



CalSAWS DD&I Weekly Status Report

Reporting Period: April 12, 2021 to April 18, 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
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
54	CalSAWS Migration Project Control Document Update #2	PMO		Final Deliverable (FDEL) is in progress. Submission of the FDEL is due on April 20, 2021
55	CalSAWS Migration Work Plan Update #24	PMO		Submitted the Final Deliverable (FDEL) on April 14, 2021. Approval of the FDEL is due on April 21, 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	Audio/ Visual (A/V) Upgrades	Rancho Cordova	Spring 2021	<ul style="list-style-type: none"> • 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
2	Large Space Needs	Rancho Cordova and Norwalk Project Offices	June – August 2021	<ul style="list-style-type: none"> • Continued planning facility and equipment needs for CalSAWS DD&I C-IV UAT command center/war rooms, 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
3	Return to Office	Rancho Cordova	Spring/ Summer	<ul style="list-style-type: none"> • Continued reviewing and processing Return to Office (RTO) Approval

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Item #	Initiatives/ Projects	Location	Target Date	Notes/Status
		and Norwalk Project Offices	2021	<p>Request Forms submitted by CalSAWS Project staff, which are required to access the CalSAWS Rancho Cordova or Norwalk Project offices</p> <ul style="list-style-type: none">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. Begin planning for April Project All Staff Meeting

- ▶ Facilitated the CalSAWS Weekly Status Meeting that was held on April 14, 2021
- ▶ Began preparations for the Section Directors Meeting that is scheduled for April 20, 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 preparing materials for the monthly Risk Management Group meeting that is scheduled for April 28, 2021
- ▶ Continued supporting engagement of project staff working remotely, including:
 - Continued preparations for the monthly virtual CalSAWS Project All Staff Meeting that is scheduled for April 21, 2021
 - Finalized and distributed the monthly CalSAWS Connect newsletter to the CalSAWS Project Team on April 15, 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.
- ▶ Continued performing Contract Management activities for the CalSAWS DD&I Project
 - LRS Amendment No. 25 and C-IV Amendment No. 113 - Received the JPA Board of Directors' approval for LRS Amendment No. 25 and C-IV Amendment No. 113 on April 16, 2021. These amendments incorporated 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
- ▶ Facilitated virtual CalSAWS Project orientation for new project staff on April 12, 2021
- ▶ Participated in the monthly CalSAWS IT Report Meeting with OSI, CMS (Centers for Medicare and Medicaid Services), and FNS (Food and Nutrition Service) that was held on April 14, 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
54	CalSAWS Migration Project Control Document Update #2	<ul style="list-style-type: none"> Began developing the FDEL based on comments received on the DDEL Submission of the FDEL is due on April 20, 2021
55	CalSAWS Migration Work Plan Update #24	<ul style="list-style-type: none"> Finalized and submitted the FDEL to the Consortium for review and feedback on April 14, 2021 Approval of the FDEL is due on April 21, 2021

1.2.2 Communications Management

- ▶ CalSAWS Communications Management activities including:
 - Continued to gather key communication milestones from the Project teams
- ▶ CalSAWS Enhanced Communications Strategy:
 - Continued oversight and management of Power of 58 materials
- ▶ CalSAWS External Website (www.calsaws.org):
 - 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 21.05 Communications:
 - Performed activities for the 21.05 release. See Table 1.2.2-4 for completed and planned activities

Table 1.2.2-1 – Website Support Activities

TASK	DATE(S)	TASK TYPE
Uploaded March 2021 Change Control Board Meeting Materials	April 12, 2021	Website Content Update

Table 1.2.2-2 – CalSAWS.org Usage Statistics

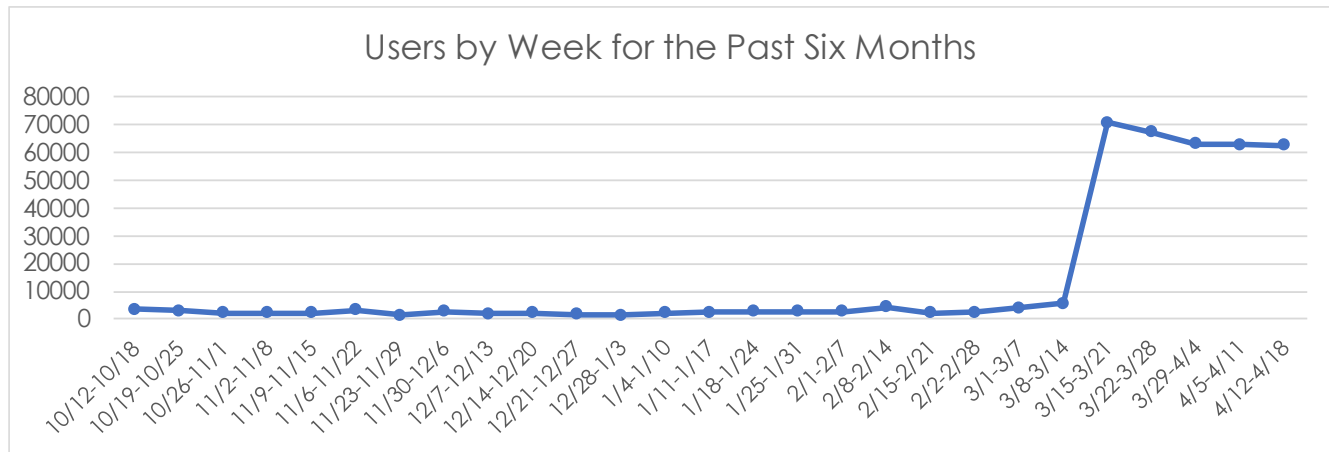
CATEGORY	DURING REPORTING PERIOD	SINCE LAUNCH
Total Number of Subscribers	4	739
Total Number of Unique Users	62,693	634,563
Total Number of New Users	61,858	634,563
Total Number of Sessions (Individual Site Visits)	63,823	785,856
Average Number of Sessions per User	1.02	1.24
Average Number of Page Views per Session	1.03	1.27
Average Session Duration	0:07	1:02
AskCalSAWS Inquiries – Received/Resolved	2/2	219/218

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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. The Google Analytics data has been shared with the Accenture Security team. A specialized usage report has been generated by WordPress and forwarded it over to the Accenture Security team for further investigation. Additional questions have been addressed by the WordPress Support team.

Table 1.2.2-3 – CalSAWS.org Subscription Service Statistics

WEBPAGE	PERCENT OF SUBSCRIBERS
Latest News – CalSAWS Buzz Newsletter	51%
Latest News – News	39%
Meetings – Project Steering Committee	32%
Other Updates – Careers	32%
CalSAWS Committees – CalWORKs/CalFresh	30%

Table 1.2.2-4 – CalSAWS Migration DD&I Release 21.05 Communication Activities

TASK	DATE(S)	OWNER
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
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

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TASK	DATE(S)	OWNER
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, 2021 – 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
 - Continued management of Power of 58 assets on the CalSAWS Project SharePoint site
 - Continued to support development of the monthly CalSAWS Connect Newsletter
 - Continued development of Ambassador ideation session materials
 - Continued 2021 Ambassador recruitment
 - Liaised with Staples on product options and pricing for Power of 58 swag shop
 - Continued coordination across IDEA, Great Place to Work (GPTW), and Soft Skills Training to create a CalSAWS Cultural Framework and training
- Culture Ambassadors' Initiatives:
 - Cross-Pollination (CP):
 - Maintained quick-win lists to continue with short-sprint initiatives to sustain engagement across the Project
 - Continued development of next round of Cross-Project Coffee Break
 - 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
 - Prepared for the next workshop which will be held April 22, 2021
 - Send out a post survey to those who attended the April 13, 2021 session
 - Leadership Coaching
 - Continued to prepare for next leadership coaching series to be held in May 2021
 - Invites and agendas will be sent a week prior to the session
 - CalSAWS Table Talks
 - Connected with the presenters for the next Table Talks this week
 - Next Tables Talk will be on April 29, 2021
 - We Are One
 - Continued to update the overall IDEA Calendar with IDEA's most recent and upcoming meetings and events
 - Me, You, Us Training
 - Redirected discussion on how to prompt discussion on the Me, You, Us Training materials by potentially leveraging "Teams"
 - IDEA General
 - Connected with CalSAWS leadership to prepare for the diversity equity and inclusion Officer interview
 - Connected with the Great Place To Work, Culture, and Training team to discuss providing a visual of what we all offer for the project team

1.3 CRFI/CIT Communications Information

- ▶ The following table outlines CalSAWS Information Transmittals (CITs) sent for the reporting period ending April 18, 2021

Table 1.3-1 – CITs

CIT ID	SUBJECT	CATEGORY	DISTRIBUTION DATE	PRIMARY CalSAWS CONTACT	BACKUP CalSAWS CONTACT
0088-21	CalSAWS Imaging Demonstrations	Informational	April 12, 2021	Helen Cruz	Araceli Gallardo
0089-21	AAP Automation Video and AAP, ARC, Kin-GAP Infographic	Informational	April 12, 2021 Revised April 13, 2021	Araceli Gallardo	Helen Cruz
0092-21	CalSAWS SFY 20-21 Second Quarter County Share Adjustment	Informational	April 14, 2021	Tina Weinmeister and Stacey Drohan	Diana Lam and Britt Carlsen
0096-21	Task Management Infographic	Informational	April 16, 2021	Helen Cruz	Araceli Gallardo

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- The following table outlines CalSAWS Requests for Information (CRFIs) sent for the reporting period ending April 18, 2021

Table 1.3-2 – CRFIs

CRFI ID	SUBJECT	DISTRIBUTION DATE	STATUS	RESPONSE DUE DATE	CalSAWS CONTACT
21-021	Request County TPOCs to fill out C-IV to CalSAWS Migration - Application Reference List	March 29, 2021	Open	April 23, 2021	Uzair Syed
21-022	County Support Staff Reallocation/Return of Allocation	March 30, 2021	Closed	April 13, 2021	Diana Lam
21-024	County Training Coordinator Role (optional)	April 12, 2021	Open	April 23, 2021	Ashley Arnold

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 April 18, 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 to prepare materials for the monthly Risk Management Group meeting that is scheduled for April 28, 2021
- Facilitate the CalSAWS Weekly Status Meeting scheduled for April 14, 2021
- Begin preparations for the Section Directors Meeting that is scheduled for April 20, 2021
- Continue activities to support Project staff working remotely
 - Continue preparations for the next (seventeenth) virtual CalSAWS Project All Staff Meeting that is scheduled for April 21, 2021
 - Begin development of the next issue of the CalSAWS Connect newsletter that will be distributed to the CalSAWS Project Team on May 13, 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

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- ▶ Continue performing Contract Management activities for the CalSAWS DD&I Project
- ▶ Continue performing Deliverable Management activities for the CalSAWS DD&I Project

Deliverable Management

Table 1.4.1-1 – Deliverable Status for Next Reporting Period

DEL #	DELIVERABLE NAME	STATUS
54	CalSAWS Migration Project Control Document Update #2	<ul style="list-style-type: none">• Finalize and submit the FDEL to the Consortium for review on April 20, 2021• Approval of the FDEL is due on April 27, 2021
55	CalSAWS Migration Work Plan Update #24	<ul style="list-style-type: none">• Facilitate a touchpoint meeting with Deliverable reviewers on April 20, 2021 to address comments and questions, as needed• Approval of the FDEL is due on April 21, 2021

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 Work from 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

1.4.4 Inclusion, Diversity & Equity Advancement (IDEA)

- ▶ Conduct CalSAWS Table Talks session on April 29, 2021
- ▶ Conduct interviews for new diversity, equity, and inclusion position

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
- ▶ Continued ForgeRock implementation support activities
 - Continued to monitor ForgeRock services
 - Supported C-IV Contact Center with ForgeRock Go-Live
- ▶ Continued ForgeRock features enablement and integration activities
 - Continued development and integration workshops with BenefitsCal
 - Continued ForgeRock C-IV migration planning activities
- ▶ Submitted CR for ForgeRock 21.04.30 Production Release
- ▶ Finalized Delegated Administration Portal Training CRFI

Table 2.1-1 – ForgeRock Milestones

MILESTONES	DUE DATE	STATUS
ForgeRock 21.04 Production Deployment	April 30, 2021	In progress
Implement Hot-Hot Architecture for DR	May 31, 2021	In progress

- ▶ Continued Innovation Lab activities
 - Deploy Operational Decision Making (ODM) Rules (*Describe Phase*)
 - Continued progress on work plan with new resource
 - Streamlined CalSAWS Lobby Application (*Describe Phase*)
 - Viewed current application with the Lobby Management Committee to further understand user stories
 - System Status for End Users (*Co-Create Phase*)
 - Continued prototype discussion
 - CalSAWS Production Calendar (*Discovery Phase*)
 - Continued conversations with initiative stakeholders
 - Transform Communications and Collaboration (*Co-Create Phase*)
 - Demonstrated prototype to Policy and Design Leads meeting

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	

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2.2 Activities for the Next Reporting Period

- ▶ ForgeRock features enablement and Integration activities
 - Continue development and integration workshops with BenefitsCal
 - Continue ForgeRock C-IV migration planning activities
- ▶ Support C-IV Contact Center with CalSAWS UAT
- ▶ Apply ForgeRock recommendations (performance enhancements) post-ForgeRock vendor workshops
- ▶ Distribute Delegated Administration Portal Training CRFI to County Personnel
- ▶ Prepare materials for County Personnel Delegated Administration Portal Training
- ▶ Innovation Lab
 - Deploy Operational Decision Making (ODM) Rules (*Describe Phase*)
 - Continue development of work plan and requirements
 - Streamlined CalSAWS Lobby Application (*Describe Phase*)
 - Reach out to potential vendors
 - System Status for End Users (*Co-Create Phase*)
 - Create roadmap for prototype scope
 - CalSAWS Production Calendar (*Describe Phase*)
 - Begin to build business case
 - Transform Communications and Collaboration (*Co-Create Phase*)
 - Finalize prototype for approval to pilot

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 still in workflow off Centera in preparation of the document migration
- ▶ Continued moving C-IV images off K2 onto AWS Snowball as part of the document migration
- ▶ Conducted San Mateo County Document Migration Discovery Session on April 12, 2021
- ▶ Conducted Santa Clara County Document Migration Discovery Session Check-in on April 14, 2021
- ▶ Conducted Los Angeles County Document Migration Discovery Session Check-in on April 15, 2021
- ▶ Conducted San Diego County Document Migration Discovery Session on April 15, 2021
- ▶ Scheduled Santa Clara County Document Migration Discovery Session Check-in on April 21, 2021
- ▶ Scheduled Los Angeles County Document Migration Discovery Session Check-in on April 22, 2021

Table 3.1-1 – CalSAWS Imaging Project Milestones

MILESTONES	SUBMISSION DUE DATE	STATUS
Application Build Activities	March 25, 2021	Complete
Release 21.01	November 25, 2020	Complete
Release 21.03	January 28, 2021	Complete
Release 21.05	March 25, 2021	Complete
Migration Activities	October 1, 2021	In progress
San Mateo County Document Migration Discovery Session	April 12, 2021	Complete
Santa Clara County Document Migration Check-in Session	April 14, 2021	Complete
Los Angeles County Document Migration Check-in Session	April 15, 2021	Complete
San Diego County Document Migration Discovery Session	April 15, 2021	Complete
Santa Clara County Document Migration Check-in Session	April 21, 2021	Scheduled
Los Angeles County Document Migration Check-in Session	April 22, 2021	Scheduled

