



# CalSAWS DD&I Weekly Status Report

**Reporting Period: June 20, 2022 to June 26, 2022**

**CalSAWS – California Statewide Automated Welfare System**

CalSAWS DD&I Project Phase

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## 1.0 Project Management

### 1.1 Project Deliverables Summary

**Table 1.1-1 – Overall Summary of Deliverable Status for Current Reporting Period**

DEL #	DELIVERABLE NAME	TEAM	STATUS [1]	STATUS
	None for the reporting period			

[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

**Table 1.2-1 – CalSAWS Project Management Status Agenda Topic**

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Project Management	<ul style="list-style-type: none"> <li>None for the reporting period</li> </ul>

#### 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

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**Table 1.2.1-1 – Key Facility Initiatives/Projects**

ITEM #	INITIATIVES/ PROJECTS	LOCATION	TARGET DATE	NOTES/STATUS
1	Return to Office (RTO)	Rancho Cordova and Norwalk Project Offices	Ongoing	<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> <li>• Continued to assess updates to Federal, State, and local policies and ordinances for the CalSAWS Project's return to office processes</li> </ul>
2	Large Meeting Requests	Rancho Cordova and Norwalk Project Offices	Summer 2022	<ul style="list-style-type: none"> <li>• Continued planning facility capacity and equipment needs for requested on-site meetings                             <ul style="list-style-type: none"> <li>○ CalWIN ISS Train-the-Trainer sessions scheduled for June 13 – July 15, 2022</li> <li>○ CalSAWS Leadership Alignment meetings for June 15, 2022</li> <li>○ Imaging UAT sessions scheduled for July 11-15, 2022</li> </ul> </li> </ul>

- ▶ Facilitated the CalSAWS Weekly Status Meeting that was held on June 22, 2022
- ▶ Completed preparations and participated in the Section Directors Meeting that was held on June 21, 2022
- ▶ 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 supporting engagement of project staff working remotely, including:
  - Continued development of the monthly CalSAWS Connect newsletter that will be submitted to the CalSAWS Project Team on July 14, 2022
  - Continued preparations and planning for the next monthly virtual CalSAWS Project All Staff Meeting that is scheduled for July 20, 2022
- ▶ 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. 19, which is planned to be submitted to the CalSAWS JPA Board of Directors for approval on July 22, 2022

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and may include use of the contract's R&A Change Budget Services allocation for:

- An extension of CalWIN Functional Support through October 2023
- Additional CalSAWS enhancements during State Fiscal Year (SFY) 2022/23 related to CalFresh over-issuances, the Transitional Housing Supplement, removal of the Homeless Assistance asset limit, CalFresh Simplifications, and Medi-Cal redetermination forms
- Technical updates to shift funds from SFY 2021/22 to 2022/23 for enhancements related to the Elderly Simplified Application Project (ESAP), Stage One Continuous Eligibility, and the CalFresh Public Assistance Definition Alignment
  - 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
- ▶ Completed preparations to support the logistical planning of the virtual CalSAWS JPA Annual Conference/Member Representatives Meeting that was held on June 23, 2022
- ▶ Continued to support the logistical planning of the virtual CalSAWS JPA Business Meeting that is scheduled for June 30, 2022
- ▶ 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	

### 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		

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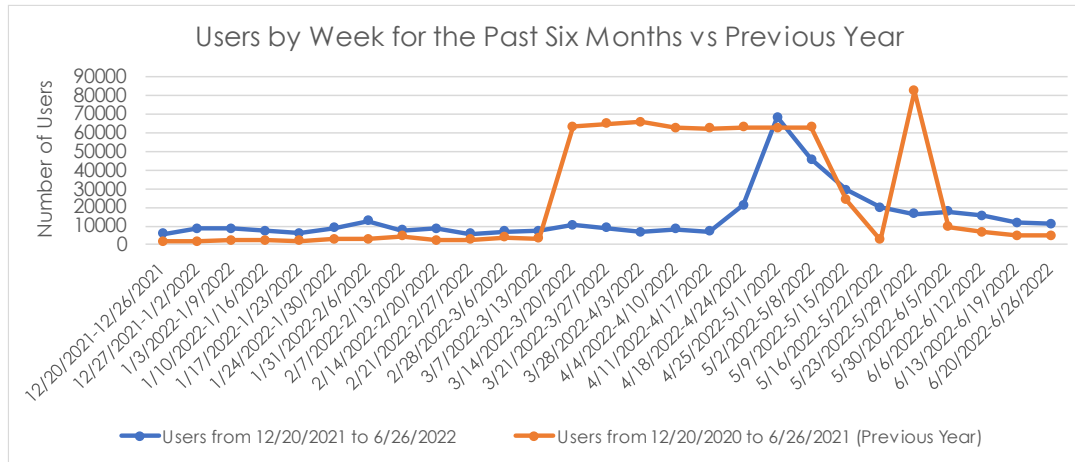
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**Table 1.2.2-2 – CalSAWS.org Usage Statistics**

CATEGORY	DURING REPORTING PERIOD	SINCE LAUNCH
Total Number of Subscribers	22	2,195
Total Number of Unique Users	11,160	1,541,813
Total Number of New Users	8,561	1,541,813
Total Number of Sessions (Individual site visits)	14,738	2,172,687
Average Number of Sessions per User	1.32	1.42
Average Number of Page Views per Session	1.38	1.31
Average Session Duration	0:53	0:56
AskCalSAWS Inquiries – Received/Resolved	13/8	776/757

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



**Note:**

Increase in usage from the Previous Year (from March 14, 2021 to May 15, 2021) was investigated to be from cities in the United States

**Table 1.2.2-3 – CalSAWS.org Subscription Service Statistics**

WEBPAGE	PERCENT OF SUBSCRIBERS
Latest News – CalSAWS Buzz Newsletter	32%
Latest News – News	25%
Other Updates – System Updates	22%
Other Updates – Careers	21%
CalSAWS Committees – CalWORKs/CalFresh	21%

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### 1.2.3 Cultural Transformation

- ▶ Shared the Cultural Transformation updates video at the June 23, 2022 CalSAWS JPA Annual Conference/Member Representatives Meeting
- ▶ Provided a statement to be shared at the CalSAWS JPA Annual Conference/Member Representatives Meeting
- ▶ Scheduled next Cultural Ambassador status meeting for June 30, 2022

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

- ▶ Co-Create Phase
  - Leadership
    - Continued to prepare for the session that we have with BOLD to plan for the July leadership coaching session
    - Sent out sign-up sheet to all Leads at CalSAWS
  - CalSAWS "We Are One" SharePoint Site
    - Continued to update the "We Are One" website tab
  - Pulse Survey
    - Presented the video at the JPA Board of Directors conference, which includes the pulse survey analysis
  - CalSAWS Table Talks
    - Discussing possible plans for August table talks session
  - Buddy Program
    - Sent out sign-up sheet to the CalSAWS – closing sign-up sheet June 27, 2022
    - Preparing to schedule kick-off meeting and match buddy pairs
    - Received feedback from mentors and mentees on Round 2 buddy program
  - Small Team Building
    - Presented the video at the JPA Board of Directors conference, which included small team building analysis themes
    - Began preparing to promote Small Team Building initiative opportunities to teams at the July all-staff meeting
  - Employee Resource Groups (ERGs)
    - Held Black Employee Resource Group (BERG) Juneteenth celebration
    - Continued discussing plans for a shared ERG session
- ▶ General
  - Continued to partner with the CalSAWS Connect team to provide content for the CalSAWS monthly newsletter
  - Continued to engage the Employee Resource Groups (ERGs) to assist with events or ideas to represent their members across the project
  - Finalized the order of videos with the CalSAWS Culture Transformation team for the CalSAWS JPA Board of Directors Conference



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**1.3 CRFI/CIT Communications Information**

- ▶ The following table outlines CalSAWS Information Transmittals (CITs) sent for the reporting period ending June 26, 2022

**Table 1.3-1 – CITs**

CIT ID	SUBJECT	CATEGORY	DISTRIBUTION DATE	PRIMARY CalSAWS CONTACT	BACKUP CalSAWS CONTACT
0173-22	CalSAWS LMS Guide for General Training – CalWIN Wave 1	Informational	June 21, 2022	Ashley Arnold	Renee Carter
0176-22	Wave 1 June Readiness Dashboard and Packet	Informational	June 26, 2022	Jennifer Carpenter	Mara Jennings

- ▶ The following table outlines CalSAWS Requests for Information (CRFIs) sent for the reporting period ending June 26, 2022

**Table 1.3-2 – CRFIs**

CRFI ID	SUBJECT	DISTRIBUTION DATE	STATUS	RESPONSE DUE DATE	CalSAWS CONTACT
22-040	CalWIN readiness prerequisites for IPT and UAT	May 16, 2022	Open	July 1, 2022	Melanie Gines, and Llyod Rankine
22-048	Change Network Champion (CNC) Identification for Wave 3 and 4 Counties	June 10, 2022	Open	July 8, 2022	Helen Cruz
22-049	Site Address Validation & Procurements	June 10, 2022	Open	July 1, 2022	Melanie Gines
22-050	Opt-In/Out of FFY Auto -Test Worker Reassignment for SCR CA-48513	June 20, 2022	Open	July 1, 2022	Nina Butler

- ▶ The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending June 26, 2022

**Table 1.3-3 – Overdue CRFIs**

CRFI ID	Subject	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
None							

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### 1.4 Activities for the Next Reporting Period

