CalSAWS DD&I
Weekly Status Report

Reporting Period: November 1, 2021 to November 7, 2021

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CalSAWS – California Statewide Automated Welfare System
CalSAWS DD&I Project Phase
Weekly Status Report Period: November 1, 2021 to November 7, 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
64	CalSAWS Migration Work Plan Update #31	PMO	🟢	Final Deliverable (FDEL) is in progress. Submission of the FDEL is due on November 12, 2021
66	CalSAWS Deployment Complete Milestone/Report – C-IV	Implementation	🟢	Submitted the Draft Deliverable (DDEL) on November 7, 2021. Comments for the DDEL are due on November 17, 2021
97	CalWIN/CalSAWS Master Conversion Plan – Update #2	Conversion	🟢	Final Deliverable (FDEL) is in progress. Submission of the FDEL is due on November 8, 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 - December 2021	• Completed planning facility capacity and equipment needs for CalSAWS DD&I Post-Implementation Support command center rooms and CalSAWS Project staff. Currently, the team is working remotely and will inform the Project Management Facility team if the need for onsite is required
2	Return to Office	Rancho Cordova and Norwalk	Spring - Fall 2021	• Continued reviewing and processing Return to Office (RTO) Approval Request forms submitted by CalSAWS Project staff, which are required to

ITEM #	INITIATIVES/ PROJECTS	LOCATION	TARGET DATE	NOTES/STATUS
		Project Offices		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 November 3, 2021
► Completed preparations and participated in the Section Directors meeting that was held on November 2, 2021
► Continued CalSAWS Risk Management activities, including:
   o Continued to work with risk and issue owners to develop and update mitigation plans for the accepted CalSAWS DD&I Project risks and issues
   o Facilitated the monthly Risk Management Group meeting on November 3, 2021
   o Continued developing materials regarding high and new CalSAWS project risks for the November 2021 CalSAWS Project Steering Committee meeting
► Continued supporting engagement of project staff working remotely, including:
   o Continued development of the next monthly issue of the CalSAWS Connect newsletter that will be distributed to the CalSAWS Project Team on November 11, 2021
   o Continued planning and preparations for the next monthly virtual CalSAWS Project All Staff meeting is scheduled for November 17, 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 Submitted the documents for contact Change Notice No. 12 to the Consortium for review on November 3, 2021 and began updating the documents to address Consortium feedback received on November 4, 2021. Change Notice No. 12 is planned to be submitted to the CalSAWS JPA Board of Directors for approval on November 19, 2021 and includes the following:
      • Use of funds from the base agreement's Regulatory & Administrative Change Budget Services allocation for CalHEERS Maintenance and an extension of Post-Deployment Support for the C-IV Counties
      • Administrative updates to shift a number of Modifications & Enhancements hours from Schedule 1 (Statement of Work for CalSAWS M&O Project) of Exhibit X to Schedule C (Application Software Modifications and/or Enhancements) of Schedule 3 to Exhibit X
   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
► Began development of the monthly CalSAWS IT Project Status Report and preparations for the monthly CalSAWS IT Report Meeting with OSI, CMS (Centers for Medicare and Medicaid Services), and FNS (Food and Nutrition Service) meeting that is scheduled for November 10, 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
64	CalSAWS Migration Work Plan Update #31	• Began developing the FDEL • Scheduled a touchpoint meeting with Deliverable reviewers for November 17, 2021, to address questions and comments for the FDEL, as needed

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
None for the reporting period		

Table 1.2.2-2 – CalSAWS.org Usage Statistics

CATEGORY	DURING REPORTING PERIOD	SINCE LAUNCH
Total Number of Subscribers	30	1,420
Total Number of Unique Users	16,539	1,183,394
Total Number of New Users	13,337	1,183,394
Total Number of Sessions (Individual Site Visits)	22,745	1,561,066
Average Number of Sessions per User	1.38	1.32
Average Number of Page Views per Session	1.37	1.30
Average Session Duration	1:02	0:58
AskCalSAWS Inquiries – Received/Resolved	14/13	490/485

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

Users by Week for the Past Six Months
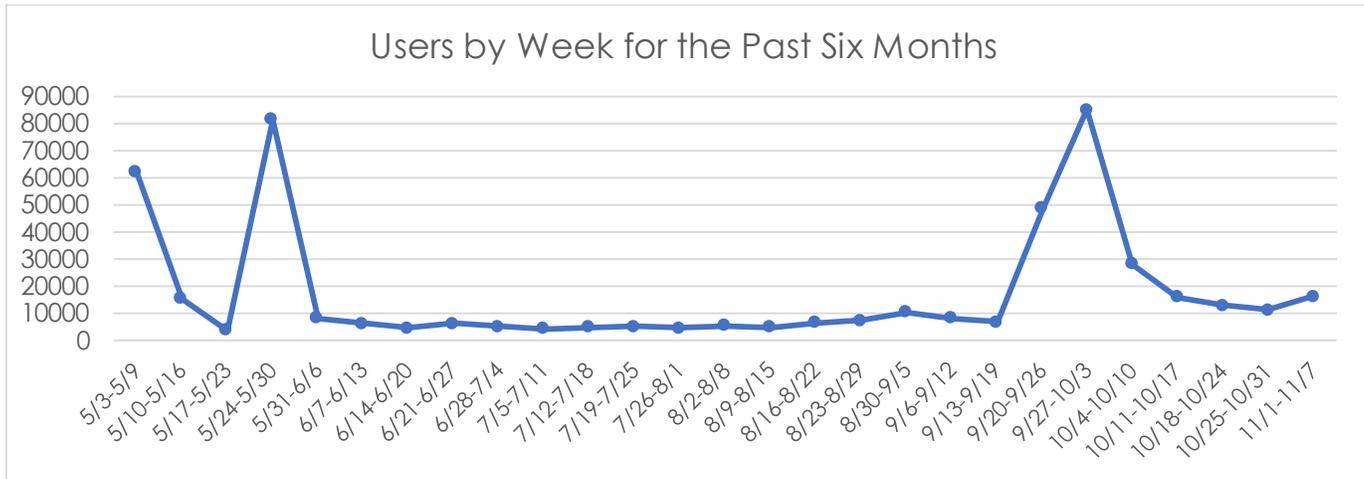
Note:

* Increase in usage from May 3, 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	39%
Latest News – News	29%
Other Updates – Careers	23%
Meetings – Project Steering Committee	23%
CalSAWS Committees – CalWORKs/CalFresh	23%

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

TASK	DATE(S)	OWNER
Sent Release 21.11 Major Upcoming Changes documentation	October 15, 2021	Training
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	November 16, 2021	Production Operations/ Consortium Policy and 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

- ► Drafted the Cultural Transformation page in the CalSAWS Connect Newsletter
- ► Round 2 activities:
  - o Overall:
    - Continued to align with the Inclusion, Diversity and Equity Advancement (IDEA) team to seek opportunities to combine engagement efforts across the project
    - Sent the project-wide invitation to sign up as a Culture Ambassador on November 1, 2021
    - Continued collaborating with the Innovation team on Phase 2 initiatives to strategize on the level of support to bring to Culture Ambassadors

1.2.4   Inclusion, Diversity and Equity Advancement (IDEA)

- ► Co-Create Phase
  - o IDEA Initiatives
    - Workshops
      - Completed October workshops
    - Leadership Session
      - Created listening and reflection session agenda
    - We Are One
      - Continued to update the IDEA overall calendar and overview deck with new initiatives included
    - Pulse Survey
      - Analyzed demographic data by gender and racial identity
    - Buddy Program
      - Confirmed matches with mentees individually
    - CalSAWS Table Talks
      - Began discussion around next date and topic for CalSAWS Table Talks
    - Employee Resource Groups (ERGs)
      - Captured ERG questions for the leadership session we will conduct in November
    - Counties Connected
      - Continued connecting with Counties around how the CalSAWS Project can partner on community outreach efforts
    - Communities Connected
      - Created list of potential partners to provide community outreach and volunteering
    - Small Team Building
      - Created general resource deck and first retrospective in Mural

    o IDEA General
- Continued to collaborate with Cultural Transformation team
- Continued to update the IDEA overall calendar on the "We Are One" website
- 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 November 7, 2021

Table 1.3-1 – CITs

CIT ID	SUBJECT	CATEGORY	DISTRIBUTION DATE	PRIMARY CalSAWS CONTACT	BACKUP CalSAWS CONTACT
0323-21	Los Angeles County Imaging Infographic	Informational	November 1, 2021	Helen Cruz	Araceli Gallardo
0326-21	Wave 1 Counties T-12 Months Change Readiness Survey	Informational	November 1, 2021	Helen Cruz	Araceli Gallardo
0327-21	CalSAWS Daily and Monthly Batch Eligibility Sweeps Listing	Informational	November 1, 2021	Yong Vangbliayang	Karthikeyan Krishnamoorthy
0328-21	Legacy Data System – .PDF Documents Migration to CalSAWS Completed	Informational	November 2, 2021	Henry Arcangel	Nichole Nava
0329-21	CalSAWS Imaging – Recovered Documents List	Informational	November 2, 2021	Rhiannon Chin	Chris Vasquez
0330-21	Post-Deployment Support Transition to M&O Support	Informational	November 3, 2021	Yong Vangbliayang	Ashley Arnold
0332-21	Managed County Domain Controller IP Addresses	Informational	November 3, 2021	David Wearp	Joseph Chiaromonte
0333-21	Recruitment of CalSAWS Project Staff Closing on Friday, December 3, 2021	Informational	November 4, 2021	Jennifer Smith	Holly Murphy
0334-21	CA-234063 – EBT Accounts closed by batch and benefits not posting	Informational	November 5, 2021	Sheryl Eppler	Kapil Santosh

► The following table outlines CalSAWS Requests for Information (CRFIs) sent for the reporting period ending November 7, 2021

Table 1.3-2 – CRFIs

CRFI ID	SUBJECT	DISTRIBUTION DATE	STATUS	RESPONSE DUE DATE	CalSAWS CONTACT
21-061	Confirmation of counties that will accept General Assistance/General Relief (GA/GR) applications from BenefitsCal	October 26, 2021	Open	November 8, 2021	Anna Chia
21-062	County Support Staff Adjustments	November 3, 2021	Open	November 19, 2021	PMO Fiscal
21-063	Short-Term Solution to AAP, FC, KG Direct Deposit Issues	November 5, 2021	Open	November 9, 2021	Sheryl Eppler

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 November 7, 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 and owners to monitor risks and update risk mitigation plans
   o Continue preparing presentation materials relating to CalSAWS Project high risks for the November 2021 CalSAWS Project Steering Committee meeting
► Facilitate the CalSAWS Weekly Status Meeting scheduled for November 10, 2021
► Begin preparations for the Section Directors Meeting that is scheduled for November 16, 2021
► Continue activities to support Project staff working remotely
   o Continue preparations of the monthly virtual CalSAWS Project All Staff Meeting that is scheduled for November 17, 2021
   o Finalize and distribute the next issue of the CalSAWS Connect newsletter to the CalSAWS Project Team on November 11, 2021
   o 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