Figure 3.1-1 – CalSAWS Imaging Releases Burndown

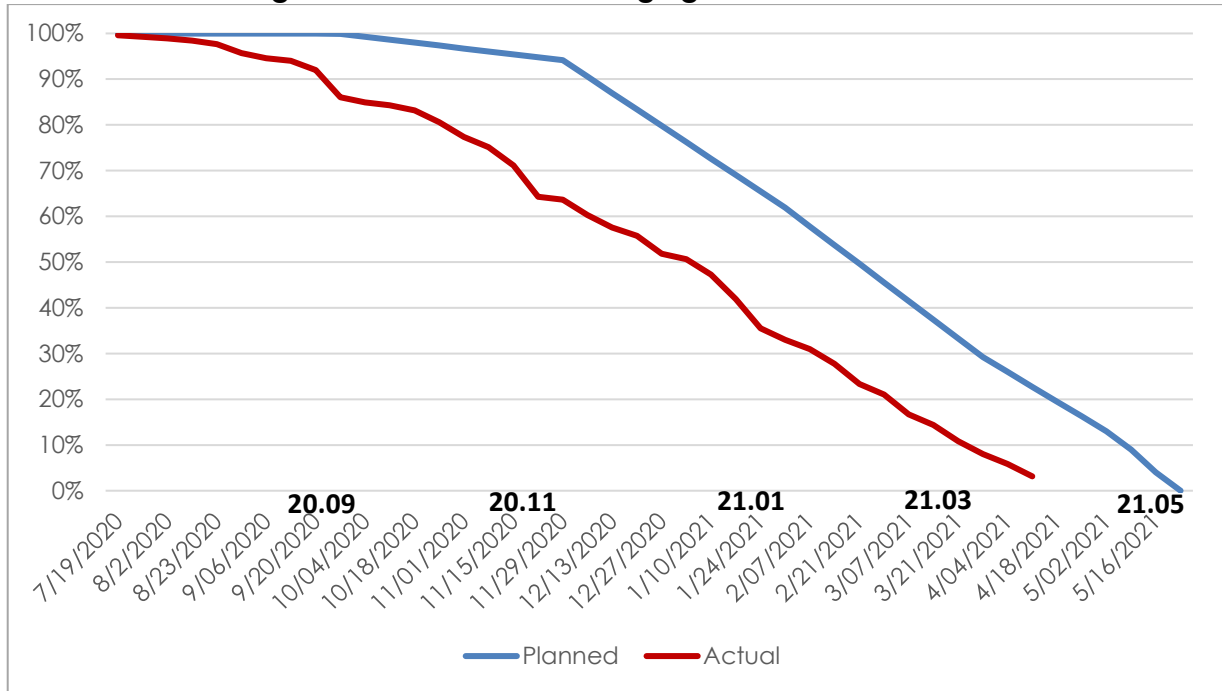


Figure 3.1-2 – Overall C-IV Imaging Migration in Preparation for UAT

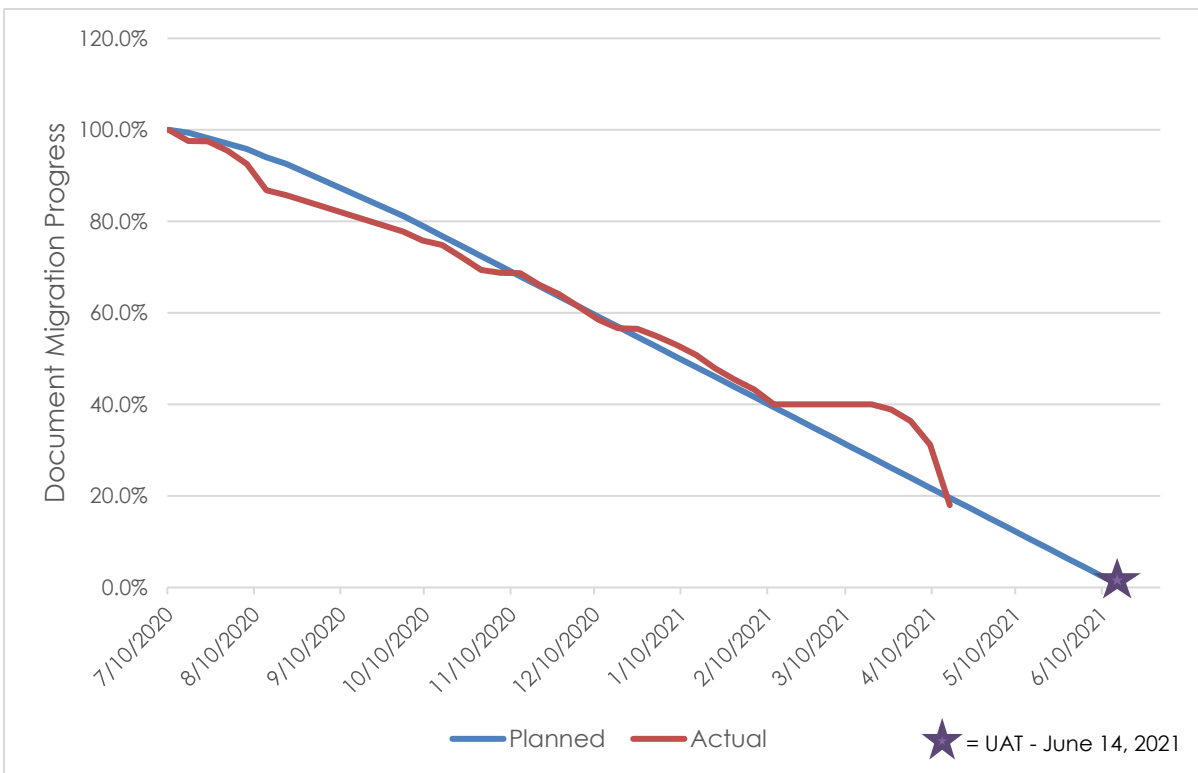


Figure 3.1-3 – C-IV K2 to AWS Snowball Migration Burndown Chart

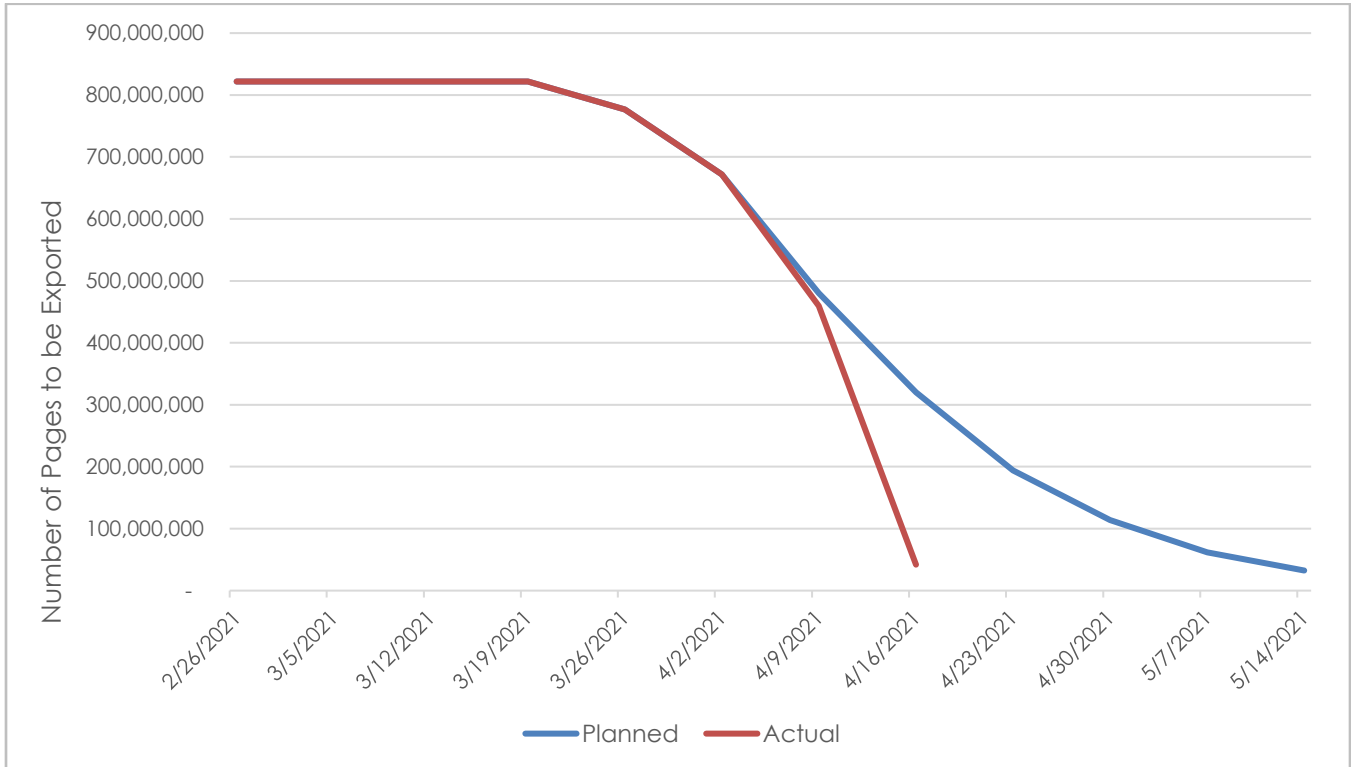


Figure 3.1-4 – C-IV Images in Workflow Not Migrated Off Centera Burndown Chart

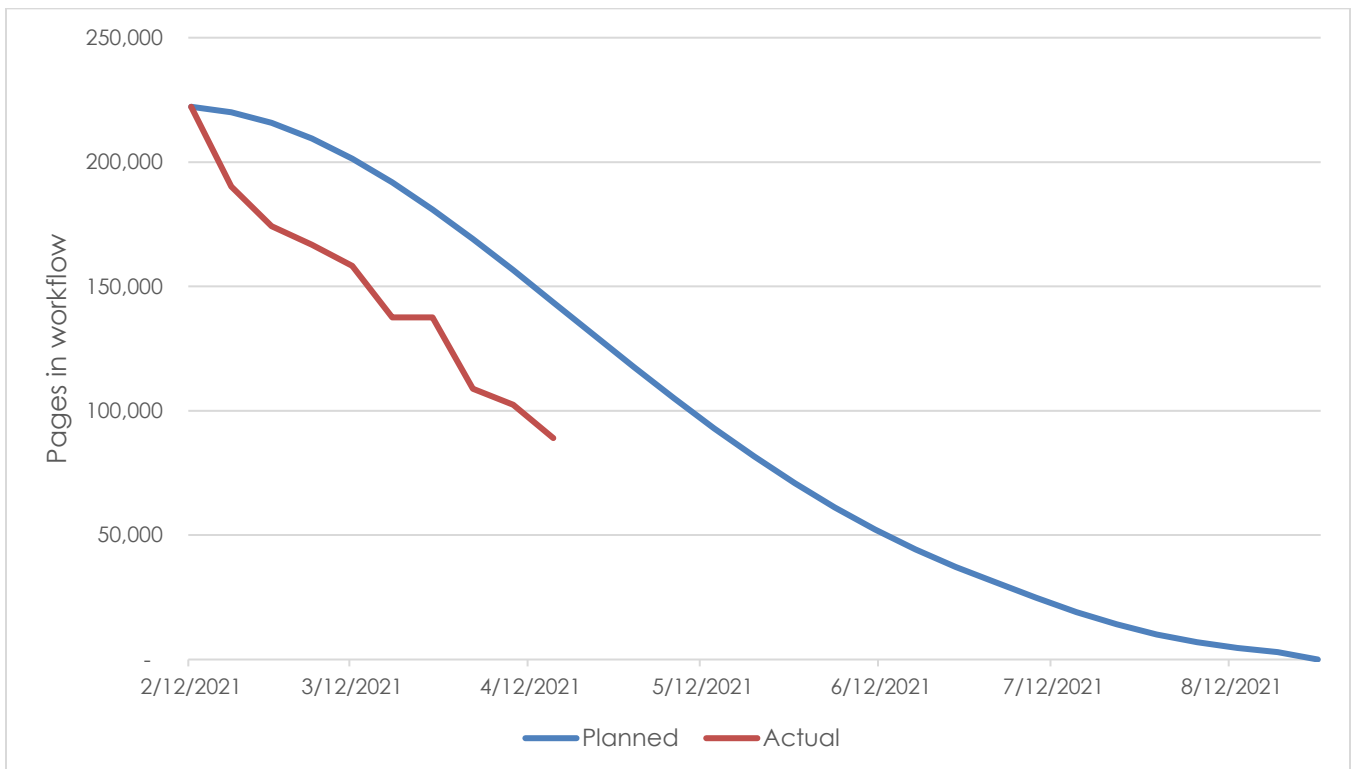
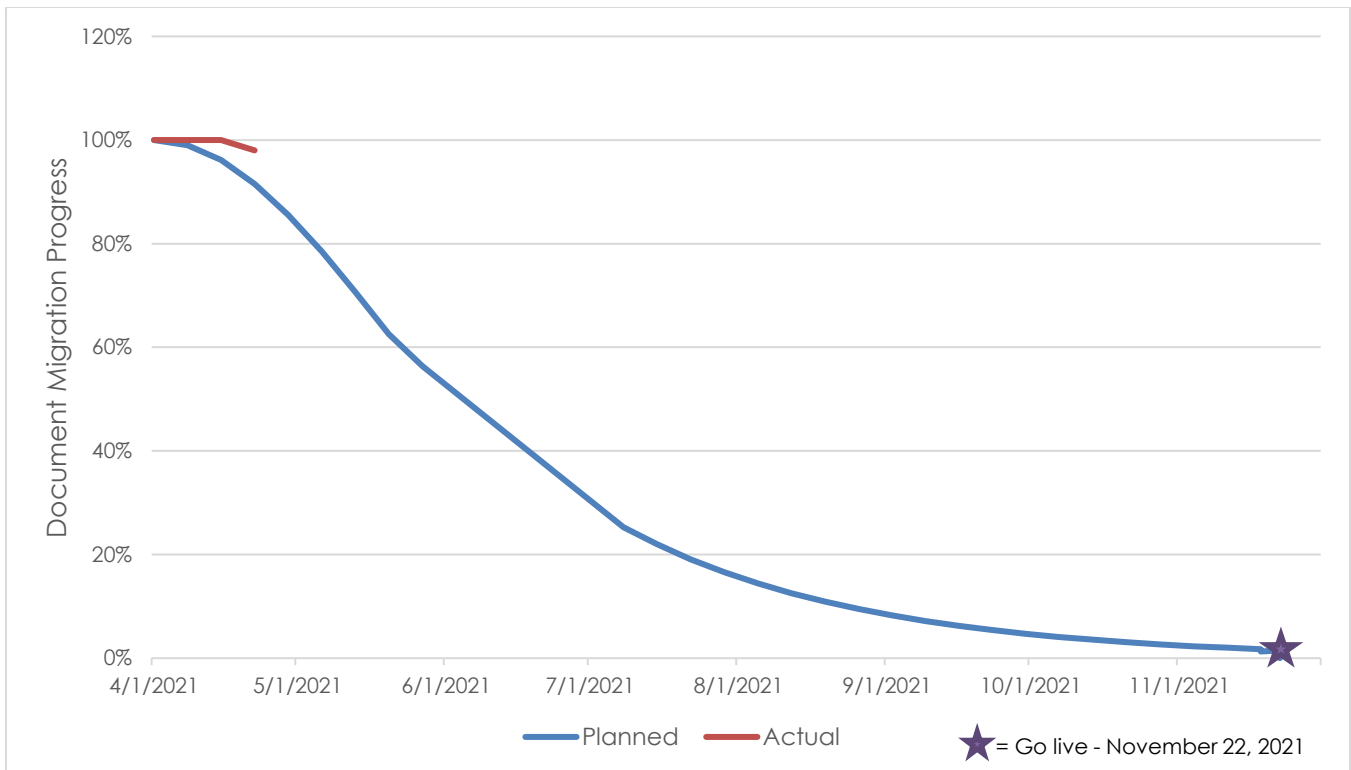
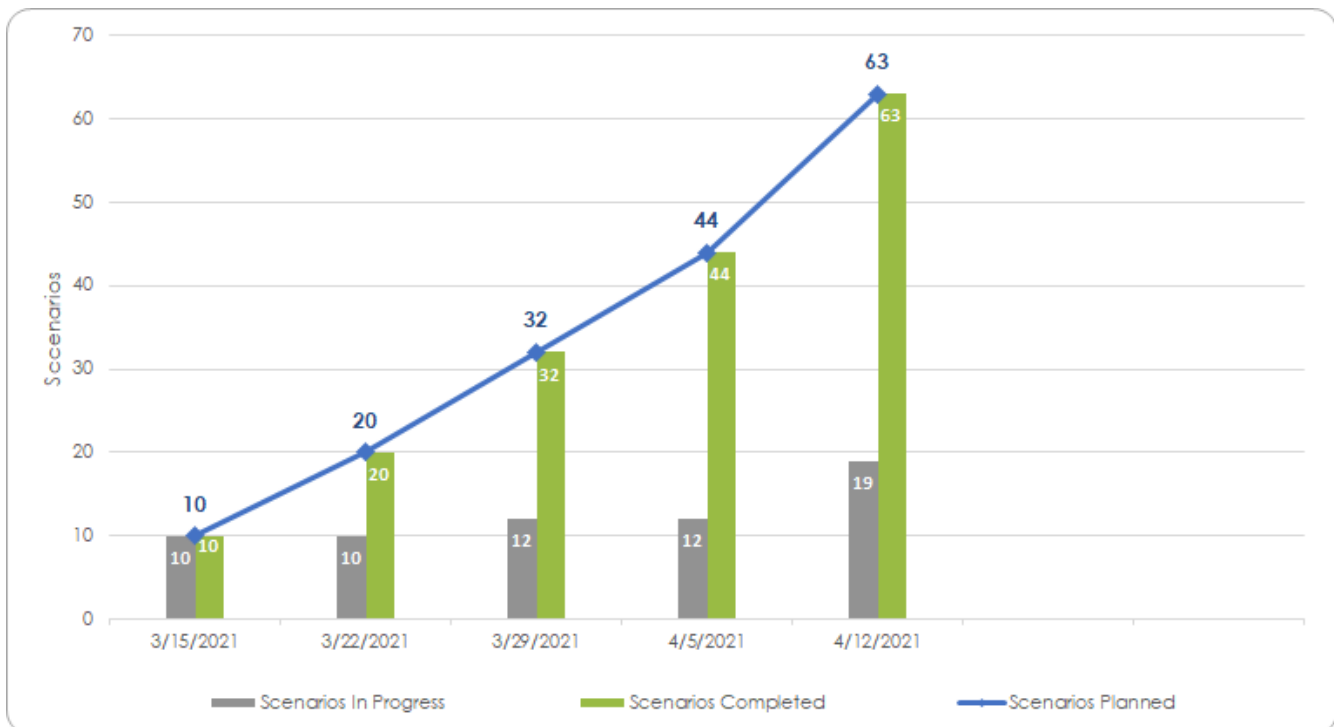


Figure 3.1-5 – Overall Los Angeles (NexLogica) Imaging Migration*



* Please see Risk #234

Figure 3.1-6 – CalSAWS Imaging UAT Scenario Development



3.2 Activities for the Next Reporting Period

- ▶ Continue moving C-IV images still 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 Santa Clara County Document Migration Discovery Session Check-in on April 21, 2021
- ▶ Conduct Los Angeles County Document Migration Discovery Session Check-in on April 22, 2021
- ▶ Schedule Placer County Document Migration Discovery Session on April 27, 2021
- ▶ Schedule Santa Clara County Document Migration Discovery Session Check-in on April 28, 2021
- ▶ Schedule Los Angeles County Document Migration Discovery Session Check-in on April 29, 2021

