



CalSAWS DD&I Weekly Status Report

**Reporting Period: October 4, 2021 to October 10,
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
62	CalSAWS Requirements Traceability Matrix – Update #8	Application Development		Submitted the Final Deliverable (FDEL) on October 8, 2021. Approval of the FDEL is due on October 18, 2021
63	CalSAWS Migration Work Plan Update #30	PMO		Final Deliverable (FDEL) is in progress. Submission of the FDEL is due on October 12, 2021
66	CalSAWS Deployment Complete Milestone/Report – C-IV	Implementation		Final Deliverable (FDEL) is in progress. Submission of the FDEL is due on November 5, 2021
97	CalWIN/CalSAWS Master Conversion Plan – Update #2	Conversion		Draft Deliverable (DDEL) is in progress. Submission of the DDEL is due on October 20, 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:
 - 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	<ul style="list-style-type: none"> • Continued planning facility capacity and equipment needs for CalSAWS DD&I Post-Implement Support command center rooms and CalSAWS Project staff

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ITEM #	INITIATIVES/ PROJECTS	LOCATION	TARGET DATE	NOTES/STATUS
2	Return to Office	Rancho Cordova and Norwalk Project Offices	Spring - Fall 2021	<ul style="list-style-type: none"> • 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 to monitor and review CalSAWS Project staff interested in returning to the CalSAWS Rancho Cordova and Norwalk Project offices on a hybrid schedule

- ▶ Facilitated the CalSAWS Weekly Status Meeting that was held on October 6, 2021
- ▶ Completed preparations and participated in the Section Directors meeting that was held on October 5, 2021
- ▶ Continued CalSAWS Risk Management activities, including:
 - Continued to work with risk and issue owners to develop and update mitigation plans for the accepted CalSAWS DD&I Project risks and issues
 - Continued preparations for the next monthly Risk Management Group meeting, which has been deferred from October 6, 2021 to November 2021
- ▶ Continued supporting engagement of project staff working remotely, including:
 - Continued development of the next monthly CalSAWS Connect newsletter that will be distributed to the CalSAWS Project Team on October 14, 2021
 - Continued preparations and planning for the next monthly virtual CalSAWS Project All Staff meeting that will be held on October 20, 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
 - Submitted the documents for LRS Amendment No. 29 to the Consortium for review on September 22, 2021 and continued addressing questions and comments, as needed. This amendment is planned to include the following and will be submitted to the CalSAWS JPA Board of Directors for approval on November 19, 2021
 - Updates to Exhibit U, the Statement of Work for the CalSAWS DD&I Project, reflect the 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
 - Technical updates to Schedule 7 of Exhibit X (Performance Requirements)
 - 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 JPA Board of Directors

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meeting that was held on October 8, 2021

- ▶ Continued providing meeting support for the Zoom call for the CalSAWS Project Steering Committee meeting that will be held on October 21, 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
63	CalSAWS Migration Work Plan Update #30	<ul style="list-style-type: none"> • Began developing the FDEL • Scheduled a touchpoint meeting with Deliverable reviewers for October 18, 2021, to address questions and comments for the FDEL, as needed

1.2.2 Communications Management

- ▶ CalSAWS Communications Management activities including:
 - Continued to gather key communication milestones from the Project teams
- ▶ CalSAWS Enhanced Communications Strategy:
 - Continued oversight and management of Power of 58 materials
- ▶ CalSAWS External Website (www.calsaws.org):
 - 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:
 - See table 1.2.2-4 for details

Table 1.2.2-1 – Website Support Activities

TASK	DATE(S)	TASK TYPE
None for the reporting period		

Table 1.2.2-2 – CalSAWS.org Usage Statistics

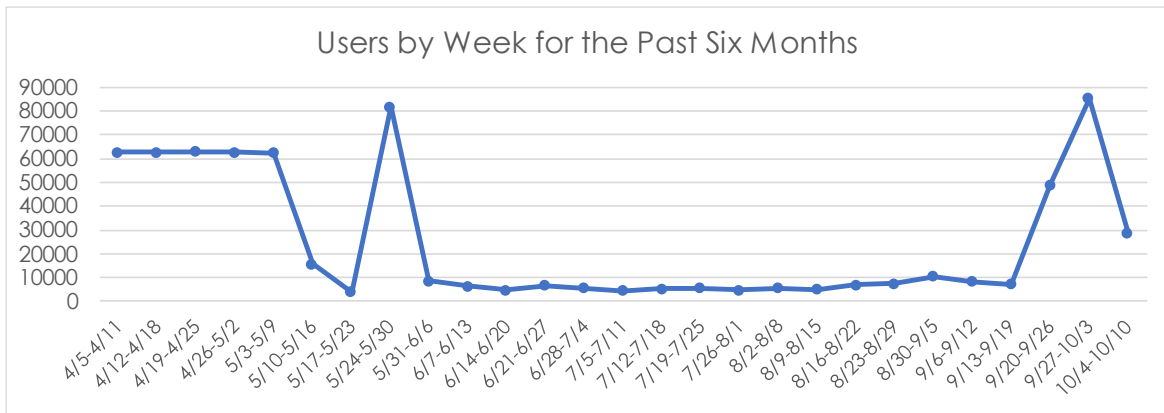
CATEGORY	DURING REPORTING PERIOD	SINCE LAUNCH
Total Number of Subscribers	41	1,324
Total Number of Unique Users	28,493	1,141,382
Total Number of New Users	20,629	1,141,382
Total Number of Sessions (Individual Site Visits)	38,652	1,483,342
Average Number of Sessions per User	1.36	1.30
Average Number of Page Views per Session	1.37	1.30
Average Session Duration	1:00	0:57
AskCalSAWS Inquiries – Received/Resolved	13/12	448/445

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Figure 1.2.2-1 – Overall CalSAWS.org Usage Trend*



Note:

* Increase in usage from April 5, 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	40%
Latest News – News	31%
Other Updates – Careers	26%
Meetings – Project Steering Committee	25%
CalSAWS Committees – CalWORKs/CalFresh	25%

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

TASK	DATE(S)	OWNER
Send draft Release Notes file to select County Staff for review	November 8, 2021	Production Operations
Send summary of changes in CalSAWS Release 21.11 in CalSAWS Health Report	November 15, 2021 – November 19, 2021	Production Operations
Webcast on CalSAWS Release 21.11	TBD	Production Operations/ Consortium Policy & Design
21.11 CalSAWS Application Development and Training Release Notes Broadcast	November 16, 2021	Production Operations
CalSAWS Release 21.11 Greenlight Meeting	November 17, 2021	Release Management/QA
CalSAWS Post-Release Checkpoint Call	November 22, 2021 – November 24, 2021	Production Operations

1.2.3 Cultural Transformation

- ▶ Phase 2 activities:
 - Overall:
 - Continued to refine the engagement plan for Culture Ambassadors to help them launch the Phase 2 initiatives
 - Began collaborating with the Innovation Team on Phase 2 initiatives to strategize on the level of support to bring to Culture Ambassadors
 - Began development of the Culture Ambassador outreach and recruiting materials
 - Engaged the CalSAWS Inclusion, Diversity, and Equity Advancement (IDEA) team to discuss potential cross-Project collaboration around Cultural Transformation initiatives
 - Continued to support development of the monthly CalSAWS Connect Newsletter

1.2.4 Inclusion, Diversity and Equity Advancement (IDEA)

- ▶ Co-Create Phase
 - IDEA Initiatives
 - Workshops
 - Sent calendar invitations to participants for the October 12, 2021 and October 21, 2021 sessions
 - Leadership Session
 - Created the listening and reflection session agenda for team leads
 - We Are One
 - Continued to update the IDEA overall calendar and overview deck with new initiatives included
 - Pulse Survey
 - Presented the Pulse Survey analysis at the October 8, 2021 CalSAWS JPA Board of Directors meeting
 - Continued preparations for presenting the Pulse Survey analysis at the October 21, 2021 CalSAWS Project Steering Committee meeting
 - Buddy Program
 - Received feedback from the Buddy Program round 1 participants
 - Requested sign ups for October 4 - October 18, 2021 for continuing buddies and new buddies to join round 2
 - CalSAWS Table Talks
 - Confirmed session date for Table Talks as October 26, 2021
 - Scheduled time to meet with presenters in preparation for the session
 - Employee Resource Groups (ERGs)
 - Met with ERG leads to prepare for the leadership/ERG dialogue discussion that is scheduled to take place in late October or early November 2021
 - Counties Connected
 - Continued to connect with project team members to find county connections for initial conversations

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- Presented this new initiative at the October 8, 2021 CalSAWS JPA Board of Directors meeting
- Communities Connected
 - Conducted initiative conversations with 4 different community organizations
 - Presented this new initiative at the October 8, 2021 CalSAWS JPA Board of Directors meeting
- Small Team Building
 - Conducted initial brainstorming session on how to the development of this initiative
 - Presented this new initiative at the October 8, 2021 CalSAWS JPA Board of Directors meeting
- IDEA General
 - Continued to update the IDEA overall calendar on the We Are One site
 - Continued to collaborate with Great Place to Work (GPTW)
 - Continued to contribute to the CalSAWS Connect team

1.3 CRFI/CIT Communications Information

- ▶ The following table outlines CalSAWS Information Transmittals (CITs) sent for the reporting period ending October 10, 2021

Table 1.3-1 – CITs

CIT ID	SUBJECT	CATEGORY	DISTRIBUTION DATE	PRIMARY CalSAWS CONTACT	BACKUP CalSAWS CONTACT
0293-21	CA-234235 - Posted List from CalHEERS (CH) of Applications on CH Portal during C-IV Cutover	Informational	October 4, 2021	Ignacio Lázaro	Laura Ould
0294-21	CA-229569-C-IV to/from LA Cancelled ICT Records-Post Migration Case List	Informational	October 4, 2021	Carlos Zepeda	N/A
0295-21	T+3 Weeks C-IV User Change Readiness Assessment Survey	Informational	October 5, 2021	Helen Cruz	Araceli Gallardo

- ▶ The following table outlines CalSAWS Requests for Information (CRFIs) sent for the reporting period ending October 10, 2021

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Table 1.3-2 – CRFIs

CRFI ID	SUBJECT	DISTRIBUTION DATE	STATUS	RESPONSE DUE DATE	CalSAWS CONTACT
21-053	Analytics Dashboards and Reports Replatform Project - Geographical Data in Caseload Characteristics Dashboards	September 16, 2021	Open	October 15, 2021	Marc Petta
21-054	Change Readiness Survey Participant Demographic Data	October 5, 2021	Open	October 15, 2021	Helen Cruz

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 October 10, 2021

1.4 Activities for the Next Reporting Period

1.4.1 Project Management

- ▶ Continue CalSAWS DD&I Facility Management activities, including:
 - 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:
 - Continue to work with risk and owners to monitor risks and update risk mitigation plans
- ▶ Facilitate the CalSAWS Weekly Status Meeting scheduled for October 13, 2021
- ▶ Begin preparations for the Section Directors Meeting that is scheduled for October 19, 2021
- ▶ Continue activities to support Project staff working remotely
 - Continue preparations of the monthly virtual CalSAWS Project All Staff Meeting that is scheduled for October 20, 2021
 - Finalize the next issue of the CalSAWS Connect newsletter and distribute that newsletter to the CalSAWS Project Team on October 14, 2021
 - Continue developing Project communications, as needed
- ▶ Continue to support Return to Office (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
63	CalSAWS Migration Work Plan Update #30	<ul style="list-style-type: none"> Finalize and submit the FDEL to the Consortium for review and feedback on October 12, 2021

1.4.2 Communications Management

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

Table 1.4.2-1 – Website Support Activities

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

1.4.3 Cultural Transformation

- ▶ Collaborate with Innovation Team to define and develop the activity roadmap for Phase 2 of the Cultural Transformation initiatives
- ▶ Continue to plan upcoming recruitment efforts of Culture Ambassadors for the Phase 2 initiatives
- ▶ Continue to develop Culture Ambassador Recruitment materials to start outreach activities
- ▶ Submit the updated documents for the sixth quarterly update of the CalSAWS Organizational Change Management Plan on October 14, 2021 to address comments from the Consortium review

1.4.4 Inclusion, Diversity & Equity Advancement (IDEA)

- ▶ Conduct the final Project 986 workshop session, option 2
- ▶ Send the certificates for workshop participants once the final session takes place
- ▶ Continue to build the round two IDEA initiatives
- ▶ Continue planning for the Buddy Program round II participants
- ▶ 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 Imaging

