



CalSAWS-CalWIN
Implementation Support
Weekly Status Report

Reporting Period: April 19, 2021 to April 25, 2021

CalSAWS – California Statewide Automated Welfare System (CalSAWS)

CalWIN Implementation Support Phase

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1.0 CalWIN Implementation Support Services

1.1 Highlights of the Reporting Period

Project Management

- ▶ Completed DocuSign process and submitted Sign-Off forms for As-Is Work Product for Contra Costa, Placer, Tulare, and Yolo Counties.
- ▶ Worked with BPR Team and BPR Work Stream Leads to close out As-Is Work Product comments.
- ▶ Continued coordination with the DD&I Team on project interdependencies – conversion tasks and training environments and peripheral systems.
- ▶ Reviewed Q&A Log options and formats with Consortium team to put into place for internal project Questions and Answers related to Implementation Support Services.

Business Process Re-Engineering (BPR)

- ▶ Received Final Sign-Off on Formal As-Is Work Product from the following Counties:
 - Contra Costa
 - Placer
 - Yolo
 - Tulare
- ▶ Incorporated comments from Santa Barbara and Santa Clara on Formal As-Is Work Product. Re-submitted Formal As-Is Work Product for validation and Final Sign-Off.
- ▶ Completed Week-1 of County-Specific As-Is Sessions for Santa Cruz and Solano Counties.
- ▶ Conducted Pre-Meetings with San Mateo and San Diego Counties.
- ▶ Delivered OPAC Presentation on To-Be Pre-Work and BPR Approach.
- ▶ Overall status for all counties' As-Is BPR is provided in the table below:

Figure 1 - As-Is Process Timetable by County

| County | Session Start Date | Session End Date | First Review Start Date | First Review End Date | Incorporate Feedback | Start Final Review | County Sign-Off on FINAL As-Is Processes |
|-----------------|--------------------|------------------|-------------------------|-----------------------|----------------------|--------------------|--|
| Wave 1 | | | | | | | |
| Contra Costa | 02/22/21 | 03/25/21 | 03/29/21 | 04/09/21 | 04/16/21 | 04/19/21 | 04/23/21 |
| Placer | 02/22/21 | 03/12/21 | 03/29/21 | 04/09/21 | 04/16/21 | 04/19/21 | 04/23/21 |
| Yolo | 03/01/21 | 03/19/21 | 03/29/21 | 04/09/21 | 04/16/21 | 04/19/21 | 04/23/21 |
| Wave 2 | | | | | | | |
| Tulare | 03/01/21 | 03/19/21 | 03/29/21 | 04/09/21 | 04/16/21 | 04/19/21 | 04/23/21 |
| Santa Clara | 03/22/21 | 04/02/21 | 04/05/21 | 04/16/21 | 04/23/21 | 04/26/21 | 04/30/21 |
| Wave 3 | | | | | | | |
| Santa Barbara | 03/22/21 | 04/02/21 | 04/05/21 | 04/16/21 | 04/23/21 | 04/26/21 | 04/30/21 |
| Orange | 04/05/21 | 04/16/21 | 04/19/21 | 04/30/21 | 05/07/21 | 05/10/21 | 05/14/21 |
| Ventura | 04/05/21 | 04/16/21 | 04/19/21 | 04/30/21 | 05/07/21 | 05/10/21 | 05/14/21 |
| Wave 4 | | | | | | | |
| Solano | 04/19/21 | 04/30/21 | 05/03/21 | 05/14/21 | 05/21/21 | 05/24/21 | 06/01/21 |
| Santa Cruz | 04/19/21 | 04/30/21 | 05/03/21 | 05/14/21 | 05/21/21 | 05/24/21 | 06/01/21 |
| San Mateo | 05/03/21 | 05/14/21 | 05/17/21 | 05/28/21 | 06/07/21 | 06/08/21 | 06/15/21 |
| San Diego | 05/03/21 | 05/14/21 | 05/17/21 | 05/28/21 | 06/07/21 | 06/08/21 | 06/15/21 |
| Wave 5 | | | | | | | |
| Alameda | 05/17/21 | 05/28/21 | 06/01/21 | 06/15/21 | 06/22/21 | 06/23/21 | 06/30/21 |
| Fresno | 05/17/21 | 05/28/21 | 06/01/21 | 06/15/21 | 06/22/21 | 06/23/21 | 06/30/21 |
| Sonoma | 06/14/21 | 06/25/21 | 06/28/21 | 07/09/21 | 07/16/21 | 07/19/21 | 07/23/21 |
| Wave 6 | | | | | | | |
| San Francisco | 06/07/21 | 06/18/21 | 06/21/21 | 07/02/21 | 07/09/21 | 07/12/21 | 07/16/21 |
| Sacramento | 06/14/21 | 06/25/21 | 06/28/21 | 07/09/21 | 07/16/21 | 07/19/21 | 07/23/21 |
| San Luis Obispo | 06/01/21 | 06/11/21 | 06/14/21 | 06/25/21 | 07/02/21 | 07/05/21 | 07/09/21 |