3.3 Deviations from Plan/Adjustments

- ▶ None for the reporting period

4.0 Customer Service Center

4.1 Highlights of the Reporting Period

- ▶ Continued internal design sessions
- ▶ Continued vendor meetings

Figure 4.1-1 – CalSAWS Customer Service Center – Requirements Burndown

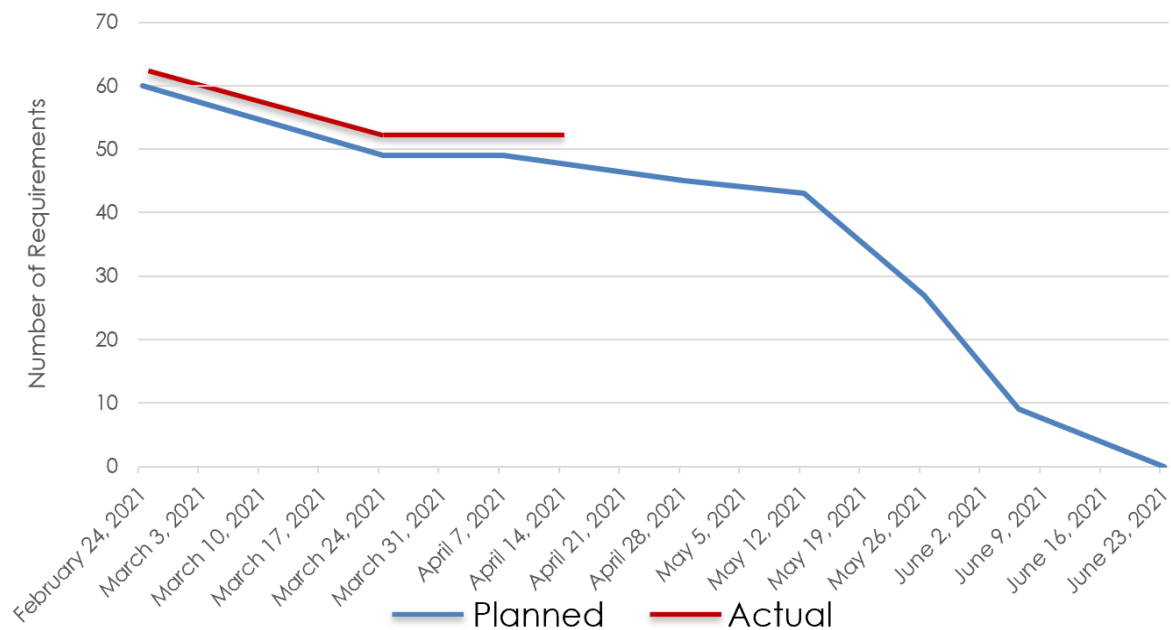


Table 4.1-2 – Customer Service Center Milestones

MILESTONES	SUBMISSION DUE DATE	STATUS
CalSAWS Customer Service Center Solution – Initial Work Plan Complete	March 18, 2021	Completed
CalSAWS Customer Service Center Solution – Cross-team Work Plan Complete	April 9, 2021	In progress
CalSAWS Customer Service Center Solution – Core Application Design Complete	June 30, 2021	In progress
Outbound IVR	March 24, 2021	Approved
WFM/QA/QM and Reporting	March 24, 2021	Approved
Voice Authentication: All Languages	April 28, 2021	Draft in progress
SSO Integration	April 28, 2021	Draft in progress
Post-call Survey/Webchat/Click-to-call	April 28, 2021	Draft in progress
Enhanced CCP	May 12, 2021	Draft in progress
Work-from-home Modifications	May 12, 2021	Not started
Admin Page - Security and Permissions	May 26, 2021	Draft in progress
Admin page - Self Service Features	May 26, 2021	Draft in progress

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MILESTONES	SUBMISSION DUE DATE	STATUS
Admin Page - Roll-on/off/update Agents	May 26, 2021	Draft in progress
Inbound IVR	June 6, 2021	Draft in progress
External Party Access IVR	June 6, 2021	Not started
Environments	June 6, 2021	Not started
Telephonic Signature - Execution and Recording	June 23, 2021	Not started
Telephonic signature - Integration, Interface, and Journaling	June 23, 2021	Not started
IVR/Contact Center Committee Meeting – February	Feb 24, 2021	Completed
IVR/Contact Center Committee Meeting – March	March 24, 2021	Completed
IVR/Contact Center Committee Meeting – April #1	April 7, 2021	Completed
IVR/Contact Center Committee Meeting – April #2	April 28, 2021	Scheduled
IVR/Contact Center Committee Meeting – May #1	May 12, 2021	Scheduled
IVR/Contact Center Committee Meeting – May #2	May 26, 2021	Scheduled
IVR/Contact Center Committee Meeting – June #1	June 6, 2021	Scheduled
IVR/Contact Center Committee Meeting – June #2	June 23, 2021	Scheduled

4.2 Activities for the Next Reporting Period

- ▶ Prepare for IVR/Contact Center Committee on April 28, 2021
- ▶ Reorganize design document order to reflect consortium feedback for committee presentation
- ▶ Continue internal design sessions for the following:
 - Administration Page
 - Enhanced CCP

4.3 Deviations from Plan/Adjustments

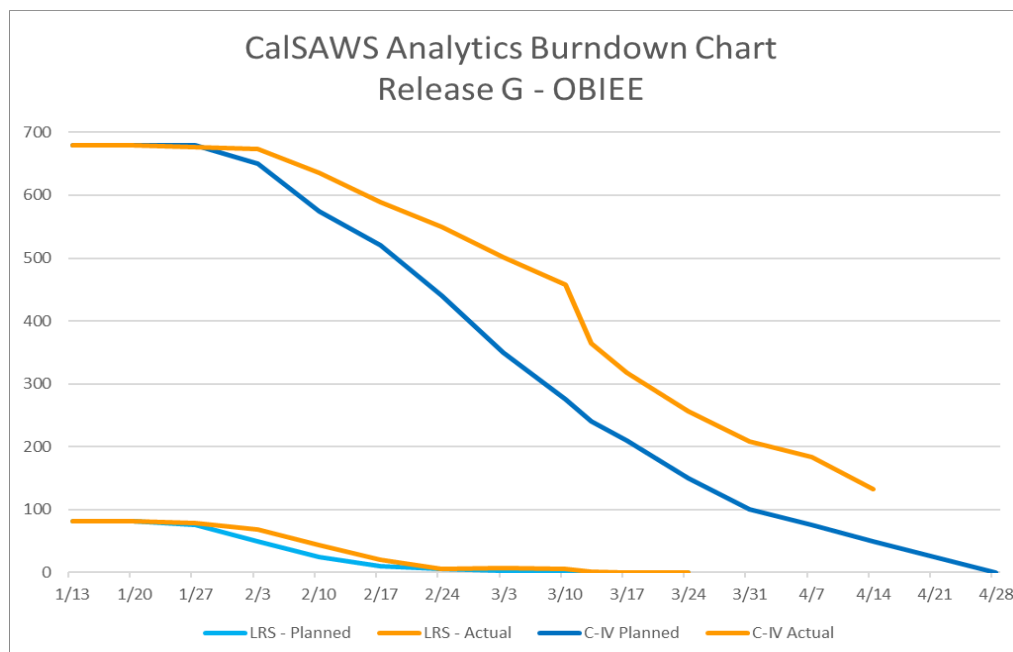
- ▶ None for the reporting period

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
 - Started 40 County analytics performance testing
- ▶ Release F
 - Continued to support County Validation
- ▶ Release G
 - Continued C-IV dashboards and reports development and testing
 - Dashboards: C-IV dashboards remain on a separate schedule to complete by the end of April 2021 and will align with Release G hard launch
 - Reports: Completed six C-IV reports and deployed to the soft launch environment on April 16, 2021
- ▶ Training
 - Qlik Platform Capabilities
 - Continued development of Bookmarks, Add/Configure Object, and Duplicate Sheet Web Based Trainings (WBT) content
 - Ad-Hoc Connect and Query
 - Met with DBA team regarding incorporation of APEX instruction session content
 - Reviewed new platform environment overview content for Connect and Query session

Figure 5.1-1 – CalSAWS Analytics – Release G Burndown (OBIEE)



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Figure 5.1- 2 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 #3 (6/15)
	LRS Reception Log - Real Time				3/5	3/10	3/26	3/30	HL #3 (6/15)
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 (9/2)
	C-IV Semi Annual Reporting	3/5	3/12	4/15	4/1	4/15	4/28	4/29	HL #4 (9/2)
	C-IV WPR and Engagement	3/5	3/12	4/15	4/1	4/15	4/28	4/29	HL #4 (9/2)

Legend:
Complete
Complete as of this week
In Progress

Figure 5.1-3 – CalSAWS Analytics – Release H Burndown (State & Management)

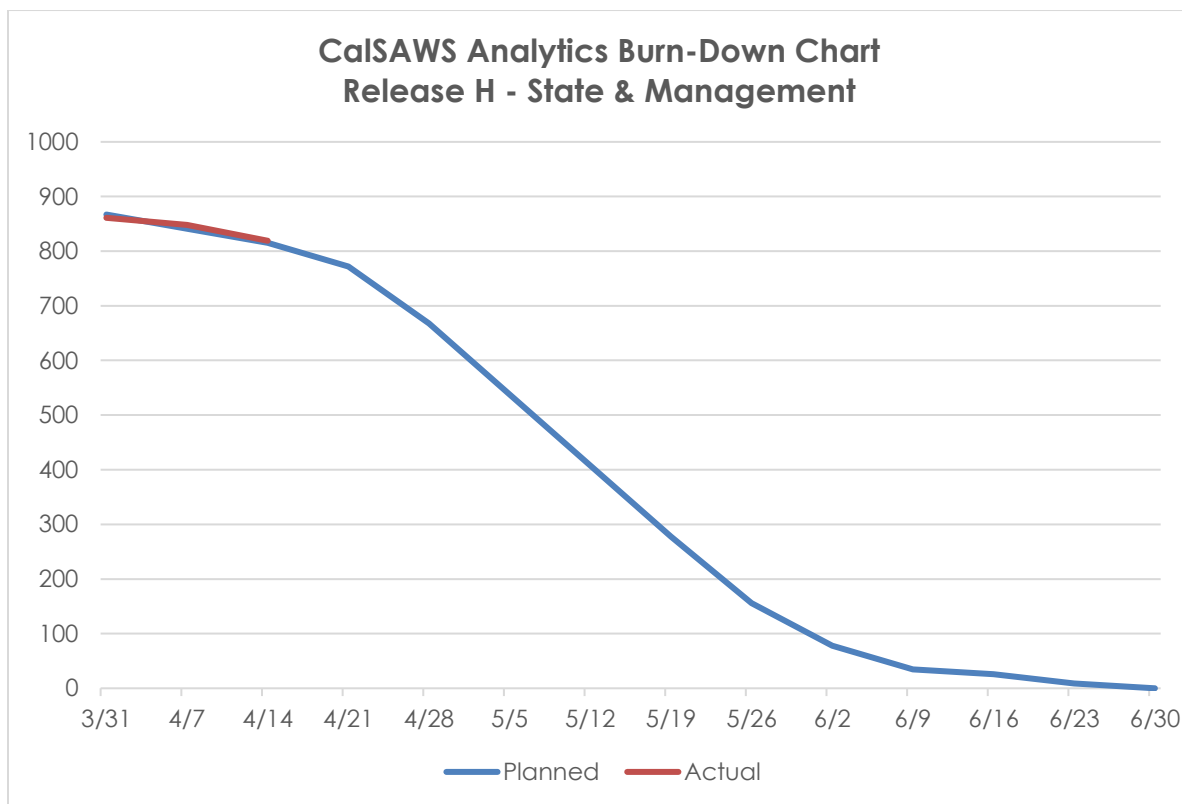


Figure 5.1-4 – CalSAWS Analytics – Release H Status Matrix (State & Management)

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	15	4/15	93%			5/21	0%	5/31	0%	6/18	0%	6/11	7%	6/18	0%
	Case Activity	8	4/15	75%	5/21	0%	5/31	0%	6/18	0%	6/11	0%	6/18	0%	6/25	0%
	Employment Services	11	4/15	0%	5/21	0%	5/31	0%	6/18	0%	6/11	18%	6/18	0%	6/25	0%
	Fiscal	22	4/15	0%	5/21	0%	5/31	0%	6/18	0%	6/11	27%	6/18	0%	6/25	0%
	Resource Data Bank	2	4/15	100%							6/11	0%	6/18	0%	6/25	0%
	Special Units	6	4/15	83%							6/11	0%	6/18	0%	6/25	0%
	State	3	4/15	100%	5/21	0%	5/31	0%	6/18	0%	6/11	0%	6/18	0%	6/25	0%
TOTAL		67	30 of 67 45%		0 of 9 0%		0 of 9 0%		0 of 9 0%		8 of 67 12%		0 of 67 0%		0 of 67 0%	

Legend:
Complete
Complete as of this week
In Progress

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Weekly Status Report Period: April 12, 2021 to April 18, 2021

Table 5.1-5 – 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">CalWORKs	Daily	
	<ul style="list-style-type: none">QA	Daily	
Release D (Migration Window: February 2020 – June 2020): In Production			
Dashboards			
LRS	<ul style="list-style-type: none">CalFresh	Daily	
	<ul style="list-style-type: none">CalFresh Meals	Monthly	
	<ul style="list-style-type: none">Managed Personnel	Daily	
	<ul style="list-style-type: none">SSI/SSP	Daily	
State & Management			
	Category	Number of Scheduled Reports	Number of On Request Reports
LRS and C-IV	<ul style="list-style-type: none">Administrative	4	0
	<ul style="list-style-type: none">Case Activity	7	0
	<ul style="list-style-type: none">Fiscal	15	0
	<ul style="list-style-type: none">State	6	0
Release E (Migration Window: May 2020 – September 2020): In Production			
Dashboards			
LRS	<ul style="list-style-type: none">Med-Cal	Daily	
	<ul style="list-style-type: none">General Relief	Daily and Monthly	
	<ul style="list-style-type: none">Program Assistance	Monthly	
	<ul style="list-style-type: none">DPSSTATS Scorecard	Daily	
	<ul style="list-style-type: none">AAP (CWS)	Daily	
	<ul style="list-style-type: none">Foster Care (CWS)	Daily	
	<ul style="list-style-type: none">Kin-Gap (CWS)	Daily	
State & Management			
	Category	Number of Scheduled Reports	Number of On Request Reports
LRS and C-IV	<ul style="list-style-type: none">Administrative	7	0
	<ul style="list-style-type: none">Case Activity	4	0
	<ul style="list-style-type: none">Employment Services	0	0
	<ul style="list-style-type: none">Fiscal	34	0
	<ul style="list-style-type: none">State	13	0
	<ul style="list-style-type: none">Special Units	1	0
	<ul style="list-style-type: none">Resource Data Bank	1	0
Release F (Migration Window: August 2020 – December 2020) In Soft Launch Environment			
Dashboards			
LRS	<ul style="list-style-type: none">Operational Reports	Monthly	

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

CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

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		Reports	Reports
LRS and C-IV	<ul style="list-style-type: none">Administrative	0	14
	<ul style="list-style-type: none">Case Activity	1	8
	<ul style="list-style-type: none">Employment Services	0	11
	<ul style="list-style-type: none">Fiscal	2	20
	<ul style="list-style-type: none">State	5	0
	<ul style="list-style-type: none">Special Units	0	6
	<ul style="list-style-type: none">Resource Data Bank	0	2
Release I (Migration Window: May 2021 – September 2021)			
Dashboards			
LRS	<ul style="list-style-type: none">Statistical Reports	Monthly	
State & Management			
	Category	Number of Scheduled Reports	Number of On Request Reports
LRS	<ul style="list-style-type: none">Administrative	11	1
	<ul style="list-style-type: none">Case Activity	19	5
	<ul style="list-style-type: none">Employment Services	3	0
	<ul style="list-style-type: none">Fiscal	28	5
	<ul style="list-style-type: none">State	2	0
	<ul style="list-style-type: none">Special Units	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">Administrative	4	3
	<ul style="list-style-type: none">Case Activity	14	1
	<ul style="list-style-type: none">Employment Services	7	0
	<ul style="list-style-type: none">Fiscal	36	1
	<ul style="list-style-type: none">Resource Data Bank	1	0
	<ul style="list-style-type: none">Special Units	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 (extended through April 23, 2021)
 - Release G
 - Continue build and test efforts for C-IV dashboards
 - Continue Consortium pre-CV test
 - Release H
 - Continue build activities
 - Finalize burn-down charts and status matrix
 - Training
 - Qlik Platform Capabilities
 - Continue development of Bookmarks, Add Object, and Duplicate Sheet Web Based Training (WBT) content
 - Publish folder location(s) for Data Storytelling Feature in Qlik Sense WBT files (for immediate access by C-IV and CalWIN Counties)
 - Ad-Hoc Connect and Query
 - Review Ad-Hoc connect and query in new platform access and instruction with Los Angeles County CalSAWS Support Services (CSS) unit
 - Confirm distribution list and session announcement avenues
 - Present session content during session planning meeting April 14, 2021
 - Purpose-built Datasets
 - Connect and Query using Qlik Sense
 - Connect and Query Standby DB/EDR
 - APEX instruction

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

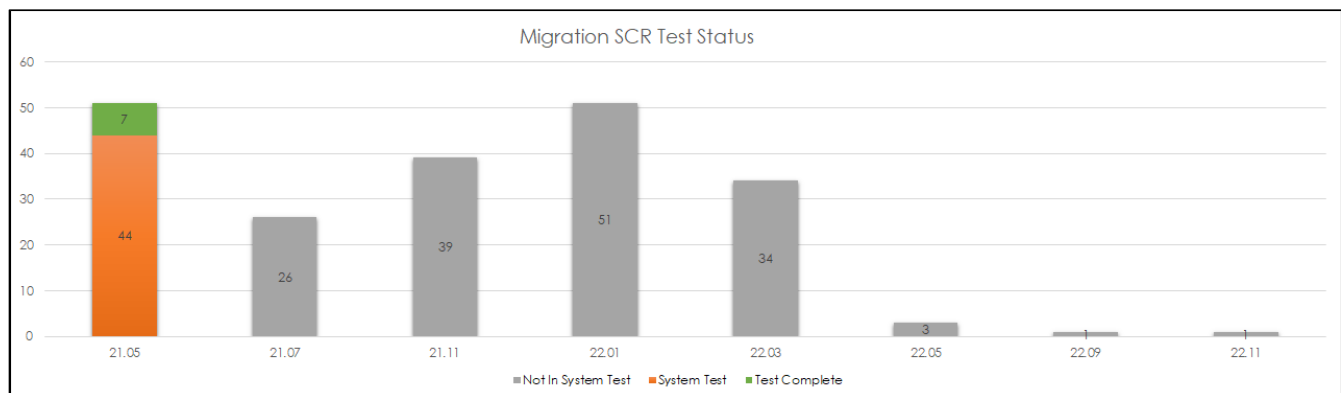
	Status	21.05	21.06	21.07	21.11	22.01	22.03	22.05	22.07	22.09	22.11
Design	New	1	0	3	20	30	29	5	1	4	0
	Design in Progress	0	0	13	17	19	2	0	0	0	0
	Ready for Committee	0	0	2	0	0	0	0	0	0	0
	Committee Review	0	0	0	0	0	0	0	0	0	0
	Pending Approval	0	0	5	1	0	0	0	0	0	0
Build	Approved	0	0	7	1	2	2	1	1	1	1
	In Development	1	0	15	4	2	0	0	0	0	0
	Development Complete	0	0	0	0	0	0	0	0	0	0
	In Assembly Test	0	1	2	0	0	0	0	0	0	0
Test	System Test	47	0	0	0	0	0	0	0	0	0
	Test Complete	5	0	0	0	0	0	0	0	0	0
	In Production	0	0	0	0	0	0	0	0	0	0
	Grand Total	54	1	47	43	53	33	6	2	5	1

SCRs in Production	576
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." Four of six SCRs are related to Client Correspondence SCRs.

