CalSAWS DD&I
Weekly Status Report

Reporting Period: November 8, 2021 to November 14, 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	🟢	Submitted the Final Deliverable (FDEL) on November 12, 2021. Approval of the FDEL is due on November 19, 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	🟢	Submitted the Final Deliverable (FDEL) on November 8, 2021. Approval of the FDEL is due on November 16, 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 to work onsite is required
2	Return to Office	Rancho Cordova	Spring - Fall 2021	• Continued reviewing and processing Return to Office (RTO) Approval

ITEM #	INITIATIVES/ PROJECTS	LOCATION	TARGET DATE	NOTES/STATUS
		and Norwalk Project Offices		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 November 10, 2021
► Began preparations for the Section Directors meeting that is scheduled for November 16, 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 Began updates for the next monthly Risk Management Group meeting that is scheduled for December 1, 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 Completed development of the November 2021 issue of the CalSAWS Connect newsletter that was 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 which 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 Finalized the documents for contact Change Notice No. 12 on November 11, 2021. Change Notice No. 12 will 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
► Completed development of the monthly CalSAWS IT Project Status Report and participated in the monthly CalSAWS IT Report Meeting with OSI, CMS (Centers for Medicare and Medicaid Services), and FNS (Food and Nutrition Service) meeting that was held on November 10, 2021

► Continued performing Deliverable Management activities for the CalSAWS DD&I Project

Deliverable Management

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Table 1.2.1-2 – Deliverable Status for Current Reporting Period

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DEL #	DELIVERABLE NAME	STATUS
64	CalSAWS Migration Work Plan Update #31	• Finalized and submitted the FDEL to the Consortium for review and feedback on November 12, 2021 • Approval of the FDEL is due on November 19, 2021

1.2.2   Communications Management

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

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Table 1.2.2-1 – Website Support Activities

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

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Table 1.2.2-2 – CalSAWS.org Usage Statistics

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CATEGORY	DURING REPORTING PERIOD	SINCE LAUNCH
Total Number of Subscribers	20	1,440
Total Number of Unique Users	9,425	1,190,149
Total Number of New Users	6,755	1,190,149
Total Number of Sessions (Individual Site Visits)	12,668	1,573,734
Average Number of Sessions per User	1.34	1.32
Average Number of Page Views per Session	1.40	1.30
Average Session Duration	1:02	0:58
AskCalSAWS Inquiries – Received/Resolved	10/10	500/495

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

Users by Week for the Past Six Months
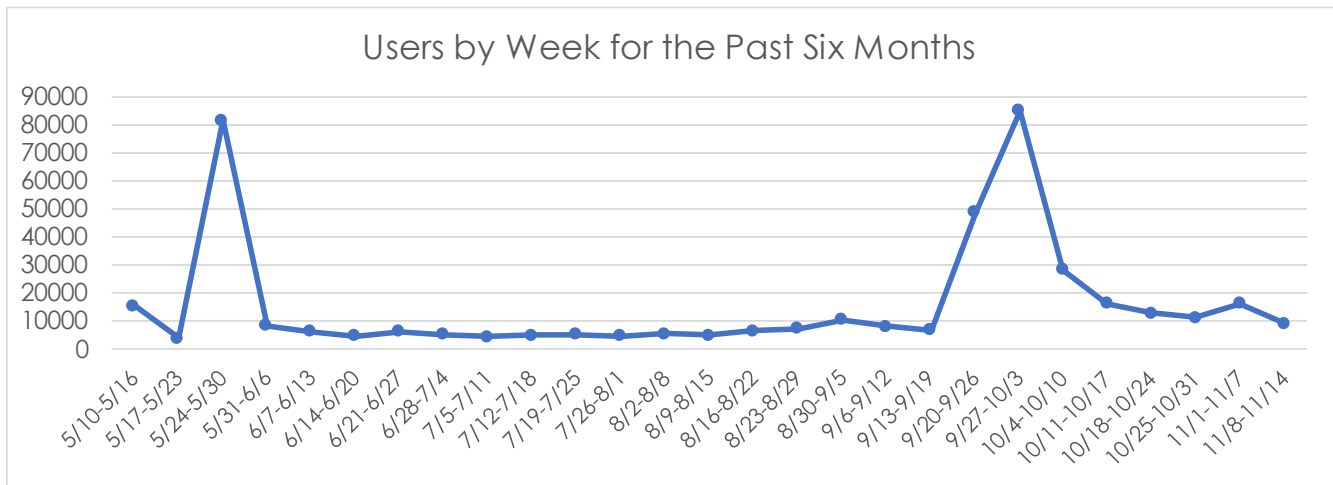
Note:

*   Increase in usage from May 10, 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%

1.2.3   Cultural Transformation

► Published November content for Cultural Transformation in the Connect Newsletter
► Round 2 activities:
  o Overall:
    • Sent email notifying staff of their nomination from Section Directors to serve as Round 2 Culture Ambassador on November 12, 2021
    • Continued to collaborate with Innovation Team to develop design thinking activities for December workshops
    • Finalized the Ambassador engagement activity calendar for December
    • Continued to align with the Inclusion, Diversity and Equity Advancement (IDEA) team to seek opportunities to combine engagement efforts across the project

1.2.4   Inclusion, Diversity and Equity Advancement (IDEA)

- ► Co-Create Phase
  - o IDEA Initiatives
    - Workshops
      - Planned next connect with Project 986 to prepare for December concluding session
    - Leadership Session
      - Prepared for the session we will have with leads on the November 17, 2021
    - We Are One
      - Continued to update the IDEA overall calendar and overview deck with new initiatives included
    - Pulse Survey
      - Completed the analysis comparing different demographics groups from pulse survey results
    - Buddy Program
      - Continued to confirm buddy matches
    - CalSAWS Table Talks
      - Began discussion around next date and topic for CalSAWS Table Talks
    - Employee Resource Groups (ERGs)
      - Concluded preparation for the leadership discussion with ERGs on the November 15, 2021
    - Counties Connected
      - Continued connecting with Counties around how the CalSAWS Project can partner on community outreach efforts
    - Communities Connected
      - Continued to confirm opportunities with list of organizations for community outreach
    - Small Team Building
      - Created general resource deck and first retrospective in Mural
      - Confirmed a pilot group to start the initiative with
  - 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 14, 2021

Table 1.3-1 – CITs

CIT ID	SUBJECT	CATEGORY	DISTRIBUTION DATE	PRIMARY CalSAWS CONTACT	BACKUP CalSAWS CONTACT
0335-21	CalWIN ISS Conversion Impacts: Revised Case Review Guide #2- Add/Update Area Code/Phone Number	Informational	November 8, 2021	Cathryn Van Namen	Juli Baker

► The following table outlines CalSAWS Requests for Information (CRFIs) sent for the reporting period ending November 14, 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	Closed	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	Closed	November 9, 2021	Sheryl Eppler
21-064	Technical Point of Contact (TPOC) Identification	November 9, 2021	Open	November 19, 2021	Haikaz (Mike) Tombakian

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 14, 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
► Facilitate the CalSAWS Weekly Status Meeting scheduled for November 17, 2021
► Begin preparations for the Section Directors Meeting that is scheduled for November 16, 2021
► Continue activities to support Project staff working remotely
  o Complete preparations and facilitate the monthly virtual CalSAWS Project All Staff Meeting that is scheduled for November 17, 2021
  o Begin development of the next issue of the CalSAWS Connect newsletter that will be distributed to the CalSAWS Project Team on December 9, 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
► 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	• Facilitate a touchpoint meeting with Deliverable reviewers on November 17, 2021 to address questions and comments for the FDEL, as needed

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 until December 17, 2021 to solicit Culture Ambassadors
► Send welcome email to self-identified Culture Ambassadors on November 15, 2021
► Continue to collaborate with the Innovation team to refine 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 to execute the activities on the Ambassador engagement timeline

1.4.4 Inclusion, Diversity & Equity Advancement (IDEA)

► Send the certificates for workshop participants once the final session takes place
► Finalized planning with pilot team for small team building initiative
► Begin discussing next actions after analyzing pulse survey
► 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) and Cultural Transformation
► 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 the enhanced performance testing work
  o Shared template with Los Angeles in order to gather usage statistics

