



# CalSAWS DD&I Weekly Status Report

**Reporting Period: November 22, 2021 to November  
28, 2021**

## Table of Contents

<b>1.0</b>	<b>Project Management .....</b>	<b>4</b>
1.1	Project Deliverables Summary .....	4
1.2	Highlights of the Reporting Period .....	4
1.2.1	Project Management .....	4
1.2.2	Communications Management .....	6
1.2.3	Cultural Transformation.....	7
1.2.4	Inclusion, Diversity and Equity Advancement (IDEA) .....	7
1.3	CRFI/CIT Communications Information .....	8
1.4	Activities for the Next Reporting Period.....	9
1.4.1	Project Management .....	9
1.4.2	Communications Management .....	10
1.4.3	Cultural Transformation.....	10
1.4.4	Inclusion, Diversity & Equity Advancement (IDEA) .....	10
1.5	Deviations from Plan/Adjustments.....	10
<b>2.0</b>	<b>Imaging .....</b>	<b>11</b>
2.1	Highlights of the Reporting Period .....	11
2.2	Activities for the Next Reporting Period.....	13
2.3	Deviations from Plan/Adjustments.....	13
<b>3.0</b>	<b>Customer Service Center (CSC).....</b>	<b>14</b>
3.1	Highlights of the Reporting Period .....	14
3.2	Activities for the Next Reporting Period.....	15
3.3	Deviations from Plan/Adjustments.....	15
<b>4.0</b>	<b>Analytics.....</b>	<b>16</b>
4.1	Highlights of the Reporting Period .....	16
4.1.1	Analytics Summary.....	16
4.1.2	Soft Launch.....	16
4.1.3	Production (Hard Launch).....	16
4.1.4	Performance and Scalability.....	16
4.1.5	Development and Testing.....	16
4.2	Re-Platform Migration Schedule .....	18
4.3	Activities for the Next Reporting Period.....	21

**CalSAWS – California Statewide Automated Welfare System**

CalSAWS DD&I Project Phase

Weekly Status Report Period: November 22, 2021 to November 28, 2021

---

4.4	Deviations from Plan/Adjustments.....	21
<b>5.0</b>	<b>Application Development and Test .....</b>	<b>22</b>
5.1	Highlights of the Reporting Period .....	22
5.1.1	Application Development Summary .....	22
5.1.2	Design Difference Identifiers (DDID) System Test Status .....	22
5.1.3	Converted Data Test (CDT):.....	23
5.1.4	Non-State Forms (NSF):.....	24
5.1.5	Task Management .....	25
5.1.6	Application Programming Interface (API) .....	25
5.1.7	GA/GR.....	26
5.1.8	Case Purge .....	28
5.1.9	Deliverable Management.....	29
5.2	Activities for the Next Reporting Period.....	30
5.3	Deviations from Plan/Adjustments.....	30
<b>6.0</b>	<b>Conversion .....</b>	<b>30</b>
6.1	Highlights of the Reporting Period .....	30
6.1.1	C-IV Conversion.....	30
6.1.2	CalWIN Conversion: .....	30
6.1.3	Gainwell Technologies.....	31
6.1.4	Ancillary Systems Conversion: .....	31
6.1.5	Deliverable Management.....	34
6.2	Activities for the Next Reporting Period.....	35
6.2.1	C-IV Conversion:.....	35
6.2.2	CalWIN Conversion: .....	35
6.2.3	Gainwell Technologies.....	35
6.2.4	Ancillary Systems Conversion: .....	35
6.2.5	Deliverable Management.....	35
6.3	Deviations from Plan/Adjustments.....	35
<b>7.0</b>	<b>Training .....</b>	<b>36</b>
7.1	Highlights of the Reporting Period .....	36
7.2	Activities for the Next Reporting Period.....	36
7.3	Deviations from Plan/Adjustments.....	36
<b>8.0</b>	<b>Deployment.....</b>	<b>37</b>

**CalSAWS – California Statewide Automated Welfare System**

CalSAWS DD&I Project Phase

Weekly Status Report Period: November 22, 2021 to November 28, 2021


---

- 8.1 Highlights of the Reporting Period ..... 37
  - 8.1.1 Implementation..... 37
  - 8.1.2 Change Management ..... 38
  - 8.1.3 Deliverable Management..... 40
- 8.2 Activities for the Next Reporting Period..... 40
  - 8.2.1 Implementation..... 40
  - 8.2.2 Change Management ..... 41
  - 8.2.3 Deliverable Management..... 41
- 8.3 Deviations from Plan/Adjustments..... 41
- 9.0 Appendices..... 42**

## 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
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

[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"> <li>• Completed planning facility capacity and equipment needs for CalSAWS DD&amp;I Post-Implementation Support command center rooms and CalSAWS Project staff. Currently, the team is working remotely and will inform the PMO Facility team if the onsite work is required</li> </ul>
2	Return to Office	Rancho Cordova and Norwalk Project Offices	Spring - Winter 2021	<ul style="list-style-type: none"> <li>• 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</li> <li>• Continued to monitor and review requests from CalSAWS Project staff who are interested in returning to the CalSAWS Rancho Cordova and Norwalk Project offices on a hybrid schedule</li> </ul>

## CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: November 22, 2021 to November 28, 2021

---

- ▶ Began preparations for the CalSAWS Weekly Status Meeting that is scheduled for December 1, 2021. The CalSAWS Weekly Status Meeting scheduled for November 24, 2021 was cancelled due to the Thanksgiving holiday
- ▶ Began preparations for the Section Directors meeting that is scheduled for November 30, 2021
- ▶ Continued CalSAWS Risk Management activities, including:
  - Continued to work with risk and issue owners to develop and update mitigation plans for the accepted CalSAWS DD&I Project risks and issues
  - Continued preparations for the next monthly Risk Management Group meeting that is scheduled for December 1, 2021
- ▶ Continued supporting engagement of project staff working remotely, including:
  - Continued development of the next monthly issue of the CalSAWS Connect newsletter that will be distributed to the CalSAWS Project Team on December 9, 2021
  - Began preparations for the next monthly virtual CalSAWS Project All Staff meeting that is scheduled for December 15, 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
  - Continued 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 U, the Statement of Work for the CalSAWS DD&I Project, to reflect the final approved deployment schedule for Non-State Forms
    - 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
  - 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
  - Continued 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
	None for the reporting period	

**CalSAWS – California Statewide Automated Welfare System**

CalSAWS DD&I Project Phase

Weekly Status Report Period: November 22, 2021 to November 28, 2021

**1.2.2 Communications Management**

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

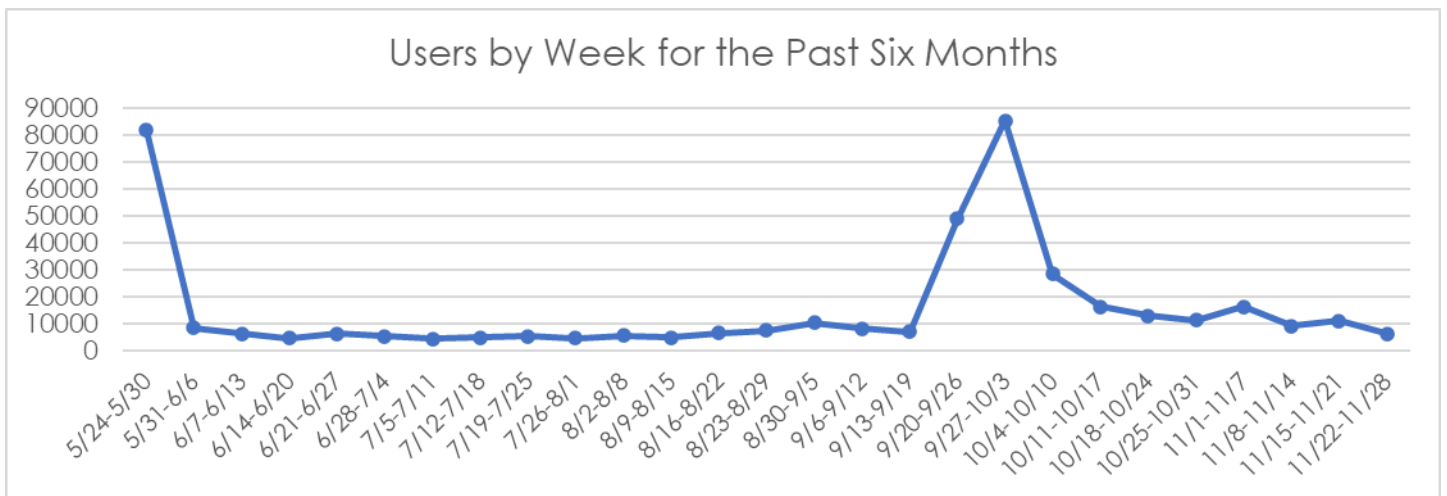
**Table 1.2.2-1 – Website Support Activities**

