

CaSAWS CalWIN
Implementation Support
Services (ISS) Weekly
Status Report

Reporting Period: May 2, 2022 to May 8, 2022

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, May 5, 2022

Period: May 2, 2022 to May 8, 2022

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1.0 Project Management

1.1 Executive Summary

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
BPR	<ul style="list-style-type: none"> Completed BPR/OCM Closeout Sessions for Wave 2 Counties (Week 3 for Santa Clara County and Week 1 for Tulare County) from 05/02/22 – 05/06/22. Completed additional To-Be BPR Session on Fraud/IEVS for Fresno County (Wave-5) on 05/03/22. Completed Week 4 of To-Be BPR sessions for Alameda County (Wave-5) from 05/02/22 – 05/05/22.
OCM	<ul style="list-style-type: none"> Comment review and resolution of Wave 1 Change Discussion Guides. Participate in BPR/OCM closeout sessions for Tulare and Santa Clara Counties. Conducted Change Network Champions (CNCs) meetings on 04/26/22 for Wave 1 and Wave 2. Continue planning for Targeted Topic on E2Lite in May 2022. Wave 3 T-Minus 12 Surveys – Send T-Minus 12 Surveys for Wave 3 Counties.
Training	<ul style="list-style-type: none"> Continued training development, creating Instructor Guide documents for the CalSAWS Instructor-Led Training curriculum. Prepared for Wave 1 County walkthroughs of Draft ILT courses Continued planning classroom and scheduling logistics for Counties in all waves.
Implementation	<ul style="list-style-type: none"> Presented at the Monthly Global IPOC Meeting on 05/04/22. Conducted and participated in the Weekly Implementation Team meeting and Targeted On-Site Support (TOSS) Team meetings. Continued drafting Conversion Playbook, using Conversion Defect Testing (CDT) Internal Work Group meeting data. Created and reviewed draft approach for Maximum Caseload internally. Work in progress to incorporate consortium feedback. Refined the County Work Plan and Checklist sync process with team leads; re-baselined Contra Costa transition to Wave 2 (for confirmation with project leads the week of 5/9). Continued validation of County Prep activities. Participated in Yolo TOSS & IPOC Meeting on 05/04/22. Participated in CalSAWS Monthly County Conversion Leads Meeting on 05/03/22. Continued developing Readiness Dashboard Metrics.

Table 1.1-1 – CalSAWS Executive Summary Agenda Topics

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1.2 Highlights of the Reporting Period

- ▶ **Staff Onboarding** – Continued planning for and onboarding staff resources.
- ▶ **Information Coordination for CalWIN Counties** – Continued to collaborate with other teams to coordinate information for the CalWIN Counties.
- ▶ **Wave 1 and 2 County Work Plans** – Continued updating Wave 1 and 2 County Work Plans for the Implementation Readiness Checklist.
- ▶ **Deliverables and Work Products** – Submitted the following:
 - FWP & FDEL 07.02: County Change Guide – Wave 1 (Placer) on 05/03/22.
 - FWP & FDEL 07.03: County Change Guide – Wave 1 (Yolo) on 05/03/22.
 - DWP 02: To-Be Process Flows – Wave 5 (Fresno) on 05/04/22.
 - FDEL 01.16: Work Plan Monthly Updates – April 2022 on 05/05/22.
 - FDEL 02.16: Monthly Status Report – April 2022 on 05/05/22.
 - FWP 09.01: County Training Plan – Wave 1 (Contra Costa) on 05/05/22.
 - FWP 09.02: County Training Plan – Wave 1 (Placer) on 05/05/22.
 - FWP 09.03: County Training Plan – Wave 1 (Yolo) on 05/05/22.
 - DWP 02: To-Be Process Flows – Wave 5 (Alameda) on 05/09/22.
 - DDEL 09.02: County Training Plan – Wave 1 (Placer) on 05/13/22.

1.3 Activities for the Next Reporting Period

- ▶ **Staff Onboarding** – Continue planning for and onboarding staff resources.
- ▶ **Information Coordination for CalWIN Counties** – Continue to collaborate with other teams to coordinate information for the CalWIN Counties.
- ▶ **Wave 1 County Work Plan** – Continue updating Wave 1 County Work Plans for the Implementation Readiness Checklist.
- ▶ **Wave 2 County Work Plan** – Finalize Wave 2 County Work Plan with updates from the Track Leads for the Implementation Readiness Checklist.
- ▶ **Deliverables and Work Products** – Submit the following:
 - DDEL 04.09: Business Process Reengineering Plan – Wave 4 (San Diego) on 05/09/22.
 - DDEL 04.11: Business Process Reengineering Plan – Wave 4 (Santa Cruz) on 05/09/22.
 - DDEL 04.12: Business Process Reengineering Plan – Wave 4 (Solano) on 05/09/22.
 - DDEL 08: Master Training Plan on 05/13/22.
 - DDEL 09.01: County Training Plan – Wave 1 (Contra Costa) on 05/13/22.
 - DDEL 09.03: County Training Plan – Wave 1 (Yolo) on 05/13/22.
 - County Review 04.10: Business Process Reengineering Plan – Wave 4 (San Mateo) on 05/16/22.
 - DDEL 10: Implementation Support Plan on 05/16/22.