6.1.2 DDID System Test Status

Figure 6.1.2-1 – DDID System Test Status

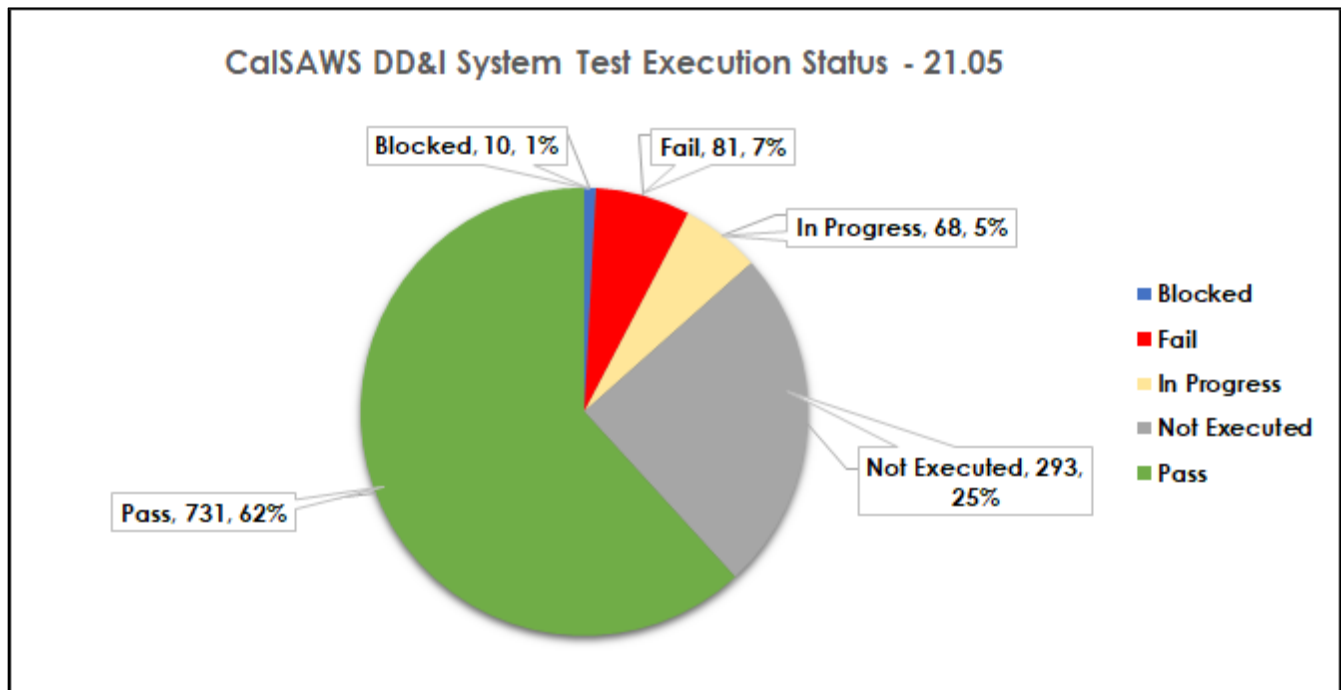


Notes:

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

Table 6.1.2-1 – DDID System Test Status

Pass Rate Target as of April 16, 2021	38%
Pass Rate Actual as of April 16, 2021	62%
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
- ▶ Continued test execution 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:
 - CDSS: April 12, 2021 (3:00 p.m. – 4:00 p.m.)
 - Colusa County: April 13, 2021 (1:30 p.m. – 2:00 p.m.)
 - El Dorado County: April 14, 2021 (1:00 p.m. – 1:30 p.m.)
 - San Benito County: April 15, 2021 (10:00 a.m. – 10:30 a.m.)
 - Yuba County: April 14, 2021 (2:00 p.m. – 2:30 p.m.)
 - Upcoming Meetings:
 - CCSAS: April 21, 2021 (3:30 p.m. – 4:00 p.m.)
 - CMIPS/OSI: April 22, 2021 (3:00 p.m. – 3:30 p.m.)
 - MEDS/DHCS: April 20, 2021 (1:00 p.m. – 1:30 p.m.)

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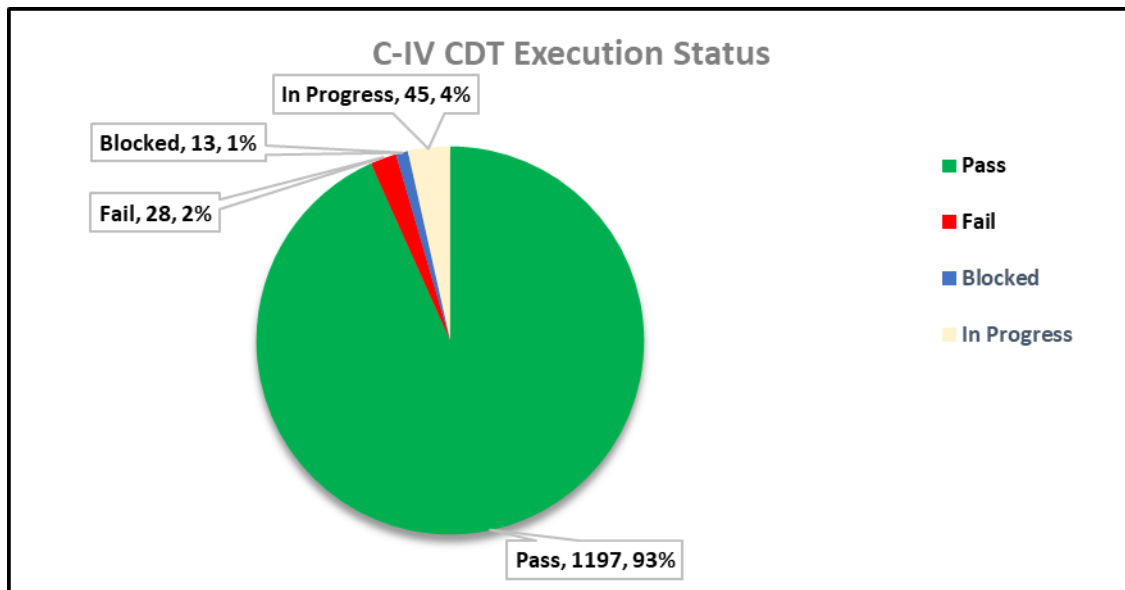
- Mendocino County: April 19, 2021 (1:30 p.m. – 2:00 p.m.)
- Riverside County: April 20, 2021 (2:00 p.m. – 2:30 p.m.)
- Sierra County: April 19, 2021 (1:00 p.m. – 1:30 p.m.)
- Yuba County: April 20, 2021 (10:30 a.m. – 11:00 a.m.)

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 April 16, 2021	92%
Pass Rate Actual as of April 16, 2021	93%
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):

- ▶ Nine SCRs are test complete. These SCRs are targeted for a release on April 19, 2021
- ▶ Group 1: Migrate C-IV Forms with no changes:
 - Twelve of thirteen forms have been deployed to production
 - Five of six State forms have been deployed in English and Spanish
 - One State form is in development in English and Spanish
 - All seven non-State forms have been deployed in English, Spanish and threshold languages
- ▶ 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
 - Added GEN 102 to the State form count below. ADM 102 was implemented in 20.09 as CSF 105. The State subsequently is converting this to a State form, GEN 102 (SCR 220610 – English, Spanish and threshold languages). The ADM 102 will be used until the GEN 102 is implemented

Table 6.1.5-4 – Add New Non-State Forms

NEW FORMS	FORM COUNT	STATUS		
State Recommendation		In Design, Development	In Test	Deployed to Production
State Form	16	1	1	14
Existing State Form	2	0	2	0
Keep as a Non-State Form	12	0	11	1
Grand Total	30	1	14	15

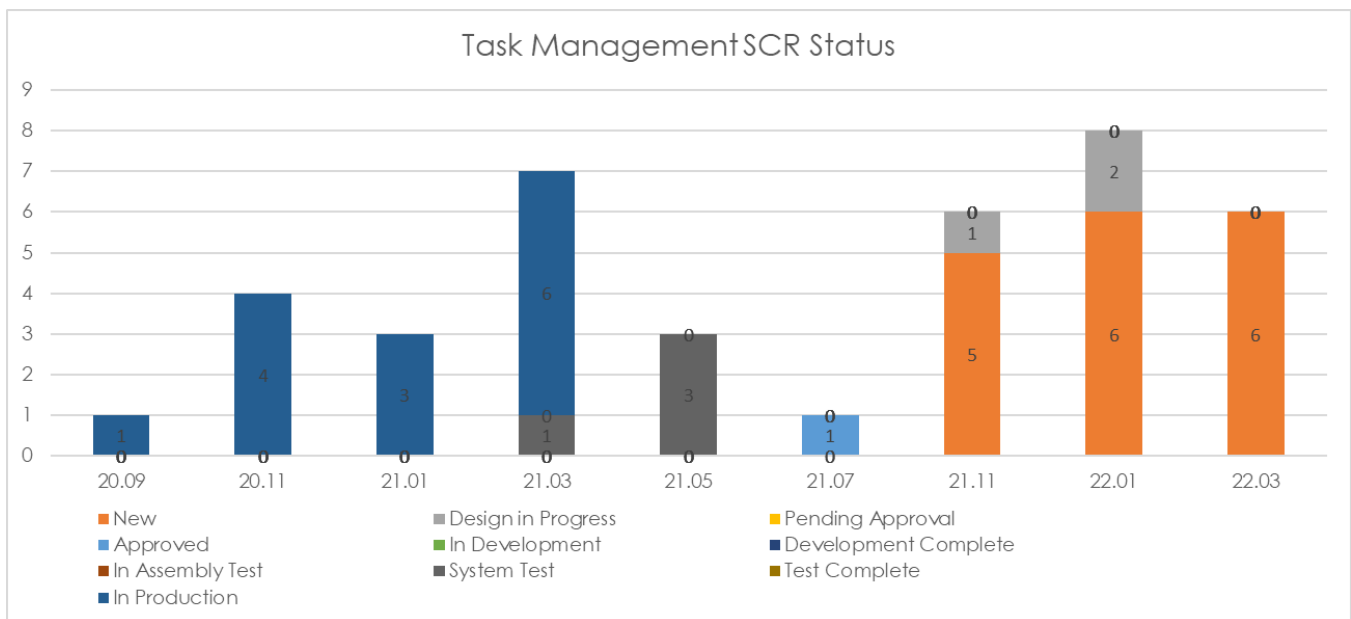
- ▶ State form translations
 - The following table shows status of State form translation SCRs

STATE FORMS – TRANSLATION SCRs	FORM COUNT
New	15
Design in Process	15
In Development	4
Grand Total	34

6.1.6 Task Management

- ▶ Completed meeting with Consortium Analysts and Quality Assurance team to develop designs for the 21.07 release
 - CA-223936 DDID 1629
- ▶ Continued to meet with Consortium Analysts and Quality Assurance team to develop designs for the 21.11 release
 - CA-214901 DDID 2197
- ▶ Continued to meet with Consortium Analysts and Quality Assurance team to develop designs for the 22.01 release
 - CA-214915 DDID 2251
 - CA-214910 DDID 2241

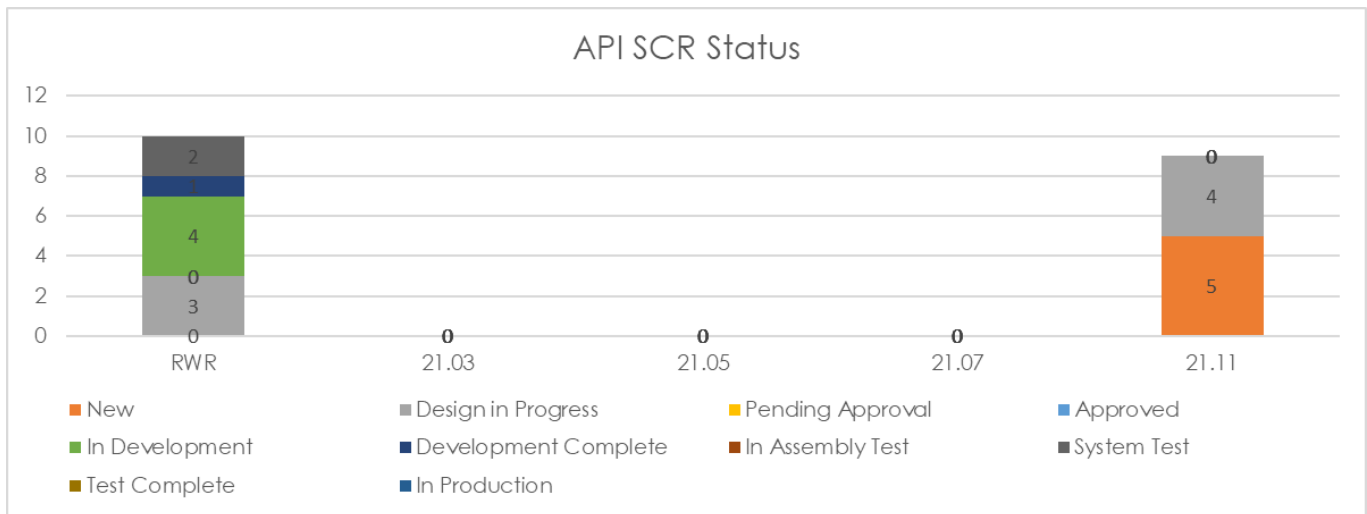
Figure 6.1.6-1 – Task Management DDID Status



6.1.7 API

- ▶ Continued 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

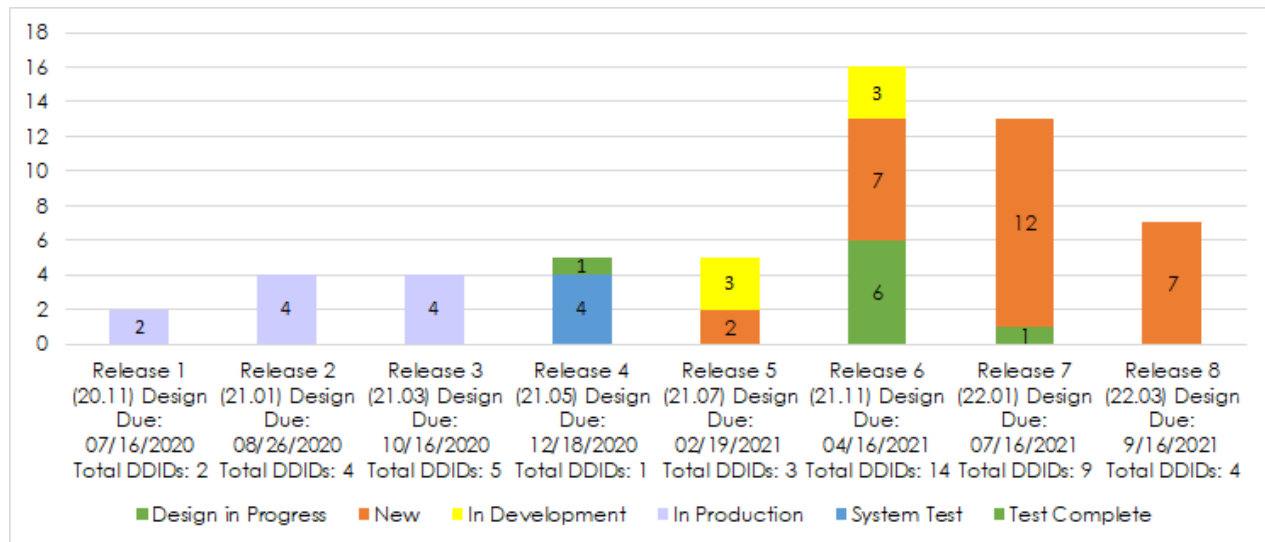


6.1.8 GA/GR

► General:

- Provided the weekly status update to Consortium on April 13, 2021
- The Correspondence Documentation submitted by Gainwell and reviewed by Accenture is being reviewed by WCDS
- Discussed the GA GR Correspondence deliverables and design clarifications on April 13, 2021 and April 15, 2021
- Discussed the GA GR Correspondence web service design clarifications on April 15, 2021
- Reviewed with Consortium Business Analysts the design for SCR CA-215672 GA GR Phase 2 Batch 2 (8 Rules) - Income Rules and Corresponding NOA Reasons on April 15, 2021
- Continued System Testing of below 21.05 SCRs
 - 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))
 - 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

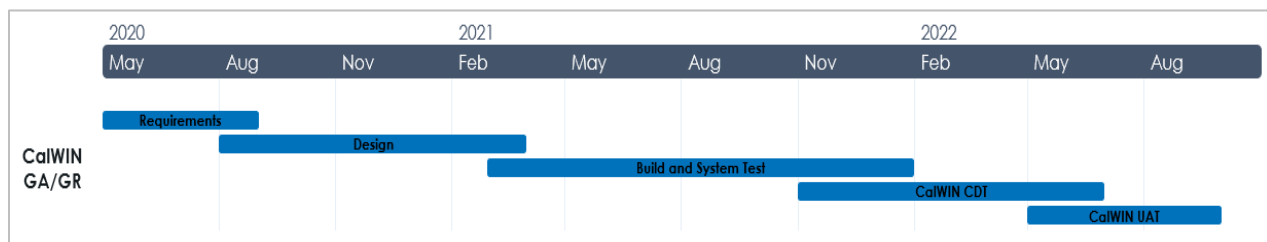
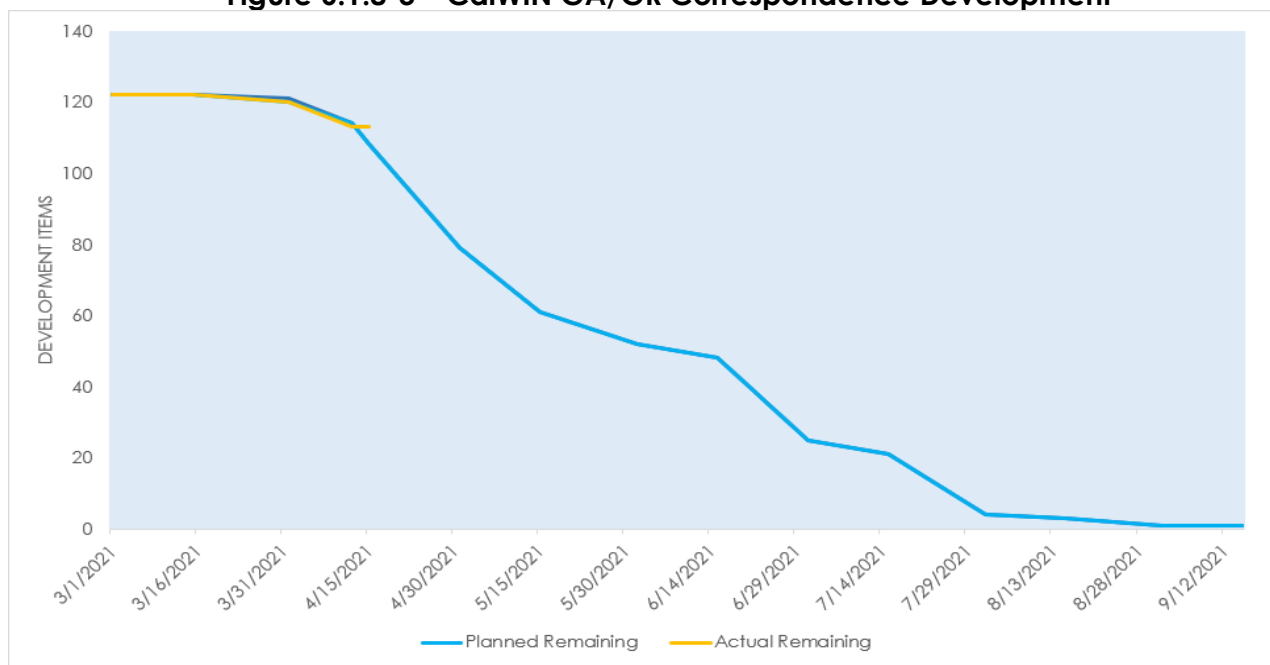
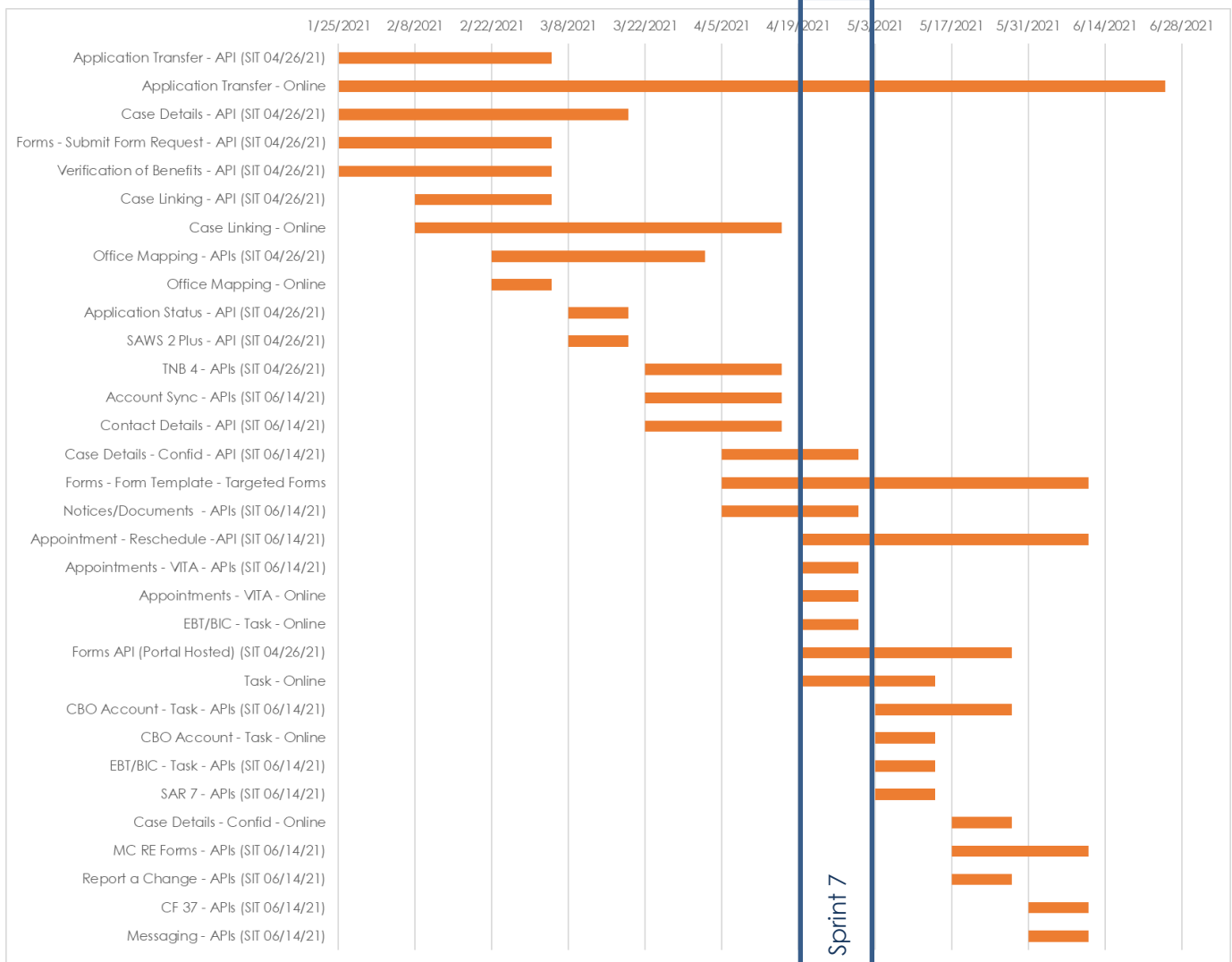


Figure 6.1.8-3 – CalWIN GA/GR Correspondence Development



6.1.9 CalSAWS Portal Integration

Figure 6.1.9-1 – CalSAWS BenefitsCal Component Timeline



- Completed Sprint 6 activities on April 16, 2021. The Following components were completed
 - Case Linking – Online
 - Account Sync - APIs (SIT June 14, 2021)
 - Contact Details - API (SIT June 14, 2021)
- The following components from Sprint 6 were completed and testing will continue into Sprint 7. Testing will be completed prior to the beginning of system integration test on April 26, 2021
 - SAWS 2 Plus - API (SIT April 26, 2021)
 - TNB 4 - APIs (SIT April 26, 2021)
- Began Sprint 7 activities and met with Consortium Analysts and Quality Assurance team for design and development activities for the following components:
 - Application Transfer – Online
 - SAWS 2 Plus – API
 - TNB 4 – API

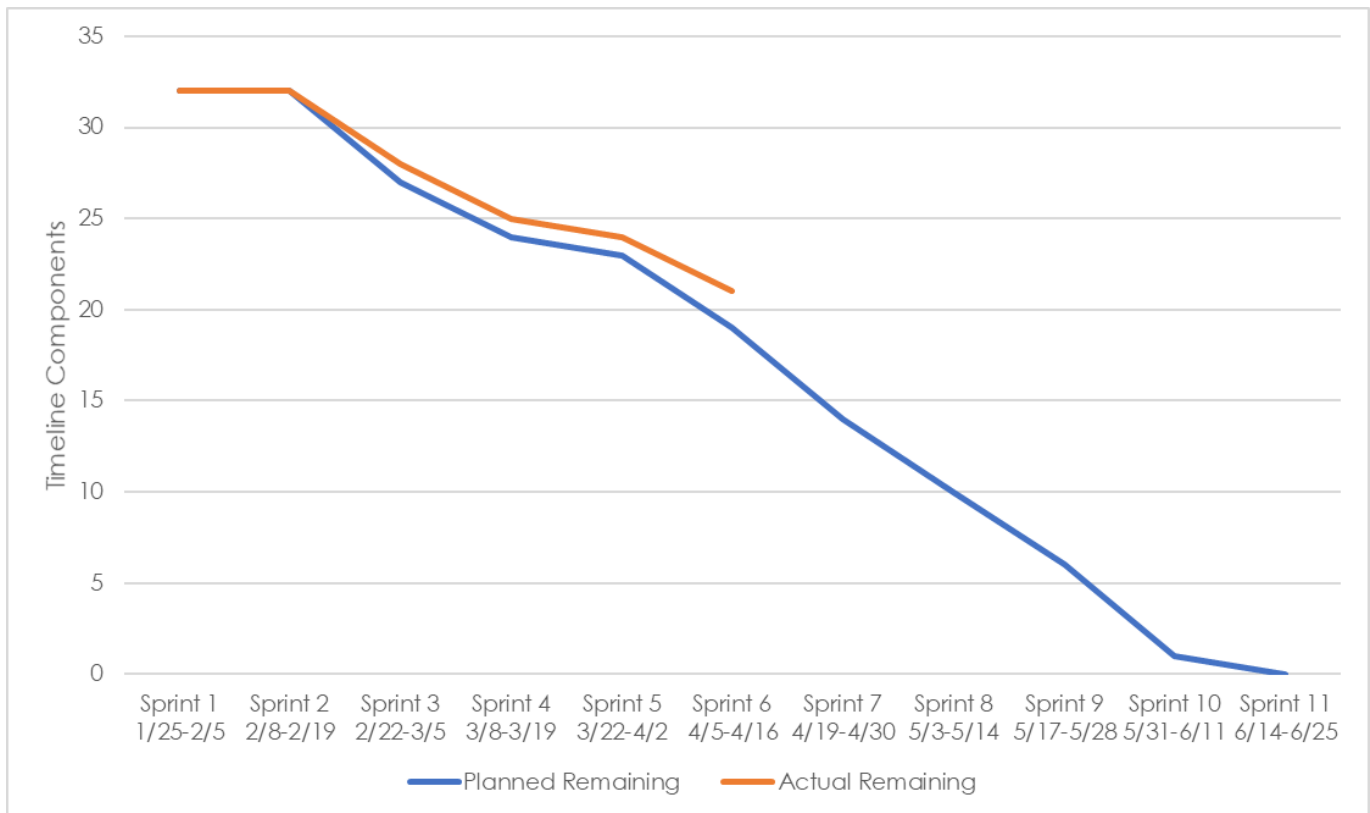
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- Case Details – Config – API
- Forms - Form Template – Targeted Forms
- Notices/Documents – APIs
- Appointment - Reschedule -API (SIT June 14, 2021)
- Appointments - VITA - APIs (SIT June 14, 2021)
- Appointments - VITA – Online
- EBT/BIC - Task – Online
- Forms API (Portal Hosted) (SIT April 26, 2021)
- Task - Online

Figure 6.1.9-2 – CalSAWS BenefitsCal Burndown Chart



6.1.10 Batch Regression Test

- ▶ Began Batch Regression test on March 1, 2021 and has had 5 batch cycles tested
- ▶ Batch Regression was paused to performance test the batch performance environment on Los Angeles County only data and batch schedule (run on March 26, 2021). Regression testing will resume when the environment is refreshed to 40 County volume (in progress)
- ▶ In the testing week ending April 16, 2021, the teams made significant progress to catch up to the planned test pass rate. The next test cycle was executed over the weekend to give the teams all week to gather test data to pass additional test scripts
- ▶ Met with the Consortium and QA on April 16, 2021 to discuss using the batch performance environment for batch EDBC performance testing and impact on remaining batch regression activities. Batch regression chart below will be revised in a subsequent status report to show a revised end date of May 15, 2021

Figure 6.1.10-1 – Batch Regression Burndown Chart

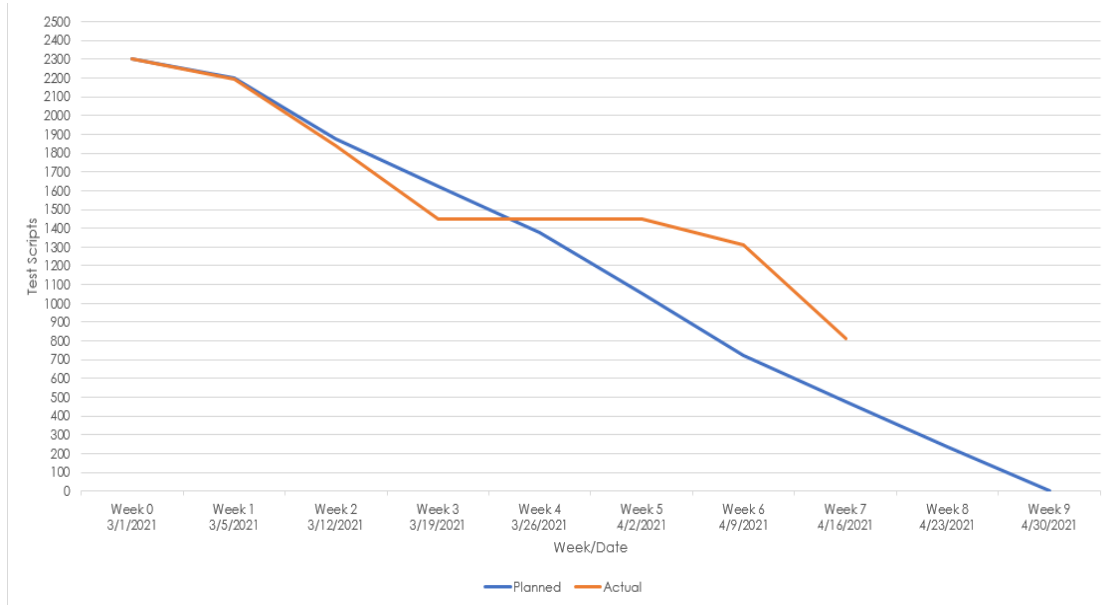
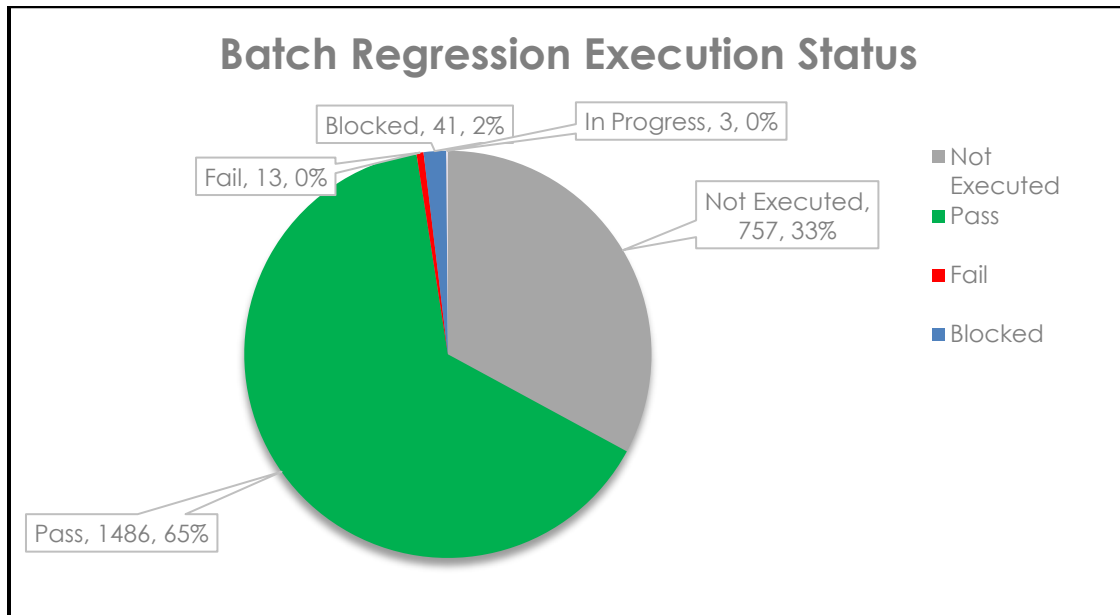