2.1 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
- ▶ Cancelled Tulare County Document Migration Discovery Session Check-in for October 4, 2021
- ▶ Cancelled Santa Clara County Document Migration Discovery Session Check-in for October 6, 2021
- ▶ Cancelled Ventura County Document Migration Discovery Session Check-in for October 7, 2021
- ▶ Conducted Orange County Document Migration Discovery Session Check-in on October 7, 2021
- ▶ Conducted Placer County Document Migration Discovery Session Check-in on October 5, 2021
- ▶ Conducted Los Angeles County Document Migration Discovery Session Check-in on October 7, 2021
- ▶ Scheduled Placer County Document Migration Discovery Session Check-in for October 12, 2021
- ▶ Scheduled Santa Clara County Document Migration Discovery Session Check-in for October 13, 2021
- ▶ Scheduled Orange County Document Migration Discovery Session Check-in for October 14, 2021
- ▶ Scheduled Ventura County Document Migration Discovery Session Check-in for October 14, 2021

Table 2.1-1 – 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	Completed

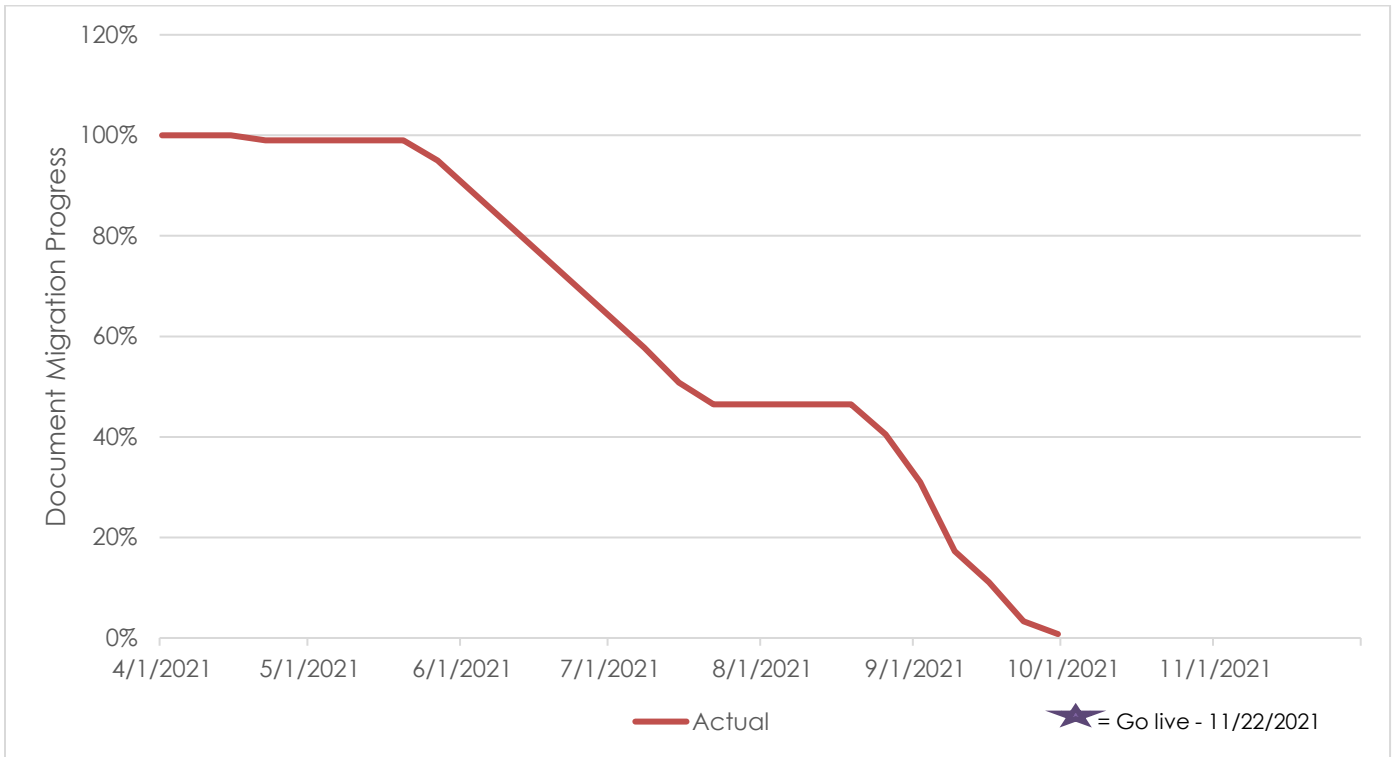
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MILESTONES	SUBMISSION DUE DATE	STATUS
Migration Activities	October 1, 2021	In progress
Conduct Tulare County Document Migration Discovery Session Check-in	October 4, 2021	Cancelled
Conduct Placer County Document Migration Discovery Session Check-in	October 5, 2021	Completed
Conduct Santa Clara County Document Migration Discovery Session Check-in	October 6, 2021	Cancelled
Conduct Orange County Document Migration Discovery Session Check-in	October 7, 2021	Completed
Conduct Ventura County Document Migration Discovery Session Check-in	October 7, 2021	Cancelled
Conduct Los Angeles County Document Migration Discovery Session Check-in	October 7, 2021	Completed
Conduct Placer County Document Migration Discovery Session Check-in	October 12, 2021	Scheduled
Conduct Santa Clara County Document Migration Discovery Session Check-in	October 13, 2021	Scheduled
Conduct Orange County Document Migration Discovery Session Check-in	October 14, 2021	Scheduled
Conduct Ventura County Document Migration Discovery Session Check-in	October 14, 2021	Scheduled
Conduct Santa Barbara County Document Migration Discovery Session Check-in	October 18, 2021	Scheduled
Conduct San Diego County Document Migration Discovery Session Check-in	October 19, 2021	Scheduled
Conduct Placer County Document Migration Discovery Session Check-in	October 19, 2021	Scheduled
Conduct Orange County Document Migration Discovery Session Check-in	October 21, 2021	Scheduled
Conduct Orange County Document Migration Discovery Session Check-in	October 14, 2021	Scheduled
Conduct Ventura County Document Migration Discovery Session Check-in	October 21, 2021	Scheduled
Conduct Los Angeles County Document Migration Discovery Session Check-in	October 21, 2021	Scheduled

Figure 2.1-1 – Los Angeles County (Nexlogica) Imaging Export*



Note:

* Please see CalSAWS Project Risk #234

Figure 2.1-2 – Los Angeles UAT Imaging Burn-up Chart

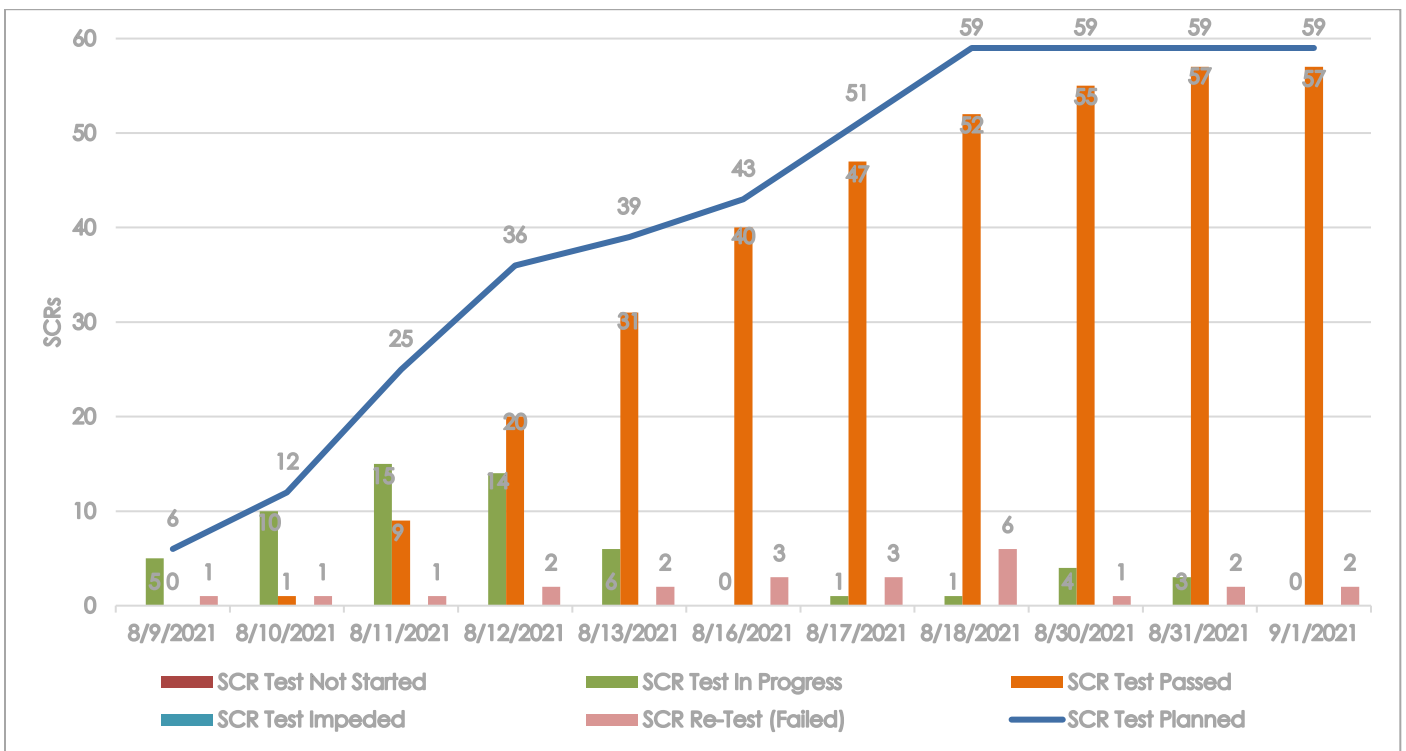


Table 2.1-2 – Los Angeles UAT Imaging Execution

CalSAWS UAT	TOTAL SCENARIOS	NOT EXECUTED	PASSED	FAILED		BLOCKED	NOTES
	RETEST COMPLETED						
Imaging Admins	59	0	57	2		0	
	Failed Test Case Reasons:						
	<ul style="list-style-type: none"> • UAT-T9: Imaging Reports - Exception Queues Aging Defect CA-232852 • UAT-T7: Imaging Reports - Documents Captured Defect CA-232989 						

Figure 2.1-3 – Los Angeles UAT Imaging Defects

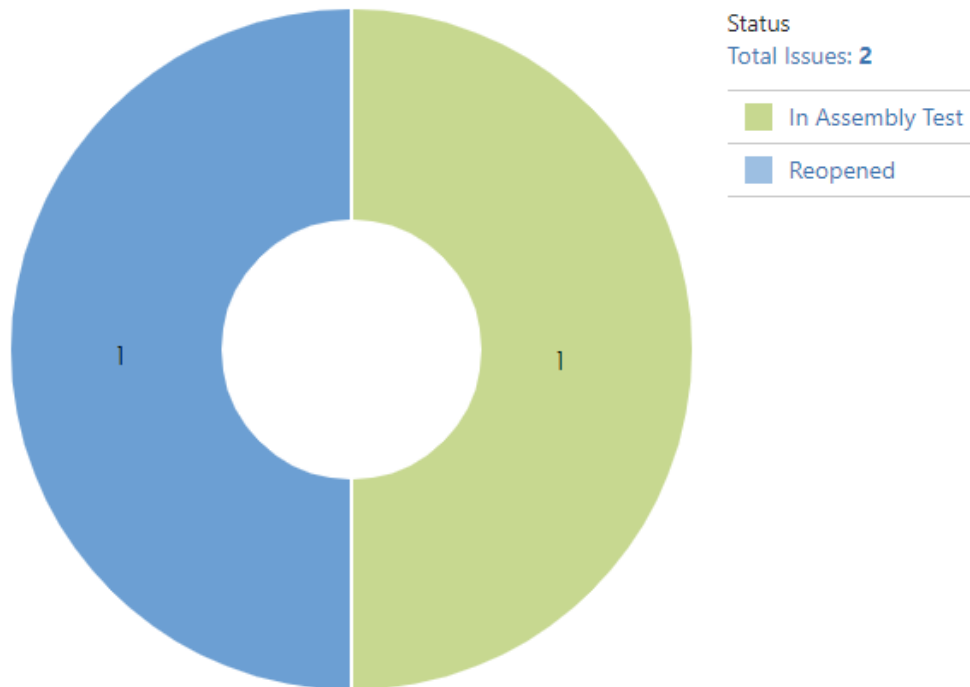


Table 2.1-3 – Los Angeles UAT Imaging Defects

STATUS	2- NORMAL/MEDIUM	3- Normal/Low	4- COSMETIC	TOTAL
In Assembly Test	0	0	1	1
Reopened	0	1	0	1
Total Issues	0	1	1	2

