



# CalSAWS DD&I Weekly Status Report

**Reporting Period: March 15, 2021 to March 21,  
2021**

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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
51	CalSAWS Migration Work Plan Update #23	PMO		Received approval for the Final Deliverable (FDEL) on March 19, 2021
52	CalSAWS (C-IV) UAT Readiness Report/Milestone	Application Development		Draft Deliverable (DDEL) is in progress. Submission of the DDEL is due on May 14, 2021
53	CalSAWS Requirements Traceability Matrix – Update #7	Application Development		Submitted the Final Deliverable (FDEL) on March 16, 2021. Approval of the FDEL is due on March 23, 2021
54	CalSAWS Migration Project Control Document Update #2	PMO		Draft Deliverable (DDEL) is in progress. Submission of the DDEL is due on April 6, 2021

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

### 1.2 Highlights of the Reporting Period

#### 1.2.1 Project Management

- Continued CalSAWS DD&I Facility Management activities, including:
  - Key initiatives related to facilities at the Rancho Cordova Project Office are provided in Table 1.2.1-1 (Key Facility Initiatives/Projects) below

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

Item #	Initiatives/Projects	Location	Target Date	Notes/Status
1	Reconfigure and update Suite 100 and 120	Rancho Cordova Project Office	Winter 2020/2021	<ul style="list-style-type: none"> <li>• Continued working with the Section Directors, Team Leads, and Managers on seating assignments and plans for Suites 100 and 120</li> </ul>
2	Audio/Visual (A/V) Upgrades	Rancho Cordova	Spring 2021	<ul style="list-style-type: none"> <li>• Due to the need to re-order certain equipment for the A/V upgrades, installation work for the Rancho Cordova Project office will be rescheduled in April 2021</li> </ul>
3	Large Space Needs	Rancho Cordova and	June – August 2021	<ul style="list-style-type: none"> <li>• Continued planning facility and equipment needs for CalSAWS DD&amp;I C-IV UAT command center/war rooms,</li> </ul>

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Item #	Initiatives/ Projects	Location	Target Date	Notes/Status
		Norwalk Project Offices		CalSAWS Train-the-Trainer sessions, and Imaging Training. Updates from the teams individually expected the end of March and final seat counts are targeted for early May 2021
4	Return to Office	Rancho Cordova and Norwalk Project Offices	Spring/ Summer 2021	<ul style="list-style-type: none"><li>Continued reviewing and processing Return to Office (RTO) Approval Request Forms submitted by CalSAWS Project staff, which are required to access the CalSAWS Rancho Cordova or Norwalk Project offices</li><li>Continued developing a video on RTO process and facility usage protocols to present to CalSAWS Project staff at the next CalSAWS Project All Staff Meeting</li><li>Developed proposed approach for Return to Office trigger based on California's COVID-19 risk tier level. The proposal will be previewed with CalSAWS Project Leadership on April 6, 2021</li></ul>

- ▶ Facilitated the CalSAWS Weekly Status Meeting that was held on March 17, 2021
- ▶ Began preparations for the Section Directors Meeting that is scheduled for March 23, 2021
- ▶ Continued CalSAWS Risk Management activities, including:
  - Continued to work with risk owners to develop and update mitigation plans for the accepted CalSAWS DD&I project risks
  - Continued preparations for the next monthly Risk Management Group meeting, scheduled for March 31, 2021
- ▶ Continued supporting engagement of project staff working remotely, including:
  - Completed preparations and facilitated the monthly virtual CalSAWS Project All Staff Meeting on March 17, 2021
  - Began development of the next monthly CalSAWS Connect newsletter which is planned to be distributed to the CalSAWS Project Team on April 15, 2021
- ▶ Posted the recorded celebration and guest book of the C-IV Project 20th Anniversary virtual celebration to the CalSAWS YouTube channel and distributed the related communication to the CalSAWS Project Team on March 16, 2021
- ▶ Continued discussions with the Consortium regarding the development of high-level Gantt charts for the CalSAWS Project and continued reviewing potential tools that may be used to create the CalSAWS Integrated Gantt charts
- ▶ Continued distribution of Mentimeter licenses to CalSAWS teams to support virtual polling/surveys. Documenting Mentimeter Quick Start Guide for reference on CalSAWS SharePoint.
- ▶ Continued performing Contract Management activities for the CalSAWS DD&I Project

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- LRS Amendment No. 25 and C-IV Amendment No. 113
  - LRS Amendment No. 25 and C-IV Amendment No. 113 are planned to be submitted to the CalSAWS JPA Board of Directors for approval in April 2021 and will incorporate the Consortium's CDSS and DHCS Privacy and Security Agreements (PSAs), User Security and Acceptable Use Policy, CalSAWS Information Security Policy, CalSAWS Privacy and Security Awareness Training, and CalSAWS Vendor Breach and Security Notification Process into the respective base contracts. Met with the Consortium PMO Director and Consortium Cloud Security Analyst on March 17, 2021 to discuss the Consortium's feedback regarding the draft amendment document was submitted on March 8, 2021
- ▶ Continued preparations and planning for the next virtual CalSAWS Project orientation for new project staff that is scheduled for April 12, 2021
- ▶ Continued performing Deliverable Management activities for the CalSAWS DD&I Project

### Deliverable Management

**Table 1.2.1-2 – Deliverable Status for Current Reporting Period**

DEL #	DELIVERABLE NAME	STATUS
51	CalSAWS Migration Work Plan Update #23	<ul style="list-style-type: none"><li>● Facilitated a touchpoint meeting with Deliverable reviewers on March 17, 2021 to address comments and questions, as needed</li><li>● Received approval for the FDEL on March 19, 2021</li></ul>
54	CalSAWS Migration Project Control Document Update #2	<ul style="list-style-type: none"><li>● Continued developing the DDEL</li><li>● Submission of the DDEL is due on April 6, 2021</li></ul>

### 1.2.2 Communications Management

- ▶ CalSAWS Communications Management activities including:
  - Continue 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
- ▶ CalSAWS Migration DD&I Release 21.03 Communications:
  - Performed activities for the 21.03 release. See Table 1.2.2-4 for completed and planned activities
- ▶ CalSAWS Migration DD&I Release 21.05 Communications:
  - Performed activities for the 21.05 release. See Table 1.2.2-5 for completed and planned activities

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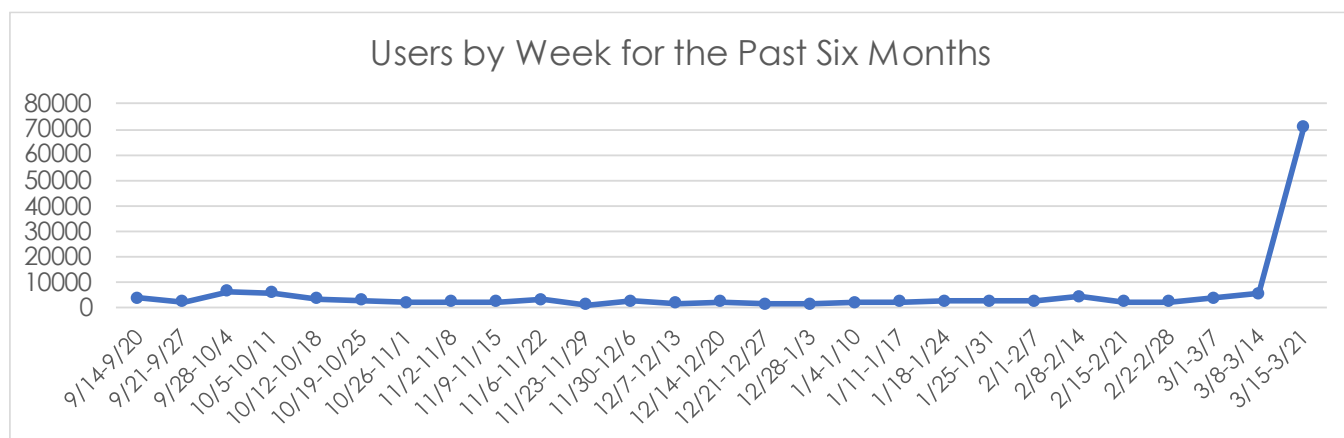
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**Table 1.2.2-1 – Website Support Activities**

TASK	DATE(S)	TASK TYPE
Added Status Reports page under Public Information	March 19, 2021	Website Content Update

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

CATEGORY	DURING REPORTING PERIOD	SINCE LAUNCH
Total Number of Subscribers	29	714
Total Number of Unique Users	70,917	377,341
Total Number of New Users	68,026	377,341
Total Number of Sessions (Individual Site Visits)	71,276	524,987
Average Number of Sessions per User	1.01	1.39
Average Number of Page Views per Session	1.05	1.39
Average Session Duration	0:08	1:29
AskCalSAWS Inquiries – Received/Resolved	5/2	212/209

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

\* Increase in usage beginning March 15, 2021 is currently being investigated with the Accenture Security team

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

WEBPAGE	PERCENT OF SUBSCRIBERS
Latest News – CalSAWS Buzz Newsletter	51%
Latest News – News	38%
Meetings – Project Steering Committee	32%
Other Updates – Careers	32%
CalSAWS Committees – CalWORKs/CalFresh	30%

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**Table 1.2.2-4 – CalSAWS Migration DD&I Release 21.03 Communication Activities**

<b>TASK</b>	<b>DATE(S)</b>	<b>OWNER</b>
CalSAWS Release Communications Planning Meeting	Bi-weekly on Thursdays	Production Operations
CalSAWS LRS Liaisons Meeting	March 10, 2021	Line Operations Development Section / Regional Managers
Send draft Release Notes file to select County Staff for review	March 8, 2021	Production Operations/C-IV Training
Send summary of changes in CalSAWS/LRS Release 21.03 in CalSAWS/LRS Health Check	March 15, 2021 – March 19, 2021	Production Operations
Webcast on Release 21.03 (C-IV)	TBD (None – no demonstrations are requested)	C-IV Training
Webcast on Release 21.03 (CalSAWS/LRS)	March 16, 2021	Production Operations
21.03 CalSAWS/LRS / C-IV Application Development and Training Release Notes Broadcasts	March 16, 2021	LRS Help Desk/C-IV Training
CalSAWS Release 21.03 Greenlight Meeting	March 17, 2021	Release Management/QA
C-IV Release 21.03 Greenlight Meeting	March 18, 2021	Release Management/QA
CalSAWS Post-Release Checkpoint Call (previously LRS/C-IV Build Update Call)	March 22 – March 24, 2021	Production Operations
District Office Visit (Location: N/A)	None	Implementation

**Table 1.2.2-5 – CalSAWS Migration DD&I Release 21.05 Communication Activities**

<b>TASK</b>	<b>DATE(S)</b>	<b>OWNER</b>
CalSAWS Release Communications Planning Meeting	Bi-weekly on Thursdays	Production Operations
CalSAWS LRS Liaisons Meeting	May 11, 2021	Line Operations Development Section / Regional Managers
Send draft Release Notes file to select County Staff for review	May 10, 2021	Production Operations/C-IV Training
Send summary of changes in CalSAWS/LRS Release 21.05 in CalSAWS/LRS Health Check	May 17, 2021 – May 21, 2021	Production Operations
Webcast on Release 21.05 (C-IV)	TBD	C-IV Training



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TASK	DATE(S)	OWNER
Webcast on Release 21.05 (CalSAWS/LRS)	TBD	Production Operations
21.05 CalSAWS/LRS / C-IV Application Development and Training Release Notes Broadcasts	May 18, 2021	LRS Help Desk/C-IV Training
CalSAWS Release 21.05 Greenlight Meeting	May 19, 2021	Release Management/QA
C-IV Release 21.05 Greenlight Meeting	May 20, 2021	Release Management/QA
CalSAWS Post-Release Checkpoint Call (previously LRS/C-IV Build Update Call)	May 24 – May 26, 2021	Production Operations
District Office Visit (Location: N/A)	None	Implementation

### 1.2.3 Cultural Transformation

► Phase 3 activities:

○ Overall:

- Continued engaging with Cultural Ambassadors to coach and help them adjust their action plans based on feedback received from the CalSAWS Leadership team
- Continued engaging with the CalSAWS Inclusion, Diversity, and Equity Advancement (IDEA) team to coordinate cross-project coaching program and employee resource groups
- Finalized materials for Cultural Transformation rebrand
- Continued management of Power of 58 assets on the CalSAWS Project SharePoint site
- Continued to support development of the monthly CalSAWS Connect Newsletter
- Developed presentation materials for second round of Culture DNA Assessment results
- Continued development of Ambassador ideation session materials
- Continued 2021 Ambassador recruitment
- Supported the development of a Power of 58 online swag shop with, liaised with Staples on product options and pricing
- Continued developing the next quarterly update of the CalSAWS Organizational Change Management (OCM) Plan that is planned for submission on March 31, 2021

○ Culture Ambassadors' Initiatives:

- Cross-Pollination (CP):
  - Maintained quick-win lists to continue with short-sprint initiatives to sustain engagement across the Project
  - Developed materials for "Know it All Series"
- Wellness
  - Continued planning and material development for Wellness initiative "Resilience" training in parallel with Soft Skills Training

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

- ▶ Co-Create Phase
  - IDEA Initiatives
    - Workshops
      - Distributed the signup sheet for the next workshop session that is scheduled for April 2021
    - Leadership Coaching
      - Held the first Leadership Coaching sessions with Project 986 Consulting on April 18, 2021 and April 19, 2021
    - CalSAWS Table Talks
      - Sent an email to the CalSAWS Project Team for a pop-up CalSAWS Table Talks session to discuss and acknowledge the violence against that Asian American and Pacific Islander community
    - Me, You, Us Training
      - Met with a group who will test out the Me, You, Us training tool that is being discussed for use (Forumbee)
  - IDEA General
    - Sent a general IDEA calendar to CalSAWS project team that shares all upcoming events and meetings for IDEA
    - Continued to discuss the pulse survey results illustrations to show progress over time
    - Continued to prepare for the April CalSAWS Table Talks Session
    - Continued to provide Inclusion and Diversity information in collaboration with the CalSAWS Connect team

### 1.3 CRFI/CIT Communications Information

- The following table outlines CalSAWS Information Transmittals (CITs) sent for the reporting period ending March 21, 2021

**Table 1.3-1 – CITs**

CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0062-21	Revised CalSAWS County Claiming Instructions and Claim Form for SFY 2020-21	Informational	March 16, 2021	Tina Weinmeister	Diana Lam and Stacey Drohan
0065-21	CalSAWS County Cost Summary – March 2021 Update	Informational	March 19, 2021	Britt Carlsen	Diana Lam and Tracy Berhel

- The following tables outline CalSAWS Requests for Information (CRFIs) sent for the reporting period ending March 21, 2021

**Table 1.3-2 – CRFIs**

CRFI ID	Subject	Distribution Date	Status	Response Due Date	CalSAWS Contact
21-014	CalSAWS Los Angeles Imaging and BenefitsCal User Acceptance Test	March 1, 2021	Open	March 22, 2021	Toby Barnes, Mufaddal Tinmaker, and Roger Perez
21-017	Request to identify missing portal CBO/FBO login data – C-IV Counties	March 10, 2021	Open	March 26, 2021	Iadira Morales

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CRFI ID	Subject	Distribution Date	Status	Response Due Date	CalSAWS Contact
21-018	CalSAWS CalWIN BenefitsCal User Acceptance Test	March 15, 2021	Open	April 2, 2021	Mufaddal Tinmaker and Roger Perez
21-019	CalWIN Implementation and Support Services- OCM Point of Contact Identification	March 17, 2021	Open	March 31, 2021	Rick Lytle

- CRFIs for the reporting period ending March 21, 2021

**Table 1.3-3 – Overdue CRFIs**

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

- No Overdue CRFIs for the reporting period ending March 21, 2021

## **1.4 Activities for the Next Reporting Period**

### **1.4.1 Project Management**

- ▶ Continue CalSAWS DD&I Facility Management activities, including:
  - Continue key initiatives related to facilities at the Rancho Cordova Project Office, which are provided in Table 1.2.1-1 (Key Facility Initiatives/Projects) above
- ▶ Continue CalSAWS Risk Management activities, including:
  - Continue to work with risk owners to monitor risks and update risk mitigation plans
  - Continue preparations for the next monthly Risk Management Group meeting, scheduled for March 31, 2021
- ▶ Facilitate the CalSAWS Weekly Status Meeting scheduled for March 24, 2021
- ▶ Complete preparations and participate in the Section Directors Meeting that is scheduled for March 23, 2021
- ▶ Continue activities to support Project staff working remotely
  - Begin preparations for the next (seventeenth) virtual CalSAWS Project All Staff Meeting that is scheduled for April 21, 2021
  - Continue development of the next issue of the CalSAWS Connect newsletter, scheduled to be distributed to the CalSAWS Project Team on April 15, 2021
  - Continue developing Project communications, as needed
- ▶ Continue to plan and prepare for CalSAWS Project staff to return to the Project offices once the State and Local Government Shelter At Home ordinances have been lifted
- ▶ 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 planning and preparations for the CalSAWS Project orientation session that is currently planned for April 12, 2021
- ▶ Continue performing Deliverable Management activities for the CalSAWS DD&I Project

### **Deliverable Management**

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

<b>DEL #</b>	<b>DELIVERABLE NAME</b>	<b>STATUS</b>
54	CalSAWS Migration Project Control Document Update #2	<ul style="list-style-type: none"><li>• Continue developing the DDEL</li><li>• Submission of the DDEL is due on April 6, 2021</li></ul>

## **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
Add CalSAWS Text Terms and Conditions page	May 24, 2021	Website Content Update

## **1.4.3 Cultural Transformation**

- ▶ Continue to provide tips via email, Microsoft Teams, and coaching to help the CalSAWS Project Team transition to working virtually 100% through the COVID-19 Shelter at Home ordinances
- ▶ Anticipate and plan for cultural impacts pertaining to current climate and returning to work once the California return to work orders are announced and it is safe to return to the office
- ▶ Plan and execute cross-Project initiatives to increase employee engagement
- ▶ Plan and execute cross-Project initiatives to increase feedback
- ▶ Plan and execute cross-Project initiatives to increase employee wellness
- ▶ Develop second round of Cultural Ambassador initiatives according to design thinking session outputs based on the Culture DNA Assessment results
- ▶ Recruit Culture Ambassadors for second round of Ambassador initiatives
- ▶ Continue developing the next quarterly update of the CalSAWS OCM Plan

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

- ▶ Send out the leadership coaching survey link for Project 986 Consulting along with the overview deck of the first session
- ▶ Update the IDEA calendar in SharePoint
- ▶ Update the IDEA Overview deck with most recent progression

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

- ▶ None for the reporting period

## 2.0 Technical Infrastructure and Cloud Enablement

### 2.1 Highlights of the Reporting Period

- ▶ Continued ForgeRock Integration planning and operational activities
  - Continued ForgeRock implementation support activities
    - Continued to monitor ForgeRock services
  - Continued ForgeRock features enablement and integration activities
    - Finalized Consortium review for application migration to new ForgeRock AT environment
    - Continued preparation for SCR CA-226285 to bulk upload Contact Center users into the ForgeRock production environment during 21.03.26 Production release
    - Shared APIs with BenefitsCal Team to confirm connectivity with ForgeRock
    - Led ForgeRock and ServiceNow integration design session
    - Continued security hardening activities
    - Continued activities on ZScaler pilot

**Table 2.1-1 – ForgeRock Milestones**

MILESTONES	DUE DATE	STATUS
ForgeRock 21.03 Production Deployment	March 26, 2021	Not started

- ▶ Continued Conversion support activities
- ▶ Continued Technical Architecture activities
  - Continued implementation activities for BenefitsCal portal web services
- ▶ Continued Innovation Lab activities
  - Deploy Operational Decision Making (ODM) Rules (*Describe Phase*)
    - Onboarding new resource to begin working on ODM initiative
  - Streamlined CalSAWS Lobby Application (*Describe Phase*)
    - Hosted first session to begin creating user stories with stakeholders
    - Set up meeting for second session to continue building out user stories with stakeholders
  - System Status for End Users (*Co-Create Phase*)
    - Discussed prototype scope
  - CalSAWS Production Calendar (*Discovery Phase*)
    - Continue conversations with initiative stakeholders
  - Transform Communications and Collaboration (*Discovery Phase*)
    - Began creating prototype structure in Forumbee tool