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Organizational Change Management (OCM)

- ▶ Presented OCM draft agenda and content at weekly OCM Prep meetings on 04/21/21.
- ▶ Presented at Task Management Targeted Topic session on 04/20/21.
- ▶ Presented OCM content at OPAC meeting on 04/22/21.
- ▶ Continued to prepare for the 04/28/21 "As Needed" OCM POC session
- ▶ Confirmed schedules for OCM POC working sessions.

Training

- ▶ Monitored Implementation Support Services Team's progress against CalSAWS/CalWIN knowledge acquisition plan and training completion.
- ▶ Continued the discovery phase of CalWIN county information to prepare for drafting the Master Training Plan.
- ▶ Completed the CalSAWS Awareness and Learning Toolkit and distributed to TAC members on 04/22/21.
- ▶ Presented Training content at OPAC meeting on 04/22/21.
- ▶ Facilitated Training Advisory Council Meeting on 04/21/21.
- ▶ Distributed information to TAC members following TAC meeting on 04/22/21.
- ▶ Attended Task Management Target Topic Session on 04/20/21.
- ▶ Discussed early training needs with a Wave 1 County on 04/20/21.

Implementation Support Services

- ▶ Presented Pre-Work approach to Consortium Conversion and DD&I on 4/20/2021.
- ▶ Began creating Implementation Activities for County consideration.
- ▶ Drafted Wave 1 and Wave 2 ISS Timelines 04/20/2021 – 04/22/2021.
- ▶ Participated in ongoing conversion meetings (DD&I + Consortium).