#### 1.4.1 Project Management

- ▶ Continue CalSAWS DD&I Facility Management activities, including:
  - Continue key initiatives related to facilities at the Rancho Cordova and Norwalk Project Offices, 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 for CalSAWS DD&I Project risks and issues
- ▶ Facilitate the CalSAWS Weekly Status Meeting scheduled for June 29, 2022
- ▶ Participate in the Section Directors meeting that is scheduled for June 28, 2022
- ▶ Continue activities to support Project staff working remotely
  - Begin preparations and planning for the next monthly virtual CalSAWS Project All Staff Meeting that is scheduled for July 20, 2022
  - Continue developing the next monthly issue of the CalSAWS Connect newsletter that will be distributed to the CalSAWS Project Team on July 14, 2022
  - Continue developing Project communications, as needed
- ▶ Continue to support Return to Office (RTO) requests for CalSAWS Project staff to visit the CalSAWS Rancho Cordova and Norwalk Project offices, and support CalSAWS Project staff who have returned to work at the project offices (either full time or as part of the 50/50 model)
- ▶ Continue process of reviewing tool capabilities for the high-level CalSAWS Integrated Gantt chart
- ▶ Continue performing Contract Management activities for the CalSAWS DD&I Project
- ▶ Continue performing Deliverable Management activities for the CalSAWS DD&I Project

#### Deliverable Management

**Table 1.4.1-1 – Deliverable Status for Next Reporting Period**

DEL #	DELIVERABLE NAME	STATUS
	None for the next reporting period	

#### 1.4.2 Communications Management

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

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

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

### **1.4.3 Cultural Transformation**

- ▶ Continue to develop calendar of events for the ambassador initiatives through the end of the year
- ▶ Continue to provide project management support to Culture Ambassadors as they continue to develop the plans for the initiatives
- ▶ Continue to coordinate working sessions for each Ambassador group to progress their initiatives planning and discuss their individual contributions
- ▶ Continue to develop wellness initiative content to keep the project staff engaged
- ▶ Continue to update resources and a collaboration workspace (Teams Channel) with new relevant materials to support the implementation of the prioritized initiatives
- ▶ Continue to monitor Microsoft Teams channels for any help needed from Ambassadors

### **1.4.4 Inclusion, Diversity & Equity Advancement (IDEA)**

- ▶ Continue preparing Round 3 of the Buddy Program to open late June
- ▶ Continue to prepare for the BOLD Culture Leading with Intention Workshop session
- ▶ Continue to partner with CalSAWS Connect team to provide content for the CalSAWS monthly newsletter
- ▶ Continue to engage the Employee Resource Groups (ERGs) to assist with events or ideas to represent their members across the project

### **1.5 Deviations from Plan/Adjustments**

- ▶ None for the reporting period

## 2.0 Imaging

### 2.1 Highlights of the Reporting Period

**Table 2.1-1 – CalSAWS Imaging Status Agenda Topic**

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
N/A	<ul style="list-style-type: none"> <li>None to note for reporting period</li> </ul>

**Table 2.1-2 – CalSAWS Imaging Project Milestones**

MILESTONES	DUE DATE	STATUS
Migration Activities		In progress
Conduct Santa Clara County Document Migration Discovery Session Check-in	June 20, 2022	Completed
Conduct Alameda County Document Migration Discovery Session Check-in	June 20, 2022	Completed
Conduct Solano County Document Migration Discovery Session Check-in	June 21, 2022	Completed
Conduct Santa Barbara County Document Migration Discovery Session Check-in	June 21, 2022	Completed
Conduct San Diego County Document Migration Discovery Session Check-in	June 21, 2022	Completed
Conduct Placer County Document Migration Discovery Session Check-in	June 21, 2022	Completed
Conduct Santa Cruz County Document Migration Discovery Session Check-in	June 21, 2022	Completed
Conduct Contra Costa County Document Migration Discovery Session Check-in	June 22, 2022	Completed
Conduct Yolo County Document Migration Discovery Session Check-in	June 23, 2022	Completed
Conduct Orange County Document Migration Discovery Session Check-in	June 23, 2022	Completed
Conduct Ventura County Document Migration Discovery Session Check-in	June 23, 2022	Completed

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### Table 2.1-3 – CalWIN Counties’ Wave 1 Status Update

Wave 1	Target Dates	Kick Off	Identify Migration Method/ Vendor	Test Network	Document Mapping	Testing	Initial Export	Initial Import	Validate Images in Production	Delta	Final Delta	Go Live
Placer County	Begin	7/29/20	10/1/20	8/6/20	8/31/20	4/1/21	2/17/22	4/15/22 5/27/22	9/22/22	6/29/22	10/22/22	Go Live 10/31/22 75% Progress
	Finish	7/29/20	10/1/20	10/6/20	3/26/21	2/11/22	5/26/22	6/10/22 6/11/22	10/6/22	10/21/22	10/27/22	
	Critical Path	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Begin 9/22/22	Begin 10/20/22	Begin 10/22/22	
	Status	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Awaiting	Awaiting	

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

**Green Status:** Placer County is currently remediating files that failed to import due to map errors. The first remediation delta is scheduled to be sent by June 29, 2022

Wave 1	Target Dates	Project Charter Signoff	Mapping SS Completion	Req Document Completion	Document Keyword Mapping Sign Off	Solution/ Sample Build	Sample Testing	Bulk Export	Initial Import	Validate Images in Production	Delta	Final Batch	Go Live
Yolo County	Begin	12/3/22	1/6/22	1/24/22	1/6/22	2/1/22	3/21/22	4/11/22	5/14/22	9/22/22	10/11/22	10/28/22	Go Live 10/31/22 70% Progress
	Finish	12/7/22	1/20/22	1/31/22	1/31/22	3/17/22	4/8/22	5/12/22	5/16/22	10/6/22	10/21/22	10/29/22	
	Critical Path	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Begin 9/22/22	Begin 10/20/22	Begin 10/22/22	
	Status	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Awaiting	Awaiting	

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

### Table 2.1-4 – CalWIN Counties’ Wave 2 Status Update

Wave 2	Target Dates	Project Charter Signoff	Mapping Completion	Doc/ Keyword Mapping Sign Off	Sample Testing	Complete Change Order	Initial Export	Initial Import	Validate Images in Production	Delta	Final Batch	Go Live
Contra Costa County	Begin	11/5/21	12/21/21	12/22/21	2/22/22	2/8/22	4/4/22	6/6/22	1/30/23	1/6/23	2/1/23	Go Live 2/27/23 65% Progress
	Finish	11/11/21	1/5/22	12/31/21	3/18/22	4/1/22 4/15/22	5/21/22 6/3/22	7/1/22	02/3/23	1/23/23	2/23/23	
	Status	Completed	Completed	Completed	Completed	Completed	Completed	Completed	In progress	Awaiting	Awaiting	Awaiting

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

Wave 2	Target Dates	Kick Off	Identify Migration Method/ Vendor	Test Network	Document Mapping	Testing	Initial Export	Initial Import	Validate Images in Production	Delta	Final Delta	Go Live
Santa Clara County	Begin	10/15/20	12/1/20	1/17/22	5/11/22	8/8/22	09/12/22	11/07/22	1/19/23	1/30/23	2/23/23	Go Live 2/27/23 20% Progress
	Finish	10/15/20	1/20/22	4/29/22	6/20/22	9/9/22	11/04/22	11/30/22	2/2/23	2/23/23	2/26/23	
	Status	Completed	Completed	Completed	Completed	In progress	Awaiting	Awaiting	Awaiting	Awaiting	Awaiting	Awaiting

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

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Wave 2	Target Dates	Kick Off	Identify Migration Method/ Vendor	Test Network	Document Mapping	Testing	Initial Export	Initial Import	Validate Images in Production	Delta	Final Delta	Go Live
Tulare County	Begin	10/5/20	12/1/20	11/30/20	12/2/20	8/2/21	2/15/22	7/23/22	1/19/23	6/16/22	2/1/23	Go Live 2/27/23 70% Progress
	Finish	10/5/20	12/1/20	1/31/21	7/29/21	12/30/21	4/4/22	8/27/22	2/2/23	1/31/23	2/23/23	
	Status	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Awaiting	Awaiting	In progress	

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

**Table 2.1-5 – CalWIN Counties’ Wave 3 Status Update**

Wave 3	Target Dates	Kick Off	Identify Migration Method/ Vendor	Test Network	Document Mapping	Testing	Initial Export	Initial Import	Validate Images in Production	Delta	Final Delta	Go Live
Orange County	Begin	1/7/21	3/1/21	3/1/21	2/2/21	4/30/21	4/1/22 4/8/22	8/5/22	3/24/23	9/1/22	4/1/23	Go Live 4/24/23 60% Progress
	Finish	1/7/21	3/1/21	4/30/21	4/22/21	12/30/21	8/1/22	1/31/23	4/6/23	3/31/23	4/20/23	
	Status	Completed	Completed	Completed	Completed	Completed	Completed	In progress	Awaiting	Awaiting	Awaiting	

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

Wave 3	Target Dates	Kick Off	Identify Migration Method/ Vendor	Test Network	Document Mapping	Testing	Initial Export	Initial Import	Validate Images in Production	Delta	Final Delta	Go Live
Santa Barbara County	Begin	1/19/21	3/1/21	3/1/21	2/18/21	1/15/22	8/1/22	11/01/22	3/24/23	11/1/22	4/1/23	Go Live 4/24/23 30% Progress
	Finish	1/19/21	3/1/21	9/31/21	09/31/21	7/31/22	10/31/22	12/30/22	4/6/23	3/31/23	4/20/23	
	Status	Completed	Completed	Completed	Completed	Completed	In progress	Awaiting	Awaiting	Awaiting	Awaiting	

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

Wave 3	Target Dates	Kick Off	Identify Migration Method/ Vendor	Test Network	Document Mapping	Testing	Initial Export	Initial Import	Validate Images in Production	Delta	Final Delta	Go Live
Ventura County	Begin	1/19/21	3/1/21	3/1/21	2/18/21	6/30/21	4/4/22	9/2/22	3/24/23	9/3/22	4/1/23	Go Live 4/24/23 35% Progress
	Finish	1/19/21	3/1/21	4/30/21	5/31/21	3/31/22	8/31/22	10/21/22	4/6/23	3/31/23	4/20/23	
	Status	Completed	Completed	Completed	Completed	Completed	Completed	In progress	Awaiting	Awaiting	Awaiting	