## Deliverable Management

**Table 2.1-2 – Technical Infrastructure and Cloud Enablement Deliverable Status for Current Reporting Period**

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

## 2.2 Activities for the Next Reporting Period

- ▶ ForgeRock features enablement and Integration activities
  - Begin migrating integrated applications to ForgeRock AT environment
  - Continue preparation activities for Contact Center enablement
  - Continue BenefitsCal API activities
  - Conduct BenefitsCal bulk user upload for non-prod users
  - Continue activities to support ZScaler design and Pilot
  - Continue security hardening activities
  - Prepare for 21.03.26 ForgeRock production deployment
- ▶ Continue Conversion support activities
- ▶ Continue Technical Architecture activities
  - Continue CalSAWS API enablement activities for supporting the BenefitsCal portal
- ▶ Innovation Lab
  - Deploy Operational Decision Making (ODM) Rules (*Describe Phase*)
    - Develop the high-level work plan for the ODM initiative
    - Complete roll-on training and get the new resource up to speed on his roles and responsibilities
  - Streamlined CalSAWS Lobby Application (*Describe Phase*)
    - Host second session to continue building out the user stories with stakeholders
  - System Status for End Users (*Co-Create Phase*)
    - Discuss use case with Analytics Team
  - CalSAWS Production Calendar (*Discovery Phase*)
    - Create user stories and requirements for specific teams
  - Transform Communications and Collaboration (*Discovery Phase*)
    - Work with Welfare to Work team to continue prototype

## Deliverable Management

DEL #	DELIVERABLE NAME	STATUS
	None for the next reporting period	

## 2.3 Deviations from Plan/Adjustments

- ▶ None for the reporting period



## 3.0 Imaging

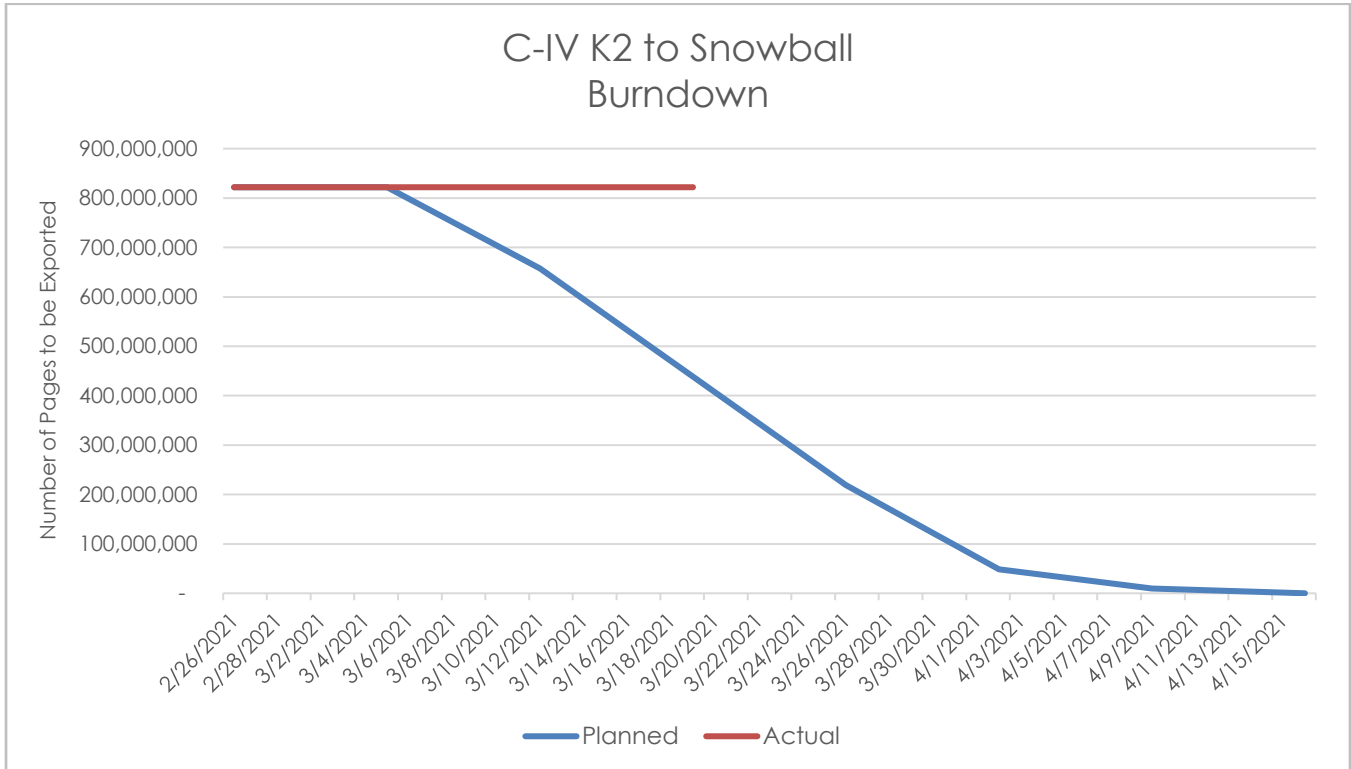
### 3.1 Highlights of the Reporting Period

- ▶ Continued moving C-IV images stuck in workflow off Centera in preparation of the document migration
- ▶ Connected the K2 storage to Snowball server for C-IV Imaging data migration
- ▶ Ran dry-run tests to copy data onto AWS Snowball
- ▶ Configured and began moving C-IV images off K2 onto AWS Snowball
- ▶ Conducted Santa Cruz Document Migration Kick-off Session on March 16, 2021
- ▶ Conducted Santa Clara Document Migration Discovery Session Check-in on March 17, 2021
- ▶ Conducted March CalSAWS Imaging Committee Meeting on March 18, 2021
- ▶ Conducted Los Angeles Document Migration Discovery Session Check-in on March 18, 2021
- ▶ Re-Scheduled Santa Clara Document Migration Discovery Session Check-in on March 24, 2021
- ▶ Scheduled Los Angeles Document Migration Discovery Session Check-in on March 25, 2021

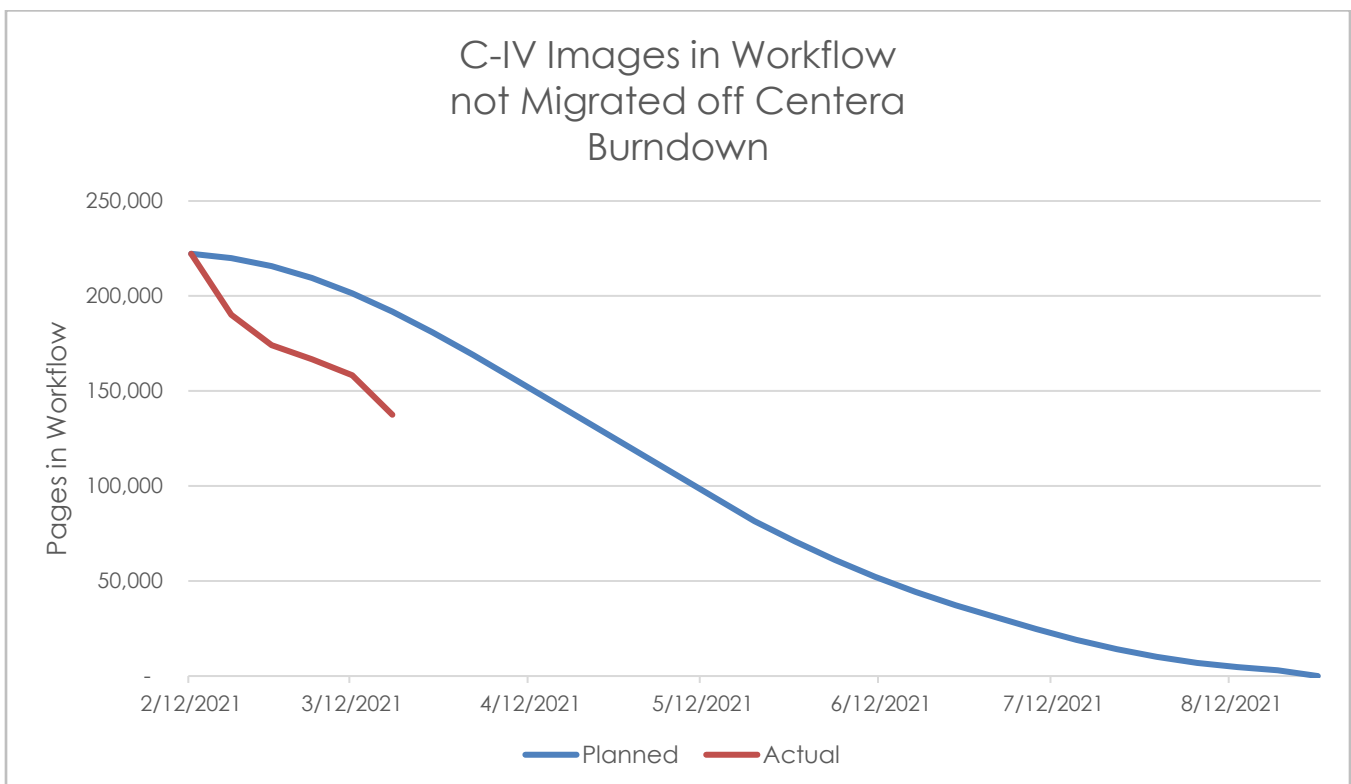
**Table 3.1-1 – CalSAWS Imaging Project Milestones**

MILESTONES	DUE DATE	STATUS
Application Build Activities	March 25, 2021	In progress
Release 21.01	November 25, 2020	Complete
Release 21.03	January 28, 2021	Complete
Release 21.05	March 25, 2021	In progress
Migration Activities	October 1, 2021	In progress
San Mateo Document Migration Kick-off Session	March 8, 2021	Complete
Santa Clara Document Migration Check-in Session	March 10, 2021	Complete
Los Angeles Document Migration Check-in Session	March 11, 2021	Complete
San Cruz Document Migration Kick-off Session	March 16, 2021	Complete
Santa Clara Document Migration Check-in Session	March 17, 2021	Complete
Los Angeles Document Migration Check-in Session	March 18, 2021	Complete
CalSAWS Imaging Committee Meeting - March	March 18, 2021	Complete
Los Angeles Document Migration Check-in Session	March 25, 2021	Scheduled

**Figure 3.1-1 – C-IV K2 to AWS Snowball Migration Burndown Chart**



**Figure 3.1-2 – CIV Images in Workflow not Migrated off Centera Burndown Chart**



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**Table 3.1-2 – CalSAWS Imaging Project SCR Build Status**

21.03 SCR #	DESCRIPTION
CA-214027	DDID 2500, 2516, 2517, 2518, 2519, 2204, 2521, 2523, 2525 - Security and Auditing
CA-218192	DDID 2242, 2516, 2517, 2521 - Virtual Capture
CA-214039	DDID 2509 - e-ICT Document Transfer
CA-214051	DDID 2513 - E-Application Metadata
CA-214055	DDID 2266 - Update the VLP Step 3 Process to interface with CalSAWS Imaging Solution
CA-214049	DDID 2511 - Confidential Security for Case Level Documents
CA-214062	DDID 2523 - CalSAWS Security Batches to Hyland
CA-214048	Imaging DDID 2199, 2502, 2255, 2503 - Categorize by OCR

**Table 3.1-3 – CalSAWS Imaging SCR 21.03**

Test Cycle	TEST EXECUTION RESULTS								
	Total	Not Executed	In Progress	Pass	Fail	Blocked	Completed	Remaining	In Progress
CA-C1895 – CA-214049 – DDID 2511 – Confidential Security for Case Level Documents	9	0%	0%	100%	0%	0%	9	0	100%
CA-C1966 - CA-214048 - DDID 2199, 2502, 2255, 2503 - Categorize by OCR	39	0%	0%	100%	0%	0%	39	0	100%
CA-C2085 - CA-214039 - DDID 2509 - e-ICT Document Transfer	10	0%	0%	100%	0%	0%	10	0	100%
CA-C2084 - CA-214055 - DDID 2266 - Update the VLP Step 3 Process to interface with CalSAWS Imaging Solution	15	0%	0%	100%	0%	0%	15	0	100%
CA-C2139 - CA-218192 - Imaging DDID 2242, 2516, 2517, 2521 - Virtual Capture	11	0%	0%	100%	0%	0%	11	0	100%
CA-C2116 - CA-214051 DDID 2513 - E-Application Metadata	7	0%	0%	100%	0%	0%	7	0	100%
CA-C1910 - CA-214027 - DDID 2500, 2516, 2517, 2518, 2519, 2204, 2521, 2523, 2525 - Security and Auditing	66	0%	0%	100%	0%	0%	66	0	100%
CA-C1899 – CA-214062 – DDID 2523 - CalSAWS Security Batches to Hyland	35	0%	0%	100%	0%	0%	35	0	100%

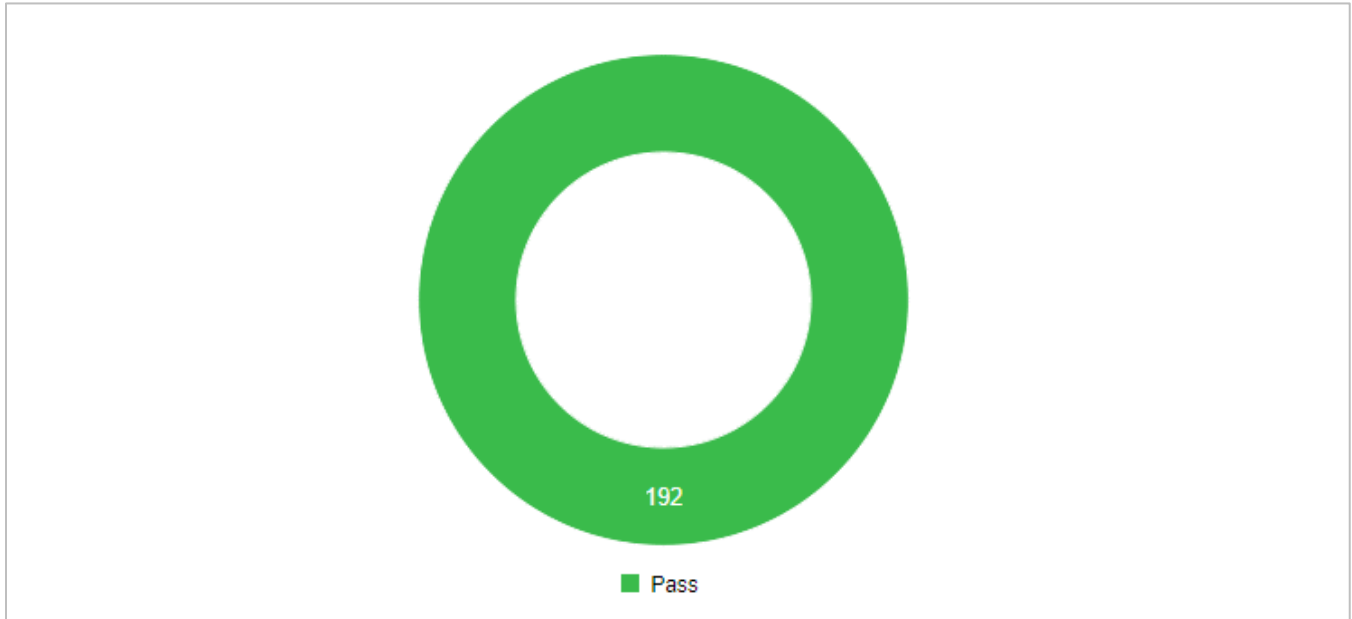
# CalSAWS – California Statewide Automated Welfare System

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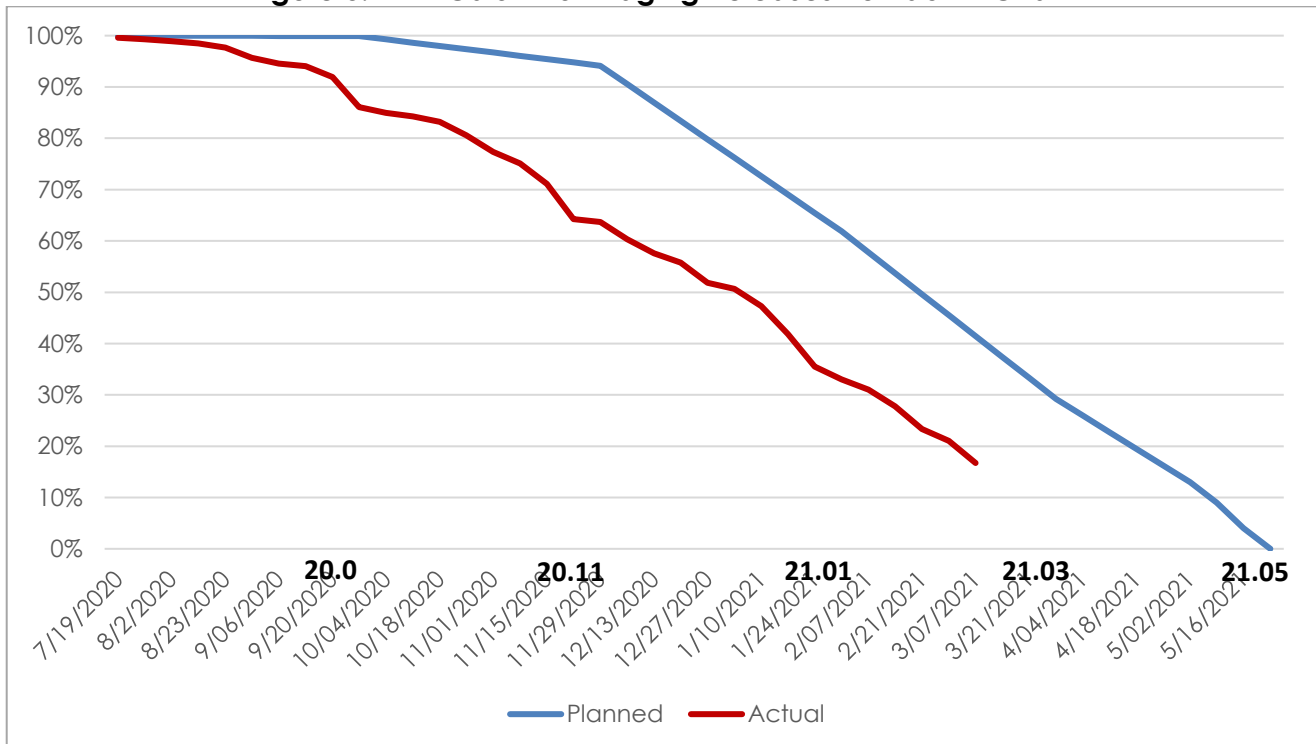
Weekly Status Report Period: March 15, 2021 to March 21, 2021

		0%	0%	100%	0%	0%			
Total	192	(0)	(0)	(192)	(0)	(0)	192	0	100%

**Figure 3.1-3 – CalSAWS Imaging 21.03 Release Testing**



**Figure 3.1-4 – CalSAWS Imaging Releases Burndown Chart**



### 3.2 Activities for the Next Reporting Period

- ▶ Continue moving C-IV images stuck in workflow off Centera in preparation of the document migration
- ▶ Continue moving C-IV images off K2 onto AWS Snowball as part of the document migration
- ▶ Conduct Los Angeles Document Migration Discovery Session Check-in on March 25, 2021
- ▶ Schedule Solano Document Migration Kick-off Session on April 1, 2021
- ▶ Schedule Los Angeles Document Migration Discovery Session Check-in on April 1, 2021

### 3.3 Deviations from Plan/Adjustments

- ▶ None for the reporting period

## 4.0 Customer Service Center

### 4.1 Highlights of the Reporting Period

- ▶ Completed development of the initial work plan for the CalSAWS Customer Service Center Project and submitted that work plan to the Consortium on March 18, 2021 for the completion of Milestone 1 for Exhibit AC
- ▶ Continued internal design sessions
- ▶ Continued vendor meetings

**Table 4.1-1 – Customer Service Center Milestones**

MILESTONES	DUE DATE	STATUS
CalSAWS Customer Service Center Solution – Initial Work Plan Complete	March 18, 2021	Completed
CalSAWS Customer Service Center Solution – Core Application Design Complete	June 30, 2021	In progress
Outbound IVR	March 24, 2021	Draft in progress
WFM/QA/QM Reporting	March 24, 2021	Draft in progress
SSO Integration	April 28, 2021	Draft in progress
Admin Page: Security and Permissions	April 28, 2021	Draft in progress
Self-Service Features	April 28, 2021	Draft in progress
Inbound IVR	April 28, 2021	Draft in progress
Voice Authentication for All Languages	April 28, 2021	Not started
Post-call Survey/Webchat/Click-to-Call	April 28, 2021	Not started
Enhanced CCP	April 28, 2021	Not started
Admin Page: Roll-On/Off/Update Agents	May 26, 2021	Draft in progress
Telephonic Signature	May 26, 2021	Draft in progress
Signature Execution and Recording	May 26, 2021	Draft in progress

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MILESTONES	DUE DATE	STATUS
Integration, Interface, and Journaling	May 26, 2021	Draft in progress
External Party Access	May 26, 2021	Not started
Work-From-Home Modifications	May 26, 2021	Not started
IVR/Contact Center Committee – February 2021	February 24, 2021	Completed
IVR/Contact Center Committee – March 2021	March 24, 2021	Scheduled
IVR/Contact Center Committee – April 2021	April 7, 2021	Scheduled
IVR/Contact Center Committee – May 2021	April 28, 2021	Scheduled

