



CalSAWS DD&I Weekly Status Report

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

Table of Contents

1.0	Project Management.....	3
1.1	Project Deliverables Summary.....	3
1.2	Highlights of the Reporting Period.....	3
1.2.1	Project Management	3
1.2.2	Communications Management	5
1.2.3	Cultural Transformation	7
1.2.4	Inclusion, Diversity and Equity Advancement (IDEA)	8
1.3	CRFI/CIT Communications Information	8
1.4	Activities for the Next Reporting Period.....	9
1.4.1	Project Management	9
1.4.2	Communications Management	10
1.4.3	Cultural Transformation	10
1.4.4	Inclusion, Diversity & Equity Advancement (IDEA)	11
1.5	Deviations from Plan/Adjustments	11
2.0	Technical Infrastructure and Cloud Enablement	11
2.1	Highlights of the Reporting Period.....	11
2.2	Activities for the Next Reporting Period.....	12
2.3	Deviations from Plan/Adjustments	12
3.0	Imaging	13
3.1	Highlights of the Reporting Period.....	13
3.2	Activities for the Next Reporting Period.....	16
3.3	Deviations from Plan/Adjustments	16
4.0	Customer Service Center	17
4.1	Highlights of the Reporting Period.....	17
4.2	Activities for the Next Reporting Period.....	18
4.3	Deviations from Plan/Adjustments	18
5.0	Analytics	19
5.1	Highlights of the Reporting Period.....	19
5.2	Activities for the Next Reporting Period.....	24
5.3	Deviations from Plan/Adjustments	25
6.0	Application Development and Test.....	25
6.1	Highlights of the Reporting Period.....	25

CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase




Weekly Status Report Period: April 19, 2021 to April 25, 2021

6.1.1	Application Development Summary	25
6.1.2	DDID System Test Status	26
6.1.3	State & C-IV County Interface Partner File Exchange Test	27
6.1.4	Converted Data Test (CDT):	28
6.1.5	Non-State Forms (NSF):	28
6.1.6	Task Management	29
6.1.7	API	30
6.1.8	GA/GR	30
6.1.9	CalSAWS Portal Integration	32
6.1.10	Batch Regression Test	33
6.1.11	Case Purge	35
6.1.12	Deliverable Management	35
6.2	Activities for the Next Reporting Period	35
6.3	Deviations from Plan/Adjustments	36
7.0	Conversion	36
7.1	Highlights of the Reporting Period	36
7.2	Activities for the Next Reporting Period	43
7.3	Deviations from Plan/Adjustments	43
8.0	Training	44
8.1	Highlights of the Reporting Period	44
8.2	Activities for the Next Reporting Period	48
8.3	Deviations from Plan/Adjustments	48
9.0	Deployment	49
9.1	Highlights of the Reporting Period	49
9.1.1	Implementation	49
9.1.2	Change Management	53
9.2	Activities for the Next Reporting Period	57
9.2.1	Implementation	57
9.2.2	Change Management	57
9.3	Deviations from Plan/Adjustments	59
10.0	Appendices	60

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		Submitted the Final Deliverable (FDEL) on April 20, 2021. Approval of the FDEL is due on April 27, 2021
55	CalSAWS Migration Work Plan Update #24	PMO		Received approval for the Final Deliverable (FDEL) 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 for the work to complete mid-May 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	Spring/	<ul style="list-style-type: none"> • Continued reviewing and processing

CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: April 19, 2021 to April 25, 2021

Item #	Initiatives/ Projects	Location	Target Date	Notes/Status
		Cordova and Norwalk Project Offices	Summer 2021	<p>Return to Office (RTO) Approval Request Forms submitted by CalSAWS Project staff, which are required to access the CalSAWS Rancho Cordova or Norwalk Project offices</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 was previewed with CalSAWS Project Leadership on April 6, 2021 and presented to the CalSAWS Project Team at the April 21, 2021 virtual CalSAWS All Staff Meeting

- ▶ Facilitated the CalSAWS Weekly Status Meeting that was held on April 21, 2021
- ▶ Completed preparations and participated in the Section Directors Meeting that was held on 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:
 - Completed preparations and facilitated the monthly virtual CalSAWS Project All Staff Meeting on April 21, 2021
 - Began development of the next monthly CalSAWS Connect newsletter that will be distributed to the CalSAWS Project Team on May 13, 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
 - Began development of LRS Change Notice No. Ten which will include the use of funds from the LRS contract's R&A Change Budget Services allocation for UAT support required to support the BenefitsCal portal and the implementation of additional SCRs for CalHEERS interface maintenance for SFY 2020/21. This Change Notice is planned to be submitted to the JPA Board of Directors for approval in July 2021
 - Continued planning the implementation of requirements from the DHCS and CDSS Privacy and Security Agreements (PSAs) that were approved by the JPA Board of Directors on April 16, 2021
- ▶ 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"> Submitted the FDEL to the Consortium for review and approval 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"> Facilitated a touchpoint meeting with Deliverable reviewers on April 20, 2021 to address comments and questions, as needed Received approval for the FDEL 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
None for the reporting period		

Table 1.2.2-2 – CalSAWS.org Usage Statistics

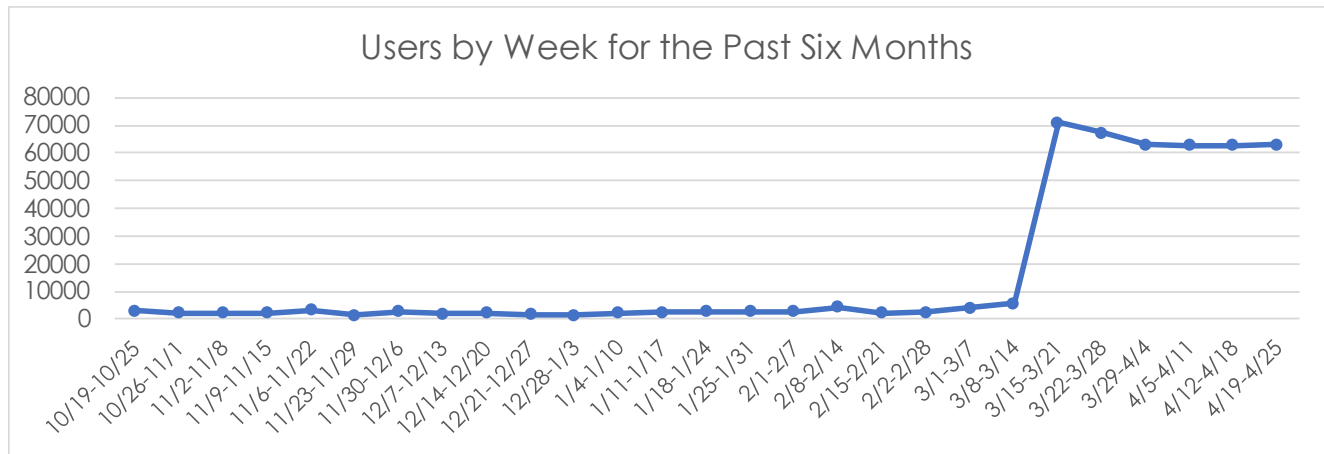
CATEGORY	DURING REPORTING PERIOD	SINCE LAUNCH
Total Number of Subscribers	11	750
Total Number of Unique Users	63,043	696,878
Total Number of New Users	62,196	696,878
Total Number of Sessions (Individual Site Visits)	64,054	849,910
Average Number of Sessions per User	1.02	1.22
Average Number of Page Views per Session	1.04	1.25
Average Session Duration	0:09	0:58
AskCalSAWS Inquiries – Received/Resolved	3/3	222/221

CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: April 19, 2021 to April 25, 2021

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	38%
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

CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: April 19, 2021 to April 25, 2021

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
 - ▶ Scheduled 2021 Ambassador ideation sessions for May 5, 2021 and May 6, 2021
 - ▶ Continued development of Ambassador ideation session materials
 - ▶ Continued 2021 Ambassador recruitment
 - ▶ Finalized timeline, product offering, and pricing with Staples and Project leadership 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

CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: April 19, 2021 to April 25, 2021

1.2.4 Inclusion, Diversity and Equity Advancement (IDEA)

- ▶ Co-Create Phase
 - IDEA Initiatives
 - ▶ Pulse Survey
 - Created survey links to embed in emails for initiatives not measured in the Pulse Survey
 - ▶ Workshops
 - Presented workshop number 2 option 2 with Project 986 Consulting
 - Link will be sent out to participants April 26, 2021
 - ▶ 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
 - Prepared for CalSAWS Table Talks session that will take place on April 29, 2021
 - Invite for the event will be sent out on April 26, 2021
 - ▶ We Are One
 - Updated CalSAWS IDEA calendar with past and upcoming events
 - ▶ Me, You, Us Training
 - Created a "Teams" group for Me, You, Us Training discussion to take place
 - IDEA General
 - ▶ Prepared for diversity, equity, and inclusion director interviews with leads
 - ▶ Met with Great Place to Work, Training, and Cultural Transformation to discuss the image of consolidated offerings to the CalSAWS Project team

1.3 CRFI/CIT Communications Information

- ▶ The following table outlines CalSAWS Information Transmittals (CITs) sent for the reporting period ending April 25, 2021

Table 1.3-1 – CITs

CIT ID	SUBJECT	CATEGORY	DISTRIBUTION DATE	PRIMARY CalSAWS CONTACT	BACKUP CalSAWS CONTACT
0097-21	CalSAWS Power of 58 Online Store	Informational	April 19, 2021	PMO	

- ▶ The following table outlines CalSAWS Requests for Information (CRFIs) sent for the reporting period ending April 25, 2021

CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: April 19, 2021 to April 25, 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 27, 2021	Uzair Syed
21-024	County Training Coordinator Role (optional)	April 12, 2021	Closed	April 23, 2021	Ashley Arnold
21-025	Delegated User Administration Portal	April 19, 2021	Open	April 19, 2021	Mike Tombakian

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 25, 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
 - Finalize meeting materials and facilitate the monthly Risk Management Group meeting that is scheduled for April 28, 2021
- ▶ Facilitate the CalSAWS Weekly Status Meeting scheduled for April 28, 2021
- ▶ Begin preparations for the Section Directors Meeting that is scheduled for May 4, 2021
- ▶ Continue activities to support Project staff working remotely
 - Begin preparations for the next (eighteenth) virtual CalSAWS Project All Staff Meeting that is scheduled for May 19, 2021
 - Continue 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
- ▶ 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"> • Work with Deliverable reviewers to address comments on the FDEL, as needed. • Approval of the FDEL is due on April 27, 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
- ▶ Facilitate Cultural Ambassador ideation sessions on May 5, 2021 and May 6, 2021
- ▶ 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)

- ▶ Continue to update IDEA documents on We Are One SharePoint tab
- ▶ Finalize the image for alignment with Great Place to Work, Culture Transformation and Training
- ▶ Prepare video overview of IDEA for next June JPA meeting
- ▶ Connect with Project 986 Consulting to prepare for May Leadership Coaching Series session
- ▶ Send out email with survey link embedded for those initiatives not measured in the Pulse Survey

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 implementation support activities
 - Continued to monitor ForgeRock services
 - Supported C-IV Contact Center and CalSAWS UAT
- ▶ Continued ForgeRock features enablement and integration activities
 - Continued development and integration workshops with BenefitsCal
 - Continued ForgeRock C-IV migration planning activities
 - Continued to support the migration of ForgeRock integrated applications to the ForgeRock Assembly Test (AT) environment
- ▶ Secured CAB approval for ForgeRock 21.04.30 Production Release
- ▶ Began pre-deployment activities for ForgeRock 21.04.30 Production Release
- ▶ Scheduled Delegated Administration Portal Training for County Personnel
- ▶ Applied ForgeRock recommendations (performance enhancements) post-ForgeRock vendor workshops

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*)
 - ▶ Reached out to potential vendors
 - System Status for End Users (*Co-Create Phase*)
 - ▶ Began to create roadmap for prototype scope
 - CalSAWS Production Calendar (*Discovery Phase*)
 - ▶ Discussed prototype scope

CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: April 19, 2021 to April 25, 2021

- Transform Communications and Collaboration (*Co-Create Phase*)
 - ▶ Received approval on prototype

Deliverable Management

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

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

2.2 Activities for the Next Reporting Period

- ▶ ForgeRock features enablement and Integration activities
 - Continue development and integration workshops with BenefitsCal
 - ▶ Support BenefitsCal SIT Testing
 - Continue ForgeRock C-IV migration planning activities
 - Continue to support the migration of ForgeRock integrated applications to the ForgeRock Assembly Test (AT) environment
- ▶ Deliver Delegated Administration Portal Training for County Personnel
- ▶ Innovation Lab
 - Deploy Operational Decision Making (ODM) Rules (*Describe Phase*)
 - ▶ Continue development of work plan and requirements
 - Streamlined CalSAWS Lobby Application (*Describe Phase*)
 - ▶ Confirm next steps with potential vendors
 - System Status for End Users (*Co-Create Phase*)
 - ▶ Develop level of effort for prototyping effort
 - CalSAWS Production Calendar (*Describe Phase*)
 - ▶ Begin to build business case
 - Transform Communications and Collaboration (*Co-Create Phase*)
 - ▶ Confirm pilot evaluation steps

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 Santa Clara County Document Migration Discovery Session Check-in on April 21, 2021
- ▶ Conducted Los Angeles County Document Migration Discovery Session Check-in on April 22, 2021
- ▶ Scheduled Placer County Document Migration Discovery Session on April 27, 2021
- ▶ Scheduled Santa Clara County Document Migration Discovery Session Check-in on April 28, 2021
- ▶ Scheduled Los Angeles County Document Migration Discovery Session Check-in on April 29, 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
User Acceptance Testing Environment Build-out	April 23, 2021	Complete
Migration Activities	October 1, 2021	In progress
Santa Clara County Document Migration Check-in Session	April 21, 2021	Complete
Los Angeles County Document Migration Check-in Session	April 22, 2021	Complete
Placer Document Migration Check-In Session	April 27, 2021	Scheduled
Santa Clara County Document Migration Check-in Session	April 28, 2021	Scheduled
Los Angeles County Document Migration Check-in Session	April 29, 2021	Scheduled