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

## 2.2 Activities for the Next Reporting Period

- ▶ Continue to manage the milestones for the Image Migrations in the tables above
- ▶ Continue to prepare for the User Acceptance Testing (UAT) Imaging Administration session scheduled to begin on July 11, 2022

## 2.3 Deviations from Plan/Adjustments

- ▶ None for the reporting period

### 3.0 Customer Service Center (CSC)

#### 3.1 Highlights of the Reporting Period

**Table 3.1-1 – CalSAWS Customer Service Center Status Agenda Topic**

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
N/A	<ul style="list-style-type: none"> <li>Continued to test Task for Cancelling an Appointment in Outbound IVR (CA-25604) Service Change Request (SCR)</li> </ul>
N/A	<ul style="list-style-type: none"> <li>Continued discussion with Los Angeles County, Wave 1, Wave 2, and Wave 3 CalWIN Counties about migration to CalSAWS Contact Center Solution</li> </ul>
N/A	<ul style="list-style-type: none"> <li>Continued Build of Administration Page (CA-226672)</li> </ul>

- ▶ Continued to test Task for Cancelling an Appointment in Outbound IVR (CA-25604) Service Change Requests (SCR)
- ▶ Continued discussion with Los Angeles County, Wave 1, Wave 2, and Wave 3 CalWIN Counties about migration to CalSAWS Contact Center Solution
- ▶ Began meetings with Wave 4 CalWIN Counties about migration to the CalSAWS Customer Service Center Solution
- ▶ Continued Build of Administration Page (CA-226672)
- ▶ Began build of Scheduled Callback (CA-229573)

**Table 3.1-2 – Customer Service Center Enhancement Milestones**

MILESTONES	SYSTEM TEST DELIVERY DATE	STATUS	RELEASE/ MINOR RELEASE
DDID 2292, 2697, 2698, 2723, 2724 WFM/QA/QM Reporting (CA-226209)	December 3, 2021	In Production	22.01
DDID 2718 Task for Cancelling an Appointment in Outbound IVR (CA-25604)	January 24, 2022	System Test	22.05   22.06.XX
DDID 2219, 2716, 2717, 2728 Outbound IVR - (CA-226207)	February 4, 2022	System Test	22.05   22.06.XX
DDID 2700 Enhanced CCP (CA-226844)	March 18, 2022	In Production	22.03   22.05.06
DDID 2727 Work-from-home Modifications (CA-227064)	March 18, 2022	In Production	22.03   22.05.06
DDID 2216, 2725 External Party Access IVR (CA-226839)	March 25, 2022	In Production	22.05
DDID 2211, 2217, 2218, 2220, 2729, 2730, 2731, 2046, 2732 Telephonic Signature (CA-226838)	April 1, 2022	In Production	22.05

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MILESTONES	SYSTEM TEST DELIVERY DATE	STATUS	RELEASE/ MINOR RELEASE
DDID 2687, 2688, 2689, 2690, 2691, 2692, 2693, 2694, 2695, 2696, 2222, 2702, 2721, 2169, 2284, 2722 Admin Page (CA-226672)	July 8, 2022	In Development	22.05   22.07.XX
DDID 2701, 2706 Voice Authentication Languages (CA-226843)	July 29, 2022	In Development	22.07   22.08.XX
DDID 2699, 2210, 2705, 2707, 2708, 2709, 2710, 2711, 2712, 2713, 2714, 2715, 2719, 2720, 2258 Inbound IVR (CA-226837)	July 8, 2022	In Development	22.05   22.07.XX
DDID 2704 Post-Call Survey (CA-228023)	July 8, 2022	Approved	22.05   22.07.XX
DDID 2284 Scheduled Callback (CA-229573)	July 8, 2022	Approved	22.05   22.07.XX
DDID 2268 Display the CalSAWS Contact Center IVR Caller ID for outbound calls	August 5, 2022	Design in progress	22.07   22.08.XX

**Table 3.1-3 – Los Angeles County Milestones**

MILESTONES	DUE DATE	OWNER
1   Design completion	March 11, 2022	CalSAWS Project Team
2   Initial performance/load testing	March 18, 2022	CalSAWS Project Team
3   Training development	May 16, 2022	CalSAWS Project Team
4   Build and unit test	May 20, 2022	CalSAWS Project Team
5   Training content review	May 20, 2022	Consortium
6   System Test	July 15, 2022	CalSAWS Project Team
7   Training execution	June 29, 2022	CalSAWS Project Team
8   Conduct model office	July 21, 2022	Los Angeles County
9   Go-live	August 26, 2022	CalSAWS Project Team
10   Post go-live support	August 29, 2022	CalSAWS Project Team



### 3.2 Activities for the Next Reporting Period

- ▶ Continue discussions with Contra Costa, Los Angeles, Santa Clara, Tulare, Orange, Santa Barbara, and Ventura Counties for County-specific Interactive Voice Response (IVR) designs
- ▶ Continue build of System Change Requests (SCRs) CA-226843 Voice Authentication Languages and CA-226672 Administrative Page
- ▶ Continue build of Los Angeles County Amazon Web Services (AWS) Accounts and Contact Center Infrastructure (CA-240156)

### 3.3 Deviations from Plan/Adjustments

- ▶ None for the reporting period

## 4.0 Application Development and Test

### 4.1 Highlights of the Reporting Period

Table 4.1-1 – CalSAWS Application Development and Test Status Agenda Topic

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
4.1.2 Design Difference Identifiers (DDID) System Test Status	<ul style="list-style-type: none"><li>• 22.07 DD&amp;I System Testing on schedule. Week 4 of 8 completed. 75% pass rate on a 50% target</li></ul>

4.1.1 Application Development Summary

Table 4.1.1-1 – CalSAWS Application Development Summary

	Status	22.05	22.07	22.09	22.11	23.01	23.02	23.05
Design	New	0	0	1	2	10	1	7
	Design in Progress	0	0	6	1	0	0	1
	Ready for Committee	0	0	1	0	0	0	0
	Committee Review	0	0	0	0	0	0	0
	Pending Approval	0	0	1	1	1	0	1
Build	Approved	0	0	4	1	1	1	2
	In Development	0	1	3	0	1	0	0
	Development Complete	0	0	1	0	0	0	0
	In Assembly Test	0	0	1	0	0	0	0
Test	System Test	0	7	3	0	0	0	0
	Test Complete	0	2	0	0	0	0	0
	In Production	25	0	0	0	0	0	0
	<b>Grand Total</b>	<b>25</b>	<b>10</b>	<b>21</b>	<b>5</b>	<b>13</b>	<b>2</b>	<b>11</b>

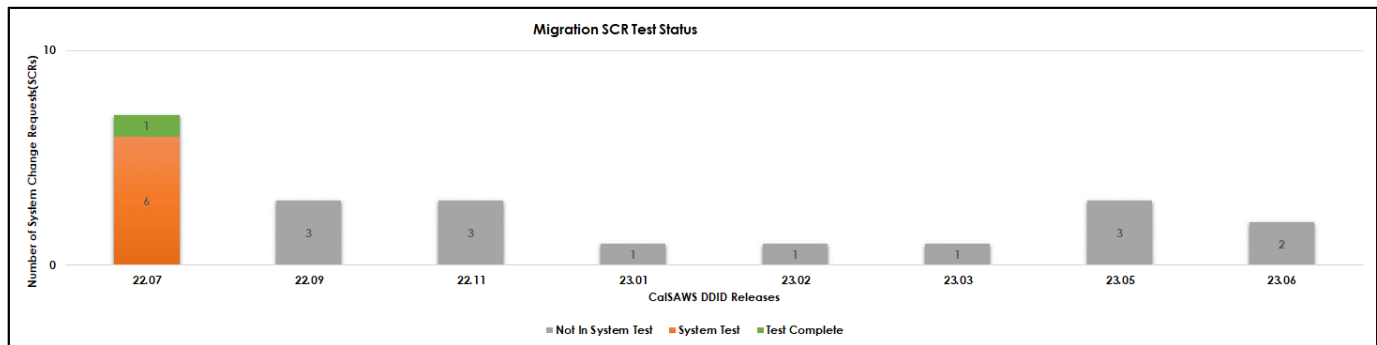
System Change Requests (SCRs) in Production	903
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Notes:

- 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. The "in Production" count is lower since we did a reconciliation and removed 17 that were implemented in C-IV prior to C-IV cutover.
- Continued drafting designs and development activities. Status is provided in Table 4.1.1-1 (CalSAWS Application Development Summary), above