Table 2.1-1 – CalSAWS Imaging Project Milestones

MILESTONES	SUBMISSION DUE DATE	STATUS
Migration Activities	October 1, 2021	In progress
Conduct Santa Barbara County Document Migration Discovery Session Check-in	November 8, 2021	Completed
Conduct Tulare County Document Migration Discovery Session Check-in	November 8, 2021	Canceled
Conduct Placer County Document Migration Discovery Session Check-in	November 9, 2021	Completed
Conduct Santa Clara County Document Migration Discovery Session Check-in	November 10, 2021	Canceled
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
Conduct Los Angeles County Document Migration Discovery Session Check-in	November 11, 2021	Canceled
Conduct Santa Barbara County Document Migration Discovery Session Check-in	November 15, 2021	Canceled
Conduct Tulare County Document Migration Discovery Session Check-in	November 15, 2021	Scheduled
Conduct San Diego County Document Migration Discovery Session Check-in	November 16, 2021	Scheduled
Conduct Placer County Document Migration Discovery Session Check-in	November 16, 2021	Scheduled
Conduct Santa Clara County Document Migration Discovery Session Check-in	November 17, 2021	Scheduled
Conduct Orange County Document Migration Discovery Session Check-in	November 18, 2021	Scheduled
Conduct Ventura County Document Migration Discovery Session Check-in	November 18, 2021	Scheduled
Conduct Los Angeles County Document Migration Discovery Session Check-in	November 18, 2021	Scheduled

Table 2.1-2 – 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
	Finish	7/16/20	9/27/21	10/06/20	12/30/21	01/28/22	05/31/22	06/30/22	10/02/22	10/20/22	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	01/03/22	03/14/22	03/14/22	10/03/22	Go Live 10/24/22
	Finish	7/29/20	10/01/20	10/06/20	03/26/21	12/30/21	03/11/22	05/13/22	10/02/22	10/20/22	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
	Finish	7/21/20	10/18/21	10/06/20	1/29/21	01/28/22	5/31/22	06/30/22	06/30/22	10/20/22	12% Progress
	Status	Completed	Completed	Completed	Completed	Awaiting	Awaiting	Awaiting	Awaiting	Awaiting	

Table 2.1-3 – 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
	Finish	10/15/20	11/30/21	01/31/21	08/27/21	03/15/22	08/31/22	10/20/22	01/31/23	02/16/23	10% Progress
	Status	Completed	In Progress	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	01/03/22	01/03/22	4/16/22	02/01/23	Go Live 02/20/23
	Finish	10/05/20	12/01/20	01/31/21	7/29/21	12/30/21	04/15/22	04/15/22	01/31/23	02/16/23	20% Progress
	Status	Completed	Completed	Completed	Completed	In progress	Awaiting	Awaiting	Awaiting	Awaiting	

Table 2.1-4 – 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	01/03/22	08/01/22	08/01/22	04/01/23	Go Live 04/24/23
	Finish	01/07/21	03/01/21	04/30/21	04/22/21	12/30/21	08/01/22	01/31/23	01/31/23	04/20/23	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	01/03/22	03/01/22	08/01/22	08/01/22	04/01/23	Go Live 04/24/23
	Finish	1/14/21	3/1/21	10/31/21	12/30/21	02/28/22	08/01/22	01/31/23	03/31/23	04/20/23	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	01/03/22	01/03/22	08/01/22	04/01/23	Go Live 04/24/23
	Finish	01/19/21	03/01/21	04/30/21	05/31/21	12/30/21	08/01/22	07/15/22	03/31/23	04/20/23	40% Progress
	Status	Completed	Completed	Completed	Completed	In progress	Awaiting	Awaiting	Awaiting	Awaiting	

SPOTLIGHT PROJECT STATUS

✓	Completed
	Issue Stopping Progress
	Possible Risks
	On Track

* Legend for CalWIN Counties' Status Update

Table 2.1-5 – Los Angeles Image Hyland Import Burnup
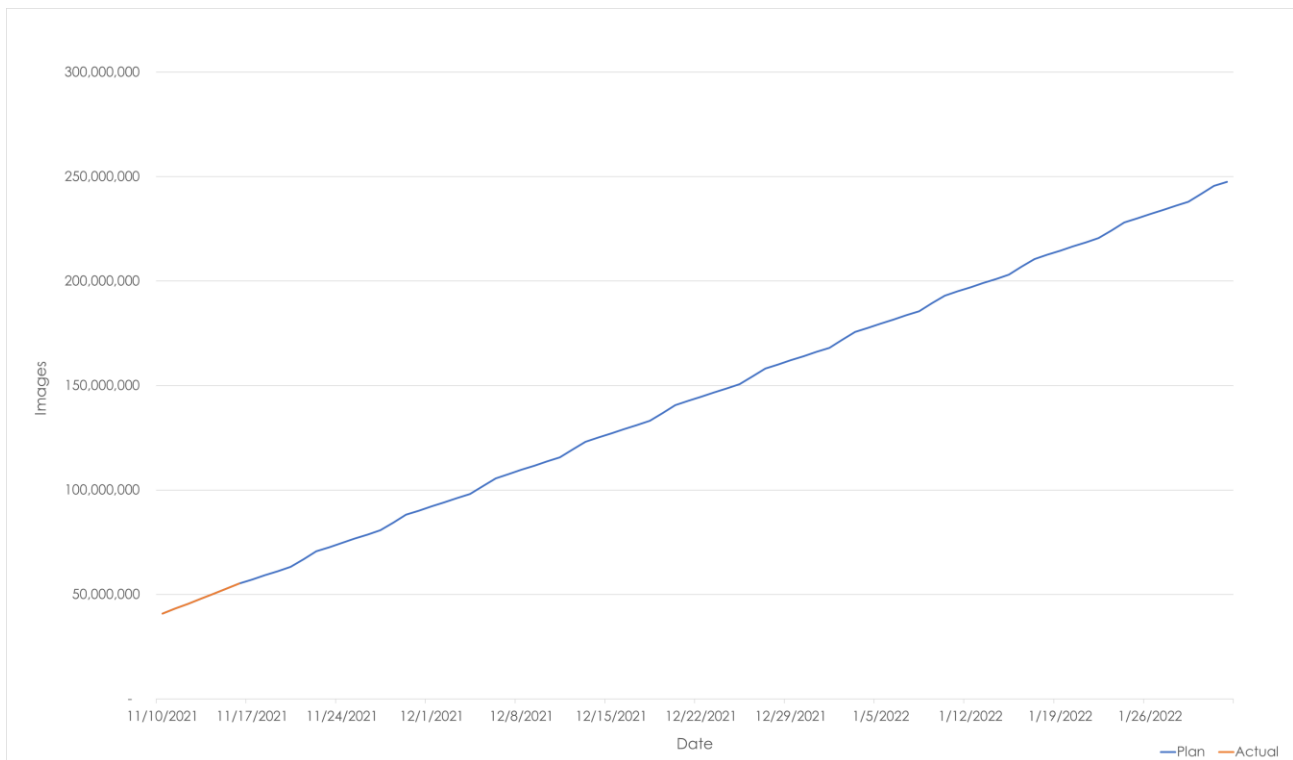
2.2   Activities for the Next Reporting Period

► Continue the enhanced performance testing work
  o Continue gathering usage statistics
  o Establish testing criteria and timelines

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 and External Party Access designs based on the Contact Center/ Interactive Voice Response (IVR) committee's recommendations to be represented again at the November 17, 2021 committee meeting
► Continued build of both Enhanced Call Control Panel (CCP) and Outbound Interactive Voice Response (IVR)
► Continued build of Automated Testing platform for Outbound Interactive Voice Response (IVR) SCR
► Continued discussion with Los Angeles County about their migration to CalSAWS contact center solution

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)
► Present the Telephonic Signature and External Party Access Design update during the 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 production	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

▶ Release I was successfully soft launched on November 10, 2021 and County pre-validation is in progress

4.1.3   Production (Hard Launch)

▶ Daily and monthly reports and dashboards are current to date

4.1.4   Performance and Scalability

▶ Completed Release I Load and Performance testing prior to the deployment to the Soft Launch environment. The summary of results was presented to the Consortium on November 9, 2021 and available on the CalSAWS Project SharePoint
▶ Continued to research the impacts of having a Sunday schedule for Sunday reports to ensure the batch does not run long on Monday evenings (when Monday and Sunday reports are generated). In the interim, changed the Monday lambda to scale up to 1.5x the size of the daily cluster, which is still within the already approved budget. This along with the Release I environment change (Disable hyper-threading and use Intel chips instead of AMD for our Qlik Cluster) and code tuning updates has allowed the double runs (Monday evening) to complete within the SLA including all new soft launched Release I jobs

4.1.5   Development and Testing

► Release I
  o Dashboards
    • Completed curation build, dashboards build, and testing activities.