2.0 Business Process Reengineering (BPR)

2.1 Highlights of the Reporting Period

- ▶ **To-Be BPR Sessions**
 - Completed additional To-Be BPR Session on Fraud/IEVS for Fresno County (Wave-5) on 05/03/22.
 - Completed Week 4 of To-Be BPR sessions for Alameda County (Wave-5) from 05/02/22 – 05/05/22.

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► Deliverables and Work Products

- Submitted To-Be Draft Work Product (DWP) for Wave-5 (Fresno and Alameda Counties) on 05/05/22.
- Continued working closely with San Mateo County (Wave-4) to finalize To-Be Final Work Product (FWP) on 05/03/22.
- Obtained County sign-off on Draft Deliverables (DDEL) for the Wave 4 County-Specific BPR Plan for Solano County on 05/05/22.

► Wave 6 Meetings Scheduling

- Scheduled Pre-Meets Part 1 and 2 for Wave 6 (Sacramento and San Luis Obispo Counties) on 05/13/22 and 05/16/22 respectively.
- Scheduled Leadership Meetings for Wave 6 (Sacramento and San Luis Obispo Counties) on 06/01/22 and 05/23/22 respectively.

► Q&A Sessions – Conducted Week 0 Q&A sessions for Waves 5 and 6 (Sonoma and San Francisco Counties).

► BPR/OCM Closeout Sessions – Completed BPR/OCM Closeout Sessions for Wave 2 Counties (Week 3 for Santa Clara County and Week 1 for Tulare County) from 05/02/22 – 05/06/22.

► Sonoma County Leadership Meeting – Conducted leadership meeting for Sonoma County on 05/02/22.

► Scheduled Fiscal 101 Workshop – Scheduled Fiscal 101 Workshop for Wave-5 (Sonoma and San Francisco Counties) on 05/06/22 and 05/16/22 respectively.

► Max Caseload Limits Discussion – Scheduled discussion with Sonoma County (Wave 5) on max caseload limits in CalSAWS on 05/11/22.

► Process Simulation – Continued defining plan and finalizing scenarios for Process Simulation.

	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	DWP BPR Plan Submit
Wave 1							
Contra Costa	06/21/21	07/30/21	08/04/21	09/02/21	09/02/21	09/10/21	09/27/21
Placer	06/21/21	07/30/21	08/04/21	08/20/21	08/30/21	09/07/21	09/27/21
Yolo	07/12/21	08/11/21	08/11/21	08/27/21	09/08/21	09/17/21	09/27/21
Wave 2							
Tulare	09/13/21	10/08/21	10/11/21	10/22/21	11/01/21	11/08/21	11/19/21
Santa Clara	09/13/21	10/08/21	10/11/21	10/22/21	11/01/21	11/08/21	11/19/21
Wave 3							
Santa Barbara	10/18/21	11/12/21	11/15/21	11/30/21	12/08/21	12/14/21	02/11/22
Orange	11/15/21	12/14/21	12/20/21	01/07/22	01/18/22	01/24/22	02/11/22
Ventura	11/15/21	12/14/21	12/20/21	01/07/22	01/18/22	01/24/22	02/11/22
Wave 4							
Solano	01/10/22	02/04/22	02/07/22	02/22/22	03/07/22	03/11/22	03/25/22
Santa Cruz	01/10/22	02/04/22	02/07/22	02/22/22	03/07/22	03/11/22	03/25/22
San Mateo	02/07/22	03/04/22	03/09/22	03/22/22	03/30/22	05/16/22	05/31/22
San Diego	02/14/22	03/11/22	03/16/22	03/30/22	04/06/22	04/11/22	04/18/22
Wave 5							
Alameda	04/11/22	05/06/22	05/09/22	05/20/22	05/31/22	06/06/22	06/20/22
Fresno	04/04/22	04/29/22	05/02/22	05/13/22	05/23/22	05/27/22	06/13/22
Sonoma	05/09/22	06/03/22	06/06/22	06/17/22	06/27/22	07/01/22	07/18/22
Wave 6							
San Francisco	05/09/22	06/03/22	06/06/22	06/17/22	06/27/22	07/01/22	07/18/22
Sacramento	06/13/22	07/08/22	07/11/22	07/22/22	08/01/22	08/05/22	08/19/22
San Luis Obispo	06/13/22	07/08/22	07/11/22	07/22/22	08/01/22	08/05/22	08/19/22