2.2 Activities for the Next Reporting Period

- ▶ Continue to monitor database migration process
- ▶ Continue validation of Los Angeles County's Amazon Web Services (AWS) Snowball transfer with Hyland
- ▶ Complete Placer County Document Migration Discovery Session Check-in for October 12, 2021
- ▶ Complete Santa Clara County Document Migration Discovery Session Check-in for October 13, 2021
- ▶ Complete Orange County Document Migration Discovery Session Check-in for October 14, 2021
- ▶ Complete Ventura County Document Migration Discovery Session Check-in for October 14, 2021
- ▶ Schedule Santa Barbara County Document Migration Discovery Session Check-in for October 18, 2021
- ▶ Schedule San Diego County Document Migration Discovery Session Check-in for October 19, 2021
- ▶ Schedule Placer County Document Migration Discovery Session Check-in for October 19, 2021
- ▶ Schedule Orange County Document Migration Discovery Session Check-in for October 21, 2021
- ▶ Schedule Orange County Document Migration Discovery Session Check-in for October 14, 2021
- ▶ Schedule Ventura County Document Migration Discovery Session Check-in for October 21, 2021
- ▶ Schedule Los Angeles County Document Migration Discovery Session Check-in for October 21, 2021

2.3 Deviations from Plan/Adjustments

- ▶ None for the reporting period

3.0 Customer Service Center (CSC)

3.1 Highlights of the Reporting Period

- ▶ Continued progress of Telephonic Signature with Application Development team
- ▶ Met with the committee to review questions about the External Party Access SCR. The design was updated and is pending approval from the committee
- ▶ Continued to plan and prepare for build phase
- ▶ Continued to update the Enhanced Call Control Panel (CCP) and add in the needed functionality

Figure 3.1-1 – CalSAWS Customer Service Center – Requirements Burndown



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Table 3.1-1 – 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

3.2 Activities for the Next Reporting Period

- ▶ Continue discussions regarding Los Angeles County IVR Designs
- ▶ Continue Contact Center Environments Design reviews with the CalSAWS Security Team
- ▶ Finalize Telephonic Signature design and continue review that design with Consortium Team
- ▶ Continue build of SCR CA-226207 for Outbound IVR

3.3 Deviations from Plan/Adjustments

- ▶ None for the reporting period

4.0 Analytics

4.1 Highlights of the Reporting Period

4.1.1 Analytics Summary

Table 4.1.1-1 – 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	84	85	83%
J	Future development	January 15, 2022	TBD	0	75	75	
TOTAL REPORTS				27	427	454	

4.1.2 Soft Launch

- ▶ Scheduled upcoming soft launch for Analytics Release I for October 27, 2021

4.1.3 Production (Hard Launch)

- ▶ Daily and monthly reports and dashboards are current to date per post-cutover plan

4.1.4 Performance and Scalability

- ▶ Prepared performance testing for Release I and production support
- ▶ Reviewed on-request reports reported as slow for performance tuning
- ▶ Investigated additional tuning for Workload Productivity Report (WPR) and Caseload History dashboards
- ▶ Continued to research the impacts of having a Sunday schedule for Sunday reports to ensure the team doesn't run long on Monday evenings (when Monday and Sunday reports are generated)

4.1.5 Development and Testing

- ▶ Release I
 - Dashboards
 - Continued curation build, dashboards build, and testing activities. The soft launch planned for October 27, 2021 remains on schedule

Figure 4.1.5-1 – CalSAWS Analytics – Release I Burndown (OBIEE)

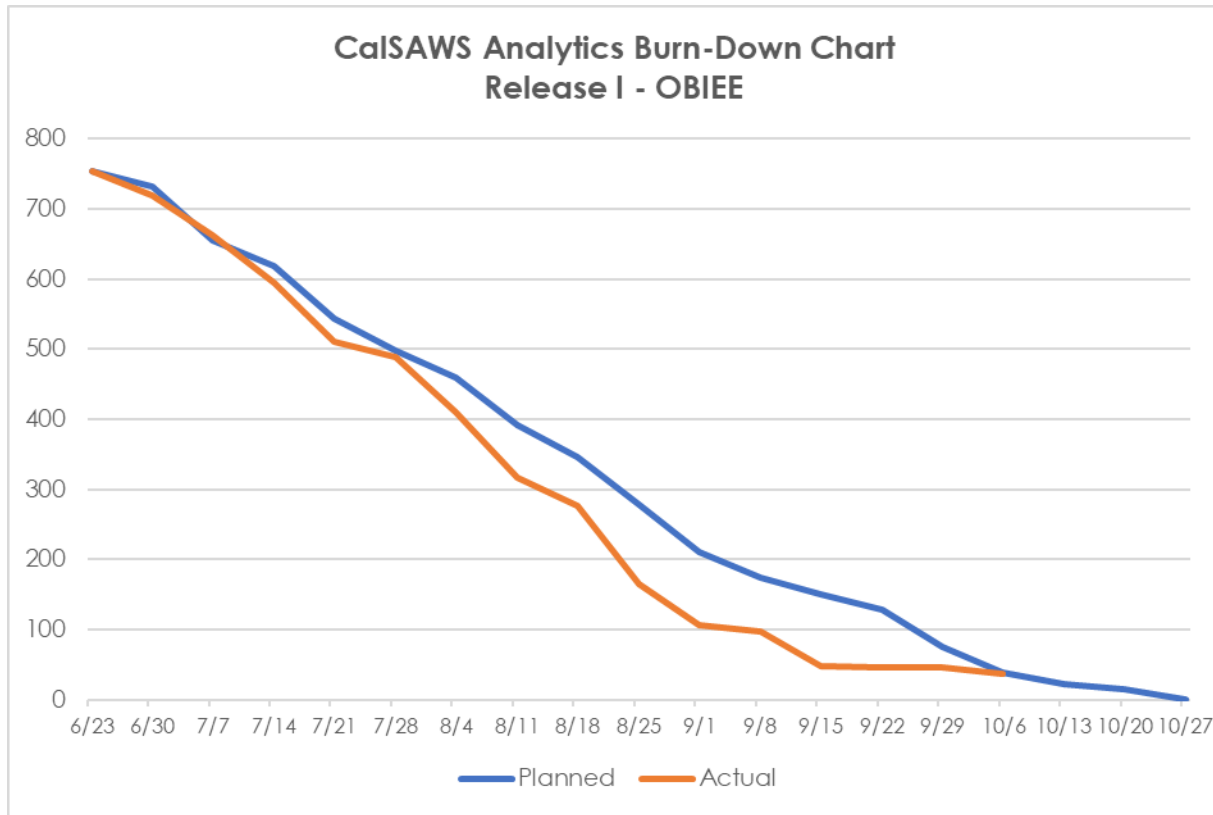


Table 4.1.5-1 – CalSAWS Analytics – Release I Status Matrix (OBIEE)

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
 - Continued Curation and Visualization Build activities, which remain on schedule for the planned Release I soft launch

Figure 4.1.5-2 – CalSAWS Analytics – Release I Burndown (State & Management)

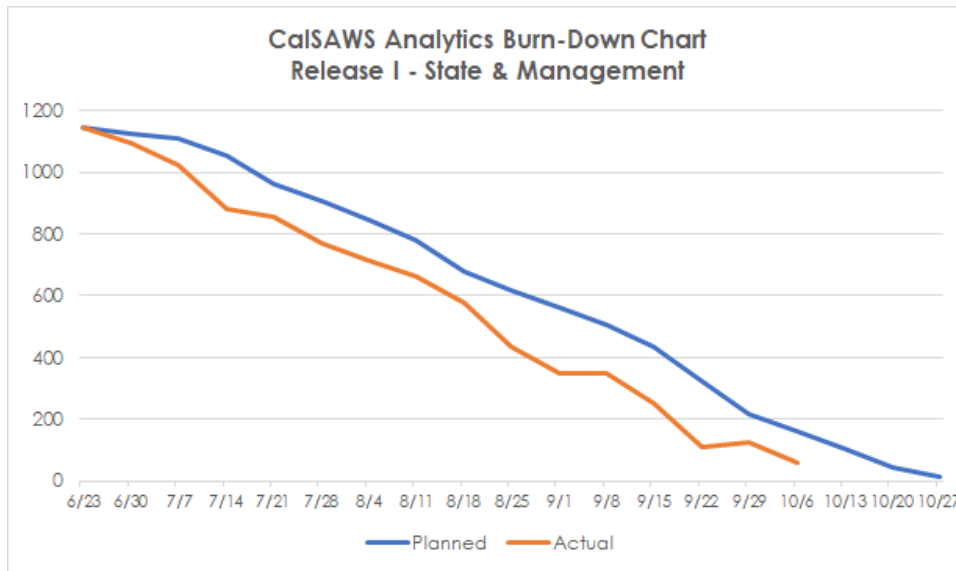


Table 4.1.5-2 – CalSAWS Analytics – Release I Status Matrix (State & Management)

Type	Functional Area	Number of Reports	Reverse Engineering		Curation Build		Curation Test		Consortium Curation Test		Visualization Build		Visualization Test		Consortium Viz Validation	
			Due Date	% Comp	Due Date	% Comp	Due Date	% Comp	Due Date	% Comp	Due Date	% Comp	Due Date	% Comp	Due Date	% Comp
Mgmt	Administration	14	7/15	100%	8/20	92%	9/10	92%	10/27	43%	9/30	100%	10/15	93%	10/27	64%
	Case Activity	23	7/15	100%	8/20	100%	9/10	100%	10/27	61%	9/30	100%	10/15	100%	10/27	83%
	Employment Services	3	7/15	100%	8/20	67%	9/10	67%	10/27	67%	9/30	67%	10/15	67%	10/27	67%
	Fiscal	39	7/15	100%	8/20	94%	9/10	94%	10/27	3%	9/30	90%	10/15	85%	10/27	72%
	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	50%	9/30	100%	10/15	100%	10/27	50%
	Resource Data Bank	1	7/15	100%							9/30	100%	10/15	0%	10/27	0%
TOTAL		84	84 of 84 100%		64 of 68 94%		64 of 68 94%		24 of 68 35%		79 of 84 94%		75 of 84 89%		61 of 84 73%	

Legend:
Complete
Complete as of this week
In Progress

4.1.6 Change Enablement

- o Completed all current change enablement scope

4.2 Re-Platform Migration Schedule

Table 4.2-1 – 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			

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Dashboards			
LRS	<ul style="list-style-type: none"> Operational Reports 	Monthly	30 Sheets
	<ul style="list-style-type: none"> Task Management 	Daily	19 Sheets
	<ul style="list-style-type: none"> Welfare Fraud Prevention & Investigation 	Monthly	4 Sheets
State & Management			
	Category	Number of Scheduled Reports	Number of On Request Reports
LRS and C-IV	<ul style="list-style-type: none"> Administrative 	2	2
	<ul style="list-style-type: none"> Case Activity 	3	5
	<ul style="list-style-type: none"> Employment Services 	0	1
	<ul style="list-style-type: none"> Fiscal 	28	2
	<ul style="list-style-type: none"> Resource Data Bank 	0	0
	<ul style="list-style-type: none"> State 	26	0
	<ul style="list-style-type: none"> Special Units 	0	5
Release G (Migration Window: November 2020 – March 2021) In Production			
Dashboards			
C-IV	<ul style="list-style-type: none"> Call Log (In UAT) 	Daily	19 Sheets
	<ul style="list-style-type: none"> Semi Annual Reporting (In UAT) 	Daily	11 Sheets
	<ul style="list-style-type: none"> WPR and Engagement (In UAT) 	Daily	46 Sheets
LRS / C-IV	<ul style="list-style-type: none"> Reception Log (In Production) 	Daily	10 Sheets
State & Management			
	Category	Number of Scheduled Reports	Number of On Request Reports
LRS and C-IV	<ul style="list-style-type: none"> Administrative 	3	0
	<ul style="list-style-type: none"> Case Activity 	4	3
	<ul style="list-style-type: none"> Employment Services 	0	1
	<ul style="list-style-type: none"> Fiscal 	33	1
	<ul style="list-style-type: none"> State 	0	0
	<ul style="list-style-type: none"> Special Units 	0	0
	<ul style="list-style-type: none"> Resource Data Bank 	0	0
	<ul style="list-style-type: none"> New Reports 	0	0
Release H (Migration Window: February 2021 – June 2021) In Production			
Dashboards			
LRS	<ul style="list-style-type: none"> Caseload History 	Monthly	9 Sheets
	<ul style="list-style-type: none"> Alerts 	Daily	5 Sheets
	<ul style="list-style-type: none"> Alerts (CWS) 	Daily	3 Sheets
	<ul style="list-style-type: none"> Placement Vendor Exception Report (CWS) 	Daily	3 Sheets
	<ul style="list-style-type: none"> Work Order (CWS) 	Daily	6 Sheets
	<ul style="list-style-type: none"> Welfare to Work 	Daily	7 Sheets