Figure 3.1-1 – CalSAWS Imaging Releases Burndown

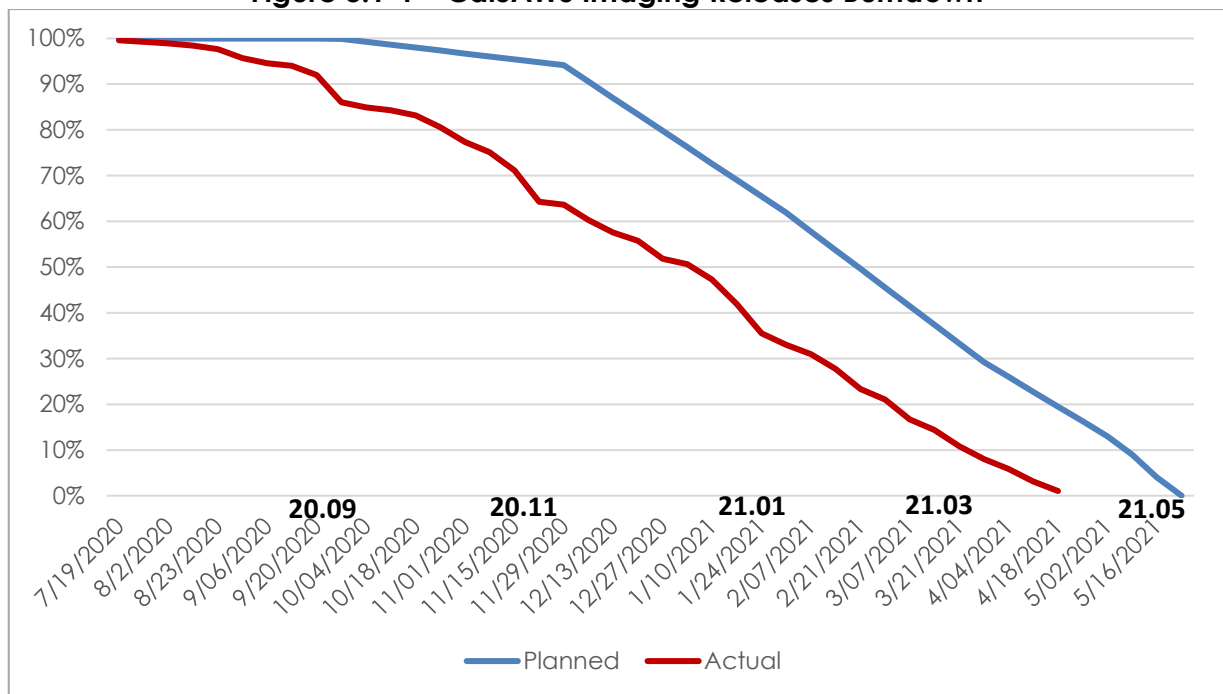


Figure 3.1-2 – Overall C-IV Imaging Migration in Preparation for UAT

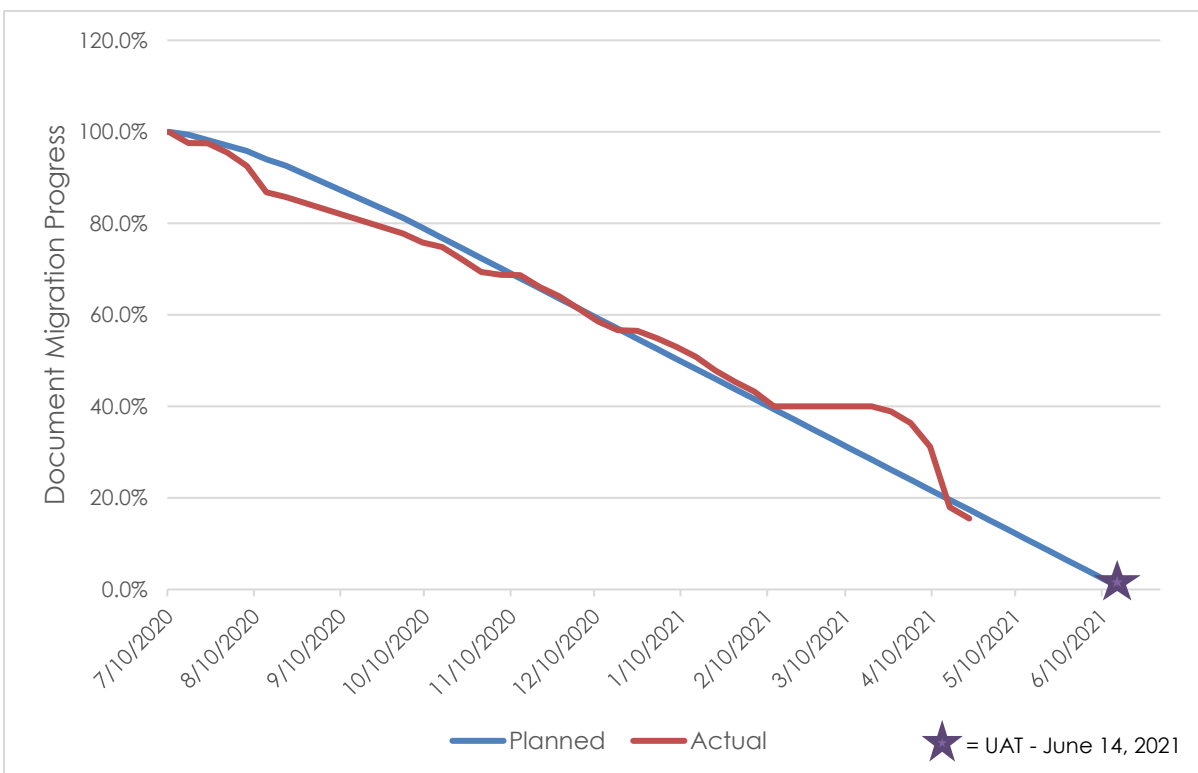


Figure 3.1-3 – C-IV K2 to AWS Snowball Migration Burndown Chart

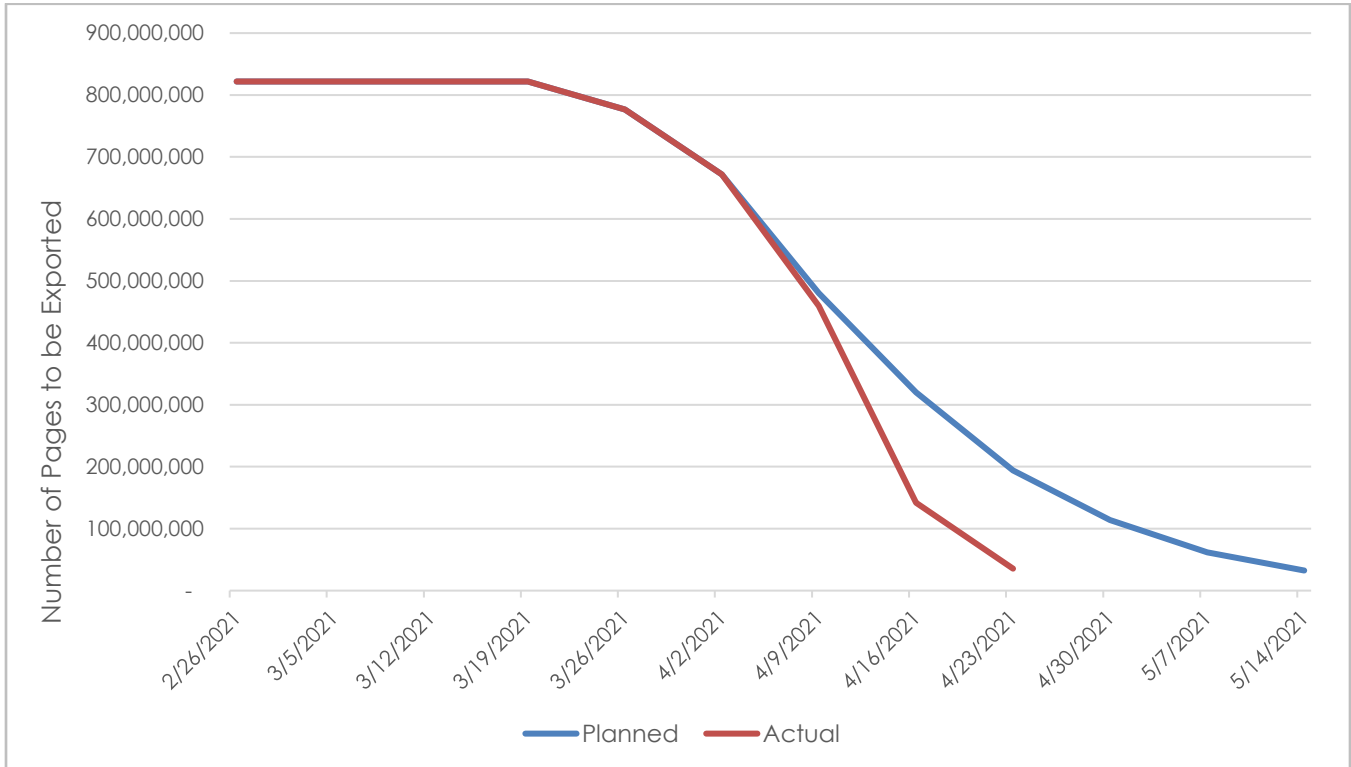


Figure 3.1-4 – C-IV Images in Workflow Not Migrated Off Centera Burndown Chart

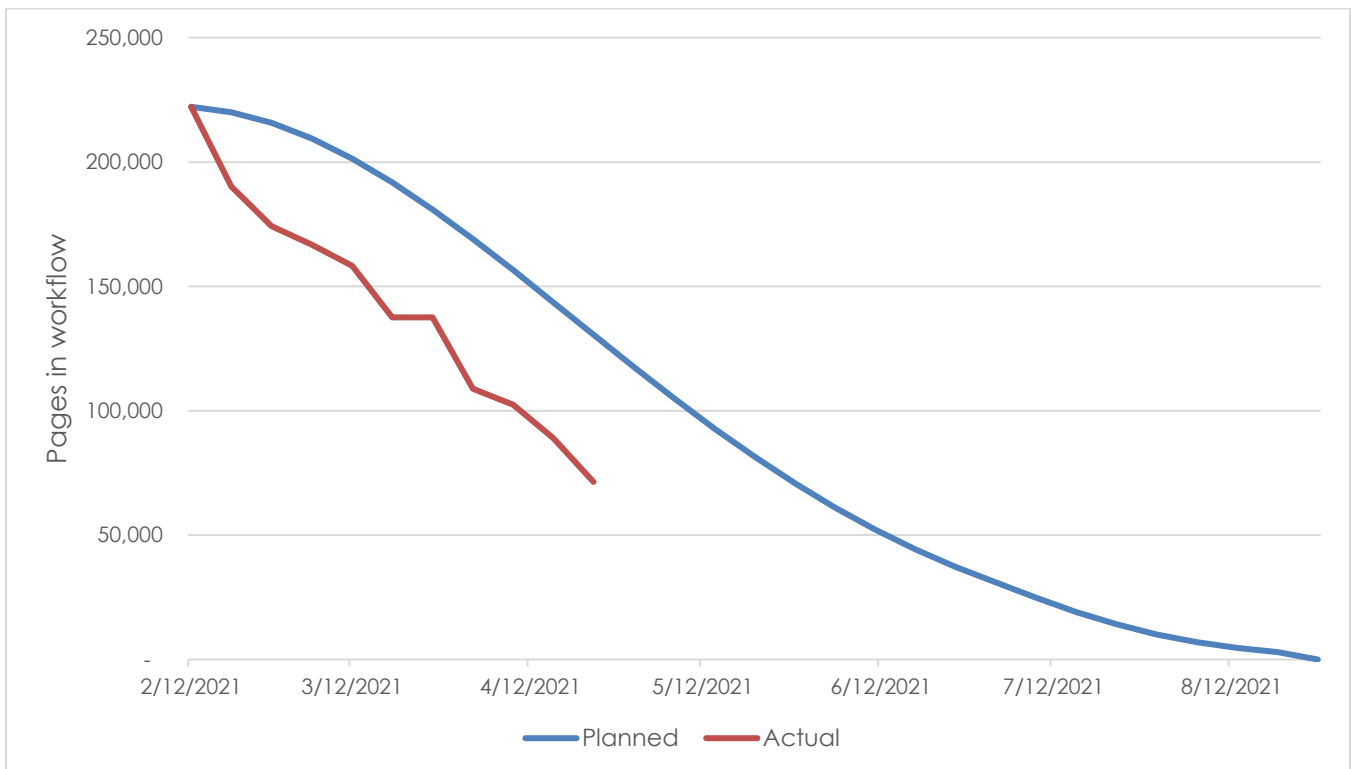
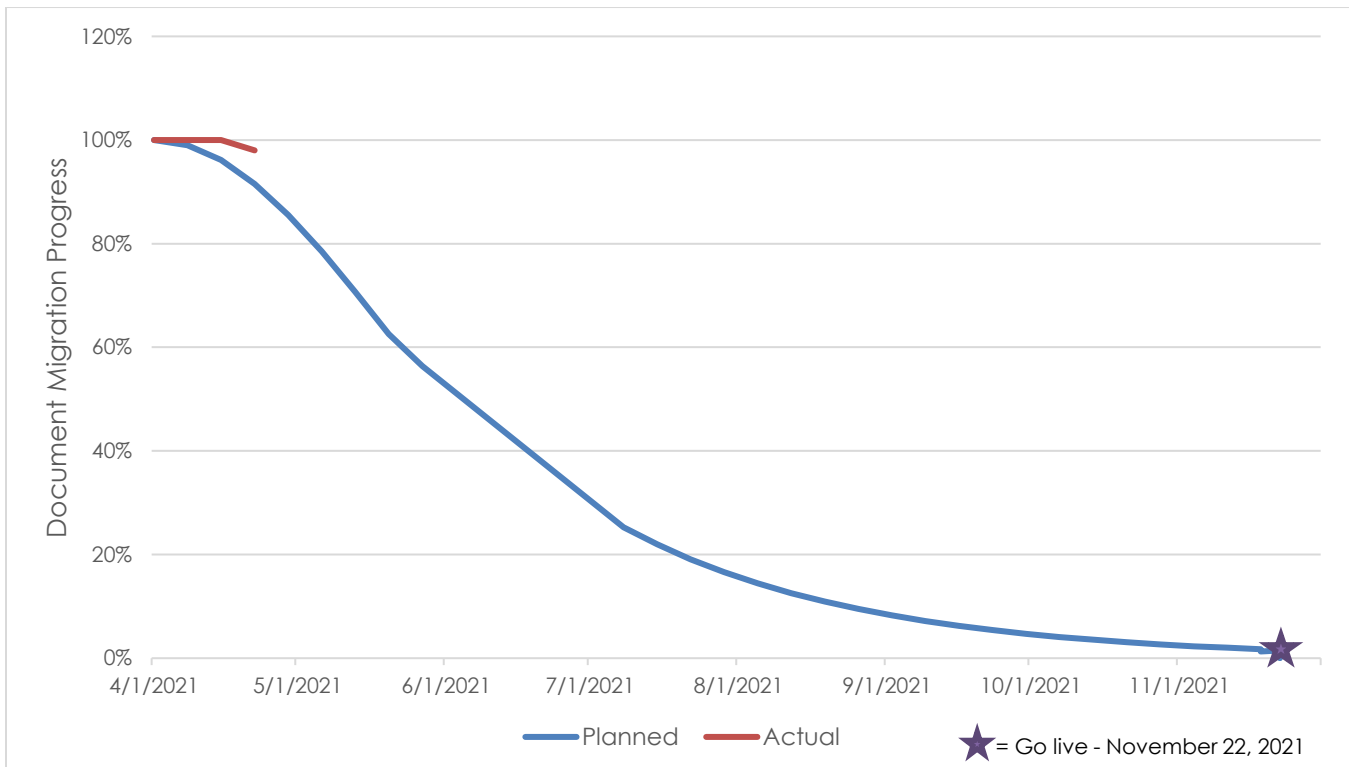