Figure 2.1-1 – To-Be Process Timetable by County (As of 05/01/22)

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2.2 Activities for the Next Reporting Period

- ▶ **Fiscal 101 Workshop Alameda County** – Facilitate Fiscal 101 Workshop for Alameda County (Wave 5) on 05/09/22.
- ▶ **OCM Closeout Sessions** – Complete BPR/OCM Closeout sessions for Wave 2 Counties (Week 4 for Santa Clara County and Week 2 for Tulare County) from 05/09/22–05/13/22.
- ▶ **To-Be BPR Sessions** – Complete Week-1 of To-Be BPR sessions for Waves 5 and 6 (Sonoma and San Francisco Counties) from 05/09/22–05/13/22.
- ▶ **Max Caseload Limits Discussion** – Facilitate discussion with Sonoma County (Wave 5) on max caseload limits in CalSAWS on 05/11/22.
- ▶ **Process Simulation** – Continue defining plan and finalizing scenarios for Process Simulation.

3.0 Organizational Change Management (OCM)

3.1 Highlights of the Reporting Period

- ▶ **Infographics** – Finalized infographics on eICTs and Message Center and Reception Log. Send to RMs for final internal review.
- ▶ **Santa Clara and Tulare Counties' Change Discussion Guides** – Continued meeting with Santa Clara and Tulare Counties regarding change impacts for their Change Discussion Guides.
- ▶ **Future Targeted Topic/Demo Sessions** – Finalized session topics and dates for future demo sessions. Prepare to present the finalized list to the Regional Managers (RMs).
- ▶ **Wave 1 Change Discussion Guides** – Provided Final Deliverable (FDEL) responses.
- ▶ **Wave 2 (contra costa) Change Discussion Guides** – Work to close out Contra Costa comments on Change Discussion Guides by 05/10/22.
- ▶ **Wave 3 T-Minus 12 Surveys** – Closed out the survey for Wave 3, Counties responses have reached 50%.

3.2 Activities for the Next Reporting Period

- ▶ **Infographics** – Finalize infographics on eICTs and Message Center and Reception Log. Send to RMs for final internal review.
- ▶ **Santa Clara and Tulare Counties' Change Discussion Guides** – Continue meeting with Santa Clara and Tulare Counties regarding change impacts for their Change Discussion Guides.
- ▶ **Future Targeted Topic/Demo Sessions** – Finalize session topics and dates for future demo sessions. Prepare to present the finalized list to the Regional Managers (RMs).
- ▶ **Targeted Topic on E2Lite** – Hold Targeted Topic session on 05/10/22.
- ▶ **Wave 1 Change Discussion Guides** – Work with Reviewer to close out rejected comments.
- ▶ **Wave 2 (contra costa) Change Discussion Guides** – Finalize incorporation of Contra Costa comments.
- ▶ **Wave 3 T-Minus 12 Surveys** – Develop County reports with the final survey results. Schedule meetings with the counties to review their survey results week of May 23.

4.0 Training

4.1 Highlights of the Reporting Period

- ▶ **Instructor Guide Documents** – Continued training development, creating Instructor Guide documents for the CalSAWS Instructor-Led Training curriculum.
- ▶ **Instructor Guide Walkthroughs** – Planned and scheduled Wave 1 County and Contra Costa County walkthroughs of County-specific content.
- ▶ **Learning Journey Maps** – Continued development of the Learning Journey Maps.
- ▶ **Master Training Plan Deliverable** – Continued developing the Master Training Plan Deliverable.
- ▶ **County-specific Training Plan** – submitted Final County-specific Training Plan Deliverables for Yolo, Placer, and Contra Costa.
- ▶ **Classroom Planning and Scheduling** – Continued planning classroom and scheduling logistics for Counties in all waves.
- ▶ **LMS and Training Environment** – Continued working with the Consortium Training Manager to plan for the LMS and Training Environment for training for the CalWIN Counties.
- ▶ **Early Training Approach Meetings** – Met with Contra Costa County on 05/05/22 to discuss Early Training app.
- ▶ **CalSAWS Training Equipment** – Further planned for CalSAWS training equipment.