► Complete development of the monthly CalSAWS IT Project Status Report and participate in the monthly CalSAWS IT Report Meeting with OSI, CMS (Centers for Medicare and Medicaid Services), and FNS (Food and Nutrition Service) meeting that is scheduled for November 10, 2021
► 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
64	CalSAWS Migration Work Plan Update #31	• Finalize and submit the FDEL to the Consortium for review and feedback on November 12, 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 'YourBenefitsNow' link on Resource page to direct to new BenefitsCal portal	TBD	Website Content Update

1.4.3   Cultural Transformation

► Continue recruitment effort to engage Culture Ambassadors
► Continue to collaborate with the Innovation Team to develop the design thinking activities for the Ambassador kickoff and planning workshops
► Continue to execute upcoming recruitment activities for the Round 2 Culture Ambassadors initiatives
► Continue engagement for Round 2 initiatives with potential Ambassadors from self-identification and/or nominations from key Section Directors
► Continue to work on the Ambassador engagement activities timeline for Round 2

1.4.4   Inclusion, Diversity & Equity Advancement (IDEA)

► Send the certificates for workshop participants once the final session takes place
► Continue to build the round two IDEA initiatives
► Plan the date for the Buddy Program kick off meeting date
► 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
► Completed Santa Barbara County Document Migration Discovery Session Check-in for November 1, 2021
► Completed Tulare County Document Migration Discovery Session Check-in for November 1, 2021
► Canceled Placer County Document Migration Discovery Session Check-in for November 2, 2021
► Completed Santa Clara County Document Migration Discovery Session Check-in for November 3, 2021
► Completed Orange County Document Migration Discovery Session Check-in for November 4, 2021
► Canceled Ventura County Document Migration Discovery Session Check-in for November 4, 2021
► Completed Los Angeles County Document Migration Discovery Session Check-in for November 4, 2021
► Scheduled Santa Barbara County Document Migration Discovery Session Check-in for November 8, 2021
► Scheduled Tulare County Document Migration Discovery Session Check-in for November 8, 2021
► Scheduled Placer County Document Migration Discovery Session Check-in for November 9, 2021
► Scheduled Santa Clara County Document Migration Discovery Session Check-in for November 10, 2021
► Canceled Orange County Document Migration Discovery Session Check-in for November 11, 2021
► Canceled Ventura County Document Migration Discovery Session Check-in for November 11, 2021
► Canceled Los Angeles County Document Migration Discovery Session Check-in for November 11, 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
Migration Activities	October 1, 2021	In progress
Conduct Santa Barbara County Document Migration Discovery Session Check-in	November 01, 2021	Completed
Conduct Tulare County Document Migration Discovery Session Check-in	November 01, 2021	Completed
Conduct Place rCounty Document Migration Discovery Session Check-in	November 02, 2021	Canceled
Conduct Santa Clara County Document Migration Discovery Session Check-in	November 03, 2021	Completed
Conduct Orange County Document Migration Discovery Session Check-in	November 04, 2021	Completed
Conduct Ventura County Document Migration Discovery Session Check-in	November 04, 2021	Canceled
Conduct Los Angeles County Document Migration Discovery Session Check-in	November 04, 2021	Completed
Conduct Santa Barbara County Document Migration Discovery Session Check-in	November 08, 2021	Scheduled
Conduct Tulare County Document Migration Discovery Session Check-in	November 08, 2021	Scheduled
Conduct Placer County Document Migration Discovery Session Check-in	November 09, 2021	Scheduled
Conduct Santa Clara County Document Migration Discovery Session Check-in	November 10, 2021	Scheduled
Conduct Orange County Document Migration Discovery Session Check-in	November 11, 2021	Canceled
Conduct Ventura County Document Migration Discovery Session Check-in	November 11, 2021	Canceled

MILESTONES	SUBMISSION DUE DATE	STATUS
Conduct Los Angeles County Document Migration Discovery Session Check-in	November 11, 2021	Canceled

Table 2.1-4 – CalWIN Counties' Wave 1 Status Update

Wave 1	Target Dates	Kick Off	Secured Mapping Tool	Test Network	Document Mapping	Test Batch	Initial Export	Initial Import	Delta Export/ Import	Final Batch	Go-Live/% Progress
Contra Costa County	Start	7/16/20	10/01/20	08/06/20	08/17/20	01/03/22	02/01/22	06/01/22	06/01/22	10/03/22	Go Live 10/24/22
	Actual	7/16/20	9/27/21	10/06/20							12% Progress
	Status	Completed	Completed	Completed	In progress	Awaiting	Awaiting	Awaiting	Awaiting	Awaiting	

Wave 1	Target Dates	Kick Off	Secured Migration Tool	Test Network	Document Mapping	Test Batch	Initial Export	Initial Import	Delta Export/ Import	Final Batch	Go-Live/% Progress
Placer County	Start	7/29/20	10/01/20	08/06/20	08/31/20	04/01/21	11/01/21	03/14/22	03/12/22	10/03/22	Go Live 10/24/22
	Actual	7/29/20	10/01/20	10/06/20	03/26/21						30% Progress
	Status	Completed	Completed	Completed	Completed	In progress	Awaiting	Awaiting	Awaiting	Awaiting	

Wave 1	Target Dates	Kick Off	Secured Migration Tool	Test Network	Document Mapping	Test Batch	Initial Export	Initial Import	Delta Export/ Import	Final Batch	Go-Live/% Progress
Yolo County	Start	7/21/20	10/01/20	08/06/20	08/25/20	01/03/22	02/01/22	06/01/22	06/01/22	10/03/22	Go Live 10/24/22
	Actual	7/21/20	10/18/21	10/06/20	1/29/21						12% Progress
	Status	Completed	Completed	Completed	Completed	Awaiting	Awaiting	Awaiting	Awaiting	Awaiting	

Table 2.1-5 – CalWIN Counties' Wave 2 Status Update

Wave 2	Target Dates	Kick Off	Secured Migration Tool	Test Network	Document Mapping	Test Batch	Initial Export	Initial Import	Delta Export/ Import	Final Batch	Go-Live/% Progress
Santa Clara County	Start	10/15/20	12/01/20	11/30/20	11/10/20	02/01/22	03/16/22	09/08/22	09/01/22	02/01/23	Go Live 02/20/23
	Actual	10/15/20	10/01/21	01/31/21	08/27/21						12% Progress
	Status	Completed	Completed	Completed	Completed	Awaiting	Awaiting	Awaiting	Awaiting	Awaiting	

Wave 2	Target Dates	Kick Off	Secured Migration Tool	Test Network	Document Mapping	Test Batch	Initial Export	Initial Import	Delta Export/ Import	Final Batch	Go-Live/% Progress
Tulare County	Start	10/05/20	12/01/20	11/30/20	12/02/20	08/02/21	12/01/21	12/01/21	4/16/22	02/01/23	Go Live 02/20/23
	Actual	10/05/20	12/01/20	01/31/21	7/29/21						20% Progress
	Status	Completed	Completed	Completed	Completed	In progress	Awaiting	Awaiting	Awaiting	Awaiting	

Table 2.1-6 – CalWIN Counties' Wave 3 Status Update

Wave 3	Target Dates	Kick Off	Secured Migration Tool	Test Network	Document Mapping	Test Batch	Initial Export	Initial Import	Delta Export/ Import	Final Batch	Go-Live/% Progress
Orange County	Start	01/07/21	03/01/21	03/01/21	02/02/21	04/30/21	12/01/21	08/01/22	08/01/22	04/01/23	Go Live 04/24/23
	Actual	01/07/21	03/01/21	04/30/21	04/22/21						30% Progress
	Status	Completed	Completed	Completed	Completed	In progress	Awaiting	Awaiting	Awaiting	Awaiting	

Wave 3	Target Dates	Kick Off	Secured Migration Tool	Test Network	Document Mapping	Test Batch	Initial Export	Initial Import	Delta Export/ Import	Final Batch	Go-Live/% Progress
Santa Barbara	Start	1/14/21	3/1/21	08/1/21	02/11/21	01/01/22	03/01/22	08/01/22	08/01/22	04/01/23	Go Live 04/24/23
	Actual	1/14/21	3/1/21	10/31/21							10% Progress
	Status	Completed	Completed	Completed	In Progress	Awaiting	Awaiting	Awaiting	Awaiting	Awaiting	

Wave 3	Target Dates	Kick Off	Secured Migration Tool	Test Network	Document Mapping	Test Batch	Initial Export	Initial Import	Delta Export/ Import	Final Batch	Go-Live/% Progress
Ventura	Start	01/19/21	03/01/21	03/01/21	02/18/21	06/30/21	11/01/21	08/01/22	08/01/22	04/01/23	Go Live 04/24/23
	Actual	01/19/21	03/01/21	04/30/21	05/31/21						35% Progress
	Status	Completed	Completed	Completed	Completed	In progress	Awaiting	Awaiting	Awaiting	Awaiting	

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 Santa Barbara County Document Migration Discovery Session Check-in for November 8, 2021
► Complete Tulare County Document Migration Discovery Session Check-in for November 8, 2021
► Complete Placer County Document Migration Discovery Session Check-in for November 9, 2021
► Complete Santa Clara County Document Migration Discovery Session Check-in for November 10, 2021
► Schedule Santa Barbara County Document Migration Discovery Session Check-in for November 15, 2021
► Schedule Tulare County Document Migration Discovery Session Check-in for November 15, 2021
► Schedule San Diego County Document Migration Discovery Session Check-in for November 16, 2021
► Schedule Placer County Document Migration Discovery Session Check-in for November 16, 2021
► Schedule Santa Clara County Document Migration Discovery Session Check-in for November 17, 2021
► Schedule Orange County Document Migration Discovery Session Check-in for November 18, 2021

► Schedule Ventura County Document Migration Discovery Session Check-in for November 18, 2021
► Schedule Los Angeles County Document Migration Discovery Session Check-in for November 18, 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

► Updated the Telephonic Signature Design based on the Contact Center/ Interactive Voice Response (IVR) committee's recommendations
► Continued build of both Enhanced Call Control Panel (CCP) and Outbound Interactive Voice Response (IVR)
► Updated the External Party Access System Change Request (SCR) based on the Contact Center/ Interactive Voice Response (IVR) committee's recommendations
► Continued build of Automated Testing platform for Outbound Interactive Voice Response (IVR) SCR
► Held initial discussion with Yolo County about their county specific Interactive Voice Response (IVR)