Figure 3.1-5 – Overall Los Angeles (NexLogica) Imaging Export*



* Please see Risk #234

3.2 Activities for the Next Reporting Period

- ▶ Continue moving C-IV images still in workflow off Centera in preparation of the document migration
- ▶ Prepare Snowball to be shipped to AWS for Import into the Hyland S3
- ▶ Conduct Placer County Document Migration Discovery Session on April 27, 2021
- ▶ Conduct Santa Clara County Document Migration Discovery Session Check-in on April 28, 2021
- ▶ Conduct Los Angeles County Document Migration Discovery Session Check-in on April 29, 2021
- ▶ Schedule Placer County Document Migration Discovery Session on May 4, 2021
- ▶ Schedule Santa Clara County Document Migration Discovery Session Check-in on May 5, 2021
- ▶ Schedule Los Angeles County Document Migration Discovery Session Check-in on May 6, 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

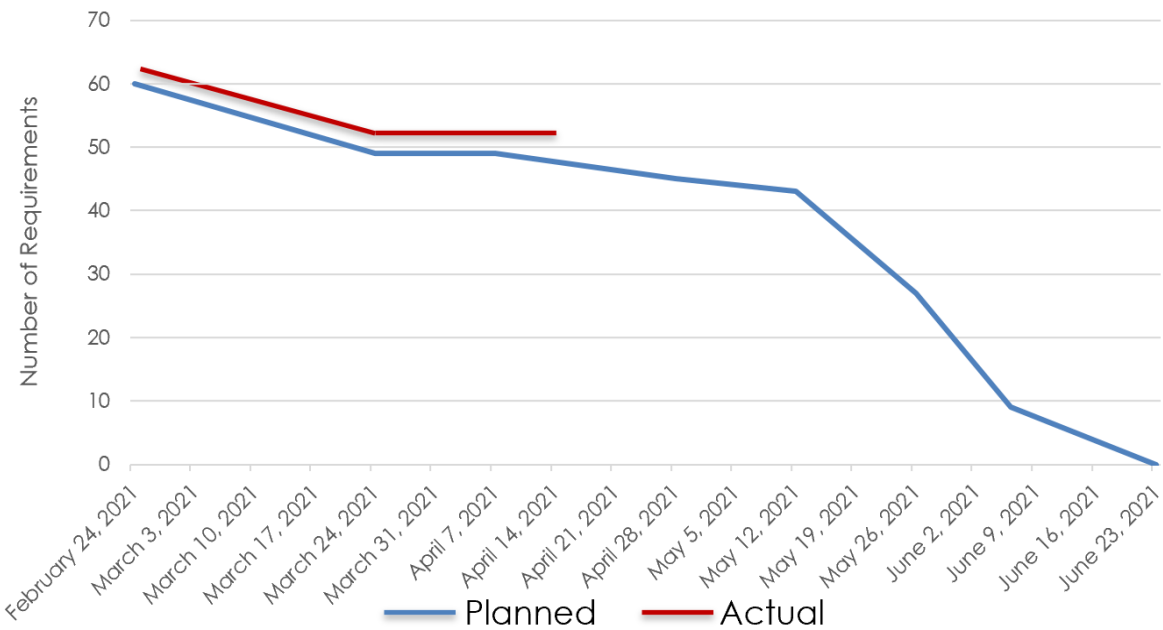


Table 4.1-2 – Customer Service Center Milestones

MILESTONES	SUBMISSION DUE DATE	STATUS
CalSAWS Customer Service Center Solution – Initial Work Plan Complete	March 18, 2021	Completed
CalSAWS Customer Service Center Solution – 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
Admin Page - Roll-on/off/update Agents	May 26, 2021	Draft in progress
Inbound IVR	June 6, 2021	Draft in progress

CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: April 19, 2021 to April 25, 2021

MILESTONES	SUBMISSION DUE DATE	STATUS
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
 - SSO Integration
 - Voice Authentication

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
 - Working on County Validation preparation
- ▶ Release H
 - Started working on Release H Reports and Dashboards
- ▶ Training
 - Qlik Platform Capabilities
 - ▶ Continued development of Bookmarks, Add/Configure Object, and Duplicate Sheet Web Based Training (WBT) content
 - Ad-Hoc Connect and Query
 - Met with DBA team regarding incorporation of APEX instruction session content
 - Reviewed content for Connect and Query session

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

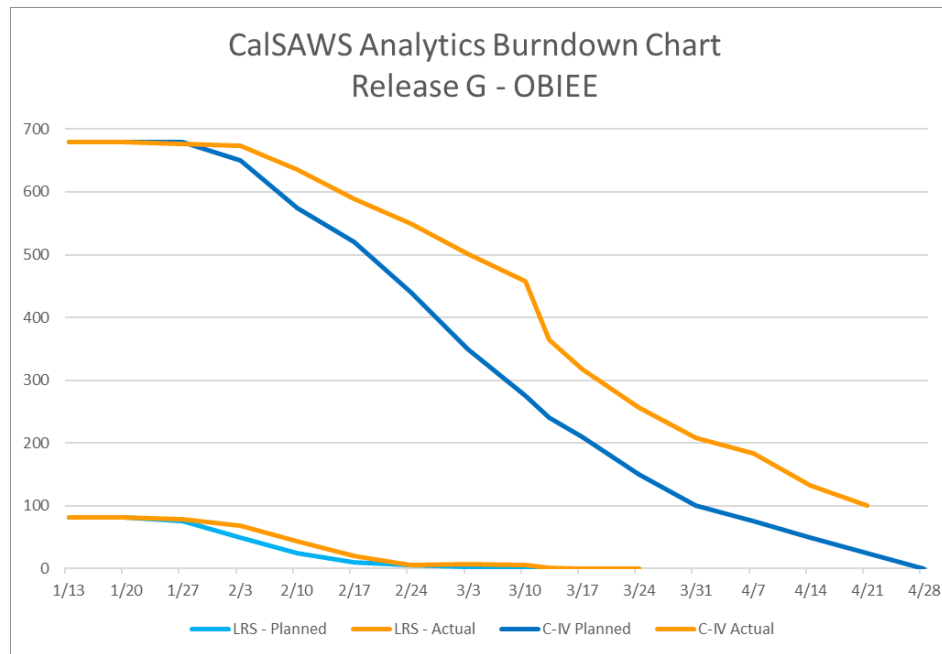


Figure 5.1- 2 CalSAWS Analytics – Release G Status Matrix (OBIEE)

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)

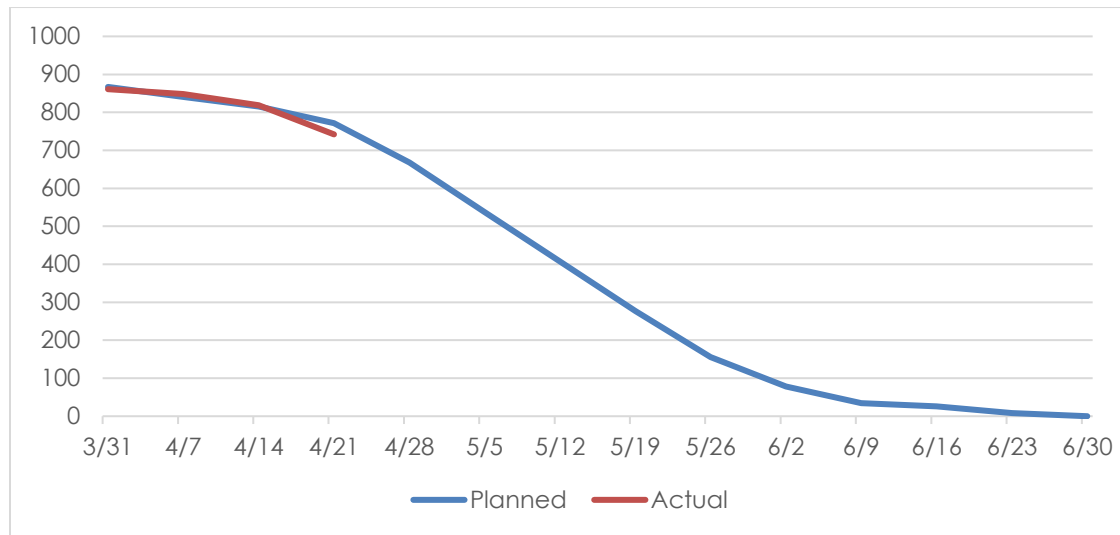


Figure 5.1-4 – CalSAWS Analytics – Release H Status Matrix (State & Management)

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	100%							6/11	7%	6/18	0%	6/25	0%
	Case Activity	8	4/15	100%	5/21	0%	5/31	0%	6/18	0%	6/11	0%	6/18	0%	6/25	0%
	Employment Services	11	4/15	64%	5/21	0%	5/31	0%	6/18	0%	6/11	27%	6/18	0%	6/25	0%
	Fiscal	22	4/15	0%	5/21	0%	5/31	0%	6/18	0%	6/11	34%	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	100%							6/11	17%	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		41 of 67 61%		0 of 9 0%		0 of 9 0%		0 of 9 0%		13 of 67 19%		0 of 67 0%		0 of 67 0%

Legend:
Complete
Complete as of this week
In Progress

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

CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: April 19, 2021 to April 25, 2021

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	
	<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			

CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: April 19, 2021 to April 25, 2021

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 Reports	Number of On Request 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
	<ul style="list-style-type: none">• Administrative	11	1

CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: April 19, 2021 to April 25, 2021

LRS	• Case Activity	19	5
	• Employment Services	3	0
	• Fiscal	28	5
	• State	2	0
	• 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	• Administrative	4	3
	• Case Activity	14	1
	• Employment Services	7	0
	• Fiscal	36	1
	• Resource Data Bank	1	0
	• 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 complete. County would like to re-validate monthly WAR and Global dashboard after OBIEE run next month (May 6, 2021)
 - Release G
 - ▶ Complete 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
 - Confirm distribution list and session announcement avenues
 - Continue to refine content
 - 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

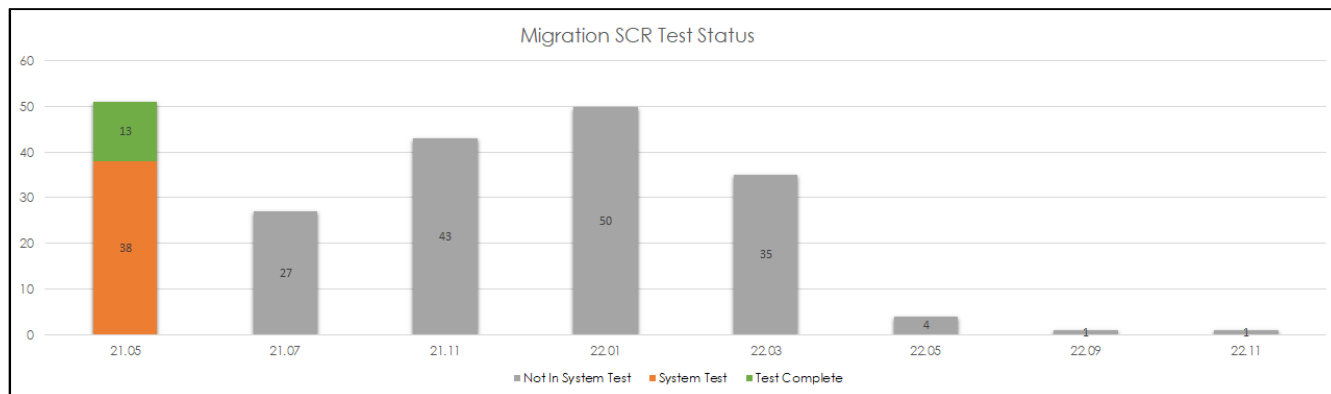
	Status	21.05	21.06	21.07	21.11	22.01	22.03	22.05	22.07	22.09	22.11
Design	New	0	0	1	20	29	25	5	1	4	0
	Design in Progress	0	0	12	16	6	2	0	0	0	0
	Ready for Committee	0	0	0	0	0	0	0	0	0	0
	Committee Review	0	0	0	0	0	0	0	0	0	0
	Pending Approval	0	0	5	0	6	2	0	0	0	0
Build	Approved	0	0	4	2	5	4	1	1	1	1
	In Development	1	0	26	3	5	0	0	0	0	0
	Development Complete	0	0	0	0	0	0	0	0	0	0
	In Assembly Test	0	0	1	0	0	0	0	0	0	0
Test	System Test	31	1	0	0	0	0	0	0	0	0
	Test Complete	21	0	0	0	0	0	0	0	0	0
	In Production	0	0	0	0	0	0	0	0	0	0
	Grand Total	53	1	49	41	51	33	6	2	5	1