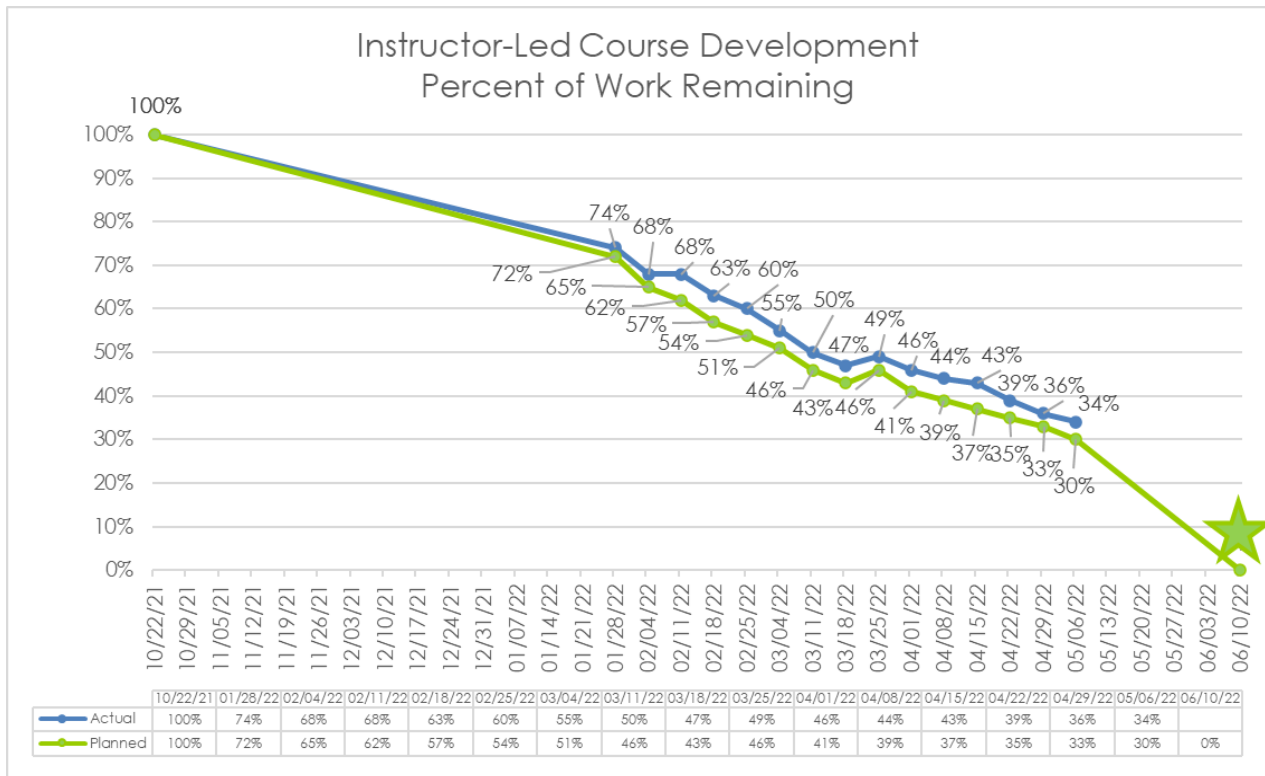


Figure 4.1-1 – Instructor-Led Training Development Progress

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ILT Course Title	Course – Total % Complete	ILT Course Title	Course – Total % Complete
General Eligibility	82%	Foster Care	64%
CalFresh Eligibility	82%	Supervisor Eligibility	82%
Medi-Cal Eligibility	82%	Supervisor Clerical	30%
Clerical	55%	Fiscal	77%
CalFresh/Medi-Cal Multi-Program	82%	QA/QC	80%
CalWORKs Eligibility	82%	RDB Maintainers	82%
CalFresh/CalWORKs Multi-Program	82%	Special Investigations/IEVS (Fraud)	73%
CalFresh/CalWORKs/Medi-Cal Multi-Program	82%	Child Care	55%
RCA	73%	Hearings	73%
Employment Services Welfare to Work	70%	GA/GR Eligibility	38%
CAPI	35%	Imaging	3%

Table 4.1-2 – Instructor-Led Training Development Progress

Wave	County	ILT Training Dates (Includes Early Training, Train the Trainer, End User Training)	Estimated Setup Date	Total # Classrooms Needed	# Classrooms to Lease (In progress)	Total # Workstations Required for Training	# Project-Provided Workstations Needed
2	Contra Costa	07/18/22 – 08/05/22 (Early Training Only)	07/05/22	1	0	25	0
1	Placer	07/18/22 – 10/27/22	07/07/22	3	0	75	60
1	Yolo	07/18/22 – 10/27/22	07/08/22	3	2	75	50
2	Contra Costa	11/28/22 – 02/24/23	11/15/22 – 11/16/22	7	9	175	0
2	Santa Clara	11/28/22 – 02/24/23	11/15/22 – 11/16/22	7	0	175	0
2	Tulare	11/28/22 – 02/24/23	11/17/22 – 11/18/22	6	0	150	36

