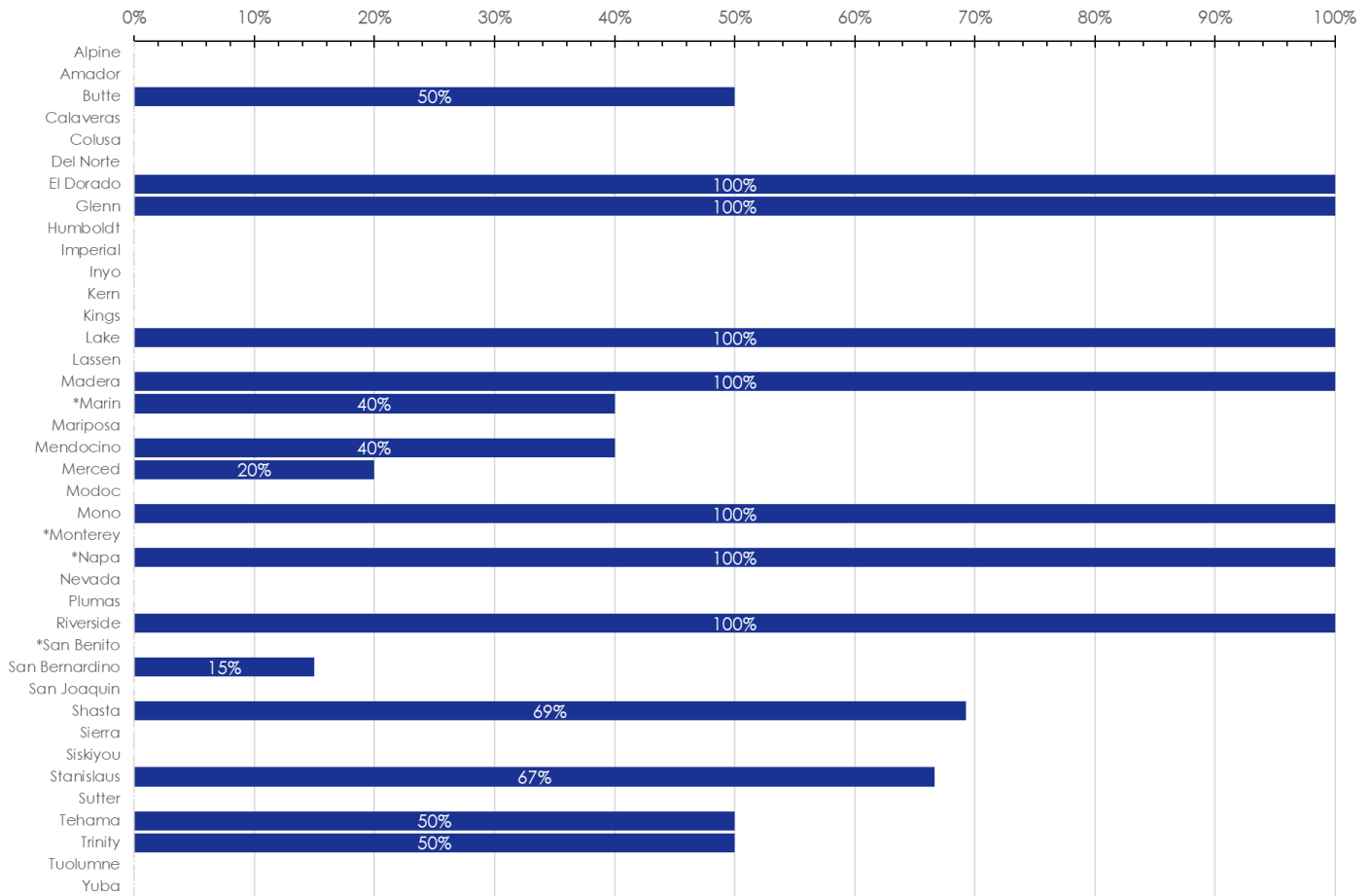
Note: * Counties that have confirmed that EBT printer assignment is correct across the County