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

**Table 1.2.2-2 – CalSAWS.org Usage Statistics**

CATEGORY	DURING REPORTING PERIOD	SINCE LAUNCH
Total Number of Subscribers	8	1,469
Total Number of Unique Users	6,502	1,203,113
Total Number of New Users	4,579	1,203,113
Total Number of Sessions (Individual Site Visits)	8,455	1,597,366
Average Number of Sessions per User	1.30	1.33
Average Number of Page Views per Session	1.40	1.30
Average Session Duration	1:05	0:58
AskCalSAWS Inquiries – Received/Resolved	4/4	511/509

**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

- ▶ Scheduled Round 2 Ambassador Kickoff meeting for December 2, 2021
- ▶ Round 2 activities:
  - Overall:
    - Continued to collaborate with Innovation Team to develop design thinking activities for December 2021 workshops
    - Created all three Ambassador Groups Microsoft Teams channels for collaboration
    - Began to develop Culture Ambassador Kickoff meeting material
    - Sent welcome emails to latest Culture Ambassadors who signed up

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

- ▶ Co-Create Phase
  - IDEA Initiatives
    - Workshops
      - Completed October workshops
      - Completed all certificates for participants in preparing for the conclusion of the last session
    - Leadership Session
      - Completed all leadership sessions
      - Prepared all certificates to send to 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 data by Gender, Racial Identity, Age and Sexual Orientation
    - Buddy Program
      - Sent out all buddy matches for round 2
      - Prepared for the kickoff meeting to be held on November 30, 2021
    - CalSAWS Table Talks
      - Began discussion around January topic
    - Employee Resource Groups (ERGs)
      - Configured notes from ERGS and lead discussion



## CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: November 22, 2021 to November 28, 2021

- Counties Connected
  - Discussed further plans to engage with Counties
- Communities Connected
  - Created list of organizations to engage with for community outreach
- Small Team Building
  - Scheduled first session with a pilot group
  - Prepared the mural board for the first session
- 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 28, 2021

**Table 1.3-1 – CITs**

CIT ID	SUBJECT	CATEGORY	DISTRIBUTION DATE	PRIMARY CalSAWS CONTACT	BACKUP CalSAWS CONTACT
0345-21	CalSAWS VPN	Informational	November 22, 2021	Uzair Naveed	Joseph Chiaromonte

- ▶ The following table outlines CalSAWS Requests for Information (CRFIs) sent for the reporting period ending November 28, 2021

**Table 1.3-2 – CRFIs**

CRFI ID	SUBJECT	DISTRIBUTION DATE	STATUS	RESPONSE DUE DATE	CalSAWS CONTACT
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 28, 2021

## CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: November 22, 2021 to November 28, 2021

---

### 1.4 Activities for the Next Reporting Period

#### 1.4.1 Project Management

- ▶ Continue CalSAWS DD&I Facility Management activities, including:
  - Continue key initiatives related to facilities at the Rancho Cordova Project Office, which are provided in Table 1.2.1-1 (Key Facility Initiatives/Projects) above
- ▶ Continue CalSAWS Risk Management activities, including:
  - Continue to work with risk and owners to monitor risks and update risk mitigation plans
  - Complete preparations and facilitate the monthly Risk Management Group meeting on December 1, 2021
- ▶ Facilitate the CalSAWS Weekly Status Meeting scheduled for December 1, 2021
- ▶ Complete preparations and participate in the Section Directors Meeting that is scheduled for November 30, 2021
- ▶ Continue activities to support Project staff working remotely
  - Continue preparations and planning for the monthly virtual CalSAWS Project All Staff Meeting that is scheduled for December 15, 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
- ▶ Complete preparations and facilitate the next CalSAWS orientation session for new CalSAWS Project staff on December 6, 2021
- ▶ Begin development of the monthly CalSAWS IT Project Status Report for November 2021 and preparations for the monthly CalSAWS IT Report Meeting with OSI (Office of Systems Integration), CMS (Centers for Medicare and Medicaid Services), and FNS (Food and Nutrition Service) that is scheduled for December 8, 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
65	CalSAWS Migration Work Plan Update #32	<ul style="list-style-type: none"><li>• Begin developing the FDEL</li><li>• Submission of the FDEL is due on December 13, 2021</li></ul>

## CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: November 22, 2021 to November 28, 2021

---

### 1.4.2 Communications Management

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

**Table 1.4.2-1 – Website Support Activities**

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

### 1.4.3 Cultural Transformation

- ▶ Prepare to send confirmation email to staff that have previously expressed interest in Round Culture Ambassadors initiatives but had not signed up yet
- ▶ 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
- ▶ 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
- ▶ Send the certificates for leadership coaching participants
- ▶ Prepare for presentation of demographic analysis and community connected initiative for next JPA meeting
- ▶ Conduct the Buddy Program kick off meeting scheduled for November 30, 2021
- ▶ 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 22, 2021	Canceled
Conduct Tulare County Document Migration Discovery Session Check-in	November 22, 2021	Canceled
Conduct Placer County Document Migration Discovery Session Check-in	November 23, 2021	Canceled
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	Canceled
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
Conduct Santa Barbara County Document Migration Discovery Session Check-in	November 29, 2021	Canceled
Conduct Tulare County Document Migration Discovery Session Check-in	November 29, 2021	Canceled
Conduct Placer County Document Migration Discovery Session Check-in	November 30, 2021	Scheduled
Conduct Santa Clara County Document Migration Discovery Session Check-in	December 01, 2021	Scheduled
Conduct Orange County Document Migration Discovery Session Check-in	December 02, 2021	Scheduled
Conduct Ventura County Document Migration Discovery Session Check-in	December 02, 2021	Canceled

CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: November 22, 2021 to November 28, 2021

**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	10/11/2020	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	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
Placer County	Start	7/29/2020	10/11/2020	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	Completed	In progress	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	10/11/2020	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	Completed	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	12/11/2020	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	Completed	In Progress	Completed	Completed	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	12/11/2020	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	12/11/2020	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	Completed	In progress	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 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	Completed	In progress	Awaiting	Awaiting	Awaiting	

# CalSAWS – California Statewide Automated Welfare System

## CalSAWS DD&I Project Phase





Weekly Status Report Period: November 22, 2021 to November 28, 2021

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	3/1/22	08/1/22	8/1/22	04/1/23	Go Live 04/24/23 10% Progress
	Finish	1/14/21	3/1/21	10/31/21	12/30/21	02/28/22	8/1/22	1/31/23	3/31/23	04/20/23	
	Status	Completed	Completed	Completed	In Progress	Awaiting	Awaiting	Awaiting	Awaiting	Awaiting	

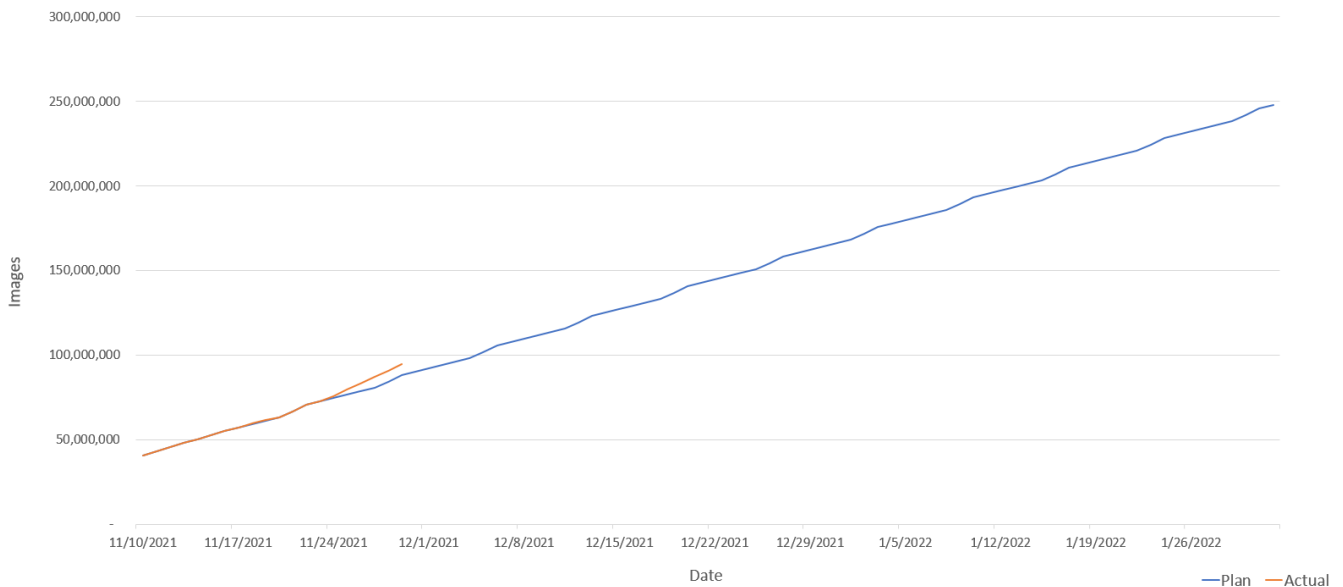
Wave 3	Target Dates	Kick Off	Secured Migration Tool	Test Network	Document Mapping	Test Batch	Initial Export	Initial Import	Delta Export/Import	Final Batch	Go-Live/% Progress
Ventura	Start	01/19/21	03/01/21	3/01/21	2/18/21	06/30/21	01/03/22	01/03/22	08/01/22	4/1/23	Go Live 04/24/23 40% Progress
	Finish	01/19/21	03/01/21	4/30/21	5/31/21	12/30/21	08/01/22	07/15/22	03/31/23	4/20/23	
	Status	Completed	Completed	Completed	Completed	In progress	Awaiting	Awaiting	Awaiting	Awaiting	

