



CalSAWS DD&I Weekly Status Report

**Reporting Period: November 15, 2021 to November
21, 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		Received approval of the Final Deliverable (FDEL) on November 19, 2021
66	CalSAWS Deployment Complete Milestone/Report – C-IV	Implementation		Final Deliverable (FDEL) is in progress. Submission of the FDEL is due on November 30, 2021
97	CalWIN/CalSAWS Master Conversion Plan – Update #2	Conversion		Received approval of the Final Deliverable (FDEL) on November 17, 2021

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

1.2 Highlights of the Reporting Period

1.2.1 Project Management

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

Table 1.2.1-1 – Key Facility Initiatives/Projects

ITEM #	INITIATIVES/PROJECTS	LOCATION	TARGET DATE	NOTES/STATUS
1	Large Space Needs	Rancho Cordova and Norwalk Project Offices	September - December 2021	<ul style="list-style-type: none"> • 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 and Norwalk Project Offices	Spring - Fall 2021	<ul style="list-style-type: none"> • Continued reviewing and processing Return to Office (RTO) Approval Request forms submitted by CalSAWS Project staff, which are required to access the CalSAWS Rancho Cordova or Norwalk Project offices • Continued to monitor and review

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ITEM #	INITIATIVES/ PROJECTS	LOCATION	TARGET DATE	NOTES/STATUS
				requests from CalSAWS Project staff who are 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 17, 2021
- ▶ Completed preparations and participated in the Section Directors meeting that was held on November 16, 2021
- ▶ Continued CalSAWS Risk Management activities, including:
 - Continued to work with risk and issue owners to develop and update mitigation plans for the accepted CalSAWS DD&I Project risks and issues
 - Continued updates for the next monthly Risk Management Group meeting that is scheduled for December 1, 2021
 - Finalized 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:
 - Began development of the next monthly issue of the CalSAWS Connect newsletter that will be distributed to the CalSAWS Project Team on December 9, 2021
 - Completed preparations and facilitated the monthly virtual CalSAWS Project All Staff meeting on 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
 - Received approval for contract Change Notice No. 12 at the CalSAWS JPA Board of Directors meeting on November 19, 2021. This Change Notice No. 12 included 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
 - Began development of contract Change Notice No. 13 which is planned to be submitted to the CalSAWS JPA Board of Directors for approval on December 17, 2021 and is planned to include the following:
 - Use of the contract's R&A Change Budget Services allocation for CDSS reports support and enhancements related to threshold languages for correspondences
 - Technical updates to Exhibit W, the Statement of Work for the CalSAWS Cloud Enablement Project, to reflect the current approved schedule for the last Analytics soft launch
 - Technical updates to Exhibit AC, the Statement of Work for the CalSAWS Customer Service Center Project, to reflect the current approved schedule for design activities

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- 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
- o Began preparations and planning for the next CalSAWS orientation session for new CalSAWS Project staff that is scheduled for December 6, 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	<ul style="list-style-type: none"> • Facilitated a touchpoint meeting with Deliverable reviewers on November 17, 2021 to address comments and questions, as needed • Received approval of the FDEL 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

Table 1.2.2-1 – Website Support Activities

TASK	DATE (S)	TASK TYPE
Uploaded October Change Control Board Meeting Materials	November 15, 2021	Website Content Update

Table 1.2.2-2 – CalSAWS.org Usage Statistics

CATEGORY	DURING REPORTING PERIOD	SINCE LAUNCH
Total Number of Subscribers	21	1,461
Total Number of Unique Users	11,130	1,198,534
Total Number of New Users	8,385	1,198,534
Total Number of Sessions (Individual Site Visits)	15,177	1,588,911
Average Number of Sessions per User	1.36	1.32
Average Number of Page Views per Session	1.42	1.30
Average Session Duration	1:02	0:58

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CATEGORY	DURING REPORTING PERIOD	SINCE LAUNCH
AskCalSAWS Inquiries – Received/Resolved	7/10	507/505

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

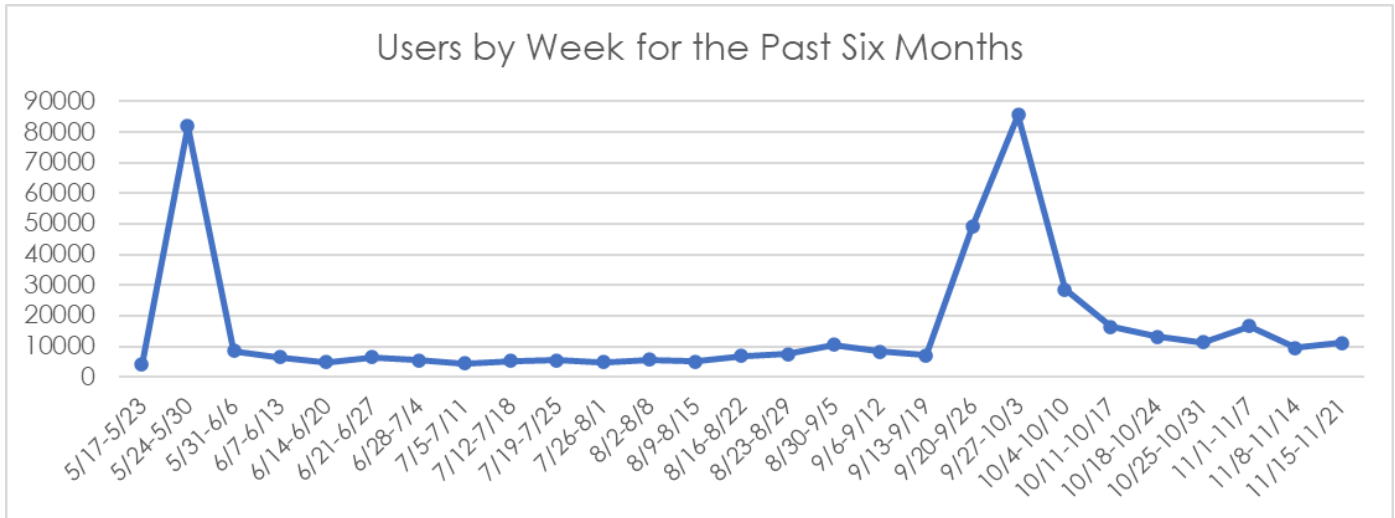


Table 1.2.2-3 – CalSAWS.org Subscription Service Statistics

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

- ▶ Closed sign up for Round 2 Culture Ambassador recruitment following last push for volunteers presented at the monthly virtual CalSAWS Project All Staff Meeting on November 17, 2021
- ▶ Round 2 activities:
 - Overall:
 - Continued to collaborate with Innovation Team to develop design thinking activities for December 2021 workshops
 - Drafted invitation communications for December Design Thinking workshops
 - Finalized all Ambassadors assignment to their respective initiatives

1.2.4 Inclusion, Diversity and Equity Advancement (IDEA)

- ▶ Co-Create Phase
 - IDEA Initiatives
 - Workshops
 - Planned next connect with Project 986 Consulting to prepare for the December 2021 concluding session
 - Completed all certificates for participants in preparing for the conclusion of the last session
 - Leadership Session
 - Conducted final leadership coaching session
 - Prepared to send out certificates to all participants
 - We Are One
 - Continued to update the IDEA overall calendar and overview deck with new initiatives included
 - Pulse Survey
 - Performed an analysis of results comparing demographic specific responses
 - Buddy Program
 - Sent out all buddy matches for round 2
 - CalSAWS Table Talks
 - Began discussion around next date and topic for CalSAWS Table Talks
 - Employee Resource Groups (ERGs) Leads at CalSAWS
 - 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
 - Scheduled first session with our pilot group
 - Announced at monthly virtual CalSAWS Project All Staff Meeting on November 17, 2021 that all teams are welcome to take advantage of the small group team belonging sessions
 - 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

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1.3 CRFI/CIT Communications Information

- ▶ The following table outlines CalSAWS Information Transmittals (CITs) sent for the reporting period ending November 21, 2021

Table 1.3-1 – CITs

CIT ID	SUBJECT	CATEGORY	DISTRIBUTION DATE	PRIMARY CalSAWS CONTACT	BACKUP CalSAWS CONTACT
0340-21	C-IV PRT – Moving to Read Only	Informational	November 15, 2021	Jeremy Grecian	Mike Tombakian
0343-21	Delegated Administrators are Now Able View and Edit All CBO User Accounts Across All Counties	Informational	November 19, 2021	Mike Tombakian	Yul McGrath
0344-21	FFPSA	Informational	November 19, 2021	Ignacio Lázaro	Laura Ould

- ▶ The following table outlines CalSAWS Requests for Information (CRFIs) sent for the reporting period ending November 21, 2021

Table 1.3-2 – CRFIs

CRFI ID	SUBJECT	DISTRIBUTION DATE	STATUS	RESPONSE DUE DATE	CalSAWS CONTACT
21-062	County Support Staff Adjustments	November 3, 2021	Closed	November 19, 2021	PMO Fiscal
21-064	Technical Point of Contact (TPOC) Identification	November 9, 2021	Open	November 29, 2021	Haikaz (Mike) Tombakian
21-066	Updating CalSAWS County Fiscal Contact Information	November 17, 2021	Open	December 8, 2021	Chia Thao