- ► Security Mapping
  - o 79% of Counties have made modifications to their County-maintained Security Associations:
    - ▪ Only Amador, Inyo, Lassen, Mono, Plumas, Siskiyou, Trinity, and Tuolumne Counties are outstanding
  - o Per SCR CA-226142, the Project added CalSAWS Only Groups to the C-IV Project-Maintained Roles. For Counties that use the Project-Maintained roles, they will already have the association to new CalSAWS groups
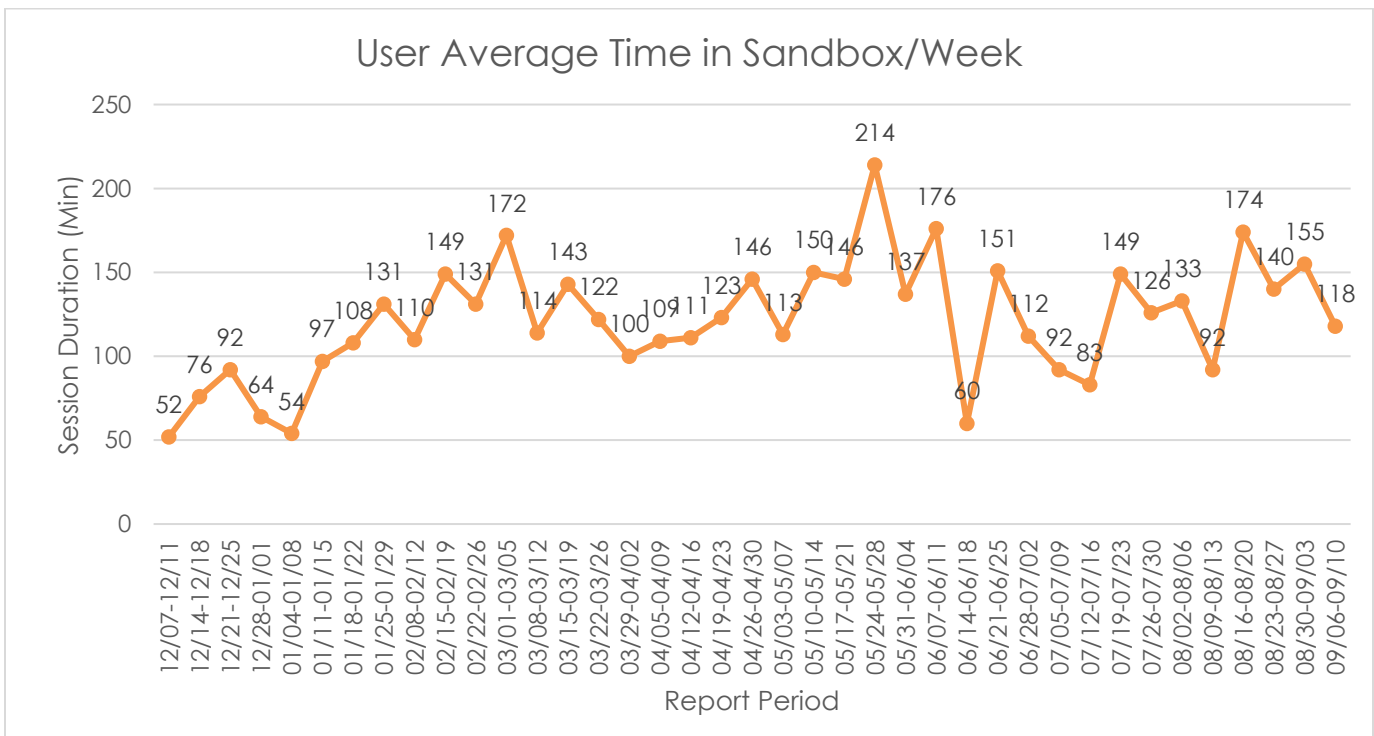
9.1.2   Change Management