4.1.2 Design Difference Identifiers (DDID) System Test Status

Figure 4.1.2-1 – DDID System Test Status



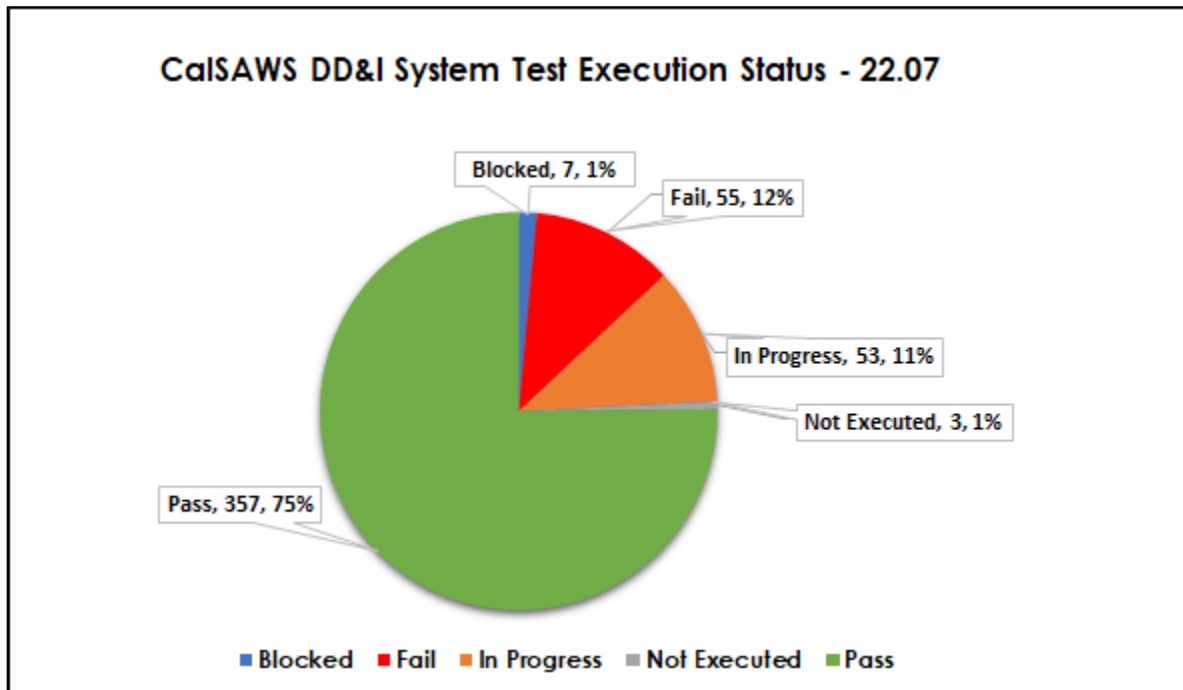
Notes:

- Includes all System Change Requests (SCRs) that have a funding source of CalSAWS DD&I that are not in "Rejected" or "Pending Rejection" status and are targeted for a baseline release. This includes SCRs associated to DDID 1967 for the unforeseen allowance and DDID 1631 for the reports allowance. In Production includes "In Production" status; Test Complete includes "Test Completed" status; 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 System Change Requests (SCRs) targeted for the release, such as DD&I Training and Technical System Change Requests (SCRs)

**Table 4.1.2-1 – DDID System Test Execution Status – 22.07**

Pass rate target as of June 24, 2022	<b>50%</b>
Pass rate actual as of June 24, 2022	<b>75%</b>
System Test Completed date: July 20, 2022	

**Figure 4.1.2-2 – DDID System Test Execution Status – 22.07**

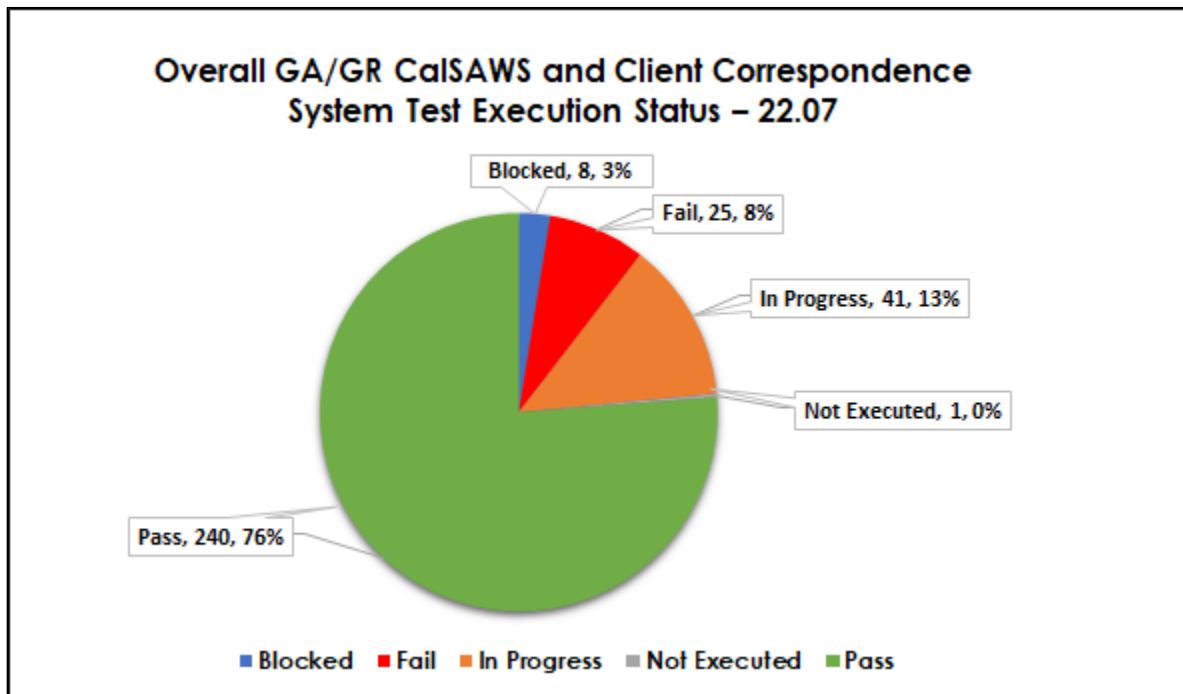


**Note:**

- 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

► Continued Test Execution for 22.07

**Figure 4.1.2-3 – Overall GA/GR CalSAWS and Client Correspondence System Test Execution Status – 22.07**

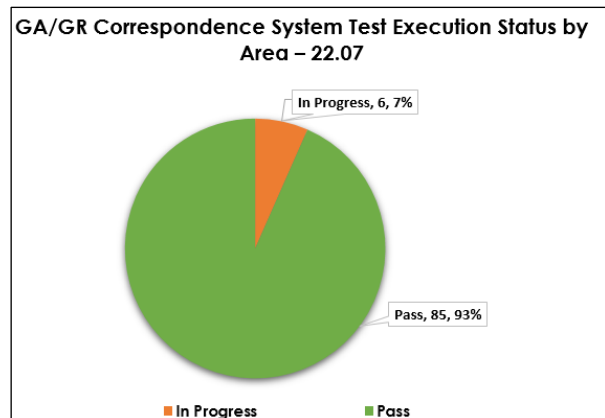
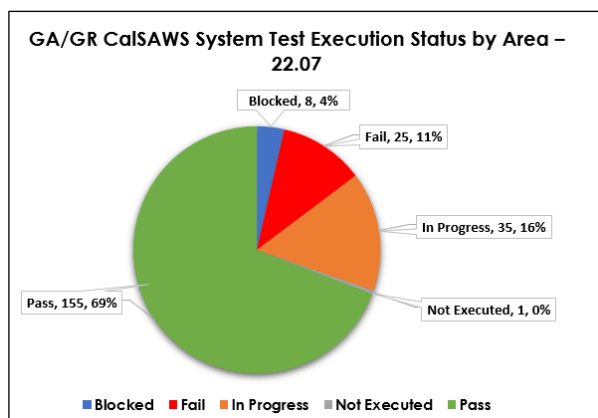


**Table 4.1.2-2 - GA/GR System Test Execution Status by Area – 22.07**

GA/GR CalSAWS	
Pass rate target as of June 24, 2022	<b>50%</b>
Pass rate actual as of June 24, 2022	<b>69%</b>
System Test completed date: July 20, 2022	

GA/GR Client Correspondence	
Pass rate target as of June 26, 2022	<b>55%</b>
Pass rate actual as of June 26, 2022	<b>93%</b>
System Test completed date: July 20, 2022	

**Figure 4.1.2-4 – GA/GR System Test Execution Status by Area – 22.07**



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**4.1.3 State and CalWIN Wave 1 County Interface Partner File Exchange Test**

**Table 4.1.3-1 – Consortium Partners**

INTERFACE TESTING		
CONSORTIUM PARTNER	STATUS	TARGET COMPLETION DATE
Electronic Inter County Transfer (EICT) - CalWIN	0/3	August 31, 2022
Online CalWORKS Appraisal Tool (OCAT)	0/2	August 31, 2022

**Note:**

- None as of June 24, 2022

**Table 4.1.3-2 - State Partners**

INTERFACE TESTING		
STATE PARTNER	STATUS	TARGET COMPLETION DATE
California Healthcare Eligibility, Enrollment, and Retention System (CalHEERS)	0/5	August 31, 2022
California Child Support Automation System (CCSAS) - DCSS	0/2	August 31, 2022
California Department of Social Services (CDSS) - DSS	0/2	August 31, 2022
Case Management Information and Payrolling System (CMIPS) - OSI	0/2	August 31, 2022
County Medical Services Program (CMSP)	0/1	August 31, 2022
Electronic Benefits Transfer (EBT) - FIS	0/2	August 31, 2022
Medi-Cal Eligibility Data System (MEDS) - DHCS	0/2	August 31, 2022
Welfare Data Tracking Implementation Project (WDTIP) - OSI	0/2	August 31, 2022
Welfare Intercept System (WIS) - DSS	0/2	August 31, 2022

**Notes:**

- CCSAS (DCSS): On June 24, 2022, CCSAS notified the project of a delay in CCSAS test environment availability until August 12, 2022. In the interim, files will be posted and reviewed manually

**Table 4.1.3-3 – CalWIN Wave 1 Counties**

INTERFACE TESTING		
CalWIN Wave 1 COUNTY PARTNER	STATUS	TARGET COMPLETION DATE
Placer County	0/8	August 31, 2022
Yolo County	0/6	August 31, 2022