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 21, 2021

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1.4 Activities for the Next Reporting Period

1.4.1 Project Management

- ▶ Continue CalSAWS DD&I Facility Management activities, including:
 - Continue key initiatives related to facilities at the Rancho Cordova Project Office, which are provided in Table 1.2.1-1 (Key Facility Initiatives/Projects) above
- ▶ Continue CalSAWS Risk Management activities, including:
 - Continue to work with risk and owners to monitor risks and update risk mitigation plans
- ▶ Facilitate the CalSAWS Weekly Status Meeting scheduled for November 24, 2021
- ▶ Begin preparations for the Section Directors Meeting that is scheduled for November 30, 2021
- ▶ Continue activities to support Project staff working remotely
 - Begin preparations and planning for the monthly virtual CalSAWS Project All Staff Meeting that is scheduled for December 17, 2021
 - Continue development of the next issue of the CalSAWS Connect newsletter that will be distributed to the CalSAWS Project Team on December 9, 2021
 - Continue developing Project communications, as needed
- ▶ Continue to support Return to Office (RTO) requests for CalSAWS Project staff to visit the CalSAWS Rancho Cordova and Norwalk Project offices, and support CalSAWS Project staff who have returned to work at the project offices (either full time or as part of the 50/50 model)
- ▶ Continue process of reviewing tool capabilities for the high-level CalSAWS Integrated Gantt chart
- ▶ Continue performing Contract Management activities for the CalSAWS DD&I Project
- ▶ Continue preparations and planning for the next CalSAWS orientation session for new CalSAWS Project staff that is scheduled for December 6, 2021
- ▶ 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
	None for next reporting period	

1.4.2 Communications Management

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

Table 1.4.2-1 – Website Support Activities

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

1.4.3 Cultural Transformation

- ▶ Send welcome emails to recent resources that signed up to be the next round of Culture Ambassadors
- ▶ Send group assignment emails to all Culture Ambassadors
- ▶ Continue to collaborate with the Innovation team to refine the design thinking activities for the Ambassador kickoff and planning workshops
- ▶ Continue to develop the Round 2 Ambassador kickoff meeting material
- ▶ Set up Ambassador Teams channels and Pingboard groups
- ▶ Schedule Design Thinking workshops for December

1.4.4 Inclusion, Diversity & Equity Advancement (IDEA)

- ▶ Send the certificates for workshop participants once the final session takes place
- ▶ Prepare presentation of demographic analysis and community connected initiative for next JPA meeting
- ▶ Continue to build the round two IDEA initiatives
- ▶ Complete all pairing after requested changes for buddies
- ▶ Continue to collaborate on 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
 - Shared template with Los Angeles to gather usage statistics
- ▶ Resolved defects
 - CA-235037: Using "Equals To" in "Created by" search field causes browser to lock up
 - CA-236342: User Permission Calls in Experience take 15+ seconds to complete
 - CA-236867: Document with a barcode and a blank origin are being sent to Barcode Verification instead of Task Generation

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 15, 2021	Canceled
Conduct Tulare County Document Migration Discovery Session Check-in	November 15, 2021	Completed
Conduct San Diego County Document Migration Discovery Session Check-in	November 16, 2021	Completed
Conduct Placer County Document Migration Discovery Session Check-in	November 16, 2021	Canceled
Conduct Santa Clara County Document Migration Discovery Session Check-in	November 17, 2021	Canceled
Conduct Orange County Document Migration Discovery Session Check-in	November 18, 2021	Completed
Conduct Ventura County Document Migration Discovery Session Check-in	November 18, 2021	Canceled
Conduct Los Angeles County Document Migration Discovery Session Check-in	November 18, 2021	Completed
Conduct Santa Barbara County Document Migration Discovery Session Check-in	November 22, 2021	Canceled
Conduct Tulare County Document Migration Discovery Session Check-in	November 22, 2021	Completed
Conduct Placer County Document Migration Discovery Session Check-in	November 23, 2021	Completed
Conduct Yolo County Document Migration Discovery Session Check-in	November 23, 2021	Canceled
Conduct Santa Clara County Document Migration Discovery Session Check-in	November 24, 2021	Completed

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MILESTONES	SUBMISSION DUE DATE	STATUS
Conduct Orange County Document Migration Discovery Session Check-in	November 25, 2021	Canceled
Conduct Ventura County Document Migration Discovery Session Check-in	November 25, 2021	Canceled

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	7/16/2020	10/1/2020	8/6/2020	8/17/2020	1/3/2022	2/1/2022	6/1/2022	6/1/2022	10/3/2022	Go Live 10/24/22 12% Progress
	Finish	7/16/2020	9/27/2021	10/6/2020	12/30/2021	1/28/2022	5/31/2022	6/30/2022	10/2/2022	10/20/2022	
	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	7/29/2020	10/1/2020	8/6/2020	8/31/2020	4/1/2021	1/3/2022	3/14/2022	3/14/22	10/3/2022	Go Live 10/24/22 30% Progress
	Finish	7/29/2020	10/1/2020	10/6/2020	3/26/2021	12/30/2021	3/11/2022	1/13/2022	10/2/2022	10/20/2022	
	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	7/21/2020	10/1/2020	8/06/2020	8/25/2020	1/3/2022	2/1/2022	6/1/2022	6/1/2022	10/3/2022	Go Live 10/24/22 12% Progress
	Finish	7/21/2020	10/18/2021	10/06/2020	1/29/2021	1/28/2022	5/31/2022	6/30/2022	6/30/2022	10/20/2022	
	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	10/15/2020	12/1/2020	11/30/2020	11/10/2020	2/1/2022	3/16/2022	9/8/2022	9/1/2022	2/1/2023	Go Live 02/20/23 10% Progress
	Finish	10/15/2020	11/30/2021	1/31/2021	8/27/2021	3/15/2022	8/31/2022	10/20/2022	1/31/2023	2/16/2023	
	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	10/5/2020	12/1/2020	11/30/2020	12/2/2020	8/2/2021	1/3/2022	1/3/2022	4/16/2022	2/1/2023	Go Live 02/20/23 20% Progress
	Finish	10/5/2020	12/1/2020	1/31/2021	7/29/2021	12/30/2021	4/15/2022	4/15/2022	1/31/2023	2/16/2023	
	Status	Completed	Completed	Completed	Completed	In progress	Awaiting	Awaiting	Awaiting	Awaiting	

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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 30% Progress
	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	
	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 10% Progress
	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	
	Status	Completed	Completed	Completed	In Progress	Awaiting	Awaiting	Awaiting	Awaiting	Awaiting	

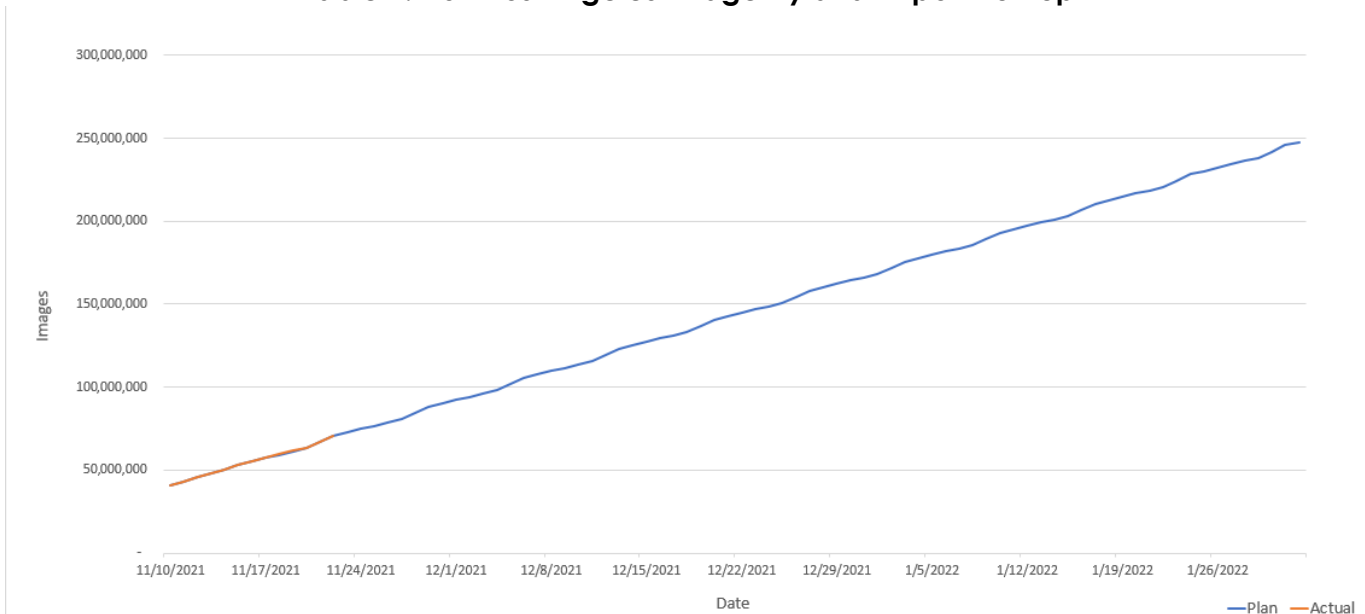
Wave 3	Target Dates	Kick Off	Secured Migration Tool	Test Network	Document Mapping	Test Batch	Initial Export	Initial Import	Delta Export/Import	Final Batch	Go-Live/% Progress
Ventura	Start	01/19/21	03/01/21	3/01/21	2/18/21	06/30/21	01/03/22	01/03/22	08/01/22	04/01/23	Go Live 04/24/23 40% Progress
	Finish	01/19/21	03/01/21	4/30/21	5/31/21	12/30/21	08/01/22	07/15/22	03/31/23	04/20/23	
	Status	Completed	Completed	Completed	Completed	Completed	In progress	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
 - Continue gathering usage statistics
 - 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