SCRs in Production	589
SCRs with Release TBD	6

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

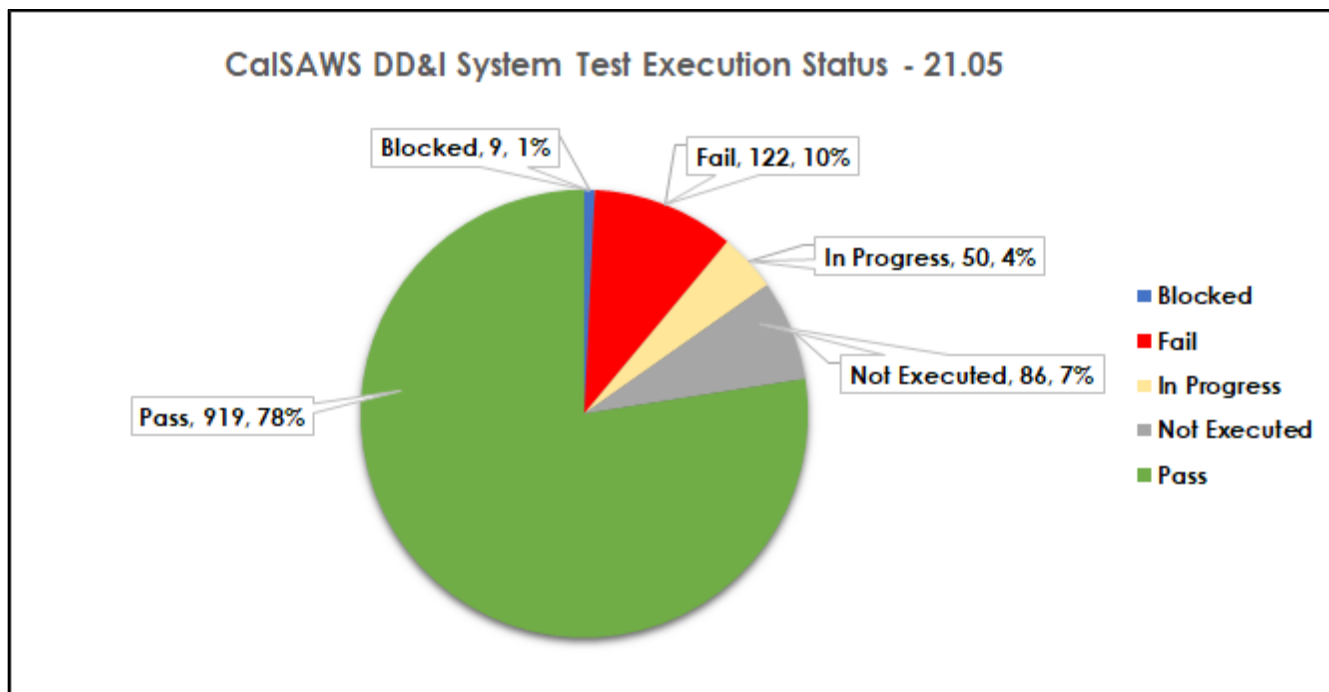


Notes:

- 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 23, 2021	50%
Pass Rate Actual as of April 23, 2021	78%
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

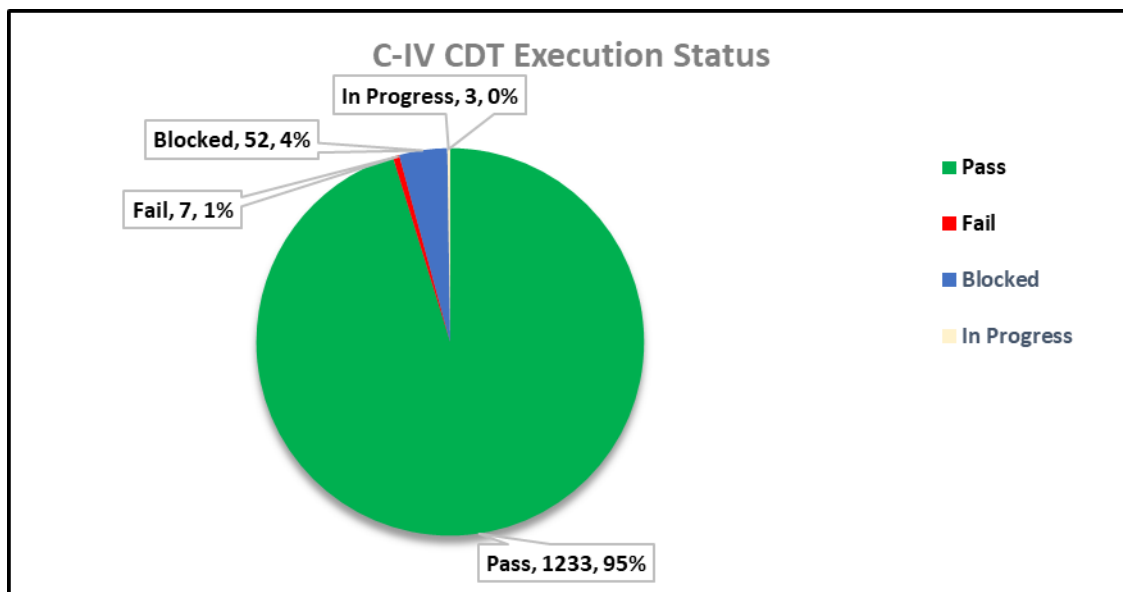
- ▶ Meetings to further plan and discuss File Exchange test execution during June 2021 to July 2021
 - Meetings during the reporting period:
 - ▶ CCSAS: April 21, 2021 (3:30 p.m. – 4:00 p.m.)
 - ▶ CMIPS/OSI: April 22, 2021 (3:00 p.m. – 3:30 p.m.)
 - ▶ Lassen County: April 20, 2021 (11:00 a.m. – 11:30 a.m.)
 - ▶ MEDS/DHCS: April 20, 2021 (1:00 p.m. – 1:30 p.m.)
 - ▶ 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.)
 - Upcoming Meetings:
 - ▶ CCSAS: May 5, 2021 (3:30 p.m. – 4:00 p.m.)
 - ▶ CMIPS/OSI: May 6, 2021 (3:00 p.m. – 3:30 p.m.)
 - ▶ EBT/FIS: May 5, 2021 (1:30 p.m. – 2:00 p.m.)
 - ▶ Marin County: April 27, 2021 (1:00 p.m. – 1:30 p.m.)
 - ▶ MEDS/DHCS: April 29, 2021 (10:00 a.m. – 11:00 a.m.)
 - ▶ Tehama County: May 5, 2021 (2:00 p.m. – 2:30 p.m.)

6.1.4 Converted Data Test (CDT):

- Continued test execution of C-IV CDT phase

Chart 6.1.4-1 – C-IV CDT Execution Status

Pass Rate Target as of April 26, 2021	96%
Pass Rate Actual as of April 26, 2021	95%
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):

- Three SCR's are test complete. These SCR's are targeted for a release on April 27, 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 and is targeted for 21.07 baseline release
 - 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		
		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	2	10
Grand Total	30	1	5	24

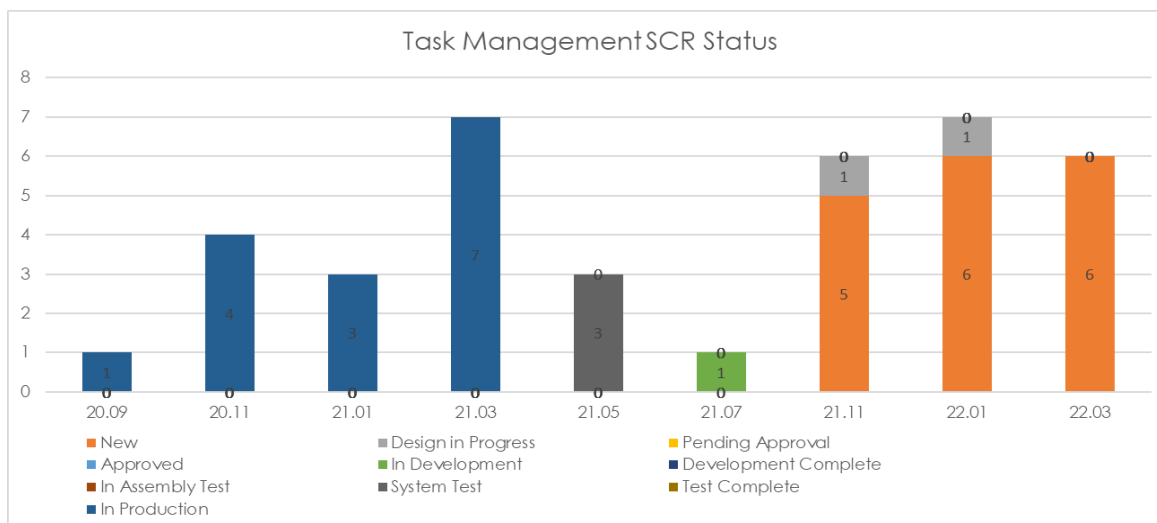
- ▶ State form translations
 - The following table shows status of State form translation SCRs

STATE FORMS – TRANSLATION SCRs	FORM COUNT
New	11
Design in Process	16
In Development	7
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

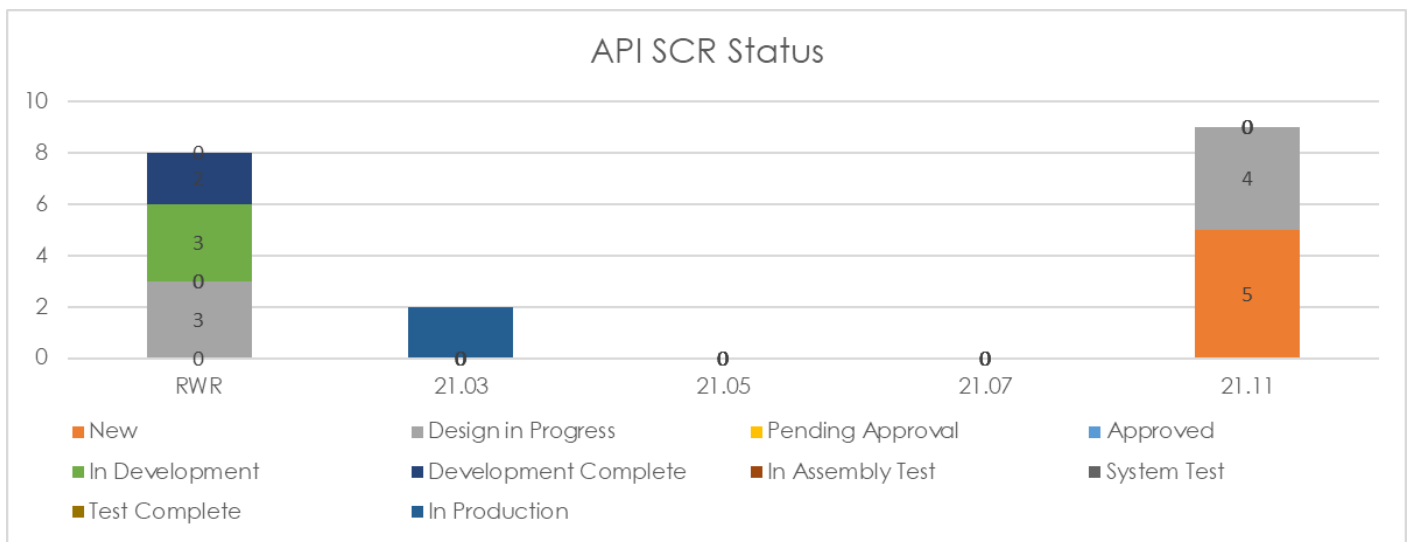
Figure 6.1.6-1 – Task Management DDID Status



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 20, 2021
 - The Correspondence Documentation submitted by Gainwell and reviewed by Accenture was approved by WCDS
 - Discussed the GA GR Correspondence deliverables and design clarifications on April 20, 2021 and April 21, 2021
 - Discussed the GA GR Correspondence web service design clarifications on April 21, 2021 and April 23, 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])

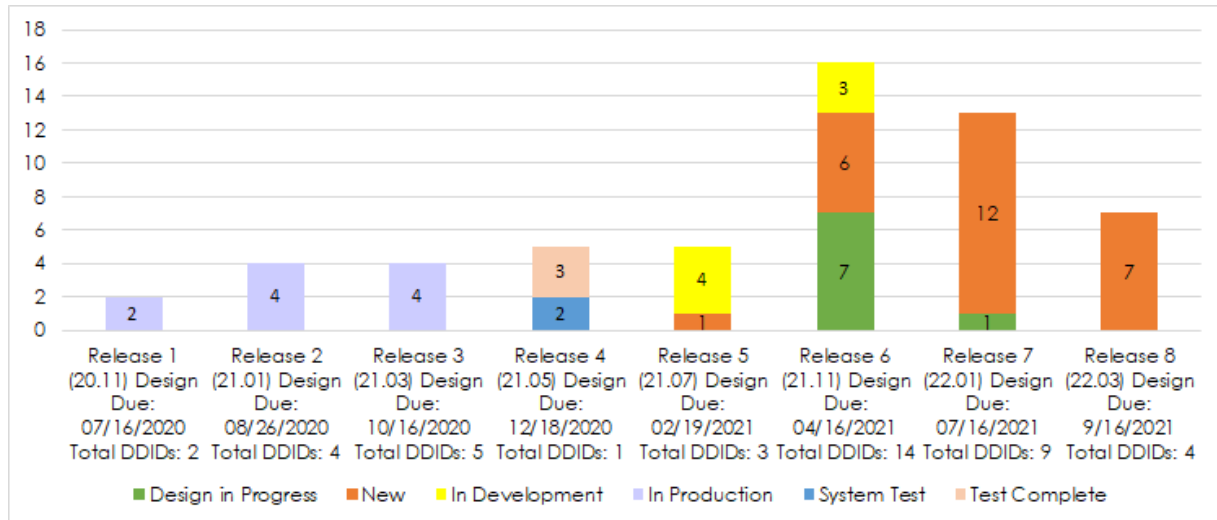
CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: April 19, 2021 to April 25, 2021

