CalSAWS – CalWIN Implementation Support Weekly Status Report

Reporting Period: January 31, 2022 to February 6, 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:
   o County Review 04.06: Business Process Reengineering Plan – Orange Wave 3 on 01/31/22.
   o 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.
   o DEL 01.13: Monthly Status Report – January 2022 FDEL on 02/04/22.
   o DEL 02.13: Work Plan Monthly Updates – January 2022 FDEL on 02/04/22.

Business Process Reengineering (BPR)
► Completed Week-4 of the To-Be BPR sessions with Santa Cruz and Solano Counties.
► Submitted To-Be Draft Work Products (DWPs) for Santa Cruz and Solano Counties.
► Awaiting Wave-2 County-Specific BPR Plan FDELs approval (Santa Clara and Tulare Counties).
► Submitted Wave-3 County-Specific BPR Plan Work Products for review, validation, and sign-off (Santa Barbara, Orange, and Ventura Counties).
► Continue early planning for Process Simulation Testing in coordination with the User Acceptance Testing (UAT) Team.

Figure 1 – To-Be Process Timetable by County

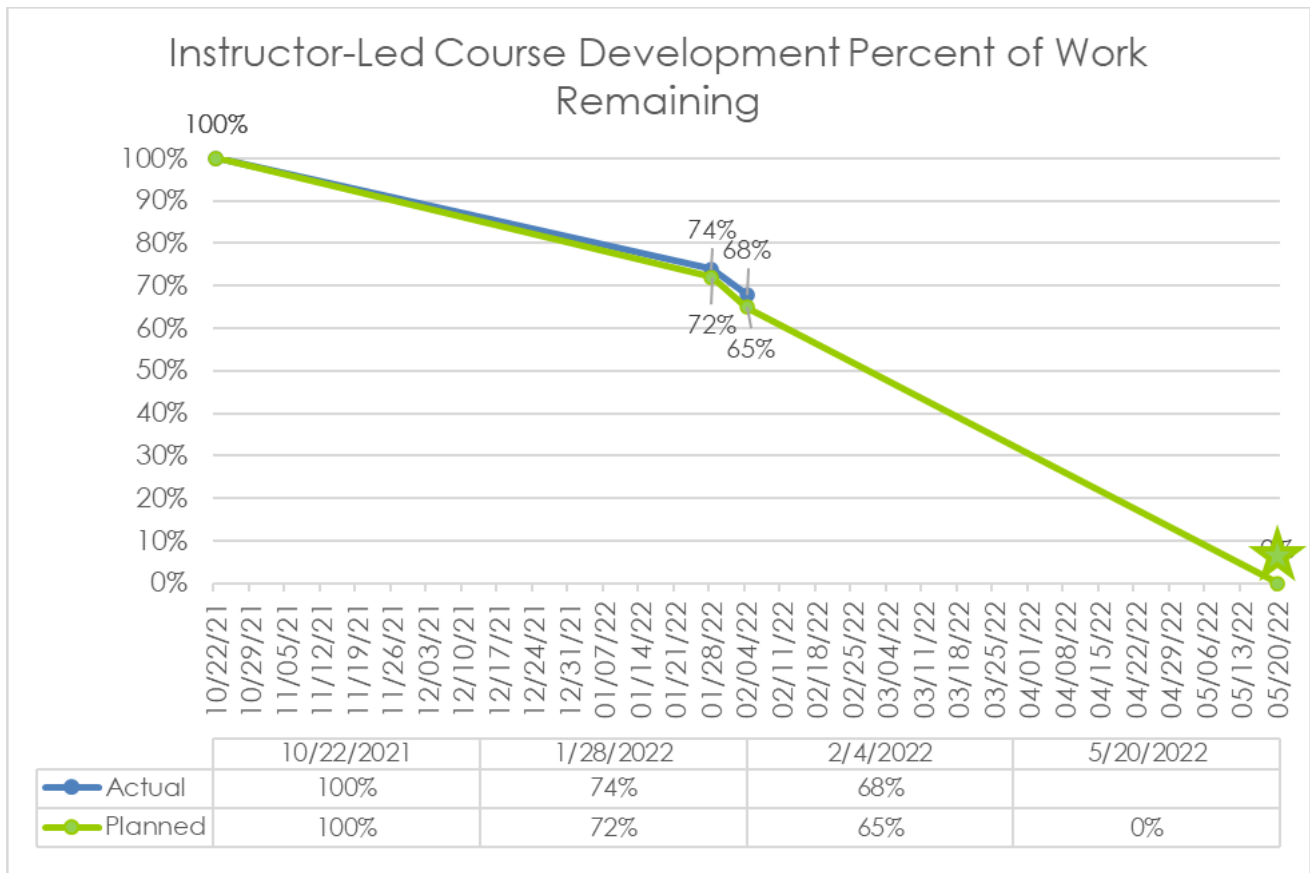|	Session Start Date	Session End Date	First Review Start Date	First Review End Date	Start Final Review	County Sign-Off on Final To-Be Work Product
Wave 1						
Contra Costa	06/21/21	07/30/21	08/04/21	09/02/21	09/02/21	09/10/21
Placer	06/21/21	07/30/21	08/04/21	08/20/21	08/30/21	09/07/21
Yolo	07/12/21	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	01/07/21	01/18/22	01/24/22
Ventura	11/15/21	12/14/21	12/20/21	01/07/21	01/18/22	01/24/22
Wave 4						
Solano	01/10/22	02/04/22	02/07/22	02/21/22	02/28/22	03/04/22
Santa Cruz	01/10/22	02/04/22	02/07/22	02/21/22	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 02/06/22