Table 4.1-3 – Waves 1 and 2 Classroom Needs and Set-Up

4.2 Activities for the Next Reporting Period

- ▶ **Instructor Guide Documents** – Continue training development, creating Instructor Guide documents for the CalSAWS Instructor-Led Training curriculum.
- ▶ **Learning Journey Maps** – Continue development of the Learning Journey Maps.
- ▶ **Master Training Plan Deliverable** – Continue developing the Master Training Plan Deliverable.
- ▶ **ILT Walkthroughs** – Conduct walkthroughs of Placer County ILT courses.
- ▶ **Classroom Planning and Scheduling** – Continue planning classroom and scheduling logistics for Counties in all waves.
- ▶ **CalSAWS Trainer Onboarding** – Continue planning for CalSAWS Trainer onboarding and CalWIN ISS Train the Trainer in preparation for Wave 1 training.

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- ▶ **LMS and Training Environment** – Continue working with the Consortium Training Manager to plan for the LMS and Training Environment for training for the CalWIN Counties.
- ▶ **CalWIN County Training Classrooms** – Meet with the Tech Team to discuss technical considerations for CalWIN County training classrooms.
- ▶ **CalWIN County Training Needs and Delivery** – Meet with Contact Center team to discuss CalWIN County training needs and delivery.

5.0 Implementation

5.1 Highlights of the Reporting Period

- ▶ **Weekly Implementation Manager and TOSS Team Meetings** – Conducted and participated in the Weekly Implementation Manager and Targeted On-Site Support (TOSS) Team meetings, including meetings with Wave 1 Counties (Implementation Point of Contact (IPOC) – TOSS meetings) with Contra Costa County.
- ▶ **CDT Internal Work Group Meeting** – Conducted a weekly Conversion Defect Testing (CDT) Internal Work Group meeting. Working with the ISS team to prepare information for necessary actions and documentation. The current statuses of the 92 items are noted below:

Status	County
Impact Analysis Requested	0
Not Started	0
Awareness for Go-Live (include in Go-Live Packet)	62
No Action Needed from CDT Group	24
Requested Additional Clarification	3
Post-Go Live Case Review Guide	3
County Prep	3

Table 5.1-1 – Status of CDT Items

- ▶ **Ongoing Meetings with DD&I and the Consortium** – Participated in ongoing meetings with DD&I and the Consortium for conversion, imaging, application programming interface (API) user groups, UAT, Contact Center discovery sessions, Technical Points of Contact (TPOC) bi-weekly meetings, and DDID.
- ▶ **Checklist and Task Sync Meeting** – Conducted a weekly Checklist and Task Sync meeting with TOSS teams on 05/02/22.
- ▶ **Go-Live Packet + Conversion Playbook** – Continued working on Go-live packet + conversion playbook from 05/02/22 – 05/05/22
- ▶ **County Prep Planning Activities** – Continued ongoing weekly meetings for the County Prep Planning activities sessions with ISS leads on 05/04/22.
- ▶ **County Specific Work Plans** – Re-baselined Contra Costa from Wave 1 to Wave 2 work plan (for review the week of 05/09/22); updated Wave 2 and Wave 3 County Workplans.
- ▶ **Wave 1 Meetings with Placer and Yolo** – Conducted meetings with Yolo County leadership on 05/04/22 and with Placer County leadership on 05/05/22.
- ▶ **Santa Clara TOSS/IPOC Meeting** – Participated in Santa Clara TOSS/IPOC Meeting on 04/27/22.

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- ▶ **Placer TOSS/IPOC Meeting** – Participated in ongoing Placer County TOSS meeting on 05/05/22.
- ▶ **CalSAWS Monthly County Conversion Leads Meeting:** Participated in CalSAWS Monthly County Conversion Leads Meeting on 05/03/22.
- ▶ **Readiness Dashboard Metrics** – Continued developing Readiness Dashboard Metrics on 04/27/22.
- ▶ **30/60/90 Day Plan** – Engaged discussion with CalSAWS Project teams and began developing 30/60/90 Day Plan; prepared leadership meeting agenda for Section Directors and Leadership Alignment.
- ▶ **Global IPOC** – Conducted the Global IPOC meeting with the CalWIN Counties on 05/04/22.