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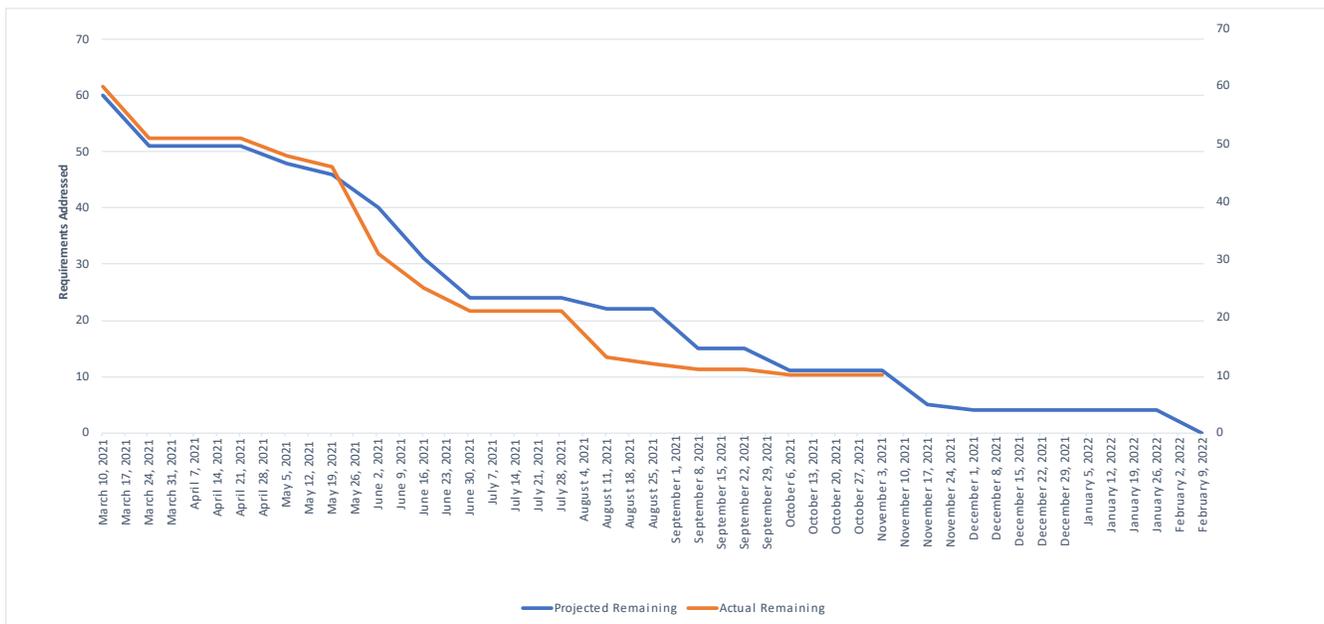
Table 3.1-1 – Customer Service Center Milestones

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	Committee review	22.03

3.2   Activities for the Next Reporting Period

► Continue discussions with Contra Costa, Los Angeles, Placer, and Yolo Counties about their County Specific Interactive Voice Response (IVR) designs
► Continue build of System Change Request (SCR) CA-226207 for Outbound Interactive Voice Response (IVR)
► Continue build of System Change Request (SCR) CA-226844 for Enhanced Call Control Panel (CCP)
► Prepare for Telephonic Signature and External Party Access Design update presentation for November 17, 2021 committee meeting

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	November 10, 2021 *	January 28, 2022	1	84	**85**	83%
J	Future development	January 15, 2022	TBD	0	75	**75**	
TOTAL REPORTS				27	436	463	

Note:
   * Release I Soft Launch moved to November 10, 2021

4.1.2 Soft Launch

► Scheduled upcoming soft launch for Analytics Release I for October 27, 2021 has been rescheduled to November 10, 2021 and is on plan for release next week

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

► Continued Release I Load and Performance testing prior to the deployment to the Soft Launch environment. Performance runs for Daily and Monthly are completed and code is ready for Release on November 10, 2021. The summary of results will be presented to the Consortium on November 9, 2021
► 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
  o Dashboards
    • Completed curation build, dashboards build, and testing activities.

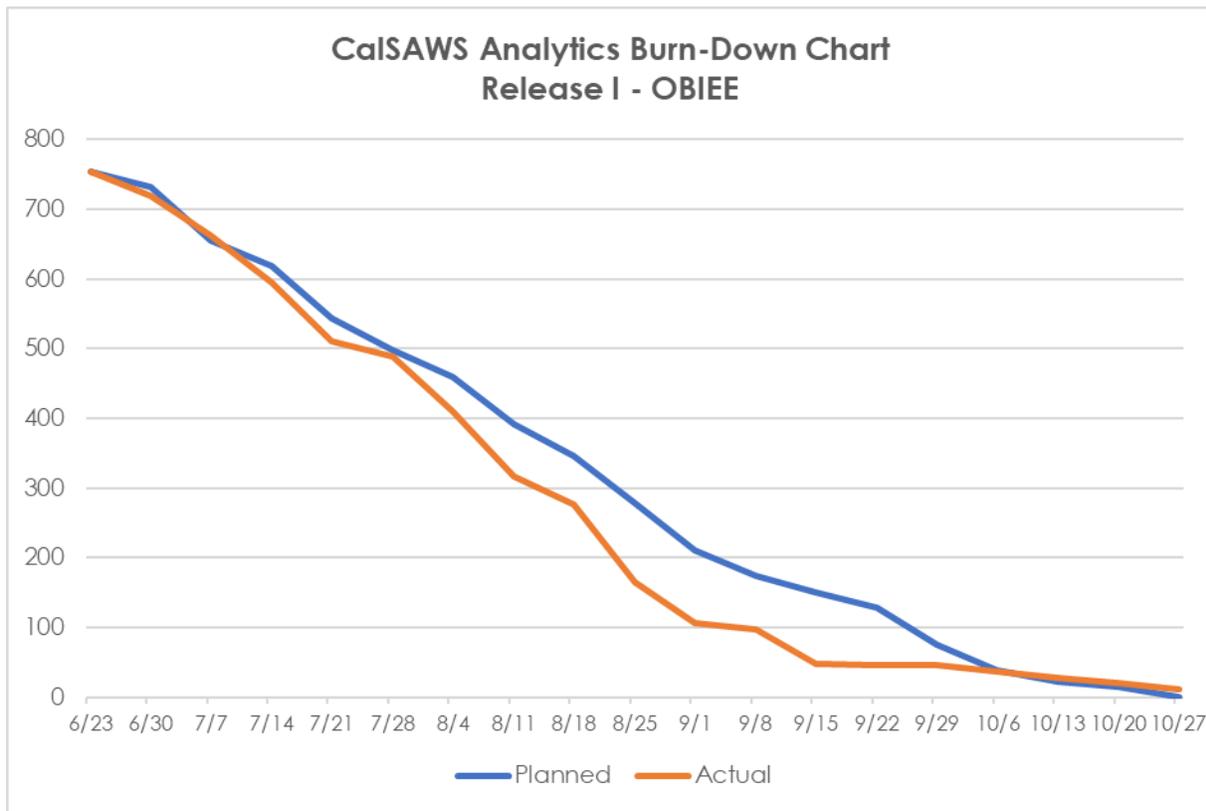**Figure 4.1.5-1 – CalSAWS Analytics – Release I Burndown (OBIEE)**

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	11/8	HL #5 (1/28/22)
	Application Processing	Application Processing				8/31	9/24	10/27	11/8	HL #5 (1/28/22)
	Ehit	Medi-Cal Renewal	9/1	9/24	11/8	9/24	10/1	10/27	11/8	HL #5 (1/28/22)
	Caseload	Active Caseload	9/8	10/1	11/8	10/1	10/8	10/27	11/8	HL #5 (1/28/22)
		Terminations	9/8	10/1	11/8	10/1	10/8	10/27	11/8	HL #5 (1/28/22)
		Graphs	9/8	10/1	11/8	10/1	10/8	10/27	11/8	HL #5 (1/28/22)
	Performance Measures	Performance Measures	9/15	10/8	11/8	10/8	11/3	11/3	11/8	HL #5 (1/28/22)
LA County	GEO Coding	Caseload Characteristics				10/8	11/3	11/3	11/8	HL #5 (1/28/22)
40 County	GEO Coding	Caseload Characteristics				11/8	11/8	11/8	11/8	HL #5 (1/28/22)

Legend:
Complete
Complete as of this week
In Progress

- o Reports
  - Completed curation build, reports build, and testing activities
  - One report, Valuable Inventory, is having a performance issue due to original legacy report design. Defect CA-236408 is opened to track the same, and this is being actively discussed with M&O team

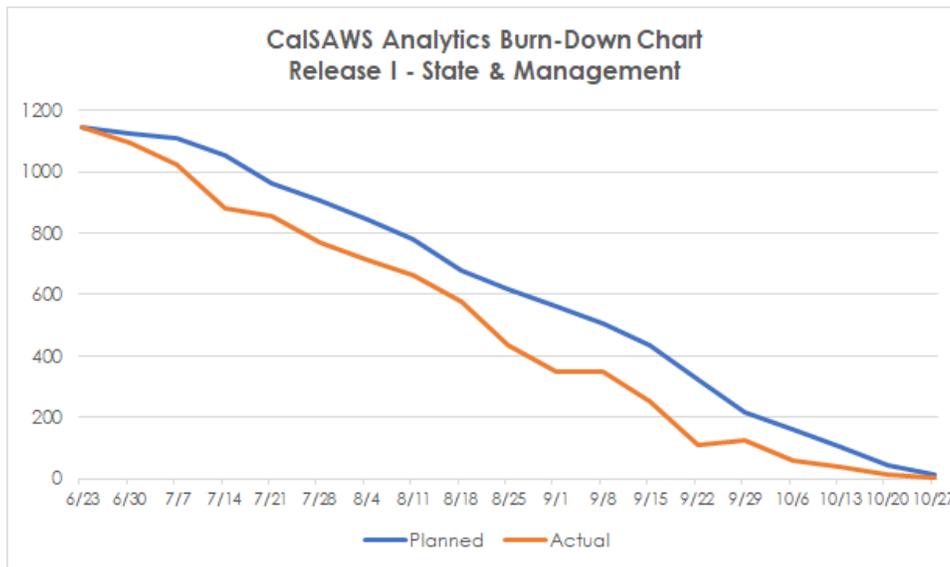**Figure 4.1.5-2 – CalSAWS Analytics – Release I Burndown (State & Management)**

CalSAWS Analytics Burn-Down Chart
Release I - 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	109%	9/10	100%	10/27	79%	9/30	100%	10/15	100%	10/27	93%
	Case Activity	23	7/15	100%	8/20	100%	9/10	100%	10/27	78%	9/30	100%	10/15	100%	10/27	96%
	Employment Services	3	7/15	100%	8/20	100%	9/10	100%	10/27	100%	9/30	100%	10/15	100%	10/27	67%
	Fiscal	39	7/15	100%	8/20	103%	9/10	100%	10/27	72%	9/30	100%	10/15	97%	10/27	90%
	Special Units	2	7/15	100%	8/20	100%	9/10	100%	10/27	50%	9/30	100%	10/15	100%	10/27	100%
	State	2	7/15	100%	8/20	100%	9/10	100%	10/27	100%	9/30	100%	10/15	100%	10/27	50%
	Resource Data Bank	1	7/15	100%							9/30	100%	10/15	100%	10/27	0%
	TOTAL	84	84 of 84	100%	66 of 66	100%	66 of 66	100%	63 of 66	95%	84 of 84	100%	83 of 84	99%	75 of 84	89%

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			

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
LRS and C-IV	• Administrative	3	0
	• Case Activity	4	3
	• 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) Development / Testing Complete			
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) Planning in Progress			
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