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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 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
LRS	• Administrative	4	3
	• Case Activity	14	1
	• Employment Services	7	0
	• 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

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4.3 Activities for the Next Reporting Period

- ▶ Analytics
 - Continue post-cutover report/dashboard support activities
 - Schedule regular meetings with Consortium Regional Managers on reports/dashboard to discuss any critical concerns, work arounds, etc. regarding reports
 - Release I
 - Continue development of Release I reports and dashboards
 - Prepare for Release I performance testing

4.4 Deviations from Plan/Adjustments

- ▶ None for the reporting period

5.0 Application Development and Test

5.1 Highlights of the Reporting Period

5.1.1 Application Development Summary

Table 5.1.1-1 – 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	21	12	0	1	4	0	3
	Design in Progress	0	10	0	15	0	0	1	0	0	0
	Ready for Committee	0	0	0	0	0	0	0	0	0	0
	Committee Review	0	0	0	0	0	0	0	0	0	0
	Pending Approval	0	1	0	1	0	0	0	0	0	0
Build	Approved	0	2	0	1	1	1	1	1	1	1
	In Development	0	11	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	28	0	0	0	0	0	0	0	0	0
	Test Complete	2	0	0	0	0	0	0	0	0	0
	In Production	0	0	0	0	0	0	0	0	0	0
	Grand Total	30	27	0	38	13	1	3	5	1	4

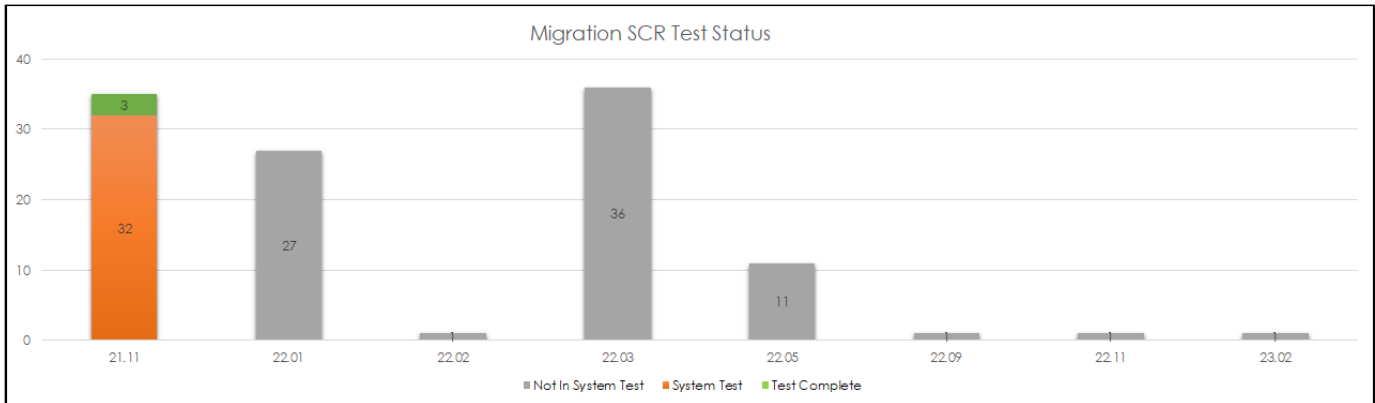
SCRs in Production	778
SCRs with Release TBD	2

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"
- ▶ Continued drafting designs and development activities for DDIDs. Status is provided in Figure 5.1.1-1 (CalSAWS DDID Design Status) above

5.1.2 DDID System Test Status

Figure 5.1.2-1 – DDID System Test Status

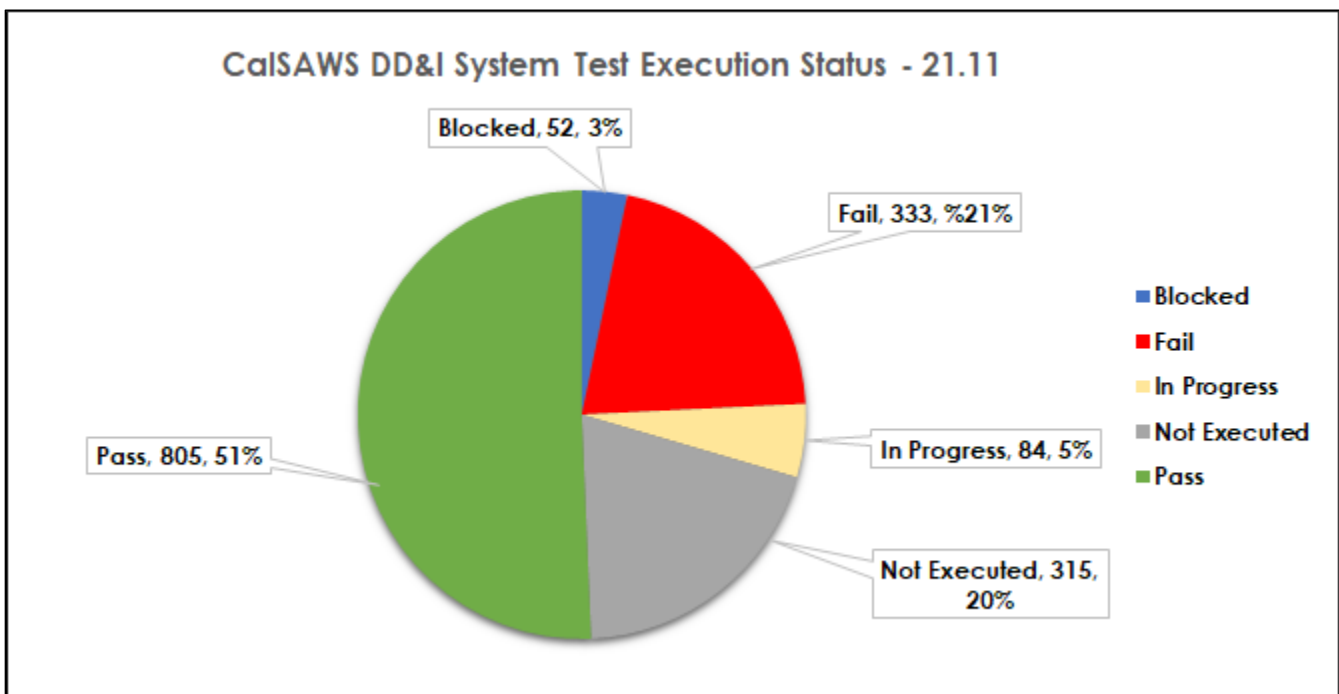


Notes:

- 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 5.1.2-1 – DDID System Test Status

Pass Rate Target as of October 8, 2021	50%
Pass Rate Actual as of October 8, 2021	51%
System Test Complete Date: November 19, 2021	



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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 test execution for Release 21.11. Status is provided in Figure 5.1.2-1 (CalSAWS DDID System Test Execution Status) above
 - Most failed scripts are tied to intermittent availability of the CalSAWS GAGR Correspondence Service which the teams continue to work through

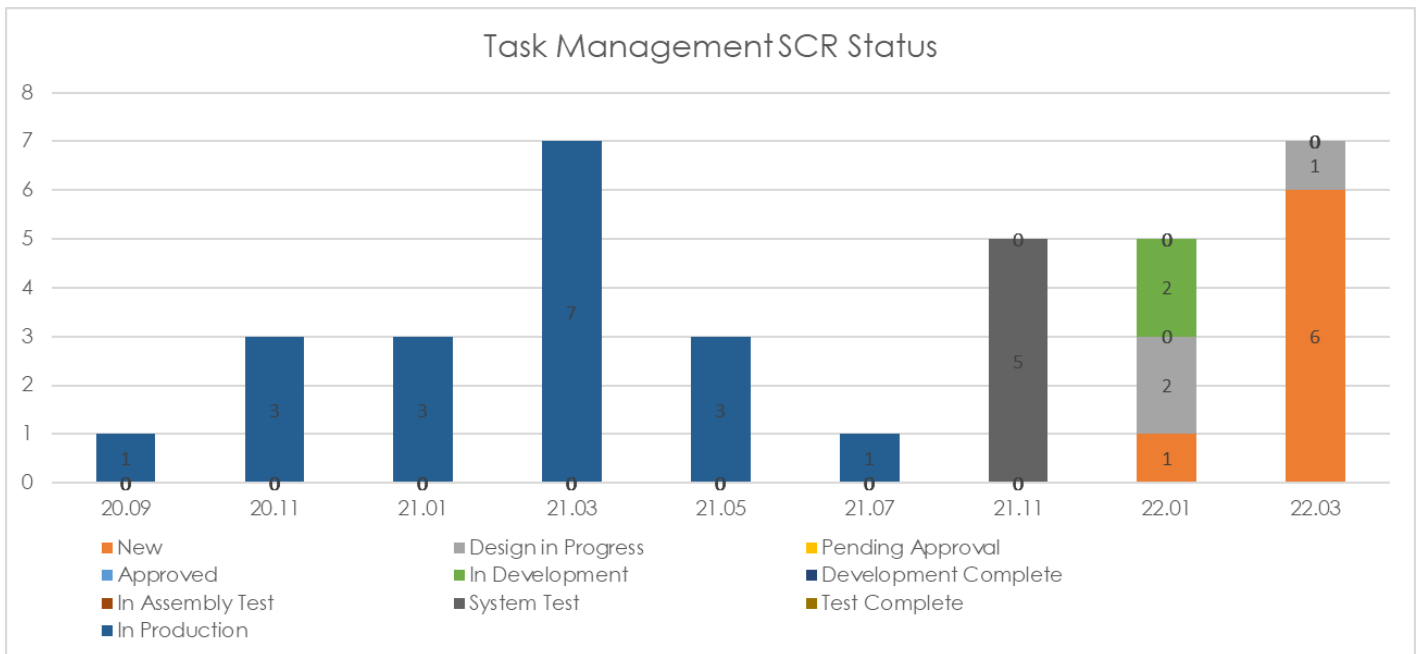
5.1.3 Non-State Forms (NSF):

- ▶ State form translations
 - CA-231858 – CW 105: Waiting for State translations
 - All other State forms in this effort have been deployed to production

5.1.4 Task Management

- ▶ Continued to meet with Consortium Business Analysts and Quality Assurance team (QA) to develop designs for the 22.01 release
 - CA-214905 DDID 2230
 - CA-214914 DDID 2249, 2247
- ▶ Continued to meet with Consortium Business Analysts and Quality Assurance team (QA) to develop designs for the 22.03 release
 - CA-214916 DDID 2233

