



CalSAWS – CalWIN Implementation Support Weekly Status Report

**Reporting Period: January 24, 2022 to
January 30, 2022**

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1.0 CalWIN Implementation Support Services

1.1 Highlights of the Reporting Period

Project Management

- ▶ Continued planning for and onboarding staff resources.
- ▶ Continued to collaborate with other teams to coordinate information for the CalWIN Counties.
- ▶ Continued working with the Implementation Team to update the County Work Plans for Wave 1.
- ▶ Continued gathering timelines for the Project teams for CalWIN County implementation activities.
- ▶ Submitted the following Deliverables and Work Products:
 - DEL 10: Implementation Support Plan Final Deliverable Expectation Document (FDED) on 01/27/22.
 - DEL 04.04: Business Process Reengineering Plan – Santa Clara Wave 2 Final Deliverable (FDEL) on 01/25/22.
 - DEL 04.05: Business Process Reengineering Plan – Tulare Wave 2 FDEL on 01/25/22.

Business Process Reengineering (BPR)

- ▶ Conducted Week 3 of the To-Be BPR sessions with Santa Cruz and Solano Counties.
- ▶ Obtained formal sign-off on the To-Be Final Work Products (FWPs) for Orange and Ventura Counties.
- ▶ Resolved all comments on the Draft Deliverables (DDEL) for the Wave 2 County-Specific BPR Plans (Santa Clara and Tulare Counties) and submitted the FDEL for approval.
- ▶ Prepared the Wave 3 County-Specific BPR Plan Work Products for County review, validation, and sign-off.

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Figure 1 – To-Be Process Timetable by County

	Session Start Date	Session End Date	First Review Start Date	First Review End Date	Start Final Review	County Sign-Off on Final To-Be Work Product
Wave 1						
Contra Costa	06/21/21	07/30/21	08/04/21	09/02/21	09/02/21	09/10/21
Placer	06/21/21	07/30/21	08/04/21	08/20/21	08/30/21	09/07/21
Yolo	07/12/21	08/11/21	08/11/21	08/27/21	09/08/21	09/17/21
Wave 2						
Tulare	09/13/21	10/08/21	10/11/21	10/22/21	11/01/21	11/08/21
Santa Clara	09/13/21	10/08/21	10/11/21	10/22/21	11/01/21	11/08/21
Wave 3						
Santa Barbara	10/18/21	11/12/21	11/15/21	11/30/21	12/08/21	12/14/21
Orange	11/15/21	12/14/21	12/20/21	01/07/22	01/18/22	01/24/22
Ventura	11/15/21	12/14/21	12/20/21	01/07/22	01/18/22	01/24/22
Wave 4						
Solano	01/10/22	02/04/22	02/07/22	02/18/22	02/28/22	03/04/22
Santa Cruz	01/10/22	02/04/22	02/07/22	02/18/22	02/28/22	03/04/22
San Mateo	02/07/22	03/04/22	03/07/22	03/18/22	03/28/22	04/01/22
San Diego	02/14/22	03/11/22	03/14/22	03/25/22	04/04/22	04/08/22
Wave 5						
Alameda	03/21/22	04/15/22	04/18/22	04/29/22	05/09/22	05/13/22
Fresno	03/21/22	04/15/22	04/18/22	04/29/22	05/09/22	05/13/22
Sonoma	04/25/22	05/20/22	05/23/22	06/06/22	06/14/22	06/20/22
Wave 6						
San Francisco	04/25/22	05/20/22	05/23/22	06/06/22	06/14/22	06/20/22
Sacramento	05/31/22	06/27/22	06/28/22	07/15/22	07/25/22	07/29/22
San Luis Obispo	05/31/22	06/27/22	06/28/22	07/15/22	07/25/22	07/29/22

*As of 01/30/22

Organizational Change Management (OCM)

- ▶ Continued to draft the Change Discussion Guides for Wave 1.
- ▶ Began planning for the 02/22/22 Change Network Champions (CNC) meeting.
- ▶ Distributed a CalSAWS Request for Information (CRFI) for the Wave 2 Readiness Survey Demographics.
- ▶ Prepared for the T-Minus 12 and T-Minus 9 Readiness Surveys.
- ▶ Met with Contra Costa County to review the T-Minus 12 Readiness Survey Results.
- ▶ Submitted the DEL 06: County Communication Plan FDEL on 01/25/22.
- ▶ Finalized the communication products for the Wave 1 Counties to increase understanding for the CalSAWS transition.