Chart 6.1.10-2 – Batch Regression Execution Status

Pass Rate Target as of April 16, 2021	79%
Pass Rate Actual as of April 16, 2021	65%
Regression Test Complete Date: April 30, 2021	



6.1.11 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

- ▶ Case Purge in C-IV officially kicked off on April 16, 2021
 - Image Processing is running quickly and is expected to complete April 19, 2021
 - Document Processing is running slower than expected and will likely take until early to mid-May to complete. Team is investigating different options to lower that estimate, including kicking off the document removal batch earlier each evening.
 - Sending daily update emails on how the overall effort is progressing. These will continue until completion
- ▶ Completed Sprint 12, which was a two-week sprint that included the following
 - Additional performance testing
 - Final preparation for execution of case purge in the C-IV System
- ▶ Starting Sprint 13, which is a two-week Planning Sprint for the porting of the C-IV Purge functionality into CalSAWS. Once this Sprint has been completed, a new Burndown chart will be added to the status report to track the Sprints for this Epic

Table 6.1.11-1 – Planned Purge Sprints

Sprint 1	Case Identification, Case Purge Table creation, Data Identification Batch job
Sprint 2	Batch Scheduling, Exception Logging, ID performance tuning, Pre-Purge Report
Sprint 3	Case Summary Flag, Override Page, Purge Override Report
Sprint 4	Batch framework for Deletion Process, Purge Status update, Case deletion tables
Sprint 5	Creation of PDFs for Journal, Issuances
Sprint 6	Restart capabilities, Id of PGM_DETL purge dependencies, Batch window criteria, Updates to Detail page to access PDFs
Sprint 7	Delete from ABSENT_PARENT, JOURNAL_ENTRY and their child tables
Sprint 8	Delete from GENERATE_DOC and dependencies, Nightly re-verify of Purge Status for previously identified cases.
Sprint 9	Delete Alfresco Document files, Delete from PGM_DETL and CASE tables with their dependencies
Sprint 10	Delete from CASE_PERS and Delete images associated with purgeable cases
Sprint 11	Automation of DB Optimization Process (Index rebuild, compute status, etc.)
Sprint 12	Additional performance testing, final preparations for C-IV execution on April 16, 2021
Sprint 13	Two-week planning Sprint for the CalSAWS Porting epic (i.e., transforming what was built for C-IV to work in CalSAWS)

6.1.12 Deliverable Management

Table 6.1.12-1 – Deliverable Status for Current Reporting Period

DEL #	DELIVERABLE NAME	STATUS
52	CalSAWS (C-IV) UAT Readiness Report/Milestone	<ul style="list-style-type: none">Continued developing the DDELSubmission of the DDEL is due on May 14, 2021

6.2 Activities for the Next Reporting Period

- ▶ Continue drafting designs for Migration Impact SCRs
- ▶ Continue test execution for CalSAWS 21.05 Release
- ▶ Continue build activities for Release 21.05 and commence build activities for 21.07

Deliverable Management

Table 6.2-1 – Deliverable Status for Next Reporting Period

DEL #	DELIVERABLE NAME	STATUS
52	CalSAWS (C-IV) UAT Readiness Report/Milestone	<ul style="list-style-type: none">Continue developing the DDELSubmission of the DDEL is due on May 14, 2021

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 build activities for golden Data Set (GDS) #4
 - Began preparation activities for Mock Conversion #1
 - 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"> • Completed <i>(refinements will continue)</i>
C-IV Mock Conversion Table Read	April 2021	<ul style="list-style-type: none"> • Not started
C-IV Mock Conversion #1	May 2021	<ul style="list-style-type: none"> • Not started
C-IV Mock Conversion #2	June 2021	<ul style="list-style-type: none"> • Not started
C-IV Mock Conversion #3 - County Validation	July 2021	<ul style="list-style-type: none"> • Not started

- ▶ CalWIN Conversion:
 - Continued Performance Discovery Runs
 - Completed CalWIN (all 18-County unfiltered data) against wave 4 Counties
 - Currently executing CalWIN (all 18-County unfiltered data) against wave 5 Counties
 - Continued Data Model Updates
 - Data model updates remain on track
 - Continued Data Conversion System Test
 - 46 scenarios identified for Initial Online Functional Area
 - 18 driving queries completed
 - 3 driving queries in progress
 - 14 Jira Test Management (JTM) scenarios ready for execution
 - 2 JTM scenarios on hold pending defect resolution
 - Continued EDBC match effort
 - Continued Converted Data Delivery planning updates
 - Received Wave 1 CalWIN Filtered data
- ▶ CalWIN Data Migration (Gainwell Technologies)
 - In support of the Conversion team, CalWIN completed an extraction of retained data for wave 1 Counties the prior week. The data was delivered on April 16, 2021
- ▶ CalWIN Data Retention M&O (Gainwell Technologies)
 - Continued Data Retention CalWIN per schedule

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- Three additional Counties completed the Data Retention Process (Fresno, Orange, and Tulare Counties)
- Completed to date are Fresno, Orange, Tulare, Alameda, San Francisco, Solano, Ventura, San Mateo, Santa Clara, 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

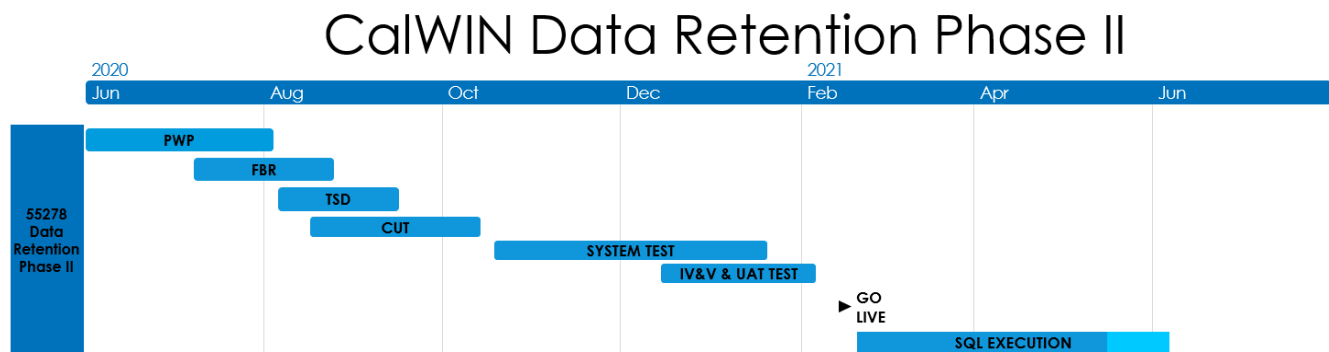


Table 7.1.2 – CalWIN Data Retention Phase II Status

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	●	80%	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
 - 43 files have been uploaded during the week of April 12, 2021
 - Access to AWS
 - Received 29 of the 29 County and Functional Area Users 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

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Table 7.1-3 – Ancillary Status by Functional Area

Phase	Collections	Fraud	Task Management
Data Mapping	On-schedule	On-schedule	On-schedule
Transformation	13 of 14 Counties have successfully submitted	All Counties have successfully submitted	All Counties have successfully 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)

**Table 7.1-5 – CalWIN Conversion Statistics
21.01 - 21.03 (April 2021 - May 2021) - Total items: 117**

21.01 - 21.03 Conversion										
Sprint	Total Items	Sprint Duration	Item Status							
			Not Started	Analysis and Mapping in Progress	Ready for Consortium Review	Build in Progress	On Hold	Completed	CNR	Deferred
Planning	32	3/22/2021 - 4/2/2021	32 additional items identified for 21.01 and 21.03 Release changes (not previously planned)							
Data Model Sprint 1	42	4/5/2021 – 5/3/2021	23	13	0	5	0	2	0	0
EDBC Match Sprint 1	18	4/5/2021 – 5/3/2021	5	3	0	33	0	7	0	0
Data Model Sprint 2	12	5/3/2021 - 5/31/2021	12	0	0	0	0	0	0	0
EDBC Match Sprint 2	19	5/3/2021 - 5/31/2021	19	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

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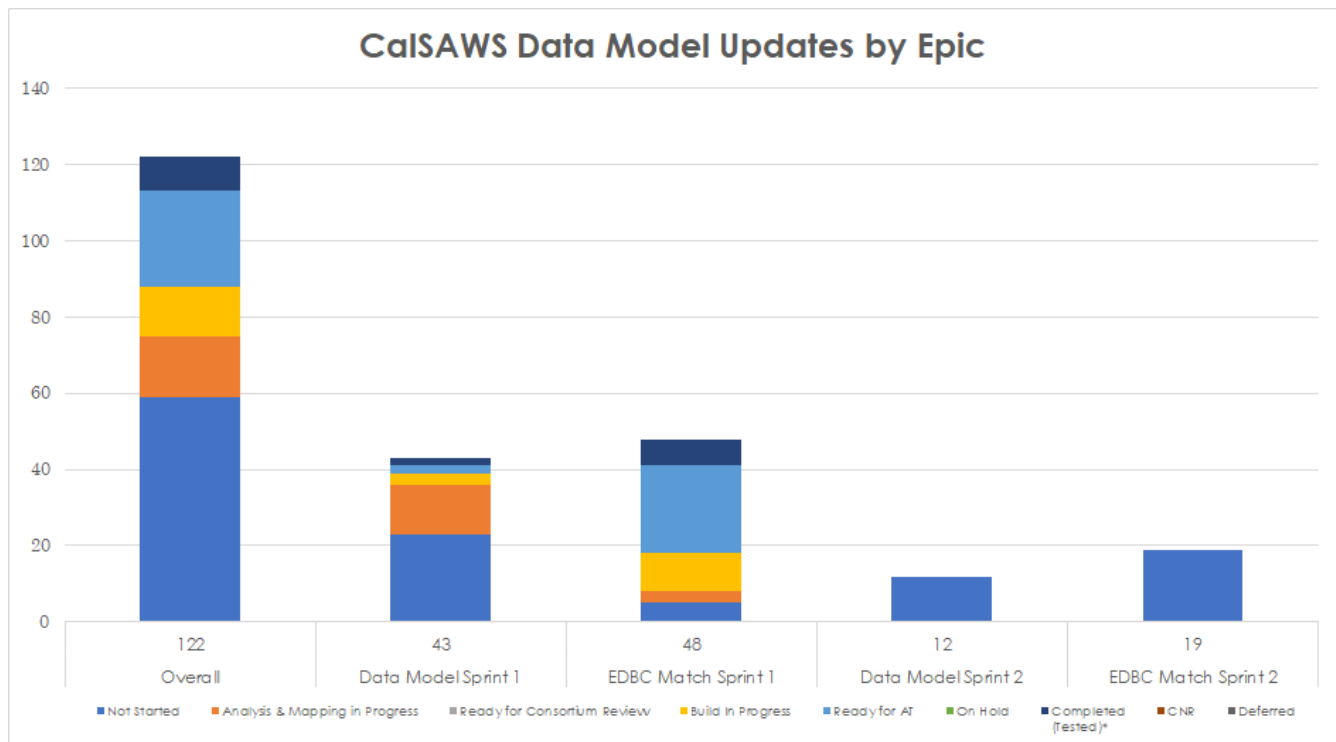
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Table 7.1-6 – CalWIN 21.01-21.03 (April 2021 – May 2021) - System test Scenario Progress

CalWIN - System test (Online)					
Sprint	Total Items	Sprint Duration	Item Status		
			Not Started	Build in Progress	Completed
ST Driving Queries	46	3/22/2021 - 4/23/2021	13	3	30
ST JTM Scenarios	46	3/22/2021 - 4/23/2021	24 (2 on hold)	6	14

Table 7.1-7 – CalWIN 21.01-21.03 (April 2021 – May 2021) - Issue Status breakdown



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Figure 7.1-3– Ancillary Systems Conversion Gantt Chart

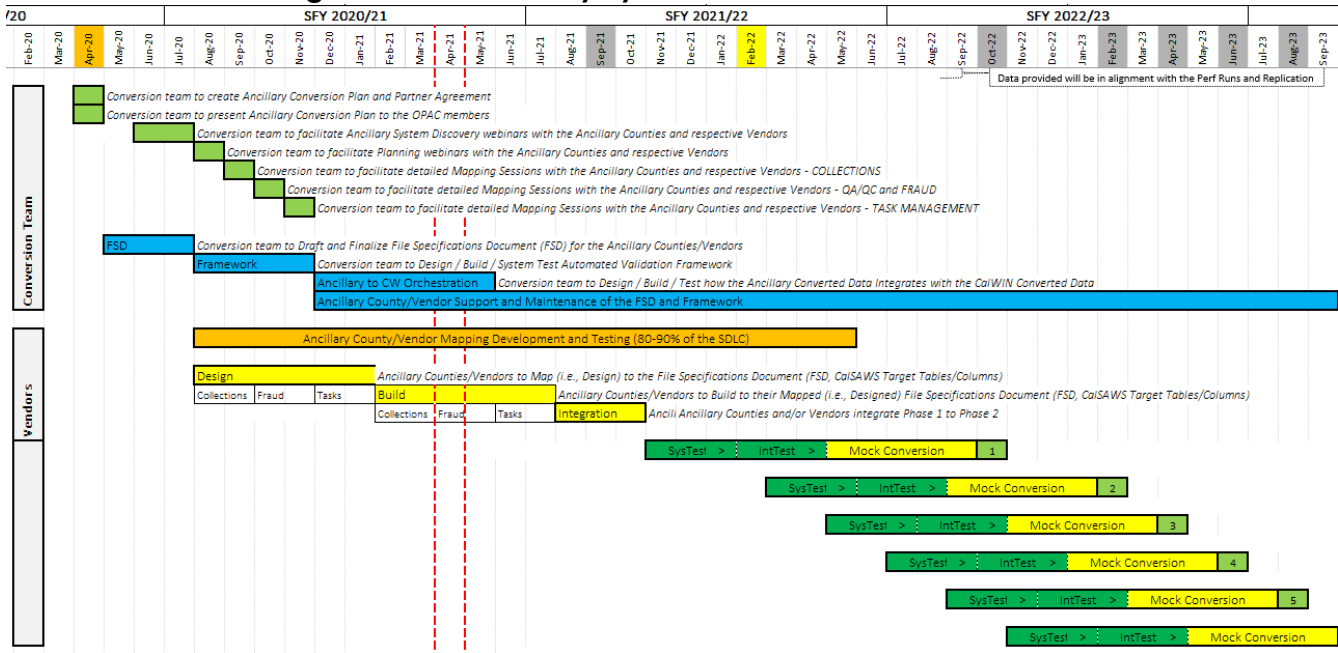


Table 7.1-8 – Ancillary Systems Conversion Milestones

FINISH	MILESTONE	MILESTONE DESCRIPTION	STATUS
July 2020	Project Kick-Off/Discovery Sessions	Team introductions and Project overview	Completed
August 2020	File Specification Document (FSD)	CalSAWS DB (structures) as Conversion Target	Completed
August 2020	Project Planning	Detailed walkthrough of the Project schedule and File Specification Document (FSD)	Completed
December 2020	Automation Framework 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	Not started

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FINISH	MILESTONE	MILESTONE DESCRIPTION	STATUS
		as a Pre-Requisite to begin Mock Conversions	
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 7.1-9 – 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 7.1-10 – 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)
 - Delivery Golden Data Set (GDS) #3
- ▶ CalWIN Conversion:
 - Continue Discovery runs in performance environment (Note: run is on unfiltered data and unoptimized routines)
 - Continue EDBC match bug resolutions EBC sprint 1
 - Continue Data Model Update Sprint
 - Load R64 Filtered into Development Con5 DB
 - Continue System Test Online scenario sprint 1
 - Continue Converted Data Delivery planning activities
 - Load Wave 1 Filtered Data into Development DB (Con5)
- ▶ 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 2 remaining CalWIN Counties
- ▶ 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