Organizational Change Management (OCM)

► Continued drafting the Change Discussion Guides (CDG) for Wave 1.
► Scheduled Wave 1 County CDG Review Kickoff meetings.
► Planned for the February Change Network Champions (CNC) meeting scheduled for 02/22/22.
► Distributed the Wave 1 Newsletter.
► Distributed a CalSAWS Information Transmittal (CIT) announcing Wave 1 and Wave 2 Readiness Surveys.

Training

► Continued training development, creating Instructor Guide documents for the CalSAWS Instructor-Led Training curriculum.
► Continued development of the Learning Journey Maps.
► Continued planning classroom and scheduling logistics for Wave 1 Counties.
► Met 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.
► Participated in the Wave 1 Check-In meeting on 02/02/22.
► Completed the ISS Action Planning on 02/02/22.

Figure 2 – Instructor-Led Training Development Progress

	10/22/2021	1/28/2022	2/4/2022	5/20/2022
Actual	100%	74%	68%	
Planned	100%	72%	65%	0%

Table 1 – Instructor-Led Training Development Progress

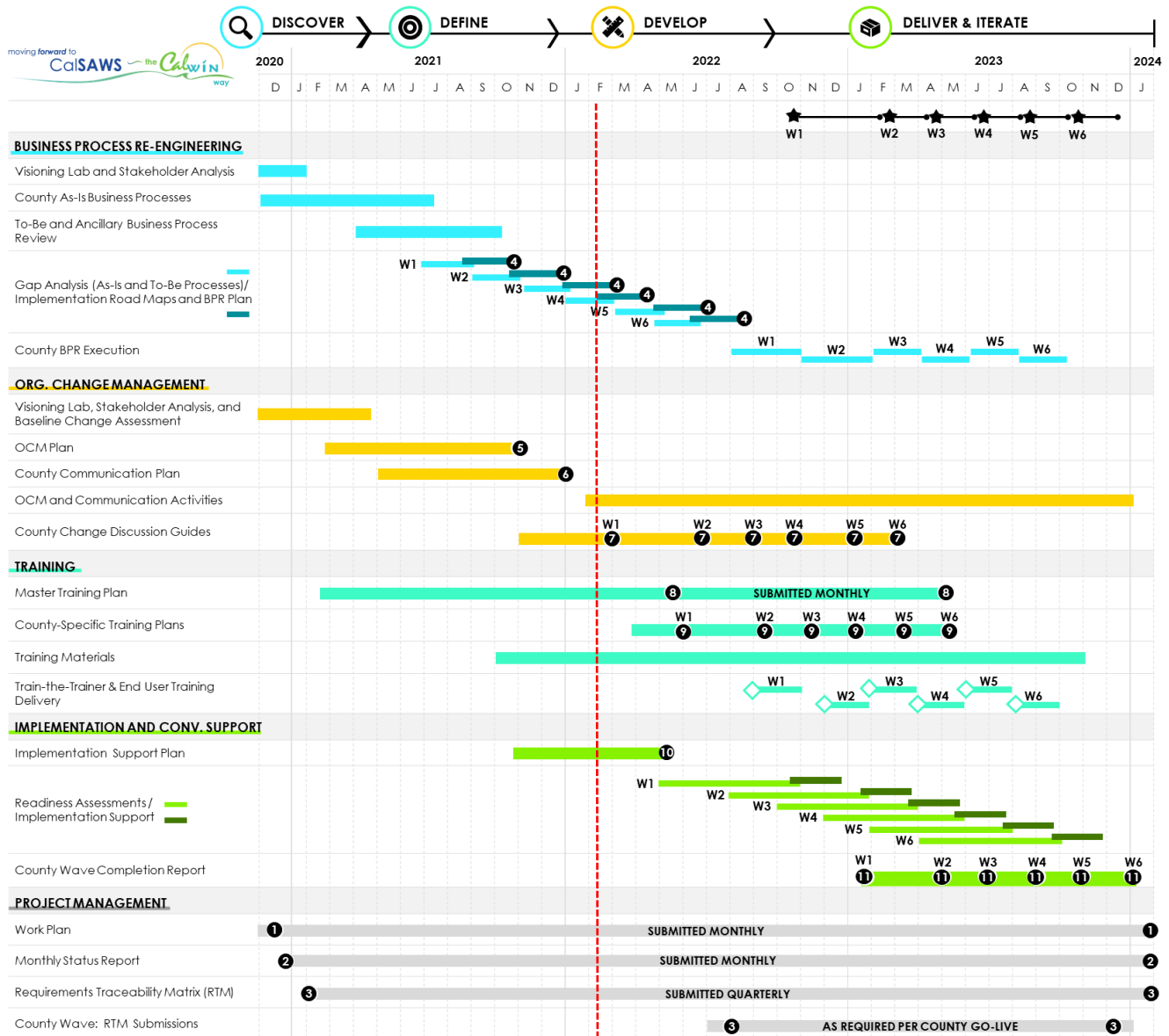| ILT Course Title	Course – Total % Complete	ILT Course Title	Course – Total % Complete
General Eligibility	50%	Foster Care	31%
CalFresh Eligibility	51%	Supervisor Eligibility	31%
Medi-Cal Eligibility	40%	Supervisor Clerical	30%
Clerical	30%	Fiscal	34%
CalFresh/Medi-Cal Multi-Program	40%	QA/QC	32%
CalWORKs Eligibility	30%	RDB Maintainers	31%
CalFresh/CalWORKs Multi-Program	30%	Special Investigations/IEVS (Fraud)	30%
CalFresh/CalWORKs/Medi-Cal Multi-Program	30%	Child Care	30%
RCA	30%	Hearings	30%
Employment Services Welfare to Work	37%	GA/GR Eligibility	0%
CAPI	30%	Learning Journey Maps (non ILT)	4%