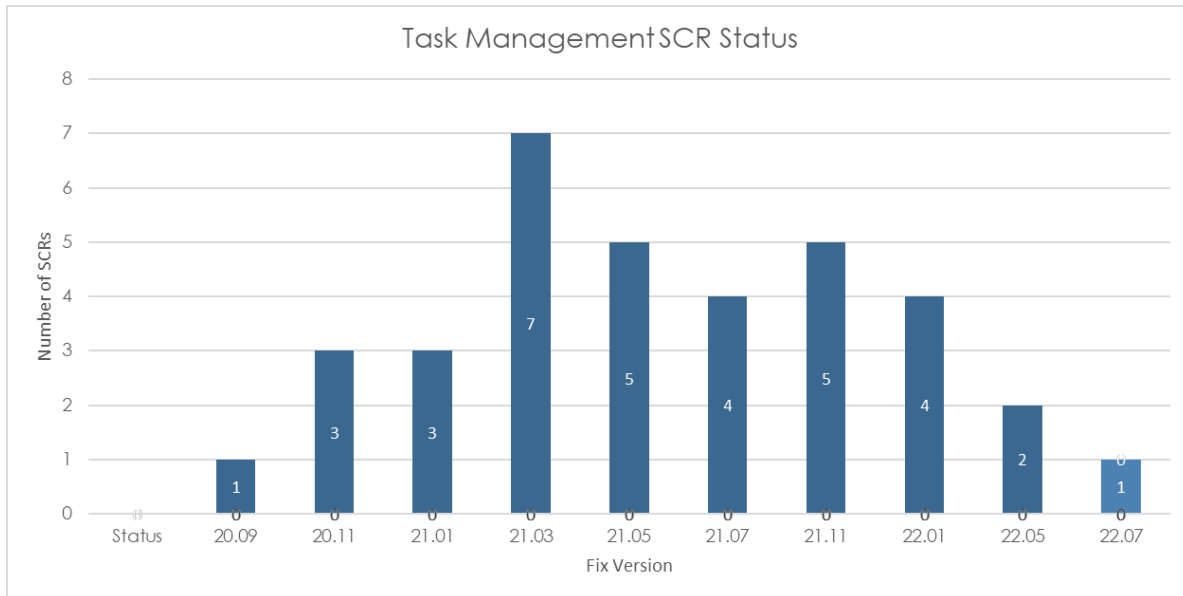
**Notes:**

- Placer County: End-to-end IPT pending county firewall configuration to be completed and ready by July 27, 2022. Refer to Risk 275. Interim testing will entail manual posting of interface files to secure web portal location

#### 4.1.4 Task Management

- ▶ There are no Design Difference Identifiers (DDID) System Change Requests (SCRs) in the design/build phase

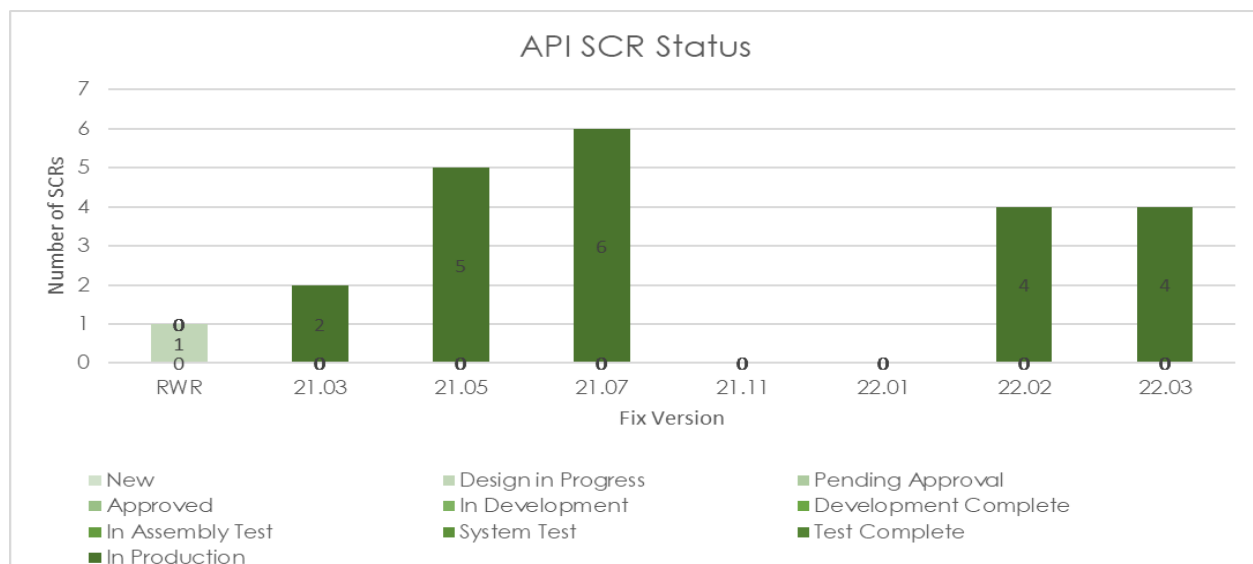
**Figure 4.1.4-1 – Task Management Design Difference Identifiers (DDID) Status**



#### 4.1.5 Application Programming Interface (API)

- ▶ There are no Design Difference Identifiers (DDID) System Change Requests (SCRs) in the design/build phase

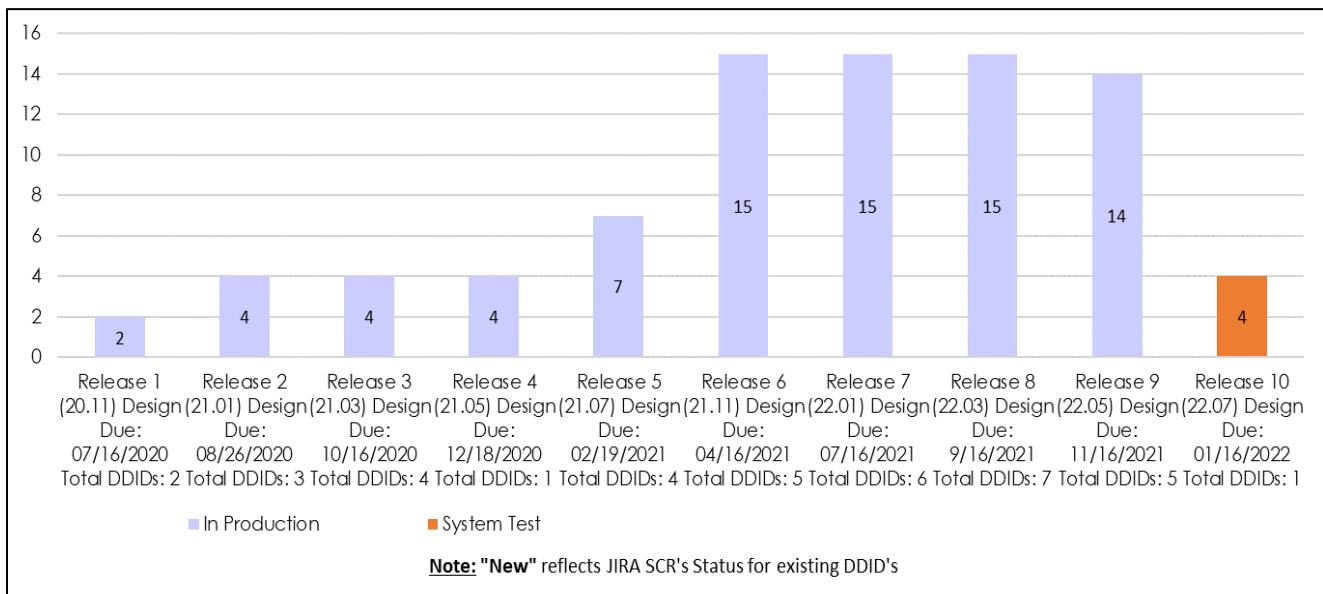
**Figure 4.1.5-1 – Application Programming Interface (API) DDID Status**



#### 4.1.6 General Assistance/General Relief (GA/GR)

- ▶ General:
  - Provided the weekly status update and General Assistance/General Relief (GA/GR) release plan changes to Consortium on June 23, 2022
  - Discussed the General Assistance/General Relief (GA/GR) Correspondence web service design and web service clarifications on June 20, 2022, and June 22, 2022
  - Discussed GA/GR Service Production Implementation Plan on June 23, 2022
  - Discussed Gainwell System Test status on June 29, 2022
  - Below GA/GR SCR's are in design
    - CA-242939: GA GR M&O Process for Correspondence Administration (documentation Only) (22.09)
    - CA-245148: GA GR Training Documentation (documentation Only) (22.09)
  - Continued with System Test support for the below SCR's
    - CA-244108: GR Time on aid page changes
    - CA-245506: CA-226398 Batch Sync Recommendations
    - CA-245253: Implement Additional Miscellaneous Parameters for EDBC-triggered Reason Codes

**Figure 4.1.6-1 – GA/GR Design Difference Identifiers (DDID) Status**



#### 4.1.7 CalWIN Wave 1 Batch Performance

- ▶ The CalWIN Wave 1 Batch Performance effort (CA-217183) began on June 6, 2022
  - Golden Data Set (GDS) 7 loaded into the Batch Performance database
  - Automated test team ran scripts to create data for counties in the environment
  - Executed 43\* County Batch
- ▶ The first execution of the "First day of the Month" batch cycle showed great performance of all main processes. The Analytics/Reports jobs were all done well before the 10-hour window for batch. The batch execution ran just over 10 hours because:

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- o Task generation batch jobs ran past the 10-hour window due to upstream jobs which look for Medi-Cal RE packets at the start of each month to that have yet to be sent based on CalHEERS MAGI responses. Due to the age of the data, this monthly job was attempting to process 4 months of transactions compared to the 1 month that gets processed in Production
- ▶ With the first run being mostly successful, the “End of Month” cycle will be re-executed during the week of June 27, 2022 to verify the timing with the Analytics connectivity issue resolved

\*The Wave 1 Conversion will only include 42 Counties. However, GDS 7 still included Contra Costa County, so the first few performance tests will continue to include all 43 counties for testing purposes