5.2 Activities for the Next Reporting Period

- ▶ **Project Readiness Checklist Items** – Continue documenting the project readiness checklist items, categories/ subcategories, and readiness criteria/metrics for Implementation.
- ▶ **Wave 3 Work Plan** – Continue re-baselining for Contra Costa; update Wave 2 and Wave 3 County workplans with the Project Leads the week 05/09/22. Schedule Wave 3 County walk-through meetings (the week of 05/16/22)
- ▶ Conduct outreach for Wave 3 County Work Plan walk-through meetings.
- ▶ **Contra Costa Wave 2 Migration** – Continue discussions for moving Contra Costa to Wave 2 Work Plan hybrid model and prepare for in-person meeting on 05/16/22.
- ▶ **CDT Workgroup Meetings** – Continue conducting twice-weekly CDT rejected items for OCM impacted items with the CDT Workgroup (Accenture, Gainwell, Consortium, and Customer Engagement) and review the impact analysis.
- ▶ **Ongoing Meetings with DD&I and the Consortium** – Participate in ongoing meetings with DD&I and the Consortium for conversion, imaging, API user groups, UAT, Contact Center discovery sessions, TPOC bi-weekly meetings, and DDID.
- ▶ **Integrated Work Plan** – Publish updated county workplans from updates in the Integrated Work Plan on 05/09/22 and Contra Costa on 05/10/22.
- ▶ **Weekly Implementation Manager and TOSS Team Meetings** – Conduct and participate in the Weekly Implementation Manager and Targeted On-Site Support (TOSS) Team meetings.
- ▶ **Leadership Meetings** – Facilitate the CalWIN ISS Stand UP Meeting on 05/09/22; prepare for May 26 OPAC meeting and facilitate prep sessions 05/11/22; prepare for in-person leadership alignment sessions (05/17/22 – 05/18/22) and begin preparing materials.

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6.0 Appendices

6.1 Appendix A – Deliverable Summary

DEL ID	Deliverable Name	Complete				Coming Soon	Final Approval
		DDED	FDED	DDEL	FDEL	FDEL	
01	Workplan – Initial	12/04/20	12/15/20	12/23/20	01/14/21	01/22/21	
01.15	Work Plan Monthly Updates – March 2022	N/A	N/A	N/A	04/05/22	04/13/22	
02	Monthly Status Report – Initial	12/04/20	12/18/20	01/05/21	01/12/21	01/27/21	
02.15	Monthly Status Report – March 2022	N/A	N/A	N/A	04/05/22	04/13/22	
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	04/12/22	N/A	N/A	
08	Master Training Plan	10/27/21	11/08/21	05/13/22	06/06/23	06/13/23	
09	County Specific Training Plan (Wave 1)	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	

Figure 6.1-1 – Deliverable Status for Current Reporting Period

Upcoming Deliverable Deadlines

DEL #	Deliverable Name	Status	Next Deadline
07.01	County Change Guide – Wave 1 (Yolo)	On track	FDEL approval 05/11/22
07.02	County Change Guide – Wave 1 (Placer)	On track	FDEL approval 05/11/22
07.03	County Change Guide – Wave 1 (Contra Costa)	On track	FDEL approval 05/11/22
04.09	Business Process Reengineering Plan – Wave 4 (San Diego)	On track	DDEL submission 05/09/22
04.10	Business Process Reengineering Plan – Wave 4 (San Mateo)	On track	DDEL submission 05/09/22
04.11	Business Process Reengineering Plan – Wave 4 (Santa Cruz)	On track	DDEL submission 05/09/22
04.12	Business Process Reengineering Plan – Wave 4 (Solano)	On track	DDEL submission 05/09/22
01.16	Work Plan Monthly Updates – April 2022	On track	FDEL approval 05/16/22
02.16	Monthly Status Report – April 2022	On track	FDEL approval 05/16/22

Table 6.1-2 – Upcoming Deliverable Deadlines

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Work Product Status by Submission

		Complete	Coming Soon	
ID	Work Product Name	DWP	FWP	Final Approval
02	To-Be Process Maps – Wave 4 (Solano County)	02/07/22	03/04/22	03/11/22
02	To-Be Process Maps – Wave 4 (Santa Cruz County)	02/07/22	03/04/22	03/11/22
02	To-Be Process Maps – Wave 4 (San Mateo County)	03/09/22	03/30/22	04/19/22
02	To-Be Process Maps – Wave 4 (San Diego County)	03/16/22	04/04/22	04/11/22
07.01	County Change Guide – Wave 1 (Contra Costa County)	04/12/22	05/03/22	05/11/22
07.02	County Change Guide – Wave 1 (Placer County)	04/12/22	05/03/22	05/11/22
07.03	County Change Guide – Wave 1 (Yolo County)	04/12/22	05/03/22	05/11/22
09.01	County-Specific Training Plan – Wave 1 (Contra Costa County)	04/14/22	05/05/22	05/12/22
09.02	County-Specific Training Plan – Wave 1 (Placer County)	04/19/22	05/05/22	05/12/22
09.03	County-Specific Training Plan – Wave 1 (Yolo County)	04/15/22	05/05/22	05/12/22