4.3 Activities for the Next Reporting Period

► Analytics
- o Continue post-cutover report/dashboard support activities
- o Continue regular meetings with Consortium Regional Managers on reports/dashboard to discuss any critical concerns, work arounds, etc. regarding reports
- o Release I
  - Soft Launch Release I and support Consortium Pre-Validation
  - Complete Release I performance testing for monthly batch and begin monthly performance testing

4.4 Deviations from Plan/Adjustments

► The Release I soft launch planned for October 27, 2021 has been moved to November 10, 2021

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	0	0	12	16	0	1	4	0	3
	Design in Progress	0	1	0	19	1	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	0	0	2	0	0	0	0	0	0
Build	Approved	0	2	0	2	1	0	1	1	1	1
	In Development	0	18	0	0	0	0	0	0	0	0
	Development Complete	0	1	0	0	0	0	0	0	0	0
	In Assembly Test	0	2	0	0	0	0	0	0	0	0
Test	System Test	22	0	0	0	0	1	0	0	0	0
	Test Complete	8	0	0	0	0	0	0	0	0	0
	In Production	0	0	0	0	0	0	0	0	0	0
	Grand Total	**30**	**24**	**0**	**35**	**18**	**1**	**3**	**5**	**1**	**4**

SCRs in Production	785
SCRs with Release TBD	2

Notes:
- This table includes Application Development System Change Requests (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 Design Difference Identifiers (DDIDs). Status is provided in Figure 5.1.1-1 (CalSAWS DDID Design Status) above

5.1.2   Design Difference Identifiers (DDID) System Test Status

### Figure 5.1.2-1 – DDID System Test Status
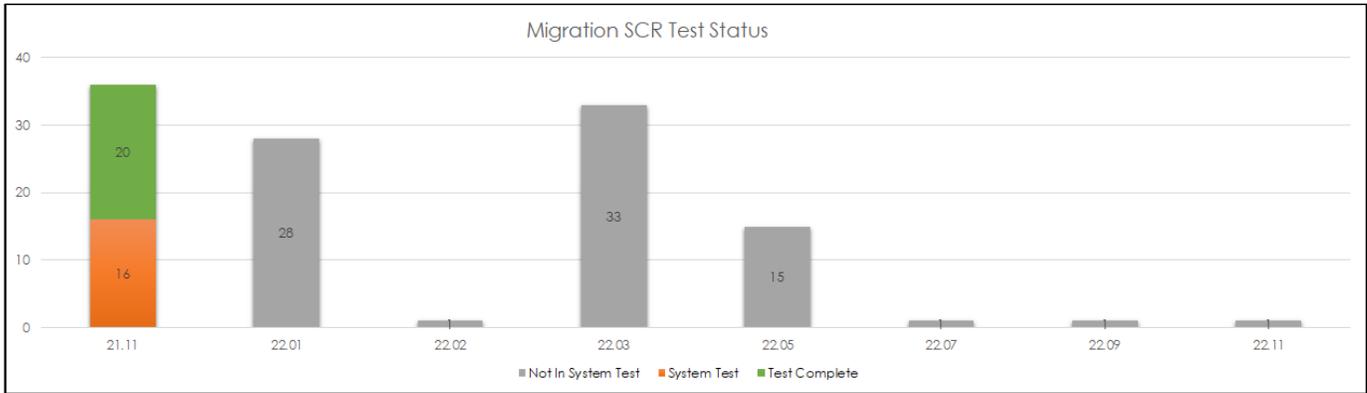
Notes:
- Includes all SCRs that have a Funding Source of CalSAWS DD&I that are not in Rejected or Pending Rejection status and are targeted for a baseline release. This includes SCRs associated to DDID 1967 for the unforeseen allowance and DDID 1631 for the reports allowance. In Production includes In 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 November 5, 2021	**83%**
Pass Rate Actual as of November 5, 2021	**98%**
System Test Complete Date: November 19, 2021	
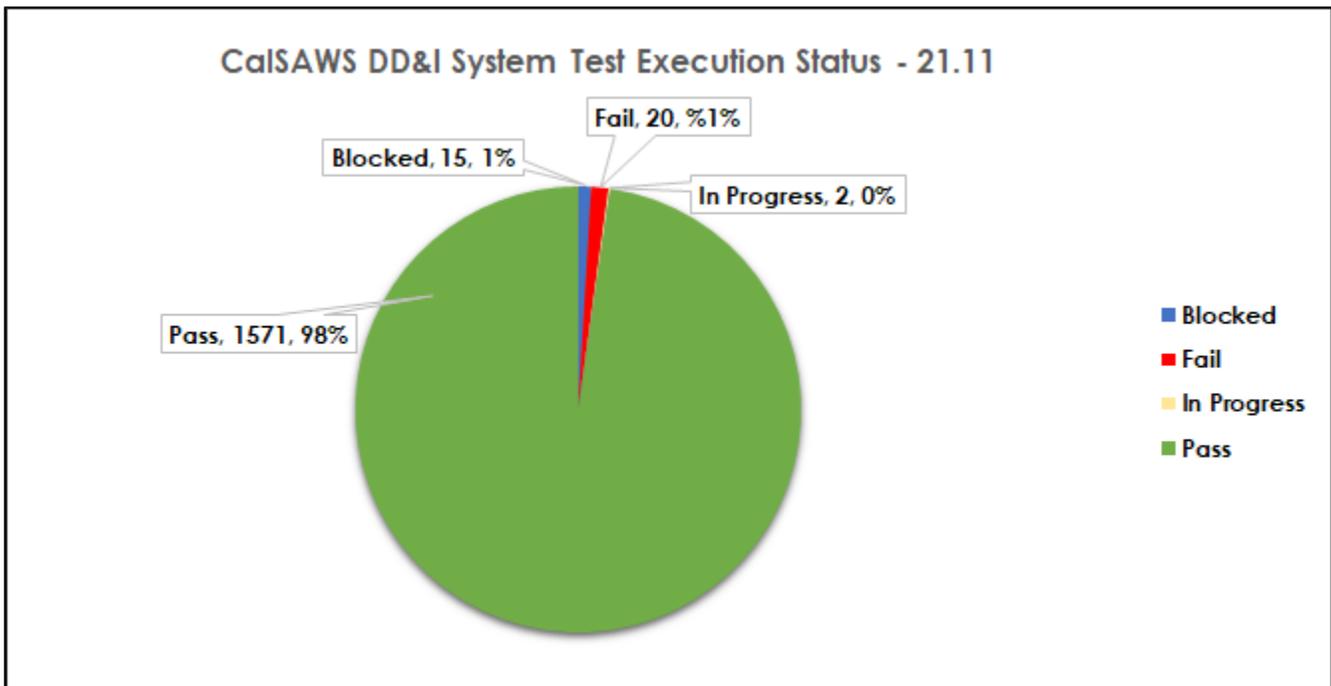
Note:
- Test Script counts are subject to change as test scripts are added or removed throughout the execution phase. Includes testing execution for all CalSAWS DD&I Test Scripts in the release

► Continued test execution for Release 21.11. Status is provided in Figure 5.1.2-1 (CalSAWS DDID System Test Execution Status) above
   o Most failed test cases are tied to CalSAWS GAGR functionality. As the CalSAWS GAGR Correspondence Service continues to stabilize, the team is working through the remaining failed/blocked test cases

5.1.3   Converted Data Test (CDT):

► Began test execution of CalWIN Converted Data Test (CDT) phase

Table 5.1.3-1 – CalWIN CDT Execution Status

Pass Rate Target as of November 5, 2021	**2%**
Pass Rate Actual as of November 5, 2021	**5%**
System Test Complete Date: April 29, 2022	
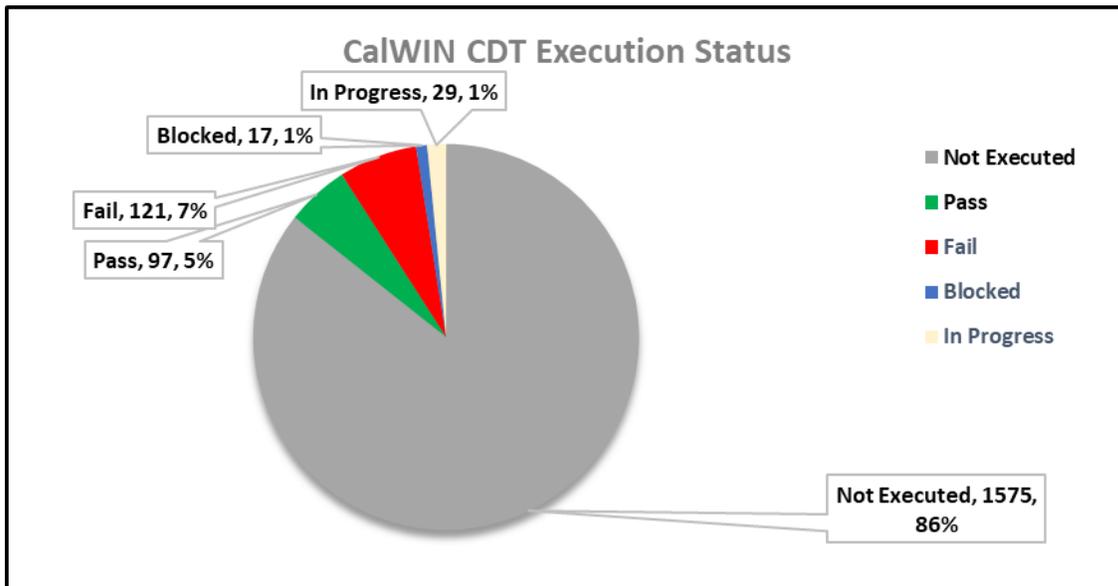
Note:
- Test Script counts are subject to change as test scripts are added or removed throughout the execution phase

Table 5.1.3-2 – CalWIN Converted Data Test (CDT) Execution Status by Functional Area

CalWIN CDT Execution Status by Functional Area	Not Executed	In Progress	Pass	Fail	Blocked	Total
Ancillary	35	0	4	1	0	40
CalHEERS	72	2	3	1	0	78
Correspondence	151	2	2	9	0	164
Eligibility	252	7	29	38	17	343
Fiscal	296	0	13	8	0	317
GA/GR	235	0	0	0	0	235
Online	105	4	28	36	0	173
Reports	117	0	0	0	0	117
High-Volume Online Transactions	312	14	18	28	0	372
Total	**1575**	**29**	**97**	**121**	**17**	**1839**

Note:

- High-Transaction volume are the scripts that are executed via our Automated Regression scripts that are being manually executed against Converted data. Test script counts are subject to change as test scripts are added or removed throughout the execution phase

5.1.4 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

5.1.5 Task Management

► Continued to meet with Consortium Business Analysts and Quality Assurance (QA) team to develop designs for the 22.03 release
  - CA-214906 DDID 2233 – General Tasks (No Case or Application)
  - CA-214903 DDID 2225 – Worker Assignment Preview
  - CA-214922 DDID 2388 – Task Start Date
 - CA-214918 DDID 2275 – Bundle Case Tasks