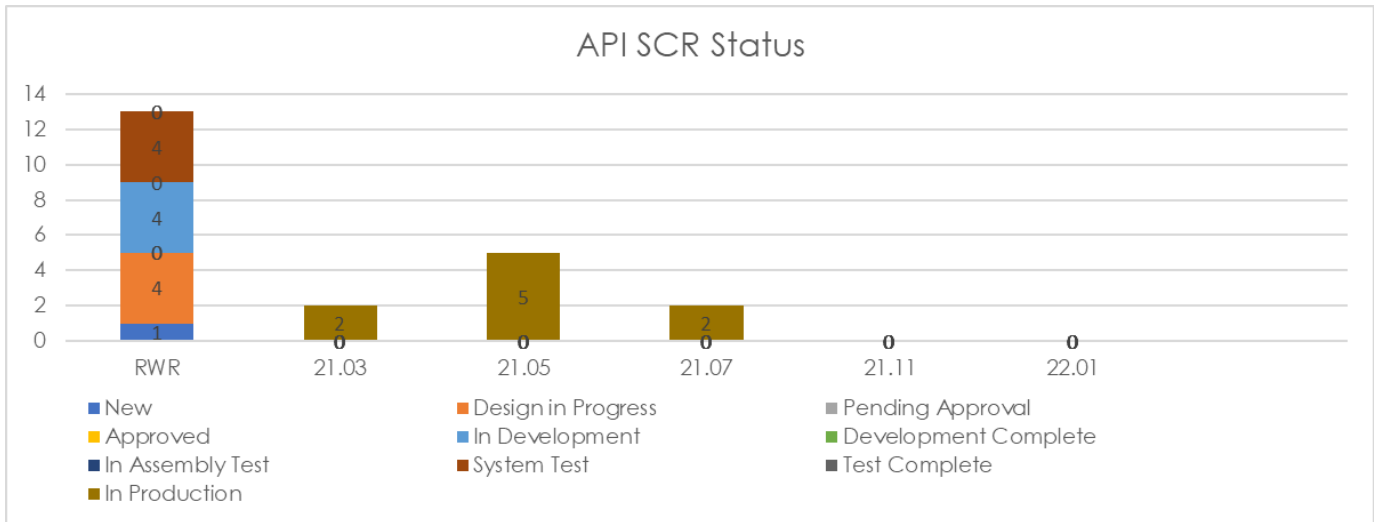
Figure 5.1.4-1 – Task Management DDID Status



5.1.5 Application Programming Interface (API)

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

Figure 5.1.5-1 – API DDID Status



5.1.6 GA/GR

- ▶ General:
 - Provided the weekly status update and GA GR release plan changes to the Consortium on October 5, 2021
 - Discussed the GA/GR Correspondence work products and design clarifications on October 5, 2021, and October 7, 2021
 - Discussed the GA/GR Correspondence web service design clarifications on October 6, 2021, and October 8, 2021
 - Reviewed the following designs with Business Analysts on October 7, 2021
 - Final Design of CA-229096 - Phase 2 Batch 4 - Income Rules and corresponding NOA Reasons
 - Final Design of CA-233489 - Phase 3 Batch 1 - Income Rules and corresponding NOA Reasons
 - Draft Design of CA-233487- Group 4 Forms
 - Draft Design of CA-225258 - DDID 2314/2319 FDS : GA GR NOA/Form Generations Phase 2
 - Draft Design of CA-233489 - Phase 3 Batch 2 - Income Rules and corresponding NOA Reasons
 - 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

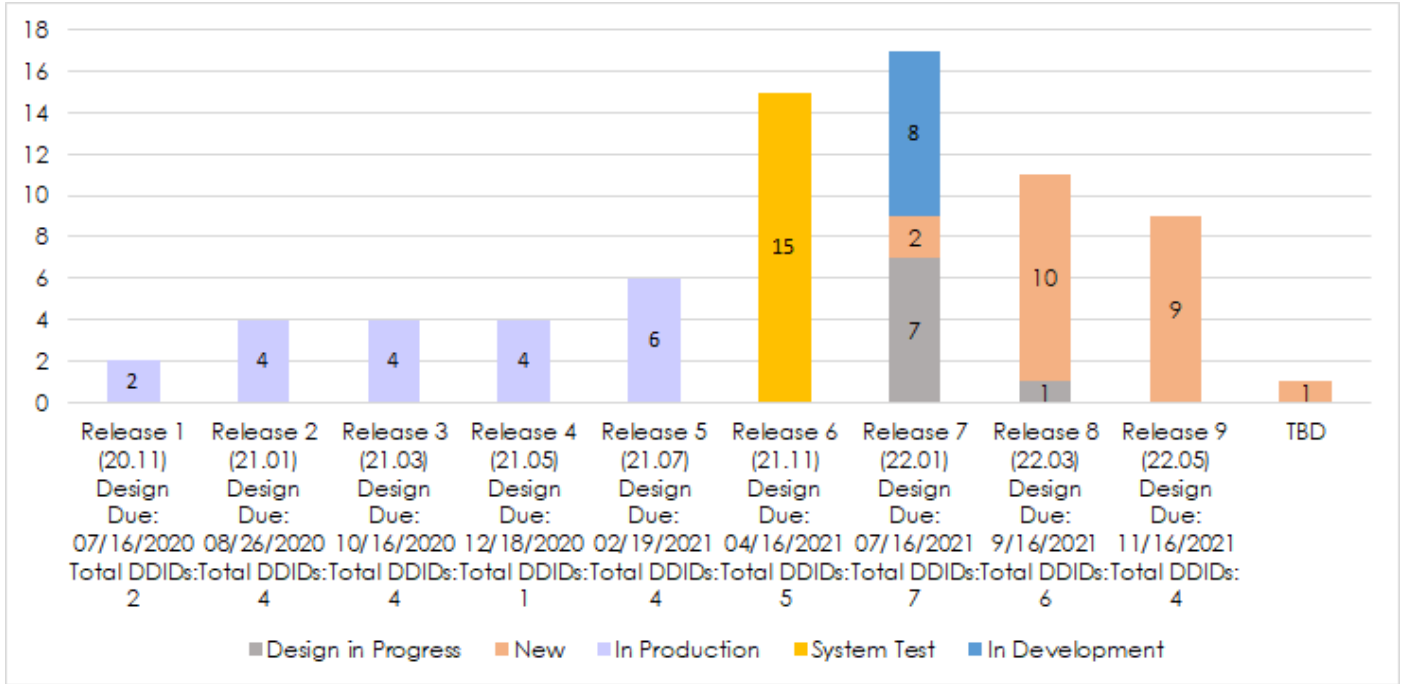
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- CA-215917 – DDID 2314 FDS: GA GR Rules phase 3 – resource, reporting rules and corresponding NOA reasons, MU triggers

Figure 5.1.6-1 – GA/GR DDID Status



► CalWIN Correspondence Track:

Figure 5.1.6-2 – GA/GR Correspondence

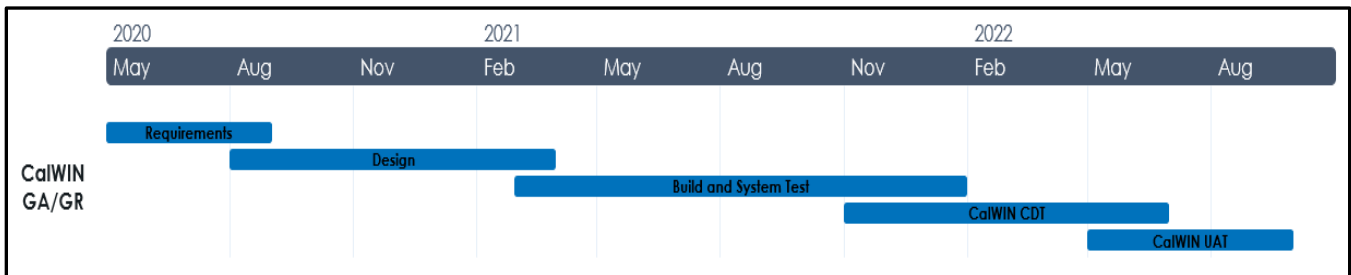


Figure 5.1.6-3 – CalWIN GA/GR Correspondence Development

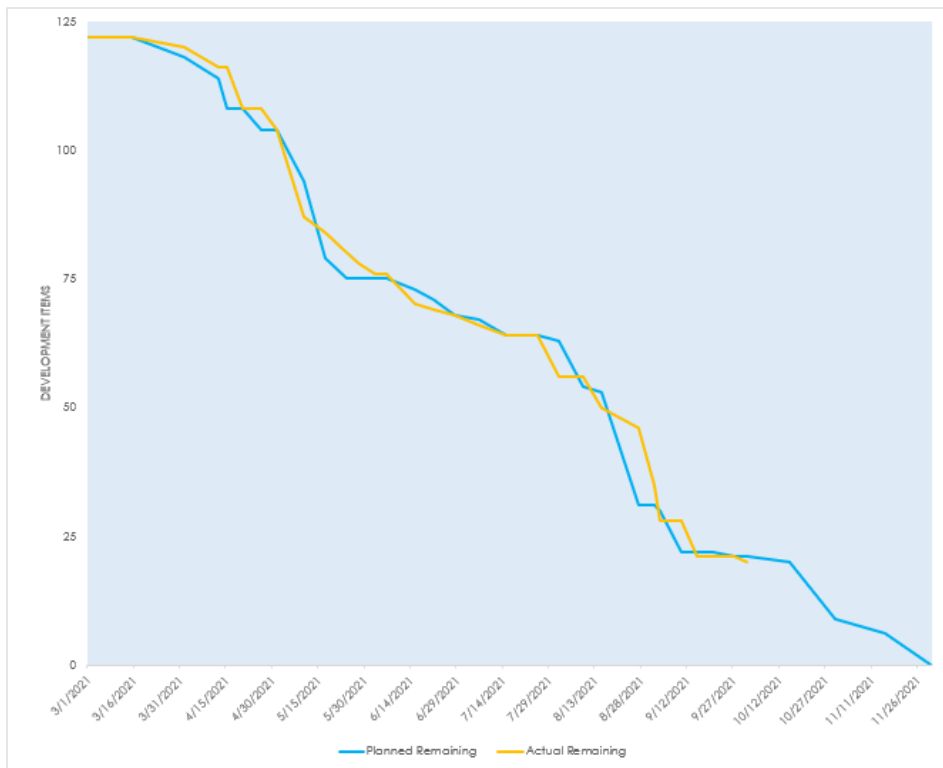
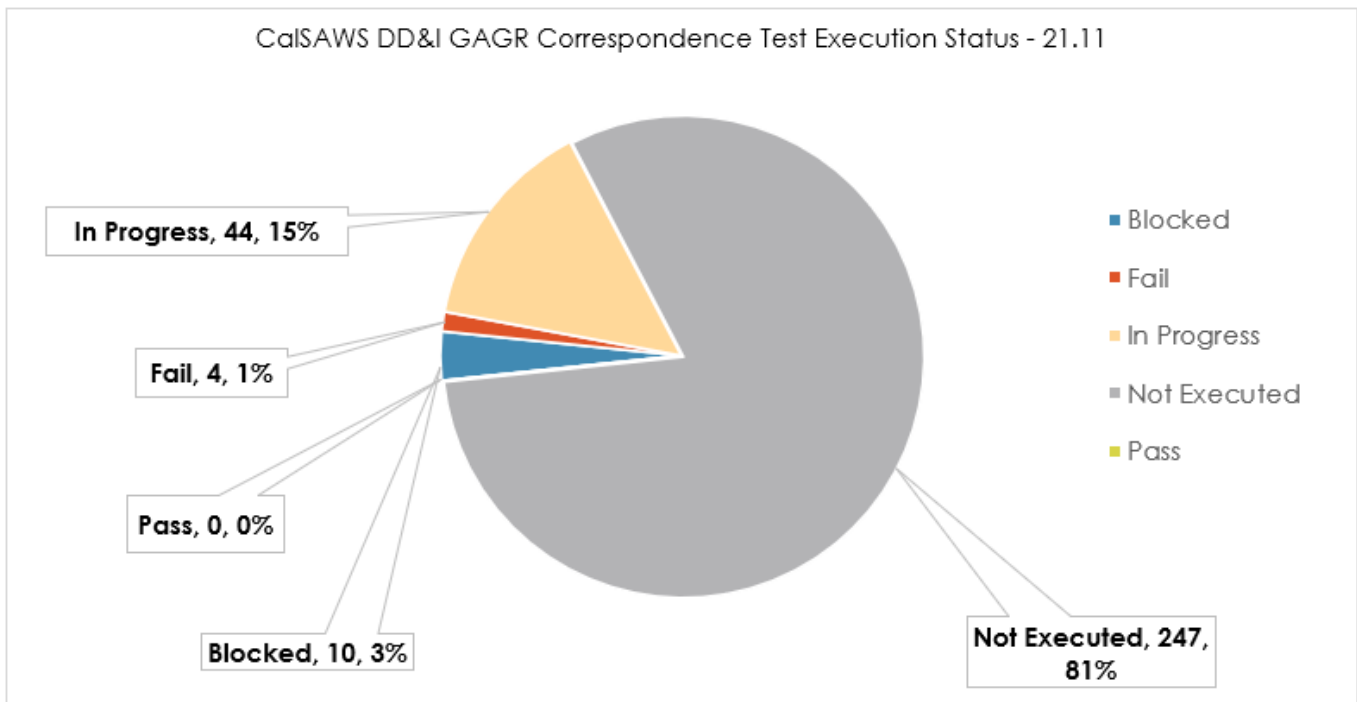