- 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

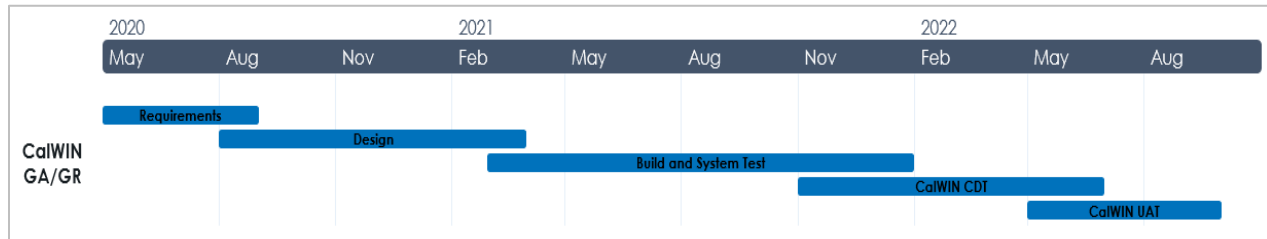
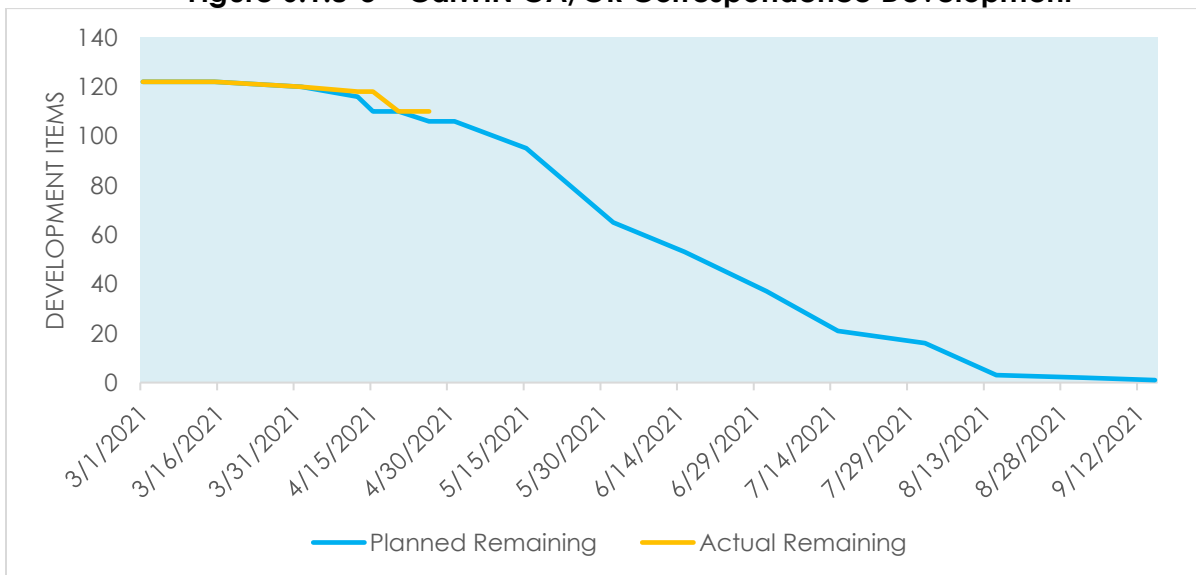
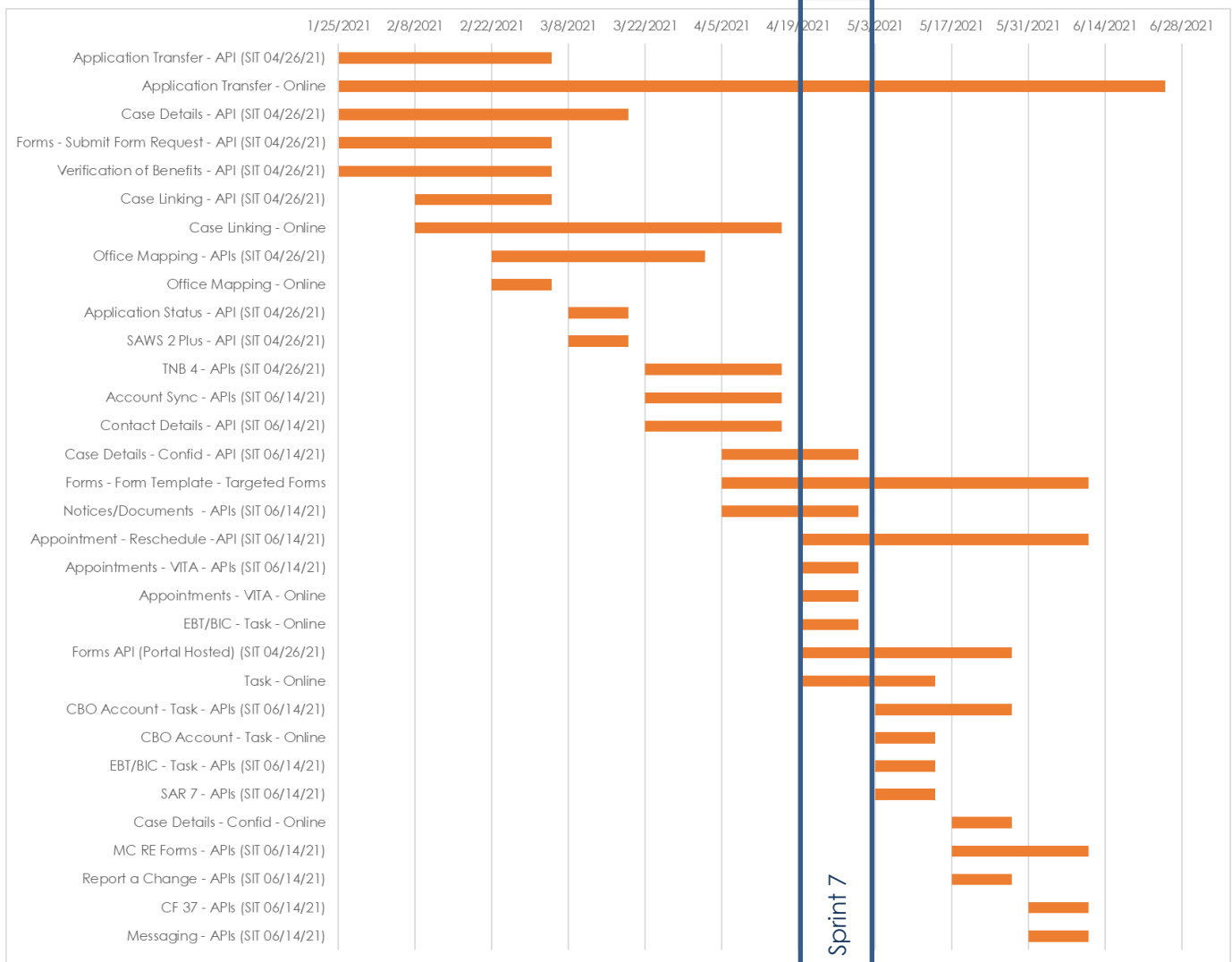


Figure 6.1.8-3 – CalWIN GA/GR Correspondence Development



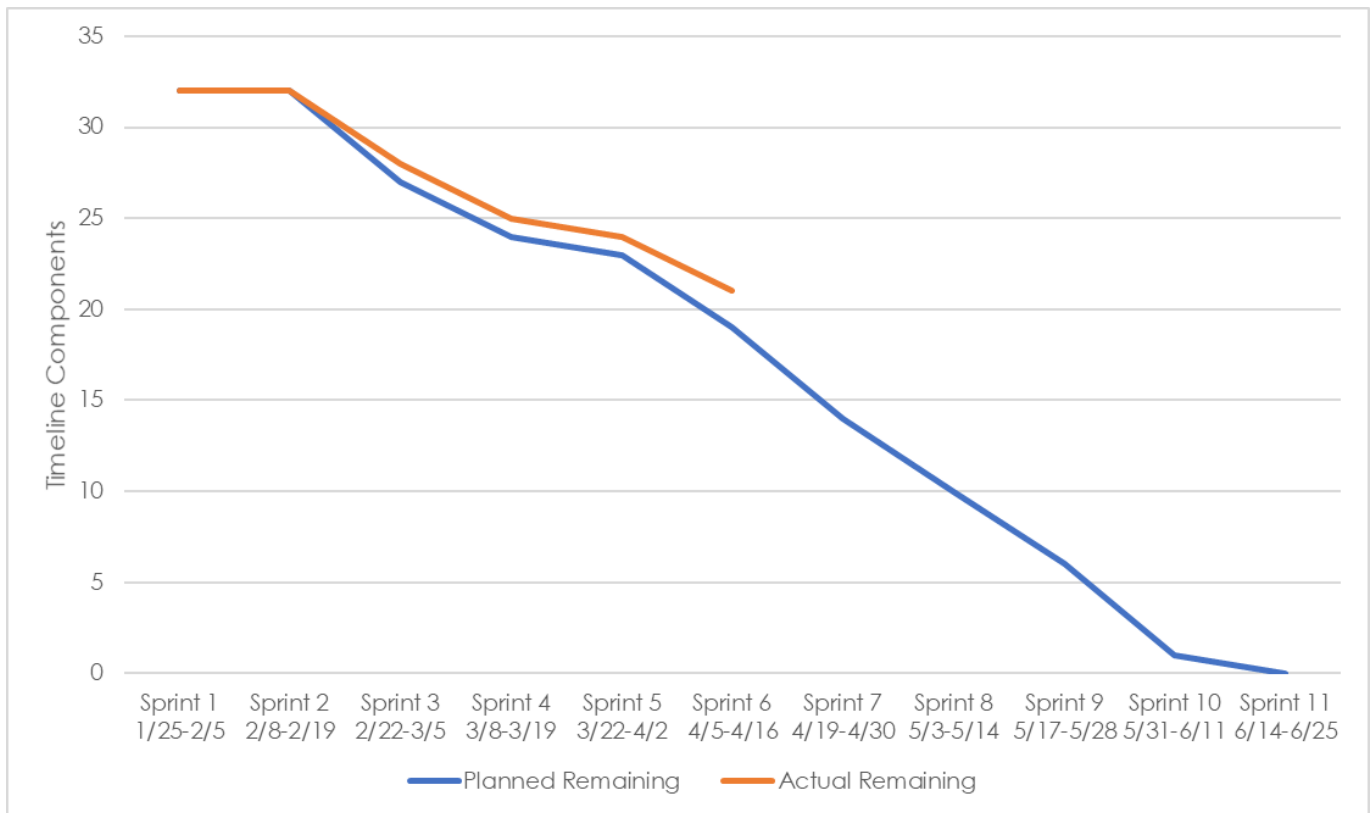
6.1.9 CalSAWS Portal Integration

Figure 6.1.9-1 – CalSAWS BenefitsCal Component Timeline



- Continued 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
 - 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

- ▶ 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 is paused over the next 2 weeks to account for Batch EDBC Performance testing. The new anticipated end date for regression testing completion is May 14, 2021

Figure 6.1.10-1 – Batch Regression Burndown Chart

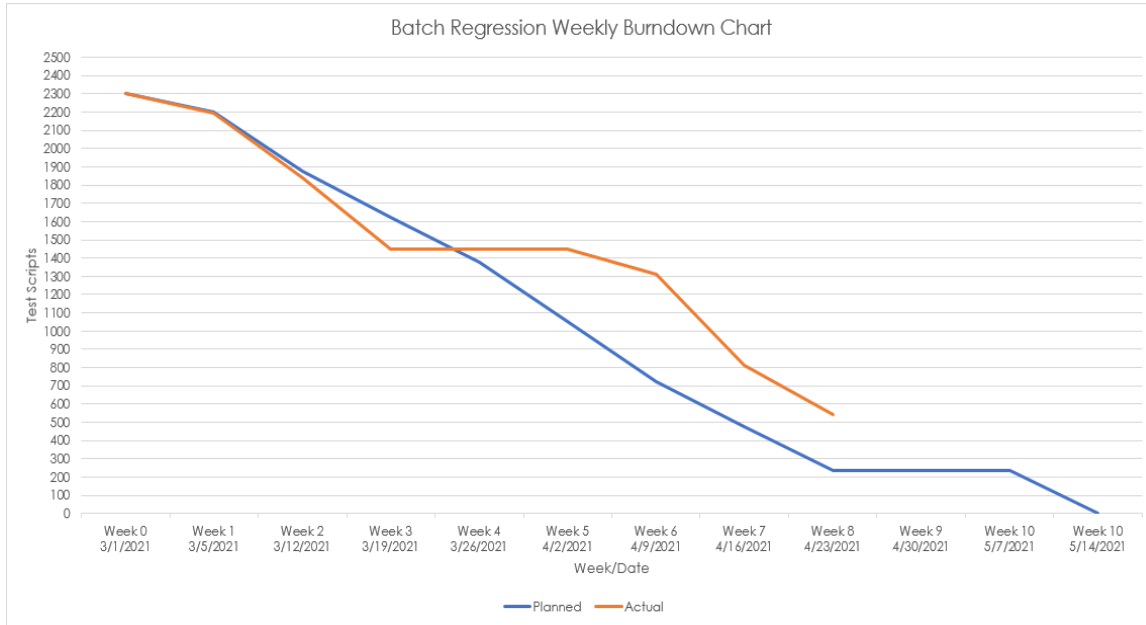
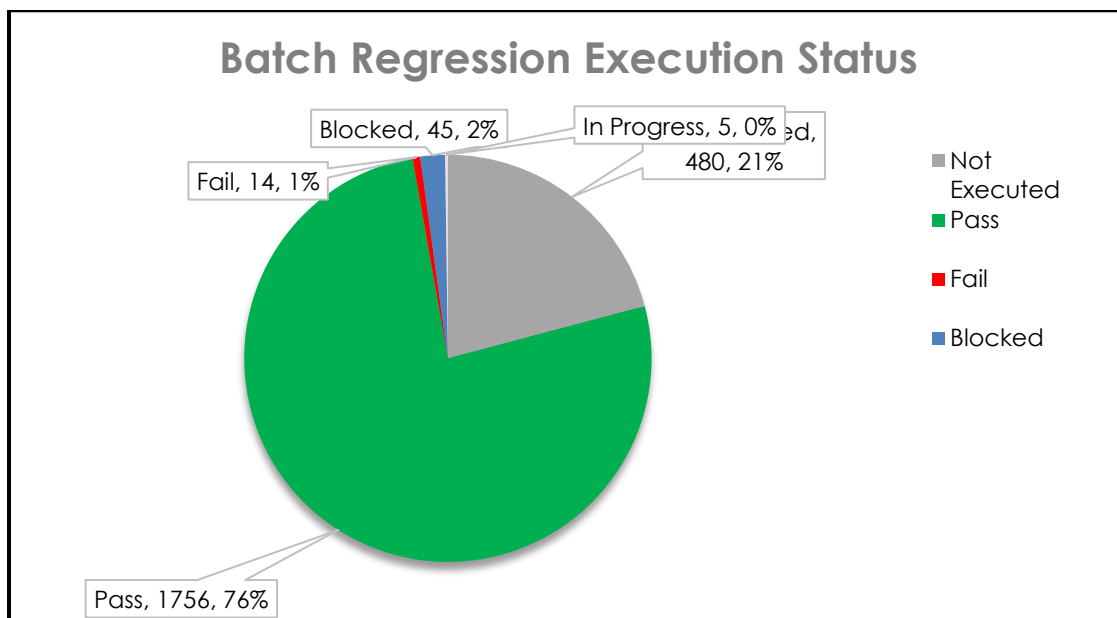


Chart 6.1.10-2 – Batch Regression Execution Status

Pass Rate Target as of April 16, 2021	90%
Pass Rate Actual as of April 16, 2021	76%
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
 - Resolved an issue related to image purge processing.
 - ▶ Issue was identified on April 19, 2021. Some images were being erroneously purged if they were tied to people associated to both purgeable and non-purgeable cases.
 - ▶ While the issue was being researched/resolved, all purge processing was put on pause.
 - ▶ Restored access to all images on April 22, 2021. Resumed Purge processing
 - Current estimate for completion is mid-May
 - Continuing to send 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
- ▶ Continued 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