### Legend for CalWIN Counties' Status Update

**SPOTLIGHT PROJECT STATUS**

-  Completed
-  Issue Stopping Progress
-  Possible Risks
-  On Track

**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

- ▶ Updated Telephonic Signature Design and External Party Access designs per comments that were received during 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**



## CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: November 22, 2021 to November 28, 2021

**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	22.05
Telephonic Signature - Core Tech and App Dev Design (CA-226838)	October 27, 2021	Committee review	22.05

### 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)
- ▶ Finalize the Telephonic Signature and External Party Access Designs and request final approval from the Interactive Voice Response (IVR) Committee

### 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	<b>2</b>	0%
D	In production	Deployed	Deployed	4	33	<b>37</b>	9%
E	In production	Deployed	Deployed	7	60	<b>67</b>	23%
F	In production	Deployed	Deployed	3	74	<b>77</b>	40%
G	In production	Deployed	Deployed	4	45	<b>49</b>	51%
H	In production	Deployed	Deployed	6	65	<b>71</b>	67%
I	In production	Deployed	January 28, 2022	1	84	<b>85</b>	83%
J	In development	January 15, 2022	TBD	0	75	<b>75</b>	
<b>TOTAL REPORTS</b>				<b>27</b>	<b>436</b>	<b>463</b>	

#### 4.1.2 Soft Launch

- ▶ Release I was successfully soft launched on November 10, 2021 and County 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

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

#### 4.1.5 Development and Testing

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

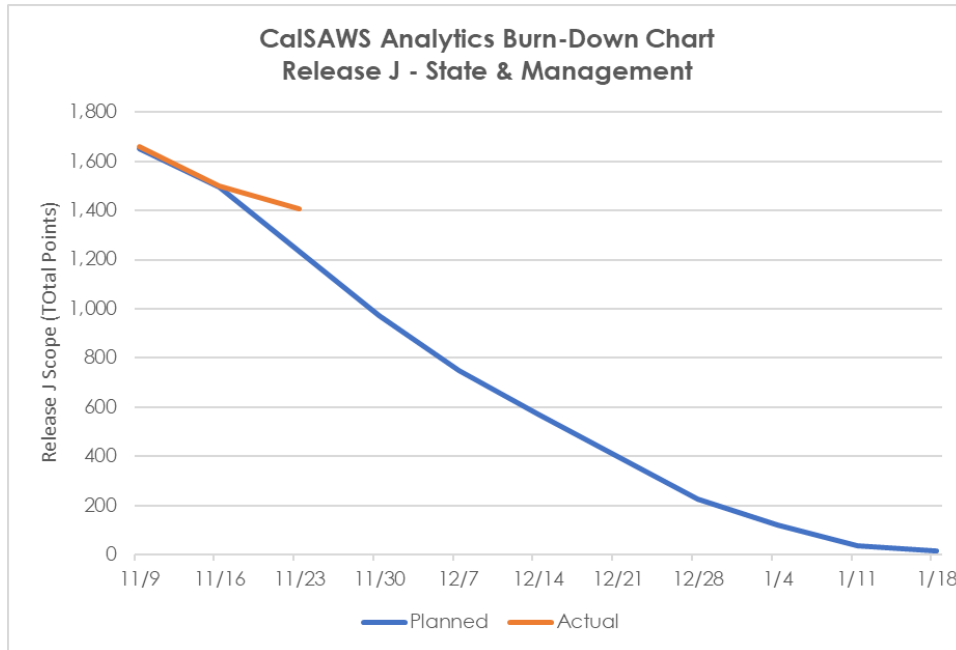
**CalSAWS – California Statewide Automated Welfare System**

CalSAWS DD&I Project Phase

Weekly Status Report Period: November 22, 2021 to November 28, 2021

- ▶ Release J
  - Reports
    - Reverse Engineering nearing completion
    - Curation and Visualization Build is progressing
    - Progress is delayed due to pending review on development complete items and soft launch defects prioritization on Release I, expecting to get back on track in next 1 - 2 weeks

**Figure 4.1.5-1 – CalSAWS Analytics – Release J Burndown (State & Management)**



**Table 4.1.5-1 – 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	71%	12/3	0%	12/4	0%	1/14	0%	12/17	14%	1/5	0%	1/14	0%
	Case Activity	15	11/10	83%	12/3	0%	12/4	0%	1/14	0%	12/17	7%	1/5	0%	1/14	0%
	Employment Services	7	11/10	84%	12/3	0%	12/4	0%	1/14	0%	12/17	0%	1/5	0%	1/14	0%
	Fiscal	37	11/10	84%	12/3	0%	12/4	0%	1/14	0%	12/17	0%	1/5	0%	1/14	0%
	Resource Data Bank	1	11/10	100%	12/3	0%	12/4	0%	1/14	0%	12/17	0%	1/5	0%	1/14	0%
Special Units	8	11/10	13%	12/3	0%	12/4	0%	1/14	25%	12/17	0%	1/5	0%	1/14	0%	
TOTAL		75	58 of 75 77%		0 of 67 0%		0 of 67 0%		0 of 75 0%		4 of 75 5%		0 of 75 0%		0 of 75 0%	

**Legend:**

- Complete
- Complete as of this week
- In Progress

**CalSAWS – California Statewide Automated Welfare System**

CalSAWS DD&I Project Phase

Weekly Status Report Period: November 22, 2021 to November 28, 2021

**4.2 Re-Platform Migration Schedule**

**Table 4.2-1 – Analytics Reports Re-Platform Release Migration Schedule**

<b>Release C (Migration Window: November 2020 – March 2021): In Production</b>			
<b>Dashboards</b>			
LRS	• CalWORKs	Daily	18 Sheets
	• QA	Daily	10 Sheets
<b>Release D (Migration Window: February 2020 – June 2020): In Production</b>			
<b>Dashboards</b>			
LRS	• CalFresh	Daily	30 Sheets
	• CalFresh Meals	Monthly	2 Sheets
	• Managed Personnel	Daily	1 Sheet
	• SSI/SSP	Daily	2 Sheets
<b>State &amp; Management</b>			
	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
<b>Release E (Migration Window: May 2020 – September 2020): In Production</b>			
<b>Dashboards</b>			
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
<b>State &amp; Management</b>			
	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
<b>Release F (Migration Window: August 2020 – December 2020) In Production</b>			

**CalSAWS – California Statewide Automated Welfare System**

CalSAWS DD&I Project Phase

Weekly Status Report Period: November 22, 2021 to November 28, 2021

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

**CalSAWS – California Statewide Automated Welfare System**

CalSAWS DD&I Project Phase

Weekly Status Report Period: November 22, 2021 to November 28, 2021

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) Development 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
  - 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	22.01	22.02	22.03	22.05	22.06	22.07	22.09	22.11	23.01	23.02	
Design	New	0	0	10	13	0	1	4	1	3	1
	Design in Progress	0	0	20	3	0	1	1	0	0	0
	Ready for Committee	0	0	1	0	0	0	0	0	0	0
	Committee Review	0	0	0	0	0	0	0	0	0	0
	Pending Approval	0	0	3	0	0	0	1	0	0	0
Build	Approved	0	0	2	2	0	1	1	1	0	0
	In Development	3	0	0	0	0	0	0	0	1	0
	Development Complete	0	0	0	0	0	0	0	0	0	0
	In Assembly Test	0	0	0	0	0	0	0	0	0	0
Test	System Test	19	3	0	0	1	0	0	0	0	0
	Test Complete	0	0	0	0	0	0	0	0	0	0
In Production	0	0	0	0	0	0	0	0	0	0	
<b>Grand Total</b>	<b>22</b>	<b>3</b>	<b>36</b>	<b>18</b>	<b>1</b>	<b>3</b>	<b>7</b>	<b>2</b>	<b>4</b>	<b>1</b>	