Training

- ▶ Continued training development, creating Instructor Guide documents for the CalSAWS Instructor-Led Training curriculum.
- ▶ Continued development of the Learning Journey Maps.
- ▶ Continued participation in the CalWIN UAT planning and approach.
- ▶ Met with Santa Clara County on 01/24/22 to discuss the training plan for external CalSAWS users.
- ▶ Continued the development draft plan for use of the training environment for CalWIN ISS training delivery.
- ▶ Participated in the review and discussion of the draft Change Discussion Guides with the OCM team on 01/27/22.
- ▶ Presented training updates at the 01/27/22 Joint Powers Authority (JPA) meeting.
- ▶ Participated in the BPR CalSAWS To-Be Process Leadership Team meeting with San Mateo County on 01/28/22.

Implementation Support Services (ISS)

- ▶ Received cross-project Implementation Readiness Checklist items (County activities) from project leads and incorporated into Jira on 01/28/22.
- ▶ Received and updated available cross-project schedules for impacts on Wave 1 CalWIN Counties and updated county workplans (i.e., IVR/Contact Center).
- ▶ Reviewed and incorporated feedback from the DEL10: Implementation Support Plan Draft Deliverable Expectation Document (DDED) feedback and submitted the FDED on 01/28/22.
- ▶ Conducted/participated in the Weekly Implementation Manager and Targeted On-Site Support (TOSS) Team meetings.
- ▶ Attended the Ad-Hoc Reporting meeting on 01/25/22 and reconvened the Ad-Hoc reporting workgroup on 01/27/22.
- ▶ Submitted the updated Case Review Guides (CRGs) and the CIT documentation for the CRG #2 Update Area Code/Phone Number 01/28/22.
- ▶ Submitted the CRGs and the CIT documentation on 01/28/22 for the CRG #3 Update Provider Name Information for distribution to the CalWIN Counties.
- ▶ Conducted twice weekly Conversion Defect Testing (CDT) Defect Internal Work Group meetings on 01/25/22 and 01/27/22 for OCM impacts and resolutions.
- ▶ Presented at the January JPA Membership meeting on 01/27/22.
- ▶ Conducted planning efforts for the Application Security needed for conversion meeting on 01/27/22.
- ▶ Coordinated the Max Caseload cross-project meeting on 01/28/22.
- ▶ Completed the ISS Action Plans for the Implementation Activities from the C-IV Retrospectives hosted by QA on 01/28/22.
- ▶ Participated in ongoing meetings with DD&I and the Consortium for conversion, imaging, application programming interface (API) user groups, UAT, contact center discovery sessions, TPOC bi-weekly meetings and DDID.