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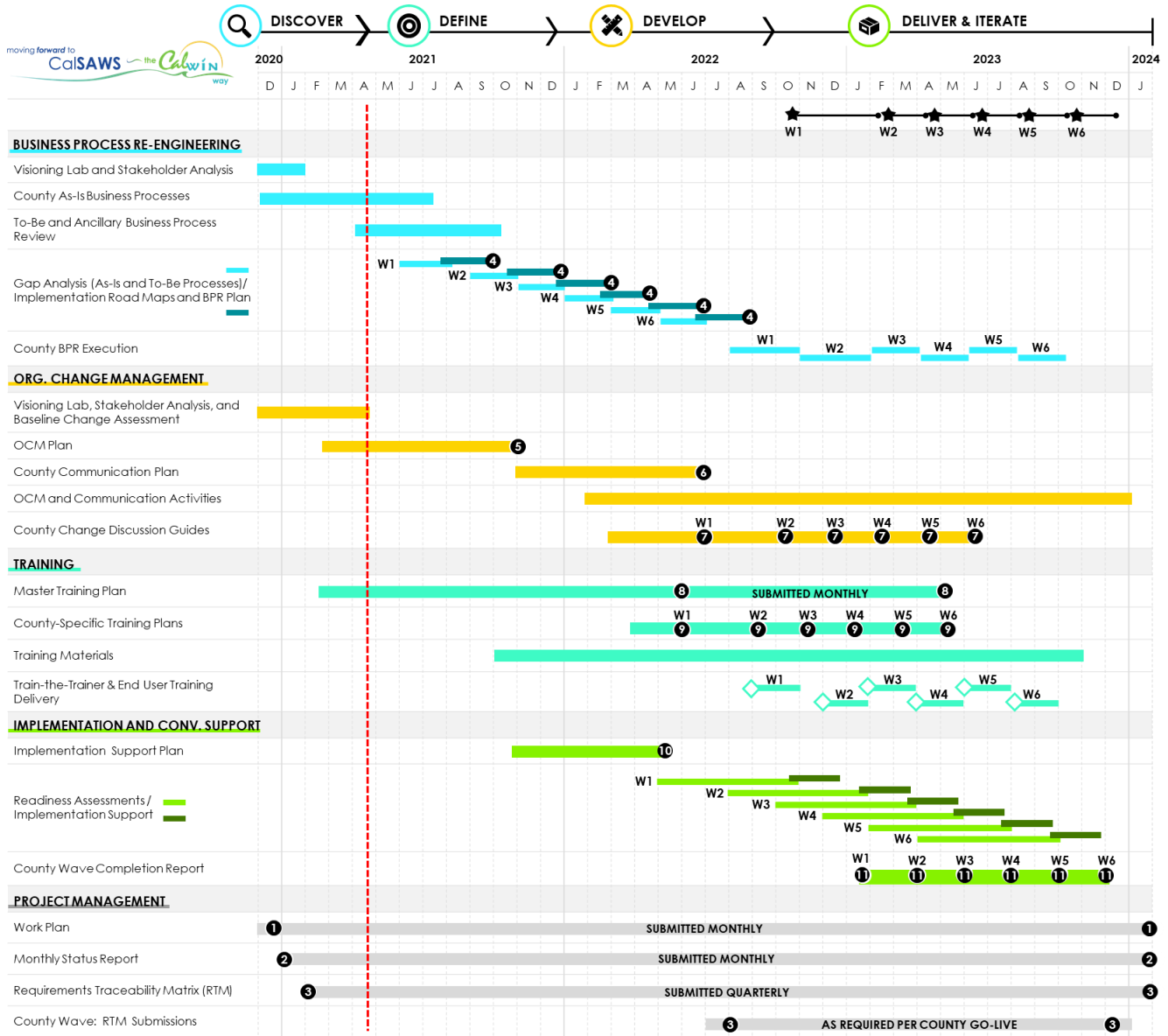
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Project Timeline

Figure 2 - Project Gantt Chart



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1.2 Project Deliverable Summary

Deliverable Activity is summarized within the tables below.

Table 1 – Deliverable Status for Current Reporting Period

Completed Coming Soon

| DEL ID | Deliverable Name | DDED | FDED | DDEL | FDEL | Final |
|--------|--|----------|----------|----------|----------|----------|
| 01 | Workplan – Initial | 12/4/20 | 12/15/20 | 12/23/20 | 1/14/21 | 01/22/21 |
| 02 | Monthly Status Report – Initial | 12/4/20 | 12/18/20 | 01/05/21 | 01/12/21 | 01/27/21 |
| 03 | Requirements Traceability Matrix Initial | 12/22/20 | 01/07/21 | 02/01/21 | 02/16/21 | 02/23/21 |
| 04 | Business Process Re-Engineering Plan-W1 | 06/18/21 | 06/30/21 | 10/11/21 | 11/01/21 | 11/08/21 |
| 05 | Organizational Change Management Plan | 06/11/21 | 06/23/21 | 10/04/21 | 10/26/21 | 11/02/21 |
| 06 | County Communication Plan | 08/16/21 | 08/26/21 | 01/03/22 | 01/25/22 | 02/01/22 |
| 07 | County Change Guide | 01/14/22 | 01/27/22 | 03/24/23 | 04/17/23 | 04/24/23 |
| 08 | Master Training Plan | 08/13/21 | 08/25/21 | 05/13/22 | 06/06/23 | 06/13/23 |
| 09 | County Specific Training Plan | 09/14/21 | 09/24/21 | 05/08/23 | 05/30/23 | 06/06/23 |
| 10 | Implementation Support Plan | 01/14/22 | 01/27/22 | 05/16/22 | 06/07/22 | 06/14/22 |
| 11 | Wave Completion Report | 09/15/22 | 09/27/22 | 01/11/24 | 01/24/24 | 01/31/24 |