### 4.2 Activities for the Next Reporting Period

- ▶ Facilitate IVR/Contact Center Committee on March 24, 2021
- ▶ Continue internal design sessions for the following:
  - Administration Page

### 4.3 Deviations from Plan/Adjustments

- ▶ None for the reporting period

## 5.0 Analytics

### 5.1 Highlights of the Reporting Period

- ▶ General
  - Continued supporting Converted Data Testing (CDT) of State Reports
  - Continued executing 40 County system tests on dashboards and reports soft launched and in production
  - Performance Testing
    - Continued planning dashboards and reports 40 County Analytics Performance testing
    - Continued integrating and planning dashboards and reports into the CalSAWS Batch Performance testing window including environment configuration set up
  - On-Request Solution Update
    - Confirmed with Consortium Technical that On Demand Application Generation/Dynamic Views (ODAG/DV) approach will support On-Request reports re-platform inventory (scheduled for Release H)
- ▶ Release F
  - Continued County Validation; see Table 5.1- 1
- ▶ Release G
  - Continued Dashboards and Reports Development and Testing
    - Mitigation strategies for both Dashboards and Reports continue to align with plan and remain On-Plan for a March month-end soft launch
      - Dashboards: LRS Dashboards are on-schedule and planned for Soft Launch by the end of the month. C-IV Dashboards remain on

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a separate schedule to complete by the end of April 2021 and will align with Release G Hard Launch

- Reports: LRS Reports will remain on-schedule and planned for Soft Launch by the end of the month. C-IV Reports will be replanned to complete development and testing in April and will then align with Release G Hard Launch and in accordance with UAT

### ► Architecture

- Resolved Databricks job run issues and ran initial jobs
  - Proof of concept readout to CalSAWS Analytics weekly Roundup meeting attendees scheduled for April 29, 2021
- Glue job runs scheduled through next week

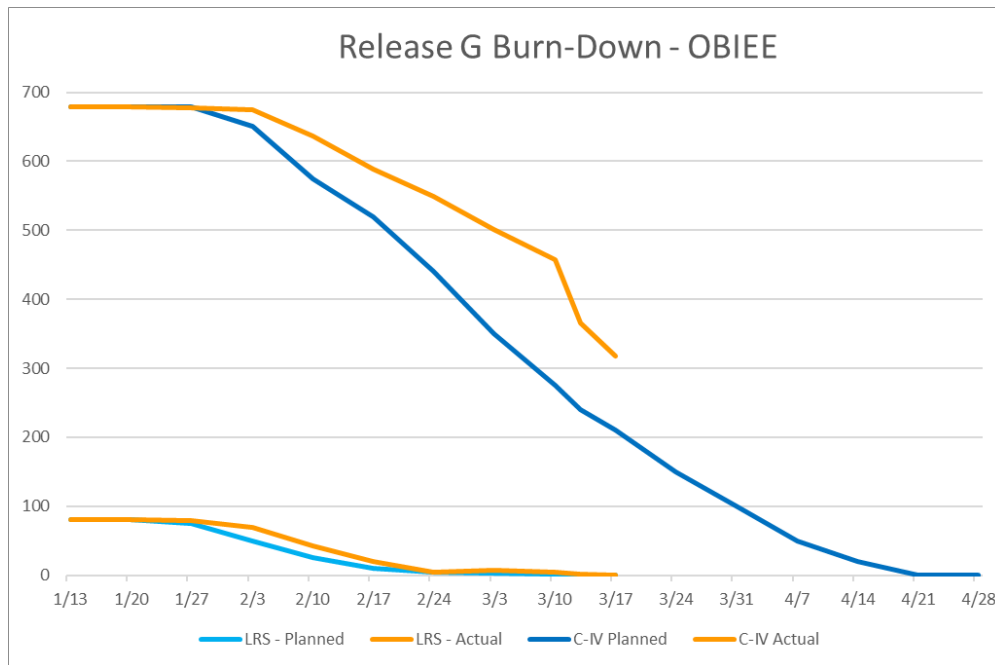
### ► Training

- Qlik Platform Capabilities
  - Presented Data Storytelling Feature Web Based Trainings (WBT) review to CalSAWS Analytics weekly Roundup meeting attendees
  - Released Data Storytelling Feature WBT
  - Confirmed that remaining Qlik Platform Capabilities topics – *Bookmarks, Add Object, and Duplicate Sheet* – will be presented in a single, second WBT during the third Quarter of 2021, prior to C-IV cutover
  - Reviewed *Bookmarks, Add Object, and Duplicate Sheet* WBT outline
- Ad-Hoc Connect and Query
  - Met with DBA Team members to finalize content for Connecting to EDR and Querying the Standby Database and assigned content owners
  - Reviewed content from prior Webinars to leverage in training sessions
  - Identified content owners for new platform data source and query tool topics
  - Scheduled discussion among planning session team members (from Analytics, Consortium Technical and Quality Assurance) and Francis Xavier to review lessons learned and ad-hoc developer experience to-date

**Table 5.1-1 – Release F Soft Launch Timeline**

Release F	Week Ending											
	January				February				March			
Remaining Activities	1/8/21	1/15/21	1/22/21	1/29/21	2/5/21	2/12/21	2/19/21	2/26/21	3/5/21	3/12/21	3/19/21	3/26/21
Complete Analytics System Test												
Complete Consortium Tech Test												
Configure Batch Jobs in STG												
Conduct Performance Testing												
Present Performance Test Results												
Complete Performance Testing												
Migrate to PRD (Soft Launch)												
Complete Consortium Pre-CV Test												
Conduct County Validation												

**Figure 5.1-2 – CalSAWS Analytics – Release G Burndown (OBIEE)**



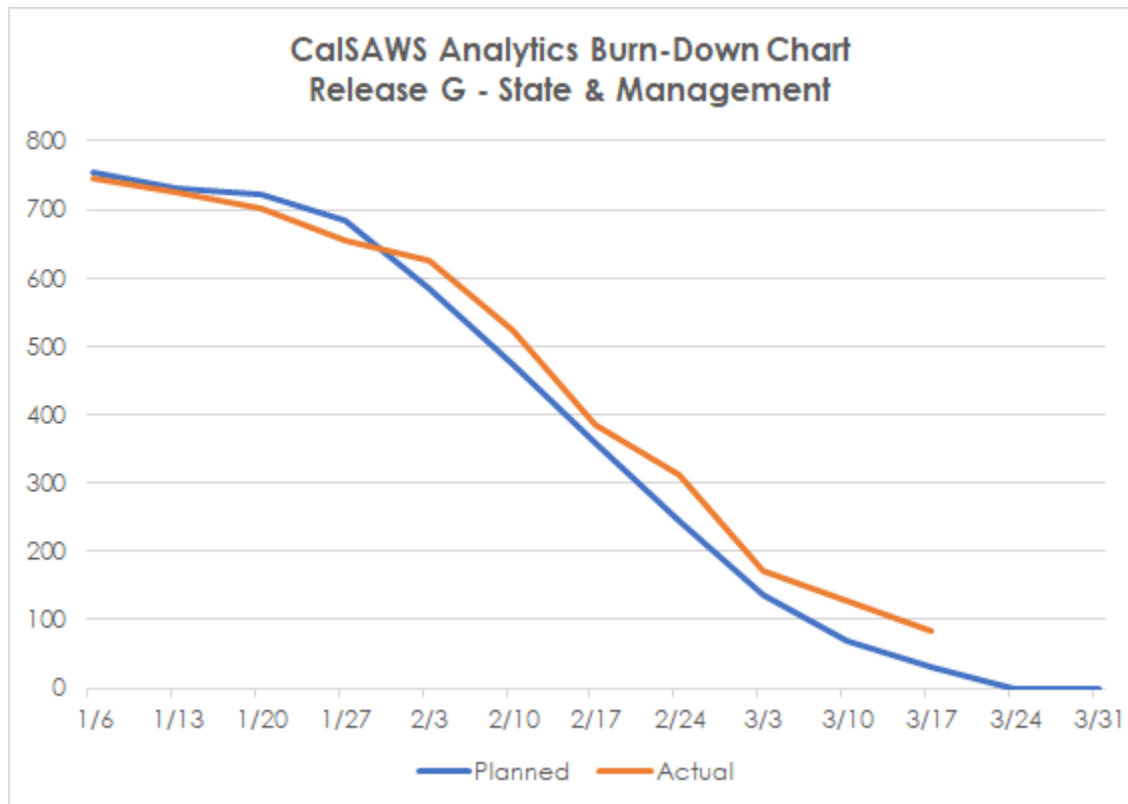
**Figure 5.1- 3 CalSAWS Analytics – Release G Status Matrix (OBIEE)**

Release G	Dashboard	Curation Build	Curation Test	CT Curation Validation	Dashboard Build	Dashboard Test	CT Dashboard Validation	Performance Testing	Hard Launch
Soft Launch (3/31)									
OBIEE	LRS Reception Log - Historical	1/29	2/15	3/19	2/15	2/26	3/26	3/30	HL #4 (TBD)
	LRS Reception Log - Real Time				3/5	3/10	3/26	3/30	HL #4 (TBD)
40 County System Test (4/30)									
OBIEE - C-IV	C-IV Call Log	3/5	3/12	4/15	4/1	4/15	4/28	4/29	HL #4 (TBD)
	C-IV Semi Annual Reporting	3/5	3/12	4/15	4/1	4/15	4/28	4/29	HL #4 (TBD)
	C-IV WPR and Engagement	3/5	3/12	4/15	4/1	4/15	4/28	4/29	HL #4 (TBD)

Legend:  
 Complete  
 Complete as of this week  
 In Progress



**Figure 5.1-4 – CalSAWS Analytics – Release G Burndown (State & Management)**



**Figure 5.1-5 – CalSAWS Analytics – Release G Status Matrix (State & Management)**

Type	Functional Area	Number of Reports	Reverse Engineering		Curation Build		Curation Test		Consortium Curation Test		Visualization Build		Visualization Test		Consortium Viz Validation	
			Due Date	% Comp	Due Date	% Comp	Due Date	% Comp	Due Date	% Comp	Due Date	% Comp	Due Date	% Comp	Due Date	% Comp
Mgmt	Administration	3	2/12	100%	2/17	100%	2/24	100%	3/19	100%	3/12	100%	3/19	100%	3/26	0%
	Case Activity	7	2/12	100%	2/17	57%	2/24	86%	3/19	0%	3/9	43%	3/16	29%	3/26	14%
	Employment Services	1	2/12	100%	2/19	100%	2/26	100%	3/19	0%	3/10	100%	3/17	100%	3/26	0%
	Fiscal	34	2/12	100%	2/10	100%	2/17	97%	3/19	0%	3/12	94%	3/19	85%	3/26	15%
TOTAL		45	45 of 45 100%		42 of 45 93%		43 of 45 96%		3 of 45 7%		39 of 45 87%		35 of 45 78%		6 of 45 13%	

<b>Legend:</b>	
<span style="background-color: green; color: black;">Complete</span>	
<span style="background-color: orange; color: black;">Complete as of this week</span>	
<span style="background-color: blue; color: black;">In Progress</span>	

**Table 5.1-6 – Analytics Reports Re-Platform Release Migration Schedule**

Release C (Migration Window: November 2020 – March 2021): In Production			
Dashboards			
LRS	<ul style="list-style-type: none"><li>CalWORKs</li></ul>	Daily	
	<ul style="list-style-type: none"><li>QA</li></ul>	Daily	
Release D (Migration Window: February 2020 – June 2020): In Production			
Dashboards			
LRS	<ul style="list-style-type: none"><li>CalFresh</li></ul>	Daily	
	<ul style="list-style-type: none"><li>CalFresh Meals</li></ul>	Monthly	
	<ul style="list-style-type: none"><li>Managed Personnel</li></ul>	Daily	
	<ul style="list-style-type: none"><li>SSI/SSP</li></ul>	Daily	
State & Management			
	Category	Number of Scheduled Reports	Number of On Request Reports
LRS and C-IV	<ul style="list-style-type: none"><li>Administrative</li></ul>	4	0
	<ul style="list-style-type: none"><li>Case Activity</li></ul>	7	0
	<ul style="list-style-type: none"><li>Fiscal</li></ul>	15	0
	<ul style="list-style-type: none"><li>State</li></ul>	6	0
Release E (Migration Window: May 2020 – September 2020): In Production			
Dashboards			
LRS	<ul style="list-style-type: none"><li>Med-Cal</li></ul>	Daily	
	<ul style="list-style-type: none"><li>General Relief</li></ul>	Daily and Monthly	
	<ul style="list-style-type: none"><li>Program Assistance</li></ul>	Monthly	
	<ul style="list-style-type: none"><li>DPSSTATS Scorecard</li></ul>	Daily	
	<ul style="list-style-type: none"><li>AAP (CWS)</li></ul>	Daily	
	<ul style="list-style-type: none"><li>Foster Care (CWS)</li></ul>	Daily	
	<ul style="list-style-type: none"><li>Kin-Gap (CWS)</li></ul>	Daily	
State & Management			
	Category	Number of Scheduled Reports	Number of On Request Reports
LRS and C-IV	<ul style="list-style-type: none"><li>Administrative</li></ul>	7	0
	<ul style="list-style-type: none"><li>Case Activity</li></ul>	4	0
	<ul style="list-style-type: none"><li>Employment Services</li></ul>	0	0
	<ul style="list-style-type: none"><li>Fiscal</li></ul>	34	0
	<ul style="list-style-type: none"><li>State</li></ul>	13	0
	<ul style="list-style-type: none"><li>Special Units</li></ul>	1	0
	<ul style="list-style-type: none"><li>Resource Data Bank</li></ul>	1	0
Release F (Migration Window: August 2020 – December 2020) In Soft Launch Environment			
Dashboards			
LRS	<ul style="list-style-type: none"><li>Operational Reports</li></ul>	Monthly	

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Weekly Status Report Period: March 15, 2021 to March 21, 2021

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

# CalSAWS – California Statewide Automated Welfare System

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Weekly Status Report Period: March 15, 2021 to March 21, 2021

		Reports	Reports
LRS and C-IV	<ul style="list-style-type: none"><li>Administrative</li></ul>	0	14
	<ul style="list-style-type: none"><li>Case Activity</li></ul>	1	8
	<ul style="list-style-type: none"><li>Employment Services</li></ul>	0	11
	<ul style="list-style-type: none"><li>Fiscal</li></ul>	2	20
	<ul style="list-style-type: none"><li>State</li></ul>	5	0
	<ul style="list-style-type: none"><li>Special Units</li></ul>	0	6
	<ul style="list-style-type: none"><li>Resource Data Bank</li></ul>	0	2
Release I (Migration Window: May 2021 – September 2021)			
Dashboards			
LRS	<ul style="list-style-type: none"><li>Statistical Reports</li></ul>	Monthly	
State & Management			
	Category	Number of Scheduled Reports	Number of On Request Reports
LRS	<ul style="list-style-type: none"><li>Administrative</li></ul>	11	1
	<ul style="list-style-type: none"><li>Case Activity</li></ul>	19	5
	<ul style="list-style-type: none"><li>Employment Services</li></ul>	3	0
	<ul style="list-style-type: none"><li>Fiscal</li></ul>	28	5
	<ul style="list-style-type: none"><li>State</li></ul>	2	0
	<ul style="list-style-type: none"><li>Special Units</li></ul>	1	1
Release J (Migration Window: September 2021 – January 2022)			
State & Management			
	Category	Number of Scheduled Reports	Number of On Request Reports
LRS	<ul style="list-style-type: none"><li>Administrative</li></ul>	4	3
	<ul style="list-style-type: none"><li>Case Activity</li></ul>	14	1
	<ul style="list-style-type: none"><li>Employment Services</li></ul>	7	0
	<ul style="list-style-type: none"><li>Fiscal</li></ul>	36	1
	<ul style="list-style-type: none"><li>Resource Data Bank</li></ul>	1	0
	<ul style="list-style-type: none"><li>Special Units</li></ul>	5	3

**NOTE:** State & Management number of reports might change as per analysis with Application Development and other dependencies

## 5.2 Activities for the Next Reporting Period

- Cloud Analytics
  - Release F
    - Continue County Validation testing

**Table 5.2-1 – Release F Soft Launch Timeline**

Release F	Week Ending											
	January				February				March			
Remaining Activities	1/8/21	1/15/21	1/22/21	1/29/21	2/5/21	2/12/21	2/19/21	2/26/21	3/5/21	3/12/21	3/19/21	3/26/21
Complete Analytics System Test												
Complete Consortium Tech Test												
Configure Batch Jobs in STG												
Conduct Performance Testing												
Present Performance Test Results												
Complete Performance Testing												
Migrate to PRD (Soft Launch)												
Complete Consortium Pre-CV Test												
Conduct County Validation												

- Release G
  - Continue build and test efforts for C-IV dashboards
  - Complete test efforts for the Reports team
  - Continue performance testing
  - Prepare for Release G Soft Launch
- Training
  - Qlik Platform Capabilities
    - Confirm status of file and tool requirements for C-IV and CalWIN end user access
  - Ad-Hoc Connect and Query
    - Confirm distribution list and session announcement avenues
    - DBA Team members will join session planning meeting to review proposed content for connecting to and querying the existing Standby Database source
    - Re-visit content needs/expectations related to APEX
    - Engage newly identified session topic owners in subsequent planning session meetings
- Architecture
  - DataBricks proof of concept paused during this period as support for the following efforts intensifies; Team will 'stop' EC2s during this time to avoid any financial impact
    - 40 County System Test (CDT)
    - County Validation for Release F
    - Release G Soft Launch preparation

## 5.3 Deviations from Plan/Adjustments

- None for the reporting period

## 6.0 Application Development and Test

### 6.1 Highlights of the Reporting Period

#### 6.1.1 Application Development Summary

**Table 6.1.1-1 – CalSAWS Application Development Summary**

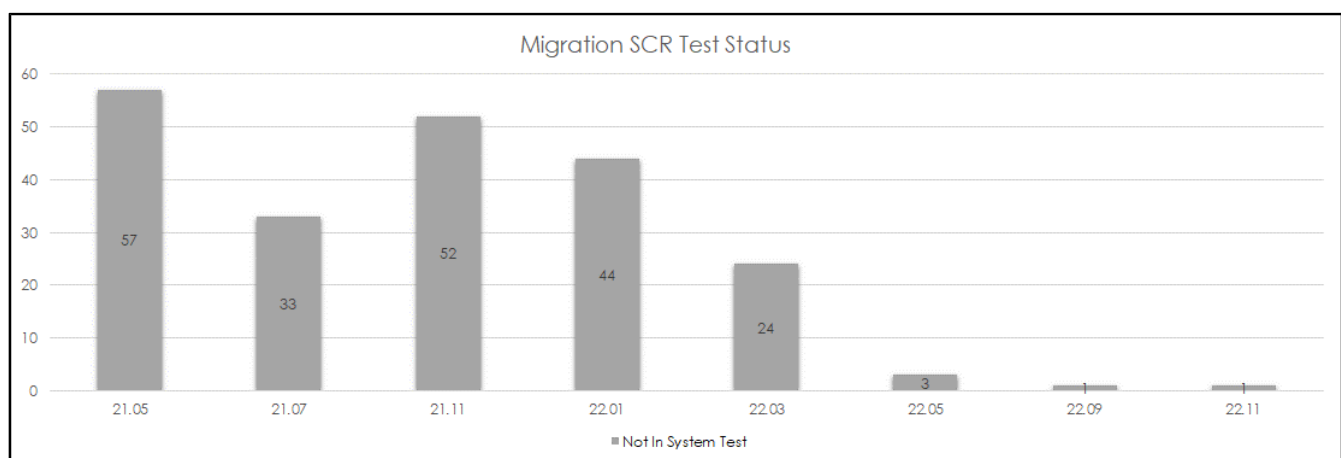
	Status	21.03	21.05	21.06	21.07	21.11	22.01	22.03	22.05	22.07	22.09
Design	New	0	0	0	10	33	34	22	5	1	4
	Design in Progress	1	1	0	10	16	9	1	0	0	0
	Ready for Committee	0	0	0	1	0	0	0	0	0	0
	Committee Review	0	0	0	0	1	0	0	0	0	0
	Pending Approval	1	0	0	6	1	0	0	0	0	0
Build	Approved	1	1	0	6	3	1	2	1	1	1
	In Development	0	32	1	9	1	0	0	0	0	0
	Development Complete	0	1	0	0	0	0	0	0	0	0
	In Assembly Test	1	21	0	0	0	0	0	0	0	0
Test	System Test	2	0	0	0	0	0	0	0	0	0
	Test Complete	38	0	0	0	0	0	0	0	0	0
	In Production	0	0	0	0	0	0	0	0	0	0
	<b>Grand Total</b>	<b>44</b>	<b>56</b>	<b>1</b>	<b>42</b>	<b>55</b>	<b>44</b>	<b>25</b>	<b>6</b>	<b>2</b>	<b>5</b>