Figure 5.1.4-1 – Task Management Design Difference Identifiers (DDID) Status
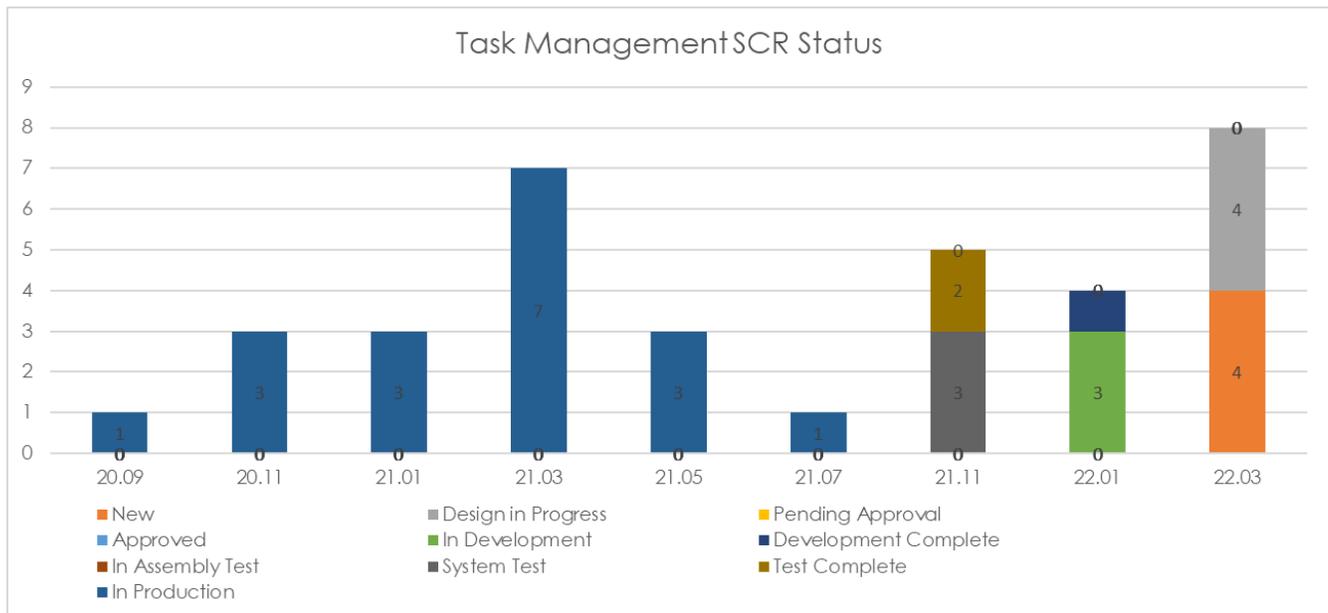
5.1.6 Application Programming Interface (API)

► Continued meeting with Consortium Business Analysts and the Quality Assurance (QA) team to develop designs:
  o CA-214756 DDID 2353 – Time Limits API
  o CA-214754 DDID 2351 – Reception Log API
► Continued development on the following Application Programming Interfaces (APIs):
  o CA-214759 DDID 2356 FDS: API - Worker Info API
  o CA-214757 DDID 2354 FDS: API - Verifications API
  o CA-214752 DDID 2349 FDS: API - Person API
  o CA-214746 DDID 2343 FDS: API - Barriers API

Figure 5.1.5-1 – API DDID Status
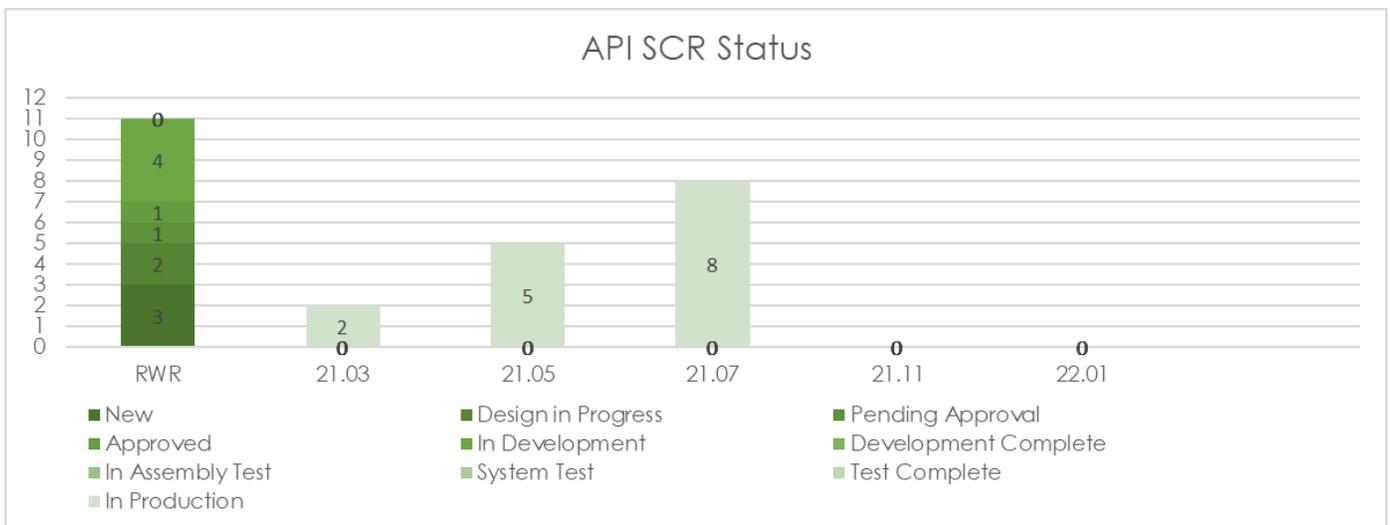
5.1.7 GA/GR

► General:
  o Provided the weekly status update and GA GR release plan changes to the Consortium on November 2, 2021
  o Discussed the GA/GR Correspondence work products and design clarifications on November 2, 2021, and November 4, 2021
  o Discussed the GA/GR Correspondence web service design clarifications on November 3, 2021, and November 5, 2021
  o Completed the below 22.01 designs review on November 4, 2021
    • CA-233489 - DDID 2314 FDS: GA GR Phase 3 Batch 2 - Resource Rules and corresponding NOA Reasons
    • CA-233488 - DDID 2314 FDS: GA GR Phase 2 Batch 5 - Income Rules and corresponding NOA Reasons
  o Completed the work on the fixes for 21.11 System test defects
  o Continued Development on 22.01 SCRs
  o Continued with Automated System Test scripting and execution of below phase 2 System Change Requests (SCRs)
    • CA-215917 - DDID 2314 FDS: GA GR Phase 3 Batch 1 - Resource Rules and corresponding NOA Reasons

Figure 5.1.6-1 – GA/GR DDID Status
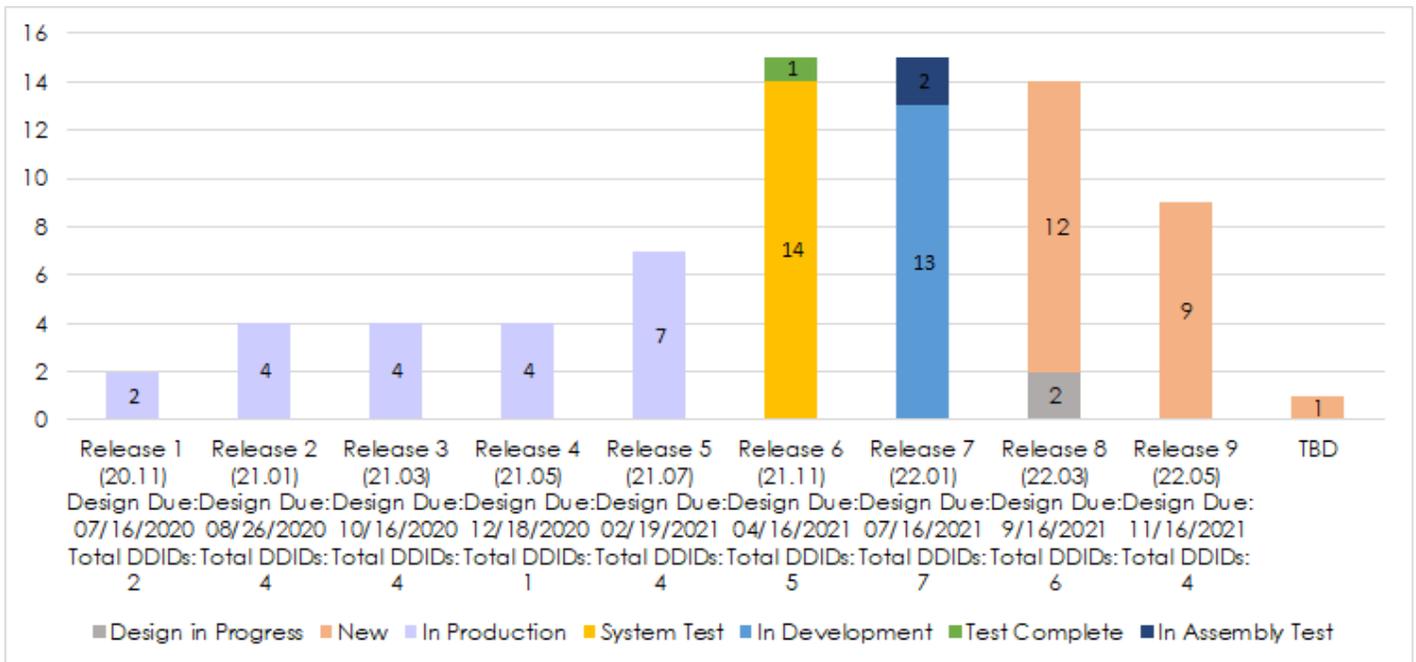
► CalWIN Correspondence Track:

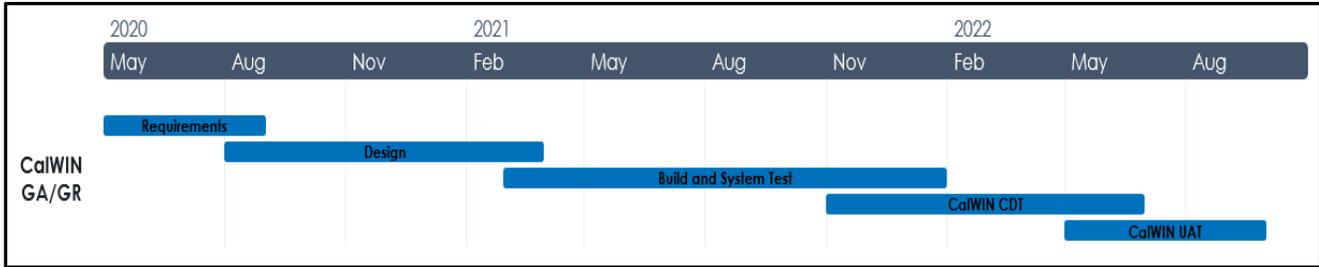**Figure 5.1.6-2 – GA/GR Correspondence**