**Table 4.1.7-1- CalWIN Wave 1 Batch Performance Schedule and Results**

Performance Cycle	Start Date	End Date	Run Time	Performance Defects
End of Month	June 6, 2022	June 19, 2022	(Run 1) 11 hours, 26 minutes	CA-243987 CA-246501 CA-235524
			(Run 2) 10 hours, 39 minutes	
First day of the Month	June 20, 2022	July 3, 2022	(Run 1) 10 hours, 3 minutes	
Main Payroll	July 4, 2022	July 17, 2022	TBD	
High volume forms process	July 18, 2022	July 31, 2022	TBD	
Interface Outbound files	July 18, 2022	July 31, 2022	TBD	
10-day cutoff	August 1, 2022	August 14, 2022	TBD	
Interface Inbound files	August 15, 2022	August 28, 2022	TBD	

**4.1.8 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

- ▶ Continued Design and Development for Sprint 9 features that will be included in the 22.07 baseline System Change Requests (SCRs). This release includes the following items and will be deployed to production with the 22.07 release on July 25, 2022:
  - o Sprint 9 SCR CA-235667
    - Create Image Removal process for images associated with cases identified for Data Removal
    - Create Document Removal process for the CalSAWS Disaster Service Repository



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- Update Imaging Server with new deletion Image function to allow for the removal of an image record given a document identification
- Update the Imaging Client Service Application Programming Interface (API) to allow for the new deletion Image function
- Update API gateway with new URL to allow for the new deletion Image transaction

**Figure 4.1.8-1 – Case Purge Burndown Chart**



**Table 4.1.8-1 – Planned Purge Sprints**

SPRINT NUMBER	SPRINT DESCRIPTION
<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 the Identification sweep logic, adding new Eligibility Determination Benefit Calculation/Recovery Account (EDBC/RA) Rules to Identification Sweeps, Porting Portable Document Format (PDF) Generation Process, Increasing Journal Portable Document Format (PDF) Character Limit
<b>Sprint 4</b>	Porting Case Deletion Logging process, adding new CalHEERS tables to Deletion Model, Remove Recovery Account Responsible Party tables from Deletion Model
<b>Sprint 5</b>	Porting Case Identification and Override Reports, Port Document Removal process to S3, Create Stored Procedure Database Change Requests (DBCRs), Schedule Batch for Journal Portable Document Format (PDF) Re-run
<b>Sprint 6</b>	Creating CalSAWS Re-Verification Batch, Updating Identification and Re-Verification logic to include new Recovery Account rules, Updating Document S3 storage service framework, Updating Identification Batch to

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SPRINT NUMBER	SPRINT DESCRIPTION
	exclude CS program
<b>Sprint 7</b>	Porting Time Limit Aid Summary page changes, Porting Case Completion Report, Updating Deletion Model to include Residential and Receipt tables, Updating CalSAWS page to validate and block CalHEERS referrals, Combining Document and Imaging removal process with Data Removal Batch, Updating Benefits Cal page to validate for removed cases during linkage
<b>Sprint 8</b>	OBIEE Cleanup for Delete Track, Updating Batch to Verify Lawful Presence (VLP)
<b>Sprint 9</b>	Image Deletion, Porting for Disaster Recovery Document Deletion
<b>Sprint 10</b>	Performance Environment Preparation and Execution
<b>Sprint 11</b>	Batch Scheduling, Case Purge Transition

### 4.1.9 Deliverable Management

**Table 4.1.9-1 – Deliverable Status for Current Reporting Period**

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

### 4.2 Activities for the Next Reporting Period

- ▶ Continue drafting designs for Migration Impact System Change Requests (SCRs)
- ▶ Continue test execution for CalSAWS 22.07 Release

### Deliverable Management

**Table 4.2-1 – Deliverable Status for Next Reporting Period**

DEL #	DELIVERABLE NAME	STATUS
	None for next reporting period	

### 4.3 Deviations from Plan/Adjustments

- ▶ None for the reporting period

## 5.0 Conversion

### 5.1 Highlights of the Reporting Period

**Table 5.1-1 – CalSAWS Conversion Status Agenda Topic**

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
5.1.1 CalWIN Conversion	<ul style="list-style-type: none"> <li>Evaluating Mock Cutover action items and results until July 1, 2022</li> <li>Supporting County Data Validation (CDV) until July 1, 2022</li> </ul>

#### 5.1.1 CalWIN Conversion

- ▶ Continued to address Open and Unresolved Converted Data Testing (CDT) identified defects
- ▶ Began CDV support activities
- ▶ Continued Golden Data Set (GDS) 9 Epic development and testing. This Epic is focused on:
  - 22.05 and 22.07 production data structure and code value changes which impact Conversion Transformation logic
  - Identified and unresolved Converted Data Test (CDT) defects
  - General Assistance/General Relief (GA/GR) data structure and code value enhancements where Conversion Transformation logic also need be enhanced to convert GA/GR
  - Planned to be delivered on August 31, 2022

**Table 5.1.1-1 – CalWIN Conversion Statistics Golden Data Set (GDS) 9 (June 2022 – July 2022)**

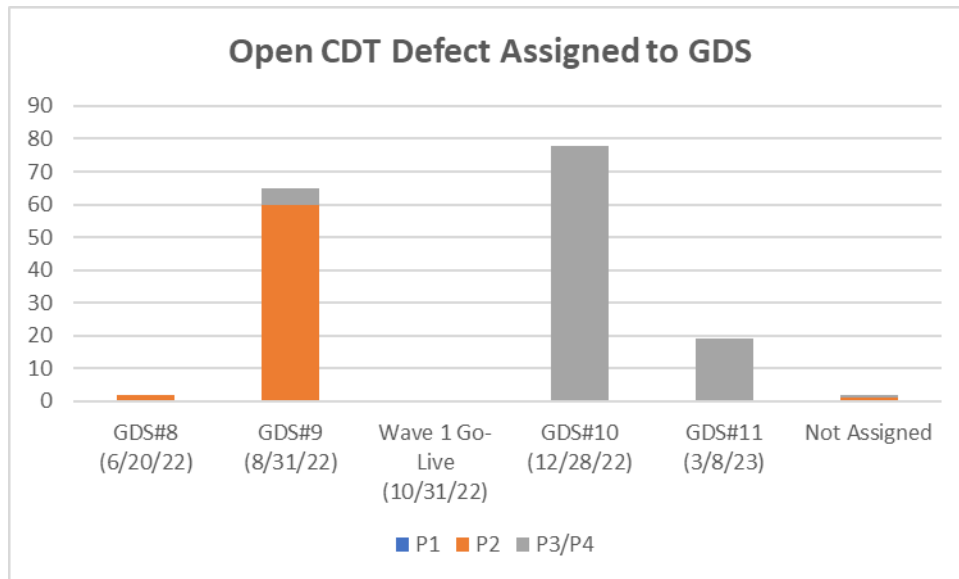
GDS#9												
Sprint	Total - Deferred Items	Sprint Duration		Item Status								
				0%	25%	30%	50%	75%	5%	100%	100%	0%
				Not Started	Analysis & Mapping in Progress	Ready for Consortium Review	Build In Progress	Ready for AT	On Hold	Completed [Tested]*	CNR	Deferred
Overall	174	6/6/2022	7/29/2022	86	28	0	8	11	0	42	0	0
GDS#9 Bugfix 1	55	6/6/2022	7/1/2022	1	16	0	6	10	0	22	0	0
GA/GR	70	6/6/2022	7/1/2022	47	4	0	0	0	0	19	0	0
GDS#9 Bugfix 2	15	7/5/2022	7/22/2022	14	2	0	0	0	0	1	0	0
22.5/22.07	34	7/5/2022	7/22/2022	25	6	0	2	1	0	0	0	0
Hardening	td	7/25/2022	7/29/2022	0	0	0	0	0	0	0	0	0

**5.1.2 CalWIN Conversion Defects Converted Data Test Defect**

**Table 5.1.2-1 – Open Converted Data Test (CDT) Defects**

Defect Delivery by Golden Data Set (GDS)	Priority 1	Priority 2	Priority 3/Priority 4	Total
GDS#8	0	2	0	2
GDS#9	0	60	5	65
Wave 1 Go-Live	TBD	TBD	TBD	TBD
GDS#10	0	0	78	78
GDS#11	0	0	19	19
Not Assigned	0	1	1	2
<b>CDT Open Total</b>	<b>0</b>	<b>63</b>	<b>103</b>	<b>166</b>

**Figure 5.1.2-1– Open Converted Data Test (CDT) Defects by GDS**



**5.1.3 Gainwell Technologies**

- ▶ CalWIN Document Migration
  - Continued planning for delivery of all Client Correspondence (CC)
  - Continued delivery of Client Correspondence (CC) from CalWIN