SCRs in Production	518
SCRs with Release TBD	7

**Notes:** This table includes Application Development SCRs with migration impact. SCRs in Production represents a count of any SCR that have a project phase of migration and have been deployed to production. SCRs with Release to be Determined includes any migration impact SCR where the fix version is "TBD." Three of seven SCRs are related to Client Correspondence SCRs. There are six 21.03 SCRs targeted for upcoming priority releases

#### 6.1.2 DDID System Test Status

**Figure 6.1.2-1 – DDID System Test Status**



**Notes:**

- Includes all SCRs that have a Funding Source of CalSAWS DD&I that are not in Rejected or Pending Rejection status and are targeted for a baseline release. This includes SCRs associated to DDID 1967 for the unforeseen allowance and DDID 1631 for the reports allowance. In Production includes In Production statuses; Test Complete includes Test Complete; System Test includes System Test status; Not in System Test includes all SCR statuses prior to System Test delivery

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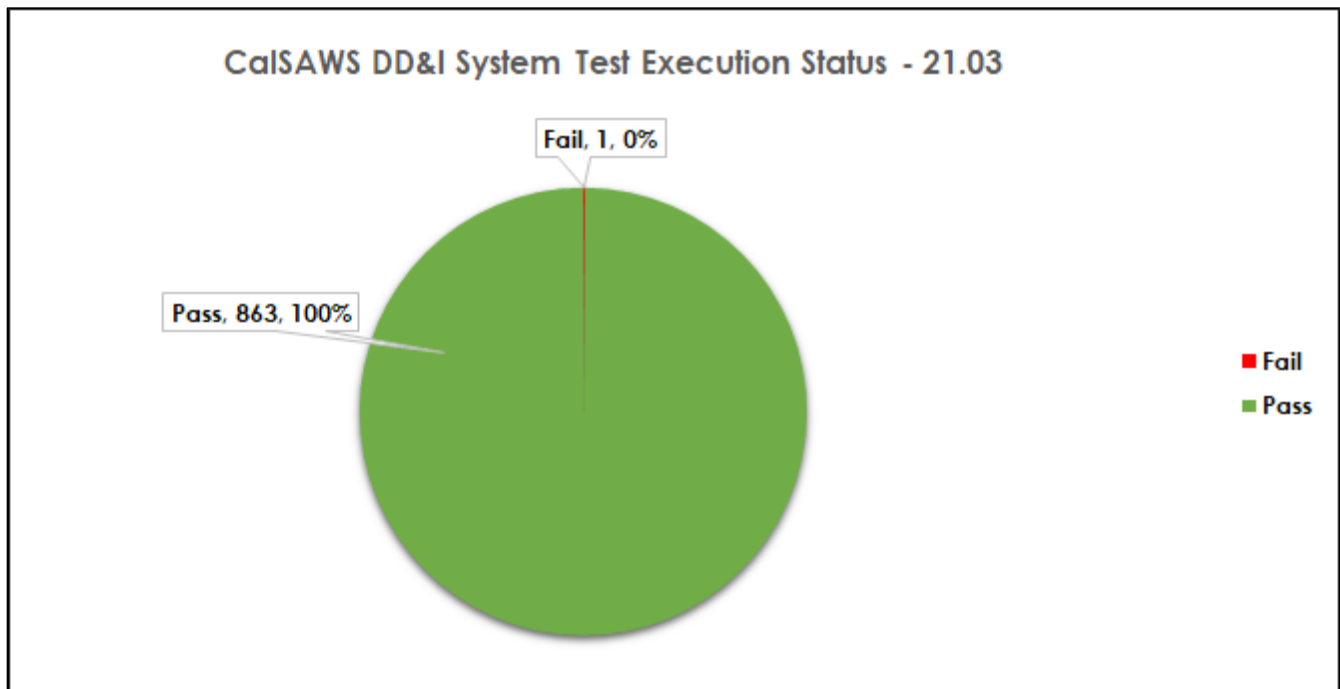
CalSAWS DD&I Project Phase

Weekly Status Report Period: March 15, 2021 to March 21, 2021

- Counts are higher in this chart (as compared with Design and Build Status) due to the inclusion of all CalSAWS DD&I SCR's targeted for the release, such as DD&I Training and Technical SCR's

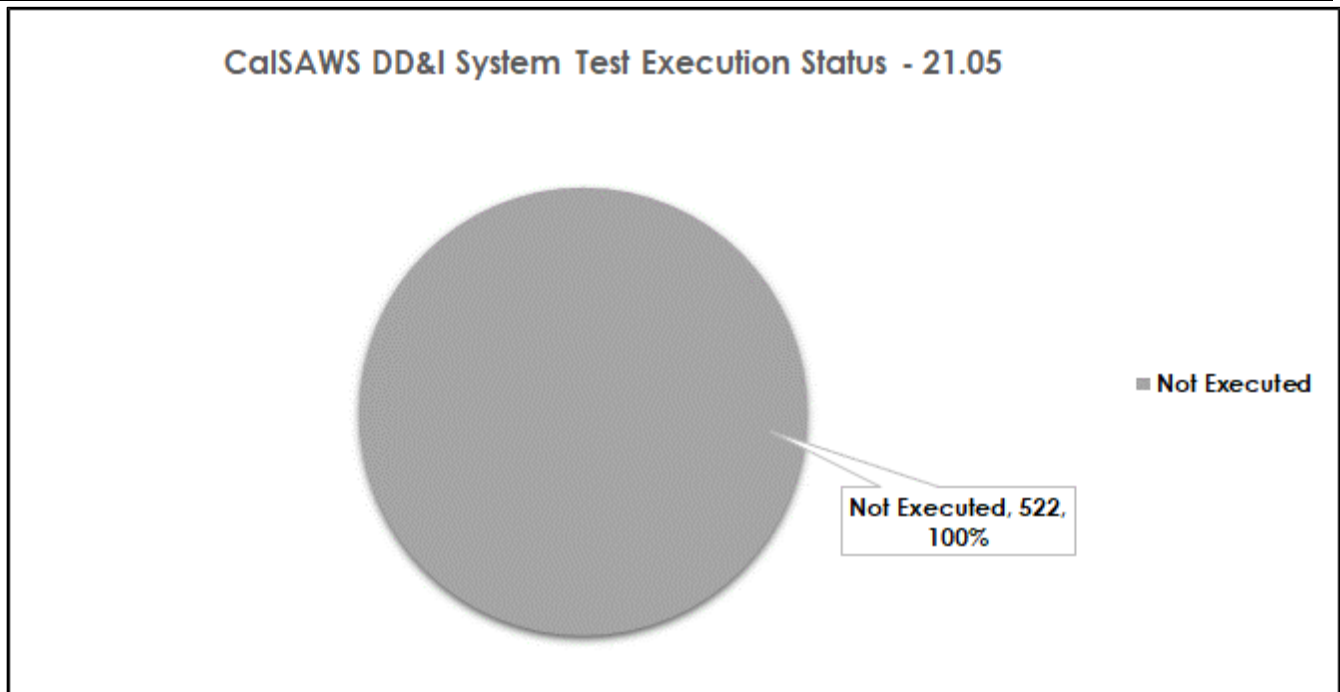
**Table 6.1.2-1 – DDID System Test Status**

Pass Rate Target as of March 19, 2021	<b>100%</b>
Pass Rate Actual as of March 19, 2021	<b>99.9%</b>
System Test Complete Date: March 19, 2021	



**Note:** One test case failed for 21.03 Reports SCR **CA-207376** - DDID 1093 - Create Supervisor Authorization Reports is linked to defects CA-226458, CA-226038 targeted for 21.05 release as discussed with Consortium Reports team.

Pass Rate Target as of March 19, 2021	<b>0%</b>
Pass Rate Actual as of March 19, 2021	<b>0%</b>
System Test Complete Date: May 19, 2021	



**Note:** Test Script counts are subject to change as test scripts are added or removed throughout the execution phase. Includes testing execution for all CalSAWS DD&I Test Scripts in the release

- ▶ Continued drafting designs for DDIDs. Status is provided in Figure 6.1.1-1 (CalSAWS DDID Design Status) above
- ▶ Continued build activities. Status is provided in Figure 6.1.2-1 (CalSAWS DDID Build Status) above
- ▶ Completed test execution for CalSAWS Release 21.03 and received Production deployment approval
- ▶ Continued test preparation for CalSAWS Release 21.05. Status is provided in Figure 6.1.2-1 (CalSAWS DDID System Test Execution Status) above

### **6.1.3 State & C-IV County Interface Partner File Exchange Test**

- ▶ Meetings to further plan and discuss File Exchange test execution during June 2021 to July 2021
  - Meetings during the reporting period:
    - CMIPS/OSI: March 18, 2021 (3:00 p.m. – 3:30 p.m.)
    - Lassen County: March 17, 2021 (2:30 p.m. – 3:00 p.m.)
    - MEDS (DHCS): March 18, 2021 (10:00 a.m. – 11:00 a.m.)
  - Upcoming Meetings:
    - CCSAS: March 24, 2021 (3:30 p.m. – 4:00 p.m.)
    - CMIPS/OSI: March 25, 2021 (3:00 p.m. – 3:30 p.m.)
    - eICT/CalWIN: March 23, 2021 (2:00 p.m. – 2:30 p.m.)
    - Marin County: March 30, 2021 (1:00 p.m. – 1:30 p.m.)
    - MEDS (DHCS): April 1, 2021 (10:00 a.m. – 11:00 a.m.)
    - Mendocino County: March 23, 2021 (1:30 p.m. – 2:00 p.m.)
    - San Bernardino County: March 24, 2021 (1:00 p.m. – 1:30 p.m.)

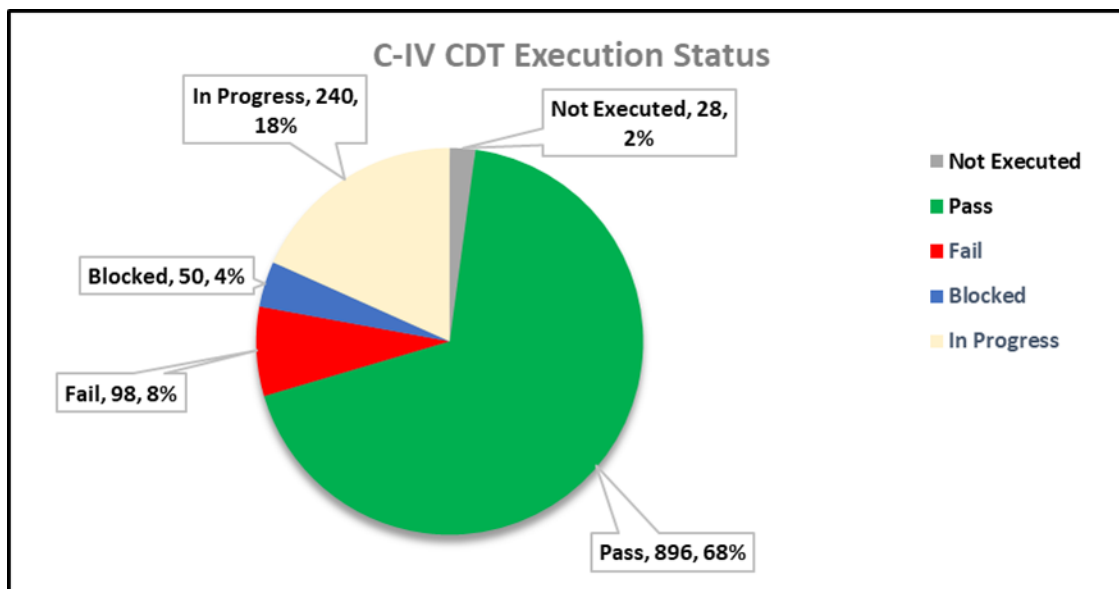


#### 6.1.4 Converted Data Test (CDT):

- Continued test execution of C-IV CDT phase

**Chart 6.1.4-1 – C-IV CDT Execution Status**

Pass Rate Target as of March 19, 2021	<b>66%</b>
Pass Rate Actual as of March 19, 2021	<b>68%</b>
System Test Complete Date: April 30, 2021	



**Note:** Test Script counts are subject to change as test scripts are added or removed throughout the execution phase

#### 6.1.5 Non-State Forms (NSF):

- Ten SCRs are in System Test and being scheduled for an upcoming priority release
- Group 1: Migrate C-IV Forms with No Changes:
  - State forms:
    - The table below currently only shows status for English and Spanish versions of the State forms
    - Two of the remaining three forms are scheduled for deployment with 21.03

**Table 6.1.5-1 – Migrate C-IV Forms with No Changes**

Migrate C-IV Forms - No Changes	Form Count	Status		
		In Development	Test Complete	Deployed to Production
State Recommendation				
State Form	6	1	0	5
Keep as a Non-State Form	7	0	0	7
<b>Grand Total</b>	<b>13</b>	<b>1</b>	<b>0</b>	<b>12</b>

## CalSAWS – California Statewide Automated Welfare System

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- ▶ Group 2: Migration C-IV Forms with Changes:
  - State forms:
    - The table below currently only shows status for English and Spanish versions of the State forms
    - ADM 102 was implemented in 20.09. The State is converting this to a State form, GEN 102
    - Three SCRs are test complete and will be deployed to production the week of March 22, 2021

**Table 6.1.5-2 – Migrate C-IV Forms with Changes**

Migrate C-IV Forms - With Changes	Form Count	Status		
State Recommendation		In Design	Test Complete	Deployed to Production
State Form	7	0	3	3
Keep as a Non-State Form	5	0	0	5
<b>Grand Total</b>	<b>12</b>	<b>0</b>	<b>3</b>	<b>8</b>

- ▶ Group 3: Update LRS Forms:
  - State forms:
    - The table below currently only shows status for English and Spanish versions of the State forms
    - Four SCRs are test complete and will be deployed to production the week of March 22, 2021

**Table 6.1.5-3 – Update LRS Forms**

Update LRS Form	Form Count	Status		
State Recommendation		In Test	Test Complete	Deployed to Production
State Form	6	1	3	2
Existing State Form	2	0	1	1
Keep as a Non-State Form	15	0	0	15
<b>Grand Total</b>	<b>23</b>	<b>1</b>	<b>4</b>	<b>18</b>

- ▶ Group 4: Add new Non-State forms
  - State forms:
    - The table below currently only shows status for English and Spanish versions of the State forms

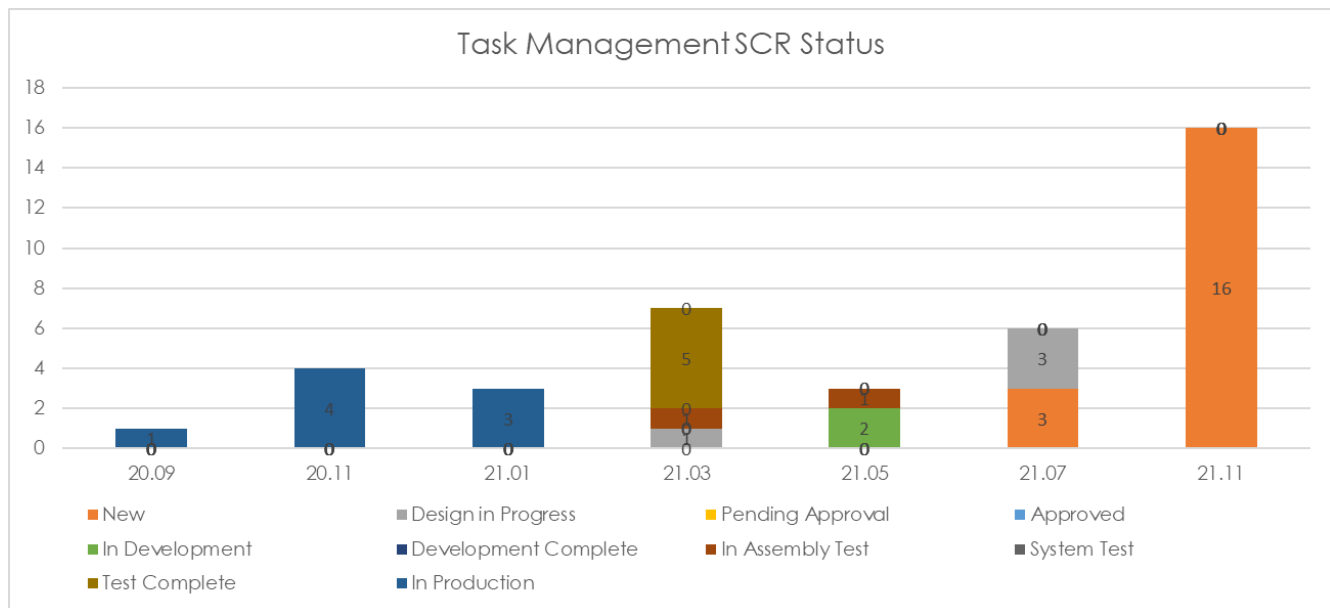
**Table 6.1.5-4 – Add New Non-State Forms**

New Forms	Form Count	Status		
State Recommendation		In Design	In Development	Deployed to Production
State Form	15	1	8	6
Existing State Form	2	0	2	0
Keep as a Non-State Form	12	0	11	1
<b>Grand Total</b>	<b>29</b>	<b>1</b>	<b>21</b>	<b>7</b>

### 6.1.6 Task Management

- Continued to meet with Consortium Analysts and Quality Assurance team to develop designs for the 21.07 release
  - CA-214915 DDID 2251
  - CA-214910 DDID 2241
  - CA-214901 DDID 2197

**Figure 6.1.6-1 – Task Management DDID Status**

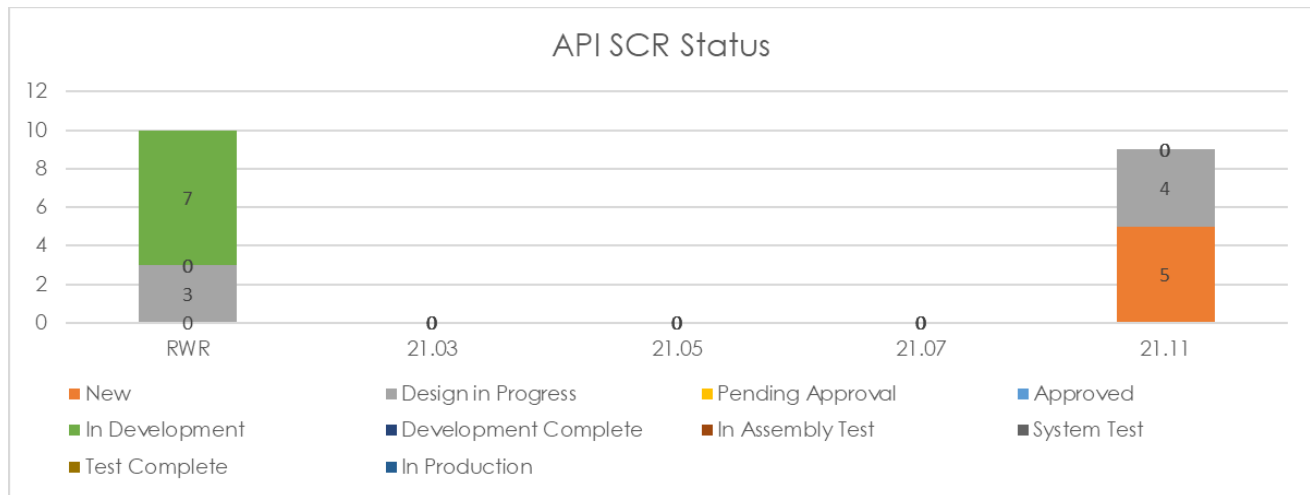


### 6.1.7 API

- Completed meeting with Consortium Analysts and the Quality Assurance team to develop designs for the 21.07 release
  - CA-214752 DDID 2349 FDS: API - Person API
  - CA-214743 DDID 2340 FDS: API - Activities API
  - CA-214742 DDID 2301 FDS: API - Service Arrangement API
- Began meeting with Consortium Analysts and the Quality Assurance team to develop designs for the 21.11 release
  - CA-214759 – DDID 2356 FDS: API - Worker Info API

- CA-214757 - DDID 2354 FDS: API - Verifications API
- CA-214750 - DDID 2347 FDS: API - Issuance API
- CA-214744 - DDID 2341 FDS: API - Activity Agreements API

**Figure 6.1.7-1 – API DDID Status**



### 6.1.8 GA/GR

► General:

- Provided the weekly status update to Consortium on March 16, 2021
- Completed review of all the WCDS Correspondence documents
- Discussed outstanding design questions with Consortium Business Analysts on March 16, 2021 for
  - Design updates for SCR CA-215655 Phase 1 Batch 1 SFU Rules
  - Design updates for SCR CA-215666 Phase 1 Batch 2 Non-Financial Rules
- System Testing for 21.03 SCRs is complete
  - CA-215679 – Overpayment Suspension batch
  - CA-215676 – RE/SAR/QR Online page changes
  - CA-215682 – SOF Online changes
  - CA-215685 – Staggered date issuance
- Continued with development of 21.05 SCR
  - CA-215675 – Two party check: C-IV and Los Angeles County changes
  - SCR CA-224044 Display GA GR left Navigation for Managed GR. Filter GR program in Run EDBC. Auto post GA/GR EBT Repayment for Managed GR
  - SCR CA-223610 Program code update in Workload Inventory, SSIAP Workload Page for Managed and Non-Managed GR
- Continued with development of 21.07 SCRs
  - CA-215665 – (Phase 1, Batch 1 (10) SFU rules, NOA reasons)
  - CA-215666 – (Phase 1, Batch 2 [12 rules])
  - CA-215926 – (Phase 1, Batch 3 [12 rules])
- Continued with 21.11 designs
  - CA-215916 (Phase 2, Batch 1 [8 rules])
  - CA-215927 (Phase 2, Batch 2 [8 rules])
  - CA-215672 (Phase 2, Batch 3 (6 rules))

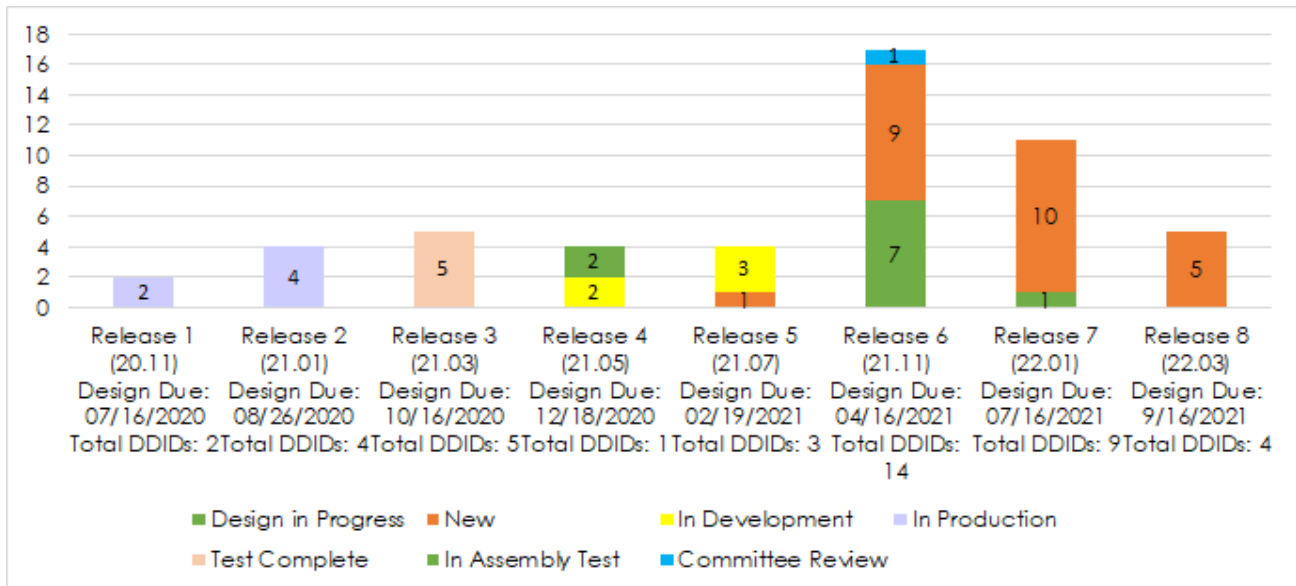
## CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: March 15, 2021 to March 21, 2021

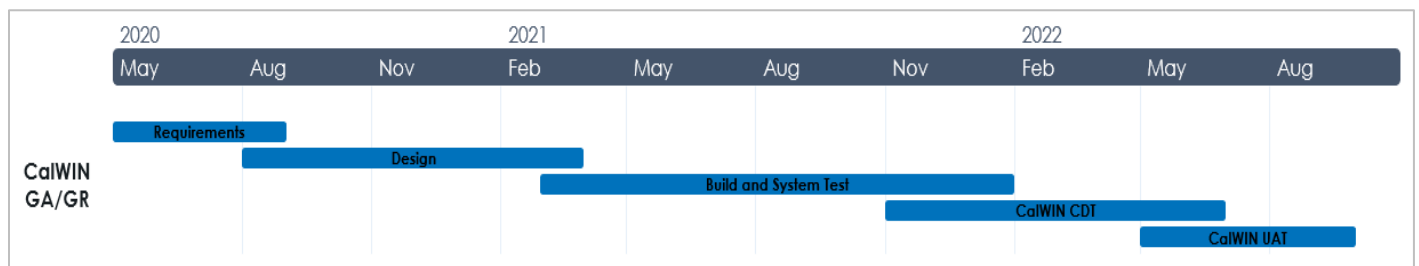
- CA-215664 – DDID 2313 FDS: GA GR Employment Services – Phase 1

**Figure 6.1.8-1 – GA/GR DDID Status**



► CalWIN Correspondence Track:

**Figure 6.1.8-2 – GA/GR Correspondence**



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**Table 6.1.8-2 – GA/GR Correspondence**

GAGR - Notices Design Phase Delivery											
Design Phases	Total Items	DDID	SCR	Duration		Deferred	Not Started	In Progress	Internal Review	WCDS/CalWIN Committee/Consortium Review	WCDS/CalWIN Committee/Consortium Approved
CC Areas Overall	1338			Planned Start	Planned End*	1	0	0	0	0	1337
CC Print (Case Worker Functionality)	14	2319a 2314d 2319b	CA-215670 CA-215920 CA-215671	9/30/2020	12/31/2020	1	0	0	0	0	13
CC Maintenance (CC Admin Functionality)	158	2319a 2314d 2319b	CA-215670 CA-215920 CA-215671	10/5/2020	1/22/2021	0	0	0	0	0	158
Template Specifications	39	2319a 2314d 2319b	CA-215670 CA-215920 CA-215671	11/2/2020	2/12/2021	0	0	0	0	0	39
Appendix A Correspondence list GAGR only	968	2319a 2314d 2319b	CA-215670 CA-215920 CA-215671	11/2/2020	3/8/2021	0	0	0	0	0	968
Appendix A Correspondence list GAGR + other programs	155	2319a 2314d 2319b	CA-215670 CA-215920 CA-215671	11/24/2020	3/8/2021	0	0	0	0	0	155
New GA/GR NOAs (Non CalWIN Counties)	4	2319a 2314d 2319b	CA-215670 CA-215920 CA-215671	2/10/2020	3/8/2021	0	0	0	0	0	4
*Planned end dates are being discussed and coordinated to include stakeholder reviews											

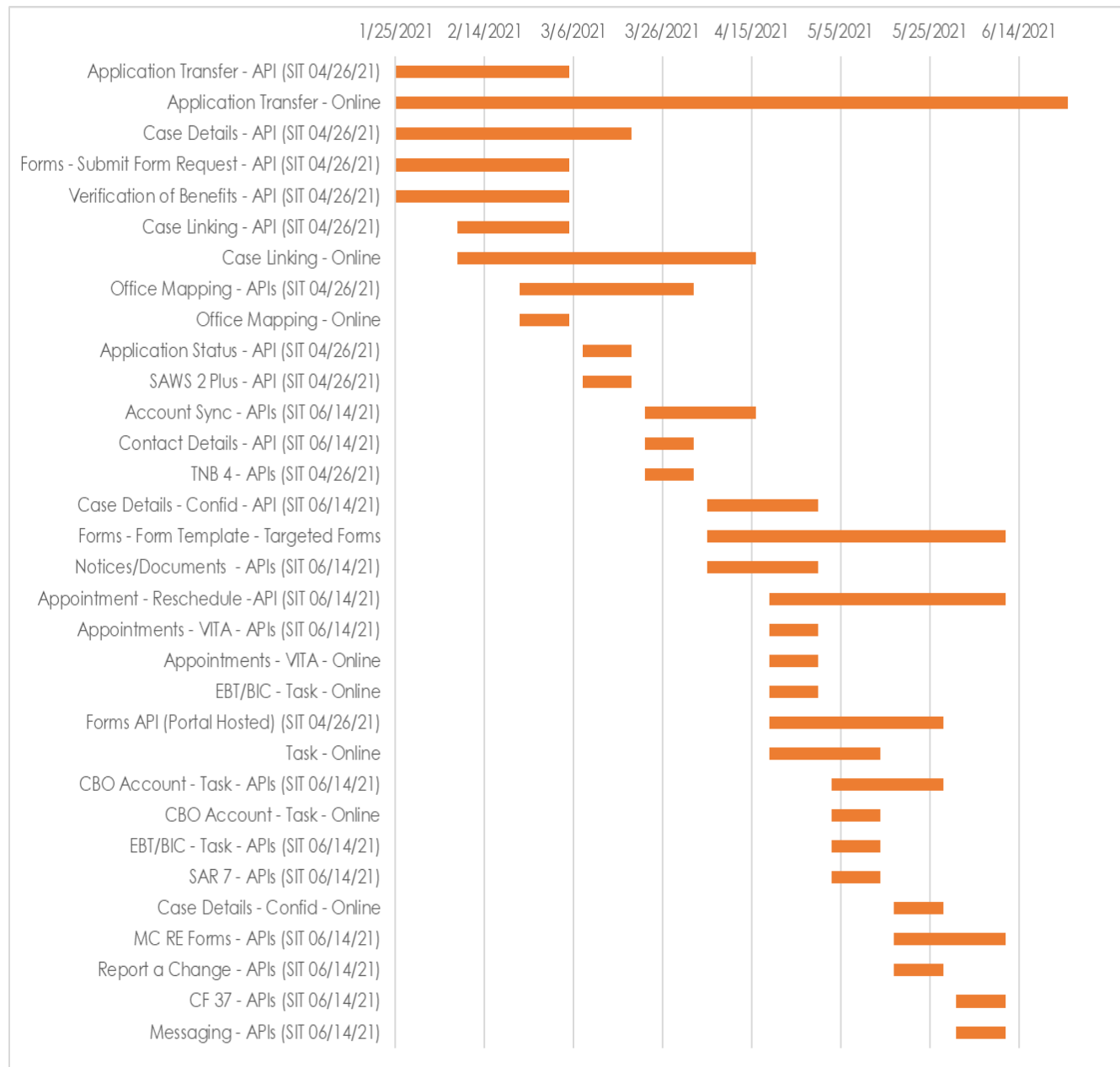
## CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: March 15, 2021 to March 21, 2021

### 6.1.9 CalSAWS Portal Integration

**Figure 6.1.9-1 – CalSAWS BenefitsCal Component Timeline**



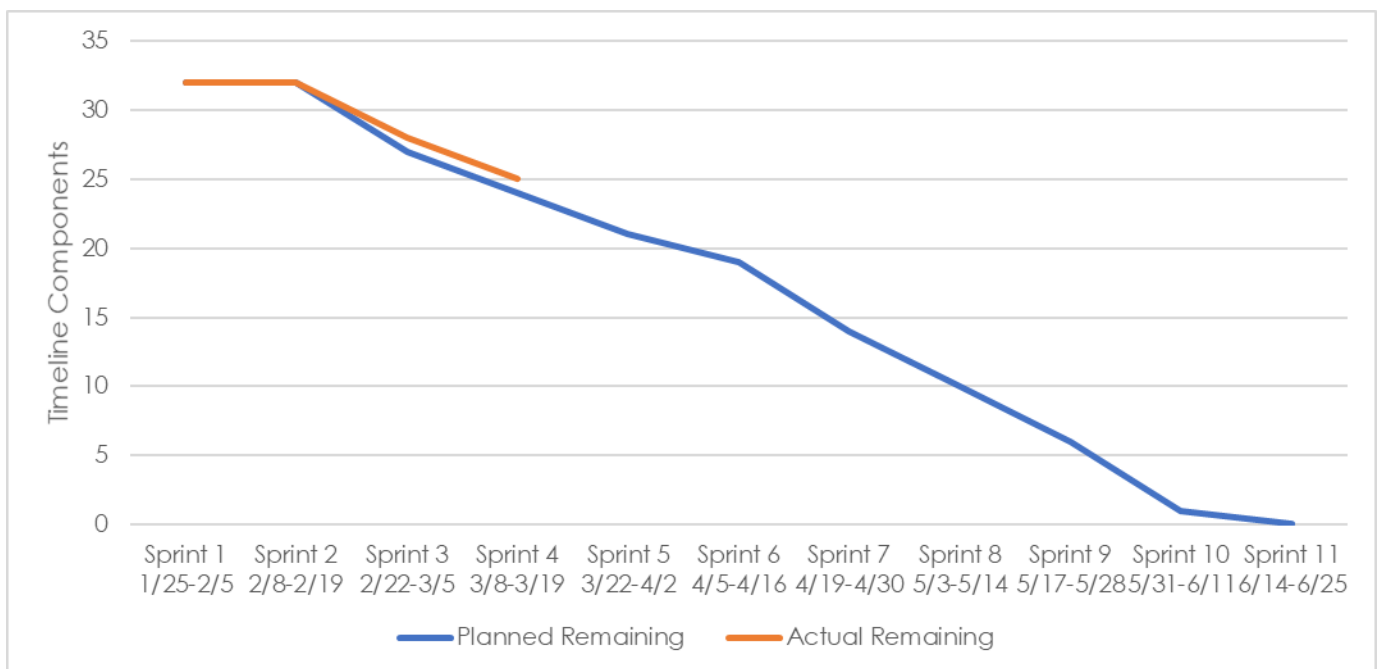
## CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

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- ▶ Completed Sprint 4 activities. Development of the following components was completed:
  - Application Transfer – API
  - Case Details – API
  - Application Status – API
- ▶ SAWS 2 Plus - API development will continue into Sprint 5
- ▶ Began Sprint 5 activities and met with Consortium Analysts and Quality Assurance team for design and development activities for the following components:
  - Application Transfer – Online
  - Case Linking – Online
  - Contact Details - API
  - Account Sync - API
  - TNB 4 – API
  - Office Mapping - API
  - SAWS 2 Plus – API

**Figure 6.1.9-2 – CalSAWS BenefitsCal Burndown Chart**



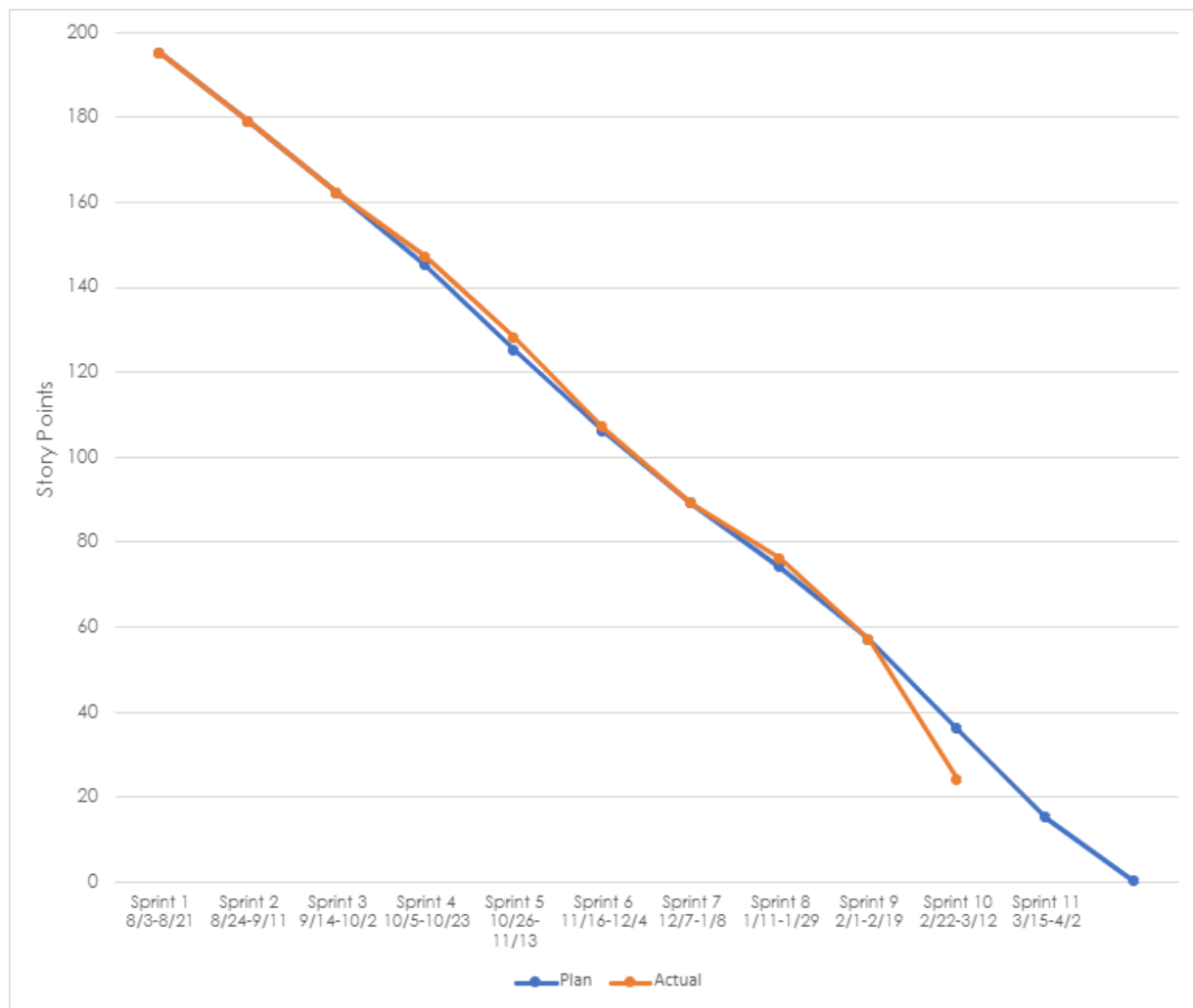


### 6.1.10 Case Purge

In July 2020, a team was formed to design, build, test, and deploy a Case Purge solution for the C-IV and LRS/CalSAWS Systems. 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 will be 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

- ▶ Continuing Sprint 11, which includes the following:
  - Performance testing deletion process, including PDF generation and deletion of documents and images
  - New Case Data Removal Completion Report

**Figure 6.1.10-1 – Case Purge Burndown Chart**



**Table 6.1.10-1 – Planned Purge Sprints**

<b>Sprint 1</b>	Case Identification, Case Purge Table creation, Data Identification Batch job
<b>Sprint 2</b>	Batch Scheduling, Exception Logging, ID performance tuning, Pre-Purge Report
<b>Sprint 3</b>	Case Summary Flag, Override Page, Purge Override Report
<b>Sprint 4</b>	Batch framework for Deletion Process, Purge Status update, Case deletion tables
<b>Sprint 5</b>	Creation of PDFs for Journal, Issuances
<b>Sprint 6</b>	Restart capabilities, Id of PGM_DETL purge dependencies, Batch window criteria, Updates to Detail page to access PDFs
<b>Sprint 7</b>	Delete from ABSENT_PARENT, JOURNAL_ENTRY and their child tables
<b>Sprint 8</b>	Delete from GENERATE_DOC and dependencies, Nightly re-verify of Purge Status for previously identified cases.
<b>Sprint 9</b>	Delete Alfresco Document files, Delete from PGM_DETL and CASE tables with their dependencies
<b>Sprint 10</b>	Delete from CASE_PERS and Delete images associated with purgeable cases
<b>Sprint 11</b>	Automation of DB Optimization Process (Index rebuild, compute status, etc.)