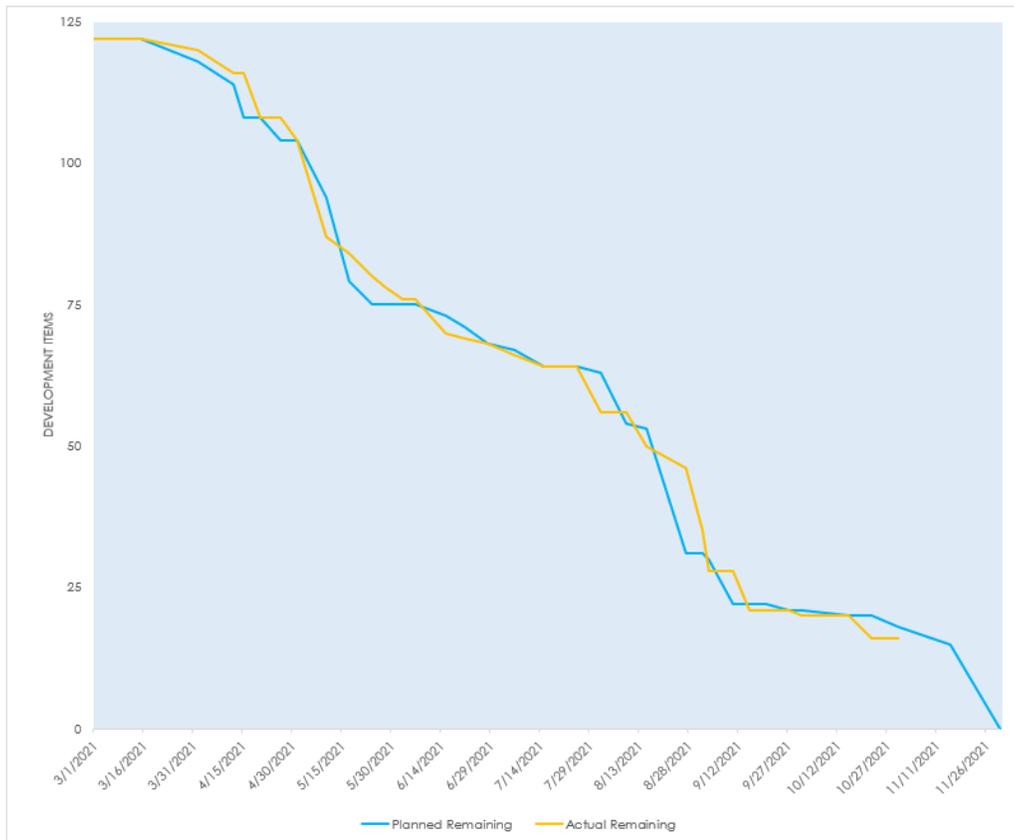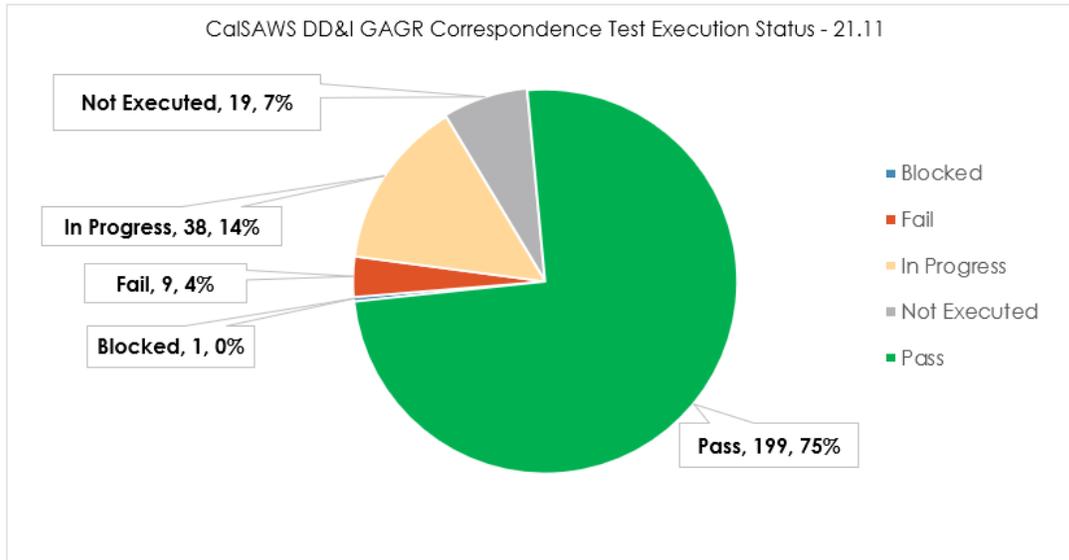
Figure 5.1.6-3 – CalWIN GA/GR Correspondence Development

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

Pass Rate Target as of November 07, 2021	**71%**
Pass Rate Actual as of November 07, 2021	**75%**
System Test Complete Date: November 17, 2021	

► Gainwell Technologies GAGR Correspondence Service
  o 199 cases have passed to date
  o 49 cases have failed subsequently blocking an additional 1 case

5.1.8 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 is 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.

► Continued design/build/test of the Sprint 1 Case Purge Porting (SCR CA-229300). This Sprint includes the following items:
  o Case Identification logic. Date for running Case Identification in CalSAWS is TBD
  o Case Summary modifications to display whether a Case has gone through the data removal process
  o Case Data Removal Detail page
  o Modifications to Journal PDFs to fully display entries over 1000 characters
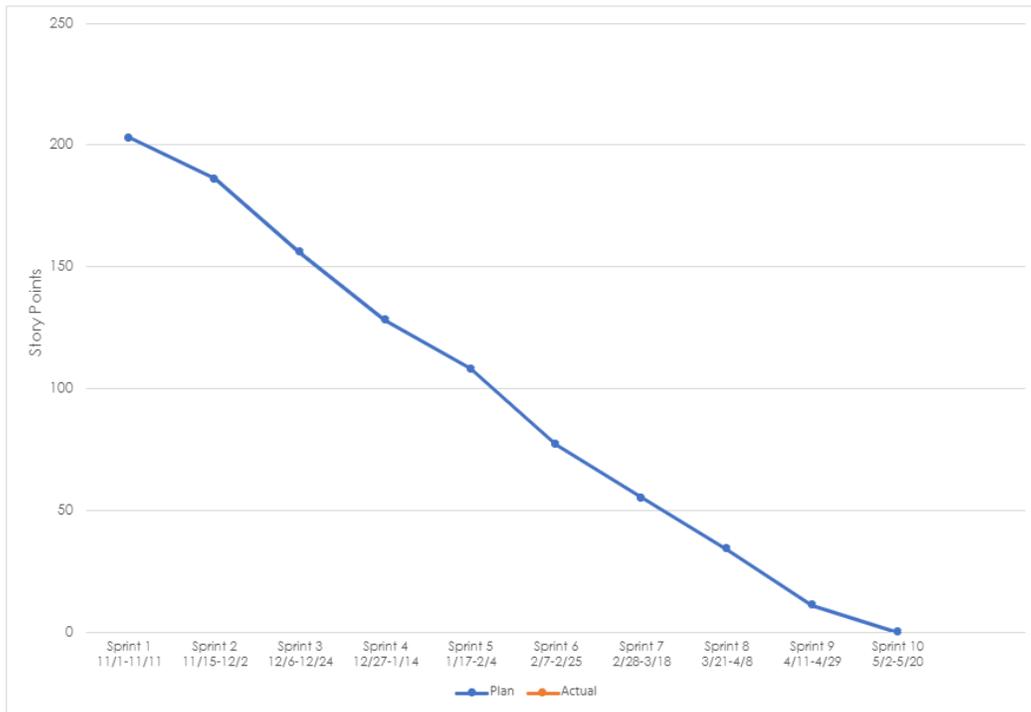
Figure 5.1.7-1 – Case Purge Burndown Chart

Table 5.1.7-1 – Planned Purge Sprints

Sprint 1	Porting Case Summary page updates, Case Data Removal page updates, PDF Character Limit increase
Sprint 2	Add Case Locking, Image View only
Sprint 3	Porting Remove CalHEER's related tables, Add new EDBC/RA Rules to Identification Sweeps
Sprint 4	Porting for Deletion Batch process for PGM_DETL and Child Tables, Case Data Removal Identification Report, PDF Configuration to S3
Sprint 5	Porting Document Removal process, Re-Verification logic, YBN e-app logic to block transfers, History PDF Batch, Override Report
Sprint 6	Porting Image Removal Process, CalSAWS PDF Generation process
Sprint 7	Porting Time Limit Aid Summary page, Completion Report
Sprint 8	Porting for Disaster Recovery Document Deletion, OBIEE/EDR Cleanup for Delete Track, VLP
Sprint 9	Performance Environment Preparation & Execution
Sprint 10	Batch Scheduling, Case Purge Transition

5.1.9   Deliverable Management

Table 5.1.8-1 – Deliverable Status for Current Reporting Period

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

5.2 Activities for the Next Reporting Period

► Continue drafting designs for Migration Impact System Change Requests (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
	None for next reporting period	

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

6.1.2 CalWIN Conversion:

► Began Golden Data Set (GDS) 3 Epic
  o Began GDS 3 Sprint 1 - focus on 21.11 Data Model updates
  o Began GDS 3 EDBC Match Sprint 8
► Continuing to Triage Converted Data Test (CDT) Defect as they are created
  o 10 CDT defects targeted for GDS 3

Table 6.1.2-1 – CalWIN Conversion Statistics GDS3 (November 2021)

						GDS#3						
								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	44	11/1/2021	11/21/2021	18	14	0	1	5	0	6	0	0
21.11 Data Model Sprint 1	36	11/1/2021	11/14/2021	13	11	0	1	5	0	6	0	0
EDBC Match Sprint 8	8	11/1/2021	11/14/2021	5	3	0	0	0	0	0	0	0
GDS#3 Hardening Sprint (Conversion Run)	TBD	11/15/2021	11/21/2021	0	0	0	0	0	0	0	0	0

► Continued CalWIN Conversion System Test Development (Epic) which is approximately 98% completed

Table 6.1.2-2 – CalWIN System Test Development Status

Functional Area	System Test	Total	Start	Finish	Not Start	In Progre	On Hol	Complet	% Complete	Planned Complete	SPI
Overall	**Overall**	**336**	**3/22/2021**	**10/29/2021**	**0**	**6**	**2**	**328**	**98%**	**100%**	**1.0**
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	35	9/6/2021	10/29/2021	0	3	0	32	91%	100%	0.9
Interfaces	Scenarios	35	9/6/2021	10/29/2021	0	3	0	32	91%	100%	0.9
Ancillary	Queries	22	8/23/2021	10/1/2021	0	0	0	22	100%	100%	1.0
Ancillary	Scenarios	22	8/23/2021	10/1/2021	0	0	0	22	100%	100%	1.0
Ancillary Wave Dependent	Queries	9	10/1/2021	10/29/2021	0	0	0	9	100%	100%	1.0
Ancillary Wave Dependent	Scenarios	9	10/1/2021	10/29/2021	0	0	0	9	100%	100%	1.0
EDBC - CC-3271 - Missing hyperlink	Scenarios	1	9/7/2021	10/29/2021	0	0	1	0	0%	100%	0.0
EDBC - CC-2850 UIED	Scenarios	1	9/7/2021	10/29/2021	0	0	1	0	0%	100%	0.0
EDBC - CC-2849 UEID	Scenarios	1	9/7/2021	10/29/2021	0	0	0	1	100%	100%	1.0