SCRs in Production	812
SCRs with Release TBD	2

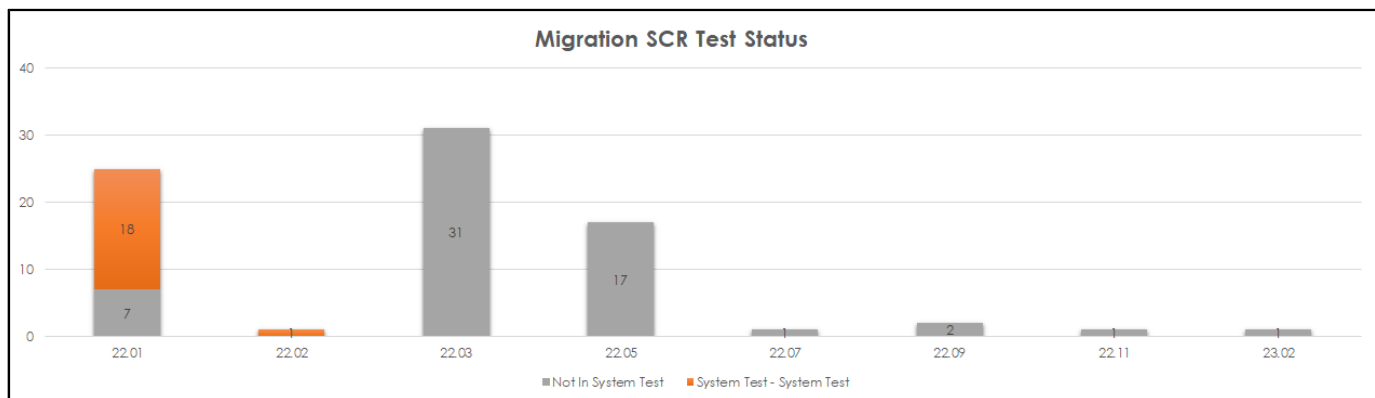
**Notes:**

- 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

## CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

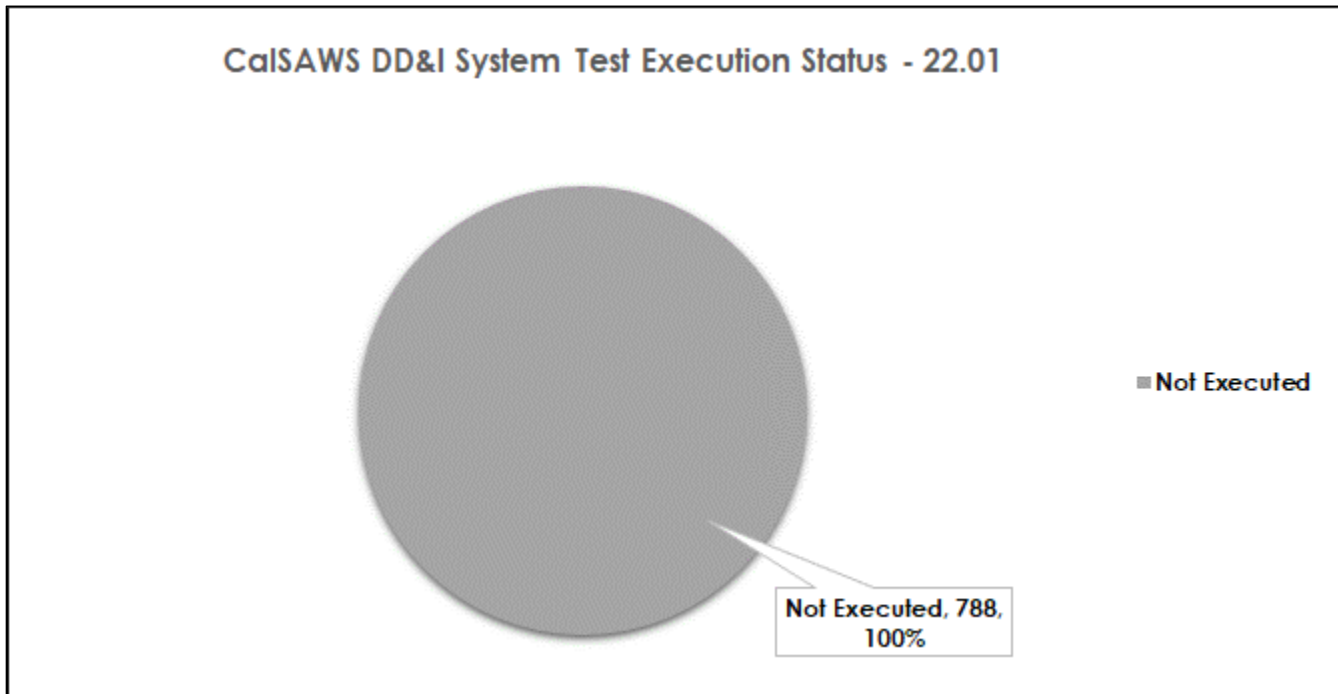
Weekly Status Report Period: November 22, 2021 to November 28, 2021

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 – 22.01**

Pass Rate Target as of November 26, 2021	<b>0%</b>
Pass Rate Actual as of November 26, 2021	<b>0%</b>
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. Test executions begin date is scheduled for November 29, 2021

### 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**

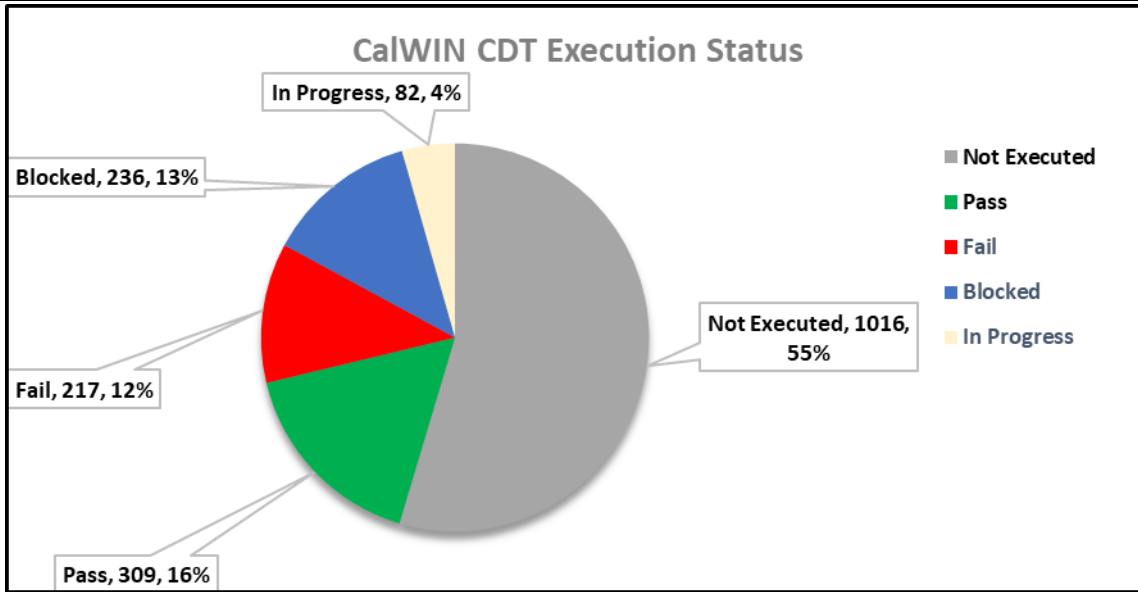
Pass Rate Target as of November 29, 2021	<b>12%</b>
Pass Rate Actual as of November 29, 2021	<b>16%</b>
System Test Complete Date: April 29, 2022	



**CalSAWS – California Statewide Automated Welfare System**

CalSAWS DD&I Project Phase

Weekly Status Report Period: November 22, 2021 to November 28, 2021



**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	29	3	6	2	0	40
CalHEERS	69	1	2	3	3	78
Correspondence	86	26	19	11	22	164
Eligibility	176	3	45	66	73	363
Fiscal	166	4	61	26	44	301
GA/GR	234	0	0	1	0	235
Online	26	20	71	64	9	190
Reports	117	0	0	0	0	117
High-Volume Online Transactions	113	25	105	44	85	372
<b>Total</b>	<b>1016</b>	<b>82</b>	<b>309</b>	<b>217</b>	<b>236</b>	<b>1860</b>