- ► Continued to maintain the CalSAWS Deliverable #41 Operational Working Document (OWD), which captures change readiness tasks, target start and execution dates, and associated owners until go-live
- ► Continued to add and track communications events on the Change Management Communications Roadmap, including the creation of infographics, videos, and other change communications
- ► Change Network
  - o Continued to monitor input from the Change Network Champion (CNC) Feedback Form and provide responses in a timely manner
  - o Finalized the final materials from the September CNC Meeting
- ► Targeted topics/Just-in-Time (JIT) demonstrations
  - o Finalized materials from the Payment Valuable Requests meeting and distributed
- ► Communication
  - o Go-Live Packet
    - • Finalized and distributed the Go-Live Packet on September 15, 2021
  - o User Readiness Assessment Survey
    - • Closed T-3 Week User Readiness Assessment Survey questions distributed the anonymous question responses to the Regional Managers
    - • Drafted the T-3 Week User Readiness Assessment Survey readout deck and prepared to distribute the week of September 20, 2021
  - o Thank-You Video on Commitment
    - • Distributed the Thank-You video at the September CNC Meeting and shared on the Web Portal
- ► Continued to monitor Sandbox performance and follow up on the status of open environment defects
- ► Imaging
  - o Continued coordination and collaboration of 'C-IV Migration to CalSAWS Organizational Change Management (OCM)' and 'Imaging OCM' Teams
  - o Attended Customer Engagement Management Team meeting on September 14, 2021
  - o Provided Imaging change management updates at Twice-Monthly Training, Implementation, and Change Management Team meeting on September 15, 2021
  - o Presented Imaging Change Management updates at Weekly Implementation Readiness Checkpoint on September 15, 2021
  - o Attended weekly Change Management Touchpoint with Consortium Change Management Leads on September 15, 2021
  - o Presented Imaging updates at bi-weekly CalSAWS Imaging and Call Center Joint Status meeting on September 15, 2021
  - o Los Angeles County Imaging Change Management
    - • Attended meeting with Region 6 Regional Managers and Los Angeles County Imaging Leads to review T-3 Month Imaging Change Readiness Assessment analysis on September 16, 2021
    - • Finalized presentation for Los Angeles County Imaging Change Network September Monthly Meeting
- ► Task Management
  - o Continued coordination with Task Management Application Development teams for overview of the solution and change