Figure 5.1.6-4 – CalWIN CalSAWS GA/GR Correspondence Testing



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- ▶ Gainwell Technologies System Testing for 21.11
 - Four test cases have failed and blocked an additional 10 scripts
 - Additional code is being deployed to resolve defects
 - 44 test scripts are in progress
- ▶ Gainwell Technologies System Testing for 22.01
 - Began testing on 22.01 in parallel as the System Test team is waiting for defect fixes to be implemented for 21.11

5.1.7 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
 - Completed build/test of the LDS Issuance and Journal History PDF and the (new) LDS Converted Case Detail page. Deployment is targeted for October 14, 2021
 - Wave 1 Counties (Yuba, Humboldt, Trinity, Glenn, Tuolumne, Nevada, Colusa) will be converted on October 15, 2021. This data will be viewable in Production on October 16, 2021
- ▶ Case Data Removal Detail page and PDFs targeted for deployment week of October 26, 2021 (SCR CA-229300)

Figure 5.1.7-1 – LDS Conversion Gantt Chart



5.1.8 Deliverable Management

Table 5.1.8-1 – Deliverable Status for Current Reporting Period

DEL #	DELIVERABLE NAME	STATUS
62	CalSAWS Requirements Traceability Matrix – Update #8	<ul style="list-style-type: none"> Submitted the FDEL to the Consortium for review and approval on October 8, 2021 Approval of the FDEL is due on October 18, 2021

5.2 Activities for the Next Reporting Period

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

Deliverable Management

Table 5.2-1 – Deliverable Status for Next Reporting Period

DEL #	DELIVERABLE NAME	STATUS
62	CalSAWS Requirements Traceability Matrix – Update #8	<ul style="list-style-type: none"> Address comments and questions regarding the FDEL, as needed Approval of the FDEL is due on October 18, 2021

5.3 Deviations from Plan/Adjustments

- ▶ None for the reporting period

6.0 Conversion

6.1 Highlights of the Reporting Period

6.1.1 C-IV Conversion

- ▶ Continued post go-live support for former C-IV Counties
 - o In System Test
 - CA-233863 – Converted Historical report records not being mapped to correct identifications (IDs)
 - o In-progress
 - CA-233874 – Missing Immunization Records
 - CA-234290 – Clean up Direct Deposit historical statuses for Organizations that had multiple accounts
 - CA-234330 – Referral Inventory not returning converted records for some search criteria (Working jointly with online team)
 - CA-234520 – Household statuses have NULL date as begin date

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- CA-234542 – C-IV Counties' Foster Care cases were companioned to Los Angeles CPS cases during cutover
- CA-234627 – Payees Converted as Resources for Non-KG/AAP Cases
- o New
 - CA-234345 – Imaging Form Information Not returning in System form lookup
 - CA-234518 – FC/KG/AA Payee as person in C-IV not converted as Resource on Issuance table
 - CA-234635 – C-IV Staff created after 8/23 Spoken Language details not included during conversion
 - CA-234649 – Investigation Results Detail Possible issues with Investigation Results and Savings Amount fields
 - CA-234657 – Conversion Data not Displaying translated and Appended NOAs in Distributed Documents

6.1.2 CalWIN Conversion:

- ▶ Data Model (DM) 21.09 Epic
 - o Team has prioritized items into a Golden Data Set (GDS) 2 hardening sprint
- ▶ CalWIN Conversion Golden Data Set (CW GDS) 1
 - o Completed Wave 5 per plan
 - o Began Wave 6

Table 6.1.2-1 – CalWIN Conversion Statistics 21.09 (Sept 2021 - Oct 2021)

21.09												
Sprint	Total - Deferred Items	Sprint Duration		Item Status								
				0%	25%	30%	50%	75%	5%	100%	100%	0%
				Not Started	Analysis & Mapping in Progress	Ready for Consortium Review	Build In Progress	Ready for AT	On Hold	Completed (Tested)*	CNR	Deferred
Overall	105	9/3/2021	10/22/2021	1	5	0	24	31	0	44	0	0
Data Model Sprint 1	33	9/3/2021	10/1/2021	0	1	0	6	4	0	22	0	0
EDBC Match Sprint 7	20	9/3/2021	10/1/2021	0	2	0	6	2	0	10	0	0
GDS#2 Hardenign Sprint	52	10/4/2021	10/22/2021	1	2	0	12	25	0	12	0	0

- ▶ Continued CalWIN Conversion System Test Development (Epic) which is approximately 69% completed and with the plan to complete development of all scripts by the end of October 2021. The Team will take the necessary actions to maintain the overall Test Development schedule

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Table 6.1.2-2 – 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 UIED	Scenarios	1	9/7/2021	10/29/2021	0	0	1	0	0%	0%	0.0

6.1.3 Gainwell Technologies

- ▶ CalWIN Data Migration
 - Continued working with the Conversion teams to plan future data delivery milestones
 - Completed discussion and reached a decision on additional data points to be included for shell cases to align with the C-IV shell cases
 - 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
 - Data Retention planned for November 7, 2021, and November 11, 2021 as communicated to OPAC

6.1.4 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
 - Followed up with Counties to address issues found within the files
- ▶ Collections, SIU/Fraud and Task
 - Completed data mapping and transformation
- ▶ Shell Cases
 - Completed data mapping and transformation build and test

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Table 6.1.4-1 – 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 to note		

Table 6.1.4-2 – 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 Received production sized files	N/A	N/A
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

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

Figure 6.1.4-1– Ancillary Systems Conversion Gantt Chart

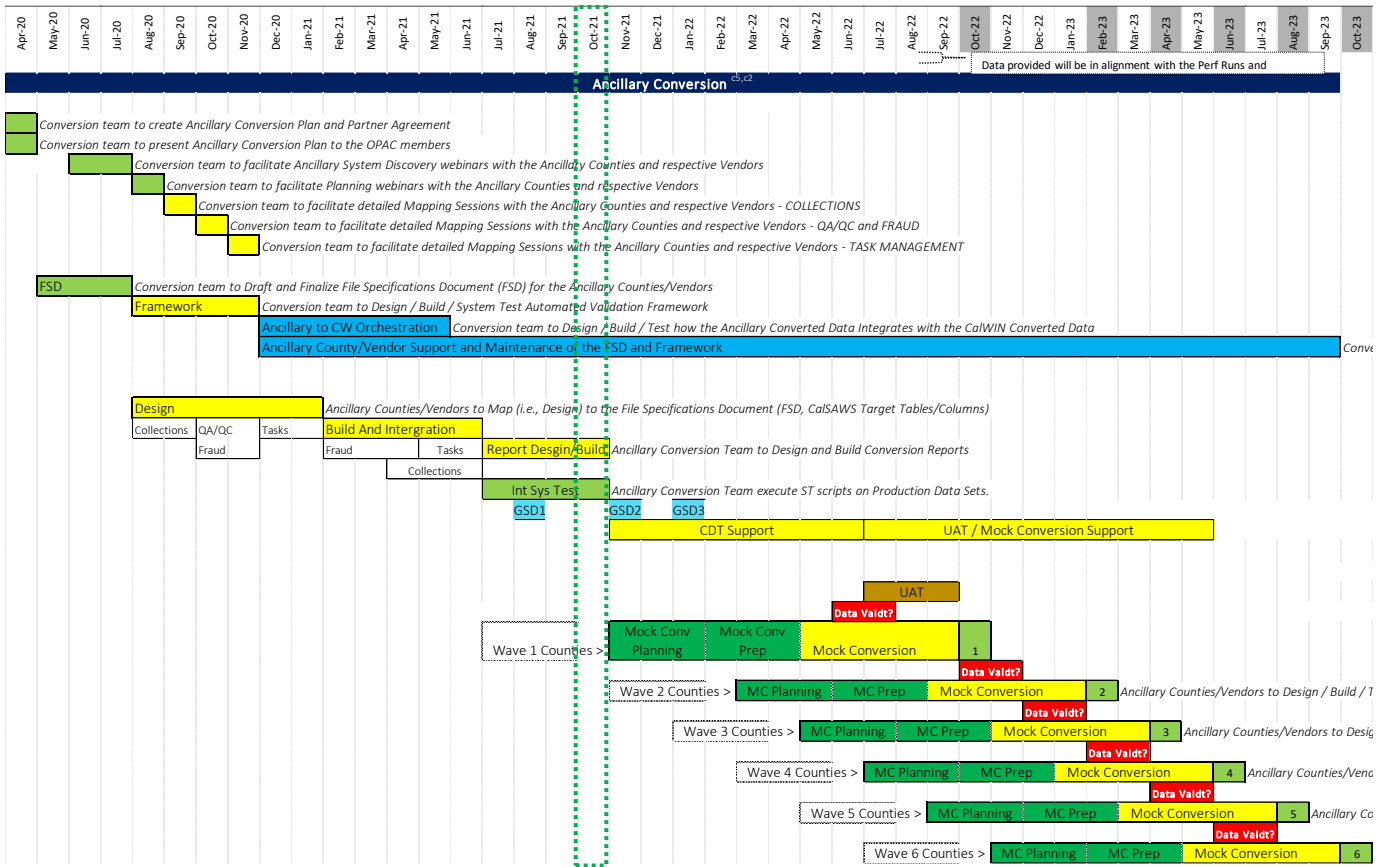


Table 6.1.4-3 – Ancillary Systems Conversion Milestones

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 handling for Ancillary provided Data is ready for the Counties	Completed
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

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FINISH	MILESTONE	MILESTONE DESCRIPTION	STATUS
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

6.1.5 Deliverable Management

Table 6.1.5-1 – Conversion Deliverable Status for Current Reporting Period

DEL #	DELIVERABLE NAME	STATUS
97	CalWIN/CalSAWS Master Conversion Plan – Update #2	<ul style="list-style-type: none"> Began developing the DDEL Submission of the DDEL is due on October 20, 2021

6.2 Activities for the Next Reporting Period

6.2.1 C-IV Conversion:

- ▶ Continue post go-live support for C-IV Counties

6.2.2 CalWIN Conversion:

- ▶ Continue CalWIN Golden Data Set (GDS) 1
 - Continue Wave 6
 - Anticipate completion by October 15, 2021
- ▶ Complete Eligibility Determination Benefit Calculation (EDBC) match defect resolutions Sprint 7
 - Continue to review results from the EDBC Match Batch execution
 - Begin EDBC Match Sprint 8

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- ▶ Continue GDS2 Hardening sprint
- ▶ Continue System Test scenario development
- ▶ Continue Converted Data Delivery planning activities

6.2.3 Gainwell Technologies

- ▶ CalWIN Data Migration
 - Continue documentation with CalSAWS on extraction plans around shell cases
 - Continue planning for future CalWIN extractions
- ▶ CalWIN Data Retention M&O
 - Continue planning for future data retention runs

6.2.4 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 for automation development

6.2.5 Deliverable Management

Table 6.2.5-1 – Conversion Deliverable Status for Next Reporting Period

DEL #	DELIVERABLE NAME	STATUS
97	CalWIN/CalSAWS Master Conversion Plan – Update #2	<ul style="list-style-type: none">• Continue developing the DDEL• Submission of the DDEL is due on October 20, 2021