- ▶ Presented the Telephonic Signature Design and External Party Access designs to the Contact Center/ Interactive Voice Response (IVR) committee on 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 and Wave 1 CalWIN Counties about their migration to CalSAWS contact center solution

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



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Table 3.1-1 – Customer Service Center Milestones

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

3.2 Activities for the Next Reporting Period

- ▶ Continue discussions with Contra Costa, Los Angeles, Placer, and Yolo Counties about 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)
- ▶ Submit the Telephonic Signature and External Party Access Design updated designs for committee approval

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	Deployed	January 28, 2022	1	84	85	83%
J	In development	January 15, 2022	TBD	0	75	75	
TOTAL REPORTS				27	436	463	

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 21.11 reports performance testing
- ▶ Preparing to test the following changes:
 - Tuning update to Relational Database Service (RDS) database writer
 - RClone configuration change
 - Oracle 19c upgrade

4.1.5 Development and Testing

- ▶ Release I
 - Reports and Dashboards
 - Soft Launch County Validation scheduled to begin November 23, 2021
 - Continuing to work on 40 County version of Geo-Coding Dashboard System Change Request (SCR) CA-232876

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- ▶ Release J
 - Reports
 - Started Release J Development

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

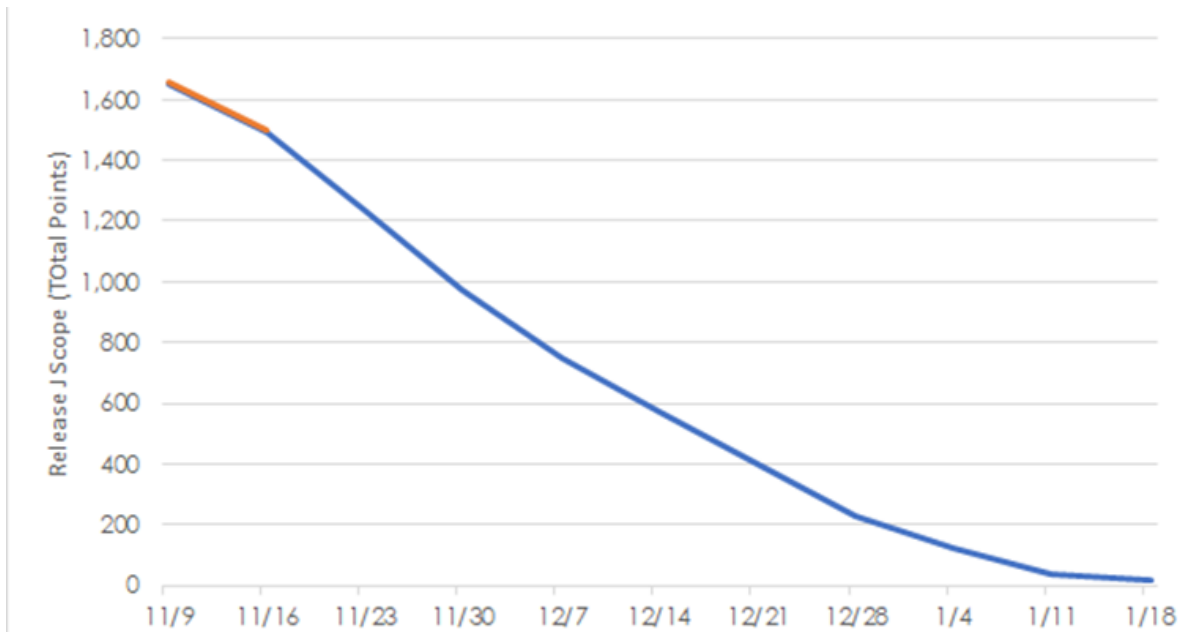


Table 4.1.5-2 – CalSAWS Analytics – Release J Status Matrix (State & Management)

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	7	11/10	14%	12/3	0%	12/4	0%	1/14	0%	12/17	14%	1/5	0%	1/14	0%
	Case Activity	15	11/10	20%	12/3	0%	12/4	0%	1/14	0%	12/17	0%	1/5	0%	1/14	0%
	Employment Services	7	11/10	24%	12/3	0%	12/4	0%	1/14	0%	12/17	0%	1/5	0%	1/14	0%
	Fiscal	37	11/10	14%	12/3	0%	12/4	0%	1/14	0%	12/17	0%	1/5	0%	1/14	0%
	Resource Data Bank	1	11/10	0%	12/3	0%	12/4	0%	1/14	0%	12/17	0%	1/5	0%	1/14	0%
	Special Units	8	11/10	0%	12/3	0%	12/4	0%	1/14	0%	12/17	0%	1/5	0%	1/14	0%
TOTAL		75	14 of 75 19%		0 of 67 0%		0 of 67 0%		0 of 75 0%		1 of 75 1%		0 of 75 0%		0 of 75 0%	

Legend:
Complete
Complete as of this week
In Progress

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

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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	Number of On Request

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		Reports	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

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	<ul style="list-style-type: none"> State 	5	0
	<ul style="list-style-type: none"> Special Units 	0	6
	<ul style="list-style-type: none"> Resource Data Bank 	0	2
Release I (Migration Window: May 2021 – September 2021) In Production (County Validation)			
Dashboards			
LRS	<ul style="list-style-type: none"> Statistical Reports 	Monthly	79 Sheets
State & Management			
	Category	Number of Scheduled Reports	Number of On Request Reports
LRS	<ul style="list-style-type: none"> Administrative 	11	1
	<ul style="list-style-type: none"> Case Activity 	19	5
	<ul style="list-style-type: none"> Employment Services 	3	0
	<ul style="list-style-type: none"> Fiscal 	28	5
	<ul style="list-style-type: none"> State 	2	0
	<ul style="list-style-type: none"> Special Units 	1	1
Release J (Migration Window: September 2021 – January 2022) Development in Progress			
State & Management			
	Category	Number of Scheduled Reports	Number of On Request Reports
LRS	<ul style="list-style-type: none"> Administrative 	4	3
	<ul style="list-style-type: none"> Case Activity 	14	1
	<ul style="list-style-type: none"> Employment Services 	7	0
	<ul style="list-style-type: none"> Fiscal 	36	1
	<ul style="list-style-type: none"> Resource Data Bank 	1	0
	<ul style="list-style-type: none"> 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
 - Continue post-cutover report/dashboard support activities
 - Continue regular meetings with Consortium Regional Managers on reports/dashboard to discuss any critical concerns, work arounds, etc. regarding reports
 - Support Continued Performance tuning efforts and changes
 - Release I
 - Support County Validation
 - Release J
 - Continue 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	15	0	1	4	1	3
	Design in Progress	0	0	0	18	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	3	0	0	0	1	0	0
Build	Approved	0	1	0	3	1	0	1	1	1	1
	In Development	1	15	0	0	0	0	0	0	0	0
	Development Complete	0	2	0	0	0	0	0	0	0	0
	In Assembly Test	0	4	0	0	0	0	0	0	0	0
Test	System Test	0	0	3	0	0	1	0	0	0	0
	Test Complete	27	0	0	0	0	0	0	0	0	0
In Production	0	0	0	0	0	0	0	0	0	0	
Grand Total	28	23	3	35	17	1	3	7	2	4	

SCRs in Production	785
SCRs with Release TBD	2

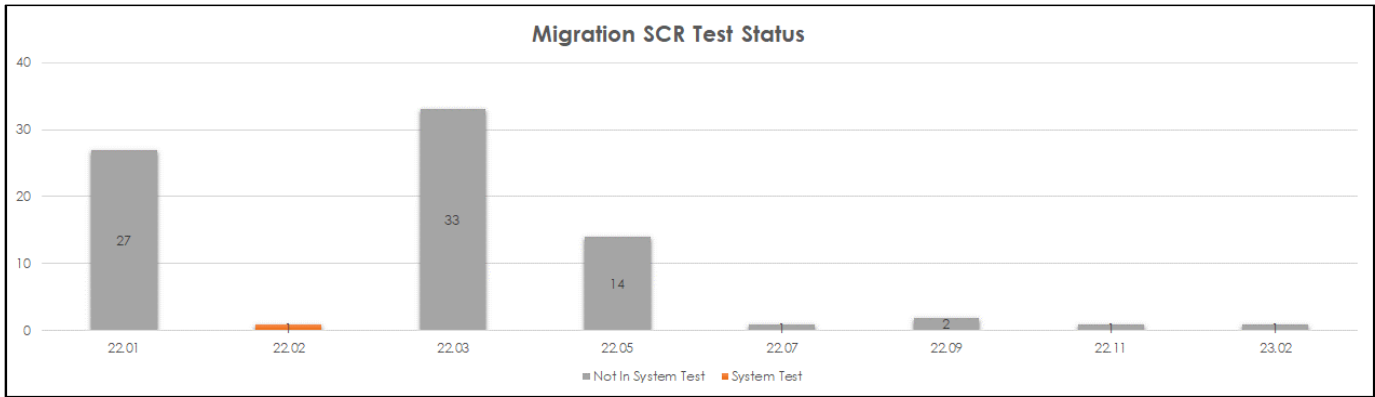
Notes:

- 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

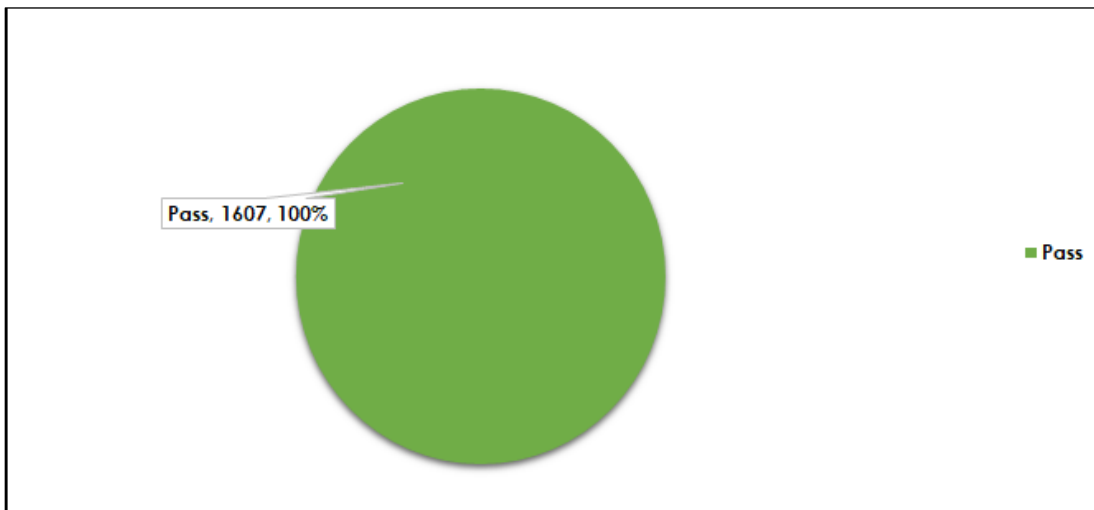


Notes:

- 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 19, 2021	100%
Pass Rate Actual as of November 19, 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

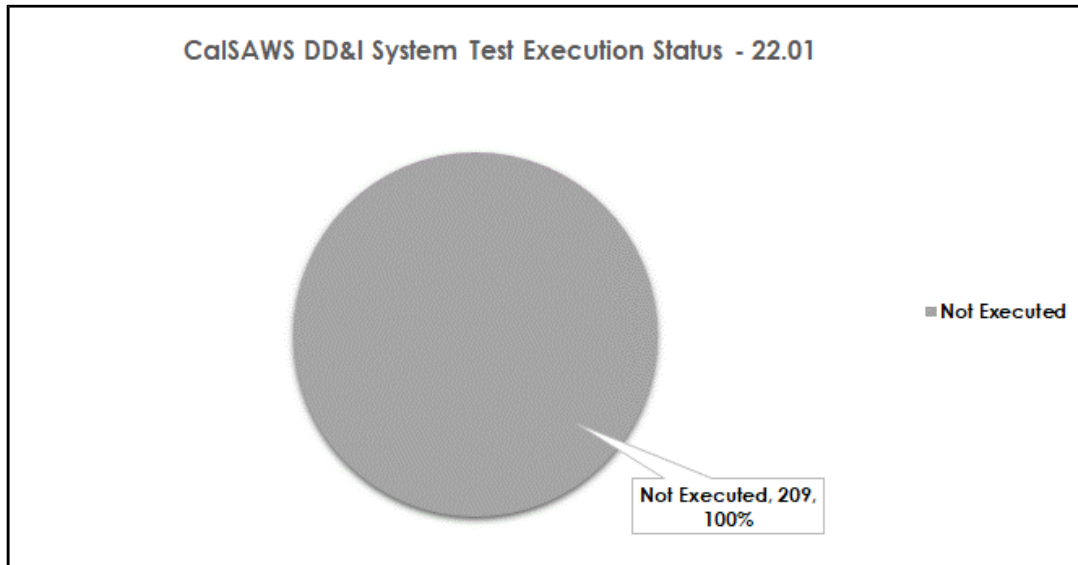
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Table 5.1.2-2 – DDID System Test Execution Status – 22.01

Pass Rate Target as of November 19, 2021	0%
Pass Rate Actual as of November 19, 2021	0%
System Test Complete Date: January 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

- ▶ Continue test preparation for 22.01

5.1.3 Converted Data Test (CDT):

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

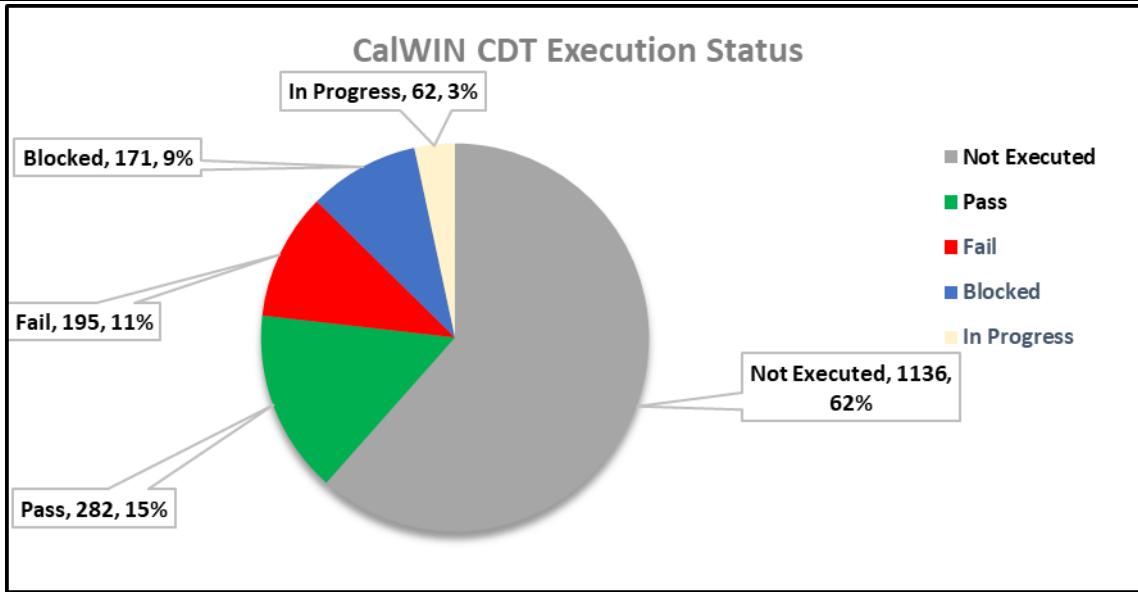
Table 5.1.3-1 – CalWIN CDT Execution Status

Pass Rate Target as of November 19, 2021	9%
Pass Rate Actual as of November 19, 2021	15%
System Test Complete Date: April 29, 2022	

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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	30	3	6	1	0	40
CalHEERS	70	0	2	3	3	78
Correspondence	107	14	14	8	21	164
Eligibility	211	6	42	60	40	359
Fiscal	185	4	53	26	33	301
GA/GR	234	0	0	1	0	235
Online	44	9	66	55	6	180
Reports	117	0	0	0	0	117
High-Volume Online Transactions	138	26	99	41	68	372
Total	1136	62	282	195	171	1846