Implementation Support Services (ISS)

► Received and updated the available cross-project schedules for impacts on Wave 1 CalWIN Counties and updated the County Work Plans (i.e., IVR/Contact Center).

► Conducted/participated in the Weekly Implementation Manager and Targeted On-Site Support (TOSS) Team meetings.

► Conducted the weekly project Ad-Hoc Reporting meeting on 02/03/22, creating the Wave 2 – Wave 6 County ad-hoc meeting schedule with the reporting team.

► Conducted Quick Reference Guide (CRG) #3 Update Provider Name Information office hours on 02/02/22 and 02/03/22. Began creating the CRG #3 FAQ.

► Conducted twice weekly Conversion Defect Testing (CDT) Defect Internal Work Group meetings; 56 total OCM CDT reject defects identified – of which 33 are reviewed.

► Drafted the Application Security draft CalSAWS Information Transmittal (CIT) on 02/04/22.

► Coordinated the Max Caseload cross-project impact meetings.

► Participated in the CalWIN Wave 1 X-Team Project schedule meeting on 01/31/22.

► Participated in the CalSAWS/Placer Weekly Contact Center Discovery Session on 02/01/22 and the Yolo County Contact Center Discovery Session on 02/02/22.

► Participated in the first TOSS and IPOC Meeting for Yolo County on 02/02/22 and Contra Costa County on 02/03/22.

► Completed a QRG on 02/04/22 for Jira processes and updates for the Implementation Readiness Checklists by use of the TOSS and project teams.

► 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.

Project Timeline

Figure 3 – Project Gantt Chart

Project Timeline

1.2 Project Deliverable Summary

Deliverable Activity is summarized within the tables below.