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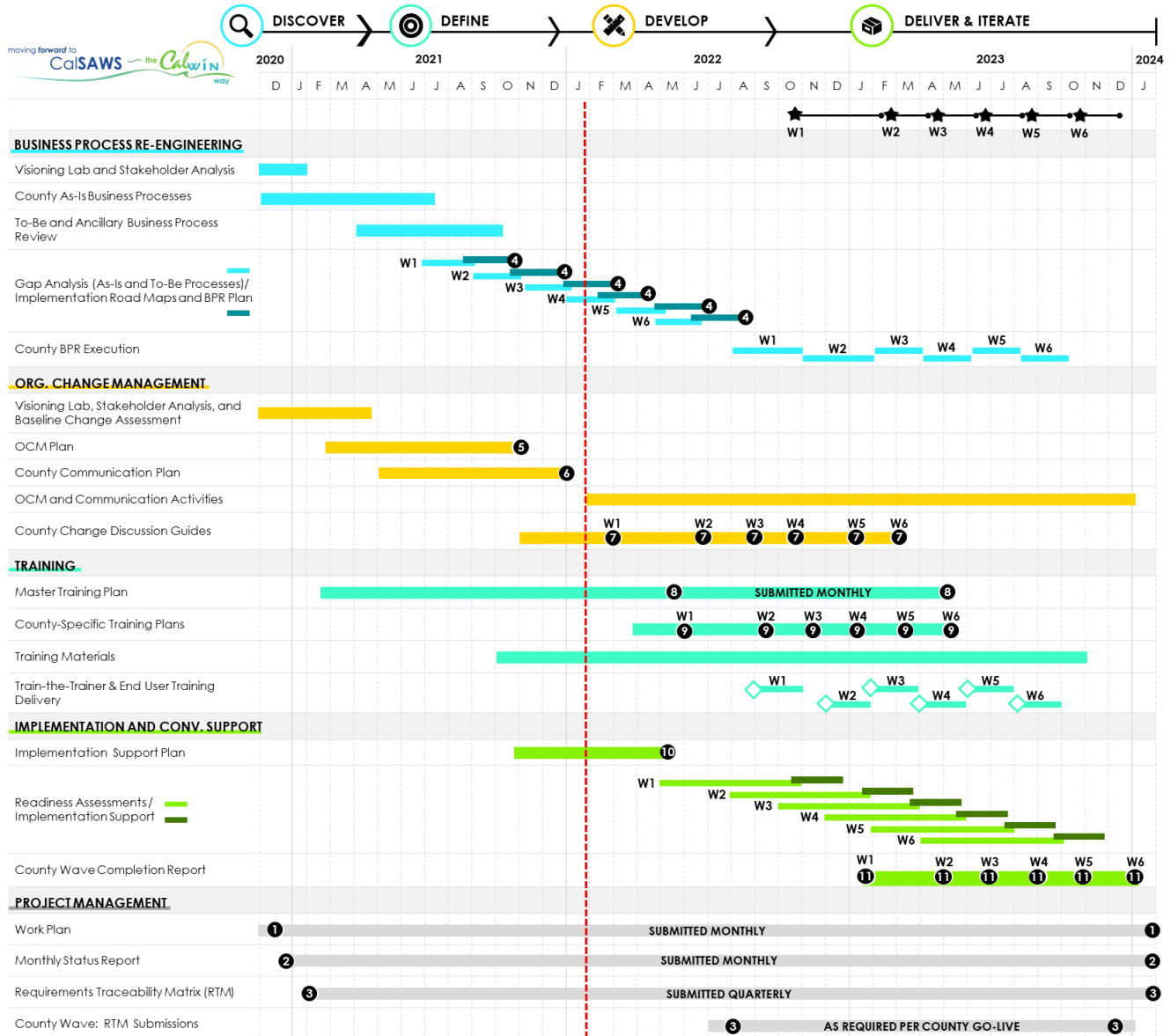
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Project Timeline

Figure 2 – Project Gantt Chart

Project Timeline



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1.2 Project Deliverable Summary

Deliverable Activity is summarized within the tables below.

Table 1 – Deliverable Status for Current Reporting Period

Completed
Coming Soon

DEL ID	Deliverable Name	DDED	FDED	DDEL	FDEL	Final
01	Workplan – Initial	12/04/20	12/15/20	12/23/20	01/14/21	01/22/21
02	Monthly Status Report – Initial	12/04/20	12/18/20	01/05/21	01/12/21	01/27/21
03	Requirements Traceability Matrix Initial	12/22/20	01/07/21	02/01/21	02/16/21	02/23/21
04	Business Process Reengineering Plan	07/14/21	07/26/21	10/01/21	10/22/21	10/27/21
05	Organizational Change Management Plan	07/14/21	07/26/21	10/04/21	10/26/21	11/02/21
06	County Communication Plan	08/16/21	08/26/21	01/03/22	01/25/22	02/01/22
07	County Change Guide	02/09/22	02/21/22	03/24/23	04/17/23	04/24/23
08	Master Training Plan	10/27/21	11/08/21	05/13/22	06/06/23	06/13/23
09	County Specific Training Plan (W1)	10/27/21	11/08/21	05/13/22	06/06/23	06/13/23
10	Implementation Support Plan	01/14/22	01/27/22	05/16/22	06/07/22	06/14/22
11	Wave Completion Report	09/15/22	09/27/22	01/11/24	01/24/24	01/31/24