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

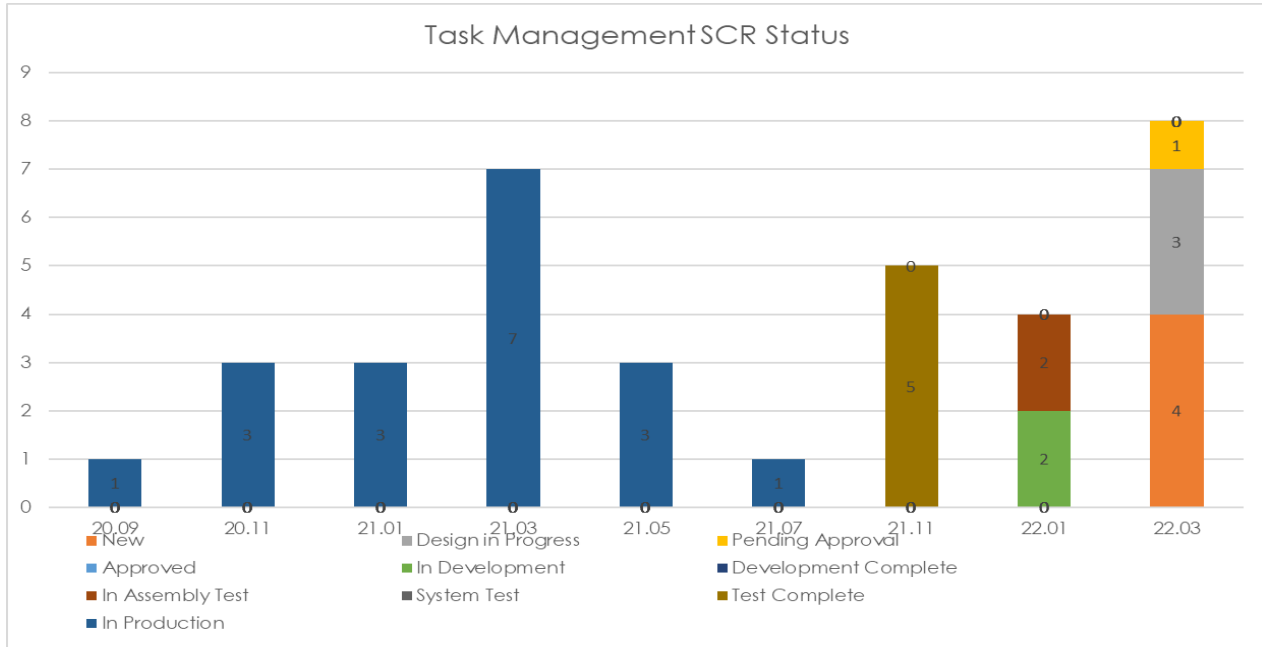
5.1.4 Non-State Forms (NSF):

- ▶ 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-214903 DDID 2225 – Worker Assignment Preview
 - CA-214922 DDID 2388 – Task Start Date
 - CA-214918 DDID 2275 – Bundle Case Tasks

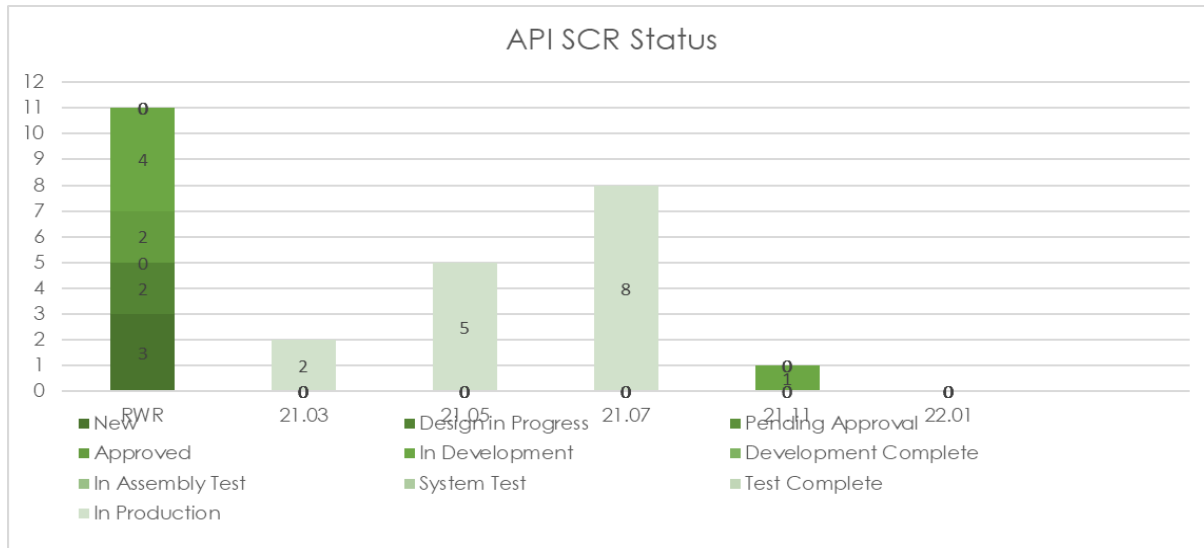
Figure 5.1.5-1 – Task Management Design Difference Identifiers (DDID)Status



5.1.6 Application Programming Interface (API)

- ▶ Continued meeting with Consortium Business Analysts and the Quality Assurance (QA) team to develop designs:
 - CA-214756 DDID 2353 – Time Limits API
 - CA-214754 DDID 2351 – Reception Log API
- ▶ Continued development on the following Application Programming Interfaces (APIs):
 - CA-214759 DDID 2356 FDS: API - Worker Info API
 - CA-214757 DDID 2354 FDS: API - Verifications API
 - CA-214752 DDID 2349 FDS: API - Person API
 - CA-214746 DDID 2343 FDS: API - Barriers API
 - CA-236076 DDID 2350 Modify view date in program API

Figure 5.1.6-1 – API DDID Status

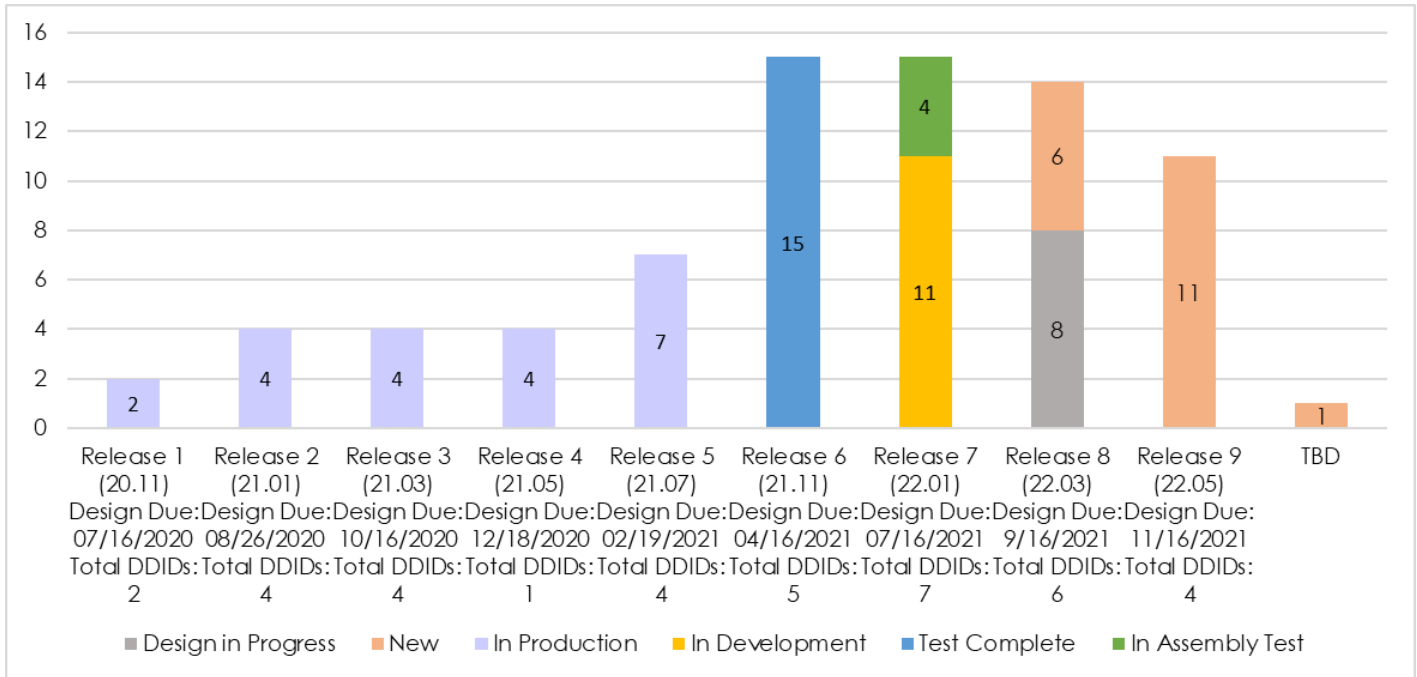


5.1.7 GA/GR

► General:

- Provided the weekly status update and GA/GR release plan changes to the Consortium on November 16, 2021
- Discussed the GA/GR Correspondence work products and design clarifications on November 16, 2021, and November 18, 2021
- Discussed the GA/GR Correspondence web service design clarifications on November 17, 2021, and November 19, 2021
- Continued with design of 22.03 SCR
- Reviewed the below 22.01 designs content revisions November 18, 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
- Began working on Data Mapping and Application Programming Interface (API) changes for 22.01
- Completed the Automated System test scripting and execution of phase 3 System Change Request (SCR): CA-215917 - DDID 2314 FDS: GA GR Phase 3 Batch 1 - Resource Rules and corresponding NOA Reasons
- Began the Automated System test execution of phase 3 System Change Request (SCR): CA-215917 - DDID 2314 FDS : GA GR Phase 3 Batch 1 - Resource Rules and corresponding NOA Reasons