Table 2 – 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 3 – Upcoming Deliverable Deadlines

DEL #	Deliverable Name	Status	Next Deadline
01	Workplan – Initial	Complete	
01.12	Work Plan – January 2021	On-Track	FDEL submitted 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 submitted 02/04/22 FDEL approval due 02/11/22
03	Requirements Traceability Matrix Initial	Complete	
03.04	Requirement Traceability Matrix – Quarter 4	On-Track	FDEL submission 03/04/22 FDEL approval due 03/11/22

DEL #	Deliverable Name	Status	Next Deadline
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 submitted 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

1.3   Project Risks and Issues

There following table lists the open risks and issues for the reporting period.

Table 4 – Risks & Issues

ID	Title	Details	Status	Impact	Severity	Date Logged
262	The CalWIN counties may not be fully prepared for go-live if they do not have sufficient or timely information	The CalWIN counties and County Directors have voiced concern that they do not have sufficient information or direction from the CalWIN ISS team to adequately prepare for go-live. In some cases, they have begun creating their own materials based on what they understand. If the counties do not have a framework within which to prepare, they may not be ready for cutover. This includes clear communication and timelines for what is needed to be completed by when, readiness checklists, early conversations on the transition from the current state to the future state, and clear direction.	Open	3	Medium	12/13/21

1.4   CRFI/CIT Communications Information

The following table lists the open CalSAWS Request for Information (CRFI) for the reporting period.

Table 5 – 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

The following table lists the open CalSAWS Information Transmittals (CITs) for the reporting period.

Table 6 – CITs

CIT ID	To	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
CIT 040-22	CalWIN Wave 1 Counties	Wave 1 T-9 Months Change Readiness Survey	OCM	02/07/22	Helen Cruz	Araceli Gallardo
CIT 041-22	CalWIN Wave 2 Counties	Wave 2 T-12 Months Change Readiness Survey	OCM	02/07/22	Helen Cruz	Araceli Gallardo

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.
► Continue compiling tasks for Implementation Readiness Checklist from Counties, Consortium, and other Project Threads.
► Submit the following Deliverables:
  o WP 02: To-Be Process Maps – Wave 4 (Solano) DWP on 02/07/22.
  o WP 02: To-Be Process Maps – Wave 4 (Santa Cruz) DWP on 02/07/22.
  o DEL 07: County Change Guide Draft Deliverable Expectation Document (DDED) on 02/09/21.

Business Process Reengineering (BPR)
► Complete Week 1 of To-Be BPR sessions for San Mateo County.
► Prepare for Week 1 of To-Be BPR sessions for San Diego County.
► Obtain Consortium final approval on the Wave 2 County-Specific BPR Plan FDELs.
► Finalize schedules for the To-Be BPR sessions for Alameda and Fresno Counties.
► Schedule Pre-Meets 1 and 2 for Alameda and Fresno Counties.
► Continue early planning for Process Simulation Testing in coordination with the UAT Team.

Organizational Change Management (OCM)
► Continue drafting the CDGs for Wave 1.
► Continue planning for the February CNC meeting scheduled for 02/22/22.
► Draft March Infographics on App Reg and Caseloads.
► Assist Counties to test survey distribution ahead of the February 21 distribution of Wave 1 and Wave 2 surveys.
► Schedule weekly County touchpoints to review CDG comments from the Wave 1 Counties.

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 Sacramento County on 02/09/22 and San Francisco County on 02/10/22 to discuss the draft training schedules.
- ► Participate in the CalWIN ISS and Regional Manager meeting on 02/08/22.

Implementation Support Services
- ► Continue documenting project readiness checklist items, categories/subcategories, and readiness criteria/metrics for Implementation.
- ► Continue planning for the agenda and materials for the February Operations and Policy Advisory Committee (OPAC) meeting on 02/09/22.
- ► Prepare materials for the Application Security Education sessions with the Counties.
- ► Continue conducting twice weekly CDT rejected items for OCM impacted items with the CDT Workgroup (Accenture, Gainwell, Consortium, and Customer Engagement).
- ► Begin drafting the DEL 10: Implementation Support Plan DDEL.
- ► Compile and review Wave 2 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 the Regional Managers Meeting on 02/08/22.
- ► Conduct the third CRG #3 Update Provider Name Information office hour session with the CalWIN Counties on 02/09/22.
- ► 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.