#### 6.1.11 Deliverable Management

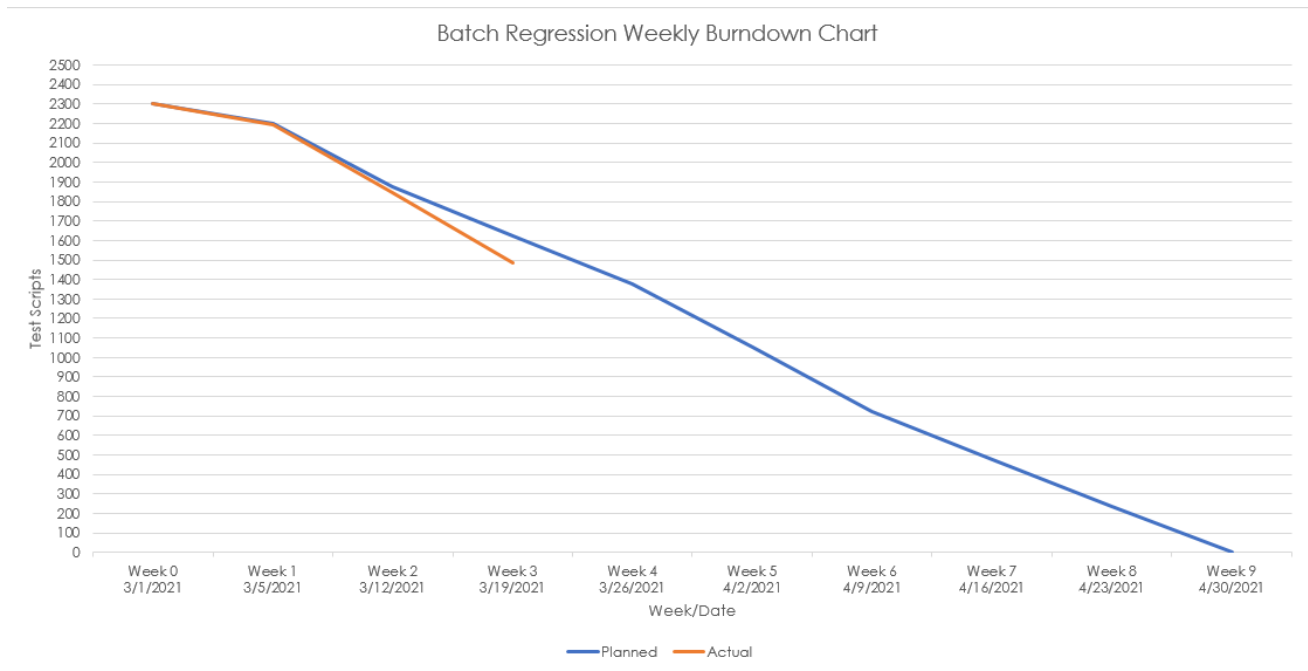
**Table 6.1.11-1 – Deliverable Status for Current Reporting Period**

DEL #	DELIVERABLE NAME	STATUS
52	CalSAWS (C-IV) UAT Readiness Report/Milestone	<ul style="list-style-type: none"> <li>Continued developing the DDEL</li> <li>Submission of the DDEL is due on May 14, 2021</li> </ul>
53	CalSAWS Requirements Traceability Matrix – Update #7	<ul style="list-style-type: none"> <li>Submitted the FDEL to the Consortium for approval on March 16, 2021</li> <li>Approval of the FDEL is due on March 23, 2021</li> </ul>

## 6.1.12 Batch Regression Test

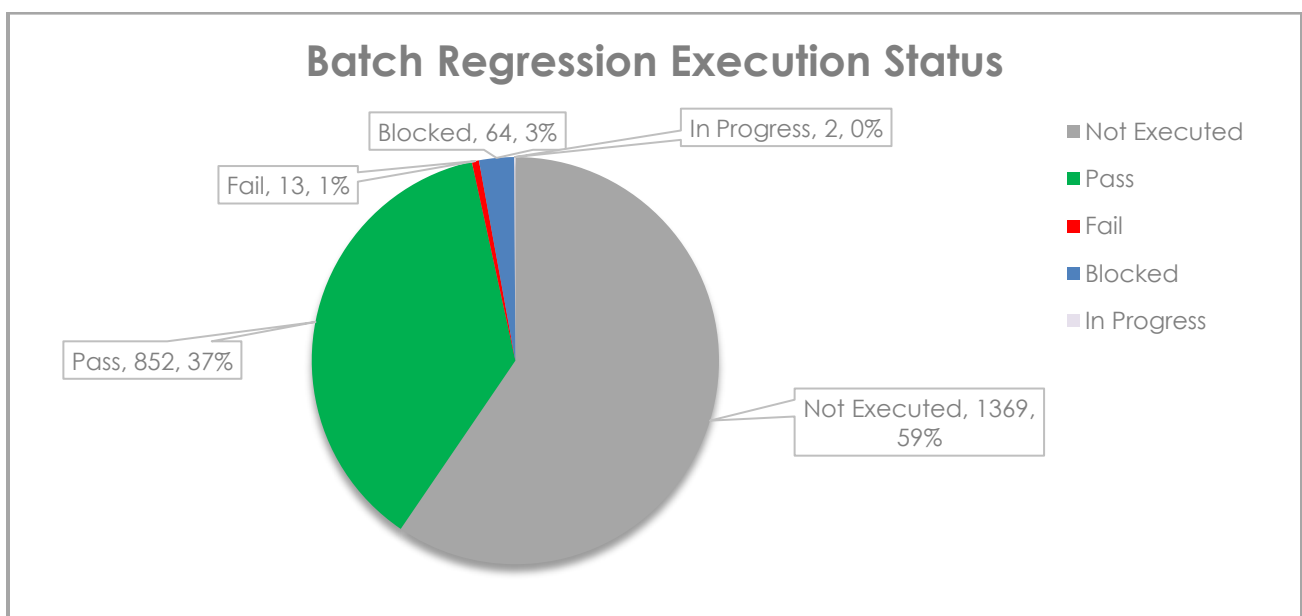
- Began Batch Regression test on March 1, 2021 and has had 3 batch cycles tested, per the planned activities

**Figure 6.1.12-1 – Batch Regression Burndown Chart**



**Chart 6.1.12-2 – Batch Regression Execution Status**

Pass Rate Target as of March 19, 2021	<b>29%</b>
Pass Rate Actual as of March 19, 2021	<b>37%</b>
Regression Test Complete Date: April 30, 2021	



## **6.2 Activities for the Next Reporting Period**

- ▶ Continue drafting designs for Migration Impact SCRs
- ▶ Continue test preparation for CalSAWS 21.05 Release
- ▶ Continue build activities for Release 21.05

## **Deliverable Management**

**Table 6.2-1 – Deliverable Status for Next Reporting Period**

<b>DEL #</b>	<b>DELIVERABLE NAME</b>	<b>STATUS</b>
52	CalSAWS (C-IV) UAT Readiness Report/Milestone	<ul style="list-style-type: none"><li>• Continue developing the DDEL</li><li>• Submission of the DDEL is due on May 14, 2021</li></ul>
53	CalSAWS Requirements Traceability Matrix – Update #7	<ul style="list-style-type: none"><li>• Receive approval of the FDEL on March 23, 2021</li></ul>

## **6.3 Deviations from Plan/Adjustments**

- ▶ None for the reporting period

## 7.0 Conversion

### 7.1 Highlights of the Reporting Period

- ▶ C-IV Conversion
  - Continued Golden Data Set (GDS) #3 activities
  - Continued Eligibility Determination Benefit Calculation (EDBC) match analysis
  - Continued Design and Development on Consolidated Case Review (prioritized) report
  - Continued progress on cutover activities and mock conversion planning

**Table 7.1-1 – C-IV Mock Conversion Schedule**

MILESTONES	TARGETED MONTH	STATUS
C-IV Mock Conversion Finalize Schedule of Activities	March 2021	<ul style="list-style-type: none"> <li>• In progress and on schedule</li> </ul>
C-IV Mock Conversion Table Read	April 2021	<ul style="list-style-type: none"> <li>• Not started</li> </ul>
C-IV Mock Conversion #1	May 2021	<ul style="list-style-type: none"> <li>• Not started</li> </ul>
C-IV Mock Conversion #2	June 2021	<ul style="list-style-type: none"> <li>• Not started</li> </ul>
C-IV Mock Conversion #3 - County Validation	July 2021	<ul style="list-style-type: none"> <li>• Not started</li> </ul>

- ▶ CalWIN Conversion:
  - Continued focus and effort (from all teams) to complete the Admin Epic on March 19, 2021; Approximately 95% to plan with all remaining mapping Ready for Assembly Testing
    - All Open Admin items moved to Admin Script 4. 6 items validated but awaiting final delivery of a bug fix for closure. (Expected delivery March 23, 2021 to test environment)
  - Continued Performance Discovery Runs
    - Currently executing against Wave 3 Counties
  - Continued EDBC Match Planning
    - Plan and Epics/Sprints identified
  - Continued Data Conversion System Test Planning
    - Plan and Epics/Sprints identified
  - Continued Converted Data Delivery planning updates
    - Plan and Epics/Sprints identified
  - Continued Admin End of Epic Packet generation
- ▶ CalWIN Data Migration (Gainwell Technologies)
  - Continued development and testing of extraction logic

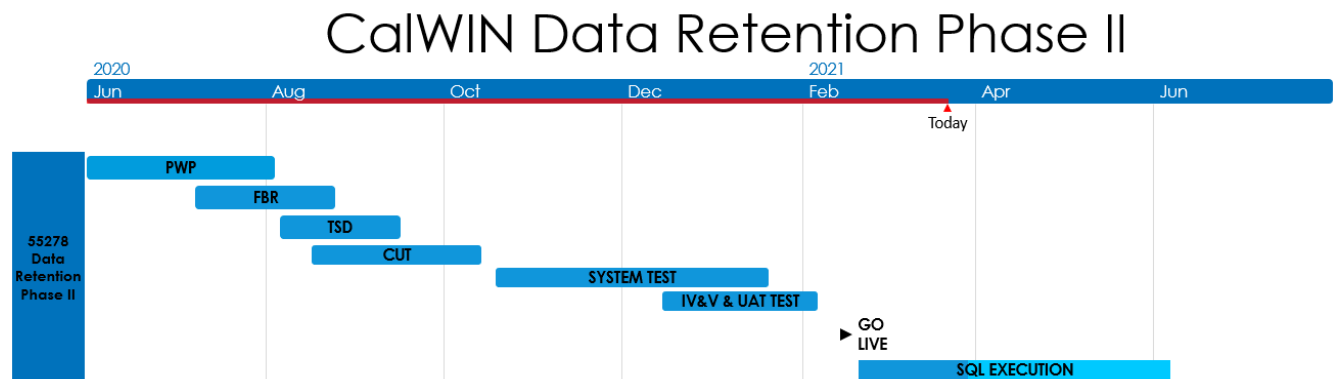
## CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

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- ▶ CalWIN Data Retention M&O (Gainwell Technologies)
  - Continued work on completing the data retention process for the initial execution
    - Completed to date are Sonoma, Santa Barbara, Santa Cruz, Yolo, San Luis Obispo, Contra Costa and Placer Counties

**Figure 7.1.1 – CalWIN Data Retention Phase II Gantt Chart**



**Table 7.1.2 – CalWIN Data Retention Phase II Status**

CalWIN Data Retention Phase 2				
MILESTONES	DUE DATE			STATUS
Project Work Plan Phase	August 3, 2020	●	100%	Complete
Functional Business Requirements Phase	August 24, 2020	●	100%	Complete
Technical System Design Phase	September 15, 2020	●	100%	Complete
Coding and Unit Testing Phase	October 13, 2020	●	100%	Complete
System Test Results Phase	January 19, 2021	●	100%	Complete
User Acceptance Phase	February 5, 2021	●	100%	Complete
Project Implementation	February 15, 2021	●	100%	Complete
Initial SQL Execution	June 06, 2021	●	44%	In Progress
Post Implementation Support	June 30, 2021	●	0%	Scheduled

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

- ▶ Ancillary Systems Conversion:
  - Automated Framework
    - 16 of 17 Counties have uploaded sample files through the automation framework
    - 238 files have been uploaded since the month of February 2021
  - Access to AWS
    - Received 29 of the 29 County and Functional Area User have been granted access to the CalSAWS Amazon Web Services (AWS) Cloud for uploading County extracted files
  - Continued to provide weekly status updates regarding the Ancillary Systems Conversion effort

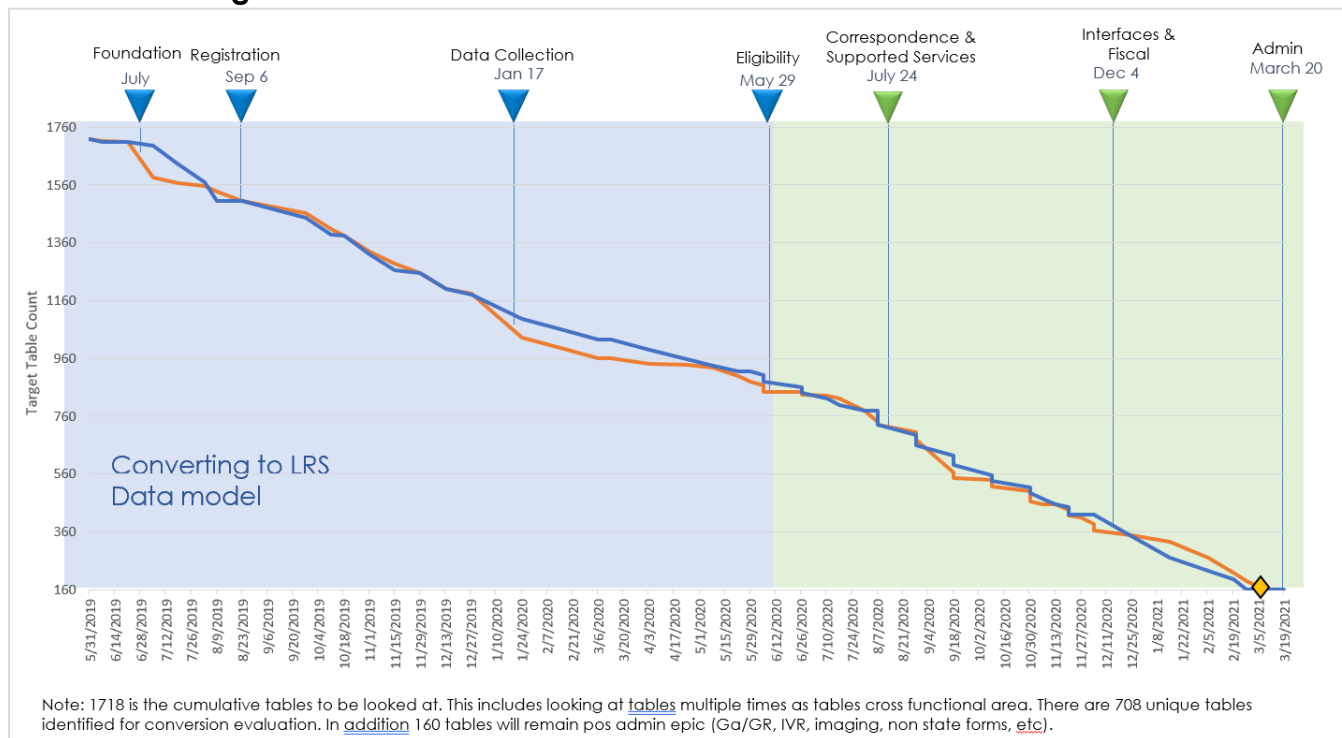
**Table 7.1-3 – Ancillary Status by Functional Area**

Phase	Collections	Fraud	Task Management
Data Mapping	On-schedule	On-schedule	On-schedule
Transformation	12 of 14 Counties have successful submitted	4 of 6 Counties have successful submitted	6 of 8 Counties have successful submitted
Risk or Issues	None	None	None

**Table 7.1-4 – 6 Month Horizon Milestones**

MILESTONES	TARGETED MONTH	STATUS
Facilitate Ancillary Conversion data mapping workshops	October 2020 – January 2021	• Complete
Design/build/test conversion routines	October 2020 – July 2021	• In-progress (on-schedule)
Facilitate on-going support for Ancillary Conversion data mapping	February 2021 – September 2023	• In-progress (on-schedule)

**Figure 7.1-2 – CalWIN Conversion Burndown Chart – Re-baselined**

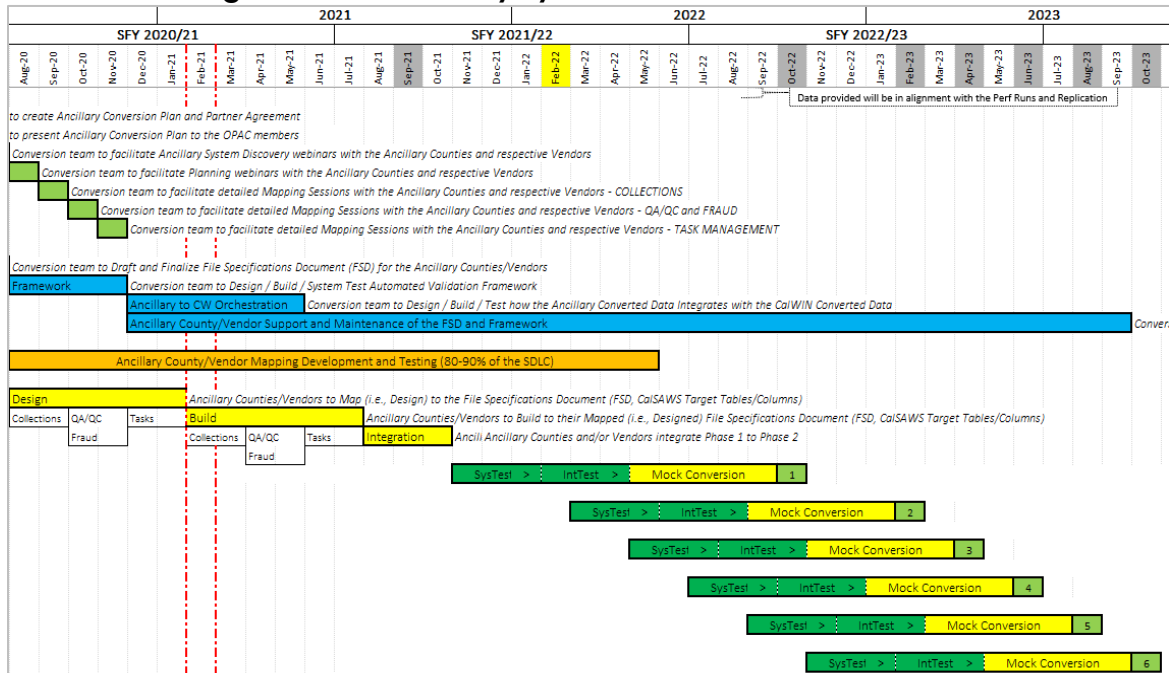


**Table 7.1-5 – CalWIN Conversion Statistics**  
**Admin (November 2020 – February 2021) - Total Tables: 273**

Admin- Admin Functional Areas										
Sprint	Total Tables	Sprint Duration	Item Status							
			Not Started	Analysis and Mapping in Progress	Ready for Consortium Review	Build in Progress	On Hold	Completed	CNR	Deferred
Admin Planning		11/23/2020 - 12/4/2020	273 Items (+23 Data Model and Bug Changes) <ul style="list-style-type: none"> <li>103 Previously mapped or duplicate</li> <li>9 items deferred (GA/GR, EDBC Match)</li> <li>14 CNR</li> <li>147 to be mapped (Note: Expectation is that a significant number of these tables will be CNR or otherwise deferred to OCM/County consultation)</li> </ul>							
Data Model Updates	22	12/2/2020 - 12/16/2020	0	0	0	0	0	19	1	2
Data Model Hardening	TBD	12/16/2020 - 12/23/2020	0	0	0	0	0	0	0	0
Admin Sprint 2	42	12/28/2020 - 1/15/2021	0	0	0	0	0	25	16	1
Admin Sprint 3	43	1/18/2021 - 2/5/2021	0	0	0	0	0	34	9	0
Admin Sprint 4	73	2/8/2021 - 2/19/2021	0	0	0	7	0	26	40	0
Admin Hardening	TBD	2/22/2021 - 3/5/2021	0	0	0	0	0	0	0	0
Admin Review	N/A	3/8/2021 - 3/19/2021	0	0	0	0	0	0	0	0

**NOTES:** 'Conversion Not Required' (CNR) represents those target tables that during analysis or mapping was determined there is no need to convert into the targeted CalSAWS table. The 'Deferred' column represents differences which are dependent on CalSAWS Application Development Team designs

**Figure 7.1-3– Ancillary Systems Conversion Gantt Chart**





**CalSAWS – California Statewide Automated Welfare System**

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**Table 7.1-6 – Ancillary Systems Conversion Milestones**

<b>FINISH</b>	<b>MILESTONE</b>	<b>MILESTONE DESCRIPTION</b>	<b>STATUS</b>
July 2020	Project Kick-Off/Discovery Sessions	Team introductions and Project overview	Completed
August 2020	File Specification Document (FSD)	CalSAWS DB (structures) as Conversion Target	Completed
August 2020	Project Planning	Detailed walkthrough of the Project schedule and File Specification Document (FSD)	Completed
December 2020	Automation Framework Complete	Exception handling for Ancillary provided Data is ready for the Counties	Completed
February 2021	Design/Mapping Complete	All CalSAWS DB Targets (defined in FSD) have Source Mappings from Ancillary	Completed
July 2021	Build Complete	Development activities dependent Design Mapping are ready to Start (or are Complete)	In-progress
January 2022	System Test Complete	System Test execution dependent on test scripts and Build Complete are ready to Start (or are Complete)	Not started
April 2022	Integration Test Complete	End-to-End Test execution dependent on test scripts and System Test Complete are ready to Start (or are Complete)	Not started
August 2023	Mock Conversion Ancillary System Data Delivered	Counties to delivery Ancillary System Data to the CalSAWS Conversion team as a Pre-Requisite to begin Mock Conversions	Not started
August 2023	Wave 1 – 6 Mock Conversions	Simulated Cutover Activities dependent on Integration Test Complete are ready to Start (or are Complete)	Not started
August 2023	Wave 1 – 6 Mock Conversions Data Validation	Validation of Data (from Mock Conversion) are ready to Start (or are Complete)	Not started
October 2023	Wave 1 – 6 Conversion Cutovers	Execution of (live) Cutover Activities are ready to Start (or are Complete)	Not started