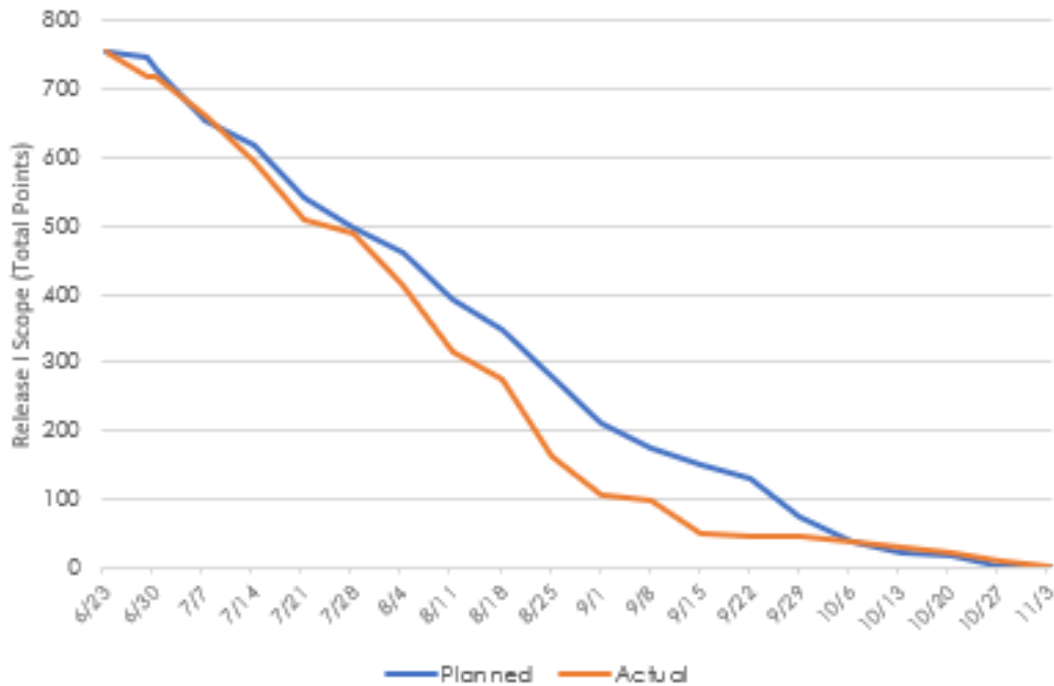**Figure 4.1.5-1 – CalSAWS Analytics – Release I Burndown (OBIEE)**

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 (11/10)					
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				12/9	12/13	1/8	1/8	HL #5 (1/28/22)

Legend:
Complete
Complete as of this week
In Progress

  o Reports
    • Completed all build and test. Consortium is validating few remaining reports
    • Reports were soft launched on November 10, 2021, and team is getting ready for County validation (scheduled November 22, 2021)

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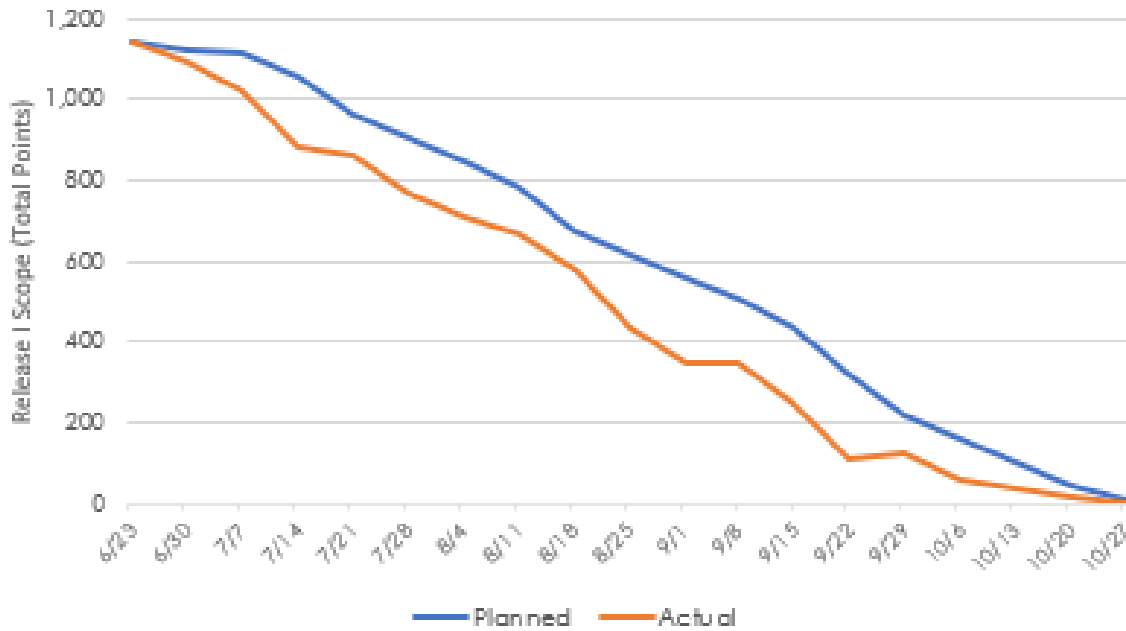

Table 4.1.5-2 – CalSAWS Analytics – Release I Status Matrix (State & Management)

Type	Functional Area	Number of Reports	Reverse Engineering Due Date	Reverse Engineering % Comp	Curation Build Due Date	Curation Build % Comp	Curation Test Due Date	Curation Test % Comp	Consortium Curation Test Due Date	Consortium Curation Test % Comp	Visualization Build Due Date	Visualization Build % Comp	Visualization Test Due Date	Visualization Test % Comp	Consortium Viz Validation Due Date	Consortium Viz Validation % 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	100%
	Fiscal	39	7/15	100%	8/20	100%	9/10	100%	10/27	72%	9/30	100%	10/15	100%	10/27	92%
	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	100%
	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%		84 of 84 100%		78 of 84 93%	

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	• Medi-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) In Production (County Validation)			
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
    • Support Consortium Pre-Validation
  o Release J
    • Begin development

4.4   Deviations from Plan/Adjustments

► None for this 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	0	0	11	16	0	1	4	0	3
	Design in Progress	0	0	0	19	1	0	1	1	0	0
	Ready for Committee	0	1	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	1	0	0
Build	Approved	0	1	0	3	1	0	1	1	1	1
	In Development	0	17	0	0	0	0	0	0	0	0
	Development Complete	0	0	0	0	0	0	0	0	0	0
	In Assembly Test	0	4	0	0	0	0	0	0	0	0
Test	System Test	5	0	3	0	0	1	0	0	0	0
	Test Complete	22	0	0	0	0	0	0	0	0	0
	In Production	0	0	0	0	0	0	0	0	0	0
	Grand Total	**27**	**23**	**3**	**35**	**18**	**1**	**3**	**7**	**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
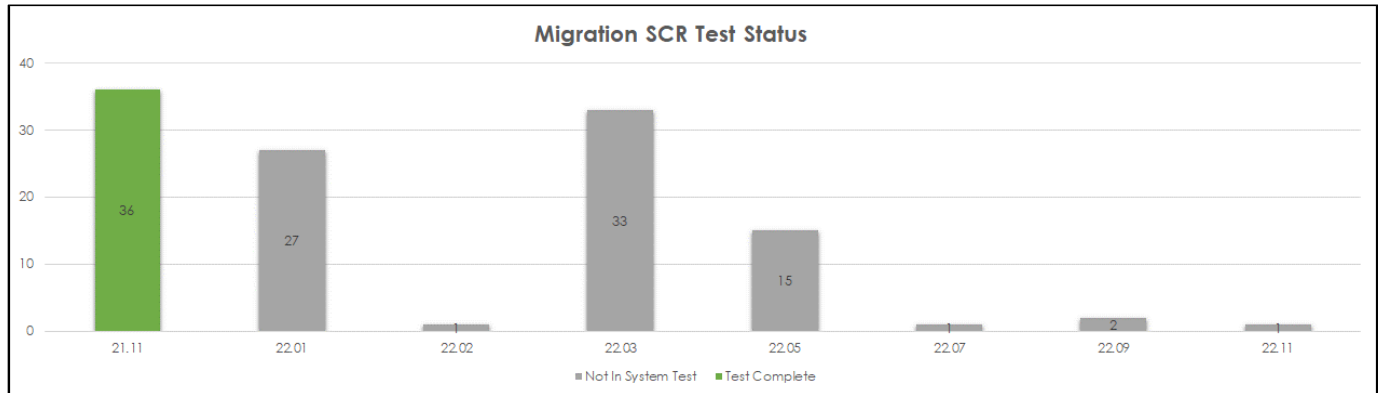
Notes:
- Includes all SCRs that have a Funding Source of CalSAWS DD&I that are not in Rejected or Pending Rejection status and are targeted for a baseline release. This includes SCRs associated to DDID 1967 for the unforeseen allowance and DDID 1631 for the reports allowance. In Production includes In 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 Execution Status – 21.11