**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

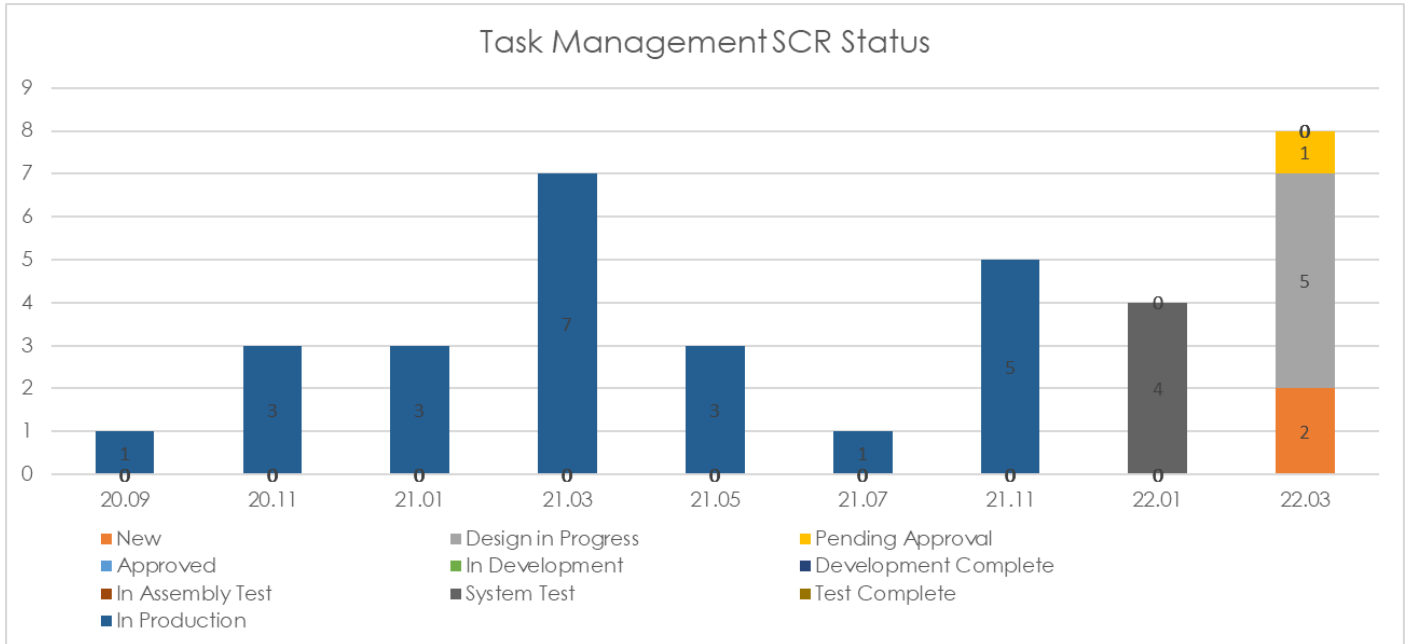
**5.1.4 Non-State Forms (NSF):**

- ▶ State form translations
  - CA-231858 – CW 105: Translations received
  - 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 – Suggest Worker Assignment
  - CA-214922 DDID 2388 – Task Start Date
  - CA-214918 DDID 2275 – Bundle Case Tasks

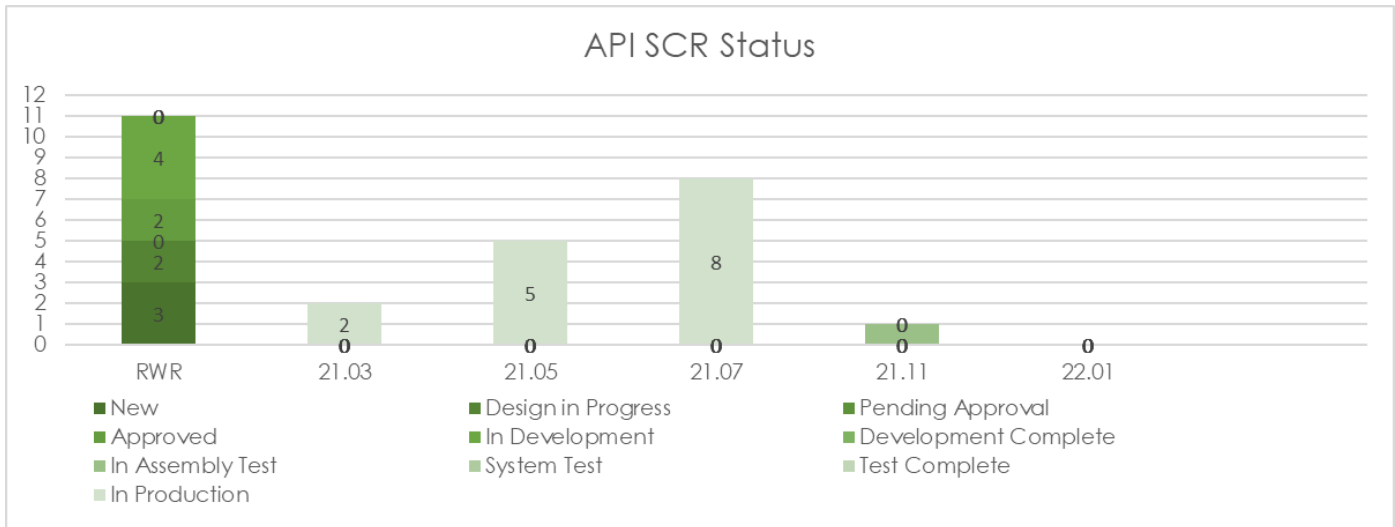
**Figure 5.1.5-1 – Task Management Design Difference Identifiers (DDID)Status**



**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

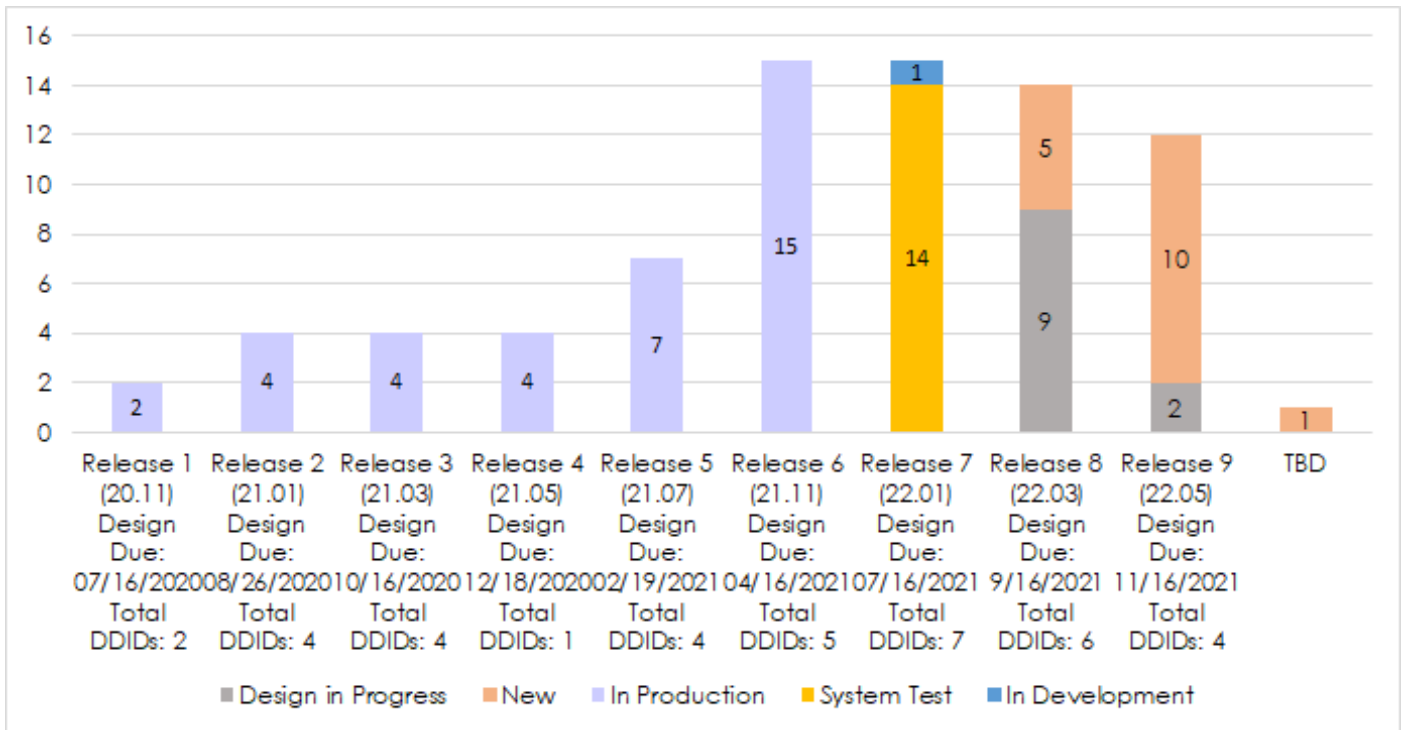
- ▶ General:
  - Provided the weekly status update and GA/GR release plan changes to the Consortium on November 23, 2021
  - Discussed the GA/GR Correspondence work products and design clarifications on November 24, 2021
  - Discussed the GA/GR Correspondence web service design clarifications on November 25, 2021
  - Continued with design of 22.03 SCRs
    - CA-229076 - DDID 2314 FDS: Mandatory Requirements Rule Additional Changes - EDBC Reasons and NOAs (Group 1)
    - CA-215922 - DDID 2315 FDS: GA GR Phase 3 - GA GR Immediate Need Changes
    - CA-226399 - GA GR Forms Additional Changes - Online/Batch Tier 1 and Tier 2
    - CA-215921 - DDID 2315 FDS: GA GR Phase 2 - Employment Services Phase 3 Batch and EDBC changes
    - CA-224767 - DDID 2686/2314 FDS: GA GR - Batch Sweeps for CalWIN GA GR MU triggers - Phase 2
    - CA-215680 - DDID 2378 FDS: GA GR Time on aid changes
    - CA-215677 - DDID 2374 FDS: GA GR San Francisco Sub Programs
    - CA-215686 DDID 2384 FDS: GA GR Batch Appointments
    - CA-227328 - Sanction changes for CalWIN GA GR solution at program level
  - Continued the Automated System test scripting preparation of all other rules System Change Requests (SCRs) in 22.01
  - Continued the Automated System test execution in Assembly Test Environment for phase 3 SCR : CA-215917 - DDID 2314 FDS : GA GR Phase 3 Batch 1 - Resource Rules and corresponding NOA Reasons