6.1.3   Gainwell Technologies

► CalWIN Data Migration
  o Continued development of newly approved shell case design in preparation for inclusion into upcoming Golden Data Set (GDS)
► CalWIN Document Migration
  o Completed transmission of Client Correspondence for Converted Data Test (CDT)
► CalWIN Data Retention M&O
  o Data Retention in progress 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
► Facilitated Exception Reports review sessions with the Ancillary counties to address questions and concerns.
► Shell Cases
  o Completed data mapping and transformation build and test
  o Continue to work with Counties to make certain County shell case data integrates with the CalWIN Core converted data

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
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**	N/A	N/A

COUNTY	COLLECTIONS	FRAUD	TASK MANAGEMENT
	Received production sized files		
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
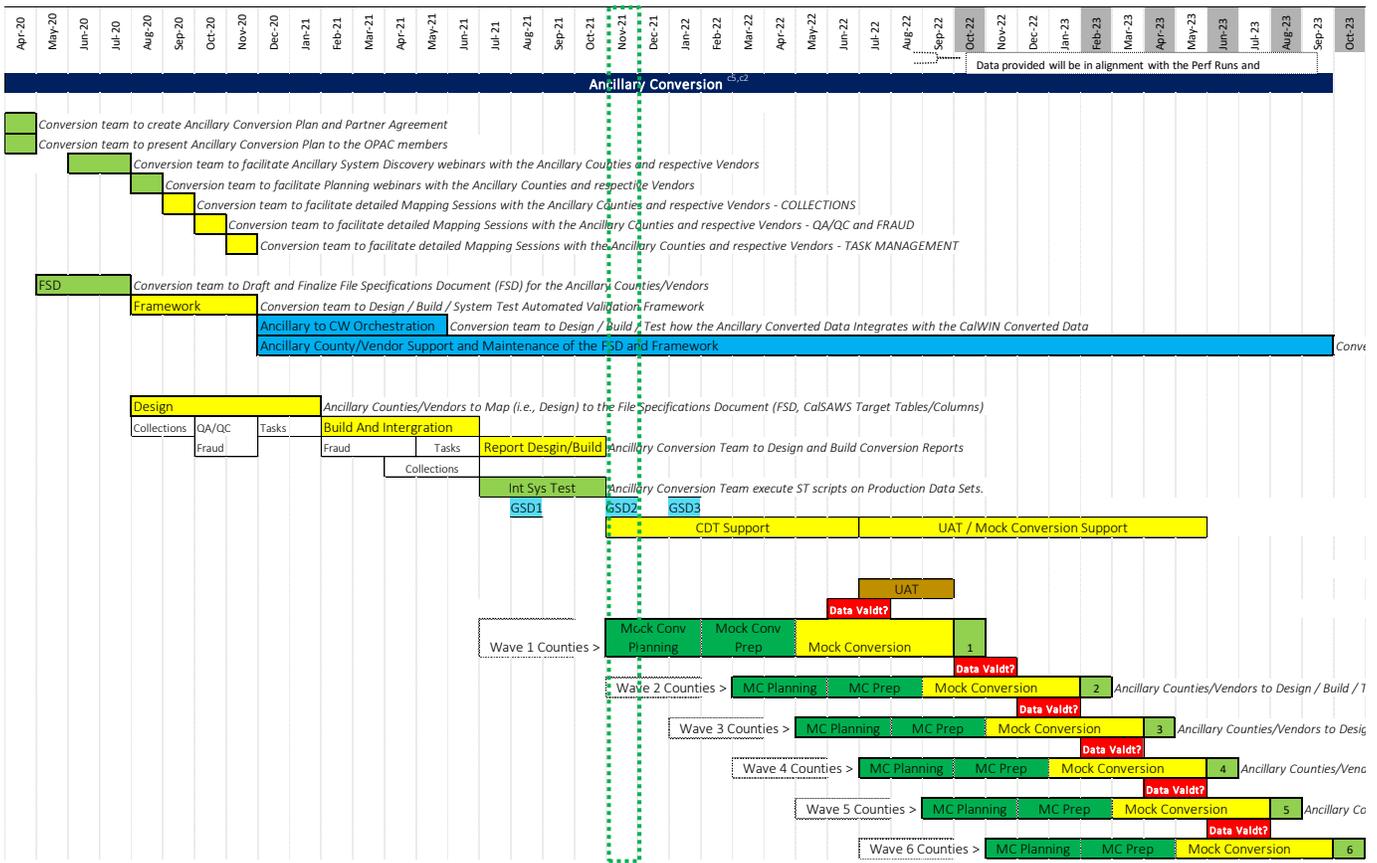
Table 6.1.4-3 – Ancillary Systems Conversion Milestones

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 handing 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
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	• Continued developing the FDEL • Submission of the FDEL is due on November 8, 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 System Test scenario development
► Complete Jira Epics and Issue Aligned with Golden Data Set (GDS) Delivery schedule
► Continue Converted Data Test (CDT) Support
► Continue Converted Data Delivery planning activities

6.2.3 Gainwell Technologies

► CalWIN Data Migration
  o Continue planning for future CalWIN extractions
► CalWIN Data Retention M&O
  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	• Finalize and submit the FDEL to the Consortium for review and approval on November 8, 2021 • Approval of the FDEL is due on November 16, 2021

6.3   Deviations from Plan/Adjustments

► None for the reporting period

7.0   Training

7.1   Highlights of the Reporting Period

► Imaging
  o Attended weekly Training Team Touchpoint on November 2, 2021
  o Hosted meeting regarding additional Imaging Guides on November 3, 2021
  o Began drafting additional Imaging Guides

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

► Imaging
  o Attend Weekly Training Touchpoint with Consortium Training Lead on November 9, 2021
  o Continue drafting additional Imaging guides
  o Update Imaging Fact Sheets

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

► Concluded support for the Post-Deployment Support Period, which was scheduled to take place from September 27, 2021 – November 5, 2021
   o Provided on-site and virtual support for each of the 5 Regions with the former C-IV Counties, by visiting select County offices
      • Region 1 – All Region 1 Counties transitioned to remote support; the Region 1 TOSS team hosted twice-daily bridge calls to support their Counties, in addition to the daily Regional Stakeholder call for regional escalations
      • Region 2 – All Region 2 Counties transitioned to remote support; the Region 2 TOSS team hosted twice-daily bridge calls to support their Counties, in addition to the daily Regional Stakeholder call for regional escalations
      • Region 3 – Three (3) Region 3 Counties that were accepting on-site support had on-site Project Support; The other eleven (11) Region 3 Counties were supported remotely through a bridge line and the daily Regional Stakeholder Calls
      • Region 4 – All Region 4 Counties transitioned to remote support; the Region 4 TOSS team hosted twice-daily bridge calls to support their Counties, in addition to the daily Regional Stakeholder call for regional escalations
      • Region 5 – All Region 5 Counties transitioned to remote support; the Region 5 TOSS team hosted daily bridge calls to support their Counties, in addition to the daily Regional Stakeholder call for regional escalations
   o 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
      • 256 total defects or System Change Requests (SCRs) were logged on the tracker

Table 8.1.1-1 – Defects/SCRs by Target Resolution Date

TARGET RESOLUTION DATE	TOTAL
Week of September 27, 2021	40
Week of October 4, 2021	27
Week of October 11, 2021	31
Week of October 18, 2021	26
Week of October 25, 2021	25
Week of November 1, 2021	21
Week of November 8, 2021	8
21.11	2
21.11.xx	40
21.12.xx	4
22.01	4
22.01.xx	1
22.03	2
22.05	1
22.07	1
Release When Ready (RWR)	21
TBD	2
Total	**256**

- By System Owner
  - BenefitsCal: 8
  - CalSAWS: 244
  - FIS: 1
  - Hyland: 3
- 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.
- 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
- Distributed the Daily High-Priority Issue Summary Update Email to County Implementation Point of Contacts (IPOCs), Primary Point of Contacts (PPOCs), and County Help Desks on the outcomes of the stakeholder call
- 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)
- Created and distributed Post-Deployment a Fact Sheet based on a communication need identified from County questions. Topics included:
  - CalSAWS Fact Sheet - Homeless Assistance Program (November 5, 2021 version)

- o Distributed CIT 0330-21 Post-Deployment Support Transition to M&O Support to alert the C-IV Counties of the ongoing support model
- ► Continued ongoing engagement with County Implementation Point of Contacts (IPOCs), documenting questions asked in the Master Frequently Asked Questions (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 daily 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 Maintained County and Project Imaging Readiness Checklists in JIRA
  - o Continued planning for Los Angeles County post-deployment Imaging support
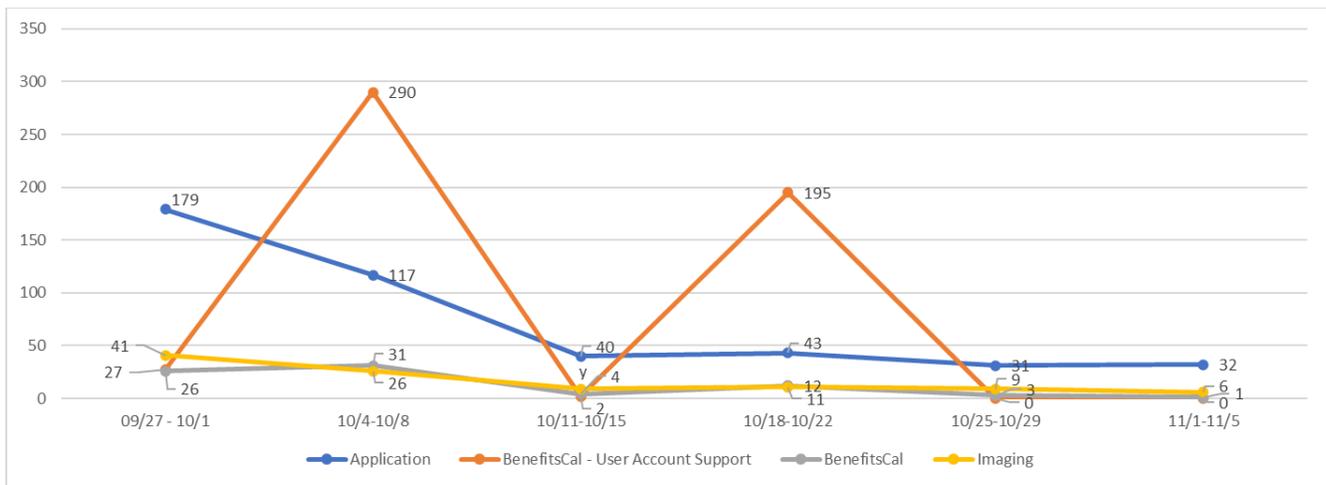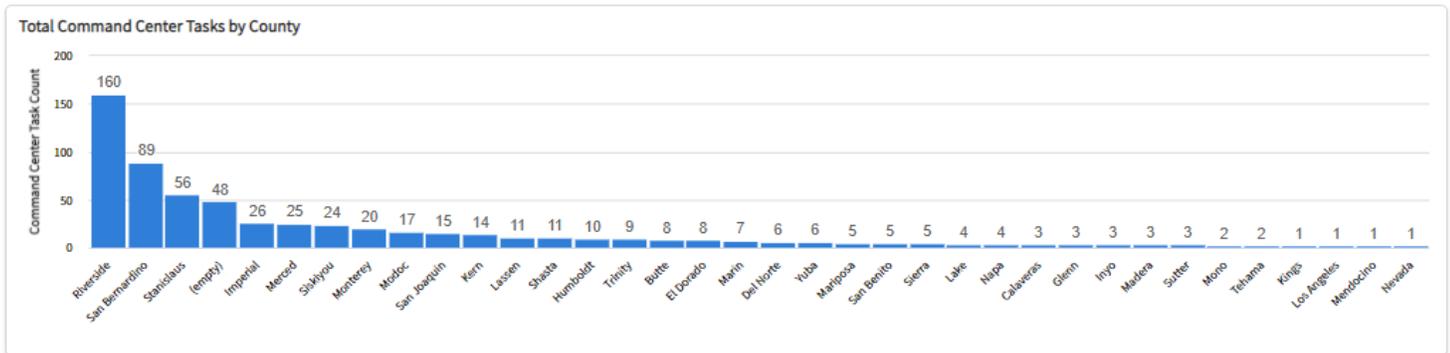
Figure 8.1.1-1 – Command Center Call Breakdown by Week