|	
Pass Rate Target as of November 12, 2021	**92%**
Pass Rate Actual as of November 12, 2021	**100%**
System Test Complete Date: November 19, 2021	
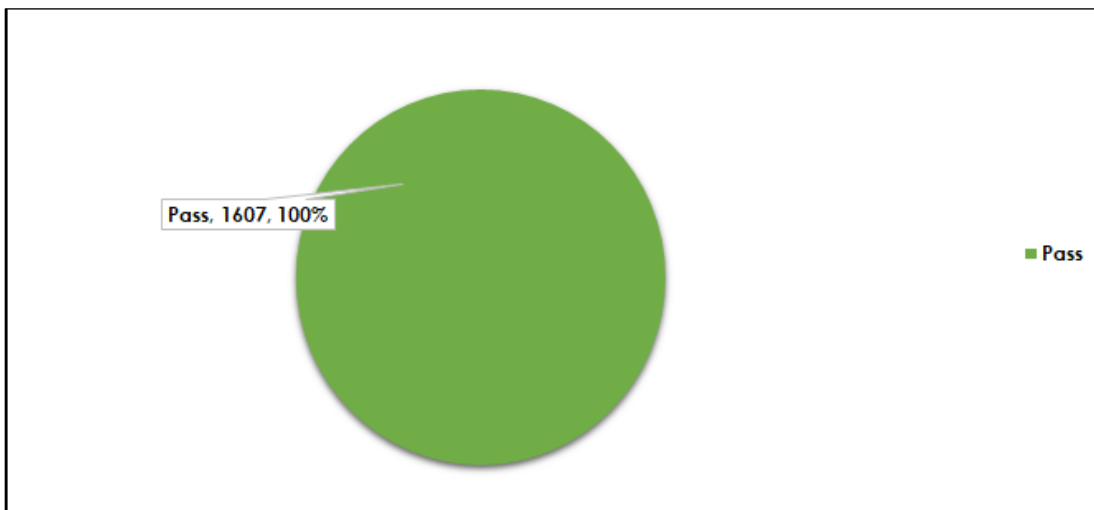
Note:
- Test Script counts are subject to change as test scripts are added or removed throughout the execution phase. Includes testing execution for all CalSAWS DD&I Test Scripts in the release

5.1.3   Converted Data Test (CDT):

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

Table 5.1.3-1 – CalWIN CDT Execution Status

Pass Rate Target as of November 12, 2021	**5%**
Pass Rate Actual as of November 12, 2021	**10%**
System Test Complete Date: April 29, 2022	
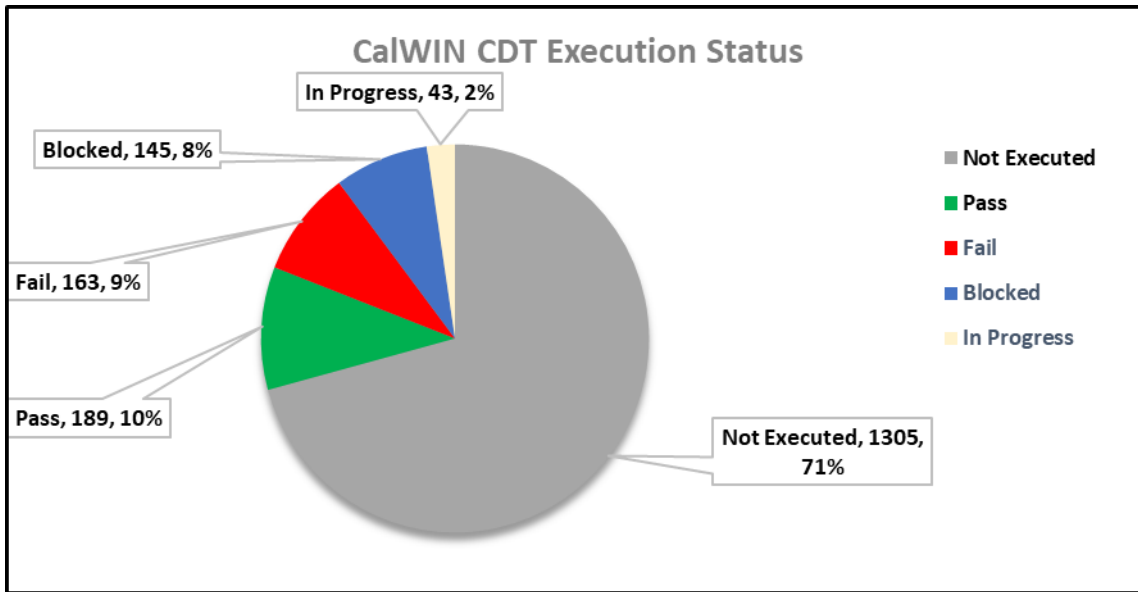
Note:
- Test Script counts are subject to change as test scripts are added or removed throughout the execution phase

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	32	2	5	1	0	40
CalHEERS	70	0	2	3	3	78
Correspondence	133	5	10	7	9	164
Eligibility	221	4	38	49	40	352
Fiscal	243	5	22	15	26	311
GA/GR	234	0	0	1	0	235
Online	70	2	54	48	2	176
Reports	117	0	0	0	0	117
High-Volume Online Transactions	185	25	58	39	65	372
Total	**1305**	**43**	**189**	**163**	**145**	**1845**

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
  o CA-231858 – CW 105: Waiting for State translations
  o 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
  o CA-214906 DDID 2233 – General Tasks (No Case or Application)
  o CA-214903 DDID 2225 – Worker Assignment Preview
  o CA-214922 DDID 2388 – Task Start Date
  o CA-214918 DDID 2275 – Bundle Case Tasks

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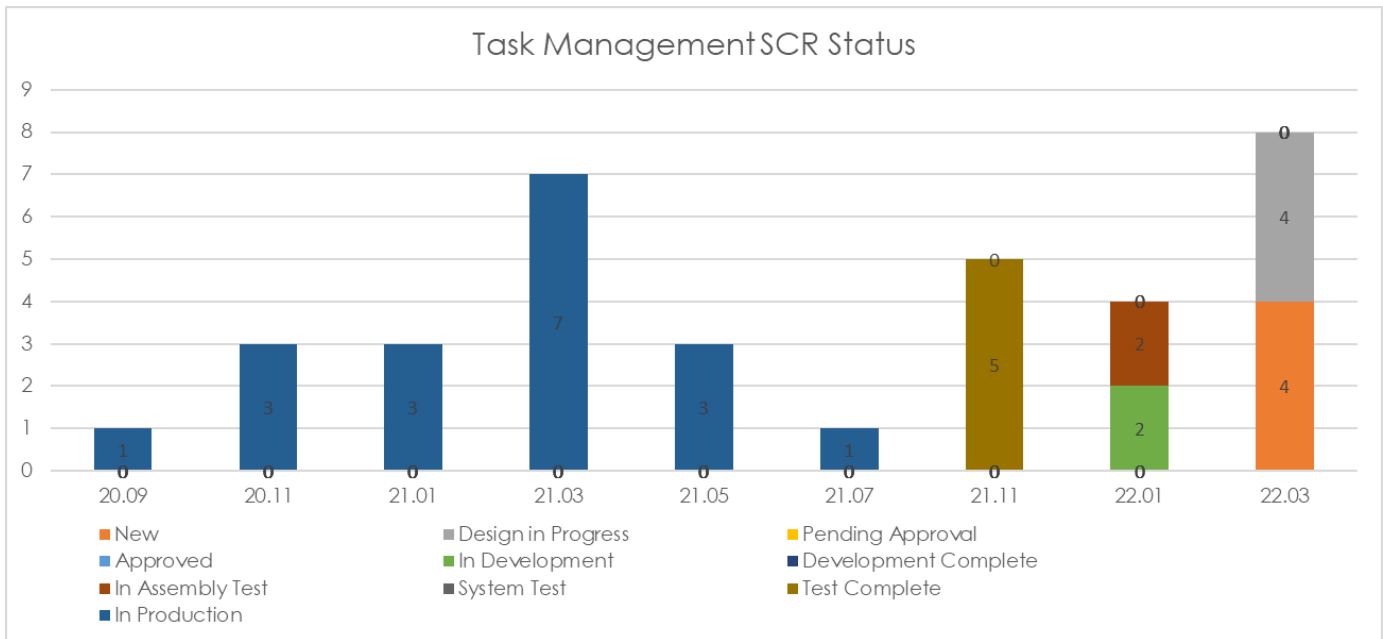
5.1.6   Application Programming Interface (API)