**CalSAWS – California Statewide Automated Welfare System**

CalSAWS DD&I Project Phase

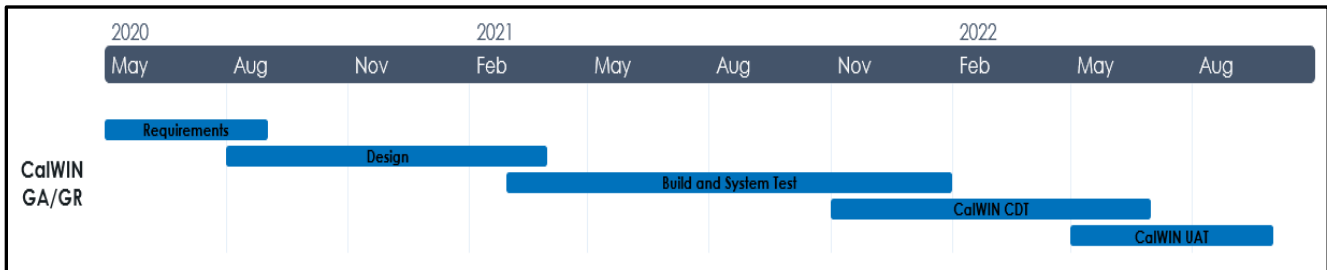
Weekly Status Report Period: November 22, 2021 to November 28, 2021

**Figure 5.1.7-1 – GA/GR DDID Status**



► CalWIN Correspondence Track:

**Figure 5.1.7-2 – GA/GR Correspondence**



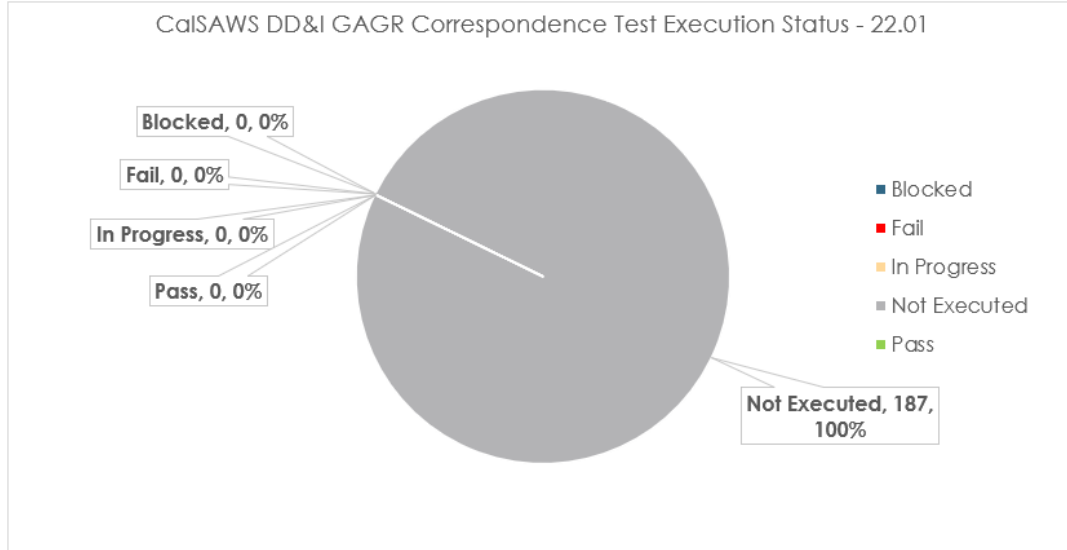
**Figure 5.1.7-3 – CalWIN CalSAWS GA/GR Correspondence Testing**

Pass Rate Target as of November 28, 2021	<b>0%</b>
Pass Rate Actual as of November 28, 2021	<b>0%</b>
System Test Complete Date: January 19, 2022	

## CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: November 22, 2021 to November 28, 2021



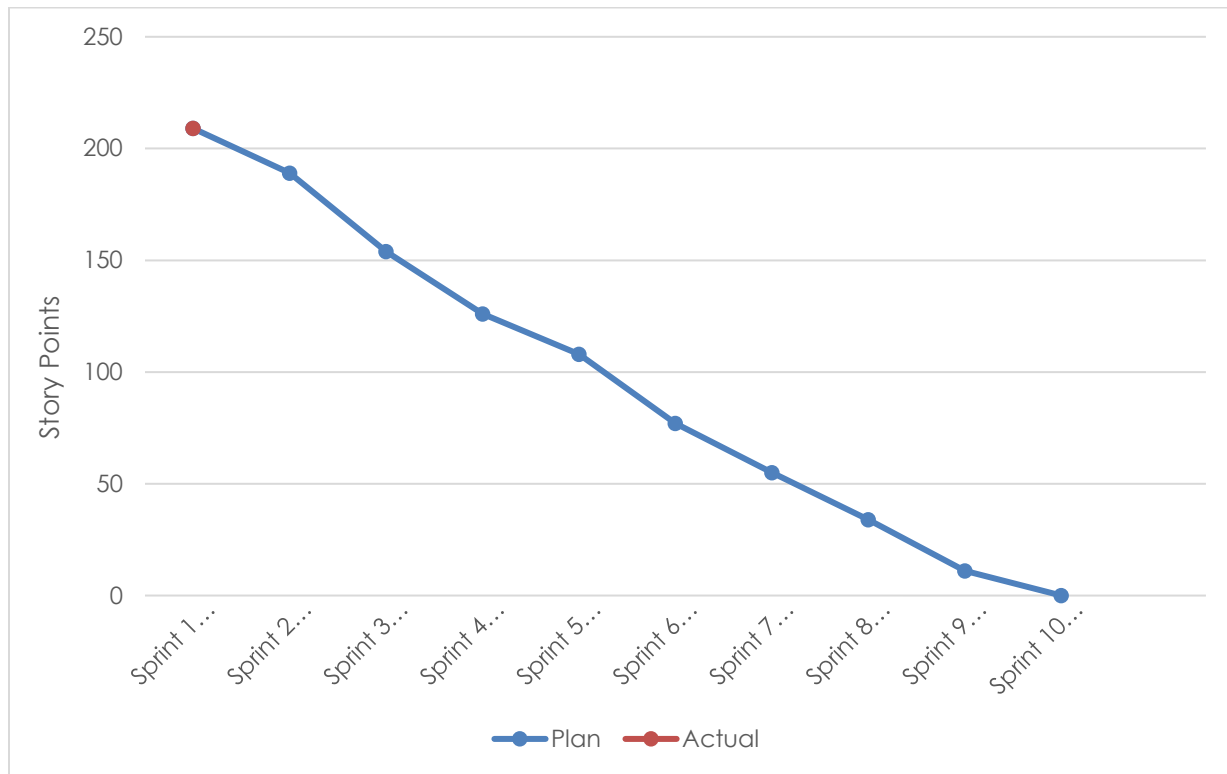
- ▶ Gainwell Technologies GAGR Correspondence Service 22.01
  - 187 test cases identified and pending test

### 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.

- ▶ Deploying Sprint 1 to Production on December 3, 2021. Completed migration of PDFs to S3 storage so they will be accessible to users on Case Data Removal Detail page.
- ▶ Continued 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**

<b>Sprint 1</b>	Porting Case Summary page updates, Case Data Removal page updates
<b>Sprint 2</b>	Add Case Locking, Image View only
<b>Sprint 3</b>	Porting Remove CalHEERs related tables, Add new EDBC/RA Rules to Identification Sweeps, PDF Character Limit increase
<b>Sprint 4</b>	Porting for Deletion Batch process for PGM_DETL and Child Tables, Case Data Removal Identification Report, PDF Configuration to S3
<b>Sprint 5</b>	Porting Document Removal process, Re-Verification logic, YBN e-app logic to block transfers, History PDF Batch, Override Report
<b>Sprint 6</b>	Porting Image Removal Process, CalSAWS PDF Generation process
<b>Sprint 7</b>	Porting Time Limit Aid Summary page, Completion Report
<b>Sprint 8</b>	Porting for Disaster Recovery Document Deletion, OBIEE/EDR Cleanup for Delete Track, Verify Lawful Presence (VLP)
<b>Sprint 9</b>	Performance Environment Preparation and Execution
<b>Sprint 10</b>	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 22.01 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
  - Delivered GDS 3 Hardening items to GDS build
  - Began GDS 3 creation
- ▶ Continuing to Triage Converted Data Test (CDT) Defect as they are created