Figure 9.1.2-1 – LRS Sandbox Environment: Total Number of Counties that Logged in per Week (Excluding 02/01/2021-02/09/2021) *
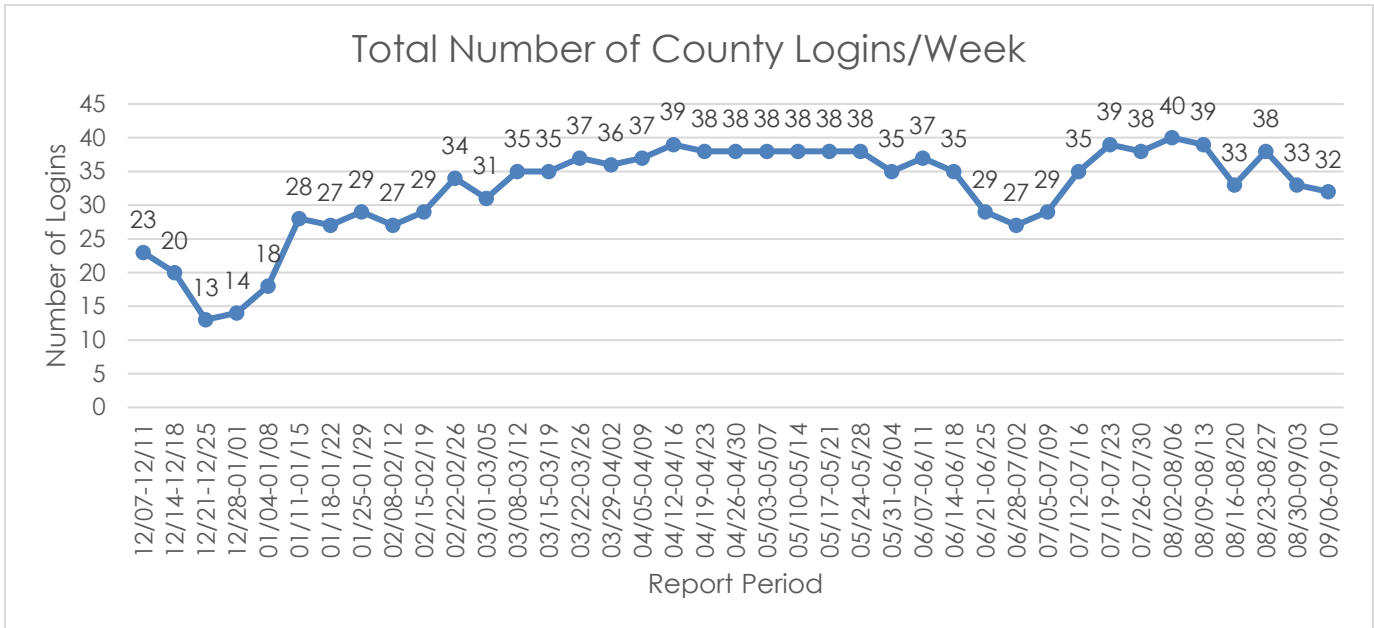
Figure 9.1.2-2 – LRS Sandbox Environment: Average Time Users Spent in the Sandbox per Week (Excluding 02/01/2021-02/09/2021) *

Table 9.1.2-1 – Login Counts & Total Logged Time by County During Reporting Period

COUNTY	USER	LOGIN COUNT	TOTAL LOGGED TIME
N/A *			

Note: * The automated Sandbox report for the week of September 13-17, 2021 was not generated. The implementation team is working with the Technical team to get the latest Sandbox Usage statistics

9.1.3   Deliverable Management

Table 9.1.3-1 – Deployment Deliverable Status for Current Reporting Period

DEL #	DELIVERABLE NAME	STATUS
66	CalSAWS Deployment Complete Milestone/Report – C-IV	• Continued developing the Draft Deliverable Expectation Document (DDED) • Facilitated a walkthrough of the DDED with Deliverable reviewers on September 13, 2021 • Submission of the DDED is due on September 21, 2021

9.2 Activities for the Next Reporting Period

9.2.1 Implementation

► Host the final Weekly Implementation Readiness Checkpoint Meeting with the C-IV Counties on September 22, 2021, during which the following topics will be covered: County Prep Phase Activities, System Downtime Reminder, Post Deployment Reminder, E-Apps Reminder, T-3 Week Change Readiness Assessment Survey Results, General Training, LMS Reports, Imaging, and Readiness Checklist Updates

► Host the CalSAWS Green Light meeting on September 22, 2021, during which a go/no-go decision will be made by the Regional Managers
  o Continue to track the County Preparation Phase Metrics for Greenlight Reporting, including CalSAWS Logins by County, Security Profile Updates by County, etc.