Table 2 – Upcoming Deliverable Deadlines

| DEL # | Deliverable Name | Status | Next Deadline |
|-------|---|----------|--|
| 01 | Workplan – Initial | Complete | |
| 01.04 | Work Plan – Apr 2021 | On-Track | FDEL Submission due 05/05/21 FDEL approval 05/12/21 |
| 02 | Monthly Status Report – Initial | Complete | |
| 02.04 | Monthly Status Report – Apr 2021 | On-Track | FDEL Submission due 05/05/21 FDEL approval 05/12/21 |
| 03 | Requirements Traceability Matrix Initial | Complete | |
| 03.01 | Requirement Traceability Matrix – Quarter 1 | On Track | FDEL submission due 06/04/21 |
| 04 | Business Process Re-engineering Plan | On track | DDED submission due 06/18/21 |
| 05 | Organizational Change Management Plan | On-track | DDED submission due 06/11/21 |
| 06 | County Communication Plan | On-track | DDED submission due 08/16/21 |
| 07 | County Change Guide | On-track | DDED submission due 01/14/22 |
| 08 | Master Training Plan | On-track | DDED submission due 08/13/21 |
| 09 | County Specific Training Plan | On-track | DDED submission due 09/14/21 |
| 10 | Implementation Support Plan | On-track | DDED submission due 01/14/22 |
| 11 | Wave Completion Report | On-track | DDED submission due 09/15/22 |

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1.3 Project Risks and Issues

There were no CalSAWS Risks or Issues created and/or still open for the reporting period.

Table 3 - Risks & Issues

| ID | Title | Details | Status | Impact | Severity | Date Logged |
|----|-------|---------|--------|--------|----------|-------------|
| | | | | | | |

1.4 CRFI/CIT Communications Information

There were no CalSAWS Information Transmittals (CITs) sent and/or still open for the reporting period.

Table 4 - CITs

| CIT ID | To | Subject | Category | Distribution Date | Primary CalSAWS Contact | Backup CalSAWS Contact |
|--------|----|---------|----------|-------------------|-------------------------|------------------------|
| | | | | | | |

There were no CalSAWS Requests for Information (CRFIs) sent and/or still open for the reporting period.

1.5 Activities for the Next Reporting Period

Project Management

- ▶ Continue planning for and on-boarding staff resources.
- ▶ Continue to work with other teams to coordinate resources to meet dependencies: Training Environments and DISCO tool access to the CalWIN system.
- ▶ Collaborate with the Consortium to create “right size” visual aid for Waves 2 – 6.
- ▶ Create and merge 18 individual county sub project into the Master Work Plan.
- ▶ Schedule Walk through of updated combined work plan with CPMO, PMs, and QA.
- ▶ Finalize the process and for CalWIN Implementation Q&A Log.
- ▶ Complete set up of CalWIN ISS Project email for Q&A submission and meeting tracking.

Business Process Re-Engineering (BPR)

- ▶ Obtain Formal As-Is Work Product Sign-Off from Santa Barbara and Santa Clara Counties.
- ▶ Complete Week-2 County-Specific As-Is Sessions for Santa Cruz and Solano Counties.
- ▶ Incorporate real-time feedback from BPR sessions for continuous improvement.
- ▶ Continue with To-Be BPR Pre-Work.

Organizational Change Management (OCM)

- ▶ Facilitate “As Needed” OCM POC working session on 04/28/21.
- ▶ Review stakeholder engagement slides with the CalWIN ISS team on 04/29/21 in preparation for OCM POC working session on 05/12/21.

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Training

- ▶ Finalize Q&A document from the 04/21/21 TAC meeting and distribute to TAC members.
- ▶ Plan for next TAC session on 05/19/21.
- ▶ Continue to monitor Implementation Support Services Team's progress against CalSAWS/CalWIN knowledge acquisition plan and training completion.
- ▶ Continue discovery phase of CalWIN county information to prepare for drafting the Master Training Plan.
- ▶ Participate in OCM POC meeting on 04/28/21.

Implementation Support Services

- ▶ Continue Pre-Work activities; build out template for County Profiles.
- ▶ Conduct internal review meetings for Wave 1 and Wave 2 ISS timelines.
- ▶ Review as-is documentation and start updating county profiles.
- ▶ Finalize Implementation Activities for CalWIN Counties to complete between now and Fall 2021.
- ▶ Participate in ancillary/data meeting with DD&I and Consortium.
- ▶ Participate in ongoing conversion meetings with DD&I and Consortium.

1.6 Deviations from Plan/Adjustments

- ▶ None for the reporting period.