Table 2 – Upcoming Deliverable Deadlines

DEL #	Deliverable Name	Status	Next Deadline
01	Workplan – Initial	Complete	
01.12	Work Plan – January 2021	On-Track	FDEL submission 02/04/22 FDEL approval due 02/11/22
02	Monthly Status Report – Initial	Complete	
02.12	Monthly Status Report – January 2021	On-Track	FDEL submission 02/04/22 FDEL approval due 02/11/22
03	Requirements Traceability Matrix Initial	Complete	

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DEL #	Deliverable Name	Status	Next Deadline
03.04	Requirement Traceability Matrix – Quarter 4	On-Track	FDEL submission 03/04/22 FDEL approval due 03/11/22
04	Business Process Reengineering Plan	Complete	
04.01	County BPR Plan – Contra Costa	Complete	FDEL submitted 12/20/21 FDEL approved 12/28/21
04.02	County BPR Plan – Placer	Complete	FDEL submitted 12/20/21 FDEL approved 12/28/21
04.03	County BPR Plan – Yolo	Complete	FDEL submitted 12/20/21 FDEL approved 12/28/21
04.04	County BPR Plan – Santa Clara	On-Track	FDEL submitted 01/25/22 FDEL approval due 02/03/22
04.05	County BPR Plan – Tulare	On-Track	FDEL submitted 01/25/22 FDEL approval due 02/03/22
05	Organizational Change Management Plan	Complete	
06	County Communication Plan	On-Track	FDEL submission 01/25/22 FDEL approval due 02/01/22
07	County Change Guide	On-Track	DDED submission 02/09/22 FDED submission 02/21/22
08	Master Training Plan	On-Track	DDEL submission 05/13/22 FDEL submission 06/06/22
09.01	County Specific Training Plan – Contra Costa	On-Track	DDEL submission 05/13/22 FDEL submission 06/06/22
09.02	County Specific Training Plan – Placer	On-Track	DDEL submission 05/13/22 FDEL submission 06/06/22
09.03	County Specific Training Plan – Yolo	On-Track	DDEL submission 05/13/22 FDEL submission 06/06/22
10	Implementation Support Plan	On-Track	DDED submitted 01/14/22 FDED submission 01/27/22
11	Wave Completion Report	On-Track	DDED submission 09/15/22 FDED submission 09/27/22

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1.3 Project Risks and Issues

There were no CalSAWS Risks or Issues created and/or still open for the reporting period.

Table 3 – Risks & Issues

ID	Title	Details	Status	Impact	Severity	Date Logged
N/A						

1.4 CRFI/CIT Communications Information

There are no open CalSAWS Request for Information (CRFI) for the reporting period.

Table 4 – CRFIs

CRFI ID	To	Subject	Category	Distribution Date	Response Due Date
22-007	CalWIN Wave 2 (Santa Clara/Tulare Counties)	Change Readiness Survey Participant Demo Data	Migration	01/24/22	02/04/22

There are currently no new CalSAWS Information Transmittals (CITs) for the reporting period.