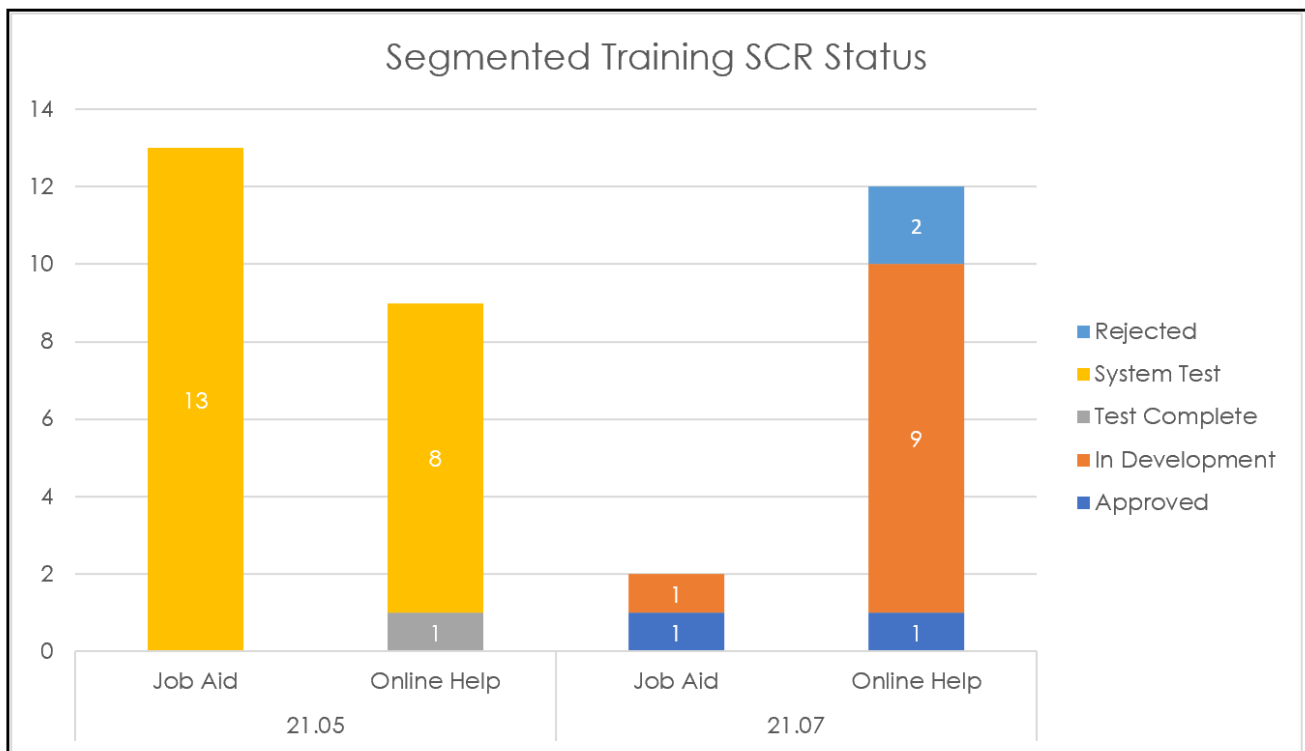
- ▶ None for the reporting period

8.0 Training

8.1 Highlights of the Reporting Period

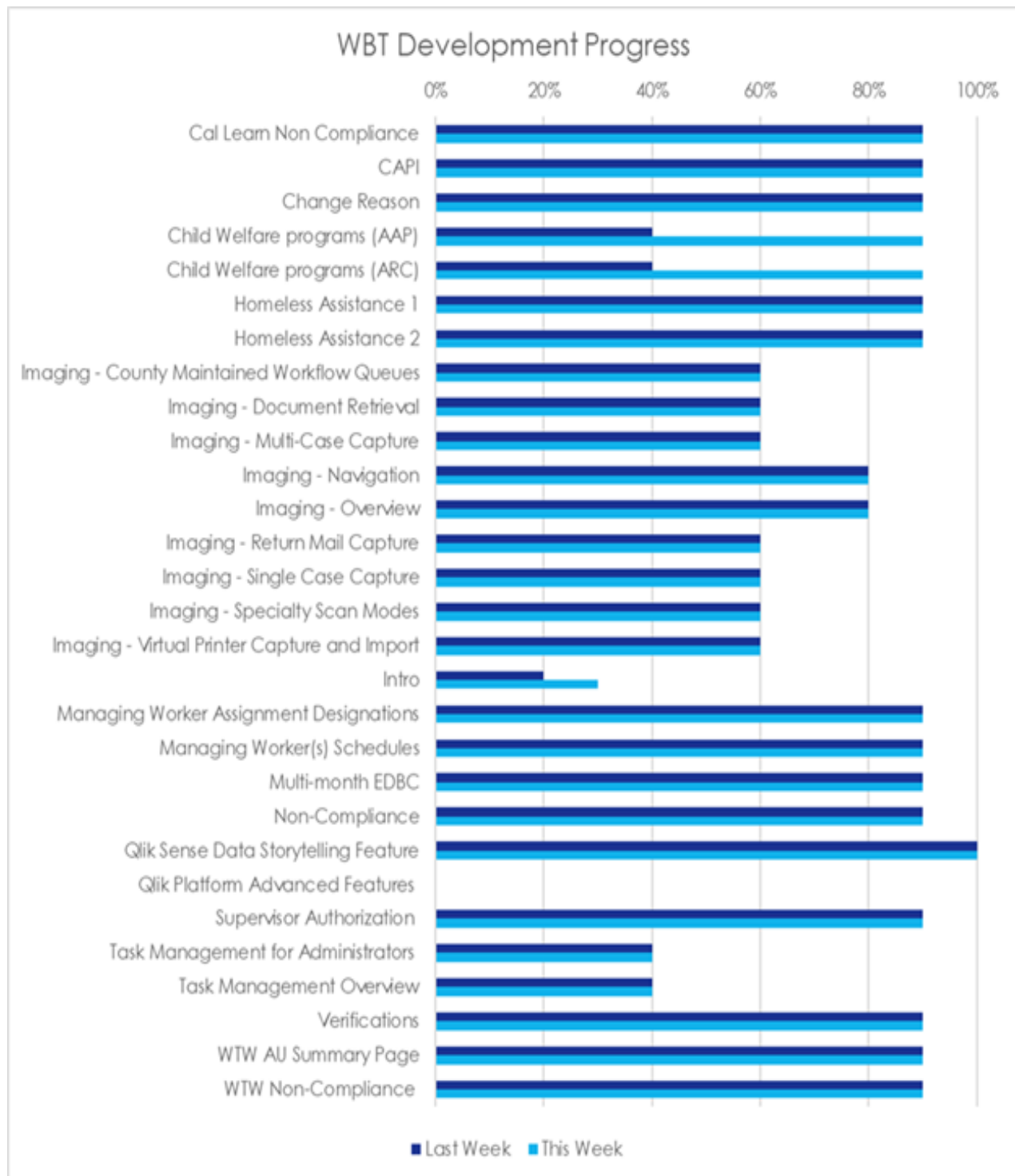
- ▶ Hosted weekly Training Touchpoint meeting on April 12, 2021
- ▶ Continued R21.05 Training SCRs, began work on R21.07 Training SCRs
- ▶ Continued development of C-IV Migration Web Based Training (WBT) Design and Build
- ▶ Completed set-up for Course shells and curriculum in LMS production environment
- ▶ Began development of Training Environment Roadshow materials and Guide
- ▶ Imaging
 - Presented Imaging status at weekly Training Touchpoint with Consortium Training Manager on April 12, 2021
 - Attended meeting regarding WBT Access for Supervisors with Consortium Training Manager and Customer Engagement Manager on April 14, 2021
 - Attended Early Training Planning meeting with Consortium Training Team on April 14, 2021
 - Continued Imaging WBT Build
 - Continued Imaging Quick Guide development
 - Drafted CRFI for Imaging Train-the-SME participant identification

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



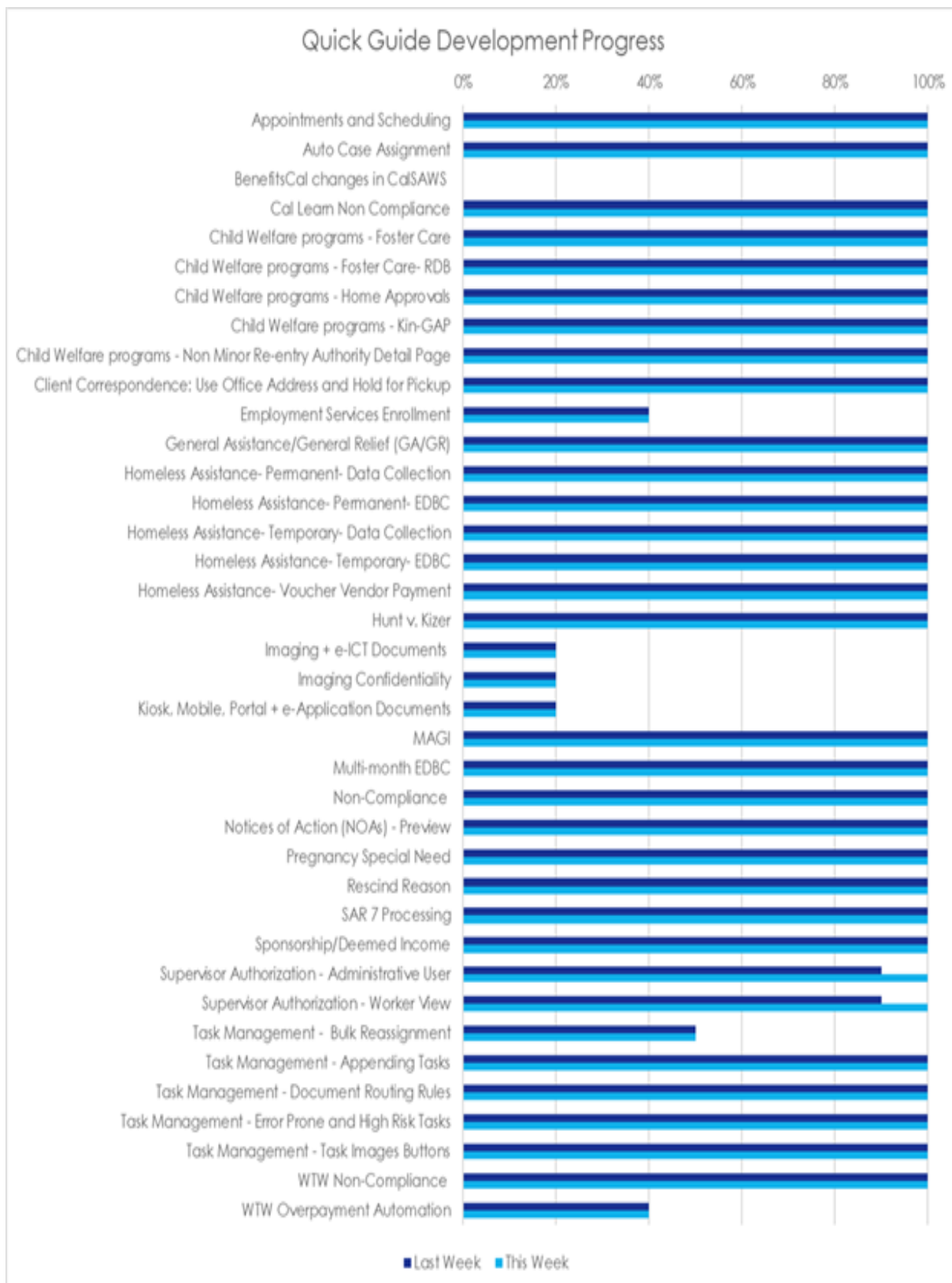
Note: The above training materials are subject to change (Name, type, etc.)

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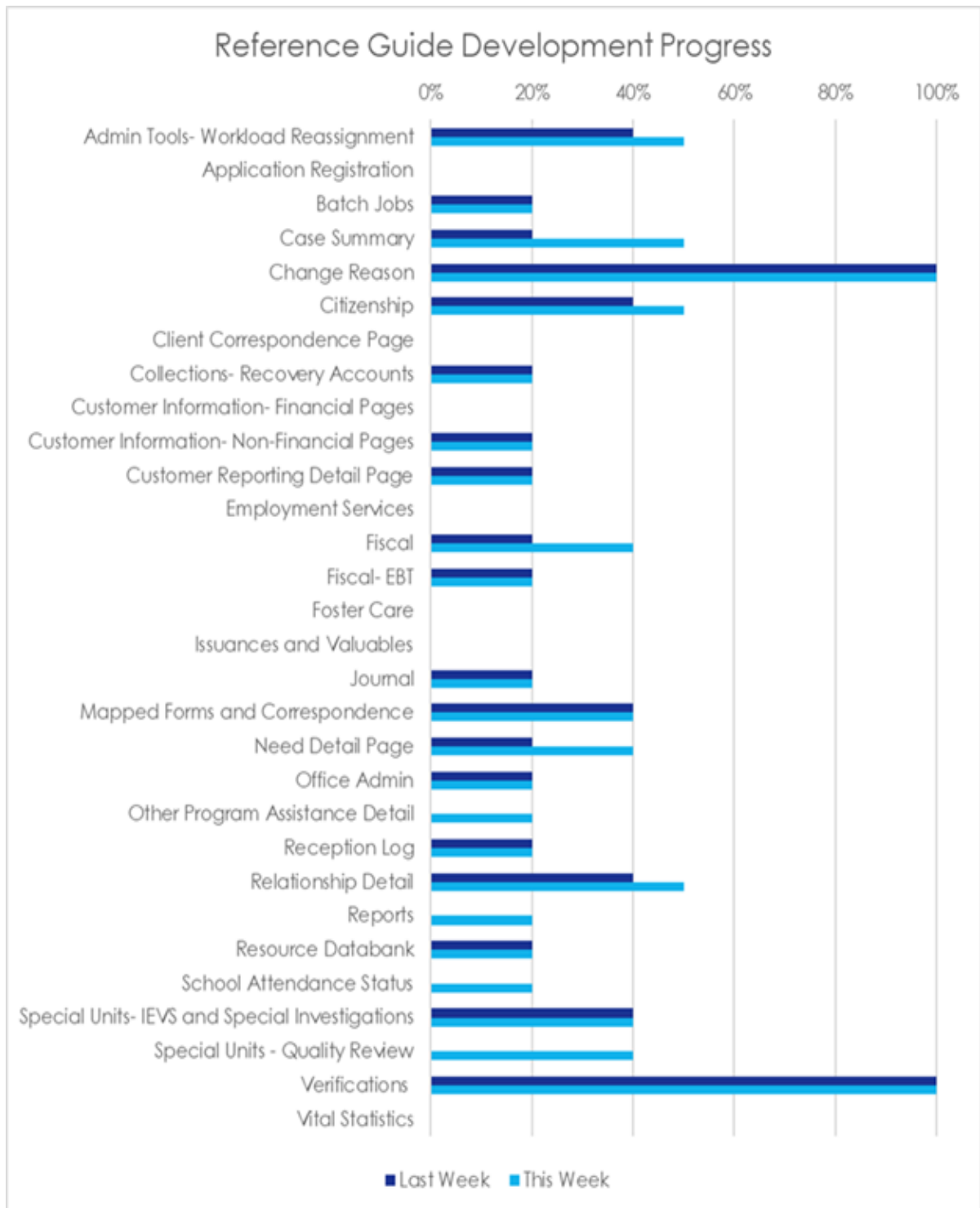
Weekly Status Report Period: April 12, 2021 to April 18, 2021

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



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

Table 8.1-4 – C-IV Migration Reference Guide Development Progress



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

Deliverable Management

Table 8.1-5 – 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 April 19, 2021
- ▶ Host monthly Training Status meeting on April 20, 2021
- ▶ Continue work on R21.05 OLH SCRs, begin working on R21.07 Training 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 April 19, 2021
 - Present Imaging status at Monthly Training Team meeting with Consortium Training Team on April 20, 2021
 - Attend Early Training Planning session with Consortium Training Team on April 22, 2021
 - Continue Imaging WBT Build
 - Continue Imaging Quick 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

- ▶ Hosted the Readiness Checkpoint Pre-meet with the Regional Managers, in which the following topics will be covered: Conversion, Change Management, Implementation, Training, Imaging, and Readiness Checklist Updates
- ▶ Hosted the Implementation Readiness Working Session with Project teams, 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
- ▶ Compiled inputs into the April Implementation Readiness Packet with an effective date of April 9, 2021
- ▶ Coordinated with Conversion to receive new Case Review Reports based on Golden Data Set #3, and drafted associated CIT
- ▶ Continued preparing a pathway to green light approach that incorporates the appropriate stakeholders, checkpoints, and readiness inputs
- ▶ Continued compiling inputs into a County Prep Phase packet, which will include actions that County users, Security Admins, and Office Supervisors/Managers may have to take once C-IV user data is converted into CalSAWS
- ▶ Finalized creation of an Executive Implementation Readiness Dashboard, a mock-up of which was presented at PSC on April 15, 2021
- ▶ Continued coordination with the BenefitsCal Implementation Team on the Integrated Readiness Approach for the CalSAWS Portfolio
- ▶ Continued to develop an in-depth post-deployment support plan that can accommodate both on-site and completely virtual support models
- ▶ Continued planning and generating content for Implementation Regional Touchpoint #3, to be hosted based on the below schedule

Table 9.1.1-1 – Implementation Regional Touchpoint #3 Schedule

REGION	DATE AND TIME
1	May 26, 2021 1:30 p.m. – 4:30 p.m.
2	May 18, 2021 1:30 p.m. – 4:30 p.m.
3	May 25, 2021 9:00 a.m. – 12:00 p.m.
4	May 18, 2021 9:00 a.m. – 12:00 p.m.
5	May 27, 2021 1:30 p.m. – 4:30 p.m.