**5.1.4 Ancillary Systems Conversion**

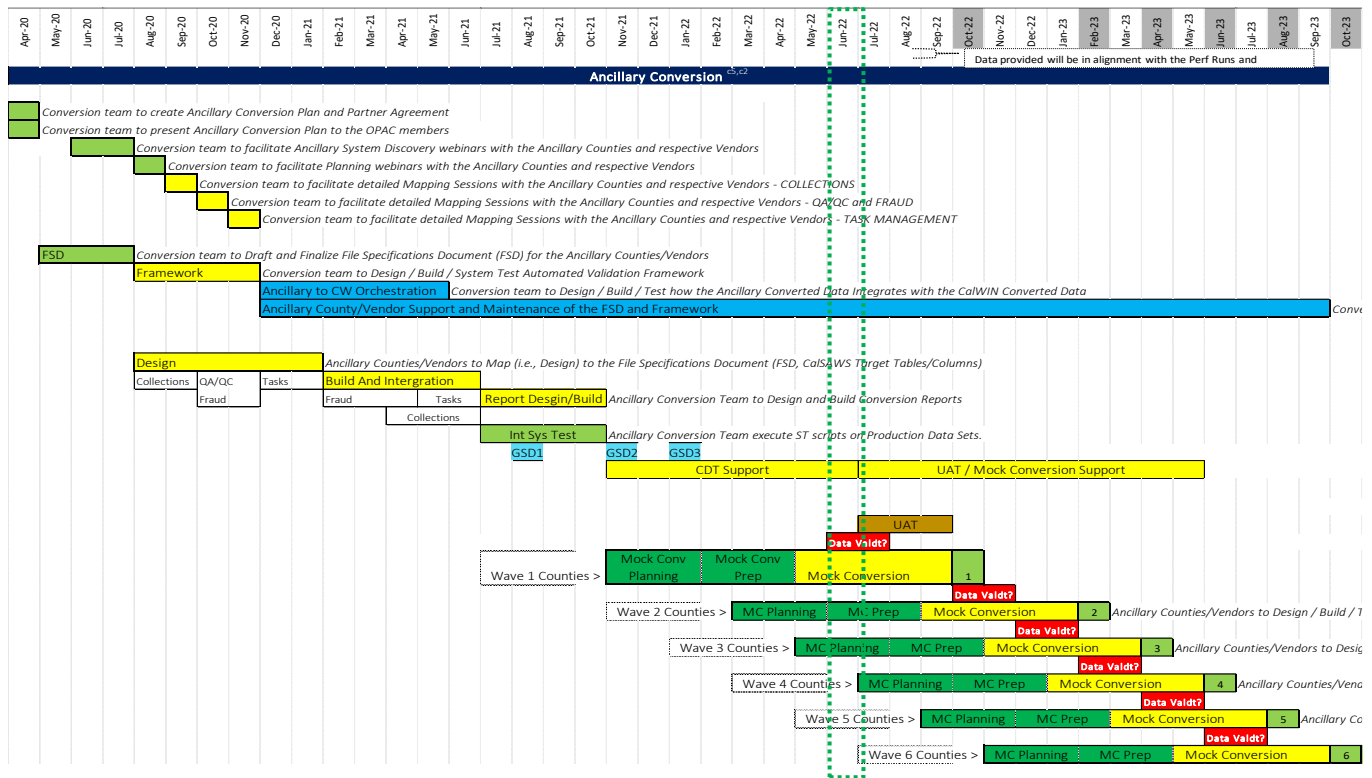
- ▶ Continued to address issues found in production dataset size files. These files are necessary for CalWIN Core Conversion orchestration and integrations
- ▶ Facilitated exception reports review sessions with the Ancillary Counties to address questions and concerns
- ▶ Completed Wave 1 Mock Cutover Exception Reports Contra Costa, Placer, and Yolo Counties and confirmed they have been received

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**Figure 5.1.4-1– Ancillary Systems Conversion Gantt Chart**



**Table 5.1.4-2 – Ancillary Systems Conversion Milestones**

FINISH	MILESTONE	MILESTONE DESCRIPTION	STATUS
July 2020	Project Kick-Off/Discovery Sessions	Team introductions and Project overview	Completed
August 2020	File Specification Document (FSD)	CalSAWS DB (structures) as Conversion Target	Completed
August 2020	Project Planning	Detailed walkthrough of the Project schedule and File Specification Document (FSD)	Completed
December 2020	Automation Framework Completed	Exception handling for Ancillary provided Data is ready for the Counties	Completed
February 2021	Design/Mapping	All CalSAWS DB Targets (defined in FSD) have Source Mappings from Ancillary	Completed
July 2021	Build	Development activities, dependent Design Mapping, are ready to Start (or are Completed)	Completed
January 2022	System Test	System Test execution, dependent on test scripts and Build Completed, are ready to Start (or are Completed)	Completed

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FINISH	MILESTONE	MILESTONE DESCRIPTION	STATUS
June 2022	Integration Test	End-to-End Test execution, dependent on test scripts, System Test Completed and CDT completed, are ready to Start (or are Completed)	Completed
August 2023	Mock Conversion Ancillary System Data Delivered	Counties to delivery Ancillary System Data to the CalSAWS Conversion team as a Prerequisite to begin Mock Conversions	In progress
August 2023	Wave 1 – 6 Mock Conversions	Simulated Cutover Activities, dependent on Integration Test Completed, are ready to Start (or are Completed)	In progress
August 2023	Wave 1 – 6 Mock Conversion Data Validation	Validation of Data, (from Mock Conversion), are ready to Start (or are Completed)	In progress
October 2023	Wave 1 – 6 Conversion Cutovers	Execution of (live) Cutover Activities are ready to Start (or are Completed)	Not started

**5.1.5 Deliverable Management**

**Table 5.1.5-1 – Conversion Deliverable Status for Current Reporting Period**

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

**5.2 Activities for the Next Reporting Period**

**5.2.1 CalWIN Conversion**

- ▶ Continue to complete Jira epics and issue aligned with Golden Data Set (GDS) delivery schedule
- ▶ Continue development for the delivery of Golden Data Set (GDS) 9 Epic
- ▶ Continue activities for Mock Cutover

**5.2.2 Gainwell Technologies**

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

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### 5.2.3 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 System Test scenario for automation development
- ▶ Review results for Wave 1 County Mock Cutover from June 11, 2022

### 5.2.4 Deliverable Management

**Table 5.2.4-1 – Conversion 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 CalWIN Functional Support

### 6.1 Highlights of the Reporting Period

**Table 6.1-1 – CalSAWS CalWIN Functional Support Status Agenda Topic**

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
N/A	• None for the reporting period

- ▶ Supported Wave 1 CalWIN County Configuration and Process Simulation by collaborating with the Implementation Support Services (ISS) team on June 20-24, 2022:
  - Placer County Process Simulation Working sessions on June 20, 2022
  - Yolo County Configuration Development sessions on June 20-24, 2022
  - Yolo County Configuration Meetings – Debrief and plan on June 20-23, 2022
- ▶ Supported CalSAWS 3x Weekly Leadership Meetings on June 20, June 22, and June 24, 2022 to collaborate on leadership items for the CalWIN release
- ▶ Supported Implementation Support Services (ISS) Team Leads Meetings on June 21, 2022 to collaborate effectively
- ▶ Supported Training – Preparation Enablement Synchronization on June 22, 2022 to coordinate support for the ISS Training team's technology and laptop needs
- ▶ Supported Post Deployment Support Model Planning meetings on June 20, 2022 to provide input to necessary post deployment support for CalWIN Counties
- ▶ Supported Sacramento County To-Be Business Process Reengineering (BPR) Sessions on June 20-24, 2022, upcoming sessions include:
  - Service Arrangements, Resource Databank (RDB), Valuables
  - Quality Assurance/ Quality Control (QA/QC)
  - Employment Services

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- o Child Care
- o Help Desk
- o Fraud
- o Fiscal 101 Workshop
- o Homeless Assistance/Veterans Services
- o Inter County Transfer (ICT)
- o Employment Services (continued)
- ▶ Supported San Luis Obispo County To-Be Business Process Reengineering (BPR) Sessions on June 20-24, 2022, upcoming sessions include:
  - o Inter County Transfer (ICT)
  - o General Assistance (GA)
  - o Employment Services
  - o Employment Services (continued)
  - o Fiscal 101 Workshop
  - o General Overflow
- ▶ Supported Sacramento and San Luis Obispo Counties (SLO) To-Be BPR – Tuesday/Wednesday/Thursday de-brief on June 21-23, 2022, to debrief the sessions that have occurred throughout the week to make any necessary changes to plan or support feedback

### 6.2 Activities for the Next Reporting Period

- ▶ Prepare for Wave 1 CalWIN County Configuration and Process Simulation by collaborating with the Implementation Support Services (ISS) team on June 27-30, 2022:
  - o Placer County Configuration Development sessions on June 27-30, 2022
  - o Placer County Configuration Meetings – Debrief and plan on June 27-30, 2022
- ▶ Prepare for CalSAWS 3x Weekly Leadership Meetings on June 27, June 29, and July 1, 2022 to collaborate on leadership items for the CalWIN release
- ▶ Prepare for Implementation Support Services (ISS) Team Leads Meetings on June 28, 2022 and June 30, 2022 to collaborate effectively
- ▶ Prepare for Post Deployment Support Model Working Session meetings on June 27, June 29, and June 30, 2022 to provide input to necessary post deployment support for CalWIN Counties
- ▶ Prepare for Sacramento County To-Be Business Process Reengineering (BPR) Sessions on June 27-July 1, 2022, upcoming sessions include:
  - o Case Maintenance
  - o General Assistance (GA)
  - o Periodic Reporting (PR) / Re-Evaluation (RE)
  - o Fiscal Processes and Benefits Recovery
  - o Fiscal (continued)
- ▶ Prepare for San Luis Obispo County To-Be Business Process Reengineering (BPR) Sessions on June 27-July 1, 2022, upcoming sessions include:
  - o Case Maintenance
  - o Case Maintenance (Continued) x2
  - o Re-Evaluation (RE)
  - o Fiscal



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- o Fiscal and Benefits Recovery
- o CWS
- o CWS (Continued)
- ▶ Prepare for Sacramento and San Luis Obispo Counties (SLO) To-Be BPR – Tuesday/Wednesday/Thursday de-brief on June 28-30, 2022, to debrief the sessions that have occurred throughout the week to make any necessary changes to plan or support feedback
- ▶ Prepare for Process Simulation. Next steps on June 27, 2022 to coordinate data staging preparation and functional support coverage for process simulation