► Host daily regional meetings with the IPOCs to cover outstanding county prep phase activities at the county level, emphasize the ramifications of not completing said activities prior to migration, and assist with activity completion as necessary

► Continue to provide additional County Preparation Phase Support
  o Host the Daily County Preparation Phase Stakeholder Call from 4:00 p.m. – 5:00 p.m., Monday – Friday, during which the Project will provide updates on known high-impact issues related to County Preparation Phase activities and County Stakeholders will have the opportunity to escalate global issues to the Project that are being seen in the Counties
  o Distribute the Daily High-Priority Issue Summary Update Email to County IPOCs, PPOCs, and TPOCs on the outcomes of the stakeholder call

► Continue to maintain Project-level and County-level Readiness checklists with known Implementation milestones and tasks in the areas of Application Readiness, Conversion Readiness, Technical Readiness, Change Readiness, Training Readiness, Implementation Support Readiness, and Integration Readiness
  o Continue to update County-specific checklists based on feedback from Implementation Point of Contacts (IPOCs)
  o Continue to track upcoming task due dates and actual completion dates
  o Continue tracking County Profiles attributes, which will feed into County-specific readiness criteria

► Continue ongoing engagement with County IPOCs, documenting questions asked in the Master FAQ tracker, and researching and providing the associated resolution in support of readiness activities

► Imaging
  o Attend Weekly Implementation Manager's Touchpoint on September 20, 2021
  o Attend Weekly Implementation Readiness Checkpoint on September 22, 2021
  o Attend County Preparation Phase Stakeholder calls on September 20, 22, and 23, 2021
  o Continue supporting Implementation team in answering County Imaging questions
  o Continue monitoring Project Implementation Readiness tasks for C-IV Imaging implementation
  o Continue monitoring Project and County Imaging Readiness tasks for Los Angeles County Imaging implementation
  o Continue planning for Los Angeles County post-deployment Imaging support
  o Continue planning for next Los Angeles County Implementation Readiness Checkpoint

9.2.2   Change Management

- ► Continue to maintain Deliverable #41 Ongoing Working Document (OWD)
- ► Continue to add Communications Events and expected completion dates to the Change Management Communications Roadmap for Change Management activities and County engagement points
  - o Based on Change Readiness Assessment Surveys results, Change Network feedback, and Change Impact Analysis outcomes, continue to determine topics and create content for change communications, such as infographics, videos, and the CalSAWS Newsletter
- ► Change Network
  - o Continue to monitor input from the Change Network Champions (CNC) Feedback Form and provide responses in a timely manner
- ► Communication
  - o Go-Live Packet
    - Respond to any questions about the Go-Live Packet
  - o User Readiness Assessment Survey
    - Finalize the T-3 Week User Readiness Assessment Survey Readout Deck and distribute
  - o Implementation Readiness Meeting
    - Share weekly Change Management updates and conduct a walk-thru of the Go-Live Packet
  - o Continue to monitor Sandbox environment performance and escalate issues as necessary
- ► Imaging
  - o Attend Weekly Change Management Touchpoint on September 22, 2021
  - o Host meeting with Los Angeles County Regional Managers and Imaging Leads re: T-3 Week Imaging Change Readiness Assessment Planning on September 22, 2021
  - o Host Los Angeles County Imaging Change Network Monthly Meeting on September 23, 2021
  - o Distribute Los Angeles County Imaging Newsletter #4
- ► Task Management
  - o Continue coordination with Task Management Application Development teams for overview of the solution and change
  - o Continue review and development of Task Management training materials

9.2.3   Deliverable Management

Table 9.2.3-1 – Deployment Deliverable Status for Next Reporting Period

DEL #	DELIVERABLE NAME	STATUS
66	CalSAWS Deployment Complete Milestone/Report – C-IV	• Finalize and submit the DDED to the Consortium for review and feedback on September 21, 2021 • Comments for the DDED are due on September 28, 2021

9.3   Deviations from Plan/Adjustments

► None for the reporting period

10.0   Appendices

Appendix A – CalSAWS Deliverable Summary
Appendix B – CalSAWS Migration Work Plan Summary
Appendix C – CalSAWS DD&I Project Gantt Chart
Appendix D – CalSAWS Project Risks and Issues
Appendix E – OBIEE and State & Management Master Inventory

CalSAWS – California Statewide Automated Welfare System
CalSAWS DD&I Project Phase
Weekly Status Report Period: September 13, 2021 to September 19, 2021

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