Figure 5.1.7-1 – GA/GR DDID Status



► CalWIN Correspondence Track:

Figure 5.1.7-2 – GA/GR Correspondence

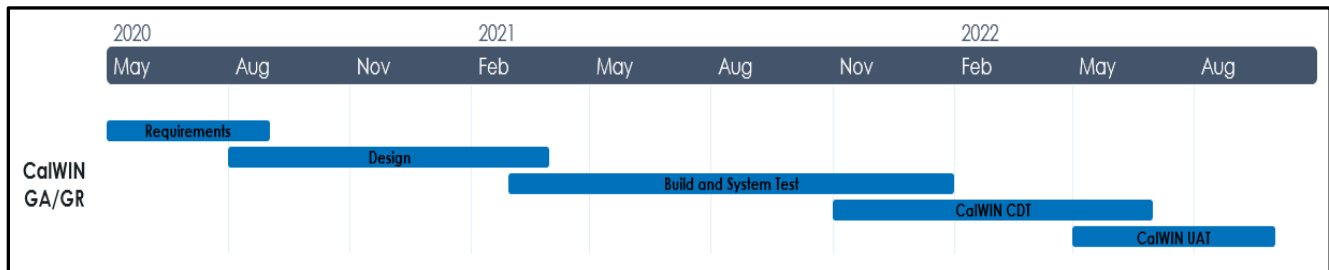


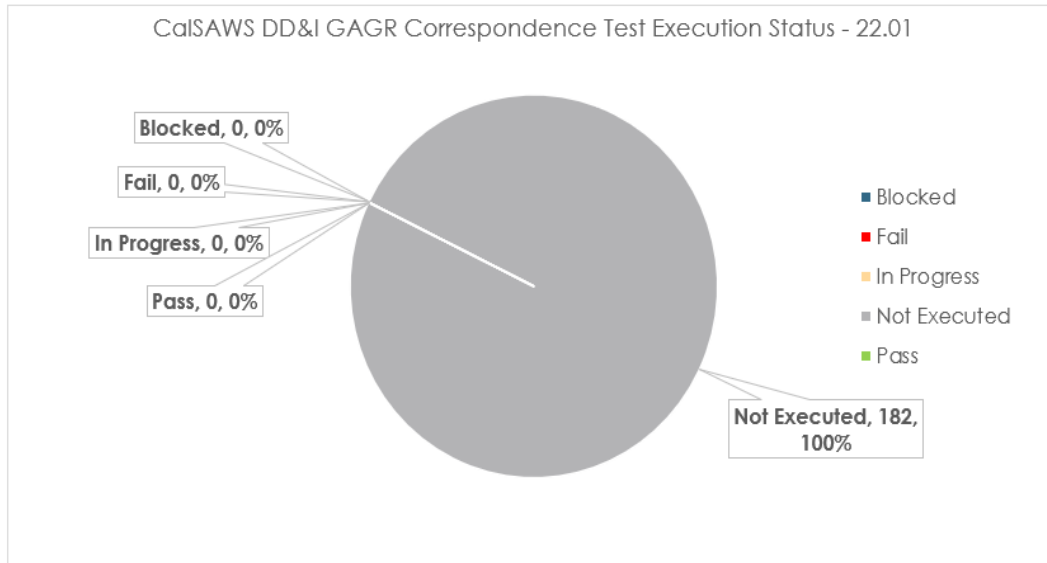
Figure 5.1.7-3 – CalWIN CalSAWS GA/GR Correspondence Testing

Pass Rate Target as of November 19, 2021	0%
Pass Rate Actual as of November 19, 2021	0%
System Test Complete Date: January 19, 2022	

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- ▶ Gainwell Technologies GAGR Correspondence Service 22.01
 - Test planning in progress
 - 182 test cases identified and pending test

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:
 - Case Identification logic. Date for running Case Identification in CalSAWS is TBD
 - Case Summary modifications to display whether a Case has gone through the data removal process
 - Case Data Removal Detail page
- ▶ Targeted December 2, 2021 for deployment of Sprint 1 to production. Deployment must wait for migration of PDFs for purged cases, which is currently in process
- ▶ Began design/build/test of Sprint 2 (SCR CA-229302). This Sprint includes the following items:
 - Case Locking (preventing workers from adding programs to purged cases)
 - Modification to make Images view only for purged cases (i.e., removal of ability to add images to purged cases)

Figure 5.1.8-1 – Case Purge Burndown Chart

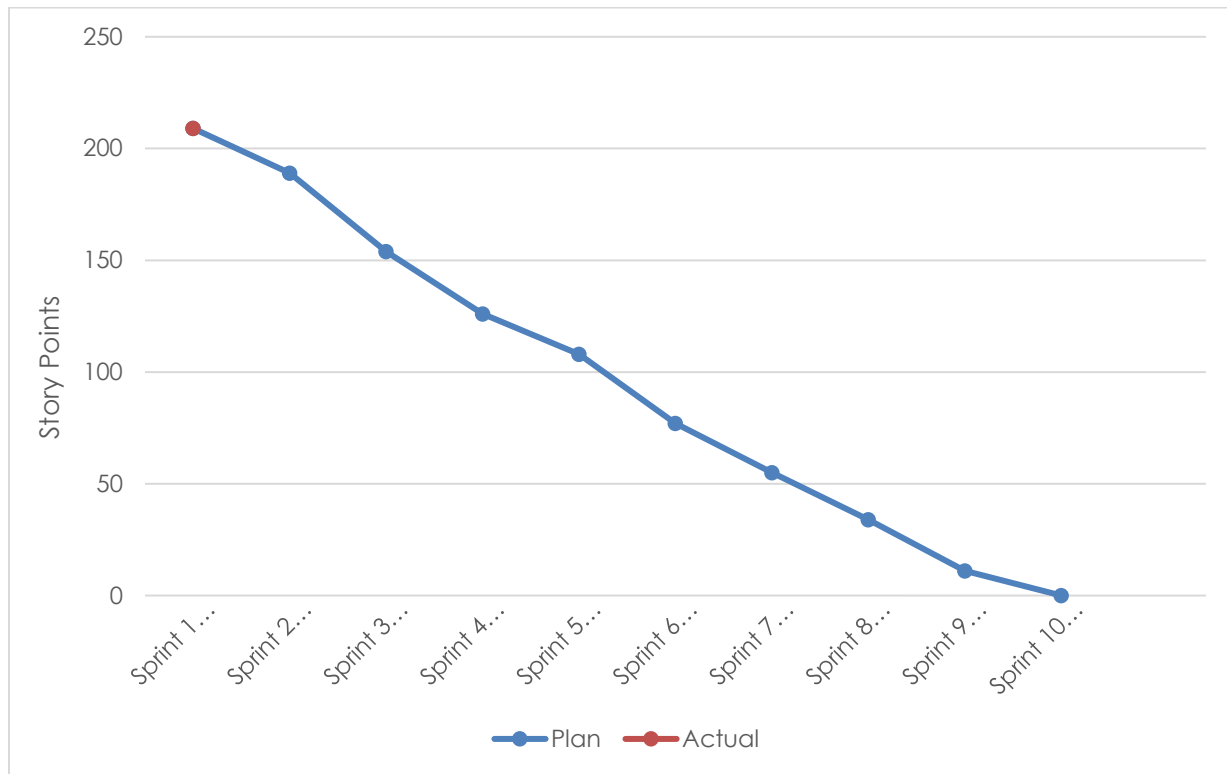


Table 5.1.8-1 – Planned Purge Sprints

Sprint 1	Porting Case Summary page updates, Case Data Removal page updates
Sprint 2	Add Case Locking, Image View only
Sprint 3	Porting Remove CalHEER's related tables, Add new EDBC/RA Rules to Identification Sweeps, PDF Character Limit increase
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, Verify Lawful Presence (VLP)
Sprint 9	Performance Environment Preparation and Execution
Sprint 10	Batch Scheduling, Case Purge Transition

5.1.9 Deliverable Management

Table 5.1.9-1 – 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
 - Completed GDS 3 Sprint 1 - focus on 21.11 Data Model updates
 - Completed GDS 3 Eligibility Determination Benefits Calculation (EDBC) Match Sprint 8
 - Began GDS 3 hardening sprint
- ▶ Continuing to Triage Converted Data Test (CDT) Defect as they are created
 - 14 CDT defects targeted for Golden Data Set (GDS) 3

Table 6.1.2-1 – CalWIN Conversion Statistics Golden Data Set (GDS) 3 (November 2021)

GDS#3												
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	64	11/1/2021	11/21/2021	0	0	0	4	16	0	47	0	0
21.11 Data Model Sprint 1	36	11/1/2021	11/14/2021	0	0	0	0	0	0	36	0	0
EDBC Match Sprint 8	10	11/1/2021	11/14/2021	0	0	0	0	3	0	10	0	0
GDS#3 Hardening Sprint (Conversion Run)	18	11/15/2021	11/21/2021	0	0	0	4	13	0	1	0	0

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

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Table 6.1.2-2 – CalWIN System Test Development Status