**Table 7.1-7 – Ancillary Systems Conversion Milestones - Network Connectivity**

FINISH	TECHNICAL MILESTONE	TECHNICAL MILESTONE DESCRIPTION
January 2021	Ancillary System Drop Zone Identified (in CalSAWS AWS)	Accounts in the CalSAWS AWS have been created for the Ancillary Counties to send files/data
February 2021	Protocol for Sending Data Confirmed	Ancillary Counties and CalSAWS Project Technical teams have determined and agreed to the methods and processes for sending files/data to CalSAWS AWS (S3)
February 2021	Identity and Access Management Credentials Enabled	CalSAWS Project Technical teams have provided Ancillary Counties credentials granting the Access to send files to CalSAWS AWS (S3)
June 2021	Test File Transmission Successful	Ancillary Counties and CalSAWS Project Technical teams have successfully sent files to CalSAWS AWS (S3)

## Deliverable Management

**Table 7.1-8 – Conversion Deliverable Status for Current Reporting Period**

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

## 7.2 Activities for the Next Reporting Period

- ▶ C-IV Conversion:
  - Continue to execute Eligibility Determination Benefit Calculation (EDBC) Match
  - Continue to support Converted Data Test (CDT)
  - Continue work on Golden Data Set (GDS) #3
- ▶ CalWIN Conversion:
  - Complete final testing for Administration Sprint 4
  - Complete Build for Administration Sprints
  - Continue Discovery runs in performance environment (Note: Run is on unfiltered data and unoptimized routines)
  - Complete EDBC Match and Data Conversion System Test planning
  - Continue Converted Data Delivery planning activities
  - Continue to support Consortia Side-by-Side effort
  - Complete Admin End of Epic Packet generation
- ▶ CalWIN Data Migration (Gainwell Technologies)
  - Continue development of extraction activities
  - Continue documentation with CalSAWS on extraction plans around shell cases
- ▶ CalWIN Data Retention M&O (Gainwell Technologies)
  - Continue execution of Data Retention on 11 remaining CalWIN Counties

## CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: March 15, 2021 to March 21, 2021

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- ▶ Ancillary Systems Conversion:
  - On-going support for mapping and data extract activities on Ancillary Collections, Fraud and Task Management
  - Continue to staff and mobilize the Ancillary Systems Conversion teams
  - Continue design/build/test of data conversion routines and remains on schedule for completion by end of May 2021
  - Continue to update the Ancillary Systems file specifications documents (as needed)
  - Continue to update the Ancillary Systems Conversion Plan work product (as needed)

### Deliverable Management

**Table 7.2-1 – Conversion Deliverable Status for Next Reporting Period**

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

### 7.3 Deviations from Plan/Adjustments

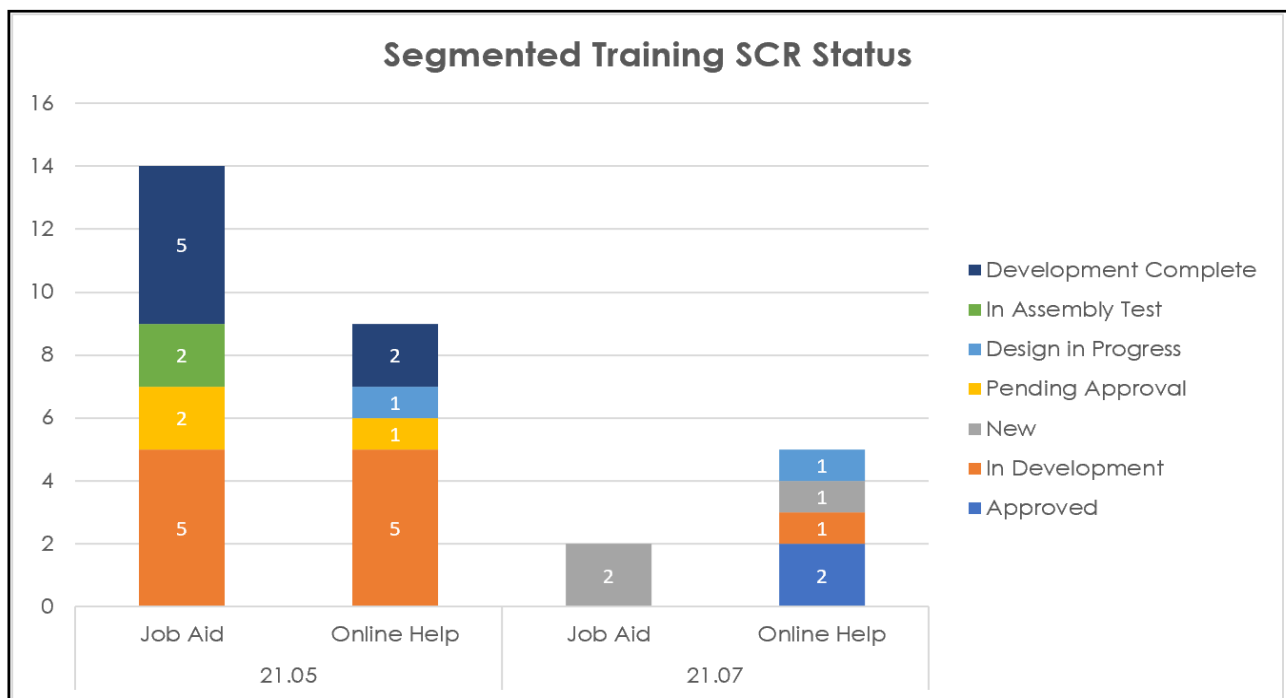
- ▶ None for the reporting period

## 8.0 Training

### 8.1 Highlights of the Reporting Period

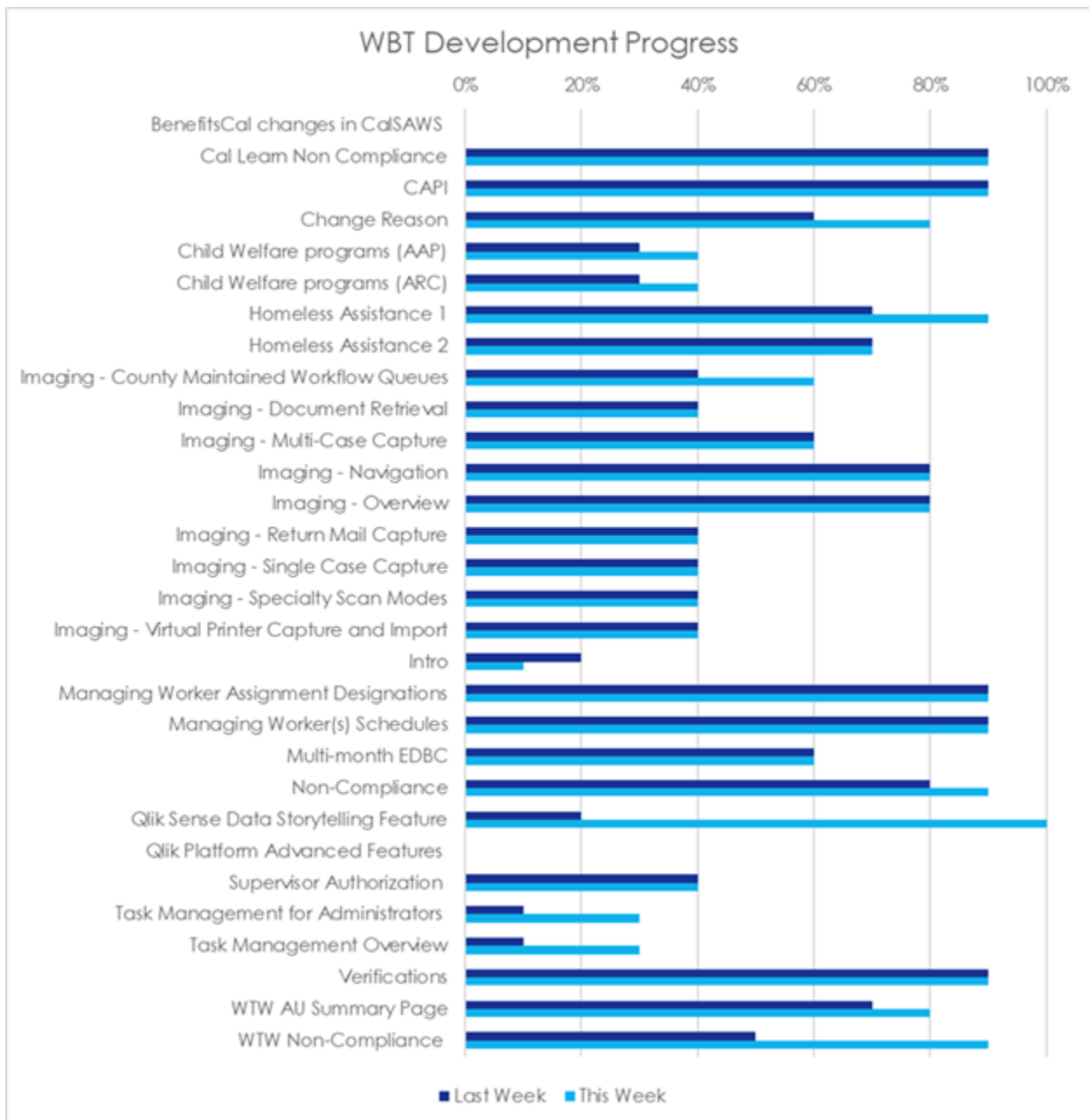
- ▶ Hosted weekly Training Touchpoint meeting on March 15, 2021
- ▶ Hosted monthly Training team meeting on March 16, 2021
- ▶ R21.05 Training SCRs are in progress
- ▶ Continued development of C-IV Migration Web Based Training (WBT) Design and Build
- ▶ Imaging
  - Presented Imaging status at weekly Training Touchpoint with Consortium Training Manager on March 15, 2021
  - Attended meeting regarding UAT Application Training Materials on March 16, 2021
  - Attended Consortium FinOps meeting on March 16, 2021 to discuss Imaging Training Environment integration request
  - Attended UAT Kick-Off for C-IV Counties on March 18, 2021
  - Continued Imaging WBT Build
  - Continued Imaging Job Aid development
  - Completed analysis for Imaging supplemental guides

**Figure 8.1-1 Training SCR Status**



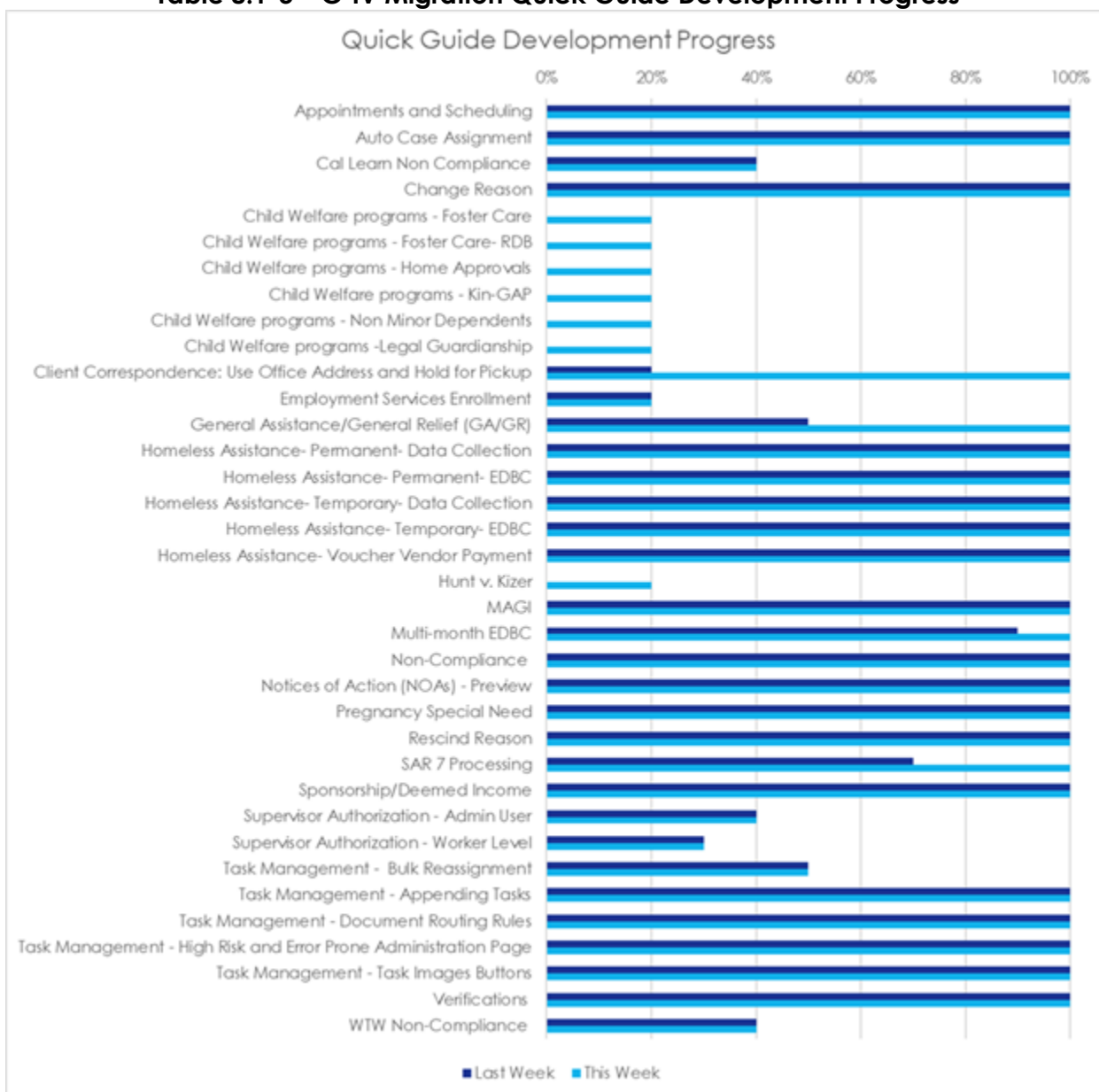
**Note:** The above bar chart shows the number of SCRs, not individual Job Aid/Online Help updates

**Table 8.1-2 – C-IV Migration WBT Development Progress**



**Note:** The above training materials are subject to change (Name, type, etc.)

**Table 8.1-3 – C-IV Migration Quick Guide Development Progress**



**Note:** The above training materials are subject to change (Name, type, etc.)

## Deliverable Management

**Table 8.1-2 – Training Deliverable Status for Current Reporting Period**

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

## **8.2 Activities for the Next Reporting Period**

- ▶ Host weekly Training Touchpoint meeting on March 22, 2021
- ▶ Continue work on R21.05 OLH SCRs
- ▶ Continue to provide support to the Consortium Training team on Migration Web Based Training (WBT) development
- ▶ Continue to provide support to the Consortium Business Analysts and ClearBest on the process for updating job aids
- ▶ Continue to review the County-level Implementation Readiness Checklist to confirm Training tasks for the 39 C-IV Counties
- ▶ Imaging
  - Present Imaging status at weekly Training touchpoint with Consortium Training Manager on March 22, 2021
  - Continue Imaging WBT Build
  - Continue Imaging Job Aid development
  - Start Imaging supplemental guide development

## **Deliverable Management**

**Table 8.2-1 – Training Deliverable Status for Next Reporting Period**

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

## **8.3 Deviations from Plan/Adjustments**

- ▶ None for the reporting period

## **9.0 Deployment**

### **9.1 Highlights of the Reporting Period**

#### **9.1.1 Implementation**

- ▶ Distributed draft CIT to the CIT/CRFI review group for the Implementation Readiness Packet
- ▶ Continued to develop an in-depth post-deployment support plan that can accommodate both on-site and completely virtual support models
- ▶ Continued coordination with the BenefitsCal Implementation Team on the Integrated Readiness Approach for the CalSAWS Portfolio
- ▶ Participated in C-IV conversion Cutover 1A and 1B Cross-Team Dependent Activities Table Read, hosted by the Conversion Team on March 17, 2021
- ▶ Hosted Implementation Readiness Checkpoint Pre-meet with the Regional Managers on March 18, 2021, in which the following topics were covered: Conversion updates, Implementation, Training, Change Management, Imaging, and upcoming meetings
- ▶ Hosted the Implementation Readiness Working Session with Project teams on March 18, 2021, in which the Project teams will communicate on updates/changes to Implementation Readiness tasks, alert Implementation on status updates, escalate issues, and establish any mitigation plans for behind/at-risk tasks
- ▶ Began planning and generating content for Implementation Regional Touchpoint #3, to be hosted in late May 2021
- ▶ Coordinated with the Reports team to get definitions for the Report Security Groups that exist in CalSAWS but not in C-IV
- ▶ Attended the UAT Kick-off for the C-IV Counties on March 18, 2021
- ▶ Continued compiling a comprehensive opt-in/out tracker for all decisions made that will be implemented at C-IV Migration
- ▶ Continued to maintain a master FAQ document of all Implementation-related questions asked across various meetings, emails, and other feedback mechanisms (posted monthly to the Web Portal)
- ▶ Continued the maintenance of the County and Project Readiness Checklists in JIRA as a tracking mechanism across multiple Project teams, which serves as a comprehensive dashboard reporting tool on Implementation Readiness
  - Continued maintenance by comparing Project Readiness Checklist to the CalSAWS Migration Work Plan to existing tasks and milestones
- ▶ Continued to maintain the Project-level checklists with known Implementation milestones and tasks in the areas of Application Readiness, Conversion Readiness, Technical Readiness, Change Readiness, Training Readiness, Implementation Support Readiness, and Integration
- ▶ Continued to maintain the Master County Readiness Checklist (updating each County's respective checklist as applicable), confirming with relevant Project teams on the accuracy of task descriptions, owners, target started dates, and target completion dates
  - Regional TOSS teams continued their March occurrences of the monthly TOSS/IPOC touchpoints, in which checklist task statuses are discussed
  - Continued tracking actual completion dates for each County, as tasks are coming due



## CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

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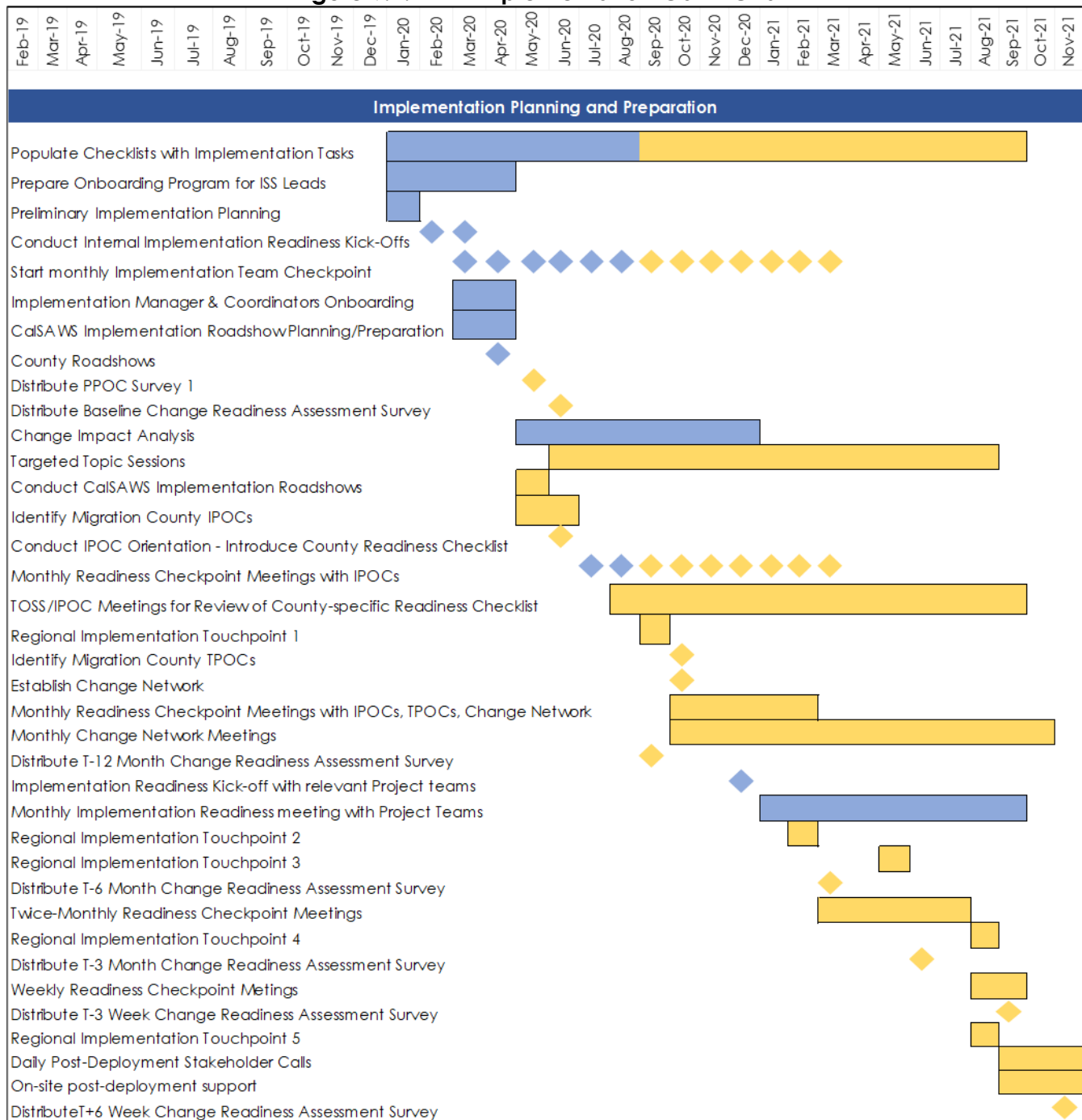
- Continued providing guidance and clarification to IPOCs on readiness activities and the ongoing progress of the Readiness Checklist
- Continued to assess potential additional readiness activities that originate from Project teams, as well as the Counties, and include in checklist(s) as appropriate
- ▶ Continued tracking the County profiles, which includes attributes that define a County's Readiness Tasks, including number of workers, being task-based, having an intranet, etc.
- ▶ Maintained schedule of Implementation meetings (see Table 8.1.1-1)
- ▶ Imaging
  - Attended weekly Implementation touchpoint with Consortium Implementation Lead on March 15, 2021
  - Attended Pre-Meet for Monthly Implementation Readiness Checkpoint with CalSAWS Regional Managers on March 18, 2021
  - Attended Monthly Implementation Working Session with CalSAWS Teams on March 18, 2021
  - Continued to maintain Imaging tasks on Project and County readiness checklists
  - Continued supporting Implementation team in answering County Imaging questions