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 DDEL• Submission 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 DDEL Submission 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

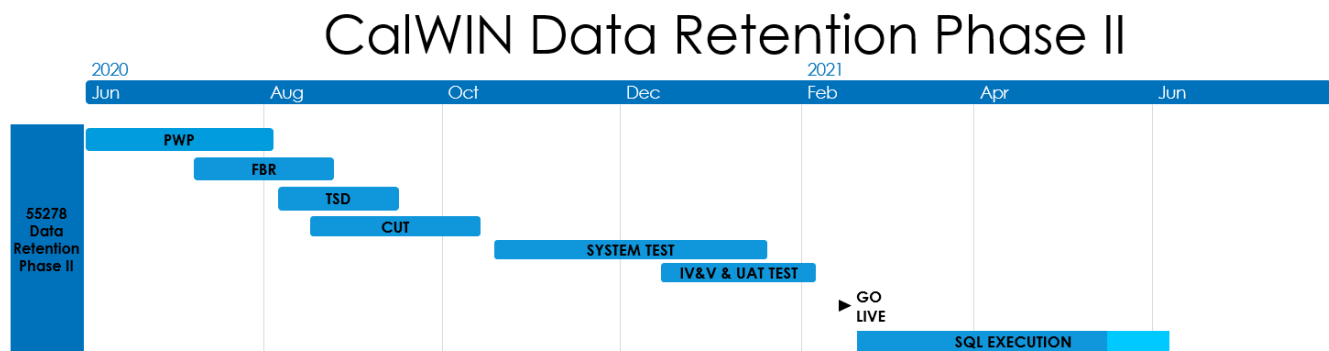
- ▶ C-IV Conversion
 - o Continued build activities for golden Data Set (GDS) #4
 - o Began preparation activities for Mock Conversion #1
 - o Continued Design and Development on Consolidated Case Review (prioritized) report
 - o Continued progress on cutover activities and mock conversion planning

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"> In Progress
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
 - ▶ 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
 - 33 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)
 - The team continued to meet with the document migration team
 - CalWIN is preparing for Data Extraction in May for all 18 counties
- ▶ CalWIN Data Retention M&O (Gainwell Technologies)
 - Continued Data Retention CalWIN per schedule
 - ▶ CalWIN continued Data Retention with two CalWIN counties, these will continue May 02, 2021
 - ▶ 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












CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: April 19, 2021 to April 25, 2021

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		88%	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

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	20	7	0	15	0	2	0	0
EDBC Match Sprint 1	18	4/5/2021 – 5/3/2021	4	3	0	16	0	25	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

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	10	3	33
ST JTM Scenarios	46	3/22/2021 - 4/23/2021	24 (2 on hold)	6	14

CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: April 19, 2021 to April 25, 2021

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

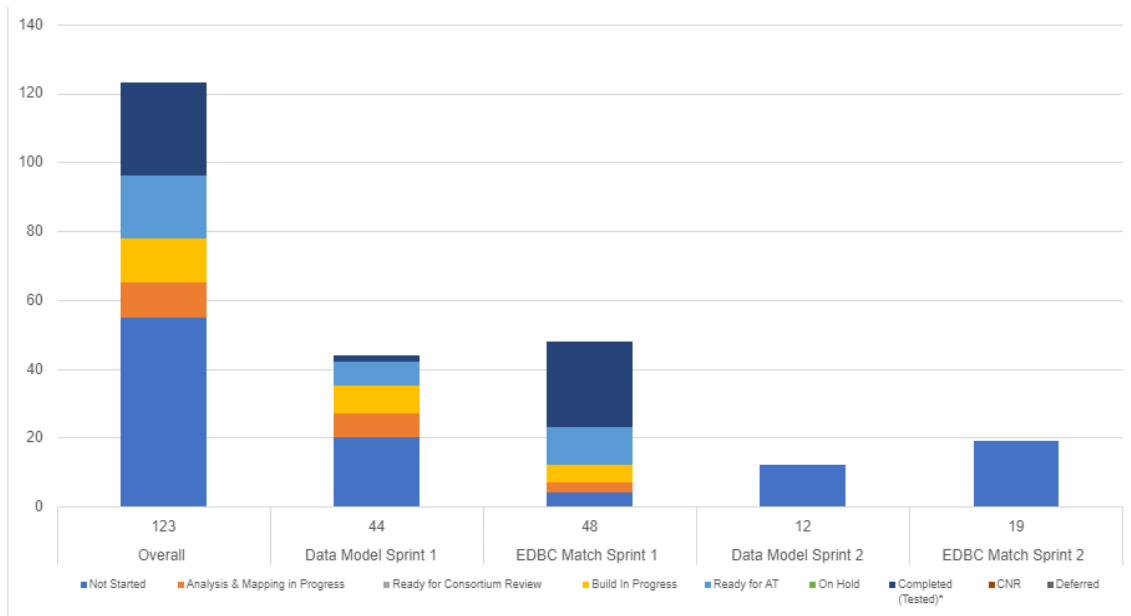
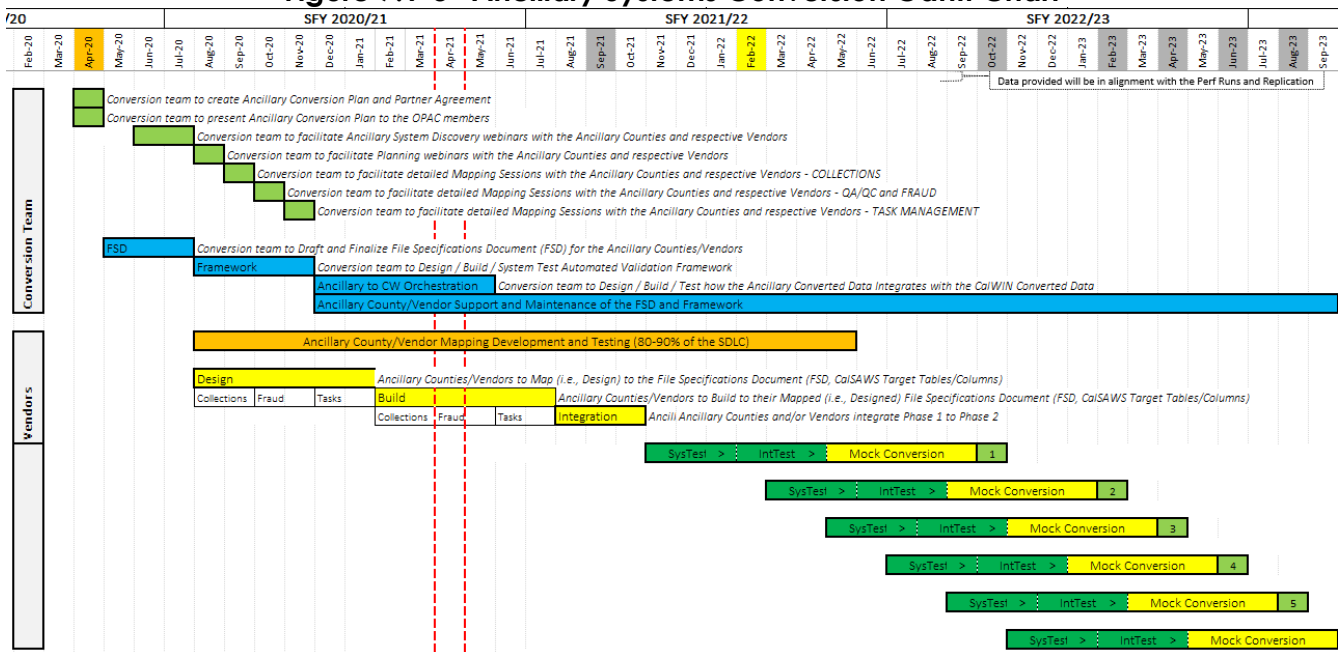


Figure 7.1-3– Ancillary Systems Conversion Gantt Chart



CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: April 19, 2021 to April 25, 2021

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 as a Pre-Requisite to begin Mock Conversions	Not started
August 2023	Wave 1 – 6 Mock Conversions	Simulated Cutover Activities dependent on Integration Test Complete are ready to Start (or are Complete)	Not started
August 2023	Wave 1 – 6 Mock Conversions Data Validation	Validation of Data (from Mock Conversion) are ready to Start (or are Complete)	Not started
October 2023	Wave 1 – 6 Conversion Cutovers	Execution of (live) Cutover Activities are ready to Start (or are Complete)	Not started

CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: April 19, 2021 to April 25, 2021

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)
 - Complete Mapping Script Orchestration Testing GDS #4
- ▶ CalWIN Conversion:
 - Continue Discovery runs in performance environment (Note: run is on unfiltered data and unoptimized routines)
 - ▶ Begin wave 6 integrated with Ancillary Routines
 - Continue EDBC match bug resolutions EBC sprint 1
 - Continue Data Model Update Sprint
 - Continue System Test Online scenario sprint 1
 - Continue Converted Data Delivery planning activities
- ▶ CalWIN Data Migration (Gainwell Technologies)
 - Continue development of extraction activities
 - Continue documentation with CalSAWS on extraction plans around shell cases
 - Prepare for data extraction on May 16, 2021 for wave 1 and wave 2
- ▶ 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