Functional Area	System Test	Total	Start	Finish	Not Start	In Progress	On Hold	Completed	% 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
 - Performed extraction for wave 1 and 2 for new shell case design in preparation for inclusion into upcoming Golden Data Set (GDS)
- ▶ CalWIN Document Migration
 - Continued planning for delivery of all Client Correspondence
 - Continued delivery of Client Correspondence from CalWIN

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
 - Completed data mapping and transformation build and test
 - Continue to work with Counties to make certain County shell case data integrates with the CalWIN Core converted data

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Table 6.1.4-1 – 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

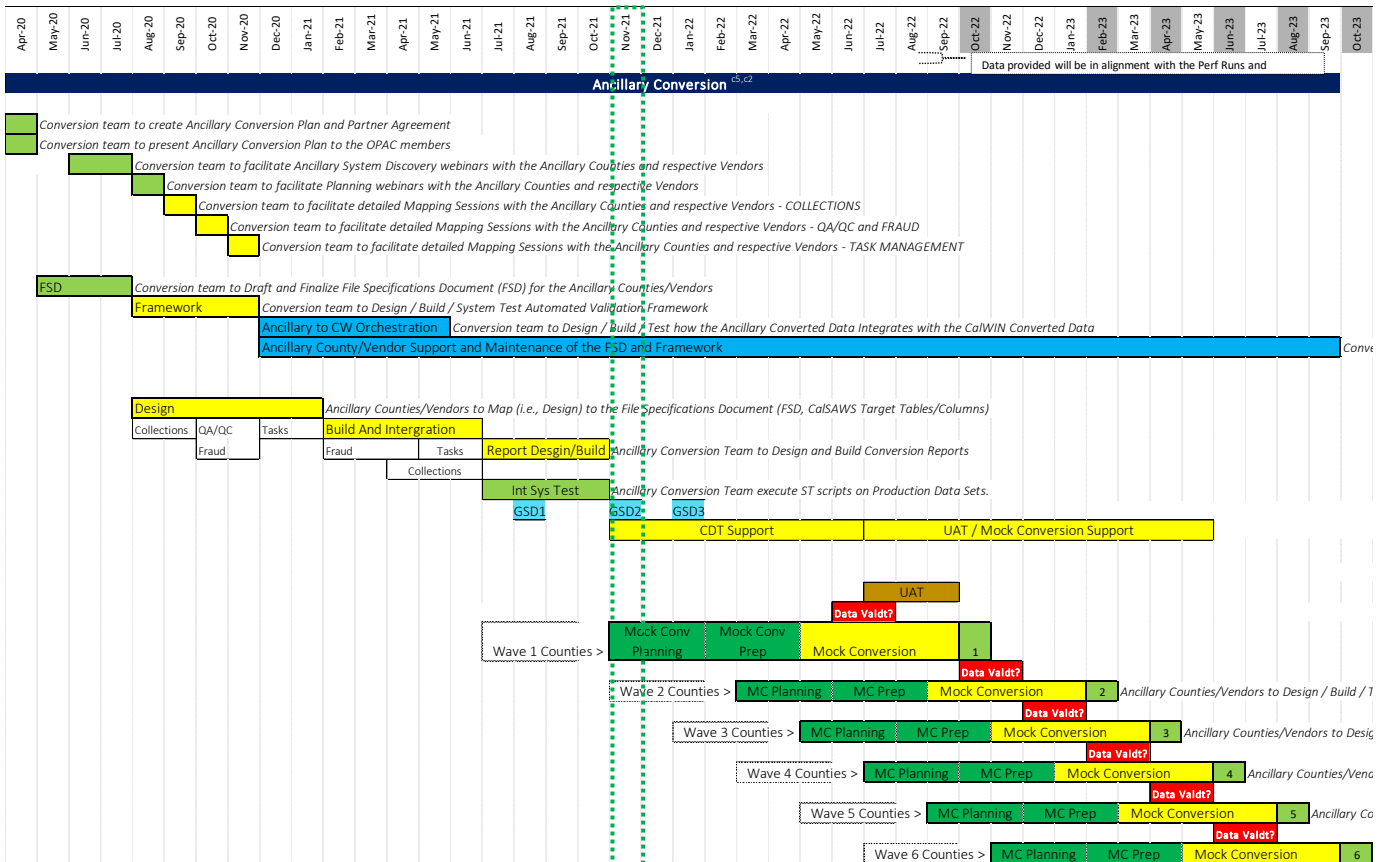
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COUNTY	COLLECTIONS	FRAUD	TASK MANAGEMENT
	Received production sized files		
Sonoma	Design and build completed Received production sized files	N/A	Design and build completed Received production sized files
Sacramento	N/A	Design and build completed Received 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



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Table 6.1.4-2 – Ancillary Systems Conversion Milestones

FINISH	MILESTONE	MILESTONE DESCRIPTION	STATUS
July 2020	Project Kick-Off/Discovery Sessions	Team introductions and Project overview	Completed
August 2020	File Specification Document (FSD)	CalSAWS DB (structures) as Conversion Target	Completed
August 2020	Project Planning	Detailed walkthrough of the Project schedule and File Specification Document (FSD)	Completed
December 2020	Automation Framework Complete	Exception handling for Ancillary provided Data is ready for the Counties	Completed
February 2021	Design/Mapping Complete	All CalSAWS DB Targets (defined in FSD) have Source Mappings from Ancillary	Completed
July 2021	Build Complete	Development activities dependent Design Mapping are ready to Start (or are Complete)	Completed
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

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6.1.5 Deliverable Management

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

DEL #	DELIVERABLE NAME	STATUS
97	CalWIN/CalSAWS Master Conversion Plan – Update #2	<ul style="list-style-type: none">Received approval of the FDEL on November 17, 2021

6.2 Activities for the Next Reporting Period

6.2.1 C-IV Conversion:

- ▶ Continue post go-live support for former 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
- ▶ Began Golden Data Set (GDS)#3 build activities
- ▶ Continue Converted Data Test (CDT) Support
- ▶ Continue Converted Data Delivery planning activities

6.2.3 Gainwell Technologies

- ▶ CalWIN Data Migration
 - Continue planning for future CalWIN extractions
- ▶ CalWIN Data Retention M&O
 - Continue planning for future data retention runs

6.2.4 Ancillary Systems Conversion:

- ▶ Continue ongoing support for mapping and data extract activities on Ancillary Collections, Fraud and Task Management
- ▶ Continue to update the Ancillary Systems file specifications documents (as needed)
- ▶ Continue to update the Ancillary Systems Conversion Plan work product (as needed)
- ▶ Continue system test scenario for automation development
- ▶ 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
	None for next reporting period	

6.3 Deviations from Plan/Adjustments

- ▶ None for the reporting period

7.0 Training

7.1 Highlights of the Reporting Period

- ▶ Imaging
 - Attended Deliverable #66 Walkthrough on November 16, 2021
 - Presented Los Angeles County Imaging Training updates at Monthly CalSAWS Meeting on November 17, 2021
 - Continued drafts of additional Imaging guides based on Web-Based Training (WBT) content:
 - CalSAWS Imaging Guide – Navigation
 - CalSAWS Imaging Guide – Annotations
 - CalSAWS Imaging Guide – Images and Tasks
 - CalSAWS Imaging Guide – Coversheets and Separator Sheets
 - CalSAWS Imaging Guide – Core Capture Profiles
 - CalSAWS Imaging Guide – Document Retrieval
 - CalSAWS Imaging Guide – Return Mail Capture
 - CalSAWS Imaging Guide – Specialty Capture Profiles
 - CalSAWS Imaging Guide – Quality Assurance

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
 - Review and respond to Deliverable #66 comments
 - 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

- ▶ 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
 - 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
 - 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
 - 292 total defects or System Change Requests (SCRs) were logged on the tracker

Table 8.1.1-1 – Defects/System Change Requests (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	22
Week of November 8, 2021	17
Week of November 15, 2021	9
21.11	2
Week of November 22, 2021	8
Week of November 29, 2021	4
21.11.xx	3
21.12.xx	6
22.01	41
22.01.xx	1
22.03	2
22.05	2
22.07	1
Release When Ready (RWR)	18
TBD	6
Total	292

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- By System Owner
 - BenefitsCal: 8
 - CalSAWS: 280
 - FIS: 1
 - Hyland: 3
- ▶ Imaging
 - Hosted Los Angeles County Imaging Implementation Readiness Checkpoint on November 15, 2021
 - Hosted meeting with region 6 Regional Managers and Los Angeles County CalSAWS Support Section team regarding Imaging Support for Los Angeles County on November 15, 2021
 - Attended CalSAWS Post-Deployment County stakeholder call on November 15, 2021
 - Attended Los Angeles County Imaging Migration Standup Calls on November 16 and November 18, 2021
 - Maintained Los Angeles County and Project Imaging Readiness Checklists in JIRA
 - Continued planning for Los Angeles County post-deployment Imaging support