► 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
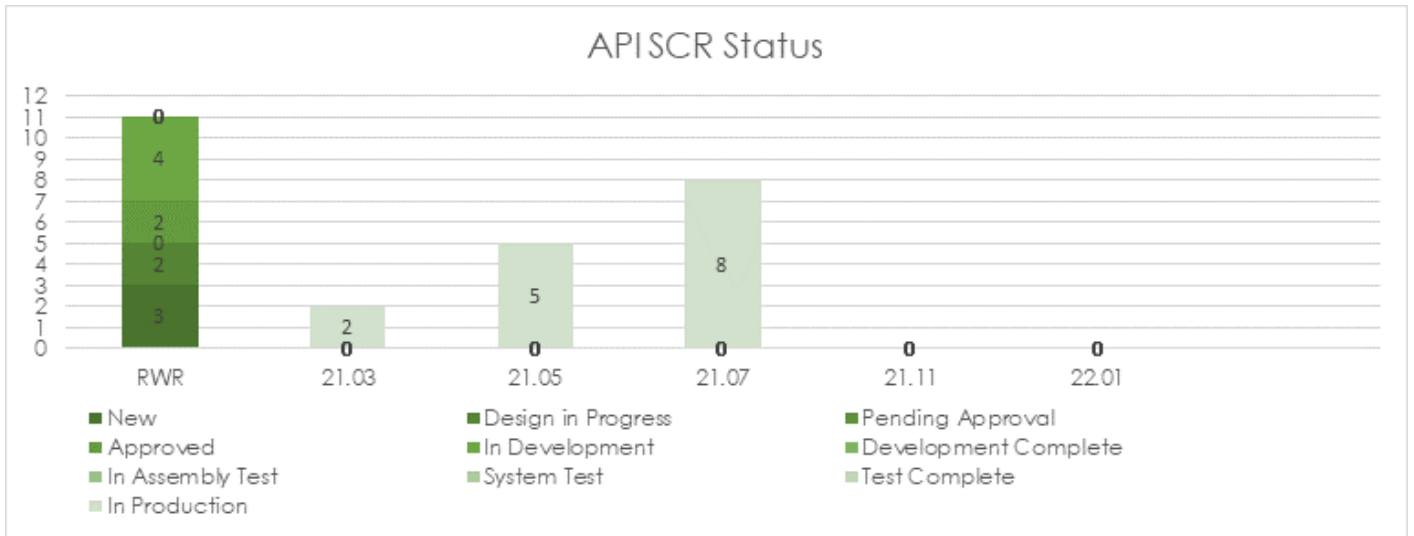
5.1.7   GA/GR

► General:
- o Provided the weekly status update and GA GR release plan changes to the Consortium on November 9, 2021
- o Discussed the GA/GR Correspondence work products and design clarifications on November 9, 2021, and November 11, 2021
- o Discussed the GA/GR Correspondence web service design clarifications on November 10, 2021, and November 12, 2021
- o Continued Development on 22.01 SCRs
- o Began working on Data Mapping and API changes for 22.01
- o Began the Automated System test scripting and execution of phase 3 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
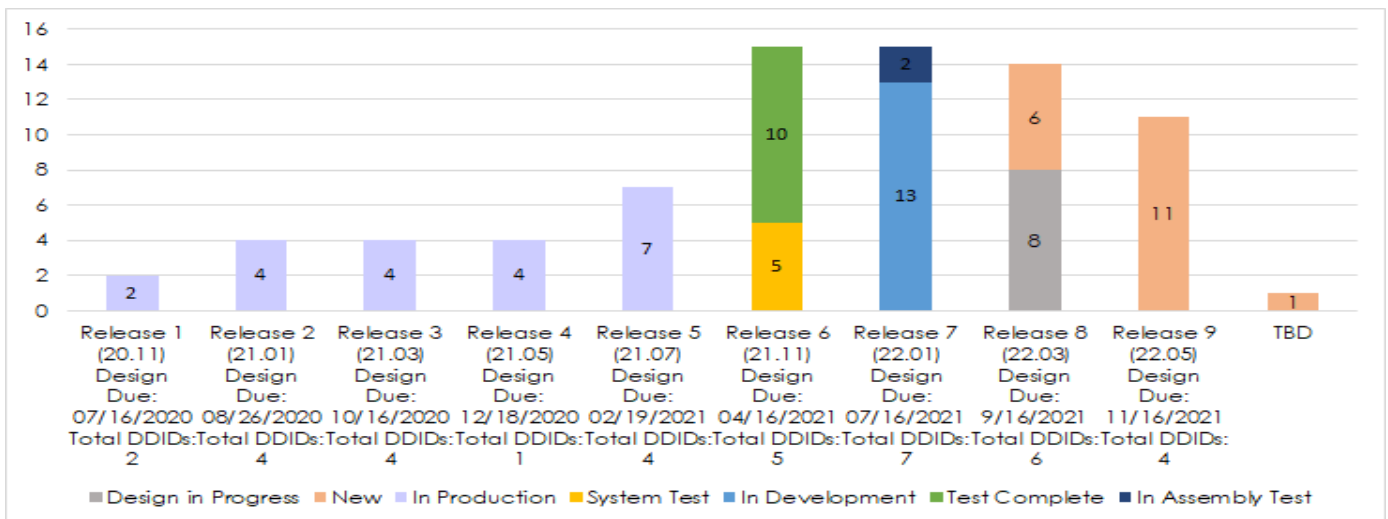
► CalWIN Correspondence Track:

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

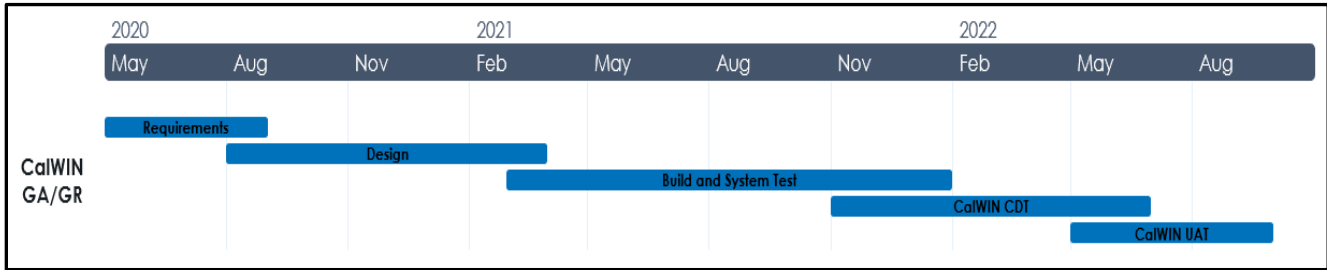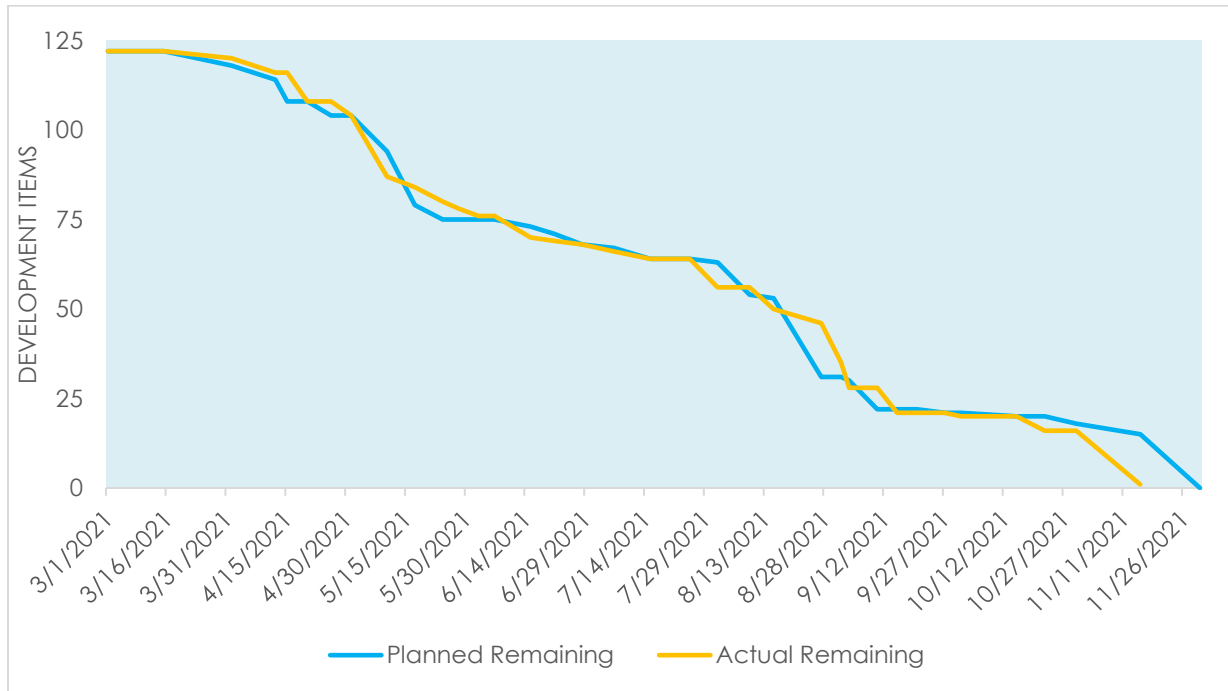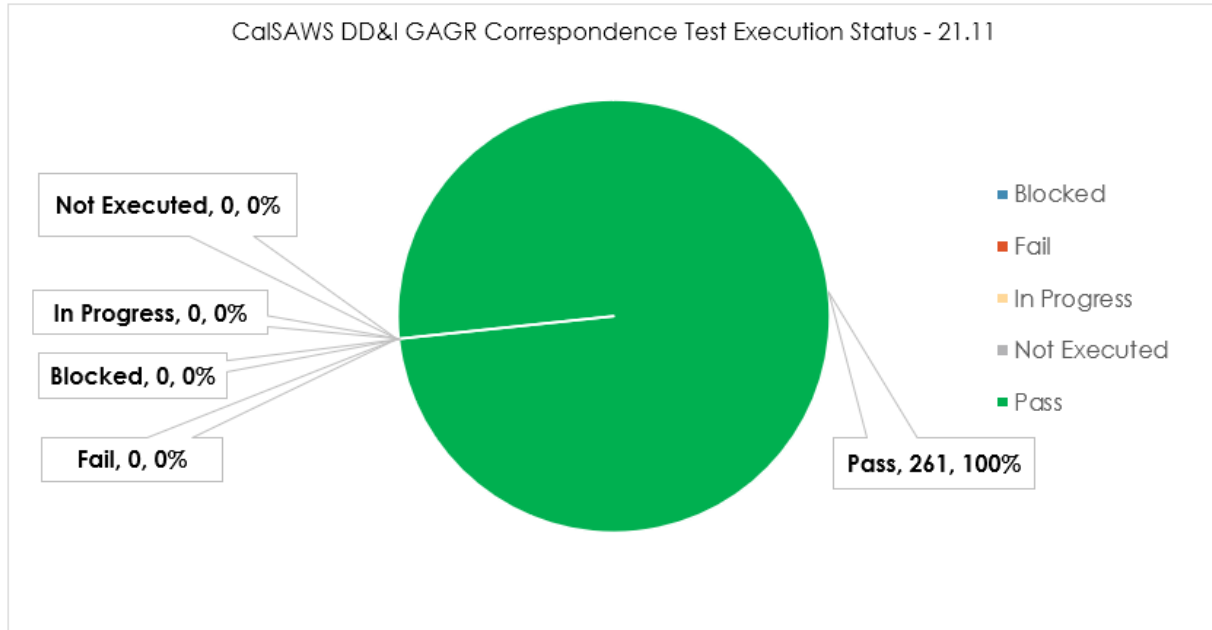|	
Pass Rate Target as of November 14, 2021	**100%**
Pass Rate Actual as of November 14, 2021	**100%**
System Test Complete Date: November 17, 2021	

CalSAWS DD&I GAGR Correspondence Test Execution Status - 21.11

- Not Executed, 0, 0%
- In Progress, 0, 0%
- Blocked, 0, 0%
- Fail, 0, 0%
- Pass, 261, 100%

Legend:
- Blocked
- Fail
- In Progress
- Not Executed
- Pass

► Gainwell Technologies GAGR Correspondence Service
  o All 261 cases have passed to date

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.

► Completed 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
► Target November 19, 2021 for deploy of Sprint 1 to Production. Deployment has to wait for migration of PDFs for purged cases, which is currently in process
► Began design/build/test of Sprint 1 (SCR CA-229302). This Sprint includes the following items:
  o Case Locking (preventing workers from adding programs to purged cases)
  o Modification to make Images view only for purged cases (i.e., removal of ability to add images to purged cases)

Figure 5.1.7-1 – Case Purge Burndown Chart
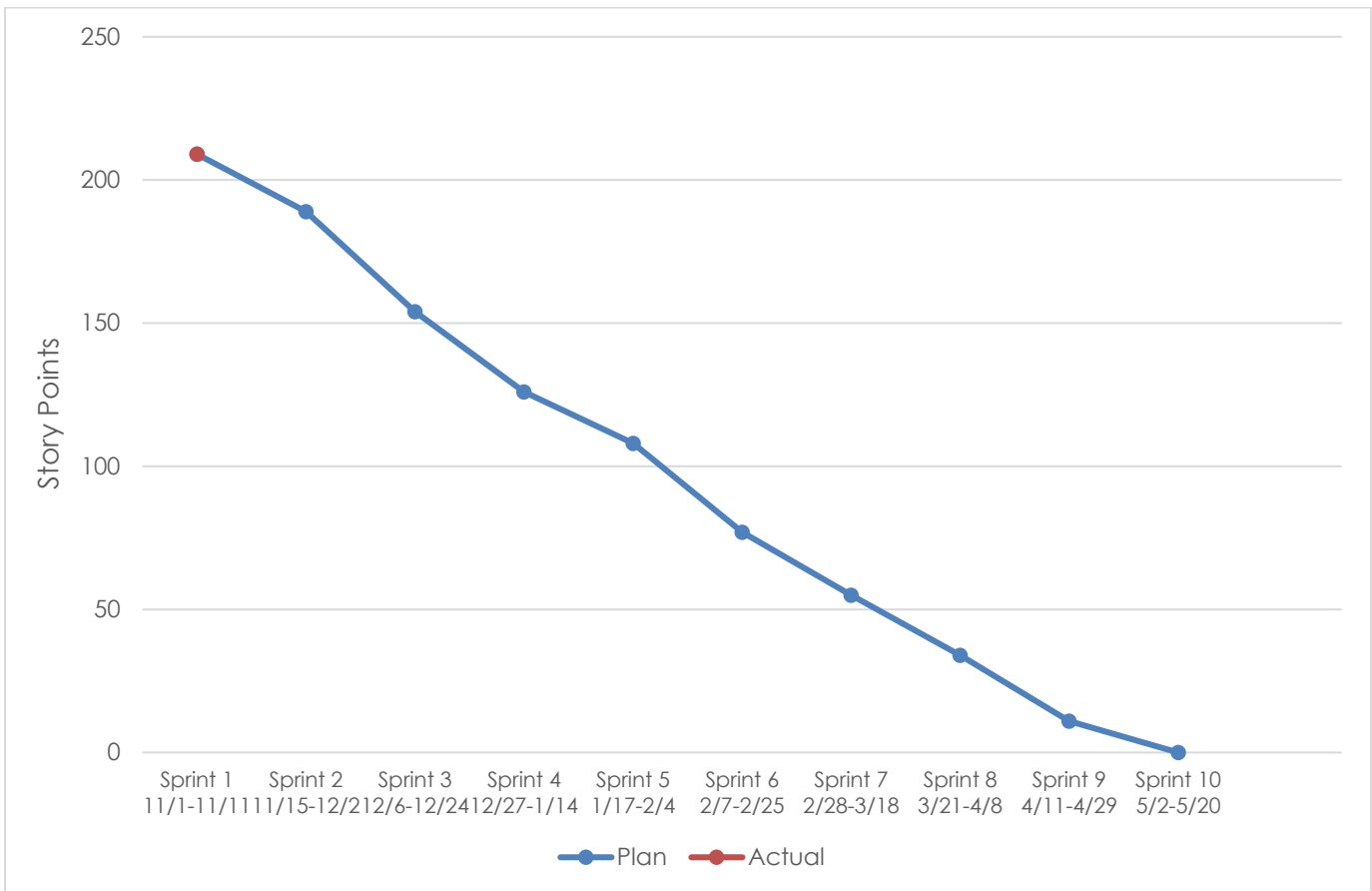
Table 5.1.7-1 – Planned Purge Sprints