Figure 6.1-3 – Upcoming Work Product Deadlines

Upcoming Work Product Deadlines

WP #	Work Product Name	Status	Next Deadline
07.01	County Change Guide – Wave 1 (Yolo)	On track	FWP County sign-off 05/11/22
07.02	County Change Guide – Wave 1 (Placer)	On track	FWP County sign-off 05/11/22
07.03	County Change Guide – Wave 1 (Contra Costa)	On track	FWP County sign-off 05/11/22
09.01	County Training Plan – Wave 1 (Contra Costa)	On track	FWP County sign-off 05/12/22
09.02	County Training Plan – Wave 1 (Placer)	On track	FWP County sign-off 05/12/22
09.03	County Training Plan – Wave 1 (Yolo)	On track	FWP County sign-off 05/12/22
02	To-Be Process Flows – Wave 5 (Fresno)	On track	FWP submission on 05/09/22
02	To-Be Process Flows – Wave 5 (Alameda)	On track	FWP submission on 05/09/22

Table 6.1-4 – Upcoming Work Product Deadlines

6.2 Appendix B – Risks and Issues Summary

Project Risks and Issues

ID	Title	Details	Status	Impact	Risk Level	Date Logged
240	The scaling of CalSAWS Production Operations, including Batch Operations, to provide 40 and 58 County support, without effectively taking into account	As we expand to 58 counties and with continual activities to support policy, the consequences of a misstep in executing the CalSAWS M&O batch schedule magnifies the potential impact to business	Open	4	Medium	03/03/21

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, May 5, 2022

Period: May 2, 2022 to May 8, 2022

ID	Title	Details	Status	Impact	Risk Level	Date Logged
	the multi-County and multi-vendor CalSAWS ecosystem may impact business operations	operations and benefits to the participants.				
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	4	High	12/13/21
268	Implementation Readiness for CalWIN Cutover to CalSAWS	If implementation readiness (project and County) is not on track to meet their respective exit criteria by 04/29/2022, then the CalWIN Wave 1 cutover to CalSAWS could either be delayed or require significantly greater support to help counties through outstanding issues. Individual risks have been opened related to the ability to be fully ready in time for a successful CalWIN Wave 1 cutover to CalSAWS on October 27, 2022 and subsequent waves. This risk serves as an overarching risk for the overall readiness of the project and CalWIN counties to cutover to CalSAWS.	Open	4	High	01/13/22
269	CalWIN Counties may not have enough development and testing timeline to Refactor their Ad-hoc Reports and Ancillary System before Go-Live	The CalWIN Counties need time in the schedule, leading up to their respective Go-Live, to Refactor Ad-hoc Reports and/or Ancillary Systems. To do so, the counties need connectivity and access to CalSAWS environments, data model (and definitions), as well as data. The current CalSAWS delivery schedule (of these) is compressing the CalWIN counties Design, Development, and Testing timelines (i.e.,	Open	5	High	01/12/22

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, May 5, 2022

Period: May 2, 2022 to May 8, 2022

ID	Title	Details	Status	Impact	Risk Level	Date Logged
		schedule) and putting their County Readiness for Go-Live at-risk.				
270	The CalWIN counties may not be fully prepared for Go-Live if there is insufficient information in the Organizational Change Management (OCM) Change Discussion Guides (CDGs)	If OCM does not have sufficient documentation and resources to create CDGs, and counties do not have adequate time to review and provide feedback, the CDG delivery timeframe and level of detail might be impacted. The OCM team uses the County To-Be Process documentation to create the CDGs. Requirement DEL-11 states that CDGs must capture tasks within each job process, steps the person in the role will complete once they begin utilizing the new System, and impacts to the 18 CalWIN Counties along with the steps that the person will stop completing once they begin utilizing the CalSAWS System. If County To-Be process documentation does not capture this information, more work must be done on the CDG content to make it useful for counties. The Training team leverages the CDGs by linking roles and changes to related training content and depends on receiving accurate CDGs in the expected timeframes.	Open	Medium	50%	02/02/22

Table 6.2-1 – Project Risks and Issues

CRFI/CIT/CalSAWS CR Communications Information

The following table outlines CalSAWS Information Transmittals (CITs) sent for the reporting period.