6.3 Deviations from Plan/Adjustments

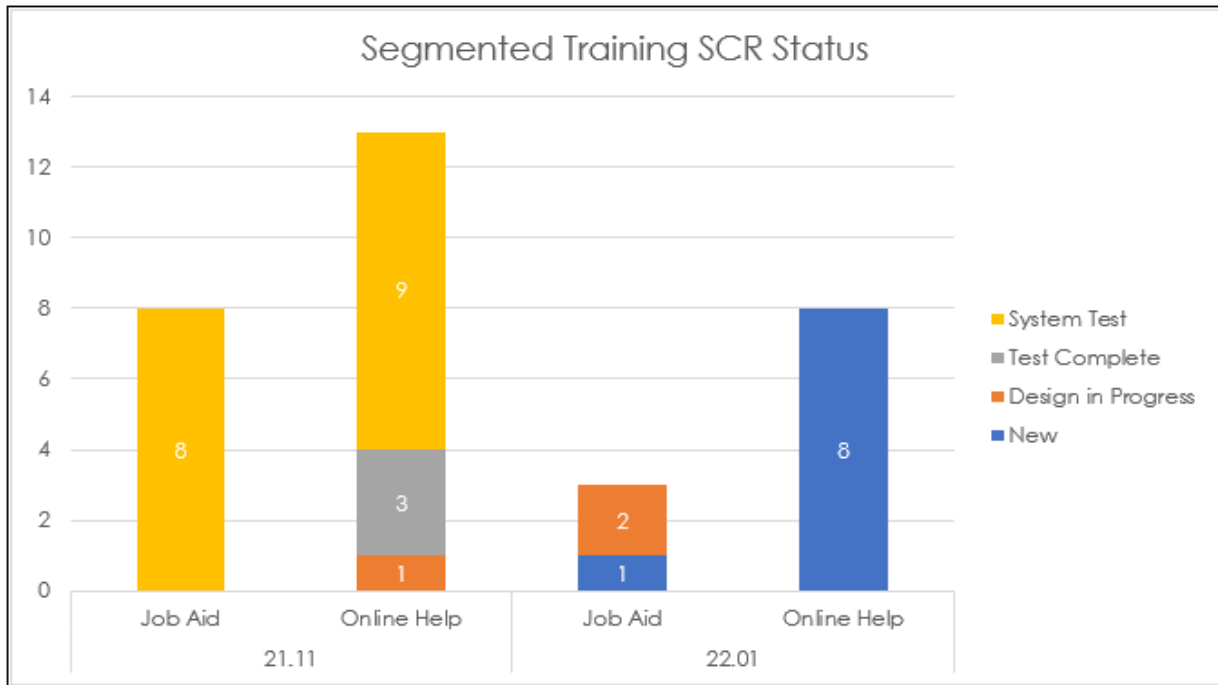
- ▶ None for the reporting period

7.0 Training

7.1 Highlights of the Reporting Period

- ▶ Hosted weekly Training touchpoint meeting on October 5, 2021
- ▶ Delivered weekly Training Executive Summary report for October 8, 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 Post Deployment County stakeholder calls
- ▶ Training Environments
 - Continued to work cross-team to troubleshoot CalSAWS Training Staging and Training Production environment tickets
- ▶ Learning Management System (LMS)
 - Continued to work cross-team to troubleshoot CalSAWS Learning Management (LMS) Tickets
 - Planning training for LMS support to the Consortium Training team
- ▶ Continued to assist the BenefitsCal training team on LMS administrative functions/configuration
- ▶ Imaging
 - Attended weekly Training touchpoint with Consortium Training Manager on October 5, 2021
 - Drafted Imaging Workflow Queues Fact Sheet
 - Sent session materials and instructions for testing access to CalSAWS Training Production to Los Angeles County Imaging Train-the-SME (ITTSME) participants for the following sessions:
 - October 18, 2021
 - October 19, 2021
 - October 20, 2021
 - October 21, 2021
 - Delivered Los Angeles County Imaging Train-the-SME (ITTSME) on October 6 and 7, 2021

Figure 7.1-1 Training SCR Status



Note: The above bar chart shows the number of SCRs, not individual Job Aid/Online Help updates. Data is as of October 11, 2021

Deliverable Management

Table 7.1-1 – Training Deliverable Status for Current Reporting Period

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

7.2 Activities for the Next Reporting Period

- ▶ Host weekly Training Touchpoint meeting on October 11, 2021
- ▶ Continue to monitor progress for Training Staging, Training Production Environment and Learning Management System (LMS) login incidents
- ▶ Provide support during the daily Post-Deployment County Stakeholder calls
- ▶ Imaging
 - Deliver Los Angeles County Imaging Train-the-SME (ITTSME) on October 12, 13, and 14, 2021

Deliverable Management

Table 7.2-1 – Training Deliverable Status for Next Reporting Period

DEL #	DELIVERABLE NAME	STATUS
	None for the next reporting period	

7.3 Deviations from Plan/Adjustments

- ▶ None for the reporting period

8.0 Deployment

8.1 Highlights of the Reporting Period

8.1.1 Implementation

- ▶ Continued to provide enhanced Post-Deployment Support
 - Provided on-site support for each of the 5 Regions with the former C-IV Counties, by visiting select County offices
 - Region 1 – three of the four Region 1 Counties had on-site Project Support week 2 of go-live
 - Region 2 – All Region 2 Counties accepting visitors (7) had on-site Project Support during week 2 of go-live; three of the ten Region 2 Counties are not accepting on-site support at this time
 - Region 3 – seven of the fourteen Region 3 Counties had on-site Project Support during week 2 of go-live
 - Region 4 – six of the seven Region 4 Counties accepting visitors had on-site Project Support during week 2 of go-live; one of the eight Region 4 Counties are not accepting on-site support at this time
 - Region 5 - All Region 5 Counties had on-site Project Support week 2 of go-live
 - Created, maintained, and distributed a High-Impact Issue tracker, which documents the CalSAWS and BenefitsCal defects with a high-level of impact across the Counties
 - 111 total defects were logged on the tracker
 - By Status:
 - 40 went into Production the week of September 27, 2021
 - 26 went into Production the week of October 4, 2021
 - 8 have a target resolution date for the week of October 11, 2021
 - 30 have been assigned a priority release with an undisclosed October 2021 date
 - 1 has a target resolution date of 21.11
 - 2 are Release When Ready (RWR)
 - 4 have a TBD date
 - By System Owner and Priority:

Table 8.1.1-1 - High-Impact Issues Tracker - Defects by System Owner and Priority

SYSTEM OWNER	1-High/Non-Cosmetic	2-Normal/Medium	3-Normal/Low	4-Cosmetic	N/A - SCR	TOTAL
BenefitsCal			7			7
CalSAWS	5	16	68	1	10	100
FIS			1			1
Hyland	1	2				3
Total	6	18	76	1	10	111

- o Hosted the Daily Project Stakeholder call, during which Team Leads provided the latest updates on the CalSAWS Production system and BenefitsCal to determine if critical issues occurred that need to be communicated during the County Stakeholder Call at 4:00 p.m.
- o Hosted the Daily CBO/Advocate Stakeholder Call from 3:00 p.m. – 3:30 p.m., Monday-Friday, during which the Project provided updates on known Consumer Impact issues and CBOs/Advocates had the opportunity to escalate any questions
- o Hosted the Daily County Stakeholder Call from 4:00 p.m. – 5:00 p.m., Monday – Friday, during which the Project provided updates on known high-impact issues and County Stakeholders had the opportunity to escalate global issues to the Project that are 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), Technical Point of Contacts (TPOCs), and County Help Desks on the outcomes of the stakeholder call
- o Hosted the Centralized Command Center, where county how-to questions can be asked via designated office-level support individuals within the Counties
 - Gathered metrics for the Command Center (see figures 8.1.1-1 and 8.1.1-2)
- o Created and distributed Post-Deployment Fact Sheets based on a communication need identified from County questions. Topics included:
 - How to Print Warrants
 - Imaging
 - Print Options
 - How to Update EBT Printers
 - Understanding Correspondence Available in CalSAWS
 - Reports and Dashboards Access Denied Workaround
 - Imaging Workflow Queues
 - Viewing Qlik Reports in Internet Explorer
 - FAQ Client Correspondence
- o Partnered with Project Subject Matter Experts (SMEs) to attend the daily Regional Stakeholder calls to cover Imaging, Client Correspondence, and Fiscal
- ▶ Continued 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 Attended Daily Post-Deployment Project Stakeholder Calls
 - o Attended CalSAWS Post-Deployment County Stakeholder Calls
 - o Assisted CalSAWS Command Center and targeted on-site support staff in answering County questions regarding the CalSAWS Imaging Solution

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

Figure 8.1.1.1 – Command Center Call Breakdown by Week

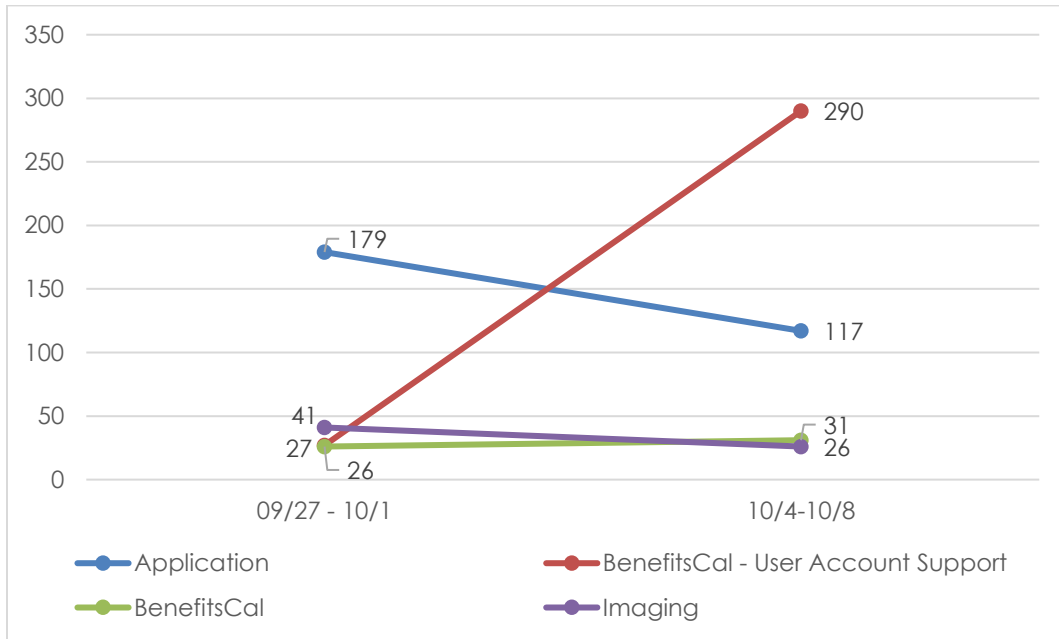
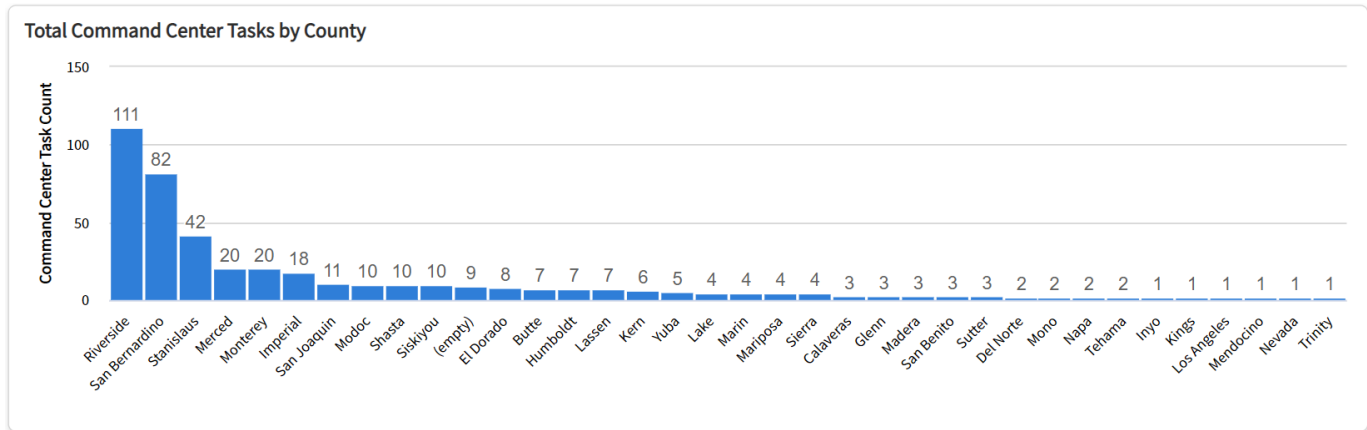


Figure 8.1.1.2 – Command Center Total Calls

Queue	Total Calls
Application	299
BenefitsCal - User Account Support	317
BenefitsCal	57
Imaging	67