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 and 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:

► Continued Golden Data Set (GDS) 3 Epic
  o Continued GDS 3 Sprint 1 - focus on 21.11 Data Model updates
  o Continued GDS 3 EDBC Match Sprint 8
► Continuing to Triage Converted Data Test (CDT) Defect as they are created
  o 14 CDT defects targeted for GDS 3

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

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	44	11/1/2021	11/21/2021	2	3	2	3	11	0	24	0	0
21.11 Data Model Sprint 1	36	11/1/2021	11/14/2021	0	1	0	3	8	0	24	0	0
EDBC Match Sprint 8	8	11/1/2021	11/14/2021	2	2	2	0	3	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 Performed extraction for Yolo County including new shell case design in preparation for inclusion into upcoming Golden Data Set (GDS)
► CalWIN Document Migration
   o Continued planning for delivery of all Client Correspondence
► CalWIN Data Retention M&O
   o Data Retention ran on November 7, 2021, and November 11, 2021 as communicated to OPAC
      • An additional 277,099 cases across all 18 Counties were marked as "Not Retained"

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
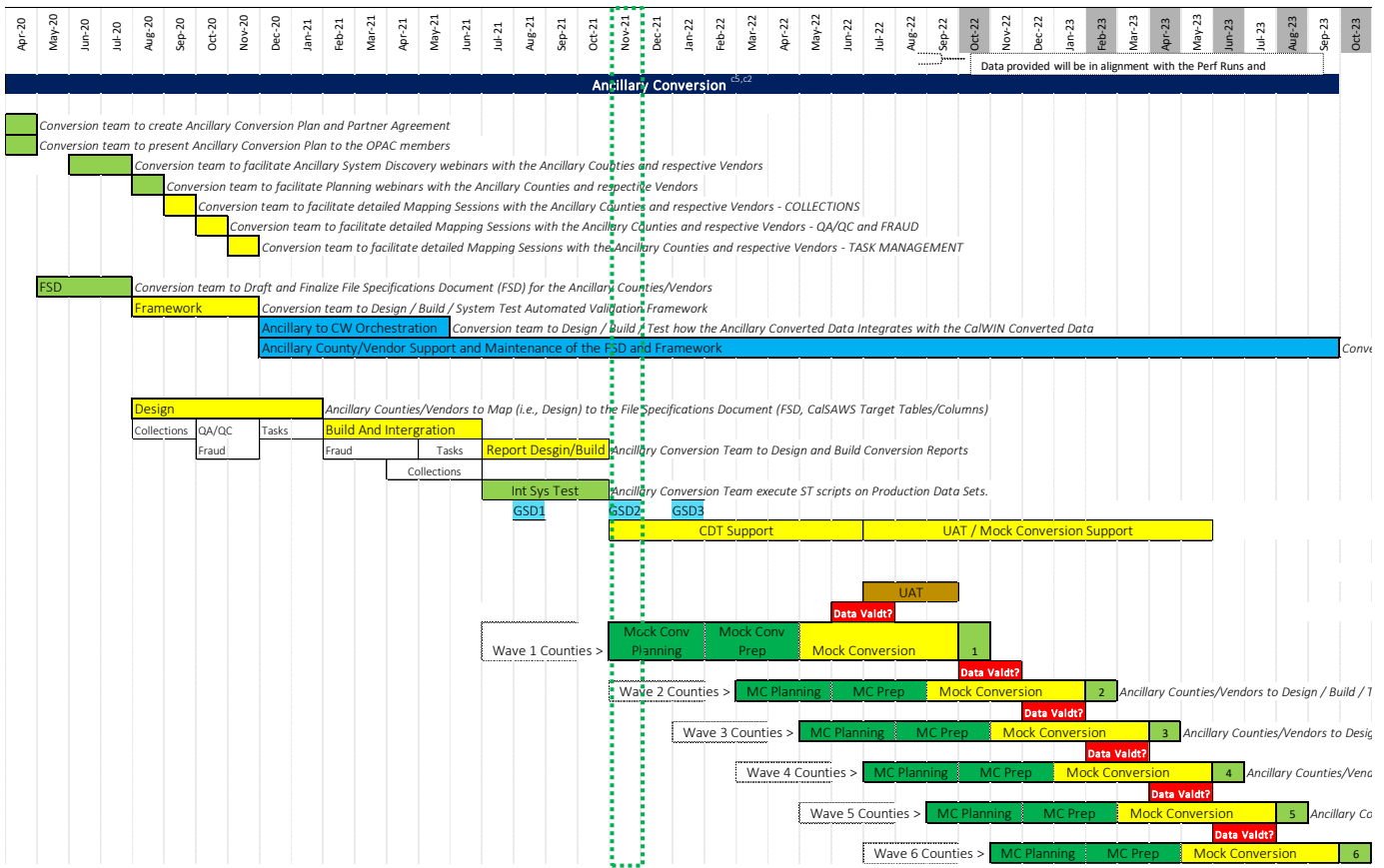
Table 6.1.4-3 – Ancillary Systems Conversion Milestones

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	• Finalized and submitted the FDEL to the Consortium for review and approval on November 8, 2021 • Approval of the FDEL is due on November 16, 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
  o Prepare GDS Build with CalSAWS data from November 14, 2021
► 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
► Prepare to receive Wave 1 and Wave 2 Data Extracts

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	• Address comments and questions on the FDEL, as needed • Receive approval of the FDEL 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 12, 2021
  o Attended meeting with Los Angeles County regarding Imaging training Materials on November 12, 2021
  o Continued drafting additional Imaging guides based on Web-Based Training (WBT) content
  o Updated Imaging Fact Sheets

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 Deliverable #66 walkthrough on November 16, 2021
  o Continue drafting additional Imaging guides based on web-based training (WBT) content

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

► Provided a less frequent enhanced Post-Deployment Support schedule
  o Hosted 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 Distributed 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
  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
    • 274 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	41
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	15
Week of November 15, 2021	4
21.11	2
21.11.xx	37
21.12.xx	10
22.01	7
22.01.xx	1
22.03	2
22.05	1
22.07	1
Release When Ready (RWR)	20
TBD	3
Total	**274**

- By System Owner
  - BenefitsCal: 8
  - CalSAWS: 262
  - FIS: 1
  - Hyland: 3

► Imaging
  o Attended CalSAWS Post-Deployment County stakeholder calls on November 8 and November 10, 2021
  o Attended Los Angeles County Imaging Migration Standup Call on November 9 and November 11, 2021
  o Attended meeting regarding information needed for Los Angeles County Imaging performance testing on November 9, 2021
  o Maintained Los Angeles County and Project Imaging Readiness Checklists in JIRA
  o Continued planning for Los Angeles County post-deployment Imaging support
  o Finalized content for Los Angeles County Imaging Implementation Readiness Checkpoint on November 15, 2021

8.1.2 Change Management

► Communication
  o T+3 Week User Readiness Assessment Survey
    • Provided a read-out of the T+3 Week Survey response and comment analysis to the Regional Managers on November 10, 2021
► Organizational Change Management (OCM) Extension
  o Developed approach and plan for scaling program support for C-IV Counties
  o Consolidated key adoption metrics and developed dashboards for 39 Counties
  o Onboarded the Change Enablement Team and conducted internal Kickoff on November 8, 2021
  o Engaged the Consortium Leaders to review approach and solicit feedback on November 9, 2021
  o Hosted kick-off with Regional Managers on November 12, 2021 prior to beginning engagement with the former C-IV Counties
  o Created slides for PSC and JPA to provide an overview of the extended OCM support
  o Began to develop a communication plan for County engagement
► Imaging
  o Attended meeting with Consortium Imaging Business Analysts to review Post Go-Live Imaging Demonstration content on November 8, 2021
  o Attended Dry Run for Post Go-Live Imaging Demonstrations on November 12, 2021
  o Presented T+3 Weeks Post Go-Live User Survey analysis to Regional Managers on November 10, 2021
  o Drafted CalSAWS Informational Transmittal (CIT)regarding Best Practices for Optical Character Recognition Success
  o Los Angeles County Imaging Change Management
    • Continued drafting Los Angeles County Imaging Go-Live Packet
    • Completed draft of CalSAWS Imaging Newsletter #5 and related CalSAWS Informational Transmittal (CIT)