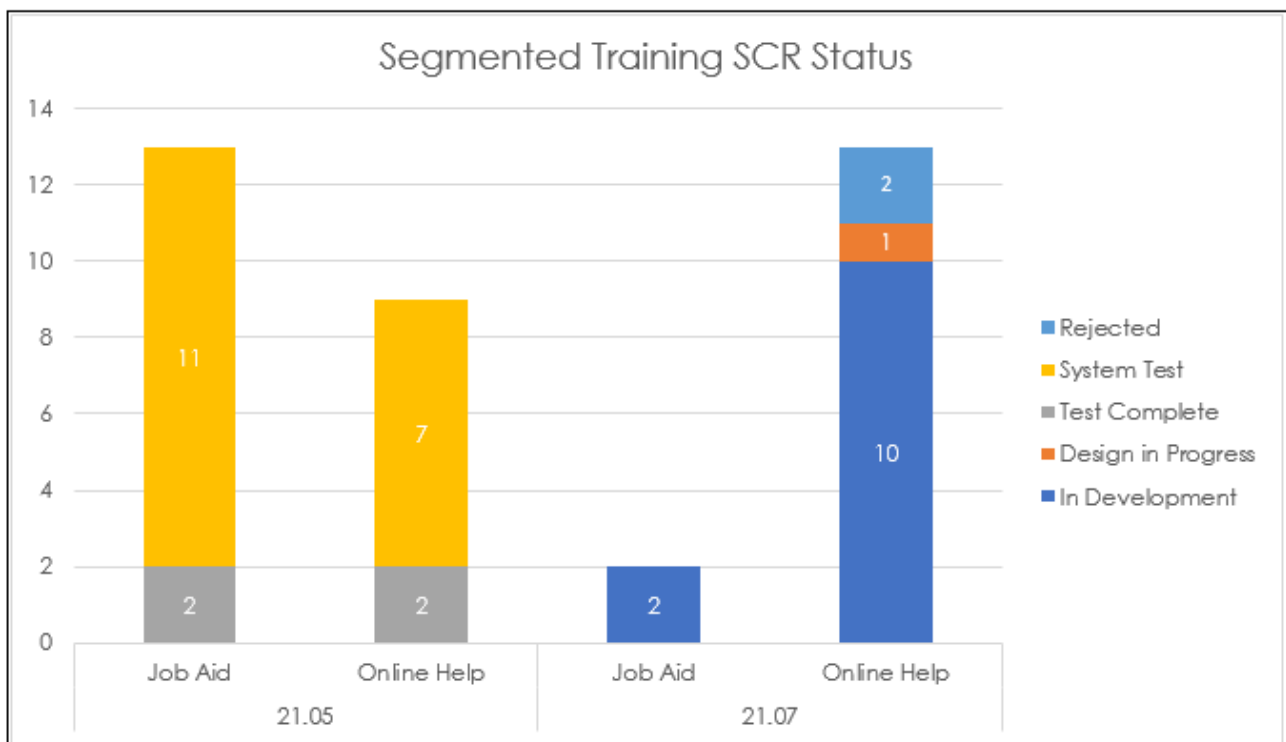
- ▶ None for the reporting period

8.0 Training

8.1 Highlights of the Reporting Period

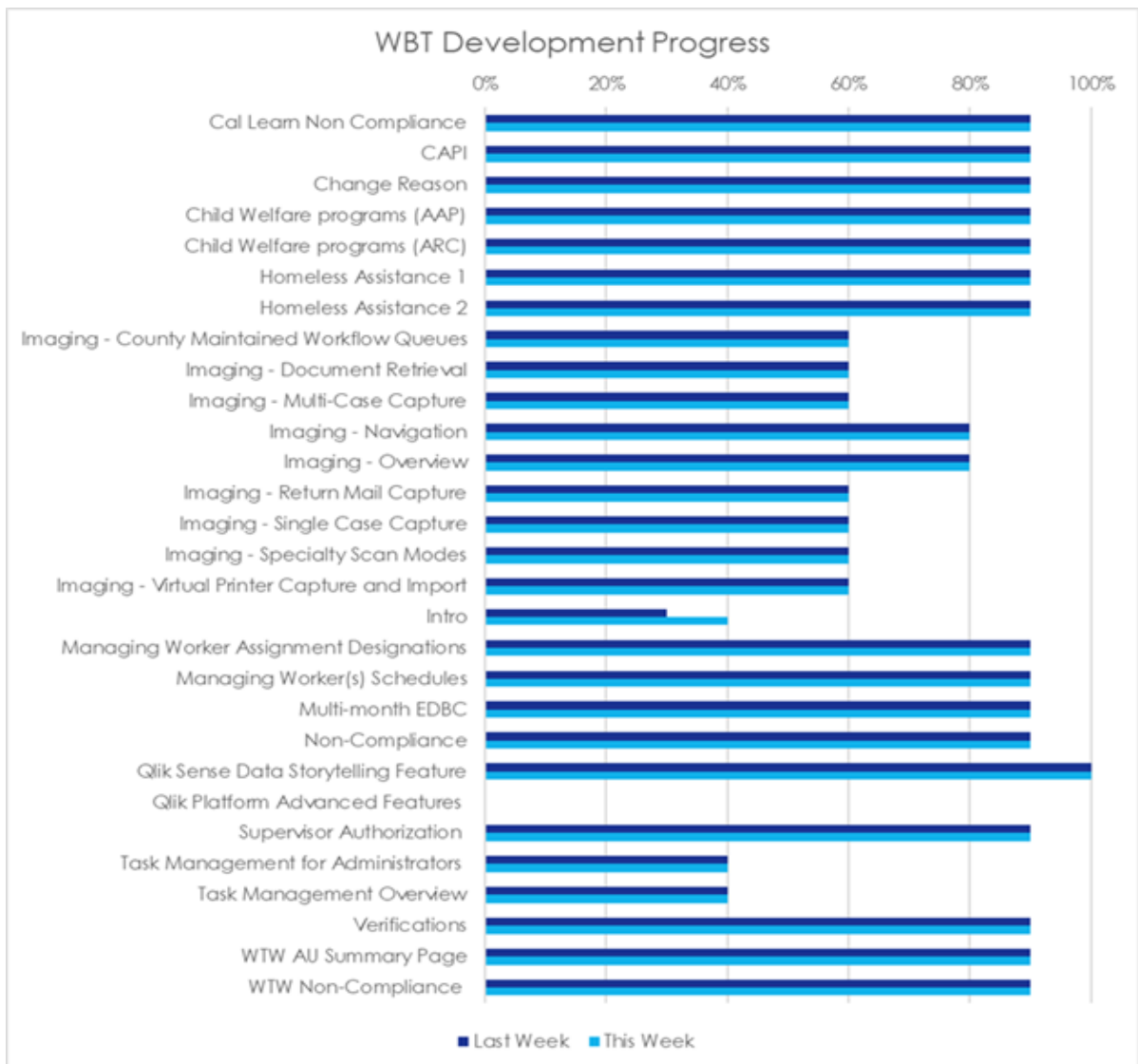
- ▶ Hosted weekly Training Touchpoint meeting on April 19, 2021
- ▶ Hosted Monthly Training Team Meeting on April 20, 2021
- ▶ Continued R21.05 Training SCRs, began work on R21.07 Training SCRs
- ▶ Continued development of C-IV Migration Web Based Training (WBT) Design and Build
- ▶ Completed set-up for Course shells and curriculum in LMS production environment
- ▶ Continued development of Training Environment Roadshow materials and Guide
- ▶ Imaging
 - Presented Imaging status at weekly Training Touchpoint with Consortium Training Manager on April 19, 2021
 - Presented Imaging status at monthly Training Team meeting with Consortium Training Team on April 20, 2021
 - Attended Early Training Planning meeting with Consortium Training team on April 22, 2021
 - Continued Imaging WBT Build
 - Continued Imaging Quick Guide development

Figure 8.1-1 Training SCR Status



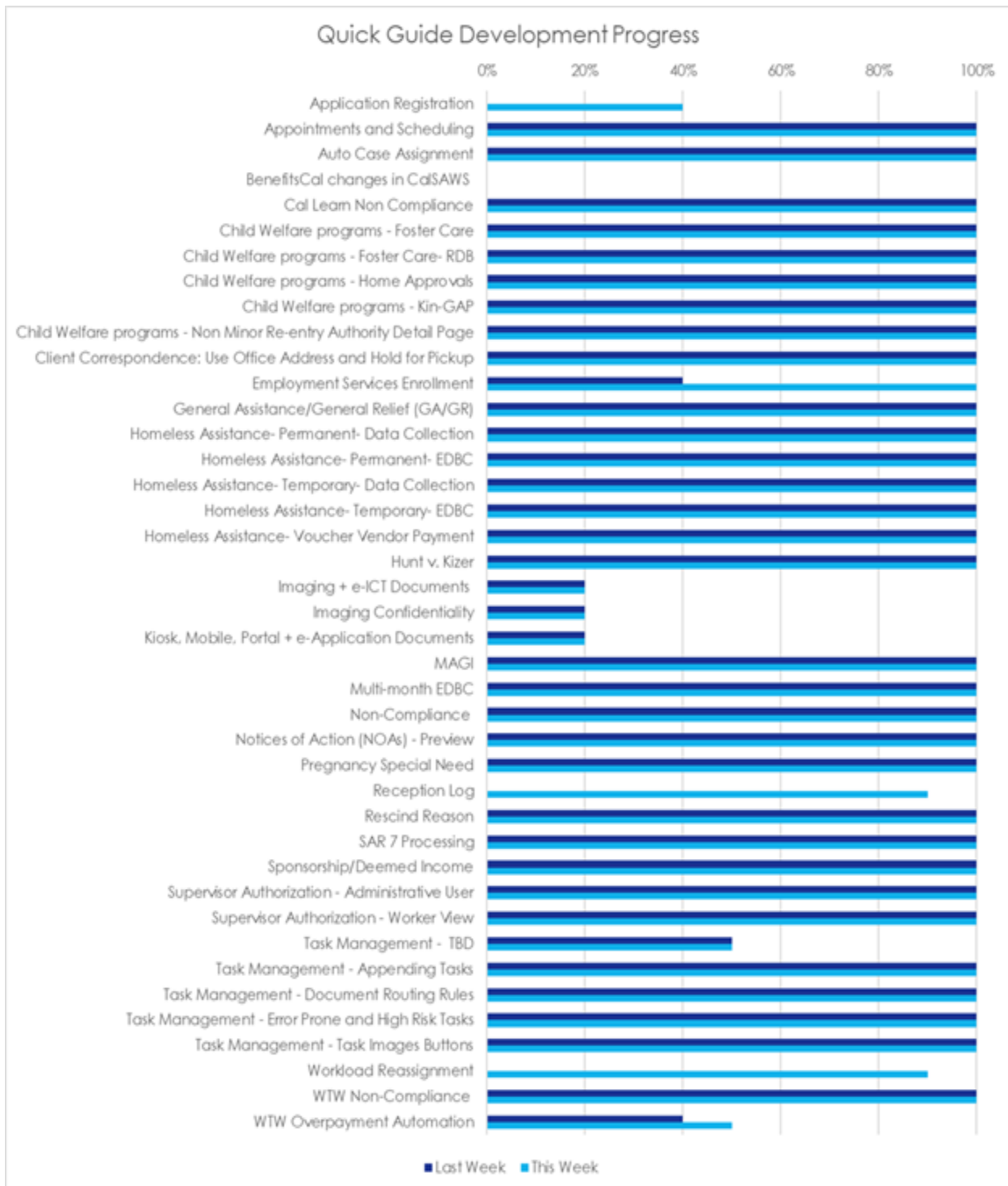
Note: The above bar chart shows the number of SCRs, not individual Job Aid/Online Help updates

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



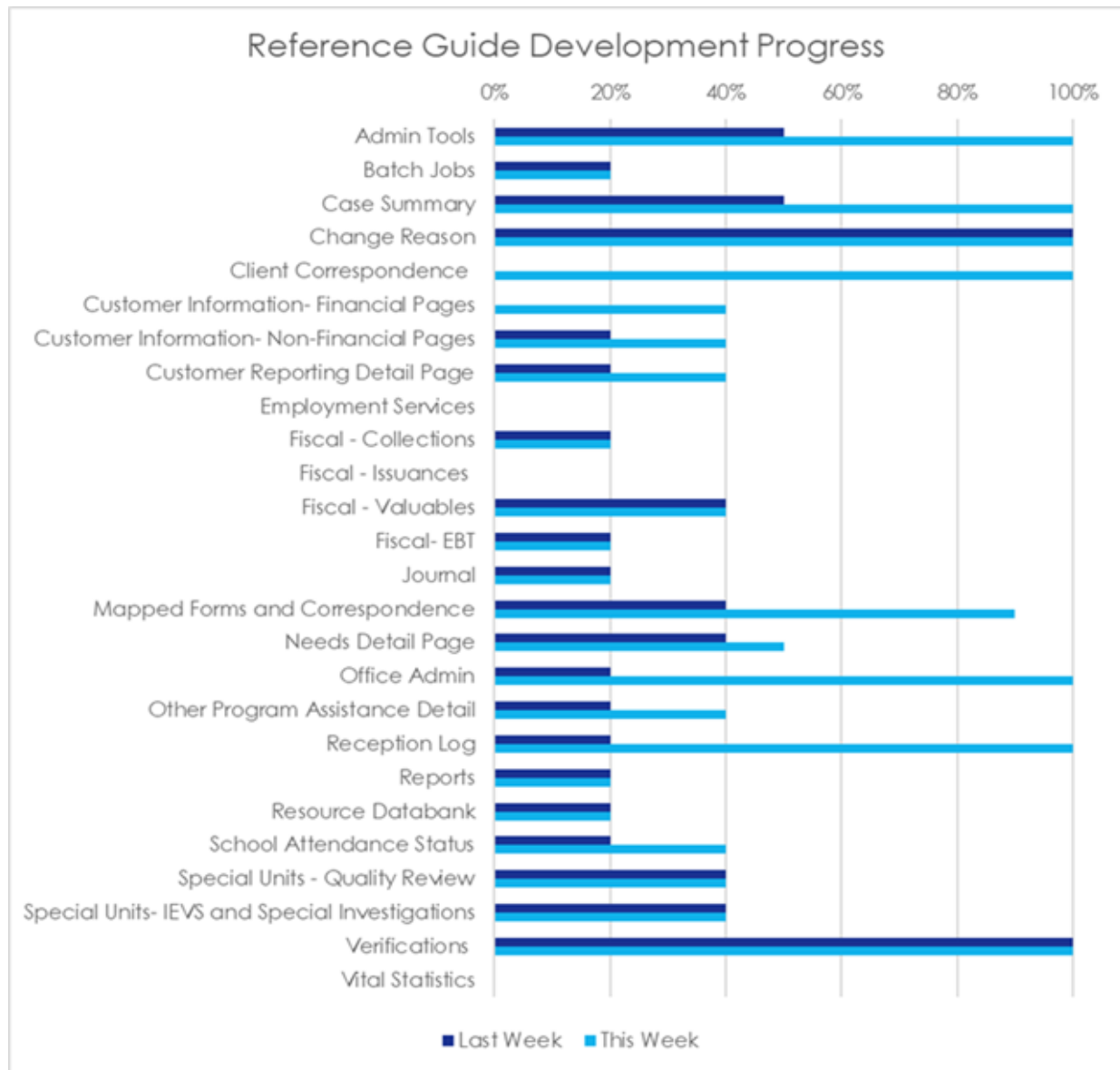
Note: The above training materials are subject to change (Name, type, etc.)

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



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

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 26, 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 26, 2021
 - Present Imaging Training status at Twice-Monthly Training, Implementation, and Change Management Team meeting on April 27, 2021
 - Attend Early Training Planning session with Consortium Training Team on April 27, 2021
 - Present Imaging Training Status at CalSAWS Imaging and Contact Center Joint Status meeting on April 28, 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 first bi-monthly occurrence of the Implementation Readiness Checkpoint Meeting with the C-IV Counties on April 21, 2021, in which the following topics were covered: T-6 Months Change Readiness Assessment Survey Results, Migration Toolbox Demonstration, Implementation Readiness Dashboard Overview, UAT Web Portal, BenefitsCal Communication and Strategy including Pre-Go-Live and social media toolkit, Conversion Updates, Training Materials Progress, Readiness Checklist Updates
- ▶ Sent draft CIT to the CIT/CRFI review group for the April Implementation Readiness Packet
- ▶ Sent draft CIT to the CIT/CRFI review group for the new Case Review Reports based on Golden Data Set #3
- ▶ Continued preparing a pathway to green light approach that incorporates the appropriate stakeholders, checkpoints, and readiness inputs
- ▶ Continued compiling inputs into a County Preparation Phase packet, which will include actions that County users, Security Administrative, and Office Supervisors/Managers may have to take once C-IV user data is converted into CalSAWS
- ▶ 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 25, 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
- ▶ Continued to maintain the Project-level checklists with known Implementation

CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: April 19, 2021 to April 25, 2021

milestones and tasks in the areas of Application Readiness, Conversion Readiness, Technical Readiness, Change Readiness, Training Readiness, Implementation Support Readiness, and Integration

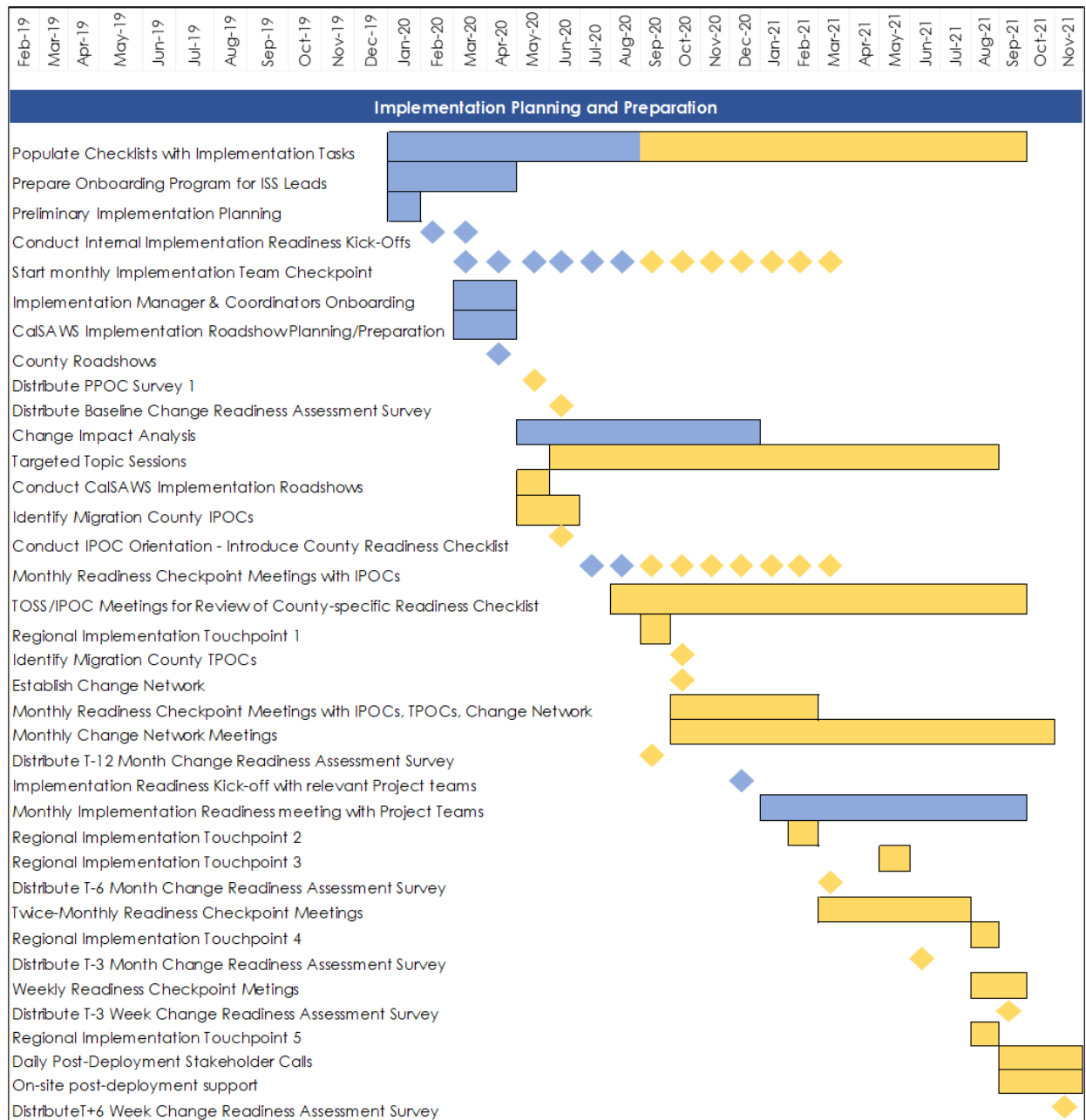
- ▶ Continued to maintain the Master County Readiness Checklist (updating each County's respective checklist as applicable), confirming with relevant Project teams on the accuracy of task descriptions, owners, target started dates, and target completion dates
 - Regional TOSS teams are finishing their April occurrences and preparing for the May 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
 - Attended Weekly Implementation Touchpoint with Consortium Implementation Lead on April 19, 2021
 - Presented Imaging updates at Twice-Monthly Implementation Readiness Checkpoint on April 21, 2021
 - Continued to maintain Imaging tasks on Project and County readiness checklists
 - Continued supporting Implementation team in answering County Imaging questions

CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: April 19, 2021 to April 25, 2021

Figure 9.1.1-1 – Implementation Gantt Chart



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

CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: April 19, 2021 to April 25, 2021

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
 - Distributed a Q&A document based on the April CNC Meeting, as well as a recap document from the outcomes of the April Workshop
 - Continued preparing for the May occurrence of the Change Network Meetings
- ▶ C-IV County Feedback
 - Presented analysis of results from T-6 Month Change Readiness Assessment Survey at the Implementation Readiness Checkpoint with the C-IV Counties
- ▶ Targeted Topics/Just-in-Time demonstrations
 - Task Management
 - ▶ Hosted the Task Management Targeted Topic Session on April 20, 2021
 - ▶ Began compiling a comprehensive Q&A and feedback document from the Targeted Topic session
 - Change Reason
 - ▶ Continued to prepare for the Change Reason Just-in-Time Session, and hosted prep session on April 20, 2021
- ▶ Communication
 - Finalized and distributed to the CNCs the Summary of High-Impact Changes document, which lists the high-impact change areas in CalSAWS and where to find associated reference materials
 - Continued developing News Blast #3, the third of the four quarterly News Blasts
 - Began developing the Early and General Training Infographic
- ▶ Continued the Drive Change Team Efforts phase of the Change Impact Analysis (CIA)
 - Reviewed 1,143 designs/design differences
 - ▶ 766 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
 - ▶ 590 have been identified as having a low level of impact
 - ▶ 377 have been identified as having no impact to C-IV users (i.e., migrated from C-IV or only impacting Los Angeles County)
 - Change Management is collaborating closely with Training to align on potential Project actions for each identified change, such as Web Based Trainings (WBTs), Job Aids, Training Templates (Quick Guides, Reference Guides), Targeted Topic Sessions, Short Videos, etc.
- ▶ Continued coordination and collaboration with Conversion Team on Change Management's role in communicating and tracking manual case reviews, as well as downstream application/batch impacts based on unreconcilable data
- ▶ Continued to monitor Sandbox performance and follow up on the status of open environment defects
- ▶ Imaging

CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: April 19, 2021 to April 25, 2021

- 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 20, 2021
- Provided Imaging support at CalSAWS Task Management Targeted Topic Session on April 20, 2021
- Attended Weekly Change Management Touchpoint with Consortium Change Management Leads on April 21, 2021
- Presented Imaging Change Management updates at CalSAWS Imaging and Contact Center Joint Status meeting on April 21, 2021
- Presented Imaging Change Management Updates at the Region 6 CalSAWS Management Site Visit on April 21, 2021
- Hosted the Los Angeles County Imaging Change Network Monthly meeting on April 22, 2021
- Imaging Demonstrations
 - ▶ Continued planning content
 - ▶ Distributed invitations
- Los Angeles County T-6 Month Imaging Change Readiness Assessment
 - ▶ Drafted CIT
 - ▶ Requested Active User list
- Finalized and distributed April Imaging Communications and related CIT for Los Angeles County
- ▶ 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
 - Continued reviewing C-IV impacts of FCED SCRs and creating associated communications, as appropriate

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

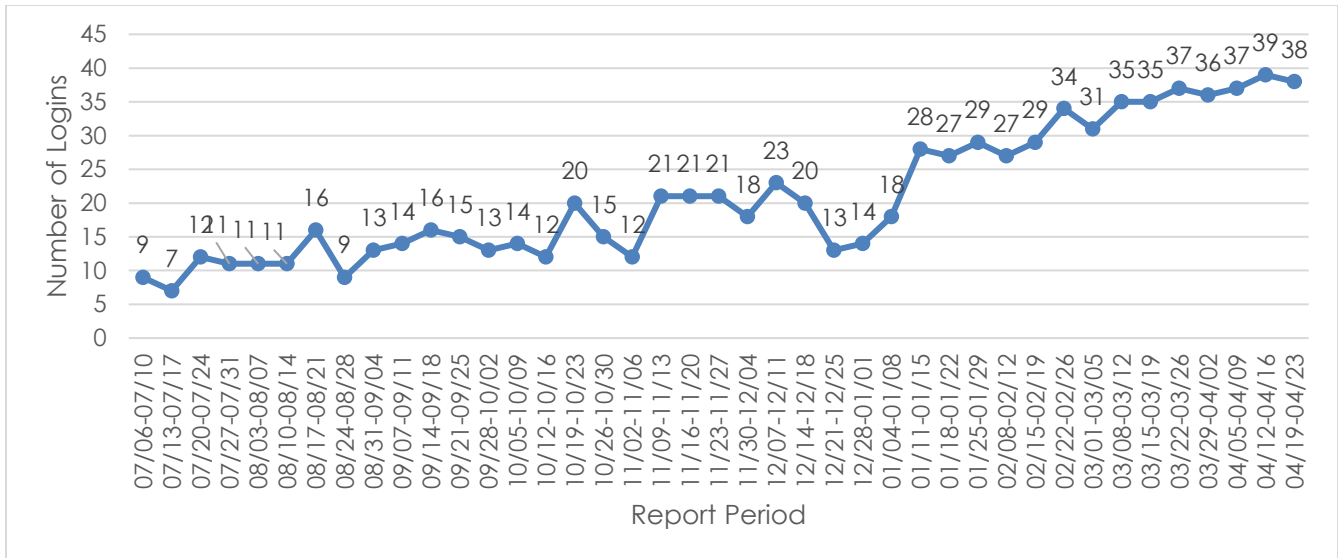
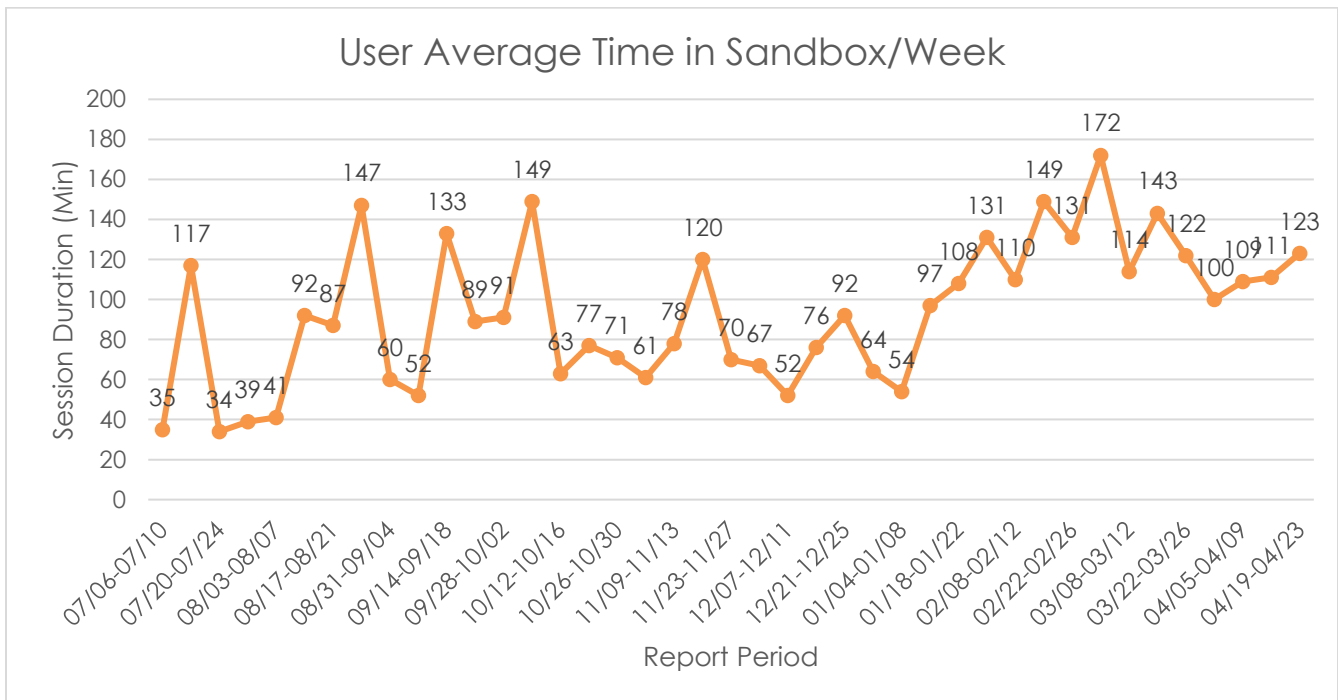


Figure 9.1.2-2 – LRS Sandbox Environment: Average Time Users Spent in the Sandbox per Week (excluding 02/01/2021-02/09/2021*)



CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: April 19, 2021 to April 25, 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, 4, 5	5	02:24:07
Butte	Users 1, 2, 3, 4, 5, 6	102	16:09:31
Colusa	Users 1, 2, 6	5	01:06:27
Contra Costa	Users 1, 2, 3, 6	34	06:28:55
Del Norte	Users 2, 5, 6	10	01:30:00
El Dorado	Users 1, 3, 6	9	02:38:25
Glenn	User 5	1	00:17:44
Humboldt	Users 1, 2, 3, 5	30	10:34:51
Imperial	Users 1, 2, 4	22	04:19:00
Kern	Users 1, 2, 4, 5, 6	31	11:27:25
Lake	Users 1, 2, 3, 5	15	11:54:31
Los Angeles	Users 4, 6	19	19:57:03
Marin	Users 1, 3, 6	9	02:10:14
Mariposa	User 1	1	00:05:28
Mendocino	Users 1, 2, 3, 4	9	04:12:26
Merced	User 6	1	00:02:44
Mono	User 4	4	01:38:26
Monterey	Users 1, 3, 4, 6	13	02:51:39
Napa	Users 4, 5	3	00:43:42
Orange	Users 1, 2, 3	16	04:42:09
Placer	Users 1, 3	4	01:37:44
Riverside	Users 1, 2, 5	22	04:48:47
Sacramento	Users 1, 3	9	03:24:23
San Benito	Users 1, 3, 4, 6	30	03:39:12
San Bernardino	Users 1, 2, 3, 5, 6	66	19:37:59
San Diego	Users 1, 4	4	00:00:00
San Francisco	Users 1, 2, 3, 4, 5	73	03:40:31
San Luis Obispo	User 4	1	00:11:04
San Mateo	Users 1, 6	11	03:45:22
Santa Barbara	User 6	6	00:44:36
Santa Clara	Users 1, 2, 5	28	07:37:17
Shasta	Users 1, 2, 3, 4, 5	12	01:58:49
Solano	User 1	3	01:50:44
Stanislaus	Users 2, 5	2	01:02:32
Sutter	Users 1, 2, 4, 5, 6	13	04:44:35
Tehama	Users 1, 2	11	06:50:03
Trinity	User 2	1	00:11:34
Tuolumne	User 2	2	00:57:46

9.2 Activities for the Next Reporting Period

9.2.1 Implementation

- ▶ Distribute CIT to the C-IV Counties for the April Implementation Readiness Packet
- ▶ Distribute CIT to the C-IV Counties for the new Case Review Reports based on Golden Data Set #3
- ▶ Continue 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
- ▶ 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
 - Present Imaging Implementation updates at Twice-Monthly Training, Implementation, and Change Management Team meeting on April 27, 2021
 - Continue supporting Implementation team in answering County Imaging questions
 - Continue monitoring Project Implementation Readiness tasks for Imaging
 - Start creating Project and County Imaging Readiness Checklists for Los Angeles County Imaging implementation

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

CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: April 19, 2021 to April 25, 2021

- 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.)
- ▶ Change Network
 - Continue to monitor input from the Change Network Champions (CNC) Feedback Form and provide responses in a timely manner
 - Continue planning for the May CNC meeting
- ▶ Targeted Topics
 - Continue compiling a comprehensive Q&A document from the Task Management Targeted Topic, as well as any relevant supplemental materials
 - Continue planning for upcoming Just-in-Time (JIT) Demonstrations
 - ▶ Host a Change Reason JIT Preparation Session on April 27, 2021
- ▶ Communication
 - Continue developing News Blast #3, the third of the four quarterly News Blasts
 - Continue developing the Early and General Training Infographic
- ▶ 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 Development Team input, and necessary County outreach
 - Continue to review Conversion impacts from JIRA extract
- ▶ Continue to monitor Sandbox environment performance and escalate issues as necessary
- ▶ Imaging
 - Attend Customer Engagement Management Touchpoint on April 27, 2021
 - Present Imaging Change Management updates at Twice-Monthly Training, Implementation, and Change Management Team meeting on April 27, 2021
 - Attend Weekly Change Management Touchpoint with Consortium Change Management Leads on April 28, 2021
 - Present Imaging Change Management updates at CalSAWS Imaging and Contact Center Joint Status meeting on April 28, 2021
 - Host Bi-Weekly Imaging Change Management, Training, and Implementation Touchpoint with Consortium Staff on April 28, 2021
 - Finalize content for Imaging Demonstrations
- ▶ Task Management
 - Continue coordination with Task Management Application Development teams for overview of the solution and change
 - Continue review and development of in progress training and change management materials; continue planning and development of Task Management CFPs
- ▶ FCED
 - 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