Figure 8.1.1-2 – Command Center Total Calls

QUEUE	TOTAL CALLS
Application	442
BenefitsCal - User Account Support	514
BenefitsCal	77
Imaging	102

Figure 8.1.1-3 – Command Center Total Calls by County

8.1.2 Change Management

► Finalized the Change Management section of the DDEL 66 deliverable
► Communication
  o T+3 Week User Readiness Assessment Survey
    • Completed the T+3 Week Survey response and comment analysis
  o Distributed and managed the Fact Sheets for Post-Deployment Support via the Fact Sheet Tracker
  o Assisted in compiling the Daily High Impact Issues Tracker
  o Finalized and distributed follow-up materials on previously hosted demonstrations for:
    • SAR 7 and RE Processing
    • Change Reason
    • Application Registration
► Imaging
  o Attended meetings regarding T+3 Week survey analysis on November 2 and November 3, 2021
  o Completed analysis of Imaging responses from T+3 Week Change Readiness Assessment for the former C-IV Counties
  o Continued planning for regional Imaging demonstrations for the former C-IV Counties
  o Los Angeles County Imaging Change Management
    • Continued drafting Los Angeles County Imaging Go-Live Packet
    • Began drafting CalSAWS Imaging Newsletter #5

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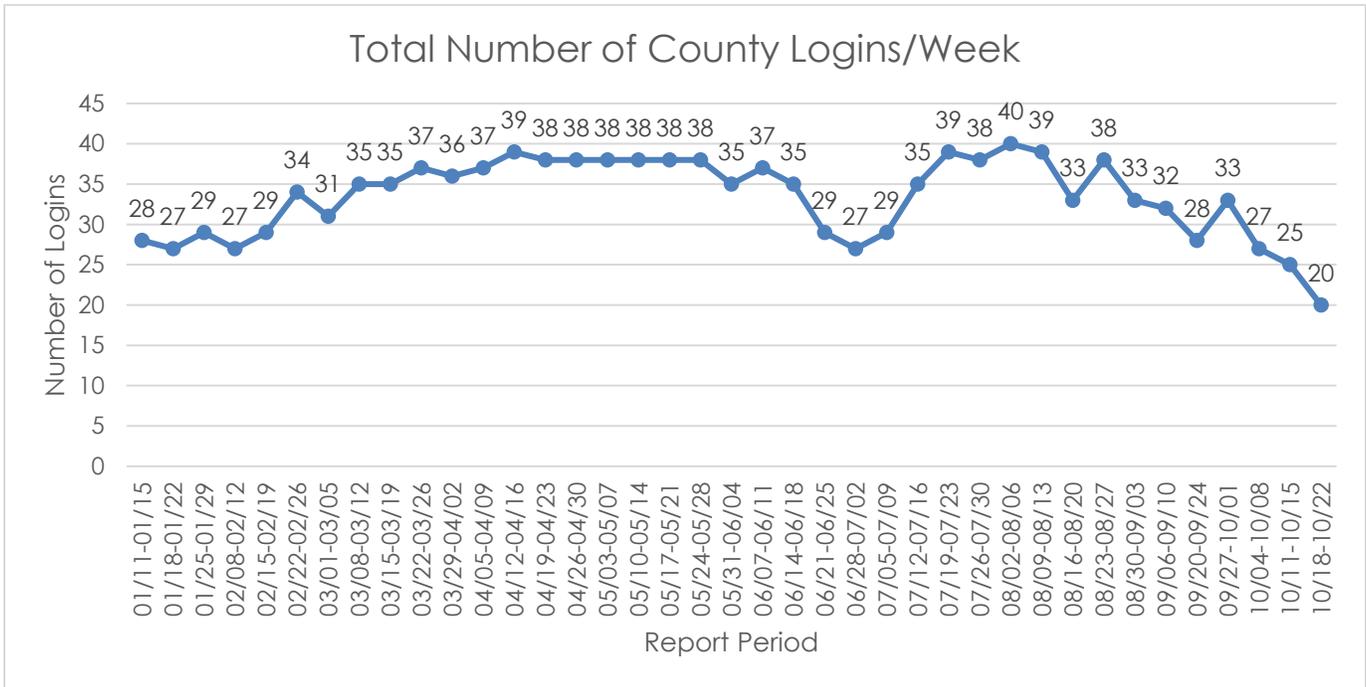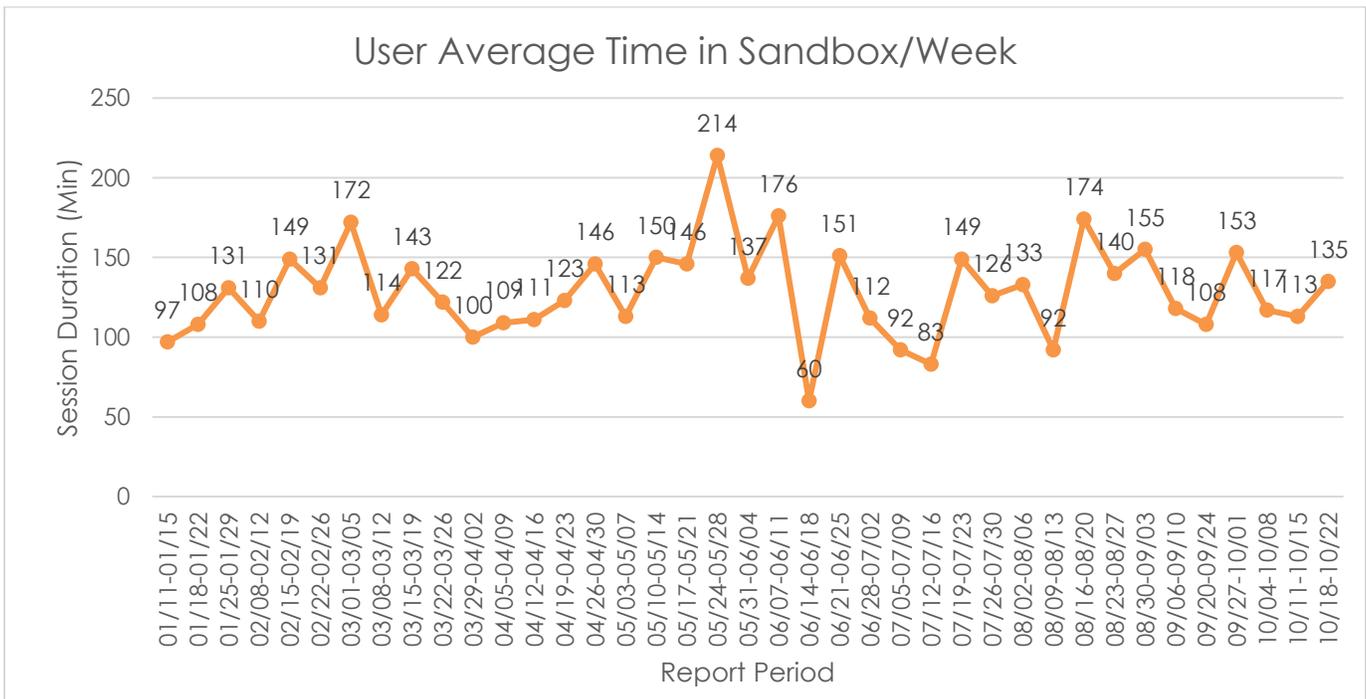(Excluding 02/01/2021-02/09/2021, 09/13/2021-09/17/2021) ***

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) *

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

COUNTY	USER	LOGIN COUNT	TOTAL LOGGED TIME
*			

Note: * The automated Sandbox data collection did not send for the weeks of October 25-November 5, 2021. The Technical team is aware and working on a workaround to extract the data needed for the Sandbox Report

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	• Finalized and submitted the DDEL to the Consortium for review and feedback on November 7, 2021 • Comments for the DDEL are due on November 17, 2021

8.2   Activities for the Next Reporting Period

8.2.1   Implementation

► Provide a less frequent enhanced Post-Deployment Support schedule
  o Host the twice-weekly County Stakeholder Call from 4:00 p.m. – 5:00 p.m., Monday and Wednesday, 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
  o Distribute the High-Priority Issue Summary Update Email on days when the Stakeholder Call is hosted to County Implementation Point of Contacts (IPOCs), Primary Point of Contacts (PPOCs), and County Help Desks on the outcomes of the stakeholder call
► Imaging
  o Attend bi-weekly Post-Deployment County Stakeholder calls
  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 Plan content for Los Angeles County Imaging Implementation Readiness Checkpoint on November 15, 2021

8.2.2 Change Management

- ► Communication
  - o T+3 Week User Readiness Assessment Survey
    - • Provide the T+3 Week Survey Responses Readout to the Regional Managers
- ► OCM Extension
  - o Begin the Center of Excellence Effort via an OCM Extension to confirm CalSAWS adoption by the C-IV Counties
- ► Imaging
  - o Continue planning regional Imaging demonstrations for the former C-IV Counties
  - o Finalize CalSAWS Imaging Newsletter #5
  - o Continue drafting 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	• Facilitate a touchpoint meeting with Deliverable reviewers on November 10, 2021, to address questions and comments for the DDEL, as needed • Comments for the DDEL are due on November 17, 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

CalSAWS – California Statewide Automated Welfare System
CalSAWS DD&I Project Phase
Weekly Status Report Period: November 1, 2021 to November 7, 2021

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