- ▶ 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

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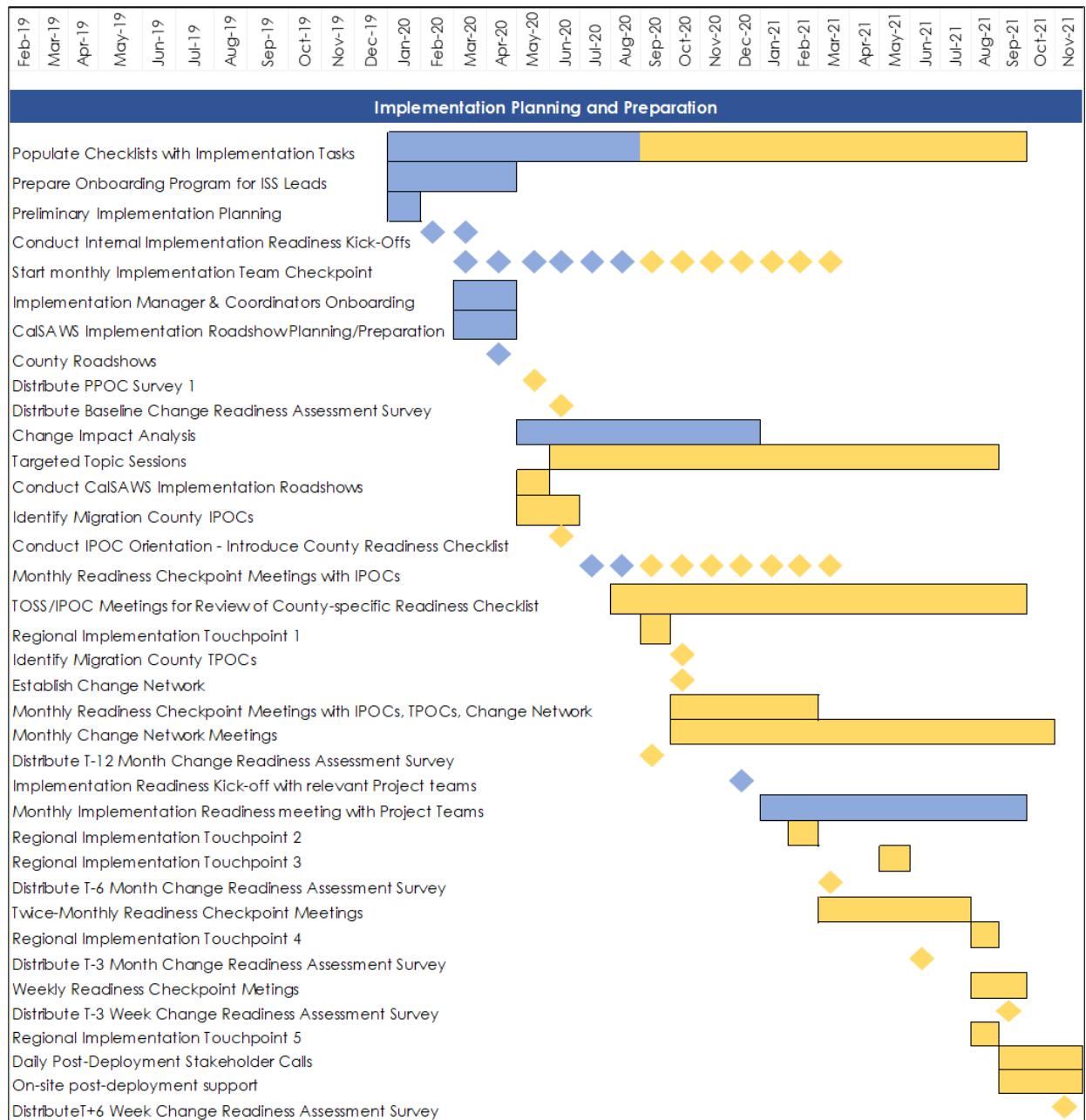
- ▶ Continued to maintain the Project-level checklists with known Implementation milestones and tasks in the areas of Application Readiness, Conversion Readiness, Technical Readiness, Change Readiness, Training Readiness, Implementation Support Readiness, and Integration
- ▶ Continued to maintain the 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 April 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
 - 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 9.1.1-2)
- ▶ Imaging
 - Presented Imaging updates at Twice-Monthly Training, Implementation, and Change Management Team meeting on April 13, 2021
 - Presented Imaging updates at Pre-Meet for Monthly Implementation Readiness Checkpoint with Consortium Regional Managers on April 15, 2021
 - Attended Monthly Implementation Readiness Working Session with the CalSAWS Teams on April 15, 2021
 - Continued to maintain Imaging tasks on Project and County readiness checklists
 - Continued supporting Implementation team in answering County Imaging questions
 - Updated Implementation Readiness Packet

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Figure 9.1.1-1 – Implementation Gantt Chart



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

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

DAY	BEGIN DATE	FREQUENCY	PARTICIPANTS
Pre-Implementation			
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
Post-Implementation			
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 Champion (CNC) Feedback Form and provide responses in a timely manner
 - Continued compiling a Q&A document based on the April CNC Meeting, as well as a recap document from the outcomes of the April Workshop
 - Began to prepare for the May occurrence of the Change Network Meetings
- ▶ Targeted Topics/Just-in-Time demonstrations
 - Task Management
 - Continued to prepare for the Task Management Targeted Topic Session
 - Change Reason
 - Continued to prepare for the Change Reason Just-in-Time Session
- ▶ 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
 - CIT for the AAP Automation Video and AAP, ARC, Kin-GAP Infographic was distributed on Tuesday, April 13, 2021
- ▶ C-IV County Feedback
 - Presented analysis of results of the T-6 Month Change Readiness Assessment Survey to the RMs on April 15, 2021
- ▶ Continued the Drive Change Team Efforts phase of the Change Impact Analysis (CIA)
 - Reviewed 1,143 designs/design differences
 - 763 have been identified as having some level of impact
 - 23 have been identified as having a high level of impact
 - 153 have been identified as having a medium level of impact
 - 587 have been identified as having a low level of impact
 - 380 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 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 April 13, 2021

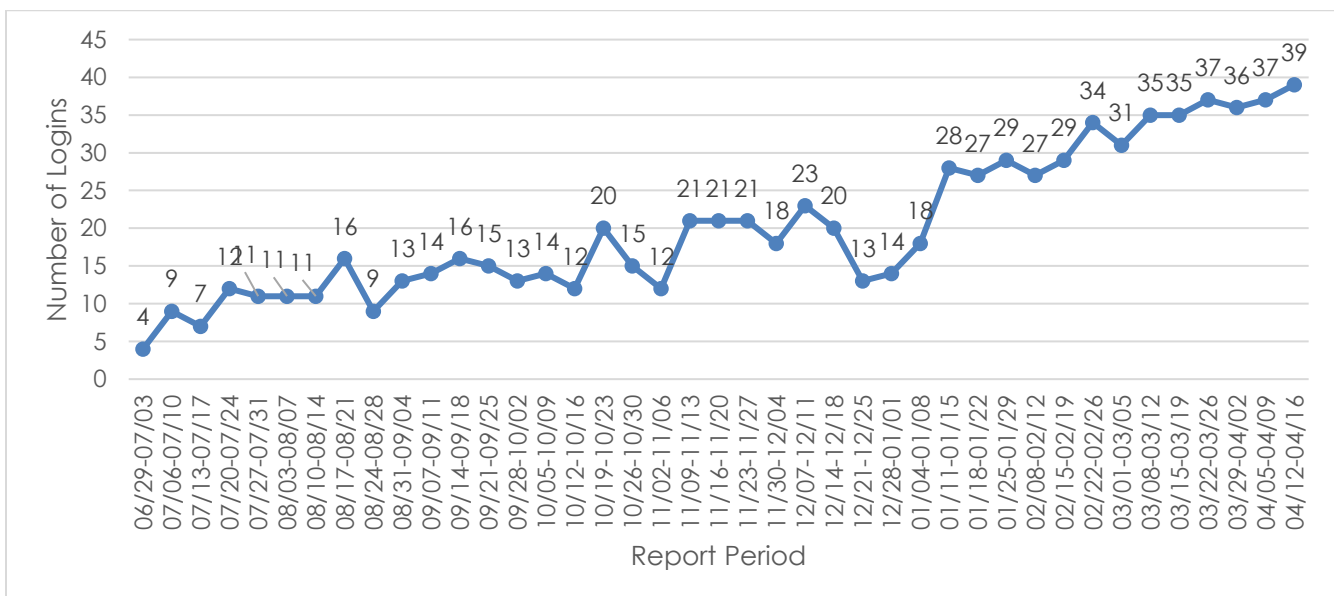
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- Attended meeting to finalize Region 6 Management Site Visit presentation on April 13, 2021
- Hosted Bi-Weekly Imaging Change Management, Training, and Implementation Touchpoint with Consortium staff on April 14, 2021
- Presented Change Management and Training updates at CalSAWS Imaging and Contact Center Joint Status meeting on April 14, 2021
- Hosted Los Angeles County T-6 Month Imaging Change Readiness Assessment Planning meeting with Region 6 Regional Managers, Los Angeles County Imaging Leads, and Consortium Change Management Leads on April 14, 2021
- Continued planning for Imaging Demonstrations
- Finalized and distributed CIT regarding Imaging Demonstrations
- Created flyer for Los Angeles County T-6 Month Imaging Change Readiness Assessment
- ▶ Task Management
 - Continued coordination with Task Management Application Development teams for overview of the solution and change
 - Continued review and development of Task Management training and change management materials, including migration WBTs, infographics, and targeted topic session materials.
- ▶ FCED
 - Submitted the FCED Change Management

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



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

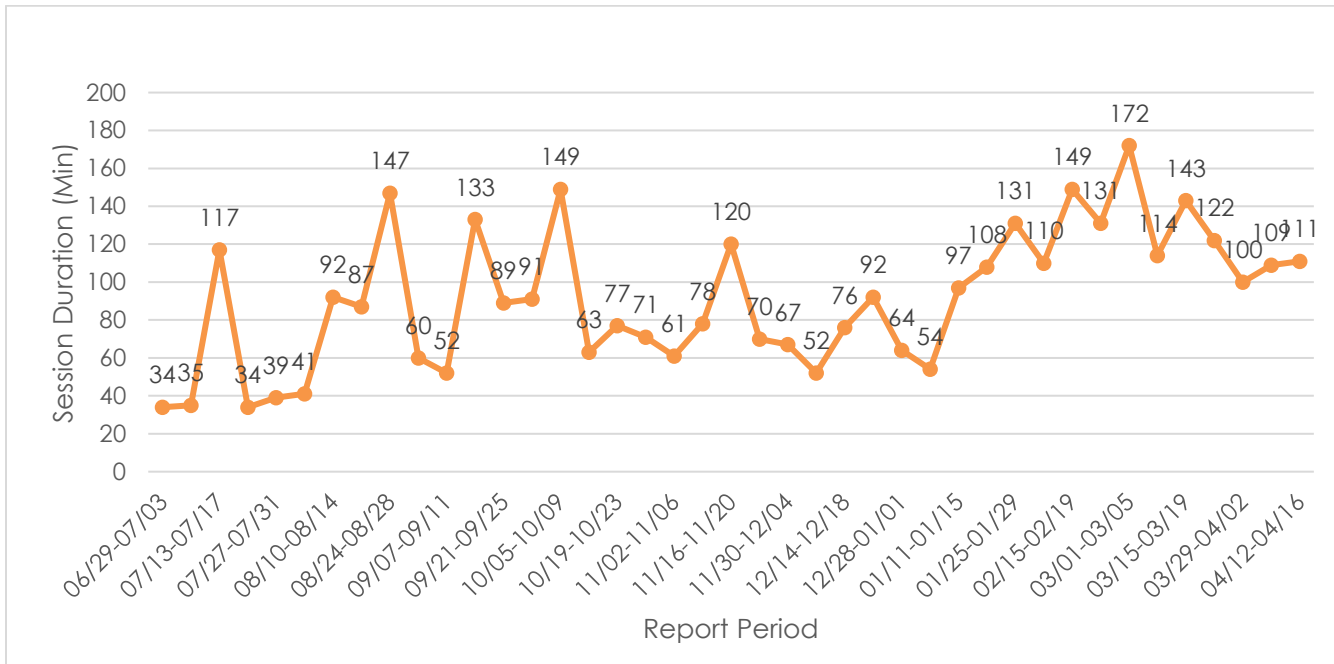


Table 9.1.2-1 – Login Counts & Total Logged Time by County During Reporting Period

COUNTY	USER	LOGIN COUNT	TOTAL LOGGED TIME
Alameda	Users 1, 3, 6	11	0:43:57
Butte	Users 1, 2, 4, 5, 6	110	37:35:36
Colusa	Users 2, 3, 6	8	5:01:02
Contra Costa	Users 1, 2, 3, 6	17	7:11:05
Del Norte	Users 1, 2, 3, 4, 5, 6	27	4:01:04
Humboldt	Users 1, 2, 6	25	4:49:07
Imperial	User 1	3	0:45:16
Kern	Users 2, 5, 6	2	9:05:32
Kings	Users 1, 5	3	2:26:37
Lake	Users 1, 2, 3, 4, 6	17	7:23:59
Madera	User 2	2	0:02:20
Marin	Users 1	2	0:00:14
Mariposa	Users 1, 2, 4, 6	24	3:35:44
Mendocino	Users 1, 2, 3, 4	12	4:36:04
Merced	User 6	3	0:12:16
Monterey	Users 3, 4, 6	11	3:41:35
Napa	User 5	1	0:52:18
Orange	Users 1, 2, 3, 4	21	10:57:22
Placer	Users 1, 3	4	3:42:53
Riverside	Users 1, 2, 5	10	2:26:16
Sacramento	User 1	1	0:22:59

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COUNTY	USER	LOGIN COUNT	TOTAL LOGGED TIME
San Benito	User 1	2	2:04:51
San Bernardino	Users 1, 2, 3, 6	33	8:05:33
San Diego	Users 1, 3, 5, 6	11	5:49:26
San Francisco	User 1, 2, 3, 5	33	22:14:51
San Luis Obispo	User 1, 2	7	0:25:10
San Mateo	User 6	1	0:36:16
Santa Barbara	User 6	3	1:18:59
Santa Clara	Users 1, 2, 4, 5	25	11:07:16
Shasta	Users 1, 2, 3, 4, 5, 6	10	1:29:25
Stanislaus	Users 1, 5	20	5:41:43
Sutter	Users 1, 2	3	0:18:05
Ventura	User 6	1	0:18:30

9.2 Activities for the Next Reporting Period

9.2.1 Implementation

- ▶ Host the first bi-monthly occurrence of the Implementation Readiness Checkpoint Meeting with the C-IV Counties on April 21, 2021, in which the following topics will be covered: BenefitsCal, UAT Updates, Implementation Readiness Dashboard Overview, Migration Toolbox Demonstration, T-6 Month Change Readiness Assessment Survey Results, Training, Imaging, and Readiness Checklist Updates
- ▶ Send draft CIT to the CIT/CRFI review group for the April Implementation Readiness Packet and Dashboard
- ▶ Send draft CIT to the CIT/CRFI review group for the latest Conversion Case Review Reports from Golden Data Set #3
- ▶ Continue compiling inputs into a County Preparation Phase packet, which will include actions that County users, Security Admins, and Office Supervisors/Managers may have to take once C-IV user data is converted into CalSAWS
- ▶ Continue coordination with the BenefitsCal Implementation team on an integrated readiness approach
- ▶ Continue to develop an in-depth post-deployment support plan that can accommodate both on-site and completely virtual support models
- ▶ Continue planning for the Quarterly Implementation Regional Touchpoint #3
- ▶ Continue preparing a pathway to green light approach that incorporates the appropriate stakeholders, checkpoints, and readiness inputs
- ▶ 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 Implementation Touchpoint with Consortium Implementation Lead on April 19, 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 Deliverable #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.)
 - Finalize Summary of High-Impact Changes Document to distribute to CNCs, IPOCs, and PPOCs
- ▶ Targeted Topics
 - Host the Task Management Targeted Topic Session on April 20, 2021 and begin compiling a comprehensive Q&A document, as well as any relevant supplemental materials
 - Continue planning for upcoming Just-in-Time (JIT) Demonstrations
 - Host a Change Reason JIT Prep Session 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
 - Distribute April CNC Q&A Doc and Workshop Recap Overview
 - Continue planning for the May CNC meeting
- ▶ C-IV County Feedback
 - Present analysis of results from T-6 Month Change Readiness Assessment Survey at the Implementation Readiness Checkpoint with the C-IV Counties
- ▶ Continue to drive change team efforts phase of the C-IV to CalSAWS Change Impact Analysis
 - 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

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- Development Team input, and necessary County outreach
 - o Continue to review Conversion impacts from JIRA extract
- ▶ Continue to monitor Sandbox environment performance and escalate issues as necessary
- ▶ Imaging
 - o Attend Customer Engagement Management Touchpoint on April 20, 2021
 - o Attend Weekly Change Management Touchpoint with Consortium Change Management Leads on April 21, 2021
 - o Present Imaging Change Management updates at Region 6 Management Site Visit on April 21, 2021
 - o Host Los Angeles County Imaging Change Network Monthly meeting on April 22, 2021
 - o Continue planning for Imaging Demonstrations
 - o Finalize and distribute April Imaging Communications for Los Angeles County
 - o Draft CIT for Los Angeles County T-6 Month Imaging Change Readiness Assessment
- ▶ Task Management
 - o Continue coordination with Task Management Application Development teams for overview of the solution and change
 - o Continue review and development of in progress training and change management materials; continue planning and development of Task Management CFPs
- ▶ FCED
 - o Continue reviewing C-IV impacts of FCED SCRs and creating associated communications, as appropriate

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