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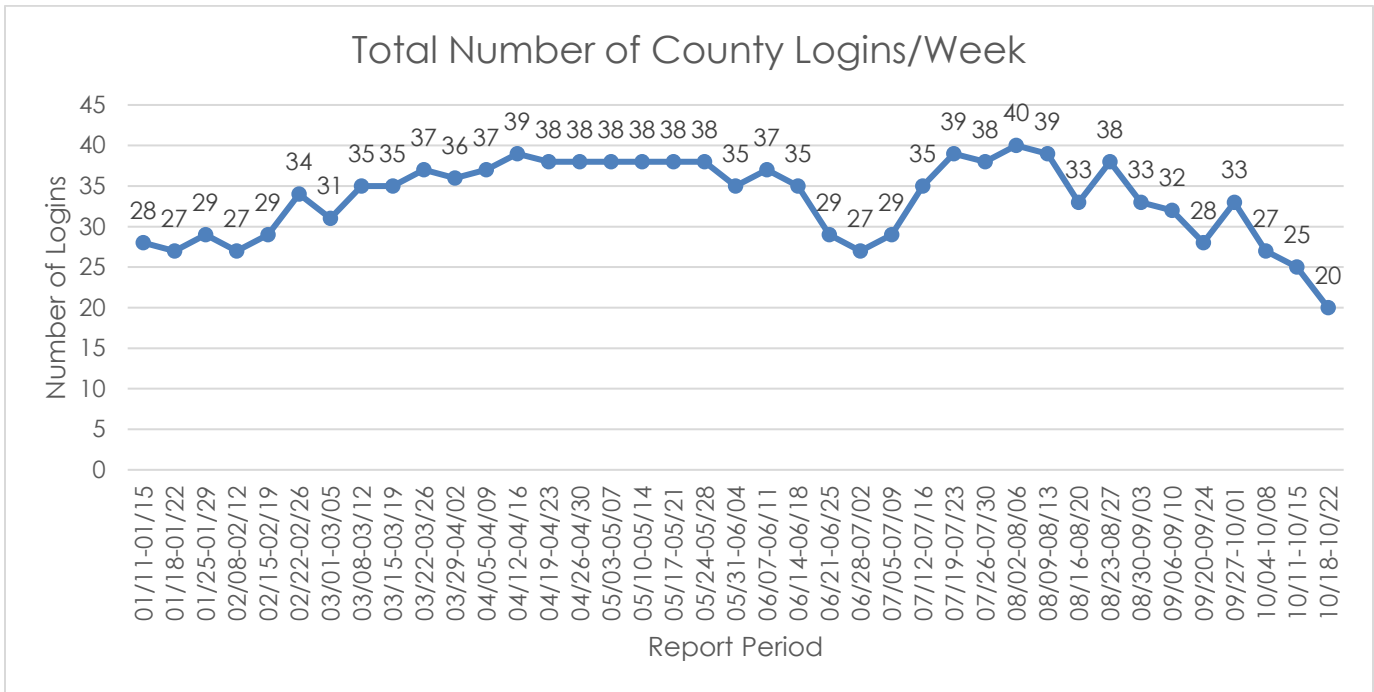(Excluding 02/01/2021-02/09/2021, 09/13/2021-09/17/2021) ***

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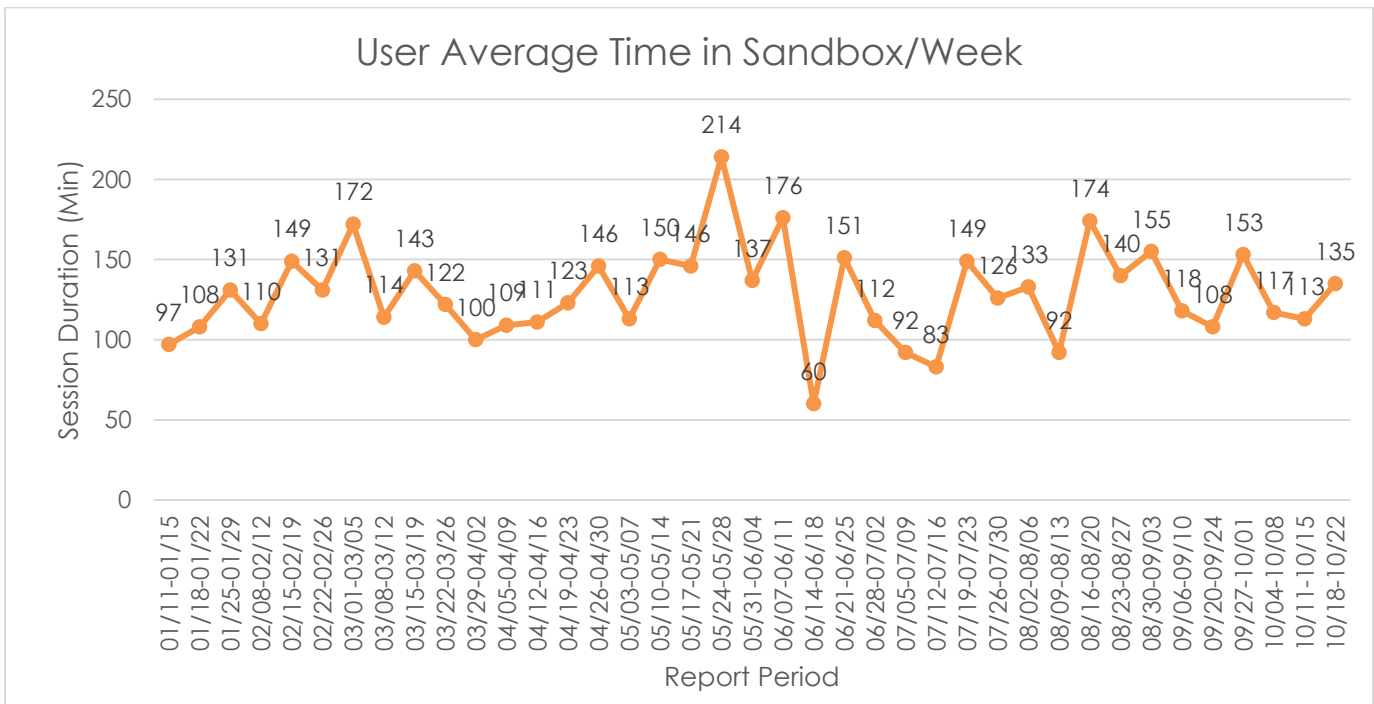
Table 8.1.2-1 – Login Counts & Total Logged Time by County During Reporting Period

COUNTY	USER	LOGIN COUNT	TOTAL LOGGED TIME
*			

 Note: ***** The automated Sandbox data collection did not send for the weeks of October 25-November 12, 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

► 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

► 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

► Co-host the Walkthrough of Deliverable #66 on November 16, 2021 to provide reviewers with an overview of Deliverable content

► Imaging
   o Host Los Angeles County Imaging Implementation Readiness Checkpoint on November 15, 2021
   o Host meeting regarding Imaging Support for Los Angeles County on November 15, 2021
   o Attend Imaging Migration standup calls on November 16 and November 18, 2021
   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

8.2.2 Change Management

► Organizational Change Management (OCM) Extension
  o Begin to engage the former C-IV Counties on their personalized OCM approach
    • Schedule preliminary meetings with County Implementation Point of Contacts (IPOCs) and Primary Point of Contacts (PPOCs) to cover their individual County dashboard and gather information on their County's greatest needs from the Project
    • Update County dashboards based on key questions used to gauge County adoption and sustainability in CalSAWS
  o Based on meeting outcomes, begin to create individual County Action Plans and establish level of engagement needs
    • Schedule appropriate follow-up sessions and/or workshops to cover key topics
► Imaging
  o Host regional Post Go-Live Imaging Demonstrations for the former C-IV Counties:
    • November 16, 2021 – Region 3
    • November 17, 2021 – Region 5
    • November 18, 2021 – Region 2
    • November 19, 2021 – Region 4
  o Attend CalSAWS Imaging Committee meeting on November 18, 2021
  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 16, 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