Table 5 – CITs

CIT ID	To	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
N/A						

1.5 Activities for the Next Reporting Period

Project Management

- ▶ Continue planning for and onboarding staff resources.
- ▶ Continue to collaborate with other teams to coordinate information for the CalWIN Counties.
- ▶ Complete the Q&A Log for transition to the TOSS Team.
- ▶ Continue compiling tasks for Implementation Readiness Checklist from Counties, Consortium, and other Project Threads.
- ▶ Submit the following Deliverables:
 - County Review 04.06: Business Process Reengineering Plan – Orange Wave 3 on 01/31/22.
 - County Review 04.07: Business Process Reengineering Plan – Santa Barbara Wave 3 on 01/31/22.
 - County Review 04.08: Business Process Reengineering Plan – Ventura Wave 3 on 01/31/22.
 - DEL 01.13: Monthly Status Report – January 2022 FDEL on 02/04/22.
 - DEL 02.13: Work Plan Monthly Updates – January 2022 FDEL on 02/04/22.

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Business Process Reengineering (BPR)

- ▶ Complete Week 4 of the To-Be BPR sessions for Santa Cruz and Solano Counties.
- ▶ Obtain Consortium final approval on The Wave 2 County Specific BPR Plan FDEs.
- ▶ Submit the Wave 3 County-Specific BPR Plans for review, validation and sign-off.
- ▶ Conduct Week 0 Q&A sessions for San Mateo and San Diego Counties, prior to the start of To-Be BPR sessions.

Organizational Change Management (OCM)

- ▶ Continue drafting the Change Discussion Guides for Wave 1.
- ▶ Plan for the February CNC meeting scheduled for 02/22/22.
- ▶ Finalize the Wave 1 Newsletter.
- ▶ Finalize the T-Minus 9 Wave 1 survey questions.
- ▶ Present a Change Discussion Guide (CDG) overview at the Wave 1 Check-In Meeting on 02/02/22.

Training

- ▶ Continue training development, creating Instructor Guide documents for the CalSAWS Instructor-Led Training curriculum.
- ▶ Continue development of the Learning Journey Maps.
- ▶ Continue planning classroom and scheduling logistics for Wave 1 Counties.
- ▶ Meet with Alameda County on 02/01/22, Fresno County on 02/02/22, and San Luis Obispo County on 02/04/22 to discuss the draft training schedules.
- ▶ Participate in the Wave 1 Check-In Meeting on 02/02/22.
- ▶ Participate in the CalWIN UAT planning and approach on 02/03/22.

Implementation Support Services

- ▶ Continue documenting project readiness checklist items, categories/subcategories, and readiness criteria/metrics for Implementation.
- ▶ Schedule and conduct ongoing cross-project meetings for the App Dev, Consortium, ISS, and Customer Engagement teams.
- ▶ Begin planning for the agenda and materials the February Operations and Policy Advisory Committee (OPAC) meeting.
- ▶ Continue conducting twice weekly CDT rejected items for OCM impacted items with the CDT Workgroup (Accenture, Gainwell, Consortium, and Customer Engagement).
- ▶ Participate in ongoing meetings with DD&I and the Consortium for conversion, imaging, application programming interface (API) user groups, UAT, contact center discovery sessions, Technical Point of Contact (TPOC) bi-weekly meetings, and DDID.
- ▶ Begin drafting DEL 10: Implementation Support Plan draft deliverable document.
- ▶ Align Jira and County Implementation Readiness Checklist items with the TOSS Team for review with Wave 1 Counties on 01/31/22.
- ▶ Compile and review Wave 1 T-Minus 12 County-Specific Work Plans.
- ▶ Conduct Weekly Implementation manager and TOSS team meetings.
- ▶ Continue working with Project Reporting [Ad-Hoc] to complete planning efforts for Wave 1 and subsequent waves work groups.
- ▶ Conduct CRG #3 Update Provider Name Information office hour sessions the week of 01/31/22.

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- ▶ Conduct the Wave 1 Check-In Meeting on 02/02/22.
- ▶ Participate in ongoing meetings with DD&I and the Consortium for conversion, imaging, application programming interface (API) user groups, UAT, contact center discovery sessions, TPOC bi-weekly meetings, and DDID.

1.6 Deviations from Plan/Adjustments

- ▶ None for the reporting period.