CIT ID	To	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
None.						

Table 6.2-2 – CITs

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, May 5, 2022

Period: May 2, 2022 to May 8, 2022

The following table outlines CalSAWS Requests for Information (CRFIs) sent for the reporting period.

CRFI ID	To	Subject	Category	Distribution Date	Response Due Date
None					

Table 6.2-3 – CRFIs

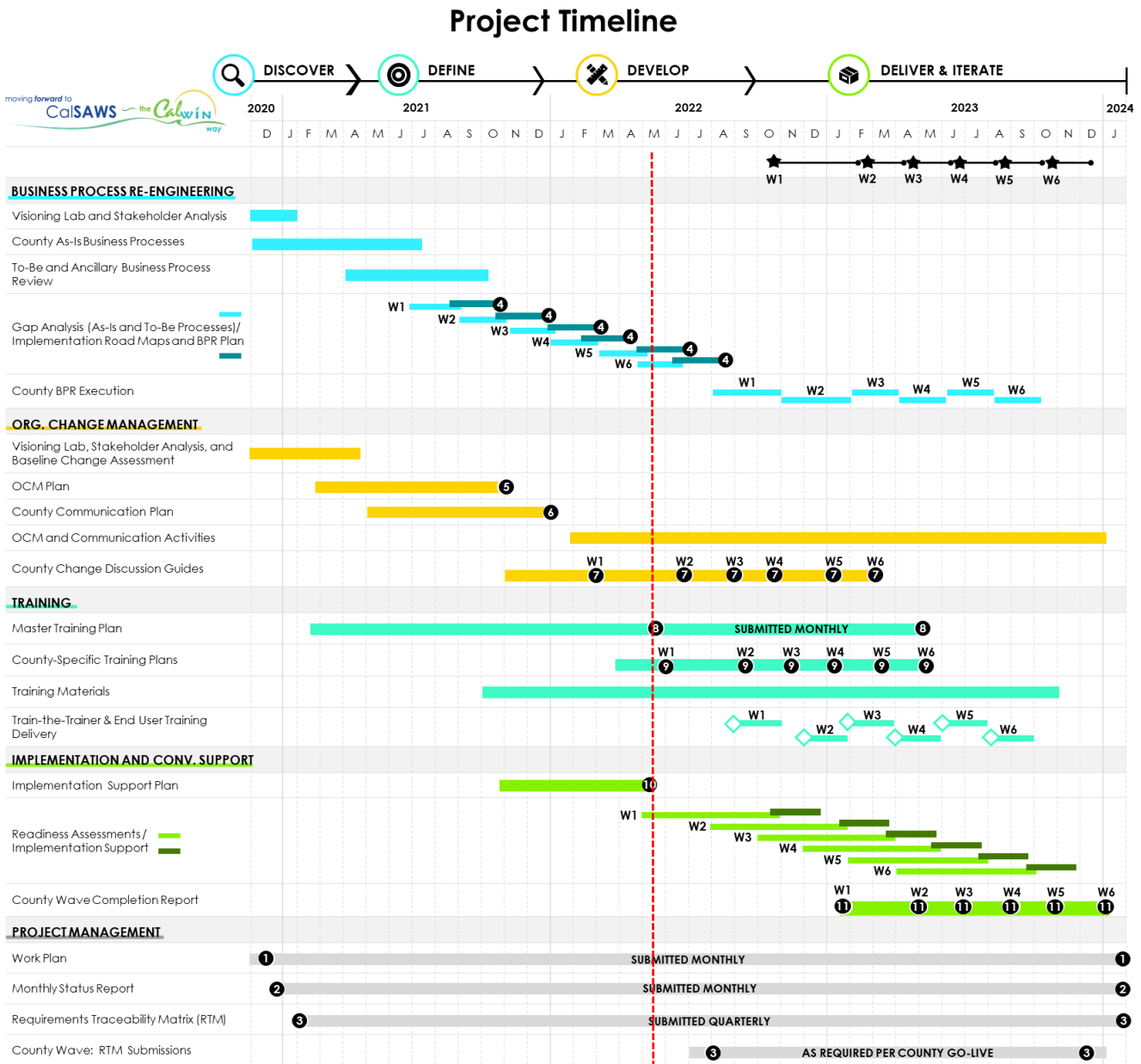
CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, May 5, 2022

Period: May 2, 2022 to May 8, 2022

6.3 Appendix C – Project Work Plan Reports

Project Timeline



Project Action Items – Overdue

This table lists overdue action items, including the owner and due date.

ID	Description	Owner	Due Date
None.			

Table 6.3-1 – Overdue Action Items