**6.3 Deviations from Plan/Adjustments**

- ▶ None for the reporting period

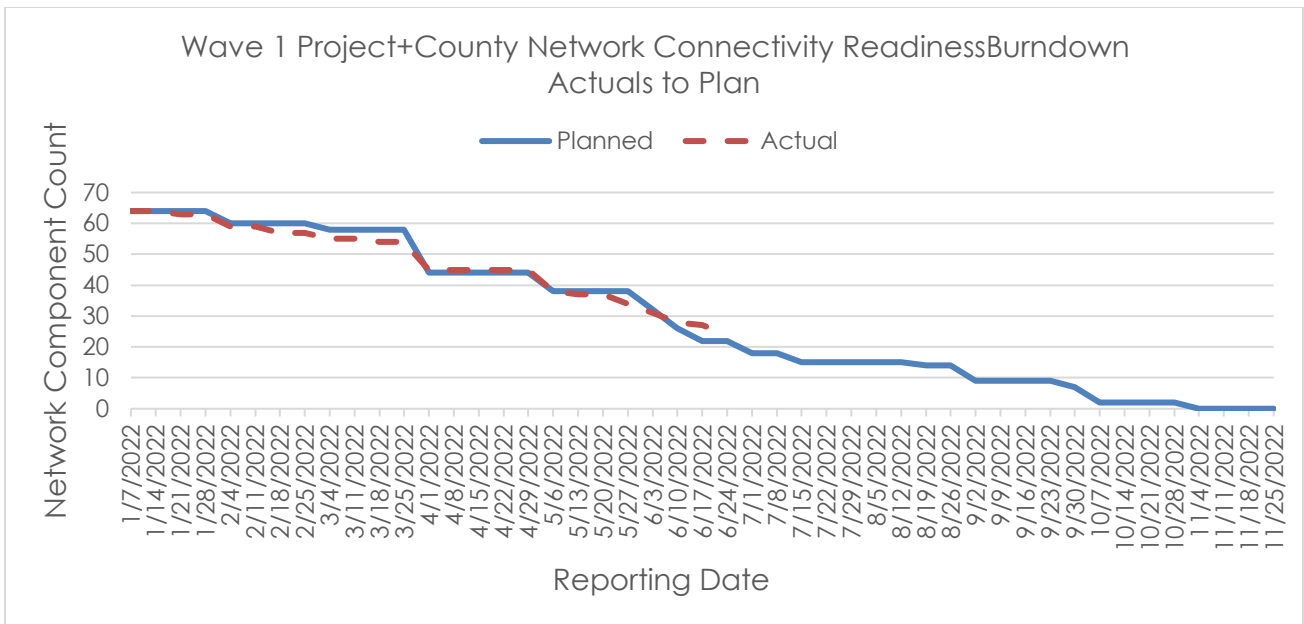
**7.0 Technical Infrastructure**

**7.1 Highlights of the Reporting Period**

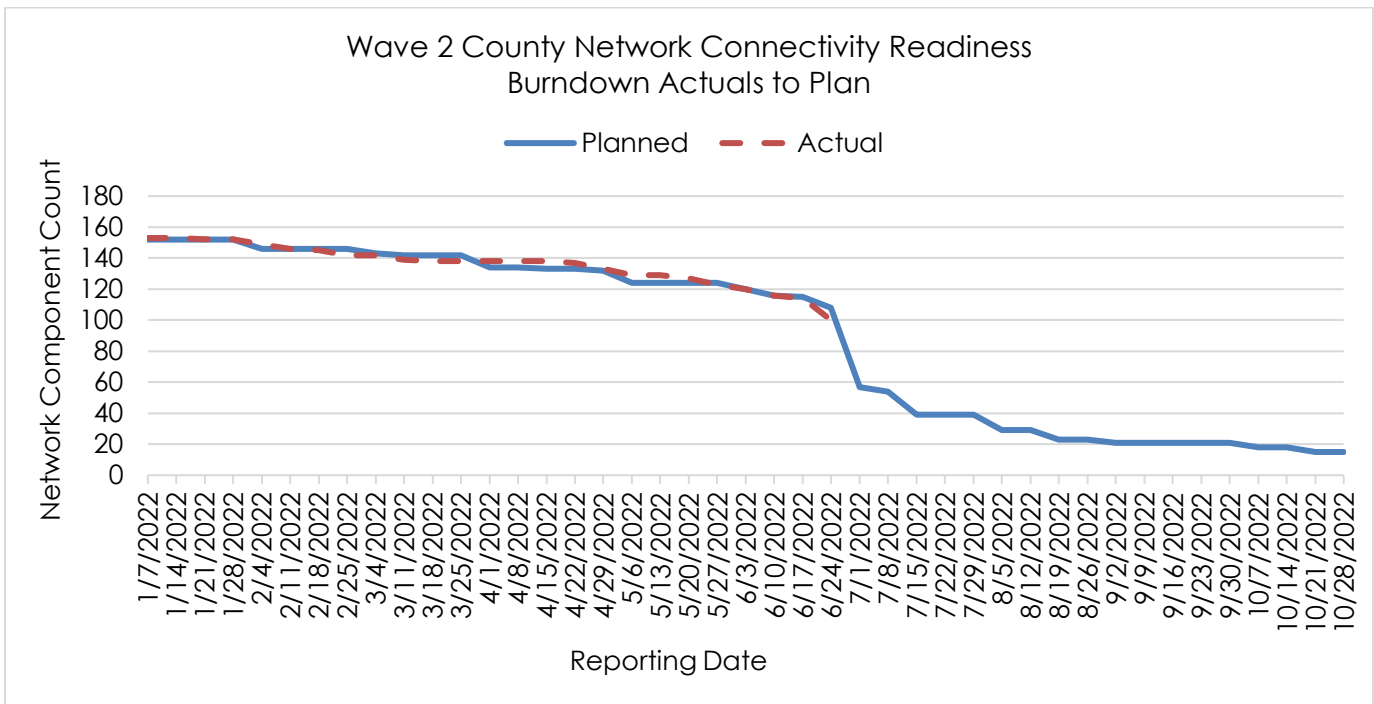
**Table 7.1-1 – CalSAWS Technical Infrastructure Status Agenda Topic**

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	<ul style="list-style-type: none"> <li>• None for the reporting period</li> </ul>

**Figure 7.1-1 – Wave 1 County Network Connectivity Readiness Burndown**



**Figure 7.1-2 – Wave 2 County Network Connectivity Readiness Burndown**



- ▶ Integration of Placer County network with CalSAWS behind schedule due to partial / incomplete responses to CalSAWS Requests for Information (CRFI) 22-040
- ▶ Implement configuration changes for enabling Secure File Transfer Protocol (SFTP), Batch and Database access for Wave 1 and 2 Counties, where CRFI responses were completed
- ▶ Deployment of secondary router for Yolo County was completed on July 22, 2022
- ▶ Changes to deploy secondary routers to CalWIN Counties have been approved
- ▶ Scheduled CalWIN Wave 4 County Kick off meeting for July 12, 2022
- ▶ Continued assessment of CalWIN County capacity forecasts and bearing on procured bandwidth; identified proposed sites for bandwidth increases
- ▶ Submitted CRFI 22-049 to Wave 2-6 Counties for reconfirming their Point of Presence (POP) site addresses in lieu of Risk 272 and to avoid any last-minute changes to the POP locations; responses from Counties due July 1, 2022

**7.2 Activities for the Next Reporting Period**

- ▶ CalSAWS Requests for Information (CRFI) for Security Assessment to be drafted and sent for review
- ▶ Begin Interface Partner Testing (IPT) for Wave 1 Counties
- ▶ Submit changes for primary and secondary router installations for Contra Costa and Tulare Counties
- ▶ Continue to implement remaining configuration changes for enabling Secure File Transfer Protocol (SFTP), Batch and Database access for Wave 1 and 2 Counties, where new CRFI responses are received
- ▶ Complete SD-WAN infrastructure installation for Tulare County on June 27, 2022
- ▶ Complete secondary router installation for Placer County on June 29, 2022

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- ▶ Awaiting Wave 1 County response to Request for Information (CRFI) 22-040 due June 10, 2022
- ▶ Awaiting Wave 2 County response to Request for Information (CRFI) 22-040 by July 1, 2022

### 7.3 Deviations from Plan/Adjustments

- ▶ Santa Clara County has changed the designated Point of Presence (PoP) site location resulting in previously completed procurement and planning tasks having to be re-done. This will result in a 3-month impact to all downstream tasks and milestones for Santa Clara County unless mitigated
  - Mitigation:
    - Temporary installation (scheduled for June 29, 2022) of 4G connection (at additional cost) which will allow the County to complete pre-readiness and technical enablement tasks. This will isolate the County from being on-hold for 2 months. However, procured circuits will need to be delivered before beginning Interface Partner Testing (IPT) and User Acceptance Testing (UAT) testing
- ▶ Delivery date for Cisco routers required by CalWIN Wave 3-6 Counties has a lead time of greater than 90 days (ETA is September 2022). This poses an imminent risk for Wave 3 Counties. Anticipate a 2-month delay to overall timeline if not mitigated
  - Mitigation:
    - Wave 1 and 2 Counties have received the necessary equipment. If these 5 Counties are deployed with only 1 active Cisco router and retrofitted with second standby backup router when equipment becomes available or before go-live (earlier date), this would effectively mitigate the risk for Wave 3 Counties
    - CalSAWS will be recommending all Counties be aware of this risk associated with delivery timelines and to expedite any County Purchase orders that may have a bearing on the migration of the Counties to the CalSAWS System
    - Cisco has delivered remaining order of CalWIN County routers; CalSAWS distributed CIT 0163-22 as reminder for Counties to continue to expedite County purchase orders
- ▶ Placer County unable to complete tech readiness activities (CRFI 22-040) required for start of Interface Partner Testing (IPT) and Go-Live
  - Placer County has indicated that due to a conflicting firewall replacement project (County driven) that failed and being reattempted, the County would delay the configuration of technical changes requested by CalSAWS in CRFI 22-040 (Due on June 10, 2022)
  - Effort to re-deploy of the firewall and navigate through change process would be effort intensive causing the technical changes (CRFI 22-040) be postponed.
  - This would impact completion of technical readiness and start of Interface Partner Testing (IPT) by approximately 8 weeks (from June 27, 2022 until early August 2022); decision made to proceed with IPT with transferring the file outside of leveraging the end-state network

## **8.0 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 Report