# CalSAWS – California Statewide Automated Welfare System

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**Figure 9.1.1-1 – Implementation Gantt Chart**



**NOTE:** Activities in yellow indicate direct interaction with the C-IV Counties

**CalSAWS – California Statewide Automated Welfare System**

CalSAWS DD&amp;I Project Phase

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**Table 9.1.1-2 – C-IV Migration Implementation Readiness Meetings with Key Stakeholders**

DAY	BEGIN DATE	FREQUENCY	PARTICIPANTS
<b>Pre-Implementation</b>			
Monthly Implementation Readiness Checkpoint	T-18 Months March 2020	Monthly	Implementation team/Training, Regional Managers
Monthly Project pre-meets to Implementation Readiness Checkpoints	T-15 Months June 2020	Monthly	Implementation team/Training, Regional Managers
Monthly Implementation Readiness Checkpoint – added participants	T-14 Months July 2020	Monthly	Implementation team/Training, Regional Managers, IPOCs
TOSS/IPOC Meetings for Review of County-specific Readiness Checklist	T-13 Months August 2020	As established by IPOC preference	TOSS, IPOCs, Regional Managers
Regional Implementation Touchpoints	T-12 Months September 2020	Quarterly	TOSS, Regional Managers, IPOCs (regional), Regional Stakeholders
Monthly Implementation Readiness Checkpoint – added participants	T-9 Months December 2020	Monthly	Implementation team/Training, Regional Managers, IPOCs, TPOCs
Bi-Monthly Implementation Readiness Checkpoint	T-5 Months April 2021	Bi-monthly	Implementation team/Training, Regional Managers, IPOCs, TPOCs
Weekly Implementation Readiness Checkpoint	T-1 Month August 2021	Weekly	Implementation team/Training, Regional Managers, IPOCs, TPOCs, CNCs
<b>Post-Implementation</b>			
Daily Post-Deployment Support Meeting	September 2021	Daily (30 Business Days)	Implementation team (including onsite support team members)
Daily Post Deployment Stakeholder Call	September 2021	Daily (30 Business Days)	Implementation team/Training, Regional Managers, IPOCs, TPOCs, and County Stakeholders

**Deliverable Management****Table 9.1.1-3 – Deployment Deliverable Status for Current Reporting Period**

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

### **9.1.2 Change Management**

- ▶ Continued to maintain the CalSAWS Deliverable #41 Operational Working Document (OWD), which captures change readiness tasks, target start and execution dates, and associated owners until go-live
- ▶ Continued to add and track Communications Events on the Change Management Communications Roadmap, including the creation of infographics, videos, and other Change Communications
- ▶ Change Network
  - Continued to monitor input from the Change Network Champions (CNC) Feedback Form and provide responses in a timely manner
  - Continued compiling a comprehensive Q&A document based on questions received during the March CNC meeting
  - Continued planning for the April occurrence of the Change Network Meetings, as well as the optional Change Management Workshop, to take place immediately following the April Meeting
- ▶ Targeted Topics / Just-in-Time demonstrations
  - Task Management
    - Hosted third preparation session on March 17, 2021 for the Task Management Targeted Topic, to take place on April 20, 2021
  - Continued strategizing the approach and establishing the topics for the upcoming Just-in-Time demonstrations
- ▶ Communication
  - Continued to prepare a Summary of High-Impact Changes document, which lists the high-impact change areas in CalSAWS and where to find associated reference materials
- ▶ C-IV County Feedback
  - Distributed the T-6 Month Change Readiness Assessment Survey to Active C-IV Users on March 16, 2021 and began compiling results
- ▶ Continued the Drive Change Team Efforts phase of the Change Impact Analysis (CIA),
  - Created a new Executive CIA Dashboard in JIRA, which shows the total number of CIA Impacts by Priority, Source Location, and Area Impacted, in addition to the items that require Case Review Guides and items that will be part of County Preparation Phase (1A) activities
  - Reviewed 1,143 designs/design differences
    - 766 have been identified as having some level of impact
      - 26 have been identified as having a high level of impact
      - 158 have been identified as having a medium level of impact
      - 581 have been identified as having a low level of impact
      - 1 is still being assessed for level of impact
    - 377 have been identified as having no impact to C-IV users (i.e., migrated from C-IV or only impacting Los Angeles County)
  - Change Management is collaborating closely with Training to align on potential Project actions for each identified change, such as Web Based Trainings (WBTs), Job Aids, Training Templates (Quick Guides, Reference Guides), Targeted Topic Sessions, Short Videos, etc.
- ▶ Continued coordination and collaboration with Conversion Team on Change Management's role in communicating and tracking manual case reviews, as well as

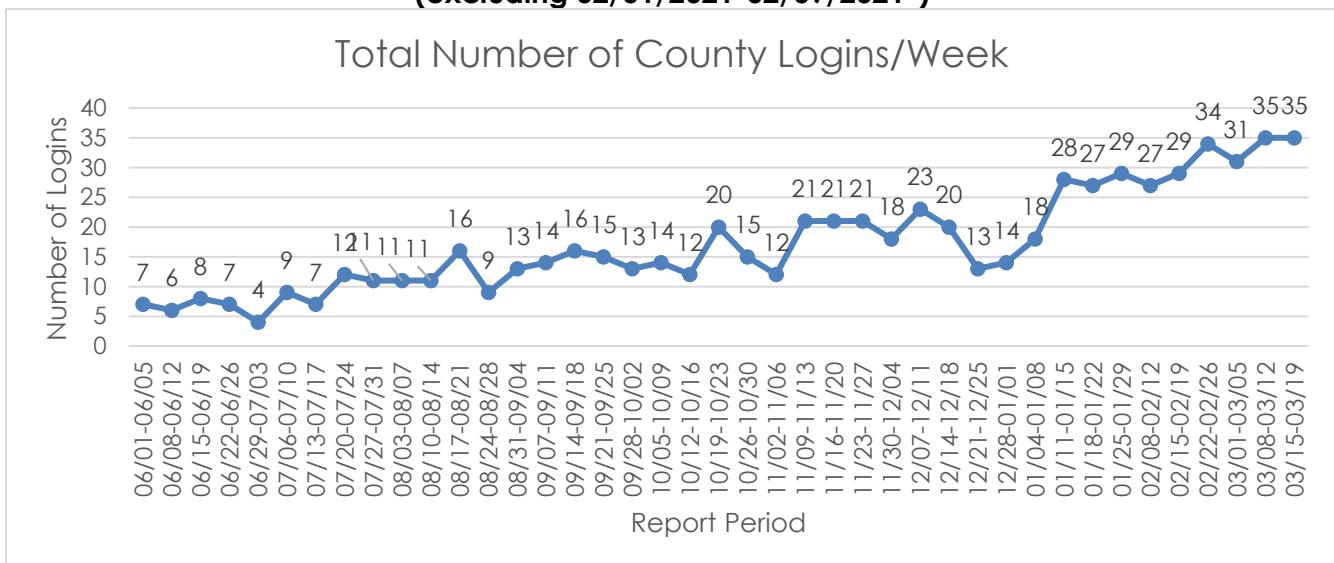
## CalSAWS – California Statewide Automated Welfare System

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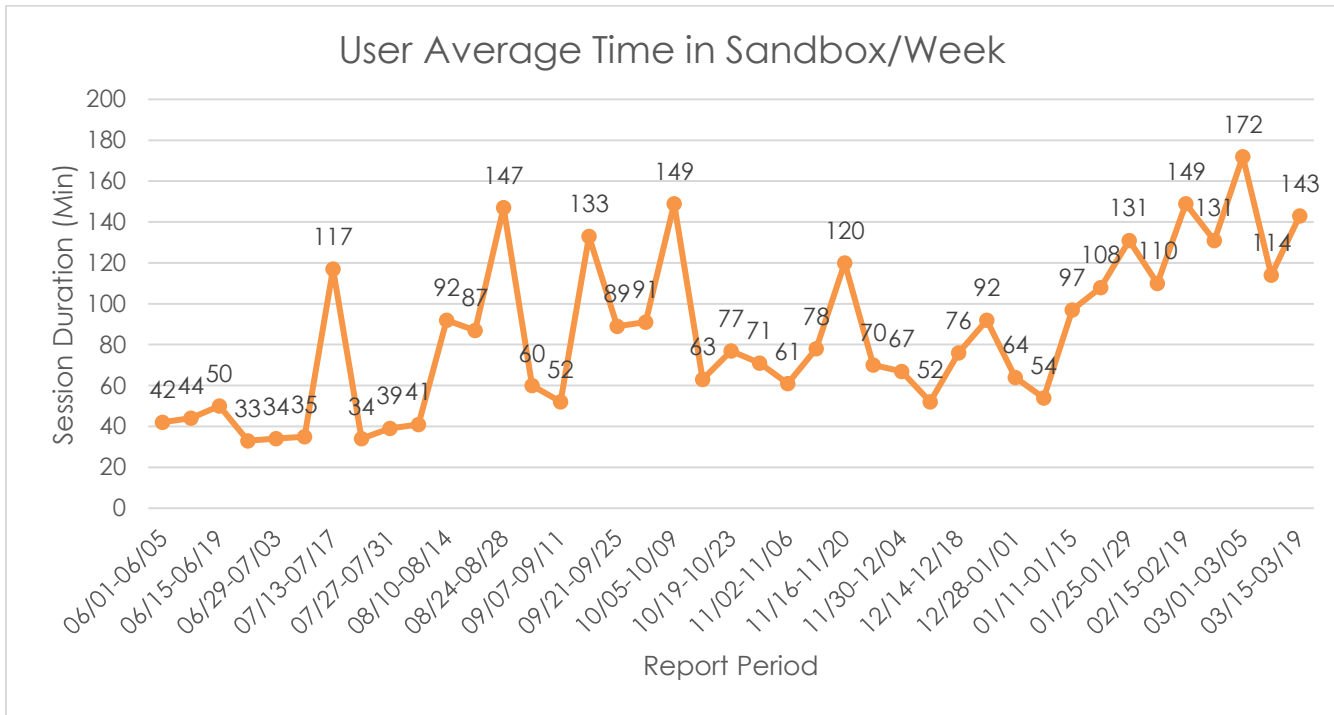
Weekly Status Report Period: March 15, 2021 to March 21, 2021

- downstream application/batch impacts based on unreconcilable data
- ▶ Continued to monitor Sandbox performance and follow up on the status of open environment defects
- ▶ Imaging
  - Continued coordination and collaboration of 'C-IV Migration to CalSAWS Organizational Change Management (OCM)' and 'Imaging OCM' Teams
  - Attended Customer Engagement Management Team Touchpoint on March 16, 2021
  - Attended Twice-Monthly Training, Implementation, and Change Management Team meeting with Consortium Staff on March 16, 2021
  - Hosted Bi-Weekly Imaging Change Management, Training, and Implementation Touchpoint with Consortium Staff on March 17, 2021
  - Attended weekly Change Management Touchpoint with Consortium Change Management Leads on March 17, 2021
  - Presented Change Management and Training Status ant CalSAWS Imaging Project Status meeting on March 17, 2021
  - Presented Los Angeles County T-9 Month Imaging Change Readiness Assessment Survey results to Region 6 Regional Managers and Los Angeles County Imaging leads on March 17, 2021
  - Attended CalSAWS Project Steering Committee meeting on March 18, 2021
  - Finalized content for Los Angeles County Imaging Change Network monthly meeting
  - Finalized March Imaging communications and related CIT for C-IV Counties
- ▶ Task Management
  - Continued development of Task Management Informational Guide and One-Pager
  - Presented four Task Management SCRs during the LRS 21.03 Release Webcast
- ▶ FCED
  - Continued development of the FCED Change Management Plan
  - Continued conducting the FCED Change Impact Analysis

**Figure 9.1.2-1 – LRS Sandbox Environment: Total Number of Counties that Logged in per Week (excluding 02/01/2021-02/09/2021\*)**



**Figure 9.1.2-2 – LRS Sandbox Environment: Average Time Users Spent in the Sandbox per Week (excluding 02/01/2021-02/09/2021\*)**



**Table 9.1.2-1 – Login Counts & Total Logged Time by County During Reporting Period**

County	User	LOGIN COUNT	TOTAL LOGGED TIME
Alameda	User1	3	00:15:42
Alpine	User1	1	00:00:00
Butte	User1	24	04:55:08
Colusa	Users 1, 2, 3, 5, 6	6	01:53:58
Contra Costa	Users 1, 3	3	01:32:38
Del Norte	Users 2, 5, 6	45	08:47:29
El Dorado	Users 1, 2	2	00:05:41
Fresno	User 1	2	00:17:23
Glenn	Users 1, 6	2	00:08:15
Humboldt	Users 1,2, 3, 4	34	13:54:20
Kern	Users 1, 2, 4, 5, 6	55	25:54:29
Lake	Users 1, 2, 6	9	05:32:19
Lassen	Users 2, 4	5	00:44:22
Los Angeles	Users 4, 6	36	20:04:35
Madera	Users 1, 2, 6	7	00:19:15
Mariposa	User 6	1	00:00:36
Mendocino	Users 1, 2, 3	7	03:38:14
Merced	Users 2, 5, 6	3	00:29:42
Monterey	Users 2, 3, 4, 6	36	10:49:57

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County	User	LOGIN COUNT	TOTAL LOGGED TIME
Orange	Users 1, 2, 3	21	04:24:35
Placer	User 1	1	01:10:12
Riverside	Users 1, 2, 3, 6	10	04:17:57
Sacramento	User 1	7	06:23:35
San Bernardino	Users 1, 2, 3, 4, 5, 6	121	23:43:25
San Diego	Users 1, 3, 4, 5, 6	42	36:43:28
San Francisco	Users 1, 2, 3, 6	30	07:16:45
San Luis Obispo	User 1	6	01:26:21
San Mateo	User 6	8	02:33:56
Santa Clara	Users 1, 4, 6	31	07:22:31
Shasta	Users 1, 2	13	04:42:33
Siskiyou	User 2	1	00:00:49
Sonoma	User 1	2	00:29:24
Stanislaus	Users 1, 2, 3, 5	13	05:50:25
Tehama	Users 1, 2	4	01:52:48
Trinity	Users 2, 3	7	03:39:53

## 9.2 Activities for the Next Reporting Period

### 9.2.1 Implementation

- ▶ Continue coordination with the BenefitsCal Implementation team on an integrated readiness approach
- ▶ Continue to work with the Technical Team on the required technical activities during cutover weekend
- ▶ Continue to develop an in-depth post-deployment support plan that can accommodate both on-site and completely virtual support models
- ▶ Continue coordination with Conversion on the distribution of available Case Review Guides
- ▶ Continue planning for the Quarterly Implementation Regional Touchpoint #3
- ▶ Host a walk-through of the CalSAWS Implementation Readiness Packet for the C-IV County IPOCs and PPOCs on March 24, 2021
  - Distribute the CalSAWS Implementation Readiness Packet via CIT
- ▶ Host a meeting with Application Development and System Test Teams on March 24, 2021 to review C-IV County Impacts as Outcomes of CDT
- ▶ Continue to maintain Project-level and County-level Readiness checklists with known Implementation milestones and tasks in the areas of Application Readiness, Conversion Readiness, Technical Readiness, Change Readiness, Training Readiness, Implementation Support Readiness, and Integration Readiness
  - Continue to update County-specific checklists based on feedback from IPOCs
  - Continue to track upcoming task due dates and actual completion dates
  - Continue tracking County Profiles attributes, which will feed into County-specific readiness criteria
- ▶ Continue ongoing engagement with County IPOCs, documenting questions asked in the Master FAQ tracker, and researching and providing the associated resolution



in support of readiness activities

- ▶ Imaging
  - Attend Weekly imaging Touchpoint with Consortium Implementation Lead on March 22, 2021
  - Attend CalSAWS Implementation Readiness Packet Walkthrough on March 24, 2021
  - Continue supporting Implementation team in answering County Imaging questions
  - Continue monitoring Project Implementation Readiness tasks for Imaging

## **Deliverable Management**

**Table 9.2.1-1 – Deployment Deliverable Status for Next Reporting Period**

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

### **9.2.2 Change Management**

- ▶ Continue to maintain DEL #41 Ongoing Working Document (OWD)
- ▶ Continue to add Communications Events and expected completion dates to the Change Management Communications Roadmap for Change Management activities and County engagement points
  - Based on Change Readiness Assessment Surveys results, Change Network feedback, and Change Impact Analysis outcomes, continue to determine topics and create content for change communications, such as infographics, videos, and the CalSAWS Newsletter
    - Continue content for Change Communications (infographics, news blasts, videos etc.)
    - Continue creation of a Summary of High-Impact Changes Document
- ▶ Targeted Topics
  - Continue planning for the transition from Targeted Topics to Just-in-Time demonstrations
  - Continue planning for the Task Management Targeted Topic, to be hosted on April 20, 2021
- ▶ Change Network
  - Continue to monitor input from the Change Network Champions (CNC) Feedback Form and provide responses in a timely manner
  - Continue to plan for the April occurrence of the Change Network Meetings, as well as the Optional Change Management Workshop
- ▶ C-IV County Feedback
  - Continue to monitor responses to the T-6 Month Change Readiness Assessment Survey
    - Send a reminder email to complete the survey for all those who have not yet responded on March 23, 2021
    - Send the Regional Managers the response rate statistics by County on March 23, 2021
- ▶ Continue validation and drive change team efforts phases of the C-IV to CalSAWS Change Impact Analysis



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- Continue coordination with Training Team on Organizational Change Management (OCM) recommendations based on Change Impact Analysis (CIA) outcomes
- ▶ Continue coordination with Conversion on case review tracking, Application Development Team input, and necessary County outreach
  - Continue to review Conversion impacts from JIRA extract
- ▶ Continue to monitor Sandbox environment performance and escalate issues as necessary
- ▶ Imaging
  - Attend Customer Engagement Management meeting on March 23, 2021
  - Host Bi-Weekly Imaging Materials Review session with Consortium Imaging Analysts on March 24, 2021
  - Attend Weekly Change Management Touchpoint with Consortium Change Management Leads on March 24, 2021
  - Attend meeting regarding C-IV Document Migration Updates on March 24, 2021
  - Host Los Angeles County Imaging Change Network monthly meeting on March 25, 2021
  - Distribute March Imaging Communications and related CITs
    - Single Case Scan Video (Los Angeles and C-IV Counties)
    - Multi-Case Scan Video (Los Angeles and C-IV Counties)
    - Scan Modes Infographic (C-IV Counties)
    - Imaging Newsletter #1 (Los Angeles County)
  - Draft CIT for Imaging Demonstrations
  - Start planning Los Angeles County Imaging communications for April
- ▶ Task Management
  - Continue developing Task Management Informational Guide and One-Pager
  - Continue working on Task Management for Administrators preliminary Detailed Design
  - Continue to prepare for the Task Management Targeted Topic on April 20, 2021
- ▶ FCED
  - Continue to develop the FCED Change Management Plan
  - Continue conducting the FCED Change Impact Analysis

### 9.3 Deviations from Plan/Adjustments

- ▶ None for the reporting period

## **10.0 Appendices**

Appendix A – CalSAWS Deliverable Summary

Appendix B – CalSAWS Migration Work Plan Summary

Appendix C – CalSAWS DD&I Project Gantt Chart

Appendix D – CalSAWS Project Risks and Issues

Appendix E – OBIEE and State & Management Master Inventory