Figure 8.1.1.3 – Command Center Total Calls by County



8.1.2 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
- ▶ Communication
 - T-3 Week User Readiness Assessment Survey
 - Finalized the questions for the sixth and final T-3 User Readiness Assessment Survey
 - Distributed and managed the Fact Sheets for Post-Deployment Support via the Fact Sheet Tracker
 - Assisted in compiling the Daily High Impact Issues Tracker
- ▶ Imaging
 - Finalized Imaging questions for T-3 Week Change Readiness Assessment Survey
 - Los Angeles County Imaging Change Management
 - Prepared Active User List for Los Angeles County T-3 Week Imaging Change Readiness Assessment distribution
 - Began drafting Document Manipulation Infographic
 - Continued planning for Los Angeles County Imaging Change Network October monthly meeting

Figure 8.1.2-1 – CalSAWS Sandbox Environment: Total Number of Counties that Logged in per Week
 (Excluding 02/01/2021-02/09/2021, 09/13/2021-09/17/2021) *

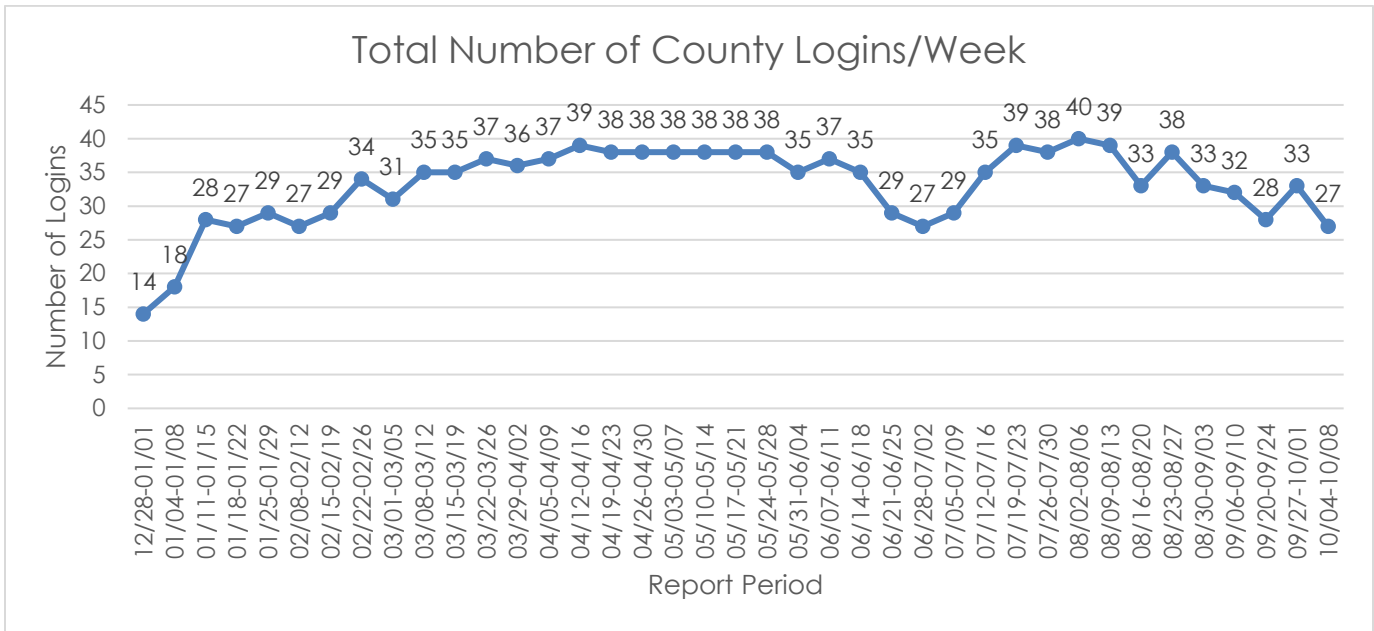
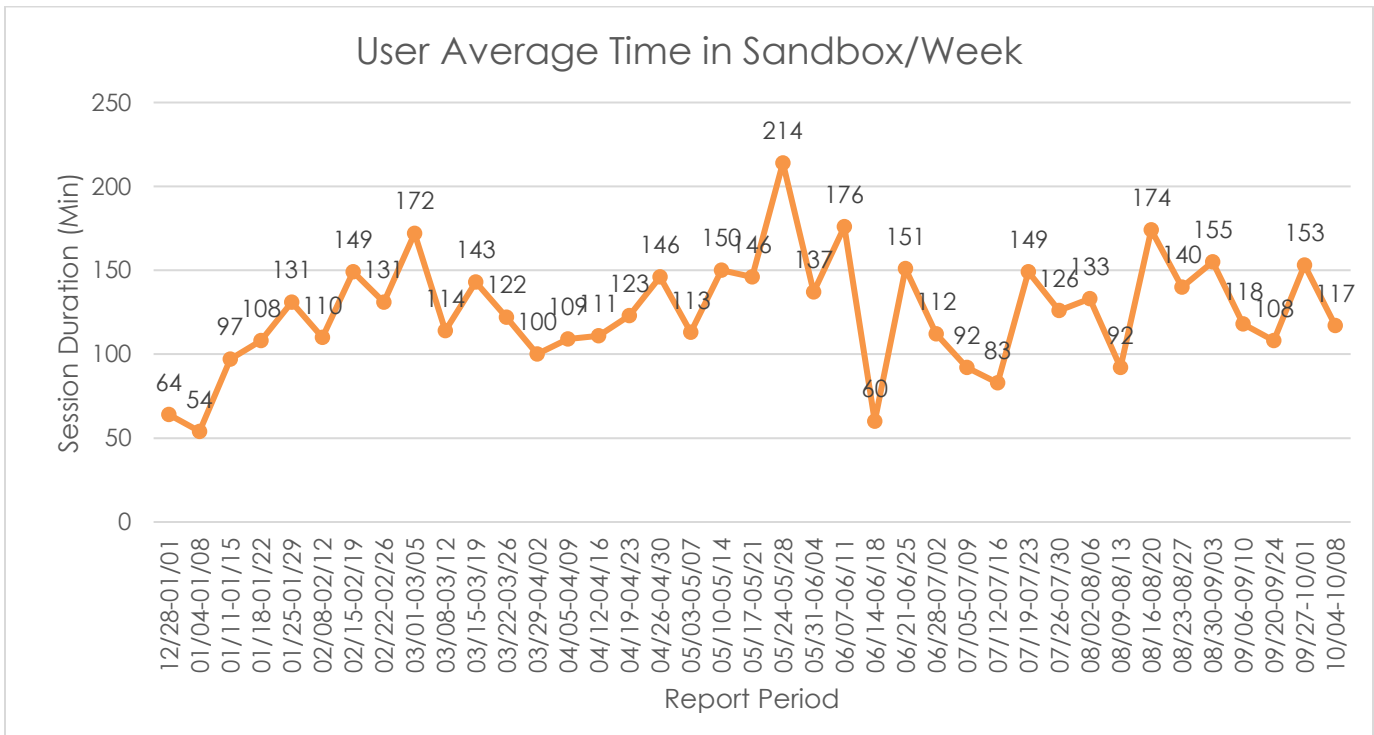


Figure 8.1.2-2 – CalSAWS Sandbox Environment: Average Time Users Spent in the Sandbox per Week
 (Excluding 02/01/2021-02/09/2021, 09/13/2021-09/17/2021) *



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Table 8.1.2-1 – Login Counts & Total Logged Time by County During Reporting Period

COUNTY	USER	LOGIN COUNT	TOTAL LOGGED TIME
Butte	Users 1, 5	7	00:16:34
Contra Costa	Users 1, 2, 3	16	04:13:41
Del Norte	Users 1, 2, 3, 4, 5, 6	13	03:24:25
El Dorado	User 1	1	00:00:39
Humboldt	User 2	4	00:27:41
Kern	Users 2, 3	7	02:20:52
Los Angeles	Users 4, 5, 6	76	1:00:00:25
Mendocino	User 2	5	00:03:09
Merced	Users 1, 2, 3, 5	24	05:20:30
Monterey	Users 1, 4, 5	6	01:02:14
Orange	Users 1, 2, 3, 4, 5, 6	60	00:48:36
Riverside	Users 1, 2, 4, 5, 6	10	02:12:27
Sacramento	User 1	1	00:22:59
San Diego	Users 1, 2, 3	29	15:45:09
San Francisco	Users 1, 6	13	01:34:59
San Joaquin	Users 4, 6	3	00:27:13
San Luis Obispo	Users 1, 2	10	04:04:42
San Mateo	Users 1, 6	6	02:05:17
Santa Barbara	Users 1, 2, 3, 4, 5	30	09:30:40
Santa Clara	Users 1, 2, 4, 5	31	20:18:45
Santa Cruz	Users 1, 2	2	00:44:00
Solano	Users 1, 6	4	00:46:49
Sonoma	User 1	2	05:23:42
Stanislaus	User 1	2	01:25:37
Tulare	User 1	1	00:04:05
Ventura	Users 1, 6	8	01:29:03
Yolo	User 2	1	00:00:00

8.1.3 Deliverable Management

Table 8.3.1-1 – Deployment Deliverable Status for Current Reporting Period

DEL #	DELIVERABLE NAME	STATUS
66	CalSAWS Deployment Complete Milestone/Report – C-IV	<ul style="list-style-type: none"> Worked with Deliverable Reviewer's to address comments on the FDED as needed Received approval for the FDED on October 7, 2021

8.2 Activities for the Next Reporting Period

8.2.1 Implementation

- ▶ Continue to provide enhanced Post-Deployment Support
 - Provide on-site support for each of the 5 Regions with C-IV Counties, by visiting select County offices
 - Host the Daily Project Stakeholder call, during which Team Leads will provide the latest updates on the CalSAWS Production system and BenefitsCal to determine if critical issues occurred that need to be communicated during the County Stakeholder Call at 4:00 p.m.
 - Host the Daily County 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 and County Stakeholders will have the opportunity to escalate global issues to the Project that are being seen in the Counties
 - Distribute the Daily High-Priority Issue Summary Update Email to County Implementation Point of Contacts (IPOCs), Primary Point of Contacts (PPOCs), Technical Point of Contacts (TPOCs), and County Help Desks on the outcomes of the stakeholder call
 - Host the centralized Command Center, where County how-to questions can be asked via designated office-level support individuals within the Counties
 - Work with Project Subject Matter Experts (SMEs) to attend daily Regional Stakeholder calls to cover Imaging
 - Continue to create Fact Sheets based on communications need
- ▶ 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
 - Host Los Angeles County Imaging Implementation Readiness Checkpoint on October 12, 2021
 - Host meeting with Region 6 Regional Managers and Los Angeles County Imaging Leads regarding County Readiness Task Updates on October 12, 2021
 - Attend Daily Post-Deployment Project Stakeholder Calls
 - Attend CalSAWS Post-Deployment County Stakeholder Calls
 - Continue supporting Command Center and targeted on-site support staff in answering County Imaging questions
 - Continue monitoring Project and County Imaging Readiness tasks for Los Angeles County Imaging implementation
 - Continue planning for Los Angeles County post-deployment Imaging support
 - Draft CRFI for Los Angeles County Imaging Implementation Office-Level Support

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8.2.2 Change Management

- ▶ Continue 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
- ▶ Begin creating the Change Management portion of the DDEL #66
- ▶ Communication
 - T-3 Week User Readiness Assessment Survey
 - Finalize the questions and the CIT for the sixth and final T-3 User Readiness Assessment Survey
 - Distribute and manage the Fact Sheets for Post-Deployment Support via the fact sheet tracker
 - Continue to compile the Daily High Impact Issues Tracker
- ▶ Imaging
 - Continue planning for Los Angeles County Imaging Change Network October Monthly meeting
 - Draft Los Angeles County Imaging Go-Live packet

8.2.3 Deliverable Management

Table 8.2.3-1 – Deployment Deliverable Status for Next Reporting Period

DEL #	DELIVERABLE NAME	STATUS
66	CalSAWS Deployment Complete Milestone/Report – C-IV	<ul style="list-style-type: none">● Begin developing the DDEL● Submission of the DDEL is due on November 5, 2021

8.3 Deviations from Plan/Adjustments

- ▶ None for the reporting period

9.0 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