8.1.2 Change Management

- ▶ Organizational Change Management (OCM) Extension
 - Began to engage the former C-IV Counties on their personalized OCM approach
 - Met with 17 of the 39 Counties from November 17-19, 2021 to cover their individual County dashboard and gather information on their County's greatest needs from the Project
 - Updated County dashboards based on responses to key questions used to gauge County adoption and sustainability in CalSAWS
 - Based on meeting outcomes, began to create individual County Action Plans, and establish level of engagement needs
 - Scheduled appropriate follow-up sessions
 - Scheduled the preliminary meetings with 18 of the 39 Counties, to take place between November 22-30, 2021
 - Created a C-IV Migration section in Forumbee for County super users to engage with Project staff and collaborate amongst themselves on process and functional support needs
- ▶ Imaging
 - Hosted Post Go-Live Imaging Demonstrations
 - November 16, 2021 – Region 3
 - November 17, 2021 – Region 5
 - November 18, 2021 – Region 2
 - November 19, 2021 – Region 4
 - Attended CalSAWS Imaging Committee Meeting on November 18, 2021
 - Drafted Imaging Infographics for former C-IV Counties
 - Document Manipulation
 - Document Routing Logic
 - Drafted CalSAWS Informational Transmittal (CIT) regarding CalSAWS Imaging Index Values Reference Guide and Form Name Matrix
 - Distributed CalSAWS Informational Transmittal (CIT) regarding Best Practices for Optical Character Recognition Success

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- o Los Angeles County Imaging Change Management
 - Presented Imaging Change Management updates at Monthly CalSAWS Meeting on November 17, 2021
 - Continued drafting Los Angeles County Imaging Go-Live Packet

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

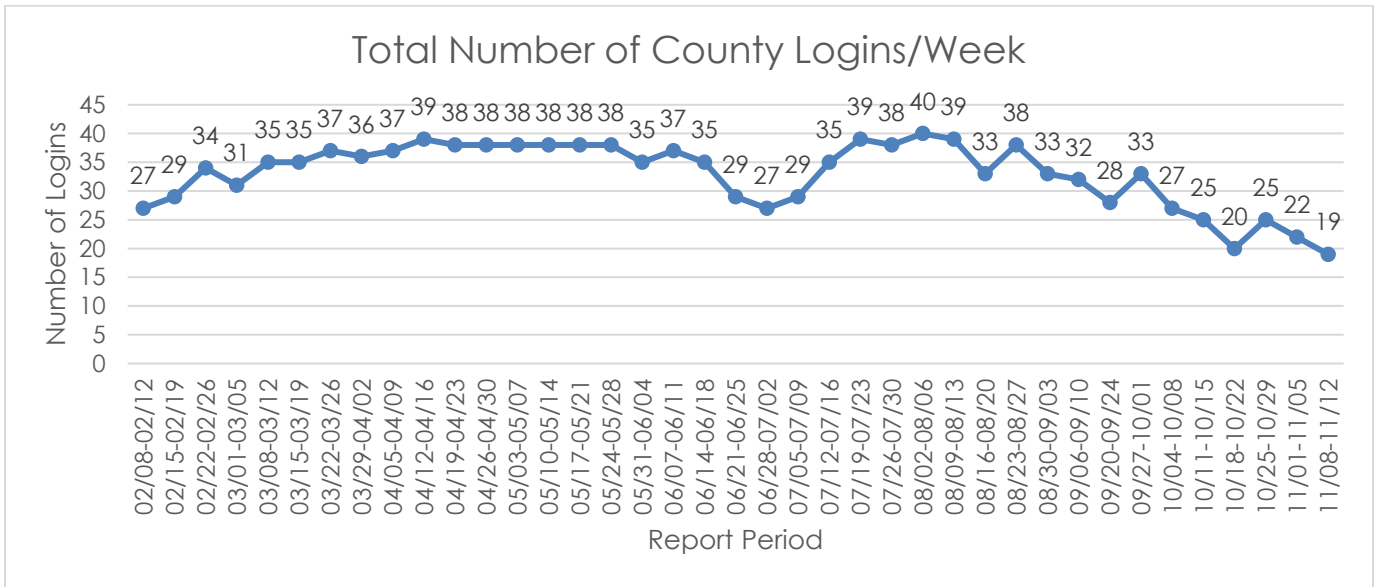
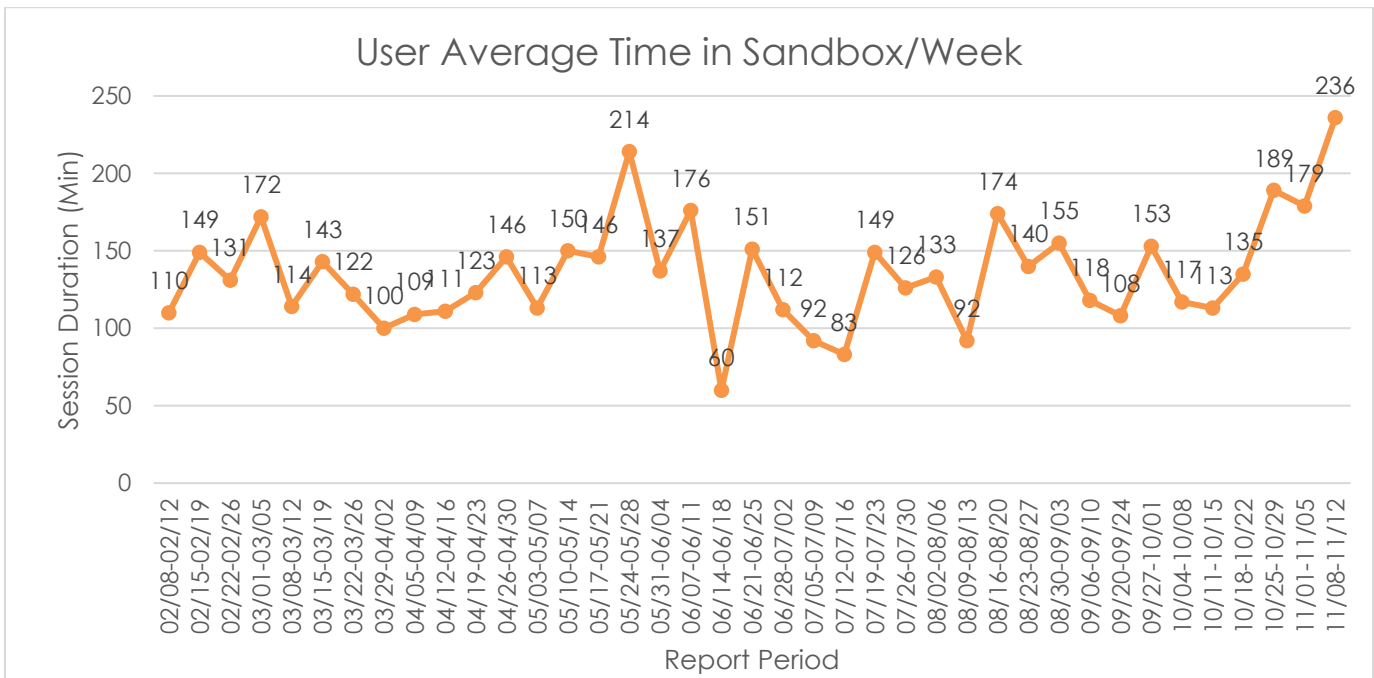


Figure 8.1.2-2 – CalSAWS Sandbox Environment: Average Time Users Spent in the Sandbox per Week (Excluding 02/01/2021-02/09/2021, 09/13/2021-09/17/2021) *



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

COUNTY	USER	LOGIN COUNT	TOTAL LOGGED TIME
*			

Note: * The automated Sandbox data collection did not send for the week November 15, 2021 - November 19, 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	<ul style="list-style-type: none"> Facilitated a touchpoint meeting with Deliverable reviewers on November 16, 2021, to address questions and comments for the DDEL, as needed Began developing the FDEL based on comments received from the DDEL. Submission of the FDEL is due on November 30, 2021

8.2 Activities for the Next Reporting Period

8.2.1 Implementation

- ▶ Host the County Stakeholder Call from 4:00 p.m. – 5:00 p.m., Monday-Wednesday (in conjunction with 21.11 post-release call), 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
- ▶ Respond to Deliverable #66 comments
- ▶ Imaging
 - Attend Post-Deployment County Stakeholder calls on November 22 and 23, 2021
 - Attend Imaging Migration standup call on November 23, 2021
 - Host meeting regarding Los Angeles County Imaging Readiness on November 23, 2021
 - Continue monitoring Project and County Imaging Readiness tasks for Los Angeles County Imaging implementation
 - Continue planning for Los Angeles County post-deployment Imaging support

8.2.2 Change Management

- ▶ Organizational Change Management (OCM) Extension
 - Continue to engage the former C-IV Counties on their personalized OCM approach
 - Host preliminary meetings with 16 of the 39 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
 - 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
 - Begin to compile learning materials or plan learning sessions based on the cumulative needs of Counties
 - Host Forumbree Kick-off with the Regional Managers on November 23, 2021
- ▶ Imaging
 - Host regional Post Go-Live Imaging Demonstrations for the former C-IV Counties:
 - November 22, 2021 – Region 1
 - Update draft communications per reviewer feedback
 - 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	<ul style="list-style-type: none">• Continue developing the FDEL• Submission of the FDEL is due on November 30, 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