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

Sprint	Total - Deferred Items	Sprint Duration		GDS#3								
				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	65	11/1/2021	11/21/2021	0	0	0	0	8	0	57	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	0	0	10	0	0
GDS#3 Hardening Sprint (Conversion Run)	19	11/15/2021	11/21/2021	0	0	0	0	8	0	11	0	0

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

**CalSAWS – California Statewide Automated Welfare System**

CalSAWS DD&I Project Phase

Weekly Status Report Period: November 22, 2021 to November 28, 2021

**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 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



**CalSAWS – California Statewide Automated Welfare System**

CalSAWS DD&I Project Phase

Weekly Status Report Period: November 22, 2021 to November 28, 2021

**Table 6.1.4-1 – County Status by Ancillary System**

<b>COUNTY</b>	<b>COLLECTIONS</b>	<b>FRAUD</b>	<b>TASK MANAGEMENT</b>
Contra Costa	<b>Design and build completed</b> Received production sized files	N/A	N/A
Placer	<b>Design and build completed</b> Received production sized files	<b>Design and build completed</b> Received production sized files	<b>Design and build completed</b> Received production sized files
Yolo	<b>Design and build completed</b> Received production sized files	N/A	N/A
Santa Clara	N/A	N/A	<b>Design and build completed</b> Received production sized files
Tulare	<b>Design and build completed</b> Received production sized files	N/A	N/A
Orange	<b>Design and build completed</b> Received production sized files	<b>Design and build completed</b> Received production sized files	<b>Design and build completed</b> Received production sized files
Santa Barbara	N/A	N/A	<b>Design and build completed</b> Received production sized files
Ventura	<b>Design and build completed</b> Received production sized files	N/A	N/A
San Mateo	<b>Design and build completed</b> Received production sized files	N/A	<b>Design and build completed</b> Received production sized files
Santa Cruz	<b>Design and build completed</b> Received production sized files	N/A	<b>Design and build in-progress</b> Received production sized files
Solano	<b>Design and build completed</b> Received production sized files	N/A	N/A
Alameda	<b>Design and build completed</b> Received production sized files	<b>Design and build completed</b> Received production sized files	N/A
Fresno	<b>Design and build completed</b>	N/A	N/A

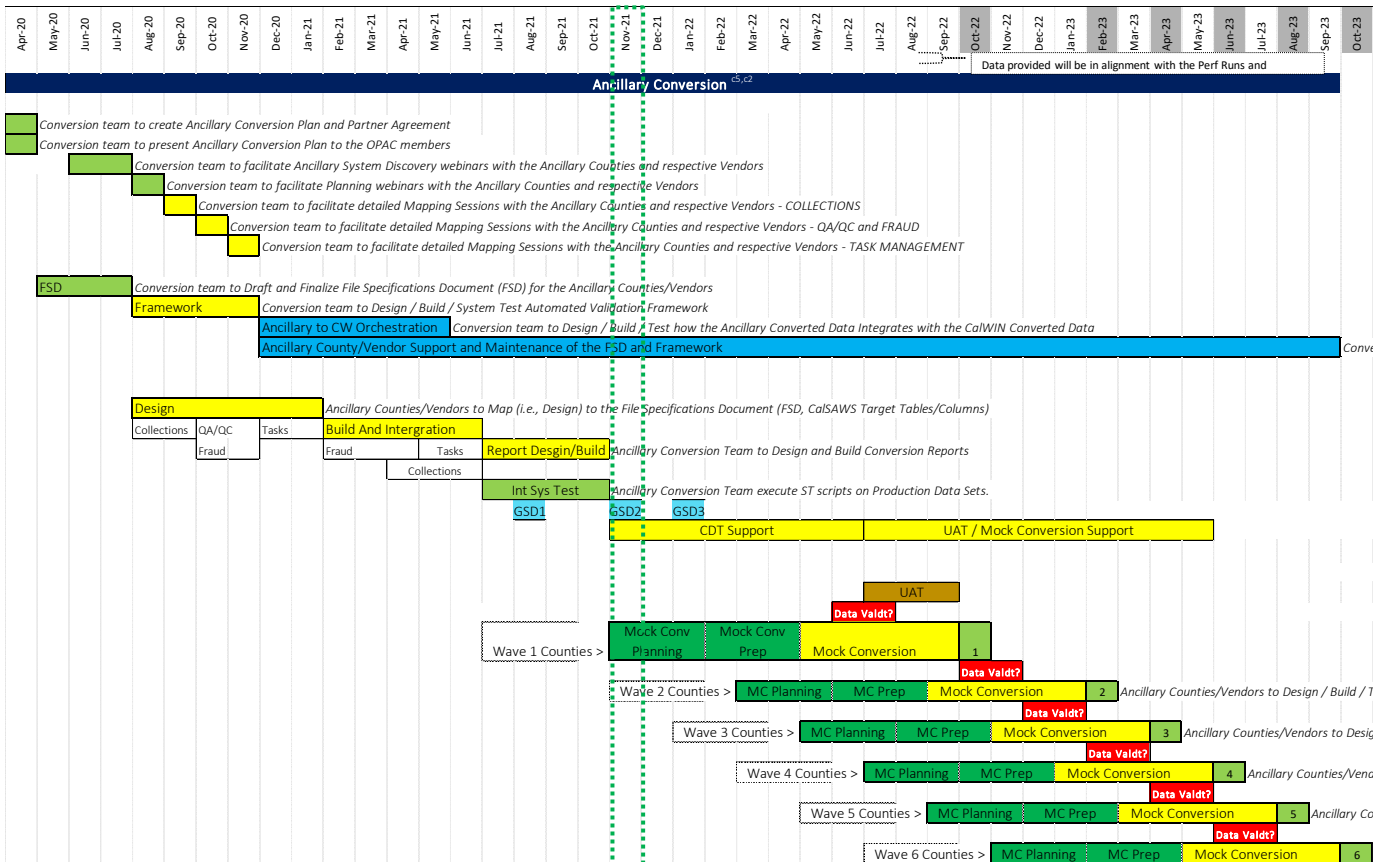
# CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: November 22, 2021 to November 28, 2021

COUNTY	COLLECTIONS	FRAUD	TASK MANAGEMENT
	Received production sized files		
Sonoma	<b>Design and build completed</b> Received production sized files	N/A	<b>Design and build completed</b> Received production sized files
Sacramento	N/A	<b>Design and build completed</b> Received production sized files	<b>Design and build completed</b> Received production sized files
San Francisco	<b>Design and build completed</b> Received production sized files	N/A	N/A
San Luis Obispo	<b>Design and build completed</b> Received production sized files	<b>Design and build completed</b> Received production sized files	N/A

**Figure 6.1.4-1– Ancillary Systems Conversion Gantt Chart**



**CalSAWS – California Statewide Automated Welfare System**

CalSAWS DD&I Project Phase

Weekly Status Report Period: November 22, 2021 to November 28, 2021

**Table 6.1.4-2 – Ancillary Systems Conversion Milestones**

<b>FINISH</b>	<b>MILESTONE</b>	<b>MILESTONE DESCRIPTION</b>	<b>STATUS</b>
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

**6.1.5 Deliverable Management**

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

<b>DEL #</b>	<b>DELIVERABLE NAME</b>	<b>STATUS</b>
	None for the reporting period	

## 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
- ▶ Complete 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
- ▶ Processing 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
  - Completed 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 – County-Maintained Workflow Queues
    - 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
  - Attend Weekly Training Touchpoint with Consortium Training Lead on November 30, 2021
  - Review and respond to comments on additional Imaging guides based on web-based training (WBT) content
  - Draft script for testing Imaging after code deployments to Training Production

#### 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 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
  - 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
    - 305 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	9
Week of November 29, 2021	5
21.12.xx	13
22.01	43
22.01.xx	2
22.03	2
22.05	2
22.07	1
22.09	1
Release When Ready (RWR)	22
TBD	5
<b>Total</b>	<b>305</b>

## CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: November 22, 2021 to November 28, 2021

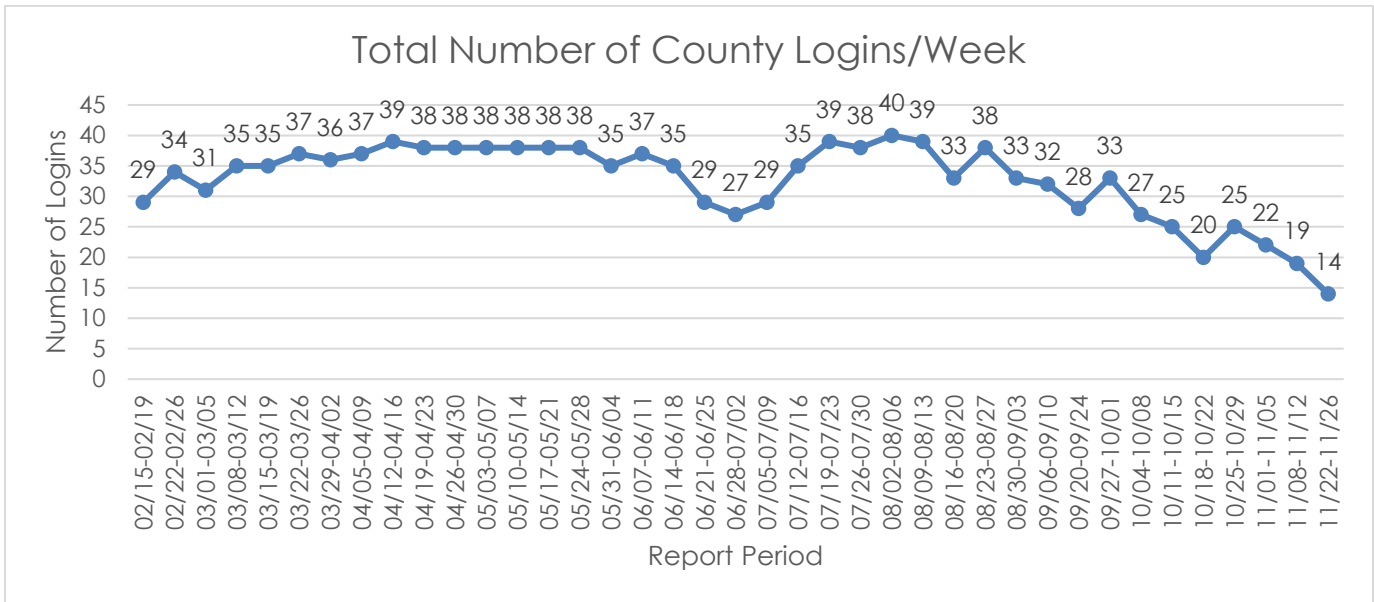
---

- By System Owner
  - BenefitsCal: 8
  - CalSAWS: 293
  - FIS: 1
  - Hyland: 3
- ▶ Imaging
  - Attended CalSAWS 21.11 Post-Release Checkpoint/Post-Deployment County Stakeholder Call on November 22, 2021
  - Attended meeting with BenefitsCal Team regarding coordinating activities for Los Angeles County cutover to BenefitsCal and CalSAWS Imaging on November 22, 2021
  - Hosted meeting with Region 6 Regional Managers and Los Angeles County CalSAWS Support Section team regarding Los Angeles County Imaging Readiness on November 23, 2021
  - Maintained Los Angeles County and Project Imaging Readiness Checklists in JIRA
  - Continued planning for Los Angeles County post-deployment Imaging support

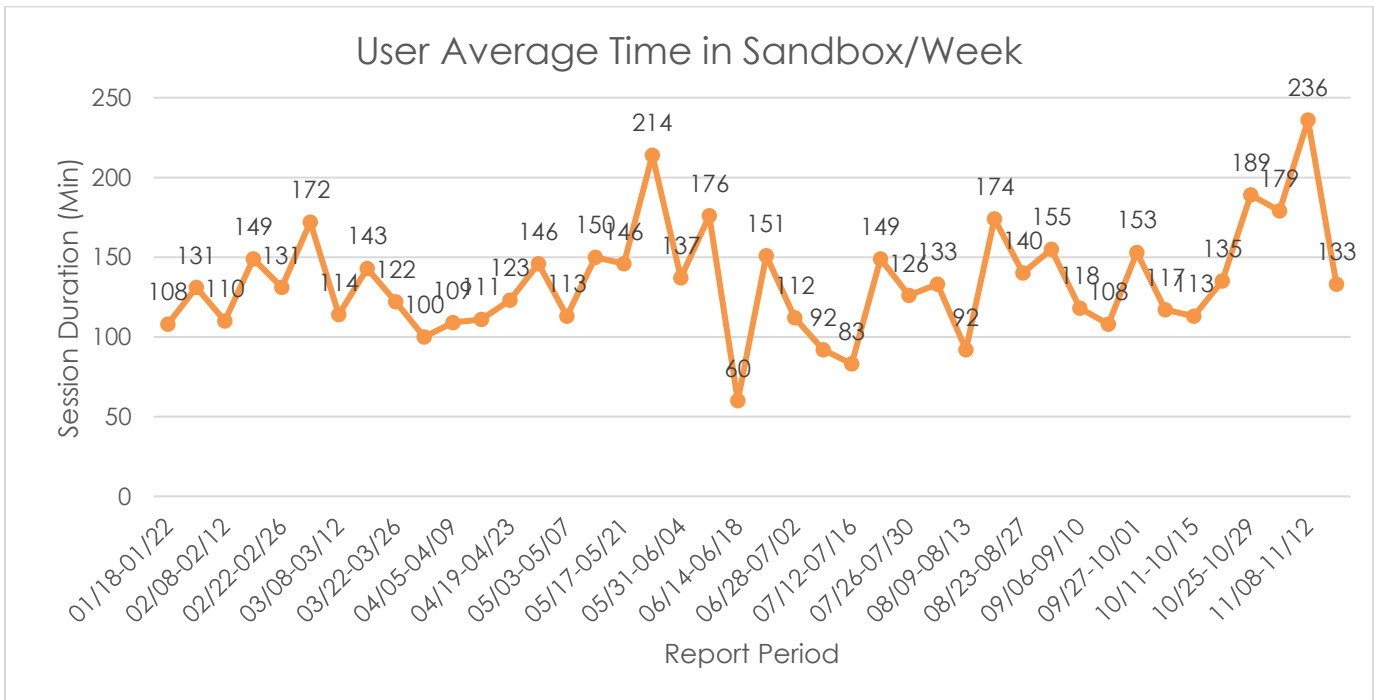
### 8.1.2 Change Management

- ▶ Organizational Change Management (OCM) Extension
  - Continued to engage the former C-IV Counties on their personalized OCM approach
    - Met with 16 of the 39 Counties from November 22-24, 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, created individual County Action Plans, and established level of engagement needs
        - Scheduled appropriate follow-up sessions
    - Began to compile learning materials or plan learning sessions based on the cumulative needs of the Counties
  - Hosted Forumbree Kick-off with the Regional Managers on November 23, 2021
- ▶ Imaging
  - Hosted Post Go-Live Imaging Demonstration
    - November 22, 2021 – Region 1
  - Met with Organizational Change Management (OCM) Extension Team regarding County Feedback on Imaging on November 23, 2021
  - Los Angeles County Imaging Change Management
    - 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, 11/15/2021-11/19/2021) \***





**CalSAWS – California Statewide Automated Welfare System**

CalSAWS DD&I Project Phase

Weekly Status Report Period: November 22, 2021 to November 28, 2021

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

COUNTY	USER	LOGIN COUNT	TOTAL LOGGED TIME
Contra Costa	c07.Users 1, 2	10	03:59:32
Del Norte	c08.Users 1, 2, 4, 5	11	07:32:38
Los Angeles	c19.Users 4, 6	28	13:13:29
Merced	c24.User 5	6	01:58:57
Orange	c30.Users 1, 2, 3, 4, 6	29	14:45:07
Placer	c31.User 1	2	03:09:23
San Diego	c37.Users 4, 5, 6	6	06:10:26
San Francisco	c38.Users 1, 2	5	02:17:14
San Luis Obispo	c40.Users 1, 5, 6	10	05:31:16
San Mateo	c41.Users 1, 2, 3, 6	15	06:07:32
Santa Barbara	c42.Users 1, 3, 4	20	09:16:37
Santa Clara	c43.Users 1, 6	14	02:40:01
Tuolumne	c55.Users 2, 4	8	04:49:14
Yolo	c57.Users 5, 6	3	00:39:45

**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"> <li>Continued developing the FDEL</li> <li>Submission of the FDEL is due on November 30, 2021</li> </ul>

**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. on Wednesday, December 1, 2021, 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 meeting regarding Los Angeles County Offices Imaging Usage Patterns on November 29, 2021
  - Attend Imaging Migration Standup Calls on November 30 and December 2, 2021
  - Attend CalSAWS Post-Deployment County Stakeholder Call on December 1, 2021

## CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: November 22, 2021 to November 28, 2021

---

- 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 Continue to engage the former C-IV Counties on their personalized OCM approach
    - Begin to host follow-up meetings with the County Implementation Point of Contacts (IPOCs) and Primary Point of Contacts (PPOCs) to cover their individual County dashboard and provide an individualized support approach
    - Finalize individual County Action Plans and begin to present to Counties based on their established engagement needs
  - o Continue to compile learning materials and begin to schedule learning sessions based on the cumulative needs of Counties
- ▶ Imaging
  - o Update draft communications per reviewer feedback
  - 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	<ul style="list-style-type: none"><li>• Finalize and submit the FDEL to the Consortium for review and approval on November 30, 2021</li><li>• Approval of the FDEL is due on December 7, 2021</li></ul>

### 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

